

Carrier to Carrier
Performance Standards and Reports
December 2001
Verizon Virginia

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING

Metric #	PRE-ORDERING	Standard	Actual Performance		Difference
			VZ	CLEC	
PO-1 - Response Time OSS Pre-Ordering Interface					
PO-1-01-6020 *	Ave Resp Tm - Customer Service Record - EDI	Parity plus <= 4 Seconds	0.25	3.48	-3.23
PO-1-01-6030	Ave Resp Tm - Customer Service Record - CORBA	Parity plus <= 4 Seconds	0.25	0.75	-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 *	Ave Resp Tm - Due Date Availability - EDI	Parity plus <= 4 Seconds	0.96	4.92	-3.96
PO-1-02-6030	Ave Resp Tm - Due Date Availability - CORBA	Parity plus <= 4 Seconds	0.96	1.75	-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	Ave Resp Tm - Address Validation - CORBA	Parity plus <= 4 Seconds	3.76	2.08	1.68
PO-1-03-6050	Ave Resp Tm - Address Validation - Web GUI	Parity plus <= 4 Seconds	3.76	4.45	-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	Ave Resp Tm - Product and Service Availability - CORBA	Parity plus <= 4 Seconds	8.22	13.78	-5.56
PO-1-04-6050	Ave Resp Tm - Product and Service Availability - Web GUI	Parity plus <= 4 Seconds	8.22	14.54	-6.32
PO-1-05-6020 *	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	Ave Resp Tm - Tel Number Availability and Reservation - Web GUI	Parity plus <= 4 Seconds	0.76	5.80	-5.04
PO-1-06-6020 *	Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - EDI	Parity plus <= 4 Seconds	12.37	4.43	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	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	Parity plus <= 4 Seconds	0.18	3.76	-3.58
PO-1-07-6030	Ave Resp Tm - Rejected Query - CORBA	Parity plus <= 4 Seconds	0.18	0.84	-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	No Standard	1.65	0.42	
PO-1-08-6030	% Timeouts - CORBA	No Standard	1.65	0.01	
PO-1-08-6050	% Timeouts - Web GUI	No Standard	1.65	0.55	
PO-1-09-6020 *	Parsed CSR - EDI	Parity plus <= 10 Seconds	0.25	3.03	-2.78
PO-1-09-6030	Parsed CSR - CORBA	Parity plus <= 10 Seconds	0.25	0.93	-0.68
PO-1-09-6050	Parsed CSR - Web GUI	Parity plus <= 10 Seconds	NEF	NEF	
PO-1-10-6020	Parsed CSR - CLEC Total - EDI	No Standard	NA	3.03	
PO-1-10-6030	Parsed CSR - CLEC Total - CORBA	No Standard	NA	0.29	
PO-1-10-6050	Parsed CSR - CLEC Total - Web GUI	No Standard	NEF	NEF	
PO-2 - OSS Interface Availability					
PO-2-01-6030	OSS Interface Availability - Total - CORBA - Pre-Ordering	No Standard	99.90	1.50	
PO-2-01-6040	OSS Interface Availability - Total - Web - GUI - Maintenance	No Standard	99.93	0.50	
PO-2-01-6060	OSS Interface Availability - Total - Electronic Bonding - Maintenance	No Standard	100.00	0.00	
PO-2-02-6020	OSS Interface Availability - Prime Time - EDI - Pre-Ordering	99.5%	100.00	0.00	0.50
PO-2-02-6030	OSS Interface Availability - Prime Time - CORBA - Pre-Ordering	99.5%	99.85	1.17	0.35
PO-2-02-6050	OSS Interface Availability - Prime Time - Web GUI - Pre-Ordering	99.5%	99.92	0.33	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%	100.00	0.00	0.50
PO-2-03-6030	OSS Interface Availability - Non-Prime Time - CORBA - Pre-Ordering	No Standard	99.95	0.33	
PO-2-03-6040	OSS Interface Availability - Non-Prime Time - Web GUI - Maintenance	No Standard	99.94	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	Average Speed of Answering - Richmond	No Standard	10.05		
PO-3-04-2002	% Answered within 20 Seconds - Repair - Richmond	85% within 20 Seconds	87.14	96729	2.14
PO-4 - Timeliness of Change Management Notice					
PO-4-01-6600	% 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	
PO-4-04-6621	% Change Management Notices sent on time - Type 2 - Regulatory	No Standard	100.00	10	
PO-4-04-6631	% Change Management Notices sent on time - Type 3 - Industry Standard	No Standard	NA		
PO-4-04-6641	% Change Management Notices sent on time - Type 4 - VZ Originated	No Standard	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	% Change Management Confirmations sent on time - Type 1 - Emergency Maintenance	No Standard	NA		
PO-4-04-6622	% Change Management Confirmations sent on time - Type 2 - Regulatory	No Standard	NA		
PO-4-04-6632	% Change Management Confirmations sent on time - Type 3 - Industry Standard	No Standard	NA		
PO-4-04-6642	% Change Management Confirmations sent on time - Type 4 - VZ Originated	No Standard	NA		
PO-4-04-6652	% Change Management Confirmations sent on time - Type 5 - CLEC Originated	No Standard	NA		
PO-4-05-6611	Change Management Notices - Average Delay Days - Type 1 - Emergency Maintenance	No Standard	NA		
PO-4-05-6621	Change Management Notices - Average Delay Days - Type 2 - Regulatory	No Standard	NA		
PO-4-05-6631	Change Management Notices - Average Delay Days - Type 3 - Industry Standard	No Standard	NA		
PO-4-05-6641	Change Management Notices - Average Delay Days - Type 4 - VZ Originated	No Standard	NA		
PO-4-05-6651	Change Management Notices - Average Delay Days - Type 5 - CLEC Originated	No Standard	NA		
PO-4-05-6612	Change Management Confirmations - Average Delay Days - Type 1 - Emergency Maintenance	No Standard	NA		
PO-4-05-6622	Change Management Confirmations - Average Delay Days - Type 2 - Regulatory	No Standard	NA		
PO-4-05-6632	Change Management Confirmations - Average Delay Days - Type 3 - Industry Standard	No Standard	NA		
PO-4-05-6642	Change Management Confirmations - Average Delay Days - Type 4 - VZ Originated	No Standard	NA		
PO-4-05-6652	Change Management Confirmations - Average Delay Days - Type 5 - CLEC Originated	No Standard	NA		
PO-4-06-6611	Change Management Notices - Average Delay Days - 8 Plus Days - Type 1 - Emergency Maintenance	No Standard	NA		
PO-4-06-6621	Change Management Notices - Average Delay Days - 8 Plus Days - Type 2 - Regulatory	0 > 8 Days	NA		
PO-4-06-6631	Change Management Notices - Average Delay Days - 8 Plus Days - Type 3 - Industry Standard	0 > 8 Days	NA		
PO-4-06-6641	Change Management Notices - Average Delay Days - 8 Plus Days - Type 4 - VZ Originated	0 > 8 Days	NA		
PO-4-06-6651	Change Management Notices - Average Delay Days - 8 Plus Days - Type 5 - CLEC Originated	0 > 8 Days	NA		
PO-4-06-6612	Change Management Confirmations - Average Delay Days - 8 Plus Days - Type 1 - Emergency Maintenance	0 > 8 Days	NA		
PO-4-06-6622	Change Management Confirmations - Average Delay Days - 8 Plus Days - Type 2 - Regulatory	0 > 8 Days	NA		
PO-4-06-6632	Change Management Confirmations - Average Delay Days - 8 Plus Days - Type 3 - Industry Standard	0 > 8 Days	NA		
PO-4-06-6642	Change Management Confirmations - Average Delay Days - 8 Plus Days - Type 4 - VZ Originated	0 > 8 Days	NA		
PO-4-06-6652	Change Management Confirmations - Average Delay Days - 8 Plus Days - Type 5 - CLEC Originated	0 > 8 Days	NA		
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					
PO-6-01-2000	Software Validation	Not more than 5%	R3	NA	
PO-7 - Software Problem Resolution Timeliness					
PO-7-01-2000	% Software Problem Res. Timeliness	95% Complying with Schedule	NA		
PO-7-02-2000	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround	No Standard	NA		
PO-7-03-2000	Delay Days - S/W Res. - Change - Xactions Failed, With Workaround	No Standard	NA		
PO-7-04-2000	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A	No Standard	NA		
PO-8 - Manual Loop Qualification					
PO-8-01-2000	% On-Time - Manual Loop Qualification	95% within 48 Hours	NEF		
PO-8-02-2000	% On-Time - Engineering Record Request	95% within 72 Hours	NA		

continued

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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	Average Response Time - Create Trouble - Electronic Bonding	Parity plus <= 4 Seconds	12.18	11.19	27	0.99
MR-1-02-6040	Average Response Time - Status Trouble - Web GUI	Parity plus <= 7 Seconds	6.61	0.47	2	6.14
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	Average Response Time - Request Cancellation of Trouble - Web GUI	Parity plus <= 7 Seconds	13.31	NA		
MR-1-04-6060	Average Response Time - Request Cancellation of Trouble - Electronic Bonding	Parity plus <= 4 Seconds	13.31	11.13	1	2.18
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
MR-1-06-6060	Average Response Time - Test Trouble (POTS Only) - Electronic Bonding	Parity plus <= 4 Seconds	46.36	17.28	1	29.08

BILLING

BI-1 - Timeliness of Daily Usage Feed

			VZ	CLEC	Observations	Difference
BI-1-01-2030	% DUF in 3 Business Days	No Standard	97.76			
BI-1-02-2030	% DUF in 4 Business Days	5% of DUF in 4 Business Days	98.77	10886016		3.77
BI-1-03-2030	% DUF in 5 Business Days	No Standard	98.82			
BI-1-04-2030	% DUF in 8 Business Days	No Standard	98.92			

BI-2 - Timeliness of Carrier Bill

			VZ	CLEC	Observations	Difference
BI-2-01-2030	Timeliness of Carrier Bill	98% in 10 Business Days	100.00	466		2.00

BI-3 - Billing Accuracy

			Actual Performance		Number of Observations		Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	CLEC Aggregate		
BI-3-01-2030	% Billing Adjustments - Including Charges Adjusted Due to PCDs	No Standard	0.74	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

			VZ	CLEC	Observations	Difference
BI-5-01-2030	% Accuracy of Mechanized Bill Feed	95%	100.00	59		5.00

BI-6 - Completeness of Usage Charges

			Actual Performance		Number of Observations		Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs		
BI-6-01-2030	% Completeness of Usage Charges - Including PCD Delayed Charges	No Standard	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	30088824.00	676587.00	0.04	-738.85

BI-7 - Completeness of Fractional Recurring Charges

			Actual Performance		Number of Observations		Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs		
BI-7-01-2030	% Completeness of Fractional Recurring Charges - Including PCD Delayed Charges	No Standard	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

			Actual Performance		Number of Observations		Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs		
BI-8-01-2030	% Completeness of Non-Recurring Charges - Including PCD Delayed Charges	No Standard	95.88	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

OD-3 - DA Database Update Accuracy

			VZ	CLEC Aggregate	VZ	CLEC Aggregate	Sampling Error	Z-Score
OD-3-01-1020	% DA Update Accuracy - Including PCD's	No Standard	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	200	0.00	

GENERAL

GE-1 - Directory Listing Verification Reports

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

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

			VZ	CLEC	Observations	Difference
GE-2-01-2030	% of Access Requests Responses Transmitted On-Time	95% on or before Due Date		100.00	22	5.00

GE-3 - Bona Fide Request Responses

			VZ	CLEC	Observations	Difference
GE-3-01-2030	% Bona Fide Request Responses Furnished On-Time	No Standard		100.00	1	

* Footnote - See Legend for details.
Legend Notations defined on Legend sheet - last page

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CLEC Aggregate Performance
RESALE ORDERING - POTS / SPECIAL SERVICES

Metric #	Standard	CLEC Aggregate			
		Performance	Observations	Difference	
POTS & Pre-qualified Complex					
OR-1 - Order Confirmation Timeliness					
OR-1-01-2320	Av. Local Service Request Confirmation -LSRC- -Flow-Through	0.19			
OR-1-02-2320	% On Time LSRC - Flow-Through	98.70	7851	3.70	
OR-1-03-2320	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	16.64			
OR-1-04-2320	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	96.66	1948	1.66	
OR-1-05-2320	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	18.57			
OR-1-06-2320	% On Time LSRC >= 6 Lines - Electronic - No Flow-Through	100.00	80	5.00	
OR-1-07-2320	Average LSRC Time < 6 Lines - Fax	NA			
OR-1-08-2320	% On Time LSRC < 6 Lines - Fax	NA			
OR-1-09-2320	Average LSRC Time >= 6 Lines - Fax	NA			
OR-1-10-2320	% On Time LSRC >= 6 Lines - Fax	NA			
OR-2 - Reject Timeliness					
OR-2-01-2320	Average Local Service Request -LSR- Reject - Time -Flow-Through	0.07			
OR-2-02-2320	% On Time LSR Reject - Flow-Through	99.42	1559	4.42	
OR-2-03-2320	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	9.47			
OR-2-04-2320	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	98.76	885	3.76	
OR-2-05-2320	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	19.56			
OR-2-06-2320	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	100.00	83	5.00	
OR-2-07-2320	Average LSR Reject Time < 6 Lines - Fax	NA			
OR-2-08-2320	% On Time LSR Reject < 6 Lines - Fax	NA			
OR-2-09-2320	Average LSR Reject Time >= 6 Lines - Fax	NA			
OR-2-10-2320	% On Time LSR Reject >= 6 Lines - Fax	NA			
OR-7 - % Order Confirmation/Rejects Sent Within 3 Business Days					
OR-7-01-2100	% Order Confirmation/Rejects Sent Within 3 Business Days - POTS	95%	99.58	5007	4.58
Complex Services - 2 Wire Digital					
OR-1 - Order Confirmation Timeliness					
OR-1-03-2341	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	10.88			
OR-1-04-2341	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	100.00	15	5.00	
OR-1-05-2341	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	33.48			
OR-1-06-2341	% On Time LSRC >= 6 Lines - Electronic - No Flow-Through	100.00	3	5.00	
OR-1-07-2341	Average LSRC Time < 6 Lines - Fax	NA			
OR-1-08-2341	% On Time LSRC < 6 Lines - Fax	NA			
OR-1-09-2341	Average LSRC Time >= 6 Lines - Fax	NA			
OR-1-10-2341	% On Time LSRC >= 6 Lines - Fax	NA			
OR-2 - Reject Timeliness - Requiring Loop Qualification					
OR-2-03-2341	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	22.48			
OR-2-04-2341	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	100.00	5	5.00	
OR-2-05-2341	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	18.33			
OR-2-06-2341	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	100.00	10	5.00	
OR-2-07-2341	Average LSR Reject Time < 6 Lines - Fax	NA			
OR-2-08-2341	% On Time LSR Reject < 6 Lines - Fax	NA			
OR-2-09-2341	Average LSR Reject Time >= 6 Lines - Fax	NA			
OR-2-10-2341	% On Time LSR Reject >= 6 Lines - Fax	NA			
Complex Services - 2 Wire xDSL					
OR-1 - Order Confirmation Timeliness					
OR-1-03-2342	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	NA			
OR-1-04-2342	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	NA			
OR-1-05-2342	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	NA			
OR-1-06-2342	% On Time LSRC >= 6 Lines - Electronic - No Flow-Through	NA			
OR-1-07-2342	Average LSRC Time < 6 Lines - Fax	NA			
OR-1-08-2342	% On Time LSRC < 6 Lines - Fax	NA			
OR-1-09-2342	Average LSRC Time >= 6 Lines - Fax	NA			
OR-1-10-2342	% On Time LSRC >= 6 Lines - Fax	NA			
OR-2 - Reject Timeliness - Requiring Loop Qualification					
OR-2-03-2342	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	NA			
OR-2-04-2342	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	NA			
OR-2-05-2342	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	NA			
OR-2-06-2342	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	NA			
OR-2-07-2342	Average LSR Reject Time < 6 Lines - Fax	NA			
OR-2-08-2342	% On Time LSR Reject < 6 Lines - Fax	NA			
OR-2-09-2342	Average LSR Reject Time >= 6 Lines - Fax	NA			
OR-2-10-2342	% On Time LSR Reject >= 6 Lines - Fax	NA			

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RESALE ORDERING - POTS / SPECIAL SERVICES**

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		Performance	Observations	Difference					
Special Services									
OR-1 - Order Confirmation Timeliness									
OR-1-03-2214	Average LSRC Time < 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	No Standard	9.46						
OR-1-03-2210	Average LSRC Time < 6 Lines -DS0 - Electronic - No Flow-Through	No Standard	NA						
OR-1-03-2211	Average LSRC Time < 6 Lines -DS1 - Electronic - No Flow-Through	No Standard	NA						
OR-1-03-2213	Average LSRC Time < 6 Lines -DS3 - Electronic - No Flow-Through	No Standard	NA						
OR-1-04-2214	% On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	95% within 48 hours	100.00	10	5.00				
OR-1-04-2210	% On Time < 6 Lines -DS0 - Electronic - No Flow-Through	95% within 48 hours	NA						
OR-1-04-2211	% On Time < 6 Lines -DS1 - Electronic - No Flow-Through	95% within 48 hours	NA						
OR-1-04-2213	% On Time < 6 Lines -DS3 - Electronic - No Flow-Through	95% within 48 hours	NA						
OR-1-05-2214	Average LSRC Time >= 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	No Standard	44.55						
OR-1-05-2210	Average LSRC Time >= 6 Lines -DS0 - Electronic - No Flow-Through	No Standard	NA						
OR-1-05-2211	Average LSRC Time >= 6 Lines -DS1 - Electronic - No Flow-Through	No Standard	NA						
OR-1-05-2213	Average LSRC Time >= 6 Lines -DS3 - Electronic - No Flow-Through	No Standard	NA						
OR-1-06-2214	% On Time LSRC >=6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	95% within 72 hours	100.00	1	5.00				
OR-1-06-2210	% On Time LSRC >=6 Lines -DS0 - Electronic - No Flow-Through	95% within 72 hours	NA						
OR-1-06-2211	% On Time LSRC >=6 Lines -DS1 - Electronic - No Flow-Through	95% within 72 hours	NA						
OR-1-06-2213	% On Time LSRC >=6 Lines -DS3 - Electronic - No Flow-Through	95% within 72 hours	NA						
OR-1-07-2214	Average LSRC Time < 6 Lines - Non DS0, DS1, DS3 - Fax	No Standard	NA						
OR-1-07-2210	Average LSRC Time < 6 Lines -DS0 - Fax	No Standard	NA						
OR-1-07-2211	Average LSRC Time < 6 Lines -DS1 - Fax	No Standard	NA						
OR-1-07-2213	Average LSRC Time < 6 Lines -DS3 - Fax	No Standard	NA						
OR-1-08-2214	% On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Fax	95% within 72 hours	NA						
OR-1-08-2210	% On Time LSRC < 6 Lines -DS0 - Fax	95% within 72 hours	NA						
OR-1-08-2211	% On Time LSRC < 6 Lines -DS1 - Fax	95% within 72 hours	NA						
OR-1-08-2213	% On Time LSRC < 6 Lines -DS3 - Fax	95% within 72 hours	NA						
OR-1-09-2214	Average LSRC Time >= 6 Lines - Non DS0, DS1, DS3 - Fax	No Standard	NA						
OR-1-09-2210	Average LSRC Time >= 6 Lines -DS0 - Fax	No Standard	NA						
OR-1-09-2211	Average LSRC Time >= 6 Lines -DS1 - Fax	No Standard	NA						
OR-1-09-2213	Average LSRC Time >= 6 Lines -DS3 - Fax	No Standard	NA						
OR-1-10-2214	% On Time LSRC >= 6 Lines - Non DS0, DS1, DS3 - Fax	95% within 96 hours	NA						
OR-1-10-2210	% On Time LSRC >= 6 Lines -DS0 - Fax	95% within 96 hours	NA						
OR-1-10-2211	% On Time LSRC >= 6 Lines -DS1 - Fax	95% within 96 hours	NA						
OR-1-10-2213	% On Time LSRC >= 6 Lines -DS3 - Fax	95% within 96 hours	NA						
OR-2 - Reject Timeliness									
OR-2-03-2200	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	17.32						
OR-2-04-2200	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 48 hours	93.75	16	-1.25				
OR-2-05-2200	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	23.73						
OR-2-06-2200	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	6	5.00				
OR-2-07-2200	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA						
OR-2-08-2200	% On Time LSR Reject < 6 Lines - Fax	95% within 72 hours	NA						
OR-2-09-2200	Average LSR Reject Time >=6 Lines - Fax	No Standard	NA						
OR-2-10-2200	% On Time LSR Reject >=6 Lines - Fax	95% within 96 hours	NA						
POTS / Special Services - Aggregate									
OR-3 - Percent Rejects									
OR-3-01-2000	% Rejects	No Standard	24.01	10915					
OR-4 - Timeliness of Completion Notification									
OR-4-01-2000	Completion Notice - Average Response Time	No Standard	VZ 3.44	CLEC	Difference				
OR-4-02-2000	Completion Notice - % On Time	97% by next business day at noon	96.68	10145	-0.32				
OR-4-03-2000	% Orders Excluded from % On Time Measurement	No Standard	0.00	10145					
OR-4-04-2000	Work Completion Notice - Avg Response Time	No Standard	0.00						
OR-4-05-2000	Work Completion Notice - % On Time	97% by next business day at noon	100.00	9938	3.00				
OR-4-06-2000	Avg Duration - Work Completion -SOP- to Bill Comp	Parity with VZ Retail	VZ 9.93	CLEC Aggregate 50.19	VZ 324123	CLEC Aggregate 11450	Standard Deviation 132.50	Sampling Error 1.26	Z-Score -31.95
OR-4-07-2000	% SOP to Bill Completion >= 5 Business Days	Parity with VZ Retail	1.32	4.86	324123	11450		0.11	-32.62
OR-4-08-2000	% SOP to Bill Completion > 1 Business Day	No Standard	3.32	10.07	324123	11450			
OR-4-09-2000	% SOP to Bill Completion w/in 3 Business Days	95% in 3 Bus Days of SOP Cmpltn	VZ 97.99	CLEC 3874	Difference 2.99				
OR-4-10-2000	% SOP to Provisioning Completion w/in 2 Bus Days	95% in 2 Bus Days of SOP Cmpltn	100.00	4193	5.00				
OR-4-11-2000	% SOP Comp Ord w/out a BCN and PCN w/in 3 Bus Days	Not more than 5%	0.00	4193	5.00				
OR-5 - Percent Flow-Through									
OR-5-01-2000	% Flow Through - Total	No Standard	78.93	9950					
OR-5-02-2000	% Flow Through - Simple	No Standard	79.16	9918					
OR-5-03-2000	% Flow Through - Achieved	95%	91.89	8547	-3.11				
OR-6 - Order Accuracy									
OR-6-01-2000	% Accuracy - Orders	95 % of orders without errors	96.86	478	1.86				
OR-6-02-2000	% Accuracy - Opportunities (each field reported separately)	No Standard	99.71	5435					
OR-6-03-2000	% Accuracy - LSRC	Not more than 5% of LSRCs resent due to VZ error	0.00	2956	5.00				
OR-8 - Acknowledgement Timeliness									
OR-8-01-2000	% Acknowledgement on time	95% in 2 hours	99.34	5756	4.34				
OR-9 - Order Acknowledgement Completeness									
OR-9-01-2000	% Acknowledgement Completeness	99%	100.00	5756	1.00				
OR-10 - Lost Order Trouble Tickets									
OR-10-01-2000	% Lost Order Trouble Tickets	No Standard	7.46	228					
Legend Notations defined on Legend sheet - last page									

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

POTS - Provisioning - Total

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
PR-1 - Average Interval Offered								
PR-1-04-2100	Average Interval Offered - Dispatch (6-9 Lines)	8.00	16.00	195	1	8.15	8.17	
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10lines)	10.31	4.00	97	1	19.86	19.96	
PR-2 - Average Completed Interval								
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)	6.56	19.00	140	1	5.40	5.42	
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	11.73	4.00	66	1	24.45	24.63	
PR-3 - Completed within Specified Days								
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	73.93	40.91	50243	1567		1.13	-29.32
PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)	84.95	69.88	50243	1567		0.92	-16.43
PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)	94.94	95.02	50243	1567		0.56	0.14
PR-3-04-2100	% Completed in 1 Day (1-5 Lines - Dispatch)	9.81	12.99	12048	747		1.11	3.04
PR-3-05-2100	% Completed in 2 Days (1-5 Lines - Dispatch)	21.98	40.03	12048	747		1.56	11.56
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	69.75	91.03	12048	747		1.73	12.29
PR-3-07-2100	% Completed in 4 Days (1-5 Lines - Total)	93.40	98.01	62291	2314		0.53	8.77
PR-3-08-2100	% Completed in 5 Days (1-5 Lines - No Dispatch)	98.15	99.49	50243	1567		0.35	3.88
PR-3-09-2100	% Completed in 5 Days (1-5 Lines - Dispatch)	90.30	98.53	12048	747		1.12	7.38
PR-3-10-2100	% Completed in 6 Days (1-5 Lines - Total)	97.86	99.44	62291	2314		0.31	5.16
PR-4 - Missed Appointments								
PR-4-02-2100	Average Delay Days - Total	6.72	12.58	2544	19	26.84	6.18	-0.95
PR-4-03-2100	% Missed Appt. - Customer	1.66	2.10	113966	4137			
PR-4-04-2100	% Missed Appt. - VZ - Dispatch	8.67	1.06	20649	1134		0.86	8.87
PR-4-05-2100	% Missed Appt. - VZ - No Dispatch	0.81	0.23	93317	3003		0.17	3.49
PR-4-08-2100	% Missed Appt. - Customer - Due to Late Order Confirmation		0.07		4137			
PR-4-10-2100	% Missed Appt. - VZ - Standard Interval (W Coded) Orders - Dispatch	8.69	1.10	15328	816		1.01	7.50
PR-4-11-2100	% Missed Appt. - VZ - Standard Interval (W Coded) Orders - No Dispatch	0.66	0.22	77548	2279		0.17	2.56
PR-5 - Facility Missed Orders								
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	0.34	0.10	113966	4137		0.09	2.61
PR-5-02-2100	% Orders Held for Facilities > 15 Days	0.00	0.00	113966	4137			
PR-5-03-2100	% Orders Held for Facilities > 60 Days	0.00	0.00	113966	4137			
PR-6 - Installation Quality								
PR-6-01-2100	% Installation Troubles reported within 30 Days	4.04	4.78	95204	3977		0.32	-2.33
PR-6-02-2100	% Installation Troubles reported within 7 Days	2.48	3.29	95204	3977		0.25	-3.23
PR-6-03-2100	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	4.05	3.27	95204	3977			
PR-8 - Open Orders in a Hold Status								
PR-8-01-2100	% Open Orders in a Hold Status > 30 Days	0.11	0.00	113966	4137		0.05	2.10
PR-8-02-2100	% Open Orders in a Hold Status > 90 Days	0.06	0.00	113966	4137		0.04	1.55

POTS - Business

PR-1 - Average Interval Offered								
PR-1-01-2110	Average Interval Offered - Total No Dispatch	1.31	1.21	8974	339	3.81	0.21	0.47
PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)	5.05	3.11	3086	57	5.98	0.80	2.43
PR-2 - Average Completed Interval								
PR-2-01-2110	Average Interval Completed - Total No Dispatch	1.22	1.13	8407	307	4.18	0.24	0.37
PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)	4.82	3.02	2603	49	4.76	0.69	2.62

POTS - Residence

PR-1 - Average Interval Offered								
PR-1-01-2120	Average Interval Offered - Total No Dispatch	0.98	1.64	70108	2007	1.98	0.04	-14.72
PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)	3.32	2.77	10297	756	1.39	0.05	10.50
PR-2 - Average Completed Interval								
PR-2-01-2120	Average Interval Completed - Total No Dispatch	0.94	1.75	68573	1915	2.68	0.06	-13.05
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)	3.37	2.67	9445	698	4.80	0.19	3.72

Complex Services - 2 Wire Digital

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
PR-1 - Average Interval Offered								
PR-1-01-2341	Average Interval Offered - Total No Dispatch	0.30	NA	1975		0.96		
PR-1-02-2341	Average Interval Offered - Total Dispatch	3.75	1.83	499	6	2.02	0.83	
PR-2 - Average Completed Interval								
PR-2-01-2341	Average Interval Completed - Total No Dispatch	0.32	NA	1927		2.09		
PR-2-02-2341	Average Interval Completed - Total Dispatch	4.37	3.67	364	3	3.91	2.27	
PR-4 - Missed Appointment								
PR-4-02-2341	Average Delay Days - Total	5.23	NA	71		12.12		
PR-4-03-2341	% Missed Appt. - Customer	4.84	0.00	2560	3			
PR-4-04-2341	% Missed Appt. - VZ - Dispatch	10.80	0.00	611	3		17.96	
PR-4-05-2341	% Missed Appt. - VZ - No Dispatch	0.26	NA	1949				
PR-4-08-2341	% Missed Appt. - Customer - Due to Late Order Confirmation		0.00		3			
PR-4-10-2341	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - Dispatch	11.45	0.00	550	3		18.43	
PR-4-11-2341	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - No Dispatch	0.26	NA	1929				
PR-5 - Facility Missed Orders								
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	0.74	0.00	2560	3		4.95	
PR-5-02-2341	% Orders Held for Facilities > 15 Days	0.00	0.00	2560	3			
PR-5-03-2341	% Orders Held for Facilities > 60 Days	0.00	0.00	2560	3			
PR-6 - Installation Quality								
PR-6-01-2341	% Installation Troubles reported within 30 Days	2.50	100.00	519	1		15.64	
PR-6-03-2341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	6.36	200.00	519	1			
PR-8 - Open Orders in a Hold Status								
PR-8-01-2341	% Open Orders in a Hold Status > 30 Days	0.08	0.00	2560	3		1.63	
PR-8-02-2341	% Open Orders in a Hold Status > 90 Days	0.00	0.00	2560	3			

continued

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

Complex Services - 2 Wire xDSL

Metric#	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
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	
PR-2-02-2342	Average Interval Completed - Total Dispatch	Parity with VZ Retail	2.00	NA	2		1.41	
PR-4 - Missed Appointment								
PR-4-02-2342	Average Delay Days - Total	Parity with VZ Retail	NA	NA				
PR-4-03-2342	% Missed Appt. - Customer	No Standard	0.00	NA	16			
PR-4-04-2342	% Missed Appt. - VZ - Dispatch	Parity with VZ Retail	0.00	NA	4			
PR-4-05-2342	% Missed Appt. - VZ - No Dispatch	Parity with VZ Retail	0.00	NA	12			
PR-4-08-2342	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard	NA	NA				
PR-4-10-2342	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - Dispatch	Parity with VZ Retail	0.00	NA	2			
PR-4-11-2342	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - No Dispatch	Parity with VZ Retail	0.00	NA	10			
PR-5 - Facility Missed Orders								
PR-5-01-2342	% Missed Appointment - Verizon - Facilities	Parity with VZ Retail	0.00	NA	16			
PR-5-02-2342	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.00	NA	16			
PR-5-03-2342	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	NA	16			
PR-6 - Installation Quality								
PR-6-01-2342	% Installation Troubles reported within 30 Days	Parity with VZ Retail	263.64	NA	11			
PR-6-03-2342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	2772.73	NA	11			
PR-8 - Open Orders in a Hold Status								
PR-8-01-2342	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	12.50	NA	16			
PR-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									
PR-1-10-2103	Average Interval Offered - Disconnects - No Dispatch	Parity with VZ Retail	3.78	1.34	44857	3530	5.27	0.09	26.49
PR-1-11-2103	Average Interval Offered - Disconnects - Dispatch	Parity with VZ Retail	4.00	2.50	177	10	4.19	1.36	1.10
PR-2 - Average Completed Interval									
PR-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
PR-2-11-2103	Average Interval Completed - Disconnects - Dispatch	Parity with VZ Retail	3.71	1.50	154	8	3.95	1.43	

Special Services - Provisioning

PR-1 - Average Interval Offered									
PR-1-01-2200	Average Interval Offered - Total No Dispatch	Parity with VZ Retail	5.56	3.57	630	23	5.61	1.19	1.67
PR-1-02-2200	Average Interval Offered - Total Dispatch	Parity with VZ Retail	8.21	6.11	323	9	7.44	2.51	
PR-1-06-2210	Average Interval Offered - DSO	Parity with VZ Retail	6.38	2.19	729	27	6.20	1.22	3.45
PR-1-07-2211	Average Interval Offered - DS1	Parity with VZ Retail	7.24	24.50	172	2	7.45	5.30	
PR-1-08-2213	Average Interval Offered - DS3	Parity with VZ Retail	10.00	NA	5		10.39		
PR-1-10-2200	Average Interval Offered - Disconnects - No Dispatch	Parity with VZ Retail	5.58	6.56	384	43	6.43	1.03	-0.95
PR-1-11-2200	Average Interval Offered - Disconnects - Dispatch	Parity with VZ Retail	4.94	5.50	52	4	3.63	1.88	
PR-2 - Average Completed Interval									
PR-2-01-2200	Average Interval Completed - Total No Dispatch	Parity with VZ Retail	6.99	2.31	302	13	8.49	2.40	1.95
PR-2-02-2200	Average Interval Completed - Total Dispatch	Parity with VZ Retail	9.56	11.33	236	3	11.03	6.41	
PR-2-06-2210	Average Interval Completed - DSO	Parity with VZ Retail	8.23	2.23	382	13	10.04	2.83	2.12
PR-2-07-2211	Average Interval Completed - DS1	Parity with VZ Retail	8.27	28.00	112	1	9.20	9.24	
PR-2-08-2213	Average Interval Completed - DS3	Parity with VZ Retail	9.20	NA	5		10.83		
PR-2-10-2200	Average Interval Completed - Disconnects - No Dispatch	Parity with VZ Retail	5.76	6.50	204	34	6.19	1.15	-0.65
PR-2-11-2200	Average Interval Completed - Disconnects - Dispatch	Parity with VZ Retail	5.64	5.50	28	4	3.64	1.95	
PR-4 - Missed Appointments									
PR-4-01-2200	% Missed Appt. - VZ - Total	Parity with VZ Retail	11.80	3.13	839	32		5.81	1.49
PR-4-02-2200	Average Delay Days - Total	Parity with VZ Retail	12.07	1.00	99	1	25.43	25.56	
PR-4-03-2200	% Missed Appt. - Customer	No Standard	23.36	18.75	839	32			
PR-4-08-2200	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard	NA	0.00		32			
PR-4-09-2200	% Missed Appt. - VZ - Standard Interval (W Coded) Orders - Total	Parity with VZ Retail	11.44	4.17	769	24		6.60	1.10
PR-5 - Facility Missed Orders									
PR-5-01-2200	% Missed Appointment - Verizon - Facilities	Parity with VZ Retail	1.43	0.00	839	32		2.14	0.67
PR-5-02-2200	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.72	0.00	839	32		1.52	0.47
PR-5-03-2200	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00	839	32			
PR-6 - Installation Quality									
PR-6-01-2200	% Installation Troubles reported within 30 Days	Parity with VZ Retail	0.55	0.00	7065	77		0.85	0.65
PR-6-03-2200	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	No Standard	0.10	0.00	7065	77			
PR-8 - Open Orders in a Hold Status									
PR-8-01-2200	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	1.79	0.00	839	32		2.39	0.75
PR-8-02-2200	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.60	0.00	839	32		1.39	0.43

Legend Notations defined on Legend sheet - last page

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

POTS - Maintenance

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
MR-2 - Trouble Report Rate								
MR-2-02-2100	Network Trouble Report Rate - Loop	0.78	0.40	3133809	124712		0.03	14.74
MR-2-03-2100	Network Trouble Report Rate - Central Office	0.08	0.04	3133809	124712		0.01	3.98
MR-2-04-2100	% Subsequent Reports	3.70	1.76	27783	569			
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	0.78	0.34	3133809	124712			
MR-3 - Missed Repair Appointments								
MR-3-01-2100	% Missed Repair Appointment - Loop	13.48	7.75	24351	503		1.54	3.72
MR-3-02-2100	% Missed Repair Appointment - Central Office	9.24	7.14	2403	56		3.91	0.54
MR-3-03-2100	% Missed Repair Appointment - CPE /TOK/FOK	7.51	2.87	24316	418			
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	8.59	3.36	18710	447		1.34	3.90
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	37.58	23.47	4590	98		4.94	2.85
MR-4 - Trouble Duration Intervals								
MR-4-01-2100	Mean Time To Repair - Total	19.99	17.05	26754	559	24.49	1.05	2.81
MR-4-02-2100	Mean Time to Repair - Loop Trouble	20.89	17.64	24351	503	24.80	1.12	2.91
MR-4-03-2100	Mean Time To Repair - Central Office Trouble	10.83	11.71	2403	56	18.72	2.53	-0.35
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	74.58	81.75	26754	559		1.86	3.85
MR-4-07-2100	% Out of Service > 12 hours	58.76	46.54	15964	462		2.32	5.26
MR-4-08-2100	% Out of Service > 24 Hours	24.56	16.45	15964	462		2.03	3.99
MR-5 - Repeat Trouble Reports								
MR-5-01-2100	% Repeat Reports within 30 Days	15.32	12.34	26754	559		1.54	1.94

Complex Services - 2 Wire Digital

MR-2 - Trouble Report Rate								
MR-2-02-2341	Network Trouble Report Rate - Loop	0.22	0.22	48820	923		0.15	0.00
MR-2-03-2341	Network Trouble Report Rate - Central Office	0.12	0.33	48820	923		0.12	-1.77
MR-2-04-2341	% Subsequent Reports	6.25	16.67	176	6			
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	0.89	0.98	48820	923			
MR-3 - Missed Repair Appointments								
MR-3-01-2341	% Missed Repair Appointment - Loop	38.68	0.00	106	2		34.76	
MR-3-02-2341	% Missed Repair Appointment - Central Office	11.86	33.33	59	3		19.14	
MR-3-03-2341	% Missed Repair Appointment - CPE /TOK/FOK	13.50	0.00	4334	9		12.99	
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	13.79	0.00	87	3		20.25	
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	48.00	50.00	75	2		35.79	
MR-4 - Trouble Duration Intervals								
MR-4-01-2341	Mean Time To Repair - Total	29.06	26.92	165	5	42.31	19.21	
MR-4-02-2341	Mean Time to Repair - Loop Trouble	31.83	42.53	106	2	36.94	26.36	
MR-4-03-2341	Mean Time To Repair - Central Office Trouble	23.91	16.26	59	3	50.50	29.89	
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	69.70	60.00	165	5		20.86	
MR-4-07-2341	% Out of Service > 12 hours	46.34	80.00	82	5		22.97	
MR-4-08-2341	% Out of Service > 24 Hours	26.83	40.00	82	5		20.41	
MR-5 - Repeat Trouble Reports								
MR-5-01-2341	% Repeat Reports within 30 Days	16.97	0.00	165	5		17.04	

Complex Services - 2 Wire xDSL

MR-2 - Trouble Report Rate								
MR-2-02-2342	Network Trouble Report Rate - Loop	0.12	0.00	49332	49		0.50	0.24
MR-2-03-2342	Network Trouble Report Rate - Central Office	0.07	0.00	49332	49		0.38	0.18
MR-2-04-2342	% Subsequent Reports	0.00	NA	94				
MR-2-05-2342	% CPE/TOK/FOK Trouble Report Rate	1.34	0.00	49332	49			
MR-3 - Missed Repair Appointments								
MR-3-01-2342	% Missed Repair Appointment - Loop	43.33	NA	60				
MR-3-02-2342	% Missed Repair Appointment - Central Office	26.47	NA	34				
MR-3-03-2342	% Missed Repair Appointment - CPE /TOK/FOK	16.34	NA	661				
MR-3-04-2342	% Missed Repair Appointment - No Double Dispatch	27.85	NA	79				
MR-3-05-2342	% Missed Repair Appointment - Double Dispatch	85.71	NA	14				
MR-4 - Trouble Duration Intervals								
MR-4-01-2342	Mean Time To Repair - Total	35.10	NA	94		29.82		
MR-4-02-2342	Mean Time to Repair - Loop Trouble	37.24	NA	60		23.48		
MR-4-03-2342	Mean Time To Repair - Central Office Trouble	31.32	NA	34		38.69		
MR-4-04-2342	% Cleared (all troubles) within 24 Hours	48.81	NA	94				
MR-4-07-2342	% Out of Service > 12 hours	83.33	NA	90				
MR-4-08-2342	% Out of Service > 24 Hours	53.33	NA	90				
MR-5 - Repeat Trouble Reports								
MR-5-01-2342	% Repeat Reports within 30 Days	48.94	NA	94				

POTS/Complex Services Combined

MR-4 - Trouble Duration Intervals								
MR-4-06-2103	% Out of Service > 4 hours	75.95	56.71	15964	462		2.02	9.54

Special Services - Maintenance

MR-2 - Trouble Report Rate								
MR-2-01-2200	Network Trouble Report Rate - Total	0.19	0.14	165754	5589		0.06	0.76
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	0.26	0.25	165754	5589			
MR-4 - Trouble Duration Intervals								
MR-4-01-2200	Mean Time To Repair - Total	5.15	4.59	312	8	5.20	1.86	
MR-4-02-2200	Mean Time to Repair - Loop Trouble - Specials	6.35	5.10	146	7	6.43	2.49	
MR-4-04-2200	% Cleared (all troubles) within 24 Hours	98.08	100.00	312	8		4.91	
MR-4-06-2200	% Out of Service > 4 hours - Specials	50.64	37.50	312	8		17.90	
MR-4-07-2200	% Out of Service > 12 hours - Specials	7.05	0.00	312	8		9.17	
MR-4-08-2200	% Out of Service > 24 Hours - Specials	1.92	0.00	312	8		4.91	
MR-5 - Repeat Trouble Reports								
MR-5-01-2200	% Repeat Reports within 30 Days	8.01	12.50	312	8		9.72	

Legend Notations defined on Legend sheet - last page

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CLEC Aggregate Performance - NOVA
RESALE PROVISIONING

POTS - Provisioning - Total

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
PR-1 - Average Interval Offered								
PR-1-04-2100	Average Interval Offered - Dispatch (6-9 Lines)	6.67	NA	92		6.03		
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)	11.12	NA	52		25.95		
PR-2 - Average Completed Interval								
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)	5.31	NA	64		3.43		
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	12.22	NA	37		30.56		
PR-3 - Completed within Specified Days								
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	68.26	51.21	15773	207		3.26	-5.24
PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)	81.54	71.98	15773	207		2.71	-3.52
PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)	92.93	91.79	15773	207		1.79	-0.64
PR-3-04-2100	% Completed in 1 Day (1-5 Lines - Dispatch)	3.61	14.29	2467	28		3.55	3.01
PR-3-05-2100	% Completed in 2 Days (1-5 Lines - Dispatch)	8.43	28.57	2467	28		5.28	3.81
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	30.08	64.29	2467	28		8.72	3.93
PR-3-07-2100	% Completed in 4 Days (1-5 Lines - Total)	88.56	97.02	18240	235		2.09	4.05
PR-3-08-2100	% Completed in 5 Days (1-5 Lines - No Dispatch)	97.65	99.52	15773	207		1.06	1.76
PR-3-09-2100	% Completed in 5 Days (1-5 Lines - Dispatch)	76.53	96.43	2467	28		8.05	2.47
PR-3-10-2100	% Completed in 6 Days (1-5 Lines - Total)	97.21	99.57	18240	235		1.08	2.18
PR-4 - Missed Appointments								
PR-4-02-2100	Average Delay Days - Total	3.41	164.00	1126	1	10.03	10.03	
PR-4-03-2100	% Missed Appt. - Customer	1.96	1.29	31764	465			
PR-4-04-2100	% Missed Appt. - VZ - Dispatch	17.75	0.00	4810	51		5.38	3.30
PR-4-05-2100	% Missed Appt. - VZ - No Dispatch	1.01	0.24	26954	414		0.50	1.55
PR-4-06-2100	% Missed Appt. - Customer - Due to Late Order Confirmation		0.00		465			
PR-4-10-2100	% Missed Appt. - VZ - Standard Interval (W Coded) Orders - Dispatch	17.92	0.00	3706	32		6.81	2.63
PR-4-11-2100	% Missed Appt. - VZ - Standard Interval (W Coded) Orders - No Dispatch	0.84	0.30	22276	336		0.50	1.08
PR-5 - Facility Missed Orders								
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	0.45	0.00	31764	465		0.31	1.44
PR-5-02-2100	% Orders Held for Facilities > 15 Days	0.00	0.00	31764	465			
PR-5-03-2100	% Orders Held for Facilities > 60 Days	0.00	0.00	31764	465			
PR-6 - Installation Quality								
PR-6-01-2100	% Installation Troubles reported within 30 Days	5.07	9.47	30004	486		1.00	-4.38
PR-6-02-2100	% Installation Troubles reported within 7 Days	3.29	7.41	30004	486		0.82	-5.06
PR-6-03-2100	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	5.31	5.56	30004	486			
PR-8 - Open Orders in a Hold Status								
PR-8-01-2100	% Open Orders in a Hold Status > 30 Days	0.03	0.00	31764	465		0.08	0.37
PR-8-02-2100	% Open Orders in a Hold Status > 90 Days	0.01	0.00	31764	465		0.05	0.21

POTS - Business

PR-1 - Average Interval Offered								
PR-1-01-2110	Average Interval Offered - Total No Dispatch	1.29	1.19	3546	79	3.20	0.36	0.27
PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)	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	1.20	1.06	3296	72	3.37	0.40	0.35
PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)	5.18	3.00	840	12	4.34	1.26	1.73
POTS - Residence								
PR-1 - Average Interval Offered								
PR-1-01-2120	Average Interval Offered - Total No Dispatch	1.21	1.35	19274	272	2.33	0.14	-0.98
PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)	4.37	7.25	1890	20	1.36	0.31	-9.42
PR-2 - Average Completed Interval								
PR-2-01-2120	Average Interval Completed - Total No Dispatch	1.09	2.00	18817	256	2.08	0.13	-6.95
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)	4.81	3.13	1627	16	2.82	0.71	2.37

Complex Services - 2 Wire Digital

PR-1 - Average Interval Offered								
PR-1-01-2341	Average Interval Offered - Total No Dispatch	0.15	NA	1381		0.67		
PR-1-02-2341	Average Interval Offered - Total Dispatch	4.17	5.00	230	2	1.81	1.29	
PR-2 - Average Completed Interval								
PR-2-01-2341	Average Interval Completed - Total No Dispatch	0.14	NA	1371		0.65		
PR-2-02-2341	Average Interval Completed - Total Dispatch	4.63	5.00	163	2	2.08	1.48	
PR-4 - Missed Appointment								
PR-4-02-2341	Average Delay Days - Total	2.54	NA	35		3.07		
PR-4-03-2341	% Missed Appt. - Customer	3.98	0.00	1657	2			
PR-4-04-2341	% Missed Appt. - VZ - Dispatch	12.27	0.00	277	2		23.28	
PR-4-05-2341	% Missed Appt. - VZ - No Dispatch	0.07	NA	1380				
PR-4-06-2341	% Missed Appt. - Customer - Due to Late Order Confirmation		0.00		2			
PR-4-10-2341	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - Dispatch	12.40	0.00	258	2		23.40	
PR-4-11-2341	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - No Dispatch	0.07	NA	1378				
PR-5 - Facility Missed Orders								
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	0.66	0.00	1657	2		5.73	
PR-5-02-2341	% Orders Held for Facilities > 15 Days	0.00	0.00	1657	2			
PR-5-03-2341	% Orders Held for Facilities > 60 Days	0.00	0.00	1657	2			
PR-6 - Installation Quality								
PR-6-01-2341	% Installation Troubles reported within 30 Days	2.78	0.00	252	1		16.47	
PR-6-03-2341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	7.54	0.00	252	1			
PR-8 - Open Orders in a Hold Status								
PR-8-01-2341	% Open Orders in a Hold Status > 30 Days	0.12	0.00	1657	2		2.45	
PR-8-02-2341	% Open Orders in a Hold Status > 90 Days	0.00	0.00	1657	2			

Complex Services - 2 Wire xDSL

PR-1 - Average Interval Offered								
PR-1-01-2342	Average Interval Offered - Total No Dispatch	0.89	NA	9		1.17		
PR-1-02-2342	Average Interval Offered - Total Dispatch	2.00	NA	2		1.41		
PR-2 - Average Completed Interval								
PR-2-01-2342	Average Interval Completed - Total No Dispatch	0.67	NA	6		0.82		
PR-2-02-2342	Average Interval Completed - Total Dispatch	2.00	NA	2		1.41		

continued

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**CLEC Aggregate Performance - NOVA
RESALE PROVISIONING**

Metric #	Standard	Actual Performance		Actual Performance		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
PR-4 - Missed Appointment								
PR-4-02-2342	Average Delay Days - Total	NA	NA					
PR-4-03-2342	% Missed Appt. - Customer	0.00	NA	10				
PR-4-04-2342	% Missed Appt. - VZ - Dispatch	0.00	NA	3				
PR-4-05-2342	% Missed Appt. - VZ - No Dispatch	0.00	NA	7				
PR-4-08-2342	% Missed Appt. - Customer - Due to Late Order Confirmation	NA	NA					
PR-4-10-2342	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - Dispatch	0.00	NA	2				
PR-4-11-2342	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - No Dispatch	0.00	NA	6				
PR-5 - Facility Missed Orders								
PR-5-01-2342	% Missed Appointment - Verizon - Facilities	0.00	NA	10				
PR-5-02-2342	% Orders Held for Facilities > 15 Days	0.00	NA	10				
PR-5-03-2342	% Orders Held for Facilities > 60 Days	0.00	NA	10				
PR-6 - Installation Quality								
PR-6-01-2342	% Installation Troubles reported within 30 Days	300.00	NA	6				
PR-6-03-2342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	3566.67	NA	6				
PR-8 - Open Orders in a Hold Status								
PR-8-01-2342	% Open Orders in a Hold Status > 30 Days	0.00	NA	10				
PR-8-02-2342	% Open Orders in a Hold Status > 90 Days	0.00	NA	10				
POTS & Complex Aggregate								
PR-1 - Average Interval Offered								
PR-1-10-2103	Average Interval Offered - Disconnects - No Dispatch	3.60	1.34	14467	412	5.55	0.28	8.15
PR-1-11-2103	Average Interval Offered - Disconnects - Dispatch	4.12	NA	42		3.39		
PR-2 - Average Completed Interval								
PR-2-10-2103	Average Interval Completed - Disconnects - No Dispatch	3.34	1.17	13501	383	5.57	0.29	7.52
PR-2-11-2103	Average Interval Completed - Disconnects - Dispatch	3.66	NA	32		2.78		

RESALE MAINTENANCE

Metric #	Standard	Actual Performance		Actual Performance		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
POTS - Maintenance								
MR-2 - Trouble Report Rate								
MR-2-02-2100	Network Trouble Report Rate - Loop	0.64	0.25	1290128	50797		0.04	10.83
MR-2-03-2100	Network Trouble Report Rate - Central Office	0.07	0.04	1290128	50797		0.01	2.96
MR-2-04-2100	% Subsequent Reports	7.75	3.95	9995	152			
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	0.75	0.24	1290128	50797			
MR-3 - Missed Repair Appointments								
MR-3-01-2100	% Missed Repair Appointment - Loop	25.17	16.54	8269	127		3.88	2.22
MR-3-02-2100	% Missed Repair Appointment - Central Office	14.20	10.53	951	19		8.09	0.45
MR-3-03-2100	% Missed Repair Appointment - CPE /TOK/FOK	14.11	5.65	9655	124			
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	19.37	8.33	5834	108		3.84	2.88
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	54.13	32.26	1853	31		9.02	2.42
MR-4 - Trouble Duration Intervals								
MR-4-01-2100	Mean Time to Repair - Total	30.77	34.20	9220	146	31.39	2.62	-1.31
MR-4-02-2100	Mean Time to Repair - Loop Trouble	32.40	36.11	8269	127	31.64	2.83	-1.31
MR-4-03-2100	Mean Time to Repair - Central Office Trouble	16.56	21.48	951	19	24.93	5.78	-0.85
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	54.54	54.11	9220	146		4.15	-0.10
MR-4-07-2100	% Out of Service > 12 hours	76.40	72.50	6368	120		3.91	1.00
MR-4-08-2100	% Out of Service > 24 Hours	44.13	44.17	6368	120		4.58	-0.01
MR-5 - Repeat Trouble Reports								
MR-5-01-2100	% Repeat Reports within 30 Days	17.48	13.70	9220	146		3.17	1.19
Complex Services - 2 Wire Digital								
MR-2 - Trouble Report Rate								
MR-2-02-2341	Network Trouble Report Rate - Loop	0.22	0.00	24908	457		0.22	1.01
MR-2-03-2341	Network Trouble Report Rate - Central Office	0.04	0.00	24908	457		0.10	0.45
MR-2-04-2341	% Subsequent Reports	10.67	NA	75				
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	0.63	1.31	24908	457			
MR-3 - Missed Repair Appointments								
MR-3-01-2341	% Missed Repair Appointment - Loop	46.43	NA	56				
MR-3-02-2341	% Missed Repair Appointment - Central Office	27.27	NA	11				
MR-3-03-2341	% Missed Repair Appointment - CPE /TOK/FOK	26.11	0.00	157	6			
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	18.18	NA	22				
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	56.82	NA	44				
MR-4 - Trouble Duration Intervals								
MR-4-01-2341	Mean Time to Repair - Total	44.67	NA	67		54.56		
MR-4-02-2341	Mean Time to Repair - Loop Trouble	41.71	NA	56		41.56		
MR-4-03-2341	Mean Time to Repair - Central Office Trouble	59.74	NA	11		99.23		
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	53.73	NA	67				
MR-4-07-2341	% Out of Service > 12 hours	74.07	NA	27				
MR-4-08-2341	% Out of Service > 24 Hours	55.56	NA	27				
MR-5 - Repeat Trouble Reports								
MR-5-01-2341	% Repeat Reports within 30 Days	20.90	NA	67				
Complex Services - 2 Wire xDSL								
MR-2 - Trouble Report Rate								
MR-2-02-2342	Network Trouble Report Rate - Loop	0.13	0.00	31017	29		0.67	0.19
MR-2-03-2342	Network Trouble Report Rate - Central Office	0.08	0.00	31017	29		0.54	0.16
MR-2-04-2342	% Subsequent Reports	0.00	NA	66				
MR-2-05-2342	% CPE/TOK/FOK Trouble Report Rate	1.47	0.00	31017	29			
MR-3 - Missed Repair Appointments								
MR-3-01-2342	% Missed Repair Appointment - Loop	47.50	NA	40				
MR-3-02-2342	% Missed Repair Appointment - Central Office	26.92	NA	26				
MR-3-03-2342	% Missed Repair Appointment - CPE /TOK/FOK	19.30	NA	456				
MR-3-04-2342	% Missed Repair Appointment - No Double Dispatch	29.82	NA	57				
MR-3-05-2342	% Missed Repair Appointment - Double Dispatch	100.00	NA	8				
MR-4 - Trouble Duration Intervals								
MR-4-01-2342	Mean Time to Repair - Total	37.17	NA	66		33.04		
MR-4-02-2342	Mean Time to Repair - Loop Trouble	38.82	NA	40		24.85		
MR-4-03-2342	Mean Time to Repair - Central Office Trouble	34.64	NA	26		43.18		
MR-4-04-2342	% Cleared (all troubles) within 24 Hours	46.97	NA	66				
MR-4-07-2342	% Out of Service > 12 hours	79.37	NA	63				
MR-4-08-2342	% Out of Service > 24 Hours	53.97	NA	63				
MR-5 - Repeat Trouble Reports								
MR-5-01-2342	% Repeat Reports within 30 Days	46.97	NA	66				
POTS/Complex Services Combined								
MR-4 - Trouble Duration Intervals								
MR-4-06-2103	% Out of Service > 4 hours	88.63	86.67	6368	120		2.93	0.67

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CLEC Aggregate Performance - CENTRAL
RESALE PROVISIONING

POTS - Provisioning - Total

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
PR-1 - Average Interval Offered								
PR-1-04-2100	Average Interval Offered - Dispatch (6-9 Lines)	10.62	NA	45		12.37		
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)	9.17	NA	24		10.26		
PR-2 - Average Completed Interval								
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)	8.35	NA	34		7.09		
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	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)	75.69	35.84	16058	586		1.80	-22.09
PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)	85.18	67.24	16058	586		1.49	-12.01
PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)	94.74	92.49	16058	586		0.94	-2.40
PR-3-04-2100	% Completed in 1 Day (1-5 Lines - Dispatch)	10.63	8.37	4402	239		2.05	-1.10
PR-3-05-2100	% Completed in 2 Days (1-5 Lines - Dispatch)	22.08	28.87	4402	239		2.75	2.46
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	70.10	87.45	4402	239		3.04	5.71
PR-3-07-2100	% Completed in 4 Days (1-5 Lines - Total)	93.56	98.06	20460	825		0.87	5.16
PR-3-08-2100	% Completed in 5 Days (1-5 Lines - No Dispatch)	98.12	99.32	16058	586		0.57	2.10
PR-3-09-2100	% Completed in 5 Days (1-5 Lines - Dispatch)	91.14	99.16	4402	239		1.89	4.25
PR-3-10-2100	% Completed in 6 Days (1-5 Lines - Total)	97.72	99.39	20460	825		0.53	3.15
PR-4 - Missed Appointments								
PR-4-02-2100	Average Delay Days - Total	6.34	4.20	861	5	26.73	11.99	
PR-4-03-2100	% Missed Appt. - Customer	1.71	2.21	38857	1451			
PR-4-04-2100	% Missed Appt. - VZ - Dispatch	7.98	0.89	7531	337		1.51	4.70
PR-4-05-2100	% Missed Appt. - VZ - No Dispatch	0.83	0.18	31326	1114		0.28	2.35
PR-4-06-2100	% Missed Appt. - Customer - Due to Late Order Confirmation		0.14	1451				
PR-4-10-2100	% Missed Appt. - VZ - Standard Interval (W Code) Orders - Dispatch	7.90	0.78	5444	256		1.73	4.13
PR-4-11-2100	% Missed Appt. - VZ - Standard Interval (W Code) Orders - No Dispatch	0.61	0.23	25847	861		0.27	1.41
PR-5 - Facility Missed Orders								
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	0.42	0.07	38857	1451		0.17	2.02
PR-5-02-2100	% Orders Held for Facilities > 15 Days	0.01	0.00	38857	1451		0.03	0.37
PR-5-03-2100	% Orders Held for Facilities > 60 Days	0.00	0.00	38857	1451			
PR-6 - Installation Quality								
PR-6-01-2100	% Installation Troubles reported within 30 Days	2.81	3.53	31561	1361		0.46	-1.57
PR-6-02-2100	% Installation Troubles reported within 7 Days	1.69	2.35	31561	1361		0.36	-1.86
PR-6-03-2100	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	2.59	2.50	31561	1361			
PR-8 - Open Orders in a Hold Status								
PR-8-01-2100	% Open Orders in a Hold Status > 30 Days	0.11	0.00	38857	1451		0.09	1.24
PR-8-02-2100	% Open Orders in a Hold Status > 90 Days	0.06	0.00	38857	1451		0.07	0.92

POTS - Business

PR-1 - Average Interval Offered								
PR-1-01-2110	Average Interval Offered - Total No Dispatch	1.43	1.22	2751	99	3.93	0.40	0.52
PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)	5.24	3.41	1032	17	5.83	1.43	1.28
PR-2 - Average Completed Interval								
PR-2-01-2110	Average Interval Completed - Total No Dispatch	1.30	0.98	2577	91	3.92	0.42	0.77
PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)	4.99	3.38	894	16	5.30	1.34	1.20
POTS - Residence								
PR-1 - Average Interval Offered								
PR-1-01-2120	Average Interval Offered - Total No Dispatch	0.93	1.58	23590	783	2.18	0.08	-8.21
PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)	3.42	2.74	3791	240	1.54	0.10	6.63
PR-2 - Average Completed Interval								
PR-2-01-2120	Average Interval Completed - Total No Dispatch	0.90	1.61	23072	754	2.47	0.09	-7.77
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)	3.22	2.77	3508	223	2.30	0.16	2.83

Complex Services - 2 Wire Digital

PR-1 - Average Interval Offered								
PR-1-01-2341	Average Interval Offered - Total No Dispatch	1.30	NA	192		1.74		
PR-1-02-2341	Average Interval Offered - Total Dispatch	3.46	0.25	149	4	2.19	1.11	
PR-2 - Average Completed Interval								
PR-2-01-2341	Average Interval Completed - Total No Dispatch	1.38	NA	172		1.90		
PR-2-02-2341	Average Interval Completed - Total Dispatch	4.23	1.00	107	1	2.56	2.57	
PR-4 - Missed Appointment								
PR-4-02-2341	Average Delay Days - Total	4.84	NA	25		7.30		
PR-4-03-2341	% Missed Appt. - Customer	10.72	0.00	373	1			
PR-4-04-2341	% Missed Appt. - VZ - Dispatch	11.92	0.00	193	1		32.49	
PR-4-05-2341	% Missed Appt. - VZ - No Dispatch	1.11	NA	180				
PR-4-08-2341	% Missed Appt. - Customer - Due to Late Order Confirmation		0.00	1				
PR-4-10-2341	% Missed Appt. - VZ - Std. Int. (W Code) Orders - Dispatch	11.98	0.00	192	1		32.56	
PR-4-11-2341	% Missed Appt. - VZ - Std. Int. (W Code) Orders - No Dispatch	1.11	NA	180				
PR-5 - Facility Missed Orders								
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	1.07	0.00	373	1		10.30	
PR-5-02-2341	% Orders Held for Facilities > 15 Days	0.00	0.00	373	1			
PR-5-03-2341	% Orders Held for Facilities > 60 Days	0.00	0.00	373	1			
PR-6 - Installation Quality								
PR-6-01-2341	% Installation Troubles reported within 30 Days	3.33	NA	150				
PR-6-03-2341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	6.67	NA	150				
PR-8 - Open Orders in a Hold Status								
PR-8-01-2341	% Open Orders in a Hold Status > 30 Days	0.00	0.00	373	1			
PR-8-02-2341	% Open Orders in a Hold Status > 90 Days	0.00	0.00	373	1			

Complex Services - 2 Wire xDSL

PR-1 - Average Interval Offered								
PR-1-01-2342	Average Interval Offered - Total No Dispatch	2.50	NA	2		0.71		
PR-1-02-2342	Average Interval Offered - Total Dispatch	NA	NA					
PR-2 - Average Completed Interval								
PR-2-01-2342	Average Interval Completed - Total No Dispatch	2.00	NA	2				
PR-2-02-2342	Average Interval Completed - Total Dispatch	NA	NA					

continued

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

Metric #	Standard	Actual Performance		Actual Performance		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
PR-4 - Missed Appointment								
PR-4-02-2342	Average Delay Days – Total	NA	NA					
PR-4-03-2342	% Missed Appt. – Customer	0.00	NA	2				
PR-4-04-2342	% Missed Appt. – VZ – Dispatch	NA	NA					
PR-4-05-2342	% Missed Appt. – VZ – No Dispatch	0.00	NA	2				
PR-4-08-2342	% Missed Appt. – Customer – Due to Late Order Confirmation	NA	NA					
PR-4-10-2342	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – Dispatch	NA	NA					
PR-4-11-2342	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – No Dispatch	0.00	NA	2				
PR-5 - Facility Missed Orders								
PR-5-01-2342	% Missed Appointment – Verizon – Facilities	0.00	NA	2				
PR-5-02-2342	% Orders Held for Facilities > 15 Days	0.00	NA	2				
PR-5-03-2342	% Orders Held for Facilities > 60 Days	0.00	NA	2				
PR-6 - Installation Quality								
PR-6-01-2342	% Installation Troubles reported within 30 Days	300.00	NA	1				
PR-6-03-2342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	3300.00	NA	1				
PR-8 - Open Orders in a Hold Status								
PR-8-01-2342	% Open Orders in a Hold Status > 30 Days	0.00	NA	2				
PR-8-02-2342	% Open Orders in a Hold Status > 90 Days	0.00	NA	2				
POTS & Complex Aggregate								
PR-1 - Average Interval Offered								
PR-1-10-2103	Average Interval Offered – Disconnects – No Dispatch	4.02	1.22	14477	1169	5.28	0.16	17.44
PR-1-11-2103	Average Interval Offered – Disconnects – Dispatch	3.48	3.50	42	2	2.43	1.76	
PR-2 - Average Completed Interval								
PR-2-10-2103	Average Interval Completed – Disconnects – No Dispatch	3.66	1.19	12729	1137	5.11	0.16	15.62
PR-2-11-2103	Average Interval Completed – Disconnects – Dispatch	3.56	1.00	41	1	2.44	2.47	

RESALE MAINTENANCE

Metric #	Standard	Actual Performance		Actual Performance		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
POTS - Maintenance								
MR-2 - Trouble Report Rate								
MR-2-02-2100	Network Trouble Report Rate – Loop	0.91	0.60	668198	19077		0.07	4.48
MR-2-03-2100	Network Trouble Report Rate – Central Office	0.07	0.07	668198	19077		0.02	0.28
MR-2-04-2100	% Subsequent Reports	1.54	1.55	6679	129			
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	0.82	0.48	668198	19077			
MR-3 - Missed Repair Appointments								
MR-3-01-2100	% Missed Repair Appointment – Loop	9.75	6.14	6083	114		2.80	1.29
MR-3-02-2100	% Missed Repair Appointment – Central Office	5.88	15.38	493	13		6.61	-1.44
MR-3-03-2100	% Missed Repair Appointment – CPE /TOK/FOK	3.74	2.17	5484	92			
MR-3-04-2100	% Missed Repair Appointment – No Double Dispatch	4.49	2.06	4612	97		2.12	1.14
MR-3-05-2100	% Missed Repair Appointment – Double Dispatch	29.50	25.00	1268	28		8.71	0.52
MR-4 - Trouble Duration Intervals								
MR-4-01-2100	Mean Time to Repair – Total	14.28	10.76	6576	127	15.84	1.42	2.48
MR-4-02-2100	Mean Time to Repair – Loop Trouble	14.84	10.72	6083	114	15.95	1.51	2.73
MR-4-03-2100	Mean Time to Repair – Central Office Trouble	7.33	11.12	493	13	12.37	3.48	-1.09
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	85.17	89.76	6576	127		3.18	1.44
MR-4-07-2100	% Out of Service > 12 hours	48.10	41.23	4272	114		4.74	1.45
MR-4-08-2100	% Out of Service > 24 Hours	12.36	9.65	4272	114		3.12	0.87
MR-5 - Repeat Trouble Reports								
MR-5-01-2100	% Repeat Reports within 30 Days	15.54	14.17	6576	127		3.25	0.42
Complex Services - 2 Wire Digital								
MR-2 - Trouble Report Rate								
MR-2-02-2341	Network Trouble Report Rate – Loop	0.22	0.00	14258	95		0.48	0.45
MR-2-03-2341	Network Trouble Report Rate – Central Office	0.25	1.05	14258	95		0.52	-1.55
MR-2-04-2341	% Subsequent Reports	2.90	0.00	69	1			
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	1.26	0.00	14258	95			
MR-3 - Missed Repair Appointments								
MR-3-01-2341	% Missed Repair Appointment – Loop	32.26	NA	31				
MR-3-02-2341	% Missed Repair Appointment – Central Office	5.56	0.00	36	1		23.23	
MR-3-03-2341	% Missed Repair Appointment – CPE /TOK/FOK	11.11	NA	180				
MR-3-04-2341	% Missed Repair Appointment – No Double Dispatch	12.24	0.00	49	1		33.11	
MR-3-05-2341	% Missed Repair Appointment – Double Dispatch	33.33	NA	18				
MR-4 - Trouble Duration Intervals								
MR-4-01-2341	Mean Time to Repair – Total	17.28	1.95	67	1	25.91	26.10	
MR-4-02-2341	Mean Time to Repair – Loop Trouble	22.09	NA	31		30.90		
MR-4-03-2341	Mean Time to Repair – Central Office Trouble	13.14	1.95	36	1	20.23	20.51	
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	82.09	100.00	67	1		38.63	
MR-4-07-2341	% Out of Service > 12 hours	30.23	0.00	43	1		46.46	
MR-4-08-2341	% Out of Service > 24 Hours	11.63	0.00	43	1		32.43	
MR-5 - Repeat Trouble Reports								
MR-5-01-2341	% Repeat Reports within 30 Days	10.45	0.00	67	1		30.82	
Complex Services - 2 Wire xDSL								
MR-2 - Trouble Report Rate								
MR-2-02-2342	Network Trouble Report Rate – Loop	0.19	0.00	4693	7		1.65	
MR-2-03-2342	Network Trouble Report Rate – Central Office	0.06	0.00	4693	7		0.96	
MR-2-04-2342	% Subsequent Reports	0.00	NA	12				
MR-2-05-2342	% CPE/TOK/FOK Trouble Report Rate	1.47	0.00	4693	7			
MR-3 - Missed Repair Appointments								
MR-3-01-2342	% Missed Repair Appointment – Loop	44.44	NA	9				
MR-3-02-2342	% Missed Repair Appointment – Central Office	66.67	NA	3				
MR-3-03-2342	% Missed Repair Appointment – CPE /TOK/FOK	11.59	NA	69				
MR-3-04-2342	% Missed Repair Appointment – No Double Dispatch	42.86	NA	7				
MR-3-05-2342	% Missed Repair Appointment – Double Dispatch	60.00	NA	5				
MR-4 - Trouble Duration Intervals								
MR-4-01-2342	Mean Time to Repair – Total	31.87	NA	12		18.63		
MR-4-02-2342	Mean Time to Repair – Loop Trouble	31.46	NA	9		20.42		
MR-4-03-2342	Mean Time to Repair – Central Office Trouble	33.09	NA	3		15.46		
MR-4-04-2342	% Cleared (all troubles) within 24 Hours	41.67	NA	12				
MR-4-07-2342	% Out of Service > 12 hours	100.00	NA	12				
MR-4-08-2342	% Out of Service > 24 Hours	58.33	NA	12				
MR-5 - Repeat Trouble Reports								
MR-5-01-2342	% Repeat Reports within 30 Days	66.67	NA	12				
POTS/Complex Services Combined								
MR-4 - Trouble Duration Intervals								
MR-4-06-2103	% Out of Service > 4 hours	67.70	52.63	4272	114		4.44	3.40

Legend Notations defined on Legend sheet - last page

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CLEC Aggregate Performance - EASTERN
RESALE PROVISIONING

POTS - Provisioning - Total

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
PR-1 - Average Interval Offered								
PR-1-04-2100	Average Interval Offered - Dispatch (6-9 Lines)	7.43	NA	40		4.84		
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)	8.94	4.00	16	1	6.77	6.98	
PR-2 - Average Completed Interval								
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)	5.97	NA	30		4.52		
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	12.14	4.00	7	1	10.22	10.93	
PR-3 - Completed within Specified Days								
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	74.81	40.00	12129	545		1.90	-18.31
PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)	86.48	68.62	12129	545		1.50	-11.93
PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)	96.70	97.80	12129	545		0.78	1.41
PR-3-04-2100	% Completed in 1 Day (1-5 Lines - Dispatch)	12.66	13.80	3578	326		1.92	0.59
PR-3-05-2100	% Completed in 2 Days (1-5 Lines - Dispatch)	32.62	46.32	3578	326		2.71	5.05
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	89.13	95.32	3578	326		1.80	3.99
PR-3-07-2100	% Completed in 4 Days (1-5 Lines - Total)	97.03	98.62	15707	871		0.59	2.89
PR-3-08-2100	% Completed in 5 Days (1-5 Lines - No Dispatch)	98.52	99.63	12129	545		0.53	2.10
PR-3-09-2100	% Completed in 5 Days (1-5 Lines - Dispatch)	96.65	99.69	3578	326		1.04	2.92
PR-3-10-2100	% Completed in 6 Days (1-5 Lines - Total)	98.50	99.66	15707	871		0.42	2.74
PR-4 - Missed Appointments								
PR-4-02-2100	Average Delay Days - Total	17.45	3.00	333	5	50.02	22.54	
PR-4-03-2100	% Missed Appt. - Customer	1.44	2.41	29190	1616			
PR-4-04-2100	% Missed Appt. - VZ - Dispatch	3.29	0.19	5874	539		0.80	3.86
PR-4-05-2100	% Missed Appt. - VZ - No Dispatch	0.60	0.37	23316	1077		0.24	0.96
PR-4-08-2100	% Missed Appt. - Customer - Due to Late Order Confirmation		0.06	1616				
PR-4-10-2100	% Missed Appt. - VZ - Standard Interval (W Code) Orders - Dispatch	3.15	0.00	4291	359		0.96	3.28
PR-4-11-2100	% Missed Appt. - VZ - Standard Interval (W Code) Orders - No Dispatch	0.51	0.27	19355	740		0.27	0.90
PR-5 - Facility Missed Orders								
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	0.07	0.00	29190	1616		0.07	1.04
PR-5-02-2100	% Orders Held for Facilities > 15 Days	0.00	0.00	29190	1616			
PR-5-03-2100	% Orders Held for Facilities > 60 Days	0.00	0.00	29190	1616			
PR-6 - Installation Quality								
PR-6-01-2100	% Installation Troubles reported within 30 Days	3.76	3.44	22792	1600		0.49	0.66
PR-6-02-2100	% Installation Troubles reported within 7 Days	2.29	2.31	22792	1600		0.39	-0.05
PR-6-03-2100	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	4.28	2.88	22792	1600			
PR-8 - Open Orders in a Hold Status								
PR-8-01-2100	% Open Orders in a Hold Status > 30 Days	0.17	0.00	29190	1616		0.11	1.61
PR-8-02-2100	% Open Orders in a Hold Status > 90 Days	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	1.46	1.13	1563	101	4.52	0.46	0.71
PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)	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	1.45	1.28	1466	89	6.16	0.67	0.25
PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)	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	0.92	1.88	18134	658	1.54	0.06	-15.71
PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)	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	0.90	1.89	17754	624	3.20	0.13	-7.60
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)	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	1.41	NA	82		1.56		
PR-1-02-2341	Average Interval Offered - Total Dispatch	3.17	NA	90		2.02		
PR-2 - Average Completed Interval								
PR-2-01-2341	Average Interval Completed - Total No Dispatch	2.50	NA	68		9.89		
PR-2-02-2341	Average Interval Completed - Total Dispatch	3.99	NA	68		7.77		
PR-4 - Missed Appointment								
PR-4-02-2341	Average Delay Days - Total	19.38	NA	8		31.14		
PR-4-03-2341	% Missed Appt. - Customer	8.99	NA	178				
PR-4-04-2341	% Missed Appt. - VZ - Dispatch	5.71	NA	105				
PR-4-05-2341	% Missed Appt. - VZ - No Dispatch	2.74	NA	73				
PR-4-08-2341	% Missed Appt. - Customer - Due to Late Order Confirmation		NA					
PR-4-10-2341	% Missed Appt. - VZ - Std. Int. (W Code) Orders - Dispatch	8.57	NA	70				
PR-4-11-2341	% Missed Appt. - VZ - Std. Int. (W Code) Orders - No Dispatch	3.45	NA	58				
PR-5 - Facility Missed Orders								
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	1.12	NA	178				
PR-5-02-2341	% Orders Held for Facilities > 15 Days	0.00	NA	178				
PR-5-03-2341	% Orders Held for Facilities > 60 Days	0.00	NA	178				
PR-6 - Installation Quality								
PR-6-01-2341	% Installation Troubles reported within 30 Days	0.00	NA	80				
PR-6-03-2341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	2.50	NA	80				
PR-8 - Open Orders in a Hold Status								
PR-8-01-2341	% Open Orders in a Hold Status > 30 Days	0.00	NA	178				
PR-8-02-2341	% Open Orders in a Hold Status > 90 Days	0.00	NA	178				

Complex Services - 2 Wire xDSL

PR-1 - Average Interval Offered								
PR-1-01-2342	Average Interval Offered - Total No Dispatch	1.00	NA	2		1.41		
PR-1-02-2342	Average Interval Offered - Total Dispatch	NA	NA					
PR-2 - Average Completed Interval								
PR-2-01-2342	Average Interval Completed - Total No Dispatch	0.50	NA	2		0.71		
PR-2-02-2342	Average Interval Completed - Total Dispatch	NA	NA					

continued

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**CLEC Aggregate Performance - EASTERN
RESALE PROVISIONING**

Metric #	Standard	Actual Performance		Actual Performance		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
PR-4 - Missed Appointment								
PR-4-02-2342	Average Delay Days - Total	NA	NA					
PR-4-03-2342	% Missed Appt. - Customer	0.00	NA	4				
PR-4-04-2342	% Missed Appt. - VZ - Dispatch	0.00	NA	1				
PR-4-05-2342	% Missed Appt. - VZ - No Dispatch	0.00	NA	3				
PR-4-08-2342	% Missed Appt. - Customer - Due to Late Order Confirmation	NA	NA					
PR-4-10-2342	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - Dispatch	NA	NA					
PR-4-11-2342	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - No Dispatch	0.00	NA	2				
PR-5 - Facility Missed Orders								
PR-5-01-2342	% Missed Appointment - Verizon - Facilities	0.00	NA	4				
PR-5-02-2342	% Orders Held for Facilities > 15 Days	0.00	NA	4				
PR-5-03-2342	% Orders Held for Facilities > 60 Days	0.00	NA	4				
PR-6 - Installation Quality								
PR-6-01-2342	% Installation Troubles reported within 30 Days	200.00	NA	4				
PR-6-03-2342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	1450.00	NA	4				
PR-8 - Open Orders in a Hold Status								
PR-8-01-2342	% Open Orders in a Hold Status > 30 Days	50.00	NA	4				
PR-8-02-2342	% Open Orders in a Hold Status > 90 Days	25.00	NA	4				

POTS & Complex Aggregate

Metric #	Standard	Actual Performance		Actual Performance		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
PR-1 - Average Interval Offered								
PR-1-10-2103	Average Interval Offered - Disconnects - No Dispatch	4.08	1.44	11716	1524	4.97	0.14	19.51
PR-1-11-2103	Average Interval Offered - Disconnects - Dispatch	5.27	0.20	55	5	5.23	2.44	
PR-2 - Average Completed Interval								
PR-2-10-2103	Average Interval Completed - Disconnects - No Dispatch	3.68	1.30	10321	1454	4.78	0.13	17.78
PR-2-11-2103	Average Interval Completed - Disconnects - Dispatch	4.87	0.20	45	5	5.01	2.36	

RESALE MAINTENANCE

POTS - Maintenance

Metric #	Standard	Actual Performance		Actual Performance		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
MR-2 - Trouble Report Rate								
MR-2-02-2100	Network Trouble Report Rate - Loop	0.74	0.47	693356	29049		0.05	5.26
MR-2-03-2100	Network Trouble Report Rate - Central Office	0.09	0.05	693356	29049		0.02	2.24
MR-2-04-2100	% Subsequent Reports	1.51	0.66	5843	152			
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	0.82	0.41	693356	29049			
MR-3 - Missed Repair Appointments								
MR-3-01-2100	% Missed Repair Appointment - Loop	5.94	6.62	5114	136		2.05	-0.33
MR-3-02-2100	% Missed Repair Appointment - Central Office	8.42	0.00	641	15		7.25	1.16
MR-3-03-2100	% Missed Repair Appointment - CPE /TOK/FOK	2.26	0.83	5715	120			
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	3.16	2.34	4341	128		1.57	0.52
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	24.40	27.78	754	18		10.24	-0.33
MR-4 - Trouble Duration Intervals								
MR-4-01-2100	Mean Time to Repair - Total	13.54	9.07	5755	151	18.61	1.53	2.92
MR-4-02-2100	Mean Time to Repair - Loop Trouble	14.24	9.47	5114	136	19.15	1.66	2.87
MR-4-03-2100	Mean Time to Repair - Central Office Trouble	7.98	5.44	641	15	12.19	3.18	0.80
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	85.82	92.05	5755	151		2.88	2.17
MR-4-07-2100	% Out of Service > 12 hours	46.02	25.62	3255	121		4.61	4.42
MR-4-08-2100	% Out of Service > 24 Hours	11.86	6.81	3255	121		2.99	1.75
MR-5 - Repeat Trouble Reports								
MR-5-01-2100	% Repeat Reports within 30 Days	14.01	8.61	5755	151		2.86	1.89

Complex Services - 2 Wire Digital

Metric #	Standard	Actual Performance		Actual Performance		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
MR-2 - Trouble Report Rate								
MR-2-02-2341	Network Trouble Report Rate - Loop	0.23	0.73	6647	137		0.41	-1.23
MR-2-03-2341	Network Trouble Report Rate - Central Office	0.12	0.73	6647	137		0.30	-2.04
MR-2-04-2341	% Subsequent Reports	4.17	0.00	24	2			
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	0.95	0.73	6647	137			
MR-3 - Missed Repair Appointments								
MR-3-01-2341	% Missed Repair Appointment - Loop	26.67	0.00	15	1		45.67	
MR-3-02-2341	% Missed Repair Appointment - Central Office	12.50	100.00	8	1		35.08	
MR-3-03-2341	% Missed Repair Appointment - CPE /TOK/FOK	15.87	0.00	63	1			
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	15.38	0.00	13	1		37.44	
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	37.50	100.00	8	1		51.35	
MR-4 - Trouble Duration Intervals								
MR-4-01-2341	Mean Time to Repair - Total	23.14	22.17	23	2	33.01	24.34	
MR-4-02-2341	Mean Time to Repair - Loop Trouble	19.62	15.83	15	1	23.73	24.51	
MR-4-03-2341	Mean Time to Repair - Central Office Trouble	29.74	28.50	8	1	47.14	50.00	
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	78.26	50.00	23	2		30.41	
MR-4-07-2341	% Out of Service > 12 hours	45.45	100.00	11	2		38.28	
MR-4-08-2341	% Out of Service > 24 Hours	18.18	50.00	11	2		29.65	
MR-5 - Repeat Trouble Reports								
MR-5-01-2341	% Repeat Reports within 30 Days	21.74	0.00	23	2		30.41	

Complex Services - 2 Wire xDSL

Metric #	Standard	Actual Performance		Actual Performance		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
MR-2 - Trouble Report Rate								
MR-2-02-2342	Network Trouble Report Rate - Loop	0.08	0.00	13186	13		0.80	0.10
MR-2-03-2342	Network Trouble Report Rate - Central Office	0.04	0.00	13186	13		0.54	0.07
MR-2-04-2342	% Subsequent Reports	0.00	NA	16				
MR-2-05-2342	% CPE/TOK/FOK Trouble Report Rate	1.03	0.00	13186	13			
MR-3 - Missed Repair Appointments								
MR-3-01-2342	% Missed Repair Appointment - Loop	27.27	NA	11				
MR-3-02-2342	% Missed Repair Appointment - Central Office	0.00	NA	5				
MR-3-03-2342	% Missed Repair Appointment - CPE /TOK/FOK	8.82	NA	136				
MR-3-04-2342	% Missed Repair Appointment - No Double Dispatch	13.33	NA	15				
MR-3-05-2342	% Missed Repair Appointment - Double Dispatch	100.00	NA	1				
MR-4 - Trouble Duration Intervals								
MR-4-01-2342	Mean Time to Repair - Total	28.97	NA	16		21.44		
MR-4-02-2342	Mean Time to Repair - Loop Trouble	36.24	NA	11		21.69		
MR-4-03-2342	Mean Time to Repair - Central Office Trouble	12.99	NA	5		9.09		
MR-4-04-2342	% Cleared (all troubles) within 24 Hours	50.00	NA	16				
MR-4-07-2342	% Out of Service > 12 hours	86.67	NA	15				
MR-4-08-2342	% Out of Service > 24 Hours	46.67	NA	15				
MR-5 - Repeat Trouble Reports								
MR-5-01-2342	% Repeat Reports within 30 Days	43.75	NA	16				

POTS/Complex Services Combined

Metric #	Standard	Actual Performance		Actual Performance		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
MR-4 - Trouble Duration Intervals								
MR-4-06-2103	% Out of Service > 4 hours	65.65	34.71	3255	121		4.40	7.04

Legend Notations defined on Legend sheet - last page

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CLEC Aggregate Performance - WESTERN
RESALE PROVISIONING

POTS - Provisioning - Total

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
PR-1 - Average Interval Offered								
PR-1-04-2100	Average Interval Offered - Dispatch (6-9 Lines)	8.71	16.00	17	1	8.66	8.91	
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)	11.80	NA	5		8.96		
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	
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	12.75	NA	4		11.64		
PR-3 - Completed within Specified Days								
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	80.96	47.35	5789	226		2.66	-12.63
PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)	89.48	78.76	5789	226		2.08	-5.15
PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)	96.94	97.79	5789	226		1.17	0.73
PR-3-04-2100	% Completed in 1 Day (1-5 Lines - Dispatch)	9.25	18.30	1579	153		2.45	3.69
PR-3-05-2100	% Completed in 2 Days (1-5 Lines - Dispatch)	18.75	46.41	1579	153		3.30	8.37
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	86.83	90.20	1579	153		2.86	1.18
PR-3-07-2100	% Completed in 4 Days (1-5 Lines - Total)	96.92	97.10	7368	379		0.91	0.20
PR-3-08-2100	% Completed in 5 Days (1-5 Lines - No Dispatch)	98.74	99.56	5789	226		0.76	1.08
PR-3-09-2100	% Completed in 5 Days (1-5 Lines - Dispatch)	95.19	95.42	1579	153		1.81	0.13
PR-3-10-2100	% Completed in 6 Days (1-5 Lines - Total)	98.48	98.94	7368	379		0.64	0.71
PR-4 - Missed Appointments								
PR-4-02-2100	Average Delay Days - Total	8.85	4.88	221	8	31.75	11.43	
PR-4-03-2100	% Missed Appt. - Customer	1.39	1.68	13556	597			
PR-4-04-2100	% Missed Appt. - VZ - Dispatch	5.89	3.88	2395	206		1.71	1.18
PR-4-05-2100	% Missed Appt. - VZ - No Dispatch	0.72	0.00	11161	391		0.43	1.66
PR-4-08-2100	% Missed Appt. - Customer - Due to Late Order Confirmation		0.00		597			
PR-4-10-2100	% Missed Appt. - VZ - Standard Interval (W Coded) Orders - Dispatch	5.44	4.17	1857	168		1.83	0.70
PR-4-11-2100	% Missed Appt. - VZ - Standard Interval (W Coded) Orders - No Dispatch	0.70	0.00	9535	336		0.46	1.51
PR-5 - Facility Missed Orders								
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	0.41	0.50	13556	597		0.27	-0.34
PR-5-02-2100	% Orders Held for Facilities > 15 Days	0.01	0.00	13556	597		0.04	0.24
PR-5-03-2100	% Orders Held for Facilities > 60 Days	0.00	0.00	13556	597			
PR-6 - Installation Quality								
PR-6-01-2100	% Installation Troubles reported within 30 Days	5.62	7.84	10246	523		1.03	-2.15
PR-6-02-2100	% Installation Troubles reported within 7 Days	3.12	4.97	10246	523		0.78	-2.37
PR-6-03-2100	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	4.54	4.40	10246	523			
PR-8 - Open Orders in a Hold Status								
PR-8-01-2100	% Open Orders in a Hold Status > 30 Days	0.14	0.00	13556	597		0.16	0.90
PR-8-02-2100	% Open Orders in a Hold Status > 90 Days	0.10	0.00	13556	597		0.13	0.76

POTS - Business

PR-1 - Average Interval Offered								
PR-1-01-2110	Average Interval Offered - Total No Dispatch	1.26	1.31	694	58	4.41	0.60	-0.08
PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)	4.38	3.50	302	12	4.06	1.20	0.74
PR-2 - Average Completed Interval								
PR-2-01-2110	Average Interval Completed - Total No Dispatch	1.22	1.19	651	53	4.49	0.64	0.05
PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)	4.15	3.75	269	8	4.04	1.45	

POTS - Residence

PR-1 - Average Interval Offered								
PR-1-01-2120	Average Interval Offered - Total No Dispatch	0.74	1.55	8994	289	1.23	0.07	-11.02
PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)	2.89	2.43	1415	156	0.99	0.08	5.51
PR-2 - Average Completed Interval								
PR-2-01-2120	Average Interval Completed - Total No Dispatch	0.78	1.57	8816	277	3.16	0.19	-4.10
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)	2.99	2.57	1310	145	2.70	0.24	1.78

Complex Services - 2 Wire Digital

PR-1 - Average Interval Offered								
PR-1-01-2341	Average Interval Offered - Total No Dispatch	2.33	NA	9		1.94		
PR-1-02-2341	Average Interval Offered - Total Dispatch	4.82	NA	17		1.67		
PR-2 - Average Completed Interval								
PR-2-01-2341	Average Interval Completed - Total No Dispatch	2.43	NA	7		1.90		
PR-2-02-2341	Average Interval Completed - Total Dispatch	5.00	NA	16		1.86		
PR-4 - Missed Appointment								
PR-4-02-2341	Average Delay Days - Total	2.00	NA	3		1.73		
PR-4-03-2341	% Missed Appt. - Customer	6.06	NA	33				
PR-4-04-2341	% Missed Appt. - VZ - Dispatch	11.54	NA	26				
PR-4-05-2341	% Missed Appt. - VZ - No Dispatch	0.00	NA	7				
PR-4-08-2341	% Missed Appt. - Customer - Due to Late Order Confirmation		NA					
PR-4-10-2341	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - Dispatch	8.00	NA	25				
PR-4-11-2341	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - No Dispatch	0.00	NA	7				
PR-5 - Facility Missed Orders								
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	6.06	NA	33				
PR-5-02-2341	% Orders Held for Facilities > 15 Days	0.00	NA	33				
PR-5-03-2341	% Orders Held for Facilities > 60 Days	0.00	NA	33				
PR-6 - Installation Quality								
PR-6-01-2341	% Installation Troubles reported within 30 Days	3.70	NA	27				
PR-6-03-2341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	7.41	NA	27				
PR-8 - Open Orders in a Hold Status								
PR-8-01-2341	% Open Orders in a Hold Status > 30 Days	0.00	NA	33				
PR-8-02-2341	% Open Orders in a Hold Status > 90 Days	0.00	NA	33				

Complex Services - 2 Wire xDSL

PR-1 - Average Interval Offered								
PR-1-01-2342	Average Interval Offered - Total No Dispatch	NA	NA					
PR-1-02-2342	Average Interval Offered - Total Dispatch	NA	NA					
PR-2 - Average Completed Interval								
PR-2-01-2342	Average Interval Completed - Total No Dispatch	NA	NA					
PR-2-02-2342	Average Interval Completed - Total Dispatch	NA	NA					

continued

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**CLEC Aggregate Performance - WESTERN
RESALE PROVISIONING**

Metric #	Standard	Actual Performance		Actual Performance		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
PR-4 - Missed Appointment								
PR-4-02-2342	Average Delay Days - Total	NA	NA					
PR-4-03-2342	% Missed Appt. - Customer	NA	NA					
PR-4-04-2342	% Missed Appt. - VZ - Dispatch	NA	NA					
PR-4-05-2342	% Missed Appt. - VZ - No Dispatch	NA	NA					
PR-4-08-2342	% Missed Appt. - Customer - Due to Late Order Confirmation	NA	NA					
PR-4-10-2342	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - Dispatch	NA	NA					
PR-4-11-2342	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - No Dispatch	NA	NA					
PR-5 - Facility Missed Orders								
PR-5-01-2342	% Missed Appointment - Verizon - Facilities	NA	NA					
PR-5-02-2342	% Orders Held for Facilities > 15 Days	NA	NA					
PR-5-03-2342	% Orders Held for Facilities > 60 Days	NA	NA					
PR-6 - Installation Quality								
PR-6-01-2342	% Installation Troubles reported within 30 Days	NA	NA					
PR-6-03-2342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	NA	NA					
PR-8 - Open Orders in a Hold Status								
PR-8-01-2342	% Open Orders in a Hold Status > 30 Days	NA	NA					
PR-8-02-2342	% Open Orders in a Hold Status > 90 Days	NA	NA					
POTS & Complex Aggregate								
PR-1 - Average Interval Offered								
PR-1-10-2103	Average Interval Offered - Disconnects - No Dispatch	2.88	1.34	3867	420	4.91	0.25	6.10
PR-1-11-2103	Average Interval Offered - Disconnects - Dispatch	2.61	5.67	33	3	4.70	2.83	
PR-2 - Average Completed Interval								
PR-2-10-2103	Average Interval Completed - Disconnects - No Dispatch	2.62	1.30	3632	407	5.20	0.27	4.86
PR-2-11-2103	Average Interval Completed - Disconnects - Dispatch	2.29	5.00	31	2	4.65	3.39	

RESALE MAINTENANCE

Metric #	Standard	Actual Performance		Actual Performance		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
POTS - Maintenance								
MR-2 - Trouble Report Rate								
MR-2-02-2100	Network Trouble Report Rate - Loop	1.01	0.49	482127	25789		0.06	8.20
MR-2-03-2100	Network Trouble Report Rate - Central Office	0.07	0.03	482127	25789		0.02	1.89
MR-2-04-2100	% Subsequent Reports	1.20	0.74	5266	136			
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	0.72	0.32	482127	25789			
MR-3 - Missed Repair Appointments								
MR-3-01-2100	% Missed Repair Appointment - Loop	6.24	1.59	4885	126		2.18	2.13
MR-3-02-2100	% Missed Repair Appointment - Central Office	1.26	0.00	318	9		3.77	
MR-3-03-2100	% Missed Repair Appointment - CPE /TOK/FOK	3.76	2.44	3462	82			
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	3.42	0.88	3923	114		1.73	1.47
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	22.94	4.76	715	21		9.31	1.95
MR-4 - Trouble Duration Intervals								
MR-4-01-2100	Mean Time to Repair - Total	15.24	13.35	5203	135	17.89	1.56	1.21
MR-4-02-2100	Mean Time to Repair - Loop Trouble	15.91	14.13	4885	126	18.11	1.63	1.09
MR-4-03-2100	Mean Time to Repair - Central Office Trouble	4.90	2.38	318	9	9.25	3.13	
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	84.24	92.59	5203	135		3.18	2.63
MR-4-07-2100	% Out of Service > 12 hours	46.54	46.73	2069	107		4.95	-0.04
MR-4-08-2100	% Out of Service > 24 Hours	9.52	3.74	2069	107		2.91	1.99
MR-5 - Repeat Trouble Reports								
MR-5-01-2100	% Repeat Reports within 30 Days	12.65	13.33	5203	135		2.90	-0.23
Complex Services - 2 Wire Digital								
MR-2 - Trouble Report Rate								
MR-2-02-2341	Network Trouble Report Rate - Loop	0.13	0.43	3007	234		0.25	-1.19
MR-2-03-2341	Network Trouble Report Rate - Central Office	0.13	0.43	3007	234		0.25	-1.19
MR-2-04-2341	% Subsequent Reports	0.00	33.33	8	3			
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	1.13	0.85	3007	234			
MR-3 - Missed Repair Appointments								
MR-3-01-2341	% Missed Repair Appointment - Loop	25.00	0.00	4	1		48.41	
MR-3-02-2341	% Missed Repair Appointment - Central Office	25.00	0.00	4	1		48.41	
MR-3-03-2341	% Missed Repair Appointment - CPE /TOK/FOK	23.53	0.00	34	2			
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	0.00	0.00	3	1			
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	40.00	0.00	5	1			
MR-4 - Trouble Duration Intervals								
MR-4-01-2341	Mean Time to Repair - Total	14.05	44.17	8	2	9.90	7.82	
MR-4-02-2341	Mean Time to Repair - Loop Trouble	17.48	70.02	4	1	9.62	10.76	
MR-4-03-2341	Mean Time to Repair - Central Office Trouble	10.62	18.32	4	1	10.23	11.43	
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	75.00	50.00	8	2		34.23	
MR-4-07-2341	% Out of Service > 12 hours	0.00	100.00	1	2			
MR-4-08-2341	% Out of Service > 24 Hours	0.00	50.00	1	2			
MR-5 - Repeat Trouble Reports								
MR-5-01-2341	% Repeat Reports within 30 Days	25.00	0.00	8	2		34.23	
Complex Services - 2 Wire xDSL								
MR-2 - Trouble Report Rate								
MR-2-02-2342	Network Trouble Report Rate - Loop	0.00	NA	436				
MR-2-03-2342	Network Trouble Report Rate - Central Office	0.00	NA	436				
MR-2-04-2342	% Subsequent Reports	NA	NA					
MR-2-05-2342	% CPE/TOK/FOK Trouble Report Rate	0.00	NA	436				
MR-3 - Missed Repair Appointments								
MR-3-01-2342	% Missed Repair Appointment - Loop	NA	NA					
MR-3-02-2342	% Missed Repair Appointment - Central Office	NA	NA					
MR-3-03-2342	% Missed Repair Appointment - CPE /TOK/FOK	NA	NA					
MR-3-04-2342	% Missed Repair Appointment - No Double Dispatch	NA	NA					
MR-3-05-2342	% Missed Repair Appointment - Double Dispatch	NA	NA					
MR-4 - Trouble Duration Intervals								
MR-4-01-2342	Mean Time to Repair - Total	NA	NA					
MR-4-02-2342	Mean Time to Repair - Loop Trouble	NA	NA					
MR-4-03-2342	Mean Time to Repair - Central Office Trouble	NA	NA					
MR-4-04-2342	% Cleared (all troubles) within 24 Hours	NA	NA					
MR-4-07-2342	% Out of Service > 12 hours	NA	NA					
MR-4-08-2342	% Out of Service > 24 Hours	NA	NA					
MR-5 - Repeat Trouble Reports								
MR-5-01-2342	% Repeat Reports within 30 Days	NA	NA					
POTS/Complex Services Combined								
MR-4 - Trouble Duration Intervals								
MR-4-06-2103	% Out of Service > 4 hours	70.13	52.34	2069	107		4.54	3.92

Legend Notations defined on Legend sheet - last page

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CLEC Aggregate Performance
UNE ORDERING - POTS / SPECIAL SERVICES

POTS Loop/Pre-Qualified Complex/LNP

Metric #	Standard	CLEC Aggregate		
		Performance	Observations	Difference
OR-1 - Order Confirmation Timeliness				
OR-1-01-3331	Av. Local Service Request Confirmation - LSRC - Flow-Through	0.07		
OR-1-02-3331	% On Time LSRC - Flow-Through	99.65	12891	4.65
OR-1-03-3331	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	14.34		
OR-1-04-3331	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	97.94	12354	2.94
OR-1-05-3331	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	14.50		
OR-1-06-3331	% On Time LSRC >=6 Lines - Electronic	99.17	602	4.17
OR-1-07-3331	Average LSRC Time < 6 Lines - Fax	NA		
OR-1-08-3331	% On Time LSRC < 6 Lines - Fax	NA		
OR-1-09-3331	Average LSRC Time >= 6 Lines - Fax	NA		
OR-1-10-3331	% On Time LSRC >= 6 Lines - Fax	95		
OR-2 - Reject Timeliness				
OR-2-01-3331	Average Local Service Request -LSR Reject - Time - Flow-Through	0.13		
OR-2-02-3331	% On Time LSR Reject - Flow-Through	98.61	1805	3.61
OR-2-03-3331	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	12.67		
OR-2-04-3331	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	98.54	3006	3.54
OR-2-05-3331	Average LSR Reject Time >= 6 Lines - Electronic	14.08		
OR-2-06-3331	% On Time LSR Reject >= 6 Lines - Electronic	99.67	303	4.67
OR-2-07-3331	Average LSR Reject Time < 6 Lines - Fax	NA		
OR-2-08-3331	% On Time LSR Reject < 6 Lines - Fax	NA		
OR-2-09-3331	Average LSR Reject Time >=6 Lines - Fax	NA		
OR-2-10-3331	% On Time LSR Reject >=6 Lines - Fax	95		
OR-7 - % Order Confirmation/Rejects Sent Within 3 Business Days				
OR-7-01-3100	% Order Confirmation/Rejects Sent Within 3 Business Days - POTS Platform	100.00	1442	5.00
OR-7-01-3332	% Order Confirmation/Rejects Sent Within 3 Business Days - Loop/LNP	99.82	1096	4.82

POTS Platform

OR-1 - Order Confirmation Timeliness				
OR-1-01-3140	Av. Local Service Request Confirmation -LSRC -Flow-Through	0.10		
OR-1-02-3140	% On Time LSRC - Flow-Through	99.74	1905	4.74
OR-1-03-3140	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	16.61		
OR-1-04-3140	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	97.50	841	2.50
OR-1-05-3140	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	24.13		
OR-1-06-3140	% On Time LSRC >=6 Lines - Electronic - No Flow-Through	95.65	46	0.65
OR-1-07-3140	Average LSRC Time < 6 Lines - Fax	NA		
OR-1-08-3140	% On Time LSRC < 6 Lines - Fax	NA		
OR-1-09-3140	Average LSRC Time >= 6 Lines - Fax	NA		
OR-1-10-3140	% On Time LSRC >= 6 Lines - Fax	95		
OR-2 - Reject Timeliness				
OR-2-01-3140	Average Local Service Request -LSR Reject - Time -Flow-Through	0.03		
OR-2-02-3140	% On Time LSR Reject - Flow-Through	100.00	359	5.00
OR-2-03-3140	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	10.20		
OR-2-04-3140	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	97.86	889	2.86
OR-2-05-3140	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	20.37		
OR-2-06-3140	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	100.00	37	5.00
OR-2-07-3140	Average LSR Reject Time < 6 Lines - Fax	NA		
OR-2-08-3140	% On Time LSR Reject < 6 Lines - Fax	NA		
OR-2-09-3140	Average LSR Reject Time >=6 Lines - Fax	NA		
OR-2-10-3140	% On Time LSR Reject >=6 Lines - Fax	95		

Complex Services - 2 Wire Digital

OR-1 - Order Confirmation Timeliness				
OR-1-03-3341	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	19.51		
OR-1-04-3341	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	100.00	145	5.00
OR-1-05-3341	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	NA		
OR-1-06-3341	% On Time LSRC >=6 Lines - Electronic - No Flow-Through	NA		
OR-1-07-3341	Average LSRC Time < 6 Lines - Fax	NA		
OR-1-08-3341	% On Time LSRC < 6 Lines - Fax	95		
OR-1-09-3341	Average LSRC Time >= 6 Lines - Fax	NA		
OR-1-10-3341	% On Time LSRC >= 6 Lines - Fax	95		
OR-2 - Reject Timeliness				
OR-2-03-3341	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	14.79		
OR-2-04-3341	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	100.00	21	5.00
OR-2-05-3341	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	NA		
OR-2-06-3341	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	NA		
OR-2-07-3341	Average LSR Reject Time < 6 Lines - Fax	NA		
OR-2-08-3341	% On Time LSR Reject < 6 Lines - Fax	NA		
OR-2-09-3341	Average LSR Reject Time >=6 Lines - Fax	NA		
OR-2-10-3341	% On Time LSR Reject >=6 Lines - Fax	95		

Complex Services - 2 Wire xDSL

OR-1 - Order Confirmation Timeliness				
OR-1-03-3342	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	44.01		
OR-1-04-3342	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	98.76	241	3.76
OR-1-05-3342	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	NA		
OR-1-06-3342	% On Time LSRC >=6 Lines - Electronic - No Flow-Through	NA		
OR-1-07-3342	Average LSRC Time < 6 Lines - Fax	NA		
OR-1-08-3342	% On Time LSRC < 6 Lines - Fax	95		
OR-1-09-3342	Average LSRC Time >= 6 Lines - Fax	NA		
OR-1-10-3342	% On Time LSRC >= 6 Lines - Fax	95		
OR-2 - Reject Timeliness				
OR-2-03-3342	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	18.64		
OR-2-04-3342	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	100.00	58	5.00
OR-2-05-3342	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	NA		
OR-2-06-3342	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	NA		
OR-2-07-3342	Average LSR Reject Time < 6 Lines - Fax	NA		
OR-2-08-3342	% On Time LSR Reject < 6 Lines - Fax	NA		
OR-2-09-3342	Average LSR Reject Time >=6 Lines - Fax	NA		
OR-2-10-3342	% On Time LSR Reject >=6 Lines - Fax	95		

continued

Carrier to Carrier
Performance Standards and Reports
December 2001
Verizon Virginia

CLEC Aggregate Performance
UNE ORDERING - POTS / SPECIAL SERVICES

Metric #	Special Services	Standard	CLEC Aggregate						
			Performance	Observations	Difference				
OR-1 - Order Confirmation Timeliness									
OR-1-03-3214	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	No Standard	99.99						
OR-1-03-3213	Average LSRC Time < 6 Lines - DS3 - Electronic - No Flow-Through	No Standard	21.77						
OR-1-04-3214	% 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	31.62	136	-63.38				
OR-1-04-3213	% On Time < 6 Lines - DS3 - Electronic - No Flow-Through	95% within 48 hours	100.00	2	5.00				
OR-1-05-3214	Average LSRC Time >= 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	No Standard	NA						
OR-1-05-3210	Average LSRC Time >= 6 Lines - DS0 - Electronic - No Flow-Through	No Standard	NA						
OR-1-05-3211	Average LSRC Time >= 6 Lines - DS1 - Electronic - No Flow-Through	No Standard	27.25						
OR-1-05-3213	Average LSRC Time >= 6 Lines - DS3 - Electronic - No Flow-Through	No Standard	NA						
OR-1-06-3214	% On Time LSRC >= 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	95% within 72 hours	NA						
OR-1-06-3210	% On Time LSRC >= 6 Lines - DS0 - Electronic - No Flow-Through	95% within 72 hours	NA						
OR-1-06-3211	% On Time LSRC >= 6 Lines - DS1 - Electronic - No Flow-Through	95% within 72 hours	100.00	2	5.00				
OR-1-06-3213	% On Time LSRC >= 6 Lines - DS3 - Electronic - No Flow-Through	95% within 72 hours	NA						
OR-1-07-3214	Average LSRC Time < 6 Lines - Non DS0, DS1, DS3 - Fax	No Standard	NA						
OR-1-07-3210	Average LSRC Time < 6 Lines - DS0 - Fax	No Standard	NA						
OR-1-07-3211	Average LSRC Time < 6 Lines - DS1 - Fax	No Standard	66.37						
OR-1-07-3213	Average LSRC Time < 6 Lines - DS3 - Fax	No Standard	NA						
OR-1-08-3214	% On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Fax	95% within 72 hours	NA						
OR-1-08-3210	% On Time LSRC < 6 Lines - DS0 - Fax	95% within 72 hours	NA						
OR-1-08-3211	% On Time LSRC < 6 Lines - DS1 - Fax	95% within 72 hours	76.92	13	-18				
OR-1-08-3213	% On Time LSRC < 6 Lines - DS3 - Fax	95% within 72 hours	NA						
OR-1-09-3214	Average LSRC Time >= 6 Lines - Non DS0, DS1, DS3 - Fax	No Standard	NA						
OR-1-09-3210	Average LSRC Time >= 6 Lines - DS0 - Fax	No Standard	NA						
OR-1-09-3211	Average LSRC Time >= 6 Lines - DS1 - Fax	No Standard	NA						
OR-1-09-3213	Average LSRC Time >= 6 Lines - DS3 - Fax	No Standard	NA						
OR-1-10-3214	% On Time LSRC >= 6 Lines - Non DS0, DS1, DS3 - Fax	95% within 96 hours	NA						
OR-1-10-3210	% On Time LSRC >= 6 Lines - DS0 - Fax	95% within 96 hours	NA						
OR-1-10-3211	% On Time LSRC >= 6 Lines - DS1 - Fax	95% within 96 hours	NA						
OR-1-10-3213	% On Time LSRC >= 6 Lines - DS3 - Fax	95% within 96 hours	NA						
OR-2 - Reject Timeliness									
OR-2-03-3200	Average LSR Reject < 6 Lines - Electronic - No Flow-Through	No Standard	61.99						
OR-2-04-3200	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 48 hours	59.09	66	-35.91				
OR-2-05-3200	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	NA						
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	No Standard	281.28						
OR-2-08-3200	% On Time LSR Reject < 6 Lines - Fax	95% within 72 hours	62.50	8	-32.50				
OR-2-09-3200	Average LSR Reject Time >= 6 Lines - Fax	No Standard	495.38						
OR-2-10-3200	% On Time LSR Reject >= 6 Lines - Fax	95% within 96 hours	0.00	1	-95.00				
POTS / Special Services - Aggregate									
OR-3 - Percent Rejects									
OR-3-01-3000	% Rejects	No Standard	21.87	30780					
OR-4 - Timeliness of Completion Notification									
OR-4-01-3000	Completion Notification - Average Response Time	No Standard	VZ	CLEC	Difference				
OR-4-02-3000	Completion Notification - % On Time	97% by next business day at noon	3.77						
OR-4-03-3000	% Orders Excluded from % On Time Measurement	No Standard	86.32	23262	-10.68				
OR-4-04-3000	Work Completion Notice - Avg Response Time	No Standard	0.00	23262					
OR-4-05-3000	Work Completion Notice - % On Time	97% by next business day at noon	0.00	23648	3.00				
OR-4-06-3000	Avg Duration - Work Completion - SOP to Bill Comp	Parity with VZ Retail	VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
OR-4-07-3000	% SOP to Bill Completion >= 5 Business Days	Parity with VZ Retail	9.93	34.20	324123	14112	132.50	1.14	-21.30
OR-4-08-3000	% SOP to Bill Completion > 1 Business Day	No Standard	1.32	2.83	324123	14112		0.10	-15.39
			3.32	6.46	324123	14112			
OR-4-09-3000	% SOP to Bill Completion w/in 3 Business Days	95% in 3 Bus Days of SOP Cmpltn	VZ	CLEC	Difference				
OR-4-10-3000	% SOP to Provisioning Completion w/in 2 Bus Days	95% in 2 Bus Days of SOP Cmpltn	98.98	1861	3.98				
OR-4-11-3000	% SOP Comp Ord w/out a BCN and PCN w/in 3 Bus Days	Not more than 5%	100.00	1939	5.00				
			0.00	1939	5.00				
OR-5 - Percent Flow-Through									
OR-5-01-3000	% Flow Through - Total	No Standard	51.24	29717					
OR-5-02-3000	% Flow Through - Simple	No Standard	51.58	28688					
OR-5-03-3000	% Flow Through - Achieved	95%	69.71	21845	-25.29				
OR-6 - Order Accuracy									
OR-6-01-3000	% Accuracy - Orders	95% of Orders without Errors	97.56	697	2.56				
OR-6-02-3000	% Accuracy - Opportunities (each field reported separately)	No Standard	98.35	6966					
OR-6-03-3000	% Accuracy - Local Service Request Confirmation	Not more than 5% of LSRCs report due to VZ error	0.05	18548	4.95				
OR-8 - Acknowledgement Timeliness									
OR-8-01-3000	% Acknowledgement on time	95% in 2 hours	99.79	19220	4.79				
OR-9 - Order Acknowledgement Completeness									
OR-9-01-3000	% Acknowledgement Completeness	99%	100.00	19220	1.00				
OR-10 - Lost Order Trouble Tickets									
3000	% Lost Order Trouble Tickets	No Standard	7.46	228					

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

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

POTS - Provisioning

Metric #	Standard	Actual Performance VZ	CLEC Aggregate	Number of Observations VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
PR-1 - Average Interval Offered								
PR-1-01-3111	Average Interval Offered - Total No Dispatch - Hot Cut Loop	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)	1.31	NA	8974		3.81		
PR-1-01-3140	Average Interval Offered - Total No Dispatch - Platform	1.31	1.88	8974	1064	3.81	0.12	-4.61
PR-1-03-3112	Average Interval Offered - Dispatch (1-5 Lines) - Loop	5.05	4.59	3086	302	5.98	0.36	1.28
PR-1-03-3140	Average Interval Offered - Dispatch (1-5 Lines) - Platform	5.05	2.88	3086	104	5.98	0.60	3.64
PR-1-04-3112	Average Interval Offered - Dispatch (6-9 Lines) - Loop	8.00	5.92	195	12	8.15	2.42	0.86
PR-1-04-3140	Average Interval Offered - Dispatch (6-9 Lines) - Platform	8.00	6.00	195	1	8.15	8.17	
PR-1-05-3112	Average Interval Offered - Dispatch (>= 10 Lines) - Loop	10.31	6.82	97	11	19.86	6.32	0.55
PR-1-05-3140	Average Interval Offered - Dispatch (>= 10 Lines) - Platform	10.31	2.00	97	1	19.86	19.96	
PR-2 - Average Completed Interval								
PR-2-01-3111	Average Interval Completed - Total No Dispatch - Hot Cut Loop	1.22	5.70	8407	1090	4.18	0.13	-33.29
PR-2-01-3122	Average Interval Completed - Total No Dispatch - Other (Switch & INP)	1.22	NA	8407		4.18		
PR-2-01-3140	Average Interval Completed - Total No Dispatch - Platform	1.22	1.78	8407	1006	4.18	0.14	-4.02
PR-2-03-3112	Average Interval Completed - Dispatch (1-5 Lines) - Loop	4.82	4.85	2603	249	4.76	0.32	-0.10
PR-2-03-3140	Average Interval Completed - Dispatch (1-5 Lines) - Platform	4.82	2.93	2603	96	4.76	0.49	3.82
PR-2-04-3112	Average Interval Completed - Dispatch (6-9 Lines) - Loop	6.56	6.13	140	8	5.40	1.96	
PR-2-04-3140	Average Interval Completed - Dispatch (6-9 Lines) - Platform	6.56	6.00	140	1	5.40	5.42	
PR-2-05-3112	Average Interval Completed - Dispatch (>= 10 Lines) - Loop	11.73	6.14	66	7	24.45	9.72	
PR-2-05-3140	Average Interval Completed - Dispatch (>= 10 Lines) - Platform	11.73	2.00	66	7	24.45	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)	73.93	54.27	50243	914		1.47	-13.42
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	84.95	88.51	50243	914		1.19	2.98
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	94.94	95.08	50243	914		0.73	0.19
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	9.61	9.38	12048	96		3.02	-0.08
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	21.98	35.42	12048	96		4.24	3.17
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	69.75	86.46	12048	96		4.71	3.55
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	93.40	95.64	62291	1010		0.79	2.84
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	98.15	96.28	50243	914		0.45	-4.16
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	90.30	96.88	12048	96		3.03	2.17
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	97.86	96.34	62291	1010		0.46	-3.31
PR-4 - Missed Appointments								
PR-4-02-3100	Average Delay Days - Total	6.72	5.55	2544	11	26.84	8.11	0.14
PR-4-03-3100	% Missed Appointment - Customer	1.66	3.93	113966	4939			
PR-4-04-3113	% Missed Appointment - Verizon - Dispatch - Loop New	8.67	0.49	20649	1628		0.72	11.29
PR-4-04-3140	% Missed Appointment - Verizon - Dispatch - Platform	8.67	1.42	20649	141		2.38	3.05
PR-4-05-3123	% Missed Appointment - Verizon - No Dispatch - Other	0.81	0.00	93317	1399		0.22	3.49
PR-4-05-3140	% Missed Appointment - Verizon - No Dispatch - Platform	0.81	0.06	93317	1771			
PR-4-07-3540	% On Time Performance - LNP		99.58		3097			4.58
PR-4-08-3111	% MA - Customer - Due to Late Order Conf. - Hot Cut Loop		0.32		2639			
PR-4-08-3123	% MA - Customer - Due to Late Order Conf. - Other (Switch & INP)		0.20		3027			
PR-4-08-3140	% MA - Customer - Due to Late Order Conf. - Platform		0.05		1912			
PR-4-10-3113	% MA - VZ - Std. Interval (W Coded) Orders - Disp. - Loop New	8.69	0.95	15328	317		1.60	4.84
PR-4-10-3140	% MA - VZ - Std. Interval (W Coded) Orders - Disp. - Platform	8.69	0.93	15328	108		2.72	2.85
PR-4-11-3123	% MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Other	0.66	0.00	77548	190		0.59	1.12
PR-4-11-3140	% MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Platform	0.66	0.10	77548	1030		0.25	2.20
PR-5 - Facility Missed Orders								
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	0.34	0.13	113966	3026		0.11	1.86
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	0.34	0.00	113966	1912		0.13	2.53
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	0.00	0.00	113966	3026			
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	0.00	0.00	113966	1912			
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop	0.00	0.00	113966	3026			
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	0.00	0.00	113966	1912			
PR-6 - Installation Quality								
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	4.04	4.74	95204	8739		0.22	-3.19
PR-6-01-3140	% Installation Troubles reported within 30 Days - Platform	4.04	0.00	95204	2569		0.39	10.26
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	2.48	3.06	95204	8739		0.17	-3.30
PR-6-02-3140	% Installation Troubles reported within 7 Days - Platform	2.48	0.00	95204	2569		0.31	7.98
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	4.05	3.57	95204	8739			
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	4.05	NA	95204				
PR-8 - Open Orders in a Hold Status								
PR-8-01-3100	% Open Orders in a Hold Status > 30 Days	0.11	0.00	113966	4939		0.05	2.28
PR-8-02-3100	% Open Orders in a Hold Status > 90 Days	0.06	0.00	113966	4939		0.04	1.69
PR-9 - Hot Cuts								
PR-9-01-3114	% On Time Performance - Hot Cuts		98.15		2644			3.15
PR-9-02-3520	% Early Cuts - Lines	No Standard	0.14		4158			
PR-9-03-3520	% Early Cuts - Orders	No Standard	0.19		2644			
PR-9-04-3520	% Defective Cuts - Lines	No Standard	0.00		4158			
PR-9-05-3520	% Defective Cuts - Orders	No Standard	0.00		2644			
PR-9-06-3520	% Late Cuts - Lines	No Standard	3.30		4158			
PR-9-07-3520	% Late Cuts - Orders	No Standard	1.85		2644			
PR-9-08-3520	Average Duration of Service Interruption	No Standard	22.10		1			
PR-9-09-3520	% Supplemented or Cancelled Orders at VZ Request	No Standard	0.00		2644			
Complex Services - 2 Wire Digital								
PR-1 - Average Interval Offered								
PR-1-01-3341	Average Interval Offered - Total No Dispatch	0.30	4.67	1975	6	0.96	0.39	
PR-1-02-3341	Average Interval Offered - Total Dispatch	3.75	5.05	499	112	2.02	0.21	-6.16
PR-2 - Average Completed Interval								
PR-2-01-3341	Average Interval Completed - Total No Dispatch	0.32	3.50	1927	4	2.09	1.05	
PR-2-02-3341	Average Interval Completed - Total Dispatch	4.37	6.31	364	83	3.91	0.48	-4.08
PR-3 - Completed within X Days								
PR-3-10-3341	% Completed w/in 6 Days (1-5 Lines) Total	96.30	83.91	5187	87		2.04	-6.07
PR-4 - Missed Appointments								
PR-4-02-3341	Average Delay Days - Total	5.23	2.75	71	8	12.12	4.52	
PR-4-03-3341	% MA - Customer	4.84	19.67	2560	122			
PR-4-04-3341	% MA - VZ - Dispatch	10.80	6.56	611	122		3.08	1.38
PR-4-05-3341	% MA - VZ - No Dispatch	0.26	NA	1949				
PR-4-08-3341	% MA - Customer - Due to Late Order Confirmation		0.82		122			
PR-4-10-3341	% MA - VZ - Std. Interval (W Coded) Orders - Dispatch	11.45	7.41	550	108		3.35	1.21
PR-4-11-3341	% MA - VZ - Std. Interval (W Coded) Orders - No Dispatch	0.26	NA	1929				
PR-5 - Facility Missed Orders								
PR-5-01-3341	% Missed Appointment - Verizon - Facilities	0.74	4.10	2560	122		0.79	-4.23
PR-5-02-3341	% Orders Held for Facilities > 15 Days	0.00	0.00	2560	122			
PR-5-03-3341	% Orders Held for Facilities > 60 Days	0.00	0.00	2560	122			
PR-6 - Installation Quality								
PR-6-01-3341	% Installation Troubles reported within 30 Days	2.50	4.88	519	123		1.57	-1.51
PR-6-03-3341	% Inst. Troubles reported w/in 30 Days - FOK/TOK/CPE	6.36	4.88	519	123			
PR-8 - Open Orders in a Hold Status								
PR-8-01-3341	% Open Orders in a Hold Status > 30 Days	0.08	0.00	2560	122		0.26	0.31
PR-8-02-3341	% Open Orders in a Hold Status > 90 Days	0.00	0.00	2560	122			

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

Complex Services - 2 Wire xDSL		Actual Performance		Number of Observations		Standard	Sampling Error	Z-Score	
Metric #	Standard	VZ	CLEC Aggregate	VZ	CLEC Aggregate	Deviation			
PR-1 - Average Interval Offered									
PR-1-01-3342	Average Interval Offered - Total No Dispatch	Parity with VZ Retail	1.15	4.09	13	23	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	Parity with VZ Retail	2.00	5.97	2	405	1.41	1.00	-3.97
PR-2-13-3342	Avg. Interval Completed-DD-2 Test & Serial#	No Standard	4.00	NA	3938				
PR-2-14-3342	Avg. Interval Completed-DD-2 Test Total	No Standard		NA					
PR-2-15-3342	Avg. Interval Completed-No DD-2 Test & Serial#	No Standard		14.50		149			
PR-2-16-3342	Avg. Interval Completed-No DD-2 Test & 800# Prov	No Standard		10.78		322			
PR-2-17-3342	Avg. Interval Completed-No DD-2 Test& No 800#	No Standard		NA					
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	% MA - Customer	No Standard	0.00	10.14	16	661			
PR-4-04-3342	% MA - VZ - Dispatch	Parity with VZ Retail	0.00	4.39	4	661			
PR-4-05-3342	% MA - VZ - No Dispatch	Parity with VZ Retail	0.00	NA	12				
PR-4-08-3342	% MA - Customer - Due to Late Order Confirmation	No Standard		0.15		661			
PR-4-10-3342	% MA - VZ - Std. Interval (W Coded) Orders - Dispatch	Parity with VZ Retail	0.00	2.32	2	517			
PR-4-11-3342	% MA - VZ - Std. Interval (W Coded) Orders - No Dispatch	Parity with VZ Retail	0.00	NA	10				
PR-4-14-3342	% Completed On Time -DD-2 Test & Serial#	95% on Time	83.50	NA	7764				
PR-4-15-3342	% Completed On Time -DD-2 Test Total	95% on Time		NA					
PR-4-16-3342	% Completed On Time -No DD-2 Test & Serial#	95% on Time		93.96		149			-1.04
PR-4-17-3342	% Completed On Time -No DD-2 Test & 800# Prov	95% on Time		95.34		322			0.34
PR-4-18-3342	% Completed On Time -No DD-2 Test& No 800#	95% on Time		NA					
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	Parity with VZ Retail	0.00	0.00	16	661			
PR-5-03-3342	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00	16	661			
PR-6 - Installation Quality									
PR-6-01-3342	% Installation Troubles reported within 30 Days	Parity with VZ Retail	263.64	5.87	11	664			
PR-6-03-3342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	2772.73	10.09	11	664			
PR-8 - Open Orders in a Hold Status									
PR-8-01-3342	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	12.50	0.15	16	661		8.37	1.48
PR-8-02-3342	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	6.25	0.00	16	661		6.12	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									
PR-1 - Average Interval Offered									
PR-1-01-3200	Average Interval Offered - Total No Dispatch	Parity with VZ Retail	5.56	NA	630		5.61		
PR-1-02-3200	Average Interval Offered - Total Dispatch	Parity with VZ Retail	8.21	14.50	323	6	7.44	3.07	
PR-1-06-3210	Average Interval Offered - DS0	Parity with VZ Retail	6.38	NA	729		6.20		
PR-1-07-3211	Average Interval Offered - DS1	Parity with VZ Retail	7.24	17.40	172	5	7.45	3.38	
PR-1-08-3213	Average Interval Offered - DS3	Parity with VZ Retail	10.00	NA	5		10.39		
PR-1-09-3511	Average Interval Offered - Total - EEL Backbone	Parity with VZ Retail	7.24	NA	172		7.45		
PR-1-09-3512	Average Interval Offered - Total - EEL Loop	Parity with VZ Retail	7.24	NA	172		10.39		
PR-1-09-3530	Average Interval Offered - Total - IOF	Parity with VZ Retail	10.00	0.00	5	1	10.39	11.38	
PR-1-10-3200	Average Interval Offered - Disconnects - No Dispatch	Parity with VZ Retail	5.58	3.25	384	8	6.43	2.30	
PR-1-11-3200	Average Interval Offered - Disconnects - Dispatch	Parity with VZ Retail	4.94	NA	52		3.63		
PR-2 - Average Completed Interval									
PR-2-01-3200	Average Interval Completed - Total No Dispatch	Parity with VZ Retail	6.99	NA	302		8.49		
PR-2-02-3200	Average Interval Completed - Total Dispatch	Parity with VZ Retail	9.56	0.00	236	1	11.03	11.05	
PR-2-06-3210	Average Interval Completed - DS0	Parity with VZ Retail	8.23	NA	382		10.04		
PR-2-07-3211	Average Interval Completed - DS1	Parity with VZ Retail	8.27	NA	112		9.20		
PR-2-08-3213	Average Interval Completed - DS3	Parity with VZ Retail	9.20	NA	5		10.83		
PR-2-09-3511	Average Interval Completed - Total EEL Backbone	See Legend		NA					
PR-2-09-3512	Average Interval Completed - Total EEL Loop	See Legend		NA					
PR-2-09-3530	Average Interval Completed - Total IOF	See Legend		0.00		1			
PR-2-10-3200	Average Interval Completed - Disconnects - No Dispatch	Parity with VZ Retail	5.76	3.57	204	7	6.19	2.38	
PR-2-11-3200	Average Interval Completed - Disconnects - Dispatch	Parity with VZ Retail	5.64	NA	28		3.64		
PR-4 - Missed Appointments									
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	Parity with VZ Retail	11.80	NA	839				
PR-4-01-3530	% Missed Appointment - Verizon - Total - IOF	Parity with VZ Retail	11.80	0.00	839	13		9.02	1.31
PR-4-02-3200	Average Delay Days - Specials	Parity with VZ Retail	12.07	7.50	99	8	25.43	9.35	
PR-4-02-3510	Average Delay Days - Total - EEL	Parity with VZ Retail	12.07	NA	99		25.43		
PR-4-02-3530	Average Delay Days - Total - IOF	Parity with VZ Retail	12.07	NA	99		25.43		
PR-4-03-3200	% Missed Appointment - Customer	No Standard	23.36	3.82	839	131			
PR-4-03-3510	% Missed Appointment - Customer - EEL	No Standard	23.36	NA	839				
PR-4-08-3200	% MA - Customer - Due to Late Order Confirmation	No Standard		0.00		31			
PR-4-09-3200	% MA - Verizon - Standard Interval (W Coded) Orders -Specials	Parity with VZ Retail	11.44	0.00	769	5		14.28	
PR-4-09-3510	% MA - Verizon - Standard Interval (W Coded) Orders -Total - EEL	Parity with VZ Retail	11.44	NA	769				
PR-4-09-3530	% MA - Verizon - Standard Interval (W Coded) Orders -Total - IOF	Parity with VZ Retail	11.44	0.00	769	1		31.85	
PR 5 - % Missed Appointment - Verizon - Facilities									
PR-5-01-3200	% Missed Appointment - Verizon - Facilities	Parity with VZ Retail	1.43	3.82	839	131		1.12	-2.14
PR-5-02-3200	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.72	0.76	839	131		0.79	-0.05
PR-5-03-3200	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00	839	131			
PR-6 - Installation Quality									
PR-6-01-3200	% Installation Troubles reported within 30 Days	Parity with VZ Retail	0.55	5.13	7065	195		0.54	-8.51
PR-6-03-3200	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	No Standard	0.10	0.00	7065	195			
PR-7 - Jeopardy Reports									
PR-7-01-3510	% Orders with Jeopardy Status - EEL	See Guidelines		NA					
PR-8 - Open Orders in a Hold Status									
PR-8-01-3200	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	1.79	0.00	839	118		1.30	1.37
PR-8-01-3510	% Open Orders in a Hold Status > 30 Days - EEL	Parity with VZ Retail	1.79	NA	839				
PR-8-01-3530	% Open Orders in a Hold Status > 30 Days - IOF	Parity with VZ Retail	1.79	0.00	839	13		3.71	0.48
PR-8-02-3200	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.60	0.00	839	118		0.76	0.79
PR-8-02-3510	% Open Orders in a Hold Status > 90 Days - EEL	Parity with VZ Retail	0.60	NA	839				
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

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

POTS - Maintenance

Metric #	Standard	Actual Performance CLEC Aggregate	Number of Observations VZ Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-2 - Trouble Report Rate						
MR-2-02-3112	Network Trouble Report Rate - Loop	0.78	0.66	3133809	159418	0.02
MR-2-02-3140	Network Trouble Report Rate - Platform	0.78	0.16	3133809	3828	0.14
MR-2-03-3112	Network Trouble Report Rate - Central Office - Loop	0.08	0.09	3133809	159418	0.01
MR-2-03-3140	Network Trouble Report Rate - Central Office - Platform	0.08	0.03	3133809	3828	0.04
MR-2-04-3112	% Subsequent Reports - Loop	3.70	0.00	27783	1200	1.13
MR-2-04-3140	% Subsequent Reports - Platform	3.70	0.00	27783	7	
MR-2-05-3112	% CPE/TOK/FOK Trouble Report Rate - Loop	0.78	0.52	3133809	159418	
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate - Platform	0.78	0.39	3133809	3828	

MR-3 - Missed Repair Appointments

Metric #	Standard	Actual Performance CLEC Aggregate	Number of Observations VZ Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-3-01-3112	% Missed Repair Appointment - Loop	13.48	3.42	24351	1052	1.08
MR-3-01-3140	% Missed Repair Appointment - Platform	13.48	16.67	24351	6	13.94
MR-3-02-3112	% Missed Repair Appointment - Central Office - Loop	9.24	6.76	2403	148	2.45
MR-3-02-3140	% Missed Repair Appointment - Central Office - Platform	9.24	100.00	2403	1	28.97
MR-3-03-3112	% Missed Repair Appointment - CPE /TOK/FOK - Loop	7.51	4.55	24316	836	
MR-3-03-3140	% Missed Repair Appointment - CPE /TOK/FOK - Platform	7.51	6.67	24316	15	
MR-3-04-3112	% Missed Repair Appointment - No Double Dispatch - Loop	8.59	1.59	18710	1007	0.91
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch - Platform	8.59	25.00	18710	4	14.01
MR-3-05-3112	% Missed Repair Appointment - Double Dispatch - Loop	37.58	18.24	4590	159	3.91
MR-3-05-3140	% Missed Repair Appointment - Double Dispatch - Platform	37.58	33.33	4590	3	27.97

MR-4 - Trouble Duration Intervals

Metric #	Standard	Actual Performance CLEC Aggregate	Number of Observations VZ Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-4-01-3112	Mean Time To Repair - Total - Loop	19.99	14.71	26754	1200	24.48
MR-4-01-3140	Mean Time To Repair - Total - Platform	19.99	19.88	26754	7	24.48
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	20.89	14.69	24351	1052	24.80
MR-4-02-3140	Mean Time to Repair - Loop Trouble - Platform	20.89	16.16	24351	6	24.80
MR-4-03-3112	Mean Time To Repair - Central Office Trouble - Loop	10.83	14.87	2403	148	18.72
MR-4-03-3140	Mean Time To Repair - Central Office Trouble - Platform	10.83	42.20	2403	1	18.72
MR-4-04-3112	% Cleared (all troubles) within 24 Hours - Loop	74.58	90.83	26754	1200	1.28
MR-4-04-3140	% Cleared (all troubles) within 24 Hours - Platform	74.58	71.43	26754	7	16.46
MR-4-06-3140	% Out of Service > 4 hours - Platform	75.95	66.67	15964	6	17.45
MR-4-07-3112	% Out of Service > 12 hours - Loop	58.76	61.29	15964	940	1.85
MR-4-07-3140	% Out of Service > 12 hours - Platform	58.76	66.67	15964	6	20.10
MR-4-08-3112	% Out of Service > 24 Hours - Loop	24.56	9.15	15964	940	1.44
MR-4-08-3140	% Out of Service > 24 Hours - Platform	24.56	33.33	15964	6	17.58
MR-4-09-3112	Mean Time To Repair - No Double Dispatch - Loop	18.29	13.38	18710	1007	22.41
MR-4-10-3112	Mean Time To Repair - Double Dispatch - Loop	33.91	25.30	4590	159	33.20

MR-5 - Repeat Trouble Reports

Metric #	Standard	Actual Performance CLEC Aggregate	Number of Observations VZ Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-5-01-3112	% Repeat Reports within 30 Days - Loop	15.32	17.67	26754	1200	1.06
MR-5-01-3140	% Repeat Reports within 30 Days - Platform	15.32	42.86	26754	7	13.62

Complex Services - 2 Wire Digital

MR-2 - Trouble Report Rate

Metric #	Standard	Actual Performance CLEC Aggregate	Number of Observations VZ Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-2-02-3341	Network Trouble Report Rate - Loop	0.22	0.32	48820	5858	0.06
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.12	0.14	48820	5858	0.05
MR-2-04-3341	% Subsequent Reports	8.25	0.00	176	27	
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	0.89	0.50	48820	5858	

MR-3 - Missed Repair Appointments

Metric #	Standard	Actual Performance CLEC Aggregate	Number of Observations VZ Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-3-01-3341	% Missed Repair Appointment - Loop	38.68	15.79	106	19	12.13
MR-3-02-3341	% Missed Repair Appointment - Central Office	11.86	12.50	59	8	12.18
MR-3-03-3341	% Missed Repair Appointment - CPE /TOK/FOK	18.20	10.34	434	29	
MR-3-04-3341	% Missed Repair Appointment - No Double Dispatch	13.79	9.82	87	21	8.38
MR-3-05-3341	% Missed Repair Appointment - Double Dispatch	48.00	33.33	75	6	21.20

MR-4 - Trouble Duration Intervals

Metric #	Standard	Actual Performance CLEC Aggregate	Number of Observations VZ Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-4-01-3341	Mean Time To Repair - Total	29.06	21.95	165	27	42.31
MR-4-02-3341	Mean Time to Repair - Loop Trouble	31.93	27.36	106	19	36.94
MR-4-03-3341	Mean Time to Repair - Central Office Trouble	23.81	9.10	59	8	50.50
MR-4-04-3341	% Cleared (all troubles) within 24 Hours	69.70	59.26	165	27	5.50
MR-4-07-3341	% Out of Service > 12 hours	46.34	61.54	82	26	11.22
MR-4-08-3341	% Out of Service > 24 Hours	26.83	38.46	82	26	9.97
MR-4-09-3341	Mean Time To Repair - No Double Dispatch	18.31	16.27	87	21	26.16
MR-4-10-3341	Mean Time To Repair - Double Dispatch	42.31	41.85	75	6	53.31

MR-5 - Repeat Trouble Reports

Metric #	Standard	Actual Performance CLEC Aggregate	Number of Observations VZ Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-5-01-3341	% Repeat Reports within 30 Days	16.97	18.52	165	27	7.79

Complex Services - 2 Wire xDSL

MR-2 - Trouble Report Rate

Metric #	Standard	Actual Performance CLEC Aggregate	Number of Observations VZ Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-2-02-3342	Network Trouble Report Rate - Loop	0.12	0.46	49332	20989	0.03
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.07	0.10	49332	20989	0.02
MR-2-04-3342	% Subsequent Reports	0.00	0.00	94	119	
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	1.34	0.71	49332	20989	

MR-3 - Missed Repair Appointments

Metric #	Standard	Actual Performance CLEC Aggregate	Number of Observations VZ Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-3-01-3342	% Missed Repair Appointment - Loop	43.33	9.28	60	97	8.14
MR-3-02-3342	% Missed Repair Appointment - Central Office	26.47	13.64	34	22	12.07
MR-3-03-3342	% Missed Repair Appointment - CPE /TOK/FOK	16.34	6.67	661	150	
MR-3-04-3342	% Missed Repair Appointment - No Double Dispatch	27.85	2.15	79	93	6.86
MR-3-05-3342	% Missed Repair Appointment - Double Dispatch	85.71	38.46	14	26	11.60

MR-4 - Trouble Duration Intervals

Metric #	Standard	Actual Performance CLEC Aggregate	Number of Observations VZ Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-4-01-3342	Mean Time To Repair - Total	35.10	25.29	94	119	29.82
MR-4-02-3342	Mean Time to Repair - Loop Trouble	37.24	26.67	60	97	23.48
MR-4-03-3342	Mean Time to Repair - Central Office Trouble	31.32	19.23	34	22	38.69
MR-4-04-3342	% Cleared (all troubles) within 24 Hours	46.81	64.71	94	119	6.89
MR-4-07-3342	% Out of Service > 12 hours	83.33	87.69	90	108	5.32
MR-4-08-3342	% Out of Service > 24 Hours	53.33	36.11	90	108	7.12
MR-4-09-3342	Mean Time To Repair - No Double Dispatch	30.84	19.28	79	93	26.40
MR-4-10-3342	Mean Time To Repair - Double Dispatch	56.44	46.80	14	26	38.32

MR-5 - Repeat Trouble Reports

Metric #	Standard	Actual Performance CLEC Aggregate	Number of Observations VZ Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-5-01-3342	% Repeat Reports within 30 Days	48.94	15.97	94	119	6.90

Special Services - Maintenance

MR-2 - Trouble Report Rate

Metric #	Standard	Actual Performance CLEC Aggregate	Number of Observations VZ Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-2-01-3200	Network Trouble Report Rate	0.19	2.31	165754	1778	0.10
MR-2-05-3200	% CPE/TOK/FOK/CC Trouble Report Rate	0.26	2.31	165754	1778	

MR-4 - Trouble Duration Intervals

Metric #	Standard	Actual Performance CLEC Aggregate	Number of Observations VZ Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-4-01-3200	Mean Time To Repair - Total	5.15	14.00	312	41	5.20
MR-4-02-3200	Mean Time to Repair - Loop Trouble	6.35	7.79	146	28	6.43
MR-4-03-3200	% Cleared (all troubles) within 24 Hours	98.08	80.49	312	41	2.28
MR-4-06-3200	% Out of Service > 4 hours	50.64	71.79	312	39	8.49
MR-4-07-3200	% Out of Service > 12 hours	7.05	23.08	312	39	4.35
MR-4-08-3200	% Out of Service > 24 hours	1.92	17.95	312	39	2.33

MR-5 - Repeat Trouble Reports

Metric #	Standard	Actual Performance CLEC Aggregate	Number of Observations VZ Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-5-01-3200	% Repeat Reports within 30 Days	8.01	4.88	312	41	4.51

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

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score	
		VZ	CLEC Aggregate	VZ	CLEC Aggregate				
POTS - Provisioning									
PR-1 - Average Interval Offered									
PR-1-01-3111	Average Interval Offered - Total No Dispatch - Hot Cut Loop	Parity with VZ Retail	1.29	6.21	3546	166	3.20	0.25	-19.36
PR-1-01-3122	Average Interval Offered - Total No Dispatch - Other (Switch & INP)	Parity with VZ Retail	1.29	NA	3546		3.20		
PR-1-01-3140	Average Interval Offered - Total No Dispatch - Platform	Parity with VZ Retail	1.29	2.94	3546	161	3.20	0.26	-6.40
PR-1-03-3112	Average Interval Offered - Dispatch (1-5 Lines) - Loop	Parity with VZ Retail	5.02	4.15	1062	20	4.83	1.09	0.80
PR-1-03-3140	Average Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with VZ Retail	5.02	6.00	1062	6	4.83	1.98	
PR-1-04-3112	Average Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with VZ Retail	6.67	5.75	92	4	6.03	3.08	
PR-1-04-3140	Average Interval Offered - Dispatch (6-9 Lines) - Platform	Parity with VZ Retail	6.67	6.00	92	1	6.03	6.06	
PR-1-05-3112	Average Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with VZ Retail	11.12	7.00	52	4	25.95	13.46	
PR-1-05-3140	Average Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with VZ Retail	11.12	NA	52		25.95		
PR-2 - Average Completed Interval									
PR-2-01-3111	Average Interval Completed - Total No Dispatch - Hot Cut Loop	Parity with VZ Retail	1.20	6.16	3296	146	3.37	0.29	-17.40
PR-2-01-3122	Average Interval Completed - Total No Dispatch - Other (Switch & INP)	Parity with VZ Retail	1.20	NA	3296		3.37		
PR-2-01-3140	Average Interval Completed - Total No Dispatch - Platform	Parity with VZ Retail	1.20	2.86	3296	155	3.37	0.28	-5.99
PR-2-03-3112	Average Interval Completed - Dispatch (1-5 Lines) - Loop	Parity with VZ Retail	5.18	5.73	840	11	4.34	1.32	-0.42
PR-2-03-3140	Average Interval Completed - Dispatch (1-5 Lines) - Platform	Parity with VZ Retail	5.18	6.80	840	5	4.34	1.95	
PR-2-04-3112	Average Interval Completed - Dispatch (6-9 Lines) - Loop	Parity with VZ Retail	5.31	6.33	64	3	3.43	2.03	
PR-2-04-3140	Average Interval Completed - Dispatch (6-9 Lines) - Platform	Parity with VZ Retail	5.31	6.00	64	1	3.43	3.46	
PR-2-05-3112	Average Interval Completed - Dispatch (>= 10 Lines) - Loop	Parity with VZ Retail	12.22	7.50	37	2	30.56	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 - Completed within X Days - Platform & Other (Switch & INP)									
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with VZ Retail	88.26	31.43	15773	140		3.95	-9.32
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	81.54	82.86	15773	140		3.29	0.40
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	92.93	85.71	15773	140		2.18	-3.32
PR-3-04-3142	% Completed in 4 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	3.61	0.00	2467	5		8.35	
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with VZ Retail	8.53	40.00	2467	5		12.44	
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with VZ Retail	30.08	40.00	2467	5		20.53	
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	Parity with VZ Retail	88.56	84.83	18240	145		2.65	-1.41
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	97.65	85.43	15773	140		1.29	-8.73
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with VZ Retail	76.53	40.00	2467	5		18.97	
PR-3-10-3142	% Completed in 5 Days (1-5 Lines - Total)	Parity with VZ Retail	97.21	84.83	18240	145		1.37	-9.02
PR-4 - Missed Appointments									
PR-4-02-3100	Average Delay Days - Total	Parity with VZ Retail	3.41	3.75	1126	4	10.03	5.02	
PR-4-03-3100	% Missed Appointment - Customer	No Standard	1.96	7.78	31764	437			
PR-4-04-3113	% Missed Appointment - Verizon - Dispatch - Loop New	Parity with VZ Retail	17.75	3.67	4810	109		3.70	3.80
PR-4-04-3140	% Missed Appointment - Verizon - Dispatch - Platform	Parity with VZ Retail	17.75	0.00	4810	9		12.75	
PR-4-05-3123	% Missed Appointment - Verizon - No Dispatch - Other	Parity with VZ Retail	1.01	0.00	26954	87		1.07	0.94
PR-4-05-3140	% Missed Appointment - Verizon - No Dispatch - Platform	Parity with VZ Retail	1.01	0.00	26954	232		0.86	1.53
PR-4-07-3540	% On Time Performance - LNP	No Standard	NA	NA					
PR-4-08-3111	% MA - Customer - Due to Late Order Conf. - Hot Cut Loop	No Standard	0.31			318			
PR-4-08-3123	% MA - Customer - Due to Late Order Conf. - Other (Switch & INP)	No Standard	0.00			196			
PR-4-08-3140	% MA - Customer - Due to Late Order Conf. - Platform	No Standard	0.00			241			
PR-4-10-3113	% MA - VZ - Std. Interval (W Coded) Orders - Disp. - Loop New	Parity with VZ Retail	17.92	3.70	3706	27		7.41	1.92
PR-4-10-3140	% MA - VZ - Std. Interval (W Coded) Orders - Disp. - Platform	Parity with VZ Retail	17.92	0.00	3706	7		14.51	
PR-4-11-3123	% MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Other	Parity with VZ Retail	0.84	0.00	22276	31		1.64	0.51
PR-4-11-3140	% MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Platform	Parity with VZ Retail	0.84	0.00	22276	162		0.72	1.17
PR-5 - Facility Missed Orders									
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	Parity with VZ Retail	0.45	1.53	31764	196		0.48	-2.25
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	Parity with VZ Retail	0.45	0.00	31764	241		0.43	1.04
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	Parity with VZ Retail	0.00	0.00	31764	196			
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	Parity with VZ Retail	0.00	0.00	31764	241			
PR-5-03-3112	% Orders Held for Facilities > 30 Days - Loop	Parity with VZ Retail	0.00	0.00	31764	196			
PR-5-03-3140	% Orders Held for Facilities > 30 Days - Platform	Parity with VZ Retail	0.00	0.00	31764	241			
PR-6 - Installation Quality									
PR-6-01-3112	% 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	% Installation Troubles reported within 30 Days - Platform	Parity with VZ Retail	5.07	0.00	30004	474		1.02	4.99
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	Parity with VZ Retail	3.29	1.28	30004	1640		0.45	4.44
PR-6-02-3140	% Installation Troubles reported within 7 Days - Platform	Parity with VZ Retail	3.29	0.00	30004	474		0.83	3.98
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	No Standard	5.31	NA	30004	1640			
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	No Standard	5.31	NA	30004				
PR-8 - Open Orders in a Hold Status									
PR-8-01-3100	% 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	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.01	0.00	31764	437		0.05	0.21
PR-9 - Hot Cuts									
PR-9-01-3114	% On Time Performance - Hot Cuts	95% win cut over window	94.56			349			-0.44
PR-9-02-3520	% Early Cuts - Lines	No Standard	0.25			808			
PR-9-03-3520	% Early Cuts - Orders	No Standard	0.57			349			
PR-9-04-3520	% Defective Cuts - Lines	No Standard	0.00			808			
PR-9-05-3520	% Defective Cuts - Orders	No Standard	0.00			349			
PR-9-06-3520	% Late Cuts - Lines	No Standard	3.59			808			
PR-9-07-3520	% Late Cuts - Orders	No Standard	5.44			349			
PR-9-08-3520	Average Duration of Service Interruption	No Standard	NA						
PR-9-09-3520	% Supplemented or Cancelled Orders	No Standard	0.00			349			
Complex Services - 2 Wire Digital									
PR-1 - Average Interval Offered									
PR-1-01-3341	Average Interval Offered - Total No Dispatch	Parity with VZ Retail	0.15	4.00	1381	2	0.67	0.47	
PR-1-02-3341	Average Interval Offered - Total Dispatch	Parity with VZ Retail	4.17	5.05	230	62	1.81	0.23	-3.78
PR-2 - Average Completed Interval									
PR-2-01-3341	Average Interval Completed - Total No Dispatch	Parity with VZ Retail	0.14	0.00	1371	1	0.65	0.65	
PR-2-02-3341	Average Interval Completed - Total Dispatch	Parity with VZ Retail	4.63	6.63	163	60	2.08	0.31	-6.37
PR-3 - Completed within X Days									
PR-3-10-3341	% Completed within 6 Days (1-5 lines) Total	Parity with VZ Retail	93.47	80.33	1577	61		3.22	4.08
PR-4 - Missed Appointments									
PR-4-02-3341	Average Delay Days - Total	Parity with VZ Retail	2.54	1.43	35	7	3.07	1.27	
PR-4-03-3341	% MA - Customer	No Standard	3.98	19.54	1657	87			
PR-4-04-3341	% MA - VZ - Dispatch	Parity with VZ Retail	12.27	8.05	277	87		4.03	1.05
PR-4-05-3341	% MA - VZ - No Dispatch	Parity with VZ Retail	0.07	NA	1380	87			
PR-4-08-3341	% MA - Customer - Due to Late Order Confirmation	No Standard		1.15		87			
PR-4-10-3341	% MA - VZ - Std. Interval (W Coded) Orders - Dispatch	Parity with VZ Retail	12.40	9.09	258	87		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	87			
PR-5 - Facility Missed Orders									
PR-5-01-3341	% Missed Appointment - Verizon - Facilities	Parity with VZ Retail	0.66	5.75	1657	87		0.89	-5.72
PR-5-02-3341	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.00	0.00	1657	87			
PR-5-03-3341	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00	1657	87			
PR-6 - Installation Quality									
PR-6-01-3341	% Installation Troubles reported within 30 Days	Parity with VZ Retail	2.78	4.60	252	87		2.04	-0.89
PR-6-03-3341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	7.54	4.60	252	87			
PR-8 - Open Orders in a Hold Status									
PR-8-01-3341	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	0.12	0.00	1657	87		0.38	0.32
PR-8-02-3341	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.00	0.00	1657	87			
Complex Services - 2 Wire xDSL									
PR-1 - Average Interval Offered									
PR-1-01-3342	Average Interval Offered - Total No Dispatch	Parity with VZ Retail	0.89	4.27	9	11	1.17	0.53	-6.43
PR-1-02-3342	Average Interval Offered - Total Dispatch	Parity with VZ Retail	2.00	5.53	2	228	1.41	1.00	-3.53
PR-2 - Average Completed Interval									
PR-2-01-3342	Average Interval Completed - Total No Dispatch	Parity with VZ Retail	0.67	11.40	6	5	0.82	0.50	
PR-2-02-3342	Average Interval Completed - Total Dispatch	Parity with VZ Retail	2.00	6.09	2	170	1.41	1.00	-4.08
PR-2-13-3342	Avg. Interval Completed-DD-2 Test & Serial#	No Standard	5.47	NA	1071				
PR-2-14-3342	Avg. Interval Completed-DD-2 Test - Total	No Standard		NA					
PR-2-15-3342	Avg. Interval Completed-No DD-2 Test & Serial#	No Standard		11.65		110			
PR-2-16-3342	Avg. Interval Completed-No DD-2 Test & 800# Prov	No Standard		10.50		109			
PR-2-17-3342	Avg. Interval Completed-No DD-2 Test & No 800#	No Standard		NA					
PR-3 - Completed within X Days									
PR-3-10-3342	% Completed within 6 Days (1-5 lines) Total	Parity with VZ Retail	93.47	94.22	1577	173		1.98	0.38

continued

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

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

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate		
PR-4 - Missed Appointments PR-4-02-3342 Average Delay Days - Total PR-4-03-3342 % MA - Customer PR-4-04-3342 % MA - VZ - Dispatch PR-4-05-3342 % MA - VZ - No Dispatch PR-4-08-3342 % MA - Customer - Due to Late Order Confirmation 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 PR-4-14-3342 % Completed On Time -DD-2 Test & Serial# PR-4-15-3342 % Completed On Time -DD-2 Test PR-4-16-3342 % Completed On Time -No DD-2 Test & Serial# PR-4-17-3342 % Completed On Time -No DD-2 Test & 800# Prov PR-4-18-3342 % Completed On Time -No DD-2 Test& No 800#	Parity with VZ Retail	NA	13.73	22	22		
	No Standard	0.00	12.69	10	323		
	Parity with VZ Retail	0.00	6.81	3	323		
	No Standard	0.00	NA	7			
	Parity with VZ Retail	0.00	2.05	2	244		
	Parity with VZ Retail	0.00	NA	6			
	95% on Time	75.03	NA	2339			
	95% on Time	NA					
	95% on Time	92.73		110			-2.27
	95% on Time	92.66		109			-2.34

PR-5 - Facility Missed Orders PR-5-01-3342 % Missed Appointment - Verizon - Facilities PR-5-02-3342 % Orders Held for Facilities > 15 Days PR-5-03-3342 % Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.93	10	323		
	Parity with VZ Retail	0.00	0.00	10	323		
	Parity with VZ Retail	0.00	0.00	10	323		

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	300.00	5.28	6	322		
	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 PR-8-02-3342 % Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.00	0.00	10	323		
	Parity with VZ Retail	0.00	0.00	10	323		
	Parity with VZ Retail	0.00	0.00	10	323		

POTS & Complex Aggregate

PR-1 - Average Interval Offered PR-1-10-3133 Average Interval Offered - Disconnects - No Dispatch PR-1-11-3133 Average Interval Offered - Disconnects - Dispatch	Parity with VZ Retail	3.60	3.32	14467	605	5.55	0.23	1.22
	Parity with VZ Retail	4.12	2.75	42	4	3.39	1.77	

PR-2 - Average Completed Interval PR-2-10-3133 Average Interval Completed - Disconnects - No Dispatch PR-2-11-3133 Average Interval Completed - Disconnects - Dispatch	Parity with VZ Retail	3.34	3.42	13501	560	5.57	0.24	-0.33
	Parity with VZ Retail	3.66	4.00	32	2	2.78	2.03	

UNE MAINTENANCE

POTS - Maintenance

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
MR-2 - Trouble Report Rate MR-2-02-3112 Network Trouble Report Rate - Loop MR-2-02-3140 Network Trouble Report Rate - Platform 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 MR-2-04-3140 % Subsequent Reports - Platform MR-2-05-3112 % CPE/TOK/FOK Trouble Report Rate - Loop MR-2-05-3140 % CPE/TOK/FOK Trouble Report Rate - Platform	Parity with VZ Retail	0.64	0.43	1290128	25266		0.05	4.21
	Parity with VZ Retail	0.64	0.15	1290128	1331		0.22	2.24
	Parity with VZ Retail	0.07	0.10	1290128	25266		0.02	-1.63
	Parity with VZ Retail	0.07	0.00	1290128	1331		0.07	0.99
	No Standard	7.75	0.00	9995	134			
	No Standard	7.75	0.00	9995	2			
	No Standard	0.75	0.60	1290128	25266			
	No Standard	0.75	0.45	1290128	1331			

MR-3 - Missed Repair Appointments MR-3-01-3112 % Missed Repair Appointment - Loop MR-3-01-3140 % Missed Repair Appointment - Platform MR-3-02-3112 % Missed Repair Appointment - Central Office - Loop MR-3-02-3140 % Missed Repair Appointment - Central Office - Platform MR-3-03-3112 % Missed Repair Appointment - CPE /TOK/FOK - Loop MR-3-03-3140 % Missed Repair Appointment - CPE /TOK/FOK - Platform MR-3-04-3112 % Missed Repair Appointment - No Double Dispatch - Loop MR-3-04-3140 % Missed Repair Appointment - No Double Dispatch - Platform MR-3-05-3112 % Missed Repair Appointment - Double Dispatch - Loop MR-3-05-3140 % Missed Repair Appointment - Double Dispatch - Platform	Parity with VZ Retail	25.17	11.11	8269	108		4.20	3.35
	Parity with VZ Retail	25.17	0.00	8269	2		30.69	
	Parity with VZ Retail	14.20	23.08	951	26		6.84	-1.28
	Parity with VZ Retail	14.20	NA	951				
	No Standard	14.11	8.55	9655	152			
	No Standard	14.11	16.67	9655	6			
	Parity with VZ Retail	19.37	4.08	9834	98		4.03	3.80
	Parity with VZ Retail	19.37	NA	9834				
	Parity with VZ Retail	54.13	56.00	1853	25		10.03	-0.19
	Parity with VZ Retail	54.13	0.00	1853	2		35.25	

MR-4 - Trouble Duration Intervals MR-4-01-3112 Mean Time To Repair - Total - Loop MR-4-01-3140 Mean Time To Repair - Total - Platform MR-4-02-3112 Mean Time To Repair - Loop Trouble - Loop MR-4-02-3140 Mean Time To Repair - Loop Trouble - Platform MR-4-03-3112 Mean Time To Repair - Central Office Trouble - Loop MR-4-03-3140 Mean Time To Repair - Central Office Trouble - Platform MR-4-04-3112 % Cleared (all troubles) within 24 Hours - Loop MR-4-04-3140 % Cleared (all troubles) within 24 Hours - Platform MR-4-08-3140 % Out of Service > 4 hours - Platform MR-4-07-3112 % Out of Service > 12 hours - Loop MR-4-07-3140 % Out of Service > 12 hours - Platform 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 MR-4-10-3112 Mean Time To Repair - Double Dispatch - Loop	Parity with VZ Retail	30.77	21.37	9220	134	31.39	2.73	3.44
	Parity with VZ Retail	30.77	32.88	9220	2	31.39	22.20	
	Parity with VZ Retail	32.40	29.99	8269	108	31.64	3.06	3.72
	Parity with VZ Retail	32.40	32.88	8269	2	31.64	22.38	
	Parity with VZ Retail	16.56	22.98	951	26	24.93	4.86	-1.29
	Parity with VZ Retail	16.56	NA	951		24.93		
	Parity with VZ Retail	54.54	70.90	9220	134		4.33	3.78
	Parity with VZ Retail	54.54	50.00	9220	2		35.21	
	Parity with VZ Retail	88.63	100.00	6368	2		22.45	
	Parity with VZ Retail	76.40	77.14	6368	105		4.18	-0.18
Parity with VZ Retail	76.40	100.00	6368	2		30.03		
Parity with VZ Retail	44.13	30.48	6368	105		4.89	2.79	
Parity with VZ Retail	44.13	50.00	6368	2		35.12		
Parity with VZ Retail	29.33	19.80	9834	98	28.77	2.53	3.25	
Parity with VZ Retail	49.12	35.87	1853	25	40.10	8.07	1.64	

MR-5 - Repeat Trouble Reports MR-5-01-3112 % Repeat Reports within 30 Days - Loop MR-5-01-3140 % Repeat Reports within 30 Days - Platform	Parity with VZ Retail	17.48	26.12	9220	134		3.30	-2.61
	Parity with VZ Retail	17.48	50.00	9220	2		26.86	

Complex Services - 2 Wire Digital

MR-2 - Trouble Report Rate MR-2-02-3341 Network Trouble Report Rate - Loop MR-2-03-3341 Network Trouble Report Rate - Central Office MR-2-04-3341 % Subsequent Reports MR-2-05-3341 % CPE/TOK/FOK Trouble Report Rate	Parity with VZ Retail	0.22	0.27	24908	4058		0.08	-0.58
	Parity with VZ Retail	0.04	0.17	24908	4058		0.04	-3.61
	No Standard	10.67	0.00	75	18			
	No Standard	0.63	0.59	24908	4058			

MR-3 - Missed Repair Appointments MR-3-01-3341 % Missed Repair Appointment - Loop MR-3-02-3341 % Missed Repair Appointment - Central Office MR-3-03-3341 % Missed Repair Appointment - CPE /TOK/FOK MR-3-04-3341 % Missed Repair Appointment - No Double Dispatch MR-3-05-3341 % Missed Repair Appointment - Double Dispatch	Parity with VZ Retail	46.43	18.18	56	11		16.45	1.72
	Parity with VZ Retail	27.27	14.29	11	7		21.53	
	No Standard	26.11	12.50	157	24			
	Parity with VZ Retail	18.18	7.14	22	14		13.19	0.84
	Parity with VZ Retail	56.82	50.00	44	4		25.87	

MR-4 - Trouble Duration Intervals MR-4-01-3341 Mean Time To Repair - Total MR-4-02-3341 Mean Time To Repair - Loop Trouble MR-4-03-3341 Mean Time To Repair - Central Office Trouble MR-4-04-3341 % Cleared (all troubles) within 24 Hours MR-4-07-3341 % Out of Service > 12 hours MR-4-08-3341 % Out of Service > 24 Hours MR-4-09-3341 Mean Time To Repair - No Double Dispatch - Loop MR-4-10-3341 Mean Time To Repair - Double Dispatch - Loop	Parity with VZ Retail	44.67	24.46	67	18	54.56	14.48	1.40
	Parity with VZ Retail	41.71	33.67	56	11	41.56	13.71	0.59
	Parity with VZ Retail	59.74	9.89	11	7	99.23	47.88	
	Parity with VZ Retail	53.73	50.00	67	18		13.24	-0.28
	Parity with VZ Retail	74.07	58.82	27	17		13.67	1.12
	Parity with VZ Retail	55.56	47.06	27	17		15.38	0.55
	Parity with VZ Retail	34.57	17.18	22	14	34.58	11.82	1.47
	Parity with VZ Retail	50.29	49.95	44	4	62.33	32.55	

MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Parity with VZ Retail	20.90	16.67	67	18		10.79	0.39
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Complex Services - 2 Wire xDSL

MR-2 - Trouble Report Rate 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 MR-2-05-3342 % CPE/TOK/FOK Trouble Report Rate	Parity with VZ Retail	0.13	0.38	31017	12531		0.04	-6.48
	Parity with VZ Retail	0.08	0.08	31017	12531		0.03	0.13
	No Standard	0.00	0.00	66	57			
	No Standard	1.47	0.50	31017	12531			

MR-3 - Missed Repair Appointments MR-3-01-3342 % Missed Repair Appointment - Loop MR-3-02-3342 % Missed Repair Appointment - Central Office MR-3-03-3342 % Missed Repair Appointment - CPE /TOK/FOK MR-3-04-3342 % Missed Repair Appointment - No Double Dispatch MR-3-05-3342 % Missed Repair Appointment - Double Dispatch	Parity with VZ Retail	47.50	14.89	40	47		10.74	3.04
	Parity with VZ Retail	26.92	30.00	26	10		16.50	-0.19
	No Standard	19.30	12.70	456	63			
	Parity with VZ Retail	29.82	2.33	57	43		9.24	2.97
	Parity with VZ Retail	100.00	64.29	8	14			

MR-4 - Trouble Duration Intervals MR-4-01-3342 Mean Time To Repair - Total MR-4-02-3342 Mean Time To Repair - Loop Trouble MR-4-03-3342 Mean Time To Repair - Central Office Trouble MR-4-04-3342 % Cleared (all troubles) within 24 Hours MR-4-07-3342 % Out of Service > 12 hours MR-4-08-3342 % Out of Service > 24 Hours MR-4-09-3342 Mean Time To Repair - No Double Dispatch - Loop MR-4-10-3342 Mean Time To Repair - Double Dispatch - Loop	Parity with VZ Retail	37.17	35.53	66	57	33.04	5.97	0.28
	Parity with VZ Retail	38.82	37.23	40	47	24.85	5.34	0.30
	Parity with VZ Retail	34.64	27.54	26	10	43.18	16.07	0.44
	Parity with VZ Retail	46.97	49.12	66	57		9.02	0.24
	Parity with VZ Retail	79.37	83.33	63	54		7.50	-0.53
	Parity with VZ Retail	53.97	50.00	63	54		9.24	0.43
	Parity with VZ Retail	31.63	24.68	57	43	28.50	5.76	1.21
	Parity with VZ Retail	72.19	68.85	8	14	42.46	18.82	0.18

MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Parity with VZ Retail	46.97	17.54	66	57		9.02	3.26
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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**

POTS - Provisioning

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
PR-1 - Average Interval Offered								
PR-1-01-3111	Average Interval Offered - Total No Dispatch - Hot Cut Loop	1.43	5.46	2751	405	3.93	0.21	-19.27
PR-1-01-3122	Average Interval Offered - Total No Dispatch - Other (Switch & INP)	1.43	NA	2751		3.93		
PR-1-01-3140	Average Interval Offered - Total No Dispatch - Platform	1.43	1.60	2751	416	3.93	0.21	-0.82
PR-1-03-3112	Average Interval Offered - Dispatch (1-5 Lines) - Loop	5.24	4.66	1032	121	5.83	0.56	1.04
PR-1-03-3140	Average Interval Offered - Dispatch (1-5 Lines) - Platform	5.24	3.12	1032	33	5.83	1.03	2.06
PR-1-04-3112	Average Interval Offered - Dispatch (6-9 Lines) - Loop	10.62	6.00	45	3	12.37	7.38	
PR-1-04-3140	Average Interval Offered - Dispatch (6-9 Lines) - Platform	10.62	NA	45		12.37		
PR-1-05-3112	Average Interval Offered - Dispatch (>= 10 Lines) - Loop	9.17	6.00	24	4	10.26	5.54	
PR-1-05-3140	Average Interval Offered - Dispatch (>= 10 Lines) - Platform	9.17	NA	24		10.26		
PR-2 - Average Completed Interval								
PR-2-01-3111	Average Interval Completed - Total No Dispatch - Hot Cut Loop	1.30	5.66	2577	355	3.92	0.22	-19.65
PR-2-01-3122	Average Interval Completed - Total No Dispatch - Other (Switch & INP)	1.30	NA	2577		3.92		
PR-2-01-3140	Average Interval Completed - Total No Dispatch - Platform	1.30	1.56	2577	388	3.92	0.21	-1.22
PR-2-03-3112	Average Interval Completed - Dispatch (1-5 Lines) - Loop	4.99	5.16	894	103	5.30	0.55	-0.31
PR-2-03-3140	Average Interval Completed - Dispatch (1-5 Lines) - Platform	4.99	3.30	894	27	5.30	1.04	1.83
PR-2-04-3112	Average Interval Completed - Dispatch (6-9 Lines) - Loop	8.35	6.00	34	2	7.09	5.16	
PR-2-04-3140	Average Interval Completed - Dispatch (6-9 Lines) - Platform	8.35	NA	34		7.09		
PR-2-05-3112	Average Interval Completed - Dispatch (>= 10 Lines) - Loop	10.33	5.00	18	3	15.62	9.74	
PR-2-05-3140	Average Interval Completed - Dispatch (>= 10 Lines) - Platform	10.33	NA	18		15.62		
PR-3 - Completed within X Days - Platform & Other (Switch & INP)								
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	75.69	57.22	16058	360		2.29	-5.08
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	85.18	90.00	16058	360		1.89	2.55
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	94.74	94.44	16058	360		1.19	-0.25
PR-3-04-3142	% Completed in 4 Days (1-5 Lines - Dispatch)	10.63	0.00	4402	27		5.95	-1.79
PR-3-05-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	22.08	7.41	4402	27		8.01	-1.83
PR-3-06-3142	% Completed in 6 Days (1-5 Lines - Dispatch)	70.10	74.07	4402	27		8.84	0.45
PR-3-07-3142	% Completed in 7 Days (1-5 Lines - Total)	93.56	95.61	20460	387		1.26	1.63
PR-3-08-3142	% Completed in 8 Days (1-5 Lines - No Dispatch)	98.12	96.57	16058	360		0.72	-2.00
PR-3-09-3142	% Completed in 9 Days (1-5 Lines - Dispatch)	91.14	100.00	4402	27		5.49	1.62
PR-3-10-3142	% Completed in 10 Days (1-5 Lines - Total)	97.72	96.90	20460	387		0.77	-1.07
PR-4 - Missed Appointments								
PR-4-02-3100	Average Delay Days - Total	6.34	12.33	861	3	26.73	15.46	
PR-4-03-3100	% Missed Appointment - Customer	1.71	4.62	38857	1840			
PR-4-04-3113	% Missed Appointment - Verizon - Dispatch - Loop New	7.98	0.33	7531	698		1.14	6.70
PR-4-04-3140	% Missed Appointment - Verizon - Dispatch - Platform	7.98	2.86	7531	39		4.35	1.25
PR-4-05-3123	% Missed Appointment - Verizon - No Dispatch - Other	0.83	0.00	31326	517		0.40	2.06
PR-4-05-3140	% Missed Appointment - Verizon - No Dispatch - Platform	0.83	0.00	31326	676		0.35	2.35
PR-4-07-3540	% On Time Performance - LNP	NA	NA					
PR-4-08-3111	% MA - Customer - Due to Late Order Conf. - Hot Cut Loop	No Standard			782			
PR-4-08-3123	% MA - Customer - Due to Late Order Conf. - Other (Switch & INP)	No Standard			1125			
PR-4-08-3140	% MA - Customer - Due to Late Order Conf. - Platform	No Standard			715			
PR-4-10-3113	% MA - VZ - Std. Interval (W Coded) Orders - Disp. - Loop New	7.90	1.60	5444	125		2.44	2.58
PR-4-10-3140	% MA - VZ - Std. Interval (W Coded) Orders - Disp. - Platform	7.90	0.00	5444	33		4.71	1.68
PR-4-11-3123	% MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Other	0.61	0.00	25847	78		0.88	0.69
PR-4-11-3140	% MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Platform	0.61	0.00	25847	396		0.39	1.55
PR-5 - Facility Missed Orders								
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	0.42	0.00	38857	1125		0.20	2.15
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	0.42	0.00	38857	715		0.24	1.72
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	0.01	0.00	38857	1125		0.03	0.33
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	0.01	0.00	38857	715		0.04	0.26
PR-5-03-3112	% Orders Held for Facilities > 30 Days - Loop	0.00	0.00	38857	1125			
PR-5-03-3140	% Orders Held for Facilities > 30 Days - Platform	0.00	0.00	38857	715			
PR-6 - Installation Quality								
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	2.81	6.03	31561	2721		0.33	-9.74
PR-6-01-3140	% Installation Troubles reported within 30 Days - Platform	2.81	0.00	31561	990		0.53	5.27
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	1.69	3.45	31561	2721		0.26	-6.86
PR-6-02-3140	% Installation Troubles reported within 7 Days - Platform	1.69	0.00	31561	990		0.42	4.06
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	2.59	0.00	31561	2721			
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	2.59	NA	31561				
PR-8 - Open Orders in a Hold Status								
PR-8-01-3100	% Open Orders in a Hold Status > 30 Days	0.11	0.00	38857	1840		0.08	1.39
PR-8-02-3100	% Open Orders in a Hold Status > 90 Days	0.06	0.00	38857	1840		0.06	1.03
PR-9 - Hot Cuts								
PR-9-01-3114	% On Time Performance - Hot Cuts	95% win cut over window	97.99		794		2.99	
PR-9-02-3520	% Early Cuts - Lines	No Standard	0.36		1109			
PR-9-03-3520	% Early Cuts - Orders	No Standard	0.36		794			
PR-9-04-3520	% Defective Cuts - Lines	No Standard	0.00		1109			
PR-9-05-3520	% Defective Cuts - Orders	No Standard	0.00		794			
PR-9-06-3520	% Late Cuts - Lines	No Standard	5.68		1109			
PR-9-07-3520	% Late Cuts - Orders	No Standard	2.02		794			
PR-9-08-3520	Average Duration of Service Interruption	No Standard	NA					
PR-9-09-3520	% Supplemented or Cancelled Orders	No Standard	0.00		794			
Complex Services - 2 Wire Digital								
PR-1 - Average Interval Offered								
PR-1-01-3341	Average Interval Offered - Total No Dispatch	1.30	5.00	192	2	1.74	1.24	
PR-1-02-3341	Average Interval Offered - Total Dispatch	3.46	5.47	149	15	2.19	0.59	-3.39
PR-2 - Average Completed Interval								
PR-2-01-3341	Average Interval Completed - Total No Dispatch	1.38	5.00	172	2	1.90	1.35	
PR-2-02-3341	Average Interval Completed - Total Dispatch	4.23	6.31	107	13	2.56	0.75	-2.77
PR-3 - Completed within X Days								
PR-3-10-3341	% Completed win 6 Days (1-5 lines) Total	96.46	86.67	2008	15		4.79	2.04
PR-4 - Missed Appointments								
PR-4-02-3341	Average Delay Days - Total	4.84	12.00	25	1	7.30	7.44	
PR-4-03-3341	% MA - Customer	10.73	11.11	373	18			
PR-4-04-3341	% MA - VZ - Dispatch	11.92	5.56	193	18		7.99	0.80
PR-4-05-3341	% MA - VZ - No Dispatch	1.11	NA	180				
PR-4-08-3341	% MA - Customer - Due to Late Order Confirmation	No Standard	0.00		18			
PR-4-10-3341	% MA - VZ - Std. Interval (W Coded) Orders - Dispatch	11.98	6.25	192	16		8.45	0.68
PR-4-11-3341	% MA - VZ - Std. Interval (W Coded) Orders - No Dispatch	1.11	NA	180				
PR-5 - Facility Missed Orders								
PR-5-01-3341	% Missed Appointment - Verizon - Facilities	1.07	0.00	373	18		2.48	0.43
PR-5-02-3341	% Orders Held for Facilities > 15 Days	0.00	0.00	373	18			
PR-5-03-3341	% Orders Held for Facilities > 60 Days	0.00	0.00	373	18			
PR-6 - Installation Quality								
PR-6-01-3341	% Installation Troubles reported within 30 Days	3.33	5.56	150	18		4.48	-0.50
PR-6-03-3341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	6.67	0.00	150	18			
PR-8 - Open Orders in a Hold Status								
PR-8-01-3341	% Open Orders in a Hold Status > 30 Days	0.00	0.00	373	18			
PR-8-02-3341	% Open Orders in a Hold Status > 90 Days	0.00	0.00	373	18			
Complex Services - 2 Wire xDSL								
PR-1 - Average Interval Offered								
PR-1-01-3342	Average Interval Offered - Total No Dispatch	2.50	4.63	2	8	0.71	0.56	
PR-1-02-3342	Average Interval Offered - Total Dispatch	NA	5.68		168			
PR-2 - Average Completed Interval								
PR-2-01-3342	Average Interval Completed - Total No Dispatch	2.00	5.80	2	5			
PR-2-02-3342	Average Interval Completed - Total Dispatch	NA	5.92		147			
PR-2-13-3342	Avg. Interval Completed-DD-2 Test & Serial#	3.62	NA	1595				
PR-2-14-3342	Avg. Interval Completed-DD-2 Test - Total	No Standard	NA					
PR-2-15-3342	Avg. Interval Completed-No DD-2 Test & Serial#	No Standard	25.13		32			
PR-2-16-3342	Avg. Interval Completed-No DD-2 Test & 800# Prov	No Standard	9.48		114			
PR-2-17-3342	Avg. Interval Completed-No DD-2 Test& No 800#	No Standard	NA					
PR-3 - Completed within X Days								
PR-3-10-3342	% Completed win 6 Days (1-5 lines) Total	96.46	88.74	2008	151		1.56	-4.95

continued

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

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

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate		
PR-4 - Missed Appointments							
PR-4-02-3342	Average Delay Days - Total	NA	2.60	5	5		
PR-4-03-3342	% MA - Customer	0.00	6.60	2	197		
PR-4-04-3342	% MA - VZ - Dispatch	NA	2.54	2	197		
PR-4-05-3342	% MA - VZ - No Dispatch	0.00	NA	2	197		
PR-4-08-3342	% MA - Customer - Due to Late Order Confirmation	NA	0.51	2	197		
PR-4-10-3342	% MA - VZ - Std. Interval (W Coded) Orders - Dispatch	NA	3.01	2	166		
PR-4-11-3342	% MA - VZ - Std. Interval (W Coded) Orders - No Dispatch	0.00	NA	2	197		
PR-4-14-3342	% Completed On Time - DD-2 Test & Serial#	85.42	NA	3161			
PR-4-15-3342	% Completed On Time - DD-2 Test Total	NA	NA				
PR-4-16-3342	% Completed On Time - No DD-2 Test & Serial#	96.88	NA	32			1.88
PR-4-17-3342	% Completed On Time - No DD-2 Test & 800# Prov	95.61	NA	114			0.61
PR-4-18-3342	% Completed On Time - No DD-2 Test & No 800#	NA	NA				
PR-5 - Facility Missed Orders							
PR-5-01-3342	% Missed Appointment - Verizon - Facilities	0.00	1.02	2	197		
PR-5-02-3342	% Orders Held for Facilities > 15 Days	0.00	0.00	2	197		
PR-5-03-3342	% Orders Held for Facilities > 60 Days	0.00	0.00	2	197		
PR-6 - Installation Quality							
PR-6-01-3342	% Installation Troubles reported within 30 Days	300.00	5.50	1	200		
PR-6-03-3342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	3300.00	12.00	1	200		
PR-8 - Open Orders in a Hold Status							
PR-8-01-3342	% Open Orders in a Hold Status > 30 Days	0.00	0.51	2	197		
PR-8-02-3342	% Open Orders in a Hold Status > 90 Days	0.00	0.00	2	197		
POTS & Complex Aggregate							
PR-1 - Average Interval Offered							
PR-1-10-3133	Average Interval Offered - Disconnects - No Dispatch	4.02	4.03	14477	1418	5.28	0.15
PR-1-11-3133	Average Interval Offered - Disconnects - Dispatch	3.48	5.67	42	3	2.43	1.45
PR-2 - Average Completed Interval							
PR-2-10-3133	Average Interval Completed - Disconnects - No Dispatch	3.66	3.94	12729	1315	5.11	0.15
PR-2-11-3133	Average Interval Completed - Disconnects - Dispatch	3.56	6.00	41	1	2.44	2.47

UNE MAINTENANCE

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
POTS - Maintenance								
MR-2 - Trouble Report Rate								
MR-2-02-3112	Network Trouble Report Rate - Loop	0.91	0.76	668198	62296		0.04	3.80
MR-2-02-3140	Network Trouble Report Rate - Platform	0.91	0.14	668198	733		0.35	2.20
MR-2-03-3112	Network Trouble Report Rate - Central Office - Loop	0.07	0.08	668198	62296		3.43	-0.85
MR-2-03-3140	Network Trouble Report Rate - Central Office - Platform	0.07	0.14	668198	733		0.10	-0.62
MR-2-04-3112	% Subsequent Reports - Loop	1.54	0.00	6679	525			
MR-2-04-3140	% Subsequent Reports - Platform	1.54	0.00	6679	2			
MR-2-05-3112	% CPE/TOK/FOK Trouble Report Rate - Loop	0.82	0.58	668198	62296			
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate - Platform	0.82	0.14	668198	733			
MR-3 - Missed Repair Appointments								
MR-3-01-3112	% Missed Repair Appointment - Loop	9.75	2.11	6083	473		1.42	5.40
MR-3-01-3140	% Missed Repair Appointment - Platform	9.75	0.00	6083	1		29.67	
MR-3-02-3112	% Missed Repair Appointment - Central Office - Loop	5.88	5.77	493	52		3.43	0.03
MR-3-02-3140	% Missed Repair Appointment - Central Office - Platform	5.88	100.00	493	1		23.55	
MR-3-03-3112	% Missed Repair Appointment - CPE /TOK/FOK - Loop	3.74	2.49	5484	362			
MR-3-03-3140	% Missed Repair Appointment - CPE /TOK/FOK - Platform	3.74	0.00	5484	1			
MR-3-04-3112	% Missed Repair Appointment - No Double Dispatch - Loop	4.49	0.91	4612	440		1.03	3.46
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch - Platform	4.49	0.00	4612	1		20.71	
MR-3-05-3112	% Missed Repair Appointment - Double Dispatch - Loop	29.50	11.43	1268	70		5.60	3.23
MR-3-05-3140	% Missed Repair Appointment - Double Dispatch - Platform	29.50	100.00	1268	1		45.62	
MR-4 - Trouble Duration Intervals								
MR-4-01-3112	Mean Time to Repair - Total - Loop	14.28	14.17	6576	525	15.84	0.72	0.15
MR-4-01-3140	Mean Time to Repair - Total - Platform	14.28	30.86	6576	2	15.84	11.20	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	14.84	14.09	6083	473	15.95	0.76	0.99
MR-4-02-3140	Mean Time to Repair - Loop Trouble - Platform	14.84	19.52	6083	1	15.95	15.95	
MR-4-03-3112	Mean Time to Repair - Central Office Trouble - Loop	7.33	14.93	493	52	12.37	1.80	-4.21
MR-4-03-3140	Mean Time to Repair - Central Office Trouble - Platform	7.33	42.20	493	1	12.37	12.38	
MR-4-04-3112	% Cleared (all troubles) within 24 Hours - Loop	85.17	92.00	6576	525		1.61	4.24
MR-4-04-3140	% Cleared (all troubles) within 24 Hours - Platform	85.17	50.00	6576	2		25.13	
MR-4-08-3140	% Out of Service > 4 hours - Platform	67.70	100.00	4272	2		33.07	
MR-4-07-3112	% Out of Service > 12 hours - Loop	48.10	63.08	4272	409		2.59	-5.79
MR-4-07-3140	% Out of Service > 12 hours - Platform	48.10	100.00	4272	2		35.34	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	12.36	8.07	4272	409		1.70	2.52
MR-4-08-3140	% Out of Service > 24 Hours - Platform	12.36	50.00	4272	2		23.28	
MR-4-09-3112	Mean Time to Repair - No Double Dispatch - Loop	13.03	13.07	4612	440	14.82	0.74	-0.06
MR-4-10-3112	Mean Time to Repair - Double Dispatch - Loop	22.87	23.61	1268	70	19.19	2.36	-0.32
MR-5 - Repeat Trouble Reports								
MR-5-01-3112	% Repeat Reports within 30 Days - Loop	15.54	18.29	6576	525		1.64	-1.67
MR-5-01-3140	% Repeat Reports within 30 Days - Platform	15.54	50.00	6576	2		25.62	
Complex Services - 2 Wire Digital								
MR-2 - Trouble Report Rate								
MR-2-02-3341	Network Trouble Report Rate - Loop	0.22	0.61	14258	990		0.15	-2.54
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.25	0.10	14258	990		0.16	0.92
MR-2-04-3341	% Subsequent Reports	2.90	0.00	69	7			
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	1.26	0.20	14258	990			
MR-3 - Missed Repair Appointments								
MR-3-01-3341	% Missed Repair Appointment - Loop	32.26	16.67	31	6		20.85	
MR-3-02-3341	% Missed Repair Appointment - Central Office	5.56	0.00	36	1		23.23	
MR-3-03-3341	% Missed Repair Appointment - CPE /TOK/FOK	11.11	0.00	190	2			
MR-3-04-3341	% Missed Repair Appointment - No Double Dispatch	12.24	20.00	49	5		15.39	
MR-3-05-3341	% Missed Repair Appointment - Double Dispatch	33.33	0.00	18	2		35.14	
MR-4 - Trouble Duration Intervals								
MR-4-01-3341	Mean Time to Repair - Total	17.28	16.75	67	7	25.91	10.29	
MR-4-02-3341	Mean Time to Repair - Loop Trouble	22.09	19.05	31	6	30.90	13.78	
MR-4-03-3341	Mean Time to Repair - Central Office Trouble	13.14	2.92	36	1	20.23	20.51	
MR-4-04-3341	% Cleared (all troubles) within 24 Hours	82.09	71.43	67	7		15.23	
MR-4-07-3341	% Out of Service > 12 hours	30.23	57.14	43	7		18.72	
MR-4-08-3341	% Out of Service > 24 Hours	11.63	28.57	43	7		13.07	
MR-4-09-3341	Mean Time to Repair - No Double Dispatch - Loop	13.69	13.19	49	5	21.10	9.91	
MR-4-10-3341	Mean Time to Repair - Double Dispatch - Loop	27.05	25.64	18	2	34.80	25.94	
MR-5 - Repeat Trouble Reports								
MR-5-01-3341	% Repeat Reports within 30 Days	10.45	28.57	67	7		12.15	
Complex Services - 2 Wire xDSL								
MR-2 - Trouble Report Rate								
MR-2-02-3342	Network Trouble Report Rate - Loop	0.19	0.79	4693	3917		0.09	-6.33
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.06	0.18	4693	3917		0.05	-2.10
MR-2-04-3342	% Subsequent Reports	0.00	0.00	12	38			
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	1.47	1.05	4693	3917			
MR-3 - Missed Repair Appointments								
MR-3-01-3342	% Missed Repair Appointment - Loop	44.44	6.45	9	31		18.81	2.02
MR-3-02-3342	% Missed Repair Appointment - Central Office	66.67	0.00	3	7		32.53	
MR-3-03-3342	% Missed Repair Appointment - CPE /TOK/FOK	11.59	2.44	69	41			
MR-3-04-3342	% Missed Repair Appointment - No Double Dispatch	42.86	3.45	7	29		20.84	1.89
MR-3-05-3342	% Missed Repair Appointment - Double Dispatch	60.00	11.11	5	9		27.33	
MR-4 - Trouble Duration Intervals								
MR-4-01-3342	Mean Time to Repair - Total	31.87	15.94	12	38	18.63	6.17	2.58
MR-4-02-3342	Mean Time to Repair - Loop Trouble	31.46	17.48	9	31	20.42	7.73	1.81
MR-4-03-3342	Mean Time to Repair - Central Office Trouble	33.09	9.14	3	7	15.46	10.67	
MR-4-04-3342	% Cleared (all troubles) within 24 Hours	41.67	81.58	12	38		16.33	2.44
MR-4-07-3342	% Out of Service > 12 hours	100.00	57.14	12	35			
MR-4-08-3342	% Out of Service > 24 Hours	58.33	20.00	12	35		16.49	2.32
MR-4-09-3342	Mean Time to Repair - No Double Dispatch - Loop	33.70	14.84	7	29	22.55	9.50	1.98
MR-4-10-3342	Mean Time to Repair - Double Dispatch - Loop	29.31	19.49	5	9	13.34	7.44	
MR-5 - Repeat Trouble Reports								
MR-5-01-3342	% Repeat Reports within 30 Days	66.67	18.42	12	38		15.61	3.09

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
December 2001
Verizon Virginia

CLEC Aggregate Performance - EASTERN
UNE PROVISIONING - POTS

POTS - Provisioning

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
PR-1 - Average Interval Offered								
PR-1-01-3111	Average Interval Offered - Total No Dispatch - Hot Cut Loop	1.46	5.45	1563	614	4.52	0.22	-18.53
PR-1-01-3122	Average Interval Offered - Total No Dispatch - Other (Switch & INP)	1.46	NA	1563		4.52		
PR-1-01-3140	Average Interval Offered - Total No Dispatch - Platform	1.46	1.89	1563	381	4.52	0.26	-1.67
PR-1-03-3112	Average Interval Offered - Dispatch (1-5 Lines) - Loop	5.13	4.68	682	140	8.15	0.76	0.60
PR-1-03-3140	Average Interval Offered - Dispatch (1-5 Lines) - Platform	5.13	2.46	682	58	8.15	1.11	2.38
PR-1-04-3112	Average Interval Offered - Dispatch (6-9 Lines) - Loop	7.43	6.00	40	3	4.84	2.90	
PR-1-04-3140	Average Interval Offered - Dispatch (6-9 Lines) - Platform	7.43	NA	40		4.84		
PR-1-05-3112	Average Interval Offered - Dispatch (>= 10 Lines) - Loop	8.94	10.00	16	1	6.77		
PR-1-05-3140	Average Interval Offered - Dispatch (>= 10 Lines) - Platform	8.94	2.00	16	1	6.77	6.98	
PR-2 - Average Completed Interval								
PR-2-01-3111	Average Interval Completed - Total No Dispatch - Hot Cut Loop	1.45	5.56	1466	552	6.16	0.31	-13.36
PR-2-01-3122	Average Interval Completed - Total No Dispatch - Other (Switch & INP)	1.45	NA	1466		6.16		
PR-2-01-3140	Average Interval Completed - Total No Dispatch - Platform	1.45	1.70	1466	359	6.16	0.36	-0.69
PR-2-03-3112	Average Interval Completed - Dispatch (1-5 Lines) - Loop	4.37	4.66	593	122	4.72	0.47	-0.62
PR-2-03-3140	Average Interval Completed - Dispatch (1-5 Lines) - Platform	4.37	2.46	593	57	4.72	0.65	2.92
PR-2-04-3112	Average Interval Completed - Dispatch (6-9 Lines) - Loop	5.97	6.00	30	2	4.52	3.30	
PR-2-04-3140	Average Interval Completed - Dispatch (6-9 Lines) - Platform	5.97	NA	30		4.52		
PR-2-05-3112	Average Interval Completed - Dispatch (>= 10 Lines) - Loop	12.14	NA	7		10.22		
PR-2-05-3140	Average Interval Completed - Dispatch (>= 10 Lines) - Platform	12.14	2.00	7	1	10.22	10.93	
PR-3 - Completed within X Days - Platform & Other (Switch & INP)								
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	74.81	61.01	12129	318		2.47	-5.60
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	86.48	87.74	12129	318		1.94	0.65
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	96.70	98.74	12129	318		1.01	2.01
PR-3-04-3142	% Completed in 4 Days (1-5 Lines - Dispatch)	12.66	15.79	3578	57		4.44	0.71
PR-3-05-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	32.62	45.61	3578	57		6.26	2.08
PR-3-06-3142	% Completed in 6 Days (1-5 Lines - Dispatch)	89.13	96.49	3578	57		4.16	1.77
PR-3-07-3142	% Completed in 7 Days (1-5 Lines - Total)	97.03	98.93	15707	375		0.89	2.14
PR-3-08-3142	% Completed in 8 Days (1-5 Lines - No Dispatch)	98.52	99.37	12129	318		0.69	1.24
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	96.65	100.00	3578	57		2.40	1.39
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	98.50	99.47	15707	375		0.64	1.53
PR-4 - Missed Appointments								
PR-4-02-3100	Average Delay Days - Total	17.45	3.00	333	1	50.02	50.10	
PR-4-03-3100	% Missed Appointment - Customer	1.44	2.83	29190	2364			
PR-4-04-3113	% Missed Appointment - Verizon - Dispatch - Loop New	3.29	0.12	5874	843		0.66	4.83
PR-4-04-3140	% Missed Appointment - Verizon - Dispatch - Platform	3.29	0.00	5874	81		2.00	1.65
PR-4-05-3123	% Missed Appointment - Verizon - No Dispatch - Other	0.60	0.00	23316	763		0.28	2.11
PR-4-05-3140	% Missed Appointment - Verizon - No Dispatch - Platform	0.60	0.00	23316	677		0.30	1.99
PR-4-07-3540	% On Time Performance - LNP	NA	NA					
PR-4-08-3111	% MA - Customer - Due to Late Order Conf. - Hot Cut Loop	No Standard	0.15		1360			
PR-4-08-3123	% MA - Customer - Due to Late Order Conf. - Other (Switch & INP)	No Standard	0.00		1606			
PR-4-08-3140	% MA - Customer - Due to Late Order Conf. - Platform	No Standard	0.00		758			
PR-4-10-3113	% MA - VZ - Std. Interval (W Coded) Orders - Disp. - Loop New	3.15	0.00	4291	140		1.50	2.10
PR-4-10-3140	% MA - VZ - Std. Interval (W Coded) Orders - Disp. - Platform	3.15	0.00	4291	61		2.25	1.40
PR-4-11-3123	% MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Other	0.51	0.00	19365	72		0.84	0.61
PR-4-11-3140	% MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Platform	0.51	0.00	19365	367		0.38	1.36
PR-5 - Facility Missed Orders								
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	0.07	0.00	29190	1606		0.07	1.03
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	0.07	0.00	29190	758		0.10	0.72
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	0.00	0.00	29190	1606			
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	0.00	0.00	29190	758			
PR-5-03-3112	% Orders Held for Facilities > 30 Days - Loop	0.00	0.00	29190	1606			
PR-5-03-3140	% Orders Held for Facilities > 30 Days - Platform	0.00	0.00	29190	758			
PR-6 - Installation Quality								
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	3.76	5.08	22792	3877		0.33	-3.98
PR-6-01-3140	% Installation Troubles reported within 30 Days - Platform	3.76	0.00	22792	830		0.67	5.60
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	2.29	3.59	22792	3877		0.26	-4.96
PR-6-02-3140	% Installation Troubles reported within 7 Days - Platform	2.29	0.00	22792	830		0.53	4.34
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	4.28	3.46	22792	3877			
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	No Standard	NA	22792				
PR-8 - Open Orders in a Hold Status								
PR-8-01-3100	% Open Orders in a Hold Status > 30 Days	0.17	0.00	29190	2364		0.09	1.93
PR-8-02-3100	% Open Orders in a Hold Status > 90 Days	0.11	0.00	29190	2364		0.07	1.55
PR-9 - Hot Cuts								
PR-9-01-3114	% On Time Performance - Hot Cuts	95% win cut over window	99.31		1450			4.31
PR-9-02-3520	% Early Cuts - Lines	No Standard	0.00		2036			
PR-9-03-3520	% Early Cuts - Orders	No Standard	0.00		1450			
PR-9-04-3520	% Defective Cuts - Lines	No Standard	0.00		2036			
PR-9-05-3520	% Defective Cuts - Orders	No Standard	0.00		1450			
PR-9-06-3520	% Late Cuts - Lines	No Standard	0.84		2036			
PR-9-07-3520	% Late Cuts - Orders	No Standard	0.69		1450			
PR-9-08-3520	Average Duration of Service Interruption	No Standard	NA					
PR-9-09-3520	% Supplemented or Cancelled Orders	No Standard	0.00		1450			
Complex Services - 2 Wire Digital								
PR-1 - Average Interval Offered								
PR-1-01-3341	Average Interval Offered - Total No Dispatch	1.41	5.00	82	2	1.56	1.12	
PR-1-02-3341	Average Interval Offered - Total Dispatch	3.17	4.60	90	10	2.02	0.67	-2.12
PR-2 - Average Completed Interval								
PR-2-01-3341	Average Interval Completed - Total No Dispatch	2.50	4.00	68	1	9.89	9.96	
PR-2-02-3341	Average Interval Completed - Total Dispatch	3.99	4.83	68	6	7.77	3.51	
PR-3 - Completed within X Days								
PR-3-10-3341	% Completed within 6 Days (1-5 lines) Total	99.06	100.00	1060	7		3.66	
PR-4 - Missed Appointments								
PR-4-02-3341	Average Delay Days - Total	19.38	NA	8		31.14		
PR-4-03-3341	% MA - Customer	8.99	36.36	178	11			
PR-4-04-3341	% MA - VZ - Dispatch	5.71	0.00	105	11		7.35	0.78
PR-4-05-3341	% MA - VZ - No Dispatch	2.74	NA	73				
PR-4-06-3341	% MA - Customer - Due to Late Order Confirmation	No Standard	0.00		11			
PR-4-10-3341	% MA - VZ - Std. Interval (W Coded) Orders - Dispatch	8.57	0.00	70	11		9.08	0.94
PR-4-11-3341	% MA - VZ - Std. Interval (W Coded) Orders - No Dispatch	3.45	NA	58				
PR-5 - Facility Missed Orders								
PR-5-01-3341	% Missed Appointment - Verizon - Facilities	1.12	0.00	178	11		3.27	0.34
PR-5-02-3341	% Orders Held for Facilities > 15 Days	0.00	0.00	178	11			
PR-5-03-3341	% Orders Held for Facilities > 60 Days	0.00	0.00	178	11			
PR-6 - Installation Quality								
PR-6-01-3341	% Installation Troubles reported within 30 Days	0.00	0.00	80	11			
PR-6-03-3341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	2.50	18.18	80	11			
PR-8 - Open Orders in a Hold Status								
PR-8-01-3341	% Open Orders in a Hold Status > 30 Days	0.00	0.00	178	11			
PR-8-02-3341	% Open Orders in a Hold Status > 90 Days	0.00	0.00	178	11			
Complex Services - 2 Wire xDSL								
PR-1 - Average Interval Offered								
PR-1-01-3342	Average Interval Offered - Total No Dispatch	1.00	5.00	2	2	1.41	1.41	
PR-1-02-3342	Average Interval Offered - Total Dispatch	NA	5.44		95			
PR-2 - Average Completed Interval								
PR-2-01-3342	Average Interval Completed - Total No Dispatch	0.50	5.00	2	2	0.71	0.71	
PR-2-02-3342	Average Interval Completed - Total Dispatch	NA	5.91		74			
PR-2-13-3342	Avg. Interval Completed-DD-2 Test & Serial#	3.24	NA	818				
PR-2-14-3342	Avg. Interval Completed-DD-2 Test & Serial#	No Standard	NA					
PR-2-15-3342	Avg. Interval Completed-No DD-2 Test & Serial#	No Standard	10.71		7			
PR-2-16-3342	Avg. Interval Completed-No DD-2 Test & 800# Prov	No Standard	12.70		70			
PR-2-17-3342	Avg. Interval Completed-No DD-2 Test& No 800#	No Standard	NA					
PR-3 - Completed within X Days								
PR-3-10-3342	% Completed within 6 Days (1-5 lines) Total	99.06	82.89	1060	76		1.15	-14.11

continued

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

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

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate		
PR-4 - Missed Appointments							
PR-4-02-3342	Average Delay Days - Total	NA	9.00	4	1		
PR-4-03-3342	% MA - Customer	0.00	7.00	4	100		
PR-4-04-3342	% MA - VZ - Dispatch	0.00	1.00	1	100		
PR-4-05-3342	% MA - VZ - No Dispatch	0.00	NA	3			
PR-4-08-3342	% MA - Customer - Due to Late Order Confirmation		0.00		100		
PR-4-10-3342	% MA - VZ - Std. Interval (W Coded) Orders - Dispatch	NA	1.11		90		
PR-4-11-3342	% MA - VZ - Std. Interval (W Coded) Orders - No Dispatch	0.00	NA	2			
PR-4-14-3342	% Completed On Time -DD-2 Test & Serial#	90.76	NA	1515			
PR-4-15-3342	% Completed On Time -DD-2 Test		NA				
PR-4-16-3342	% Completed On Time -No DD-2 Test & Serial#		100.00		7		5.00
PR-4-17-3342	% Completed On Time -No DD-2 Test & 800# Prov		98.57		70		3.57
PR-4-18-3342	% Completed On Time -No DD-2 Test# No 800#		NA				
PR-5 - Facility Missed Orders							
PR-5-01-3342	% Missed Appointment - Verizon - Facilities	0.00	0.00	4	100		
PR-5-02-3342	% Orders Held for Facilities > 15 Days	0.00	0.00	4	100		
PR-5-03-3342	% Orders Held for Facilities > 60 Days	0.00	0.00	4	100		
PR-6 - Installation Quality							
PR-6-01-3342	% Installation Troubles reported within 30 Days	200.00	5.94	4	101		
PR-6-03-3342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	1450.00	12.87	4	101		
PR-8 - Open Orders in a Hold Status							
PR-8-01-3342	% Open Orders in a Hold Status > 30 Days	50.00	0.00	4	100	25.50	1.96
PR-8-02-3342	% Open Orders in a Hold Status > 90 Days	25.00	0.00	4	100	22.08	1.13
POTS & Complex Aggregate							
PR-1 - Average Interval Offered							
PR-1-10-3133	Average Interval Offered - Disconnects - No Dispatch	4.08	5.20	11716	2058	4.97	0.12
PR-1-11-3133	Average Interval Offered - Disconnects - Dispatch	5.27	3.00	55	1	5.23	5.28
PR-2 - Average Completed Interval							
PR-2-10-3133	Average Interval Completed - Disconnects - No Dispatch	3.68	5.03	10321	1974	4.78	0.12
PR-2-11-3133	Average Interval Completed - Disconnects - Dispatch	4.87	3.00	45	1	5.01	5.07

UNE MAINTENANCE

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
MR-2 - Trouble Report Rate								
MR-2-02-3112	Network Trouble Report Rate - Loop	0.74	0.66	693356	62123		0.04	2.08
MR-2-02-3140	Network Trouble Report Rate - Platform	0.74	0.16	693356	1274		0.24	2.42
MR-2-03-3112	Network Trouble Report Rate - Central Office - Loop	0.09	0.10	693356	62123		0.01	-0.45
MR-2-03-3140	Network Trouble Report Rate - Central Office - Platform	0.09	0.00	693356	1274		0.09	1.08
MR-2-04-3112	% Subsequent Reports - Loop	1.51	0.00	5843	473			
MR-2-04-3140	% Subsequent Reports - Platform	1.51	0.00	5843	2			
MR-2-05-3112	% CPE/TOK/FOK Trouble Report Rate - Loop	0.82	0.47	693356	62123			
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate - Platform	0.82	0.55	693356	1274			
MR-3 - Missed Repair Appointments								
MR-3-01-3112	% Missed Repair Appointment - Loop	5.94	1.46	5114	412		1.21	3.70
MR-3-01-3140	% Missed Repair Appointment - Platform	5.94	50.00	5114	2		16.72	
MR-3-02-3112	% Missed Repair Appointment - Central Office - Loop	8.42	1.84	641	61		3.72	1.82
MR-3-02-3140	% Missed Repair Appointment - Central Office - Platform	8.42	NA	641				
MR-3-03-3112	% Missed Repair Appointment - CPE /TOK/FOK - Loop	2.26	4.48	5715	290			
MR-3-03-3140	% Missed Repair Appointment - CPE /TOK/FOK - Platform	2.26	0.00	5715	7			
MR-3-04-3112	% Missed Repair Appointment - No Double Dispatch - Loop	3.16	0.97	4341	414		0.90	2.43
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch - Platform	3.16	50.00	4341	2		12.37	
MR-3-05-3112	% Missed Repair Appointment - Double Dispatch - Loop	24.40	5.77	754	52		6.16	3.03
MR-3-05-3140	% Missed Repair Appointment - Double Dispatch - Platform	24.40	NA	754				
MR-4 - Trouble Duration Intervals								
MR-4-01-3112	Mean Time to Repair - Total - Loop	13.54	12.75	5755	473	18.61	0.89	0.89
MR-4-01-3140	Mean Time to Repair - Total - Platform	13.54	5.18	5755	2	18.61	13.16	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	14.24	12.91	5114	412	19.15	0.98	1.35
MR-4-02-3140	Mean Time to Repair - Loop Trouble - Platform	14.24	5.18	5114	2	19.15	13.55	
MR-4-03-3112	Mean Time to Repair - Central Office Trouble - Loop	7.98	11.66	641	61	12.19	1.63	-2.26
MR-4-03-3140	Mean Time to Repair - Central Office Trouble - Platform	7.98	NA	641		12.19		
MR-4-04-3112	% Cleared (all troubles) within 24 hours - Loop	85.82	96.19	5755	473		1.67	6.21
MR-4-04-3140	% Cleared (all troubles) within 24 hours - Platform	85.82	100.00	5755	2		24.67	
MR-4-08-3140	% Out of Service > 4 hours - Platform	65.65	0.00	3255	1		47.49	
MR-4-07-3112	% Out of Service > 12 hours - Loop	46.02	65.61	3255	383		2.69	-3.56
MR-4-07-3140	% Out of Service > 12 hours - Platform	46.02	0.00	3255	1		49.85	
MR-4-08-3112	% Out of Service > 24 hours - Loop	11.86	4.18	3255	383		1.75	4.40
MR-4-08-3140	% Out of Service > 24 hours - Platform	11.86	0.00	3255	1		32.34	
MR-4-09-3112	Mean Time to Repair - No Double Dispatch - Loop	12.44	11.73	4341	414	18.75	0.96	0.73
MR-4-10-3112	Mean Time to Repair - Double Dispatch - Loop	23.30	20.83	754	52	20.84	2.99	0.83
MR-5 - Repeat Trouble Reports								
MR-5-01-3112	% Repeat Reports within 30 Days - Loop	14.01	14.16	5755	473		1.66	-0.09
MR-5-01-3140	% Repeat Reports within 30 Days - Platform	14.01	50.00	5755	2		24.55	
Complex Services - 2 Wire Digital								
MR-2 - Trouble Report Rate								
MR-2-02-3342	Network Trouble Report Rate - Loop	0.23	0.21	6647	486		0.22	0.09
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.12	0.00	6647	486		0.16	0.74
MR-2-04-3341	% Subsequent Reports	4.17	0.00	24	1			
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	0.95	0.62	6647	486			
MR-3 - Missed Repair Appointments								
MR-3-01-3341	% Missed Repair Appointment - Loop	26.67	0.00	15	1		45.67	
MR-3-02-3341	% Missed Repair Appointment - Central Office	12.50	NA	8				
MR-3-03-3341	% Missed Repair Appointment - CPE /TOK/FOK	15.87	0.00	63	3			
MR-3-04-3341	% Missed Repair Appointment - No Double Dispatch	15.38	0.00	13	1		37.44	
MR-3-05-3341	% Missed Repair Appointment - Double Dispatch	37.50	NA	8				
MR-4 - Trouble Duration Intervals								
MR-4-01-3341	Mean Time to Repair - Total	23.14	18.20	23	1	33.01	33.72	
MR-4-02-3341	Mean Time to Repair - Loop Trouble	19.62	18.20	15	1	23.73	24.51	
MR-4-03-3341	Mean Time to Repair - Central Office Trouble	29.74	NA	8		47.14		
MR-4-04-3341	% Cleared (all troubles) within 24 hours	78.26	100.00	23	1		42.13	
MR-4-07-3341	% Out of Service > 12 hours	45.45	100.00	11	1		52.01	
MR-4-08-3341	% Out of Service > 24 hours	18.18	0.00	11	1		40.28	
MR-4-09-3341	Mean Time to Repair - No Double Dispatch - Loop	11.42	18.20	13	1	18.92	19.63	
MR-4-10-3341	Mean Time to Repair - Double Dispatch - Loop	46.83	NA	8		42.61		
MR-5 - Repeat Trouble Reports								
MR-5-01-3341	% Repeat Reports within 30 Days	21.74	0.00	23	1		42.13	
Complex Services - 2 Wire xDSL								
MR-2 - Trouble Report Rate								
MR-2-02-3342	Network Trouble Report Rate - Loop	0.08	0.41	13186	3171		0.06	-5.72
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.04	0.06	13186	3171		0.04	-0.65
MR-2-04-3342	% Subsequent Reports	0.00	0.00	16	1			
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	1.03	1.10	13186	3171			
MR-3 - Missed Repair Appointments								
MR-3-01-3342	% Missed Repair Appointment - Loop	27.27	0.00	11	13		18.24	1.49
MR-3-02-3342	% Missed Repair Appointment - Central Office	0.00	0.00	5	2			
MR-3-03-3342	% Missed Repair Appointment - CPE /TOK/FOK	8.82	0.00	136	35			
MR-3-04-3342	% Missed Repair Appointment - No Double Dispatch	13.33	0.00	15	14		12.63	1.06
MR-3-05-3342	% Missed Repair Appointment - Double Dispatch	100.00	0.00	1	1			
MR-4 - Trouble Duration Intervals								
MR-4-01-3342	Mean Time to Repair - Total	28.97	12.16	16	15	21.44	7.70	2.18
MR-4-02-3342	Mean Time to Repair - Loop Trouble	36.24	13.63	11	13	21.69	8.89	2.54
MR-4-03-3342	Mean Time to Repair - Central Office Trouble	12.99	2.56	5	2	9.09	7.61	
MR-4-04-3342	% Cleared (all troubles) within 24 hours	50.00	86.67	16	15		17.97	2.04
MR-4-07-3342	% Out of Service > 12 hours	36.67	33.33	15	12		13.16	4.05
MR-4-08-3342	% Out of Service > 24 hours	46.67	8.33	15	12		19.32	1.98
MR-4-09-3342	Mean Time to Repair - No Double Dispatch - Loop	26.50	11.22	15	14	19.69	7.32	2.09
MR-4-10-3342	Mean Time to Repair - Double Dispatch - Loop	66.03	25.25	1	1			
MR-5 - Repeat Trouble Reports								
MR-5-01-3342	% Repeat Reports within 30 Days	43.75	6.67	16	15		17.83	2.08

Legend Notations defined on Legend sheet - last page

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

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

POTS - Provisioning

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
PR-1 - Average Interval Offered								
PR-1-01-3111	Average Interval Offered - Total No Dispatch - Hot Cut Loop	1.26	6.59	694	29	4.41	0.84	-6.38
PR-1-01-3122	Average Interval Offered - Total No Dispatch - Other (Switch & INP)	1.26	NA	694		4.41		
PR-1-01-3140	Average Interval Offered - Total No Dispatch - Platform	1.26	1.32	694	104	4.41	0.46	-0.13
PR-1-03-3112	Average Interval Offered - Dispatch (1-5 Lines) - Loop	4.38	3.83	302	18	4.06	0.89	0.56
PR-1-03-3140	Average Interval Offered - Dispatch (1-5 Lines) - Platform	4.38	2.50	302	6	4.06	1.67	
PR-1-04-3112	Average Interval Offered - Dispatch (6-9 Lines) - Loop	8.71	6.00	17	1	8.66	8.91	
PR-1-04-3140	Average Interval Offered - Dispatch (6-9 Lines) - Platform	8.71	NA	17		8.66		
PR-1-05-3112	Average Interval Offered - Dispatch (>= 10 Lines) - Loop	11.80	6.50	5	2	9.96	7.50	
PR-1-05-3140	Average Interval Offered - Dispatch (>= 10 Lines) - Platform	11.80	NA	5		9.96		
PR-2 - Average Completed Interval								
PR-2-01-3111	Average Interval Completed - Total No Dispatch - Hot Cut Loop	1.22	7.25	651	20	4.49	1.02	-5.92
PR-2-01-3122	Average Interval Completed - Total No Dispatch - Other (Switch & INP)	1.22	NA	651		4.49		
PR-2-01-3140	Average Interval Completed - Total No Dispatch - Platform	1.22	1.32	651	102	4.49	0.48	-0.21
PR-2-03-3112	Average Interval Completed - Dispatch (1-5 Lines) - Loop	4.15	3.27	269	11	4.04	1.24	0.71
PR-2-03-3140	Average Interval Completed - Dispatch (1-5 Lines) - Platform	4.15	2.67	269	6	4.04	1.67	
PR-2-04-3112	Average Interval Completed - Dispatch (6-9 Lines) - Loop	9.67	NA	12		8.13		
PR-2-04-3140	Average Interval Completed - Dispatch (6-9 Lines) - Platform	9.67	NA	12		8.13		
PR-2-05-3112	Average Interval Completed - Dispatch (>= 10 Lines) - Loop	12.75	6.50	4	2	11.64	10.08	
PR-2-05-3140	Average Interval Completed - Dispatch (>= 10 Lines) - Platform	12.75	NA	4		11.64		
PR-3 - Completed within X Days - Platform & Other (Switch & INP)								
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	80.96	54.74	5789	95		4.06	-6.46
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	89.48	93.68	5789	95		3.17	1.32
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	96.94	98.95	5789	95		1.78	1.13
PR-3-04-3142	% Completed in 4 Days (1-5 Lines - No Dispatch)	9.25	0.00	1579	6		11.85	
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	18.75	50.00	1579	6		15.96	
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	86.83	83.33	1579	6		13.83	
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	96.92	99.01	7368	101		1.73	1.21
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	98.74	98.95	5789	95		1.15	0.18
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	95.19	100.00	1579	6		8.75	
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	98.48	99.01	7368	101		1.23	0.43
PR-4 - Missed Appointments								
PR-4-02-3100	Average Delay Days - Total	8.85	2.00	221	3	31.75	18.45	
PR-4-03-3100	% Missed Appointment - Customer	No Standard	1.39	2.75	13556	255		
PR-4-04-3113	% Missed Appointment - Verizon - Dispatch - Loop New	5.89	1.96	2395	51		3.33	1.18
PR-4-04-3140	% Missed Appointment - Verizon - Dispatch - Loop New	5.89	9.09	2395	11		7.11	-0.45
PR-4-05-3123	% Missed Appointment - Verizon - No Dispatch - Other	0.72	0.00	11161	11		2.55	0.28
PR-4-05-3140	% Missed Appointment - Verizon - No Dispatch - Platform	0.72	0.55	11161	182		0.63	0.27
PR-4-07-3540	% On Time Performance - LNP	NA	NA	NA	NA			
PR-4-08-3111	% MA - Customer - Due to Late Order Conf. - Hot Cut Loop	No Standard	4.17		48			
PR-4-08-3123	% MA - Customer - Due to Late Order Conf. - Other (Switch & INP)	No Standard	0.00		62			
PR-4-08-3140	% MA - Customer - Due to Late Order Conf. - Platform	No Standard	0.00		193			
PR-4-10-3113	% MA - VZ - Std. Interval (W Coded) Orders - Disp. - Loop New	5.44	0.00	1857	7		4.98	1.09
PR-4-10-3140	% MA - VZ - Std. Interval (W Coded) Orders - Disp. - Platform	5.44	16.67	1857	6		9.27	
PR-4-11-3123	% MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Other	0.70	0.00	9535	3		4.81	
PR-4-11-3140	% MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Platform	0.70	0.97	9535	103		0.63	-0.33
PR-5 - Facility Missed Orders								
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	0.41	1.61	13556	62		0.81	-1.48
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	0.41	0.00	13556	193		0.46	0.89
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	0.01	0.00	13556	62		0.13	0.08
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	0.01	0.00	13556	193		0.07	0.14
PR-5-03-3112	% Orders Held for Facilities > 30 Days - FOK/TOK/CPE - Loop	0.00	0.00	13556	62			
PR-5-03-3140	% Orders Held for Facilities > 30 Days - Platform	0.00	0.00	13556	193			
PR-6 - Installation Quality								
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	5.62	4.65	10246	387		1.19	0.81
PR-6-01-3140	% Installation Troubles reported within 30 Days - Platform	5.62	0.00	10246	270		1.42	3.96
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	3.12	3.36	10246	387		0.90	-0.26
PR-6-02-3140	% Installation Troubles reported within 7 Days - Platform	3.12	0.00	10246	270		1.07	2.91
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	4.54	4.55	10246	387			
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	No Standard	4.54	NA	10246			
PR-8 - Open Orders in a Hold Status								
PR-8-01-3100	% Open Orders in a Hold Status > 30 Days	0.14	0.00	13556	255		0.24	0.59
PR-8-02-3100	% Open Orders in a Hold Status > 90 Days	0.10	0.00	13556	255		0.20	0.50
PR-9 - Hot Cuts								
PR-9-01-3114	% On Time Performance - Hot Cuts	95% win cut over window	82.16		51			-2.84
PR-9-02-3520	% Early Cuts - Lines	No Standard	0.00		205			
PR-9-03-3520	% Early Cuts - Orders	No Standard	0.00		51			
PR-9-04-3520	% Defective Cuts - Lines	No Standard	0.00		205			
PR-9-05-3520	% Defective Cuts - Orders	No Standard	0.00		51			
PR-9-06-3520	% Late Cuts - Lines	No Standard	13.66		205			
PR-9-07-3520	% Late Cuts - Orders	No Standard	7.84		51			
PR-9-08-3520	Average Duration of Service Interruption	No Standard	22.10		1			
PR-9-09-3520	% Supplemented or Cancelled Orders	No Standard	0.00		51			
Complex Services - 2 Wire Digital								
PR-1 - Average Interval Offered								
PR-1-01-3341	Average Interval Offered - Total No Dispatch	2.33	NA	9		1.94		
PR-1-02-3341	Average Interval Offered - Total Dispatch	4.82	4.80	17	5	1.67	0.85	
PR-2 - Average Completed Interval								
PR-2-01-3341	Average Interval Completed - Total No Dispatch	2.43	NA	7		1.90		
PR-2-02-3341	Average Interval Completed - Total Dispatch	5.00	3.75	16	4	1.86	1.04	
PR-3 - Completed within X Days								
PR-3-10-3341	% Completed within 6 Days (1-5 lines) Total	98.69	100.00	534	4		5.71	
PR-4 - Missed Appointments								
PR-4-02-3341	Average Delay Days - Total	2.00	NA	3		1.73		
PR-4-03-3341	% MA - Customer	6.06	20.00	33	5			
PR-4-04-3341	% MA - VZ - Dispatch	11.54	0.00	28	5		15.60	
PR-4-05-3341	% MA - VZ - No Dispatch	0.00	NA	7				
PR-4-06-3341	% MA - Customer - Due to Late Order Confirmation	No Standard	0.00		5			
PR-4-10-3341	% MA - VZ - Std. Interval (W Coded) Orders - Dispatch	8.00	0.00	25	4		14.61	
PR-4-11-3341	% MA - VZ - Std. Interval (W Coded) Orders - No Dispatch	0.00	NA	7				
PR-5 - Facility Missed Orders								
PR-5-01-3341	% Missed Appointment - Verizon - Facilities	6.06	0.00	33	5		11.45	
PR-5-02-3341	% Orders Held for Facilities > 15 Days	0.00	0.00	33	5			
PR-5-03-3341	% Orders Held for Facilities > 60 Days	0.00	0.00	33	5			
PR-6 - Installation Quality								
PR-6-01-3341	% Installation Troubles reported within 30 Days	3.70	16.67	27	6		8.52	
PR-6-03-3341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	7.41	0.00	27	6			
PR-8 - Open Orders in a Hold Status								
PR-8-01-3341	% Open Orders in a Hold Status > 30 Days	0.00	0.00	33	5			
PR-8-02-3341	% Open Orders in a Hold Status > 90 Days	0.00	0.00	33	5			
Complex Services - 2 Wire xDSL								
PR-1 - Average Interval Offered								
PR-1-01-3342	Average Interval Offered - Total No Dispatch	NA	0.00		2			
PR-1-02-3342	Average Interval Offered - Total Dispatch	NA	4.50		8			
PR-2 - Average Completed Interval								
PR-2-01-3342	Average Interval Completed - Total No Dispatch	NA	0.00		2			
PR-2-02-3342	Average Interval Completed - Total Dispatch	NA	5.83		6			
PR-2-13-3342	Avg. Interval Completed-DD-2 Test & Serial#	3.21	NA	447				
PR-2-14-3342	Avg. Interval Completed-DD-2 Test & Serial#	No Standard	NA					
PR-2-15-3342	Avg. Interval Completed-No DD-2 Test & Serial#	No Standard	NA					
PR-2-16-3342	Avg. Interval Completed-No DD-2 Test & 800# Prov	No Standard	12.28		29			
PR-2-17-3342	Avg. Interval Completed-No DD-2 Test& No 800#	No Standard	NA					
PR-3 - Completed within X Days								
PR-3-10-3342	% Completed within 6 Days (1-5 lines) Total	98.69	62.50	534	8		4.05	

continued

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

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

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate		
PR-4 - Missed Appointments							
PR-4-02-3342	Average Delay Days - Total	NA	NA				
PR-4-03-3342	% MA - Customer	NA	18.18		33		
PR-4-04-3342	% MA - VZ - Dispatch	NA	0.00		33		
PR-4-05-3342	% MA - VZ - No Dispatch	NA	NA				
PR-4-08-3342	% MA - Customer - Due to Late Order Confirmation	NA	0.00		33		
PR-4-10-3342	% MA - VZ - Std. Interval (W Coded) Orders - Dispatch	NA	0.00		9		
PR-4-11-3342	% MA - VZ - Std. Interval (W Coded) Orders - No Dispatch	NA	NA				
PR-4-14-3342	% Completed On Time - DD-2 Test & Serial#	87.14	NA	739			
PR-4-15-3342	% Completed On Time - DD-2 Test Total	NA	NA				
PR-4-16-3342	% Completed On Time - No DD-2 Test & Serial#	NA	NA				
PR-4-17-3342	% Completed On Time - No DD-2 Test & 800# Prov	96.55	NA	29			1.55
PR-4-18-3342	% Completed On Time - No DD-2 Test & No 800#	NA	NA				
PR-5 - Facility Missed Orders							
PR-5-01-3342	% Missed Appointment - Verizon - Facilities	NA	0.00		33		
PR-5-02-3342	% Orders Held for Facilities > 15 Days	NA	0.00		33		
PR-5-03-3342	% Orders Held for Facilities > 60 Days	NA	0.00		33		
PR-6 - Installation Quality							
PR-6-01-3342	% Installation Troubles reported within 30 Days	NA	15.15		33		
PR-6-03-3342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	NA	15.15		33		
PR-8 - Open Orders in a Hold Status							
PR-8-01-3342	% Open Orders in a Hold Status > 30 Days	NA	0.00		33		
PR-8-02-3342	% Open Orders in a Hold Status > 90 Days	NA	0.00		33		
POTS & Complex Aggregate							
PR-1 - Average Interval Offered							
PR-1-10-3133	Average Interval Offered - Disconnects - No Dispatch	2.88	3.73	3867	62	4.91	0.63
PR-1-11-3133	Average Interval Offered - Disconnects - Dispatch	2.61	6.00	33	3	4.70	2.83
PR-2 - Average Completed Interval							
PR-2-10-3133	Average Interval Completed - Disconnects - No Dispatch	2.62	4.79	3632	38	5.20	0.85
PR-2-11-3133	Average Interval Completed - Disconnects - Dispatch	2.29	6.00	31	2	4.65	3.39

UNE MAINTENANCE

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
POTS - Maintenance								
MR-2 - Trouble Report Rate								
MR-2-02-3112	Network Trouble Report Rate - Loop	1.01	0.61	482127	9733		0.10	3.97
MR-2-02-3140	Network Trouble Report Rate - Platform	1.01	0.20	482127	490		0.45	1.79
MR-2-03-3112	Network Trouble Report Rate - Central Office - Loop	0.07	0.09	482127	9733		0.03	-1.01
MR-2-03-3140	Network Trouble Report Rate - Central Office - Platform	0.07	0.00	482127	490		0.12	0.57
MR-2-04-3112	% Subsequent Reports - Loop	1.20	0.00	5266	68			
MR-2-04-3140	% Subsequent Reports - Platform	1.20	0.00	5266	1			
MR-2-05-3112	% CPE/TOK/FOK Trouble Report Rate - Loop	0.72	0.33	482127	9733			
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate - Platform	0.72	0.20	482127	490			
MR-3 - Missed Repair Appointments								
MR-3-01-3112	% Missed Repair Appointment - Loop	6.24	13.56	4885	59		3.17	-2.31
MR-3-01-3140	% Missed Repair Appointment - Platform	6.24	0.00	4885	1		24.19	
MR-3-02-3112	% Missed Repair Appointment - Central Office - Loop	1.26	0.00	318	9		3.77	
MR-3-02-3140	% Missed Repair Appointment - Central Office - Platform	1.26	NA	318	1			
MR-3-03-3112	% Missed Repair Appointment - CPE /TOK/FOK - Loop	3.76	9.38	3462	32			
MR-3-03-3140	% Missed Repair Appointment - CPE /TOK/FOK - Platform	3.76	0.00	3462	1			
MR-3-04-3112	% Missed Repair Appointment - No Double Dispatch - Loop	3.42	7.27	3923	55		2.47	-1.56
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch - Platform	3.42	0.00	3923	1		18.18	
MR-3-05-3112	% Missed Repair Appointment - Double Dispatch - Loop	22.94	33.33	715	12		12.24	-0.85
MR-3-05-3140	% Missed Repair Appointment - Double Dispatch - Platform	22.94	NA	715				
MR-4 - Trouble Duration Intervals								
MR-4-01-3112	Mean Time to Repair - Total - Loop	15.24	19.37	5203	68	17.89	2.18	-1.89
MR-4-01-3140	Mean Time to Repair - Total - Platform	15.24	1.32	5203	1	17.89	17.89	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	15.91	20.37	4885	59	18.11	2.37	-1.88
MR-4-02-3140	Mean Time to Repair - Loop Trouble - Platform	15.91	1.32	4885	1	18.11	18.11	
MR-4-03-3112	Mean Time to Repair - Central Office Trouble - Loop	4.90	12.84	318	9	9.25	3.13	
MR-4-03-3140	Mean Time to Repair - Central Office Trouble - Platform	4.90	NA	318		9.25		
MR-4-04-3112	% Cleared (all troubles) within 24 hours - Loop	84.24	83.82	5203	68		4.45	-0.09
MR-4-04-3140	% Cleared (all troubles) within 24 hours - Platform	84.24	100.00	5203	1		36.44	
MR-4-08-3140	% Out of Service > 4 hours - Platform	70.13	0.00	2069	1		45.78	
MR-4-07-3112	% Out of Service > 12 hours - Loop	46.54	55.81	2069	43		7.69	-1.21
MR-4-07-3140	% Out of Service > 12 hours - Platform	46.54	0.00	2069	1		49.89	
MR-4-08-3112	% Out of Service > 24 hours - Loop	9.52	11.63	2069	43		4.52	-0.47
MR-4-08-3140	% Out of Service > 24 hours - Platform	9.52	0.00	2069	1		29.36	
MR-4-09-3112	Mean Time to Repair - No Double Dispatch - Loop	14.54	16.82	3923	55	15.71	2.13	-1.07
MR-4-10-3112	Mean Time to Repair - Double Dispatch - Loop	25.23	32.44	715	12	27.65	8.05	-0.90
MR-5 - Repeat Trouble Reports								
MR-5-01-3112	% Repeat Reports within 30 Days - Loop	12.65	20.59	5203	68		4.06	-1.96
MR-5-01-3140	% Repeat Reports within 30 Days - Platform	12.65	0.00	5203	1		33.24	
Complex Services - 2 Wire Digital								
MR-2 - Trouble Report Rate								
MR-2-02-3342	Network Trouble Report Rate - Loop	0.13	0.31	3007	324		0.21	-0.82
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.13	0.00	3007	324		0.21	0.62
MR-2-04-3341	% Subsequent Reports	0.00	0.00	8	1			
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	1.13	0.00	3007	324			
MR-3 - Missed Repair Appointments								
MR-3-01-3341	% Missed Repair Appointment - Loop	25.00	0.00	4	1		48.41	
MR-3-02-3341	% Missed Repair Appointment - Central Office	25.00	NA	4				
MR-3-03-3341	% Missed Repair Appointment - CPE /TOK/FOK	23.53	NA	24				
MR-3-04-3341	% Missed Repair Appointment - No Double Dispatch	0.00	0.00	3	1			
MR-3-05-3341	% Missed Repair Appointment - Double Dispatch	40.00	NA	5				
MR-4 - Trouble Duration Intervals								
MR-4-01-3341	Mean Time to Repair - Total	14.05	17.07	8	1	9.90	10.50	
MR-4-02-3341	Mean Time to Repair - Loop Trouble	17.48	17.07	4	1	9.62	10.76	
MR-4-03-3341	Mean Time to Repair - Central Office Trouble	10.62	NA	4		10.23		
MR-4-04-3341	% Cleared (all troubles) within 24 hours	75.00	100.00	8	1		45.93	
MR-4-07-3341	% Out of Service > 12 hours	0.00	100.00	1	1			
MR-4-08-3341	% Out of Service > 24 hours	0.00	0.00	1	1			
MR-4-09-3341	Mean Time to Repair - No Double Dispatch - Loop	4.39	17.07	3	1	0.76	0.88	
MR-4-10-3341	Mean Time to Repair - Double Dispatch - Loop	19.85	NA	5		7.69		
MR-5 - Repeat Trouble Reports								
MR-5-01-3341	% Repeat Reports within 30 Days	25.00	0.00	8	1		45.93	
Complex Services - 2 Wire xDSL								
MR-2 - Trouble Report Rate								
MR-2-02-3342	Network Trouble Report Rate - Loop	0.00	0.44	436	1370			
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.00	0.22	436	1370			
MR-2-04-3342	% Subsequent Reports	NA	0.00					
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	0.00	0.80	436	1370			
MR-3 - Missed Repair Appointments								
MR-3-01-3342	% Missed Repair Appointment - Loop	NA	0.00		6			
MR-3-02-3342	% Missed Repair Appointment - Central Office	NA	0.00		3			
MR-3-03-3342	% Missed Repair Appointment - CPE /TOK/FOK	NA	9.09		11			
MR-3-04-3342	% Missed Repair Appointment - No Double Dispatch	NA	0.00		7			
MR-3-05-3342	% Missed Repair Appointment - Double Dispatch	NA	0.00		2			
MR-4 - Trouble Duration Intervals								
MR-4-01-3342	Mean Time to Repair - Total	NA	21.81		9			
MR-4-02-3342	Mean Time to Repair - Loop Trouble	NA	19.65		6			
MR-4-03-3342	Mean Time to Repair - Central Office Trouble	NA	26.14		3			
MR-4-04-3342	% Cleared (all troubles) within 24 hours	NA	55.56		9			
MR-4-07-3342	% Out of Service > 12 hours	NA	57.14		7			
MR-4-08-3342	% Out of Service > 24 hours	NA	57.14		7			
MR-4-09-3342	Mean Time to Repair - No Double Dispatch - Loop	NA	20.57		7			
MR-4-10-3342	Mean Time to Repair - Double Dispatch - Loop	NA	28.15		2			
MR-5 - Repeat Trouble Reports								
MR-5-01-3342	% Repeat Reports within 30 Days	NA	11.11		9			

Legend Notations defined on Legend sheet - last page

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**CLEC Aggregate Performance
TRUNKS**

ORDERING

Metric #	Standard	Actual Performance	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	
OR-1-12-5020	% On Time FOC <= 192 Forecasted Trunks	95% in 10 Bus Days	100.00	2
OR-1-13-5000	% On Time Design Layout Record (DLR)	95% in 11 Bus Days	100.00	2
OR-1-19-5020	% On Time Response - Request for inbound (VZ-CLEC augment) <=192 Trunks	95% in Schedule Compliance	NA	
OR-1-19-5030	% On Time Response - Request for inbound (VZ-CLEC augment) > 192 Trunks	95% in Schedule Compliance	NA	
OR-2 - Reject Timeliness				
OR-2-11-5020	Average Trunk ASR Reject Time <= 192 Forecasted Trunks	No Standard	3.00	
OR-2-12-5020	% On Time Trunk ASR Reject <= 192 Forecasted Trunks	95% within 10 Bus Days	100.00	2

PROVISIONING

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
PR-1 - Average Interval Offered								
PR-1-09-5020	Average Interval Offered - Total <= 192 Forecasted Trunks	Parity with IXC / FGD	12.50	NA	28	28	3.61	
PR-1-09-5030	Average Interval Offered - Total > 192 Forecasted & Unforecasted	Parity with IXC / FGD	11.09	9.64	43	28	4.52	1.10
PR-2 - Average Interval Completed								
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	Parity with IXC / FGD	NA	NA				
PR-4-03-5000	% Missed Appointment - Customer	No Standard	25.36	36.26	5967	4120		
PR-4-09-5000	% MA - VZ - Std. Interval (W Coded) Orders - Total	Parity with IXC / FGD	0.00	NA	888			
PR-5 - Facility Missed Orders								
PR-5-01-5000	% Missed Appointment - Verizon - Facilities	Parity with IXC / FGD	0.00	0.00	5967	4120		
PR-5-02-5000	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD	0.00	0.00	5967	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								
PR-6-01-5000	% Installation Troubles reported within 30 Days	Parity with IXC / FGD	0.05	0.02	5967	4120		0.05
PR-6-03-5000	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	No Standard	0.00	0.00	5967	4120		0.57
PR-8 - Average Days Held on Pending Orders								
PR-8-01-5000	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	0.07	0.00	5967	4120		0.05
PR-8-02-5000	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.07	0.00	5967	4120		1.31

MAINTENANCE

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
MR-4 - Trouble Duration Intervals								
MR-4-01-5000	Mean Time To Repair - Total	Parity with IXC / FGD	3.79	3.44	41	15	6.71	2.03
MR-4-04-5000	% Cleared (all troubles) within 24 Hours	Parity with IXC / FGD	97.56	100.00	41	15		4.66
MR-4-05-5000	% Out of Service > 2 Hours	Parity with IXC / FGD	39.02	26.67	41	15		14.72
MR-4-06-5000	% Out of Service > 4 hours	Parity with IXC / FGD	24.39	20.00	41	15		12.96
MR-4-07-5000	% Out of Service > 12 hours	Parity with IXC / FGD	4.88	6.67	41	15		6.50
MR-4-08-5000	% Out of Service > 24 Hours	Parity with IXC / FGD	2.44	0.00	41	15		4.66
MR-5 - Repeat Trouble Report Rates								
MR-5-01-5400	% Repeat Reports within 30 Days	Parity with IXC / FGD	9.76	33.33	41	15		8.96

NETWORK PERFORMANCE

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
NP-1 - Percent Final Trunk Group Blockage								
NP-1-01-5000	% FTG Exceeding Blocking Standard - Common Final Trunks	No Standard	1.20		166			
NP-1-01-5400	% FTG Exceeding Blocking Standard - Dedicated Final Trunks	No Standard	2.04		98			
NP-1-02-5000	% FTG Exceeding Blocking Standard (No Exceptions) - Common Final Trunks	No Standard	1.20		166			
NP-1-02-5400	% FTG Exceeding Blocking Standard (No Exceptions) - Dedicated Final Trunks	No Standard	6.12		98			
NP-1-03-5400	Number Dedicated FTG Exceeding Blocking Standard - 2 Months	No Standard	0.00		98			
NP-1-04-5400	Number Dedicated FTG Exceeding Blocking Standard - 3 Months	See Guidelines	0.00		98			
NP-2 - Collocation Performance								
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	95% On Time	100.00		6	5.00		
NP-2-02-6110	Average Interval - Physical Collocation - New	No Standard	NA					
NP-2-02-6120	Average Interval - Physical Collocation - Augment	No Standard	115.25		4			
NP-2-03-6110	Average Interval - SCOPE - New	No Standard	16.00		2			
NP-2-03-6120	Average Interval - SCOPE - Augment	No Standard	109.00		8			
NP-2-04-6110	Average Interval - CCOE - VZ Equipment is Secure - New	No Standard	NA					
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	No Standard	NA					
NP-2-05-6120	Average Interval - CCOE - VZ Equipment is Unsecured - Augment	No Standard	NA					
NP-2-06-6110	Average Interval - Virtual Collocation - New	No Standard	NA					
NP-2-06-6120	Average Interval - Virtual Collocation - Augment	No Standard	NA					
NP-2-07-6110	% On Time - New	95% On Time	100.00		2	5.00		
NP-2-07-6120	% On Time - Augment	95% On Time	100.00		12	5.00		
NP-2-08-6110	Average Delay Days - New	No Standard	NA					
NP-2-08-6120	Average Delay Days - Augment	No Standard	NA					
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		

Legend Notations defined on Legend sheet - last page

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LEGEND

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

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

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

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

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