

**Carrier to Carrier
Performance Standards and Reports
C2C Report April 2002
Verizon Virginia**

**CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING**

Metric #	PRE-ORDERING	Standard	Actual Performance			
			VZ	CLEC	Difference	Observations
PO-1 - Response Time OSS Ordering Interface'						
PO-1-01-6020	Customer Service Record - EDI	Parity plus <= 4 Seconds	0.21	2.70	2.49	1120
PO-1-01-6030	Customer Service Record - CORBA	Parity plus <= 4 Seconds	0.21	0.86	0.65	3436
PO-1-01-6050	Customer Service Record - Web GUI	Parity plus <= 7 Seconds	0.21	2.42	2.21	28587
PO-1-02-6020	Due Date Availability - EDI	Parity plus <= 4 Seconds	0.97	NA		
PO-1-02-6030	Due Date Availability - CORBA	Parity plus <= 4 Seconds	0.97	1.59	0.62	3
PO-1-02-6050	Due Date Availability - Web GUI	Parity plus <= 7 Seconds	0.97	3.44	2.47	256
PO-1-03-6020	Address Validation - EDI	Parity plus <= 4 Seconds	4.23	6.16	1.93	1080
PO-1-03-6030	Address Validation - CORBA	Parity plus <= 4 Seconds	4.23	3.14	-1.09	3115
PO-1-03-6050	Address Validation - Web GUI	Parity plus <= 7 Seconds	4.23	5.28	1.05	19119
PO-1-04-6020	Product & Service Availability - EDI	Parity plus <= 10 Seconds	9.16	NA		
PO-1-04-6030	Product & Service Availability - CORBA	Parity plus <= 10 Seconds	9.16	NA		
PO-1-04-6050	Product & Service Availability - Web GUI	Parity plus <= 10 Seconds	9.16	13.76	4.60	39
PO-1-05-6020	Telephone Number Availability & Reservation - EDI	Parity plus <= 4 Seconds	5.05	NA		
PO-1-05-6030	Telephone Number Availability & Reservation - CORBA	Parity plus <= 4 Seconds	5.05	5.16	0.11	24
PO-1-05-6050	Telephone Number Availability & Reservation - Web GUI	Parity plus <= 7 Seconds	5.05	6.57	1.52	3409
PO-1-06-6020	Facility Availability (Loop Qualification) - EDI	Parity plus <= 4 Seconds	17.56	4.49	-13.07	779
PO-1-06-6030	Facility Availability (Loop Qualification) - CORBA	Parity plus <= 4 Seconds	17.56	NA		
PO-1-06-6050	Facility Availability (Loop Qualification) - Web GUI	Parity plus <= 7 Seconds	17.56	4.39	-13.17	3581
PO-1-07-6020	Rejected Query - EDI	Parity plus <= 4 Seconds	0.16	2.91	2.75	4674
PO-1-07-6030	Rejected Query - CORBA	Parity plus <= 4 Seconds	0.16	0.80	0.64	1257
PO-1-07-6050	Rejected Query - Web GUI	Parity plus <= 7 Seconds	0.16	3.16	3.00	3072
PO-1-08-6020	% Timeouts - EDI	not > 0.33%		1.08		3604
PO-1-08-6030	% Timeouts - CORBA	not > 0.33%		0.02		12529
PO-1-08-6050	% Timeouts - Web GUI	not > 0.33%		0.06		75001
PO-1-09-6020	Parsed CSR - EDI	Parity plus <= 10 Seconds	0.21	1.72	1.51	25
PO-1-09-6030	Parsed CSR - CORBA	Parity plus <= 10 Seconds	0.21	0.30	0.09	3124
*Retail data is obtained from Enview, and the total number of observations is 10 per hour per day.						
PO-2 - OSS Interface Availability'						
PO-2-01-6020	OSS Interf. Avail. - Total - EDI	No Standard	99.86			2.00
PO-2-01-6030	OSS Interf. Avail. - Total - CORBA	No Standard	99.97			0.40
PO-2-01-6050	OSS Interface Avail. - Total - Maint. Web GUI/Pre-Ordering/Ordering Web GUI	No Standard	99.18			5.90
PO-2-01-6060	OSS Interf. Avail. - Total - Electronic Bonding	No Standard	100.00			0.00
PO-2-02-6020	OSS Interf. Avail. - Prime Time - EDI	>=99.5%	99.79			2.00
PO-2-02-6030	OSS Interf. Avail. - Prime Time - CORBA	>=99.5%	99.96			0.40
PO-2-02-6050	OSS Interface Avail. - Prime Time - Maint. Web GUI/Pre-Ordering/Ordering Web GUI	>=99.5%	99.83			0.80
PO-2-02-6060	OSS Interf. Avail. - Prime Time - Electronic Bonding	>=99.5%	100.00			0.00
PO-2-03-6020	OSS Interf. Avail. - Non-Prime - EDI	No Standard	100.00			0.00
PO-2-03-6030	OSS Interf. Avail. - Non-Prime - CORBA	No Standard	100.00			0.00
PO-2-03-6050	OSS Interface Avail. - Non Prime - Maint. Web GUI/Pre-Ordering/Ordering Web GUI	No Standard	97.97			5.10
PO-2-03-6060	OSS Interf. Avail. - Non-Prime - Electronic Bonding	No Standard	100.00			0.00
PO-5 - Average Notification of Interface Outage**						
PO-5-01-2000	Average Notice of Interface Outage	Not more than 20 minutes	NA			
PO-6 - Software Validation*						
PO-6-01-2000	Software Validation	<= 5%	R3			NA
PO-7 - Software Problem Resolution Timeliness						
PO-7-01-2000	% Software Problem Res. Timeliness**	>=95%	NA			
PO-7-02-2000	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround**	No Standard	NA			
PO-7-03-2000	Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround**	No Standard	NA			
PO-7-04-2000	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A'	No Standard	NA			
PO-8 - Manual Loop Qualification						
PO-8-01-2000	Average Response Time - Manual Loop Qualification	95% within 48 Hours	17.42			4
PO-8-02-2000	% on Time - Engineering Record Request	95% within 72 Hours	NA			
Change Notification						
PO-4 - Timeliness of Change Management Notice**						
PO-4-01-6611	% Notices Sent on Time - Emergency Maint.	>=95%	100.00			3
PO-4-01-6621	% Notices Sent on Time - Regulatory	>=95%	100.00			12
PO-4-01-6631	% Notices Sent on Time - Industry Standard	>=95%	100.00			1
PO-4-01-6641	% Notices Sent on Time - Verizon Orig.	>=95%	100.00			8
PO-4-01-6651	% Notices Sent on Time - TC Orig.	>=95%	100.00			5
PO-4-02-6611	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.	No Standard	NA			
PO-4-02-6621	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	No Standard	NA			
PO-4-02-6631	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	No Standard	NA			
PO-4-02-6641	Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig.	No Standard	NA			
PO-4-02-6651	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	No Standard	NA			
PO-4-03-6611	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.	No Standard	NA			
PO-4-03-6621	Change Mgmt. Notice - Delay 8+ Days - Regulatory	No Standard	NA			
PO-4-03-6631	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	No Standard	NA			
PO-4-03-6641	Change Mgmt. Notice - Delay 8+ Days - Verizon Orig.	No Standard	NA			
PO-4-03-6651	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	No Standard	NA			
continued						

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OPERATION SUPPORT SYSTEM / BILLING continued**

Metric #	Change Confirmation	Standard	CLEC Perf	CLEC Obs
	PO-4 - Timeliness of Change Management Confirmation**			
PO-4-01-6622	% Notices Sent on Time - Regulatory	>=95%	NA	
PO-4-01-6632	% Notices Sent on Time - Ind. Std.	>=95%	NA	
PO-4-01-6642	% Notices Sent on Time - Verizon Orig.	>=95%	NA	
PO-4-01-6652	% Notices Sent on Time - TC Orig.	>=95%	NA	
PO-4-02-6622	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	No Standard	NA	
PO-4-02-6632	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	No Standard	NA	
PO-4-02-6642	Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig.	No Standard	NA	
PO-4-02-6652	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	No Standard	NA	
PO-4-03-6622	Change Mgmt. Notice - Delay 8+ Days - Regulatory	No Standard	NA	
PO-4-03-6632	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	No Standard	NA	
PO-4-03-6642	Change Mgmt. Notice - Delay 8+ Days - Verizon Orig.	No Standard	NA	
PO-4-03-6652	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	No Standard	NA	

No delayed notices and doc. 6 or more days late.
No delayed notices and doc. 6 or more days late.
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TROUBLE REPORTING (OSS)

Metric #	MR-1 - Response Time OSS Maintenance Interact	Standard	Actual Performance			
			VZ	CLEC	Difference	
MR-1-01-2000	Create Trouble	Parity plus <= 4 Seconds	9.21	4.30	-4.91	380
MR-1-02-2000	Status Trouble	Parity plus <= 4 Seconds	6.28	2.06	-4.22	6
MR-1-03-2000	Modify Trouble	Parity plus <= 4 Seconds	9.10	NA		
MR-1-04-2000	Request Cancellation of Trouble	Parity plus <= 4 Seconds	10.33	0.42	-9.91	2
MR-1-05-2000	Trouble Report History (by TN/Circuit)	Parity plus <= 4 Seconds	0.28	1.00	0.72	188
MR-1-06-2000	Test Trouble (POTS Only)	Parity plus <= 4 Seconds	47.33	42.83	-4.50	1285

BILLING

	BI-1 - Timeliness of Daily Usage Feec				
BI-1-01-2030	% DUF in 3 Business Days	No Standard	97.17	14174907	
BI-1-02-2030	% DUF in 4 Business Days	95% in 4 Business Days	99.04		
BI-1-03-2030	% DUF in 5 Business Days	No Standard	99.07		
BI-1-04-2030	% DUF in 8 Business Days	No Standard	99.17		
	BI-2 - Timeliness of Carrier Bili				
BI-2-01-2030	Timeliness of Carrier Bill	98% in 10 Business Days	100.00	1150	
	BI-3 - Billing Accuracy				
BI-3-01-2030	% Billing Adjustments - Dollars Adjusted	TBD	1.37	4.74	10344192
BI-3-02-2030	% Billing Adjustments - Number of Adjustments	TBD	5.19	0.42	68243

OPERATOR SERVICES & DATABASES

	OD-1 - Operator Services - Speed of Answer					
OD-1-01-1021	Average Speed of Answer – Operator Services	Parity with Retail	3.14	0.29	261142	26395
OD-1-02-1021	Average Speed of Answer – Directory Assistance	Parity with Retail	5.67	1.21	3838403	329120

ORDERING

	OR-6 - Order Accuracy			
OR-6-04-1020	% Accuracy - Stand-alone Directory Listing Orders	98% orders without VZ errors	UD	
OR-6-04-1030	% Accuracy - Other Directory Listing Orders	98% orders without VZ errors	100.00	400

Legend Notations defined on Legend sheet - last page

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CLEC Aggregate Performance
ORDERING - RESALE POTS / SPECIAL SERVICES

Metric #	RESALE Pre-Ordering	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
RESALE Pre-Ordering									
PO-3 - Contact Center Availability									
PO-3-01-2000	Average Speed of Answering - Ordering (secs)****	No Standard		26.76					
PO-3-02-2000	% Answered within 30 Seconds - Ordering****	80% within 30 Seconds		85.33		8536			
PO-3-03-2000	Average Speed of Answering - Repair (secs)****	No Standard		9.73					
PO-3-04-2000	% Answered within 30 Seconds - Repair****	80% within 30 Seconds		92.99		108416			
RESALE Ordering									
OR-7 - Order Completeness									
OR-7-01-2000	% Order Confirmation/Rejects sent within 3 Business Days	95%		99.72		12646			
OR-8 - Acknowledgement Timeliness									
OR-8-01-2000	% Acknowledgements onTime	95% within 2 Hours		100.00		4743			
OR-9 - Order Acknowledgement Completeness									
OR-9-01-2000	% Acknowledgement Completeness	99%		100.00		4743			
POTS & Pre-qualified Complex - Electronically Submitted									
OR-1 - Order Confirmation Timeliness									
OR-1-01-2320	Average Local Service Request Confirmation (LSRC) Time (Flow Through)	No Standard		0.11					
OR-1-02-2320	% On Time LSRC - Flow Through	95% within 2 Hours		100.00		8682			
OR-1-03-2320	Average LSRC/ASRC Time No Facility Check	No Standard		13.83					
OR-1-04-2100	% On Time LSRC/ASRC No Facility Check	95% within 24 Hours		96.55		1768			
OR-1-05-2320	Average LSRC/ASRC Time Facility Check	No Standard		21.67					
OR-1-06-2320	% On Time LSRC/ASRC Facility Check	95% within 72 Hours		99.04		104			
OR-2 - Reject Timeliness									
OR-2-01-2320	Average Local Service Request (LSR) Reject - Time (Flow Through)	No Standard		0.06					
OR-2-02-2320	% On Time LSR Reject - Flow Through	95% within 2 Hours		99.93		1437			
OR-2-03-2320	Average LSR/ASR Reject Time No Facility Check	No Standard		12.57					
OR-2-04-2320	% On Time LSR/ASR Reject No Facility Check	95% within 24 Hours		99.12		914			
OR-2-05-2320	Average LSR/ASR Reject Time Facility Check	No Standard		18.82					
OR-2-06-2320	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours		100.00		74			
2 Wire Digital Services									
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification									
OR-1-03-2341	Average LSRC/ASRC Time No Facility Check	No Standard		19.39					
OR-1-04-2341	% On Time LSRC/ASRC No Facility Check	95% within 72 Hours		93.75		16			
OR-1-05-2341	Average LSRC/ASRC Time Facility Check	No Standard		28.20					
OR-1-06-2341	% On Time LSRC/ASRC Facility Check	95% within 72 Hours		100.00		14			
OR-2 - Reject Timeliness - Requiring Loop Qualification									
OR-2-03-2341	Average LSR/ASR Reject Time No Facility Check	No Standard		14.06					
OR-2-04-2341	% On Time LSR/ASR Reject No Facility Check	95% within 72 Hours		100.00		15			
OR-2-05-2341	Average LSR/ASR Reject Time Facility Check	No Standard		24.85					
OR-2-06-2341	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours		100.00		9			
POTS / Special Services - Aggregate									
OR-3 - Percent Rejects									
OR-3-01-2000	% Rejects	No Standard		21.61		11492			
OR-3-02-2000	% Resubmission Not Rejected	95%		NA					
OR-4 - Timeliness of Completion Notification									
OR-4-01-2000	Completion Notice (BCN) - Average Response Time	No Standard		1.83					
OR-4-02-2000	Completion Notice (BCN) - % On Time	95% by next bus. day at noon		97.29		10085			
OR-4-04-2000	Work Completion Notice (PCN) - Average Response Time	No Standard		0.00					
OR-4-05-2000	Work Completion Notice (PCN) - % On Time	95% by next bus. day at noon		100.00		9947			
OR-4-06-2000	Average Duration - Work Completion (SOP) to Bill Completion	Parity with Retail	13.30	27.41	364053	13622	176.47	1.54	-9.16
OR-4-07-2000	% SOP to Bill Completion >= 5 Business Days	Parity with Retail	0.98	0.98	364053	13622		0.09	0.00
OR-4-08-2000	% SOP to Bill Completion > 1 Business Day	Parity with Retail	1.92	1.75	364053	13622		0.12	1.42
OR-4-11-2000	% Completed orders without either a PCN or BCN	<= 5%		0.00		9922			
OR-4-12-2000	% Due Date to PCN within 3 Business Days	95%		98.33		9947			
OR-4-13-2000	% Due Date to PCN within 6 Business Days	99%		99.01		9947			
OR-4-14-2000	% Due Date to BCN within 6 Business Days	95%		97.16		10085			
OR-4-15-2000	% Due Date to BCN within 9 Business Days	99%		97.49		10085			
OR-5 - Percent Flow-Through									
OR-5-01-2000	% Flow Through - Total	No Standard Developed		81.76		10621			
OR-5-02-2000	% Flow Through - Simple	No Standard Developed		82.26		10554			
OR-5-03-2000	% Flow Through Achieved	95%		93.05		9333			
OR-6 - Order Accuracy									
OR-6-01-2000	% Accuracy - Orders	95% Orders without Verizon Errors		84.25		400			
OR-6-02-2000	% Accuracy - Opportunities	No Standard		97.55		3998			
OR-6-03-2000	% Accuracy - LSRC	<= 5% LSRCs reset due to Verizon error		0.09		2164			
Special Services - Electronically Submitted									
OR-1 - Order Confirmation Timeliness									
OR-1-03-2210	Average LSRC/ASRC Time No Facility Check DS0	No Standard		NA					
OR-1-03-2211	Average LSRC/ASRC Time No Facility Check DS1	No Standard		NA					
OR-1-03-2213	Average LSRC/ASRC Time No Facility Check DS3	No Standard		NA					
OR-1-03-2214	Average LSRC/ASRC Time No Facility Check (Non DS0, DS1, & DS3)	No Standard		15.16					
OR-1-04-2210	% On Time LSRC/ASRC No Facility Check DS0	95% within 48 Hours		NA					
OR-1-04-2211	% On Time LSRC/ASRC No Facility Check DS1	95% within 48 Hours		NA					
OR-1-04-2213	% On Time LSRC/ASRC No Facility Check DS3	95% within 48 Hours		NA					
OR-1-04-2214	% On Time LSRC/ASRC No Facility Check (Non DS0, DS1, & DS3)	95% within 48 Hours		96.55		29			
OR-1-05-2210	Average LSRC/ASRC Time Facility Check DS0	No Standard		NA					
OR-1-05-2211	Average LSRC/ASRC Time Facility Check DS1	No Standard		NA					
OR-1-05-2213	Average LSRC/ASRC Time Facility Check DS3	No Standard		NA					
OR-1-05-2214	Average LSRC/ASRC Time Facility Check (Non DS0, DS1, & DS3)	No Standard		17.72					
OR-1-06-2210	% On Time LSRC/ASRC Facility Check DS0	95% within 72 Hours		NA					
OR-1-06-2211	% On Time LSRC/ASRC Facility Check DS1	95% within 72 Hours		NA					
OR-1-06-2213	% On Time LSRC/ASRC Facility Check DS3	95% within 72 Hours		NA					
OR-1-06-2214	% On Time LSRC/ASRC Facility Check (Non DS0, DS1, & DS3)	95% within 72 Hours		100.00		5			
OR-2 - Reject Timeliness									
OR-2-03-2200	Average LSR/ASR Reject Time No Facility Check	No Standard		8.58					
OR-2-04-2200	% On Time LSR/ASR Reject No Facility Check	95% within 48 Hours		100.00		27			
OR-2-05-2200	Average LSR/ASR Reject Time Facility Check	No Standard		NA					
OR-2-06-2200	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours		NA					
Legend Notations defined on Legend sheet - last page									

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**CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES**

POTS - Provisioning - Total			Actual Performance		Number of Observations		Standard Deviation	Sampling Error
Metric #		Standard	VZ	CLEC Aggregate	VZ	All CLECs		
PR-1 - Average Interval Offered								
PR-1-04-2100	Average Interval Offered - Dispatch (6-9 Lines)	Parity with Retail	7.13	3.67	240	3	8.31	4.83
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)	Parity with Retail	7.52	3.67	129	3	6.21	3.63
PR-2 - Average Completed Interval								
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)	Parity with Retail	6.73	3.00	199	1	7.14	7.16
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	Parity with Retail	7.63	6.00	104	2	7.31	5.22
PR-3 - Completed within Specified Days								
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with Retail	71.77	65.40	59754	3954		0.74
PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with Retail	83.38	90.19	59754	3954		0.61
PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with Retail	95.61	98.76	59754	3954		0.34
PR-3-04-2100	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with Retail	8.33	17.43	13117	1004		0.90
PR-3-05-2100	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with Retail	18.88	41.53	13117	1004		1.28
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with Retail	68.96	94.72	13117	1004		1.51
PR-3-07-2100	% Completed in 4 Days (1-5 Lines - Total)	Parity with Retail	94.10	99.03	72871	4958		0.35
PR-3-08-2100	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with Retail	98.72	99.11	59754	3954		0.18
PR-3-09-2100	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with Retail	92.64	99.70	13117	1004		0.86
PR-3-10-2100	% Completed in 6 Days (1-5 Lines - Total)	Parity with Retail	98.27	99.25	72871	4958		0.19
PR-4 - Missed Appointments								
PR-4-02-2100	Average Delay Days - Total	Parity with Retail	4.11	2.50	2581	18	14.15	3.35
PR-4-03-2100	% Missed Appointment - Customer	No Standard!	1.65	1.12				
PR-4-04-2100	% Missed Appointment - Verizon - Dispatch	Parity with Retail	7.40	1.21	22459	1319		0.74
PR-4-05-2100	% Missed Appointment - Verizon - No Dispatch	Parity with Retail	0.84	0.04	109030	5404		0.13
PR-4-08-2100	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard!		0.00		6723		
PR-5 - Facility Missed Orders								
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	Parity with Retail	1.63	0.76	22459	1319		0.36
PR-5-02-2100	% Orders Held for Facilities > 15 Days	Parity with Retail	0.05	0.00	22459	1319		0.06
PR-5-03-2100	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.00	22459	1319		
PR-6 - Installation Quality								
PR-6-01-2100	% Installation Troubles reported within 30 Days	Parity with Retail	3.60	3.26	114542	6771		0.23
PR-6-02-2100	% Installation Troubles reported within 7 Days	Parity with Retail	2.20	2.14	114542	6771		0.18
PR-6-03-2100	% Inst. Troubles reported w/in 30 Days - FOK/TOK/CPE	No Standard	3.12	2.64	114542	6771		0.22
PR-8 - Open Orders in a Hold Status								
PR-8-01-2100	Open Orders in a Hold Status > 30 Days	Parity with Retail	0.05	0.01	131489	6723		0.03
PR-8-02-2100	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.03	0.00	131489	6723		0.02
POTS - Business								
PR-1 - Average Interval Offered								
PR-1-01-2110	Average Interval Offered - Total No Dispatch	Parity with Retail	1.64	0.95	9610	487	8.01	0.37
PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)	Parity with Retail	4.60	2.83	3972	60	5.56	0.72
PR-2 - Average Completed Interval								
PR-2-01-2110	Average Interval Completed - Total No Dispatch	Parity with Retail	1.42	0.90	9105	463	6.47	0.31
PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)	Parity with Retail	4.61	2.75	3450	51	4.90	0.69
POTS - Residence								
PR-1 - Average Interval Offered								
PR-1-01-2120	Average Interval Offered - Total No Dispatch	Parity with Retail	1.00	1.06	83620	4433	1.88	0.03
PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)	Parity with Retail	3.29	2.49	10535	977	1.15	0.04
PR-2 - Average Completed Interval								
PR-2-01-2120	Average Interval Completed - Total No Dispatch	Parity with Retail	0.95	1.04	81938	4388	1.90	0.03
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)	Parity with Retail	3.30	2.46	9667	953	2.11	0.07
POTS & Complex Aggregate								
PR-1 - Average Interval Offered								
PR-1-12-2103	Average Interval Offered - Disconnects	Parity with Retail	3.95	1.32	46067	3711	6.25	0.11
PR-2 - Average Completed Interval								
PR-2-18-2103	Average Interval Completed - Disconnects	Parity with Retail	3.66	1.19	43319	3524	5.77	0.10
2-Wire Digital Services								
PR-1 - Average Interval Offered								
PR-1-01-2341	Average Interval Offered - Total No Dispatch	Parity with Retail	1.40	3.90	687	10	1.53	0.49
PR-1-02-2341	Average Interval Offered - Total Dispatch	Parity with Retail	3.46	5.00	463	1	1.99	1.99
PR-2 - Average Completed Interval								
PR-2-01-2341	Average Interval Completed - Total No Dispatch	Parity with Retail	1.47	3.29	567	7	1.53	0.58
PR-2-02-2341	Average Interval Completed - Total Dispatch	Parity with Retail	4.23	5.00	331	1	4.74	4.75
PR-4 - Missed Appointments								
PR-4-02-2341	Average Delay Days - Total	Parity with Retail	6.23	9.00	75	1	10.04	10.11
PR-4-03-2341	% Missed Appointment - Customer	No Standard!	8.18	10.00				
PR-4-04-2341	% Missed Appointment - Verizon - Dispatch	Parity with Retail	9.09	0.00	561	1		28.77
PR-4-05-2341	% Missed Appointment - Verizon - No Dispatch	Parity with Retail	1.04	11.11	579	9		3.41
PR-4-08-2341	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard!		0.00		10		
PR-5 - Facility Missed Orders								
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	Parity with Retail	3.26	0.00	583	1		17.77
PR-5-02-2341	% Orders Held for Facilities > 15 Days	Parity with Retail	0.34	0.00	583	1		5.83
PR-5-03-2341	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.00	583	1		
PR-6 - Installation Quality								
PR-6-01-2341	% Install. Troubles Reported within 30 Days	Parity with Retail	6.90	NA	449			
PR-6-03-2341	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	No Standard	6.68	NA	449			
PR-8 - Open Orders in a Hold Status								
PR-8-01-2341	Open Orders in a Hold Status > 30 Days	Parity with Retail	0.00	0.00	1162	10		
PR-8-02-2341	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.00	0.00	1162	10		

continued

**Carrier to Carrier
Performance Standards and Reports
C2C Report April 2002
Verizon Virginia**

**CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES continued**

Special Services - Provisioning

	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	
		VZ	CLEC Aggregate	VZ	All CLECs			
PR-1 - Average Interval Offered								
PR-1-01-2200	Average Interval Offered - Total No Dispatch	Parity with Retail	6.31	5.13	490	23	5.98	1.28
PR-1-02-2200	Average Interval Offered - Total Dispatch	Parity with Retail	8.93	4.57	400	7	6.72	2.56
PR-1-06-2200	Average Interval Offered - DS0	Parity with Retail	7.67	5.48	607	21	6.80	1.51
PR-1-07-2200	Average Interval Offered - DS1	Parity with Retail	8.30	6.50	212	4	5.55	2.80
PR-1-08-2200	Average Interval Offered - DS3	Parity with Retail	NA	NA				
PR-1-12-2200	Average Interval Offered - Disconnects	Parity with Retail	4.90	7.00	716	21	3.72	0.82
PR-2 - Average Completed Interval								
PR-2-01-2200	Average Interval Completed - Total No Dispatch	Parity with Retail	6.07	5.61	247	18	5.41	1.32
PR-2-02-2200	Average Interval Completed - Total Dispatch	Parity with Retail	8.46	23.29	261	7	7.38	2.83
PR-2-06-2200	Average Interval Completed - DS0	Parity with Retail	7.38	5.88	346	17	7.24	1.80
PR-2-07-2200	Average Interval Completed - DS1	Parity with Retail	8.30	39.50	122	4	4.92	2.50
PR-2-08-2200	Average Interval Completed - DS3	Parity with Retail	NA	NA				
PR-2-18-2200	Average Interval Completed - Disconnects	Parity with Retail	6.08	5.83	478	18	10.79	2.59
PR-4 - Missed Appointments								
PR-4-01-2210	% Missed Appointment - Verizon - DS0	Parity with Retail	9.19	13.64	555	22		6.28
PR-4-01-2211	% Missed Appointment - Verizon - DS1	Parity with Retail	12.04	20.00	191	5		14.74
PR-4-01-2213	% Missed Appointment - Verizon - DS3	Parity with Retail	NA	NA				
PR-4-01-2214	% Missed Appointment - Verizon - Special Other	Parity with Retail	8.77	0.00	57	5		13.19
PR-4-02-2200	Average Delay Days - Total	Parity with Retail	11.70	32.00	79	4	36.65	18.78
PR-4-03-2200	% Missed Appointment - Customer	No Standard ¹	24.66	12.50				
PR-4-08-2200	% Missed Appt. - Customer - Due to Late Order Conf.	No Standard ¹		3.13		32		
PR-5 - Facility Missed Orders								
PR-5-01-2200	% Missed Appointment - Verizon - Facilities	Parity with Retail	1.69	11.11	413	9		4.34
PR-5-02-2200	% Orders Held for Facilities > 15 Days	Parity with Retail	0.73	0.00	413	9		2.87
PR-5-03-2200	% Orders Held for Facilities > 60 Days	Parity with Retail	0.24	0.00	413	9		1.65
PR-6 - Installation Quality								
PR-6-01-2200	% Installation Troubles reported within 30 Days	Parity with Retail	0.67	0.00	4313	137		0.71
PR-6-03-2200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	0.14	0.00	4313	137		0.32
PR-8 - Open Orders in a Hold Status								
PR-8-01-2200	Open Orders in a Hold Status > 30 Days	Parity with Retail	0.50	0.00	803	32		1.27
PR-8-02-2200	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.37	0.00	803	32		1.09

Legend Notations defined on Legend sheet - last page

¹ Not in Control of Verizon

Z-Score

0.72
1.06

0.52
0.31

-8.62
11.14
9.36
10.06
17.67
17.00
14.26
2.11
8.26
5.12

0.48
8.35
6.29

2.43
0.79

1.44
0.31
2.20

1.43
1.39

1.85
2.45

1.69
2.69

-2.07
20.80

-3.06
11.73

24.66

24.44

-5.13
-0.77

-3.13
-0.16

-0.27
0.32
-2.95

0.18
0.06

Z-Score

0.92
1.70
1.45
0.64
-2.55

0.35
-5.25
0.83
-12.48
0.10

-0.71
-0.54
0.66
-1.08

-2.17
0.25
0.15

0.95
0.43

0.39
0.34

**Carrier to Carrier
Performance Standards and Reports
C2C Report April 2002
Verizon Virginia**

**CLEC Aggregate Performance
MAINTENANCE - RESALE / SPECIAL SERVICES**

Metric #	POTS - Maintenance	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error
			VZ	CLEC Aggregate	VZ	All CLECs		
MR-2 - Trouble Report Rate								
MR-2-02-2100	Network Trouble Report Rate – Loop	Parity with Retail	0.95	0.45	3069572	120716		0.03
MR-2-03-2100	Network Trouble Report Rate – Central Office	Parity with Retail	0.09	0.03	3069572	120716		0.01
MR-2-04-2100	% Subsequent Reports	No Standard ²	2.99	2.05				
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.78	0.43	3069572	120716		0.03
MR-3 - Missed Repair Appointments								
MR-3-01-2110	% Missed Repair Appointment – Loop Bus.	Parity with Retail	19.08	16.99	3784	153		3.24
MR-3-01-2120	% Missed Repair Appointment – Loop Res.	Parity with Retail	13.31	5.66	25257	389		1.74
MR-3-02-2110	% Missed Repair Appointment – Central Office Bus.	Parity with Retail	12.97	20.00	825	15		8.75
MR-3-02-2120	% Missed Repair Appointment – Central Office Res.	Parity with Retail	9.18	17.65	2081	17		7.03
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	No Standard	8.05	4.86	24093	514		1.21
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	No Standard	9.17	5.20	24008	481		1.33
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	No Standard	40.97	33.33	4164	57		6.56
MR-4 - Trouble Duration Intervals								
MR-4-01-2100	Mean Time To Repair – Total	Parity with Retail	16.97	11.92	32049	574	21.03	0.89
MR-4-02-2110	Mean Time To Repair – Loop Trouble- Bus.	Parity with Retail	12.54	12.16	3784	153	19.42	1.60
MR-4-02-2120	Mean Time To Repair – Loop Trouble - Res.	Parity with Retail	18.35	11.52	25257	389	21.16	1.08
MR-4-03-2110	Mean Time To Repair – Central Office Trouble- Bus.	Parity with Retail	7.23	16.23	825	15	11.70	3.05
MR-4-03-2120	Mean Time To Repair – Central Office Trouble - Res.	Parity with Retail	10.41	15.06	2081	17	16.48	4.01
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Parity with Retail	80.58	90.24	32049	574		1.67
MR-4-06-2100	% Out of Service > 4 Hours	Parity with Retail	70.97	50.23	19774	438		2.19
MR-4-07-2100	% Out of Service > 12 Hours	Parity with Retail	53.93	38.81	19774	438		2.41
MR-4-08-2110	% Out of Service > 24 Hours - Bus.	Parity with Retail	10.10	12.15	2762	107		2.97
MR-4-08-2120	% Out of Service > 24 Hours - Res.	Parity with Retail	19.68	9.06	16947	331		2.21
MR-5 - Repeat Trouble Reports								
MR-5-01-2100	% Repeat Reports within 30 Days	Parity with Retail	13.36	11.50	32049	574		1.43
2-Wire Digital Services								
MR-2 - Trouble Report Rate								
MR-2-02-2341	Network Trouble Report Rate – Loop	Parity with Retail	0.30	0.14	48202	727		0.20
MR-2-03-2341	Network Trouble Report Rate – Central Office	Parity with Retail	0.27	0.14	48202	727		0.19
MR-2-04-2341	% Subsequent Reports	No Standard ²	4.55	0.00				
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.18	1.38	48202	727		0.40
MR-3 - Missed Repair Appointments								
MR-3-01-2341	% Missed Repair Appointment – Loop	Parity with Retail	43.75	0.00	144	1		49.78
MR-3-02-2341	% Missed Repair Appointment – Central Office	Parity with Retail	27.91	0.00	129	1		45.03
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	No Standard	22.46	10.00	570	10		13.31
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	No Standard	20.39	0.00	152	2		28.68
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	No Standard	58.04	NA	112			
MR-4 - Trouble Duration Intervals								
MR-4-01-2341	Mean Time To Repair – Total	Parity with Retail	16.22	2.68	273	2	18.66	13.25
MR-4-02-2341	Mean Time To Repair – Loop Trouble	Parity with Retail	21.83	4.52	144	1	21.60	21.67
MR-4-03-2341	Mean Time To Repair – Central Office Trouble	Parity with Retail	9.95	0.85	129	1	12.01	12.06
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	Parity with Retail	80.22	100.00	273	2		28.27
MR-4-07-2341	% Out of Service > 12 Hours	Parity with Retail	49.51	0.00	103	1		50.24
MR-4-08-2341	% Out of Service > 24 Hours	Parity with Retail	19.42	0.00	103	1		39.75
MR-5 - Repeat Trouble Reports								
MR-5-01-2341	% Repeat Reports within 30 Days	Parity with Retail	15.02	0.00	273	2		25.35
Special Services - Maintenance								
MR-2-01-2200	Network Trouble Report Rate	Parity with Retail	0.21	0.11	164470	5255		0.06
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.33	0.17	164470	5255		0.08
MR-4 - Trouble Duration Intervals								
MR-4-01-2200	Mean Time To Repair – Total	Parity with Retail	5.30	4.48	341	6	4.51	1.86
MR-4-04-2200	% Cleared (all troubles) within 24 Hours	Parity with Retail	99.41	100.00	341	6		3.15
MR-4-06-2200	% Out of Service > 4 Hours	Parity with Retail	53.37	50.00	341	4		25.09
MR-4-08-2200	% Out of Service > 24 Hours	Parity with Retail	0.59	0.00	341	4		3.85
MR-5 - Repeat Trouble Reports								
MR-5-01-2200	% Repeat Reports within 30 Days	Parity with Retail	10.85	33.33	341	6		12.81

Legend Notations defined on Legend sheet - last page

² Parity to be assessed in conjunction with missed appointments

Z-Score

17.58
7.56
13.87

0.65
4.41
-0.80
-1.20
2.63
2.99
1.16

5.71
0.24
6.32
-2.95
-1.16
5.80
9.46
6.28
-0.69
4.81

1.30

0.79
0.67
-0.48

0.88
0.62
0.94
0.71

1.02
0.80
0.75
0.70
0.99
0.49

0.59

1.46
2.01

0.44
0.19
0.13
0.15

-1.76

Carrier to Carrier
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CLEC Aggregate Performance - NOVA
RESALE POTS

Metric #	Provisioning	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
PR-1 - Average Interval Offered									
PR-1-04-2100	Average Interval Offered - Dispatch (6-9 Lines)	Parity with Retail	6.75	3.00	91	2	8.22	5.88	0.64
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)	Parity with Retail	7.27	3.67	62	3	6.25	3.69	0.97
PR-2 - Average Completed Interval									
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)	Parity with Retail	6.74	3.00	74	1	8.83	8.89	0.42
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	Parity with Retail	8.27	6.00	51	2	8.16	5.88	0.39
PR-3 - Completed within 5 Days									
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with Retail	64.33	58.06	17593	434		2.33	-2.69
PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with Retail	78.01	86.64	17593	434		2.01	4.29
PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with Retail	93.29	97.47	17593	434		1.22	3.44
PR-3-04-2100	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with Retail	4.19	14.29	2866	35		3.41	2.96
PR-3-05-2100	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with Retail	10.19	28.57	2866	35		5.14	3.57
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with Retail	39.36	82.86	2866	35		8.31	5.24
PR-3-07-2100	% Completed in 4 Days (1-5 Lines - Total)	Parity with Retail	89.55	98.29	20459	469		1.43	6.12
PR-3-08-2100	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with Retail	98.61	98.39	17593	434		0.57	-0.39
PR-3-09-2100	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with Retail	86.92	100.00	2866	35		5.73	2.28
PR-3-10-2100	% Completed in 6 Days (1-5 Lines - Total)	Parity with Retail	97.96	98.72	20459	469		0.66	1.15
PR-4 - Missed Appointments									
PR-4-02-2100	Average Delay Days - Total	Parity with Retail	4.18	1.67	979	6	17.42	7.13	0.35
PR-4-03-2100	% Missed Appointment - Customer	No Standard ¹	2.08	2.57					
PR-4-04-2100	% Missed Appointment - Verizon - Dispatch	Parity with Retail	12.43	8.77	5423	57		4.39	0.83
PR-4-05-2100	% Missed Appointment - Verizon - No Dispatch	Parity with Retail	0.98	0.15	31172	681		0.38	2.18
PR-4-08-2100	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard ¹		0.00		738			
PR-5 - Facility Missed Orders									
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	Parity with Retail	2.49	5.26	5423	57		2.07	-1.34
PR-5-02-2100	% Orders Held for Facilities > 15 Days	Parity with Retail	0.13	0.00	5423	57		0.48	0.27
PR-5-03-2100	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.00	5423	57			
PR-6 - Installation Quality									
PR-6-01-2100	% Installation Troubles reported within 30 Days	Parity with Retail	4.55	5.03	35259	935		0.69	-0.68
PR-6-02-2100	% Installation Troubles reported within 7 Days	Parity with Retail	2.97	3.74	35259	935		0.56	-1.38
PR-6-03-2100	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	3.96	3.64	35259	935		0.65	0.51
PR-8 - Open Orders in a Hold Status									
PR-8-01-2100	Open Orders in a Hold Status > 30 Days	Parity with Retail	0.01	0.00	36595	738		0.04	0.27
PR-8-02-2100	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.01	0.00	36595	738		0.04	0.27
POTS - Business									
PR-1 - Average Interval Offered									
PR-1-01-2110	Average Interval Offered - Total No Dispatch	Parity with Retail	2.21	1.21	3230	137	12.14	1.06	0.94
PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)	Parity with Retail	4.53	2.07	1243	14	4.08	1.10	2.24
PR-2 - Average Completed Interval									
PR-2-01-2110	Average Interval Completed - Total No Dispatch	Parity with Retail	1.90	1.23	3022	129	10.06	0.90	0.74
PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)	Parity with Retail	4.88	2.30	1015	10	4.18	1.33	1.94
POTS - Residence									
PR-1 - Average Interval Offered									
PR-1-01-2120	Average Interval Offered - Total No Dispatch	Parity with Retail	1.22	1.22	22842	474	2.31	0.11	0
PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)	Parity with Retail	4.13	2.90	2102	29	1.24	0.23	5.31
PR-2 - Average Completed Interval									
PR-2-01-2120	Average Interval Completed - Total No Dispatch	Parity with Retail	1.13	1.21	22385	459	2.02	0.10	-0.84
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)	Parity with Retail	4.38	2.96	1851	25	2.77	0.56	2.55
POTS & Complex Aggregate									
PR-1 - Average Interval Offered									
PR-1-12-2103	Average Interval Offered - Disconnects	Parity with Retail	4.68	1.96	15427	391	6.76	0.35	7.86
PR-2 - Average Completed Interval									
PR-2-18-2103	Average Interval Completed - Disconnects	Parity with Retail	4.42	1.66	14464	341	6.39	0.35	7.88
POTS - 2-Wire Digital Services									
PR-1 - Average Interval Offered									
PR-1-01-2341	Average Interval Offered - Total No Dispatch	Parity with Retail	1.33	7.50	165	2	1.55	1.10	-5.60
PR-1-02-2341	Average Interval Offered - Total Dispatch	Parity with Retail	3.85	NA	153		1.85		
PR-2 - Average Completed Interval									
PR-2-01-2341	Average Interval Completed - Total No Dispatch	Parity with Retail	1.39	1.00	128	1	1.59	1.60	0.24
PR-2-02-2341	Average Interval Completed - Total Dispatch	Parity with Retail	4.57	NA	98		2.68		
PR-4 - Missed Appointments									
PR-4-02-2341	Average Delay Days - Total	Parity with Retail	6.79	NA	34		8.35		
PR-4-03-2341	% Missed Appointment - Customer	No Standard ¹	13.50	0.00					
PR-4-04-2341	% Missed Appointment - Verizon - Dispatch	Parity with Retail	13.16	NA	190				
PR-4-05-2341	% Missed Appointment - Verizon - No Dispatch	Parity with Retail	0.79	0.00	127	2		6.31	0.13
PR-4-08-2341	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard ¹		0.00		2			
PR-5 - Facility Missed Orders									
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	Parity with Retail	4.02	NA	199				
PR-5-02-2341	% Orders Held for Facilities > 15 Days	Parity with Retail	1.01	NA	199				
PR-5-03-2341	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	NA	199				
PR-6 - Installation Quality									
PR-6-01-2341	% Install. Troubles Reported within 30 Days	Parity with Retail	12.85	NA	179				
PR-6-03-2341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	7.82	NA	179				
PR-8 - Open Orders in a Hold Status									
PR-8-01-2341	Open Orders in a Hold Status > 30 Days	Parity with Retail	0.00	0.00	326	2			
PR-8-02-2341	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.00	0.00	326	2			

continued

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**CLEC Aggregate Performance - NOVA
RESALE POTS continued**

Metric#	POTS - Maintenance	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
MR-2 - Trouble Report Rate									
MR-2-02-2100	Network Trouble Report Rate – Loop	Parity with Retail	0.75	0.20	1267581	49537		0.04	13.82
MR-2-03-2100	Network Trouble Report Rate – Central Office	Parity with Retail	0.08	0.02	1267581	49537		0.01	4.70
MR-2-04-2100	% Subsequent Reports	No Standard ²	4.19	1.79					
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.70	0.27	1267581	49537		0.04	11.15
MR-3 - Missed Repair Appointments									
MR-3-01-2110	% Missed Repair Appointment – Loop Bus.	Parity with Retail	24.98	19.23	1373	52		6.12	0.94
MR-3-01-2120	% Missed Repair Appointment – Loop Res.	Parity with Retail	19.40	10.20	8109	49		5.67	1.62
MR-3-02-2110	% Missed Repair Appointment – Central Office Bus.	Parity with Retail	13.83	33.33	347	3		20.02	-0.97
MR-3-02-2120	% Missed Repair Appointment – Central Office Res.	Parity with Retail	15.37	16.67	644	6		14.79	-0.09
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	No Standard	11.37	9.63	8840	135		2.75	0.63
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	No Standard	13.63	10.00	7417	90		3.64	1.00
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	No Standard	52.68	50.00	1737	14		13.40	0.20
MR-4 - Trouble Duration Intervals									
MR-4-01-2100	Mean Time To Repair – Total	Parity with Retail	21.81	19.99	10503	110	25.74	2.47	0.74
MR-4-02-2110	Mean Time To Repair – Loop Trouble- Bus.	Parity with Retail	16.33	16.75	1373	52	25.60	3.62	-0.12
MR-4-02-2120	Mean Time To Repair – Loop Trouble - Res.	Parity with Retail	23.70	23.80	8109	49	25.97	3.72	-0.03
MR-4-03-2110	Mean Time To Repair – Central Office Trouble- Bus.	Parity with Retail	8.88	11.49	347	3	13.60	7.89	-0.33
MR-4-03-2120	Mean Time To Repair – Central Office Trouble - Res.	Parity with Retail	14.98	21.19	644	6	21.29	8.73	-0.71
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Parity with Retail	71.08	80.91	10503	110		4.35	2.26
MR-4-06-2100	% Out of Service > 4 Hours	Parity with Retail	80.19	78.31	7243	83		4.40	0.43
MR-4-07-2100	% Out of Service > 12 Hours	Parity with Retail	65.17	66.27	7243	83		5.26	-0.21
MR-4-08-2110	% Out of Service > 24 Hours - Bus.	Parity with Retail	14.35	18.92	1073	37		5.86	-0.78
MR-4-08-2120	% Out of Service > 24 Hours - Res.	Parity with Retail	28.78	17.39	6151	46		6.70	1.70
MR-5 - Repeat Trouble Reports									
MR-5-01-2100	% Repeat Reports within 30 Days	Parity with Retail	14.61	16.36	10503	110		3.39	-0.52
2-Wire Digital Services									
MR-2 - Trouble Report Rate									
MR-2-02-2341	Network Trouble Report Rate – Loop	Parity with Retail	0.34	0.00	24327	284		0.35	0.98
MR-2-03-2341	Network Trouble Report Rate – Central Office	Parity with Retail	0.16	0.00	24327	284		0.24	0.67
MR-2-04-2341	% Subsequent Reports	No Standard ²	6.15	NA					
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.63	0.70	24327	284		0.47	-0.16
MR-3 - Missed Repair Appointments									
MR-3-01-2341	% Missed Repair Appointment – Loop	Parity with Retail	48.19	NA	83				
MR-3-02-2341	% Missed Repair Appointment – Central Office	Parity with Retail	35.90	NA	39				
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	No Standard	31.37	0.00	153	2		33.02	0.95
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	No Standard	23.73	NA	59				
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	No Standard	63.49	NA	63				
MR-4 - Trouble Duration Intervals									
MR-4-01-2341	Mean Time To Repair – Total	Parity with Retail	21.95	NA	122		22.17		
MR-4-02-2341	Mean Time To Repair – Loop Trouble	Parity with Retail	25.55	NA	83		24.04		
MR-4-03-2341	Mean Time To Repair – Central Office Trouble	Parity with Retail	14.27	NA	39		15.13		
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	Parity with Retail	66.39	NA	122				
MR-4-07-2341	% Out of Service > 12 Hours	Parity with Retail	57.14	NA	42				
MR-4-08-2341	% Out of Service > 24 Hours	Parity with Retail	35.71	NA	42				
MR-5 - Repeat Trouble Reports									
MR-5-01-2341	% Repeat Reports within 30 Days	Parity with Retail	18.03	NA	122				

Legend Notations defined on Legend sheet - last page
¹ Not in Control of Verizon
² Parity to be assessed in conjunction with missed appointments

Carrier to Carrier
Performance Standards and Reports
April 2002
Verizon Virginia

CLEC Aggregate Performance - CENTRAL
RESALE POTS

Metric #	Provisioning	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
PR-1-04-2100 PR-1-05-2100	PR-1 - Average Interval Offered	Parity with Retail	7.47	5.00	89	1	9.22	9.27	0.27
	Average Interval Offered - Dispatch (6-9 Lines)		8.21	NA	39		5.25		
PR-2-04-2100 PR-2-05-2100	PR-2 - Average Completed Interval	Parity with Retail	6.61	NA	74		5.70		
	Average Interval Offered - Dispatch (>= 10 Lines)		7.07	NA	27		5.20		
PR-3-01-2100 PR-3-02-2100 PR-3-03-2100 PR-3-04-2100 PR-3-05-2100 PR-3-06-2100 PR-3-07-2100 PR-3-08-2100 PR-3-09-2100 PR-3-10-2100	PR-3 - Completed within 5 Days	Parity with Retail	75.68	62.89	19311	1385		1.19	-10.72
	% Completed in 1 Day (1-5 Lines - No Dispatch)		86.25	88.45	19311	1385		0.96	2.30
	% Completed in 2 Days (1-5 Lines - No Dispatch)		96.49	98.99	19311	1385		0.51	4.88
	% Completed in 3 Days (1-5 Lines - No Dispatch)		8.27	14.29	4924	350		1.52	3.95
	% Completed in 1 Day (1-5 Lines - Dispatch)		20.94	41.43	4924	350		2.25	9.10
	% Completed in 2 Days (1-5 Lines - Dispatch)		73.46	95.43	4924	350		2.44	8.99
	% Completed in 3 Days (1-5 Lines - Dispatch)		94.48	99.19	24235	1735		0.57	8.30
	% Completed in 4 Days (1-5 Lines - Total)		98.68	99.28	19311	1385		0.32	1.89
	% Completed in 5 Days (1-5 Lines - Dispatch)		92.69	99.43	4924	350		1.44	4.68
	% Completed in 6 Days (1-5 Lines - Total)		98.14	99.31	24235	1735		0.34	3.48
PR-4-02-2100 PR-4-03-2100 PR-4-04-2100 PR-4-05-2100 PR-4-08-2100	PR-4 - Missed Appointments	Parity with Retail	3.33	1.75	823	8	5.78	2.05	0.77
	Average Delay Days - Total		1.63	1.06					
	% Missed Appointment - Customer		6.78	1.84	8446	435		1.24	4.00
	% Missed Appointment - Verizon - Dispatch		0.71	0.00	35420	1927		0.20	3.62
PR-5-01-2100 PR-5-02-2100 PR-5-03-2100	PR-5 - Facility Missed Orders	Parity with Retail	1.86	1.38	8446	435		0.66	0.72
	% Missed Appointment - Verizon - Facilities		0.04	0.00	8446	435		0.10	0.41
	% Orders Held for Facilities > 15 Days		0.00	0.00	8446	435			
	% Orders Held for Facilities > 60 Days								
PR-6-01-2100 PR-6-02-2100 PR-6-03-2100	PR-6 - Installation Quality	Parity with Retail	2.47	2.44	38774	2377		0.33	0.10
	% Installation Troubles reported within 30 Days		1.40	1.68	38774	2377		0.25	-1.13
	% Installation Troubles reported within 7 Days		2.02	1.05	38774	2377		0.30	3.27
	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE								
PR-8-01-2100 PR-8-02-2100	PR-8 - Open Orders in a Hold Status	Parity with Retail	0.06	0.04	43866	2362		0.05	0.39
	Open Orders in a Hold Status > 30 Days		0.03	0.00	43866	2362		0.04	0.82
PR-1-01-2110 PR-1-03-2110	POTS - Business	Parity with Retail	1.27	0.88	3424	192	4.47	0.33	1.18
	PR-1 - Average Interval Offered		4.71	3.29	1420	21	4.93	1.08	1.31
PR-2-01-2110 PR-2-03-2110	PR-2 - Average Completed Interval	Parity with Retail	1.13	0.77	3260	179	3.07	0.24	1.53
	Average Interval Offered - Total No Dispatch		4.72	2.72	1259	18	4.76	1.13	1.77
PR-1-01-2120 PR-1-03-2120	POTS - Residence	Parity with Retail	0.92	1.11	27594	1558	1.76	0.05	-4.15
	PR-1 - Average Interval Offered		3.26	2.55	3955	342	1.16	0.07	10.86
PR-2-01-2120 PR-2-03-2120	PR-2 - Average Completed Interval	Parity with Retail	0.88	1.11	27021	1541	1.86	0.05	-4.72
	Average Interval Offered - Total No Dispatch		3.19	2.51	3665	332	2.09	0.12	5.68
PR-1-12-2103 PR-2-18-2103	POTS & Complex Aggregate	Parity with Retail	3.80	1.26	14450	1331	6.05	0.17	14.66
	PR-1 - Average Interval Offered		3.50	1.15	13594	1277	5.48	0.16	14.65
PR-1-01-2341 PR-1-02-2341	POTS - 2-Wire Digital Services	Parity with Retail	1.35	2.57	326	7	1.48	0.57	-2.16
	PR-1 - Average Interval Offered		3.23	5.00	243	1	2.04	2.04	-0.87
PR-2-01-2341 PR-2-02-2341	PR-2 - Average Completed Interval	Parity with Retail	1.33	3.67	295	6	1.43	0.59	-3.97
	Average Interval Offered - Total No Dispatch		4.06	5.00	185	1	5.76	5.78	-0.16
PR-4-02-2341 PR-4-03-2341 PR-4-04-2341 PR-4-05-2341 PR-4-08-2341	PR-4 - Missed Appointments	Parity with Retail	5.74	9.00	35	1	12.01	12.18	-0.27
	Average Delay Days - Total		5.53	12.50					
	% Missed Appointment - Customer		7.47	0.00	281	1		26.34	0.28
	% Missed Appointment - Verizon - Dispatch		1.64	14.29	304	7		4.86	-2.61
PR-5-01-2341 PR-5-02-2341 PR-5-03-2341	PR-5 - Facility Missed Orders	Parity with Retail	3.41	0.00	293	1		18.18	0.19
	% Missed Appointment - Verizon - Facilities		0.00	0.00	293	1			
	% Orders Held for Facilities > 15 Days		0.00	0.00	293	1			
	% Orders Held for Facilities > 60 Days								
PR-6-01-2341 PR-6-03-2341	PR-6 - Installation Quality	Parity with Retail	3.63	NA	193				
	% Install. Troubles Reported within 30 Days		4.15	NA	193				
PR-8-01-2341 PR-8-02-2341	PR-8 - Open Orders in a Hold Status	Parity with Retail	0.00	0.00	597	8			
	Open Orders in a Hold Status > 30 Days		0.00	0.00	597	8			

continued

Carrier to Carrier
Performance Standards and Reports
April 2002
Verizon Virginia

CLEC Aggregate Performance - CENTRAL
RESALE POTS continued

Metric#	POTS - Maintenance	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
MR-2 - Trouble Report Rate									
MR-2-02-2100	Network Trouble Report Rate - Loop	Parity with Retail	1.20	0.69	647099	18683		0.08	6.37
MR-2-03-2100	Network Trouble Report Rate - Central Office	Parity with Retail	0.17	0.05	647099	18683		0.03	3.91
MR-2-04-2100	% Subsequent Reports	No Standard ²	2.82	2.82					
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.91	0.54	647099	18683		0.07	5.27
MR-3 - Missed Repair Appointments									
MR-3-01-2110	% Missed Repair Appointment - Loop Bus.	Parity with Retail	15.01	18.18	993	22		7.70	-0.41
MR-3-01-2120	% Missed Repair Appointment - Loop Res.	Parity with Retail	10.54	2.83	6738	106		3.01	2.56
MR-3-02-2110	% Missed Repair Appointment - Central Office Bus.	Parity with Retail	16.27	20.00	252	5		16.67	-0.22
MR-3-02-2120	% Missed Repair Appointment - Central Office Res.	Parity with Retail	4.66	20.00	879	5		9.45	-1.62
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	No Standard	7.89	5.94	5904	101		2.71	0.72
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	No Standard	7.93	2.52	7000	119		2.50	2.17
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	No Standard	29.49	31.58	1180	19		10.55	-0.20
MR-4 - Trouble Duration Intervals									
MR-4-01-2100	Mean Time To Repair - Total	Parity with Retail	15.82	9.07	8896	138	19.49	1.67	4.04
MR-4-02-2110	Mean Time To Repair - Loop Trouble- Bus.	Parity with Retail	10.14	6.97	993	22	14.02	3.02	1.05
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	Parity with Retail	17.80	7.89	6738	106	20.31	1.99	4.99
MR-4-03-2110	Mean Time To Repair - Central Office Trouble- Bus.	Parity with Retail	7.08	36.44	252	5	10.19	4.60	-6.38
MR-4-03-2120	Mean Time To Repair - Central Office Trouble - Res.	Parity with Retail	8.36	16.13	879	5	12.53	5.62	-1.38
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Parity with Retail	82.89	96.38	8896	138		3.23	4.18
MR-4-06-2100	% Out of Service > 4 Hours	Parity with Retail	66.09	46.09	5470	115		4.46	4.48
MR-4-07-2100	% Out of Service > 12 Hours	Parity with Retail	47.71	26.09	5470	115		4.71	4.59
MR-4-08-2110	% Out of Service > 24 Hours - Bus.	Parity with Retail	7.07	10.53	764	19		5.95	-0.58
MR-4-08-2120	% Out of Service > 24 Hours - Res.	Parity with Retail	17.30	2.08	4689	96		3.90	3.90
MR-5 - Repeat Trouble Reports									
MR-5-01-2100	% Repeat Reports within 30 Days	Parity with Retail	13.17	11.59	8896	138		2.90	0.54
2-Wire Digital Services									
MR-2 - Trouble Report Rate									
MR-2-02-2341	Network Trouble Report Rate - Loop	Parity with Retail	0.23	0.00	14214	101		0.47	0.48
MR-2-03-2341	Network Trouble Report Rate - Central Office	Parity with Retail	0.41	0.00	14214	101		0.64	0.64
MR-2-04-2341	% Subsequent Reports	No Standard ²	1.10	NA					
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.80	0.00	14214	101		1.33	1.36
MR-3 - Missed Repair Appointments									
MR-3-01-2341	% Missed Repair Appointment - Loop	Parity with Retail	34.38	NA	32				
MR-3-02-2341	% Missed Repair Appointment - Central Office	Parity with Retail	25.86	NA	58				
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	No Standard	14.06	NA	256				
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	No Standard	15.25	NA	59				
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	No Standard	56.00	NA	25				
MR-4 - Trouble Duration Intervals									
MR-4-01-2341	Mean Time To Repair - Total	Parity with Retail	12.20	NA	90		15.83		
MR-4-02-2341	Mean Time To Repair - Loop Trouble	Parity with Retail	19.33	NA	32		21.02		
MR-4-03-2341	Mean Time To Repair - Central Office Trouble	Parity with Retail	8.26	NA	58		10.32		
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	Parity with Retail	90.00	NA	90				
MR-4-07-2341	% Out of Service > 12 Hours	Parity with Retail	48.78	NA	41				
MR-4-08-2341	% Out of Service > 24 Hours	Parity with Retail	12.20	NA	41				
MR-5 - Repeat Trouble Reports									
MR-5-01-2341	% Repeat Reports within 30 Days	Parity with Retail	13.33	NA	90				

Legend Notations defined on Legend sheet - last page
¹ Not in Control of Verizon
² Parity to be assessed in conjunction with missed appointments

Carrier to Carrier
Performance Standards and Reports
April 2002
Verizon Virginia

CLEC Aggregate Performance - EASTERN
RESALE POTS

Metric #	Provisioning	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score	
			VZ	CLEC Aggregate	VZ	All CLECs				
PR-1-04-2100 PR-1-05-2100	PR-1 - Average Interval Offered Average Interval Offered - Dispatch (6-9 Lines) Average Interval Offered - Dispatch (>= 10 Lines)	Parity with Retail Parity with Retail	6.76	NA	46		5.84			
			7.50	NA	16		7.66			
PR-2-04-2100 PR-2-05-2100	PR-2 - Average Completed Interval Average Interval Completed - Dispatch (6-9 Lines) Average Interval Completed - Dispatch (>= 10 Lines)	Parity with Retail Parity with Retail	6.62	NA	39		5.99			
			7.57	NA	14		8.03			
PR-3-01-2100 PR-3-02-2100 PR-3-03-2100 PR-3-04-2100 PR-3-05-2100 PR-3-06-2100 PR-3-07-2100 PR-3-08-2100 PR-3-09-2100 PR-3-10-2100	PR-3 - Completed within 5 Days % Completed in 1 Day (1-5 Lines - No Dispatch) % Completed in 2 Days (1-5 Lines - No Dispatch) % Completed in 3 Days (1-5 Lines - No Dispatch) % Completed in 1 Day (1-5 Lines - Dispatch) % Completed in 2 Days (1-5 Lines - Dispatch) % Completed in 3 Days (1-5 Lines - Dispatch) % Completed in 4 Days (1-5 Lines - Total) % Completed in 5 Days (1-5 Lines - No Dispatch) % Completed in 5 Days (1-5 Lines - Dispatch) % Completed in 5 Days (1-5 Lines - Total)	Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail	71.08	68.52	15453	1436		1.25	-2.05	
			82.97	92.13	15453	1436		1.04	8.83	
			96.47	99.65	15453	1436		0.51	6.25	
			10.47	17.94	3552	418		1.58	4.72	
			21.90	39.23	3552	418		2.14	8.10	
			85.56	95.45	3552	418		1.82	5.44	
			97.16	99.78	19005	1854		0.40	6.48	
			98.80	99.93	15453	1436		0.30	3.76	
			95.81	100.00	3552	418		1.04	4.04	
			98.58	99.95	19005	1854		0.29	4.76	
PR-4-02-2100 PR-4-03-2100 PR-4-04-2100 PR-4-05-2100 PR-4-08-2100	PR-4 - Missed Appointments Average Delay Days - Total % Missed Appointment - Customer % Missed Appointment - Verizon - Dispatch % Missed Appointment - Verizon - No Dispatch % Missed Appt. - Customer - Due to Late Order Confirmation	Parity with Retail No Standard ¹ Parity with Retail Parity with Retail No Standard ¹	3.62	1.00	481	2	12.70	9.00	0.29	
			1.41	0.78						
			4.45	0.35	5910	564		0.91	4.51	
			0.75	0.00	28994	1863		0.21	3.64	
PR-5-01-2100 PR-5-02-2100 PR-5-03-2100	PR-5 - Facility Missed Orders % Missed Appointment - Verizon - Facility: % Orders Held for Facilities > 15 Day % Orders Held for Facilities > 60 Days	Parity with Retail Parity with Retail Parity with Retail	0.44	0.00	5910	564		0.29	1.51	
			0.00	0.00	5910	564				
			0.00	0.00	5910	564				
PR-6-01-2100 PR-6-02-2100 PR-6-03-2100	PR-6 - Installation Quality % Installation Troubles reported within 30 Day % Installation Troubles reported within 7 Day % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	Parity with Retail Parity with Retail No Standard	3.28	2.75	27798	2327		0.38	1.39	
			2.05	1.42	27798	2327		0.31	2.08	
			3.39	2.92	27798	2327		0.39	1.20	
PR-8-01-2100 PR-8-02-2100	PR-8 - Open Orders in a Hold Status Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days	Parity with Retail Parity with Retail	0.08	0.00	34904	2427		0.06	1.35	
			0.06	0.00	34904	2427		0.05	1.17	
POTS - Business										
PR-1-01-2110 PR-1-03-2110	PR-1 - Average Interval Offered Average Interval Offered - Total No Dispatch Average Interval Offered - Dispatch (1-5 Lines)	Parity with Retail Parity with Retail	1.41	1.16	2005	62	4.61	0.59	0.42	
			4.59	3.30	923	10	7.65	2.43	0.53	
PR-2-01-2110 PR-2-03-2110	PR-2 - Average Completed Interval Average Interval Completed - Total No Dispatch Average Interval Completed - Dispatch (1-5 Lines)	Parity with Retail Parity with Retail	1.24	0.95	1913	61	4.20	0.55	0.53	
			4.35	3.30	823	10	5.53	1.76	0.60	
POTS - Residence										
PR-1-01-2120 PR-1-03-2120	PR-1 - Average Interval Offered Average Interval Offered - Total No Dispatch Average Interval Offered - Dispatch (1-5 Lines)	Parity with Retail Parity with Retail	1.01	0.90	22194	1616	1.79	0.05	2.39	
			2.84	2.47	2955	415	0.85	0.04	8.30	
PR-2-01-2120 PR-2-03-2120	PR-2 - Average Completed Interval Average Interval Completed - Total No Dispatch Average Interval Completed - Dispatch (1-5 Lines)	Parity with Retail Parity with Retail	0.94	0.89	21745	1606	1.86	0.05	1.04	
			2.80	2.45	2729	408	1.54	0.08	4.28	
POTS & Complex Aggregate										
PR-1-12-2103	PR-1 - Average Interval Offered Average Interval Offered - Disconnects	Parity with Retail	3.48	1.17	11194	1392	5.52	0.16	14.72	
PR-2-18-2103	PR-2 - Average Completed Interval Average Interval Completed - Disconnects	Parity with Retail	3.19	1.10	10528	1342	5.19	0.15	13.89	
POTS - 2-Wire Digital Services										
PR-1-01-2341 PR-1-02-2341	PR-1 - Average Interval Offered Average Interval Offered - Total No Dispatch Average Interval Offered - Total Dispatch	Parity with Retail Parity with Retail	1.91	6.00	141	1	1.62	1.63	-2.52	
			3.31	NA	58		2.03			
PR-2-01-2341 PR-2-02-2341	PR-2 - Average Completed Interval Average Interval Completed - Total No Dispatch Average Interval Completed - Total Dispatch	Parity with Retail Parity with Retail	2.00	NA	125		1.64			
			4.14	NA	42		3.76			
PR-4-02-2341 PR-4-03-2341 PR-4-04-2341 PR-4-05-2341 PR-4-08-2341	PR-4 - Missed Appointments Average Delay Days - Total % Missed Appointment - Customer % Missed Appointment - Verizon - Dispatch % Missed Appointment - Verizon - No Dispatch % Missed Appt. - Customer - Due to Late Order Confirmation	Parity with Retail No Standard ¹ Parity with Retail Parity with Retail No Standard ¹	7.50	NA	4		7.90			
			5.91	NA						
			5.33	NA	75					
			0.00	NA	128					
				NA						
PR-5-01-2341 PR-5-02-2341 PR-5-03-2341	PR-5 - Facility Missed Orders % Missed Appointment - Verizon - Facility: % Orders Held for Facilities > 15 Day % Orders Held for Facilities > 60 Days	Parity with Retail Parity with Retail Parity with Retail	0.00	NA	75					
			0.00	NA	75					
			0.00	NA	75					
PR-6-01-2341 PR-6-03-2341	PR-6 - Installation Quality % Install. Troubles Reported within 30 Day % Install. Troubles Reported within 30 Days - FOK/TOK/CPE	Parity with Retail No Standard	1.59	NA	63					
			9.52	NA	63					
PR-8-01-2341 PR-8-02-2341	PR-8 - Open Orders in a Hold Status Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days	Parity with Retail Parity with Retail	0.00	NA	203					
			0.00	NA	203					

continued

**Carrier to Carrier
Performance Standards and Reports
April 2002
Verizon Virginia**

**CLEC Aggregate Performance - EASTERN
RESALE POTS continued**

POTS - Maintenance

Metric#	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
MR-2 - Trouble Report Rate								
MR-2-02-2100	Network Trouble Report Rate – Loop	0.89	0.63	672999	27898		0.06	4.56
MR-2-03-2100	Network Trouble Report Rate – Central Office	0.07	0.01	672999	27898		0.02	3.51
MR-2-04-2100	% Subsequent Reports	1.50	1.64					
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	0.89	0.53	672999	27898		0.06	6.16
MR-3 - Missed Repair Appointments								
MR-3-01-2110	% Missed Repair Appointment – Loop Bus	13.05	14.63	789	41		5.40	-0.29
MR-3-01-2120	% Missed Repair Appointment – Loop Res	8.33	1.48	5199	135		2.41	2.84
MR-3-02-2110	% Missed Repair Appointment – Central Office Bus	8.39	0.00	143	2		19.74	0.43
MR-3-02-2120	% Missed Repair Appointment – Central Office Res	12.09	0.00	339	2		23.12	0.52
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	4.91	2.68	5968	149		1.79	1.24
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	5.63	3.13	5040	160		1.85	1.35
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	36.78	22.22	628	9		16.19	0.90
MR-4 - Trouble Duration Intervals								
MR-4-01-2100	Mean Time To Repair – Total	12.91	7.61	6492	180	16.55	1.25	4.24
MR-4-02-2110	Mean Time To Repair – Loop Trouble- Bus	10.08	7.25	789	41	14.25	2.28	1.24
MR-4-02-2120	Mean Time To Repair – Loop Trouble - Res	13.53	7.79	5199	135	16.46	1.44	4.00
MR-4-03-2110	Mean Time To Repair – Central Office Trouble- Bus	5.87	2.61	143	2	11.48	8.17	0.40
MR-4-03-2120	Mean Time To Repair – Central Office Trouble - Res	10.42	7.99	339	2	16.02	11.36	0.22
MR-4-04-2100	% Cleared (all troubles) within 24 Hour:	88.05	95.00	6492	180		2.45	2.84
MR-4-06-2100	% Out of Service > 4 Hours	62.49	35.92	4116	142		4.13	6.43
MR-4-07-2100	% Out of Service > 12 Hours	44.73	30.99	4116	142		4.24	3.24
MR-4-08-2110	% Out of Service > 24 Hours - Bus	7.71	6.90	571	29		5.08	0.16
MR-4-08-2120	% Out of Service > 24 Hours - Res.	10.88	4.42	3528	113		2.98	2.17
MR-5 - Repeat Trouble Reports								
MR-5-01-2100	% Repeat Reports within 30 Days	12.55	10.00	6492	180		2.50	1.02
2-Wire Digital Services								
MR-2 - Trouble Report Rate								
MR-2-02-2341	Network Trouble Report Rate – Loop	0.36	0.78	6660	128		0.53	-0.79
MR-2-03-2341	Network Trouble Report Rate – Central Office	0.38	0.00	6660	128		0.55	0.69
MR-2-04-2341	% Subsequent Reports	7.55	0.00					
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	1.58	0.78	6660	128		1.11	0.72
MR-3 - Missed Repair Appointments								
MR-3-01-2341	% Missed Repair Appointment – Loop	41.67	0.00	24	1		50.32	0.83
MR-3-02-2341	% Missed Repair Appointment – Central Office	28.00	NA	25				
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	24.76	0.00	105	1		43.37	0.57
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	29.63	0.00	27	1		46.50	0.64
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	45.00	NA	20				
MR-4 - Trouble Duration Intervals								
MR-4-01-2341	Mean Time To Repair – Total	11.20	4.52	49	1	9.51	9.61	0.70
MR-4-02-2341	Mean Time To Repair – Loop Troublk	13.37	4.52	24	1	8.84	9.02	0.98
MR-4-03-2341	Mean Time To Repair – Central Office Troublk	9.12	NA	25		9.83		
MR-4-04-2341	% Cleared (all troubles) within 24 Hour:	95.92	100.00	49	1		19.98	0.20
MR-4-07-2341	% Out of Service > 12 Hours	36.84	0.00	19	1		49.49	0.74
MR-4-08-2341	% Out of Service > 24 Hours	0.00	0.00	19	1			
MR-5 - Repeat Trouble Reports								
MR-5-01-2341	% Repeat Reports within 30 Days	8.16	0.00	49	1		27.65	0.30

Legend Notations defined on Legend sheet - last page

¹ Not in Control of Verizon

² Parity to be assessed in conjunction with missed appointment

Carrier to Carrier
Performance Standards and Reports
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CLEC Aggregate Performance - WESTERN
RESALE POTS

Metric #	Provisioning	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
PR-1 - Average Interval Offered									
PR-1-04-2100	Average Interval Offered - Dispatch (6-9 Lines)	Parity with Retail	8.64	NA	14		10.19		
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)	Parity with Retail	6.58	NA	12		7.29		
PR-2 - Average Completed Interval									
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)	Parity with Retail	7.83	NA	12		7.77		
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	Parity with Retail	6.17	NA	12		7.22		
PR-3 - Completed within 5 Days									
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with Retail	80.76	68.53	7392	699		1.56	-7.84
PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with Retail	89.53	91.85	7392	699		1.21	1.91
PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with Retail	97.05	97.28	7392	699		0.67	0.34
PR-3-04-2100	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with Retail	10.87	22.50	1775	200		2.32	5.01
PR-3-05-2100	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with Retail	21.13	48.50	1775	200		3.04	8.99
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with Retail	71.04	94.00	1775	200		3.38	6.79
PR-3-07-2100	% Completed in 4 Days (1-5 Lines - Total)	Parity with Retail	96.93	97.55	9167	899		0.60	1.03
PR-3-08-2100	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with Retail	98.99	97.57	7392	699		0.40	-3.59
PR-3-09-2100	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with Retail	95.38	99.50	1775	200		1.57	2.63
PR-3-10-2100	% Completed in 6 Days (1-5 Lines - Total)	Parity with Retail	98.67	98.00	9167	899		0.40	-1.67
PR-4 - Missed Appointments									
PR-4-02-2100	Average Delay Days - Total	Parity with Retail	6.86	9.50	295	2	19.53	13.86	-0.19
PR-4-03-2100	% Missed Appointment - Customer	No Standard ¹	1.18	1.00					
PR-4-04-2100	% Missed Appointment - Verizon - Dispatch	Parity with Retail	5.72	0.38	2677	262		1.50	3.55
PR-4-05-2100	% Missed Appointment - Verizon - No Dispatch	Parity with Retail	1.06	0.11	13369	933		0.35	2.74
PR-4-08-2100	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard ¹		0.00		1195			
PR-5 - Facility Missed Orders									
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	Parity with Retail	1.76	0.38	2677	262		0.85	1.62
PR-5-02-2100	% Orders Held for Facilities > 15 Days	Parity with Retail	0.04	0.00	2677	262		0.13	0.31
PR-5-03-2100	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.00	2677	262			
PR-6 - Installation Quality									
PR-6-01-2100	% Installation Troubles reported within 30 Days	Parity with Retail	5.07	4.60	12699	1131		0.68	0.70
PR-6-02-2100	% Installation Troubles reported within 7 Days	Parity with Retail	2.80	3.27	12699	1131		0.51	-0.91
PR-6-03-2100	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	3.54	4.60	12699	1131		0.57	-1.85
PR-8 - Open Orders in a Hold Status									
PR-8-01-2100	Open Orders in a Hold Status > 30 Days	Parity with Retail	0.06	0.00	16046	1195		0.07	0.82
PR-8-02-2100	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.04	0.00	16046	1195		0.06	0.67
POTS - Business									
PR-1 - Average Interval Offered									
PR-1-01-2110	Average Interval Offered - Total No Dispatch	Parity with Retail	1.43	0.58	912	96	5.54	0.59	1.43
PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)	Parity with Retail	4.44	2.64	386	14	5.93	1.61	1.12
PR-2 - Average Completed Interval									
PR-2-01-2110	Average Interval Completed - Total No Dispatch	Parity with Retail	1.22	0.69	879	94	3.19	0.35	1.53
PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)	Parity with Retail	4.08	2.75	353	12	5.67	1.66	0.80
POTS - Residence									
PR-1 - Average Interval Offered									
PR-1-01-2120	Average Interval Offered - Total No Dispatch	Parity with Retail	0.76	1.17	10989	785	1.22	0.05	-9.10
PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)	Parity with Retail	3.11	2.37	1523	191	0.89	0.07	10.83
PR-2 - Average Completed Interval									
PR-2-01-2120	Average Interval Completed - Total No Dispatch	Parity with Retail	0.79	1.10	10786	782	1.78	0.07	-4.70
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)	Parity with Retail	3.11	2.35	1422	188	1.51	0.12	6.49
POTS & Complex Aggregate									
PR-1 - Average Interval Offered									
PR-1-12-2103	Average Interval Offered - Disconnects	Parity with Retail	3.11	1.40	4907	597	6.31	0.27	6.25
PR-2 - Average Completed Interval									
PR-2-18-2103	Average Interval Completed - Disconnects	Parity with Retail	2.82	1.24	4657	564	5.46	0.24	6.49
POTS - 2-Wire Digital Services									
PR-1 - Average Interval Offered									
PR-1-01-2341	Average Interval Offered - Total No Dispatch	Parity with Retail	0.55	NA	55		1.02		
PR-1-02-2341	Average Interval Offered - Total Dispatch	Parity with Retail	3.78	NA	9		1.79		
PR-2 - Average Completed Interval									
PR-2-01-2341	Average Interval Completed - Total No Dispatch	Parity with Retail	0.84	NA	19		1.12		
PR-2-02-2341	Average Interval Completed - Total Dispatch	Parity with Retail	4.50	NA	6		2.43		
PR-4 - Missed Appointments									
PR-4-02-2341	Average Delay Days - Total	Parity with Retail	2.50	NA	2		2.12		
PR-4-03-2341	% Missed Appointment - Customer	No Standard ¹	16.67	NA					
PR-4-04-2341	% Missed Appointment - Verizon - Dispatch	Parity with Retail	6.67	NA	15				
PR-4-05-2341	% Missed Appointment - Verizon - No Dispatch	Parity with Retail	0.00	NA	20				
PR-4-08-2341	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard ¹		NA					
PR-5 - Facility Missed Orders									
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	Parity with Retail	6.25	NA	16				
PR-5-02-2341	% Orders Held for Facilities > 15 Days	Parity with Retail	0.00	NA	16				
PR-5-03-2341	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	NA	16				
PR-6 - Installation Quality									
PR-6-01-2341	% Install. Troubles Reported within 30 Days	Parity with Retail	0.00	NA	14				
PR-6-03-2341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	14.29	NA	14				
PR-8 - Open Orders in a Hold Status									
PR-8-01-2341	Open Orders in a Hold Status > 30 Days	Parity with Retail	0.00	NA	36				
PR-8-02-2341	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.00	NA	36				

continued

**Carrier to Carrier
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**CLEC Aggregate Performance - WESTERN
RESALE POTS continued**

Metric#	POTS - Maintenance	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
MR-2 - Trouble Report Rate									
MR-2-02-2100	Network Trouble Report Rate – Loop	Parity with Retail	1.22	0.56	481893	24598		0.07	9.19
MR-2-03-2100	Network Trouble Report Rate – Central Office	Parity with Retail	0.06	0.04	481893	24598		0.02	1.60
MR-2-04-2100	% Subsequent Reports	No Standard ²	2.72	2.01					
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.70	0.52	481893	24598		0.05	3.25
MR-3 - Missed Repair Appointments									
MR-3-01-2110	% Missed Repair Appointment – Loop Bus.	Parity with Retail	20.19	15.79	629	38		6.71	0.66
MR-3-01-2120	% Missed Repair Appointment – Loop Res.	Parity with Retail	12.40	12.12	5211	99		3.34	0.08
MR-3-02-2110	% Missed Repair Appointment – Central Office Bus.	Parity with Retail	7.23	20.00	83	5		11.93	-1.07
MR-3-02-2120	% Missed Repair Appointment – Central Office Res.	Parity with Retail	4.57	25.00	219	4		10.54	-1.94
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	No Standard	5.18	1.55	3381	129		1.99	1.83
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	No Standard	7.73	7.14	4551	112		2.55	0.23
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	No Standard	34.25	26.67	619	15		12.40	0.61
MR-4 - Trouble Duration Intervals									
MR-4-01-2100	Mean Time To Repair – Total	Parity with Retail	14.69	13.83	6158	146	16.40	1.37	0.62
MR-4-02-2110	Mean Time To Repair – Loop Trouble- Bus.	Parity with Retail	11.13	14.19	629	38	15.02	2.51	-1.22
MR-4-02-2120	Mean Time To Repair – Loop Trouble - Res.	Parity with Retail	15.56	14.41	5211	99	15.55	1.58	0.73
MR-4-03-2110	Mean Time To Repair – Central Office Trouble- Bus.	Parity with Retail	3.11	4.31	83	5	4.02	1.85	-0.85
MR-4-03-2120	Mean Time To Repair – Central Office Trouble - Res.	Parity with Retail	5.20	8.11	219	4	10.77	5.44	-0.54
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Parity with Retail	85.58	85.62	6158	146		2.94	0.01
MR-4-06-2100	% Out of Service > 4 Hours	Parity with Retail	69.24	52.04	2945	98		4.74	3.63
MR-4-07-2100	% Out of Service > 12 Hours	Parity with Retail	50.70	41.84	2945	98		5.13	1.73
MR-4-08-2110	% Out of Service > 24 Hours - Bus.	Parity with Retail	7.63	9.09	354	22		5.83	-0.25
MR-4-08-2120	% Out of Service > 24 Hours - Res.	Parity with Retail	14.39	19.74	2579	76		4.09	-1.31
MR-5 - Repeat Trouble Reports									
MR-5-01-2100	% Repeat Reports within 30 Days	Parity with Retail	12.36	9.59	6158	146		2.76	1.01
2-Wire Digital Services									
MR-2 - Trouble Report Rate									
MR-2-02-2341	Network Trouble Report Rate – Loop	Parity with Retail	0.17	0.00	3001	214		0.29	0.58
MR-2-03-2341	Network Trouble Report Rate – Central Office	Parity with Retail	0.23	0.47	3001	214		0.34	-0.69
MR-2-04-2341	% Subsequent Reports	No Standard ²	0.00	0.00					
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.87	3.27	3001	214		0.96	-1.47
MR-3 - Missed Repair Appointments									
MR-3-01-2341	% Missed Repair Appointment – Loop	Parity with Retail	40.00	NA	5				
MR-3-02-2341	% Missed Repair Appointment – Central Office	Parity with Retail	0.00	0.00	7	1			
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	No Standard	32.14	14.29	56	7		18.72	0.95
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	No Standard	0.00	0.00	7	1			
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	No Standard	50.00	NA	4				
MR-4 - Trouble Duration Intervals									
MR-4-01-2341	Mean Time To Repair – Total	Parity with Retail	8.58	0.85	12	1	10.67	11.11	0.70
MR-4-02-2341	Mean Time To Repair – Loop Trouble	Parity with Retail	16.58	NA	5		12.14		
MR-4-03-2341	Mean Time To Repair – Central Office Trouble	Parity with Retail	2.86	0.85	7	1	4.35	4.65	0.43
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	Parity with Retail	83.33	100.00	12	1		38.79	0.43
MR-4-07-2341	% Out of Service > 12 Hours	Parity with Retail	0.00	NA	1				
MR-4-08-2341	% Out of Service > 24 Hours	Parity with Retail	0.00	NA	1				
MR-5 - Repeat Trouble Reports									
MR-5-01-2341	% Repeat Reports within 30 Days	Parity with Retail	25.00	0.00	12	1		45.07	0.55

Legend Notations defined on Legend sheet - last page
¹ Not in Control of Verizon
² Parity to be assessed in conjunction with missed appointments

Carrier to Carrier
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Verizon Virginia

CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

Metric #	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
UNE Pre-ordering			
PO-3 - Contact Center Availability			
PO-3-01-3000	Average Speed of Answering – Ordering****(secs)	No Standard	26.76
PO-3-02-3000	% Answered within 30 Seconds – Ordering ****	80% within 30 Seconds	85.33
PO-3-03-3000	Average Speed of Answering – Repair***** (secs)	No Standard	9.73
PO-3-04-3000	% Answered within 30 Seconds – Repair*****	80% within 30 Seconds	92.99
UNE Ordering			
OR-8 - Acknowledgement Timeliness			
OR-8-01-3000	% Acknowledgements onTime	95% within 2 Hours	99.83
OR-9 - Order Acknowledgement Completeness			
OR-9-01-3000	% Acknowledgement Completeness	99%	100.00
Platform			
OR-1 - Order Confirmation Timeliness			
OR-1-01-3143	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)	No Standard	0.10
OR-1-02-3143	% On Time LSRC – Flow Through	95% within 2 Hours	100.00
OR-1-03-3143	Average LSRC/ASRC Time No Facility Check	No Standard	13.87
OR-1-04-3143	% On Time LSRC/ASRC No Facility Check	95% within 24 Hours	98.39
OR-1-05-3143	Average LSRC/ASRC Time Facility Check	No Standard	43.18
OR-1-06-3143	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	99.29
OR-2 - Reject Timeliness			
OR-2-01-3143	Average Local Service Request (LSR) Reject - Time (Flow-Through)	No Standard	0.06
OR-2-02-3143	% On Time LSR Reject – Flow Through	95% within 2 Hours	99.54
OR-2-03-3143	Average LSR/ASR Reject Time No Facility Check	No Standard	12.40
OR-2-04-3143	% On Time LSR/ASR Reject No Facility Check	95% within 24 Hours	97.97
OR-2-05-3143	Average LSR/ASR Reject Time Facility Check	No Standard	50.96
OR-2-06-3143	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	100.00
OR-6 - Order Accuracy			
OR-6-01-3143	% Accuracy - Orders	95% orders without Verizon Errors	90.72
OR-6-02-3143	% Accuracy – Opportunities	No Standard	98.85
OR-6-03-3143	% Accuracy – LSRC	<= 5% LSRCs resent due to Verizon error	0.00
OR-7 - Order Completeness			
OR-7-01-3143	% Order Confirmation/Rejects sent within 3 Business Days	95%	99.71
Loop/Pre-qualified Complex/LNP			
OR-1 - Order Confirmation Timeliness			
OR-1-01-3331	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)	No Standard	0.05
OR-1-02-3331	% On Time LSRC – Flow Through	95% within 2 Hours	99.96
OR-1-03-3331	Average LSRC/ASRC Time No Facility Check	No Standard	15.30
OR-1-04-3331	% On Time LSRC/ASRC No Facility Check	95% within 24 Hours	96.63
OR-1-05-3331	Average LSRC/ASRC Time Facility Check	No Standard	16.66
OR-1-06-3331	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	97.50
OR-2 - Reject Timeliness			
OR-2-01-3331	Average Local Service Request (LSR) Reject - Time (Flow-Through)	No Standard	0.03
OR-2-02-3331	% On Time LSR Reject – Flow Through	95% within 2 Hours	99.85
OR-2-03-3331	Average LSR/ASR Reject Time No Facility Check	No Standard	13.30
OR-2-04-3331	% On Time LSR/ASR Reject No Facility Check	95% within 24 Hours	99.21
OR-2-05-3331	Average LSR/ASR Reject Time Facility Check	No Standard	16.18
OR-2-06-3331	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	99.41
OR-6 - Order Accuracy			
OR-6-01-3331	% Accuracy - Orders	95% orders without Verizon Errors	98.75
OR-6-02-3331	% Accuracy – Opportunities	No Standard	99.83
OR-6-03-3331	% Accuracy – LSRC	<= 5% LSRCs resent due to Verizon error	0.03
OR-7 - Order Completeness			
OR-7-01-3331	% Order Confirmation/Rejects sent within 3 Business Days	95%	99.70
2 Wire Digital Services			
OR-1 - Order Confirmation Timeliness (Requiring Loop Qual)			
OR-1-03-3341	Average LSRC/ASRC Time No Facility Check	No Standard	14.04
OR-1-04-3341	% On Time LSRC/ASRC No Facility Check	95% within 72 Hours	98.92
OR-1-05-3341	Average LSRC/ASRC Time Facility Check	No Standard	NA
OR-1-06-3341	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	NA
OR-2 - Reject Timeliness (Requiring Loop Qual)			
OR-2-03-3341	Average LSR/ASR Reject Time No Facility Check	No Standard	15.45
OR-2-04-3341	% On Time LSR/ASR Reject No Facility Check	95% within 72 Hours	100.00
OR-2-05-3341	Average LSR/ASR Reject Time Facility Check	No Standard	NA
OR-2-06-3341	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	NA
2 Wire xDSL Loops			
OR-1 - Order Confirmation Timeliness (Requiring Loop Qual)			
OR-1-03-3342	Average LSRC/ASRC Time - No Facility Check	No Standard	42.59
OR-1-04-3342	% On Time LSRC/ASRC - No Facility Check	95% within 72 Hours	97.98
OR-1-05-3342	Average LSRC/ASRC Time - Facility Check	No Standard	NA
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check	95% within 72 Hours	NA
OR-2 - Reject Timeliness (Requiring Loop Qual)			
OR-2-03-3342	Average LSR/ASR Reject Time - No Facility Check	No Standard	10.90
OR-2-04-3342	% On Time LSR/ASR Reject- No Facility Check	95% within 72 Hours	100.00
OR-2-05-3342	Average LSR/ASR Reject Time Facility Check	No Standard	NA
OR-2-06-3342	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	NA
2 Wire xDSL Line Sharing			
OR-1 - Order Confirmation Timeliness (Requiring Loop Qual)			
OR-1-03-3343	Average LSRC/ASRC Time - No Facility Check	No Standard	13.26
OR-1-04-3343	% On Time LSRC/ASRC - No Facility Check	95% within 72 Hours	100.00
OR-1-05-3343	Average LSRC/ASRC Time - Facility Check	No Standard	NA
OR-1-06-3343	% On Time LSRC/ASRC - Facility Check	95% within 72 Hours	NA
OR-2 - Reject Timeliness (Requiring Loop Qual)			
OR-2-03-3343	Average LSR/ASR Reject Time - No Facility Check	No Standard	9.40
OR-2-04-3343	% On Time LSR/ASR Reject- No Facility Check	95% within 72 Hours	100.00
OR-2-05-3343	Average LSR/ASR Reject Time Facility Check	No Standard	NA
OR-2-06-3343	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	NA

continued

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CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

POTS / Special Services - Aggregate

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error
		VZ	CLEC Aggregate	VZ	All CLECs		
OR-3 - Percent Rejects (ASRs + LSRs)							
OR-3-01-3000	% Rejects	No Standard	22.93		34353		
OR-3-02-3000	% Resubmission Not Rejected	95%	NA				
OR-4 - Timeliness of Completion Notification							
OR-4-01-3000	Completion Notice (BCN) - Average Response Time	No Standard	1.67				
OR-4-02-3000	Completion Notice (BCN) - % On Time	95% by next bus. day at noon	95.15		26423		
OR-4-04-3000	Work Completion Notice (PCN) - Average Response Time	No Standard	0.00				
OR-4-05-3000	Work Completion Notice (PCN) - % On Time	95% by next bus. day at noon	100.00		26112		
OR-4-06-3000	Average Duration - Work Completion (SOP) to Bill Completion	Parity with Retail	13.30	11.09	364053	15312	176.47
OR-4-07-3000	% SOP to Bill Completion <= 5 Business Day	Parity with Retail	0.98	0.67	364053	15312	0.08
OR-4-08-3000	% SOP to Bill Completion > 1 Business Day	Parity with Retail	1.92	1.52	364053	15312	0.11
OR-4-11-3000	% Completed orders without either a PCN or BCN	<= 5%	0.00			25992	
OR-4-12-3000	% Due Date to PCN within 2 Business Day	95%	97.94			26112	
OR-4-13-3000	% Due Date to PCN within 5 Business Day	99%	98.7			26112	
OR-4-14-3000	% Due Date to BCN within 4 Business Day	95%	96.78			26423	
OR-4-15-3000	% Due Date to BCN within 7 Business Days	99%	97.49			26423	
OR-5 - Percent Flow-Through							
OR-5-01-3000	% Flow Through - Total (ASRs + LSRs)	No Standard Developed	62.01			32001	
OR-5-02-3000	% Flow Through - Simple	No Standard Developed	62.46			29588	
OR-5-03-3112	% Flow Through Achieved	95%	82.71			23992	
Special Services - Electronically Submitted							
OR-1 - Order Confirmation Timeliness (ASRs + LSRs)							
OR-1-03-3210	Average LSRC/ASRC Time No Facility Check DS0	No Standard	NA				
OR-1-03-3211	Average LSRC/ASRC Time No Facility Check DS1	No Standard	8.50				
OR-1-03-3213	Average LSRC/ASRC Time No Facility Check DS3	No Standard	9.62				
OR-1-03-3214	Average LSRC/ASRC Time No Facility Check (Non DS0, DS1, & DS3)	No Standard	21.09				
OR-1-04-3210	% On Time LSRC/ASRC No Facility Check DS0	95% within 48 Hours	NA				
OR-1-04-3211	% On Time LSRC/ASRC No Facility Check DS1	95% within 48 Hours	100.00			41	
OR-1-04-3213	% On Time LSRC/ASRC No Facility Check DS3	95% within 48 Hours	100.00			6	
OR-1-04-3214	% On Time LSRC/ASRC No Facility Check (Non DS0, DS1, & DS3)	95% within 48 Hours	100.00			2	
OR-1-05-3210	Average LSRC/ASRC Time Facility Check DSC	No Standard	NA				
OR-1-05-3211	Average LSRC/ASRC Time Facility Check DS1	No Standard	60.76				
OR-1-05-3213	Average LSRC/ASRC Time Facility Check DS3	No Standard	20.79				
OR-1-05-3214	Average LSRC/ASRC Time Facility Check (Non DS0, DS1, & DS3)	No Standard	NA				
OR-1-06-3210	% On Time LSRC/ASRC Facility Check DSC	95% within 72 Hours	NA				
OR-1-06-3211	% On Time LSRC/ASRC Facility Check DS1	95% within 72 Hours	74.86			179	
OR-1-06-3213	% On Time LSRC/ASRC Facility Check DS3	95% within 72 Hours	92.00			25	
OR-1-06-3214	% On Time LSRC/ASRC Facility Check (Non DS0, DS1 & DS3)	95% within 72 Hours	NA				
OR-2 - Reject Timeliness (ASRs + LSRs)							
OR-2-03-3200	Average LSR/ASR Reject Time No Facility Check	No Standard	NA				
OR-2-04-3200	% On Time LSR/ASR Reject No Facility Check	95% within 48 Hours	NA				
OR-2-05-3200	Average LSR/ASR Reject Time Facility Check	No Standard	14.98				
OR-2-06-3200	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	98.31			59	
Special Services - FAX/MAIL Submitted							
OR-1 - Order Confirmation Timeliness							
OR-1-07-3210	Average ASRC Time No Facility Check DSC	No Standard	NA				
OR-1-07-3211	Average ASRC Time No Facility Check DS1	No Standard	7.59				
OR-1-07-3213	Average ASRC Time No Facility Check DS3	No Standard	NA				
OR-1-07-3214	Average ASRC Time No Facility Check (Non DS0, DS1 & DS3)	No Standard	NA				
OR-1-08-3210	% On Time ASRC No Facility Check DSC	95% within 72 Hours	NA				
OR-1-08-3211	% On Time ASRC No Facility Check DS1	95% within 72 Hours	100.00			10	
OR-1-08-3213	% On Time ASRC No Facility Check DS3	95% within 72 Hours	NA				
OR-1-08-3214	% On Time ASRC No Facility Check (Non DS0, DS1 & DS3)	95% within 72 Hours	NA				
OR-1-09-3210	Average ASRC Time Facility Check DSC	No Standard	NA				
OR-1-09-3211	Average ASRC Time Facility Check DS1	No Standard	NA				
OR-1-09-3213	Average ASRC Time Facility Check DS3	No Standard	NA				
OR-1-09-3214	Average ASRC Time Facility Check (Non DS0, DS1 & DS3)	No Standard	NA				
OR-1-10-3210	% On Time ASRC Facility Check DSC	95% within 96 Hours	NA				
OR-1-10-3211	% On Time ASRC Facility Check DS1	95% within 96 Hours	NA				
OR-1-10-3213	% On Time ASRC Facility Check DS3	95% within 96 Hours	NA				
OR-1-10-3214	% On Time ASRC Facility Check (Non DS0, DS1 & DS3)	95% within 96 Hours	NA				
OR-2 - Reject Timeliness							
OR-2-07-3200	Average ASR Reject Time No Facility Check	No Standard	NA				
OR-2-08-3200	% On Time ASR Reject No Facility Check	95% within 72 Hours	NA				
OR-2-09-3200	Average ASR Reject Time Facility Check	No Standard	NA				
OR-2-10-3200	% On Time ASR Reject Facility Check	95% within 96 Hours	NA				

Legend Notations defined on Legend sheet - last page

Z-Score

1.52
3.81
3.53

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CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES

Metric #	POTS - Provisioning	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
PR-1 - Average Interval Offered									
PR-1-01-3111	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	Parity with Retail	4.85		1677				
PR-1-01-3122	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	Parity with Retail	1.64	4.00	9610	1	8.01	8.01	-0.29
PR-1-01-3140	Av. Interval Offered - Total No Dispatch - Platform	Parity with Retail	1.84	1.52	9610	1955	8.01	0.20	0.60
PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	Parity with Retail	4.60	4.80	3972	338	5.56	0.52	-0.63
PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with Retail	4.60	3.13	3972	63	5.56	0.71	2.08
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with Retail	7.13	5.68	240	22	8.31	1.85	0.78
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	Parity with Retail	7.13	2.83	240	6	8.31	3.43	1.25
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with Retail	7.52	8.23	129	13	6.21	1.81	-0.39
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with Retail	7.52	NA	129		6.21		
PR-2 - Average Completed Interval									
PR-2-01-3111	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	Parity with Retail	4.86		1547				
PR-2-01-3122	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	Parity with Retail	1.42	4.00	9105	1	6.47	6.47	-0.40
PR-2-01-3140	Av. Completed Interval - Total No Dispatch - Platform	Parity with Retail	1.42	1.51	9105	1897	6.47	0.16	-0.55
PR-2-03-3112	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	Parity with Retail	4.61	4.68	3450	297	4.90	0.30	-0.24
PR-2-03-3140	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	Parity with Retail	4.61	3.07	3450	60	4.90	0.64	2.41
PR-2-04-3112	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	Parity with Retail	6.73	5.47	199	15	7.14	1.91	0.66
PR-2-04-3140	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	Parity with Retail	6.73	2.83	199	6	7.14	2.96	1.32
PR-2-05-3112	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	Parity with Retail	7.63	8.38	104	8	7.31	2.68	-0.28
PR-2-05-3140	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Parity with Retail	7.63	NA	104		7.31		
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 Retail	71.77	55.89	59754	1655		1.12	-14.16
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with Retail	83.38	93.96	59754	1655		0.93	11.41
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with Retail	95.61	96.31	59754	1655		0.51	1.37
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with Retail	8.33	10.00	13117	60		3.58	0.47
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with Retail	18.88	31.67	13117	60		5.06	2.53
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with Retail	68.96	86.67	13117	60		5.99	2.96
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	Parity with Retail	94.10	96.15	72871	1715		0.58	3.56
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with Retail	98.72	96.68	59754	1655		0.28	-7.28
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with Retail	92.64	91.67	13117	60		3.38	-0.29
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	Parity with Retail	98.27	96.97	72871	1715		0.32	-4.08
PR-4 - Missed Appointments									
PR-4-02-3100	Average Delay Days - Total	Parity with Retail	4.11	4.58	2581	19	14.15	3.26	-0.14
PR-4-03-3100	% Missed Appt. - Customer	No Standard ¹	1.65	5.54					
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop New	Parity with Retail	7.40	0.54	22459	2611		0.54	12.67
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	Parity with Retail	7.40	0.00	22459	167		2.03	3.64
PR-4-04-3520	% Missed Appt. - Verizon - Dispatch - Hot Cut Loop	Parity with Retail	7.40	0.34	22459	582		1.10	6.42
PR-4-05-3111	% Missed Appt. - Verizon - No Dispatch - Hot Cut Loop	Parity with Retail	0.84	0.13	109030	2264		0.19	3.66
PR-4-05-3121	% Missed Appt. - Verizon - No Dispatch - Other	Parity with Retail	0.84	0.00	109030	1		9.13	0.09
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	Parity with Retail	0.84	0.11	109030	2683		0.18	4.09
PR-4-07-3540	% On Time Performance - LNP Only	95% on Time		99.16		3352			
PR-4-08-3111	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop	No Standard ¹		0.35		2846			
PR-4-08-3121	% Missed Appt. - Customer - Due to Late Order Confirmation - Other	No Standard ¹		0.00		5			
PR-4-08-3140	% Missed Appt. - Customer - Due to Late Order Confirmation - Platform	No Standard ¹		0.00		2850			
PR-5 - Facility Missed Orders									
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	Parity with Retail	1.63	0.31	22459	2612		0.26	5.04
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	Parity with Retail	1.63	0.00	22459	167		0.98	1.66
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	Parity with Retail	0.05	0.00	22459	2612		0.05	1.08
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	Parity with Retail	0.05	0.00	22459	167		0.17	0.29
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop	Parity with Retail	0.00	0.00	22459	2612			
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	Parity with Retail	0.00	0.00	22459	167			
PR-6 - Installation Quality									
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	Parity w/Verizon Retail for Found Troubles	3.60	3.61	114542	8399		0.21	-0.04
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	Parity w/Verizon Retail for Found Troubles	3.60	0.98	114542	5641		0.25	10.33
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop	2%	0.00			4138			
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	Parity w/Verizon Retail for Found Troubles	2.20	2.35	114542	8399		0.17	-0.89
PR-6-02-3140	% Installation Troubles reported within 7 Days - Platform	Parity w/Verizon Retail for Found Troubles	2.20	0.46	114542	5641		0.20	8.69
PR-6-03-3112	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Loop	No Standard	3.12	3.88	114542	8399		0.20	-3.87
PR-6-03-3121	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Other	No Standard	3.12	0.92	114542	5641		0.24	9.27
PR-8 - Open Orders in a Hold Status									
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	Parity with Retail	0.05	0.02	131489	6281		0.03	1.04
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.03	0.02	131489	6281		0.02	0.45
Hot Cuts									
PR-9 - Hot Cut Loops									
PR-9-01-3520	% On Time Performance - Hot Cut Loop	95% Completed Within Window		98.62		2900			
PR-9-02-3520	% Early Cuts - Lines	<= 1% of lines cut early		0.28		4251			
PR-9-08-3520	Average Duration of Service Interruption	No Standard		NA					
PR-9-09-3520	% Supplemented or Cancelled Orders at Verizon Request	No Standard		0.00		2900			
POTS & Complex Aggregate									
PR-1 - Average Interval Offered									
PR-1-12-3133	Av. Interval Offered - Disconnects	Parity with Retail	3.95	4.42	46067	4128	6.25	0.10	-4.63
PR-2 - Average Completed Interval									
PR-2-18-3133	Av. Completed Interval - Disconnects	Parity with Retail	3.66	4.57	43319	3772	5.77	0.10	-9.29
2-Wire Digital Services									
PR-1 - Average Interval Offered									
PR-1-01-3341	Av. Interval Offered - Total No Dispatch	Parity with Retail	1.40	1.00	687	3	1.53	0.89	0.45
PR-1-02-3341	Av. Interval Offered - Total Dispatch	Parity with Retail	3.46	5.43	463	86	1.99	0.23	-8.43
PR-2 - Average Completed Interval									
PR-2-01-3341	Av. Interval Completed - Total No Dispatch	Parity with Retail	1.47	1.00	567	2	1.53	1.08	0.43
PR-2-02-3341	Av. Interval Completed - Total Dispatch	Parity with Retail	4.23	4.81	331	73	4.74	0.61	-0.95
PR-3 - Completed within X Days									
PR-3-10-3341	% Completed in 6 Days (1-5 Lines - Total)	Parity With Retail	99.06	93.33	640	75		1.18	-4.87
PR-4 - Missed Appointments									
PR-4-02-3341	Average Delay Days - Total	Parity with Retail	6.23	1.50	75	4	10.04	5.15	0.92
PR-4-03-3341	% Missed Appointment - Customer	No Standard ¹	8.18	6.06					
PR-4-04-3341	% Missed Appointment - Verizon - Dispatch	Parity with Retail	9.09	1.57	561	127		2.82	2.66
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	Parity with Retail	1.04	0.00	579	2		7.19	0.14
PR-4-08-3341	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard ¹		0.76		132			
PR-5 - Facility Missed Orders									
PR-5-01-3341	% Missed Appointment - Verizon Facilities	Parity with Retail	3.26	1.54	583	130		1.72	1.00
PR-5-02-3341	% Orders Held for Facilities > 15 Days	Parity with Retail	0.34	0.00	583	130		0.56	0.60
PR-5-03-3341	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.00	583	130			
PR-6 - Installation Quality									
PR-6-01-3341	% Install. Troubles Reported within 30 Days	Parity with Retail	6.90	8.09	449	136		2.48	-0.48
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	6.68	8.82	449	136		2.44	-0.88

PR-8-01-3341
PR-8-02-3341

Open Orders in a Hold Status > 30 Days
Open Orders in a Hold Status > 90 Days

continued

Parity with Retail
Parity with Retail

0.00	0.00	1162	132			
0.00	0.00	1162	132			

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**CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES continued**

Metric #	2-Wire xDSL Loops	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
PR-1 - Average Interval Offered									
PR-1-01-3342	Av. Interval Offered - Total No Dispatch	No Standard		5.50		14			
PR-1-02-3342	Av. Interval Offered - Total Dispatch	No Standard		5.87		263			
PR-2 - Average Completed Interval									
PR-2-01-3342	Av. Interval Completed - Total No Dispatch	No Standard		6.64		11			
PR-2-02-3342	Av. Interval Completed - Total Dispatch	No Standard		5.36		239			
PR-3 - Completed within X Days									
PR-3-10-3342	% Completed in 6 Days (1-5 Lines - Total)	95%		96.80		250			
PR-4 - Missed Appointments									
PR-4-02-3342	Average Delay Days - Total (retail DS0 specials)	Parity with Retail (DS0)	10.55	3.17	51	6	30.10	12.99	0.57
PR-4-03-3342	% Missed Appointment - Customer	No Standard ¹	0.86	7.48					
PR-4-04-3342	% Missed Appointment - Verizon - Dispatch	<=5%		0.00		464			
PR-4-08-3342	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard ¹		0.59		508			
PR-4-14-3342	% Completed On Time	95% on time		NA					
PR-5 - Facility Missed Orders									
PR-5-01-3342	% Missed Appointment - Verizon Facilities	Parity with VADI	0.49	1.24	608	484		0.43	-1.76
PR-5-02-3342	% Orders Held for Facilities > 15 Days	Parity with VADI	0.00	0.00	608	484			
PR-5-03-3342	% Orders Held for Facilities > 60 Days	Parity with VADI	0.00	0.00	608	484			
PR-6 - Installation Quality									
PR-6-01-3342	% Install. Troubles Reported within 30 Days	Parity with Retail POTS-Dispatch	7.43	7.07	28898	509		1.17	0.31
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	3.12	7.27	114542	509		0.77	-5.37
PR-8 - Open Orders in a Hold Status									
PR-8-01-3342	Open Orders in a Hold Status > 30 Days	Parity with Retail Specials-DS0	0.54	0.00	555	508		0.45	1.20
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	Parity with Retail Specials-DS0	0.36	0.00	555	508		0.37	0.98
2-Wire xDSL Line Sharing									
PR-1 - Average Interval Offered									
PR-1-01-3343	Av. Interval Offered - Total No Dispatch	Parity with VADI	3.04	3.05	4378	208	0.44	0.03	-0.32
PR-1-02-3343	Av. Interval Offered - Total Dispatch	Parity with VADI	3.07	3.00	608	57	0.62	0.09	0.82
PR-2 - Average Completed Interval									
PR-2-01-3343	Av. Interval Completed - Total No Dispatch	Parity with VADI	3.04	2.53	4040	150	0.48	0.04	12.78
PR-2-02-3343	Av. Interval Completed - Total Dispatch	Parity with VADI	2.84	2.85	565	52	0.64	0.09	-0.11
PR-3 - Completed within X Days									
PR-3-03-3343	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VADI	94.70	96.67	4040	150		1.86	1.06
PR-3-10-3343	% Completed in six (6) Days one (1) to five (5) Lines - Total	Parity with VADI	99.85	100.00	4605	202		0.28	0.54
PR-4 - Missed Appointments									
PR-4-02-3343	Average Delay Days - Total	Parity with VADI	2.41	4.00	51	2	5.81	4.19	-0.38
PR-4-03-3343	% Missed Appointment - Customer	No Standard ¹	0.86	3.92					
PR-4-04-3343	% Missed Appointment - Verizon - Dispatch	Parity with VADI	0.86	0.00	583	85		1.07	0.80
PR-4-05-3343	% Missed Appointment - Verizon - No Dispatch	Parity with VADI	1.03	0.93	4184	215		0.71	0.14
PR-4-08-3343	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard ¹		0.00		306			
PR-5 - Facility Missed Orders									
PR-5-01-3343	% Missed Appointment - Verizon Facilities	Parity with VADI	0.49	0.00	608	91		0.78	0.62
PR-5-02-3343	% Orders Held for Facilities > 15 Days	Parity with VADI	0.00	0.00	608	91			
PR-5-03-3343	% Orders Held for Facilities > 60 Days	Parity with VADI	0.00	0.00	608	91			
PR-6 - Installation Quality									
PR-6-01-3343	% Install. Troubles Reported within 30 Days	Parity with VADI	0.65	0.65	4792	306		0.47	-0.01
PR-6-03-3343	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	4.26	3.92	4792	306		1.19	0.28
PR-8 - Open Orders in a Hold Status									
PR-8-01-3343	Open Orders in a Hold Status > 30 Days	Parity with VADI	0.00	0.00	4792	306			
PR-8-02-3343	Open Orders in a Hold Status > 90 Days	Parity with VADI	0.00	0.00	4792	306			

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**CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES continued**

Metric #	Special Services - Provisioning	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
PR-1 - Average Interval Offered									
PR-1-01-3200	Av. Interval Offered - Total No Dispatch	Parity with Retail	6.31	7.88	490	48	5.98	0.90	-1.73
PR-1-02-3200	Av. Interval Offered - Total Dispatch	Parity with Retail	8.93	13.88	400	320	6.72	0.50	-9.83
PR-1-06-3200	Av. Interval Offered - DS0	Parity with Retail	7.67	8.00	607	5	6.80	3.05	-0.11
PR-1-07-3200	Av. Interval Offered - DS1	Parity with Retail	8.30	14.02	212	315	5.55	0.49	-11.60
PR-1-08-3200	Av. Interval Offered - DS3	Parity with Retail	NA	NA					
PR-1-09-3511	Av. Interval Offered - Total - EEL - Backbone	Parity with Retail	NA	NA					
PR-1-09-3512	Av. Interval Offered - Total - EEL - Loop	Parity with Retail	NA	NA					
PR-1-09-3530	Av. Interval Offered - Total - IOF	Parity with Retail	NA	9.75		32			
PR-1-12-3200	Av. Interval Offered - Disconnects	Parity with Retail	4.90	5.59	716	39	3.72	0.61	-1.13
PR-2 - Average Completed Interval									
PR-2-01-3200	Av. Interval Completed - Total No Dispatch	Parity with Retail	6.07	7.91	247	33	5.41	1.00	-1.83
PR-2-02-3200	Av. Interval Completed - Total Dispatch	Parity with Retail	8.46	14.00	261	166	7.38	0.73	-7.56
PR-2-06-3200	Av. Interval Completed - DS0	Parity with Retail	7.38	10.00	346	4	7.24	3.64	-0.72
PR-2-07-3200	Av. Interval Completed - DS1	Parity with Retail	8.30	14.18	122	163	4.92	0.59	-9.98
PR-2-09-3200	Av. Interval Completed - DS3	Parity with Retail	NA	NA					
PR-2-09-3511	Av. Interval Completed - Total - EEL - Backbone	Parity with Retail	NA	NA					
PR-2-09-3512	Av. Interval Completed - Total - EEL - Loop	Parity with Retail	NA	NA					
PR-2-09-3530	Av. Interval Completed - Total - IOF	Parity with Retail	NA	6.16		19			
PR-2-18-3200	Av. Interval Completed - Disconnects	Parity with Retail	6.08	5.77	478	35	10.79	1.89	0.16
PR-4 - Missed Appointments									
PR-4-01-3510	% Missed Appointment - Verizon - Total - EEL	Parity with Retail (DS1)	12.04	NA	191				
PR-4-01-3530	% Missed Appointment - Verizon - Total - IOF	Parity with Retail (DS3)	NA	0.00		31			
PR-4-01-3210	% Missed Appointment - Verizon - DS0	Parity with Retail	9.19	NA	555				
PR-4-01-3211	% Missed Appointment - Verizon - DS1	Parity with Retail	12.04	6.27	191	383		2.88	2.00
PR-4-01-3213	% Missed Appointment - Verizon - DS3	Parity with Retail	NA	NA					
PR-4-01-3215	% Missed Appointment - Verizon -Special Other	Parity with Retail	8.77	NA	57				
PR-4-02-3200	Average Delay Days - Total	Parity with Retail	11.70	3.96	79	25	36.65	8.41	0.92
PR-4-02-3510	Average Delay Days - Total - EEL	Parity with Retail -DS1	15.04	NA	23		51.72		
PR-4-02-3530	Average Delay Days - Total - IOF	Parity with Retail -DS3	NA	NA			36.65		
PR-4-03-3200	% Missed Appointment - Customer	No Standard ¹	24.66	2.51					
PR-4-03-3510	% Missed Appointment - Customer - EEL	No Standard ¹	20.42	NA					
PR-4-08-3200	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard ¹	NA	2.01		299			
PR-5 - Facility Missed Orders									
PR-5-01-3200	% Missed Appointment - Verizon - Facilities	Parity with Retail	1.69	2.86	413	385		0.91	-1.28
PR-5-02-3200	% Orders Held for Facilities > 15 Days	Parity with Retail	0.73	0.00	413	385		0.60	1.21
PR-5-03-3200	% Orders Held for Facilities > 60 Days	Parity with Retail	0.24	0.00	413	385		0.35	0.69
PR-6 - Installation Quality									
PR-6-01-3200	% Installation Troubles reported within 30 Days	Parity w/Verizon RT for Found Troubles	0.67	3.15	4313	858		0.31	-8.10
PR-6-03-3200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	0.14	0.35	4313	858		0.14	-1.51
PR-7 - Jeopardy Reports									
PR-7-01-3510	% Orders with Jeopardy Status - EEL	No Standard		NA					
PR-8 - Open Orders in a Hold Status									
PR-8-01-3200	Open Orders in a Hold Status > 30 Days	Parity with Retail	0.50	0.00	803	407		0.43	1.15
PR-8-01-3510	Open Orders in a Hold Status > 30 Days - EEL	Parity with Retail (DS1)	0.00	NA	191				
PR-8-01-3530	Open Orders in a Hold Status > 30 Days - IOF	Parity with Retail (DS3)	NA	0.00		31			
PR-8-02-3200	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.37	0.00	803	407		0.37	1.00
PR-8-02-3510	Open Orders in a Hold Status > 90 Days - EEL	Parity with Retail (DS1)	0.00	NA	191				
PR-8-02-3530	Open Orders in a Hold Status > 90 Days - IOF	Parity with Retail (DS3)	NA	0.00		31			

¹Legend Notations defined on Legend sheet - last page

¹ Not in Control of Verizon

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CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES

Maintenance - POTS Loop		Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
Metric #	Standard	VZ	CLEC Aggregate	VZ	All CLECs			
MR-2 - Trouble Report Rate								
MR-2-02-3550	Network Trouble Report Rate - Loop	Parity with Retail	0.95	0.65	3069572	181370	0.02	12.98
MR-2-03-3550	Network Trouble Report Rate - Central Office	Parity with Retail	0.09	0.06	3069572	181370	0.01	5.19
MR-2-04-3550	% Subsequent Reports	No Standard ²	2.99	0.00				
MR-2-05-3550	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.78	0.69	3069572	181370	0.02	4.31
MR-3 - Missed Repair Appointments								
MR-3-01-3550	% Missed Repair Appointment - Loop	Parity w/ Retail POTS Total	14.04	3.25	29138	1170	1.04	10.42
MR-3-02-3550	% Missed Repair Appointment - Central Office	Parity w/ Retail POTS Total	10.27	4.90	2911	102	3.06	1.76
MR-3-03-3550	% CPE/TOK/FOK - Missed Appointment	No Standard	8.05	2.15	24093	1257	0.79	7.50
MR-3-04-3550	% Missed Repair Appointment - No Double Dispatch	No Standard	9.17	1.50	24008	1069	0.90	8.50
MR-3-05-3550	% Missed Repair Appointment - Double Dispatch	No Standard	40.97	12.00	4164	150	4.09	7.09
MR-4 - Trouble Duration Intervals								
MR-4-01-3550	Mean Time To Repair - Total	Parity w/ Retail POTS Total	16.97	13.18	32049	1272	21.03	0.60
MR-4-02-3550	Mean Time To Repair - Loop Trouble	Parity w/ Retail POTS Total	17.72	13.21	29138	1170	21.36	0.64
MR-4-03-3550	Mean Time To Repair - Central Office Trouble	Parity w/ Retail POTS Total	9.56	12.82	2911	102	15.44	1.56
MR-4-04-3550	% Cleared (all troubles) within 24 Hours	Parity w/ Retail POTS Total	80.58	91.98	32049	1272		1.13
MR-4-07-3550	% Out of Service > 12 Hours	Parity w/ Retail POTS Total	53.93	49.13	19774	916		1.68
MR-4-08-3550	% Out of Service > 24 Hours	Parity w/ Retail POTS Total	18.50	8.95	19774	916		1.31
MR-4-09-3550	Mean Time To Repair - No Double Dispatch	Parity w/ Retail POTS Total	15.41	11.52	24008	1069	19.19	0.60
MR-4-10-3550	Mean Time To Repair - Double Dispatch	Parity w/ Retail POTS Total	29.47	21.59	4164	150	26.78	2.23
MR-5 - Repeat Trouble Reports								
MR-5-01-3550	% Repeat Reports within 30 Days	Parity with Retail	13.36	16.04	32049	1272		0.97
Maintenance - POTS Platform								
MR-2 - Trouble Report Rate								
MR-2-02-3140	Network Trouble Report Rate - Platform	Parity with Retail	0.95	0.71	3069572	12417		0.09
MR-2-03-3140	Network Trouble Report Rate - Central Office	Parity with Retail	0.09	0.13	3069572	12417		0.03
MR-2-04-3140	% Subsequent Reports	No Standard ²	2.99	3.70				
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.78	0.92	3069572	12417		0.08
MR-3 - Missed Repair Appointments								
MR-3-01-3144	% Missed Repair Appointment - Platform Bus.	Parity with Retail	19.08	15.63	3784	64		4.95
MR-3-01-3145	% Missed Repair Appointment - Platform Res.	Parity with Retail	13.31	4.17	25257	24		6.94
MR-3-02-3144	% Missed Repair Appointment - Central Office Bus.	Parity with Retail	12.97	30.77	825	13		9.39
MR-3-02-3145	% Missed Repair Appointment - Central Office Res.	Parity with Retail	9.18	0.00	2081	3		16.68
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform	No Standard	8.05	11.40	24093	114		2.55
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch	No Standard	9.17	12.22	24008	90		3.05
MR-3-05-3140	% Missed Repair Appointment - Double Dispatch	No Standard	40.97	37.50	4164	8		17.40
MR-4 - Trouble Duration Intervals								
MR-4-01-3140	Mean Time To Repair - Total	Parity with Retail	16.97	12.03	32049	104	21.03	2.07
MR-4-02-3144	Mean Time To Repair - Loop Trouble - Platform - Bus.	Parity with Retail	12.54	12.78	3784	64	19.42	2.45
MR-4-02-3145	Mean Time To Repair - Loop Trouble - Platform - Res.	Parity with Retail	18.35	13.10	25257	24	21.16	4.32
MR-4-03-3144	Mean Time To Repair - Central Office Trouble - Bus.	Parity with Retail	7.23	6.66	825	13	11.70	3.27
MR-4-03-3145	Mean Time To Repair - Central Office Trouble - Res.	Parity with Retail	10.41	10.71	2081	3	16.48	9.52
MR-4-04-3140	% Cleared (all troubles) within 24 Hours	Parity with Retail	80.58	91.35	32049	104		3.89
MR-4-06-3140	% Out of Service > 4 Hours	Parity with Retail	70.97	56.45	19774	62		5.77
MR-4-07-3140	% Out of Service > 12 Hours	Parity with Retail	53.93	48.39	19774	62		6.34
MR-4-08-3144	% Out of Service > 24 Hours - Bus.	Parity with Retail	10.10	7.50	2762	40		4.80
MR-4-08-3145	% Out of Service > 24 Hours - Res.	Parity with Retail	19.68	9.09	16947	22		8.48
MR-5 - Repeat Trouble Reports								
MR-5-01-3140	% Repeat Reports within 30 Days	Parity with Retail	13.36	8.65	32049	104		3.34
2-Wire Digital Services - Maintenance								
MR-2 - Trouble Report Rate								
MR-2-02-3341	Network Trouble Report Rate - Loop	Parity with Retail	0.30	0.90	48202	5640		0.08
MR-2-03-3341	Network Trouble Report Rate - Central Office	Parity with Retail	0.27	0.05	48202	5640		0.07
MR-2-04-3341	% Subsequent Reports	No Standard ²	4.55	0.00				
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.18	0.78	48202	5640		0.15
MR-3 - Missed Repair Appointments								
MR-3-01-3341	% Missed Repair Appointment - Loop	Parity with Retail	43.75	5.88	144	51		8.08
MR-3-02-3341	% Missed Repair Appointment - Central Office	Parity with Retail	27.91	0.00	129	3		26.20
MR-3-03-3341	% CPE/TOK/FOK - Missed Appointment	No Standard	22.46	2.27	570	44		6.53
MR-3-04-3341	% Missed Repair Appointment - No Double Dispatch	No Standard	20.39	0.00	152	41		7.09
MR-3-05-3341	% Missed Repair Appointment - Double Dispatch	No Standard	58.04	30.00	112	10		16.29
MR-4 - Trouble Duration Intervals								
MR-4-01-3341	Mean Time To Repair - Total	Parity with Retail	16.22	22.19	273	54	18.66	2.78
MR-4-02-3341	Mean Time To Repair - Loop Trouble	Parity with Retail	21.83	23.10	144	51	21.60	3.52
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	Parity with Retail	9.95	6.74	129	3	12.01	7.01
MR-4-04-3341	% Cleared (all troubles) within 24 Hours	Parity with Retail	80.22	74.07	273	54		5.93
MR-4-07-3341	% Out of Service > 12 Hours	Parity with Retail	49.51	68.75	103	48		8.74
MR-4-08-3341	% Out of Service > 24 Hours	Parity with Retail	19.42	25.00	103	48		6.91
MR-4-09-3341	Mean Time To Repair - No Double Dispatch	Parity with Retail	10.47	18.13	152	41	12.80	2.25
MR-4-10-3341	Mean Time To Repair - Double Dispatch	Parity with Retail	25.14	40.81	112	10	22.12	7.30
MR-5 - Repeat Trouble Reports								
MR-5-01-3341	% Repeat Reports within 30 Days	Parity with Retail	15.02	18.52	273	54		5.32

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CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES continued

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
2-Wire xDSL Loops - Maintenance								
MR-2 - Trouble Report Rate								
MR-2-02-3342	Network Trouble Report Rate - Loop	0.12	0.31	44942	22162		0.03	-6.87
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.03	0.03	44942	22162		0.01	-0.19
MR-2-04-3342	% Subsequent Reports	0.00	0.00	97	112			
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	1.60	0.50	44942	22162		0.10	10.73
MR-3 - Missed Repair Appointments								
MR-3-01-3342	% Missed Repair Appointment - Loop	18.97	4.08	58	98		6.50	2.29
MR-3-02-3342	% Missed Repair Appointment - Central Office	7.69	0.00	39	14		8.30	0.93
MR-3-03-3342	%CPE/TOK/FOK - Missed Appointment	8.47	2.73	720	110		2.85	2.01
MR-3-04-3342	% Missed Repair Appointment - No Double Dispatch	8.33	2.30	84	87		4.23	1.43
MR-3-05-3342	% Missed Repair Appointment - Double Dispatch	53.85	11.11	13	18		18.14	2.36
MR-4 - Trouble Duration Intervals								
MR-4-02-3342	Mean Time To Repair - Loop Trouble	27.67	16.68	58	98	16.97	2.81	3.91
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	14.29	5.16	39	14	17.53	5.46	1.67
MR-4-04-3342	% Cleared (all troubles) within 24 Hours	69.07	83.04	97	112		6.41	2.18
MR-4-07-3342	% Out of Service > 12 Hours	74.71	39.08	87	87		6.59	5.41
MR-4-08-3342	% Out of Service > 24 Hours	27.59	18.39	87	87		6.78	1.36
MR-4-09-3342	Mean Time To Repair - No Double Dispatch	19.61	14.02	84	87	14.62	2.24	2.50
MR-4-10-3342	Mean Time To Repair - Double Dispatch	39.60	26.48	13	18	28.93	10.53	1.25
MR-5 - Repeat Trouble Reports								
MR-5-01-3342	% Repeat Reports within 30 Days	48.45	21.43	97	112		6.93	3.90
2-Wire xDSL Line Sharing - Maintenance								
MR-2 - Trouble Report Rate								
MR-2-02-3343	Network Trouble Report Rate - Loop	0.12	0.00	44942	2493		0.07	1.67
MR-2-03-3343	Network Trouble Report Rate - Central Office	0.03	0.00	44942	2493		0.03	0.83
MR-2-04-3343	% Subsequent Reports	0.00	0.00	97	2			
MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate	1.60	0.80	44942	2493		0.26	3.10
MR-3 - Missed Repair Appointments								
MR-3-01-3343	% Missed Repair Appointment - Loop	18.97	0.00	58	1		39.54	0.48
MR-3-02-3343	% Missed Repair Appointment - Central Office	7.69	0.00	39	1		26.98	0.28
MR-3-03-3343	%CPE/TOK/FOK - Missed Appointment	8.47	5.00	720	20		6.31	0.55
MR-3-04-3343	% Missed Repair Appointment - No Double Dispatch	8.33	0.00	84	2		19.77	0.42
MR-3-05-3343	% Missed Repair Appointment - Double Dispatch	53.85	NA	13				
MR-4 - Trouble Duration Intervals								
MR-4-02-3343	Mean Time To Repair - Loop Trouble	27.67	8.15	58	1	16.97	17.12	1.14
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	14.29	1.75	39	1	17.53	17.76	0.71
MR-4-04-3343	% Cleared (all troubles) within 24 Hours	69.07	100.00	97	2		33.02	0.94
MR-4-07-3343	% Out of Service > 12 Hours	74.71	0.00	87	1		43.72	1.71
MR-4-08-3343	% Out of Service > 24 Hours	27.59	0.00	87	1		44.95	0.61
MR-4-09-3343	Mean Time To Repair - No Double Dispatch	19.61	4.95	84	2	14.62	10.46	1.40
MR-4-10-3343	Mean Time To Repair - Double Dispatch	39.60	NA	13		28.93		
MR-5 - Repeat Trouble Reports								
MR-5-01-3343	% Repeat Reports within 30 Days	48.45	0.00	97	2		35.70	1.36
Special Services - Maintenance								
MR-2 - Trouble Report Rate								
MR-2-01-3200	Network Trouble Report Rate	0.21	2.68	164470	2570		0.09	-27.40
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate	0.33	3.27	164470	2570		0.11	-25.59
MR-4 - Trouble Duration Intervals								
MR-4-01-3200	Mean Time To Repair - Total	5.30	6.67	341	69	4.51	0.60	-2.30
MR-4-04-3200	% Cleared (all troubles) within 24 Hours	99.41	97.10	341	69		1.01	-2.28
MR-4-06-3200	% Out of Service > 4 Hours	53.37	59.32	341	59		7.03	-0.85
MR-4-08-3200	% Out of Service > 24 Hours	0.59	3.39	341	59		1.08	-2.59
MR-5 - Repeat Trouble Reports								
MR-5-01-3200	% Repeat Reports within 30 Days	10.85	13.04	341	69		4.11	-0.53

Legend Notations defined on Legend sheet - last page

² Parity to be assessed in conjunction with missed appointments

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CLEC Aggregate Performance - NOVA
UNE POTS

Metric #	POTS - Provisioning	Standard	Actual Performance		Number of Observations			Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs				
PR-1 - Average Interval Offered										
PR-1-01-3111	Av. Interval Offered - Total No Dispatch - Hot Cut Loo	Parity with Retail	4.89		956					
PR-1-01-3122	Av. Interval Offered-Total No Dispatch-Other (UNE Switch&INP	Parity with Retail	2.21	NA	3230		12.14			
PR-1-01-3140	Av. Interval Offered - Total No Dispatch - Platform	Parity with Retail	2.21	1.83	3230	706	12.14	0.50	0.75	
PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loo	Parity with Retail	4.53	4.27	1243	60	4.08	0.54	0.48	
PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with Retail	4.53	3.78	1243	9	4.08	1.36	0.55	
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loo	Parity with Retail	6.75	5.75	91	8	8.22	3.03	0.33	
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	Parity with Retail	6.75	NA	91		8.22			
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loo	Parity with Retail	7.27	9.25	62	4	6.25	3.22	-0.61	
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with Retail	7.27	NA	62		6.25			
PR-2 - Average Completed Interval										
PR-2-01-3111	Av. Completed Interval - Total No Dispatch - Hot Cut Loo	Parity with Retail	1.90	4.91		874				
PR-2-01-3122	Av. Completed Interval-Total No Dispatch-Other(UNE Switch&INP	Parity with Retail	1.90	NA	3022		10.06			
PR-2-01-3140	Av. Completed Interval - Total No Dispatch - Platform	Parity with Retail	1.90	1.82	1015	679	10.06	0.50	0.16	
PR-2-03-3112	Av. Completed Interval - Dispatch (1-5 Lines) - Loo	Parity with Retail	4.88	4.25	1015	52	4.18	0.59	1.06	
PR-2-03-3140	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	Parity with Retail	4.88	3.75	1015	8	4.18	1.48	0.76	
PR-2-04-3112	Av. Completed Interval - Dispatch (6-9 Lines) - Loo	Parity with Retail	6.74	5.40	74	5	8.83	4.08	0.33	
PR-2-04-3140	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	Parity with Retail	6.74	NA	74		8.83			
PR-2-05-3112	Av. Completed Interval - Dispatch (>= 10 Lines) - Loo	Parity with Retail	8.27	9.67	51	3	8.16	4.85	-0.29	
PR-2-05-3140	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Parity with Retail	8.27	NA	51		8.16			
PR-3 - Completed within 5 Days - Platform & Other (Switch & INP)										
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with Retail	64.33	40.47	17593	598		1.99	-11.98	
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with Retail	78.01	93.65	17593	598		1.72	9.08	
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with Retail	93.29	95.15	17593	598		1.04	1.79	
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with Retail	4.19	25.00	2866	8		7.09	2.93	
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with Retail	10.19	50.00	2866	8		10.71	3.72	
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with Retail	39.36	75.00	2866	8		17.30	2.06	
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	Parity with Retail	89.55	94.88	20459	606		1.26	4.23	
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with Retail	98.61	95.32	17593	598		0.49	-6.76	
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with Retail	86.92	75.00	2866	8		11.94	-1.00	
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	Parity with Retail	97.96	95.71	20459	606		0.58	-3.86	
PR-4 - Missed Appointments										
PR-4-02-3100	Average Delay Days - Total	Parity with Retail	4.18	4.86	979	7	17.42	6.61	-0.10	
PR-4-03-3100	% Missed Appt. - Custom	No Standard ¹	2.08	3.92						
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop Nei	Parity with Retail	12.43	1.54	5423	260		2.09	5.20	
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	Parity with Retail	12.43	0.00	5423	22		7.05	1.76	
PR-4-04-3520	% Missed Appt. - Verizon - Dispatch - Hot Cut Loo	Parity with Retail	12.43	0.57	5423	175		2.53	4.68	
PR-4-05-3111	% Missed Appt. - Verizon - No Dispatch - Hot Cut Loo	Parity with Retail	0.98	0.05	31172	1123		0.30	2.97	
PR-4-05-3121	% Missed Appt. - Verizon - No Dispatch - Othe	Parity with Retail	0.98	NA	31172	681		0.38		
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	Parity with Retail	0.98	0.20	31172	995		0.32	2.46	
PR-4-08-3111	% Missed Appt. - Customer - Due to Late Order Conf.	No Standard ¹		0.39		1298				
PR-4-08-3121	% Missed Appt. - Customer - Due to Late Order Confirmation - Other	No Standard ¹		NA						
PR-4-08-3140	% Missed Appt. - Customer - Due to Late Order Confirmation- Platform	No Standard ¹		0.00		1017				
PR-5 - Facility Missed Orders										
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loo	Parity with Retail	2.49	1.54	5423	260		0.99	0.96	
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	Parity with Retail	2.49	0.00	5423	22		3.33	0.75	
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loo	Parity with Retail	0.13	0.00	5423	260		0.29	0.57	
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	Parity with Retail	0.13	0.00	5423	22		0.77	0.17	
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loo	Parity with Retail	0.00	0.00	5423	260				
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	Parity with Retail	0.00	0.00	5423	22				
PR-6 - Installation Quality										
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loo	Parity w/Verizon Retail for Found Trouble	4.55	2.25	35259	2492		0.43	5.34	
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	Parity w/Verizon Retail for Found Trouble	4.55	1.07	35259	2244		0.45	7.68	
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loo	2%		0.00		1809				
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loo	Parity w/Verizon Retail for Found Trouble	2.97	1.40	35259	2492		0.35	4.45	
PR-6-02-3121	% Installation Troubles reported within 7 Days - Platform	Parity w/Verizon Retail for Found Trouble	2.97	0.62	35259	2244		0.37	6.35	
PR-6-03-3112	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Loo	No Standard	3.96	2.21	35259	2492		0.40	4.35	
PR-6-03-3121	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Platform	No Standard	3.96	0.88	35259	2244		0.42	7.03	
PR-8 - Open Orders in a Hold Status										
PR-8-01-3100	Open Orders in a Hold Status > 30 Day	Parity with Retail	0.01	0.00	36595	1379		0.03	0.36	
PR-8-02-3100	Open Orders in a Hold Status > 90 Day	Parity with Retail	0.01	0.00	36595	1379		0.03	0.36	
Hot Cuts										
PR-9 - Hot Cut Loops										
PR-9-01-3520	% On Time Performance - Hot Cut Loo	95% Completed Within Window		98.03		1319				
PR-9-02-3520	% Early Cuts - Lines	<= 1% of lines cut early		0.61		1971				
PR-9-08-3520	Average Duration of Service Interruption	No Standard		NA						
PR-9-09-3520	% Supplemented or Cancelled Orders at Verizon Reque	No Standard		0.00		1319				
POTS & Complex Aggregate										
PR-1 - Average Interval Offered										
PR-1-12-3133	Av. Interval Offered - Disconnects	Parity with Retail	4.68	3.37	15427	887	6.76	0.23	5.61	
PR-2 - Average Completed Interval										
PR-2-18-3133	Av. Completed Interval - Disconnect	Parity with Retail	4.42	3.56	14464	777	6.39	0.24	3.65	
POTS - 2-Wire Digital Services										
PR-1 - Average Interval Offered										
PR-1-01-3341	Av. Interval Offered - Total No Dispatcl	Parity with Retail	1.33	NA	165		1.55			
PR-1-02-3341	Av. Interval Offered - Total Dispatcl	Parity with Retail	3.85	5.46	153	57	1.85	0.29	-5.61	
PR-2 - Average Completed Interval										
PR-2-01-3341	Av. Interval Completed - Total No Dispatcl	Parity with Retail	1.39	NA	128		1.59			
PR-2-02-3341	Av. Interval Completed - Total Dispatcl	Parity with Retail	4.57	4.84	98	49	2.68	0.47	-0.58	
PR-3 - Completed within X Days										
PR-3-10-3341	% Completed in 6 Days (1-5 Lines - Total)	Parity With Retail	98.48	93.88	132	49		2.05	-2.25	
PR-4 - Missed Appointments										
PR-4-02-3341	Average Delay Days - Total	Parity with Retail	6.79	1.67	34	3	8.35	5.03	1.02	
PR-4-03-3341	% Missed Appointment - Custom	No Standard ¹	13.50	6.02						
PR-4-04-3341	% Missed Appointment - Verizon - Dispatcl	Parity with Retail	13.16	1.25	190	80		4.51	2.64	
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatcl	Parity with Retail	0.79	NA	127					
PR-4-08-3341	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard ¹		0.00		83				
PR-5 - Facility Missed Orders										
PR-5-01-3341	% Missed Appointment - Verizon Facilitie	Parity with Retail	4.02	2.41	199	83		2.57	0.63	
PR-5-02-3341	% Orders Held for Facilities > 15 Day:	Parity with Retail	1.01	0.00	199	83		1.31	0.77	
PR-5-03-3341	% Orders Held for Facilities > 60 Day:	Parity with Retail	0.00	0.00	199	83				
PR-6 - Installation Quality										
PR-6-01-3341	% Install. Troubles Reported within 30 Day	Parity with Retail	12.85	8.43	179	83		4.44	0.99	
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CP	No Standard	7.82	10.84	179	83		3.57	-0.85	
PR-8 - Open Orders in a Hold Status										
PR-8-01-3341	Open Orders in a Hold Status > 30 Day:	Parity with Retail	0.00	0.00	326	83				
PR-8-02-3341	Open Orders in a Hold Status > 90 Day:	Parity with Retail	0.00	0.00	326	83				

continued

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**CLEC Aggregate Performance - NOVA
UNE POTS continued**

Metric #	POTS - 2-Wire xDSL Loops	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score	
			VZ	CLEC Aggregate	VZ	All CLECs				
PR-1-01-3342 PR-1-02-3342	PR-1 - Average Interval Offered Av. Interval Offered – Total No Dispatcl Av. Interval Offered – Total Dispatcl	No Standard No Standard	6.00 5.81		2 206					
	PR-2 - Average Completed Interval Av. Interval Completed – Total No Dispatcl Av. Interval Completed – Total Dispatcl	No Standard No Standard	10.33 5.15		3 187					
PR-3-10-3342	PR-3 - Completed within X Days % Completed in 6 Days (1-5 Lines - Total)	95%	96.32		190					
PR-4-02-3342 PR-4-03-3342 PR-4-04-3342 PR-4-08-3342 PR-4-14-3342	PR-4 - Missed Appointments Average Delay Days – Total (retail DSU specials) % Missed Appointment – Custome % Missed Appointment – Verizon – Dispatcl % Missed Appt. – Customer – Due to Late Order Confirmatic % Completed On Time (With Serial Number)	Parity with Retail (DSU) No Standard ¹ No Standard ¹ 95%	6.80 1.07 0.00 0.00 NA	4.00 5.37 0.00 0.00	25 2 278 298	2 2	6.57	4.83	0.58	
	PR-5 - Facility Missed Orders % Missed Appointment – Verizon Facility % Orders Held for Facilities > 15 Day; % Orders Held for Facilities > 60 Day;	Parity with VAD Parity with VAD Parity with VAD	0.56 0.00 0.00	0.68 0.00 0.00	357 357 357	293 293 293		0.59	-0.20	
	PR-6 - Installation Quality % Install. Troubles Reported within 30 Day % Install. Troubles Reported within 30 Days - FOK/TOK/CP	Parity with Retail POTS-Dispatcl No Standard	4.55 3.96	2.68 7.05	7658 35259	298 298		1.23 1.14	1.52 -2.72	
	PR-8 - Open Orders in a Hold Status Open Orders in a Hold Status > 30 Day; Open Orders in a Hold Status > 90 Day;	Parity with Retail Specials-DSI Parity with Retail Specials-DSI	1.15 0.76	0.00 0.00	262 262	298 298		0.90 0.74	1.27 1.03	
2-Wire xDSL Line Sharing										
PR-1-01-3343 PR-1-02-3343	PR-1 - Average Interval Offered Av. Interval Offered – Total No Dispatcl Av. Interval Offered – Total Dispatcl	Parity with VAD Parity with VAD	3.05 3.07	3.10 3.00	2540 357	106 38	0.46 0.69	0.05 0.12	-1.10 0.59	
	PR-2 - Average Completed Interval Av. Interval Completed – Total No Dispatcl Av. Interval Completed – Total Dispatcl	Parity with VAD Parity with VAD	3.05 2.69	2.60 2.76	2347 322	65 33	0.49 0.70	0.06 0.13	7.30 -0.55	
PR-3-03-3343 PR-3-10-3343	PR-3 - Completed within X Days % Completed in 3 Days (1-5 Lines - No Dispatcl) % Completed in six (6) Days one (1) to five (5) Lines – Tot	Parity with VAD Parity with VAD	94.38 99.81	95.38 100.00	2347 2669	65 98		2.90 0.45	0.35 0.42	
	PR-4 - Missed Appointments Average Delay Days – Total % Missed Appointment – Custome % Missed Appointment – Verizon – Dispatcl % Missed Appointment – Verizon – No Dispatcl % Missed Appt. – Customer – Due to Late Order Confirmation	Parity with VAD No Standard ¹ Parity with VAD Parity with VAD No Standard ¹	2.15 1.07 1.90 1.10 0.00	7.00 6.14 0.00 1.33 0.00	34 334 2447 114	1 35 75	4.86	4.93	-0.98 0.69 -0.19	
PR-5-01-3343 PR-5-02-3343 PR-5-03-3343	PR-5 - Facility Missed Orders % Missed Appointment – Verizon Facility % Orders Held for Facilities > 15 Day; % Orders Held for Facilities > 60 Day;	Parity with VAD Parity with VAD Parity with VAD	0.56 0.00 0.00	0.00 0.00 0.00	357 357 357	39 39 39		1.26	0.44	
	PR-6 - Installation Quality % Install. Troubles Reported within 30 Day % Install. Troubles Reported within 30 Days - FOK/TOK/CP	Parity with VAD No Standard	0.71 4.85	0.88 5.26	2804 2804	114 114		0.80 2.05	-0.20 -0.20	
	PR-8 - Open Orders in a Hold Status Open Orders in a Hold Status > 30 Day; Open Orders in a Hold Status > 90 Day;	Parity with VAD Parity with VAD	0.00 0.00	0.00 0.00	2804 2804	114 114				
Maintenance - POTS Loop										
MR-2-02-3550 MR-2-03-3550 MR-2-04-3550 MR-2-05-3550	MR-2 - Trouble Report Rate Network Trouble Report Rate – Loo Network Trouble Report Rate – Central Offic % Subsequent Reports % CPE/TOK/FOK Trouble Report Rate	Parity with Retail Parity with Retail No Standard ² No Standard	0.75 0.08 4.19 0.70	0.48 0.09 0.00 0.82	1267581 1267581 1267581 1267581	31893 31893		0.05 0.02 0.05	5.53 -0.99 -2.63	
	MR-3 - Missed Repair Appointments % Missed Repair Appointment – Loo % Missed Repair Appointment – Central Offic % CPE/TOK/FOK - Missed Appointmen % Missed Repair Appointment - No Double Dispatcl % Missed Repair Appointment - Double Dispatcl	Parity w/ Retail POTS Tota Parity w/ Retail POTS Tota No Standard No Standard No Standard	20.17 14.89 11.37 13.63 52.68	3.92 6.67 1.15 0.65 25.00	9509 994 8840 7417 1737	153 30 262 155 20		3.27 6.60 1.99 2.78 11.23	4.97 1.25 5.14 4.66 2.47	
	MR-4 - Trouble Duration Intervals Mean Time To Repair – Tota Mean Time To Repair – Loop Troubl Mean Time To Repair – Central Office Troubl % Cleared (all troubles) within 24 Hour % Out of Service > 12 Hours % Out of Service > 24 Hours Mean Time To Repair - No Double Dispatcl Mean Time To Repair - Double Dispatcl	Parity w/ Retail POTS Tota Parity w/ Retail POTS Tota Parity w/ Retail POTS Tota Parity w/ Retail POTS Tota Parity w/ Retail POTS Tota Parity w/ Retail POTS Tota Parity w/ Retail POTS Tota Parity w/ Retail POTS Tota	21.81 22.73 12.98 71.08 66.17 26.76 19.58 37.16	21.80 23.09 15.22 84.15 68.22 17.05 16.72 22.86	10503 9509 994 10503 7243 7243 7417 1737	183 153 30 183 129 129 155 20	25.74 26.15 19.38	1.92 2.13 3.59	0.00 -0.17 -0.62 3.38 -0.72 2.47 1.55 2.00	
	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Day; <i>continued</i>	Parity with Retail	14.61	21.86	10503	183		2.63	-2.75	

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**CLEC Aggregate Performance - NOVA
MAINTENANCE - UNE POTS continued**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
Maintenance - POTS Platform								
MR-2 - Trouble Report Rate								
MR-2-02-3140	Network Trouble Report Rate - Platform	0.75	0.64	1267581	5303		0.12	0.92
MR-2-03-3140	Network Trouble Report Rate - Central Office	0.08	0.11	1267581	5303		0.04	-0.90
MR-2-04-3140	% Subsequent Reports	4.19	4.76					
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate	0.70	0.64	1267581	5303		0.11	0.49
MR-3 - Missed Repair Appointments								
MR-3-01-3144	% Missed Repair Appointment - Platform Bus	24.98	18.75	1373	32		7.74	0.80
MR-3-01-3145	% Missed Repair Appointment - Platform Res	19.40	0.00	8109	2		27.96	0.69
MR-3-02-3144	% Missed Repair Appointment - Central Office Bus	13.83	40.00	347	5		15.55	-1.68
MR-3-02-3145	% Missed Repair Appointment - Central Office Res	15.37	0.00	644	1		36.09	0.43
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform	11.37	26.47	8840	34		5.45	-2.77
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatc	13.63	13.89	7417	36		5.73	-0.05
MR-3-05-3140	% Missed Repair Appointment - Double Dispatc	52.68	100.00	1737	3		28.85	-1.64
MR-4 - Trouble Duration Intervals								
MR-4-01-3140	Mean Time To Repair - Total	21.81	12.49	10503	40	25.74	4.08	2.29
MR-4-02-3144	Mean Time To Repair - Loop Trouble - Platform - Bus	16.33	12.11	1373	32	25.60	4.58	0.92
MR-4-02-3145	Mean Time To Repair - Loop Trouble - Platform - Res	23.70	22.85	8109	2	25.97	18.37	0.05
MR-4-03-3144	Mean Time To Repair - Central Office Trouble - Bus	8.88	13.22	347	5	13.60	6.13	-0.71
MR-4-03-3145	Mean Time To Repair - Central Office Trouble - Res	14.98	0.18	644	1	21.29	21.31	0.69
MR-4-04-3140	% Cleared (all troubles) within 24 Hour	71.08	92.50	10503	40		7.18	2.98
MR-4-05-3140	% Out of Service > 4 Hours	80.19	82.50	7243	16		9.98	1.77
MR-4-07-3140	% Out of Service > 12 Hours	65.17	56.25	7243	16		11.92	0.75
MR-4-08-3144	% Out of Service > 24 Hours - Bus	14.35	13.33	1073	15		9.12	0.11
MR-4-08-3145	% Out of Service > 24 Hours - Res	28.78	100.00	6151	1		45.28	-1.57
MR-5 - Repeat Trouble Reports								
MR-5-01-3140	% Repeat Reports within 30 Day	14.61	15.00	10503	40		5.60	-0.07
2-Wire Digital Services - Maintenance								
MR-2 - Trouble Report Rate								
MR-2-02-3341	Network Trouble Report Rate - Loo	0.34	0.88	24327	3960		0.10	-5.43
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.16	0.05	24327	3960		0.07	1.60
MR-2-04-3341	% Subsequent Reports	6.15	0.00					
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	0.63	0.78	24327	3960		0.14	-1.14
MR-3 - Missed Repair Appointments								
MR-3-01-3341	% Missed Repair Appointment - Looj	48.19	5.71	83	35		10.07	4.22
MR-3-02-3341	% Missed Repair Appointment - Central Office	35.90	0.00	39	2		34.78	1.03
MR-3-03-3341	% CPE/TOK/FOK - Missed Appointmen	31.37	3.23	153	31		9.14	3.08
MR-3-04-3341	% Missed Repair Appointment - No Double Dispatc	23.73	0.00	59	31		9.44	2.51
MR-3-05-3341	% Missed Repair Appointment - Double Dispatc	63.49	40.00	63	5		22.37	1.05
MR-4 - Trouble Duration Intervals								
MR-4-01-3341	Mean Time To Repair - Total	21.95	24.72	122	37	22.17	4.16	-0.67
MR-4-02-3341	Mean Time To Repair - Loop Troubl	25.55	25.89	83	35	24.04	4.85	-0.07
MR-4-03-3341	Mean Time To Repair - Central Office Troubl	14.27	4.38	39	2	15.13	10.97	0.90
MR-4-04-3341	% Cleared (all troubles) within 24 Hour	66.39	70.27	122	37		8.87	0.44
MR-4-07-3341	% Out of Service > 12 Hours	57.44	69.70	42	33		11.51	-1.09
MR-4-08-3341	% Out of Service > 24 Hours	35.71	30.30	42	33		11.15	0.49
MR-4-09-3341	Mean Time To Repair - No Double Dispatcl	11.61	20.81	59	31	13.90	3.08	-2.98
MR-4-10-3341	Mean Time To Repair - Double Dispatcl	31.62	53.55	63	5	24.12	11.21	-1.96
MR-5 - Repeat Trouble Reports								
MR-5-01-3341	% Repeat Reports within 30 Day	18.03	21.62	122	37		7.22	-0.50
2-Wire xDSL Loops - Maintenance								
MR-2 - Trouble Report Rate								
MR-2-02-3342	Network Trouble Report Rate - Loo	0.11	0.28	29125	12695		0.04	-4.76
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.02	0.02	29125	12695		0.02	0.32
MR-2-04-3342	% Subsequent Reports	0.00	0.00	59	53			
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	1.62	0.46	29125	12695		0.13	8.61
MR-3 - Missed Repair Appointments								
MR-3-01-3342	% Missed Repair Appointment - Looj	18.92	4.26	37	47		8.61	1.70
MR-3-02-3342	% Missed Repair Appointment - Central Office	13.64	0.00	22	6		15.81	0.86
MR-3-03-3342	% CPE/TOK/FOK - Missed Appointmen	8.26	5.08	472	59		3.80	0.84
MR-3-04-3342	% Missed Repair Appointment - No Double Dispatc	8.16	2.33	49	43		5.72	1.02
MR-3-05-3342	% Missed Repair Appointment - Double Dispatc	60.00	12.50	10	8		23.24	2.04
MR-4 - Trouble Duration Intervals								
MR-4-02-3342	Mean Time To Repair - Loop Troubl	25.59	21.58	37	47	15.26	3.35	1.20
MR-4-03-3342	Mean Time To Repair - Central Office Troubl	18.14	4.25	22	6	21.78	10.03	1.39
MR-4-04-3342	% Cleared (all troubles) within 24 Hour	69.49	75.47	59	53		8.71	0.69
MR-4-07-3342	% Out of Service > 12 Hours	79.63	55.00	54	40		8.40	2.93
MR-4-08-3342	% Out of Service > 24 Hours	25.93	27.50	54	40		9.14	-0.17
MR-4-09-3342	Mean Time To Repair - No Double Dispatcl	19.16	19.94	49	43	11.33	2.37	-0.33
MR-4-10-3342	Mean Time To Repair - Double Dispatcl	40.70	22.38	10	8	31.79	15.08	1.21
MR-5 - Repeat Trouble Reports								
MR-5-01-3342	% Repeat Reports within 30 Day	52.54	18.87	59	53		9.45	3.56
2-Wire xDSL Line Sharing - Maintenance								
MR-2 - Trouble Report Rate								
MR-2-02-3343	Network Trouble Report Rate - Loo	0.11	0.00	29125	1078		0.10	1.09
MR-2-03-3343	Network Trouble Report Rate - Central Office	0.02	0.00	29125	1078		0.04	0.46
MR-2-04-3343	% Subsequent Reports	0.00	0.00	59	1			
MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate	1.62	0.83	29125	1078		0.39	2.01
MR-3 - Missed Repair Appointments								
MR-3-01-3343	% Missed Repair Appointment - Looj	18.92	NA	37				
MR-3-02-3343	% Missed Repair Appointment - Central Office	13.64	0.00	22	1		35.09	0.39
MR-3-03-3343	% CPE/TOK/FOK - Missed Appointmen	8.26	0.00	472	9		9.26	0.89
MR-3-04-3343	% Missed Repair Appointment - No Double Dispatc	8.16	0.00	49	1		27.65	0.30
MR-3-05-3343	% Missed Repair Appointment - Double Dispatc	60.00	NA	10				
MR-4 - Trouble Duration Intervals								
MR-4-02-3343	Mean Time To Repair - Loop Troubl	25.59	NA	37		15.26		
MR-4-03-3343	Mean Time To Repair - Central Office Troubl	18.14	1.75	22	1	21.78	22.27	0.74
MR-4-04-3343	% Cleared (all troubles) within 24 Hour	69.49	100.00	59	1		46.43	0.66
MR-4-07-3343	% Out of Service > 12 Hours	79.63	0.00	54	1		40.65	1.96
MR-4-08-3343	% Out of Service > 24 Hours	25.93	0.00	54	1		44.23	0.59
MR-4-09-3343	Mean Time To Repair - No Double Dispatcl	19.16	1.75	49	1	11.33	11.44	1.82
MR-4-10-3343	Mean Time To Repair - Double Dispatcl	40.70	NA	10		31.79		
MR-5 - Repeat Trouble Reports								
MR-5-01-3343	% Repeat Reports within 30 Day	52.54	0.00	59	1		50.36	1.04

Legend Notations defined on Legend sheet - last pag

¹ Not in Control of Verizor

² Parity to be assessed in conjunction with missed appointment

**Carrier to Carrier
Performance Standards and Reports
April 2002
Verizon Virginia**

**CLEC Aggregate Performance - CENTRAL
UNE POTS**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
POTS - Provisioning								
PR-1 - Average Interval Offered								
PR-1-01-3111	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	4.91	NA	268				
PR-1-01-3122	Av. Interval Offered-Total No Dispatch-Other (UNE Switch&INP	1.27	NA	3424		4.47		
PR-1-01-3140	Av. Interval Offered - Total No Dispatch - Platform	1.27	1.60	3424	644	4.47	0.19	-1.72
PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	4.71	4.83	1420	129	4.93	0.45	-0.26
PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	4.71	3.48	1420	23	4.93	1.04	1.19
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	7.47	5.55	89	11	9.22	2.95	0.65
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	7.47	4.00	89	3	9.22	5.41	0.64
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	8.21	7.33	39	6	5.25	2.30	0.38
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	8.21	NA	39		5.25		
PR-2 - Average Completed Interval								
PR-2-01-3111	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	4.94	NA	248				
PR-2-01-3122	Av. Completed Interval-Total No Dispatch-Other(UNE Switch&INP	1.13	NA	3260		3.07		
PR-2-01-3140	Av. Completed Interval - Total No Dispatch - Platform	1.13	1.58	1259	628	3.07	0.15	-3.00
PR-2-03-3112	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	4.72	4.66	1259	116	4.76	0.46	0.13
PR-2-03-3140	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	4.72	3.43	1259	21	4.76	1.05	1.23
PR-2-04-3112	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	6.61	5.29	74	7	5.70	2.25	0.59
PR-2-04-3140	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	6.61	4.00	74	3	5.70	3.36	0.78
PR-2-05-3112	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	7.07	6.00	27	2	5.20	3.81	0.28
PR-2-05-3140	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	7.07	NA	27		5.20		
PR-3 - Completed within 5 Days - Platform & Other (Switch & INP)								
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	75.68	55.38	19311	520		1.91	-10.65
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	86.25	93.65	19311	520		1.53	4.84
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	96.49	95.38	19311	520		0.82	-1.36
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	5.27	9.52	4924	21		6.02	0.21
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	20.94	28.57	4924	21		8.90	0.86
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	73.46	76.19	4924	21		9.66	0.28
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	94.48	95.01	24235	541		0.99	0.53
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	98.68	95.96	19311	520		0.51	-5.36
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	92.69	85.71	4924	21		5.69	-1.23
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	98.14	95.93	24235	541		0.59	-3.76
PR-4 - Missed Appointments								
PR-4-02-3100	Average Delay Days - Total	3.33	4.33	823	9	5.78	1.94	-0.52
PR-4-03-3100	% Missed Appt. - Customer	1.63	6.63					
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop New	6.78	0.69	8446	1016		0.83	7.30
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	6.78	0.00	8446	65		3.13	2.17
PR-4-04-3520	% Missed Appt. - Verizon - Dispatch - Hot Cut Loop	6.78	0.00	8446	123		2.28	2.97
PR-4-05-3111	% Missed Appt. - Verizon - No Dispatch - Hot Cut Loop	0.71	0.27	35420	367		0.44	1.00
PR-4-05-3121	% Missed Appt. - Verizon - No Dispatch - Other	0.71	NA	35420	1927		0.20	
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	0.71	0.11	35420	941		0.28	2.16
PR-4-08-3111	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop		0.61		490			
PR-4-08-3121	% Missed Appt. - Customer - Due to Late Order Confirmation - Other		NA					
PR-4-08-3140	% Missed Appt. - Customer - Due to Late Order Confirmation- Platform		0.00		1006			
PR-5 - Facility Missed Orders								
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	1.86	0.39	8446	1017		0.45	3.28
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	1.86	0.00	8446	65		1.68	1.11
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	0.04	0.00	8446	1017		0.07	0.60
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	0.04	0.00	8446	65		0.25	0.16
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop	0.00	0.00	8446	1017			
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	0.00	0.00	8446	65			
PR-6 - Installation Quality								
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	2.47	5.17	38774	2360		0.33	-8.19
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	2.47	0.85	38774	2128		0.35	4.71
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop		0.00		701			
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	1.40	3.26	38774	2360		0.25	-7.46
PR-6-02-3121	% Installation Troubles reported within 7 Days - Platform	1.40	0.38	38774	2128		0.26	3.92
PR-6-03-3112	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Loop	2.02	4.19	38774	2360		0.30	-7.27
PR-6-03-3121	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Platform	2.02	0.61	38774	2128		0.31	4.51
PR-8 - Open Orders in a Hold Status								
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	0.06	0.00	43866	2293		0.05	1.14
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	0.03	0.00	43866	2293		0.04	0.81
Hot Cuts								
PR-9 - Hot Cut Loops								
PR-9-01-3520	% On Time Performance - Hot Cut Loop		99.39		493			
PR-9-02-3520	% Early Cuts - Lines		0.00		690			
PR-9-08-3520	Average Duration of Service Interruptor		NA					
PR-9-09-3520	% Supplemented or Cancelled Orders at Verizon Request		0.00		493			
POTS & Complex Aggregate								
PR-1 - Average Interval Offered								
PR-1-12-3133	Av. Interval Offered - Disconnects	3.80	4.73	14450	1360	6.05	0.17	-5.42
PR-2 - Average Completed Interval								
PR-2-18-3133	Av. Completed Interval - Disconnects	3.50	4.90	13594	1257	5.48	0.16	-8.67
POTS - 2-Wire Digital Services								
PR-1 - Average Interval Offered								
PR-1-01-3341	Av. Interval Offered - Total No Dispatch	1.35	1.00	326	1	1.48	1.48	0.24
PR-1-02-3341	Av. Interval Offered - Total Dispatch	3.23	5.05	243	20	2.04	0.47	-3.84
PR-2 - Average Completed Interval								
PR-2-01-3341	Av. Interval Completed - Total No Dispatch	1.33	1.00	295	1	1.43	1.43	0.23
PR-2-02-3341	Av. Interval Completed - Total Dispatch	4.06	5.12	185	17	5.76	1.46	-0.73
PR-3 - Completed within X Days								
PR-3-10-3341	% Completed in 6 Days (1-5 Lines - Total)	99.17	94.44	363	18		2.19	-2.16
PR-4 - Missed Appointments								
PR-4-02-3341	Average Delay Days - Total	5.74	1.00	35	1	12.01	12.18	0.39
PR-4-03-3341	% Missed Appointment - Customer	5.53	7.14					
PR-4-04-3341	% Missed Appointment - Verizon - Dispatch	7.47	3.70	281	27		5.30	0.71
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	1.64	0.00	304	1		12.72	0.13
PR-4-08-3341	% Missed Appt. - Customer - Due to Late Order Confirmation		0.00		28			
PR-5 - Facility Missed Orders								
PR-5-01-3341	% Missed Appointment - Verizon Facilities	3.41	0.00	293	27		3.65	0.93
PR-5-02-3341	% Orders Held for Facilities > 15 Days	0.00	0.00	293	27			
PR-5-03-3341	% Orders Held for Facilities > 60 Days	0.00	0.00	293	27			
PR-6 - Installation Quality								
PR-6-01-3341	% Install. Troubles Reported within 30 Days	3.63	9.68	193	31		3.62	-1.67
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	4.15	3.23	193	31		3.86	0.24
PR-8 - Open Orders in a Hold Status								
PR-8-01-3341	Open Orders in a Hold Status > 30 Days	0.00	0.00	597	28			
PR-8-02-3341	Open Orders in a Hold Status > 90 Days	0.00	0.00	597	28			

continued

**Carrier to Carrier
Performance Standards and Reports
April 2002
Verizon Virginia**

**CLEC Aggregate Performance - CENTRAL
UNE POTS continued**

Metric #	POTS - 2-Wire xDSL Loops	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
PR-1 - Average Interval Offered									
PR-1-01-3342	Av. Interval Offered - Total No Dispatch	No Standard	5.67			6			
PR-1-02-3342	Av. Interval Offered - Total Dispatch	No Standard	5.64			36			
PR-2 - Average Completed Interval									
PR-2-01-3342	Av. Interval Completed - Total No Dispatch	No Standard	5.50			4			
PR-2-02-3342	Av. Interval Completed - Total Dispatch	No Standard	5.70			33			
PR-3 - Completed within X Days									
PR-3-10-3342	% Completed in 6 Days (1-5 Lines - Total)	95%	100.00			37			
PR-4 - Missed Appointments									
PR-4-02-3342	Average Delay Days - Total (retail DS0 specials)	Parity with Retail (DS0)	8.35	3.33	17	3	18.55	11.62	0.43
PR-4-03-3342	% Missed Appointment - Customer	No Standard ¹	0.23	12.39					
PR-4-04-3342	% Missed Appointment - Verizon - Dispatch	<=5%		0.00		102			
PR-4-08-3342	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard ¹		0.88		113			
PR-4-14-3342	% Completed On Time (With Serial Number)	95%		NA					
PR-5 - Facility Missed Orders									
PR-5-01-3342	% Missed Appointment - Verizon Facilities	Parity with VADI	0.00	2.86	78	105			
PR-5-02-3342	% Orders Held for Facilities > 15 Days	Parity with VADI	0.00	0.00	78	105			
PR-5-03-3342	% Orders Held for Facilities > 60 Days	Parity with VADI	0.00	0.00	78	105			
PR-6 - Installation Quality									
PR-6-01-3342	% Install. Troubles Reported within 30 Days	Parity with Retail POTS-Dispatch	2.47	4.39	10980	114		1.46	-1.31
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	2.02	3.51	38774	114		1.32	-1.12
PR-8 - Open Orders in a Hold Status									
PR-8-01-3342	Open Orders in a Hold Status > 30 Days	Parity with Retail Specials-DS0	0.00	0.00	204	113			
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	Parity with Retail Specials-DS0	0.00	0.00	204	113			
2-Wire xDSL Line Sharing									
PR-1 - Average Interval Offered									
PR-1-01-3343	Av. Interval Offered - Total No Dispatch	Parity with VADI	3.03	3.02	377	59	0.38	0.05	0.19
PR-1-02-3343	Av. Interval Offered - Total Dispatch	Parity with VADI	2.96	3.00	77	14	0.44	0.13	-0.31
PR-2 - Average Completed Interval									
PR-2-01-3343	Av. Interval Completed - Total No Dispatch	Parity with VADI	3.02	2.52	349	50	0.42	0.06	7.87
PR-2-02-3343	Av. Interval Completed - Total Dispatch	Parity with VADI	2.96	3.00	74	14	0.45	0.13	-0.30
PR-3 - Completed within X Days									
PR-3-03-3343	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VADI	94.56	98.00	349	50		3.43	1.00
PR-3-10-3343	% Completed in six (6) Days one (1) to five (5) Lines - Tot:	Parity with VADI	100.00	100.00	423	64			
PR-4 - Missed Appointments									
PR-4-02-3343	Average Delay Days - Total	Parity with VADI	1.00	1.00	3	1			
PR-4-03-3343	% Missed Appointment - Customer	No Standard ¹	0.23	5.32					
PR-4-04-3343	% Missed Appointment - Verizon - Dispatch	Parity with VADI	0.00	0.00	77	26			
PR-4-05-3343	% Missed Appointment - Verizon - No Dispatch	Parity with VADI	0.85	1.49	354	67		1.22	-0.52
PR-4-08-3343	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard ¹		0.00		94			
PR-5 - Facility Missed Orders									
PR-5-01-3343	% Missed Appointment - Verizon Facilities	Parity with VADI	0.00	0.00	78	27			
PR-5-02-3343	% Orders Held for Facilities > 15 Days	Parity with VADI	0.00	0.00	78	27			
PR-5-03-3343	% Orders Held for Facilities > 60 Days	Parity with VADI	0.00	0.00	78	27			
PR-6 - Installation Quality									
PR-6-01-3343	% Install. Troubles Reported within 30 Days	Parity with VADI	0.69	0.00	432	94		0.95	0.73
PR-6-03-3343	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	3.94	2.13	432	94		2.21	0.82
PR-8 - Open Orders in a Hold Status									
PR-8-01-3343	Open Orders in a Hold Status > 30 Days	Parity with VADI	0.00	0.00	432	94			
PR-8-02-3343	Open Orders in a Hold Status > 90 Days	Parity with VADI	0.00	0.00	432	94			
Maintenance - POTS Loop									
MR-2 - Trouble Report Rate									
MR-2-02-3550	Network Trouble Report Rate - Loop	Parity with Retail	1.20	0.80	647099	67476		0.04	9.04
MR-2-03-3550	Network Trouble Report Rate - Central Office	Parity with Retail	0.17	0.06	647099	67476		0.02	7.01
MR-2-04-3550	% Subsequent Reports	No Standard ²	2.82	0.00					
MR-2-05-3550	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.91	0.60	647099	67476		0.04	8.04
MR-3 - Missed Repair Appointments									
MR-3-01-3550	% Missed Repair Appointment - Loop	Parity w/ Retail POTS Tota	11.08	2.40	7765	541		1.40	6.22
MR-3-02-3550	% Missed Repair Appointment - Central Office	Parity w/ Retail POTS Tota	7.25	7.89	1131	38		4.28	-0.15
MR-3-03-3550	% CPE/TOK/FOK - Missed Appointment	No Standard	7.89	4.42	5904	407		1.38	2.51
MR-3-04-3550	% Missed Repair Appointment - No Double Dispatch	No Standard	7.93	1.68	7000	475		1.28	4.88
MR-3-05-3550	% Missed Repair Appointment - Double Dispatch	No Standard	29.49	8.43	1180	83		5.18	4.07
MR-4 - Trouble Duration Intervals									
MR-4-01-3550	Mean Time To Repair - Total	Parity w/ Retail POTS Tota	15.82	11.89	8896	579	19.49	0.84	4.70
MR-4-02-3550	Mean Time To Repair - Loop Trouble	Parity w/ Retail POTS Tota	16.95	11.88	7765	541	20.10	0.89	5.67
MR-4-03-3550	Mean Time To Repair - Central Office Trouble	Parity w/ Retail POTS Tota	8.07	12.04	1131	38	12.06	1.99	-1.99
MR-4-04-3550	% Cleared (all troubles) within 24 Hour	Parity w/ Retail POTS Tota	82.89	91.88	8896	579		1.62	5.57
MR-4-07-3550	% Out of Service > 12 Hours	Parity w/ Retail POTS Tota	47.71	47.16	5470	422		2.52	0.22
MR-4-08-3550	% Out of Service > 24 Hours	Parity w/ Retail POTS Tota	16.01	9.72	5470	422		1.85	3.40
MR-4-09-3550	Mean Time To Repair - No Double Dispatch	Parity w/ Retail POTS Tota	15.27	10.69	7000	475	19.37	0.92	4.99
MR-4-10-3550	Mean Time To Repair - Double Dispatch	Parity w/ Retail POTS Tota	24.99	20.62	1180	83	21.44	2.43	1.80
MR-5 - Repeat Trouble Reports									
MR-5-01-3550	% Repeat Reports within 30 Days	Parity with Retail	13.17	15.54	8896	579		1.45	-1.63

continued

**Carrier to Carrier
Performance Standards and Reports
April 2002
Verizon Virginia**

**CLEC Aggregate Performance - CENTRAL
MAINTENANCE - UNE POTS continued**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
Maintenance - POTS Platform								
MR-2 - Trouble Report Rate								
MR-2-02-3140	Network Trouble Report Rate - Platform	1.20	0.79	647099	4326		0.17	2.49
MR-2-03-3140	Network Trouble Report Rate - Central Office	0.17	0.16	647099	4326		0.06	0.20
MR-2-04-3140	% Subsequent Reports	2.82	2.38					
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate	0.91	0.92	647099	4326		0.15	-0.08
MR-3 - Missed Repair Appointments								
MR-3-01-3144	% Missed Repair Appointment - Platform Bus	15.01	15.38	993	26		7.10	-0.05
MR-3-01-3145	% Missed Repair Appointment - Platform Res	10.54	0.00	6738	8		10.86	0.97
MR-3-02-3144	% Missed Repair Appointment - Central Office Bus	16.27	33.33	252	6		15.25	-1.12
MR-3-02-3145	% Missed Repair Appointment - Central Office Res	4.66	0.00	879	1		21.09	0.22
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform	7.89	5.00	5904	40		4.28	0.68
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch	7.93	17.65	7000	34		4.65	-2.09
MR-3-05-3140	% Missed Repair Appointment - Double Dispatch	29.49	0.00	1180	5		20.44	1.44
MR-4 - Trouble Duration Intervals								
MR-4-01-3140	Mean Time To Repair - Total	15.82	12.88	8896	41	19.49	3.05	0.96
MR-4-02-3144	Mean Time To Repair - Loop Trouble - Platform - Bus	10.14	16.19	993	26	14.02	2.79	-2.17
MR-4-02-3145	Mean Time To Repair - Loop Trouble - Platform - Res	17.80	9.48	6738	8	20.31	7.19	1.16
MR-4-03-3144	Mean Time To Repair - Central Office Trouble - Bus	7.08	2.72	252	6	10.19	4.21	1.04
MR-4-03-3145	Mean Time To Repair - Central Office Trouble - Res	9.36	14.92	879	1	12.53	12.54	-0.52
MR-4-04-3140	% Cleared (all troubles) within 24 Hours	82.89	90.24	8896	41		5.85	1.25
MR-4-06-3140	% Out of Service > 4 Hours	66.09	58.62	5470	29		8.81	0.85
MR-4-07-3140	% Out of Service > 12 Hours	47.71	44.83	5470	29		9.30	0.31
MR-4-08-3144	% Out of Service > 24 Hours - Bus	7.07	4.76	764	21		5.67	0.41
MR-4-08-3145	% Out of Service > 24 Hours - Res.	17.30	0.00	4689	8		13.38	1.29
MR-5 - Repeat Trouble Reports								
MR-5-01-3140	% Repeat Reports within 30 Days	13.17	2.44	8896	41		5.29	2.03
2-Wire Digital Services - Maintenance								
MR-2 - Trouble Report Rate								
MR-2-02-3341	Network Trouble Report Rate - Loop	0.23	1.20	14214	920		0.16	-6.02
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.41	0.11	14214	920		0.22	1.38
MR-2-04-3341	% Subsequent Reports	1.10	0.00					
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	1.80	0.22	14214	920		0.45	3.50
MR-3 - Missed Repair Appointments								
MR-3-01-3341	% Missed Repair Appointment - Loop	34.38	0.00	32	11		16.60	2.07
MR-3-02-3341	% Missed Repair Appointment - Central Office	25.86	0.00	58	1		44.16	0.59
MR-3-03-3341	% CPE/TOK/FOK - Missed Appointment	14.06	0.00	256	2		24.68	0.57
MR-3-04-3341	% Missed Repair Appointment - No Double Dispatch	15.25	0.00	59	9		12.87	1.19
MR-3-05-3341	% Missed Repair Appointment - Double Dispatch	58.00	0.00	25	3		30.33	1.65
MR-4 - Trouble Duration Intervals								
MR-4-01-3341	Mean Time To Repair - Total	12.20	15.85	90	12	15.83	4.86	-0.75
MR-4-02-3341	Mean Time To Repair - Loop Trouble	19.33	16.25	32	11	21.02	7.35	0.42
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	8.26	11.47	58	1	10.32	10.40	-0.31
MR-4-04-3341	% Cleared (all troubles) within 24 Hours	90.00	83.33	90	12		9.22	-0.72
MR-4-07-3341	% Out of Service > 12 Hours	48.78	63.64	41	11		16.97	-0.88
MR-4-08-3341	% Out of Service > 24 Hours	12.20	18.18	41	11		11.11	-0.54
MR-4-09-3341	Mean Time To Repair - No Double Dispatch	10.32	10.61	59	9	13.74	4.92	-0.06
MR-4-10-3341	Mean Time To Repair - Double Dispatch	18.82	31.58	25	3	19.92	12.17	-1.05
MR-5 - Repeat Trouble Reports								
MR-5-01-3341	% Repeat Reports within 30 Days	13.33	0.00	90	12		10.45	1.28
2-Wire xDSL Loops - Maintenance								
MR-2 - Trouble Report Rate								
MR-2-02-3342	Network Trouble Report Rate - Loop	0.29	0.49	4112	4278		0.12	-1.69
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.02	0.00	4112	4278		0.03	0.71
MR-2-04-3342	% Subsequent Reports	0.00	0.00	16	33			
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	1.68	0.33	4112	4278		0.28	4.82
MR-3 - Missed Repair Appointments								
MR-3-01-3342	% Missed Repair Appointment - Loop	15.38	0.00	13	30		11.98	1.28
MR-3-02-3342	% Missed Repair Appointment - Central Office	0.00	0.00	3	3			
MR-3-03-3342	% CPE/TOK/FOK - Missed Appointment	13.04	0.00	69	14		9.87	1.32
MR-3-04-3342	% Missed Repair Appointment - No Double Dispatch	7.69	0.00	13	25		9.11	0.84
MR-3-05-3342	% Missed Repair Appointment - Double Dispatch	33.33	0.00	3	5		34.43	0.97
MR-4 - Trouble Duration Intervals								
MR-4-02-3342	Mean Time To Repair - Loop Trouble	31.44	9.97	13	30	21.76	7.23	2.97
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	9.74	7.23	3	3	11.78	9.62	0.26
MR-4-04-3342	% Cleared (all troubles) within 24 Hours	62.50	93.94	16	33		14.75	2.13
MR-4-07-3342	% Out of Service > 12 Hours	78.57	25.00	14	28		13.43	3.99
MR-4-08-3342	% Out of Service > 24 Hours	35.71	7.14	14	28		15.68	1.82
MR-4-09-3342	Mean Time To Repair - No Double Dispatch	25.40	6.74	13	25	22.25	7.61	2.45
MR-4-10-3342	Mean Time To Repair - Double Dispatch	35.93	29.56	3	5	21.18	15.47	0.41
MR-5 - Repeat Trouble Reports								
MR-5-01-3342	% Repeat Reports within 30 Days	62.50	15.15	16	33		14.75	3.21
2-Wire xDSL Line Sharing - Maintenance								
MR-2 - Trouble Report Rate								
MR-2-02-3343	Network Trouble Report Rate - Loop	0.29	0.00	4112	412		0.28	1.05
MR-2-03-3343	Network Trouble Report Rate - Central Office	0.02	0.00	4112	412		0.08	0.30
MR-2-04-3343	% Subsequent Reports	0.00	NA	16				
MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate	1.68	0.97	4112	412		0.66	1.07
MR-3 - Missed Repair Appointments								
MR-3-01-3343	% Missed Repair Appointment - Loop	15.38	NA	13				
MR-3-02-3343	% Missed Repair Appointment - Central Office	0.00	NA	3				
MR-3-03-3343	% CPE/TOK/FOK - Missed Appointment	13.04	0.00	69	4		17.32	0.75
MR-3-04-3343	% Missed Repair Appointment - No Double Dispatch	7.69	NA	13				
MR-3-05-3343	% Missed Repair Appointment - Double Dispatch	33.33	NA	3				
MR-4 - Trouble Duration Intervals								
MR-4-02-3343	Mean Time To Repair - Loop Trouble	31.44	NA	13		21.76		
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	9.74	NA	3		11.78		
MR-4-04-3343	% Cleared (all troubles) within 24 Hours	62.50	NA	16				
MR-4-07-3343	% Out of Service > 12 Hours	78.57	NA	14				
MR-4-08-3343	% Out of Service > 24 Hours	35.71	NA	14				
MR-4-09-3343	Mean Time To Repair - No Double Dispatch	25.40	NA	13		22.25		
MR-4-10-3343	Mean Time To Repair - Double Dispatch	35.93	NA	3		21.18		
MR-5 - Repeat Trouble Reports								
MR-5-01-3343	% Repeat Reports within 30 Days	62.50	NA	16				

Legend Notations defined on Legend sheet - last page

¹ Not in Control of Verizon

² Parity to be assessed in conjunction with missed appointment

Carrier to Carrier
Performance Standards and Reports
April 2002
Verizon Virginia

CLEC Aggregate Performance - EASTERN
UNE POTS

POTS - Provisioning

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
PR-1 - Average Interval Offered								
PR-1-01-3111	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1.41	4.73	2005	436	4.61	4.61	-0.56
PR-1-01-3122	Av. Interval Offered-Total No Dispatch-Other (UNE Switch&NP	1.41	4.00	2005	1	4.61	4.61	-0.56
PR-1-01-3140	Av. Interval Offered - Total No Dispatch - Platform	1.41	1.00	2005	499	4.61	0.23	1.78
PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	4.59	5.13	923	136	7.65	0.70	-0.77
PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	4.59	2.81	923	26	7.65	1.52	1.17
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	6.76	6.00	46	3	5.84	3.48	0.22
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	6.76	2.00	46	2	5.84	4.22	1.13
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	7.50	8.67	16	3	7.66	4.82	-0.24
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	7.50	NA	16	16	7.66		
PR-2 - Average Completed Interval								
PR-2-01-3111	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1.24	4.75	1913	412	4.20	4.20	-0.66
PR-2-01-3122	Av. Completed Interval-Total No Dispatch-Other(UNE Switch&NP	1.24	4.00	1913	1	4.20	4.20	-0.66
PR-2-01-3140	Av. Completed Interval - Total No Dispatch - Platform	1.24	0.99	823	485	4.20	0.24	1.04
PR-2-03-3112	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	4.35	4.89	823	122	5.53	0.54	-1.01
PR-2-03-3140	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	4.35	2.81	823	26	5.53	1.10	1.40
PR-2-04-3112	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	6.62	6.00	39	3	5.99	3.59	0.17
PR-2-04-3140	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	6.62	2.00	39	2	5.99	4.34	1.06
PR-2-05-3112	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	7.57	8.67	14	3	8.03	5.11	-0.22
PR-2-05-3140	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	7.57	NA	14	14	8.03		
PR-3 - Completed within 5 Days - Platform & Other (Switch & INP)								
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	71.08	74.54	15453	436		2.20	1.57
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	82.97	94.95	15453	436		1.83	6.56
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	96.47	99.54	15453	436		0.90	3.43
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	10.47	0.00	3552	26		6.03	-1.74
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	21.90	23.08	3552	26		8.14	0.14
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	85.56	96.15	3552	26		6.92	1.53
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	97.16	99.57	19005	462		0.78	3.08
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	98.80	99.77	15453	436		0.53	1.83
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	95.81	100.00	3552	26		3.94	1.06
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	98.58	99.78	19005	462		0.56	2.15
PR-4 - Missed Appointments								
PR-4-02-3100	Average Delay Days - Total	3.62	4.67	481	3	12.70	7.36	-0.14
PR-4-03-3100	% Missed Appt. - Customer	1.41	5.28					
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop New	4.45	0.24	5910	1270		0.64	6.60
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	4.45	0.00	5910	55		2.79	1.59
PR-4-04-3520	% Missed Appt. - Verizon - Dispatch - Hot Cut Loop	4.45	0.00	5910	250		1.33	3.34
PR-4-05-3111	% Missed Appt. - Verizon - No Dispatch - Hot Cut Loop	0.75	0.00	28994	712		0.33	2.29
PR-4-05-3121	% Missed Appt. - Verizon - No Dispatch - Other	0.75	0.00	28994	1		8.63	0.09
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	0.75	0.00	28994	590		0.36	2.09
PR-4-08-3111	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop		0.00		962			
PR-4-08-3121	% Missed Appt. - Customer - Due to Late Order Confirmation - Other		0.00		1			
PR-4-08-3140	% Missed Appt. - Customer - Due to Late Order Confirmation- Platform		0.00		645			
PR-5 - Facility Missed Orders								
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	0.44	0.00	5910	1270		0.20	2.15
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	0.44	0.00	5910	55		0.90	0.49
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	0.00	0.00	5910	1270			
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	0.00	0.00	5910	55			
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop	0.00	0.00	5910	1270			
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	0.00	0.00	5910	55			
PR-6 - Installation Quality								
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	3.28	3.75	27798	3094		0.34	-1.38
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	3.28	1.05	27798	949		0.59	3.79
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop		0.00		1220			
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	2.05	2.52	27798	3094		0.27	-1.74
PR-6-02-3121	% Installation Troubles reported within 7 Days - Platform	2.05	0.21	27798	949		0.47	3.94
PR-6-03-3112	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Loop	3.39	5.27	27798	3094		0.34	-5.47
PR-6-03-3121	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Platform	3.39	1.37	27798	949		0.60	3.38
PR-8 - Open Orders in a Hold Status								
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	0.08	0.04	34904	2328		0.06	0.66
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	0.06	0.04	34904	2328		0.05	0.38
Hot Cuts								
PR-9 - Hot Cut Loops								
PR-9-01-3520	% On Time Performance - Hot Cut Loop		99.20		994			
PR-9-02-3520	% Early Cuts - Lines		0.00		1262			
PR-9-08-3520	Average Duration of Service Interruptor		NA					
PR-9-09-3520	% Supplemented or Cancelled Orders at Verizon Reques		0.00		994			
POTS & Complex Aggregate								
PR-1 - Average Interval Offered								
PR-1-12-3133	Av. Interval Offered - Disconnects	3.48	4.81	11194	1766	5.52	0.14	-9.41
PR-2 - Average Completed Interval								
PR-2-18-3133	Av. Completed Interval - Disconnect	3.19	4.90	10528	1641	5.19	0.14	-12.41
POTS - 2-Wire Digital Services								
PR-1 - Average Interval Offered								
PR-1-01-3341	Av. Interval Offered - Total No Dispatch	1.91	NA	141		1.62		
PR-1-02-3341	Av. Interval Offered - Total Dispatch	3.31	5.00	58	5	2.03	0.95	-1.79
PR-2 - Average Completed Interval								
PR-2-01-3341	Av. Interval Completed - Total No Dispatch	2.00	NA	125		1.64		
PR-2-02-3341	Av. Interval Completed - Total Dispatch	4.14	5.00	42	5	3.76	1.78	-0.48
PR-3 - Completed within X Days								
PR-3-10-3341	% Completed in 6 Days (1-5 Lines - Total)	99.22	80.00	129	5		4.01	-4.79
PR-4 - Missed Appointments								
PR-4-02-3341	Average Delay Days - Total	7.50	NA	4		7.90		
PR-4-03-3341	% Missed Appointment - Customer	5.91	0.00					
PR-4-04-3341	% Missed Appointment - Verizon - Dispatch	5.33	0.00	75	8		8.35	0.64
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	0.00	NA	128				
PR-4-08-3341	% Missed Appt. - Customer - Due to Late Order Confirmation		0.00		8			
PR-5 - Facility Missed Orders								
PR-5-01-3341	% Missed Appointment - Verizon Facilities	0.00	0.00	75	8			
PR-5-02-3341	% Orders Held for Facilities > 15 Days	0.00	0.00	75	8			
PR-5-03-3341	% Orders Held for Facilities > 60 Days	0.00	0.00	75	8			
PR-6 - Installation Quality								
PR-6-01-3341	% Install. Troubles Reported within 30 Days	1.59	0.00	63	8		4.69	0.34
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	9.52	25.00	63	8		11.02	-1.40
PR-8 - Open Orders in a Hold Status								
PR-8-01-3341	Open Orders in a Hold Status > 30 Days	0.00	0.00	203	8			
PR-8-02-3341	Open Orders in a Hold Status > 90 Days	0.00	0.00	203	8			

continued

Carrier to Carrier
Performance Standards and Reports
April 2002
Verizon Virginia

CLEC Aggregate Performance - EASTERN
UNE POTS continued

Metric #	POTS - 2-Wire xDSL Loops	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
PR-1 - Average Interval Offered									
PR-1-01-3342	Av. Interval Offered - Total No Dispatch	No Standard		5.17		6			
PR-1-02-3342	Av. Interval Offered - Total Dispatch	No Standard		6.89		19			
PR-2 - Average Completed Interval									
PR-2-01-3342	Av. Interval Completed - Total No Dispatch	No Standard		5.00		4			
PR-2-02-3342	Av. Interval Completed - Total Dispatch	No Standard		7.00		17			
PR-3 - Completed within X Days									
PR-3-10-3342	% Completed in 6 Days (1-5 Lines - Total)	95%		95.24		21			
PR-4 - Missed Appointments									
PR-4-02-3342	Average Delay Days - Total (retail DS0 specials)	Parity with Retail (DS0)	2.71	NA	7		1.70		
PR-4-03-3342	% Missed Appointment - Customer	No Standard ¹	0.64	8.93					
PR-4-04-3342	% Missed Appointment - Verizon - Dispatch	<=5%		0.00		45			
PR-4-08-3342	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard ¹		3.57		56			
PR-4-14-3342	% Completed On Time [With Serial Number]	95%		NA					
PR-5 - Facility Missed Orders									
PR-5-01-3342	% Missed Appointment - Verizon Facilities	Parity with VAD	0.58	0.00	173	45		1.27	0.46
PR-5-02-3342	% Orders Held for Facilities > 15 Days	Parity with VAD	0.00	0.00	173	45			
PR-5-03-3342	% Orders Held for Facilities > 60 Days	Parity with VAD	0.00	0.00	173	45			
PR-6 - Installation Quality									
PR-6-01-3342	% Install. Troubles Reported within 30 Days	Parity with Retail POTS-Dispatch	3.28	3.57	7028	56		2.39	-0.12
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	3.39	14.29	27798	56		2.42	-4.50
PR-8 - Open Orders in a Hold Status									
PR-8-01-3342	Open Orders in a Hold Status > 30 Days	Parity with Retail Specials-DS0	0.00	0.00	55	56			
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	Parity with Retail Specials-DS0	0.00	0.00	55	56			
2-Wire xDSL Line Sharing									
PR-1 - Average Interval Offered									
PR-1-01-3343	Av. Interval Offered - Total No Dispatch	Parity with VAD	3.04	2.97	1461	34	0.40	0.07	1.01
PR-1-02-3343	Av. Interval Offered - Total Dispatch	Parity with VAD	3.10	3.00	174	1	0.51	0.51	0.20
PR-2 - Average Completed Interval									
PR-2-01-3343	Av. Interval Completed - Total No Dispatch	Parity with VAD	3.03	2.44	1344	27	0.47	0.09	6.46
PR-2-02-3343	Av. Interval Completed - Total Dispatch	Parity with VAD	3.09	3.00	169	1	0.51	0.51	0.18
PR-3 - Completed within X Days									
PR-3-03-3343	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VAD	95.31	96.30	1344	27		4.11	0.24
PR-3-10-3343	% Completed in six (6) Days - one (1) to five (5) Lines - Total	Parity with VAD	99.87	100.00	1513	28		0.69	0.19
PR-4 - Missed Appointments									
PR-4-02-3343	Average Delay Days - Total	Parity with VAD	3.36	NA	14		8.26		
PR-4-03-3343	% Missed Appointment - Customer	No Standard ¹	0.64	0.00					
PR-4-04-3343	% Missed Appointment - Verizon - Dispatch	Parity with VAD	0.00	0.00	172	1			
PR-4-05-3343	% Missed Appointment - Verizon - No Dispatch	Parity with VAD	0.94	0.00	1383	28		1.84	0.51
PR-4-08-3343	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard ¹		0.00		29			
PR-5 - Facility Missed Orders									
PR-5-01-3343	% Missed Appointment - Verizon Facilities	Parity with VAD	0.58	0.00	173	1		7.62	0.08
PR-5-02-3343	% Orders Held for Facilities > 15 Days	Parity with VAD	0.00	0.00	173	1			
PR-5-03-3343	% Orders Held for Facilities > 60 Days	Parity with VAD	0.00	0.00	173	1			
PR-6 - Installation Quality									
PR-6-01-3343	% Install. Troubles Reported within 30 Days	Parity with VAD	0.45	0.00	1556	29		1.25	0.36
PR-6-03-3343	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	3.28	3.45	1556	29		3.34	-0.05
PR-8 - Open Orders in a Hold Status									
PR-8-01-3343	Open Orders in a Hold Status > 30 Days	Parity with VAD	0.00	0.00	1556	29			
PR-8-02-3343	Open Orders in a Hold Status > 90 Days	Parity with VAD	0.00	0.00	1556	29			
Maintenance - POTS Loop									
MR-2 - Trouble Report Rate									
MR-2-02-3550	Network Trouble Report Rate - Loop	Parity with Retail	0.89	0.60	672999	70794		0.04	7.98
MR-2-03-3550	Network Trouble Report Rate - Central Office	Parity with Retail	0.07	0.05	672999	70794		0.01	2.51
MR-2-04-3550	% Subsequent Reports	No Standard ²	1.50	0.00					
MR-2-05-3550	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.89	0.79	672999	70794		0.04	2.70
MR-3 - Missed Repair Appointments									
MR-3-01-3550	% Missed Repair Appointment - Loop	Parity w/ Retail POTS Total	8.99	2.13	6009	422		1.44	4.76
MR-3-02-3550	% Missed Repair Appointment - Central Office	Parity w/ Retail POTS Total	10.97	0.00	483	32		5.70	1.92
MR-3-03-3550	% CPE/TOK/FOK - Missed Appointment	No Standard	4.91	0.90	5968	557		0.96	4.19
MR-3-04-3550	% Missed Repair Appointment - No Double Dispatch	No Standard	5.63	1.51	5040	398		1.20	3.43
MR-3-05-3550	% Missed Repair Appointment - Double Dispatch	No Standard	36.78	7.69	628	39		7.96	3.66
MR-4 - Trouble Duration Intervals									
MR-4-01-3550	Mean Time To Repair - Total	Parity w/ Retail POTS Total	12.91	11.32	6492	454	16.55	0.80	1.98
MR-4-02-3550	Mean Time To Repair - Loop Trouble	Parity w/ Retail POTS Total	13.21	11.33	6009	422	16.63	0.84	2.25
MR-4-03-3550	Mean Time To Repair - Central Office Trouble	Parity w/ Retail POTS Total	9.09	11.16	483	32	14.95	2.73	-0.76
MR-4-04-3550	% Cleared (all troubles) within 24 Hours	Parity w/ Retail POTS Total	88.05	95.81	6492	454		1.57	4.93
MR-4-07-3550	% Out of Service > 12 Hours	Parity w/ Retail POTS Total	44.73	44.34	4116	327		2.86	0.14
MR-4-08-3550	% Out of Service > 24 Hours	Parity w/ Retail POTS Total	10.71	4.59	4116	327		1.78	3.44
MR-4-09-3550	Mean Time To Repair - No Double Dispatch	Parity w/ Retail POTS Total	11.73	10.74	5040	398	16.05	0.84	1.19
MR-4-10-3550	Mean Time To Repair - Double Dispatch	Parity w/ Retail POTS Total	22.37	20.42	628	39	19.71	3.25	0.60
MR-5 - Repeat Trouble Reports									
MR-5-01-3550	% Repeat Reports within 30 Days	Parity with Retail	12.55	14.54	6492	454		1.61	-1.24

continued

Carrier to Carrier
Performance Standards and Reports
April 2002
Verizon Virginia

CLEC Aggregate Performance - EASTERN
MAINTENANCE - UNE POTS continued

Maintenance - POTS Platform

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
MR-2 - Trouble Report Rate								
MR-2-02-3140	Network Trouble Report Rate - Platform	0.89	0.73	672999	1911		0.22	0.74
MR-2-03-3140	Network Trouble Report Rate - Central Office	0.07	0.10	672999	1911		0.06	-0.54
MR-2-04-3140	% Subsequent Reports	1.50	5.88					
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate	0.89	1.41	672999	1911		0.21	-2.45
MR-3 - Missed Repair Appointments								
MR-3-01-3144	% Missed Repair Appointment - Platform Bus	13.05	0.00	789	4		16.89	0.77
MR-3-01-3145	% Missed Repair Appointment - Platform Res.	8.33	0.00	5199	10		8.75	0.95
MR-3-02-3144	% Missed Repair Appointment - Central Office Bus	6.39	0.00	143	1		27.82	0.30
MR-3-02-3145	% Missed Repair Appointment - Central Office Res	12.09	0.00	339	1		32.65	0.37
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform	4.91	3.70	5968	27		4.17	0.29
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch	5.63	0.00	5040	14		6.17	0.91
MR-3-05-3140	% Missed Repair Appointment - Double Dispatch	36.78	NA	628				
MR-4 - Trouble Duration Intervals								
MR-4-01-3140	Mean Time To Repair - Totals	12.91	9.76	6492	16	15.55	4.14	0.76
MR-4-02-3144	Mean Time To Repair - Loop Trouble - Platform - Bus	10.08	1.48	789	4	14.25	7.14	1.20
MR-4-02-3145	Mean Time To Repair - Loop Trouble - Platform - Res	13.53	13.04	5199	10	16.46	5.21	0.09
MR-4-03-3144	Mean Time To Repair - Central Office Trouble - Bus	5.87	2.80	143	1	11.48	11.52	0.27
MR-4-03-3145	Mean Time To Repair - Central Office Trouble - Res	10.42	17.02	339	1	16.02	16.05	-0.41
MR-4-04-3140	% Cleared (all troubles) within 24 Hour:	38.05	93.75	6492	16		8.12	0.70
MR-4-06-3140	% Out of Service > 4 Hours	62.49	54.55	4116	11		14.62	0.54
MR-4-07-3140	% Out of Service > 12 Hours	44.73	54.55	4116	11		15.01	-0.65
MR-4-08-3144	% Out of Service > 24 Hours - Bus.	7.71	0.00	571	2		18.90	0.41
MR-4-08-3145	% Out of Service > 24 Hours - Res.	10.88	0.00	3528	9		10.39	1.05
MR-5-01-3140	% Repeat Reports within 30 Days	12.55	12.50	6492	16		8.29	0.01
2-Wire Digital Services - Maintenance								
MR-2 - Trouble Report Rate								
MR-2-02-3341	Network Trouble Report Rate - Loop	0.36	0.71	6660	422		0.30	-1.17
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.38	0.00	6660	422		0.31	1.22
MR-2-04-3341	% Subsequent Reports	7.55	0.00					
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	1.58	2.37	6660	422		0.63	-1.27
MR-3 - Missed Repair Appointments								
MR-3-01-3341	% Missed Repair Appointment - Loop	41.67	33.33	24	3		30.19	0.28
MR-3-02-3341	% Missed Repair Appointment - Central Office	28.00	NA	25				
MR-3-03-3341	% CPE/TOK/FOK - Missed Appointment	24.76	0.00	105	10		14.28	1.73
MR-3-04-3341	% Missed Repair Appointment - No Double Dispatch	29.63	0.00	27	1		46.50	0.64
MR-3-05-3341	% Missed Repair Appointment - Double Dispatch	45.00	50.00	20	2		36.90	-0.14
MR-4 - Trouble Duration Intervals								
MR-4-01-3341	Mean Time To Repair - Totals	11.20	16.18	49	3	9.51	5.66	-0.88
MR-4-02-3341	Mean Time To Repair - Loop Trouble	13.37	16.18	24	3	8.84	5.41	-0.52
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	9.12	NA	25		9.83		
MR-4-04-3341	% Cleared (all troubles) within 24 Hour:	95.92	66.67	49	3		11.77	-2.49
MR-4-07-3341	% Out of Service > 12 Hours	36.84	50.00	19	2		35.86	-0.37
MR-4-08-3341	% Out of Service > 24 Hours	0.00	0.00	19	2			
MR-4-09-3341	Mean Time To Repair - No Double Dispatch	10.08	2.92	27	1	8.86	9.02	0.79
MR-4-10-3341	Mean Time To Repair - Double Dispatch	13.75	22.82	20	2	10.05	7.45	-1.22
MR-5-01-3341	% Repeat Reports within 30 Days	8.16	66.67	49	3		16.28	-3.59
2-Wire xDSL Loops - Maintenance								
MR-2 - Trouble Report Rate								
MR-2-02-3342	Network Trouble Report Rate - Loop	0.07	0.26	11680	3447		0.05	-3.80
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.05	0.15	11680	3447		0.04	-2.13
MR-2-04-3342	% Subsequent Reports	0.00	0.00	21	17			
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	1.53	0.87	11680	3447		0.24	2.78
MR-3 - Missed Repair Appointments								
MR-3-01-3342	% Missed Repair Appointment - Loop	25.00	16.67	8	12		19.76	0.42
MR-3-02-3342	% Missed Repair Appointment - Central Office	0.00	0.00	13	5			
MR-3-03-3342	% CPE/TOK/FOK - Missed Appointment	7.26	0.00	179	30		5.12	1.42
MR-3-04-3342	% Missed Repair Appointment - No Double Dispatch	9.52	7.69	21	13		10.36	0.18
MR-3-05-3342	% Missed Repair Appointment - Double Dispatch	NA	50.00		2			
MR-4 - Trouble Duration Intervals								
MR-4-02-3342	Mean Time To Repair - Loop Trouble	31.16	17.75	8	12	15.51	7.53	1.78
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	9.71	4.99	13	5	7.35	3.87	1.22
MR-4-04-3342	% Cleared (all troubles) within 24 Hour:	71.43	88.24	21	17		14.74	1.14
MR-4-07-3342	% Out of Service > 12 Hours	57.89	30.77	19	13		17.77	1.53
MR-4-08-3342	% Out of Service > 24 Hours	26.32	15.38	19	13		15.85	0.69
MR-4-09-3342	Mean Time To Repair - No Double Dispatch	17.88	10.56	21	13	15.55	5.49	1.33
MR-4-10-3342	Mean Time To Repair - Double Dispatch	NA	48.86		2			
MR-5-01-3342	% Repeat Reports within 30 Days	28.57	41.18	21	17		14.74	-0.86
2-Wire xDSL Line Sharing - Maintenance								
MR-2 - Trouble Report Rate								
MR-2-02-3343	Network Trouble Report Rate - Loop	0.07	0.00	11680	305		0.15	0.45
MR-2-03-3343	Network Trouble Report Rate - Central Office	0.05	0.00	11680	305		0.13	0.39
MR-2-04-3343	% Subsequent Reports	0.00	NA	21				
MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate	1.53	0.98	11680	305		0.71	0.77
MR-3 - Missed Repair Appointments								
MR-3-01-3343	% Missed Repair Appointment - Loop	25.00	NA	8				
MR-3-02-3343	% Missed Repair Appointment - Central Office	0.00	NA	13				
MR-3-03-3343	% CPE/TOK/FOK - Missed Appointment	7.26	0.00	179	3		15.11	0.48
MR-3-04-3343	% Missed Repair Appointment - No Double Dispatch	9.52	NA	21				
MR-3-05-3343	% Missed Repair Appointment - Double Dispatch	NA	NA					
MR-4 - Trouble Duration Intervals								
MR-4-02-3343	Mean Time To Repair - Loop Trouble	31.16	NA	8		15.51		
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	9.71	NA	13		7.35		
MR-4-04-3343	% Cleared (all troubles) within 24 Hour:	71.43	NA	21				
MR-4-07-3343	% Out of Service > 12 Hours	57.89	NA	19				
MR-4-08-3343	% Out of Service > 24 Hours	26.32	NA	19				
MR-4-09-3343	Mean Time To Repair - No Double Dispatch	17.88	NA	21		15.55		
MR-4-10-3343	Mean Time To Repair - Double Dispatch	NA	NA					
MR-5-01-3343	% Repeat Reports within 30 Days	28.57	NA	21				

Legend Notations defined on Legend sheet - last page

¹ Not in Control of Verizon

² Parity to be assessed in conjunction with missed appointment

Carrier to Carrier
Performance Standards and Reports
April 2002
Verizon Virginia

CLEC Aggregate Performance - WESTERN
UNE POTS

POTS - Provisioning

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
PR-1 - Average Interval Offered								
PR-1-01-3111	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1.43	3.67	912	6	5.54		
PR-1-01-3122	Av. Interval Offered - Total No Dispatch - Other (UNE Switch&NP	1.43	NA	912	106	5.54	0.57	0.02
PR-1-01-3140	Av. Interval Offered - Total No Dispatch - Platform	4.44	3.80	386	10	5.93	1.90	0.34
PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	4.44	2.00	386	5	5.93	2.67	0.91
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	8.64	NA	14		10.19		
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	8.64	1.00	14	1	10.19	10.55	0.72
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	6.58	NA	12		7.29		
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	6.58	NA	12		7.29		
PR-2 - Average Completed Interval								
PR-2-01-3111	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1.22	3.50	879	4	3.19		
PR-2-01-3122	Av. Completed Interval - Total No Dispatch - Other (UNE Switch&NP	1.22	NA	879	105	3.19	0.35	-0.56
PR-2-01-3140	Av. Completed Interval - Total No Dispatch - Platform	4.08	4.33	353	6	5.67	2.33	-0.11
PR-2-03-3140	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	4.08	1.90	353	5	5.67	2.55	0.89
PR-2-04-3112	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	7.83	NA	12		7.77		
PR-2-04-3140	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	7.83	1.00	12	1	7.77	8.09	0.84
PR-2-05-3112	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	6.17	NA	12		7.22		
PR-2-05-3140	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	6.17	NA	12		7.22		
PR-3 - Completed within 5 Days - Platform & Other (Switch & INP)								
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	80.76	69.31	7392	101		3.95	-2.90
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	89.53	93.07	7392	101		3.07	1.15
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	97.05	94.06	7392	101		1.70	-1.76
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	10.87	40.00	1775	5		13.94	2.09
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	21.13	60.00	1775	5		18.28	2.13
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	71.04	100.00	1775	5		20.31	1.43
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	96.93	94.34	9167	106		1.69	-1.54
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	98.99	95.05	7392	101		1.00	-3.93
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	95.38	100.00	1775	5		9.40	0.49
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	98.87	97.17	9167	106		1.12	-1.34
PR-4 - Missed Appointments								
PR-4-02-3100	Average Delay Days - Total	6.86	NA	295		19.53		
PR-4-03-3100	% Missed Appt. - Customer	1.18	5.58					
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop New	5.72	0.00	2677	47		3.42	1.67
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	5.72	0.00	2677	25		4.67	1.23
PR-4-04-3520	% Missed Appt. - Verizon - Dispatch - Hot Cut Loop	5.72	0.00	2677	23		4.86	1.18
PR-4-05-3111	% Missed Appt. - Verizon - No Dispatch - Hot Cut Loop	1.06	2.38	13369	42		1.58	-0.83
PR-4-05-3121	% Missed Appt. - Verizon - No Dispatch - Other	1.06	NA	13369	933		0.35	
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	1.06	0.00	13369	157		0.82	1.29
PR-4-08-3111	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop		3.08		65			
PR-4-08-3121	% Missed Appt. - Customer - Due to Late Order Confirmation - Other		NA					
PR-4-08-3140	% Missed Appt. - Customer - Due to Late Order Confirmation - Platform		0.00		182			
PR-5 - Facility Missed Orders								
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	1.76	0.00	2677	47		1.93	0.91
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	1.76	0.00	2677	25		2.64	0.67
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	0.04	0.00	2677	47		0.29	0.14
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	0.04	0.00	2677	25		0.40	0.10
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop	0.00	0.00	2677	47			
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	0.00	0.00	2677	25			
PR-6 - Installation Quality								
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	5.07	2.83	12699	318		1.25	1.80
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	5.07	0.94	12699	320		1.24	3.33
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop		0.00		222			
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	2.80	2.33	12699	318		0.94	0.64
PR-6-02-3121	% Installation Troubles reported within 7 Days - Platform	2.80	0.63	12699	320		0.93	2.33
PR-6-03-3112	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Loop	3.54	2.83	12699	318		1.05	0.67
PR-6-03-3121	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Platform	3.54	1.25	12699	320		1.05	2.19
PR-8 - Open Orders in a Hold Status								
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	0.06	0.00	16046	233		0.16	0.37
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	0.04	0.00	16046	233		0.13	0.30
Hot Cuts								
PR-9 - Hot Cut Loops								
PR-9-01-3520	% On Time Performance - Hot Cut Loop		96.81		94			
PR-9-02-3520	% Early Cuts - Lines		0.00		328			
PR-9-08-3520	Average Duration of Service Interruptor		NA					
PR-9-09-3520	% Supplemented or Cancelled Orders at Verizon Reques		0.00		94			
POTS & Complex Aggregate								
PR-1 - Average Interval Offered								
PR-1-12-3133	Av. Interval Offered - Disconnects	3.11	2.09	4907	85	6.31	0.69	1.48
PR-2 - Average Completed Interval								
PR-2-18-3133	Av. Completed Interval - Disconnect	2.82	2.00	4657	70	5.46	0.66	1.25
POTS - 2-Wire Digital Services								
PR-1 - Average Interval Offered								
PR-1-01-3341	Av. Interval Offered - Total No Dispatch	0.55	1.00	55	2	1.02	0.73	-0.61
PR-1-02-3341	Av. Interval Offered - Total Dispatch	3.78	11.50	9	2	1.75	1.40	-5.52
PR-2 - Average Completed Interval								
PR-2-01-3341	Av. Interval Completed - Total No Dispatch	0.84	1.00	19	1	1.12	1.15	-0.14
PR-2-02-3341	Av. Interval Completed - Total Dispatch	4.50	1.00	6	1	2.43	2.62	1.33
PR-3-10-3341	% Completed in 6 Days (1-5 Lines - Total)	100.00	100.00	16	2			
PR-4 - Missed Appointments								
PR-4-02-3341	Average Delay Days - Total	2.50	NA	2		2.12		
PR-4-03-3341	% Missed Appointment - Customer	16.67	0.00					
PR-4-04-3341	% Missed Appointment - Verizon - Dispatch	6.67	0.00	15	10		10.19	0.65
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	0.00	0.00	20	1			
PR-4-08-3341	% Missed Appt. - Customer - Due to Late Order Confirmation		0.00		11			
PR-5 - Facility Missed Orders								
PR-5-01-3341	% Missed Appointment - Verizon Facilities	6.25	0.00	16	10		9.76	0.64
PR-5-02-3341	% Orders Held for Facilities > 15 Days	0.00	0.00	16	10			
PR-5-03-3341	% Orders Held for Facilities > 60 Days	0.00	0.00	16	10			
PR-6 - Installation Quality								
PR-6-01-3341	% Install. Troubles Reported within 30 Days	0.00	8.33	14	12			
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	14.29	0.00	14	12		13.77	1.04
PR-8 - Open Orders in a Hold Status								
PR-8-01-3341	Open Orders in a Hold Status > 30 Days	0.00	0.00	36	11			
PR-8-02-3341	Open Orders in a Hold Status > 90 Days	0.00	0.00	36	11			

continued

Carrier to Carrier
Performance Standards and Reports
April 2002
Verizon Virginia

CLEC Aggregate Performance - WESTERN
UNE POTS continued

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
POTS - 2-Wire xDSL Loops								
PR-1 - Average Interval Offered								
PR-1-01-3342	Av. Interval Offered - Total No Dispatch	No Standard	NA					
PR-1-02-3342	Av. Interval Offered - Total Dispatch	No Standard	6.00		2			
PR-2 - Average Completed Interval								
PR-2-01-3342	Av. Interval Completed - Total No Dispatch	No Standard	NA					
PR-2-02-3342	Av. Interval Completed - Total Dispatch	No Standard	6.00		2			
PR-3 - Completed within X Days								
PR-3-10-3342	% Completed in 6 Days (1-5 Lines - Total)	95%	100.00		2			
PR-4 - Missed Appointments								
PR-4-02-3342	Average Delay Days - Total (retail DS0 specials)	Parity with Retail (DS0)	103.50	1.00	2	1	143.54	175.80
PR-4-03-3342	% Missed Appointment - Customer	No Standard ¹	NA	2.94				
PR-4-04-3342	% Missed Appointment - Verizon - Dispatch	<=5%		0.00		32		
PR-4-08-3342	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard ¹		0.00		34		
PR-4-14-3342	% Completed On Time [With Serial Number]	95%		NA				
PR-5 - Facility Missed Orders								
PR-5-01-3342	% Missed Appointment - Verizon Facilities:	Parity with VAD	NA	2.94		34		
PR-5-02-3342	% Orders Held for Facilities > 15 Days	Parity with VAD	NA	0.00		34		
PR-5-03-3342	% Orders Held for Facilities > 60 Days	Parity with VAD	NA	0.00		34		
PR-6 - Installation Quality								
PR-6-01-3342	% Install. Troubles Reported within 30 Days	Parity with Retail POTS-Dispatch	5.07	0.00	3228	34		3.78
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	3.54	11.76	12699	34		3.17
								-2.59
PR-8 - Open Orders in a Hold Status								
PR-8-01-3342	Open Orders in a Hold Status > 30 Days	Parity with Retail Specials-DS0	0.00	0.00	28	34		
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	Parity with Retail Specials-DS0	0.00	0.00	28	34		
2-Wire xDSL Line Sharing								
PR-1 - Average Interval Offered								
PR-1-01-3343	Av. Interval Offered - Total No Dispatch	Parity with VAD	NA	2.89		9		
PR-1-02-3343	Av. Interval Offered - Total Dispatch	Parity with VAD	NA	3.00		4		
PR-2 - Average Completed Interval								
PR-2-01-3343	Av. Interval Completed - Total No Dispatch	Parity with VAD	NA	2.38		8		
PR-2-02-3343	Av. Interval Completed - Total Dispatch	Parity with VAD	NA	3.00		4		
PR-3 - Completed within X Days								
PR-3-03-3343	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VAD	NA	100.00		8		
PR-3-10-3343	% Completed in six (6) Days - one (1) to five (5) Lines - Total	Parity with VAD	NA	100.00		12		
PR-4 - Missed Appointments								
PR-4-02-3343	Average Delay Days - Total	Parity with VAD	NA	NA				
PR-4-03-3343	% Missed Appointment - Customer	No Standard ¹	NA	0.00				
PR-4-04-3343	% Missed Appointment - Verizon - Dispatch	Parity with VAD	NA	0.00		23		
PR-4-05-3343	% Missed Appointment - Verizon - No Dispatch	Parity with VAD	NA	0.00		45		
PR-4-08-3343	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard ¹	NA	0.00		69		
PR-5 - Facility Missed Orders								
PR-5-01-3343	% Missed Appointment - Verizon Facilities:	Parity with VAD	NA	0.00		24		
PR-5-02-3343	% Orders Held for Facilities > 15 Days	Parity with VAD	NA	0.00		24		
PR-5-03-3343	% Orders Held for Facilities > 60 Days	Parity with VAD	NA	0.00		24		
PR-6 - Installation Quality								
PR-6-01-3343	% Install. Troubles Reported within 30 Days	Parity with VAD	NA	1.45		69		
PR-6-03-3343	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	NA	4.35		69		
PR-8 - Open Orders in a Hold Status								
PR-8-01-3343	Open Orders in a Hold Status > 30 Days	Parity with VAD	NA	0.00		69		
PR-8-02-3343	Open Orders in a Hold Status > 90 Days	Parity with VAD	NA	0.00		69		
Maintenance - POTS Loop								
MR-2 - Trouble Report Rate								
MR-2-02-3550	Network Trouble Report Rate - Loop	Parity with Retail	1.22	0.48	481893	11207		0.10
MR-2-03-3550	Network Trouble Report Rate - Central Office	Parity with Retail	0.06	0.02	481893	11207		0.02
MR-2-04-3550	% Subsequent Reports	No Standard ²	2.72	0.00				
MR-2-05-3550	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.70	0.28	481893	11207		0.08
								5.33
MR-3 - Missed Repair Appointments								
MR-3-01-3550	% Missed Repair Appointment - Loop	Parity w/ Retail POTS Total	13.22	18.52	5855	54		4.63
MR-3-02-3550	% Missed Repair Appointment - Central Office	Parity w/ Retail POTS Total	5.28	0.00	303	2		15.87
MR-3-03-3550	% CPE/TOK/FOK - Missed Appointment	No Standard	5.18	3.23	3381	31		4.00
MR-3-04-3550	% Missed Repair Appointment - No Double Dispatch	No Standard	7.73	2.44	4551	41		4.19
MR-3-05-3550	% Missed Repair Appointment - Double Dispatch	No Standard	34.25	37.50	619	8		16.89
								-0.19
MR-4 - Trouble Duration Intervals								
MR-4-01-3550	Mean Time To Repair - Total	Parity w/ Retail POTS Total	14.69	13.38	6158	56	16.40	2.20
MR-4-02-3550	Mean Time To Repair - Loop Trouble	Parity w/ Retail POTS Total	15.21	13.21	5855	54	16.52	2.26
MR-4-03-3550	Mean Time To Repair - Central Office Trouble	Parity w/ Retail POTS Total	4.68	18.03	303	2	9.49	6.73
MR-4-04-3550	% Cleared (all troubles) within 24 Hours	Parity w/ Retail POTS Total	85.58	87.50	6158	56		4.72
MR-4-07-3550	% Out of Service > 12 Hours	Parity w/ Retail POTS Total	50.70	47.37	2945	38		8.16
MR-4-08-3550	% Out of Service > 24 Hours	Parity w/ Retail POTS Total	13.72	10.53	2945	38		5.62
MR-4-09-3550	Mean Time To Repair - No Double Dispatch	Parity w/ Retail POTS Total	12.91	8.99	4551	41	13.45	2.11
MR-4-10-3550	Mean Time To Repair - Double Dispatch	Parity w/ Retail POTS Total	23.65	34.22	619	8	20.85	7.42
								-1.42
MR-5 - Repeat Trouble Reports								
MR-5-01-3550	% Repeat Reports within 30 Days	Parity with Retail	12.36	14.29	6158	56		4.42
	continued							-0.44

Carrier to Carrier
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CLEC Aggregate Performance - WESTERN
MAINTENANCE - UNE POTS continued

Maintenance - POTS Platform

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
MR-2 - Trouble Report Rate								
MR-2-02-3140	Network Trouble Report Rate - Platform	1.22	0.68	481893	877		0.37	1.43
MR-2-03-3140	Network Trouble Report Rate - Central Office	0.06	0.11	481893	877		0.08	-0.60
MR-2-04-3140	% Subsequent Reports	2.72	0.00					
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate	0.70	1.48	481893	877		0.28	-2.77
MR-3 - Missed Repair Appointments								
MR-3-01-3144	% Missed Repair Appointment - Platform Bus	20.19	0.00	629	2		28.43	0.71
MR-3-01-3145	% Missed Repair Appointment - Platform Res.	12.40	25.00	5211	4		16.49	-0.76
MR-3-02-3144	% Missed Repair Appointment - Central Office Bus	7.23	0.00	83	1		26.05	0.28
MR-3-02-3145	% Missed Repair Appointment - Central Office Res	4.57	NA	219				
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform	5.18	7.69	3381	13		6.16	-0.41
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch	7.73	0.00	4551	6		10.91	0.71
MR-3-05-3140	% Missed Repair Appointment - Double Dispatch	34.25	NA	619				
MR-4 - Trouble Duration Intervals								
MR-4-01-3140	Mean Time To Repair - Totl	14.69	9.66	6158	7	15.40	6.20	0.81
MR-4-02-3144	Mean Time To Repair - Loop Trouble - Platform - Bus	11.13	1.91	629	2	15.02	10.64	0.87
MR-4-02-3145	Mean Time To Repair - Loop Trouble - Platform - Res	15.56	15.62	5211	4	15.55	7.78	-0.01
MR-4-03-3144	Mean Time To Repair - Central Office Trouble - Bus	3.11	1.30	83	1	4.02	4.04	0.45
MR-4-03-3145	Mean Time To Repair - Central Office Trouble - Res	5.20	NA	219		10.77		
MR-4-04-3140	% Cleared (all troubles) within 24 Hour:	85.58	85.71	6158	7		13.29	0.01
MR-4-06-3140	% Out of Service > 4 Hours	69.24	33.33	2945	6		18.86	1.90
MR-4-07-3140	% Out of Service > 12 Hours	50.70	33.33	2945	6		20.43	0.85
MR-4-08-3144	% Out of Service > 24 Hours - Bus.	7.63	0.00	354	2		18.83	0.41
MR-4-08-3145	% Out of Service > 24 Hours - Res.	14.39	25.00	2579	4		17.56	-0.60
MR-5 - Repeat Trouble Reports								
MR-5-01-3140	% Repeat Reports within 30 Days	12.36	0.00	6158	7		12.45	0.99
2-Wire Digital Services - Maintenance								
MR-2 - Trouble Report Rate								
MR-2-02-3341	Network Trouble Report Rate - Loop	0.17	0.59	3001	338		0.23	-1.82
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.23	0.00	3001	338		0.28	0.84
MR-2-04-3341	% Subsequent Reports	0.00	0.00					
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	1.87	0.30	3001	338		0.78	2.02
MR-3 - Missed Repair Appointments								
MR-3-01-3341	% Missed Repair Appointment - Loop	40.00	0.00	5	2		40.99	0.98
MR-3-02-3341	% Missed Repair Appointment - Central Office	0.00	NA	7				
MR-3-03-3341	% CPE/TOK/FOK - Missed Appointment	32.14	0.00	56	1		47.12	0.68
MR-3-04-3341	% Missed Repair Appointment - No Double Dispatch	0.00	NA	7				
MR-3-05-3341	% Missed Repair Appointment - Double Dispatch	50.00	NA	4				
MR-4 - Trouble Duration Intervals								
MR-4-01-3341	Mean Time To Repair - Totl	8.58	22.26	12	2	10.67	8.15	-1.68
MR-4-02-3341	Mean Time To Repair - Loop Trouble	16.58	22.26	5	2	12.14	10.16	-0.56
MR-4-03-3341	Mean Time To Repair - Central Office Troublr	2.86	NA	7		4.35		
MR-4-04-3341	% Cleared (all troubles) within 24 Hour:	83.33	100.00	12	2		28.47	0.59
MR-4-07-3341	% Out of Service > 12 Hours	0.00	100.00	1	2			
MR-4-08-3341	% Out of Service > 24 Hours	0.00	0.00	1	2			
MR-4-09-3341	Mean Time To Repair - No Double Dispatch	3.54	NA	7		4.20		
MR-4-10-3341	Mean Time To Repair - Double Dispatch	19.54	NA	4		11.76		
MR-5 - Repeat Trouble Reports								
MR-5-01-3341	% Repeat Reports within 30 Days	25.00	0.00	12	2		33.07	0.76
2-Wire xDSL Loops - Maintenance								
MR-2 - Trouble Report Rate								
MR-2-02-3342	Network Trouble Report Rate - Loop	0.00	0.17	25	1742			
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.00	0.00	25	1742			
MR-2-04-3342	% Subsequent Reports	0.00	0.00	1	9			
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	0.00	0.40	25	1742			
MR-3 - Missed Repair Appointments								
MR-3-01-3342	% Missed Repair Appointment - Loop	NA	0.00		9			
MR-3-02-3342	% Missed Repair Appointment - Central Office	0.00	NA	1				
MR-3-03-3342	%CPE/TOK/FOK - Missed Appointment	NA	0.00		7			
MR-3-04-3342	% Missed Repair Appointment - No Double Dispatch	0.00	0.00	1	6			
MR-3-05-3342	% Missed Repair Appointment - Double Dispatch	NA	0.00		3			
MR-4 - Trouble Duration Intervals								
MR-4-02-3342	Mean Time To Repair - Loop Trouble	NA	12.11		9			
MR-4-03-3342	Mean Time To Repair - Central Office Troublr	2.67	NA	1				
MR-4-04-3342	% Cleared (all troubles) within 24 Hour:	100.00	77.78	1	9			
MR-4-07-3342	% Out of Service > 12 Hours	NA	16.67		6			
MR-4-08-3342	% Out of Service > 24 Hours	NA	16.67		6			
MR-4-09-3342	Mean Time To Repair - No Double Dispatch	2.67	9.48	1	6			
MR-4-10-3342	Mean Time To Repair - Double Dispatch	NA	17.37		3			
MR-5 - Repeat Trouble Reports								
MR-5-01-3342	% Repeat Reports within 30 Days	0.00	22.22	1	9			
2-Wire xDSL Line Sharing - Maintenance								
MR-2 - Trouble Report Rate								
MR-2-02-3343	Network Trouble Report Rate - Loop	0.00	0.00	25	698			
MR-2-03-3343	Network Trouble Report Rate - Central Office	0.00	0.00	25	698			
MR-2-04-3343	% Subsequent Reports	0.00	0.00	1	1			
MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate	0.00	0.57	25	698			
MR-3 - Missed Repair Appointments								
MR-3-01-3343	% Missed Repair Appointment - Loop	NA	0.00		1			
MR-3-02-3343	% Missed Repair Appointment - Central Office	0.00	NA	1				
MR-3-03-3343	%CPE/TOK/FOK - Missed Appointment	NA	25.00		4			
MR-3-04-3343	% Missed Repair Appointment - No Double Dispatch	0.00	0.00	1	1			
MR-3-05-3343	% Missed Repair Appointment - Double Dispatch	NA	NA					
MR-4 - Trouble Duration Intervals								
MR-4-02-3343	Mean Time To Repair - Loop Trouble	NA	8.15		1			
MR-4-03-3343	Mean Time To Repair - Central Office Troublr	2.67	NA	1				
MR-4-04-3343	% Cleared (all troubles) within 24 Hour:	100.00	100.00	1	1			
MR-4-07-3343	% Out of Service > 12 Hours	NA	NA					
MR-4-08-3343	% Out of Service > 24 Hours	NA	NA					
MR-4-09-3343	Mean Time To Repair - No Double Dispatch	2.67	8.15	1	1			
MR-4-10-3343	Mean Time To Repair - Double Dispatch	NA	NA					
MR-5 - Repeat Trouble Reports								
MR-5-01-3343	% Repeat Reports within 30 Days	0.00	0.00	1	1			

Legend Notations defined on Legend sheet - last page

¹ Not in Control of Verizon

² Parity to be assessed in conjunction with missed appointment

**Carrier to Carrier
Performance Standards and Reports
C2C Report April 2002
Verizon Virginia**

**CLEC Aggregate Performance
TRUNKS**

Metric #	ORDERING	Standard	Aggregate Interconnection						
			Actual Performance	Number of Observations					
	OR-1 - Order Confirmation Timeliness								
OR-1-11-5020	Av. FOC Time (<= 192 Forecasted Trunks)	No Standard	4.04						
OR-1-11-5030	Av. FOC Time (> 192 and Unforecasted Trunks)	No Standard	5.42						
OR-1-12-5020	% On Time FOC (<= 192 Forecasted Trunks)	95% on Time	100.00	24					
OR-1-12-5030	% On Time FOC (> 192 and Unforecasted Trunks)	95% on Time	84.52	52					
OR-1-13-5020	% On Time Design Layout Record (DLR)	95% on Time	100.00	30					
OR-1-19-5020	% On Time Resp. - Request for Inbound Augment Trunks (<= 192 Forecastec	95% on Time	100.00	1					
OR-1-19-5030	% On Time Resp. - Request for Inbound Augment Trunks (> 192 Forecastec	95% on Time	NA						
	OR-2 - Reject Timeliness								
OR-2-11-5000	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)	No Standard	NA						
OR-2-12-5000	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	95% on Time	NA						
	PROVISIONING								
	PR-1 - Average Interval Offered								
PR-1-09-5020	Av. Interval Offered - Total (<= 192 Forecasted Trunks)	Parity with Retail	10.22	6.50	9	2	3.60	2.81	1.32
PR-1-09-5030	Av. Interval Offered - Total (> 192 & Unforecasted Trunks)	Parity with Retail	11.24	12.79	105	34	3.95	0.78	-1.99
	PR-2 - Average Interval Completed								
PR-2-09-5020	Av. Interval Completed - Total (<= 192 Forecasted Trunks)	Parity with Retail	8.67	6.50	6	2	5.50	4.49	0.48
PR-2-09-5030	Av. Interval Completed - Total (> 192 Forecasted Trunks)	Parity with Retail	11.40	8.33	47	6	3.79	1.64	1.87
	PR-4 - Missed Appointment								
PR-4-01-5000	% Missed Appointment - Verizon - Total	Parity with Retail	0.00	0.00	12813	5515			
PR-4-02-5000	Average Delay Days - Total	Parity with Retail	NA	NA					
PR-4-03-5000	% Missed Appointment - Custome	No Standard ¹	29.00	40.07					
	PR-5 - Facility Missed Orders								
PR-5-01-5000	% Missed Appointment - Facility:	Parity with Retail	0.00	0.00	12813	1555			
PR-5-02-5000	% Orders Held for Facilities > 15 Day	Parity with Retail	0.00	0.00	12813	1555			
PR-5-03-5000	% Orders Held for Facilities > 60 Day	Parity with Retail	0.00	0.00	12813	1555			
	PR-6 - Installation Quality								
PR-6-01-5000	% Installation Troubles reported within 30 Day	Parity with Retail (for found typos)	0.00	0.00	12813	5515			
PR-6-03-5000	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	No Standard	0.00	0.00	12813	5515			
	PR-8 - Open Orders in a Hold Status								
PR-8-01-5000	Open Orders in a Hold Status > 30 Days	Parity with Retail	0.00	0.00	12813	5515			
PR-8-02-5000	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.00	0.00	12813	5515			
	MAINTENANCE								
	MR-2 - Trouble Report Rate								
MR-2-01-5000	Network Trouble Report Rate	Parity with IXC FGD ³	0.02	0.01	266514	194930		0.00	3.83
	MR-4 - Trouble Duration Intervals								
MR-4-01-5000	Mean Time To Repair - Total	Parity with Retail	1.79	1.67	61	11	134.95	44.21	0.00
MR-4-04-5000	% Cleared (all troubles) within 24 Hour	Parity with Retail	100.00	100.00	61	11			
MR-4-05-5000	% Out of Service > 2 Hours	Parity with Retail	29.51	36.36	61	11		14.94	-0.46
MR-4-06-5000	% Out of Service > 4 Hours	Parity with Retail	6.56	9.09	61	11		8.11	-0.31
MR-4-07-5000	% Out of Service > 12 Hours	Parity with Retail	1.64	0.00	61	11		4.16	0.39
MR-4-08-5000	% Out of Service > 24 Hours	Parity with Retail	0.00	0.00	61	11			
	MR-5 - Repeat Trouble Report Rates								
MR-5-01-5000	% Repeat Reports within 30 Day	Parity with IXC / FGD	8.20	0.00	61	11		8.99	0.91
	NETWORK PERFORMANCE								
	NP-1 - Percent Final Trunk Group Blockage								
NP-1-01-5000	% Final Trunk Groups Exceeding Blocking Standar	No Standard	0.97	1.08	207	93		1.22	-0.09
NP-1-02-5000	% FTG Exceeding Blocking Std. - (No Exceptions	No Standard	0.97	9.68	207	93		1.22	-7.12
NP-1-03-5000	Number FTG Exceeding Blocking Std. - 2 Month:	No Standard	0			93			
NP-1-04-5000	Number FTG Exceeding Blocking Std. - 3 Month:	See Guidelines							
	NP-2 - Collocation Performance - New								
NP-2-01-6701	% On Time Response to Request for Physical Collocatio	95% on time	100.00			1			
NP-2-02-6701	% On Time Response to Request for Virtual Collocatio	95% on time	NA						
NP-2-03-6701	Average Interval - Physical Collocatio	No Standard	75.67						
NP-2-04-6701	Average Interval - Virtual Collocatio	No Standard	NA						
NP-2-05-6701	% On Time - Physical Collocatio	95% on time	100.00			9			
NP-2-06-6701	% On Time - Virtual Collocatio	95% on time	NA						
NP-2-07-6701	Average Delay Days - Physical Collocatio	No Standard	NA						
NP-2-08-6701	Average Delay Days - Virtual Collocatio	No Standard	NA						
	NP-2 - Collocation Performance - Augmen								
NP-2-01-6702	% On Time Response to Request for Physical Collocatio	95% on time	100.00			6			
NP-2-02-6702	% On Time Response to Request for Virtual Collocatio	95% on time	100.00			1			
NP-2-03-6702	Average Interval - Physical Collocatio	No Standard	68.18						
NP-2-04-6702	Average Interval - Virtual Collocatio	No Standard	55.50						
NP-2-05-6702	% On Time - Physical Collocatio	95% on time	100.00			11			
NP-2-06-6702	% On Time - Virtual Collocatio	95% on time	100.00			2			
NP-2-07-6702	Average Delay Days - Physical Collocatio	No Standard	NA						
NP-2-08-6702	Average Delay Days - Virtual Collocatio	No Standard	NA						

Legend Notations defined on Legend sheet - last pag

¹ Not in Control of Verizon

³ Parity should be assessed in conjunction with MTTR

**Carrier to Carrier
Performance Standards and Reports
C2C Report April 2002
Verizon Virginia**

LEGEND

* = DC/MD/VA/WV Combined Measurement
** = Verizon East Combined data
*** = Verizon South Combined Measurement
**** = Resale/UNE DC/MD/VA/WV Combined Measurement
***** = Resale/UNE East Combined Measurement
UD = Performance metric is under development
NA =No Activity
NEF =No Existing Functionality
TBD = Performance standard is to be determined
R3 =Run 3 times per year
95% Completed Within
Window = Standard for Cut-Over Window
1 to 9 lines: 1 hour
10 to 49 lines: 2 hours
50 to 99 lines: 3 hours
100 to 199 lines: 4 hours
200 plus lines: 8 hours