

**Carrier to Carrier
Performance Standards and Reports
October 2001
Verizon Virginia**

**CLEC Aggregate Performance
RESALE PROVISIONING - POTS / SPECIAL SERVICES**

AS REPORTED

October 2001

Special Services - Provisioning

		VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score	
PR-6 - Installation Quality									
PR-6-01-2200	% Installation Troubles reported within 30 Days	Parity with VZ Retail	0.83	0.00	3237	743		0.37	2.25
PR-6-03-2200	% Installation Troubles reported within 30 Days – FOK/TOK/CPE	No Standard	0.12	0.00	3237	743			

Special Services - Maintenance

			VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-2 - Trouble Report Rate									
MR-2-01-2200	Network Trouble Report Rate – Total	Parity with VZ Retail	0.21	0.15	234042	7807		0.05	1.00
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.26	0.24	234042	7807			

			VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-4 - Trouble Duration Intervals									
MR-4-01-2200	Mean Time To Repair – Total	Parity with VZ Retail	4.15	3.39	482	12	3.45	1.01	0.76
MR-4-02-2200	Mean Time to Repair - Loop Trouble - Specials	Parity with VZ Retail	5.30	4.15	239	4	3.73	1.88	
MR-4-04-2200	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	99.79	100.00	482	12		1.34	0.16
MR-4-06-2200	% Out of Service > 4 hours - Specials	Parity with VZ Retail	41.08	41.67	482	12		14.38	0.04
MR-4-07-2200	% Out of Service > 12 hours - Specials	Parity with VZ Retail	3.73	0.00	482	12		5.54	0.67
MR-4-08-2200	% Out of Service > 24 Hours - Specials	Parity with VZ Retail	0.21	0.00	482	12		1.34	0.16

			VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-5 - Repeat Trouble Reports									
MR-5-01-2200	% Repeat Reports within 30 Days	Parity with VZ Retail	12.24	16.67	482	12		9.58	-0.46

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			VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
PR-6 - Installation Quality									
PR-6-01-2200	% Installation Troubles reported within 30 Days	Parity with VZ Retail	0.83	0.00	3237	743		0.37	2.25
PR-6-03-2200	% Installation Troubles reported within 30 Days – FOK/TOK/CPE	No Standard	0.12	0.00	3237	743			

Special Services - Maintenance

			VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-2 - Trouble Report Rate									
MR-2-01-2200	Network Trouble Report Rate – Total	Parity with VZ Retail	0.29	0.38	157784	5243		0.08	-1.14
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.37	0.36	157784	5243			

			VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-4 - Trouble Duration Intervals									
MR-4-01-2200	Mean Time To Repair – Total	Parity with VZ Retail	4.17	3.31	465	20	3.49	0.80	1.08
MR-4-02-2200	Mean Time to Repair - Loop Trouble - Specials	Parity with VZ Retail	5.39	3.74	227	11	3.79	1.17	1.41
MR-4-04-2200	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	99.78	100.00	465	20		1.07	0.21
MR-4-06-2200	% Out of Service > 4 hours - Specials	Parity with VZ Retail	41.51	30.00	465	20		11.25	-1.02
MR-4-07-2200	% Out of Service > 12 hours - Specials	Parity with VZ Retail	3.87	0.00	465	20		4.40	0.88
MR-4-08-2200	% Out of Service > 24 Hours - Specials	Parity with VZ Retail	0.22	0.00	465	20		1.07	0.21

			VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-5 - Repeat Trouble Reports									
MR-5-01-2200	% Repeat Reports within 30 Days	Parity with VZ Retail	12.47	10.00	465	20		7.54	0.33

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Special Services - Provisioning

		VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
PR-6 - Installation Quality								
PR-6-01-3200	% Installation Troubles reported within 30 Days	0.83	0.00	3237	226		0.63	1.33
PR-6-03-3200	% Installation Troubles reported within 30 Days – FOK/TOK/CPE	0.12	0.00	3237	226			
MR-2 - Trouble Report Rate								
MR-2-01-3200	Network Trouble Report Rate	0.21	1.41	234042	568		0.19	-6.32
MR-2-05-3200	% CPE/TOK/FOK/CC Trouble Report Rate	0.26	0.88	234042	568			
MR-4 - Trouble Duration Intervals								
MR-4-01-3200	Mean Time To Repair – Total	4.15	5.05	482	8	3.45	1.23	
MR-4-02-3200	Mean Time to Repair - Loop Trouble	5.30	4.55	239	4	3.73	1.88	
MR-4-04-3200	% Cleared (all troubles) within 24 Hours	99.79	100.00	482	8		1.63	
MR-4-06-3200	% Out of Service > 4 hours	41.08	62.50	482	8		17.54	
MR-4-07-3200	% Out of Service > 12 hours	3.73	0.00	482	8		6.76	
MR-4-08-3200	% Out of Service > 24 Hours	0.21	0.00	482	8		1.63	
MR-5 - Repeat Trouble Reports								
MR-5-01-3200	% Repeat Reports within 30 Days	12.24	0.00	482	8		11.68	

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		VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
PR-6 - Installation Quality								
PR-6-01-3200	% Installation Troubles reported within 30 Days	0.83	4.42	3237	226		0.63	-5.74
PR-6-03-3200	% Installation Troubles reported within 30 Days – FOK/TOK/CPE	0.12	0.88	3237	226			

Special Services - Provisioning

		VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-2 - Trouble Report Rate								
MR-2-01-3200	Network Trouble Report Rate	0.29	2.49	157784	1487		0.14	-15.58
MR-2-05-3200	% CPE/TOK/FOK/CC Trouble Report Rate	0.37	2.42	157784	1487			
MR-4 - Trouble Duration Intervals								
MR-4-01-3200	Mean Time To Repair – Total	4.17	7.22	465	37	3.49	0.60	-5.10
MR-4-02-3200	Mean Time to Repair - Loop Trouble	5.39	5.80	227	16	3.79	0.98	-0.42
MR-4-04-3200	% Cleared (all troubles) within 24 Hours	99.78	100.00	465	37		0.80	0.27
MR-4-06-3200	% Out of Service > 4 hours	41.51	72.97	465	37		8.42	-3.74
MR-4-07-3200	% Out of Service > 12 hours	3.87	21.62	465	37		3.29	-5.39
MR-4-08-3200	% Out of Service > 24 Hours	0.22	0.00	465	37		0.80	0.27
MR-5 - Repeat Trouble Reports								
MR-5-01-3200	% Repeat Reports within 30 Days	12.47	10.81	465	37		5.64	0.29