

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

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

AS REPORTED

November 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 | 0.79 | 0.00 | 3023 | 395 | | 0.47 | 1.67 |
| PR-6-03-2200 | % Installation Troubles reported within 30 Days – FOK/TOK/CPE | 0.13 | 0.00 | 3023 | 395 | | | |

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 | 0.16 | 0.08 | 233539 | 7661 | | 0.05 | 1.84 |
| MR-2-05-2200 | % CPE/TOK/FOK Trouble Report Rate | 0.23 | 0.22 | 233539 | 7661 | | | |

| | | 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 | 5.26 | 2.63 | 385 | 6 | 4.83 | 1.99 | |
| MR-4-02-2200 | Mean Time to Repair - Loop Trouble - Specials | 6.20 | 3.68 | 181 | 3 | 4.76 | 2.77 | |
| MR-4-04-2200 | % Cleared (all troubles) within 24 Hours | 99.48 | 100.00 | 385 | 6 | | 2.96 | |
| MR-4-06-2200 | % Out of Service > 4 hours - Specials | 49.87 | 20.00 | 385 | 5 | | 22.51 | |
| MR-4-07-2200 | % Out of Service > 12 hours - Specials | 5.45 | 0.00 | 385 | 5 | | 10.22 | |
| MR-4-08-2200 | % Out of Service > 24 Hours - Specials | 0.52 | 0.00 | 385 | 5 | | 3.24 | |

| | | 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 | 14.81 | 16.67 | 385 | 6 | | 14.61 | |

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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 | 0.79 | NA | 3023 | | | | |
| PR-6-03-2200 | % Installation Troubles reported within 30 Days – FOK/TOK/CPE | 0.13 | NA | 3023 | | | | |

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 | 0.24 | 0.12 | 157400 | 5061 | | 0.07 | 1.77 |
| MR-2-05-2200 | % CPE/TOK/FOK Trouble Report Rate | 0.33 | 0.34 | 157400 | 5061 | | | |

| | | 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 | 5.19 | 2.63 | 382 | 6 | 4.78 | 1.97 | |
| MR-4-02-2200 | Mean Time to Repair - Loop Trouble - Specials | 6.20 | 3.68 | 181 | 3 | 4.76 | 2.77 | |
| MR-4-04-2200 | % Cleared (all troubles) within 24 Hours | 99.48 | 100.00 | 382 | 6 | | 2.96 | |
| MR-4-06-2200 | % Out of Service > 4 hours - Specials | 49.48 | 20.00 | 382 | 5 | | 22.51 | |
| MR-4-07-2200 | % Out of Service > 12 hours - Specials | 4.71 | 0.00 | 382 | 5 | | 9.54 | |
| MR-4-08-2200 | % Out of Service > 24 Hours - Specials | 0.52 | 0.00 | 382 | 5 | | 3.24 | |

| | | 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 | 14.66 | 16.67 | 382 | 6 | | 14.55 | |

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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 | 0.79 | 0.00 | 3023 | 176 | | 0.69 | 1.15 |
| PR-6-03-3200 | % Installation Troubles reported within 30 Days – FOK/TOK/CPE | 0.13 | 0.00 | 3023 | 176 | | | |
| MR-2 - Trouble Report Rate | | | | | | | | |
| MR-2-01-3200 | Network Trouble Report Rate | 0.16 | 1.21 | 233539 | 577 | | 0.17 | -6.20 |
| MR-2-05-3200 | % CPE/TOK/FOK/CC Trouble Report Rate | 0.23 | 1.39 | 233539 | 577 | | | |
| MR-4 - Trouble Duration Intervals | | | | | | | | |
| MR-4-01-3200 | Mean Time To Repair – Total | 5.26 | 4.85 | 385 | 7 | 4.83 | 1.84 | |
| MR-4-02-3200 | Mean Time to Repair - Loop Trouble | 6.20 | 5.53 | 181 | 5 | 4.76 | 2.16 | |
| MR-4-04-3200 | % Cleared (all troubles) within 24 Hours | 99.48 | 100.00 | 385 | 7 | | 2.74 | |
| MR-4-06-3200 | % Out of Service > 4 hours | 49.87 | 40.00 | 385 | 5 | | 22.51 | |
| MR-4-07-3200 | % Out of Service > 12 hours | 5.45 | 20.00 | 385 | 5 | | 10.22 | |
| MR-4-08-3200 | % Out of Service > 24 Hours | 0.52 | 0.00 | 385 | 5 | | 3.24 | |
| MR-5 - Repeat Trouble Reports | | | | | | | | |
| MR-5-01-3200 | % Repeat Reports within 30 Days | 14.81 | 28.57 | 385 | 7 | | 13.55 | |

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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 | 0.79 | 3.98 | 3023 | 176 | | 0.69 | -4.63 |
| PR-6-03-3200 | % Installation Troubles reported within 30 Days – FOK/TOK/CPE | 0.13 | 0.57 | 3023 | 176 | | | |

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 | 0.24 | 1.59 | 157400 | 1572 | | 0.12 | -10.85 |
| MR-2-05-3200 | % CPE/TOK/FOK/CC Trouble Report Rate | 0.33 | 1.72 | 157400 | 1572 | | | |
| MR-4 - Trouble Duration Intervals | | | | | | | | |
| MR-4-01-3200 | Mean Time To Repair – Total | 5.19 | 5.09 | 382 | 25 | 4.78 | 0.99 | 0.10 |
| MR-4-02-3200 | Mean Time to Repair - Loop Trouble | 6.20 | 5.53 | 181 | 13 | 4.76 | 1.37 | 0.49 |
| MR-4-04-3200 | % Cleared (all troubles) within 24 Hours | 99.48 | 96.00 | 382 | 25 | | 1.48 | -2.34 |
| MR-4-06-3200 | % Out of Service > 4 hours | 49.48 | 43.48 | 382 | 23 | | 10.73 | 0.56 |
| MR-4-07-3200 | % Out of Service > 12 hours | 4.71 | 8.70 | 382 | 23 | | 4.55 | -0.88 |
| MR-4-08-3200 | % Out of Service > 24 Hours | 0.52 | 4.35 | 382 | 23 | | 1.54 | -2.48 |
| MR-5 - Repeat Trouble Reports | | | | | | | | |
| MR-5-01-3200 | % Repeat Reports within 30 Days | 14.66 | 20.00 | 382 | 25 | | 7.30 | -0.73 |