

DSL MEASURES

MEASURES	PERFORMANCE
<p>Pre-Order</p> <p>1) Pre-Qualification – Mechanized (PO-1-06) 2) Pre-Qualification – Manual</p>	<p>1) Parity 2) 96 to 98%</p>
<p>Order Processing</p> <p>3) Order Confirmation Timeliness (OR-1-04) 4) Reject Timeliness (OR-2-04)</p>	<p>3) 97% or better 4) 97% or better</p>
<p>Installation Timeliness</p> <p>5) PAP % Completed On-Time 6) C2C % Completed On-Time</p> <p>7) % Missed Appointments – VZ – Dispatch (PR-4-04) 8) % Missed Appointments – VZ – No Dispatch (PR-4-05) 9) Avg. Interval Completed – No Dispatch (PR-2-01) 10) Avg. Interval Completed – Dispatch (PR-2-02) 11) % Completed in 6 Days (PR-3-10)</p>	<p>5) 95% or better in June and July 6) 92% or better in June and July; August and September data impacted by strike 7) Three month average shows 3% missed appointments; August and September data impacted by strike 8) Low CLEC Volumes 9) Three and five month weighted averages demonstrate parity 10) Three and five month weighted averages demonstrate parity 11) Flawed measure further skewed by CLEC behavior</p>
<p>Loop Quality</p> <p>12) Total Troubles (DSL to DSL) 13) % Installation Troubles Reported w/in 30 Days (PR-6-01) 14) % Repeat Reports w/in 30 Days (MR-5-01)</p>	<p>12) June through September average demonstrates parity 13) CLEC behavior skews results; adjusted performance good 14) Repeat troubles lower for CLECs every month between May and September</p>
<p>Maintenance and Repair</p> <p>15) % Missed Repair Appointment – Loop (MR-3-01) 16) Mean Time to Repair - Total (MR-4-01)</p>	<p>15) Performance good May through September 16) CLEC behavior skews results; CLEC MTTR has decreased substantially since May; adjusted performance good</p>