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

	2 Wife XDSL Loops - Ordering					
Metric #			Retail/VADI	Retail/VADI **	CLEC	CLEC
		Standard	Performance	Observations	Performance	Observations
	OR-1 - Order Confirmation Timeliness (Requiring Loop Qual)	=			1	
OR-1-03-3342	Average LSRC/ASRC Time - No Facility Check	No Standard			16.49	241
OR-1-04-3342 OR-1-05-3342	% On Time LSRC/ASRC - No Facility Check Average LSRC/ASRC Time - Facility Check	95% within 72 hours No Standard			99.59 NA	241
OR-1-05-3342	% On Time LSRC/ASRC - Facility Check	95% within 72 hours			NA NA	
OTC 1 00 00-12	78 OH TIME ESTOMOTO T dollary official	35 /6 Willin 72 Hours			1471	
	OR-2 - Reject Timeliness (Requiring Loop Qual)					
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	1				
	2 Wile ABOL LOOPS Trovisioning	•				
	PR-1 - Average Interval Offered					
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
PR-2-01-3342	PR-2 - Average Completed Interval	1			4	
PR-2-01-3342 PR-2-02-3342	Av. Interval Completed – Total No Dispatch Av. Interval Completed – Total Dispatch	No Standard No Standard			4.67 6.01	6 167
FR-2-02-3342	Av. Interval Completed – Total Dispatch	No Standard			6.01	107
	PR-3 Completed within X Days					
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
	DD 4 Missad Associations					
DD 4.00.0040	PR-4 - Missed Appointments	1				
PR-4-02-3342 PR-4-03-3342	Average Delay Days – Total % Missed Appointment – Customer	Parity w/ Retail Specials DS0 No Standard	9.88 0.99	59 6031	3.25 9.64	16 581
PR-4-04-3342	% Missed Appointment – Customer  % Missed Appointment – VZ – Dispatch	Not more than 5%	0.99	6031	1.19	505
PR-4-05-3342	% Missed Appointment – VZ – No Dispatch	Parity w/ VADI linesharing	0.57	5272	0.00	57
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
DD 5 04 0040	PR-5 - Facilities	1				
PR-5-01-3342 PR-5-02-3342	% Missed Appointment - Verizon Facilities % Orders Held for Facilities > 15 Days	Parity w/ VADI linesharing Parity w/ VADI linesharing	2.24 0.00	759 759	1.91 0.00	524 524
PR-5-03-3342	% Orders Held for Facilities > 60 Days	Parity w/ VADI linesharing	0.00	759	0.00	524
	70 Oracle Field for Facilities F Co Baye	r and w vizi meenang	0.00	700	0.00	<u> </u>
	PR-6 - Installation Quality	3	-			
PR-6-01-3342	% Install. Troubles Reported within 30 Days	Parity w/Retail POTS Dispatch	5.26	29086	1.55	582
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	4.10	6031	7.22	582
	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	1.48	542	0.00	581
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	Parity w/ Retail Specials DS0	0.74	542	0.00	581
	- W. L.	•				
	2 Wire xDSL Loops - Maintenance	J				
	MD 2. Trankla Danart Bata					
MR-2-02-3342	MR-2 - Trouble Report Rate  Network Trouble Report Rate - Loop	Parity w/ VADI linesharing	0.14	45840	0.43	21076
MR-2-03-3342	Network Trouble Report Rate - Central Office	Parity w/ VADI linesharing	0.05	45840	0.43	21076
MR-2-04-3342	% Subsequent Reports	No Standard	0.00	133	0.00	137
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.31	45840	0.51	21076
	***************************************					
MD 0 04 0040	MR-3 - Missed Repair Appointments	1 - :				
MR-3-01-3342 MR-3-02-3342	% Missed Repair Appointment – Loop % Missed Repair Appointment - Central Office	Parity w/ VADI linesharing	19.12 15.38	68 65	5.31 0.00	113
MR-3-02-3342 MR-3-03-3342	% Missed Repair Appointment - Central Office  % Missed Repair Appt CPE/TOK/FOK	Parity w/ VADI linesharing No Standard	15.38	674	5.15	24 97
.411 0 00-0042	75 MISSOS NOPULL TIPPE OF ELTONI ON	_ iso otanuaru	10.40	0/4	5.15	31
	MR-4 - Trouble Duration Intervals	_				
MR-4-02-3342	Mean Time To Repair - Loop Trouble	Parity w/ VADI linesharing	31.48	68	18.82	113
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	Parity w/ VADI linesharing	16.93	65	9.65	24
MR-4-04-3342	% C leared within 24 Hours	Parity w/ VADI linesharing	67.67	133	84.67	137
MR-4-07-3342	%Out of Service > 12 hours	Parity w/ VADI linesharing	72.31	130	58.27	127
MR-4-08-3342	% Out of Service > 24 Hours	Parity w/ VADI linesharing	32.31	130	14.96	127
	MR-5 - Repeat Trouble Reports					
MR-5-01-3342	% Repeat Reports within 30 Days	Parity w/ VADI linesharing	45.11	133	18.25	137
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Carrier to Carrier
Performance Standards and Reports
January 2002
Verizon Virginia
UNE Line Sharing - Special Report

Proprietary Information
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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 LSRC/ASRC Time - No Facility Check	No Standard			15.31	78
OR-1-04-3343 OR-1-05-3343	% On Time LSRC/ASRC - No Facility Check Average LSRC/ASRC Time - Facility Check	95% within 72 hours No Standard			100.00 NA	78
OR-1-06-3343	% On Time LSRC/ASRC- Facility Check	95% within 72 hours			NA NA	
OR-2-03-3343	OR-2 - Reject Timeliness (Requiring Loop Qual)	No Otensiana			00.00	49
OR-2-03-3343 OR-2-04-3343	Average LSR/ASR Reject Time - No Facility Check % On Time LSR/ASR Reject Time - No Facility Check	No Standard 95% within 72 hours			20.33	49
OR-2-05-3343	Average LSR/ASR Reject Time - Facility Check	No Standard			NA NA	45
OR-2-06-3343	% On Time LSR/ASR Reject Time - Facility Check	95% within 72 hours			NA	
	2 Wire xDSL Line Sharing - Provisioning					
	DD 4 Assessment Internal Officers					
PR-1-01-3343	PR-1 - Average Interval Offered 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
		- ,				,
PR-2-01-3343	PR-2 - Average Completed Interval	Doritum/ VADI lineal:!	2.21	4066	2.02	115
PR-2-01-3343 PR-2-02-3343	Av. Interval Completed – Total No Dispatch Av. Interval Completed – Total Dispatch	Parity w/ VADI linesharing Parity w/ VADI linesharing	2.31 2.99	4966 643	2.92 2.82	115 17
2 02 00 10		,	2.00	0.0	2.02	
DD 0 00 00/2	PR-3 Completed within X Days	1				
PR-3-03-3343 PR-3-10-3343	% Completed in 3 Days (1-5 Lines - No Dispatch) % Completed in 6 Days (1-5 Lines - Total)	Parity w/ VADI linesharing Parity w/ VADI linesharing	98.95 99.61	4966 5609	96.52 100.00	115 132
PR-3-11-3343	% Completed in 6 Days (1-5 Lines - Total) % Completed in 9 Days (1-5 Lines - Total)	Parity w/ VADI linesharing	99.83	5802	100.00	240
		_ ranky w/ v/to/miconaming	00.00	0002	100.00	2.10
DD 4 00 0040	PR-4 - Missed Appointments	1				
PR-4-02-3343 PR-4-03-3343	Average Delay Days – Total  Missed Appointment – Customer	Parity w/ VADI linesharing No Standard	2.94 0.99	93 6031	3.00 1.20	3 250
PR-4-04-3343	% Missed Appointment – Customer  % 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
	PR-5 - Facilities					
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
	PR-6 - Installation Quality					
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
	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	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 vDCL Line Charing Maintenance	1				
	2 Wire xDSL Line Sharing - Maintenance					
	MR-2 - Trouble Report Rate	_				
MR-2-02-3343	Network Trouble Report Rate - Loop	Parity w/ VADI linesharing	0.14	45840	0.10	2017
MR-2-03-3343 MR-2-04-3343	Network Trouble Report Rate - Central Office	Parity w/ VADI linesharing	0.05	45840	0.00	2017
MR-2-05-3343	% Subsequent Reports % CPE/TOK/FOK Trouble Report Rate	No Standard No Standard	0.00 1.31	133 45840	0.00	5 2017
2 00 00 10		110 Ottandard	1.01	10010	0.00	2011
	MR-3 - Missed Repair Appointments	i .				
MR-3-01-3343 MR-3-02-3343	% Missed Repair Appointment – Loop % Missed Repair Appointment - Central Office	Parity w/ VADI linesharing Parity w/ VADI linesharing	19.12 15.38	68 65	0.00	3 2
MR-3-03-3343	% Missed Repair Appointment - Central Office	No Standard	15.43	674	5.00	20
MD 4 00 0040	MR-4 - Trouble Duration Intervals	1 p	24.12	00	00.00	
MR-4-02-3343 MR-4-03-3343	Mean Time To Repair - Loop Trouble Mean Time To Repair - Central Office Trouble	Parity w/ VADI linesharing Parity w/ VADI linesharing	31.48 16.93	68 65	22.82 1.69	3
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
	MP.5 - Popost Trouble Paparts					
MR-5-01-3343	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Parity w/ VADI linesharing	45.11	133	40.00	5
0 0 1 00 10	1	, w vice internal	10.11	.00	10.00	, , ,