

APPENDIX A

Verizon - VA

Carrier to Carrier Performance Standards and Reports Summary November 2001 - March 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	
Feb-02	0.25	2.90	-2.65	
Mar-02	0.24	2.57	-2.33	

For the PO-1 metrics, the time-out length was shortened from 330 seconds to 60 seconds. Also, the data is from Production and not Enview log data now for the CLEC transactions.

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	
Feb-02	0.25	0.92	-0.67	
Mar-02	0.24	0.79	-0.55	

PO-1-01-6050	Ave Resp Tm - Customer Service Record - Web GUI			Parity plus <= 4 Seconds (7 Seconds 2-02)
	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	
Feb-02	0.25	2.57	-2.32	
Mar-02	0.24	2.56	-2.32	

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	
Feb-02	1.02	N/A		
Mar-02	0.91	N/A		

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	
Feb-02	1.02	N/A		
Mar-02	0.91	N/A		

PO-1-02-6050	Ave Resp Tm - Due Date Availability - Web GUI			Parity plus <= 4 Seconds (7 Seconds 2-02)
	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	
Feb-02	1.02	3.40	-2.38	
Mar-02	0.91	3.47	-2.56	

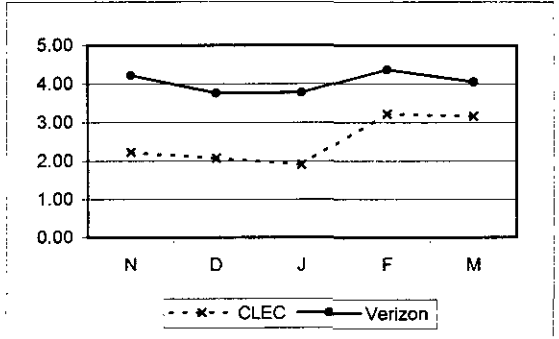
PO-1-03-6020	Ave Resp Tm - Address Validation - EDI			Parity plus <= 4 Seconds
	Vz	CLEC	Difference	
Nov-01	4.22	3.34	0.88	
Dec-01	3.76	4.72	-0.96	
Jan-02	3.78	4.92	-1.14	
Feb-02	4.37	5.98	-1.61	
Mar-02	4.05	5.93	-1.88	

PRE-ORDERING cont...

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

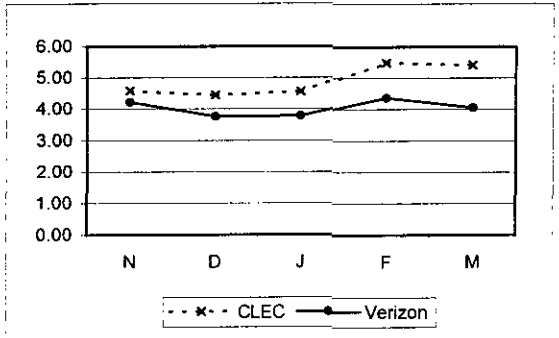
PO-1-03-6030	Ave Resp Tm - Address Validation - CORBA		
	Vz	CLEC	Difference
Nov-01	4.22	2.23	1.99
Dec-01	3.76	2.08	1.68
Jan-02	3.78	1.92	1.86
Feb-02	4.37	3.23	1.14
Mar-02	4.05	3.17	0.88

Parity plus <= 4 Seconds



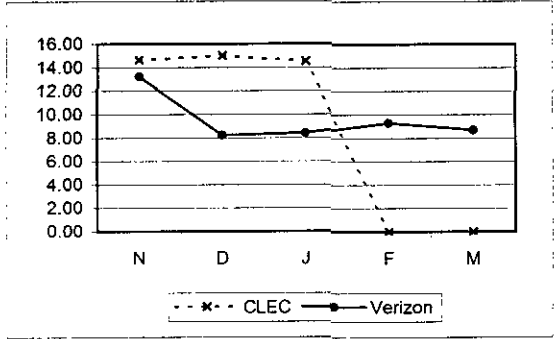
PO-1-03-6050	Ave Resp Tm - Address Validation - Web GUI		
	Vz	CLEC	Difference
Nov-01	4.22	4.58	-0.36
Dec-01	3.76	4.45	-0.69
Jan-02	3.78	4.56	-0.78
Feb-02	4.37	5.49	-1.12
Mar-02	4.05	5.42	-1.37

Parity plus <= 4 Seconds (7 Seconds 2-02)



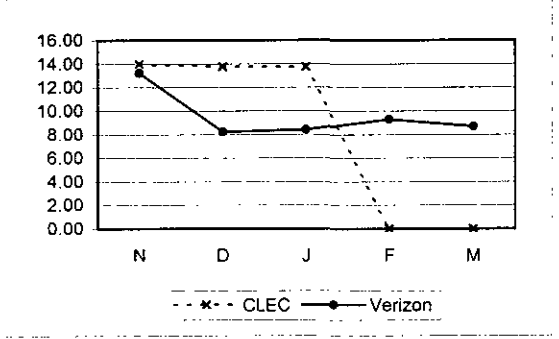
PO-1-04-6020	Ave Resp Tm - Product and Service Availability - EDI		
	Vz	CLEC	Difference
Nov-01	13.22	14.63	-1.41
Dec-01	8.22	15.02	-6.80
Jan-02	8.43	14.54	-6.11
Feb-02	9.28	N/A	
Mar-02	8.68	N/A	

Parity plus <= 4 Seconds (10 Seconds 2-02)



PO-1-04-6030	Ave Resp Tm - Product and Service Availability - CORBA		
	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
Feb-02	9.28	N/A	
Mar-02	8.68	N/A	

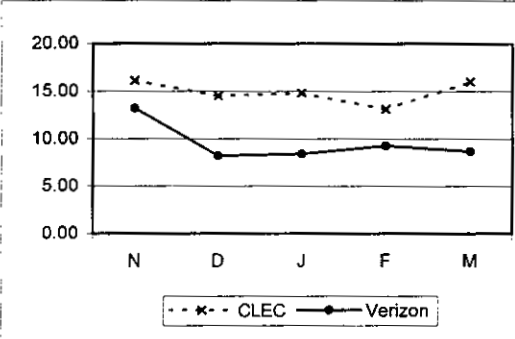
Parity plus <= 4 Seconds (10 Seconds 2-02)



PRE-ORDERING cont...

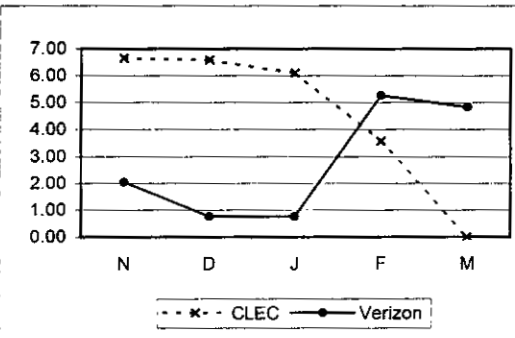
PO-1-04-6050 Ave Resp Tm - Product and Service Availability - Web GUI cont...

	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
Feb-02	9.28	13.14	-3.86
Mar-02	8.68	16.04	-7.36



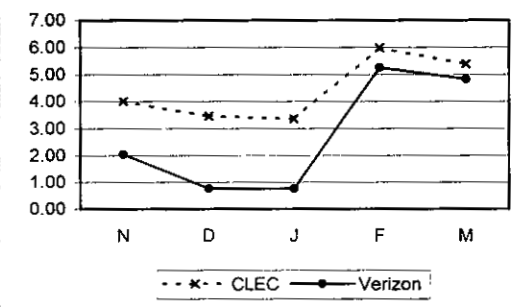
PO-1-05-6020 Ave Resp Tm - Tel Number Availability and Reservation - EDI Parity plus <= 4 Seconds

	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
Feb-02	5.27	3.58	1.69
Mar-02	4.84	N/A	



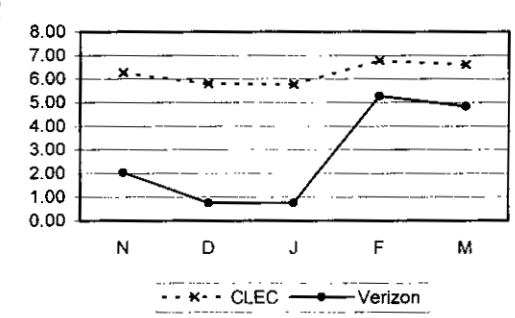
PO-1-05-6030 Ave Resp Tm - Tel Number Availability and Reservation - CORBA Parity plus <= 4 Seconds

	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
Feb-02	5.27	5.99	-0.72
Mar-02	4.84	5.39	-0.55



PO-1-05-6050 Ave Resp Tm - Tel Number Availability and Reservation - Web GUI Parity plus <= 4 Seconds (7 Seconds Feb-02)

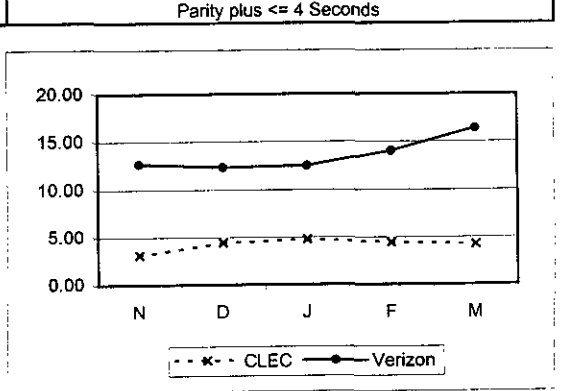
	Vz	CLEC	Difference
Nov-01	2.04	6.28	-4.24
Dec-01	0.76	5.80	-5.04
Jan-02	0.76	5.77	-5.01
Feb-02	5.27	6.79	-1.52
Mar-02	4.84	6.62	-1.78



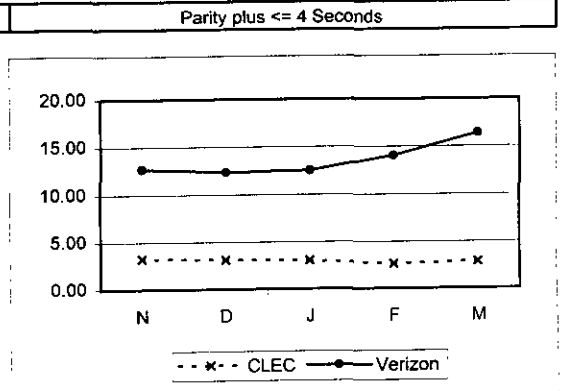
PRE-ORDERING cont...

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

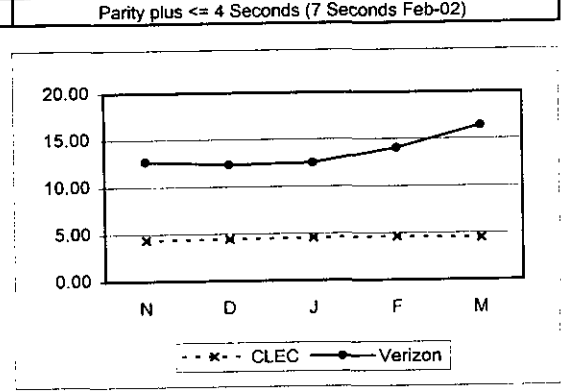
PO-1-06-6020	Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - EDI		
Vz	CLEC	Difference	
Nov-01	12.69	3.12	9.57
Dec-01	12.37	4.43	7.94
Jan-02	12.52	4.78	7.74
Feb-02	14.06	4.45	9.61
Mar-02	16.41	4.24	12.17



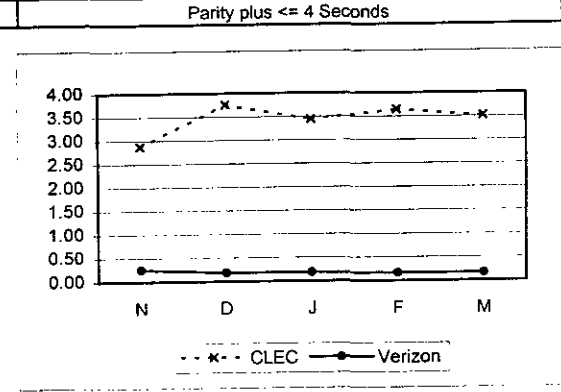
PO-1-06-6030	Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - CORBA		
Vz	CLEC	Difference	
Nov-01	12.69	3.26	9.43
Dec-01	12.37	3.12	9.25
Jan-02	12.52	3.06	9.46
Feb-02	14.06	2.64	11.42
Mar-02	16.41	2.88	13.53



PO-1-06-6050	Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - Web GUI		
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
Feb-02	14.06	4.61	9.45
Mar-02	16.41	4.47	11.94



PO-1-07-6020	Ave Resp Tm - Rejected Query - EDI		
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
Feb-02	0.16	3.65	-3.49
Mar-02	0.16	3.52	-3.36

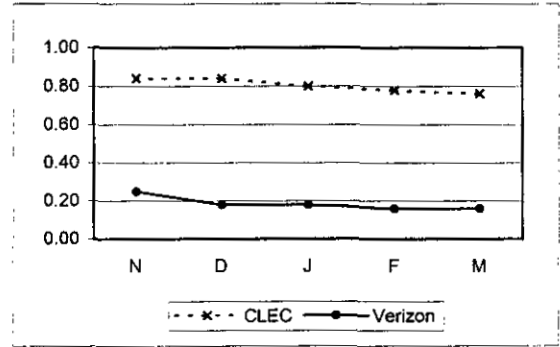


PRE-ORDERING cont...

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

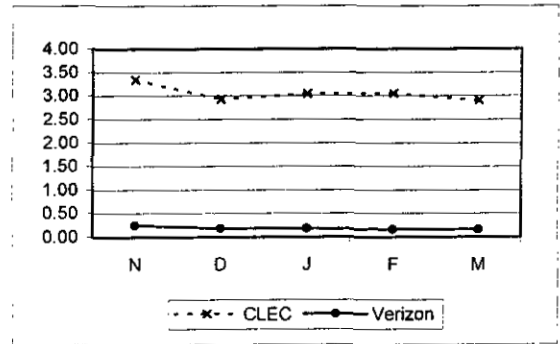
PO-1-07-6030 **Ave Resp Tm - Rejected Query - CORBA** **Parity plus <= 4 Seconds**

	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
Feb-02	0.16	0.78	-0.62
Mar-02	0.16	0.76	-0.60



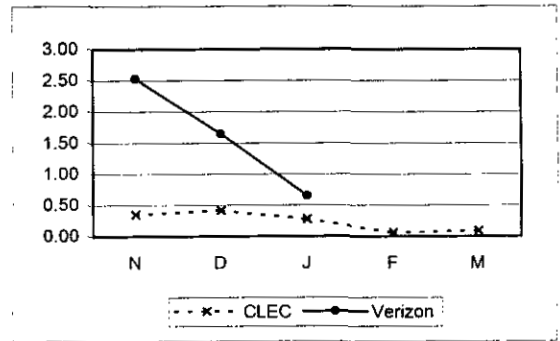
PO-1-07-6050 **Ave Resp Tm - Rejected Query - Web GUI** **Parity plus <= 4 Seconds (7 Seconds Feb-02)**

	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
Feb-02	0.16	3.05	-2.89
Mar-02	0.16	2.91	-2.75



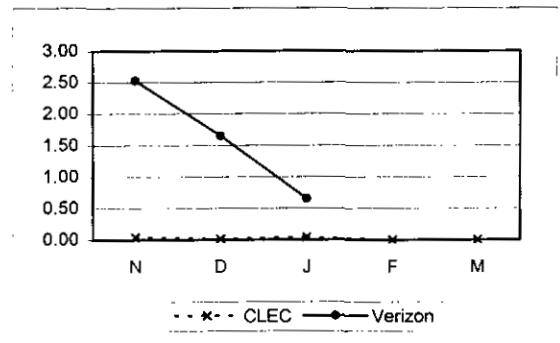
PO-1-08-6020 **% Timeouts - EDI** **No Standard (Not > .33% Feb-02)**

	Vz	CLEC	Difference
Nov-01	2.53	0.35	
Dec-01	1.65	0.42	
Jan-02	0.65	0.27	
Feb-02		0.06	0.27
Mar-02		0.09	0.27



PO-1-08-6030 **% Timeouts - CORBA** **No Standard (Not > .33% Feb-02)**

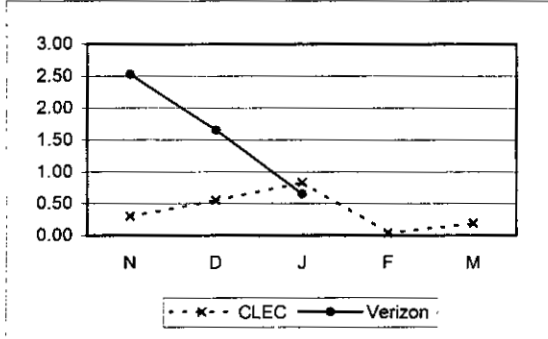
	Vz	CLEC	Difference
Nov-01	2.53	0.04	
Dec-01	1.65	0.01	
Jan-02	0.65	0.04	
Feb-02		0.00	
Mar-02		0.00	



PRE-ORDERING cont...

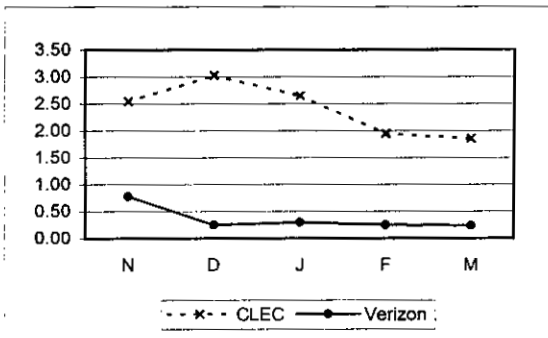
PO-1 - Response Time OSS Pre-Ordering Interface cont...

PO-1-08-6050	% Timeouts - Web GUI			No Standard (Not > .33% Feb-02)
	Vz	CLEC	Difference	
Nov-01	2.53	0.30		
Dec-01	1.65	0.55		
Jan-02	0.65	0.84		
Feb-02		0.04		
Mar-02		0.19		



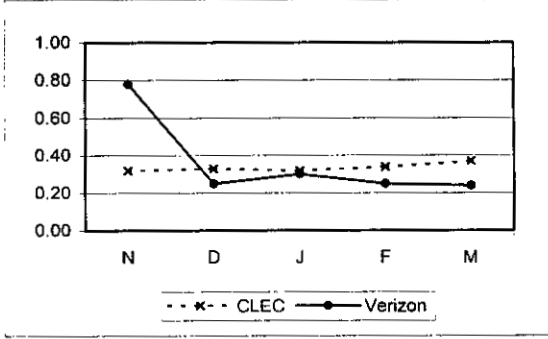
PO-1-09-6020

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	
Feb-02	0.25	1.95	-1.70	
Mar-02	0.24	1.86	-1.62	



PO-1-09-6030

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	
Feb-02	0.25	0.34	-0.09	
Mar-02	0.24	0.37	-0.13	



PO-1-09-6050

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		
Feb-02	NEF	NEF		
Mar-02	NEF	NEF		

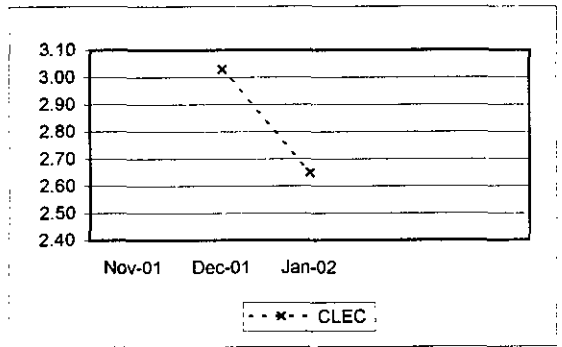
No longer reported - Feb 2002.

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	#N/A	3.03	
Jan-02	#N/A	#N/A	2.65	

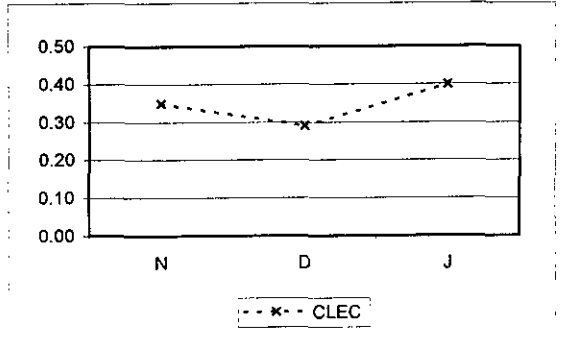
This submetric is no longer reported - Feb 2002.



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

PO-1-10-6030	Vz	CLEC	Difference
Nov-01	#N/A	#N/A	0.35
Dec-01	#N/A	#N/A	0.29
Jan-02	#N/A	#N/A	0.40

This submetric is no longer reported - Feb 2002.



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

PO-1-10-6050	Vz	CLEC	Difference
Nov-01	NEF	NEF	
Dec-01	NEF	NEF	
Jan-02	NEF	NEF	

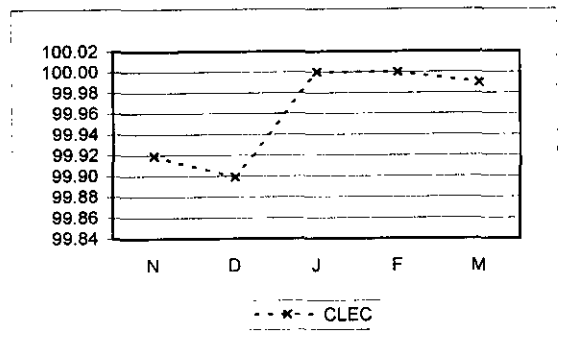
This submetric is no longer reported - Feb 2002.

PO-2 - OSS Interface Availability

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

PO-2-01-6030	CLEC	Observations	Difference
Nov-01	99.92	1.17	
Dec-01	99.90	1.50	
Jan-02	100.00	0.00	
Feb-02	100.00	0.00	
Mar-02	99.99	0.20	

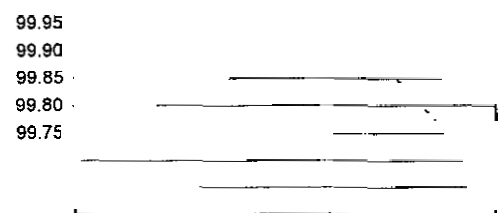
For PO-1, PO-2 and PO-3 the measurement time went from 10 minute intervals to 6 minute intervals in Feb. 2002. Also excludes Scheduled downtime hours.



PRE-ORDERING cont...

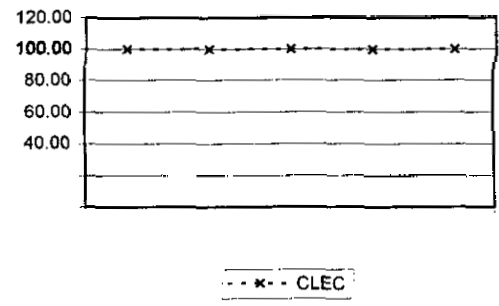
PO-2 - OSS Interface Availability cont...

PO-2-01-6040	OSS Interface Availability - Total - Web - GUI - Maintenance (Also PO/Ordering GUI)			No Standard
	CLEC	Observations	Difference	
				Feb. 2002
Nov-01	99.91	0.67		
Dec-01	99.93	0.50		
Jan-02	99.88	0.88		
Feb-02	99.90	0.70		
Mar-02	99.74	1.95		

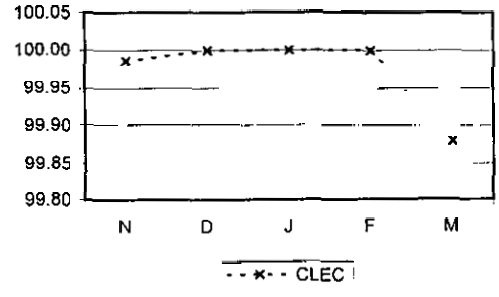


PO-2-01-6060

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		
Feb-02	100.00	0.00		
Mar-02	100.00	0.00		

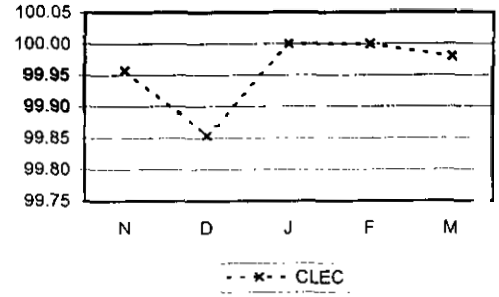


	CLEC	Observations	Difference	
Nov-01	99.99	0.17	0.49	
Dec-01	100.00	0.00	0.50	
Jan-02	100.00	0.00	0.50	
Feb-02	100.00	0.00	0.50	
Mar-02	99.88	1.10	0.38	



PO-2-02-6030

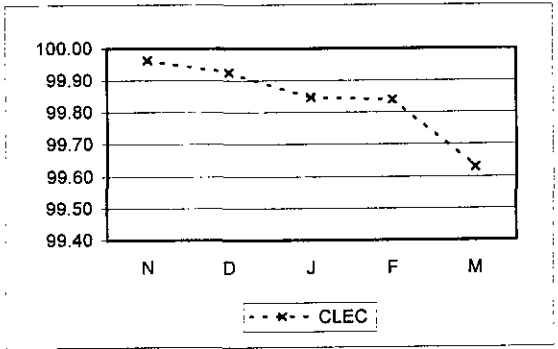
PO-2-02-6030	OSS Interface Availability - Prime Time - CORBA - Pre-Ordering			99.5%
	CLEC	Observations	Difference	
Nov-01	99.96	0.33	0.46	
Dec-01	99.85	1.17	0.35	
Jan-02	100.00	0.00	0.50	
Feb-02	100.00	0.00	0.50	
Mar-02	99.98	0.20	0.48	



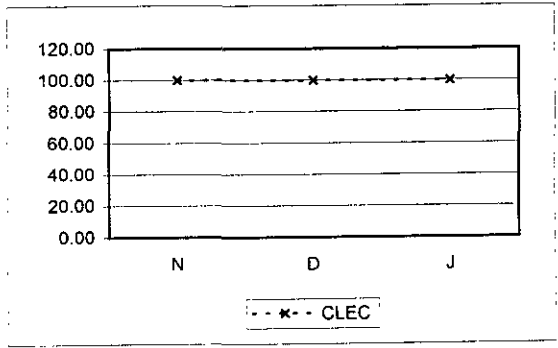
PRE-ORDERING cont...

PO-2 - OSS Interface Availability cont...

PO-2-02-6040	OSS Interface Availability - Total - Web - GUI - Maintenance (Also PO/Ordering GUI)			99.5%
	CLEC	Observations	Difference	Feb. 2002
Nov-01	99.96	0.17	0.46	
Dec-01	99.93	0.33	0.43	
Jan-02	99.85	0.71	0.35	
Feb-02	99.84	0.70	0.34	
Mar-02	99.63	1.75	0.13	

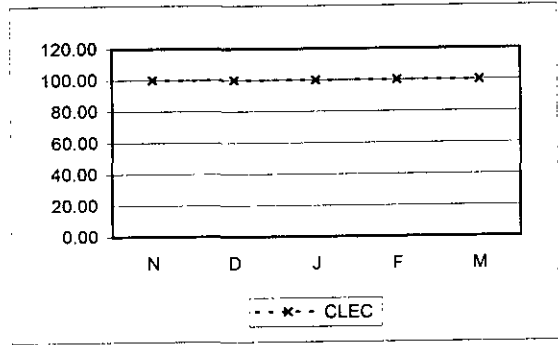


PO-2-02-6050	OSS Interface Availability - Prime Time - Web GUI - Pre-Ordering			99.5%
	CLEC	Observations	Difference	
Nov-01	100.00	0.00	0.50	
Dec-01	99.92	0.33	0.42	
Jan-02	99.83	0.71	0.33	

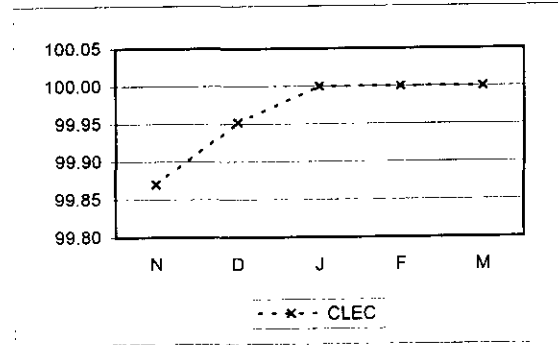


This data is now reported with Web GUI for Maint. and Ordering. (See above)

PO-2-02-6060	OSS Interface Availability - Prime Time - Electronic Bonding - Maintenance			99.5%
	CLEC	Observations	Difference	
Nov-01	100.00	0.00	0.50	
Dec-01	100.00	0.00	0.50	
Jan-02	100.00	0.00	0.50	
Feb-02	100.00	0.00	0.50	
Mar-02	100.00	0.00	0.50	



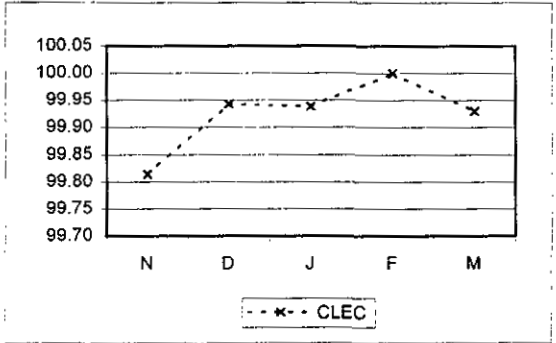
PO-2-03-6030	OSS Interface Availability - Non-Prime Time - CORBA - Pre-Ordering			No Standard
	CLEC	Observations	Difference	
Nov-01	99.87	0.83		
Dec-01	99.95	0.33		
Jan-02	100.00	0.00		
Feb-02	100.00	0.00		
Mar-02	100.00	0.00		



PRE-ORDERING cont...

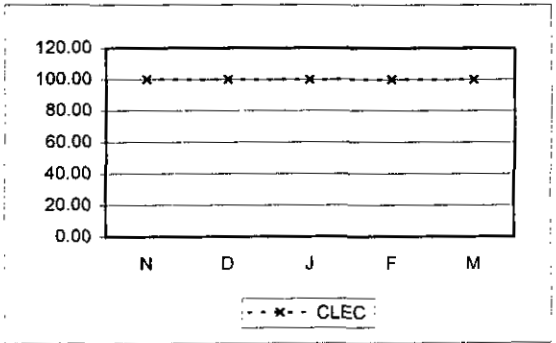
PO-2 - OSS Interface Availability cont...

PO-2-03-6040	OSS Interface Availability – Total - Web - GUI - Maintenance (Also PO/Ordering GUI)			No Standard
	CLEC	Observations	Difference	
Nov-01	99.81		0.50	Feb. 2002
Dec-01	99.94		0.17	
Jan-02	99.94		0.16	
Feb-02	100.00		0.00	
Mar-02	99.93		0.20	



PO-2-03-6060 OSS Interface Availability – Non-Prime Time - Electronic Bonding - Maintenance

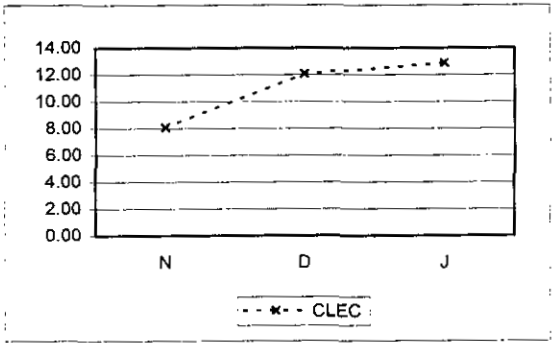
PO-2-03-6060	OSS Interface Availability – Non-Prime Time - Electronic Bonding - Maintenance			No Standard
	CLEC	Observations	Difference	
Nov-01	100.00		0.00	Feb. 2002
Dec-01	100.00		0.00	
Jan-02	100.00		0.00	
Feb-02	100.00		0.00	
Mar-02	100.00		0.00	



PO-3 - Contact Center Availability

PO-3-01-2005 Average Speed of Answering – Ordering - Falls Church

PO-3-01-2005	Average Speed of Answering – Ordering - Falls Church			No Standard
	CLEC	Observations	Difference	
Nov-01	8.10			Feb. 2002
Dec-01	12.08			
Jan-02	12.89			

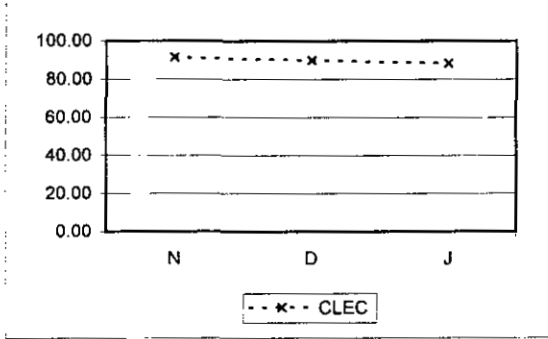


This metric changed in definition and is not comparable to the previous months. Feb/March data is reported below.

PRE-ORDERING cont...

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

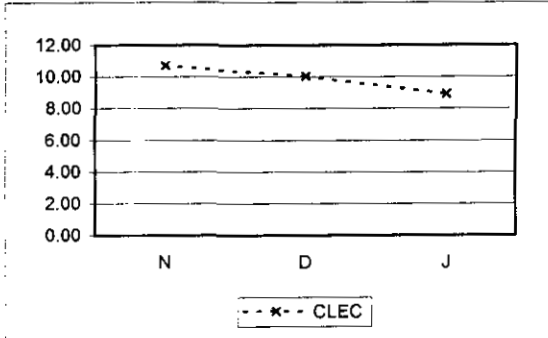
	CLEC	Observations	Difference
Nov-01	91.46	4166	6.46
Dec-01	90.03	4156	5.03
Jan-02	88.48	4823	3.48



This metric changed in definition and is not comparable to the previous months. Feb/March data is reported below.

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

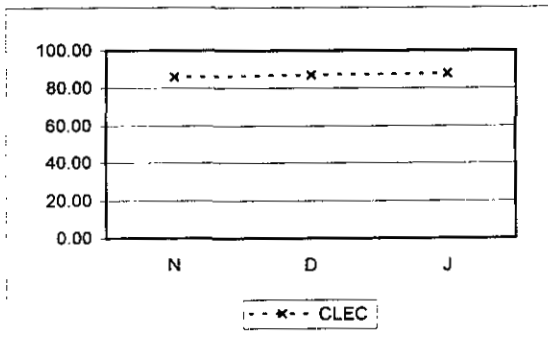
	CLEC	Observations	Difference
Nov-01	10.72		
Dec-01	10.05		
Jan-02	8.92		



This metric changed in definition and is not comparable to the previous months. Feb/March data is reported below.

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

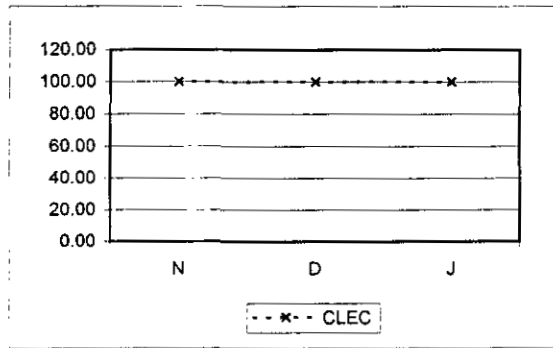


This metric changed in definition and is not comparable to the previous months. Feb/March data is reported below.

PRE-ORDERING cont...
PO-4 - Timeliness of Change Management Notice

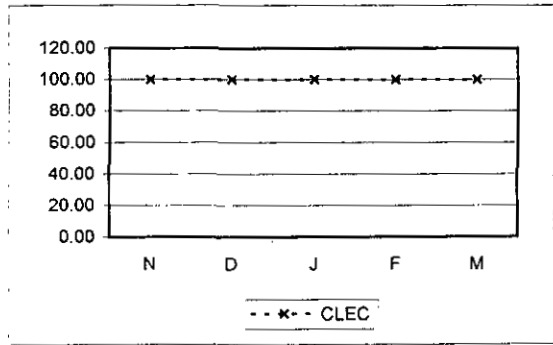
PO-4-01-6600	% Chng Mngmnt Ntcs & Chng Mngmnt Cnfrmtns sent on Time - All Types			95% Complying with Minimum Interval
	CLEC	Observations	Difference	
Nov-01	100.00	11	5.00	
Dec-01	100.00	23	5.00	
Jan-02	100.00	22	5.00	

This submetric is no longer reported.



PO-4-04-6611	% Change Management Notices sent on time - Type 1 - Emergency Maintenance			No Standard (>= 95% Feb. 2002)
	CLEC	Observations	Difference	
Nov-01	100.00	11.00		
Dec-01	100.00	2.00		
Jan-02	100.00	6.00		
Feb-02	100.00	5.00		
Mar-02	100.00	5.00		

This submetric is comparable to the new submetric PO-4-01-6611.

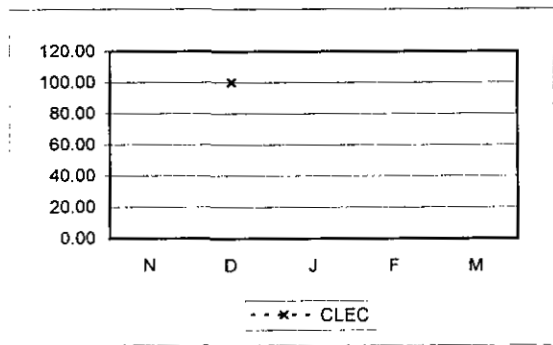


PO-4-04-6612	% Change Management Confirmations sent on time - Type 1 - Emergency Maintenance			No Standard (>= 95% Feb. 2002)
	CLEC	Observations	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

This submetric is no longer reported.

PO-4-04-6621	% Change Management Notices sent on time - Type 2 - Regulatory			No Standard (>= 95% Feb. 2002)
	CLEC	Observations	Difference	
Nov-01	#N/A			
Dec-01	100.00	10.00		
Jan-02	#N/A			
Feb-02	#N/A			
Mar-02	#N/A			

This submetric is comparable to the new submetric PO-4-01-6621.

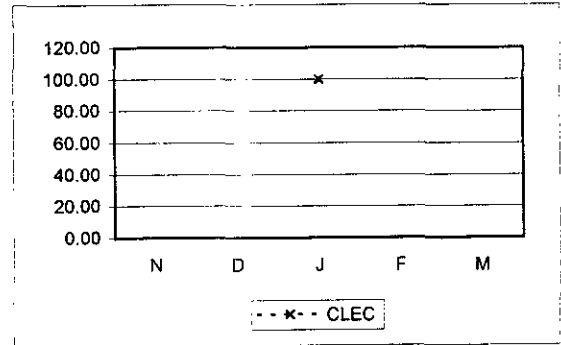


PRE-ORDERING cont...

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

PO-4-04-6622	% Change Management Confirmations sent on time - Type 2 - Regulatory			No Standard (>= 95% Feb. 2002)
	CLEC	Observations	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	100.00	8.00		
Feb-02	#N/A			
Mar-02	#N/A			

This submetric is comparable to the new submetric PO-4-01-6622.

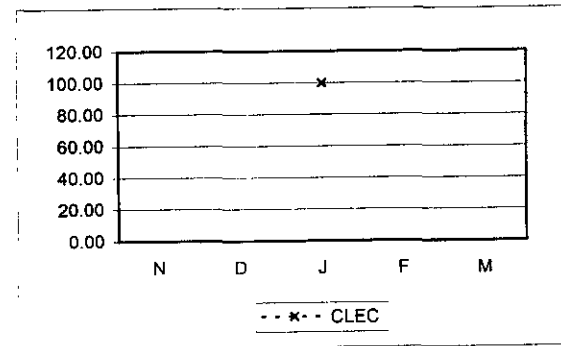


PO-4-04-6631	% Change Management Notices sent on time - Type 3 - Industry Standard			No Standard (>= 95% Feb. 2002)
	CLEC	Observations	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			
Feb-02	#N/A			
Mar-02	#N/A			

This submetric is comparable to the new submetric PO-4-01-6631.

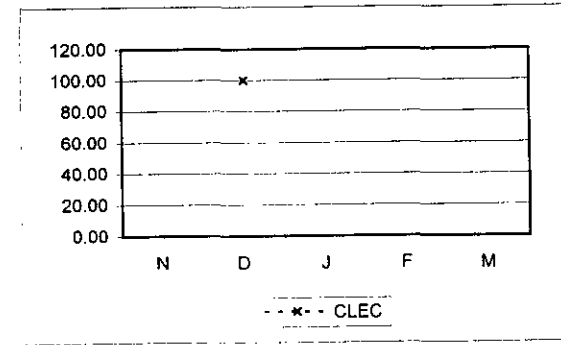
PO-4-04-6632	% Change Management Confirmations sent on time - Type 3 - Industry Standard			No Standard (>= 95% Feb. 2002)
	CLEC	Observations	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	100.00	1.00		
Feb-02	#N/A			
Mar-02	#N/A			

This submetric is comparable to the new submetric PO-4-01-6632.



PO-4-04-6641	% Change Management Notices sent on time - Type 4 - VZ Originated			No Standard (>= 95% Feb. 2002)
	CLEC	Observations	Difference	
Nov-01	#N/A			
Dec-01	100.00	5.00		
Jan-02	#N/A			
Feb-02	#N/A			
Mar-02	#N/A			

This submetric is comparable to the new submetric PO-4-01-6641.

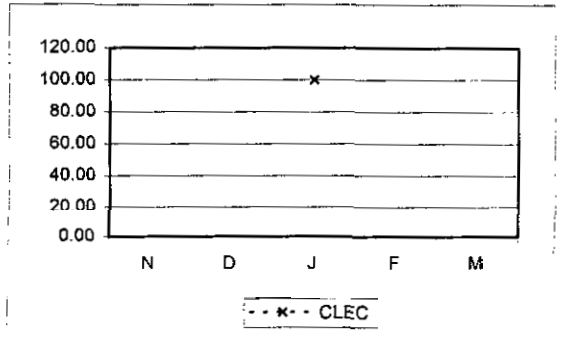


PRE-ORDERING cont...

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

PO-4-04-6642	% Change Management Confirmations sent on time - Type 4 - VZ Originated			No Standard (>= 95% Feb. 2002)
	CLEC	Observations	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	100.00	4.00		
Feb-02	#N/A			
Mar-02	#N/A			

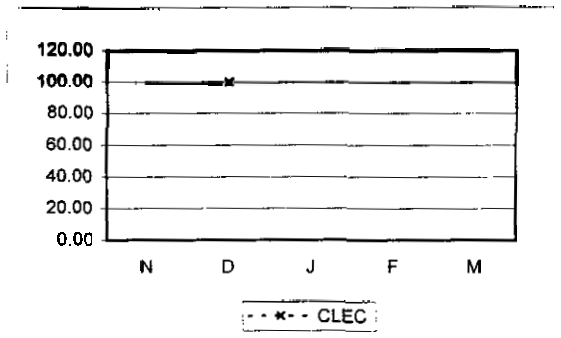
This submetric is comparable to the new submetric PO-4-01-6642.



PO-4-04-6651 % Change management notices sent on time - Type 5 - CLEC Originated

PO-4-04-6651	% Change management notices sent on time - Type 5 - CLEC Originated			No Standard (>= 95% Feb. 2002)
	CLEC	Observations	Difference	
Nov-01	#N/A			
Dec-01	100.00	6.00		
Jan-02	#N/A			
Feb-02	#N/A			
Mar-02	#N/A			

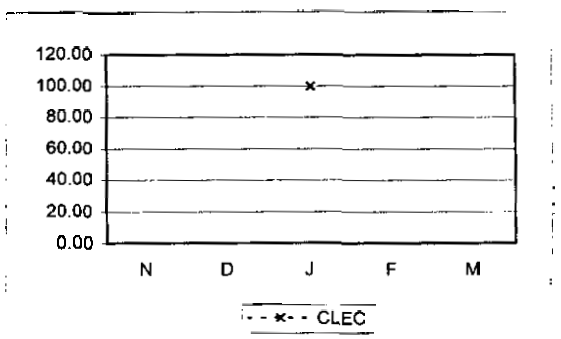
This submetric is comparable to the new submetric PO-4-01-6651.



PO-4-04-6652 % Change Management Confirmations sent on time - Type 5 - CLEC Originated

PO-4-04-6652	% Change Management Confirmations sent on time - Type 5 - CLEC Originated			No Standard (>= 95% Feb. 2002)
	CLEC	Observations	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	100.00	3.00		
Feb-02	#N/A			
Mar-02	#N/A			

This submetric is comparable to the new submetric PO-4-01-6652.



PO-4-05-6611 Change Management notices - Average Delay Days - type 5 - emergency maintenance

PO-4-05-6611	Change Management notices - Average Delay Days - type 5 - emergency maintenance			No Standard
	CLEC	Observations	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

This submetric is no longer reported.

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

This submetric is no longer reported.

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

This submetric is no longer reported.

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

This submetric is no longer reported.

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

This submetric is no longer reported.

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

This submetric is no longer reported.

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		

This submetric is no longer reported.

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		

This submetric is no longer reported.

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		

This submetric is no longer reported.

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		

This submetric is no longer reported.

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

This submetric is comparable to the new submetric PO-4-03-6611.

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

This submetric is no longer reported.

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

This submetric is comparable to the new submetric PO-4-03-6621.

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

This submetric is comparable to the new submetric PO-4-03-6622.

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

This submetric is comparable to the new submetric PO-4-03-6631.

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

This submetric is comparable to the new submetric PO-4-03-6632.

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	
Feb-02	#N/A	
Mar-02	#N/A	

This submetric is comparable to the new submetric PO-4-03-6641.

PO-4-06-6642	Change Management Confirmations - 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	
Feb-02	#N/A	
Mar-02	#N/A	

This submetric is comparable to the new submetric PO-4-03-6642.

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	
Feb-02	#N/A	
Mar-02	#N/A	

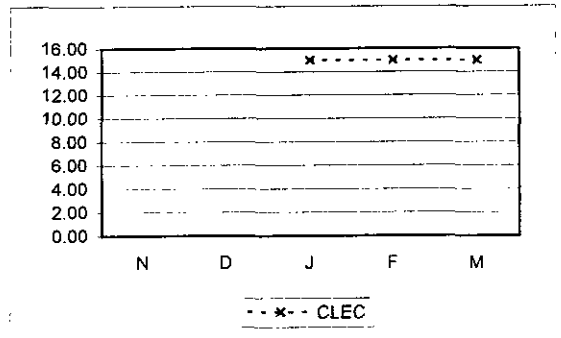
This submetric is comparable to the new submetric PO-4-03-6651.

PO-4-06-6652	Change Management Confirmations - 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	
Feb-02	#N/A	
Mar-02	#N/A	

This submetric is comparable to the new submetric PO-4-03-6652.

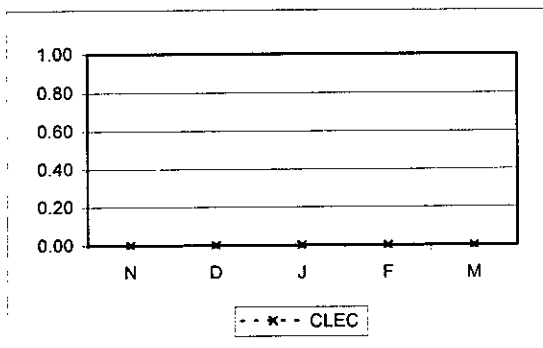
PO-5 - Average Notification of Interface Outage

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	1.00 5.00
Feb-02	15.00	1.00 5.00
Mar-02	15.00	1.00 5.00



PRE-ORDERING cont.
PO-6 - Software Validation

PO-6-01-2000	Software Validation			Not more than 5%
	CLEC	Observations	Difference	
Nov-01	R3	#N/A		
Dec-01	R3	#N/A		
Jan-02	R3	#N/A		
Feb-02	0.00	68.00		
Mar-02	R3	#N/A		



This metric no longer excludes emergency software releases - Feb. 2002.

PO-7 - Software Problem Resolution Timeliness

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

This metric no longer has the Holiday exclusion.

PO-7-02-2000	Delay Hrs. - SW Res. - Change - Xactions Failed, No Workaround			No Standard
	CLEC	Observations	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			
Feb-02	#N/A			
Mar-02	#N/A			

This metric no longer has the Holiday exclusion.

PO-7-03-2000	Delay Days - SW Res. - Change - Xactions Failed, With Workaround			No Standard
	CLEC	Observations	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			
Feb-02	#N/A			
Mar-02	#N/A			

This metric no longer has the Holiday exclusion.

PRE-ORDERING cont...

PO-7 - Software Problem Resolution Timeliness cont...

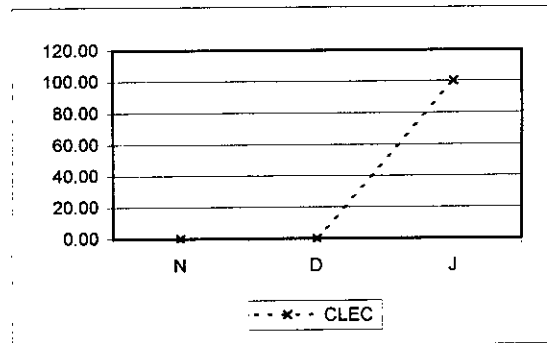
PO-7-04-2000	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A		No Standard
	CLEC	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		
Feb-02	#N/A		
Mar-02	#N/A		

This metric no longer has the Holiday exclusion.

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

This metric changed in definition and is not comparable to the previous months. Feb/March data is reported below.



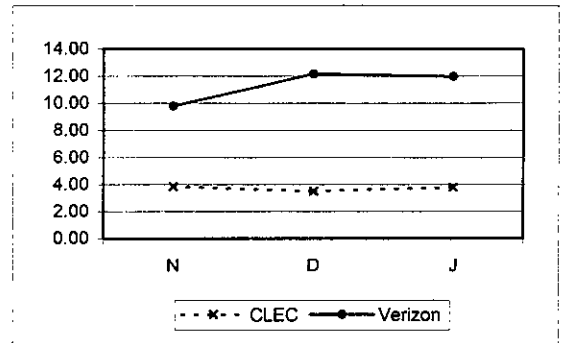
PO-8-02-2000	% On-Time - Engineering Record Request		95% within 72 Hours
	CLEC	Observations	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		
Feb-02	#N/A		
Mar-02	#N/A		

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
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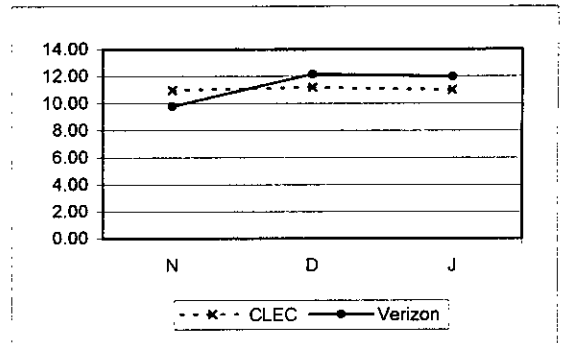
	Vz	CLEC	Observations	Difference
Nov-01	9.79	3.85	210	5.94
Dec-01	12.18	3.52	233	8.66
Jan-02	11.98	3.80	405	8.18



The Average Response Times are no longer reported separately for Web GUI and Electronic Bonding. Therefore, the new metric is not comparable to the prior one and will be reported below for Feb/March 2002.

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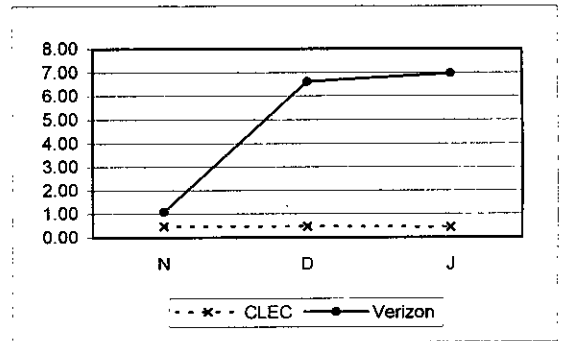
	Vz	CLEC	Observations	Difference
Nov-01	9.79	10.97	19	-1.18
Dec-01	12.18	11.19	27	0.99
Jan-02	11.98	11.00	54	0.98



The Average Response Times are no longer reported separately for Web GUI and Electronic Bonding. Therefore, the new metric is not comparable to the prior one and will be reported below for Feb/March 2002.

MR-1-02-6040	Average Response Time - Status Trouble - Web GUI				Parity plus <= 7 Seconds
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	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



The Average Response Times are no longer reported separately for Web GUI and Electronic Bonding. Therefore, the new metric is not comparable to the prior one and will be reported below for Feb/March 2002.

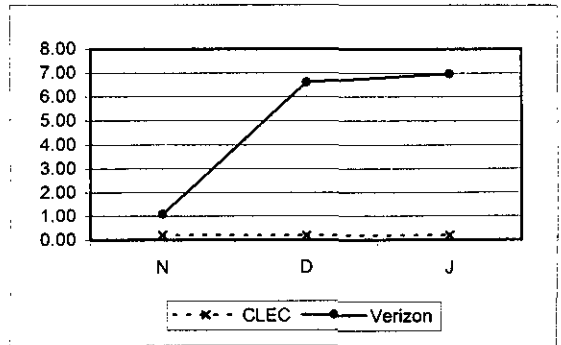
TROUBLE REPORTING (OSS) cont...

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

MR-1-02-6060	Average Response Time - Status Trouble - Electronic Bonding			
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

Parity plus <= 4 Seconds

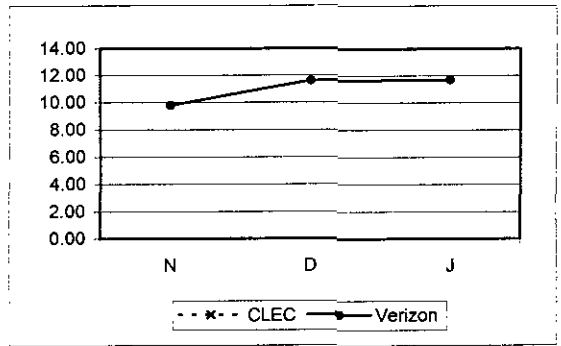
The Average Response Times are no longer reported separately for Web GUI and Electronic Bonding. Therefore, the new metric is not comparable to the prior one and will be reported below for Feb/March 2002.



MR-1-03-6040	Average Response Time - Modify Trouble - Web GUI			
Vz	CLEC	Observations	Difference	
Nov-01	9.79	#N/A		
Dec-01	11.63	#N/A		
Jan-02	11.70	#N/A		

Parity plus <= 7 Seconds

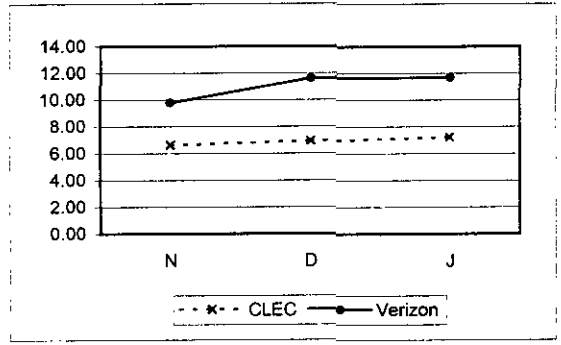
The Average Response Times are no longer reported separately for Web GUI and Electronic Bonding. Therefore, the new metric is not comparable to the prior one and will be reported below for Feb/March 2002.



MR-1-03-6060	Average Response Time - Modify Trouble - Electronic Bonding			
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

Parity plus <= 4 Seconds

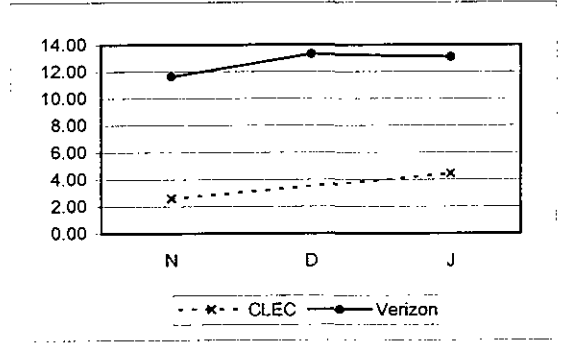
The Average Response Times are no longer reported separately for Web GUI and Electronic Bonding. Therefore, the new metric is not comparable to the prior one and will be reported below for Feb/March 2002.



MR-1-04-6040	Average Response Time - Request Cancellation of Trouble - Web GUI			
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

Parity plus <= 7 Seconds

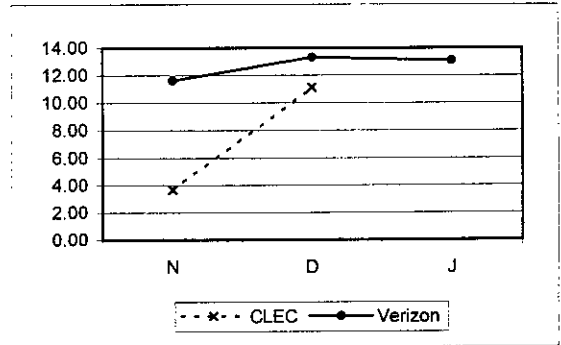
The Average Response Times are no longer reported separately for Web GUI and Electronic Bonding. Therefore, the new metric is not comparable to the prior one and will be reported below for Feb/March 2002.



TRUBLE REPORTING (OSS) cont...
MR-1 - Response Time OSS Maintenance Interface cont...

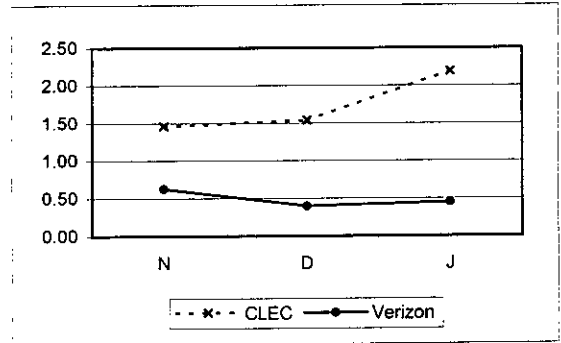
MR-1-04-6060	Average Response Time - Request Cancellation of Trouble - Electronic Bonding				Parity plus <= 4 Seconds
	Vz	CLEC	Observations	Difference	
Nov-01	11.62	3.65	2	7.97	
Dec-01	13.31	11.13	1	2.18	
Jan-02	13.10	#N/A			

The Average Response Times are no longer reported separately for Web GUI and Electronic Bonding. Therefore, the new metric is not comparable to the prior one and will be reported below for Feb/March 2002.



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	

The Average Response Times are no longer reported separately for Web GUI and Electronic Bonding. Therefore, the new metric is not comparable to the prior one and will be reported below for Feb/March 2002.

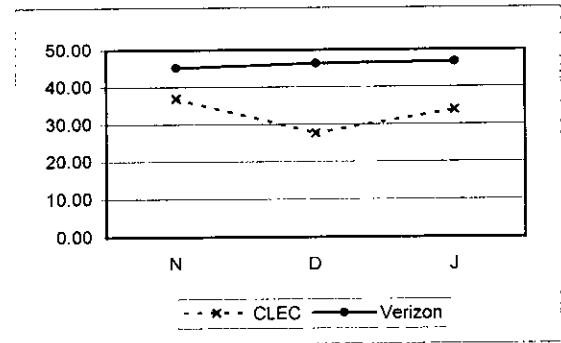


MR-1-05-6060	Average Response Time - Trouble Report History (by TN/Circuit) - Electronic Bonding				Parity plus <= 4 Seconds
	Vz	CLEC	Observations	Difference	
Nov-01	NEF	NEF			
Dec-01	NEF	NEF			
Jan-02	NEF	NEF			

The Average Response Times are no longer reported separately for Web GUI and Electronic Bonding. Therefore, the new metric is not comparable to the prior one and will be reported below for Feb/March 2002.

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	

The Average Response Times are no longer reported separately for Web GUI and Electronic Bonding. Therefore, the new metric is not comparable to the prior one and will be reported below for Feb/March 2002.

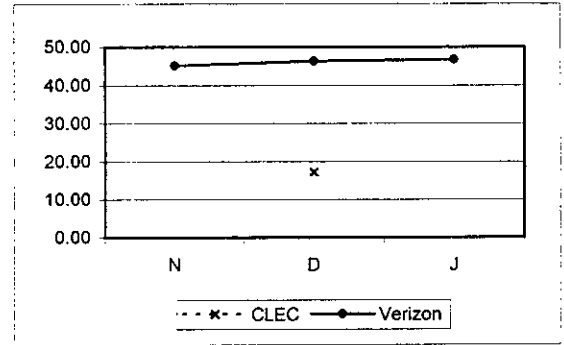


TROUBLE REPORTING (OSS) cont...

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			

The Average Response Times are no longer reported separately for Web GUI and Electronic Bonding. Therefore, the new metric is not comparable to the prior one and will be reported below for Feb/March 2002.

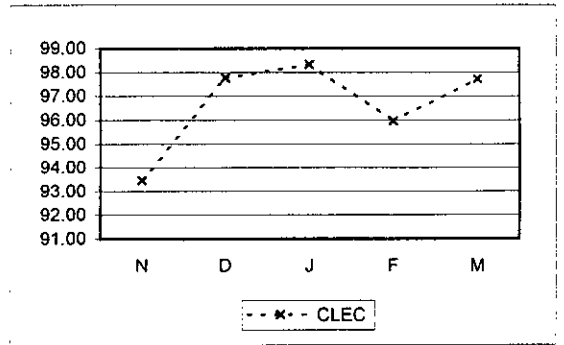


BILLING

BI-1 - Timeliness of Daily Usage Feed

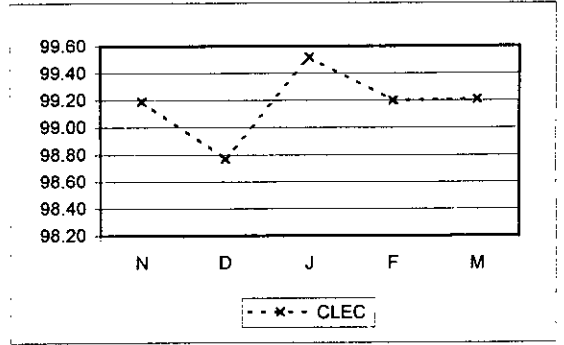
BI-1-01-2030	% DUF in 3 Business Days			No Standard
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	CLEC	Observations	Difference
Nov-01	93.46		
Dec-01	97.76		
Jan-02	98.34		
Feb-02	95.97	11513482.00	
Mar-02	97.73	12990005.00	



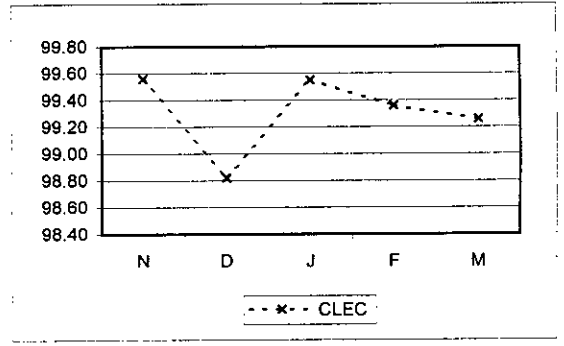
BI-1-02-2030	% DUF in 4 Business Days			95% of DUF in 4 Business Days
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	CLEC	Observations	Difference
Nov-01	99.19	11715053.00	4.19
Dec-01	98.77	10886016.00	3.77
Jan-02	99.52	12733963.00	4.52
Feb-02	99.20		4.20
Mar-02	99.21		4.21



BI-1-03-2030	% DUF in 5 Business Days			No Standard
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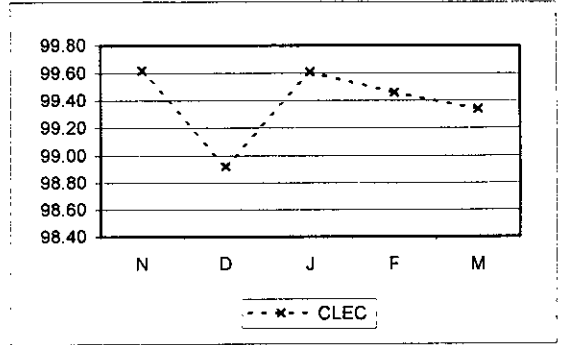
	CLEC	Observations	Difference
Nov-01	99.56		
Dec-01	98.82		
Jan-02	99.55		
Feb-02	99.36		
Mar-02	99.26		



BILLING cont...

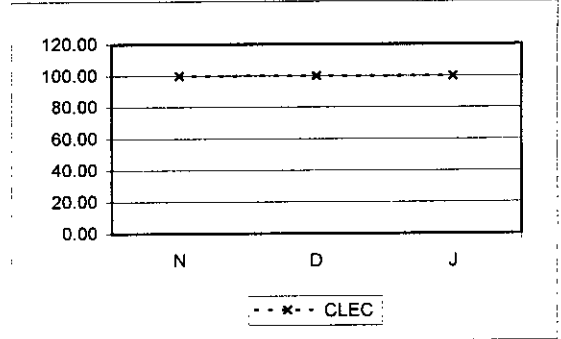
BI-1 - Timeliness of Daily Usage Feed cont...

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			
Feb-02	99.46			
Mar-02	99.34			



BI-2 - Timeliness of Carrier Bill

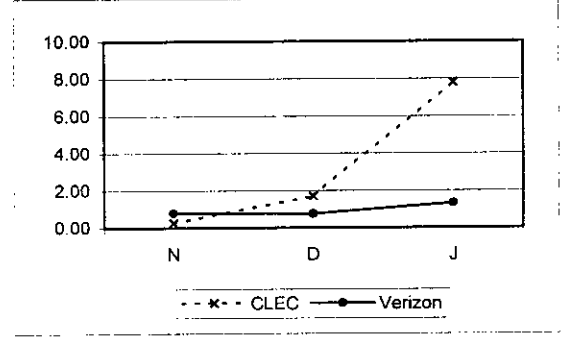
BI-2-01-2030	Timeliness of Carrier Bill			98% in 10 Business Days
	CLEC	Observations	Difference	
Nov-01	100.00	405.00	2.00	
Dec-01	100.00	466.00	2.00	
Jan-02	100.00	459.00	2.00	



This metric now includes paper bills. It is no longer comparable, so the new metric is reported below.

BI-3 - Billing Accuracy

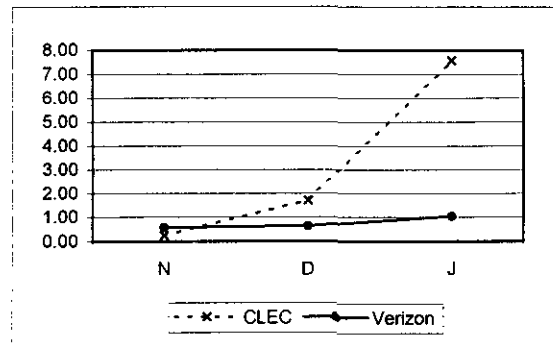
BI-3-01-2030	% Billing Adjustments - Including Charges Adjusted Due to PCDs						No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	SampErr	ZScore	
Nov-01	0.78	0.25	256092055.12	28731255.73			
Dec-01	0.74	1.71	221318877.72	13191563.79			
Jan-02	1.33	7.81	200716278.52	6031965.54			



This metric has changed and is not comparable to the new metric. Results for the new metric for Feb./March 2002 are reported below.

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

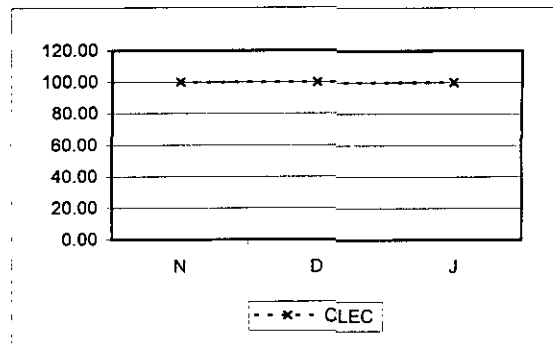
This metric has changed and is not comparable to the new metric. Results for the new metric for Feb./March 2002 are reported below.



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	

This metric is no longer reported.



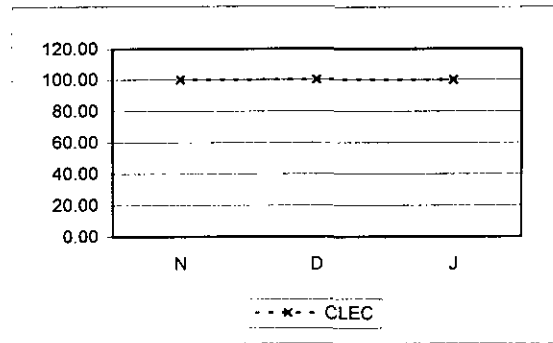
BI-4-02-2030	% Corrected Usage Records Delivered on Time			No Standard
	CLEC	Observations	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

This metric is no longer reported.

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	

This metric is no longer reported.

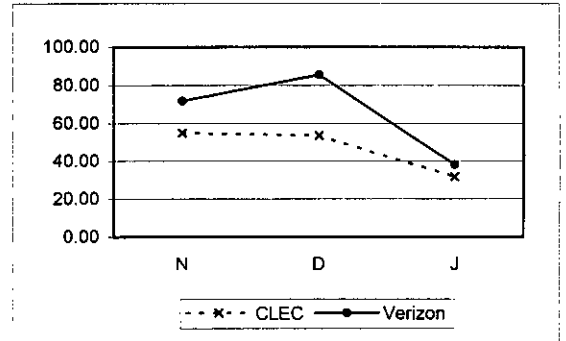


BILLING cont...

BI-6 - Completeness of Usage Charges

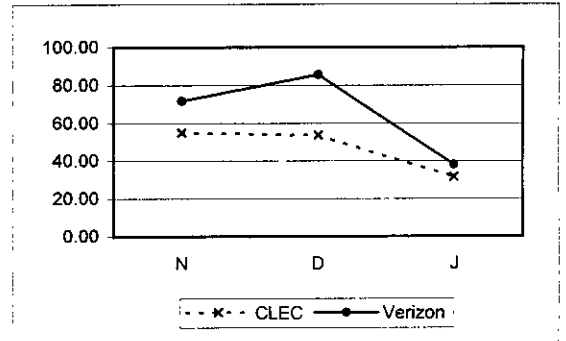
BI-6-01-2030	% Completeness of Usage Charges - Including PCD Delayed Charges						No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	SampErr	ZScore	
Nov-01	71.75	55.05	32428338.00	713889.00			
Dec-01	85.61	53.73	30088824.00	676587.00			
Jan-02	38.15	31.70	30616173.00	662425.00			

This metric is no longer reported.



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	

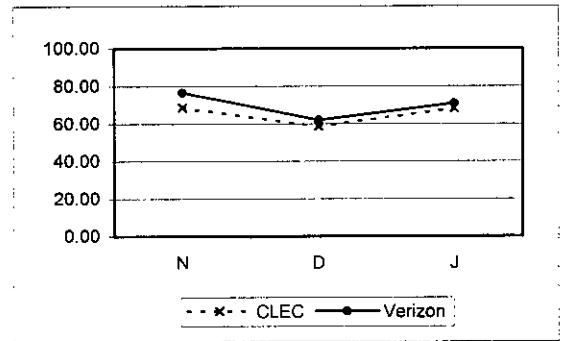
This metric is no longer reported.



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			

This metric is no longer reported.

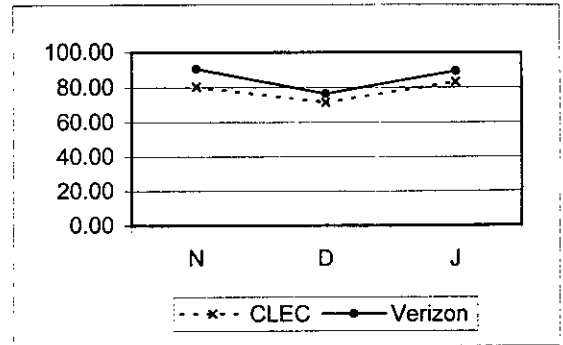


BILLING cont...

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

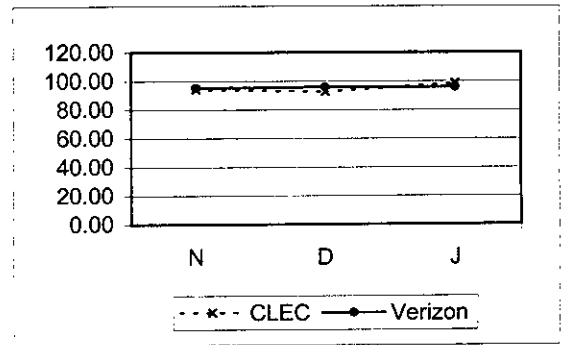


This metric is no longer reported.

BI-8 - Non-recurring Charge Completeness

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

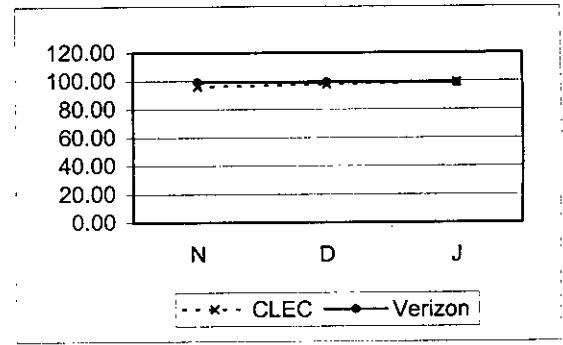
	VZ	CLEC	VZ Vol	CLEC Vol	SampErr	ZScore
Nov-01	95.19	94.47	3819502.76	392548.09		
Dec-01	95.88	92.89	3470773.28	403746.70		
Jan-02	95.88	98.66	3152001.26	575588.01		



This metric is no longer reported.

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



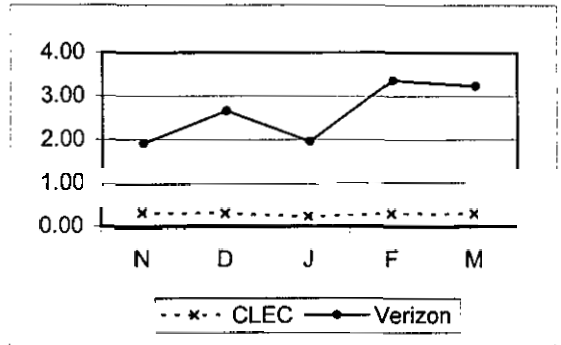
This metric is no longer reported.

OPERATOR SERVICES & DATABASES

OD-1 - Operator Services - Speed of Answer

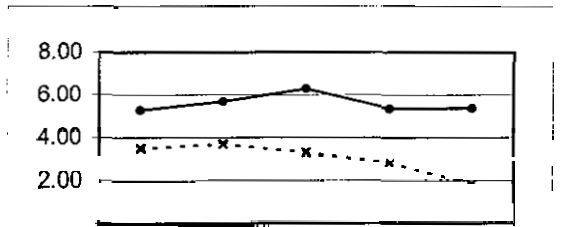
OD-1-01-1020	Average Speed of Answer – Operator Services						No Standard (Parity in Feb. 2002)
	Vz	CLEC	VZ Vol	CLEC Vol	SampErr	ZScore	
Nov-01	1.92	0.31			21936		
Dec-01	2.66	0.31			25038		
Jan-02	1.96	0.23			26560		
Feb-02	3.36	0.30	224851		23648		
Mar-02	3.23	0.29	260669		23681		

Standard has changed to Parity.

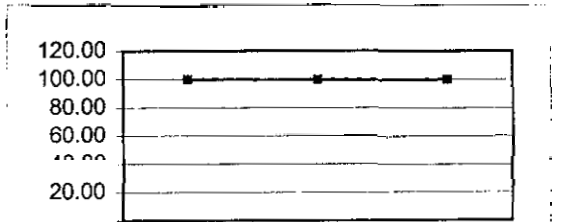


OD-1-02-1020	Average Speed of Answer – Directory Assistance						No Standard (Parity in Feb. 2002)
	Vz	CLEC	VZ Vol	CLEC Vol	SampErr	ZScore	
Nov-01	5.28	3.49			109416		
Dec-01	5.68	3.70			113125		
Jan-02	6.27	3.31			116044		
Feb-02	5.35	2.84	2822984		109856		
Mar-02	5.36	1.83	3003613		208466		

Standard has changed to Parity.



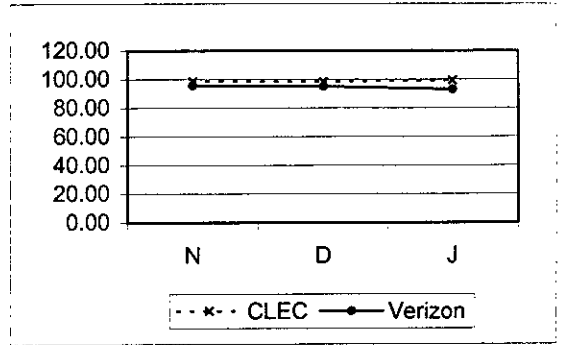
	Vz	CLEC	Observations	Difference
Nov-01	99.83	100.00	21936	5
Dec-01	99.44	100.00	25038	5
Jan-02	99.74	100.00	26560	5



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	

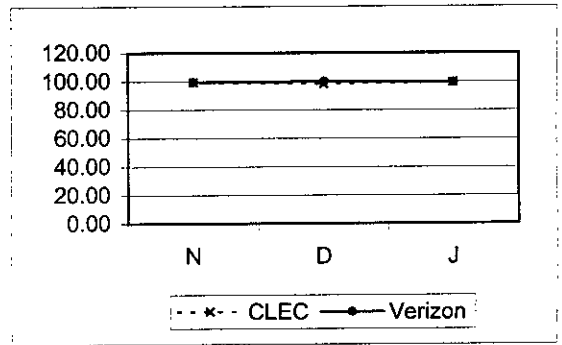
This metric is no longer reported.



OD-3 - DA Database Update Accuracy

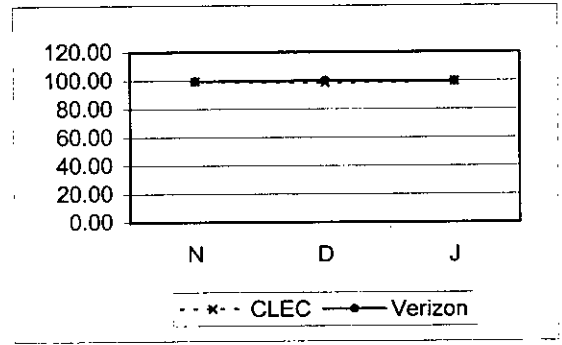
OD-3-01-1020	% DA Update Accuracy - Including PCD's						No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	SampErr	ZScore	
Nov-01	99.50	99.50	200	200			
Dec-01	100.00	98.50	200	200			
Jan-02	99.50	99.50	200	200			

This metric is no longer reported.



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	

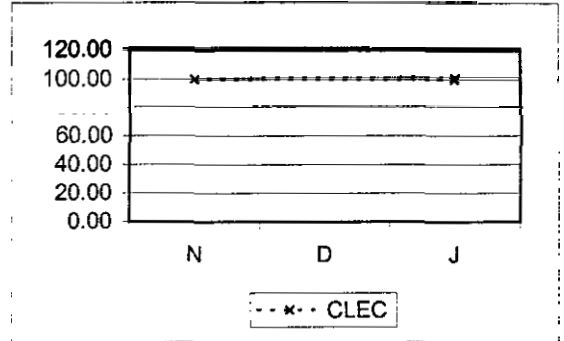
This metric is no longer reported.



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

This metric is no longer reported.

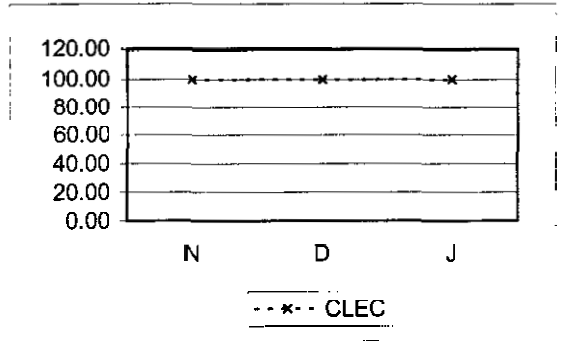


GE-2 - Poles, Ducts, Conduit and Rights of Way

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

This metric is no longer reported.

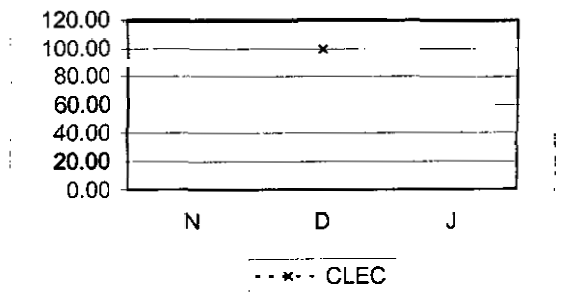


GE-3 - Bona Fide Request Responses

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		

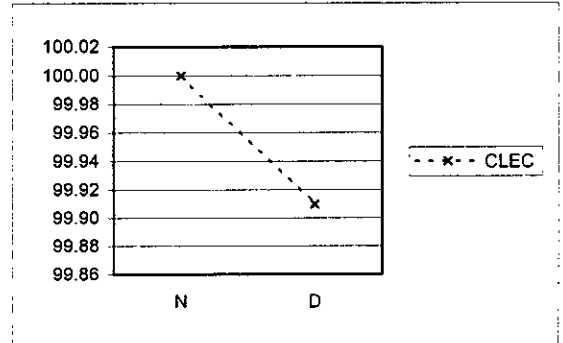
This metric is no longer reported.



NEW METRICS/SUBMETRICS AS OF FEBURARY 2002 DATA MONTH

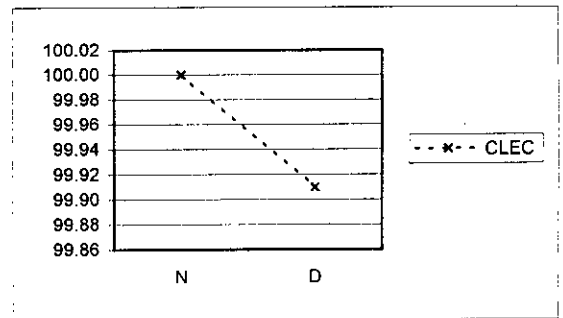
PO-2-01-6020	OSS Interface Availability – Total - EDI			No Standard
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	CLEC	Observations	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	100.00	0.00	
Mar-02	99.91	1.40	



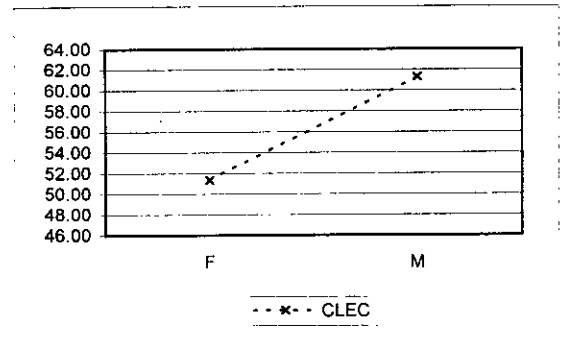
PO-2-03-6020	OSS Interface Availability – Non-Prime - EDI			No Standard
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	CLEC	Observations	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	100.00	0.00	
Mar-02	99.95	0.30	



PO-3-01-2000	Average Speed of Answering – Ordering			No Standard
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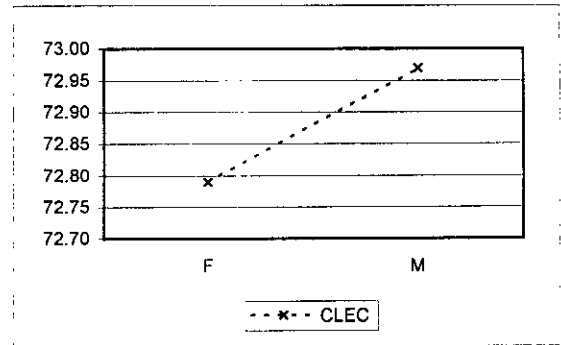
	CLEC	Observations	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	51.36		
Mar-02	61.31		



NEW METRICS/SUBMETRICS cont...

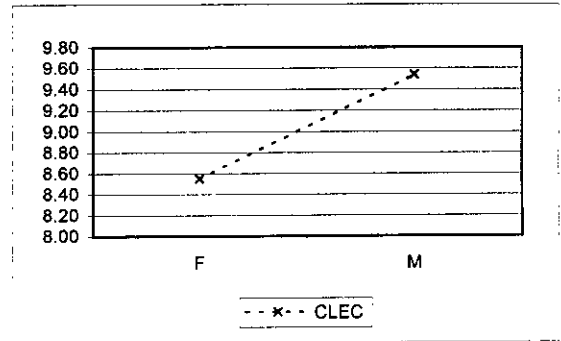
PO-3-02-2000	% Answered within 30 Seconds - Ordering			80% within 30 Seconds
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	CLEC	Observations	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	72.79	8489.00	-7.21
Mar-02	72.97	8784.00	-7.03



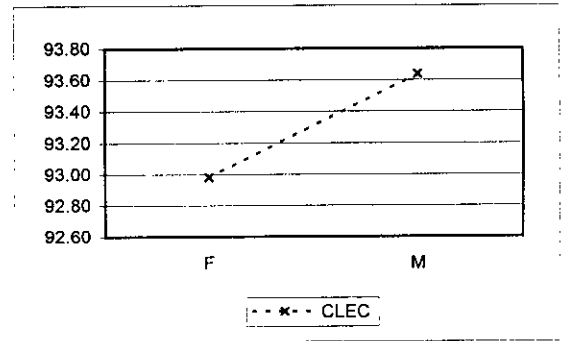
PO-3-03-2000	Average Speed of Answering - Repair			No Standard
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	CLEC	Observations	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	8.55		
Mar-02	9.54		



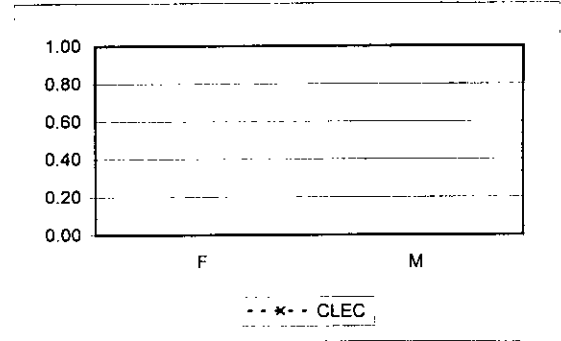
PO-3-04-2000	% Answered within 30 Seconds - Repair			80% within 30 Seconds
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	CLEC	Observations	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	92.98	91716.00	12.98
Mar-02	93.64	105580.00	13.64



PO-4-02-6611	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.			No Standard
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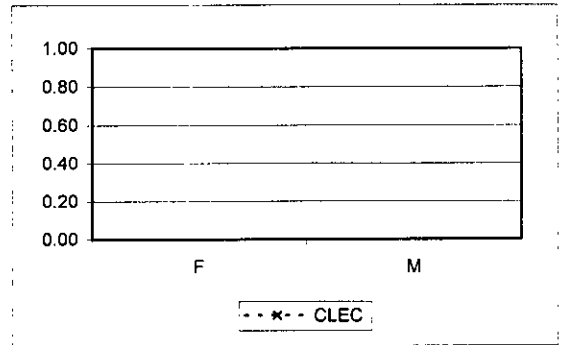
	CLEC	Observations	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	#N/A		
Mar-02	#N/A		



NEW METRICS/SUBMETRICS cont.

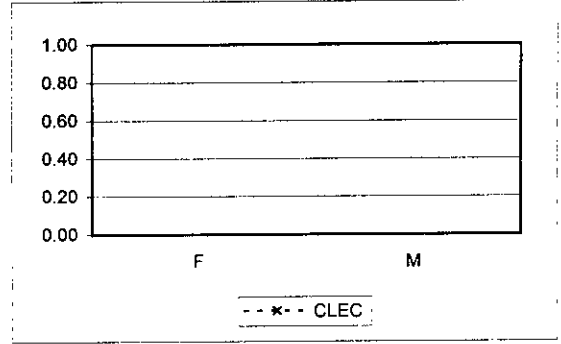
PO-4-02-6621	Change Mgmt. Notice - Delay 1-7 Days - Regulatory			No Standard
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	CLEC	Observations	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	#N/A		
Mar-02	#N/A		



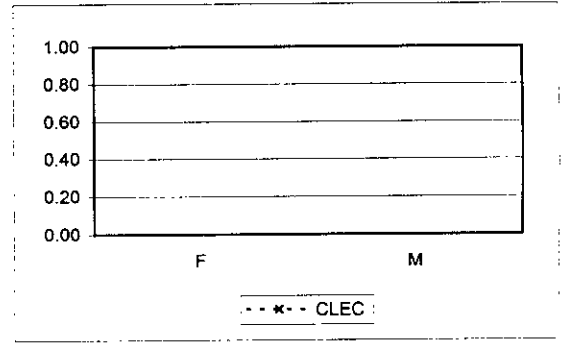
PO-4-02-6631	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.			No Standard
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	CLEC	Observations	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	#N/A		
Mar-02	#N/A		



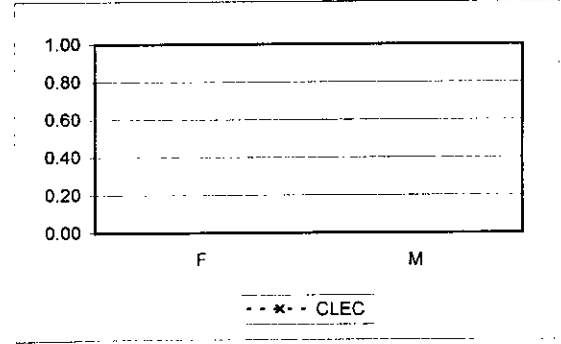
PO-4-02-6641	Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig.			No Standard
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	CLEC	Observations	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	#N/A		
Mar-02	#N/A		



PO-4-02-6651	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.			No Standard
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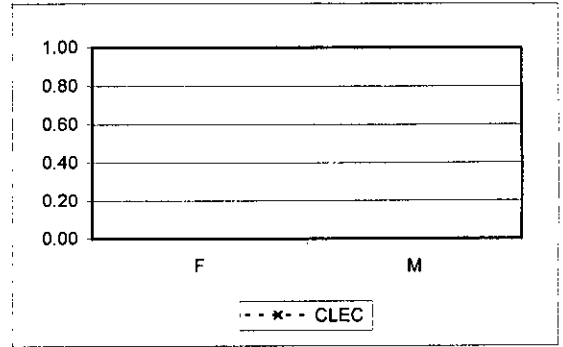
	CLEC	Observations	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	#N/A		
Mar-02	#N/A		



NEW METRICS/SUBMETRICS cont...

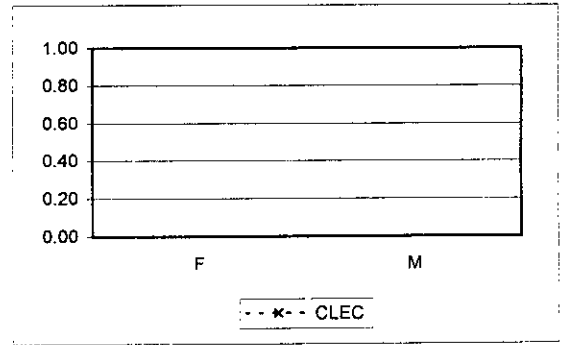
PO-4-02-6622	Change Mgmt. Notice Confirm. - Delay 1-7 Days - Regulatory			No Standard
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	CLEC	Observations	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	#N/A		
Mar-02	#N/A		



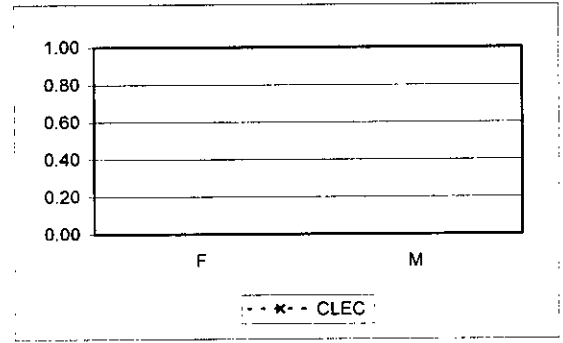
PO-4-02-6632	Change Mgmt. Notice Confirm. - Delay 1-7 Days - Ind. Std.			No Standard
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	CLEC	Observations	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	#N/A		
Mar-02	#N/A		



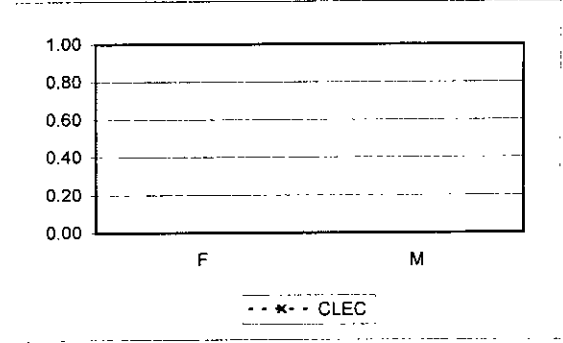
PO-4-02-6642	Change Mgmt. Notice Confirm. - Delay 1-7 Days - Verizon Org.			No Standard
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	CLEC	Observations	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	#N/A		
Mar-02	#N/A		



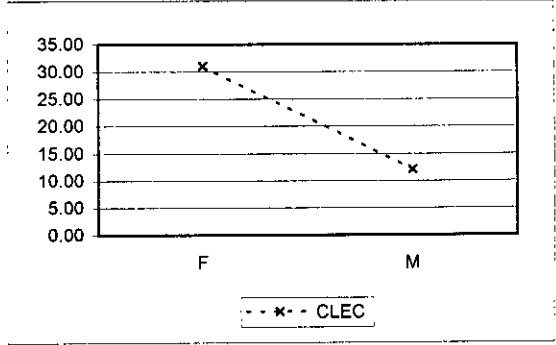
PO-4-02-6652	Change Mgmt. Notice Confirm. - Delay 1-7 Days - TC Org.			No Standard
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	CLEC	Observations	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	#N/A		
Mar-02	#N/A		

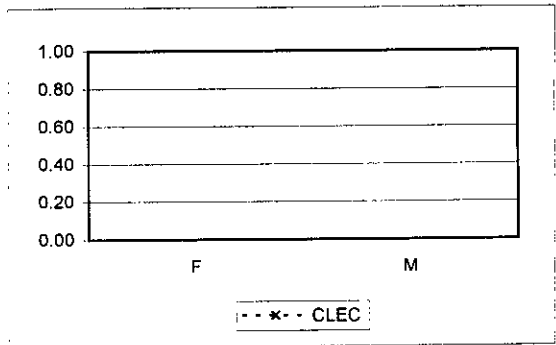


NEW METRICS/SUBMETRICS cont...

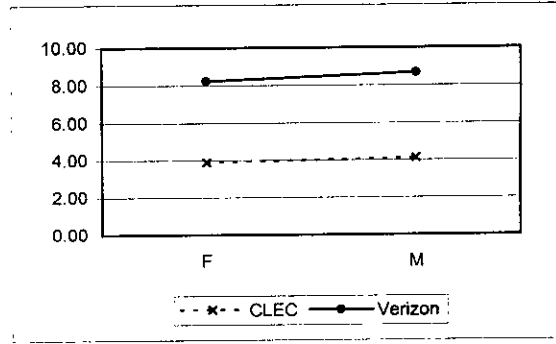
PO-8-01-2000	Average Response Time - Manual Loop Qualification			95% within 48 Hours
	CLEC	Observations	Difference	
Nov-01				
Dec-01				
Jan-02				
Feb-02	31.03	3.00	-63.97	
Mar-02	12.10	5.00	-82.90	



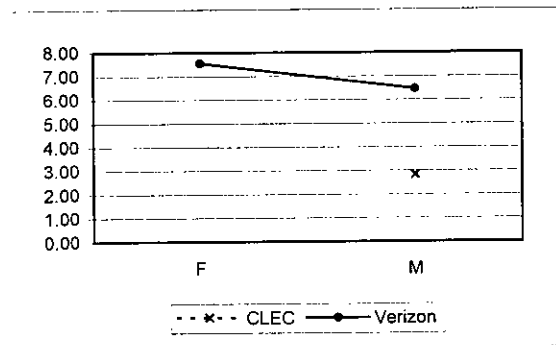
PO-8-02-2000	% On Time - Engineering Record Request			95% within 72 Hours
	CLEC	Observations	Difference	
Nov-01				
Dec-01				
Jan-02				
Feb-02	#N/A			
Mar-02	#N/A			



MR-1-01-2000	Average Response Time - Create Trouble				Parity plus <= 4 Seconds
	Vz	CLEC	Observations	Difference	
Nov-01					
Dec-01					
Jan-02					
Feb-02	8.24	3.91	290.00	-4.33	
Mar-02	8.68	4.12	394.00	-4.56	

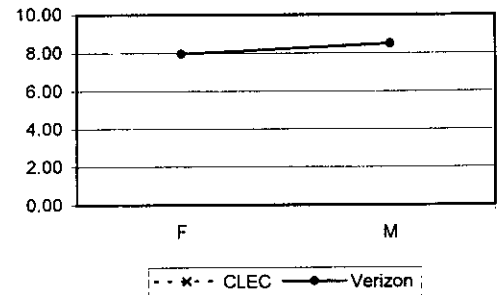


MR-1-02-2000	Average Response Time - Status Trouble				Parity plus <= 4 Seconds
	Vz	CLEC	Observations	Difference	
Nov-01					
Dec-01					
Jan-02					
Feb-02	7.55	#N/A			
Mar-02	6.46	2.84	7.00	-3.62	

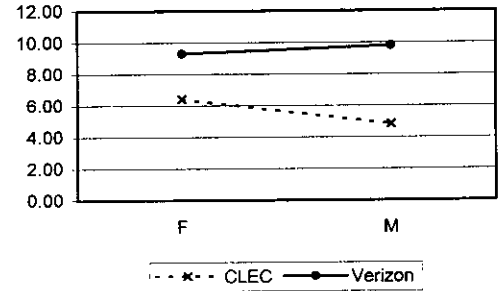


NEW METRICS/SUBMETRICS cont...

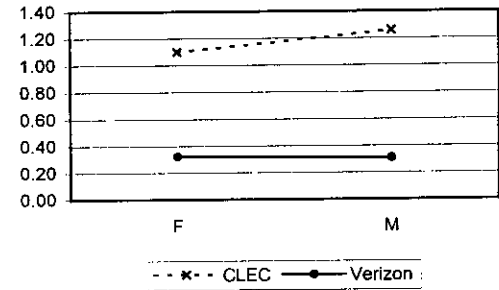
MR-1-03-2000	Average Response Time - Modify Trouble				Parity plus <= 4 Seconds
	Vz	CLEC	Observations	Difference	
Nov-01					
Dec-01					
Jan-02					
Feb-02	7.97	#N/A			
Mar-02	8.50	#N/A			



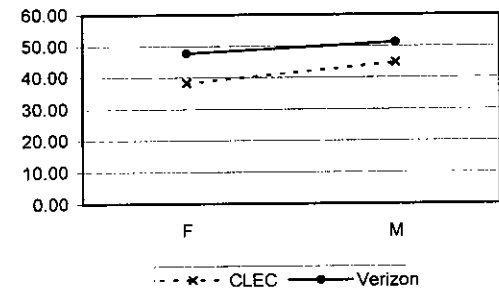
MR-1-04-2000	Average Response Time - Request Cancellation of Trouble				Parity plus <= 4 Seconds
	Vz	CLEC	Observations	Difference	
Nov-01					
Dec-01					
Jan-02					
Feb-02	9.31	6.42	3.00	-2.89	
Mar-02	9.82	4.83	2.00	-4.99	



MR-1-05-2000	Average Response Time - Trouble Report History (by TN/Circuit)				Parity plus <= 4 Seconds
	Vz	CLEC	Observations	Difference	
Nov-01					
Dec-01					
Jan-02					
Feb-02	0.32	1.10	194.00	0.78	
Mar-02	0.31	1.26	201.00	0.95	



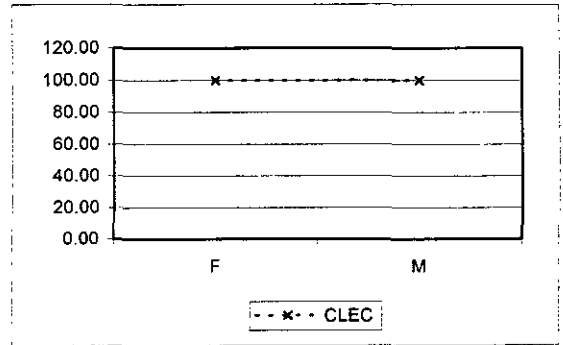
MR-1-06-2000	Average Response Time - Test Trouble (POTS Only)				Parity plus <= 4 Seconds
	Vz	CLEC	Observations	Difference	
Nov-01					
Dec-01					
Jan-02					
Feb-02	47.82	38.32	1479.00	-9.50	
Mar-02	51.27	44.81	1600.00	-6.46	



NEW METRICS/SUBMETRICS cont.

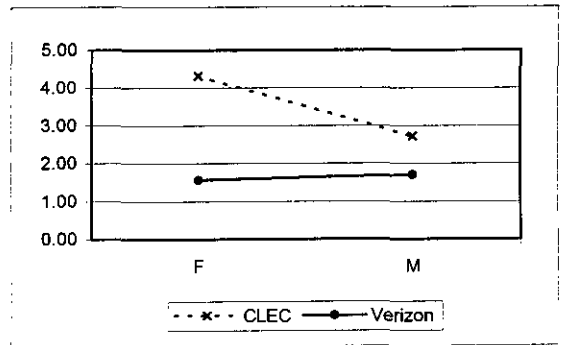
BI-2-01-2030	Timeliness of Carrier Bill			98% in 10 Business Days
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	CLEC	Observations	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	100.00	630.00	2.00
Mar-02	100.00	1124.00	2.00



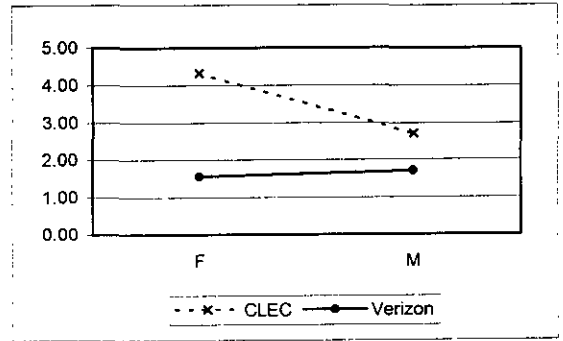
BI-3-01-2030	% Billing Adjustments - Dollars Adjusted			TBD
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	Vz	CLEC	Observations	Difference
Nov-01				
Dec-01				
Jan-02				
Feb-02	1.57	4.32	9645988	
Mar-02	1.71	2.72	10878328	



BI-3-02-2030	% Billing Adjustments - Number of Adjustments			TBD
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	Vz	CLEC	Observations	Difference
Nov-01				
Dec-01				
Jan-02				
Feb-02	3.52	0.37	70434	
Mar-02	4.45	0.61	67740	



NEW METRICS/SUBMETRICS cont..

OR-6-04-1020	% Accuracy - Stand-alone Directory Listing Orders				95% orders without VZ errors
	Vz	CLEC	Observations	Difference	
Nov-01					
Dec-01					
Jan-02					
Feb-02		#JD			
Mar-02		#JD			

OR-6-04-1030	% Accuracy - Other Directory Listing Orders				95% orders without VZ errors
	Vz	CLEC	Observations	Difference	
Nov-01					
Dec-01					
Jan-02					
Feb-02		99.66	298	4.66	
Mar-02		100.00	273	5.00	

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.