

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

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

Metric #	PRE-ORDERING	Standard	Actual Performance			
			VZ	CLEC	Difference	Observations
<b>PO-1 - Response Time OSS Ordering Interface'</b>						
PO-1-01-6020	Customer Service Record - EDI	Parity plus <= 4 Seconds	0.25	2.90	2.65	1308
PO-1-01-6030	Customer Service Record - CORBA	Parity plus <= 4 Seconds	0.25	0.92	0.67	1942
PO-1-01-6050	Customer Service Record - Web GUI	Parity plus <= 7 Seconds	0.25	2.57	2.32	20606
PO-1-02-6020	Due Date Availability - EDI	Parity plus <= 4 Seconds	1.02	NA		
PO-1-02-6030	Due Date Availability - CORBA	Parity plus <= 4 Seconds	1.02	NA		
PO-1-02-6050	Due Date Availability - Web GUI	Parity plus <= 7 Seconds	1.02	3.40	2.38	587
PO-1-03-6020	Address Validation - EDI	Parity plus <= 4 Seconds	4.37	5.98	1.61	1106
PO-1-03-6030	Address Validation - CORBA	Parity plus <= 4 Seconds	4.37	3.23	-1.14	377
PO-1-03-6050	Address Validation - Web GUI	Parity plus <= 7 Seconds	4.37	5.49	1.12	18528
PO-1-04-6020	Product & Service Availability - EDI	Parity plus <= 10 Seconds	9.28	NA		
PO-1-04-6030	Product & Service Availability - CORBA	Parity plus <= 10 Seconds	9.28	NA		
PO-1-04-6050	Product & Service Availability - Web GUI	Parity plus <= 10 Seconds	9.28	13.14	3.86	45
PO-1-05-6020	Telephone Number Availability & Reservation - EDI	Parity plus <= 4 Seconds	5.27	3.58	-1.69	1
PO-1-05-6030	Telephone Number Availability & Reservation - CORBA	Parity plus <= 4 Seconds	5.27	5.99	0.72	128
PO-1-05-6050	Telephone Number Availability & Reservation - Web GUI	Parity plus <= 7 Seconds	5.27	6.79	1.52	4558
PO-1-06-6020	Facility Availability (Loop Qualification) - EDI	Parity plus <= 4 Seconds	14.06	4.45	-9.61	425
PO-1-06-6030	Facility Availability (Loop Qualification) - CORBA	Parity plus <= 4 Seconds	14.06	2.64	-11.42	7
PO-1-06-6050	Facility Availability (Loop Qualification) - Web GUI	Parity plus <= 7 Seconds	14.06	4.61	-9.45	3629
PO-1-07-6020	Rejected Query - EDI	Parity plus <= 4 Seconds	0.16	3.65	3.49	4150
PO-1-07-6030	Rejected Query - CORBA	Parity plus <= 4 Seconds	0.16	0.78	0.62	1107
PO-1-07-6050	Rejected Query - Web GUI	Parity plus <= 7 Seconds	0.16	3.05	2.89	2893
PO-1-08-6020	% Timeouts - EDI	not > 0.33%		0.06		3520
PO-1-08-6030	% Timeouts - CORBA	not > 0.33%		0.00		3727
PO-1-08-6050	% Timeouts - Web GUI	not > 0.33%		0.04		66474
PO-1-09-6020	Parsed CSR - EDI	Parity plus <= 10 Seconds	0.25	1.95	1.70	27
PO-1-09-6030	Parsed CSR - CORBA	Parity plus <= 10 Seconds	0.25	0.34	0.09	122
*Retail data is obtained from Enview, and the total number of observations is 10 per hour per day.						
<b>PO-2 - OSS Interface Availability'</b>						
PO-2-01-6020	OSS Interf. Avail. - Total - EDI	No Standard	100.00			0.00
PO-2-01-6030	OSS Interf. Avail. - Total - CORBA	No Standard	100.00			0.00
PO-2-01-6050	OSS Interface Avail. - Total - Maint. Web GUI/Pre-Ordering/Ordering Web GUI	No Standard	99.90			0.70
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%	100.00			0.00
PO-2-02-6030	OSS Interf. Avail. - Prime Time - CORBA	>=99.5%	100.00			0.00
PO-2-02-6050	OSS Interface Avail. - Prime Time - Maint. Web GUI/Pre-Ordering/Ordering Web GUI	>=99.5%	99.84			0.70
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	100.00			0.00
PO-2-03-6060	OSS Interf. Avail - Non-Prime - Electronic Bonding	No Standard	100.00			0.00
<b>PO-5 - Average Notification of Interface Outage**</b>						
PO-5-01-2000	Average Notice of Interface Outage	Not more than 20 minutes	15.00			1
<b>PO-6 - Software Validation*</b>						
PO-6-01-2000	Software Validation	<= 5%	0.00			68
<b>PO-7 - Software Problem Resolution Timeliness</b>						
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			
<b>PO-8 - Manual Loop Qualification</b>						
PO-8-01-2000	Average Response Time - Manual Loop Qualification	95% within 48 Hours	31.03			3
PO-8-02-2000	% on Time - Engineering Record Request	95% within 72 Hours	NA			
<b>Change Notification</b>						
<b>PO-4 - Timeliness of Change Management Notice**</b>						
PO-4-01-6611	% Notices Sent on Time - Emergency Maint.	>=95%	100.00			5
PO-4-01-6621	% Notices Sent on Time - Regulatory	>=95%	NA			
PO-4-01-6631	% Notices Sent on Time - Industry Standard	>=95%	NA			
PO-4-01-6641	% Notices Sent on Time - Verizon Orig.	>=95%	NA			
PO-4-01-6651	% Notices Sent on Time - TC Orig.	>=95%	NA			
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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**CLEC Aggregate Performance  
OPERATION SUPPORT SYSTEM / BILLING continued**

Metric #	Change Confirmation	Standard	CLEC Perf	CLEC Obs
	<b>PO-4 - Timeliness of Change Management Confirmation**</b>			
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	8.24	3.91	-4.33	290
MR-1-02-2000	Status Trouble	Parity plus <= 4 Seconds	7.55	NA		
MR-1-03-2000	Modify Trouble	Parity plus <= 4 Seconds	7.97	NA		
MR-1-04-2000	Request Cancellation of Trouble	Parity plus <= 4 Seconds	9.31	6.42	-2.89	3
MR-1-05-2000	Trouble Report History (by TN/Circuit)	Parity plus <= 4 Seconds	0.32	1.10	0.78	194
MR-1-06-2000	Test Trouble (POTS Only)	Parity plus <= 4 Seconds	47.82	38.32	-9.50	1479

**BILLING**

<b>BI-1 - Timeliness of Daily Usage Feec</b>				
BI-1-01-2030	% DUF in 3 Business Days	No Standard	95.97	11513482
BI-1-02-2030	% DUF in 4 Business Days	95% in 4 Business Days	99.20	
BI-1-03-2030	% DUF in 5 Business Days	No Standard	99.36	
BI-1-04-2030	% DUF in 8 Business Days	No Standard	99.46	
<b>BI-2 - Timeliness of Carrier Bili</b>				
BI-2-01-2030	Timeliness of Carrier Bill	98% in 10 Business Days	100.00	630
<b>BI-3 - Billing Accuracy</b>				
BI-3-01-2030	% Billing Adjustments - Dollars Adjusted	TBD	1.57	9645988
BI-3-02-2030	% Billing Adjustments - Number of Adjustments	TBD	3.52	70434

**OPERATOR SERVICES & DATABASES**

<b>OD-1 - Operator Services - Speed of Answer</b>						
OD-1-01-1021	Average Speed of Answer – Operator Services	Parity with Retail	3.36	0.30	224851	23648
OD-1-02-1021	Average Speed of Answer – Directory Assistance	Parity with Retail	5.35	2.84	2822984	109856

**ORDERING**

<b>OR-6 - Order Accuracy</b>				
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	99.66	298

Legend Notations defined on Legend sheet - last page

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

Metric #	Standard	Acutal Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
<b>RESALE Pre-Ordering</b>								
<b>PO-3 - Contact Center Availability</b>								
PO-3-01-2000	Average Speed of Answering - Ordering (secs)****	No Standard	51.36					
PO-3-02-2000	% Answered within 30 Seconds - Ordering****	80% within 30 Seconds	72.79		8489			
PO-3-03-2000	Average Speed of Answering - Repair (secs)****	No Standard	8.55					
PO-3-04-2000	% Answered within 30 Seconds - Repair****	80% within 30 Seconds	92.98		91716			
<b>RESALE Ordering</b>								
<b>OR-7 - Order Completeness</b>								
OR-7-01-2000	% Order Confirmation/Rejects sent within 3 Business Days	95%	99.81		13440			
<b>OR-8 - Acknowledgement Timeliness</b>								
OR-8-01-2000	% Acknowledgements on Time	95% within 2 Hours	100.00		5442			
<b>OR-9 - Order Acknowledgement Completeness</b>								
OR-9-01-2000	% Acknowledgement Completeness	99%	100.00		5442			
<b>POTS &amp; Pre-qualified Complex - Electronically Submitted</b>								
<b>OR-1 - Order Confirmation Timeliness</b>								
OR-1-01-2320	Average Local Service Request Confirmation (LSRC) Time (Flow Through)	No Standard	0.09					
OR-1-02-2320	% On Time LSRC - Flow Through	95% within 2 Hours	99.99		8584			
OR-1-03-2320	Average LSRC/ASRC Time No Facility Check	No Standard	20.48					
OR-1-04-2100	% On Time LSRC/ASRC No Facility Check	95% within 30 Seconds	95.90		2221			
OR-1-05-2320	Average LSRC/ASRC Time Facility Check	No Standard	21.24					
OR-1-06-2320	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	100.00		84			
<b>OR-2 - Reject Timeliness</b>								
OR-2-01-2320	Average Local Service Request (LSR) Reject - Time (Flow Through)	No Standard	0.03					
OR-2-02-2320	% On Time LSR Reject - Flow Through	95% within 2 Hours	99.89		1881			
OR-2-03-2320	Average LSR/ASR Reject Time No Facility Check	No Standard	13.22					
OR-2-04-2320	% On Time LSR/ASR Reject No Facility Check	95% within 24 Hours	98.34		903			
OR-2-05-2320	Average LSR/ASR Reject Time Facility Check	No Standard	22.54					
OR-2-06-2320	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	100.00		64			
<b>2 Wire Digital Services</b>								
<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualificaito</b>								
OR-1-03-2341	Average LSRC/ASRC Time No Facility Check	No Standard	19.24					
OR-1-04-2341	% On Time LSRC/ASRC No Facility Check	95% within 72 Hours	100.00		5			
OR-1-05-2341	Average LSRC/ASRC Time Facility Check	No Standard	10.21					
OR-1-06-2341	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	100.00		3			
<b>OR-2 - Reject Timeliness - Requiring Loop Qualificaito</b>								
OR-2-03-2341	Average LSR/ASR Reject Time No Facility Check	No Standard	9.95					
OR-2-04-2341	% On Time LSR/ASR Reject No Facility Check	95% within 72 Hours	100.00		5			
OR-2-05-2341	Average LSR/ASR Reject Time Facility Check	No Standard	1.72					
OR-2-06-2341	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	100.00		1			
<b>POTS / Special Services - Aggregate</b>								
<b>OR-3 - Percent Rejects</b>								
OR-3-01-2000	% Rejects	No Standard	24.26		11864			
OR-3-02-2000	% Resubmission Not Rejected	95%	NA					
<b>OR-4 - Timeliness of Completion Notification</b>								
OR-4-01-2000	Completion Notice (BCN) - Average Response Time	No Standard	3.57					
OR-4-02-2000	Completion Notice (BCN) - % On Time	95% by next bus. day at noon	94.59		10544			
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		10179			
OR-4-06-2000	Parity Duration - Work Completion (SOP) to Bill Completion	Parity with Retail	9.30	26.19	342132	11512	141.26	1.34
OR-4-07-2000	% SOP to Bill Completion >= 5 Business Days	Parity with Retail	1.05	1.87	342132	11512		0.10
OR-4-08-2000	% SOP to Bill Completion > 1 Business Day	Parity with Retail	1.96	5.83	342132	11512		0.13
OR-4-11-2000	% Completed orders without either a PCN or BCN	<= 5%	0.00		10149			
OR-4-12-2000	% Due Date to PCN within 3 Business Days	95%	98.18		10179			
OR-4-13-2000	% Due Date to PCN within 6 Business Days	99%	99.10		10179			
OR-4-14-2000	% Due Date to BCN within 6 Business Days	95%	94.57		10544			
OR-4-15-2000	% Due Date to BCN within 9 Business Days	99%	95.27		10544			
<b>OR-5 - Percent Flow-Through</b>								
OR-5-01-2000	% Flow Through - Total	No Standard Developed	78.65		10918			
OR-5-02-2000	% Flow Through - Simple	No Standard Developed	78.80		10894			
OR-5-03-2000	% Flow Through Achieved	95%	91.04		9432			
<b>OR-6 - Order Accuracy</b>								
OR-6-01-2000	% Accuracy - Orders	95% Orders without Verizon Errors	87.59		427			
OR-6-02-2000	% Accuracy - Opportunities	No Standard	98.71		4654			
OR-6-03-2000	% Accuracy - LSRC	<= 5% LSRCs resent due to Verizon error	0.00		2697			
<b>Special Services - Electronically Submitted</b>								
<b>OR-1 - Order Confirmation Timeliness</b>								
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	21.15					
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	100.00		10			
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	12.78					
OR-1-05-2214	Average LSRC/ASRC Time Facility Check (Non DS0, DS1, & DS3)	No Standard	NA					
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	39.17					
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		3			
<b>OR-2 - Reject Timeliness</b>								
OR-2-03-2200	Average LSR/ASR Reject Time No Facility Check	No Standard	12.14					
OR-2-04-2200	% On Time LSR/ASR Reject No Facility Check	95% within 48 Hours	100.00		19			
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	100.00		2			
Legend Notations defined on Legend sheet - last page								

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

**POTS - Provisioning - Total**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
<b>PR-1 - Average Interval Offered</b>								
PR-1-04-2100	Average Interval Offered - Dispatch (6-9 Lines)	7.04	7.50	196	4	7.64	3.86	-0.12
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)	7.87	1.00	120	1	8.26	8.29	0.83
<b>PR-2 - Average Completed Interval</b>								
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)	7.29	4.33	156	3	7.69	4.48	0.66
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	9.01	1.00	99	1	10.35	10.40	0.77
<b>PR-3 - Completed within Specified Days</b>								
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	73.98	46.20	57434	1857		1.03	-26.85
PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)	86.36	69.14	57434	1857		0.81	-21.28
PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)	96.64	97.58	57434	1857		0.42	2.21
PR-3-04-2100	% Completed in 1 Day (1-5 Lines - Dispatch)	11.39	16.14	13709	1679		0.82	5.78
PR-3-05-2100	% Completed in 2 Days (1-5 Lines - Dispatch)	23.78	43.60	13709	1679		1.10	18.01
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	73.96	98.09	13709	1679		1.13	21.27
PR-3-07-2100	% Completed in 4 Days (1-5 Lines - Total)	94.87	99.12	71143	3536		0.38	11.18
PR-3-08-2100	% Completed in 5 Days (1-5 Lines - No Dispatch)	99.06	99.78	57434	1857		0.23	3.16
PR-3-09-2100	% Completed in 5 Days (1-5 Lines - Dispatch)	94.04	99.46	13709	1679		0.61	8.85
PR-3-10-2100	% Completed in 6 Days (1-5 Lines - Total)	98.68	99.77	71143	3536		0.20	5.54
<b>PR-4 - Missed Appointments</b>								
PR-4-02-2100	Average Delay Days - Total	3.86	2.64	2179	14	13.91	3.73	0.33
PR-4-03-2100	% Missed Appointment - Customer	1.50	1.33					
PR-4-04-2100	% Missed Appointment - Verizon - Dispatch	6.44	0.45	21949	2199		0.55	10.91
PR-4-05-2100	% Missed Appointment - Verizon - No Dispatch	0.75	0.12	101534	3454		0.15	4.22
PR-4-08-2100	% Missed Appt. - Customer - Due to Late Order Confirmation		0.12		5653			
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-2100	% Missed Appointment - Verizon - Facility:	1.21	0.14	21949	2199		0.24	4.38
PR-5-02-2100	% Orders Held for Facilities > 15 Day:	0.04	0.00	21949	2199		0.04	0.89
PR-5-03-2100	% Orders Held for Facilities > 60 Days	0.00	0.00	21949	2199			
<b>PR-6 - Installation Quality</b>								
PR-6-01-2100	% Installation Troubles reported within 30 Day	3.35	3.11	106875	5265		0.25	0.92
PR-6-02-2100	% Installation Troubles reported within 7 Day	2.14	2.26	106875	5265		0.20	-0.59
PR-6-03-2100	% Inst. Troubles reported w/in 30 Days - FOK/TOK/CPE	3.21	3.04	106875	5265		0.25	0.69
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-2100	Open Orders in a Hold Status > 30 Days:	0.07	0.00	123483	5653		0.04	1.95
PR-8-02-2100	Open Orders in a Hold Status > 90 Days	0.04	0.00	123483	5653		0.03	1.47

**POTS - Business**

<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2110	Average Interval Offered - Total No Dispatch	1.20	1.04	8838	333	3.14	0.18	0.91
PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)	4.32	2.90	3493	62	5.00	0.64	2.22
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2110	Average Interval Completed - Total No Dispatch	1.10	0.93	8351	312	2.33	0.13	1.27
PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)	4.22	3.17	3059	53	4.01	0.56	1.89

**POTS - Residence**

<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2120	Average Interval Offered - Total No Dispatch	0.93	1.46	81624	2456	1.68	0.03	-15.40
PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)	3.22	2.44	11503	1672	1.22	0.03	24.43
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2120	Average Interval Completed - Total No Dispatch	0.87	1.46	79934	2411	1.42	0.03	-20.10
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)	3.12	2.41	10650	1626	1.89	0.05	14.11

**POTS & Complex Aggregate**

<b>PR-1 - Average Interval Offered</b>								
PR-1-12-2103	Average Interval Offered - Disconnects	3.61	1.54	45517	2932	5.33	0.10	20.38
<b>PR-2 - Average Completed Interval</b>								
PR-2-18-2103	Average Interval Completed - Disconnects	3.27	1.36	41678	2746	4.96	0.10	19.55

**2-Wire Digital Services**

<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2341	Average Interval Offered - Total No Dispatch	1.03	2.00	830	3	1.57	0.91	-1.07
PR-1-02-2341	Average Interval Offered - Total Dispatch	3.41	5.50	407	4	2.06	1.04	-2.02
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2341	Average Interval Completed - Total No Dispatch	1.02	0.00	770	1	1.58	1.58	0.65
PR-2-02-2341	Average Interval Completed - Total Dispatch	3.81	5.67	280	3	2.95	1.71	-1.09
<b>PR-4 - Missed Appointments</b>								
PR-4-02-2341	Average Delay Days - Total	5.34	NA	97		5.95		
PR-4-03-2341	% Missed Appointment - Customer	7.08	0.00					
PR-4-04-2341	% Missed Appointment - Verizon - Dispatch	7.09	0.00	550	7		9.76	0.73
PR-4-05-2341	% Missed Appointment - Verizon - No Dispatch	1.23	0.00	812	1		11.03	0.11
PR-4-08-2341	% Missed Appt. - Customer - Due to Late Order Confirmation		0.00		8			
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-2341	% Missed Appointment - Verizon - Facility:	7.99	0.00	601	7		10.31	0.78
PR-5-02-2341	% Orders Held for Facilities > 15 Day:	0.17	0.00	601	7		1.57	0.11
PR-5-03-2341	% Orders Held for Facilities > 60 Days	0.00	0.00	601	7			
<b>PR-6 - Installation Quality</b>								
PR-6-01-2341	% Install. Troubles Reported within 30 Day	5.51	0.00	490	7		8.69	0.63
PR-6-03-2341	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	7.96	14.29	490	7		10.30	-0.61
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-2341	Open Orders in a Hold Status > 30 Days:	0.07	0.00	1413	8		0.94	0.07
PR-8-02-2341	Open Orders in a Hold Status > 90 Days	0.00	0.00	1413	8			

continued

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

**Special Services - Provisioning**

	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2200	Average Interval Offered - Total No Dispatct	6.66	1.00	519	17	9.10	2.24	2.52
PR-1-02-2200	Average Interval Offered - Total Dispatct	8.91	9.00	341	8	7.76	2.78	-0.03
PR-1-06-2200	Average Interval Offered - DSC	7.66	2.95	585	20	9.50	2.16	2.18
PR-1-07-2200	Average Interval Offered - DS1	8.46	20.00	200	1	7.04	7.06	-1.64
PR-1-08-2200	Average Interval Offered - DS3	NA	NA					
PR-1-12-2200	Average Interval Offered - Disconnects	5.09	5.26	458	23	5.80	1.24	-0.14
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2200	Average Interval Completed - Total No Dispatct	8.35	1.08	294	12	12.55	3.70	1.97
PR-2-02-2200	Average Interval Completed - Total Dispatct	8.88	4.00	199	7	7.30	2.81	1.74
PR-2-06-2200	Average Interval Completed - DSC	8.44	2.07	329	15	12.32	3.25	1.96
PR-2-07-2200	Average Interval Completed - DS1	9.70	NA	130		6.27		
PR-2-08-2200	Average Interval Completed - DSC	NA	NA					
PR-2-18-2200	Average Interval Completed - Disconnects	5.60	4.70	316	10	6.87	2.21	0.41
<b>PR-4 - Missed Appointments</b>								
PR-4-01-2210	% Missed Appointment - Verizon - DSC	8.10	0.00	543	16		6.92	1.17
PR-4-01-2211	% Missed Appointment - Verizon - DS1	25.50	0.00	200	2		30.97	0.82
PR-4-01-2213	% Missed Appointment - Verizon - DS3	NA	NA					
PR-4-01-2214	% Missed Appointment - Verizon - Special Othe	8.33	0.00	60	4		14.27	0.58
PR-4-02-2200	Average Delay Days - Total	30.01	NA	100		95.43		
PR-4-03-2200	% Missed Appointment - Customer	26.28	0.00					
PR-4-08-2200	% Missed Appt. - Customer - Due to Late Order Conf.		0.00		22			
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-2200	% Missed Appointment - Verizon - Facility:	0.28	0.00	355	8		1.89	0.15
PR-5-02-2200	% Orders Held for Facilities > 15 Days:	0.00	0.00	355	8			
PR-5-03-2200	% Orders Held for Facilities > 60 Days	0.00	0.00	355	8			
<b>PR-6 - Installation Quality</b>								
PR-6-01-2200	% Installation Troubles reported within 30 Day	0.26	0.49	4923	206		0.36	-0.61
PR-6-03-2200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	0.14	0.00	4923	206		0.27	0.53
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-2200	Open Orders in a Hold Status > 30 Days	1.12	0.00	803	22		2.27	0.49
PR-8-02-2200	Open Orders in a Hold Status > 90 Days	0.50	0.00	803	22		1.52	0.33

Legend Notations defined on Legend sheet - last page

<sup>1</sup> Not in Control of Verizon

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

**POTS - Maintenance**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2100	Network Trouble Report Rate – Loop	0.64	0.32	3099882	123472		0.02	13.74
MR-2-03-2100	Network Trouble Report Rate – Central Office	0.11	0.04	3099882	123472		0.01	7.42
MR-2-04-2100	% Subsequent Reports	2.79	1.34					
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	0.62	0.31	3099882	123472		0.02	13.60
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2110	% Missed Repair Appointment – Loop Bus.	14.94	8.18	2919	110		3.46	1.95
MR-3-01-2120	% Missed Repair Appointment – Loop Res.	10.10	3.52	16743	284		1.80	3.65
MR-3-02-2110	% Missed Repair Appointment – Central Office Bus.	6.24	9.38	945	32		4.35	-0.72
MR-3-02-2120	% Missed Repair Appointment – Central Office Res.	6.27	0.00	2474	16		6.08	1.03
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	5.66	2.87	19216	383		1.19	2.34
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	5.98	1.90	16793	369		1.25	3.27
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	34.17	25.00	3562	60		6.17	1.49
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2100	Mean Time To Repair – Total	16.08	10.86	23143	442	27.09	1.30	4.01
MR-4-02-2110	Mean Time To Repair – Loop Trouble- Bus.	15.24	11.56	2919	110	20.65	2.01	1.83
MR-4-02-2120	Mean Time To Repair – Loop Trouble - Res.	17.93	10.68	16743	284	29.66	1.77	4.09
MR-4-03-2110	Mean Time To Repair – Central Office Trouble- Bus.	5.86	9.38	945	32	11.77	2.12	-1.66
MR-4-03-2120	Mean Time To Repair – Central Office Trouble - Res.	7.98	12.28	2474	16	14.03	3.52	-1.22
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	82.27	91.40	23143	442		1.83	4.98
MR-4-06-2100	% Out of Service > 4 Hours	65.78	53.18	13489	346		2.58	4.88
MR-4-07-2100	% Out of Service > 12 Hours	50.62	38.73	13489	346		2.72	4.37
MR-4-08-2110	% Out of Service > 24 Hours - Bus.	14.05	9.18	2164	98		3.59	1.36
MR-4-08-2120	% Out of Service > 24 Hours - Res.	17.10	6.45	11281	248		2.42	4.41
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2100	% Repeat Reports within 30 Days	13.49	10.18	23143	442		1.64	2.02
<b>2-Wire Digital Services</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2341	Network Trouble Report Rate – Loop	0.24	0.11	48543	910		0.16	0.80
MR-2-03-2341	Network Trouble Report Rate – Central Office	0.18	0.22	48543	910		0.14	-0.27
MR-2-04-2341	% Subsequent Reports	8.07	0.00					
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	0.99	0.88	48543	910		0.33	0.34
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2341	% Missed Repair Appointment – Loop	31.62	0.00	117	1		46.70	0.68
MR-3-02-2341	% Missed Repair Appointment – Central Office	18.18	0.00	88	2		27.58	0.66
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	18.46	0.00	482	8		13.83	1.33
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	14.95	0.00	107	3		20.87	0.72
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	40.00	NA	90				
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2341	Mean Time To Repair – Total	19.07	10.92	205	3	32.94	19.16	0.43
MR-4-02-2341	Mean Time To Repair – Loop Trouble	22.58	24.28	117	1	39.67	39.84	-0.04
MR-4-03-2341	Mean Time To Repair – Central Office Trouble	14.40	4.23	88	2	20.20	14.45	0.70
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	77.07	66.67	205	3		24.45	0.43
MR-4-07-2341	% Out of Service > 12 Hours	51.09	50.00	92	2		35.73	0.03
MR-4-08-2341	% Out of Service > 24 Hours	20.65	50.00	92	2		28.93	-1.01
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2341	% Repeat Reports within 30 Days	17.07	0.00	205	3		21.88	0.78
<b>Special Services - Maintenance</b>								
MR-2-01-2200	Network Trouble Report Rate	0.18	0.20	164731	5398		0.06	-0.35
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	0.27	0.26	164731	5398		0.07	0.22
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2200	Mean Time To Repair – Total	4.40	4.93	302	11	3.94	1.21	-0.44
MR-4-04-2200	% Cleared (all troubles) within 24 Hours	99.67	100.00	302	11		1.76	0.19
MR-4-06-2200	% Out of Service > 4 Hours	44.37	44.44	302	9		16.81	-0.00
MR-4-08-2200	% Out of Service > 24 Hours	0.33	0.00	302	9		1.94	0.17
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2200	% Repeat Reports within 30 Days	11.92	18.18	302	11		9.95	-0.63

Legend Notations defined on Legend sheet - last page

<sup>2</sup> Parity to be assessed in conjunction with missed appointments

**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-1-04-2100 PR-1-05-2100	<b>PR-1 - Average Interval Offered</b>	Parity with Retail Parity with Retail	5.65	NA	84		5.46			
	Average Interval Offered – Dispatch (6-9 Lines) Average Interval Offered – Dispatch (>= 10 Lines)		7.10	NA	70		6.66			
PR-2-04-2100 PR-2-05-2100	<b>PR-2 - Average Completed Interval</b>	Parity with Retail Parity with Retail	6.61	NA	66		7.19			
	Average Interval Completed - Dispatch (6-9 Lines) Average Interval Completed - Dispatch (>= 10 Lines)		8.76	NA	55		10.16			
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	<b>PR-3 - Completed within 5 Days</b>	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 Parity with Retail	69.24	62.79	17170	258		2.89	-2.23	
	% Completed in 1 Day (1-5 Lines - No Dispatch)		84.39	78.29	17170	258		2.28	-2.68	
	% Completed in 2 Days (1-5 Lines - No Dispatch)		94.27	90.70	17170	258		1.46	-2.45	
	% Completed in 3 Days (1-5 Lines - Dispatch)		4.91	7.14	2587	28		4.11	0.54	
	% Completed in 2 Days (1-5 Lines - Dispatch)		10.94	21.43	2587	28		5.93	1.77	
	% Completed in 3 Days (1-5 Lines - Dispatch)		34.52	78.57	2587	28		9.03	4.88	
	% Completed in 4 Days (1-5 Lines - Total)		90.43	96.85	19757	286		1.75	3.66	
	% Completed in 5 Days (1-5 Lines - No Dispatch)		98.84	99.61	17170	258		0.67	1.15	
	% Completed in 5 Days (1-5 Lines - Dispatch)		87.59	89.29	2587	28		6.26	0.27	
	% Completed in 6 Days (1-5 Lines - Total)		98.27	98.95	19757	286		0.78	0.88	
PR-4-02-2100 PR-4-03-2100 PR-4-04-2100 PR-4-05-2100 PR-4-08-2100	<b>PR-4 - Missed Appointments</b>	Parity with Retail No Standard Parity with Retail Parity with Retail No Standard	3.57	3.00	892	5	16.74	7.51	0.08	
	Average Delay Days – Total		1.85	1.54						
	% Missed Appointment – Customer		13.12	4.55	4765	44		5.11	1.68	
	% Missed Appointment – Verizon – No Dispatch % Missed Appt. – Customer – Due to Late Order Confirmation		0.90	0.56	29684	540		0.41	0.83	
			0.51		584					
PR-5-01-2100 PR-5-02-2100 PR-5-03-2100	<b>PR-5 - Facility Missed Orders</b>	Parity with Retail Parity with Retail Parity with Retail	2.14	0.00	4765	44		2.19	0.98	
	% Missed Appointment – Verizon – Facility: % Orders Held for Facilities > 15 Days		0.15	0.00	4765	44		0.59	0.26	
	% Orders Held for Facilities > 60 Days		0.02	0.00	4765	44		0.21	0.09	
PR-6-01-2100 PR-6-02-2100 PR-6-03-2100	<b>PR-6 - Installation Quality</b>	Parity with Retail Parity with Retail No Standard	4.46	4.95	32919	566		0.88	-0.55	
	% Installation Troubles reported within 30 Day		3.04	3.36	32919	566		0.73	-0.44	
	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE		4.12	4.59	32919	566		0.84	-0.57	
PR-8-01-2100 PR-8-02-2100	<b>PR-8 - Open Orders in a Hold Status</b>	Parity with Retail Parity with Retail	0.03	0.00	34449	584		0.07	0.42	
	Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days		0.01	0.00	34449	584		0.04	0.24	
<b>POTS - Business</b>										
PR-1-01-2110 PR-1-03-2110	<b>PR-1 - Average Interval Offered</b>	Parity with Retail Parity with Retail	1.12	0.94	3198	126	2.24	0.20	0.88	
	Average Interval Offered – Total No Dispatch Average Interval Offered – Dispatch (1-5 Lines)		4.26	3.13	1030	16	3.84	0.97	1.17	
PR-2-01-2110 PR-2-03-2110	<b>PR-2 - Average Completed Interval</b>	Parity with Retail Parity with Retail	1.05	0.86	3015	121	2.46	0.23	0.83	
	Average Interval Completed – Total No Dispatch Average Interval Completed – Dispatch (1-5 Lines)		4.62	4.15	855	13	4.10	1.15	0.41	
<b>POTS - Residence</b>										
PR-1-01-2120 PR-1-03-2120	<b>PR-1 - Average Interval Offered</b>	Parity with Retail Parity with Retail	1.10	1.29	22376	343	1.94	0.11	-1.80	
	Average Interval Offered – Total No Dispatch Average Interval Offered – Dispatch (1-5 Lines)		4.29	3.63	1981	16	1.33	0.33	1.98	
PR-2-01-2120 PR-2-03-2120	<b>PR-2 - Average Completed Interval</b>	Parity with Retail Parity with Retail	1.00	1.26	21929	326	1.55	0.09	-3.01	
	Average Interval Completed – Total No Dispatch Average Interval Completed – Dispatch (1-5 Lines)		4.42	3.47	1732	15	1.85	0.48	1.98	
<b>POTS &amp; Complex Aggregate</b>										
PR-1-12-2103 PR-1-18-2103	<b>PR-1 - Average Interval Offered</b>	Parity with Retail Parity with Retail	3.84	2.16	13976	432	5.78	0.28	5.95	
	Average Interval Offered – Disconnects									
	<b>PR-2 - Average Completed Interval</b>	Parity with Retail	3.57	1.96	12963	387	5.33	0.27	5.86	
	Average Interval Completed – Disconnects									
<b>POTS - 2-Wire Digital Services</b>										
PR-1-01-2341 PR-1-02-2341	<b>PR-1 - Average Interval Offered</b>	Parity with Retail Parity with Retail	0.55	3.00	359	2	1.15	0.82	-3.00	
	Average Interval Offered – Total No Dispatch Average Interval Offered – Total Dispatch		3.78	7.00	157	1	2.10	2.11	-1.53	
PR-2-01-2341 PR-2-02-2341	<b>PR-2 - Average Completed Interval</b>	Parity with Retail Parity with Retail	0.45	NA	333		1.07			
	Average Interval Completed – Total No Dispatch Average Interval Completed – Total Dispatch		4.97	7.00	103	1	3.69	3.71	-0.55	
PR-4-02-2341 PR-4-03-2341 PR-4-04-2341 PR-4-05-2341 PR-4-08-2341	<b>PR-4 - Missed Appointments</b>	Parity with Retail No Standard Parity with Retail Parity with Retail No Standard	8.87	NA	23		11.04			
	Average Delay Days – Total		8.33	0.00						
	% Missed Appointment – Customer		5.34	0.00	206	4		11.35	0.47	
	% Missed Appointment – Verizon – Dispatch % Missed Appointment – Verizon – No Dispatch		2.06	NA	339					
	% Missed Appt. – Customer – Due to Late Order Confirmation			0.00		4				
PR-5-01-2341 PR-5-02-2341 PR-5-03-2341	<b>PR-5 - Facility Missed Orders</b>	Parity with Retail Parity with Retail Parity with Retail	2.35	0.00	213	4		7.65	0.31	
	% Missed Appointment – Verizon – Facility: % Orders Held for Facilities > 15 Days		0.47	0.00	213	4		3.45	0.14	
	% Orders Held for Facilities > 60 Days		0.00	0.00	213	4				
PR-6-01-2341 PR-6-03-2341	<b>PR-6 - Installation Quality</b>	Parity with Retail No Standard	6.73	0.00	208	4		12.85	0.53	
	% Instal. Troubles Reported within 30 Day % Instal. Troubles Reported within 30 Days - FOK/TOK/CPE		9.62	25.00	208	4		14.88	-1.03	
PR-8-01-2341 PR-8-02-2341	<b>PR-8 - Open Orders in a Hold Status</b>	Parity with Retail Parity with Retail	0.18	0.00	552	4		2.13	0.08	
	Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days		0.00	0.00	552	4				

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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			
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-2100	Network Trouble Report Rate – Loop	Parity with Retail	0.54	0.15	1278956	49816		0.03	11.69
MR-2-03-2100	Network Trouble Report Rate – Central Office	Parity with Retail	0.07	0.03	1278956	49816		0.01	3.89
MR-2-04-2100	% Subsequent Reports	No Standard <sup>2</sup>	5.72	3.30					
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.57	0.15	1278956	49816		0.03	12.39
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-2110	% Missed Repair Appointment – Loop Bus	Parity with Retail	20.98	11.11	1206	27		7.92	1.25
MR-3-01-2120	% Missed Repair Appointment – Loop Res	Parity with Retail	21.20	12.50	5716	48		5.92	1.47
MR-3-02-2110	% Missed Repair Appointment – Central Office Bus	Parity with Retail	9.62	10.00	312	10		9.47	-0.04
MR-3-02-2120	% Missed Repair Appointment – Central Office Res	Parity with Retail	13.57	0.00	641	3		19.82	0.68
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	No Standard	10.20	13.70	7340	73		3.56	-0.98
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	No Standard	12.86	2.78	5157	72		3.97	2.54
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	No Standard	49.24	53.33	1716	15		12.96	-0.32
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-2100	Mean Time To Repair – Total	Parity with Retail	25.20	20.50	7894	88	39.79	4.27	1.10
MR-4-02-2110	Mean Time To Repair – Loop Trouble - Bus	Parity with Retail	21.78	21.14	1206	27	23.81	4.63	0.14
MR-4-02-2120	Mean Time To Repair – Loop Trouble - Res	Parity with Retail	27.74	20.03	5716	48	44.46	6.44	1.20
MR-4-03-2110	Mean Time To Repair – Central Office Trouble - Bus	Parity with Retail	9.57	20.12	312	10	14.58	4.68	-2.25
MR-4-03-2120	Mean Time To Repair – Central Office Trouble - Res	Parity with Retail	16.34	23.41	641	3	20.08	11.62	-0.61
MR-4-04-2100	% Cleared (all troubles) within 24 Hour:	Parity with Retail	64.54	67.05	7894	88		5.13	0.49
MR-4-06-2100	% Out of Service > 4 Hours	Parity with Retail	83.85	76.81	4986	69		4.46	1.58
MR-4-07-2100	% Out of Service > 12 Hours	Parity with Retail	69.86	65.22	4986	69		5.56	0.83
MR-4-08-2110	% Out of Service > 24 Hours - Bus	Parity with Retail	28.03	32.14	849	28		8.63	-0.48
MR-4-08-2120	% Out of Service > 24 Hours - Res.	Parity with Retail	34.98	24.39	4120	41		7.48	1.41
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-2100	% Repeat Reports within 30 Days	Parity with Retail	15.01	14.77	7894	88		3.83	0.06
<b>2-Wire Digital Services</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-2341	Network Trouble Report Rate – Loop	Parity with Retail	0.23	0.22	24652	448		0.23	0.03
MR-2-03-2341	Network Trouble Report Rate – Central Office	Parity with Retail	0.11	0.45	24652	448		0.16	-2.07
MR-2-04-2341	% Subsequent Reports	No Standard <sup>2</sup>	11.46	0.00					
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.61	1.79	24652	448		0.37	-3.18
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-2341	% Missed Repair Appointment – Loop	Parity with Retail	43.86	0.00	57	1		50.05	0.88
MR-3-02-2341	% Missed Repair Appointment – Central Office	Parity with Retail	21.43	0.00	28	2		30.03	0.71
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	No Standard	24.67	0.00	150	8		15.84	1.58
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	No Standard	27.59	0.00	29	3		27.11	1.02
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	No Standard	41.51	NA	53				
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-2341	Mean Time To Repair – Total	Parity with Retail	28.34	10.92	85	3	46.94	27.57	0.63
MR-4-02-2341	Mean Time To Repair – Loop Trouble	Parity with Retail	31.45	24.28	57	1	54.04	54.51	0.13
MR-4-03-2341	Mean Time To Repair – Central Office Trouble	Parity with Retail	22.03	4.29	28	2	27.12	19.85	0.90
MR-4-04-2341	% Cleared (all troubles) within 24 Hour:	Parity with Retail	65.88	66.67	85	3		27.85	0.03
MR-4-07-2341	% Out of Service > 12 Hours	Parity with Retail	65.71	50.00	35	2		34.51	0.46
MR-4-08-2341	% Out of Service > 24 Hours	Parity with Retail	31.43	50.00	35	2		33.75	-0.55
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-2341	% Repeat Reports within 30 Days	Parity with Retail	25.88	0.00	85	3		25.73	1.01

Legend Notations defined on Legend sheet - last page

<sup>1</sup> Not in Control of Verizon

<sup>2</sup> Parity to be assessed in conjunction with missed appointment



**Carrier to Carrier**  
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**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	<b>PR-1 - Average Interval Offered</b>	Parity with Retail Parity with Retail	8.92	7.50	72	4	9.99	5.13	0.28
	Average Interval Offered – Dispatch (6-9 Lines)		9.15	1.00	27	1	9.65	9.83	0.83
PR-2-04-2100 PR-2-05-2100	<b>PR-2 - Average Completed Interval</b>	Parity with Retail Parity with Retail	8.28	4.33	57	3	8.74	5.18	0.76
	Average Interval Completed – Dispatch (>= 10 Lines)		10.27	1.00	26	1	10.41	10.61	0.87
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	<b>PR-3 - Completed within 5 Days</b>	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	75.68	46.15	19278	702		1.65	-17.91
	% Completed in 1 Day (1-5 Lines - No Dispatch)		86.76	69.52	19278	702		1.30	-13.24
	% Completed in 2 Days (1-5 Lines - No Dispatch)		97.18	99.15	19278	702		0.64	3.10
	% Completed in 3 Days (1-5 Lines - No Dispatch)		12.82	14.18	4999	550		1.50	0.91
	% Completed in 1 Day (1-5 Lines - Dispatch)		26.17	40.18	4999	550		1.97	7.09
	% Completed in 2 Days (1-5 Lines - Dispatch)		75.52	98.18	4999	550		1.93	11.73
	% Completed in 3 Days (1-5 Lines - Dispatch)		95.20	99.12	24277	1252		0.62	6.33
	% Completed in 4 Days (1-5 Lines - Total)		99.05	99.86	19278	702		0.37	2.17
	% Completed in 5 Days (1-5 Lines - No Dispatch)		94.06	99.27	4999	550		1.06	4.91
	% Completed in 6 Days (1-5 Lines - Total)		98.58	99.76	24277	1252		0.34	3.44
	PR-4-02-2100 PR-4-03-2100 PR-4-04-2100 PR-4-05-2100 PR-4-08-2100		<b>PR-4 - Missed Appointments</b>	Parity with Retail No Standard Parity with Retail Parity with Retail No Standard	3.78	2.80	747	5	10.73
Average Delay Days – Total		1.48	1.36						
% Missed Appointment – Customer		6.12	0.56		7996	718		0.93	5.95
% Missed Appointment – Verizon – Dispatch		0.74	0.08		34787	1268		0.25	2.69
% Missed Appt. – Customer – Due to Late Order Confirmation			0.05			1986			
PR-5-01-2100 PR-5-02-2100 PR-5-03-2100	<b>PR-5 - Facility Missed Orders</b>	Parity with Retail Parity with Retail Parity with Retail	1.43	0.28	7996	718		0.46	2.49
	% Missed Appointment – Verizon – Facility:		0.01	0.00	7996	718		0.04	0.26
	% Orders Held for Facilities > 15 Days		0.00	0.00	7996	718			
PR-6-01-2100 PR-6-02-2100 PR-6-03-2100	<b>PR-6 - Installation Quality</b>	Parity with Retail Parity with Retail No Standard	2.45	2.26	36424	1945		0.36	0.52
	% Installation Troubles reported within 30 Day		1.46	1.59	36424	1945		0.28	-0.47
	% Install. Troubles reported w/ in 30 Days - FOK/TOK/CPE		2.13	1.90	36424	1945		0.34	0.67
PR-8-01-2100 PR-8-02-2100	<b>PR-8 - Open Orders in a Hold Status</b>	Parity with Retail Parity with Retail	0.07	0.00	42783	1986		0.06	1.15
	Open Orders in a Hold Status > 30 Days		0.03	0.00	42783	1986		0.04	0.75
PR-1-01-2110 PR-1-03-2110	<b>POTS - Business</b>	Parity with Retail Parity with Retail	1.24	0.88	3118	100	2.47	0.25	1.43
	<b>PR-1 - Average Interval Offered</b>		4.34	3.40	1344	20	4.53	1.02	0.92
PR-2-01-2110 PR-2-03-2110	<b>PR-2 - Average Completed Interval</b>	Parity with Retail Parity with Retail	1.13	0.92	2942	95	2.09	0.22	0.96
	Average Interval Completed – Total No Dispatch		4.17	3.56	1199	18	4.14	0.98	0.62
PR-1-01-2120 PR-1-03-2120	<b>POTS - Residence</b>	Parity with Retail Parity with Retail	0.88	1.43	28094	909	1.28	0.04	-12.75
	<b>PR-1 - Average Interval Offered</b>		3.26	2.50	4098	548	1.23	0.06	13.58
PR-2-01-2120 PR-2-03-2120	<b>PR-2 - Average Completed Interval</b>	Parity with Retail Parity with Retail	0.85	1.45	27481	898	1.40	0.05	-12.64
	Average Interval Completed – Total No Dispatch		3.05	2.45	3800	532	2.12	0.10	6.11
PR-1-12-2103 PR-2-18-2103	<b>POTS &amp; Complex Aggregate</b>	Parity with Retail Parity with Retail	3.60	1.14	14348	880	5.24	0.18	13.52
	<b>PR-1 - Average Interval Offered</b>		3.21	1.05	12991	843	4.81	0.17	12.63
PR-1-01-2341 PR-1-02-2341	<b>POTS - 2-Wire Digital Services</b>	Parity with Retail Parity with Retail	1.26	0.00	337	1	1.78	1.78	0.71
	<b>PR-1 - Average Interval Offered</b>		3.17	5.00	175	3	1.98	1.15	-1.59
PR-2-01-2341 PR-2-02-2341	<b>PR-2 - Average Completed Interval</b>	Parity with Retail Parity with Retail	1.30	0.00	313	1	1.81	1.81	0.72
	Average Interval Completed – Total No Dispatch		3.02	5.00	121	2	1.94	1.38	-1.43
PR-4-02-2341 PR-4-03-2341 PR-4-04-2341 PR-4-05-2341 PR-4-08-2341	<b>PR-4 - Missed Appointments</b>	Parity with Retail No Standard Parity with Retail Parity with Retail No Standard	4.57	NA	58		2.02		
	Average Delay Days – Total		6.77	0.00					
	% Missed Appointment – Customer		5.97	0.00	201	3		13.78	0.43
	% Missed Appointment – Verizon – Dispatch		0.86	0.00	347	1		9.25	0.09
	% Missed Appt. – Customer – Due to Late Order Confirmation			0.00		4			
PR-5-01-2341 PR-5-02-2341 PR-5-03-2341	<b>PR-5 - Facility Missed Orders</b>	Parity with Retail Parity with Retail Parity with Retail	17.62	0.00	244	3		22.13	0.80
	% Missed Appointment – Verizon – Facility:		0.00	0.00	244	3			
	% Orders Held for Facilities > 15 Days		0.00	0.00	244	3			
PR-6-01-2341 PR-6-03-2341	<b>PR-6 - Installation Quality</b>	Parity with Retail No Standard	6.13	0.00	163	3		13.98	0.44
	% Install. Troubles Reported within 30 Day		7.36	0.00	163	3		15.22	0.48
PR-8-01-2341 PR-8-02-2341	<b>PR-8 - Open Orders in a Hold Status</b>	Parity with Retail Parity with Retail	0.00	0.00	591	4			
	Open Orders in a Hold Status > 30 Days		0.00	0.00	591	4			

continued

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

**POTS - Maintenance**

Metric#	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2100	Network Trouble Report Rate – Loop	0.80	0.51	657143	18950		0.07	4.45
MR-2-03-2100	Network Trouble Report Rate – Central Office	0.22	0.08	657143	18950		0.03	4.00
MR-2-04-2100	% Subsequent Reports	1.17	0.89					
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	0.67	0.43	657143	18950		0.06	3.96
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2110	% Missed Repair Appointment – Loop Bus	13.40	4.55	791	22		7.36	1.20
MR-3-01-2120	% Missed Repair Appointment – Loop Res	5.57	1.35	4436	74		2.69	1.57
MR-3-02-2110	% Missed Repair Appointment – Central Office Bus	4.62	9.09	411	11		6.41	-0.70
MR-3-02-2120	% Missed Repair Appointment – Central Office Res	4.27	0.00	1008	4		10.13	0.42
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	3.81	1.22	4409	82		2.13	1.21
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	3.93	1.06	4917	94		2.02	1.42
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	22.19	13.33	924	15		10.82	0.82
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2100	Mean Time To Repair – Total	10.95	8.76	6669	111	15.61	1.49	1.46
MR-4-02-2110	Mean Time To Repair – Loop Trouble- Bus	10.34	10.43	791	22	14.73	3.18	-0.03
MR-4-02-2120	Mean Time To Repair – Loop Trouble - Res	13.33	8.91	4436	74	16.53	1.94	2.28
MR-4-03-2110	Mean Time To Repair – Central Office Trouble- Bus	2.84	3.06	411	11	7.19	2.20	-0.10
MR-4-03-2120	Mean Time To Repair – Central Office Trouble - Res	3.63	12.50	1008	4	8.98	4.50	-1.97
MR-4-04-2100	% Cleared (all troubles) within 24 Hour:	90.61	95.50	6669	111		2.79	1.75
MR-4-06-2100	% Out of Service > 4 Hours	49.19	50.00	4497	96		5.16	-0.16
MR-4-07-2100	% Out of Service > 12 Hours	35.56	34.38	4497	96		4.94	0.24
MR-4-08-2110	% Out of Service > 24 Hours - Bus	4.94	0.00	809	24		4.49	1.10
MR-4-08-2120	% Out of Service > 24 Hours - Res.	8.03	5.56	3673	72		3.23	0.76
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2100	% Repeat Reports within 30 Days	12.34	9.91	6669	111		3.15	0.77
<b>2-Wire Digital Services</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2341	Network Trouble Report Rate – Loop	0.23	0.00	14277	100		0.48	0.48
MR-2-03-2341	Network Trouble Report Rate – Central Office	0.32	0.00	14277	100		0.56	0.56
MR-2-04-2341	% Subsequent Reports	1.27	NA					
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	1.56	0.00	14277	100		1.24	1.26
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2341	% Missed Repair Appointment – Loop	24.24	NA	33				
MR-3-02-2341	% Missed Repair Appointment – Central Office	13.33	NA	45				
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	14.80	NA	223				
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	7.55	NA	53				
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	47.62	NA	21				
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2341	Mean Time To Repair – Total	12.01	NA	78		15.19		
MR-4-02-2341	Mean Time To Repair – Loop Trouble	13.64	NA	33		13.64		
MR-4-03-2341	Mean Time To Repair – Central Office Troubl	10.82	NA	45		16.28		
MR-4-04-2341	% Cleared (all troubles) within 24 Hour:	83.33	NA	78				
MR-4-07-2341	% Out of Service > 12 Hours	35.00	NA	40				
MR-4-08-2341	% Out of Service > 24 Hours	17.50	NA	40				
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2341	% Repeat Reports within 30 Days	11.54	NA	78				

Legend Notations defined on Legend sheet - last page

<sup>1</sup> Not in Control of Verizon

<sup>2</sup> Parity to be assessed in conjunction with missed appointment

**Carrier to Carrier**  
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**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	<b>PR-1 - Average Interval Offered</b>	Parity with Retail Parity with Retail	6.63	NA	30		6.59				
	Average Interval Offered – Dispatch (6-9 Lines) Average Interval Offered – Dispatch (>= 10 Lines)		8.27	NA	22		10.77				
PR-2-04-2100 PR-2-05-2100	<b>PR-2 - Average Completed Interval</b>	Parity with Retail Parity with Retail	6.92	NA	24		7.52				
	Average Interval Completed - Dispatch (6-9 Lines) Average Interval Completed - Dispatch (>= 10 Lines)		7.94	NA	18		11.27				
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	<b>PR-3 - Completed within 5 Days</b>	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 Parity with Retail	72.94	40.28	14229	715		1.70	-19.18		
	% Completed in 1 Day (1-5 Lines - No Dispatch)		86.04	65.73	14229	715		1.33	-15.29		
	% Completed in 2 Days (1-5 Lines - No Dispatch)		97.96	98.46	14229	715		0.54	0.92		
	% Completed in 3 Days (1-5 Lines - No Dispatch)		13.31	15.41	3953	701		1.39	1.51		
	% Completed in 1 Day (1-5 Lines - Dispatch)		28.38	43.22	3953	701		1.85	8.03		
	% Completed in 2 Days (1-5 Lines - Dispatch)		89.02	98.86	3953	701		1.28	7.68		
	% Completed in 3 Days (1-5 Lines - Dispatch)		97.69	99.58	18182	1416		0.41	4.56		
	% Completed in 4 Days (1-5 Lines - Total)		99.11	99.86	14229	715		0.36	2.08		
	% Completed in 5 Days (1-5 Lines - No Dispatch)		96.86	99.86	3953	701		0.71	4.20		
	% Completed in 6 Days (1-5 Lines - Total)		99.02	99.93	18182	1416		0.27	3.35		
	PR-4-02-2100 PR-4-03-2100 PR-4-04-2100 PR-4-05-2100 PR-4-08-2100		<b>PR-4 - Missed Appointments</b>	Parity with Retail No Standard Parity with Retail Parity with Retail No Standard	4.30	2.33	307	3	6.86	3.98	0.49
			Average Delay Days – Total		1.31	1.24					
% Missed Appointment – Customer		3.08	0.31		6099	961		0.60	4.62		
% Missed Appointment – Verizon – Dispatch		0.48	0.00		24992	1305		0.20	2.45		
% Missed Appt. – Customer – Due to Late Order Confirmation			0.13			2266					
PR-5-01-2100 PR-5-02-2100 PR-5-03-2100	<b>PR-5 - Facility Missed Orders</b>	Parity with Retail Parity with Retail Parity with Retail	0.21	0.10	6099	961		0.16	0.69		
	% Missed Appointment – Verizon – Facility:		0.00	0.00	6099	961					
	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days		0.00	0.00	6099	961					
PR-6-01-2100 PR-6-02-2100 PR-6-03-2100	<b>PR-6 - Installation Quality</b>	Parity with Retail Parity with Retail No Standard	2.85	2.84	25595	1971		0.39	0.03		
	% Installation Troubles reported within 30 Day		1.79	1.98	25595	1971		0.31	-0.61		
	% Installation Troubles reported within 7 Day % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE		3.26	3.96	25595	1971		0.42	-1.67		
PR-8-01-2100 PR-8-02-2100	<b>PR-8 - Open Orders in a Hold Status</b>	Parity with Retail Parity with Retail	0.11	0.00	31091	2266		0.07	1.53		
	Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days		0.06	0.00	31091	2266		0.05	1.13		
<b>POTS - Business</b>											
PR-1-01-2110 PR-1-03-2110	<b>PR-1 - Average Interval Offered</b>	Parity with Retail Parity with Retail	1.28	1.38	1729	71	5.26	0.64	-0.16		
	Average Interval Offered – Total No Dispatch Average Interval Offered – Dispatch (1-5 Lines)		4.30	2.12	736	17	6.98	1.71	1.27		
PR-2-01-2110 PR-2-03-2110	<b>PR-2 - Average Completed Interval</b>	Parity with Retail Parity with Retail	1.11	0.97	1628	62	2.01	0.26	0.54		
	Average Interval Completed – Total No Dispatch Average Interval Completed – Dispatch (1-5 Lines)		3.90	1.86	655	14	3.26	0.88	2.32		
<b>POTS - Residence</b>											
PR-1-01-2120 PR-1-03-2120	<b>PR-1 - Average Interval Offered</b>	Parity with Retail Parity with Retail	0.94	1.57	20777	946	1.96	0.07	-9.67		
	Average Interval Offered – Total No Dispatch Average Interval Offered – Dispatch (1-5 Lines)		2.80	2.45	3507	705	0.99	0.04	8.57		
PR-2-01-2120 PR-2-03-2120	<b>PR-2 - Average Completed Interval</b>	Parity with Retail Parity with Retail	0.86	1.57	20341	930	1.42	0.05	-14.91		
	Average Interval Completed – Total No Dispatch Average Interval Completed – Dispatch (1-5 Lines)		2.71	2.43	3298	687	1.49	0.06	4.48		
<b>POTS &amp; Complex Aggregate</b>											
PR-1-12-2103	<b>PR-1 - Average Interval Offered</b>	Parity with Retail	3.72	1.24	13043	1184	5.12	0.16	15.96		
	Average Interval Offered – Disconnects										
PR-2-18-2103	<b>PR-2 - Average Completed Interval</b>	Parity with Retail	3.34	1.11	11771	1130	4.59	0.14	15.60		
	Average Interval Completed – Disconnects										
<b>POTS - 2-Wire Digital Services</b>											
PR-1-01-2341 PR-1-02-2341	<b>PR-1 - Average Interval Offered</b>	Parity with Retail Parity with Retail	1.87	NA	105		1.64				
	Average Interval Offered – Total No Dispatch Average Interval Offered – Total Dispatch		2.83	NA	48		1.89				
PR-2-01-2341 PR-2-02-2341	<b>PR-2 - Average Completed Interval</b>	Parity with Retail Parity with Retail	1.97	NA	97		1.65				
	Average Interval Completed – Total No Dispatch Average Interval Completed – Total Dispatch		2.81	NA	36		1.72				
PR-4-02-2341 PR-4-03-2341 PR-4-04-2341 PR-4-05-2341 PR-4-08-2341	<b>PR-4 - Missed Appointments</b>	Parity with Retail No Standard Parity with Retail Parity with Retail No Standard	2.69	NA	13		0.75				
	Average Delay Days – Total		4.29	NA							
	% Missed Appointment – Customer		11.82	NA	110						
	% Missed Appointment – Verizon – Dispatch		0.00	NA	99						
	% Missed Appt. – Customer – Due to Late Order Confirmation			NA							
PR-5-01-2341 PR-5-02-2341 PR-5-03-2341	<b>PR-5 - Facility Missed Orders</b>	Parity with Retail Parity with Retail Parity with Retail	0.00	NA	111						
	% Missed Appointment – Verizon – Facility:		0.00	NA	111						
	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days		0.00	NA	111						
PR-6-01-2341 PR-6-03-2341	<b>PR-6 - Installation Quality</b>	Parity with Retail No Standard	1.96	NA	102						
	% Install. Troubles Reported within 30 Day % Install. Troubles Reported within 30 Days - FOK/TOK/CPE		6.86	NA	102						
PR-8-01-2341 PR-8-02-2341	<b>PR-8 - Open Orders in a Hold Status</b>	Parity with Retail Parity with Retail	0.00	NA	210						
	Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days		0.00	NA	210						

continued

**Carrier to Carrier**  
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**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			
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2100	Network Trouble Report Rate – Loop	0.58	0.44	682476	29226		0.05	3.21
MR-2-03-2100	Network Trouble Report Rate – Central Office	0.09	0.03	682476	29226		0.02	3.07
MR-2-04-2100	% Subsequent Reports	1.18	1.43					
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	0.66	0.54	682476	29226		0.05	2.35
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2110	% Missed Repair Appointment – Loop Bus	8.85	15.15	497	33		5.11	-1.23
MR-3-01-2120	% Missed Repair Appointment – Loop Res	4.20	2.11	3477	95		2.09	1.00
MR-3-02-2110	% Missed Repair Appointment – Central Office Bus	7.14	0.00	112	3		15.06	0.47
MR-3-02-2120	% Missed Repair Appointment – Central Office Res	3.03	0.00	495	7		6.52	0.46
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	2.81	0.00	4488	159		1.33	2.11
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	2.64	3.39	3636	118		1.50	-0.50
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	20.13	20.00	472	15		10.52	0.01
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2100	Mean Time To Repair – Total	11.58	7.44	4592	138	14.79	1.28	3.24
MR-4-02-2110	Mean Time To Repair – Loop Trouble - Bus	9.81	5.62	497	33	15.70	2.82	1.49
MR-4-02-2120	Mean Time To Repair – Loop Trouble - Res	12.45	7.89	3477	95	14.85	1.54	2.96
MR-4-03-2110	Mean Time To Repair – Central Office Trouble - Bus	8.98	9.87	112	3	16.75	9.80	-0.09
MR-4-03-2120	Mean Time To Repair – Central Office Trouble - Res	7.14	8.75	495	7	9.50	3.62	-0.45
MR-4-04-2100	% Cleared (all troubles) within 24 Hour:	91.49	97.83	4592	138		2.41	2.63
MR-4-06-2100	% Out of Service > 4 Hours	60.19	45.05	2449	111		4.75	3.19
MR-4-07-2100	% Out of Service > 12 Hours	41.89	26.13	2449	111		4.79	3.29
MR-4-08-2110	% Out of Service > 24 Hours - Bus	4.29	0.00	303	24		4.30	1.00
MR-4-08-2120	% Out of Service > 24 Hours - Res.	6.04	2.30	2136	87		2.61	1.44
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2100	% Repeat Reports within 30 Days	12.91	9.42	4592	138		2.90	1.20
<b>2-Wire Digital Services</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2341	Network Trouble Report Rate – Loop	0.26	0.00	6647	131		0.45	0.57
MR-2-03-2341	Network Trouble Report Rate – Central Office	0.18	0.00	6647	131		0.37	0.48
MR-2-04-2341	% Subsequent Reports	17.14	NA					
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	0.98	0.00	6647	131		0.87	1.13
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2341	% Missed Repair Appointment – Loop	17.65	NA	17				
MR-3-02-2341	% Missed Repair Appointment – Central Office	25.00	NA	12				
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	10.77	NA	65				
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	21.05	NA	19				
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	20.00	NA	10				
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2341	Mean Time To Repair – Total	13.24	NA	29		11.69		
MR-4-02-2341	Mean Time To Repair – Loop Trouble	15.48	NA	17		11.75		
MR-4-03-2341	Mean Time To Repair – Central Office Troubl	10.05	NA	12		11.33		
MR-4-04-2341	% Cleared (all troubles) within 24 Hour:	86.21	NA	29				
MR-4-07-2341	% Out of Service > 12 Hours	61.54	NA	13				
MR-4-08-2341	% Out of Service > 24 Hours	7.69	NA	13				
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2341	% Repeat Reports within 30 Days	6.90	NA	29				

Legend Notations defined on Legend sheet - last page

<sup>1</sup> Not in Control of Verizon

<sup>2</sup> Parity to be assessed in conjunction with missed appointment

**Carrier to Carrier**  
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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-1-04-2100 PR-1-05-2100	<b>PR-1 - Average Interval Offered</b>	Parity with Retail Parity with Retail	6.40	NA	10		3.78		
	Average Interval Offered – Dispatch (6-9 Lines) Average Interval Offered – Dispatch (>= 10 Lines)		18.00	NA	1				
PR-2-04-2100 PR-2-05-2100	<b>PR-2 - Average Completed Interval</b>	Parity with Retail Parity with Retail	7.00	NA	9		4.15		
	Average Interval Completed – Dispatch (6-9 Lines) Average Interval Completed – Dispatch (>= 10 Lines)		NA	NA					
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	<b>PR-3 - Completed within 5 Days</b>	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	83.36	46.11	6753	180		2.81	-13.24
	% Completed in 1 Day (1-5 Lines - No Dispatch)		90.97	68.33	6753	180		2.16	-10.46
	% Completed in 2 Days (1-5 Lines - No Dispatch)		98.33	97.78	6753	180		0.97	-0.57
	% Completed in 3 Days (1-5 Lines - No Dispatch)		12.33	20.75	2166	400		1.79	4.71
	% Completed in 1 Day (1-5 Lines - Dispatch)		25.25	50.50	2166	400		2.36	10.68
	% Completed in 2 Days (1-5 Lines - Dispatch)		90.12	98.00	2166	400		1.62	4.85
	% Completed in 3 Days (1-5 Lines - Dispatch)		98.11	99.14	8919	580		0.58	1.77
	% Completed in 4 Days (1-5 Lines - Total)		99.56	99.44	6753	180		0.50	-0.24
	% Completed in 5 Days (1-5 Lines - No Dispatch)		96.63	99.75	2166	400		0.98	3.18
	% Completed in 6 Days (1-5 Lines - Total)		99.15	99.83	8919	580		0.39	1.73
PR-4-02-2100 PR-4-03-2100 PR-4-04-2100 PR-4-05-2100 PR-4-08-2100	<b>PR-4 - Missed Appointments</b>	Parity with Retail No Standard' Parity with Retail Parity with Retail No Standard'	4.67	1.00	232	1	17.58	17.62	0.21
	Average Delay Days – Tota		1.13	1.35					
	% Missed Appointment – Customer		3.57	0.21	3082	476		0.91	3.68
	% Missed Appointment – Verizon – Dispatch		1.01	0.00	12062	339		0.55	1.83
PR-5-01-2100 PR-5-02-2100 PR-5-03-2100	<b>PR-5 - Facility Missed Orders</b>	Parity with Retail Parity with Retail Parity with Retail	1.20	0.00	3082	476		0.54	2.24
	% Missed Appointment – Verizon – Facility:		0.03	0.00	3082	476		0.09	0.35
	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days		0.00	0.00	3082	476			
PR-6-01-2100 PR-6-02-2100 PR-6-03-2100	<b>PR-6 - Installation Quality</b>	Parity with Retail Parity with Retail No Standard	4.10	4.61	11916	781		0.73	-0.69
	% Installation Troubles reported within 30 Day		2.48	3.84	11916	781		0.57	-2.36
	% Installation Troubles reported within 7 Day % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE		3.92	2.43	11916	781		0.72	2.07
PR-8-01-2100 PR-8-02-2100	<b>PR-8 - Open Orders in a Hold Status</b>	Parity with Retail Parity with Retail	0.07	0.00	15144	815		0.10	0.74
	Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days		0.07	0.00	15144	815		0.10	0.74
<b>POTS - Business</b>									
PR-1-01-2110 PR-1-03-2110	<b>PR-1 - Average Interval Offered</b>	Parity with Retail Parity with Retail	1.18	1.17	787	36	2.20	0.37	0.03
	Average Interval Offered – Total No Dispatch Average Interval Offered – Dispatch (1-5 Lines)		4.47	2.89	381	9	4.79	1.62	0.98
PR-2-01-2110 PR-2-03-2110	<b>PR-2 - Average Completed Interval</b>	Parity with Retail Parity with Retail	1.16	1.18	761	34	3.05	0.53	-0.04
	Average Interval Completed – Total No Dispatch Average Interval Completed – Dispatch (1-5 Lines)		4.04	3.00	348	8	4.49	1.61	0.65
<b>POTS - Residence</b>									
PR-1-01-2120 PR-1-03-2120	<b>PR-1 - Average Interval Offered</b>	Parity with Retail Parity with Retail	0.70	1.36	10374	256	1.35	0.09	-7.73
	Average Interval Offered – Total No Dispatch Average Interval Offered – Dispatch (1-5 Lines)		2.76	2.30	1915	403	0.66	0.04	12.72
PR-2-01-2120 PR-2-03-2120	<b>PR-2 - Average Completed Interval</b>	Parity with Retail Parity with Retail	0.67	1.36	10180	255	1.10	0.07	-9.89
	Average Interval Completed – Total No Dispatch Average Interval Completed – Dispatch (1-5 Lines)		2.77	2.28	1818	392	1.49	0.08	5.91
<b>POTS &amp; Complex Aggregate</b>									
PR-1-12-2103 PR-1-18-2103	<b>PR-1 - Average Interval Offered</b>	Parity with Retail Parity with Retail	2.45	2.54	4136	435	4.44	0.22	-0.40
	Average Interval Offered – Disconnects		2.21	2.17	3941	386	4.10	0.22	0.18
PR-1-01-2341 PR-1-02-2341	<b>PR-1 - Average Interval Offered</b>	Parity with Retail Parity with Retail	1.38	NA	26		1.30		
	Average Interval Offered – Total No Dispatch Average Interval Offered – Total Dispatch		3.85	NA	27		2.21		
PR-2-01-2341 PR-2-02-2341	<b>PR-2 - Average Completed Interval</b>	Parity with Retail Parity with Retail	1.46	NA	24		1.22		
	Average Interval Completed – Total No Dispatch Average Interval Completed – Total Dispatch		4.35	NA	20		3.48		
PR-4-02-2341 PR-4-03-2341 PR-4-04-2341 PR-4-05-2341 PR-4-08-2341	<b>PR-4 - Missed Appointments</b>	Parity with Retail No Standard' Parity with Retail Parity with Retail No Standard'	4.67	NA	3		5.51		
	Average Delay Days – Tota		8.77	NA					
	% Missed Appointment – Customer		9.09	NA	33				
	% Missed Appointment – Verizon – Dispatch		0.00	NA	24				
PR-5-01-2341 PR-5-02-2341 PR-5-03-2341	<b>PR-5 - Facility Missed Orders</b>	Parity with Retail Parity with Retail Parity with Retail	0.00	NA	33				
	% Missed Appointment – Verizon – Facility:		0.00	NA	33				
	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days		0.00	NA	33				
PR-6-01-2341 PR-6-03-2341	<b>PR-6 - Installation Quality</b>	Parity with Retail No Standard	5.88	NA	17				
	% Install. Troubles Reported within 30 Day % Install. Troubles Reported within 30 Days - FOK/TOK/CPE		0.00	NA	17				
PR-8-01-2341 PR-8-02-2341	<b>PR-8 - Open Orders in a Hold Status</b>	Parity with Retail Parity with Retail	0.00	NA	57				
	Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days		0.00	NA	57				

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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			
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-2100	Network Trouble Report Rate – Loop	Parity with Retai	0.74	0.37	481307	25480		0.05	6.62
MR-2-03-2100	Network Trouble Report Rate – Central Office	Parity with Retai	0.09	0.04	481307	25480		0.02	2.69
MR-2-04-2100	% Subsequent Reports	No Standard <sup>2</sup>	1.29	0.00					
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.62	0.27	481307	25480		0.05	6.91
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-2110	% Missed Repair Appointment – Loop Bus	Parity with Retail	7.76	0.00	425	28		5.22	1.49
MR-3-01-2120	% Missed Repair Appointment – Loop Res	Parity with Retail	2.76	1.49	3114	67		2.02	0.63
MR-3-02-2110	% Missed Repair Appointment – Central Office Bus	Parity with Retail	1.82	12.50	110	8		4.89	-2.18
MR-3-02-2120	% Missed Repair Appointment – Central Office Res	Parity with Retail	3.03	0.00	330	2		12.16	0.25
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	No Standard	1.51	0.00	2979	69		1.49	1.02
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	No Standard	1.69	0.00	3083	85		1.42	1.19
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	No Standard	16.00	13.33	450	15		9.62	0.28
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-2100	Mean Time To Repair – Total	Parity with Retail	11.80	9.51	3988	105	14.66	1.45	1.58
MR-4-02-2110	Mean Time To Repair – Loop Trouble- Bus	Parity with Retail	12.15	10.21	425	28	20.51	4.00	0.49
MR-4-02-2120	Mean Time To Repair – Loop Trouble - Res	Parity with Retail	12.59	9.88	3114	67	14.04	1.73	1.56
MR-4-03-2110	Mean Time To Repair – Central Office Trouble- Bus	Parity with Retail	3.40	4.44	110	8	4.74	1.74	-0.60
MR-4-03-2120	Mean Time To Repair – Central Office Trouble - Res	Parity with Retail	6.30	7.46	330	2	10.70	7.59	-0.15
MR-4-04-2100	% Cleared (all troubles) within 24 Hour:	Parity with Retail	92.78	99.05	3988	105		2.56	2.45
MR-4-06-2100	% Out of Service > 4 Hours	Parity with Retail	64.61	47.14	1557	70		5.84	2.99
MR-4-07-2100	% Out of Service > 12 Hours	Parity with Retail	46.24	38.57	1557	70		6.09	1.26
MR-4-08-2110	% Out of Service > 24 Hours - Bus	Parity with Retail	6.40	0.00	203	22		5.49	1.16
MR-4-08-2120	% Out of Service > 24 Hours - Res.	Parity with Retail	4.73	0.00	1352	48		3.12	1.52
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-2100	% Repeat Reports within 30 Days	Parity with Retail	13.06	7.62	3988	105		3.33	1.63
<b>2-Wire Digital Services</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-2341	Network Trouble Report Rate – Loop	Parity with Retai	0.34	0.00	2967	231		0.40	0.85
MR-2-03-2341	Network Trouble Report Rate – Central Office	Parity with Retai	0.10	0.00	2967	231		0.22	0.47
MR-2-04-2341	% Subsequent Reports	No Standard <sup>2</sup>	0.00	NA					
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.48	0.00	2967	231		0.83	1.80
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-2341	% Missed Repair Appointment – Loop	Parity with Retail	10.00	NA	10				
MR-3-02-2341	% Missed Repair Appointment – Central Office	Parity with Retail	33.33	NA	3				
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	No Standard	27.27	NA	44				
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	No Standard	0.00	NA	6				
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	No Standard	33.33	NA	6				
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-2341	Mean Time To Repair – Total	Parity with Retail	13.78	NA	13		13.56		
MR-4-02-2341	Mean Time To Repair – Loop Trouble	Parity with Retail	13.64	NA	10		15.13		
MR-4-03-2341	Mean Time To Repair – Central Office Troubl	Parity with Retail	14.24	NA	3		8.53		
MR-4-04-2341	% Cleared (all troubles) within 24 Hour:	Parity with Retail	92.31	NA	13				
MR-4-07-2341	% Out of Service > 12 Hours	Parity with Retail	50.00	NA	4				
MR-4-08-2341	% Out of Service > 24 Hours	Parity with Retail	0.00	NA	4				
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-2341	% Repeat Reports within 30 Days	Parity with Retail	15.38	NA	13				

Legend Notations defined on Legend sheet - last page

<sup>1</sup> Not in Control of Verizon

<sup>2</sup> Parity to be assessed in conjunction with missed appointment

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

**CLEC Aggregate Performance**  
**ORDERING - UNE POTS / SPECIAL SERVICES**

Metric #	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
<b>UNE Pre-ordering</b>			
<b>PO-3 - Contact Center Availability</b>			
PO-3-01-3000	Average Speed of Answering - Ordering****(secs)	No Standard	51.36
PO-3-02-3000	% Answered within 30 Seconds - Ordering ****	80% within 30 Seconds	72.79
PO-3-03-3000	Average Speed of Answering - Repair***** (secs)	No Standard	8.55
PO-3-04-3000	% Answered within 30 Seconds - Repair*****	80% within 30 Seconds	92.98
<b>UNE Ordering</b>			
<b>OR-8 - Acknowledgement Timeliness</b>			
OR-8-01-3000	% Acknowledgements on Time	95% within 2 Hours	100.00
<b>OR-9 - Order Acknowledgement Completeness</b>			
OR-9-01-3000	% Acknowledgement Completeness	99%	100.00
<b>Platform</b>			
<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-01-3143	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)	No Standard	0.06
OR-1-02-3143	% On Time LSRC - Flow Through	95% within 2 Hours	99.90
OR-1-03-3143	Average LSRC/ASRC Time No Facility Check	No Standard	19.58
OR-1-04-3143	% On Time LSRC/ASRC No Facility Check	95% within 24 Hours	95.77
OR-1-05-3143	Average LSRC/ASRC Time Facility Check	No Standard	28.47
OR-1-06-3143	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	99.08
<b>OR-2 - Reject Timeliness</b>			
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	99.15
OR-2-03-3143	Average LSR/ASR Reject Time No Facility Check	No Standard	12.46
OR-2-04-3143	% On Time LSR/ASR Reject No Facility Check	95% within 24 Hours	99.32
OR-2-05-3143	Average LSR/ASR Reject Time Facility Check	No Standard	20.89
OR-2-06-3143	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	100.00
<b>OR-6 - Order Accuracy</b>			
OR-6-01-3143	% Accuracy - Orders	95% orders without Verizon Errors	91.35
OR-6-02-3143	% Accuracy - Opportunities	No Standard	96.95
OR-6-03-3143	% Accuracy - LSRC	<= 5% LSRCs reset due to Verizon error	0.00
<b>OR-7 - Order Completeness</b>			
OR-7-01-3143	% Order Confirmation/Rejects sent within 3 Business Days	95%	99.03
<b>Loop/Pre-qualified Complex/LNP</b>			
<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-01-3331	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)	No Standard	0.18
OR-1-02-3331	% On Time LSRC - Flow Through	95% within 2 Hours	99.92
OR-1-03-3331	Average LSRC/ASRC Time No Facility Check	No Standard	20.63
OR-1-04-3331	% On Time LSRC/ASRC No Facility Check	95% within 24 Hours	97.67
OR-1-05-3331	Average LSRC/ASRC Time Facility Check	No Standard	17.11
OR-1-06-3331	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	99.39
<b>OR-2 - Reject Timeliness</b>			
OR-2-01-3331	Average Local Service Request (LSR) Reject - Time (Flow-Through)	No Standard	0.11
OR-2-02-3331	% On Time LSR Reject - Flow Through	95% within 2 Hours	98.40
OR-2-03-3331	Average LSR/ASR Reject Time No Facility Check	No Standard	13.23
OR-2-04-3331	% On Time LSR/ASR Reject No Facility Check	95% within 24 Hours	98.12
OR-2-05-3331	Average LSR/ASR Reject Time Facility Check	No Standard	11.49
OR-2-06-3331	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	100.00
<b>OR-6 - Order Accuracy</b>			
OR-6-01-3331	% Accuracy - Orders	95% orders without Verizon Errors	95.75
OR-6-02-3331	% Accuracy - Opportunities	No Standard	99.60
OR-6-03-3331	% Accuracy - LSRC	<= 5% LSRCs reset due to Verizon error	0.01
<b>OR-7 - Order Completeness</b>			
OR-7-01-3331	% Order Confirmation/Rejects sent within 3 Business Days	95%	99.76
<b>2 Wire Digital Services</b>			
<b>OR-1 - Order Confirmation Timeliness (Requiring Loop Qual)</b>			
OR-1-03-3341	Average LSRC/ASRC Time No Facility Check	No Standard	21.50
OR-1-04-3341	% On Time LSRC/ASRC No Facility Check	95% within 72 Hours	99.34
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
<b>OR-2 - Reject Timeliness (Requiring Loop Qual)</b>			
OR-2-03-3341	Average LSR/ASR Reject Time No Facility Check	No Standard	14.36
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	4.07
OR-2-06-3341	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	100.00
<b>2 Wire xDSL Loops</b>			
<b>OR-1 - Order Confirmation Timeliness (Requiring Loop Qual)</b>			
OR-1-03-3342	Average LSRC/ASRC Time - No Facility Check	No Standard	62.73
OR-1-04-3342	% On Time LSRC/ASRC - No Facility Check	95% within 72 Hours	98.61
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
<b>OR-2 - Reject Timeliness (Requiring Loop Qual)</b>			
OR-2-03-3342	Average LSR/ASR Reject Time - No Facility Check	No Standard	15.30
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
<b>2 Wire xDSL Line Sharing</b>			
<b>OR-1 - Order Confirmation Timeliness (Requiring Loop Qual)</b>			
OR-1-03-3343	Average LSRC/ASRC Time - No Facility Check	No Standard	16.34
OR-1-04-3343	% On Time LSRC/ASRC - No Facility Check	95% within 72 Hours	98.86
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
<b>OR-2 - Reject Timeliness (Requiring Loop Qual)</b>			
OR-2-03-3343	Average LSR/ASR Reject Time - No Facility Check	No Standard	15.41
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	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
<b>OR-3 - Percent Rejects (ASRs + LSRs)</b>								
OR-3-01-3000	% Rejects	No Standard	25.24		27068			
OR-3-02-3000	% Resubmission Not Rejected	95%	NA					
<b>OR-4 - Timeliness of Completion Notification</b>								
OR-4-01-3000	Completion Notice (BCN) - Average Response Time	No Standard	9.99					
OR-4-02-3000	Completion Notice (BCN) - % On Time	95% by next bus. day at noon	82.36		21577			
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		20288			
OR-4-06-3000	Average Duration - Work Completion (SOP) to Bill Comptor	Parity with Retai	9.30	20.86	342132	20129	141.26	1.02
OR-4-07-3000	% SOP to Bill Completion >= 5 Business Days	Parity with Retai	1.05	0.71	342132	20129		0.07
OR-4-08-3000	% SOP to Bill Completion > 1 Business Day	Parity with Retai	1.96	2.41	342132	20129		0.10
OR-4-11-3000	% Completed orders without either a PCN or BCN	<= 5%	0.00		20186			
OR-4-12-3000	% Due Date to PCN within 2 Business Days	95%	92.27		20288			
OR-4-13-3000	% Due Date to PCN within 5 Business Days	99%	94.91		20288			
OR-4-14-3000	% Due Date to BCN within 4 Business Days	95%	88.71		21577			
OR-4-15-3000	% Due Date to BCN within 7 Business Days	99%	89.53		21577			
<b>OR-5 - Percent Flow-Through</b>								
OR-5-01-3000	% Flow Through - Total (ASRs + LSRs)	No Standard Developed	59.14		25228			
OR-5-02-3000	% Flow Through - Simple	No Standard Developed	59.82		22856			
OR-5-03-3112	% Flow Through Achieved	95%	81.38		18336			
<b>Special Services - Electronically Submitted</b>								
<b>OR-1 - Order Confirmation Timeliness (ASRs + LSRs)</b>								
OR-1-03-3210	Average LSR/ASRC Time No Facility Check DS0	No Standard	NA					
OR-1-03-3211	Average LSR/ASRC Time No Facility Check DS1	No Standard	10.43					
OR-1-03-3213	Average LSR/ASRC Time No Facility Check DS3	No Standard	22.93					
OR-1-03-3214	Average LSR/ASRC Time No Facility Check (Non DS0, DS1, & DS3)	No Standard	NA					
OR-1-04-3210	% On Time LSR/ASRC No Facility Check DS0	95% within 48 Hours	NA					
OR-1-04-3211	% On Time LSR/ASRC No Facility Check DS1	95% within 48 Hours	100.00		19			
OR-1-04-3213	% On Time LSR/ASRC No Facility Check DS3	95% within 48 Hours	100.00		4			
OR-1-04-3214	% On Time LSR/ASRC No Facility Check (Non DS0, DS1, & DS3)	95% within 48 Hours	NA					
OR-1-05-3210	Average LSR/ASRC Time Facility Check DS0	No Standard	NA					
OR-1-05-3211	Average LSR/ASRC Time Facility Check DS1	No Standard	44.94					
OR-1-05-3213	Average LSR/ASRC Time Facility Check DS3	No Standard	34.36					
OR-1-05-3214	Average LSR/ASRC Time Facility Check (Non DS0, DS1, & DS3)	No Standard	13.88					
OR-1-06-3210	% On Time LSR/ASRC Facility Check DS0	95% within 72 Hours	NA					
OR-1-06-3211	% On Time LSR/ASRC Facility Check DS1	95% within 72 Hours	90.53		169			
OR-1-06-3213	% On Time LSR/ASRC Facility Check DS3	95% within 72 Hours	100.00		2			
OR-1-06-3214	% On Time LSR/ASRC Facility Check (Non DS0, DS1 & DS3)	95% within 72 Hours	100.00		2			
<b>OR-2 - Reject Timeliness (ASRs + LSRs)</b>								
OR-2-03-3200	Average LSR/ASR Reject Time No Facility Check	No Standard	3.83					
OR-2-04-3200	% On Time LSR/ASR Reject No Facility Check	95% within 48 Hours	100.00		2			
OR-2-05-3200	Average LSR/ASR Reject Time Facility Check	No Standard	20.16					
OR-2-06-3200	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	93.62		47			
<b>Special Services - FAX/MAIL Submitted</b>								
<b>OR-1 - Order Confirmation Timeliness</b>								
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	3.10					
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 DS0	95% within 72 Hours	NA					
OR-1-08-3211	% On Time ASRC No Facility Check DS1	95% within 72 Hours	100.00		7			
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 DS0	No Standard	NA					
OR-1-09-3211	Average ASRC Time Facility Check DS1	No Standard	48.67					
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 DS0	95% within 96 Hours	NA					
OR-1-10-3211	% On Time ASRC Facility Check DS1	95% within 96 Hours	100.00		1			
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					
<b>OR-2 - Reject Timeliness</b>								
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								



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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			
<b>PR-1 - Average Interval Offered</b>									
PR-1-01-3111	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	Parity with Retail	1.20	NA	8838	1175	3.14		
PR-1-01-3122	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	Parity with Retail	1.20	2.79	8838	1000	3.14	0.10	-15.18
PR-1-01-3140	Av. Interval Offered - Total No Dispatch - Platform	Parity with Retail	4.32	4.57	3493	166	5.00	0.40	-0.63
PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	Parity with Retail	4.32	3.67	3493	110	5.00	0.48	1.34
PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with Retail	7.04	5.93	196	15	7.64	2.05	0.54
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with Retail	7.04	6.86	196	7	7.64	2.94	0.06
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	Parity with Retail	7.87	8.50	120	6	8.26	3.46	-0.18
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with Retail	7.87	7.00	120	1	8.26	8.29	0.10
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with Retail							
<b>PR-2 - Average Completed Interval</b>									
PR-2-01-3111	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	Parity with Retail	1.10	NA	8351	1067	2.33		
PR-2-01-3122	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	Parity with Retail	1.10	2.76	8351	959	2.33	0.08	-20.90
PR-2-01-3140	Av. Completed Interval - Total No Dispatch - Platform	Parity with Retail	4.22	7.01	3059	134	4.01	0.35	-7.88
PR-2-03-3112	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	Parity with Retail	4.22	3.61	3059	105	4.01	0.40	1.53
PR-2-03-3140	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	Parity with Retail	7.29	5.54	156	13	7.69	2.22	0.79
PR-2-04-3112	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	Parity with Retail	7.29	6.57	156	7	7.69	2.97	0.24
PR-2-04-3140	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	Parity with Retail	9.01	8.33	99	6	10.35	4.35	0.16
PR-2-05-3112	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	Parity with Retail	9.01	7.00	99	1	10.35	10.40	0.19
PR-2-05-3140	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Parity with Retail							
<b>PR-3 - Completed within X Days - Platform &amp; Other (Switch &amp; INP)</b>									
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with Retail	73.98	49.30	57434	783		1.58	-15.63
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with Retail	86.36	70.37	57434	783		1.23	-12.95
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with Retail	96.64	78.67	57434	783		0.65	-27.72
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with Retail	11.39	1.90	13709	105		3.11	-3.05
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with Retail	23.78	8.57	13709	105		4.17	-3.65
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with Retail	73.96	78.10	13709	105		4.30	0.96
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	Parity with Retail	94.87	79.50	71143	888		0.74	-20.63
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with Retail	99.06	79.82	57434	783		0.35	-55.42
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with Retail	94.04	92.38	13709	105		2.32	-0.72
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	Parity with Retail	98.68	81.53	71143	888		0.39	-44.50
<b>PR-4 - Missed Appointments</b>									
PR-4-02-3100	Average Delay Days - Total	Parity with Retail	3.86	11.56	2179	18	13.91	3.29	-2.34
PR-4-03-3100	% Missed Appt. - Customer	No Standard <sup>1</sup>	1.50	5.13					
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop New	Parity with Retail	6.44	0.68	21949	2062		0.57	10.19
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	Parity with Retail	6.44	1.39	21949	144		2.05	2.46
PR-4-04-3520	% Missed Appt. - Verizon - Dispatch - Hot Cut Loop	Parity with Retail	6.44	1.52	21949	658		0.97	5.07
PR-4-05-3111	% Missed Appt. - Verizon - No Dispatch - Hot Cut Loop	Parity with Retail	0.75	0.52	101534	1931		0.20	1.16
PR-4-05-3121	% Missed Appt. - Verizon - No Dispatch - Other	Parity with Retail	0.75	NA	101534				
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	Parity with Retail	0.75	0.08	101534	1323		0.24	2.81
PR-4-07-3540	% On Time Performance - LNP Only	95% on Time		98.12		2179			
PR-4-08-3111	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop	No Standard <sup>1</sup>		0.93		2589			
PR-4-08-3121	% Missed Appt. - Customer - Due to Late Order Confirmation - Other	No Standard <sup>1</sup>		NA					
PR-4-08-3140	% Missed Appt. - Customer - Due to Late Order Confirmation - Platform	No Standard <sup>1</sup>		0.00		1467			
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	Parity with Retail	1.21	0.58	21949	2062		0.25	2.50
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	Parity with Retail	1.21	0.00	21949	144		0.91	1.32
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	Parity with Retail	0.04	0.00	21949	2062		0.05	0.87
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	Parity with Retail	0.04	0.00	21949	144		0.17	0.24
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop	Parity with Retail	0.00	0.00	21949	2062			
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	Parity with Retail	0.00	0.00	21949	144			
<b>PR-6 - Installation Quality</b>									
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	Parity w/Verizon Retail for Found Troubles	3.35	4.72	106875	7985		0.21	-6.57
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	Parity w/Verizon Retail for Found Troubles	3.35	1.05	106875	2560		0.36	6.38
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop	2%		0.03		3962			
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	Parity w/Verizon Retail for Found Troubles	2.14	3.41	106875	7985		0.17	-7.54
PR-6-02-3121	% Installation Troubles reported within 7 Days - Platform	Parity w/Verizon Retail for Found Troubles	2.14	0.43	106875	2560		0.29	5.91
PR-6-03-3112	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Loop	No Standard	3.21	3.19	106875	7985		0.20	0.09
PR-6-03-3121	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Other	No Standard	3.21	1.05	106875	2560		0.35	6.12
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	Parity with Retail	0.07	0.04	123483	4819		0.04	0.77
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.04	0.02	123483	4819		0.03	0.68
<b>Hot Cuts</b>									
<b>PR-9 - Hot Cut Loops</b>									
PR-9-01-3520	% On Time Performance - Hot Cut Loop	95% Completed Within Window		98.62		2614			
PR-9-02-3520	% Early Cuts - Lines	<= 1% of lines cut early		0.35		3961			
PR-9-08-3520	Average Duration of Service Interruption	No Standard		4.60		1			
PR-9-09-3520	% Supplemented or Cancelled Orders at Verizon Request	No Standard		0.00		2614			
<b>POTS &amp; Complex Aggregate</b>									
<b>PR-1 - Average Interval Offered</b>									
PR-1-12-3133	Av. Interval Offered - Disconnects	Parity with Retail	3.61	4.53	45517	3772	5.33	0.09	-10.19
<b>PR-2 - Average Completed Interval</b>									
PR-2-18-3133	Av. Completed Interval - Disconnects	Parity with Retail	3.27	4.56	41678	3372	4.96	0.09	-14.53
<b>2-Wire Digital Services</b>									
<b>PR-1 - Average Interval Offered</b>									
PR-1-01-3341	Av. Interval Offered - Total No Dispatch	Parity with Retail	1.03	2.40	830	5	1.57	0.70	-1.95
PR-1-02-3341	Av. Interval Offered - Total Dispatch	Parity with Retail	3.41	5.71	407	84	2.06	0.25	-9.32
<b>PR-2 - Average Completed Interval</b>									
PR-2-01-3341	Av. Interval Completed - Total No Dispatch	Parity with Retail	1.02	0.33	770	3	1.58	0.91	0.75
PR-2-02-3341	Av. Interval Completed - Total Dispatch	Parity with Retail	3.81	5.53	280	68	2.95	0.40	-4.31
<b>PR-3 - Completed within X Days</b>									
PR-3-10-3341	% Completed in 6 Days (1-5 Lines - Total)	Parity With Retail	99.39	98.59	823	71		0.96	-0.83
<b>PR-4 - Missed Appointments</b>									
PR-4-02-3341	Average Delay Days - Total	Parity with Retail	5.34	2.60	97	5	5.95	2.73	1.00
PR-4-03-3341	% Missed Appointment - Customer	No Standard <sup>1</sup>	7.08	7.76					
PR-4-04-3341	% Missed Appointment - Verizon - Dispatch	Parity with Retail	7.09	1.87	550	107		2.71	1.92
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	Parity with Retail	1.23	NA	812				
PR-4-08-3341	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard <sup>1</sup>		0.00		116			
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-3341	% Missed Appointment - Verizon Facilities	Parity with Retail	7.99	2.70	601	111		2.80	1.89
PR-5-02-3341	% Orders Held for Facilities > 15 Days	Parity with Retail	0.17	0.00	601	111		0.43	0.40
PR-5-03-3341	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.00	601	111			
<b>PR-6 - Installation Quality</b>									
PR-6-01-3341	% Install. Troubles Reported within 30 Days	Parity with Retail	5.51	4.96	490	121		2.32	0.24

PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	7.96	5.79	490	121		2.75	0.79
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PR-8-01-3341	<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-02-3341	Open Orders in a Hold Status > 30 Days	Parity with Retail	0.07	0.00	1413	116		0.26	0.27
	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.00	0.00	1413	116			

*continued*

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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			
<b>PR-1 - Average Interval Offered</b>									
PR-1-01-3342	Av. Interval Offered - Total No Dispatch	No Standard		4.64		22			
PR-1-02-3342	Av. Interval Offered - Total Dispatch	No Standard		6.59		187			
<b>PR-2 - Average Completed Interval</b>									
PR-2-01-3342	Av. Interval Completed - Total No Dispatch	No Standard		4.76		17			
PR-2-02-3342	Av. Interval Completed - Total Dispatch	No Standard		6.44		170			
<b>PR-3 - Completed within X Days</b>									
PR-3-10-3342	% Completed in 6 Days (1-5 Lines - Total)	95%		97.33		187			
PR-3-11-3342	% Completed in 9 Days (1-5 Lines - Total)	95%		99.21		378			
<b>PR-4 - Missed Appointments</b>									
PR-4-02-3342	Average Delay Days - Total (retail DS0 specials)	Parity with Retail (DS0)	60.75	2.50	44	6	138.57	60.30	0.97
PR-4-03-3342	% Missed Appointment - Customer	No Standard <sup>1</sup>	1.04	6.22					
PR-4-04-3342	% Missed Appointment - Verizon - Dispatch	<=5%		0.37		544			
PR-4-08-3342	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard <sup>1</sup>		0.50		595			
PR-4-14-3342	% Completed On Time	95% on time		NA					
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-3342	% Missed Appointment - Verizon Facilities	Parity with VADI	0.71	0.72	560	556		0.50	-0.02
PR-5-02-3342	% Orders Held for Facilities > 15 Days	Parity with VADI	0.00	0.00	560	556			
PR-5-03-3342	% Orders Held for Facilities > 60 Days	Parity with VADI	0.00	0.00	560	556			
<b>PR-6 - Installation Quality</b>									
PR-6-01-3342	% Install. Troubles Reported within 30 Days	Parity with Retail POTS-Dispatch	6.66	5.38	27778	595		1.03	1.24
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	3.21	4.71	106875	595		0.72	-2.06
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01-3342	Open Orders in a Hold Status > 30 Days	Parity with Retail Specials-DSO	1.47	0.00	543	595		0.71	2.06
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	Parity with Retail Specials-DSO	0.55	0.00	543	595		0.44	1.25
<b>2-Wire xDSL Line Sharing</b>									
<b>PR-1 - Average Interval Offered</b>									
PR-1-01-3343	Av. Interval Offered - Total No Dispatch	Parity with VADI	3.00	2.98	4055	144	1.08	0.09	0.22
PR-1-02-3343	Av. Interval Offered - Total Dispatch	Parity with VADI	3.01	2.95	559	19	0.59	0.14	0.44
<b>PR-2 - Average Completed Interval</b>									
PR-2-01-3343	Av. Interval Completed - Total No Dispatch	Parity with VADI	2.23	2.82	3690	130	1.22	0.11	-5.42
PR-2-02-3343	Av. Interval Completed - Total Dispatch	Parity with VADI	2.96	2.82	507	17	0.87	0.21	0.65
<b>PR-3 - Completed within X Days</b>									
PR-3-03-3343	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VADI	99.46	100.00	3690	130		0.65	0.83
PR-3-10-3343	% Completed in six (6) Days one (1) to five (5) Lines - Total	Parity with VADI	99.74	100.00	4197	147		0.43	0.61
PR-3-11-3343	% Completed in nine (9) Days one (1) to five (5) Lines - Total	Parity with VADI	99.90	100.00	4201	176		0.24	0.41
<b>PR-4 - Missed Appointments</b>									
PR-4-02-3343	Average Delay Days - Total	Parity with VADI	3.48	1.33	25	3	5.42	3.31	0.65
PR-4-03-3343	% Missed Appointment - Customer	No Standard <sup>1</sup>	1.04	2.11					
PR-4-04-3343	% Missed Appointment - Verizon - Dispatch	Parity with VADI	1.69	3.57	533	56		1.81	-1.04
PR-4-05-3343	% Missed Appointment - Verizon - No Dispatch	Parity with VADI	0.31	0.44	3854	229		0.38	-0.34
PR-4-08-3343	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard <sup>1</sup>		0.00		285			
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-3343	% Missed Appointment - Verizon Facilities	Parity with VADI	0.71	0.00	560	56		1.18	0.60
PR-5-02-3343	% Orders Held for Facilities > 15 Days	Parity with VADI	0.00	0.00	560	56			
PR-5-03-3343	% Orders Held for Facilities > 60 Days	Parity with VADI	0.00	0.00	560	56			
<b>PR-6 - Installation Quality</b>									
PR-6-01-3343	% Install. Troubles Reported within 30 Days	Parity with VADI	0.45	1.40	4414	285		0.41	-2.32
PR-6-03-3343	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	4.01	3.86	4414	285		1.20	0.13
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01-3343	Open Orders in a Hold Status > 30 Days	Parity with VADI	0.00	0.00	4414	285			
PR-8-02-3343	Open Orders in a Hold Status > 90 Days	Parity with VADI	0.00	0.00	4414	285			

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Metric #	Special Services - Provisioning	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
<b>PR-1 - Average Interval Offered</b>									
PR-1-01-3200	Av. Interval Offered - Total No Dispatch	Parity with Retail	6.66	NA	519		9.10		
PR-1-02-3200	Av. Interval Offered - Total Dispatch	Parity with Retail	8.91	12.85	341	72	7.76	1.01	-3.91
PR-1-06-3200	Av. Interval Offered - DS0	Parity with Retail	7.66	1.00	585	1	9.50	9.51	0.70
PR-1-07-3200	Av. Interval Offered - DS1	Parity with Retail	8.46	12.33	200	66	7.04	1.00	-3.87
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	18.50	NA		6			
PR-1-12-3200	Av. Interval Offered - Disconnects	Parity with Retail	5.09	4.27	458	11	5.80	1.77	0.46
<b>PR-2 - Average Completed Interval</b>									
PR-2-01-3200	Av. Interval Completed - Total No Dispatch	Parity with Retail	8.35	NA	294		12.55		
PR-2-02-3200	Av. Interval Completed - Total Dispatch	Parity with Retail	8.88	11.56	199	41	7.30	1.25	-2.14
PR-2-06-3200	Av. Interval Completed - DS0	Parity with Retail	8.44	79.00	329	2	12.32	8.74	-8.08
PR-2-07-3200	Av. Interval Completed - DS1	Parity with Retail	9.70	9.86	130	35	6.27	1.19	-0.13
PR-2-08-3200	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	21.50	NA		6			
PR-2-18-3200	Av. Interval Completed - Disconnects	Parity with Retail	5.60	3.63	316	8	6.87	2.46	0.80
<b>PR-4 - Missed Appointments</b>									
PR-4-01-3510	% Missed Appointment - Verizon - Total - EEL	Parity with Retail (DS1)	25.50	NA	200				
PR-4-01-3530	% Missed Appointment - Verizon - Total- IOF	Parity with Retail (DS3)	NA	14.29		7			
PR-4-01-3210	% Missed Appointment - Verizon - DS0	Parity with Retail	8.10	28.57	543	7		10.38	-1.97
PR-4-01-3211	% Missed Appointment - Verizon - DS1	Parity with Retail	25.50	4.40	200	91		5.51	3.83
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	8.33	NA	60				
PR-4-02-3200	Average Delay Days - Total	Parity with Retail	30.01	1.75	100	4	95.43	48.66	0.58
PR-4-02-3510	Average Delay Days - Total - EEL	Parity with Retail-DS1	5.35	NA	51		4.38		
PR-4-02-3530	Average Delay Days - Total - IOF	Parity with Retail-DS3	NA	23.00		1	95.43		
PR-4-03-3200	% Missed Appointment - Customer	No Standard <sup>1</sup>	26.28	1.02					
PR-4-03-3510	% Missed Appointment - Customer - EEL	No Standard <sup>1</sup>	26.00	NA					
PR-4-08-3200	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard <sup>1</sup>		0.00		35			
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-3200	% Missed Appointment - Verizon - Facilities	Parity with Retail	0.28	2.04	355	98		0.60	-2.92
PR-5-02-3200	% Orders Held for Facilities > 15 Days	Parity with Retail	0.00	1.02	355	98			
PR-5-03-3200	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.00	355	98			
<b>PR-6 - Installation Quality</b>									
PR-6-01-3200	% Installation Troubles reported within 30 Days	Parity w/Verizon RT for Found Troubles	0.26	4.10	4923	122		0.47	-8.15
PR-6-03-3200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	0.14	0.82	4923	122		0.35	-1.96
<b>PR-7 - Jeopardy Reports</b>									
PR-7-01-3510	% Orders with Jeopardy Status - EEL	See Guidelines		NA					
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01-3200	Open Orders in a Hold Status > 30 Days	Parity with Retail	1.12	0.00	803	91		1.16	0.96
PR-8-01-3510	Open Orders in a Hold Status > 30 Days- EEL	Parity with Retail (DS1)	0.00	NA	200				
PR-8-01-3530	Open Orders in a Hold Status > 30 Days - IOF	Parity with Retail (DS3)	NA	28.57		7			
PR-8-02-3200	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.50	0.00	803	91		0.78	0.64
PR-8-02-3510	Open Orders in a Hold Status > 90 Days- EEL	Parity with Retail (DS1)	0.00	NA	200				
PR-8-02-3530	Open Orders in a Hold Status > 90 Days - IOF	Parity with Retail (DS3)	NA	0.00		7			

<sup>1</sup>Legend Notations defined on Legend sheet - last page

<sup>1</sup> Not in Control of Verizon

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**CLEC Aggregate Performance**  
**MAINTENANCE - UNE POTS / SPECIAL SERVICES**

**Maintenance - POTS Loop**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3550	Network Trouble Report Rate - Loop	0.64	0.58	3099882	170525		0.02	2.75
MR-2-02-3550	Network Trouble Report Rate - Central Office	0.11	0.07	3099882	170525		0.01	4.49
MR-2-04-3550	% Subsequent Reports	2.79	0.00					
MR-2-05-3550	% CPE/TOK/FOK Trouble Report Rate	0.62	0.47	3099882	170525		0.02	7.81
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3550	% Missed Repair Appointment - Loop	10.80	2.12	19721	992		1.01	8.59
MR-3-02-3550	% Missed Repair Appointment - Central Office	6.25	4.80	3422	125		2.20	0.66
MR-3-03-3550	% CPE/TOK/FOK - Missed Appointment	5.66	1.63	19216	797		0.84	4.82
MR-3-04-3550	% Missed Repair Appointment - No Double Dispatch	5.98	0.64	16793	937		0.80	6.71
MR-3-05-3550	% Missed Repair Appointment - Double Dispatch	34.17	14.39	3562	139		4.10	4.82
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3550	Mean Time To Repair - Total	16.08	13.07	23143	1117	27.09	0.83	3.63
MR-4-02-3550	Mean Time To Repair - Loop Trouble	17.58	13.13	19721	992	28.53	0.93	4.80
MR-4-03-3550	Mean Time To Repair - Central Office Trouble	7.41	12.56	3422	125	13.49	1.23	-4.20
MR-4-04-3550	% Cleared (all troubles) within 24 Hour:	82.27	94.09	23143	1117		1.17	10.10
MR-4-07-3550	% Out of Service > 12 Hours	50.62	59.51	13489	852		1.77	-5.03
MR-4-08-3550	% Out of Service > 24 Hours	16.78	6.10	13489	852		1.32	8.09
MR-4-09-3550	Mean Time To Repair - No Double Dispatch	14.15	11.93	16793	937	19.83	0.67	3.33
MR-4-10-3550	Mean Time To Repair - Double Dispatch	31.51	23.57	3562	139	49.94	4.32	1.84

**MR-5 - Repeat Trouble Reports**

MR-5-01-3550	% Repeat Reports within 30 Days	13.49	16.47	23143	1117		1.05	-2.85
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**Maintenance - POTS Platform**

<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3140	Network Trouble Report Rate - Platform	0.64	0.62	3099882	6462		0.10	0.17
MR-2-03-3140	Network Trouble Report Rate - Central Office	0.11	0.11	3099882	6462		0.04	0.05
MR-2-04-3140	% Subsequent Reports	2.79	4.08					
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate	0.62	0.73	3099882	6462		0.10	-1.10
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3144	% Missed Repair Appointment - Platform Bus	14.94	13.33	2919	15		9.23	0.17
MR-3-01-3145	% Missed Repair Appointment - Platform Res	10.10	0.00	16743	25		6.03	1.67
MR-3-02-3144	% Missed Repair Appointment - Central Office Bus	6.24	0.00	945	5		10.85	0.58
MR-3-02-3145	% Missed Repair Appointment - Central Office Res	6.27	0.00	2474	2		17.15	0.37
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform	5.66	6.38	19216	47		3.37	-0.21
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch	5.98	4.88	16793	41		3.71	0.30
MR-3-05-3140	% Missed Repair Appointment - Double Dispatch	34.17	0.00	3562	4		23.73	1.44
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3140	Mean Time To Repair - Total	16.08	11.96	23143	47	27.09	3.95	1.04
MR-4-02-3144	Mean Time To Repair - Loop Trouble - Platform - Bus	15.24	15.63	2919	15	20.65	5.35	-0.07
MR-4-02-3145	Mean Time To Repair - Loop Trouble - Platform - Res	17.93	11.26	16743	25	29.66	5.94	1.12
MR-4-03-3144	Mean Time To Repair - Central Office Trouble - Bus	5.86	5.48	945	5	11.77	5.28	0.07
MR-4-03-3145	Mean Time To Repair - Central Office Trouble - Res	7.98	9.44	2474	2	14.03	9.92	-0.15
MR-4-04-3140	% Cleared (all troubles) within 24 Hour:	82.27	91.49	23143	47		5.58	-1.65
MR-4-06-3140	% Out of Service > 4 Hours	65.78	61.11	13489	36		7.92	0.59
MR-4-07-3140	% Out of Service > 12 Hours	50.62	52.78	13489	36		8.34	-0.26
MR-4-08-3144	% Out of Service > 24 Hours - Bus	14.05	12.50	2164	16		8.72	0.18
MR-4-08-3145	% Out of Service > 24 Hours - Res.	17.10	10.00	11281	20		8.43	0.84
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3140	% Repeat Reports within 30 Days	13.49	10.64	23143	47		4.99	0.57

**2-Wire Digital Services - Maintenance**

<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3341	Network Trouble Report Rate - Loop	0.24	0.37	48543	5643		0.07	-1.90
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.18	0.04	48543	5643		0.06	2.44
MR-2-04-3341	% Subsequent Reports	8.07	0.00					
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	0.99	0.60	48543	5643		0.14	2.80
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3341	% Missed Repair Appointment - Loop	31.62	4.76	117	21		11.02	2.44
MR-3-02-3341	% Missed Repair Appointment - Central Office	18.18	0.00	88	2		27.58	0.66
MR-3-03-3341	% CPE/TOK/FOK - Missed Appointment	18.46	17.65	482	34		6.88	0.12
MR-3-04-3341	% Missed Repair Appointment - No Double Dispatch	14.95	0.00	107	16		9.56	1.56
MR-3-05-3341	% Missed Repair Appointment - Double Dispatch	40.00	14.29	90	7		19.22	1.34
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3341	Mean Time To Repair - Total	19.07	20.41	205	23	32.94	7.24	-0.19
MR-4-02-3341	Mean Time To Repair - Loop Trouble	22.58	21.08	117	21	39.67	9.40	0.16
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	14.40	13.42	88	2	20.20	14.45	0.07
MR-4-04-3341	% Cleared (all troubles) within 24 Hour:	77.07	73.91	205	23		9.24	0.34
MR-4-07-3341	% Out of Service > 12 Hours	51.09	73.91	92	23		11.65	-1.96
MR-4-08-3341	% Out of Service > 24 Hours	20.65	26.09	92	23		9.44	-0.58
MR-4-09-3341	Mean Time To Repair - No Double Dispatch	15.58	19.15	107	16	40.69	10.91	-0.33
MR-4-10-3341	Mean Time To Repair - Double Dispatch	23.97	23.30	90	7	21.41	8.40	0.08
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3341	% Repeat Reports within 30 Days continued	17.07	8.70	205	23		8.27	1.01

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MAINTENANCE - UNE POTS / SPECIAL SERVICES continued**

Metric #	2-Wire xDSL Loops - Maintenance	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-3342	Network Trouble Report Rate - Loop	Parity with VADI	0.09	0.26	46900	21592		0.02	-7.09
MR-2-03-3342	Network Trouble Report Rate - Central Office	Parity with VADI	0.04	0.02	46900	21592		0.02	1.23
MR-2-04-3342	% Subsequent Reports	No Standard <sup>2</sup>	0.00	0.00	80	93			
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.10	0.35	46900	21592		0.09	8.71
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-3342	% Missed Repair Appointment - Loop	Parity with VADI	24.44	5.00	45	80		8.01	2.43
MR-3-02-3342	% Missed Repair Appointment - Central Office	Parity with VADI	11.43	0.00	35	13		10.33	1.11
MR-3-03-3342	%CPE/TOK/FOK - Missed Appointment	No Standard	11.07	1.32	515	76		3.86	2.53
MR-3-04-3342	% Missed Repair Appointment - No Double Dispatch	Parity with VADI	7.94	4.00	63	75		4.62	0.85
MR-3-05-3342	% Missed Repair Appointment - Double Dispatch	Parity with VADI	58.82	5.88	17	17		16.88	3.14
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-02-3342	Mean Time To Repair - Loop Trouble	Parity with VADI	37.03	16.84	45	80	30.19	5.62	3.59
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	Parity with VADI	18.32	10.10	35	13	18.09	5.88	1.40
MR-4-04-3342	% Cleared (all troubles) within 24 Hour:	Parity with VADI	61.25	78.49	80	93		7.43	-2.32
MR-4-07-3342	% Out of Service > 12 Hours	Parity with VADI	70.27	57.30	74	89		7.19	1.80
MR-4-08-3342	% Out of Service > 24 Hours	Parity with VADI	35.14	22.47	74	89		7.51	1.69
MR-4-09-3342	Mean Time To Repair - No Double Dispatch	Parity with VADI	20.78	15.88	63	75	17.60	3.01	1.63
MR-4-10-3342	Mean Time To Repair - Double Dispatch	Parity with VADI	58.75	16.72	17	17	35.00	12.00	3.50
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-3342	% Repeat Reports within 30 Days	Parity with VADI	46.25	16.13	80	93		7.60	3.96
<b>2-Wire xDSL Line Sharing - Maintenance</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-3343	Network Trouble Report Rate - Loop	Parity with VADI	0.09	0.00	46900	2240		0.06	1.38
MR-2-03-3343	Network Trouble Report Rate - Central Office	Parity with VADI	0.04	0.00	46900	2240		0.04	0.91
MR-2-04-3343	% Subsequent Reports	No Standard <sup>2</sup>	0.00	0.00	80	4			
MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.10	1.07	46900	2240		0.23	0.12
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-3343	% Missed Repair Appointment - Loop	Parity with VADI	24.44	0.00	45	1		43.45	0.56
MR-3-02-3343	% Missed Repair Appointment - Central Office	Parity with VADI	11.43	0.00	35	3		19.14	0.60
MR-3-03-3343	%CPE/TOK/FOK - Missed Appointment	No Standard	11.07	0.00	515	24		6.55	1.69
MR-3-04-3343	% Missed Repair Appointment - No Double Dispatch	Parity with VADI	7.94	0.00	63	4		13.94	0.57
MR-3-05-3343	% Missed Repair Appointment - Double Dispatch	Parity with VADI	58.82	NA	17				
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-02-3343	Mean Time To Repair - Loop Trouble	Parity with VADI	37.03	22.73	45	1	30.19	30.52	0.47
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	Parity with VADI	18.32	2.85	35	3	18.09	10.88	1.42
MR-4-04-3343	% Cleared (all troubles) within 24 Hour:	Parity with VADI	61.25	100.00	80	4		24.96	-1.55
MR-4-07-3343	% Out of Service > 12 Hours	Parity with VADI	70.27	33.33	74	3		26.82	1.37
MR-4-08-3343	% Out of Service > 24 Hours	Parity with VADI	35.14	0.00	74	3		28.12	1.25
MR-4-09-3343	Mean Time To Repair - No Double Dispatch	Parity with VADI	20.78	7.82	63	4	17.60	9.07	1.43
MR-4-10-3343	Mean Time To Repair - Double Dispatch	Parity with VADI	58.75	NA	17		35.00		
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-3343	% Repeat Reports within 30 Days	Parity with VADI	46.25	0.00	80	4		25.55	1.81
<b>Special Services - Maintenance</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-01-3200	Network Trouble Report Rate	Parity with Retail	0.18	1.54	164731	1889		0.10	-13.66
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.27	1.48	164731	1889		0.12	-9.96
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-3200	Mean Time To Repair - Total	Parity with Retail	4.40	4.01	302	29	3.94	0.77	0.51
MR-4-04-3200	% Cleared (all troubles) within 24 Hour:	Parity with Retail	99.67	100.00	302	29		1.11	-0.30
MR-4-06-3200	% Out of Service > 4 Hours	Parity with Retail	44.37	42.31	302	26		10.15	0.20
MR-4-08-3200	% Out of Service > 24 Hours	Parity with Retail	0.33	0.00	302	26		1.17	0.28
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-3200	% Repeat Reports within 30 Days	Parity with Retail	11.92	3.45	302	29		6.30	1.34

Legend Notations defined on Legend sheet - last page

<sup>2</sup> Parity to be assessed in conjunction with missed appointment

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

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

**POTS - Provisioning**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3111	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1.12	3.70	3198	244	2.24	0.15	-17.34
PR-1-01-3122	Av. Interval Offered - Total No Dispatch - Other (UNE Switch&INP)	4.26	4.13	1030	24	3.84	0.79	0.16
PR-1-01-3140	Av. Interval Offered - Total No Dispatch - Platform	4.26	6.25	1030	4	3.84	1.92	-1.03
PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	5.65	6.00	84	5	5.46	2.51	-0.14
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	5.65	NA	84		5.46		
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	7.10	7.50	70	2	6.66	4.78	-0.08
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	7.10	NA	70		6.66		
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform							
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-3111	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1.05	NA	3015		2.46		
PR-2-01-3122	Av. Completed Interval - Total No Dispatch - Other (UNE Switch&INP)	1.05	3.72	855	234	2.46	0.18	-14.71
PR-2-01-3140	Av. Completed Interval - Total No Dispatch - Platform	4.62	14.93	855	15	4.10	1.07	-9.65
PR-2-03-3112	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	4.62	6.00	855	4	4.10	2.05	-0.67
PR-2-03-3140	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	6.61	6.00	86	5	7.19	3.34	0.18
PR-2-04-3112	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	6.61	NA	66		7.19		
PR-2-04-3140	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	8.76	7.00	55	2	10.16	7.31	0.24
PR-2-05-3112	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	8.76	NA	55		10.16		
PR-2-05-3140	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform							
<b>PR-3 - Completed within 5 Days - Platform &amp; Other (Switch &amp; INP)</b>								
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	69.24	28.02	17170	182		3.44	-11.99
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	84.39	60.44	17170	182		2.70	-8.86
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	94.27	64.84	17170	182		1.73	-16.99
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	4.91	0.00	2587	4		10.81	-0.45
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	10.94	25.00	2587	4		15.62	0.90
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	34.52	25.00	2587	4		23.79	-0.40
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	90.43	64.52	19757	186		2.17	-11.96
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	98.84	65.38	17170	182		0.80	-41.93
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	87.59	50.00	2587	4		16.50	-2.28
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	98.27	65.59	19757	186		0.96	-34.02
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3100	Average Delay Days - Total	3.57	1.67	892	6	16.74	6.86	0.28
PR-4-03-3100	% Missed Appt. - Customer	1.85	4.70					
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop New	13.12	2.25	4765	222		2.32	4.69
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	13.12	0.00	4765	5		15.11	0.87
PR-4-04-3520	% Missed Appt. - Verizon - Dispatch - Hot Cut Loop	13.12	3.41	4765	88		3.63	2.67
PR-4-05-3111	% Missed Appt. - Verizon - No Dispatch - Hot Cut Loop	0.90	0.72	29684	558		0.40	0.45
PR-4-05-3121	% Missed Appt. - Verizon - No Dispatch - Other	0.90	NA	29684	540		0.41	
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	0.90	0.28	29684	351		0.51	1.22
PR-4-08-3111	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop		0.31		646			
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		356			
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	2.14	2.25	4765	222		0.99	-0.11
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	2.14	0.00	4765	5		6.48	0.33
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	0.15	0.00	4765	222		0.27	0.56
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	0.15	0.00	4765	5		1.73	0.09
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop	0.02	0.00	4765	222		0.10	0.21
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	0.02	0.00	4765	5		0.63	0.03
<b>PR-6 - Installation Quality</b>								
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	4.46	3.43	32919	1693		0.51	2.01
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	4.46	0.51	32919	786		0.75	5.31
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop		NA		1202			
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	3.04	2.48	32919	1693		0.43	1.30
PR-6-02-3121	% Installation Troubles reported within 7 Days - Platform	3.04	0.25	32919	786		0.62	4.49
PR-6-03-3112	% Inst. Troubles reported within 30 Days - FOK/TKO/CPE - Loop	4.12	3.01	32919	1693		0.50	2.23
PR-6-03-3121	% Inst. Troubles reported within 30 Days - FOK/TKO/CPE - Platform	4.12	0.89	32919	786		0.72	4.50
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	0.03	0.00	34449	660		0.07	0.44
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	0.01	0.00	34449	660		0.04	0.25
<b>Hot Cuts</b>								
<b>PR-9 - Hot Cut Loops</b>								
PR-9-01-3520	% On Time Performance - Hot Cut Loop		97.25		654			
PR-9-02-3520	% Early Cuts - Lines		0.00		1194			
PR-9-08-3520	Average Duration of Service Interruptor		4.60		1			
PR-9-09-3520	% Supplemented or Cancelled Orders at Verizon Reques		0.00		654			
<b>POTS &amp; Complex Aggregate</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-12-3133	Av. Interval Offered - Disconnects	3.84	3.25	13976	586	5.78	0.24	2.42
<b>PR-2 - Average Completed Interval</b>								
PR-2-18-3133	Av. Completed Interval - Disconnects	3.57	3.56	12963	481	5.33	0.25	0.04
<b>POTS - 2-Wire Digital Services</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3341	Av. Interval Offered - Total No Dispatch	0.55	1.50	359	4	1.15	0.58	-1.64
PR-1-02-3341	Av. Interval Offered - Total Dispatch	3.78	5.82	157	45	2.10	0.36	-5.75
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-3341	Av. Interval Completed - Total No Dispatch	0.45	0.00	333	2	1.07	0.76	0.59
PR-2-02-3341	Av. Interval Completed - Total Dispatch	4.97	5.18	103	34	3.69	0.73	-0.29
<b>PR-3 - Completed within X Days</b>								
PR-3-10-3341	% Completed in 6 Days (1-5 Lines - Total)	98.94	97.22	377	36		1.79	-0.96
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3341	Average Delay Days - Total	8.87	3.00	23	4	11.04	5.98	0.98
PR-4-03-3341	% Missed Appointment - Customer	8.33	9.38					
PR-4-04-3341	% Missed Appointment - Verizon - Dispatch	5.34	3.51	206	57		3.36	0.54
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	2.06	NA	339				
PR-4-08-3341	% Missed Appt. - Customer - Due to Late Order Confirmation		0.00		64			
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3341	% Missed Appointment - Verizon Facilities	2.35	3.33	213	60		2.21	-0.44
PR-5-02-3341	% Orders Held for Facilities > 15 Days	0.47	0.00	213	60		1.00	0.47
PR-5-03-3341	% Orders Held for Facilities > 60 Days	0.00	0.00	213	60			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3341	% Install. Troubles Reported within 30 Days	6.73	4.55	208	66		3.54	0.62
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TKO/CPE	9.62	7.58	208	66		4.16	0.49
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3341	Open Orders in a Hold Status > 30 Days	0.18	0.00	552	64		0.56	0.32
PR-8-02-3341	Open Orders in a Hold Status > 90 Days	0.00	0.00	552	64			

continued

**Carrier to Carrier  
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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			
<b>PR-1 - Average Interval Offered</b>									
PR-1-01-3342	Av. Interval Offered - Total No Dispatch	No Standard	3.33		3				
PR-1-02-3342	Av. Interval Offered - Total Dispatch	No Standard	6.54		116				
<b>PR-2 - Average Completed Interval</b>									
PR-2-01-3342	Av. Interval Completed - Total No Dispatch	No Standard	3.33		3				
PR-2-02-3342	Av. Interval Completed - Total Dispatch	No Standard	6.16		103				
<b>PR-3 - Completed within X Days</b>									
PR-3-10-3342	% Completed in 6 Days (1-5 Lines - Total)	95%	98.11		106				
PR-3-11-3342	% Completed in 9 Days (1-5 Lines - Total)	95%	99.35		153				
<b>PR-4 - Missed Appointments</b>									
PR-4-02-3342	Average Delay Days - Total (retail DS0 specials)	Parity with Retail (DS0)	71.58	1.50	26	4	133.53	71.72	0.98
PR-4-03-3342	% Missed Appointment - Customer	No Standard <sup>1</sup>	1.27	9.45					
PR-4-04-3342	% Missed Appointment - Verizon - Dispatch	<=5%		0.43		235			
PR-4-08-3342	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard <sup>1</sup>		0.39		254			
PR-4-14-3342	% Completed On Time [With Serial Number]	95%		NA					
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-3342	% Missed Appointment - Verizon Facilities	Parity with VADI	1.13	1.22	354	246		0.88	-0.10
PR-5-02-3342	% Orders Held for Facilities > 15 Days	Parity with VADI	0.00	0.00	354	246			
PR-5-03-3342	% Orders Held for Facilities > 60 Days	Parity with VADI	0.00	0.00	354	246			
<b>PR-6 - Installation Quality</b>									
PR-6-01-3342	% Install. Troubles Reported within 30 Days	Parity with Retail POTS-Dispatch	4.46	1.57	7047	254		1.32	2.19
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	4.12	5.91	32919	254		1.25	-1.43
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01-3342	Open Orders in a Hold Status > 30 Days	Parity with Retail Specials-DS0	2.23	0.00	224	254		1.35	1.65
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	Parity with Retail Specials-DS0	1.34	0.00	224	254		1.05	1.27
<b>2-Wire xDSL Line Sharing</b>									
<b>PR-1 - Average Interval Offered</b>									
PR-1-01-3343	Av. Interval Offered - Total No Dispatch	Parity with VADI	3.00	2.98	2437	57	1.31	0.18	0.11
PR-1-02-3343	Av. Interval Offered - Total Dispatch	Parity with VADI	3.03	2.50	358	2	0.72	0.51	1.04
<b>PR-2 - Average Completed Interval</b>									
PR-2-01-3343	Av. Interval Completed - Total No Dispatch	Parity with VADI	2.32	2.94	2205	52	1.47	0.21	-3.01
PR-2-02-3343	Av. Interval Completed - Total Dispatch	Parity with VADI	3.01	2.50	314	2	1.05	0.74	0.68
<b>PR-3 - Completed within X Days</b>									
PR-3-03-3343	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VADI	99.32	100.00	2205	52		1.15	0.59
PR-3-10-3343	% Completed in six (6) Days one (1) to five (5) Lines - Totz	Parity with VADI	99.64	100.00	2519	54		0.82	0.44
PR-3-11-3343	% Completed in nine (9) Days one (1) to five (5) Lines - Totz	Parity with VADI	99.88	100.00	2519	54		0.48	0.25
<b>PR-4 - Missed Appointments</b>									
PR-4-02-3343	Average Delay Days - Total	Parity with VADI	3.59	NA	22		5.75		
PR-4-03-3343	% Missed Appointment - Customer	No Standard <sup>1</sup>	1.27	0.00					
PR-4-04-3343	% Missed Appointment - Verizon - Dispatch	Parity with VADI	2.74	0.00	328	3		9.47	0.29
PR-4-05-3343	% Missed Appointment - Verizon - No Dispatch	Parity with VADI	0.39	0.00	2328	61		0.81	0.48
PR-4-08-3343	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard <sup>1</sup>		0.00		64			
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-3343	% Missed Appointment - Verizon Facilities	Parity with VADI	1.13	0.00	354	3		6.13	0.18
PR-5-02-3343	% Orders Held for Facilities > 15 Days	Parity with VADI	0.00	0.00	354	3			
PR-5-03-3343	% Orders Held for Facilities > 60 Days	Parity with VADI	0.00	0.00	354	3			
<b>PR-6 - Installation Quality</b>									
PR-6-01-3343	% Install. Troubles Reported within 30 Days	Parity with VADI	0.30	0.00	2682	64		0.69	0.43
PR-6-03-3343	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	4.29	10.94	2682	64		2.56	-2.60
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01-3343	Open Orders in a Hold Status > 30 Days	Parity with VADI	0.00	0.00	2682	64			
PR-8-02-3343	Open Orders in a Hold Status > 90 Days	Parity with VADI	0.00	0.00	2682	64			
<b>Maintenance - POTS Loop</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-3550	Network Trouble Report Rate - Loop	Parity with Retail	0.54	0.51	1278956	28053		0.04	0.82
MR-2-03-3550	Network Trouble Report Rate - Central Office	Parity with Retail	0.07	0.07	1278956	28053		0.02	-0.02
MR-2-04-3550	% Subsequent Reports	No Standard <sup>2</sup>	5.72	0.00					
MR-2-05-3550	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.57	0.70	1278956	28053		0.05	-2.74
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-3550	% Missed Repair Appointment - Loop	Parity w/ Retail POTS Tota	21.11	7.04	6940	142		3.46	4.07
MR-3-02-3550	% Missed Repair Appointment - Central Office	Parity w/ Retail POTS Tota	12.26	9.52	954	21		7.24	0.38
MR-3-03-3550	% CPE/TOK/FOK - Missed Appointment	No Standard	10.20	3.06	7340	196		2.19	3.26
MR-3-04-3550	% Missed Repair Appointment - No Double Dispatch	No Standard	12.86	3.73	5157	134		2.93	3.12
MR-3-05-3550	% Missed Repair Appointment - Double Dispatch	No Standard	49.24	33.33	1716	21		10.98	1.45
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-3550	Mean Time To Repair - Total	Parity w/ Retail POTS Tota	25.20	16.96	7894	163	39.79	3.15	2.62
MR-4-02-3550	Mean Time To Repair - Loop Trouble	Parity w/ Retail POTS Tota	26.72	17.14	6940	142	41.64	3.53	2.71
MR-4-03-3550	Mean Time To Repair - Central Office Trouble	Parity w/ Retail POTS Tota	14.16	15.74	954	21	18.75	4.14	-0.38
MR-4-04-3550	% Cleared (all troubles) within 24 Hours	Parity w/ Retail POTS Tota	64.54	82.21	7894	163		3.79	4.67
MR-4-07-3550	% Out of Service > 12 Hours	Parity w/ Retail POTS Tota	69.86	65.60	4986	125		4.16	1.03
MR-4-08-3550	% Out of Service > 24 Hours	Parity w/ Retail POTS Tota	33.85	16.80	4986	125		4.29	3.98
MR-4-09-3550	Mean Time To Repair - No Double Dispatch	Parity w/ Retail POTS Tota	22.15	16.24	5157	134	27.76	2.43	2.43
MR-4-10-3550	Mean Time To Repair - Double Dispatch	Parity w/ Retail POTS Tota	42.18	27.14	1716	21	66.51	14.60	1.03
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-3550	% Repeat Reports within 30 Days	Parity with Retail	15.01	18.40	7894	163		2.83	-1.20

continued



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

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

Metric #	Maintenance - POTS Platform	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
<b>Maintenance - POTS Platform</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-3140	Network Trouble Report Rate - Platform	Parity with Retai	0.54	0.28	1278956	2475		0.15	1.76
MR-2-03-3140	Network Trouble Report Rate - Central Office	Parity with Retai	0.07	0.04	1278956	2475		0.05	0.62
MR-2-04-3140	% Subsequent Report	No Standard <sup>2</sup>	5.72	11.11					
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.57	0.69	1278956	2475		0.15	-0.74
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-3144	% Missed Repair Appointment - Platform Bus	Parity with Retai	20.98	0.00	1206	7		15.43	1.36
MR-3-01-3145	% Missed Repair Appointment - Platform Res	Parity with Retai	21.20	NA	5716				
MR-3-02-3144	% Missed Repair Appointment - Central Office Bus	Parity with Retai	9.62	0.00	312	1		29.53	0.33
MR-3-02-3145	% Missed Repair Appointment - Central Office Res	Parity with Retai	13.57	NA	641				
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform	No Standard	10.20	17.65	7340	17		7.35	-1.01
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch	No Standard	12.86	0.00	5157	7		12.66	1.02
MR-3-05-3140	% Missed Repair Appointment - Double Dispatch	No Standard	49.24	0.00	1716	1		50.01	0.98
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-3140	Mean Time To Repair - Total	Parity with Retai	25.20	24.39	7894	8	39.79	14.07	0.06
MR-4-02-3144	Mean Time To Repair - Loop Trouble - Platform - Bus	Parity with Retai	21.78	24.63	1206	7	23.81	9.02	-0.32
MR-4-02-3145	Mean Time To Repair - Loop Trouble - Platform - Res	Parity with Retai	27.74	NA	5716		44.46		
MR-4-03-3144	Mean Time To Repair - Central Office Trouble - Bus	Parity with Retai	9.57	22.68	312	1	14.58	14.60	-0.90
MR-4-03-3145	Mean Time To Repair - Central Office Trouble - Res	Parity with Retai	16.34	NA	641		20.08		
MR-4-04-3140	% Cleared (all troubles) within 24 Hours	Parity with Retai	64.54	75.00	7894	8		16.92	0.62
MR-4-06-3140	% Out of Service > 4 Hours	Parity with Retai	83.85	100.00	4986	7		13.92	-1.16
MR-4-07-3140	% Out of Service > 12 Hours	Parity with Retai	69.86	100.00	4986	7		17.36	-1.74
MR-4-08-3144	% Out of Service > 24 Hours - Bus	Parity with Retai	28.03	28.57	849	7		17.05	-0.03
MR-4-08-3145	% Out of Service > 24 Hours - Res.	Parity with Retai	34.98	NA	4120				
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-3140	% Repeat Reports within 30 Days	Parity with Retai	15.01	12.50	7894	8		12.63	0.20
<b>2-Wire Digital Services - Maintenance</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-3341	Network Trouble Report Rate - Loop	Parity with Retai	0.23	0.35	24652	3985		0.08	-1.46
MR-2-03-3341	Network Trouble Report Rate - Central Office	Parity with Retai	0.11	0.03	24652	3985		0.06	1.54
MR-2-04-3341	% Subsequent Reports	No Standard <sup>2</sup>	11.46	0.00					
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.61	0.58	24652	3985		0.13	0.24
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-3341	% Missed Repair Appointment - Loop	Parity with Retai	43.86	7.14	57	14		14.80	2.48
MR-3-02-3341	% Missed Repair Appointment - Central Office	Parity with Retai	21.43	0.00	28	1		41.76	0.51
MR-3-03-3341	% CPE/TOK/FOK - Missed Appointment	No Standard	24.67	26.09	150	23		9.65	-0.15
MR-3-04-3341	% Missed Repair Appointment - No Double Dispatch	No Standard	27.59	0.00	29	10		16.39	1.68
MR-3-05-3341	% Missed Repair Appointment - Double Dispatch	No Standard	41.51	20.00	53	5		23.05	0.93
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-3341	Mean Time To Repair - Total	Parity with Retai	28.34	25.87	85	15	46.94	13.14	0.19
MR-4-02-3341	Mean Time To Repair - Loop Trouble	Parity with Retai	31.45	25.85	57	14	54.04	16.12	0.35
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	Parity with Retai	22.03	26.18	28	1	27.12	27.60	-0.15
MR-4-04-3341	% Cleared (all troubles) within 24 Hours	Parity with Retai	65.88	60.00	85	15		13.28	-0.44
MR-4-07-3341	% Out of Service > 12 Hours	Parity with Retai	65.71	93.33	35	15		14.65	-1.89
MR-4-08-3341	% Out of Service > 24 Hours	Parity with Retai	31.43	40.00	35	15		14.33	-0.60
MR-4-09-3341	Mean Time To Repair - No Double Dispatch	Parity with Retai	30.96	25.28	29	10	73.95	27.12	0.21
MR-4-10-3341	Mean Time To Repair - Double Dispatch	Parity with Retai	27.49	27.06	53	5	24.48	11.45	0.04
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-3341	% Repeat Reports within 30 Days	Parity with Retai	25.88	13.33	85	15		12.27	1.02
<b>2-Wire xDSL Loops - Maintenance</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-3342	Network Trouble Report Rate - Loop	Parity with VADI	0.11	0.26	29689	12565		0.04	-4.27
MR-2-03-3342	Network Trouble Report Rate - Central Office	Parity with VADI	0.04	0.02	29689	12565		0.02	1.25
MR-2-04-3342	% Subsequent Reports	No Standard <sup>2</sup>	0.00	0.00	54	46			
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.28	0.32	29689	12565		0.12	8.06
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-3342	% Missed Repair Appointment - Loop	Parity with VADI	23.53	9.30	34	43		9.73	1.46
MR-3-02-3342	% Missed Repair Appointment - Central Office	Parity with VADI	15.00	0.00	20	3		22.11	0.68
MR-3-03-3342	% CPE/TOK/FOK - Missed Appointment	No Standard	6.98	2.50	381	40		5.10	1.57
MR-3-04-3342	% Missed Repair Appointment - No Double Dispatch	No Standard	12.98	8.11	43	37		5.71	-0.20
MR-3-05-3342	% Missed Repair Appointment - Double Dispatch	No Standard	72.73	12.50	11	8		20.69	2.91
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-02-3342	Mean Time To Repair - Loop Trouble	Parity with VADI	36.05	24.45	34	43	29.02	6.66	1.74
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	Parity with VADI	20.45	22.39	20	3	19.52	12.08	-0.16
MR-4-04-3342	% Cleared (all troubles) within 24 Hours	Parity with VADI	57.41	58.70	54	46		9.92	0.13
MR-4-07-3342	% Out of Service > 12 Hours	Parity with VADI	75.51	86.67	49	45		8.88	-1.26
MR-4-08-3342	% Out of Service > 24 Hours	Parity with VADI	38.78	42.22	49	45		10.06	-0.34
MR-4-09-3342	Mean Time To Repair - No Double Dispatch	Parity with VADI	22.23	25.13	43	37	17.92	4.02	-0.72
MR-4-10-3342	Mean Time To Repair - Double Dispatch	Parity with VADI	61.73	23.18	11	8	33.08	15.37	2.51
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-3342	% Repeat Reports within 30 Days	Parity with VADI	57.41	17.39	54	46		9.92	4.03
<b>2-Wire xDSL Line Sharing - Maintenance</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-3343	Network Trouble Report Rate - Loop	Parity with VADI	0.11	0.00	29689	985		0.11	1.03
MR-2-03-3343	Network Trouble Report Rate - Central Office	Parity with VADI	0.04	0.00	29689	985		0.07	0.65
MR-2-04-3343	% Subsequent Reports	No Standard <sup>2</sup>	0.00	NA	54				
MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.28	1.42	29689	985		0.36	-0.38
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-3343	% Missed Repair Appointment - Loop	Parity with VADI	23.53	NA	34				
MR-3-02-3343	% Missed Repair Appointment - Central Office	Parity with VADI	15.00	NA	20				
MR-3-03-3343	% CPE/TOK/FOK - Missed Appointment	No Standard	10.50	0.00	381	14		8.34	1.26
MR-3-04-3343	% Missed Repair Appointment - No Double Dispatch	No Standard	6.98	NA	43				
MR-3-05-3343	% Missed Repair Appointment - Double Dispatch	No Standard	72.73	NA	11				
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-02-3343	Mean Time To Repair - Loop Trouble	Parity with VADI	36.05	NA	34		29.02		
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	Parity with VADI	20.45	NA	20		19.52		
MR-4-04-3343	% Cleared (all troubles) within 24 Hours	Parity with VADI	57.41	NA	54				
MR-4-07-3343	% Out of Service > 12 Hours	Parity with VADI	75.51	NA	49				
MR-4-08-3343	% Out of Service > 24 Hours	Parity with VADI	38.78	NA	49				
MR-4-09-3343	Mean Time To Repair - No Double Dispatch	Parity with VADI	22.23	NA	43		17.92		
MR-4-10-3343	Mean Time To Repair - Double Dispatch	Parity with VADI	61.73	NA	11		33.08		
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-3343	% Repeat Reports within 30 Days	Parity with VADI	57.41	NA	54				

Legend Notations defined on Legend sheet - last page

<sup>1</sup> Not in Control of Verizon

<sup>2</sup> Parity to be assessed in conjunction with missed appointment

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

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

**POTS - Provisioning**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
PR-1-01-3111	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1.24	4.85	3118	303	2.47		
PR-1-01-3122	Av. Interval Offered-Total No Dispatch-Other(UNE Switch&INP	1.24	NA	3118	433	2.47	0.13	-17.76
PR-1-01-3140	Av. Interval Offered - Total No Dispatch - Platform	4.34	4.85	1344	59	4.53	0.60	-0.85
PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	4.34	4.21	1344	38	4.53	0.75	0.17
PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	8.92	6.00	72	3	9.99	5.89	0.50
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	8.92	6.86	72	7	9.99	3.96	0.52
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	9.15	NA	27		9.65		
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	9.15	7.00	27	1	9.65	9.83	0.22
PR-2-01-3111	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1.13	4.89	2942	274	2.09		
PR-2-01-3122	Av. Completed Interval-Total No Dispatch-Other(UNE Switch&INP	1.13	3.49	1199	413	2.09	0.12	-19.79
PR-2-01-3140	Av. Completed Interval - Total No Dispatch - Platform	4.17	8.22	1199	51	4.14	0.59	-6.84
PR-2-03-3112	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	4.17	4.11	1199	36	4.14	0.70	0.09
PR-2-03-3140	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	8.28	6.00	57	3	8.74	5.18	0.44
PR-2-04-3112	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	8.28	6.57	57	7	8.74	3.50	0.49
PR-2-04-3140	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	10.27	NA	26		10.41		
PR-2-05-3112	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	10.27	7.00	26	1	10.41	10.61	0.31
PR-2-05-3140	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform							
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	75.68	39.63	19278	328		2.39	-15.09
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	86.76	61.89	19278	328		1.89	-13.18
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	97.18	69.82	19278	328		0.92	-29.68
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	12.82	2.78	4999	36		5.59	-1.80
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	25.17	11.11	4999	36		7.35	-2.05
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	75.52	72.22	4999	36		7.19	-0.46
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	95.20	70.88	24277	364		1.13	-21.54
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	99.05	71.04	19278	328		0.54	-51.86
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	94.06	83.33	4999	36		3.95	-2.71
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	98.58	72.53	24277	364		0.62	-41.70
PR-4-02-3100	Average Delay Days - Total	3.78	20.33	747	9	10.73	3.60	-4.60
PR-4-03-3100	% Missed Appt. - Customer	1.48	5.50					
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop New	6.12	0.86	7996	813		0.88	5.96
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	6.12	4.08	7996	49		3.43	0.59
PR-4-04-3520	% Missed Appt. - Verizon - Dispatch - Hot Cut Loop	6.12	2.40	7996	167		1.87	1.98
PR-4-05-3111	% Missed Appt. - Verizon - No Dispatch - Hot Cut Loop	0.74	0.43	34787	464		0.40	0.77
PR-4-05-3121	% Missed Appt. - Verizon - No Dispatch - Other	0.74	NA	34787	1268		0.25	
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	0.74	0.00	34787	572		0.36	2.05
PR-4-08-3111	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop	No Standard 1	1.27		631			
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		621			
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	1.43	0.62	7996	813		0.44	1.85
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	1.43	0.00	7996	49		1.70	0.84
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	0.01	0.00	7996	813		0.04	0.27
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	0.01	0.00	7996	49		0.14	0.07
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop	0.00	0.00	7996	813			
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	0.00	0.00	7996	49			
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	2.45	5.58	36424	2204		0.34	-9.24
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	2.45	0.94	36424	1276		0.44	3.43
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop	NA	NA		938			
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	1.46	3.36	36424	2204		0.26	-7.19
PR-6-02-3121	% Installation Troubles reported within 7 Days - Platform	1.46	0.31	36424	1276		0.34	3.36
PR-6-03-3112	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Loop	2.13	3.49	36424	2204		0.32	-4.32
PR-6-03-3121	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Platform	2.13	0.63	36424	1276		0.41	3.65
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	0.07	0.00	42783	1708		0.07	1.07
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	0.03	0.00	42783	1708		0.04	0.70
PR-9-01-3520	% On Time Performance - Hot Cut Loop	95% Completed Within Window	98.60		642			
PR-9-02-3520	% Early Cuts - 1 Lines	<= 1% late cut early	0.22		914			
PR-9-08-3520	Average Duration of Service Interruptor	No Standard	NA					
PR-9-09-3520	% Supplemented or Cancelled Orders at Verizon Reques	No Standard	0.00		642			
PR-1-12-3133	Av. Interval Offered - Disconnects	3.60	4.72	14348	1322	5.24	0.15	-7.44
PR-2-18-3133	Av. Completed Interval - Disconnects	3.21	4.61	12991	1173	4.81	0.15	-9.55
PR-1-01-3341	Av. Interval Offered - Total No Dispatch	1.26	6.00	337	1	1.78	1.78	-2.66
PR-1-02-3341	Av. Interval Offered - Total Dispatch	3.17	5.44	175	25	1.98	0.42	-5.36
PR-2-01-3341	Av. Interval Completed - Total No Dispatch	1.30	1.00	313	1	1.81	1.81	0.17
PR-2-02-3341	Av. Interval Completed - Total Dispatch	3.02	5.86	121	21	1.94	0.46	-6.19
PR-3-10-3341	% Completed in 6 Days (1-5 Lines - Total)	99.70	100.00	336	22		1.20	0.25
PR-4-02-3341	Average Delay Days - Total	4.57	NA	58		2.02		
PR-4-03-3341	% Missed Appointment - Customer	6.77	9.38					
PR-4-04-3341	% Missed Appointment - Verizon - Dispatch	5.97	0.00	201	31		4.57	1.31
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	0.86	NA	347				
PR-4-08-3341	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard 1	0.00		32			
PR-5-01-3341	% Missed Appointment - Verizon Facilities:	17.62	0.00	244	31		7.26	2.43
PR-5-02-3341	% Orders Held for Facilities > 15 Day:	0.00	0.00	244	31			
PR-5-03-3341	% Orders Held for Facilities > 60 Day:	0.00	0.00	244	31			
PR-6-01-3341	% Install. Troubles Reported within 30 Days:	6.13	8.82	163	34		4.52	-0.59
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	7.36	0.00	163	34		4.92	1.50
PR-8-01-3341	Open Orders in a Hold Status > 30 Days	0.00	0.00	591	32			
PR-8-02-3341	Open Orders in a Hold Status > 90 Days	0.00	0.00	591	32			

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**Carrier to Carrier**  
**Performance Standards and Reports**  
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**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			
<b>PR-1 - Average Interval Offered</b>									
PR-1-01-3342	Av. Interval Offered - Total No Dispatch	No Standard	4.00			9			
PR-1-02-3342	Av. Interval Offered - Total Dispatch	No Standard	8.29			35			
<b>PR-2 - Average Completed Interval</b>									
PR-2-01-3342	Av. Interval Completed - Total No Dispatch	No Standard	4.33			6			
PR-2-02-3342	Av. Interval Completed - Total Dispatch	No Standard	8.75			32			
<b>PR-3 - Completed within X Days</b>									
PR-3-10-3342	% Completed in 6 Days (1-5 Lines - Total)	95%	92.11			38			
PR-3-11-3342	% Completed in 9 Days (1-5 Lines - Total)	95%	98.21			112			
<b>PR-4 - Missed Appointments</b>									
PR-4-02-3342	Average Delay Days - Total (retail DS0 specials)	Parity with Retail (DS0)	5.50	4.50	12	2	7.22	5.51	0.18
PR-4-03-3342	% Missed Appointment - Customer	No Standard <sup>1</sup>	1.47	3.77					
PR-4-04-3342	% Missed Appointment - Verizon - Dispatch	<=5%		0.70		143			
PR-4-08-3342	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard <sup>1</sup>		0.63		159			
PR-4-14-3342	% Completed On Time (With Serial Number)	95%		NA					
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-3342	% Missed Appointment - Verizon Facility:	Parity with VADI	0.00	0.69	80	144			
PR-5-02-3342	% Orders Held for Facilities > 15 Day:	Parity with VADI	0.00	0.00	80	144			
PR-5-03-3342	% Orders Held for Facilities > 60 Day:	Parity with VADI	0.00	0.00	80	144			
<b>PR-6 - Installation Quality</b>									
PR-6-01-3342	% Install. Troubles Reported within 30 Days	Parity with Retail POTS-Dispatch	2.45	0.63	10129	159		1.24	1.47
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	2.13	4.40	36424	159		1.15	-1.98
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01-3342	Open Orders in a Hold Status > 30 Days	Parity with Retail Specials-DS0	2.63	0.00	114	159		1.96	1.34
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	Parity with Retail Specials-DS0	0.00	0.00	114	159			
<b>2-Wire xDSL Line Sharing</b>									
<b>PR-1 - Average Interval Offered</b>									
PR-1-01-3343	Av. Interval Offered - Total No Dispatch	Parity with VADI	2.97	2.97	338	33	0.29	0.05	0
PR-1-02-3343	Av. Interval Offered - Total Dispatch	Parity with VADI	2.97	3.00	77	7	0.16	0.06	-0.47
<b>PR-2 - Average Completed Interval</b>									
PR-2-01-3343	Av. Interval Completed - Total No Dispatch	Parity with VADI	2.13	2.97	309	30	0.53	0.10	-8.29
PR-2-02-3343	Av. Interval Completed - Total Dispatch	Parity with VADI	2.79	3.00	72	6	0.60	0.25	-0.82
<b>PR-3 - Completed within X Days</b>									
PR-3-03-3343	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VADI	99.35	100.00	309	30		1.54	0.42
PR-3-10-3343	% Completed in six (6) Days one (1) to five (5) Lines - Total	Parity with VADI	99.74	100.00	381	36		0.89	0.29
PR-3-11-3343	% Completed in nine (9) Days one (1) to five (5) Lines - Total	Parity with VADI	100.00	100.00	383	50			
<b>PR-4 - Missed Appointments</b>									
PR-4-02-3343	Average Delay Days - Total	Parity with VADI	3.50	NA	2		2.12		
PR-4-03-3343	% Missed Appointment - Customer	No Standard <sup>1</sup>	1.47	1.82					
PR-4-04-3343	% Missed Appointment - Verizon - Dispatch	Parity with VADI	0.00	0.00	79	19			
PR-4-05-3343	% Missed Appointment - Verizon - No Dispatch	Parity with VADI	0.61	0.00	327	36		1.37	0.45
PR-4-08-3343	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard <sup>1</sup>		0.00		55			
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-3343	% Missed Appointment - Verizon Facility:	Parity with VADI	0.00	0.00	80	19			
PR-5-02-3343	% Orders Held for Facilities > 15 Day:	Parity with VADI	0.00	0.00	80	19			
PR-5-03-3343	% Orders Held for Facilities > 60 Day:	Parity with VADI	0.00	0.00	80	19			
<b>PR-6 - Installation Quality</b>									
PR-6-01-3343	% Install. Troubles Reported within 30 Days	Parity with VADI	1.72	0.00	407	55		1.87	0.92
PR-6-03-3343	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	5.41	5.45	407	55		3.25	-0.02
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01-3343	Open Orders in a Hold Status > 30 Days	Parity with VADI	0.00	0.00	407	55			
PR-8-02-3343	Open Orders in a Hold Status > 90 Days	Parity with VADI	0.00	0.00	407	55			
<b>Maintenance - POTS Loop</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-3550	Network Trouble Report Rate - Loop	Parity with Retail	0.80	0.67	657143	65106		0.04	3.53
MR-2-03-3550	Network Trouble Report Rate - Central Office	Parity with Retail	0.22	0.06	657143	65106		0.02	8.27
MR-2-04-3550	% Subsequent Reports	No Standard <sup>2</sup>	1.17	0.00					
MR-2-05-3550	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.67	0.42	657143	65106		0.03	7.46
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-3550	% Missed Repair Appointment - Loop	Parity w/ Retail POTS Total	6.74	1.61	5249	436		1.25	4.11
MR-3-02-3550	% Missed Repair Appointment - Central Office	Parity w/ Retail POTS Total	4.37	7.89	1420	38		3.36	-1.05
MR-3-03-3550	% CPE/TOK/FOK - Missed Appointment	No Standard	3.81	1.46	4409	274		1.19	1.97
MR-3-04-3550	% Missed Repair Appointment - No Double Dispatch	No Standard	3.93	0.00	4917	381		1.03	3.80
MR-3-05-3550	% Missed Repair Appointment - Double Dispatch	No Standard	22.19	12.50	324	80		4.84	2.00
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-3550	Mean Time To Repair - Total	Parity w/ Retail POTS Total	10.95	12.86	6669	474	15.61	0.74	-2.57
MR-4-02-3550	Mean Time To Repair - Loop Trouble	Parity w/ Retail POTS Total	12.99	12.62	5249	436	16.44	0.82	0.45
MR-4-03-3550	Mean Time To Repair - Central Office Trouble	Parity w/ Retail POTS Total	3.40	15.54	1420	38	8.51	1.40	-8.69
MR-4-04-3550	% Cleared (all troubles) within 24 Hour:	Parity w/ Retail POTS Total	90.61	94.30	6669	474		1.39	2.66
MR-4-07-3550	% Out of Service > 12 Hours	Parity w/ Retail POTS Total	35.56	57.85	4497	363		2.61	-8.53
MR-4-08-3550	% Out of Service > 24 Hours	Parity w/ Retail POTS Total	7.72	6.06	4497	363		1.46	1.14
MR-4-09-3550	Mean Time To Repair - No Double Dispatch	Parity w/ Retail POTS Total	10.44	10.90	4917	381	15.23	0.81	-0.58
MR-4-10-3550	Mean Time To Repair - Double Dispatch	Parity w/ Retail POTS Total	20.01	23.54	924	80	18.64	2.17	-1.63
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-3550	% Repeat Reports within 30 Days	Parity with Retail	12.34	17.09	6669	474		1.56	-3.04

continued

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

**CLEC Aggregate Performance - CENTRAL**  
**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-2-02-3140 MR-2-03-3140 MR-2-04-3140 MR-2-05-3140	<b>MR-2 - Trouble Report Rate</b>								
	Network Trouble Report Rate - Platform	0.80	0.71	657143	2106		0.19	0.45	
	Network Trouble Report Rate - Central Office	0.22	0.19	657143	2106		0.10	0.26	
	% Subsequent Reports	1.17	0.00						
	% CPE/TOK/FOK Trouble Report Rate	0.67	0.47	657143	2106		0.18	1.10	
MR-3-01-3144 MR-3-01-3145 MR-3-02-3144 MR-3-02-3145 MR-3-03-3140 MR-3-04-3140 MR-3-05-3140	<b>MR-3 - Missed Repair Appointments</b>								
	% Missed Repair Appointment - Platform Bus	13.40	40.00	791	5		15.28	-1.74	
	% Missed Repair Appointment - Platform Res	5.57	0.00	4436	10		7.26	0.77	
	% Missed Repair Appointment - Central Office Bus	4.62	0.00	411	4		10.55	0.44	
	% Missed Repair Appointment - Central Office Res	4.27	NA	1008					
	% CPE/TOK/FOK - Missed Appointment - Platform	3.81	0.00	4409	10		6.06	0.63	
	% Missed Repair Appointment - No Double Dispatch	3.93	12.50	4917	16		4.87	-1.76	
	% Missed Repair Appointment - Double Dispatch	22.19	0.00	924	2		29.41	0.75	
MR-4-01-3140 MR-4-02-3144 MR-4-02-3145 MR-4-03-3144 MR-4-03-3145 MR-4-04-3140 MR-4-06-3140 MR-4-07-3140 MR-4-08-3144 MR-4-08-3145	<b>MR-4 - Trouble Duration Intervals</b>								
	Mean Time To Repair - Total	10.95	8.78	6669	19	15.61	3.59	0.60	
	Mean Time To Repair - Loop Trouble - Platform - Bus	10.34	10.53	791	5	14.73	6.61	-0.03	
	Mean Time To Repair - Loop Trouble - Platform - Res	13.33	10.94	4436	10	16.53	5.23	0.46	
	Mean Time To Repair - Central Office Trouble - Bus	2.84	1.16	411	4	7.19	3.61	0.46	
	Mean Time To Repair - Central Office Trouble - Res	3.63	NA	1008		8.98			
	% Cleared (all troubles) within 24 Hours	90.61	94.74	6669	19		6.70	0.62	
	% Out of Service > 4 Hours	49.19	43.75	4497	16		12.52	0.43	
	% Out of Service > 12 Hours	35.56	37.50	4497	16		11.99	-0.16	
	% Out of Service > 24 Hours - Bus	4.94	0.00	809	7		8.23	0.60	
	% Out of Service > 24 Hours - Res	8.03	11.11	3673	9		9.07	-0.34	
MR-5-01-3140	<b>MR-5 - Repeat Trouble Reports</b>								
	% Repeat Reports within 30 Days	12.34	5.26	6669	19		7.56	0.94	
<b>2-Wire Digital Services - Maintenance</b>									
MR-2-02-3341 MR-2-03-3341 MR-2-04-3341 MR-2-05-3341	<b>MR-2 - Trouble Report Rate</b>								
	Network Trouble Report Rate - Loop	0.23	0.55	14277	904		0.16	-1.95	
	Network Trouble Report Rate - Central Office	0.32	0.11	14277	904		0.19	1.06	
	% Subsequent Reports	1.27	0.00						
	% CPE/TOK/FOK Trouble Report Rate	1.56	0.44	14277	904		0.43	2.63	
MR-3-01-3341 MR-3-02-3341 MR-3-03-3341 MR-3-04-3341 MR-3-05-3341	<b>MR-3 - Missed Repair Appointments</b>								
	% Missed Repair Appointment - Loop	24.24	0.00	33	5		20.57	1.18	
	% Missed Repair Appointment - Central Office	13.33	0.00	45	1		34.37	0.39	
	% CPE/TOK/FOK - Missed Appointment	14.80	0.00	223	4		17.91	0.83	
	% Missed Repair Appointment - No Double Dispatch	7.55	0.00	53	4		13.70	1.55	
	% Missed Repair Appointment - Double Dispatch	47.62	0.00	21	2		36.96	0.29	
MR-4-01-3341 MR-4-02-3341 MR-4-03-3341 MR-4-04-3341 MR-4-07-3341 MR-4-08-3341 MR-4-09-3341 MR-4-10-3341	<b>MR-4 - Trouble Duration Intervals</b>								
	Mean Time To Repair - Total	12.01	10.05	78	6	15.19	6.43	0.30	
	Mean Time To Repair - Loop Trouble	13.64	11.93	33	5	13.64	6.55	0.26	
	Mean Time To Repair - Central Office Trouble	10.82	0.65	45	1	16.28	16.46	0.62	
	% Cleared (all troubles) within 24 Hours	83.33	100.00	78	6		15.79	1.06	
	% Out of Service > 12 Hours	35.00	33.33	40	6		20.85	0.08	
	% Out of Service > 24 Hours	17.50	0.00	40	6		16.63	1.05	
	Mean Time To Repair - No Double Dispatch	8.95	8.12	53	4	14.50	7.52	0.11	
	Mean Time To Repair - Double Dispatch	20.58	13.92	21	2	14.39	10.65	0.63	
	MR-5-01-3341	<b>MR-5 - Repeat Trouble Reports</b>							
	% Repeat Reports within 30 Days	11.54	0.00	78	6		13.54	0.85	
<b>2-Wire xDSL Loops - Maintenance</b>									
MR-2-02-3342 MR-2-03-3342 MR-2-04-3342 MR-2-05-3342	<b>MR-2 - Trouble Report Rate</b>								
	Network Trouble Report Rate - Loop	0.07	0.39	4456	4109		0.06	-5.74	
	Network Trouble Report Rate - Central Office	0.04	0.02	4456	4109		0.05	0.45	
	% Subsequent Reports	0.00	0.00	12	26				
	% CPE/TOK/FOK Trouble Report Rate	1.03	0.46	4456	4109		0.22	2.61	
MR-3-01-3342 MR-3-02-3342 MR-3-03-3342 MR-3-04-3342 MR-3-05-3342	<b>MR-3 - Missed Repair Appointments</b>								
	% Missed Repair Appointment - Loop	25.00	0.00	4	24		23.39	1.07	
	% Missed Repair Appointment - Central Office	12.50	0.00	8	2		26.15	0.48	
	% CPE/TOK/FOK - Missed Appointment	19.57	0.00	46	19		10.82	1.81	
	% Missed Repair Appointment - No Double Dispatch	12.50	0.00	8	21		13.74	0.91	
	% Missed Repair Appointment - Double Dispatch	25.00	0.00	4	5		29.05	0.86	
MR-4-02-3342 MR-4-03-3342 MR-4-04-3342 MR-4-07-3342 MR-4-08-3342 MR-4-09-3342 MR-4-10-3342	<b>MR-4 - Trouble Duration Intervals</b>								
	Mean Time To Repair - Loop Trouble	60.01	7.94	4	24	43.34	23.41	2.22	
	Mean Time To Repair - Central Office Trouble	23.72	1.63	8	2	18.08	14.29	1.55	
	% Cleared (all troubles) within 24 Hours	58.33	100.00	12	26		17.21	2.42	
	% Out of Service > 12 Hours	83.33	29.17	12	24		13.18	4.11	
	% Out of Service > 24 Hours	41.67	0.00	12	24		17.43	2.39	
	Mean Time To Repair - No Double Dispatch	23.72	6.00	8	21	18.08	7.51	2.36	
	Mean Time To Repair - Double Dispatch	60.01	13.57	4	5	43.34	29.08	1.60	
	MR-5-01-3342	<b>MR-5 - Repeat Trouble Reports</b>							
		% Repeat Reports within 30 Days	16.67	19.23	12	26		13.01	-0.20
<b>2-Wire xDSL Line Sharing - Maintenance</b>									
MR-2-02-3343 MR-2-03-3343 MR-2-04-3343 MR-2-05-3343	<b>MR-2 - Trouble Report Rate</b>								
	Network Trouble Report Rate - Loop	0.07	0.00	4456	352		0.14	0.47	
	Network Trouble Report Rate - Central Office	0.04	0.00	4456	352		0.12	0.38	
	% Subsequent Reports	0.00	NA	12					
	% CPE/TOK/FOK Trouble Report Rate	1.03	1.70	4456	352		0.56	-1.20	
MR-3-01-3343 MR-3-02-3343 MR-3-03-3343 MR-3-04-3343 MR-3-05-3343	<b>MR-3 - Missed Repair Appointments</b>								
	% Missed Repair Appointment - Loop	25.00	NA	4					
	% Missed Repair Appointment - Central Office	12.50	NA	8					
	% CPE/TOK/FOK - Missed Appointment	19.57	0.00	46	6		17.22	1.14	
	% Missed Repair Appointment - No Double Dispatch	12.50	NA	8					
	% Missed Repair Appointment - Double Dispatch	25.00	NA	4					
MR-4-02-3343 MR-4-03-3343 MR-4-04-3343 MR-4-07-3343 MR-4-08-3343 MR-4-09-3343 MR-4-10-3343	<b>MR-4 - Trouble Duration Intervals</b>								
	Mean Time To Repair - Loop Trouble	60.01	NA	4		43.34			
	Mean Time To Repair - Central Office Trouble	23.72	NA	8		18.08			
	% Cleared (all troubles) within 24 Hours	58.33	NA	12					
	% Out of Service > 12 Hours	83.33	NA	12					
	% Out of Service > 24 Hours	41.67	NA	12					
	Mean Time To Repair - No Double Dispatch	23.72	NA	8		18.08			
	Mean Time To Repair - Double Dispatch	60.01	NA	4		43.34			
	MR-5-01-3343	<b>MR-5 - Repeat Trouble Reports</b>							
		% Repeat Reports within 30 Days	16.67	NA	12				

Legend Notations defined on Legend sheet - last page

<sup>1</sup> Not in Control of Verizon

<sup>2</sup> Parity to be assessed in conjunction with missed appointments

**Carrier to Carrier  
Performance Standards and Reports  
February 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			
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3111	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	4.83	NA	567				
PR-1-01-3122	Av. Interval Offered-Total No Dispatch-Other (UNE Switch&INP)	1.28	NA	1729		5.26		
PR-1-01-3140	Av. Interval Offered - Total No Dispatch - Platform	1.28	1.18	1729	279	5.26	0.34	0.29
PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	4.30	4.63	736	68	6.98	0.88	-0.37
PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	4.30	3.25	736	57	6.98	0.96	1.09
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	6.63	5.80	30	5	6.59	3.18	0.26
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	6.63	NA	30		6.59		
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	8.27	10.00	22	1	10.77	11.01	-0.16
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	8.27	NA	22		10.77		
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-3111	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	4.86	NA	521				
PR-2-01-3122	Av. Completed Interval-Total No Dispatch-Other (UNE Switch&INP)	1.11	1.07	1628	268	2.01	0.15	0.27
PR-2-01-3140	Av. Completed Interval - Total No Dispatch - Platform	3.90	4.52	655	56	3.26	0.45	-1.37
PR-2-03-3112	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	3.90	3.22	655	54	3.26	0.46	1.47
PR-2-03-3140	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	6.92	4.80	24	5	7.52	3.70	0.57
PR-2-04-3112	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	6.92	NA	24		7.52		
PR-2-04-3140	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	6.92	NA	24		7.52		
PR-2-05-3112	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	7.94	11.00	18	1	11.27	11.58	-0.26
PR-2-05-3140	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	7.94	NA	18		11.27		
<b>PR-3 - Completed within 5 Days - Platform &amp; Other (Switch &amp; INP)</b>								
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	72.94	74.14	14229	232		2.94	0.41
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	86.04	86.64	14229	232		2.29	0.26
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	97.96	98.28	14229	232		0.94	0.34
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	13.31	1.85	3953	54		4.65	-2.46
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	28.38	3.70	3953	54		6.18	-4.00
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	89.02	83.33	3953	54		4.28	-1.33
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	97.69	96.85	18182	286		0.90	-0.94
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	99.11	100.00	14229	232		0.62	1.43
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	96.86	100.00	3953	54		2.39	1.31
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	99.02	100.00	18182	286		0.59	1.67
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3100	Average Delay Days - Total	4.30	1.00	307	2	6.86	4.87	0.68
PR-4-03-3100	% Missed Appt. - Customer	1.31	4.83					
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop New	3.08	0.10	6099	967		0.60	4.98
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	3.08	0.00	6099	75		2.01	1.53
PR-4-04-3520	% Missed Appt. - Verizon - Dispatch - Hot Cut Loop	3.08	0.60	6099	332		0.97	2.55
PR-4-05-3111	% Missed Appt. - Verizon - No Dispatch - Hot Cut Loop	0.48	0.35	24992	861		0.24	0.54
PR-4-05-3121	% Missed Appt. - Verizon - No Dispatch - Other	0.48	NA	24992	1305		0.20	
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	0.48	0.00	24992	348		0.37	1.29
PR-4-08-3111	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop		0.84		1193			
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		423			
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	0.21	0.10	6099	967		0.16	0.69
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	0.21	0.00	6099	75		0.53	0.39
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	0.00	0.00	6099	967			
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	0.00	0.00	6099	75			
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop	0.00	0.00	6099	967			
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	0.00	0.00	6099	75			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	2.85	5.13	25595	3623		0.30	-7.72
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	2.85	1.66	25595	421		0.82	1.45
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop	2%	NA		1542			
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	1.79	4.03	25595	3623		0.24	-9.52
PR-6-02-3121	% Installation Troubles reported within 7 Days - Platform	1.79	0.71	25595	421		0.65	1.65
PR-6-03-3112	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Loop	3.26	3.17	25595	3623		0.32	0.28
PR-6-03-3121	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Platform	3.26	1.90	25595	421		0.87	1.56
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	0.11	0.09	31091	2297		0.07	0.28
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	0.06	0.04	31091	2297		0.05	0.38
<b>Hot Cuts</b>								
<b>PR-9 - Hot Cut Loops</b>								
PR-9-01-3520	% On Time Performance - Hot Cut Loop		99.42		1213			
PR-9-02-3520	% Early Cuts - Lines		0.76		1575			
PR-9-08-3520	Average Duration of Service Interruptor		NA					
PR-9-09-3520	% Supplemented or Cancelled Orders at Verizon Request		0.00		1213			
<b>POTS &amp; Complex Aggregate</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-12-3133	Av. Interval Offered - Disconnects	3.72	4.79	13043	1760	5.12	0.13	-8.23
<b>PR-2 - Average Completed Interval</b>								
PR-2-18-3133	Av. Completed Interval - Disconnect	3.34	4.87	11771	1647	4.59	0.12	-12.67
<b>POTS - 2-Wire Digital Services</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3341	Av. Interval Offered - Total No Dispatc	1.87	NA	105		1.64		
PR-1-02-3341	Av. Interval Offered - Total Dispatc	2.83	5.92	48	13	1.89	0.59	-5.23
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-3341	Av. Interval Completed - Total No Dispatc	1.97	NA	97		1.65		
PR-2-02-3341	Av. Interval Completed - Total Dispatc	2.81	5.92	36	13	1.72	0.56	-5.59
<b>PR-3 - Completed within X Days</b>								
PR-3-10-3341	% Completed in 6 Days (1-5 Lines - Total)	100.00	100.00	76	13			
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3341	Average Delay Days - Total	2.69	NA	13		0.75		
PR-4-03-3341	% Missed Appointment - Customer	4.29	0.00					
PR-4-04-3341	% Missed Appointment - Verizon - Dispatch	11.82	0.00	110	14		9.16	1.29
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	0.00	NA	99				
PR-4-08-3341	% Missed Appt. - Customer - Due to Late Order Confirmation		0.00		14			
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3341	% Missed Appointment - Verizon Facilities	0.00	0.00	111	14			
PR-5-02-3341	% Orders Held for Facilities > 15 Days	0.00	0.00	111	14			
PR-5-03-3341	% Orders Held for Facilities > 60 Days	0.00	0.00	111	14			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3341	% Install. Troubles Reported within 30 Days	1.96	0.00	102	15		3.83	0.51
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	6.86	6.67	102	15		6.99	0.03
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3341	Open Orders in a Hold Status > 30 Days	0.00	0.00	210	14			
PR-8-02-3341	Open Orders in a Hold Status > 90 Days	0.00	0.00	210	14			

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**Carrier to Carrier**  
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**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-1-01-3342	<b>PR-1 - Average Interval Offered</b> Av. Interval Offered – Total No Dispatch	No Standard	5.60			10			
PR-1-02-3342		No Standard	5.09			35			
PR-2-01-3342	<b>PR-2 - Average Completed Interval</b> Av. Interval Completed – Total No Dispatch	No Standard	5.63			8			
PR-2-02-3342		No Standard	5.12			34			
PR-3-10-3342	<b>PR-3 - Completed within X Days</b> % Completed in 6 Days (1-5 Lines - Total)	95%	100.00			42			
PR-3-11-3342		95%	100.00			109			
PR-4-02-3342	<b>PR-4 - Missed Appointments</b> Average Delay Days – Total (retail DS0 specials)	Parity with Retail (DS0)	28.75	NA	4		51.53		
PR-4-03-3342		No Standard <sup>1</sup>	0.45	3.42					
PR-4-04-3342		<=5%		0.00		130			
PR-4-08-3342		No Standard <sup>1</sup>		0.68		146			
PR-4-14-3342		95%		NA					
PR-5-01-3342	<b>PR-5 - Facility Missed Orders</b> % Missed Appointment - Verizon Facilities	Parity with VADI	0.00	0.00	125	130			
PR-5-02-3342		Parity with VADI	0.00	0.00	125	130			
PR-5-03-3342		Parity with VADI	0.00	0.00	125	130			
PR-6-01-3342	<b>PR-6 - Installation Quality</b> % Install. Troubles Reported within 30 Days	Parity with Retail POTS-Dispatch	2.85	1.37	7155	146		1.39	1.07
PR-6-03-3342		No Standard	3.26	3.42	25595	146		1.47	-0.11
PR-8-01-3342	<b>PR-8 - Open Orders in a Hold Status</b> Open Orders in a Hold Status > 30 Days	Parity with Retail Specials-DS0	0.00	0.00	148	146			
PR-8-02-3342		Parity with Retail Specials-DS0	0.00	0.00	148	146			
<b>2-Wire xDSL Line Sharing</b>									
PR-1-01-3343	<b>PR-1 - Average Interval Offered</b> Av. Interval Offered – Total No Dispatch	Parity with VADI	2.99	3.00	1279	23	0.66	0.14	-0.07
PR-1-02-3343		Parity with VADI	2.98	3.00	124	6	0.24	0.10	-0.20
PR-2-01-3343	<b>PR-2 - Average Completed Interval</b> Av. Interval Completed – Total No Dispatch	Parity with VADI	2.09	2.95	1175	20	0.71	0.16	-5.37
PR-2-02-3343		Parity with VADI	2.92	2.60	121	5	0.31	0.14	2.26
PR-3-03-3343	<b>PR-3 - Completed within X Days</b> % Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VADI	99.74	100.00	1175	20		1.15	0.23
PR-3-10-3343		Parity with VADI	99.92	100.00	1296	25		0.57	0.14
PR-3-11-3343		Parity with VADI	99.92	100.00	1296	25		0.57	0.14
PR-4-02-3343	<b>PR-4 - Missed Appointments</b> Average Delay Days – Total	Parity with VADI	1.00	NA	1				
PR-4-03-3343		No Standard <sup>1</sup>	0.45	6.25					
PR-4-04-3343		Parity with VADI	0.00	0.00	125	5			
PR-4-05-3343		Parity with VADI	0.08	0.00	1197	27		0.55	0.15
PR-4-08-3343		No Standard <sup>1</sup>		0.00		32			
PR-5-01-3343	<b>PR-5 - Facility Missed Orders</b> % Missed Appointment - Verizon Facilities	Parity with VADI	0.00	0.00	125	5			
PR-5-02-3343		Parity with VADI	0.00	0.00	125	5			
PR-5-03-3343		Parity with VADI	0.00	0.00	125	5			
PR-6-01-3343	<b>PR-6 - Installation Quality</b> % Install. Troubles Reported within 30 Days	Parity with VADI	0.38	6.25	1322	32		1.10	-5.35
PR-6-03-3343		No Standard	3.03	0.00	1322	32		3.06	0.99
PR-8-01-3343	<b>PR-8 - Open Orders in a Hold Status</b> Open Orders in a Hold Status > 90 Days	Parity with VADI	0.00	0.00	1322	32			
PR-8-02-3343		Parity with VADI	0.00	0.00	1322	32			
<b>Maintenance - POTS Loop</b>									
MR-2-02-3550	<b>MR-2 - Trouble Report Rate</b> Network Trouble Report Rate – Loop	Parity with Retail	0.58	0.57	682476	66970		0.03	0.34
MR-2-03-3550		Parity with Retail	0.09	0.09	682476	66970		0.01	0.19
MR-2-04-3550		No Standard <sup>2</sup>	1.18	0.00					
MR-2-05-3550	No Standard	0.66	0.45	682476	66970		0.03	6.45	
MR-3-01-3550	<b>MR-3 - Missed Repair Appointments</b> % Missed Repair Appointment – Loop	Parity w/ Retail POTS Tot	4.79	0.78	3985	384		1.14	3.51
MR-3-02-3550		Parity w/ Retail POTS Tot	3.79	0.00	607	58		2.62	1.44
MR-3-03-3550		No Standard	2.81	1.00	4488	299		0.99	1.83
MR-3-04-3550		No Standard	2.84	0.25	3636	393		0.85	2.81
MR-3-05-3550		No Standard	20.13	6.45	472	31		7.43	1.84
MR-4-01-3550	<b>MR-4 - Trouble Duration Intervals</b> Mean Time To Repair – Total	Parity w/ Retail POTS Tot	11.58	11.84	4592	442	14.79	0.74	-0.36
MR-4-02-3550		Parity w/ Retail POTS Tot	12.20	12.13	3985	384	15.16	0.81	0.08
MR-4-03-3550		Parity w/ Retail POTS Tot	7.48	9.91	607	58	11.20	1.54	-1.58
MR-4-04-3550		Parity w/ Retail POTS Tot	91.49	98.19	4592	442		1.39	4.82
MR-4-07-3550		Parity w/ Retail POTS Tot	41.89	59.70	2449	335		2.87	-6.20
MR-4-08-3550		Parity w/ Retail POTS Tot	6.08	2.09	2449	335		1.39	2.87
MR-4-09-3550		Parity w/ Retail POTS Tot	10.90	11.49	3636	393	13.44	0.71	-0.83
MR-4-10-3550		Parity w/ Retail POTS Tot	22.24	21.83	472	31	21.70	4.02	0.10
MR-5-01-3550	<b>MR-5 - Repeat Trouble Reports</b> % Repeat Reports within 30 Days	Parity with Retail	12.91	14.25	4592	442		1.67	-0.80

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**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			
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3140	Network Trouble Report Rate - Platform	0.58	0.87	682476	1386		0.20	-1.38
MR-2-03-3140	Network Trouble Report Rate - Central Office	0.09	0.14	682476	1386		0.08	-0.69
MR-2-04-3140	% Subsequent Reports	1.18	6.67					
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate	0.66	1.01	682476	1386		0.22	-1.62
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3144	% Missed Repair Appointment - Platform Bus	8.85	0.00	497	1		28.43	0.31
MR-3-01-3145	% Missed Repair Appointment - Platform Res	4.20	0.00	3477	11		6.06	0.69
MR-3-02-3144	% Missed Repair Appointment - Central Office Bus	7.14	NA	112				
MR-3-02-3145	% Missed Repair Appointment - Central Office Res	3.03	0.00	495	2		12.15	0.25
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform	2.81	0.00	4488	14		4.42	0.64
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch	2.64	0.00	3636	12		4.64	0.57
MR-3-05-3140	% Missed Repair Appointment - Double Dispatch	20.13	0.00	472	1		40.14	0.50
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3140	Mean Time To Repair - Total	11.58	9.56	4592	14	14.79	3.96	0.51
MR-4-02-3144	Mean Time To Repair - Loop Trouble - Platform - Bus.	9.81	1.58	497	1	15.70	15.71	0.52
MR-4-02-3145	Mean Time To Repair - Loop Trouble - Platform - Res	12.45	10.31	3477	11	14.85	4.48	0.48
MR-4-03-3144	Mean Time To Repair - Central Office Trouble - Bus	8.98	NA	112		16.75		
MR-4-03-3145	Mean Time To Repair - Central Office Trouble - Res	7.14	9.44	495	2	9.50	6.73	-0.34
MR-4-04-3140	% Cleared (all troubles) within 24 Hours	91.49	92.86	4592	14		7.47	0.18
MR-4-06-3140	% Out of Service > 4 Hours	60.19	60.00	2449	10		15.51	0.01
MR-4-07-3140	% Out of Service > 12 Hours	41.89	50.00	2449	10		15.63	-0.52
MR-4-08-3144	% Out of Service > 24 Hours - Bus.	4.29	0.00	303	1		20.30	0.21
MR-4-08-3145	% Out of Service > 24 Hours - Res.	6.04	11.11	2136	9		7.96	-0.64
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3140	% Repeat Reports within 30 Days	12.91	21.43	4592	14		8.98	-0.95

**2-Wire Digital Services - Maintenance**

<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3341	Network Trouble Report Rate - Loop	0.26	0.00	6647	432		0.25	1.02
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.18	0.00	6647	432		0.21	0.86
MR-2-04-3341	% Subsequent Reports	17.14	NA					
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	0.98	0.46	6647	432		0.49	1.05
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3341	% Missed Repair Appointment - Loop	17.65	NA	17				
MR-3-02-3341	% Missed Repair Appointment - Central Office	25.00	NA	12				
MR-3-03-3341	% CPE/TOK/FOK - Missed Appointment	10.77	0.00	65	2		22.26	0.48
MR-3-04-3341	% Missed Repair Appointment - No Double Dispatch	21.05	NA	19				
MR-3-05-3341	% Missed Repair Appointment - Double Dispatch	20.00	NA	10				
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3341	Mean Time To Repair - Total	13.24	NA	29		11.69		
MR-4-02-3341	Mean Time To Repair - Loop Trouble	15.48	NA	17		11.75		
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	10.05	NA	12		11.33		
MR-4-04-3341	% Cleared (all troubles) within 24 Hours	86.21	NA	29				
MR-4-07-3341	% Out of Service > 12 Hours	61.54	NA	13				
MR-4-08-3341	% Out of Service > 24 Hours	7.69	NA	13				
MR-4-09-3341	Mean Time To Repair - No Double Dispatch	11.81	NA	19		9.36		
MR-4-10-3341	Mean Time To Repair - Double Dispatch	15.94	NA	10		15.42		
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3341	% Repeat Reports within 30 Days	6.90	NA	29				

**2-Wire xDSL Loops - Maintenance**

<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3342	Network Trouble Report Rate - Loop	0.05	0.21	12734	3356		0.04	-3.83
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.02	0.03	12734	3356		0.03	-0.21
MR-2-04-3342	% Subsequent Reports	0.00	0.00	14	16			
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	0.69	0.42	12734	3356		0.16	1.70
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3342	% Missed Repair Appointment - Loop	28.57	0.00	7	11		21.84	1.31
MR-3-02-3342	% Missed Repair Appointment - Central Office	0.00	0.00	7	5			
MR-3-03-3342	% CPE/TOK/FOK - Missed Appointment	9.09	0.00	88	14		8.27	1.10
MR-3-04-3342	% Missed Repair Appointment - No Double Dispatch	8.33	0.00	12	14		10.87	0.77
MR-3-05-3342	% Missed Repair Appointment - Double Dispatch	50.00	0.00	2	2		50.00	1.00
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-02-3342	Mean Time To Repair - Loop Trouble	28.64	6.79	7	11	25.88	12.51	1.75
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	6.07	10.81	7	5	6.14	3.60	-1.32
MR-4-04-3342	% Cleared (all troubles) within 24 Hours	78.57	100.00	14	16		15.02	1.43
MR-4-07-3342	% Out of Service > 12 Hours	38.46	26.67	13	15		18.44	0.64
MR-4-08-3342	% Out of Service > 24 Hours	15.38	0.00	13	15		13.67	1.13
MR-4-09-3342	Mean Time To Repair - No Double Dispatch	13.60	7.36	12	14	15.50	6.10	1.02
MR-4-10-3342	Mean Time To Repair - Double Dispatch	39.89	12.88	2	2	46.92	46.92	0.58
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3342	% Repeat Reports within 30 Days	28.57	12.50	14	16		16.53	0.97

**2-Wire xDSL Line Sharing - Maintenance**

<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3343	Network Trouble Report Rate - Loop	0.05	0.00	12734	286		0.13	0.36
MR-2-03-3343	Network Trouble Report Rate - Central Office	0.02	0.00	12734	286		0.09	0.26
MR-2-04-3343	% Subsequent Reports	0.00	0.00	14	2			
MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate	0.69	0.70	12734	286		0.50	-0.02
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3343	% Missed Repair Appointment - Loop	28.57	NA	7				
MR-3-02-3343	% Missed Repair Appointment - Central Office	0.00	0.00		2			
MR-3-03-3343	% CPE/TOK/FOK - Missed Appointment	9.09	0.00	88	2		20.56	0.44
MR-3-04-3343	% Missed Repair Appointment - No Double Dispatch	8.33	0.00	12	2		21.11	0.39
MR-3-05-3343	% Missed Repair Appointment - Double Dispatch	50.00	NA	2				
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-02-3343	Mean Time To Repair - Loop Trouble	28.64	NA	7		25.88		
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	6.07	3.61	7	2	6.14	4.92	0.50
MR-4-04-3343	% Cleared (all troubles) within 24 Hours	78.57	100.00	14	2		31.02	0.69
MR-4-07-3343	% Out of Service > 12 Hours	38.46	0.00	13	2		36.95	1.04
MR-4-08-3343	% Out of Service > 24 Hours	15.38	0.00	13	2		27.40	0.56
MR-4-09-3343	Mean Time To Repair - No Double Dispatch	13.60	3.61	12	2	15.50	11.84	0.84
MR-4-10-3343	Mean Time To Repair - Double Dispatch	39.89	NA	2		46.92		
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3343	% Repeat Reports within 30 Days	28.57	0.00	14	2		34.15	0.84

Legend Notations defined on Legend sheet - last page

<sup>1</sup> Not in Control of Verizon

<sup>2</sup> Parity to be assessed in conjunction with missed appointment

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**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				
<b>PR-1 - Average Interval Offered</b>									
PR-1-01-3111	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	4.86	NA	7	7	2.20			
PR-1-01-3122	Av. Interval Offered-Total No Dispatch-Other (UNE Switch&INP)	1.18	NA	787					
PR-1-01-3140	Av. Interval Offered - Total No Dispatch - Platform	1.18	1.00	787	44	2.20	0.34	0.53	
PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	4.47	3.86	381	14	4.79	1.30	0.47	
PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	4.47	3.09	381	11	4.79	1.46	0.94	
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	6.40	6.00	10	2	3.78	2.93	0.14	
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	6.40	NA	10					
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	18.00	10.00	1	2	0.00			
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	18.00	NA	1					
<b>PR-2 - Average Completed Interval</b>									
PR-2-01-3111	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	4.83	NA	6					
PR-2-01-3122	Av. Completed Interval-Total No Dispatch-Other (UNE Switch&INP)	1.16	1.00	348	44	3.05	0.49	0.33	
PR-2-01-3140	Av. Completed Interval - Total No Dispatch - Platform	4.04	3.45	348	11	4.49	1.38	0.43	
PR-2-03-3112	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	4.04	3.00	348	11	4.49	1.38	0.76	
PR-2-03-3140	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	7.00	NA	9					
PR-2-04-3112	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	7.00	NA	9					
PR-2-04-3140	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	7.00	NA	9					
PR-2-05-3112	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	NA	9.50	2					
PR-2-05-3140	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	NA	NA	2					
<b>PR-3 - Completed within 5 Days - Platform &amp; Other (Switch &amp; INP)</b>									
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	83.36	80.49	6753	41		5.83	-0.49	
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	90.97	90.24	6753	41		4.49	-0.16	
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	98.33	100.00	6753	41		2.01	0.83	
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	12.33	0.00	2166	11		9.94	-1.24	
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	25.25	18.18	2166	11		13.13	-0.54	
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	90.12	90.91	2166	11		9.02	0.09	
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	98.11	98.08	8919	52		1.89	-0.02	
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	99.56	100.00	6753	41		1.04	0.42	
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	96.63	100.00	2166	11		5.45	0.62	
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	99.15	100.00	8919	52		1.28	0.67	
<b>PR-4 - Missed Appointments</b>									
PR-4-02-3100	Average Delay Days - Total	4.67	13.00	232	1	17.58	17.62	-0.47	
PR-4-03-3100	% Missed Appt. - Customer	1.13	7.38						
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop New	3.57	2.08	3082	48		2.70	0.55	
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	3.57	0.00	3082	15		4.80	0.74	
PR-4-04-3520	% Missed Appt. - Verizon - Dispatch - Hot Cut Loop	3.57	1.59	3082	63		2.36	0.84	
PR-4-05-3111	% Missed Appt. - Verizon - No Dispatch - Hot Cut Loop	1.01	2.78	12062	36		1.67	-1.06	
PR-4-05-3121	% Missed Appt. - Verizon - No Dispatch - Other	1.01	NA	12062	339		0.55		
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	1.01	0.00	12062	52		1.39	0.73	
PR-4-08-3111	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop		4.04		99				
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		67				
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	1.20	2.08	3082	48		1.58	-0.56	
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	1.20	0.00	3082	15		2.82	0.43	
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	0.03	0.00	3082	48		0.25	0.12	
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	0.03	0.00	3082	15		0.45	0.07	
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop	0.00	0.00	3082	48				
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	0.00	0.00	3082	15				
<b>PR-6 - Installation Quality</b>									
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	4.10	2.65	11916	377		1.04	1.40	
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	4.10	3.19	11916	77		2.27	-0.48	
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop	2%	NA		234				
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	2.48	2.65	11916	377		0.81	-0.21	
PR-6-02-3121	% Installation Troubles reported within 7 Days - Platform	2.48	2.60	11916	77		1.78	-0.06	
PR-6-03-3112	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Loop	3.92	3.18	11916	377		1.02	0.73	
PR-6-03-3121	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Platform	3.92	5.19	11916	77		2.22	-0.58	
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	0.07	0.00	15144	122		0.24	0.29	
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	0.07	0.00	15144	122		0.24	0.29	
<b>Hot Cuts</b>									
<b>PR-9 - Hot Cut Loops</b>									
PR-9-01-3520	% On Time Performance - Hot Cut Loop		98.10		105				
PR-9-02-3520	% Early Cuts - Lines		0.00		278				
PR-9-08-3520	Average Duration of Service Interruptor		NA						
PR-9-09-3520	% Supplemented or Cancelled Orders at Verizon Request		0.00		105				
<b>POTS &amp; Complex Aggregate</b>									
<b>PR-1 - Average Interval Offered</b>									
PR-1-12-3133	Av. Interval Offered - Disconnects	2.45	2.12	4136	52	4.44	0.62	0.53	
<b>PR-2 - Average Completed Interval</b>									
PR-2-18-3133	Av. Completed Interval - Disconnect	2.21	2.46	3941	35	4.10	0.70	-0.36	
<b>POTS - 2-Wire Digital Services</b>									
<b>PR-1 - Average Interval Offered</b>									
PR-1-01-3341	Av. Interval Offered - Total No Dispatch	1.38	NA	26		1.30			
PR-1-02-3341	Av. Interval Offered - Total Dispatch	3.85	5.00	27	1	2.21	2.25	-0.51	
<b>PR-2 - Average Completed Interval</b>									
PR-2-01-3341	Av. Interval Completed - Total No Dispatch	1.46	NA	24		1.22			
PR-2-02-3341	Av. Interval Completed - Total Dispatch	4.35	NA	20		3.48			
<b>PR-3 - Completed within X Days</b>									
PR-3-10-3341	% Completed in 6 Days (1-5 Lines - Total)	100.00	NA	31					
<b>PR-4 - Missed Appointments</b>									
PR-4-02-3341	Average Delay Days - Total	4.67	1.00	3	1	5.51	6.36	0.58	
PR-4-03-3341	% Missed Appointment - Customer		8.77						
PR-4-04-3341	% Missed Appointment - Verizon - Dispatch		9.09		5		13.80	0.66	
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch		0.00		24				
PR-4-08-3341	% Missed Appt. - Customer - Due to Late Order Confirmation		0.00		6				
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-3341	% Missed Appointment - Verizon Facilities	0.00	16.67	33	6				
PR-5-02-3341	% Orders Held for Facilities > 15 Days	0.00	0.00	33	6				
PR-5-03-3341	% Orders Held for Facilities > 60 Days	0.00	0.00	33	6				
<b>PR-6 - Installation Quality</b>									
PR-6-01-3341	% Install. Troubles Reported within 30 Days	5.88	0.00	17	6		11.17	0.53	
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	0.00	16.67	17	6				
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01-3341	Open Orders in a Hold Status > 30 Days	0.00	0.00	57	6				
PR-8-02-3341	Open Orders in a Hold Status > 90 Days	0.00	0.00	57	6				

continued



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

**CLEC Aggregate Performance - WESTERN**  
**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	<b>PR-1 - Average Interval Offered</b>	No Standard No Standard	NA	6.00		1				
	Av. Interval Offered - Total No Dispatch Av. Interval Offered - Total Dispatch									
PR-2-01-3342 PR-2-02-3342	<b>PR-2 - Average Completed Interval</b>	No Standard No Standard	NA	6.00		1				
	Av. Interval Completed - Total No Dispatch Av. Interval Completed - Total Dispatch									
PR-3-10-3342 PR-3-11-3342	<b>PR-3 - Completed within X Days</b>	95% 95%	100.00	100.00		1				
	% Completed in 6 Days (1-5 Lines - Total) % Completed in 9 Days (1-5 Lines - Total)									
PR-4-02-3342 PR-4-03-3342 PR-4-04-3342 PR-4-08-3342 PR-4-14-3342	<b>PR-4 - Missed Appointments</b>	Parity with Retail (DS0) No Standard <sup>1</sup> <=5% No Standard <sup>1</sup> 95%	315.50	NA	2		444.77			
	Average Delay Days - Total (retail DS0 specials)		0.00	6.06						
	% Missed Appointment - Customer		0.00	0.00		33				
	% Missed Appointment - Verizon - Dispatch		0.00	0.00		33				
	% Missed Appt. - Customer - Due to Late Order Confirmation % Completed On Time [With Serial Number]		NA	NA						
PR-5-01-3342 PR-5-02-3342 PR-5-03-3342	<b>PR-5 - Facility Missed Orders</b>	Parity with VADI Parity with VADI Parity with VADI	0.00	0.00	1	33				
	% Missed Appointment - Verizon Facilities		0.00	0.00	1	33				
	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days		0.00	0.00	1	33				
PR-6-01-3342 PR-6-03-3342	<b>PR-6 - Installation Quality</b>	Parity with Retail POTS-Dispatch <sup>1</sup> No Standard	4.10	0.00	3439	33		3.47	1.18	
	% Install. Troubles Reported within 30 Days % Install. Troubles Reported within 30 Days - FOK/TOK/CPE		3.92	3.03	11916	33		3.38	0.26	
PR-8-01-3342 PR-8-02-3342	<b>PR-8 - Open Orders in a Hold Status</b>	Parity with Retail Specials-DS0 Parity with Retail Specials-DS0	0.00	0.00	46	33				
	Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days		0.00	0.00	46	33				
<b>2-Wire xDSL Line Sharing</b>										
PR-1-01-3343 PR-1-02-3343	<b>PR-1 - Average Interval Offered</b>	Parity with VADI Parity with VADI	2.00	2.97	1	31				
	Av. Interval Offered - Total No Dispatch Av. Interval Offered - Total Dispatch		NA	3.00		4				
PR-2-01-3343 PR-2-02-3343	<b>PR-2 - Average Completed Interval</b>	Parity with VADI Parity with VADI	1.00	2.36	1	28				
	Av. Interval Completed - Total No Dispatch Av. Interval Completed - Total Dispatch		NA	3.00		4				
PR-3-03-3343 PR-3-10-3343 PR-3-11-3343	<b>PR-3 - Completed within X Days</b>	Parity with VADI Parity with VADI Parity with VADI	100.00	100.00	1	28				
	% Completed in 3 Days (1-5 Lines - No Dispatch)		100.00	100.00	1	32				
	% Completed in six (6) Days one (1) to five (5) Lines - Tote % Completed in nine (9) Days one (1) to five (5) Lines - Tote		100.00	100.00	3	47				
PR-4-02-3343 PR-4-03-3343 PR-4-04-3343 PR-4-05-3343 PR-4-08-3343	<b>PR-4 - Missed Appointments</b>	Parity with VADI No Standard <sup>1</sup> Parity with VADI Parity with VADI No Standard <sup>1</sup>	NA	1.33		3				
	Average Delay Days - Total		0.00	2.24						
	% Missed Appointment - Customer		0.00	6.90	1	29				
	% Missed Appointment - Verizon - Dispatch		0.00	0.95	2	105				
	% Missed Appointment - Verizon - No Dispatch % Missed Appt. - Customer - Due to Late Order Confirmation		0.00	0.00		134				
PR-5-01-3343 PR-5-02-3343 PR-5-03-3343	<b>PR-5 - Facility Missed Orders</b>	Parity with VADI Parity with VADI Parity with VADI	0.00	0.00	1	29				
	% Missed Appointment - Verizon Facilities		0.00	0.00	1	29				
	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days		0.00	0.00	1	29				
PR-6-01-3343 PR-6-03-3343	<b>PR-6 - Installation Quality</b>	Parity with VADI No Standard	0.00	1.49	3	134				
	% Install. Troubles Reported within 30 Days % Install. Troubles Reported within 30 Days - FOK/TOK/CPE		0.00	0.75	3	134				
PR-8-01-3343 PR-8-02-3343	<b>PR-8 - Open Orders in a Hold Status</b>	Parity with VADI Parity with VADI	0.00	0.00	3	134				
	Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days		0.00	0.00	3	134				
<b>Maintenance - POTS Loop</b>										
MR-2-02-3550 MR-2-03-3550 MR-2-04-3550 MR-2-05-3550	<b>MR-2 - Trouble Report Rate</b>	Parity with Retail Parity with Retail No Standard <sup>2</sup> No Standard	0.74	0.29	481307	10396		0.08	5.29	
	Network Trouble Report Rate - Loop		0.09	0.08	481307	10396		0.03	0.49	
	% Subsequent Reports		1.29	0.00						
	% CPE/TOK/FOK Trouble Report Rate		0.62	0.27	481307	10396		0.08	4.50	
MR-3-01-3550 MR-3-02-3550 MR-3-03-3550 MR-3-04-3550 MR-3-05-3550	<b>MR-3 - Missed Repair Appointments</b>	Parity w/ Retail POTS Tota Parity w/ Retail POTS Tota No Standard No Standard No Standard	3.35	3.33	3547	30		3.30	0.01	
	% Missed Repair Appointment - Loop		2.72	12.50	441	8		5.80	-1.69	
	% Missed Repair Appointment - Central Office		1.51	0.00	2979	28		2.32	0.65	
	% CPE/TOK/FOK - Missed Appointment		1.69	0.00	3083	29		2.40	0.70	
	% Missed Repair Appointment - No Double Dispatch		16.00	14.29	450	7		13.96	0.12	
	% Missed Repair Appointment - Double Dispatch									
MR-4-01-3550 MR-4-02-3550 MR-4-03-3550 MR-4-04-3550 MR-4-07-3550 MR-4-08-3550 MR-4-09-3550 MR-4-10-3550	<b>MR-4 - Trouble Duration Intervals</b>	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	11.80	13.28	3988	38	14.66	2.39	-0.62	
	Mean Time To Repair - Total		12.57	14.34	3547	30	14.99	2.75	-0.64	
	Mean Time To Repair - Loop Trouble		5.60	3.32	441	8	9.65	3.44	-1.08	
	Mean Time To Repair - Central Office Trouble		92.78	94.74	3988	38		4.22	0.46	
	% Cleared (all troubles) within 24 Hours		46.24	51.72	1557	29		9.34	-0.59	
	% Out of Service > 12 Hours		5.07	6.90	1557	29		4.11	-0.45	
	% Out of Service > 24 Hours		10.51	11.50	3083	29	10.77	2.01	-0.49	
	Mean Time To Repair - No Double Dispatch		24.19	20.85	450	7	28.72	10.94	0.31	
	Mean Time To Repair - Double Dispatch									
MR-5-01-3550	<b>MR-5 - Repeat Trouble Reports</b>	Parity with Retail	13.06	26.32	3988	38		5.49	-2.41	
	% Repeat Reports within 30 Days <i>continued</i>									

**Carrier to Carrier  
Performance Standards and Reports  
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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			
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3140	Network Trouble Report Rate - Platform	0.74	1.21	481307	495		0.38	-1.24
MR-2-03-3140	Network Trouble Report Rate - Central Office	0.09	0.00	481307	495		0.14	0.67
MR-2-04-3140	% Subsequent Reports	1.29	0.00					
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate	0.62	1.21	481307	495		0.35	-1.68
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3144	% Missed Repair Appointment - Platform Bus	7.76	0.00	425	2		18.96	0.41
MR-3-01-3145	% Missed Repair Appointment - Platform Res	2.76	0.00	3114	4		8.20	0.34
MR-3-02-3144	% Missed Repair Appointment - Central Office Bus	1.82	NA	110				
MR-3-02-3145	% Missed Repair Appointment - Central Office Res	3.03	NA	330				
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform	1.51	0.00	2979	6		4.98	0.30
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch	1.69	0.00	3083	6		5.27	0.32
MR-3-05-3140	% Missed Repair Appointment - Double Dispatch	16.00	NA	450				
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3140	Mean Time To Repair - Total	11.80	11.09	3988	6	14.66	5.99	0.12
MR-4-02-3144	Mean Time To Repair - Loop Trouble - Platform - Bus.	12.15	3.93	425	2	20.51	14.54	0.57
MR-4-02-3145	Mean Time To Repair - Loop Trouble - Platform - Res	12.59	14.66	3114	4	14.04	7.03	-0.29
MR-4-03-3144	Mean Time To Repair - Central Office Trouble - Bus	3.40	NA	110		4.74		
MR-4-03-3145	Mean Time To Repair - Central Office Trouble - Res	6.30	NA	330		10.70		
MR-4-04-3140	% Cleared (all troubles) within 24 Hours	92.78	100.00	3988	6		10.57	0.68
MR-4-06-3140	% Out of Service > 4 Hours	64.61	66.67	1557	3		27.63	-0.07
MR-4-07-3140	% Out of Service > 12 Hours	46.24	33.33	1557	3		28.81	0.45
MR-4-08-3144	% Out of Service > 24 Hours - Bus.	6.40	0.00	203	1		24.54	0.26
MR-4-08-3145	% Out of Service > 24 Hours - Res.	4.73	0.00	1352	2		15.02	0.31
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3140	% Repeat Reports within 30 Days	13.06	0.00	3988	6		13.77	0.95
<b>2-Wire Digital Services - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3341	Network Trouble Report Rate - Loop	0.34	0.62	2967	322		0.34	-0.84
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.10	0.00	2967	322		0.19	0.54
MR-2-04-3341	% Subsequent Reports	0.00	0.00					
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	1.48	1.55	2967	322		0.71	-0.10
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3341	% Missed Repair Appointment - Loop	10.00	0.00	10	2		23.24	0.43
MR-3-02-3341	% Missed Repair Appointment - Central Office	33.33	NA	3				
MR-3-03-3341	% CPE/TOK/FOK - Missed Appointment	27.27	0.00	44	5		21.02	1.30
MR-3-04-3341	% Missed Repair Appointment - No Double Dispatch	0.00	0.00	6	2			
MR-3-05-3341	% Missed Repair Appointment - Double Dispatch	33.33	NA	6				
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3341	Mean Time To Repair - Total	13.78	10.55	13	2	13.56	10.30	0.31
MR-4-02-3341	Mean Time To Repair - Loop Trouble	13.64	10.55	10	2	15.13	11.72	0.26
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	14.24	NA	3		8.53		
MR-4-04-3341	% Cleared (all troubles) within 24 Hours	92.31	100.00	13	2		20.24	0.38
MR-4-07-3341	% Out of Service > 12 Hours	50.00	50.00	4	2		43.30	0
MR-4-08-3341	% Out of Service > 24 Hours	0.00	0.00	4	2			
MR-4-09-3341	Mean Time To Repair - No Double Dispatch	11.79	10.55	6	2	7.66	6.25	0.20
MR-4-10-3341	Mean Time To Repair - Double Dispatch	18.06	NA	6		17.83		
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3341	% Repeat Reports within 30 Days	15.38	0.00	13	2		27.40	0.56
<b>2-Wire xDSL Loops - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3342	Network Trouble Report Rate - Loop	0.00	0.06	21	1562			
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.00	0.00	21	1562			
MR-2-04-3342	% Subsequent Reports	NA	0.00		5			
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	0.00	0.19	21	1562			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3342	% Missed Repair Appointment - Loop	NA	0.00		2			
MR-3-02-3342	% Missed Repair Appointment - Central Office	NA	0.00		3			
MR-3-03-3342	% CPE/TOK/FOK - Missed Appointment	NA	0.00		3			
MR-3-04-3342	% Missed Repair Appointment - No Double Dispatch	NA	0.00		3			
MR-3-05-3342	% Missed Repair Appointment - Double Dispatch	NA	0.00		2			
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-02-3342	Mean Time To Repair - Loop Trouble	NA	15.32		2			
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	NA	2.28		3			
MR-4-04-3342	% Cleared (all troubles) within 24 Hours	NA	80.00		5			
MR-4-07-3342	% Out of Service > 12 Hours	NA	20.00		5			
MR-4-08-3342	% Out of Service > 24 Hours	NA	20.00		5			
MR-4-09-3342	Mean Time To Repair - No Double Dispatch	NA	10.74		3			
MR-4-10-3342	Mean Time To Repair - Double Dispatch	NA	2.62		2			
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3342	% Repeat Reports within 30 Days	NA	0.00		5			
<b>2-Wire xDSL Line Sharing - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3343	Network Trouble Report Rate - Loop	0.00	0.00	21	617			
MR-2-03-3343	Network Trouble Report Rate - Central Office	0.00	0.00	21	617			
MR-2-04-3343	% Subsequent Reports	NA	0.00		2			
MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate	0.00	0.32	21	617			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3343	% Missed Repair Appointment - Loop	NA	0.00		1			
MR-3-02-3343	% Missed Repair Appointment - Central Office	NA	0.00		1			
MR-3-03-3343	% CPE/TOK/FOK - Missed Appointment	NA	0.00		2			
MR-3-04-3343	% Missed Repair Appointment - No Double Dispatch	NA	0.00		2			
MR-3-05-3343	% Missed Repair Appointment - Double Dispatch	NA	NA					
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-02-3343	Mean Time To Repair - Loop Trouble	NA	22.73		1			
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	NA	1.33		1			
MR-4-04-3343	% Cleared (all troubles) within 24 Hours	NA	100.00		2			
MR-4-07-3343	% Out of Service > 12 Hours	NA	100.00		1			
MR-4-08-3343	% Out of Service > 24 Hours	NA	0.00		1			
MR-4-09-3343	Mean Time To Repair - No Double Dispatch	NA	12.03		2			
MR-4-10-3343	Mean Time To Repair - Double Dispatch	NA	NA					
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3343	% Repeat Reports within 30 Days	NA	0.00		2			

Legend Notations defined on Legend sheet - last page

<sup>1</sup> Not in Control of Verizon

<sup>2</sup> Parity to be assessed in conjunction with missed appointment

**Carrier to Carrier  
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**CLEC Aggregate Performance  
TRUNKS**

Metric #	ORDERING	Standard	Aggregate Interconnection						
			Actual Performance		Number of Observations				
OR-1-11-5020 OR-1-11-5030 OR-1-12-5020 OR-1-12-5030 OR-1-13-5020 OR-1-19-5020 OR-1-19-5030	<b>OR 1 - Order Confirmation Timeliness</b>	No Standard No Standard 95% on Time 95% on Time 95% on Time 95% on Time 95% on Time							
	Av. FOC Time (<= 192 Forecasted Trunks)		3.43						
	Av. FOC Time (> 192 and Unforecasted Trunks)		1.98						
	% On Time FOC (<= 192 Forecasted Trunks)		100.00	7					
	% On Time FOC (> 192 and Unforecasted Trunks)		100.00	47					
	% On Time Design Layout Record (DLR)		100.00	28					
	% On Time Resp. - Request for Inbound Augment Trunks (<= 192 Forecasted Trunks)		NA						
	% On Time Resp. - Request for Inbound Augment Trunks (> 192 Forecasted Trunks)	NA							
OR-2-11-5000 OR-2-12-5000	<b>OR-2 - Reject Timeliness</b>	No Standard 95% on Time							
	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)		NA						
	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	NA							
<b>PROVISIONING</b>			Actual Performance		Number of Observations				
			VZ	CLEC Aggregate	VZ	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1-09-5020 PR-1-09-5030	<b>PR-1 - Average Interval Offered</b>	Parity with Retail Parity with Retail	11.05	16.00	19	2	2.34	1.74	-2.85
	Av. Interval Offered - Total (<= 192 Forecasted Trunks)		11.24	8.73	38	15	4.25	1.30	1.94
PR-2-09-5020 PR-2-09-5030	<b>PR-2 - Average Interval Completed</b>	Parity with Retail Parity with Retail	9.50	16.00	14	2	2.68	2.03	-3.21
	Av. Interval Completed - Total (<= 192 Forecasted Trunks)		16.12	8.83	25	6	14.13	6.42	1.13
PR-4-01-5000 PR-4-02-5000 PR-4-03-5000	<b>PR-4 - Missed Appointment</b>	Parity with Retail Parity with Retail No Standard <sup>1</sup>	0.03	0.00	9670	3404		0.03	0.87
	% Missed Appointment - Verizon - Total		2.00	NA	3				
	Average Delay Days - Total		20.86	34.05					
PR-5-01-5000 PR-5-02-5000 PR-5-03-5000	<b>PR-5 - Facility Missed Orders</b>	Parity with Retail Parity with Retail Parity with Retail	0.00	0.00	9670	2084			
	% Missed Appointment - Verizon - Facilities		0.00	0.00	9670	2084			
	% Orders Held for Facilities > 15 Days		0.00	0.00	9670	2084			
PR-6-01-5000 PR-6-03-5000	<b>PR-6 - Installation Quality</b>	Parity with Retail (for found tribes) No Standard	0.00	0.00	9670	3404			
	% Installation Troubles reported within 30 Days		0.00	0.00	9670	3404			
	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE								
PR-8-01-5000 PR-8-02-5000	<b>PR-8 - Open Orders in a Hold Status</b>	Parity with Retail Parity with Retail	0.04	0.00	9670	3404		0.04	1.00
	Open Orders in a Hold Status > 30 Days		0.04	0.00	9670	3404		0.04	1.00
	Open Orders in a Hold Status > 90 Days								
<b>MAINTENANCE</b>									
MR-2-01-5000	<b>MR-2 - Trouble Report Rate</b>	Parity with IXC FGD <sup>3</sup>	0.02	0.01	261290	189619		0.00	2.70
	Network Trouble Report Rate								
MR-4-01-5000 MR-4-04-5000 MR-4-05-5000 MR-4-06-5000 MR-4-07-5000 MR-4-08-5000	<b>MR-4 - Trouble Duration Intervals</b>	Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail	3.59	4.06	56	18	398.52	107.98	-0.00
	Mean Time To Repair - Total		96.43	100.00	56	18		5.03	-0.71
	% Cleared (all troubles) within 24 Hours		37.50	72.22	56	18		13.12	-2.65
	% Out of Service > 2 Hours		14.29	33.33	56	18		9.48	-2.01
	% Out of Service > 4 Hours		7.14	5.56	56	18		6.98	0.23
	% Out of Service > 12 Hours		3.57	0.00	56	18		5.03	0.71
	% Out of Service > 24 Hours								
MR-5-01-5000	<b>MR-5 - Repeat Trouble Report Rates</b>	Parity with IXC / FGD	5.36	11.11	56	18		6.10	-0.94
	% Repeat Reports within 30 Days								
<b>NETWORK PERFORMANCE</b>									
NP-1-01-5000 NP-1-02-5000 NP-1-03-5000 NP-1-04-5000	<b>NP-1 - Percent Final Trunk Group Blockage</b>	No Standard No Standard No Standard See Guidelines	1.82	0.99	165	101		1.69	0.49
	% Final Trunk Groups Exceeding Blocking Standard		1.82	3.96	165	101		1.69	-1.27
	% FTG Exceeding Blocking Std. -(No Exceptions)		1			101			
	Number FTG Exceeding Blocking Std. - 2 Months		0			101			
	Number FTG Exceeding Blocking Std. - 3 Months								
NP-2-01-6701 NP-2-02-6701 NP-2-03-6701 NP-2-04-6701 NP-2-05-6701 NP-2-06-6701 NP-2-07-6701 NP-2-08-6701	<b>NP-2 - Collocation Performance - New</b>	95% on time 95% on time No Standard No Standard 95% on time 95% on time No Standard No Standard	100.00			3			
	% On Time Response to Request for Physical Collocation		NA						
	% On Time Response to Request for Virtual Collocation		105.38						
	Average Interval - Physical Collocation		NA						
	Average Interval - Virtual Collocation		100.00				16		
	% On Time - Physical Collocation		NA						
	% On Time - Virtual Collocation		NA						
Average Delay Days - Physical Collocation	NA								
NP-2-01-6702 NP-2-02-6702 NP-2-03-6702 NP-2-04-6702 NP-2-05-6702 NP-2-06-6702 NP-2-07-6702 NP-2-08-6702	<b>NP-2 - Collocation Performance - Augment</b>	95% on time 95% on time No Standard 95% on time 95% on time No Standard No Standard	16.67			6			
	% On Time Response to Request for Physical Collocation		NA						
	% On Time Response to Request for Virtual Collocation		102.00						
	Average Interval - Physical Collocation		45.00						
	Average Interval - Virtual Collocation		100.00				8		
	% On Time - Physical Collocation		100.00				1		
	% On Time - Virtual Collocation		NA						
Average Delay Days - Physical Collocation	NA								

<sup>1</sup> Legend Notations defined on Legend sheet - last page

<sup>2</sup> Not in Control of Verizon

<sup>3</sup> Parity should be assessed in conjunction with MTTR.

**Carrier to Carrier**  
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**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