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October 13, 2000

Ex Parte

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

Re: Application by Verizon New England Inc., et al., for Authorization to Provide In-Region, InterLATA Services in Massachusetts, Docket No. 00-176

Dear Ms. Salas:

Attached is the August Carrier to Carrier Performance Standards and Reports of Verizon Massachusetts. The twenty-page limit therefore does not apply as set forth in DA 00-2159.

If you have any questions regarding this matter, please do not hesitate to call me.

Very truly yours,

Attachment

cc: E. Einhorn
D. Shiman
S. Pie

No. of Copies rec'd 0+1
List A B C D E

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines August 200(
Verizon Massachusetts

CLEC Aggregate Performance
ORDERING - RESALE POTS / SPECIAL SERVICES

Metric #		Standard	VZ Performance	CLEC Aggregate Performance	CLEC Aggregate Observations
	RESALE Pre-Ordering				
	PO-3 - Contact Center Availability				
PO-3-01	Average Speed of Answering – Ordering** (secs)			6.83	
PO-3-02	% Answered within 30 Seconds – Ordering**	80% within 30 Seconds		95.07	7073
PO-3-03	Average Speed of Answering – Repair*& (secs)			13.39	
PO-3-04	% Answered within 30 Seconds – Repair*&	80% within 30 Seconds		91.97	125445
	POTS & Pre-qualified Complex - Electronically Submitted				
	OR-1 - Order Confirmation Timeliness				
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow Through)			0.03	
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours		99.91	5985
OR-1-03	Average LSRC Time < 10 Lines			8.46	
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours		98.69	5505
OR-1-05	Average LSRC Time >= 10 Lines			13.72	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours		98.79	83
	OR-2 - Reject Timeliness				
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow Through)			0.01	
OR-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours		99.93	2936
OR-2-03	Average LSR Reject Time < 10 Lines			8.67	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours		98.58	2126
OR-2-05	Average LSR Reject Time >= 10 Lines			4.52	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours		100.00	8
	2 Wire Digital Services				
	OR-1 - Order Confirmation Timeliness				
OR-1-03	Average LSRC Time < 10 Lines			23.25	
OR-1-04	% On Time LSRC < 10 Lines	95% within 72 Hours		89.65	29
OR-1-05	Average LSRC Time >= 10 Lines			NA	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours		NA	
	OR-2 - Reject Timeliness - Requiring Loop Qualificatio				
OR-2-03	Average LSR Reject Time < 10 Lines			8.24	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours		100.00	95
OR-2-05	Average LSR Reject Time >= 10 Lines			NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours		NA	
	2 Wire xDSL Services				
	OR-1 - Order Confirmation Timeliness				
OR-1-03	Average LSRC Time < 10 Lines			0.00	
OR-1-04	% On Time LSRC < 10 Lines	95% within 72 Hours		NA	
OR-1-05	Average LSRC Time >= 10 Lines			NA	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours		NA	
	OR-2 - Reject Timeliness - Requiring Loop Qualificatio				
OR-2-03	Average LSR Reject Time < 10 Lines			0.00	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours		NA	
OR-2-05	Average LSR Reject Time >= 10 Lines			NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours		NA	
	POTS / Special Services - Aggregate				
	OR-3 - Percent Rejects				
OR-3-01	% Rejects	No Standard		40.23	13647
	OR-4 - Timeliness of Completion Notificatio				
OR-4-01	Completion Notice – Average Response Time			0.10	
OR-4-02	Completion Notice – % On Time	95% by next bus. day at noon		99.08	9249
OR-4-03	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon		UD	
OR-4-04	Work Completion Notice – Average Response Time			0.00	
OR-4-05	Work Completion Notice – % On Time	95% by next bus. day at noon		100.00	8424
OR-4-06	AverarGe Duration - Work Completion (SOP) to Bill Completion	Parity with Retail	UD	0.47	
OR-4-07	% SOP to Bill Completion >= 5 Business Days	Parity with Retail	UD	1.83	16700
OR-4-08	% SOP to Bill Completion > 1 Business Day			7.65	16700
	OR-5 - Percent Flow-Through				
OR-5-01	% Flow Through - Total	No Standard Developed		50.63	11821
OR-5-02	% Flow Through - Simple	No Standard Developed		51.71	11573
OR-5-03	% Flow Through Achieved	95%		UD	
	OR-6 - Order Accuracy				
OR-6-01	% Accuracy - Orders**	95% Orders without Errors		83.65	367
OR-6-02	% Accuracy – Opportunities**	95% Orders without Errors		97.19	7606
OR-6-03	% Accuracy – LSRC**	95% Orders without Errors		98.37	430
	Special Services - Electronically Submitted				
	OR-1 - Order Confirmation Timeliness				
OR-1-03	Average LSRC Time < 10 Lines DS0			NA	
OR-1-03	Average LSRC Time < 10 Lines DS1			NA	
OR-1-03	Average LSRC Time < 10 Lines DS3			NA	
OR-1-03	Average LSRC Tirme < 10 Lines (Non DS0, DS1, & DS3)			16.03	
OR-1-04	% On Time LSRC < 10 Lines DS0	95% within 48 Hours		NA	
OR-1-04	% On Time LSRC < 10 Lines DS1	95% within 48 Hours		NA	
OR-1-04	% On Time LSRC < 10 Lines DS3	95% within 48 Hours		NA	
OR-1-04	% On Time LSRC < 10 Lines (Non DS0, DS1, & DS3)			96.66	210
OR-1-05	Average LSRC Time >= 10 Lines DS0			NA	
OR-1-05	Average LSRC Time >= 10 Lines DS1			NA	
OR-1-05	Average LSRC Time >= 10 Lines DS3			NA	
OR-1-05	Average LSRC Tirme >= 10 Lines (Non DS0, DS1, & DS3)			11.84	
OR-1-06	% On Time LSRC >= 10 Lines DS0	95% within 72 Hours		NA	
OR-1-06	% On Time LSRC >= 10 Lines DS1	95% within 72 Hours		NA	
OR-1-06	% On Time LSRC >= 10 Lines DS3	95% within 72 Hours		NA	
OR-1-06	% On Time LSRC >= 10 Lines (Non DS0, DS1, & DS3)			100.00	9
	OR-2 - Reject Timeliness				
OR-2-03	Average LSR Reject Time < 10 Lines			10.00	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 48 Hours		100.00	324
OR-2-05	Average LSR Reject Time >= 10 Lines			10.63	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours		100.00	2

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines August 2000
Verizon Massachusetts

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING

Metric #	PRE-ORDERING	Standard	Actual Performance VZ	CLEC	Difference	Observations
	PO-1 - Response Time OSS Ordering Interface					
PO-1-01	Customer Service Record - EDI	Parity plus < 4 Seconds	1.30	3.38	2.08	
PO-1-01	Customer Service Record - CORBA	Parity plus < 4 Seconds	1.30	2.33	1.03	
PO-1-02	Due Date Availability - EDI	Parity plus < 4 Seconds	0.16	2.56	2.41	
PO-1-02	Due Date Availability - CORBA	Parity plus < 4 Seconds	0.16	0.47	0.32	
PO-1-03	Address Validation - EDI	Parity plus < 4 Seconds	4.36	3.39	-0.97	
PO-1-03	Address Validation - CORBA	Parity plus < 4 Seconds	4.36	1.77	-2.59	
PO-1-04	Product & Service Availability - EDI	Parity plus < 4 Seconds	0.25	3.13	2.88	
PO-1-04	Product & Service Availability - CORBA	Parity plus < 4 Seconds	0.25	11.19	10.94	
PO-1-05	Telephone Number Availability & Reservation - EDI	Parity plus < 4 Seconds	5.26	4.85	-0.41	
PO-1-05	Telephone Number Availability & Reservation - CORBA	Parity plus < 4 Seconds	5.26	NA		
PO-1-06	Facility Availability (Loop Qualification) - ED	Parity plus < 4 Seconds	1.79	3.22	1.43	
PO-1-06	Facility Availability (Loop Qualification) - CORBA	Parity plus < 4 Seconds	NA	NA		
PO-1-07	Rejected Query - EDI	Parity plus < 4 Seconds	0.05	3.00	2.95	
PO-1-07	Rejected Query - CORBA	Parity plus < 4 Seconds	0.05	3.80	3.75	
PO-1-08	% Timeouts - EDI	not > .33%		0.32		
PO-1-08	% Timeouts - CORBA	not > .33%		0.45		
PO-1-09	Parsed CSR - EDI	Parity plus < 10 Seconds	1.30	4.79	3.49	
PO-1-09	Parsed CSR - CORBA	Parity plus < 10 Seconds	1.30	3.70	2.40	
PO-1-10	Parsed CSR - CLEC Total - EDI	TBD		6.09		
PO-1-10	Parsed CSR - CLEC Total - CORBA	TBD		UD		
	PO-2 - OSS Interface Availability					
PO-2-01	OSS Interf. Avail. – Total - EDI	24 hours x 7 days		99.97		133920
PO-2-01	OSS Interf. Avail. – Total - CORBA	24 hours x 7 days		100.00		89280
PO-2-01	OSS Interf. Avail. – Total - Maint. Web GUI (RETAS)	24 hours x 7 days		99.49		89280
PO-2-01	OSS Interf. Avail. – Total - Pre-order/Order WEB GUI	24 hours x 7 days		99.49		89280
PO-2-01	OSS Interf. Avail. - Total - Electronic Bonding	24 hours x 7 days		UD		
PO-2-02	OSS Interf. Avail. – Prime Time - EDI	>=99.5%		99.97		87480
PO-2-02	OSS Interf. Avail. – Prime Time - CORBA	>=99.5%		100.00		58320
PO-2-02	OSS Interf. Avail. – Prime Time - Maint. Web GUI (RETAS)	>=99.5%		99.24		58320
PO-2-02	OSS Interf. Avail. – Prime Time - Pre-order/Order WEB GUI	>=99.5%		99.24		58320
PO-2-02	OSS Interf. Avail - Prime Time - Electronic Bonding	>=99.5%		UD		
PO-2-03	OSS Interf. Avail. – Non-Prime - EDI	(12AM - 6AM) Mon - Sat, All Day Sunday & Holidays		99.97		46440
PO-2-03	OSS Interf. Avail. – Non-Prime - CORBA			100.00		30960
PO-2-03	OSS Interf. Avail. – Non-Prime - Maint. Web GUI (RETAS)			99.96		30960
PO-2-03	OSS Interf. Avail. – Non-Prime - Pre-order/Order WEB GUI			99.96		30960
PO-2-03	OSS Interf. Avail - Non-Prime - Electronic Bonding			UD		
	PO-5 - Average Notification of Interface Outage					
PO-5-01	Average Notice of Interface Outage*	<20 minutes		7.00		4
	PO-6 - Software Validation					
PO-6-01	Software Validation	<= 5%		NA		
	PO-7 - Software Problem Resolution Timeliness					
PO-7-01	% Software Problem Res. Timeliness	>=95%		UD		
PO-7-02	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround	48 hours		UD		
PO-7-03	Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround	10 days		UD		
PO-7-04	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A	48 hours		NA		
	PO-8 - Manual Loop Qualification					
PO-8-01	Average Response Time - Manual Loop Qualification	95% within 48 Hours		UD		
PO-8-02	Average Response Time - Engineering Record Request	95% within 72 Hours		UD		
	Change Notification*					
	PO-4 - Timeliness of Change Management Notice					
PO-4-01	% Notices Sent on Time - Emergency Maint.	> = 95% and no delayed notices and documentation over 8 days		100		8
PO-4-01	% Notices Sent on Time - Regulatory			100		2
PO-4-01	% Notices Sent on Time - Industry Standard			NA		
PO-4-01	% Notices Sent on Time - Verizon Orig.			100		1
PO-4-01	% Notices Sent on Time - TC Orig.			NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.	Notification before Implementation		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	If Period not set, default to Ind. Std. Time		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std	>=66 days		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig.	>=66 days		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=66 days		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.	Notification before Implementation		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std	>=66 days		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Verizon Orig.	>=66 days		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=66 days		NA		

continued

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines August 2000
Verizon Massachusetts

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING continued

Change Confirmation*

Metric #		Standard	CLEC Perf	CLEC Obs
	PO-4 - Timeliness of Change Management Notice			
PO-4-01	% Notices Sent on Time - Regulatory	> = 95% and no delayed notices and documentation over 8 days	NA	
PO-4-01	% Notices Sent on Time - Ind. Std.		NA	
PO-4-01	% Notices Sent on Time - Verizon Orig.		NA	
PO-4-01	% Notices Sent on Time - TC Orig.		NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	If Period not set, default to Ind. Std. Time	NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std	>=45 days	NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig	>=45 days	NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=45 days	NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time	NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	>=45 days	NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Verizon Orig	>=45 days	NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=45 days	NA	

TROUBLE REPORTING (OSS)

			Actual Performance			
			VZ	CLEC	Difference	
	MR-1 - Response Time OSS Maintenance Interface					
MR-1-01	Create Trouble	Parity plus < 4 Seconds	8.37	5.21	-3.16	1545
MR-1-02	Status Trouble	Parity plus < 4 Seconds	3.51	2.25	-1.26	22
MR-1-03	Modify Trouble	Parity plus < 4 Seconds	8.37	5.60	-2.77	5
MR-1-04	Request Cancellation of Trouble	Parity plus < 4 Seconds	8.88	6.80	-2.08	39
MR-1-05	Trouble Report History (by TN/Circuit)	Parity plus < 4 Seconds	0.63	0.88	0.25	387
MR-1-06	Test Trouble (POTS Only)	Parity plus < 4 Seconds	58.85	47.01	-11.84	3261

BILLING

	BI-1 - Timeliness of Daily Usage Feed				
BI-1-01	% DUF in 3 Business Days		97.41		38988128
BI-1-02	% DUF in 4 Business Days	95% in 4 Business Days	99.45		
BI-1-03	% DUF in 5 Business Days		99.50		
BI-1-04	% DUF in 8 Business Days		99.58		
	BI-2 - Timeliness of Carrier Bill				
BI-2-01	Timeliness of Carrier Bill**	98% in 10 Business Days	100.00		137
	BI-3 - Billing Accuracy				
BI-3-01	% Billing Adjustments - Dollars Adjusted	TBD	0.57	0.72	21600510
BI-3-02	% Billing Adjustments - Number of Adjustments	TBD	0.57	0.04	135184

OPERATOR SERVICES & DATABASES**

	OD-1 - Operator Services - Speed of Answer				
OD-1-01	Average Speed of Answer – Operator Services - NE OSC	Parity with VZ Retail	19.6	0.7	48817
OD-1-02	Average Speed of Answer – Directory Assistance - NE OSC	Parity with VZ Retail	9.5	8.3	588178

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines August 200(
Verizon Massachusetts

CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES

Metric #		Standard	Actual Performance VZ	Actual Performance CLEC Aggregate	Number of Observations VZ	Number of Observations All CLECs	Standard Deviation	Sampling Error	Z-Score
	POTS - Provisioning - Total								
	PR-1 - Average Interval Offered								
PR-1-04	Average Interval Offered – Dispatch (6-9 Lines)	Parity with Retail	8.59	11.60	102	15	8.55	2.36	-1.27
PR-1-05	Average Interval Offered – Dispatch (>= 10 Lines)	Parity with Retail	8.04	11.75	97	20	9.54	2.34	-1.58
	PR-2 - Average Completed Interval								
PR-2-04	Average Interval Completed - Dispatch (6-9 Lines)	Parity with Retail	13.41	10.79	81	14	10.33	2.99	0.88
PR-2-05	Average Interval Completed - Dispatch (>= 10 Lines)	Parity with Retail	11.52	9.63	65	19	11.03	2.88	0.66
	PR-3 - Completed within Specified Days								
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with Retail	73.22	42.71	100596	1604		1.11	-27.38
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with Retail	84.00	56.42	100596	1604		0.92	-29.89
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with Retail	87.01	66.02	100596	1604		0.85	-24.81
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with Retail	8.54	2.97	8000	269		1.73	-3.22
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with Retail	15.73	7.81	8000	269		2.26	-3.51
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with Retail	25.28	23.79	8000	269		2.69	-0.55
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with Retail	86.22	66.63	108596	1873		0.80	-24.39
PR-3-08	% Completed in 5 Days (1-5 Lines – No Dispatch)	Parity with Retail	94.72	78.30	100596	1604		0.56	-29.17
PR-3-09	% Completed in 5 Days (1-5 Lines – Dispatch)	Parity with Retail	53.15	36.80	8000	269		3.09	-5.29
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with Retail	93.14	73.63	108596	1873		0.59	-33.12
	PR-4 - Missed Appointments								
PR-4-02	Average Delay Days – Total	Parity with Retail	6.32	8.53	2686	134	6.49	0.57	-3.85
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	1.41	1.96					
PR-4-04	% Missed Appointment – Verizon – Dispatch	Parity with Retail	11.17	22.75	18958	545		1.37	-8.46
PR-4-05	% Missed Appointment – Verizon – No Dispatch	Parity with Retail	0.33	0.13	171708	7661		0.07	2.99
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.01		8206			
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment – Verizon – Facilities	Parity with Retail	0.37	0.38	190666	8206		0.07	-0.15
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail	0.10	0.10	190666	8206		0.04	0
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.02	190666	8206			
	PR-6 - Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days	Parity with Retail	2.98	1.78	187665	16877		0.14	8.80
PR-6-02	% Installation Troubles reported within 7 Days	Parity with Retail	1.59	0.78	187665	16877		0.10	8.04
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	2.93	1.66	187665	16877		0.14	9.40
	POTS - Business								
	PR-1 - Average Interval Offered								
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with Retail	1.75	5.07	18132	2512	5.60	0.12	-27.85
PR-1-03	Average Interval Offered – Dispatch (1-5 Lines)	Parity with Retail	6.95	15.33	742	177	9.68	0.81	-10.35
	PR-2 - Average Completed Interval								
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with Retail	1.33	3.61	17061	2159	3.56	0.08	-28.04
PR-2-03	Average Interval Completed – Dispatch (1-5 Lines)	Parity with Retail	9.65	8.97	581	156	9.24	0.83	0.82
	POTS - Residence								
	PR-1 - Average Interval Offered								
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with Retail	1.59	6.14	115117	1031	5.77	0.18	-25.21
PR-1-03	Average Interval Offered – Dispatch (1-5 Lines)	Parity with Retail	6.94	15.72	8224	128	11.53	1.03	-8.55
	PR-2 - Average Completed Interval								
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with Retail	1.25	2.81	110969	898	3.37	0.11	-13.82
PR-2-03	Average Interval Completed – Dispatch (1-5 Lines)	Parity with Retail	8.82	11.27	7419	113	7.89	0.75	-3.28
	POTS & Complex Aggregate								
	PR-1 - Average Interval Offered								
PR-1-10	Average Interval Offered – Disconnects – No Dispatch	Parity with Retail	4.93	6.35	68387	2777	8.92	0.17	-8.22
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Parity with Retail	5.00	NA	8		5.66		
	PR-2 - Average Completed Interval								
PR-2-10	Average Interval Completed – Disconnects – No Dispatch	Parity with Retail	4.07	4.08	62400	2122	5.71	0.13	-0.08
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Parity with Retail	2.00	NA	5		2.74		
	2-Wire Digital Services								
	PR-1 - Average Interval Offered								
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with Retail	6.53	3.15	230	46	9.18	1.48	2.28
PR-1-02	Average Interval Offered – Total Dispatch	Parity with Retail	9.74	14.94	78	17	10.16	2.72	-1.91
	PR-2 - Average Completed Interval								
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with Retail	5.54	2.74	177	43	7.92	1.35	2.08
PR-2-02	Average Interval Completed – Total Dispatch	Parity with Retail	11.00	16.38	60	16	9.36	2.63	-2.04
	PR-4 - Missed Appointments								
PR-4-02	Average Delay Days – Total	Parity with Retail	9.00	10.29	48	7	5.96	2.41	-0.53
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	11.63	0.00					
PR-4-04	% Missed Appointment – Verizon – Dispatch	Parity with Retail	10.47	38.89	430	18		7.37	-3.86
PR-4-05	% Missed Appointment – Verizon – No Dispatch	Parity with Retail	0.87	0.00	344	52		1.38	0.63
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.00		70			
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment – Verizon – Facilities	Parity with Retail	0.65	0.00	774	70		1.00	0.65
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail	0.26	0.00	774	70		0.64	0.41
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.00	774	70			
	PR-6 - Installation Quality								
PR-6-01	% Install. Troubles Reported within 30 Days	Parity with Retail	1.17	0.71	1712	140		0.94	0.48
PR-6-03	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	Parity with Retail	2.86	0.71	1712	140		1.47	1.47

continued

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

Metric #		Standard	Actual Performance VZ	Actual Performance CLEC Aggregate	Number of Observations VZ	Number of Observations All CLECs	Standard Deviation	Sampling Error	Z-Score
	2-Wire xDSL Services								
	PR-1 - Average Interval Offered								
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with Retail	5.29	2.29	5868	14	2.55	0.68	4.40
PR-1-02	Average Interval Offered – Total Dispatch	Parity with Retail	5.55	NA	275		1.79		
	PR-2 - Average Completed Interval								
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with Retail	5.36	2.10	5483	10	2.38	0.75	4.33
PR-2-02	Average Interval Completed – Total Dispatch	Parity with Retail	8.15	NA	230		5.37		
	PR-4 - Missed Appointments								
PR-4-02	Average Delay Days – Total	Parity with Retail	3.23	NA	157		2.37		
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	0.88	0.00					
PR-4-04	% Missed Appointment – Verizon – Dispatch	Parity with Retail	9.89	NA	283				
PR-4-05	% Missed Appointment – Verizon – No Dispatch	Parity with Retail	2.28	0.00	5650	16		3.74	0.61
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.00		16			
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment – Verizon – Facilities	Parity with Retail	0.03	0.00	5933	16		0.43	0.07
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail	0.00	0.00	5933	16			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.00	5933	16			
	PR-6 - Installation Quality								
PR-6-01	% Installation Troubles Reported within 30 Days	Parity with Retail	2.11	0.00	5827	41		2.25	0.94
PR-6-03	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	Parity with Retail	2.35	0.00	5827	41		2.37	0.99
	Special Services - Provisioning								
	PR-1 - Average Interval Offered								
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with Retail	7.51	9.18	1742	288	11.99	0.76	-2.19
PR-1-02	Average Interval Offered – Total Dispatch	Parity with Retail	13.03	11.11	349	19	8.76	2.06	0.93
PR-1-06	Average Interval Offered – DS0	Parity with Retail	8.69	7.63	472	146	13.37	1.27	0.84
PR-1-07	Average Interval Offered – DS1	Parity with Retail	18.55	18.84	304	68	15.89	2.13	-0.14
PR-1-08	Average Interval Offered – DS3	Parity with Retail	14.50	NA	2		3.54		
PR-1-10	Average Interval Offered – Disconnects – No Dispatch	Parity with Retail	6.71	15.29	808	48	9.49	1.41	-6.09
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Parity with Retail	5.24	NA	33		2.37		
	PR-2 - Average Completed Interval								
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with Retail	5.06	5.46	1335	216	4.99	0.37	-1.09
PR-2-02	Average Interval Completed – Total Dispatch	Parity with Retail	17.20	13.50	271	14	14.45	3.96	0.93
PR-2-06	Average Interval Completed – DS0	Parity with Retail	6.11	4.93	347	116	6.78	0.73	1.62
PR-2-07	Average Interval Completed – DS1	Parity with Retail	18.03	13.18	185	39	14.16	2.49	1.94
PR-2-08	Average Interval Completed – DS3	Parity with Retail	14.50	NA	2		3.54		
PR-2-10	Average Interval Completed – Disconnects – No Dispatch	Parity with Retail	5.30	5.58	632	33	4.86	0.87	-0.32
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Parity with Retail	5.24	NA	33		2.37		
	PR-4 - Missed Appointments								
PR-4-01	% Missed Appointment – Verizon – Total	Parity with Retail	3.56	2.26	2078	310		1.13	1.15
PR-4-02	Average Delay Days – Total	Parity with Retail	11.95	9.00	74	7	11.49	4.54	0.65
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	7.56	5.81					
PR-4-08	% Missed Appt. – Customer – Due to Late Order Conf.	None: Analysis Only		0.00		310			
	PR-5- Facility Missed Orders								
PR-5-01	% Missed Appointment – Verizon – Facilities	Parity with Retail	0.38	0.00	2078	310		0.37	1.01
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail	0.19	0.00	2078	310		0.27	0.72
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.00	2078	310			
	PR-6- Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days	Parity with Retail	0.74	0.29	10504	2092		0.21	2.22
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.04	0.00	10504	2092		0.05	0.82

Legend Notations defined on Legend sheet - last page

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CLEC Aggregate Performance
MAINTENANCE - RESALE / SPECIAL SERVICES

Metric #		Standard	Actual Performance VZ	Actual Performance CLEC Aggregate	Number of Observations VZ	Number of Observations All CLECs	Standard Deviation	Sampling Error	Z-Score
	POTS / Complex - Maintenance								
	MR-2 - Trouble Report Rate								
MR-2-02	Network Trouble Report Rate – Loop	Parity with Retail	1.16	0.50	4207755	293347		0.02	32.42
MR-2-03	Network Trouble Report Rate – Central Office	Parity with Retail	0.08	0.09	4207755	293347		0.01	-2.17
MR-2-04	% Subsequent Reports	Assessed I/C/W MRAs	24.23	7.36					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.18	0.55	4207755	293347		0.02	30.35
	MR-3 - Missed Repair Appointments								
MR-3-01	% Missed Repair Appointment – Loop	Parity with Retail	16.71	16.04	48826	1459		0.99	0.68
MR-3-02	% Missed Repair Appointment – Central Office	Parity with Retail	8.66	5.64	3326	266		1.79	1.69
MR-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	10.11	11.74	49527	1619		0.76	-2.14
MR-3-04	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only	11.18	9.60	48826	1459		0.84	1.89
MR-3-05	% Missed Repair Appointment - Double Dispatch	None: Analysis Only	4.51	5.41	48826	1459		0.55	-1.63
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair – Total	Parity with Retail	44.03	30.72	52152	1725	57.77	1.41	9.42
MR-4-02	Mean Time To Repair – Loop Trouble	Parity with Retail	45.78	33.43	48826	1459	58.53	1.56	7.94
MR-4-03	Mean Time To Repair – Central Office Trouble	Parity with Retail	18.52	15.77	3326	266	36.52	2.33	1.18
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with Retail	50.39	63.83	52152	1725		1.22	10.98
MR-4-06	% Out of Service > 4 Hours	Parity with Retail	86.87	82.02	39699	1379		0.93	5.24
MR-4-07	% Out of Service > 12 Hours	Parity with Retail	70.05	62.07	39699	1379		1.25	6.36
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	49.15	37.06	39699	1379		1.37	8.83
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	24.23	22.03	52152	1725		1.05	2.10
	Special Services - Maintenance								
MR-2-01	Network Trouble Report Rate	Parity with Retail	0.25	0.26	462328	21052		0.04	-0.10
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.15	0.26	462328	21052		0.03	-3.92
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair – Total	Parity with Retail	14.87	16.92	1170	54	19.93	2.77	-0.74
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with Retail	82.48	75.93	1170	54		5.29	-1.24
MR-4-06	% Out of Service > 4 Hours	Parity with Retail	72.96	76.09	1113	46		6.68	-0.47
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	17.34	17.39	1113	46		5.70	-0.01
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	21.88	24.07	1170	54		5.75	-0.38

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CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

Metric #		Standard		CLEC Aggregate Performance	CLEC Aggregate Observations
	UNE Pre-ordering				
	PO-3 - Contact Center Availability				
PO-3-01	Average Speed of Answering – Ordering* (secs)			16.59	
PO-3-02	% Answered within 30 Seconds – Ordering*	80% within 30 Seconds		93.01	32020
PO-3-03	Average Speed of Answering – Repair*& (secs)			13.39	
PO-3-04	% Answered within 30 Seconds – Repair*&	80% within 30 Seconds		91.97	125445
	Platform				
	OR-1 - Order Confirmation Timeliness				
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)			0.05	
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours		99.94	1725
OR-1-03	Average LSRC Time < 10 Lines			8.84	
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours		99.49	596
OR-1-05	Average LSRC Time >= 10 Lines			0.11	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours		100.00	1
	OR-2 - Reject Timeliness				
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)			0.00	
OR-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours		100.00	685
OR-2-03	Average LSR Reject Time < 10 Lines			10.33	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours		99.81	537
OR-2-05	Average LSR Reject Time >= 10 Lines			0.00	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours		NA	
	OR-6 - Order Accuracy				
OR-6-01	% Accuracy - Orders*	95% orders without errors		90.93	386
OR-6-02	% Accuracy – Opportunities*	95% orders without errors		98.98	4713
OR-6-03	% Accuracy – LSRC*	95% orders without errors		96.95	295
	Loop/Pre-qualified Complex/LNP				
	OR-1 - Order Confirmation Timeliness				
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)			0.06	
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours		99.77	8612
OR-1-03	Average LSRC Time < 10 Lines			7.05	
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours		97.89	12130
OR-1-05	Average LSRC Time >= 10 Lines			17.35	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours		97.75	312
	OR-2 - Reject Timeliness				
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)			0.01	
OR-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours		100.00	1828
OR-2-03	Average LSR Reject Time < 10 Lines			8.38	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours		95.98	3138
OR-2-05	Average LSR Reject Time >= 10 Lines			19.66	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours		96.29	135
	OR-6 - Order Accuracy				
OR-6-01	% Accuracy - Orders*	95% orders without errors		94.71	378
OR-6-02	% Accuracy – Opportunities*	95% orders without errors		99.25	3184
OR-6-03	% Accuracy – LSRC*	95% orders without errors		93.68	459
	2 Wire Digital Services				
	OR-1 - Order Confirmation Timeliness				
OR-1-03	Average LSRC Time < 10 Lines			NA	
OR-1-04	% On Time LSRC < 10 Lines (Electronic)	95% within 72 Hours		NA	
OR-1-05	Average LSRC Time >= 10 Lines			NA	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours		NA	
	OR-2 - Reject Timeliness				
OR-2-03	Average LSR Reject Time < 10 Lines			NA	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours		NA	
OR-2-05	Average LSR Reject Time >= 10 Lines			NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours		NA	
	2 Wire xDSL Services				
	OR-1 - Order Confirmation Timeliness				
OR-1-03	Average LSRC Time < 10 Lines			14.52	
OR-1-04	% On Time LSRC < 10 Lines (Electronic)	95% within 72 Hours		98.89	1363
OR-1-05	Average LSRC Time >= 10 Lines			NA	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours		NA	
	OR-2 - Reject Timeliness				
OR-2-03	Average LSR Reject Time < 10 Lines			18.06	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours		97.82	1011
OR-2-05	Average LSR Reject Time >= 10 Lines			NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours		NA	
	POTS / Special Services - Aggregate				
	OR-3 - Percent Rejects				
OR-3-01	% Rejects	No Standard		28.93	27170
	OR-4 - Timeliness of Completion Notification				
OR-4-01	Completion Notice – Average Response Time			0.18	
OR-4-02	Completion Notice – % On Time	95% by next bus. day at noon		98.03	12575
OR-4-03	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon		UD	
OR-4-04	Work Completion Notice – Average Response Time			0.00	
OR-4-05	Work Completion Notice – % On Time	95% by next bus. day at noon		100.00	14205
OR-4-06	Average Duration - Work Completion (SOP) to Bill Completion	Parity with Retail	UD	0.28	
OR-4-07	% SOP to Bill Completion >= 5 Business Days	Parity with Retail	UD	2.37	28078
OR-4-08	% SOP to Bill Completion > 1 Business Day			3.82	28078
	OR-5 - Percent Flow-Through				
OR-5-01	% Flow Through - Total		No Standard Developed	41.38	25022
OR-5-02	% Flow Through - Simple		No Standard Developed	44.22	23376
OR-5-03	% Flow Through Achieved		95%	UD	

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CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

Special Services - Electronically Submitted

Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
	OR-1 - Order Confirmation Timeliness			
OR-1-03	Average LSRC Time < 10 Lines DS0[1]		NA	
OR-1-03	Average LSRC Time < 10 Lines DS1[1]		121.53	
OR-1-03	Average LSRC Time < 10 Lines DS3[1]		176.03	
OR-1-03	Average LSRC Time < 10 Lines (Non DS0, DS1, & DS3)		13.12	
OR-1-04	% On Time LSRC < 10 Lines DS0	95% within 48 Hours	NA	
OR-1-04	% On Time LSRC < 10 Lines DS1	95% within 48 Hours	16.67	36
OR-1-04	% On Time LSRC < 10 Lines DS3	95% within 48 Hours	38.46	13
OR-1-04	% On Time LSRC < 10 Lines (Non DS0, DS1, & DS3)		96.71	152
OR-1-05	Average LSRC Time >= 10 Lines DS0		NA	
OR-1-05	Average LSRC Time >= 10 Lines DS1		NA	
OR-1-05	Average LSRC Time >= 10 Lines DS3		NA	
OR-1-05	Average LSRC Time >= 10 Lines (Non DS0, DS1, & DS3)		16.29	
OR-1-06	% On Time LSRC >= 10 Lines DS0	95% within 72 Hours	NA	
OR-1-06	% On Time LSRC >= 10 Lines DS1	95% within 72 Hours	NA	
OR-1-06	% On Time LSRC >= 10 Lines DS3	95% within 72 Hours	NA	
OR-1-06	% On Time LSRC >= 10 Lines (Non DS0, DS1 & DS3)		100.00	13
	OR-2 - Reject Timeliness			
OR-2-03	Average LSR Reject Time < 10 Lines		11.46	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 48 Hours	93.44	122
OR-2-05	Average LSR Reject Time >= 10 Lines		20.86	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	93.44	31

Special Services - FAX/MAIL Submitted

	OR-1 - Order Confirmation Timeliness			
OR-1-07	Average ASRC Time < 10 Lines DS0[1]		NA	
OR-1-07	Average ASRC Time < 10 Lines DS1[1]		153.78	
OR-1-07	Average ASRC Time < 10 Lines DS3[1]		151.73	
OR-1-07	Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3)		NA	
OR-1-08	% On Time ASRC < 10 Lines DS0	95% within 72 Hours	NA	
OR-1-08	% On Time ASRC < 10 Lines DS1	95% within 72 Hours	35.35	99
OR-1-08	% On Time ASRC < 10 Lines DS3	95% within 72 Hours	48.39	62
OR-1-08	% On Time ASRC < 10 Lines (Non DS0, DS1 & DS3)	95% within 72 Hours	NA	
OR-1-09	Average ASRC Time >= 10 Lines DS0		NA	
OR-1-09	Average ASRC Time >= 10 Lines DS1		NA	
OR-1-09	Average ASRC Time >= 10 Lines DS3		NA	
OR-1-09	Average ASRC Time >= 10 Lines (Non DS0, DS1 & DS3)		NA	
OR-1-10	% On Time ASRC >= 10 Lines DS0	95% within 96 Hours	NA	
OR-1-10	% On Time ASRC >= 10 Lines DS1	95% within 96 Hours	NA	
OR-1-10	% On Time ASRC >= 10 Lines DS3	95% within 96 Hours	NA	
OR-1-10	% On Time ASRC >= 10 Lines (Non DS0, DS1 & DS3)	95% within 96 Hours	NA	
	OR-2 - Reject Timeliness			
OR-2-07	Average LSR Reject Time < 10 Lines		50.26	
OR-2-08	% On Time LSR Reject < 10 Lines	95% within 72 Hours	84.44	45
OR-2-09	Average LSR Reject Time >= 10 Lines		NA	
OR-2-10	% On Time LSR Reject >= 10 Lines	95% within 96 Hours	NA	

[1]INCLUDES 72 HOUR FACILITY CHECK

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CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES

Metric #		Standard	Actual Performance VZ	Actual Performance CLEC Aggregate	Number of Observations VZ	Number of Observations All CLECs	Standard Deviation	Sampling Error	Z-Score
	POTS - Provisioning								
	PR-1 - Average Interval Offered								
PR-1-01	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated		10.58		1193			
PR-1-01	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	Parity with Retail	1.75	NA	18132		5.60		
PR-1-01	Av. Interval Offered - Total No Dispatch - Platform	Parity with Retail	1.75	2.28	18132	425	5.60	0.27	-1.93
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	Parity with Retail	6.95	9.64	742	11	9.68	2.94	-0.91
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with Retail	6.95	11.57	742	14	9.68	2.61	-1.77
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with Retail	8.59	9.75	102	4	8.55	4.36	-0.27
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	Parity with Retail	8.59	NA	102		8.55		
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with Retail	8.04	NA	97		9.54		
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with Retail	8.04	NA	97		9.54		
	PR-2 - Average Completed Interval								
PR-2-01	Av. Completed Interval - Total No Dispatch – Hot Cut Loop	1-9=5, 10+=Negotiated		9.47		653			
PR-2-01	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	Parity with Retail	1.33	NA	17061		3.56		
PR-2-01	Av. Completed Interval - Total No Dispatch - Platform	Parity with Retail	1.33	1.52	17061	408	3.56	0.18	-1.07
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) – Loop	Parity with Retail	9.65	17.86	581	7	9.24	3.51	-2.34
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	Parity with Retail	9.65	9.75	581	12	9.24	2.69	-0.04
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) – Loop	Parity with Retail	13.41	10.00	81	1	10.33	10.39	0.33
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	Parity with Retail	13.41	NA	81		10.33		
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) – Loop	Parity with Retail	11.52	NA	65		11.03		
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Parity with Retail	11.52	NA	65		11.03		
	PR-3 - Completed within X Days - Platform & Other (Switch & INP)								
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with Retail	73.22	49.04	100596	314		2.50	-9.66
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with Retail	84.00	81.85	100596	314		2.07	-1.04
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with Retail	87.01	93.95	100596	314		1.90	3.65
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with Retail	8.54	0.00	8000	12		8.07	-1.06
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with Retail	15.73	0.00	8000	12		10.52	-1.50
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with Retail	25.28	8.33	8000	12		12.56	-1.35
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with Retail	86.22	93.87	108596	326		1.91	4.00
PR-3-08	% Completed in 5 Days (1-5 Lines – No Dispatch)	Parity with Retail	94.72	97.77	100596	314		1.26	2.41
PR-3-09	% Completed in 5 Days (1-5 Lines – Dispatch)	Parity with Retail	53.15	33.33	8000	12		14.42	-1.37
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with Retail	93.14	96.63	108596	326		1.40	2.49
	PR-4 - Missed Appointments								
PR-4-02	Average Delay Days – Total	Parity with Retail	6.32	8.85	2686	28	6.49	1.28	-1.98
PR-4-03	% Missed Appt. – Customer	None: Analysis Only	1.41	1.28					
PR-4-04	% Missed Appt. – Verizon – Dispatch - Loop New	Parity with Retail	11.17	24.66	18958	73		3.69	-3.65
PR-4-04	% Missed Appt. – Verizon – Dispatch - Platform	Parity with Retail	11.17	24.24	18958	33		5.49	-2.38
PR-4-04	% Missed Appt. – Verizon – Dispatch - Hot Cut	Parity with Retail	11.17	9.66	18958	145			
PR-4-05	% Missed Appt. – Verizon – No Dispatch - Hot Cut Loop	Parity with Retail	0.33	2.45	171708	1143		0.17	-12.46
PR-4-05	% Missed Appt. – Verizon – No Dispatch – Other	Parity with Retail	0.33	NA	171708				
PR-4-05	% Missed Appt. – Verizon – No Dispatch - Platform	Parity with Retail	0.33	0.00	171708	2272		0.12	2.72
PR-9-01	% On Time Performance – Hot Cut	95% Completed Within Window		81.65		545			
PR-9-02	% Early Cuts - Lines	No Standard Establishe		UD					
PR-9-03	% Early Cuts - Orders	No Standard Establishe		UD					
PR-9-04	% Defective Cuts - Lines	No Standard Establishe		UD					
PR-9-05	% Defective Cuts - Orders	No Standard Establishe		UD					
PR-9-06	% Late Cuts - Lines	No Standard Establishe		UD					
PR-9-07	% Late Cuts - Orders	No Standard Establishe		UD					
PR-9-08	Average Duration of Service Interruption	No Standard Establishe		UD					
PR-4-08	% Missed Appt. – Customer – Due to Late Order Conf. – Hot Cut Loop	None: Analysis Only		0.47		1288			
PR-4-08	% Missed Appt. – Customer – Due to Late Order Confirmation – Other	None: Analysis Only		NA					
PR-4-08	% Missed Appt. – Customer – Due to Late Order Confirmation- Platform	None: Analysis Only		0.00		2305			
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment – Verizon – Facilities	Parity with Retail	0.37	0.04	190666	2430		0.12	2.66
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail	0.10	0.00	190666	2430		0.06	1.55
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.00	190666	2430			
	PR-6 - Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days - Loop	Parity w/Verizon Retail for Found Troubles	2.98	1.83	187665	4766		0.25	4.63
PR-6-01	% Installation Troubles reported within 30 Days - Other	Parity w/Verizon Retail for Found Troubles	2.98	1.42	187665	2672		0.33	4.70
PR-6-02	% Installation Troubles reported within 7 Days - Hot Cut Loop	< = 2%		0.29		3130			
PR-6-02	% Installation Troubles reported within 7 Days - Loop	Parity w/Verizon Retail for Found Troubles	1.59	0.86	187665	4766		0.18	3.98
PR-6-02	% Installation Troubles reported within 7 Days - Other	Parity w/Verizon Retail for Found Troubles	1.59	0.45	187665	2672		0.24	4.68
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE – Loop	None: Analysis Only	2.93	2.60	187665	4766		0.25	1.34
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE – Other	None: Analysis Only	2.93	2.10	187665	2672		0.33	2.55
	POTS & Complex Aggregate								
	PR-1 - Average Interval Offered								
PR-1-10	Av. Interval Offered - Disconnects – No Dispatch	Parity with Retail	4.93	10.74	68387	757	8.92	0.33	-17.82
PR-1-11	Av. Interval Offered - Disconnects – Dispatch	Parity with Retail	5.00	NA	8		5.66		
	PR-2 - Average Completed Interval								
PR-2-10	Av. Completed Interval - Disconnects – No Dispatch	Parity with Retail	4.07	5.95	62400	125	5.71	0.51	-3.68
PR-2-11	Av. Completed Interval - Disconnects – Dispatch	Parity with Retail	2.00	NA	5		2.74		
	2-Wire Digital Services								
	PR-1 - Average Interval Offered								
PR-1-01	Av. Interval Offered – Total No Dispatch	Parity with Retail	6.53	5.90	230	73	9.18	1.23	0.51
PR-1-02	Av. Interval Offered – Total Dispatch	Parity with Retail	9.74	6.74	78	54	10.16	1.80	1.67
	PR-2 - Average Completed Interval								
PR-2-01	Av. Interval Completed – Total No Dispatch	Parity with Retail	5.54	4.53	177	30	7.92	1.56	0.65
PR-2-02	Av. Interval Completed – Total Dispatch	Parity with Retail	11.00	13.76	60	41	9.36	1.90	-1.46
	PR-3 - Completed within X Days								
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with VZ Retail	62.93	14.29	4858	42		7.48	-6.50
	PR-4 - Missed Appointments								
PR-4-02	Average Delay Days – Total	Parity with Retail	9.00	10.03	48	70	5.96	1.12	-0.92
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	11.63	11.39					
PR-4-04	% Missed Appointment – Verizon – Dispatch	Parity with Retail	10.47	24.91	430	281		2.35	-6.15
PR-4-05	% Missed Appointment – Verizon – No Dispatch	Parity with Retail	0.87	NA	344				
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.00		281			
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Apointment - Verizon Facilities	Parity with Retail	0.65	5.34	774	281		0.56	-8.38
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail	0.26	1.07	774	281		0.35	-2.28
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.36	774	281			
	PR-6 - Installation Quality								
PR-6-01	% Install. Troubles Reported within 30 Days	Parity with Retail	1.17	9.84	1712	193		0.82	-10.63
PR-6-03	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	Parity with Retail	2.86	12.95	1712	193		1.27	-7.97

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CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES continued

Metric #		Standard	Actual Performance VZ	Actual Performance CLEC Aggregate	Number of Observations VZ	Number of Observations All CLECs	Standard Deviation	Sampling Error	Z-Score
	2-Wire xDSL Services								
	PR-1 - Average Interval Offered								
PR-1-01	Av. Interval Offered – Total No Dispatch	Parity with Retail	5.29	5.83	5868	671	2.55	0.10	-5.20
PR-1-02	Av. Interval Offered – Total Dispatch	Parity with Retail	5.55	6.48	275	661	1.79	0.13	-7.24
	PR-2 - Average Completed Interval								
PR-2-01	Av. Interval Completed – Total No Dispatch	Parity with Retail	5.36	4.01	5483	198	2.38	0.17	7.84
PR-2-02	Av. Interval Completed – Total Dispatch	Parity with Retail	8.15	12.04	230	580	5.37	0.42	-9.30
PR-2-13	Av. Interval Completed (DD-2 Test & Serial Number)	No Standard, refer to product interval guide	UD	UD					
PR-2-14	Av. Interval Completed (DD-2 Test Total)			UD					
PR-2-15	Av. Interval Completed (No DD-2 Test & Serial Number)			UD					
PR-2-16	Av. Interval Completed (No DD-2 Test & 800# Provided)			UD					
PR-2-17	Av. Interval Completed (No DD-2 Test & No 800# Provided)			UD					
	PR-3 - Completed within X Days								
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with VZ Retail	62.93	40.29	4858	613		2.07	-10.94
	PR-4 - Missed Appointments								
PR-4-02	Average Delay Days – Total	Parity with Retail	3.23	9.62	157	473	2.37	0.22	-29.27
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	0.88	8.09					
PR-4-04	% Missed Appointment – Verizon – Dispatch	Parity with Retail	9.89	30.38	283	1557		1.93	-10.62
PR-4-05	% Missed Appointment – Verizon – No Dispatch	Parity with Retail	2.28	NA	5650				
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.13		1557			
PR-4-14	% Completed On Time - Complex (DD-2 Test & Serial Number)	95% on Time		71.55		492			
PR-4-15	% Completed On Time - Complex (DD-2 Test Total)	95% on Time		74.59		492			
PR-4-16	% Completed On Time - Complex (No DD-2 Test & Serial Number)	95% on Time		36.92		325			
PR-4-17	% Completed On Time - Complex (No DD-2 Test & 800# Provided)	95% on Time		54.61		401			
PR-4-18	% Completed On Time - Cmplx (No DD-2 Test & No 800# Provided)	95% on Time		NA					
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Apointment - Verizon Facilities	Parity with Retail	0.03	2.31	5933	1557		0.05	-46.24
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail	0.00	0.26	5933	1557			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.00	5933	1557			
	PR-6 - Installation Quality								
PR-6-01	% Install. Troubles Reported within 30 Days	Parity with Retail	2.11	7.56	5827	1190		0.46	-11.92
PR-6-03	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	Parity with Retail	2.35	9.58	5827	1190		0.48	-15.00
	Special Services - Provisioning								
	PR-1 - Average Interval Offered								
PR-1-01	Av. Interval Offered – Total No Dispatch	Parity with Retail	7.51	21.13	1742	16	11.99	3.01	-4.52
PR-1-02	Av. Interval Offered – Total Dispatch	Parity with Retail	13.03	32.24	349	17	8.76	2.18	-8.83
PR-1-06	Av. Interval Offered – DS0	Parity with Retail	8.69	NA	472		13.37		
PR-1-07	Av. Interval Offered – DS1	Parity with Retail	18.55	24.50	304	14	15.89	4.34	-1.37
PR-1-08	Av. Interval Offered – DS3	Parity with Retail	14.50	28.58	2	19	3.54	2.63	-5.35
PR-1-09	Av. Interval Offered – Total - EEL – Backbone	EEL Legend		UD					
PR-1-09	Av. Interval Offered – Total - EEL – Loop	EEL Legend		UD					
PR-1-09	Av. Interval Offered – Total - IOF	IOF Legend		13.82		28			
PR-1-10	Av. Interval Offered – Disconnects – No Dispatch	Parity with Retail	6.71	NA	808		9.49		
PR-1-11	Av. Interval Offered – Disconnects – Dispatch	Parity with Retail	5.24	NA	33		2.37		
	PR-2 - Average Completed Interval								
PR-2-01	Av. Interval Completed – Total No Dispatch	Parity with Retail	5.06	17.50	1335	2	4.99	3.53	-3.52
PR-2-02	Av. Interval Completed – Total Dispatch	Parity with Retail	17.20	18.00	271	15	14.45	3.83	-0.21
PR-2-06	Av. Interval Completed – DS0	Parity with Retail	6.11	NA	347		6.78		
PR-2-07	Av. Interval Completed – DS1	Parity with Retail	18.03	13.33	185	3	14.16	8.24	0.57
PR-2-08	Av. Interval Completed – DS3	Parity with Retail	14.50	18.93	2	14	3.54	2.68	-1.66
PR-2-09	Av. Interval Completed – Total - EEL - Backbone	EEL Legend		UD					
PR-2-09	Av. Interval Completed – Total - EEL – Loop	EEL Legend		UD					
PR-2-09	Av. Interval Completed – Total - IOF	IOF Legend		11.00		9			
PR-2-10	Av. Interval Completed - Disconnects - No Dispatch	Parity with Retail	5.30	NA	632		4.86		
PR-2-11	Av. Interval Completed – Disconnects – Dispatch	Parity with Retail	5.24	NA	33		2.37		
	PR-4 - Missed Appointments								
PR-4-01	% Missed Appointment – Verizon – Total	Parity with Retail	3.56	0.00	2078	23		3.88	0.92
PR-4-01	% Missed Appointment – Verizon – Total - EEL	Parity with Retail	3.56	UD	2078				
PR-4-01	% Missed Appointment – Verizon – Total- IOF	Parity with Retail	3.56	3.33	2078	30		3.41	0.07
PR-4-02	Average Delay Days – Total	Parity with Retail	11.95	NA	74		11.49		
PR-4-02	Average Delay Days – Total - EEL	Parity with Retail	11.95	UD	74		11.49		
PR-4-02	Average Delay Days – Total - IOF	Parity with Retail	11.95	63.00	74	1	11.49	11.57	-4.41
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	7.56	8.70					
PR-4-03	% Missed Appointment – Customer - EEL	None: Analysis Only	7.56	UD					
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.00		23			
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment – Verizon – Facilities	Parity with Retail	0.38	0.00	2078	23		1.29	0.29
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail	0.19	0.00	2078	23		0.91	0.21
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.00	2078	23			
	PR-6 - Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days	Parity w/Verizon RT for Found Troubles	0.74	27.78	10504	18		2.03	-13.35
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.04	0.00	10504	18		0.46	0.08
	PR-7 - Jeopardy Reports								
PR-7-01	% Orders with Jeopardy Status - EEL	Jeopardy Legend		UD					

*Legend Notations defined on Legend sheet - last page

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CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES

Metric #		Standard	Actual Performance VZ	Actual Performance CLEC Aggregate	Number of Observations VZ	Number of Observations All CLECs	Standard Deviation	Sampling Error	Z-Score
	Maintenance - POTS Loop								
	MR-2 - Trouble Report Rate								
MR-2-02	Network Trouble Report Rate – Loop	Parity with Retail	1.16	1.14	4207755	29932		0.06	0.34
MR-2-03	Network Trouble Report Rate – Central Office	Parity with Retail	0.08	0.17	4207755	29932		0.02	-5.40
MR-2-04	% Subsequent Reports	I/C/W MRAs	24.23	17.16					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.18	2.35	4207755	29932		0.06	-18.78
	MR-3 - Missed Repair Appointments								
MR-3-01	% Missed Repair Appointment – Loop	Parity with Retail	16.71	15.84	48826	341		2.03	0.43
MR-3-02	% Missed Repair Appointment – Central Office	Parity with Retail	8.66	6.00	3326	50		4.01	0.66
MR-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	10.11	11.22	49527	704		1.14	-0.97
MR-3-04	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only	11.18	12.32	48826	341		1.71	-0.67
MR-3-05	% Missed Repair Appointment - Double Dispatch	None: Analysis Only	4.51	3.23	48826	341		1.13	1.14
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair – Total	Parity with Retail	44.03	30.67	52152	391	57.77	2.93	4.56
MR-4-02	Mean Time To Repair – Loop Trouble	Parity with Retail	45.78	33.02	48826	341	58.53	3.18	4.01
MR-4-03	Mean Time To Repair – Central Office Trouble	Parity with Retail	18.52	14.70	3326	50	36.52	5.20	0.73
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with Retail	50.39	56.78	52152	391		2.54	2.52
MR-4-07	% Out of Service > 12 Hours	Parity with Retail	70.05	77.91	39699	163		3.59	-2.19
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	49.15	41.10	39699	163		3.92	2.05
MR-4-09	Mean Time To Repair - No Double Dispatch	Parity with Retail	42.18	30.90	52152	391	57.77	2.93	3.85
MR-4-10	Mean Time To Repair - Double Dispatch	Parity with Retail	71.57	50.12	52152	391	57.77	2.93	7.32
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	24.23	16.88	52152	391		2.17	3.38
	Maintenance - POTS Platform								
	MR-2 - Trouble Report Rate								
MR-2-02	Network Trouble Report Rate – Platform	Parity with Retail	1.16	0.58	4207755	19916		0.08	7.66
MR-2-03	Network Trouble Report Rate – Central Office	Parity with Retail	0.08	0.19	4207755	19916		0.02	-5.35
MR-2-04	% Subsequent Reports	I/C/W MRAs	24.23	10.06					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.18	0.66	4207755	19916		0.08	6.71
	MR-3 - Missed Repair Appointments								
MR-3-01	% Missed Repair Appointment – Platform	Parity with Retail	16.71	17.39	48826	115		3.48	-0.20
MR-3-02	% Missed Repair Appointment – Central Office	Parity with Retail	8.66	10.81	3326	37		4.65	-0.46
MR-3-03	% CPE/TOK/FOK - Missed Appointment - Platform	None: Analysis Only	10.11	11.36	49527	132		2.63	-0.48
MR-3-04	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only	11.18	14.78	48826	115		2.94	-1.22
MR-3-05	% Missed Repair Appointment - Double Dispatch	None: Analysis Only	4.51	1.74	48826	115		1.94	1.43
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair – Total	Parity with Retail	44.03	41.95	52152	152	57.77	4.69	0.44
MR-4-02	Mean Time To Repair – Loop Trouble - Platform	Parity with Retail	45.78	46.82	48826	115	58.53	5.46	-0.19
MR-4-03	Mean Time To Repair – Central Office Trouble	Parity with Retail	18.52	26.87	3326	37	36.52	6.04	-1.38
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with Retail	50.39	54.61	52152	152		4.06	1.04
MR-4-06	% Out of Service > 4 Hours	Parity with Retail	86.87	88.79	39699	116		3.14	-0.61
MR-4-07	% Out of Service > 12 Hours	Parity with Retail	70.05	76.72	39699	116		4.26	-1.57
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	49.15	56.03	39699	116		4.65	-1.48
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	24.23	21.05	52152	152		3.48	0.91
	2-Wire Digital Services - Maintenance								
	MR-2 - Trouble Report Rate								
MR-2-02	Network Trouble Report Rate - Loop	Parity with Retail	1.16	1.90	4207755	4578		0.16	-4.67
MR-2-03	Network Trouble Report Rate - Central Office	Parity with Retail	0.08	0.61	4207755	4578		0.04	-12.82
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.18	3.78	4207755	4578		0.16	-16.31
	MR-3 - Missed Repair Appointments								
MR-3-01	% Missed Repair Appointment – Loop	Parity with Retail	50.96	27.59	157	87		6.68	3.50
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair - Total	Parity with Retail	44.32	83.32	229	115	52.35	5.98	-6.52
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with Retail	47.43	99.25	157	87	52.93	7.07	-7.32
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with Retail	37.53	33.80	72	28	50.73	11.30	0.33
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	53.61	59.18	97	49		8.74	-0.64
MR-4-09	Mean Time To Repair - No Double Dispatch	Parity with Retail	31.37	80.82	229	115	52.35	5.98	-8.26
MR-4-10	Mean Time To Repair - Double Dispatch	Parity with Retail	84.25	101.33	229	115	52.35	5.98	-2.86
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	15.28	32.17	229	115		4.11	-4.11

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CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES continued

Metric #	2-Wire xDSL Services - Maintenance	Standard	Actual Performance VZ	Actual Performance CLEC Aggregate	Number of Observations VZ	Number of Observations All CLECs	Standard Deviation	Sampling Error	Z-Score
	MR-2 - Trouble Report Rate								
MR-2-02	Network Trouble Report Rate - Loop	Parity with Retail	1.16	2.50	4207755	11419		0.10	-13.31
MR-2-03	Network Trouble Report Rate - Central Office	Parity with Retail	0.08	0.60	4207755	11419		0.03	-19.61
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.18	4.97	4207755	11419		0.10	-37.57
	MR-3 - Missed Repair Appointments								
MR-3-01	% Missed Repair Appointment – Loop	Parity with Retail	18.21	17.19	379	285		3.03	0.34
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair - Total	Parity with Retail	42.95	38.97	437	353	52.70	3.77	1.06
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with Retail	45.27	43.53	379	285	53.05	4.16	0.42
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with Retail	27.82	19.82	58	68	48.03	8.59	0.93
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	48.25	51.90	342	158		4.81	-0.76
MR-4-09	Mean Time To Repair - No Double Dispatch	Parity with Retail	37.17	28.37	437	353	52.70	3.77	2.33
MR-4-10	Mean Time To Repair - Double Dispatch	Parity with Retail	71.57	64.23	437	353	57.77	4.13	1.77
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	26.09	23.80	437	353		3.14	0.73
	Special Services - Maintenance								
	MR-2 - Trouble Report Rate								
MR-2-01	Network Trouble Report Rate	Parity with Retail	0.25	0.56	462328	2485		0.10	-3.07
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.15	1.73	462328	2485		0.08	-20.05
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair – Total	Parity with Retail	14.87	29.17	1170	14	19.93	5.36	-2.67
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with Retail	82.48	78.57	1170	14		10.22	-0.38
MR-4-06	% Out of Service > 4 Hours	Parity with Retail	72.96	70.00	1113	10		14.11	0.21
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	17.34	30.00	1113	10		12.03	-1.05
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	21.88	28.57	1170	14		11.12	-0.60

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CLEC Aggregate Performance
TRUNKS

ORDERING

Aggregate Interconnection

Metric #		Standard	Actual Performance	Number of Observations
	OR 1 - Order Confirmation Timeliness			
OR-1-11	Av. FOC Time (<= 192 Forecasted Trunks)	95% on time: 10 Business Days	0.00	
OR-1-11	Av. FOC Time (> 192 and Unforecasted Trunks)	Negotiated Process	13.04	
OR-1-12	% On Time FOC (<= 192 Forecasted Trunks)	95% on time: 10 Business Days	100.00	1
OR-1-12	% On Time FOC (> 192 and Unforecasted Trunks)	Negotiated Process	58.18	55
OR-1-13	% On Time Design Layout Record (DLR)	95% on time: 10 Business Days	100.00	56
OR-1-19	% On Time Resp. - Request for Inbound Augment Trunks (<= 192 Forecasted	95% on time: 10 Business Days	NA	
OR-1-19	% On Time Resp. - Request for Inbound Augment Trunks (> 192 Forecasted	Negotiated Process	NA	
	OR-2 - Reject Timeliness			
OR-2-11	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)		0.50	
OR-2-12	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	95% on time: 10 Business Days	100.00	4

PROVISIONING

			Actual Performance		Number of Observations				
			VZ	CLEC Aggregate	VZ	All CLECs	Standard Deviation	Sampling Error	Z-Score
	PR-1 - Average Interval Offered								
PR-1-09	Av. Interval Offered – Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	40.00	18.00	2	1	21.21	25.98	0.85
PR-1-09	Av. Interval Offered – Total (> 192 & Unforecasted Trunks)	Parity with IXC / FGD	21.50	24.62	12	29	11.62	3.99	-0.78
	PR-2 - Average Interval Completed								
PR-2-09	Av. Interval Completed – Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	43.00	NA	2		25.46		
	PR-4 - Missed Appointment								
PR-4-01	% Missed Appointment – Verizon – Total	Parity with IXC / FGD	17.53	18.24	3149	10420		0.77	-0.92
PR-4-02	Average Delay Days - Total	Parity with IXC / FGD	6.87	7.99	552	1901	3.65	0.18	-6.35
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	35.82	22.92					
PR-4-07	% On Time Performance – LNP Only	95% on Time		98.23		7920			
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment – Verizon – Facilities	Parity with IXC / FGD	0.00	0.00	3149	2080			
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD	0.00	0.00	3149	2080			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	0.00	3149	2080			
	PR-6 - Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days	Parity with IXC / FGD	0.03	0.00	3149	10420		0.04	0.88
PR-6-03	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	None: Analysis Only	UD	UD					

MAINTENANCE

	MR-2 - Trouble Report Rate								
MR-2-01	Network Trouble Report Rate	Parity with IXC / FGD	0.01	0.00	194845	295612		0.00	1.50
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair – Total	Parity with IXC / FGD	1.35	3.20	11	7			
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with IXC / FGD	100.00	100.00	11	7			
MR-4-05	% Out of Service > 2 Hours	Parity with IXC / FGD	9.09	42.86	11	7		13.90	-2.43
MR-4-06	% Out of Service > 4 Hours	Parity with IXC / FGD	9.09	28.57	11	7		13.90	-1.40
MR-4-07	% Out of Service > 12 Hours	Parity with IXC / FGD	0.00	14.29	11	7			
MR-4-08	% Out of Service > 24 Hours	Parity with IXC / FGD	0.00	0.00	11	7			
	MR-5 - Repeat Trouble Report Rates								
MR-5-01	% Repeat Reports within 30 Days	Parity with IXC / FGD	0.00	14.29	11	7			

NETWORK PERFORMANCE

	NP-1 - Percent Final Trunk Group Blockage								
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard	See Guidelines	1.49	1.43	336	280		0.98	0.06
NP-1-02	% FTG Exceeding Blocking Std. –(No Exceptions)	See Guidelines	1.49	2.86	336	280		0.98	-1.40
NP-1-03	Number FTG Exceeding Blocking Std. – 2 Months	See Guidelines		2		280			
NP-1-04	Number FTG Exceeding Blocking Std. – 3 Months	See Guidelines		1		280			

	NP-2 - Collocation Performance - New			
NP-2-01	% On Time Response to Request for Physical Collocation	10 Days[1]	100.00	38
NP-2-02	% On Time Response to Request for Virtual Collocation	10 Days[1]	100.00	1
NP-2-03	Average Interval – Physical Collocation	76 Days	89.83	
NP-2-04	Average Interval – Virtual Collocation	76 Days[1]	NA	
NP-2-05	% On Time – Physical Collocation	95% on time	75.00	12
NP-2-06	% On Time – Virtual Collocation	95% on time	NA	
NP-2-07	Average Delay Days – Physical Collocation	See Guidelines	19.33	3
NP-2-08	Average Delay Days – Virtual Collocation	See Guidelines	NA	
	NP-2 - Collocation Performance - Augment			
NP-2-01	% On Time Response to Request for Physical Collocation	10 Days[1]	100.00	330
NP-2-02	% On Time Response to Request for Virtual Collocation	10 Days[1]	NA	
NP-2-03	Average Interval – Physical Collocation	76 Days	71.95	
NP-2-04	Average Interval – Virtual Collocation	76 Days[1]	NA	
NP-2-05	% On Time – Physical Collocation	95% on time	100.00	110
NP-2-06	% On Time – Virtual Collocation	95% on time	NA	
NP-2-07	Average Delay Days – Physical Collocation	See Guidelines	NA	
NP-2-08	Average Delay Days – Virtual Collocation	See Guidelines	NA	

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1 per DTE order issued 7/31/98 Docket

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LEGEND

* = NY/NE Combined Measurement
** = NE Measurement
& = Resale/UNE Combined Measurement
UD = Performance metric is under development
NA = No Activity
TBD = Performance standard is to be determined
I/C/W MRAs = Parity to be assessed in conjunction with missed appointments
1-9=5, 10+=Negotiated = 1-9 Loops, 5 days
10+ Loops, Negotiated
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
EEL = 1-9 Loops, 15 days
10+, Negotiated
No Facilities, ECCD+15 Days
Disconnects, 2 Days
IOF = Facilities Check, 72 Hours
Facilities Available (Quantity 1-8), 15 Days
Facilities Available (Quantity > 8), Negotiated
Facilities not available, Negotiated
Jeopardy = 100% at least 24 hours before due date with facilities
100% at least 48 hours before due date without facilities