

Carrier to Carrier
Performance Standards and Reports
January 2002
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	0.30	3.28	-2.98
PO-1-01-6030	Ave Resp Tm - Customer Service Record - CORBA	Parity plus <= 4 Seconds	0.30	0.75	-0.45
PO-1-01-6050	Ave Resp Tm - Customer Service Record - Web GUI	Parity plus <= 4 Seconds	0.30	3.21	-2.91
PO-1-02-6020	Ave Resp Tm - Due Date Availability - EDI	Parity plus <= 4 Seconds	0.93	4.43	-3.50
PO-1-02-6030	Ave Resp Tm - Due Date Availability - CORBA	Parity plus <= 4 Seconds	0.93	1.71	-0.78
PO-1-02-6050	Ave Resp Tm - Due Date Availability - Web GUI	Parity plus <= 4 Seconds	0.93	4.34	-3.41
PO-1-03-6020	Ave Resp Tm - Address Validation - EDI	Parity plus <= 4 Seconds	3.78	4.92	-1.14
PO-1-03-6030	Ave Resp Tm - Address Validation - CORBA	Parity plus <= 4 Seconds	3.78	1.92	1.86
PO-1-03-6050	Ave Resp Tm - Address Validation - Web GUI	Parity plus <= 4 Seconds	3.78	4.56	-0.78
PO-1-04-6020	Ave Resp Tm - Product and Service Availability - EDI	Parity plus <= 4 Seconds	8.43	14.54	-6.11
PO-1-04-6030	Ave Resp Tm - Product and Service Availability - CORBA	Parity plus <= 4 Seconds	8.43	13.74	-5.31
PO-1-04-6050	Ave Resp Tm - Product and Service Availability - Web GUI	Parity plus <= 4 Seconds	8.43	14.84	-6.41
PO-1-05-6020	Ave Resp Tm - Tel Number Availability and Reservation - EDI	Parity plus <= 4 Seconds	0.76	6.11	-5.35
PO-1-05-6030	Ave Resp Tm - Tel Number Availability and Reservation - CORBA	Parity plus <= 4 Seconds	0.76	3.35	-2.59
PO-1-05-6050	Ave Resp Tm - Tel Number Availability and Reservation - Web GUI	Parity plus <= 4 Seconds	0.76	5.77	-5.01
PO-1-06-6020	Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - EDI	Parity plus <= 4 Seconds	12.52	4.78	7.74
PO-1-06-6030	Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - CORBA	Parity plus <= 4 Seconds	12.52	3.06	9.46
PO-1-06-6050	Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - Web GUI	Parity plus <= 4 Seconds	12.52	4.55	7.97
PO-1-07-6020	Ave Resp Tm - Rejected Query - EDI	Parity plus <= 4 Seconds	0.18	3.44	-3.26
PO-1-07-6030	Ave Resp Tm - Rejected Query - CORBA	Parity plus <= 4 Seconds	0.18	0.80	-0.62
PO-1-07-6050	Ave Resp Tm - Rejected Query - Web GUI	Parity plus <= 4 Seconds	0.18	3.04	-2.86
PO-1-08-6020	% Timeouts - EDI	No Standard	0.65	0.27	
PO-1-08-6030	% Timeouts - CORBA	No Standard	0.65	0.04	
PO-1-08-6050	% Timeouts - Web GUI	No Standard	0.65	0.84	
PO-1-09-6020	Parsed CSR - EDI	Parity plus <= 10 Seconds	0.30	2.65	-2.35
PO-1-09-6030	Parsed CSR - CORBA	Parity plus <= 10 Seconds	0.30	0.32	-0.02
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	2.65	
PO-1-10-6030	Parsed CSR - CLEC Total - CORBA	No Standard	NA	0.40	
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	100.00	0.00	
PO-2-01-6040	OSS Interface Availability - Total - Web - GUI - Maintenance	No Standard	99.88	0.88	
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%	100.00	0.00	0.50
PO-2-02-6050	OSS Interface Availability - Prime Time - Web GUI - Pre-Ordering	99.5%	99.83	0.71	0.33
PO-2-02-6040	OSS Interface Availability - Prime Time - Web GUI - Maintenance	99.5%	99.85	0.71	0.35
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	100.00	0.00	
PO-2-03-6040	OSS Interface Availability - Non-Prime Time - Web GUI - Maintenance	No Standard	99.94	0.16	
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	12.89		
PO-3-02-2005	% Answered within 20 Seconds - Ordering - Falls Church	85% within 20 Seconds	88.48	4823	3.48
PO-3-03-2002	Average Speed of Answering - Richmond	No Standard	8.92		
PO-3-04-2002	% Answered within 20 Seconds - Repair - Richmond	85% within 20 Seconds	87.70	105942	2.69
PO-4 - Timeliness of Change Management Notice					
PO-4-01-6600	% Chng Mngmnt Ntcs & Chng Mngmnt Cnfrms sent on Time - All Types	95% Complying with Minimum Interval	100.00	22	5.00
PO-4-04-6611	% Change Management Notices sent on time - Type 1 - Emergency Maintenance	No Standard	100.00	6	
PO-4-04-6621	% Change Management Notices sent on time - Type 2 - Regulatory	No Standard	NA		
PO-4-04-6631	% Change Management Notices sent on time - Type 3 - Industry Standard	No Standard	NA		
PO-4-04-6641	% Change Management Notices sent on time - Type 4 - VZ Originated	No Standard	NA		
PO-4-04-6651	% Change Management Notices sent on time - Type 5 - CLEC Originated	No Standard	NA		
PO-4-04-6612	% Change Management Confirmations sent on time - Type 1 - Emergency Maintenance	No Standard	NA		
PO-4-04-6622	% Change Management Confirmations sent on time - Type 2 - Regulatory	No Standard	100.00	8	
PO-4-04-6632	% Change Management Confirmations sent on time - Type 3 - Industry Standard	No Standard	100.00	1	
PO-4-04-6642	% Change Management Confirmations sent on time - Type 4 - VZ Originated	No Standard	100.00	4	
PO-4-04-6652	% Change Management Confirmations sent on time - Type 5 - CLEC Originated	No Standard	100.00	3	
PO-4-05-6611	Change Management Notices - Average Delay Days - Type 1 - Emergency Maintenance	No Standard	NA		
PO-4-05-6621	Change Management Notices - Average Delay Days - Type 2 - Regulatory	No Standard	NA		
PO-4-05-6631	Change Management Notices - Average Delay Days - Type 3 - Industry Standard	No Standard	NA		
PO-4-05-6641	Change Management Notices - Average Delay Days - Type 4 - VZ Originated	No Standard	NA		
PO-4-05-6651	Change Management Notices - Average Delay Days - Type 5 - CLEC Originated	No Standard	NA		
PO-4-05-6612	Change Management Confirmations - Average Delay Days - Type 1 - Emergency Maintenance	No Standard	NA		
PO-4-05-6622	Change Management Confirmations - Average Delay Days - Type 2 - Regulatory	No Standard	NA		
PO-4-05-6632	Change Management Confirmations - Average Delay Days - Type 3 - Industry Standard	No Standard	NA		
PO-4-05-6642	Change Management Confirmations - Average Delay Days - Type 4 - VZ Originated	No Standard	NA		
PO-4-05-6652	Change Management Confirmations - Average Delay Days - Type 5 - CLEC Originated	No Standard	NA		
PO-4-06-6611	Change Management Notices - Average Delay Days - 8 Plus Days - Type 1 - Emergency Maintenance	0 > 8 Days	NA		
PO-4-06-6621	Change Management Notices - Average Delay Days - 8 Plus Days - Type 2 - Regulatory	0 > 8 Days	NA		
PO-4-06-6631	Change Management Notices - Average Delay Days - 8 Plus Days - Type 3 - Industry Standard	0 > 8 Days	NA		
PO-4-06-6641	Change Management Notices - Average Delay Days - 8 Plus Days - Type 4 - VZ Originated	0 > 8 Days	NA		
PO-4-06-6651	Change Management Notices - Average Delay Days - 8 Plus Days - Type 5 - CLEC Originated	0 > 8 Days	NA		
PO-4-06-6612	Change Management Confirmations - Average Delay Days - 8 Plus Days - Type 1 - Emergency Maintenance	0 > 8 Days	NA		
PO-4-06-6622	Change Management Confirmations - Average Delay Days - 8 Plus Days - Type 2 - Regulatory	0 > 8 Days	NA		
PO-4-06-6632	Change Management Confirmations - Average Delay Days - 8 Plus Days - Type 3 - Industry Standard	0 > 8 Days	NA		
PO-4-06-6642	Change Management Confirmations - Average Delay Days - 8 Plus Days - Type 4 - VZ Originated	0 > 8 Days	NA		
PO-4-06-6652	Change Management Confirmations - Average Delay Days - 8 Plus Days - Type 5 - CLEC Originated	0 > 8 Days	NA		
PO-5 - Average Notification of Interface Outage					
PO-5-01-2030	Average Notice of Interface Outage	Not more than 20 minutes	15.00	1	5.00
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	100.00	2	5.00
PO-8-02-2000	% On-Time - Engineering Record Request	95% within 72 Hours	NA		

continued

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OPERATION SUPPORT SYSTEM / BILLING**

TROUBLE REPORTING (OSS)

MR-1 - Response Time OSS Maintenance Interface

		VZ	CLEC	Observations	Difference	
MR-1-01-6040	Average Response Time - Create Trouble - Web GUI	Parity plus <= 7 Seconds	11.98	3.80	405	8.18
MR-1-01-6060	Average Response Time - Create Trouble - Electronic Bonding	Parity plus <= 4 Seconds	11.98	11.00	54	0.98
MR-1-02-6040	Average Response Time - Status Trouble - Web GUI	Parity plus <= 7 Seconds	6.97	0.45	1	6.52
MR-1-02-6060	Average Response Time - Status Trouble - Electronic Bonding	Parity plus <= 4 Seconds	6.97	0.19	9	6.78
MR-1-03-6040	Average Response Time - Modify Trouble - Web GUI	Parity plus <= 7 Seconds	11.70	NA		
MR-1-03-6060	Average Response Time - Modify Trouble - Electronic Bonding	Parity plus <= 4 Seconds	11.70	7.23	57	4.47
MR-1-04-6040	Average Response Time - Request Cancellation of Trouble - Web GUI	Parity plus <= 7 Seconds	13.10	4.44	7	8.66
MR-1-04-6060	Average Response Time - Request Cancellation of Trouble - Electronic Bonding	Parity plus <= 4 Seconds	13.10	NA		
MR-1-05-6040	Average Response Time - Trouble Report History (by TN/Circuit) - Web GUI	Parity plus <= 7 Seconds	0.45	2.19	169	-1.74
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	46.74	33.85	2075	12.89
MR-1-06-6060	Average Response Time - Test Trouble (POTS Only) - Electronic Bonding	Parity plus <= 4 Seconds	46.74	NA		

BILLING

BI-1 - Timeliness of Daily Usage Feed

			VZ	CLEC	Observations	Difference
BI-1-01-2030	% DUF in 3 Business Days	No Standard	98.34			
BI-1-02-2030	% DUF in 4 Business Days	9% of DUF in 4 Business Days	99.52	12733963		4.52
BI-1-03-2030	% DUF in 5 Business Days	No Standard	99.55			
BI-1-04-2030	% DUF in 8 Business Days	No Standard	99.61			

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	459		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	1.33	7.81	200716279	6031966		
BI-3-03-2030	% Billing Adjustments - Excluding Charges Adjusted Due to PCDs	Parity with VZ Retail	1.04	7.58	200716279	6031966	0.00	-1560.02

BI-4 - DUF Accuracy

			CLEC	Observations	Difference
BI-4-01-2030	% Usage Accuracy	95%	100.00	10886016	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	61		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	38.15	31.70	30616173.00	662425.00		
BI-6-02-2030	% Completeness of Usage Charges - Excluding PCD Delayed Charges	Parity with VZ Retail	38.14	31.70	30608783.00	662396.00	0.06	-106.76

BI-7 - Completeness of Fractional Recurring Charges

			VZ	CLEC	Observations	Difference
BI-7-01-2030	% Completeness of Fractional Recurring Charges - Including PCD Delayed Charges	No Standard	70.72	68.18	6302103.09	515919.36
BI-7-02-2030	% Completeness of Fractional Recurring Charges - Excluding PCD Delayed Charges	Parity with VZ Retail	89.38	83.07	4710258.92	411706.60

BI-8 - Non-recurring Charge Completeness

			VZ	CLEC	Observations	Difference
BI-8-01-2030	% Completeness of Non-Recurring Charges - Including PCD Delayed Charges	No Standard	95.88	98.66	3152001.26	575588.01
BI-8-02-2030	% Completeness of Non-Recurring Charges - Excluding PCD Delayed Charges	Parity with VZ Retail	98.50	99.20	2849386.25	570922.96

OPERATOR SERVICES & DATABASES

OD-1 - Operator Services - Speed of Answer

			VZ	CLEC Aggregate	Observations	Difference
OD-1-01-1020	Average Speed of Answer - Operator Services	No Standard	1.96	0.23	26560	
OD-1-02-1020	Average Speed of Answer - Directory Assistance	No Standard	6.27	3.31	116044	
OD-1-03-1020	% Answered within 30 Seconds - Operator Services	95% in 30 Seconds	99.74	100.00	26560	5.00
OD-1-04-1020	% Answered within 30 Seconds - Directory Assistance	95% in 30 Seconds	93.09	99.31	116044	4.31

OD-3 - DA Database Update Accuracy

			VZ	CLEC Aggregate	VZ	CLEC Aggregate	Sampling Error	Z-Score
OD-3-01-1020	% DA Update Accuracy - Including PCD's	No Standard	99.50	99.50	200	200		
OD-3-02-1020	% DA Update Accuracy - Excluding PCD's	Parity with VZ Retail	99.50	99.50	200	200	0.71	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		100.00	13	5.00

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

			VZ	CLEC	Observations	Difference
GE-2-01-2030	% of Access Requests Responses Transmitted On-Time	95% on or before Due Date		100.00	37	5.00

GE-3 - Bona Fide Request Responses

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

Legend Notations defined on Legend sheet - last page

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

Metric #	POTS & Pre-qualified Complex	Standard	CLEC Aggregate		
			Performance	Observations	Difference
OR-1 - Order Confirmation Timeliness					
OR-1-01-2320	Av. Local Service Request Confirmation -LSRC- -Flow-Through	No Standard	0.14		
OR-1-02-2320	% On Time LSRC - Flow-Through	95% within 2 hours	99.98	9171	4.98
OR-1-03-2320	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard	12.98		
OR-1-04-2320	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	95% within 24 hours	96.73	2327	1.73
OR-1-05-2320	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	No Standard	20.59		
OR-1-06-2320	% On Time LSRC >=6 Lines - Electronic - No Flow-Through	95% within 72 hours	98.92	93	3.92
OR-1-07-2320	Average LSRC Time < 6 Lines - Fax	No Standard	NA		
OR-1-08-2320	% On Time LSRC < 6 Lines - Fax	95% within 48 hours	NA		
OR-1-09-2320	Average LSRC Time >= 6 Lines - Fax	No Standard	NA		
OR-1-10-2320	% On Time LSRC >= 6 Lines - Fax	95% within 96 hours	NA		
OR-2 - Reject Timeliness					
OR-2-01-2320	Average Local Service Request -LSR- Reject - Time -Flow-Through	No Standard	0.02		
OR-2-02-2320	% On Time LSR Reject - Flow-Through	95% within 2 hours	100.00	1904	5.00
OR-2-03-2320	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	11.61		
OR-2-04-2320	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 24 hours	98.37	1102	3.37
OR-2-05-2320	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	28.98		
OR-2-06-2320	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	49	5.00
OR-2-07-2320	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA		
OR-2-08-2320	% On Time LSR Reject < 6 Lines - Fax	95% within 48 hours	NA		
OR-2-09-2320	Average LSR Reject Time >= 6 Lines - Fax	No Standard	NA		
OR-2-10-2320	% On Time LSR Reject >= 6 Lines - Fax	95% within 96 hours	NA		
OR-7 - % Order Confirmation/Rejects Sent Within 3 Business Days					
OR-7-01-2100	% Order Confirmation/Rejects Sent Within 3 Business Days - POTS	95%	99.18	5105	4.18
Complex Services - 2 Wire Digital					
OR-1 - Order Confirmation Timeliness					
OR-1-03-2341	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard	12.02		
OR-1-04-2341	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	3	5.00
OR-1-05-2341	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	No Standard	53.73		
OR-1-06-2341	% On Time LSRC >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	75.00	4	-20.00
OR-1-07-2341	Average LSRC Time < 6 Lines - Fax	No Standard	NA		
OR-1-08-2341	% On Time LSRC < 6 Lines - Fax	95% within 96 hours	NA		
OR-1-09-2341	Average LSRC Time >= 6 Lines - Fax	No Standard	NA		
OR-1-10-2341	% On Time LSRC >= 6 Lines - Fax	95% within 96 hours	NA		
OR-2 - Reject Timeliness - Requiring Loop Qualification					
OR-2-03-2341	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	17.08		
OR-2-04-2341	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	11	5.00
OR-2-05-2341	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	22.30		
OR-2-06-2341	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	5	5.00
OR-2-07-2341	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA		
OR-2-08-2341	% On Time LSR Reject < 6 Lines - Fax	95% within 96 hours	NA		
OR-2-09-2341	Average LSR Reject Time >= 6 Lines - Fax	No Standard	NA		
OR-2-10-2341	% On Time LSR Reject >= 6 Lines - Fax	95% within 96 hours	NA		
Complex Services - 2 Wire xDSL					
OR-1 - Order Confirmation Timeliness					
OR-1-03-2342	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard	NA		
OR-1-04-2342	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	95% within 72 hours	NA		
OR-1-05-2342	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	No Standard	NA		
OR-1-06-2342	% On Time LSRC >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	NA		
OR-1-07-2342	Average LSRC Time < 6 Lines - Fax	No Standard	NA		
OR-1-08-2342	% On Time LSRC < 6 Lines - Fax	95% within 96 hours	NA		
OR-1-09-2342	Average LSRC Time >= 6 Lines - Fax	No Standard	NA		
OR-1-10-2342	% On Time LSRC >= 6 Lines - Fax	95% within 96 hours	NA		
OR-2 - Reject Timeliness - Requiring Loop Qualification					
OR-2-03-2342	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	NA		
OR-2-04-2342	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 72 hours	NA		
OR-2-05-2342	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	NA		
OR-2-06-2342	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	NA		
OR-2-07-2342	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA		
OR-2-08-2342	% On Time LSR Reject < 6 Lines - Fax	95% within 96 hours	NA		
OR-2-09-2342	Average LSR Reject Time >= 6 Lines - Fax	No Standard	NA		
OR-2-10-2342	% On Time LSR Reject >= 6 Lines - Fax	95% within 96 hours	NA		

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RESALE ORDERING - POTS / SPECIAL SERVICES**

Metric #	Special Services	Standard	CLEC Aggregate			
			Performance	Observations	Difference	
OR-1 - Order Confirmation Timeliness						
OR-1-03-2214	Average LSRC Time < 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	No Standard	25.98			
OR-1-03-2210	Average LSRC Time < 6 Lines - DS0 - Electronic - No Flow-Through	No Standard	NA			
OR-1-03-2211	Average LSRC Time < 6 Lines - DS1 - Electronic - No Flow-Through	No Standard	NA			
OR-1-03-2213	Average LSRC Time < 6 Lines - DS3 - Electronic - No Flow-Through	No Standard	NA			
OR-1-04-2214	% On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	95% within 48 hours	90.91	11	-4.09	
OR-1-04-2210	% On Time < 6 Lines - DS0 - Electronic - No Flow-Through	95% within 48 hours	NA			
OR-1-04-2211	% On Time < 6 Lines - DS1 - Electronic - No Flow-Through	95% within 48 hours	NA			
OR-1-04-2213	% On Time < 6 Lines - DS3 - Electronic - No Flow-Through	95% within 48 hours	NA			
OR-1-05-2214	Average LSRC Time >= 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	No Standard	20.35			
OR-1-05-2210	Average LSRC Time >= 6 Lines - DS0 - Electronic - No Flow-Through	No Standard	NA			
OR-1-05-2211	Average LSRC Time >= 6 Lines - DS1 - Electronic - No Flow-Through	No Standard	NA			
OR-1-05-2213	Average LSRC Time >= 6 Lines - DS3 - Electronic - No Flow-Through	No Standard	NA			
OR-1-06-2214	% On Time LSRC >= 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	95% within 72 hours	100.00	5	5.00	
OR-1-06-2210	% On Time LSRC >= 6 Lines - DS0 - Electronic - No Flow-Through	95% within 72 hours	NA			
OR-1-06-2211	% On Time LSRC >= 6 Lines - DS1 - Electronic - No Flow-Through	95% within 72 hours	NA			
OR-1-06-2213	% On Time LSRC >= 6 Lines - DS3 - Electronic - No Flow-Through	95% within 72 hours	NA			
OR-1-07-2214	Average LSRC Time < 6 Lines - Non DS0, DS1, DS3 - Fax	No Standard	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	15.65			
OR-2-04-2200	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 48 hours	96.43	28	1.43	
OR-2-05-2200	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	20.99			
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	24.92	12597		
OR-4 - Timeliness of Completion Notification						
OR-4-01-2000	Completion Notice - Average Response Time	No Standard	VZ	CLEC	Difference	
OR-4-02-2000	Completion Notice - % On Time	97% by next business day at noon	1.68			
OR-4-03-2000	% Orders Excluded from % On Time Measurement	No Standard	95.03	10675	-1.97	
OR-4-04-2000	Work Completion Notice - Avg Response Time	No Standard	0.00	10675		
OR-4-05-2000	Work Completion Notice - % On Time	97% by next business day at noon	0.00			
			100.00	10772	3.00	
			VZ	CLEC	Difference	
OR-4-06-2000	Avg Duration - Work Completion -SOP- to Bill Comp	Parity with VZ Retail	8.81	44.11	391144	12061
OR-4-07-2000	% SOP to Bill Completion >= 5 Business Days	Parity with VZ Retail	1.22	2.92	391144	12061
OR-4-08-2000	% SOP to Bill Completion > 1 Business Day	No Standard	3.20	7.06	391144	12061
			VZ	CLEC	Difference	
OR-4-09-2000	% SOP to Bill Completion w/in 3 Business Days	95% in 3 Bus Days of SOP Cmpltn	97.14	4826	2.14	
OR-4-10-2000	% SOP to Provisioning Completion w/in 2 Bus Days	95% in 2 Bus Days of SOP Cmpltn	100.00	5032	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	5032	5.00	
OR-5 - Percent Flow-Through						
OR-5-01-2000	% Flow Through - Total	No Standard	78.68	11666		
OR-5-02-2000	% Flow Through - Simple	No Standard	78.82	11635		
OR-5-03-2000	% Flow Through - Achieved	95%	89.85	10216	-5.15	
OR-6 - Order Accuracy						
OR-6-01-2000	% Accuracy - Orders	95 % of orders without errors	91.04	491	-3.96	
OR-6-02-2000	% Accuracy - Opportunities (each field reported separately)	No Standard	98.89	4580		
OR-6-03-2000	% Accuracy - LSRC	Not more than 5% of LSRCs resent due to VZ error	0.18	3289	4.82	
OR-8 - Acknowledgement Timeliness						
OR-8-01-2000	% Acknowledgement on time	95% in 2 hours	100.00	5815	5.00	
OR-9 - Order Acknowledgement Completeness						
OR-9-01-2000	% Acknowledgement Completeness	99%	100.00	5815	1.00	
OR-10 - Lost Order Trouble Tickets						
OR-10-01-2000	% Lost Order Trouble Tickets	No Standard	6.30	460		
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)	6.91	5.14	199	7	8.74	3.36	
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10lines)	7.96	2.25	110	4	8.34	4.25	
PR-2 - Average Completed Interval								
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)	6.17	7.67	156	6	6.82	2.84	
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	6.12	1.50	75	2	5.22	3.74	
PR-3 - Completed within Specified Days								
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	75.54	41.83	69439	1738		1.04	-32.29
PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)	87.07	70.94	69439	1738		0.81	-19.80
PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)	97.09	95.34	69439	1738		0.41	-4.29
PR-3-04-2100	% Completed in 1 Day (1-5 Lines - Dispatch)	9.73	17.31	14742	1034		0.95	7.95
PR-3-05-2100	% Completed in 2 Days (1-5 Lines - Dispatch)	21.59	40.23	14742	1034		1.32	14.08
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	70.89	93.52	14742	1034		1.46	15.48
PR-3-07-2100	% Completed in 4 Days (1-5 Lines - Total)	94.83	98.38	84181	2772		0.43	8.31
PR-3-08-2100	% Completed in 5 Days (1-5 Lines - No Dispatch)	99.03	99.71	69439	1738		0.24	2.86
PR-3-09-2100	% Completed in 5 Days (1-5 Lines - Dispatch)	91.72	99.23	14742	1034		0.89	8.47
PR-3-10-2100	% Completed in 6 Days (1-5 Lines - Total)	98.50	99.71	84181	2772		0.23	5.16
PR-4 - Missed Appointments								
PR-4-02-2100	Average Delay Days - Total	5.09	12.83	2747	29	20.97	3.91	-1.65 (P)
PR-4-03-2100	% Missed Appt. - Customer	1.40	2.13	145162	4873			
PR-4-04-2100	% Missed Appt. - VZ - Dispatch	8.45	1.23	23367	1464		0.75	9.64
PR-4-05-2100	% Missed Appt. - VZ - No Dispatch	0.63	0.32	121795	3409		0.14	2.26
PR-4-08-2100	% Missed Appt. - Customer - Due to Late Order Confirmation		NA					
PR-4-10-2100	% Missed Appt. - VZ - Standard Interval (W Coded) Orders - Dispatch	8.71	1.34	18594	1121		0.87	8.50
PR-4-11-2100	% Missed Appt. - VZ - Standard Interval (W Coded) Orders - No Dispatch	0.58	0.37	108796	2678		0.15	1.41
PR-5 - Facility Missed Orders								
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	0.26	0.08	145162	4873		0.07	2.43
PR-5-02-2100	% Orders Held for Facilities > 15 Days	0.00	0.02	145162	4873			
PR-5-03-2100	% Orders Held for Facilities > 60 Days	0.00	0.00	145162	4873			
PR-6 - Installation Quality								
PR-6-01-2100	% Installation Troubles reported within 30 Days	3.10	4.53	120712	4524		0.26	-5.46
PR-6-02-2100	% Installation Troubles reported within 7 Days	1.97	3.21	120712	4524		0.21	-5.90
PR-6-03-2100	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	3.25	3.65	120712	4524			
PR-8 - Open Orders in a Hold Status								
PR-8-01-2100	% Open Orders in a Hold Status > 30 Days	0.06	0.00	145162	4873		0.04	1.68
PR-8-02-2100	% Open Orders in a Hold Status > 90 Days	0.02	0.00	145162	4873		0.02	0.97

POTS - Business

PR-1 - Average Interval Offered								
PR-1-01-2110	Average Interval Offered - Total No Dispatch	1.31	1.12	11027	363	3.96	0.21	0.90
PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)	4.72	2.67	4069	45	5.18	0.78	2.64
PR-2 - Average Completed Interval								
PR-2-01-2110	Average Interval Completed - Total No Dispatch	1.20	1.48	10365	328	3.40	0.19	-1.47
PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)	4.66	2.50	3459	32	5.43	0.96	2.24
PR-1 - Average Interval Offered								
PR-1-01-2120	Average Interval Offered - Total No Dispatch	0.89	1.55	99558	2352	1.50	0.03	-21.09
PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)	3.26	2.57	12301	1060	1.30	0.04	16.58
PR-2 - Average Completed Interval								
PR-2-01-2120	Average Interval Completed - Total No Dispatch	0.84	1.53	97725	2300	1.74	0.04	-18.80
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)	3.24	2.65	11283	1002	2.13	0.07	8.40

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	0.46	2.00	2435	2	1.18	0.83	
PR-1-02-2341	Average Interval Offered - Total Dispatch	3.65	1.70	562	10	2.02	0.64	3.03
PR-2 - Average Completed Interval								
PR-2-01-2341	Average Interval Completed - Total No Dispatch	0.46	2.00	2370	2	1.29	0.91	
PR-2-02-2341	Average Interval Completed - Total Dispatch	5.84	5.00	435	3	12.19	7.06	
PR-4 - Missed Appointment								
PR-4-02-2341	Average Delay Days - Total	9.99	NA	147		36.05		
PR-4-03-2341	% Missed Appt. - Customer	3.97	20.00	3200	5			
PR-4-04-2341	% Missed Appt. - VZ - Dispatch	17.16	0.00	816	4		18.90	
PR-4-05-2341	% Missed Appt. - VZ - No Dispatch	0.29	0.00	2384	1		5.38	
PR-4-08-2341	% Missed Appt. - Customer - Due to Late Order Confirmation		20.00		5			
PR-4-10-2341	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - Dispatch	17.93	0.00	764	4		19.23	
PR-4-11-2341	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - No Dispatch	0.25	0.00	2362	3		2.88	
PR-5 - Facility Missed Orders								
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	0.59	0.00	3200	5		3.43	
PR-5-02-2341	% Orders Held for Facilities > 15 Days	0.03	0.00	3200	5		0.78	
PR-5-03-2341	% Orders Held for Facilities > 60 Days	0.00	0.00	3200	5			
PR-6 - Installation Quality								
PR-6-01-2341	% Installation Troubles reported within 30 Days	3.51	0.00	713	3		10.64	
PR-6-03-2341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	7.15	33.33	713	3			
PR-8 - Open Orders in a Hold Status								
PR-8-01-2341	% Open Orders in a Hold Status > 30 Days	0.03	0.00	3200	5		0.78	
PR-8-02-2341	% Open Orders in a Hold Status > 90 Days	0.00	0.00	3200	5			

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

Metric#	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
Complex Services - 2 Wire xDSL								
PR-1 - Average Interval Offered								
PR-1-01-2342	Average Interval Offered - Total No Dispatch	Parity with VZ Retail	1.96	NA	23		1.52	
PR-1-02-2342	Average Interval Offered - Total Dispatch	Parity with VZ Retail	NA	NA				
PR-2 - Average Completed Interval								
PR-2-01-2342	Average Interval Completed - Total No Dispatch	Parity with VZ Retail	1.43	NA	14		1.16	
PR-2-02-2342	Average Interval Completed - Total Dispatch	Parity with VZ Retail	NA	NA				
PR-4 - Missed Appointment								
PR-4-02-2342	Average Delay Days - Total	Parity with VZ Retail	322.00	NA	1			
PR-4-03-2342	% Missed Appt. - Customer	No Standard	0.00	NA	15			
PR-4-04-2342	% Missed Appt. - VZ - Dispatch	Parity with VZ Retail	NA	NA				
PR-4-05-2342	% Missed Appt. - VZ - No Dispatch	Parity with VZ Retail	6.67	NA	15			
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	NA	NA				
PR-4-11-2342	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - No Dispatch	Parity with VZ Retail	6.67	NA	15			
PR-5 - Facility Missed Orders								
PR-5-01-2342	% Missed Appointment - Verizon - Facilities	Parity with VZ Retail	0.00	NA	15			
PR-5-02-2342	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.00	NA	15			
PR-5-03-2342	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	NA	15			
PR-6 - Installation Quality								
PR-6-01-2342	% Installation Troubles reported within 30 Days	Parity with VZ Retail	390.91	NA	11			
PR-6-03-2342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	2245.45	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	6.67	NA	15			
PR-8-02-2342	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	6.67	NA	15			
POTS & Complex Aggregate								
PR-1 - Average Interval Offered								
PR-1-10-2103	Average Interval Offered - Disconnects - No Dispatch	Parity with VZ Retail	3.32	1.58	56347	3428	5.78	0.10
PR-1-11-2103	Average Interval Offered - Disconnects - Dispatch	Parity with VZ Retail	5.19	8.29	253	7	4.28	1.64
PR-2 - Average Completed Interval								
PR-2-10-2103	Average Interval Completed - Disconnects - No Dispatch	Parity with VZ Retail	2.90	1.34	51884	3269	4.68	0.08
PR-2-11-2103	Average Interval Completed - Disconnects - Dispatch	Parity with VZ Retail	7.73	7.67	220	6	8.48	3.51
Special Services - Provisioning								
PR-1 - Average Interval Offered								
PR-1-01-2200	Average Interval Offered - Total No Dispatch	Parity with VZ Retail	6.39	3.65	554	20	10.22	2.33
PR-1-02-2200	Average Interval Offered - Total Dispatch	Parity with VZ Retail	9.11	4.17	314	6	8.68	3.58
PR-1-06-2210	Average Interval Offered - DSO	Parity with VZ Retail	7.61	3.88	587	16	10.90	2.76
PR-1-07-2211	Average Interval Offered - DS1	Parity with VZ Retail	7.61	5.00	213	1	7.29	7.31
PR-1-08-2213	Average Interval Offered - DS3	Parity with VZ Retail	NA	NA				
PR-1-10-2200	Average Interval Offered - Disconnects - No Dispatch	Parity with VZ Retail	4.77	4.88	417	25	5.44	1.12
PR-1-11-2200	Average Interval Offered - Disconnects - Dispatch	Parity with VZ Retail	7.10	NA	83		21.28	-0.24 (P)
PR-2 - Average Completed Interval								
PR-2-01-2200	Average Interval Completed - Total No Dispatch	Parity with VZ Retail	6.99	3.75	297	16	14.23	3.65
PR-2-02-2200	Average Interval Completed - Total Dispatch	Parity with VZ Retail	9.11	5.00	228	4	7.96	4.01
PR-2-06-2210	Average Interval Completed - DSO	Parity with VZ Retail	7.50	4.18	344	11	12.76	3.91
PR-2-07-2211	Average Interval Completed - DS1	Parity with VZ Retail	9.36	5.00	139	1	10.54	10.58
PR-2-08-2213	Average Interval Completed - DS3	Parity with VZ Retail	NA	NA				
PR-2-10-2200	Average Interval Completed - Disconnects - No Dispatch	Parity with VZ Retail	5.66	4.57	293	14	6.93	1.90
PR-2-11-2200	Average Interval Completed - Disconnects - Dispatch	Parity with VZ Retail	5.53	NA	76		5.54	
PR-4 - Missed Appointments								
PR-4-01-2200	% Missed Appt. - VZ - Total	Parity with VZ Retail	11.60	0.00	793	26		6.38
PR-4-02-2200	Average Delay Days - Total	Parity with VZ Retail	9.54	NA	92		16.70	
PR-4-03-2200	% Missed Appt. - Customer	No Standard	22.32	11.54	793	26		
PR-4-08-2200	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard	NA	0.00		26		
PR-4-09-2200	% Missed Appt. - VZ - Standard Interval (W Coded) Orders - Total	Parity with VZ Retail	11.78	0.00	747	22		6.97
PR-5 - Facility Missed Orders								
PR-5-01-2200	% Missed Appointment - Verizon - Facilities	Parity with VZ Retail	0.76	0.00	793	26		1.73
PR-5-02-2200	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.25	0.00	793	26		1.00
PR-5-03-2200	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00	793	26		0.25
PR-6 - Installation Quality								
PR-6-01-2200	% Installation Troubles reported within 30 Days	Parity with VZ Retail	1.16	0.58	3366	172		0.84
PR-6-03-2200	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	No Standard	0.53	0.58	3366	172		0.69
PR-8 - Open Orders in a Hold Status								
PR-8-01-2200	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	1.26	0.00	793	26		2.22
PR-8-02-2200	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.63	0.00	793	26		1.58
Legend Notations defined on Legend sheet - last page								

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

POTS - Maintenance			Actual Performance		Number of Observations		Standard	Sampling Error	Z-Score
Metric #		Standard	VZ	CLEC Aggregate	VZ	CLEC Aggregate	Deviation		
MR-2 - Trouble Report Rate									
MR-2-02-2100	Network Trouble Report Rate - Loop	Parity with VZ Retail	0.79	0.41	3116047	122965		0.03	14.64
MR-2-03-2100	Network Trouble Report Rate - Central Office	Parity with VZ Retail	0.09	0.05	3116047	122965		0.01	5.07
MR-2-04-2100	% Subsequent Reports	No Standard	3.24	1.23	28295	570			
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.79	0.39	3116047	122965			
MR-3 - Missed Repair Appointments									
MR-3-01-2100	% Missed Repair Appointment - Loop	Parity with VZ Retail	13.14	4.96	24483	504		1.52	5.38
MR-3-02-2100	% Missed Repair Appointment - Central Office	Parity with VZ Retail	7.67	6.78	2895	59		3.50	0.25
MR-3-03-2100	% Missed Repair Appointment - CPE /TOK/FOK	No Standard	7.00	3.31	24627	484			
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	Parity with VZ Retail	7.76	1.69	19015	474		1.24	4.88
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	Parity with VZ Retail	37.19	29.58	4334	71		5.78	1.32
MR-4 - Trouble Duration Intervals									
MR-4-01-2100	Mean Time To Repair - Total	Parity with VZ Retail	18.84	13.10	27378	563	26.15	1.11	5.16
MR-4-02-2100	Mean Time to Repair - Loop Trouble	Parity with VZ Retail	19.90	13.16	24483	504	26.93	1.21	5.57
MR-4-03-2100	Mean Time To Repair - Central Office Trouble	Parity with VZ Retail	9.89	12.58	2895	59	15.65	2.06	-1.31
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	77.95	86.86	27378	563		1.77	5.05
MR-4-07-2100	% Out of Service > 12 hours	Parity with VZ Retail	57.15	40.28	16204	422		2.44	6.91
MR-4-08-2100	% Out of Service > 24 Hours	Parity with VZ Retail	21.90	9.95	16204	422		2.04	5.86
MR-5 - Repeat Trouble Reports									
MR-5-01-2100	% Repeat Reports within 30 Days	Parity with VZ Retail	14.29	11.01	27378	563		1.49	2.20
Complex Services - 2 Wire Digital									
MR-2 - Trouble Report Rate									
MR-2-02-2341	Network Trouble Report Rate - Loop	Parity with VZ Retail	0.23	0.00	48688	911		0.16	1.44
MR-2-03-2341	Network Trouble Report Rate - Central Office	Parity with VZ Retail	0.22	0.22	48688	911		0.16	0.00
MR-2-04-2341	% Subsequent Reports	No Standard	6.19	0.00	231	2			
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.21	0.77	48688	911			
MR-3 - Missed Repair Appointments									
MR-3-01-2341	% Missed Repair Appointment - Loop	Parity with VZ Retail	33.04	NA	112				
MR-3-02-2341	% Missed Repair Appointment - Central Office	Parity with VZ Retail	14.95	0.00	107	2		25.45	
MR-3-03-2341	% Missed Repair Appointment - CPE /TOK/FOK	No Standard	13.46	14.29	591	7		15.05	
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	Parity with VZ Retail	8.26	0.00	121	1		27.64	
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	Parity with VZ Retail	46.24	0.00	93	1		50.13	
MR-4 - Trouble Duration Intervals									
MR-4-01-2341	Mean Time To Repair - Total	Parity with VZ Retail	17.93	9.74	219	2	22.00	15.63	
MR-4-02-2341	Mean Time to Repair - Loop Trouble	Parity with VZ Retail	22.49	NA	112		23.37		
MR-4-03-2341	Mean Time To Repair - Central Office Trouble	Parity with VZ Retail	13.17	9.74	107	2	19.47	13.89	
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	80.82	100.00	219	2		27.97	
MR-4-07-2341	% Out of Service > 12 hours	Parity with VZ Retail	48.81	NA	84				
MR-4-08-2341	% Out of Service > 24 Hours	Parity with VZ Retail	19.05	NA	84				
MR-5 - Repeat Trouble Reports									
MR-5-01-2341	% Repeat Reports within 30 Days	Parity with VZ Retail	12.33	50.00	219	2		23.35	
Complex Services - 2 Wire xDSL									
MR-2 - Trouble Report Rate									
MR-2-02-2342	Network Trouble Report Rate - Loop	Parity with VZ Retail	0.13	0.00	51528	46		0.54	0.25
MR-2-03-2342	Network Trouble Report Rate - Central Office	Parity with VZ Retail	0.13	0.00	51528	46		0.52	0.24
MR-2-04-2342	% Subsequent Reports	No Standard	0.00	NA	133				
MR-2-05-2342	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.31	0.00	51528	46			
MR-3 - Missed Repair Appointments									
MR-3-01-2342	% Missed Repair Appointment - Loop	Parity with VZ Retail	19.12	NA	68				
MR-3-02-2342	% Missed Repair Appointment - Central Office	Parity with VZ Retail	15.38	NA	65				
MR-3-03-2342	% Missed Repair Appointment - CPE /TOK/FOK	No Standard	15.43	NA	674				
MR-3-04-2342	% Missed Repair Appointment - No Double Dispatch	Parity with VZ Retail	11.21	NA	116				
MR-3-05-2342	% Missed Repair Appointment - Double Dispatch	Parity with VZ Retail	69.23	NA	13				
MR-4 - Trouble Duration Intervals									
MR-4-01-2342	Mean Time To Repair - Total	Parity with VZ Retail	24.37	NA	133		24.45		
MR-4-02-2342	Mean Time to Repair - Loop Trouble	Parity with VZ Retail	31.48	NA	68		26.68		
MR-4-03-2342	Mean Time To Repair - Central Office Trouble	Parity with VZ Retail	16.93	NA	65		19.45		
MR-4-04-2342	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	67.67	NA	133				
MR-4-07-2342	% Out of Service > 12 hours	Parity with VZ Retail	72.31	NA	130				
MR-4-08-2342	% Out of Service > 24 Hours	Parity with VZ Retail	32.31	NA	130				
MR-5 - Repeat Trouble Reports									
MR-5-01-2342	% Repeat Reports within 30 Days	Parity with VZ Retail	45.11	NA	133				
POTS/Complex Services Combined									
MR-4 - Trouble Duration Intervals									
MR-4-06-2103	% Out of Service > 4 hours	Parity with VZ Retail	73.80	55.69	16204	422		2.17	8.35
Special Services - Maintenance									
MR-2 - Trouble Report Rate									
MR-2-01-2200	Network Trouble Report Rate - Total	Parity with VZ Retail	0.26	0.18	164219	5497		0.07	1.07
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.30	0.45	164219	5497			
MR-4 - Trouble Duration Intervals									
MR-4-01-2200	Mean Time To Repair - Total	Parity with VZ Retail	5.22	4.77	421	10	4.83	1.55	0.29
MR-4-02-2200	Mean Time to Repair - Loop Trouble - Specials	Parity with VZ Retail	5.68	4.20	237	6	3.96	1.64	
MR-4-04-2200	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	99.52	100.00	421	10		2.21	0.22
MR-4-06-2200	% Out of Service > 4 hours - Specials	Parity with VZ Retail	50.59	37.50	421	8		17.84	
MR-4-07-2200	% Out of Service > 12 hours - Specials	Parity with VZ Retail	6.65	12.50	421	8		8.89	
MR-4-08-2200	% Out of Service > 24 Hours - Specials	Parity with VZ Retail	0.48	0.00	421	8		2.47	
MR-5 - Repeat Trouble Reports									
MR-5-01-2200	% Repeat Reports within 30 Days	Parity with VZ Retail	15.20	20.00	421	10		11.49	-0.08 (P)

Legend Notations defined on Legend sheet - last page

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

**CLEC Aggregate Performance - NOVA
RESALE PROVISIONING**

POTS - Provisioning - Total

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
PR-1 - Average Interval Offered								
PR-1-04-2100	Average Interval Offered - Dispatch (6-9 Lines)	Parity with VZ Retail	6.54	NA	89		8.90	
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)	Parity with VZ Retail	8.87	2.00	60	1	9.85	9.93
PR-2 - Average Completed Interval								
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)	Parity with VZ Retail	5.27	NA	63		4.09	
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	Parity with VZ Retail	6.08	NA	36		3.88	
PR-3 - Completed within Specified Days								
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with VZ Retail	71.46	57.20	21603	257		2.83 -5.03
PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	84.56	76.26	21603	257		2.27 -3.66
PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	95.57	96.11	21603	257		1.29 0.42
PR-3-04-2100	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with VZ Retail	3.72	21.43	2983	42		2.94 6.02
PR-3-05-2100	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with VZ Retail	8.25	35.71	2983	42		4.28 6.42
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with VZ Retail	34.76	71.43	2983	42		7.40 4.96
PR-3-07-2100	% Completed in 4 Days (1-5 Lines - Total)	Parity with VZ Retail	90.55	97.32	24586	299		1.70 3.98
PR-3-08-2100	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	98.65	99.61	21603	257		0.72 1.33
PR-3-09-2100	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with VZ Retail	81.73	95.24	2983	42		6.00 2.25
PR-3-10-2100	% Completed in 6 Days (1-5 Lines - Total)	Parity with VZ Retail	97.95	99.67	24586	299		0.82 2.09
PR-4 - Missed Appointments								
PR-4-02-2100	Average Delay Days - Total	Parity with VZ Retail	3.78	2.00	1130	8	16.06	5.70
PR-4-03-2100	% Missed Appt. - Customer	No Standard	1.82	3.36	41467	596		
PR-4-04-2100	% Missed Appt. - VZ - Dispatch	Parity with VZ Retail	16.41	5.48	5553	73		4.36 2.51
PR-4-05-2100	% Missed Appt. - VZ - No Dispatch	Parity with VZ Retail	0.61	0.76	35914	523		0.34 -0.44
PR-4-08-2100	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard		0.17		596		
PR-4-10-2100	% Missed Appt. - VZ - Standard Interval (W Code) Orders - Dispatch	Parity with VZ Retail	16.80	3.85	4406	52		5.22 2.48
PR-4-11-2100	% Missed Appt. - VZ - Standard Interval (W Code) Orders - No Dispatch	Parity with VZ Retail	0.54	0.89	31447	449		0.35 -1.00
PR-5 - Facility Missed Orders								
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	Parity with VZ Retail	0.38	2.74	41467	73		0.72 -3.27
PR-5-02-2100	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.00	0.00	41467	596		
PR-5-03-2100	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00	41467	596		
PR-6 - Installation Quality								
PR-6-01-2100	% Installation Troubles reported within 30 Days	Parity with VZ Retail	3.90	7.67	37841	587		0.80 -4.69
PR-6-02-2100	% Installation Troubles reported within 7 Days	Parity with VZ Retail	2.56	5.45	37841	587		0.66 -4.41
PR-6-03-2100	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	No Standard	4.32	4.60	37841	587		
PR-8 - Open Orders in a Hold Status								
PR-8-01-2100	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	0.02	0.00	41467	596		0.06 0.34
PR-8-02-2100	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.00	0.00	41467	596		
POTS - Business								
PR-1 - Average Interval Offered								
PR-1-01-2110	Average Interval Offered - Total No Dispatch	Parity with VZ Retail	1.14	1.14	4610	100	3.32	0.34
PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)	Parity with VZ Retail	4.72	2.91	1260	11	4.61	1.40 1.30
PR-2 - Average Completed Interval								
PR-2-01-2110	Average Interval Completed - Total No Dispatch	Parity with VZ Retail	1.07	1.08	4361	87	3.47	0.38 -0.03
PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)	Parity with VZ Retail	5.36	3.22	1003	9	7.78	2.60
POTS - Residence								
PR-1 - Average Interval Offered								
PR-1-01-2120	Average Interval Offered - Total No Dispatch	Parity with VZ Retail	1.06	1.46	27400	358	1.51	0.08 -4.98
PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)	Parity with VZ Retail	4.23	2.70	2305	37	1.39	0.23 6.64
PR-2 - Average Completed Interval								
PR-2-01-2120	Average Interval Completed - Total No Dispatch	Parity with VZ Retail	0.96	1.28	26863	351	1.45	0.08 -4.11
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)	Parity with VZ Retail	4.63	2.76	1980	33	2.34	0.41 4.55
Complex Services - 2 Wire Digital								
PR-1 - Average Interval Offered								
PR-1-01-2341	Average Interval Offered - Total No Dispatch	Parity with VZ Retail	0.16	NA	1965		0.68	
PR-1-02-2341	Average Interval Offered - Total Dispatch	Parity with VZ Retail	3.86	2.00	169	1	1.96	1.97
PR-2 - Average Completed Interval								
PR-2-01-2341	Average Interval Completed - Total No Dispatch	Parity with VZ Retail	0.14	NA	1940		0.65	
PR-2-02-2341	Average Interval Completed - Total Dispatch	Parity with VZ Retail	7.65	NA	136		19.47	
PR-4 - Missed Appointment								
PR-4-02-2341	Average Delay Days - Total	Parity with VZ Retail	12.78	NA	51		59.79	
PR-4-03-2341	% Missed Appt. - Customer	No Standard	1.80	100.00	2219	1		
PR-4-04-2341	% Missed Appt. - VZ - Dispatch	Parity with VZ Retail	17.67	0.00	283	1		38.21
PR-4-05-2341	% Missed Appt. - VZ - No Dispatch	Parity with VZ Retail	0.05	NA	1936			
PR-4-08-2341	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard		100.00		1		
PR-4-10-2341	% Missed Appt. - VZ - Std. Int. (W Code) Orders - Dispatch	Parity with VZ Retail	17.99	0.00	278	1		38.48
PR-4-11-2341	% Missed Appt. - VZ - Std. Int. (W Code) Orders - No Dispatch	Parity with VZ Retail	0.05	0.00	1934	1		2.24
PR-5 - Facility Missed Orders								
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	Parity with VZ Retail	0.68	0.00	2219	1		8.22
PR-5-02-2341	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.05	0.00	2219	1		2.24
PR-5-03-2341	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00	2219	1		
PR-6 - Installation Quality								
PR-6-01-2341	% Installation Troubles reported within 30 Days	Parity with VZ Retail	4.65	NA	301			
PR-6-03-2341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	12.62	NA	301			
PR-8 - Open Orders in a Hold Status								
PR-8-01-2341	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	0.05	0.00	2219	1		2.24
PR-8-02-2341	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.00	0.00	2219	1		
Complex Services - 2 Wire xDSL								
PR-1 - Average Interval Offered								
PR-1-01-2342	Average Interval Offered - Total No Dispatch	Parity with VZ Retail	2.00	NA	14		1.75	
PR-1-02-2342	Average Interval Offered - Total Dispatch	Parity with VZ Retail	NA	NA				
PR-2 - Average Completed Interval								
PR-2-01-2342	Average Interval Completed - Total No Dispatch	Parity with VZ Retail	1.22	NA	9		0.97	
PR-2-02-2342	Average Interval Completed - Total Dispatch	Parity with VZ Retail	NA	NA				

continued

**Carrier to Carrier
Performance Standards and Reports
January 2002
Verizon Virginia**

**CLEC Aggregate Performance - NOVA
RESALE PROVISIONING**

Metric #	Standard	Actual Performance		Actual Performance		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
PR-4 - Missed Appointment								
PR-4-02-2342	Average Delay Days – Total	Parity with VZ Retail	322.00	NA	1			
PR-4-03-2342	% Missed Appt. – Customer	No Standard	0.00	NA	10			
PR-4-04-2342	% Missed Appt. – VZ – Dispatch	Parity with VZ Retail	NA	NA				
PR-4-05-2342	% Missed Appt. – VZ – No Dispatch	Parity with VZ Retail	10.00	NA	10			
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	NA	NA				
PR-4-11-2342	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – No Dispatch	Parity with VZ Retail	10.00	NA	10			
PR-5 - Facility Missed Orders								
PR-5-01-2342	% Missed Appointment – Verizon – Facilities	Parity with VZ Retail	0.00	NA	10			
PR-5-02-2342	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.00	NA	10			
PR-5-03-2342	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	NA	10			
PR-6 - Installation Quality								
PR-6-01-2342	% Installation Troubles reported within 30 Days	Parity with VZ Retail	442.86	NA	7			
PR-6-03-2342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	2428.57	NA	7			
PR-8 - Open Orders in a Hold Status								
PR-8-01-2342	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	0.00	NA	10			
PR-8-02-2342	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.00	NA	10			
POTS & Complex Aggregate								
PR-1 - Average Interval Offered								
PR-1-10-2103	Average Interval Offered – Disconnects – No Dispatch	Parity with VZ Retail	3.11	2.02	18939	401	6.10	0.31
PR-1-11-2103	Average Interval Offered – Disconnects – Dispatch	Parity with VZ Retail	3.90	4.00	67	1	2.17	2.19
PR-2 - Average Completed Interval								
PR-2-10-2103	Average Interval Completed – Disconnects – No Dispatch	Parity with VZ Retail	2.81	1.56	17866	364	4.89	0.26
PR-2-11-2103	Average Interval Completed – Disconnects – Dispatch	Parity with VZ Retail	3.90	4.00	60	1	2.06	2.08

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	Parity with VZ Retail	0.63	0.21	1284229	50025	0.04	11.59
MR-2-03-2100	Network Trouble Report Rate – Central Office	Parity with VZ Retail	0.08	0.04	1284229	50025	0.01	3.06
MR-2-04-2100	% Subsequent Reports	No Standard	7.01	2.33	9792	129		
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.74	0.22	1284229	50025		
MR-3 - Missed Repair Appointments								
MR-3-01-2100	% Missed Repair Appointment – Loop	Parity with VZ Retail	26.31	13.21	8089	106	4.30	3.04
MR-3-02-2100	% Missed Repair Appointment – Central Office	Parity with VZ Retail	15.14	10.00	1017	20	8.09	0.64
MR-3-03-2100	% Missed Repair Appointment – CPE /TOK/FOK	No Standard	12.32	12.84	9537	109		
MR-3-04-2100	% Missed Repair Appointment – No Double Dispatch	Parity with VZ Retail	16.94	5.88	5875	102	3.75	2.95
MR-3-05-2100	% Missed Repair Appointment – Double Dispatch	Parity with VZ Retail	55.50	52.63	1874	19	11.46	0.25
MR-4 - Trouble Duration Intervals								
MR-4-01-2100	Mean Time To Repair – Total	Parity with VZ Retail	29.86	23.16	9106	126	36.75	3.30
MR-4-02-2100	Mean Time to Repair - Loop Trouble	Parity with VZ Retail	31.71	23.76	8089	106	37.88	3.70
MR-4-03-2100	Mean Time To Repair – Central Office Trouble	Parity with VZ Retail	15.17	19.98	1017	20	20.91	4.72
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	57.62	69.05	9106	126		4.43
MR-4-07-2100	% Out of Service > 12 hours	Parity with VZ Retail	76.53	71.28	5996	94		4.41
MR-4-08-2100	% Out of Service > 24 Hours	Parity with VZ Retail	42.33	22.34	5996	94		5.14
MR-5 - Repeat Trouble Reports								
MR-5-01-2100	% Repeat Reports within 30 Days	Parity with VZ Retail	16.84	14.29	9106	126	3.36	0.76
Complex Services - 2 Wire Digital								
MR-2 - Trouble Report Rate								
MR-2-02-2341	Network Trouble Report Rate – Loop	Parity with VZ Retail	0.20	0.00	24794	451	0.21	0.95
MR-2-03-2341	Network Trouble Report Rate – Central Office	Parity with VZ Retail	0.10	0.22	24794	451	0.15	-0.85
MR-2-04-2341	% Subsequent Reports	No Standard	8.64	0.00	81	1		
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.98	0.89	24794	451		
MR-3 - Missed Repair Appointments								
MR-3-01-2341	% Missed Repair Appointment – Loop	Parity with VZ Retail	46.00	NA	50			
MR-3-02-2341	% Missed Repair Appointment – Central Office	Parity with VZ Retail	29.17	0.00	24	1	46.39	
MR-3-03-2341	% Missed Repair Appointment – CPE /TOK/FOK	No Standard	29.63	0.00	243	4		
MR-3-04-2341	% Missed Repair Appointment – No Double Dispatch	Parity with VZ Retail	27.59	0.00	29	1	45.46	
MR-3-05-2341	% Missed Repair Appointment – Double Dispatch	Parity with VZ Retail	53.66	NA	41			
MR-4 - Trouble Duration Intervals								
MR-4-01-2341	Mean Time To Repair – Total	Parity with VZ Retail	28.35	2.06	74	1	26.05	26.23
MR-4-02-2341	Mean Time to Repair - Loop Trouble	Parity with VZ Retail	31.62	NA	50		27.12	
MR-4-03-2341	Mean Time To Repair – Central Office Trouble	Parity with VZ Retail	21.53	2.06	24	1	22.72	23.19
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	63.51	100.00	74	1		48.46
MR-4-07-2341	% Out of Service > 12 hours	Parity with VZ Retail	68.18	NA	22			
MR-4-08-2341	% Out of Service > 24 Hours	Parity with VZ Retail	40.91	NA	22			
MR-5 - Repeat Trouble Reports								
MR-5-01-2341	% Repeat Reports within 30 Days	Parity with VZ Retail	14.86	0.00	74	1	35.81	
Complex Services - 2 Wire xDSL								
MR-2 - Trouble Report Rate								
MR-2-02-2342	Network Trouble Report Rate – Loop	Parity with VZ Retail	0.15	0.00	32490	28	0.73	0.21
MR-2-03-2342	Network Trouble Report Rate – Central Office	Parity with VZ Retail	0.15	0.00	32490	28	0.73	0.20
MR-2-04-2342	% Subsequent Reports	No Standard	0.00	NA	97			
MR-2-05-2342	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.49	0.00	32490	28		
MR-3 - Missed Repair Appointments								
MR-3-01-2342	% Missed Repair Appointment – Loop	Parity with VZ Retail	16.33	NA	49			
MR-3-02-2342	% Missed Repair Appointment – Central Office	Parity with VZ Retail	18.75	NA	48			
MR-3-03-2342	% Missed Repair Appointment – CPE /TOK/FOK	No Standard	17.15	NA	484			
MR-3-04-2342	% Missed Repair Appointment – No Double Dispatch	Parity with VZ Retail	10.47	NA	86			
MR-3-05-2342	% Missed Repair Appointment – Double Dispatch	Parity with VZ Retail	100.00	NA	7			
MR-4 - Trouble Duration Intervals								
MR-4-01-2342	Mean Time To Repair – Total	Parity with VZ Retail	25.47	NA	97		26.29	
MR-4-02-2342	Mean Time to Repair - Loop Trouble	Parity with VZ Retail	32.85	NA	49		28.39	
MR-4-03-2342	Mean Time To Repair – Central Office Trouble	Parity with VZ Retail	17.93	NA	48		21.77	
MR-4-04-2342	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	65.98	NA	97			
MR-4-07-2342	% Out of Service > 12 hours	Parity with VZ Retail	71.28	NA	94			
MR-4-08-2342	% Out of Service > 24 Hours	Parity with VZ Retail	34.04	NA	94			
MR-5 - Repeat Trouble Reports								
MR-5-01-2342	% Repeat Reports within 30 Days	Parity with VZ Retail	47.42	NA	97			
POTS/Complex Services Combined								
MR-4 - Trouble Duration Intervals								
MR-4-06-2103	% Out of Service > 4 hours	Parity with VZ Retail	88.79	79.79	5996	94	3.28	2.74

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier
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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)	7.56	6.20	68	5	7.00	3.24	
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10lines)	7.12	1.00	26	2	3.84	2.82	
PR-2 - Average Completed Interval								
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)	7.11	10.25	55	4	5.08	2.63	
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	5.78	1.50	18	2	3.69	2.75	
PR-3 - Completed within Specified Days								
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	77.79	41.27	22699	584		1.74	-20.96
PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)	88.35	70.55	22699	584		1.34	-13.24
PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)	97.57	96.06	22699	584		0.65	-2.34
PR-3-04-2100	% Completed in 1 Day (1-5 Lines - Dispatch)	12.56	13.85	5293	361		1.80	0.72
PR-3-05-2100	% Completed in 2 Days (1-5 Lines - Dispatch)	24.35	34.90	5293	361		2.33	4.52
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	71.93	91.69	5293	361		2.44	8.08
PR-3-07-2100	% Completed in 4 Days (1-5 Lines - Total)	95.13	98.41	27992	945		0.71	4.61
PR-3-08-2100	% Completed in 5 Days (1-5 Lines - No Dispatch)	99.01	100.00	22699	584		0.41	2.39
PR-3-09-2100	% Completed in 5 Days (1-5 Lines - Dispatch)	92.25	98.61	5293	361		1.45	4.37
PR-3-10-2100	% Completed in 5 Days (1-5 Lines - Total)	98.45	99.68	27992	945		0.41	3.01
PR-4 - Missed Appointments								
PR-4-02-2100	Average Delay Days - Total	6.00	8.70	841	10	23.41	7.45	-0.36
PR-4-03-2100	% Missed Appt. - Customer	1.29	2.31	49468	1733			
PR-4-04-2100	% Missed Appt. - VZ - Dispatch	7.51	1.41	8333	498		1.22	5.02
PR-4-05-2100	% Missed Appt. - VZ - No Dispatch	0.52	0.24	41135	1235		0.21	1.35
PR-4-08-2100	% Missed Appt. - Customer - Due to Late Order Confirmation		0.06		1733			
PR-4-10-2100	% Missed Appt. - VZ - Standard Interval (W Coded) Orders - Dispatch	7.69	1.75	6594	399		1.37	4.32
PR-4-11-2100	% Missed Appt. - VZ - Standard Interval (W Coded) Orders - No Dispatch	0.45	0.21	36909	951		0.22	1.09
PR-5 - Facility Missed Orders								
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	0.31	0.40	49468	498		0.25	-0.36
PR-5-02-2100	% Orders Held for Facilities > 15 Days	0.00	0.06	49468	1733			
PR-5-03-2100	% Orders Held for Facilities > 60 Days	0.00	0.00	49468	1733			
PR-6 - Installation Quality								
PR-6-01-2100	% Installation Troubles reported within 30 Days	2.05	2.50	40600	1598		0.36	-1.24
PR-6-02-2100	% Installation Troubles reported within 7 Days	1.32	1.31	40600	1598		0.29	0.01
PR-6-03-2100	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	1.86	2.19	40600	1598			
PR-8 - Open Orders in a Hold Status								
PR-8-01-2100	% Open Orders in a Hold Status > 30 Days	0.06	0.00	49468	1733		0.06	1.00
PR-8-02-2100	% Open Orders in a Hold Status > 90 Days	0.02	0.00	49468	1733		0.03	0.58
POTS - Business								
PR-1 - Average Interval Offered								
PR-1-01-2110	Average Interval Offered - Total No Dispatch	1.51	0.84	3548	135	4.99	0.44	1.53
PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)	4.92	2.50	1484	16	5.94	1.49	1.62
PR-2 - Average Completed Interval								
PR-2-01-2110	Average Interval Completed - Total No Dispatch	1.36	0.77	3330	124	3.74	0.34	1.72
PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)	4.61	2.09	1301	11	4.32	1.31	1.93
POTS - Residence								
PR-1 - Average Interval Offered								
PR-1-01-2120	Average Interval Offered - Total No Dispatch	0.83	1.48	33935	830	1.46	0.05	-12.67
PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)	3.27	2.67	4324	376	1.17	0.06	9.54
PR-2 - Average Completed Interval								
PR-2-01-2120	Average Interval Completed - Total No Dispatch	0.81	1.49	33339	810	2.14	0.08	-8.94
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)	3.10	2.79	3992	350	2.17	0.12	2.56
Complex Services - 2 Wire Digital								
PR-1 - Average Interval Offered								
PR-1-01-2341	Average Interval Offered - Total No Dispatch	1.79	NA	316		1.82		
PR-1-02-2341	Average Interval Offered - Total Dispatch	3.66	1.67	258	9	2.03	0.69	
PR-2 - Average Completed Interval								
PR-2-01-2341	Average Interval Completed - Total No Dispatch	1.88	NA	293		2.05		
PR-2-02-2341	Average Interval Completed - Total Dispatch	5.35	5.00	192	3	5.65	3.29	
PR-4 - Missed Appointment								
PR-4-02-2341	Average Delay Days - Total	7.92	NA	83		7.94		
PR-4-03-2341	% Missed Appt. - Customer	9.33	0.00	643	3			
PR-4-04-2341	% Missed Appt. - VZ - Dispatch	22.79	0.00	351	3		24.32	
PR-4-05-2341	% Missed Appt. - VZ - No Dispatch	1.03	NA	292				
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	23.05	0.00	347	3		24.42	
PR-4-11-2341	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - No Dispatch	1.03	NA	291				
PR-5 - Facility Missed Orders								
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	0.16	0.00	643	3		2.31	
PR-5-02-2341	% Orders Held for Facilities > 15 Days	0.00	0.00	643	3			
PR-5-03-2341	% Orders Held for Facilities > 60 Days	0.00	0.00	643	3			
PR-6 - Installation Quality								
PR-6-01-2341	% Installation Troubles reported within 30 Days	3.72	0.00	242	3		10.99	
PR-6-03-2341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	3.31	0.00	242	3			
PR-8 - Open Orders in a Hold Status								
PR-8-01-2341	% Open Orders in a Hold Status > 30 Days	0.00	0.00	643	3			
PR-8-02-2341	% Open Orders in a Hold Status > 90 Days	0.00	0.00	643	3			
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 - 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	Parity with VZ Retail	NA	NA				
PR-4-03-2342	% Missed Appt. - Customer	No Standard	NA	NA				
PR-4-04-2342	% Missed Appt. - VZ - Dispatch	Parity with VZ Retail	NA	NA				
PR-4-05-2342	% Missed Appt. - VZ - No Dispatch	Parity with VZ Retail	NA	NA				
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	NA	NA				
PR-4-11-2342	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - No Dispatch	Parity with VZ Retail	NA	NA				
PR-5 - Facility Missed Orders								
PR-5-01-2342	% Missed Appointment - Verizon - Facilities	Parity with VZ Retail	NA	NA				
PR-5-02-2342	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	NA	NA				
PR-5-03-2342	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	NA	NA				
PR-6 - Installation Quality								
PR-6-01-2342	% Installation Troubles reported within 30 Days	Parity with VZ Retail	NA	NA				
PR-6-03-2342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	NA	NA				
PR-8 - Open Orders in a Hold Status								
PR-8-01-2342	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	NA	NA				
PR-8-02-2342	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	NA	NA				
POTS & Complex Aggregate								
PR-1 - Average Interval Offered								
PR-1-10-2103	Average Interval Offered - Disconnects - No Dispatch	Parity with VZ Retail	3.79	1.13	17326	1144	5.84	0.18
PR-1-11-2103	Average Interval Offered - Disconnects - Dispatch	Parity with VZ Retail	6.56	0.00	91	1	4.11	4.13
PR-2 - Average Completed Interval								
PR-2-10-2103	Average Interval Completed - Disconnects - No Dispatch	Parity with VZ Retail	3.22	1.11	15532	1111	4.77	0.15
PR-2-11-2103	Average Interval Completed - Disconnects - Dispatch	Parity with VZ Retail	13.13	0.00	82	1	10.07	10.13

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	Parity with VZ Retail	0.96	0.55	661460	18806	0.07	5.63
MR-2-03-2100	Network Trouble Report Rate - Central Office	Parity with VZ Retail	0.09	0.05	661460	18806	0.02	1.78
MR-2-04-2100	% Subsequent Reports	No Standard	1.39	0.00	7058	114		
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.82	0.53	661460	18806		
MR-3 - Missed Repair Appointments								
MR-3-01-2100	% Missed Repair Appointment - Loop	Parity with VZ Retail	8.33	4.81	6342	104	2.73	1.29
MR-3-02-2100	% Missed Repair Appointment - Central Office	Parity with VZ Retail	5.02	10.00	618	10	6.96	-0.72
MR-3-03-2100	% Missed Repair Appointment - CPE /TOK/FOK	No Standard	4.22	2.02	5404	99		
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	Parity with VZ Retail	4.47	1.02	4836	98	2.11	1.64
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	Parity with VZ Retail	27.13	35.71	1117	14	11.96	-0.72
MR-4 - Trouble Duration Intervals								
MR-4-01-2100	Mean Time To Repair - Total	Parity with VZ Retail	12.92	9.69	6960	114	15.09	1.43
MR-4-02-2100	Mean Time to Repair - Loop Trouble	Parity with VZ Retail	13.42	9.77	6342	104	15.19	1.50
MR-4-03-2100	Mean Time To Repair - Central Office Trouble	Parity with VZ Retail	7.71	8.86	618	10	12.98	4.14
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	89.15	91.23	6960	114		2.94
MR-4-07-2100	% Out of Service > 12 hours	Parity with VZ Retail	44.86	29.79	4621	94		5.18
MR-4-08-2100	% Out of Service > 24 Hours	Parity with VZ Retail	8.66	6.38	4621	94		2.93
MR-5 - Repeat Trouble Reports								
MR-5-01-2100	% Repeat Reports within 30 Days	Parity with VZ Retail	14.17	7.02	6960	114	3.29	2.17
Complex Services - 2 Wire Digital								
MR-2 - Trouble Report Rate								
MR-2-02-2341	Network Trouble Report Rate - Loop	Parity with VZ Retail	0.28	0.00	14266	99	0.53	0.53
MR-2-03-2341	Network Trouble Report Rate - Central Office	Parity with VZ Retail	0.43	0.00	14266	99	0.66	0.65
MR-2-04-2341	% Subsequent Reports	No Standard	0.38	NA	102			
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.61	0.00	14266	99		
MR-3 - Missed Repair Appointments								
MR-3-01-2341	% Missed Repair Appointment - Loop	Parity with VZ Retail	30.00	NA	40			
MR-3-02-2341	% Missed Repair Appointment - Central Office	Parity with VZ Retail	13.11	NA	61			
MR-3-03-2341	% Missed Repair Appointment - CPE /TOK/FOK	No Standard	9.57	NA	230			
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	Parity with VZ Retail	2.94	NA	68			
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	Parity with VZ Retail	56.25	NA	32			
MR-4 - Trouble Duration Intervals								
MR-4-01-2341	Mean Time To Repair - Total	Parity with VZ Retail	13.04	NA	101		19.19	
MR-4-02-2341	Mean Time to Repair - Loop Trouble	Parity with VZ Retail	14.60	NA	40		17.79	
MR-4-03-2341	Mean Time To Repair - Central Office Trouble	Parity with VZ Retail	12.03	NA	61		20.14	
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	88.12	NA	101			
MR-4-07-2341	% Out of Service > 12 hours	Parity with VZ Retail	39.58	NA	48			
MR-4-08-2341	% Out of Service > 24 Hours	Parity with VZ Retail	12.50	NA	48			
MR-5 - Repeat Trouble Reports								
MR-5-01-2341	% Repeat Reports within 30 Days	Parity with VZ Retail	13.88	NA	101			
Complex Services - 2 Wire xDSL								
MR-2 - Trouble Report Rate								
MR-2-02-2342	Network Trouble Report Rate - Loop	Parity with VZ Retail	0.19	0.00	4844	6	1.76	
MR-2-03-2342	Network Trouble Report Rate - Central Office	Parity with VZ Retail	0.17	0.00	4844	6	1.66	
MR-2-04-2342	% Subsequent Reports	No Standard	0.00	NA	17			
MR-2-05-2342	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.99	0.00	4844	6		
MR-3 - Missed Repair Appointments								
MR-3-01-2342	% Missed Repair Appointment - Loop	Parity with VZ Retail	33.33	NA	9			
MR-3-02-2342	% Missed Repair Appointment - Central Office	Parity with VZ Retail	12.50	NA	8			
MR-3-03-2342	% Missed Repair Appointment - CPE /TOK/FOK	No Standard	12.50	NA	48			
MR-3-04-2342	% Missed Repair Appointment - No Double Dispatch	Parity with VZ Retail	14.29	NA	14			
MR-3-05-2342	% Missed Repair Appointment - Double Dispatch	Parity with VZ Retail	66.67	NA	3			
MR-4 - Trouble Duration Intervals								
MR-4-01-2342	Mean Time To Repair - Total	Parity with VZ Retail	21.64	NA	17		12.39	
MR-4-02-2342	Mean Time to Repair - Loop Trouble	Parity with VZ Retail	25.49	NA	9		12.66	
MR-4-03-2342	Mean Time To Repair - Central Office Trouble	Parity with VZ Retail	17.31	NA	8		11.28	
MR-4-04-2342	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	64.71	NA	17			
MR-4-07-2342	% Out of Service > 12 hours	Parity with VZ Retail	82.35	NA	17			
MR-4-08-2342	% Out of Service > 24 Hours	Parity with VZ Retail	35.29	NA	17			
MR-5 - Repeat Trouble Reports								
MR-5-01-2342	% Repeat Reports within 30 Days	Parity with VZ Retail	47.06	NA	17			
POTS/Complex Services Combined								
MR-4 - Trouble Duration Intervals								
MR-4-06-2103	% Out of Service > 4 hours	Parity with VZ Retail	65.76	50.00	4621	94	4.94	3.19

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)	8.18	2.00	28	1	12.89	13.12	
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)	7.35	NA	20		8.29		
PR-2 - Average Completed Interval								
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)	7.89	2.00	27	1	13.00	13.24	
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	7.41	NA	17		8.54		
PR-3 - Completed within Specified Days								
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	73.70	36.52	17136	660		1.75	-21.29
PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)	86.12	67.27	17136	660		1.37	-13.74
PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)	97.61	94.70	17136	660		0.61	-4.80
PR-3-04-2100	% Completed in 1 Day (1-5 Lines - Dispatch)	10.12	16.84	3971	374		1.63	4.12
PR-3-05-2100	% Completed in 2 Days (1-5 Lines - Dispatch)	26.89	38.24	3971	374		2.40	4.73
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	84.84	95.45	3971	374		1.94	5.47
PR-3-07-2100	% Completed in 4 Days (1-5 Lines - Total)	97.75	98.55	21107	1034		0.47	1.69
PR-3-08-2100	% Completed in 5 Days (1-5 Lines - No Dispatch)	99.24	99.70	17136	660		0.34	1.34
PR-3-09-2100	% Completed in 5 Days (1-5 Lines - Dispatch)	95.67	99.73	3971	374		1.10	3.69
PR-3-10-2100	% Completed in 6 Days (1-5 Lines - Total)	98.89	99.81	21107	1034		0.33	2.76
PR-4 - Missed Appointments								
PR-4-02-2100	Average Delay Days - Total	6.85	16.71	505	7	26.22	9.98	
PR-4-03-2100	% Missed Appt. - Customer	1.33	1.72	36324	1799			
PR-4-04-2100	% Missed Appt. - VZ - Dispatch	4.57	0.87	6081	577		0.91	4.07
PR-4-05-2100	% Missed Appt. - VZ - No Dispatch	0.75	0.16	30243	1222		0.25	2.34
PR-4-08-2100	% Missed Appt. - Customer - Due to Late Order Confirmation		0.06		1799			
PR-4-10-2100	% Missed Appt. - VZ - Standard Interval (W Coded) Orders - Dispatch	4.82	1.01	4797	397		1.12	3.41
PR-4-11-2100	% Missed Appt. - VZ - Standard Interval (W Coded) Orders - No Dispatch	0.70	0.22	27149	896		0.28	1.70
PR-5 - Facility Missed Orders								
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	0.07	0.00	36324	577		0.11	0.63
PR-5-02-2100	% Orders Held for Facilities > 15 Days	0.00	0.00	36324	1799			
PR-5-03-2100	% Orders Held for Facilities > 60 Days	0.00	0.00	36324	1799			
PR-6 - Installation Quality								
PR-6-01-2100	% Installation Troubles reported within 30 Days	2.86	4.96	28761	1613		0.43	-4.93
PR-6-02-2100	% Installation Troubles reported within 7 Days	1.79	3.91	28761	1613		0.34	-6.22
PR-6-03-2100	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	3.32	4.77	28761	1613			
PR-8 - Open Orders in a Hold Status								
PR-8-01-2100	% Open Orders in a Hold Status > 30 Days	0.08	0.00	36324	1799		0.07	1.17
PR-8-02-2100	% Open Orders in a Hold Status > 90 Days	0.05	0.00	36324	1799		0.05	0.93
POTS - Business								
PR-1 - Average Interval Offered								
PR-1-01-2110	Average Interval Offered - Total No Dispatch	1.35	0.97	2016	70	3.07	0.37	1.02
PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)	4.53	2.11	919	9	4.99	1.67	
PR-2 - Average Completed Interval								
PR-2-01-2110	Average Interval Completed - Total No Dispatch	1.21	0.91	1870	64	2.88	0.37	0.82
PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)	4.11	2.14	792	7	3.57	1.36	
POTS - Residence								
PR-1 - Average Interval Offered								
PR-1-01-2120	Average Interval Offered - Total No Dispatch	0.90	1.71	25580	834	1.71	0.06	-13.46
PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)	2.92	2.59	3435	386	1.23	0.07	5.00
PR-2 - Average Completed Interval								
PR-2-01-2120	Average Interval Completed - Total No Dispatch	0.85	1.72	25102	814	1.69	0.06	-14.45
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)	2.85	2.76	3179	367	2.10	0.12	0.78
Complex Services - 2 Wire Digital								
PR-1 - Average Interval Offered								
PR-1-01-2341	Average Interval Offered - Total No Dispatch	1.44	NA	109		1.54		
PR-1-02-2341	Average Interval Offered - Total Dispatch	3.19	NA	111		1.99		
PR-2 - Average Completed Interval								
PR-2-01-2341	Average Interval Completed - Total No Dispatch	1.74	NA	93		2.65		
PR-2-02-2341	Average Interval Completed - Total Dispatch	4.47	NA	86		8.70		
PR-4 - Missed Appointment								
PR-4-02-2341	Average Delay Days - Total	15.89	NA	9		23.98		
PR-4-03-2341	% Missed Appt. - Customer	10.16	NA	256				
PR-4-04-2341	% Missed Appt. - VZ - Dispatch	4.14	NA	145				
PR-4-05-2341	% Missed Appt. - VZ - No Dispatch	2.70	NA	111				
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	4.76	NA	105				
PR-4-11-2341	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - No Dispatch	2.17	NA	92				
PR-5 - Facility Missed Orders								
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	0.00	NA	256				
PR-5-02-2341	% Orders Held for Facilities > 15 Days	0.00	NA	256				
PR-5-03-2341	% Orders Held for Facilities > 60 Days	0.00	NA	256				
PR-6 - Installation Quality								
PR-6-01-2341	% Installation Troubles reported within 30 Days	1.60	NA	125				
PR-6-03-2341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	3.20	NA	125				
PR-8 - Open Orders in a Hold Status								
PR-8-01-2341	% Open Orders in a Hold Status > 30 Days	0.00	NA	256				
PR-8-02-2341	% Open Orders in a Hold Status > 90 Days	0.00	NA	256				
Complex Services - 2 Wire xDSL								
PR-1 - Average Interval Offered								
PR-1-01-2342	Average Interval Offered - Total No Dispatch	1.89	NA	9		1.17		
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	1.80	NA	5		1.48		
PR-2-02-2342	Average Interval Completed - Total Dispatch	NA	NA					

continued

Carrier to Carrier
Performance Standards and Reports
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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	Parity with VZ Retail	NA	NA				
PR-4-03-2342	% Missed Appt. - Customer	No Standard	0.00	NA	5			
PR-4-04-2342	% Missed Appt. - VZ - Dispatch	Parity with VZ Retail	NA	NA				
PR-4-05-2342	% Missed Appt. - VZ - No Dispatch	Parity with VZ Retail	0.00	NA	5			
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	NA	NA				
PR-4-11-2342	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - No Dispatch	Parity with VZ Retail	0.00	NA	5			
PR-5 - Facility Missed Orders								
PR-5-01-2342	% Missed Appointment - Verizon - Facilities	Parity with VZ Retail	0.00	NA	5			
PR-5-02-2342	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.00	NA	5			
PR-5-03-2342	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	NA	5			
PR-6 - Installation Quality								
PR-6-01-2342	% Installation Troubles reported within 30 Days	Parity with VZ Retail	125.00	NA	4			
PR-6-03-2342	% Inst. Troubles reported w/in 30 Days - FOK/TOK/CPE	No Standard	1425.00	NA	4			
PR-8 - Open Orders in a Hold Status								
PR-8-01-2342	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	20.00	NA	5			
PR-8-02-2342	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	20.00	NA	5			

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	Parity with VZ Retail	3.36	1.42	15013	1439	4.98	0.14	14.12
PR-1-11-2103	Average Interval Offered - Disconnects - Dispatch	Parity with VZ Retail	5.02	5.00	57	1	5.02	5.06	
PR-2 - Average Completed Interval									
PR-2-10-2103	Average Interval Completed - Disconnects - No Dispatch	Parity with VZ Retail	2.98	1.32	13636	1381	4.49	0.13	13.09
PR-2-11-2103	Average Interval Completed - Disconnects - Dispatch	Parity with VZ Retail	4.04	5.00	46	1	4.08	4.12	

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	Parity with VZ Retail	0.80	0.63	688385	28684		0.05	3.09
MR-2-03-2100	Network Trouble Report Rate - Central Office	Parity with VZ Retail	0.11	0.05	688385	28684		0.02	2.89
MR-2-04-2100	% Subsequent Reports	No Standard	1.22	0.51	6311	197			
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.86	0.63	688385	28684			
MR-3 - Missed Repair Appointments									
MR-3-01-2100	% Missed Repair Appointment - Loop	Parity with VZ Retail	6.39	2.20	5509	182		1.84	2.27
MR-3-02-2100	% Missed Repair Appointment - Central Office	Parity with VZ Retail	4.28	7.14	725	14		5.46	-0.52
MR-3-03-2100	% Missed Repair Appointment - CPE /TOK/FOK	No Standard	3.44	0.00	5902	181			
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	Parity with VZ Retail	4.32	0.57	4676	174		1.57	2.39
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	Parity with VZ Retail	22.88	20.00	695	20		9.53	0.30
MR-4 - Trouble Duration Intervals									
MR-4-01-2100	Mean Time To Repair - Total	Parity with VZ Retail	13.75	9.43	6234	196	16.49	1.20	3.61
MR-4-02-2100	Mean Time To Repair - Loop Trouble	Parity with VZ Retail	14.42	9.11	5509	182	16.97	1.28	4.16
MR-4-03-2100	Mean Time To Repair - Central Office Trouble	Parity with VZ Retail	8.62	13.49	725	14	10.92	2.95	-1.65
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	86.04	92.86	6234	196		2.51	2.71
MR-4-07-2100	% Out of Service > 12 hours	Parity with VZ Retail	45.60	30.57	3581	157		4.06	3.70
MR-4-08-2100	% Out of Service > 24 Hours	Parity with VZ Retail	11.73	6.37	3581	157		2.62	2.04
MR-5 - Repeat Trouble Reports									
MR-5-01-2100	% Repeat Reports within 30 Days	Parity with VZ Retail	11.97	10.71	6234	196		2.35	0.54

Complex Services - 2 Wire Digital

MR-2 - Trouble Report Rate									
MR-2-02-2341	Network Trouble Report Rate - Loop	Parity with VZ Retail	0.24	0.00	6643	129		0.44	0.55
MR-2-03-2341	Network Trouble Report Rate - Central Office	Parity with VZ Retail	0.23	0.78	6643	129		0.42	-1.30
MR-2-04-2341	% Subsequent Reports	No Standard	11.43	0.00	35	1			
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.08	1.55	6643	129			
MR-3 - Missed Repair Appointments									
MR-3-01-2341	% Missed Repair Appointment - Loop	Parity with VZ Retail	12.50	NA	16				
MR-3-02-2341	% Missed Repair Appointment - Central Office	Parity with VZ Retail	6.67	0.00	15	1		25.77	
MR-3-03-2341	% Missed Repair Appointment - CPE /TOK/FOK	No Standard	18.06	50.00	72	2			
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	Parity with VZ Retail	0.00	NA	14				
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	Parity with VZ Retail	17.65	0.00	17	1		39.23	
MR-4 - Trouble Duration Intervals									
MR-4-01-2341	Mean Time To Repair - Total	Parity with VZ Retail	12.59	17.42	31	1	13.61	13.82	
MR-4-02-2341	Mean Time To Repair - Loop Trouble	Parity with VZ Retail	15.21	NA	16		16.77		
MR-4-03-2341	Mean Time To Repair - Central Office Trouble	Parity with VZ Retail	9.78	17.42	15	1	8.87	9.16	
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	93.55	100.00	31	1		24.96	
MR-4-07-2341	% Out of Service > 12 hours	Parity with VZ Retail	45.45	NA	11				
MR-4-08-2341	% Out of Service > 24 Hours	Parity with VZ Retail	0.00	NA	11				
MR-5 - Repeat Trouble Reports									
MR-5-01-2341	% Repeat Reports within 30 Days	Parity with VZ Retail	3.23	100.00	31	1		17.96	

Complex Services - 2 Wire xDSL

MR-2 - Trouble Report Rate									
MR-2-02-2342	Network Trouble Report Rate - Loop	Parity with VZ Retail	0.07	0.00	13646	12		0.78	0.09
MR-2-03-2342	Network Trouble Report Rate - Central Office	Parity with VZ Retail	0.07	0.00	13646	12		0.74	0.09
MR-2-04-2342	% Subsequent Reports	No Standard	0.00	NA	19				
MR-2-05-2342	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.04	0.00	13646	12			
MR-3 - Missed Repair Appointments									
MR-3-01-2342	% Missed Repair Appointment - Loop	Parity with VZ Retail	20.00	NA	10				
MR-3-02-2342	% Missed Repair Appointment - Central Office	Parity with VZ Retail	0.00	NA	9				
MR-3-03-2342	% Missed Repair Appointment - CPE /TOK/FOK	No Standard	10.56	NA	142				
MR-3-04-2342	% Missed Repair Appointment - No Double Dispatch	Parity with VZ Retail	12.50	NA	16				
MR-3-05-2342	% Missed Repair Appointment - Double Dispatch	Parity with VZ Retail	0.00	NA	3				
MR-4 - Trouble Duration Intervals									
MR-4-01-2342	Mean Time To Repair - Total	Parity with VZ Retail	21.19	NA	19		23.20		
MR-4-02-2342	Mean Time To Repair - Loop Trouble	Parity with VZ Retail	30.14	NA	10		28.47		
MR-4-03-2342	Mean Time To Repair - Central Office Trouble	Parity with VZ Retail	11.24	NA	9		9.38		
MR-4-04-2342	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	78.95	NA	19				
MR-4-07-2342	% Out of Service > 12 hours	Parity with VZ Retail	68.42	NA	19				
MR-4-08-2342	% Out of Service > 24 Hours	Parity with VZ Retail	21.05	NA	19				
MR-5 - Repeat Trouble Reports									
MR-5-01-2342	% Repeat Reports within 30 Days	Parity with VZ Retail	31.58	NA	19				

POTS/Complex Services Combined

MR-4 - Trouble Duration Intervals									
MR-4-06-2103	% Out of Service > 4 hours	Parity with VZ Retail	64.26	47.13	3581	157		3.91	4.38

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)	3.08	3.00	13	1	2.63	2.73	
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)	3.00	5.00	4	1	1.83	2.05	
PR-2 - Average Completed Interval								
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)	2.36	3.00	11	1	2.25	2.35	
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	2.50	NA	4				
PR-3 - Completed within Specified Days								
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	84.14	41.53	7989	236		2.41	-17.66
PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)	92.29	76.27	7989	236		1.76	-9.09
PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)	98.71	94.49	7989	236		0.75	-5.66
PR-3-04-2100	% Completed in 1 Day (1-5 Lines - Dispatch)	10.31	22.18	2493	257		1.99	5.96
PR-3-05-2100	% Completed in 2 Days (1-5 Lines - Dispatch)	23.27	51.36	2493	257		2.77	10.15
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	89.73	96.89	2493	257		1.99	3.60
PR-3-07-2100	% Completed in 4 Days (1-5 Lines - Total)	98.16	98.58	10482	493		0.62	0.68
PR-3-08-2100	% Completed in 5 Days (1-5 Lines - No Dispatch)	99.67	99.15	7989	236		0.38	-1.37
PR-3-09-2100	% Completed in 5 Days (1-5 Lines - Dispatch)	96.31	100.00	2493	257		1.24	2.99
PR-3-10-2100	% Completed in 6 Days (1-5 Lines - Total)	99.17	99.59	10482	493		0.42	1.00
PR-4 - Missed Appointments								
PR-4-02-2100	Average Delay Days - Total	4.50	38.00	270	4	19.72	9.93	
PR-4-03-2100	% Missed Appt. - Customer	0.86	1.75	17879	744			
PR-4-04-2100	% Missed Appt. - VZ - Dispatch	4.66	0.63	3392	316		1.24	3.25
PR-4-05-2100	% Missed Appt. - VZ - No Dispatch	0.77	0.47	14487	428		0.43	0.70
PR-4-08-2100	% Missed Appt. - Customer - Due to Late Order Confirmation		0.13		744			
PR-4-10-2100	% Missed Appt. - VZ - Standard Interval (W Coded) Orders - Dispatch	5.08	0.73	2794	273		1.39	3.12
PR-4-11-2100	% Missed Appt. - VZ - Standard Interval (W Coded) Orders - No Dispatch	0.78	0.52	13275	381		0.46	0.57
PR-5 - Facility Missed Orders								
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	0.27	0.00	17879	316		0.29	0.92
PR-5-02-2100	% Orders Held for Facilities > 15 Days	0.00	0.00	17879	744			
PR-5-03-2100	% Orders Held for Facilities > 60 Days	0.00	0.00	17879	744			
PR-6 - Installation Quality								
PR-6-01-2100	% Installation Troubles reported within 30 Days	4.53	5.52	13472	725		0.79	-1.25
PR-6-02-2100	% Installation Troubles reported within 7 Days	2.63	4.00	13472	725		0.61	-2.25
PR-6-03-2100	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	4.32	3.59	13472	725			
PR-8 - Open Orders in a Hold Status								
PR-8-01-2100	% Open Orders in a Hold Status > 30 Days	0.07	0.00	17879	744		0.10	0.71
PR-8-02-2100	% Open Orders in a Hold Status > 90 Days	0.05	0.00	17879	744		0.08	0.60
POTS - Business								
PR-1 - Average Interval Offered								
PR-1-01-2110	Average Interval Offered - Total No Dispatch	1.35	1.91	839	58	4.03	0.55	-1.02
PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)	4.40	3.22	405	9	4.11	1.39	
PR-2 - Average Completed Interval								
PR-2-01-2110	Average Interval Completed - Total No Dispatch	1.18	4.49	792	53	2.58	0.37	-9.04
PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)	4.06	2.60	362	5	4.07	1.83	
POTS - Residence								
PR-1 - Average Interval Offered								
PR-1-01-2120	Average Interval Offered - Total No Dispatch	0.66	1.40	12640	329	0.98	0.05	-13.52
PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)	2.78	2.36	2236	261	0.98	0.06	6.55
PR-2 - Average Completed Interval								
PR-2-01-2120	Average Interval Completed - Total No Dispatch	0.64	1.40	12418	324	1.02	0.06	-13.24
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)	2.82	2.29	2131	252	1.14	0.08	6.98
Complex Services - 2 Wire Digital								
PR-1 - Average Interval Offered								
PR-1-01-2341	Average Interval Offered - Total No Dispatch	2.54	2.00	37	2	2.24	1.63	
PR-1-02-2341	Average Interval Offered - Total Dispatch	4.59	NA	22		1.89		
PR-2 - Average Completed Interval								
PR-2-01-2341	Average Interval Completed - Total No Dispatch	2.58	2.00	36	2	2.23	1.62	
PR-2-02-2341	Average Interval Completed - Total Dispatch	4.33	NA	21		2.20		
PR-4 - Missed Appointment								
PR-4-02-2341	Average Delay Days - Total	4.00	NA	4		1.41		
PR-4-03-2341	% Missed Appt. - Customer	1.35	0.00	74	1			
PR-4-04-2341	% Missed Appt. - VZ - Dispatch	10.81	NA	37				
PR-4-05-2341	% Missed Appt. - VZ - No Dispatch	0.00	0.00	37	1			
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 Coded) Orders - Dispatch	5.88	NA	34				
PR-4-11-2341	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - No Dispatch	0.00	0.00	37	2			
PR-5 - Facility Missed Orders								
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	4.05	0.00	74	1		19.85	
PR-5-02-2341	% Orders Held for Facilities > 15 Days	0.00	0.00	74	1			
PR-5-03-2341	% Orders Held for Facilities > 60 Days	0.00	0.00	74	1			
PR-6 - Installation Quality								
PR-6-01-2341	% Installation Troubles reported within 30 Days	0.00	NA	45				
PR-6-03-2341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	2.22	NA	45				
PR-8 - Open Orders in a Hold Status								
PR-8-01-2341	% Open Orders in a Hold Status > 30 Days	0.00	0.00	74	1			
PR-8-02-2341	% Open Orders in a Hold Status > 90 Days	0.00	0.00	74	1			
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

Carrier to Carrier
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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	Parity with VZ Retail	NA	NA				
PR-4-03-2342	% Missed Appt. - Customer	No Standard	NA	NA				
PR-4-04-2342	% Missed Appt. - VZ - Dispatch	Parity with VZ Retail	NA	NA				
PR-4-05-2342	% Missed Appt. - VZ - No Dispatch	Parity with VZ Retail	NA	NA				
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	NA	NA				
PR-4-11-2342	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - No Dispatch	Parity with VZ Retail	NA	NA				
PR-5 - Facility Missed Orders								
PR-5-01-2342	% Missed Appointment - Verizon - Facilities	Parity with VZ Retail	NA	NA				
PR-5-02-2342	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	NA	NA				
PR-5-03-2342	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	NA	NA				
PR-6 - Installation Quality								
PR-6-01-2342	% Installation Troubles reported within 30 Days	Parity with VZ Retail	NA	NA				
PR-6-03-2342	% Inst. Troubles reported w/in 30 Days - FOK/TOK/CPE	No Standard	NA	NA				
PR-8 - Open Orders in a Hold Status								
PR-8-01-2342	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	NA	NA				
PR-8-02-2342	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	NA	NA				

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	Parity with VZ Retail	2.31	2.84	4961	443	6.31	0.31
PR-1-11-2103	Average Interval Offered - Disconnects - Dispatch	Parity with VZ Retail	3.41	12.25	29	4	4.66	2.49
PR-2 - Average Completed Interval								
PR-2-10-2103	Average Interval Completed - Disconnects - No Dispatch	Parity with VZ Retail	1.95	1.83	4746	412	3.84	0.20
PR-2-11-2103	Average Interval Completed - Disconnects - Dispatch	Parity with VZ Retail	3.12	12.33	25	3	4.63	2.83

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	Parity with VZ Retail	0.94	0.44	481973	25450		0.06
MR-2-03-2100	Network Trouble Report Rate - Central Office	Parity with VZ Retail	0.11	0.06	481973	25450		0.02
MR-2-04-2100	% Subsequent Reports	No Standard	1.09	2.31	5134	130		
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.79	0.37	481973	25450		
MR-3 - Missed Repair Appointments								
MR-3-01-2100	% Missed Repair Appointment - Loop	Parity with VZ Retail	4.58	1.79	4543	112		2.00
MR-3-02-2100	% Missed Repair Appointment - Central Office	Parity with VZ Retail	1.12	0.00	535	15		2.76
MR-3-03-2100	% Missed Repair Appointment - CPE /TOK/FOK	No Standard	3.14	0.00	3784	95		
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	Parity with VZ Retail	1.71	0.00	3628	100		1.31
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	Parity with VZ Retail	16.98	11.11	648	18		8.97
MR-4 - Mean Time to Repair								
MR-4-01-2100	Mean Time to Repair - Total	Parity with VZ Retail	13.47	11.82	5078	127	17.15	1.54
MR-4-02-2100	Mean Time to Repair - Loop Trouble	Parity with VZ Retail	14.56	12.82	4543	112	17.66	1.69
MR-4-03-2100	Mean Time to Repair - Central Office Trouble	Parity with VZ Retail	4.12	4.33	535	15	6.73	1.76
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	89.11	91.34	5078	127		2.80
MR-4-07-2100	% Out of Service > 12 hours	Parity with VZ Retail	48.16	35.06	2006	77		5.80
MR-4-08-2100	% Out of Service > 24 Hours	Parity with VZ Retail	9.47	6.49	2006	77		3.40
MR-5 - Repeat Trouble Reports								
MR-5-01-2100	% Repeat Reports within 30 Days	Parity with VZ Retail	12.72	11.81	5078	127		2.99

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	Parity with VZ Retail	0.20	0.00	2985	232		0.31
MR-2-03-2341	Network Trouble Report Rate - Central Office	Parity with VZ Retail	0.23	0.00	2985	232		0.33
MR-2-04-2341	% Subsequent Reports	No Standard	0.00	NA	13			
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.54	0.43	2985	232		
MR-3 - Missed Repair Appointments								
MR-3-01-2341	% Missed Repair Appointment - Loop	Parity with VZ Retail	0.00	NA	6			
MR-3-02-2341	% Missed Repair Appointment - Central Office	Parity with VZ Retail	0.00	NA	7			
MR-3-03-2341	% Missed Repair Appointment - CPE /TOK/FOK	No Standard	17.39	0.00	46	1		
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	Parity with VZ Retail	0.00	NA	10			
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	Parity with VZ Retail	0.00	NA	3			
MR-4 - Trouble Duration Intervals								
MR-4-01-2341	Mean Time to Repair - Total	Parity with VZ Retail	9.28	NA	13		10.31	
MR-4-02-2341	Mean Time to Repair - Loop Trouble	Parity with VZ Retail	18.17	NA	6		8.82	
MR-4-03-2341	Mean Time to Repair - Central Office Trouble	Parity with VZ Retail	1.66	NA	7		1.04	
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	92.31	NA	13			
MR-4-07-2341	% Out of Service > 12 hours	Parity with VZ Retail	66.67	NA	3			
MR-4-08-2341	% Out of Service > 24 Hours	Parity with VZ Retail	33.33	NA	3			
MR-5 - Repeat Trouble Reports								
MR-5-01-2341	% Repeat Reports within 30 Days	Parity with VZ Retail	7.69	NA	13			

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	Parity with VZ Retail	0.00	NA	548			
MR-2-03-2342	Network Trouble Report Rate - Central Office	Parity with VZ Retail	0.00	NA	548			
MR-2-04-2342	% Subsequent Reports	No Standard	NA	NA				
MR-2-05-2342	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.00	NA	548			
MR-3 - Missed Repair Appointments								
MR-3-01-2342	% Missed Repair Appointment - Loop	Parity with VZ Retail	NA	NA				
MR-3-02-2342	% Missed Repair Appointment - Central Office	Parity with VZ Retail	NA	NA				
MR-3-03-2342	% Missed Repair Appointment - CPE /TOK/FOK	No Standard	NA	NA				
MR-3-04-2342	% Missed Repair Appointment - No Double Dispatch	Parity with VZ Retail	NA	NA				
MR-3-05-2342	% Missed Repair Appointment - Double Dispatch	Parity with VZ Retail	NA	NA				
MR-4 - Trouble Duration Intervals								
MR-4-01-2342	Mean Time to Repair - Total	Parity with VZ Retail	NA	NA				
MR-4-02-2342	Mean Time to Repair - Loop Trouble	Parity with VZ Retail	NA	NA				
MR-4-03-2342	Mean Time to Repair - Central Office Trouble	Parity with VZ Retail	NA	NA				
MR-4-04-2342	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	NA	NA				
MR-4-07-2342	% Out of Service > 12 hours	Parity with VZ Retail	NA	NA				
MR-4-08-2342	% Out of Service > 24 Hours	Parity with VZ Retail	NA	NA				
MR-5 - Repeat Trouble Reports								
MR-5-01-2342	% Repeat Reports within 30 Days	Parity with VZ Retail	NA	NA				

POTS/Complex Services Combined

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	Parity with VZ Retail	64.56	50.65	2006	77		5.55

Legend Notations defined on Legend sheet - last page

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CLEC Aggregate Performance
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Metric #	POTS Loop/Pre-Qualified Complex/LNP	Standard	CLEC Aggregate		
			Performance	Observations	Difference
OR-1 - Order Confirmation Timeliness					
OR-1-01-3331	Av. Local Service Request Confirmation - LSRC - Flow-Through	No Standard	0.19		
OR-1-02-3331	% On Time LSRC - Flow-Through	95% within 2 hours	99.86	10928	4.86
OR-1-03-3331	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard	12.92		
OR-1-04-3331	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	95% within 24 hours	98.35	13082	3.35
OR-1-05-3331	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	No Standard	16.67		
OR-1-06-3331	% On Time LSRC >= 6 Lines - Electronic	95% within 72 hours	99.48	767	4.48
OR-1-07-3331	Average LSRC Time < 6 Lines - Fax	No Standard	NA		
OR-1-08-3331	% On Time LSRC < 6 Lines - Fax	95% within 48 hours	NA		
OR-1-09-3331	Average LSRC Time >= 6 Lines - Fax	No Standard	NA		
OR-1-10-3331	% On Time LSRC >= 6 Lines - Fax	95% within 96 hours	NA		
OR-2 - Reject Timeliness					
OR-2-01-3331	Average Local Service Request -LSR Reject - Time - Flow-Through	No Standard	0.01		
OR-2-02-3331	% On Time LSR Reject - Flow-Through	95% within 2 hours	100.00	1690	5.00
OR-2-03-3331	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	11.11		
OR-2-04-3331	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 24 hours	98.95	3427	3.95
OR-2-05-3331	Average LSR Reject Time >= 6 Lines - Electronic	No Standard	13.37		
OR-2-06-3331	% On Time LSR Reject >= 6 Lines - Electronic	95% within 72 hours	100.00	264	5.00
OR-2-07-3331	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA		
OR-2-08-3331	% On Time LSR Reject < 6 Lines - Fax	95% within 48 hours	NA		
OR-2-09-3331	Average LSR Reject Time >= 6 Lines - Fax	No Standard	NA		
OR-2-10-3331	% On Time LSR Reject >= 6 Lines - Fax	95% within 96 hours	NA		
OR-7 - % Order Confirmation/Rejects Sent Within 3 Business Days					
OR-7-01-3100	% Order Confirmation/Rejects Sent Within 3 Business Days - POTS Platform	95%	100.00	1121	5.00
OR-7-01-3332	% Order Confirmation/Rejects Sent Within 3 Business Days - Loop/LNP	95%	99.69	957	4.69
POTS Platform					
OR-1 - Order Confirmation Timeliness					
OR-1-01-3140	Av. Local Service Request Confirmation -LSRC -Flow-Through	No Standard	0.09		
OR-1-02-3140	% On Time LSRC - Flow-Through	95% within 2 hours	99.55	1347	4.55
OR-1-03-3140	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard	16.99		
OR-1-04-3140	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	95% within 24 hours	96.83	820	1.83
OR-1-05-3140	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	No Standard	17.84		
OR-1-06-3140	% On Time LSRC >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	58	5.00
OR-1-07-3140	Average LSRC Time < 6 Lines - Fax	No Standard	NA		
OR-1-08-3140	% On Time LSRC < 6 Lines - Fax	95% within 48 hours	NA		
OR-1-09-3140	Average LSRC Time >= 6 Lines - Fax	No Standard	NA		
OR-1-10-3140	% On Time LSRC >= 6 Lines - Fax	95% within 96 hours	NA		
OR-2 - Reject Timeliness					
OR-2-01-3140	Average Local Service Request -LSR Reject - Time -Flow-Through	No Standard	11.05		
OR-2-02-3140	% On Time LSR Reject - Flow-Through	95% within 2 hours	99.75	397	4.75
OR-2-03-3140	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	10.29		
OR-2-04-3140	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 24 hours	99.10	553	4.10
OR-2-05-3140	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	15.65		
OR-2-06-3140	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	71	5.00
OR-2-07-3140	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA		
OR-2-08-3140	% On Time LSR Reject < 6 Lines - Fax	95% within 48 hours	NA		
OR-2-09-3140	Average LSR Reject Time >= 6 Lines - Fax	No Standard	NA		
OR-2-10-3140	% On Time LSR Reject >= 6 Lines - Fax	95% within 96 hours	NA		
Complex Services - 2 Wire Digital					
OR-1 - Order Confirmation Timeliness					
OR-1-03-3341	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard	18.01		
OR-1-04-3341	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	95% within 72 hours	99.40	167	4.40
OR-1-05-3341	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	No Standard	NA		
OR-1-06-3341	% On Time LSRC >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	NA		
OR-1-07-3341	Average LSRC Time < 6 Lines - Fax	No Standard	NA		
OR-1-08-3341	% On Time LSRC < 6 Lines - Fax	95% within 96 hours	NA		
OR-1-09-3341	Average LSRC Time >= 6 Lines - Fax	No Standard	NA		
OR-1-10-3341	% On Time LSRC >= 6 Lines - Fax	95% within 96 hours	NA		
OR-2 - Reject Timeliness					
OR-2-03-3341	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	15.23		
OR-2-04-3341	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	31	5.00
OR-2-05-3341	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	NA		
OR-2-06-3341	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	NA		
OR-2-07-3341	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA		
OR-2-08-3341	% On Time LSR Reject < 6 Lines - Fax	95% within 96 hours	NA		
OR-2-09-3341	Average LSR Reject Time >= 6 Lines - Fax	No Standard	NA		
OR-2-10-3341	% On Time LSR Reject >= 6 Lines - Fax	95% within 96 hours	NA		
Complex Services - 2 Wire xDSL					
OR-1 - Order Confirmation Timeliness					
OR-1-03-3342	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard	16.69		
OR-1-04-3342	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	95% within 72 hours	99.59	241	4.59
OR-1-05-3342	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	No Standard	NA		
OR-1-06-3342	% On Time LSRC >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	NA		
OR-1-07-3342	Average LSRC Time < 6 Lines - Fax	No Standard	NA		
OR-1-08-3342	% On Time LSRC < 6 Lines - Fax	95% within 96 hours	NA		
OR-1-09-3342	Average LSRC Time >= 6 Lines - Fax	No Standard	NA		
OR-1-10-3342	% On Time LSRC >= 6 Lines - Fax	95% within 96 hours	NA		
OR-2 - Reject Timeliness					
OR-2-03-3342	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	17.26		
OR-2-04-3342	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	84	5.00
OR-2-05-3342	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	NA		
OR-2-06-3342	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	NA		
OR-2-07-3342	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA		
OR-2-08-3342	% On Time LSR Reject < 6 Lines - Fax	95% within 96 hours	NA		
OR-2-09-3342	Average LSR Reject Time >= 6 Lines - Fax	No Standard	NA		
OR-2-10-3342	% On Time LSR Reject >= 6 Lines - Fax	95% within 96 hours	NA		

continued

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CLEC Aggregate Performance
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Metric #	Special Services	Standard	CLEC Aggregate						
			Performance	Observations	Difference				
OR-1 - Order Confirmation Timeliness									
OR-1-03-3214	Average LSR Time < 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	No Standard	NA						
OR-1-03-3210	Average LSR Time < 6 Lines -DS0 - Electronic - No Flow-Through	No Standard	NA						
OR-1-03-3211	Average LSR Time < 6 Lines -DS1 - Electronic - No Flow-Through	No Standard	79.14						
OR-1-03-3213	Average LSR Time < 6 Lines -DS3 - Electronic - No Flow-Through	No Standard	21.00						
OR-1-04-3214	% On Time LSR < 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	95% within 48 hours	NA						
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	25.90	139	-69.10				
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 LSR Time >= 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	No Standard	4.28						
OR-1-05-3210	Average LSR Time >= 6 Lines -DS0 - Electronic - No Flow-Through	No Standard	NA						
OR-1-05-3211	Average LSR Time >= 6 Lines -DS1 - Electronic - No Flow-Through	No Standard	NA						
OR-1-05-3213	Average LSR Time >= 6 Lines -DS3 - Electronic - No Flow-Through	No Standard	NA						
OR-1-06-3214	% On Time LSR >= 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	95% within 72 hours	100.00	1	5.00				
OR-1-06-3210	% On Time LSR >= 6 Lines -DS0 - Electronic - No Flow-Through	95% within 72 hours	NA						
OR-1-06-3211	% On Time LSR >= 6 Lines -DS1 - Electronic - No Flow-Through	95% within 72 hours	NA						
OR-1-06-3213	% On Time LSR >= 6 Lines -DS3 - Electronic - No Flow-Through	95% within 72 hours	NA						
OR-1-07-3214	Average LSR Time < 6 Lines - Non DS0, DS1, DS3 - Fax	No Standard	NA						
OR-1-07-3210	Average LSR Time < 6 Lines -DS0 - Fax	No Standard	NA						
OR-1-07-3211	Average LSR Time < 6 Lines -DS1 - Fax	No Standard	78.10						
OR-1-07-3213	Average LSR Time < 6 Lines -DS3 - Fax	No Standard	NA						
OR-1-08-3214	% On Time LSR < 6 Lines - Non DS0, DS1, DS3 - Fax	95% within 72 hours	NA						
OR-1-08-3210	% On Time LSR < 6 Lines -DS0 - Fax	95% within 72 hours	NA						
OR-1-08-3211	% On Time LSR < 6 Lines -DS1 - Fax	95% within 72 hours	50.00	10	-45				
OR-1-08-3213	% On Time LSR < 6 Lines -DS3 - Fax	95% within 72 hours	NA						
OR-1-09-3214	Average LSR Time >= 6 Lines - Non DS0,DS1,DS3 - Fax	No Standard	NA						
OR-1-09-3210	Average LSR Time >= 6 Lines -DS0 - Fax	No Standard	NA						
OR-1-09-3211	Average LSR Time >= 6 Lines -DS1 - Fax	No Standard	597.78						
OR-1-09-3213	Average LSR Time >= 6 Lines -DS3 - Fax	No Standard	NA						
OR-1-10-3214	% On Time LSR >= 6 Lines - Non DS0, DS1, DS3 - Fax	95% within 96 hours	NA						
OR-1-10-3210	% On Time LSR >= 6 Lines -DS0 - Fax	95% within 96 hours	NA						
OR-1-10-3211	% On Time LSR >= 6 Lines -DS1 - Fax	95% within 96 hours	0.00	1	-95.00				
OR-1-10-3213	% On Time LSR >= 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	71.18						
OR-2-04-3200	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 48 hours	73.68	76	-21.32				
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	140.23						
OR-2-08-3200	% On Time LSR Reject >= 6 Lines - Fax	95% within 72 hours	22.22	9	-72.78				
OR-2-09-3200	Average LSR Reject Time >= 6 Lines - Fax	No Standard	1237.65						
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	23.52	29041					
OR-4 - Timeliness of Completion Notification									
OR-4-01-3000	Completion Notification - Average Response Time	No Standard	VZ 2.57	CLEC 22356	Difference -11.86				
OR-4-02-3000	Completion Notification - % On Time	97% by next business day at noon	85.14	22356					
OR-4-03-3000	% Orders Excluded from % On Time Measurement	No Standard	0.00	22356					
OR-4-04-3000	Work Completion Notice - Avg Response Time	No Standard	0.00						
OR-4-05-3000	Work Completion Notice - % On Time	97% by next business day at noon	100.00	22490	3.00				
OR-4-06-3000	Avg Duration - Work Completion -SOP to Bill Comp	Parity with VZ Retail	VZ 8.81	CLEC Aggregate 18.23	VZ 391144	CLEC Aggregate 15220	Standard Deviation 123.95	Sampling Error 1.02	Z-Score -9.20
OR-4-07-3000	% SOP to Bill Completion >= 5 Business Days	Parity with VZ Retail	1.22	1.72	391144	15220		0.09	-5.51
OR-4-08-3000	% SOP to Bill Completion > 1 Business Day	No Standard	3.20	4.65	391144	15220			
OR-4-09-3000	% SOP to Bill Completion w/in 3 Business Days	95% in 3 Bus Days of SOP Cmpltn	VZ 98.95	CLEC 1803	Difference 3.95				
OR-4-10-3000	% SOP to Provisioning Completion w/in 2 Bus Days	95% in 2 Bus Days of SOP Cmpltn	100.00	1837	5.00				
OR-4-11-3000	% SOP Comp Ord w/out a BCN and PCN w/in 3 Bus Days	Not more than 5%	0.00	1837	5.00				
OR-5 - Percent Flow-Through									
OR-5-01-3000	% Flow Through - Total	No Standard	45.35	28205					
OR-5-02-3000	% Flow Through - Simple	No Standard	44.72	26109					
OR-5-03-3000	% Flow Through - Achieved	95%	62.41	20495	-32.59				
OR-6 - Order Accuracy									
OR-6-01-3000	% Accuracy - Orders	95% of Orders without Errors	97.61	334	2.61				
OR-6-02-3000	% Accuracy - Opportunities (each field reported separately)	No Standard	99.69	3969					
OR-6-03-3000	% Accuracy - Local Service Request Confirmation	Not more than 5% of LSRs report due to VZ error	0.01	19635	4.99				
OR-8 - Acknowledgement Timeliness									
OR-8-01-3000	% Acknowledgement on time	95% in 2 hours	99.93	14924	4.93				
OR-9 - Order Acknowledgement Completeness									
OR-9-01-3000	% Acknowledgement Completeness	99%	100.00	14924	1.00				
OR-10 - Lost Order Trouble Tickets									
OR-10-01-3000	% Lost Order Trouble Tickets	No Standard	6.30	460					

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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	5.46	11027	1371	3.96	0.11	-36.60
PR-1-01-3122	Average Interval Offered - Total No Dispatch - Other (Switch & INP)	1.31	NA	11027		3.96		
PR-1-01-3140	Average Interval Offered - Total No Dispatch - Platform	1.31	2.09	11027	1135	3.96	0.12	-6.32
PR-1-03-3112	Average Interval Offered - Dispatch (1-5 Lines) - Loop	4.72	5.21	4069	241	5.18	0.34	-1.43
PR-1-03-3140	Average Interval Offered - Dispatch (1-5 Lines) - Platform	4.72	3.33	4069	101	5.18	0.52	2.66
PR-1-04-3112	Average Interval Offered - Dispatch (6-9 Lines) - Loop	6.91	5.77	199	22	8.74	1.96	0.58
PR-1-04-3140	Average Interval Offered - Dispatch (6-9 Lines) - Platform	6.91	4.00	199	2	8.74	6.21	
PR-1-05-3112	Average Interval Offered - Dispatch (>= 10 Lines) - Loop	7.96	9.29	110	17	8.34	2.17	-0.79 (P)
PR-1-05-3140	Average Interval Offered - Dispatch (>= 10 Lines) - Platform	7.96	NA	110		8.34		
PR-2 - Average Completed Interval								
PR-2-01-3111	Average Interval Completed - Total No Dispatch - Hot Cut Loop	1.20	5.48	10365	1224	3.40	0.10	-41.65
PR-2-01-3122	Average Interval Completed - Total No Dispatch - Other (Switch & INP)	1.20	NA	10365		3.40		
PR-2-01-3140	Average Interval Completed - Total No Dispatch - Platform	1.20	1.87	10365	1067	3.40	0.11	-6.13
PR-2-03-3112	Average Interval Completed - Dispatch (1-5 Lines) - Loop	4.66	5.40	3459	209	5.43	0.39	-1.91
PR-2-03-3140	Average Interval Completed - Dispatch (1-5 Lines) - Platform	4.66	3.66	3459	88	5.43	0.59	1.71
PR-2-04-3112	Average Interval Completed - Dispatch (6-9 Lines) - Loop	6.17	5.63	156	19	6.82	1.66	0.33
PR-2-04-3140	Average Interval Completed - Dispatch (6-9 Lines) - Platform	6.17	2.00	156	2	6.82	4.85	
PR-2-05-3112	Average Interval Completed - Dispatch (>= 10 Lines) - Loop	6.12	8.13	75	8	5.22	1.94	
PR-2-05-3140	Average Interval Completed - Dispatch (>= 10 Lines) - Platform	6.12	NA	75		5.22		
PR-3 - Completed within X Days - Platform & Other (Switch & INP)								
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	75.54	69.22	69439	952		1.40	-4.51
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	87.07	82.25	69439	952		1.09	-4.40
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	97.09	91.07	69439	952		0.55	-10.98
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	9.73	2.27	14742	88		3.17	-2.35
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	21.59	12.50	14742	88		4.40	-2.07
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	70.89	71.59	14742	88		4.86	0.14
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	94.83	91.25	84181	1040		0.69	-5.18
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	99.03	92.23	69439	952		0.32	-21.26
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	91.72	93.18	14742	88		2.95	0.50
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	98.50	92.60	84181	1040		0.30	-15.56
PR-4 - Missed Appointments								
PR-4-02-3100	Average Delay Days - Total	5.09	32.00	2747	35	20.97	3.57	-7.54
PR-4-03-3100	% Missed Appointment - Customer	1.40	5.87	145162	5550			
PR-4-04-3113	% Missed Appointment - Verizon - Dispatch - Loop New	8.45	0.71	23367	2682		0.57	13.65
PR-4-04-3140	% Missed Appointment - Verizon - Dispatch - Platform	8.45	6.82	23367	132		2.43	0.67
PR-4-05-3123	% Missed Appointment - Verizon - No Dispatch - Other	0.63	0.15	121795	1329		0.22	2.20
PR-4-05-3140	% Missed Appointment - Verizon - No Dispatch - Platform	0.63	0.36	121795	1406		0.21	1.27
PR-4-07-3540	% On Time Performance - LNP		98.92		2498			3.92
PR-4-08-3111	% MA - Customer - Due to Late Order Conf. - Hot Cut Loop		0.43		3025			
PR-4-08-3123	% MA - Customer - Due to Late Order Conf. - Other (Switch & INP)		0.32		4012			
PR-4-08-3140	% MA - Customer - Due to Late Order Conf. - Platform		0.20		1538			
PR-4-10-3113	% MA - VZ - Std. Interval (W Coded) Orders - Disp. - Loop New	8.71	1.75	18594	286		1.68	4.14
PR-4-10-3140	% MA - VZ - Std. Interval (W Coded) Orders - Disp. - Platform	8.71	7.84	18594	102		2.80	0.31
PR-4-11-3123	% MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Other	0.58	0.67	108796	149		0.62	-0.14
PR-4-11-3140	% MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Platform	0.58	0.18	108796	1090		0.23	1.73
PR-5 - Facility Missed Orders								
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	0.26	0.32	145162	4009		0.08	-0.74
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	0.26	0.07	145162	1538		0.13	1.46
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	0.00	0.00	145162	4009			
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	0.00	0.00	145162	1538			
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop	0.00	0.00	145162	4009			
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	0.00	0.00	145162	1538			
PR-6 - Installation Quality								
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	3.10	3.95	120712	10661		0.18	-4.86
PR-6-01-3140	% Installation Troubles reported within 30 Days - Platform	3.10	0.10	120712	2079		0.38	7.83
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	1.97	2.65	120712	10661		0.14	-4.85
PR-6-02-3140	% Installation Troubles reported within 7 Days - Platform	1.97	0.10	120712	2079		0.31	6.09
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	3.25	2.86	120712	10661			
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	3.25	NA	120712				
PR-8 - Open Orders in a Hold Status								
PR-8-01-3100	% Open Orders in a Hold Status > 30 Days	0.06	0.04	145162	5550		0.03	0.60
PR-8-02-3100	% Open Orders in a Hold Status > 90 Days	0.02	0.00	145162	5550		0.02	1.03
PR-9 - Hot Cuts								
PR-9-01-3114	% On Time Performance - Hot Cuts	95% win cut over window	97.71		2919			2.71
PR-9-02-3520	% Early Cuts - Lines	No Standard	0.30		4746			
PR-9-03-3520	% Early Cuts - Orders	No Standard	0.10		2919			
PR-9-04-3520	% Defective Cuts - Lines	No Standard	0.00		4746			
PR-9-05-3520	% Defective Cuts - Orders	No Standard	0.00		2919			
PR-9-06-3520	% Late Cuts - Lines	No Standard	4.89		4746			
PR-9-07-3520	% Late Cuts - Orders	No Standard	2.30		2919			
PR-9-08-3520	Average Duration of Service Interruption	No Standard	NA					
PR-9-09-3520	% Supplemented or Cancelled Orders at VZ Request	No Standard	0.00		2919			
Complex Services - 2 Wire Digital								
PR-1 - Average Interval Offered								
PR-1-01-3341	Average Interval Offered - Total No Dispatch	0.46	1.50	2435	4	1.18	0.59	-7.96
PR-1-02-3341	Average Interval Offered - Total Dispatch	3.65	5.54	562	83	2.02	0.24	
PR-2 - Average Completed Interval								
PR-2-01-3341	Average Interval Completed - Total No Dispatch	0.46	1.50	2370	4	1.29	0.65	
PR-2-02-3341	Average Interval Completed - Total Dispatch	5.84	6.14	435	69	12.19	1.58	-0.19
PR-3 - Completed within X Days								
PR-3-10-3341	% Completed w/in 6 Days (1-5 lines) Total	97.01	82.19	6486	73		2.00	-7.39
PR-4 - Missed Appointments								
PR-4-02-3341	Average Delay Days - Total	9.99	3.57	147	7	36.05	13.95	
PR-4-03-3341	% MA - Customer	3.97	16.22	3200	111			
PR-4-04-3341	% MA - VZ - Dispatch	17.16	6.31	816	111		3.81	2.84
PR-4-05-3341	% MA - VZ - No Dispatch	0.29	NA	2384				
PR-4-08-3341	% MA - Customer - Due to Late Order Confirmation		0.00		111			
PR-4-10-3341	% MA - VZ - Std. Interval (W Coded) Orders - Dispatch	17.93	5.88	764	85		4.39	2.75
PR-4-11-3341	% MA - VZ - Std. Interval (W Coded) Orders - No Dispatch	0.25	NA	2362				
PR-5 - Facility Missed Orders								
PR-5-01-3341	% Missed Appointment - Verizon - Facilities	0.59	2.70	3200	111		0.74	-2.85
PR-5-02-3341	% Orders Held for Facilities > 15 Days	0.03	0.00	3200	111		0.17	0.18
PR-5-03-3341	% Orders Held for Facilities > 60 Days	0.00	0.00	3200	111			
PR-6 - Installation Quality								
PR-6-01-3341	% Installation Troubles reported within 30 Days	3.51	7.96	713	113		1.86	-2.39
PR-6-03-3341	% Inst. Troubles reported w/in 30 Days - FOK/TOK/CPE	7.15	7.96	713	113			
PR-8 - Open Orders in a Hold Status								
PR-8-01-3341	% Open Orders in a Hold Status > 30 Days	0.03	0.00	3200	111		0.17	0.18
PR-8-02-3341	% Open Orders in a Hold Status > 90 Days	0.00	0.00	3200	111			

continued

**Carrier to Carrier
Performance Standards and Reports
January 2002
Verizon Virginia**

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

Metric #	Standard	Actual Performance VZ	CLEC Aggregate	Number of Observations VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score	
Complex Services - 2 Wire xDSL									
PR-1 - Average Interval Offered									
PR-1-01-3342	Average Interval Offered - Total No Dispatch	Parity with VZ Retail	1.96	6.54	23	26	1.52	0.44	-2.94 (P)
PR-1-02-3342	Average Interval Offered - Total Dispatch	Parity with VZ Retail	NA	5.75		394			
PR-2 - Average Completed Interval									
PR-2-01-3342	Average Interval Completed - Total No Dispatch	Parity with VZ Retail	1.43	3.41	14	17	1.16	0.42	-2.35(P)
PR-2-02-3342	Average Interval Completed - Total Dispatch	Parity with VZ Retail	NA	6.17		328			
PR-2-13-3342	Avg. Interval Completed-DD-2 Test & Serial#	No Standard	3.85	NA	4790				
PR-2-14-3342	Avg. Interval Completed-DD-2 Test Total	No Standard		NA					
PR-2-15-3342	Avg. Interval Completed-No DD-2 Test & Serial#	No Standard		10.68		139			
PR-2-16-3342	Avg. Interval Completed-No DD-2 Test & 800# Prov	No Standard		12.34		325			
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	97.01	85.80	6486	345		0.94	11.91
PR-4 - Missed Appointments									
PR-4-02-3342	Average Delay Days - Total	Parity with VZ Retail	322.00	3.25	1	16			
PR-4-03-3342	% MA - Customer	No Standard	0.00	9.48	15	591			
PR-4-04-3342	% MA - VZ - Dispatch	Parity with VZ Retail	NA	2.71					
PR-4-05-3342	% MA - VZ - No Dispatch	Parity with VZ Retail	6.67	NA	15	591			
PR-4-08-3342	% MA - Customer - Due to Late Order Confirmation	No Standard		0.34		591			
PR-4-10-3342	% MA - VZ - Std. Interval (W Coded) Orders - Dispatch	Parity with VZ Retail	NA	3.05		426			
PR-4-11-3342	% MA - VZ - Std. Interval (W Coded) Orders - No Dispatch	Parity with VZ Retail	6.67	NA	15				
PR-4-14-3342	% Completed On Time -DD-2 Test & Serial#	95% on Time	85.64	NA	8999				
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		94.96		139			-0.04
PR-4-17-3342	% Completed On Time -No DD-2 Test & 800# Prov	95% on Time		97.54		325			2.54
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	1.69	15	591			0.76 (P)
PR-5-02-3342	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.00	0.00	15	591			
PR-5-03-3342	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00	15	591			
PR-6 - Installation Quality									
PR-6-01-3342	% Installation Troubles reported within 30 Days	Parity with VZ Retail	390.91	7.94	11	592			
PR-6-03-3342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	2245.45	9.12	11	592			
PR-8 - Open Orders in a Hold Status									
PR-8-01-3342	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	6.67	0.00	15	591		6.52	1.02
PR-8-02-3342	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	6.67	0.00	15	591		6.52	1.02
POTS & Complex Aggregate									
PR-1 - Average Interval Offered									
PR-1-10-3133	Average Interval Offered - Disconnects - No Dispatch	Parity with VZ Retail	3.32	5.18	56347	4113	5.78	0.09	-19.92
PR-1-11-3133	Average Interval Offered - Disconnects - Dispatch	Parity with VZ Retail	5.19	3.09	253	11	4.28	1.32	1.59
PR-2 - Average Completed Interval									
PR-2-10-3133	Average Interval Completed - Disconnects - No Dispatch	Parity with VZ Retail	2.90	5.55	51884	3771	4.68	0.08	-33.57
PR-2-11-3133	Average Interval Completed - Disconnects - Dispatch	Parity with VZ Retail	7.73	3.09	220	11	8.48	2.62	1.77
Special Services - Provisioning									
PR-1 - Average Interval Offered									
PR-1-01-3200	Average Interval Offered - Total No Dispatch	Parity with VZ Retail	6.39	NA	554		10.22		
PR-1-02-3200	Average Interval Offered - Total Dispatch	Parity with VZ Retail	9.11	14.00	314	12	8.68	2.55	-1.65 (P)
PR-1-06-3210	Average Interval Offered - DS0	Parity with VZ Retail	7.61	NA	587		10.90		
PR-1-07-3211	Average Interval Offered - DS1	Parity with VZ Retail	7.61	14.00	213	12	7.29	2.16	-2.47 (P)
PR-1-08-3213	Average Interval Offered - DS3	Parity with VZ Retail	NA	NA					
PR-1-09-3511	Average Interval Offered - Total - EEL Backbone	Parity with VZ Retail	7.61	NA	213		7.29		
PR-1-09-3512	Average Interval Offered - Total - EEL Loop	Parity with VZ Retail	7.61	NA	213				
PR-1-09-3530	Average Interval Offered - Total - IOF	Parity with VZ Retail	NA	NA					
PR-1-10-3200	Average Interval Offered - Disconnects - No Dispatch	Parity with VZ Retail	4.77	5.80	417	5	5.44	2.45	
PR-1-11-3200	Average Interval Offered - Disconnects - Dispatch	Parity with VZ Retail	7.10	NA	83		21.28		
PR-2 - Average Completed Interval									
PR-2-01-3200	Average Interval Completed - Total No Dispatch	Parity with VZ Retail	6.99	NA	297		14.23		
PR-2-02-3200	Average Interval Completed - Total Dispatch	Parity with VZ Retail	9.11	13.67	228	3	7.96	4.63	
PR-2-06-3210	Average Interval Completed - DS0	Parity with VZ Retail	7.50	NA	344		12.76		
PR-2-07-3211	Average Interval Completed - DS1	Parity with VZ Retail	9.36	13.67	139	3	10.54	6.15	
PR-2-08-3213	Average Interval Completed - DS3	Parity with VZ Retail	NA	NA					
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		NA					
PR-2-10-3200	Average Interval Completed - Disconnects - No Dispatch	Parity with VZ Retail	5.66	6.25	293	4	6.93	3.49	
PR-2-11-3200	Average Interval Completed - Disconnects - Dispatch	Parity with VZ Retail	5.53	NA	76		5.54		
PR-4 - Missed Appointments									
PR-4-01-3200	% Missed Appointment - Verizon - Specials	Parity with VZ Retail	11.60	4.65	793	129		3.04	2.29
PR-4-01-3510	% Missed Appointment - Verizon - Total - EEL	Parity with VZ Retail	11.60	NA	793				
PR-4-01-3530	% Missed Appointment - Verizon - Total - IOF	Parity with VZ Retail	11.60	0.00	793	8		11.38	
PR-4-02-3200	Average Delay Days - Specials	Parity with VZ Retail	9.54	2.33	92	6	16.70	7.04	
PR-4-02-3510	Average Delay Days - Total - EEL	Parity with VZ Retail	9.54	NA	92		16.70		
PR-4-02-3530	Average Delay Days - Total - IOF	Parity with VZ Retail	9.54	NA	92		16.70		
PR-4-03-3200	% Missed Appointment - Customer	No Standard	22.32	4.38	793	137			
PR-4-03-3510	% Missed Appointment - Customer - EEL	No Standard	22.32	NA	793				
PR-4-08-3200	% MA - Customer - Due to Late Order Confirmation	No Standard		5.17		58			
PR-4-09-3200	% MA - Verizon - Standard Interval (W Coded) Orders -Specials	Parity with VZ Retail	11.78	0.00	747	12		9.38	1.26
PR-4-09-3510	% MA - Verizon - Standard Interval (W Coded) Orders -Total - EEL	Parity with VZ Retail	11.78	NA	747				
PR-4-09-3530	% MA - Verizon - Standard Interval (W Coded) Orders -Total - IOF	Parity with VZ Retail	11.78	NA	747				
PR 5 - % Missed Appointment - Verizon - Facilities									
PR-5-01-3200	% Missed Appointment - Verizon - Facilities	Parity with VZ Retail	0.76	2.92	793	137		0.80	-2.69
PR-5-02-3200	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.25	0.00	793	137		0.46	0.54
PR-5-03-3200	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00	793	137			
PR-6 - Installation Quality									
PR-6-01-3200	% Installation Troubles reported within 30 Days	Parity with VZ Retail	1.16	2.05	3366	195		0.79	-1.13
PR-6-03-3200	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	No Standard	0.53	0.00	3366	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	1.26	0.00	793	129		1.06	1.19
PR-8-01-3510	% Open Orders in a Hold Status > 30 Days - EEL	Parity with VZ Retail	1.26	NA	793				
PR-8-01-3530	% Open Orders in a Hold Status > 30 Days - IOF	Parity with VZ Retail	1.26	25.00	793	8		3.96	
PR-8-02-3200	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.63	0.00	793	129		0.75	0.84
PR-8-02-3510	% Open Orders in a Hold Status > 90 Days - EEL	Parity with VZ Retail	0.63	NA	793				
PR-8-02-3530	% Open Orders in a Hold Status > 90 Days - IOF	Parity with VZ Retail	0.63	0.00	793	8		2.81	

Legend Notations defined on Legend sheet - last page

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Performance Standards and Reports
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CLEC Aggregate Performance
UNE 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-2-02-3112	Network Trouble Report Rate - Loop	0.79	0.67	3116047	165570		0.02	5.18
MR-2-02-3140	Network Trouble Report Rate - Platform	0.79	0.21	3116047	4668		0.13	4.42
MR-2-03-3112	Network Trouble Report Rate - Central Office - Loop	0.09	0.07	3116047	165570		0.01	2.35
MR-2-03-3140	Network Trouble Report Rate - Central Office - Platform	0.09	0.02	3116047	4668		0.04	1.60
MR-2-04-3112	% Subsequent Reports - Loop	No Standard	3.24	0.00	28295	1234		
MR-2-04-3140	% Subsequent Reports - Platform	No Standard	3.24	8.33	28295	12		
MR-2-05-3112	% CPE/TOK/FOK Trouble Report Rate - Loop	No Standard	0.79	0.53	3116047	165570		
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate - Platform	No Standard	0.79	0.15	3116047	4668		
MR-3 - Missed Repair Appointments								
MR-3-01-3112	% Missed Repair Appointment - Loop	Parity with VZ Retail	13.14	3.15	24483	1110	1.04	9.64
MR-3-01-3140	% Missed Repair Appointment - Platform	Parity with VZ Retail	13.14	0.00	24483	10	10.69	1.23
MR-3-02-3112	% Missed Repair Appointment - Central Office - Loop	Parity with VZ Retail	7.67	6.45	2895	124	2.44	0.50
MR-3-02-3140	% Missed Repair Appointment - Central Office - Platform	Parity with VZ Retail	7.67	0.00	2895	1	26.62	
MR-3-03-3112	% Missed Repair Appointment - CPE /TOK/FOK - Loop	No Standard	7.00	3.05	24627	885		
MR-3-03-3140	% Missed Repair Appointment - CPE /TOK/FOK - Platform	No Standard	7.00	0.00	24627	7		
MR-3-04-3112	% Missed Repair Appointment - No Double Dispatch - Loop	Parity with VZ Retail	7.76	2.25	19015	1021	0.86	6.41
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch - Platform	Parity with VZ Retail	7.76	0.00	19015	9	8.92	
MR-3-05-3112	% Missed Repair Appointment - Double Dispatch - Loop	Parity with VZ Retail	37.19	11.52	4334	165	3.83	6.70
MR-3-05-3140	% Missed Repair Appointment - Double Dispatch - Platform	Parity with VZ Retail	37.19	0.00	4334	1	48.34	
MR-4 - Trouble Duration Intervals								
MR-4-01-3112	Mean Time To Repair - Total - Loop	Parity with VZ Retail	18.84	14.38	27378	1234	26.15	0.76
MR-4-01-3140	Mean Time To Repair - Total - Platform	Parity with VZ Retail	18.84	13.37	27378	11	26.15	7.89
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	Parity with VZ Retail	19.90	14.41	24483	1110	26.93	0.83
MR-4-02-3140	Mean Time to Repair - Loop Trouble - Platform	Parity with VZ Retail	19.90	14.71	24483	10	26.93	8.52
MR-4-03-3112	Mean Time To Repair - Central Office Trouble - Loop	Parity with VZ Retail	9.89	14.11	2895	124	15.65	1.74
MR-4-03-3140	Mean Time To Repair - Central Office Trouble - Platform	Parity with VZ Retail	9.89	0.00	2895	1	15.65	-2.94
MR-4-04-3112	% Cleared (all troubles) within 24 Hours - Loop	Parity with VZ Retail	77.95	91.00	27378	1234	1.21	10.82
MR-4-04-3140	% Cleared (all troubles) within 24 Hours - Platform	Parity with VZ Retail	77.95	90.91	27378	11	12.50	1.04
MR-4-06-3140	% Out of Service > 4 hours - Platform	Parity with VZ Retail	73.80	62.50	16204	8	15.55	
MR-4-07-3112	% Out of Service > 12 hours - Loop	Parity with VZ Retail	57.15	60.53	16204	950	1.65	-2.05
MR-4-07-3140	% Out of Service > 12 hours - Platform	Parity with VZ Retail	57.15	50.00	16204	8	17.50	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	Parity with VZ Retail	21.90	8.21	16204	950	1.38	9.92
MR-4-08-3140	% Out of Service > 24 Hours - Platform	Parity with VZ Retail	21.90	12.50	16204	8	14.63	
MR-4-09-3112	Mean Time To Repair - No Double Dispatch - Loop	Parity with VZ Retail	16.25	13.57	19015	1021	19.93	0.64
MR-4-10-3112	Mean Time To Repair - Double Dispatch - Loop	Parity with VZ Retail	33.68	21.77	4334	165	41.59	3.30
MR-5 - Repeat Trouble Reports								
MR-5-01-3112	% Repeat Reports within 30 Days - Loop	Parity with VZ Retail	14.29	15.15	27378	1234	1.02	-0.84
MR-5-01-3140	% Repeat Reports within 30 Days - Platform	Parity with VZ Retail	14.29	18.18	27378	11	10.55	-0.05 (P)

Complex Services - 2 Wire Digital

MR-2 - Trouble Report Rate								
MR-2-02-3341	Network Trouble Report Rate - Loop	Parity with VZ Retail	0.23	0.57	48688	5653		0.07
MR-2-03-3341	Network Trouble Report Rate - Central Office	Parity with VZ Retail	0.22	0.14	48688	5653		0.07
MR-2-04-3341	% Subsequent Reports	No Standard	5.19	0.00	231	40		1.19
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.21	0.69	48688	5653		
MR-3 - Missed Repair Appointments								
MR-3-01-3341	% Missed Repair Appointment - Loop	Parity with VZ Retail	33.04	21.88	112	32	9.43	1.18
MR-3-02-3341	% Missed Repair Appointment - Central Office	Parity with VZ Retail	14.95	25.00	107	8	13.07	
MR-3-03-3341	% Missed Repair Appointment - CPE /TOK/FOK	No Standard	19.46	10.26	591	39		
MR-3-04-3341	% Missed Repair Appointment - No Double Dispatch	Parity with VZ Retail	8.26	0.00	231	24	8.15	1.34
MR-3-05-3341	% Missed Repair Appointment - Double Dispatch	Parity with VZ Retail	46.24	64.29	93	14	14.29	-0.97 (P)
MR-4 - Trouble Duration Intervals								
MR-4-01-3341	Mean Time To Repair - Total	Parity with VZ Retail	17.93	27.89	219	40	22.00	3.78
MR-4-02-3341	Mean Time to Repair - Loop Trouble	Parity with VZ Retail	22.48	30.33	112	32	23.37	4.68
MR-4-03-3341	Mean Time to Repair - Central Office Trouble	Parity with VZ Retail	13.17	18.15	107	8	19.47	7.14
MR-4-04-3341	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	80.82	55.00	219	40	6.72	-3.81
MR-4-07-3341	% Out of Service > 12 hours	Parity with VZ Retail	48.81	76.32	84	38	9.77	-2.82
MR-4-08-3341	% Out of Service > 24 Hours	Parity with VZ Retail	19.05	42.11	84	38	7.68	-3.00
MR-4-09-3341	Mean Time To Repair - No Double Dispatch	Parity with VZ Retail	11.75	22.15	121	24	16.28	3.64
MR-4-10-3341	Mean Time To Repair - Double Dispatch	Parity with VZ Retail	26.52	40.12	93	14	25.83	7.41
MR-5 - Repeat Trouble Reports								
MR-5-01-3341	% Repeat Reports within 30 Days	Parity with VZ Retail	12.33	15.00	219	40	5.65	-0.47

Complex Services - 2 Wire xDSL

MR-2 - Trouble Report Rate								
MR-2-02-3342	Network Trouble Report Rate - Loop	Parity with VZ Retail	0.13	0.55	51528	21076		0.03
MR-2-03-3342	Network Trouble Report Rate - Central Office	Parity with VZ Retail	0.13	0.12	51528	21076		0.03
MR-2-04-3342	% Subsequent Reports	No Standard	0.00	0.00	133	142		-14.10
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.31	0.56	51528	21076		0.10
MR-3 - Missed Repair Appointments								
MR-3-01-3342	% Missed Repair Appointment - Loop	Parity with VZ Retail	19.12	5.17	68	116	6.01	2.32
MR-3-02-3342	% Missed Repair Appointment - Central Office	Parity with VZ Retail	15.38	0.00	65	26	8.37	1.84
MR-3-03-3342	% Missed Repair Appointment - CPE /TOK/FOK	No Standard	15.43	5.13	674	117		
MR-3-04-3342	% Missed Repair Appointment - No Double Dispatch	Parity with VZ Retail	11.21	1.64	116	122	4.09	2.34
MR-3-05-3342	% Missed Repair Appointment - Double Dispatch	Parity with VZ Retail	69.23	22.22	13	18	16.80	2.80
MR-4 - Trouble Duration Intervals								
MR-4-01-3342	Mean Time To Repair - Total	Parity with VZ Retail	24.37	17.12	133	142	24.45	2.95
MR-4-02-3342	Mean Time to Repair - Loop Trouble	Parity with VZ Retail	31.48	18.93	68	116	26.68	4.07
MR-4-03-3342	Mean Time to Repair - Central Office Trouble	Parity with VZ Retail	16.93	9.04	65	26	19.45	4.51
MR-4-04-3342	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	67.67	83.80	133	142	5.64	2.86
MR-4-07-3342	% Out of Service > 12 hours	Parity with VZ Retail	72.31	58.33	130	132	5.53	2.53
MR-4-08-3342	% Out of Service > 24 Hours	Parity with VZ Retail	32.31	15.91	130	132	5.78	2.84
MR-4-09-3342	Mean Time To Repair - No Double Dispatch	Parity with VZ Retail	21.78	14.48	116	122	20.53	2.66
MR-4-10-3342	Mean Time To Repair - Double Dispatch	Parity with VZ Retail	52.15	31.80	13	18	38.93	14.17
MR-5 - Repeat Trouble Reports								
MR-5-01-3342	% Repeat Reports within 30 Days	Parity with VZ Retail	45.11	19.01	133	142	6.00	4.35

Special Services - Maintenance

MR-2 - Trouble Report Rate								
MR-2-01-3200	Network Trouble Report Rate	Parity with VZ Retail	0.26	1.85	164219	1834		0.12
MR-2-05-3200	% CPE/TOK/FOK/CC Trouble Report Rate	No Standard	0.30	1.58	164219	1834		-13.51
MR-4 - Trouble Duration Intervals								
MR-4-01-3200	Mean Time To Repair - Total	Parity with VZ Retail	5.22	6.77	421	34	4.83	0.86
MR-4-02-3200	Mean Time to Repair - Loop Trouble	Parity with VZ Retail	5.68	6.11	237	20	3.96	0.92
MR-4-04-3200	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	99.52	97.06	421	34	1.23	-2.00
MR-4-06-3200	% Out of Service > 4 hours	Parity with VZ Retail	50.59	66.67	421	27	9.93	-1.43 (P)
MR-4-07-3200	% Out of Service > 12 hours	Parity with VZ Retail	6.65	7.41	421	27	4.95	0.14 (P)
MR-4-08-3200	% Out of Service > 24 Hours	Parity with VZ Retail	0.48	3.70	421	27	1.37	-0.95 (P)
MR-5 - Repeat Trouble Reports								
MR-5-01-3200	% Repeat Reports within 30 Days	Parity with VZ Retail	15.20	32.35	421	34	6.40	-2.68

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
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Verizon Virginia

CLEC Aggregate Performance - NOVA
UNE PROVISIONING - POTS

POTS - Provisioning

Metric #

Standard

Actual Performance Number of Observations Standard Deviation Sampling Error Z-Score

VZ CLEC Aggregate VZ CLEC Aggregate

Metric #	Standard	Actual Performance VZ	Actual Performance CLEC Aggregate	Number of Observations VZ	Number of Observations 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	1.14	5.53	4610	248	3.32	0.22	-20.28
PR-1-01-3122	Average Interval Offered - Total No Dispatch - Other (Switch & INP)	1.14	NA	4610		3.32		
PR-1-01-3140	Average Interval Offered - Total No Dispatch - Platform	1.14	3.25	4610	195	3.32	0.24	-8.69
PR-1-03-3112	Average Interval Offered - Dispatch (1-5 Lines) - Loop	4.72	5.97	1260	37	4.61	0.77	-1.63
PR-1-03-3140	Average Interval Offered - Dispatch (1-5 Lines) - Platform	4.72	4.40	1260	5	4.61		
PR-1-04-3112	Average Interval Offered - Dispatch (6-9 Lines) - Loop	6.54	6.20	89	5	8.90		
PR-1-04-3140	Average Interval Offered - Dispatch (6-9 Lines) - Platform	6.54	3.00	89	1	8.90		
PR-1-05-3112	Average Interval Offered - Dispatch (>= 10 Lines) - Loop	8.87	8.00	60	10	9.85		
PR-1-05-3140	Average Interval Offered - Dispatch (>= 10 Lines) - Platform	8.87	NA	60		9.85		
PR-2 - Average Completed Interval								
PR-2-01-3111	Average Interval Completed - Total No Dispatch - Hot Cut Loop	1.07	5.40	4361	201	3.47	0.25	-17.30
PR-2-01-3122	Average Interval Completed - Total No Dispatch - Other (Switch & INP)	1.07	NA	4361		3.47		
PR-2-01-3140	Average Interval Completed - Total No Dispatch - Platform	1.07	3.32	4361	179	3.47	0.26	-8.50
PR-2-03-3112	Average Interval Completed - Dispatch (1-5 Lines) - Loop	5.36	5.88	1003	32	7.78		
PR-2-03-3140	Average Interval Completed - Dispatch (1-5 Lines) - Platform	5.36	11.33	1003	3	7.78		
PR-2-04-3112	Average Interval Completed - Dispatch (6-9 Lines) - Loop	5.27	6.00	63	4	4.09		
PR-2-04-3140	Average Interval Completed - Dispatch (6-9 Lines) - Platform	5.27	3.00	63	1	4.09		
PR-2-05-3112	Average Interval Completed - Dispatch (>= 10 Lines) - Loop	6.08	8.00	36	6	3.88		
PR-2-05-3140	Average Interval Completed - Dispatch (>= 10 Lines) - Platform	6.08	NA	36		3.88		
PR-3 - Completed within X Days - Platform & Other (Switch & INP)								
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	71.46	33.56	21603	146		3.75	-10.11
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	84.56	69.86	21603	146		3.00	-4.90
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	95.57	72.60	21603	146		1.71	-13.44
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	3.72	0.00	2983	3		10.93	
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	8.25	33.33	2983	3		15.89	
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	34.76	33.33	2983	3		27.51	
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	90.55	72.48	24586	149		2.40	-7.52
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	98.65	73.07	21603	146		0.96	-25.75
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	81.73	33.33	2983	3		22.32	
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	97.95	73.15	24586	149		1.16	-21.30
PR-4 - Missed Appointments								
PR-4-02-3100	Average Delay Days - Total	3.78	2.89	1130	9	16.06	5.37	
PR-4-03-3100	% Missed Appointment - Customer	1.82	6.68	41467	599			
PR-4-04-3113	% Missed Appointment - Verizon - Dispatch - Loop New	16.41	2.77	5553	253		2.38	5.73
PR-4-04-3140	% Missed Appointment - Verizon - Dispatch - Platform	16.41	9.09	5553	11		11.18	0.65
PR-4-05-3123	% Missed Appointment - Verizon - No Dispatch - Other	0.61	0.00	36914	79		0.88	0.70
PR-4-05-3140	% Missed Appointment - Verizon - No Dispatch - Platform	0.61	0.39	36914	256		0.49	0.45
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	0.91	0.00	439				
PR-4-08-3123	% MA - Customer - Due to Late Order Conf. - Other (Switch & INP)	0.00	0.00	332				
PR-4-08-3140	% MA - Customer - Due to Late Order Conf. - Platform	0.75	0.00	267				
PR-4-10-3113	% MA - VZ - Std. Interval (W Code) Orders - Disp. - Loop New	16.80	3.77	4406	63		5.17	2.52
PR-4-10-3140	% MA - VZ - Std. Interval (W Code) Orders - Disp. - Platform	16.80	16.67	4406	6		15.27	
PR-4-11-3123	% MA - VZ - Std. Interval (W Code) Orders - No Disp. - Other	0.54	0.00	31447	30		1.34	0.40
PR-4-11-3140	% MA - VZ - Std. Interval (W Code) Orders - No Disp. - Platform	0.54	0.53	31447	188		0.54	0.02
PR-5 - Facility Missed Orders								
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	0.38	2.11	41467	332		0.34	-5.10
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	0.38	0.00	41467	267		0.38	1.01
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	0.00	0.00	41467	332			
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	0.00	0.00	41467	267			
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop	0.00	0.00	41467	332			
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	0.00	0.00	41467	267			
PR-6 - Installation Quality								
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	3.90	2.63	37841	2208		0.42	2.99
PR-6-01-3140	% Installation Troubles reported within 30 Days - Platform	3.90	0.18	37841	566		0.82	4.54
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	2.56	1.49	37841	2208		0.35	3.07
PR-6-02-3140	% Installation Troubles reported within 7 Days - Platform	2.56	0.18	37841	566		0.67	3.56
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TKO/CPE - Loop	4.32	3.08	37841	2208			
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TKO/CPE - Other	4.32	NA	37841				
PR-8 - Open Orders in a Hold Status								
PR-8-01-3100	% Open Orders in a Hold Status > 30 Days	0.02	0.00	41467	599		0.06	0.34
PR-8-02-3100	% Open Orders in a Hold Status > 90 Days	0.00	0.00	41467	599			
PR-9 - Hot Cuts								
PR-9-01-3114	% On Time Performance - Hot Cuts	95% w/in cut over window	95.92		441			0.92
PR-9-02-3520	% Early Cuts - Lines	No Standard	0.00		1160			
PR-9-03-3520	% Early Cuts - Orders	No Standard	0.00		441			
PR-9-04-3520	% Defective Cuts - Lines	No Standard	0.00		1160			
PR-9-05-3520	% Defective Cuts - Orders	No Standard	0.00		441			
PR-9-06-3520	% Late Cuts - Lines	No Standard	7.16		1160			
PR-9-07-3520	% Late Cuts - Orders	No Standard	4.38		441			
PR-9-08-3520	Average Duration of Service Interruption	No Standard	NA		441			
PR-9-09-3520	% Supplemented or Cancelled Orders	No Standard	0.00		441			
Complex Services - 2 Wire Digital								
PR-1 - Average Interval Offered								
PR-1-01-3341	Average Interval Offered - Total No Dispatch	0.16	1.50	1965	4	0.68	0.34	
PR-1-02-3341	Average Interval Offered - Total Dispatch	3.86	5.47	169	49	1.96	0.32	-5.06
PR-2 - Average Completed Interval								
PR-2-01-3341	Average Interval Completed - Total No Dispatch	0.14	1.50	1940	4	0.65	0.33	
PR-2-02-3341	Average Interval Completed - Total Dispatch	7.65	6.46	136	39	19.47	3.64	0.34
PR-3 - Completed within X Days								
PR-3-10-3341	% Completed w/in 6 Days (1-5 lines) Total	94.52	76.74	1936	43		3.51	5.07
PR-4 - Missed Appointments								
PR-4-02-3341	Average Delay Days - Total	12.78	5.25	51	4	59.79	31.05	
PR-4-03-3341	% MA - Customer	1.80	19.12	2219	68			
PR-4-04-3341	% MA - VZ - Dispatch	17.67	5.88	283	68		5.15	2.29
PR-4-05-3341	% MA - VZ - No Dispatch	0.05	NA	1936				
PR-4-08-3341	% MA - Customer - Due to Late Order Confirmation	No Standard	0.00		66			
PR-4-10-3341	% MA - VZ - Std. Interval (W Code) Orders - Dispatch	17.99	7.41	278	54		5.71	1.85
PR-4-11-3341	% MA - VZ - Std. Interval (W Code) Orders - No Dispatch	0.05	NA	1934				
PR-5 - Facility Missed Orders								
PR-5-01-3341	% Missed Appointment - Verizon - Facilities	0.68	1.47	2219	68		1.01	-0.78
PR-5-02-3341	% Orders Held for Facilities > 15 Days	0.05	0.00	2219	68		0.28	0.18
PR-5-03-3341	% Orders Held for Facilities > 60 Days	0.00	0.00	2219	68			
PR-6 - Installation Quality								
PR-6-01-3341	% Installation Troubles reported within 30 Days	4.65	11.76	301	68		2.83	-2.52
PR-6-03-3341	% Inst. Troubles reported w/in 30 Days - FOK/TKO/CPE	12.62	7.35	301	68			
PR-8 - Open Orders in a Hold Status								
PR-8-01-3341	% Open Orders in a Hold Status > 30 Days	0.05	0.00	2219	68		0.28	0.18
PR-8-02-3341	% Open Orders in a Hold Status > 90 Days	0.00	0.00	2219	68			
Complex Services - 2 Wire xDSL								
PR-1 - Average Interval Offered								
PR-1-01-3342	Average Interval Offered - Total No Dispatch	2.00	9.31	14	13	1.75	0.67	-10.85
PR-1-02-3342	Average Interval Offered - Total Dispatch	NA	5.71		169			
PR-2 - Average Completed Interval								
PR-2-01-3342	Average Interval Completed - Total No Dispatch	1.22	2.67	9	6	0.97	0.51	
PR-2-02-3342	Average Interval Completed - Total Dispatch	NA	6.37		137			
PR-2-13-3342	Avg. Interval Completed-DD-2 Test & Serial#	5.29	NA	1279				
PR-2-14-3342	Avg. Interval Completed-DD-2 Test Total	No Standard	NA					
PR-2-15-3342	Avg. Interval Completed-No DD-2 Test & Serial#	No Standard	10.83		102			
PR-2-16-3342	Avg. Interval Completed-No DD-2 Test & 800# Prov	No Standard	17.48		126			
PR-2-17-3342	Avg. Interval Completed-No DD-2 Test & 800#	No Standard	NA					
PR-3 - Completed within X Days								
PR-3-10-3342	% Completed w/in 6 Days (1-5 lines) Total	94.52	84.62	1936	143		1.97	-5.02

continued

**Carrier to Carrier
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**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-4-02-3342 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 Total 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	322.00	3.30	1	10		
	No Standard	0.00	9.90	10	293		
	Parity with VZ Retail	NA	3.41	NA	293		
	No Standard	10.00	NA	10	293		
	Parity with VZ Retail	NA	0.34	NA	293		
	No Standard	NA	4.08	NA	196		
	Parity with VZ Retail	10.00	NA	10	294		
	95% on Time	77.67	NA	2847			
	95% on Time	NA					
	95% on Time	94.12			102		-0.88
95% on Time	96.03			126		1.03	
95% on Time	NA						
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	2.73	10	293		
	Parity with VZ Retail	0.00	0.00	10	293		
	Parity with VZ Retail	0.00	0.00	10	293		
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	442.86	6.80	7	294		
	No Standard	2428.57	9.86	7	294		
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	293		
	Parity with VZ Retail	0.00	0.00	10	293		
POTS & Complex Aggregate							
PR-1-10-3133 Average Interval Offered - Disconnects - No Dispatch PR-1-11-3133 Average Interval Offered - Disconnects - Dispatch	Parity with VZ Retail	3.11	3.75	19939	564	6.10	0.26
	Parity with VZ Retail	3.90	2.60	67	5	2.17	1.01
PR-2-10-3133 Average Interval Completed - Disconnects - No Dispatch PR-2-11-3133 Average Interval Completed - Disconnects - Dispatch	Parity with VZ Retail	2.81	4.65	17866	491	4.89	0.22
	Parity with VZ Retail	3.90	2.60	60	5	2.06	0.96

UNE MAINTENANCE

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score	
		VZ	CLEC Aggregate	VZ	CLEC Aggregate				
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	0.63	0.52	1284229	26793		0.05	2.35	
	Parity with VZ Retail	0.63	0.17	1284229	1806		0.19	2.49	
	Parity with VZ Retail	0.08	0.11	1284229	26793		0.02	-1.67	
	Parity with VZ Retail	0.08	0.00	1284229	1806		0.07	1.20	
	No Standard	7.01	0.00	9792	167				
	No Standard	7.01	0.00	9792	3				
	No Standard	0.74	0.79	1284229	26793				
	No Standard	0.74	0.22	1284229	1806				
	Parity with VZ Retail	26.31	9.42	8089	138		3.78	4.47	
	Parity with VZ Retail	26.31	0.00	8089	3		25.43		
Parity with VZ Retail	15.14	13.79	1017	29		6.75	0.20		
Parity with VZ Retail	15.14	NA	1017	211					
No Standard	12.32	6.16	9537	211					
No Standard	12.32	0.00	9537	4					
Parity with VZ Retail	16.94	6.47	5875	139		3.22	3.25		
Parity with VZ Retail	16.94	0.00	5875	3		21.66			
Parity with VZ Retail	55.50	50.00	1874	16		12.48	0.44		
Parity with VZ Retail	55.50	NA	1874						
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	29.86	22.34	9106	167	36.75	2.87	2.62	
	Parity with VZ Retail	29.86	25.84	9106	3	36.75	21.22		
	Parity with VZ Retail	31.71	22.86	8089	138	37.88	3.25	2.72	
	Parity with VZ Retail	31.71	25.84	8089	3	37.88	21.87		
	Parity with VZ Retail	15.17	19.86	1017	29	20.91	3.94	-1.19	
	Parity with VZ Retail	15.17	NA	1017	29	20.91			
	Parity with VZ Retail	57.62	73.65	9106	167	20.91	3.86	4.15	
	Parity with VZ Retail	57.62	66.67	9106	3	28.54			
	Parity with VZ Retail	88.79	66.67	5996	3	18.22			
	Parity with VZ Retail	76.53	72.31	5996	130	3.76	1.12		
Parity with VZ Retail	76.53	66.67	5996	3	24.47				
Parity with VZ Retail	42.33	23.08	5996	130	4.38	4.39			
Parity with VZ Retail	42.33	33.33	5996	3	28.53				
Parity with VZ Retail	24.76	22.54	5875	139	25.95	2.23	1.00		
Parity with VZ Retail	47.84	32.54	1874	16	55.47	13.93	1.10		
MR-5-01-3112 % Repeat Reports within 30 Days - Loop MR-5-01-3140 % Repeat Reports within 30 Days - Platform	Parity with VZ Retail	16.84	20.36	9106	167		2.92	-1.20	
	Parity with VZ Retail	16.84	33.33	9106	3		21.61		
Complex Services - 2 Wire Digital									
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	0.20	0.67	24794	4012		0.08	-6.17	
	Parity with VZ Retail	0.10	0.12	24794	4012		0.05	-0.53	
	No Standard	8.64	0.00	81	32				
	No Standard	0.98	0.67	24794	4012				
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	46.00	22.22	50	27		11.90	2.00	
	Parity with VZ Retail	29.17	40.00	24	5		22.35		
	No Standard	29.63	11.11	243	27				
	Parity with VZ Retail	27.59	0.00	29	19		13.19	2.09	
Parity with VZ Retail	53.66	66.67	41	12		16.37	-0.79		
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	28.35	29.41	74	32	26.05	5.51	-0.19	
	Parity with VZ Retail	31.62	31.15	50	27	27.12	6.48	0.07	
	Parity with VZ Retail	21.53	19.88	24	5	22.72	11.17		
	Parity with VZ Retail	63.51	50.00	74	32		10.19	-1.33	
	Parity with VZ Retail	68.18	80.00	22	30		13.07	-0.90	
	Parity with VZ Retail	40.91	46.67	22	30		13.80	-0.42	
	Parity with VZ Retail	21.82	24.90	29	19	19.19	6.67	-0.54	
	Parity with VZ Retail	34.88	38.91	41	12	29.33	9.63	-0.42	
	MR-5-01-3341 % Repeat Reports within 30 Days	Parity with VZ Retail	14.86	9.38	74	32		7.53	0.73
		Parity with VZ Retail							
Complex Services - 2 Wire xDSL									
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	0.15	0.46	32490	12494		0.04	-7.67	
	Parity with VZ Retail	0.15	0.09	32490	12494		0.04	1.48	
	No Standard	0.09	0.00	97	69				
	No Standard	1.49	0.45	32490	12494				
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	16.33	8.62	49	58		7.17	1.07	
	Parity with VZ Retail	18.75	0.00	48	11		13.05	1.44	
	No Standard	17.15	7.14	484	56				
	Parity with VZ Retail	10.47	1.69	86	59		5.18	1.70	
Parity with VZ Retail	100.00	50.00		8					
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	25.47	22.85	97	69	26.29	4.14	0.63	
	Parity with VZ Retail	32.85	24.73	49	58	28.39	5.51	1.47	
	Parity with VZ Retail	17.93	12.94	48	11	21.77	7.28	0.69	
	Parity with VZ Retail	65.98	73.91	97	69		7.46	1.06	
	Parity with VZ Retail	71.28	72.73	94	66		2.27	-0.20	
	Parity with VZ Retail	34.04	25.76	94	66		7.61	1.09	
	Parity with VZ Retail	22.17	19.07	86	59	20.79	3.51	0.88	
	Parity with VZ Retail	75.35	44.91	7	8	40.07	20.74		
	MR-5-01-3342 % Repeat Reports within 30 Days	Parity with VZ Retail	47.42	14.49	97	69		7.86	4.19
		Parity with VZ Retail							

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
January 2002
Verizon Virginia

CLEC Aggregate Performance - CENTRAL
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	1.51	5.28	3548	389	4.99	0.27	-14.15
PR-1-01-3122	Average Interval Offered - Total No Dispatch - Other (Switch & INP)	1.51	NA	3548		4.99		
PR-1-01-3140	Average Interval Offered - Total No Dispatch - Platform	1.51	2.24	3548	407	4.99	0.26	-2.80
PR-1-03-3112	Average Interval Offered - Dispatch (1-5 Lines) - Loop	4.92	5.65	1484	62	5.94	0.77	-0.85
PR-1-03-3140	Average Interval Offered - Dispatch (1-5 Lines) - Platform	4.92	3.80	1484	30	5.94	1.10	1.02
PR-1-04-3112	Average Interval Offered - Dispatch (6-9 Lines) - Loop	7.56	5.13	68	8	7.00	2.62	
PR-1-04-3140	Average Interval Offered - Dispatch (6-9 Lines) - Platform	7.56	NA	68		7.00		
PR-1-05-3112	Average Interval Offered - Dispatch (>= 10 Lines) - Loop	7.12	12.00	26	1	3.94	3.91	
PR-1-05-3140	Average Interval Offered - Dispatch (>= 10 Lines) - Platform	7.12	NA	26		3.94		
PR-2 - Average Completed Interval								
PR-2-01-3111	Average Interval Completed - Total No Dispatch - Hot Cut Loop	1.36	5.41	3330	362	3.74	0.21	-19.57
PR-2-01-3122	Average Interval Completed - Total No Dispatch - Other (Switch & INP)	1.36	NA	3330		3.74		
PR-2-01-3140	Average Interval Completed - Total No Dispatch - Platform	1.36	1.96	3330	383	3.74	0.20	-2.97
PR-2-03-3112	Average Interval Completed - Dispatch (1-5 Lines) - Loop	4.61	6.35	1301	57	4.32	0.58	-2.88
PR-2-03-3140	Average Interval Completed - Dispatch (1-5 Lines) - Platform	4.61	3.32	1301	26	4.32	0.86	0.81
PR-2-04-3112	Average Interval Completed - Dispatch (6-9 Lines) - Loop	7.11	5.13	55	8	5.08	1.92	
PR-2-04-3140	Average Interval Completed - Dispatch (6-9 Lines) - Platform	7.11	NA	55		5.08		
PR-2-05-3112	Average Interval Completed - Dispatch (>= 10 Lines) - Loop	5.78	NA	18		3.69		
PR-2-05-3140	Average Interval Completed - Dispatch (>= 10 Lines) - Platform	5.78	NA	18		3.69		
PR-3 - Completed within X Days - Platform & Other (Switch & INP)								
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	77.79	66.28	22699	341		2.27	-5.08
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	88.35	75.95	22699	341		1.75	-7.08
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	97.57	88.56	22699	341		0.84	-10.73
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	12.56	0.00	5293	26		6.52	-1.93
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	24.35	11.54	5293	26		8.44	-1.52
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	71.93	61.54	5293	26		8.83	-1.18
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	95.13	88.56	27992	367		1.13	-5.81
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	99.01	90.03	22699	341		0.54	-16.62
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	92.25	84.62	5293	26		5.26	-1.45
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	98.45	90.46	27992	367		0.65	-12.31
PR-4 - Missed Appointments								
PR-4-02-3100	Average Delay Days - Total	6.00	54.27	841	11	23.41	7.10	-6.79
PR-4-03-3100	% Missed Appointment - Customer	1.29	4.42	49468	1989			
PR-4-04-3113	% Missed Appointment - Verizon - Dispatch - Loop New	7.51	0.56	8333	1065		0.86	8.10
PR-4-04-3140	% Missed Appointment - Verizon - Dispatch - Platform	7.51	2.63	8333	38		4.29	1.14
PR-4-05-3123	% Missed Appointment - Verizon - No Dispatch - Other	0.52	0.53	41135	374		0.37	-0.03
PR-4-05-3140	% Missed Appointment - Verizon - No Dispatch - Platform	0.52	0.39	41135	511		0.32	0.41
PR-4-07-3540	% On Time Performance - LNP	NA	NA					
PR-4-08-3111	% MA - Customer - Due to Late Order Conf. - Hot Cut Loop	NA	0.48		842			
PR-4-08-3123	% MA - Customer - Due to Late Order Conf. - Other (Switch & INP)	NA	0.14		1440			
PR-4-08-3140	% MA - Customer - Due to Late Order Conf. - Platform	NA	0.18		549			
PR-4-10-3113	% MA - VZ - Std. Interval (W Code) Orders - Disp. - Loop New	7.69	2.74	6594	73		3.14	1.58
PR-4-10-3140	% MA - VZ - Std. Interval (W Code) Orders - Disp. - Platform	7.69	3.33	6594	30		4.88	0.89
PR-4-11-3123	% MA - VZ - Std. Interval (W Code) Orders - No Disp. - Other	0.45	2.70	36909	37		1.10	-2.04
PR-4-11-3140	% MA - VZ - Std. Interval (W Code) Orders - No Disp. - Platform	0.45	0.26	36909	392		0.34	0.56
PR-5 - Facility Missed Orders								
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	0.31	0.21	49468	1439		0.15	0.67
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	0.31	0.18	49468	549		0.24	0.54
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	0.00	0.00	49468	1439			
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	0.00	0.00	49468	549			
PR-5-03-3112	% Orders Held for Facilities > 30 Days - Loop	0.00	0.00	49468	1439			
PR-5-03-3140	% Orders Held for Facilities > 30 Days - Platform	0.00	0.00	49468	549			
PR-6 - Installation Quality								
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	2.05	5.23	40600	3136		0.26	-12.08
PR-6-01-3140	% Installation Troubles reported within 30 Days - Platform	2.05	0.13	40600	780		0.51	3.76
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	1.32	3.22	40600	3136		0.21	-9.00
PR-6-02-3140	% Installation Troubles reported within 7 Days - Platform	1.32	0.13	40600	780		0.41	2.89
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	1.86	3.13	40600	3136			
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	1.86	NA	40600				
PR-8 - Open Orders in a Hold Status								
PR-8-01-3100	% Open Orders in a Hold Status > 30 Days	0.06	0.00	49468	1989		0.06	1.07
PR-8-02-3100	% Open Orders in a Hold Status > 90 Days	0.02	0.00	49468	1989		0.03	0.62
PR-9 - Hot Cuts								
PR-9-01-3114	% On Time Performance - Hot Cuts	97.06		781				2.06
PR-9-02-3520	% Early Cuts - Lines	0.98		1118				
PR-9-03-3520	% Early Cuts - Orders	0.26		781				
PR-9-04-3520	% Defective Cuts - Lines	0.00		1118				
PR-9-05-3520	% Defective Cuts - Orders	0.00		781				
PR-9-06-3520	% Late Cuts - Lines	5.81		1118				
PR-9-07-3520	% Late Cuts - Orders	2.55		781				
PR-9-08-3520	Average Duration of Service Interruption	NA						
PR-9-09-3520	% Supplemented or Cancelled Orders	0.00		781				
Complex Services - 2 Wire Digital								
PR-1 - Average Interval Offered								
PR-1-01-3341	Average Interval Offered - Total No Dispatch	1.79	NA	316		1.82		
PR-1-02-3341	Average Interval Offered - Total Dispatch	3.66	5.60	258	25	2.03	0.43	-4.56
PR-2 - Average Completed Interval								
PR-2-01-3341	Average Interval Completed - Total No Dispatch	1.88	NA	293		2.05		
PR-2-02-3341	Average Interval Completed - Total Dispatch	5.35	5.68	192	22	5.65	1.27	-0.26
PR-3 - Completed within X Days								
PR-3-10-3341	% Completed within 6 Days (1-5 lines) Total	97.71	90.91	2406	22		3.20	2.12
PR-4 - Missed Appointments								
PR-4-02-3341	Average Delay Days - Total	7.92	1.00	83	2	7.94	5.68	
PR-4-03-3341	% MA - Customer	9.33	10.34	643	29			
PR-4-04-3341	% MA - VZ - Dispatch	22.79	6.80	351	29		8.10	1.96
PR-4-05-3341	% MA - VZ - No Dispatch	1.03	NA	292				
PR-4-08-3341	% MA - Customer - Due to Late Order Confirmation	NA	0.00		29			
PR-4-10-3341	% MA - VZ - Std. Interval (W Code) Orders - Dispatch	23.05	4.35	347	23		9.07	2.06
PR-4-11-3341	% MA - VZ - Std. Interval (W Code) Orders - No Dispatch	1.03	NA	291				
PR-5 - Facility Missed Orders								
PR-5-01-3341	% Missed Appointment - Verizon - Facilities	0.16	6.50	643	29		0.76	-8.88
PR-5-02-3341	% Orders Held for Facilities > 15 Days	0.00	0.00	643	29			
PR-5-03-3341	% Orders Held for Facilities > 60 Days	0.00	0.00	643	29			
PR-6 - Installation Quality								
PR-6-01-3341	% Installation Troubles reported within 30 Days	3.72	0.00	242	31		3.61	1.03
PR-6-03-3341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	3.31	6.45	242	31			
PR-8 - Open Orders in a Hold Status								
PR-8-01-3341	% Open Orders in a Hold Status > 30 Days	0.00	0.00	643	29			
PR-8-02-3341	% Open Orders in a Hold Status > 90 Days	0.00	0.00	643	29			
Complex Services - 2 Wire xDSL								
PR-1 - Average Interval Offered								
PR-1-01-3342	Average Interval Offered - Total No Dispatch	NA	2.80		5			
PR-1-02-3342	Average Interval Offered - Total Dispatch	NA	5.52		124			
PR-2 - Average Completed Interval								
PR-2-01-3342	Average Interval Completed - Total No Dispatch	NA	2.80		5			
PR-2-02-3342	Average Interval Completed - Total Dispatch	NA	5.87		103			
PR-2-13-3342	Avg. Interval Completed-DD-2 Test & Serial#	3.50	NA	1839				
PR-2-14-3342	Avg. Interval Completed-DD-2 Test Total	NA	NA					
PR-2-15-3342	Avg. Interval Completed-No DD-2 Test & Serial#	NA	11.00		24			
PR-2-16-3342	Avg. Interval Completed-No DD-2 Test & 800# Prov	NA	10.34		99			
PR-2-17-3342	Avg. Interval Completed-No DD-2 Test & No 800#	NA	NA					
PR-3 - Completed within X Days								
PR-3-10-3342	% Completed within 6 Days (1-5 lines) Total	97.71	89.81	2406	108		1.47	-5.37

continued

Carrier to Carrier
Performance Standards and Reports
January 2002
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	1.35	5.44	2016	690	3.07	0.14	-30.21
PR-1-01-3122	Average Interval Offered - Total No Dispatch - Other (Switch & INP)	1.35	NA	2016		3.07		
PR-1-01-3140	Average Interval Offered - Total No Dispatch - Platform	1.35	1.66	2016	442	3.07	0.16	-1.92
PR-1-03-3112	Average Interval Offered - Dispatch (1-5 Lines) - Loop	4.53	4.97	919	118	4.99	0.49	-0.90
PR-1-03-3140	Average Interval Offered - Dispatch (1-5 Lines) - Platform	4.53	3.02	919	60	4.99	0.66	2.27
PR-1-04-3112	Average Interval Offered - Dispatch (6-9 Lines) - Loop	8.18	6.00	28	7	12.89	5.45	
PR-1-04-3140	Average Interval Offered - Dispatch (6-9 Lines) - Platform	8.18	NA	28		12.89		
PR-1-05-3112	Average Interval Offered - Dispatch (>= 10 Lines) - Loop	7.35	9.67	20	3	8.29	5.13	
PR-1-05-3140	Average Interval Offered - Dispatch (>= 10 Lines) - Platform	7.35	NA	20		8.29		
PR-2 - Average Completed Interval								
PR-2-01-3111	Average Interval Completed - Total No Dispatch - Hot Cut Loop	1.21	5.47	1870	624	2.88	0.13	-31.99
PR-2-01-3122	Average Interval Completed - Total No Dispatch - Other (Switch & INP)	1.21	NA	1870		2.88		
PR-2-01-3140	Average Interval Completed - Total No Dispatch - Platform	1.21	1.34	1870	419	2.88	0.16	-0.84
PR-2-03-3112	Average Interval Completed - Dispatch (1-5 Lines) - Loop	4.11	5.01	792	98	3.57	0.38	-2.35
PR-2-03-3140	Average Interval Completed - Dispatch (1-5 Lines) - Platform	4.11	3.13	792	54	3.57	0.50	1.95
PR-2-04-3112	Average Interval Completed - Dispatch (6-9 Lines) - Loop	7.89	6.00	27	6	13.00	5.87	
PR-2-04-3140	Average Interval Completed - Dispatch (6-9 Lines) - Platform	7.89	NA	27		13.00		
PR-2-05-3112	Average Interval Completed - Dispatch (>= 10 Lines) - Loop	7.41	8.00	17	1	8.54	8.79	
PR-2-05-3140	Average Interval Completed - Dispatch (>= 10 Lines) - Platform	7.41	NA	17		8.54		
PR-3 - Completed within X Days - Platform & Other (Switch & INP)								
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	73.70	83.42	17136	386		2.27	4.29
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	86.12	90.93	17136	386		1.78	2.70
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	97.61	98.70	17136	386		0.79	1.39
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	10.12	3.70	3971	54		4.13	-1.55
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	28.89	12.96	3971	54		6.07	-2.29
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	84.84	77.78	3971	54		4.91	-1.44
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	97.75	98.41	21107	440		0.71	0.92
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	99.24	99.48	17136	386		0.45	0.54
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	95.57	100.00	3971	54		2.79	1.55
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	98.89	99.55	21107	440		0.50	1.31
PR-4 - Missed Appointments								
PR-4-02-3100	Average Delay Days - Total	6.85	37.69	505	13	26.22	7.37	-4.19
PR-4-03-3100	% Missed Appointment - Customer	1.33	6.79	36324	2708			
PR-4-04-3113	% Missed Appointment - Verizon - Dispatch - Loop New	4.57	0.32	6081	1264		0.65	6.58
PR-4-04-3140	% Missed Appointment - Verizon - Dispatch - Platform	4.57	9.59	6081	73		2.46	-2.04
PR-4-05-3123	% Missed Appointment - Verizon - No Dispatch - Other	0.75	0.00	30243	837		0.30	2.48
PR-4-05-3140	% Missed Appointment - Verizon - No Dispatch - Platform	0.75	0.37	30243	534		0.38	1.01
PR-4-07-3540	% On Time Performance - LNP	NA	NA					
PR-4-08-3111	% MA - Customer - Due to Late Order Conf. - Hot Cut Loop	NA	0.25		1630			
PR-4-08-3123	% MA - Customer - Due to Late Order Conf. - Other (Switch & INP)	NA	0.48		2101			
PR-4-08-3140	% MA - Customer - Due to Late Order Conf. - Platform	NA	0.00		607			
PR-4-10-3113	% MA - VZ - Std. Interval (W Code) Orders - Disp. - Loop New	4.82	0.78	4797	129		1.91	2.11
PR-4-10-3140	% MA - VZ - Std. Interval (W Code) Orders - Disp. - Platform	4.82	10.17	4797	59		2.81	-1.91
PR-4-11-3123	% MA - VZ - Std. Interval (W Code) Orders - No Disp. - Other	0.70	0.00	27149	72		0.98	0.71
PR-4-11-3140	% MA - VZ - Std. Interval (W Code) Orders - No Disp. - Platform	0.70	0.00	27149	423		0.41	1.71
PR-5 - Facility Missed Orders								
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	0.07	0.05	36324	2101		0.06	0.34
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	0.07	0.00	36324	607		0.11	0.65
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	0.00	0.00	36324	2101			
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	0.00	0.00	36324	607			
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop	0.00	0.00	36324	2101			
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	0.00	0.00	36324	607			
PR-6 - Installation Quality								
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	2.86	4.02	28761	4628		0.26	-4.40
PR-6-01-3140	% Installation Troubles reported within 30 Days - Platform	2.86	0.00	28761	598		0.69	4.15
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	1.79	2.96	28761	4628		0.21	-5.55
PR-6-02-3140	% Installation Troubles reported within 7 Days - Platform	1.79	0.00	28761	598		0.55	3.27
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TKO/CPE - Loop	3.32	2.77	28761	4628			
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TKO/CPE - Other	3.32	NA	28761				
PR-8 - Open Orders in a Hold Status								
PR-8-01-3100	% Open Orders in a Hold Status > 30 Days	0.08	0.07	36324	2708		0.06	0.18
PR-8-02-3100	% Open Orders in a Hold Status > 90 Days	0.05	0.00	36324	2708		0.04	1.12
PR-9 - Hot Cuts								
PR-9-01-3114	% On Time Performance - Hot Cuts	95%	cut over window					
PR-9-02-3520	% Early Cuts - Lines	0.00	0.00	1598				3.62
PR-9-03-3520	% Early Cuts - Orders	0.00	0.00	2079				
PR-9-04-3520	% Defective Cuts - Lines	0.00	0.00	1598				
PR-9-05-3520	% Defective Cuts - Orders	0.00	0.00	2079				
PR-9-06-3520	% Late Cuts - Lines	0.00	2.55	1598				
PR-9-07-3520	% Late Cuts - Orders	0.00	1.38	2079				
PR-9-08-3520	Average Duration of Service Interruption	0.00	NA	1598				
PR-9-09-3520	% Supplemented or Cancelled Orders	0.00	0.00	1598				
Complex Services - 2 Wire Digital								
PR-1 - Average Interval Offered								
PR-1-01-3341	Average Interval Offered - Total No Dispatch	1.44	NA	109		1.54		
PR-1-02-3341	Average Interval Offered - Total Dispatch	3.18	5.75	111	4	1.99	1.01	
PR-2 - Average Completed Interval								
PR-2-01-3341	Average Interval Completed - Total No Dispatch	1.74	NA	93		2.65		
PR-2-02-3341	Average Interval Completed - Total Dispatch	4.47	6.33	96	3	8.70	5.11	
PR-3 - Completed within X Days								
PR-3-10-3341	% Completed within 6 Days (1-5 Lines) Total	98.62	66.67	1380	3			6.74
PR-4 - Missed Appointments								
PR-4-02-3341	Average Delay Days - Total	15.89	NA	9		23.98		
PR-4-03-3341	% MA - Customer	10.16	28.57	256	7			
PR-4-04-3341	% MA - VZ - Dispatch	4.14	0.00	145	7		7.71	
PR-4-05-3341	% MA - VZ - No Dispatch	2.70	NA	111				
PR-4-08-3341	% MA - Customer - Due to Late Order Confirmation	0.00	0.00		7			
PR-4-10-3341	% MA - VZ - Std. Interval (W Code) Orders - Dispatch	4.76	0.00	105	4		10.85	
PR-4-11-3341	% MA - VZ - Std. Interval (W Code) Orders - No Dispatch	2.17	NA	92				
PR-5 - Facility Missed Orders								
PR-5-01-3341	% Missed Appointment - Verizon - Facilities	0.00	0.00	256	7			
PR-5-02-3341	% Orders Held for Facilities > 15 Days	0.00	0.00	256	7			
PR-5-03-3341	% Orders Held for Facilities > 60 Days	0.00	0.00	256	7			
PR-6 - Installation Quality								
PR-6-01-3341	% Installation Troubles reported within 30 Days	1.60	0.00	125	6		5.24	
PR-6-03-3341	% Inst. Troubles reported w/ in 30 Days - FOK/TKO/CPE	3.20	16.67	125	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	256	7			
PR-8-02-3341	% Open Orders in a Hold Status > 90 Days	0.00	0.00	256	7			
Complex Services - 2 Wire xDSL								
PR-1 - Average Interval Offered								
PR-1-01-3342	Average Interval Offered - Total No Dispatch	1.89	4.29	9	7	1.17	0.59	
PR-1-02-3342	Average Interval Offered - Total Dispatch	NA	6.15		80			
PR-2 - Average Completed Interval								
PR-2-01-3342	Average Interval Completed - Total No Dispatch	1.80	4.60	5	5	1.48	0.94	
PR-2-02-3342	Average Interval Completed - Total Dispatch	NA	6.33		69			
PR-2-13-3342	Avg. Interval Completed-DD-2 Test & Serial#	3.10	NA	1047				
PR-2-14-3342	Avg. Interval Completed-DD-2 Test & Serial#	NA	NA					
PR-2-15-3342	Avg. Interval Completed-No DD-2 Test & Serial#	NA	8.92		13			
PR-2-16-3342	Avg. Interval Completed-No DD-2 Test & 800# Prov	NA	6.08		71			
PR-2-17-3342	Avg. Interval Completed-No DD-2 Tests & 800#	NA	NA					
PR-3 - Completed within X Days								
PR-3-10-3342	% Completed within 6 Days (1-5 Lines) Total	98.62	79.73	1380	74		1.39	-13.57

continued

Carrier to Carrier
Performance Standards and Reports
January 2002
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-4-02-3342 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 Total 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 & 800#	Parity with VZ Retail	NA	1.67	3			
	No Standard	0.00	10.68	5	103		
	Parity with VZ Retail	NA	2.91	5	103		
	No Standard	0.00	NA	5			
	Parity with VZ Retail	NA	0.97		103		
	No Standard	NA	3.53		85		
	Parity with VZ Retail	0.00	NA	5			
	95% on Time	93.12	NA	1852			
	95% on Time	NA					
	95% on Time	100.00			13		5.00
95% on Time	95.77			71		0.77	
95% on Time	NA						

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	0.00	5	103		
	Parity with VZ Retail	0.00	0.00	5	103		
	Parity with VZ Retail	0.00	0.00	5	103		

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	125.00	7.77	4	103		
	No Standard	1425.00	14.56	4	103		

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	20.00	0.00	5	103	18.32	1.09
	Parity with VZ Retail	20.00	0.00	5	103	18.32	1.09

POTS & Complex Aggregate

PR-1-10-3133 Average Interval Offered - Disconnects - No Dispatch PR-1-11-3133 Average Interval Offered - Disconnects - Dispatch	Parity with VZ Retail	3.36	5.87	15013	1942	4.98	0.12	-20.90
	Parity with VZ Retail	5.02	4.00	57	2	5.02	3.61	

PR-2-10-3133 Average Interval Completed - Disconnects - No Dispatch PR-2-11-3133 Average Interval Completed - Disconnects - Dispatch	Parity with VZ Retail	2.98	6.01	13636	1859	4.49	0.11	-27.30
	Parity with VZ Retail	4.04	4.00	46	2	4.08	2.95	

UNE MAINTENANCE

POTS - Maintenance

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
MR-2-02-3112 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	0.80	0.71	688385	64791		0.04	2.42
	Parity with VZ Retail	0.80	0.31	688385	1290		0.25	1.97
	Parity with VZ Retail	0.11	0.08	688385	64791		0.01	2.00
	Parity with VZ Retail	0.11	0.08	688385	1290		0.09	0.31
	No Standard	1.22	0.00	6311	512			
	No Standard	1.22	16.67	6311	8			
	No Standard	0.86	0.55	688385	64791			
	No Standard	0.86	0.16	688385	1290			

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	6.39	2.82	5509	461		1.19	3.01
	Parity with VZ Retail	6.39	0.00	5509	4		12.23	
	Parity with VZ Retail	4.28	1.96	725	51		2.93	0.79
	Parity with VZ Retail	4.28	0.00	725	1		20.25	
	No Standard	3.44	2.53	5902	356			
	No Standard	3.44	0.00	5902	2			
	Parity with VZ Retail	4.32	1.83	4676	436		1.02	2.45
	Parity with VZ Retail	4.32	0.00	4676	4		10.17	
	Parity with VZ Retail	22.88	8.47	695	59		5.70	2.53
	Parity with VZ Retail	22.88	NA	695				

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	13.75	13.09	6234	512	16.49	0.76	0.86
	Parity with VZ Retail	13.75	8.78	6234	5	16.49	7.38	
	Parity with VZ Retail	14.42	13.07	5509	461	16.97	0.82	1.64
	Parity with VZ Retail	14.42	10.98	5509	4	16.97	8.49	
	Parity with VZ Retail	8.62	13.29	725	51	10.92	1.58	-2.95
	Parity with VZ Retail	8.62	0.00	725	1	10.92	10.83	
	Parity with VZ Retail	86.04	94.34	6234	512	15.9	1.59	5.21
	Parity with VZ Retail	86.04	100.00	6234	5	15.51		
	Parity with VZ Retail	64.26	66.67	3581	3	27.68		
	Parity with VZ Retail	45.60	60.20	3581	402	2.62		-5.57
Parity with VZ Retail	45.60	66.67	3581	3	28.77			
Parity with VZ Retail	11.73	5.72	3581	402	1.69		3.55	
Parity with VZ Retail	11.73	0.00	3581	3	18.59			
Parity with VZ Retail	13.33	12.28	4676	436	15.37	0.77	1.35	
Parity with VZ Retail	25.42	20.97	695	59	22.37	3.03	1.47	

MR-5-01-3112 % Repeat Reports within 30 Days - Loop MR-5-01-3140 % Repeat Reports within 30 Days - Platform	Parity with VZ Retail	11.97	14.26	6234	512		1.49	-1.53
	Parity with VZ Retail	11.97	20.00	6234	5		14.52	

Complex Services - 2 Wire Digital

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	0.24	0.00	6643	427		0.24	0.98
	Parity with VZ Retail	0.23	0.47	6643	427		0.24	-1.02
	No Standard	11.43	0.00	35	2			
	No Standard	1.08	1.17	6643	427			

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	12.50	NA	16	2			
	Parity with VZ Retail	6.67	0.00	15	2		18.78	
	No Standard	18.06	20.00	72	5			
	Parity with VZ Retail	0.00	0.00	14	1			
	Parity with VZ Retail	17.65	NA	17	1			

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	12.59	13.72	31	2	13.61	9.93	
	Parity with VZ Retail	15.21	NA	16	2	16.77		
	Parity with VZ Retail	3.78	13.72	31	2	8.87	6.68	
	Parity with VZ Retail	93.55	100.00	31	2	17.92		
	Parity with VZ Retail	45.45	50.00	11	2	38.28		
	Parity with VZ Retail	0.00	0.00	11	2			
	Parity with VZ Retail	5.57	6.06	14	1	6.62	6.85	
	Parity with VZ Retail	18.36	NA	17	1	15.26		

MR-5-01-3341 % Repeat Reports within 30 Days	Parity with VZ Retail	3.23	100.00	31	2		12.90	
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Complex Services - 2 Wire xDSL

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	0.07	0.56	13646	3203		0.05	-9.20
	Parity with VZ Retail	0.07	0.16	13646	3203		0.05	-1.79
	No Standard	0.00	0.00	19	23			
	No Standard	1.04	0.91	13646	3203			

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	20.00	0.00	10	18		15.78	1.27
	Parity with VZ Retail	0.00	0.00	9	5			
	No Standard	10.56	0.00	142	29			
	Parity with VZ Retail	12.50	0.00	16	19		11.22	1.11
	Parity with VZ Retail	0.00	0.00	3	4			

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	21.19	10.80	19	23	23.20	7.19	1.44
	Parity with VZ Retail	30.14	11.35	10	18	28.47	11.23	1.67
	Parity with VZ Retail	11.24	8.82	9	5	9.38	5.23	1.32
	Parity with VZ Retail	79.95	95.65	19	23	12.64	1.32	
	Parity with VZ Retail	68.42	40.00	19	20	14.89	1.91	
	Parity with VZ Retail	21.05	5.00	19	20	13.06	1.23	
	Parity with VZ Retail	21.68	8.80	16	19	25.37	8.61	1.50
	Parity with VZ Retail	18.53	20.28	3	4	2.42	1.85	

MR-5-01-3342 % Repeat Reports within 30 Days	Parity with VZ Retail	31.58	34.78	19	23		14.41	-0.22
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Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
January 2002
Verizon Virginia

CLEC Aggregate Performance - WESTERN
UNE PROVISIONING - POTS

Metric #	POTS - Provisioning	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	Parity with VZ Retail	1.35	8.04	839	25	4.03	0.82	-8.18
PR-1-01-3122	Average Interval Offered - Total No Dispatch - Other (Switch & INP)	Parity with VZ Retail	1.35	NA	839		4.03		
PR-1-01-3140	Average Interval Offered - Total No Dispatch - Platform	Parity with VZ Retail	1.35	1.07	839	91	4.03	0.44	0.63
PR-1-03-3112	Average Interval Offered - Dispatch (1-5 Lines) - Loop	Parity with VZ Retail	4.40	3.65	405	17	4.11	1.02	0.74
PR-1-03-3140	Average Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with VZ Retail	4.40	3.17	405	6	4.11	1.69	
PR-1-04-3112	Average Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with VZ Retail	3.08	6.00	13	1	2.63	2.73	
PR-1-04-3140	Average Interval Offered - Dispatch (6-9 Lines) - Platform	Parity with VZ Retail	3.08	5.00	13	1	2.63	2.73	
PR-1-05-3112	Average Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with VZ Retail	3.00	12.33	4	3	1.93	1.40	
PR-1-05-3140	Average Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with VZ Retail	3.00	NA	4		1.93		
PR-2 - Average Completed Interval									
PR-2-01-3111	Average Interval Completed - Total No Dispatch - Hot Cut Loop	Parity with VZ Retail	1.18	7.84	792	19	2.58	0.60	-11.12
PR-2-01-3122	Average Interval Completed - Total No Dispatch - Other (Switch & INP)	Parity with VZ Retail	1.18	NA	792		2.58		
PR-2-01-3140	Average Interval Completed - Total No Dispatch - Platform	Parity with VZ Retail	1.18	1.00	792	86	2.58	0.29	0.61
PR-2-03-3112	Average Interval Completed - Dispatch (1-5 Lines) - Loop	Parity with VZ Retail	4.06	3.53	362	15	4.07	1.07	0.49
PR-2-03-3140	Average Interval Completed - Dispatch (1-5 Lines) - Platform	Parity with VZ Retail	4.06	3.40	362	5	4.07	1.83	
PR-2-04-3112	Average Interval Completed - Dispatch (6-9 Lines) - Loop	Parity with VZ Retail	2.36	NA	11		2.25		
PR-2-04-3140	Average Interval Completed - Dispatch (6-9 Lines) - Platform	Parity with VZ Retail	2.36	1.00	11	1	2.25	2.35	
PR-2-05-3112	Average Interval Completed - Dispatch (>= 10 Lines) - Loop	Parity with VZ Retail	2.50	9.00	4	1	1.29	1.44	
PR-2-05-3140	Average Interval Completed - Dispatch (>= 10 Lines) - Platform	Parity with VZ Retail	2.50	NA	4		1.29		
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	84.14	78.48	7989	79		4.13	-1.37
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	92.29	89.87	7989	79		3.02	-0.80
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	96.71	96.73	7989	79		1.28	0.02
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with VZ Retail	10.31	0.00	2493	5		13.61	
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with VZ Retail	23.27	0.00	2493	5		18.92	
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with VZ Retail	89.73	80.00	2493	5		13.59	
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	Parity with VZ Retail	98.16	98.81	10482	84		1.47	0.44
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	99.67	100.00	7399	79		0.65	0.51
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Total)	Parity with VZ Retail	96.31	100.00	2493	5		8.44	
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Dispatch)	Parity with VZ Retail	99.17	100.00	10482	84		0.99	0.84
PR-4 - Missed Appointments									
PR-4-02-3100	Average Delay Days - Total	Parity with VZ Retail	4.50	6.00	270	1	19.72	19.76	
PR-4-03-3100	% Missed Appointment - Customer	No Standard	0.86	5.70	17679	193			
PR-4-04-3113	% Missed Appointment - Verizon - Dispatch - Loop New	Parity with VZ Retail	4.66	1.54	3392	65		2.64	1.19
PR-4-04-3140	% Missed Appointment - Verizon - Dispatch - Platform	Parity with VZ Retail	4.66	0.00	3392	10		6.68	0.70
PR-4-05-3123	% Missed Appointment - Verizon - No Dispatch - Other	Parity with VZ Retail	0.77	0.00	14487	13		2.43	0.32
PR-4-05-3140	% Missed Appointment - Verizon - No Dispatch - Platform	Parity with VZ Retail	0.77	0.00	14487	105		0.86	0.90
PR-4-07-3540	% On Time Performance - LNP	95% On Time	NA	NA					
PR-4-08-3111	% MA - Customer - Due to Late Order Conf. - Hot Cut Loop	No Standard	1.20		83				
PR-4-08-3123	% MA - Customer - Due to Late Order Conf. - Other (Switch & INP)	No Standard	0.00		78				
PR-4-08-3140	% MA - Customer - Due to Late Order Conf. - Platform	No Standard	0.00		115				
PR-4-10-3113	% MA - VZ - Std. Interval (W Code) Orders - Disp. - Loop New	Parity with VZ Retail	5.08	0.00	2794	21		4.81	1.06
PR-4-10-3140	% MA - VZ - Std. Interval (W Code) Orders - Disp. - Platform	Parity with VZ Retail	5.08	0.00	2794	7		8.31	
PR-4-11-3123	% MA - VZ - Std. Interval (W Code) Orders - No Disp. - Other	Parity with VZ Retail	0.78	0.00	13275	7		3.33	
PR-4-11-3140	% MA - VZ - Std. Interval (W Code) Orders - No Disp. - Platform	Parity with VZ Retail	0.78	0.00	13275	87		0.95	0.82
PR-5 - Facility Missed Orders									
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	Parity with VZ Retail	0.27	1.32	17679	76		0.60	-1.76
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	Parity with VZ Retail	0.27	0.00	17679	115		0.48	0.56
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	Parity with VZ Retail	0.00	0.00	17679	76			
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	Parity with VZ Retail	0.00	0.00	17679	115			
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop	Parity with VZ Retail	0.00	0.00	17679	76			
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	Parity with VZ Retail	0.00	0.00	17679	115			
PR-6 - Installation Quality									
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	Parity with VZ Retail	4.53	2.38	13472	546		0.91	2.37
PR-6-01-3140	% Installation Troubles reported within 30 Days - Platform	Parity with VZ Retail	4.53	0.00	13472	135		1.80	2.52
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	Parity with VZ Retail	2.63	2.01	13472	546		0.70	0.88
PR-6-02-3140	% Installation Troubles reported within 7 Days - Platform	Parity with VZ Retail	2.63	0.00	13472	135		1.38	1.90
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	No Standard	4.32	2.01	13472	546			
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	No Standard	4.32	NA	13472				
PR-8 - Open Orders in a Hold Status									
PR-8-01-3100	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	0.07	0.00	17679	193		0.19	0.37
PR-8-02-3100	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.05	0.00	17679	193		0.16	0.31
PR-9 - Hot Cuts									
PR-9-01-3114	% On Time Performance - Hot Cuts	95% win cut over window		95.96		99			0.96
PR-9-02-3520	% Early Cuts - Lines	No Standard		0.77		389			
PR-9-03-3520	% Early Cuts - Orders	No Standard		0.01		99			
PR-9-04-3520	% Defective Cuts - Lines	No Standard		0.00		389			
PR-9-05-3520	% Defective Cuts - Orders	No Standard		0.00		99			
PR-9-06-3520	% Late Cuts - Lines	No Standard		7.97		389			
PR-9-07-3520	% Late Cuts - Orders	No Standard		4.04		99			
PR-9-08-3520	Average Duration of Service Interruption	No Standard		NA					
PR-9-09-3520	% Supplemented or Cancelled Orders	No Standard		0.00		99			
Complex Services - 2 Wire Digital									
PR-1 - Average Interval Offered									
PR-1-01-3341	Average Interval Offered - Total No Dispatch	Parity with VZ Retail	2.54	NA	37		2.24		
PR-1-02-3341	Average Interval Offered - Total Dispatch	Parity with VZ Retail	4.59	6.25	22	4	1.89	1.03	
PR-2 - Average Completed Interval									
PR-2-01-3341	Average Interval Completed - Total No Dispatch	Parity with VZ Retail	2.58	NA	36		2.23		
PR-2-02-3341	Average Interval Completed - Total Dispatch	Parity with VZ Retail	4.33	5.50	21	4	2.20	1.20	
PR-3 - Completed within X Days									
PR-3-10-3341	% Completed within 6 Days (1-5 lines) Total	Parity with VZ Retail	98.17	100.00	764	4		6.72	
PR-4 - Missed Appointments									
PR-4-02-3341	Average Delay Days - Total	Parity with VZ Retail	4.00	NA	4		1.41		
PR-4-03-3341	% MA - Customer	No Standard	1.35	0.00	74	6			
PR-4-04-3341	% MA - VZ - Dispatch	Parity with VZ Retail	10.81	0.00	37	6		13.67	
PR-4-05-3341	% MA - VZ - No Dispatch	Parity with VZ Retail	0.00	NA	37				
PR-4-06-3341	% MA - Customer - Due to Late Order Confirmation	No Standard		0.00		6			
PR-4-10-3341	% MA - VZ - Std. Interval (W Code) Orders - Dispatch	Parity with VZ Retail	5.88	0.00	34	4		12.44	
PR-4-11-3341	% MA - VZ - Std. Interval (W Code) Orders - No Dispatch	Parity with VZ Retail	0.00	NA	37				
PR-5 - Facility Missed Orders									
PR-5-01-3341	% Missed Appointment - Verizon - Facilities	Parity with VZ Retail	4.05	0.00	74	6		8.37	
PR-5-02-3341	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.00	0.00	74	6			
PR-5-03-3341	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00	74	6			
PR-6 - Installation Quality									
PR-6-01-3341	% Installation Troubles reported within 30 Days	Parity with VZ Retail	0.00	14.29	45	7			
PR-6-03-3341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	2.22	14.29	45	7			
PR-8 - Open Orders in a Hold Status									
PR-8-01-3341	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	0.00	0.00	74	6			
PR-8-02-3341	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.00	0.00	74	6			
Complex Services - 2 Wire xDSL									
PR-1 - Average Interval Offered									
PR-1-01-3342	Average Interval Offered - Total No Dispatch	Parity with VZ Retail	NA	NA					
PR-1-02-3342	Average Interval Offered - Total Dispatch	Parity with VZ Retail	NA	6.00		12			
PR-2 - Average Completed Interval									
PR-2-01-3342	Average Interval Completed - Total No Dispatch	Parity with VZ Retail	NA	NA					
PR-2-02-3342	Average Interval Completed - Total Dispatch	Parity with VZ Retail	NA	5.82		11			
PR-2-13-3342	Avg. Interval Completed-DD-2 Test & Serial#	No Standard	3.17	NA	625				
PR-2-14-3342	Avg. Interval Completed-DD-2 Test Total	No Standard	NA	NA					
PR-2-15-3342	Avg. Interval Completed-No DD-2 Test & Serial#	No Standard	NA	NA					
PR-2-16-3342	Avg. Interval Completed-No DD-2 Test & 800# Prov	No Standard	12.10	NA	29				
PR-2-17-3342	Avg. Interval Completed-No DD-2 Test & No 800#	No Standard	NA	NA					
PR-3 - Completed within X Days									
PR-3-10-3342	% Completed within 6 Days (1-5 lines) Total	Parity with VZ Retail	98.17	90.91	764	11		4.07	-1.78

continued

**Carrier to Carrier
Performance Standards and Reports
January 2002
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	Average Delay Days - Total	NA	5.00		1		
	% MA - Customer	NA	3.85		26		
	% MA - VZ - Dispatch	NA	3.85		26		
	% MA - VZ - No Dispatch	NA	NA				
	% MA - Customer - Due to Late Order Confirmation	NA	0.00		26		
	% MA - VZ - Std. Interval (W Coded) Orders - Dispatch	NA	8.33		12		
	% MA - VZ - Std. Interval (W Coded) Orders - No Dispatch	NA	NA				
	% Completed On Time - DD-2 Test & Serial#	90.85	NA	932			
	% Completed On Time - DD-2 Test Total	NA	NA				
	% Completed On Time - DD-2 Test & Serial#	NA	NA				
PR-5 - Facility Missed Orders	% Missed Appointment - Verizon - Facilities	NA	0.00		26		
	% Orders Held for Facilities > 15 Days	NA	0.00		26		
	% Orders Held for Facilities > 60 Days	NA	0.00		26		
PR-6 - Installation Quality	% Installation Troubles reported within 30 Days	NA	34.62		26		
	% Inst. Troubles reported w/ in 30 Days - FOK/TKO/CPE	NA	11.54		26		
PR-8 - Open Orders in a Hold Status	% Open Orders in a Hold Status > 30 Days	NA	0.00		26		
	% Open Orders in a Hold Status > 90 Days	NA	0.00		26		
POTS & Complex Aggregate							
PR-1-10-3133	Average Interval Offered - Disconnects - No Dispatch	2.31	2.11	4961	73	6.31	0.74
	Average Interval Offered - Disconnects - Dispatch	3.41	NA	29		4.66	
PR-2-10-3133	Average Interval Completed - Disconnects - No Dispatch	1.95	2.16	4746	61	3.84	0.49
	Average Interval Completed - Disconnects - Dispatch	3.12	NA	25		4.63	-0.42

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	Network Trouble Report Rate - Loop	0.94	0.42	481973	10011		0.10	5.36	
	Network Trouble Report Rate - Platform	0.94	0.24	481973	423		0.47	1.50	
	Network Trouble Report Rate - Central Office - Loop	0.11	0.08	481973	10011		0.03	0.92	
	Network Trouble Report Rate - Central Office - Platform	0.11	0.00	481973	423		0.16	0.69	
	% Subsequent Reports - Loop	1.09	0.00	5134	50				
	% Subsequent Reports - Platform	1.09	0.00	5134	1				
	% CPE/TKO/FOK Trouble Report Rate - Loop	0.79	0.34	481973	10011				
	% CPE/TKO/FOK Trouble Report Rate - Platform	0.79	0.00	481973	423				
	MR-3 - Missed Repair Appointments	% Missed Repair Appointment - Loop	4.58	2.38	4543	42		3.24	0.68
		% Missed Repair Appointment - Platform	4.58	0.00	4543	1		20.91	
% Missed Repair Appointment - Central Office - Loop		1.12	0.00	535	8		3.75		
% Missed Repair Appointment - Central Office - Platform		1.12	NA	535	1				
% Missed Repair Appointment - CPE /TKO/FOK - Loop		3.14	0.00	3784	34				
% Missed Repair Appointment - CPE /TKO/FOK - Platform		3.14	NA	3784					
% Missed Repair Appointment - No Double Dispatch - Loop		1.71	0.00	3628	41		2.04	0.84	
% Missed Repair Appointment - No Double Dispatch - Platform		1.71	0.00	3628	1		12.97		
% Missed Repair Appointment - Double Dispatch - Loop		16.98	12.50	648	8		13.36		
% Missed Repair Appointment - Double Dispatch - Platform		16.98	NA	648					
MR-4 - Trouble Duration Intervals	Mean Time to Repair - Total - Loop	13.47	14.74	5078	50	17.15	2.44	-0.52	
	Mean Time to Repair - Total - Platform	13.47	18.48	5078	1	17.15	17.15		
	Mean Time to Repair - Loop Trouble - Loop	14.56	18.35	4543	42	17.66	2.74	-0.65	
	Mean Time to Repair - Loop Trouble - Platform	14.56	18.48	4543	1	17.66	17.66		
	Mean Time to Repair - Central Office Trouble - Loop	4.12	6.31	535	8	6.73	2.40		
	Mean Time to Repair - Central Office Trouble - Platform	4.12	NA	535	1	6.73			
	% Cleared (all troubles) within 24 Hours - Loop	89.11	88.00	5078	50	6.73	4.43	-0.25	
	% Cleared (all troubles) within 24 Hours - Platform	89.11	100.00	5078	1		31.15		
	% Out of Service > 4 hours - Platform	64.56	NA	2006					
	% Out of Service > 12 hours - Loop	48.16	40.48	2006	42		7.79	0.99	
MR-5 - Repeat Trouble Reports	% Repeat Reports within 30 Days - Loop	12.72	16.00	5078	50		4.74	-0.69	
	% Repeat Reports within 30 Days - Platform	12.72	0.00	5078	1		33.32		
	Complex Services - 2 Wire Digital								
	MR-2 - Trouble Report Rate	Network Trouble Report Rate - Loop	0.20	1.25	2985	320		0.26	-3.98
		Network Trouble Report Rate - Central Office	0.23	0.31	2985	320		0.28	-0.27
		% Subsequent Reports	0.00	0.00	13	5			
		% CPE/TKO/FOK Trouble Report Rate	1.54	0.31	2985	320			
	MR-3 - Missed Repair Appointments	% Missed Repair Appointment - Loop	0.00	25.00	6	4			
		% Missed Repair Appointment - Central Office	0.00	0.00	7	1			
		% Missed Repair Appointment - CPE /TKO/FOK	0.00	0.00	46	1			
% Missed Repair Appointment - No Double Dispatch		0.00	0.00	10	3				
MR-4 - Trouble Duration Intervals	Mean Time to Repair - Total	9.28	27.84	13	5	10.31	5.43		
	Mean Time to Repair - Loop Trouble	18.17	30.33	6	4	8.82	5.69		
	Mean Time to Repair - Central Office Trouble	1.66	17.87	7	1	1.04	1.11		
	% Cleared (all troubles) within 24 Hours	92.31	60.00	13	5		14.02		
MR-5 - Repeat Trouble Reports	% Repeat Reports within 30 Days	7.69	20.00	13	5		14.02		
	Complex Services - 2 Wire xDSL								
	MR-2 - Trouble Report Rate	Network Trouble Report Rate - Loop	0.00	1.08	548	1390			
		Network Trouble Report Rate - Central Office	0.00	0.36	548	1390			
% Subsequent Reports		NA	0.00		20				
% CPE/TKO/FOK Trouble Report Rate		0.00	0.79	548	1390				
MR-3 - Missed Repair Appointments	% Missed Repair Appointment - Loop	NA	0.00		15				
	% Missed Repair Appointment - Central Office	NA	0.00		5				
	% Missed Repair Appointment - CPE /TKO/FOK	NA	9.09		11				
	% Missed Repair Appointment - No Double Dispatch	NA	0.00		17				
MR-4 - Trouble Duration Intervals	Mean Time to Repair - Total	NA	15.07		20				
	Mean Time to Repair - Loop Trouble	NA	19.42		15				
	Mean Time to Repair - Central Office Trouble	NA	2.01		5				
	% Cleared (all troubles) within 24 Hours	NA	80.00		17				
MR-5 - Repeat Trouble Reports	% Repeat Reports within 30 Days	NA	52.94		17				
	% Out of Service > 12 hours	NA	17.65		17				
	% Out of Service > 24 Hours	NA	13.87		17				
	Mean Time to Repair - Double Dispatch - Loop	NA	21.67		3				
MR-5 - Repeat Trouble Reports	% Repeat Reports within 30 Days	NA	25.00		20				

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier
Performance Standards and Reports
January 2002
Verizon Virginia**

**CLEC Aggregate Performance
TRUNKS**

ORDERING

Metric #	Standard	Aggregate Interconnection		
		Actual Performance	Number of Observations	Difference
OR 1 - Order Confirmation Timeliness				
OR-1-11-5020	Average Firm Order Confirmation (FOC) Time <=192 Forecasted Trunks	8.33		
OR-1-12-5020	% On Time FOC <= 192 Forecasted Trunks	100.00	3	5.00
OR-1-13-5000	% On Time Design Layout Record (DLR)	100.00	1	5.00
OR-1-19-5020	% On Time Response - Request for inbound (VZ-CLEC augmt) <=192 Trunks	NA		
OR-1-19-5030	% On Time Response - Request for inbound (VZ-CLEC augmt) > 192 Trunks	NA		
OR-2 - Reject Timeliness				
OR-2-11-5020	Average Trunk ASR Reject Time <= 192 Forecasted Trunks	1.00		
OR-2-12-5020	% On Time Trunk ASR Reject <= 192 Forecasted Trunks	100.00	1	5.00

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	15.10	16.00	20	2	8.32	6.17	
PR-1-09-5030	Average Interval Offered - Total > 192 Forecasted & Unforecasted	14.10	15.04	106	24	4.35	0.98	-0.87 (P)
PR-2 - Average Interval Completed								
PR-2-09-5020	Average Interval Completed - Total <= 192 Forecasted Trunks	13.78	15.00	9	2	6.20	4.85	
PR-2-09-5030	Average Interval Completed - Total > 192 Forecasted & Unforecasted	NA	NA					
PR-4 - Missed Appointment								
PR-4-01-5000	% Missed Appointment - Verizon - Total	0.12	0.01	20319	7065		0.05	2.30
PR-4-02-5000	Average Delay Days - Total	1.80	1.00	25	1	4.00	4.08	
PR-4-03-5000	% Missed Appointment - Customer	38.55	15.06	20319	7065			
PR-4-09-5000	% MA - VZ - Std. Interval (W Coded) Orders -Total	0.00	0.00	241	72			
PR-5 - Facility Missed Orders								
PR-5-01-5000	% Missed Appointment - Verizon - Facilities	0.00	0.00	20319	7065			
PR-5-02-5000	% Orders Held for Facilities > 15 Days	0.00	0.00	20319	7065			
PR-5-03-5000	% Orders Held for Facilities > 60 Days	0.00	0.00	20319	7065			
PR-6 - Installation Quality								
PR-6-01-5000	% Installation Troubles reported within 30 Days	0.03	0.03	20319	7065		0.02	0.05
PR-6-03-5000	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	0.00	0.00	20319	7065			
PR-8 - Average Days Held on Pending Orders								
PR-8-01-5000	% Open Orders in a Hold Status > 30 Days	0.02	0.00	20319	7065		0.02	1.02
PR-8-02-5000	% Open Orders in a Hold Status > 90 Days	0.02	0.00	20319	7065		0.02	1.02

MAINTENANCE

MR-2 - Trouble Report Rate								
MR-2-01-5400	Network Trouble Report Rate - Total	0.02	0.01	257550	190663		0.00	0.74
MR-4 - Trouble Duration Intervals								
MR-4-01-5000	Mean Time To Repair - Total	2.57	2.77	44	27	3.31	0.81	-0.27 (P)
MR-4-04-5000	% Cleared (all troubles) within 24 Hours	100.00	100.00	44	27			
MR-4-05-5000	% Out of Service > 2 Hours	27.27	44.44	44	27		10.89	-1.22 (P)
MR-4-06-5000	% Out of Service > 4 hours	18.18	22.22	44	27		9.43	-0.12 (P)
MR-4-07-5000	% Out of Service > 12 hours	2.27	3.70	44	27		3.64	0.30 (P)
MR-4-08-5000	% Out of Service > 24 Hours	0.00	0.00	44	27			
MR-5 - Repeat Trouble Report Rates								
MR-5-01-5400	% Repeat Reports within 30 Days	4.55	7.41	44	27		5.09	0.21 (P)

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	4.22						
NP-1-01-5400	% FTG Exceeding Blocking Standard - Dedicated Final Trunks	0.99						
NP-1-02-5000	% FTG Exceeding Blocking Standard (No Exceptions) - Common Final Trunks	4.22						
NP-1-02-5400	% FTG Exceeding Blocking Standard (No Exceptions) - Dedicated Final Trunks	4.95						
NP-1-03-5400	Number Dedicated FTG Exceeding Blocking Standard - 2 Months	0.00						
NP-1-04-5400	Number Dedicated FTG Exceeding Blocking Standard - 3 Months	0.00						
NP-2 - Collocation Performance								
NP-2-01-6110	% On Time Response to Request for Collocation - New	88.89						
NP-2-01-6120	% On Time Response to Request for Collocation - Augment	100.00						
NP-2-02-6110	Average Interval - Physical Collocation - New	NA						
NP-2-02-6120	Average Interval - Physical Collocation - Augment	102.75						
NP-2-03-6110	Average Interval - SCOPE - New	76.00						
NP-2-03-6120	Average Interval - SCOPE - Augment	83.56						
NP-2-04-6110	Average Interval - CCOE - VZ Equipment is Secure - New	NA						
NP-2-04-6120	Average Interval - CCOE - VZ Equipment is Secure - Augment	NA						
NP-2-05-6110	Average Interval - CCOE - VZ Equipment is Unsecured - New	NA						
NP-2-05-6120	Average Interval - CCOE - VZ Equipment is Unsecured - Augment	NA						
NP-2-06-6110	Average Interval - Virtual Collocation - New	NA						
NP-2-06-6120	Average Interval - Virtual Collocation - Augment	NA						
NP-2-07-6110	% On Time - New	100.00						
NP-2-07-6120	% On Time - Augment	100.00						
NP-2-08-6110	Average Delay Days - New	NA						
NP-2-08-6120	Average Delay Days - Augment	NA						
NP-5 - Network Outage Notification								
NP-5-01-5000	% Network Outage Notices Sent within 30 Minutes	51.61	51.61	31	31		12.69	
NP-6 - NXX Updates								
NP-6-01-5000	% NXX Updates Installed by the LERG Effective Date	RQ	RQ					

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
January 2002
Verizon Virginia

LEGEND

NA = No Activity
NEF = No Existing Functionality
P = Z-Score Equivalent from Permutation Test
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