

APPENDIX C

Verizon - VA

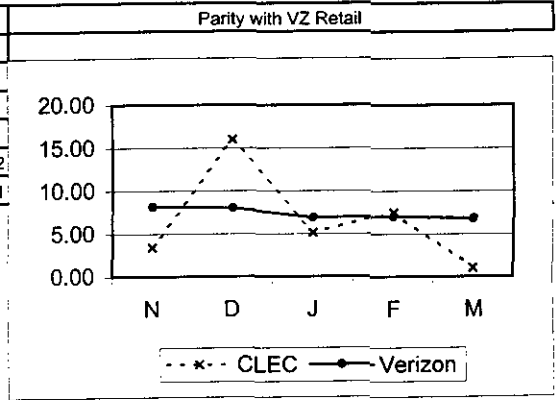
Carrier to Carrier Performance Standards and Reports Summary November 2001 - March 2002

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

POTS - Provisioning - Total

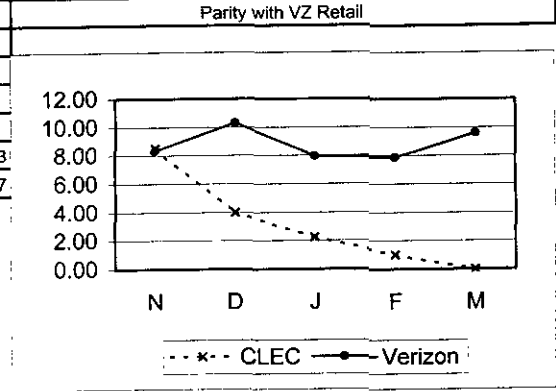
PR-1 - Average Interval Offered

PR-1-04-2100	Average Interval Offered - Dispatch (6-9 Lines)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.17	3.40	207	5	8.10	3.67	
Dec-01	8.00	16.00	195	1	8.15	8.17	
Jan-02	6.91	5.14	199	7	8.74	3.36	
Feb-02	7.04	7.50	196	4	7.64	3.86	-0.12
Mar-02	6.83	1.00	224	1	7.18	7.20	0.81



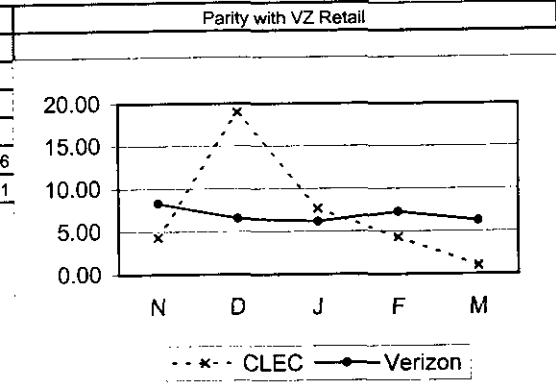
The PR-1 metrics now exclude orders that have not completed nor been cancelled; orders requiring manual loop qualification; and disconnects (except PR-1-12).

PR-1-05-2100	Average Interval Offered - Dispatch (>= 10lines)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.34	8.50	105	2	9.76	6.97	
Dec-01	10.31	4.00	97	1	19.86	19.96	
Jan-02	7.96	2.25	110	4	8.34	4.25	
Feb-02	7.87	1.00	120	1	8.26	8.29	0.83
Mar-02	9.60	0.00	131	1	10.97	11.01	0.87



PR-2 - Average Completed Interval

PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.29	4.33	157	3	7.89	4.60	
Dec-01	6.56	19.00	140	1	5.40	5.42	
Jan-02	6.17	7.67	156	6	6.82	2.84	
Feb-02	7.29	4.33	156	3	7.69	4.48	0.66
Mar-02	6.23	1.00	180	1	5.74	5.76	0.91



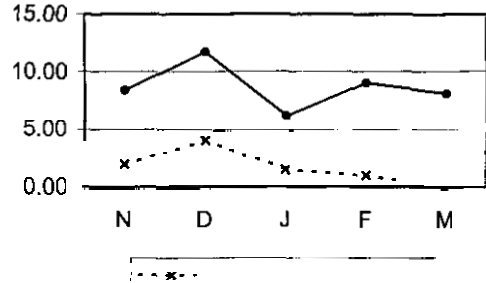
The PR-2 metrics now exclude orders requiring manual loop qualification and disconnects (except PR-2-18).

POTS - Provisioning - Total cont...

PR-2 - Average Completed Interval cont...

PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.38	2.00	74	1	7.83	7.88	
Dec-01	11.73	4.00	66	1	24.45	24.63	
Jan-02	6.12	1.50	75	2	5.22	3.74	
Feb-02	9.01	1.00	99	1	10.35	10.40	0.77
Mar-02	8.06	0.00	98	1	8.27	8.31	0.97

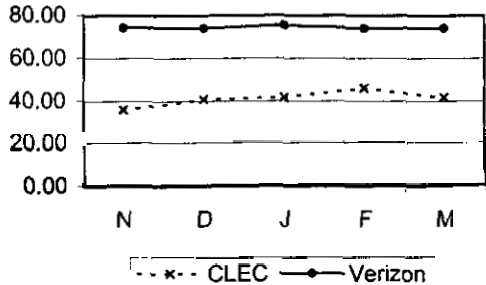
Parity with VZ Retail



PR-3 - Completed within Specified Days

PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	74.36	36.14	58498	2006	0.99	0.99	-38.55
Dec-01	73.93	40.91	50243	1567	1.13	1.13	-29.32
Jan-02	75.54	41.83	69439	1738	1.04	1.04	-32.29
Feb-02	73.98	46.20	57434	1857	1.03	1.03	-26.85
Mar-02	74.07	41.85	61164	1823	1.04	1.04	-30.93

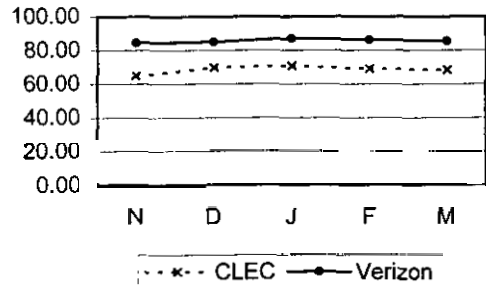
Parity with VZ Retail



The PR-3 metrics (except PR-3-11) now exclude for 2 Wire Digital Services and 2 Wire xDSL services orders that require manual loop qualification. Also for these two services and 2 Wire xDSL Line Sharing, orders are excluded that are missed for facility reasons for all PR-3 metrics.

PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	84.54	65.05	58498	2006	0.82	0.82	-23.74
Dec-01	84.95	69.88	50243	1567	0.92	0.92	-16.43
Jan-02	87.07	70.94	69439	1738	0.81	0.81	-19.80
Feb-02	86.36	69.14	57434	1857	0.81	0.81	-21.28
Mar-02	85.61	68.40	61164	1823	0.83	0.83	-20.63

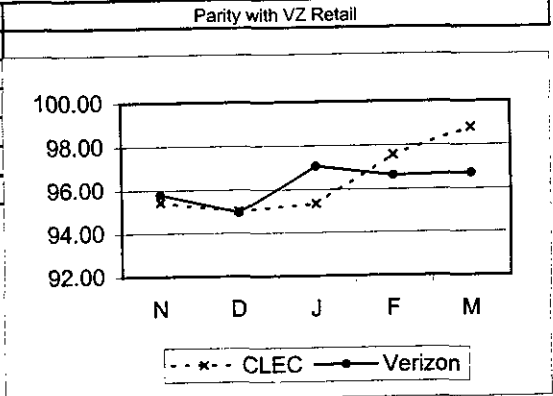
Parity with VZ Retail



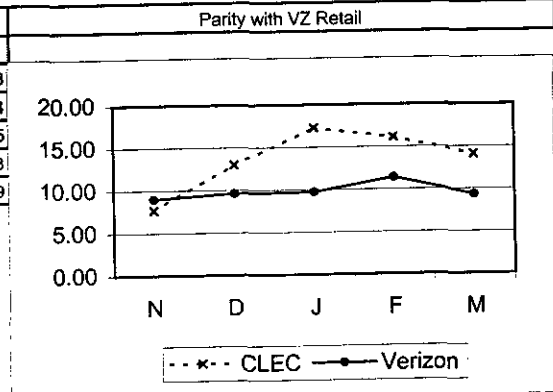
POTS - Provisioning - Total cont...

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

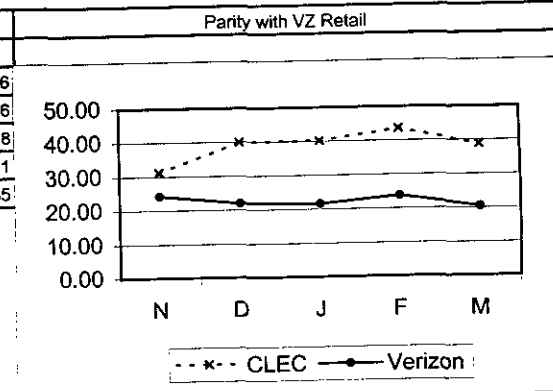
PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	95.79	95.41	58498	2006		0.46	-0.83
Dec-01	94.94	95.02	50243	1567		0.56	0.14
Jan-02	97.09	95.34	69439	1738		0.41	-4.29
Feb-02	96.64	97.58	57434	1857		0.42	2.21
Mar-02	96.72	98.79	61164	1823		0.42	4.89



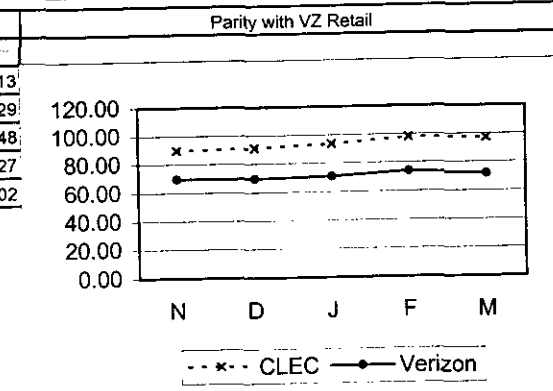
PR-3-04-2100	% Completed in 1 Day (1-5 Lines - Dispatch)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	9.00	7.66	11757	561		1.24	-1.08
Dec-01	9.61	12.99	12048	747		1.11	3.04
Jan-02	9.73	17.31	14742	1034		0.95	7.95
Feb-02	11.39	16.14	13709	1679		0.82	5.78
Mar-02	9.33	14.08	13431	1236		0.86	5.49



PR-3-05-2100	% Completed in 2 Days (1-5 Lines - Dispatch)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	24.23	31.19	11757	561		1.85	3.76
Dec-01	21.98	40.03	12048	747		1.56	11.56
Jan-02	21.59	40.23	14742	1034		1.32	14.08
Feb-02	23.78	43.60	13709	1679		1.10	18.01
Mar-02	20.50	38.92	13431	1236		1.20	15.35

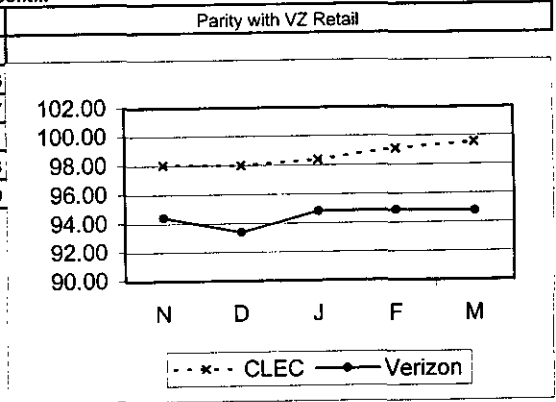


PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	69.73	89.84	11757	561		1.99	10.13
Dec-01	69.75	91.03	12048	747		1.73	12.29
Jan-02	70.89	93.52	14742	1034		1.46	15.48
Feb-02	73.96	98.09	13709	1679		1.13	21.27
Mar-02	71.82	97.25	13431	1236		1.34	19.02

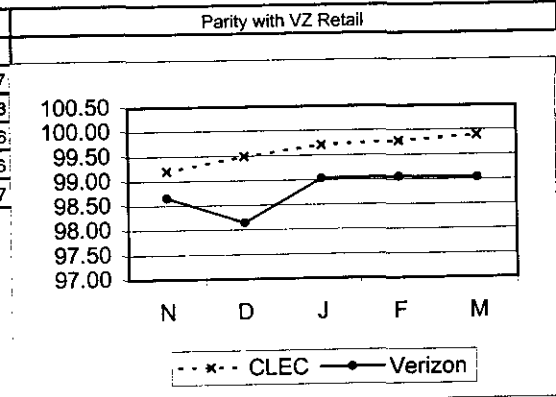


POTS - Provisioning - Total cont...
PR-3 - Completed within Specified Days cont...

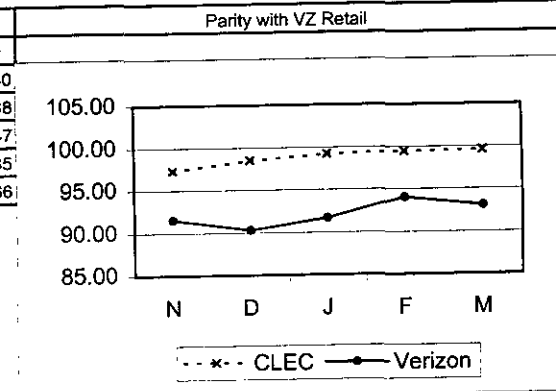
PR-3-07-2100	% Completed in 4 Days (1-5 Lines - Total)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	94.43	98.05	70255	2567		0.46	7.86
Dec-01	93.40	98.01	62291	2314		0.53	8.77
Jan-02	94.83	98.38	84181	2772		0.43	8.31
Feb-02	94.87	99.12	71143	3536		0.38	11.18
Mar-02	94.78	99.54	74595	3059		0.41	11.60



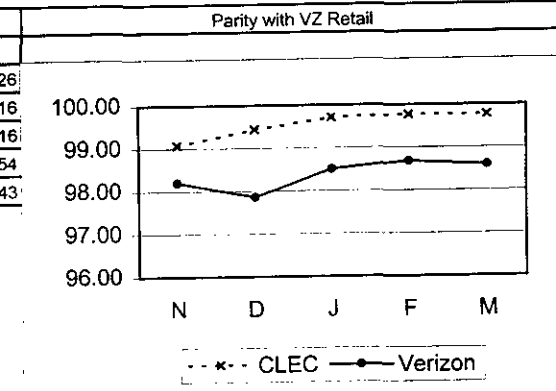
PR-3-08-2100	% Completed in 5 Days (1-5 Lines - No Dispatch)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	98.66	99.20	58498	2006		0.26	2.07
Dec-01	98.15	99.49	50243	1567		0.35	3.88
Jan-02	99.03	99.71	69439	1738		0.24	2.86
Feb-02	99.06	99.78	57434	1857		0.23	3.16
Mar-02	99.04	99.89	61164	1823		0.23	3.67



PR-3-09-2100	% Completed in 5 Days (1-5 Lines - Dispatch)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	91.56	97.33	11757	561		1.20	4.80
Dec-01	90.30	98.53	12048	747		1.12	7.38
Jan-02	91.72	99.23	14742	1034		0.89	8.47
Feb-02	94.04	99.46	13709	1679		0.61	8.85
Mar-02	93.06	99.60	13431	1236		0.76	8.66



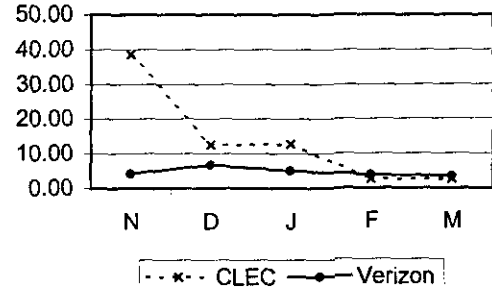
PR-3-10-2100	% Completed in 6 Days (1-5 Lines - Total)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	98.20	99.07	70255	2567		0.27	3.26
Dec-01	97.86	99.44	62291	2314		0.31	5.16
Jan-02	98.50	99.71	84181	2772		0.23	5.16
Feb-02	98.68	99.77	71143	3536		0.20	5.54
Mar-02	98.59	99.77	74595	3059		0.22	5.43



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

PR-4-02-2100	Average Delay Days - Total						
VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	4.17	38.56	2508	34	14.85	2.56	-13.41
Dec-01	6.72	12.58	2544	19	26.84	6.18	-0.95
Jan-02	5.09	12.83	2747	29	20.97	3.91	-1.65 (P)
Feb-02	3.86	2.64	2179	14	13.91	3.73	0.33
Mar-02	3.45	2.64	2463	25	7.72	1.55	0.52

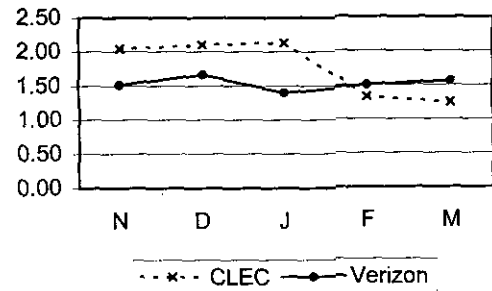
Parity with VZ Retail



The PR-4 metrics now exclude LNP orders without office equipment which do not have a trigger order; and for PR-4-04 and PR4-14 2 Wire Digital Services and 2 Wire xDSL Services missed for facility reasons.

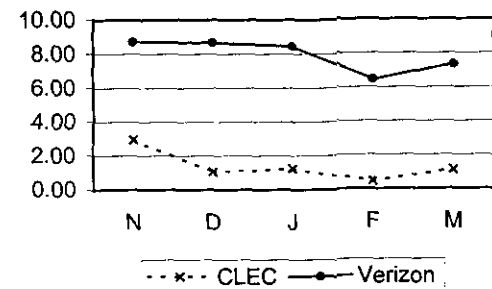
PR-4-03-2100	% Missed Appt. - Customer						
VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	1.51	2.04	125436	3917			
Dec-01	1.66	2.10	113966	4137			
Jan-02	1.40	2.13	145162	4873			
Feb-02	1.50	1.33					
Mar-02	1.56	1.25					

No Standard



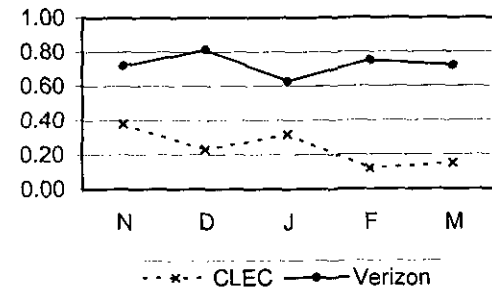
PR-4-04-2100	% Missed Appt. - VZ - Dispatch						
VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	8.71	2.95	20092	746		1.05	5.48
Dec-01	8.67	1.06	20649	1134		0.86	8.87
Jan-02	8.45	1.23	23367	1464		0.75	9.64
Feb-02	6.44	0.45	21949	2199		0.55	10.91
Mar-02	7.33	1.13	22551	1678		0.66	9.40

Parity with VZ Retail



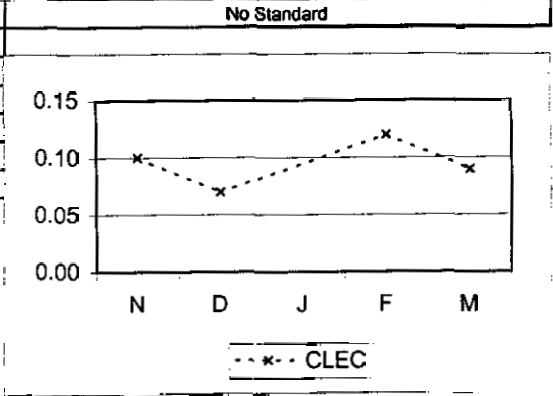
PR-4-05-2100	% Missed Appt. - VZ - No Dispatch						
VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.72	0.38	105344	3171		0.15	2.23
Dec-01	0.81	0.23	93317	3003		0.17	3.49
Jan-02	0.63	0.32	121795	3409		0.14	2.26
Feb-02	0.75	0.12	101534	3454		0.15	4.22
Mar-02	0.72	0.15	112815	4095		0.13	4.24

Parity with VZ Retail

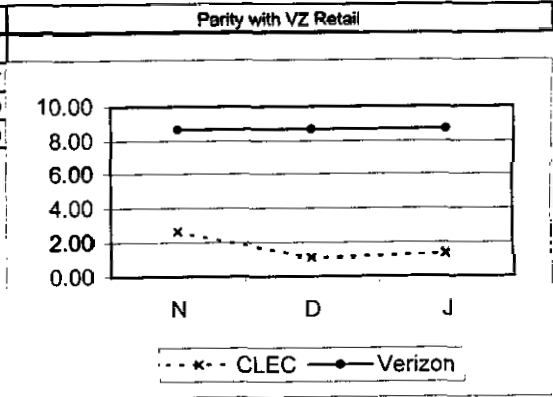


POTS - Provisioning - Total cont...
PR-4 - Missed Appointments cont...

PR-4-08-2100	% Missed Appt. - Customer - Due to Late Order Confirmation						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		0.10		3917			
Dec-01		0.07		4137			
Jan-02		#N/A					
Feb-02		0.12		5653			
Mar-02		0.09		5773			

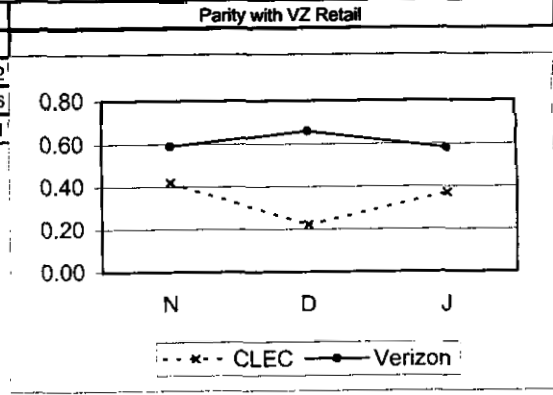


PR-4-10-2100	% Missed Appt. - VZ - Standard Interval (W Coded) Orders - Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.67	2.64	15208	605		1.17	5.17
Dec-01	8.69	1.10	15328	816		1.01	7.50
Jan-02	8.71	1.34	18594	1121		0.87	8.50



This submetric is no longer reported.

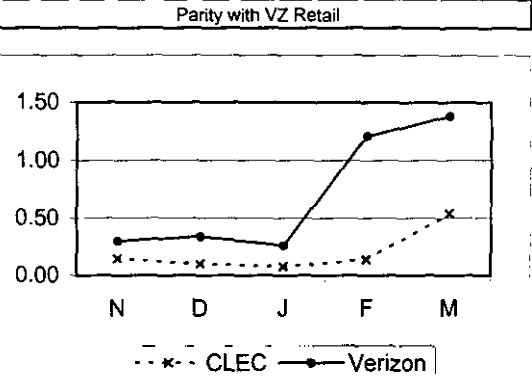
PR-4-11-2100	% Missed Appt. - VZ - Standard Interval (W Coded) Orders - No Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.59	0.42	89931	2631		0.15	1.12
Dec-01	0.66	0.22	77548	2279		0.17	2.56
Jan-02	0.58	0.37	108796	2678		0.15	1.41



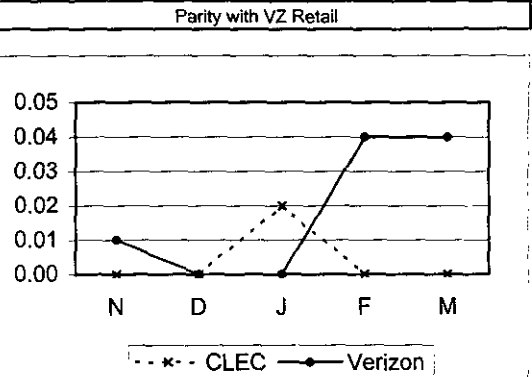
This submetric is no longer reported.

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

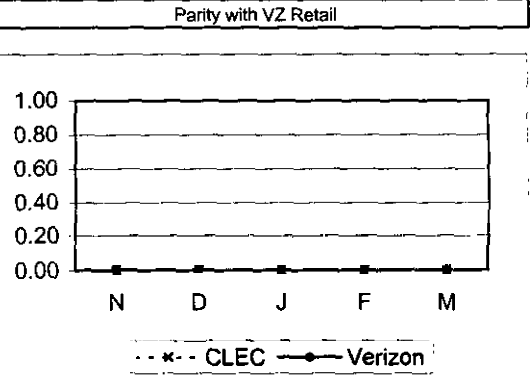
PR-5-01-2100	% Missed Appointment - Verizon - Facilities						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.30	0.15	125436	3917		0.09	1.69
Dec-01	0.34	0.10	113966	4137		0.09	2.61
Jan-02	0.26	0.08	145162	4873		0.07	2.43
Feb-02	1.21	0.14	21949	2199		0.24	4.38
Mar-02	1.38	0.54	22551	1678		0.30	2.85



PR-5-02-2100	% Orders Held for Facilities > 15 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.01	0.00	125436	3917		0.02	0.62
Dec-01	0.00	0.00	113966	4137		0.00	
Jan-02	0.00	0.02	145162	4873		0.00	
Feb-02	0.04	0.00	21949	2199		0.04	0.89
Mar-02	0.04	0.00	22551	1678		0.05	0.79



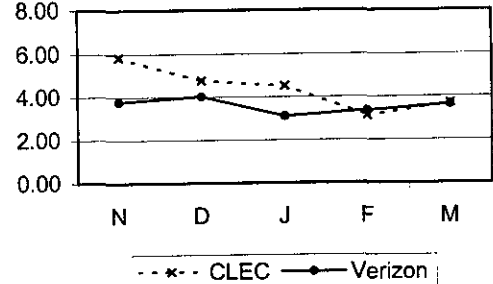
PR-5-03-2100	% Orders Held for Facilities > 60 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.00	0.00	125436	3917		0.00	
Dec-01	0.00	0.00	113966	4137		0.00	
Jan-02	0.00	0.00	145162	4873		0.00	
Feb-02	0.00	0.00	21949	2199		0.00	
Mar-02	0.00	0.00	22551	1678		0.00	



POTS - Provisioning - Total cont...
PR-6 - Installation Quality

PR-6-01-2100	% Installation Troubles reported within 30 Days							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	3.77	5.84	106786	4089		0.30	-6.83	
Dec-01	4.04	4.78	95204	3977		0.32	-2.33	
Jan-02	3.10	4.53	120712	4524		0.26	-5.46	
Feb-02	3.35	3.11	106875	5265		0.25	0.92	
Mar-02	3.62	3.68	115672	5785		0.25	-0.23	

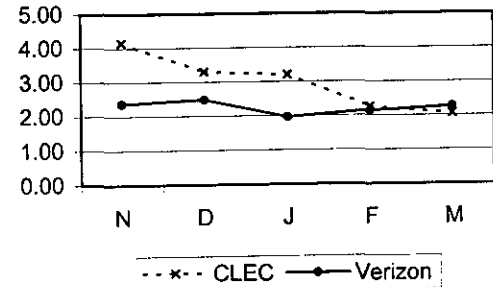
Parity with VZ Retail



Metrics PR-6-01 and PR-6-02 no longer exclude CPE troubles or FOK/TOK. For metric PR-6-01, 2 Wire xDSL services troubles reported by CLECs that do not participate in cooperative testing are excluded.

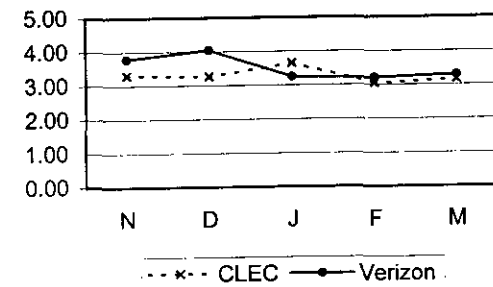
PR-6-02-2100	% Installation Troubles reported within 7 Days							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	2.37	4.16	106786	4089		0.24	-7.36	
Dec-01	2.48	3.29	95204	3977		0.25	-3.23	
Jan-02	1.97	3.21	120712	4524		0.21	-5.90	
Feb-02	2.14	2.26	106875	5265		0.20	-0.59	
Mar-02	2.27	2.06	115672	5785		0.20	1.04	

Parity with VZ Retail



PR-6-03-2100	% Installation Troubles reported within 30 Days - FOK/TOK/CPE							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	3.78	3.30	106786	4089				
Dec-01	4.05	3.27	95204	3977				
Jan-02	3.25	3.65	120712	4524				
Feb-02	3.21	3.04	106875	5265		0.25	0.69	
Mar-02	3.30	3.16	115672	5785		0.24	0.57	

No Standard

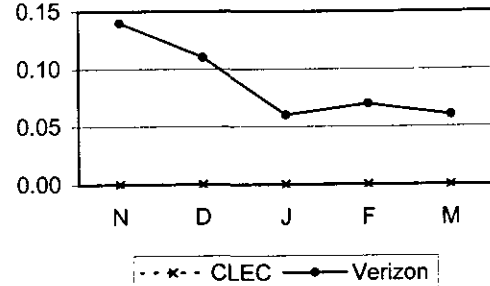


POTS - Provisioning - Total cont...

PR-8 - Open Orders in a Hold Status

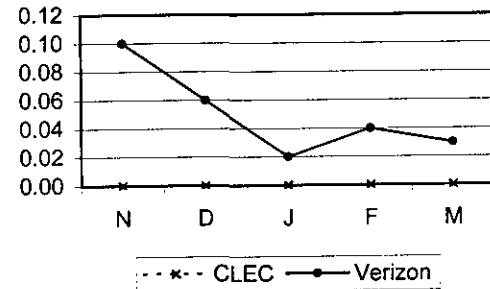
PR-8-01-2100	% Open Orders in a Hold Status > 30 Days						
VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.14	0.00	125436	3917		0.08	2.31
Dec-01	0.11	0.00	113966	4137		0.05	2.10
Jan-02	0.06	0.00	145162	4873		0.04	1.68
Feb-02	0.07	0.00	123483	5653		0.04	1.95
Mar-02	0.06	0.00	135366	5773		0.03	1.82

Parity with VZ Retail



PR-8-02-2100	% Open Orders in a Hold Status > 90 Days						
VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.10	0.00	125436	3917		0.05	1.95
Dec-01	0.06	0.00	113966	4137		0.04	1.55
Jan-02	0.02	0.00	145162	4873		0.02	0.97
Feb-02	0.04	0.00	123483	5653		0.03	1.47
Mar-02	0.03	0.00	135366	5773		0.02	1.29

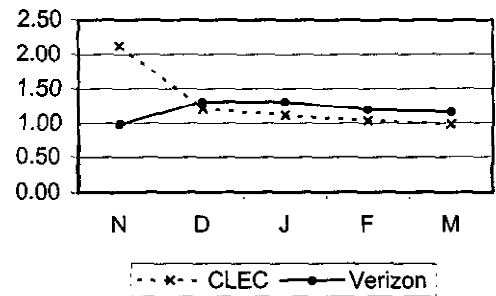
Parity with VZ Retail



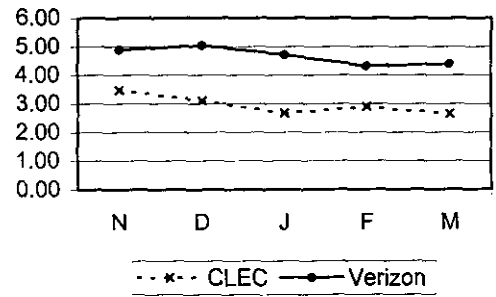
POTS - Business

PR-1 - Average Interval Offered

PR-1-01-2110	Average Interval Offered - Total No Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.99	2.12	12408	343	3.32	0.18	-6.22	
Dec-01	1.31	1.21	8974	339	3.81	0.21	0.47	
Jan-02	1.31	1.12	11027	363	3.96	0.21	0.90	
Feb-02	1.20	1.04	8838	333	3.14	0.18	0.91	
Mar-02	1.16	0.99	11252	540	4.46	0.20	0.87	

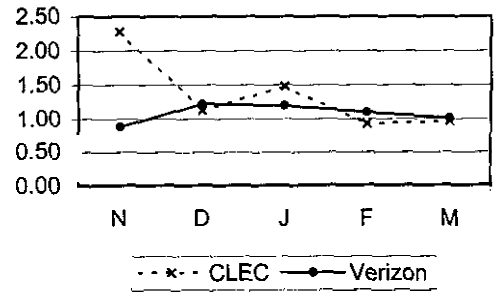


PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	4.89	3.48	3455	62	5.66	0.73	1.94	
Dec-01	5.05	3.11	3086	57	5.98	0.80	2.43	
Jan-02	4.72	2.67	4069	45	5.18	0.78	2.64	
Feb-02	4.32	2.90	3493	62	5.00	0.64	2.22	
Mar-02	4.39	2.65	3911	40	5.06	0.80	2.16	



PR-2 - Average Completed Interval

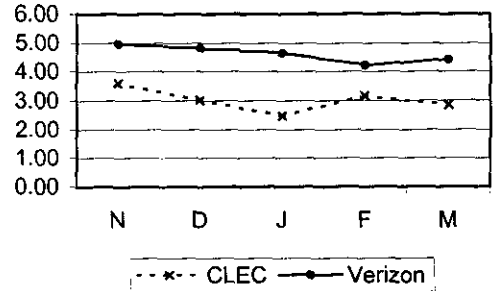
PR-2-01-2110	Average Interval Completed - Total No Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.89	2.28	11862	320	2.74	0.16	-8.95	
Dec-01	1.22	1.13	8407	307	4.18	0.24	0.37	
Jan-02	1.20	1.48	10365	328	3.40	0.19	-1.47	
Feb-02	1.10	0.93	8351	312	2.33	0.13	1.27	
Mar-02	1.01	0.97	10688	501	2.65	0.12	0.33	



POTS - Business cont...

PR-2 - Average Completed Interval cont...

PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	4.98	3.60	2881	55	5.78	0.79	1.75	
Dec-01	4.82	3.02	2603	49	4.76	0.69	2.62	
Jan-02	4.66	2.50	3459	32	5.43	0.96	2.24	
Feb-02	4.22	3.17	3059	53	4.01	0.56	1.89	
Mar-02	4.43	2.85	3412	33	4.93	0.86	1.83	

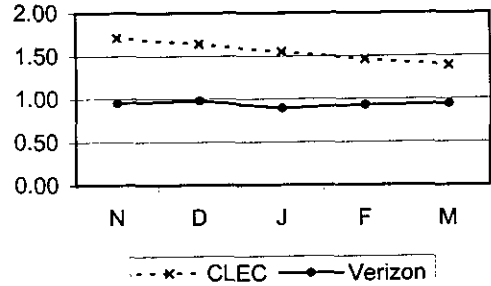


POTS - Residence

PR-1 - Average Interval Offered

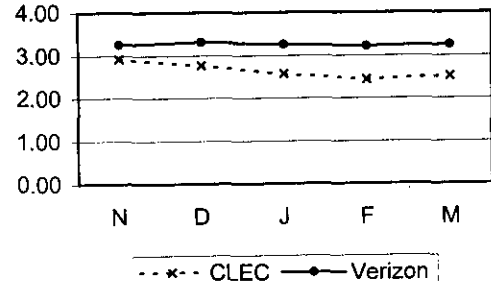
PR-1-01-2120	Average Interval Offered - Total No Dispatch							
VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore		
Nov-01	0.95	1.71	78975	2320	1.67	0.04	-21.60	
Dec-01	0.98	1.64	70108	2007	1.98	0.04	-14.72	
Jan-02	0.89	1.55	99558	2352	1.50	0.03	-21.09	
Feb-02	0.93	1.46	81624	2456	1.68	0.03	-15.40	
Mar-02	0.94	1.39	86084	2806	1.47	0.03	-15.96	

Parity with VZ Retail



PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)							
VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore		
Nov-01	3.26	2.92	9662	537	1.27	0.06	6.04	
Dec-01	3.32	2.77	10297	756	1.39	0.05	10.50	
Jan-02	3.26	2.57	12301	1060	1.30	0.04	16.58	
Feb-02	3.22	2.44	11503	1672	1.22	0.03	24.43	
Mar-02	3.25	2.52	10886	1236	1.10	0.03	22.11	

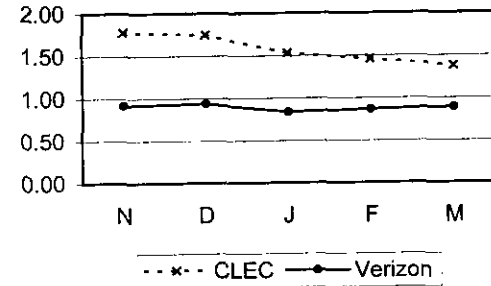
Parity with VZ Retail



PR-2 - Average Completed Interval

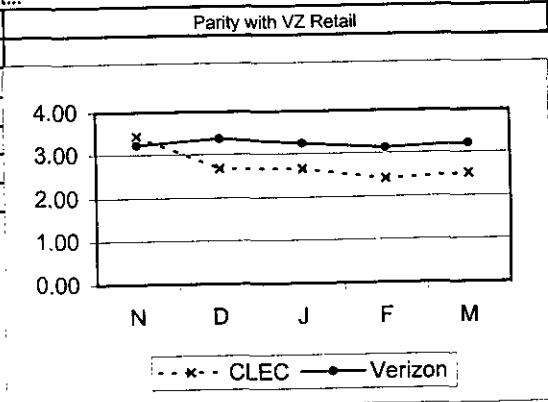
PR-2-01-2120	Average Interval Completed - Total No Dispatch							
VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore		
Nov-01	0.92	1.78	77346	2260	1.87	0.04	-21.55	
Dec-01	0.94	1.75	68573	1915	2.68	0.06	-13.05	
Jan-02	0.84	1.53	97725	2300	1.74	0.04	-18.80	
Feb-02	0.87	1.46	79934	2411	1.42	0.03	-20.10	
Mar-02	0.89	1.38	84285	2771	1.47	0.03	-17.27	

Parity with VZ Retail



POTS - Residence cont...
PR-2 - Average Completed Interval cont...

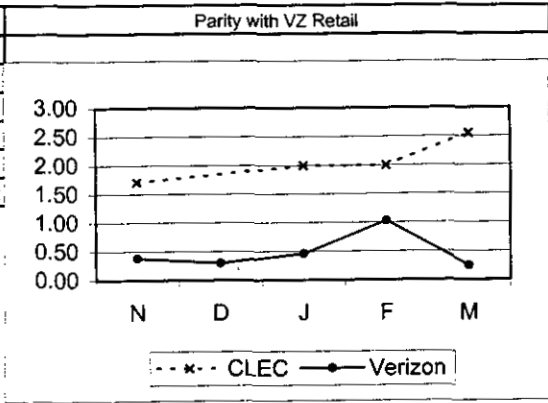
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	3.22	3.44	8876	506	2.08	0.10	-2.31	
Dec-01	3.37	2.67	9445	698	4.80	0.19	3.72	
Jan-02	3.24	2.65	11283	1002	2.13	0.07	8.40	
Feb-02	3.12	2.41	10650	1626	1.89	0.05	14.11	
Mar-02	3.21	2.51	10019	1203	1.98	0.06	11.59	



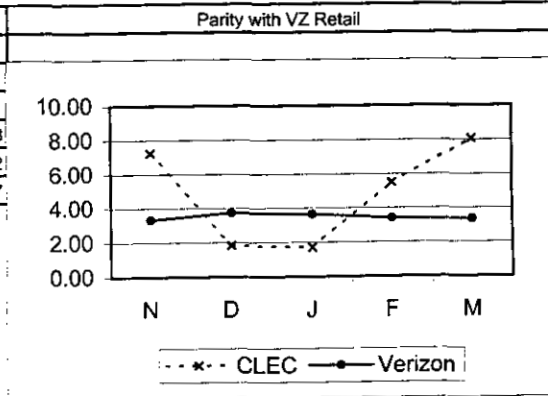
Complex Services - 2 Wire Digital

PR-1 - Average Interval Offered

PR-1-01-2341	Average Interval Offered - Total No Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.38	1.71	1861	7	1.01	0.38	
Dec-01	0.30	#N/A	1975		0.96		
Jan-02	0.46	2.00	2435	2	1.18	0.83	
Feb-02	1.03	2.00	830	3	1.57	0.91	-1.07
Mar-02	0.25	2.55	3114	20	0.89	0.20	-11.52

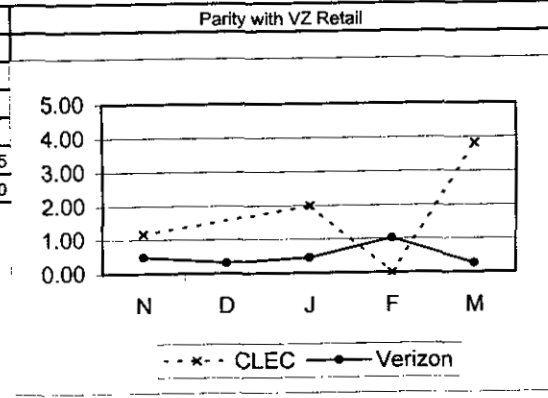


PR-1-02-2341	Average Interval Offered - Total Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	3.33	7.25	556	4	2.06	1.03	
Dec-01	3.75	1.83	499	6	2.02	0.83	
Jan-02	3.65	1.70	562	10	2.02	0.64	3.03
Feb-02	3.41	5.50	407	4	2.06	1.04	-2.02
Mar-02	3.35	8.07	406	15	2.07	0.54	-8.67



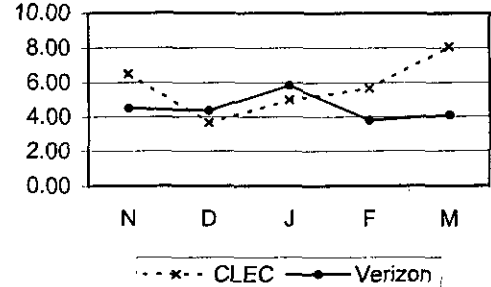
PR-2 - Average Completed Interval

PR-2-01-2341	Average Interval Completed - Total No Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.49	1.17	1823	6	2.36	0.97	
Dec-01	0.32	#N/A	1927		2.09		
Jan-02	0.46	2.00	2370	2	1.29	0.91	
Feb-02	1.02	0.00	770	1	1.58	1.58	0.65
Mar-02	0.26	3.82	3022	17	1.18	0.29	-12.40



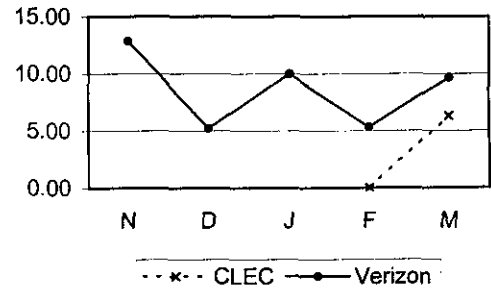
Complex Services - 2 Wire Digital cont...
PR-2 - Average Completed Interval cont...

PR-2-02-2341	Average Interval Completed - Total Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	4.49	6.50	415		4	5.69	2.86	
Dec-01	4.37	3.67	364		3	3.91	2.27	
Jan-02	5.84	5.00	435		3	12.19	7.06	
Feb-02	3.81	5.67	280		3	2.95	1.71	-1.09
Mar-02	4.09	8.07	310		15	2.82	0.75	-5.34

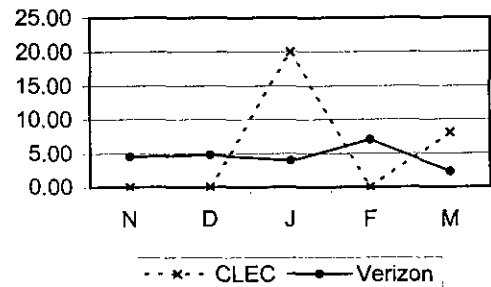


PR-4 - Missed Appointment

PR-4-02-2341	Average Delay Days - Total							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	12.86	#N/A	145			44.83		
Dec-01	5.23	#N/A	71			12.12		
Jan-02	9.99	#N/A	147			36.05		
Feb-02	5.34	NA	97			5.95		
Mar-02	9.65	6.33	62		3	36.41	21.52	0.15

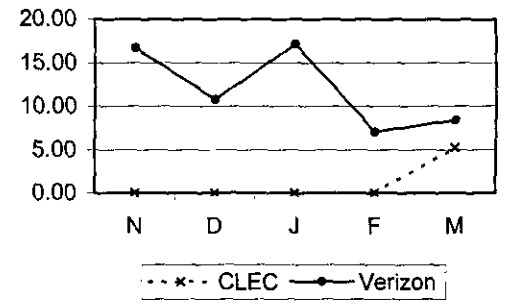


PR-4-03-2341	% Missed Appt. - Customer							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	4.52	0.00	2567		10			
Dec-01	4.84	0.00	2560		3			
Jan-02	3.97	20.00	3200		5			
Feb-02	7.08	0.00						
Mar-02	2.28	8.11						

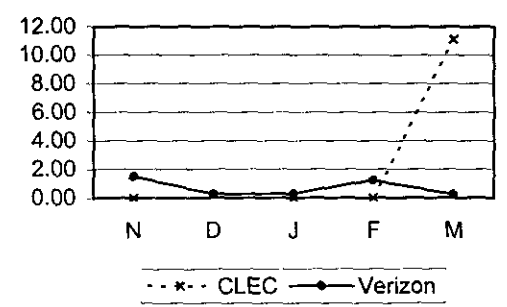


Complex Services - 2 Wire Digital cont...
PR-4 - Missed Appointment cont...

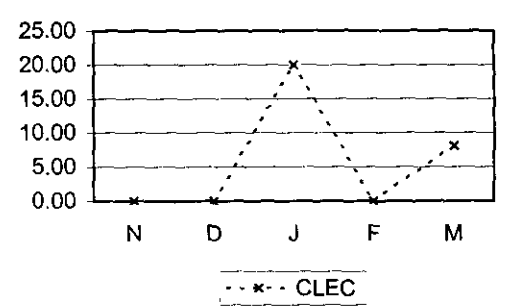
PR-4-04-2341	% Missed Appt. - VZ - Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	16.71	0.00	700		5		16.74	
Dec-01	10.80	0.00	611		3		17.96	
Jan-02	17.16	0.00	816		4		18.90	
Feb-02	7.09	0.00	550		7		9.76	0.73
Mar-02	8.38	5.26	537		19		6.47	0.48



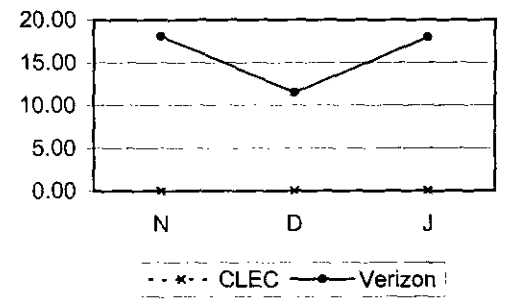
PR-4-05-2341	% Missed Appt. - VZ - No Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	1.50	0.00	1867		5		5.44	
Dec-01	0.26	#N/A	1949					
Jan-02	0.29	0.00	2384		1		5.38	
Feb-02	1.23	0.00	812		1		11.03	0.11
Mar-02	0.23	11.11	3038		18		1.13	-9.61



PR-4-08-2341	% Missed Appt. - Customer - Due to Late Order Confirmation							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		0.00			10			
Dec-01		0.00			3			
Jan-02		20.00			5			
Feb-02		0.00			8			
Mar-02		8.11			37			



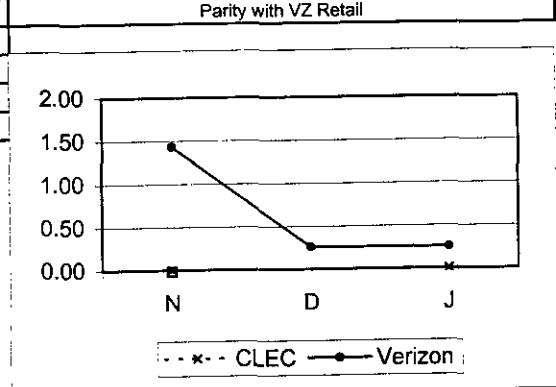
PR-4-10-2341	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	18.10	0.00	630		4		19.31	
Dec-01	11.45	0.00	550		3		18.43	
Jan-02	17.93	0.00	764		4		19.23	



This submetric is no longer reported.

Complex Services - 2 Wire Digital cont...
PR-4 - Missed Appointment cont...

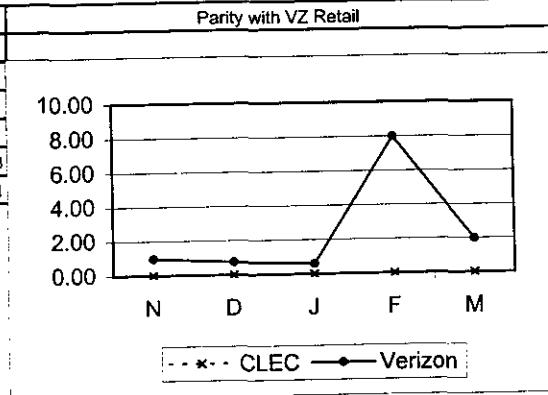
PR-4-11-2341	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - No Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	1.43	0.00	1814		5	5.32	
Dec-01	0.26	#N/A	1929				
Jan-02	0.26	0.00	2362		3	2.88	



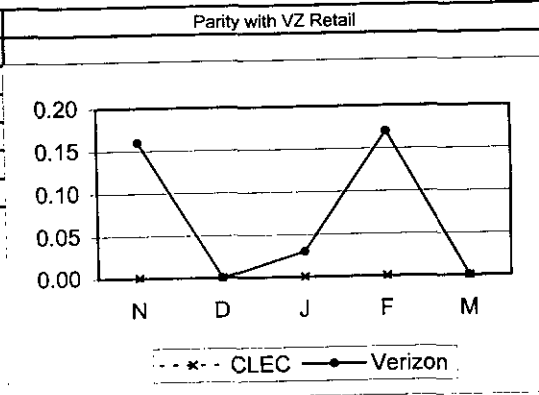
This submetric is no longer reported.

PR-5 - Facility Missed Orders

PR-5-01-2341	% Missed Appointment - Verizon - Facilities						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.97	0.00	2567		10	3.11	0.31
Dec-01	0.74	0.00	2560		3	4.95	
Jan-02	0.59	0.00	3200		5	3.43	
Feb-02	7.99	0.00	601		7	10.31	0.78
Mar-02	1.99	0.00	552		19	3.26	0.61



PR-5-02-2341	% Orders Held for Facilities > 15 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.16	0.00	2567		10	1.27	0.13
Dec-01	0.00	0.00	2560		3	0.00	
Jan-02	0.03	0.00	3200		5	0.78	
Feb-02	0.17	0.00	601		7	1.57	0.11
Mar-02	0.00	0.00	552		19		

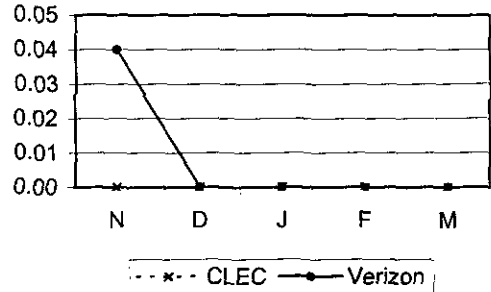


Complex Services - 2 Wire Digital cont...

PR-5 - Facility Missed Orders cont...

PR-5-03-2341	% Orders Held for Facilities > 60 Days							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	0.04	0.00	2567	10		0.63	0.06	
Dec-01	0.00	0.00	2560	3		0.00		
Jan-02	0.00	0.00	3200	5		0.00		
Feb-02	0.00	0.00	601	7				
Mar-02	0.00	0.00	552	19				

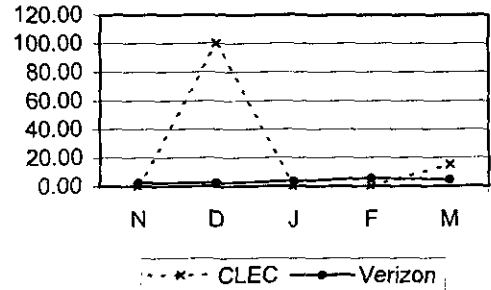
Parity with VZ Retail



PR-6 - Installation Quality

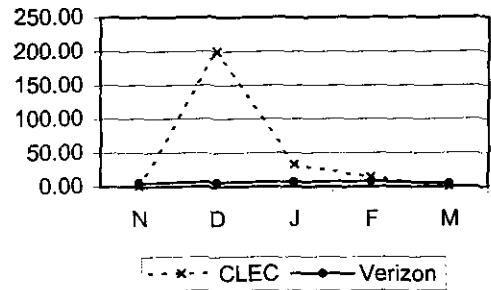
PR-6-01-2341	% Installation Troubles reported within 30 Days							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	2.53	0.00	554	4		7.88		
Dec-01	2.50	100.00	519	1		15.64		
Jan-02	3.51	0.00	713	3		10.64		
Feb-02	5.51	0.00	490	7		8.69	0.63	
Mar-02	4.45	15.38	449	13		5.80	-1.88	

Parity with VZ Retail



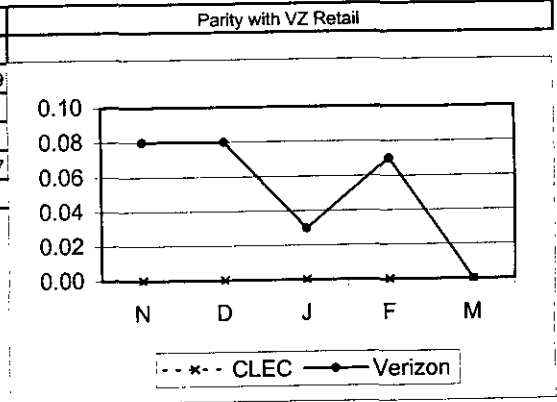
PR-6-03-2341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	5.60	0.00	554	4				
Dec-01	6.36	200.00	519	1				
Jan-02	7.15	33.33	713	3				
Feb-02	7.96	14.29	490	7		10.30	-0.61	
Mar-02	4.90	0.00	449	13		6.07	0.81	

No Standard

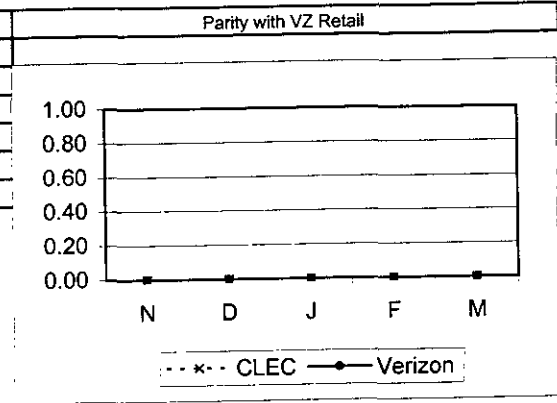


Complex Services - 2 Wire Digital cont...
 PR-8 - Open Orders in a Hold Status

PR-8-01-2341	% Open Orders in a Hold Status > 30 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.08	0.00	2567	10		0.90	0.09
Dec-01	0.08	0.00	2560	3		1.63	
Jan-02	0.03	0.00	3200	5		0.78	
Feb-02	0.07	0.00	1413	8		0.94	0.07
Mar-02	0.00	0.00	3590	37			



PR-8-02-2341	% Open Orders in a Hold Status > 90 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.00	0.00	2567	10		0.00	
Dec-01	0.00	0.00	2560	3		0.00	
Jan-02	0.00	0.00	3200	5		0.00	
Feb-02	0.00	0.00	1413	8			
Mar-02	0.00	0.00	3590	37			



Complex Services - 2 Wire xDSL

PR-1 - Average Interval Offered

PR-1-01-2342	Average Interval Offered - Total No Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	6.13	#N/A	31		28.81			
Dec-01	1.15	#N/A	13		1.21			
Jan-02	1.96	#N/A	23		1.52			

This submetric is no longer reported.

PR-1-02-2342	Average Interval Offered - Total Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	4.67	#N/A	3		1.53			
Dec-01	2.00	#N/A	2		1.41			
Jan-02	#N/A	#N/A						

This submetric is no longer reported.

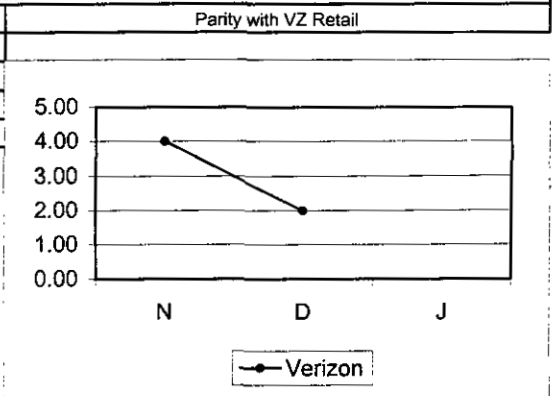
PR-2 - Average Completed Interval

PR-2-01-2342	Average Interval Completed - Total No Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	29.89	#N/A	18		58.91			
Dec-01	0.90	#N/A	10		0.88			
Jan-02	1.43	#N/A	14		1.16			

This submetric is no longer reported.

Complex Services - 2 Wire xDSL cont...
PR-2 - Average Completed Interval cont...

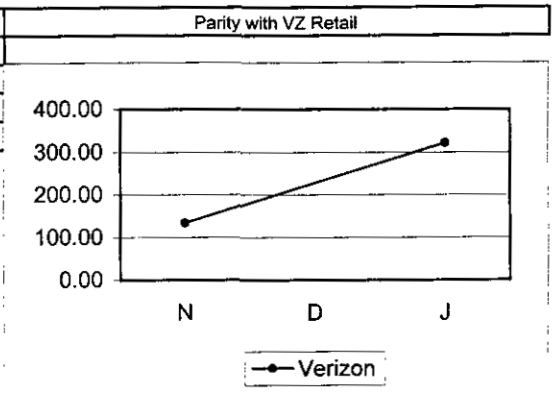
PR-2-02-2342	Average Interval Completed - Total Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	4.00	#N/A	2		1.41		
Dec-01	2.00	#N/A	2		1.41		
Jan-02	#N/A	#N/A					



This submetric is no longer reported.

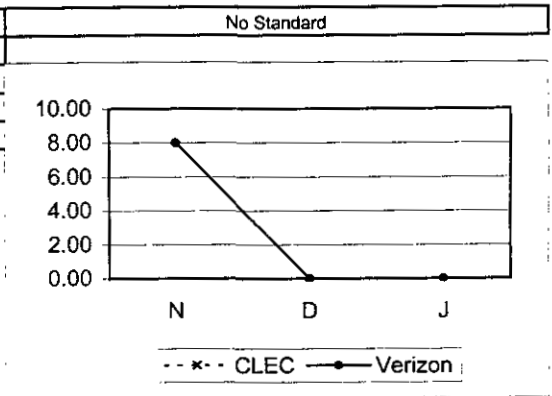
PR-4 - Missed Appointment

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



This submetric is no longer reported.

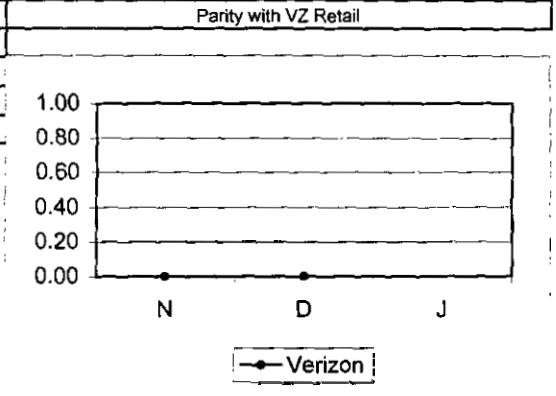
PR-4-03-2342	% Missed Appt. - Customer						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.00	#N/A	25				
Dec-01	0.00	#N/A	16				
Jan-02	0.00	#N/A	15				



This submetric is no longer reported.

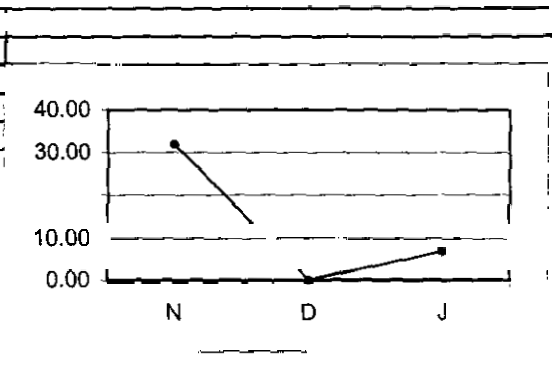
Complex Services - 2 Wire xDSL cont...
PR-4 - Missed Appointment cont...

PR-4-04-2342	% Missed Appt. - VZ - Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.00	#N/A	3				
Dec-01	0.00	#N/A	4				
Jan-02	#N/A	#N/A					



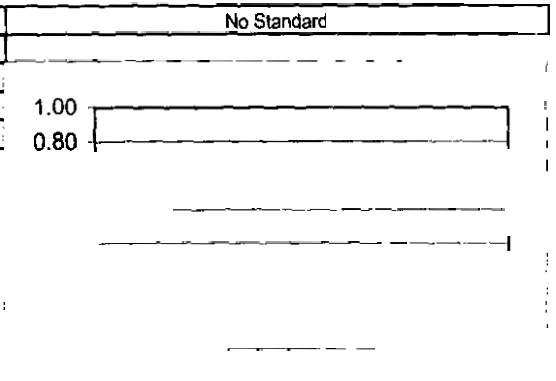
This submetric is no longer reported.

PR-4-04-2342	% Missed Appt. - VZ - Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	31.82	#N/A	22				
Dec-01	0.00	#N/A	12				
Jan-02	6.67	#N/A	15				

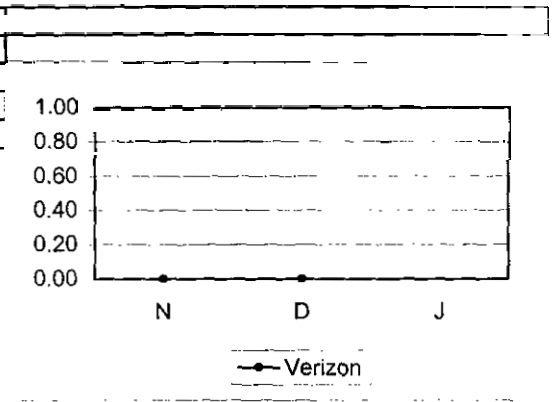


This submetric is no longer reported.

PR-4-08-2342	% Missed Appt. - Customer - Due to Late Order Confirmation						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		#N/A					
Dec-01		#N/A					
Jan-02		#N/A					



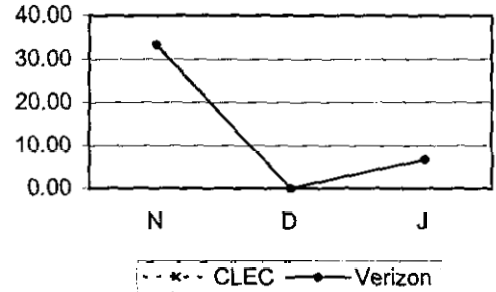
PR-4-04-2342	% Missed Appt. - VZ - Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.00	#N/A	3				
Dec-01	0.00	#N/A	2				
Jan-02	#N/A	#N/A					



This submetric is no longer reported.

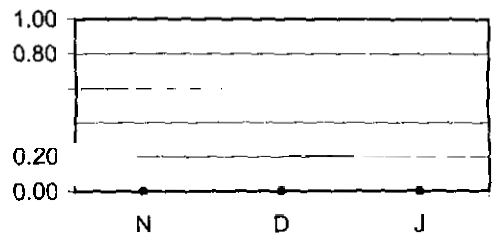
Complex Services - 2 Wire xDSL cont...							
PR-4 - Missed Appointment cont...							
PR-4-11-2342	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - No Dispatch						Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	33.33	#N/A	21				
Dec-01	0.00	#N/A	10				
Jan-02	6.67	#N/A	15				

This submetric is no longer reported.



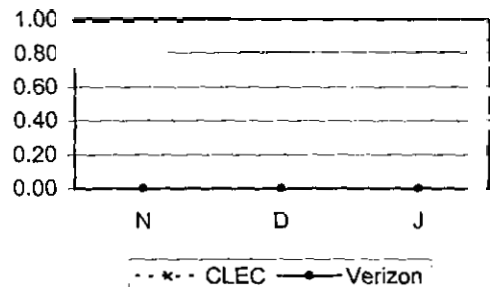
Parity with VZ Retail							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.00	#N/A	25				
Dec-01	0.00	#N/A	16				
Jan-02	0.00	#N/A	15				

This submetric is no longer reported



	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.00	#N/A	25				
Dec-01	0.00	#N/A	16				
Jan-02	0.00	#N/A	15				

This submetric is no longer reported.

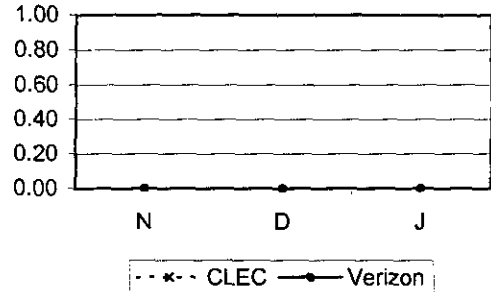


Complex Services - 2 Wire xDSL cont...

PR-5 - Facility Missed Orders cont...

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

Parity with VZ Retail

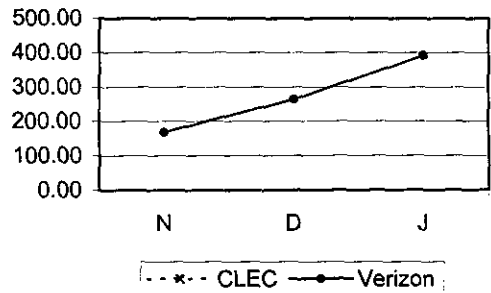


This submetric is no longer reported.

PR-6 - Installation Quality

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

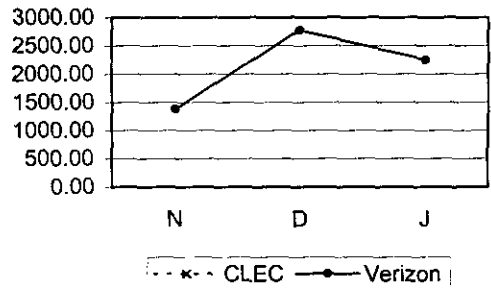
Parity with VZ Retail



This submetric is no longer reported.

PR-6-03-2342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	1384.21	#N/A	19				
Dec-01	2772.73	#N/A	11				
Jan-02	2245.45	#N/A	11				

No Standard

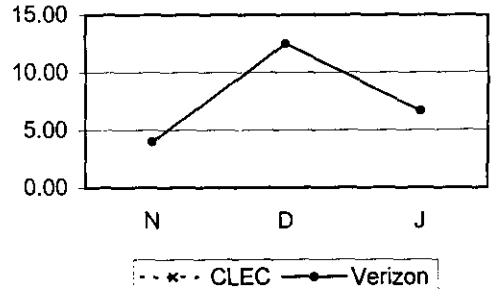


This submetric is no longer reported.

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

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

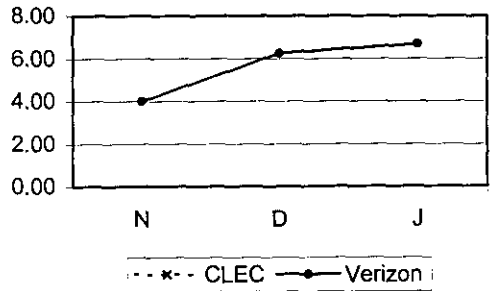
Parity with VZ Retail



This submetric is no longer reported.

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

Parity with VZ Retail



This submetric is no longer reported.

POTS & Complex Aggregate

PR-1 - Average Interval Offered

PR-1-10-2103	Average Interval Offered - Disconnects - No Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	3.54	1.17	50730	3859	5.25	0.09	27.03	
Dec-01	3.78	1.34	44857	3530	5.27	0.09	26.49	
Jan-02	3.32	1.58	56347	3428	5.78	0.10	17.11	

This submetric is no longer reported. A new submetric, PR-1-12, replaces this one and is reported below.

PR-1-11-2103	Average Interval Offered - Disconnects - Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	4.76	4.83	216	6	6.03	2.50		
Dec-01	4.00	2.50	177	10	4.19	1.36		1.10
Jan-02	5.19	8.29	253	7	4.28	1.64		

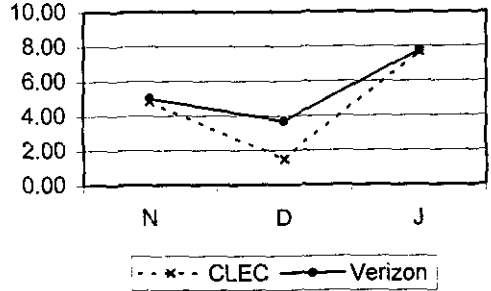
This submetric is no longer reported. A new submetric, PR-1-12, replaces this one and is reported below.

PR-2 - Average Completed Interval

PR-2-10-2103	Average Interval Completed - Disconnects - No Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	3.28	1.19	46515	3568	5.45	0.09	22.08	
Dec-01	3.45	1.25	40494	3385	5.22	0.09	23.56	
Jan-02	2.90	1.34	51884	3269	4.68	0.08	18.48	

This submetric is no longer reported. A new submetric, PR-2-18, replaces this one and is reported below.

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



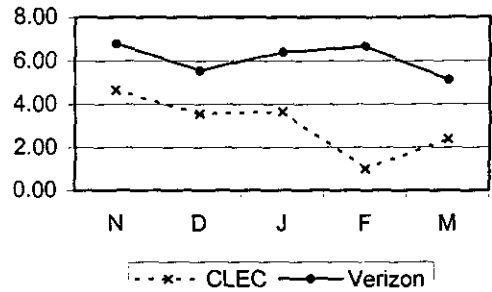
This submetric is no longer reported. A new submetric, PR-2-18, replaces this one and is reported below.

Special Services - Provisioning

PR-1 - Average Interval Offered

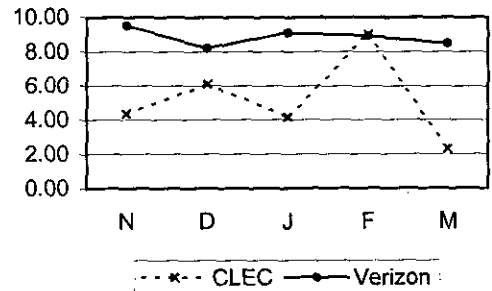
PR-1-01-2200	Average Interval Offered - Total No Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	6.79	4.66	420	32	10.88	2.00	1.07
Dec-01	5.56	3.57	630	23	5.61	1.19	1.67
Jan-02	6.39	3.65	554	20	10.22	2.33	1.18
Feb-02	6.66	1.00	519	17	9.10	2.24	2.52
Mar-02	5.12	2.38	623	26	4.86	0.97	2.82

Parity with VZ Retail



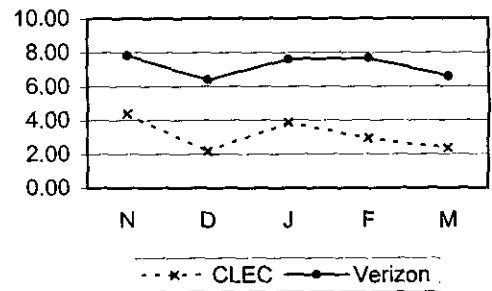
PR-1-02-2200	Average Interval Offered - Total Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	9.52	4.36	295	14	9.23	2.52	2.04
Dec-01	8.21	6.11	323	9	7.44	2.51	
Jan-02	9.11	4.17	314	6	8.68	3.58	
Feb-02	8.91	9.00	341	8	7.76	2.78	-0.03
Mar-02	8.46	2.33	414	6	8.17	3.36	1.82

Parity with VZ Retail



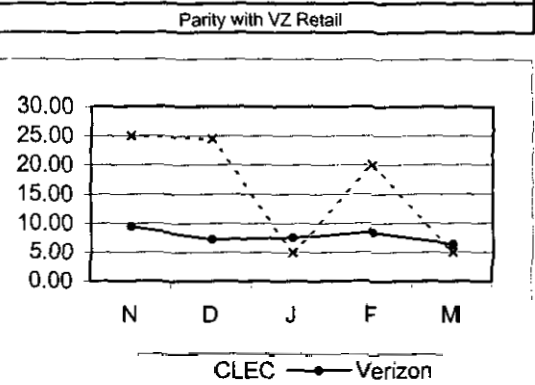
PR-1-05-2210	Average Interval Offered - DS0						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	7.83	4.39	483	38	11.41	1.92	1.79
Dec-01	6.38	2.19	729	27	6.20	1.22	3.45
Jan-02	7.61	3.88	587	16	10.90	2.76	1.35
Feb-02	7.66	2.95	585	20	9.50	2.16	2.18
Mar-02	6.60	2.36	616	25	7.05	1.44	2.95

Parity with VZ Retail

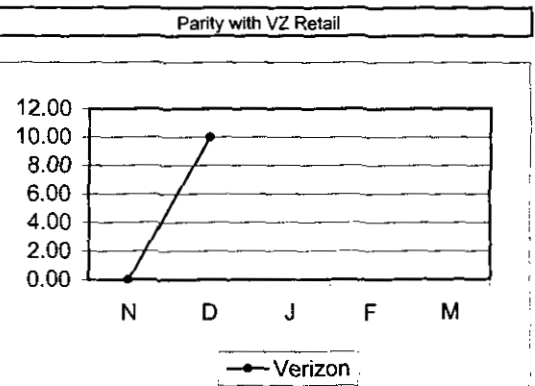


Special Services - Provisioning cont...
PR-1 - Average Interval Offered cont...

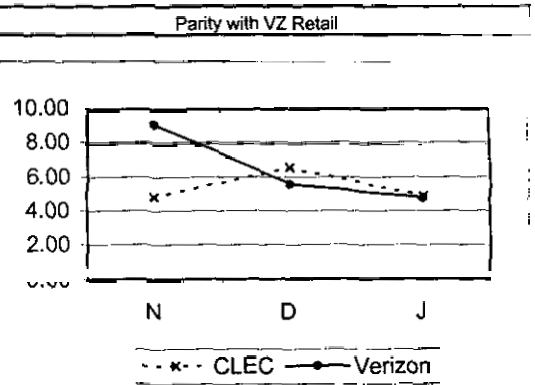
PR-1-07-2211	Average Interval Offered - DS1						
VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	9.44	25.00	181	1	7.76	7.78	
Dec-01	7.24	24.50	172	2	7.45	5.30	
Jan-02	7.61	5.00	213	1	7.29	7.31	
Feb-02	8.46	20.00	200	1	7.04	7.06	
Mar-02	6.35	5.00	365	2	5.95	4.22	



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

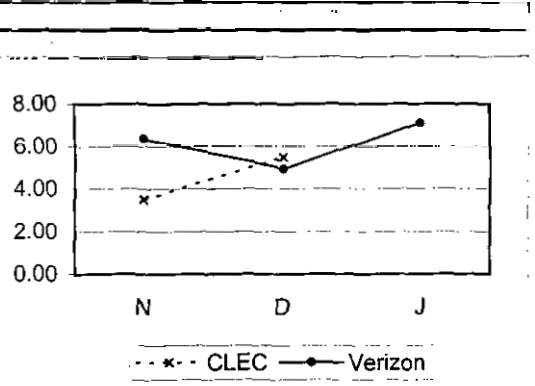


	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	9.04	4.83	1643	12	11.84	3.43	1.23
Dec-01	5.58	6.56	384	43	6.43	1.03	-0.95
Jan-02	4.77	4.88	417	25	5.44	1.12	-0.24 (P)



This submetric is no longer reported. A new submetric, PR-1-12, replaces this one and is reported below.

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	6.37	3.50	131	2	4.10	2.92	
Dec-01	4.94	5.50	52	4	3.63	1.88	
Jan-02	7.10	#N/A	83		21.28		

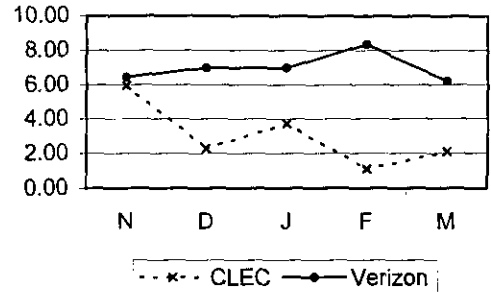


This submetric is no longer reported. A new submetric, PR-1-12, replaces this one and is reported below.

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

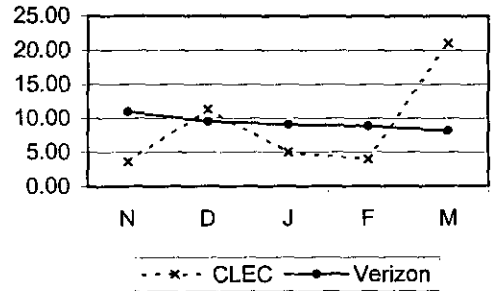
PR-2-01-2200	Average Interval Completed - Total No Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	6.44	5.96	264	24	7.77	1.66	0.29
Dec-01	6.99	2.31	302	13	8.49	2.40	1.95
Jan-02	6.99	3.75	297	16	14.23	3.65	0.89
Feb-02	8.35	1.08	294	12	12.55	3.70	1.97
Mar-02	6.20	2.10	391	20	4.69	1.08	3.81

Parity with VZ Retail



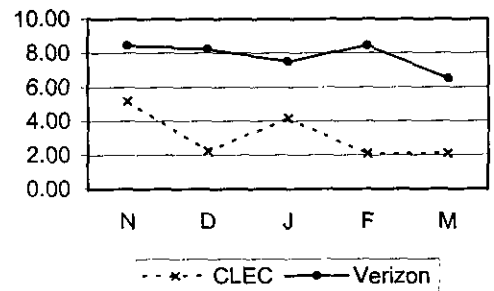
PR-2-02-2200	Average Interval Completed - Total Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	11.01	3.60	183	10	13.70	4.45	1.67
Dec-01	9.56	11.33	236	3	11.03	6.41	
Jan-02	9.11	5.00	228	4	7.96	4.01	
Feb-02	8.88	4.00	199	7	7.30	2.81	1.74
Mar-02	8.19	21.00	272	7	6.50	2.49	-5.15

Parity with VZ Retail



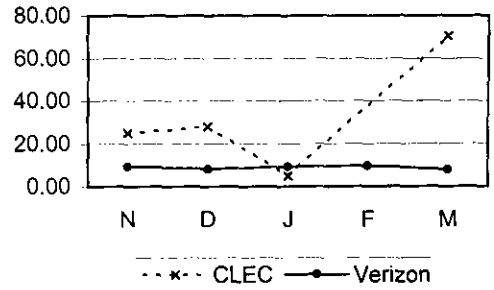
PR-2-06-2210	Average Interval Completed - DSO						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	8.44	5.18	290	28	12.50	2.47	1.32
Dec-01	8.23	2.23	382	13	10.04	2.83	2.12
Jan-02	7.50	4.18	344	11	12.76	3.91	0.85
Feb-02	8.44	2.07	329	15	12.32	3.25	1.96
Mar-02	6.48	2.10	397	21	6.08	1.36	3.22

Parity with VZ Retail



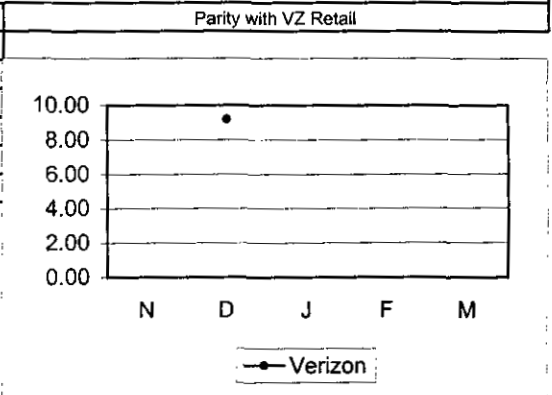
PR-2-07-2211	Average Interval Completed - DS1						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	9.46	25.00	119	1	6.95	6.98	
Dec-01	8.27	28.00	112	1	9.20	9.24	
Jan-02	9.36	5.00	139	1	10.54	10.58	
Feb-02	9.70	#N/A	130		6.27		
Mar-02	7.91	70.50	238	2	4.43	3.15	-19.90

Parity with VZ Retail

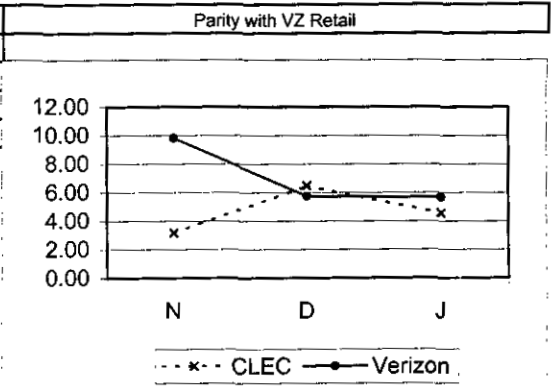


Special Services - Provisioning cont...
PR-2 - Average Completed Interval cont...

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

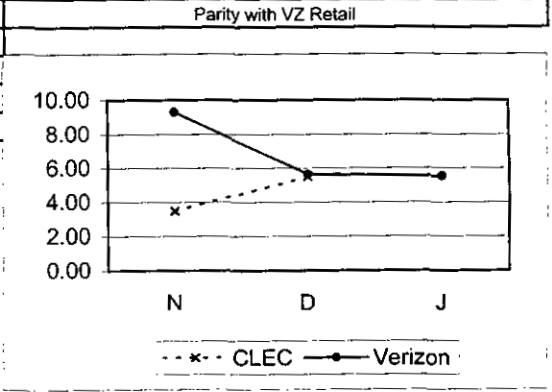


PR-2-10-2200	Average Interval Completed - Disconnects - No Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	9.83	3.17	1520	6	13.15	5.38	
Dec-01	5.76	6.50	204	34	6.19	1.15	-0.65
Jan-02	5.66	4.57	293	14	6.93	1.90	0.57



This submetric is no longer reported. A new submetric, PR-2-18, replaces this one and is reported below.

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



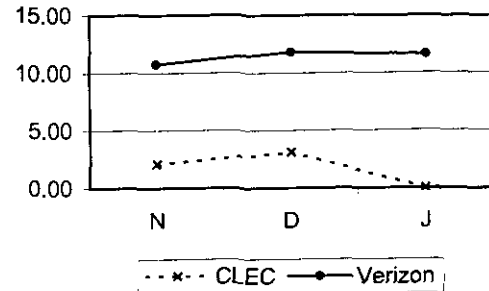
This submetric is no longer reported. A new submetric, PR-2-18, replaces this one and is reported below.

Special Services - Provisioning cont...

PR-4 - Missed Appointments

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

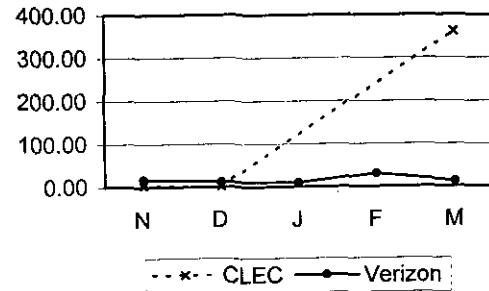
Parity with VZ Retail



This submetric is now disaggregated among Specials and is not comparable to the old submetric. The new submetrics are reported below.

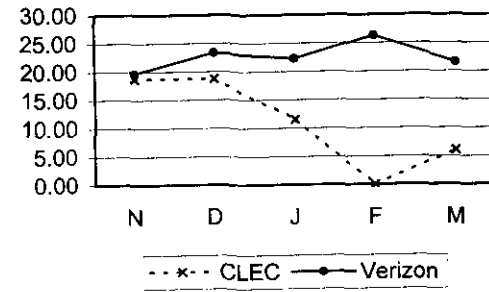
PR-4-02-2200	Average Delay Days - Total						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	17.00	3.00	71	1	64.80	65.25	
Dec-01	12.07	1.00	99	1	25.43	25.56	
Jan-02	9.54	#N/A	92		16.70		
Feb-02	30.01	#N/A	100		95.43		
Mar-02	12.19	362.00	177	1	63.62	63.80	-5.48

Parity with VZ Retail



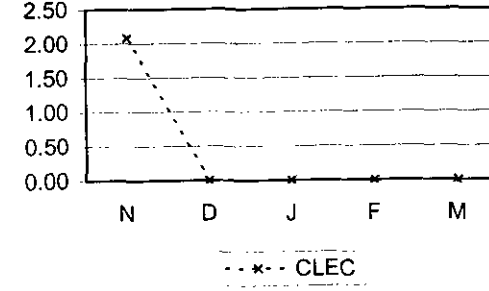
PR-4-03-2200	% Missed Appt. - Customer						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	19.70	18.75	660	48			
Dec-01	23.36	18.75	839	32			
Jan-02	22.32	11.54	793	26			
Feb-02	26.28	0.00					
Mar-02	21.55	6.06					

No Standard



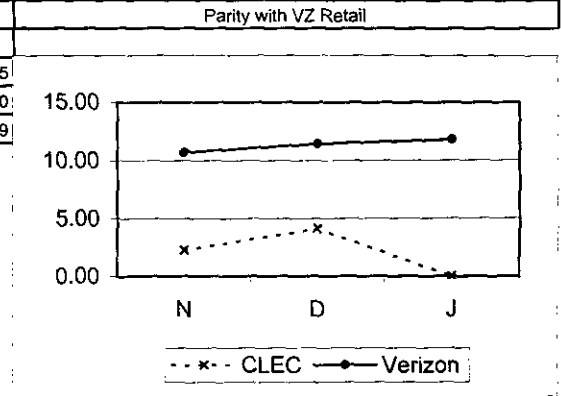
PR-4-08-2200	% Missed Appt. - Customer - Due to Late Order Confirmation						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		2.08		48			
Dec-01		0.00		32			
Jan-02		0.00		26			
Feb-02		0.00		22			
Mar-02		0.00		33			

No Standard



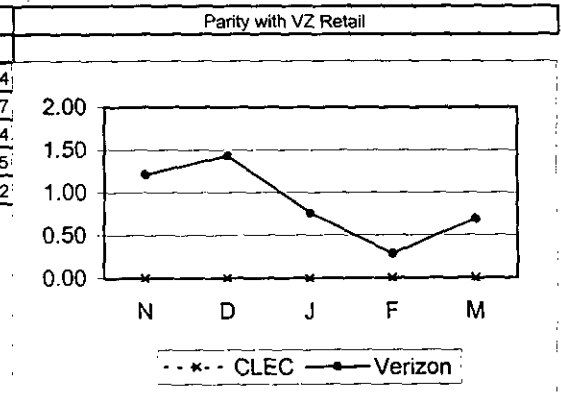
Special Services - Provisioning cont...							
PR-4 - Missed Appointments cont...							
PR-4-09-2200	% Missed Appt. - VZ - Standard Interval (W Coded) Orders -Total						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	10.71	2.27	616	44		4.83	1.75
Dec-01	11.44	4.17	769	24		6.60	1.10
Jan-02	11.78	0.00	747	22		6.97	1.69

This submetric is no longer reported.

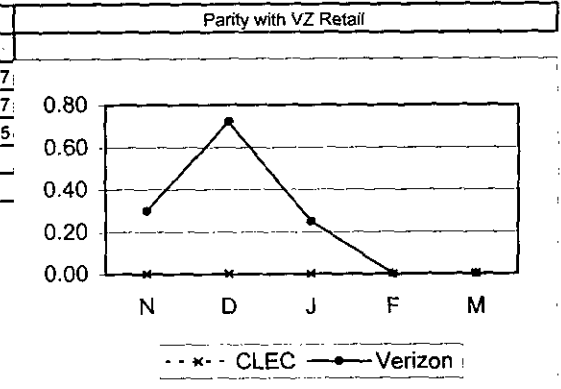


PR-5- Facility Missed Orders

PR-5-01-2200 % Missed Appointment - Verizon - Facilities							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	1.21	0.00	660	48		1.63	0.74
Dec-01	1.43	0.00	839	32		2.14	0.67
Jan-02	0.76	0.00	793	26		1.73	0.44
Feb-02	0.28	0.00	355	8		1.89	0.15
Mar-02	0.69	0.00	435	7		3.15	0.22

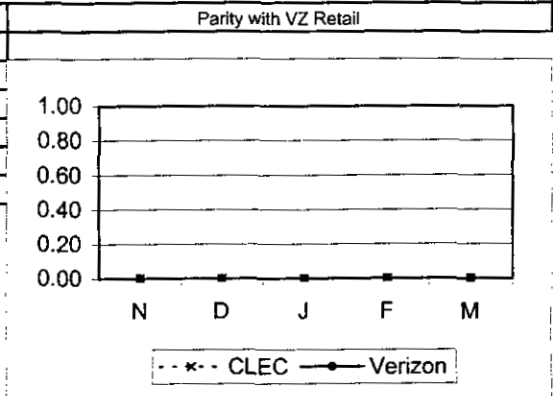


PR-5-02-2200 % Orders Held for Facilities > 15 Days							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.30	0.00	660	48		0.82	0.37
Dec-01	0.72	0.00	839	32		1.52	0.47
Jan-02	0.25	0.00	793	26		1.00	0.25
Feb-02	0.00	0.00	355	8			
Mar-02	0.00	0.00	435	7			



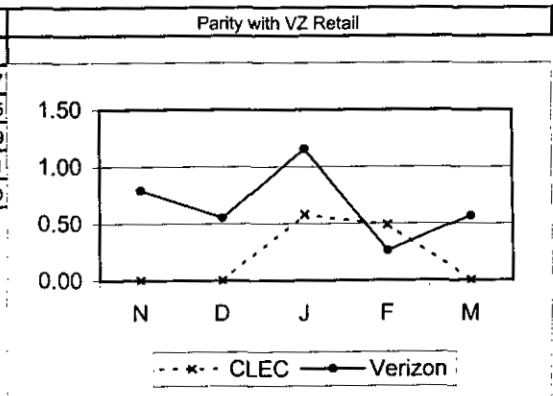
Special Services - Provisioning cont...
PR-5- Facility Missed Orders cont...

PR-5-03-2200	% Orders Held for Facilities > 60 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.00	0.00	660		48		0.00
Dec-01	0.00	0.00	839		32		0.00
Jan-02	0.00	0.00	793		26		0.00
Feb-02	0.00	0.00	355		8		
Mar-02	0.00	0.00	435		7		

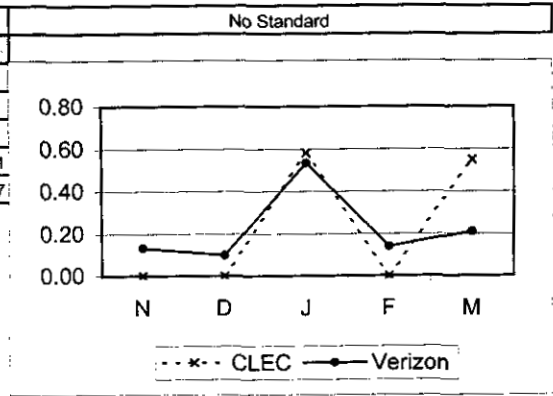


PR-6- Installation Quality

PR-6-01-2200	% Installation Troubles reported within 30 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.79	0.00	3023		395		1.67
Dec-01	0.55	0.00	7065		77		0.85
Jan-02	1.16	0.58	3366		172		0.69
Feb-02	0.26	0.49	4923		206		-0.61
Mar-02	0.57	0.00	4242		182		1.00



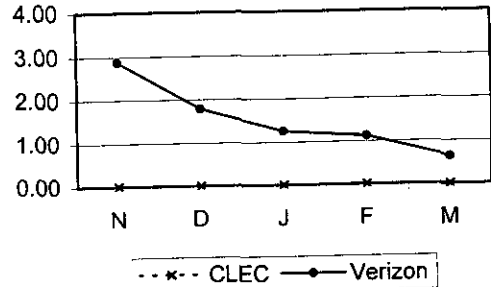
PR-6-03-2200	% Installation Troubles reported within 30 Days - FOK/TOK/CPE						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.13	0.00	3023		395		
Dec-01	0.10	0.00	7065		77		
Jan-02	0.53	0.58	3366		172		
Feb-02	0.14	0.00	4923		206		-0.61
Mar-02	0.21	0.55	4242		182		-0.97



Special Services - Provisioning cont...
PR-8 - Open Orders in a Hold Status

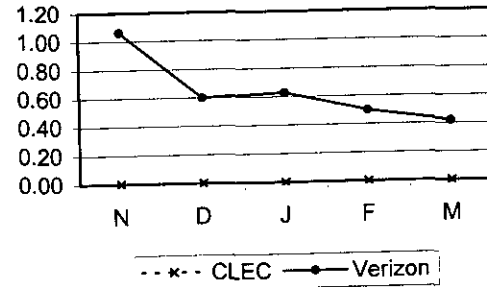
PR-8-01-2200	% Open Orders in a Hold Status > 30 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	2.88	0.00	660	48		2.50	1.15
Dec-01	1.79	0.00	839	32		2.39	0.75
Jan-02	1.26	0.00	793	26		2.22	0.57
Feb-02	1.12	0.00	803	22		2.27	0.49
Mar-02	0.63	0.00	956	33		1.40	0.45

Parity with VZ Retail

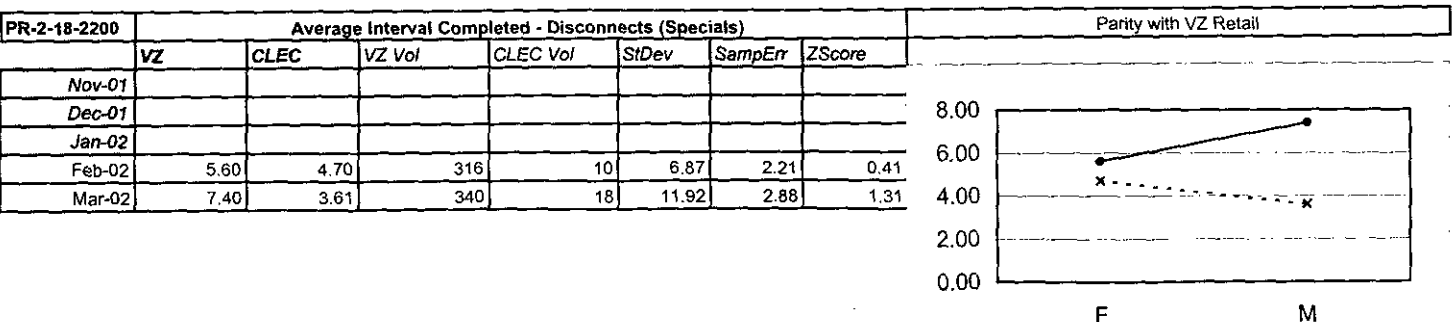
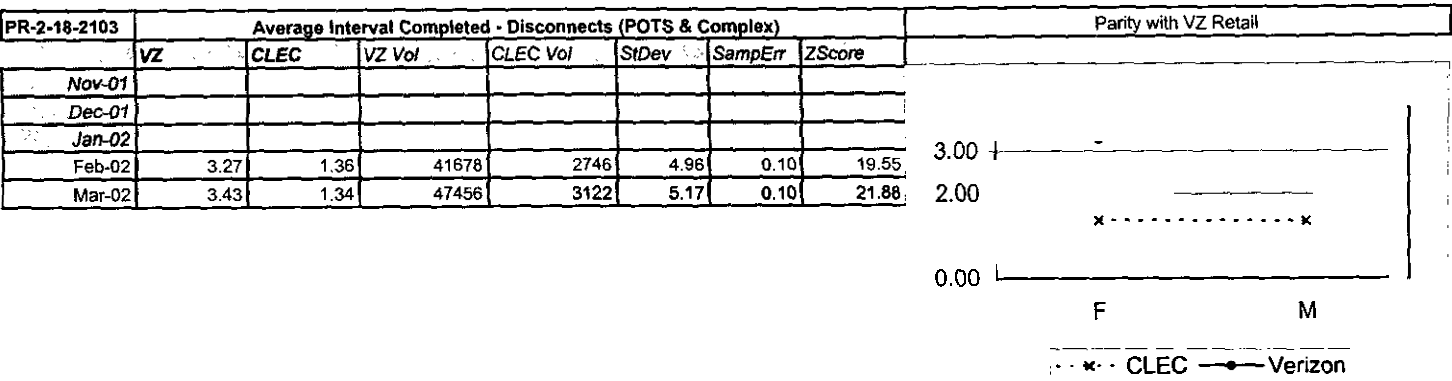
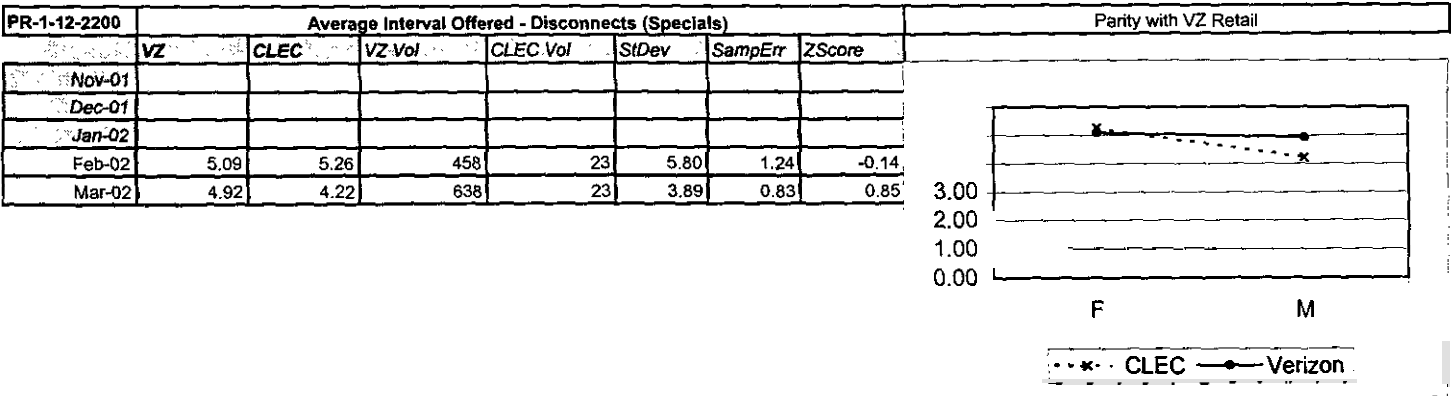
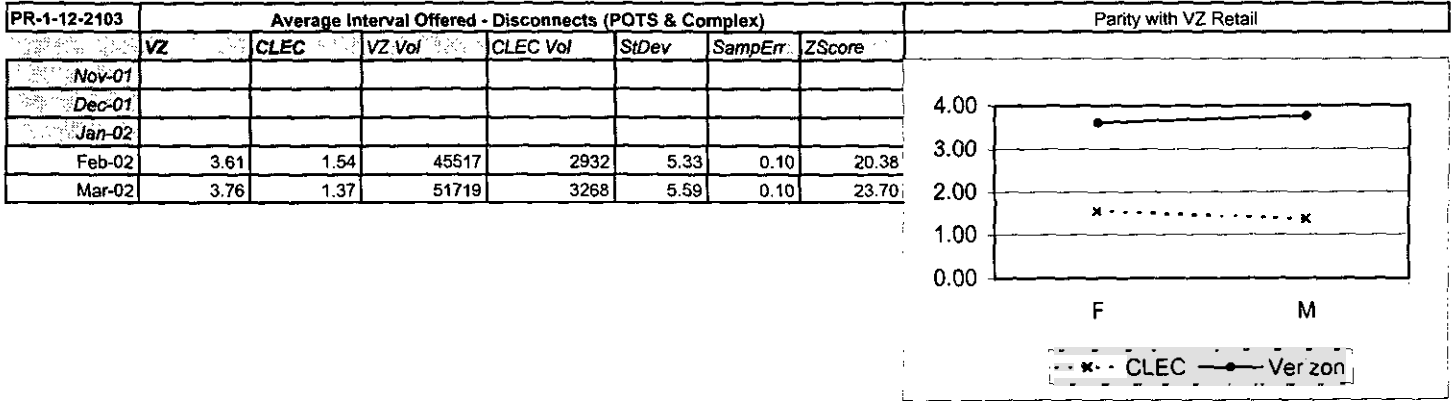


PR-8-02-2200	% Open Orders in a Hold Status > 90 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	1.06	0.00	660	48		1.53	0.69
Dec-01	0.60	0.00	839	32		1.39	0.43
Jan-02	0.63	0.00	793	26		1.58	0.40
Feb-02	0.50	0.00	803	22		1.52	0.33
Mar-02	0.42	0.00	956	33		1.15	0.37

Parity with VZ Retail



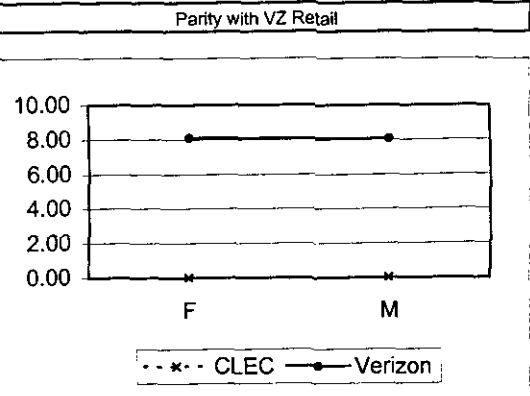
NEW METRICS/SUBMETRICS AS OF FEBURARY 2002 DATA MONTH



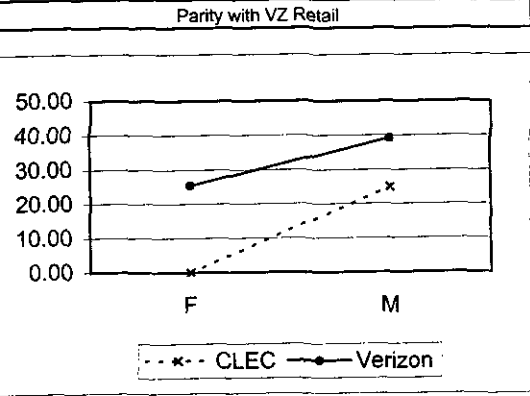
-- * -- CLEC — Verizon

NEW METRICS/SUBMETRICS cont...

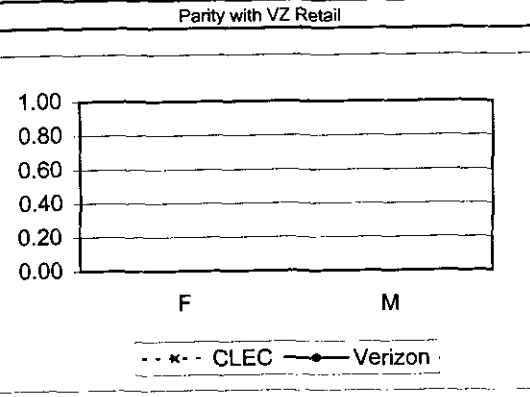
PR-4-01-2210	% Missed Appointment - Verizon - Total (DS0)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	8.10	0.00	543	16		6.92	1.17
Mar-02	8.05	0.00	584	24		5.67	1.42



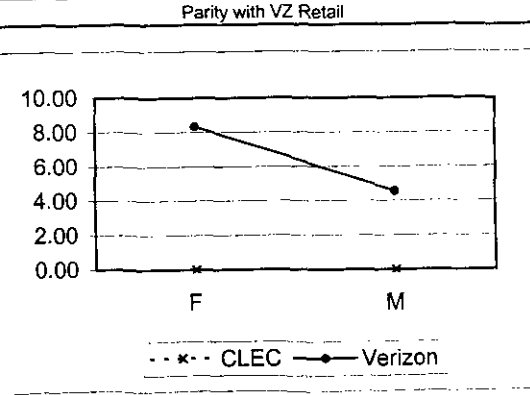
PR-4-01-2211	% Missed Appointment - Verizon - Total (DS1)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	25.50	0.00	200	2		30.97	0.82
Mar-02	39.02	25.00	328	4		24.54	0.57



PR-4-01-2213	% Missed Appointment - Verizon - Total (DS3)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	#N/A	#N/A					
Mar-02	#N/A	#N/A					



PR-4-01-2214	% Missed Appointment - Verizon - Total (Special Other)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	8.33	0.00	60	4		14.27	0.58
Mar-02	4.55	0.00	44	5		9.84	0.46



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.