

**Carrier to Carrier
Performance Standards and Reports
December 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
OR-1 - Order Confirmation Timeliness (Requiring Loop Qual)					
OR-1-03-3342	Average LSRC/ASRC Time - No Facility Check	No Standard		44.01	241
OR-1-04-3342	% On Time LSRC/ASRC - No Facility Check	95% within 72 hours		98.76	241
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	
OR-2 - Reject Timeliness (Requiring Loop Qual)					
OR-2-03-3342	Average LSR/ASR Reject Time - No Facility Check	No Standard		18.64	58
OR-2-04-3342	% On Time LSR/ASR Reject Time - No Facility Check	95% within 72 hours		100.00	58
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

PR-1 - Average Interval Offered					
PR-1-01-3342	Av. Interval Offered - Total No Dispatch	No Standard		3.89	9
PR-1-02-3342	Av. Interval Offered - Total Dispatch	No Standard		5.85	337
PR-2 - Average Completed Interval					
PR-2-01-3342	Av. Interval Completed - Total No Dispatch	No Standard		9.83	6
PR-2-02-3342	Av. Interval Completed - Total Dispatch	No Standard		5.98	257
PR-3 Completed within X Days					
PR-3-10-3342	% Completed in 6 Days (1-5 Lines - Total)	95%		95.82	263
PR-3-11-3342	% Completed in 9 Days (1-5 Lines - Total)	95%		97.73	440
PR-4 - Missed Appointments					
PR-4-02-3342	Average Delay Days - Total	Parity w/ Retail Specials DS0	9.37	82	11.21
PR-4-03-3342	% Missed Appointment - Customer	No Standard	1.25	7301	10.34
PR-4-04-3342	% Missed Appointment - VZ - Dispatch	Not more than 5%		1.41	567
PR-4-05-3342	% Missed Appointment - VZ - No Dispatch	Parity w/ VADI linesharing	0.42	6412	23.88
PR-4-08-3342	% Missed Appt. - Customer - Late Order Conf.	No Standard		0.15	648
PR-4-14-3342	% Completed on Time - xDSL	95%		98.89	452
PR-5 - Facilities					
PR-5-01-3342	% Missed Appointment - Verizon Facilities	Parity w/ VADI linesharing	2.59	889	0.86
PR-5-02-3342	% Orders Held for Facilities > 15 Days	Parity w/ VADI linesharing	0.11	889	0.00
PR-5-03-3342	% Orders Held for Facilities > 60 Days	Parity w/ VADI linesharing	0.00	889	0.00
PR-6 - Installation Quality					
PR-6-01-3342	% Install. Troubles Reported within 30 Days	Parity w/Retail POTS Dispatch	6.11	26175	1.07
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	4.18	7301	7.65
PR-8 - Open Orders in a Hold Status					
PR-8-01-3342	Open Orders in a Hold Status > 30 Days	Parity w/ Retail Specials DS0	2.06	631	0.15
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	Parity w/ Retail Specials DS0	0.63	631	0.00

2 Wire xDSL Loops - Maintenance

MR-2 - Trouble Report Rate					
MR-2-02-3342	Network Trouble Report Rate - Loop	Parity w/ VADI linesharing	0.12	43748	0.35
MR-2-03-3342	Network Trouble Report Rate - Central Office	Parity w/ VADI linesharing	0.03	43748	0.05
MR-2-04-3342	% Subsequent Reports	No Standard	0.00	94	0.00
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.34	43748	0.59
MR-3 - Missed Repair Appointments					
MR-3-01-3342	% Missed Repair Appointment - Loop	Parity w/ VADI linesharing	43.33	60	9.47
MR-3-02-3342	% Missed Repair Appointment - Central Office	Parity w/ VADI linesharing	26.47	34	10.53
MR-3-03-3342	% Missed Repair Appt. - CPE/TOK/FOK	No Standard	16.34	661	5.31
MR-4 - Trouble Duration Intervals					
MR-4-02-3342	Mean Time To Repair - Loop Trouble	Parity w/ VADI linesharing	37.24	60	26.49
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	Parity w/ VADI linesharing	31.32	34	19.16
MR-4-04-3342	% C cleared within 24 Hours	Parity w/ VADI linesharing	46.81	94	64.91
MR-4-07-3342	% Out of Service > 12 hours	Parity w/ VADI linesharing	83.33	90	68.27
MR-4-08-3342	% Out of Service > 24 Hours	Parity w/ VADI linesharing	53.33	90	35.58
MR-5 - Repeat Trouble Reports					
MR-5-01-3342	% Repeat Reports within 30 Days	Parity w/ VADI linesharing	48.94	94	14.91

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

**Carrier to Carrier
Performance Standards and Reports
December 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
OR-1 - Order Confirmation Timeliness (Requiring Loop Qual)						
OR-1-03-3343	Average LSR/ASRC Time - No Facility Check	No Standard			19.26	61
OR-1-04-3343	% On Time LSR/ASRC - No Facility Check	95% within 72 hours			98.36	61
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	
OR-2 - Reject Timeliness (Requiring Loop Qual)						
OR-2-03-3343	Average LSR/ASR Reject Time - No Facility Check	No Standard			19.33	27
OR-2-04-3343	% On Time LSR/ASR Reject Time - No Facility Check	95% within 72 hours			100.00	27
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

PR-1 - Average Interval Offered						
PR-1-01-3343	Av. Interval Offered - Total No Dispatch	Parity w/ VADI linesharing	2.99	6712	2.98	108
PR-1-02-3343	Av. Interval Offered - Total Dispatch	Parity w/ VADI linesharing	2.98	860	2.92	13
PR-2 - Average Completed Interval						
PR-2-01-3343	Av. Interval Completed - Total No Dispatch	Parity w/ VADI linesharing	2.50	6068	2.87	97
PR-2-02-3343	Av. Interval Completed - Total Dispatch	Parity w/ VADI linesharing	2.97	767	2.83	12
PR-3 Completed within X Days						
PR-3-03-3343	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity w/ VADI linesharing	97.54	6068	98.97	97
PR-3-10-3343	% Completed in 6 Days (1-5 Lines - Total)	Parity w/ VZ Retail	99.75	6835	100.00	109
PR-3-11-3343	% Completed in 9 Days (1-5 Lines - Total)	Parity w/ VADI linesharing	99.87	7055	100.00	215
PR-4 - Missed Appointments						
PR-4-02-3343	Average Delay Days - Total	Parity w/ VADI linesharing	3.21	82	1.00	1
PR-4-03-3343	% Missed Appointment - Customer	No Standard	1.25	7301	3.52	227
PR-4-04-3343	% Missed Appointment - VZ - Dispatch	Parity w/ VADI linesharing	3.85	831	2.27	44
PR-4-05-3343	% Missed Appointment - VZ - No Dispatch	Parity w/ VADI linesharing	0.42	6412	0.00	183
PR-4-08-3343	% Missed Appt. - Customer - Late Order Conf.	No Standard			0.00	227
PR-5 - Facilities						
PR-5-01-3343	% Missed Appointment - Verizon Facilities	Parity w/ VADI linesharing	2.59	889	0.00	44
PR-5-02-3343	% Orders Held for Facilities > 15 Days	Parity w/ VADI linesharing	0.11	889	0.00	44
PR-5-03-3343	% Orders Held for Facilities > 60 Days	Parity w/ VADI linesharing	0.00	889	0.00	44
PR-6 - Installation Quality						
PR-6-01-3343	% Install. Troubles Reported within 30 Days	Parity w/ VADI linesharing	0.40	7301	0.88	227
PR-6-03-3343	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	4.18	7301	7.49	227
PR-8 - Open Orders in a Hold Status						
PR-8-01-3343	Open Orders in a Hold Status > 30 Days	Parity w/ VADI linesharing	0.00	7301	0.00	227
PR-8-02-3343	Open Orders in a Hold Status > 90 Days	Parity w/ VADI linesharing	0.00	7301	0.00	227

2 Wire xDSL Line Sharing - Maintenance

MR-2 - Trouble Report Rate						
MR-2-02-3343	Network Trouble Report Rate - Loop	Parity w/ VADI linesharing	0.12	43748	0.11	1866
MR-2-03-3343	Network Trouble Report Rate - Central Office	Parity w/ VADI linesharing	0.03	43748	0.05	1866
MR-2-04-3343	% Subsequent Reports	No Standard	0.00	94	0.00	5
MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.34	43748	1.98	1866
MR-3 - Missed Repair Appointments						
MR-3-01-3343	% Missed Repair Appointment - Loop	Parity w/ VADI linesharing	43.33	60	0.00	2
MR-3-02-3343	% Missed Repair Appointment - Central Office	Parity w/ VADI linesharing	26.47	34	33.33	3
MR-3-03-3343	% Missed Repair Appt. - CPE/TOK/FOK	No Standard	16.34	661	10.81	37
MR-4 - Trouble Duration Intervals						
MR-4-02-3343	Mean Time To Repair - Loop Trouble	Parity w/ VADI linesharing	37.24	60	35.30	2
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	Parity w/ VADI linesharing	31.32	34	19.63	3
MR-4-04-3343	% C leared within 24 Hours	Parity w/ VADI linesharing	46.81	94	60.00	5
MR-4-07-3343	% Out of Service > 12 hours	Parity w/ VADI linesharing	83.33	90	50.00	4
MR-4-08-3343	% Out of Service > 24 Hours	Parity w/ VADI linesharing	53.33	90	50.00	4
MR-5 - Repeat Trouble Reports						
MR-5-01-3343	% Repeat Reports within 30 Days	Parity w/ VADI linesharing	48.94	94	40.00	5

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