

APPENDIX E

Verizon - VA

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

CLEC Aggregate Performance
UNE (Ordering) - POTS/Special Services

OR-1-01-3331	Av. Local Service Request Confirmation - LSRC - Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	0.33			
Dec-01	0.07			
Jan-02	0.19			
Feb-02	0.18			
Mar-02	0.07			

OR-1-02-3331	% On Time LSRC - Flow-Through			95% within 2 hours
	CLEC	CLEC Obs	Difference	
Nov-01	98.64	12943	3.64	
Dec-01	99.65	12891	4.65	
Jan-02	99.86	10928	4.86	
Feb-02	99.92	13276	4.92	
Mar-02	99.90	15847	4.90	

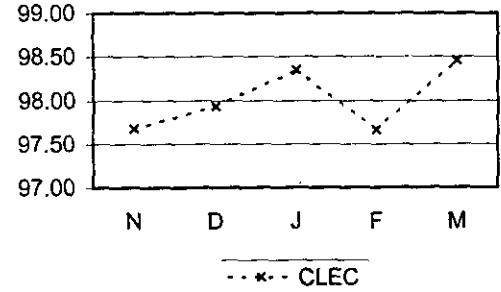
OR-1-03-3331	Average LSRC Time < 6 Lines - Electronic - No Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	15.10			
Dec-01	14.34			
Jan-02	12.92			
Feb-02	20.63			
Mar-02	13.66			

---x--- CLEC

---x--- CLEC

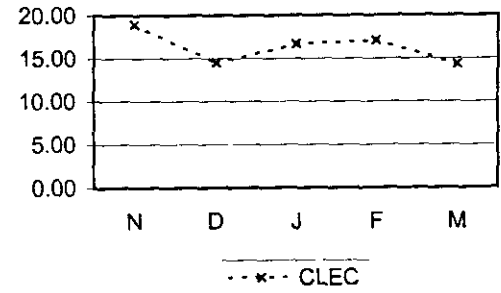
POTS Loop/Pre-Qualified Complex/LNP cont...
 OR-1 - Order Confirmation Timeliness cont...
 OR-1-04-3331 % On Time LSRC < 6 Lines - Electronic - No Flow-Through 95% within 24 hours

	CLEC	CLEC Obs	Difference
Nov-01	97.68	10717	2.68
Dec-01	97.94	12354	2.94
Jan-02	98.35	13082	3.35
Feb-02	97.67	8013	2.67
Mar-02	98.46	8264	3.46



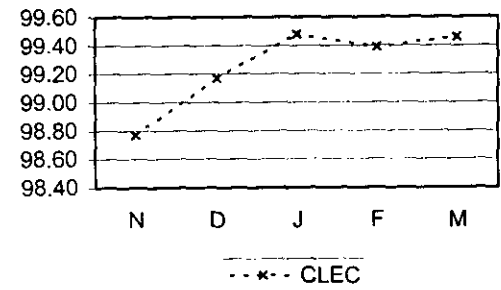
OR-1-05-3331 Average LSRC Time >= 6 Lines - Electronic - No Flow-Through No Standard

	CLEC	CLEC Obs	Difference
Nov-01	18.96		
Dec-01	14.50		
Jan-02	16.67		
Feb-02	17.11		
Mar-02	14.34		



OR-1-06-3331 % On Time LSRC >=6 Lines - Electronic 95% within 72 hours

	CLEC	CLEC Obs	Difference
Nov-01	98.77	653	3.77
Dec-01	99.17	602	4.17
Jan-02	99.48	767	4.48
Feb-02	99.39	491	4.39
Mar-02	99.46	554	4.46



OR-1-07-3331 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-1-08-3331	% 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			

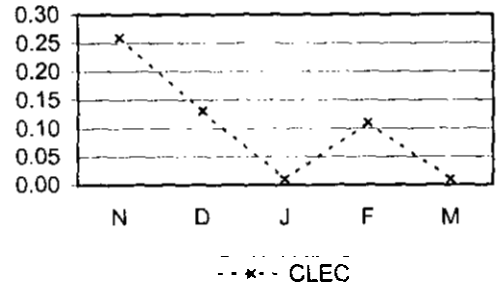
OR-1-09-3331	Average LSRC Time >= 6 Lines - Fax			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

OR-1-10-3331	% 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.

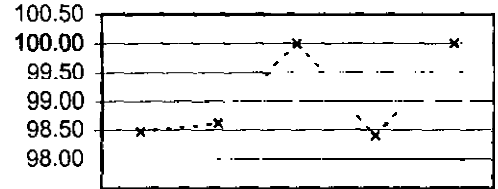
OR-2 - Reject Timeliness

OR-2-01-3331	Average Local Service Request -LSR Reject - Time - Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	0.26			
Dec-01	0.13			
Jan-02	0.01			
Feb-02	0.11			
Mar-02	0.01			



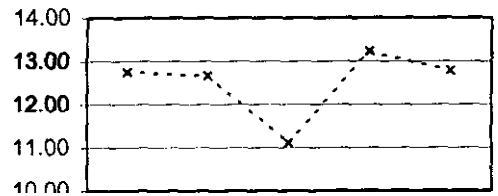
OR-2-02-3331	% On Time LSR Reject - Flow-Through			95% within 2 hours
--------------	-------------------------------------	--	--	--------------------

	CLEC	CLEC Obs	Difference
Nov-01	98.47	1966	3.47
Dec-01	98.61	1805	3.61
Jan-02	100.00	1690	5.00
Feb-02	98.40	2555	3.40
Mar-02	100.00	3135	5.00

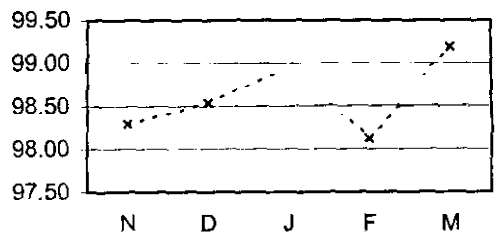


OR-2-03-3331	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through			No Standard
--------------	--	--	--	-------------

	CLEC	CLEC Obs	Difference
Nov-01	12.75		
Dec-01	12.67		
Jan-02	11.11		
Feb-02	13.23		
Mar-02	12.79		

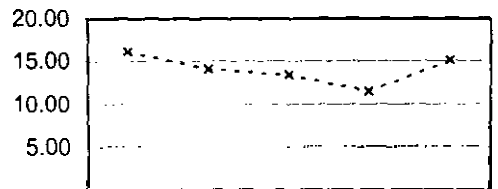


	CLEC	CLEC Obs	Difference
Nov-01	98.29	3220	3.29
Dec-01	98.54	3006	3.54
Jan-02	98.95	3427	3.95
Feb-02	98.12	2923	3.12
Mar-02	99.19	2846	4.19



OR-2-05-3331	Average LSR Reject Time >= 6 Lines - Electronic			No Standard
--------------	---	--	--	-------------

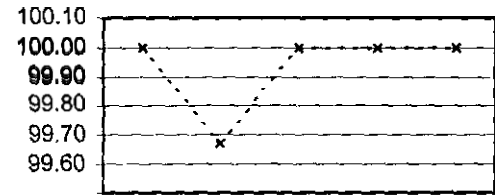
	CLEC	CLEC Obs	Difference
Nov-01	16.14		
Dec-01	14.08		
Jan-02	13.37		
Feb-02	11.49		
Mar-02	15.02		



---x--- CLEC

OR-2-06-3331	% On Time LSR Reject >= 6 Lines - Electronic		95% within 72 hours
--------------	--	--	---------------------

	CLEC	CLEC Obs	Difference
Nov-01	100.00	344	5.00
Dec-01	99.67	303	4.67
Jan-02	100.00	264	5.00
Feb-02	100.00	251	5.00
Mar-02	100.00	310	5.00



---x--- CLEC

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

OR-2-08-3331	% 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		

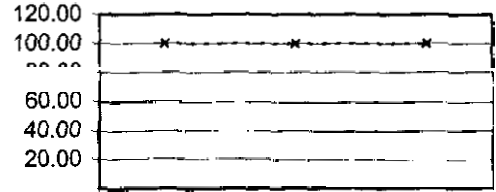
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

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

This submetric is no longer reported.

OR-7-01-3100	% Order Confirmation/Rejects Sent Within 3 Business Days - POTS Platform			95.0%
	CLEC	CLEC Obs	Difference	
Nov-01	100.00	1517	5.00	
Dec-01	100.00	1442	5.00	
Jan-02	100.00	1121	5.00	

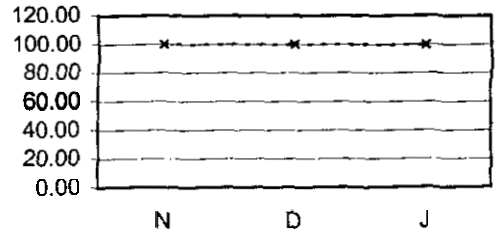
This submetric is no longer reported.



---*--- CLEC

OR-7-01-3332	% Order Confirmation/Rejects Sent Within 3 Business Days - Loop/LNP			95.0%
	CLEC	CLEC Obs	Difference	
Nov-01	100.00	1429	5.00	
Dec-01	99.82	1096	4.82	
Jan-02	99.89	957	4.69	

This submetric is no longer reported.



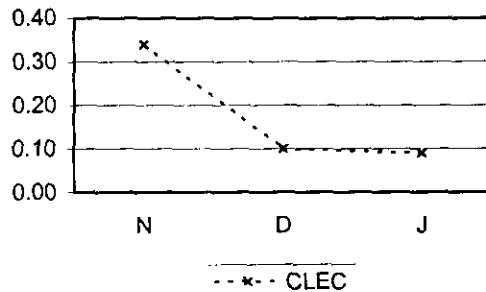
---*--- CLEC

POTS Platform

OR-1 - Order Confirmation Timeliness

OR-1-01-3140	Av. Local Service Request Confirmation -LSRC -Flow-Through	No Standard
---------------------	---	-------------

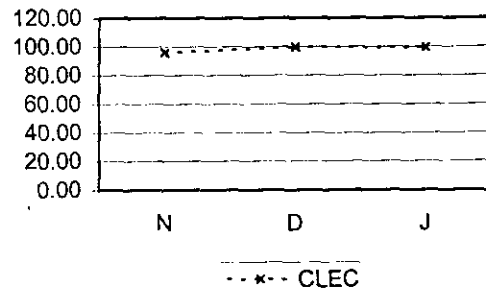
	CLEC	CLEC Obs	Difference
Nov-01	0.34		
Dec-01	0.10		
Jan-02	0.09		



This product disaggregation is no longer reported. Instead of "POTS Platform" it is reported as "Platform" with the submetric ending in "3143" not "3140". The new submetrics are reported below.

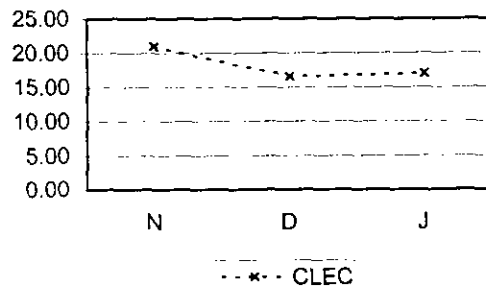
OR-1-02-3140	% On Time LSRC - Flow-Through	95% within 2 hours
---------------------	--------------------------------------	--------------------

	CLEC	CLEC Obs	Difference
Nov-01	95.90	1097	0.90
Dec-01	99.74	1905	4.74
Jan-02	99.55	1347	4.55



OR-1-03-3140	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard
---------------------	--	-------------

	CLEC	CLEC Obs	Difference
Nov-01	21.00		
Dec-01	16.61		
Jan-02	16.99		

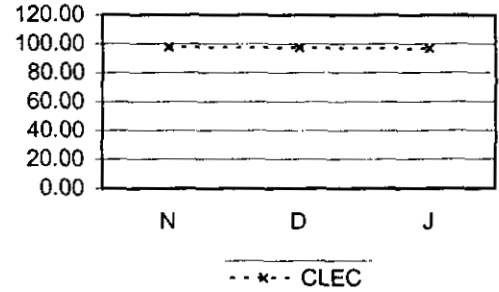


POTS Platform cont...

OR-1 - Order Confirmation Timeliness cont...

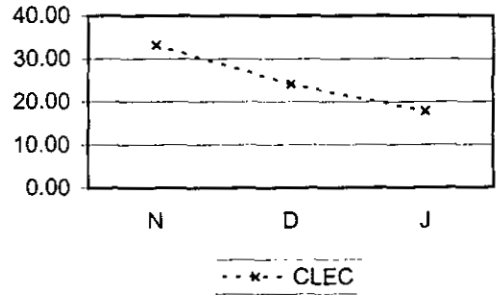
OR-1-04-3140 % On Time LSRC < 6 Lines - Electronic - No Flow-Through 95% within 24 hours

	CLEC	CLEC Obs	Difference
Nov-01	97.59	539	2.59
Dec-01	97.50	841	2.50
Jan-02	96.83	820	1.83



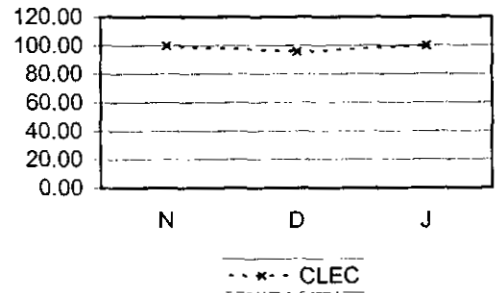
OR-1-05-3140 Average LSRC Time >= 6 Lines - Electronic - No Flow-Through No Standard

	CLEC	CLEC Obs	Difference
Nov-01	33.26		
Dec-01	24.13		
Jan-02	17.84		



OR-1-06-3140 % On Time LSRC >=6 Lines - Electronic - No Flow-Through 95% within 72 hours

	CLEC	CLEC Obs	Difference
Nov-01	100.00	13	5.00
Dec-01	95.65	46	0.65
Jan-02	100.00	58	5.00



OR-1-07-3140 Average LSRC Time < 6 Lines - Fax No Standard

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

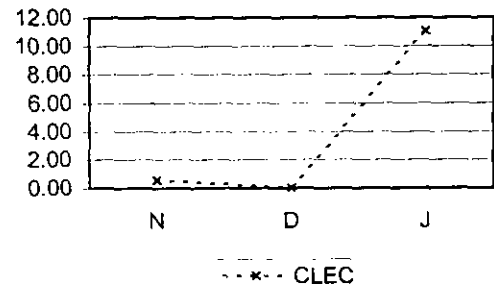
POTS Platform cont...			
OR-1 - Order Confirmation Timeliness cont...			
OR-1-08-3140	% On Time LSRC < 6 Lines - Fax		95% within 48 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-1-09-3140	Average LSRC Time >= 6 Lines - Fax		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

OR-1-10-3140	% 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		

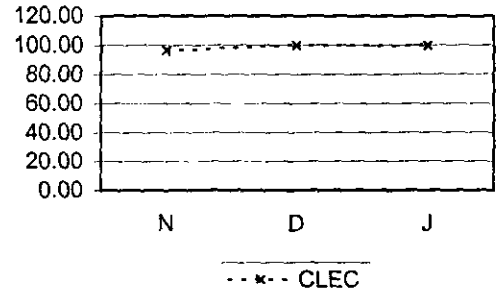
OR-2 - Reject Timeliness

OR-2-01-3140	Average Local Service Request -LSR Reject - Time -Flow-Through		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	0.58		
Dec-01	0.03		
Jan-02	11.05		

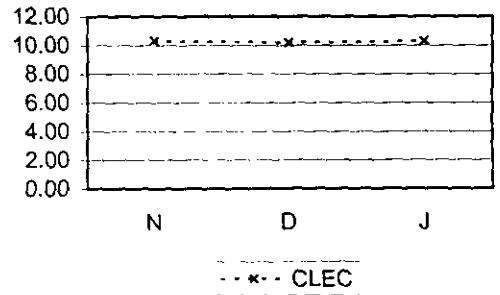


POTS Platform cont...
OR-2 - Reject Timeliness cont...

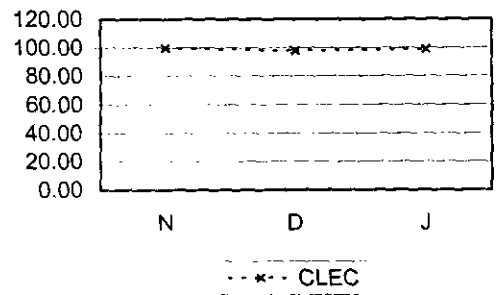
OR-2-02-3140	% On Time LSR Reject - Flow-Through			95% within 2 hours
	CLEC	CLEC Obs	Difference	
Nov-01	96.27	322	1.27	
Dec-01	100.00	359	5.00	
Jan-02	99.75	397	4.75	



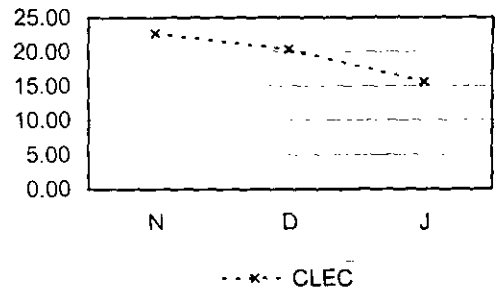
OR-2-03-3140	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	10.31			
Dec-01	10.20			
Jan-02	10.29			



OR-2-04-3140	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through			95% within 24 hours
	CLEC	CLEC Obs	Difference	
Nov-01	100.00	449	5.00	
Dec-01	97.86	889	2.86	
Jan-02	99.10	553	4.10	



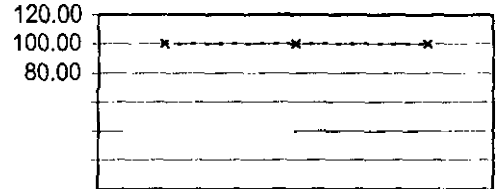
OR-2-05-3140	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	22.75			
Dec-01	20.37			
Jan-02	15.65			



POTS Platform

OR-2-06-3140	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through		95% within 72 hours
--------------	--	--	---------------------

	CLEC	CLEC Obs	Difference
Nov-01	100.00	11	5.00
Dec-01	100.00	37	5.00
Jan-02	100.00	71	5.00



---x--- CLEC

OR-2-07-3140	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		

OR-2-08-3140	% 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		

OR-2-09-3140	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		

--	--	--	--

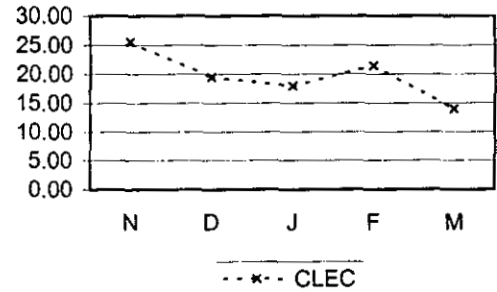
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

Complex Services - 2 Wire Digital

OR-1 - Order Confirmation Timeliness

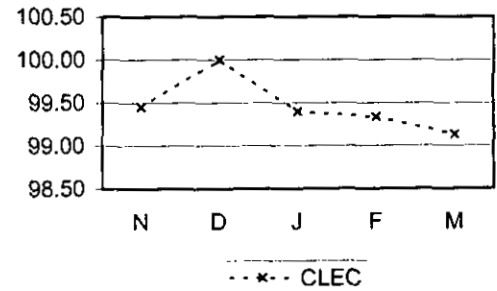
OR-1-03-3341	Average LSRC Time < 6 Lines - Electronic - No Flow-Through			No Standard
--------------	--	--	--	-------------

	CLEC	CLEC Obs	Difference
Nov-01	25.57		
Dec-01	19.51		
Jan-02	18.01		
Feb-02	21.50		
Mar-02	13.99		



OR-1-04-3341	% On Time LSRC < 6 Lines - Electronic - No Flow -Through			95% within 72 hours
--------------	--	--	--	---------------------

	CLEC	CLEC Obs	Difference
Nov-01	99.45	182	4.45
Dec-01	100.00	145	5.00
Jan-02	99.40	167	4.40
Feb-02	99.34	152	4.34
Mar-02	99.13	230	4.13



OR-1-05-3341	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		
Feb-02	#N/A		
Mar-02	#N/A		

OR-1-06-3341	% 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		
Feb-02	#N/A		
Mar-02	#N/A		

Complex Services - 2 Wire Digital cont...			
OR-1 - Order Confirmation Timeliness cont...			
OR-1-07-3341	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-1-08-3341	% 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-1-09-3341	Average LSRC Time >= 6 Lines - Fax		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

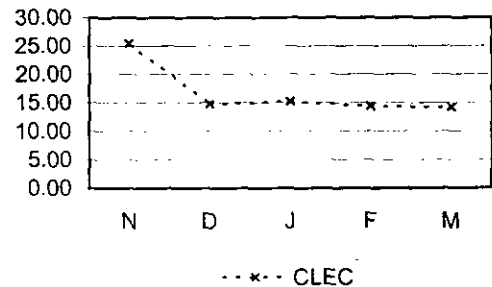
This submetric is no longer reported.

OR-1-10-3341	% 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

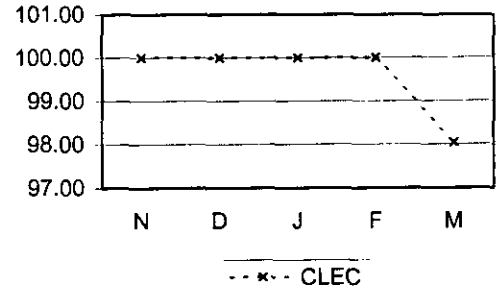
OR-2-03-3341	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	25.42		
Dec-01	14.79		
Jan-02	15.23		
Feb-02	14.36		
Mar-02	14.23		



Complex Services - 2 Wire Digital cont...
OR-2 - Reject Timeliness cont...

OR-2-04-3341 **% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through** 95% within 72 hours

	CLEC	CLEC Obs	Difference
Nov-01	100.00	31	5.00
Dec-01	100.00	21	5.00
Jan-02	100.00	31	5.00
Feb-02	100.00	25	5.00
Mar-02	98.04	51	3.04

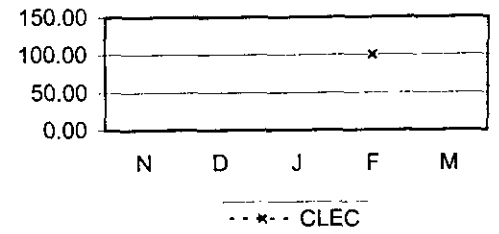


OR-2-05-3341 **Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through** No Standard

	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		
Feb-02	4.07		
Mar-02	#N/A		

OR-2-06-3341 **% 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		
Feb-02	100.00	3	5.00
Mar-02	#N/A		



OR-2-07-3341 **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-2-08-3341 **% 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 Digital cont...			
OR-2 - Reject Timeliness cont...			
OR-2-09-3341	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.

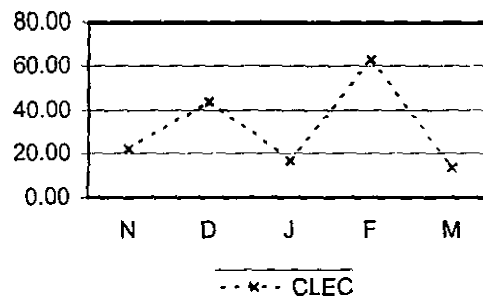
OR-2-10-3341	% On Time LSR Reject >=6 Lines - Fax		95% within 96 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

This submetric is no longer reported.

Complex Services - 2 Wire xDSL

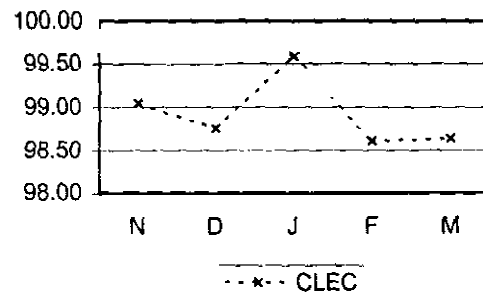
OR-1-03-3342	Average LSRC Time < 6 Lines - Electronic - No Flow-Through		No Standard
--------------	--	--	-------------

	CLEC	CLEC Obs	Difference
Nov-01	22.00		
Dec-01	44.01		
Jan-02	16.69		
Feb-02	62.73		
Mar-02	13.51		



OR-1-04-3342	% On Time LSRC < 6 Lines - Electronic - No Flow -Through		95% within 72 hours
--------------	--	--	---------------------

	CLEC	CLEC Obs	Difference
Nov-01	99.04	311	4.04
Dec-01	98.76	241	3.76
Jan-02	99.59	241	4.59
Feb-02	98.61	287	3.61
Mar-02	98.64	221	3.64



OR-1-05-3342	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		
Feb-02	#N/A		
Mar-02	#N/A		

OR-1-06-3342	% 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		
Feb-02	#N/A		
Mar-02	#N/A		

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

% 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			

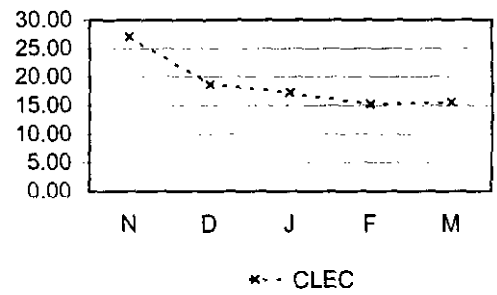
This submetric is no longer reported.

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

% 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.

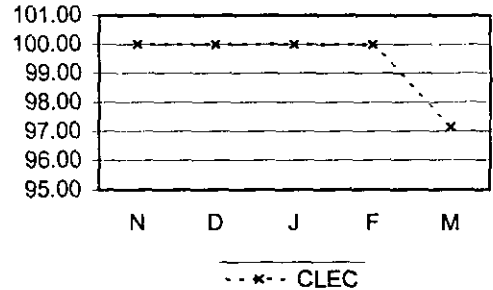
	CLEC	CLEC Obs	Difference
Nov-01	27.08		
Dec-01	18.64		
Jan-02	17.26		
Feb-02	15.30		
Mar-02	15.60		



Complex Services - 2 Wire xDSL cont...

OR-2 - Reject Timeliness cont...
 OR-2-04-3342 % On Time LSR Reject < 6 Lines - Electronic - No Flow-Through 95% within 72 hours

	CLEC	CLEC Obs	Difference
Nov-01	100.00	92	5.00
Dec-01	100.00	58	5.00
Jan-02	100.00	84	5.00
Feb-02	100.00	64	5.00
Mar-02	97.14	70	2.14



OR-2-05-3342 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		
Feb-02	#N/A		
Mar-02	#N/A		

OR-2-06-3342 % 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		
Feb-02	#N/A		
Mar-02	#N/A		

OR-2-07-3342 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-2-08-3342 % 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 cont...			
OR-2 - Reject Timeliness cont...			
OR-2-09-3342	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-2-10-3342	% 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		

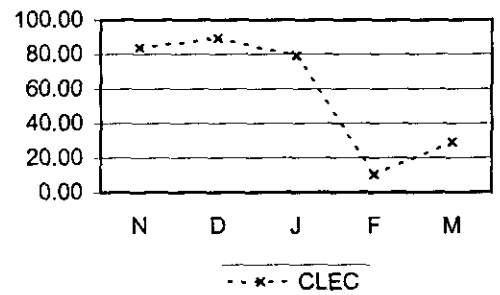
This submetric is no longer reported.

Special Services

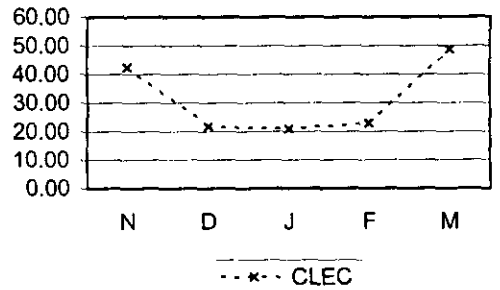
OR-1 - Order Confirmation Timeliness

OR-1-03-3210	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			

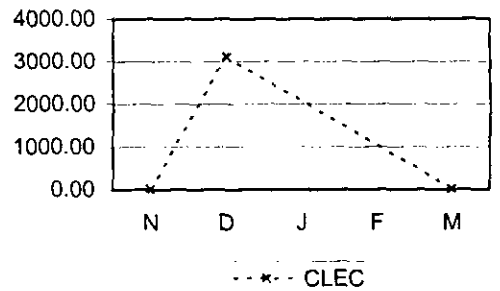
OR-1-03-3211	Average LSRC Time < 6 Lines -DS1 - Electronic - No Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	83.91			
Dec-01	89.39			
Jan-02	79.14			
Feb-02	10.43			
Mar-02	29.14			



OR-1-03-3213	Average LSRC Time < 6 Lines -DS3 - Electronic - No Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	42.48			
Dec-01	21.77			
Jan-02	21.00			
Feb-02	22.93			
Mar-02	48.71			

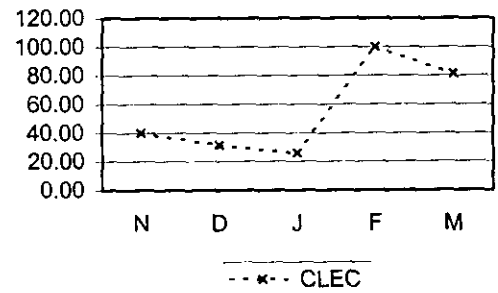


OR-1-03-3214	Average LSRC Time < 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	13.03			
Dec-01	3112.40			
Jan-02	#N/A			
Feb-02	#N/A			
Mar-02	12.62			

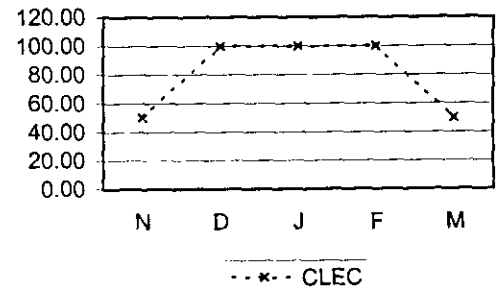


Special Services cont...			
OR-1-04-3210 % On Time < 6 Lines -DS0 - Electronic - No Flow-Through			95% within 48 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		
Feb-02	#N/A		
Mar-02	#N/A		

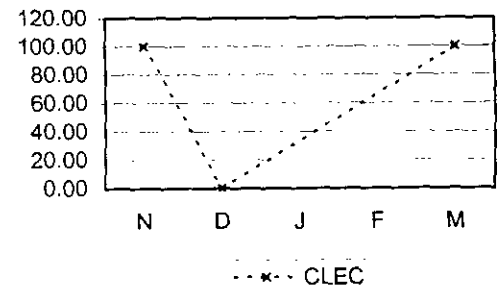
OR-1-04-3211 % On Time < 6 Lines -DS1 - Electronic - No Flow-Through			95% within 48 hours
	CLEC	CLEC Obs	Difference
Nov-01	40.15	137	-54.85
Dec-01	31.62	136	-63.38
Jan-02	25.90	139	-69.10
Feb-02	100.00	19	5.00
Mar-02	81.25	32	-13.75



OR-1-04-3213 % On Time < 6 Lines -DS3 - Electronic - No Flow-Through			95% within 48 hours
	CLEC	CLEC Obs	Difference
Nov-01	50.00	2	-45.00
Dec-01	100.00	2	5.00
Jan-02	100.00	2	5.00
Feb-02	100.00	4	5.00
Mar-02	50.00	2	-45.00



OR-1-04-3214 % On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through			95% within 48 hours
	CLEC	CLEC Obs	Difference
Nov-01	100.00	34	5.00
Dec-01	0.00	1	-95.00
Jan-02	#N/A		
Feb-02	#N/A		
Mar-02	100.00	2	5.00



Special Services cont...

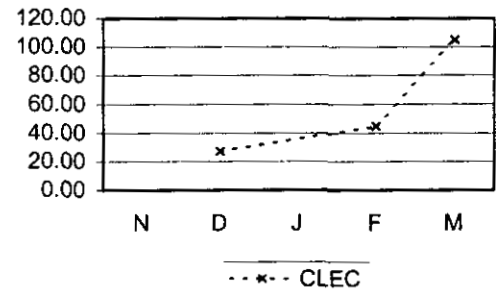
OR-1 - Order Confirmation Timeliness cont...

OR-1-05-3210	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-1-05-3211	Average LSRC Time >= 6 Lines -DS1 - Electronic - No Flow-Through	No Standard
--------------	--	-------------

	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	27.25		
Jan-02	#N/A		
Feb-02	44.94		
Mar-02	105.17		

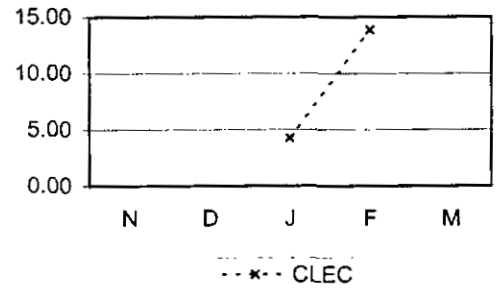


OR-1-05-3213	Average LSRC Time >= 6 Lines -DS3 - Electronic - No Flow-Through	No Standard
--------------	--	-------------

	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		
Feb-02	34.36		
Mar-02	33.42		

OR-1-05-3214	Average LSRC Time >= 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	No Standard
--------------	---	-------------

	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	4.26		
Feb-02	13.88		
Mar-02	#N/A		

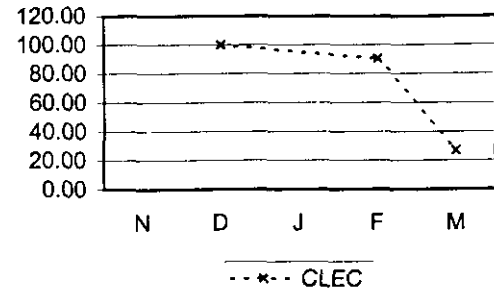


Special Services cont...			
OR-1 - Order Confirmation Timeliness cont...			
OR-1-06-3210	% On Time LSRC >=6 Lines -DS0 - Electronic - No Flow-Through		95% within 72 hours
	CLEC	CLEC Obs	Difference

Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		
Feb-02	#N/A		
Mar-02	#N/A		

OR-1-06-3211	% On Time LSRC >=6 Lines -DS1 - Electronic - No Flow-Through		95% within 72 hours
	CLEC	CLEC Obs	Difference

Nov-01	#N/A		
Dec-01	100.00	2	5.00
Jan-02	#N/A		
Feb-02	90.53	169	-4.47
Mar-02	27.11	557	-67.89

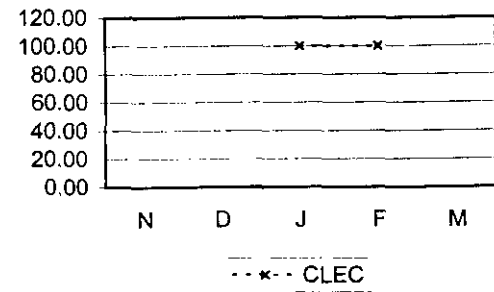


OR-1-06-3213	% On Time LSRC >=6 Lines -DS3 - Electronic - No Flow-Through		95% within 72 hours
	CLEC	CLEC Obs	Difference

Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		
Feb-02	100.00	2	5.00
Mar-02	93.33	30	-1.67

OR-1-06-3214	% On Time LSRC >=6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through		95% within 72 hours
	CLEC	CLEC Obs	Difference

Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	100.00	1	5.00
Feb-02	100.00	2	5.00
Mar-02	#N/A		

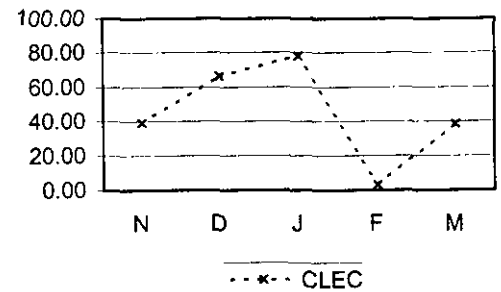


Special Services cont...			
OR-1 - Order Confirmation Timeliness cont...			No Standard
OR-1-07-3210	Average LSRC Time < 6 Lines -DS0 - Fax		No Standard

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

OR-1-07-3211	Average LSRC Time < 6 Lines -DS1 - Fax		No Standard
--------------	--	--	-------------

	CLEC	CLEC Obs	Difference
Nov-01	39.35		
Dec-01	66.37		
Jan-02	78.10		
Feb-02	3.10		
Mar-02	38.55		



OR-1-07-3213	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		
Feb-02	#N/A		
Mar-02	#N/A		

OR-1-07-3214	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		
Feb-02	#N/A		
Mar-02	#N/A		

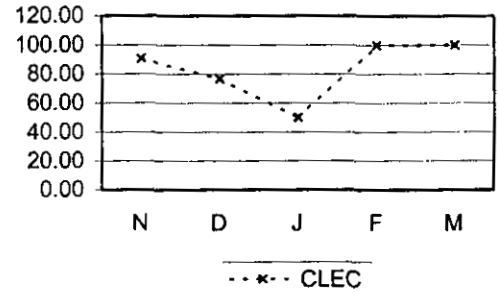
OR-1-08-3210	% On Time LSRC < 6 Lines -DS0 - Fax		95% within 72 hours
--------------	-------------------------------------	--	---------------------

	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-1-08-3211 **% On Time LSRC < 6 Lines -DS1 - Fax** **95% within 72 hours**

	CLEC	CLEC Obs	Difference
Nov-01	90.91	22	-4.09
Dec-01	76.92	13	-18.08
Jan-02	50.00	10	-45.00
Feb-02	100.00	7	5.00
Mar-02	100.00	2	5.00



OR-1-08-3213 **% On Time LSRC < 6 Lines -DS3 - Fax** **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-1-08-3214 **% On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Fax** **95% within 72 hours**

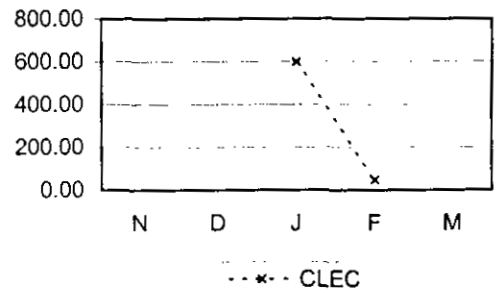
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		
Feb-02	#N/A		
Mar-02	#N/A		

OR-1-09-3210 **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		
Feb-02	#N/A		
Mar-02	#N/A		

OR-1-09-3211 **Average LSRC Time >= 6 Lines -DS1 - Fax** **No Standard**

	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	597.78		
Feb-02	48.67		
Mar-02	#N/A		



Special Services cont...

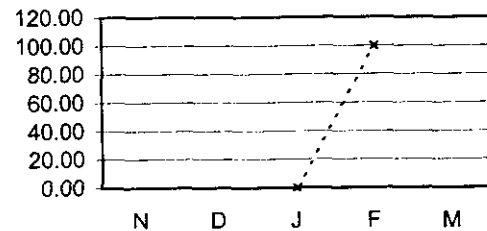
OR-1 - Order Confirmation Timeliness cont...

OR-1-09-3213	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			
Feb-02	#N/A			
Mar-02	#N/A			

OR-1-09-3214	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			
Feb-02	#N/A			
Mar-02	#N/A			

OR-1-10-3210	% 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			
Feb-02	#N/A			
Mar-02	#N/A			

OR-1-10-3211	% 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	0.00	1	-95.00	
Feb-02	100.00	1	5.00	
Mar-02	#N/A			



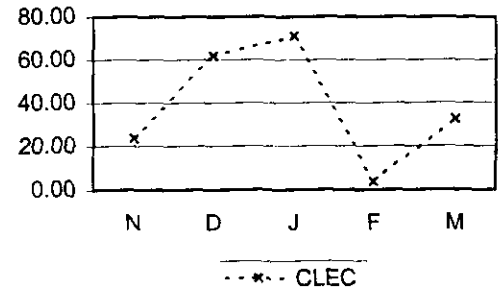
---x--- CLEC

OR-1-10-3213	% 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			
Feb-02	#N/A			
Mar-02	#N/A			

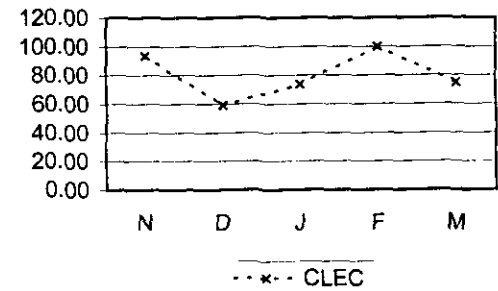
Special Services cont...			
OR-1 - Order Confirmation Timeliness cont...			
OR-1-10-3214	% On Time LSRC >= 6 Lines - Non DS0, DS1, DS3 - Fax		95% within 96 hours
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		
Feb-02	#N/A		
Mar-02	#N/A		

OR-2 - Reject Timeliness

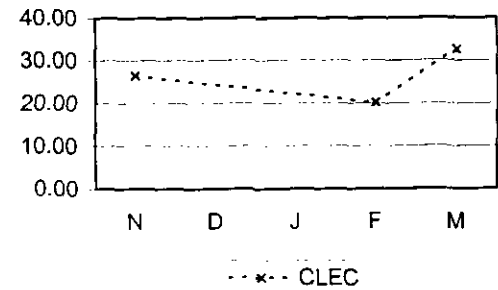
OR-2-03-3200	Average LSR Reject < 6 Lines - Electronic - No Flow-Through		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	23.66		
Dec-01	61.99		
Jan-02	71.18		
Feb-02	3.83		
Mar-02	32.51		



OR-2-04-3200	% On Time LSR Reject < 6 Lines - Electronic - No Flow Through		95% within 48 hours
	CLEC	CLEC Obs	Difference
Nov-01	93.51	77	-1.49
Dec-01	59.09	66	-35.91
Jan-02	73.68	76	-21.32
Feb-02	100.00	2	5.00
Mar-02	75.00	4	-20.00

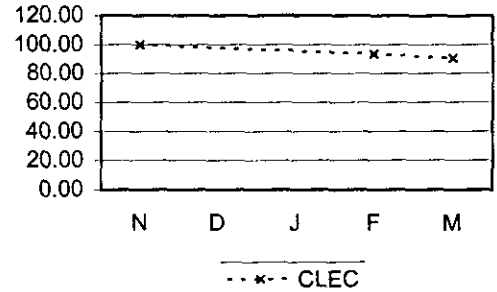


OR-2-05-3200	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	26.50		
Dec-01	#N/A		
Jan-02	#N/A		
Feb-02	20.16		
Mar-02	32.58		



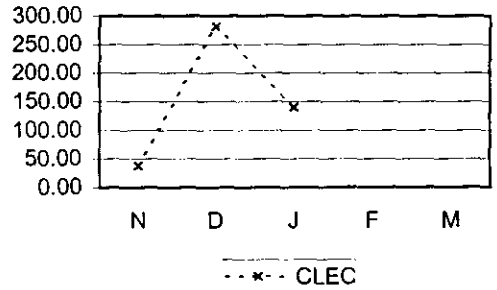
Special Services cont...			
OR-2 - Reject Timeliness cont...			
OR-2-06-3200	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through		95% within 72 hours
	CLEC	CLEC Obs	Difference

Nov-01	100.00	1	5.00
Dec-01	#N/A		
Jan-02	#N/A		
Feb-02	93.62	47	-1.38
Mar-02	90.74	108	-4.26



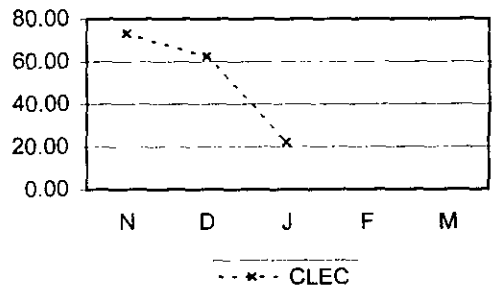
OR-2-07-3200	Average LSR Reject Time < 6 Lines - Fax		No Standard
	CLEC	CLEC Obs	Difference

Nov-01	38.00		
Dec-01	281.28		
Jan-02	140.23		
Feb-02	#N/A		
Mar-02	#N/A		



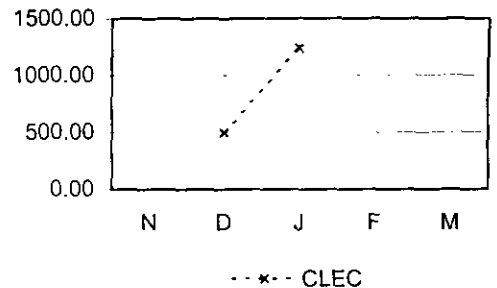
OR-2-08-3200	% On Time LSR Reject < 6 Lines - Fax		95% within 72 hours
	CLEC	CLEC Obs	Difference

Nov-01	73.33	15	-21.67
Dec-01	62.50	8	-32.50
Jan-02	22.22	9	-72.78
Feb-02	#N/A		
Mar-02	#N/A		



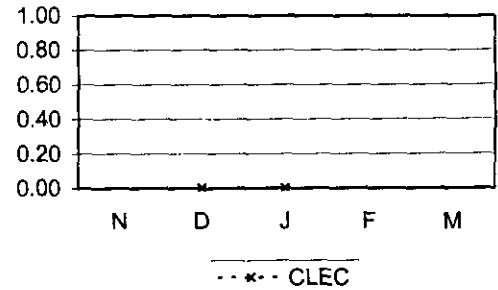
OR-2-09-3200	Average LSR Reject Time >=6 Lines - Fax		No Standard
	CLEC	CLEC Obs	Difference

Nov-01	#N/A		
Dec-01	495.38		
Jan-02	1237.65		
Feb-02	#N/A		
Mar-02	#N/A		



Special Services cont...			
OR-2 - Reject Timeliness cont...			
OR-2-10-3200	% On Time LSR Reject >=6 Lines - Fax		95% within 96 hours

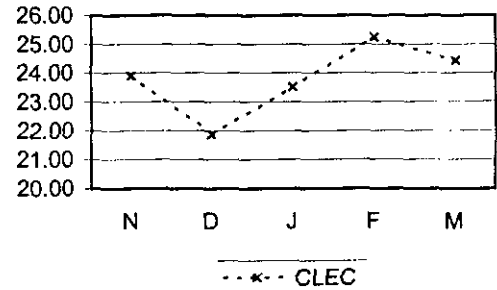
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	0.00	1	-95.00
Jan-02	0.00	1	-95.00
Feb-02	#N/A		
Mar-02	#N/A		



POTS / Special Services - Aggregate

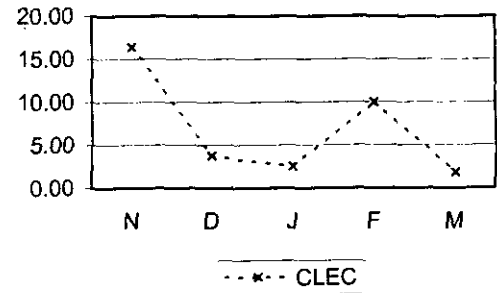
OR-3 - Percent Rejects

OR-3-01-3000	% Rejects			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	23.90	29215		
Dec-01	21.87	30780		
Jan-02	23.52	29041		
Feb-02	25.24	27068		
Mar-02	24.43	30984		



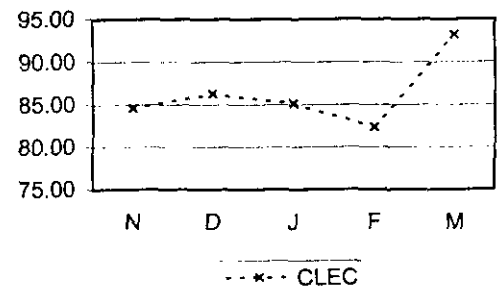
OR-4 - Timeliness of Completion Notification

OR-4-01-3000	Completion Notification - Average Response Time			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	16.38			
Dec-01	3.77			
Jan-02	2.57			
Feb-02	9.99			
Mar-02	1.82			



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

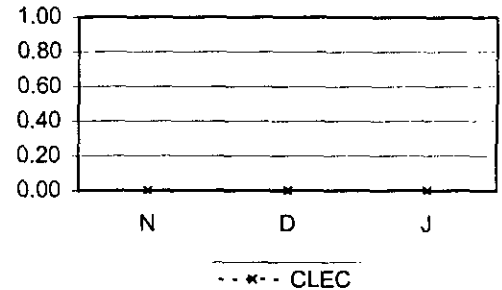
OR-4-02-3000	Completion Notification - % On Time			97% by next business day at noon (95% as of Feb. 2002)
	CLEC	CLEC Obs	Difference	
Nov-01	84.62	24804	-12.38	
Dec-01	86.32	23262	-10.68	
Jan-02	85.14	22356	-11.86	
Feb-02	82.36	21577	-12.64	
Mar-02	93.19	23055	-1.81	



POTS / Special Services - Aggregate cont...			
OR-4 - Timeliness of Completion Notification cont...			
OR-4-03-3000	% Orders Excluded from % On Time Measurement		No Standard

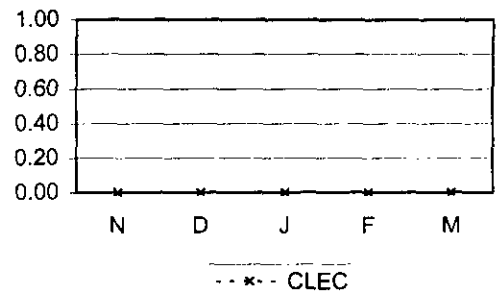
	CLEC	CLEC Obs	Difference
Nov-01	0.00	24804	
Dec-01	0.00	23262	
Jan-02	0.00	22356	

This submetric is no longer reported.



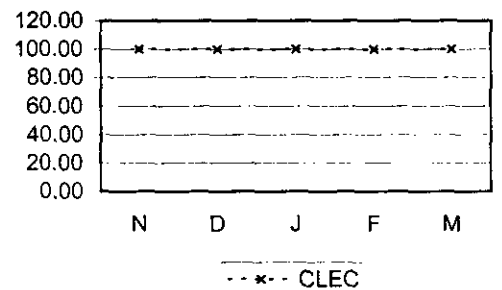
OR-4-04-3000	Work Completion Notice - Avg Response Time		No Standard
--------------	--	--	-------------

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



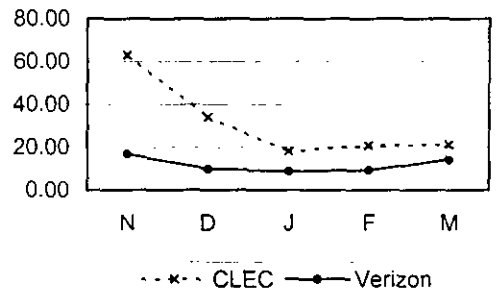
OR-4-05-3000	Work Completion Notice - % On Time		97% by next business day at noon (95% as of Feb. 2002)
--------------	------------------------------------	--	--

	CLEC	CLEC Obs	Difference
Nov-01	100.00	24278	3.00
Dec-01	100.00	23648	3.00
Jan-02	100.00	22490	3.00
Feb-02	100.00	20288	5.00
Mar-02	100.00	23236	5.00



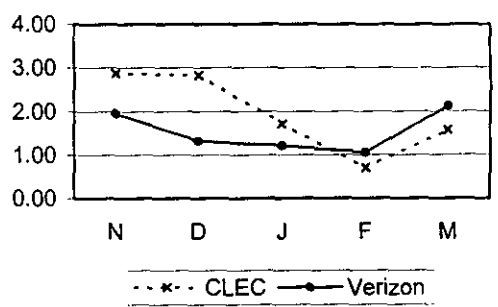
OR-4-06-3000	Avg Duration - Work Completion -SOP to Bill Comp						Parity with VZ Retail
--------------	--	--	--	--	--	--	-----------------------

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	16.77	63.06	356125	13018	17	0.15	-309.89
Dec-01	9.93	34.20	324123	14112	133	1.14	-21.30
Jan-02	8.81	18.23	391144	15220	124	1.02	-9.20
Feb-02	9.30	20.86	342132	20129	141.26	1.02	-11.28
Mar-02	14.17	21.37	366474	15069	149.07	1.24	-5.81

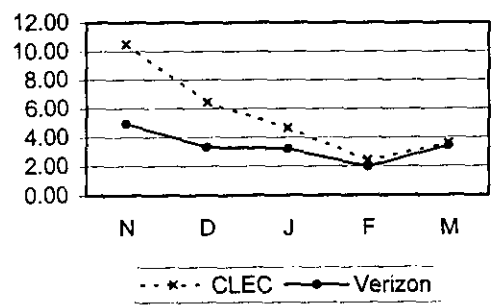


POTS / Special Services - Aggregate cont...
OR-4 - Timeliness of Completion Notification cont...

OR-4-07-3000	% SOP to Bill Completion >= 5 Business Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	1.96	2.87	356125	13018		0.12	-7.36	
Dec-01	1.32	2.83	324123	14112		0.10	-15.39	
Jan-02	1.22	1.72	391144	15220		0.09	-5.51	
Feb-02	1.05	0.71	342132	20129		0.07	4.60	
Mar-02	2.12	1.57	366474	15069		0.12	4.59	

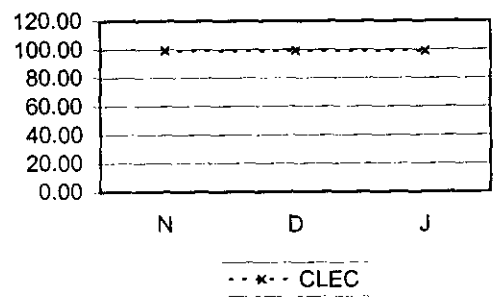


OR-4-08-3000	% SOP to Bill Completion > 1 Business Day							No Standard (Parity with Retail as of Feb. 2002)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	4.95	10.51	356125	13018				
Dec-01	3.32	6.46	324123	14112				
Jan-02	3.20	4.65	391144	15220				
Feb-02	1.96	2.41	342132	20129		0.10	-4.48	
Mar-02	3.40	3.58	366474	15069		0.15	-1.19	



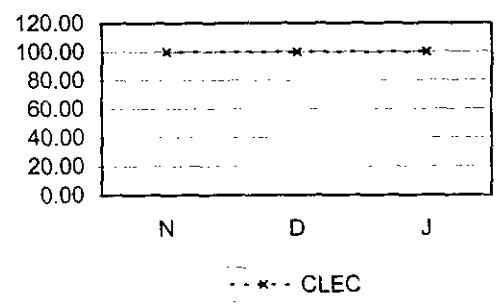
OR-4-09-3000	% SOP to Bill Completion w/in 3 Business Days			95% in 3 Bus Days of SOP Cmpitn
	CLEC	CLEC Obs	Difference	
Nov-01	99.14	1969	4.14	
Dec-01	98.98	1861	3.98	
Jan-02	98.95	1803	3.95	

This submetric is no longer reported.



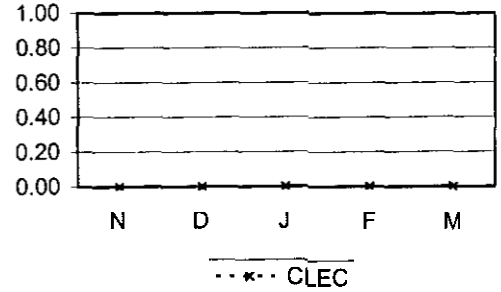
OR-4-10-3000	% SOP to Provisioning Completion w/in 2 Bus Days			95% in 2 Bus Days of SOP Cmpltn
	CLEC	CLEC Obs	Difference	
Nov-01	100.00	2117	5.00	
Dec-01	100.00	1939	5.00	
Jan-02	100.00	1837	5.00	

This submetric is no longer reported.



POTS / Special Services - Aggregate cont...			
OR-4 - Timeliness of Completion Notification cont...			
OR-4-11-3000	% SOP Comp Ord w/out a BCN and PCN w/in 3 Bus Days		Not more than 5%
	CLEC	CLEC Obs	Difference

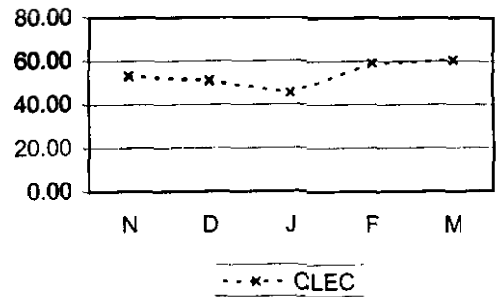
Nov-01	0.00	2117	5.00
Dec-01	0.00	1939	5.00
Jan-02	0.00	1837	5.00
Feb-02	0.00	20186	5.00
Mar-02	0.00	23133	5.00



OR-5 - Percent Flow-Through

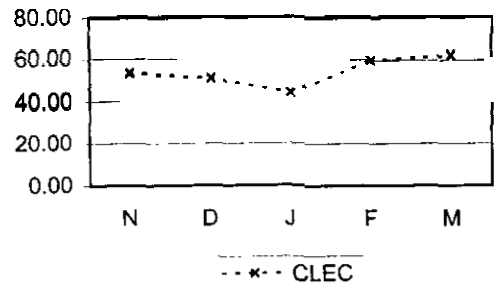
OR-5-01-3000 % Flow Through - Total			No Standard
	CLEC	CLEC Obs	Difference

Nov-01	53.43	27560	
Dec-01	51.24	29717	
Jan-02	45.35	28205	
Feb-02	59.14	25228	
Mar-02	60.51	28837	



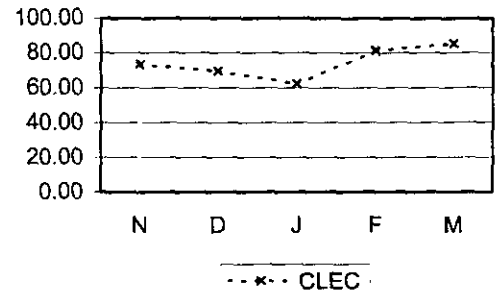
OR-5-02-3000 % Flow Through - Simple			No Standard
	CLEC	CLEC Obs	Difference

Nov-01	53.78	26107	
Dec-01	51.58	28688	
Jan-02	44.72	26109	
Feb-02	59.82	22856	
Mar-02	62.04	26114	



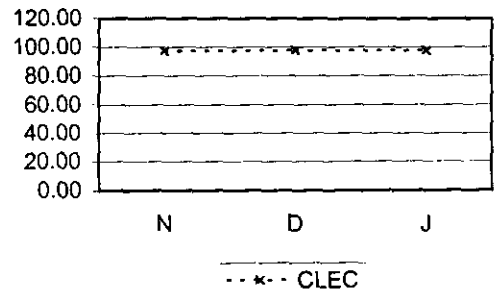
POTS / Special Services - Aggregate cont...
OR-5 - Percent Flow-Through cont...

OR-5-03-3000	% Flow Through - Achieved			95.0%
	CLEC	CLEC Obs	Difference	
Nov-01	73.42	20057	-21.58	
Dec-01	69.71	21845	-25.29	
Jan-02	62.41	20495	-32.59	
Feb-02	81.38	18336	-13.62	
Mar-02	85.45	20421	-9.55	



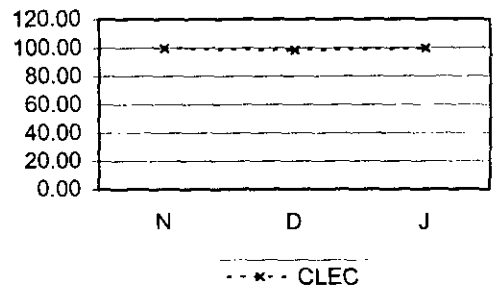
OR-6 - Order Accuracy

OR-6-01-3000	% Accuracy - Orders			95% of Orders without Errors
	CLEC	CLEC Obs	Difference	
Nov-01	97.30	629	2.30	
Dec-01	97.56	697	2.56	
Jan-02	97.61	334	2.61	



This submetric is no longer reported.

OR-6-02-3000	% Accuracy - Opportunities (each field reported separately)			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	99.71	6652		
Dec-01	98.35	6966		
Jan-02	99.69	3869		

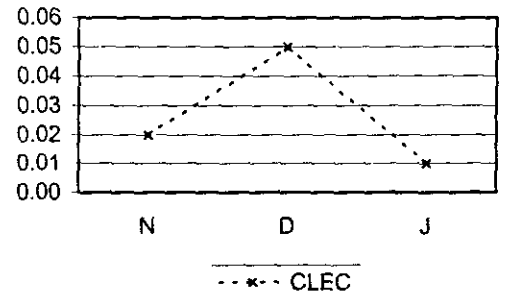


This submetric is no longer reported.

POTS / Special Services - Aggregate cont...

OR-6 - Order Accuracy cont...

OR-6-03-3000	% Accuracy - Local Service Request Confirmation			Not more that 5% of LSRCs resent due to VZ error
	CLEC	CLEC Obs	Difference	
Nov-01	0.02	17176	4.98	
Dec-01	0.05	18549	4.95	
Jan-02	0.01	19635	4.99	

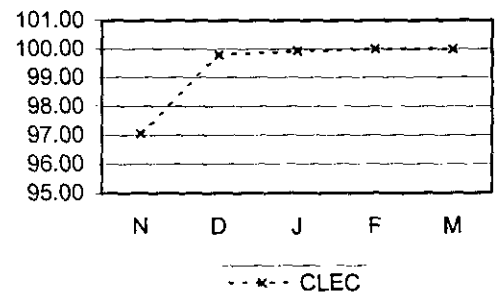


This submetric is no longer reported.

OR-8 - Acknowledgement Timeliness

OR-8-01-3000 % Acknowledgement on time 95% in 2 hours

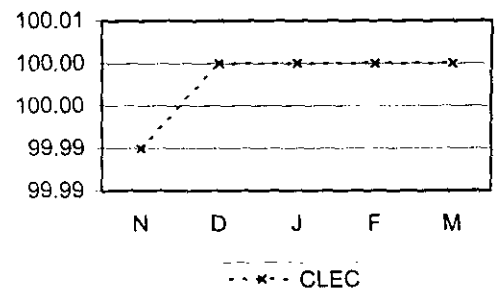
	CLEC	CLEC Obs	Difference
Nov-01	97.05	17512	2.05
Dec-01	99.79	19220	4.79
Jan-02	99.93	14924	4.93
Feb-02	100.00	12697	5.00
Mar-02	100.00	13086	5.00



OR-9 - Order Acknowledgement Completeness

OR-9-01-3000 % Acknowledgement Completeness 99.0%

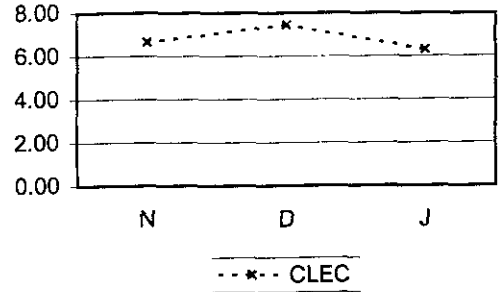
	CLEC	CLEC Obs	Difference
Nov-01	99.99	17512	0.99
Dec-01	100.00	19220	1.00
Jan-02	100.00	14924	1.00
Feb-02	100.00	12697	1.00
Mar-02	100.00	13086	1.00



OR-10 - Lost Order Trouble Tickets

POTS / Special Services - Aggregate cont...			
OR-10-01-3000	% 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	

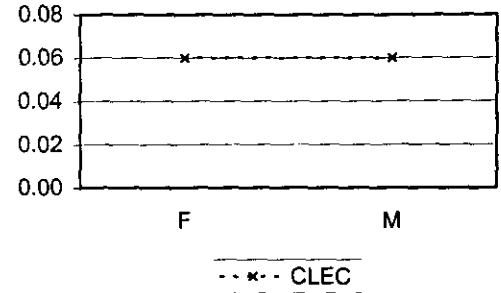
This metric is no longer reported.



NEW METRICS/SUBMETRICS AS OF FEBRUARY 2002 DATA MONTH

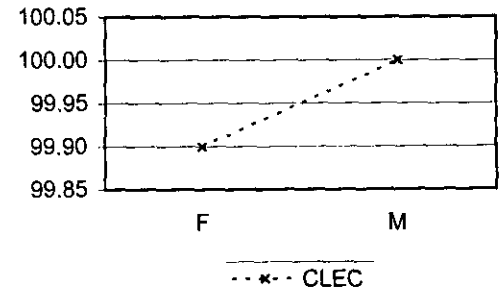
OR-1-01-3143	Average Local Service Request Confirmation (LSRC) Time (Flow-through) Plat.			No Standard
---------------------	--	--	--	--------------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	0.06		
Mar-02	0.06		



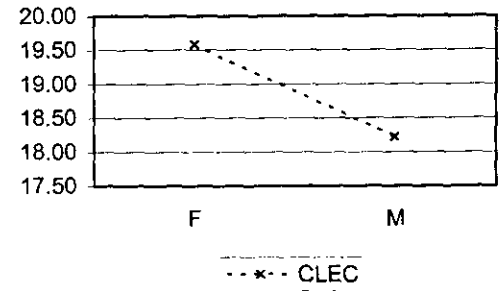
OR-1-02-3143	% On Time LSRC - Flow-through (Platform)			95% within 2 hours
---------------------	---	--	--	---------------------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	99.90	1005	4.90
Mar-02	100.00	1157	5.00



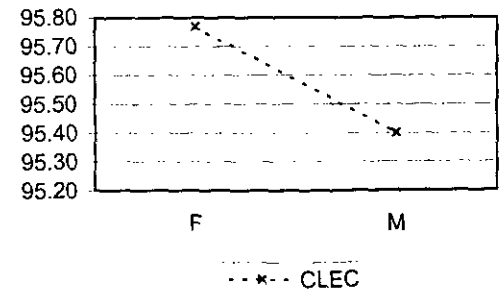
OR-1-03-3143	Average LSRC/ASRC Time - No Facility Check (No FT) - Platform			No Standard
---------------------	--	--	--	--------------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	19.58		
Mar-02	18.22		



OR-1-04-3143	% On Time LSRC/ASRC Time - No Facility Check (No FT) - Platform			95% within 24 hours
---------------------	--	--	--	----------------------------

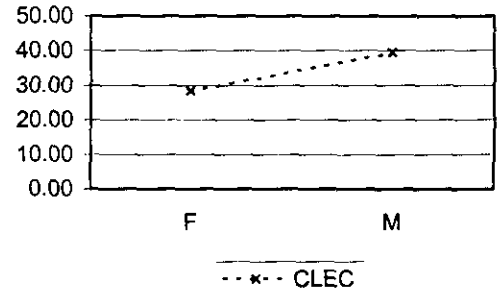
	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	95.77	969	0.77
Mar-02	95.40	1261	0.40



NEW METRICS/SUBMETRICS cont..

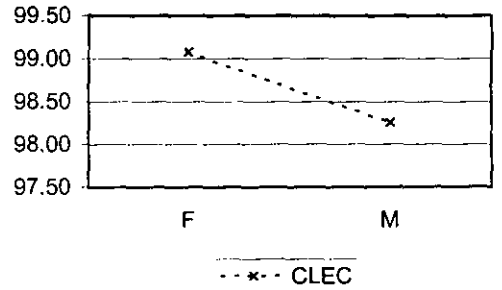
OR-1-05-3143	Average LSRC/ASRC Time - Facility Check (Elec. - No FT) - Platform			No Standard
--------------	--	--	--	-------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	28.47		
Mar-02	39.43		



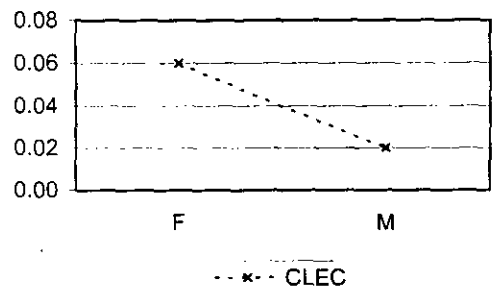
OR-1-06-3143	% On Time LSRC/ASRC Time - Facility Check (Elec. - No FT) - Platform			95% within 72 hours
--------------	--	--	--	---------------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	99.08	109	4.08
Mar-02	98.26	172	3.26



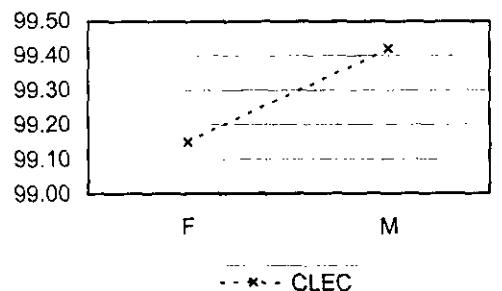
OR-2-01-3143	Average Local Service Request (LSR) Reject Time - FT - Platform			No Standard
--------------	---	--	--	-------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	0.06		
Mar-02	0.02		



OR-2-02-3143	% On Time LSR Reject (FT) - Platform			95% within 2 hours
--------------	--------------------------------------	--	--	--------------------

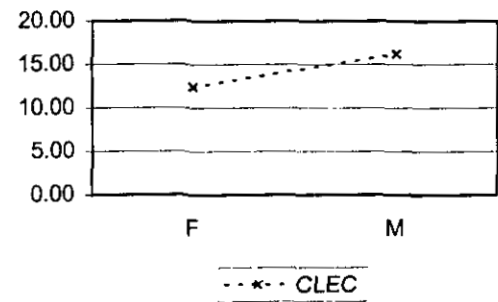
	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	99.15	355	4.15
Mar-02	99.42	345	4.42



NEW METRICS/SUBMETRICS cont..

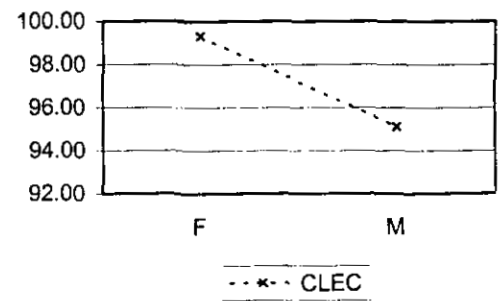
OR-2-03-3143	Average LSR/ASR Reject Time - No Facility Check (Elec - No FT)-Platform			No Standard
--------------	---	--	--	-------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	12.46		
Mar-02	16.20		



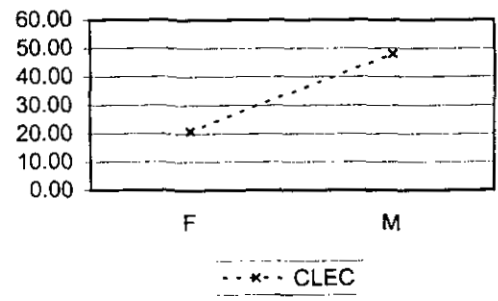
OR-2-04-3143	% On Time LSR/ASR Reject Time - No Facility Check (Elec - No FT)-Platform			95% within 24 hours
--------------	---	--	--	---------------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	99.32	296	4.32
Mar-02	95.11	368	0.11



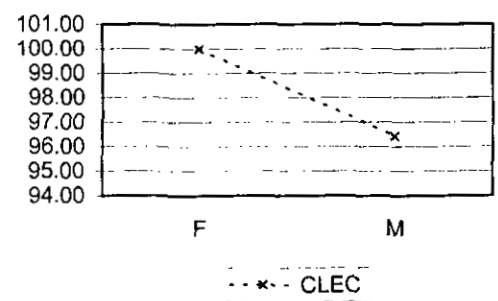
OR-2-05-3143	Average LSR/ASR Reject Time - Facility Check (Elec - No FT)-Platform			No Standard
--------------	--	--	--	-------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	20.89		
Mar-02	48.07		



OR-2-06-3143	% On Time LSR/ASR Reject Time - Facility Check (Elec - No FT)-Platform			95% within 72 hours
--------------	--	--	--	---------------------

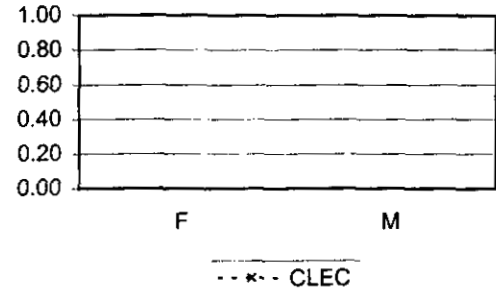
	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	100.00	34	5.00
Mar-02	96.43	28	1.43



NEW METRICS/SUBMETRICS cont...

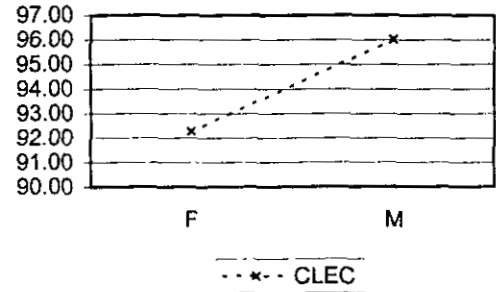
OR-3-02-3000	% Resubmission Not Rejected		95.0%
--------------	-----------------------------	--	-------

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



OR-4-12-3000	% Due Date to PCN within Two Business Days		95.0%
--------------	--	--	-------

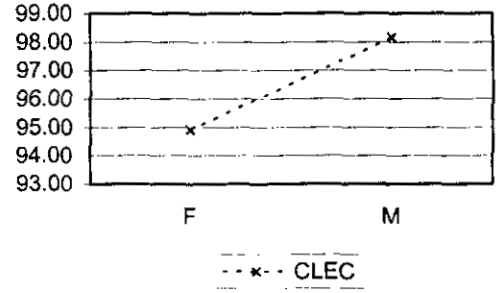
	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	92.27	20288	-2.73
Mar-02	96.01	23236	1.01



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

OR-4-13-3000	% Due Date to PCN within Five Business Days		99.0%
--------------	---	--	-------

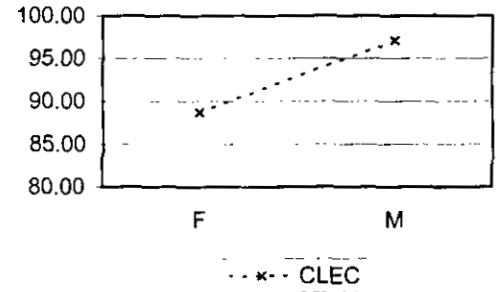
	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	94.91	20288	-4.09
Mar-02	98.17	23236	-0.83



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

OR-4-14-3000	% Due Date to BCN within Four Business Days		95.0%
--------------	---	--	-------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	88.71	21577	-6.29
Mar-02	97.09	23055	2.09

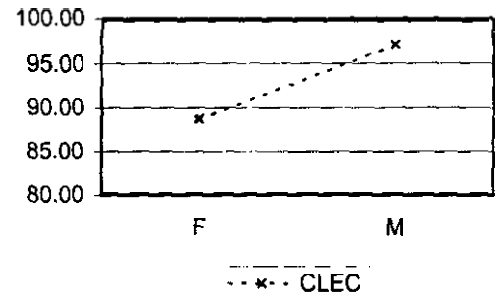


Note: Until July 1st, 2002, the measure is "% Due Date to BCN within Five Business Days".

NEW METRICS/SUBMETRICS cont...

OR-4-15-3000	% Due Date to BCN within Seven Business Days		99.0%
--------------	--	--	-------

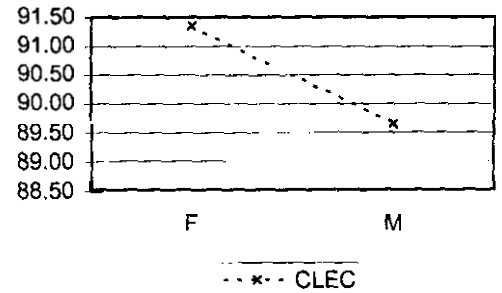
	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	89.53	21577	-9.47
Mar-02	98.12	23055	-0.88



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

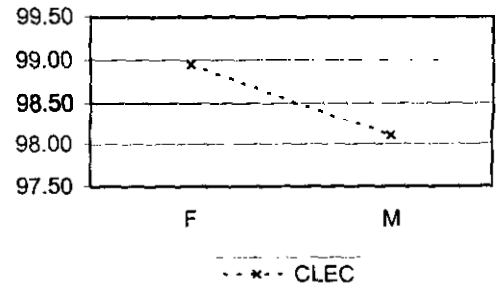
OR-6-01-3143	% Accuracy - Orders - Platform		95% Verizon orders without errors
--------------	--------------------------------	--	-----------------------------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	91.35	289	-3.65
Mar-02	89.66	387	-5.34



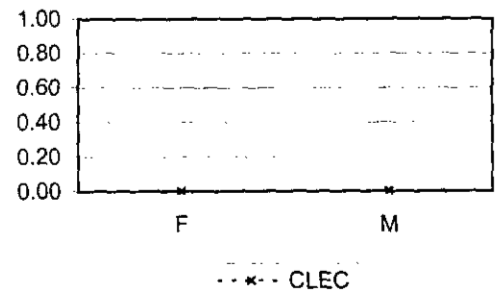
OR-6-02-3143	% Accuracy - Opportunities - Platform		No Standard
--------------	---------------------------------------	--	-------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	98.95	2565	
Mar-02	98.10	3323	



OR-6-03-3143	% Accuracy - LSRC - Platform		<= 5% LSRCs resent due to Verizon error
--------------	------------------------------	--	---

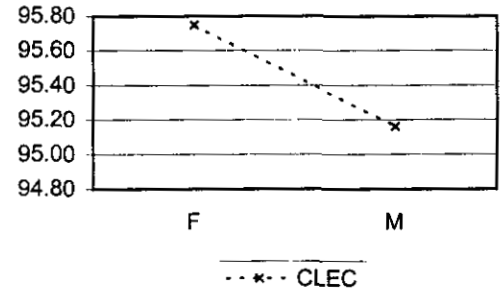
	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	0.00	1230	5.00
Mar-02	0.00	1626	5.00



NEW METRICS/SUBMETRICS cont..

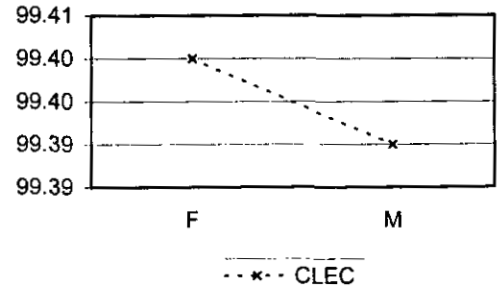
OR-6-01-3331	% Accuracy - Orders - Loop/Pre-qualified Complex/LNP			95% Verizon orders without errors
--------------	--	--	--	-----------------------------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	95.75	235	0.75
Mar-02	95.16	351	0.16



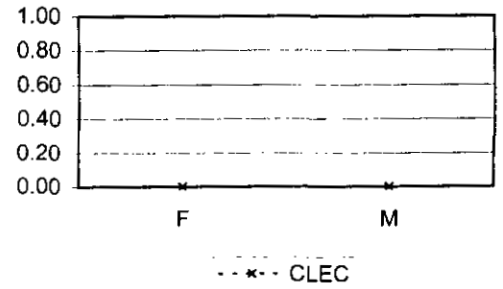
OR-6-02-3331	% Accuracy - Opportunities - Loop/Pre-qualified Complex/LNP			No Standard
--------------	---	--	--	-------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	99.40	1843	
Mar-02	99.39	2806	



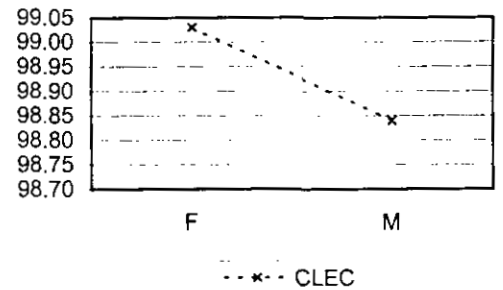
OR-6-03-3331	% Accuracy - LSRC - Loop/Pre-qualified Complex/LNP			<= 5% LSRCs resent due to Verizon error
--------------	--	--	--	---

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	0.01	11749	4.99
Mar-02	0.01	11755	4.99



OR-7-01-3143	% Order Confirmations/Rejects Sent within 3 Bus. Days - UNE Platform			95.0%
--------------	--	--	--	-------

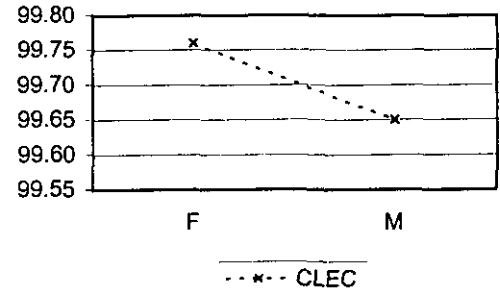
	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	99.03	2693	4.03
Mar-02	98.84	3193	3.84



NEW METRICS/SUBMETRICS cont..

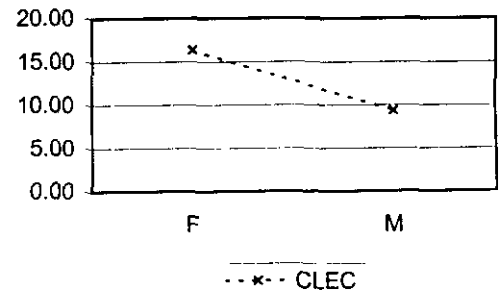
OR-7-01-3331	% Order Confirmations/Rejects Sent within 3 Bus. Days - UNE Loop			95.0%
---------------------	---	--	--	--------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	99.76	27837	4.76
Mar-02	99.65	30875	4.65



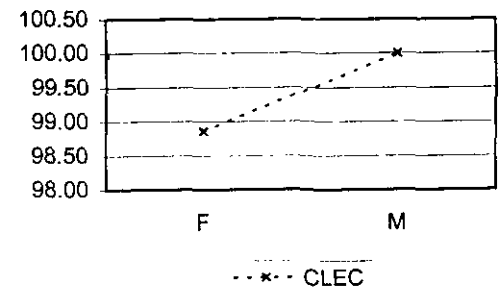
OR-1-03-3343	Average LSRC/ASRC Time - No Facility Check - 2 Wire xDSL Line Sharing			No Standard
---------------------	--	--	--	--------------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	16.34		
Mar-02	9.39		



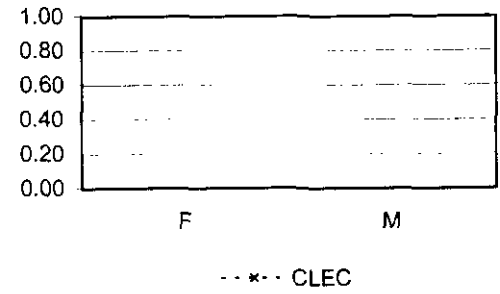
OR-1-04-3343	% On Time LSRC/ASRC Time - No Facility Check - 2 Wire xDSL Line Sharing			95% within 72 Hours
---------------------	--	--	--	----------------------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	98.86	88	3.86
Mar-02	100.00	52	5.00



OR-1-05-3343	Average LSRC/ASRC Time - Facility Check - 2 Wire xDSL Line Sharing			No Standard
---------------------	---	--	--	--------------------

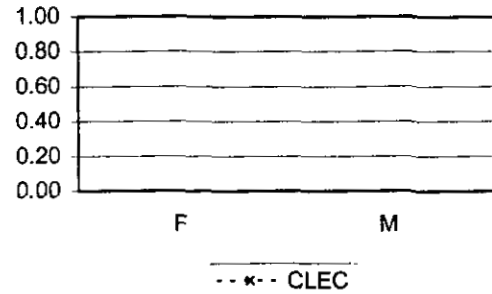
	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	#N/A		
Mar-02	#N/A		



NEW METRICS/SUBMETRICS cont...

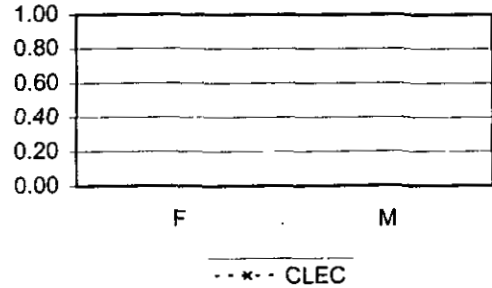
OR-1-06-3343 % On Time LSRC/ASRC Time - Facility Check - 2 Wire xDSL Line Sharing 95% within 72 Hours

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



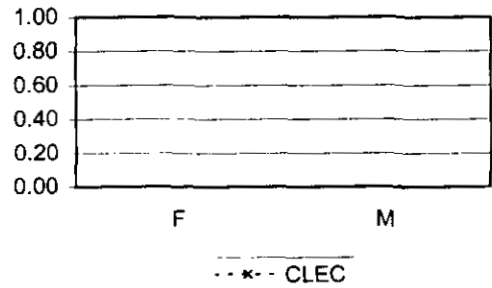
OR-2-03-3343 Average LSR/ASR Reject Time - No Facility Check - 2 Wire xDSL Line Sharing No Standard

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	15.41		
Mar-02	14.00		



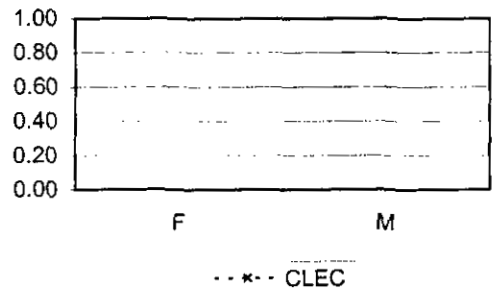
OR-2-04-3343 % On Time LSR/ASR Reject Time - No Facility Check - 2 Wire xDSL Line Sharing 95% within 72 Hours

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	100.00	21	5.00
Mar-02	100.00	17	5.00



OR-2-05-3343 Average LSR/ASR Reject Time - Facility Check - 2 Wire xDSL Line Sharing No Standard

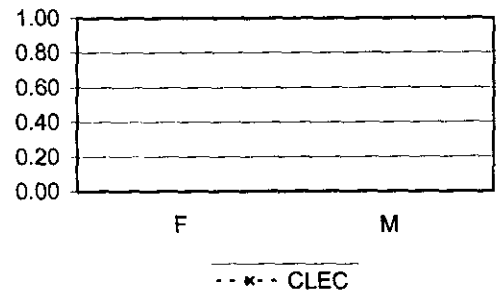
	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	#N/A		
Mar-02	#N/A		



NEW METRICS/SUBMETRICS cont..

OR-2-06-3343 % On Time LSR/ASR Reject Time - Facility Check - 2 Wire xDSL Line Sharing 95% within 72 Hours

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



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