

**Comparison of
VA 8/11/00 Guidelines to VA 1/22/02 Guidelines**

PO		VA		Description
		Aug-00	Jan-02	
1	01	✓	✓	Average Response Time - Customer Service Record
	02	✓	✓	Average Response Time - Due Date Availability
	03	✓	✓	Average Response Time - Address Validation
	04	✓	✓	Average Response Time - Product and Service Availability
	05	✓	✓	Average Response Time - Telephone Number Availability & Reservation
	06	✓	✓	Average Response Time - Facility Availability
	07	✓	✓	Average Response Time - Rejected Query
	08	✓	✓	% Timeouts
	09	✓	✓	Parsed CSR
	10	✓	✓	Parsed CSR - CLEC Total
2	01	✓	✓	Average Response Time - OSS Interface Availability - Total
	02	✓	✓	Average Response Time - OSS Interface Availability - Prime Time
	03	✓	✓	Average Response Time - OSS Interface Availability -Non Prime Time
3	01	✓	✓	Average Speed of Answering - Ordering
	02	✓	✓	% Answered within 20 Seconds - Ordering
	03	✓	✓	% Answered within 30 Seconds - Ordering
	04	✓	✓	Average Speed of Answering - Repair
4	01	✓	✓	% Change Management Notices/Confirmations Sent on Time (Type 1-5)
	02	✓	✓	% Change Management Notices Sent on Time
	03	✓	✓	Change Management Notice - Delay (1) to seven (7) days
	04	✓	✓	Change Management Notice - Delay (8) plus days
	05	✓	✓	% Change Management Notices/Confirmations Sent on Time (Type 1-5, each type measured separately)
	06	✓	✓	Average Delay Days Management Notices/Confirmations Sent on Time (Type 1-5, each type measured separately)
5	01	✓	✓	Average Notice of Interface Outage
6	01	✓	✓	Software Validation
7	01	✓	✓	% Software Problem Resolution Timeliness
	02	✓	✓	Delay Hours - Software Resolution - Change - Transactions Failed, no workaround
	03	✓	✓	Delay Days – Software Resolution – Change – Transactions failed with workaround
	04	✓	✓	Delay Hours – Failed/Rejected Test Deck Transactions – Transactions failed, no workaround
8	01	✓	✓	% On Time - Manual Loop Qualification
	02	✓	✓	% On Time - Engineering Record Request

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		VA		Description		
		Aug-00	Jan-02			
OR	1	01	✓	✓	Average Local Service Request Confirmation (LSRC) Time - Flow Through	
		02	✓	✓	% On Time LSRC - Flow Through	
		03	✓	✓	Average LSRC Time < 6 Lines - Electronic - No Flow Through	
		04	✓	✓	% On Time LSRC < 6 Lines - Electronic - No Flow Through	
		05	✓	✓	Average LSRC Time >=6 Lines - Electronic - No Flow Through	
		06	✓	✓	% On Time LSRC >= 6 Lines - Electronic - No Flow Through	
		07	✓	✓	Average LSRC Time < 6 Lines - Fax	
		08	✓	✓	% On Time LSRC < 6 Lines - Fax	
		09	✓	✓	Average LSRC Time >= 6 Lines - Fax	
		10	✓	✓	% On Time LSRC >= 6 Lines - Fax	
		11	✓	✓	Average Firm Order Confirmation (FOC) Time	
		12	✓	✓	% On Time FOC	
		13	✓	✓	% On Time Design Layout Record (DLR)	
		19	✓	✓	% On Time Response - Request for Inbound Augment Trunks	
		2	01	✓	✓	Average Local Service Request Reject (LSRC) Time - Flow Through
			02	✓	✓	% On Time LSRC Reject - Flow Through
			03	✓	✓	Average LSRC Reject Time < 6 Lines - Electronic - No Flow Through
			04	✓	✓	% On Time LSRC Reject < 6 Lines - Electronic - No Flow Through
			05	✓	✓	Average LSRC Reject Time >= 6 Lines - Electronic - No Flow Through
	06		✓	✓	% On Time LSRC Reject >= 6 Lines - Electronic - No Flow Through	
	07		✓	✓	Average LSRC Reject Time < 6 Lines - Fax	
	08		✓	✓	% On Time LSRC Reject < 6 Lines - Fax	
	09		✓	✓	Average LSRC Reject Time >= 6 Lines - Fax	
	10		✓	✓	% On Time LSRC Reject >= 6 Lines - Fax	
	11		✓	✓	Average Trunk ASR Reject Time	
	12		✓	✓	% On Time Trunk ASR Reject	
	3		01	✓	✓	% Rejects
		02		✓	% Resubmission Not Rejected	
	4	01	✓	✓	Completion Notice - Average Response Time	
		02	✓	✓	Completion Notice - % On Time	
		03	✓		% Orders excluded from % On Time Measurement	
		04	✓	✓	Work Completion Notice - Average Response Time	
		05	✓	✓	Work Completion Notice - % On Time	
		06	✓	✓	Average Duration - Work Completion (SOP) to Bill Completion	
		07	✓	✓	% SOP to Bill Completion >= 5 Business Days	
		08	✓	✓	% SOP to Bill Completion > 1 Business Day	
		09	✓		% SOP to Bill Completion within 3 Business Days	
		10	✓		% SOP to Provisioning Completion within 2 Business Days	
		11	✓	✓	% Orders completed in SOP Without a BCN and PCN Within 3 Business Days	

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		VA		Description
		Aug-00	Jan-02	
	12		✓	% Due Date to PCN within two (2) Business Days
	13		✓	% Due Date to PCN within five (5) Business Days
	14		✓	% Due Date to BCN within four (4) Business Days
	15		✓	% Due Date to BCN within seven (7) Business Days
5	01	✓	✓	% Flow Through - Total
	02	✓	✓	% Flow Through - Simple
	03	✓	✓	% Flow Through - Achieved
6	01	✓	✓	% Accuracy - Orders
	02	✓	✓	% Accuracy - Fields
	03	✓	✓	% Accuracy - Local Service Request Confirmation (Interim)
			✓	% Accuracy - Local Service Request Confirmation (Long Term Measure)
	04		✓	% Accuracy - Directory Listing
7	01	✓	✓	% Order Confirmation/Rejects Sent within 3 Business Days
8	01	✓	✓	% Acknowledgements on Time
9	01	✓	✓	% Acknowledgement Completeness
10	01	✓		Lost Order Trouble Tickets

**Comparison of
VA 8/11/00 Guidelines to VA 1/22/02 Guidelines**

		VA		Description	
		Aug-00	Jan-02		
PR	1	01	✓	✓	Average Interval Offered - Total No Dispatch
		02	✓	✓	Average Interval Offered - Total Dispatch
		03	✓	✓	Average Interval Offered - Dispatch (1-5 Lines)
		04	✓	✓	Average Interval Offered - Dispatch (6-9 Lines)
		05	✓	✓	Average Interval Offered - Dispatch (>= 10 Lines)
		06	✓	✓	Average Interval Offered - DS0
		07	✓	✓	Average Interval Offered - DS1
		08	✓	✓	Average Interval Offered - DS3
		09	✓	✓	Average Interval Offered - Total
		10	✓		Average Interval Offered - Disconnects - No Dispatch
		11	✓		Average Interval Offered - Disconnects - Dispatch
		12		✓	Average Interval Offered - Disconnects
	2	01	✓	✓	Average Interval Completed - Total No Dispatch
		02	✓	✓	Average Interval Completed - Total Dispatch
		03	✓	✓	Average Interval Completed - Dispatch (1-5 Lines)
		04	✓	✓	Average Interval Completed - Dispatch (6-9 Lines)
		05	✓	✓	Average Interval Completed - Dispatch (>= 10 Lines)
		06	✓	✓	Average Interval Completed - DS0
		07	✓	✓	Average Interval Completed - DS1
		08	✓	✓	Average Interval Completed - DS3
		09	✓	✓	Average Interval Completed - Total
		10	✓		Average Interval Completed - Disconnects - No Dispatch
		11	✓		Average Interval Completed - Disconnects - Dispatch
		13	✓		Average Interval Completed - 2 Wire xDSL (With DD-2 Test Results, With 800 Number, & With Serial Number
		14	✓		Average Interval Completed - 2 Wire xDSL (With DD-2 Test Results, With 800 Number, & With or Without Serial Number
		15	✓		Average Interval Completed - 2 Wire xDSL (Without DD-2 Test Results, With 800 Number, & With Serial Number
		16	✓		Average Interval Completed - 2 Wire xDSL (Without DD-2 Test Results, With 800 Number, & With or Without Serial Number
		17	✓		Average Interval Completed - 2 Wire xDSL (Without DD-2 Test Results, Without 800 Number & Without Serial Number
		18		✓	Average Interval Completed - Disconnects
		3	01	✓	✓
	02		✓	✓	% Completed in 2 Days (1-5 Lines - No Dispatch)
	03		✓	✓	% Completed in 3 Days (1-5 Lines - No Dispatch)
	04		✓	✓	% Completed in 1 Day (1-5 Lines - Dispatch)
	05		✓	✓	% Completed in 2 Days (1-5 Lines - Dispatch)

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	VA		Description
	Aug-00	Jan-02	
06	✓	✓	% Completed in 3 Days (1-5 Lines - Dispatch)
07	✓	✓	% Completed in 4 Days (1-5 Lines - Total)
08	✓	✓	% Completed in 5 Days (1-5 Lines - No Dispatch)
09	✓	✓	% Completed in 5 Days (1-5 Lines - Dispatch)
10	✓	✓	% Completed in 6 Days (1-5 Lines - Total)
11	✓	✓	% Completed in 9 Days (1-5 Lines - Total)

**Comparison of
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		VA		Description		
		Aug-00	Jan-02			
PR	4	01	✓	✓	% Missed Appointment - VZ - Total	
		02	✓	✓	Average Delay Days - Total	
		03	✓	✓	% Missed Appointment - Customer	
		04	✓	✓	% Missed Appointment - VZ - Dispatch	
		05	✓	✓	% Missed Appointment - VZ - No Dispatch	
		07	✓	✓	% On Time Performance - LNP Only	
		08	✓	✓	% Missed Appointment - Customer - Due to Late Order Confirmation	
		09	✓		% Missed Appointment - VZ - Standard Interval (W Coded) Orders - Total	
		10	✓		% Missed Appointment - VZ - Standard Interval (W Coded) Orders - Dispatch	
		11	✓		% Missed Appointment - VZ - Standard Interval (W Coded) Orders - No Dispatch	
		14	✓		% Completed on Time - 2 Wire xDSL Loops (With DD-2 Test Results, With 800 Number, & With Serial Number)	
		15	✓	✓	% Completed on Time - 2 Wire xDSL Loops	
		16	✓		% Completed on Time - 2 Wire xDSL (With DD-2 Test Results, With 800 Number, & With or Without Serial Number)	
		17	✓		% Completed on Time - 2 Wire xDSL (Without DD-2 Test Results, With 800 Number, & With Serial Number)	
		18	✓		% Completed on Time - 2 Wire xDSL (Without DD-2 Test Results, Without 800 Number & Without Serial Number)	
		5	01	✓	✓	% Missed Appointment - VZ - Facilities
			02	✓	✓	% Orders Held for Facilities > 15 Days
			03	✓	✓	% Orders Held for Facilities > 60 Days
	6	01	✓	✓	% Installation Troubles Reported within 30 Days	
		02	✓	✓	% Installation Troubles Reported within 7 Days	
		03	✓	✓	% Installation Troubles Reported within 30 Days - FOK/TOK/CPE	
	7	01	✓	✓	% Orders with Jeopardy Status	
	8	01	✓	✓	Open Orders in a Hold Status > 30 Days	
		02	✓	✓	Open Orders in a Hold Status > 90 Days	
	9	01	✓	✓	% On Time Performance - Hot Cut	
		02	✓	✓	% Early Cuts - Lines	
		03	✓		% Early Cuts - Orders	
		04	✓		% Defective Cuts - Lines	
		05	✓		% Defective Cuts - Orders	
	06	✓		% Late Cuts - Lines		
	07	✓		% Late Cuts - Orders		
	08	✓	✓	Average Duration of Service Interruption		
	09	✓	✓	% Supplemented or Canceled Orders at VZ Request		

**Comparison of
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			VA		Description	
			Aug-00	Jan-02		
MR	1	01	✓	✓	Average Response Time - Create Trouble	
		02	✓	✓	Average Response Time - Status Trouble	
		03	✓	✓	Average Response Time - Modify Trouble	
		04	✓	✓	Average Response Time - Request Cancellation of Trouble	
		05	✓	✓	Average Response Time - Trouble Report History (by TN/Circuit)	
		06	✓	✓	Average Response Time - Test Trouble (POTS Only)	
	2	01	✓	✓	Network Trouble Report Rate - Total	
		02	✓	✓	Network Trouble Report Rate - Loop	
		03	✓	✓	Network Trouble Report Rate - Central Office	
		04	✓	✓	% Subsequent Reports	
		05	✓	✓	% CPE/TOK/FOK Trouble Report Rate	
	3	01	✓	✓	% Missed Repair Appointment - Loop	
		02	✓	✓	% Missed Repair Appointment - Central Office	
		03	✓	✓	% Missed Repair Appointment - CPE/TOK/FOK	
		04	✓	✓	% Missed Repair Appointment - No Double Dispatch	
		05	✓	✓	% Missed Repair Appointment - Double Dispatch	
	4	01	✓	✓	Mean Time to Repair - Total	
		02	✓	✓	Mean Time to Repair - Loop Trouble	
		03	✓	✓	Mean Time to Repair - Central Office Trouble	
		04	✓	✓	% Cleared (all troubles) within 24 Hours	
		05	✓	✓	% Out of Service > 2 Hours	
		06	✓	✓	% Out of Service > 4 Hours	
		07	✓	✓	% Out of Service > 12 Hours	
		08	✓	✓	% Out of Service > 24 Hours	
		09	✓	✓	Mean Time to Repair - No Double Dispatch	
		10	✓	✓	Mean Time to Repair - Double Dispatch	
	5	01	✓	✓	% Repeat Reports within 30 Days	
	NP	1	01	✓	✓	% Final Trunk Groups Exceeding Blocking Standard
			02	✓	✓	% Final Trunk Groups Exceeding Blocking Standard - (No Exceptions)
			03	✓	✓	Number Dedicated Final Trunk Groups Exceeding Blocking Standard - 2 Months
04			✓	✓	Number Dedicated Final Trunk Groups Exceeding Blocking Standard - 3 Months	
2		01	✓	✓	% On Time Response to Request for Collocation - Total (Physical, SCOPE, CCOE, Virtual)	
		02	✓	✓	% On Time Response to Request for Physical Collocation	
		03	✓	✓	Average Interval - SCOPE	
		04	✓	✓	% On Time Response to Request for Virtual Collocation	
		05	✓	✓	Average Interval - Physical Collocation	
		06	✓	✓	Average Interval - CCOE - VZ Equipment is Secure	
		07	✓	✓	Average Interval - Virtual Collocation	
		08	✓	✓	Average Interval - CCOE - VZ Equipment is Unsecured	
		09	✓	✓	Average Interval - CCOE - VZ Equipment is Unsecured	
		10	✓	✓	Average Interval - CCOE - VZ Equipment is Unsecured	
		11	✓	✓	Average Interval - CCOE - VZ Equipment is Unsecured	

**Comparison of
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		VA		Description
		Aug-00	Jan-02	
	06	✓	✓	% On Time Physical Collocation Average Interval - Virtual Collocation
	07	✓	✓	% On Time Virtual Collocation % On Time - Total (Physical, SCOPE, CCOE, Virtual)
	08	✓	✓	Average Delay Days - Physical Collocation Average Delay Days - Total (Physical, SCOPE, CCOE, Virtual)
			✓	Average Delay Days - Virtual Collocation
5	01	✓		% Network Outage Notices Sent Within 30 Minutes
6	01	✓		% of NXX Updates Installed by the LERG Effective Date

**Comparison of
VA 8/11/00 Guidelines to VA 1/22/02 Guidelines**

		VA		Description	
		Aug-00	Jan-02		
BI	1	01	✓	✓	% Daily Usage Feed in 3 Business Days
		02	✓	✓	% Daily Usage Feed in 4 Business Days
		03	✓	✓	% Daily Usage Feed in 5 Business Days
		04	✓	✓	% Daily Usage Feed in 8 Business Days
	2	01	✓	✓	Timeliness of Carrier Bill - (Paper) Bills
	3	01	✓		% Billing Adjustments - Including Charges Adjusted Due To Billing Errors Resulting From Order Activity Post Completion Discrepancies
				✓	% Billing Adjustments - Dollar Adjusted
				✓	% Billing Adjustments - Number of Adjustments
	03	✓			% Billing Adjustments - Excluding Charges Adjusted Due To Billing Errors Resulting From Order Activity Post Completion Discrepancies
	4	01	✓		% Usage Accuracy
				02	✓
	5	01	✓		% Accuracy of Mechanized Bill Feed
	6	01	✓		% Completeness of Usage Charges - Including Order Activity Post Completion Discrepancy Delayed Charges
				02	✓
	7	01	✓		% Completeness of Fractional Recurring Charges - Including Order Activity Post Completion Discrepancy Delayed Charges
				02	✓
	8	01	✓		% Completeness of Non-Recurring Charges - Including Order Activity Post Completion Discrepancy Delayed Charges
02				✓	% Completeness of Non-Recurring Charges - Excluding Order Activity Post Completion Discrepancy Delayed Charges
OD	1	01	✓	✓	Average Speed of Answer - Operator Services
		02	✓	✓	Average Speed of Answer - Directory Assistance
		03	✓		% Calls Answered in 30 Seconds - Operator Services
		04	✓		% Calls Answered in 30 Seconds - Directory Assistance
	3	01	✓		% Directory Assistance Update Accuracy - Including Service Order (Order Activity Post Completion Discrepancy) Errors
				02	✓
GE	1	01	✓		% of Directory Listing Verification Reports Furnished On-Time
	2	01	✓		% of Access Request Responses Transmitted On-Time
	3	01	✓		% of BFR Responses Furnished On-Time