

APPENDIX G

Verizon - VA

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

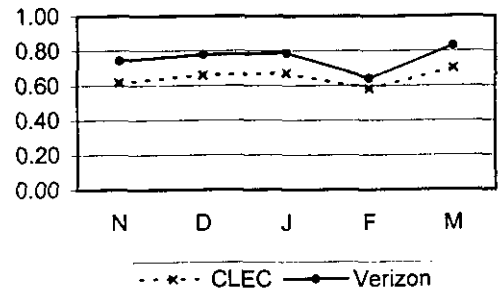
CLEC Aggregate Performance
 UNE (Maintenance) - POTS/Special Services

POTS - Maintenance

MR-2 - Trouble Report Rate

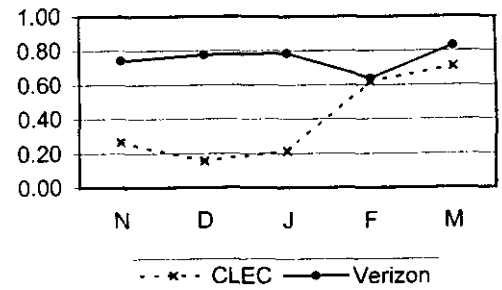
MR-2-02-3112	Network Trouble Report Rate - Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.74	0.62	3148853	153566		0.02	5.55	
Dec-01	0.78	0.66	3133809	159418		0.02	5.20	
Jan-02	0.79	0.67	3116047	165570		0.02	5.18	
Feb-02	0.64	0.58	3099882	170525		0.02	2.75	
Mar-02	0.83	0.70	3082228	176022		0.02	5.92	

This submetric appears to have a new product code.



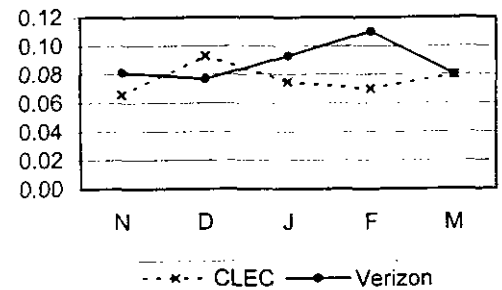
MR-2-02-3140	Network Trouble Report Rate - Platform							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.74	0.27	3148853	2990		0.16	3.03	
Dec-01	0.78	0.16	3133809	3828		0.14	4.37	
Jan-02	0.79	0.21	3116047	4668		0.13	4.42	
Feb-02	0.64	0.62	3099882	6462		0.10	0.17	
Mar-02	0.83	0.71	3082228	9142		0.10	1.30	

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



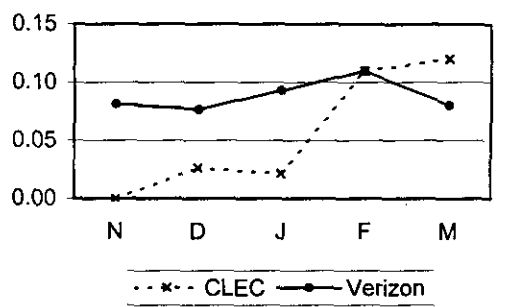
MR-2-03-3112	Network Trouble Report Rate - Central Office - Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.08	0.07	3148853	153566		0.01	2.10	
Dec-01	0.08	0.09	3133809	159418		0.01	-2.27	
Jan-02	0.09	0.07	3116047	165570		0.01	2.35	
Feb-02	0.11	0.07	3099882	170525		0.01	4.49	
Mar-02	0.08	0.08	3082228	176022		0.01	-0.27	

This submetric appears to have a new product code.



POTS - Maintenance cont...								
MR-2 - Trouble Report Rate cont...								
MR-2-03-3140	Network Trouble Report Rate - Central Office - Platform							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	

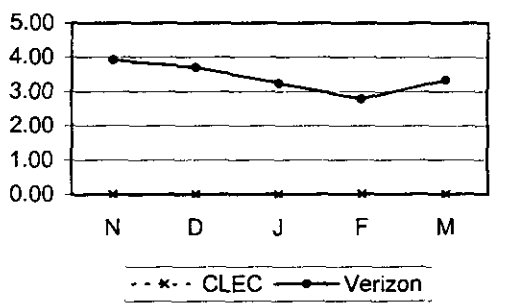
Nov-01	0.08	0.00	3148853	2990		0.05	1.56	
Dec-01	0.08	0.03	3133809	3828		0.04	1.13	
Jan-02	0.09	0.02	3116047	4668		0.04	1.60	
Feb-02	0.11	0.11	3099882	6462		0.04	0.05	
Mar-02	0.08	0.12	3082228	9142		0.03	-1.51	



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

MR-2-04-3112	% Subsequent Reports - Loop							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	

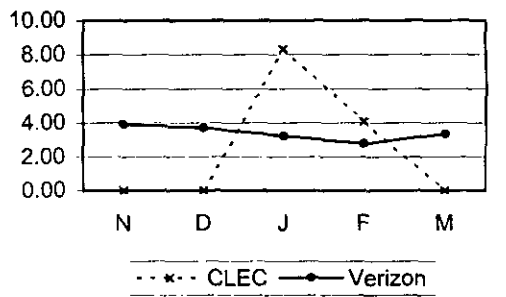
Nov-01	3.92	0.00	27021	1051				
Dec-01	3.70	0.00	27783	1200				
Jan-02	3.24	0.00	28295	1234				
Feb-02	2.79	0.00						
Mar-02	3.34	0.00						



This submetric appears to have a new product code.

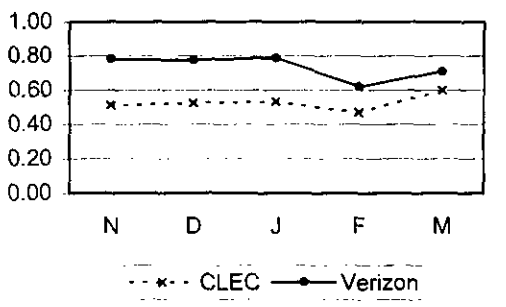
MR-2-04-3140	% Subsequent Reports - Platform							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	

Nov-01	3.92	0.00	27021	8				
Dec-01	3.70	0.00	27783	7				
Jan-02	3.24	8.33	28295	12				
Feb-02	2.79	4.08						
Mar-02	3.34	0.00						



MR-2-05-3112	% CPE/TOK/FOK Trouble Report Rate - Loop							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	

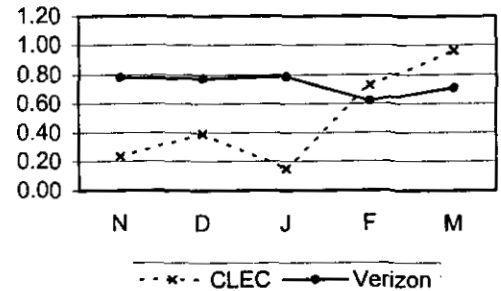
Nov-01	0.78	0.51	3148853	153566				
Dec-01	0.78	0.52	3133809	159418				
Jan-02	0.79	0.53	3116047	165570				
Feb-02	0.62	0.47	3099882	170525		0.02	7.81	
Mar-02	0.71	0.60	3082228	176022		0.02	5.44	



This submetric appears to have a new product code.

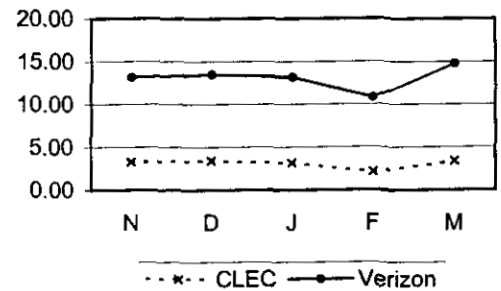
POTS - Maintenance cont...
MR-2 - Trouble Report Rate cont...

MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate - Platform							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.78	0.23	3148853	2990				
Dec-01	0.78	0.39	3133809	3828				
Jan-02	0.79	0.15	3116047	4668				
Feb-02	0.62	0.73	3099882	6462		0.10	-1.10	
Mar-02	0.71	0.96	3082228	9142		0.09	-2.81	



MR-3 - Missed Repair Appointments

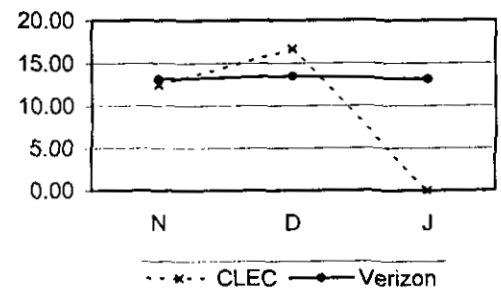
MR-3-01-3112	% Missed Repair Appointment - Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	13.17	3.26	23399	950		1.12	8.85	
Dec-01	13.48	3.42	24351	1052		1.08	9.35	
Jan-02	13.14	3.15	24483	1110		1.04	9.64	
Feb-02	10.80	2.12	19721	992		1.01	8.59	
Mar-02	14.78	3.40	25731	1237		1.03	11.02	



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

This submetric appears to have a new product code.

MR-3-01-3140	% Missed Repair Appointment - Platform							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	13.17	12.50	23399	8		11.96		
Dec-01	13.48	16.67	24351	6		13.94		
Jan-02	13.14	0.00	24483	10		10.69	1.23	

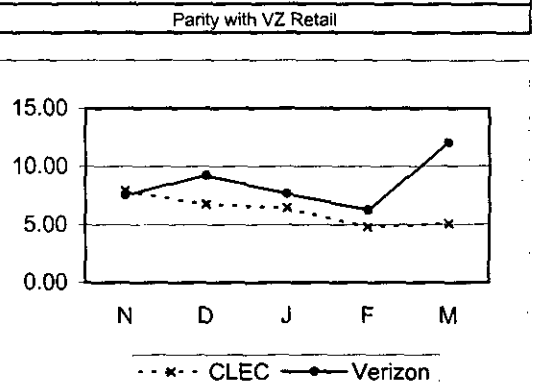


This submetric has a new product disaggregation making it not comparable to the old submetric. The new submetrics are reported below.

POTS - Maintenance cont...
MR-3 - Missed Repair Appointments cont...

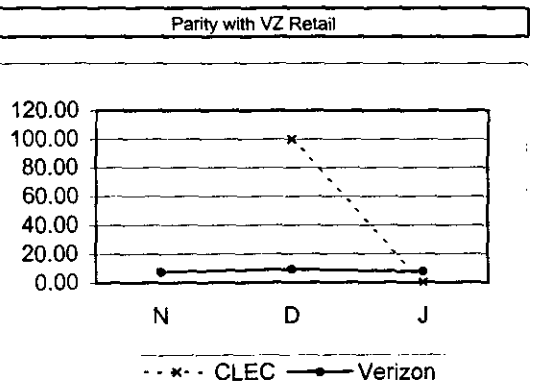
MR-3-02-3112	% Missed Repair Appointment - Central Office - Loop							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	7.57	7.92	2564	101		2.68	-0.13	
Dec-01	9.24	6.76	2403	148		2.45	1.01	
Jan-02	7.67	6.45	2895	124		2.44	0.50	
Feb-02	6.25	4.80	3422	125		2.20	0.66	
Mar-02	12.03	5.07	2360	138		2.85	2.44	

This submetric appears to have a new product code.



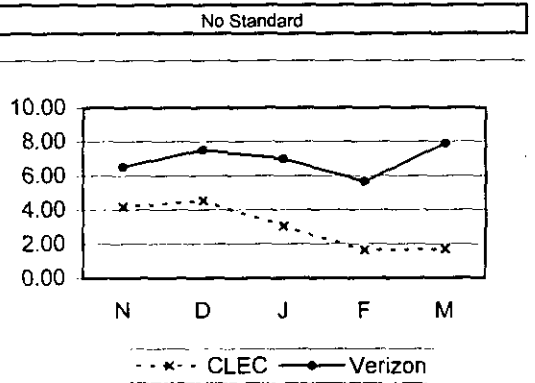
MR-3-02-3140	% Missed Repair Appointment - Central Office - Platform							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	7.57	#N/A	2564					
Dec-01	9.24	100.00	2403	1		28.97		
Jan-02	7.67	0.00	2895	1		26.62		

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

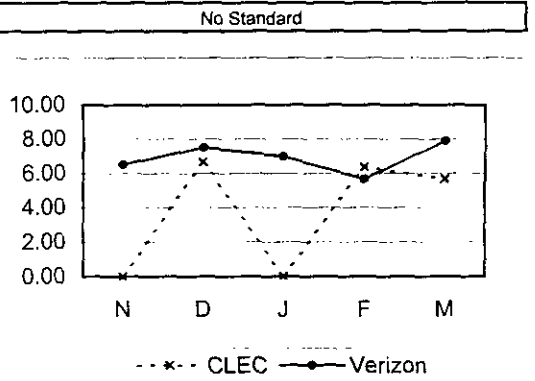


MR-3-03-3112	% Missed Repair Appointment - CPE /TOK/FOK - Loop							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	6.52	4.20	24630	785				
Dec-01	7.51	4.55	24316	836				
Jan-02	7.00	3.05	24627	885				
Feb-02	5.66	1.63	19216	797		0.84	4.82	
Mar-02	7.89	1.70	22023	1060		0.85	7.30	

This submetric appears to have a new product code.

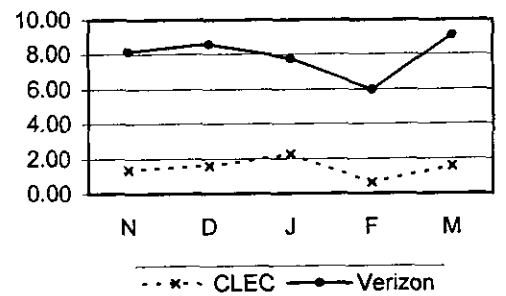


MR-3-03-3140	% Missed Repair Appointment - CPE /TOK/FOK - Platform							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	6.52	0.00	24630	7				
Dec-01	7.51	6.67	24316	15				
Jan-02	7.00	0.00	24627	7				
Feb-02	5.66	6.38	19216	47		3.37	-0.21	
Mar-02	7.89	5.68	22023	88		2.88	0.77	



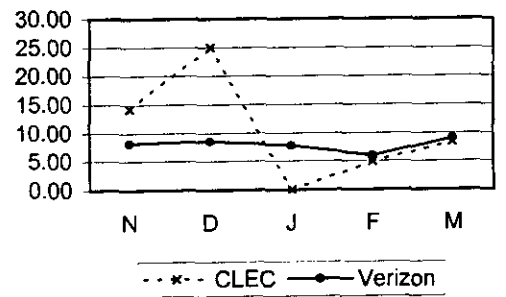
POTS - Maintenance cont...
MR-3 - Missed Repair Appointments cont...

MR-3-04-3112	% Missed Repair Appointment — No Double Dispatch - Loop							Parity with VZ Retail (No Standard as of Feb. 2002)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	8.16	1.38	17936	870		0.95	7.13	
Dec-01	8.59	1.59	18710	1007		0.91	7.72	
Jan-02	7.76	2.25	19015	1021		0.86	6.41	
Feb-02	5.98	0.64	16793	937		0.80	6.71	
Mar-02	9.10	1.58	20479	1136		0.88	8.58	

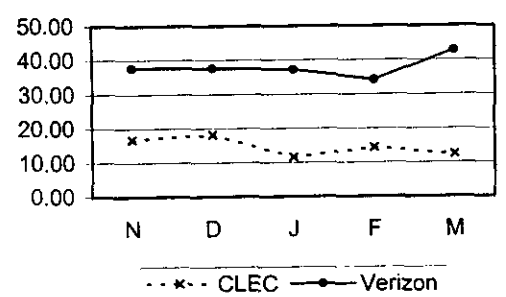


This submetric appears to have a new product code.

MR-3-04-3140	% Missed Repair Appointment — No Double Dispatch - Platform							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	8.16	14.29	17936	7		10.35		
Dec-01	8.59	25.00	18710	4		14.01		
Jan-02	7.76	0.00	19015	9		8.92		
Feb-02	5.98	4.88	16793	41		3.71	0.30	
Mar-02	9.10	8.47	20479	59		3.75	1.62	

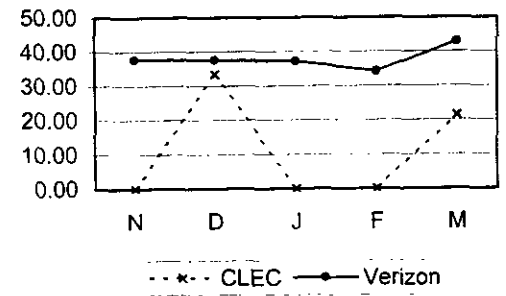


MR-3-05-3112	% Missed Repair Appointment — Double Dispatch - Loop							Parity with VZ Retail (No Standard as of Feb. 2002)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	37.66	16.78	3914	149		4.04	5.16	
Dec-01	37.58	18.24	4590	159		3.91	4.95	
Jan-02	37.19	11.52	4334	165		3.83	6.70	
Feb-02	34.17	14.39	3562	139		4.10	4.82	
Mar-02	42.86	12.50	4321	176		3.81	7.98	



This submetric appears to have a new product code.

MR-3-05-3140	% Missed Repair Appointment — Double Dispatch - Platform							Parity with VZ Retail (No Standard as of Feb. 2002)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	37.66	0.00	3914	1		48.46		
Dec-01	37.58	33.33	4590	3		27.97		
Jan-02	37.19	0.00	4334	1		48.34		
Feb-02	34.17	0.00	3562	4		23.73	1.44	
Mar-02	42.86	21.43	4321	14		13.25	1.62	

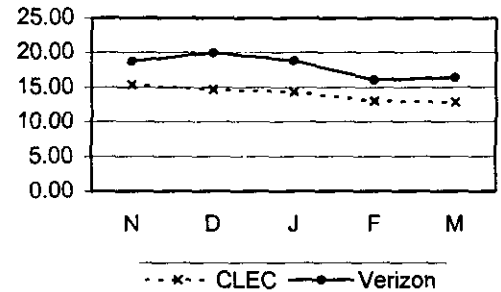


POTS - Maintenance cont...

MR-4 - Trouble Duration Intervals

MR-4-01-3112	Mean Time To Repair - Total - Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	

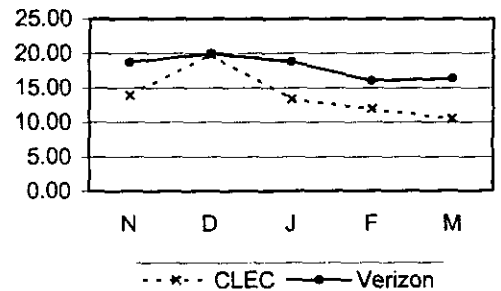
Nov-01	18.73	15.41	25983	1051	23.26	0.73	4.54
Dec-01	19.99	14.71	26754	1200	24.48	0.72	7.31
Jan-02	18.84	14.38	27378	1234	26.15	0.76	5.86
Feb-02	16.08	13.07	23143	1117	27.09	0.83	3.63
Mar-02	16.40	12.89	28091	1375	23.03	0.64	5.52



This submetric appears to have a new product code.

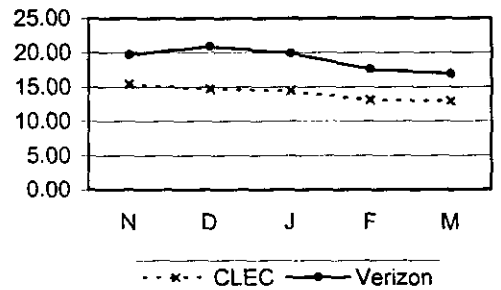
MR-4-01-3140	Mean Time To Repair - Total - Platform							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	

Nov-01	18.73	13.97	25983	8	23.26	8.22	
Dec-01	19.99	19.88	26754	7	24.48	9.25	
Jan-02	18.84	13.37	27378	11	26.15	7.89	0.69
Feb-02	16.08	11.96	23143	47	27.09	3.95	1.04
Mar-02	16.40	10.52	28091	76	23.03	2.65	2.22



MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	

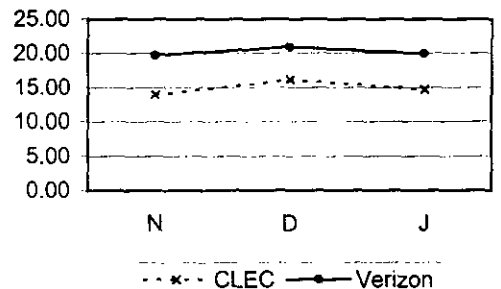
Nov-01	19.73	15.43	23399	950	23.44	0.78	5.55
Dec-01	20.89	14.69	24351	1052	24.80	0.78	7.95
Jan-02	19.90	14.41	24483	1110	26.93	0.83	6.64
Feb-02	17.58	13.13	19721	992	28.53	0.93	4.80
Mar-02	16.94	12.99	25731	1237	23.48	0.68	5.77



This submetric appears to have a new product code.

MR-4-02-3140	Mean Time to Repair - Loop Trouble - Platform							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	

Nov-01	19.73	13.97	23399	8	23.44	8.29	
Dec-01	20.89	16.16	24351	6	24.80	10.12	
Jan-02	19.90	14.71	24483	10	26.93	8.52	0.61

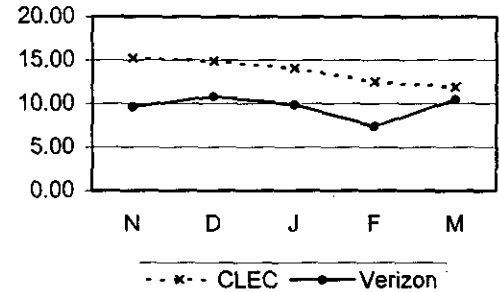


This submetric has a new product disaggregation making it not comparable to the old submetric. The new submetrics are reported below.

POTS - Maintenance cont...

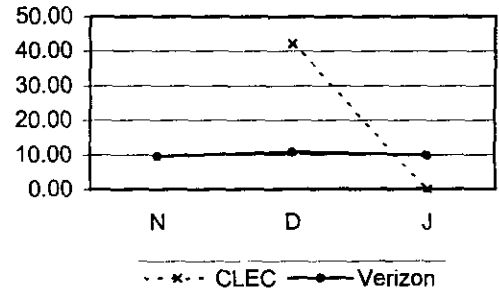
MR-4 - Trouble Duration Intervals cont...

MR-4-03-3112	Mean Time To Repair - Central Office Trouble - Loop								Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore		
Nov-01	9.61	15.23	2564	101	19.27	1.95	-2.87		
Dec-01	10.83	14.87	2403	148	18.72	1.59	-2.55		
Jan-02	9.89	14.11	2895	124	15.65	1.44	-2.94		
Feb-02	7.41	12.56	3422	125	13.49	1.23	-4.20		
Mar-02	10.47	11.91	2360	138	16.31	1.43	-1.00		



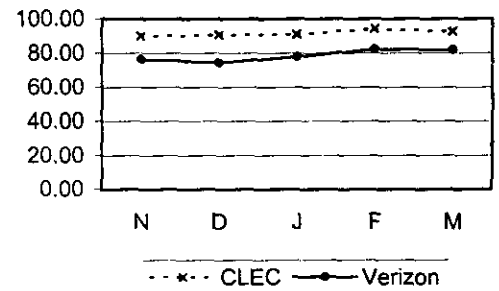
This submetric appears to have a new product code.

MR-4-03-3140	Mean Time To Repair - Central Office Trouble - Platform								Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore		
Nov-01	9.61	#N/A	2564		19.27				
Dec-01	10.83	42.20	2403	1	18.72	18.72			
Jan-02	9.89	0.00	2895	1	15.65	15.65			



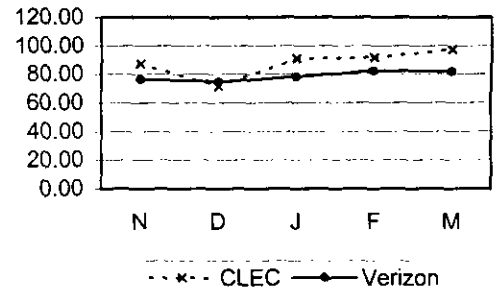
This submetric has a new product disaggregation making it not comparable to the old submetric. The new submetrics are reported below.

MR-4-04-3112	% Cleared (all troubles) within 24 Hours - Loop								Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore		
Nov-01	76.52	90.10	25963	1051		1.33	10.18		
Dec-01	74.58	90.83	26754	1200		1.28	12.65		
Jan-02	77.95	91.00	27378	1234		1.21	10.82		
Feb-02	82.27	94.09	23143	1117		1.17	10.10		
Mar-02	81.84	92.51	28091	1375		1.06	10.02		



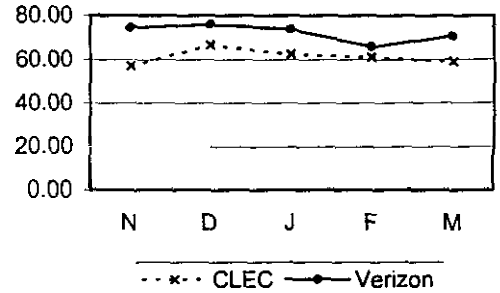
This submetric appears to have a new product code.

MR-4-04-3140	% Cleared (all troubles) within 24 Hours - Platform								Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore		
Nov-01	76.52	87.50	25963	8		14.99			
Dec-01	74.58	71.43	26754	7		16.46			
Jan-02	77.95	90.91	27378	11		12.50	1.04		
Feb-02	82.27	91.49	23143	47		5.58	-1.65		
Mar-02	81.84	97.37	28091	76		4.43	3.51		

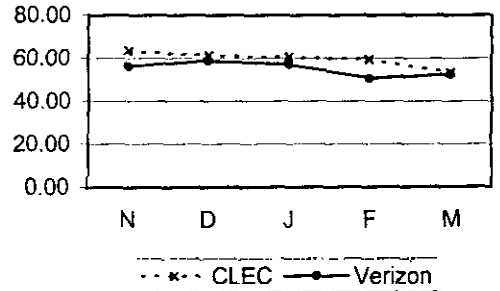


POTS - Maintenance cont...
MR-4 - Trouble Duration Intervals cont...

MR-4-06-3140	% Out of Service > 4 hours - Platform							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	74.37	57.14	15475	7			16.51	
Dec-01	75.95	66.67	15964	6			17.45	
Jan-02	73.80	62.50	16204	8			15.55	
Feb-02	65.78	61.11	13489	36			7.92	0.59
Mar-02	70.60	58.93	17008	56			6.10	1.91

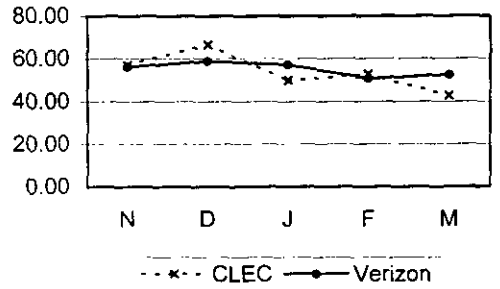


MR-4-07-3112	% Out of Service > 12 hours - Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	56.28	63.46	15475	832			1.77	-4.07
Dec-01	58.76	61.28	15964	940			1.65	-1.53
Jan-02	57.15	60.53	16204	950			1.65	-2.05
Feb-02	50.62	59.51	13489	852			1.77	-5.03
Mar-02	52.45	53.43	17008	1050			1.59	-0.62

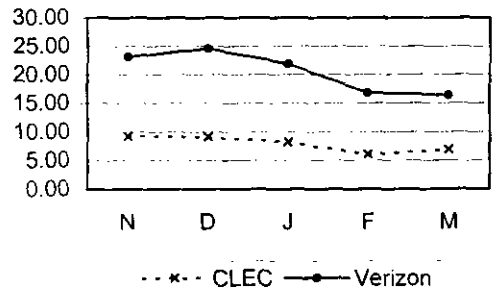


This submetric appears to have a new product code.

MR-4-07-3140	% Out of Service > 12 hours - Platform							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	56.28	57.14	15475	7			18.75	
Dec-01	58.76	66.67	15964	6			20.10	
Jan-02	57.15	50.00	16204	8			17.50	
Feb-02	50.62	52.78	13489	36			8.34	-0.26
Mar-02	52.45	42.86	17008	56			6.68	1.43

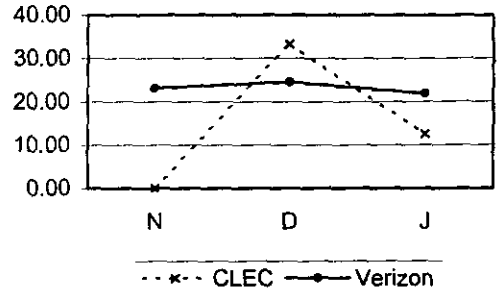


MR-4-08-3112	% Out of Service > 24 Hours - Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	23.13	9.25	15475	832			1.50	9.25
Dec-01	24.56	9.15	15964	940			1.44	10.67
Jan-02	21.90	8.21	16204	950			1.38	9.92
Feb-02	16.78	6.10	13489	852			1.32	8.09
Mar-02	16.34	6.95	17008	1050			1.18	7.99



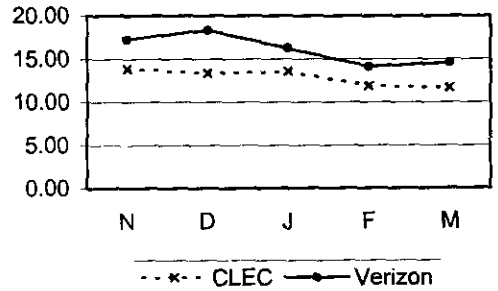
This submetric appears to have a new product code.

POTS - Maintenance cont...								
MR-4 - Trouble Duration Intervals cont...								
MR-4-08-3140	% Out of Service > 24 Hours - Platform							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	23.13	0.00	15475	7		15.94		
Dec-01	24.56	33.33	15964	6		17.58		
Jan-02	21.90	12.60	16204	8		14.63		



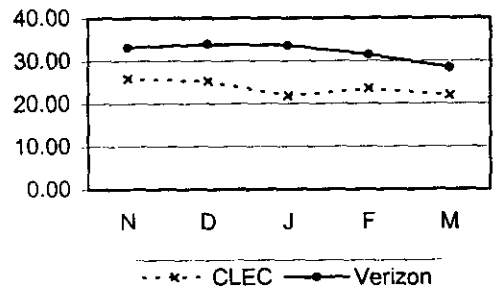
This submetric has a new product disaggregation making it not comparable to the old submetric. The new submetrics are reported below.

MR-4-09-3112 Mean Time To Repair - No Double Dispatch - Loop								Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	17.27	13.92	17936	870	20.41	0.71	4.72	
Dec-01	18.29	13.38	18710	1007	22.41	0.72	6.78	
Jan-02	16.25	13.57	19015	1021	19.93	0.64	4.18	
Feb-02	14.15	11.93	16793	937	19.83	0.67	3.33	
Mar-02	14.60	11.70	20479	1136	17.95	0.55	5.30	



This submetric appears to have a new product code.

MR-4-10-3112 Mean Time To Repair - Double Dispatch - Loop								Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	33.18	25.87	3914	149	31.42	2.62	2.79	
Dec-01	33.91	25.30	4590	159	33.20	2.68	3.21	
Jan-02	33.68	21.77	4334	165	41.59	3.30	3.61	
Feb-02	31.51	23.57	3562	139	49.94	4.32	1.84	
Mar-02	28.44	21.94	4321	176	39.43	3.03	2.14	



This submetric appears to have a new product code.

POTS - Maintenance cont..
 MR-5 - Repeat Trouble Reports

MR-5-01-3112	% Repeat Reports within 30 Days - Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	14.37	15.60	25963	1051		1.10	-1.11	
Dec-01	15.32	17.67	26754	1200		1.06	-2.21	
Jan-02	14.29	15.15	27378	1234		1.02	-0.84	
Feb-02	13.49	16.47	23143	1117		1.05	-2.85	
Mar-02	13.01	16.65	28091	1375		0.93	-3.92	

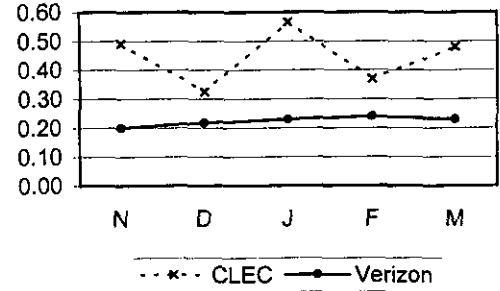
This submetric appears to have a new product code.

MR-5-01-3140	% Repeat Reports within 30 Days - Platform							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	14.37	0.00	25963	8		12.40		
Dec-01	15.32	42.86	26754	7		13.62		
Jan-02	14.29	18.18	27378	11		10.55	-0.05 (P)	
Feb-02	13.49	10.64	23143	47		4.99	0.57	
Mar-02	13.01	18.42	28091	76		3.86	-1.40	

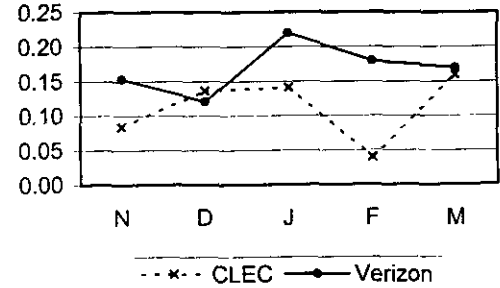
Complex Services - 2 Wire Digital

MR-2 - Trouble Report Rate

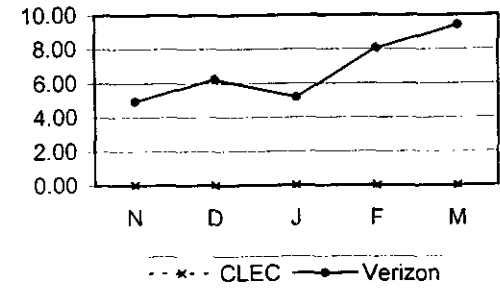
MR-2-02-3341	Network Trouble Report Rate - Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.20	0.49	48829	5896		0.06	-4.72	
Dec-01	0.22	0.32	48820	5858		0.06	-1.67	
Jan-02	0.23	0.57	48688	5653		0.07	-4.99	
Feb-02	0.24	0.37	48543	5643		0.07	-1.90	
Mar-02	0.23	0.48	48299	5654		0.07	-3.63	



MR-2-03-3341	Network Trouble Report Rate - Central Office							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.15	0.08	48829	5896		0.05	1.27	
Dec-01	0.12	0.14	48820	5858		0.05	-0.33	
Jan-02	0.22	0.14	48688	5653		0.07	1.19	
Feb-02	0.18	0.04	48543	5643		0.06	2.44	
Mar-02	0.17	0.16	48299	5654		0.06	0.11	

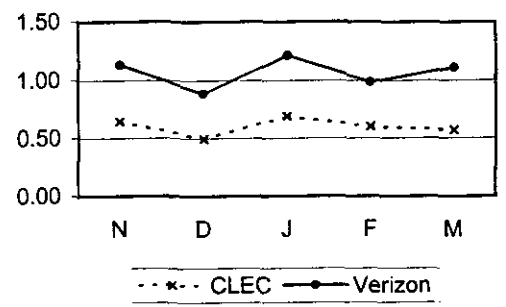


MR-2-04-3341	% Subsequent Reports							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	4.95	0.00	182	34				
Dec-01	6.25	0.00	176	27				
Jan-02	5.19	0.00	231	40				
Feb-02	8.07	0.00						
Mar-02	9.43	0.00						



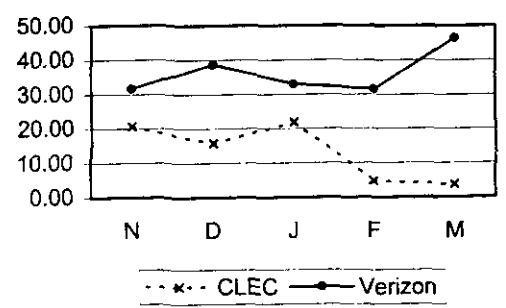
Complex Services - 2 Wire Digital cont...
MR-2 - Trouble Report Rate cont...

MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	1.14	0.64	48829	5896				
Dec-01	0.89	0.50	48820	5858				
Jan-02	1.21	0.69	48688	5653				
Feb-02	0.99	0.60	48543	5643		0.14	2.80	
Mar-02	1.11	0.57	48299	5654		0.15	3.70	

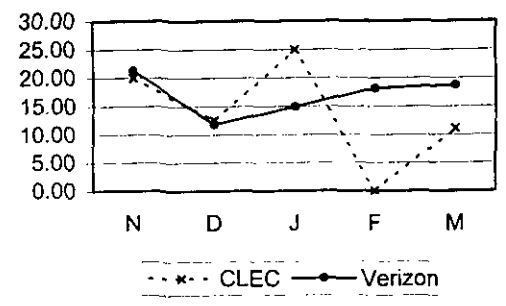


MR-3 - Missed Repair Appointments

MR-3-01-3341	% Missed Repair Appointment - Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	31.63	20.69	98	29		9.83	1.11	
Dec-01	38.68	15.79	106	19		12.13	1.89	
Jan-02	33.04	21.88	112	32		9.43	1.18	
Feb-02	31.62	4.76	117	21		11.02	2.44	
Mar-02	46.43	3.70	112	27		10.69	4.00	

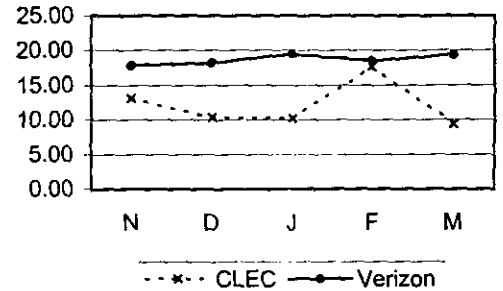


MR-3-02-3341	% Missed Repair Appointment - Central Office							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	21.33	20.00	75	5		18.92		
Dec-01	11.86	12.50	59	8		12.18		
Jan-02	14.95	25.00	107	8		13.07		
Feb-02	18.18	0.00	88	2		27.58	0.66	
Mar-02	18.75	11.11	80	9		13.72	0.56	

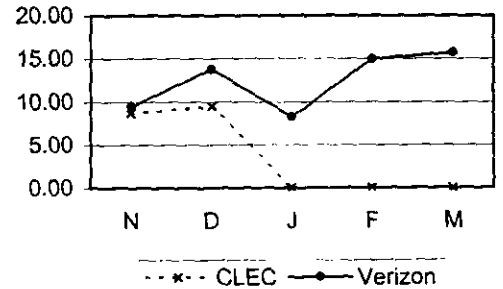


Complex Services - 2 Wire Digital cont...
MR-3 - Missed Repair Appointments cont...

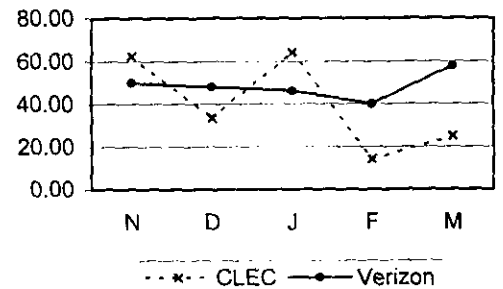
MR-3-03-3341	% Missed Repair Appointment -- CPE /TOK/FOK							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	17.84	13.16	555	38				
Dec-01	18.20	10.34	434	29				
Jan-02	19.46	10.26	591	39				
Feb-02	18.46	17.65	482	34		6.88	0.12	
Mar-02	19.37	9.38	537	32		7.19	1.39	



MR-3-04-3341	% Missed Repair Appointment -- No Double Dispatch							Parity with VZ Retail (No Standard as of Feb. 2002)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	9.47	8.70	95	23		6.80	0.11	
Dec-01	13.79	9.52	87	21		8.38	0.51	
Jan-02	8.26	0.00	121	24		6.15	1.34	
Feb-02	14.95	0.00	107	16		9.56	1.56	
Mar-02	15.69	0.00	102	27		7.87	1.99	

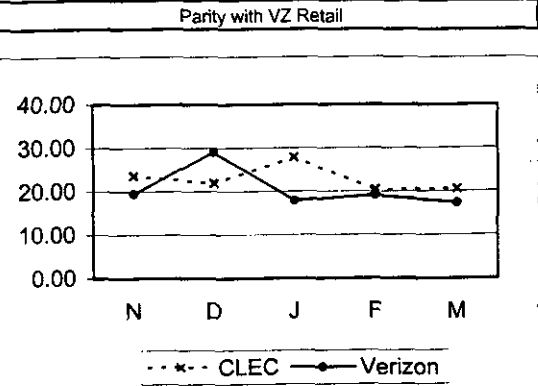


MR-3-05-3341	% Missed Repair Appointment -- Double Dispatch							Parity with VZ Retail (No Standard as of Feb. 2002)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	50.00	62.50	72	8		18.63		
Dec-01	48.00	33.33	75	6		21.20		
Jan-02	46.24	64.29	93	14		14.29	-0.97 (P)	
Feb-02	40.00	14.29	90	7		19.22	1.34	
Mar-02	57.95	25.00	88	8		18.23	1.81	

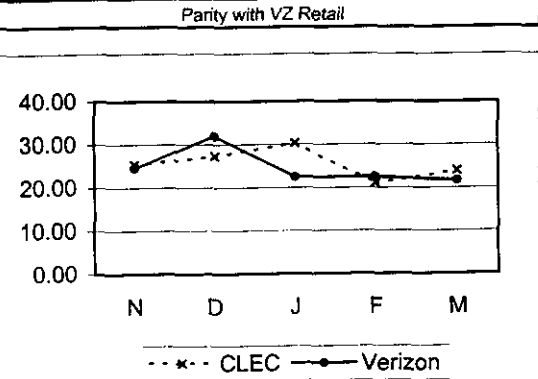


Complex Services - 2 Wire Digital cont...
 MR-4 - Trouble Duration Intervals

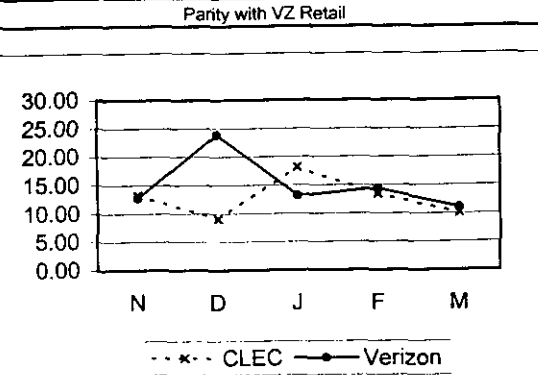
MR-4-01-3341	Mean Time To Repair - Total							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	19.47	23.60	173	34	25.02	4.69	-0.88	
Dec-01	29.06	21.95	165	27	42.31	8.78	0.81	
Jan-02	17.93	27.89	219	40	22.00	3.78	-2.63	
Feb-02	19.07	20.41	205	23	32.94	7.24	-0.19	
Mar-02	17.28	20.51	192	36	19.60	3.56	-0.91	



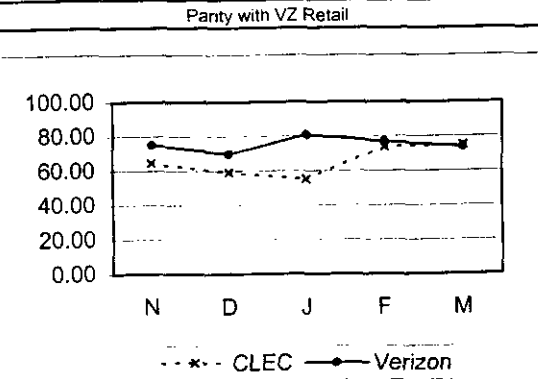
MR-4-02-3341	Mean Time to Repair - Loop Trouble							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	24.60	25.38	98	29	28.48	6.02	-0.13	
Dec-01	31.93	27.36	106	19	36.94	9.20	0.50	
Jan-02	22.48	30.33	112	32	23.37	4.68	-1.68	
Feb-02	22.58	21.08	117	21	39.67	9.40	0.16	
Mar-02	21.74	23.99	112	27	21.11	4.53	-0.50	



MR-4-03-3341	Mean Time to Repair - Central Office Trouble							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	12.75	13.25	75	5	17.64	8.15		
Dec-01	23.91	9.10	59	8	50.50	19.03		
Jan-02	13.17	18.15	107	8	19.47	7.14		
Feb-02	14.40	13.42	88	2	20.20	14.45	0.07	
Mar-02	11.04	10.07	80	9	15.33	5.39	0.18	

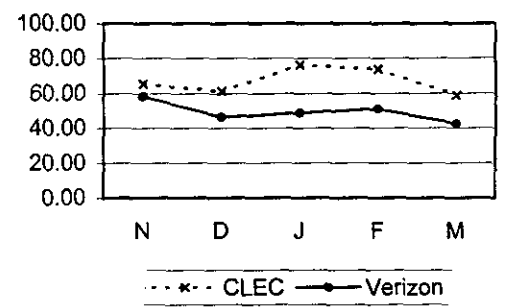


MR-4-04-3341	% Cleared (all troubles) within 24 Hours							ZScore
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr		
Nov-01	75.14	64.71	173	34		8.11	-1.29	
Dec-01	69.70	59.26	165	27		9.54	-1.09	
Jan-02	80.82	55.00	219	40		6.77	-3.81	
Feb-02	77.07	73.91	205	23		9.24	0.34	
Mar-02	73.96	75.00	192	36		7.97	0.13	

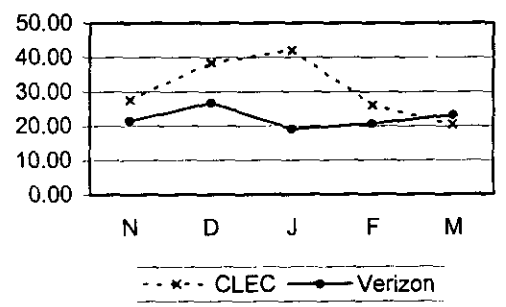


Complex Services - 2 Wire Digital cont...
MR-4 - Trouble Duration Intervals cont...

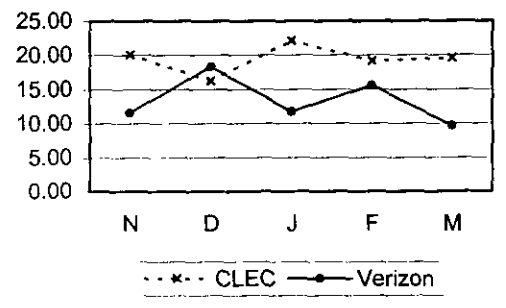
MR-4-07-3341	% Out of Service > 12 hours								Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore		
Nov-01	58.46	65.52	65	29		11.00	-0.64		
Dec-01	46.34	61.54	82	26		11.22	-1.35		
Jan-02	48.81	76.32	84	38		9.77	-2.82		
Feb-02	51.09	73.91	92	23		11.65	-1.96		
Mar-02	42.47	58.82	73	34		10.26	-1.59		



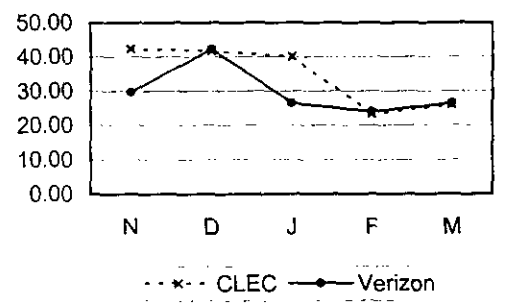
MR-4-08-3341	% Out of Service > 24 Hours								Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore		
Nov-01	21.54	27.59	65	29		9.18	-0.66		
Dec-01	26.83	38.46	82	26		9.97	-1.17		
Jan-02	19.05	42.11	84	38		7.68	-3.00		
Feb-02	20.65	26.09	92	23		9.44	-0.58		
Mar-02	23.29	20.59	73	34		8.78	0.31		



MR-4-09-3341	Mean Time To Repair - No Double Dispatch								Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore		
Nov-01	11.61	20.12	95	23	17.20	4.00	-2.13		
Dec-01	18.31	16.27	87	21	26.16	6.36	0.32		
Jan-02	11.75	22.15	121	24	16.28	3.64	-2.67 (P)		
Feb-02	15.58	19.15	107	16	40.69	10.91	-0.33		
Mar-02	9.70	19.58	102	27	13.50	2.92	-3.38		



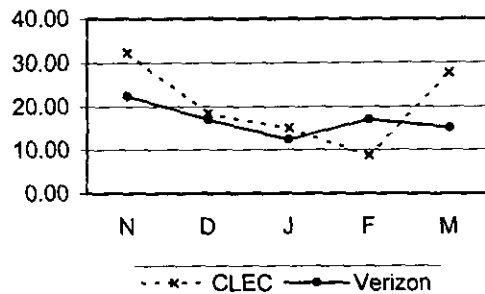
MR-4-10-3341	Mean Time To Repair - Double Dispatch								Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore		
Nov-01	29.67	42.39	72	8	30.09	11.22			
Dec-01	42.31	41.85	75	6	53.31	22.62			
Jan-02	26.52	40.12	93	14	25.83	7.41	-0.82 (P)		
Feb-02	23.97	23.30	90	7	21.41	8.40	0.08		
Mar-02	26.39	26.01	88	8	21.82	8.06	0.05		



Complex Services - 2 Wire Digital cont...

MR-5 - Repeat Trouble Reports

MR-5-01-3341	% Repeat Reports within 30 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	22.54	32.35	173	34		7.84	-1.25	
Dec-01	16.97	18.52	165	27		7.79	-0.20	
Jan-02	12.33	15.00	219	40		5.65	-0.47	
Feb-02	17.07	8.70	205	23		8.27	1.01	
Mar-02	15.10	27.78	192	36		6.50	-1.95	

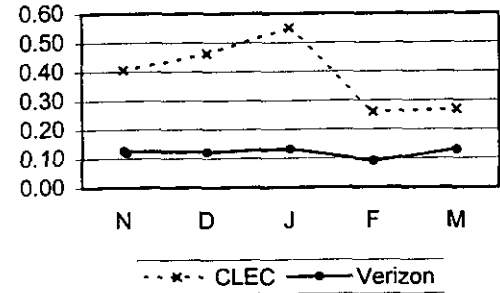


Complex Services - 2 Wire xDSL

MR-2 - Trouble Report Rate

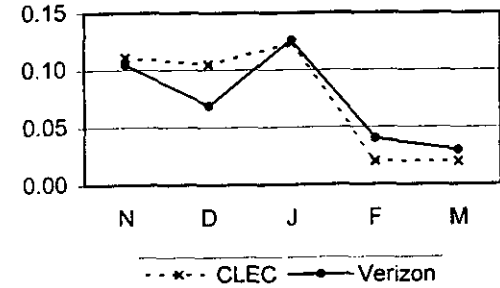
MR-2-02-3342	Network Trouble Report Rate -- Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	

Nov-01	0.13	0.41	44976	20687		0.03	-9.35
Dec-01	0.12	0.46	49332	20989		0.03	-11.86
Jan-02	0.13	0.55	51528	21076		0.03	-14.10
Feb-02	0.09	0.26	46900	21592		0.02	-7.09
Mar-02	0.13	0.27	46935	22145		0.03	-4.91



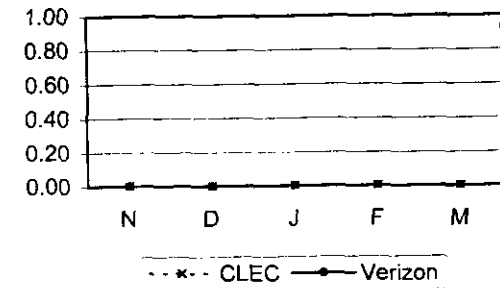
MR-2-03-3342	Network Trouble Report Rate - Central Office							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	

Nov-01	0.10	0.11	44976	20687		0.03	-0.25
Dec-01	0.07	0.10	49332	20989		0.02	-1.66
Jan-02	0.13	0.12	51528	21076		0.03	0.10
Feb-02	0.04	0.02	46900	21592		0.02	1.23
Mar-02	0.03	0.02	46935	22145		0.01	0.64



MR-2-04-3342	% Subsequent Reports							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	

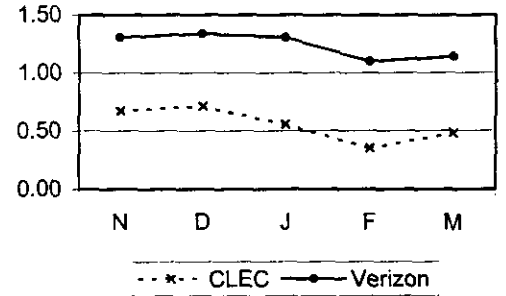
Nov-01	0.00	0.00	104	107			
Dec-01	0.00	0.00	94	119			
Jan-02	0.00	0.00	133	142			
Feb-02	0.00	0.00	80	93			
Mar-02	0.00	0.00	93	94			



Complex Services - 2 Wire xDSL cont...

MR-2 - Trouble Report Rate cont...

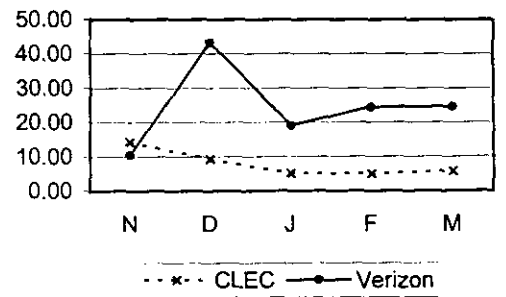
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	1.31	0.67	44976	20687				
Dec-01	1.34	0.71	49332	20989				
Jan-02	1.31	0.56	51528	21076				
Feb-02	1.10	0.35	46900	21592		0.09	8.71	
Mar-02	1.14	0.48	46935	22145		0.09	7.59	



MR-3 - Missed Repair Appointments

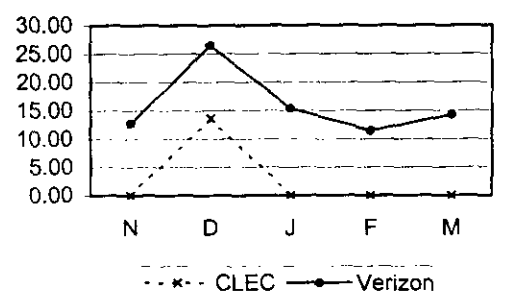
MR-3-01-3342 % Missed Repair Appointment - Loop Parity with VZ Retail

MR-3-01-3342	% Missed Repair Appointment - Loop							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	10.53	14.29	57	84		5.27	-0.71	
Dec-01	43.33	9.28	60	97		8.14	4.18	
Jan-02	19.12	5.17	68	116		6.01	2.32	
Feb-02	24.44	5.00	45	80		8.01	2.43	
Mar-02	24.62	5.75	65	87		7.06	2.67	



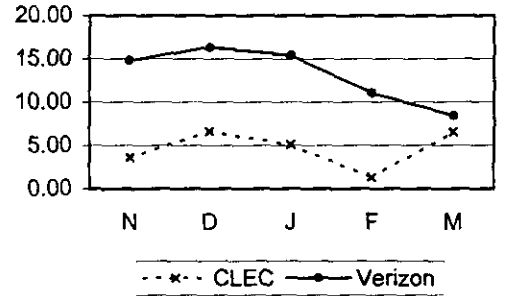
MR-3-02-3342 % Missed Repair Appointment - Central Office Parity with VZ Retail

MR-3-02-3342	% Missed Repair Appointment - Central Office							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	12.77	0.00	47	23		8.49	1.50	
Dec-01	26.47	13.64	34	22		12.07	1.06	
Jan-02	15.38	0.00	65	26		8.37	1.84	
Feb-02	11.43	0.00	35	13		10.33	1.11	
Mar-02	14.29	0.00	28	7		14.79	0.97	

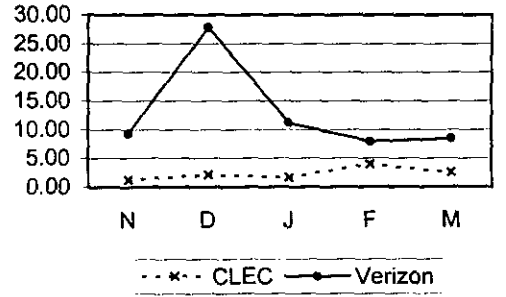


Complex Services - 2 Wire xDSL cont...
MR-3 - Missed Repair Appointments cont...

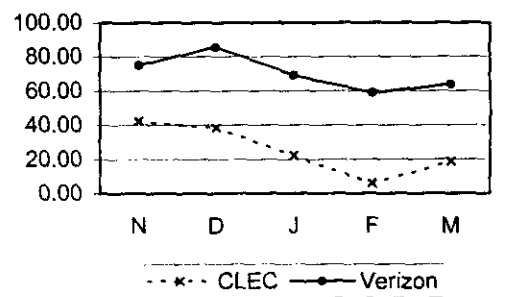
MR-3-03-3342	% Missed Repair Appointment — CPE /TOK/FOK							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	14.80	3.60	588	139				
Dec-01	16.34	6.67	661	150				
Jan-02	15.43	5.13	674	117				
Feb-02	11.07	1.32	515	76		3.86	2.53	
Mar-02	8.41	6.54	535	107		2.94	0.64	



MR-3-04-3342	% Missed Repair Appointment — No Double Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	9.28	1.27	97	79		4.40	1.82	
Dec-01	27.85	2.15	79	93		6.86	3.75	
Jan-02	11.21	1.64	116	122		4.09	2.34	
Feb-02	7.94	4.00	63	75		4.62	0.85	
Mar-02	8.45	2.56	71	78		4.56	1.29	



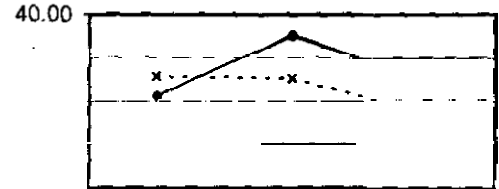
MR-3-05-3342	% Missed Repair Appointment — Double Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	75.00	42.31	4	26		23.26	1.41	
Dec-01	85.71	38.46	14	26		11.60	4.07	
Jan-02	69.23	22.22	13	18		16.80	2.80	
Feb-02	58.82	5.88	17	17		16.88	3.14	
Mar-02	63.64	18.75	22	16		15.81	2.84	



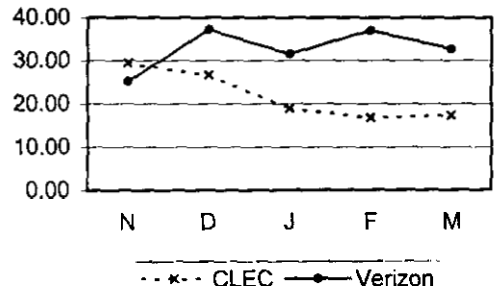
Complex Services - 2 Wire xDSL cont...

MR-4 - Trouble Duration Intervals

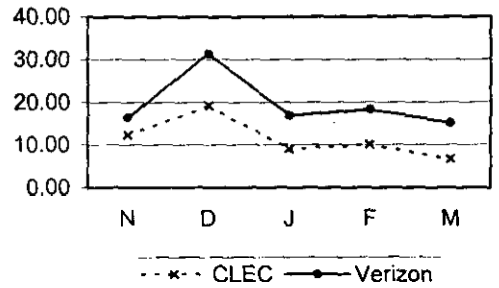
MR-4-01-3342	Mean Time To Repair - Total							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	21.27	25.71	104	107	16.04	2.21	-2.01	
Dec-01	35.10	25.29	94	119	29.82	4.11	2.38	
Jan-02	24.37	17.12	133	142	24.45	2.95	2.46	



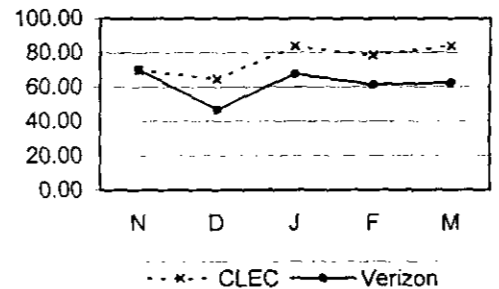
MR-4-02-3342	Mean Time to Repair - Loop Trouble							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	25.19	29.39	57	84	16.00	2.74	-1.53	
Dec-01	37.24	26.67	60	97	23.48	3.86	2.74	
Jan-02	31.48	18.93	68	116	26.68	4.07	3.08	
Feb-02	37.03	16.84	45	80	30.19	5.62	3.59	
Mar-02	32.69	17.37	65	87	23.35	3.83	4.00	



MR-4-03-3342	Mean Time To Repair - Central Office Trouble							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	16.52	12.29	47	23	14.91	3.80	1.11	
Dec-01	31.32	19.23	34	22	38.69	10.59	1.14	
Jan-02	16.93	9.04	65	26	19.45	4.51	1.75	
Feb-02	18.32	10.10	35	13	18.09	5.88	1.40	
Mar-02	15.17	6.65	28	7	18.13	7.66	1.11	

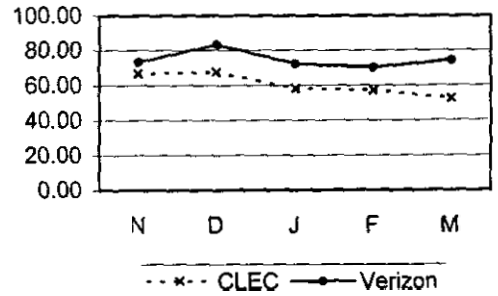


MR-4-04-3342	% Cleared (all troubles) within 24 Hours							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	70.19	70.09	104	107		6.30	-0.02	
Dec-01	46.81	64.71	94	119		6.89	2.60	
Jan-02	67.67	83.80	133	142		5.64	2.86	
Feb-02	61.25	78.49	80	93		7.43	-2.32	
Mar-02	62.37	84.04	93	94		7.09	3.06	

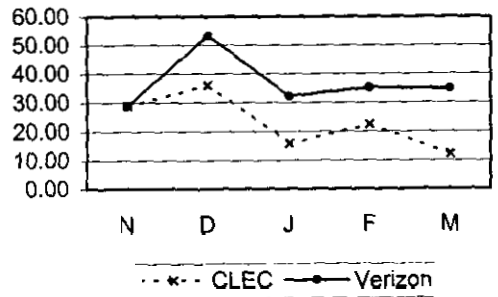


Complex Services - 2 Wire xDSL cont...
MR-4 - Trouble Duration Intervals cont...

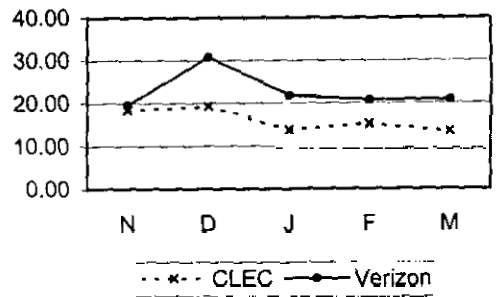
MR-4-07-3342	% Out of Service > 12 hours							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	73.27	66.67	101	87		6.47	1.02	
Dec-01	83.33	67.59	90	108		5.32	2.96	
Jan-02	72.31	58.33	130	132		5.53	2.53	
Feb-02	70.27	57.30	74	89		7.19	1.80	
Mar-02	74.16	52.44	89	82		6.70	3.24	



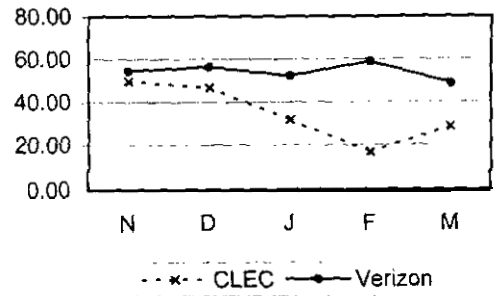
MR-4-08-3342	% Out of Service > 24 Hours							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	28.71	28.74	101	87		6.82	0.00	
Dec-01	53.33	36.11	90	108		7.12	2.42	
Jan-02	32.31	15.91	130	132		5.78	2.84	
Feb-02	35.14	22.47	74	89		7.51	1.69	
Mar-02	34.83	12.20	89	82		7.29	3.10	



MR-4-09-3342	Mean Time To Repair - No Double Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	19.57	18.39	97	79	12.85	1.95	0.61	
Dec-01	30.84	19.28	79	93	26.40	4.04	2.86	
Jan-02	21.78	14.48	116	122	20.53	2.66	2.74	
Feb-02	20.78	15.88	63	75	17.60	3.01	1.63	
Mar-02	20.79	14.11	71	78	17.29	2.84	2.36	



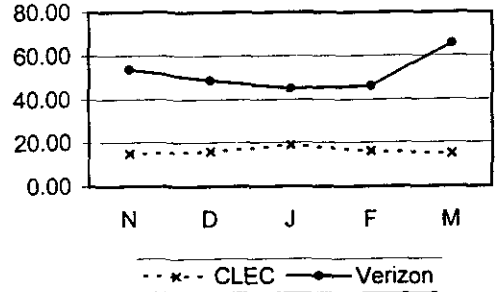
MR-4-10-3342	Mean Time To Repair - Double Dispatch							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	54.57	49.73	4	26	42.57	22.86	0.21	
Dec-01	56.44	46.80	14	26	38.32	12.70	0.76	
Jan-02	52.15	31.80	13	18	38.93	14.17	1.44	
Feb-02	58.75	16.72	17	17	35.00	12.00	3.50	
Mar-02	48.79	28.58	22	16	27.33	8.98	2.25	



Complex Services - 2 Wire xDSL cont...

MR-5 - Repeat Trouble Reports

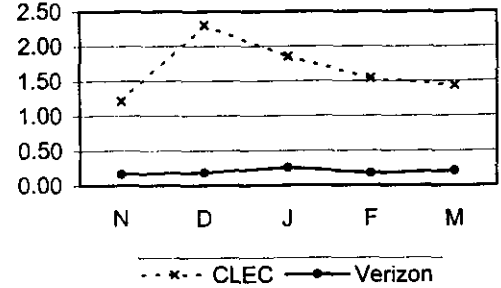
MR-5-01-3342	% Repeat Reports within 30 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	53.85	14.95	104	107		6.86	5.67	
Dec-01	48.94	15.97	94	119		6.90	4.78	
Jan-02	45.11	19.01	133	142		6.00	4.35	
Feb-02	46.25	16.13	80	93		7.60	3.96	
Mar-02	65.59	14.89	93	94		6.95	7.30	



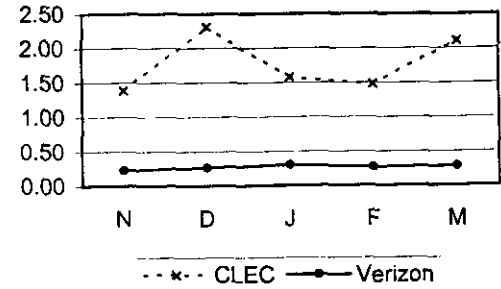
Special Services - Maintenance

MR-2 - Trouble Report Rate

MR-2-01-3200	Network Trouble Report Rate							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.16	1.21	233539	577		0.17	-6.20	
Dec-01	0.19	2.31	165754	1778		0.10	-20.58	
Jan-02	0.26	1.85	164219	1834		0.12	-13.51	
Feb-02	0.18	1.54	164731	1889		0.10	-13.66	
Mar-02	0.21	1.44	165104	2507		0.09	-13.38	

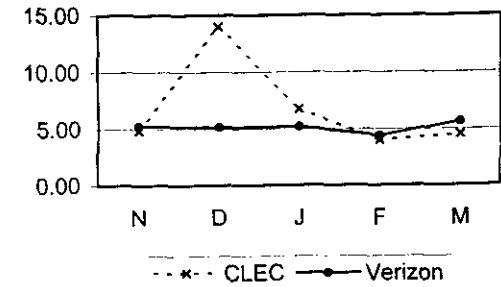


MR-2-05-3200	% CPE/TOK/FOK/CC Trouble Report Rate							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.23	1.39	233539	577				
Dec-01	0.26	2.31	165754	1778				
Jan-02	0.30	1.58	164219	1834				
Feb-02	0.27	1.48	164731	1889		0.12	-9.96	
Mar-02	0.28	2.11	165104	2507		0.11	-17.35	



MR-4 - Trouble Duration Intervals

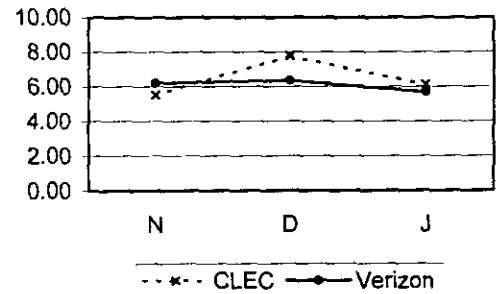
MR-4-01-3200	Mean Time To Repair - Total							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	5.26	4.85	385	7	4.83	1.84		
Dec-01	5.15	14.00	312	41	5.20	0.86	-10.24	
Jan-02	5.22	6.77	421	34	4.83	0.86	-1.80	
Feb-02	4.40	4.01	302	29	3.94	0.77	0.51	
Mar-02	5.63	4.55	344	36	6.84	1.20	0.90	



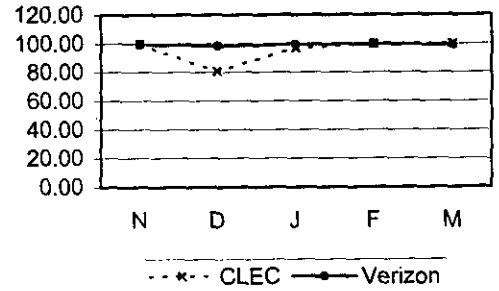
Special Services - Maintenance cont...
MR-4 - Trouble Duration Intervals cont...

MR-4-02-3200	Mean Time to Repair - Loop Trouble							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	6.20	5.53	181	5	4.76	2.16		
Dec-01	6.35	7.79	146	28	6.43	1.33	-1.08	
Jan-02	5.68	6.11	237	20	3.96	0.92	-0.52 (P)	

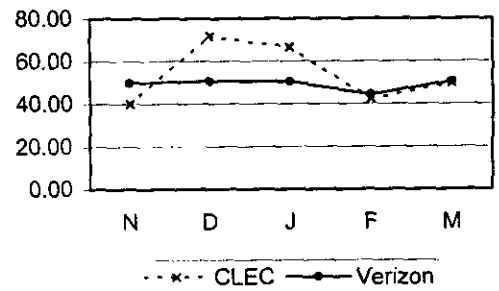
This submetric is no longer reported.



MR-4-04-3200	% Cleared (all troubles) within 24 Hours							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	99.48	100.00	385	7		2.74		
Dec-01	98.08	80.49	312	41		2.28	-7.72	
Jan-02	99.52	97.06	421	34		1.23	-2.00	
Feb-02	99.67	100.00	302	29		1.11	-0.30	
Mar-02	99.13	100.00	344	36		1.63	0.53	

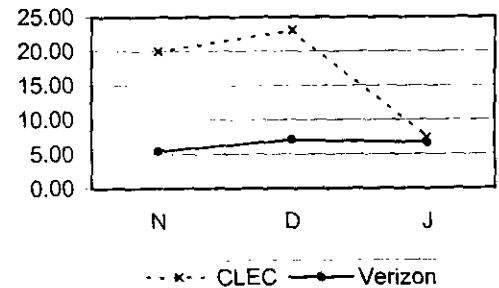


MR-4-06-3200	% Out of Service > 4 hours							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	49.87	40.00	385	5		22.51		
Dec-01	50.64	71.79	312	39		8.49	-2.49	
Jan-02	50.59	66.67	421	27		9.93	-1.43 (P)	
Feb-02	44.37	42.31	302	26		10.15	0.20	
Mar-02	50.58	50.00	344	28		9.83	0.06	



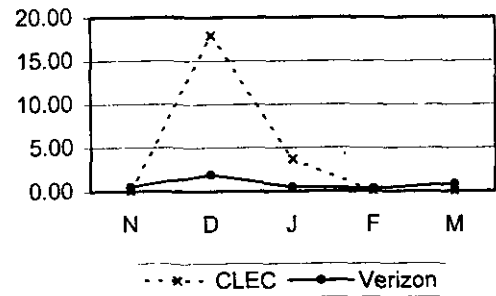
MR-4-07-3200	% Out of Service > 12 hours							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	5.45	20.00	385	5		10.22		
Dec-01	7.05	23.08	312	39		4.35	-3.69	
Jan-02	6.65	7.41	421	27		4.95	0.14 (P)	

This submetric is no longer reported.



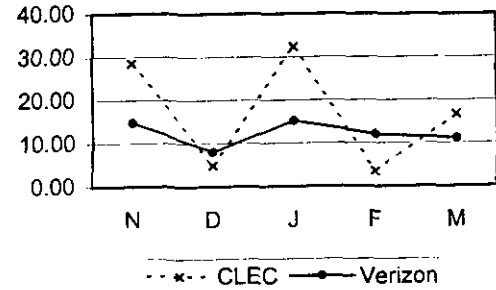
Special Services - Maintenance cont...								
MR-4 - Trouble Duration Intervals cont...								
MR-4-08-3200	% Out of Service > 24 Hours							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	

Nov-01	0.52	0.00	385	5		3.24	
Dec-01	1.92	17.95	312	39		2.33	-6.88
Jan-02	0.48	3.70	421	27		1.37	-0.95 (P)
Feb-02	0.33	0.00	302	26		1.17	0.28
Mar-02	0.87	0.00	344	28		1.83	0.48



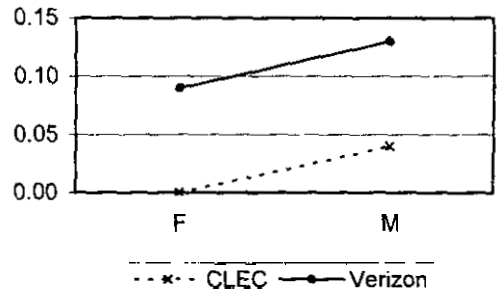
MR-5 - Repeat Trouble Reports

MR-5-01-3200	% Repeat Reports within 30 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	14.81	28.57	385	7		13.55		
Dec-01	8.01	4.88	312	41		4.51	0.69	
Jan-02	15.20	32.35	421	34		6.40	-2.68	
Feb-02	11.92	3.45	302	29		6.30	1.34	
Mar-02	11.05	16.67	344	36		5.49	-1.02	

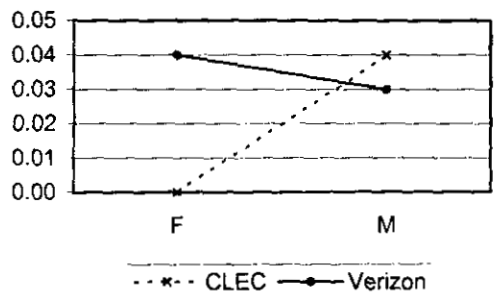


NEW METRICS/SUBMETRICS AS OF FEBRUARY 2002 DATA MONTH

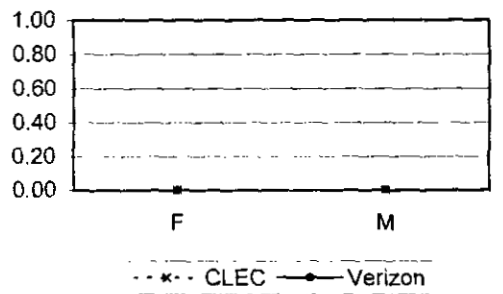
MR-2-02-3343	Network Trouble Report Rate - Loop - 2 Wire xDSL Line Sharing							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	0.09	0.00	46900	2240		0.06	1.38	
Mar-02	0.13	0.04	46935	2424		0.07	1.16	



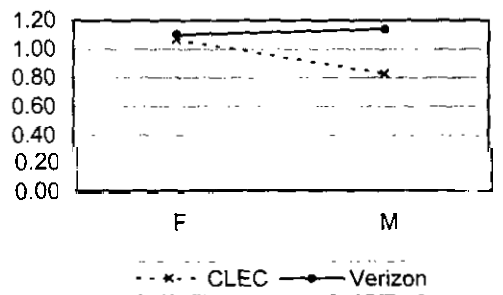
MR-2-03-3343	Network Trouble Report Rate - Central Office - 2 Wire xDSL Line Sharing							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	0.04	0.00	46900	2240		0.04	0.91	
Mar-02	0.03	0.04	46935	2424		0.04	-0.25	



MR-2-04-3343	% Subsequent Reports - 2 Wire xDSL Line Sharing							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	0.00	0.00	80	4				
Mar-02	0.00	0.00	93	6				

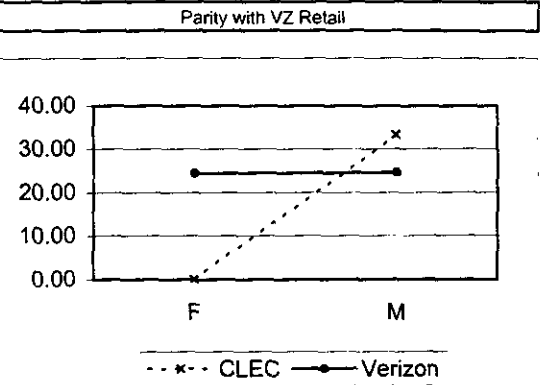


MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate - 2 Wire xDSL Line Sharing							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	1.10	1.07	46900	2240		0.23	0.12	
Mar-02	1.14	0.83	46935	2424		0.22	1.42	

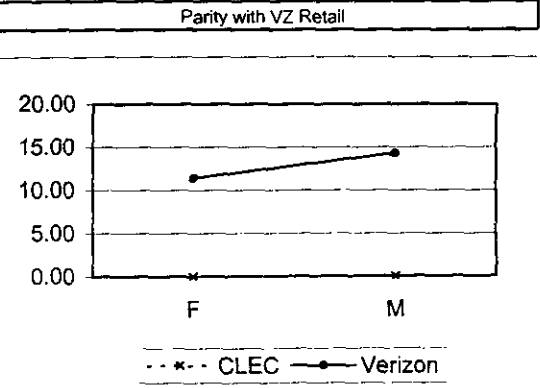


NEW METRICS/SUBMETRICS cont...

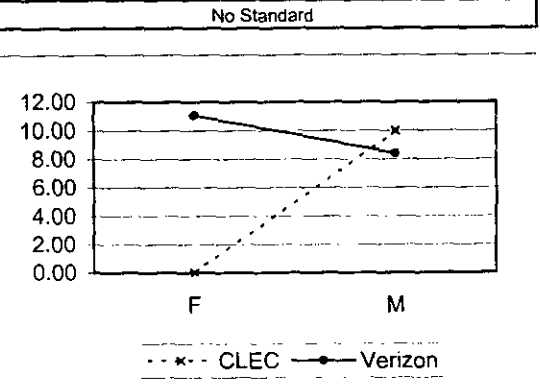
MR-3-01-3343	% Missed Repair Appt. - Loop - 2 Wire xDSL Line Sharing						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	24.44	0.00	45	1		43.45	0.56
Mar-02	24.62	33.33	65	3		25.44	-0.34



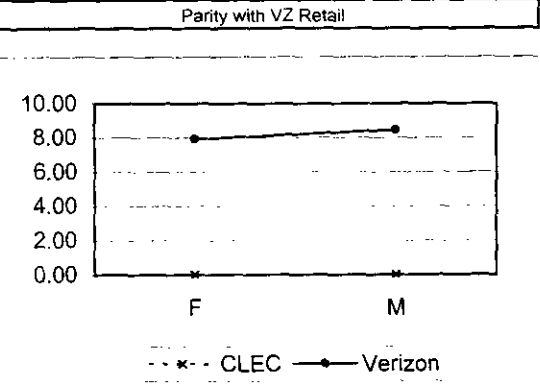
MR-3-02-3343	% Missed Repair Appt. - Central Office - 2 Wire xDSL Line Sharing						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	11.43	0.00	35	3		19.14	0.60
Mar-02	14.29	0.00	28	3		21.26	0.67



MR-3-03-3343	% CPE/TOK/FOK - Missed Repair Appt. - 2 Wire xDSL Line Sharing						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	11.07	0.00	515	24		6.55	1.69
Mar-02	8.41	10.00	535	20		6.32	-0.25

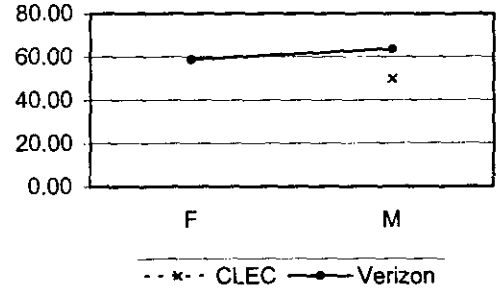


MR-3-04-3343	% Missed Repair Appt. - No Double Dispatch - 2 Wire xDSL Line Sharing						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	7.94	0.00	63	4		13.94	0.57
Mar-02	8.45	0.00	71	3		16.39	0.52

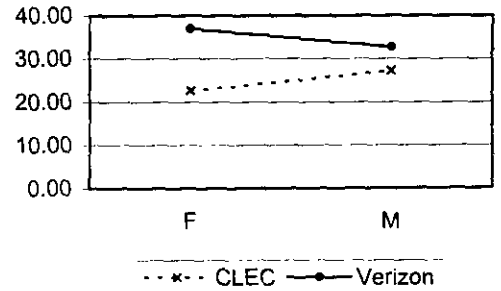


NEW METRICS/SUBMETRICS cont...

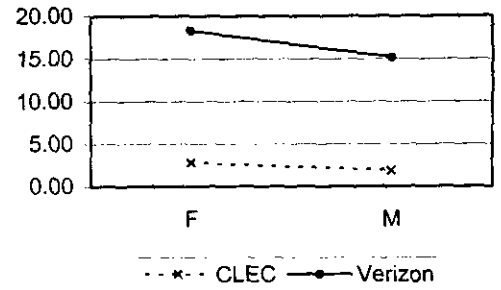
MR-3-05-3343	% Missed Repair Appt. - Double Dispatch - 2 Wire xDSL Line Sharing							Party with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	58.82	#N/A	17					
Mar-02	63.64	50.00	22	2		35.53	0.38	



MR-4-02-3343	Mean Time To Repair - Loop Trouble - 2 Wire xDSL Line Sharing							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	37.03	22.73	45	1	30.19	30.52	0.47	
Mar-02	32.69	27.21	65	3	23.35	13.79	0.40	

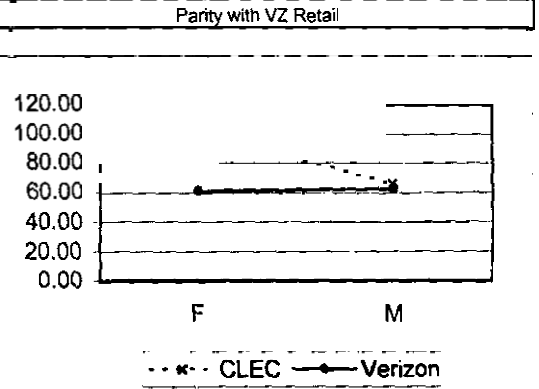


MR-4-03-3343	Mean Time To Repair - Central Office Trouble - 2 Wire xDSL Line Sharing							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	18.32	2.85	35	3	18.09	10.88	1.42	
Mar-02	15.17	1.93	28	3	18.13	11.02	1.20	

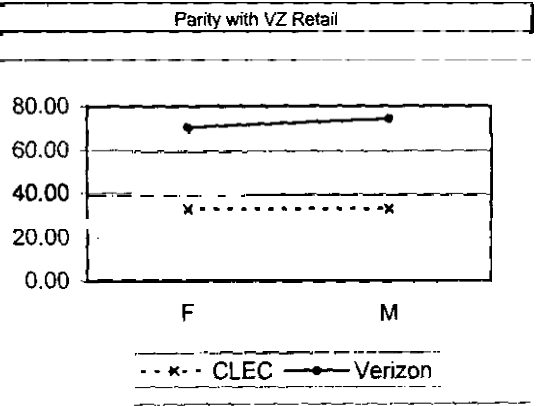


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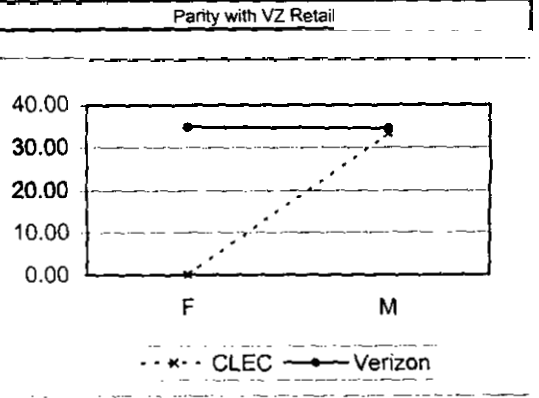
MR-4-04-3343	% Cleared (all troubles) within 24 Hours - 2 Wire xDSL Line Sharing						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	61.25	100.00	80	4		24.96	-1.55
Mar-02	62.37	66.67	93	6		20.41	0.21



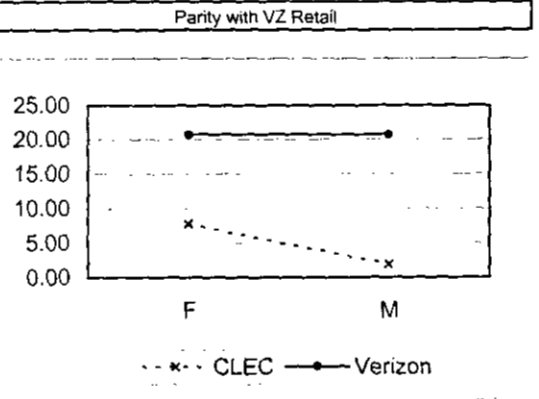
MR-4-07-3343	% Out of Service > 12 Hours - 2 Wire xDSL Line Sharing						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	70.27	33.33	74	3		26.92	1.37
Mar-02	74.16	33.33	89	6		18.46	2.21



MR-4-08-3343	% Out of Service > 24 Hours - 2 Wire xDSL Line Sharing						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	35.14	0.00	74	3		28.12	1.25
Mar-02	34.83	33.33	89	6		20.10	0.07

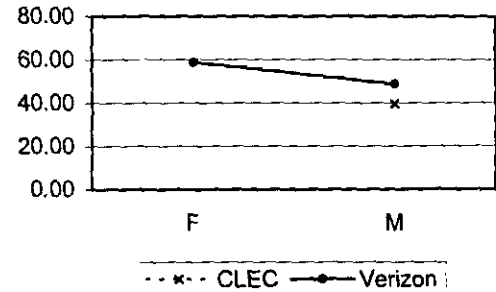


MR-4-09-3343	Mean Time to Repair - No Double Dispatch - 2 Wire xDSL Line Sharing						
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01							
Dec-01							
Jan-02							
Feb-02	20.78	7.82	63	4	17.60	9.07	1.43
Mar-02	20.79	1.93	71	3	17.29	10.19	1.85

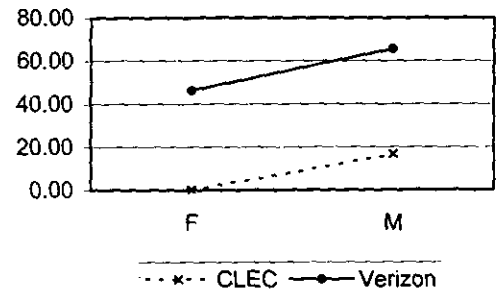


NEW METRICS/SUBMETRICS cont...

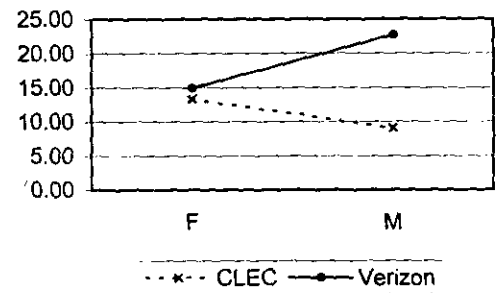
MR-4-10-3343	Mean Time to Repair - Double Dispatch - 2 Wire xDSL Line Sharing							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	58.75	#N/A	17		35.00			
Mar-02	48.79	39.60	22	2	27.33	20.19	0.46	



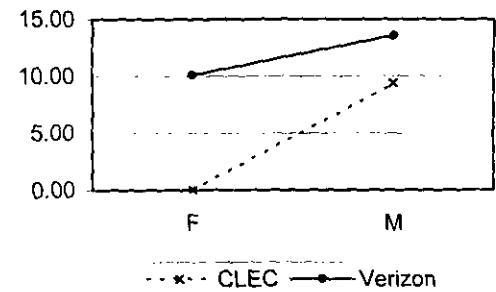
MR-5-01-3343	% Repeat Reports within 30 Days - 2 Wire xDSL Line Sharing							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	46.25	0.00	80	4	25.55	1.81		
Mar-02	65.59	16.67	93	6	20.01	2.44		



MR-3-01-3144	% Missed Repair Appt. - Platform Bus.							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	14.94	13.33	2919	15	9.23	0.17		
Mar-02	22.71	9.09	3532	33	7.33	1.86		

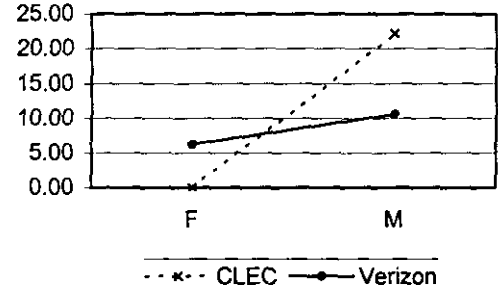


MR-3-01-3145	% Missed Repair Appt. - Platform Res.							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	10.10	0.00	16743	25	6.03	1.67		
Mar-02	13.56	9.38	22108	32	6.06	0.69		

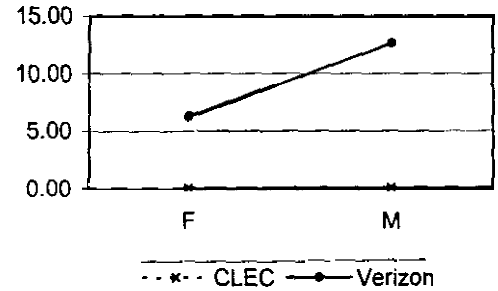


NEW METRICS/SUBMETRICS cont..

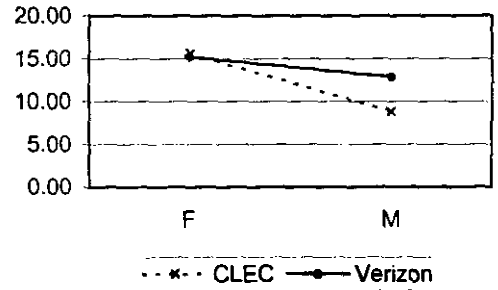
MR-3-02-3144	% Missed Repair Appt. - Central Office Bus.							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	6.24	0.00	945	5		10.85	0.58	
Mar-02	10.60	22.22	689	9		10.33	-1.13	



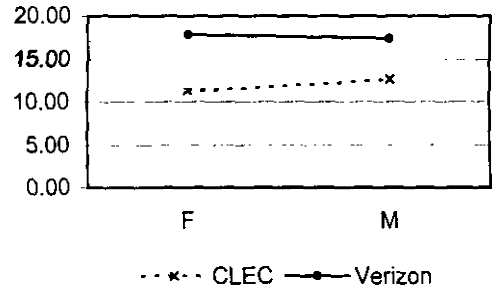
MR-3-02-3145	% Missed Repair Appt. - Central Office Res.							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	6.27	0.00	2474	2		17.15	0.37	
Mar-02	12.63	0.00	1670	2		23.50	0.54	



MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus.							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	15.24	15.63	2919	15	20.65	5.35	-0.07	
Mar-02	12.84	8.82	3532	33	16.97	2.97	1.36	

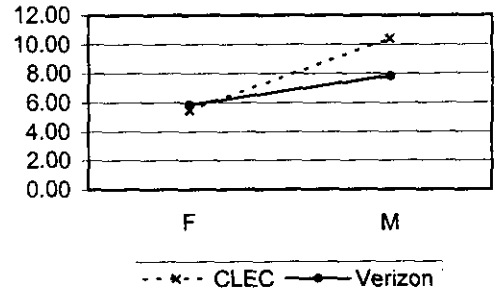


MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res.							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	17.93	11.26	16743	25	29.66	5.94	1.12	
Mar-02	17.49	12.70	22108	32	24.24	4.29	1.12	

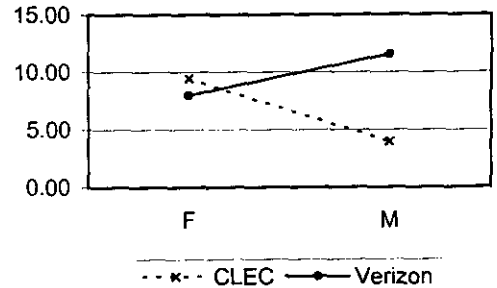


NEW METRICS/SUBMETRICS cont...

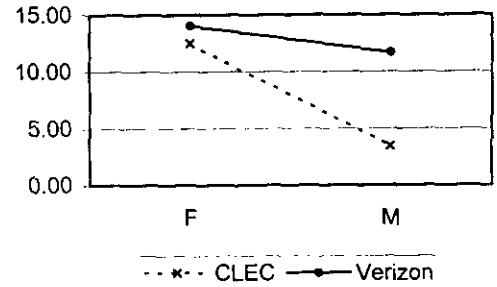
MR-4-03-3144	Mean Time to Repair - Loop Trouble - Central Office - Bus.							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	5.86	5.48	945	5	11.77	5.28	0.07	
Mar-02	7.86	10.43	689	9	13.36	4.48	-0.57	



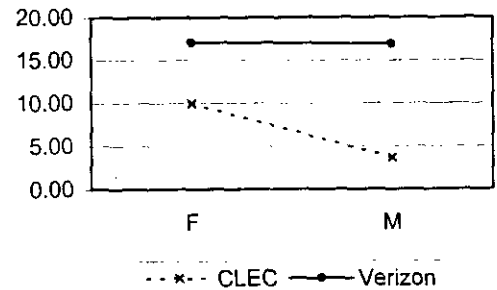
MR-4-03-3145	Mean Time to Repair - Loop Trouble - Central Office - Res.							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	7.98	9.44	2474	2	14.03	9.92	-0.15	
Mar-02	11.55	3.94	1670	2	17.27	12.22	0.62	



MR-4-08-3144	% Out of Service > 24 Hours - Bus.							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	14.05	12.50	2164	16	8.72	6.00	0.18	
Mar-02	11.67	3.45	2424	29	6.00	1.37		



MR-4-08-3145	% Out of Service > 24 Hours - Res.							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01								
Dec-01								
Jan-02								
Feb-02	17.10	10.00	11281	20	8.43	0.84	0.84	
Mar-02	16.93	3.70	14525	27	7.22	1.83		



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.