

APPENDIX H

Verizon - VA

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

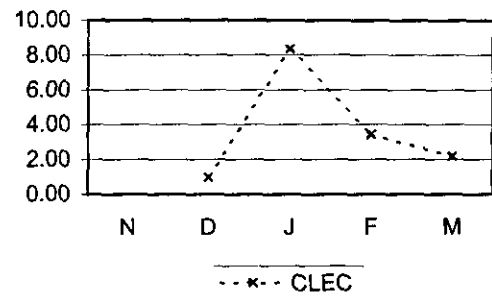
CLEC Aggregate Performance
 Trunks (Aggregate) - POTS/Special Services

ORDERING

OR 1 - Order Confirmation Timeliness

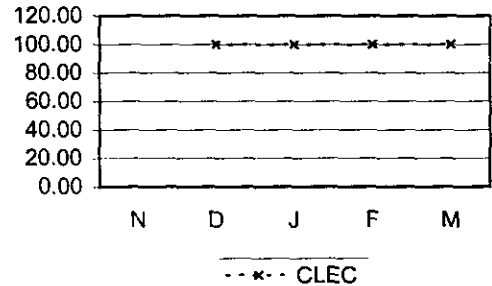
OR-1-11-5020	Average Firm Order Confirmation (FOC) Time <=192 Forecasted Trunks			No Standard
--------------	--	--	--	-------------

	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	1.00		
Jan-02	8.33		
Feb-02	3.43		
Mar-02	2.20		



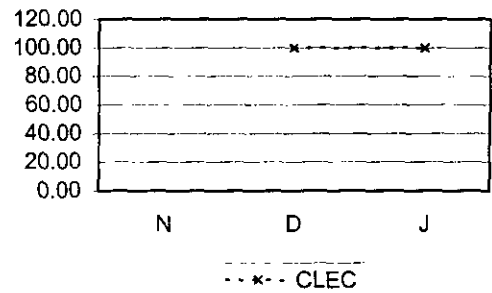
OR-1-12-5020	% On Time FOC <= 192 Forecasted Trunks			95% in 10 Bus Days
--------------	--	--	--	--------------------

	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	100.00	2	5.00
Jan-02	100.00	3	5.00
Feb-02	100.00	7	5.00
Mar-02	100.00	5	5.00



OR-1-13-5000	% On Time Design Layout Record (DLR)			95% in 11 Bus Days
--------------	--------------------------------------	--	--	--------------------

	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	100.00	2	5.00
Jan-02	100.00	1	5.00

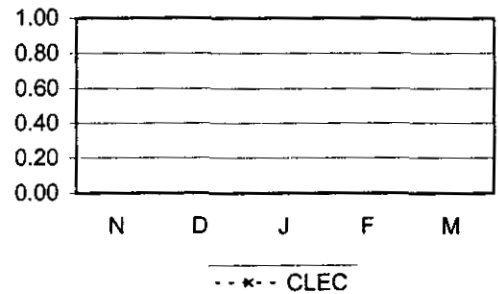


Appears to be a new product disaggregation for OR-1-13. The new submetric is reported below.

ORDERING cont...
OR 1 - Order Confirmation Timeliness cont...

OR-1-19-5020 % On Time Response - Request for inbound (VZ-CLEC augmt) <=192 Trunks 95% in Schedule Compliance

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



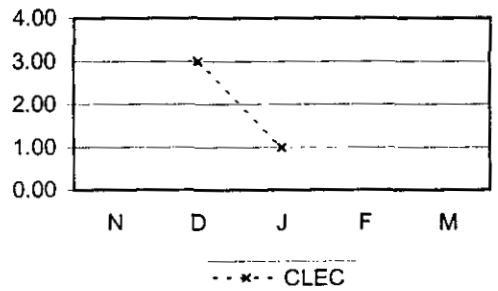
OR-1-19-5030 % On Time Response - Request for inbound (VZ-CLEC augmt) > 192 Trunks 95% in Schedule Compliance

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

OR-2 - Reject Timeliness

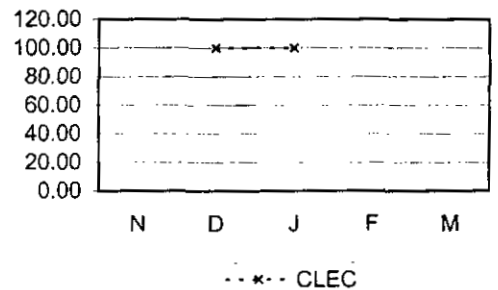
OR-2-11-5020 Average Trunk ASR Reject Time <= 192 Forecasted Trunks No Standard

	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	3.00		
Jan-02	1.00		
Feb-02	#N/A		
Mar-02	#N/A		



OR-2-12-5020 % On Time Trunk ASR Reject <= 192 Forecasted Trunks 95% within 10 Bus Days

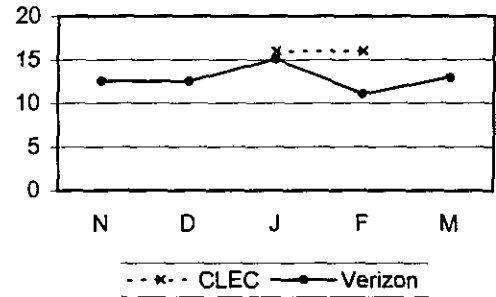
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	100.00	2	5.00
Jan-02	100.00	1	5.00
Feb-02	#N/A		
Mar-02	#N/A		



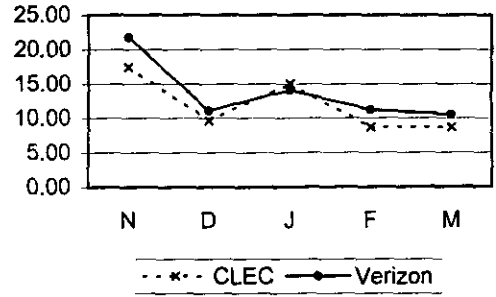
PROVISIONING

PR-1 - Average Interval Offered

PR-1-09-5020	Average Interval Offered - Total <= 192 Forecasted Trunks							Parity with IXC / FGD
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	12.56	#N/A	18		3.99			
Dec-01	12.50	#N/A	28		3.61			
Jan-02	15.10	16.00	20	2	8.32	6.17		
Feb-02	11.05	16.00	19	2	2.34	1.74	-2.85	
Mar-02	12.97	#N/A	35		2.99			

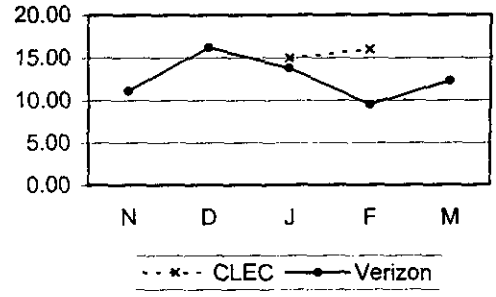


PR-1-09-5030	Average Interval Offered - Total > 192 Forecasted & Unforecasted							Parity with IXC / FGD
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	21.76	17.48	50	23	20.51	5.17	0.83	
Dec-01	11.09	9.64	43	28	4.52	1.10	1.32	
Jan-02	14.10	15.04	106	24	4.35	0.98	-0.87 (P)	
Feb-02	11.24	8.73	38	15	4.25	1.30	1.94	
Mar-02	10.52	8.71	29	17	7.05	2.15	0.84	



PR-2 - Average Interval Completed

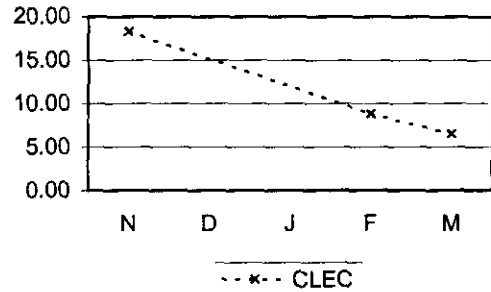
PR-2-09-5020	Average Interval Completed - Total <= 192 Forecasted Trunks							Parity with IXC / FGD
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	11.14	#N/A	7		4.74			
Dec-01	16.23	#N/A	22		23.01			
Jan-02	13.78	15.00	9	2	6.20	4.85		
Feb-02	9.50	16.00	14	2	2.68	2.03	-3.21	
Mar-02	12.29	#N/A	21		3.94			



PROVISIONING cont...

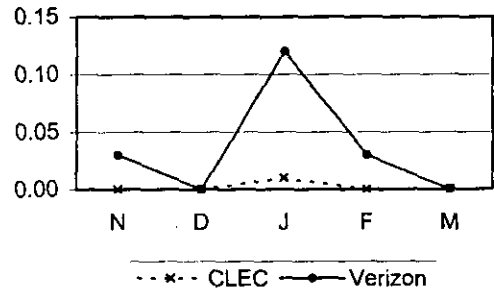
PR-2 - Average Interval Completed cont...

PR-2-09-5030	Average Interval Completed - Total > 192 Forecasted & Unforecasted							Parity with IXC / FGD
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	#N/A	18.33					3	
Dec-01	#N/A	#N/A						
Jan-02	#N/A	#N/A						
Feb-02	16.12	8.83	25	6	14.13	6.42	1.13	
Mar-02	12.31	6.50	13	6	5.07	2.50	2.32	

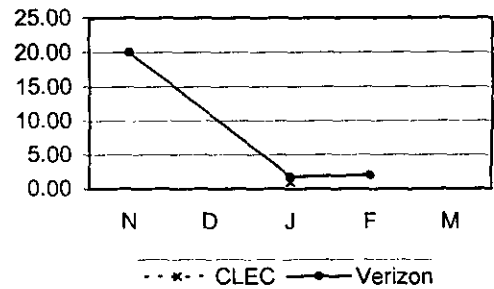


PR-4 - Missed Appointment

PR-4-01-5000	% Missed Appointment - Verizon - Total							Parity with IXC / FGD
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.03	0.00	7720	9442			0.03	1.13
Dec-01	0.00	0.00	5967	4120			0.00	
Jan-02	0.12	0.01	20319	7065			0.05	2.30
Feb-02	0.03	0.00	9670	3404			0.03	0.87
Mar-02	0.00	0.00	4794	3791				

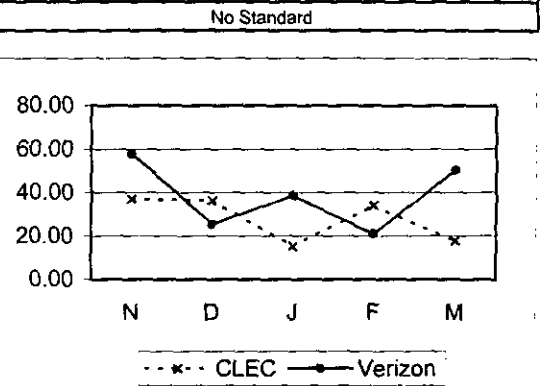


PR-4-02-5000	Average Delay Days - Total							Parity with IXC / FGD
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	20.00	#N/A	2					
Dec-01	#N/A	#N/A						
Jan-02	1.80	1.00	25	1	4.00	4.08		
Feb-02	2.00	#N/A	3					
Mar-02	#N/A	#N/A						

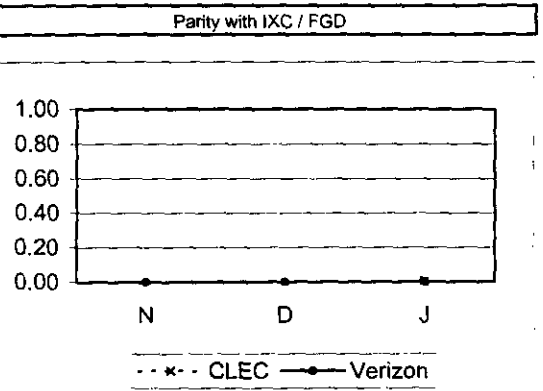


PROVISIONING cont...
PR-4 - Missed Appointment cont...

PR-4-03-5000 % Missed Appointment - Customer							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	57.91	36.96	7720	9442			
Dec-01	25.36	36.26	5967	4120			
Jan-02	38.55	15.06	20319	7065			
Feb-02	20.86	34.05					
Mar-02	50.35	17.54					



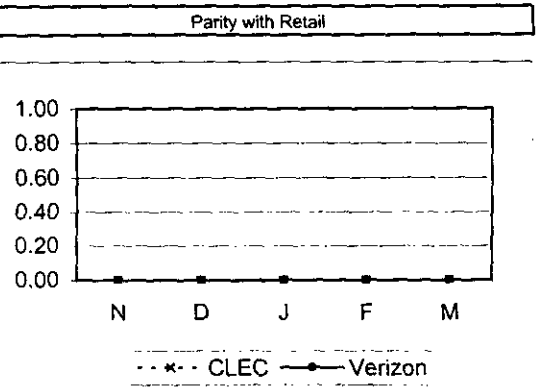
PR-4-09-5000 % MA - VZ - Std. Interval (W Coded) Orders -Total							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.00	#N/A	149				
Dec-01	0.00	#N/A	888				
Jan-02	0.00	0.00	241	72		0.00	



This submetric is no longer reported.

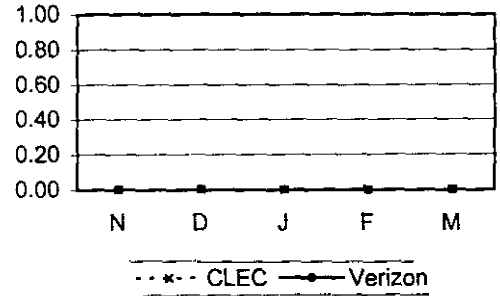
PR-5 - Facility Missed Orders

PR-5-01-5000 % Missed Appointment - Verizon - Facilities							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Nov-01	0.00	0.00	7720	9442		0.00	
Dec-01	0.00	0.00	5967	4120		0.00	
Jan-02	0.00	0.00	20319	7065		0.00	
Feb-02	0.00	0.00	9670	2084			
Mar-02	0.00	0.00	4794	767			

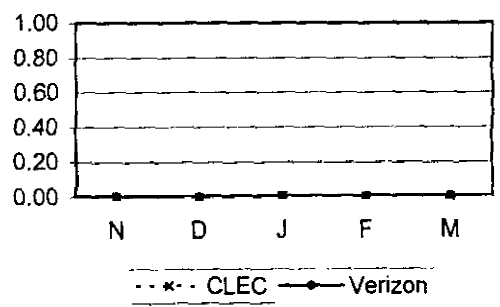


PROVISIONING cont...
PR-5 - Facility Missed Orders cont...

PR-5-02-5000	% Orders Held for Facilities > 15 Days							Parity with Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	0.00	7720	9442		0.00		
Dec-01	0.00	0.00	5967	4120		0.00		
Jan-02	0.00	0.00	20319	7065		0.00		
Feb-02	0.00	0.00	9670	2084				
Mar-02	0.00	0.00	4794	767				

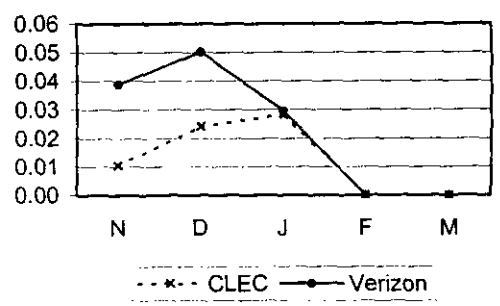


PR-5-03-5000	% Orders Held for Facilities > 60 Days							Parity with Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	0.00	7720	9442		0.00		
Dec-01	0.00	0.00	5967	4120		0.00		
Jan-02	0.00	0.00	20319	7065		0.00		
Feb-02	0.00	0.00	9670	2084				
Mar-02	0.00	0.00	4794	767				



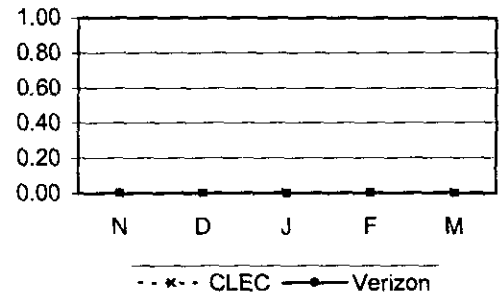
PR-6 - Installation Quality

PR-6-01-5000	% Installation Troubles reported within 30 Days							Parity with Retail (for found troubles)
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.04	0.01	7720	9442		0.03	0.93	
Dec-01	0.05	0.02	5967	4120		0.05	0.57	
Jan-02	0.03	0.03	20319	7065		0.02	0.05	
Feb-02	0.00	0.00	9670	3404				
Mar-02	0.00	0.00	4794	3791				



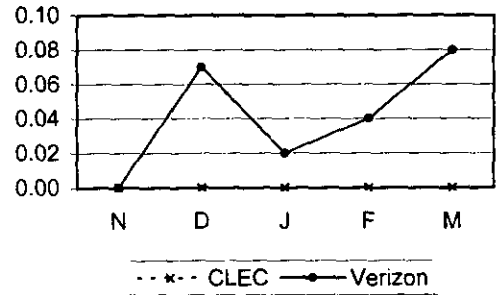
PROVISIONING cont..
PR-6 - Installation Quality cont..

PR-6-03-5000	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE							No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	0.00	7720	9442				
Dec-01	0.00	0.00	5967	4120				
Jan-02	0.00	0.00	20319	7065				
Feb-02	0.00	0.00	9670	3404				
Mar-02	0.00	0.00	4974	3791				

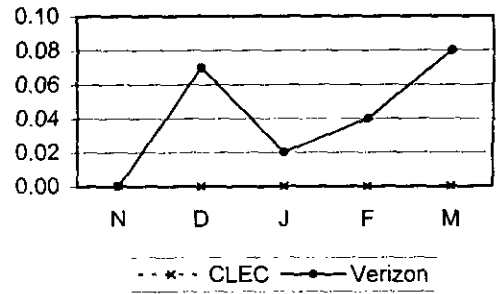


PR-8 - Average Days Held on Pending Orders

PR-8-01-5000	% Open Orders in a Hold Status > 30 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	0.00	7720	9442			0.00	
Dec-01	0.07	0.00	5967	4120			0.05	1.31
Jan-02	0.02	0.00	20319	7065			0.02	1.02
Feb-02	0.04	0.00	9670	3404			0.04	1.00
Mar-02	0.08	0.00	4794	3791			0.06	1.30



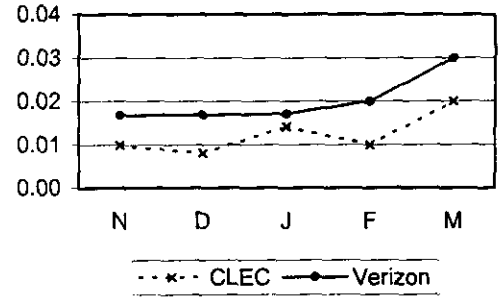
PR-8-02-5000	% Open Orders in a Hold Status > 90 Days							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	0.00	7720	9442			0.00	
Dec-01	0.07	0.00	5967	4120			0.05	1.31
Jan-02	0.02	0.00	20319	7065			0.02	1.02
Feb-02	0.04	0.00	9670	3404			0.04	1.00
Mar-02	0.08	0.00	4794	3791			0.06	1.30



MAINTENANCE

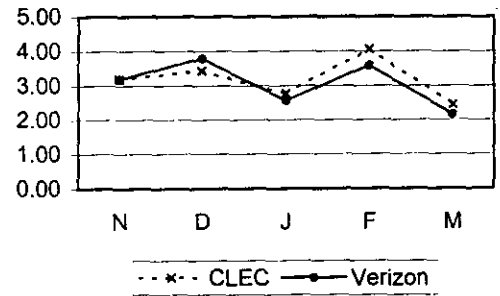
MR-2 - Trouble Report Rate

MR-2-01-5400	Network Trouble Report Rate - Total							Parity with IXC / FGD
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.02	0.01	238413	181885		0.00	1.71	
Dec-01	0.02	0.01	243642	185685		0.00	2.19	
Jan-02	0.02	0.01	257550	190663		0.00	0.74	
Feb-02	0.02	0.01	261290	189619		0.00	2.70	
Mar-02	0.03	0.02	268137	192851		0.01	3.05	

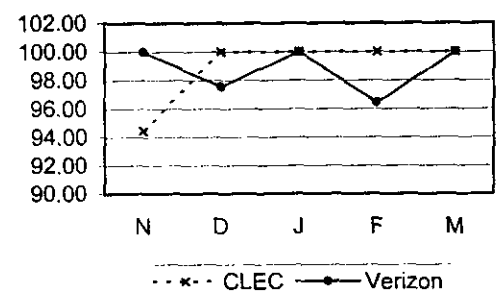


MR-4 - Trouble Duration Intervals

MR-4-01-5000	Mean Time To Repair - Total							Parity with Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	3.18	3.19	40	18	3.91	1.11	0.00	
Dec-01	3.79	3.44	41	15	6.71	2.03	0.17	
Jan-02	2.57	2.77	44	27	3.31	0.81	-0.27 (P)	
Feb-02	3.59	4.06	56	18	398.52	107.98	0.00	
Mar-02	2.15	2.44	87	31	141.77	29.65	-0.01	

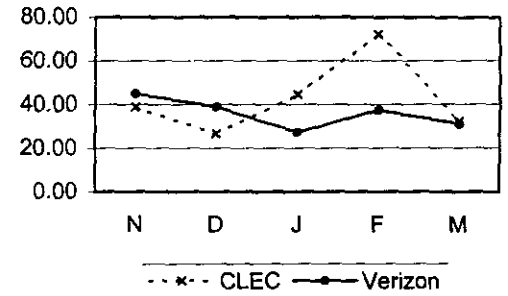


MR-4-04-5000	% Cleared (all troubles) within 24 Hours							Parity with Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	100.00	94.44	40	18		0.00		
Dec-01	97.56	100.00	41	15		4.66	0.52	
Jan-02	100.00	100.00	44	27		0.00		
Feb-02	96.43	100.00	56	18		5.03	-0.71	
Mar-02	100.00	100.00	87	31				

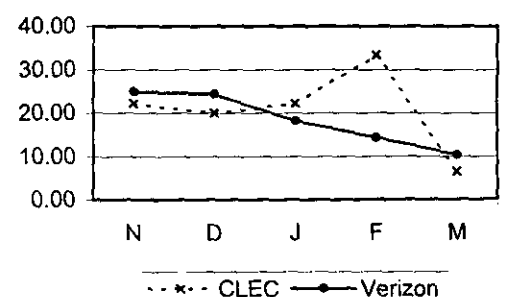


MAINTENANCE cont...
MR-4 - Trouble Duration Intervals cont...

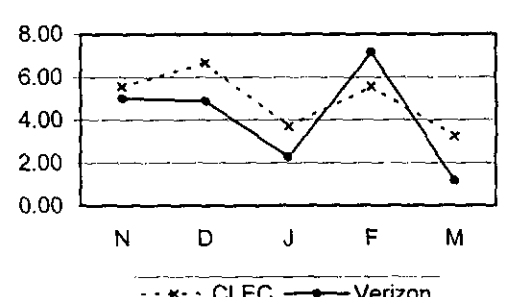
MR-4-05-5000	% Out of Service > 2 Hours							Parity with Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	45.00	38.89	40	18		14.12	0.43	
Dec-01	39.02	26.67	41	15		14.72	0.84	
Jan-02	27.27	44.44	44	27		10.89	-1.22 (P)	
Feb-02	37.50	72.22	56	18		13.12	-2.65	
Mar-02	31.03	32.26	87	31		9.68	-0.13	



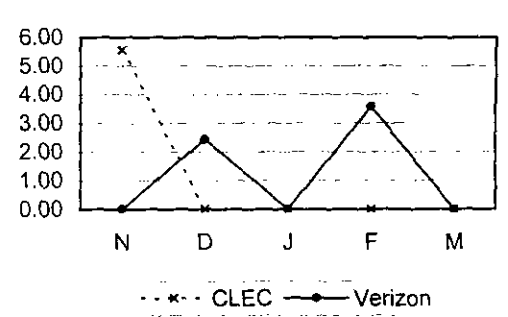
MR-4-06-5000	% Out of Service > 4 hours							Parity with Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	25.00	22.22	40	18		12.29	0.23	
Dec-01	24.39	20.00	41	15		12.96	0.34	
Jan-02	18.18	22.22	44	27		9.43	-0.12 (P)	
Feb-02	14.29	33.33	56	18		9.48	-2.01	
Mar-02	10.34	6.45	87	31		6.37	0.61	



MR-4-07-5000	% Out of Service > 12 hours							Parity with Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	5.00	5.56	40	18		6.19	-0.09	
Dec-01	4.88	6.67	41	15		6.50	-0.28	
Jan-02	2.27	3.70	44	27		3.64	0.30 (P)	
Feb-02	7.14	5.56	56	18		6.98	0.23	
Mar-02	1.15	3.23	87	31		2.23	-0.93	



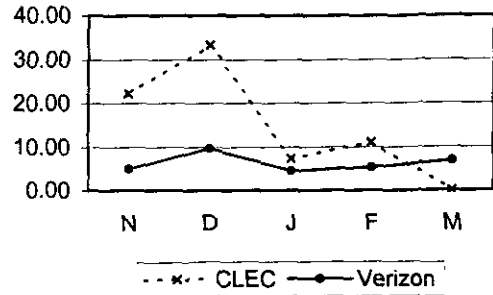
MR-4-08-5000	% Out of Service > 24 Hours							Parity with Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	0.00	5.56	40	18		0.00		
Dec-01	2.44	0.00	41	15		4.66	0.52	
Jan-02	0.00	0.00	44	27		0.00		
Feb-02	3.57	0.00	56	18		5.03	0.71	
Mar-02	0.00	0.00	87	31				



MAINTENANCE cont..

MR-5 - Repeat Trouble Report Rates

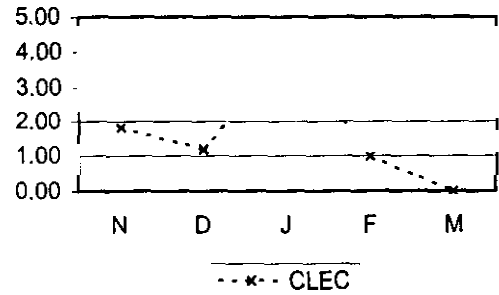
MR-5-01-5400	% Repeat Reports within 30 Days							Parity with IXC / FGD
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	5.00	22.22	40	18		6.19	-2.78	
Dec-01	9.76	33.33	41	15		8.96	-2.63	
Jan-02	4.55	7.41	44	27		5.09	0.21 (P)	
Feb-02	5.36	11.11	56	18		6.10	-0.94	
Mar-02	6.90	0.00	87	31		5.30	1.30	



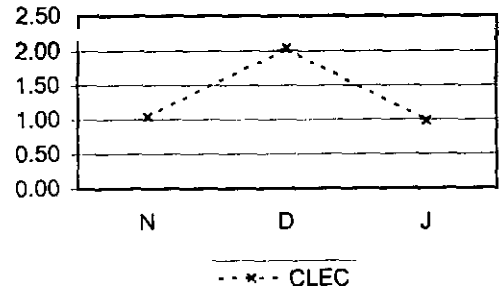
NETWORK PERFORMANCE

NP-1 - Percent Final Trunk Group Blockage

NP-1-01-5000	% FTG Exceeding Blocking Standard - Common Final Trunks		No Standard
	CLEC	CLEC Obs	
Nov-01	1.83	164.00	
Dec-01	1.20	166.00	
Jan-02	4.22	166.00	
Feb-02	0.99	101.00	
Mar-02	0.00	96.00	

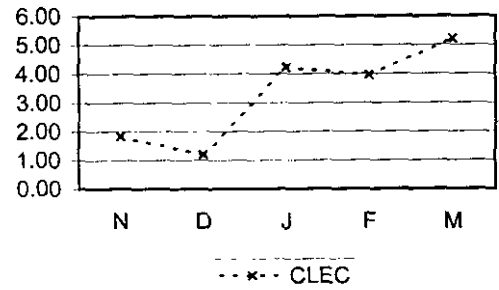


NP-1-01-5400	% FTG Exceeding Blocking Standard - Dedicated Final Trunks		No Standard
	CLEC	CLEC Obs	
Nov-01	1.05	95	
Dec-01	2.04	98	
Jan-02	0.99	101	



This submetric is no longer reported

NP-1-02-5000	% FTG Exceeding Blocking Standard (No Exceptions) - Common Final Trunks		No Standard
	CLEC	CLEC Obs	
Nov-01	1.83	164.00	
Dec-01	1.20	166.00	
Jan-02	4.22	166.00	
Feb-02	3.96	101.00	
Mar-02	5.21	96.00	

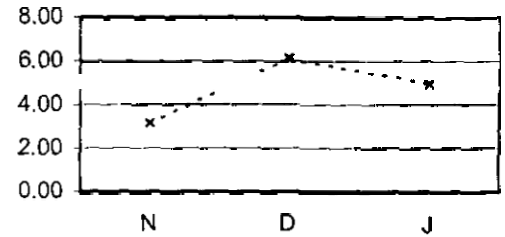


NETWORK PERFORMANCE cont...

NP-1 - Percent Final Trunk Group Blockage cont...

NP-1-02-5400 % FTG Exceeding Blocking Standard (No Exceptions) - Dedicated Final Trunks No Standard

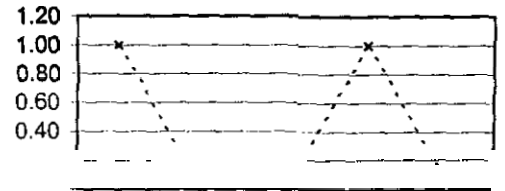
	CLEC	CLEC Obs
Nov-01	3.16	95
Dec-01	6.12	98
Jan-02	4.95	101



This submetric is no longer reported.

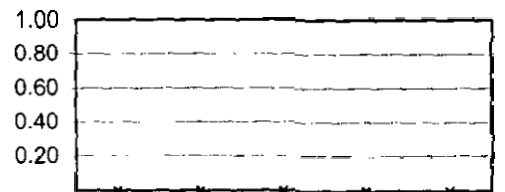
NP-1-03-5400 Number Dedicated FTG Exceeding Blocking Standard - 2 Months No Standard

	CLEC	CLEC Obs
Nov-01	1.00	95.00
Dec-01	0.00	98.00
Jan-02	0.00	101.00
Feb-02	1.00	101.00
Mar-02	0.00	96.00



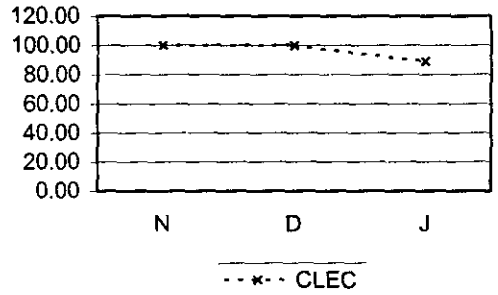
NP-1-04-5400 Number Dedicated FTG Exceeding Blocking Standard - 3 Months See Guidelines

	CLEC	CLEC Obs
Nov-01	0.00	95.00
Dec-01	0.00	98.00
Jan-02	0.00	101.00
Feb-02	0.00	101.00
Mar-02	0.00	96.00



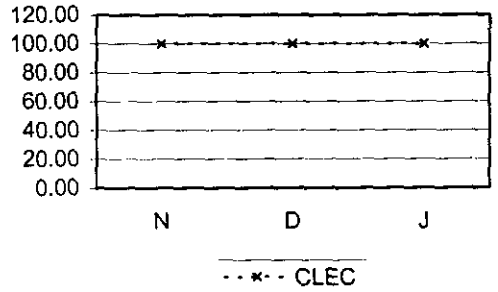
NETWORK PERFORMANCE cont...
NP-2 - Collocation Performance

NP-2-01-6110	% On Time Response to Request for Collocation - New			95% On Time
	CLEC	CLEC Obs	Difference	
Nov-01	100.00	2	5.00	
Dec-01	100.00	12	5.00	
Jan-02	88.89	9	-6.11	



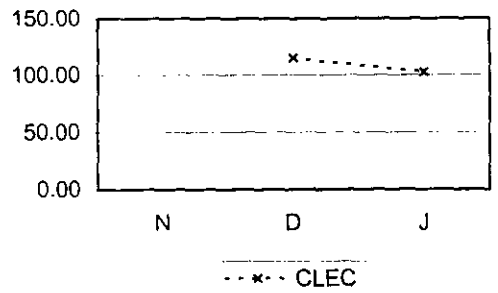
Metric NP-2 has changed in definition, exclusions and it appears for product disaggregation. Therefore, it is not now comparable to the old metric. The new results are reported below.

NP-2-01-6120	% On Time Response to Request for Collocation - Augment			95% On Time
	CLEC	CLEC Obs	Difference	
Nov-01	100.00	2	5.00	
Dec-01	100.00	6	5.00	
Jan-02	100.00	30	5.00	



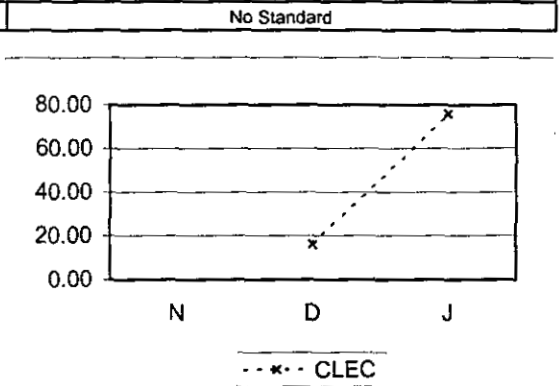
NP-2-02-6110	Average Interval - Physical Collocation - New			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			

NP-2-02-6120	Average Interval - Physical Collocation - Augment			No Standard
	CLEC	CLEC Obs	Difference	
Nov-01	#N/A			
Dec-01	115.25	4		
Jan-02	102.75	4		

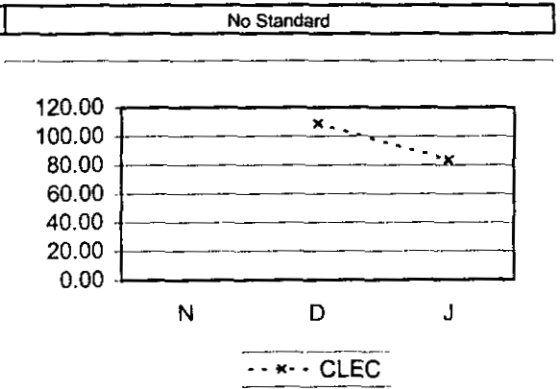


NETWORK PERFORMANCE cont...
NP-2 - Collocation Performance cont...

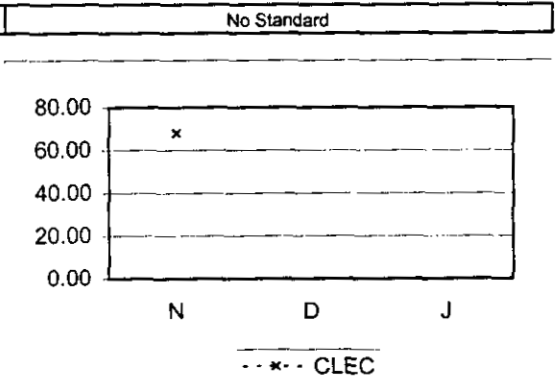
NP-2-03-6110	Average Interval - SCOPE - New		
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	16.00	2	
Jan-02	76.00	1	



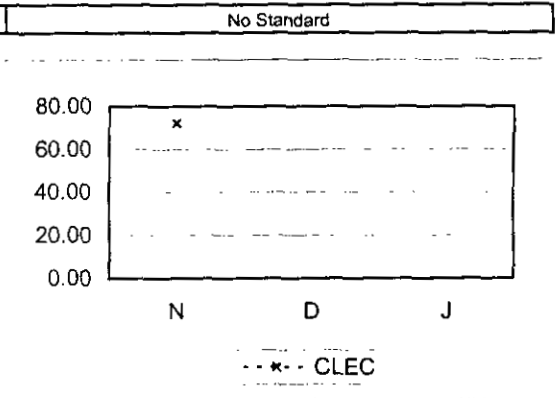
NP-2-03-6120	Average Interval - SCOPE - Augment		
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	109.00	8	
Jan-02	83.56	9	



NP-2-04-6110	Average Interval - CCOE - VZ Equipment is Secure - New		
	CLEC	CLEC Obs	Difference
Nov-01	68.00	1	
Dec-01	#N/A		
Jan-02	#N/A		



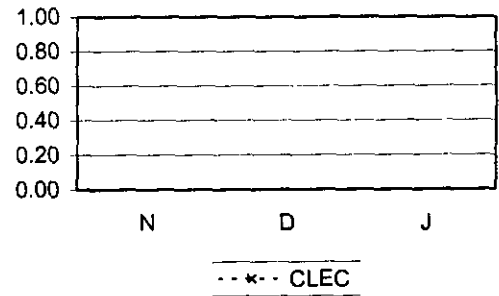
NP-2-04-6120	Average Interval - CCOE - VZ Equipment is Secure - Augment		
	CLEC	CLEC Obs	Difference
Nov-01	72.25	20	
Dec-01	#N/A		
Jan-02	#N/A		



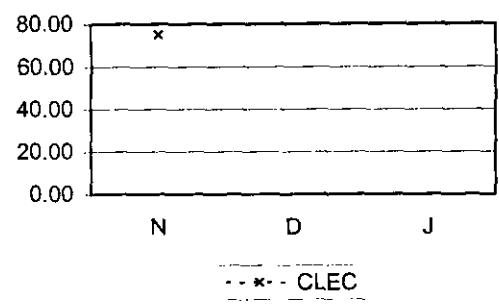
NETWORK PERFORMANCE cont...			
NP-2 - Collocation Performance cont...			
NP-2-05-6110	Average Interval - CCOE - VZ Equipment is Unsecured - New		No Standard
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

NP-2-05-6120 Average Interval - CCOE - VZ Equipment is Unsecured - Augment			
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

NP-2-06-6110 Average Interval - Virtual Collocation - New			
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		



NP-2-06-6120 Average Interval - Virtual Collocation - Augment			
	CLEC	CLEC Obs	Difference
Nov-01	75.00	1	
Dec-01	#N/A		
Jan-02	#N/A		

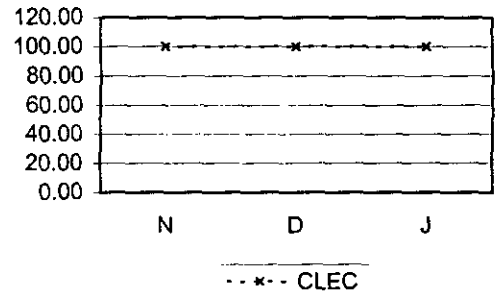


NETWORK PERFORMANCE cont...

NP-2 - Collocation Performance cont...

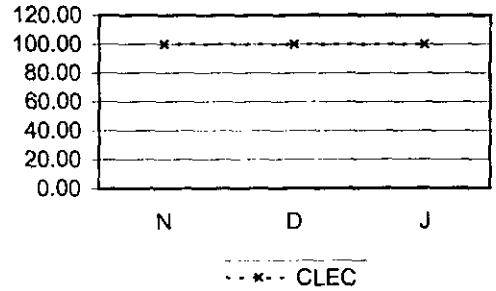
NP-2-07-6110	% On Time - New			95% On Time
--------------	-----------------	--	--	-------------

	CLEC	CLEC Obs	Difference
Nov-01	100.00	1	5.00
Dec-01	100.00	2	5.00
Jan-02	100.00	1	5.00



NP-2-07-6120	% On Time - Augment			95% On Time
--------------	---------------------	--	--	-------------

	CLEC	CLEC Obs	Difference
Nov-01	100.00	21	5.00
Dec-01	100.00	12	5.00
Jan-02	100.00	13	5.00



NP-2-08-6110	Average Delay Days - New			No Standard
--------------	--------------------------	--	--	-------------

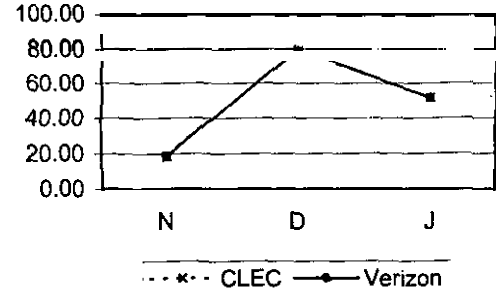
	CLEC	CLEC Obs	Difference
Nov-01	#N/A		
Dec-01	#N/A		
Jan-02	#N/A		

NP-2-08-6120	Average Delay Days - Augment			No Standard
--------------	------------------------------	--	--	-------------

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

NETWORK PERFORMANCE cont..
NP-5 - Network Outage Notification

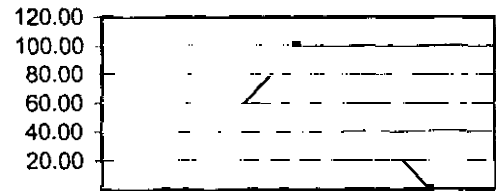
NP-5-01-5000	% Network Outage Notices Sent within 30 Minutes							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	18.52	18.52	27	27		10.57		
Dec-01	79.17	79.17	24	24		11.72		
Jan-02	51.61	51.61	31	31		12.69		



This metric is no longer reported.

NP-6 - NXX Updates

NP-6-01-5000	% NXX Updates Installed by the LERG Effective Date							Parity with VZ Retail
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Nov-01	RQ	RQ						
Dec-01	100.00	100.00	2	39		0.00		
Jan-02	RQ	RQ						

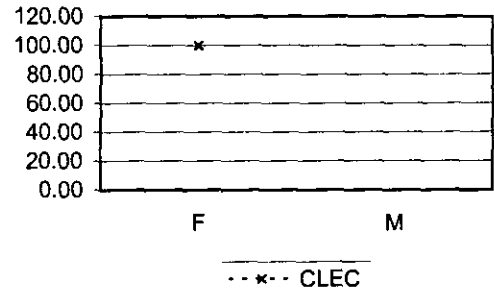


This metric is no longer reported.

NEW METRICS/SUBMETRICS AS OF FEBRUARY 2002 DATA MONTH

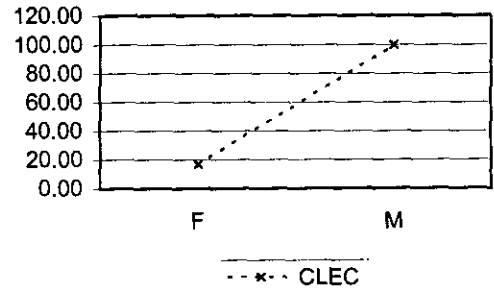
NP-2-01-6701	% On Time Response to Request for Physical Collocation - New			95% On Time
--------------	--	--	--	-------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	100.00	3.00	5.00
Mar-02	#N/A		



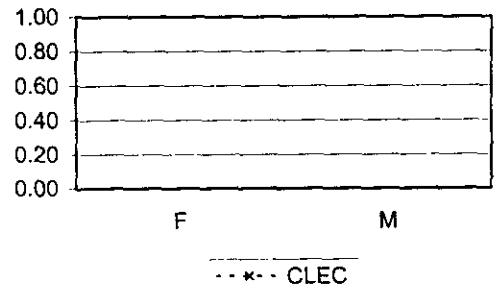
NP-2-01-6702	% On Time Response to Request for Physical Collocation - Augment			95% On Time
--------------	--	--	--	-------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	16.67	6.00	-78.33
Mar-02	100.00	21.00	5.00



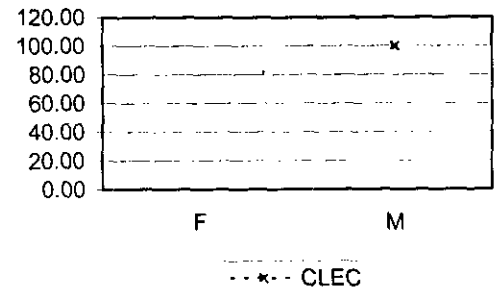
NP-2-02-6701	% On Time Response to Request for Virtual Collocation - New			95% On Time
--------------	---	--	--	-------------

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



NP-2-02-6702	% On Time Response to Request for Virtual Collocation - Augment			95% On Time
--------------	---	--	--	-------------

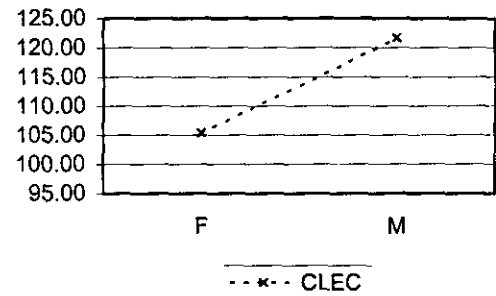
	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	#N/A		
Mar-02	100.00	1	5.00



NEW METRICS/SUBMETRICS cont...

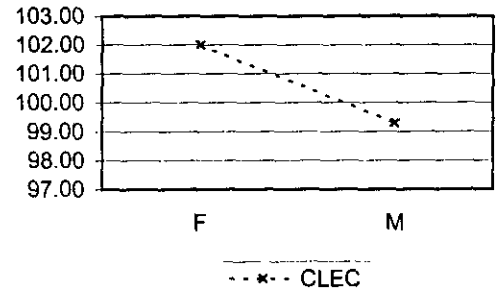
NP-2-03-6701	Average Interval - Physical Collation - New			No Standard
--------------	---	--	--	-------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	105.38		
Mar-02	121.68		



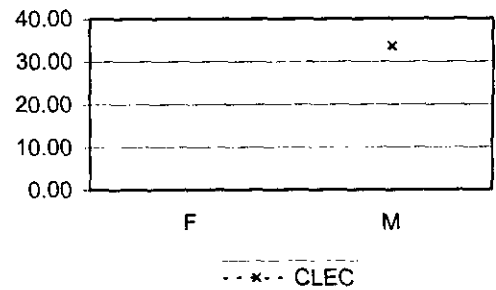
NP-2-03-6702	Average Interval - Physical Collation - Augment			No Standard
--------------	---	--	--	-------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	102.00		
Mar-02	99.29		



NP-2-04-6701	Average Interval - Virtual Collation - New			No Standard
--------------	--	--	--	-------------

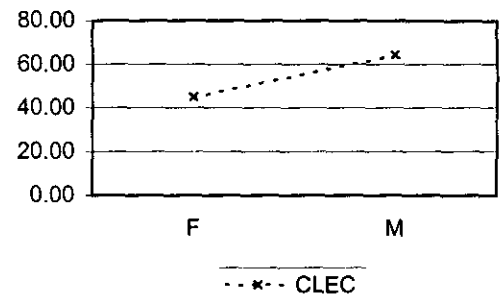
	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	#N/A		
Mar-02	33.67		



NEW METRICS/SUBMETRICS cont...

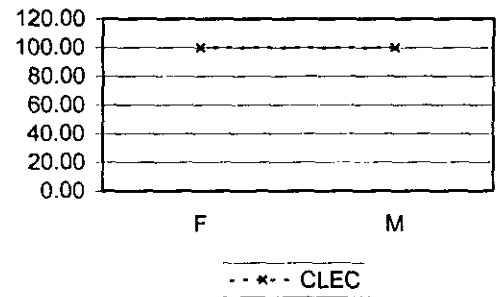
NP-2-04-6702	Average Interval - Virtual Collation - Augment	No Standard
---------------------	---	--------------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	45.00		
Mar-02	64.25		



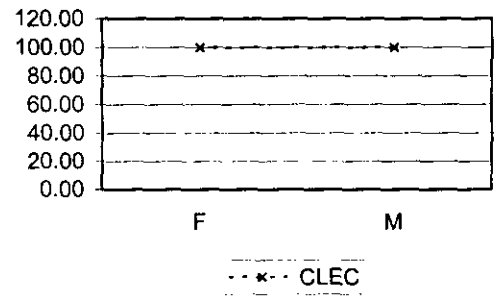
NP-2-05-6701	% On Time - Physical Collocation - New	95% on Time
---------------------	---	--------------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	100.00	16	5.00
Mar-02	100.00	25	5.00



NP-2-05-6702	% On Time - Physical Collocation - Augment	95% on Time
---------------------	---	--------------------

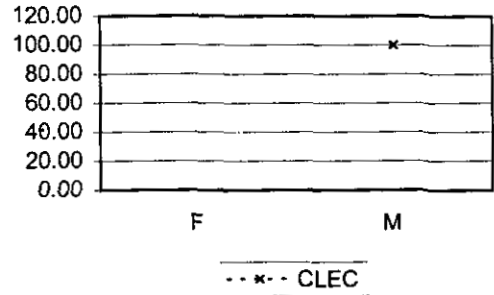
	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	100.00	8	5.00
Mar-02	100.00	24	5.00



NEW METRICS/SUBMETRICS cont...

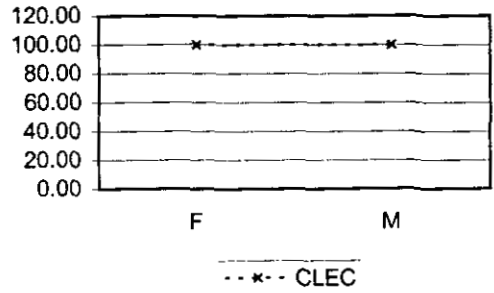
NP-2-06-6701	% On Time - Virtual Collocation - New			95% on Time
--------------	---------------------------------------	--	--	-------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	#N/A		
Mar-02	100.00	3	5.00



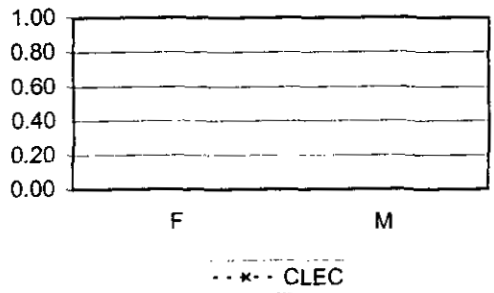
NP-2-06-6702	% On Time - Virtual Collocation - Augment			95% on Time
--------------	---	--	--	-------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	100.00	1	5.00
Mar-02	100.00	4	5.00



NP-2-07-6701	Average Delay Days - Physical Collocation - New			No Standard
--------------	---	--	--	-------------

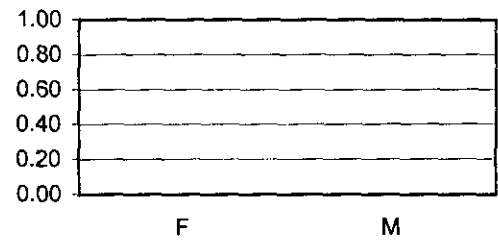
	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	#N/A		
Mar-02	#N/A		



NEW METRICS/SUBMETRICS cont...

NP-2-07-6702	Average Delay Days - Physical Collocation - Augment	No Standard
---------------------	--	-------------

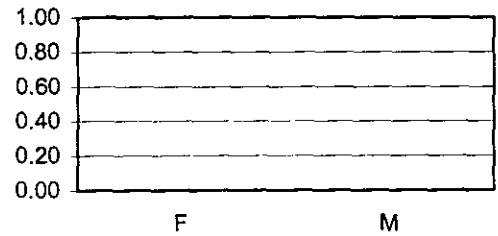
	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	#N/A		
Mar-02	#N/A		



---*--- CLEC

NP-2-08-6701	Average Delay Days - Virtual Collocation - New	No Standard
---------------------	---	-------------

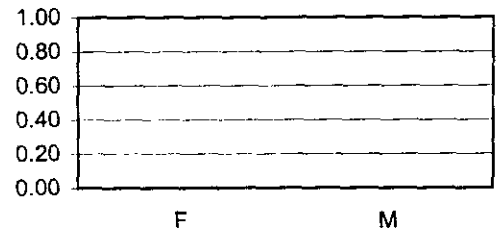
	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	#N/A		
Mar-02	#N/A		



---*--- CLEC

NP-2-08-6702	Average Delay Days - Virtual Collocation - Augment	No Standard
---------------------	---	-------------

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

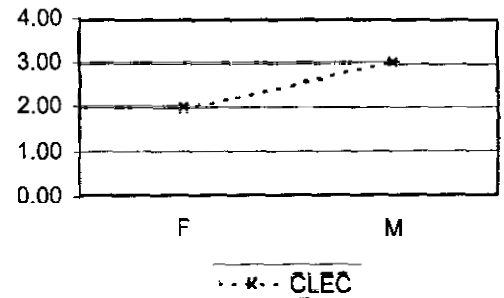


---*--- CLEC

NEW METRICS/SUBMETRICS cont..

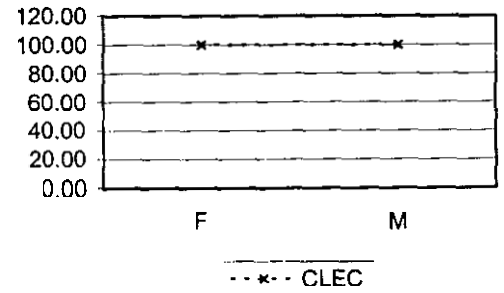
OR-1-11-5030	Average FOC Time (>192 and Unforecasted Trunks)	No Standard
---------------------	---	--------------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	1.98		
Mar-02	3.00		



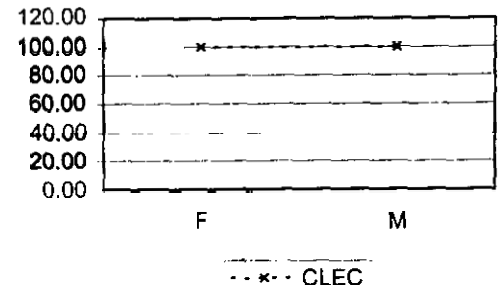
OR-1-12-5030	% On Time FOC (>192 and Unforecasted Trunks)	95% on Time
---------------------	--	--------------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	100.00	47	5.00
Mar-02	100.00	30	5.00



DR-1-13-5020	% On Time Design Layout Record (DLR)	95% on Time
---------------------	---	--------------------

	CLEC	CLEC Obs	Difference
Nov-01			
Dec-01			
Jan-02			
Feb-02	100.00	28	5.00
Mar-02	100.00	22	5.00



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.