

APPENDIX D

Verizon - VA

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

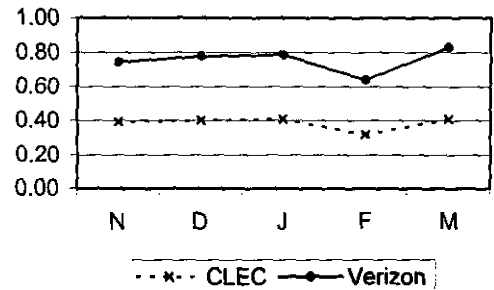
**CLEC Aggregate Performance
 Resale (Maintenance) - POTS/Special Services**

POTS - Maintenance

MR-2 - Trouble Report Rate

MR-2-02-2100	Network Trouble Report Rate - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.74	0.39	3148853	126763		0.02	14.20
Dec-01	0.78	0.40	3133809	124712		0.03	14.74
Jan-02	0.79	0.41	3116047	122965		0.03	14.64
Feb-02	0.64	0.32	3099882	123472		0.02	13.74
Mar-02	0.83	0.41	3082228	126002		0.03	16.38

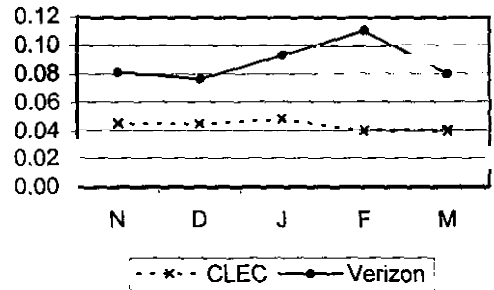
Parity with VZ Retail



For MR-2-02 and MR-2-03, 2 Wire xDSL Loops and Line Sharing exclude Installation Troubles.

MR-2-03-2100	Network Trouble Report Rate - Central Office						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.08	0.04	3148853	126763		0.01	4.46
Dec-01	0.08	0.04	3133809	124712		0.01	3.98
Jan-02	0.09	0.05	3116047	122965		0.01	5.07
Feb-02	0.11	0.04	3099882	123472		0.01	7.42
Mar-02	0.08	0.04	3082228	126002		0.01	4.34

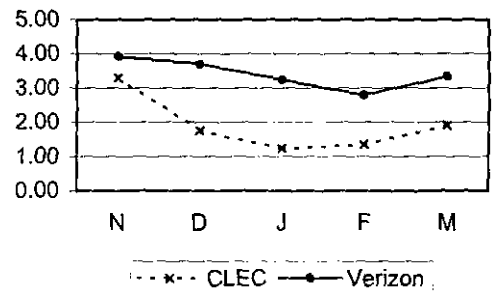
Parity with VZ Retail



For MR-2-02 and MR-2-03, 2 Wire xDSL Loops and Line Sharing exclude Installation Troubles.

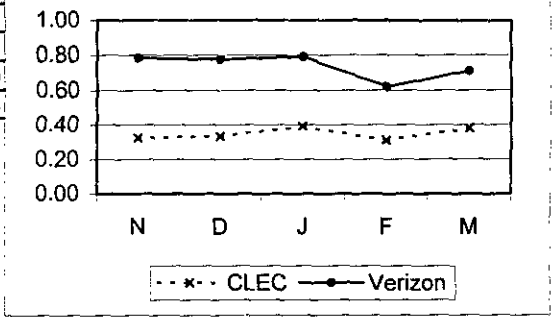
MR-2-04-2100	% Subsequent Reports						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	3.92	3.30	27021	575			
Dec-01	3.70	1.76	27783	569			
Jan-02	3.24	1.23	28295	570			
Feb-02	2.79	1.34					
Mar-02	3.34	1.91					

No Standard



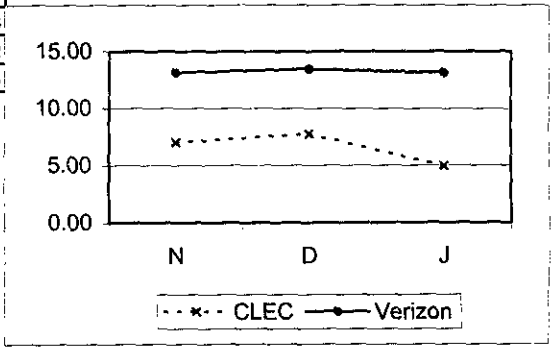
POTS - Maintenance cont...
MR-2 - Trouble Report Rate cont...

MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.78	0.32	3148853	126763				
Dec-01	0.78	0.34	3133809	124712				
Jan-02	0.79	0.39	3116047	122965				
Feb-02	0.62	0.31	3099882	123472		0.02	13.60	
Mar-02	0.71	0.38	3082228	126002		0.02	13.94	



MR-3 - Missed Repair Appointments

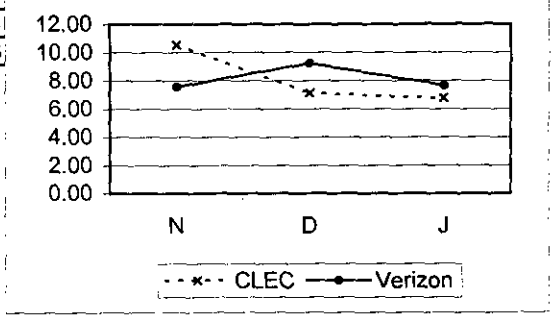
MR-3-01-2100	% Missed Repair Appointment - Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	13.17	7.01	23399	499		1.53	4.03	
Dec-01	13.48	7.75	24351	503		1.54	3.72	
Jan-02	13.14	4.96	24483	504		1.52	5.38	



Metric MR-3 has a No Access Rule, which excludes records where Verizon dispatches a technician prior to the appointment date and encounters a No Access situation.

This submetric has a new product disaggregation making it not comparable to the old submetric. The new submetrics are reported below.

MR-3-02-2100	% Missed Repair Appointment - Central Office							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	7.57	10.53	2564	57		3.54	-0.84	
Dec-01	9.24	7.14	2403	56		3.91	0.54	
Jan-02	7.67	6.78	2895	59		3.50	0.25	



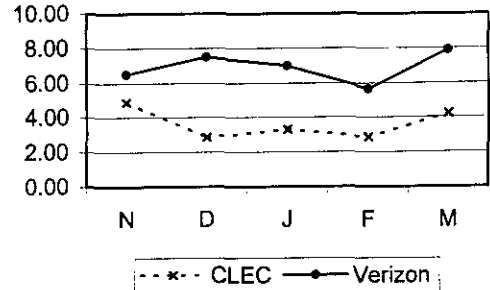
This submetric has a new product disaggregation making it not comparable to the old submetric. The new submetrics are reported below.

POTS - Maintenance cont...

MR-3 - Missed Repair Appointments cont...

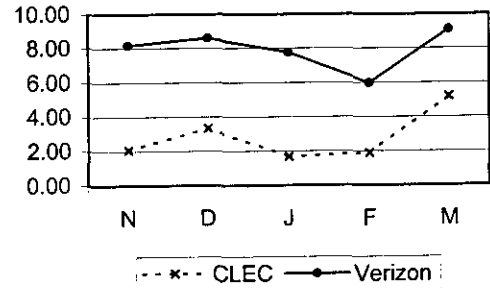
MR-3-03-2100	% Missed Repair Appointment — CPE /TOK/FOK						ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	
Nov-01	6.52	4.88	24630	410			
Dec-01	7.51	2.87	24316	418			
Jan-02	7.00	3.31	24627	484			
Feb-02	5.66	2.87	19216	383		1.19	2.34
Mar-02	7.89	4.21	22023	475		1.25	2.94

No Standard



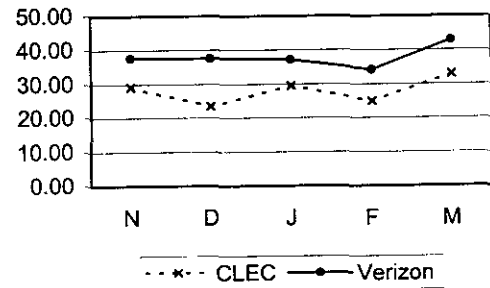
MR-3-04-2100	% Missed Repair Appointment — No Double Dispatch						ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	
Nov-01	8.16	2.07	17936	434		1.33	4.58
Dec-01	8.59	3.36	18710	447		1.34	3.90
Jan-02	7.76	1.69	19015	474		1.24	4.88
Feb-02	5.98	1.90	16793	369		1.25	3.27
Mar-02	9.10	5.21	20479	461		1.35	2.87

Parity with VZ Retail



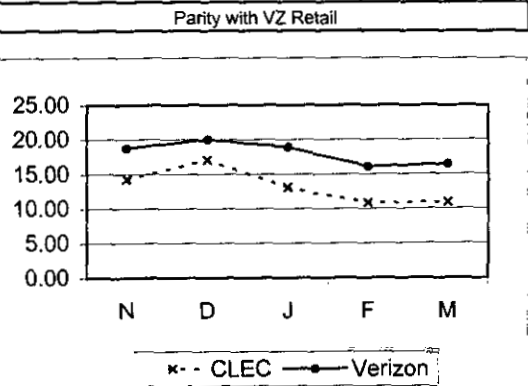
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch						ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	
Nov-01	37.66	29.11	3914	79		5.51	1.55
Dec-01	37.58	23.47	4590	98		4.94	2.85
Jan-02	37.19	29.58	4334	71		5.78	1.32
Feb-02	34.17	25.00	3562	60		6.17	1.49
Mar-02	42.86	32.93	4321	82		5.52	1.80

Parity with VZ Retail

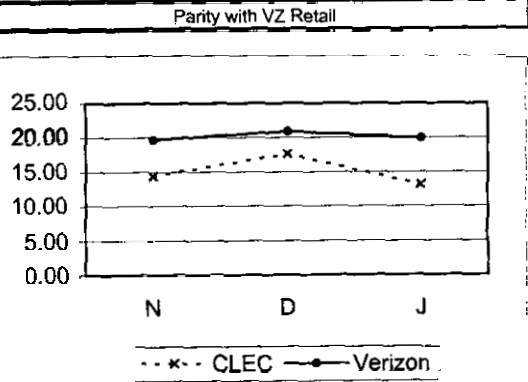


POTS - Maintenance cont...
MR-4 - Trouble Duration Intervals

MR-4-01-2100	Mean Time To Repair - Total						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	18.73	14.26	25963	556	23.26	1.00	4.49
Dec-01	19.99	17.05	26754	559	24.48	1.05	2.81
Jan-02	18.84	13.10	27378	583	26.15	1.11	5.18
Feb-02	16.08	10.86	23143	442	27.09	1.30	4.01
Mar-02	16.40	10.91	28091	565	23.03	0.98	5.60

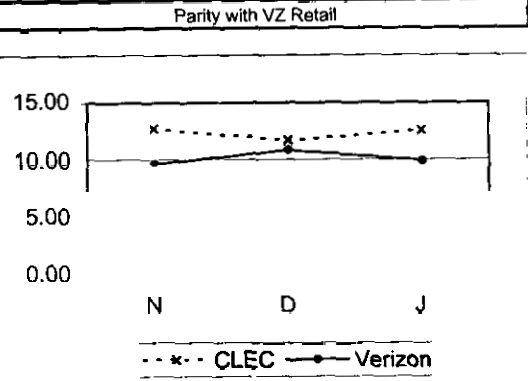


MR-4-02-2100	Mean Time to Repair - Loop Trouble						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	19.73	14.43	23399	499	23.44	1.06	5.00
Dec-01	20.89	17.64	24351	503	24.80	1.12	2.91
Jan-02	19.90	13.16	24483	504	26.93	1.21	5.57



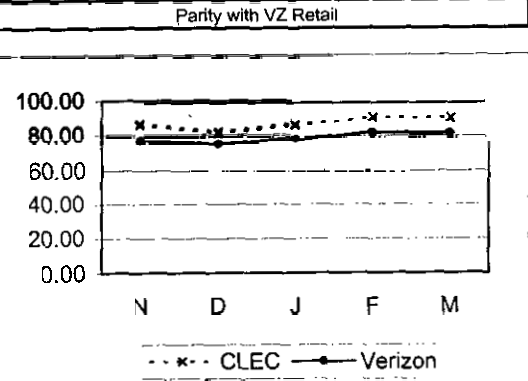
This submetric has a new product disaggregation making it not comparable to the old submetric. The new submetrics are reported below.

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



This submetric has a new product disaggregation making it not comparable to the old submetric. The new submetrics are reported below.

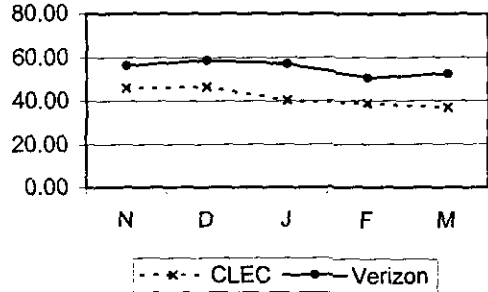
MR-4-04-2100	% Cleared (all troubles) within 24 Hours						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	76.52	86.51	25963	556	1.82	1.82	5.50
Dec-01	74.58	81.75	26754	559	1.86	1.86	3.85
Jan-02	77.95	86.86	27378	563	1.77	1.77	5.05
Feb-02	82.27	91.40	23143	442	1.83	1.83	4.98
Mar-02	81.84	91.33	28091	565	1.64	1.64	5.79



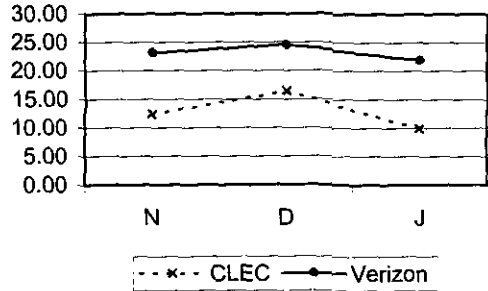
POTS - Maintenance cont...

MR-4 - Trouble Duration Intervals cont...

MR-4-07-2100	% Out of Service > 12 hours							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	56.28	45.97	15475	459		2.35	4.39	
Dec-01	58.76	46.54	15964	462		2.32	5.26	
Jan-02	57.15	40.28	16204	422		2.44	6.91	
Feb-02	50.62	38.73	13489	346		2.72	4.37	
Mar-02	52.45	36.82	17008	421		2.46	6.34	



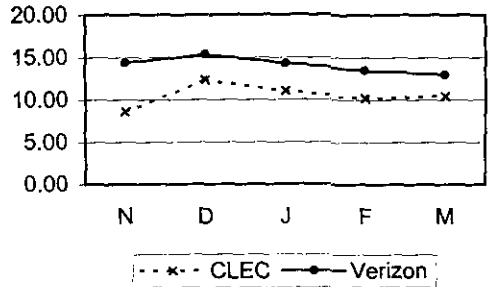
MR-4-08-2100	% Out of Service > 24 Hours							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	23.13	12.42	15475	459		2.00	5.36	
Dec-01	24.56	16.45	15964	462		2.03	3.99	
Jan-02	21.90	9.95	16204	422		2.04	5.86	



This submetric has a new product disaggregation making it not comparable to the old submetric. The new submetrics are reported below.

MR-5 - Repeat Trouble Reports

MR-5-01-2100	% Repeat Reports within 30 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	14.37	8.63	25963	556		1.50	3.82	
Dec-01	15.32	12.34	26754	559		1.54	1.94	
Jan-02	14.29	11.01	27378	563		1.49	2.20	
Feb-02	13.49	10.18	23143	442		1.64	2.02	
Mar-02	13.01	10.44	28091	565		1.43	1.80	

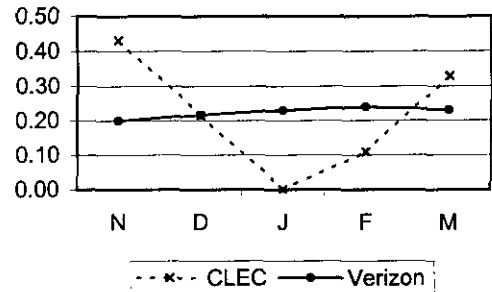


Complex Services - 2 Wire Digital

MR-2 - Trouble Report Rate

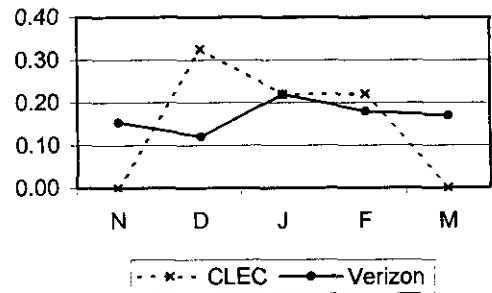
MR-2-02-2341	Network Trouble Report Rate - Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.20	0.43	48829	928		0.15	-1.55
Dec-01	0.22	0.22	48820	923		0.15	0.00
Jan-02	0.23	0.00	48688	911		0.16	1.44
Feb-02	0.24	0.11	48543	910		0.16	0.80
Mar-02	0.23	0.33	48299	920		0.16	-0.59

Parity with VZ Retail



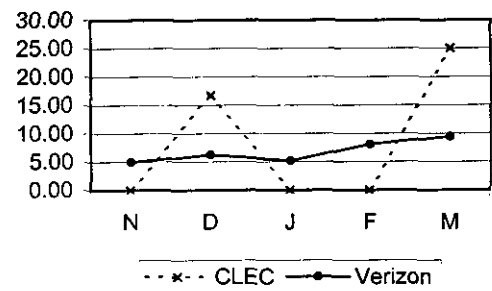
MR-2-03-2341	Network Trouble Report Rate - Central Office						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.15	0.00	48829	928		0.13	1.18
Dec-01	0.12	0.33	48820	923		0.12	-1.77
Jan-02	0.22	0.22	48688	911		0.16	0.00
Feb-02	0.18	0.22	48543	910		0.14	-0.27
Mar-02	0.17	0.00	48299	920		0.14	1.22

Parity with VZ Retail



MR-2-04-2341	% Subsequent Reports						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	4.95	0.00	182	4			
Dec-01	6.25	16.67	176	6			
Jan-02	5.19	0.00	231	2			
Feb-02	8.07	0.00					
Mar-02	9.43	25.00					

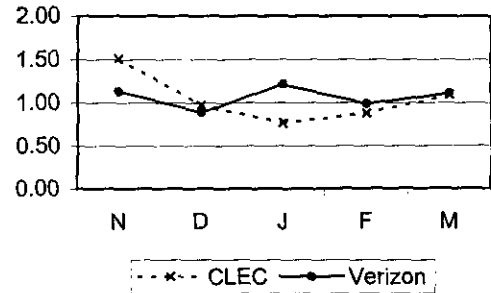
No Standard



Complex Services - 2 Wire Digital cont...

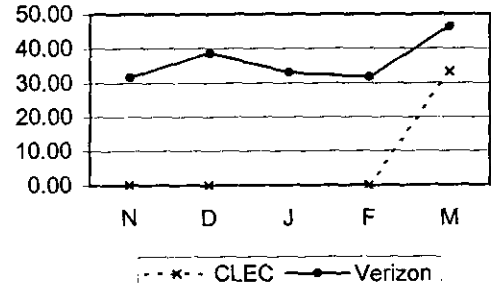
MR-2 - Trouble Report Rate cont...

MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	1.14	1.51	48829	928				
Dec-01	0.89	0.98	48820	923				
Jan-02	1.21	0.77	48688	911				
Feb-02	0.99	0.88	48543	910		0.33	0.34	
Mar-02	1.11	1.09	48299	920		0.35	0.07	

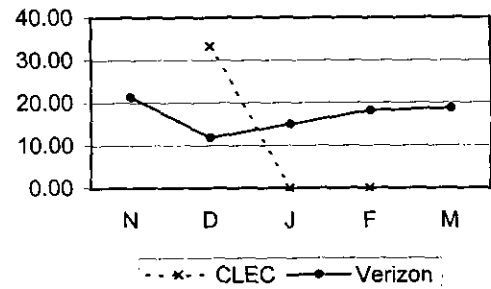


MR-3 - Missed Repair Appointments

MR-3-01-2341	% Missed Repair Appointment - Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	31.63	0.00	98	4		23.72		
Dec-01	38.68	0.00	106	2		34.76		
Jan-02	33.04	#N/A	112					
Feb-02	31.62	0.00	117	1		46.70	0.68	
Mar-02	46.43	33.33	112	3		29.18	0.45	



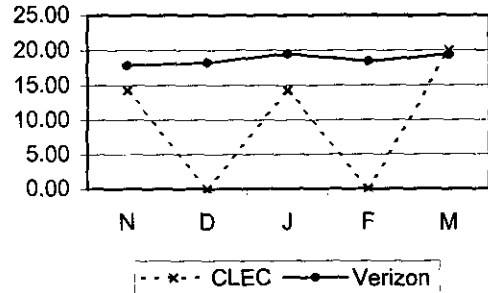
MR-3-02-2341	% Missed Repair Appointment - Central Office							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	21.33	#N/A	75					
Dec-01	11.86	33.33	59	3		19.14		
Jan-02	14.95	0.00	107	2		25.45		
Feb-02	18.18	0.00	88	2		27.58	0.66	
Mar-02	18.75	#N/A	80					



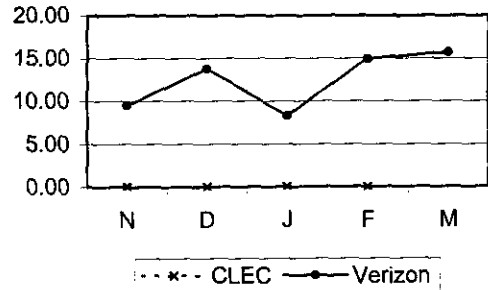
Complex Services - 2 Wire Digital cont...

MR-3 - Missed Repair Appointments cont...

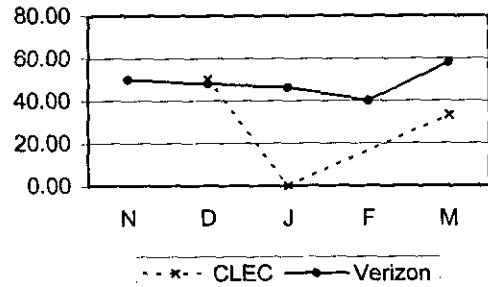
MR-3-03-2341	% Missed Repair Appointment — CPE /TOK/FOK							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	17.84	14.29	555	14	14	10.36	0.34	
Dec-01	18.20	0.00	434	9	9	12.99		
Jan-02	19.46	14.29	591	7	7	15.05		
Feb-02	18.46	0.00	482	8	8	13.83	1.33	
Mar-02	19.37	20.00	537	10	10	12.61	-0.05	



MR-3-04-2341	% Missed Repair Appointment — No Double Dispatch							Parity with VZ Retail (No Standard as of Feb. 2002)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	9.47	0.00	95	4	4	14.95		
Dec-01	13.79	0.00	87	3	3	20.25		
Jan-02	8.26	0.00	121	1	1	27.64		
Feb-02	14.95	0.00	107	3	3	20.87	0.72	
Mar-02	15.69	#N/A	102					

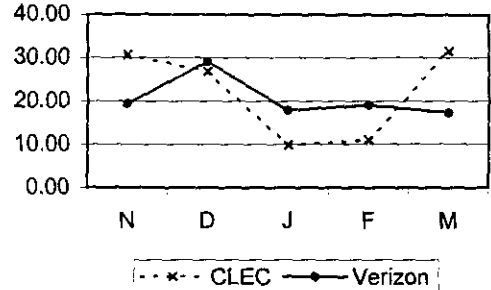


MR-3-05-2341	% Missed Repair Appointment - Double Dispatch							Parity with VZ Retail (No Standard as of Feb. 2002)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	50.00	#N/A	72					
Dec-01	48.00	50.00	75	2	2	35.79		
Jan-02	46.24	0.00	93	1	1	50.13		
Feb-02	40.00	#N/A	90					
Mar-02	57.95	33.33	88	3	3	28.98	0.85	

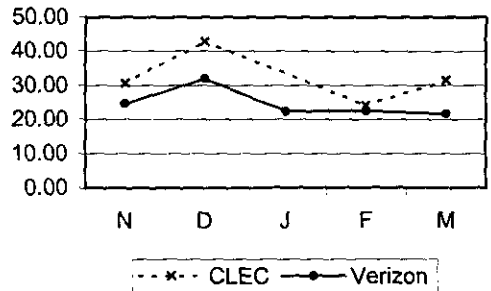


Complex Services - 2 Wire Digital cont...
MR-4 - Trouble Duration Intervals

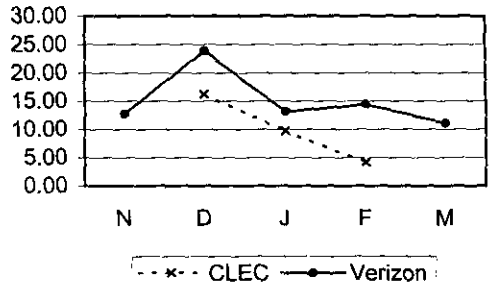
MR-4-01-2341	Mean Time To Repair - Total							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	19.47	30.63	173		4	25.02	12.65	
Dec-01	29.06	26.92	165		5	42.31	19.21	
Jan-02	17.93	9.74	219		2	22.00	15.63	
Feb-02	19.07	10.92	205		3	32.94	19.16	0.43
Mar-02	17.28	31.49	192		3	19.60	11.40	-1.25



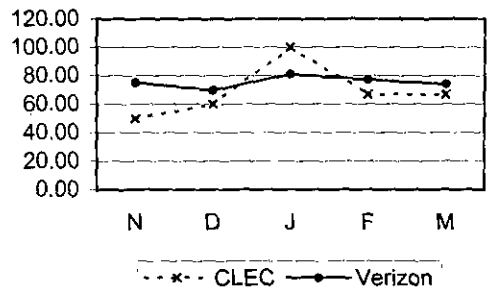
MR-4-02-2341	Mean Time to Repair - Loop Trouble							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	24.60	30.63	98		4	28.48	14.53	
Dec-01	31.93	42.93	106		2	36.94	26.36	
Jan-02	22.48	#N/A	112			23.37		
Feb-02	22.58	24.28	117		1	39.67	39.84	-0.04
Mar-02	21.74	31.49	112		3	21.11	12.35	-0.79



MR-4-03-2341	Mean Time To Repair - Central Office Trouble							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	12.75	#N/A	75			17.64		
Dec-01	23.91	16.26	59		3	50.50	29.89	
Jan-02	13.17	9.74	107		2	19.47	13.89	
Feb-02	14.40	4.23	88		2	20.20	14.45	0.70
Mar-02	11.04	#N/A	80			15.33		

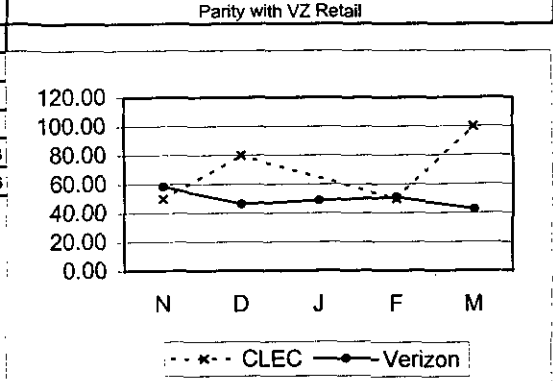


MR-4-04-2341	% Cleared (all troubles) within 24 Hours							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	75.14	50.00	173		4		21.86	
Dec-01	69.70	60.00	165		5		20.86	
Jan-02	80.82	100.00	219		2		27.97	
Feb-02	77.07	66.67	205		3		24.45	0.43
Mar-02	73.96	66.67	192		3		25.53	-0.29

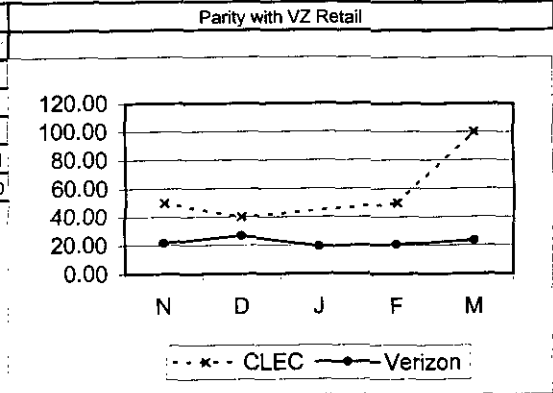


Complex Services - 2 Wire Digital cont...
MR-4 - Trouble Duration Intervals cont...

MR-4-07-2341	% Out of Service > 12 hours						
VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	58.46	50.00	65	2	35.38		
Dec-01	46.34	80.00	82	5	22.97		
Jan-02	48.81	#N/A	84				
Feb-02	51.09	50.00	92	2	35.73	0.03	
Mar-02	42.47	100.00	73	1	49.77	-1.16	

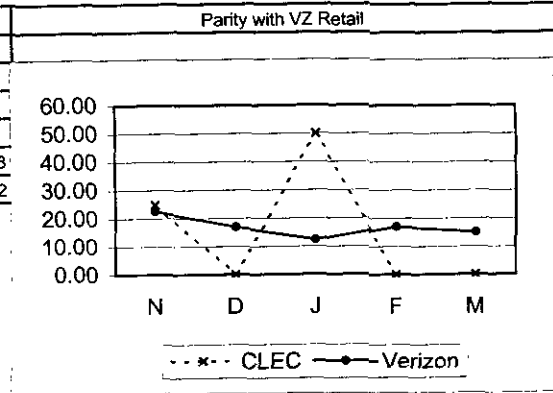


MR-4-08-2341	% Out of Service > 24 Hours						
VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	21.54	50.00	65	2	29.51		
Dec-01	26.83	40.00	82	5	20.41		
Jan-02	19.05	#N/A	84				
Feb-02	20.65	50.00	92	2	28.93	-1.01	
Mar-02	23.29	100.00	73	1	42.56	-1.80	



MR-5 - Repeat Trouble Reports

MR-5-01-2341	% Repeat Reports within 30 Days						
VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	22.54	25.00	173	4	21.13		
Dec-01	16.97	0.00	165	5	17.04		
Jan-02	12.33	50.00	219	2	23.35		
Feb-02	17.07	0.00	205	3	21.88	0.78	
Mar-02	15.10	0.00	192	3	20.83	0.72	



Complex Services - 2 Wire xDSL

MR-2 - Trouble Report Rate

MR-2-02-2342	Network Trouble Report Rate - Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.13	0.00	44976	47		0.52	0.24	
Dec-01	0.12	0.00	49332	49		0.50	0.24	
Jan-02	0.13	0.00	51528	46		0.54	0.25	

This submetric is no longer reported.

MR-2-03-2342	Network Trouble Report Rate - Central Office							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.10	0.00	44976	47		0.47	0.22	
Dec-01	0.07	0.00	49332	49		0.38	0.18	
Jan-02	0.13	0.00	51528	46		0.52	0.24	

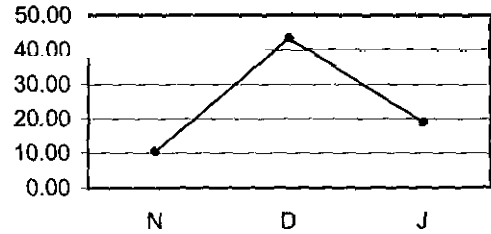
This submetric is no longer reported.

MR-2-04-2342	% Subsequent Reports							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	#N/A	104					
Dec-01	0.00	#N/A	94					
Jan-02	0.00	#N/A	133					

This submetric is no longer reported.

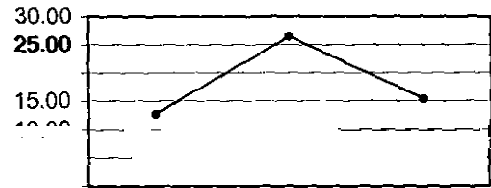
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	1.31	0.00	44976	47			
Dec-01	1.34	0.00	49332	49			
Jan-02	1.31	0.00	51528	46			

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



This submetric is no longer reported.

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

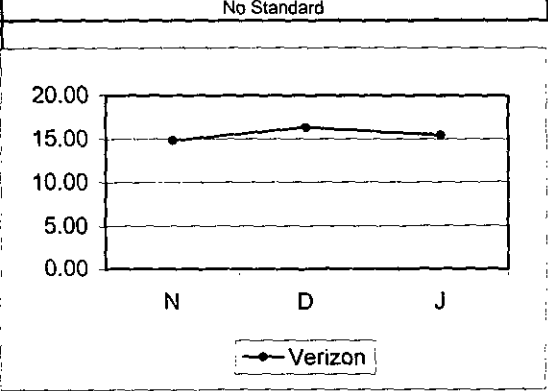


—●— Verizon

Complex Services - 2 Wire xDSL cont...

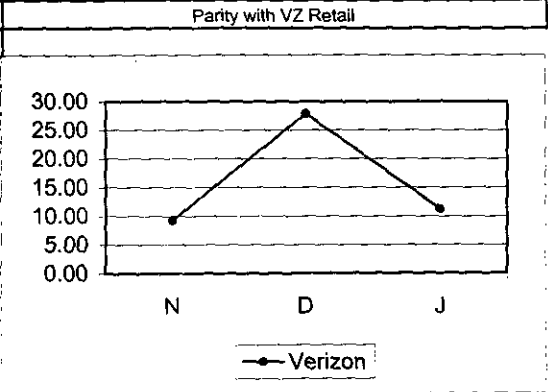
MR-3 - Missed Repair Appointments cont...

MR-3-03-2342	% Missed Repair Appointment — CPE /TOK/FOK						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	14.80	#N/A	588				
Dec-01	16.34	#N/A	661				
Jan-02	15.43	#N/A	674				



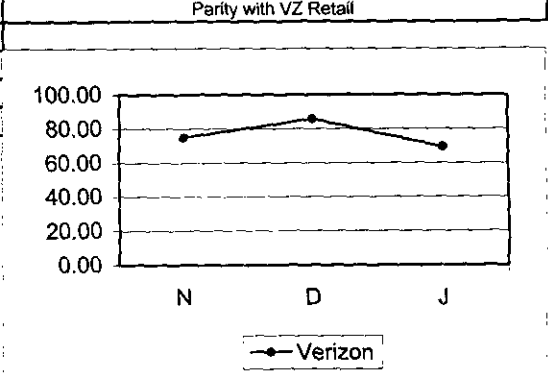
This submetric is no longer reported.

MR-3-04-2342	% Missed Repair Appointment — No Double Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	9.28	#N/A	97				
Dec-01	27.85	#N/A	79				
Jan-02	11.21	#N/A	116				



This submetric is no longer reported.

MR-3-05-2342	% Missed Repair Appointment - Double Dispatch						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	75.00	#N/A	4				
Dec-01	85.71	#N/A	14				
Jan-02	69.23	#N/A	13				

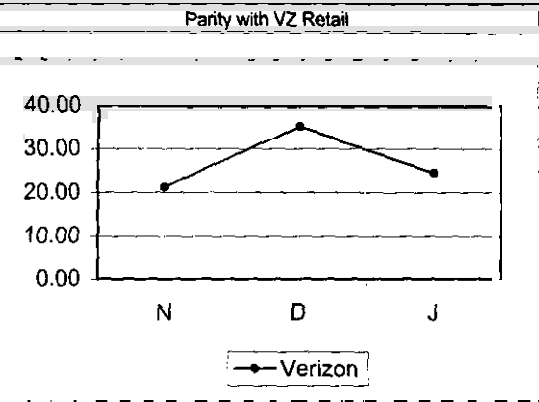


This submetric is no longer reported.

Complex Services - 2 Wire xDSL cont...

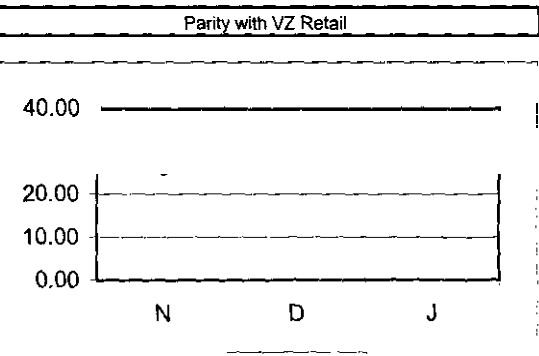
MR-4 - Trouble Duration Intervals

MR-4-01-2342	Mean Time To Repair - Total						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	21.27	#N/A	104		16.04		
Dec-01	35.10	#N/A	94		29.82		
Jan-02	24.37	#N/A	133		24.45		



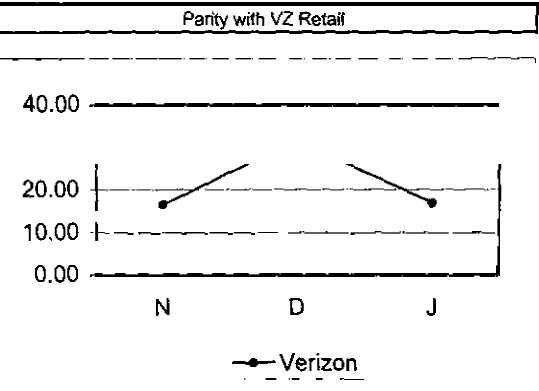
This submetric is no longer reported

MR-4-02-2342	Mean Time to Repair - Loop Trouble						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	25.19	#N/A	57		16.00		
Dec-01	37.24	#N/A	60		23.48		



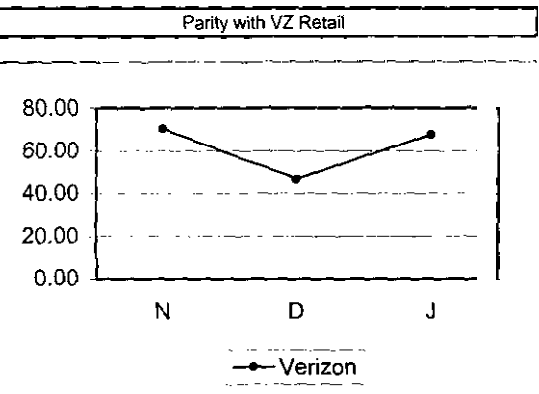
This submetric is no longer reported.

MR-4-03-2342	Mean Time To Repair - Central Office Trouble						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	16.52	#N/A	47		14.91		
Dec-01	31.32	#N/A	34		38.69		
Jan-02	16.93	#N/A	65		19.45		



This submetric is no longer reported.

MR-4-04-2342	% Cleared (all troubles) within 24 Hours						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	70.19	#N/A	104				
Dec-01	46.81	#N/A	94				
Jan-02	67.67	#N/A	133				

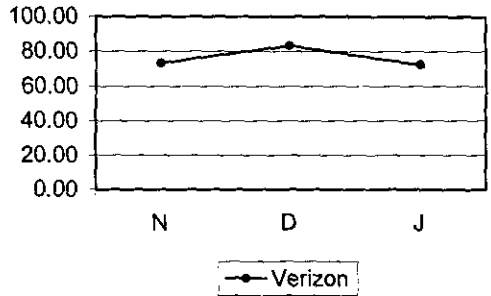


This submetric is no longer reported

Complex Services - 2 Wire xDSL cont...

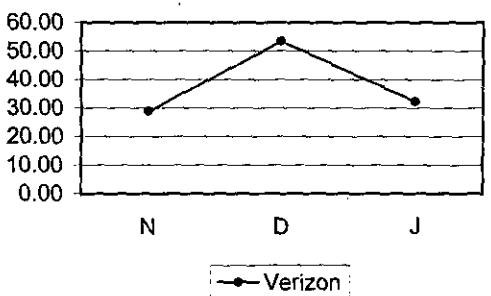
MR-4 - Trouble Duration Intervals cont...

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



This submetric is no longer reported.

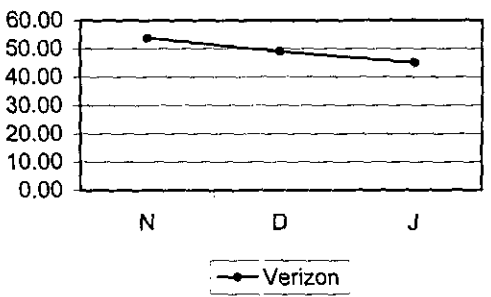
MR-4-08-2342 % Out of Service > 24 Hours							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	28.71	#N/A	101				
Dec-01	53.33	#N/A	90				
Jan-02	32.31	#N/A	130				



This submetric is no longer reported.

MR-5 - Repeat Trouble Reports

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



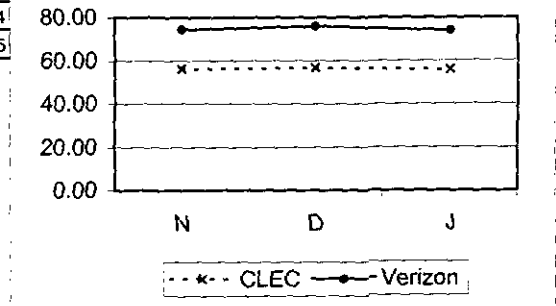
This submetric is no longer reported.

POTS/Complex Services Combined

MR-4 - Trouble Duration Intervals

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

This submetric is no longer reported.

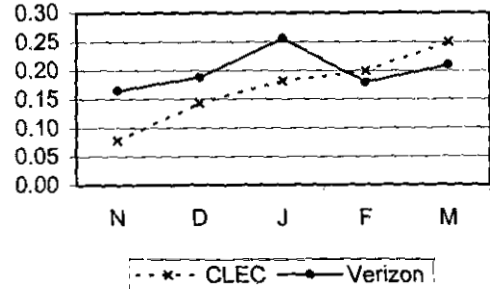


Special Services - Maintenance

MR-2 - Trouble Report Rate

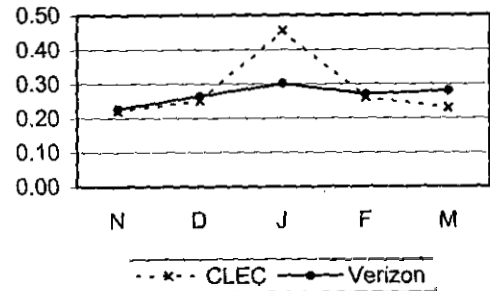
MR-2-01-2200	Network Trouble Report Rate - Total						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.16	0.08	233539	7661		0.05	1.84
Dec-01	0.19	0.14	165754	5589		0.06	0.76
Jan-02	0.26	0.18	164219	5497		0.07	1.07
Feb-02	0.18	0.20	164731	5398		0.06	-0.35
Mar-02	0.21	0.25	165104	5295		0.06	-0.58

Parity with VZ Retail



MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.23	0.22	233539	7661			
Dec-01	0.26	0.25	165754	5589			
Jan-02	0.30	0.45	164219	5497			
Feb-02	0.27	0.26	164731	5398		0.07	0.22
Mar-02	0.28	0.23	165104	5295		0.07	0.69

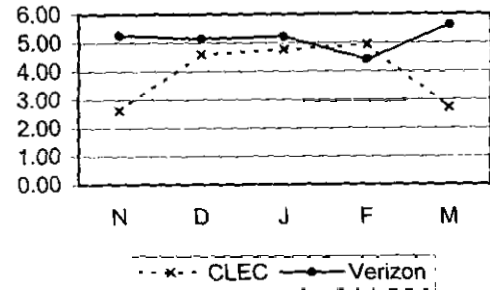
No Standard



MR-4 - Trouble Duration Intervals

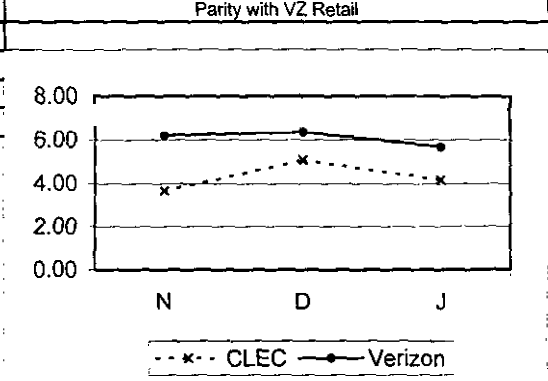
MR-4-01-2200	Mean Time To Repair - Total						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	5.26	2.63	385	6	4.83	1.99	
Dec-01	5.15	4.59	312	8	5.20	1.86	
Jan-02	5.22	4.77	421	10	4.83	1.55	0.29
Feb-02	4.40	4.93	302	11	3.94	1.21	-0.44
Mar-02	5.63	2.72	344	13	6.84	1.93	1.51

Parity with VZ Retail



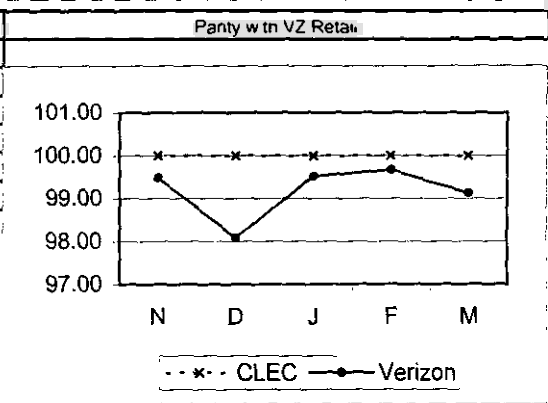
Special Services - Maintenance cont...
MR-4 - Trouble Duration Intervals cont...

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

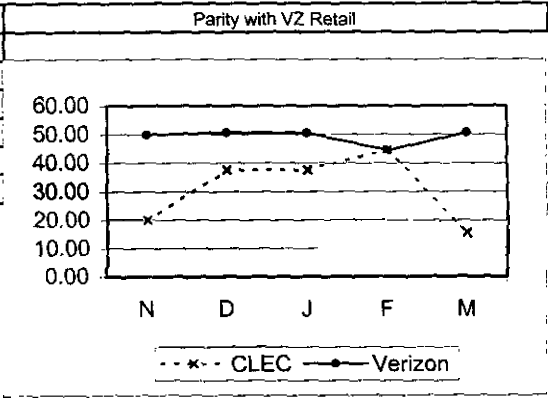


This submetric is no longer reported.

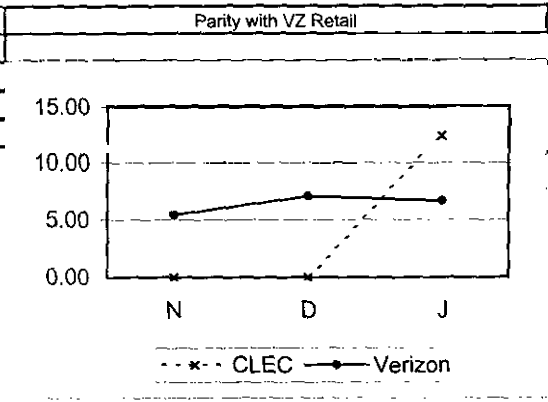
MR-4-04-2200	% Cleared (all troubles) within 24 Hours						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	99.48	100.00	385	6	6	2.96	
Dec-01	98.08	100.00	312	8	8	4.91	
Jan-02	99.52	100.00	421	10	10	2.21	0.22
Feb-02	99.67	100.00	302	11	11	1.76	0.19
Mar-02	99.13	100.00	344	13	13	2.62	0.33



MR-4-06-2200	% Out of Service > 4 hours - Specials						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	49.87	20.00	385	5	5	22.51	
Dec-01	50.64	37.50	312	8	8	17.90	
Jan-02	50.59	37.50	421	8	8	17.84	
Feb-02	44.37	44.44	302	9	9	16.81	0.00
Mar-02	50.58	15.38	344	13	13	14.13	2.49



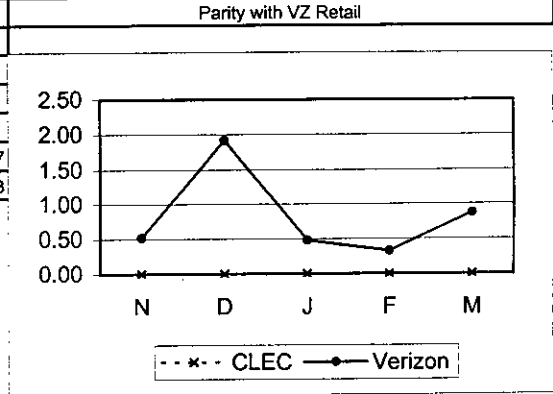
MR-4-07-2200	% Out of Service > 12 hours - Specials						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	5.45	0.00	385	5	5	10.22	
Dec-01	7.05	0.00	312	8	8	9.17	
Jan-02	6.65	12.50	421	8	8	8.89	



This submetric is no longer reported.

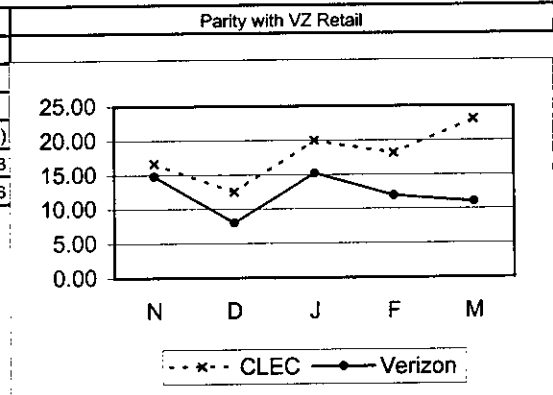
Special Services - Maintenance cont...
MR-4 - Trouble Duration Intervals cont...

MR-4-08-2200	% Out of Service > 24 Hours - Specials						
VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.52	0.00	385	5		3.24	
Dec-01	1.92	0.00	312	8		4.91	
Jan-02	0.48	0.00	421	8		2.47	
Feb-02	0.33	0.00	302	9		1.94	0.17
Mar-02	0.87	0.00	344	13		2.62	0.33



MR-5 - Repeat Trouble Reports

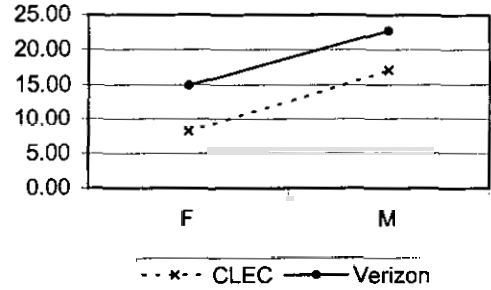
MR-5-01-2200	% Repeat Reports within 30 Days						
VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	14.81	16.67	385	6		14.61	
Dec-01	8.01	12.50	312	8		9.72	
Jan-02	15.20	20.00	421	10		11.49	-0.08 (P)
Feb-02	11.92	18.18	302	11		9.95	-0.63
Mar-02	11.05	23.08	344	13		8.86	-1.36



NEW METRICS/SUBMETRICS AS OF FEBURARY 2002 DATA MONTH

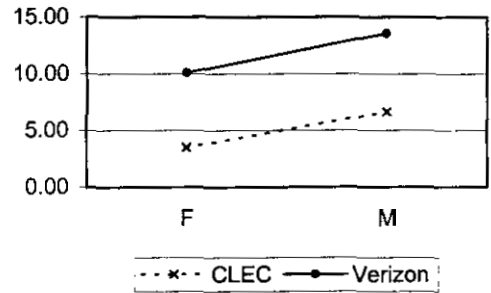
MR-3-01-2110	% Missed Repair Appointment - Loop - Business						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	14.94	8.18	2919	110		3.46	1.95
Mar-02	22.71	17.11	3532	152		3.47	1.61

Parity with VZ Retail



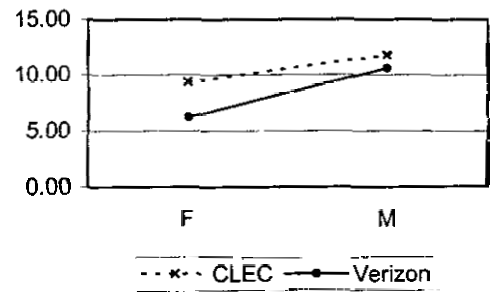
MR-3-01-2120	% Missed Repair Appointment - Loop - Residence						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	10.10	3.52	16743	284		1.80	3.65
Mar-02	13.56	6.67	22108	360		1.82	3.79

Parity with VZ Retail



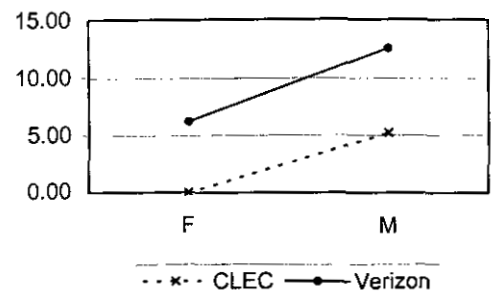
MR-3-02-2110	% Missed Repair Appointment - Central Office - Bus.						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	6.24	9.38	945	32		4.35	-0.72
Mar-02	10.60	11.76	689	34		5.41	-0.21

Parity with VZ Retail



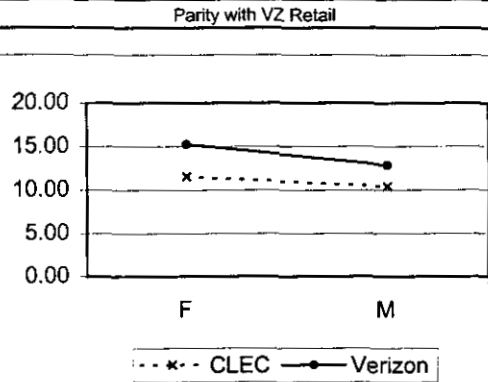
MR-3-02-2120	% Missed Repair Appointment - Central Office - Res.						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	6.27	0.00	2474	16		6.08	1.03
Mar-02	12.63	5.26	1670	19		7.66	0.96

Parity with VZ Retail

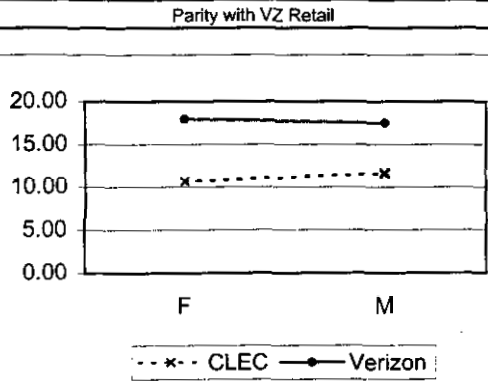


NEW METRICS/SUBMETRICS cont...

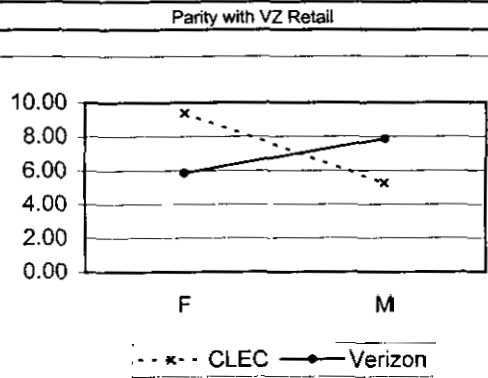
MR-4-02-2110	Mean Time to Repair - Loop Trouble - Bus.						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	15.24	11.56	2919	110	20.65	2.01	1.83
Mar-02	12.84	10.44	3532	152	16.97	1.41	1.71



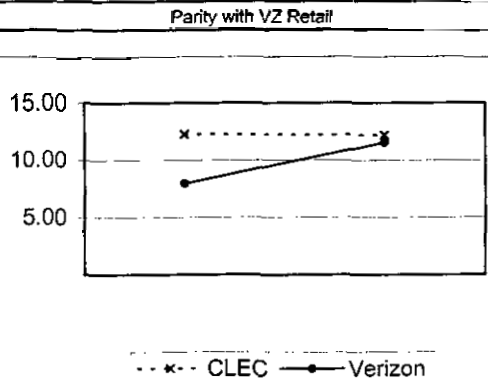
MR-4-02-2120	Mean Time to Repair - Loop Trouble - Res.						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	17.93	10.68	16743	284	29.66	1.77	4.09
Mar-02	17.49	11.58	22108	360	24.24	1.29	4.59



MR-4-03-2110	Mean Time to Repair - Central Office Trouble - Bus.						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	5.86	9.38	945	32	11.77	2.12	-1.66
Mar-02	7.86	5.27	689	34	13.36	2.35	1.10



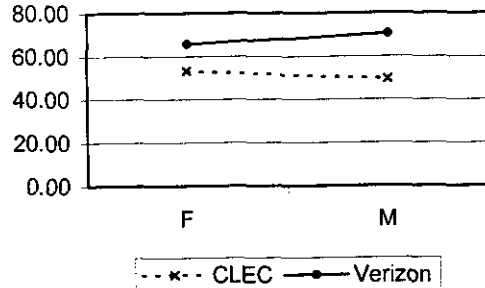
MR-4-03-2120	Mean Time to Repair - Central Office Trouble - Res.						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	7.98	12.28	2474	16	14.03	3.52	-1.22
Mar-02	11.55	12.19	1670	19	17.27	3.99	-0.16



NEW METRICS/SUBMETRICS cont...

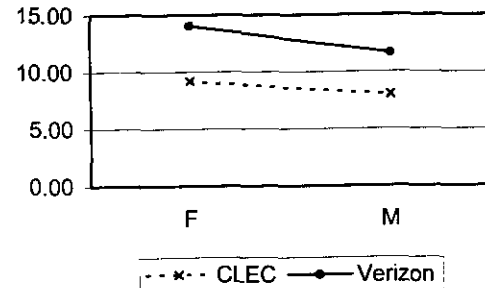
MR-4-06-2100	% Out of Service > 4 hours - POTS						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	65.78	53.18	13489	346		2.58	4.88
Mar-02	70.60	49.64	17008	421		2.25	9.32

Parity with VZ Retail



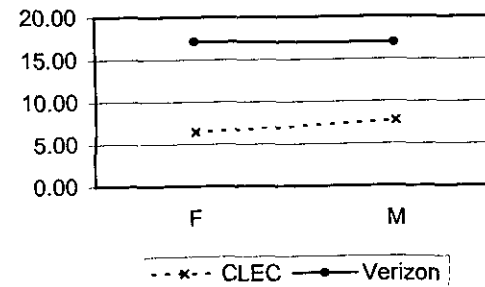
MR-4-08-2110	% Out of Service > 24 hours - Bus.						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	14.05	9.18	2164	98		3.59	1.36
Mar-02	11.67	8.00	2424	125		2.94	1.25

Parity with VZ Retail



MR-4-08-2120	% Out of Service > 24 hours - Res.						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	17.10	6.45	11281	248		2.42	4.41
Mar-02	16.93	7.77	14525	296		2.20	4.16

Parity with VZ Retail



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.