

APPENDIX F

Verizon - VA

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

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

POTS - Provisioning

PR-1 - Average Interval Offered

PR-1-01-3111	Average Interval Offered - Total No Dispatch - Hot Cut Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.99	5.65	12406	1827	3.32	0.08	-56.01	
Dec-01	1.31	5.58	8974	1233	3.81	0.12	-36.90	
Jan-02	1.31	5.46	11027	1371	3.96	0.11	-36.60	
Feb-02		4.84		1175				
Mar-02		4.93		984				

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

PR-1-01-3122	Average Interval Offered - Total No Dispatch - Other (Switch & INP)							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.99	2.00	12406		1	3.32	3.32	
Dec-01	1.31	#N/A	8974			3.81		
Jan-02	1.31	#N/A	11027			3.96		
Feb-02	1.20	#N/A	8838			3.14		
Mar-02	1.16	4.00	11252		1	4.46	4.46	

PR-1-01-3140	Average Interval Offered - Total No Dispatch - Platform							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.99	1.28	12406	577	3.32	0.14	-2.05	
Dec-01	1.31	1.88	8974	1064	3.81	0.12	-4.61	
Jan-02	1.31	2.09	11027	1135	3.96	0.12	-6.32	
Feb-02	1.20	2.79	8838	1000	3.14	0.10	-15.18	
Mar-02	1.16	1.26	11252	1252	4.46	0.13	-0.75	

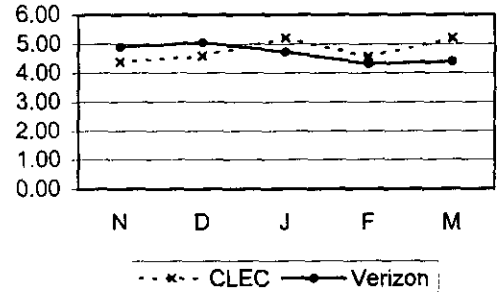
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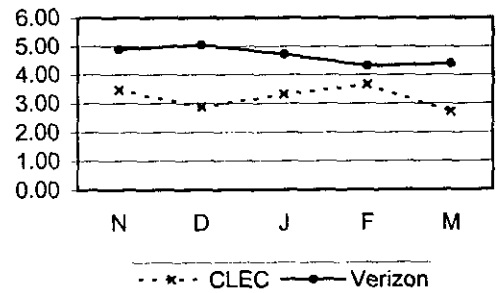
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POTS - Provisioning cont...
PR-1 - Average Interval Offered cont...

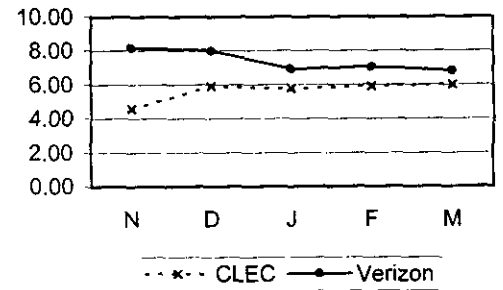
PR-1-03-3112	Average Interval Offered - Dispatch (1-5 Lines) - Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	4.89	4.39	3455	82	5.66	0.63	0.79	
Dec-01	5.05	4.59	3086	302	5.98	0.36	1.28	
Jan-02	4.72	5.21	4069	241	5.18	0.34	-1.43	
Feb-02	4.32	4.57	3493	166	5.00	0.40	-0.63	
Mar-02	4.39	5.20	3911	118	5.06	0.47	-1.71	



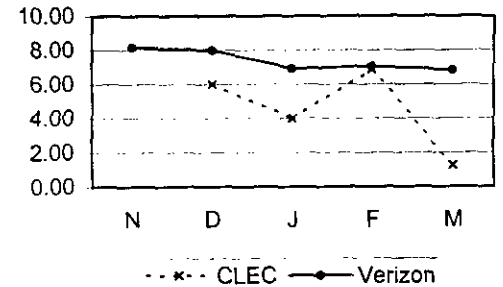
PR-1-03-3140	Average Interval Offered - Dispatch (1-5 Lines) - Platform							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	4.89	3.47	3455	49	5.66	0.81	1.74	
Dec-01	5.05	2.88	3086	104	5.98	0.60	3.64	
Jan-02	4.72	3.33	4069	101	5.18	0.52	2.66	
Feb-02	4.32	3.67	3493	110	5.00	0.48	1.34	
Mar-02	4.39	2.72	3911	85	5.06	0.55	3.01	



PR-1-04-3112	Average Interval Offered - Dispatch (6-9 Lines) - Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	8.17	4.58	207	12	8.10	2.41	1.49	
Dec-01	8.00	5.92	195	12	8.15	2.42	0.86	
Jan-02	6.91	5.77	199	22	8.74	1.96	0.58	
Feb-02	7.04	5.93	196	15	7.64	2.05	0.54	
Mar-02	6.83	6.00	224	23	7.18	1.57	0.53	

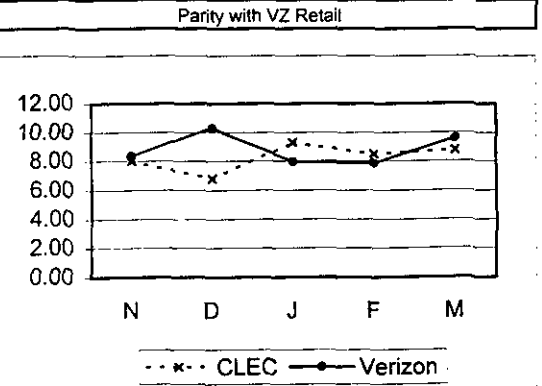


PR-1-04-3140	Average Interval Offered - Dispatch (6-9 Lines) - Platform							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	8.17	#N/A	207		8.10			
Dec-01	8.00	6.00	195	1	8.15		8.17	
Jan-02	6.91	4.00	199	2	8.74		6.21	
Feb-02	7.04	6.86	196	7	7.64		0.06	
Mar-02	6.83	1.25	224	4	7.18		1.54	

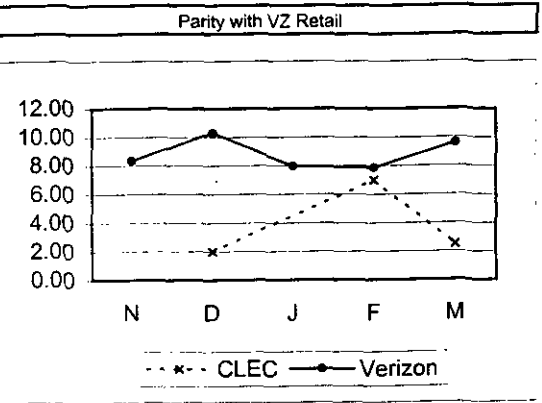


POTS - Provisioning cont...
PR-1 - Average Interval Offered cont...

PR-1-05-3112	Average Interval Offered - Dispatch (>= 10 Lines) - Loop							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	8.34	8.00	105	2	9.76	6.97		
Dec-01	10.31	6.82	97	11	19.86	6.32	0.55	
Jan-02	7.96	9.29	110	17	8.34	2.17	-0.79 (P)	
Feb-02	7.87	8.50	120	6	8.26	3.46	-0.18	
Mar-02	9.60	8.78	131	9	10.97	3.78	0.22	

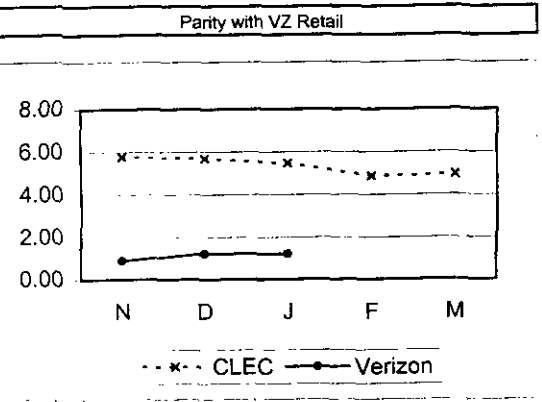


PR-1-05-3140	Average Interval Offered - Dispatch (>= 10 Lines) - Platform							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	8.34	#N/A	105		9.76			
Dec-01	10.31	2.00	97	1	19.86	19.96		
Jan-02	7.96	#N/A	110		8.34			
Feb-02	7.87	7.00	120	1	8.26	8.29	0.10	
Mar-02	9.60	2.50	131	6	10.97	4.58	1.55	



PR-2 - Average Completed Interval

PR-2-01-3111	Average Interval Completed - Total No Dispatch - Hot Cut Loop							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	0.89	5.78	11862	1626	2.74	0.07	-67.49	
Dec-01	1.22	5.70	8407	1090	4.18	0.13	-33.29	
Jan-02	1.20	5.48	10365	1224	3.40	0.10	-41.65	
Feb-02		4.87		1067				
Mar-02		4.94		887				

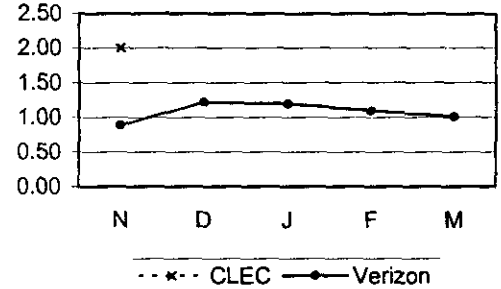


POTS - Provisioning cont...

PR-2 - Average Completed Interval cont...

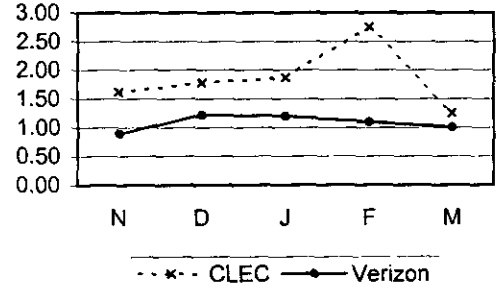
PR-2-01-3122	Average Interval Completed - Total No Dispatch - Other (Switch & INP)							Parity with VZ Retail
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	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.89	2.00	11862		1	2.74	2.74
Dec-01	1.22	#N/A	8407			4.18	
Jan-02	1.20	#N/A	10365			3.40	
Feb-02	1.10	#N/A	8351			2.33	
Mar-02	1.01	#N/A	10688			2.65	



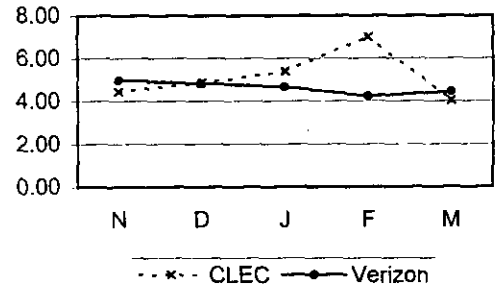
PR-2-01-3140	Average Interval Completed - Total No Dispatch - Platform							Parity with VZ Retail
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	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.89	1.62	11862	554	2.74	0.12	-6.13
Dec-01	1.22	1.78	8407	1006	4.18	0.14	-4.02
Jan-02	1.20	1.87	10365	1067	3.40	0.11	-6.13
Feb-02	1.10	2.76	8351	959	2.33	0.08	-20.90
Mar-02	1.01	1.26	10688	1188	2.65	0.08	-3.08



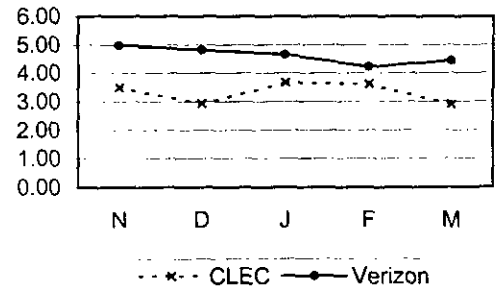
PR-2-03-3112	Average Interval Completed - Dispatch (1-5 Lines) - Loop							Parity with VZ Retail
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	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	4.98	4.45	2881	73	5.78	0.69	0.77
Dec-01	4.82	4.85	2603	249	4.76	0.32	-0.10
Jan-02	4.66	5.40	3459	209	5.43	0.39	-1.91
Feb-02	4.22	7.01	3059	134	4.01	0.35	-7.88
Mar-02	4.43	4.03	3412	104	4.93	0.49	0.82



PR-2-03-3140	Average Interval Completed - Dispatch (1-5 Lines) - Platform							Parity with VZ Retail
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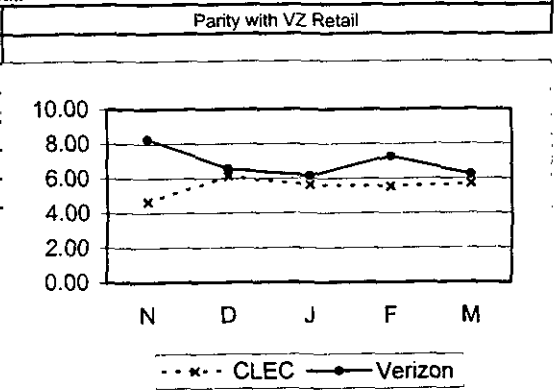
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	4.98	3.50	2881	48	5.78	0.84	1.76
Dec-01	4.82	2.93	2603	96	4.76	0.49	3.82
Jan-02	4.66	3.66	3459	88	5.43	0.59	1.71
Feb-02	4.22	3.61	3059	105	4.01	0.40	1.53
Mar-02	4.43	2.90	3412	81	4.93	0.55	2.76



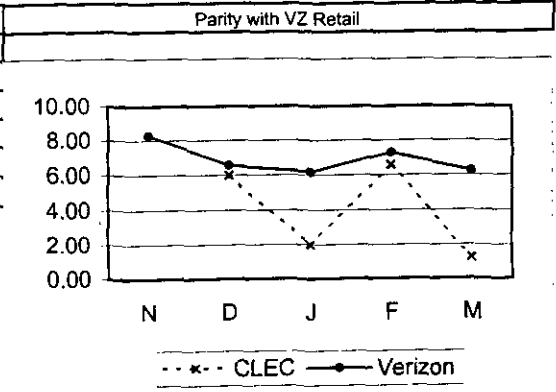
POTS - Provisioning cont...

PR-2 - Average Completed Interval cont...

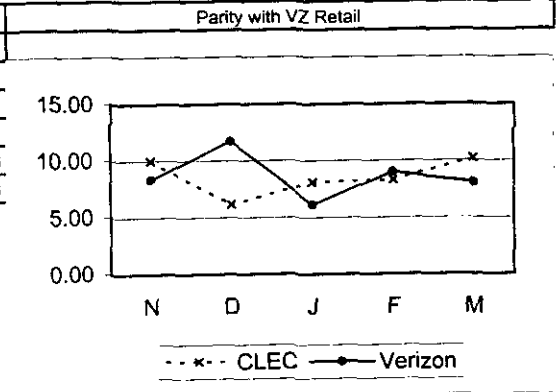
PR-2-04-3112	Average Interval Completed - Dispatch (6-9 Lines) - Loop							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	8.29	4.67	157	9	7.89	2.70		
Dec-01	6.56	6.13	140	8	5.40	1.96		
Jan-02	6.17	5.63	156	19	6.82	1.66	0.33	
Feb-02	7.29	5.54	156	13	7.69	2.22	0.79	
Mar-02	6.23	5.69	180	16	5.74	1.50	0.36	



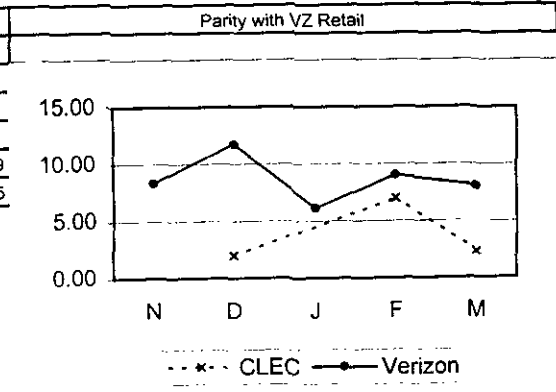
PR-2-04-3140	Average Interval Completed - Dispatch (6-9 Lines) - Platform							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	8.29	#N/A	157		7.89			
Dec-01	6.56	6.00	140	1	5.40	5.42		
Jan-02	6.17	2.00	156	2	6.82	4.85		
Feb-02	7.29	6.57	156	7	7.69	2.97	0.24	
Mar-02	6.23	1.25	180	4	5.74	2.90	1.72	



PR-2-05-3112	Average Interval Completed - Dispatch (>= 10 Lines) - Loop							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	8.38	10.00	74	1	7.83	7.88		
Dec-01	11.73	6.14	66	7	24.45	9.72		
Jan-02	6.12	8.13	75	8	5.22	1.94		
Feb-02	9.01	8.33	99	6	10.35	4.35	0.16	
Mar-02	8.06	10.20	98	5	8.27	3.79	-0.56	



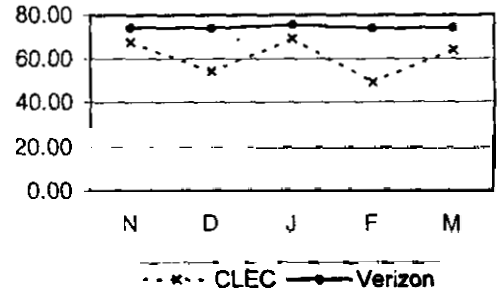
PR-2-05-3140	Average Interval Completed - Dispatch (>= 10 Lines) - Platform							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	8.38	#N/A	74		7.83			
Dec-01	11.73	2.00	66	1	24.45	24.63		
Jan-02	6.12	#N/A	75		5.22			
Feb-02	9.01	7.00	99	1	10.35	10.40	0.19	
Mar-02	8.06	2.33	98	6	8.27	3.48	1.65	



POTS - Provisioning cont...

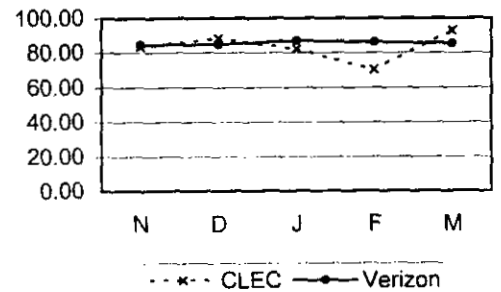
PR-3 - Completed within X Days - Platform & Other (Switch & INP)

PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	74.36	67.61	58498	494	1.97	1.97	-3.42	
Dec-01	73.93	54.27	50243	914	1.47	1.47	-13.42	
Jan-02	75.54	69.22	69439	952	1.40	1.40	-4.51	
Feb-02	73.98	49.30	57434	783	1.58	1.58	-15.63	
Mar-02	74.07	64.10	61164	1000	1.40	1.40	-7.14	

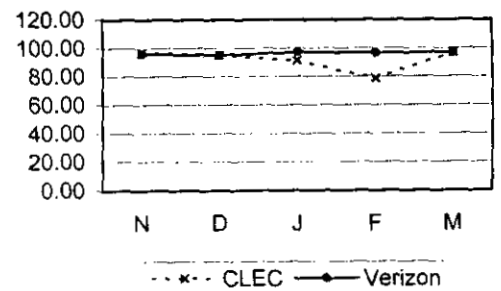


The PR-3 metrics (except PR-3-11) now exclude for 2 Wire Digital Services and 2 Wire xDSL services orders that require manual loop qualification. Also for these two services and 2 Wire xDSL Line Sharing, orders are excluded that are missed for facility reasons for all PR-3 metrics.

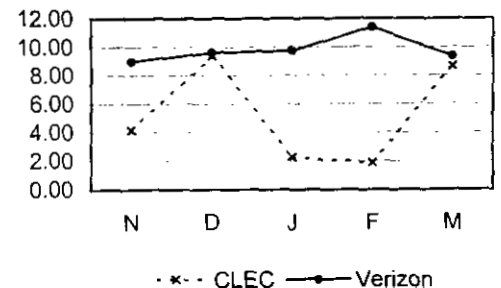
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	84.54	83.40	58498	494	1.63	1.63	-0.70	
Dec-01	84.95	88.51	50243	914	1.19	1.19	2.98	
Jan-02	87.07	82.25	69439	952	1.09	1.09	-4.40	
Feb-02	86.36	70.37	57434	783	1.23	1.23	-12.95	
Mar-02	85.61	93.10	61164	1000	1.12	1.12	6.69	



PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	95.79	96.76	58498	494	0.91	0.91	1.07	
Dec-01	94.94	95.08	50243	914	0.73	0.73	0.19	
Jan-02	97.09	91.07	69439	952	0.55	0.55	-10.98	
Feb-02	96.64	78.67	57434	783	0.65	0.65	-27.72	
Mar-02	96.72	96.70	61164	1000	0.57	0.57	-0.04	



PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	9.00	4.17	11757	48	4.14	4.14	-1.17	
Dec-01	9.61	9.38	12048	96	3.02	3.02	-0.08	
Jan-02	9.73	2.27	14742	88	3.17	3.17	-2.35	
Feb-02	11.39	1.90	13709	105	3.11	3.11	-3.05	
Mar-02	9.33	8.64	13431	81	3.24	3.24	-0.21	

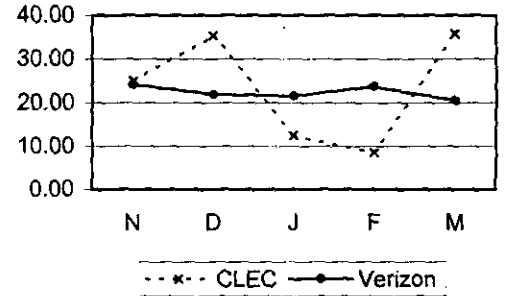


POTS - Provisioning cont...

PR-3 - Completed within X Days - Platform & Other (Switch & INP) cont...

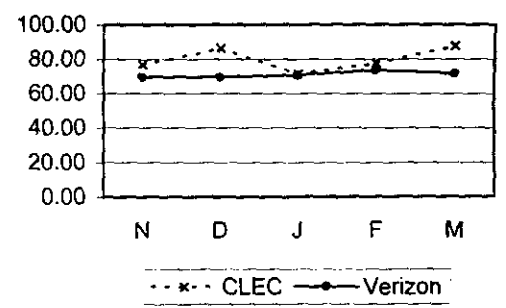
PR-3-05-3142 Parity with VZ Retail

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	24.23	25.00	11757	48		6.20	0.12
Dec-01	21.98	35.42	12048	96		4.24	3.17
Jan-02	21.59	12.50	14742	88		4.40	-2.07
Feb-02	23.78	8.57	13709	105		4.17	-3.65
Mar-02	20.50	35.80	13431	81		4.50	3.40



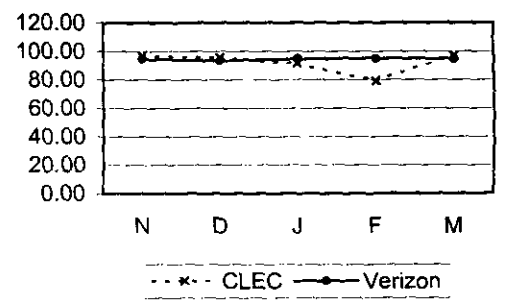
PR-3-06-3142 Parity with VZ Retail

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	69.73	77.08	11757	48		6.64	1.11
Dec-01	69.75	86.46	12048	96		4.71	3.55
Jan-02	70.89	71.59	14742	88		4.86	0.14
Feb-02	73.96	78.10	13709	105		4.30	0.96
Mar-02	71.82	87.65	13431	81		5.01	3.16



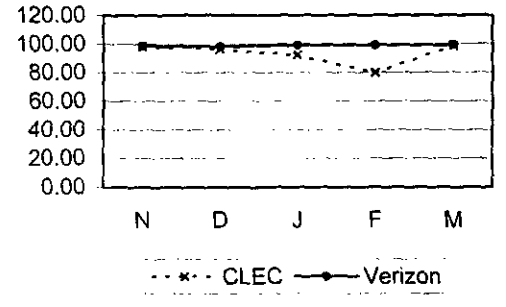
PR-3-07-3142 Parity with VZ Retail

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	94.43	96.68	70255	542		0.99	2.28
Dec-01	93.40	95.64	62291	1010		0.79	2.84
Jan-02	94.83	91.25	84181	1040		0.69	-5.18
Feb-02	94.87	79.50	71143	888		0.74	-20.63
Mar-02	94.78	97.22	74595	1081		0.68	3.58



PR-3-08-3142 Parity with VZ Retail

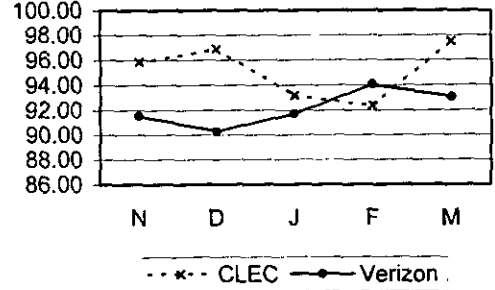
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	98.66	98.38	58498	494		0.52	-0.54
Dec-01	98.15	96.28	50243	914		0.45	-4.16
Jan-02	99.03	92.23	69439	952		0.32	-21.26
Feb-02	99.06	79.82	57434	783		0.35	-55.42
Mar-02	99.04	98.50	61164	1000		0.31	-1.74



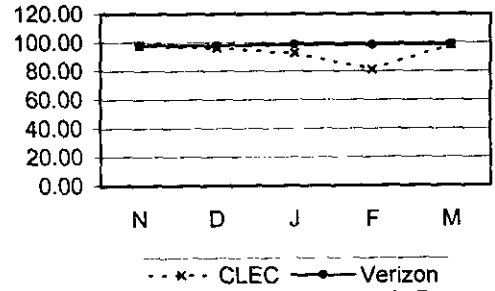
POTS - Provisioning cont...

PR-3 - Completed within X Days - Platform & Other (Switch & INP) cont...

PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	91.56	95.83	11757	48		4.02	1.06	
Dec-01	90.30	96.88	12048	96		3.03	2.17	
Jan-02	91.72	93.18	14742	88		2.95	0.50	
Feb-02	94.04	92.38	13709	105		2.32	-0.72	
Mar-02	93.06	97.53	13431	81		2.83	1.58	

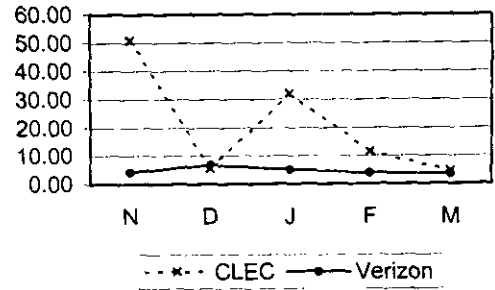


PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	98.20	98.15	70255	542		0.57	-0.09	
Dec-01	97.86	96.34	62291	1010		0.46	-3.31	
Jan-02	98.50	92.60	84181	1040		0.38	-15.56	
Feb-02	98.68	81.53	71143	888		0.39	-44.50	
Mar-02	98.59	98.43	74595	1081		0.36	-0.44	



PR-4 - Missed Appointments

PR-4-02-3100	Average Delay Days - Total							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	4.17	51.00	2508	9	14.85	4.96		
Dec-01	6.72	5.55	2544	11	26.84	8.11	0.14	
Jan-02	5.09	32.00	2747	35	20.97	3.57	-7.54	
Feb-02	3.86	11.56	2179	18	13.91	3.29	-2.34	
Mar-02	3.45	4.59	2463	29	7.72	1.44	-0.79	

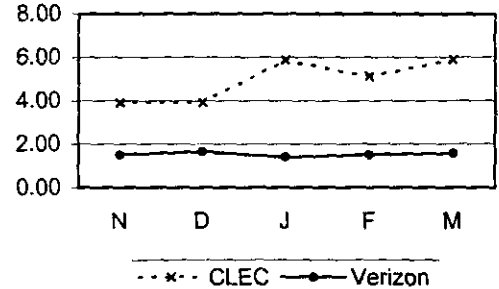


The PR-4 metrics now exclude LNP orders without office equipment which do not have a trigger order; and for PR-4-04 and PR4-14 2 Wire Digital Services and 2 Wire xDSL Services missed for facility reasons.

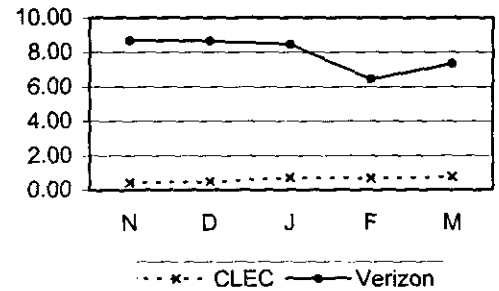
POTS - Provisioning cont...

PR-4 - Missed Appointments cont...

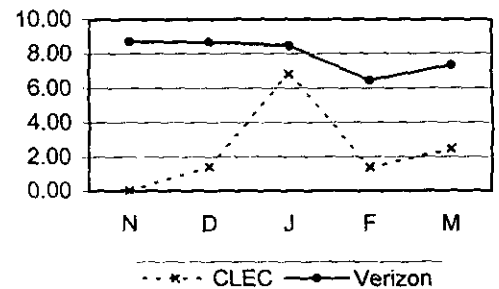
PR-4-03-3100	% Missed Appointment - Customer							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	1.51	3.93	125436	3787				
Dec-01	1.66	3.93	113966	4939				
Jan-02	1.40	5.87	145162	5550				
Feb-02	1.50	5.13						
Mar-02	1.56	5.90						



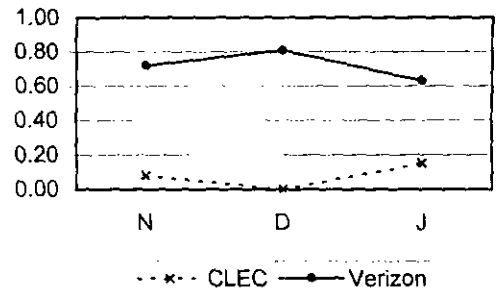
PR-4-04-3113	% Missed Appointment - Verizon - Dispatch - Loop New							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	8.71	0.44	20092	1357		0.79	10.46	
Dec-01	8.67	0.49	20649	1628		0.72	11.29	
Jan-02	8.45	0.71	23367	2682		0.57	13.65	
Feb-02	6.44	0.68	21949	2062		0.57	10.19	
Mar-02	7.33	0.77	22551	2333		0.57	11.57	



PR-4-04-3140	% Missed Appointment - Verizon - Dispatch - Platform							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	8.71	0.00	20092	60		3.65	2.39	
Dec-01	8.67	1.42	20649	141		2.38	3.05	
Jan-02	8.45	6.82	23367	132		2.43	0.67	
Feb-02	6.44	1.39	21949	144		2.05	2.46	
Mar-02	7.33	2.47	22551	162		2.06	2.36	



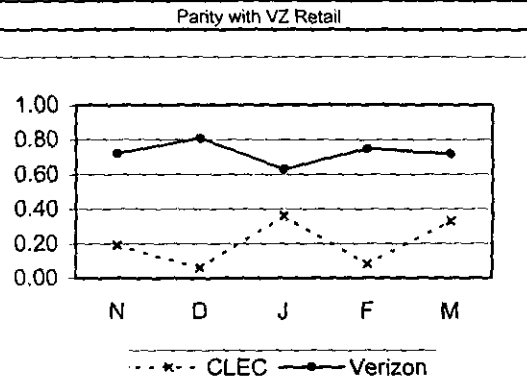
PR-4-05-3123	% Missed Appointment - Verizon - No Dispatch - Other							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.72	0.08	105344	1324		0.23	2.74	
Dec-01	0.81	0.00	93317	1399		0.24	3.35	
Jan-02	0.63	0.15	121795	1329		0.22	2.20	



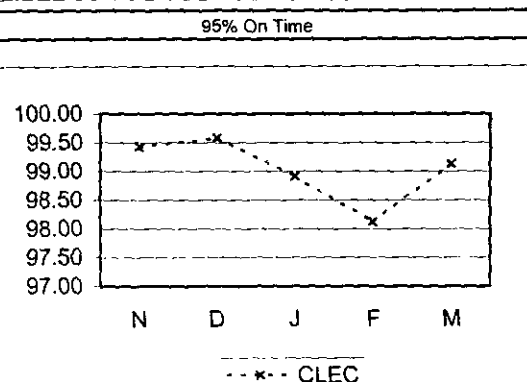
Appears to be a new product disaggregation for PR-4-05 (UNE-Other). The new submetric is reported below.

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

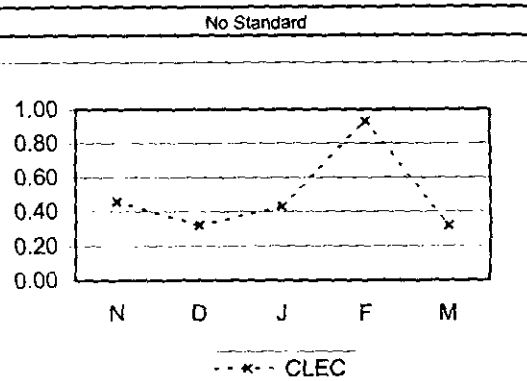
PR-4-05-3140	% Missed Appointment - Verizon - No Dispatch - Platform						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.72	0.19	105344	1044		0.26	2.02
Dec-01	0.81	0.06	93317	1771		0.22	3.49
Jan-02	0.63	0.36	121795	1406		0.21	1.27
Feb-02	0.75	0.08	101534	1323		0.24	2.81
Mar-02	0.72	0.33	112815	1837		0.20	1.96



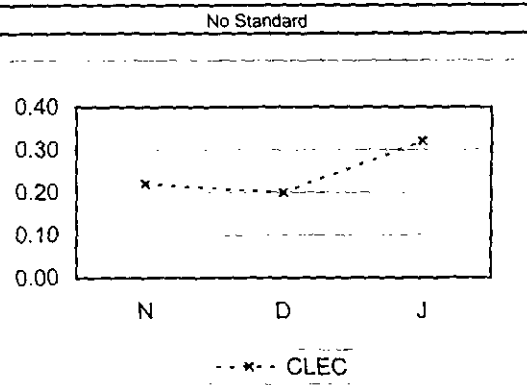
PR-4-07-3540	% On Time Performance - LNP						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		99.43		2787			4.43
Dec-01		99.58		3097			4.58
Jan-02		98.92		2498			3.92
Feb-02		98.12		2179			3.12
Mar-02		99.14		2907			4.14



PR-4-08-3111	% MA - Customer - Due to Late Order Conf. - Hot Cut Loop						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		0.46		2378			
Dec-01		0.32		2539			
Jan-02		0.43		3025			
Feb-02		0.93		2589			
Mar-02		0.32		2527			



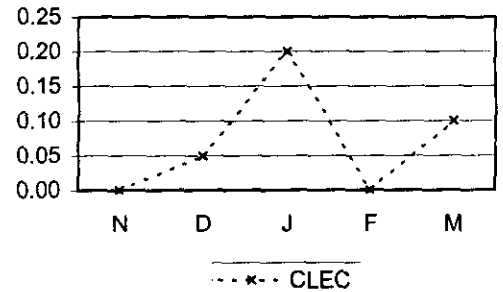
PR-4-08-3123	% MA - Customer - Due to Late Order Conf. - Other (Switch & INP)						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		0.22		2683			
Dec-01		0.20		3027			
Jan-02		0.32		4012			



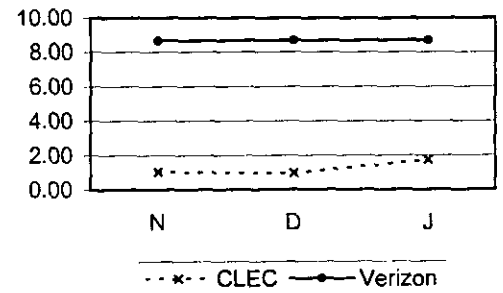
Appears to be a new product disaggregation for PR-4-08 (UNE-Other). The new submetric is reported below.

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

PR-4-08-3140	% MA - Customer - Due to Late Order Conf. - Platform							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		0.00		1104				
Dec-01		0.05		1912				
Jan-02		0.20		1538				
Feb-02		0.00		1467				
Mar-02		0.10		1999				

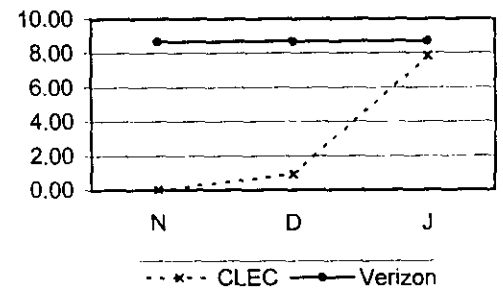


PR-4-10-3113	% MA - VZ - Std. Interval (W Coded) Orders - Disp. - Loop New							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	8.67	1.04	15208	96		2.88	2.65	
Dec-01	8.69	0.95	15328	317		1.60	4.84	
Jan-02	8.71	1.75	18594	286		1.68	4.14	



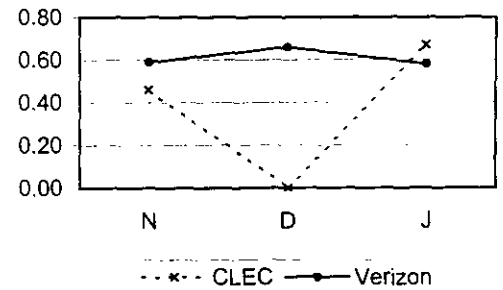
This metric is no longer reported.

PR-4-10-3140	% MA - VZ - Std. Interval (W Coded) Orders - Disp. - Platform							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	8.67	0.00	15208	49		4.03	2.15	
Dec-01	8.69	0.93	15328	108		2.72	2.85	
Jan-02	8.71	7.84	18594	102		2.80	0.31	



This metric is no longer reported.

PR-4-11-3123	% MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Other							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.59	0.46	89931	218		0.52	0.25	
Dec-01	0.66	0.00	77548	190		0.59	1.12	
Jan-02	0.58	0.67	108796	149		0.62	-0.14	



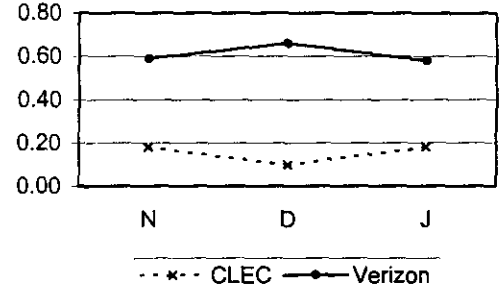
This metric is no longer reported.

POTS - Provisioning cont...

PR-4 - Missed Appointments cont...

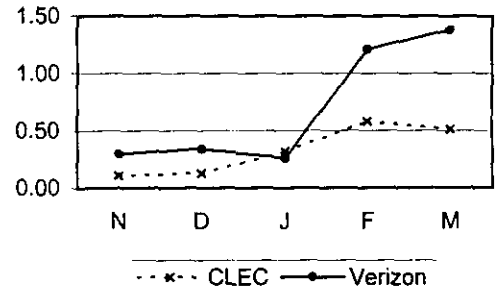
PR-4-11-3140	% MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Platform							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.59	0.18	89931	562		0.32	1.27	
Dec-01	0.66	0.10	77548	1030		0.25	2.20	
Jan-02	0.58	0.18	108796	1090		0.23	1.73	

This metric is no longer reported.

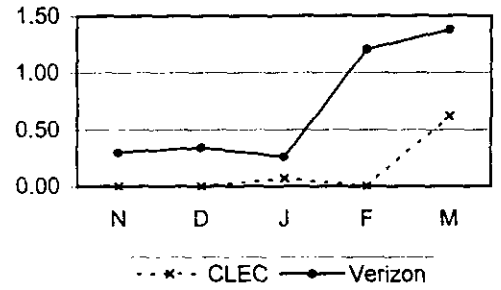


PR-5- Facility Missed Orders

PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.30	0.11	125436	2681		0.11	1.78	
Dec-01	0.34	0.13	113966	3026		0.11	1.96	
Jan-02	0.26	0.32	145162	4009		0.08	-0.74	
Feb-02	1.21	0.58	21949	2062		0.25	2.50	
Mar-02	1.38	0.51	22551	2333		0.25	3.43	

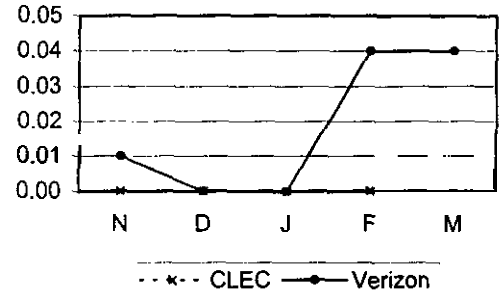


PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.30	0.00	125436	1104		0.17	1.81	
Dec-01	0.34	0.00	113966	1912		0.13	2.53	
Jan-02	0.26	0.07	145162	1538		0.13	1.46	
Feb-02	1.21	0.00	21949	144		0.91	1.32	
Mar-02	1.38	0.62	22551	162		0.92	0.83	

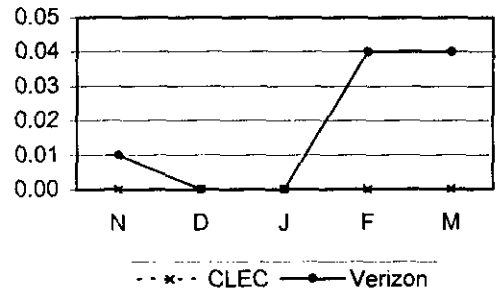


POTS - Provisioning cont...
 PR-5- Facility Missed Orders cont...

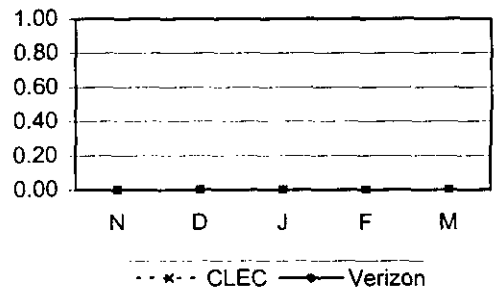
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.01	0.00	125436	2681		0.02	0.51	
Dec-01	0.00	0.00	113966	3026		0.00		
Jan-02	0.00	0.00	145162	4009		0.00		
Feb-02	0.04	0.00	21949	2062		0.05	0.87	
Mar-02	0.04	0.00	22551	2333		0.04	0.92	



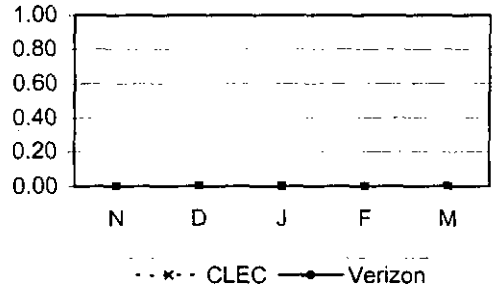
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.01	0.00	125436	1104		0.03	0.33	
Dec-01	0.00	0.00	113966	1912		0.00		
Jan-02	0.00	0.00	145162	1538		0.00		
Feb-02	0.04	0.00	21949	144		0.17	0.24	
Mar-02	0.04	0.00	22551	162		0.16	0.25	



PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	0.00	125436	2681		0.00		
Dec-01	0.00	0.00	113966	3026		0.00		
Jan-02	0.00	0.00	145162	4009		0.00		
Feb-02	0.00	0.00	21949	2062				
Mar-02	0.00	0.00	22551	2333				



PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	0.00	125436	1104		0.00		
Dec-01	0.00	0.00	113966	1912		0.00		
Jan-02	0.00	0.00	145162	1538		0.00		
Feb-02	0.00	0.00	21949	144				
Mar-02	0.00	0.00	22551	162				



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

PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop							Parity with VZ Retail (for Found Troubles - Feb. 2002)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	3.77	4.70	106786	7654		0.23	-4.14	
Dec-01	4.04	4.74	95204	8739		0.22	-3.19	
Jan-02	3.10	3.95	120712	10661		0.18	-4.86	
Feb-02	3.35	4.72	106875	7985		0.21	-6.57	
Mar-02	3.62	4.87	115672	8109		0.21	-5.81	

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

PR-6-01-3140	% Installation Troubles reported within 30 Days - Platform							Parity with VZ Retail (for Found Troubles - Feb. 2002)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	3.77	0.09	106786	1161		0.56	6.56	
Dec-01	4.04	0.00	95204	2569		0.39	10.26	
Jan-02	3.10	0.10	120712	2079		0.38	7.83	

Appears to be a new product disaggregation for PR-6-01 (UNE-Platform). The new submetric is reported below.

PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop							Parity with VZ Retail (for Found Troubles - Feb. 2002)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	2.37	2.23	106786	7654		0.18	0.77	
Dec-01	2.48	3.06	95204	8739		0.17	-3.30	
Jan-02	1.97	2.65	120712	10661		0.14	-4.85	
Feb-02	2.14	3.41	106875	7985		0.17	-7.54	
Mar-02	2.27	3.39	115672	8109		0.17	-6.58	

PR-6-02-3140	% Installation Troubles reported within 7 Days - Platform							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	2.37	0.00	106786	1161		0.45	5.28	
Dec-01	2.48	0.00	95204	2569		0.31	7.98	
Jan-02	1.97	0.10	120712	2079		0.31	6.09	

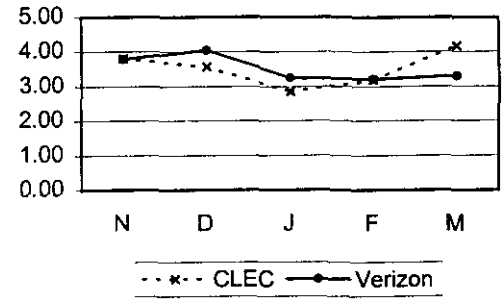
Appears to be a new product disaggregation for PR-6-02 (UNE-Platform). The new submetric is reported below.

POTS - Provisioning cont...

PR-6 - Installation Quality cont...

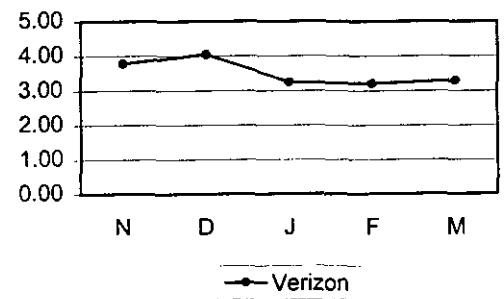
PR-6-03-3112 % Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop No Standard

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	3.78	3.80	106786	7654			
Dec-01	4.05	3.57	95204	8739			
Jan-02	3.25	2.86	120712	10661			
Feb-02	3.21	3.19	106875	7985		0.20	0.09
Mar-02	3.30	4.17	115672	8109		0.21	-4.23



PR-6-03-3121 % Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other No Standard

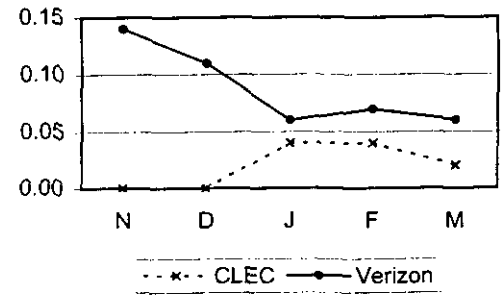
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	3.78	#N/A	106786				
Dec-01	4.05	#N/A	95204				
Jan-02	3.25	#N/A	120712				
Feb-02	3.21	1.05	106875	2560		0.35	6.12
Mar-02	3.30	1.10	115672	4107		0.28	7.77



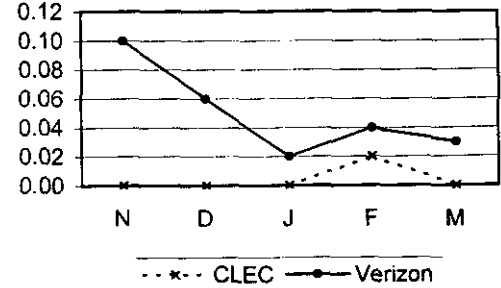
PR-8 - Open Orders in a Hold Status

PR-8-01-3100 % Open Orders in a Hold Status > 30 Days Parity with VZ Retail

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.14	0.00	125436	3787		0.06	2.27
Dec-01	0.11	0.00	113966	4939		0.05	2.28
Jan-02	0.06	0.04	145162	5550		0.03	0.60
Feb-02	0.07	0.04	123483	4819		0.04	0.77
Mar-02	0.06	0.02	135366	5479		0.03	1.19

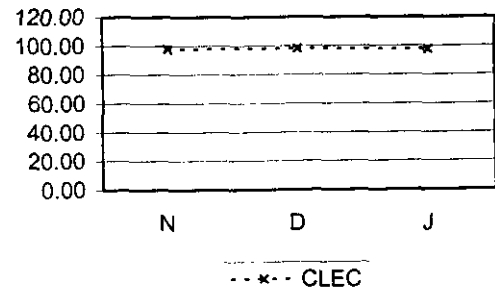


POTS - Provisioning cont...								
PR-8 - Open Orders in a Hold Status cont...								
PR-8-02-3100	% Open Orders in a Hold Status > 90 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.10	0.00	125436	3787		0.05	1.92	
Dec-01	0.06	0.00	113966	4939		0.04	1.69	
Jan-02	0.02	0.00	145162	5550		0.02	1.03	
Feb-02	0.04	0.02	123483	4819		0.03	0.68	
Mar-02	0.03	0.00	135366	5479		0.02	1.28	



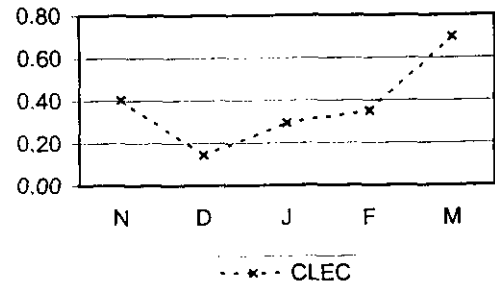
PR-9 - Hot Cuts

PR-9-01-3114 % On Time Performance - Hot Cuts								95% win cut over window
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		97.99		2686			2.99	
Dec-01		98.15		2644			3.15	
Jan-02		97.71		2919			2.71	



The product disaggregation appears to have changed for this submetric. The new submetric is reported below.

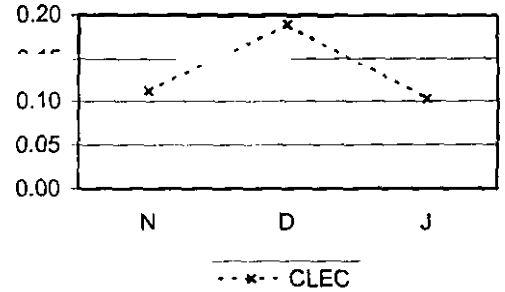
PR-9-02-3520 % Early Cuts - Lines								No Standard (<= 1% of lines cut early as of Feb. 2002)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		0.40		4219				
Dec-01		0.14		4158				
Jan-02		0.30		4746				
Feb-02		0.35		3961				
Mar-02		0.70		3691				



The PR-9 metrics may be handled differently now without the test-acceptance procedure. However, the product code is the same and the results appear similar, so the comparison was made.

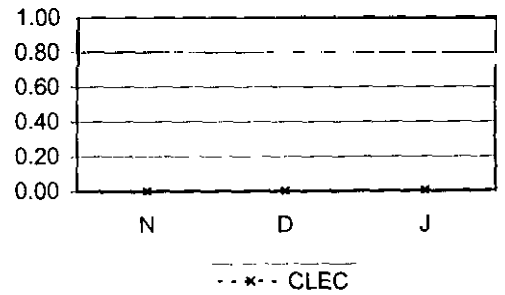
PR-9-03-3520	% Early Cuts - Orders							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		0.11		2686				
Dec-01		0.19		2644				
Jan-02		0.10		2919				

This submetric is no longer reported.



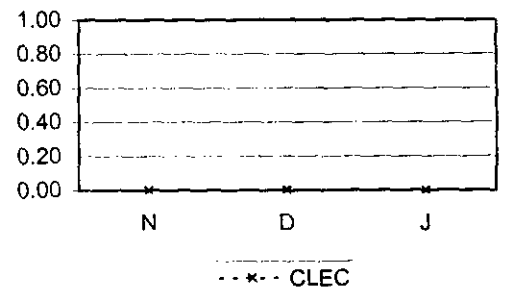
PR-9-04-3520	% Defective Cuts - Lines							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		0.00		4219				
Dec-01		0.00		4158				
Jan-02		0.00		4746				

This submetric is no longer reported.



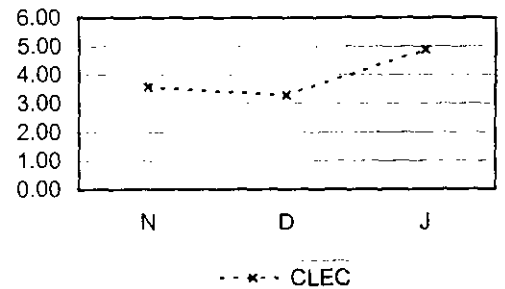
PR-9-05-3520	% Defective Cuts - Orders							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		0.00		2686				
Dec-01		0.00		2644				
Jan-02		0.00		2919				

This submetric is no longer reported.



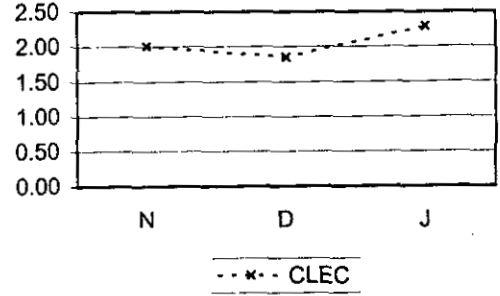
PR-9-06-3520	% Late Cuts - Lines							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		3.58		4219				
Dec-01		3.30		4158				
Jan-02		4.89		4746				

This submetric is no longer reported.



POTS - Provisioning cont...								
PR-9 - Hot Cuts cont...								
PR-9-07-3520	% Late Cuts - Orders							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	

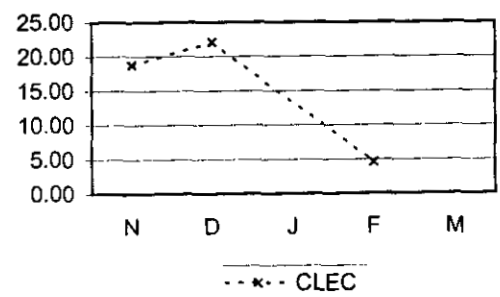
Nov-01		2.01		2686			
Dec-01		1.85		2644			
Jan-02		2.30		2919			



This submetric is no longer reported.

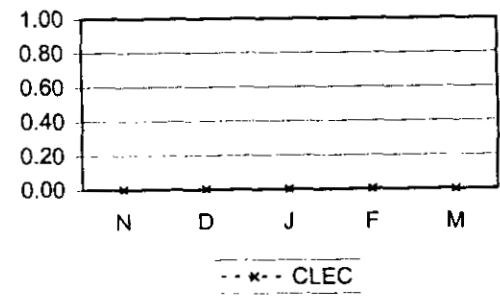
Average Duration of Service Interruption								
PR-9-08-3520	Average Duration of Service Interruption							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	

Nov-01		18.82		1			
Dec-01		22.10		1			
Jan-02		#N/A					
Feb-02		4.60		1			
Mar-02		#N/A					



% Supplemented or Cancelled Orders at VZ Request								
PR-9-09-3520	% Supplemented or Cancelled Orders at VZ Request							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	

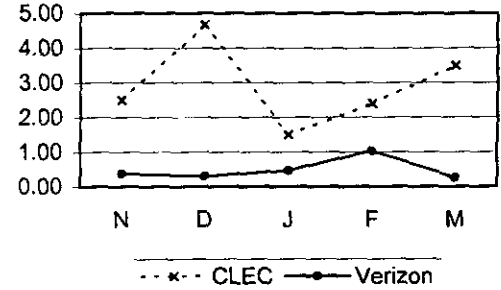
Nov-01		0.00		2686			
Dec-01		0.00		2644			
Jan-02		0.00		2919			
Feb-02		0.00		2614			
Mar-02		0.00		2502			



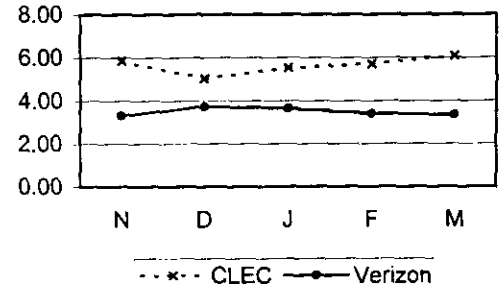
Complex Services - 2 Wire Digital

PR-1 - Average Interval Offered

PR-1-01-3341	Average Interval Offered - Total No Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.38	2.50	1861	8	1.01	0.36		
Dec-01	0.30	4.67	1975	6	0.96	0.39		
Jan-02	0.46	1.50	2435	4	1.18	0.59		
Feb-02	1.03	2.40	830	5	1.57	0.70	-1.95	
Mar-02	0.25	3.50	3114	4	0.89	0.45	-7.30	

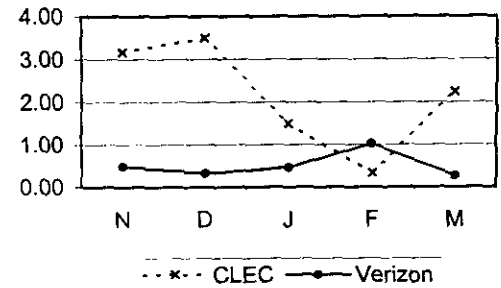


PR-1-02-3341	Average Interval Offered - Total Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	3.33	5.86	556	113	2.06	0.21	-11.90	
Dec-01	3.75	5.05	499	112	2.02	0.21	-6.16	
Jan-02	3.65	5.54	562	83	2.02	0.24	-7.96	
Feb-02	3.41	5.71	407	84	2.06	0.25	-9.32	
Mar-02	3.35	6.07	406	90	2.07	0.24	-11.28	



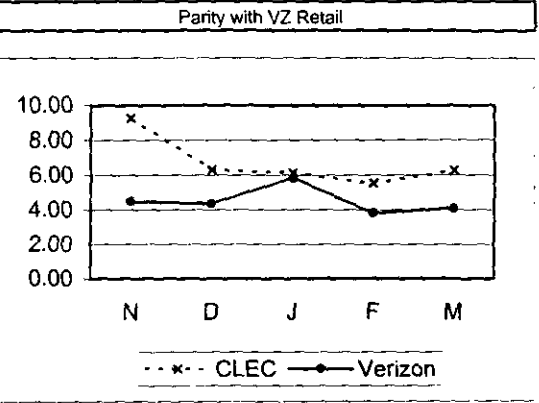
PR-2 - Average Completed Interval

PR-2-01-3341	Average Interval Completed - Total No Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.49	3.17	1823	6	2.36	0.97		
Dec-01	0.32	3.50	1927	4	2.09	1.05		
Jan-02	0.46	1.50	2370	4	1.29	0.65		
Feb-02	1.02	0.33	770	3	1.58	0.91	0.75	
Mar-02	0.26	2.25	3022	4	1.18	0.59	-3.37	



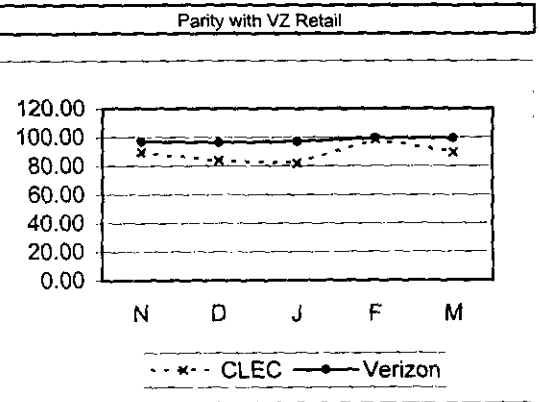
Complex Services - 2 Wire Digital cont...
PR-2 - Average Completed Interval cont...

PR-2-02-3341	Average Interval Completed - Total Dispatch							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	4.49	9.26	415	61	5.69	0.78	-6.11	
Dec-01	4.37	6.31	364	83	3.91	0.48	-4.08	
Jan-02	5.84	6.14	435	69	12.19	1.58	-0.19	
Feb-02	3.81	5.53	280	68	2.95	0.40	-4.31	
Mar-02	4.09	6.27	310	63	2.82	0.39	-5.59	



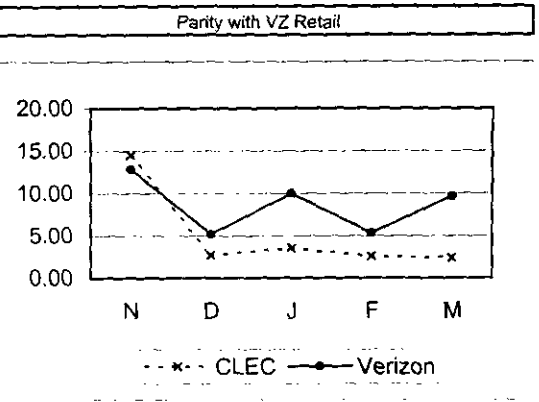
PR-3 - Completed within X Days

PR-3-10-3341	% Completed w/in 6 Days (1-5 lines) Total						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	96.94	89.55	5268	67		2.12	-3.49
Dec-01	96.30	83.91	5187	87		2.04	-6.07
Jan-02	97.01	82.19	6486	73		2.00	-7.39
Feb-02	99.39	98.59	823	71		0.96	-0.83
Mar-02	99.54	89.55	3074	67		0.84	-11.95



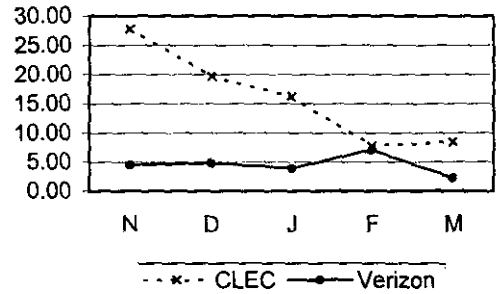
PR-4 - Missed Appointments

PR-4-02-3341	Average Delay Days - Total						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	12.86	14.50	145	2	44.83	31.92	
Dec-01	5.23	2.75	71	8	12.12	4.52	
Jan-02	9.99	3.57	147	7	36.05	13.95	
Feb-02	5.34	2.60	97	5	5.95	2.73	1.00
Mar-02	9.65	2.42	62	12	36.41	11.48	0.63

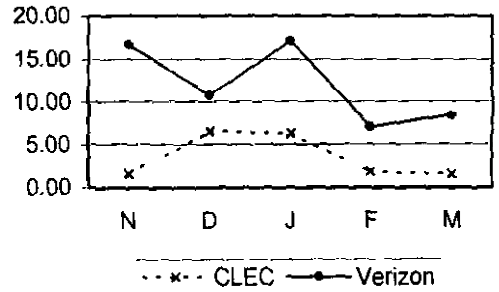


Complex Services - 2 Wire Digital cont...
PR-4 - Missed Appointments cont...

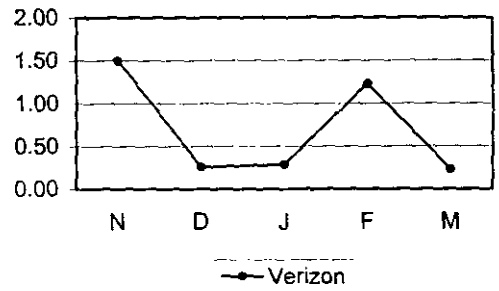
PR-4-03-3341	% MA - Customer							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	4.52	27.78	2567	126				
Dec-01	4.84	19.67	2560	122				
Jan-02	3.97	16.22	3200	111				
Feb-02	7.08	7.76						
Mar-02	2.28	8.45						



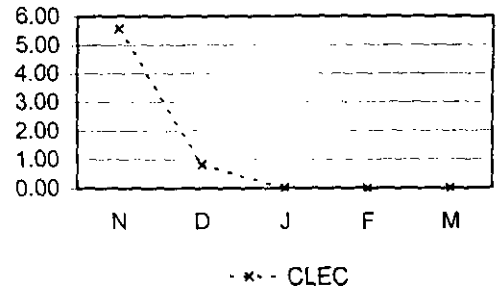
PR-4-04-3341	% MA - VZ - Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	16.71	1.59	700	126		3.61	4.19	
Dec-01	10.80	6.56	611	122		3.08	1.38	
Jan-02	17.16	6.31	816	111		3.81	2.84	
Feb-02	7.09	1.87	550	107		2.71	1.92	
Mar-02	8.38	1.60	537	125		2.75	2.46	



PR-4-05-3341	% MA - VZ - No Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	1.50	#N/A	1867					
Dec-01	0.26	#N/A	1949					
Jan-02	0.29	#N/A	2384					
Feb-02	1.23	#N/A	812					
Mar-02	0.23	#N/A	3038					

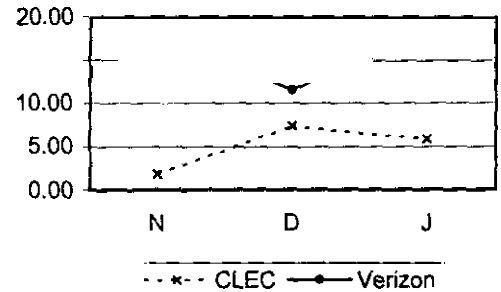


PR-4-08-3341	% MA - Customer - Due to Late Order Confirmation							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		5.56		126				
Dec-01		0.82		122				
Jan-02		0.00		111				
Feb-02		0.00		116				
Mar-02		0.00		142				



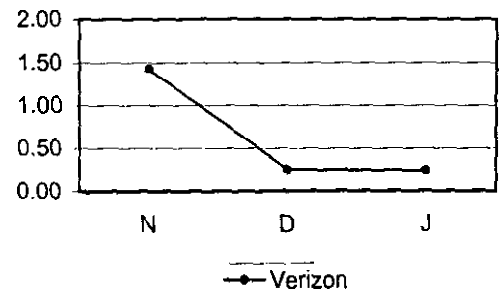
PR-4-10-3341 % MA - VZ - Std. Interval (W Coded) Orders - Dispatch								Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	18.10	1.82	630	110		3.98	4.09	
Dec-01	11.45	7.41	550	108		3.35	1.21	

This submetric is no longer reported.



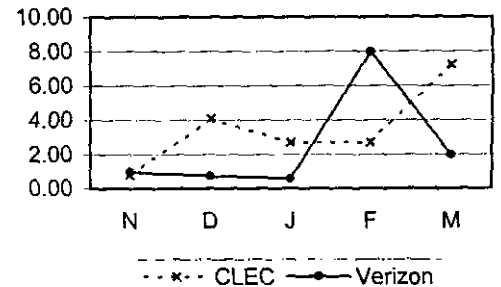
PR-4-11-3341 % MA - VZ - Std. Interval (W Coded) Orders - No Dispatch								Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	1.43	#N/A	1814					
Dec-01	0.26	#N/A	1929					
Jan-02	0.25	#N/A	2362					

This submetric is no longer reported.



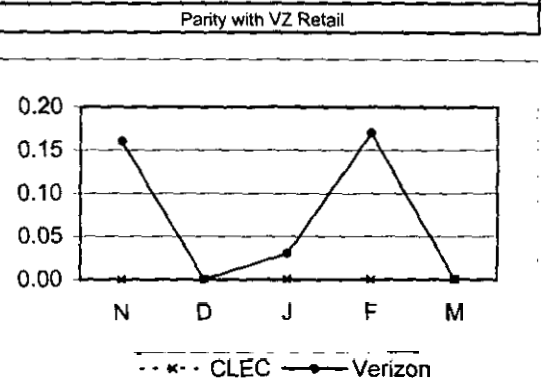
PR-5 - Facility Missed Orders

PR-5-01-3341 % Missed Appointment - Verizon - Facilities								Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.97	0.79	2567	126		0.89	0.20	
Dec-01	0.74	4.10	2560	122		0.79	-4.23	
Jan-02	0.59	2.70	3200	111		0.74	-2.85	
Feb-02	7.99	2.70	601	111		2.80	1.89	
Mar-02	1.99	7.25	552	138		1.33	-3.96	

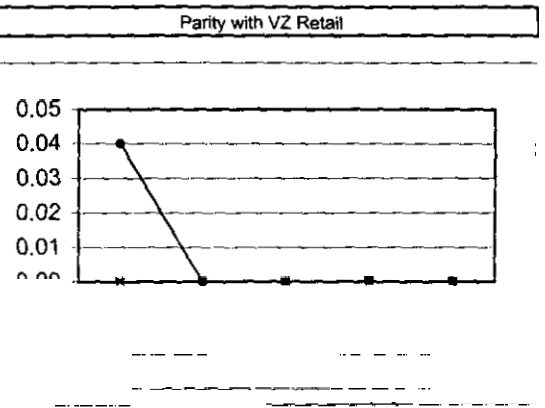


Complex Services - 2 Wire Digital cont...
PR-5 - Facility Missed Orders cont...

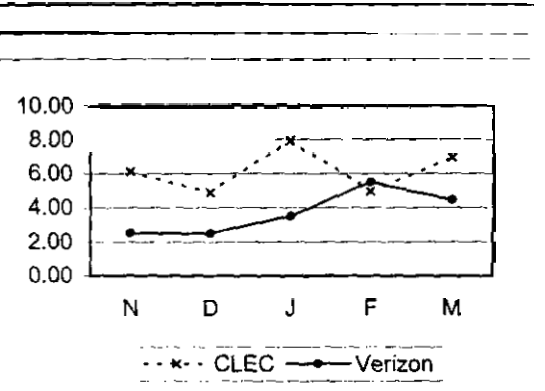
PR-5-02-3341	% Orders Held for Facilities > 15 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.16	0.00	2567	126		0.36	0.44
Dec-01	0.00	0.00	2560	122		0.00	
Jan-02	0.03	0.00	3200	111		0.17	0.18
Feb-02	0.17	0.00	601	111		0.43	0.40
Mar-02	0.00	0.00	552	138			



PR-5-03-3341	% Orders Held for Facilities > 60 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.04	0.00	2567	126		0.18	0.22
Dec-01	0.00	0.00	2560	122		0.00	
Jan-02	0.00	0.00	3200	111		0.00	
Feb-02	0.00	0.00	601	111			
Mar-02	0.00	0.00	552	138			

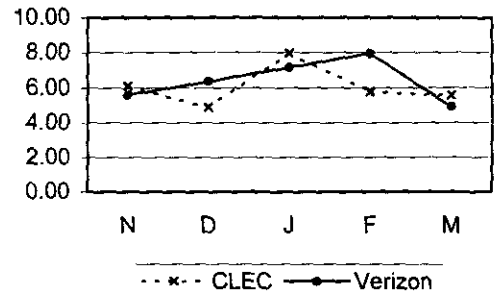


	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	2.53	6.11	554	131		1.52	-2.35
Dec-01	2.50	4.88	519	123		1.57	-1.51
Jan-02	3.51	7.96	713	113		1.86	-2.39
Feb-02	5.51	4.96	490	121		2.32	0.24
Mar-02	4.45	6.94	449	144		1.98	-1.26



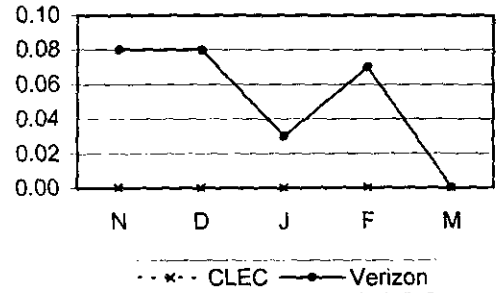
Complex Services - 2 Wire Digital cont...
PR-6 - Installation Quality cont...

PR-6-03-3341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	5.60	6.11	554	131				
Dec-01	6.36	4.88	519	123				
Jan-02	7.15	7.96	713	113				
Feb-02	7.96	5.79	490	121		2.75	0.79	
Mar-02	4.90	5.56	449	144		2.07	-0.32	

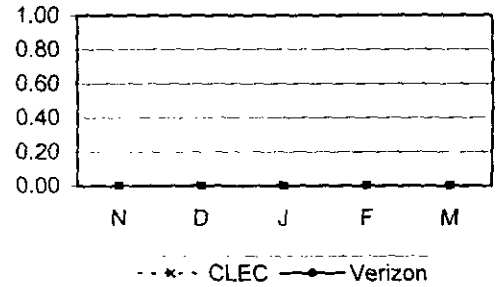


PR-8 - Open Orders in a Hold Status

PR-8-01-3341	% Open Orders in a Hold Status > 30 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.08	0.00	2567	126		0.26	0.31	
Dec-01	0.08	0.00	2560	122		0.26	0.31	
Jan-02	0.03	0.00	3200	111		0.17	0.18	
Feb-02	0.07	0.00	1413	116		0.26	0.27	
Mar-02	0.00	0.00	3590	142				



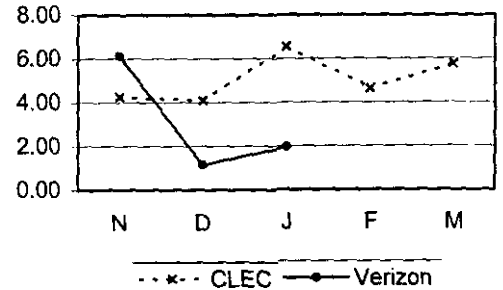
PR-8-02-3341	% Open Orders in a Hold Status > 90 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	0.00	2567	126		0.00		
Dec-01	0.00	0.00	2560	122		0.00		
Jan-02	0.00	0.00	3200	111		0.00		
Feb-02	0.00	0.00	1413	116				
Mar-02	0.00	0.00	3590	142				



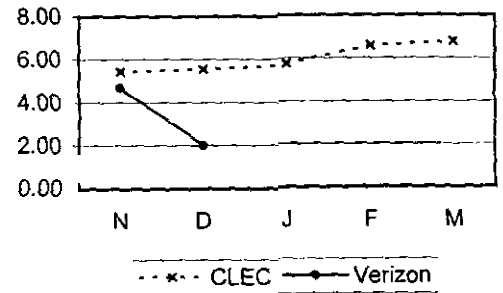
Complex Services - 2 Wire xDSL

PR-1 - Average Interval Offered

PR-1-01-3342	Average Interval Offered - Total No Dispatch									Parity with VZ Retail (No Standard as of Feb. 2002)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore			
Nov-01	6.13	4.27	31	33	28.81	7.21	0.26			
Dec-01	1.15	4.09	13	23	1.21	0.42	-7.00			
Jan-02	1.96	6.54	23	26	1.52	0.44	-2.94 (P)			
Feb-02		4.64		22						
Mar-02		5.74		19						

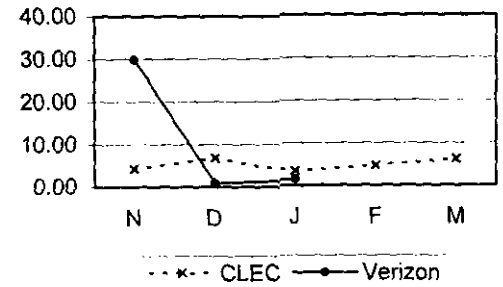


PR-1-02-3342	Average Interval Offered - Total Dispatch									Parity with VZ Retail (No Standard as of Feb. 2002)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore			
Nov-01	4.67	5.43	3	438	1.53	0.89	-0.86			
Dec-01	2.00	5.55	2	507	1.41	1.00	-3.55			
Jan-02	#N/A	5.75		394						
Feb-02		6.59		187						
Mar-02		6.78		288						



PR-2 - Average Completed Interval

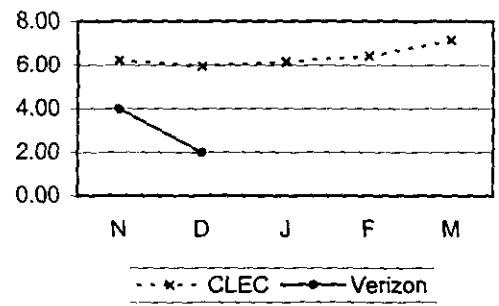
PR-2-01-3342	Average Interval Completed - Total No Dispatch									Parity with VZ Retail (No Standard as of Feb. 2002)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore			
Nov-01	29.89	4.29	18	21	58.91	18.92	1.35			
Dec-01	0.90	6.86	10	14	0.88	0.36	-16.36			
Jan-02	1.43	3.41	14	17	1.16	0.42	-2.35(P)			
Feb-02		4.76		17						
Mar-02		6.23		13						



Complex Services - 2 Wire xDSL cont...

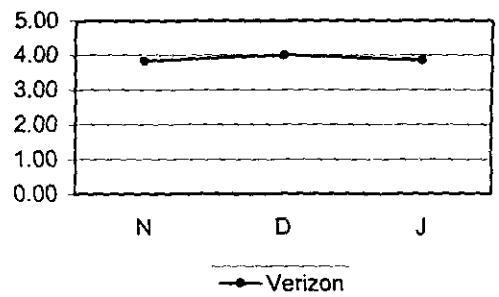
PR-2 - Average Completed Interval cont...

PR-2-02-3342	Average Interval Completed - Total Dispatch								Parity with VZ Retail (No Standard as of Feb. 2002)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore		
Nov-01	4.00	6.23	2	294	1.41	1.00	-2.23		
Dec-01	2.00	5.97	2	405	1.41	1.00	-3.97		
Jan-02	#N/A	6.17		328					
Feb-02		6.44		170					
Mar-02		7.15		259					



PR-2-13-3342 Avg. Interval Completed-DD-2 Test & Serial# No Standard

PR-2-13-3342	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	3.83	#N/A	3936				
Dec-01	4.00	#N/A	3938				
Jan-02	3.85	#N/A	4790				



This submetric is no longer reported.

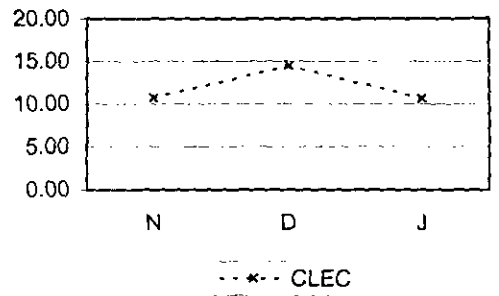
PR-2-14-3342 Avg. Interval Completed-DD-2 Test Total No Standard

PR-2-14-3342	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		#N/A					
Dec-01		#N/A					
Jan-02		#N/A					

This submetric is no longer reported.

PR-2-15-3342 Avg. Interval Completed-No DD-2 Test & Serial# No Standard

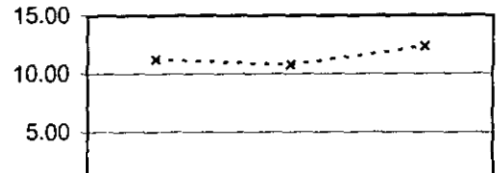
PR-2-15-3342	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		10.72		184			
Dec-01		14.50		149			
Jan-02		10.68		139			



This submetric is no longer reported.

Complex Services - 2 Wire xDSL cont...								
PR-2 - Average Completed Interval cont...								
PR-2-16-3342	Avg. Interval Completed-No DD-2 Test & 800# Prov							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		11.23		340				
Dec-01		10.78		322				
Jan-02		12.34		325				

This submetric is no longer reported.

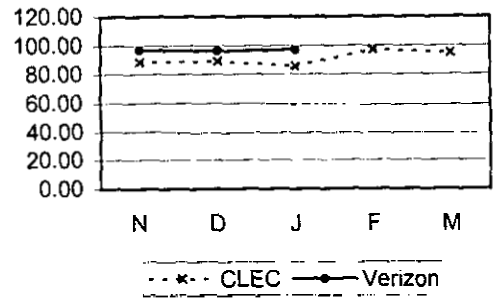


PR-2-17-3342 Avg. Interval Completed-No DD-2 Test & No 800#								No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		#N/A						
Dec-01		#N/A						
Jan-02		#N/A						

This submetric is no longer reported.

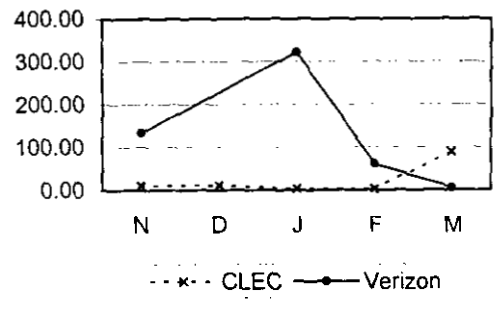
PR-3 - Completed within X Days

PR-3-10-3342 % Completed w/in 6 Days (1-5 lines) Total								Parity with VZ Retail (95% as of Feb. 2002)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	96.94	88.71	5268	310		1.01	8.18	
Dec-01	96.30	89.18	5187	416		0.96	7.40	
Jan-02	97.01	85.80	6486	345		0.94	11.91	
Feb-02		97.33		187				
Mar-02		94.85		272				



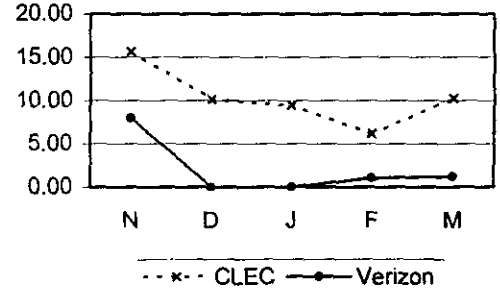
PR-4 - Missed Appointments

PR-4-02-3342 Average Delay Days - Total								Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	133.71	10.57	7	14	115.98	53.69	2.29	
Dec-01	#N/A	11.21		29				
Jan-02	322.00	3.25	1	16				
Feb-02	60.75	2.50	44	6	138.57	60.30	0.97	
Mar-02	5.17	89.09	47	11	5.59	1.87	-44.82	



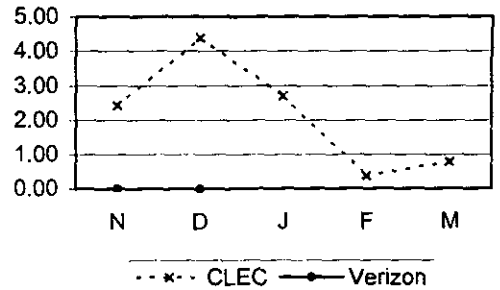
Complex Services - 2 Wire xDSL cont...								
PR-4 - Missed Appointments cont...								
PR-4-03-3342	% MA - Customer							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	

Nov-01	8.00	15.65	25	575			
Dec-01	0.00	10.14	16	661			
Jan-02	0.00	9.48	15	591			
Feb-02	1.04	6.22					
Mar-02	1.20	10.25					



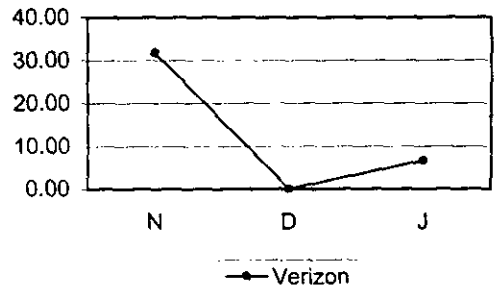
PR-4-04-3342								
% MA - VZ - Dispatch								
PR-4-04-3342	% MA - VZ - Dispatch							Parity with VZ Retail (<= 5% as of Feb. 2002)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	

Nov-01	0.00	2.43	3	575			0.00
Dec-01	0.00	4.39	4	661			0.00
Jan-02	#N/A	2.71		591			
Feb-02		0.37		544			
Mar-02		0.79		635			



PR-4-05-3342								
% MA - VZ - No Dispatch								
PR-4-05-3342	% MA - VZ - No Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	

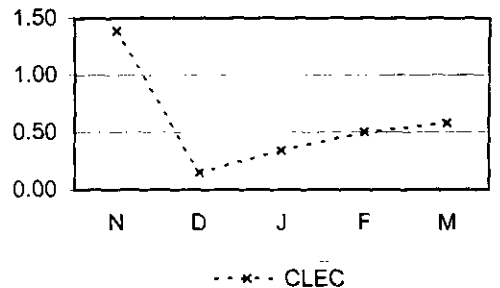
Nov-01	31.82	#N/A	22				
Dec-01	0.00	#N/A	12				
Jan-02	6.67	#N/A	15				



This submetric is no longer reported.

PR-4-08-3342								
% MA - Customer - Due to Late Order Confirmation								
PR-4-08-3342	% MA - Customer - Due to Late Order Confirmation							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	

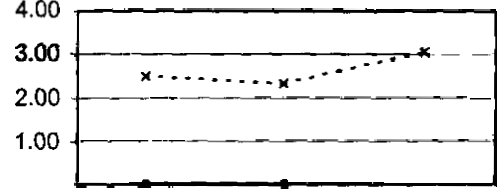
Nov-01		1.39		575			
Dec-01		0.15		661			
Jan-02		0.34		591			
Feb-02		0.50		595			
Mar-02		0.58		693			



Complex Services - 2 Wire xDSL cont...

PR-4 - Missed Appointments cont...

PR-4-10-3342	% MA - VZ - Std. Interval (W Coded) Orders - Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	2.50	3	440			0.00	
Dec-01	0.00	2.32	2	517			0.00	
Jan-02	#N/A	3.05		426				



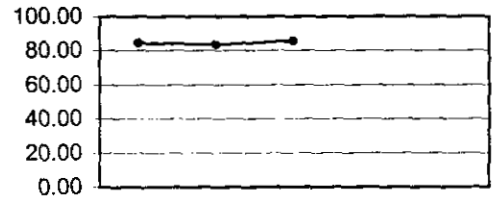
This submetric is no longer reported.

PR-4-11-3342 % MA - VZ - Std. Interval (W Coded) Orders - No Dispatch

PR-4-11-3342	% MA - VZ - Std. Interval (W Coded) Orders - No Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	33.33	#N/A	21					
Dec-01	0.00	#N/A	10					40.00
Jan-02	6.67	#N/A	15					

PR-4-14-3342 % Completed On Time -DD-2 Test & Serial#

PR-4-14-3342	% Completed On Time -DD-2 Test & Serial#							95% on Time
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	84.53	#N/A	7914					
Dec-01	83.50	#N/A	7764					
Jan-02	85.64	#N/A	8999					
Feb-02		#N/A						
Mar-02		#N/A						

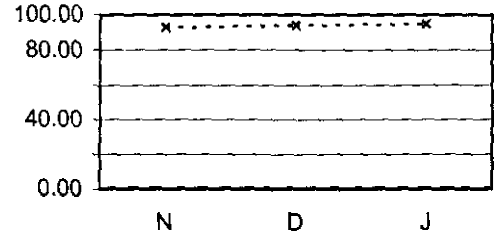


PR-4-15-3342 % Completed On Time -DD-2 Test Total

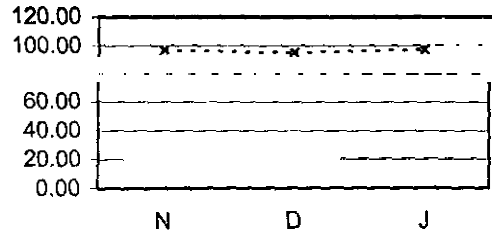
PR-4-15-3342	% Completed On Time -DD-2 Test Total							95% on Time
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		#N/A						
Dec-01		#N/A						
Jan-02		#N/A						

This submetric is no longer reported.

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		92.93		184			-2.07
Dec-01		93.96		149			-1.04
Jan-02		94.96		139			-0.04



PR-4-17-3342	% Completed On Time -No DD-2 Test & 800# Prov							95% on Time
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		97.06		340			2.06	
Dec-01		95.34		322			0.34	
Jan-02		97.54		325			2.54	



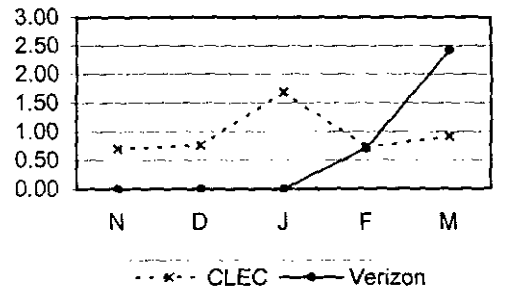
This submetric is no longer reported

PR-4-18-3342	% Completed On Time -No DD-2 Test& No 800#							95% on Time
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		#N/A						
Dec-01		#N/A						
Jan-02		#N/A						

This submetric is no longer reported.

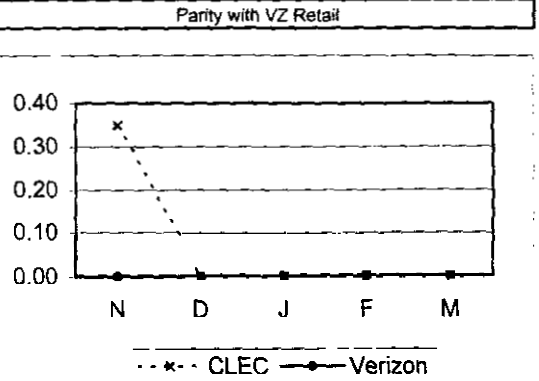
PR-5 - Facility Missed Orders

PR-5-01-3342	% Missed Appointment - Verizon - Facilities							Party with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	0.70	25	575		0.00		
Dec-01	0.00	0.76	16	661		0.00		
Jan-02	0.00	1.69	15	591		0.00	0.76 (P)	
Feb-02	0.71	0.72	560	556		0.50	-0.02	
Mar-02	2.42	0.92	621	655		0.86	1.74	

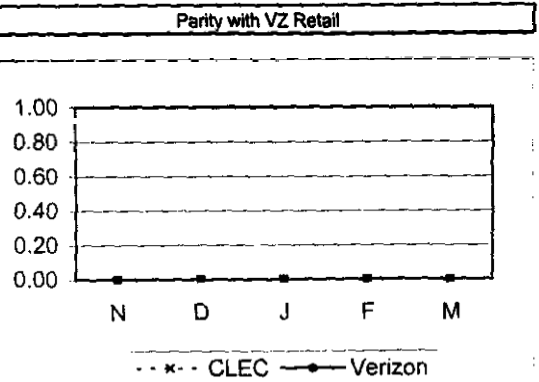


Complex Services - 2 Wire xDSL cont...
PR-5 - Facility Missed Orders cont...

PR-5-02-3342	% Orders Held for Facilities > 15 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.00	0.35	25	575		0.00	
Dec-01	0.00	0.00	16	661		0.00	
Jan-02	0.00	0.00	15	591		0.00	
Feb-02	0.00	0.00	560	556			
Mar-02	0.00	0.00	621	655			

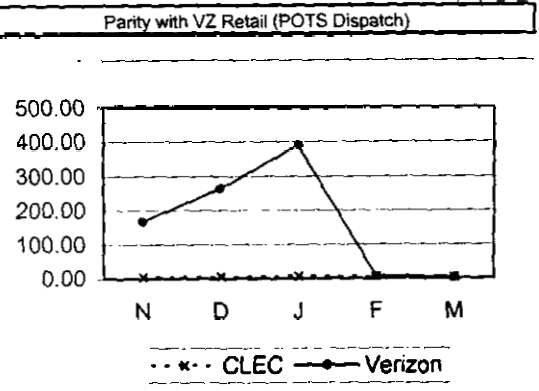


PR-5-03-3342	% Orders Held for Facilities > 60 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.00	0.00	25	575		0.00	
Dec-01	0.00	0.00	16	661		0.00	
Jan-02	0.00	0.00	15	591		0.00	
Feb-02	0.00	0.00	560	556			
Mar-02	0.00	0.00	621	655			



PR-6 - Installation Quality

PR-6-01-3342	% Installation Troubles reported within 30 Days						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	168.42	4.50	19	578			
Dec-01	263.64	5.87	11	664			
Jan-02	390.91	7.94	11	592			
Feb-02	6.66	5.38	27778	595		1.03	1.24
Mar-02	3.44	4.17	28992	695		0.70	-1.05

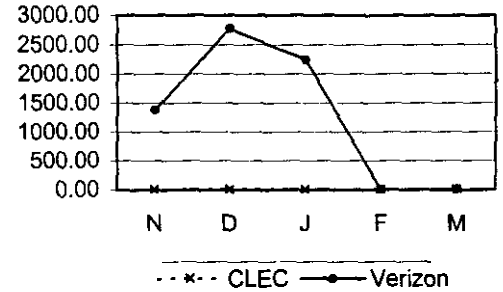


Complex Services - 2 Wire xDSL cont...

PR-6 - Installation Quality cont...

PR-6-03-3342 % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE No Standard

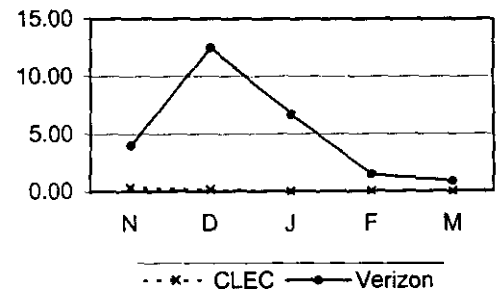
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	1384.21	7.61	19	578			
Dec-01	2772.73	10.09	11	664			
Jan-02	2245.45	9.12	11	592			
Feb-02	3.21	4.71	106875	595		0.72	-2.06
Mar-02	3.30	4.03	115672	695		0.68	-1.07



PR-8 - Open Orders in a Hold Status

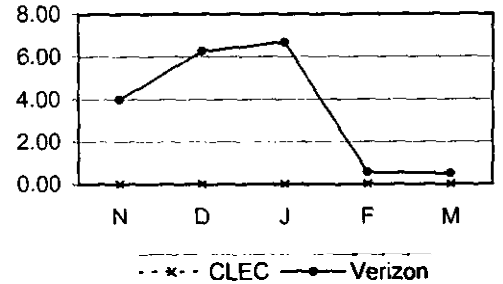
PR-8-01-3342 % Open Orders in a Hold Status > 30 Days Parity with VZ Retail (Specials - DS0)

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	4.00	0.35	25	575		4.00	0.91
Dec-01	12.50	0.15	16	661		8.37	1.48
Jan-02	6.67	0.00	15	591		6.52	1.02
Feb-02	1.47	0.00	543	595		0.71	2.06
Mar-02	0.86	0.00	584	693		0.52	1.66



PR-8-02-3342 % Open Orders in a Hold Status > 90 Days Parity with VZ Retail (Specials - DS0)

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	4.00	0.00	25	575		4.00	1.00
Dec-01	6.25	0.00	16	661		6.12	1.02
Jan-02	6.67	0.00	15	591		6.52	1.02
Feb-02	0.55	0.00	543	595		0.44	1.25
Mar-02	0.51	0.00	584	693		0.40	1.27

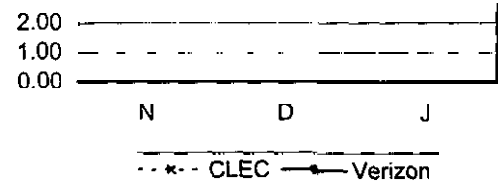


POTS & Complex Aggregate

PR-1 - Average Interval Offered

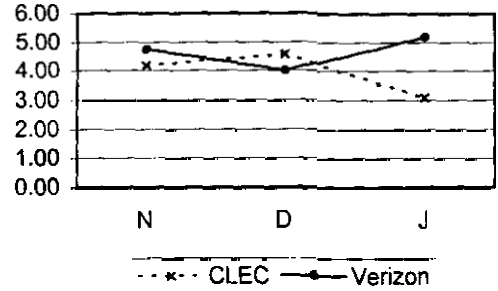
PR-1-10-3133	Average Interval Offered - Disconnects - No Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	3.54	4.32	50730	4659	5.25	0.08	-9.71	
Dec-01	3.78	4.49	44857	4248	5.27	0.08	-8.39	
Jan-02								

This submetric is no longer reported



PR-1-11-3133	Average Interval Offered - Disconnects - Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	4.76	4.18	216	49	6.03	0.95	0.61	
Dec-01	4.00	4.58	177	12	4.19	1.25	-0.46	
Jan-02	5.19	3.09	253	11	4.28	1.32	1.59	

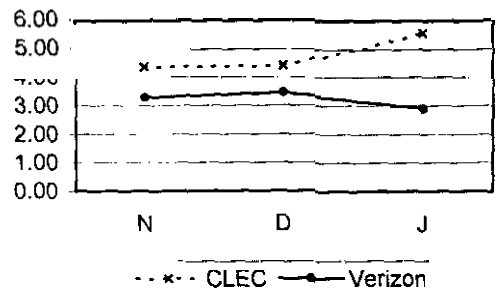
This submetric is no longer reported.



PR-2 - Average Completed Interval

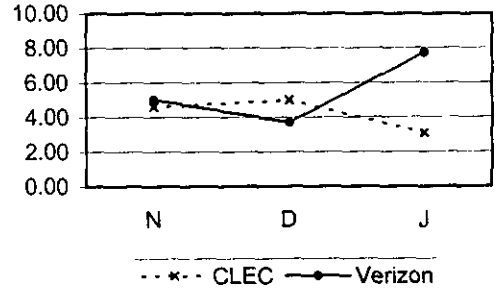
PR-2-10-3133	Average Interval Completed - Disconnects - No Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	3.28	4.40	46515	4288	5.45	0.09	-12.88	
Dec-01	3.45	4.43	40494	3962	5.22	0.09	-11.28	
Jan-02	2.90	5.55	51884	3771	4.68	0.08	-33.57	

This submetric is no longer reported.



POTS & Complex Aggregate cont...									
PR-2 - Average Completed Interval cont...									
PR-2-11-3133	Average Interval Completed - Disconnects - Dispatch								Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore		
Nov-01	5.02	4.60	187	43	6.98	1.18	0.36		
Dec-01	3.71	5.00	154	7	3.95	1.53			
Jan-02	7.73	3.09	220	11	8.48	2.62	1.77		

This submetric is no longer reported.

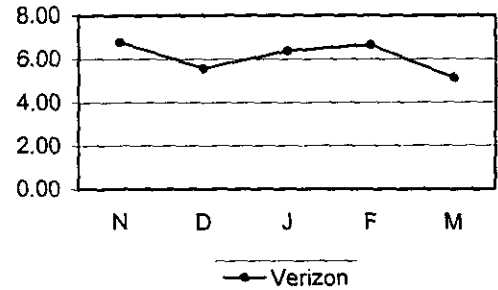


Special Services - Provisioning

PR-1 - Average Interval Offered

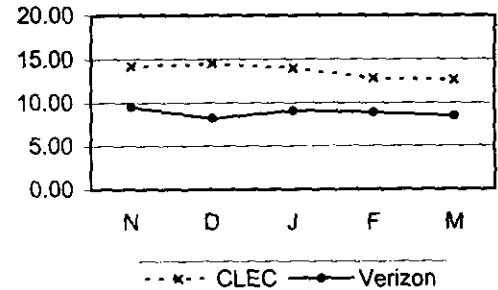
PR-1-01-3200	Average Interval Offered - Total No Dispatch							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	6.79	#N/A	420		10.88			
Dec-01	5.56	#N/A	630		5.61			
Jan-02	6.39	#N/A	554		10.22			
Feb-02	6.66	#N/A	519		9.10			
Mar-02	5.12	2.11	623	9	4.86	1.63	1.84	

Parity with VZ Retail



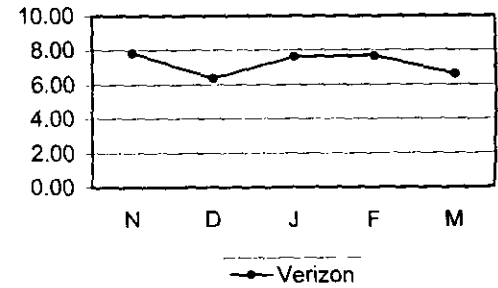
PR-1-02-3200	Average Interval Offered - Total Dispatch							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	9.52	14.20	295	5	9.23	4.16		
Dec-01	8.21	14.50	323	6	7.44	3.07		
Jan-02	9.11	14.00	314	12	8.68	2.55	-1.65 (P)	
Feb-02	8.91	12.85	341	72	7.76	1.01	-3.91	
Mar-02	8.46	12.68	414	262	8.17	0.64	-6.55	

Parity with VZ Retail



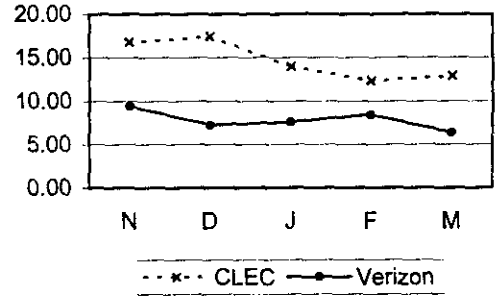
PR-1-06-3210	Average Interval Offered - DS0							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	7.83	#N/A	483		11.41			
Dec-01	6.38	#N/A	729		6.20			
Jan-02	7.61	#N/A	587		10.90			
Feb-02	7.66	1.00	585	1	9.50	9.51	0.70	
Mar-02	6.60	#N/A	616		7.05			

Parity with VZ Retail

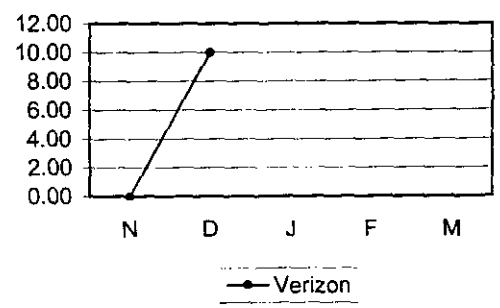


Special Services - Provisioning cont...
PR-1 - Average Interval Offered cont...

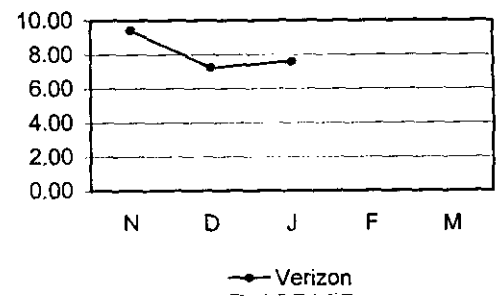
PR-1-07-3211	Average Interval Offered - DS1							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	9.44	16.75	181	4	7.76	3.92		
Dec-01	7.24	17.40	172	5	7.45	3.38		
Jan-02	7.61	14.00	213	12	7.29	2.16	-2.47 (P)	
Feb-02	8.46	12.33	200	66	7.04	1.00	-3.87	
Mar-02	6.35	12.88	365	252	5.95	0.49	-13.40	



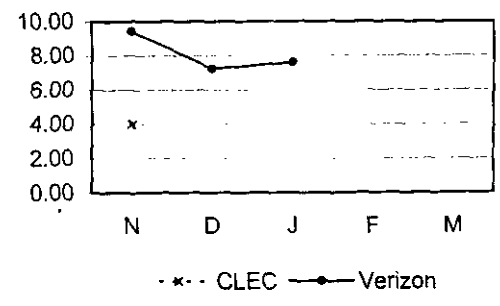
PR-1-08-3213	Average Interval Offered - DS3							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	#N/A	1					
Dec-01	10.00	#N/A	5		10.39			
Jan-02	#N/A	#N/A						
Feb-02	#N/A	#N/A						
Mar-02	#N/A	13.00		1				



PR-1-09-3511	Average Interval Offered - Total - EEL Backbone							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	9.44	#N/A	181		7.76			
Dec-01	7.24	#N/A	172		7.45			
Jan-02	7.61	#N/A	213		7.29			
Feb-02		#N/A						
Mar-02		#N/A						

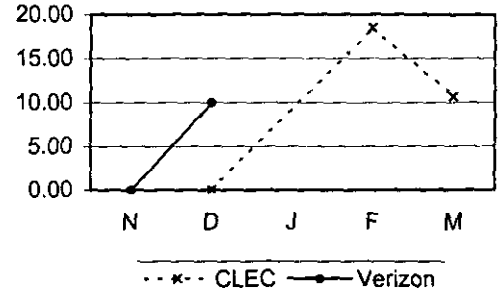


PR-1-09-3512	Average Interval Offered - Total - EEL Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	9.44	4.00	181	1				
Dec-01	7.24	#N/A	172		10.39			
Jan-02	7.61	#N/A	213					
Feb-02		#N/A						
Mar-02		#N/A						



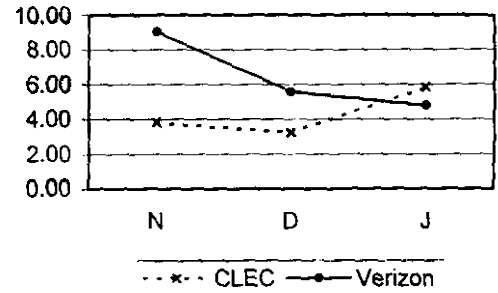
Special Services - Provisioning cont...
PR-1 - Average Interval Offered cont...

PR-1-09-3530	Average Interval Offered - Total - IOF							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	#N/A	1					
Dec-01	10.00	0.00	5	1	10.39	11.38		
Jan-02	#N/A	#N/A						
Feb-02		18.50		6				
Mar-02		10.67		3				



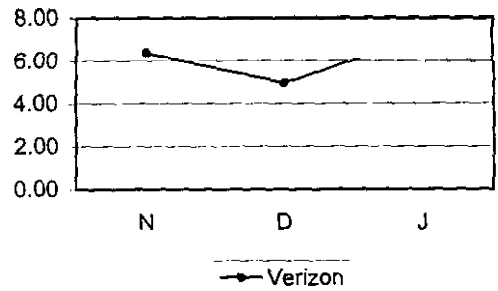
PR-1-10-3200	Average Interval Offered - Disconnects - No Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	9.04	3.82	1643	11	11.84	3.58	1.46	
Dec-01	5.58	3.25	384	8	6.43	2.30		
Jan-02	4.77	5.80	417	5	5.44	2.45		

This submetric is no longer reported.



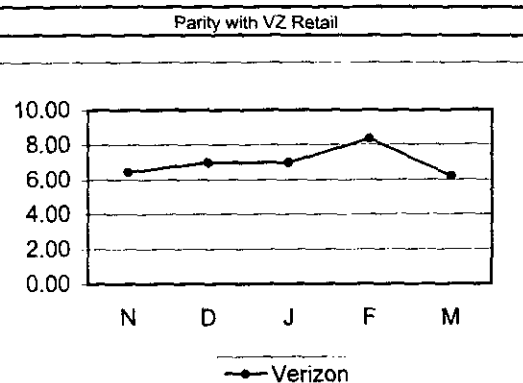
PR-1-11-3200	Average Interval Offered - Disconnects - Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	6.37	#N/A	131		4.10			
Dec-01	4.94	#N/A	52		3.63			
Jan-02	7.10	#N/A	83		21.28			

This submetric is no longer reported.

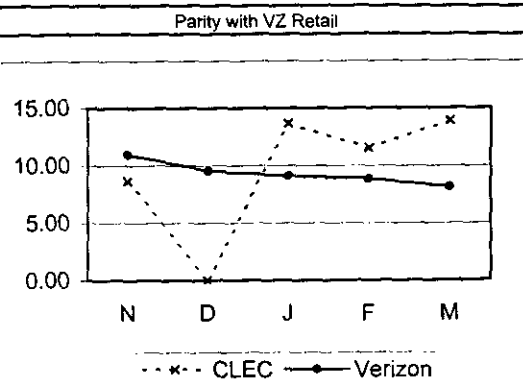


Special Services - Provisioning cont...
 PR-2 - Average Completed Interval

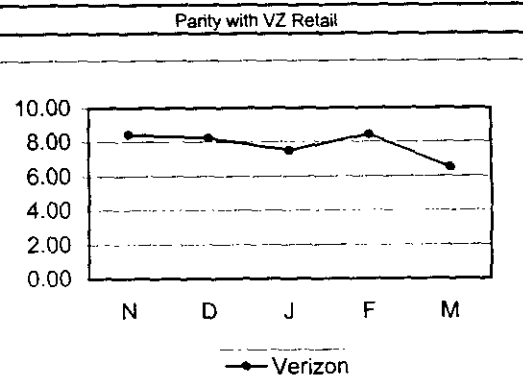
PR-2-01-3200	Average Interval Completed - Total No Dispatch							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	6.44	#N/A	264		7.77			
Dec-01	6.99	#N/A	302		8.49			
Jan-02	6.99	#N/A	297		14.23			
Feb-02	8.35	#N/A	294		12.55			
Mar-02	6.20	2.00	391	5	4.69	2.11	1.99	



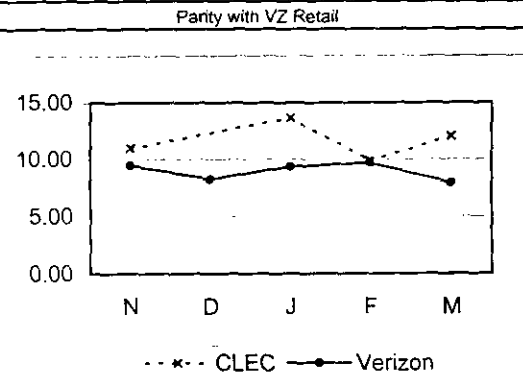
PR-2-02-3200	Average Interval Completed - Total Dispatch							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	11.01	8.67	183	3	13.70	7.97		
Dec-01	9.56	0.00	236	1	11.03	11.05		
Jan-02	9.11	13.67	228	3	7.96	4.63		
Feb-02	8.88	11.56	199	41	7.30	1.25	-2.14	
Mar-02	8.19	13.89	272	168	6.50	0.64	-8.93	



PR-2-06-3210	Average Interval Completed - DS0							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	8.44	#N/A	290		12.50			
Dec-01	8.23	#N/A	382		10.04			
Jan-02	7.50	#N/A	344		12.76			
Feb-02	8.44	79.00	329	2	12.32	8.74	-8.08	
Mar-02	6.48	#N/A	397		6.08			

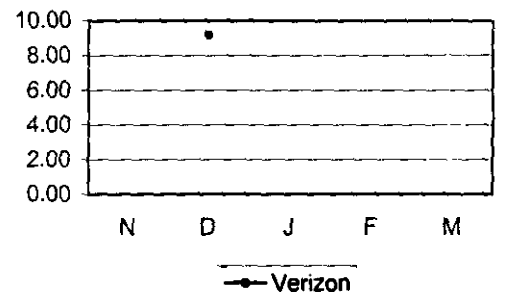


PR-2-07-3211	Average Interval Completed - DS1							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	9.46	11.00	119	2	6.95	4.96		
Dec-01	8.27	#N/A	112		9.20			
Jan-02	9.36	13.67	139	3	10.54	6.15		
Feb-02	9.70	9.86	130	35	6.27	1.19	-0.13	
Mar-02	7.91	12.04	238	158	4.43	0.45	-9.08	

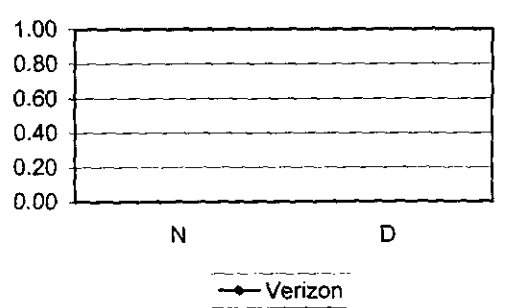


Special Services - Provisioning cont...
PR-2 - Average Completed Interval cont...

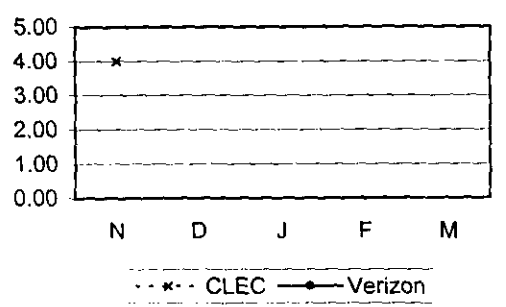
PR-2-08-3213	Average Interval Completed - DS3							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	#N/A	#N/A						
Dec-01	9.20	#N/A	5		10.83			
Jan-02	#N/A	#N/A						
Feb-02	#N/A	#N/A						
Mar-02	#N/A	12.00			1			



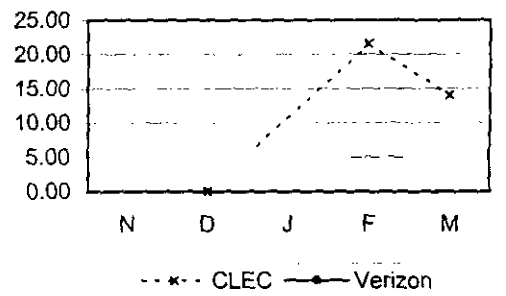
PR-2-09-3511	Average Interval Completed - Total EEL Backbone							See Legend (Parity with Retail as of Feb. 2002)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		#N/A						
Dec-01		#N/A						
Jan-02		#N/A						
Feb-02		#N/A						
Mar-02		#N/A						



PR-2-09-3512	Average Interval Completed - Total EEL Loop							See Legend (Parity with Retail as of Feb. 2002)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		4.00			1			
Dec-01		#N/A						
Jan-02		#N/A						
Feb-02		#N/A						
Mar-02		#N/A						

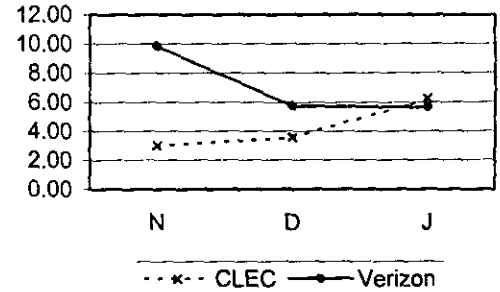


PR-2-09-3530	Average Interval Completed - Total IOF							See Legend (Parity with Retail as of Feb. 2002)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01		#N/A						
Dec-01		0.00			1			
Jan-02		#N/A						
Feb-02		21.50			6			
Mar-02		14.00			2			



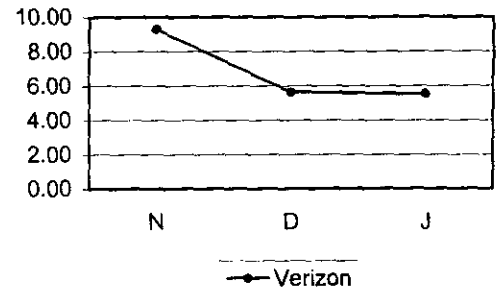
Special Services - Provisioning cont...								
PR-2 - Average Completed Interval cont...								
PR-2-10-3200	Average Interval Completed - Disconnects - No Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	9.83	3.00	1520	10	13.15	4.17	1.64	
Dec-01	5.76	3.57	204	7	6.19	2.38		
Jan-02	5.66	6.25	293	4	6.93	3.49		

This submetric is no longer reported.



PR-2-11-3200 Average Interval Completed - Disconnects - Dispatch								Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	9.30	#N/A	113		6.05			
Dec-01	5.64	#N/A	28		3.64			
Jan-02	5.53	#N/A	76		5.54			

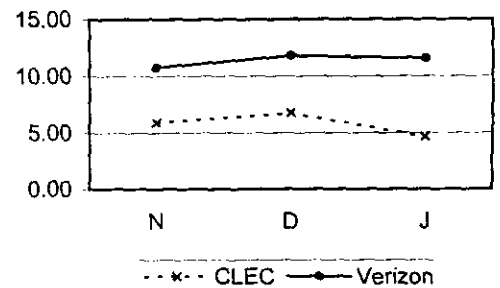
This submetric is no longer reported.



PR-4 - Missed Appointments

PR-4-01-3200 % Missed Appointment - Verizon - Specials								Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	10.76	5.93	660	118		3.10	1.56	
Dec-01	11.80	6.78	839	118		3.17	1.58	
Jan-02	11.60	4.65	793	129		3.04	2.29	

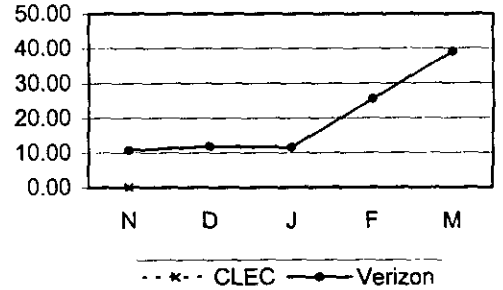
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Special Services - Provisioning cont...

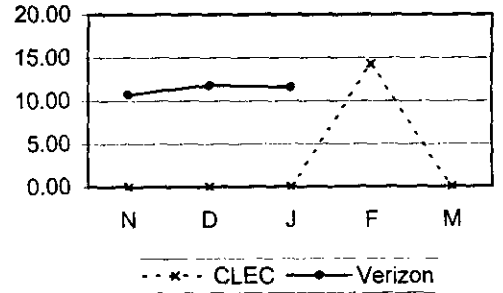
PR-4-01-3510 % Missed Appointment - Verizon - Total - EEL Parity with VZ Retail (DS1)

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	10.76	0.00	660		1		31.01
Dec-01	11.80	#N/A	839				
Jan-02	11.60	#N/A	793				
Feb-02	25.50	#N/A	200				
Mar-02	39.02	#N/A	328				



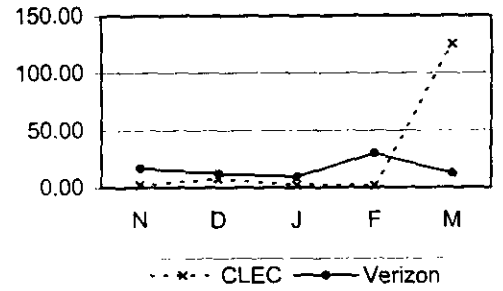
PR-4-01-3530 % Missed Appointment - Verizon - Total - IOF Parity with VZ Retail (DS3)

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	10.76	0.00	660		1		31.01
Dec-01	11.80	0.00	839		13		9.02
Jan-02	11.60	0.00	793		8		11.38
Feb-02	#N/A	14.29			7		
Mar-02	#N/A	0.00			5		



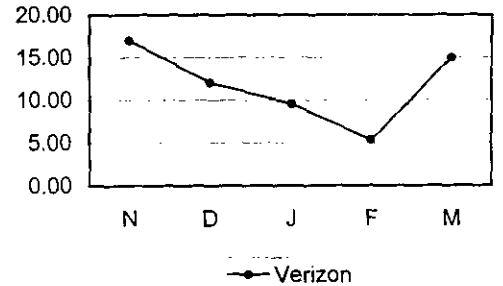
PR-4-02-3200 Average Delay Days - Specials Parity with VZ Retail

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	17.00	2.29	71		7	64.80	25.67
Dec-01	12.07	7.50	99		8	25.43	9.35
Jan-02	9.54	2.33	92		6	16.70	7.04
Feb-02	30.01	1.75	100		4	95.43	48.66
Mar-02	12.19	125.18	177		11	63.62	19.77



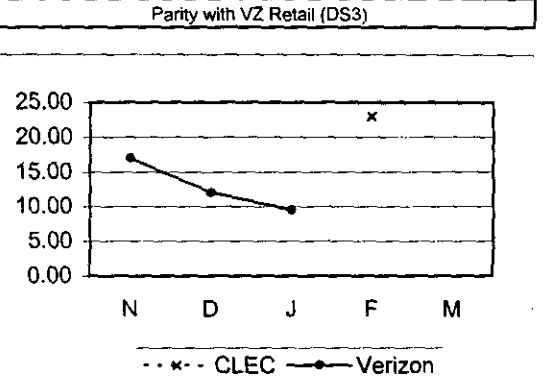
PR-4-02-3510 Average Delay Days - Total - EEL Parity with VZ Retail (DS1)

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	17.00	#N/A	71			64.80	
Dec-01	12.07	#N/A	99			25.43	
Jan-02	9.54	#N/A	92			16.70	
Feb-02	5.35	#N/A	51			4.38	
Mar-02	14.95	#N/A	128			74.63	

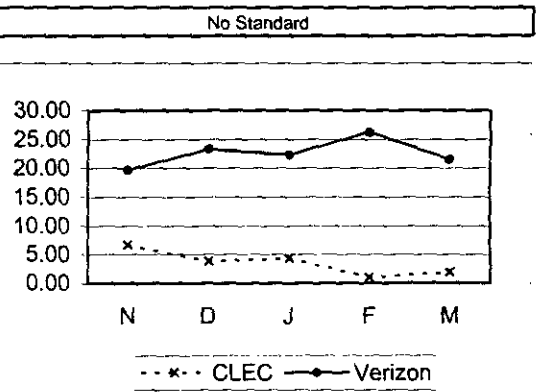


Special Services - Provisioning cont...
PR-4 - Missed Appointments cont...

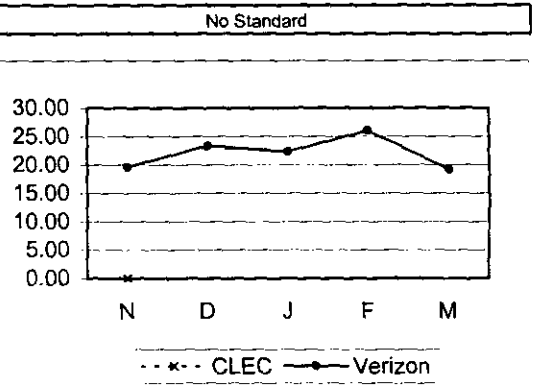
PR-4-02-3530	Average Delay Days - Total - IOF						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	17.00	#N/A	71		64.80		
Dec-01	12.07	#N/A	99		25.43		
Jan-02	9.54	#N/A	92		16.70		
Feb-02	#N/A	23.00			1	95.43	
Mar-02	#N/A	#N/A					



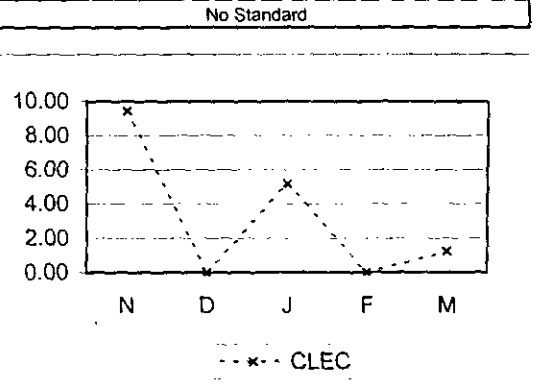
PR-4-03-3200	% Missed Appointment - Customer						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	19.70	6.72	660	119			
Dec-01	23.36	3.82	839	131			
Jan-02	22.32	4.38	793	137			
Feb-02	26.28	1.02					
Mar-02	21.55	1.91					



PR-4-03-3510	% Missed Appointment - Customer - EEL						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	19.70	0.00	660	1			
Dec-01	23.36	#N/A	839				
Jan-02	22.32	#N/A	793				
Feb-02	26.00	#N/A					
Mar-02	19.21	#N/A					

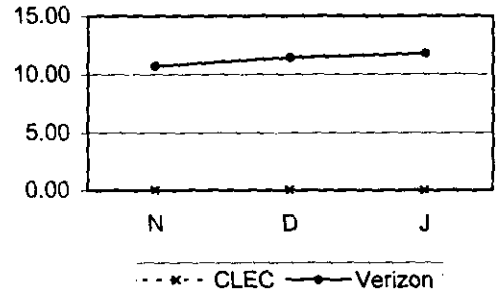


PR-4-08-3200	% MA - Customer - Due to Late Order Confirmation						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		9.43		53			
Dec-01		0.00		31			
Jan-02		5.17		58			
Feb-02		0.00		35			
Mar-02		1.23		163			



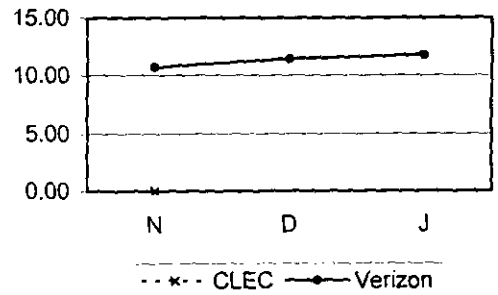
Special Services - Provisioning cont...								
PR-4 - Missed Appointments cont...								
PR-4-09-3200	% MA - Verizon - Standard Interval (W Coded) Orders -Specials							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	10.71	0.00	616		4		15.51	
Dec-01	11.44	0.00	769		5		14.28	
Jan-02	11.78	0.00	747		12		9.38	

This submetric is no longer reported.



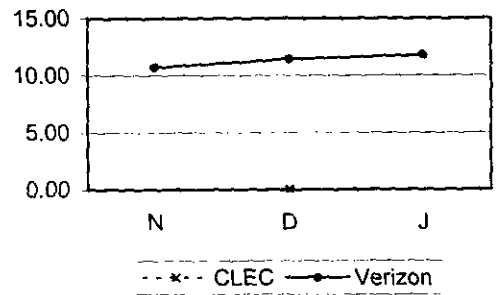
PR-4-09-3510								
% MA - Verizon - Standard Interval (W Coded) Orders -Total - EEL								
PR-4-09-3510	% MA - Verizon - Standard Interval (W Coded) Orders -Total - EEL							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	10.71	0.00	616		1		30.95	
Dec-01	11.44	#N/A	769					
Jan-02	11.78	#N/A	747					

This submetric is no longer reported.



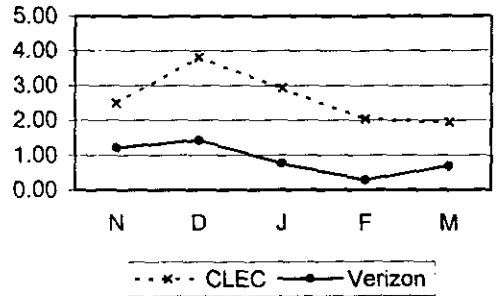
PR-4-09-3530								
% MA - Verizon - Standard Interval (W Coded) Orders -Total - IOF								
PR-4-09-3530	% MA - Verizon - Standard Interval (W Coded) Orders -Total - IOF							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	10.71	#N/A	616					
Dec-01	11.44	0.00	769		1		31.85	
Jan-02	11.78	#N/A	747					

This submetric is no longer reported.

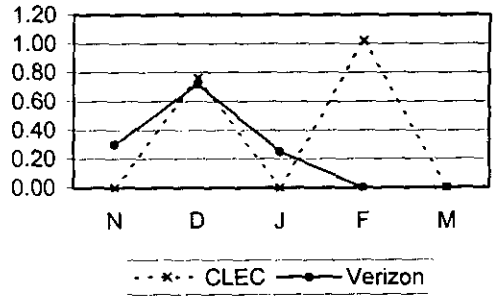


Special Services - Provisioning cont...
PR 5 - % Missed Appointment - Verizon - Facilities

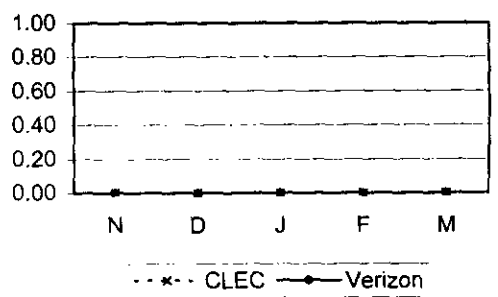
PR-5-01-3200	% Missed Appointment - Verizon - Facilities							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	1.21	2.50	660	120		1.09	-1.19	
Dec-01	1.43	3.82	839	131		1.12	-2.14	
Jan-02	0.76	2.92	793	137		0.80	-2.69	
Feb-02	0.28	2.04	355	98		0.60	-2.92	
Mar-02	0.69	1.95	435	359		0.59	-2.13	



PR-5-02-3200	% Orders Held for Facilities > 15 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.30	0.00	660	120		0.54	0.55	
Dec-01	0.72	0.76	839	131		0.79	-0.05	
Jan-02	0.25	0.00	793	137		0.46	0.54	
Feb-02	0.00	1.02	355	98				
Mar-02	0.00	0.00	435	359				



PR-5-03-3200	% Orders Held for Facilities > 60 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	0.00	660	120		0.00		
Dec-01	0.00	0.00	839	131		0.00		
Jan-02	0.00	0.00	793	137		0.00		
Feb-02	0.00	0.00	355	98				
Mar-02	0.00	0.00	435	359				

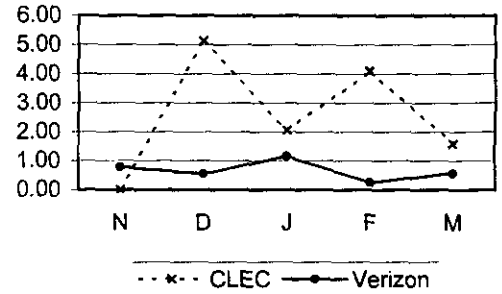


Special Services - Provisioning cont...

PR-6 - Installation Quality

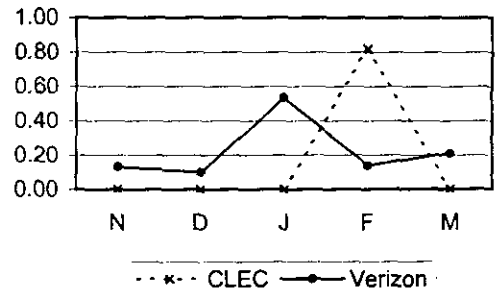
PR-6-01-3200	% Installation Troubles reported within 30 Days							Parity with VZ Retail (for found troubles)
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	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.79	0.00	3023	176		0.69	1.15
Dec-01	0.55	5.13	7065	195		0.54	-8.51
Jan-02	1.16	2.05	3366	195		0.79	-1.13
Feb-02	0.26	4.10	4923	122		0.47	-8.15
Mar-02	0.57	1.59	4242	757		0.30	-3.44



PR-6-03-3200	% Installation Troubles reported within 30 Days - FOK/TOK/CPE							No Standard
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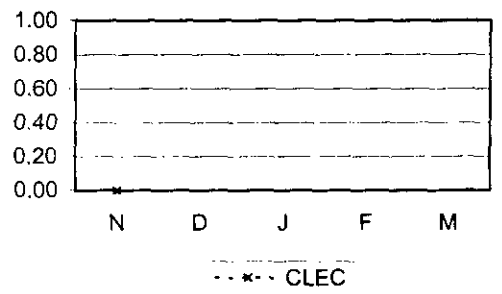
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.13	0.00	3023	176			
Dec-01	0.10	0.00	7065	195			
Jan-02	0.53	0.00	3366	195			
Feb-02	0.14	0.82	4923	122		0.35	-1.96
Mar-02	0.21	0.00	4242	757		0.18	1.17



PR-7 - Jeopardy Reports

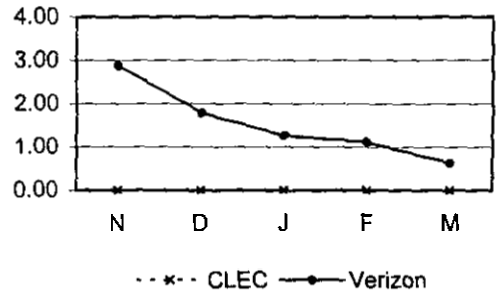
PR-7-01-3510	% Orders with Jeopardy Status - EEL							See Guidelines
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	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01		0.00				1	
Dec-01		#N/A					
Jan-02		#N/A					
Feb-02		#N/A					
Mar-02		#N/A					

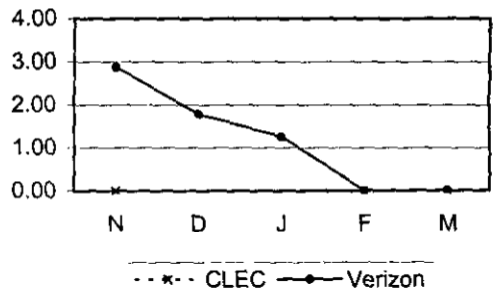


Special Services - Provisioning cont...
 PR-8 - Open Orders in a Hold Status

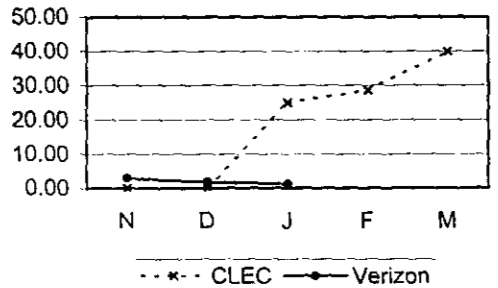
PR-8-01-3200	% Open Orders in a Hold Status > 30 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	2.88	0.00	660	118		1.67	1.72	
Dec-01	1.79	0.00	839	118		1.30	1.37	
Jan-02	1.26	0.00	793	129		1.06	1.19	
Feb-02	1.12	0.00	803	91		1.16	0.96	
Mar-02	0.63	0.00	956	362		0.49	1.29	



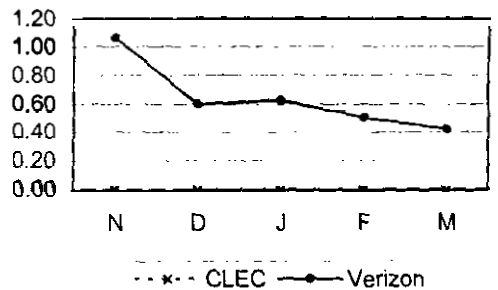
PR-8-01-3510	% Open Orders in a Hold Status > 30 Days - EEL							Parity with VZ Retail (DS1)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	2.88	0.00	660	1		16.74		
Dec-01	1.79	#N/A	839					
Jan-02	1.26	#N/A	793					
Feb-02	0.00	#N/A	200					
Mar-02	0.00	#N/A	328					



PR-8-01-3530	% Open Orders in a Hold Status > 30 Days - IOF							Parity with VZ Retail (DS3)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	2.88	0.00	660			16.74		
Dec-01	1.79	0.00	839	13		3.71	0.48	
Jan-02	1.26	25.00	793	8		3.96		
Feb-02	#N/A	28.57				7		
Mar-02	#N/A	40.00				5		

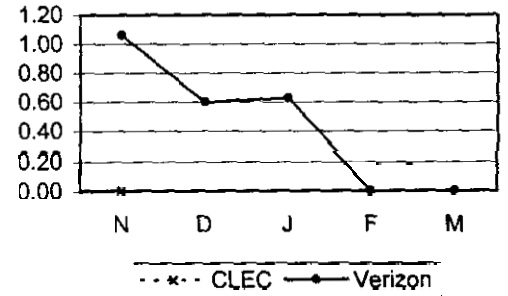


PR-8-02-3200	% Open Orders in a Hold Status > 90 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	1.06	0.00	660	118		1.02	1.04	
Dec-01	0.60	0.00	839	118		0.76	0.79	
Jan-02	0.63	0.00	793	129		0.75	0.84	
Feb-02	0.50	0.00	803	91		0.78	0.64	
Mar-02	0.42	0.00	956	362		0.40	1.05	

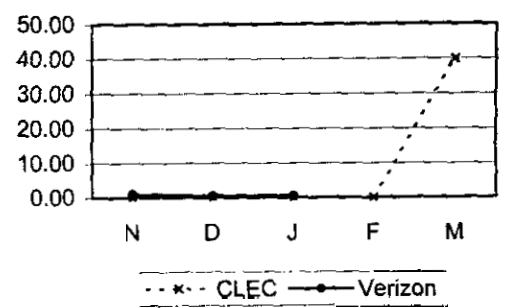


Special Services - Provisioning cont...
PR-8 - Open Orders in a Hold Status cont...

PR-8-02-3510	% Open Orders in a Hold Status > 90 Days - EEL							Parity with VZ Retail (DS1)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	1.06	0.00	660		1		10.25	
Dec-01	0.60	#N/A	839					
Jan-02	0.63	#N/A	793					
Feb-02	0.00	#N/A	200					
Mar-02	0.00	#N/A	328					

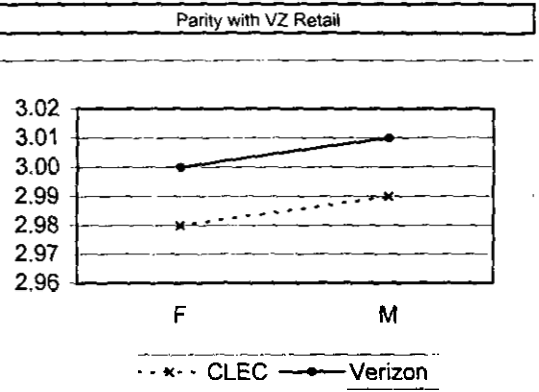


PR-8-02-3530	% Open Orders in a Hold Status > 90 Days - IOF							Parity with VZ Retail (DS3)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	1.06	0.00	660		1		10.25	
Dec-01	0.60	0.00	839		13		2.16	0.28
Jan-02	0.63	0.00	793		8		2.81	
Feb-02	#N/A	0.00			7			
Mar-02	#N/A	40.00			5			

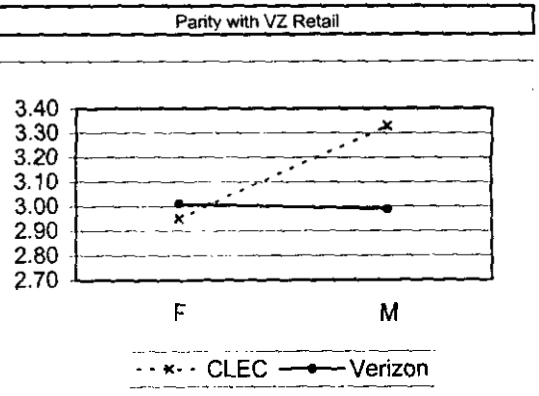


NEW METRICS/SUBMETRICS AS OF FEBRUARY 2002 DATA MONTH

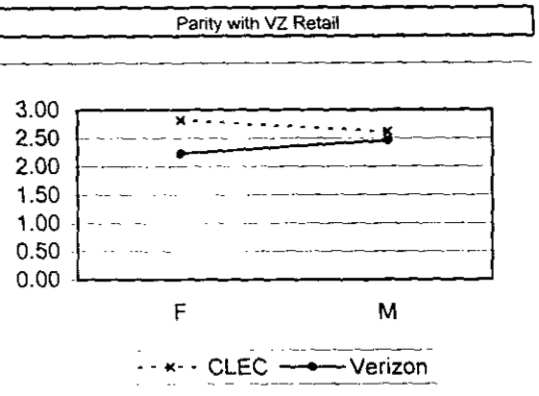
PR-1-01-3343	Average Interval Offered - Total No Dispatch - Line Share						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	3.00	2.98	4055	144	1.08	0.09	0.22
Mar-02	3.01	2.99	4692	173	0.79	0.06	0.33



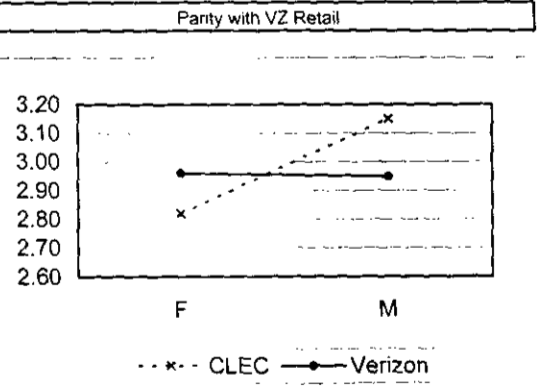
PR-1-02-3343	Average Interval Offered - Total Dispatch - Line Share						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	3.01	2.95	559	19	0.59	0.14	0.44
Mar-02	2.99	3.33	624	36	0.21	0.04	-9.45



PR-2-01-3343	Average Interval Completed - Total No Dispatch - Line Share						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	2.23	2.82	3690	130	1.22	0.11	-5.42
Mar-02	2.46	2.61	4312	155	0.99	0.08	-1.85

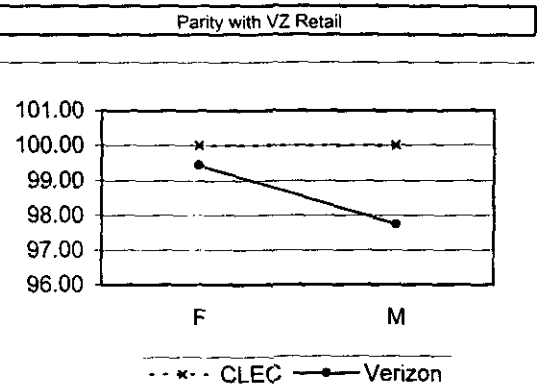


PR-2-02-3343	Average Interval Completed - Total Dispatch - Line Share						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	2.96	2.82	507	17	0.87	0.21	0.65
Mar-02	2.95	3.15	558	33	0.42	0.08	-2.66

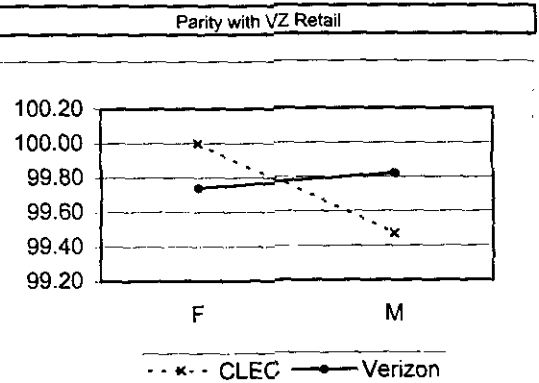


NEW METRICS/SUBMETRICS cont..

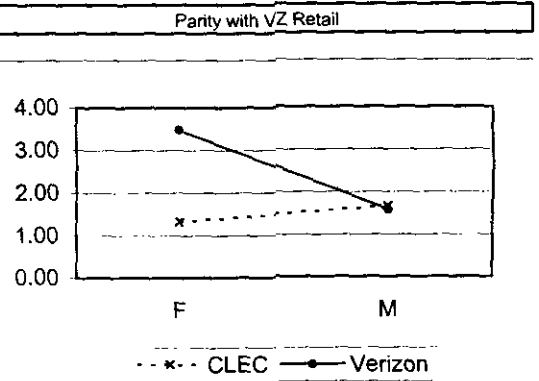
PR-3-03-3343	% Completed in 3 Days (1-5 Lines - No Dispatch) - Line Share						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	99.46	100.00	3690	130		0.65	0.83
Mar-02	97.75	100.00	4312	155		1.21	1.86



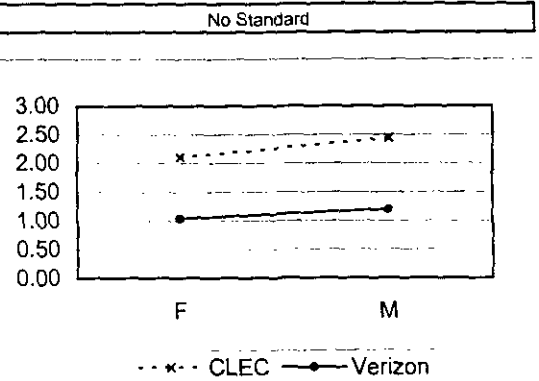
PR-3-10-3343	% Completed in 6 Days (1-5 Lines - Total) - Line Share						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	99.74	100.00	4197	147		0.43	0.61
Mar-02	99.82	99.47	4870	188		0.32	-1.11



PR-4-02-3343	Average Delay Days - Total - Line Share						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	3.48	1.33	25	3	5.42	3.31	0.65
Mar-02	1.58	1.67	112	3	1.35	0.79	-0.11



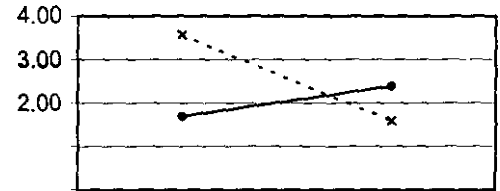
PR-4-03-3343	% Missed Appointment - Customer - Line Share						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	1.04	2.11					
Mar-02	1.20	2.44					



NEW METRICS/SUBMETRICS cont...

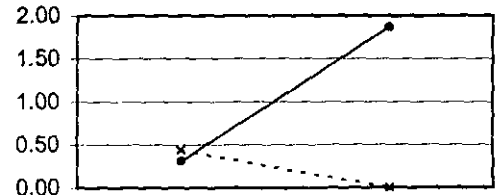
PR-4-04-3343 % Missed Appointment - Verizon - Dispatch - Line Share Parity with VZ Retail

Nov-01							
Dec-01							
Jan-02							
Feb-02	1.69	3.57	533	56	1.81	-1.04	
Mar-02	2.39	1.59	587	63	2.02	0.40	



PR-4-05-3343 % Missed Appointment - Verizon - No Dispatch - Line Share Parity with VZ Retail

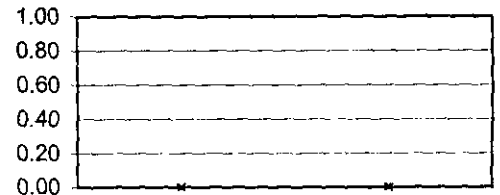
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	0.31	0.44	3854	229		0.38	-0.34
Mar-02	1.87	0.00	4442	222		0.93	2.01



---x--- CLEC —●— Verizon

PR-4-08-3343 % Missed Appointment - Customer - Due to Late Order Confirm - Line Share No Standard

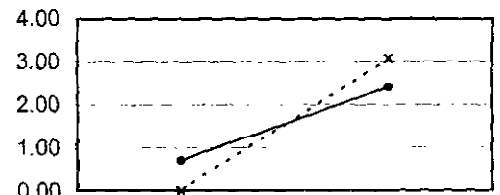
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02		0.00		285			
Mar-02		0.00		287			



---x--- CLEC —●— Verizon

PR-5-01-3343 % Missed Appointment - Verizon Facilities - Line Share Parity with VZ Retail

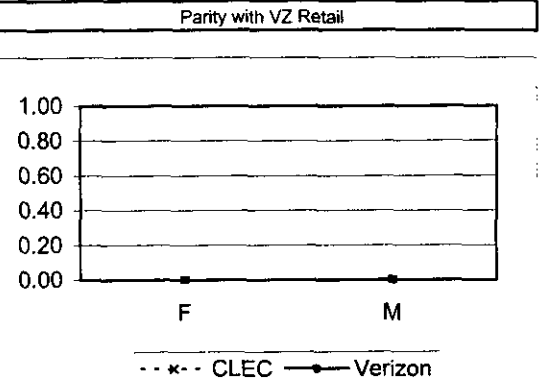
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	0.71	0.00	560	56		1.18	0.60
Mar-02	2.42	3.08	621	65		2.00	-0.33



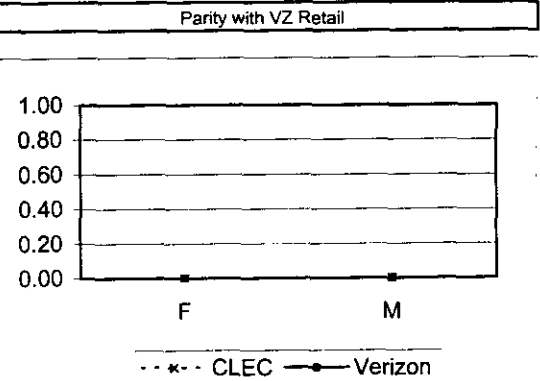
---x--- CLEC —●— Verizon

NEW METRICS/SUBMETRICS cont...

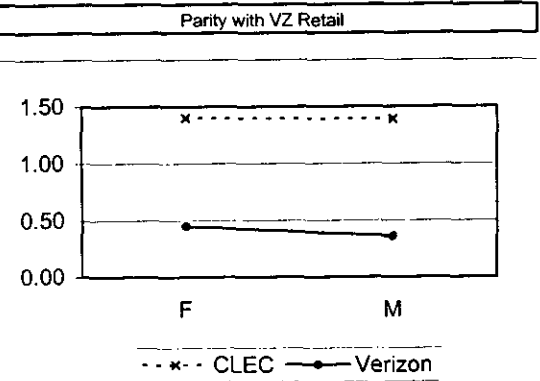
PR-5-02-3343	% Orders Held for Facilities > 15 Days - Line Share						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	0.00	0.00	560	56			
Mar-02	0.00	0.00	621	65			



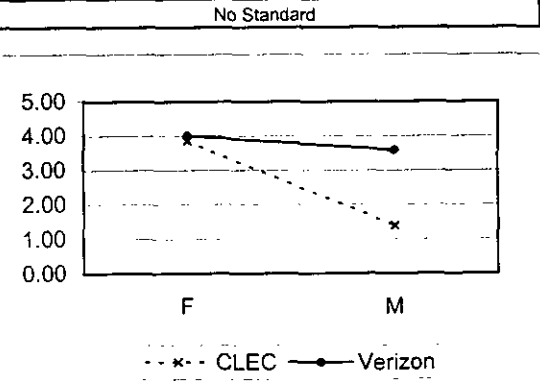
PR-5-03-3343	% Orders Held for Facilities > 60 Days - Line Share						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	0.00	0.00	560	56			
Mar-02	0.00	0.00	621	65			



PR-6-01-3343	% Install. Troubles Reported within 30 Days - Line Share						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	0.45	1.40	4414	285		0.41	-2.32
Mar-02	0.36	1.39	5063	287		0.36	-2.87

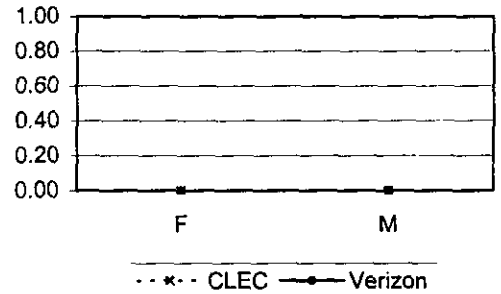


PR-6-03-3343	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE - Line Share						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	4.01	3.86	4414	285		1.20	0.13
Mar-02	3.59	1.39	5063	287		1.13	1.95

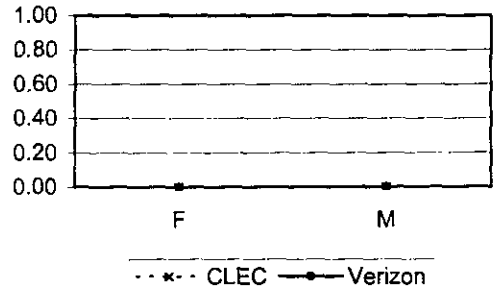


NEW METRICS/SUBMETRICS cont..

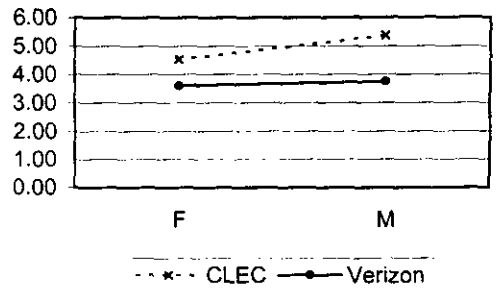
PR-8-01-3343	Open Orders in a Hold Status > 30 Days - Line Share							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	0.00	0.00	4414	285				
Mar-02	0.00	0.00	5063	287				



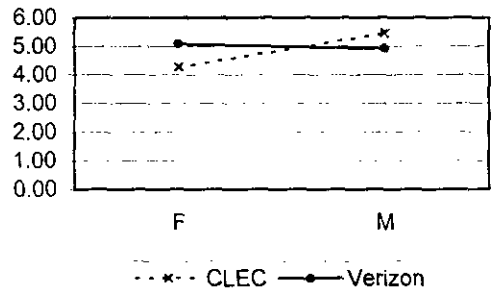
PR-8-02-3343	Open Orders in a Hold Status > 90 Days - Line Share							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	0.00	0.00	4414	285				
Mar-02	0.00	0.00	5063	287				



PR-1-12-3133	Average Interval Offered - Disconnects - POTS & Complex Aggregate							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	3.61	4.53	45517	3772	5.33	0.09	-10.19	
Mar-02	3.76	5.37	51719	4811	5.59	0.08	-19.11	

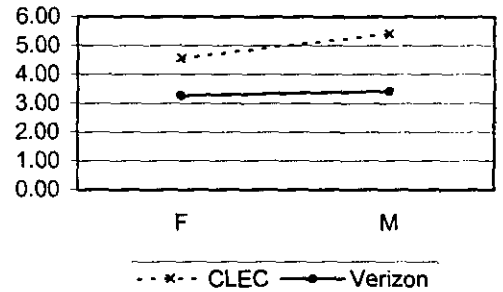


PR-1-12-3200	Average Interval Offered - Disconnects - Specials							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	5.09	4.27	458	11	5.80	1.77	0.46	
Mar-02	4.92	5.46	638	28	3.89	0.75	-0.72	

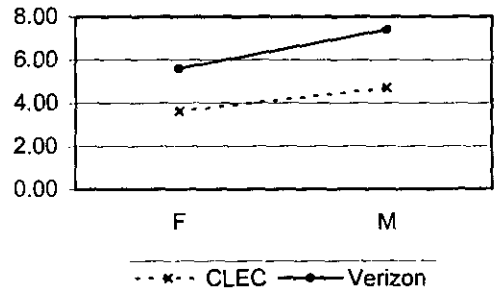


NEW METRICS/SUBMETRICS cont...

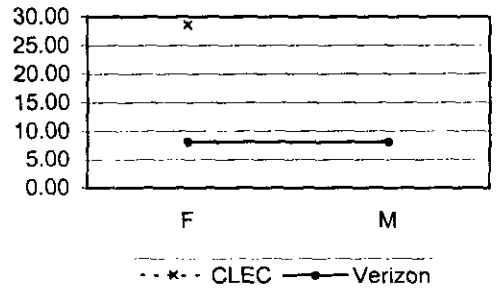
PR-2-18-3133	Average Completed Interval - Disconnects - POTS & Complex Aggregate							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	3.27	4.56	41678	3372	4.96	0.09	-14.53	
Mar-02	3.43	5.42	47456	4457	5.17	0.08	-24.57	



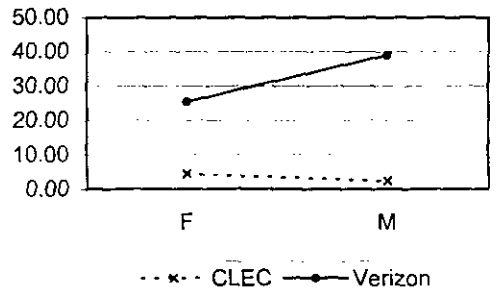
PR-2-18-3200	Average Completed Interval - Disconnects - Specials							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	5.60	3.63	316	8	6.87	2.46	0.80	
Mar-02	7.40	4.71	340	21	11.92	2.68	1.00	



PR-4-01-3210	Average Completed Interval - DS0							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	8.10	28.57	543	7		10.38	-1.97	
Mar-02	8.05	#N/A	584					



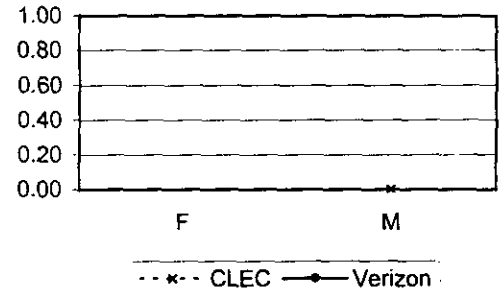
PR-4-01-3211	Average Completed Interval - DS1							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	25.50	4.40	200	91		5.51	3.83	
Mar-02	39.02	2.32	328	345		3.76	9.76	



NEW METRICS/SUBMETRICS cont...

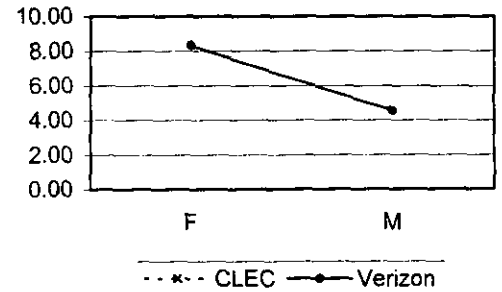
PR-4-01-3213 **Average Completed Interval - DS3** Parity with VZ Retail

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	#N/A	#N/A					
Mar-02	#N/A	0.00			1		



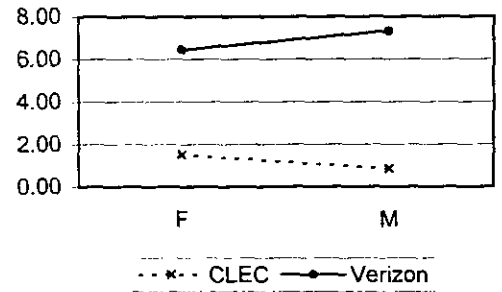
PR-4-01-3215 **Average Completed Interval - Specials Other** Parity with VZ Retail

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	8.33	#N/A	60				
Mar-02	4.55	#N/A	44				



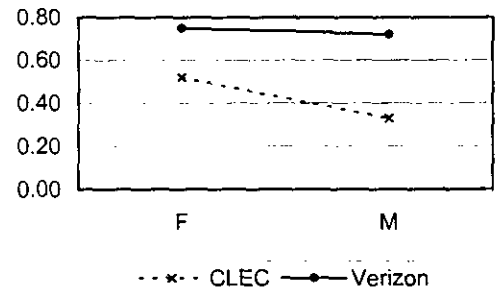
PR-4-04-3520 **% Missed Appt. - Verizon - Dispatch - Loop - Hot Cut** Parity with VZ Retail

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	6.44	1.52	21949	658		0.97	5.07
Mar-02	7.33	0.85	22551	704		1.00	6.50



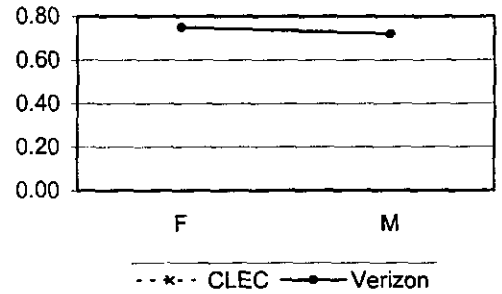
PR-4-05-3111 **% Missed Appt. - Verizon - No Dispatch - Loop - Hot Cut** Parity with VZ Retail

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	0.75	0.52	101534	1931		0.20	1.16
Mar-02	0.72	0.33	112815	1823		0.20	1.95

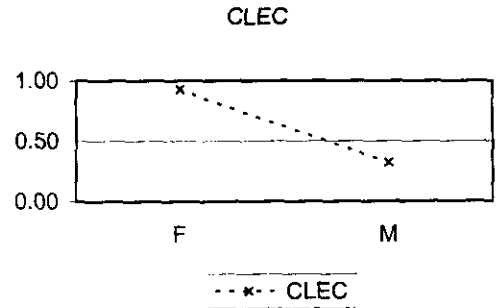


NEW METRICS/SUBMETRICS cont..

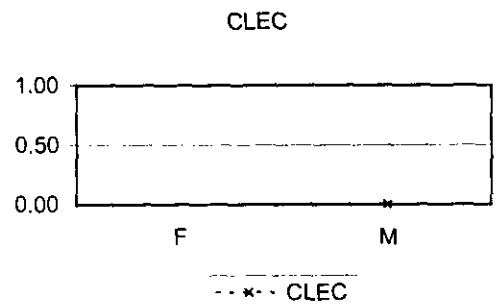
PR-4-05-3121	% Missed Appt. - Verizon - No Dispatch - Other (POTS)							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	0.75	#N/A	101534					
Mar-02	0.72	#N/A	112815					



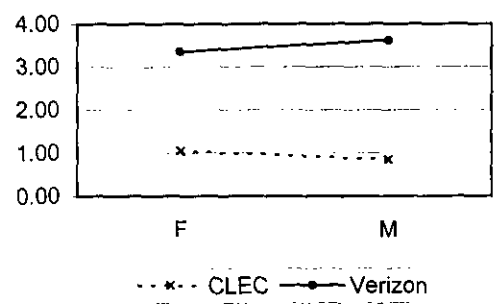
PR-4-08-3111	% Missed Appt. - Cust. - Due to Late Order Conf. - Hot Cut Loop							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02		0.93		2589				
Mar-02		0.32		2527				



PR-4-08-3121	% Missed Appt. - Cust. - Due to Late Order Conf. - Other (POTS)							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02		#N/A						
Mar-02		0.00		2				



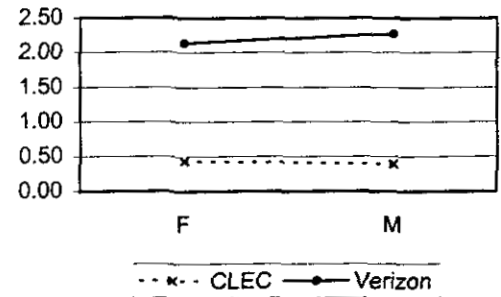
PR-6-01-3121	% Installation Troubles Reported within 30 Days - Platform (POTS)							Parity w/Verizon Retail Found Troubles
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	3.35	1.05	106875	2560		0.36	6.38	
Mar-02	3.62	0.85	115672	4107		0.30	9.34	



NEW METRICS/SUBMETRICS cont..

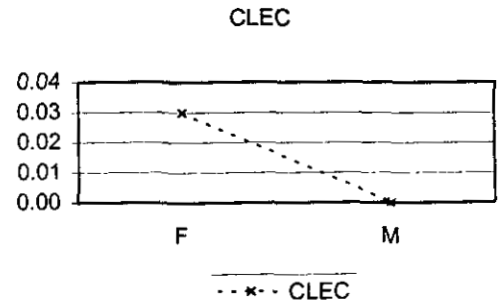
PR-6-02-3121	% Installation Troubles Reported within 7 Days - Platform (POTS)	Parity w/Verizon Retail Found Troubles
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	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	2.14	0.43	106875	2560		0.29	5.91
Mar-02	2.27	0.39	115672	4107		0.24	7.94



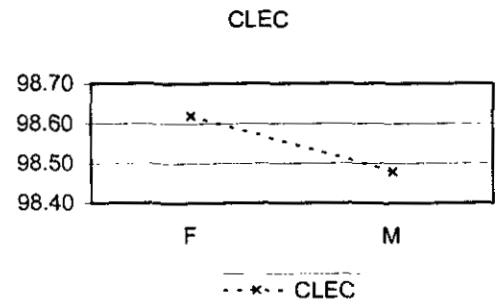
PR-6-02-3520	% Installation Troubles Reported within 7 Days - Hot Cut Loop	2%
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	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02		0.03		3962			
Mar-02		0.00		3716			



PR-9-01-3520	% On Time Performance - Hot Cut	95% Completed within Window
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	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02		98.62		2614			
Mar-02		98.48		2502			



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.