

APPENDIX B

Verizon - VA

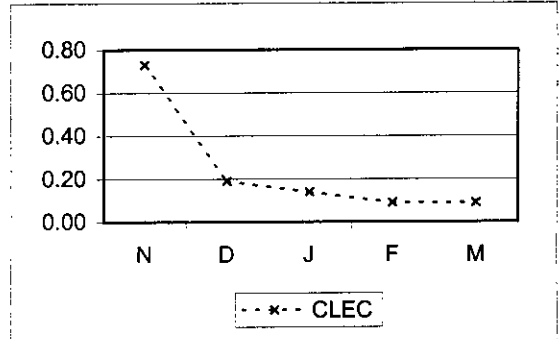
Carrier to Carrier Performance Standards and Reports Summary November 2001 - March 2002

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

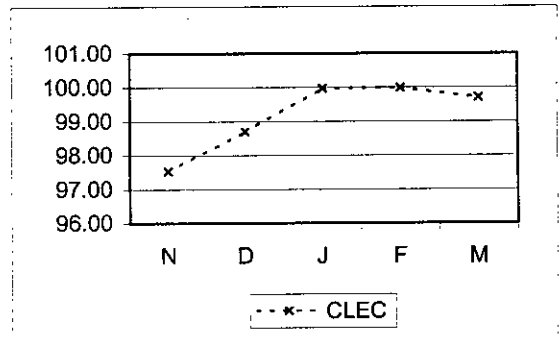
POTS & Pre-qualified Complex

OR-1 - Order Confirmation Timeliness

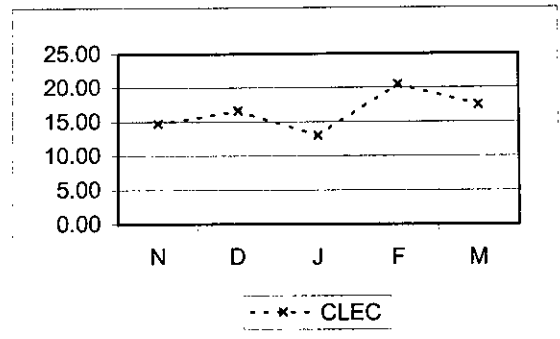
OR-1-01-2320	Av. Local Service Request Confirmation -LSRC- -Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	0.73			
Dec-01	0.19			
Jan-02	0.14			
Feb-02	0.09			
Mar-02	0.09			



OR-1-02-2320	% On Time LSRC - Flow-Through			95% within 2 hours
	CLEC	CLEC Obs	Difference	
Nov-01	97.54	8951.00	2.54	
Dec-01	98.70	7851.00	3.70	
Jan-02	99.98	9171.00	4.98	
Feb-02	99.99	8584.00	4.99	
Mar-02	99.71	9346.00	4.71	



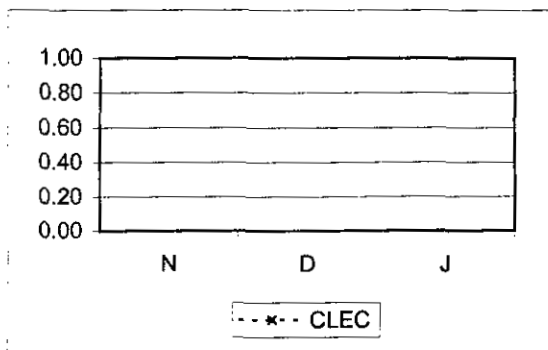
OR-1-03-2320	Average LSRC Time < 6 Lines - Electronic - No Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	14.69			
Dec-01	16.64			
Jan-02	12.98			
Feb-02	20.48			
Mar-02	17.47			



POTS & Pre-qualified Complex - cont...

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

OR-1-08-2320	% 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			



This submetric is no longer reported.

OR-1-09-2320 **Average LSRC Time >= 6 Lines - Fax** **No Standard**

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

This submetric is no longer reported.

OR-1-10-2320 **% On Time LSRC >= 6 Lines - Fax** **95% within 96 hours**

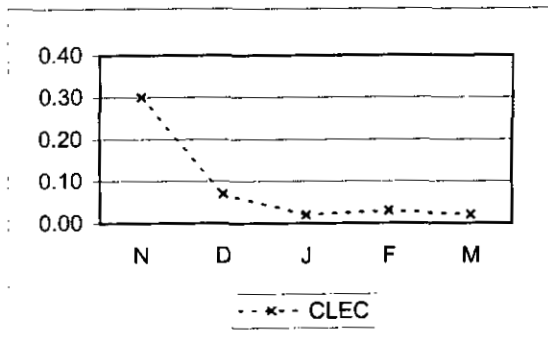
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

This submetric is no longer reported.

OR-2 - Reject Timeliness

OR-2-01-2320 **Average Local Service Request -LSR- Reject - Time -Flow-Through** **No Standard**

	CLEC	CLEC Obs	Difference
Nov-01	0.30		
Dec-01	0.07		
Jan-02	0.02		
Feb-02	0.03		
Mar-02	0.02		

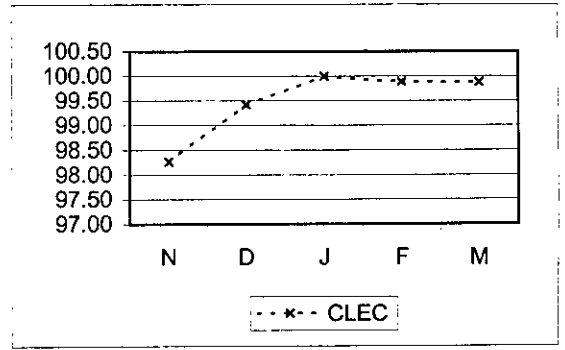


POTS & Pre-qualified Complex cont...

OR-2 - Reject Timeliness cont...

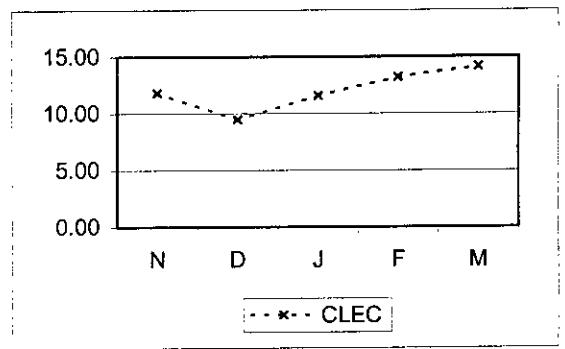
OR-2-02-2320	% On Time LSR Reject - Flow-Through		95% within 2 hours
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	CLEC	CLEC Obs	Difference
Nov-01	98.27	1848.00	3.27
Dec-01	99.42	1559.00	4.42
Jan-02	100.00	1904.00	5.00
Feb-02	99.89	1881.00	4.89
Mar-02	99.88	1686.00	4.88



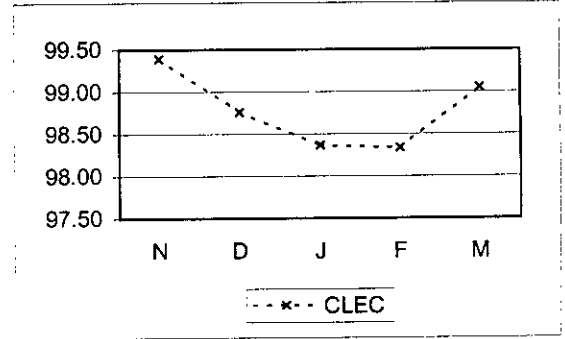
OR-2-03-2320	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through		No Standard
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	CLEC	CLEC Obs	Difference
Nov-01	11.83		
Dec-01	9.47		
Jan-02	11.61		
Feb-02	13.22		
Mar-02	14.14		



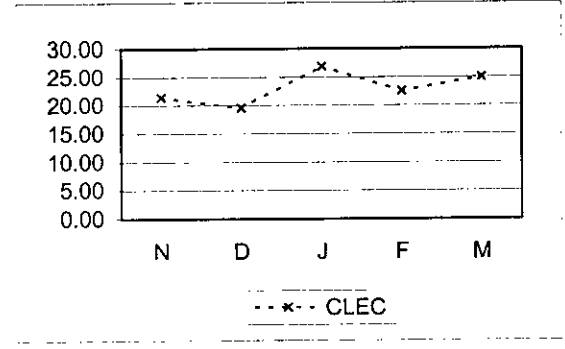
OR-2-04-2320	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through		95% within 24 hours
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	CLEC	CLEC Obs	Difference
Nov-01	99.39	1319.00	4.39
Dec-01	98.76	885.00	3.76
Jan-02	98.37	1102.00	3.37
Feb-02	98.34	903.00	3.34
Mar-02	99.05	1057.00	4.05



OR-2-05-2320	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through		No Standard
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	CLEC	CLEC Obs	Difference
Nov-01	21.42		
Dec-01	19.56		
Jan-02	26.98		
Feb-02	22.54		
Mar-02	25.06		

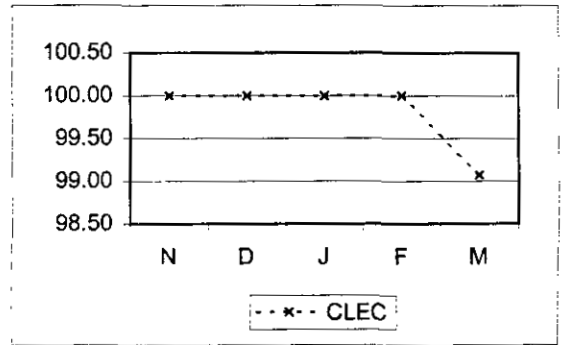


POTS & Pre-qualified Complex cont...

OR-2 - Reject Timeliness cont...

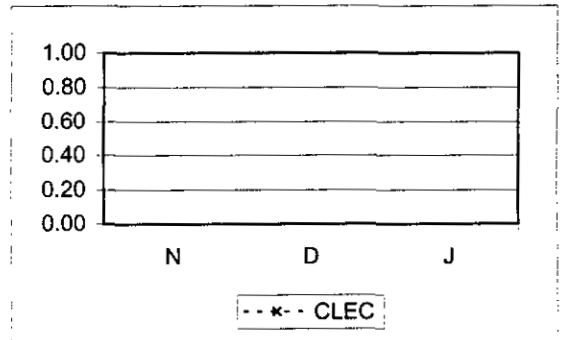
OR-2-06-2320 % On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through 95% within 72 hours

	CLEC	CLEC Obs	Difference
Nov-01	100.00	100.00	5.00
Dec-01	100.00	83.00	5.00
Jan-02	100.00	49.00	5.00
Feb-02	100.00	64.00	5.00
Mar-02	99.07	108.00	4.07



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

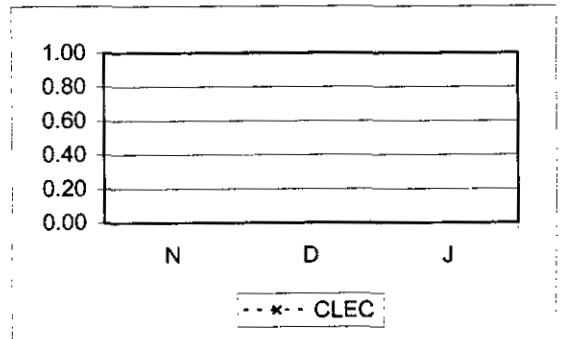
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		



This submetric is no longer reported.

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		



This submetric is no longer reported.

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		

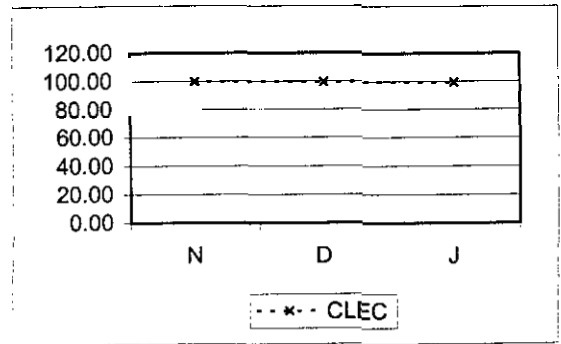
This submetric is no longer reported.

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		

This submetric is no longer reported.

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	6511.00	4.97	
Dec-01	99.58	5007.00	4.58	
Jan-02	99.18	5105.00	4.18	



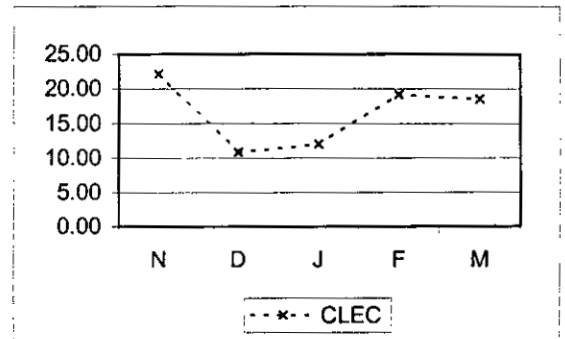
The OR-7-01 submetrics now include Web GUI data. It is no longer comparable to the old submetric. The new submetric is reported below.

Complex Services - 2 Wire Digital

OR-1 - Order Confirmation Timeliness

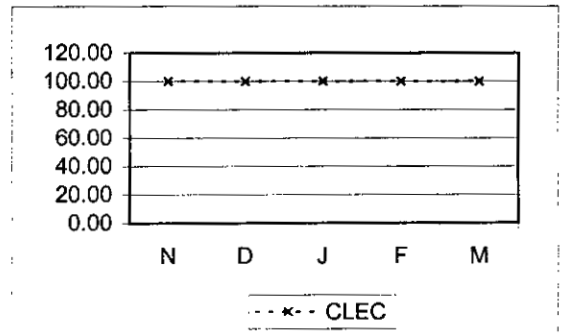
OR-1-03-2341	Average LSRC Time < 6 Lines - Electronic - No Flow-Through			No Standard
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	CLEC	CLEC Obs	Difference
Nov-01	22.17		
Dec-01	10.88		
Jan-02	12.02		
Feb-02	19.24		
Mar-02	18.56		



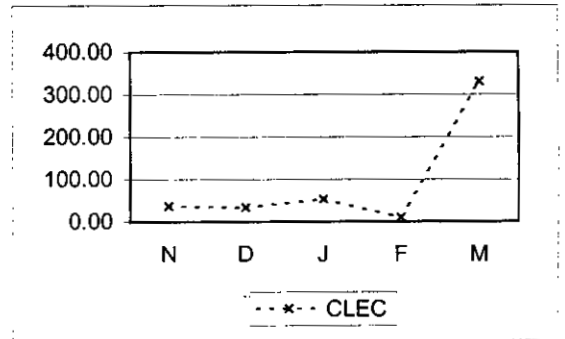
OR-1-04-2341	% On Time LSRC < 6 Lines - Electronic - No Flow-Through			95% within 72 hours
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	CLEC	CLEC Obs	Difference
Nov-01	100.00	9.00	5.00
Dec-01	100.00	15.00	5.00
Jan-02	100.00	3.00	5.00
Feb-02	100.00	5.00	5.00
Mar-02	100.00	18.00	5.00



OR-1-05-2341	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through			No Standard
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	CLEC	CLEC Obs	Difference
Nov-01	36.78		
Dec-01	33.48		
Jan-02	53.73		
Feb-02	10.21		
Mar-02	331.11		

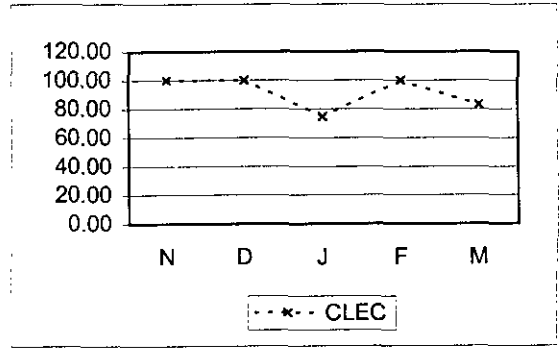


Complex Services - 2 Wire Digital cont...

OR-1 - Order Confirmation Timeliness cont...

OR-1-06-2341 % On Time LSRC >= 6 Lines - Electronic - No Flow-Through 95% within 72 hours

	CLEC	CLEC Obs	Difference
Nov-01	100.00	2.00	5.00
Dec-01	100.00	3.00	5.00
Jan-02	75.00	4.00	-20.00
Feb-02	100.00	3.00	5.00
Mar-02	83.33	6.00	-11.67



OR-1-07-2341 Average LSRC Time < 6 Lines - Fax No Standard

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

This submetric is no longer reported.

OR-1-08-2341 % 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		

This submetric is no longer reported.

OR-1-09-2341 Average LSRC Time >= 6 Lines - Fax No Standard

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

This submetric is no longer reported.

OR-1-10-2341 % 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		

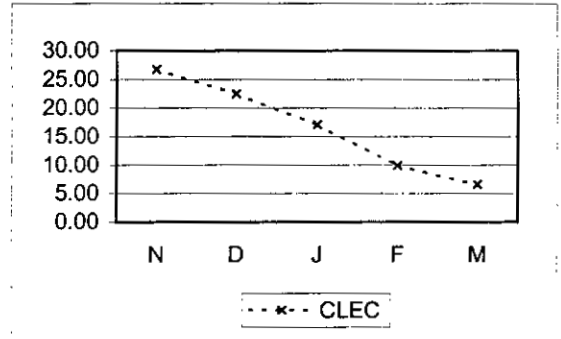
This submetric is no longer reported.

Complex Services - 2 Wire Digital cont.

OR-2 - Reject Timeliness - Requiring Loop Qualification

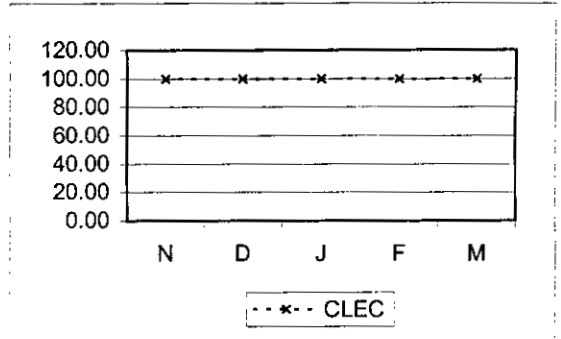
OR-2-03-2341	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through			No Standard
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	CLEC	CLEC Obs	Difference
Nov-01	26.77		
Dec-01	22.48		
Jan-02	17.08		
Feb-02	9.95		
Mar-02	6.60		



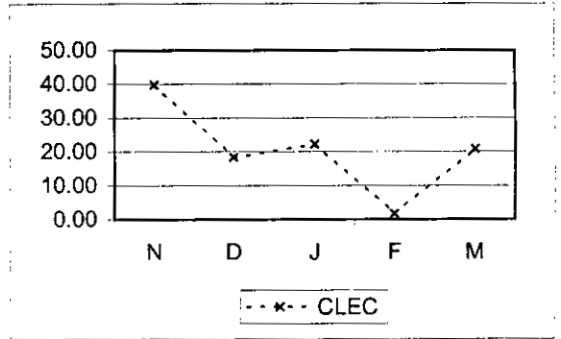
OR-2-04-2341	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through			95% within 72 hours
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	CLEC	CLEC Obs	Difference
Nov-01	100.00	5.00	5.00
Dec-01	100.00	5.00	5.00
Jan-02	100.00	11.00	5.00
Feb-02	100.00	5.00	5.00
Mar-02	100.00	7.00	5.00



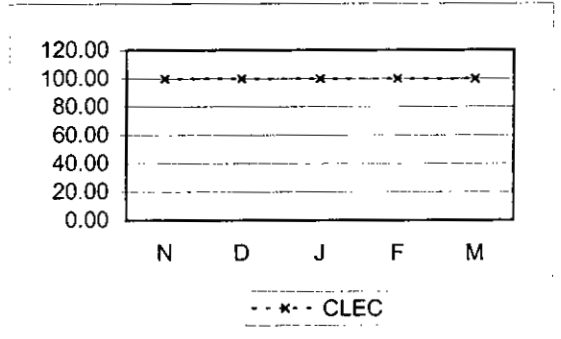
OR-2-05-2341	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through			No Standard
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	CLEC	CLEC Obs	Difference
Nov-01	39.89		
Dec-01	18.33		
Jan-02	22.30		
Feb-02	1.72		
Mar-02	20.73		



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	2.00	5.00
Dec-01	100.00	10.00	5.00
Jan-02	100.00	5.00	5.00
Feb-02	100.00	1.00	5.00
Mar-02	100.00	1.00	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		

This submetric is no longer reported.

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		

This submetric is no longer reported.

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		

This submetric is no longer reported.

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		

This submetric is no longer reported.

Complex Services - 2 Wire xDSL

OR-1 - Order Confirmation Timeliness

OR-1-03-2342	Average LSRC 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			

This submetric is no longer reported.

OR-1-04-2342	% On Time LSRC < 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			

This submetric is no longer reported.

OR-1-05-2342	Average LSRC 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			

This submetric is no longer reported.

OR-1-06-2342	% On Time LSRC >= 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			

This submetric is no longer reported.

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

This submetric is no longer reported.

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

This submetric is no longer reported.

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

This submetric is no longer reported.

OR-1-10-2342 % 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		

This submetric is no longer reported.

OR-2 - Reject Timeliness - Requiring Loop Qualification

OR-2-03-2342 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		

This submetric is no longer reported.

OR-2-04-2342 % 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		

This submetric is no longer reported.

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		

This submetric is no longer reported.

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		

This submetric is no longer reported.

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		

This submetric is no longer reported.

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		

This submetric is no longer reported.

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		

This submetric is no longer reported.

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		

This submetric is no longer reported.

Special Services

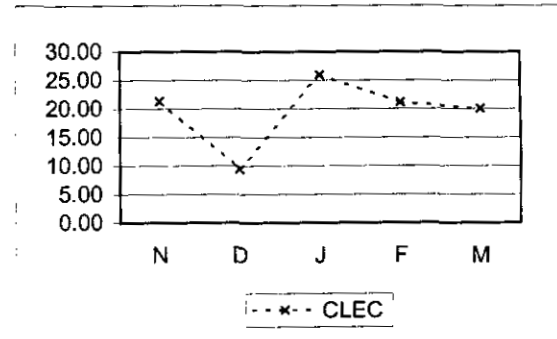
OR-1 - Order Confirmation Timeliness

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			
Feb-02	#N/A			
Mar-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			
Feb-02	#N/A			
Mar-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			
Feb-02	#N/A			
Mar-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			
Feb-02	21.15			
Mar-02	20.05			

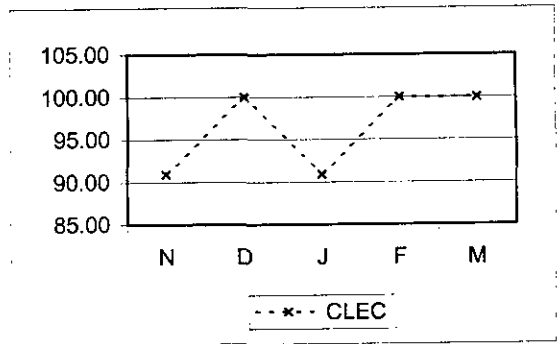


Special Services cont...			
OR-1 - Order Confirmation Timeliness cont...			
OR-1-04-2210	% On Time < 6 Lines -DS0 - Electronic - No Flow-Through		95% within 48 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		
Feb-02	#N/A		
Mar-02	#N/A		

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		
Feb-02	#N/A		
Mar-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		
Feb-02	#N/A		
Mar-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	11.00	-4.09
Dec-01	100.00	10.00	5.00
Jan-02	90.91	11.00	-4.09
Feb-02	100.00	10.00	5.00
Mar-02	100.00	18.00	5.00



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

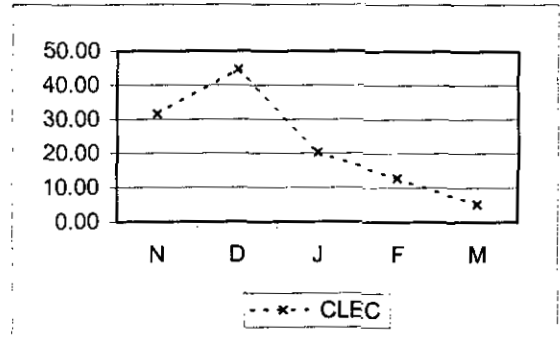
Special Services cont...

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		
Feb-02	#N/A		
Mar-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		
Feb-02	#N/A		
Mar-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		
Feb-02	12.78		
Mar-02	5.20		



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

Special Services cont...			
OR-1 - Order Confirmation Timeliness cont...			
OR-1-06-2213	% 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		
Feb-02	#N/A		
Mar-02	#N/A		

OR-1-06-2214			% On Time LSRC >=6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	95% within 72 hours
	CLEC	CLEC Obs	Difference	
Nov-01	100.00	5.00	5.00	
Dec-01	100.00	1.00	5.00	
Jan-02	100.00	5.00	5.00	
Feb-02	100.00	3.00	5.00	
Mar-02	100.00	1.00	5.00	

OR-1-07-2210			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			

This submetric is no longer reported.

OR-1-07-2211			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			

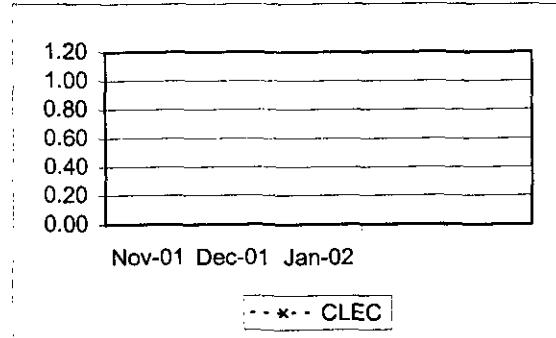
This submetric is no longer reported.

OR-1-07-2213			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			

This submetric is no longer reported.

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	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		



This submetric is no longer reported.

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

This submetric is no longer reported.

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

This submetric is no longer reported.

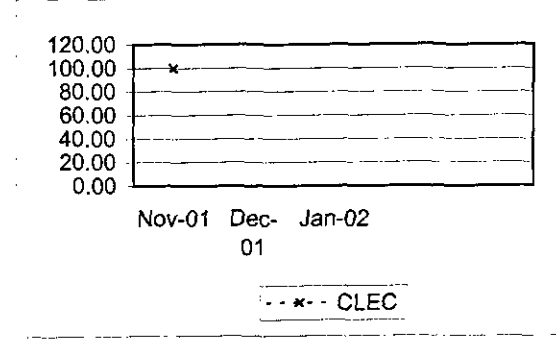
OR-1-08-2213 % On Time LSRC < 6 Lines -DS3- - Fax				95% within 72 hours
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	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

This submetric is no longer reported.

OR-1-08-2214 % On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Fax				95% within 72 hours
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	CLEC	CLEC Obs	Difference
Nov-01	100.00	1.00	5.00
Dec-01	#N/A		
Jan-02	#N/A		



This submetric is no longer reported.

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			

This submetric is no longer reported.

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				

This submetric is no longer reported.

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				

This submetric is no longer reported.

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				

This submetric is no longer reported.

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				

This submetric is no longer reported.

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			

This submetric is no longer reported.

OR-1-10-2213				
% On Time LSRC >= 6 Lines -DS3- - Fax				
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			

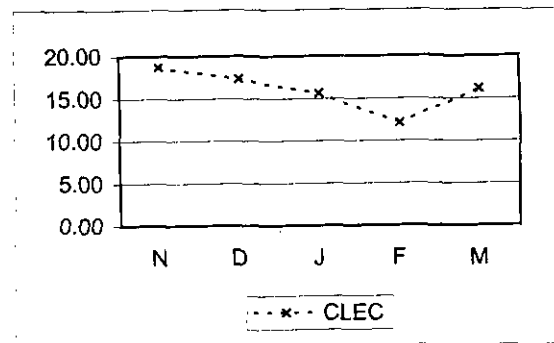
This submetric is no longer reported.

OR-1-10-2214				
% On Time LSRC >= 6 Lines - Non DS0, DS1, DS3 - Fax				
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			

This submetric is no longer reported.

OR-2 - Reject Timeliness

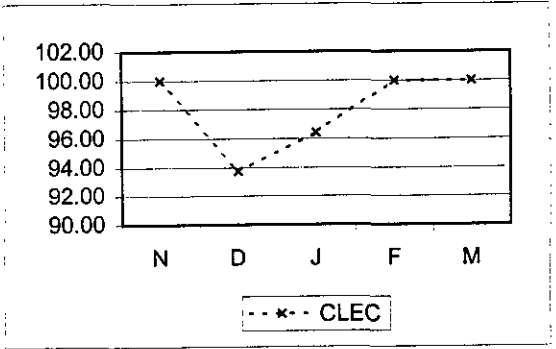
OR-2-03-2200				Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard
	CLEC	CLEC Obs	Difference		
Nov-01	18.74				
Dec-01	17.32				
Jan-02	15.65				
Feb-02	12.14				
Mar-02	16.16				



Special Services cont...
OR-2 - Reject Timeliness cont...

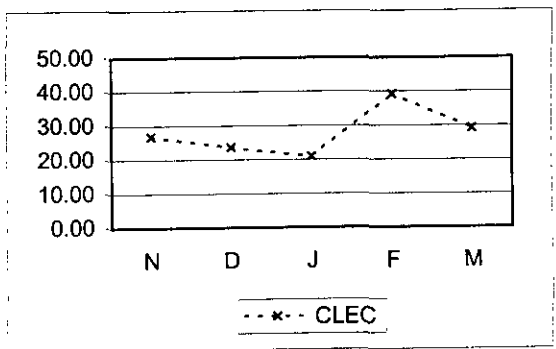
OR-2-04-2200 **% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through** 95% within 48 hours

	CLEC	CLEC Obs	Difference
Nov-01	100.00	21.00	5.00
Dec-01	93.75	16.00	-1.25
Jan-02	96.43	28.00	1.43
Feb-02	100.00	19.00	5.00
Mar-02	100.00	37.00	5.00



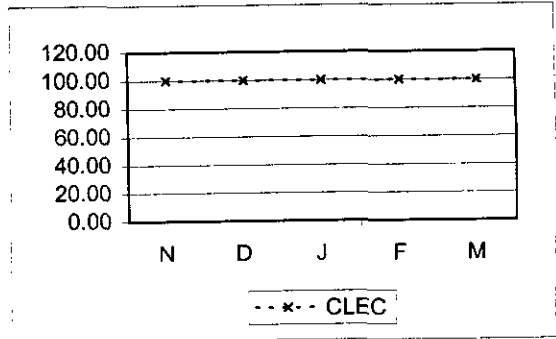
OR-2-05-2200 **Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through** No Standard

	CLEC	CLEC Obs	Difference
Nov-01	26.87		
Dec-01	23.73		
Jan-02	20.99		
Feb-02	39.17		
Mar-02	29.21		



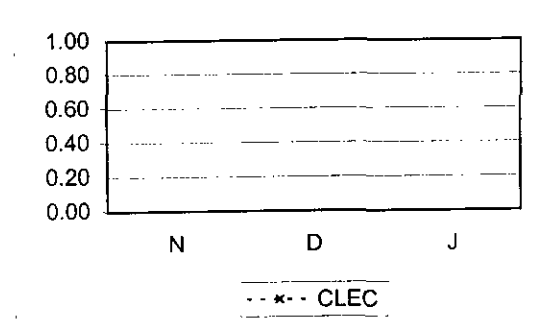
OR-2-06-2200 **% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through** 95% within 72 hours

	CLEC	CLEC Obs	Difference
Nov-01	100.00	1.00	5.00
Dec-01	100.00	6.00	5.00
Jan-02	100.00	6.00	5.00
Feb-02	100.00	2.00	5.00
Mar-02	100.00	4.00	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		



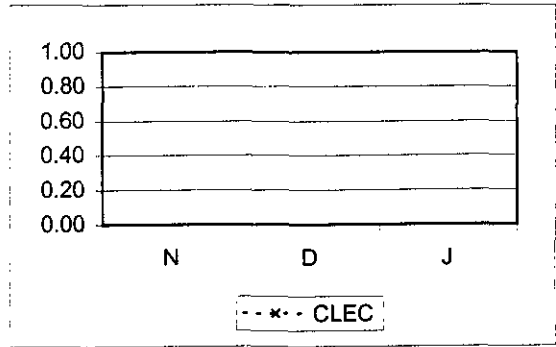
This submetric is no longer reported.

Special Services cont...

OR-2 - Reject Timeliness cont...

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



This submetric is no longer reported.

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

This submetric is no longer reported.

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

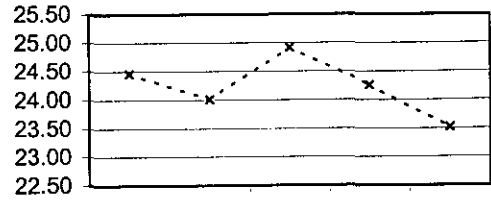
This submetric is no longer reported.

POTS / Special Services - Aggregate

OR-3 - Percent Rejects

OR-3-01-2000	% Rejects			No Standard
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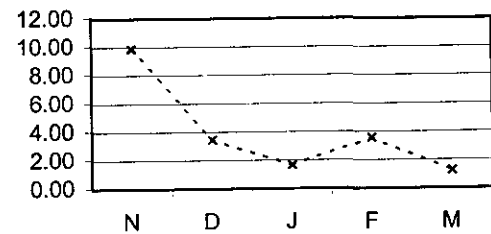
	CLEC	CLEC Obs	Difference
Nov-01	24.46	13582.00	
Dec-01	24.01	10915.00	
Jan-02	24.92	12597.00	
Feb-02	24.26	11864.00	
Mar-02	23.52	12353.00	



OR-4 - Timeliness of Completion Notification

OR-4-01-2000	Completion Notice - Average Response Time			No Standard
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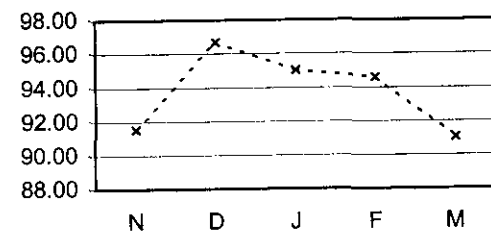
	CLEC	CLEC Obs	Difference
Nov-01	9.87		
Dec-01	3.44		
Jan-02	1.68		
Feb-02	3.57		
Mar-02	1.26		



Only exclusion as of Feb. 2002 are VZ test orders. (Applies to all OR-4 metrics.)

OR-4-02-2000	Completion Notice - % On Time			97% by next business day at noon (95% Feb. 2002)
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	CLEC	CLEC Obs	Difference
Nov-01	91.56	12006.00	-5.44
Dec-01	96.68	10145.00	-0.32
Jan-02	95.03	10675.00	-1.97
Feb-02	94.59	10544.00	-0.41
Mar-02	91.07	11096.00	-3.93

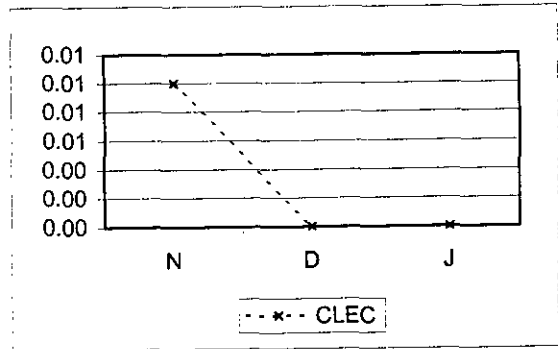


POTS / Special Services - Aggregate cont...

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

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

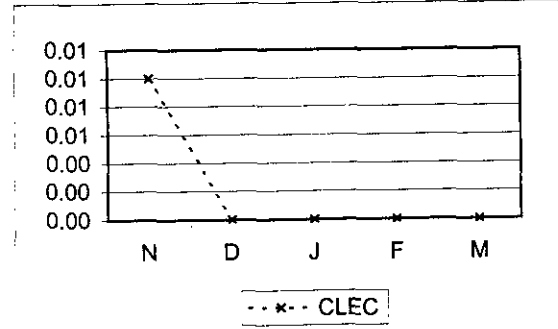
	CLEC	CLEC Obs	Difference
Nov-01	0.01	12006	
Dec-01	0.00	10145	
Jan-02	0.00	10675	



This metric is not in use in Virginia as of Feb. 2002.

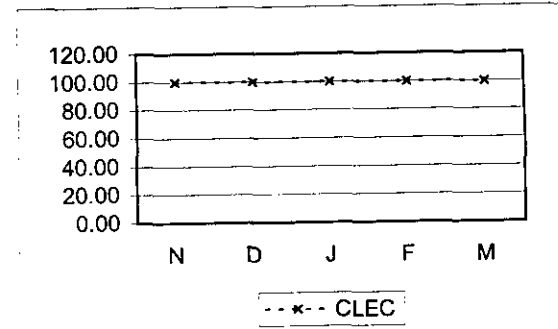
OR-4-04-2000 Work Completion Notice - Avg Response Time No Standard

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



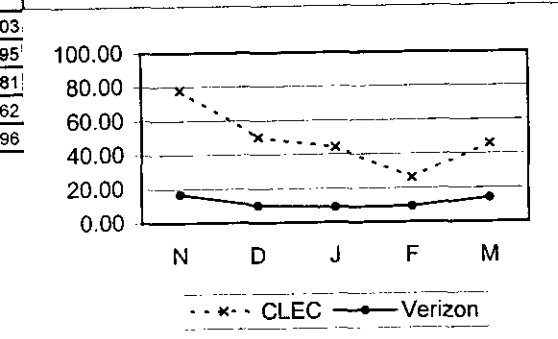
OR-4-05-2000 Work Completion Notice - % On Time 97% by next business day at noon (95% Feb. 2002)

	CLEC	CLEC Obs	Difference
Nov-01	100.00	11897.00	3.00
Dec-01	100.00	9938.00	3.00
Jan-02	100.00	10772.00	3.00
Feb-02	100.00	10179.00	5.00
Mar-02	100.00	10949.00	5.00



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

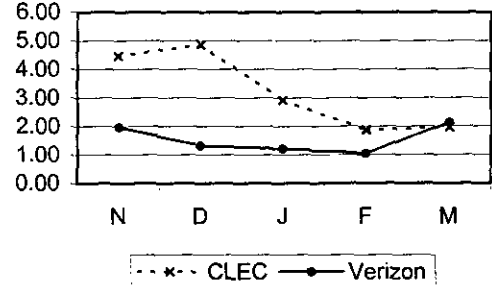
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	16.77	78.02	356125.00	11988.00	17	0.16	-394.03
Dec-01	9.93	50.19	324123.00	11450.00	133	1.26	-31.95
Jan-02	8.81	44.11	391144.00	12061.00	124	1.15	-30.81
Feb-02	9.30	26.19	342132.00	11512.00	141	1.34	-12.62
Mar-02	14.17	45.80	366474.00	13213.00	149	1.32	-23.96



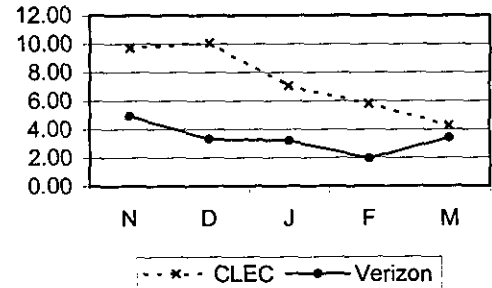
POTS / Special Services - Aggregate cont...

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	356125.00	11988.00		0.13	-19.50
Dec-01	1.32	4.86	324123.00	11450.00		0.11	-32.62
Jan-02	1.22	2.92	391144.00	12061.00		0.10	-16.75
Feb-02	1.05	1.87	342132.00	11512.00		0.10	-8.49
Mar-02	2.12	1.95	366474.00	13213.00		0.13	1.33

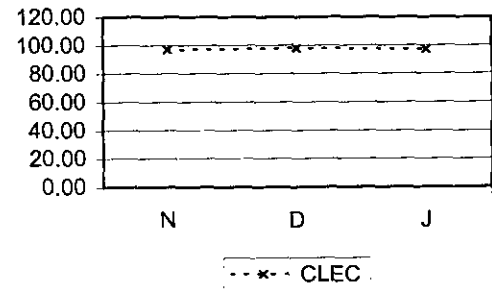


OR-4-08-2000	% SOP to Bill Completion > 1 Business Day						No Standard (Parity as of Feb. 2002)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	4.95	9.73	356125.00	11988.00			
Dec-01	3.32	10.07	324123.00	11450.00			
Jan-02	3.20	7.06	391144.00	12061.00			
Feb-02	1.96	5.83	342132.00	11512.00		0.13	-29.46
Mar-02	3.40	4.27	366474.00	13213.00		0.16	-5.42



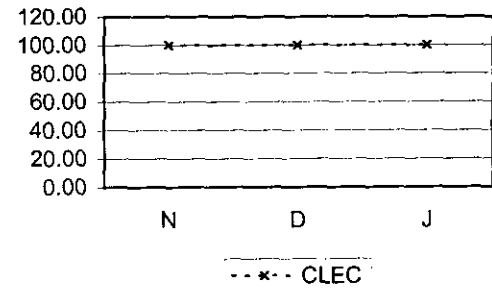
OR-4-09-2000	% SOP to Bill Completion w/in 3 Business Days			95% in 3 Bus Days of SOP Cmpltn
	CLEC	CLEC Obs	Difference	
Nov-01	97.04	4727	2.04	
Dec-01	97.99	3874	2.99	
Jan-02	97.14	4826	2.14	

This metric is no longer reported.



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	

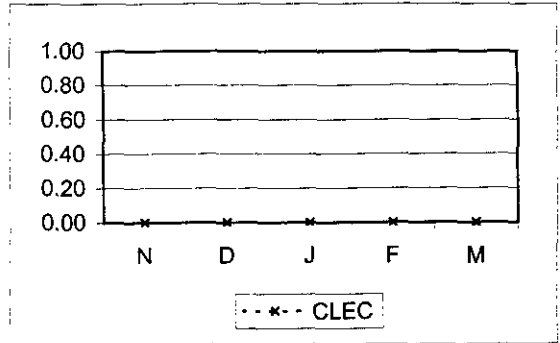
This metric is no longer reported.



POTS / Special Services - Aggregate cont...

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

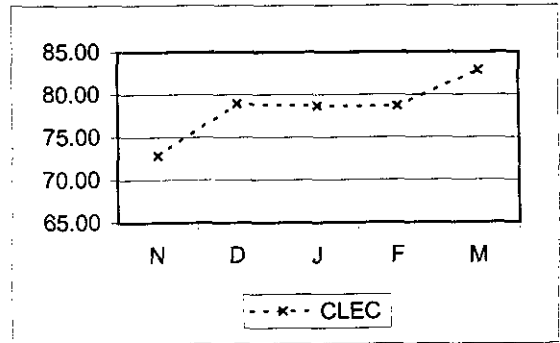
OR-4-11-2000	% SOP Comp Ord w/out a BCN and PCN w/in 3 Bus Days		
	CLEC	CLEC Obs	Difference
Nov-01	0.00	5371.00	5.00
Dec-01	0.00	4193.00	5.00
Jan-02	0.00	5032.00	5.00
Feb-02	0.00	10149.00	5.00
Mar-02	0.00	10905.00	5.00



OR-5 - Percent Flow-Through

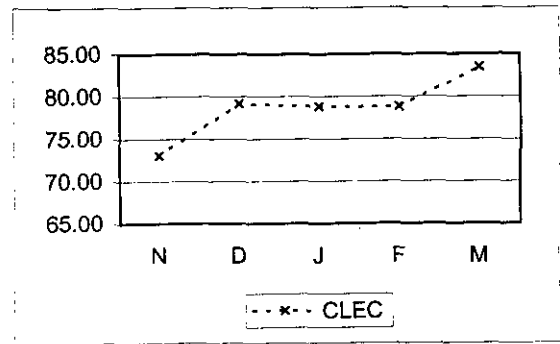
OR-5-01-2000 % Flow Through - Total No Standard

	CLEC	CLEC Obs	Difference
Nov-01	72.87	12292.00	
Dec-01	78.93	9950.00	
Jan-02	78.68	11666.00	
Feb-02	78.65	10918.00	
Mar-02	82.91	11281.00	



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

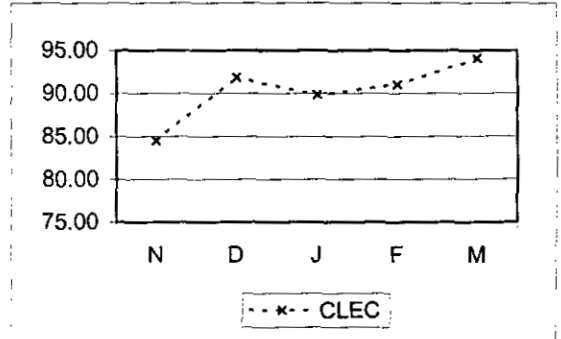
	CLEC	CLEC Obs	Difference
Nov-01	73.03	12257.00	
Dec-01	79.16	9918.00	
Jan-02	78.82	11635.00	
Feb-02	78.80	10984.00	
Mar-02	83.46	11198.00	



POTS / Special Services - Aggregate cont...

OR-5 - Percent Flow-Through cont... 95.0%

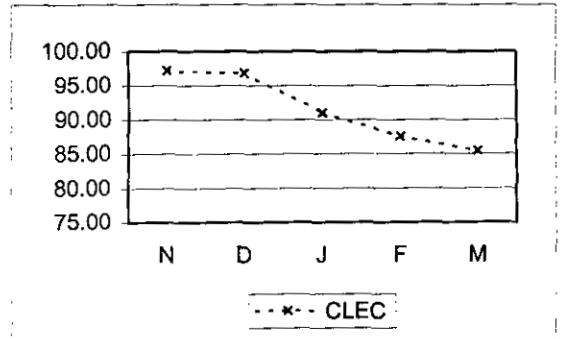
OR-5-03-2000	% Flow Through - Achieved		
	CLEC	CLEC Obs	Difference
Nov-01	84.51	10599.00	-10.49
Dec-01	91.89	8547.00	-3.11
Jan-02	89.85	10216.00	-5.15
Feb-02	91.04	9432.00	-3.96
Mar-02	94.06	9930.00	-0.94



OR-6 - Order Accuracy

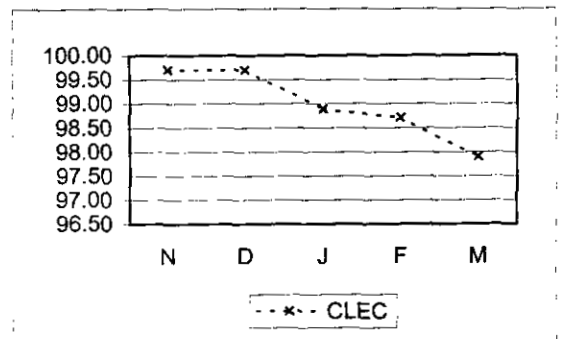
OR-6-01-2000 % Accuracy - Orders 95 % of orders without errors

OR-6-01-2000	CLEC	CLEC Obs	Difference
Nov-01	97.21	430.00	2.21
Dec-01	96.86	478.00	1.86
Jan-02	91.04	491.00	-3.96
Feb-02	87.59	427.00	-7.41
Mar-02	85.50	400.00	-9.50



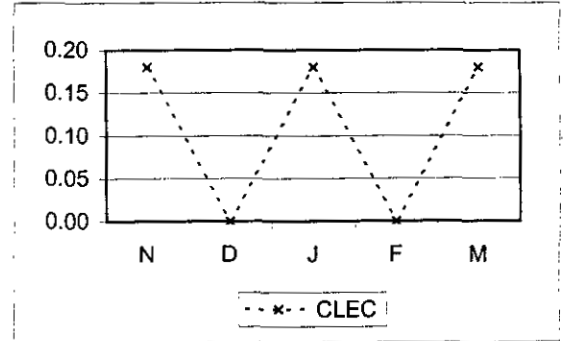
OR-6-02-2000 % Accuracy - Opportunities (each field reported separately) No Standard

OR-6-02-2000	CLEC	CLEC Obs	Difference
Nov-01	99.70	4681.00	
Dec-01	99.71	5435.00	
Jan-02	98.89	4580.00	
Feb-02	98.71	4654.00	
Mar-02	97.90	3755.00	



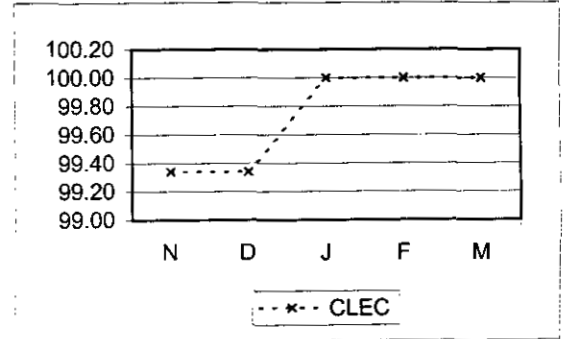
POTS / Special Services - Aggregate cont...
 OR-6 - Order Accuracy cont...

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	4325.00	4.82	
Dec-01	0.00	2956.00	5.00	
Jan-02	0.18	3289.00	4.82	
Feb-02	0.00	2697.00	5.00	
Mar-02	0.18	2218.00	4.82	



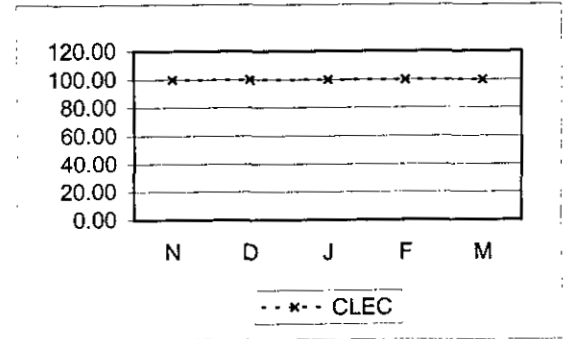
OR-8 - Acknowledgement Timeliness

OR-8-01-2000	% Acknowledgement on time			95% in 2 hours
	CLEC	CLEC Obs	Difference	
Nov-01	99.34	7626.00	4.34	
Dec-01	99.34	5756.00	4.34	
Jan-02	100.00	5815.00	5.00	
Feb-02	100.00	5442.00	5.00	
Mar-02	100.00	5541.00	5.00	



OR-9 - Order Acknowledgement Completeness

OR-9-01-2000	% Acknowledgement Completeness			99.0%
	CLEC	CLEC Obs	Difference	
Nov-01	100.00	7626.00	1.00	
Dec-01	100.00	5756.00	1.00	
Jan-02	100.00	5815.00	1.00	
Feb-02	100.00	5442.00	1.00	
Mar-02	100.00	5541.00	1.00	

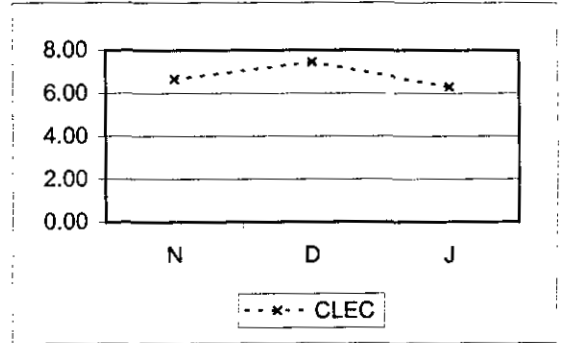


Feb. 2002 - removed the exclusion of unreadable files sent by VZ to CLECs.

OR-10 - Lost Order Trouble Tickets

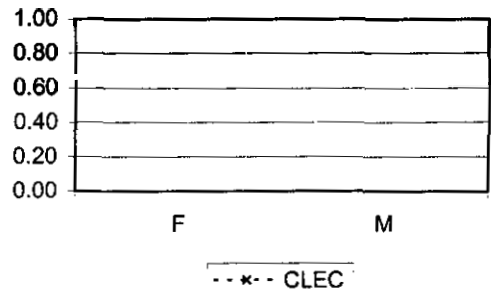
POTS / Special Services - Aggregate cont..			
OR-10-01-2000	% Lost Order Trouble Tickets		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	6.67	180	
Dec-01	7.46	228	
Jan-02	6.30	460	

This metric is no longer reported.

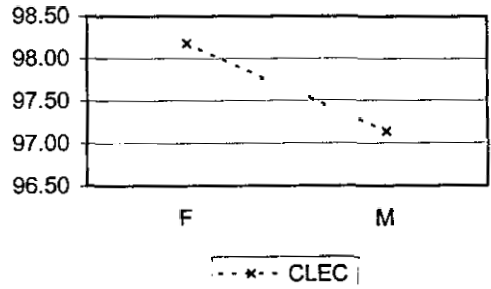


NEW METRICS/SUBMETRICS AS OF FEBRUARY 2002 DATA MONTH

OR-3-02-2000	% RESUBMISSION NOT REJECTED (POTS/Special Services Aggregate)			95%
	CLEC	CLEC Obs	Difference	
Nov-01				
Dec-01				
Jan-02				
Feb-02	#N/A			
Mar-02	#N/A			

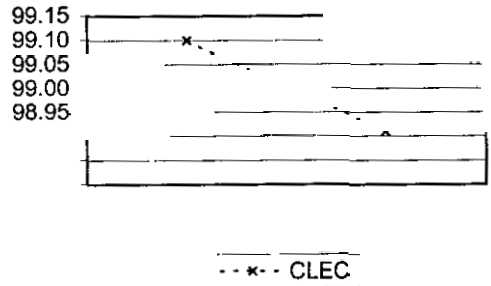


OR-4-12-2000	% Due Date to PCN within Two Business Days (POTS/Special Serv Aggregate)			95%
	CLEC	CLEC Obs	Difference	
Jan-02				
Feb-02	98.18	10179.00	3.18	
Mar-02	97.13	10949.00	2.13	

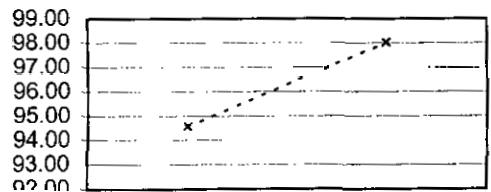


Note: Until July 1st, 2002, the measure is "% Due Date to PCN within Three Business Days".

OR-4-13-2000	% Due Date to PCN within Five Business Days (POTS/Special Serv Aggregate)			99%
	CLEC	CLEC Obs	Difference	
Nov-01				
Dec-01				
Jan-02				
Feb-02	99.10	10179.00	0.10	
Mar-02	98.91	10949.00	-0.09	

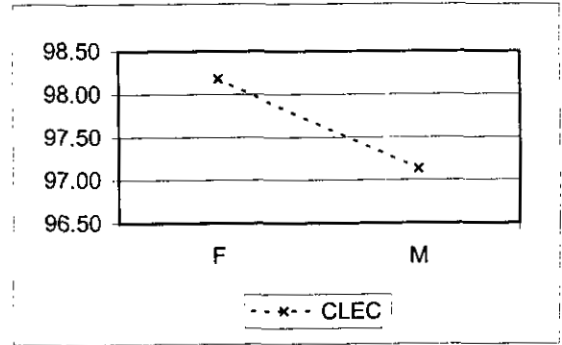


OR-4-14-2000	% Due Date to BCN within Four Business Days (POTS/Special Serv Aggregate)			95%
	CLEC	CLEC Obs	Difference	
Nov-01				
Dec-01				
Jan-02				
Feb-02	94.57	10544.00	-0.43	
Mar-02	98.03	11096.00	3.03	



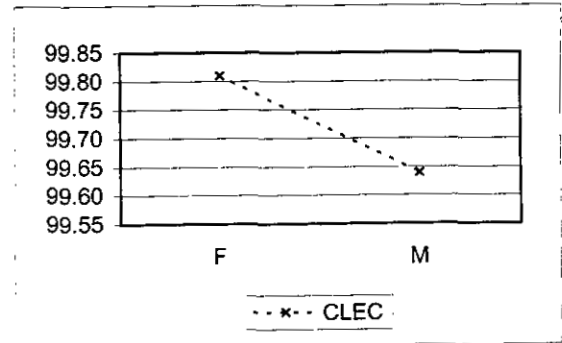
NEW METRICS/SUBMETRICS cont...

OR-4-15-2000	% Due Date to BCN within Seven Business Days (POTS/Special Serv Aggregate)			99%
	CLEC	CLEC Obs	Difference	
Nov-01				
Dec-01				
Jan-02				
Feb-02	95.27	10544.00	-3.73	
Mar-02	98.44	11096.00	-0.56	



Note: Until July 1st, 2002, the measure is "% Due Date to BCN within Nine Business Days".

OR-7-01-2100	% Order Confirmation/Rejects Sent Within 3 Business Days - POTS			95.0%
	CLEC	CLEC Obs	Difference	
Nov-01				
Dec-01				
Jan-02				
Feb-02	99.81	13440.00	4.81	
Mar-02	99.64	13739.00	4.64	



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.