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

## CLEC Aggregate Performance ORDERING - CONFIRMATIONS & REJECTS - RESALE & UNE

Resale Weighted Averages - November 2001			
	% ON TIME	COUNT	# ON TIME
OR-1 - Order Confirmation Timeliness	I		1
OR-1-02 % On Time LSRC – Flow Through	97.54	8951	8731
OR-1-04 % On Time LSRC < 6 Lines - Electronic - No Flow Through	96.70	3123	3020
OR-1-06 % On Time LSRC >= 6 Lines - Electronic - No Flow Through	97.22	144	140
OR-1-08 % On Time LSRC < 6 Lines - Fax	N/A		
OR-1-10 % On Time LSRC >= 6 Lines - Fax	N/A		
OR-2-02	98.27	1848	1816
OR-2-04 % On Time LSR Reject < 6 Lines - Electronic - No Flow Through	99.39	1324	1316
OR-2-06 % On Time LSR Reject >= 6 Lines - Electronic - No Flow Through	100.00	102	102
OR-2-08 % On Time LSR Reject < 6 Lines - Fax	N/A		
OR-2-10 % On Time LSR Reject >= 6 Lines - Fax	N/A		
OR-1-04 % On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow Through	n 90.91	11	10
OR-1-04 % On Time LSRC < 6 Lines - DS0 - Electronic - No Flow-Through	N/A		
OR-1-04 % On Time LSRC < 6 Lines - DS1 - Electronic - No Flow-Through	N/A		
OR-1-04 % On Time LSRC < 6 Lines - DS3 - Electronic - No Flow-Through	N/A		
OR-1-06 % On Time LSRC >= 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow Through	gh 100.00	5	5
OR-1-06 % On Time LSRC >= 6 Lines - DS0 - Electronic - No Flow-Through	N/A		
OR-1-06 % On Time LSRC >= 6 Lines - DS1 - Electronic - No Flow-Through	N/A		
OR-1-06 % On Time LSRC >= 6 Lines - DS3 - Electronic - No Flow-Through	N/A		
OR-1-08 % On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Fax	100.00	1	1
OR-1-08 % On Time LSRC < 6 Lines - DS0 - Fax	N/A		
OR-1-08 % On Time LSRC < 6 Lines - DS1 - Fax	N/A		
OR-1-08 % On Time LSRC < 6 Lines - DS3 - Fax	N/A		
OR-1-10 % On Time LSRC >= 6 Lines - Non DS0, DS1, DS3 - Fax	N/A		
OR-1-10 % On Time LSRC >= 6 Lines - DS0 - Fax	N/A		
OR-1-10 % On Time LSRC >= 6 Lines - DS1 - Fax	N/A		
OR-1-10 % On Time LSRC >= 6 Lines - DS3 - Fax	N/A		
OR-2-04 % On Time LSR Reject < 6 Lines - Electronic - No Flow Through	100.00	21	21
OR-2-06 % On Time LSR Reject >= 6 Lines - Electronic - No Flow Through	100.00	1	1
OR-2-08 % On Time LSR Reject < 6 Lines - Fax	N/A		
OR-2-10 % On Time LSR Reject >= 6 Lines - Fax	N/A		
November 2001 RESALE TOTAL PERFORMANCE	97.63	15531	15163

UNE Weighted Averages - November 2001			
	% ON TIME	COUNT	# ON TIME
OR-1 - Order Confirmation Timeliness			
OR-1-02 % On Time LSRC - Flow-Through	98.43	14040	13819
OR-1-04 % On Time LSRC < 6 Lines - Electronic - No Flow -Through	97.74	11749	11483
OR-1-06 % On Time LSRC >=6 Lines - Electronic	98.79	666	658
OR-1-08 % On Time LSRC < 6 Lines - Fax	N/A		
OR-1-10 % On Time LSRC >= 6 Lines - Fax	N/A		
OR-2-02 % On Time LSR Reject – Flow Through	98.16	2288	2246
OR-2-04 % On Time LSR Reject < 6 Lines - Electronic - No Flow Through	98.55	3792	3737
OR-2-06 % On Time LSR Reject >= 6 Lines - Electronic - No Flow Through	100.00	355	355
OR-2-08 % On Time LSR Reject < 6 Lines - Fax	N/A		
OR-2-10 % On Time LSR Reject >= 6 Lines - Fax	N/A		
OR-1-04 % On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow Through	100.00	34	34
OR-1-04 % On Time LSRC < 6 Lines - DS0 - Electronic - No Flow Through	N/A		
OR-1-04 % On Time LSRC < 6 Lines - DS1 - Electronic - No Flow Through	40.15	137	55
OR-1-04 % On Time LSRC < 6 Lines - DS3 - Electronic - No Flow Through	50.00	2	25
OR-1-06 % On Time LSRC >= 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow Through	N/A		
OR-1-06 % On Time LSRC >= 6 Lines - DS0 - Electronic - No Flow-Through	N/A		
OR-1-06 % On Time LSRC >= 6 Lines - DS1 - Electronic - No Flow-Through	N/A		
OR-1-06 % On Time LSRC >= 6 Lines - DS3 - Electronic - No Flow-Through	N/A		
OR-1-08 % On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Fax	N/A		
OR-1-08 % On Time LSRC < 6 Lines - DS0 - Fax	N/A		
OR-1-08 % On Time LSRC < 6 Lines - DS1 - Fax	90.91	22	20
OR-1-08 % On Time LSRC < 6 Lines - DS3 - Fax	N/A		
OR-1-10 % On Time LSRC >= 6 Lines - Non DS0, DS1, DS3 - Fax	N/A		
OR-1-10 % On Time LSRC >= 6 Lines - DS0 - Fax	N/A		
OR-1-10 % On Time LSRC >= 6 Lines - DS1 - Fax	N/A		
OR-1-10 % On Time LSRC >= 6 Lines - DS3 - Fax	N/A		
OR-2-04 % On Time LSR Reject < 6 Lines - Electronic - No Flow Through	93.51	77	72
OR-2-06 % On Time LSR Reject >= 6 Lines - Electronic - No Flow Through	100.00	1	1
OR-2-08 % On Time LSR Reject < 6 Lines - Fax	73.33	15	11
OR-2-10 % On Time LSR Reject >= 6 Lines - Fax	N/A		·
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November 2001 UNE Total Performance	98.00	33178	32516

# ON TIME 7749

1898

83

1550 879

93

10

15

12284

# ON TIME

COUNT

7851 1963

83

1559

890

10

16

6

12472

COUNT

% ON TIME

## CLEC Aggregate Performance ORDERING - CONFIRMATIONS & REJECTS - RESALE & UNE

Resale Weighted Averages - December 2001	
OD 4. Onder One flower than Three lines	% ON TIME
OR-1- Order Confirmation Timeliness OR-1-02  % On Time LSRC – Flow Through	98.70
OR-1-02   % On Time LSRC - Flow Through OR-1-04   % On Time LSRC < 6 Lines - Electronic - No Flow Through	96.69
OR-1-04 1% On Time LSRC < 6 Lines - Electronic - No Flow Through	100.00
OR-1-06 1% On Time LSRC >= 6 Lines - Electronic - No Flow Through OR-1-08   % On Time LSRC < 6 Lines - Fax	N/A
OR-1-10 % On Time LSRC >= 6 Lines - Fax	N/A
OR-2-02   % On Time LSR Reject – Flow Through	99.42
OR-2-04 % On Time LSR Reject < 6 Lines - Electronic - No Flow Through	98.77
OR-2-06  % On Time LSR Reject >= 6 Lines - Electronic - No Flow Through	100.00
OR-2-08 % On Time LSR Reject < 6 Lines - Fax	N/A
OR-2-10 % On Time LSR Reject >= 6 Lines - Fax	N/A
OR-1-04 % On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow Through	100.00
OR-1-04 % On Time LSRC < 6 Lines - Not 1 DS0, DS1, DS3 - Electronic - No Flow Through	N/A
OR-1-04 % On Time LSRC < 6 Lines - DS0 - Electronic - No Flow-Through	N/A
OR-1-04 % On Time LSRC < 6 Lines - DS3 - Electronic - No Flow-Through	N/A
OR-1-06 % On Time LSRC >= 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow Through	100.00
OR-1-06 % On Time LSRC >= 6 Lines - Non Boo, Bot, Boo - Electronic - No Flow-Through	N/A
OR-1-06 % On Time LSRC >= 6 Lines - DS1 - Electronic - No Flow-Through	N/A
OR-1-06 % On Time LSRC >= 6 Lines - DS3 - Electronic - No Flow-Through	N/A
OR-1-08 % On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Fax	N/A
OR-1-08 % On Time LSRC < 6 Lines - DS0 - Fax	N/A
OR-1-08 % On Time LSRC < 6 Lines - DS1 - Fax	N/A
OR-1-08 % On Time LSRC < 6 Lines - DS3 - Fax	N/A
OR-1-10 % On Time LSRC >= 6 Lines - Non DS0, DS1, DS3 - Fax	N/A
OR-1-10 % On Time LSRC >= 6 Lines - DS0 - Fax	N/A
OR-1-10 % On Time LSRC >= 6 Lines - DS1 - Fax	N/A
OR-1-10 % On Time LSRC >= 6 Lines - DS3 - Fax	N/A
OR-2-04 % On Time LSR Reject < 6 Lines - Electronic - No Flow Through	93.75
OR-2-06 % On Time LSR Reject >= 6 Lines - Electronic - No Flow Through	100.00
OR-2-08 % On Time LSR Reject < 6 Lines - Fax	N/A
OR-2-10 % On Time LSR Reject >= 6 Lines - Fax	N/A
December 2001 RESALE TOTAL PERFORMANCE	98.49

UNE Weighted Averages - December 2001		
OR-1-02	OR-1 - Order Confirmation Timeliness  % On Time LSRC - Flow-Through	
	% On Time LSRC - Flow-Through	
	% On Time LSRC >= 6 Lines - Electronic	
	% On Time LSRC < 6 Lines - Fax	
	% On Time LSRC >= 6 Lines - Fax	
OR-2-02		
	% On Time LSR Reject < 6 Lines - Electronic - No Flow Through	
	% On Time LSR Reject >= 6 Lines - Electronic - No Flow Through	
OR-2-08	% On Time LSR Reject < 6 Lines - Fax	
OR-2-10	% On Time LSR Reject >= 6 Lines - Fax	
OR-1-04	% On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow Through	
	% On Time LSRC < 6 Lines - DS0 - Electronic - No Flow Through	
	% On Time LSRC < 6 Lines - DS1 - Electronic - No Flow Through	
	% On Time LSRC < 6 Lines - DS3 - Electronic - No Flow Through	
	% On Time LSRC >= 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow Through	
	% On Time LSRC >= 6 Lines - DS0 - Electronic - No Flow-Through	
	% On Time LSRC >= 6 Lines - DS1 - Electronic - No Flow-Through	
	% On Time LSRC >= 6 Lines - DS3 - Electronic - No Flow-Through	
	% On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Fax	
	% On Time LSRC < 6 Lines - DS0 - Fax	
	% On Time LSRC < 6 Lines - DS1 - Fax	
	% On Time LSRC < 6 Lines - DS3 - Fax	
	% On Time LSRC >= 6 Lines - Non DS0, DS1, DS3 - Fax	
	% On Time LSRC >= 6 Lines - DS0 - Fax	
OR-1-10	% On Time LSRC >= 6 Lines - DS1 - Fax	
	% On Time LSRC >= 6 Lines - DS3 - Fax	
	% On Time LSR Reject < 6 Lines - Electronic - No Flow Through	
	% On Time LSR Reject >= 6 Lines - Electronic - No Flow Through	
	% On Time LSR Reject < 6 Lines - Fax	
OR-2-10	% On Time LSR Reject >= 6 Lines - Fax	

98.45	35732	35179
0.00	1	0
62.50	8	5
N/A		
59.09	66	39
N/A		
N/A		
N/A		
N/A		<u> </u>
N/A		
76.92	13	10
N/A		
N/A		
N/A		
100.00	2	2
N/A		
N/A		
100.00	2	2
31.62	136	43
N/A		
0.00	1	0
N/A		
N/A		
99.71	340	339
98.42	3974	3911
98.84	2164	2139
N/A		
N/A		
98.92	648	641
97.95	13581	13302
99.66	14796	14746

## CLEC Aggregate Performance ORDERING - CONFIRMATIONS & REJECTS - RESALE & UNE

Resale Weighted Averages - January 2002			
Resale Weighted Averages - January 2002			
	OR-1 - Order Confirmation Timeliness		
OR-1-02	% On Time LSRC – Flow Through		
OR-1-04	% On Time LSRC < 6 Lines - Electronic - No Flow Through		
	% On Time LSRC >= 6 Lines - Electronic - No Flow Through		
	% On Time LSRC < 6 Lines - Fax		
OR-1-10	% On Time LSRC >= 6 Lines - Fax		
OR-2-02	% On Time LSR Reject – Flow Through		
OR-2-04	% On Time LSR Reject < 6 Lines - Electronic - No Flow Through		
OR-2-06	% On Time LSR Reject >= 6 Lines - Electronic - No Flow Through		
	% On Time LSR Reject < 6 Lines - Fax		
	% On Time LSR Reject >= 6 Lines - Fax		
OR-1-04	% On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow Through		
	% On Time LSRC < 6 Lines - DS0 - Electronic - No Flow-Through		
	% On Time LSRC < 6 Lines - DS1 - Electronic - No Flow-Through		
	% On Time LSRC < 6 Lines - DS3 - Electronic - No Flow-Through		
OR-1-06	% On Time LSRC >= 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow Through		
	% On Time LSRC >= 6 Lines - DS0 - Electronic - No Flow-Through		
	% On Time LSRC >= 6 Lines - DS1 - Electronic - No Flow-Through		
	% On Time LSRC >= 6 Lines - DS3 - Electronic - No Flow-Through		
	% On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Fax		
	% On Time LSRC < 6 Lines - DS0 - Fax		
	% On Time LSRC < 6 Lines - DS1 - Fax		
	% On Time LSRC < 6 Lines - DS3 - Fax		
OR-1-10	% On Time LSRC >= 6 Lines - Non DS0, DS1, DS3 - Fax		
	% On Time LSRC >= 6 Lines - DS0 - Fax		
	% On Time LSRC >= 6 Lines - DS1 - Fax		
	% On Time LSRC >= 6 Lines - DS3 - Fax		
	% On Time LSR Reject < 6 Lines - Electronic - No Flow Through		
	% On Time LSR Reject >= 6 Lines - Electronic - No Flow Through		
	% On Time LSR Reject < 6 Lines - Fax		
OR-2-10	% On Time LSR Reject >= 6 Lines - Fax		

% ON TIME	COUNT	# ON TIME
99.98	9171	9169
96.74	2330	2254
97.94	97	95
N/A		
N/A		
100.00	1904	1904
98.38	1113	1095
100.00	54	54
N/A		
N/A		
90.91	11	10
N/A		
N/A		
N/A		
100.00	5	5
N/A		
96.43	28	27
100.00	6	6
N/A	•	
N/A	•	
99.32	14719	14619

January 2002 RESALE TOTAL PERFORMANCE
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UNE Weighted Averages - January 2002

	OR-1 - Order Confirmation Timeliness
	% On Time LSRC - Flow-Through
	% On Time LSRC < 6 Lines - Electronic - No Flow -Through
	% On Time LSRC >=6 Lines - Electronic
	% On Time LSRC < 6 Lines - Fax
	% On Time LSRC >= 6 Lines - Fax
	% On Time LSR Reject – Flow Through
	% On Time LSR Reject < 6 Lines - Electronic - No Flow Through
	% On Time LSR Reject >= 6 Lines - Electronic - No Flow Through
	% On Time LSR Reject < 6 Lines - Fax
	% On Time LSR Reject >= 6 Lines - Fax
	% On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow Through
	% On Time LSRC < 6 Lines - DS0 - Electronic - No Flow Through
	% On Time LSRC < 6 Lines - DS1 - Electronic - No Flow Through
	% On Time LSRC < 6 Lines - DS3 - Electronic - No Flow Through
	% On Time LSRC >= 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow Through
	% On Time LSRC >= 6 Lines - DS0 - Electronic - No Flow-Through
	% On Time LSRC >= 6 Lines - DS1 - Electronic - No Flow-Through
	% On Time LSRC >= 6 Lines - DS3 - Electronic - No Flow-Through
	% On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Fax
	% On Time LSRC < 6 Lines - DS0 - Fax
OR-1-08	% On Time LSRC < 6 Lines - DS1 - Fax
	% On Time LSRC < 6 Lines - DS3 - Fax
	% On Time LSRC >= 6 Lines - Non DS0, DS1, DS3 - Fax
OR-1-10	% On Time LSRC >= 6 Lines - DS0 - Fax
	% On Time LSRC >= 6 Lines - DS1 - Fax
	% On Time LSRC >= 6 Lines - DS3 - Fax
	% On Time LSR Reject < 6 Lines - Electronic - No Flow Through
	% On Time LSR Reject >= 6 Lines - Electronic - No Flow Through
	% On Time LSR Reject < 6 Lines - Fax
OR-2-10	% On Time LSR Reject >= 6 Lines - Fax

% ON TIME	COUNT	# ON TIME
99.83	12275	12254
98.29	14310	14066
99.52	825	821
N/A		
N/A		
99.95	2087	2086
99.00	4095	4054
100.00	335	335
N/A		
24.90	139	35
100.00	2	2
100.00	1	1
N/A		
50.00	10	5
N/A		
N/A		
N/A		
0.00	1	0
N/A		
73.68	76	56
N/A		
22.22	9	2
0.00	1	0
00.60	24466	22747
98.69	34166	33717

January 2002 UNE Total Performance