

Verizon - VA

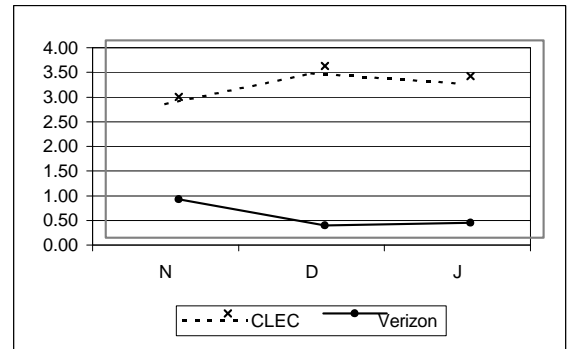
Carrier to Carrier Performance Standards and Reports Summary November 2001 - January 2002

CLEC Aggregate Performance  
OSS & BILLING (Pre-Ordering) - POTS/Special Services

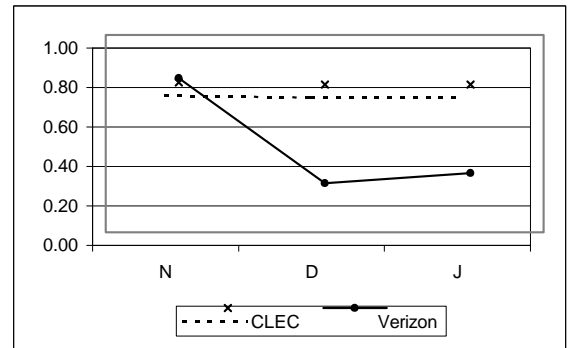
PRE-ORDERING

PO-1 - Response Time OSS Pre-Ordering Interface

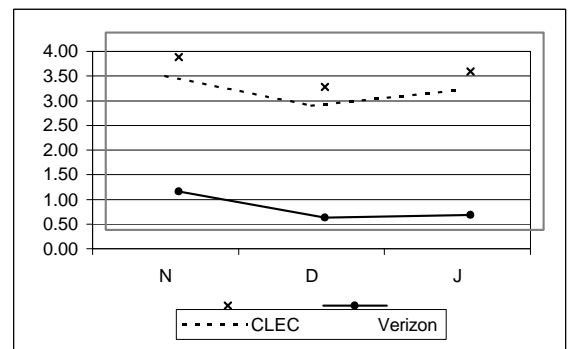
PO-1-01-6020	Ave Resp Tm – Customer Service Record - EDI			Parity plus <= 4 Seconds
	Vz	CLEC	Difference	
Nov-01	0.78	2.85	-2.07	
Dec-01	0.25	3.48	-3.23	
Jan-02	0.30	3.28	-2.98	



PO-1-01-6030	Ave Resp Tm – Customer Service Record - CORBA			Parity plus <= 4 Seconds
	Vz	CLEC	Difference	
Nov-01	0.78	0.76	0.02	
Dec-01	0.25	0.75	-0.50	
Jan-02	0.30	0.75	-0.45	



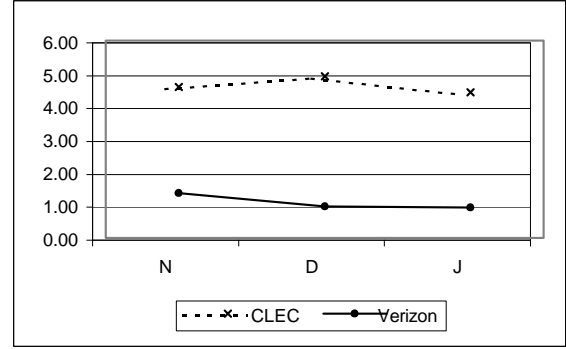
PO-1-01-6050	Ave Resp Tm – Customer Service Record - Web GUI			Parity plus <= 4 Seconds
	Vz	CLEC	Difference	
Nov-01	0.78	3.50	-2.72	
Dec-01	0.25	2.90	-2.65	
Jan-02	0.30	3.21	-2.91	



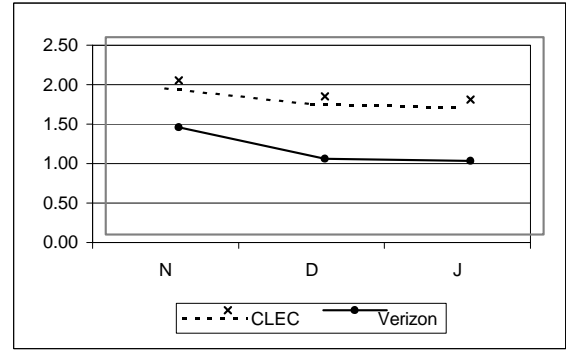
**PRE-ORDERING cont...**

**PO-1 - Response Time OSS Pre-Ordering Interface cont...**

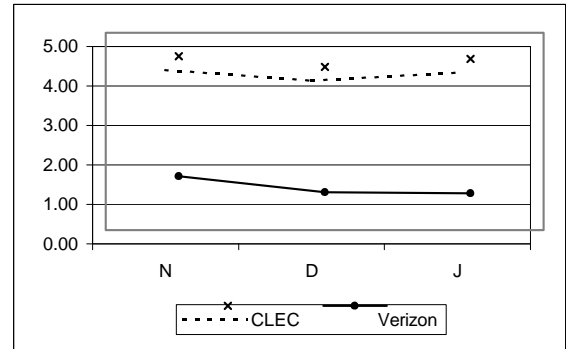
PO-1-02-6020	Ave Resp Tm - Due Date Availability - EDI			Parity plus <= 4 Seconds
	Vz	CLEC	Difference	
Nov-01	1.36	4.59	-3.23	
Dec-01	0.96	4.92	-3.96	
Jan-02	0.93	4.43	-3.50	



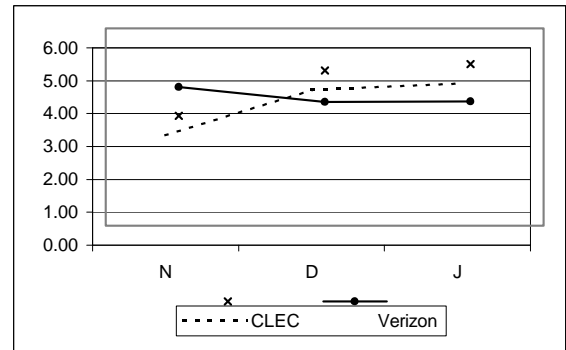
PO-1-02-6030	Ave Resp Tm - Due Date Availability - CORBA			Parity plus <= 4 Seconds
	Vz	CLEC	Difference	
Nov-01	1.36	1.95	-0.59	
Dec-01	0.96	1.75	-0.79	
Jan-02	0.93	1.71	-0.78	



PO-1-02-6050	Ave Resp Tm - Due Date Availability - Web GUI			Parity plus <= 4 Seconds
	Vz	CLEC	Difference	
Nov-01	1.36	4.41	-3.05	
Dec-01	0.96	4.13	-3.17	
Jan-02	0.93	4.34	-3.41	



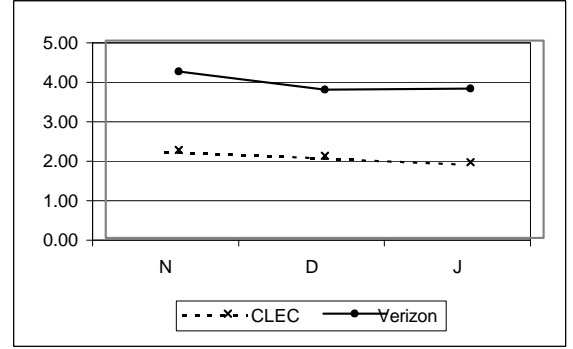
PO-1-03-6020	Ave Resp Tm - Address Validation - EDI			Parity plus <= 4 Seconds
	Vz	CLEC	Difference	
Nov-01	4.22	3.34	0.88	
Dec-01	3.76	4.72	-0.96	
Jan-02	3.78	4.92	-1.14	



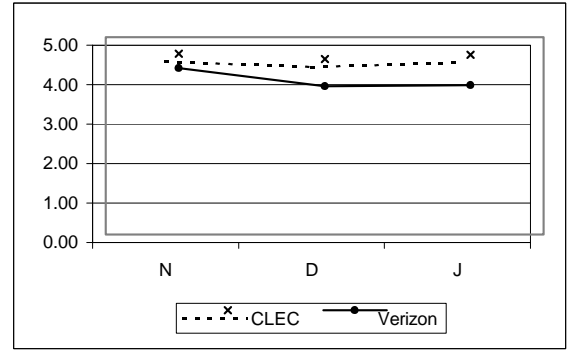
**PRE-ORDERING cont...**

**PO-1 - Response Time OSS Pre-Ordering Interface cont...**

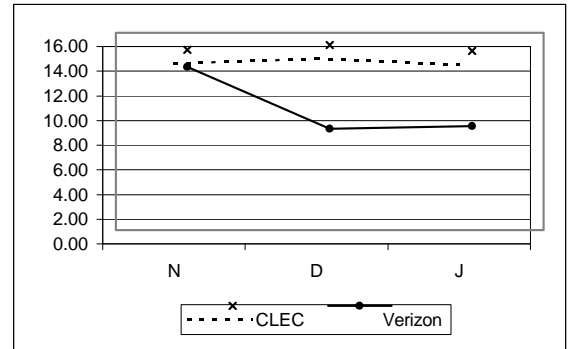
PO-1-03-6030	Ave Resp Tm - Address Validation - CORBA			Parity plus <= 4 Seconds
	Vz	CLEC	Difference	
Nov-01	4.22	2.23	1.99	
Dec-01	3.76	2.08	1.68	
Jan-02	3.78	1.92	1.86	



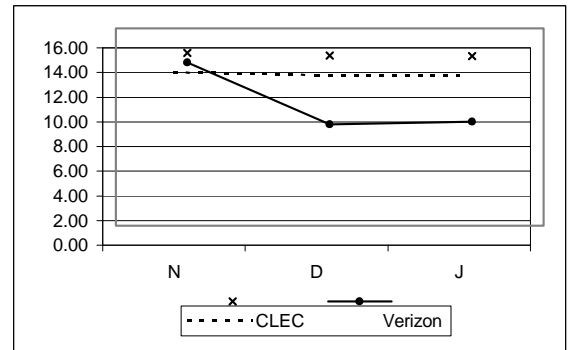
PO-1-03-6050	Ave Resp Tm - Address Validation - Web GUI			Parity plus <= 4 Seconds
	Vz	CLEC	Difference	
Nov-01	4.22	4.58	-0.36	
Dec-01	3.76	4.45	-0.69	
Jan-02	3.78	4.56	-0.78	



PO-1-04-6020	Ave Resp Tm - Product and Service Availability - EDI			Parity plus <= 4 Seconds
	Vz	CLEC	Difference	
Nov-01	13.22	14.63	-1.41	
Dec-01	8.22	15.02	-6.80	
Jan-02	8.43	14.54	-6.11	



PO-1-04-6030	Ave Resp Tm - Product and Service Availability - CORBA			Parity plus <= 4 Seconds
	Vz	CLEC	Difference	
Nov-01	13.22	13.99	-0.77	
Dec-01	8.22	13.78	-5.56	
Jan-02	8.43	13.74	-5.31	

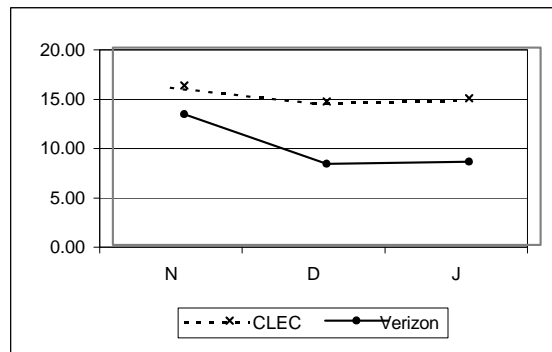


**PRE-ORDERING cont...**

**PO-1 - Response Time OSS Pre-Ordering Interface cont...**

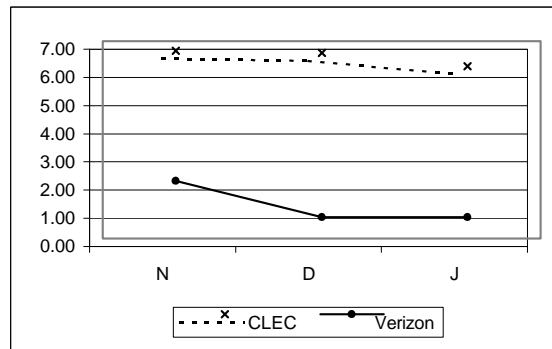
**PO-1-04-6050 Ave Resp Tm - Product and Service Availability - Web GUI Parity plus <= 4 Seconds**

	Vz	CLEC	Difference
Nov-01	13.22	16.15	-2.93
Dec-01	8.22	14.54	-6.32
Jan-02	8.43	14.84	-6.41



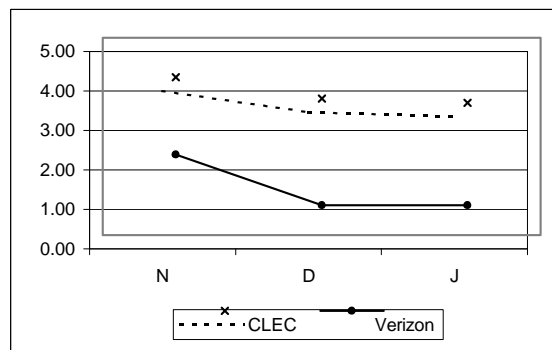
**PO-1-05-6020 Ave Resp Tm - Tel Number Availability and Reservation - EDI Parity plus <= 4 Seconds**

	Vz	CLEC	Difference
Nov-01	2.04	6.66	-4.62
Dec-01	0.76	6.58	-5.82
Jan-02	0.76	6.11	-5.35



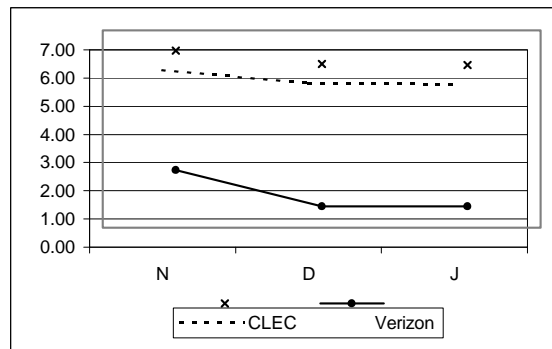
**PO-1-05-6030 Ave Resp Tm - Tel Number Availability and Reservation - CORBA Parity plus <= 4 Seconds**

	Vz	CLEC	Difference
Nov-01	2.04	4.00	-1.96
Dec-01	0.76	3.46	-2.70
Jan-02	0.76	3.35	-2.59



**PO-1-05-6050 Ave Resp Tm - Tel Number Availability and Reservation - Web GUI Parity plus <= 4 Seconds**

	Vz	CLEC	Difference
Nov-01	2.04	6.28	-4.24
Dec-01	0.76	5.80	-5.04
Jan-02	0.76	5.77	-5.01

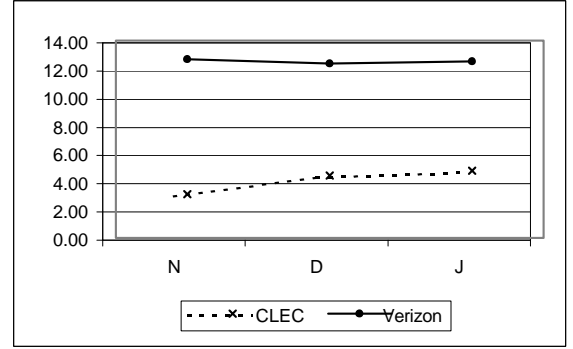


**PRE-ORDERING cont...**

**PO-1 - Response Time OSS Pre-Ordering Interface cont...**

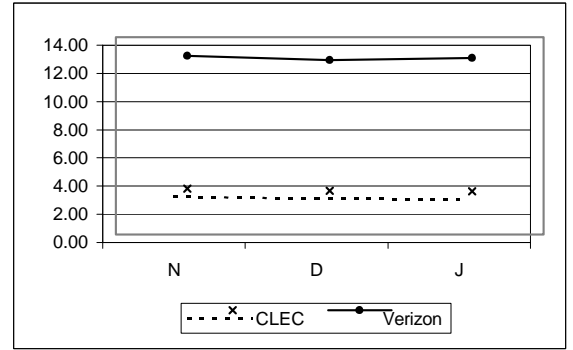
**PO-1-06-6020 Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - EDI Parity plus <= 4 Seconds**

	Vz	CLEC	Difference
Nov-01	12.69	3.12	9.57
Dec-01	12.37	4.43	7.94
Jan-02	12.52	4.78	7.74



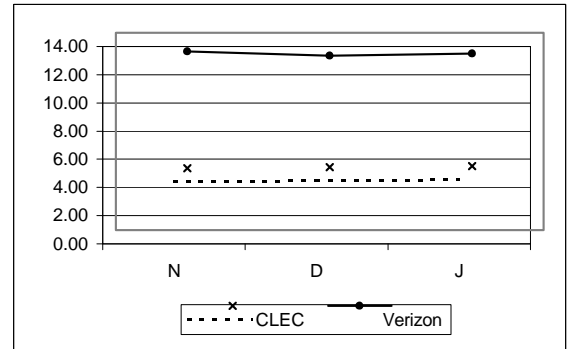
**PO-1-06-6030 Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - CORBA Parity plus <= 4 Seconds**

	Vz	CLEC	Difference
Nov-01	12.69	3.26	9.43
Dec-01	12.37	3.12	9.25
Jan-02	12.52	3.06	9.46



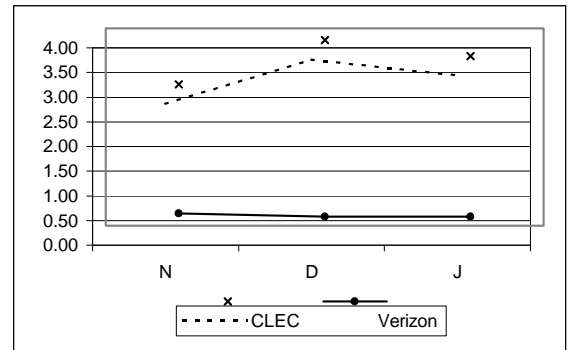
**PO-1-06-6050 Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - Web GUI Parity plus <= 4 Seconds**

	Vz	CLEC	Difference
Nov-01	12.69	4.39	8.30
Dec-01	12.37	4.46	7.91
Jan-02	12.52	4.55	7.97



**PO-1-07-6020 Ave Resp Tm - Rejected Query - EDI Parity plus <= 4 Seconds**

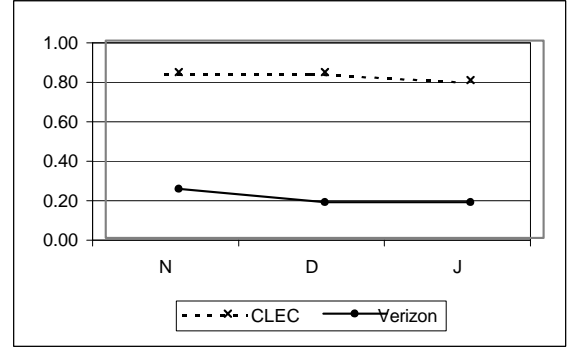
	Vz	CLEC	Difference
Nov-01	0.25	2.87	-2.62
Dec-01	0.18	3.76	-3.58
Jan-02	0.18	3.44	-3.26



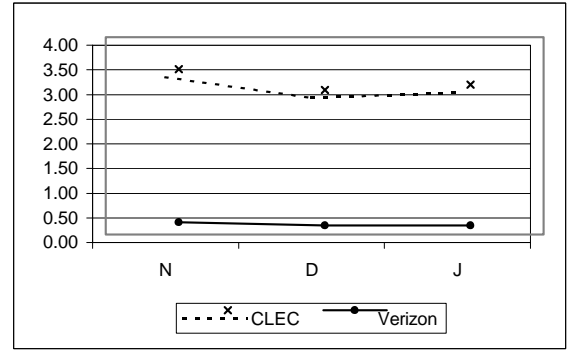
**PRE-ORDERING cont...**

**PO-1 - Response Time OSS Pre-Ordering Interface cont...**

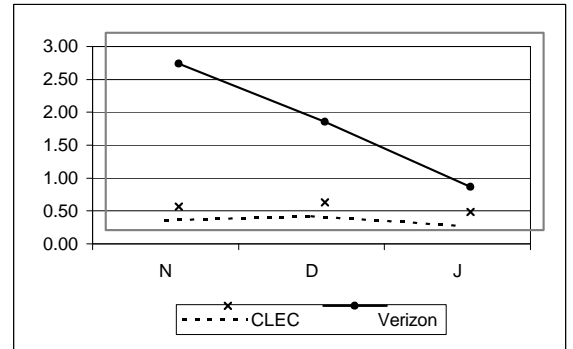
PO-1-07-6030	Ave Resp Tm - Rejected Query - CORBA			Parity plus <= 4 Seconds
	Vz	CLEC	Difference	
Nov-01	0.25	0.84	-0.59	
Dec-01	0.18	0.84	-0.66	
Jan-02	0.18	0.80	-0.62	



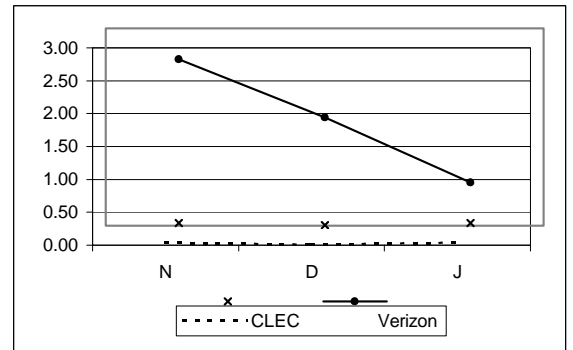
PO-1-07-6050	Ave Resp Tm - Rejected Query - Web GUI			Parity plus <= 4 Seconds
	Vz	CLEC	Difference	
Nov-01	0.25	3.35	-3.10	
Dec-01	0.18	2.93	-2.75	
Jan-02	0.18	3.04	-2.86	



PO-1-08-6020	% Timeouts - EDI			No Standard
	Vz	CLEC	Difference	
Nov-01	2.53	0.35		
Dec-01	1.65	0.42		
Jan-02	0.65	0.27		



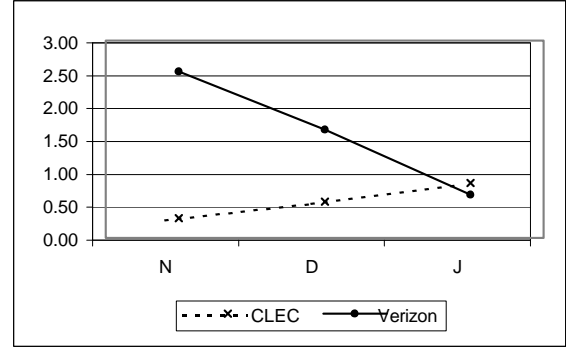
PO-1-08-6030	% Timeouts - CORBA			No Standard
	Vz	CLEC	Difference	
Nov-01	2.53	0.04		
Dec-01	1.65	0.01		
Jan-02	0.65	0.04		



**PRE-ORDERING cont...**

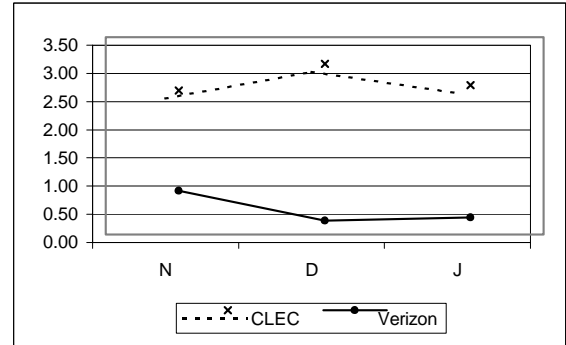
**PO-1 - Response Time OSS Pre-Ordering Interface cont...**

PO-1-08-6050	% Timeouts - Web GUI			No Standard
	Vz	CLEC	Difference	
Nov-01	2.53	0.30		
Dec-01	1.65	0.55		
Jan-02	0.65	0.84		



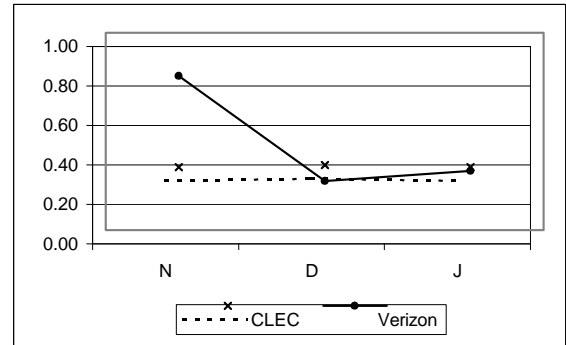
**PO-1-09-6020** **Parsed CSR - EDI** **Parity plus <= 10 Seconds**

	Vz	CLEC	Difference
Nov-01	0.78	2.55	-1.77
Dec-01	0.25	3.03	-2.78
Jan-02	0.30	2.65	-2.35



**PO-1-09-6030** **Parsed CSR - CORBA** **Parity plus <= 10 Seconds**

	Vz	CLEC	Difference
Nov-01	0.78	0.32	0.46
Dec-01	0.25	0.33	-0.08
Jan-02	0.30	0.32	-0.02



**PO-1-09-6050** **Parsed CSR - Web GUI** **Parity plus <= 10 Seconds**

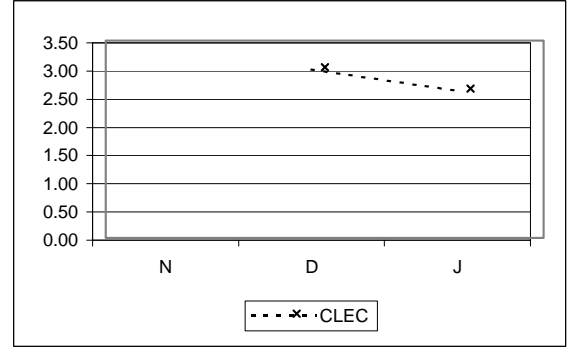
	Vz	CLEC	Difference
Nov-01	NEF	NEF	
Dec-01	NEF	NEF	
Jan-02	NEF	NEF	

**PRE-ORDERING cont...**

**PO-1 - Response Time OSS Pre-Ordering Interface cont...**

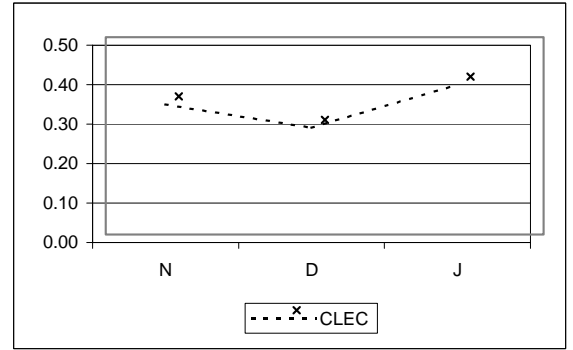
**PO-1-10-6020** **Parsed CSR - CLEC Total - EDI** **No Standard**

	Vz	CLEC	Difference
Nov-01	#N/A	#N/A	
Dec-01	#N/A	3.03	
Jan-02	#N/A	2.65	



**PO-1-10-6030** **Parsed CSR - CLEC Total - CORBA** **No Standard**

	Vz	CLEC	Difference
Nov-01	#N/A	0.35	
Dec-01	#N/A	0.29	
Jan-02	#N/A	0.40	



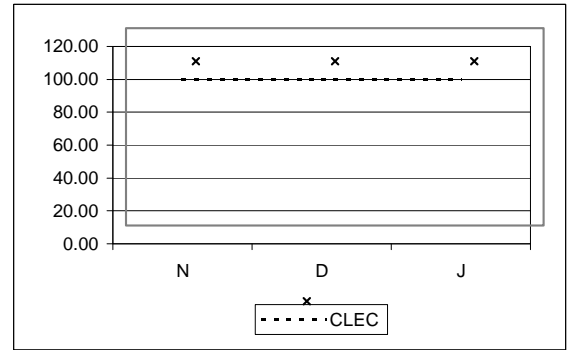
**PO-1-10-6050** **Parsed CSR - CLEC Total - Web GUI** **No Standard**

	Vz	CLEC	Difference
Nov-01	NEF	NEF	
Dec-01	NEF	NEF	
Jan-02	NEF	NEF	

**PO-2 - OSS Interface Availability**

**PO-2-01-6030** **OSS Interface Availability - Total - CORBA - Pre-Ordering** **No Standard**

	CLEC	Observations	Difference
Nov-01	99.92	1.17	
Dec-01	99.90	1.50	
Jan-02	100.00	0.00	



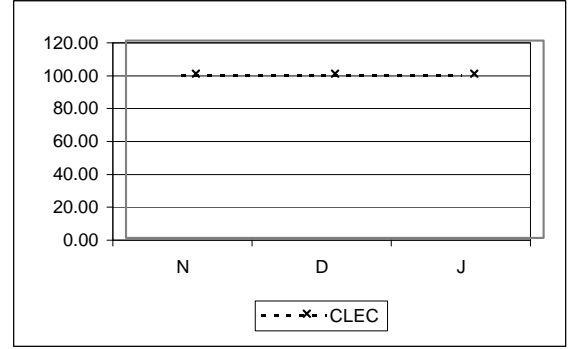


**PRE-ORDERING cont...**

**PO-2 - OSS Interface Availability cont...**

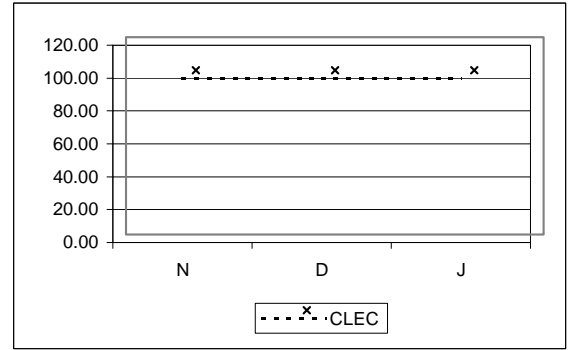
**PO-2-01-6040 OSS Interface Availability – Total - Web - GUI - Maintenance No Standard**

	CLEC	Observations	Difference
Nov-01	99.91	0.67	
Dec-01	99.93	0.50	
Jan-02	99.88	0.88	



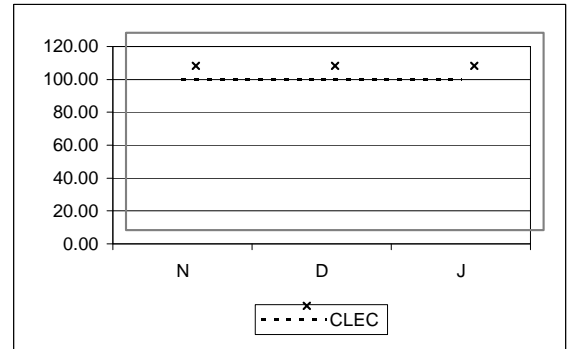
**PO-2-01-6060 OSS Interface Availability – Total - Electronic Bonding - Maintenance No Standard**

	CLEC	Observations	Difference
Nov-01	100.00	0.00	
Dec-01	100.00	0.00	
Jan-02	100.00	0.00	



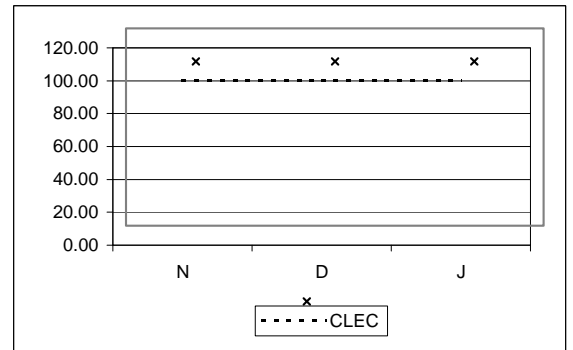
**PO-2-02-6020 OSS Interface Availability – Prime Time - EDI - Pre-Ordering 99.5%**

	CLEC	Observations	Difference
Nov-01	99.99	0.17	0.49
Dec-01	100.00	0.00	0.50
Jan-02	100.00	0.00	0.50



**PO-2-02-6030 OSS Interface Availability – Prime Time - CORBA - Pre-Ordering 99.5%**

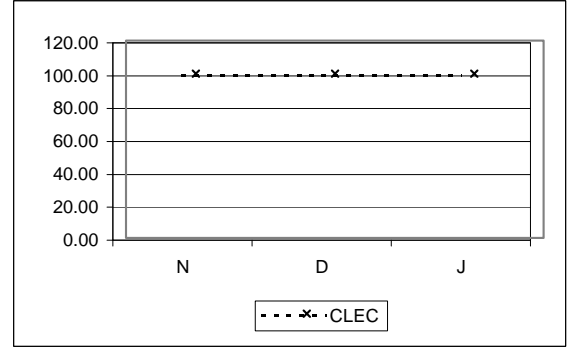
	CLEC	Observations	Difference
Nov-01	99.96	0.33	0.46
Dec-01	99.85	1.17	0.35
Jan-02	100.00	0.00	0.50



**PRE-ORDERING cont...**

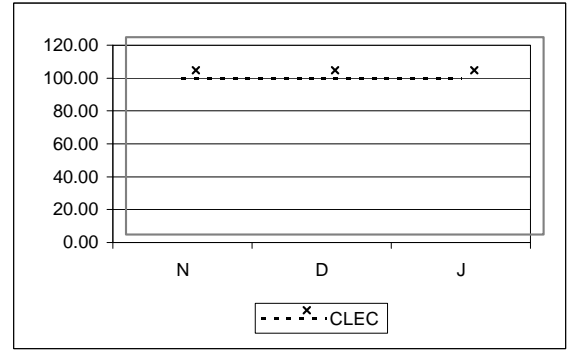
**PO-2 - OSS Interface Availability cont...**

<b>PO-2-02-6040</b>	<b>OSS Interface Availability – Prime Time - Web GUI - Maintenance</b>			99.5%
	<b>CLEC</b>	<b>Observations</b>	<b>Difference</b>	
Nov-01	99.96	0.17	0.46	
Dec-01	99.93	0.33	0.43	
Jan-02	99.85	0.71	0.35	



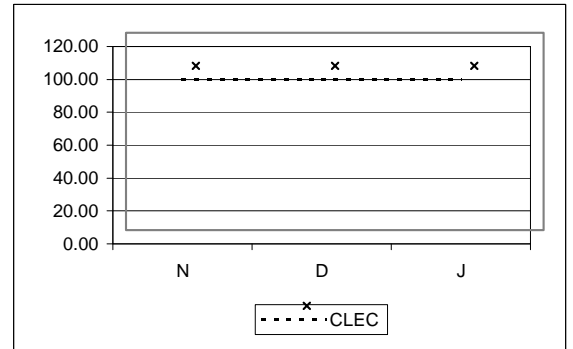
**PO-2-02-6050**

<b>PO-2-02-6050</b>	<b>OSS Interface Availability – Prime Time - Web GUI - Pre-Ordering</b>			99.5%
	<b>CLEC</b>	<b>Observations</b>	<b>Difference</b>	
Nov-01	100.00	0.00	0.50	
Dec-01	99.92	0.33	0.42	
Jan-02	99.83	0.71	0.33	



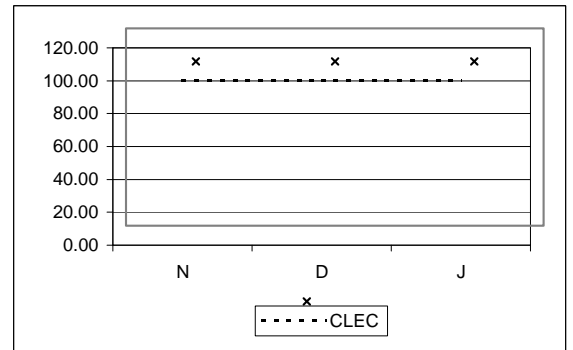
**PO-2-02-6060**

<b>PO-2-02-6060</b>	<b>OSS Interface Availability – Prime Time - Electronic Bonding - Maintenance</b>			99.5%
	<b>CLEC</b>	<b>Observations</b>	<b>Difference</b>	
Nov-01	100.00	0.00	0.50	
Dec-01	100.00	0.00	0.50	
Jan-02	100.00	0.00	0.50	



**PO-2-03-6030**

<b>PO-2-03-6030</b>	<b>OSS Interface Availability – Non-Prime Time - CORBA - Pre-Ordering</b>			No Standard
	<b>CLEC</b>	<b>Observations</b>	<b>Difference</b>	
Nov-01	99.87	0.83		
Dec-01	99.95	0.33		
Jan-02	100.00	0.00		

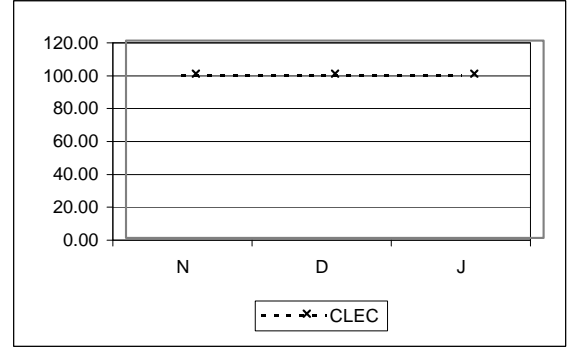


**PRE-ORDERING cont...**

**PO-2 - OSS Interface Availability cont...**

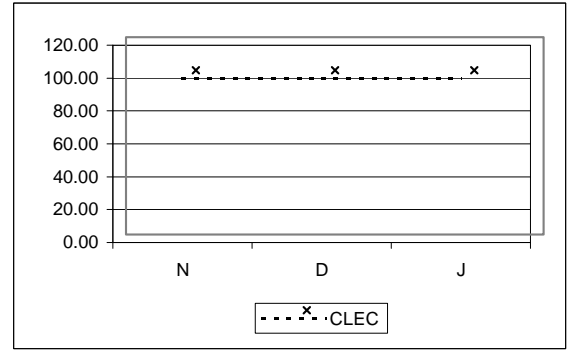
**PO-2-03-6040 OSS Interface Availability – Non-Prime Time - Web GUI - Maintenance No Standard**

	CLEC	Observations	Difference
Nov-01	99.81	0.50	
Dec-01	99.94	0.17	
Jan-02	99.94	0.16	



**PO-2-03-6060 OSS Interface Availability – Non-Prime Time - Electronic Bonding - Maintenance No Standard**

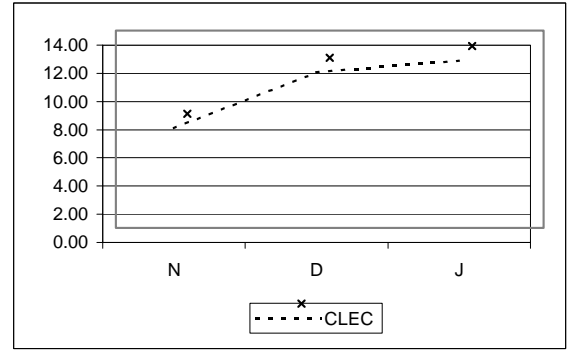
	CLEC	Observations	Difference
Nov-01	100.00	0.00	
Dec-01	100.00	0.00	
Jan-02	100.00	0.00	



**PO-3 - Contact Center Availability**

**PO-3-01-2005 Average Speed of Answering – Ordering - Falls Church No Standard**

	CLEC	Observations	Difference
Nov-01	8.10		
Dec-01	12.08		
Jan-02	12.89		

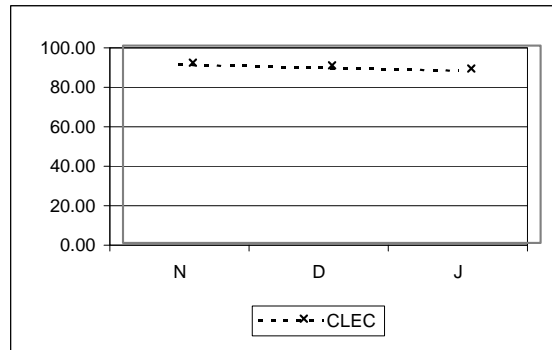


**PRE-ORDERING cont...**

**PO-3 - Contact Center Availability cont...**

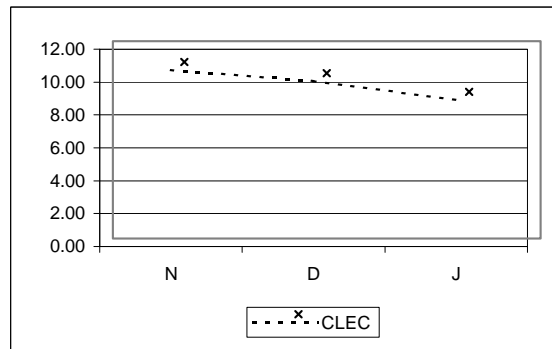
**PO-3-02-2005 % Answered within 20 Seconds – Ordering - Falls Church 85% within 20 Seconds**

	CLEC	Observations	Difference
Nov-01	91.46	4166	6.46
Dec-01	90.03	4156	5.03
Jan-02	88.48	4823	3.48



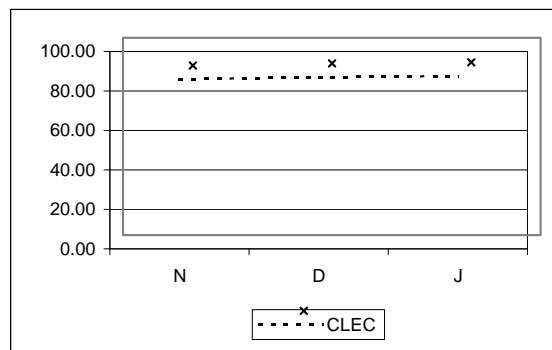
**PO-3-03-2002 Average Speed of Answering – Richmond No Standard**

	CLEC	Observations	Difference
Nov-01	10.72		
Dec-01	10.05		
Jan-02	8.92		



**PO-3-04-2002 % Answered within 20 Seconds – Repair - Richmond 85% within 20 Seconds**

	CLEC	Observations	Difference
Nov-01	85.85	97532	0.85
Dec-01	87.14	96729	2.14
Jan-02	87.70	105942	2.69

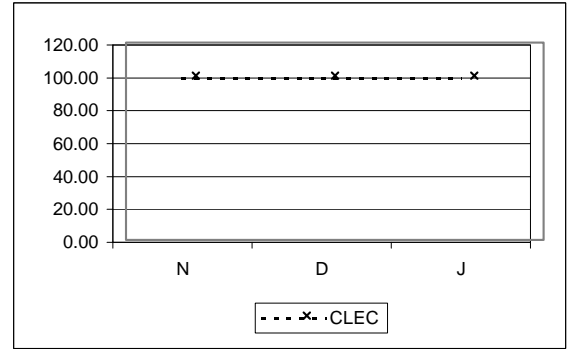


PRE-ORDERING cont...

PO-4 - Timeliness of Change Management Notice

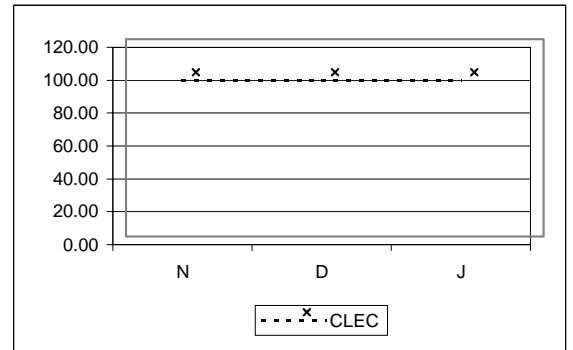
<b>PO-4-01-6600</b>	<b>% Chng Mngmnt Ntcs &amp; Chng Mngmnt Cnfrmtns sent on Time - All Types</b>			95% Complying with Minimum Interval
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	CLEC	Observations	Difference
Nov-01	100.00	11	5.00
Dec-01	100.00	23	5.00
Jan-02	100.00	22	5.00



<b>PO-4-04-6611</b>	<b>% Change Management Notices sent on time - Type 1 - Emergency Maintenance</b>			No Standard
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	CLEC	Observations	Difference
Nov-01	100.00	11	
Dec-01	100.00	2	
Jan-02	100.00	6	

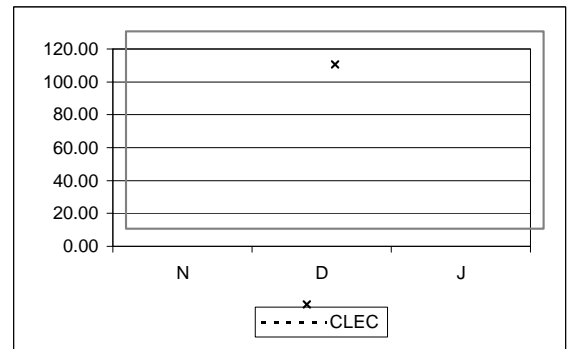


<b>PO-4-04-6612</b>	<b>% Change Management Confirmations sent on time - Type 1 - Emergency Maintenance</b>			No Standard
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	CLEC	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

<b>PO-4-04-6621</b>	<b>% Change Management Notices sent on time - Type 2 - Regulatory</b>			No Standard
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	CLEC	Observations	Difference
Nov-01	#N/A		
Dec-01	100.00	10	
Jan-02	#N/A		

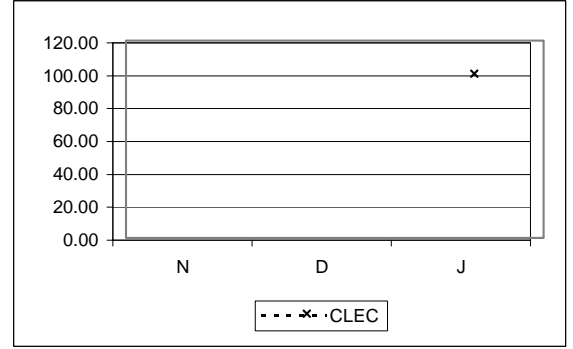


**PRE-ORDERING cont...**

**PO-4 - Timeliness of Change Management Notice cont...**

**PO-4-04-6622 % Change Management Confirmations sent on time - Type 2 - Regulatory No Standard**

	CLEC	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	100.00	8	

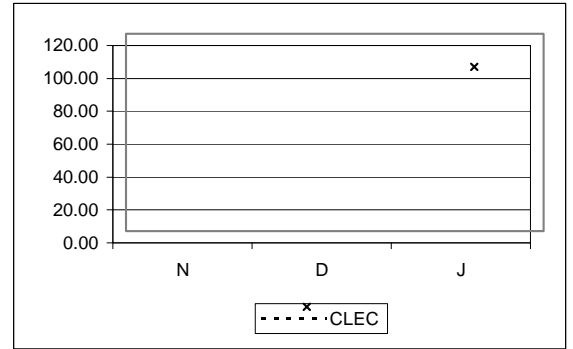


**PO-4-04-6631 % Change Management Notices sent on time - Type 3 - Industry Standard No Standard**

	CLEC	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

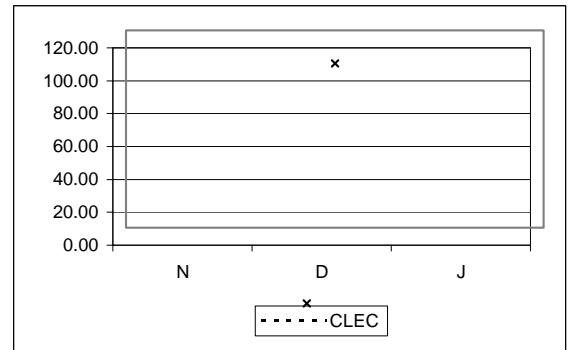
**PO-4-04-6632 % Change Management Confirmations sent on time - Type 3 - Industry Standard No Standard**

	CLEC	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	100.00	1	



**PO-4-04-6641 % Change Management Notices sent on time - Type 4 - VZ Originated No Standard**

	CLEC	Observations	Difference
Nov-01	#N/A		
Dec-01	100.00	5	
Jan-02	#N/A		

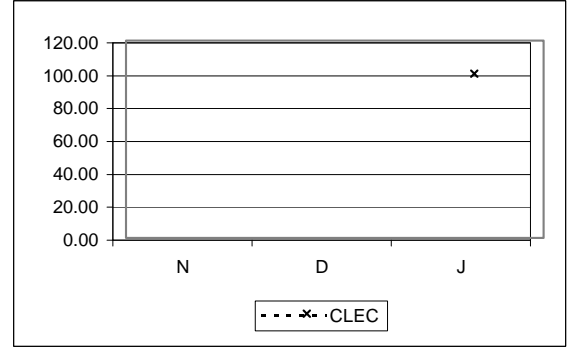


**PRE-ORDERING cont...**

**PO-4 - Timeliness of Change Management Notice cont...**

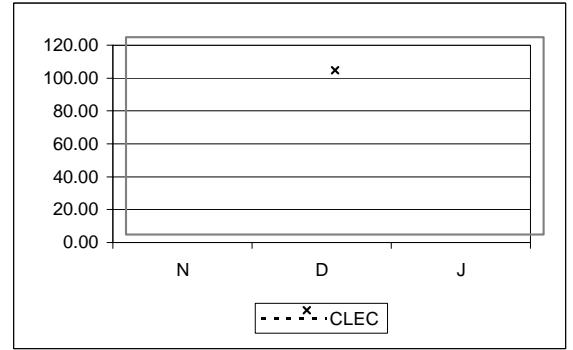
**PO-4-04-6642 % Change Management Confirmations sent on time - Type 4 - VZ Originated No Standard**

	CLEC	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	100.00	4	



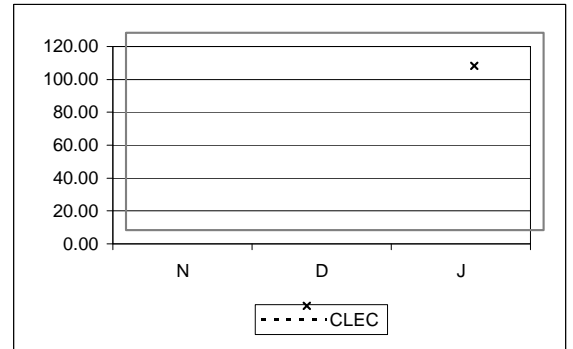
**PO-4-04-6651 % Change Management Notices sent on time - Type 5 - CLEC Originated No Standard**

	CLEC	Observations	Difference
Nov-01	#N/A		
Dec-01	100.00	6	
Jan-02	#N/A		



**PO-4-04-6652 % Change Management Confirmations sent on time - Type 5 - CLEC Originated No Standard**

	CLEC	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	100.00	3	



**PO-4-05-6611 Change Management Notices - Average Delay Days - Type 1 - Emergency Maintenance No Standard**

	CLEC	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

PRE-ORDERING cont...			
PO-4 - Timeliness of Change Management Notice cont...			
<b>PO-4-05-6612</b>	<b>Change Management Confirmations - Average Delay Days - Type 1 - Emergency Maintenance</b>		No Standard
	<b>CLEC</b>	<i>Observations</i>	<i>Difference</i>
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

<b>PO-4-05-6621</b>	<b>Change Management Notices - Average Delay Days - Type 2 - Regulatory</b>		No Standard
	<b>CLEC</b>	<i>Observations</i>	<i>Difference</i>
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

<b>PO-4-05-6622</b>	<b>Change Management Confirmations - Average Delay Days - Type 2 - Regulatory</b>		No Standard
	<b>CLEC</b>	<i>Observations</i>	<i>Difference</i>
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

<b>PO-4-05-6631</b>	<b>Change Management Notices - Average Delay Days - Type 3 - Industry Standard</b>		No Standard
	<b>CLEC</b>	<i>Observations</i>	<i>Difference</i>
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

<b>PO-4-05-6632</b>	<b>Change Management Confirmations - Average Delay Days - Type 3 - Industry Standard</b>		No Standard
	<b>CLEC</b>	<i>Observations</i>	<i>Difference</i>
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		



PRE-ORDERING cont...			
PO-4 - Timeliness of Change Management Notice cont...			
PO-4-05-6641	Change Management Notices - Average Delay Days - Type 4 - VZ Originated		No Standard
	CLEC	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

PO-4-05-6642	Change Management Confirmations - Average Delay Days - Type 4 - VZ Originated		No Standard
	CLEC	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

PO-4-05-6651	Change Management Notices - Average Delay Days - Type 5 - CLEC Originated		No Standard
	CLEC	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

PO-4-05-6652	Change Management Confirmations - Average Delay Days - Type 5 - CLEC Originated		No Standard
	CLEC	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

PO-4-06-6611	Change Management Notices - Average Delay Days - 8 Plus Days - Type 1 - Emergency Maintena		0 > 8 Days
	CLEC	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

PRE-ORDERING cont...			
PO-4 - Timeliness of Change Management Notice cont...			
PO-4-06-6612	e Management Confirmations - Average Delay Days - 8 Plus Days - Type 1 - Emergency Mainte		0 > 8 Days
	<b>CLEC</b>	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

PO-4-06-6621	Change Management Notices - Average Delay Days - 8 Plus Days - Type 2 - Regulatory		0 > 8 Days
	<b>CLEC</b>	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

PO-4-06-6622	Change Management Confirmations - Average Delay Days - 8 Plus Days -Type 2 - Regulatory		0 > 8 Days
	<b>CLEC</b>	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

PO-4-06-6631	Change Management Notices - Average Delay Days - 8 Plus Days - Type 3 - Industry Standard		0 > 8 Days
	<b>CLEC</b>	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

PO-4-06-6632	Change Management Confirmations - Average Delay Days - 8 Plus Days - Type 3 - Industry Stand		0 > 8 Days
	<b>CLEC</b>	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

PRE-ORDERING cont...			
PO-4 - Timeliness of Change Management Notice cont...			
PO-4-06-6641	Change Management Notices - Average Delay Days - 8 Plus Days - Type 4 - VZ Originated		0 > 8 Days
	CLEC	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

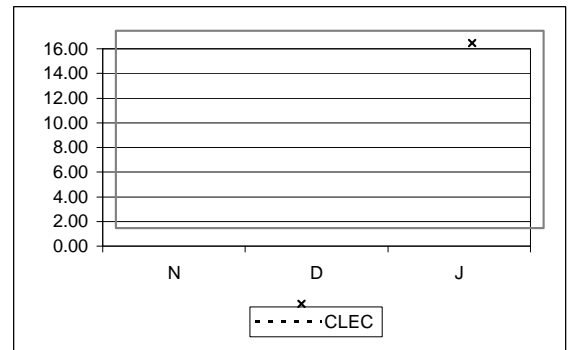
PO-4-06-6642	Change Management Confirmations - Average Delay Days - 8 Plus Days - Type 4 - VZ Originate		0 > 8 Days
	CLEC	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

PO-4-06-6651	Change Management Notices - Average Delay Days - 8 Plus Days - Type 5 - CLEC Originated		0 > 8 Days
	CLEC	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

PO-4-06-6652	Change Management Confirmations - Average Delay Days - 8 Plus Days - Type 5 - CLEC Origina		0 > 8 Days
	CLEC	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

**PO-5 - Average Notification of Interface Outage**

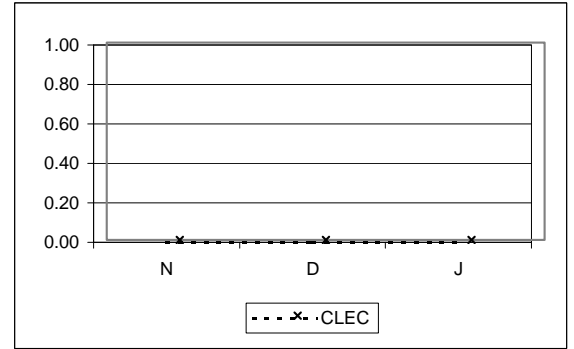
PO-5-01-2030	Average Notice of Interface Outage			Not more than 20 minutes
	CLEC	Observations	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	15.00	1	5.00	



**PRE-ORDERING cont...**  
**PO-6 - Software Validation**

<b>PO-6-01-2000</b>	<b>Software Validation</b>			Not more than 5%
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	<b>CLEC</b>	Observations	Difference
Nov-01	R3	#N/A	
Dec-01	R3	#N/A	
Jan-02	R3	#N/A	



**PO-7 - Software Problem Resolution Timeliness**

<b>PO-7-01-2000</b>	<b>% Software Problem Res. Timeliness</b>			95% Complying with Schedule
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	<b>CLEC</b>	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

<b>PO-7-02-2000</b>	<b>Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround</b>			No Standard
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	<b>CLEC</b>	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

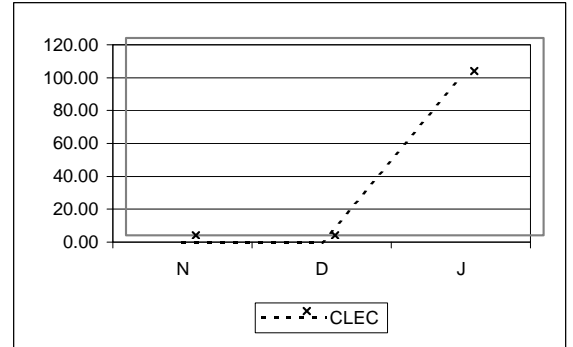
<b>PO-7-03-2000</b>	<b>Delay Days - S/W Res. - Change - Xactions Failed, With Workaround</b>			No Standard
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	<b>CLEC</b>	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

PRE-ORDERING cont...			
PO-7 - Software Problem Resolution Timeliness			cont...
PO-7-04-2000	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A		No Standard
	CLEC	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

**PO-8 - Manual Loop Qualification**

PO-8-01-2000	% On-Time - Manual Loop Qualification			95% within 48 Hours
	CLEC	Observations	Difference	
Nov-01	NEF			
Dec-01	NEF			
Jan-02	100.00	2	5.00	

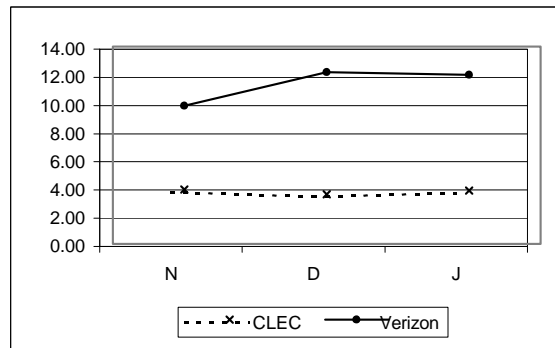


PO-8-02-2000	% On-Time - Engineering Record Request			95% within 72 Hours
	CLEC	Observations	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

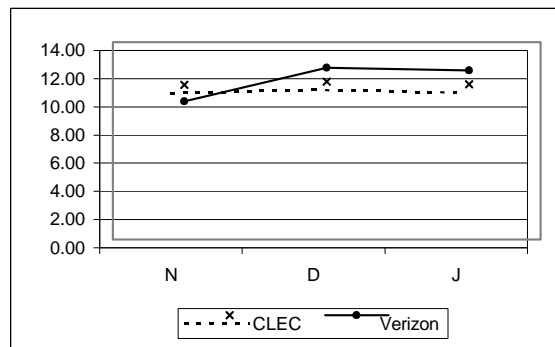
**TROUBLE REPORTING (OSS)**

**MR-1 - Response Time OSS Maintenance Interface**

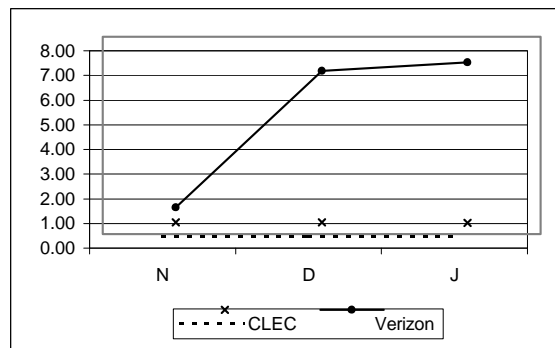
MR-1-01-6040	Average Response Time - Create Trouble - Web GUI				Parity plus <= 7 Seconds
	Vz	CLEC	Observations	Difference	
Nov-01	9.79	3.85	210	5.94	
Dec-01	12.18	3.52	233	8.66	
Jan-02	11.98	3.80	405	8.18	



MR-1-01-6060	Average Response Time - Create Trouble - Electronic Bonding				Parity plus <= 4 Seconds
	Vz	CLEC	Observations	Difference	
Nov-01	9.79	10.97	19	-1.18	
Dec-01	12.18	11.19	27	0.99	
Jan-02	11.98	11.00	54	0.98	



MR-1-02-6040	Average Response Time - Status Trouble - Web GUI				Parity plus <= 7 Seconds
	Vz	CLEC	Observations	Difference	
Nov-01	1.08	0.48	4	0.60	
Dec-01	6.61	0.47	2	6.14	
Jan-02	6.97	0.45	1	6.52	

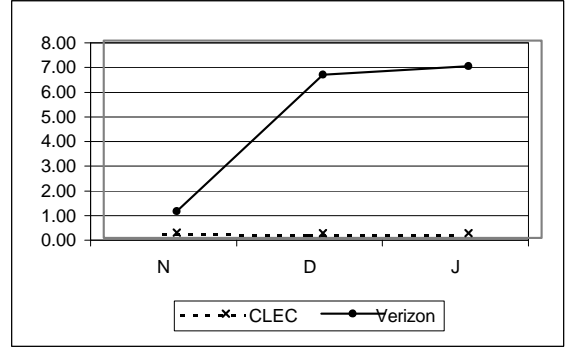


**TROUBLE REPORTING (OSS) cont...**

**MR-1 - Response Time OSS Maintenance Interface cont...**

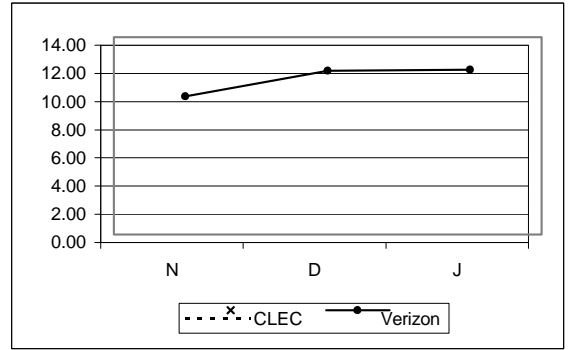
**MR-1-02-6060 Average Response Time - Status Trouble - Electronic Bonding Parity plus <= 4 Seconds**

	Vz	CLEC	Observations	Difference
Nov-01	1.08	0.21	15	0.87
Dec-01	6.61	0.19	5	6.42
Jan-02	6.97	0.19	9	6.78



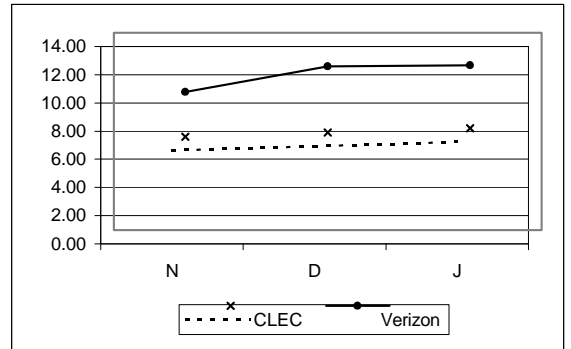
**MR-1-03-6040 Average Response Time - Modify Trouble - Web GUI Parity plus <= 7 Seconds**

	Vz	CLEC	Observations	Difference
Nov-01	9.79	#N/A		
Dec-01	11.63	#N/A		
Jan-02	11.70	#N/A		



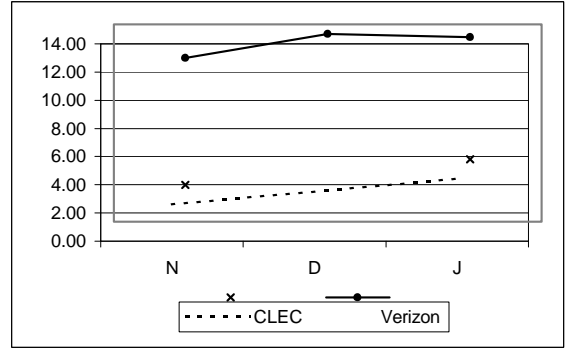
**MR-1-03-6060 Average Response Time - Modify Trouble - Electronic Bonding Parity plus <= 4 Seconds**

	Vz	CLEC	Observations	Difference
Nov-01	9.79	6.63	14	3.16
Dec-01	11.63	6.94	25	4.69
Jan-02	11.70	7.23	57	4.47



**MR-1-04-6040 Average Response Time - Request Cancellation of Trouble - Web GUI Parity plus <= 7 Seconds**

	Vz	CLEC	Observations	Difference
Nov-01	11.62	2.60	4	9.02
Dec-01	13.31	#N/A		
Jan-02	13.10	4.44	7	8.66

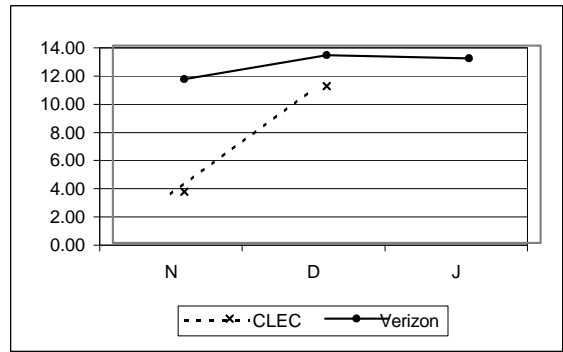


**TROUBLE REPORTING (OSS) cont...**

**MR-1 - Response Time OSS Maintenance Interface cont...**

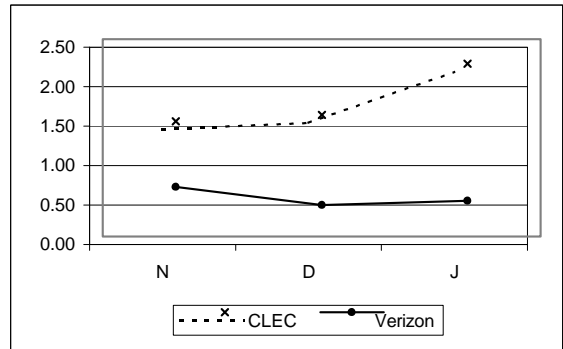
**MR-1-04-6060** Average Response Time - Request Cancellation of Trouble - Electronic Bonding Parity plus <= 4 Seconds

	Vz	CLEC	Observations	Difference
Nov-01	11.62	3.65	2	7.97
Dec-01	13.31	11.13	1	2.18
Jan-02	13.10	#N/A		



**MR-1-05-6040** Average Response Time - Trouble Report History (by TN/Circuit) - Web GUI Parity plus <= 7 Seconds

	Vz	CLEC	Observations	Difference
Nov-01	0.63	1.46	117	-0.83
Dec-01	0.40	1.54	125	-1.14
Jan-02	0.45	2.19	169	-1.74

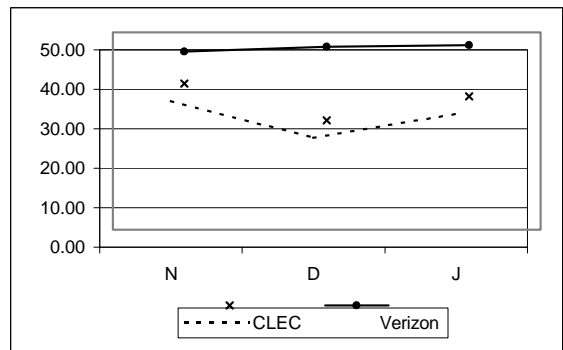


**MR-1-05-6060** Average Response Time - Trouble Report History (by TN/Circuit) - Electronic Bonding Parity plus <= 4 Seconds

	Vz	CLEC	Observations	Difference
Nov-01	NEF	NEF		
Dec-01	NEF	NEF		
Jan-02	NEF	NEF		

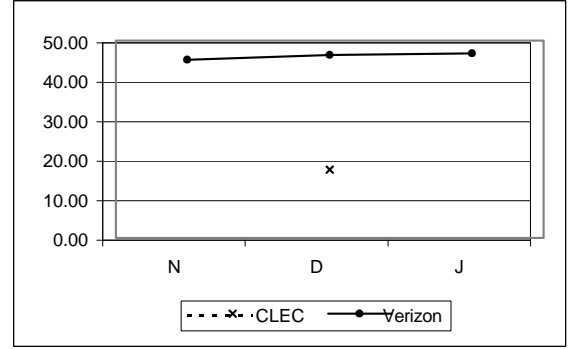
**MR-1-06-6040** Average Response Time - Test Trouble (POTS Only) - Web Gui Parity plus <= 7 Seconds

	Vz	CLEC	Observations	Difference
Nov-01	45.16	36.96	1103	8.20
Dec-01	46.36	27.66	1365	18.70
Jan-02	46.74	33.85	2075	12.89





TROUBLE REPORTING (OSS) cont...				
MR-1 - Response Time OSS Maintenance Interface cont...				
MR-1-06-6060	Average Response Time - Test Trouble (POTS Only) - Electronic Bonding			Parity plus <= 4 Seconds
	Vz	CLEC	Observations	Difference
Nov-01	45.16	#N/A		
Dec-01	46.36	17.28	1	29.08
Jan-02	46.74	#N/A		



**BILLING**

**BI-1 - Timeliness of Daily Usage Feed**

BI-1-01-2030	% DUF in 3 Business Days			No Standard
	CLEC	Observations	Difference	
Nov-01	93.46			
Dec-01	97.76			
Jan-02	98.34			

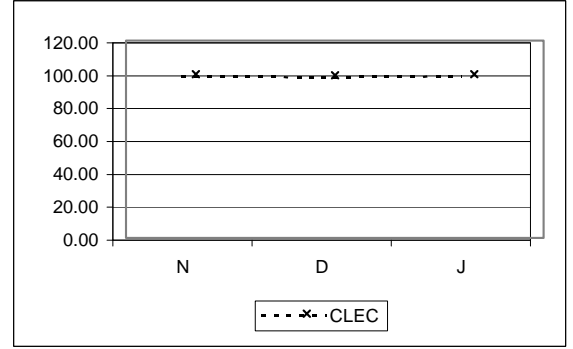
BI-1-02-2030	% DUF in 4 Business Days			95% of DUF in 4 Business Days
	CLEC	Observations	Difference	
Nov-01	99.19	11715053	4.19	
Dec-01	98.77	10886016	3.77	
Jan-02	99.52	12733963	4.52	

BI-1-03-2030	% DUF in 5 Business Days			No Standard
	CLEC	Observations	Difference	
Nov-01	99.56			
Dec-01	98.82			
Jan-02	99.55			

**BILLING cont...**

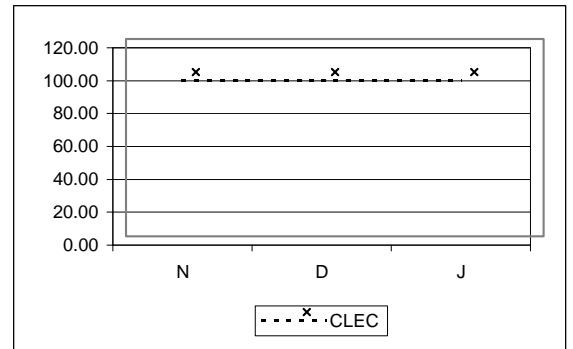
**BI-1 - Timeliness of Daily Usage Feed cont...**

BI-1-04-2030	% DUF in 8 Business Days			No Standard
	CLEC	Observations	Difference	
Nov-01	99.62			
Dec-01	98.92			
Jan-02	99.61			



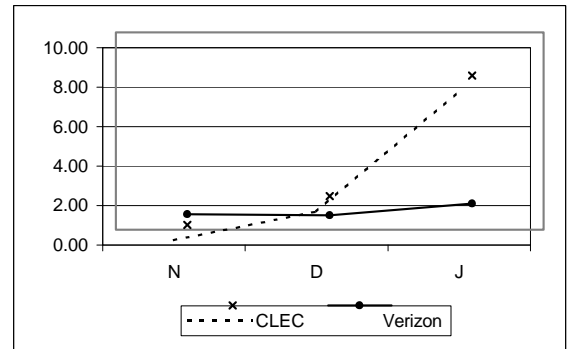
**BI-2 - Timeliness of Carrier Bill**

BI-2-01-2030	Timeliness of Carrier Bill			98% in 10 Business Days
	CLEC	Observations	Difference	
Nov-01	100.00	405	2.00	
Dec-01	100.00	466	2.00	
Jan-02	100.00	459	2.00	

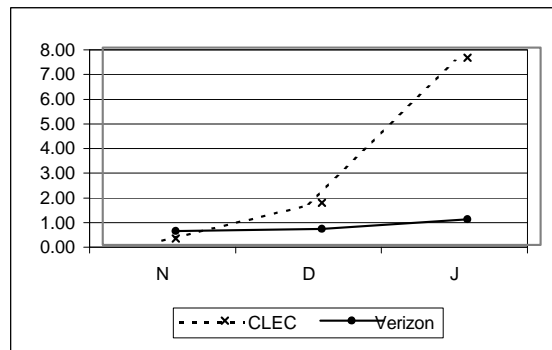


**BI-3 - Billing Accuracy**

BI-3-01-2030	% Billing Adjustments - Including Charges Adjusted Due to PCDs					No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	SampErr	ZScore
Nov-01	0.78	0.25	256092055.12	28731255.73		
Dec-01	0.74	1.71	221318877.72	13191563.79		
Jan-02	1.33	7.81	200716278.52	6031965.54		

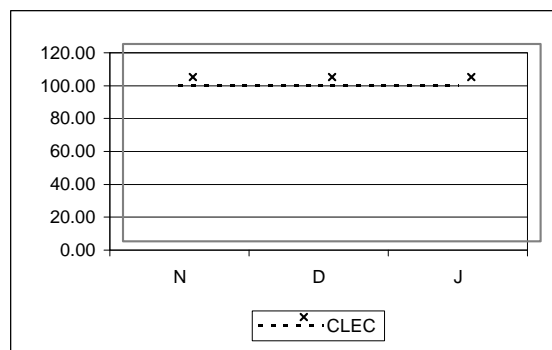


BILLING cont...						
BI-3 - Billing Accuracy cont...						
BI-3-03-2030	% Billing Adjustments - Excluding Charges Adjusted Due to PCDs					Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	SampErr	ZScore
Nov-01	0.57	0.25	256092055.12	28731255.73	0.00	216.04
Dec-01	0.64	1.71	221318877.72	13191563.79	0.00	-473.44
Jan-02	1.04	7.58	200716278.52	6031965.54	0.00	-1560.02



BI-4 - DUF Accuracy

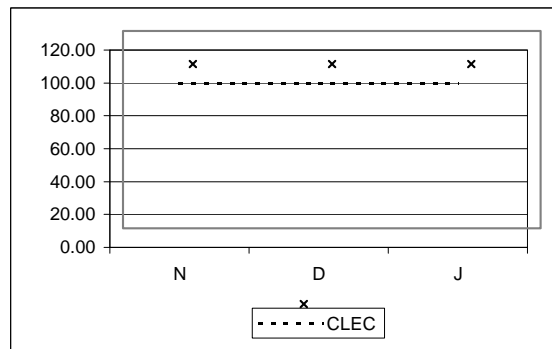
BI-4-01-2030	% Usage Accuracy			95.0%
	CLEC	Observations	Difference	
Nov-01	100.00	12986850	5.00	
Dec-01	100.00	11715053	5.00	
Jan-02	100.00	10886016	5.00	



BI-4-02-2030	% Corrected Usage Records Delivered on Time			No Standard
	CLEC	Observations	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

BI-5 - Accuracy of Mechanized Bill Feed

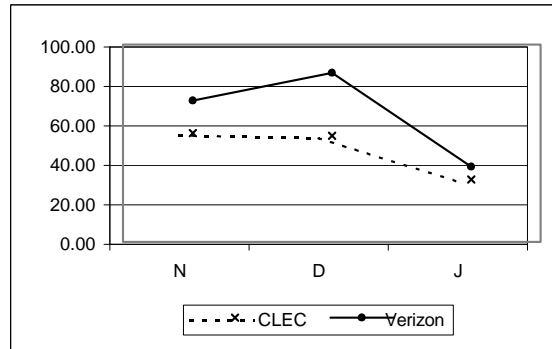
BI-5-01-2030	% Accuracy of Mechanized Bill Feed			95.0%
	CLEC	Observations	Difference	
Nov-01	100.00	60	5.00	
Dec-01	100.00	59	5.00	
Jan-02	100.00	61	5.00	



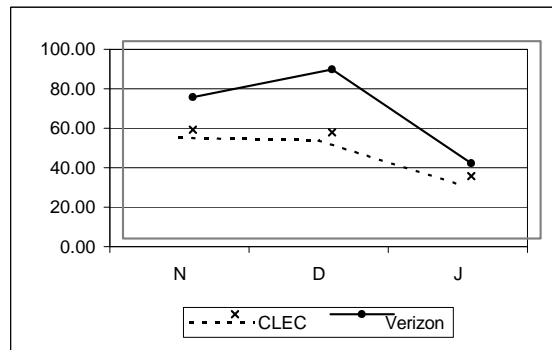
**BILLING cont...**

**BI-6 - Completeness of Usage Charges**

BI-6-01-2030	% Completeness of Usage Charges - Including PCD Delayed Charges						No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	SampErr	ZScore	
Nov-01	71.75	55.05	32428338.00	713889.00			
Dec-01	85.61	53.73	30088824.00	676587.00			
Jan-02	38.15	31.70	30616173.00	662425.00			

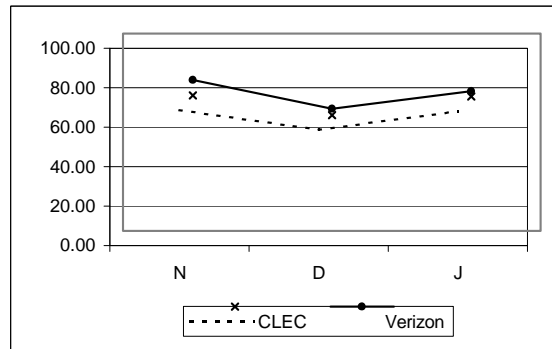


BI-6-02-2030	% Completeness of Usage Charges - Excluding PCD Delayed Charges						Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	SampErr	ZScore	
Nov-01	71.75	55.05	32428338.00	713889.00	0.05	-310.02	
Dec-01	85.61	53.73	30088824.00	676587.00	0.04	-738.85	
Jan-02	38.14	31.70	30608783.00	662396.00	0.06	-106.76	



**BI-7 - Completeness of Fractional Recurring Charges**

BI-7-01-2030	% Completeness of Fractional Recurring Charges - Including PCD Delayed Charges						No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	SampErr	ZScore	
Nov-01	76.54	68.59	7432020.01	991137.20			
Dec-01	61.89	58.58	7414370.27	680342.85			
Jan-02	70.72	68.18	6302103.09	515919.36			

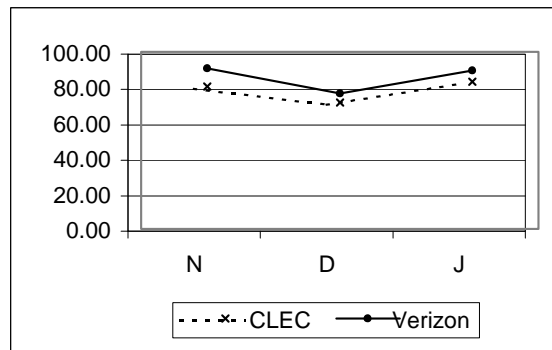


**BILLING cont...**

**BI-7 - Completeness of Fractional Recurring Charges cont...**

**BI-7-02-2030 % Completeness of Fractional Recurring Charges - Excluding PCD Delayed Charges Parity with VZ Retail**

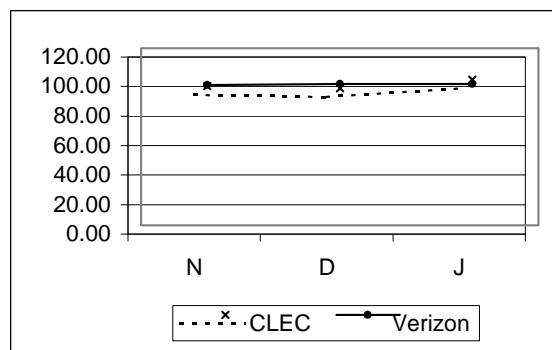
	VZ	CLEC	VZ Vol	CLEC Vol	SampErr	ZScore
Nov-01	90.55	80.35	5969757.55	821662.09	0.03	-296.34
Dec-01	76.39	71.52	5550576.81	538090.88	0.06	-80.32
Jan-02	89.38	83.07	4710258.92	411706.60	0.05	-126.02



**BI-8 - Non-recurring Charge Completeness**

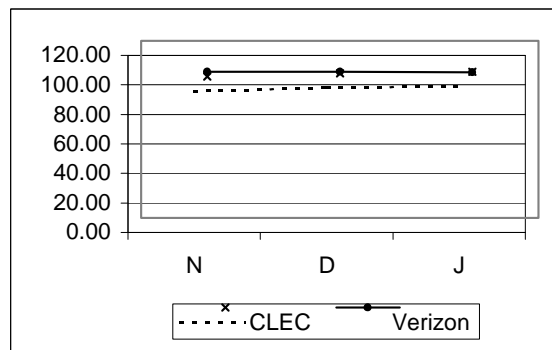
**BI-8-01-2030 % Completeness of Non-Recurring Charges - Including PCD Delayed Charges No Standard**

	VZ	CLEC	VZ Vol	CLEC Vol	SampErr	ZScore
Nov-01	95.19	94.47	3819502.76	392548.09		
Dec-01	95.88	92.89	3470773.28	403746.70		
Jan-02	95.88	98.66	3152001.26	575588.01		



**BI-8-02-2030 % Completeness of Non-Recurring Charges - Excluding PCD Delayed Charges Parity with VZ Retail**

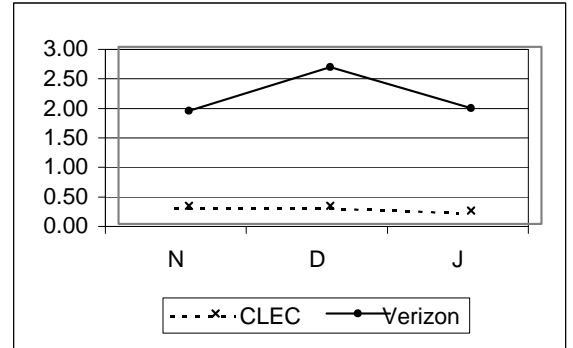
	VZ	CLEC	VZ Vol	CLEC Vol	SampErr	ZScore
Nov-01	99.00	95.93	3332647.89	377525.48	0.02	-179.68
Dec-01	98.99	97.82	3167863.23	379443.85	0.02	-68.11
Jan-02	98.50	99.20	2849386.25	570922.96	0.02	39.72



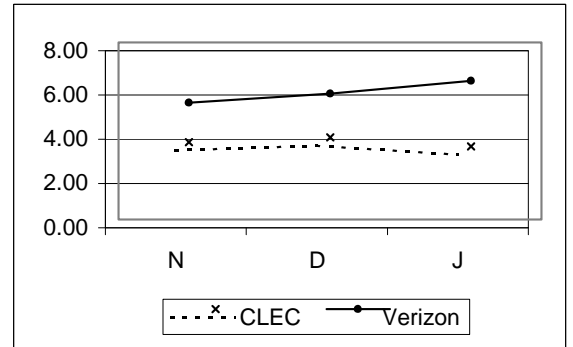
**OPERATOR SERVICES & DATABASES**

**OD-1 - Operator Services - Speed of Answer**

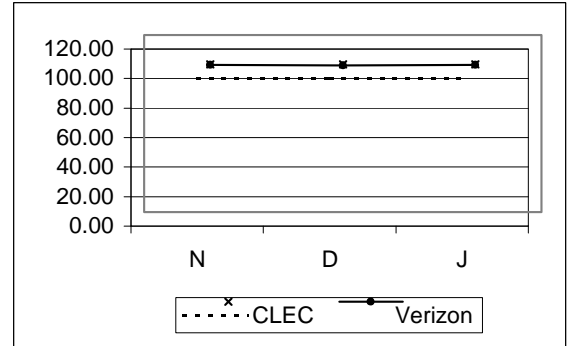
OD-1-01-1020	Average Speed of Answer – Operator Services				No Standard
	Vz	CLEC	Observations	Difference	
Nov-01	1.92	0.31	21936		
Dec-01	2.66	0.31	25038		
Jan-02	1.96	0.23	26560		



OD-1-02-1020	Average Speed of Answer – Directory Assistance				No Standard
	Vz	CLEC	Observations	Difference	
Nov-01	5.28	3.49	109416		
Dec-01	5.68	3.70	113125		
Jan-02	6.27	3.31	116044		



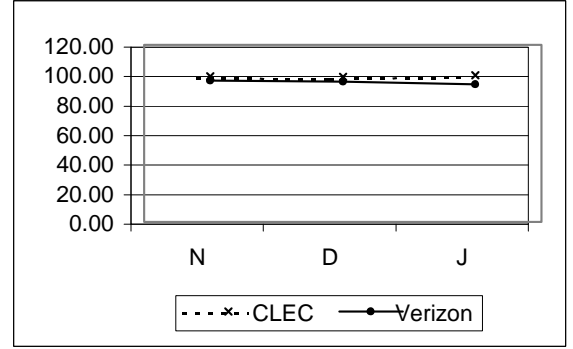
OD-1-03-1020	% Answered within 30 Seconds - Operator Services				95% in 30 Seconds
	Vz	CLEC	Observations	Difference	
Nov-01	99.83	100.00	21936	5	
Dec-01	99.44	100.00	25038	5	
Jan-02	99.74	100.00	26560	5	



**OPERATOR SERVICES & DATABASES cont...**

**OD-1 - Operator Services - Speed of Answer cont...**

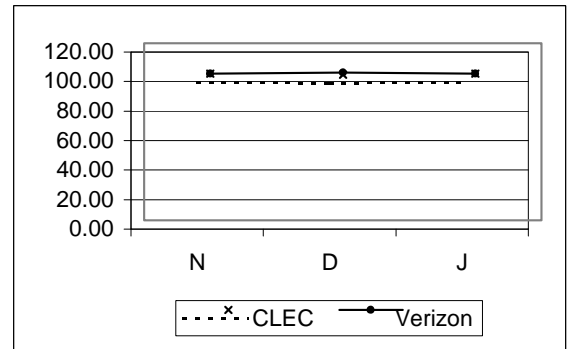
OD-1-04-1020	% Answered within 30 Seconds - Directory Assistance				95% in 30 Seconds
	Vz	CLEC	Observations	Difference	
Nov-01	95.74	98.58	109416	3.58	
Dec-01	94.97	98.39	113125	3.39	
Jan-02	93.09	99.31	116044	4.31	



**OD-3 - DA Database Update Accuracy**

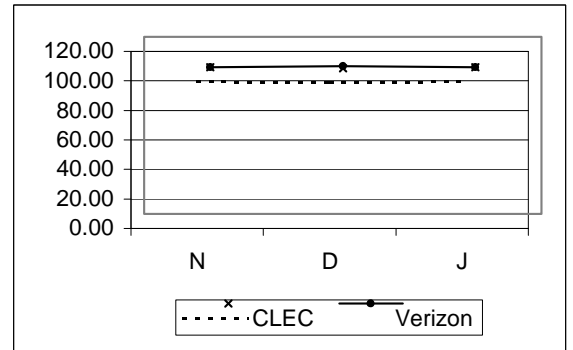
**OD-3-01-1020 % DA Update Accuracy - Including PCD's No Standard**

	VZ	CLEC	VZ Vol	CLEC Vol	SampErr	ZScore
Nov-01	99.50	99.50	200	200		
Dec-01	100.00	98.50	200	200		
Jan-02	99.50	99.50	200	200		



**OD-3-02-1020 % DA Update Accuracy - Excluding PCD's Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	SampErr	ZScore
Nov-01	99.50	99.50	200	200	0.71	
Dec-01	100.00	98.50	200	200	0.00	
Jan-02	99.50	99.50	200	200	0.71	0.00

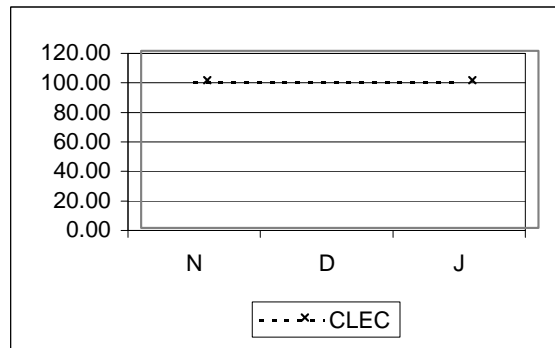




**GENERAL**

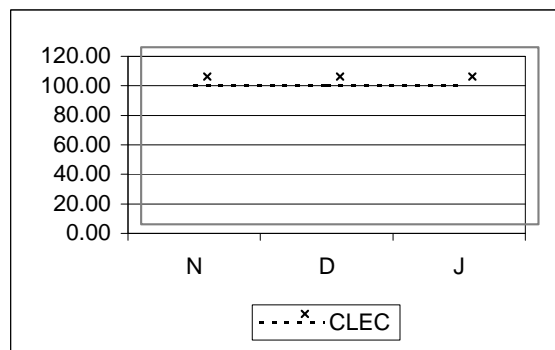
**GE-1 - Directory Listing Verification Reports**

GE-1-01-2030	% Directory Listing Verification Reports Furnished On-Time				95% on or before Due Date
	Vz	CLEC	Observations	Difference	
Nov-01		100.00	111	5	
Dec-01		#N/A			
Jan-02		100.00	13	5	



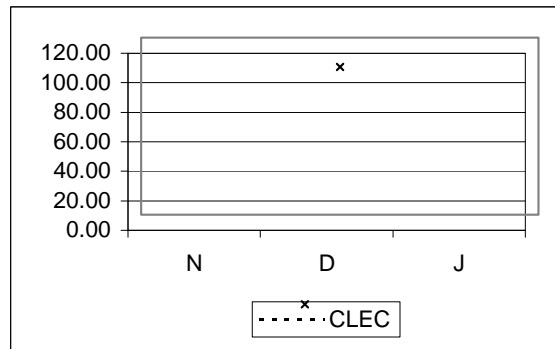
**GE-2 - Poles, Ducts, Conduit and Rights of Way**

GE-2-01-2030	% of Access Requests Responses Transmitted On-Time				95% on or before Due Date
	Vz	CLEC	Observations	Difference	
Nov-01		100.00	44	5	
Dec-01		100.00	22	5	
Jan-02		100.00	37	5	



**GE-3 - Bona Fide Request Responses**

GE-3-01-2030	% Bona Fide Request Responses Furnished On-Time				No Standard
	Vz	CLEC	Observations	Difference	
Nov-01		#N/A			
Dec-01		100.00	1		
Jan-02		#N/A			





**Legend**

NA = No Activity  
 NEF = No Existing Functionality  
 RQ = Reported Quarterly  
 R3 = Run 3 times per year  
 TBD = Performance metric is to be determined  
 UD = Performance metric is under development  
 UR = Performance metric is under review

EEL - DS1 EEL Loop = 1-10 Loops: 10 Days  
                           = 11+ Loops: Negotiated  
                           = No Facilities: ECCD + 10 Days  
                           = Facility Check: 72 Hours (In addition to 15 day interval)

EEL - DS3 EEL Loop = 1-10 Loops: Loop Facility Availability Date + 15 Days  
                           = 11+ Loops: Negotiated  
                           = No Facilities: ECCD + 15 Days  
                           = Facility Check: 72 Hours (In addition to 15 day interval)

IOF = Facilities Available (Quantity 1-8): 15 days\*  
       = Facilities Available (Quantity >8): Negotiated  
       = Facilities not available: Negotiated  
       = Facilities Check: 72 Hours

\* PO-1-XX-EDI = During the month of December there were 2 EnView EDI failures. In accordance with the Guidelines, the transactions associated with these failures have been excluded from the performance results. On December 19, there was an EnView EDI reject CSR transaction with a response time of 4,294,966.47 seconds. It is excluded from the reported CLEC Aggregate results for PO-1-07 Average Response Time-Rejected Query-EDI. In addition, from 6am to 10pm on December 26, 2001 and from 6am to 10:45am on December 27, 2001, Wholesale PO-1-07 Average Response Time- Rejected Query-EDI transactions, were invalid due to a failure of the network connection from Enview to EDI and are excluded from the metric calculation. ( Inclusion of these transactions would have produced a performance result of 677.95 for CLEC Aggregate PO-1-07 EDI.) Also, due to the EnView EDI network failure, wholesale data for EDI transactions for PO-1 thru PO-1-06, PO-1-08, PO-1-09 metrics were not available from 6am to 10pm on December 26, 2001 and from 6am to 10:45am on December 27, 2001.

**Verizon - VA**

**Carrier to Carrier Performance Standards and Reports Summary November 2001 - January 2002**

**CLEC Aggregate Performance  
Resale (Ordering) - POTS/Special Services**

**POTS & Pre-qualified Complex**

**OR-1 - Order Confirmation Timeliness**

OR-1-01-2320	Av. Local Service Request Confirmation -LSRC- -Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	0.73			
Dec-01	0.19			
Jan-02	0.14			

OR-1-02-2320	% On Time LSRC - Flow-Through			95% within 2 hours
	CLEC	CLEC Obs	Difference	
Nov-01	97.54	8951	2.54	
Dec-01	98.70	7851	3.70	
Jan-02	99.98	9171	4.98	

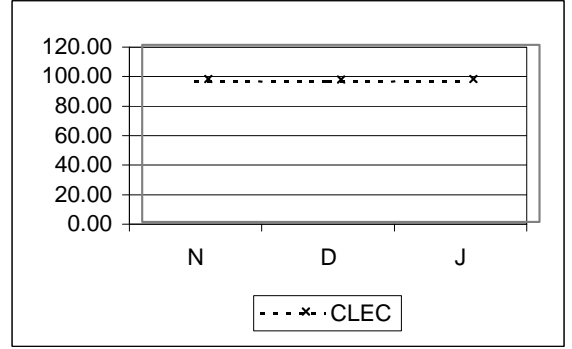
OR-1-03-2320	Average LSRC Time < 6 Lines - Electronic - No Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	14.69			
Dec-01	16.64			
Jan-02	12.98			

**POTS & Pre-qualified Complex cont...**

**OR-1 - Order Confirmation Timeliness cont...**

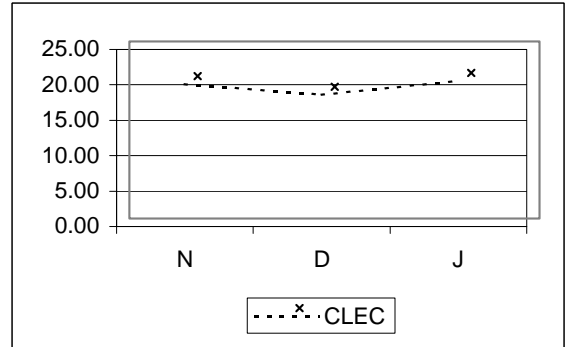
<b>OR-1-04-2320</b>	<b>% On Time LSRC &lt; 6 Lines - Electronic - No Flow-Through</b>			95% within 24 hours
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	CLEC	CLEC Obs	Difference
Nov-01	96.69	3114	1.69
Dec-01	96.66	1948	1.66
Jan-02	96.73	2327	1.73



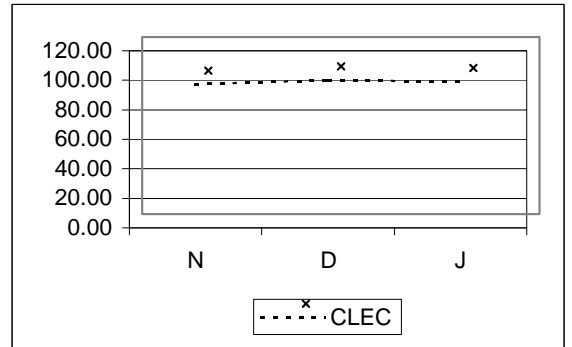
<b>OR-1-05-2320</b>	<b>Average LSRC Time &gt;= 6 Lines - Electronic - No Flow-Through</b>			No Standard
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	CLEC	CLEC Obs	Difference
Nov-01	20.09		
Dec-01	18.57		
Jan-02	20.59		



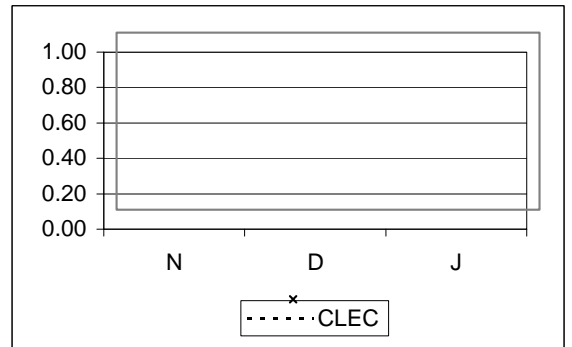
<b>OR-1-06-2320</b>	<b>% On Time LSRC &gt;=6 Lines - Electronic - No Flow-Through</b>			95% within 72 hours
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	CLEC	CLEC Obs	Difference
Nov-01	97.18	142	2.18
Dec-01	100.00	80	5.00
Jan-02	98.92	93	3.92



<b>OR-1-07-2320</b>	<b>Average LSRC Time &lt; 6 Lines - Fax</b>			No Standard
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	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

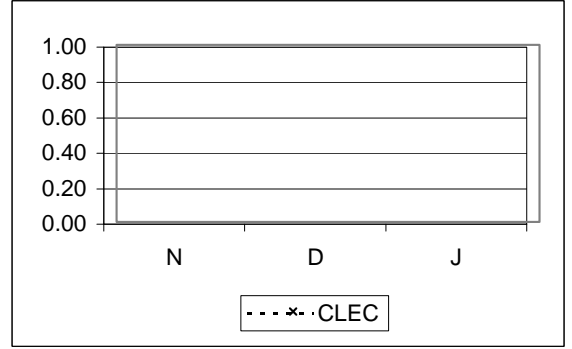


**POTS & Pre-qualified Complex cont...**

**OR-1 - Order Confirmation Timeliness cont...**

<b>OR-1-08-2320</b>	<b>% On Time LSRC &lt; 6 Lines - Fax</b>			95% within 48 hours
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	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		



<b>OR-1-09-2320</b>	<b>Average LSRC Time &gt;= 6 Lines - Fax</b>			No Standard
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	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

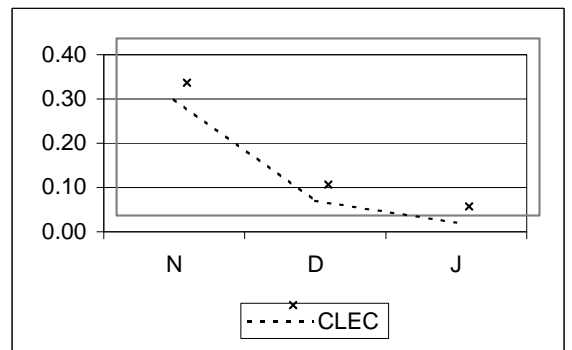
<b>OR-1-10-2320</b>	<b>% On Time LSRC &gt;= 6 Lines - Fax</b>			95% within 96 hours
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	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

**OR-2 - Reject Timeliness**

<b>OR-2-01-2320</b>	<b>Average Local Service Request -LSR- Reject - Time -Flow-Through</b>			No Standard
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	CLEC	CLEC Obs	Difference
Nov-01	0.30		
Dec-01	0.07		
Jan-02	0.02		

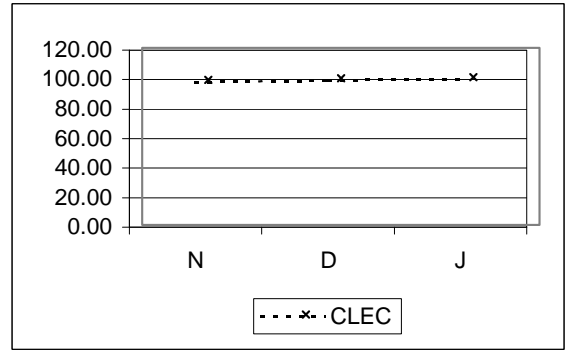


**POTS & Pre-qualified Complex cont...**

**OR-2 - Reject Timeliness cont...**

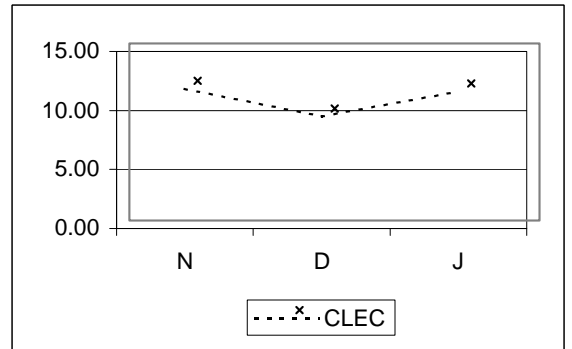
**OR-2-02-2320**      **% On Time LSR Reject - Flow-Through**      95% within 2 hours

	CLEC	CLEC Obs	Difference
Nov-01	98.27	1848	3.27
Dec-01	99.42	1559	4.42
Jan-02	100.00	1904	5.00



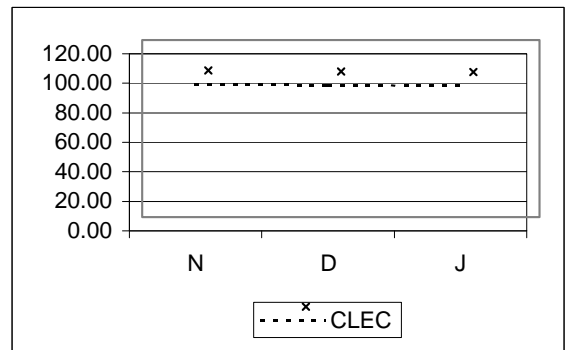
**OR-2-03-2320**      **Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through**      No Standard

	CLEC	CLEC Obs	Difference
Nov-01	11.83		
Dec-01	9.47		
Jan-02	11.61		



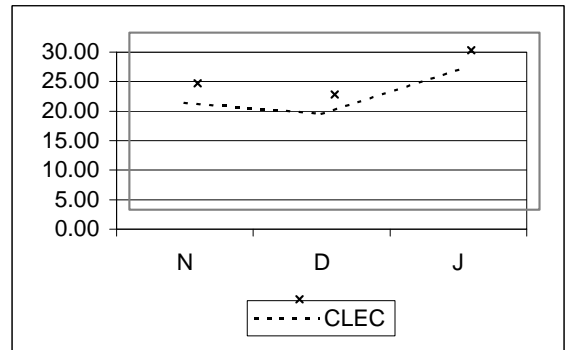
**OR-2-04-2320**      **% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through**      95% within 24 hours

	CLEC	CLEC Obs	Difference
Nov-01	99.39	1319	4.39
Dec-01	98.76	885	3.76
Jan-02	98.37	1102	3.37



**OR-2-05-2320**      **Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through**      No Standard

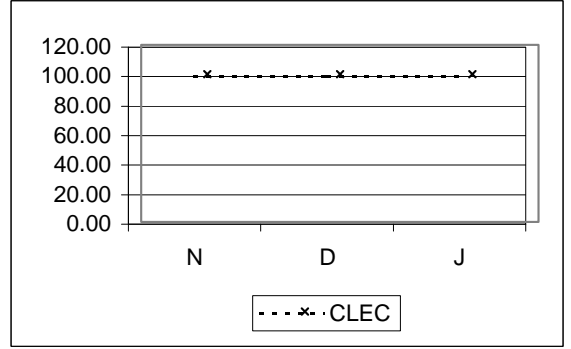
	CLEC	CLEC Obs	Difference
Nov-01	21.42		
Dec-01	19.56		
Jan-02	26.98		



**POTS & Pre-qualified Complex cont...**

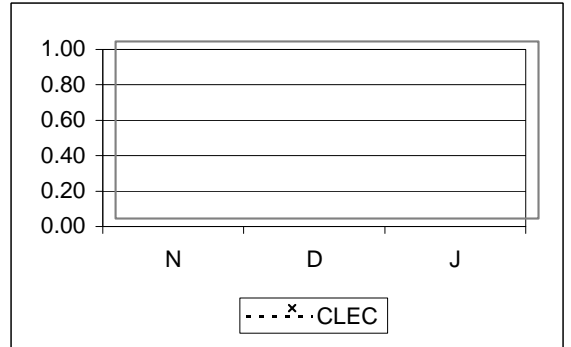
**OR-2 - Reject Timeliness cont...**

OR-2-06-2320	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through			95% within 72 hours
	CLEC	CLEC Obs	Difference	
Nov-01	100.00	100	5.00	
Dec-01	100.00	83	5.00	
Jan-02	100.00	49	5.00	



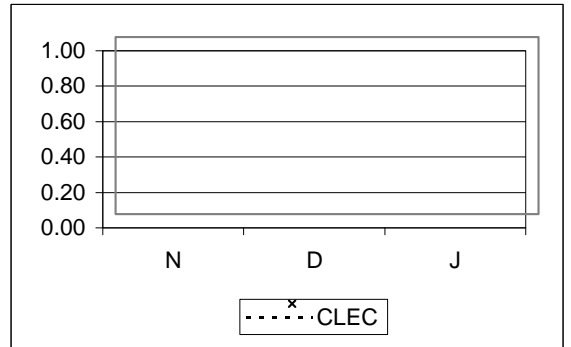
**OR-2-07-2320 Average LSR Reject Time < 6 Lines - Fax No Standard**

	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		



**OR-2-08-2320 % On Time LSR Reject < 6 Lines - Fax 95% within 48 hours**

	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		



**OR-2-09-2320 Average LSR Reject Time >=6 Lines - Fax No Standard**

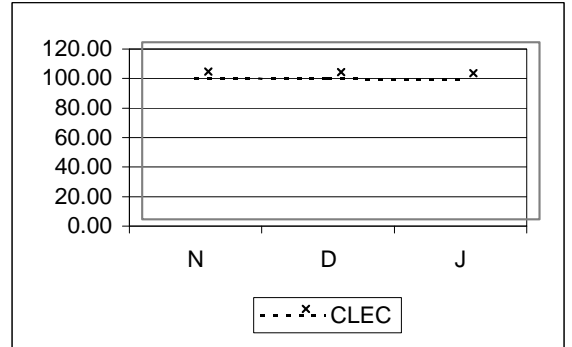
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		



POTS & Pre-qualified Complex cont...			
OR-2 - Reject Timeliness cont...			
OR-2-10-2320	% On Time LSR Reject >=6 Lines - Fax		95% within 96 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

**OR-7 -% Order Confirmation/Rejects Sent Within 3 Business Days**

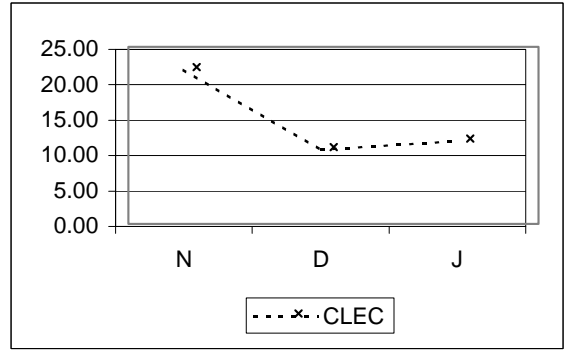
OR-7-01-2100	% Order Confirmation/Rejects Sent Within 3 Business Days - POTS		95.0%
	CLEC	CLEC Obs	Difference
Nov-01	99.97	6511	4.97
Dec-01	99.58	5007	4.58
Jan-02	99.18	5105	4.18



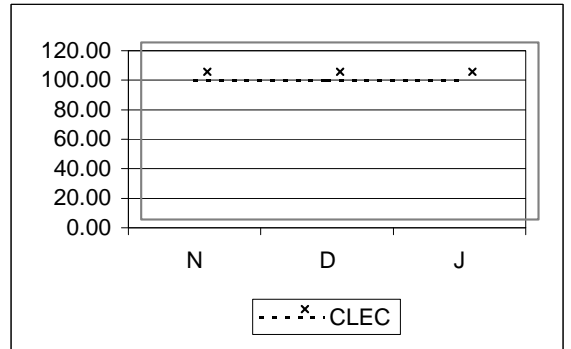
**Complex Services - 2 Wire Digital**

**OR-1 - Order Confirmation Timeliness**

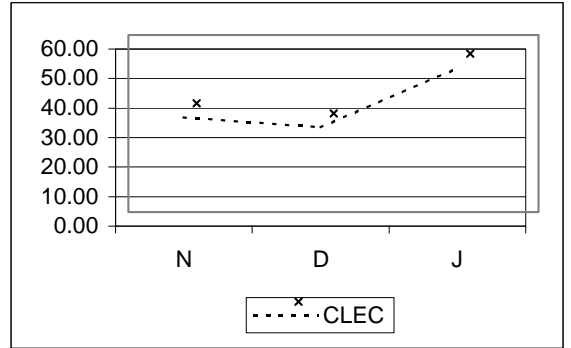
OR-1-03-2341	Average LSRC Time < 6 Lines - Electronic - No Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	22.17			
Dec-01	10.88			
Jan-02	12.02			



OR-1-04-2341	% On Time LSRC < 6 Lines - Electronic - No Flow-Through			95% within 72 hours
	CLEC	CLEC Obs	Difference	
Nov-01	100.00	9	5.00	
Dec-01	100.00	15	5.00	
Jan-02	100.00	3	5.00	



OR-1-05-2341	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	36.78			
Dec-01	33.48			
Jan-02	53.73			

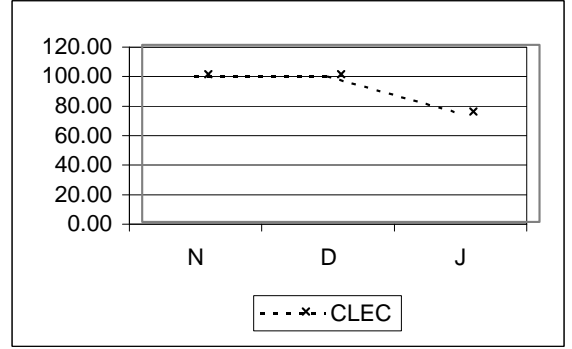


**Complex Services - 2 Wire Digital cont...**

**OR-1 - Order Confirmation Timeliness cont...**

<b>OR-1-06-2341</b>	<b>% On Time LSRC &gt;= 6 Lines - Electronic - No Flow-Through</b>			95% within 72 hours
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	CLEC	CLEC Obs	Difference
Nov-01	100.00	2	5.00
Dec-01	100.00	3	5.00
Jan-02	75.00	4	-20.00



<b>OR-1-07-2341</b>	<b>Average LSRC Time &lt; 6 Lines - Fax</b>			No Standard
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	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

<b>OR-1-08-2341</b>	<b>% On Time LSRC &lt; 6 Lines - Fax</b>			95% within 96 hours
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	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

<b>OR-1-09-2341</b>	<b>Average LSRC Time &gt;= 6 Lines - Fax</b>			No Standard
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	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

<b>OR-1-10-2341</b>	<b>% On Time LSRC &gt;= 6 Lines - Fax</b>			95% within 96 hours
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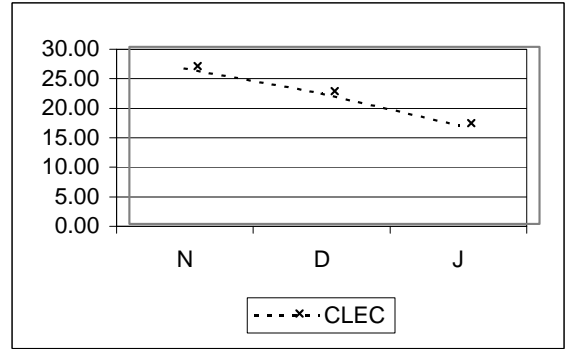
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

Complex Services - 2 Wire Digital cont...

OR-2 - Reject Timeliness - Requiring Loop Qualification

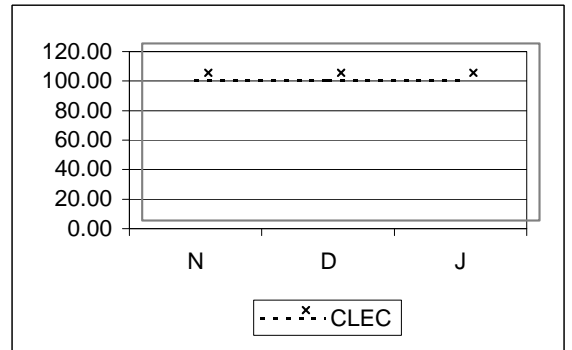
OR-2-03-2341	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through			No Standard
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	CLEC	CLEC Obs	Difference
Nov-01	26.77		
Dec-01	22.48		
Jan-02	17.08		



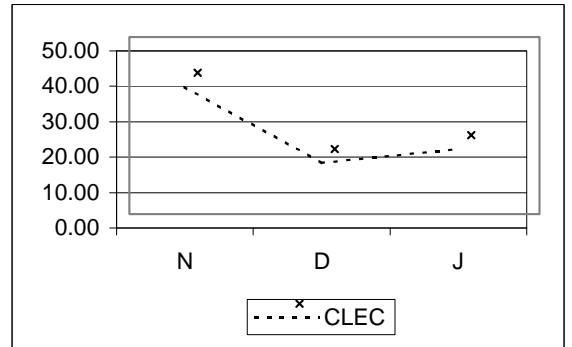
OR-2-04-2341	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through			95% within 72 hours
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	CLEC	CLEC Obs	Difference
Nov-01	100.00	5	5.00
Dec-01	100.00	5	5.00
Jan-02	100.00	11	5.00



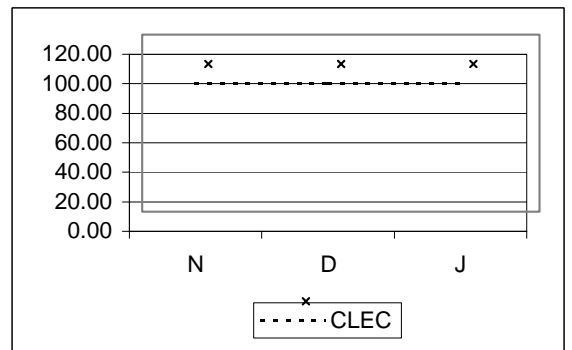
OR-2-05-2341	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through			No Standard
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	CLEC	CLEC Obs	Difference
Nov-01	39.89		
Dec-01	18.33		
Jan-02	22.30		



OR-2-06-2341	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through			95% within 72 hours
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	CLEC	CLEC Obs	Difference
Nov-01	100.00	2	5.00
Dec-01	100.00	10	5.00
Jan-02	100.00	5	5.00



Complex Services - 2 Wire Digital cont...			
OR-2 - Reject Timeliness - Requiring Loop Qualification cont...			
OR-2-07-2341	Average LSR Reject Time < 6 Lines - Fax		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-2-08-2341	% On Time LSR Reject < 6 Lines - Fax		95% within 96 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-2-09-2341	Average LSR Reject Time >= 6 Lines - Fax		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-2-10-2341	% On Time LSR Reject >= 6 Lines - Fax		95% within 96 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

**Complex Services - 2 Wire xDSL**

**OR-1 - Order Confirmation Timeliness**

<b>OR-1-03-2342</b>	<b>Average LSRC Time &lt; 6 Lines - Electronic - No Flow-Through</b>			No Standard
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

<b>OR-1-04-2342</b>	<b>% On Time LSRC &lt; 6 Lines - Electronic - No Flow-Through</b>			95% within 72 hours
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

<b>OR-1-05-2342</b>	<b>Average LSRC Time &gt;= 6 Lines - Electronic - No Flow-Through</b>			No Standard
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

<b>OR-1-06-2342</b>	<b>% On Time LSRC &gt;= 6 Lines - Electronic - No Flow-Through</b>			95% within 72 hours
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

<b>OR-1-07-2342</b>	<b>Average LSRC Time &lt; 6 Lines - Fax</b>			No Standard
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

Complex Services - 2 Wire xDSL cont...			
OR-1 - Order Confirmation Timeliness cont...			
OR-1-08-2342	% On Time LSRC < 6 Lines - Fax		95% within 96 hours
	<b>CLEC</b>	<i>CLEC Obs</i>	<i>Difference</i>
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-1-09-2342	Average LSRC Time >= 6 Lines - Fax		No Standard
	<b>CLEC</b>	<i>CLEC Obs</i>	<i>Difference</i>
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-1-10-2342	% On Time LSRC >= 6 Lines - Fax		95% within 96 hours
	<b>CLEC</b>	<i>CLEC Obs</i>	<i>Difference</i>
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

**OR-2 - Reject Timeliness - Requiring Loop Qualification**

OR-2-03-2342	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through		No Standard
	<b>CLEC</b>	<i>CLEC Obs</i>	<i>Difference</i>
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-2-04-2342	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through		95% within 72 hours
	<b>CLEC</b>	<i>CLEC Obs</i>	<i>Difference</i>
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

Complex Services - 2 Wire xDSL cont...			
OR-2 - Reject Timeliness - Requiring Loop Qualification cont...			
OR-2-05-2342	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-2-06-2342	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through		95% within 72 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-2-07-2342	Average LSR Reject Time < 6 Lines - Fax		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-2-08-2342	% On Time LSR Reject < 6 Lines - Fax		95% within 96 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-2-09-2342	Average LSR Reject Time >= 6 Lines - Fax		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		



Complex Services - 2 Wire xDSL cont...			
OR-2 - Reject Timeliness - Requiring Loop Qualification cont...			
OR-2-10-2342	% On Time LSR Reject >= 6 Lines - Fax		95% within 96 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

**Special Services**

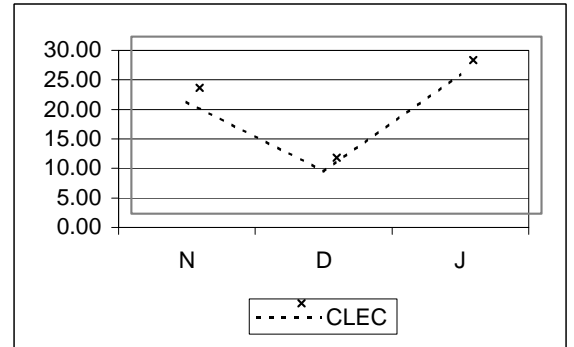
**OR-1 - Order Confirmation Timeliness**

OR-1-03-2210	Average LSRC Time < 6 Lines -DS0 - Electronic - No Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

OR-1-03-2211	Average LSRC Time < 6 Lines -DS1 - Electronic - No Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

OR-1-03-2213	Average LSRC Time < 6 Lines -DS3 - Electronic - No Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

OR-1-03-2214	Average LSRC Time < 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	21.35			
Dec-01	9.46			
Jan-02	25.98			

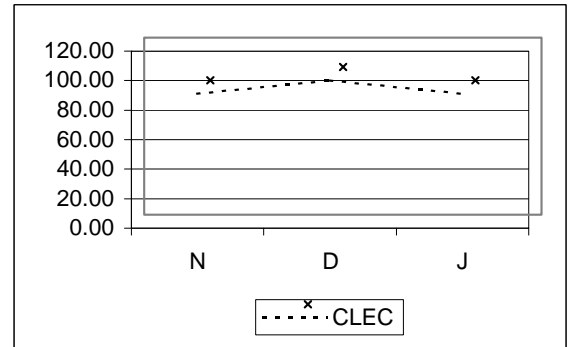


Special Services cont...			
OR-1 - Order Confirmation Timeliness cont...			
OR-1-04-2210	% On Time < 6 Lines -DS0 - Electronic - No Flow-Through		95% within 48 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-1-04-2211	% On Time < 6 Lines -DS1 - Electronic - No Flow-Through		95% within 48 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-1-04-2213	% On Time < 6 Lines -DS3 - Electronic - No Flow-Through		95% within 48 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-1-04-2214	% On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through		95% within 48 hours
	CLEC	CLEC Obs	Difference
Nov-01	90.91	11	-4.09
Dec-01	100.00	10	5.00
Jan-02	90.91	11	-4.09

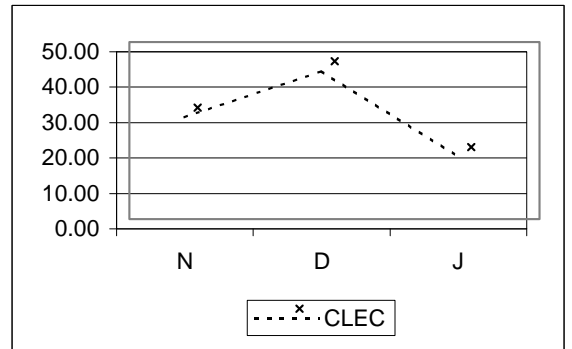


OR-1-05-2210	Average LSRC Time >= 6 Lines -DS0 - Electronic - No Flow-Through		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

Special Services cont...			
OR-1 - Order Confirmation Timeliness cont...			
OR-1-05-2211	Average LSRC Time >= 6 Lines -DS1 - Electronic - No Flow-Through		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-1-05-2213	Average LSRC Time >= 6 Lines -DS3 - Electronic - No Flow-Through		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-1-05-2214	Average LSRC Time >= 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	31.55		
Dec-01	44.55		
Jan-02	20.35		



OR-1-06-2210	% On Time LSRC >=6 Lines -DS0 - Electronic - No Flow-Through		95% within 72 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

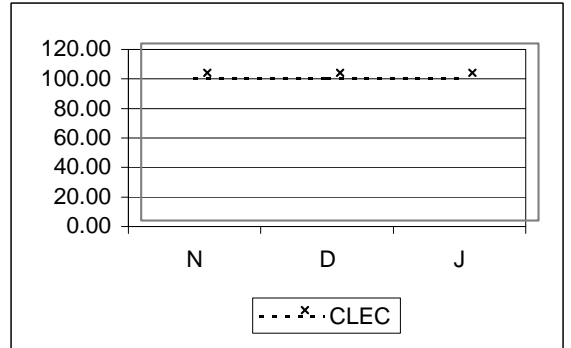
OR-1-06-2211	% On Time LSRC >=6 Lines -DS1 - Electronic - No Flow-Through		95% within 72 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

**Special Services cont...**

**OR-1 - Order Confirmation Timeliness cont...**

<b>OR-1-06-2213</b>	<b>% On Time LSRC &gt;=6 Lines -DS3 - Electronic - No Flow-Through</b>			95% within 72 hours
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

<b>OR-1-06-2214</b>	<b>% On Time LSRC &gt;=6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through</b>			95% within 72 hours
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	100.00	5	5.00	
Dec-01	100.00	1	5.00	
Jan-02	100.00	5	5.00	



<b>OR-1-07-2210</b>	<b>Average LSRC Time &lt; 6 Lines -DS0- - Fax</b>			No Standard
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

<b>OR-1-07-2211</b>	<b>Average LSRC Time &lt; 6 Lines -DS1- - Fax</b>			No Standard
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

<b>OR-1-07-2213</b>	<b>Average LSRC Time &lt; 6 Lines -DS3- - Fax</b>			No Standard
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

**Special Services cont...**

**OR-1 - Order Confirmation Timeliness cont...**

OR-1-07-2214	Average LSRC Time < 6 Lines - Non DS0, DS1, DS3 - Fax			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	0.17			
Dec-01	#N/A			
Jan-02	#N/A			

OR-1-08-2210	% On Time LSRC < 6 Lines -DS0- - Fax			95% within 72 hours
	CLEC	CLEC Obs	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

OR-1-08-2211	% On Time LSRC < 6 Lines -DS1- - Fax			95% within 72 hours
	CLEC	CLEC Obs	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

OR-1-08-2213	% On Time LSRC < 6 Lines -DS3- - Fax			95% within 72 hours
	CLEC	CLEC Obs	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

OR-1-08-2214	% On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Fax			95% within 72 hours
	CLEC	CLEC Obs	Difference	
Nov-01	100.00	1	5.00	
Dec-01	#N/A			
Jan-02	#N/A			

Special Services cont...			
OR-1 - Order Confirmation Timeliness cont...			
OR-1-09-2210	Average LSRC Time >= 6 Lines -DS0- - Fax		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-1-09-2211	Average LSRC Time >= 6 Lines -DS1- - Fax		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-1-09-2213	Average LSRC Time >= 6 Lines -DS3- - Fax		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-1-09-2214	Average LSRC Time >= 6 Lines - Non DS0,DS1,DS3 - Fax		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-1-10-2210	% On Time LSRC >= 6 Lines -DS0- - Fax		95% within 96 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

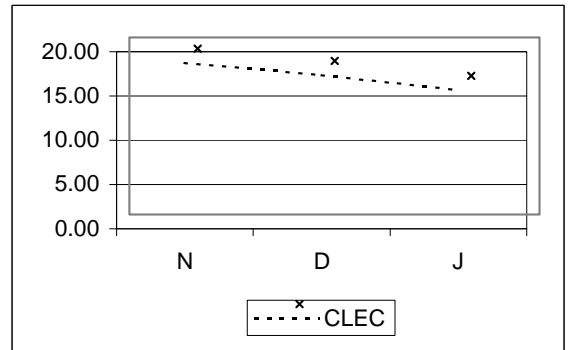
Special Services cont...			
OR-1 - Order Confirmation Timeliness cont...			
OR-1-10-2211	% On Time LSRC >= 6 Lines -DS1- - Fax		95% within 96 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-1-10-2213	% On Time LSRC >= 6 Lines -DS3- - Fax		95% within 96 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-1-10-2214	% On Time LSRC >= 6 Lines - Non DS0, DS1, DS3 - Fax		95% within 96 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

**OR-2 - Reject Timeliness**

OR-2-03-2200	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	18.74		
Dec-01	17.32		
Jan-02	15.65		

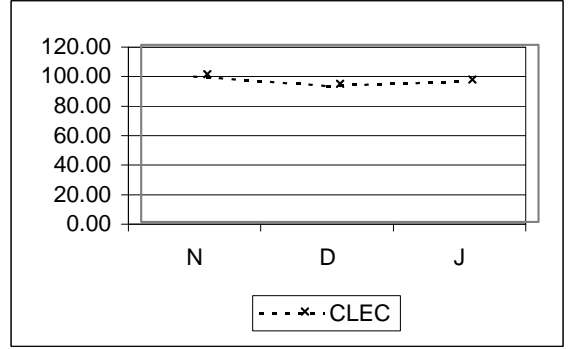




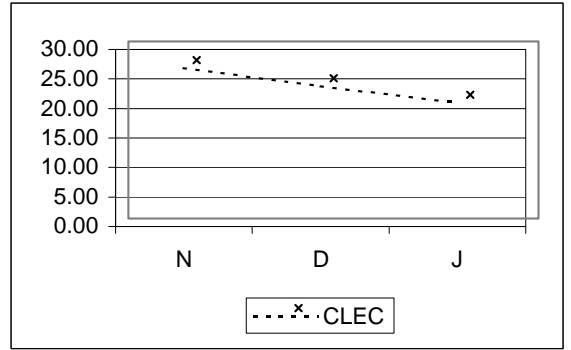
**Special Services cont...**

**OR-2 - Reject Timeliness cont...**

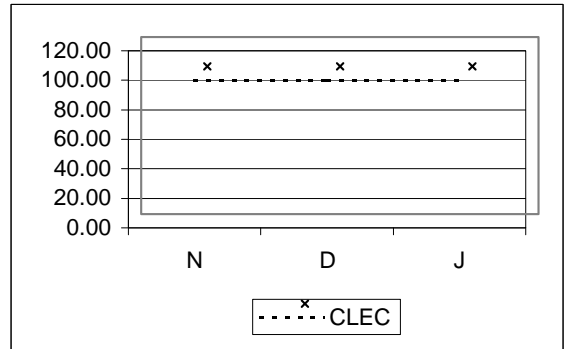
OR-2-04-2200	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through			95% within 48 hours
	CLEC	CLEC Obs	Difference	
Nov-01	100.00	21	5.00	
Dec-01	93.75	16	-1.25	
Jan-02	96.43	28	1.43	



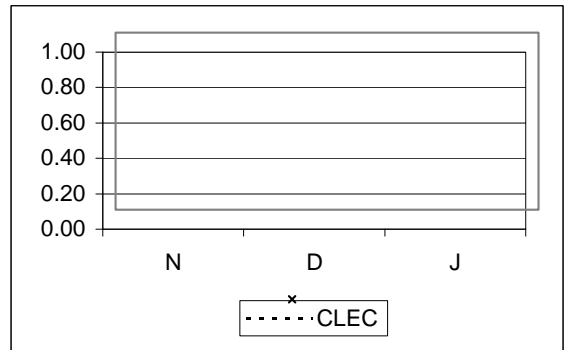
OR-2-05-2200	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	26.87			
Dec-01	23.73			
Jan-02	20.99			



OR-2-06-2200	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through			95% within 72 hours
	CLEC	CLEC Obs	Difference	
Nov-01	100.00	1	5.00	
Dec-01	100.00	6	5.00	
Jan-02	100.00	6	5.00	



OR-2-07-2200	Average LSR Reject Time < 6 Lines - Fax			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

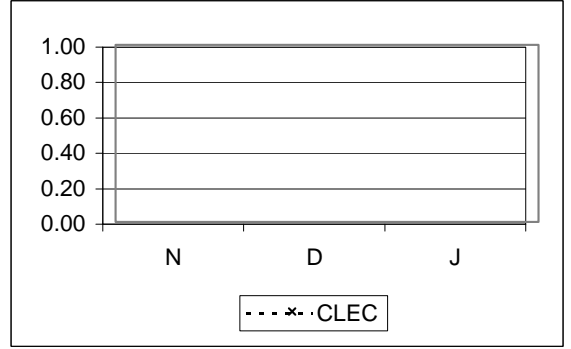


**Special Services cont...**

**OR-2 - Reject Timeliness cont...**

<b>OR-2-08-2200</b>	<b>% On Time LSR Reject &lt; 6 Lines - Fax</b>			95% within 72 hours
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	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		



<b>OR-2-09-2200</b>	<b>Average LSR Reject Time &gt;=6 Lines - Fax</b>			No Standard
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	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

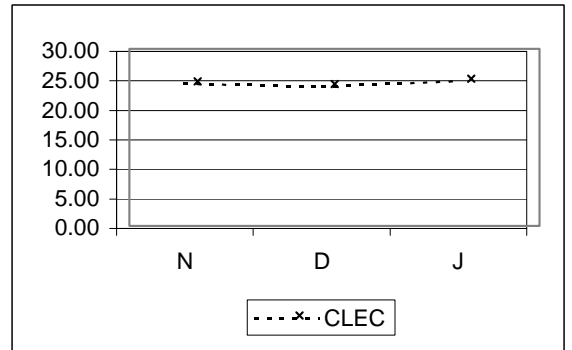
<b>OR-2-10-2200</b>	<b>% On Time LSR Reject &gt;=6 Lines - Fax</b>			95% within 96 hours
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	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

**POTS / Special Services - Aggregate**

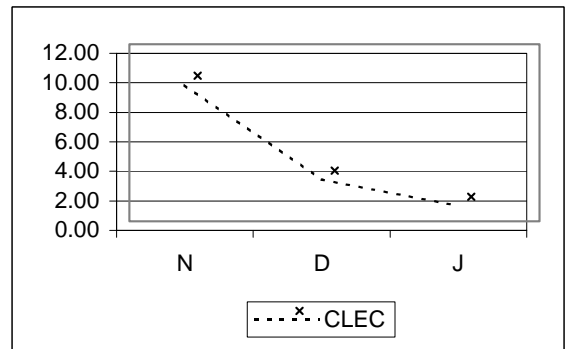
**OR-3 - Percent Rejects**

OR-3-01-2000	% Rejects			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	24.46	13582		
Dec-01	24.01	10915		
Jan-02	24.92	12597		

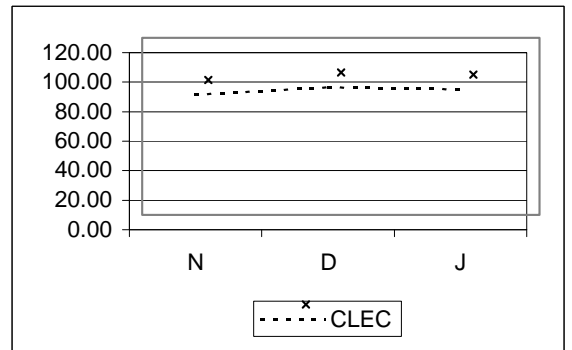


**OR-4 - Timeliness of Completion Notification**

OR-4-01-2000	Completion Notice – Average Response Time			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	9.87			
Dec-01	3.44			
Jan-02	1.68			



OR-4-02-2000	Completion Notice – % On Time			97% by next business day at noon
	CLEC	CLEC Obs	Difference	
Nov-01	91.56	12006	-5.44	
Dec-01	96.68	10145	-0.32	
Jan-02	95.03	10675	-1.97	

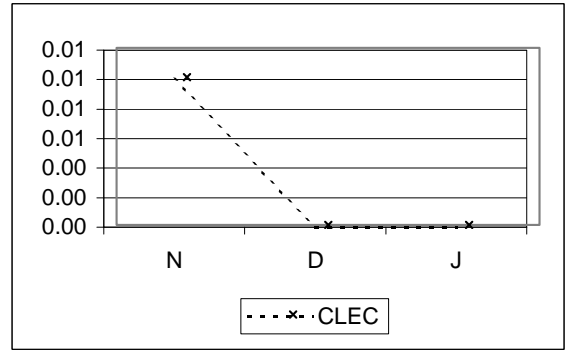


**POTS / Special Services - Aggregate cont...**

**OR-4 - Timeliness of Completion Notification cont...**

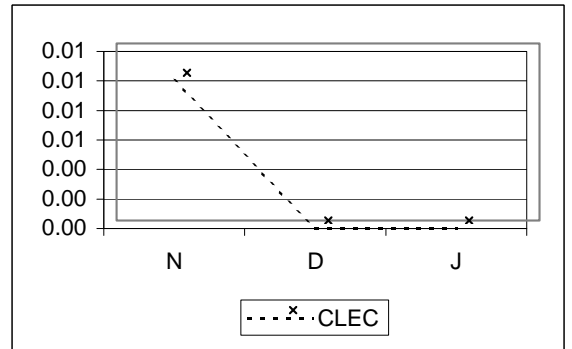
**OR-4-03-2000** % Orders Excluded from % On Time Measurement No Standard

	CLEC	CLEC Obs	Difference
Nov-01	0.01	12006	
Dec-01	0.00	10145	
Jan-02	0.00	10675	



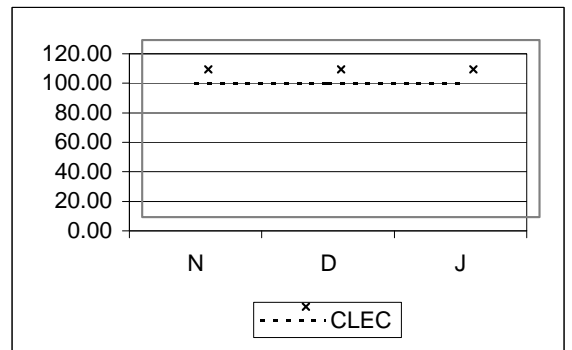
**OR-4-04-2000** Work Completion Notice - Avg Response Time No Standard

	CLEC	CLEC Obs	Difference
Nov-01	0.01		
Dec-01	0.00		
Jan-02	0.00		



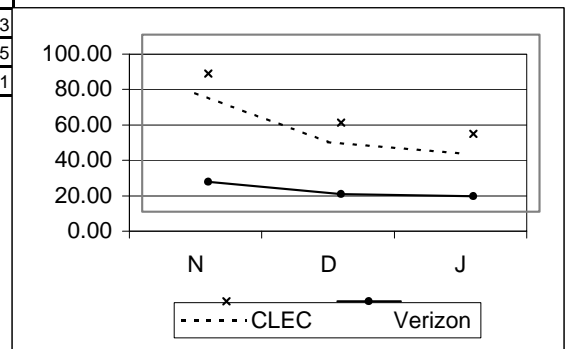
**OR-4-05-2000** Work Completion Notice - % On Time 97% by next business day at noon

	CLEC	CLEC Obs	Difference
Nov-01	100.00	11897	3.00
Dec-01	100.00	9938	3.00
Jan-02	100.00	10772	3.00



**OR-4-06-2000** Avg Duration - Work Completion -SOP- to Bill Comp Parity with VZ Retail

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	16.77	78.02	356125	11988	17	0.16	-394.03
Dec-01	9.93	50.19	324123	11450	133	1.26	-31.95
Jan-02	8.81	44.11	391144	12061	124	1.15	-30.81

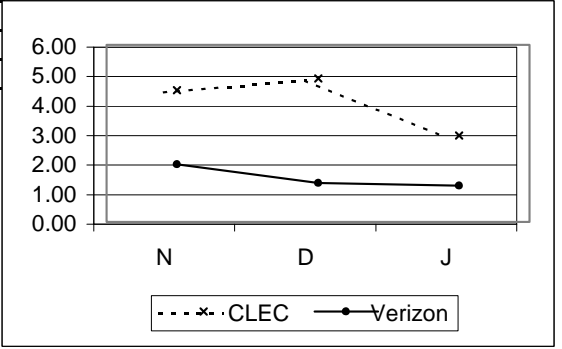


**POTS / Special Services - Aggregate cont...**

**OR-4 - Timeliness of Completion Notification cont...**

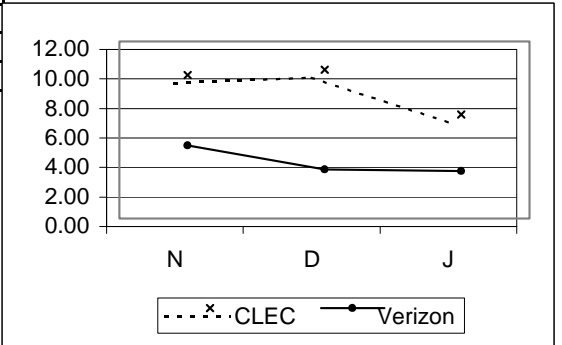
**OR-4-07-2000 % SOP to Bill Completion >= 5 Business Days Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	1.96	4.47	356125	11988		0.13	-19.50
Dec-01	1.32	4.86	324123	11450		0.11	-32.62
Jan-02	1.22	2.92	391144	12061		0.10	-16.75



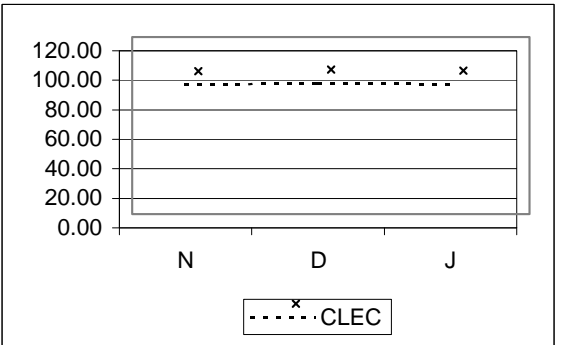
**OR-4-08-2000 % SOP to Bill Completion > 1 Business Day No Standard**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	4.95	9.73	356125	11988			
Dec-01	3.32	10.07	324123	11450			
Jan-02	3.20	7.06	391144	12061			



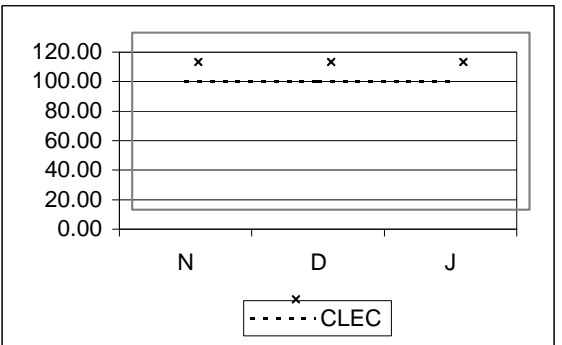
**OR-4-09-2000 % SOP to Bill Completion w/in 3 Business Days 95% in 3 Bus Days of SOP Cmpltn**

	CLEC	CLEC Obs	Difference
Nov-01	97.04	4727	2.04
Dec-01	97.99	3874	2.99
Jan-02	97.14	4826	2.14



**OR-4-10-2000 % SOP to Provisioning Completion w/in 2 Bus Days 95% in 2 Bus Days of SOP Cmpltn**

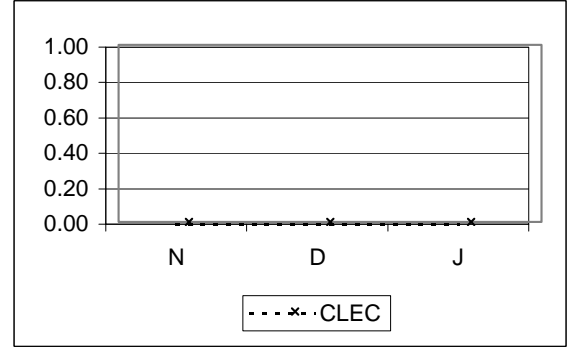
	CLEC	CLEC Obs	Difference
Nov-01	100.00	5371	5.00
Dec-01	100.00	4193	5.00
Jan-02	100.00	5032	5.00



**POTS / Special Services - Aggregate cont...**

**OR-4 - Timeliness of Completion Notification cont...**

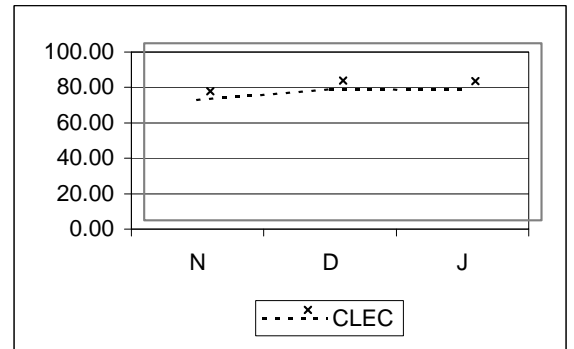
<b>OR-4-11-2000</b>	<b>% SOP Comp Ord w/out a BCN and PCN w/in 3 Bus Days</b>		Not more than 5%
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>
Nov-01	0.00	5371	5.00
Dec-01	0.00	4193	5.00
Jan-02	0.00	5032	5.00



**OR-5 - Percent Flow-Through**

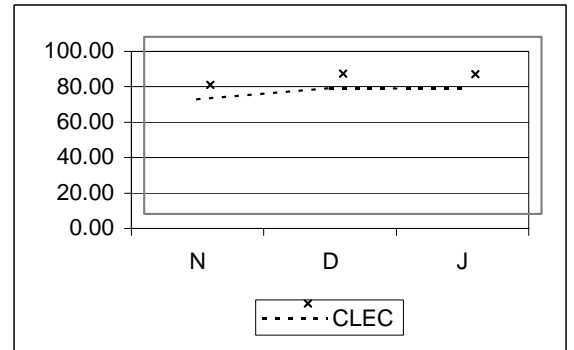
**OR-5-01-2000 % Flow Through - Total No Standard**

	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>
Nov-01	72.87	12292	
Dec-01	78.93	9950	
Jan-02	78.68	11666	



**OR-5-02-2000 % Flow Through - Simple No Standard**

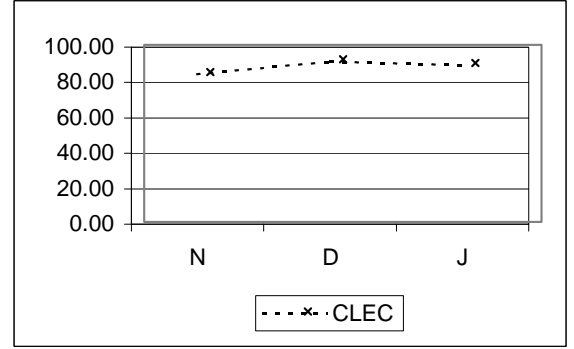
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>
Nov-01	73.03	12257	
Dec-01	79.16	9918	
Jan-02	78.82	11635	



**POTS / Special Services - Aggregate cont...**

**OR-5 - Percent Flow-Through cont...**

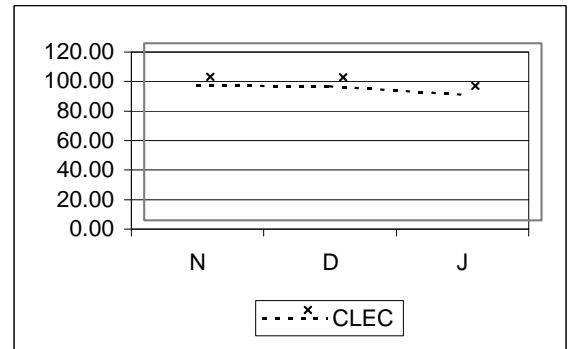
OR-5-03-2000	% Flow Through - Achieved			95.0%
	CLEC	CLEC Obs	Difference	
Nov-01	84.51	10599	-10.49	
Dec-01	91.89	8547	-3.11	
Jan-02	89.85	10216	-5.15	



**OR-6 - Order Accuracy**

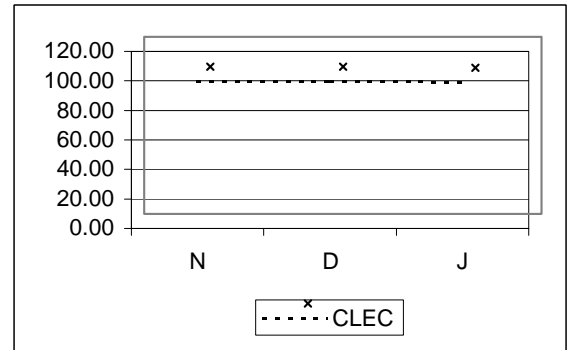
**OR-6-01-2000 % Accuracy - Orders 95 % of orders without errors**

	CLEC	CLEC Obs	Difference
Nov-01	97.21	430	2.21
Dec-01	96.86	478	1.86
Jan-02	91.04	491	-3.96



**OR-6-02-2000 % Accuracy - Opportunities (each field reported separately) No Standard**

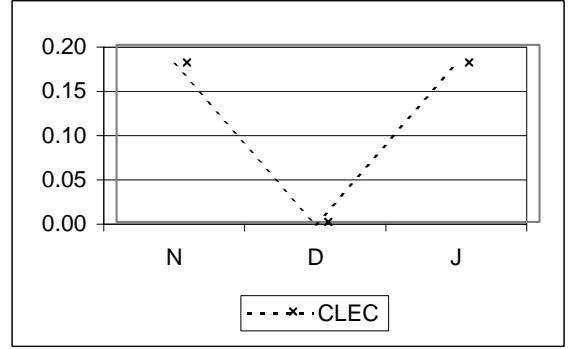
	CLEC	CLEC Obs	Difference
Nov-01	99.70	4681	
Dec-01	99.71	5435	
Jan-02	98.89	4580	



**POTS / Special Services - Aggregate cont...**

**OR-6 - Order Accuracy cont...**

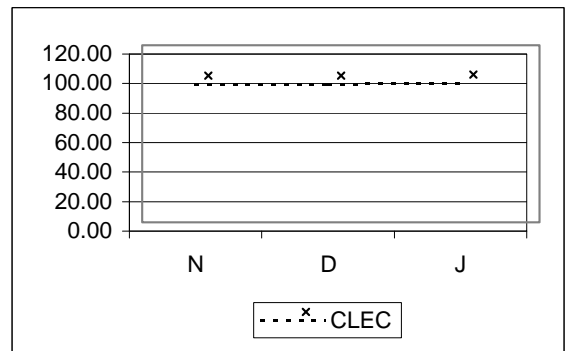
OR-6-03-2000	% Accuracy – LSRC			Not more that 5% of LSRCs resent due to VZ error
	CLEC	CLEC Obs	Difference	
Nov-01	0.18	4325	4.82	
Dec-01	0.00	2956	5.00	
Jan-02	0.18	3289	4.82	



**OR-8 - Acknowledgement Timeliness**

OR-8-01-2000	% Acknowledgement on time			95% in 2 hours
	CLEC	CLEC Obs	Difference	
Nov-01	99.34	7626	4.34	
Dec-01	99.34	5756	4.34	
Jan-02	100.00	5815	5.00	

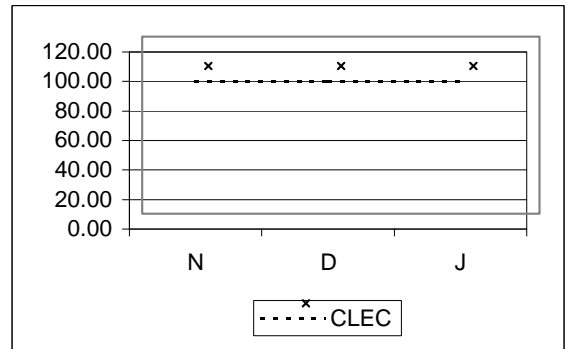
OR-8-01-2000	CLEC	CLEC Obs	Difference
Nov-01	99.34	7626	4.34
Dec-01	99.34	5756	4.34
Jan-02	100.00	5815	5.00



**OR-9 - Order Acknowledgement Completeness**

OR-9-01-2000	% Acknowledgement Completeness			99.0%
	CLEC	CLEC Obs	Difference	
Nov-01	100.00	7626	1.00	
Dec-01	100.00	5756	1.00	
Jan-02	100.00	5815	1.00	

OR-9-01-2000	CLEC	CLEC Obs	Difference
Nov-01	100.00	7626	1.00
Dec-01	100.00	5756	1.00
Jan-02	100.00	5815	1.00

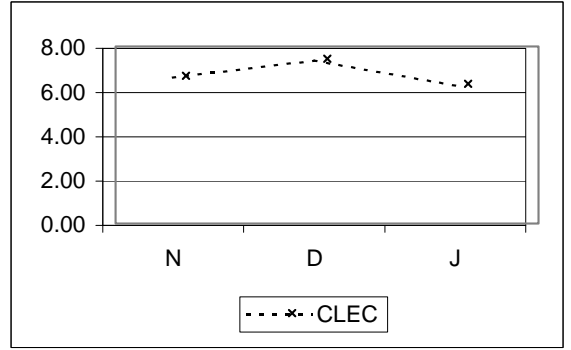


**OR-10 - Lost Order Trouble Tickets**



POTS / Special Services - Aggregate cont...		
OR-10-01-2000	% Lost Order Trouble Tickets	
	No Standard	

	CLEC	CLEC Obs	Difference
Nov-01	6.67	180	
Dec-01	7.46	228	
Jan-02	6.30	460	



**Legend**

NA = No Activity  
 NEF = No Existing Functionality  
 RQ = Reported Quarterly  
 R3 = Run 3 times per year  
 TBD = Performance metric is to be determined  
 UD = Performance metric is under development  
 UR = Performance metric is under review

EEL - DS1 EEL Loop = 1-10 Loops: 10 Days  
                           = 11+ Loops: Negotiated  
                           = No Facilities: ECCD + 10 Days  
                           = Facility Check: 72 Hours (In addition to 15 day interval)

EEL - DS3 EEL Loop = 1-10 Loops: Loop Facility Availability Date + 15 Days  
                           = 11+ Loops: Negotiated  
                           = No Facilities: ECCD + 15 Days  
                           = Facility Check: 72 Hours (In addition to 15 day interval)

IOF = Facilities Available (Quantity 1-8): 15 days\*  
       = Facilities Available (Quantity >8): Negotiated  
       = Facilities not available: Negotiated  
       = Facilities Check: 72 Hours

\* PO-1-XX-EDI = During the month of December there were 2 EnView EDI failures. In accordance with the Guidelines, the transactions associated with these failures have been excluded from the performance results. On December 19, there was an EnView EDI reject CSR transaction with a response time of 4,294,966.47 seconds. It is excluded from the reported CLEC Aggregate results for PO-1-07 Average Response Time-Rejected Query-EDI. In addition, from 6am to 10pm on December 26, 2001 and from 6am to 10:45am on December 27, 2001, Wholesale PO-1-07 Average Response Time- Rejected Query-EDI transactions, were invalid due to a failure of the network connection from Enview to EDI and are excluded from the metric calculation. ( Inclusion of these transactions would have produced a performance result of 677.95 for CLEC Aggregate PO-1-07 EDI.) Also, due to the EnView EDI network failure, wholesale data for EDI transactions for PO-1 thru PO-1-06, PO-1-08, PO-1-09 metrics were not available from 6am to 10pm on December 26, 2001 and from 6am to 10:45am on December 27, 2001.

**Verizon - VA**

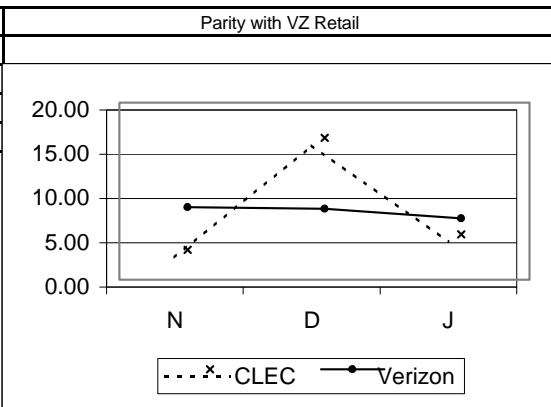
**Carrier to Carrier Performance Standards and Reports Summary November 2001 - January 2002**

**CLEC Aggregate Performance  
Resale (Provisioning) - POTS/Special Services**

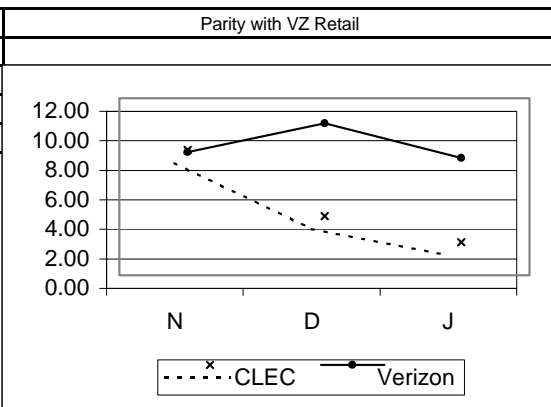
**POTS - Provisioning - Total**

**PR-1 - Average Interval Offered**

PR-1-04-2100	Average Interval Offered - Dispatch (6-9 Lines)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.17	3.40	207	5	8.10	3.67	
Dec-01	8.00	16.00	195	1	8.15	8.17	
Jan-02	6.91	5.14	199	7	8.74	3.36	

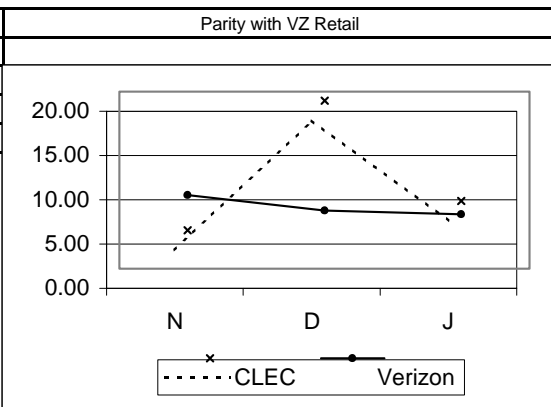


PR-1-05-2100	Average Interval Offered - Dispatch (>= 10lines)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.34	8.50	105	2	9.76	6.97	
Dec-01	10.31	4.00	97	1	19.86	19.96	
Jan-02	7.96	2.25	110	4	8.34	4.25	



**PR-2 - Average Completed Interval**

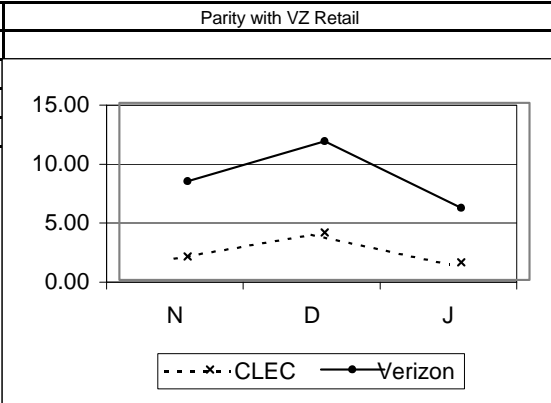
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.29	4.33	157	3	7.89	4.60	
Dec-01	6.56	19.00	140	1	5.40	5.42	
Jan-02	6.17	7.67	156	6	6.82	2.84	



**POTS - Provisioning - Total cont...**

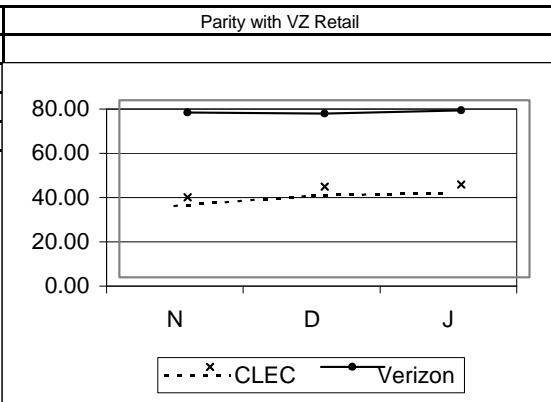
**PR-2 - Average Completed Interval cont...**

PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.38	2.00	74	1	7.83	7.88	
Dec-01	11.73	4.00	66	1	24.45	24.63	
Jan-02	6.12	1.50	75	2	5.22	3.74	

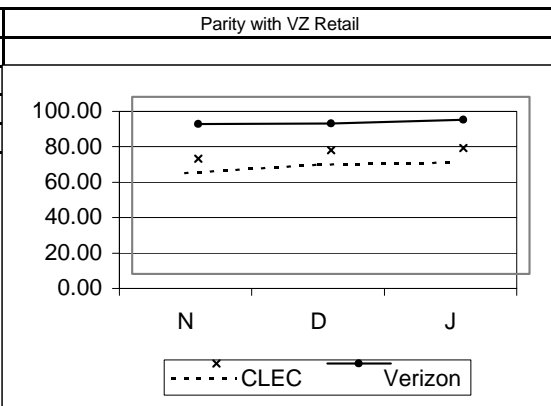


**PR-3 - Completed within Specified Days**

PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	74.36	36.14	58498	2006		0.99	-38.55
Dec-01	73.93	40.91	50243	1567		1.13	-29.32
Jan-02	75.54	41.83	69439	1738		1.04	-32.29



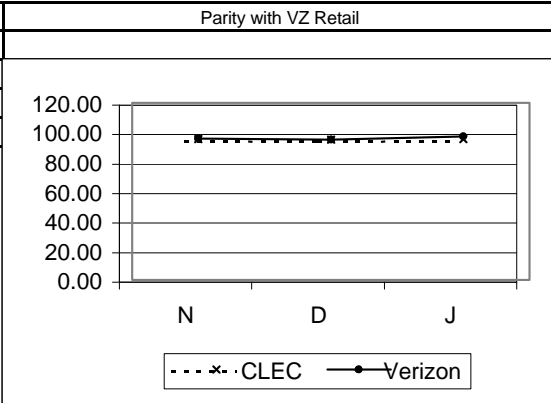
PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	84.54	65.05	58498	2006		0.82	-23.74
Dec-01	84.95	69.88	50243	1567		0.92	-16.43
Jan-02	87.07	70.94	69439	1738		0.81	-19.80



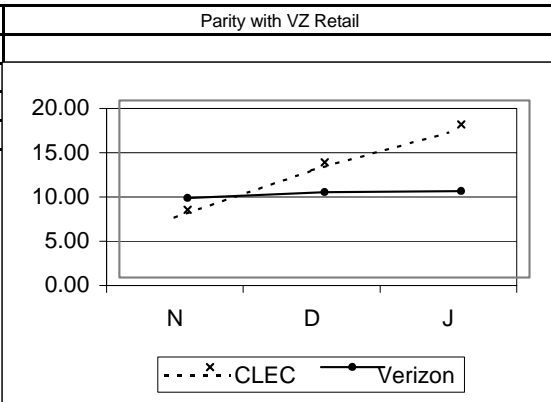
**POTS - Provisioning - Total cont...**

**PR-3 - Completed within Specified Days cont...**

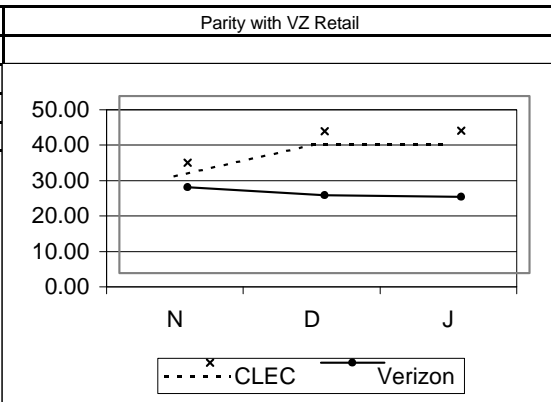
PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	95.79	95.41	58498	2006		0.46	-0.83
Dec-01	94.94	95.02	50243	1567		0.56	0.14
Jan-02	97.09	95.34	69439	1738		0.41	-4.29



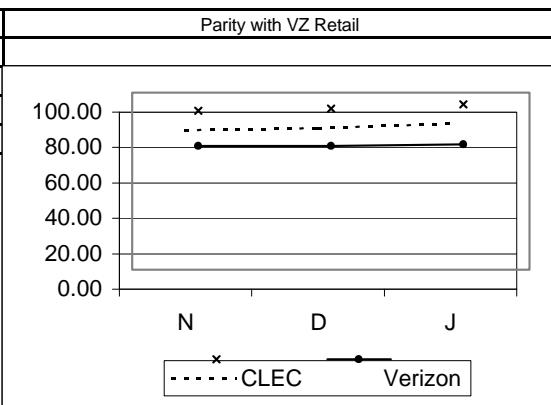
PR-3-04-2100	% Completed in 1 Day (1-5 Lines - Dispatch)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	9.00	7.66	11757	561		1.24	-1.08
Dec-01	9.61	12.99	12048	747		1.11	3.04
Jan-02	9.73	17.31	14742	1034		0.95	7.95



PR-3-05-2100	% Completed in 2 Days (1-5 Lines - Dispatch)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	24.23	31.19	11757	561		1.85	3.76
Dec-01	21.98	40.03	12048	747		1.56	11.56
Jan-02	21.59	40.23	14742	1034		1.32	14.08



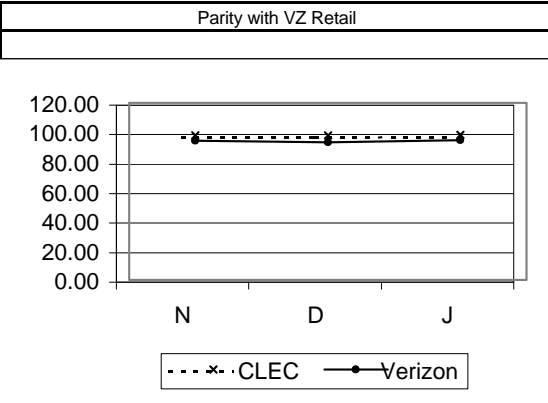
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	69.73	89.84	11757	561		1.99	10.13
Dec-01	69.75	91.03	12048	747		1.73	12.29
Jan-02	70.89	93.52	14742	1034		1.46	15.48



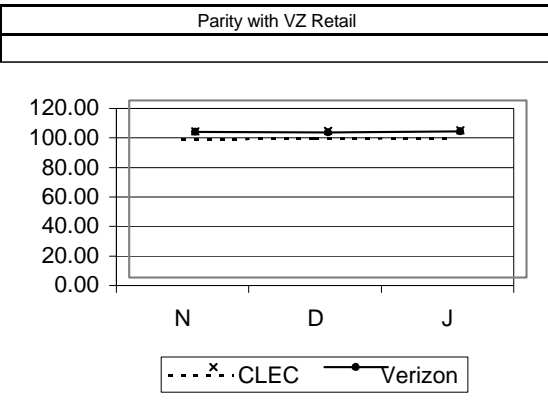
**POTS - Provisioning - Total cont...**

**PR-3 - Completed within Specified Days cont...**

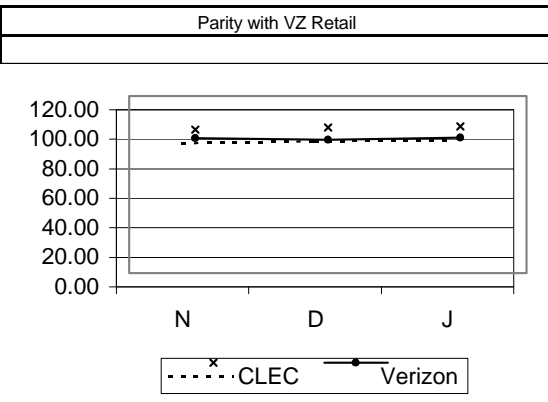
	% Completed in 4 Days (1-5 Lines - Total)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	94.43	98.05	70255	2567		0.46	7.86
Dec-01	93.40	98.01	62291	2314		0.53	8.77
Jan-02	94.83	98.38	84181	2772		0.43	8.31



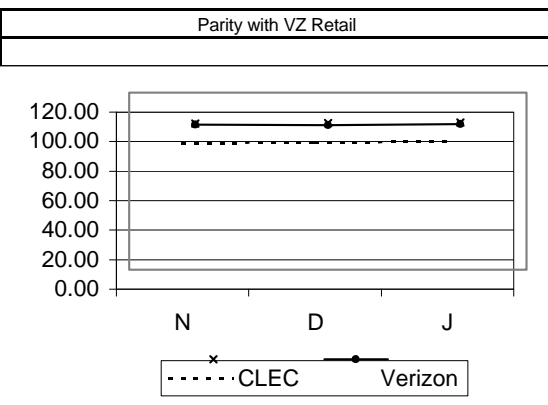
	% Completed in 5 Days (1-5 Lines - No Dispatch)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	98.66	99.20	58498	2006		0.26	2.07
Dec-01	98.15	99.49	50243	1567		0.35	3.88
Jan-02	99.03	99.71	69439	1738		0.24	2.86



	% Completed in 5 Days (1-5 Lines - Dispatch)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	91.56	97.33	11757	561		1.20	4.80
Dec-01	90.30	98.53	12048	747		1.12	7.38
Jan-02	91.72	99.23	14742	1034		0.89	8.47

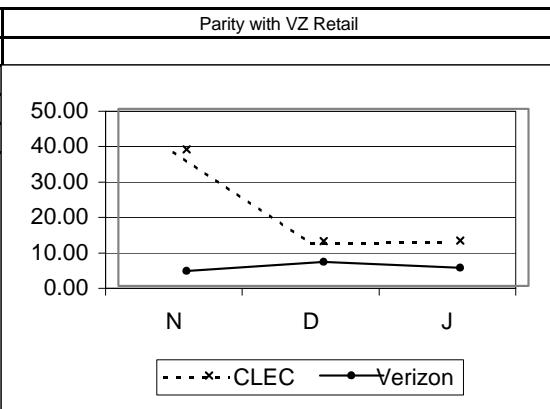


	% Completed in 6 Days (1-5 Lines - Total)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	98.20	99.07	70255	2567		0.27	3.26
Dec-01	97.86	99.44	62291	2314		0.31	5.16
Jan-02	98.50	99.71	84181	2772		0.23	5.16

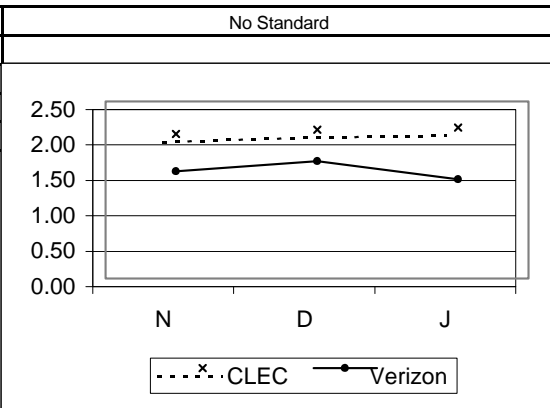


**POTS - Provisioning - Total cont...**  
**PR-4 - Missed Appointments**

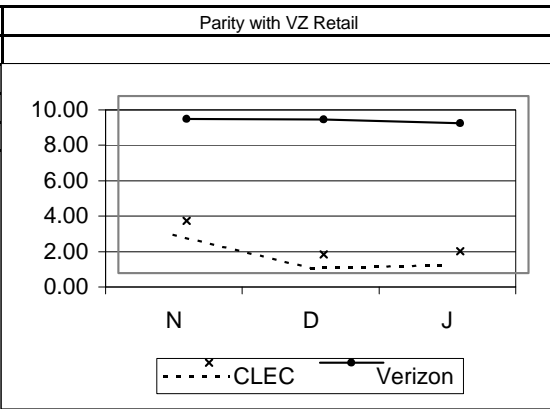
PR-4-02-2100	Average Delay Days - Total						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	4.17	38.56	2508	34	14.85	2.56	-13.41
Dec-01	6.72	12.58	2544	19	26.84	6.18	-0.95
Jan-02	5.09	12.83	2747	29	20.97	3.91	-1.65 (P)



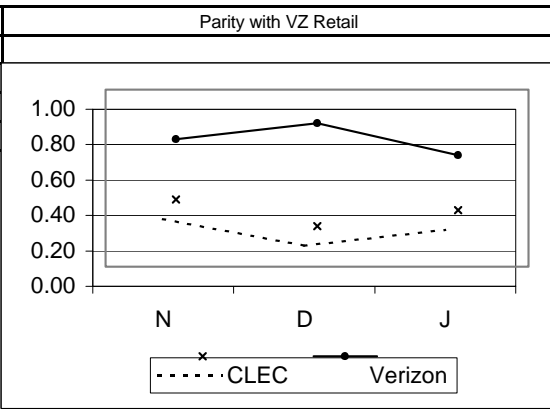
PR-4-03-2100	% Missed Appt. - Customer						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	1.51	2.04	125436	3917			
Dec-01	1.66	2.10	113966	4137			
Jan-02	1.40	2.13	145162	4873			



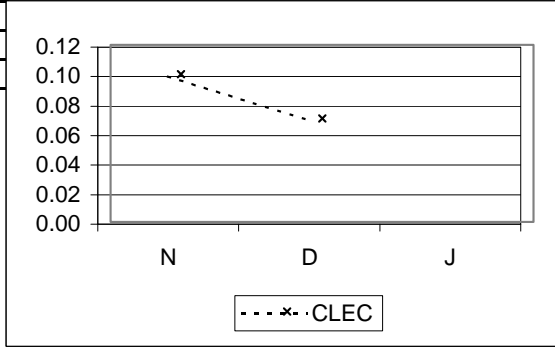
PR-4-04-2100	% Missed Appt. - VZ - Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.71	2.95	20092	746		1.05	5.48
Dec-01	8.67	1.06	20649	1134		0.86	8.87
Jan-02	8.45	1.23	23367	1464		0.75	9.64



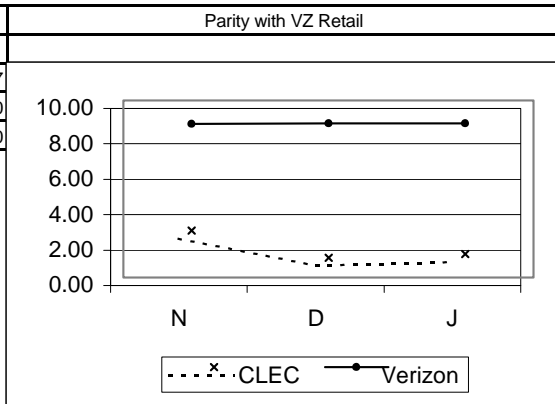
PR-4-05-2100	% Missed Appt. - VZ - No Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.72	0.38	105344	3171		0.15	2.23
Dec-01	0.81	0.23	93317	3003		0.17	3.49
Jan-02	0.63	0.32	121795	3409		0.14	2.26



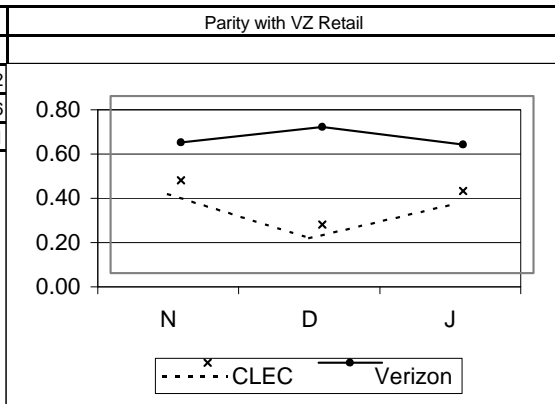
POTS - Provisioning - Total cont...								
PR-4 - Missed Appointments cont...								
PR-4-08-2100	% Missed Appt. - Customer - Due to Late Order Confirmation							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		0.10		3917				
Dec-01		0.07		4137				
Jan-02		#N/A						



PR-4-10-2100							
% Missed Appt. - VZ - Standard Interval (W Coded) Orders - Dispatch							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.67	2.64	15208	605		1.17	5.17
Dec-01	8.69	1.10	15328	816		1.01	7.50
Jan-02	8.71	1.34	18594	1121		0.87	8.50



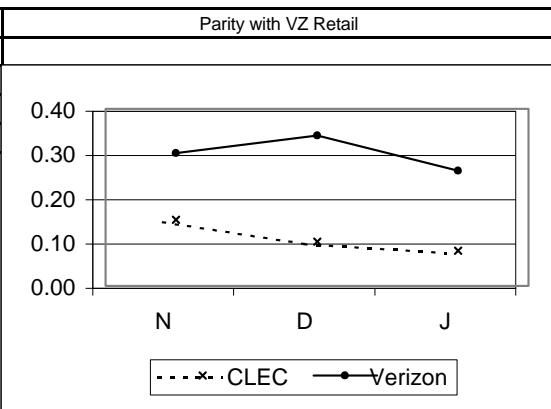
PR-4-11-2100							
% Missed Appt. - VZ - Standard Interval (W Coded) Orders - No Dispatch							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.59	0.42	89931	2631		0.15	1.12
Dec-01	0.66	0.22	77548	2279		0.17	2.56
Jan-02	0.58	0.37	108796	2678		0.15	1.41



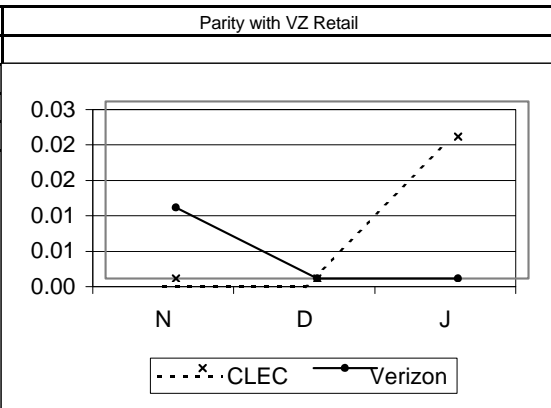


**POTS - Provisioning - Total cont...**  
**PR-5 - Facility Missed Orders**

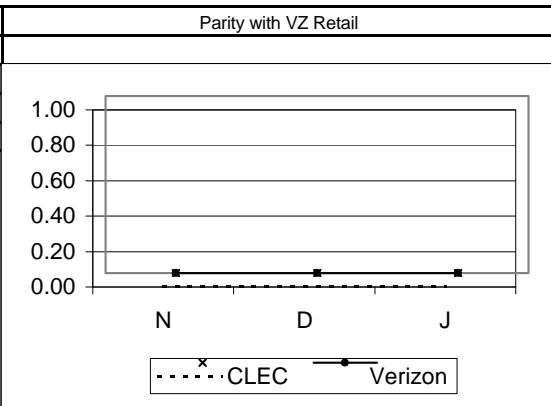
PR-5-01-2100	% Missed Appointment - Verizon - Facilities						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.30	0.15	125436	3917		0.09	1.69
Dec-01	0.34	0.10	113966	4137		0.09	2.61
Jan-02	0.26	0.08	145162	4873		0.07	2.43



PR-5-02-2100	% Orders Held for Facilities > 15 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.01	0.00	125436	3917		0.02	0.62
Dec-01	0.00	0.00	113966	4137		0.00	
Jan-02	0.00	0.02	145162	4873		0.00	



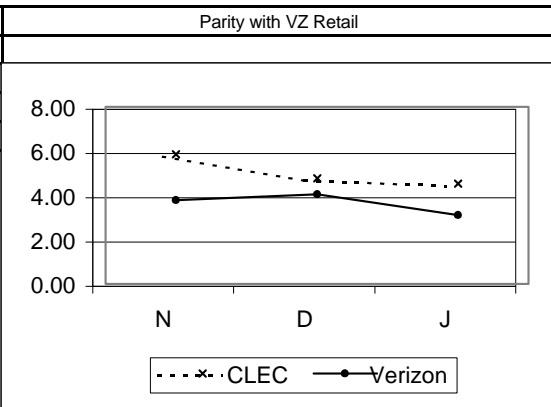
PR-5-03-2100	% Orders Held for Facilities > 60 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.00	0.00	125436	3917		0.00	
Dec-01	0.00	0.00	113966	4137		0.00	
Jan-02	0.00	0.00	145162	4873		0.00	



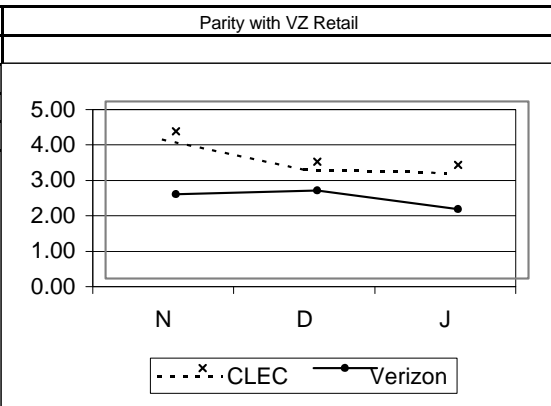
POTS - Provisioning - Total cont...

PR-6 - Installation Quality

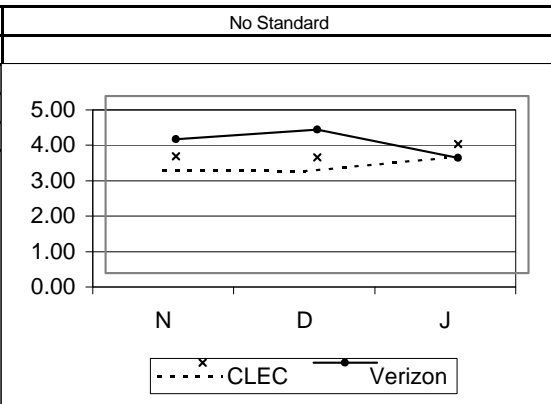
PR-6-01-2100	% Installation Troubles reported within 30 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	3.77	5.84	106786	4089		0.30	-6.83
Dec-01	4.04	4.78	95204	3977		0.32	-2.33
Jan-02	3.10	4.53	120712	4524		0.26	-5.46



PR-6-02-2100	% Installation Troubles reported within 7 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	2.37	4.16	106786	4089		0.24	-7.36
Dec-01	2.48	3.29	95204	3977		0.25	-3.23
Jan-02	1.97	3.21	120712	4524		0.21	-5.90



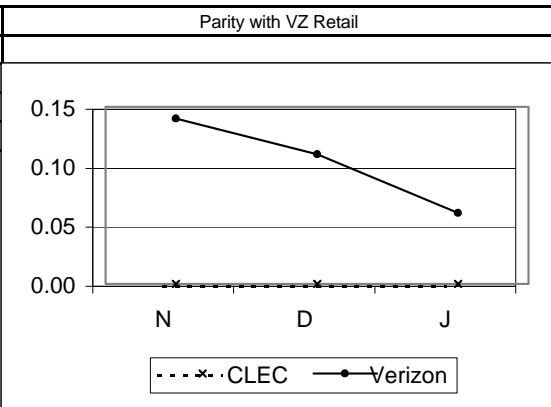
PR-6-03-2100	% Installation Troubles reported within 30 Days - FOK/TOK/CPE						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	3.78	3.30	106786	4089			
Dec-01	4.05	3.27	95204	3977			
Jan-02	3.25	3.65	120712	4524			



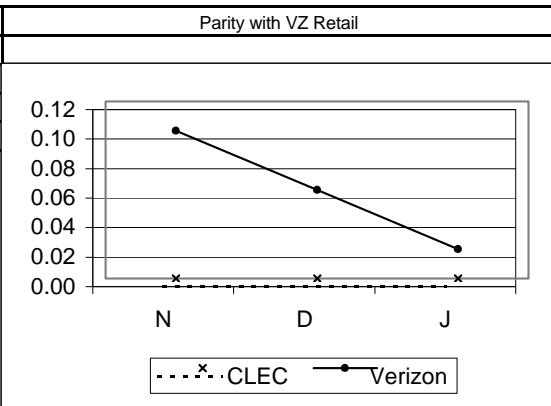
POTS - Provisioning - Total cont...

PR-8 - Open Orders in a Hold Status

PR-8-01-2100	% Open Orders in a Hold Status > 30 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.14	0.00	125436	3917		0.06	2.31
Dec-01	0.11	0.00	113966	4137		0.05	2.10
Jan-02	0.06	0.00	145162	4873		0.04	1.68



PR-8-02-2100	% Open Orders in a Hold Status > 90 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.10	0.00	125436	3917		0.05	1.95
Dec-01	0.06	0.00	113966	4137		0.04	1.55
Jan-02	0.02	0.00	145162	4873		0.02	0.97

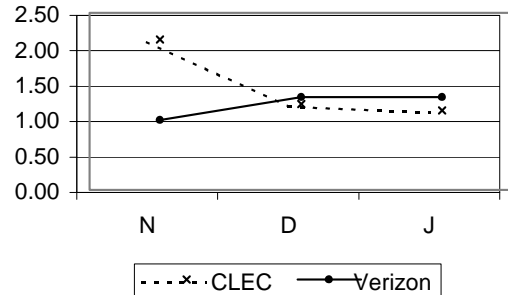


**POTS - Business**

**PR-1 - Average Interval Offered**

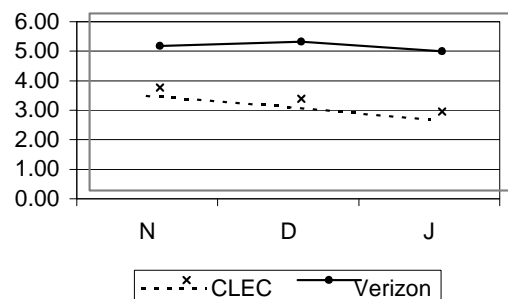
PR-1-01-2110	Average Interval Offered – Total No Dispatch							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.99	2.12	12406	343	3.32	0.18	-6.22	
Dec-01	1.31	1.21	8974	339	3.81	0.21	0.47	
Jan-02	1.31	1.12	11027	363	3.96	0.21	0.90	

Parity with VZ Retail



PR-1-03-2110	Average Interval Offered – Dispatch (1-5 Lines)							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	4.89	3.48	3455	62	5.66	0.73	1.94	
Dec-01	5.05	3.11	3086	57	5.98	0.80	2.43	
Jan-02	4.72	2.67	4069	45	5.18	0.78	2.64	

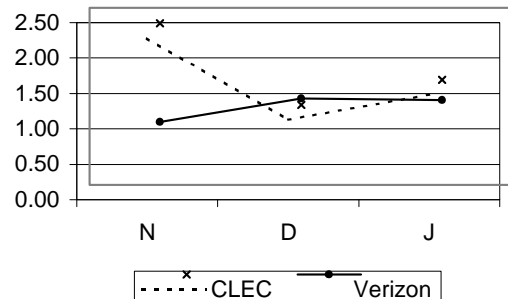
Parity with VZ Retail



**PR-2 - Average Completed Interval**

PR-2-01-2110	Average Interval Completed – Total No Dispatch							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.89	2.28	11862	320	2.74	0.16	-8.95	
Dec-01	1.22	1.13	8407	307	4.18	0.24	0.37	
Jan-02	1.20	1.48	10365	328	3.40	0.19	-1.47	

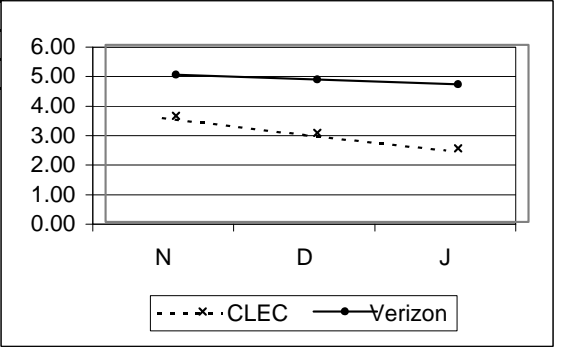
Parity with VZ Retail



**POTS - Business cont...**

**PR-2 - Average Completed Interval cont...**

PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	4.98	3.60	2881	55	5.78	0.79	1.75	
Dec-01	4.82	3.02	2603	49	4.76	0.69	2.62	
Jan-02	4.66	2.50	3459	32	5.43	0.96	2.24	

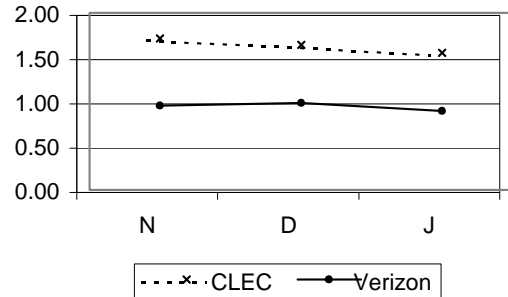


**POTS - Residence**

**PR-1 - Average Interval Offered**

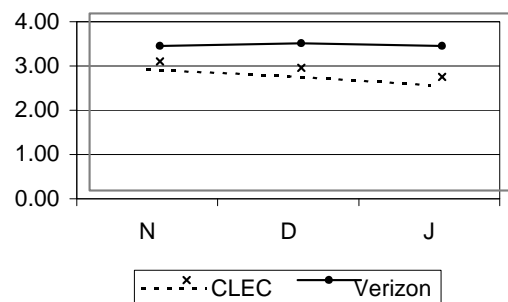
PR-1-01-2120	Average Interval Offered – Total No Dispatch							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.95	1.71	78975	2320	1.67	0.04	-21.60	
Dec-01	0.98	1.64	70108	2007	1.98	0.04	-14.72	
Jan-02	0.89	1.55	99558	2352	1.50	0.03	-21.09	

Parity with VZ Retail



PR-1-03-2120	Average Interval Offered – Dispatch (1-5 Lines)							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	3.26	2.92	9662	537	1.27	0.06	6.04	
Dec-01	3.32	2.77	10297	756	1.39	0.05	10.50	
Jan-02	3.26	2.57	12301	1060	1.30	0.04	16.58	

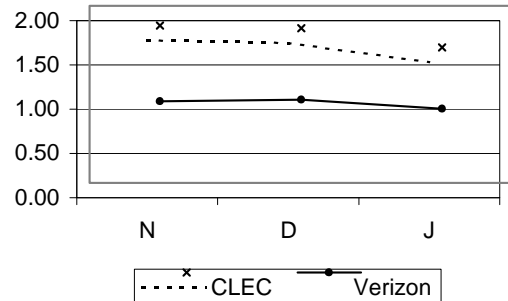
Parity with VZ Retail



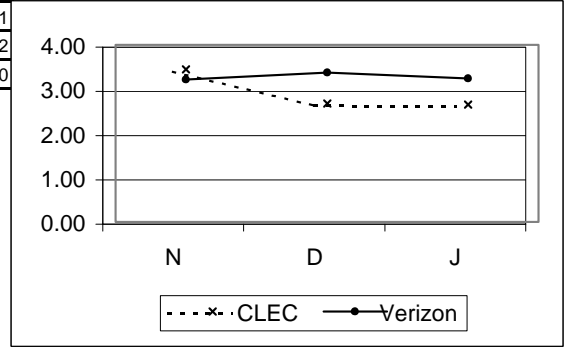
**PR-2 - Average Completed Interval**

PR-2-01-2120	Average Interval Completed – Total No Dispatch							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.92	1.78	77346	2260	1.87	0.04	-21.55	
Dec-01	0.94	1.75	68573	1915	2.68	0.06	-13.05	
Jan-02	0.84	1.53	97725	2300	1.74	0.04	-18.80	

Parity with VZ Retail



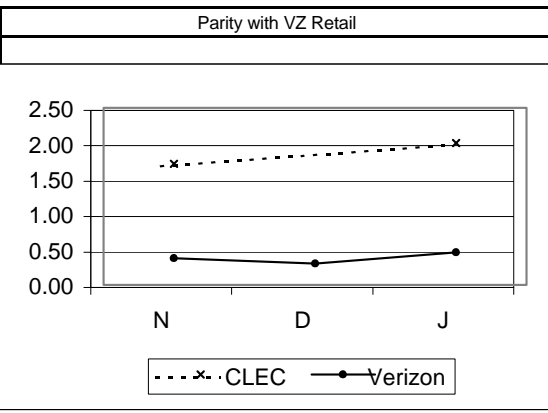
POTS - Residence cont...								
PR-2 - Average Completed Interval cont...								
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	3.22	3.44	8876	506	2.08	0.10	-2.31	
Dec-01	3.37	2.67	9445	698	4.80	0.19	3.72	
Jan-02	3.24	2.65	11283	1002	2.13	0.07	8.40	



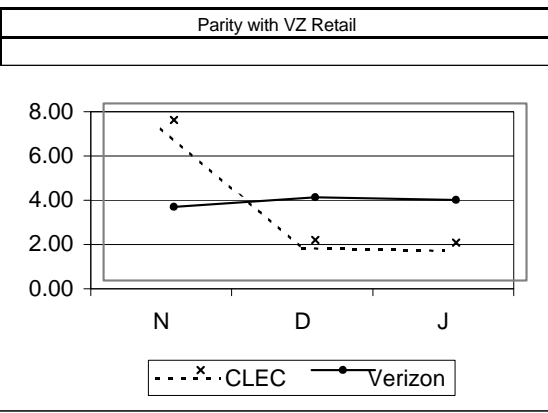
**Complex Services - 2 Wire Digital**

**PR-1 - Average Interval Offered**

PR-1-01-2341	Average Interval Offered – Total No Dispatch							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.38	1.71	1861	7	1.01	0.38		
Dec-01	0.30	#N/A	1975		0.96			
Jan-02	0.46	2.00	2435	2	1.18	0.83		

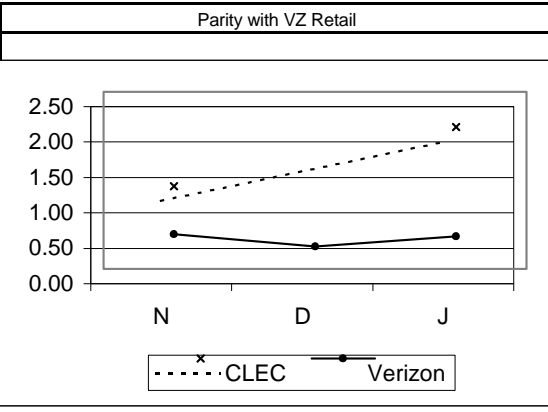


PR-1-02-2341	Average Interval Offered – Total Dispatch							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	3.33	7.25	556	4	2.06	1.03		
Dec-01	3.75	1.83	499	6	2.02	0.83		
Jan-02	3.65	1.70	562	10	2.02	0.64	3.03	



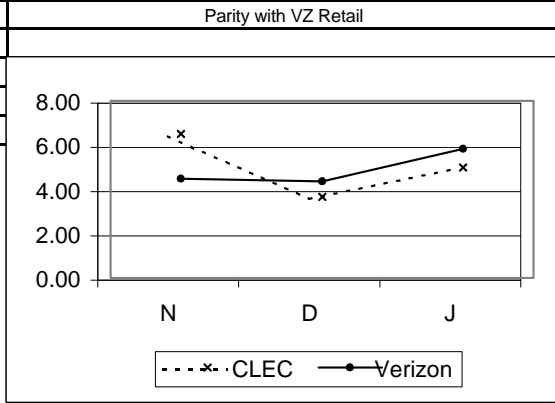
**PR-2 - Average Completed Interval**

PR-2-01-2341	Average Interval Completed – Total No Dispatch							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.49	1.17	1823	6	2.36	0.97		
Dec-01	0.32	#N/A	1927		2.09			
Jan-02	0.46	2.00	2370	2	1.29	0.91		



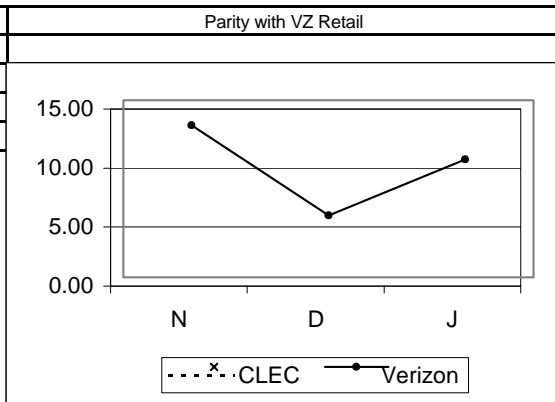


Complex Services - 2 Wire Digital cont...							
PR-2 - Average Completed Interval cont...							
PR-2-02-2341	Average Interval Completed - Total Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	4.49	6.50	415	4	5.69	2.86	
Dec-01	4.37	3.67	364	3	3.91	2.27	
Jan-02	5.84	5.00	435	3	12.19	7.06	

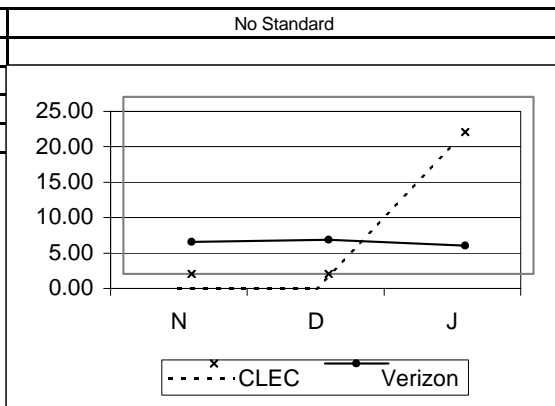


PR-4 - Missed Appointment

PR-4-02-2341							
Average Delay Days - Total							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	12.86	#N/A	145		44.83		
Dec-01	5.23	#N/A	71		12.12		
Jan-02	9.99	#N/A	147		36.05		



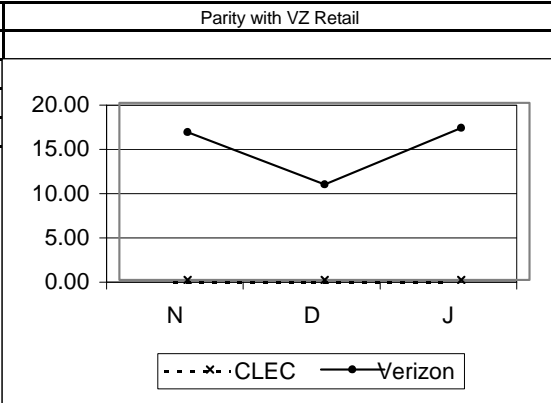
PR-4-03-2341							
% Missed Appt. - Customer							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	4.52	0.00	2567		10		
Dec-01	4.84	0.00	2560		3		
Jan-02	3.97	20.00	3200		5		



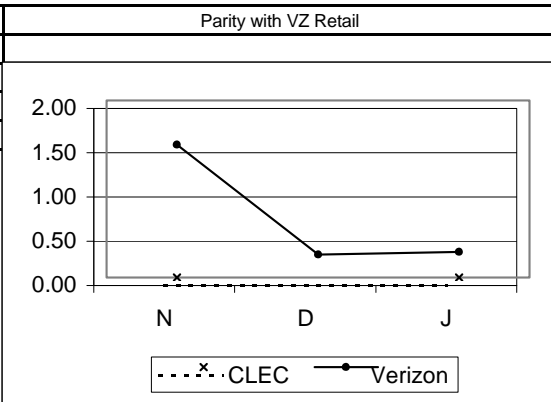
**Complex Services - 2 Wire Digital cont...**

**PR-4 - Missed Appointment cont...**

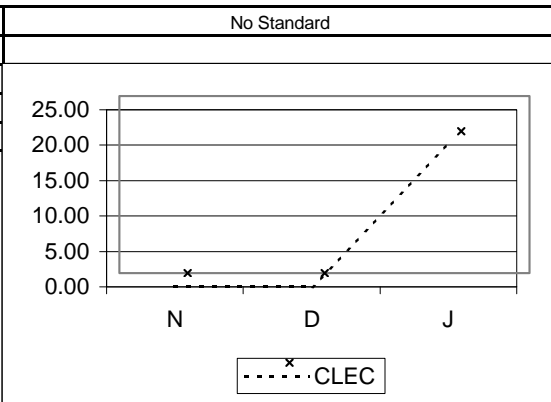
PR-4-04-2341	% Missed Appt. - VZ - Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	16.71	0.00	700		5		16.74
Dec-01	10.80	0.00	611		3		17.96
Jan-02	17.16	0.00	816		4		18.90



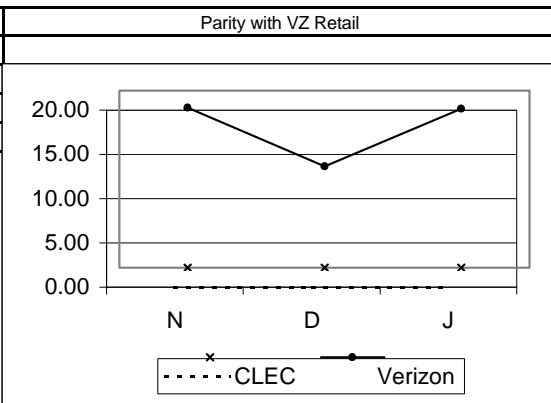
PR-4-05-2341	% Missed Appt. - VZ - No Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	1.50	0.00	1867		5		5.44
Dec-01	0.26	#N/A	1949				
Jan-02	0.29	0.00	2384		1		5.38



PR-4-08-2341	% Missed Appt. - Customer - Due to Late Order Confirmation						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		0.00			10		
Dec-01		0.00			3		
Jan-02		20.00			5		



PR-4-10-2341	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	18.10	0.00	630		4		19.31
Dec-01	11.45	0.00	550		3		18.43
Jan-02	17.93	0.00	764		4		19.23

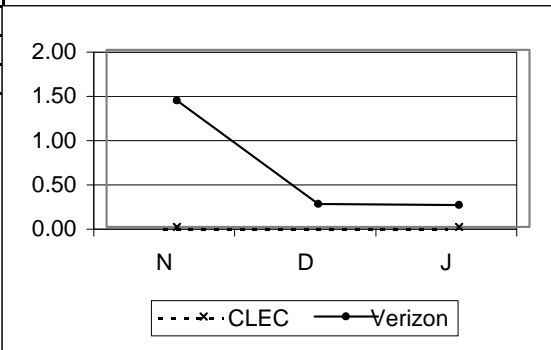


**Complex Services - 2 Wire Digital cont...**

**PR-4 - Missed Appointment cont...**

**PR-4-11-2341 % Missed Appt. - VZ - Std. Int. (W Coded) Orders - No Dispatch Parity with VZ Retail**

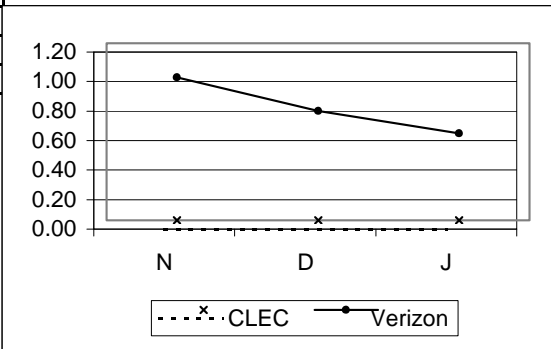
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	1.43	0.00	1814		5		5.32
Dec-01	0.26	#N/A	1929				
Jan-02	0.25	0.00	2362		3		2.88



**PR-5 - Facility Missed Orders**

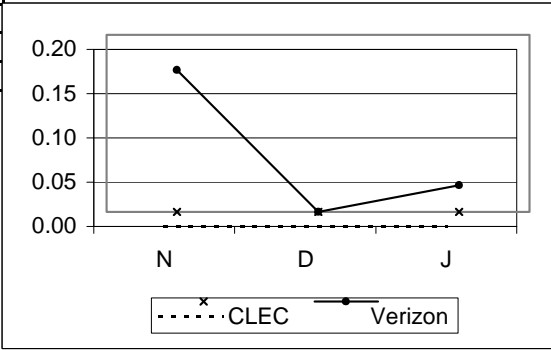
**PR-5-01-2341 % Missed Appointment - Verizon - Facilities Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.97	0.00	2567		10		3.11
Dec-01	0.74	0.00	2560		3		4.95
Jan-02	0.59	0.00	3200		5		3.43



**PR-5-02-2341 % Orders Held for Facilities > 15 Days Parity with VZ Retail**

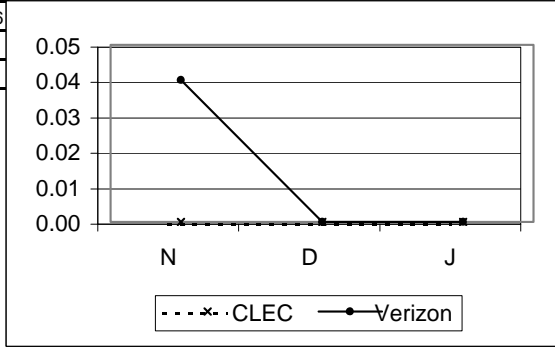
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.16	0.00	2567		10		1.27
Dec-01	0.00	0.00	2560		3		0.00
Jan-02	0.03	0.00	3200		5		0.78



**Complex Services - 2 Wire Digital cont...**

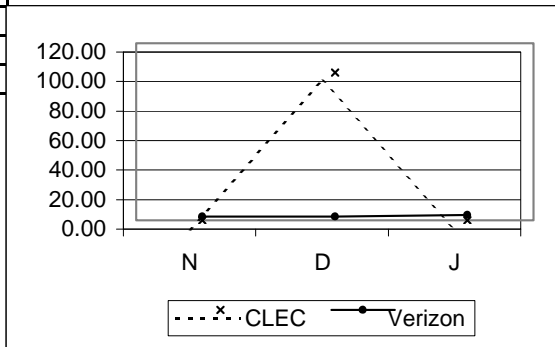
**PR-5 - Facility Missed Orders cont...**

PR-5-03-2341	% Orders Held for Facilities > 60 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.04	0.00	2567	10		0.63	0.06	
Dec-01	0.00	0.00	2560	3		0.00		
Jan-02	0.00	0.00	3200	5		0.00		

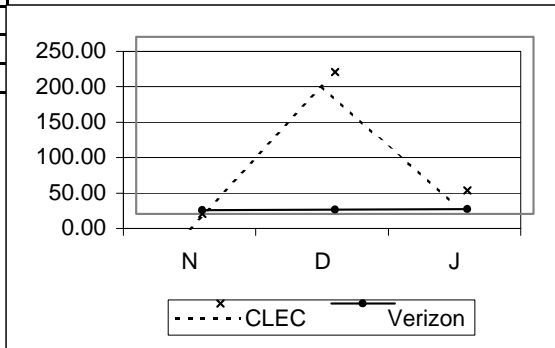


**PR-6 - Installation Quality**

PR-6-01-2341	% Installation Troubles reported within 30 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	2.53	0.00	554	4	4	7.88		
Dec-01	2.50	100.00	519	1	1	15.64		
Jan-02	3.51	0.00	713	3	3	10.64		



PR-6-03-2341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	5.60	0.00	554	4	4			
Dec-01	6.36	200.00	519	1	1			
Jan-02	7.15	33.33	713	3	3			



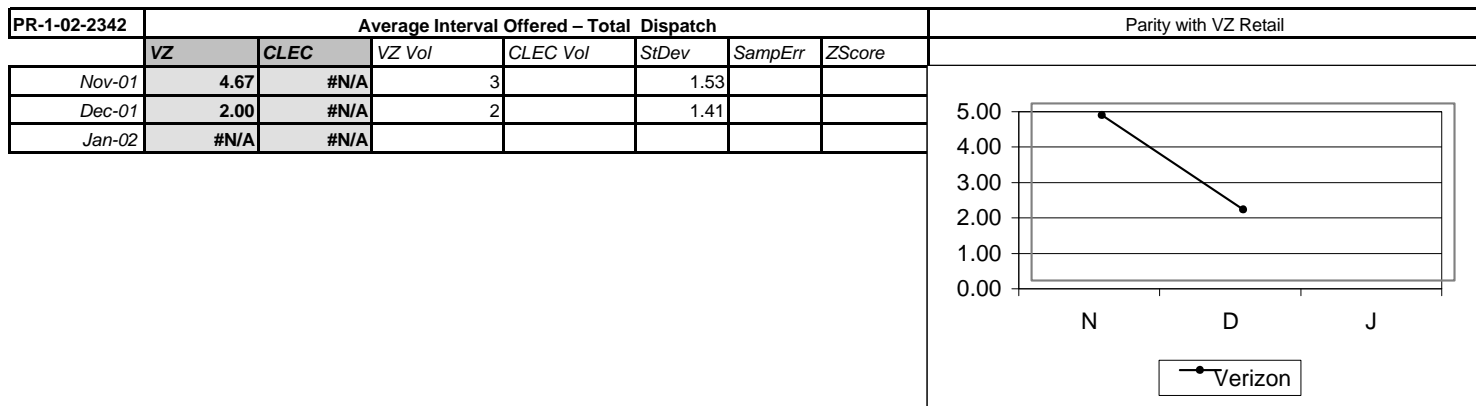
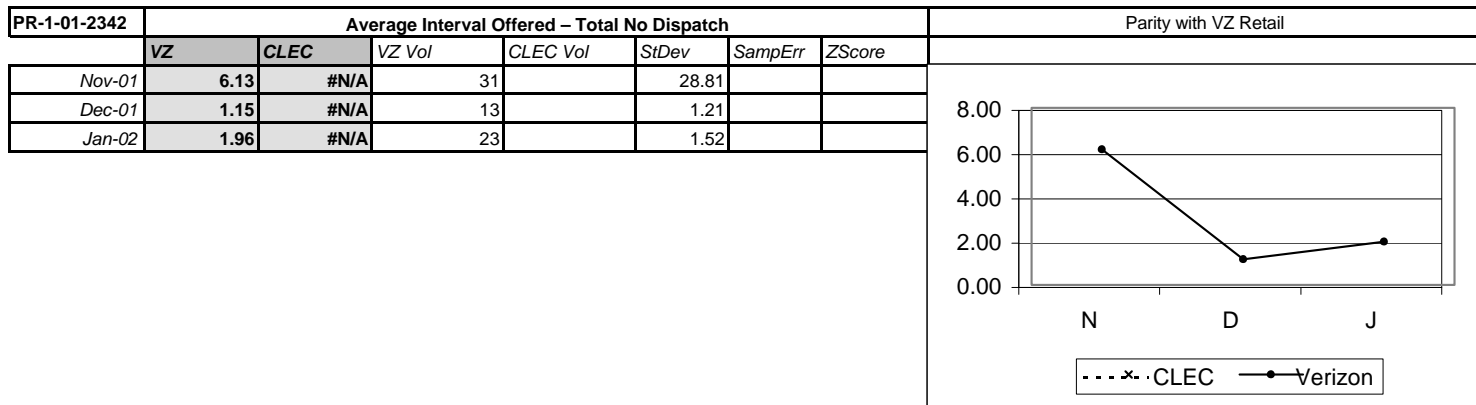
**Complex Services - 2 Wire Digital cont...**  
**PR-8 - Open Orders in a Hold Status**

PR-8-01-2341	% Open Orders in a Hold Status > 30 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.08	0.00	2567		10	0.90	0.09	
Dec-01	0.08	0.00	2560		3	1.63		
Jan-02	0.03	0.00	3200		5	0.78		

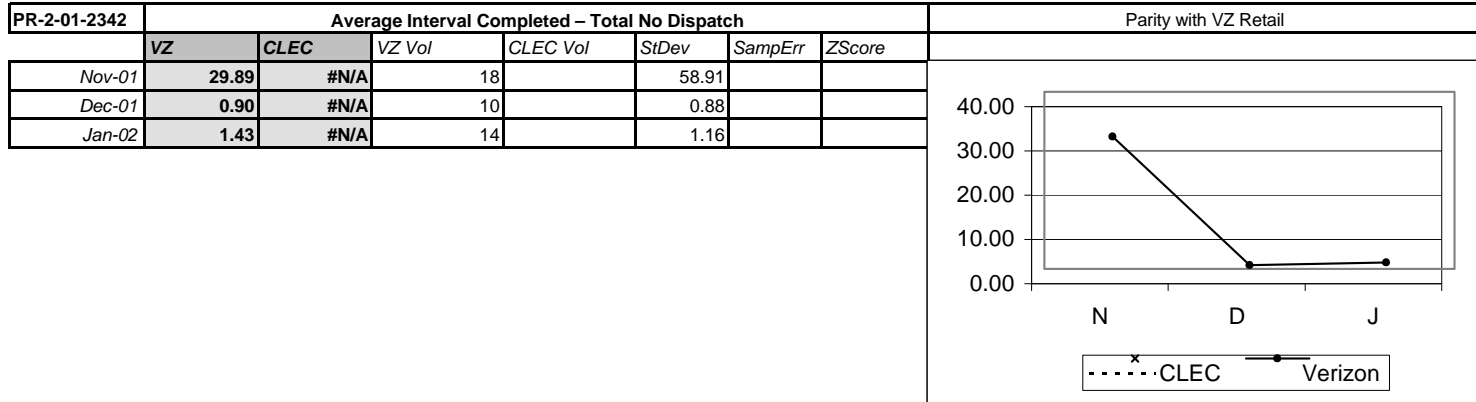
PR-8-02-2341	% Open Orders in a Hold Status > 90 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	0.00	2567		10	0.00		
Dec-01	0.00	0.00	2560		3	0.00		
Jan-02	0.00	0.00	3200		5	0.00		

**Complex Services - 2 Wire xDSL**

**PR-1 - Average Interval Offered**



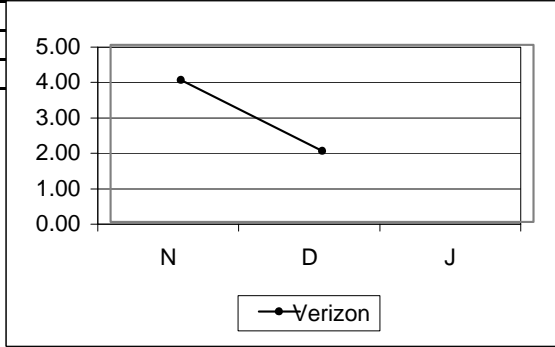
**PR-2 - Average Completed Interval**



**Complex Services - 2 Wire xDSL cont...**

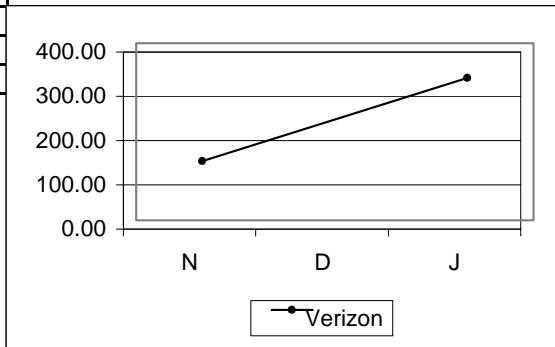
**PR-2 - Average Completed Interval cont...**

PR-2-02-2342	Average Interval Completed – Total Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	4.00	#N/A	2		1.41			
Dec-01	2.00	#N/A	2		1.41			
Jan-02	#N/A	#N/A						

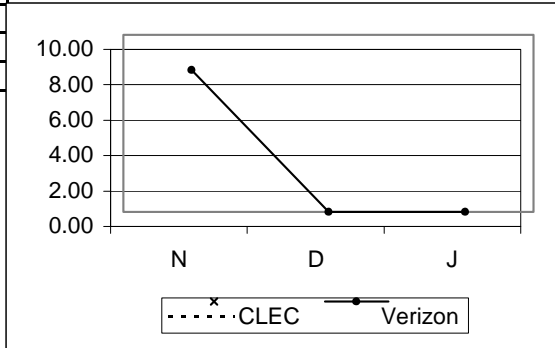


**PR-4 - Missed Appointment**

PR-4-02-2342	Average Delay Days – Total							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	133.71	#N/A	7		115.98			
Dec-01	#N/A	#N/A						
Jan-02	322.00	#N/A	1					



PR-4-03-2342	% Missed Appt. – Customer							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	8.00	#N/A	25					
Dec-01	0.00	#N/A	16					
Jan-02	0.00	#N/A	15					

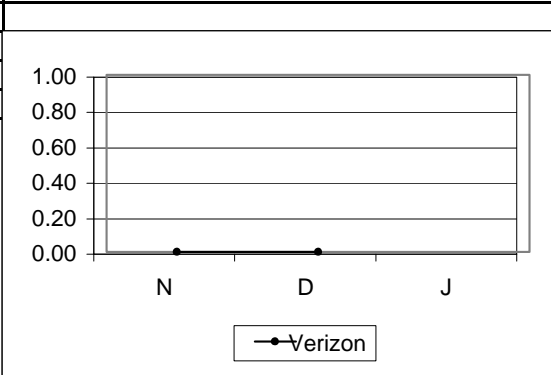


**Complex Services - 2 Wire xDSL cont...**

**PR-4 - Missed Appointment cont...**

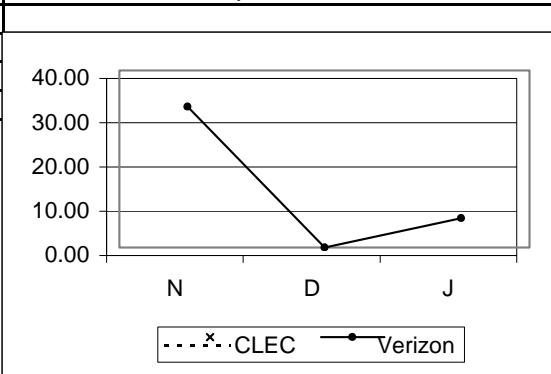
**PR-4-04-2342 % Missed Appt. - VZ - Dispatch Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.00	#N/A	3				
Dec-01	0.00	#N/A	4				
Jan-02	#N/A	#N/A					



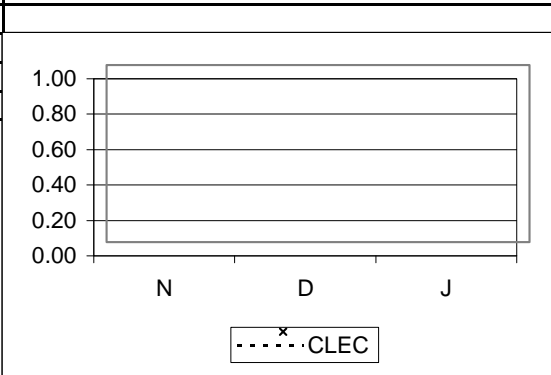
**PR-4-05-2342 % Missed Appt. - VZ - No Dispatch Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	31.82	#N/A	22				
Dec-01	0.00	#N/A	12				
Jan-02	6.67	#N/A	15				



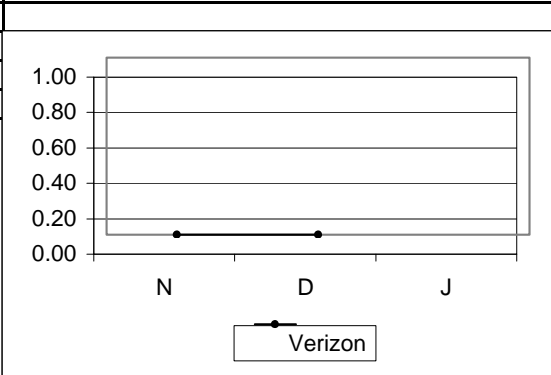
**PR-4-08-2342 % Missed Appt. - Customer - Due to Late Order Confirmation No Standard**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		#N/A					
Dec-01		#N/A					
Jan-02		#N/A					



**PR-4-10-2342 % Missed Appt. - VZ - Std. Int. (W Coded) Orders - Dispatch Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.00	#N/A	3				
Dec-01	0.00	#N/A	2				
Jan-02	#N/A	#N/A					

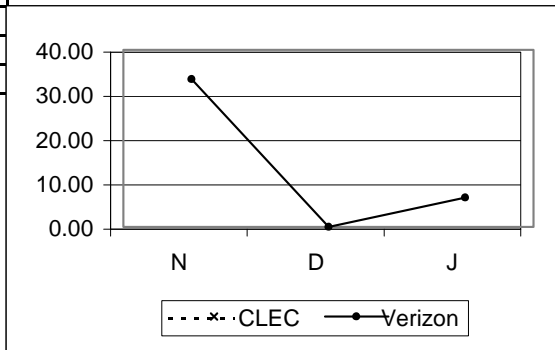




**Complex Services - 2 Wire xDSL cont...**

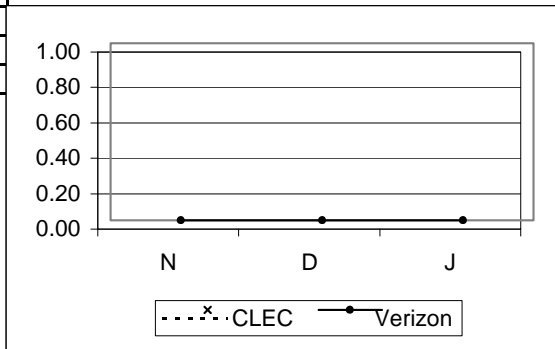
**PR-4 - Missed Appointment cont...**

PR-4-11-2342	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - No Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	33.33	#N/A	21					
Dec-01	0.00	#N/A	10					
Jan-02	6.67	#N/A	15					

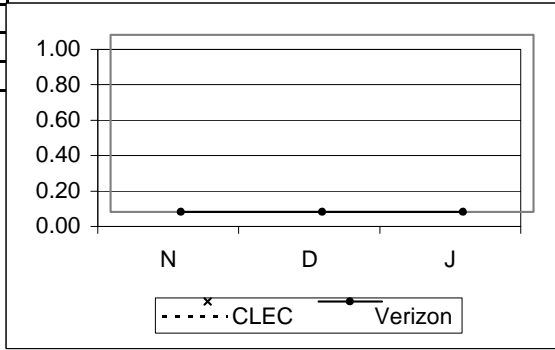


**PR-5 - Facility Missed Orders**

PR-5-01-2342	% Missed Appointment - Verizon - Facilities							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	#N/A	25					
Dec-01	0.00	#N/A	16					
Jan-02	0.00	#N/A	15					



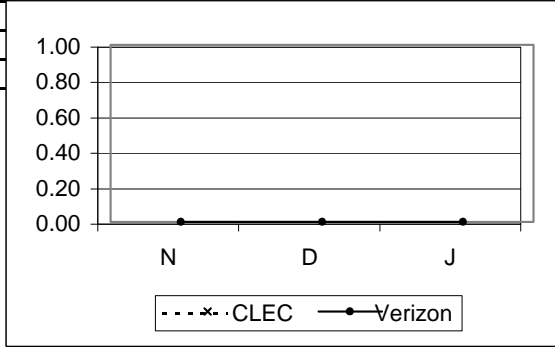
PR-5-02-2342	% Orders Held for Facilities > 15 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	#N/A	25					
Dec-01	0.00	#N/A	16					
Jan-02	0.00	#N/A	15					



**Complex Services - 2 Wire xDSL cont...**

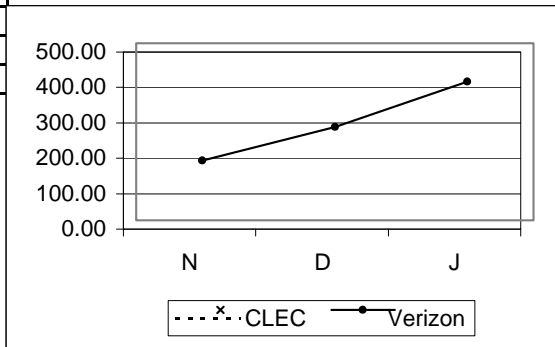
**PR-5 - Facility Missed Orders cont...**

PR-5-03-2342	% Orders Held for Facilities > 60 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	#N/A	25					
Dec-01	0.00	#N/A	16					
Jan-02	0.00	#N/A	15					

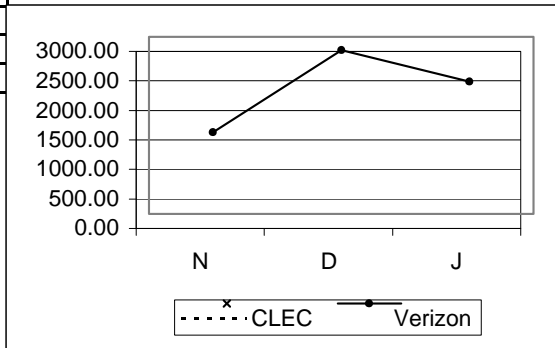


**PR-6 - Installation Quality**

PR-6-01-2342	% Installation Troubles reported within 30 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	168.42	#N/A	19					
Dec-01	263.64	#N/A	11					
Jan-02	390.91	#N/A	11					



PR-6-03-2342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	1384.21	#N/A	19					
Dec-01	2772.73	#N/A	11					
Jan-02	2245.45	#N/A	11					



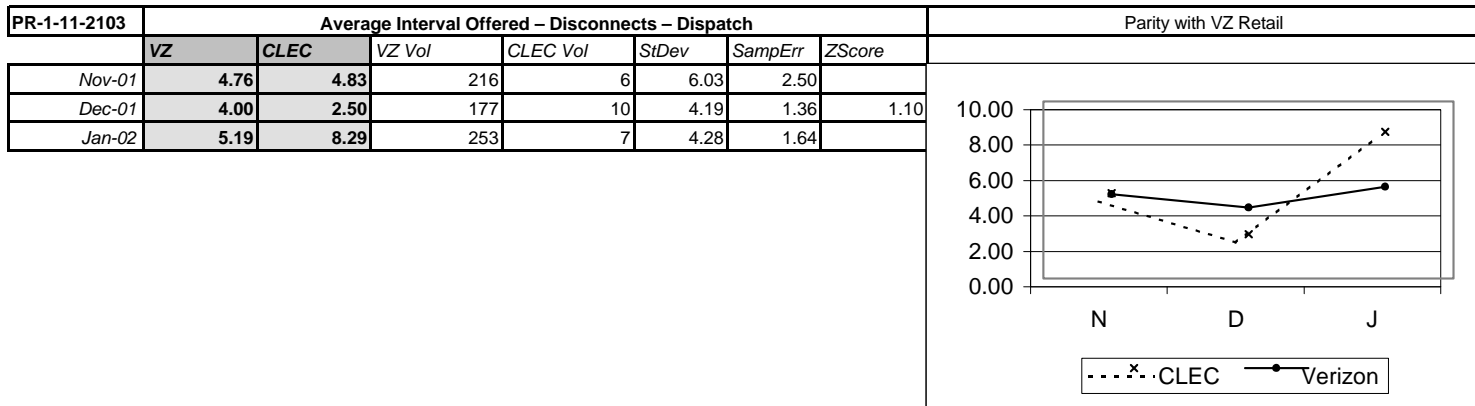
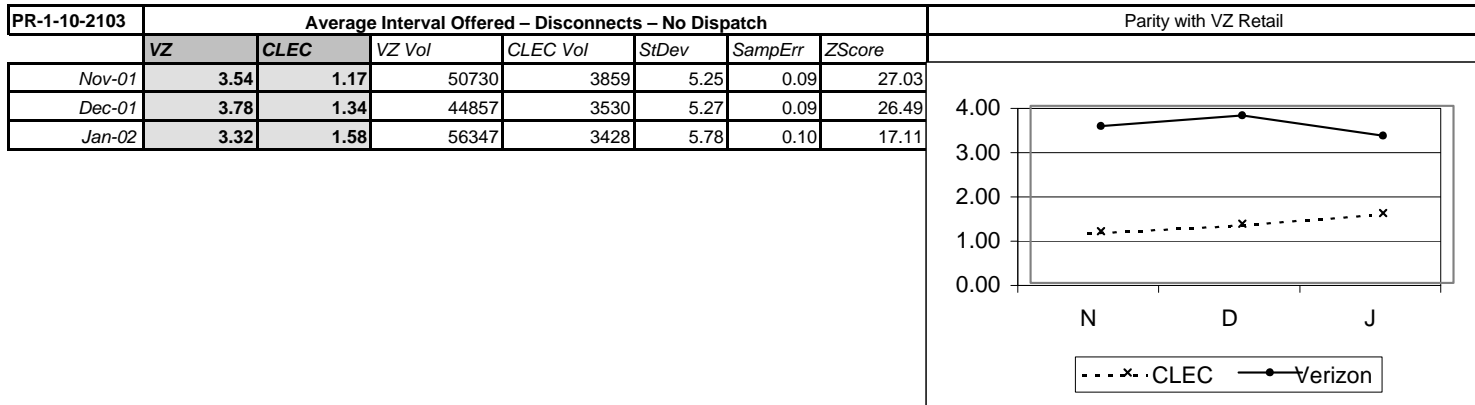
**Complex Services - 2 Wire xDSL cont...**  
**PR-8 - Open Orders in a Hold Status**

PR-8-01-2342	% Open Orders in a Hold Status > 30 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	4.00	#N/A	25					
Dec-01	12.50	#N/A	16					
Jan-02	6.67	#N/A	15					

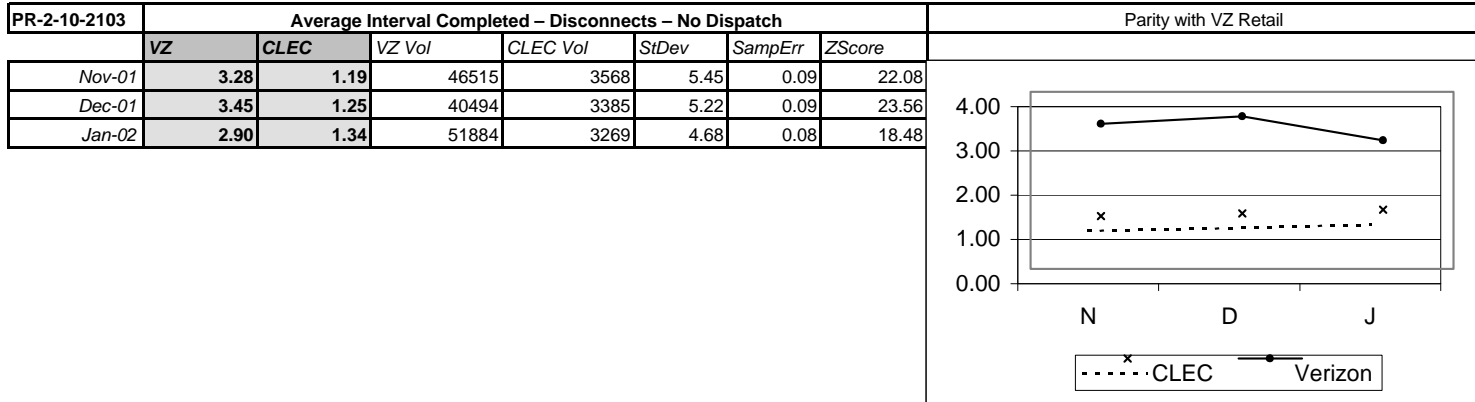
PR-8-02-2342	% Open Orders in a Hold Status > 90 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	4.00	#N/A	25					
Dec-01	6.25	#N/A	16					
Jan-02	6.67	#N/A	15					

**POTS & Complex Aggregate**

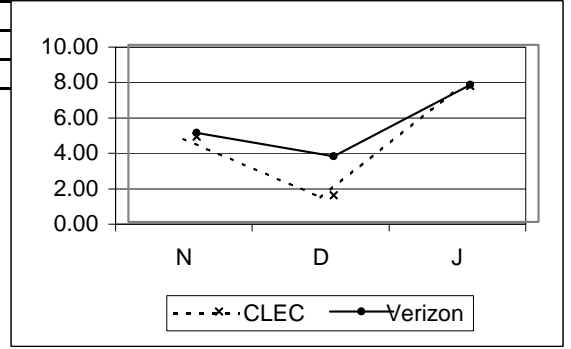
**PR-1 - Average Interval Offered**



**PR-2 - Average Completed Interval**



POTS & Complex Aggregate cont...								
PR-2 - Average Completed Interval cont...								
PR-2-11-2103	Average Interval Completed - Disconnects - Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	5.02	4.83	187	6	6.98	2.89		
Dec-01	3.71	1.50	154	8	3.95	1.43		
Jan-02	7.73	7.67	220	6	8.48	3.51		

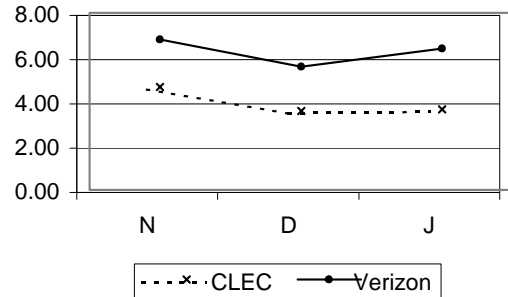


**Special Services - Provisioning**

**PR-1 - Average Interval Offered**

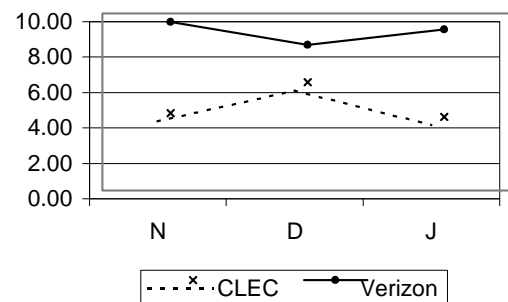
PR-1-01-2200	Average Interval Offered – Total No Dispatch							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	6.79	4.66	420	32	10.88	2.00	1.07	
Dec-01	5.56	3.57	630	23	5.61	1.19	1.67	
Jan-02	6.39	3.65	554	20	10.22	2.33	1.18	

Parity with VZ Retail



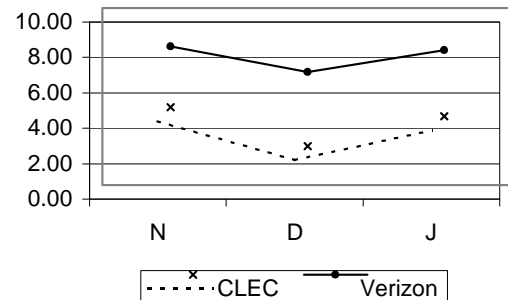
PR-1-02-2200	Average Interval Offered – Total Dispatch							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	9.52	4.36	295	14	9.23	2.52	2.04	
Dec-01	8.21	6.11	323	9	7.44	2.51		
Jan-02	9.11	4.17	314	6	8.68	3.58		

Parity with VZ Retail



PR-1-06-2210	Average Interval Offered – DS0							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	7.83	4.39	483	38	11.41	1.92	1.79	
Dec-01	6.38	2.19	729	27	6.20	1.22	3.45	
Jan-02	7.61	3.88	587	16	10.90	2.76	1.35	

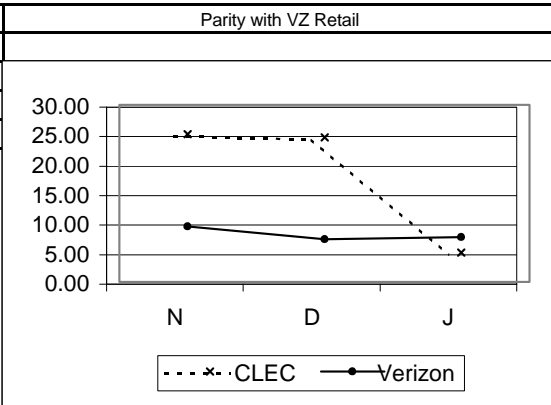
Parity with VZ Retail



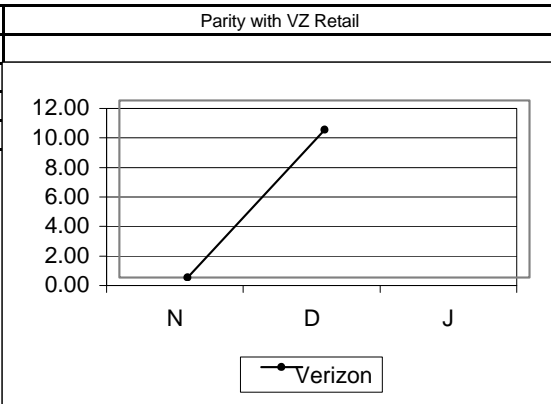
**Special Services - Provisioning cont...**

**PR-1 - Average Interval Offered cont...**

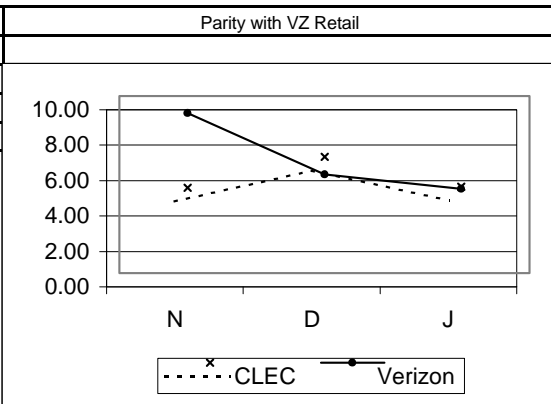
PR-1-07-2211	Average Interval Offered - DS1						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	9.44	25.00	181	1	7.76	7.78	
Dec-01	7.24	24.50	172	2	7.45	5.30	
Jan-02	7.61	5.00	213	1	7.29	7.31	



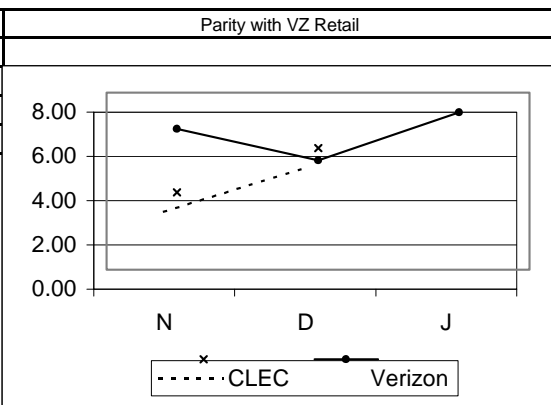
PR-1-08-2213	Average Interval Offered - DS3						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.00	#N/A	1				
Dec-01	10.00	#N/A	5		10.39		
Jan-02	#N/A	#N/A					



PR-1-10-2200	Average Interval Offered - Disconnects - No Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	9.04	4.83	1643	12	11.84	3.43	1.23
Dec-01	5.58	6.56	384	43	6.43	1.03	-0.95
Jan-02	4.77	4.88	417	25	5.44	1.12	-0.24 (P)

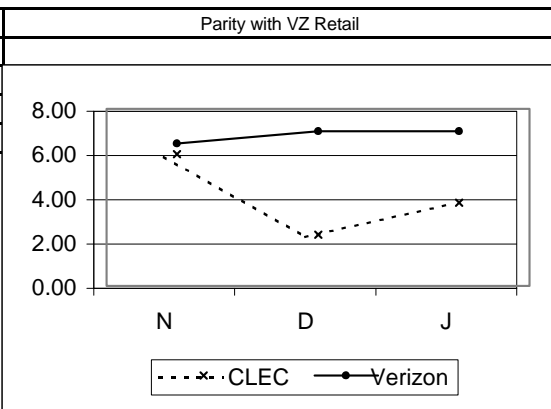


PR-1-11-2200	Average Interval Offered - Disconnects - Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	6.37	3.50	131	2	4.10	2.92	
Dec-01	4.94	5.50	52	4	3.63	1.88	
Jan-02	7.10	#N/A	83		21.28		

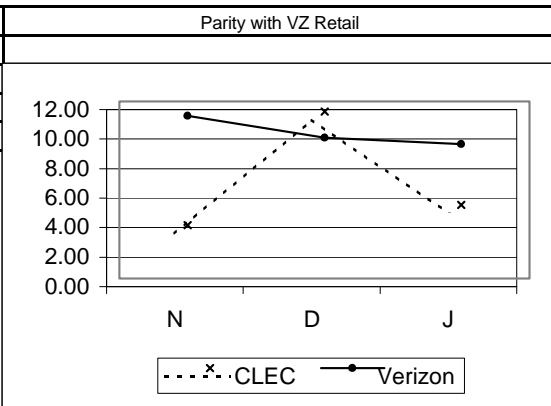


Special Services - Provisioning cont...  
PR-2 - Average Completed Interval

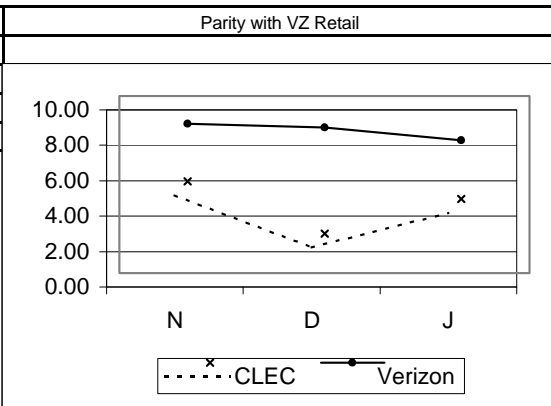
PR-2-01-2200	Average Interval Completed – Total No Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	6.44	5.96	264	24	7.77	1.66	0.29
Dec-01	6.99	2.31	302	13	8.49	2.40	1.95
Jan-02	6.99	3.75	297	16	14.23	3.65	0.89



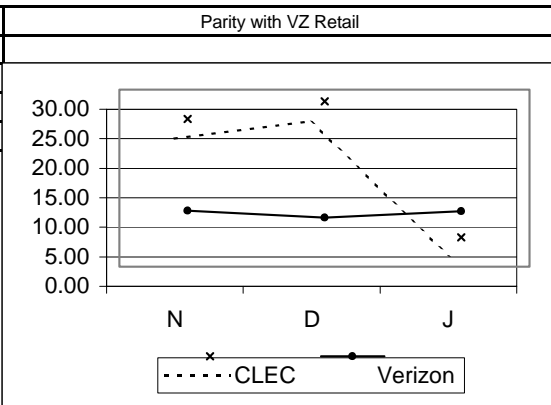
PR-2-02-2200	Average Interval Completed – Total Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	11.01	3.60	183	10	13.70	4.45	1.67
Dec-01	9.56	11.33	236	3	11.03	6.41	
Jan-02	9.11	5.00	228	4	7.96	4.01	



PR-2-06-2210	Average Interval Completed - DSO						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.44	5.18	290	28	12.50	2.47	1.32
Dec-01	8.23	2.23	382	13	10.04	2.83	2.12
Jan-02	7.50	4.18	344	11	12.76	3.91	0.85



PR-2-07-2211	Average Interval Completed – DS1						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	9.46	25.00	119	1	6.95	6.98	
Dec-01	8.27	28.00	112	1	9.20	9.24	
Jan-02	9.36	5.00	139	1	10.54	10.58	

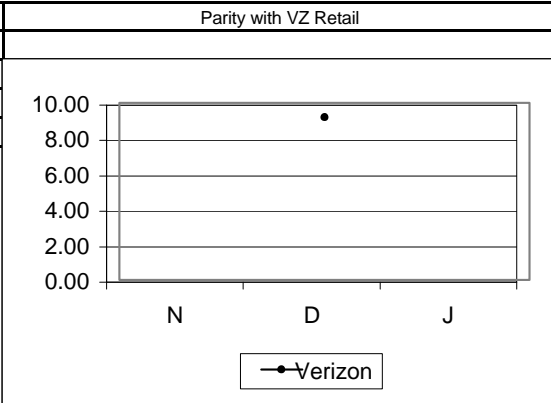




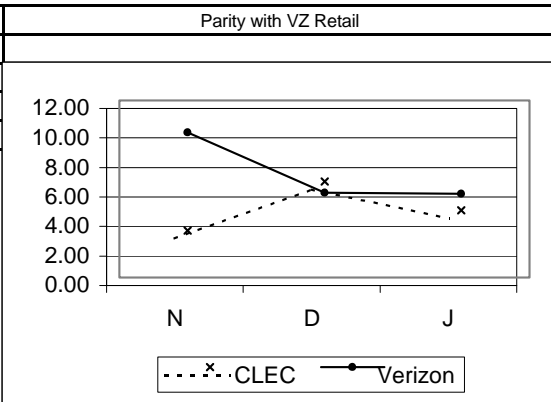
**Special Services - Provisioning cont...**

**PR-2 - Average Completed Interval cont...**

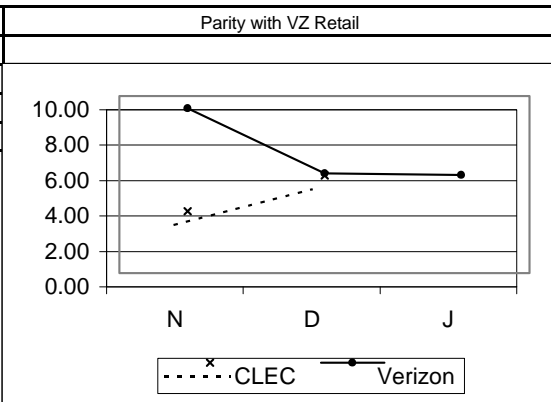
PR-2-08-2213	Average Interval Completed - DS3						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	#N/A	#N/A					
Dec-01	9.20	#N/A	5		10.83		
Jan-02	#N/A	#N/A					



PR-2-10-2200	Average Interval Completed - Disconnects - No Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	9.83	3.17	1520	6	13.15	5.38	
Dec-01	5.76	6.50	204	34	6.19	1.15	-0.65
Jan-02	5.66	4.57	293	14	6.93	1.90	0.57



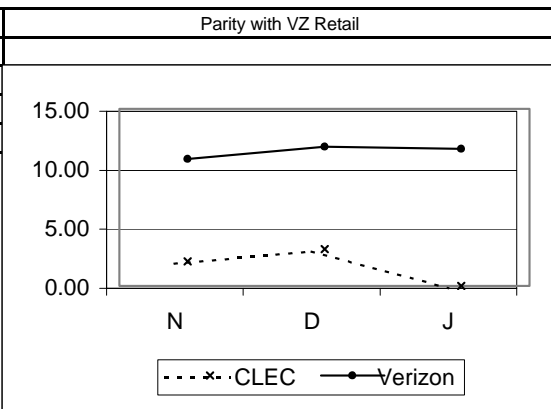
PR-2-11-2200	Average Interval Completed - Disconnects - Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	9.30	3.50	113	2	6.05	4.32	
Dec-01	5.64	5.50	28	4	3.64	1.95	
Jan-02	5.53	#N/A	76		5.54		



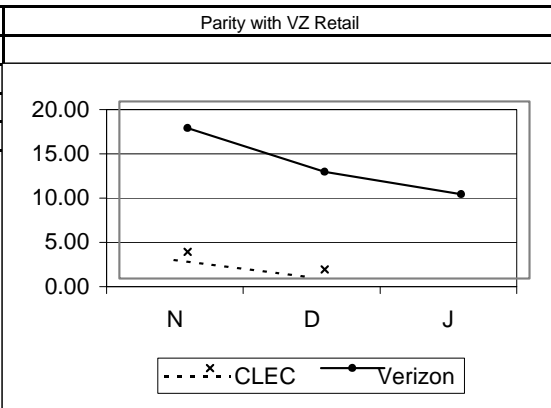
Special Services - Provisioning cont...

PR-4 - Missed Appointments

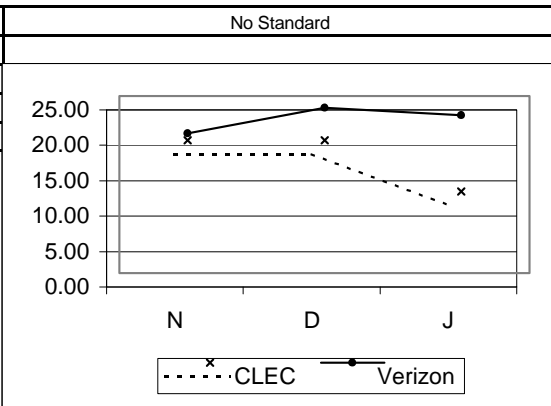
PR-4-01-2200	% Missed Appt. - VZ - Total						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	10.76	2.08	660	48		4.63	1.87
Dec-01	11.80	3.13	839	32		5.81	1.49
Jan-02	11.60	0.00	793	26		6.38	1.82



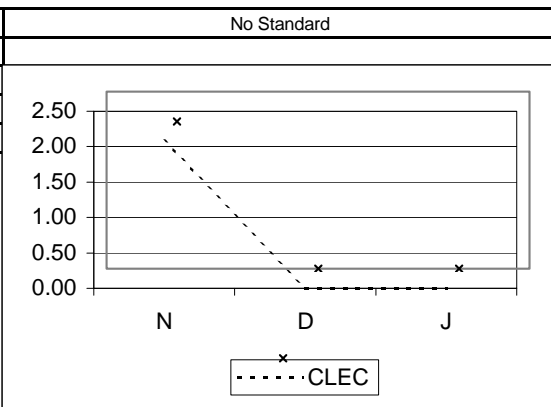
PR-4-02-2200	Average Delay Days - Total						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	17.00	3.00	71	1	64.80	65.25	
Dec-01	12.07	1.00	99	1	25.43	25.56	
Jan-02	9.54	#N/A	92		16.70		



PR-4-03-2200	% Missed Appt. - Customer						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	19.70	18.75	660	48			
Dec-01	23.36	18.75	839	32			
Jan-02	22.32	11.54	793	26			



PR-4-08-2200	% Missed Appt. - Customer - Due to Late Order Confirmation						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		2.08		48			
Dec-01		0.00		32			
Jan-02		0.00		26			

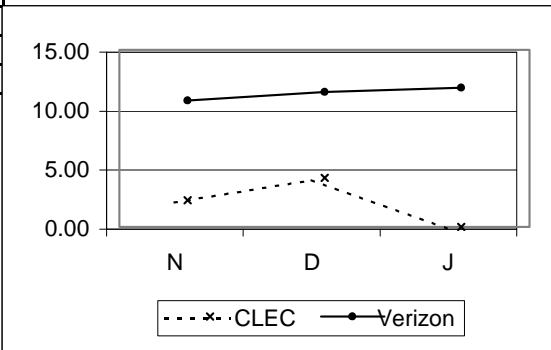


**Special Services - Provisioning cont...**

**PR-4 - Missed Appointments cont...**

**PR-4-09-2200 % Missed Appt. - VZ - Standard Interval (W Coded) Orders -Total Parity with VZ Retail**

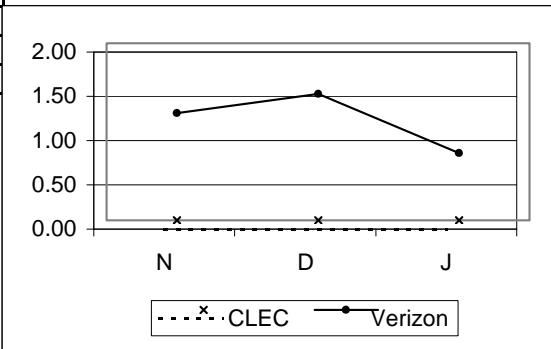
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	10.71	2.27	616	44		4.83	1.75
Dec-01	11.44	4.17	769	24		6.60	1.10
Jan-02	11.78	0.00	747	22		6.97	1.69



**PR-5- Facility Missed Orders**

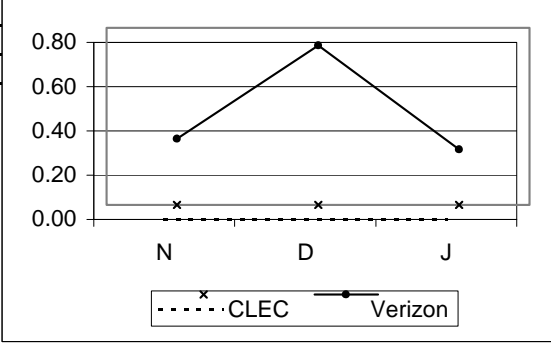
**PR-5-01-2200 % Missed Appointment - Verizon - Facilities Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	1.21	0.00	660	48		1.63	0.74
Dec-01	1.43	0.00	839	32		2.14	0.67
Jan-02	0.76	0.00	793	26		1.73	0.44



**PR-5-02-2200 % Orders Held for Facilities > 15 Days Parity with VZ Retail**

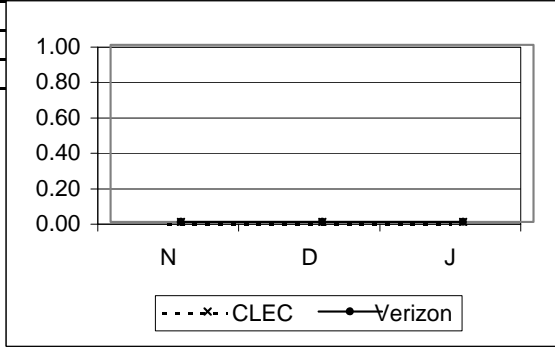
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.30	0.00	660	48		0.82	0.37
Dec-01	0.72	0.00	839	32		1.52	0.47
Jan-02	0.25	0.00	793	26		1.00	0.25



**Special Services - Provisioning cont...**

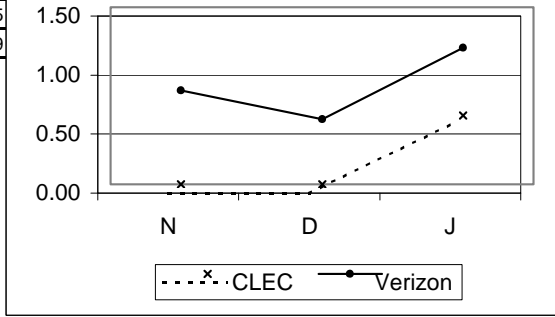
**PR-5- Facility Missed Orders cont...**

PR-5-03-2200	% Orders Held for Facilities > 60 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	0.00	660	48		0.00		
Dec-01	0.00	0.00	839	32		0.00		
Jan-02	0.00	0.00	793	26		0.00		

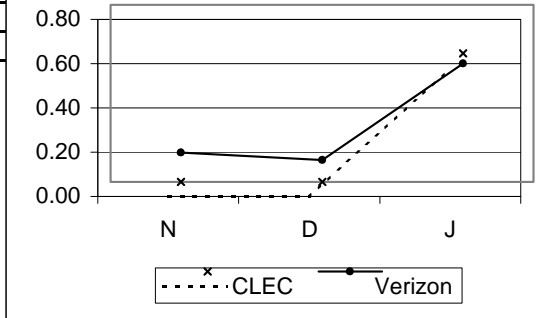


**PR-6- Installation Quality**

PR-6-01-2200	% Installation Troubles reported within 30 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.79	0.00	3023	395		0.47	1.67	
Dec-01	0.55	0.00	7065	77		0.85	0.65	
Jan-02	1.16	0.58	3366	172		0.84	0.69	



PR-6-03-2200	% Installation Troubles reported within 30 Days - FOK/TOK/CPE							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.13	0.00	3023	395				
Dec-01	0.10	0.00	7065	77				
Jan-02	0.53	0.58	3366	172				



Special Services - Provisioning cont...

PR-8 - Open Orders in a Hold Status

PR-8-01-2200	% Open Orders in a Hold Status > 30 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	2.88	0.00	660	48		2.50	1.15	
Dec-01	1.79	0.00	839	32		2.39	0.75	
Jan-02	1.26	0.00	793	26		2.22	0.57	

PR-8-02-2200	% Open Orders in a Hold Status > 90 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	1.06	0.00	660	48		1.53	0.69	
Dec-01	0.60	0.00	839	32		1.39	0.43	
Jan-02	0.63	0.00	793	26		1.58	0.40	

**Legend**

NA = No Activity  
 NEF = No Existing Functionality  
 RQ = Reported Quarterly  
 R3 = Run 3 times per year  
 TBD = Performance metric is to be determined  
 UD = Performance metric is under development  
 UR = Performance metric is under review

EEL - DS1 EEL Loop = 1-10 Loops: 10 Days  
 = 11+ Loops: Negotiated  
 = No Facilities: ECCD + 10 Days  
 = Facility Check: 72 Hours (In addition to 15 day interval)

EEL - DS3 EEL Loop = 1-10 Loops: Loop Facility Availability Date + 15 Days  
 = 11+ Loops: Negotiated  
 = No Facilities: ECCD + 15 Days  
 = Facility Check: 72 Hours (In addition to 15 day interval)

IOF = Facilities Available (Quantity 1-8): 15 days\*  
 = Facilities Available (Quantity >8): Negotiated  
 = Facilities not available: Negotiated  
 = Facilities Check: 72 Hours

\* PO-1-XX-EDI = During the month of December there were 2 EnView EDI failures. In accordance with the Guidelines, the transactions associated with these failures have been excluded from the performance results. On December 19, there was an EnView EDI reject CSR transaction with a response time of 4,294,966.47 seconds. It is excluded from the reported CLEC Aggregate results for PO-1-07 Average Response Time-Rejected Query-EDI. In addition, from 6am to 10pm on December 26, 2001 and from 6am to 10:45am on December 27, 2001, Wholesale PO-1-07 Average Response Time- Rejected Query-EDI transactions, were invalid due to a failure of the network connection from Enview to EDI and are excluded from the metric calculation. ( Inclusion of these transactions would have produced a performance result of 677.95 for CLEC Aggregate PO-1-07 EDI.) Also, due to the EnView EDI network failure, wholesale data for EDI transactions for PO-1 thru PO-1-06, PO-1-08, PO-1-09 metrics were not available from 6am to 10pm on December 26, 2001 and from 6am to 10:45am on December 27, 2001.

Verizon - VA

Carrier to Carrier Performance Standards and Reports Summary November 2001 - January 2002

CLEC Aggregate Performance  
Resale (Maintenance) - POTS/Special Services

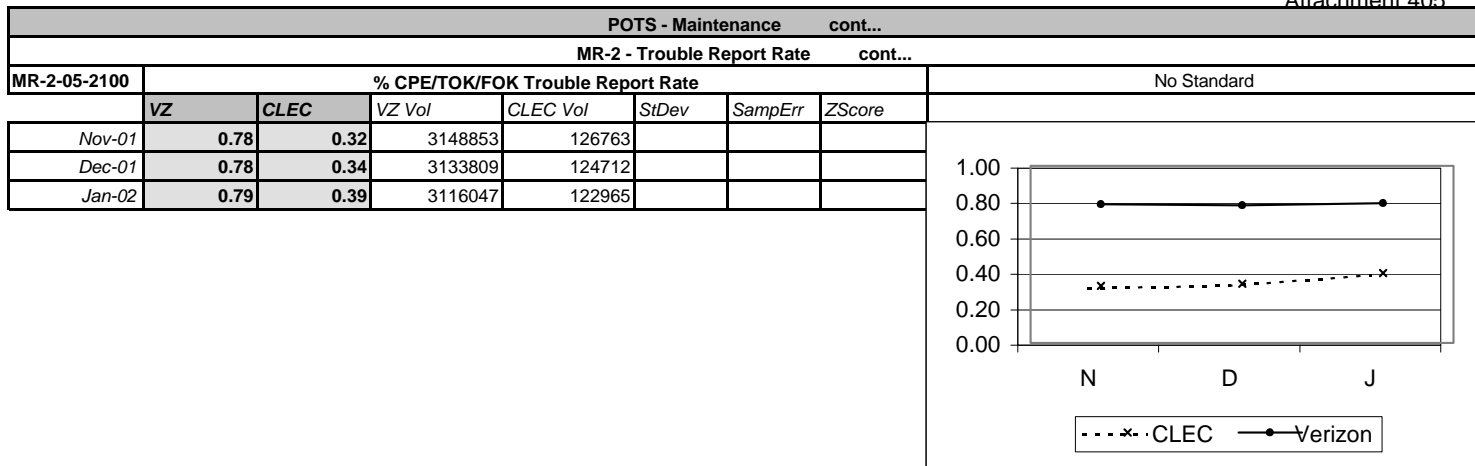
POTS - Maintenance

MR-2 - Trouble Report Rate

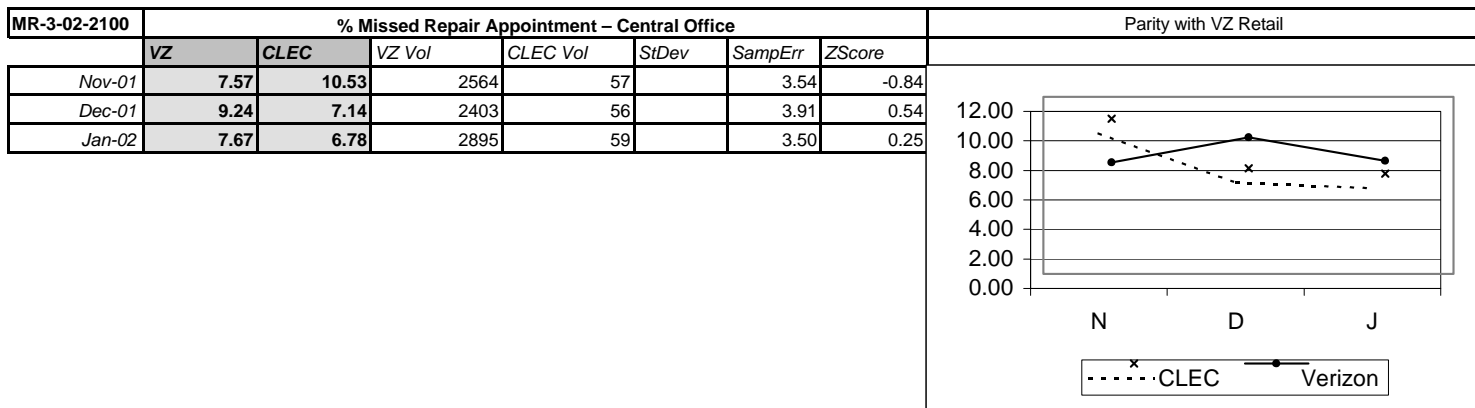
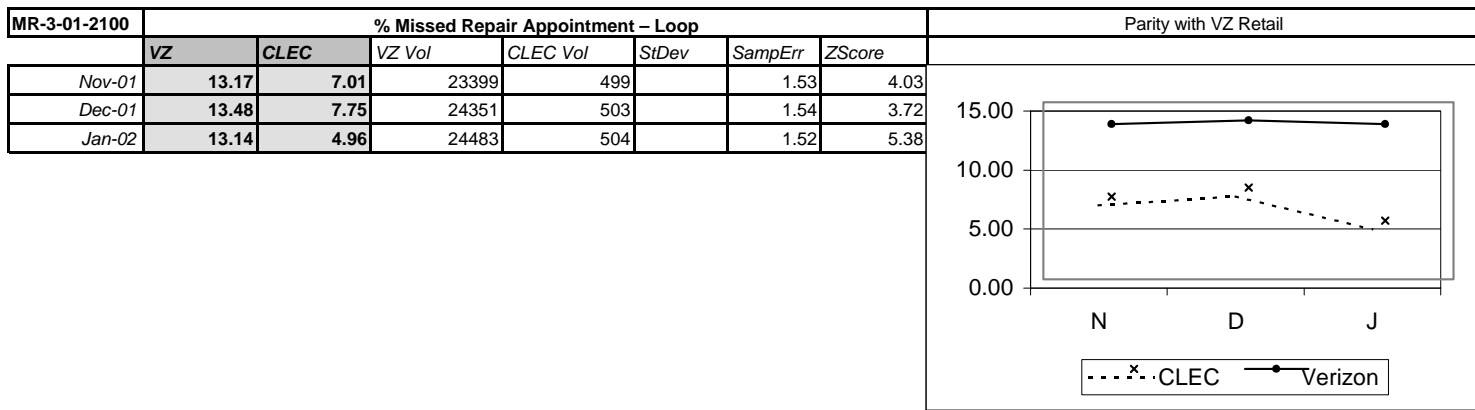
MR-2-02-2100	Network Trouble Report Rate - Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.74	0.39	3148853	126763		0.02	14.20	
Dec-01	0.78	0.40	3133809	124712		0.03	14.74	
Jan-02	0.79	0.41	3116047	122965		0.03	14.64	

MR-2-03-2100	Network Trouble Report Rate - Central Office							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.08	0.04	3148853	126763		0.01	4.46	
Dec-01	0.08	0.04	3133809	124712		0.01	3.98	
Jan-02	0.09	0.05	3116047	122965		0.01	5.07	

MR-2-04-2100	% Subsequent Reports							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	3.92	3.30	27021	575				
Dec-01	3.70	1.76	27783	569				
Jan-02	3.24	1.23	28295	570				



**MR-3 - Missed Repair Appointments**

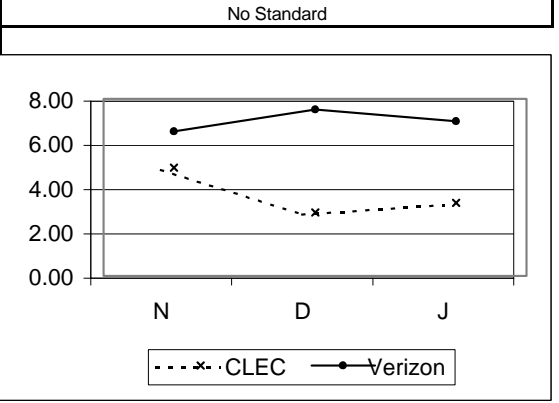




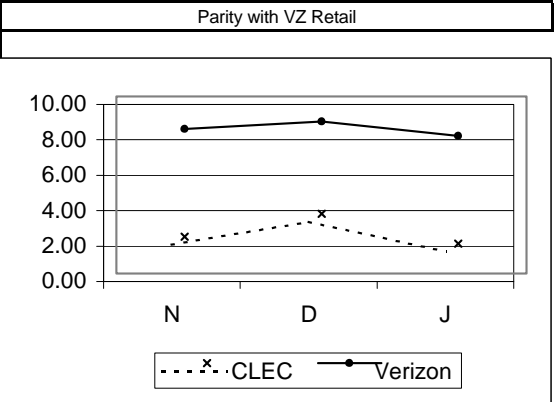
**POTS - Maintenance cont...**

**MR-3 - Missed Repair Appointments cont...**

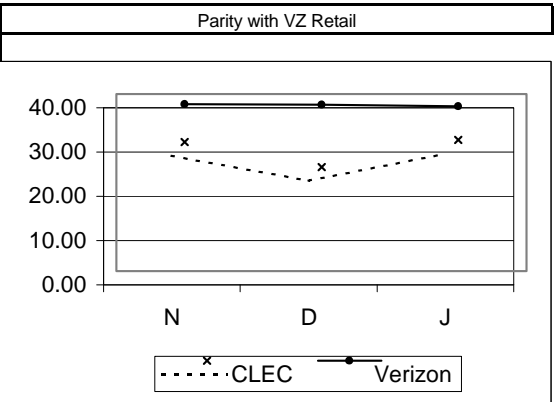
MR-3-03-2100	% Missed Repair Appointment — CPE /TOK/FOK						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	6.52	4.88	24630	410			
Dec-01	7.51	2.87	24316	418			
Jan-02	7.00	3.31	24627	484			



MR-3-04-2100	% Missed Repair Appointment — No Double Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.16	2.07	17936	434		1.33	4.58
Dec-01	8.59	3.36	18710	447		1.34	3.90
Jan-02	7.76	1.69	19015	474		1.24	4.88



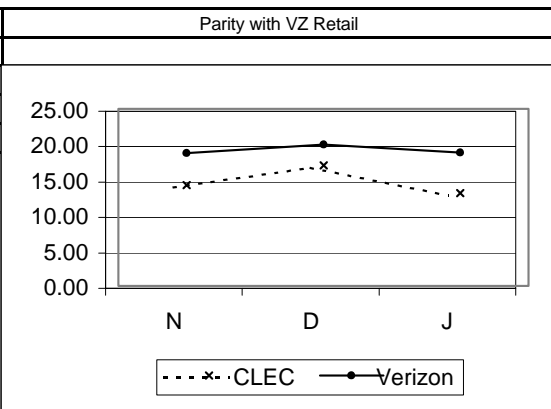
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	37.66	29.11	3914	79		5.51	1.55
Dec-01	37.58	23.47	4590	98		4.94	2.85
Jan-02	37.19	29.58	4334	71		5.78	1.32



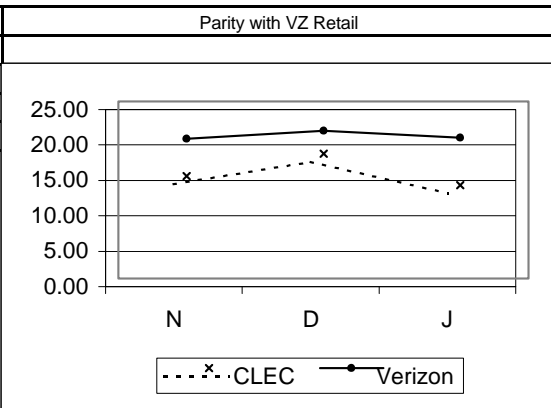
POTS - Maintenance cont...

MR-4 - Trouble Duration Intervals

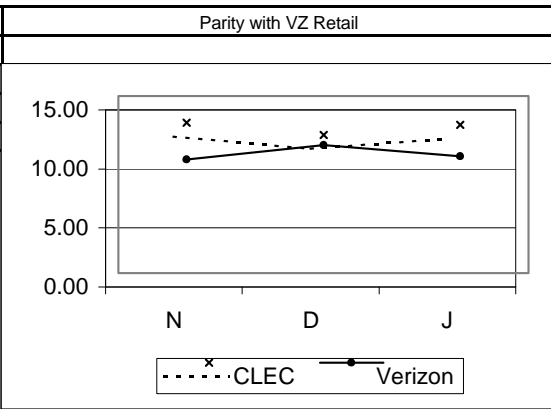
MR-4-01-2100	Mean Time To Repair - Total						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	18.73	14.26	25963	556	23.26	1.00	4.49
Dec-01	19.99	17.05	26754	559	24.48	1.05	2.81
Jan-02	18.84	13.10	27378	563	26.15	1.11	5.16



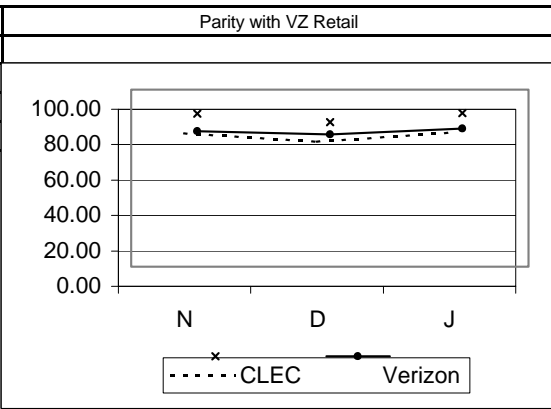
MR-4-02-2100	Mean Time to Repair - Loop Trouble						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	19.73	14.43	23399	499	23.44	1.06	5.00
Dec-01	20.89	17.64	24351	503	24.80	1.12	2.91
Jan-02	19.90	13.16	24483	504	26.93	1.21	5.57



MR-4-03-2100	Mean Time To Repair - Central Office Trouble						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	9.61	12.75	2564	57	19.27	2.58	-1.22
Dec-01	10.83	11.71	2403	56	18.72	2.53	-0.35
Jan-02	9.89	12.58	2895	59	15.65	2.06	-1.31



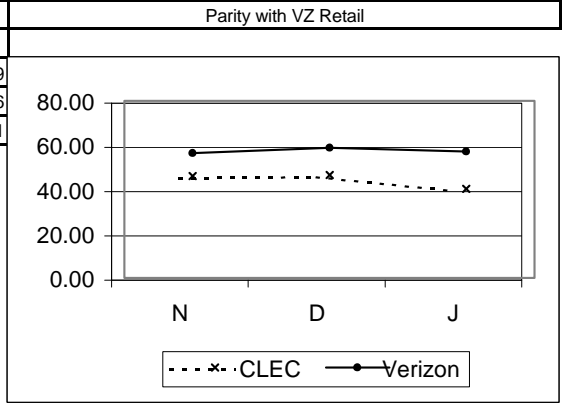
MR-4-04-2100	% Cleared (all troubles) within 24 Hours						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	76.52	86.51	25963	556		1.82	5.50
Dec-01	74.58	81.75	26754	559		1.86	3.85
Jan-02	77.95	86.86	27378	563		1.77	5.05



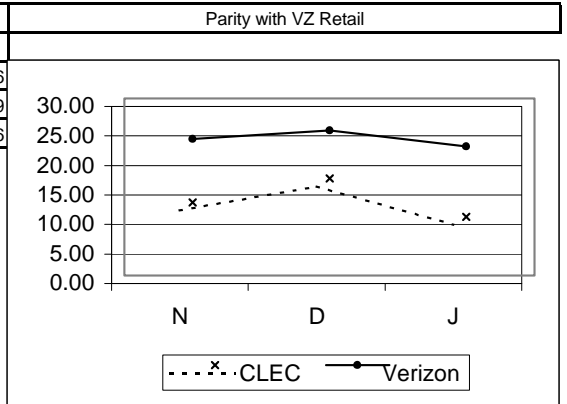
**POTS - Maintenance cont...**

**MR-4 - Trouble Duration Intervals cont...**

MR-4-07-2100	% Out of Service > 12 hours						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	56.28	45.97	15475	459		2.35	4.39
Dec-01	58.76	46.54	15964	462		2.32	5.26
Jan-02	57.15	40.28	16204	422		2.44	6.91

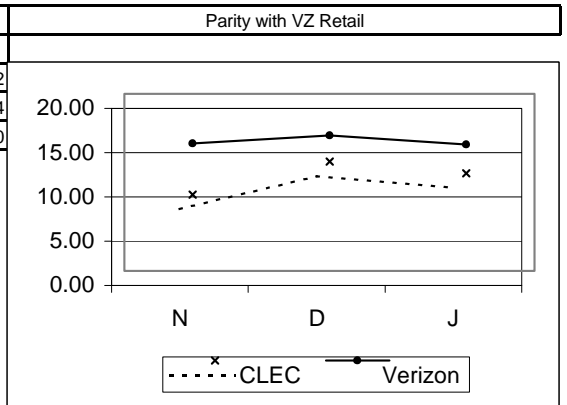


MR-4-08-2100	% Out of Service > 24 Hours						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	23.13	12.42	15475	459		2.00	5.36
Dec-01	24.56	16.45	15964	462		2.03	3.99
Jan-02	21.90	9.95	16204	422		2.04	5.86



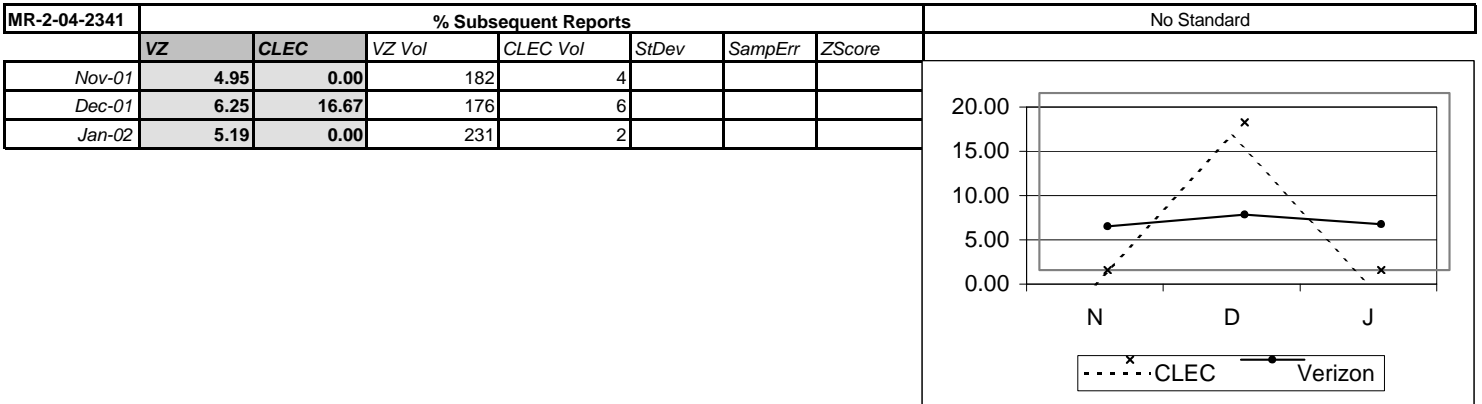
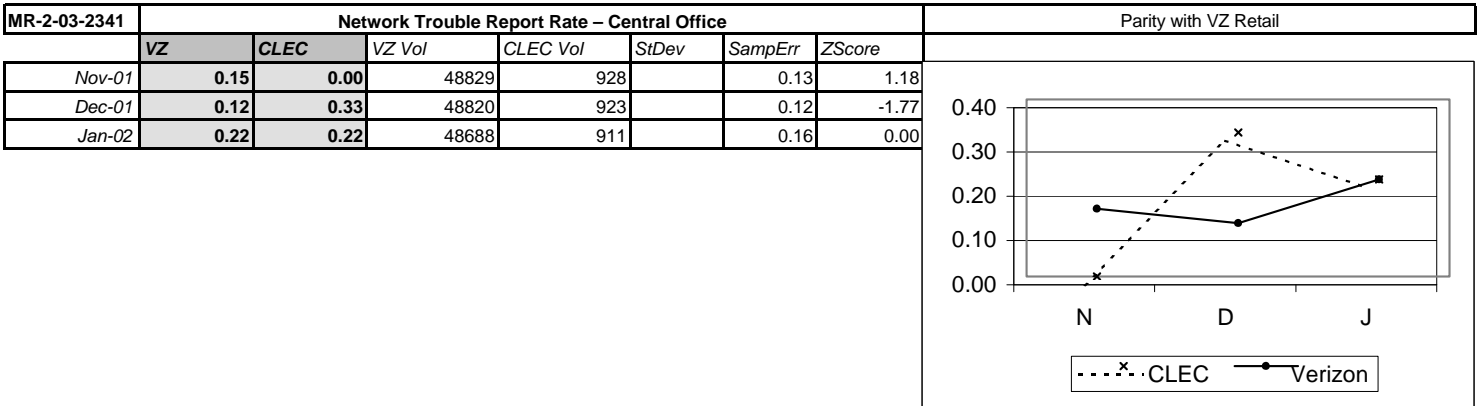
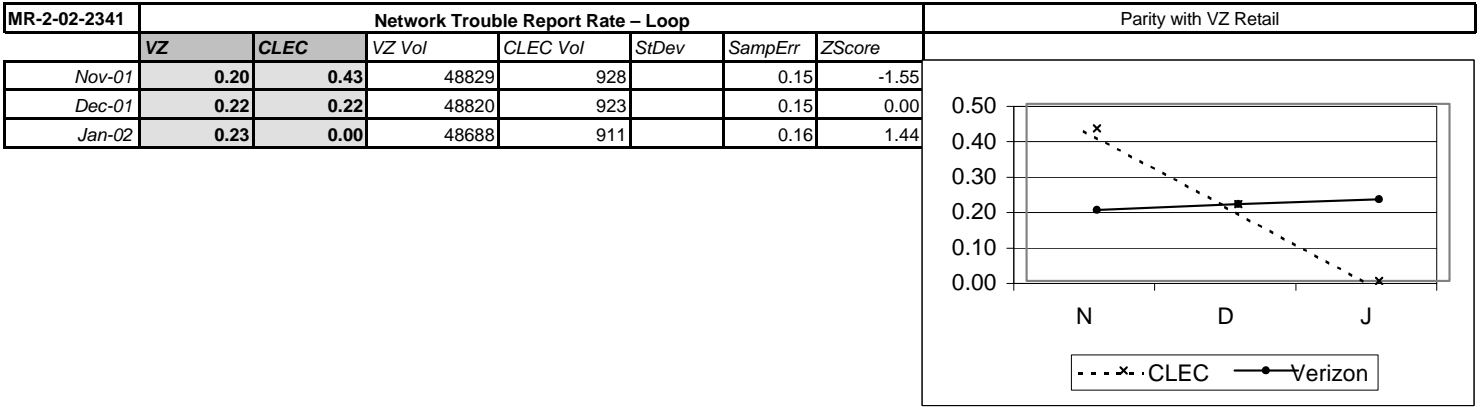
**MR-5 - Repeat Trouble Reports**

MR-5-01-2100	% Repeat Reports within 30 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	14.37	8.63	25963	556		1.50	3.82
Dec-01	15.32	12.34	26754	559		1.54	1.94
Jan-02	14.29	11.01	27378	563		1.49	2.20



**Complex Services - 2 Wire Digital**

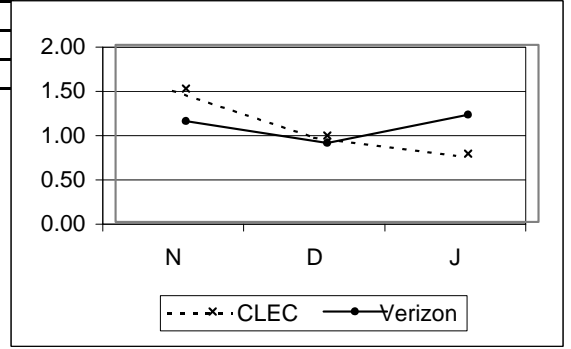
**MR-2 - Trouble Report Rate**



**Complex Services - 2 Wire Digital cont...**

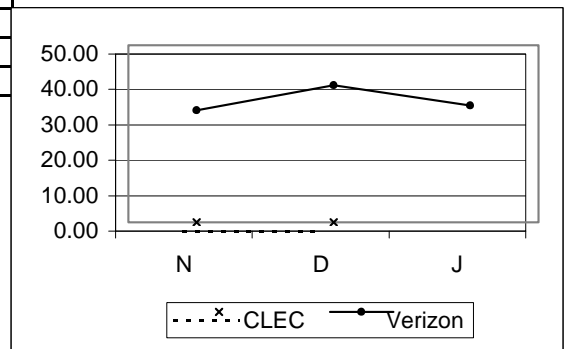
**MR-2 - Trouble Report Rate cont...**

MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	1.14	1.51	48829	928				
Dec-01	0.89	0.98	48820	923				
Jan-02	1.21	0.77	48688	911				

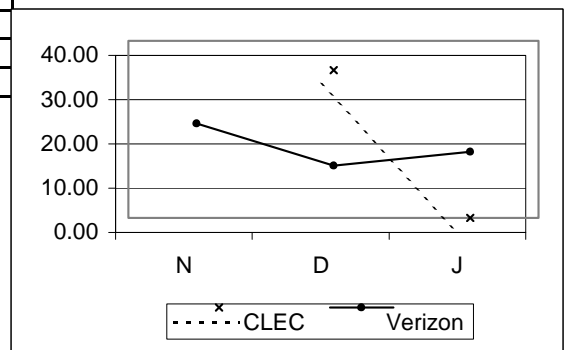


**MR-3 - Missed Repair Appointments**

MR-3-01-2341	% Missed Repair Appointment – Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	31.63	0.00	98	4	4	23.72		
Dec-01	38.68	0.00	106	2	2	34.76		
Jan-02	33.04	#N/A	112					



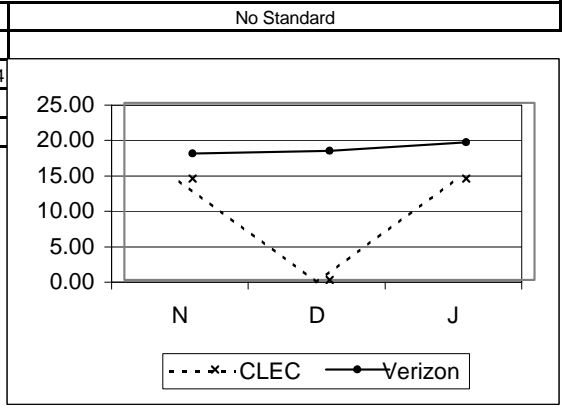
MR-3-02-2341	% Missed Repair Appointment – Central Office							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	21.33	#N/A	75					
Dec-01	11.86	33.33	59	3	3	19.14		
Jan-02	14.95	0.00	107	2	2	25.45		



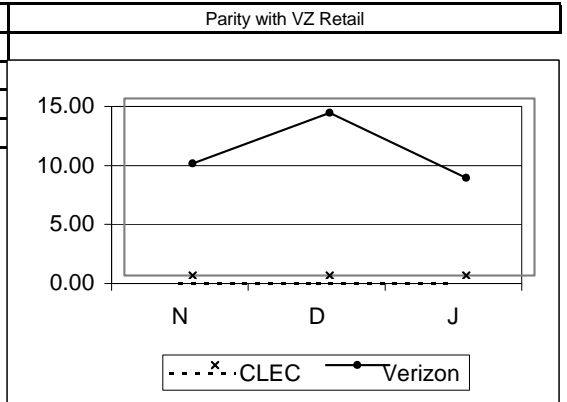
**Complex Services - 2 Wire Digital cont...**

**MR-3 - Missed Repair Appointments cont...**

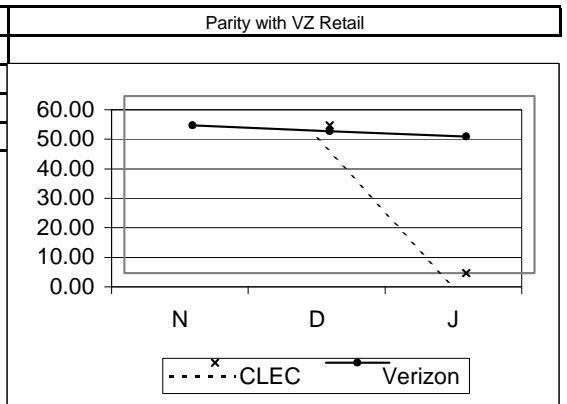
MR-3-03-2341	% Missed Repair Appointment — CPE /TOK/FOK							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	17.84	14.29	555	14		10.36	0.34	
Dec-01	18.20	0.00	434	9		12.99		
Jan-02	19.46	14.29	591	7		15.05		



MR-3-04-2341	% Missed Repair Appointment — No Double Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	9.47	0.00	95	4		14.95		
Dec-01	13.79	0.00	87	3		20.25		
Jan-02	8.26	0.00	121	1		27.64		



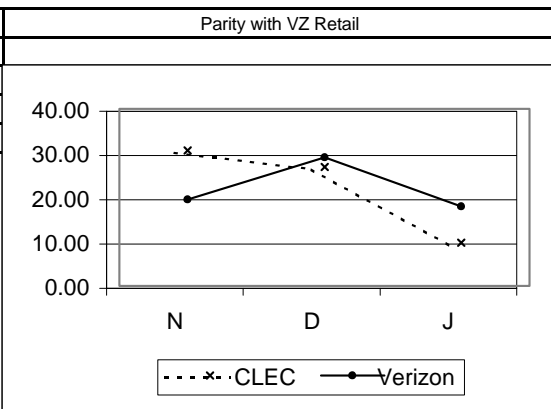
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	50.00	#N/A	72					
Dec-01	48.00	50.00	75	2		35.79		
Jan-02	46.24	0.00	93	1		50.13		



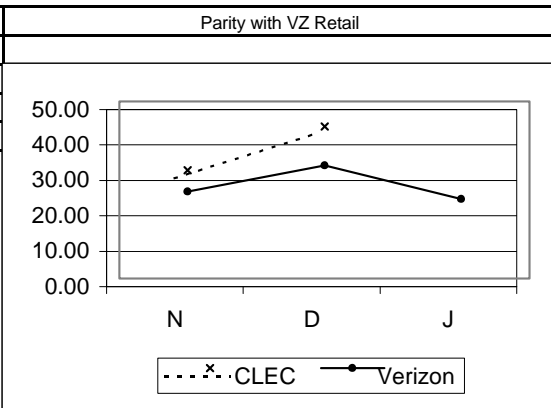
Complex Services - 2 Wire Digital cont...

MR-4 - Trouble Duration Intervals

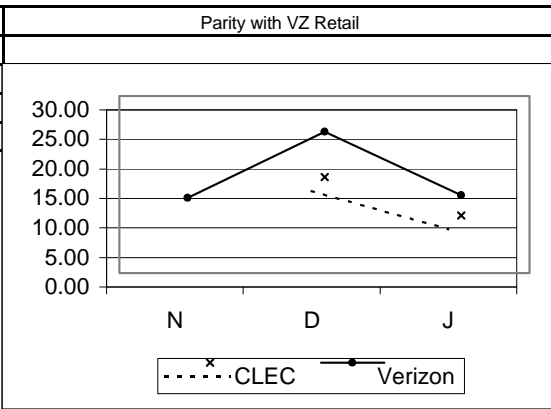
MR-4-01-2341	Mean Time To Repair - Total						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	19.47	30.63	173	4	25.02	12.65	
Dec-01	29.06	26.92	165	5	42.31	19.21	
Jan-02	17.93	9.74	219	2	22.00	15.63	



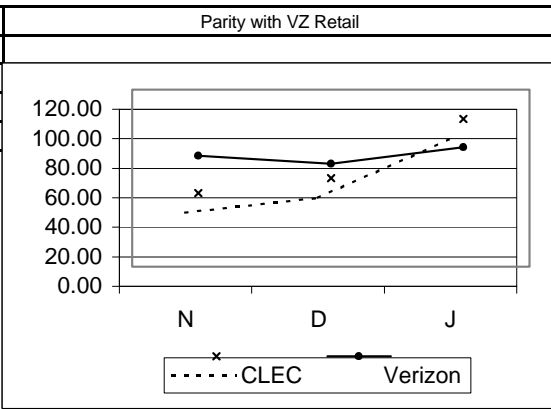
MR-4-02-2341	Mean Time to Repair - Loop Trouble						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	24.60	30.63	98	4	28.48	14.53	
Dec-01	31.93	42.93	106	2	36.94	26.36	
Jan-02	22.48	#N/A	112		23.37		



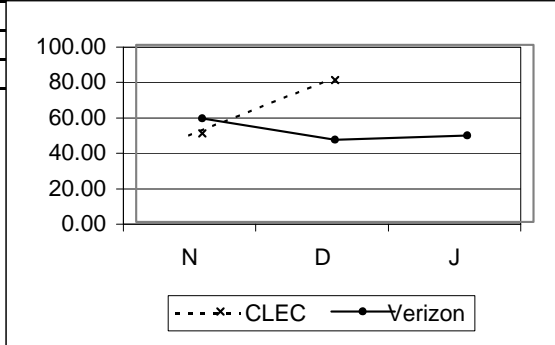
MR-4-03-2341	Mean Time To Repair - Central Office Trouble						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	12.75	#N/A	75		17.64		
Dec-01	23.91	16.26	59	3	50.50	29.89	
Jan-02	13.17	9.74	107	2	19.47	13.89	



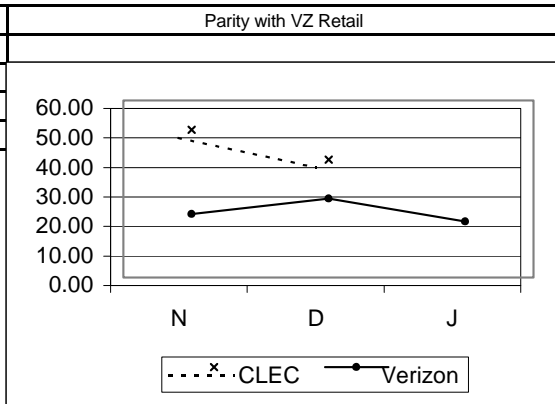
MR-4-04-2341	% Cleared (all troubles) within 24 Hours						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	75.14	50.00	173	4	21.86		
Dec-01	69.70	60.00	165	5	20.86		
Jan-02	80.82	100.00	219	2	27.97		



Complex Services - 2 Wire Digital cont...								
MR-4 - Trouble Duration Intervals cont...								
MR-4-07-2341	% Out of Service > 12 hours							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	58.46	50.00	65	2		35.38		
Dec-01	46.34	80.00	82	5		22.97		
Jan-02	48.81	#N/A	84					

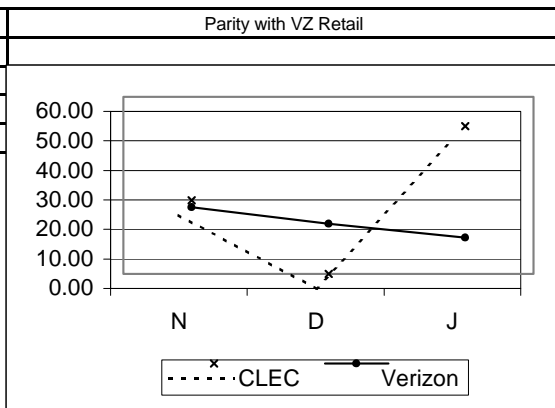


MR-4-08-2341							
% Out of Service > 24 Hours							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	21.54	50.00	65	2		29.51	
Dec-01	26.83	40.00	82	5		20.41	
Jan-02	19.05	#N/A	84				



MR-5 - Repeat Trouble Reports

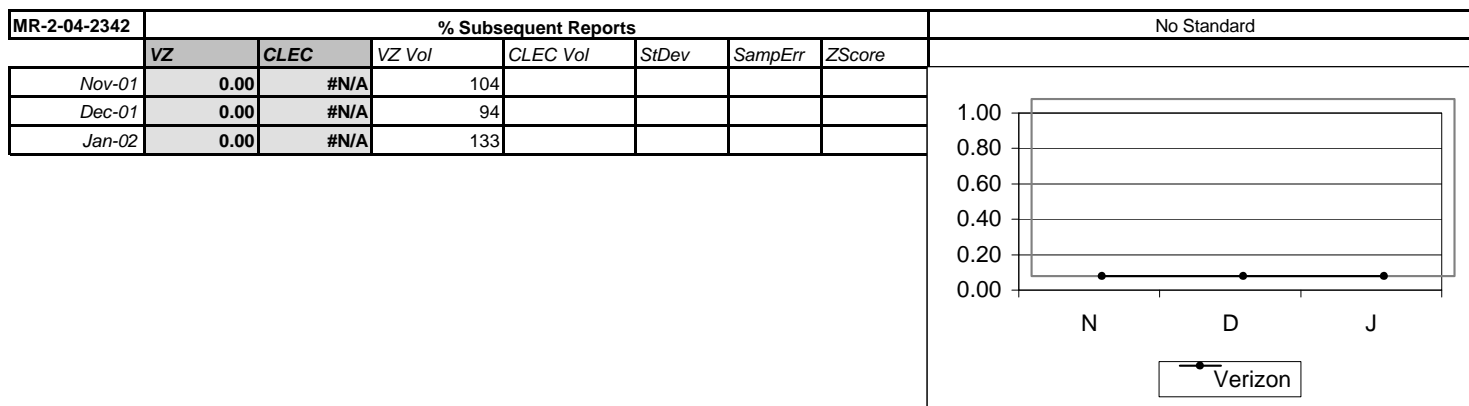
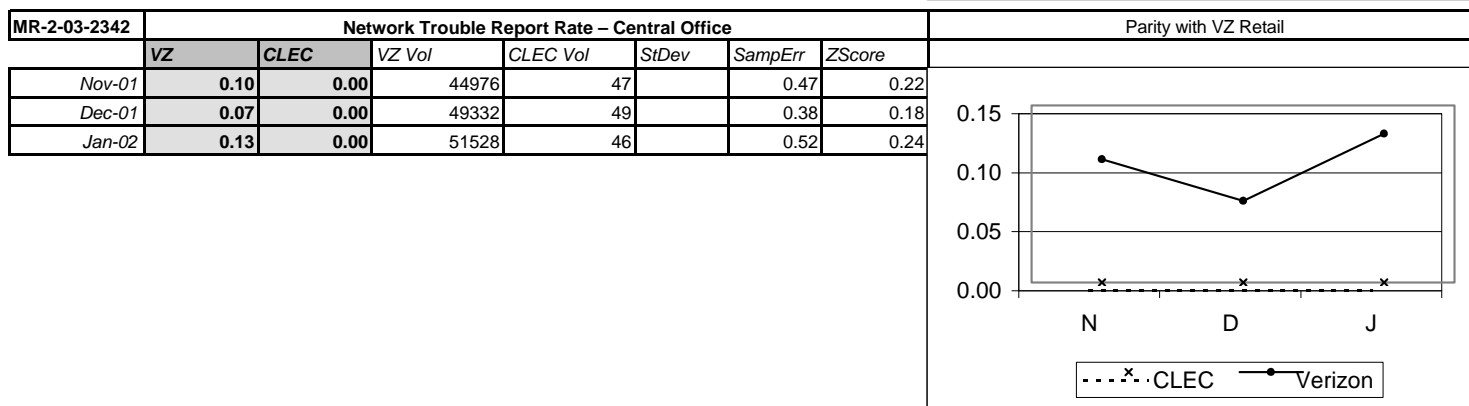
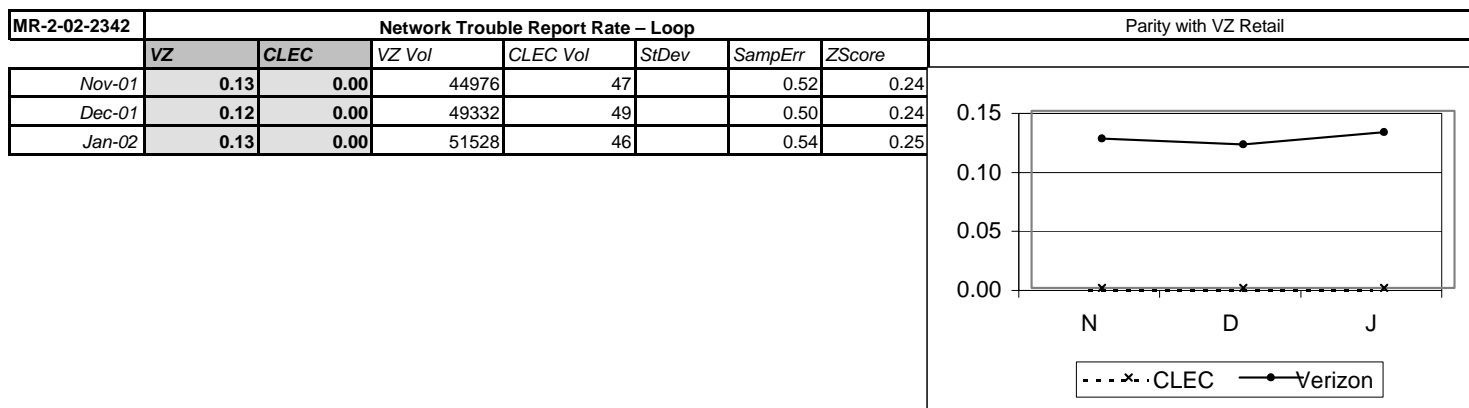
MR-5-01-2341							
% Repeat Reports within 30 Days							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	22.54	25.00	173	4		21.13	
Dec-01	16.97	0.00	165	5		17.04	
Jan-02	12.33	50.00	219	2		23.35	





**Complex Services - 2 Wire xDSL**

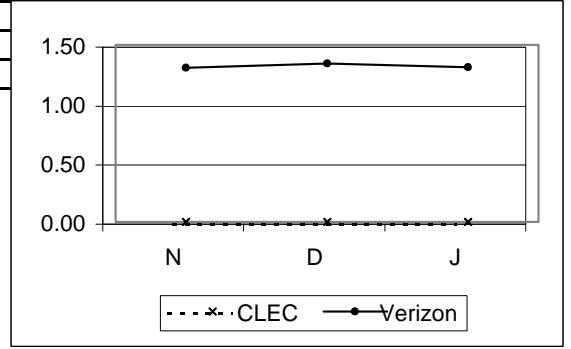
**MR-2 - Trouble Report Rate**



**Complex Services - 2 Wire xDSL cont...**

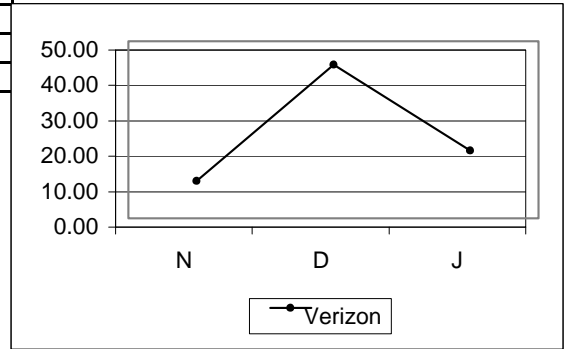
**MR-2 - Trouble Report Rate cont...**

MR-2-05-2342	% CPE/TOK/FOK Trouble Report Rate							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	1.31	0.00	44976	47				
Dec-01	1.34	0.00	49332	49				
Jan-02	1.31	0.00	51528	46				

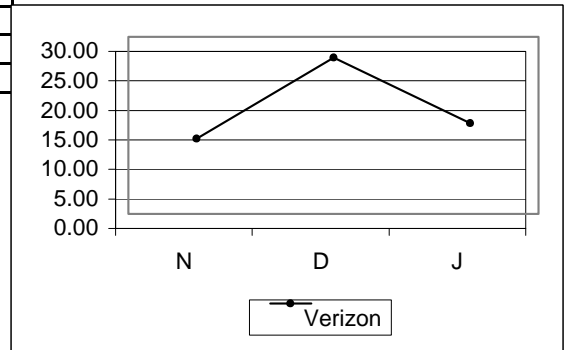


**MR-3 - Missed Repair Appointments**

MR-3-01-2342	% Missed Repair Appointment – Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	10.53	#N/A	57					
Dec-01	43.33	#N/A	60					
Jan-02	19.12	#N/A	68					



MR-3-02-2342	% Missed Repair Appointment – Central Office							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	12.77	#N/A	47					
Dec-01	26.47	#N/A	34					
Jan-02	15.38	#N/A	65					

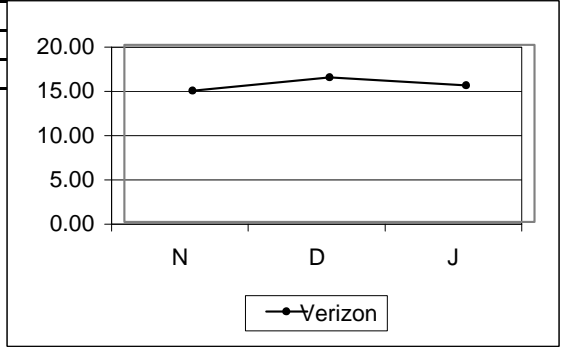


**Complex Services - 2 Wire xDSL cont...**

**MR-3 - Missed Repair Appointments cont...**

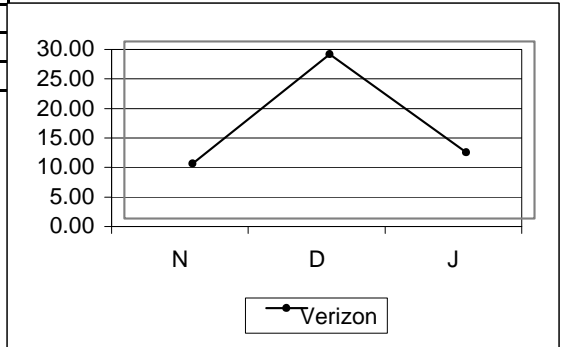
**MR-3-03-2342 % Missed Repair Appointment — CPE /TOK/FOK No Standard**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	14.80	#N/A	588				
Dec-01	16.34	#N/A	661				
Jan-02	15.43	#N/A	674				



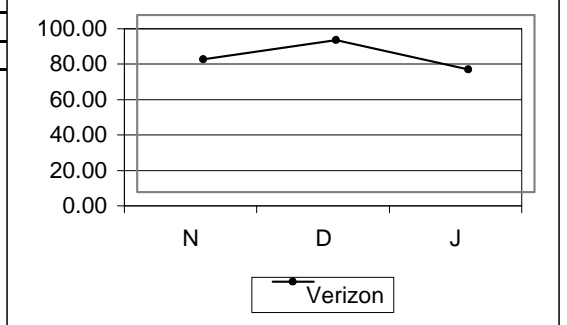
**MR-3-04-2342 % Missed Repair Appointment — No Double Dispatch Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	9.28	#N/A	97				
Dec-01	27.85	#N/A	79				
Jan-02	11.21	#N/A	116				



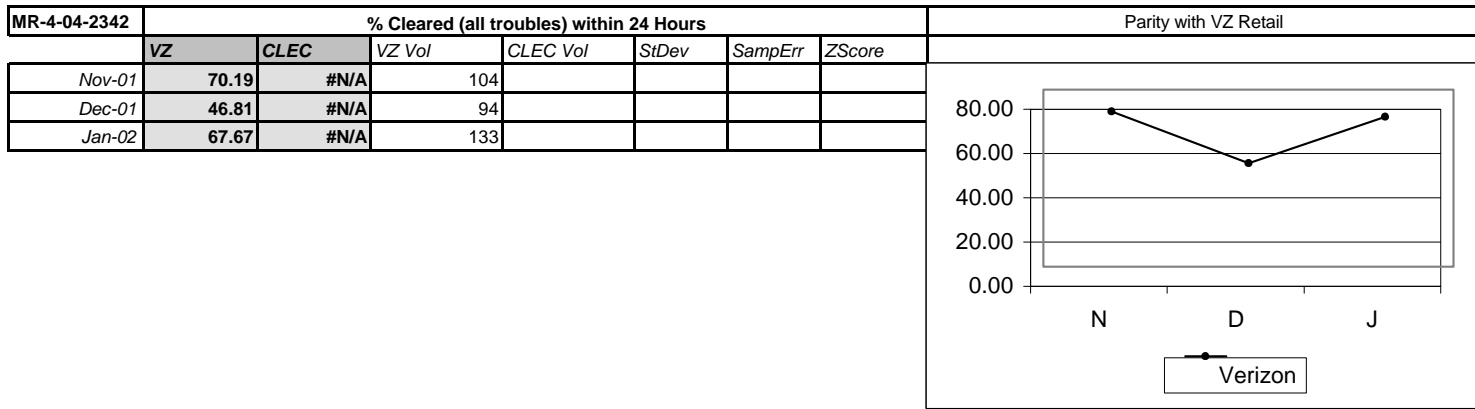
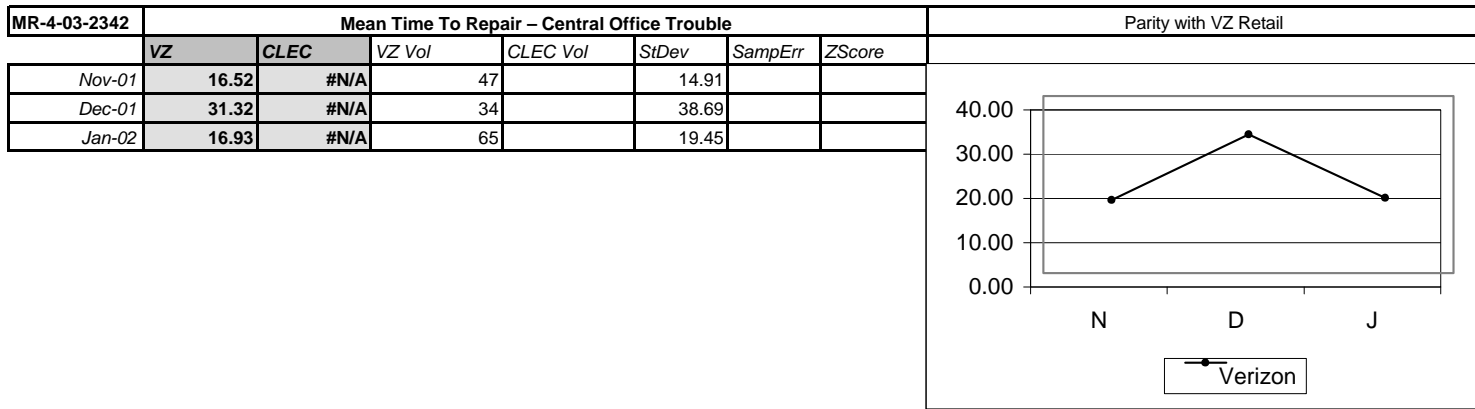
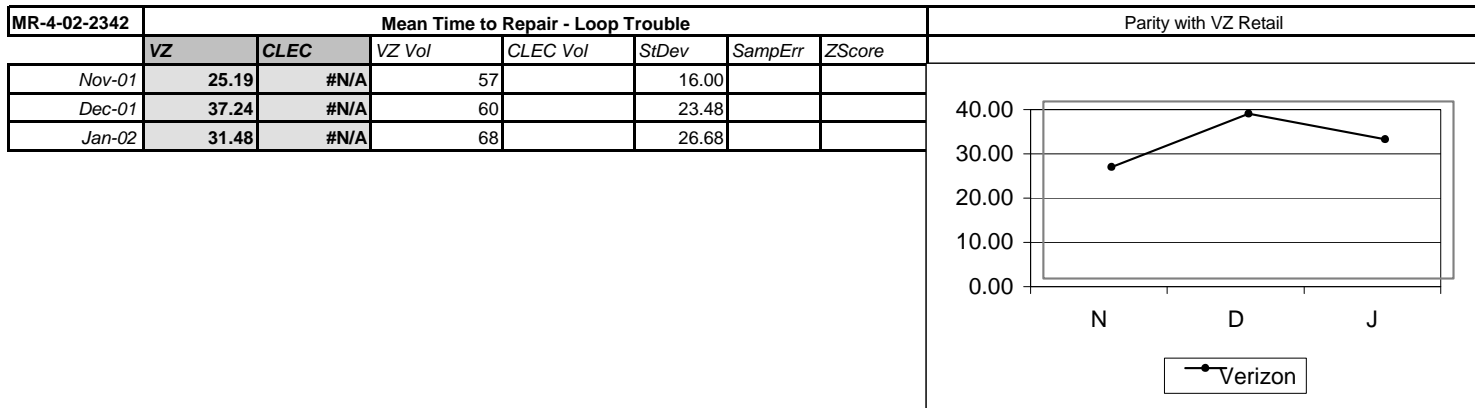
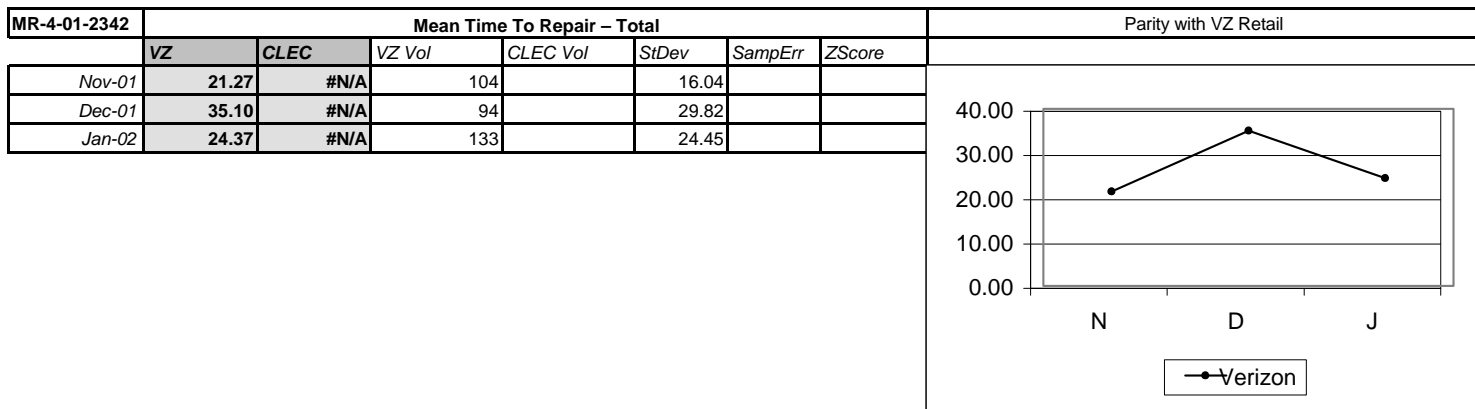
**MR-3-05-2342 % Missed Repair Appointment - Double Dispatch Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	75.00	#N/A	4				
Dec-01	85.71	#N/A	14				
Jan-02	69.23	#N/A	13				



Complex Services - 2 Wire xDSL cont...

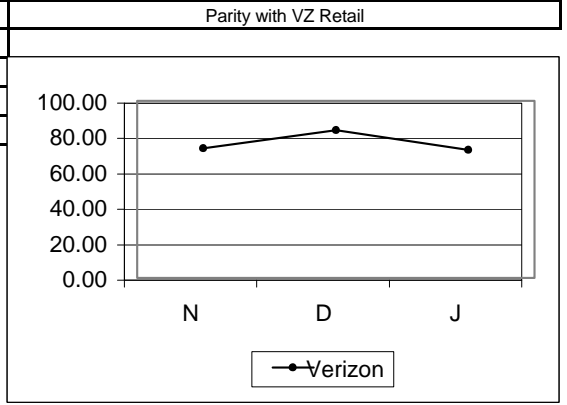
MR-4 - Trouble Duration Intervals



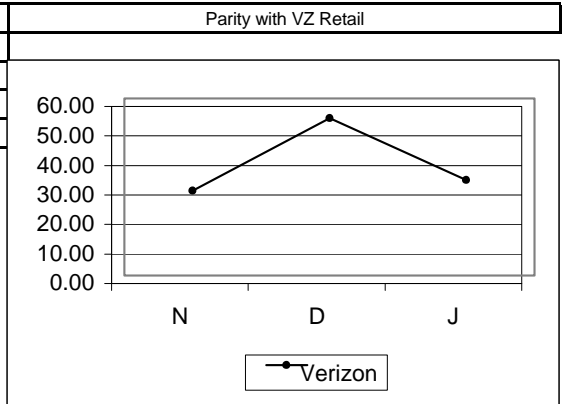
**Complex Services - 2 Wire xDSL cont...**

**MR-4 - Trouble Duration Intervals cont...**

MR-4-07-2342	% Out of Service > 12 hours						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	73.27	#N/A	101				
Dec-01	83.33	#N/A	90				
Jan-02	72.31	#N/A	130				

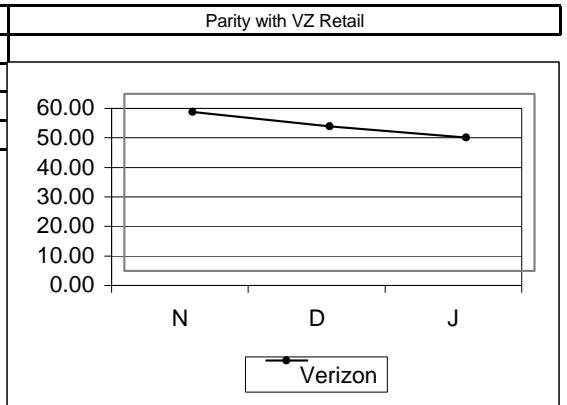


MR-4-08-2342	% Out of Service > 24 Hours						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	28.71	#N/A	101				
Dec-01	53.33	#N/A	90				
Jan-02	32.31	#N/A	130				



**MR-5 - Repeat Trouble Reports**

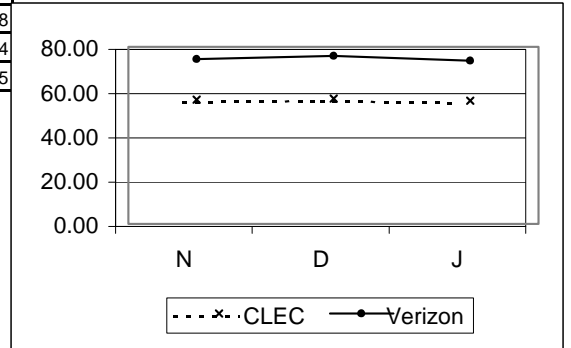
MR-5-01-2342	% Repeat Reports within 30 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	53.85	#N/A	104				
Dec-01	48.94	#N/A	94				
Jan-02	45.11	#N/A	133				



**POTS/Complex Services Combined**

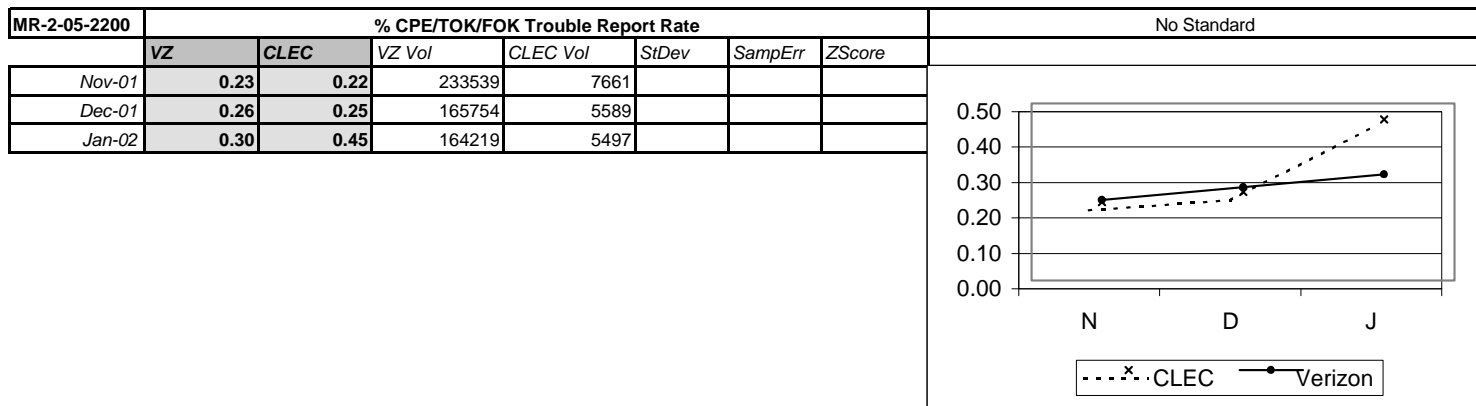
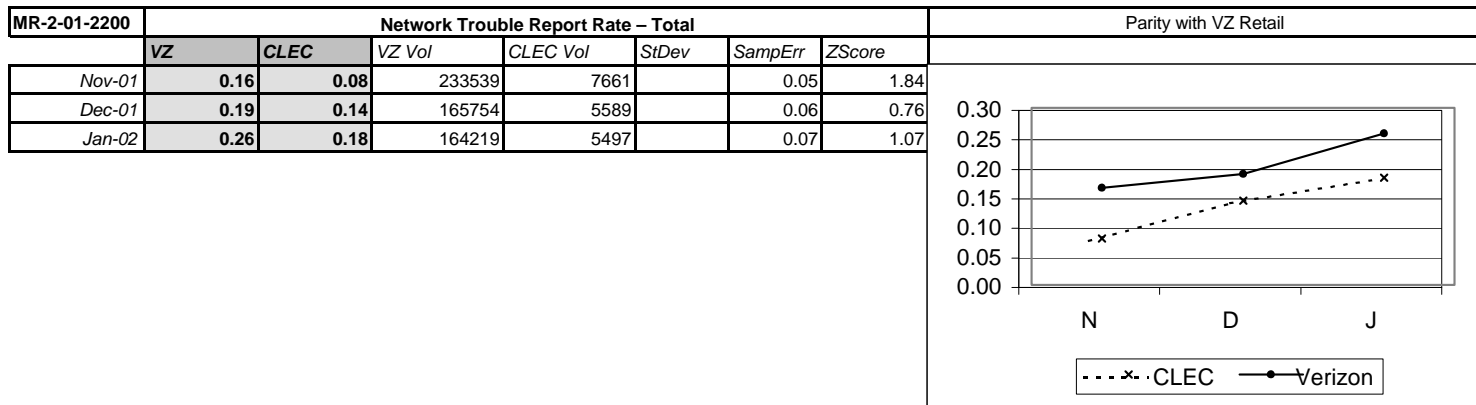
**MR-4 - Trouble Duration Intervals**

MR-4-06-2103	% Out of Service > 4 hours							Parity with VZ Retail	
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore		
Nov-01	74.37	56.21	15475	459		2.07	8.78		
Dec-01	75.95	56.71	15964	462		2.02	9.54		
Jan-02	73.80	55.69	16204	422		2.17	8.35		

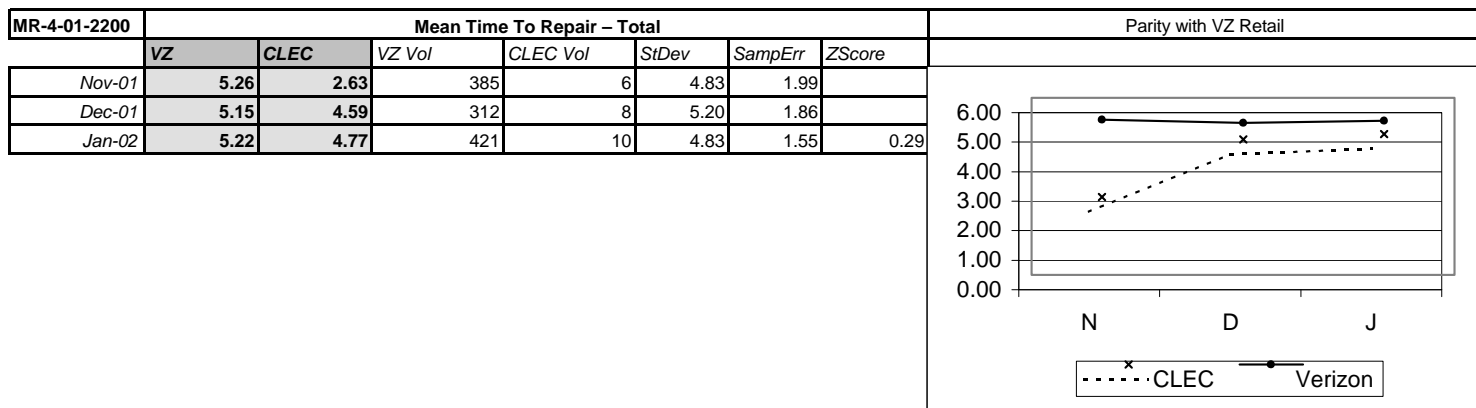


**Special Services - Maintenance**

**MR-2 - Trouble Report Rate**



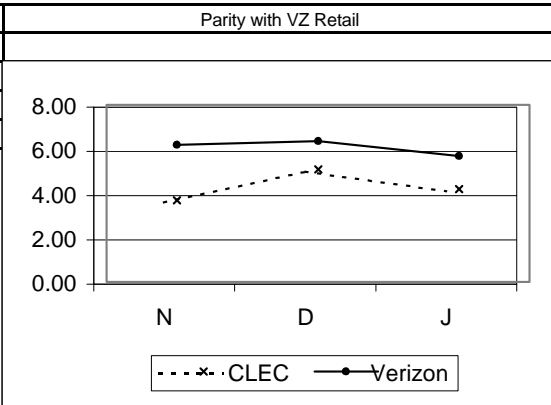
**MR-4 - Trouble Duration Intervals**



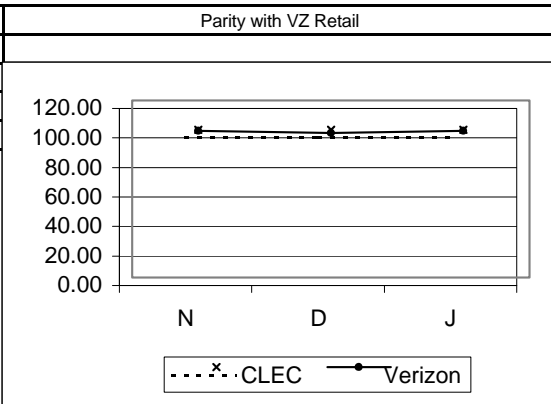
**Special Services - Maintenance cont...**

**MR-4 - Trouble Duration Intervals cont...**

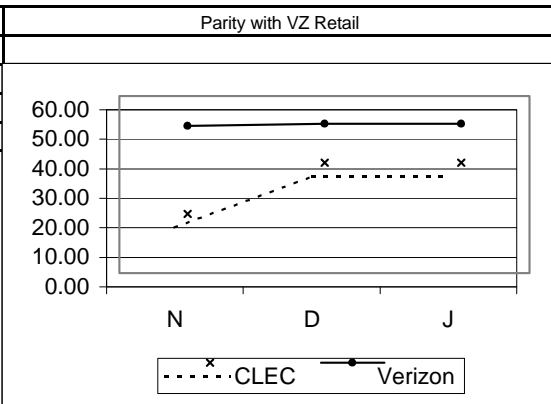
MR-4-02-2200	Mean Time to Repair - Loop Trouble - Specials						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	6.20	3.68	181	3	4.76	2.77	
Dec-01	6.35	5.10	146	7	6.43	2.49	
Jan-02	5.68	4.20	237	6	3.96	1.64	



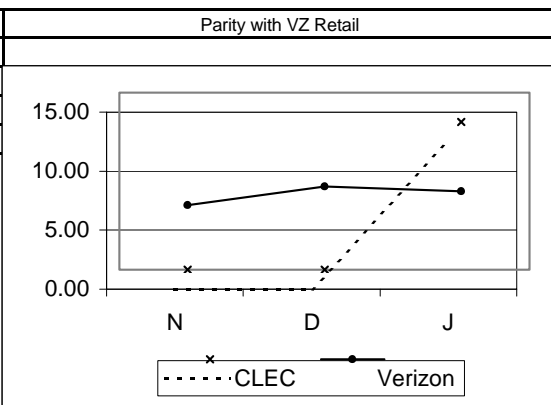
MR-4-04-2200	% Cleared (all troubles) within 24 Hours						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	99.48	100.00	385	6		2.96	
Dec-01	98.08	100.00	312	8		4.91	
Jan-02	99.52	100.00	421	10		2.21	0.22



MR-4-06-2200	% Out of Service > 4 hours - Specials						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	49.87	20.00	385	5		22.51	
Dec-01	50.64	37.50	312	8		17.90	
Jan-02	50.59	37.50	421	8		17.84	



MR-4-07-2200	% Out of Service > 12 hours - Specials						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	5.45	0.00	385	5		10.22	
Dec-01	7.05	0.00	312	8		9.17	
Jan-02	6.65	12.50	421	8		8.89	

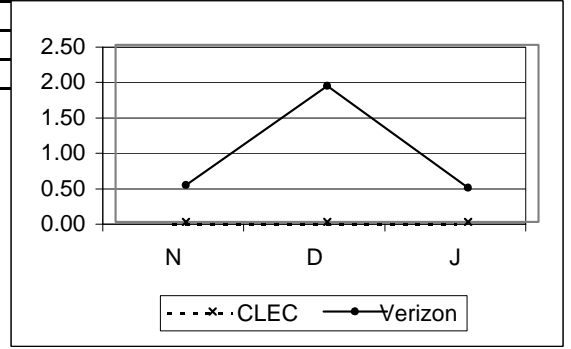




**Special Services - Maintenance cont...**

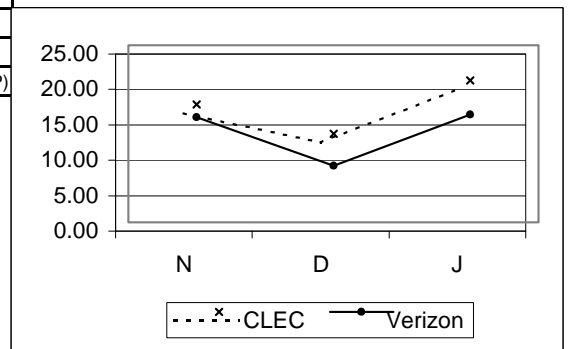
**MR-4 - Trouble Duration Intervals cont...**

MR-4-08-2200	% Out of Service > 24 Hours - Specials							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.52	0.00	385	5		3.24		
Dec-01	1.92	0.00	312	8		4.91		
Jan-02	0.48	0.00	421	8		2.47		



**MR-5 - Repeat Trouble Reports**

MR-5-01-2200	% Repeat Reports within 30 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	14.81	16.67	385	6		14.61		
Dec-01	8.01	12.50	312	8		9.72		
Jan-02	15.20	20.00	421	10		11.49	-0.08 (P)	



**Legend**

NA = No Activity  
 NEF = No Existing Functionality  
 RQ = Reported Quarterly  
 R3 = Run 3 times per year  
 TBD = Performance metric is to be determined  
 UD = Performance metric is under development  
 UR = Performance metric is under review

EEL - DS1 EEL Loop = 1-10 Loops: 10 Days  
                           = 11+ Loops: Negotiated  
                           = No Facilities: ECCD + 10 Days  
                           = Facility Check: 72 Hours (In addition to 15 day interval)

EEL - DS3 EEL Loop = 1-10 Loops: Loop Facility Availability Date + 15 Days  
                           = 11+ Loops: Negotiated  
                           = No Facilities: ECCD + 15 Days  
                           = Facility Check: 72 Hours (In addition to 15 day interval)

IOF = Facilities Available (Quantity 1-8): 15 days\*  
       = Facilities Available (Quantity >8): Negotiated  
       = Facilities not available: Negotiated  
       = Facilities Check: 72 Hours

\* PO-1-XX-EDI = During the month of December there were 2 EnView EDI failures. In accordance with the Guidelines, the transactions associated with these failures have been excluded from the performance results. On December 19, there was an EnView EDI reject CSR transaction with a response time of 4,294,966.47 seconds. It is excluded from the reported CLEC Aggregate results for PO-1-07 Average Response Time-Rejected Query-EDI. In addition, from 6am to 10pm on December 26, 2001 and from 6am to 10:45am on December 27, 2001, Wholesale PO-1-07 Average Response Time- Rejected Query-EDI transactions, were invalid due to a failure of the network connection from Enview to EDI and are excluded from the metric calculation. ( Inclusion of these transactions would have produced a performance result of 677.95 for CLEC Aggregate PO-1-07 EDI.) Also, due to the EnView EDI network failure, wholesale data for EDI transactions for PO-1 thru PO-1-06, PO-1-08, PO-1-09 metrics were not available from 6am to 10pm on December 26, 2001 and from 6am to 10:45am on December 27, 2001.

Verizon - VA

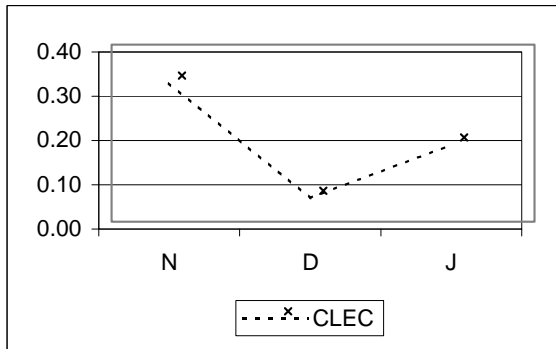
Carrier to Carrier Performance Standards and Reports Summary November 2001 - January 2002

CLEC Aggregate Performance  
UNE (Ordering) - POTS/Special Services

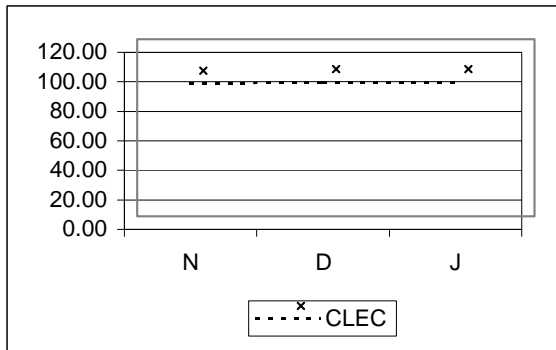
POTS Loop/Pre-Qualified Complex/LNP

OR-1 - Order Confirmation Timeliness

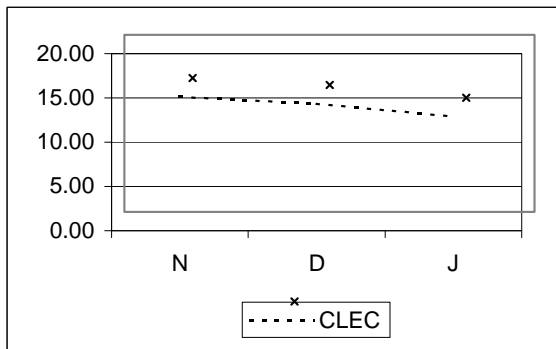
OR-1-01-3331	Av. Local Service Request Confirmation - LSRC - Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	0.33			
Dec-01	0.07			
Jan-02	0.19			



OR-1-02-3331	% On Time LSRC - Flow-Through			95% within 2 hours
	CLEC	CLEC Obs	Difference	
Nov-01	98.64	12943	3.64	
Dec-01	99.65	12891	4.65	
Jan-02	99.86	10928	4.86	



OR-1-03-3331	Average LSRC Time < 6 Lines - Electronic - No Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	15.10			
Dec-01	14.34			
Jan-02	12.92			

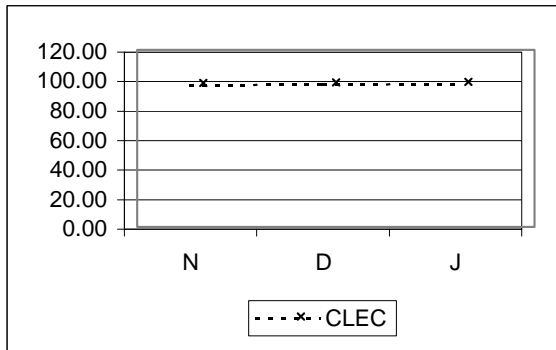


**POTS Loop/Pre-Qualified Complex/LNP cont...**

**OR-1 - Order Confirmation Timeliness cont...**

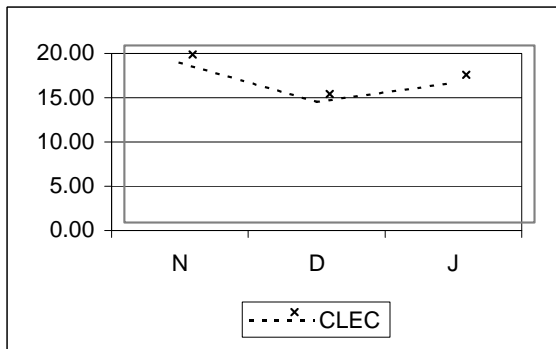
**OR-1-04-3331**      **% On Time LSRC < 6 Lines - Electronic - No Flow-Through**      95% within 24 hours

	CLEC	CLEC Obs	Difference
Nov-01	97.68	10717	2.68
Dec-01	97.94	12354	2.94
Jan-02	98.35	13082	3.35



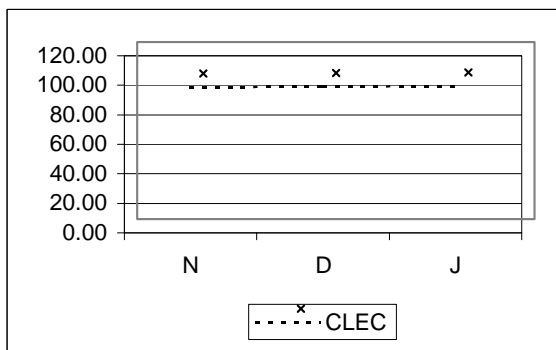
**OR-1-05-3331**      **Average LSRC Time >= 6 Lines - Electronic - No Flow-Through**      No Standard

	CLEC	CLEC Obs	Difference
Nov-01	18.96		
Dec-01	14.50		
Jan-02	16.67		



**OR-1-06-3331**      **% On Time LSRC >=6 Lines - Electronic**      95% within 72 hours

	CLEC	CLEC Obs	Difference
Nov-01	98.77	653	3.77
Dec-01	99.17	602	4.17
Jan-02	99.48	767	4.48



**OR-1-07-3331**      **Average LSRC Time < 6 Lines - Fax**      No Standard

	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

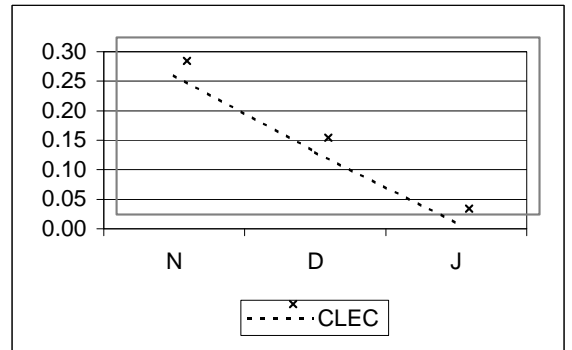
POTS Loop/Pre-Qualified Complex/LNP cont...			
OR-1 - Order Confirmation Timeliness cont...			
OR-1-08-3331	% On Time LSRC < 6 Lines - Fax		95% within 48 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-1-09-3331 Average LSRC Time >= 6 Lines - Fax			
No Standard			
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-1-10-3331 % On Time LSRC >= 6 Lines - Fax			
95% within 96 hours			
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

**OR-2 - Reject Timeliness**

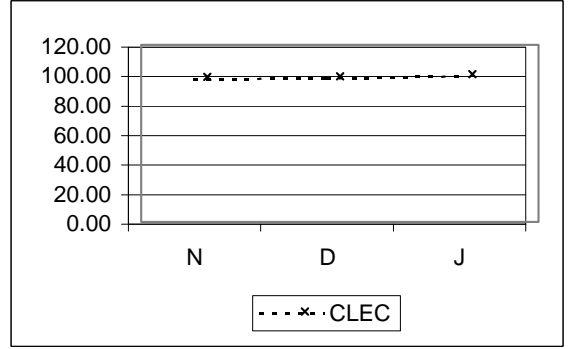
OR-2-01-3331 Average Local Service Request -LSR Reject - Time - Flow-Through			
No Standard			
	CLEC	CLEC Obs	Difference
Nov-01	0.26		
Dec-01	0.13		
Jan-02	0.01		



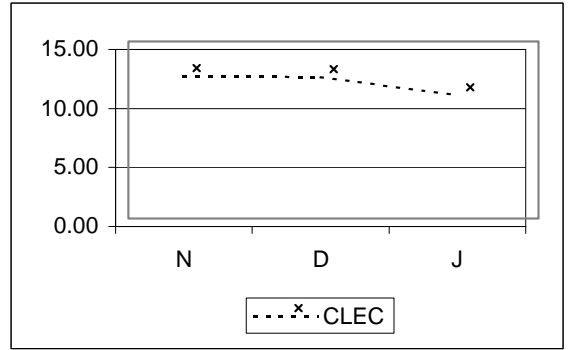
POTS Loop/Pre-Qualified Complex/LNP cont...

OR-2 - Reject Timeliness cont...

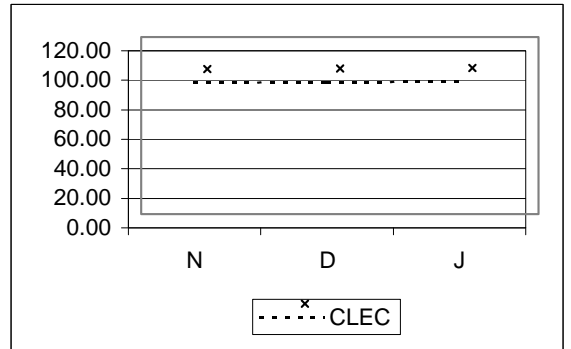
OR-2-02-3331	% On Time LSR Reject - Flow-Through			95% within 2 hours
	CLEC	CLEC Obs	Difference	
Nov-01	98.47	1966	3.47	
Dec-01	98.61	1805	3.61	
Jan-02	100.00	1690	5.00	



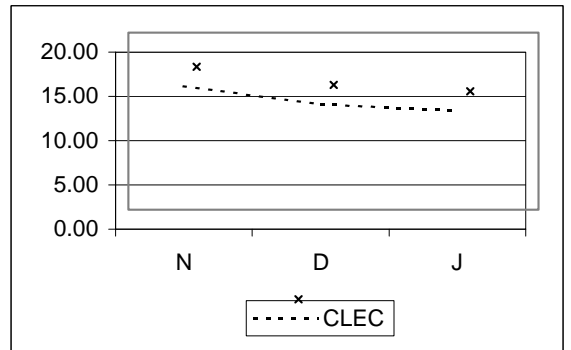
OR-2-03-3331	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	12.75			
Dec-01	12.67			
Jan-02	11.11			



OR-2-04-3331	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through			95% within 24 hours
	CLEC	CLEC Obs	Difference	
Nov-01	98.29	3220	3.29	
Dec-01	98.54	3006	3.54	
Jan-02	98.95	3427	3.95	



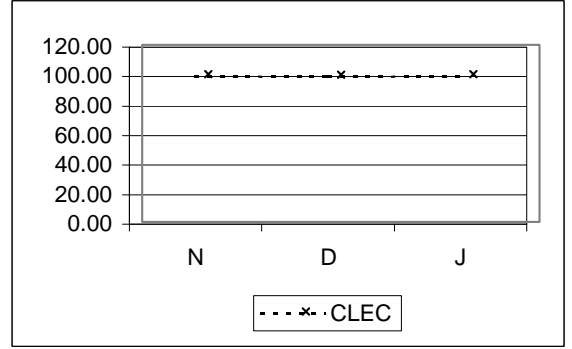
OR-2-05-3331	Average LSR Reject Time >= 6 Lines - Electronic			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	16.14			
Dec-01	14.08			
Jan-02	13.37			



POTS Loop/Pre-Qualified Complex/LNP cont...

OR-2 - Reject Timeliness cont...

<b>OR-2-06-3331</b>	<b>% On Time LSR Reject &gt;= 6 Lines - Electronic</b>			95% within 72 hours
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	100.00	344	5.00	
Dec-01	99.67	303	4.67	
Jan-02	100.00	264	5.00	



<b>OR-2-07-3331</b>	<b>Average LSR Reject Time &lt; 6 Lines - Fax</b>			No Standard
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

<b>OR-2-08-3331</b>	<b>% On Time LSR Reject &lt; 6 Lines - Fax</b>			95% within 48 hours
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

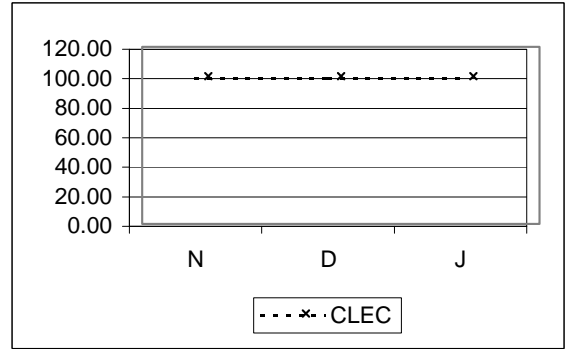
<b>OR-2-09-3331</b>	<b>Average LSR Reject Time &gt;=6 Lines - Fax</b>			No Standard
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

<b>OR-2-10-3331</b>	<b>% On Time LSR Reject &gt;=6 Lines - Fax</b>			95% within 96 hours
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

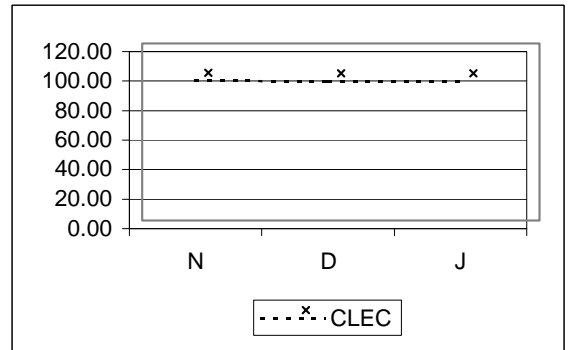
POTS Loop/Pre-Qualified Complex/LNP cont...

OR-7 -% Order Confirmation/Rejects Sent Within 3 Business Days

OR-7-01-3100	% Order Confirmation/Rejects Sent Within 3 Business Days - POTS Platform			95.0%
	CLEC	CLEC Obs	Difference	
Nov-01	100.00	1517	5.00	
Dec-01	100.00	1442	5.00	
Jan-02	100.00	1121	5.00	



OR-7-01-3332	% Order Confirmation/Rejects Sent Within 3 Business Days - Loop/LNP			95.0%
	CLEC	CLEC Obs	Difference	
Nov-01	100.00	1429	5.00	
Dec-01	99.82	1096	4.82	
Jan-02	99.69	957	4.69	

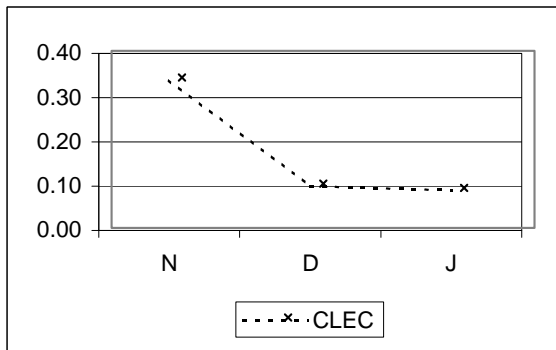




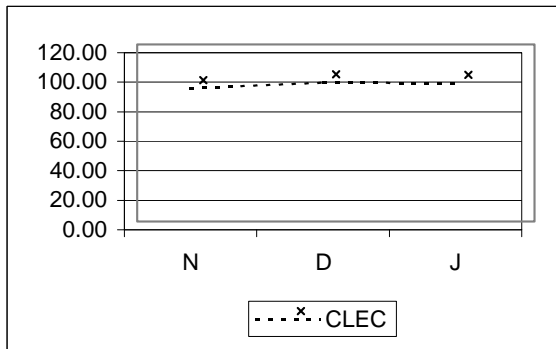
**POTS Platform**

**OR-1 - Order Confirmation Timeliness**

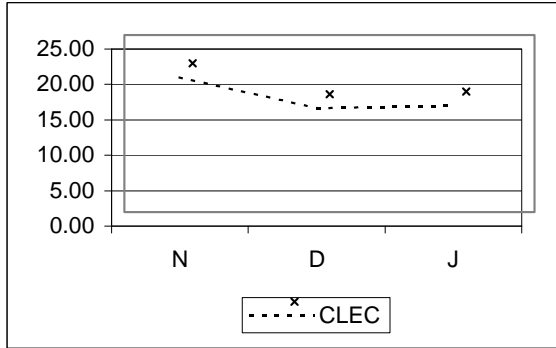
<b>OR-1-01-3140</b>	<b>Av. Local Service Request Confirmation -LSRC -Flow-Through</b>			No Standard
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	0.34			
Dec-01	0.10			
Jan-02	0.09			



<b>OR-1-02-3140</b>	<b>% On Time LSRC - Flow-Through</b>			95% within 2 hours
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	95.90	1097	0.90	
Dec-01	99.74	1905	4.74	
Jan-02	99.55	1347	4.55	



<b>OR-1-03-3140</b>	<b>Average LSRC Time &lt; 6 Lines - Electronic - No Flow-Through</b>			No Standard
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	21.00			
Dec-01	16.61			
Jan-02	16.99			

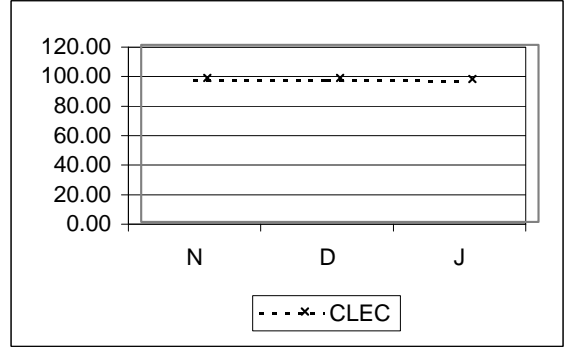


**POTS Platform cont...**

**OR-1 - Order Confirmation Timeliness cont...**

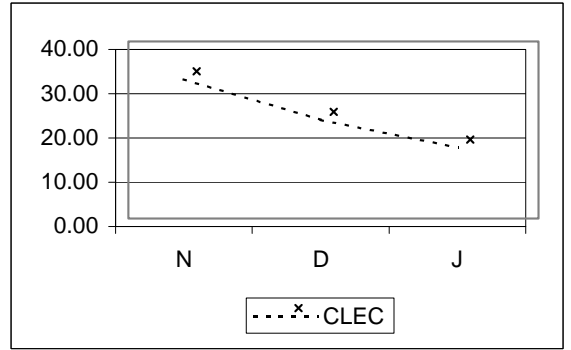
**OR-1-04-3140**      **% On Time LSRC < 6 Lines - Electronic - No Flow-Through**      95% within 24 hours

	CLEC	CLEC Obs	Difference
Nov-01	97.59	539	2.59
Dec-01	97.50	841	2.50
Jan-02	96.83	820	1.83



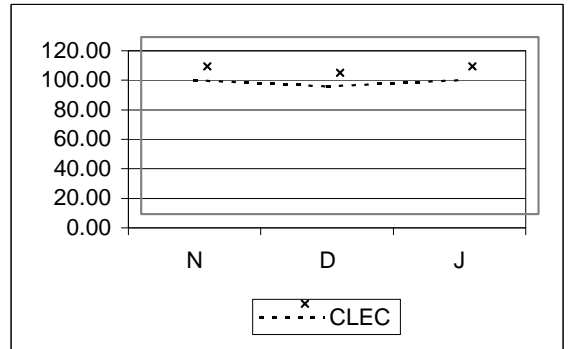
**OR-1-05-3140**      **Average LSRC Time >= 6 Lines - Electronic - No Flow-Through**      No Standard

	CLEC	CLEC Obs	Difference
Nov-01	33.26		
Dec-01	24.13		
Jan-02	17.84		



**OR-1-06-3140**      **% On Time LSRC >=6 Lines - Electronic - No Flow-Through**      95% within 72 hours

	CLEC	CLEC Obs	Difference
Nov-01	100.00	13	5.00
Dec-01	95.65	46	0.65
Jan-02	100.00	58	5.00



**OR-1-07-3140**      **Average LSRC Time < 6 Lines - Fax**      No Standard

	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

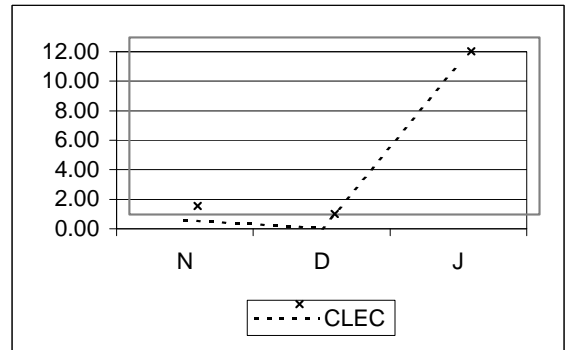
POTS Platform cont...			
OR-1 - Order Confirmation Timeliness cont...			
<b>OR-1-08-3140</b>	<b>% On Time LSRC &lt; 6 Lines - Fax</b>		95% within 48 hours
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

<b>OR-1-09-3140</b>	<b>Average LSRC Time &gt;= 6 Lines - Fax</b>		No Standard
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

<b>OR-1-10-3140</b>	<b>% On Time LSRC &gt;= 6 Lines - Fax</b>		95% within 96 hours
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

**OR-2 - Reject Timeliness**

<b>OR-2-01-3140</b>	<b>Average Local Service Request -LSR Reject -Time -Flow-Through</b>		No Standard
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>
Nov-01	0.58		
Dec-01	0.03		
Jan-02	11.05		

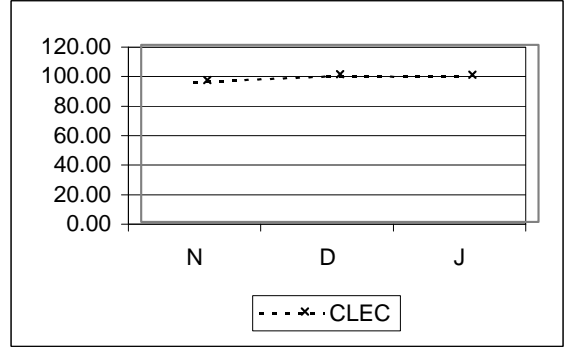


**POTS Platform cont...**

**OR-2 - Reject Timeliness cont...**

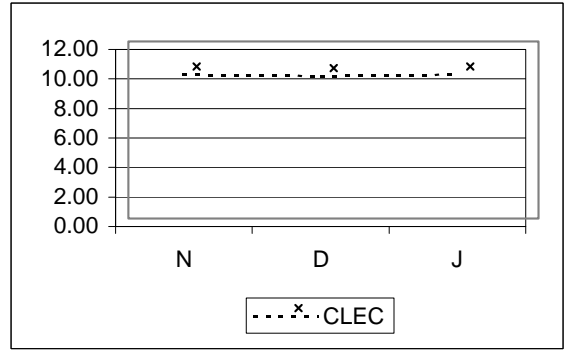
**OR-2-02-3140**      **% On Time LSR Reject - Flow-Through**      95% within 2 hours

	CLEC	CLEC Obs	Difference
Nov-01	96.27	322	1.27
Dec-01	100.00	359	5.00
Jan-02	99.75	397	4.75



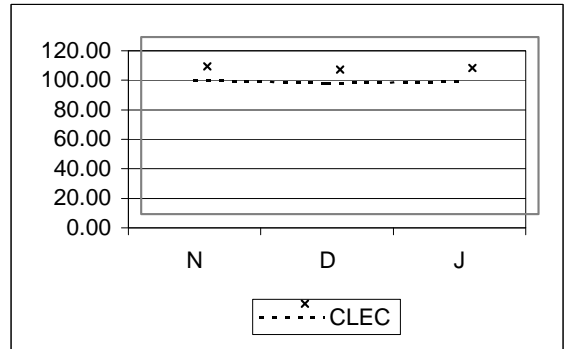
**OR-2-03-3140**      **Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through**      No Standard

	CLEC	CLEC Obs	Difference
Nov-01	10.31		
Dec-01	10.20		
Jan-02	10.29		



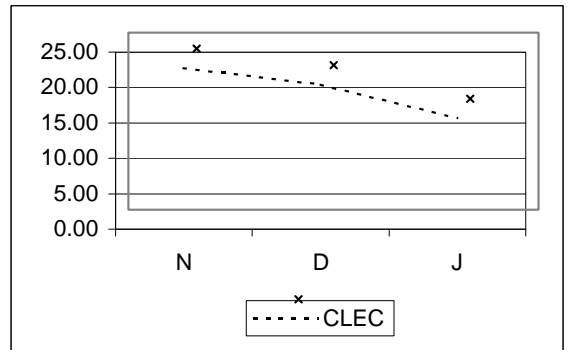
**OR-2-04-3140**      **% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through**      95% within 24 hours

	CLEC	CLEC Obs	Difference
Nov-01	100.00	449	5.00
Dec-01	97.86	889	2.86
Jan-02	99.10	553	4.10



**OR-2-05-3140**      **Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through**      No Standard

	CLEC	CLEC Obs	Difference
Nov-01	22.75		
Dec-01	20.37		
Jan-02	15.65		

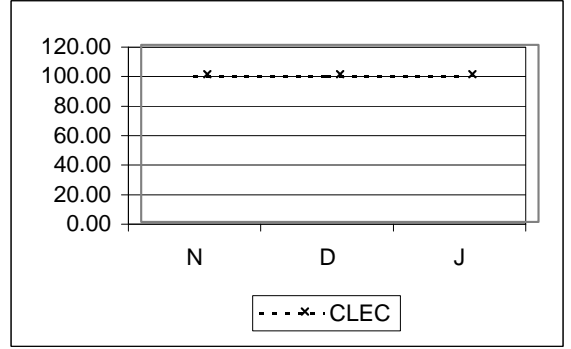


**POTS Platform cont...**

**OR-2 - Reject Timeliness cont...**

<b>OR-2-06-3140</b>	<b>% On Time LSR Reject &gt;= 6 Lines - Electronic - No Flow-Through</b>			95% within 72 hours
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	CLEC	CLEC Obs	Difference
Nov-01	100.00	11	5.00
Dec-01	100.00	37	5.00
Jan-02	100.00	71	5.00



<b>OR-2-07-3140</b>	<b>Average LSR Reject Time &lt; 6 Lines - Fax</b>			No Standard
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	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

<b>OR-2-08-3140</b>	<b>% On Time LSR Reject &lt; 6 Lines - Fax</b>			95% within 48 hours
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	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

<b>OR-2-09-3140</b>	<b>Average LSR Reject Time &gt;=6 Lines - Fax</b>			No Standard
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	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

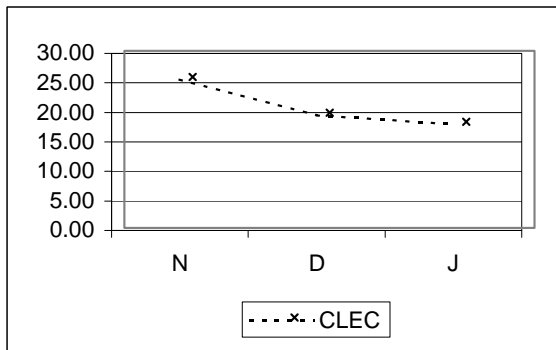
<b>OR-2-10-3140</b>	<b>% On Time LSR Reject &gt;=6 Lines - Fax</b>			95% within 96 hours
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	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

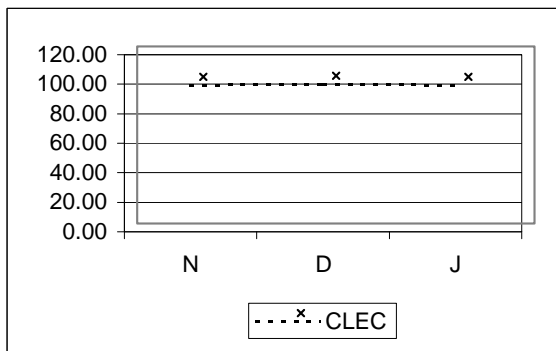
**Complex Services - 2 Wire Digital**

**OR-1 - Order Confirmation Timeliness**

<b>OR-1-03-3341</b>	<b>Average LSRC Time &lt; 6 Lines - Electronic - No Flow-Through</b>			No Standard
	<i>CLEC</i>	<i>CLEC Obs</i>	<i>Difference</i>	
Nov-01	25.57			
Dec-01	19.51			
Jan-02	18.01			



<b>OR-1-04-3341</b>	<b>% On Time LSRC &lt; 6 Lines - Electronic - No Flow -Through</b>			95% within 72 hours
	<i>CLEC</i>	<i>CLEC Obs</i>	<i>Difference</i>	
Nov-01	99.45	182	4.45	
Dec-01	100.00	145	5.00	
Jan-02	99.40	167	4.40	



<b>OR-1-05-3341</b>	<b>Average LSRC Time &gt;= 6 Lines - Electronic - No Flow-Through</b>			No Standard
	<i>CLEC</i>	<i>CLEC Obs</i>	<i>Difference</i>	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

<b>OR-1-06-3341</b>	<b>% On Time LSRC &gt;=6 Lines - Electronic - No Flow-Through</b>			95% within 72 hours
	<i>CLEC</i>	<i>CLEC Obs</i>	<i>Difference</i>	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

Complex Services - 2 Wire Digital cont...			
OR-1 - Order Confirmation Timeliness cont...			
OR-1-07-3341	Average LSRC Time < 6 Lines - Fax		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

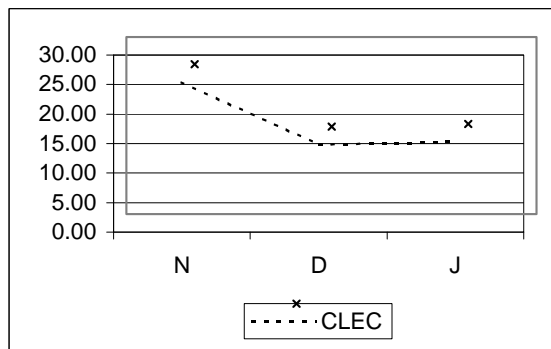
OR-1-08-3341	% On Time LSRC < 6 Lines - Fax		95% within 96 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-1-09-3341	Average LSRC Time >= 6 Lines - Fax		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-1-10-3341	% On Time LSRC >= 6 Lines - Fax		95% within 96 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

**OR-2 - Reject Timeliness**

OR-2-03-3341	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	25.42		
Dec-01	14.79		
Jan-02	15.23		

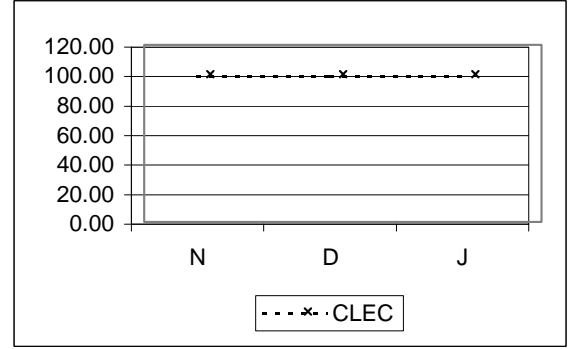


**Complex Services - 2 Wire Digital cont...**

**OR-2 - Reject Timeliness cont...**

<b>OR-2-04-3341</b>	<b>% On Time LSR Reject &lt; 6 Lines - Electronic - No Flow-Through</b>			95% within 72 hours
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	CLEC	CLEC Obs	Difference
Nov-01	100.00	31	5.00
Dec-01	100.00	21	5.00
Jan-02	100.00	31	5.00



<b>OR-2-05-3341</b>	<b>Average LSR Reject Time &gt;= 6 Lines - Electronic - No Flow-Through</b>			No Standard
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	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

<b>OR-2-06-3341</b>	<b>% On Time LSR Reject &gt;= 6 Lines - Electronic - No Flow-Through</b>			95% within 72 hours
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	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

<b>OR-2-07-3341</b>	<b>Average LSR Reject Time &lt; 6 Lines - Fax</b>			No Standard
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	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

<b>OR-2-08-3341</b>	<b>% On Time LSR Reject &lt; 6 Lines - Fax</b>			95% within 96 hours
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	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		



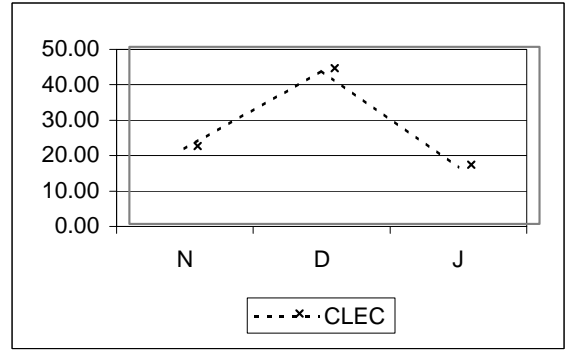
Complex Services - 2 Wire Digital cont...			
OR-2 - Reject Timeliness cont...			
OR-2-09-3341	Average LSR Reject Time >=6 Lines - Fax		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-2-10-3341	% On Time LSR Reject >=6 Lines - Fax		95% within 96 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

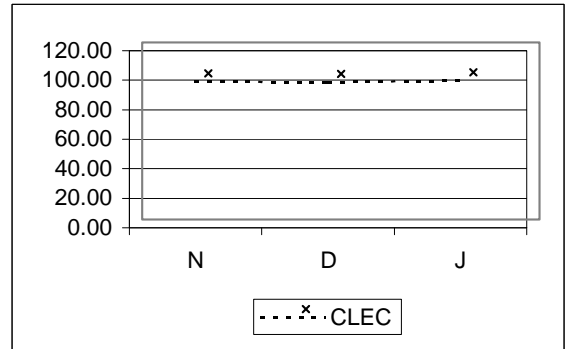
**Complex Services - 2 Wire xDSL**

**OR-1 - Order Confirmation Timeliness**

<b>OR-1-03-3342</b>	<b>Average LSRC Time &lt; 6 Lines - Electronic - No Flow-Through</b>			No Standard
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	22.00			
Dec-01	44.01			
Jan-02	16.69			



<b>OR-1-04-3342</b>	<b>% On Time LSRC &lt; 6 Lines - Electronic - No Flow -Through</b>			95% within 72 hours
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	99.04	311	4.04	
Dec-01	98.76	241	3.76	
Jan-02	99.59	241	4.59	



<b>OR-1-05-3342</b>	<b>Average LSRC Time &gt;= 6 Lines - Electronic - No Flow-Through</b>			No Standard
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

<b>OR-1-06-3342</b>	<b>% On Time LSRC &gt;=6 Lines - Electronic - No Flow-Through</b>			95% within 72 hours
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

Complex Services - 2 Wire xDSL cont...			
OR-1 - Order Confirmation Timeliness cont...			
OR-1-07-3342	Average LSRC Time < 6 Lines - Fax		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

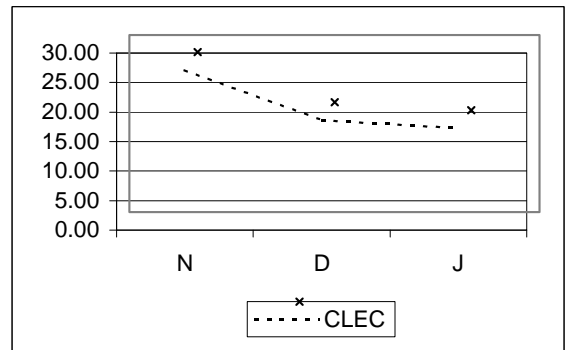
OR-1-08-3342	% On Time LSRC < 6 Lines - Fax		95% within 96 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-1-09-3342	Average LSRC Time >= 6 Lines - Fax		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-1-10-3342	% On Time LSRC >= 6 Lines - Fax		95% within 96 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

**OR-2 - Reject Timeliness**

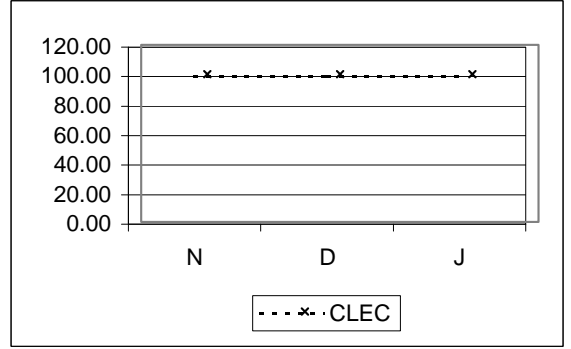
OR-2-03-3342	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	27.08		
Dec-01	18.64		
Jan-02	17.26		



**Complex Services - 2 Wire xDSL cont...**

**OR-2 - Reject Timeliness cont...**

OR-2-04-3342	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through			95% within 72 hours
	CLEC	CLEC Obs	Difference	
Nov-01	100.00	92	5.00	
Dec-01	100.00	58	5.00	
Jan-02	100.00	84	5.00	



**OR-2-05-3342 Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through No Standard**

	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

**OR-2-06-3342 % On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through 95% within 72 hours**

	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

**OR-2-07-3342 Average LSR Reject Time < 6 Lines - Fax No Standard**

	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

**OR-2-08-3342 % On Time LSR Reject < 6 Lines - Fax 95% within 96 hours**

	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

Complex Services - 2 Wire xDSL cont...			
OR-2 - Reject Timeliness cont...			
OR-2-09-3342	Average LSR Reject Time >=6 Lines - Fax		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

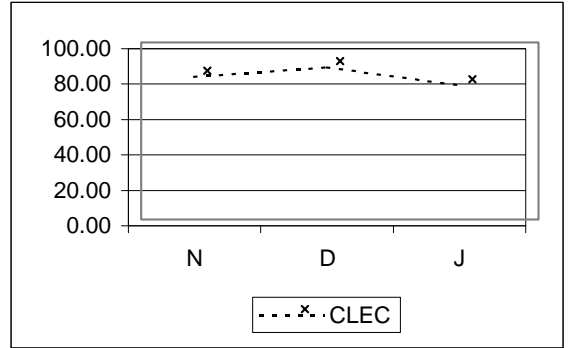
OR-2-10-3342	% On Time LSR Reject >=6 Lines - Fax		95% within 96 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

**Special Services**

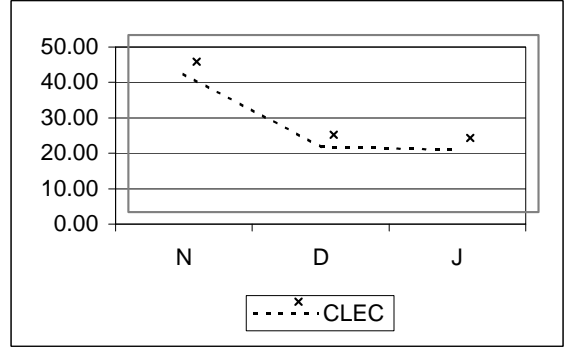
**OR-1 - Order Confirmation Timeliness**

OR-1-03-3210	Average LSRC Time < 6 Lines -DS0 - Electronic - No Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

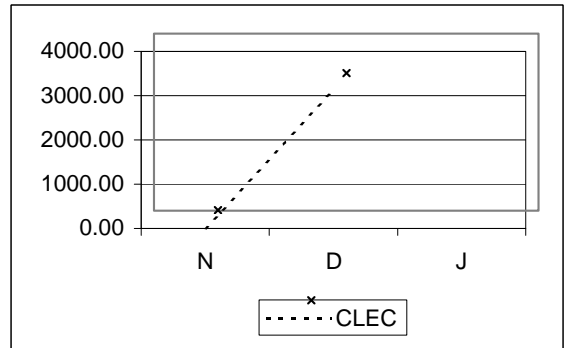
OR-1-03-3211	Average LSRC Time < 6 Lines -DS1 - Electronic - No Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	83.91			
Dec-01	89.39			
Jan-02	79.14			



OR-1-03-3213	Average LSRC Time < 6 Lines -DS3 - Electronic - No Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	42.48			
Dec-01	21.77			
Jan-02	21.00			

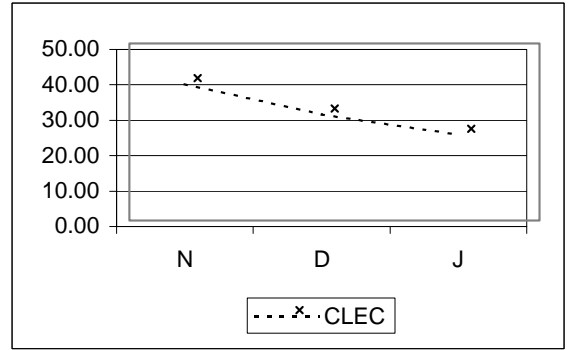


OR-1-03-3214	Average LSRC Time < 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	13.03			
Dec-01	3112.40			
Jan-02	#N/A			

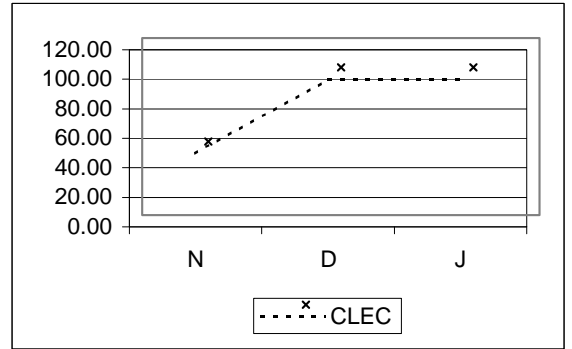


Special Services cont...			
OR-1 - Order Confirmation Timeliness cont...			
OR-1-04-3210	% On Time < 6 Lines -DS0 - Electronic - No Flow-Through		95% within 48 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

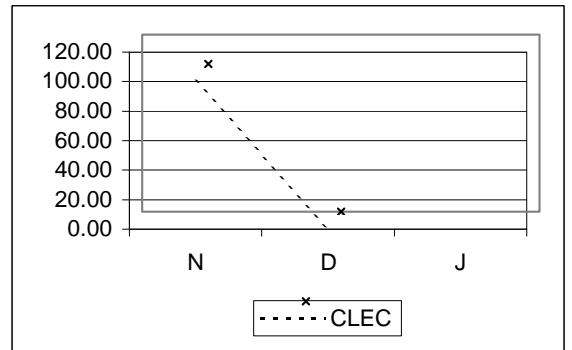
OR-1-04-3211	% On Time < 6 Lines -DS1 - Electronic - No Flow-Through		95% within 48 hours
	CLEC	CLEC Obs	Difference
Nov-01	40.15	137	-54.85
Dec-01	31.62	136	-63.38
Jan-02	25.90	139	-69.10



OR-1-04-3213	% On Time < 6 Lines -DS3 - Electronic - No Flow-Through		95% within 48 hours
	CLEC	CLEC Obs	Difference
Nov-01	50.00	2	-45.00
Dec-01	100.00	2	5.00
Jan-02	100.00	2	5.00



OR-1-04-3214	% On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through		95% within 48 hours
	CLEC	CLEC Obs	Difference
Nov-01	100.00	34	5.00
Dec-01	0.00	1	-95.00
Jan-02	#N/A		

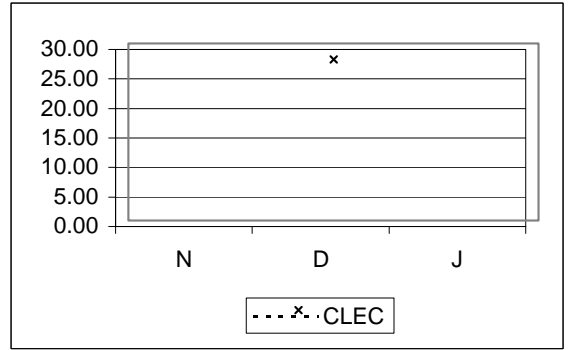


**Special Services cont...**

**OR-1 - Order Confirmation Timeliness cont...**

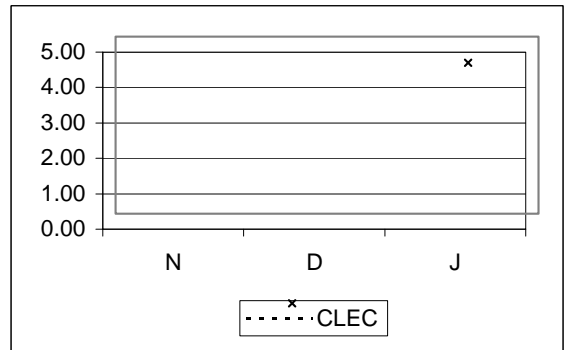
OR-1-05-3210	Average LSRC Time >= 6 Lines -DS0 - Electronic - No Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

OR-1-05-3211	Average LSRC Time >= 6 Lines -DS1 - Electronic - No Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	#N/A			
Dec-01	27.25			
Jan-02	#N/A			



OR-1-05-3213	Average LSRC Time >= 6 Lines -DS3 - Electronic - No Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

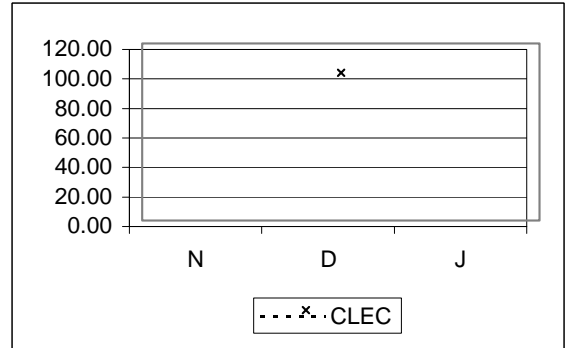
OR-1-05-3214	Average LSRC Time >= 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	4.26			





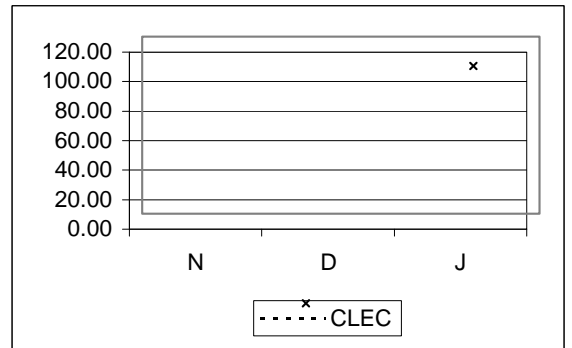
Special Services cont...			
OR-1 - Order Confirmation Timeliness cont...			
OR-1-06-3210	% On Time LSRC >=6 Lines -DS0 - Electronic - No Flow-Through		95% within 72 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-1-06-3211	% On Time LSRC >=6 Lines -DS1 - Electronic - No Flow-Through		95% within 72 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	100.00	2	5.00
Jan-02	#N/A		



OR-1-06-3213	% On Time LSRC >=6 Lines -DS3 - Electronic - No Flow-Through		95% within 72 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-1-06-3214	% On Time LSRC >=6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through		95% within 72 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	100.00	1	5.00

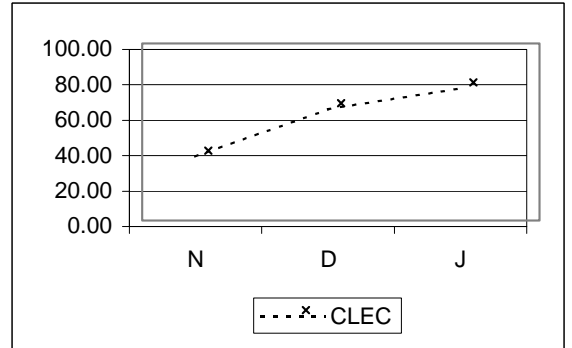


**Special Services cont...**

**OR-1 - Order Confirmation Timeliness cont...**

<b>OR-1-07-3210</b>	<b>Average LSRC Time &lt; 6 Lines -DS0 - Fax</b>			No Standard
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

<b>OR-1-07-3211</b>	<b>Average LSRC Time &lt; 6 Lines -DS1 - Fax</b>			No Standard
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	39.35			
Dec-01	66.37			
Jan-02	78.10			



<b>OR-1-07-3213</b>	<b>Average LSRC Time &lt; 6 Lines -DS3 - Fax</b>			No Standard
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

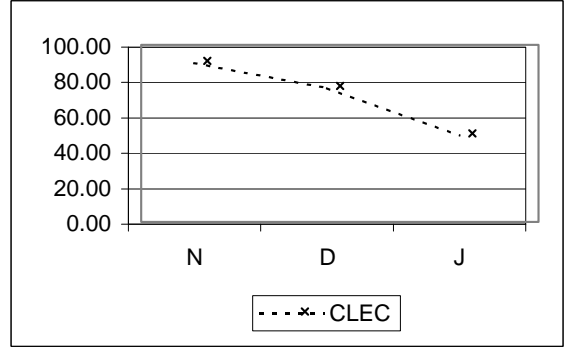
<b>OR-1-07-3214</b>	<b>Average LSRC Time &lt; 6 Lines - Non DS0, DS1, DS3 - Fax</b>			No Standard
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

<b>OR-1-08-3210</b>	<b>% On Time LSRC &lt; 6 Lines -DS0 - Fax</b>			95% within 72 hours
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

**Special Services cont...**

**OR-1 - Order Confirmation Timeliness cont...**

OR-1-08-3211	% On Time LSRC < 6 Lines -DS1 - Fax			95% within 72 hours
	CLEC	CLEC Obs	Difference	
Nov-01	90.91	22	-4.09	
Dec-01	76.92	13	-18.08	
Jan-02	50.00	10	-45.00	

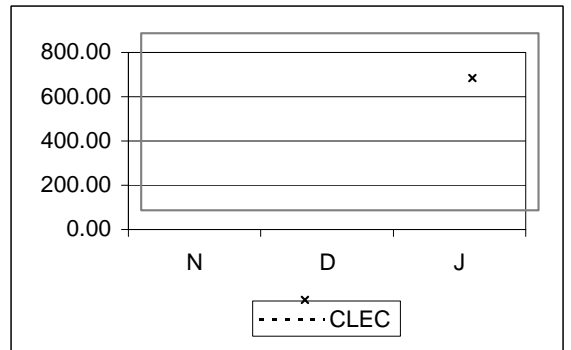


OR-1-08-3213	% On Time LSRC < 6 Lines -DS3 - Fax			95% within 72 hours
	CLEC	CLEC Obs	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

OR-1-08-3214	% On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Fax			95% within 72 hours
	CLEC	CLEC Obs	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

OR-1-09-3210	Average LSRC Time >= 6 Lines -DS0 - Fax			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

OR-1-09-3211	Average LSRC Time >= 6 Lines -DS1 - Fax			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	597.78			

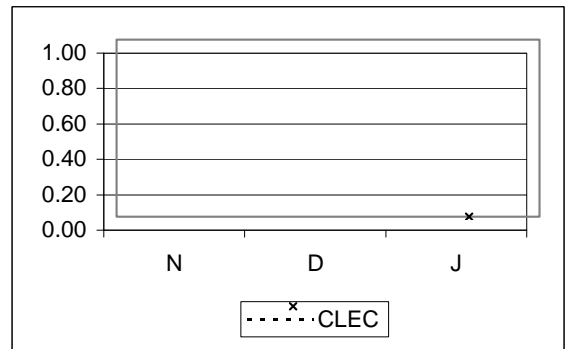


Special Services cont...			
OR-1 - Order Confirmation Timeliness cont...			
OR-1-09-3213	Average LSRC Time >= 6 Lines -DS3 - Fax		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-1-09-3214	Average LSRC Time >= 6 Lines - Non DS0,DS1,DS3 - Fax		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-1-10-3210	% On Time LSRC >= 6 Lines -DS0 - Fax		95% within 96 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-1-10-3211	% On Time LSRC >= 6 Lines -DS1 - Fax		95% within 96 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	0.00	1	-95.00

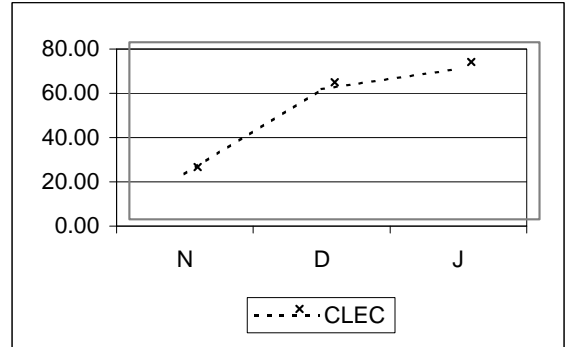


OR-1-10-3213	% On Time LSRC >= 6 Lines -DS3 - Fax		95% within 96 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

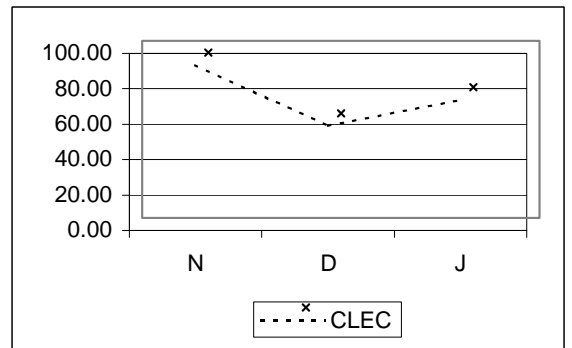
Special Services cont...			
OR-1 - Order Confirmation Timeliness cont...			
OR-1-10-3214	% On Time LSRC >= 6 Lines - Non DS0, DS1, DS3 - Fax		95% within 96 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-2 - Reject Timeliness

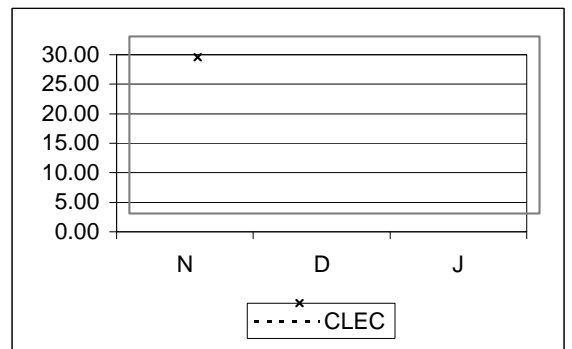
OR-2-03-3200	Average LSR Reject < 6 Lines - Electronic - No Flow-Through		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	23.66		
Dec-01	61.99		
Jan-02	71.18		



OR-2-04-3200	% On Time LSR Reject < 6 Lines - Electronic - No Flow Through		95% within 48 hours
	CLEC	CLEC Obs	Difference
Nov-01	93.51	77	-1.49
Dec-01	59.09	66	-35.91
Jan-02	73.68	76	-21.32



OR-2-05-3200	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	26.50		
Dec-01	#N/A		
Jan-02	#N/A		

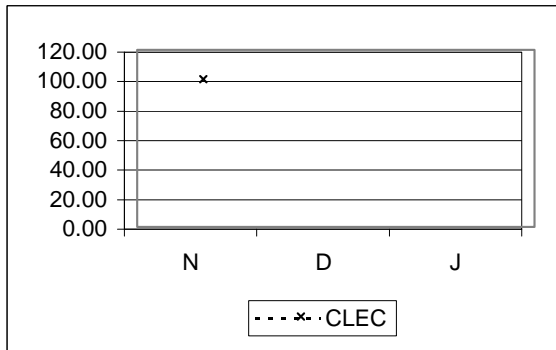


**Special Services cont...**

**OR-2 - Reject Timeliness cont...**

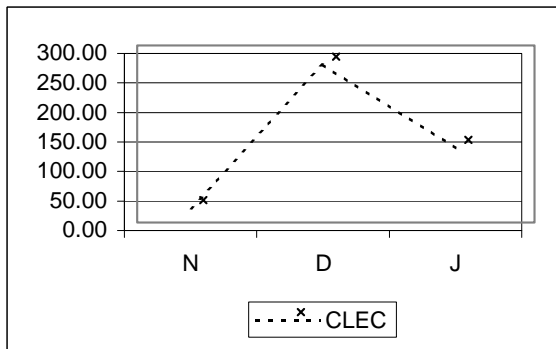
**OR-2-06-3200**      **% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through**      95% within 72 hours

	CLEC	CLEC Obs	Difference
Nov-01	100.00	1	5.00
Dec-01	#N/A		
Jan-02	#N/A		



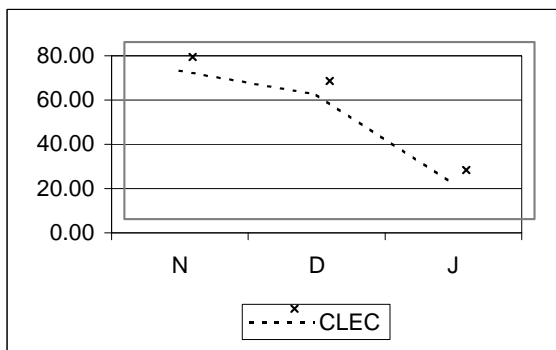
**OR-2-07-3200**      **Average LSR Reject Time < 6 Lines - Fax**      No Standard

	CLEC	CLEC Obs	Difference
Nov-01	38.00		
Dec-01	281.28		
Jan-02	140.23		



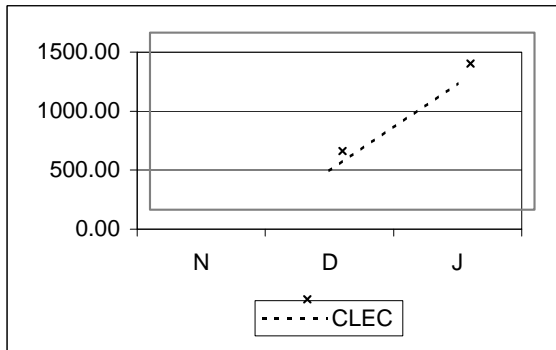
**OR-2-08-3200**      **% On Time LSR Reject < 6 Lines - Fax**      95% within 72 hours

	CLEC	CLEC Obs	Difference
Nov-01	73.33	15	-21.67
Dec-01	62.50	8	-32.50
Jan-02	22.22	9	-72.78



**OR-2-09-3200**      **Average LSR Reject Time >=6 Lines - Fax**      No Standard

	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	495.38		
Jan-02	1237.65		

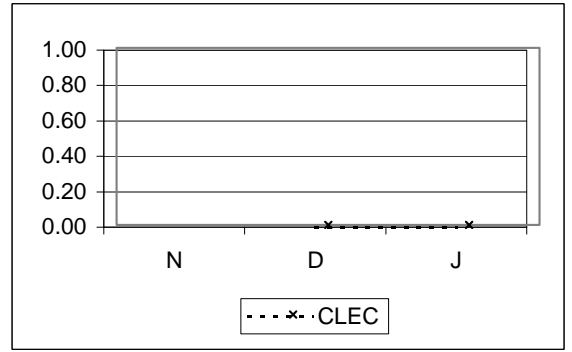


**Special Services cont...**

**OR-2 - Reject Timeliness cont...**

<b>OR-2-10-3200</b>	<b>% On Time LSR Reject &gt;=6 Lines - Fax</b>	<b>95% within 96 hours</b>
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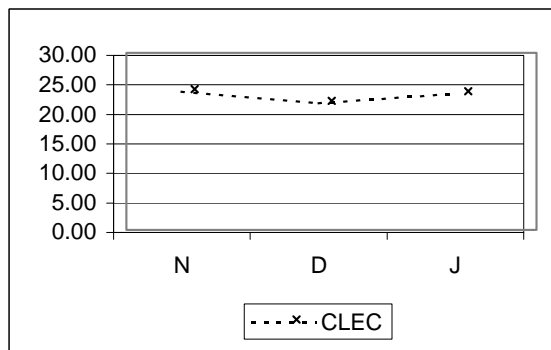
	<b>CLEC</b>	<b>CLEC Obs</b>	<b>Difference</b>
<i>Nov-01</i>	<b>#N/A</b>		
<i>Dec-01</i>	<b>0.00</b>	<b>1</b>	<b>-95.00</b>
<i>Jan-02</i>	<b>0.00</b>	<b>1</b>	<b>-95.00</b>



**POTS / Special Services - Aggregate**

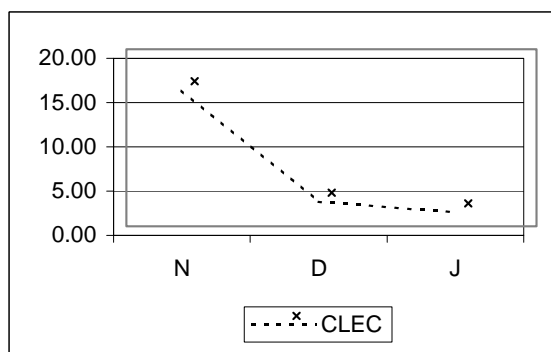
**OR-3 - Percent Rejects**

OR-3-01-3000	% Rejects			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	23.90	29215		
Dec-01	21.87	30780		
Jan-02	23.52	29041		

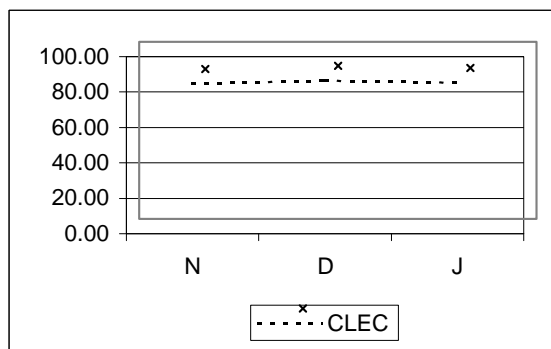


**OR-4 - Timeliness of Completion Notification**

OR-4-01-3000	Completion Notification - Average Response Time			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	16.38			
Dec-01	3.77			
Jan-02	2.57			



OR-4-02-3000	Completion Notification - % On Time			97% by next business day at noon
	CLEC	CLEC Obs	Difference	
Nov-01	84.62	24804	-12.38	
Dec-01	86.32	23262	-10.68	
Jan-02	85.14	22356	-11.86	



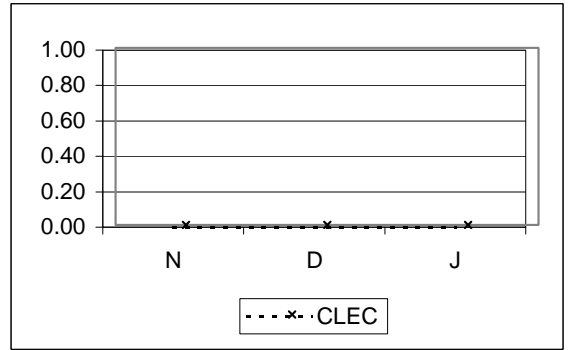


**POTS / Special Services - Aggregate cont...**

**OR-4 - Timeliness of Completion Notification cont...**

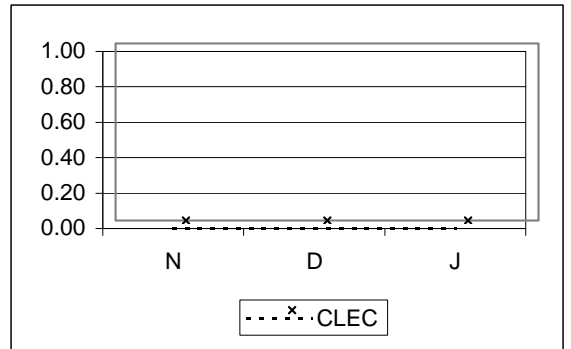
**OR-4-03-3000 % Orders Excluded from % On Time Measurement No Standard**

	CLEC	CLEC Obs	Difference
Nov-01	0.00	24804	
Dec-01	0.00	23262	
Jan-02	0.00	22356	



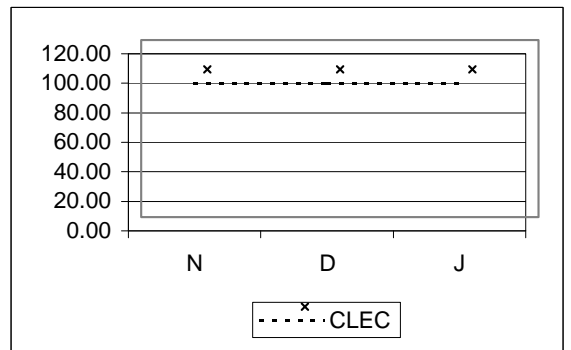
**OR-4-04-3000 Work Completion Notice - Avg Response Time No Standard**

	CLEC	CLEC Obs	Difference
Nov-01	0.00		
Dec-01	0.00		
Jan-02	0.00		



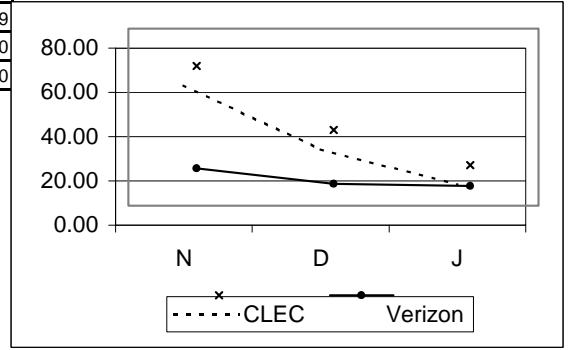
**OR-4-05-3000 Work Completion Notice - % On Time 97% by next business day at noon**

	CLEC	CLEC Obs	Difference
Nov-01	100.00	24278	3.00
Dec-01	100.00	23648	3.00
Jan-02	100.00	22490	3.00



**OR-4-06-3000 Avg Duration - Work Completion -SOP to Bill Comp Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	16.77	63.06	356125	13018	17	0.15	-309.89
Dec-01	9.93	34.20	324123	14112	133	1.14	-21.30
Jan-02	8.81	18.23	391144	15220	124	1.02	-9.20

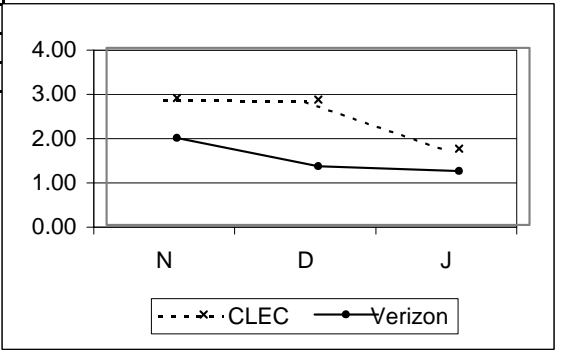


**POTS / Special Services - Aggregate cont...**

**OR-4 - Timeliness of Completion Notification cont...**

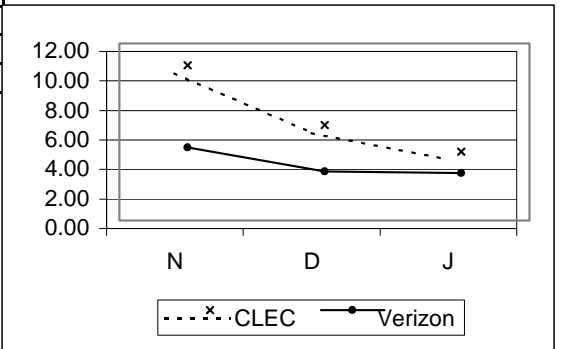
**OR-4-07-3000 % SOP to Bill Completion >= 5 Business Days Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	1.96	2.87	356125	13018		0.12	-7.36
Dec-01	1.32	2.83	324123	14112		0.10	-15.39
Jan-02	1.22	1.72	391144	15220		0.09	-5.51



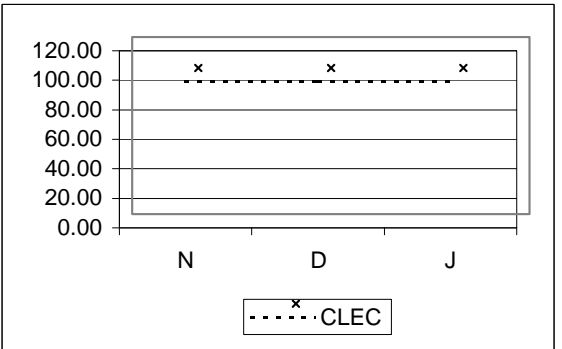
**OR-4-08-3000 % SOP to Bill Completion > 1 Business Day No Standard**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	4.95	10.51	356125	13018			
Dec-01	3.32	6.46	324123	14112			
Jan-02	3.20	4.65	391144	15220			



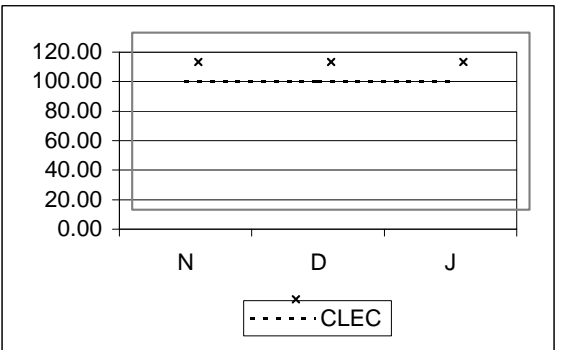
**OR-4-09-3000 % SOP to Bill Completion w/in 3 Business Days 95% in 3 Bus Days of SOP Cmpltn**

	CLEC	CLEC Obs	Difference
Nov-01	99.14	1969	4.14
Dec-01	98.98	1861	3.98
Jan-02	98.95	1803	3.95



**OR-4-10-3000 % SOP to Provisioning Completion w/in 2 Bus Days 95% in 2 Bus Days of SOP Cmpltn**

	CLEC	CLEC Obs	Difference
Nov-01	100.00	2117	5.00
Dec-01	100.00	1939	5.00
Jan-02	100.00	1837	5.00

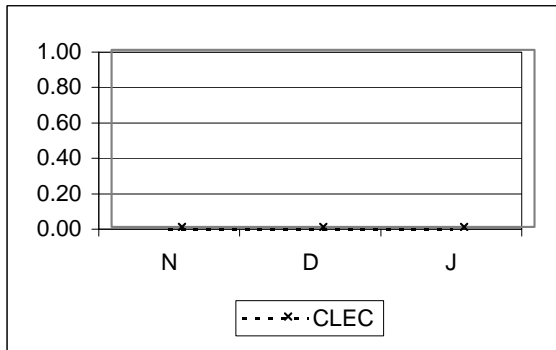


**POTS / Special Services - Aggregate cont...**

**OR-4 - Timeliness of Completion Notification cont...**

**OR-4-11-3000**      **% SOP Comp Ord w/out a BCN and PCN w/in 3 Bus Days**      Not more than 5%

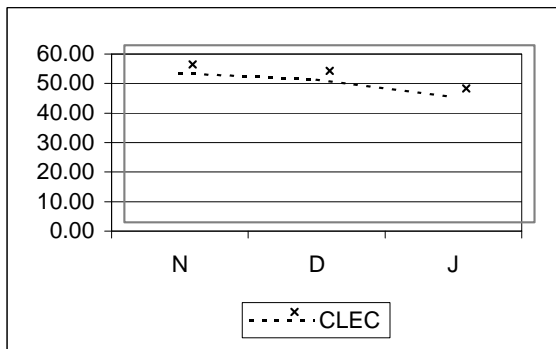
	CLEC	CLEC Obs	Difference
Nov-01	0.00	2117	5.00
Dec-01	0.00	1939	5.00
Jan-02	0.00	1837	5.00



**OR-5 - Percent Flow-Through**

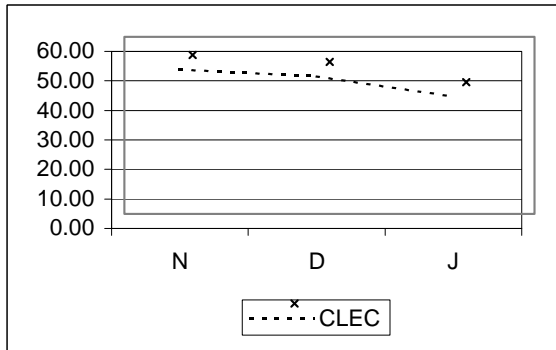
**OR-5-01-3000**      **% Flow Through - Total**      No Standard

	CLEC	CLEC Obs	Difference
Nov-01	53.43	27560	
Dec-01	51.24	29717	
Jan-02	45.35	28205	



**OR-5-02-3000**      **% Flow Through - Simple**      No Standard

	CLEC	CLEC Obs	Difference
Nov-01	53.78	26107	
Dec-01	51.58	28688	
Jan-02	44.72	26109	

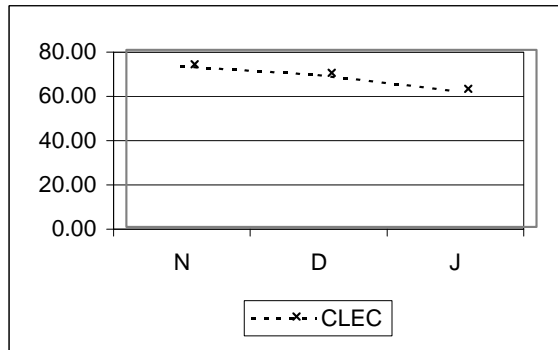


**POTS / Special Services - Aggregate cont...**

**OR-5 - Percent Flow-Through cont...**

<b>OR-5-03-3000</b>	<b>% Flow Through - Achieved</b>			95.0%
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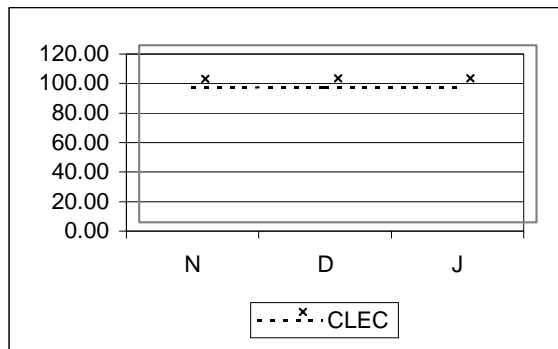
	CLEC	CLEC Obs	Difference
Nov-01	73.42	20057	-21.58
Dec-01	69.71	21845	-25.29
Jan-02	62.41	20495	-32.59



**OR-6 - Order Accuracy**

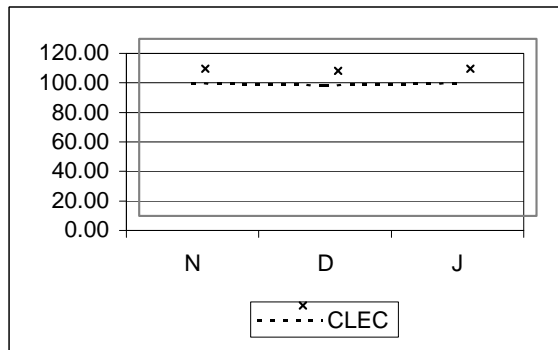
<b>OR-6-01-3000</b>	<b>% Accuracy - Orders</b>			95% of Orders without Errors
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	CLEC	CLEC Obs	Difference
Nov-01	97.30	629	2.30
Dec-01	97.56	697	2.56
Jan-02	97.61	334	2.61



<b>OR-6-02-3000</b>	<b>% Accuracy - Opportunities (each field reported separately)</b>			No Standard
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	CLEC	CLEC Obs	Difference
Nov-01	99.71	6652	
Dec-01	98.35	6966	
Jan-02	99.69	3869	

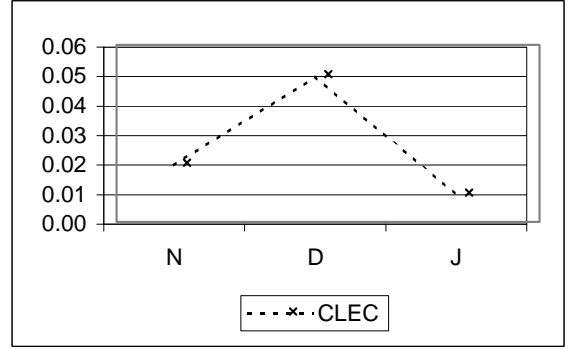


**POTS / Special Services - Aggregate cont...**

**OR-6 - Order Accuracy cont...**

**OR-6-03-3000**      **% Accuracy – Local Service Request Confirmation**      Not more that 5% of LSRCs resent due to VZ error

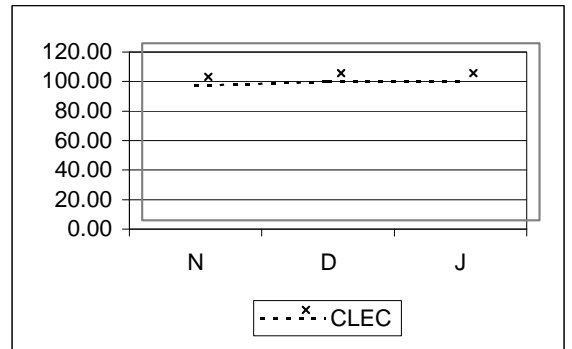
	CLEC	CLEC Obs	Difference
Nov-01	0.02	17176	4.98
Dec-01	0.05	18549	4.95
Jan-02	0.01	19635	4.99



**OR-8 - Acknowledgement Timeliness**

**OR-8-01-3000**      **% Acknowledgement on time**      95% in 2 hours

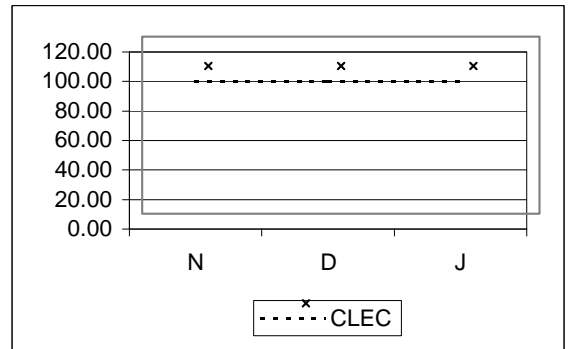
	CLEC	CLEC Obs	Difference
Nov-01	97.05	17512	2.05
Dec-01	99.79	19220	4.79
Jan-02	99.93	14924	4.93



**OR-9 - Order Acknowledgement Completeness**

**OR-9-01-3000**      **% Acknowledgement Completeness**      99.0%

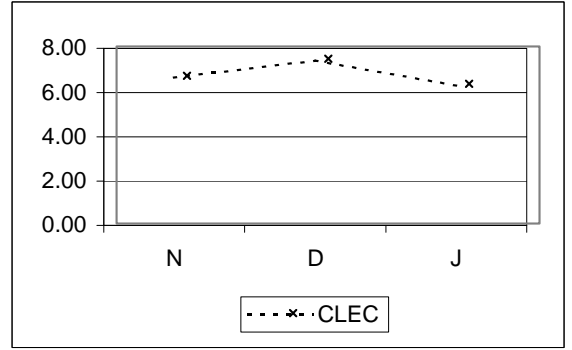
	CLEC	CLEC Obs	Difference
Nov-01	99.99	17512	0.99
Dec-01	100.00	19220	1.00
Jan-02	100.00	14924	1.00



**OR-10 - Lost Order Trouble Tickets**

POTS / Special Services - Aggregate cont...		
OR-10-01-3000	% Lost Order Trouble Tickets	
	No Standard	

	CLEC	CLEC Obs	Difference
Nov-01	6.67	180	
Dec-01	7.46	228	
Jan-02	6.30	460	



**Legend**

NA = No Activity  
 NEF = No Existing Functionality  
 RQ = Reported Quarterly  
 R3 = Run 3 times per year  
 TBD = Performance metric is to be determined  
 UD = Performance metric is under development  
 UR = Performance metric is under review

EEL - DS1 EEL Loop = 1-10 Loops: 10 Days  
                           = 11+ Loops: Negotiated  
                           = No Facilities: ECCD + 10 Days  
                           = Facility Check: 72 Hours (In addition to 15 day interval)

EEL - DS3 EEL Loop = 1-10 Loops: Loop Facility Availability Date + 15 Days  
                           = 11+ Loops: Negotiated  
                           = No Facilities: ECCD + 15 Days  
                           = Facility Check: 72 Hours (In addition to 15 day interval)

IOF = Facilities Available (Quantity 1-8): 15 days\*  
       = Facilities Available (Quantity >8): Negotiated  
       = Facilities not available: Negotiated  
       = Facilities Check: 72 Hours

\* PO-1-XX-EDI = During the month of December there were 2 EnView EDI failures.  
 In accordance with the Guidelines, the transactions associated with these failures have been excluded from the performance results. On December 19, there was an EnView EDI reject CSR transaction with a response time of 4,294,966.47 seconds. It is excluded from the reported CLEC Aggregate results for PO-1-07 Average Response Time-Rejected Query-EDI. In addition, from 6am to 10pm on December 26, 2001 and from 6am to 10:45am on December 27, 2001, Wholesale PO-1-07 Average Response Time- Rejected Query-EDI transactions, were invalid due to a failure of the network connection from Enview to EDI and are excluded from the metric calculation. ( Inclusion of these transactions would have produced a performance result of 677.95 for CLEC Aggregate PO-1-07 EDI.) Also, due to the EnView EDI network failure, wholesale data for EDI transactions for PO-1 thru PO-1-06, PO-1-08, PO-1-09 metrics were not available from 6am to 10pm on December 26, 2001 and from 6am to 10:45am on December 27, 2001.

Verizon - VA

Carrier to Carrier Performance Standards and Reports Summary November 2001 - January 2002

CLEC Aggregate Performance  
UNE (Provisioning) - POTS/Special Services

POTS - Provisioning

PR-1 - Average Interval Offered

PR-1-01-3111	Average Interval Offered – Total No Dispatch - Hot Cut Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.99	5.65	12406	1827	3.32	0.08	-56.01	
Dec-01	1.31	5.58	8974	1233	3.81	0.12	-36.90	
Jan-02	1.31	5.46	11027	1371	3.96	0.11	-36.60	

PR-1-01-3122	Average Interval Offered – Total No Dispatch - Other (Switch & INP)							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.99	2.00	12406	1	3.32	3.32		
Dec-01	1.31	#N/A	8974		3.81			
Jan-02	1.31	#N/A	11027		3.96			

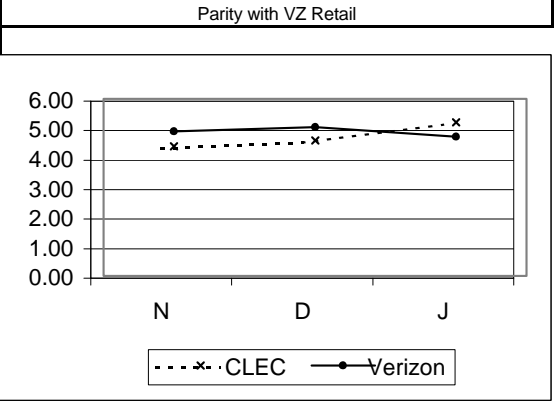
PR-1-01-3140	Average Interval Offered – Total No Dispatch - Platform							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.99	1.28	12406	577	3.32	0.14	-2.05	
Dec-01	1.31	1.88	8974	1064	3.81	0.12	-4.61	
Jan-02	1.31	2.09	11027	1135	3.96	0.12	-6.32	



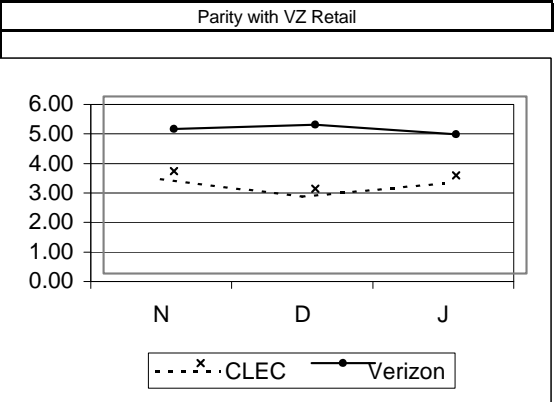
**POTS - Provisioning cont...**

**PR-1 - Average Interval Offered cont...**

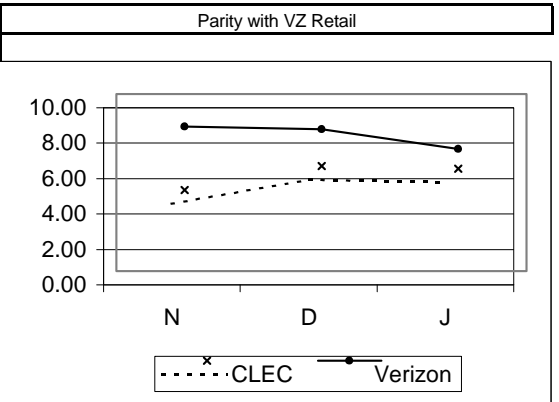
PR-1-03-3112	Average Interval Offered – Dispatch (1-5 Lines) - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	4.89	4.39	3455	82	5.66	0.63	0.79
Dec-01	5.05	4.59	3086	302	5.98	0.36	1.28
Jan-02	4.72	5.21	4069	241	5.18	0.34	-1.43



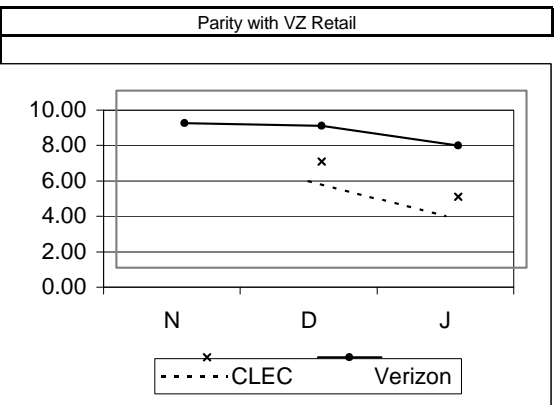
PR-1-03-3140	Average Interval Offered – Dispatch (1-5 Lines) - Platform						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	4.89	3.47	3455	49	5.66	0.81	1.74
Dec-01	5.05	2.88	3086	104	5.98	0.60	3.64
Jan-02	4.72	3.33	4069	101	5.18	0.52	2.66



PR-1-04-3112	Average Interval Offered – Dispatch (6-9 Lines) - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.17	4.58	207	12	8.10	2.41	1.49
Dec-01	8.00	5.92	195	12	8.15	2.42	0.86
Jan-02	6.91	5.77	199	22	8.74	1.96	0.58



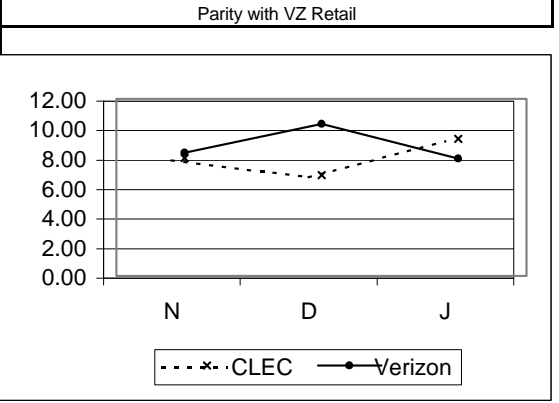
PR-1-04-3140	Average Interval Offered – Dispatch (6-9 Lines) - Platform						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.17	#N/A	207		8.10		
Dec-01	8.00	6.00	195	1	8.15	8.17	
Jan-02	6.91	4.00	199	2	8.74	6.21	



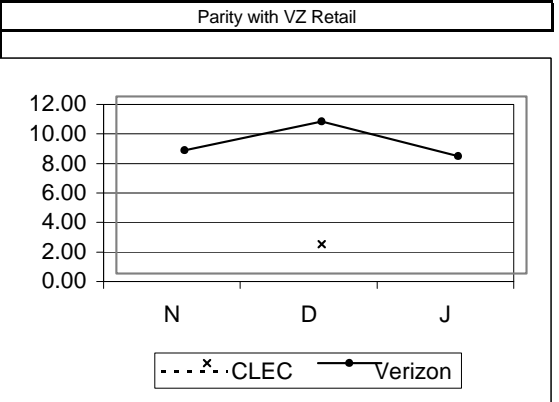
**POTS - Provisioning cont...**

**PR-1 - Average Interval Offered cont...**

PR-1-05-3112	Average Interval Offered – Dispatch (>= 10 Lines) - Loop							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	8.34	8.00	105	2	9.76	6.97		
Dec-01	10.31	6.82	97	11	19.86	6.32	0.55	
Jan-02	7.96	9.29	110	17	8.34	2.17	-0.79 (P)	

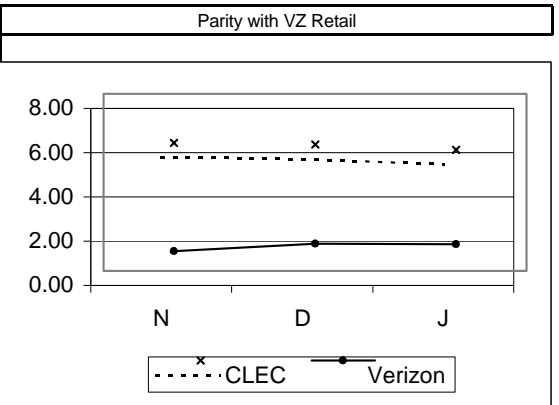


PR-1-05-3140	Average Interval Offered – Dispatch (>= 10 Lines) - Platform							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	8.34	#N/A	105		9.76			
Dec-01	10.31	2.00	97	1	19.86	19.96		
Jan-02	7.96	#N/A	110		8.34			



**PR-2 - Average Completed Interval**

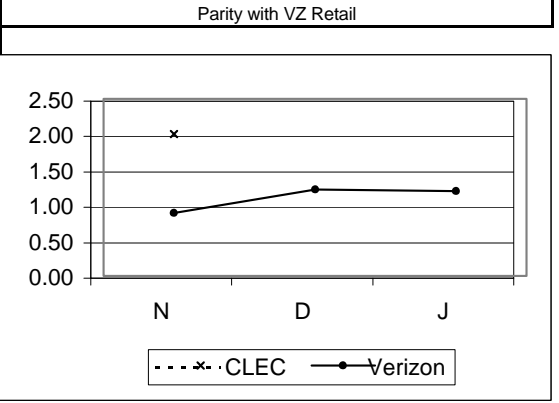
PR-2-01-3111	Average Interval Completed – Total No Dispatch - Hot Cut Loop							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	0.89	5.78	11862	1626	2.74	0.07	-67.49	
Dec-01	1.22	5.70	8407	1090	4.18	0.13	-33.29	
Jan-02	1.20	5.48	10365	1224	3.40	0.10	-41.65	



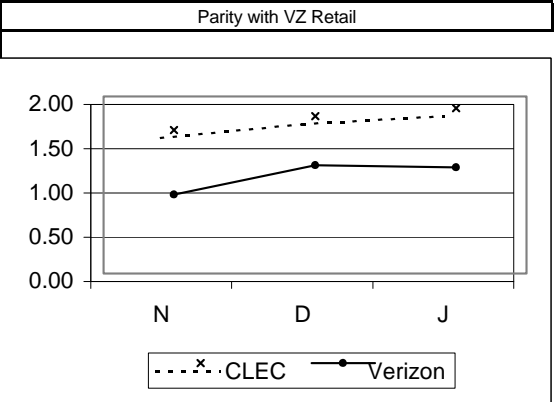
**POTS - Provisioning cont...**

**PR-2 - Average Completed Interval cont...**

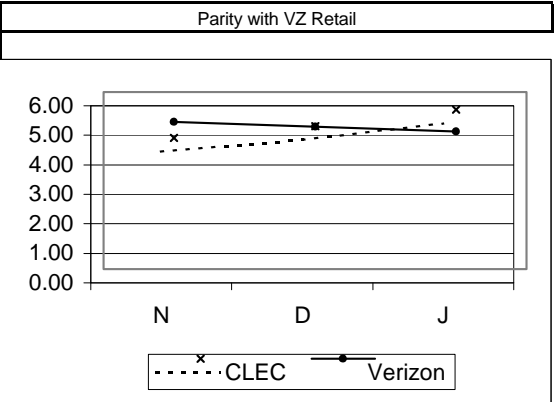
PR-2-01-3122	Average Interval Completed – Total No Dispatch - Other (Switch & INP)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.89	2.00	11862	1	2.74	2.74	
Dec-01	1.22	#N/A	8407		4.18		
Jan-02	1.20	#N/A	10365		3.40		



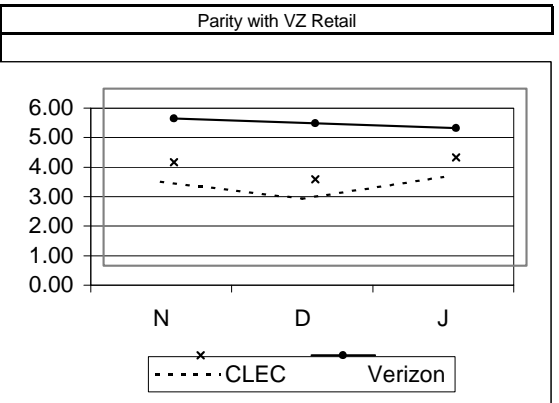
PR-2-01-3140	Average Interval Completed – Total No Dispatch - Platform						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.89	1.62	11862	554	2.74	0.12	-6.13
Dec-01	1.22	1.78	8407	1006	4.18	0.14	-4.02
Jan-02	1.20	1.87	10365	1067	3.40	0.11	-6.13



PR-2-03-3112	Average Interval Completed – Dispatch (1-5 Lines) - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	4.98	4.45	2881	73	5.78	0.69	0.77
Dec-01	4.82	4.85	2603	249	4.76	0.32	-0.10
Jan-02	4.66	5.40	3459	209	5.43	0.39	-1.91



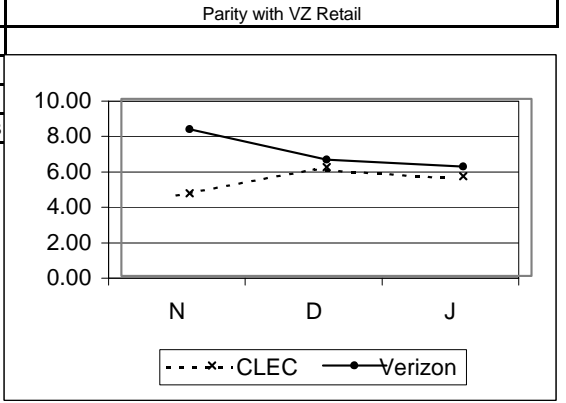
PR-2-03-3140	Average Interval Completed – Dispatch (1-5 Lines) - Platform						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	4.98	3.50	2881	48	5.78	0.84	1.76
Dec-01	4.82	2.93	2603	96	4.76	0.49	3.82
Jan-02	4.66	3.66	3459	88	5.43	0.59	1.71



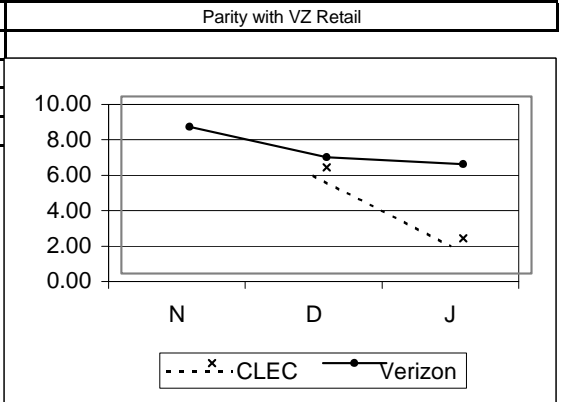
**POTS - Provisioning cont...**

**PR-2 - Average Completed Interval cont...**

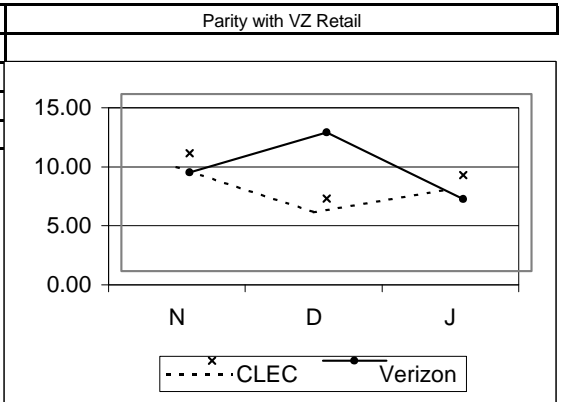
PR-2-04-3112	Average Interval Completed - Dispatch (6-9 Lines) - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.29	4.67	157	9	7.89	2.70	
Dec-01	6.56	6.13	140	8	5.40	1.96	
Jan-02	6.17	5.63	156	19	6.82	1.66	0.33



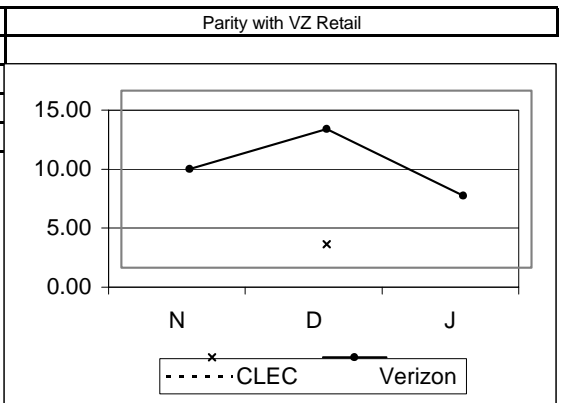
PR-2-04-3140	Average Interval Completed - Dispatch (6-9 Lines) - Platform						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.29	#N/A	157		7.89		
Dec-01	6.56	6.00	140	1	5.40	5.42	
Jan-02	6.17	2.00	156	2	6.82	4.85	



PR-2-05-3112	Average Interval Completed - Dispatch (>= 10 Lines) - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.38	10.00	74	1	7.83	7.88	
Dec-01	11.73	6.14	66	7	24.45	9.72	
Jan-02	6.12	8.13	75	8	5.22	1.94	

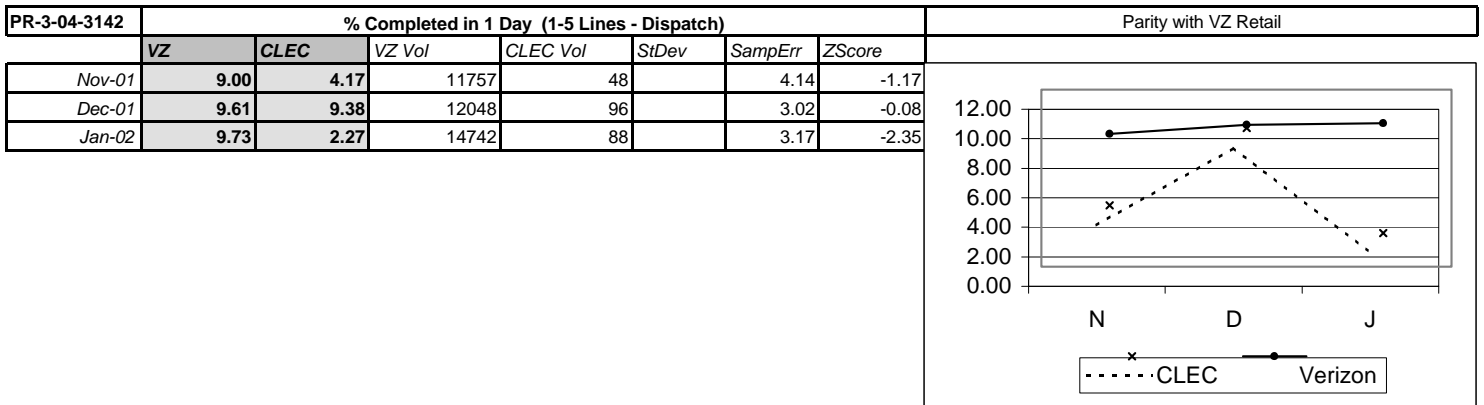
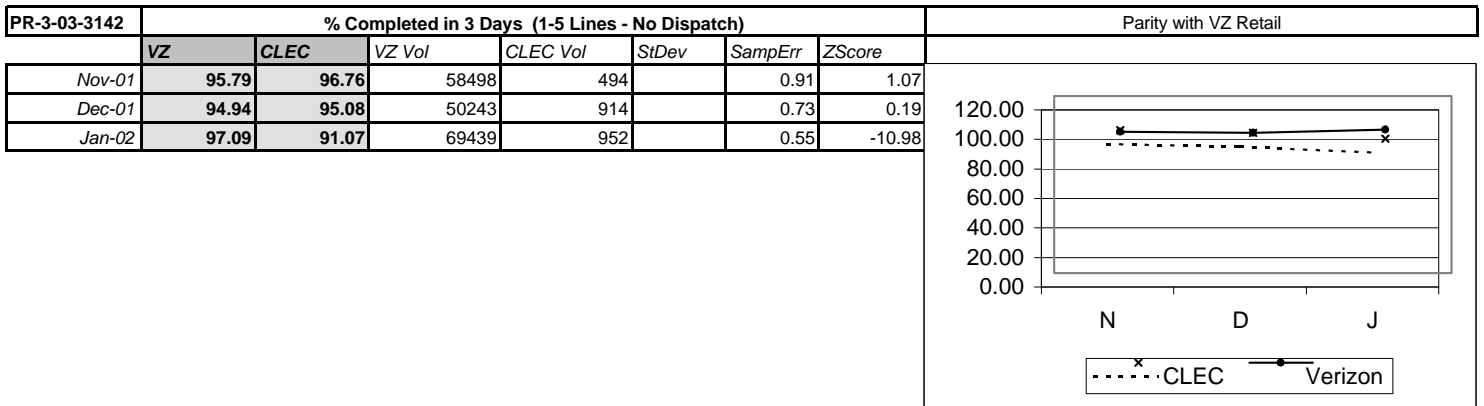
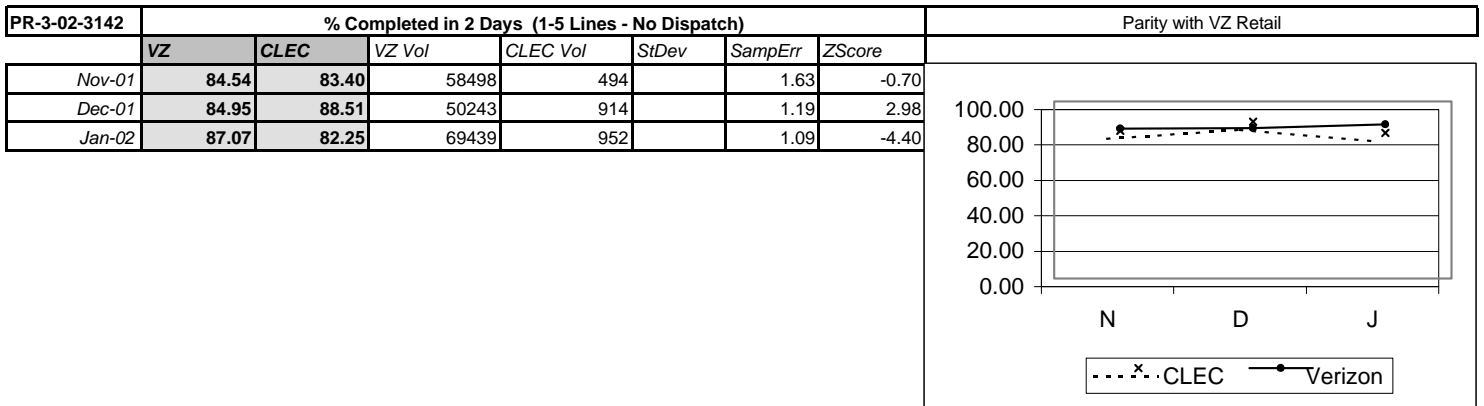
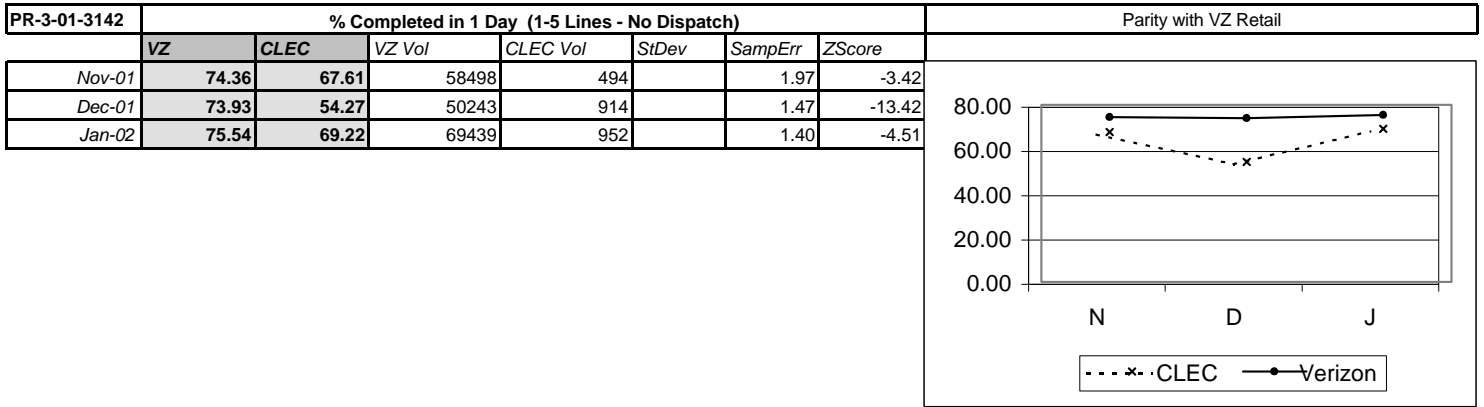


PR-2-05-3140	Average Interval Completed - Dispatch (>= 10 Lines) - Platform						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.38	#N/A	74		7.83		
Dec-01	11.73	2.00	66	1	24.45	24.63	
Jan-02	6.12	#N/A	75		5.22		



POTS - Provisioning cont...

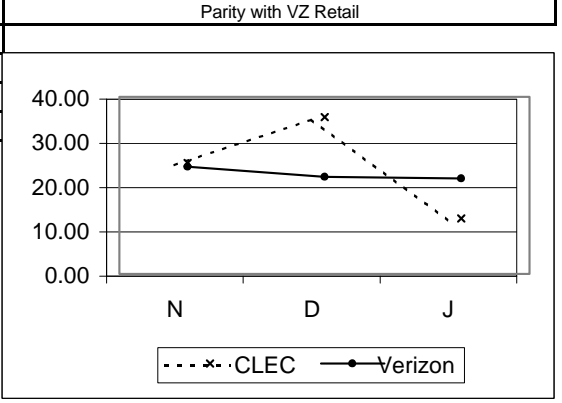
PR-3 - Completed within X Days - Platform & Other (Switch & INP)



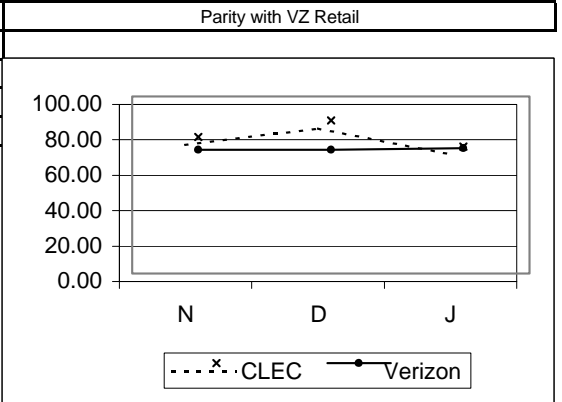
**POTS - Provisioning cont...**

**PR-3 - Completed within X Days - Platform & Other (Switch & INP) cont...**

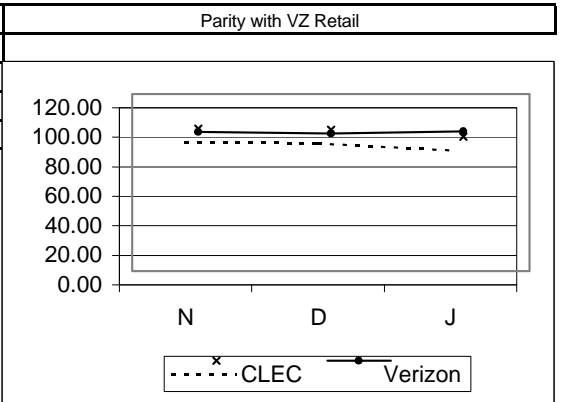
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	24.23	25.00	11757	48		6.20	0.12
Dec-01	21.98	35.42	12048	96		4.24	3.17
Jan-02	21.59	12.50	14742	88		4.40	-2.07



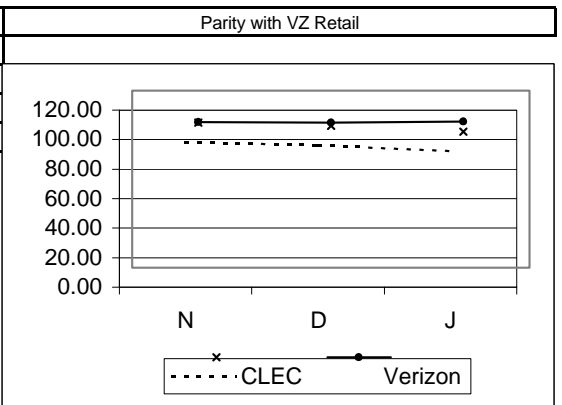
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	69.73	77.08	11757	48		6.64	1.11
Dec-01	69.75	86.46	12048	96		4.71	3.55
Jan-02	70.89	71.59	14742	88		4.86	0.14



PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	94.43	96.68	70255	542		0.99	2.28
Dec-01	93.40	95.64	62291	1010		0.79	2.84
Jan-02	94.83	91.25	84181	1040		0.69	-5.18



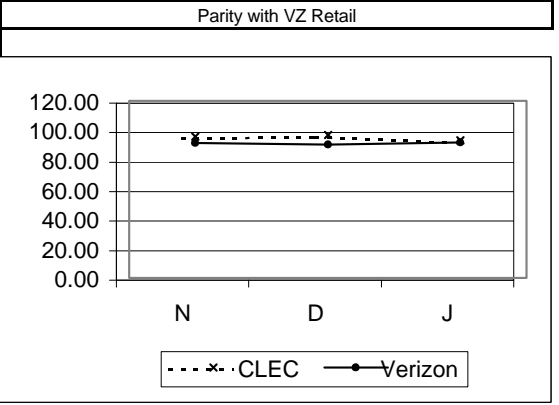
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	98.66	98.38	58498	494		0.52	-0.54
Dec-01	98.15	96.28	50243	914		0.45	-4.16
Jan-02	99.03	92.23	69439	952		0.32	-21.26



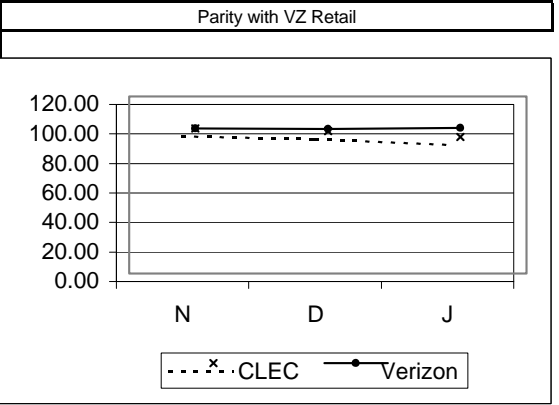
**POTS - Provisioning cont...**

**PR-3 - Completed within X Days - Platform & Other (Switch & INP) cont...**

PR-3-09-3142	% Completed in 5 Days (1-5 Lines – Dispatch)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	91.56	95.83	11757	48		4.02	1.06
Dec-01	90.30	96.88	12048	96		3.03	2.17
Jan-02	91.72	93.18	14742	88		2.95	0.50

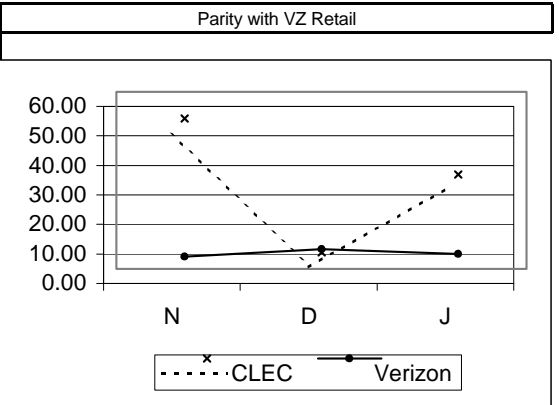


PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	98.20	98.15	70255	542		0.57	-0.09
Dec-01	97.86	96.34	62291	1010		0.46	-3.31
Jan-02	98.50	92.60	84181	1040		0.38	-15.56



**PR-4 - Missed Appointments**

PR-4-02-3100	Average Delay Days – Total						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	4.17	51.00	2508	9	14.85	4.96	
Dec-01	6.72	5.55	2544	11	26.84	8.11	0.14
Jan-02	5.09	32.00	2747	35	20.97	3.57	-7.54

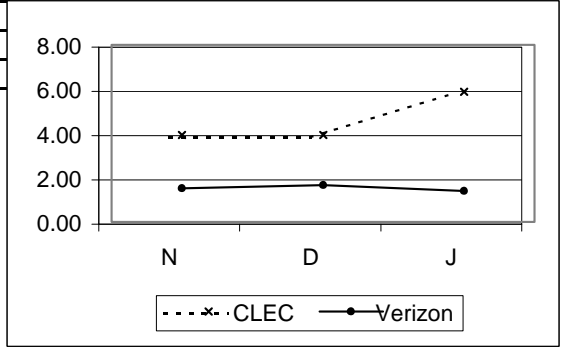


**POTS - Provisioning cont...**

**PR-4 - Missed Appointments cont...**

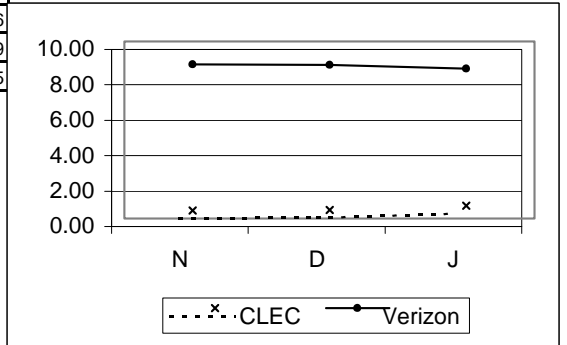
**PR-4-03-3100 % Missed Appointment – Customer No Standard**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	1.51	3.93	125436	3787			
Dec-01	1.66	3.93	113966	4939			
Jan-02	1.40	5.87	145162	5550			



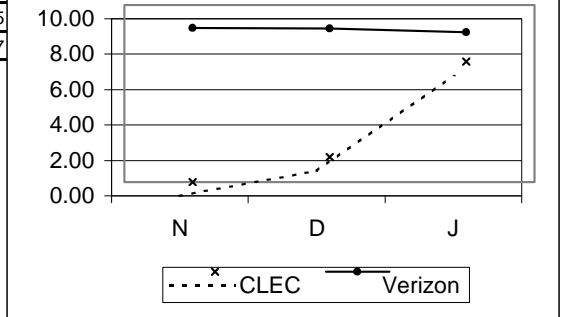
**PR-4-04-3113 % Missed Appointment – Verizon – Dispatch - Loop New Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.71	0.44	20092	1357		0.79	10.46
Dec-01	8.67	0.49	20649	1628		0.72	11.29
Jan-02	8.45	0.71	23367	2682		0.57	13.65



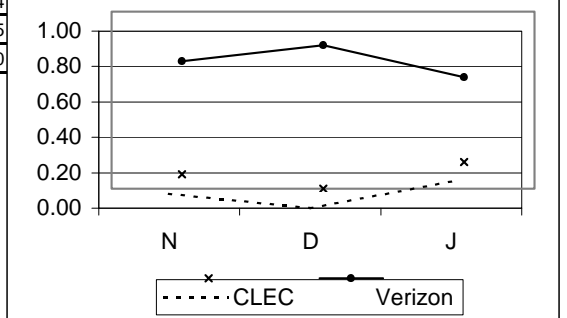
**PR-4-04-3140 % Missed Appointment – Verizon – Dispatch - Platform Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.71	0.00	20092	60		3.65	2.39
Dec-01	8.67	1.42	20649	141		2.38	3.05
Jan-02	8.45	6.82	23367	132		2.43	0.67



**PR-4-05-3123 % Missed Appointment – Verizon – No Dispatch - Other Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.72	0.08	105344	1324		0.23	2.74
Dec-01	0.81	0.00	93317	1399		0.24	3.35
Jan-02	0.63	0.15	121795	1329		0.22	2.20



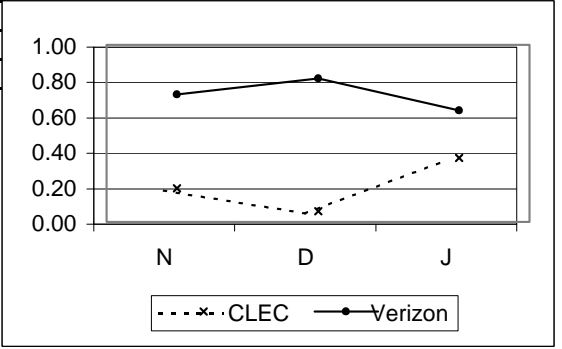


**POTS - Provisioning cont...**

**PR-4 - Missed Appointments cont...**

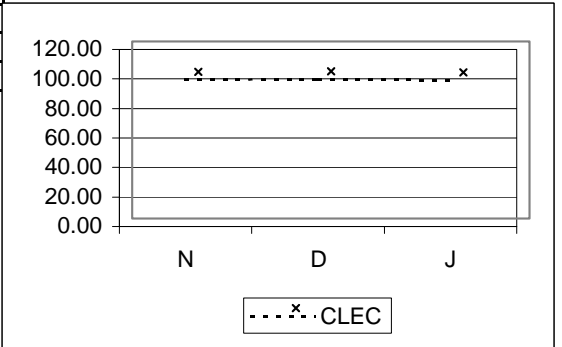
**PR-4-05-3140 % Missed Appointment – Verizon – No Dispatch - Platform Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.72	0.19	105344	1044		0.26	2.02
Dec-01	0.81	0.06	93317	1771		0.22	3.49
Jan-02	0.63	0.36	121795	1406		0.21	1.27



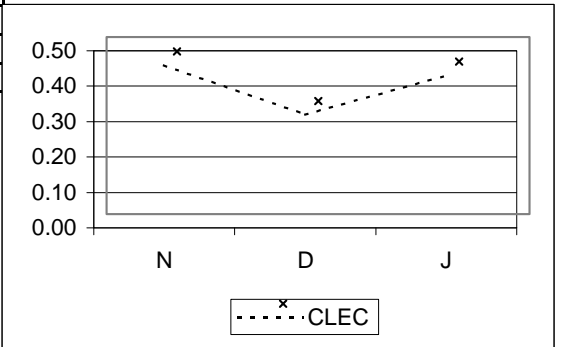
**PR-4-07-3540 % On Time Performance - LNP 95% On Time**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		99.43		2787			4.43
Dec-01		99.58		3097			4.58
Jan-02		98.92		2498			3.92



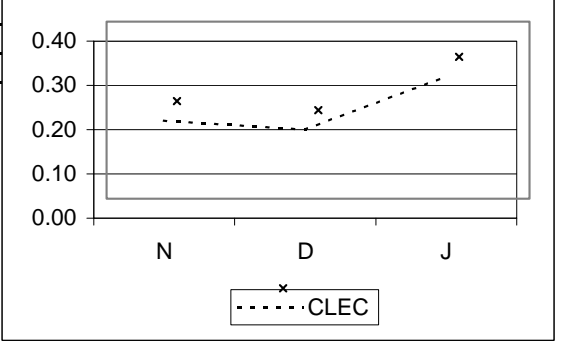
**PR-4-08-3111 % MA – Customer – Due to Late Order Conf. - Hot Cut Loop No Standard**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		0.46		2378			
Dec-01		0.32		2539			
Jan-02		0.43		3025			



**PR-4-08-3123 % MA – Customer – Due to Late Order Conf. - Other (Switch & INP) No Standard**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		0.22		2683			
Dec-01		0.20		3027			
Jan-02		0.32		4012			

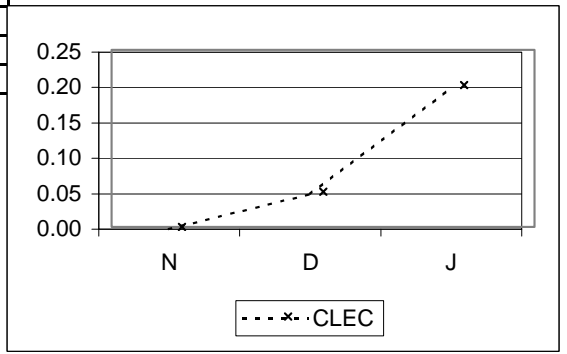


**POTS - Provisioning cont...**

**PR-4 - Missed Appointments cont...**

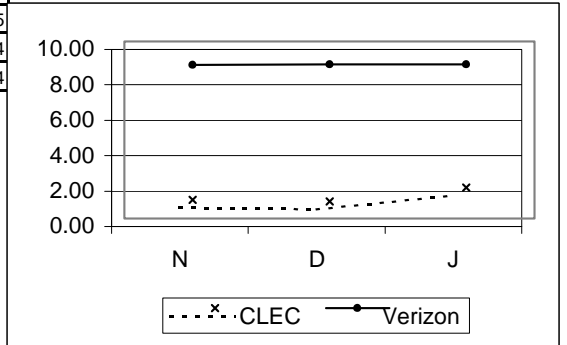
**PR-4-08-3140 % MA - Customer - Due to Late Order Conf. - Platform No Standard**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		0.00		1104			
Dec-01		0.05		1912			
Jan-02		0.20		1538			



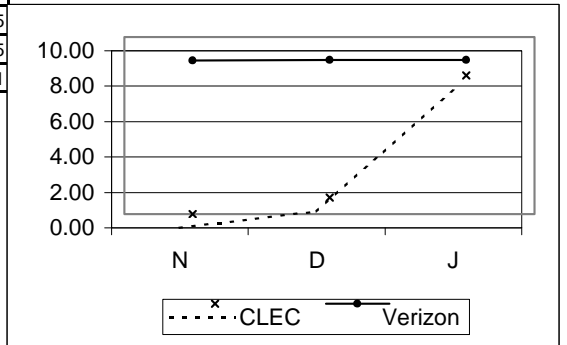
**PR-4-10-3113 % MA - VZ - Std. Interval (W Coded) Orders - Disp. - Loop New Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.67	1.04	15208	96		2.88	2.65
Dec-01	8.69	0.95	15328	317		1.60	4.84
Jan-02	8.71	1.75	18594	286		1.68	4.14



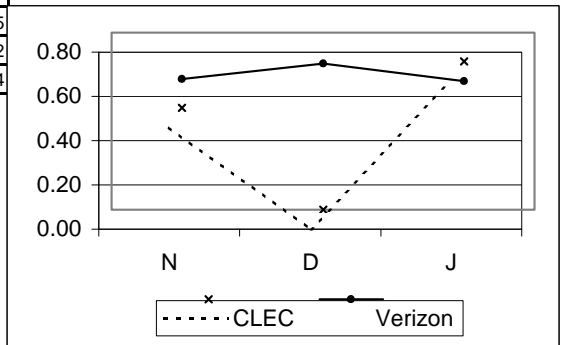
**PR-4-10-3140 % MA - VZ - Std. Interval (W Coded) Orders - Disp. - Platform Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.67	0.00	15208	49		4.03	2.15
Dec-01	8.69	0.93	15328	108		2.72	2.85
Jan-02	8.71	7.84	18594	102		2.80	0.31



**PR-4-11-3123 % MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Other Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.59	0.46	89931	218		0.52	0.25
Dec-01	0.66	0.00	77548	190		0.59	1.12
Jan-02	0.58	0.67	108796	149		0.62	-0.14

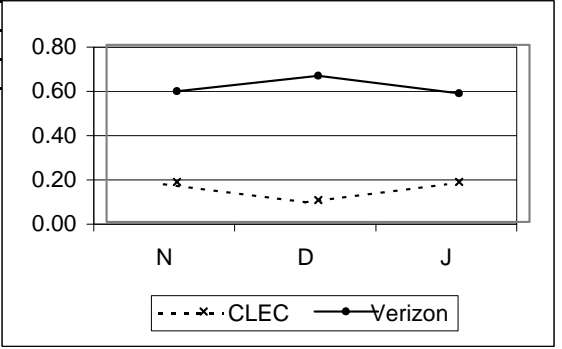


**POTS - Provisioning cont...**

**PR-4 - Missed Appointments cont...**

**PR-4-11-3140 % MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Platform Parity with VZ Retail**

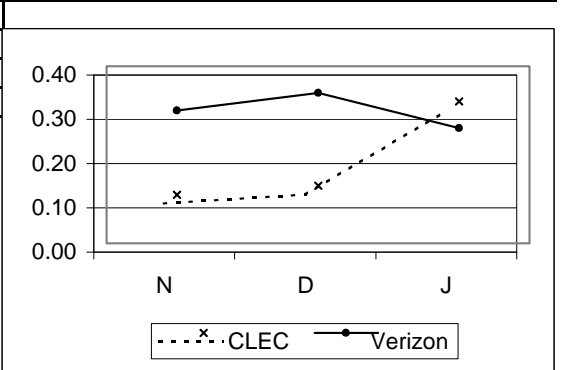
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.59	0.18	89931	562		0.32	1.27
Dec-01	0.66	0.10	77548	1030		0.25	2.20
Jan-02	0.58	0.18	108796	1090		0.23	1.73



**PR-5- Facility Missed Orders**

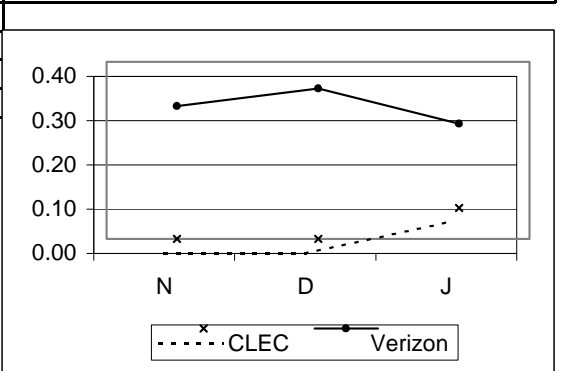
**PR-5-01-3112 % Missed Appointment - Verizon - Facilities - Loop Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.30	0.11	125436	2681		0.11	1.78
Dec-01	0.34	0.13	113966	3026		0.11	1.96
Jan-02	0.26	0.32	145162	4009		0.08	-0.74



**PR-5-01-3140 % Missed Appointment - Verizon - Facilities - Platform Parity with VZ Retail**

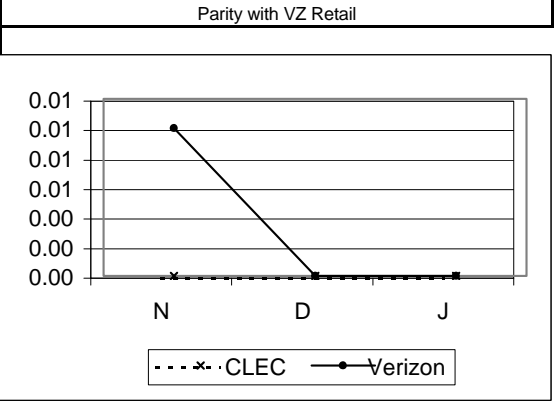
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.30	0.00	125436	1104		0.17	1.81
Dec-01	0.34	0.00	113966	1912		0.13	2.53
Jan-02	0.26	0.07	145162	1538		0.13	1.46



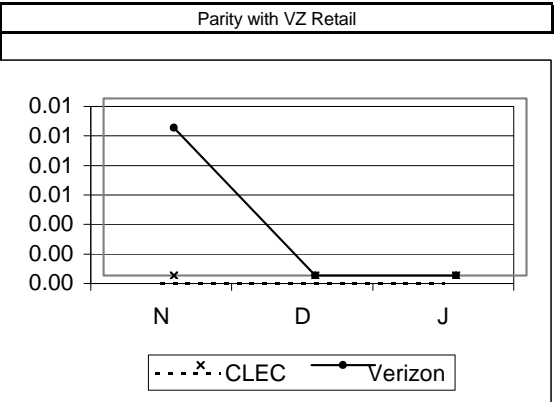
**POTS - Provisioning cont...**

**PR-5- Facility Missed Orders cont...**

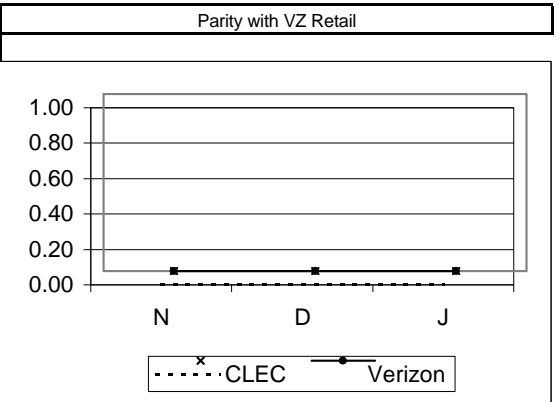
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.01	0.00	125436	2681		0.02	0.51
Dec-01	0.00	0.00	113966	3026		0.00	
Jan-02	0.00	0.00	145162	4009		0.00	



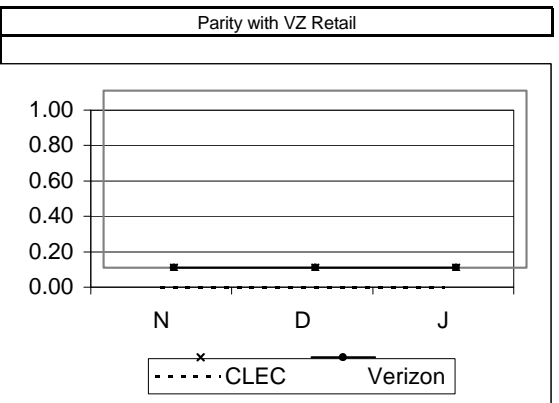
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.01	0.00	125436	1104		0.03	0.33
Dec-01	0.00	0.00	113966	1912		0.00	
Jan-02	0.00	0.00	145162	1538		0.00	



PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.00	0.00	125436	2681		0.00	
Dec-01	0.00	0.00	113966	3026		0.00	
Jan-02	0.00	0.00	145162	4009		0.00	

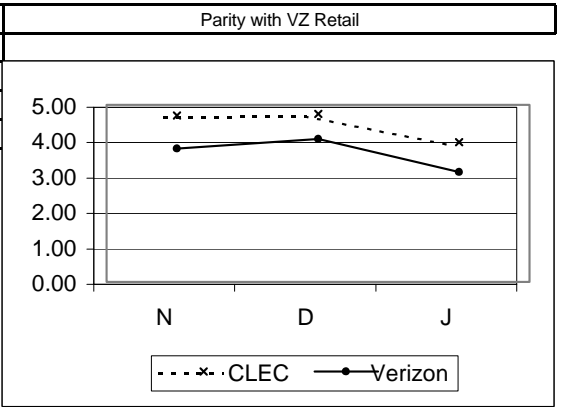


PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.00	0.00	125436	1104		0.00	
Dec-01	0.00	0.00	113966	1912		0.00	
Jan-02	0.00	0.00	145162	1538		0.00	

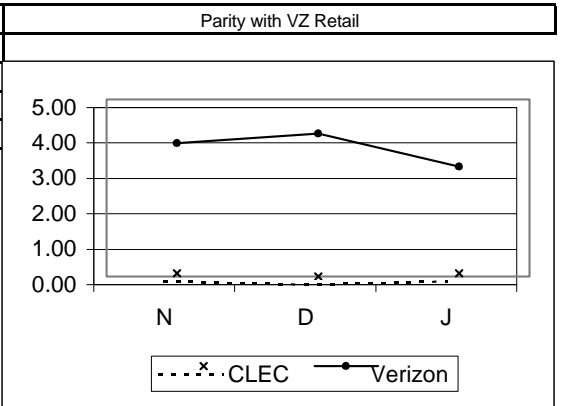


**POTS - Provisioning cont...**  
**PR-6 - Installation Quality**

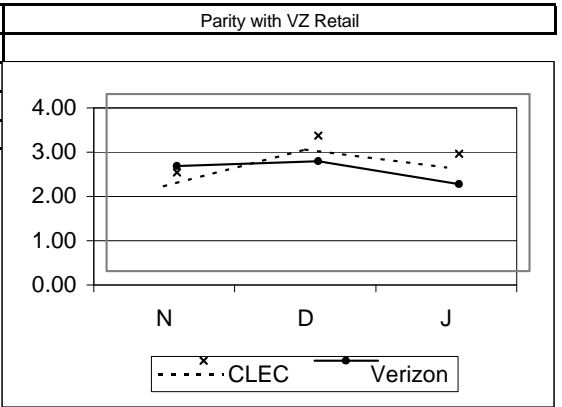
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	3.77	4.70	106786	7654		0.23	-4.14
Dec-01	4.04	4.74	95204	8739		0.22	-3.19
Jan-02	3.10	3.95	120712	10661		0.18	-4.86



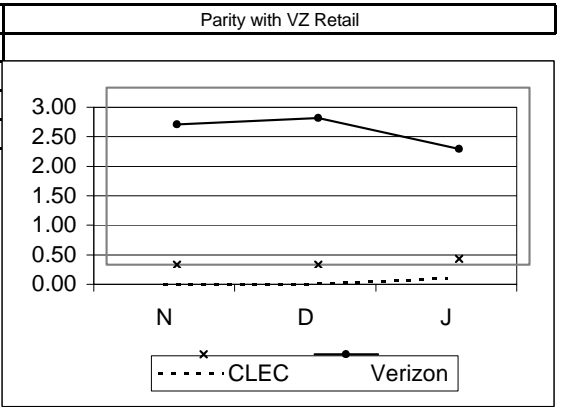
PR-6-01-3140	% Installation Troubles reported within 30 Days - Platform						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	3.77	0.09	106786	1161		0.56	6.56
Dec-01	4.04	0.00	95204	2569		0.39	10.26
Jan-02	3.10	0.10	120712	2079		0.38	7.83



PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	2.37	2.23	106786	7654		0.18	0.77
Dec-01	2.48	3.06	95204	8739		0.17	-3.30
Jan-02	1.97	2.65	120712	10661		0.14	-4.85



PR-6-02-3140	% Installation Troubles reported within 7 Days - Platform						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	2.37	0.00	106786	1161		0.45	5.28
Dec-01	2.48	0.00	95204	2569		0.31	7.98
Jan-02	1.97	0.10	120712	2079		0.31	6.09

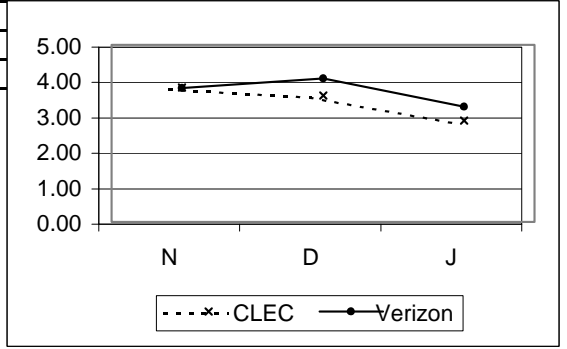


**POTS - Provisioning cont...**

**PR-6 - Installation Quality cont...**

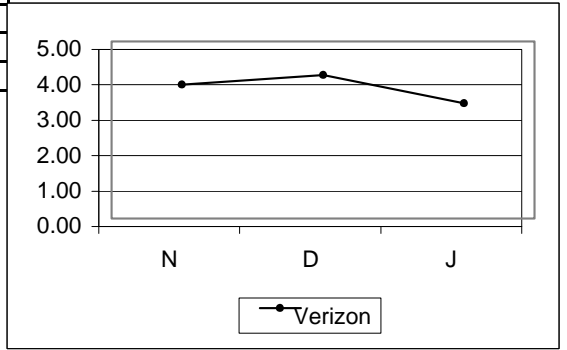
**PR-6-03-3112 % Installation Troubles reported within 30 Days – FOK/TOK/CPE - Loop** No Standard

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	3.78	3.80	106786	7654			
Dec-01	4.05	3.57	95204	8739			
Jan-02	3.25	2.86	120712	10661			



**PR-6-03-3121 % Installation Troubles reported within 30 Days – FOK/TOK/CPE - Other** No Standard

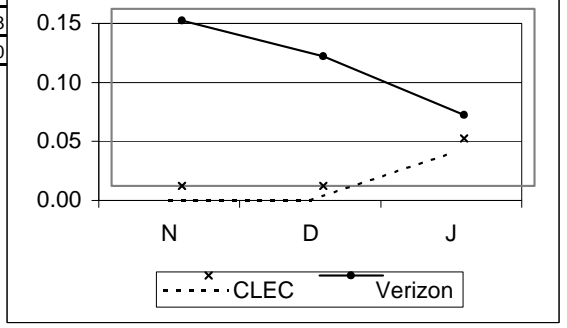
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	3.78	#N/A	106786				
Dec-01	4.05	#N/A	95204				
Jan-02	3.25	#N/A	120712				



**PR-8 - Open Orders in a Hold Status**

**PR-8-01-3100 % Open Orders in a Hold Status > 30 Days** Parity with VZ Retail

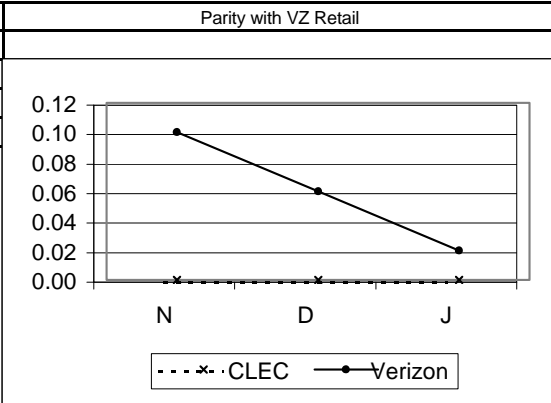
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.14	0.00	125436	3787		0.06	2.27
Dec-01	0.11	0.00	113966	4939		0.05	2.28
Jan-02	0.06	0.04	145162	5550		0.03	0.60



**POTS - Provisioning cont...**

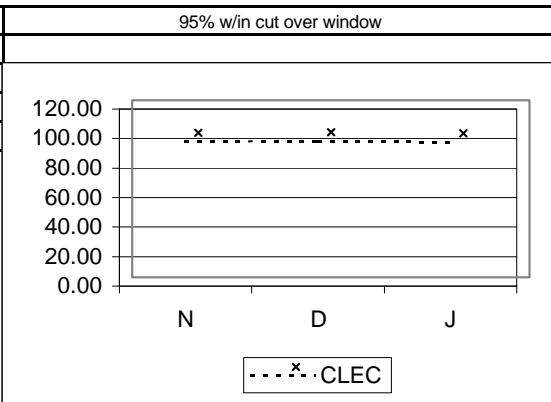
**PR-8 - Open Orders in a Hold Status cont...**

PR-8-02-3100	% Open Orders in a Hold Status > 90 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.10	0.00	125436	3787		0.05	1.92
Dec-01	0.06	0.00	113966	4939		0.04	1.69
Jan-02	0.02	0.00	145162	5550		0.02	1.03

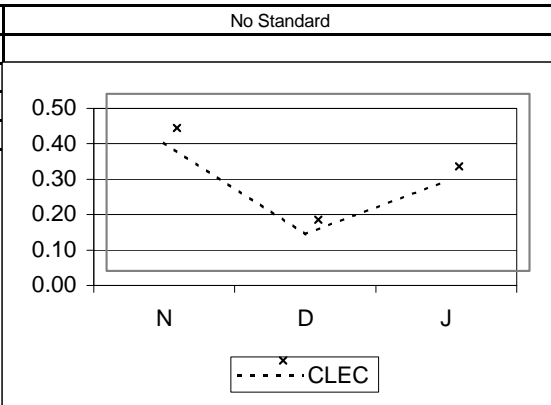


**PR-9 - Hot Cuts**

PR-9-01-3114	% On Time Performance - Hot Cuts						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		97.99		2686			2.99
Dec-01		98.15		2644			3.15
Jan-02		97.71		2919			2.71



PR-9-02-3520	% Early Cuts - Lines						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		0.40		4219			
Dec-01		0.14		4158			
Jan-02		0.30		4746			

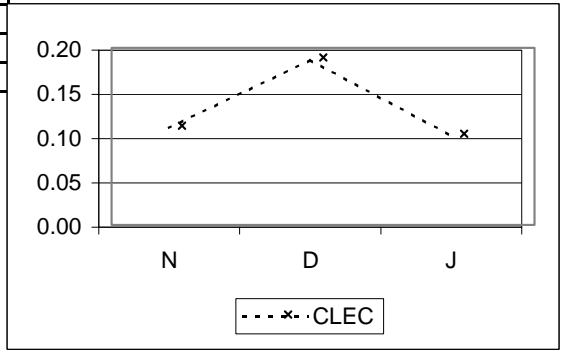


**POTS - Provisioning cont...**

**PR-9 - Hot Cuts cont...**

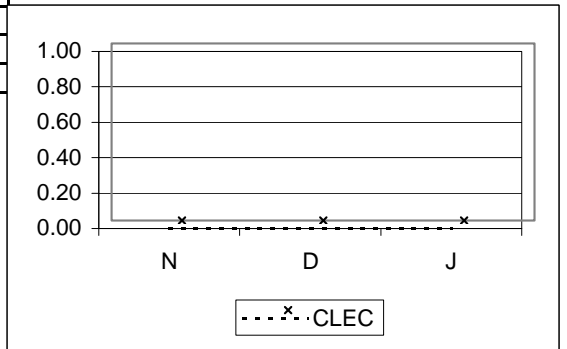
**PR-9-03-3520 % Early Cuts - Orders** No Standard

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		0.11		2686			
Dec-01		0.19		2644			
Jan-02		0.10		2919			



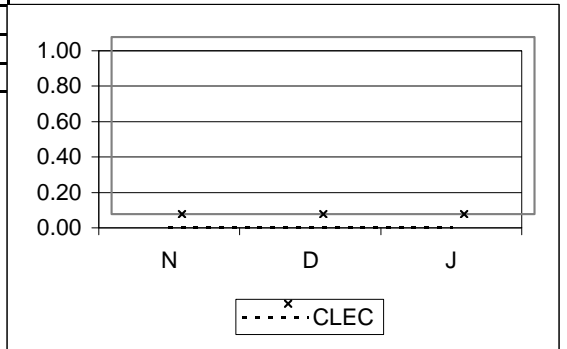
**PR-9-04-3520 % Defective Cuts - Lines** No Standard

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		0.00		4219			
Dec-01		0.00		4158			
Jan-02		0.00		4746			



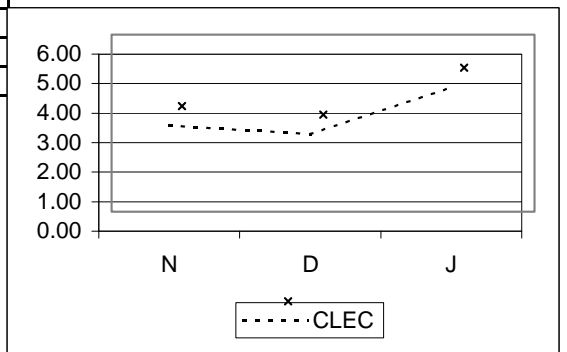
**PR-9-05-3520 % Defective Cuts - Orders** No Standard

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		0.00		2686			
Dec-01		0.00		2644			
Jan-02		0.00		2919			



**PR-9-06-3520 % Late Cuts - Lines** No Standard

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		3.58		4219			
Dec-01		3.30		4158			
Jan-02		4.89		4746			





**POTS - Provisioning cont...**

**PR-9 - Hot Cuts cont...**

PR-9-07-3520	% Late Cuts - Orders							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		2.01		2686				
Dec-01		1.85		2644				
Jan-02		2.30		2919				

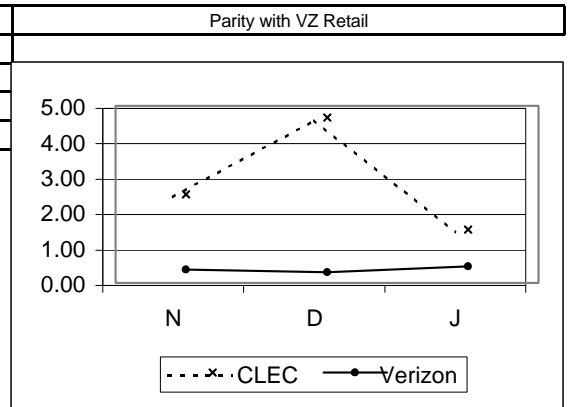
PR-9-08-3520	Average Duration of Service Interruption							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		18.82		1				
Dec-01		22.10		1				
Jan-02		#N/A						

PR-9-09-3520	% Supplemented or Cancelled Orders at VZ Request							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		0.00		2686				
Dec-01		0.00		2644				
Jan-02		0.00		2919				

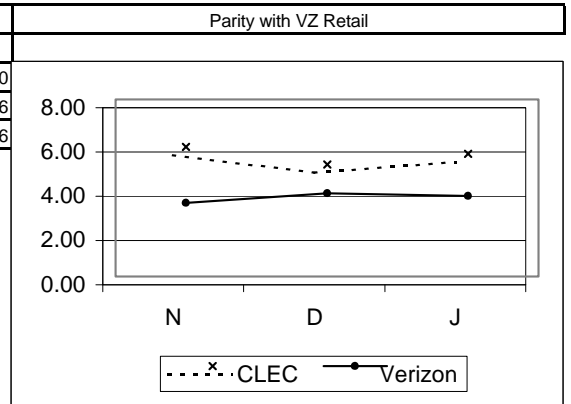
**Complex Services - 2 Wire Digital**

**PR-1 - Average Interval Offered**

PR-1-01-3341	Average Interval Offered – Total No Dispatch							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.38	2.50	1861	8	1.01	0.36		
Dec-01	0.30	4.67	1975	6	0.96	0.39		
Jan-02	0.46	1.50	2435	4	1.18	0.59		

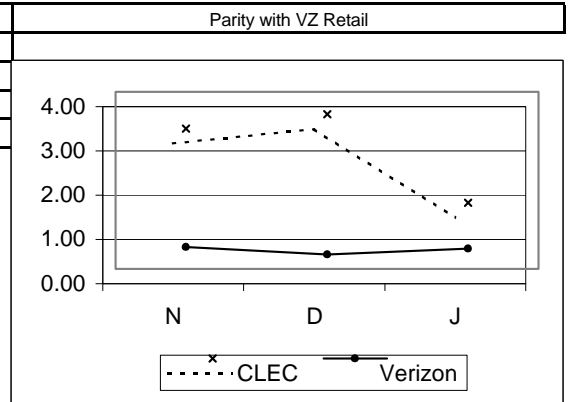


PR-1-02-3341	Average Interval Offered – Total Dispatch							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	3.33	5.86	556	113	2.06	0.21	-11.90	
Dec-01	3.75	5.05	499	112	2.02	0.21	-6.16	
Jan-02	3.65	5.54	562	83	2.02	0.24	-7.96	



**PR-2 - Average Completed Interval**

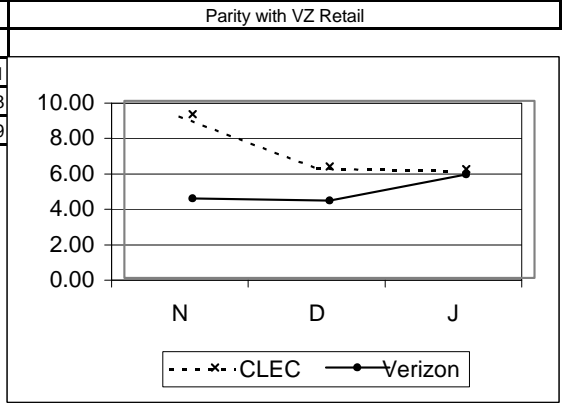
PR-2-01-3341	Average Interval Completed – Total No Dispatch							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.49	3.17	1823	6	2.36	0.97		
Dec-01	0.32	3.50	1927	4	2.09	1.05		
Jan-02	0.46	1.50	2370	4	1.29	0.65		



**Complex Services - 2 Wire Digital cont...**

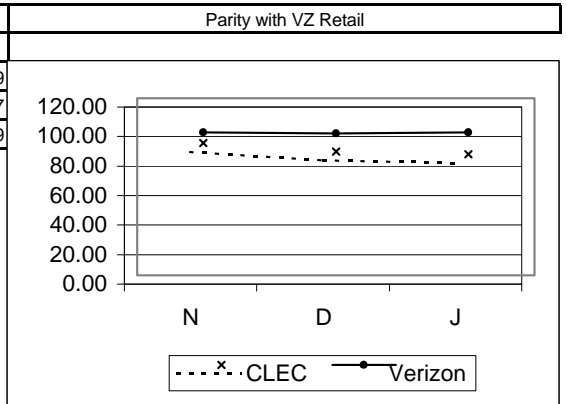
**PR-2 - Average Completed Interval cont...**

PR-2-02-3341	Average Interval Completed – Total Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	4.49	9.26	415	61	5.69	0.78	-6.11
Dec-01	4.37	6.31	364	83	3.91	0.48	-4.08
Jan-02	5.84	6.14	435	69	12.19	1.58	-0.19



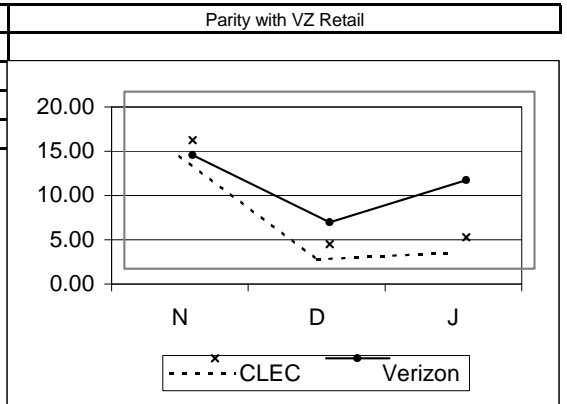
**PR-3 - Completed within X Days**

PR-3-10-3341	% Completed w/in 6 Days (1-5 lines) Total						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	96.94	89.55	5268	67	2.12		-3.49
Dec-01	96.30	83.91	5187	87		2.04	-6.07
Jan-02	97.01	82.19	6486	73		2.00	-7.39



**PR-4 - Missed Appointments**

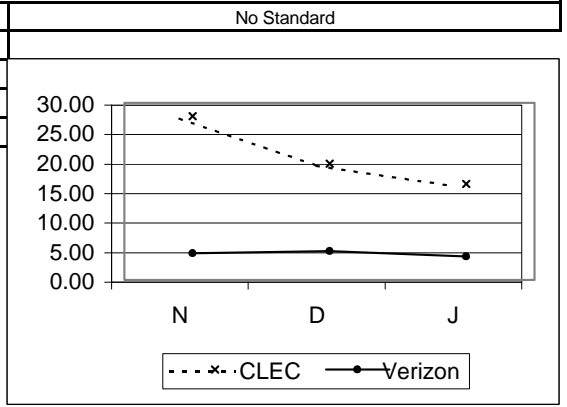
PR-4-02-3341	Average Delay Days – Total						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	12.86	14.50	145	2	44.83	31.92	
Dec-01	5.23	2.75	71	8	12.12	4.52	
Jan-02	9.99	3.57	147	7	36.05	13.95	



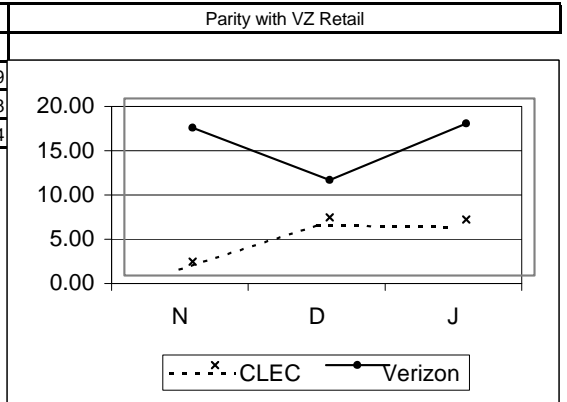
**Complex Services - 2 Wire Digital cont...**

**PR-4 - Missed Appointments cont...**

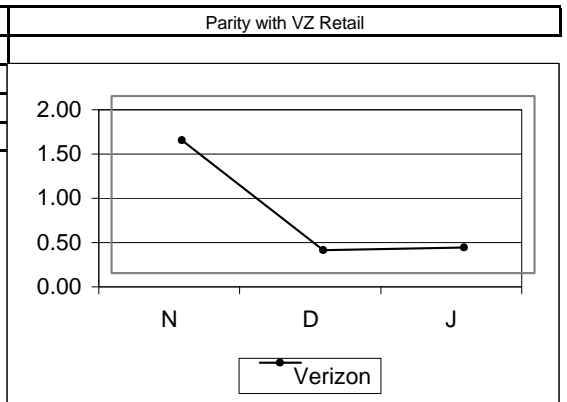
PR-4-03-3341	% MA – Customer						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	4.52	27.78	2567	126			
Dec-01	4.84	19.67	2560	122			
Jan-02	3.97	16.22	3200	111			



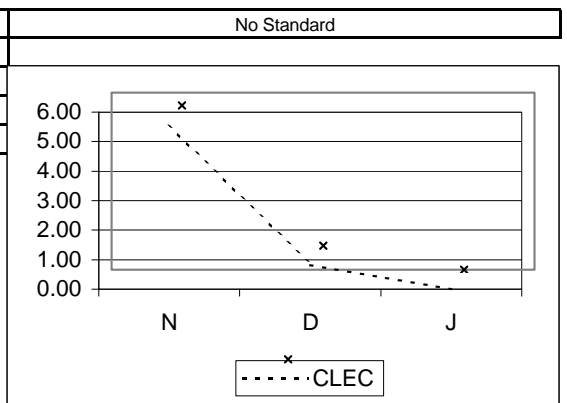
PR-4-04-3341	% MA – VZ – Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	16.71	1.59	700	126		3.61	4.19
Dec-01	10.80	6.56	611	122		3.08	1.38
Jan-02	17.16	6.31	816	111		3.81	2.84



PR-4-05-3341	% MA – VZ – No Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	1.50	#N/A	1867				
Dec-01	0.26	#N/A	1949				
Jan-02	0.29	#N/A	2384				



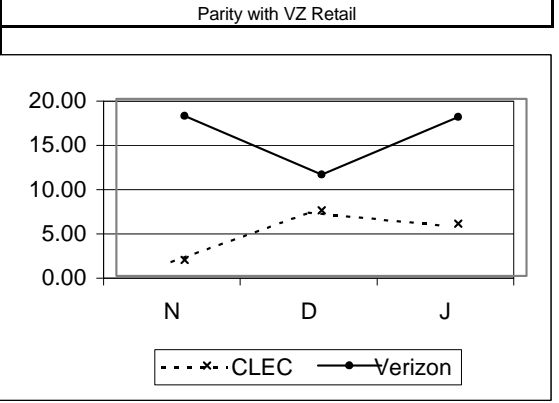
PR-4-08-3341	% MA – Customer – Due to Late Order Confirmation						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		5.56		126			
Dec-01		0.82		122			
Jan-02		0.00		111			



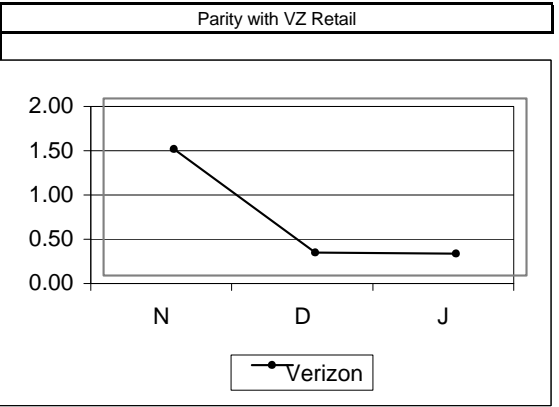
**Complex Services - 2 Wire Digital cont...**

**PR-4 - Missed Appointments cont...**

PR-4-10-3341	% MA - VZ - Std. Interval (W Coded) Orders - Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	18.10	1.82	630	110		3.98	4.09
Dec-01	11.45	7.41	550	108		3.35	1.21
Jan-02	17.93	5.88	764	85		4.39	2.75

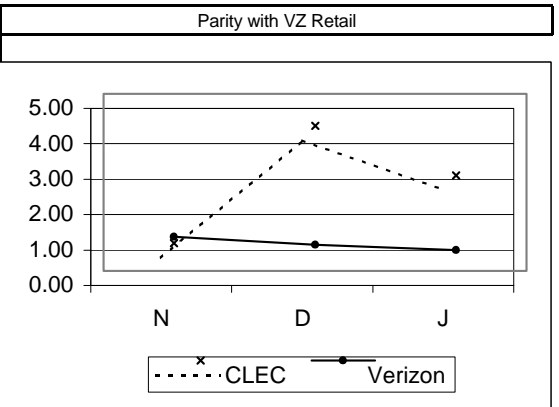


PR-4-11-3341	% MA - VZ - Std. Interval (W Coded) Orders - No Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	1.43	#N/A	1814				
Dec-01	0.26	#N/A	1929				
Jan-02	0.25	#N/A	2362				



**PR-5 - Facility Missed Orders**

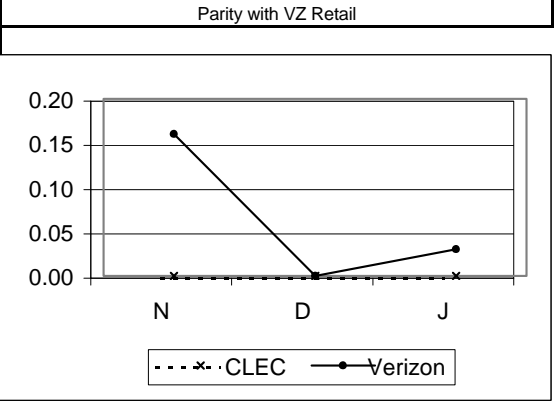
PR-5-01-3341	% Missed Appointment - Verizon - Facilities						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.97	0.79	2567	126		0.89	0.20
Dec-01	0.74	4.10	2560	122		0.79	-4.23
Jan-02	0.59	2.70	3200	111		0.74	-2.85



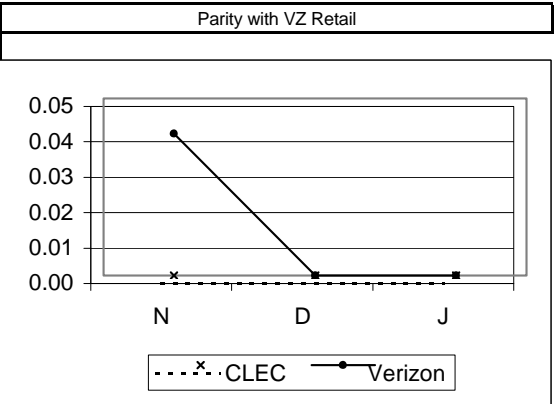
**Complex Services - 2 Wire Digital cont...**

**PR-5 - Facility Missed Orders cont...**

PR-5-02-3341	% Orders Held for Facilities > 15 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.16	0.00	2567	126		0.36	0.44
Dec-01	0.00	0.00	2560	122		0.00	
Jan-02	0.03	0.00	3200	111		0.17	0.18

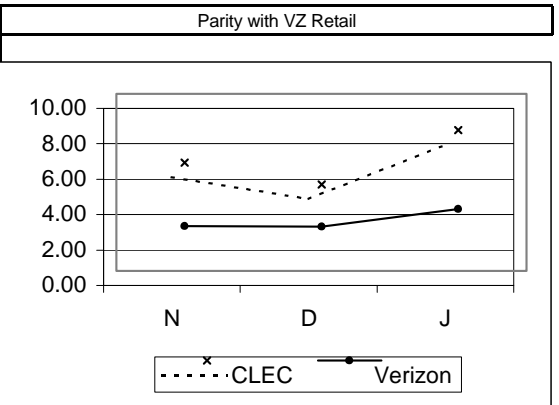


PR-5-03-3341	% Orders Held for Facilities > 60 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.04	0.00	2567	126		0.18	0.22
Dec-01	0.00	0.00	2560	122		0.00	
Jan-02	0.00	0.00	3200	111		0.00	



**PR-6 - Installation Quality**

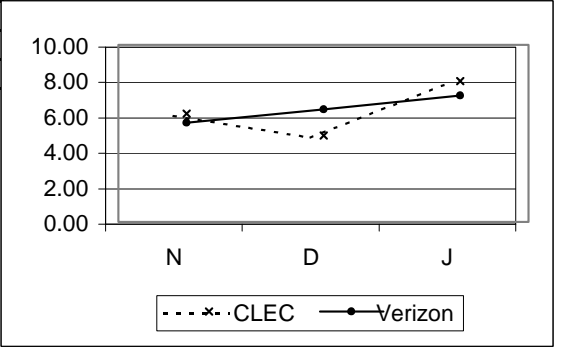
PR-6-01-3341	% Installation Troubles reported within 30 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	2.53	6.11	554	131		1.52	-2.35
Dec-01	2.50	4.88	519	123		1.57	-1.51
Jan-02	3.51	7.96	713	113		1.86	-2.39



**Complex Services - 2 Wire Digital cont...**

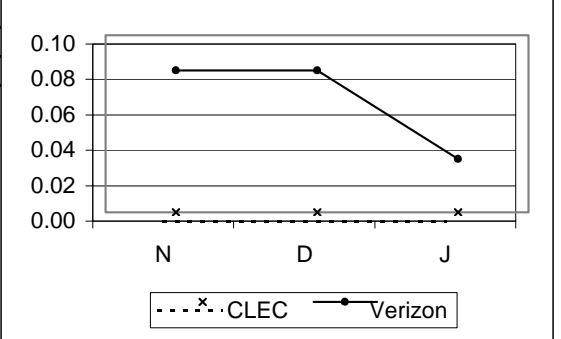
**PR-6 - Installation Quality cont...**

PR-6-03-3341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	5.60	6.11	554	131				
Dec-01	6.36	4.88	519	123				
Jan-02	7.15	7.96	713	113				

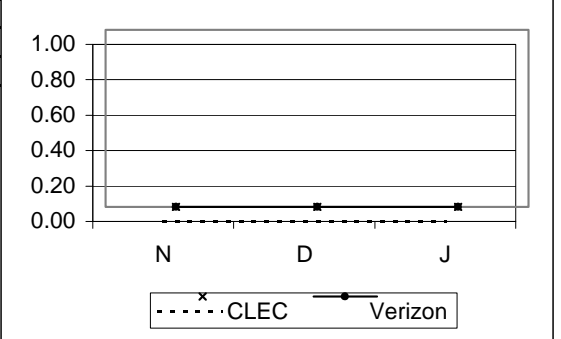


**PR-8 - Open Orders in a Hold Status**

PR-8-01-3341	% Open Orders in a Hold Status > 30 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.08	0.00	2567	126		0.26	0.31	
Dec-01	0.08	0.00	2560	122		0.26	0.31	
Jan-02	0.03	0.00	3200	111		0.17	0.18	

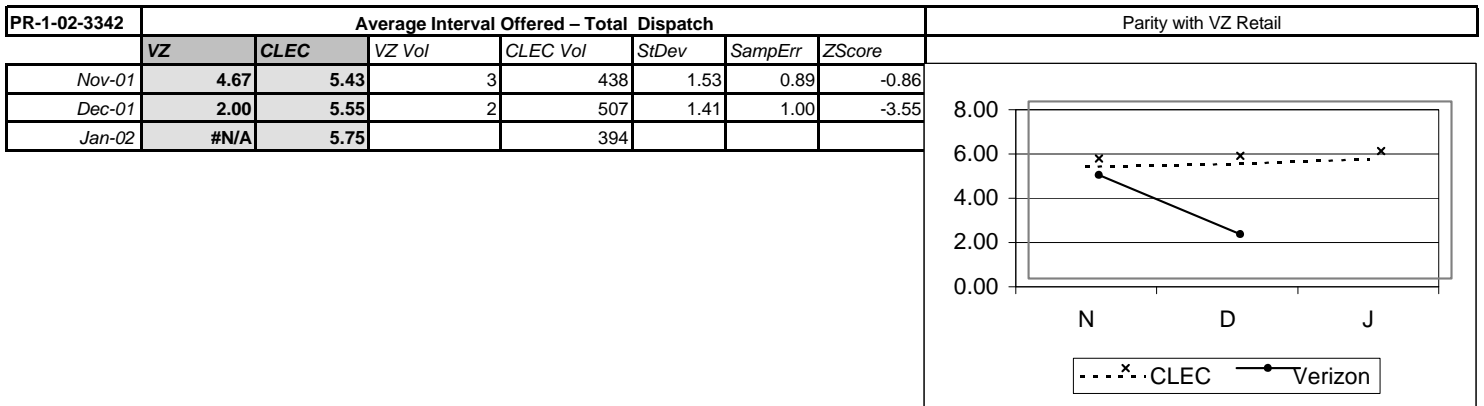
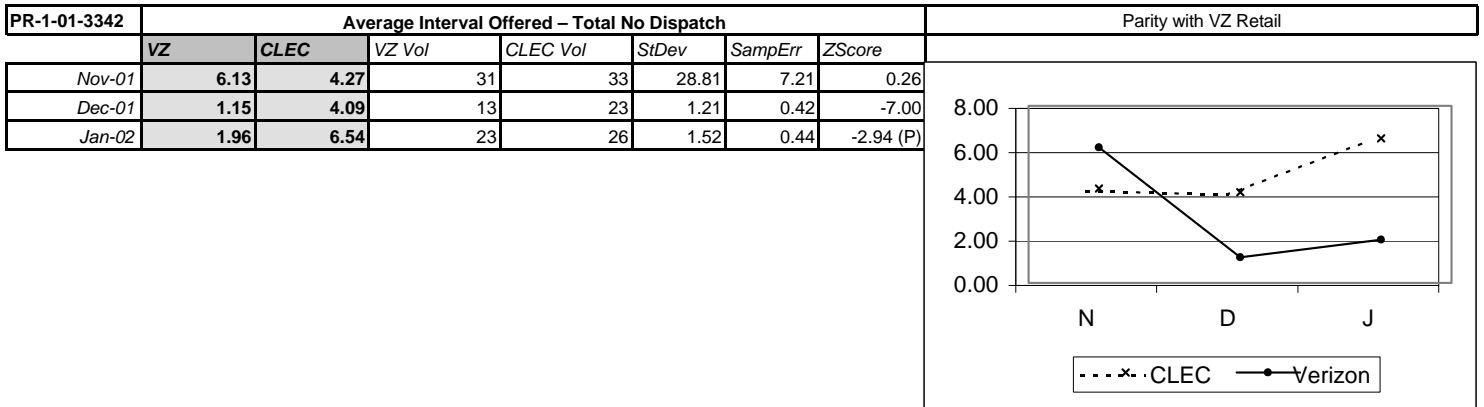


PR-8-02-3341	% Open Orders in a Hold Status > 90 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	0.00	2567	126		0.00		
Dec-01	0.00	0.00	2560	122		0.00		
Jan-02	0.00	0.00	3200	111		0.00		

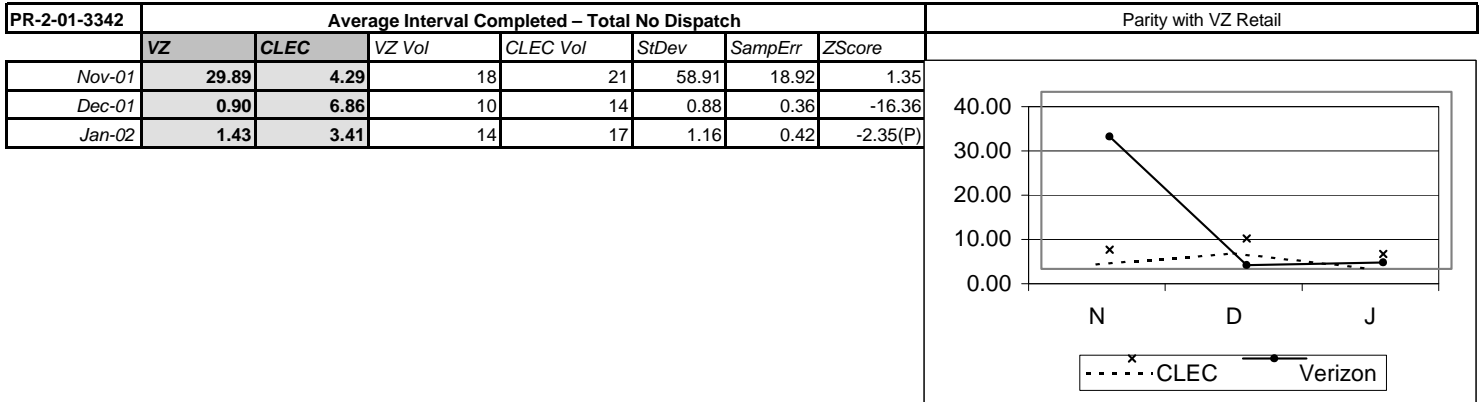


**Complex Services - 2 Wire xDSL**

**PR-1 - Average Interval Offered**



**PR-2 - Average Completed Interval**

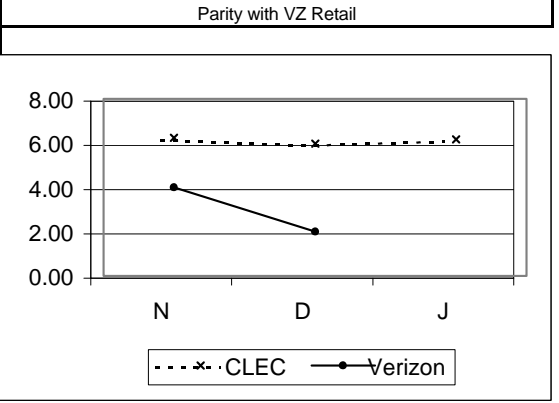




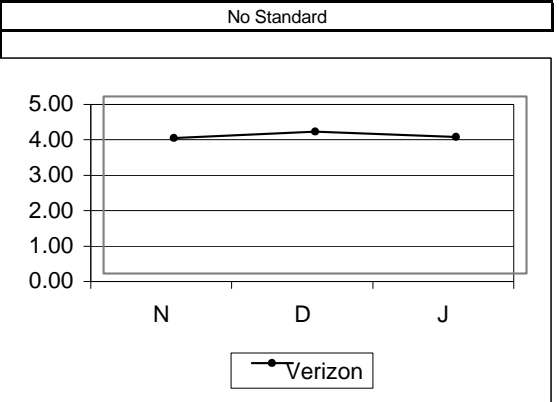
**Complex Services - 2 Wire xDSL cont...**

**PR-2 - Average Completed Interval cont...**

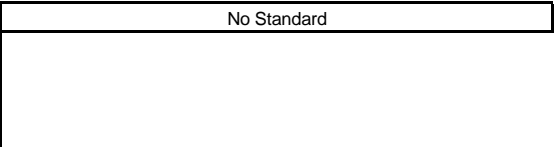
PR-2-02-3342	Average Interval Completed - Total Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	4.00	6.23	2	294	1.41	1.00	-2.23
Dec-01	2.00	5.97	2	405	1.41	1.00	-3.97
Jan-02	#N/A	6.17		328			



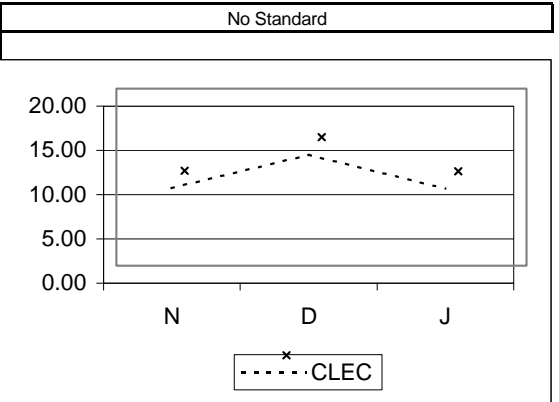
PR-2-13-3342	Avg. Interval Completed-DD-2 Test & Serial#						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	3.83	#N/A	3936				
Dec-01	4.00	#N/A	3938				
Jan-02	3.85	#N/A	4790				



PR-2-14-3342	Avg. Interval Completed-DD-2 Test Total						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		#N/A					
Dec-01		#N/A					
Jan-02		#N/A					



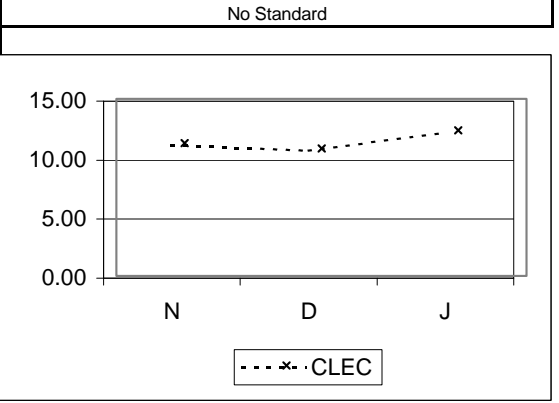
PR-2-15-3342	Avg. Interval Completed-No DD-2 Test & Serial#						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		10.72		184			
Dec-01		14.50		149			
Jan-02		10.68		139			



**Complex Services - 2 Wire xDSL cont...**

**PR-2 - Average Completed Interval cont...**

PR-2-16-3342	Avg. Interval Completed-No DD-2 Test & 800# Prov						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		11.23		340			
Dec-01		10.78		322			
Jan-02		12.34		325			

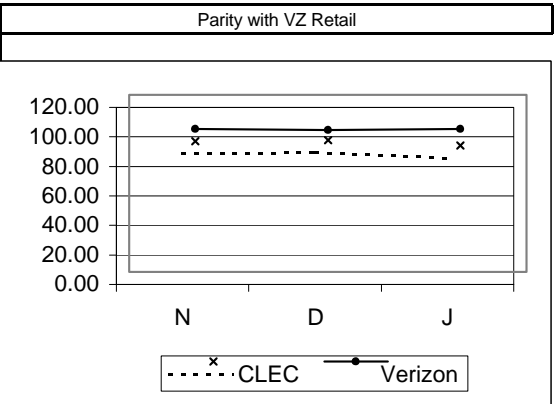


PR-2-17-3342	Avg. Interval Completed-No DD-2 Test & No 800#						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		#N/A					
Dec-01		#N/A					
Jan-02		#N/A					



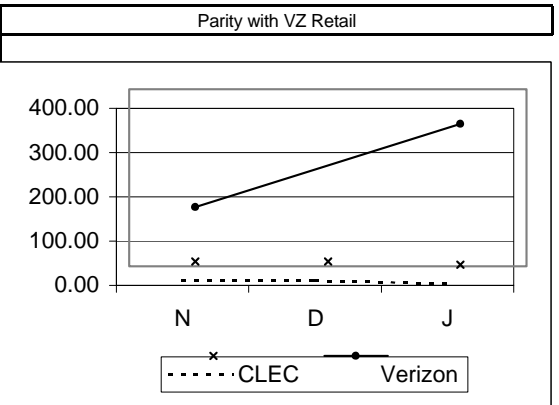
**PR-3 - Completed within X Days**

PR-3-10-3342	% Completed w/in 6 Days (1-5 lines) Total						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	96.94	88.71	5268	310		1.01	8.18
Dec-01	96.30	89.18	5187	416		0.96	7.40
Jan-02	97.01	85.80	6486	345		0.94	11.91



**PR-4 - Missed Appointments**

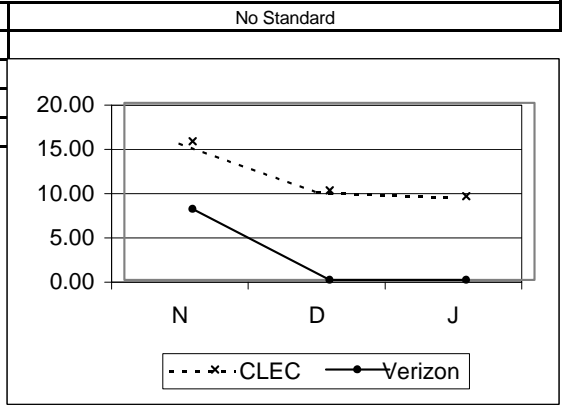
PR-4-02-3342	Average Delay Days - Total						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	133.71	10.57	7	14	115.98	53.69	2.29
Dec-01	#N/A	11.21		29			
Jan-02	322.00	3.25	1	16			



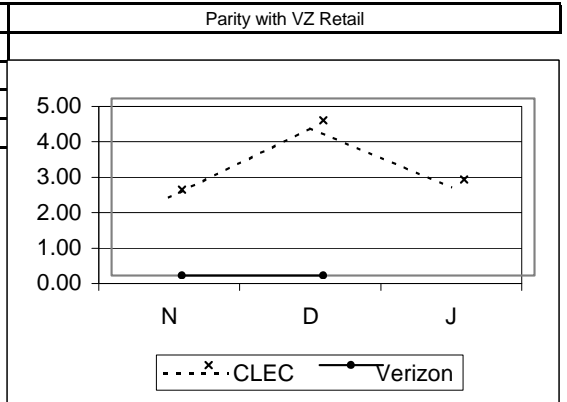
**Complex Services - 2 Wire xDSL cont...**

**PR-4 - Missed Appointments cont...**

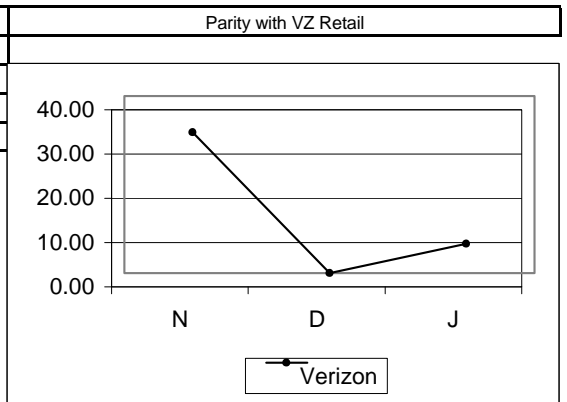
PR-4-03-3342	% MA - Customer						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.00	15.65	25	575			
Dec-01	0.00	10.14	16	661			
Jan-02	0.00	9.48	15	591			



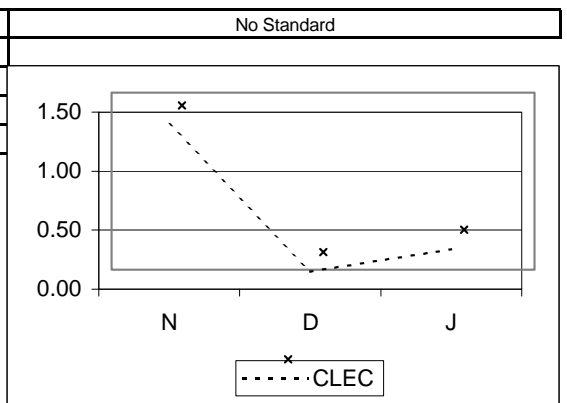
PR-4-04-3342	% MA - VZ - Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.00	2.43	3	575		0.00	
Dec-01	0.00	4.39	4	661		0.00	
Jan-02	#N/A	2.71		591			



PR-4-05-3342	% MA - VZ - No Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	31.82	#N/A	22				
Dec-01	0.00	#N/A	12				
Jan-02	6.67	#N/A	15				



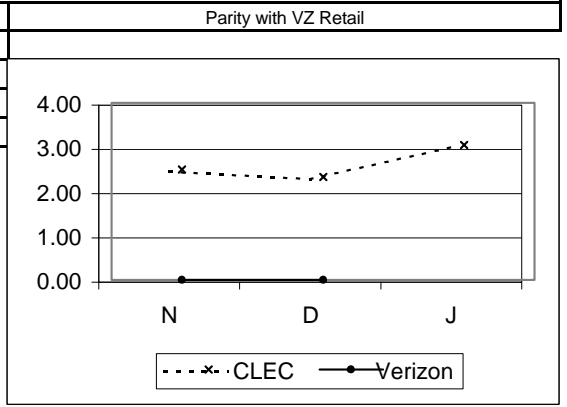
PR-4-08-3342	% MA - Customer - Due to Late Order Confirmation						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		1.39		575			
Dec-01		0.15		661			
Jan-02		0.34		591			



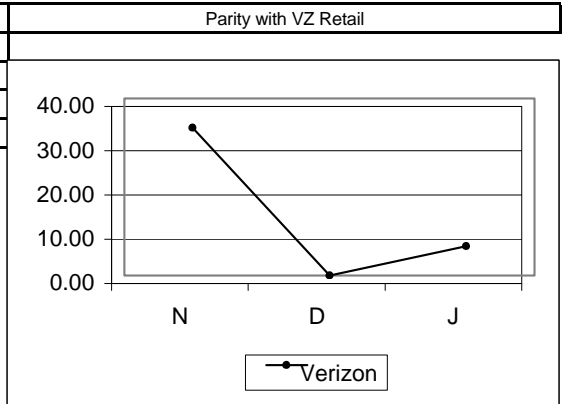
**Complex Services - 2 Wire xDSL cont...**

**PR-4 - Missed Appointments cont...**

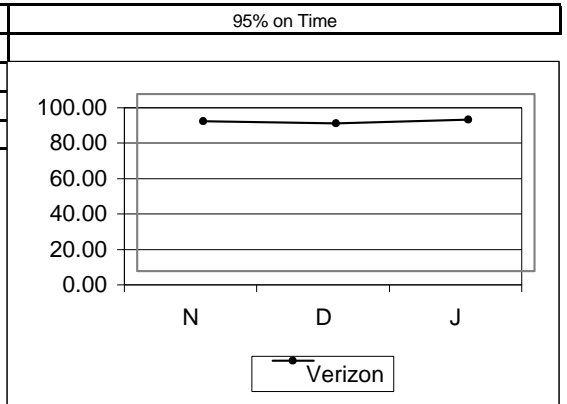
PR-4-10-3342	% MA - VZ - Std. Interval (W Coded) Orders - Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.00	2.50	3	440		0.00	
Dec-01	0.00	2.32	2	517		0.00	
Jan-02	#N/A	3.05		426			



PR-4-11-3342	% MA - VZ - Std. Interval (W Coded) Orders - No Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	33.33	#N/A	21				
Dec-01	0.00	#N/A	10				
Jan-02	6.67	#N/A	15				



PR-4-14-3342	% Completed On Time -DD-2 Test & Serial#						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	84.53	#N/A	7914				
Dec-01	83.50	#N/A	7764				
Jan-02	85.64	#N/A	8999				



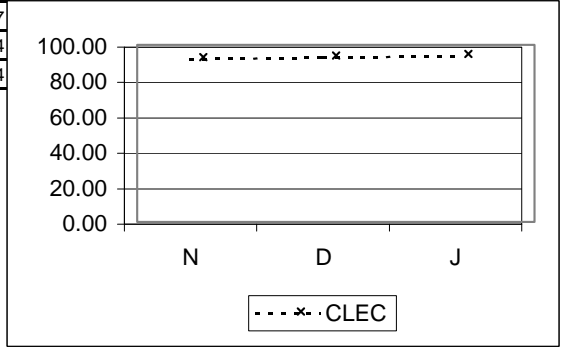
PR-4-15-3342	% Completed On Time -DD-2 Test Total						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		#N/A					
Dec-01		#N/A					
Jan-02		#N/A					

95% on Time

**Complex Services - 2 Wire xDSL cont...**

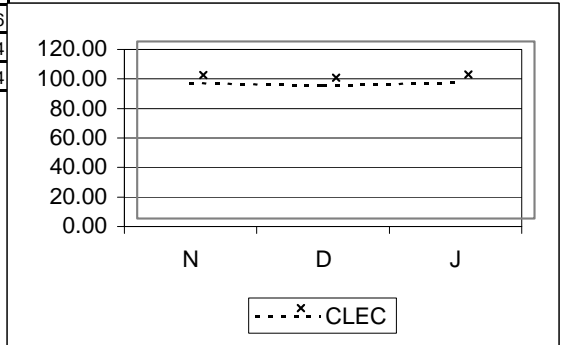
**PR-4 - Missed Appointments cont...**

PR-4-16-3342	% Completed On Time -No DD-2 Test & Serial#							95% on Time
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		92.93		184			-2.07	
Dec-01		93.96		149			-1.04	
Jan-02		94.96		139			-0.04	



**PR-4-17-3342**

PR-4-17-3342	% Completed On Time -No DD-2 Test & 800# Prov							95% on Time
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		97.06		340			2.06	
Dec-01		95.34		322			0.34	
Jan-02		97.54		325			2.54	



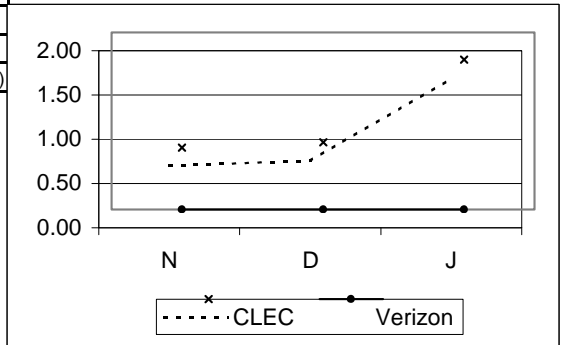
**PR-4-18-3342**

PR-4-18-3342	% Completed On Time -No DD-2 Test & No 800#							95% on Time
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		#N/A						
Dec-01		#N/A						
Jan-02		#N/A						

**PR-5 - Facility Missed Orders**

**PR-5-01-3342**

PR-5-01-3342	% Missed Appointment - Verizon - Facilities							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	0.70	25	575			0.00	
Dec-01	0.00	0.76	16	661			0.00	
Jan-02	0.00	1.69	15	591			0.00	0.76 (P)



**Complex Services - 2 Wire xDSL cont...**

**PR-5 - Facility Missed Orders cont...**

PR-5-02-3342	% Orders Held for Facilities > 15 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	0.35	25	575		0.00		
Dec-01	0.00	0.00	16	661		0.00		
Jan-02	0.00	0.00	15	591		0.00		

PR-5-03-3342	% Orders Held for Facilities > 60 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	0.00	25	575		0.00		
Dec-01	0.00	0.00	16	661		0.00		
Jan-02	0.00	0.00	15	591		0.00		

**PR-6 - Installation Quality**

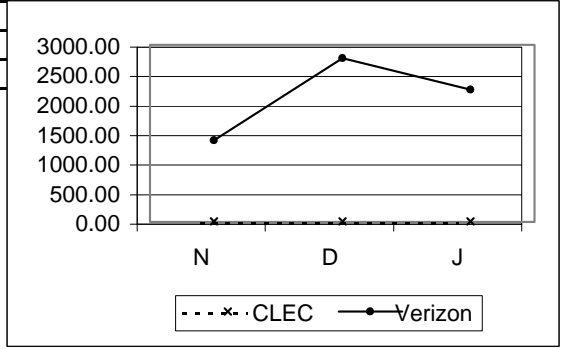
PR-6-01-3342	% Installation Troubles reported within 30 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	168.42	4.50	19	578				
Dec-01	263.64	5.87	11	664				
Jan-02	390.91	7.94	11	592				

**Complex Services - 2 Wire xDSL cont...**

**PR-6 - Installation Quality cont...**

**PR-6-03-3342 % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE** No Standard

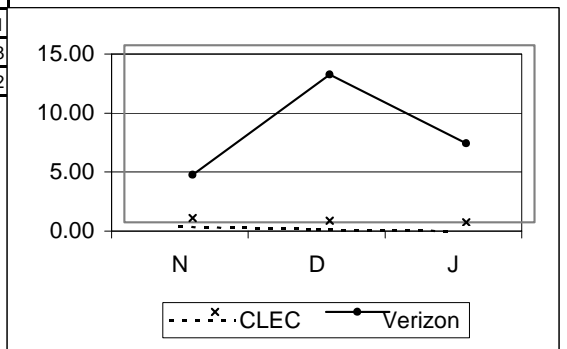
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	1384.21	7.61	19	578			
Dec-01	2772.73	10.09	11	664			
Jan-02	2245.45	9.12	11	592			



**PR-8 - Open Orders in a Hold Status**

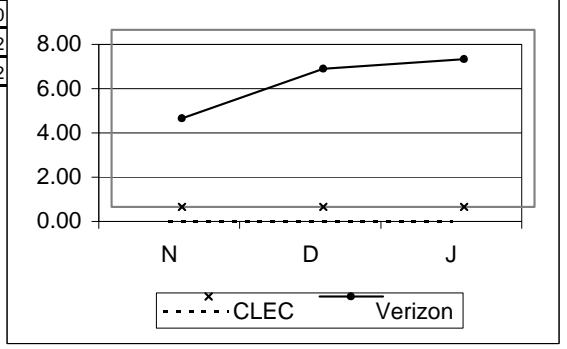
**PR-8-01-3342 % Open Orders in a Hold Status > 30 Days** Parity with VZ Retail

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	4.00	0.35	25	575		4.00	0.91
Dec-01	12.50	0.15	16	661		8.37	1.48
Jan-02	6.67	0.00	15	591		6.52	1.02



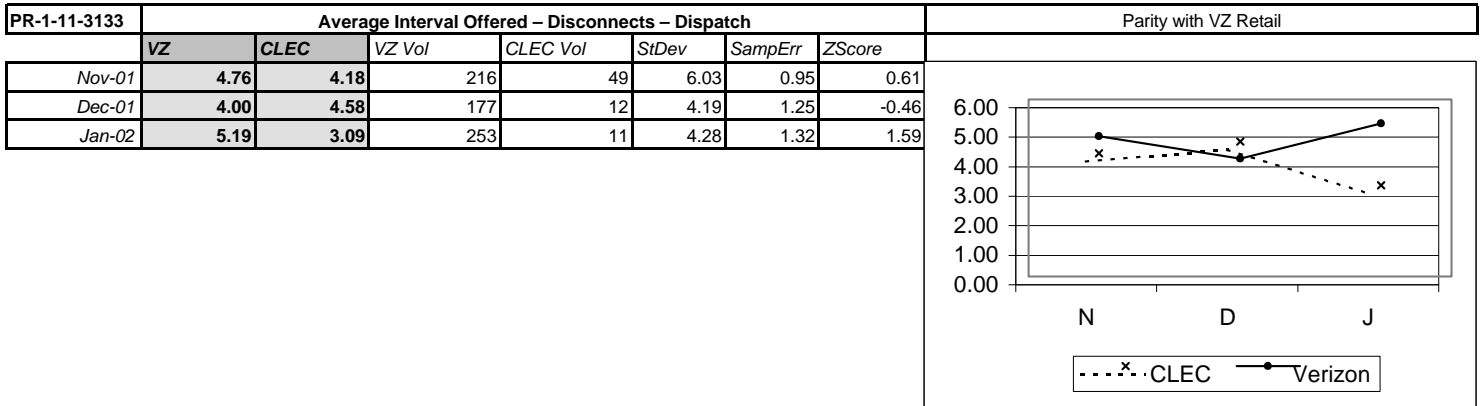
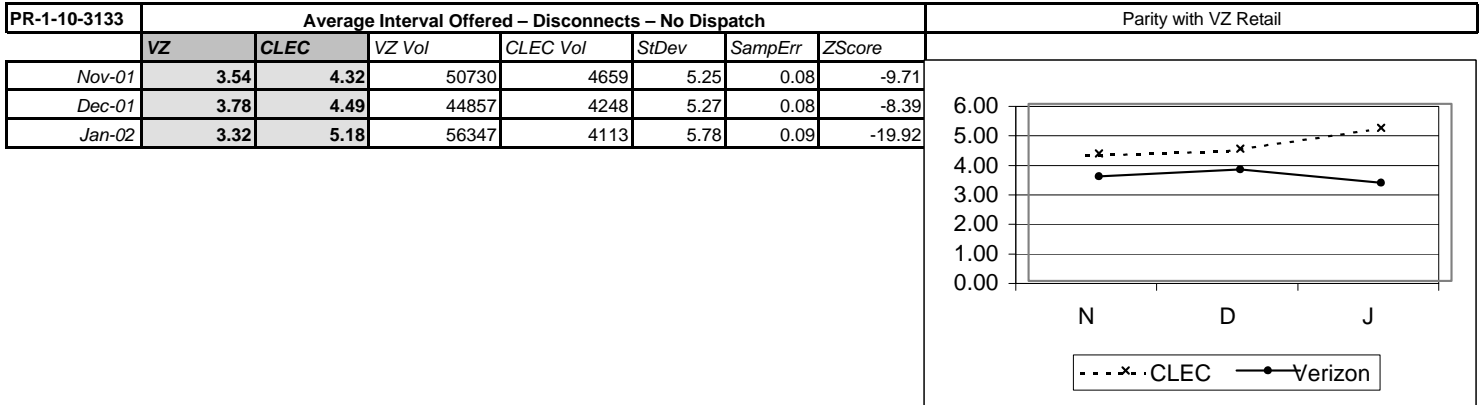
**PR-8-02-3342 % Open Orders in a Hold Status > 90 Days** Parity with VZ Retail

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	4.00	0.00	25	575		4.00	1.00
Dec-01	6.25	0.00	16	661		6.12	1.02
Jan-02	6.67	0.00	15	591		6.52	1.02

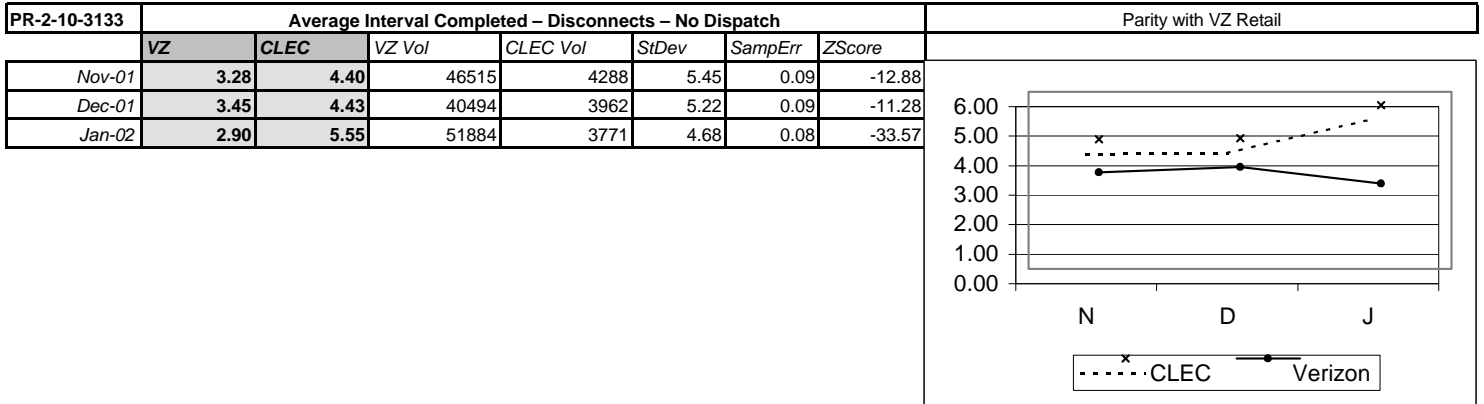


**POTS & Complex Aggregate**

**PR-1 - Average Interval Offered**

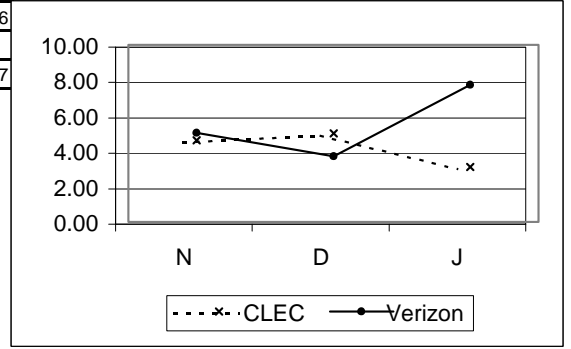


**PR-2 - Average Completed Interval**





POTS & Complex Aggregate cont...								
PR-2 - Average Completed Interval cont...								
PR-2-11-3133	Average Interval Completed - Disconnects - Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	5.02	4.60	187	43	6.98	1.18	0.36	
Dec-01	3.71	5.00	154	7	3.95	1.53		
Jan-02	7.73	3.09	220	11	8.48	2.62	1.77	



**Special Services - Provisioning**

**PR-1 - Average Interval Offered**

PR-1-01-3200	Average Interval Offered – Total No Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	6.79	#N/A	420		10.88			
Dec-01	5.56	#N/A	630		5.61			
Jan-02	6.39	#N/A	554		10.22			

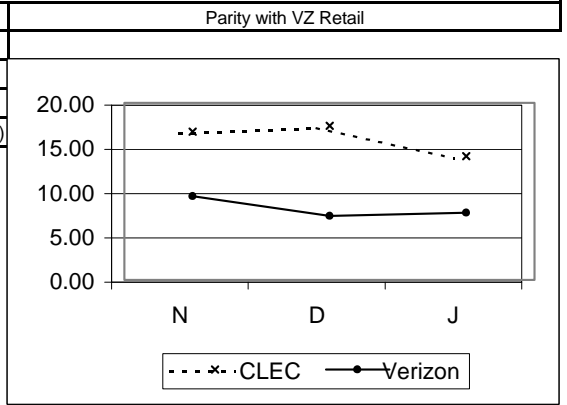
PR-1-02-3200	Average Interval Offered – Total Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	9.52	14.20	295	5	9.23	4.16		
Dec-01	8.21	14.50	323	6	7.44	3.07		
Jan-02	9.11	14.00	314	12	8.68	2.55	-1.65 (P)	

PR-1-06-3210	Average Interval Offered – DS0							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	7.83	#N/A	483		11.41			
Dec-01	6.38	#N/A	729		6.20			
Jan-02	7.61	#N/A	587		10.90			

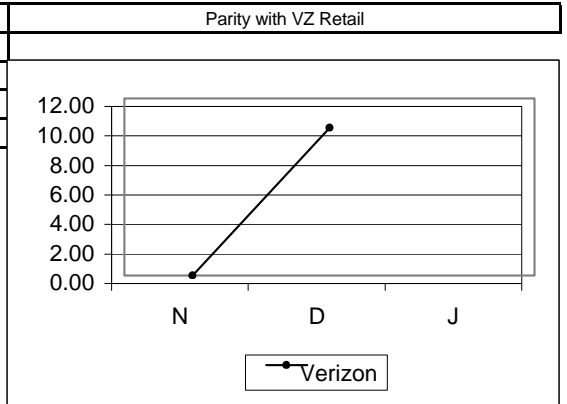
**Special Services - Provisioning cont...**

**PR-1 - Average Interval Offered cont...**

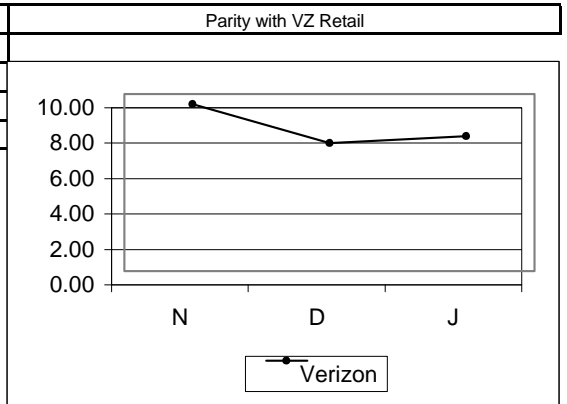
PR-1-07-3211	Average Interval Offered – DS1							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	9.44	16.75	181	4	7.76	3.92		
Dec-01	7.24	17.40	172	5	7.45	3.38		
Jan-02	7.61	14.00	213	12	7.29	2.16	-2.47 (P)	



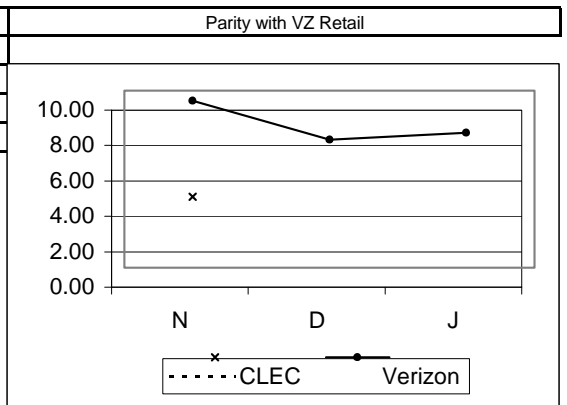
PR-1-08-3213	Average Interval Offered – DS3							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	0.00	#N/A	1					
Dec-01	10.00	#N/A	5		10.39			
Jan-02	#N/A	#N/A						



PR-1-09-3511	Average Interval Offered – Total - EEL Backbone							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	9.44	#N/A	181		7.76			
Dec-01	7.24	#N/A	172		7.45			
Jan-02	7.61	#N/A	213		7.29			



PR-1-09-3512	Average Interval Offered – Total - EEL Loop							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	9.44	4.00	181	1				
Dec-01	7.24	#N/A	172		10.39			
Jan-02	7.61	#N/A	213					



**Special Services - Provisioning cont...**

**PR-1 - Average Interval Offered cont...**

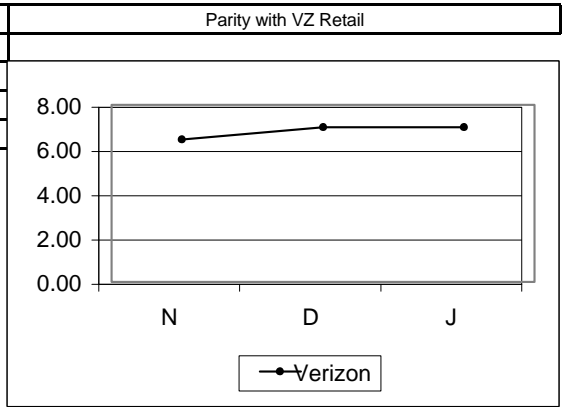
PR-1-09-3530	Average Interval Offered – Total - IOF							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	#N/A	1					
Dec-01	10.00	0.00	5	1	10.39	11.38		
Jan-02	#N/A	#N/A						

PR-1-10-3200	Average Interval Offered – Disconnects – No Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	9.04	3.82	1643	11	11.84	3.58	1.46	
Dec-01	5.58	3.25	384	8	6.43	2.30		
Jan-02	4.77	5.80	417	5	5.44	2.45		

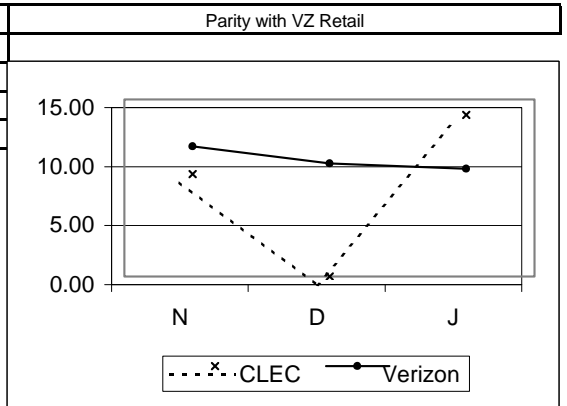
PR-1-11-3200	Average Interval Offered – Disconnects – Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	6.37	#N/A	131		4.10			
Dec-01	4.94	#N/A	52		3.63			
Jan-02	7.10	#N/A	83		21.28			

Special Services - Provisioning cont...  
PR-2 - Average Completed Interval

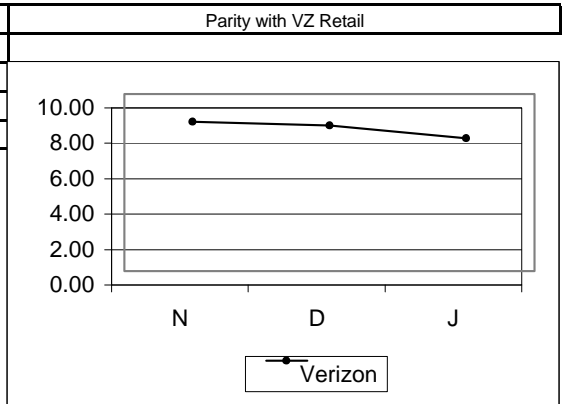
PR-2-01-3200	Average Interval Completed – Total No Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	6.44	#N/A	264		7.77		
Dec-01	6.99	#N/A	302		8.49		
Jan-02	6.99	#N/A	297		14.23		



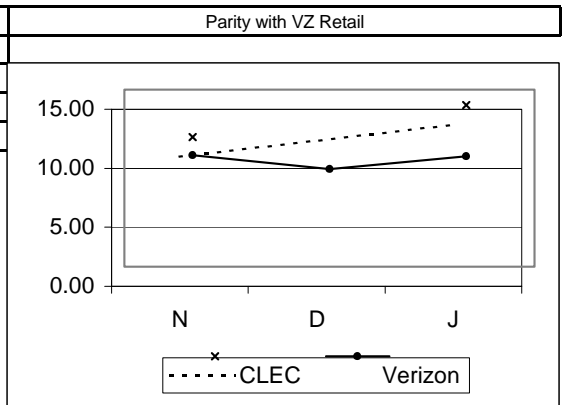
PR-2-02-3200	Average Interval Completed – Total Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	11.01	8.67	183	3	13.70	7.97	
Dec-01	9.56	0.00	236	1	11.03	11.05	
Jan-02	9.11	13.67	228	3	7.96	4.63	



PR-2-06-3210	Average Interval Completed - DS0						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.44	#N/A	290		12.50		
Dec-01	8.23	#N/A	382		10.04		
Jan-02	7.50	#N/A	344		12.76		



PR-2-07-3211	Average Interval Completed – DS1						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	9.46	11.00	119	2	6.95	4.96	
Dec-01	8.27	#N/A	112		9.20		
Jan-02	9.36	13.67	139	3	10.54	6.15	



**Special Services - Provisioning cont...**

**PR-2 - Average Completed Interval cont...**

PR-2-08-3213	Average Interval Completed – DS3							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	#N/A	#N/A						
Dec-01	9.20	#N/A	5		10.83			
Jan-02	#N/A	#N/A						

PR-2-09-3511	Average Interval Completed – Total EEL Backbone							See Legend
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		#N/A						
Dec-01		#N/A						
Jan-02		#N/A						

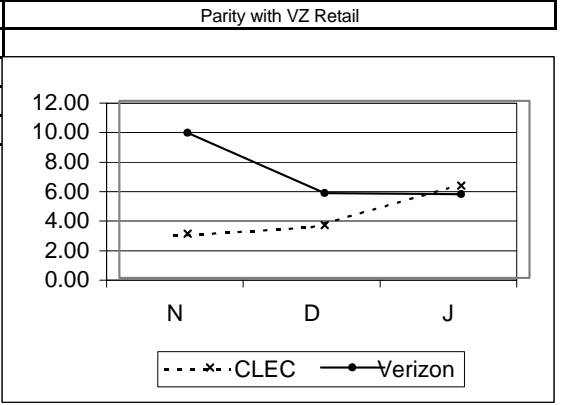
PR-2-09-3512	Average Interval Completed – Total EEL Loop							See Legend
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		4.00		1				
Dec-01		#N/A						
Jan-02		#N/A						

PR-2-09-3530	Average Interval Completed – Total IOF							See Legend
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		#N/A						
Dec-01		0.00		1				
Jan-02		#N/A						

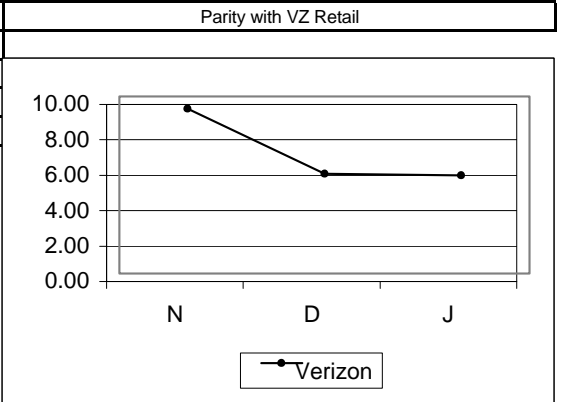
**Special Services - Provisioning cont...**

**PR-2 - Average Completed Interval cont...**

PR-2-10-3200	Average Interval Completed – Disconnects – No Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	9.83	3.00	1520	10	13.15	4.17	1.64
Dec-01	5.76	3.57	204	7	6.19	2.38	
Jan-02	5.66	6.25	293	4	6.93	3.49	

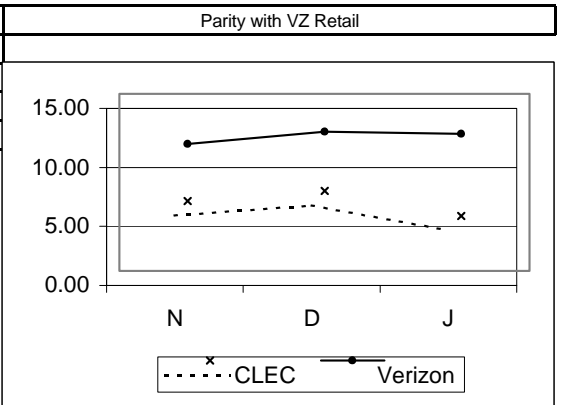


PR-2-11-3200	Average Interval Completed – Disconnects – Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	9.30	#N/A	113		6.05		
Dec-01	5.64	#N/A	28		3.64		
Jan-02	5.53	#N/A	76		5.54		



**PR-4 - Missed Appointments**

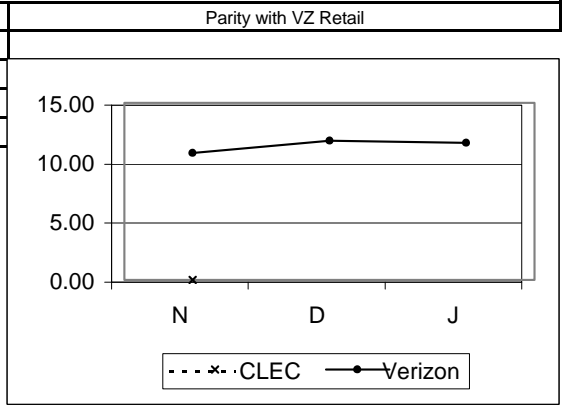
PR-4-01-3200	% Missed Appointment – Verizon – Specials						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	10.76	5.93	660	118		3.10	1.56
Dec-01	11.80	6.78	839	118		3.17	1.58
Jan-02	11.60	4.65	793	129		3.04	2.29



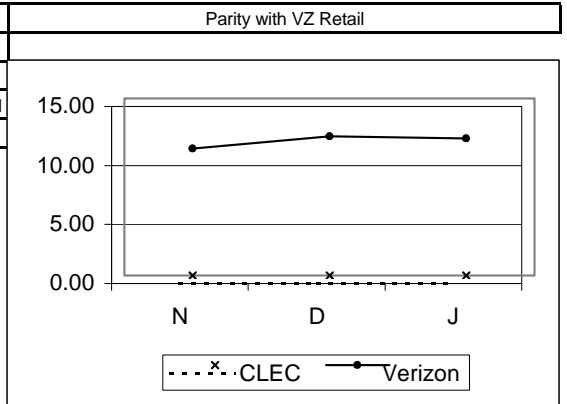
**Special Services - Provisioning cont...**

**PR-4 - Missed Appointments cont...**

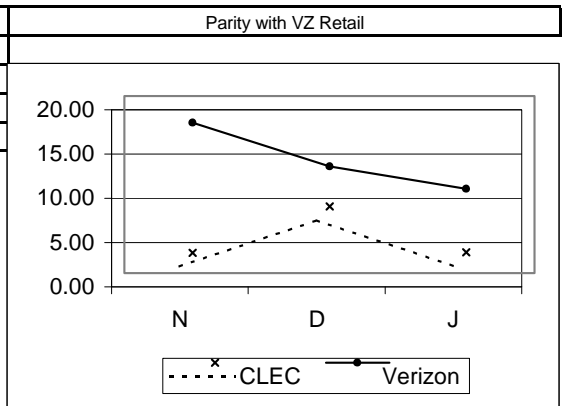
PR-4-01-3510	% Missed Appointment – Verizon – Total - EEL						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	10.76	0.00	660	1		31.01	
Dec-01	11.80	#N/A	839				
Jan-02	11.60	#N/A	793				



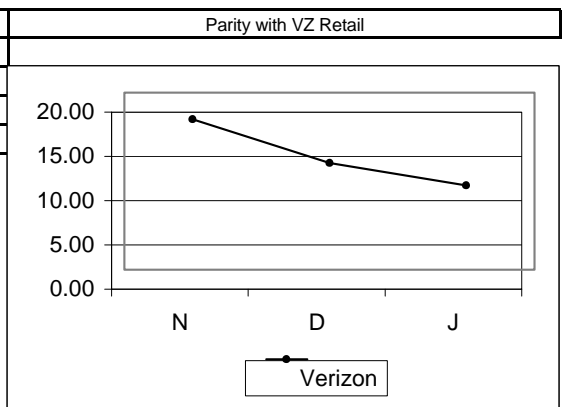
PR-4-01-3530	% Missed Appointment – Verizon – Total - IOF						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	10.76	0.00	660	1		31.01	
Dec-01	11.80	0.00	839	13		9.02	1.31
Jan-02	11.60	0.00	793	8		11.38	



PR-4-02-3200	Average Delay Days – Specials						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	17.00	2.29	71	7	64.80	25.67	
Dec-01	12.07	7.50	99	8	25.43	9.35	
Jan-02	9.54	2.33	92	6	16.70	7.04	



PR-4-02-3510	Average Delay Days – Total - EEL						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	17.00	#N/A	71		64.80		
Dec-01	12.07	#N/A	99		25.43		
Jan-02	9.54	#N/A	92		16.70		



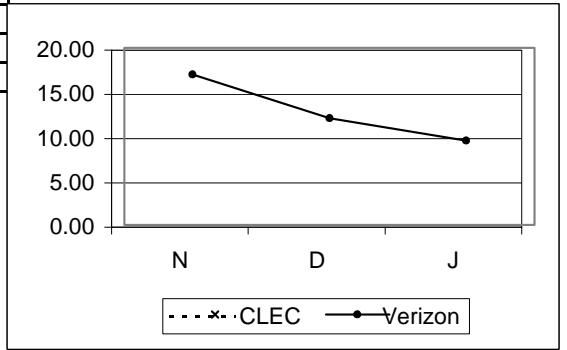


**Special Services - Provisioning cont...**

**PR-4 - Missed Appointments cont...**

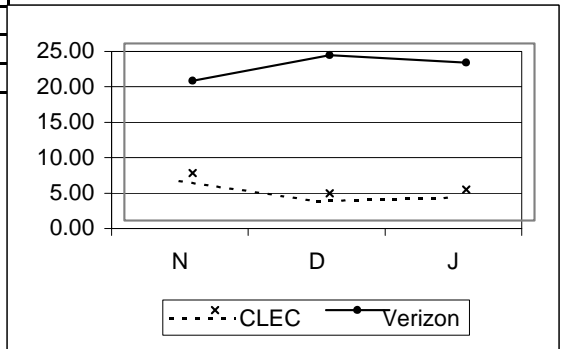
**PR-4-02-3530 Average Delay Days – Total - IOF Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	17.00	#N/A	71		64.80		
Dec-01	12.07	#N/A	99		25.43		
Jan-02	9.54	#N/A	92		16.70		



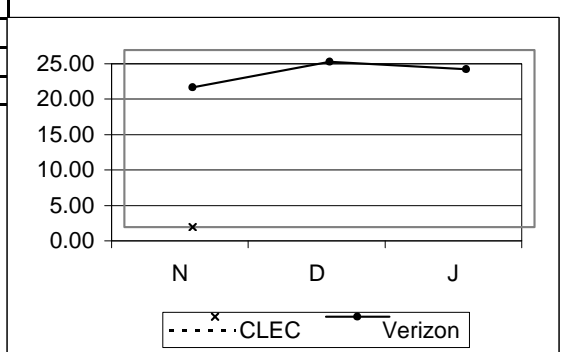
**PR-4-03-3200 % Missed Appointment – Customer No Standard**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	19.70	6.72	660	119			
Dec-01	23.36	3.82	839	131			
Jan-02	22.32	4.38	793	137			



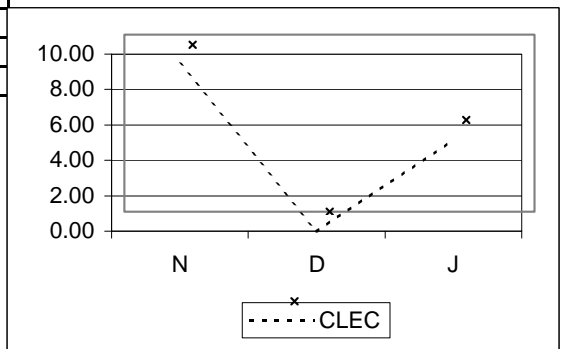
**PR-4-03-3510 % Missed Appointment – Customer - EEL No Standard**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	19.70	0.00	660	1			
Dec-01	23.36	#N/A	839				
Jan-02	22.32	#N/A	793				



**PR-4-08-3200 % MA – Customer – Due to Late Order Confirmation No Standard**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		9.43		53			
Dec-01		0.00		31			
Jan-02		5.17		58			

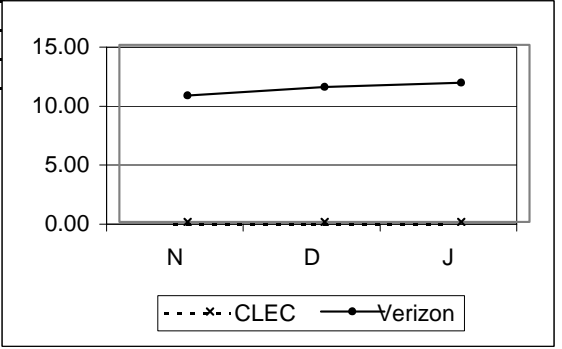


**Special Services - Provisioning cont...**

**PR-4 - Missed Appointments cont...**

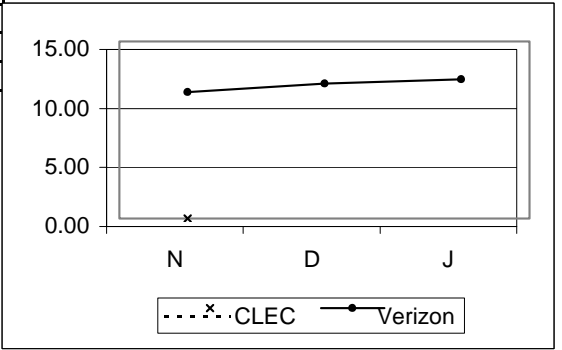
**PR-4-09-3200 % MA - Verizon - Standard Interval (W Coded) Orders -Specials Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	10.71	0.00	616		4		15.51
Dec-01	11.44	0.00	769		5		14.28
Jan-02	11.78	0.00	747		12		9.38
							1.26



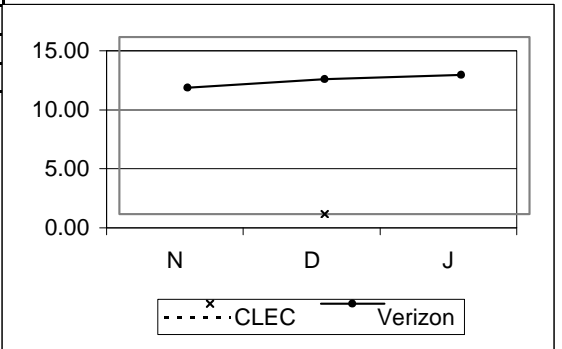
**PR-4-09-3510 % MA - Verizon - Standard Interval (W Coded) Orders -Total - EEL Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	10.71	0.00	616		1		30.95
Dec-01	11.44	#N/A	769				
Jan-02	11.78	#N/A	747				



**PR-4-09-3530 % MA - Verizon - Standard Interval (W Coded) Orders -Total - IOF Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	10.71	#N/A	616				
Dec-01	11.44	0.00	769		1		31.85
Jan-02	11.78	#N/A	747				

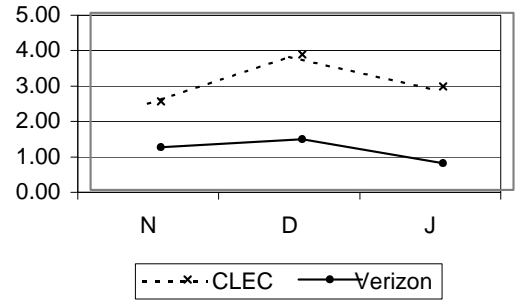


Special Services - Provisioning cont...

PR 5 - % Missed Appointment – Verizon – Facilities

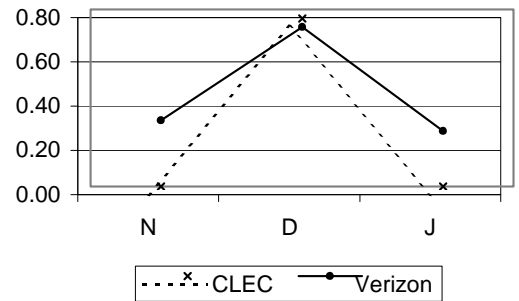
PR-5-01-3200	% Missed Appointment – Verizon – Facilities						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	1.21	2.50	660	120		1.09	-1.19
Dec-01	1.43	3.82	839	131		1.12	-2.14
Jan-02	0.76	2.92	793	137		0.80	-2.69

Parity with VZ Retail



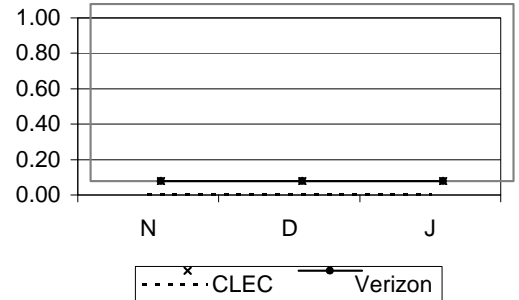
PR-5-02-3200	% Orders Held for Facilities > 15 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.30	0.00	660	120		0.54	0.55
Dec-01	0.72	0.76	839	131		0.79	-0.05
Jan-02	0.25	0.00	793	137		0.46	0.54

Parity with VZ Retail



PR-5-03-3200	% Orders Held for Facilities > 60 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.00	0.00	660	120		0.00	
Dec-01	0.00	0.00	839	131		0.00	
Jan-02	0.00	0.00	793	137		0.00	

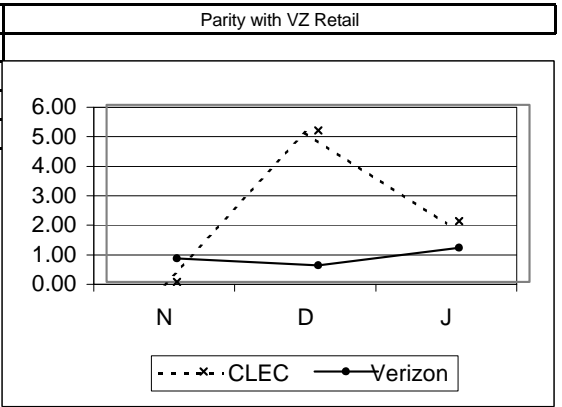
Parity with VZ Retail



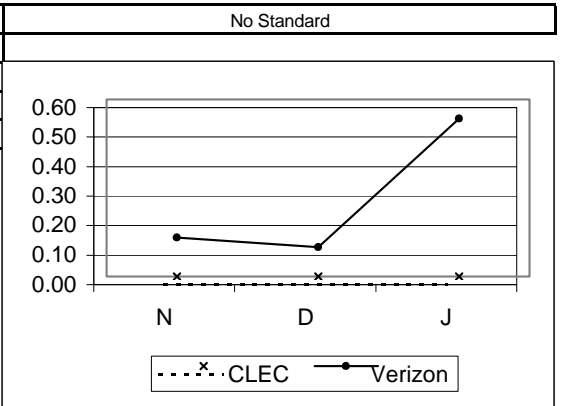
Special Services - Provisioning cont...

PR-6 - Installation Quality

PR-6-01-3200	% Installation Troubles reported within 30 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.79	0.00	3023	176		0.69	1.15
Dec-01	0.55	5.13	7065	195		0.54	-8.51
Jan-02	1.16	2.05	3366	195		0.79	-1.13

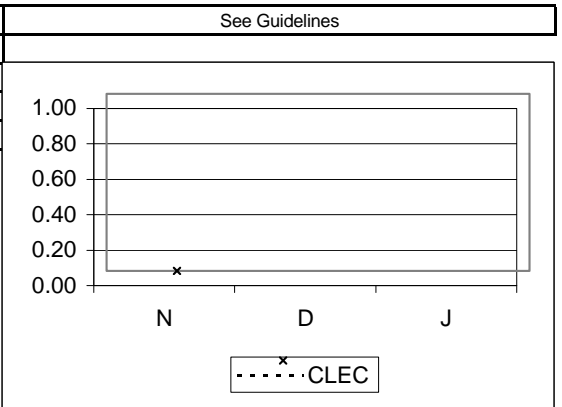


PR-6-03-3200	% Installation Troubles reported within 30 Days - FOK/TOK/CPE						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.13	0.00	3023	176			
Dec-01	0.10	0.00	7065	195			
Jan-02	0.53	0.00	3366	195			



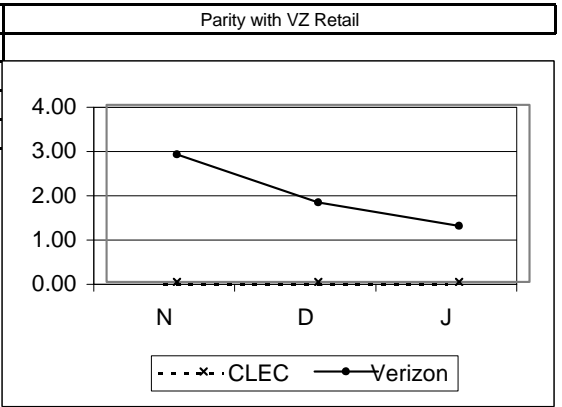
PR-7 - Jeopardy Reports

PR-7-01-3510	% Orders with Jeopardy Status - EEL						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		0.00			1		
Dec-01		#N/A					
Jan-02		#N/A					

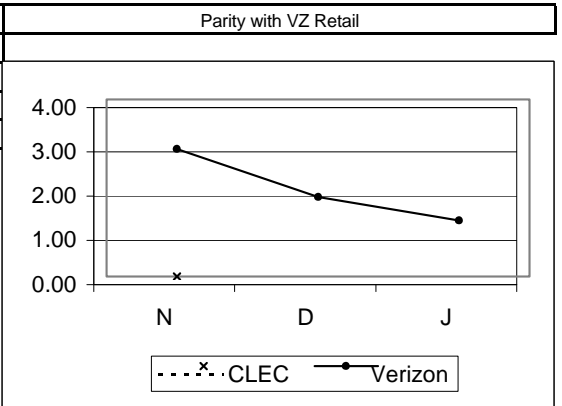


Special Services - Provisioning cont...  
PR-8 - Open Orders in a Hold Status

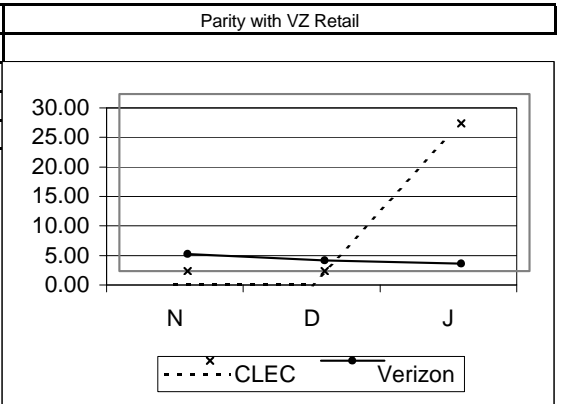
PR-8-01-3200	% Open Orders in a Hold Status > 30 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	2.88	0.00	660	118		1.67	1.72
Dec-01	1.79	0.00	839	118		1.30	1.37
Jan-02	1.26	0.00	793	129		1.06	1.19



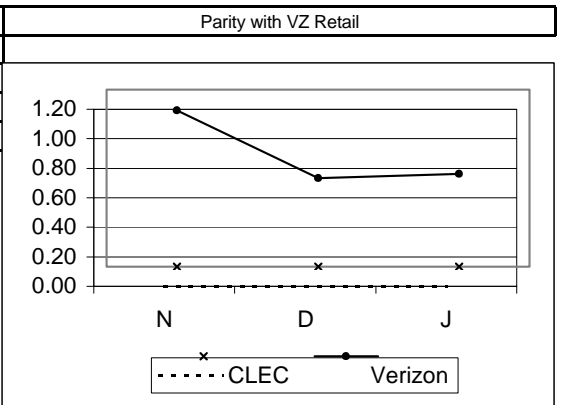
PR-8-01-3510	% Open Orders in a Hold Status > 30 Days - EEL						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	2.88	0.00	660		1	16.74	
Dec-01	1.79	#N/A	839				
Jan-02	1.26	#N/A	793				



PR-8-01-3530	% Open Orders in a Hold Status > 30 Days - IOF						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	2.88	0.00	660		1	16.74	
Dec-01	1.79	0.00	839		13	3.71	0.48
Jan-02	1.26	25.00	793		8	3.96	



PR-8-02-3200	% Open Orders in a Hold Status > 90 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	1.06	0.00	660	118		1.02	1.04
Dec-01	0.60	0.00	839	118		0.76	0.79
Jan-02	0.63	0.00	793	129		0.75	0.84

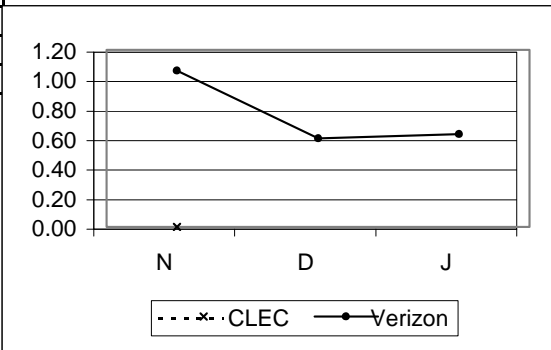


**Special Services - Provisioning cont...**

**PR-8 - Open Orders in a Hold Status cont...**

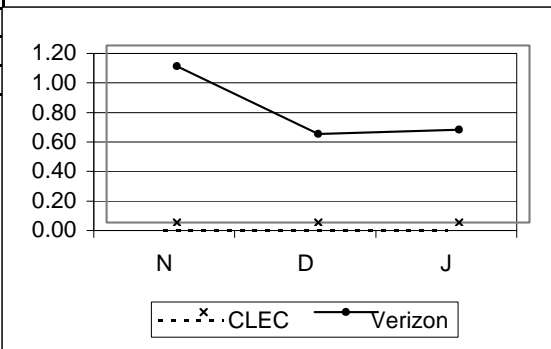
**PR-8-02-3510 % Open Orders in a Hold Status > 90 Days - EEL Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	1.06	0.00	660	1		10.25	
Dec-01	0.60	#N/A	839				
Jan-02	0.63	#N/A	793				



**PR-8-02-3530 % Open Orders in a Hold Status > 90 Days - IOF Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	1.06	0.00	660	1		10.25	
Dec-01	0.60	0.00	839	13		2.16	0.28
Jan-02	0.63	0.00	793	8		2.81	



**Legend**

NA = No Activity  
 NEF = No Existing Functionality  
 RQ = Reported Quarterly  
 R3 = Run 3 times per year  
 TBD = Performance metric is to be determined  
 UD = Performance metric is under development  
 UR = Performance metric is under review

EEL - DS1 EEL Loop = 1-10 Loops: 10 Days  
                           = 11+ Loops: Negotiated  
                           = No Facilities: ECCD + 10 Days  
                           = Facility Check: 72 Hours (In addition to 15 day interval)

EEL - DS3 EEL Loop = 1-10 Loops: Loop Facility Availability Date + 15 Days  
                           = 11+ Loops: Negotiated  
                           = No Facilities: ECCD + 15 Days  
                           = Facility Check: 72 Hours (In addition to 15 day interval)

IOF = Facilities Available (Quantity 1-8): 15 days\*  
       = Facilities Available (Quantity >8): Negotiated  
       = Facilities not available: Negotiated  
       = Facilities Check: 72 Hours

\* PO-1-XX-EDI = During the month of December there were 2 EnView EDI failures.  
 In accordance with the Guidelines, the transactions associated with these failures have been excluded from the performance results. On December 19, there was an EnView EDI reject CSR transaction with a response time of 4,294,966.47 seconds. It is excluded from the reported CLEC Aggregate results for PO-1-07 Average Response Time-Rejected Query-EDI. In addition, from 6am to 10pm on December 26, 2001 and from 6am to 10:45am on December 27, 2001, Wholesale PO-1-07 Average Response Time- Rejected Query-EDI transactions, were invalid due to a failure of the network connection from Enview to EDI and are excluded from the metric calculation. ( Inclusion of these transactions would have produced a performance result of 677.95 for CLEC Aggregate PO-1-07 EDI.) Also, due to the EnView EDI network failure, wholesale data for EDI transactions for PO-1 thru PO-1-06, PO-1-08, PO-1-09 metrics were not available from 6am to 10pm on December 26, 2001 and from 6am to 10:45am on December 27, 2001.

Verizon - VA

Carrier to Carrier Performance Standards and Reports Summary November 2001 - January 2002

CLEC Aggregate Performance  
UNE (Maintenance) - POTS/Special Services

POTS - Maintenance

MR-2 - Trouble Report Rate

MR-2-02-3112	Network Trouble Report Rate – Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.74	0.62	3148853	153566		0.02	5.55	
Dec-01	0.78	0.66	3133809	159418		0.02	5.20	
Jan-02	0.79	0.67	3116047	165570		0.02	5.18	

MR-2-02-3140	Network Trouble Report Rate – Platform							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.74	0.27	3148853	2990		0.16	3.03	
Dec-01	0.78	0.16	3133809	3828		0.14	4.37	
Jan-02	0.79	0.21	3116047	4668		0.13	4.42	

MR-2-03-3112	Network Trouble Report Rate – Central Office - Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.08	0.07	3148853	153566		0.01	2.10	
Dec-01	0.08	0.09	3133809	159418		0.01	-2.27	
Jan-02	0.09	0.07	3116047	165570		0.01	2.35	

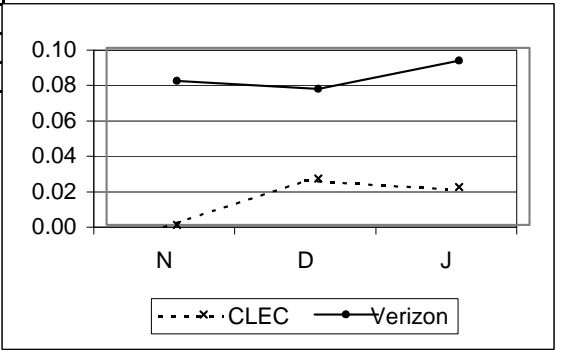


**POTS - Maintenance cont...**

**MR-2 - Trouble Report Rate cont...**

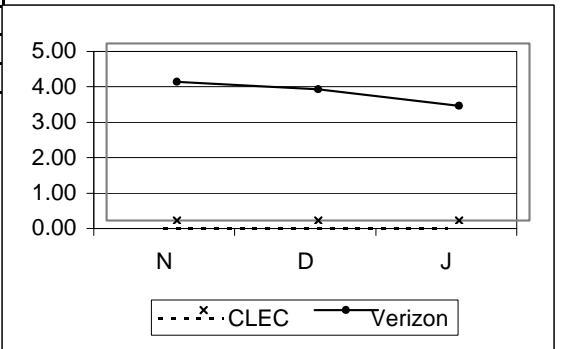
**MR-2-03-3140 Network Trouble Report Rate - Central Office - Platform Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.08	0.00	3148853	2990		0.05	1.56
Dec-01	0.08	0.03	3133809	3828		0.04	1.13
Jan-02	0.09	0.02	3116047	4668		0.04	1.60



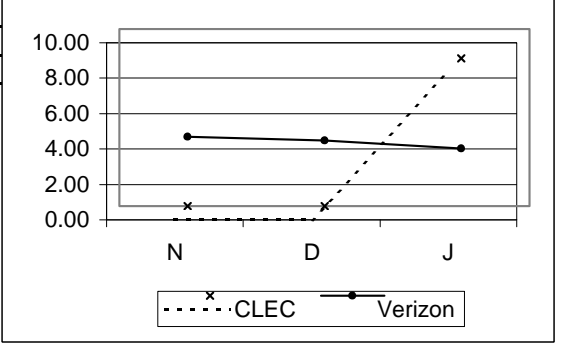
**MR-2-04-3112 % Subsequent Reports - Loop No Standard**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	3.92	0.00	27021	1051			
Dec-01	3.70	0.00	27783	1200			
Jan-02	3.24	0.00	28295	1234			



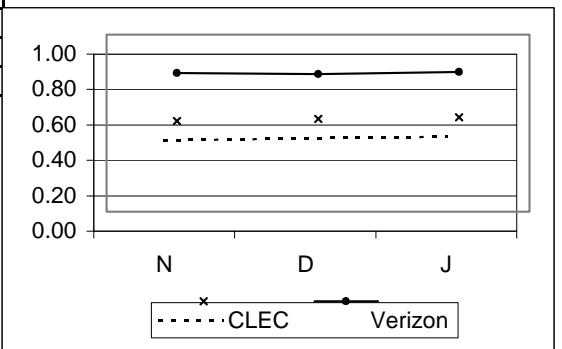
**MR-2-04-3140 % Subsequent Reports - Platform No Standard**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	3.92	0.00	27021	8			
Dec-01	3.70	0.00	27783	7			
Jan-02	3.24	8.33	28295	12			



**MR-2-05-3112 % CPE/TOK/FOK Trouble Report Rate - Loop No Standard**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.78	0.51	3148853	153566			
Dec-01	0.78	0.52	3133809	159418			
Jan-02	0.79	0.53	3116047	165570			

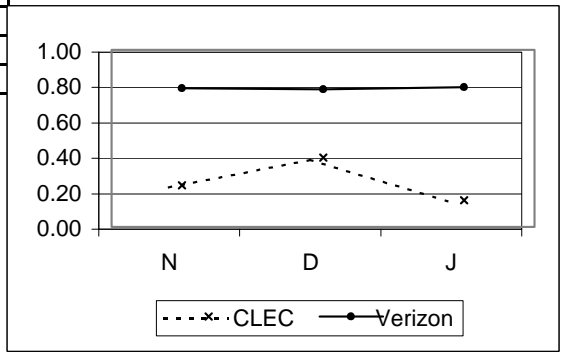


**POTS - Maintenance cont...**

**MR-2 - Trouble Report Rate cont...**

**MR-2-05-3140 % CPE/TOK/FOK Trouble Report Rate - Platform No Standard**

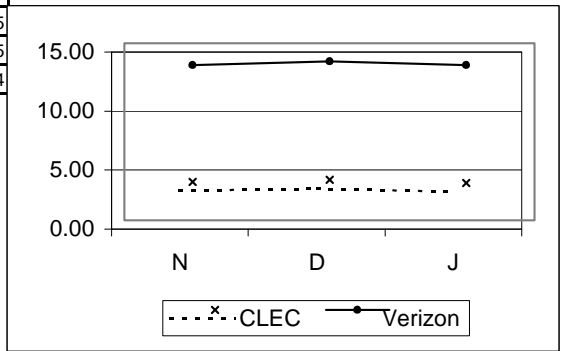
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.78	0.23	3148853	2990			
Dec-01	0.78	0.39	3133809	3828			
Jan-02	0.79	0.15	3116047	4668			



**MR-3 - Missed Repair Appointments**

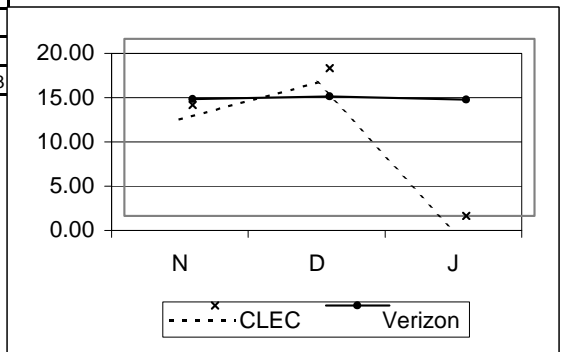
**MR-3-01-3112 % Missed Repair Appointment - Loop Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	13.17	3.26	23399	950	1.12	8.85	
Dec-01	13.48	3.42	24351	1052	1.08	9.35	
Jan-02	13.14	3.15	24483	1110	1.04	9.64	



**MR-3-01-3140 % Missed Repair Appointment - Platform Parity with VZ Retail**

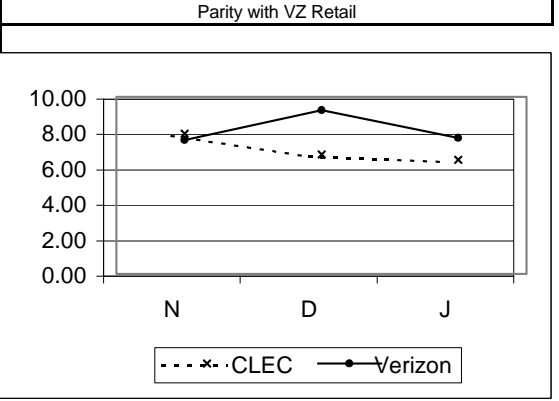
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	13.17	12.50	23399	8	11.96		
Dec-01	13.48	16.67	24351	6	13.94		
Jan-02	13.14	0.00	24483	10	10.69	1.23	



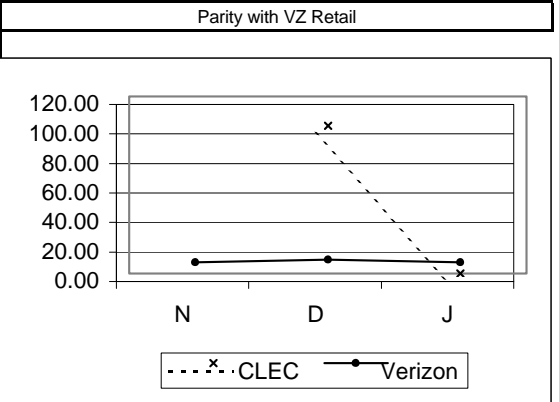
**POTS - Maintenance cont...**

**MR-3 - Missed Repair Appointments cont...**

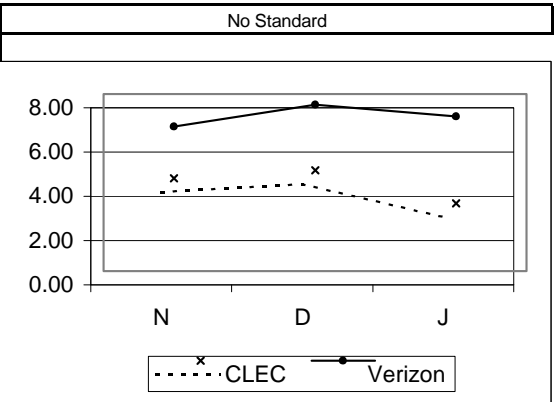
MR-3-02-3112	% Missed Repair Appointment – Central Office - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	7.57	7.92	2564	101		2.68	-0.13
Dec-01	9.24	6.76	2403	148		2.45	1.01
Jan-02	7.67	6.45	2895	124		2.44	0.50



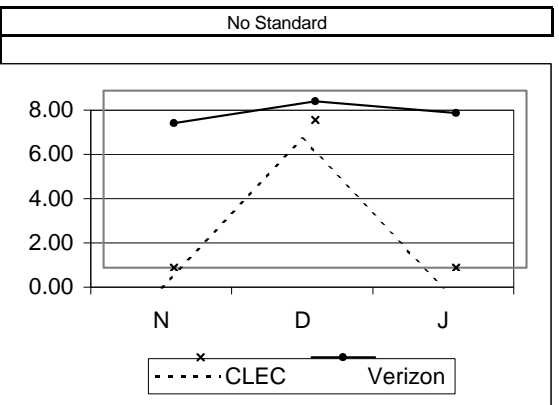
MR-3-02-3140	% Missed Repair Appointment – Central Office - Platform						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	7.57	#N/A	2564				
Dec-01	9.24	100.00	2403	1		28.97	
Jan-02	7.67	0.00	2895	1		26.62	



MR-3-03-3112	% Missed Repair Appointment – CPE /TOK/FOK - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	6.52	4.20	24630	785			
Dec-01	7.51	4.55	24316	836			
Jan-02	7.00	3.05	24627	885			



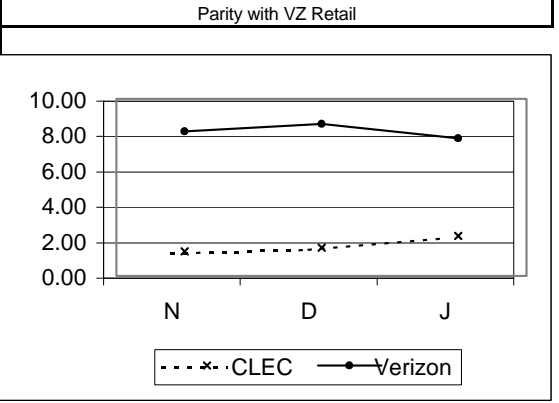
MR-3-03-3140	% Missed Repair Appointment – CPE /TOK/FOK - Platform						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	6.52	0.00	24630	7			
Dec-01	7.51	6.67	24316	15			
Jan-02	7.00	0.00	24627	7			



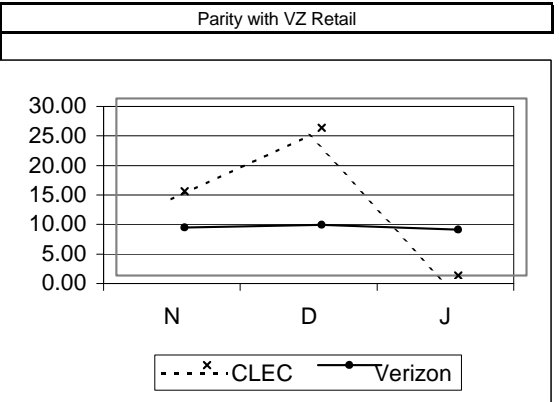
**POTS - Maintenance cont...**

**MR-3 - Missed Repair Appointments cont...**

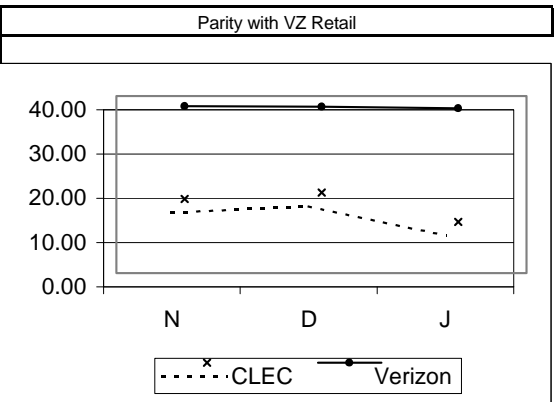
MR-3-04-3112	% Missed Repair Appointment — No Double Dispatch - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.16	1.38	17936	870		0.95	7.13
Dec-01	8.59	1.59	18710	1007		0.91	7.72
Jan-02	7.76	2.25	19015	1021		0.86	6.41



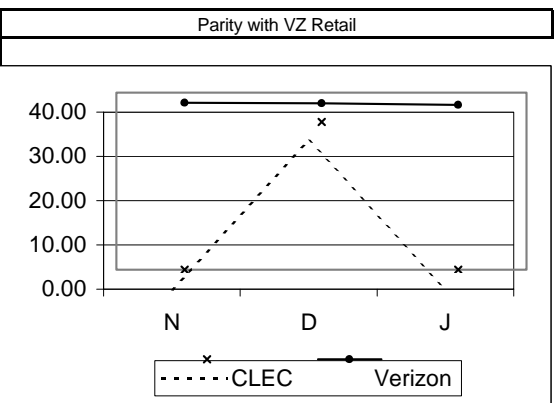
MR-3-04-3140	% Missed Repair Appointment — No Double Dispatch - Platform						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.16	14.29	17936	7		10.35	
Dec-01	8.59	25.00	18710	4		14.01	
Jan-02	7.76	0.00	19015	9		8.92	



MR-3-05-3112	% Missed Repair Appointment — Double Dispatch - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	37.66	16.78	3914	149		4.04	5.16
Dec-01	37.58	18.24	4590	159		3.91	4.95
Jan-02	37.19	11.52	4334	165		3.83	6.70

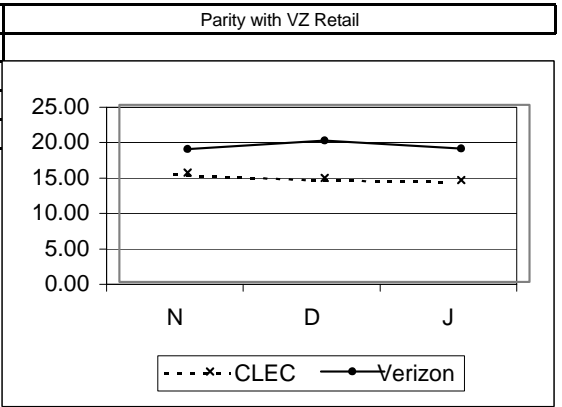


MR-3-05-3140	% Missed Repair Appointment — Double Dispatch - Platform						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	37.66	0.00	3914	1		48.46	
Dec-01	37.58	33.33	4590	3		27.97	
Jan-02	37.19	0.00	4334	1		48.34	

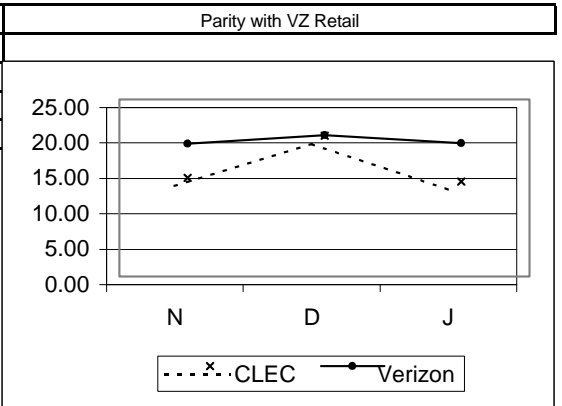


**POTS - Maintenance cont...**  
**MR-4 - Trouble Duration Intervals**

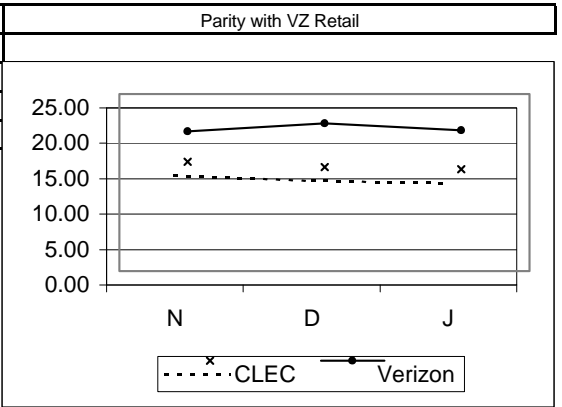
MR-4-01-3112	Mean Time To Repair - Total - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	18.73	15.41	25963	1051	23.26	0.73	4.54
Dec-01	19.99	14.71	26754	1200	24.48	0.72	7.31
Jan-02	18.84	14.38	27378	1234	26.15	0.76	5.86



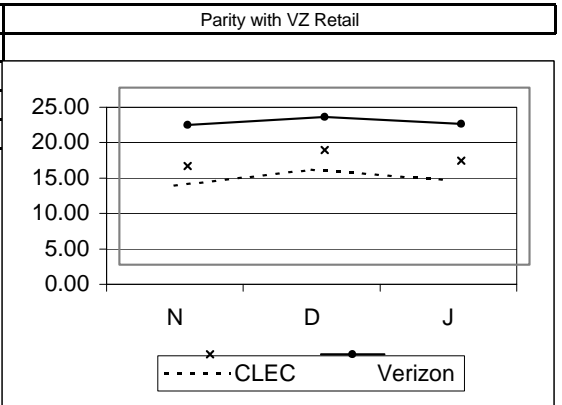
MR-4-01-3140	Mean Time To Repair - Total - Platform						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	18.73	13.97	25963	8	23.26	8.22	
Dec-01	19.99	19.88	26754	7	24.48	9.25	
Jan-02	18.84	13.37	27378	11	26.15	7.89	0.69



MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	19.73	15.43	23399	950	23.44	0.78	5.55
Dec-01	20.89	14.69	24351	1052	24.80	0.78	7.95
Jan-02	19.90	14.41	24483	1110	26.93	0.83	6.64



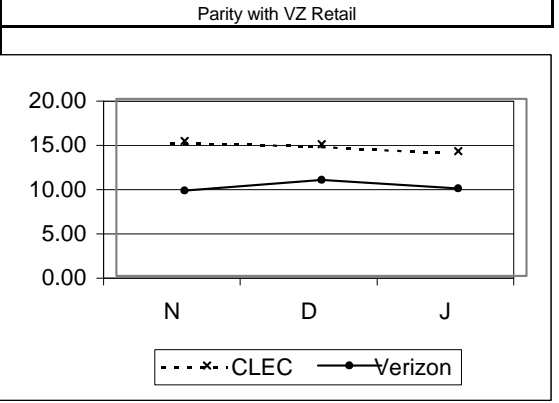
MR-4-02-3140	Mean Time to Repair - Loop Trouble - Platform						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	19.73	13.97	23399	8	23.44	8.29	
Dec-01	20.89	16.16	24351	6	24.80	10.12	
Jan-02	19.90	14.71	24483	10	26.93	8.52	0.61



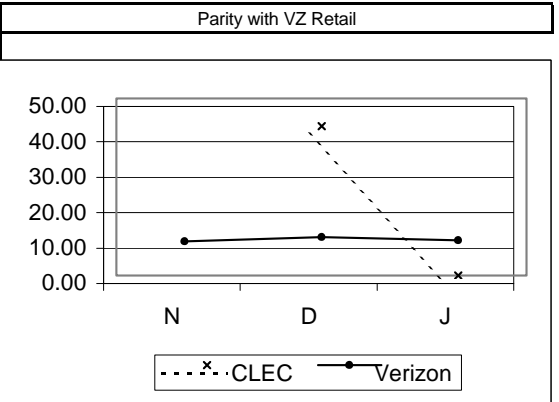
**POTS - Maintenance cont...**

**MR-4 - Trouble Duration Intervals cont...**

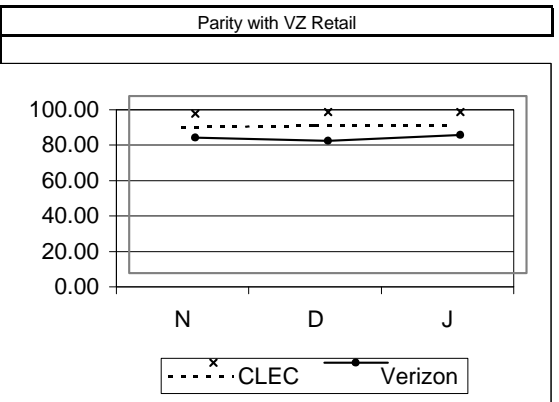
MR-4-03-3112	Mean Time To Repair – Central Office Trouble - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	9.61	15.23	2564	101	19.27	1.95	-2.87
Dec-01	10.83	14.87	2403	148	18.72	1.59	-2.55
Jan-02	9.89	14.11	2895	124	15.65	1.44	-2.94



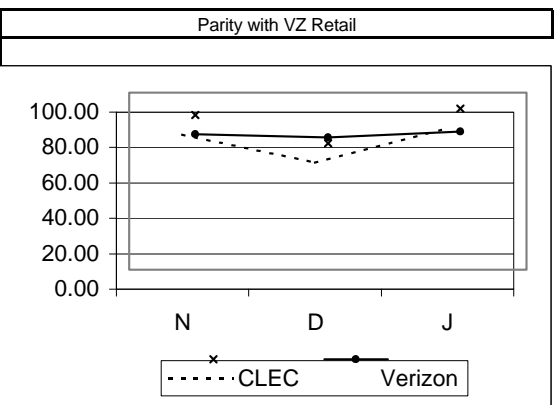
MR-4-03-3140	Mean Time To Repair – Central Office Trouble - Platform						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	9.61	#N/A	2564		19.27		
Dec-01	10.83	42.20	2403	1	18.72	18.72	
Jan-02	9.89	0.00	2895	1	15.65	15.65	



MR-4-04-3112	% Cleared (all troubles) within 24 Hours - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	76.52	90.10	25963	1051		1.33	10.18
Dec-01	74.58	90.83	26754	1200		1.28	12.65
Jan-02	77.95	91.00	27378	1234		1.21	10.82



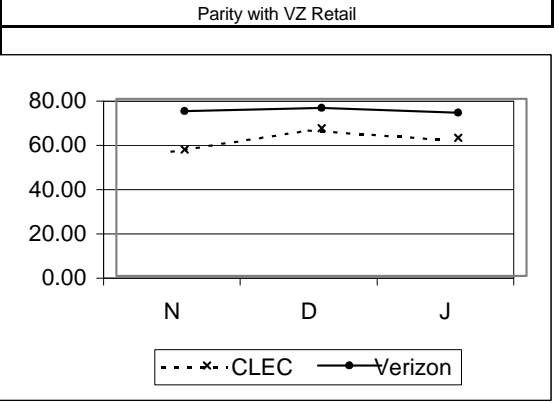
MR-4-04-3140	% Cleared (all troubles) within 24 Hours - Platform						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	76.52	87.50	25963	8		14.99	
Dec-01	74.58	71.43	26754	7		16.46	
Jan-02	77.95	90.91	27378	11		12.50	1.04



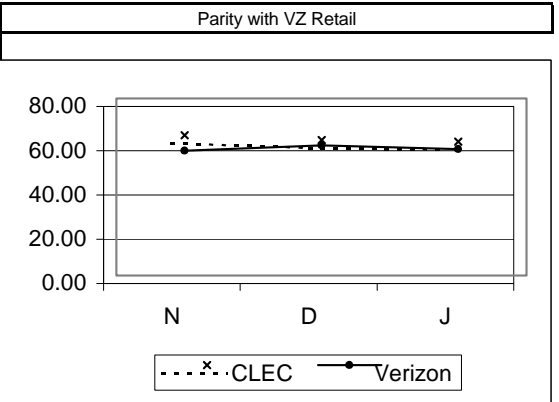
**POTS - Maintenance cont...**

**MR-4 - Trouble Duration Intervals cont...**

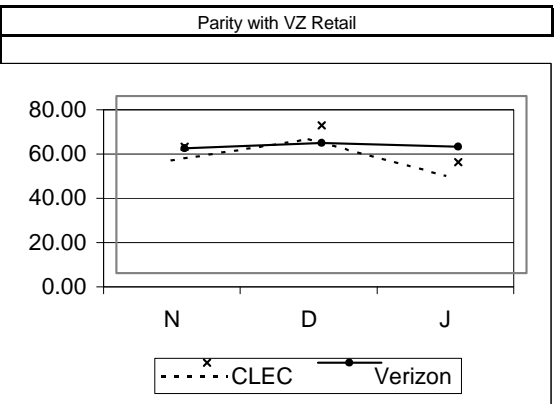
MR-4-06-3140	% Out of Service > 4 hours - Platform						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	74.37	57.14	15475	7		16.51	
Dec-01	75.95	66.67	15964	6		17.45	
Jan-02	73.80	62.50	16204	8		15.55	



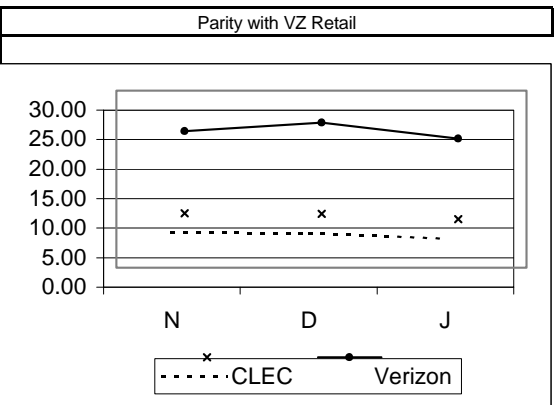
MR-4-07-3112	% Out of Service > 12 hours - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	56.28	63.46	15475	832		1.77	-4.07
Dec-01	58.76	61.28	15964	940		1.65	-1.53
Jan-02	57.15	60.53	16204	950		1.65	-2.05



MR-4-07-3140	% Out of Service > 12 hours - Platform						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	56.28	57.14	15475	7		18.75	
Dec-01	58.76	66.67	15964	6		20.10	
Jan-02	57.15	50.00	16204	8		17.50	



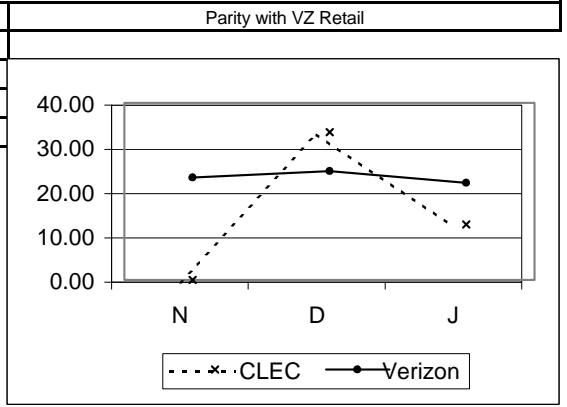
MR-4-08-3112	% Out of Service > 24 Hours - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	23.13	9.25	15475	832		1.50	9.25
Dec-01	24.56	9.15	15964	940		1.44	10.67
Jan-02	21.90	8.21	16204	950		1.38	9.92



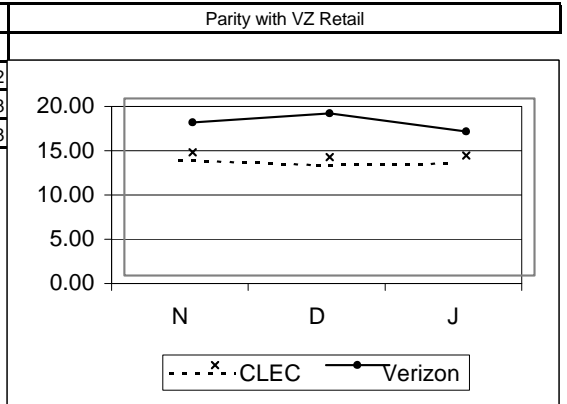
**POTS - Maintenance cont...**

**MR-4 - Trouble Duration Intervals cont...**

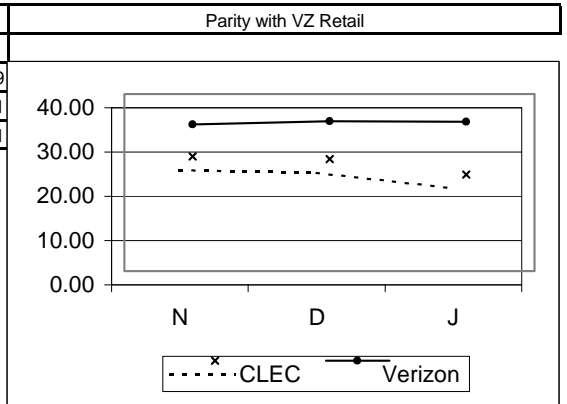
MR-4-08-3140	% Out of Service > 24 Hours - Platform						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	23.13	0.00	15475	7		15.94	
Dec-01	24.56	33.33	15964	6		17.58	
Jan-02	21.90	12.50	16204	8		14.63	



MR-4-09-3112	Mean Time To Repair - No Double Dispatch - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	17.27	13.92	17936	870	20.41	0.71	4.72
Dec-01	18.29	13.38	18710	1007	22.41	0.72	6.78
Jan-02	16.25	13.57	19015	1021	19.93	0.64	4.18



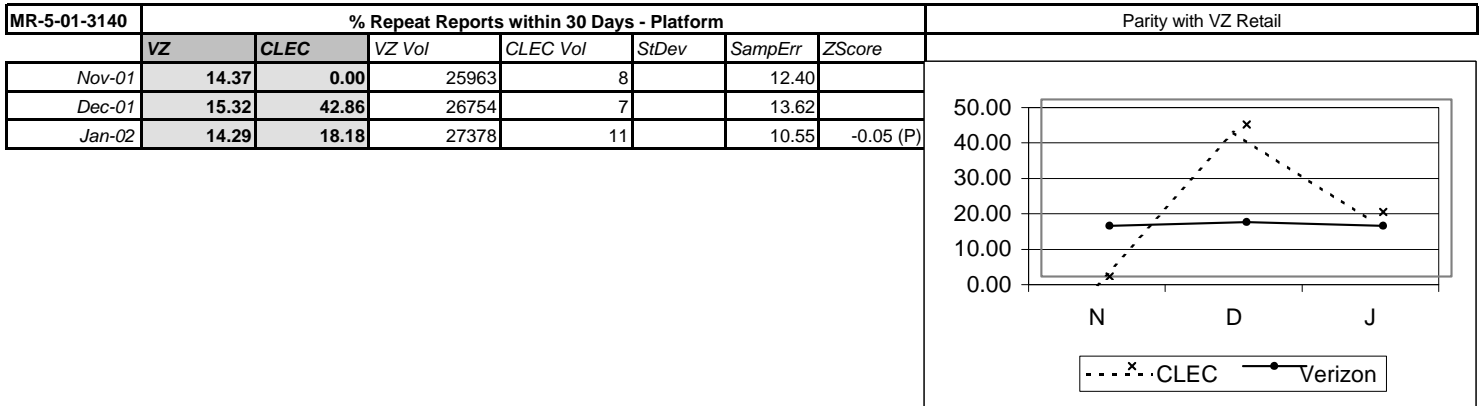
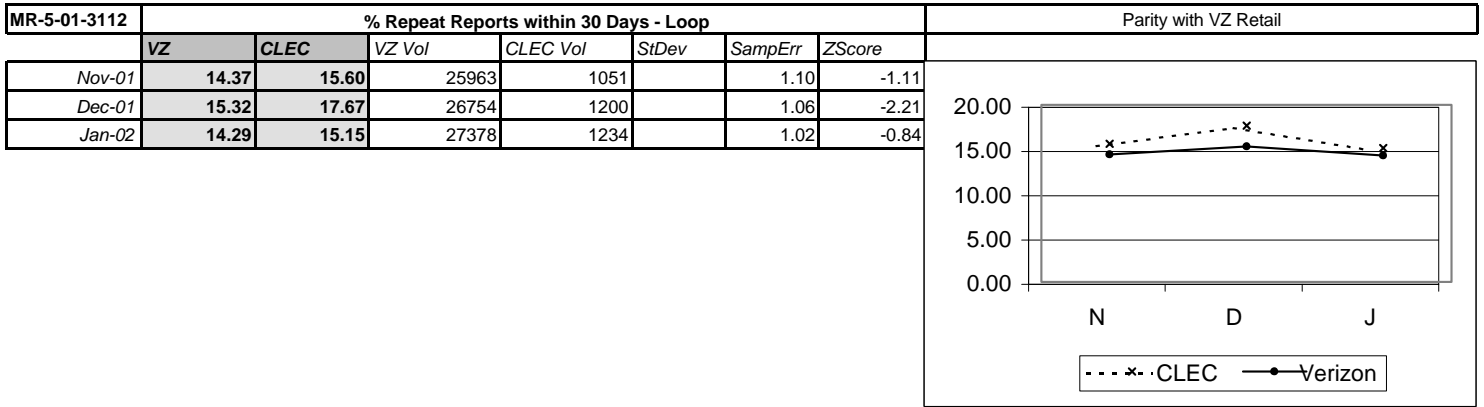
MR-4-10-3112	Mean Time To Repair - Double Dispatch - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	33.18	25.87	3914	149	31.42	2.62	2.79
Dec-01	33.91	25.30	4590	159	33.20	2.68	3.21
Jan-02	33.68	21.77	4334	165	41.59	3.30	3.61





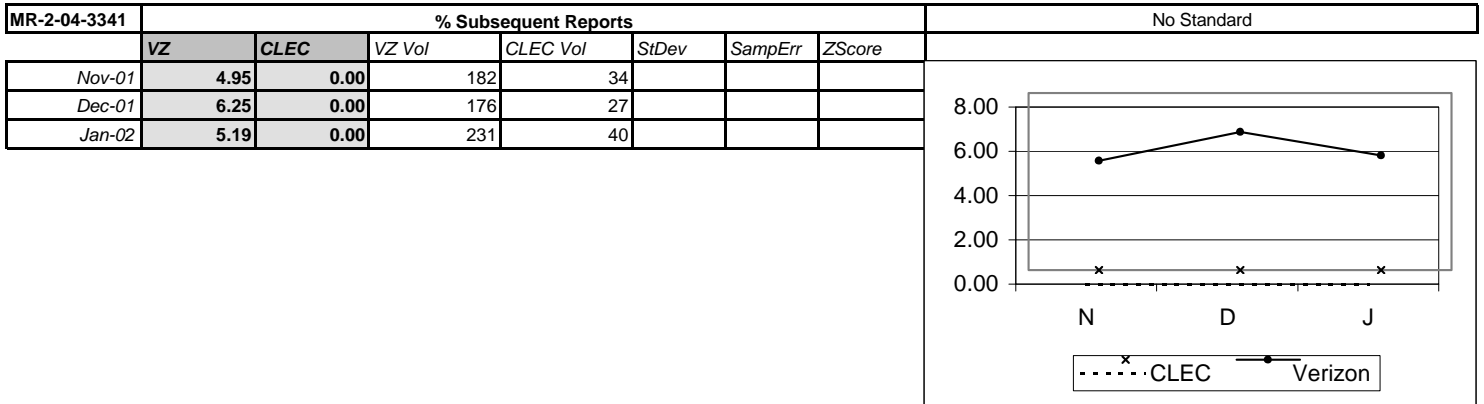
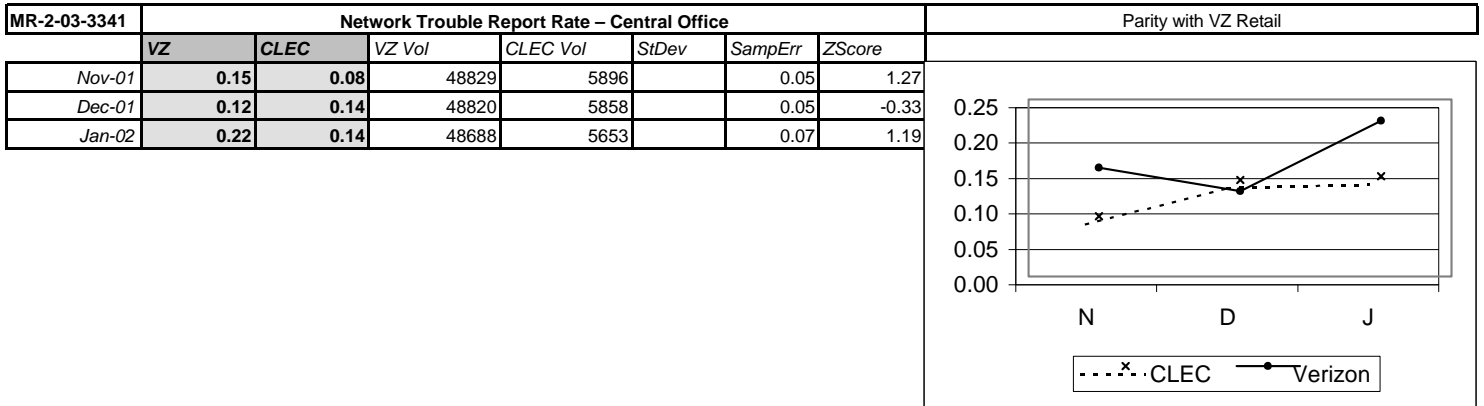
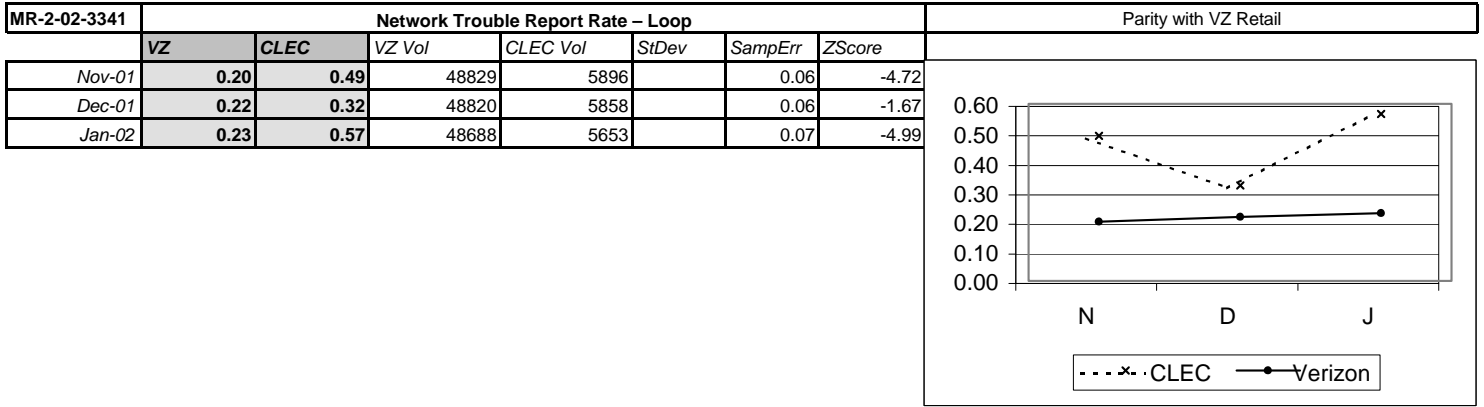
POTS - Maintenance cont...

MR-5 - Repeat Trouble Reports



**Complex Services - 2 Wire Digital**

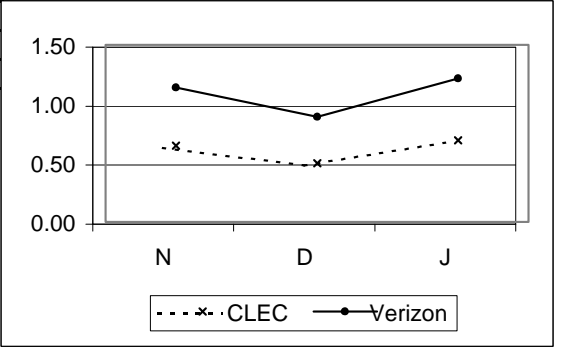
**MR-2 - Trouble Report Rate**



**Complex Services - 2 Wire Digital cont...**

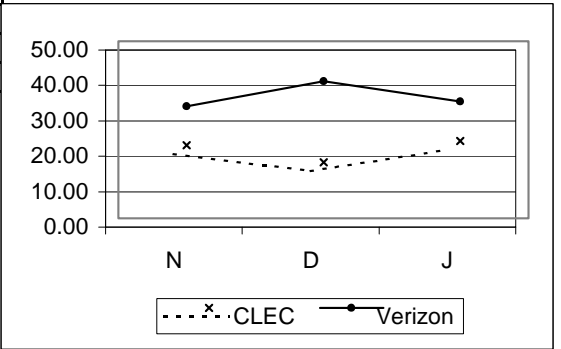
**MR-2 - Trouble Report Rate cont...**

MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	1.14	0.64	48829	5896				
Dec-01	0.89	0.50	48820	5858				
Jan-02	1.21	0.69	48688	5653				

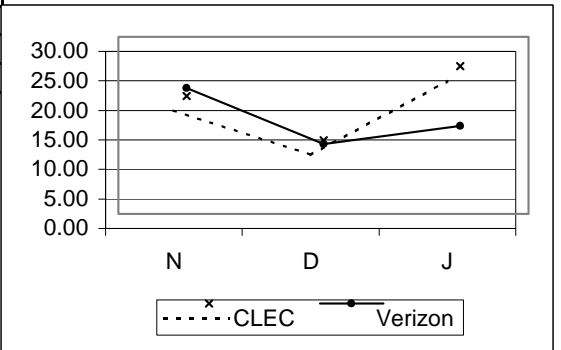


**MR-3 - Missed Repair Appointments**

MR-3-01-3341	% Missed Repair Appointment – Loop								Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore		
Nov-01	31.63	20.69	98	29	9.83	1.11			
Dec-01	38.68	15.79	106	19	12.13	1.89			
Jan-02	33.04	21.88	112	32	9.43	1.18			



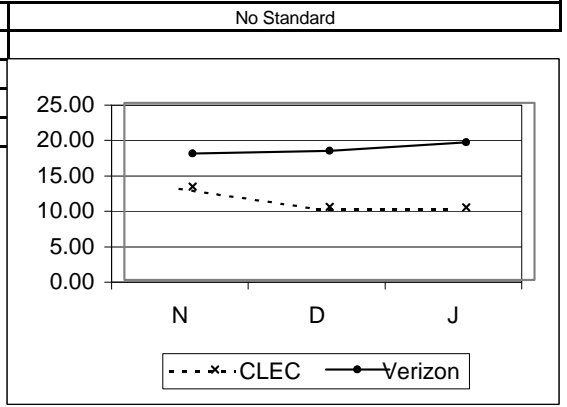
MR-3-02-3341	% Missed Repair Appointment – Central Office							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	21.33	20.00	75	5	18.92			
Dec-01	11.86	12.50	59	8	12.18			
Jan-02	14.95	25.00	107	8	13.07			



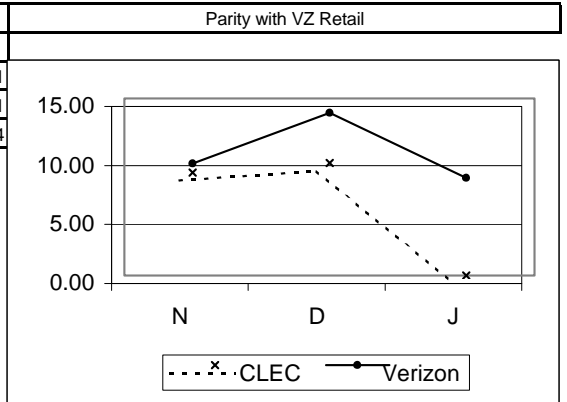
**Complex Services - 2 Wire Digital cont...**

**MR-3 - Missed Repair Appointments cont...**

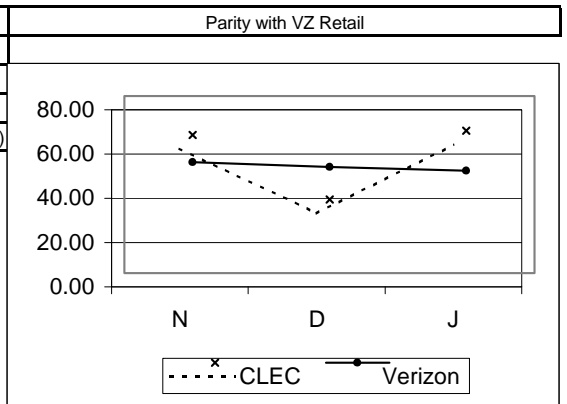
MR-3-03-3341	% Missed Repair Appointment — CPE /TOK/FOK						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	17.84	13.16	555	38			
Dec-01	18.20	10.34	434	29			
Jan-02	19.46	10.26	591	39			



MR-3-04-3341	% Missed Repair Appointment — No Double Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	9.47	8.70	95	23		6.80	0.11
Dec-01	13.79	9.52	87	21		8.38	0.51
Jan-02	8.26	0.00	121	24		6.15	1.34

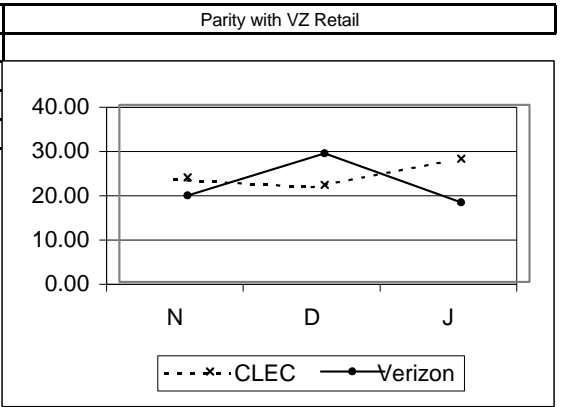


MR-3-05-3341	% Missed Repair Appointment — Double Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	50.00	62.50	72	8		18.63	
Dec-01	48.00	33.33	75	6		21.20	
Jan-02	46.24	64.29	93	14		14.29	-0.97 (P)

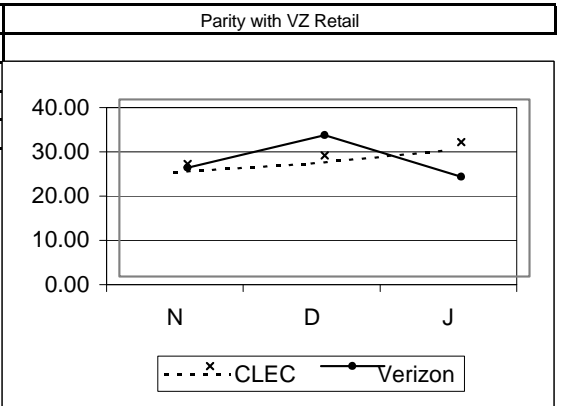


**Complex Services - 2 Wire Digital cont...**  
**MR-4 - Trouble Duration Intervals**

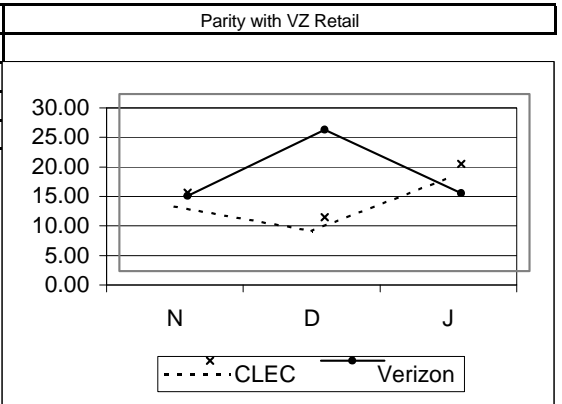
MR-4-01-3341	Mean Time To Repair – Total						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	19.47	23.60	173	34	25.02	4.69	-0.88
Dec-01	29.06	21.95	165	27	42.31	8.78	0.81
Jan-02	17.93	27.89	219	40	22.00	3.78	-2.63



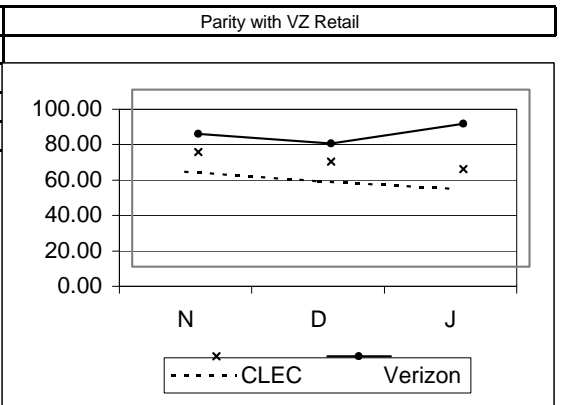
MR-4-02-3341	Mean Time to Repair - Loop Trouble						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	24.60	25.38	98	29	28.48	6.02	-0.13
Dec-01	31.93	27.36	106	19	36.94	9.20	0.50
Jan-02	22.48	30.33	112	32	23.37	4.68	-1.68



MR-4-03-3341	Mean Time To Repair – Central Office Trouble						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	12.75	13.25	75	5	17.64	8.15	
Dec-01	23.91	9.10	59	8	50.50	19.03	
Jan-02	13.17	18.15	107	8	19.47	7.14	



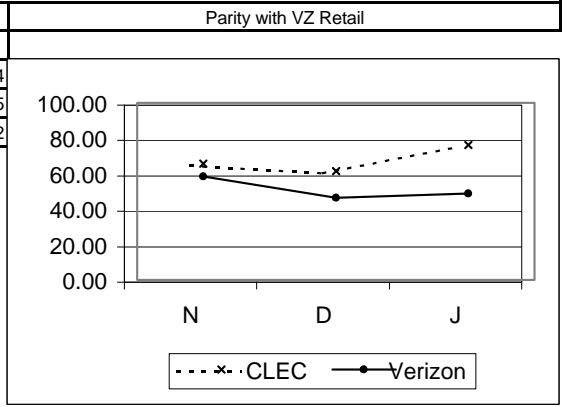
MR-4-04-3341	% Cleared (all troubles) within 24 Hours						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	75.14	64.71	173	34		8.11	-1.29
Dec-01	69.70	59.26	165	27		9.54	-1.09
Jan-02	80.82	55.00	219	40		6.77	-3.81



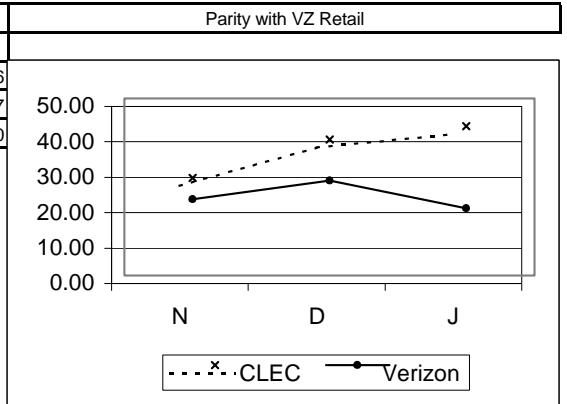
**Complex Services - 2 Wire Digital cont...**

**MR-4 - Trouble Duration Intervals cont...**

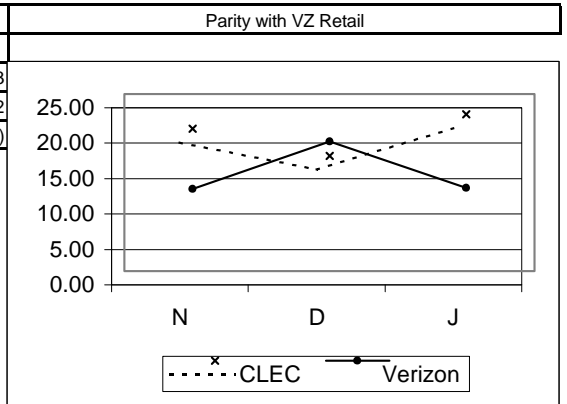
MR-4-07-3341	% Out of Service > 12 hours						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	58.46	65.52	65	29		11.00	-0.64
Dec-01	46.34	61.54	82	26		11.22	-1.35
Jan-02	48.81	76.32	84	38		9.77	-2.82



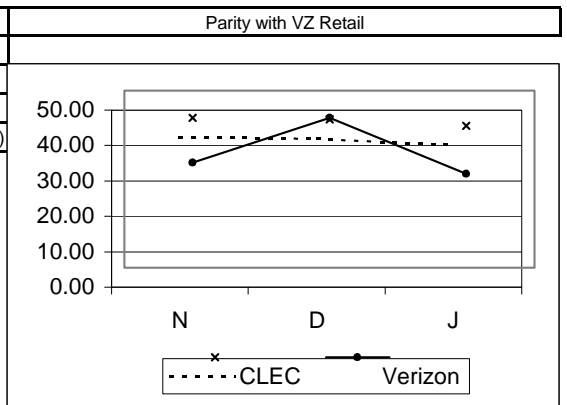
MR-4-08-3341	% Out of Service > 24 Hours						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	21.54	27.59	65	29		9.18	-0.66
Dec-01	26.83	38.46	82	26		9.97	-1.17
Jan-02	19.05	42.11	84	38		7.68	-3.00



MR-4-09-3341	Mean Time To Repair - No Double Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	11.61	20.12	95	23	17.20	4.00	-2.13
Dec-01	18.31	16.27	87	21	26.16	6.36	0.32
Jan-02	11.75	22.15	121	24	16.28	3.64	-2.67 (P)



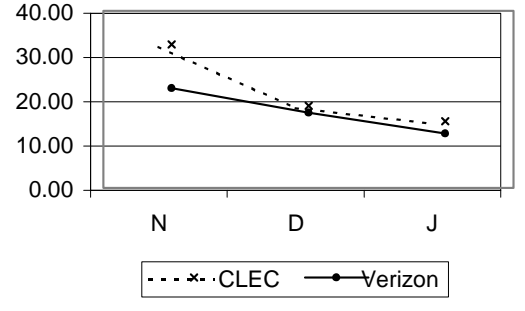
MR-4-10-3341	Mean Time To Repair - Double Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	29.67	42.39	72	8	30.09	11.22	
Dec-01	42.31	41.85	75	6	53.31	22.62	
Jan-02	26.52	40.12	93	14	25.83	7.41	-0.82 (P)



Complex Services - 2 Wire Digital cont...

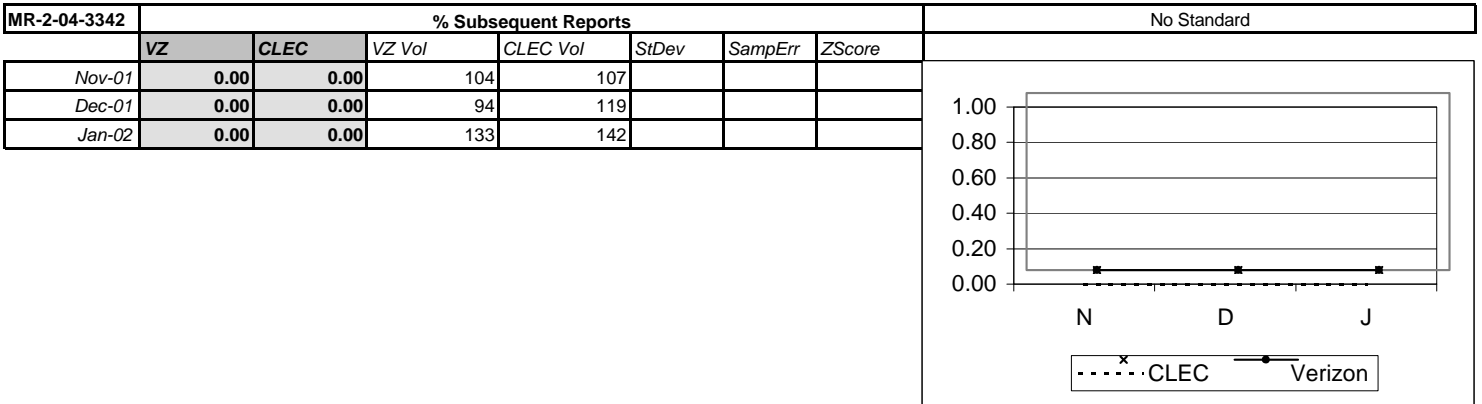
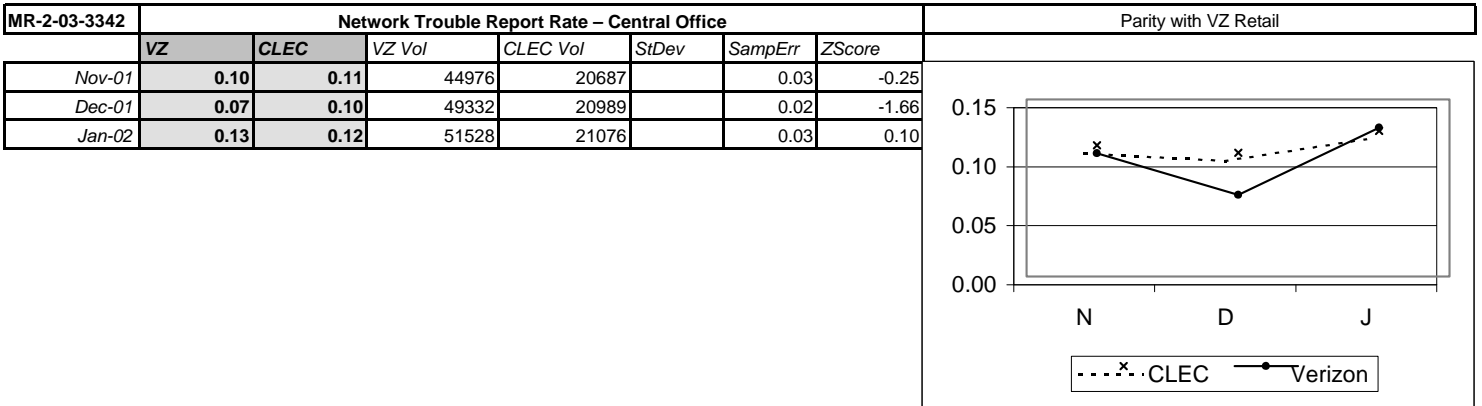
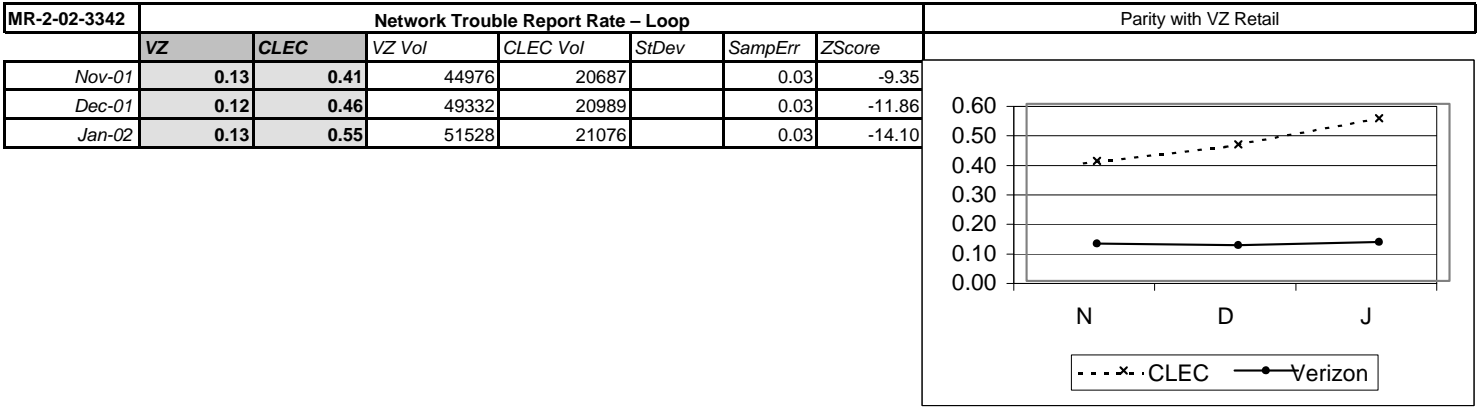
MR-5 - Repeat Trouble Reports

MR-5-01-3341	% Repeat Reports within 30 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	22.54	32.35	173	34		7.84	-1.25	
Dec-01	16.97	18.52	165	27		7.79	-0.20	
Jan-02	12.33	15.00	219	40		5.65	-0.47	



**Complex Services - 2 Wire xDSL**

**MR-2 - Trouble Report Rate**

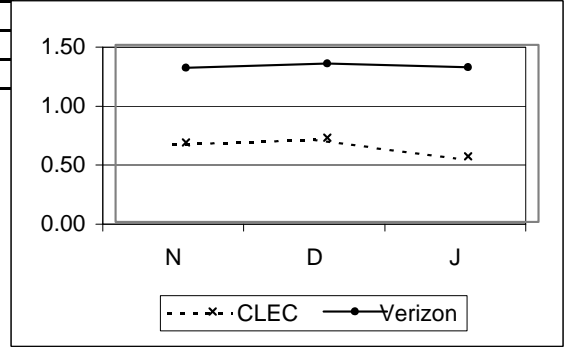




**Complex Services - 2 Wire xDSL cont...**

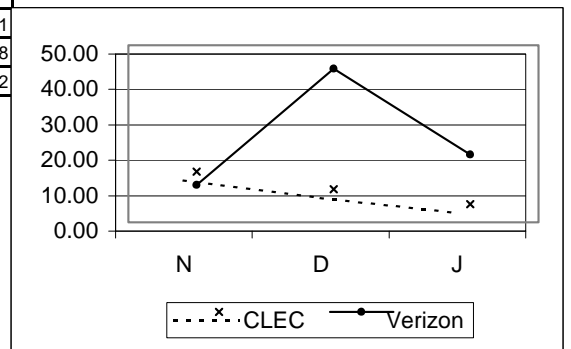
**MR-2 - Trouble Report Rate cont...**

MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	1.31	0.67	44976	20687				
Dec-01	1.34	0.71	49332	20989				
Jan-02	1.31	0.56	51528	21076				

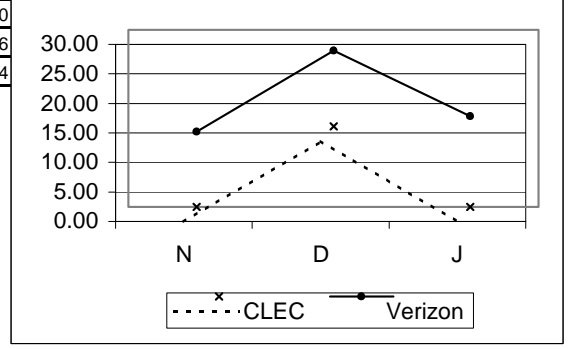


**MR-3 - Missed Repair Appointments**

MR-3-01-3342	% Missed Repair Appointment – Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	10.53	14.29	57	84		5.27	-0.71	
Dec-01	43.33	9.28	60	97		8.14	4.18	
Jan-02	19.12	5.17	68	116		6.01	2.32	



MR-3-02-3342	% Missed Repair Appointment – Central Office							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	12.77	0.00	47	23		8.49	1.50	
Dec-01	26.47	13.64	34	22		12.07	1.06	
Jan-02	15.38	0.00	65	26		8.37	1.84	

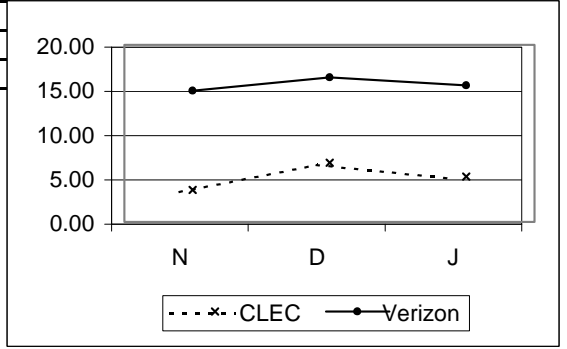


**Complex Services - 2 Wire xDSL cont...**

**MR-3 - Missed Repair Appointments cont...**

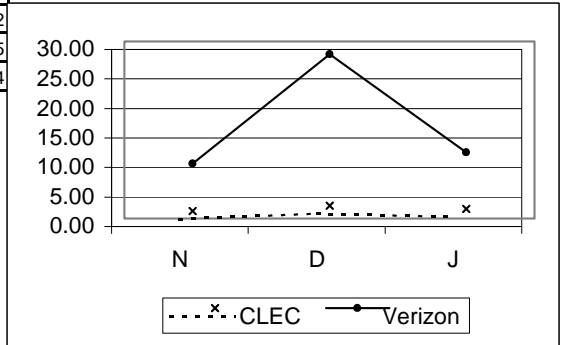
**MR-3-03-3342 % Missed Repair Appointment — CPE /TOK/FOK No Standard**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	14.80	3.60	588	139			
Dec-01	16.34	6.67	661	150			
Jan-02	15.43	5.13	674	117			



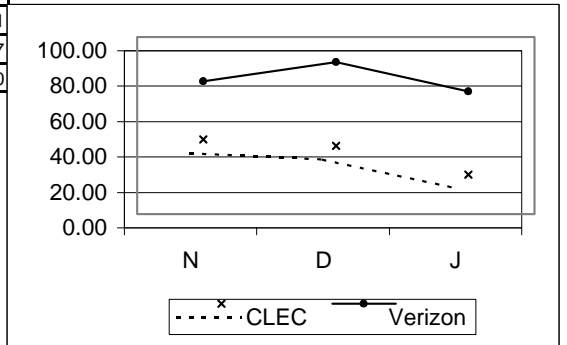
**MR-3-04-3342 % Missed Repair Appointment — No Double Dispatch Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	9.28	1.27	97	79		4.40	1.82
Dec-01	27.85	2.15	79	93		6.86	3.75
Jan-02	11.21	1.64	116	122		4.09	2.34



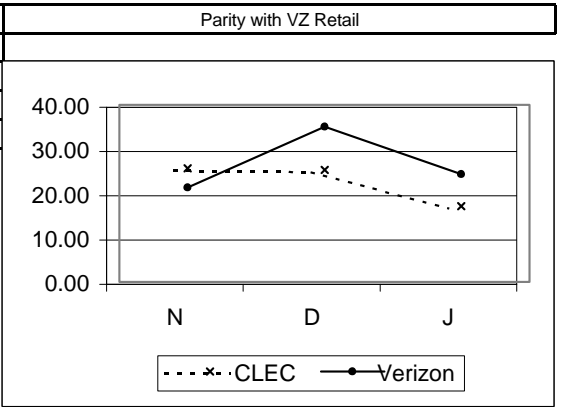
**MR-3-05-3342 % Missed Repair Appointment — Double Dispatch Parity with VZ Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	75.00	42.31	4	26		23.26	1.41
Dec-01	85.71	38.46	14	26		11.60	4.07
Jan-02	69.23	22.22	13	18		16.80	2.80

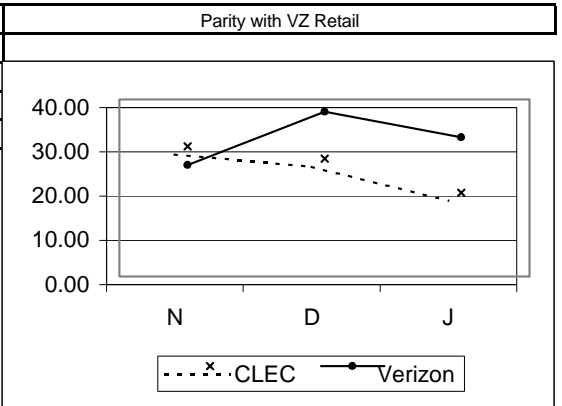


**Complex Services - 2 Wire xDSL cont...**  
**MR-4 - Trouble Duration Intervals**

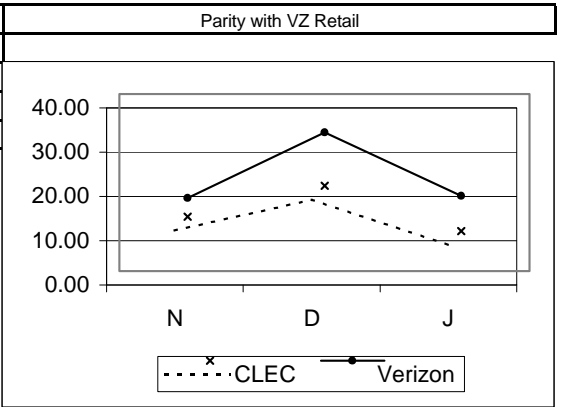
MR-4-01-3342	Mean Time To Repair – Total						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	21.27	25.71	104	107	16.04	2.21	-2.01
Dec-01	35.10	25.29	94	119	29.82	4.11	2.38
Jan-02	24.37	17.12	133	142	24.45	2.95	2.46



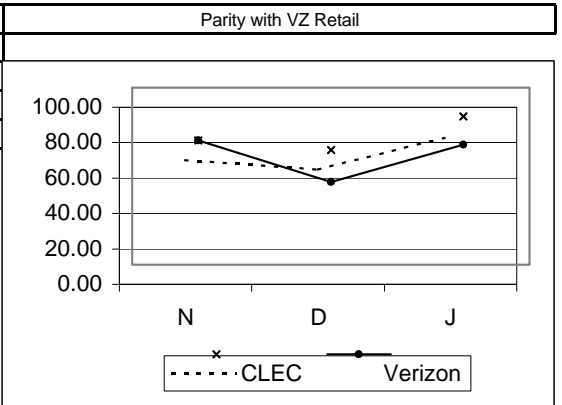
MR-4-02-3342	Mean Time to Repair - Loop Trouble						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	25.19	29.39	57	84	16.00	2.74	-1.53
Dec-01	37.24	26.67	60	97	23.48	3.86	2.74
Jan-02	31.48	18.93	68	116	26.68	4.07	3.08



MR-4-03-3342	Mean Time To Repair – Central Office Trouble						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	16.52	12.29	47	23	14.91	3.80	1.11
Dec-01	31.32	19.23	34	22	38.69	10.59	1.14
Jan-02	16.93	9.04	65	26	19.45	4.51	1.75



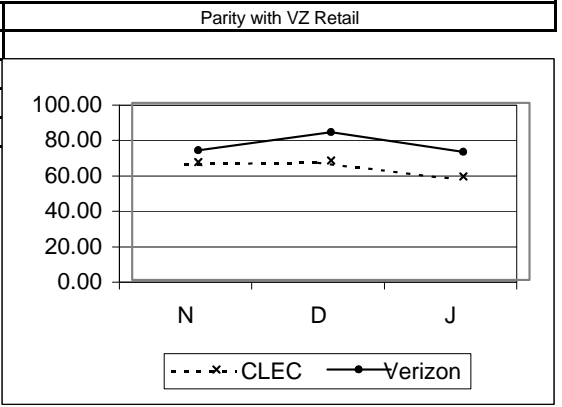
MR-4-04-3342	% Cleared (all troubles) within 24 Hours						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	70.19	70.09	104	107		6.30	-0.02
Dec-01	46.81	64.71	94	119		6.89	2.60
Jan-02	67.67	83.80	133	142		5.64	2.86



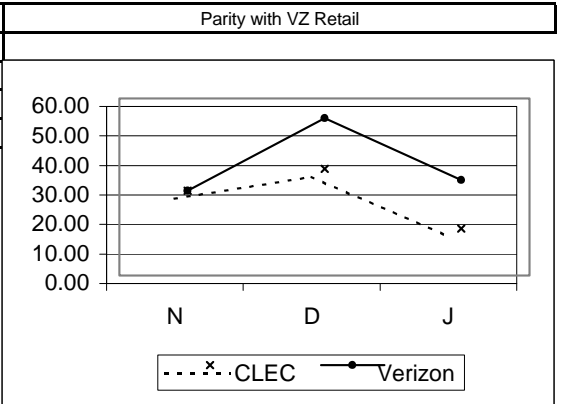
**Complex Services - 2 Wire xDSL cont...**

**MR-4 - Trouble Duration Intervals cont...**

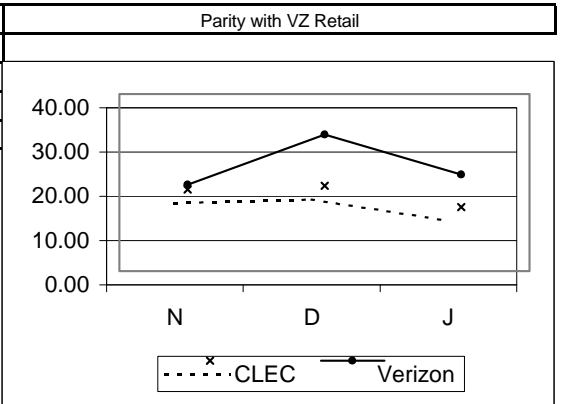
MR-4-07-3342	% Out of Service > 12 hours						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	73.27	66.67	101	87		6.47	1.02
Dec-01	83.33	67.59	90	108		5.32	2.96
Jan-02	72.31	58.33	130	132		5.53	2.53



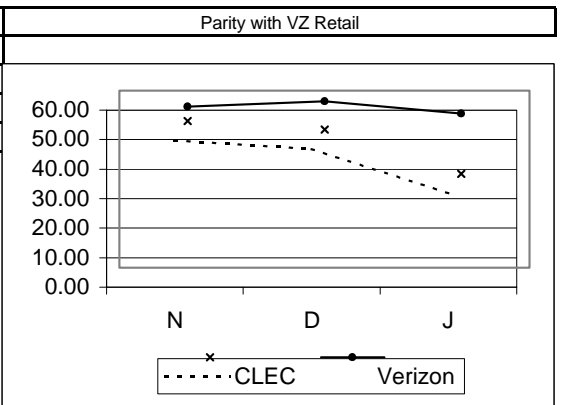
MR-4-08-3342	% Out of Service > 24 Hours						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	28.71	28.74	101	87		6.62	0.00
Dec-01	53.33	36.11	90	108		7.12	2.42
Jan-02	32.31	15.91	130	132		5.78	2.84



MR-4-09-3342	Mean Time To Repair - No Double Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	19.57	18.39	97	79	12.85	1.95	0.61
Dec-01	30.84	19.28	79	93	26.40	4.04	2.86
Jan-02	21.78	14.48	116	122	20.53	2.66	2.74



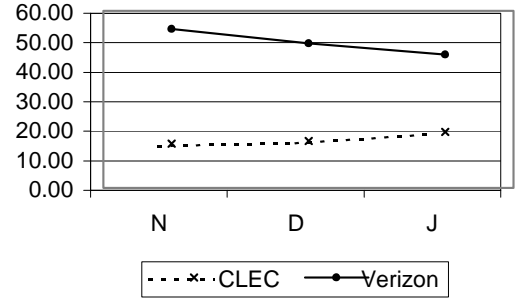
MR-4-10-3342	Mean Time To Repair - Double Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	54.57	49.73	4	26	42.57	22.86	0.21
Dec-01	56.44	46.80	14	26	38.32	12.70	0.76
Jan-02	52.15	31.80	13	18	38.93	14.17	1.44



Complex Services - 2 Wire xDSL cont...

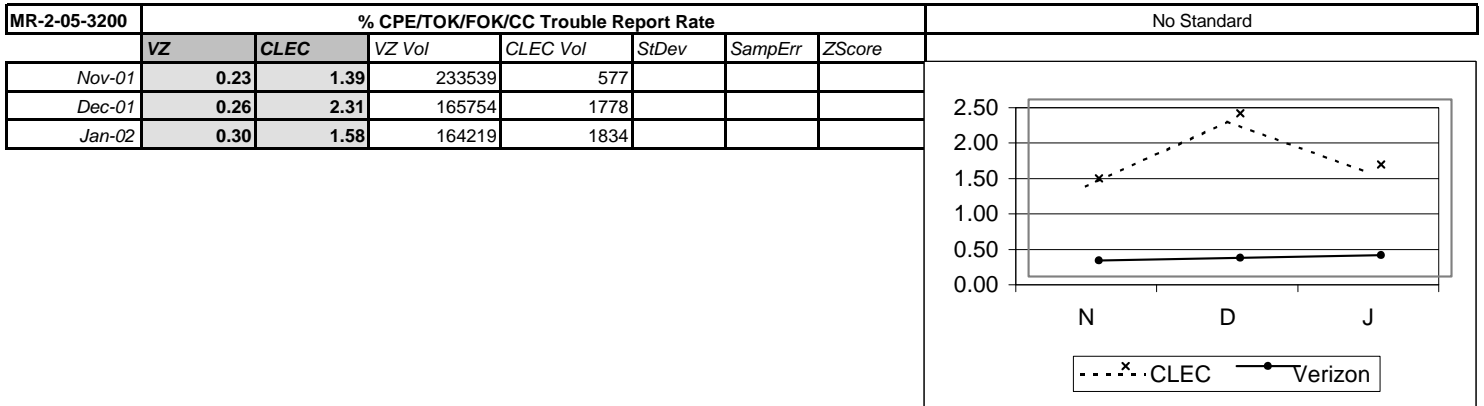
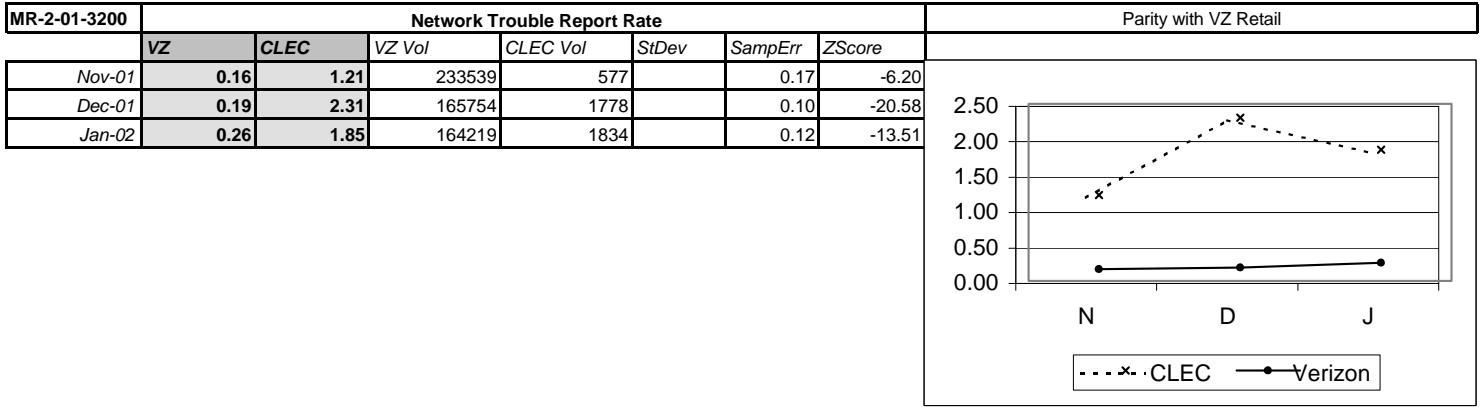
MR-5 - Repeat Trouble Reports

MR-5-01-3342	% Repeat Reports within 30 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	53.85	14.95	104	107		6.86	5.67	
Dec-01	48.94	15.97	94	119		6.90	4.78	
Jan-02	45.11	19.01	133	142		6.00	4.35	

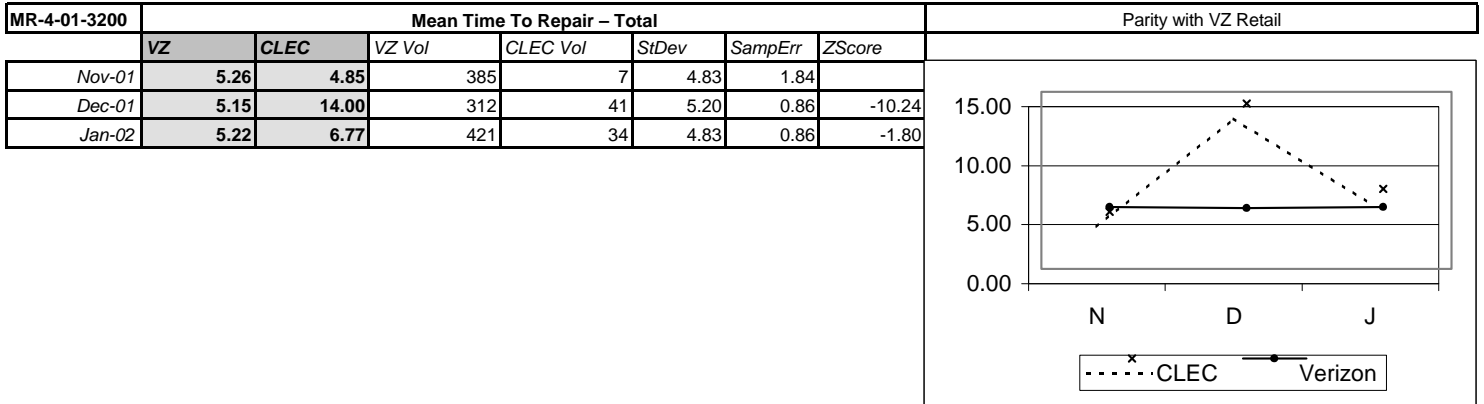


**Special Services - Maintenance**

**MR-2 - Trouble Report Rate**



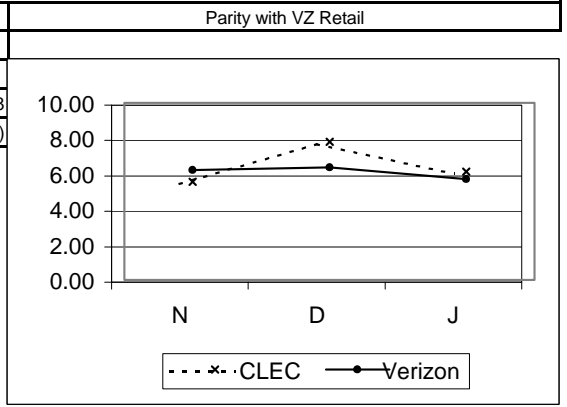
**MR-4 - Trouble Duration Intervals**



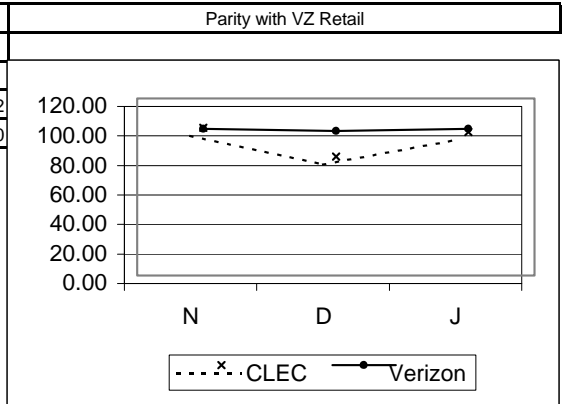
**Special Services - Maintenance cont...**

**MR-4 - Trouble Duration Intervals cont...**

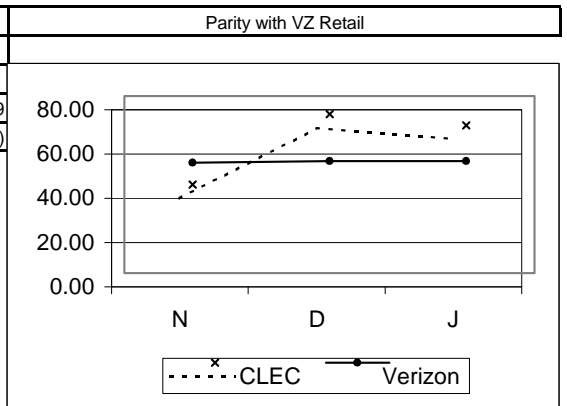
MR-4-02-3200	Mean Time to Repair - Loop Trouble						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	6.20	5.53	181	5	4.76	2.16	
Dec-01	6.35	7.79	146	28	6.43	1.33	-1.08
Jan-02	5.68	6.11	237	20	3.96	0.92	-0.52 (P)



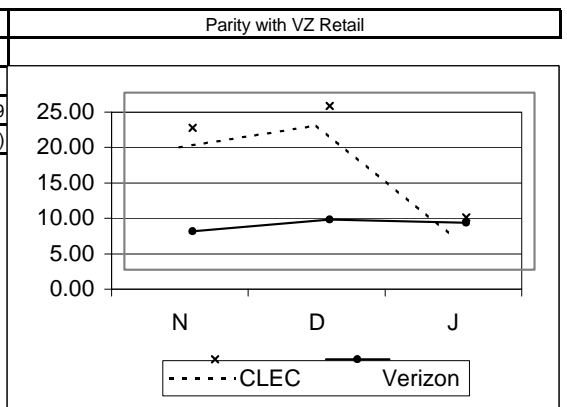
MR-4-04-3200	% Cleared (all troubles) within 24 Hours						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	99.48	100.00	385	7	2.74		
Dec-01	98.08	80.49	312	41	2.28		-7.72
Jan-02	99.52	97.06	421	34	1.23		-2.00



MR-4-06-3200	% Out of Service > 4 hours						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	49.87	40.00	385	5	22.51		
Dec-01	50.64	71.79	312	39	8.49		-2.49
Jan-02	50.59	66.67	421	27	9.93		-1.43 (P)



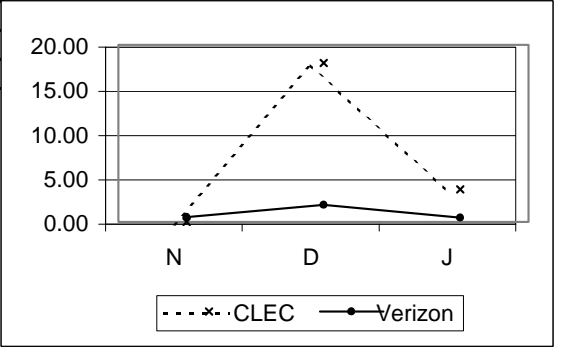
MR-4-07-3200	% Out of Service > 12 hours						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	5.45	20.00	385	5	10.22		
Dec-01	7.05	23.08	312	39	4.35		-3.69
Jan-02	6.65	7.41	421	27	4.95		0.14 (P)



**Special Services - Maintenance cont...**

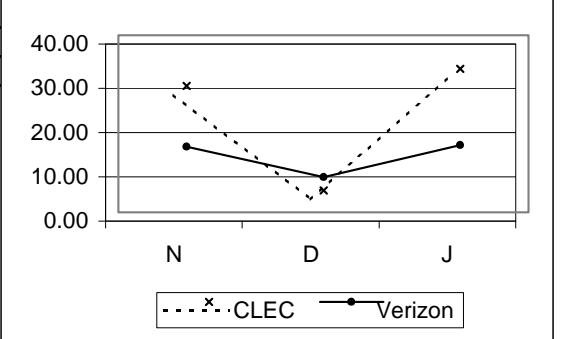
**MR-4 - Trouble Duration Intervals cont...**

MR-4-08-3200	% Out of Service > 24 Hours							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.52	0.00	385	5		3.24		
Dec-01	1.92	17.95	312	39		2.33	-6.88	
Jan-02	0.48	3.70	421	27		1.37	-0.95 (P)	



**MR-5 - Repeat Trouble Reports**

MR-5-01-3200	% Repeat Reports within 30 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	14.81	28.57	385	7		13.55		
Dec-01	8.01	4.88	312	41		4.51	0.69	
Jan-02	15.20	32.35	421	34		6.40	-2.68	





**Legend**

NA = No Activity  
 NEF = No Existing Functionality  
 RQ = Reported Quarterly  
 R3 = Run 3 times per year  
 TBD = Performance metric is to be determined  
 UD = Performance metric is under development  
 UR = Performance metric is under review

EEL - DS1 EEL Loop = 1-10 Loops: 10 Days  
 = 11+ Loops: Negotiated  
 = No Facilities: ECCD + 10 Days  
 = Facility Check: 72 Hours (In addition to 15 day interval)

EEL - DS3 EEL Loop = 1-10 Loops: Loop Facility Availability Date + 15 Days  
 = 11+ Loops: Negotiated  
 = No Facilities: ECCD + 15 Days  
 = Facility Check: 72 Hours (In addition to 15 day interval)

IOF = Facilities Available (Quantity 1-8): 15 days\*  
 = Facilities Available (Quantity >8): Negotiated  
 = Facilities not available: Negotiated  
 = Facilities Check: 72 Hours

\* PO-1-XX-EDI = During the month of December there were 2 EnView EDI failures. In accordance with the Guidelines, the transactions associated with these failures have been excluded from the performance results. On December 19, there was an EnView EDI reject CSR transaction with a response time of 4,294,966.47 seconds. It is excluded from the reported CLEC Aggregate results for PO-1-07 Average Response Time-Rejected Query-EDI. In addition, from 6am to 10pm on December 26, 2001 and from 6am to 10:45am on December 27, 2001, Wholesale PO-1-07 Average Response Time- Rejected Query-EDI transactions, were invalid due to a failure of the network connection from Enview to EDI and are excluded from the metric calculation. ( Inclusion of these transactions would have produced a performance result of 677.95 for CLEC Aggregate PO-1-07 EDI.) Also, due to the EnView EDI network failure, wholesale data for EDI transactions for PO-1 thru PO-1-06, PO-1-08, PO-1-09 metrics were not available from 6am to 10pm on December 26, 2001 and from 6am to 10:45am on December 27, 2001.

Verizon - VA

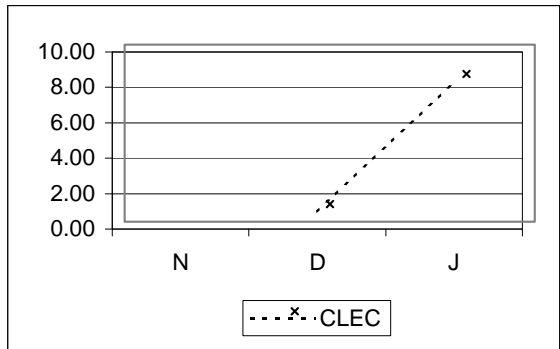
Carrier to Carrier Performance Standards and Reports Summary November 2001 - January 2002

CLEC Aggregate Performance  
Trunks (Aggregate) - POTS/Special Services

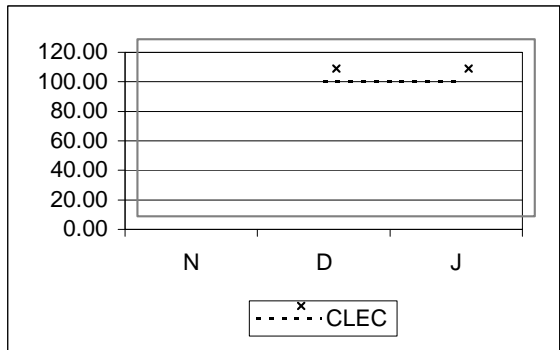
**ORDERING**

**OR 1 - Order Confirmation Timeliness**

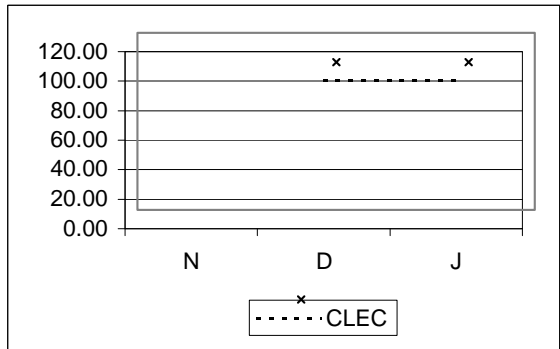
OR-1-11-5020	Average Firm Order Confirmation (FOC) Time <=192 Forecasted Trunks			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	#N/A			
Dec-01	1.00			
Jan-02	8.33			



OR-1-12-5020	% On Time FOC <= 192 Forecasted Trunks			95% in 10 Bus Days
	CLEC	CLEC Obs	Difference	
Nov-01	#N/A			
Dec-01	100.00	2	5.00	
Jan-02	100.00	3	5.00	



OR-1-13-5000	% On Time Design Layout Record (DLR)			95% in 11 Bus Days
	CLEC	CLEC Obs	Difference	
Nov-01	#N/A			
Dec-01	100.00	2	5.00	
Jan-02	100.00	1	5.00	

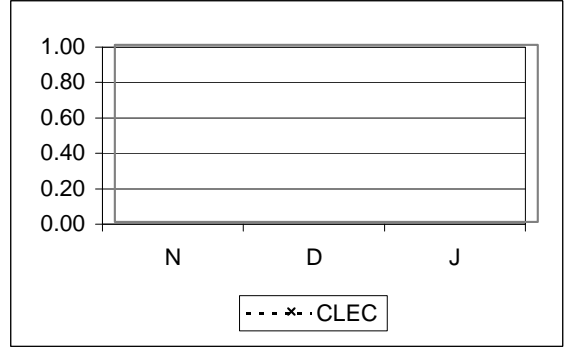


**ORDERING cont...**

**OR 1 - Order Confirmation Timeliness cont...**

<b>OR-1-19-5020</b>	<b>% On Time Response - Request for inbound (VZ-CLEC augment) &lt;=192 Trunks</b>			95% in Schedule Compliance
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	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		



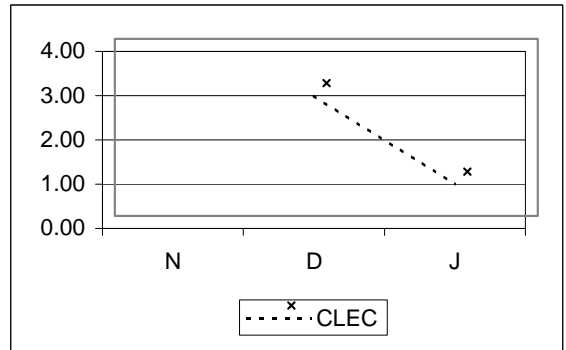
<b>OR-1-19-5030</b>	<b>% On Time Response - Request for inbound (VZ-CLEC augment) &gt; 192 Trunks</b>			95% in Schedule Compliance
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	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

**OR-2 - Reject Timeliness**

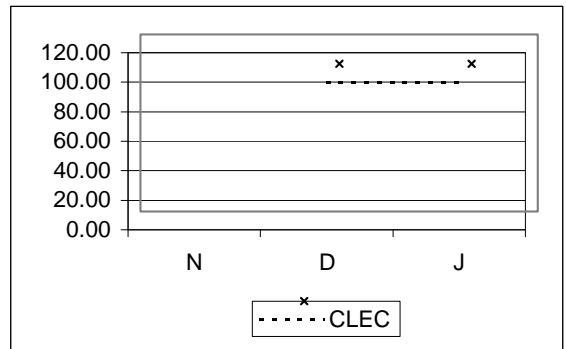
<b>OR-2-11-5020</b>	<b>Average Trunk ASR Reject Time &lt;= 192 Forecasted Trunks</b>			No Standard
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	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	3.00		
Jan-02	1.00		



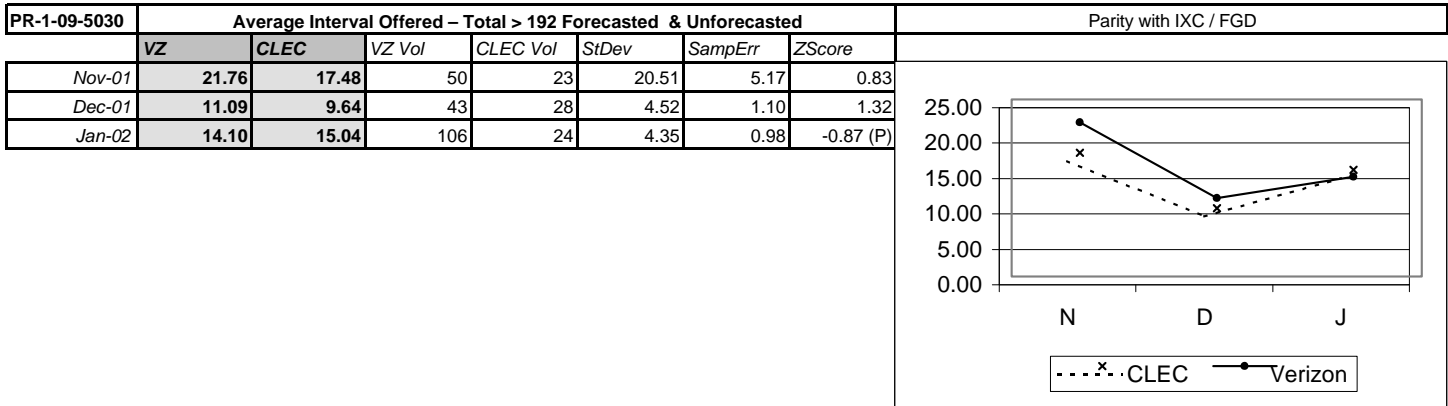
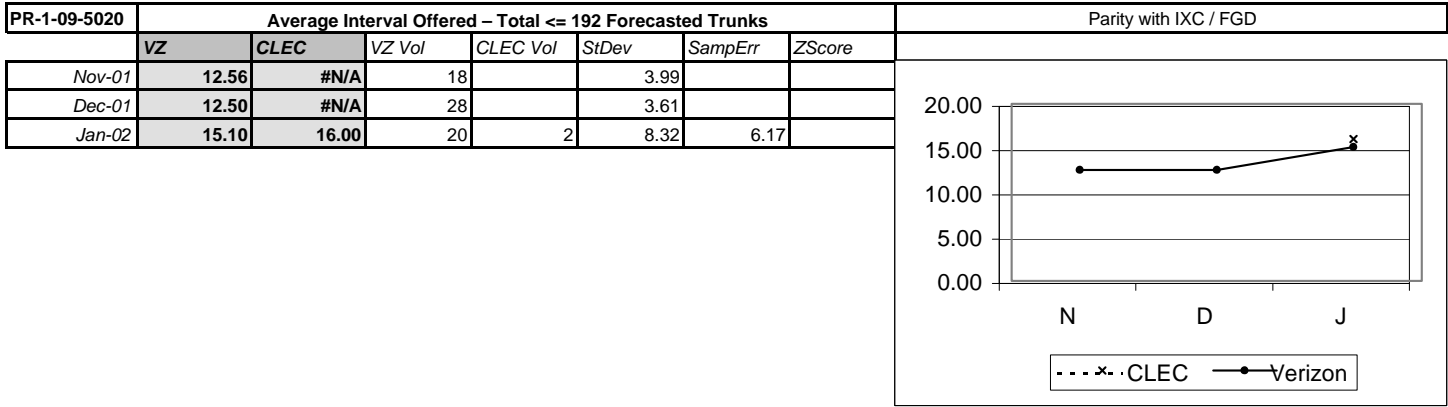
<b>OR-2-12-5020</b>	<b>% On Time Trunk ASR Reject &lt;= 192 Forecasted Trunks</b>			95% within 10 Bus Days
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	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	100.00	2	5.00
Jan-02	100.00	1	5.00

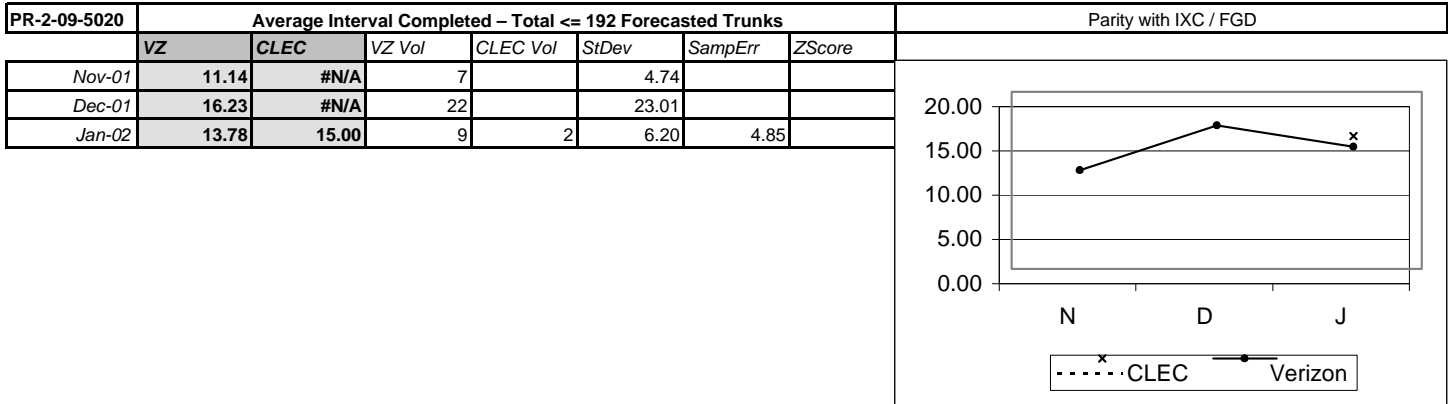


**PROVISIONING**

**PR-1 - Average Interval Offered**



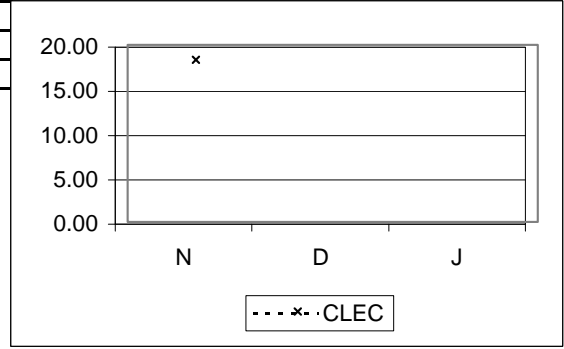
**PR-2 - Average Interval Completed**



**PROVISIONING cont...**

**PR-2 - Average Interval Completed cont...**

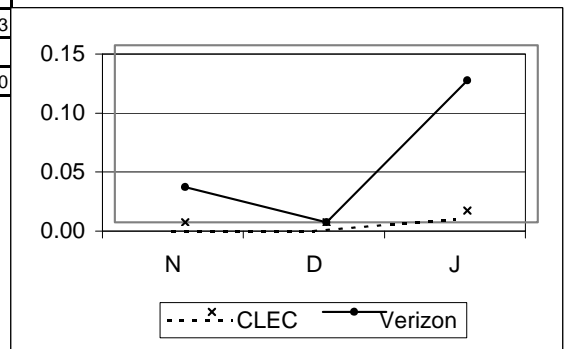
PR-2-09-5030	Average Interval Completed - Total > 192 Forecasted & Unforecasted							Parity with IXC / FGD
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	#N/A	18.33			3			
Dec-01	#N/A	#N/A						
Jan-02	#N/A	#N/A						



**PR-4 - Missed Appointment**

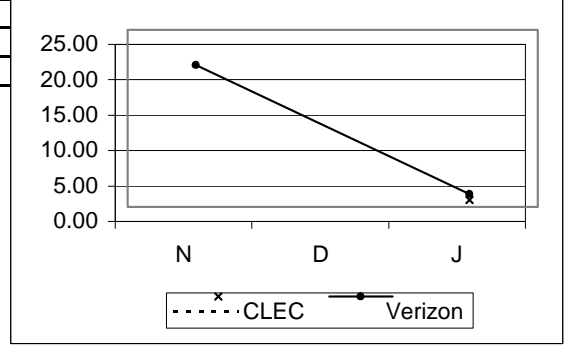
**PR-4-01-5000 % Missed Appointment - Verizon - Total**

PR-4-01-5000	% Missed Appointment - Verizon - Total								Parity with IXC / FGD
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore		
Nov-01	0.03	0.00	7720	9442		0.03	1.13		
Dec-01	0.00	0.00	5967	4120		0.00			
Jan-02	0.12	0.01	20319	7065		0.05	2.30		



**PR-4-02-5000 Average Delay Days - Total**

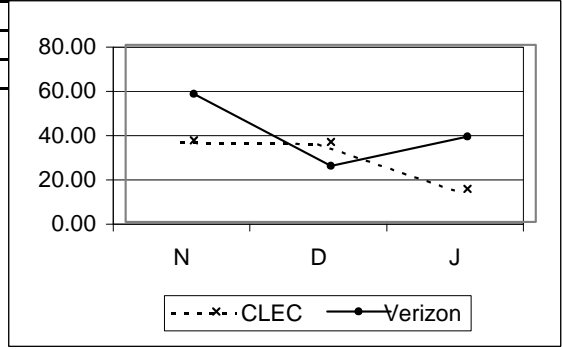
PR-4-02-5000	Average Delay Days - Total							Parity with IXC / FGD
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	20.00	#N/A	2					
Dec-01	#N/A	#N/A						
Jan-02	1.80	1.00	25	1	4.00	4.08		



**PROVISIONING cont...**

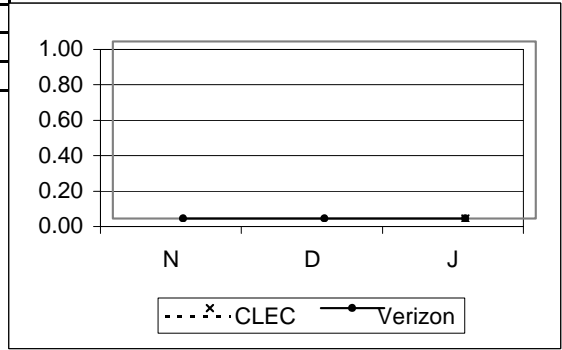
**PR-4 - Missed Appointment cont...**

PR-4-03-5000	% Missed Appointment – Customer							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	57.91	36.96	7720	9442				
Dec-01	25.36	36.26	5967	4120				
Jan-02	38.55	15.06	20319	7065				



**PR-4-09-5000 % MA – VZ – Std. Interval (W Coded) Orders –Total Parity with IXC / FGD**

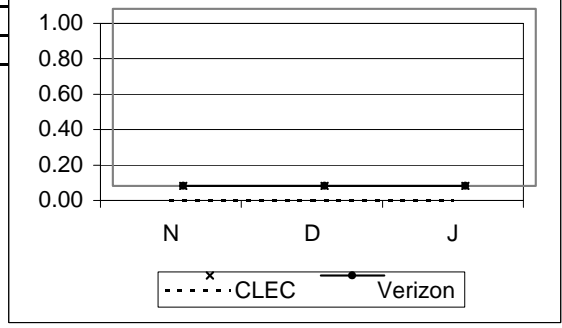
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	#N/A	149					
Dec-01	0.00	#N/A	888					
Jan-02	0.00	0.00	241	72		0.00		



**PR-5 - Facility Missed Orders**

**PR-5-01-5000 % Missed Appointment – Verizon – Facilities Parity with IXC / FGD**

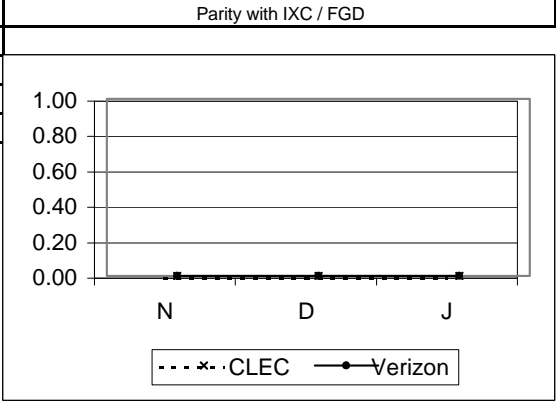
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	0.00	7720	9442		0.00		
Dec-01	0.00	0.00	5967	4120		0.00		
Jan-02	0.00	0.00	20319	7065		0.00		



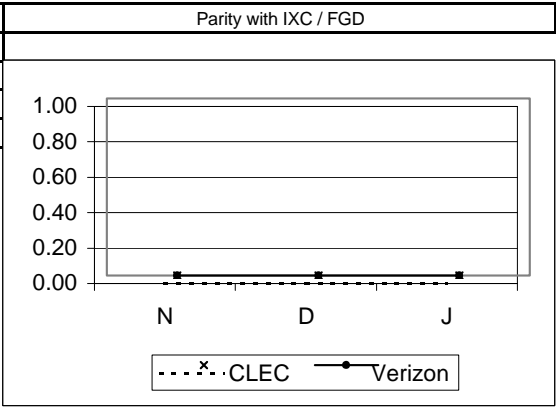
**PROVISIONING cont...**

**PR-5 - Facility Missed Orders cont...**

PR-5-02-5000	% Orders Held for Facilities > 15 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.00	0.00	7720	9442		0.00	
Dec-01	0.00	0.00	5967	4120		0.00	
Jan-02	0.00	0.00	20319	7065		0.00	

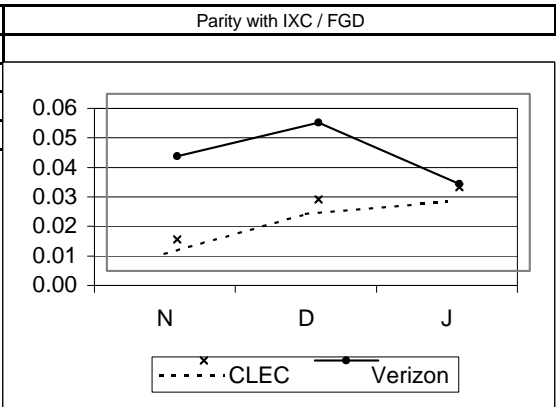


PR-5-03-5000	% Orders Held for Facilities > 60 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.00	0.00	7720	9442		0.00	
Dec-01	0.00	0.00	5967	4120		0.00	
Jan-02	0.00	0.00	20319	7065		0.00	



**PR-6 - Installation Quality**

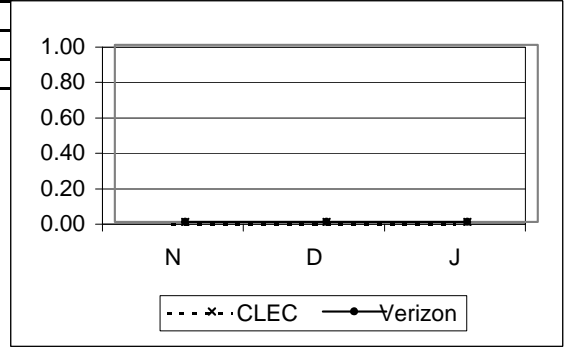
PR-6-01-5000	% Installation Troubles reported within 30 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.04	0.01	7720	9442		0.03	0.93
Dec-01	0.05	0.02	5967	4120		0.05	0.57
Jan-02	0.03	0.03	20319	7065		0.02	0.05



**PROVISIONING cont...**

**PR-6 - Installation Quality cont...**

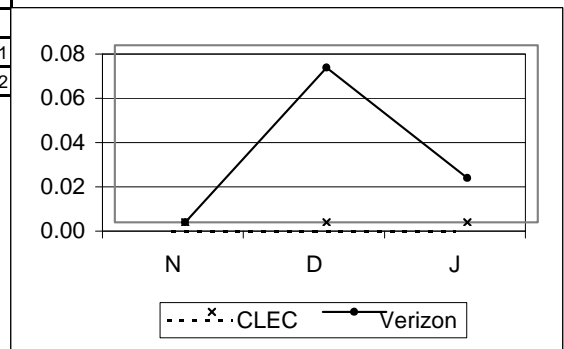
PR-6-03-5000	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	0.00	7720	9442				
Dec-01	0.00	0.00	5967	4120				
Jan-02	0.00	0.00	20319	7065				



**PR-8 - Average Days Held on Pending Orders**

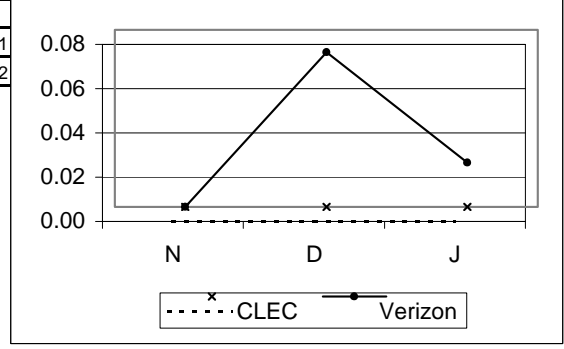
**PR-8-01-5000 % Open Orders in a Hold Status > 30 Days Parity with VZ Retail**

PR-8-01-5000	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.00	0.00	7720	9442		0.00	
Dec-01	0.07	0.00	5967	4120		0.05	1.31
Jan-02	0.02	0.00	20319	7065		0.02	1.02



**PR-8-02-5000 % Open Orders in a Hold Status > 90 Days Parity with VZ Retail**

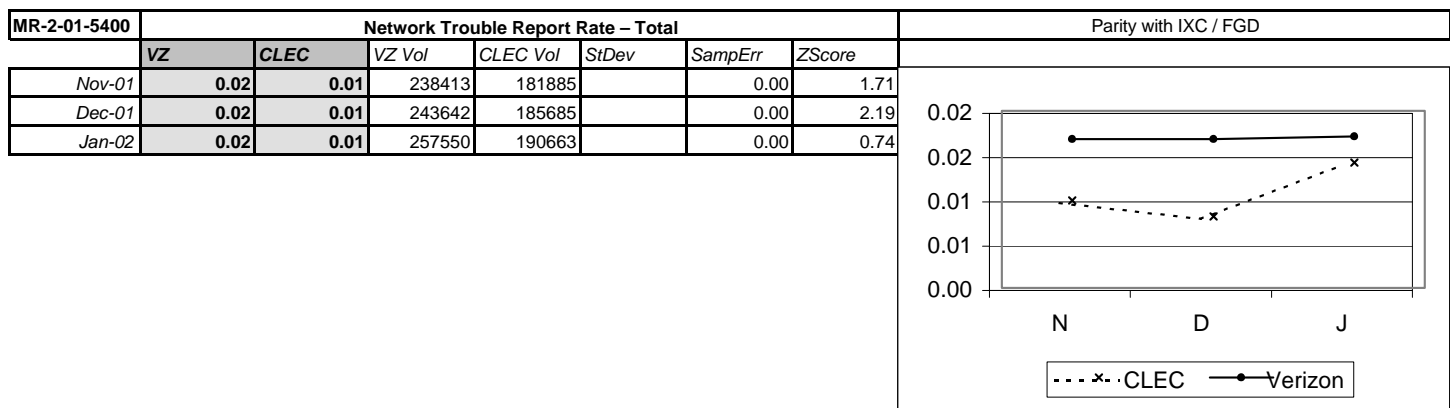
PR-8-02-5000	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.00	0.00	7720	9442		0.00	
Dec-01	0.07	0.00	5967	4120		0.05	1.31
Jan-02	0.02	0.00	20319	7065		0.02	1.02



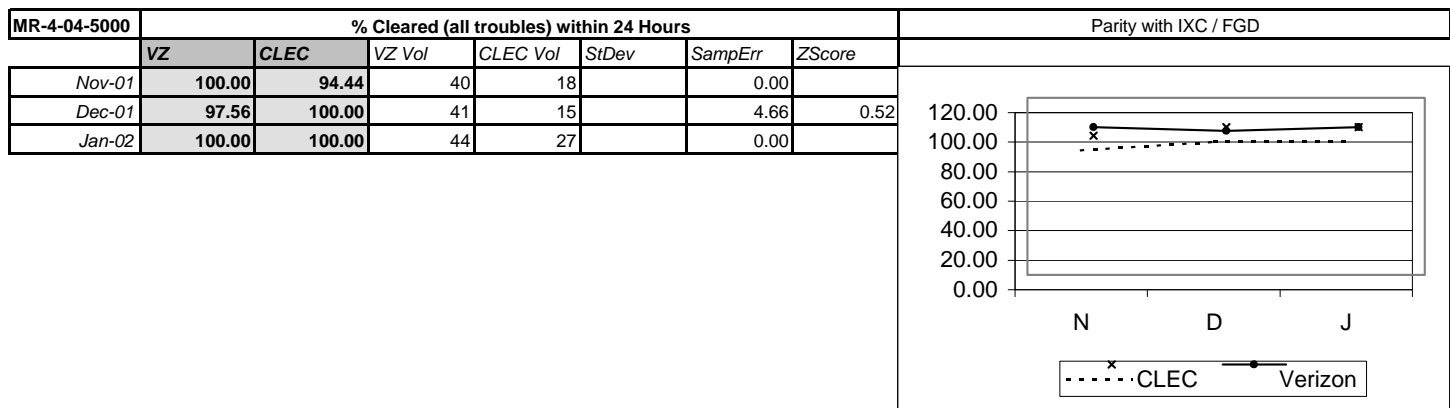
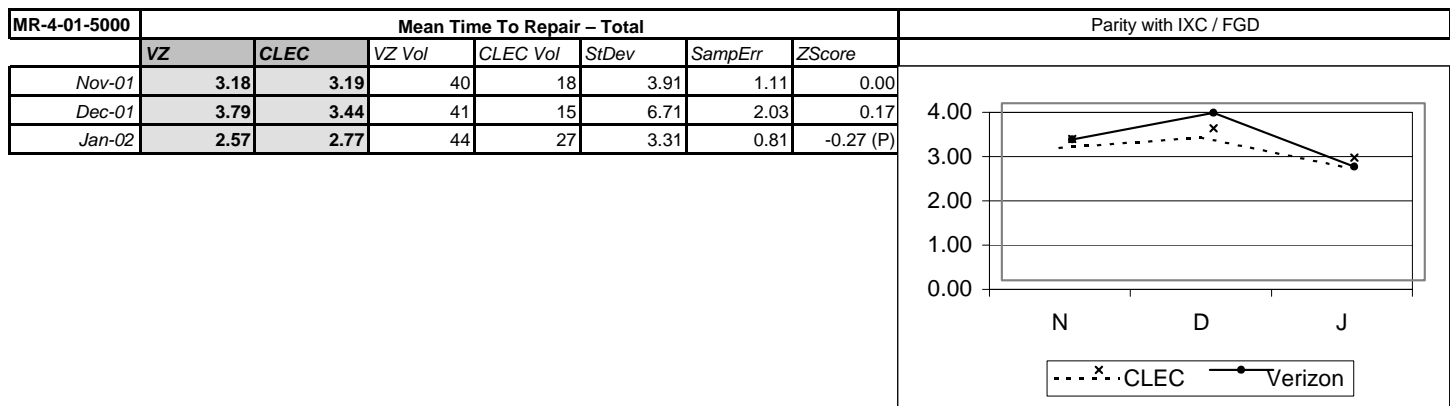


**MAINTENANCE**

**MR-2 - Trouble Report Rate**



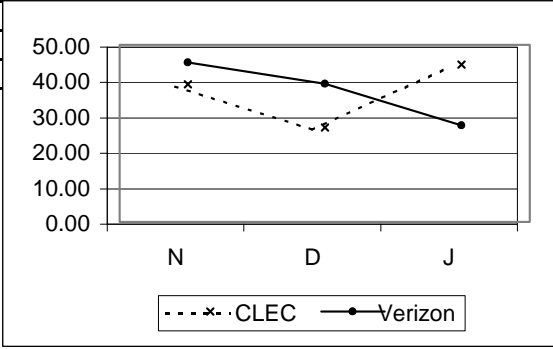
**MR-4 - Trouble Duration Intervals**



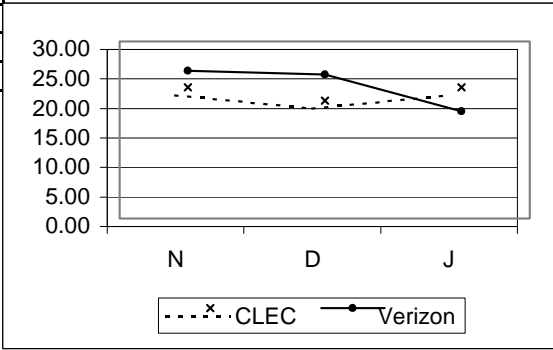
**MAINTENANCE cont...**

**MR-4 - Trouble Duration Intervals cont...**

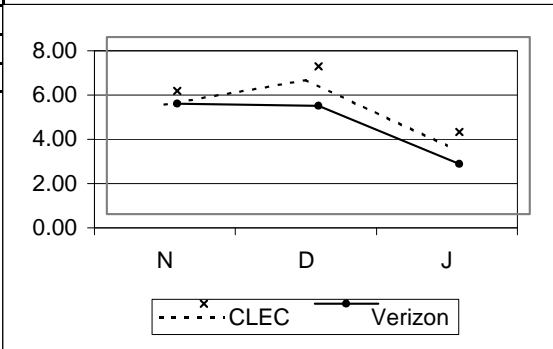
MR-4-05-5000	% Out of Service > 2 Hours							Parity with IXC / FGD
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	45.00	38.89	40	18		14.12	0.43	
Dec-01	39.02	26.67	41	15		14.72	0.84	
Jan-02	27.27	44.44	44	27		10.89	-1.22 (P)	



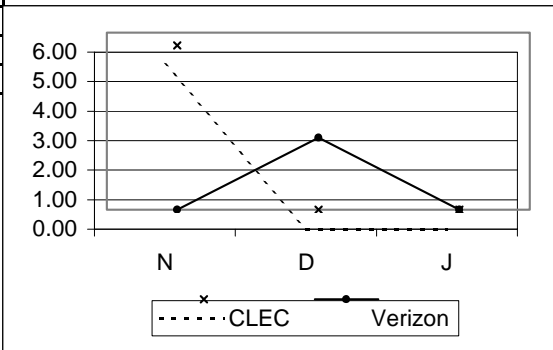
MR-4-06-5000	% Out of Service > 4 hours							Parity with IXC / FGD
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	25.00	22.22	40	18		12.29	0.23	
Dec-01	24.39	20.00	41	15		12.96	0.34	
Jan-02	18.18	22.22	44	27		9.43	-0.12 (P)	



MR-4-07-5000	% Out of Service > 12 hours							Parity with IXC / FGD
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	5.00	5.56	40	18		6.19	-0.09	
Dec-01	4.88	6.67	41	15		6.50	-0.28	
Jan-02	2.27	3.70	44	27		3.64	0.30 (P)	



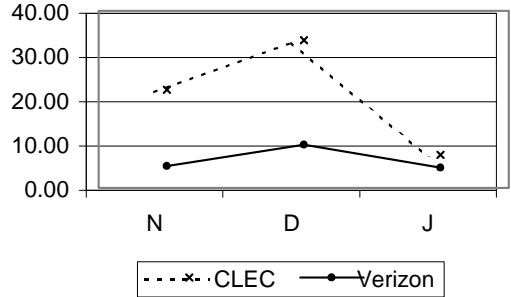
MR-4-08-5000	% Out of Service > 24 Hours							Parity with IXC / FGD
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	5.56	40	18		0.00		
Dec-01	2.44	0.00	41	15		4.66	0.52	
Jan-02	0.00	0.00	44	27		0.00		



MAINTENANCE cont...

MR-5 - Repeat Trouble Report Rates

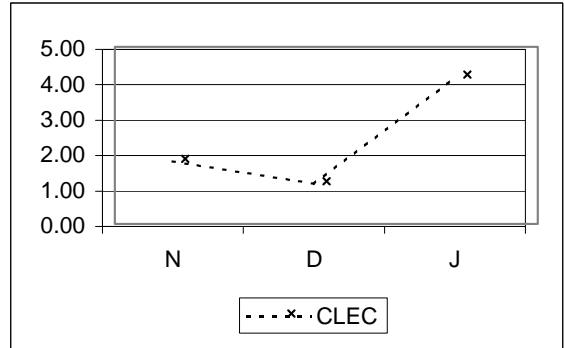
MR-5-01-5400	% Repeat Reports within 30 Days							Parity with IXC / FGD
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	5.00	22.22	40	18		6.19	-2.78	
Dec-01	9.76	33.33	41	15		8.96	-2.63	
Jan-02	4.55	7.41	44	27		5.09	0.21 (P)	



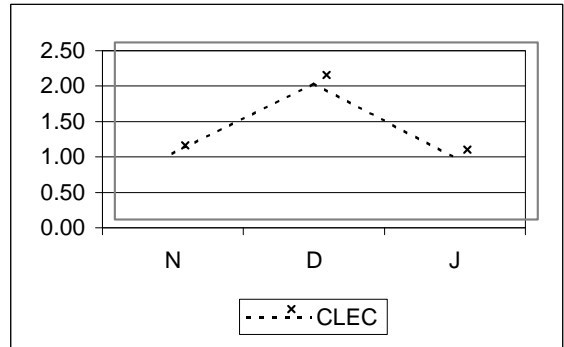
**NETWORK PERFORMANCE**

**NP-1 - Percent Final Trunk Group Blockage**

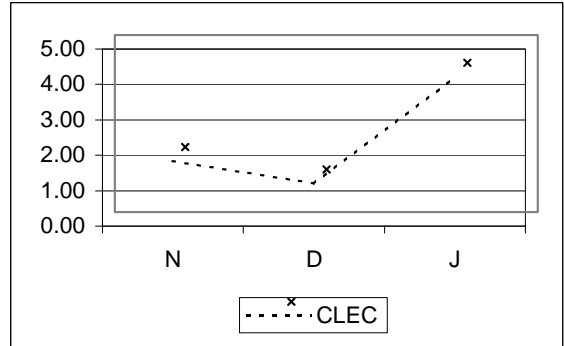
NP-1-01-5000	% FTG Exceeding Blocking Standard - Common Final Trunks		No Standard
	CLEC	CLEC Obs	
Nov-01	1.83	164	
Dec-01	1.20	166	
Jan-02	4.22	166	



NP-1-01-5400	% FTG Exceeding Blocking Standard - Dedicated Final Trunks		No Standard
	CLEC	CLEC Obs	
Nov-01	1.05	95	
Dec-01	2.04	98	
Jan-02	0.99	101	



NP-1-02-5000	% FTG Exceeding Blocking Standard (No Exceptions) - Common Final Trunks		No Standard
	CLEC	CLEC Obs	
Nov-01	1.83	164	
Dec-01	1.20	166	
Jan-02	4.22	166	

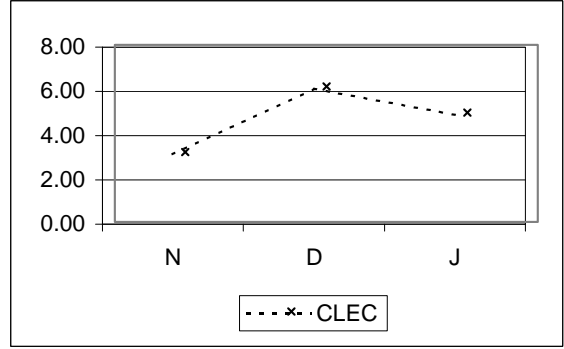


**NETWORK PERFORMANCE cont...**

**NP-1 - Percent Final Trunk Group Blockage cont...**

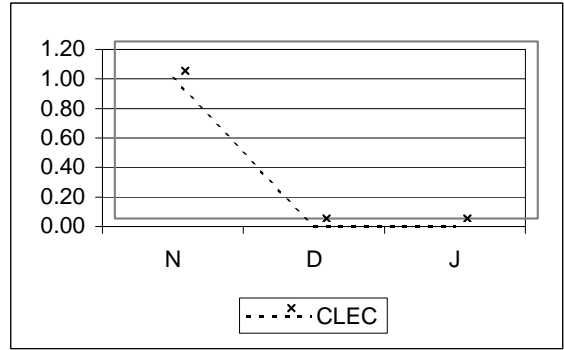
<b>NP-1-02-5400</b>	<b>% FTG Exceeding Blocking Standard (No Exceptions) - Dedicated Final Trunks</b>		No Standard
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	CLEC	CLEC Obs
Nov-01	3.16	95
Dec-01	6.12	98
Jan-02	4.95	101



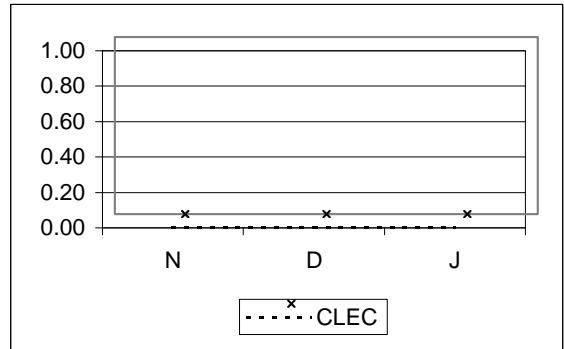
<b>NP-1-03-5400</b>	<b>Number Dedicated FTG Exceeding Blocking Standard – 2 Months</b>		No Standard
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	CLEC	CLEC Obs
Nov-01	1.00	95
Dec-01	0.00	98
Jan-02	0.00	101



<b>NP-1-04-5400</b>	<b>Number Dedicated FTG Exceeding Blocking Standard – 3 Months</b>		See Guidelines
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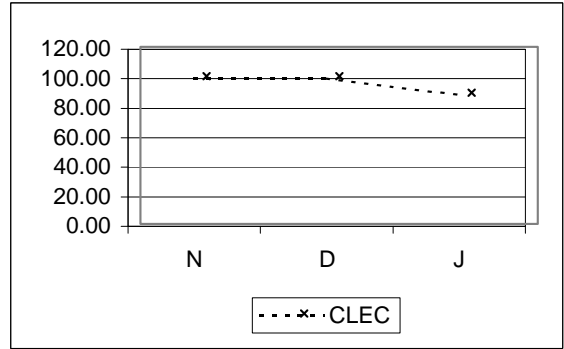
	CLEC	CLEC Obs
Nov-01	0.00	95
Dec-01	0.00	98
Jan-02	0.00	101



**NETWORK PERFORMANCE cont...**  
**NP-2 - Collocation Performance**

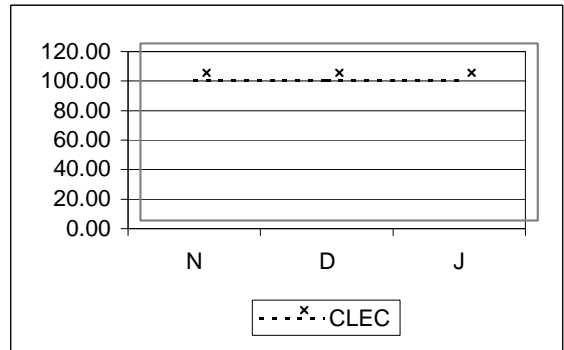
<b>NP-2-01-6110</b>	<b>% On Time Response to Request for Collocation - New</b>			95% On Time
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	CLEC	CLEC Obs	Difference
Nov-01	100.00	2	5.00
Dec-01	100.00	12	5.00
Jan-02	88.89	9	-6.11



<b>NP-2-01-6120</b>	<b>% On Time Response to Request for Collocation - Augment</b>			95% On Time
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	CLEC	CLEC Obs	Difference
Nov-01	100.00	2	5.00
Dec-01	100.00	6	5.00
Jan-02	100.00	30	5.00

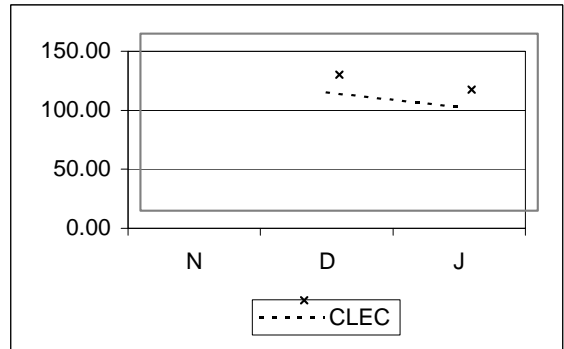


<b>NP-2-02-6110</b>	<b>Average Interval - Physical Collocation - New</b>			No Standard
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	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

<b>NP-2-02-6120</b>	<b>Average Interval - Physical Collocation - Augment</b>			No Standard
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	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	115.25	4	
Jan-02	102.75	4	

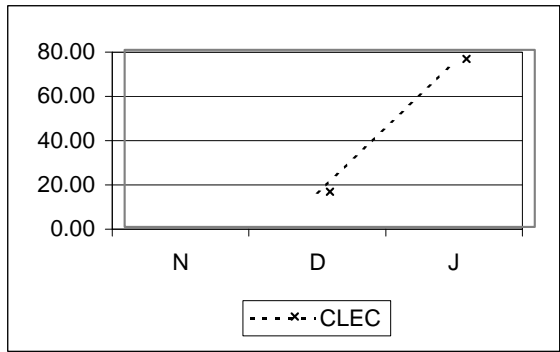


**NETWORK PERFORMANCE cont...**

**NP-2 - Collocation Performance cont...**

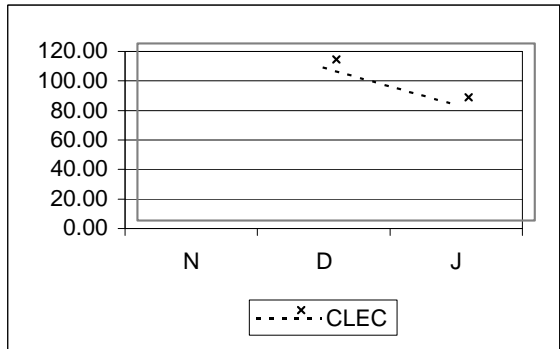
**NP-2-03-6110 Average Interval - SCOPE - New No Standard**

	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	16.00	2	
Jan-02	76.00	1	



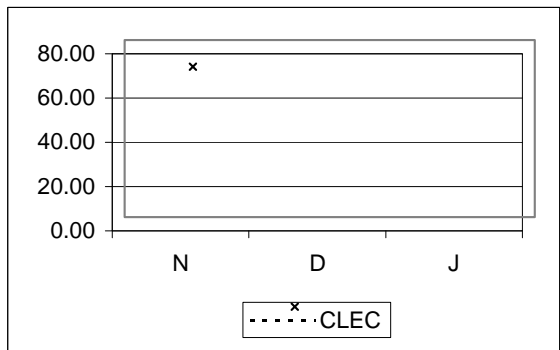
**NP-2-03-6120 Average Interval - SCOPE - Augment No Standard**

	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	109.00	8	
Jan-02	83.56	9	



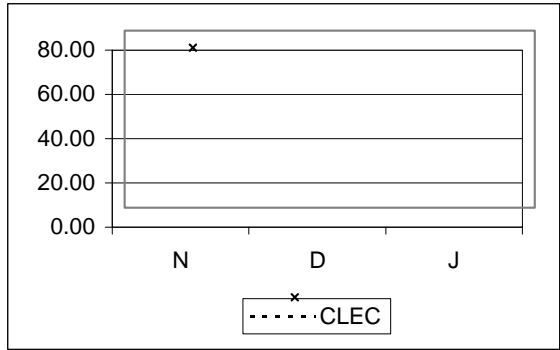
**NP-2-04-6110 Average Interval - CCOE - VZ Equipment is Secure - New No Standard**

	CLEC	CLEC Obs	Difference
Nov-01	68.00	1	
Dec-01	#N/A		
Jan-02	#N/A		



**NP-2-04-6120 Average Interval - CCOE - VZ Equipment is Secure - Augment No Standard**

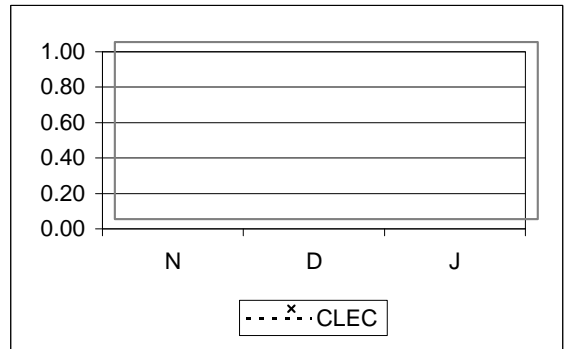
	CLEC	CLEC Obs	Difference
Nov-01	72.25	20	
Dec-01	#N/A		
Jan-02	#N/A		



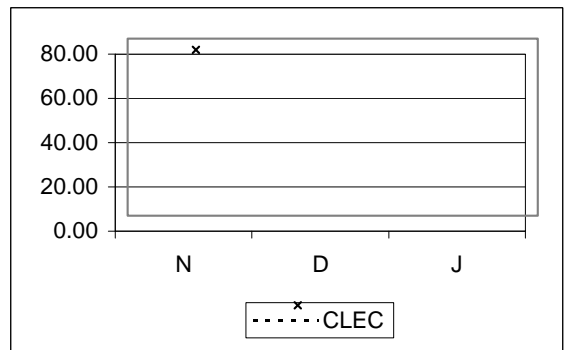
NETWORK PERFORMANCE cont...			
NP-2 - Collocation Performance cont...			
NP-2-05-6110	Average Interval - CCOE - VZ Equipment is Unsecured - New		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

NP-2-05-6120	Average Interval - CCOE - VZ Equipment is Unsecured - Augment		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

NP-2-06-6110	Average Interval - Virtual Collocation - New		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		



NP-2-06-6120	Average Interval - Virtual Collocation - Augment		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	75.00	1	
Dec-01	#N/A		
Jan-02	#N/A		

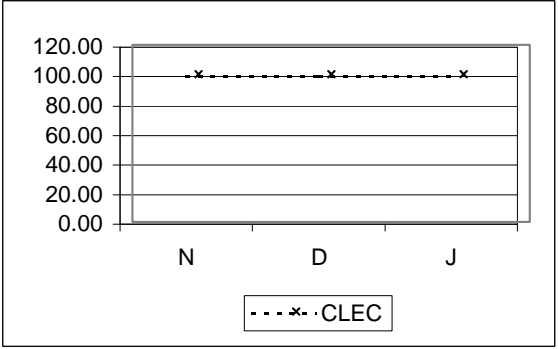




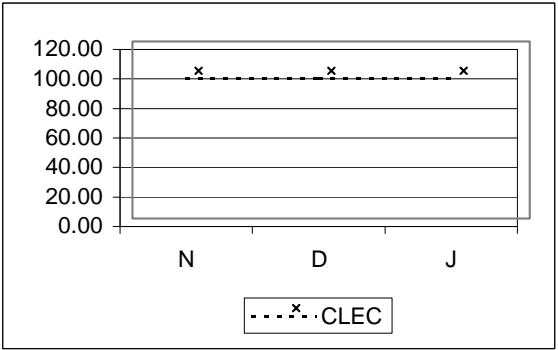
**NETWORK PERFORMANCE cont...**

**NP-2 - Collocation Performance cont...**

NP-2-07-6110	% On Time - New			95% On Time
	CLEC	CLEC Obs	Difference	
Nov-01	100.00	1	5.00	
Dec-01	100.00	2	5.00	
Jan-02	100.00	1	5.00	



NP-2-07-6120	% On Time - Augment			95% On Time
	CLEC	CLEC Obs	Difference	
Nov-01	100.00	21	5.00	
Dec-01	100.00	12	5.00	
Jan-02	100.00	13	5.00	



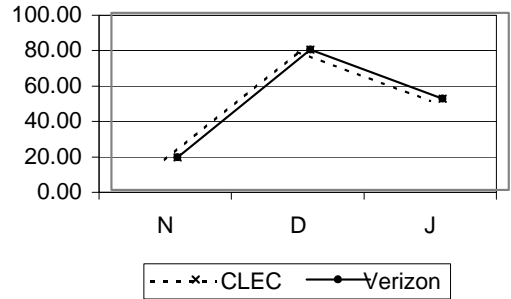
NP-2-08-6110	Average Delay Days - New			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

NP-2-08-6120	Average Delay Days - Augment			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

**NETWORK PERFORMANCE cont...**

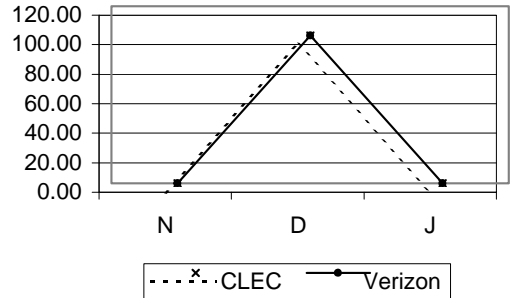
**NP-5 - Network Outage Notification**

NP-5-01-5000	% Network Outage Notices Sent within 30 Minutes							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	18.52	18.52	27	27		10.57		
Dec-01	79.17	79.17	24	24		11.72		
Jan-02	51.61	51.61	31	31		12.69		



**NP-6 - NXX Updates**

NP-6-01-5000	% NXX Updates Installed by the LERG Effective Date							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	RQ	RQ						
Dec-01	100.00	100.00	2	39		0.00		
Jan-02	RQ	RQ						



**Legend**

NA = No Activity  
 NEF = No Existing Functionality  
 RQ = Reported Quarterly  
 R3 = Run 3 times per year  
 TBD = Performance metric is to be determined  
 UD = Performance metric is under development  
 UR = Performance metric is under review

EEL - DS1 EEL Loop = 1-10 Loops: 10 Days  
                           = 11+ Loops: Negotiated  
                           = No Facilities: ECCD + 10 Days  
                           = Facility Check: 72 Hours (In addition to 15 day interval)

EEL - DS3 EEL Loop = 1-10 Loops: Loop Facility Availability Date + 15 Days  
                           = 11+ Loops: Negotiated  
                           = No Facilities: ECCD + 15 Days  
                           = Facility Check: 72 Hours (In addition to 15 day interval)

IOF = Facilities Available (Quantity 1-8): 15 days\*  
       = Facilities Available (Quantity >8): Negotiated  
       = Facilities not available: Negotiated  
       = Facilities Check: 72 Hours

\* PO-1-XX-EDI = During the month of December there were 2 EnView EDI failures.  
                   In accordance with the Guidelines, the transactions associated  
                   with these failures have been excluded from the performance results. On  
                   December 19, there was an EnView EDI reject CSR transaction  
                   with a response time of 4,294,966.47 seconds. It is excluded  
                   from the reported CLEC Aggregate results for PO-1-07 Average  
                   Response Time-Rejected Query-EDI. In addition, from 6am  
                   to 10pm on December 26, 2001 and from 6am to 10:45am on December 27,  
                   2001, Wholesale PO-1-07 Average Response Time- Rejected Query-EDI  
                   transactions, were invalid due to a failure of the network  
                   connection from Enview to EDI and are excluded from the metric  
                   calculation. ( Inclusion of these transactions would have produced  
                   a performance result of 677.95 for CLEC Aggregate PO-1-07 EDI.)  
                   Also, due to the EnView EDI network failure, wholesale data for EDI transactions  
                   for PO-1 thru PO-1-06, PO-1-08, PO-1-09 metrics were not available  
                   from 6am to 10pm on December 26, 2001 and from 6am to 10:45am  
                   on December 27, 2001.