

**Carrier to Carrier  
Performance Standards and Reports  
November 2001  
Verizon Virginia  
UNE DSL Loops - Special Report**

Proprietary Information  
Proprietary to Verizon Virginia

**2 Wire xDSL Loops - Ordering**

Metric #	Standard	Retail/VADI Performance	Retail/VADI ** Observations	CLEC Performance	CLEC Observations
<b>OR-1 - Order Confirmation Timeliness (Requiring Loop Qual)</b>					
OR-1-03-3342	Average LSRC/ASRC Time - No Facility Check	No Standard		20.84	328
OR-1-04-3342	% On Time LSRC/ASRC - No Facility Check	95% within 72 hours		99.09	328
OR-1-05-3342	Average LSRC/ASRC Time - Facility Check	No Standard		NA	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check	95% within 72 hours		NA	
<b>OR-2 - Reject Timeliness (Requiring Loop Qual)</b>					
OR-2-03-3342	Average LSR/ASR Reject Time - No Facility Check	No Standard		22.86	109
OR-2-04-3342	% On Time LSR/ASR Reject Time - No Facility Check	95% within 72 hours		97.25	109
OR-2-05-3342	Average LSR/ASR Reject Time - Facility Check	No Standard		NA	
OR-2-06-3342	% On Time LSR/ASR Reject Time - Facility Check	95% within 72 hours		NA	

**2 Wire xDSL Loops - Provisioning**

<b>PR-1 - Average Interval Offered</b>					
PR-1-01-3342	Av. Interval Offered - Total No Dispatch	No Standard		5.89	18
PR-1-02-3342	Av. Interval Offered - Total Dispatch	No Standard		5.62	279
<b>PR-2 - Average Completed Interval</b>					
PR-2-01-3342	Av. Interval Completed - Total No Dispatch	No Standard		5.30	10
PR-2-02-3342	Av. Interval Completed - Total Dispatch	No Standard		6.01	194
<b>PR-3 Completed within X Days</b>					
PR-3-10-3342	% Completed in 6 Days (1-5 Lines - Total)	95%		92.16	204
PR-3-11-3342	% Completed in 9 Days (1-5 Lines - Total)	95%		96.62	355
<b>PR-4 - Missed Appointments</b>					
PR-4-02-3342	Average Delay Days - Total	Parity w/ Retail Specials DS0	20.39	51	10.57
PR-4-03-3342	% Missed Appointment - Customer	No Standard	1.92	6977	15.09
PR-4-04-3342	% Missed Appointment - VZ - Dispatch	Not more than 5%		1.53	523
PR-4-05-3342	% Missed Appointment - VZ - No Dispatch	Parity w/ VADI linesharing	0.52	6112	9.09
PR-4-08-3342	% Missed Appt. - Customer - Late Order Conf.	No Standard		13.64	550
PR-4-14-3342	% Completed on Time - xDSL	95%		97.09	516
<b>PR-5 - Facilities</b>					
PR-5-01-3342	% Missed Appointment - Verizon Facilities	Parity w/ VADI linesharing	2.20	865	0.76
PR-5-02-3342	% Orders Held for Facilities > 15 Days	Parity w/ VADI linesharing	0.00	865	0.38
PR-5-03-3342	% Orders Held for Facilities > 60 Days	Parity w/ VADI linesharing	0.00	865	0.00
<b>PR-6 - Installation Quality</b>					
PR-6-01-3342	% Install. Troubles Reported within 30 Days	Parity w/Retail POTS Dispatch	6.31	25376	1.97
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	3.77	6977	5.01
<b>PR-8 - Open Orders in a Hold Status</b>					
PR-8-01-3342	Open Orders in a Hold Status > 30 Days	Parity w/ Retail Specials DS0	3.66	437	0.00
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	Parity w/ Retail Specials DS0	1.37	437	0.00

**2 Wire xDSL Loops - Maintenance**

<b>MR-2 - Trouble Report Rate</b>					
MR-2-02-3342	Network Trouble Report Rate - Loop	Parity w/ VADI linesharing	0.12	39129	0.34
MR-2-03-3342	Network Trouble Report Rate - Central Office	Parity w/ VADI linesharing	0.07	39129	0.07
MR-2-04-3342	% Subsequent Reports	No Standard	0.00	104	0.00
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.31	39129	0.59
<b>MR-3 - Missed Repair Appointments</b>					
MR-3-01-3342	% Missed Repair Appointment - Loop	Parity w/ VADI linesharing	10.53	57	14.63
MR-3-02-3342	% Missed Repair Appointment - Central Office	Parity w/ VADI linesharing	12.77	47	0.00
MR-3-03-3342	% Missed Repair Appt. - CPE/TOK/FOK	No Standard	14.80	588	3.60
<b>MR-4 - Trouble Duration Intervals</b>					
MR-4-02-3342	Mean Time To Repair - Loop Trouble	Parity w/ VADI linesharing	25.19	57	29.71
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	Parity w/ VADI linesharing	16.52	47	12.50
MR-4-04-3342	% C leared within 24 Hours	Parity w/ VADI linesharing	70.19	104	68.63
MR-4-07-3342	% Out of Service > 12 hours	Parity w/ VADI linesharing	73.27	101	67.47
MR-4-08-3342	% Out of Service > 24 hours	Parity w/ VADI linesharing	28.71	101	30.12
<b>MR-5 - Repeat Trouble Reports</b>					
MR-5-01-3342	% Repeat Reports within 30 Days	Parity w/ VADI linesharing	53.85	104	14.71

\*\* VADI Observations are proprietary, but will be provided to the SCC

**Carrier to Carrier  
Performance Standards and Reports  
November 2001  
Verizon Virginia  
UNE Line Sharing - Special Report**

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**2 Wire xDSL Line Sharing - Ordering**

Metric #		Standard	VADI Performance	VADI ** Observations	CLEC Performance	CLEC Observations
<b>OR-1 - Order Confirmation Timeliness (Requiring Loop Qual)</b>						
OR-1-03-3343	Average LSR/ASRC Time - No Facility Check	No Standard			18.33	76
OR-1-04-3343	% On Time LSR/ASRC - No Facility Check	95% within 72 hours			100.00	76
OR-1-05-3343	Average LSR/ASRC Time - Facility Check	No Standard			NA	
OR-1-06-3343	% On Time LSR/ASRC - Facility Check	95% within 72 hours			NA	
<b>OR-2 - Reject Timeliness (Requiring Loop Qual)</b>						
OR-2-03-3343	Average LSR/ASR Reject Time - No Facility Check	No Standard			15.49	37
OR-2-04-3343	% On Time LSR/ASR Reject Time - No Facility Check	95% within 72 hours			100.00	37
OR-2-05-3343	Average LSR/ASR Reject Time - Facility Check	No Standard			NA	
OR-2-06-3343	% On Time LSR/ASR Reject Time - Facility Check	95% within 72 hours			NA	

**2 Wire xDSL Line Sharing - Provisioning**

<b>PR-1 - Average Interval Offered</b>						
PR-1-01-3343	Av. Interval Offered - Total No Dispatch	Parity w/ VADI linesharing	2.87	6340	2.75	93
PR-1-02-3343	Av. Interval Offered - Total Dispatch	Parity w/ VADI linesharing	2.86	829	2.69	13
<b>PR-2 - Average Completed Interval</b>						
PR-2-01-3343	Av. Interval Completed - Total No Dispatch	Parity w/ VADI linesharing	2.85	5739	2.81	79
PR-2-02-3343	Av. Interval Completed - Total Dispatch	Parity w/ VADI linesharing	2.95	749	2.83	12
<b>PR-3 Completed within X Days</b>						
PR-3-03-3343	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity w/ VADI linesharing	99.25	5739	97.47	79
PR-3-10-3343	% Completed in 6 Days (1-5 Lines - Total)	Parity w/ VZ Retail	99.54	6488	100.00	91
PR-3-11-3343	% Completed in 9 Days (1-5 Lines - Total)	Parity w/ VADI linesharing	99.75	6777	99.57	233
<b>PR-4 - Missed Appointments</b>						
PR-4-02-3343	Average Delay Days - Total	Parity w/ VADI linesharing	3.66	110	2.29	7
PR-4-03-3343	% Missed Appointment - Customer	No Standard	1.92	6977	3.27	245
PR-4-04-3343	% Missed Appointment - VZ - Dispatch	Parity w/ VADI linesharing	7.07	835	6.67	45
PR-4-05-3343	% Missed Appointment - VZ - No Dispatch	Parity w/ VADI linesharing	0.52	6112	1.01	198
PR-4-08-3343	% Missed Appt. - Customer - Late Order Conf.	No Standard			2.04	245
<b>PR-5 - Facilities</b>						
PR-5-01-3343	% Missed Appointment - Verizon Facilities	Parity w/ VADI linesharing	2.20	865	4.26	47
PR-5-02-3343	% Orders Held for Facilities > 15 Days	Parity w/ VADI linesharing	0.00	865	0.00	47
PR-5-03-3343	% Orders Held for Facilities > 60 Days	Parity w/ VADI linesharing	0.00	865	0.00	47
<b>PR-6 - Installation Quality</b>						
PR-6-01-3343	% Install. Troubles Reported within 30 Days	Parity w/ VADI linesharing	0.46	6977	0.82	245
PR-6-03-3343	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	3.77	6977	6.53	245
<b>PR-8 - Open Orders in a Hold Status</b>						
PR-8-01-3343	Open Orders in a Hold Status > 30 Days	Parity w/ VADI linesharing	0.00	6977	0.00	245
PR-8-02-3343	Open Orders in a Hold Status > 90 Days	Parity w/ VADI linesharing	0.00	6977	0.00	245

**2 Wire xDSL Line Sharing - Maintenance**

<b>MR-2 - Trouble Report Rate</b>						
MR-2-02-3343	Network Trouble Report Rate - Loop	Parity w/ VADI linesharing	0.12	39129	0.06	1715
MR-2-03-3343	Network Trouble Report Rate - Central Office	Parity w/ VADI linesharing	0.07	39129	0.12	1715
MR-2-04-3343	% Subsequent Reports	No Standard	0.00	104	0.00	5
MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.31	39129	1.63	1715
<b>MR-3 - Missed Repair Appointments</b>						
MR-3-01-3343	% Missed Repair Appointment - Loop	Parity w/ VADI linesharing	10.53	57	0.00	2
MR-3-02-3343	% Missed Repair Appointment - Central Office	Parity w/ VADI linesharing	12.77	47	0.00	3
MR-3-03-3343	% Missed Repair Appt. - CPE/TOK/FOK	No Standard	14.80	588	3.57	28
<b>MR-4 - Trouble Duration Intervals</b>						
MR-4-02-3343	Mean Time To Repair - Loop Trouble	Parity w/ VADI linesharing	25.19	57	16.08	2
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	Parity w/ VADI linesharing	16.52	47	10.90	3
MR-4-04-3343	% Cleared within 24 Hours	Parity w/ VADI linesharing	70.19	104	100.00	5
MR-4-07-3343	% Out of Service > 12 Hours	Parity w/ VADI linesharing	73.27	101	50.00	4
MR-4-08-3343	% Out of Service > 24 Hours	Parity w/ VADI linesharing	28.71	101	0.00	4
<b>MR-5 - Repeat Trouble Reports</b>						
MR-5-01-3343	% Repeat Reports within 30 Days	Parity w/ VADI linesharing	53.85	104	20.00	5

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