

# Carrier to Carrier

## Performance Standards and Reports

### January 2002

#### 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		16.49	241
OR-1-04-3342	% On Time LSRC/ASRC - No Facility Check	95% within 72 hours		99.59	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	
<b>OR-2 - Reject Timeliness (Requiring Loop Qual)</b>					
OR-2-03-3342	Average LSR/ASR Reject Time - No Facility Check	No Standard		17.04	84
OR-2-04-3342	% On Time LSR/ASR Reject Time - No Facility Check	95% within 72 hours		100.00	84
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		4.86	7
PR-1-02-3342	Av. Interval Offered - Total Dispatch	No Standard		5.74	221
<b>PR-2 - Average Completed Interval</b>					
PR-2-01-3342	Av. Interval Completed - Total No Dispatch	No Standard		4.67	6
PR-2-02-3342	Av. Interval Completed - Total Dispatch	No Standard		6.01	167
<b>PR-3 Completed within X Days</b>					
PR-3-10-3342	% Completed in 6 Days (1-5 Lines - Total)	95%		93.64	173
PR-3-11-3342	% Completed in 9 Days (1-5 Lines - Total)	95%		97.74	398
<b>PR-4 - Missed Appointments</b>					
PR-4-02-3342	Average Delay Days - Total	Parity w/ Retail Specials DS0	9.88	59	3.25
PR-4-03-3342	% Missed Appointment - Customer	No Standard	0.99	6031	9.64
PR-4-04-3342	% Missed Appointment - VZ - Dispatch	Not more than 5%		1.19	505
PR-4-05-3342	% Missed Appointment - VZ - No Dispatch	Parity w/ VADI linesharing	0.57	5272	0.00
PR-4-08-3342	% Missed Appt. - Customer - Late Order Conf.	No Standard		0.34	581
PR-4-14-3342	% Completed on Time - xDSL	95%		98.25	457
<b>PR-5 - Facilities</b>					
PR-5-01-3342	% Missed Appointment - Verizon Facilities	Parity w/ VADI linesharing	2.24	759	1.91
PR-5-02-3342	% Orders Held for Facilities > 15 Days	Parity w/ VADI linesharing	0.00	759	0.00
PR-5-03-3342	% Orders Held for Facilities > 60 Days	Parity w/ VADI linesharing	0.00	759	0.00
<b>PR-6 - Installation Quality</b>					
PR-6-01-3342	% Install. Troubles Reported within 30 Days	Parity w/Retail POTS Dispatch	5.26	29086	1.55
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	4.10	6031	7.22
<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	1.48	542	0.00
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	Parity w/ Retail Specials DS0	0.74	542	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	0.14	45840	0.43
MR-2-03-3342	Network Trouble Report Rate - Central Office	Parity w/ VADI linesharing	0.05	45840	0.06
MR-2-04-3342	% Subsequent Reports	No Standard	0.00	133	0.00
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.31	45840	0.51
<b>MR-3 - Missed Repair Appointments</b>					
MR-3-01-3342	% Missed Repair Appointment - Loop	Parity w/ VADI linesharing	19.12	68	5.31
MR-3-02-3342	% Missed Repair Appointment - Central Office	Parity w/ VADI linesharing	15.38	65	0.00
MR-3-03-3342	% Missed Repair Appt. - CPE/TOK/FOK	No Standard	15.43	674	5.15
<b>MR-4 - Trouble Duration Intervals</b>					
MR-4-02-3342	Mean Time To Repair - Loop Trouble	Parity w/ VADI linesharing	31.48	68	18.82
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	Parity w/ VADI linesharing	16.93	65	9.65
MR-4-04-3342	% C leared within 24 Hours	Parity w/ VADI linesharing	67.67	133	84.67
MR-4-07-3342	% Out of Service > 12 hours	Parity w/ VADI linesharing	72.31	130	58.27
MR-4-08-3342	% Out of Service > 24 Hours	Parity w/ VADI linesharing	32.31	130	14.96
<b>MR-5 - Repeat Trouble Reports</b>					
MR-5-01-3342	% Repeat Reports within 30 Days	Parity w/ VADI linesharing	45.11	133	18.25

**Carrier to Carrier  
Performance Standards and Reports  
January 2002  
Verizon Virginia  
UNE Line Sharing - Special Report**

Proprietary Information  
Proprietary to Verizon Virginia

**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 LSRC/ASRC Time - No Facility Check	No Standard			15.31	78
OR-1-04-3343	% On Time LSRC/ASRC - No Facility Check	95% within 72 hours			100.00	78
OR-1-05-3343	Average LSRC/ASRC Time - Facility Check	No Standard			NA	
OR-1-06-3343	% On Time LSRC/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			20.33	49
OR-2-04-3343	% On Time LSR/ASR Reject Time - No Facility Check	95% within 72 hours			100.00	49
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	3.00	5476	2.96	129
PR-1-02-3343	Av. Interval Offered - Total Dispatch	Parity w/ VADI linesharing	2.99	737	3.71	17
<b>PR-2 - Average Completed Interval</b>						
PR-2-01-3343	Av. Interval Completed - Total No Dispatch	Parity w/ VADI linesharing	2.31	4966	2.92	115
PR-2-02-3343	Av. Interval Completed - Total Dispatch	Parity w/ VADI linesharing	2.99	643	2.82	17
<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	98.95	4966	96.52	115
PR-3-10-3343	% Completed in 6 Days (1-5 Lines - Total)	Parity w/ VADI linesharing	99.61	5609	100.00	132
PR-3-11-3343	% Completed in 9 Days (1-5 Lines - Total)	Parity w/ VADI linesharing	99.83	5802	100.00	240
<b>PR-4 - Missed Appointments</b>						
PR-4-02-3343	Average Delay Days - Total	Parity w/ VADI linesharing	2.94	93	3.00	3
PR-4-03-3343	% Missed Appointment - Customer	No Standard	0.99	6031	1.20	250
PR-4-04-3343	% Missed Appointment - VZ - Dispatch	Parity w/ VADI linesharing	6.52	705	2.08	48
PR-4-05-3343	% Missed Appointment - VZ - No Dispatch	Parity w/ VADI linesharing	0.57	5272	0.50	201
PR-4-08-3343	% Missed Appt. - Customer - Late Order Conf.	No Standard			0.00	250
<b>PR-5 - Facilities</b>						
PR-5-01-3343	% Missed Appointment - Verizon Facilities	Parity w/ VADI linesharing	2.24	759	2.04	49
PR-5-02-3343	% Orders Held for Facilities > 15 Days	Parity w/ VADI linesharing	0.00	759	0.00	49
PR-5-03-3343	% Orders Held for Facilities > 60 Days	Parity w/ VADI linesharing	0.00	759	0.00	49
<b>PR-6 - Installation Quality</b>						
PR-6-01-3343	% Install. Troubles Reported within 30 Days	Parity w/ VADI linesharing	0.71	6031	1.20	250
PR-6-03-3343	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	4.10	6031	4.80	250
<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	6031	0.00	250
PR-8-02-3343	Open Orders in a Hold Status > 90 Days	Parity w/ VADI linesharing	0.00	6031	0.00	250

**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	0.14	45840	0.10	2017
MR-2-03-3343	Network Trouble Report Rate - Central Office	Parity w/ VADI linesharing	0.05	45840	0.00	2017
MR-2-04-3343	% Subsequent Reports	No Standard	0.00	133	0.00	5
MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.31	45840	0.99	2017
<b>MR-3 - Missed Repair Appointments</b>						
MR-3-01-3343	% Missed Repair Appointment - Loop	Parity w/ VADI linesharing	19.12	68	0.00	3
MR-3-02-3343	% Missed Repair Appointment - Central Office	Parity w/ VADI linesharing	15.38	65	0.00	2
MR-3-03-3343	% Missed Repair Appt. - CPE/TOK/FOK	No Standard	15.43	674	5.00	20
<b>MR-4 - Trouble Duration Intervals</b>						
MR-4-02-3343	Mean Time To Repair - Loop Trouble	Parity w/ VADI linesharing	31.48	68	22.82	3
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	Parity w/ VADI linesharing	16.93	65	1.69	2
MR-4-04-3343	% C leared within 24 Hours	Parity w/ VADI linesharing	67.67	133	60.00	5
MR-4-07-3343	% Out of Service > 12 hours	Parity w/ VADI linesharing	72.31	130	60.00	5
MR-4-08-3343	% Out of Service > 24 Hours	Parity w/ VADI linesharing	32.31	130	40.00	5
<b>MR-5 - Repeat Trouble Reports</b>						
MR-5-01-3343	% Repeat Reports within 30 Days	Parity w/ VADI linesharing	45.11	133	40.00	5