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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

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Executive Director
Federal Regulatory

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November 30, 2000

Ex Parte

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
445 12th St., S.W. – Portals
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:

The enclosed was provided in response to Mr. E. Einhorn, CCB. Please let me know if you have any questions. The twenty-page limit does not apply as set forth in DA 00-2159.

Sincerely,

Dee May

Enclosure

cc: E. Einhorn
S. Pie

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

ATTACHMENT

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

November 29, 2000

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
Commonwealth of Massachusetts
One South Station, 2nd Fl.
Boston, MA 02110

Re: D.T.E. 99-271

Dear Secretary Cottrell:

In accordance with the Department's January 14, 2000 Order in this matter, enclosed are copies of Verizon-Massachusetts' performance report for October 2000 using the Carrier-to-Carrier ("C2C") Guidelines.

Please note that as a result of a server timing issue, some observations under metrics PO-1 were improperly counted and as a result were discarded from the measurement. Verizon has since taken steps to ensure that this does not occur in the future.

Thank you for your assistance to this matter.

Very truly yours,

Bruce P. Beausejour

Enclosure

cc: Cathy Carpino, Esquire, Hearing Officer
Tina Chin, Esquire, Hearing Officer
Michael Isenberg, Esquire, Director – Telecommunications Division
Attached Service List

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts October 2000

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING

Metric #		Standard	Actual Performance Vz	CLEC	Difference	Observations
	PRE-ORDERING					
	PO-1 - Response Time OSS Ordering Interface					
PO-1-01	Customer Service Record - EDI	Parity plus < 4 Seconds	1.34	2.80	1.46	
PO-1-01	Customer Service Record - CORBA	Parity plus < 4 Seconds	1.34	1.15	-0.20	
PO-1-02	Due Date Availability - EDI	Parity plus < 4 Seconds	0.14	2.09	1.95	
PO-1-02	Due Date Availability - CORBA	Parity plus < 4 Seconds	0.14	0.87	0.73	
PO-1-03	Address Validation - EDI	Parity plus < 4 Seconds	4.04	3.40	-0.64	
PO-1-03	Address Validation - CORBA	Parity plus < 4 Seconds	4.04	1.63	-2.41	
PO-1-04	Product & Service Availability - EDI	Parity plus < 4 Seconds	0.43	3.59	3.16	
PO-1-04	Product & Service Availability - CORBA	Parity plus < 4 Seconds	0.43	17.67	17.24	
PO-1-05	Telephone Number Availability & Reservation - EDI	Parity plus < 4 Seconds	4.88	5.50	0.62	
PO-1-05	Telephone Number Availability & Reservation - CORBA	Parity plus < 4 Seconds	4.88	2.77	-2.11	
PO-1-06	Facility Availability (Loop Qualification) - EDI	Parity plus < 4 Seconds	4.72	3.11	-1.61	
PO-1-06	Facility Availability (Loop Qualification) - CORBA	Parity plus < 4 Seconds	4.72	1.77	-2.96	
PO-1-07	Rejected Query - EDI	Parity plus < 4 Seconds	0.05	4.72	4.68	
PO-1-07	Rejected Query - CORBA	Parity plus < 4 Seconds	0.05	1.49	1.44	
PO-1-08	% Timeouts - EDI	not > .33%		0.59		
PO-1-08	% Timeouts - CORBA	not > .33%		0.29		
PO-1-09	Parsed CSR - EDI	Parity plus < 10 Seconds	1.34	3.78	2.44	
PO-1-09	Parsed CSR - CORBA	Parity plus < 10 Seconds	1.34	1.57	0.22	
PO-1-10	Parsed CSR - CLEC Total - EDI	TBD		3.83		
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		99.95		133920
PO-2-01	OSS Interf. Avail. – Total - CORBA	24 hours x 7 days		99.99		89280
PO-2-01	OSS Interf. Avail. – Total - Maint. Web GUI (RETAS)	24 hours x 7 days		99.74		89280
PO-2-01	OSS Interf. Avail. – Total - Pre-order/Order WEB GUI	24 hours x 7 days		99.74		89280
PO-2-01	OSS Interf. Avail. - Total - Electronic Bonding	24 hours x 7 days		99.46		44640
PO-2-02	OSS Interf. Avail. – Prime Time - EDI	>=99.5%		99.99		84240
PO-2-02	OSS Interf. Avail. – Prime Time - CORBA	>=99.5%		100.00		56160
PO-2-02	OSS Interf. Avail. – Prime Time - Maint. Web GUI (RETAS)	>=99.5%		99.75		56160
PO-2-02	OSS Interf. Avail. – Prime Time - Pre-order/Order WEB GUI	>=99.5%		99.75		56160
PO-2-02	OSS Interf. Avail - Prime Time - Electronic Bonding	>=99.5%		99.15		28080
PO-2-03	OSS Interf. Avail. – Non-Prime - EDI	(12AM - 6AM) Mon - Sat, All Day Sunday & Holidays		99.88		49680
PO-2-03	OSS Interf. Avail. – Non-Prime - CORBA			99.98		33120
PO-2-03	OSS Interf. Avail. – Non-Prime - Maint. Web GUI (RETAS)			99.73		33120
PO-2-03	OSS Interf. Avail. – Non-Prime - Pre-order/Order WEB GUI			99.73		33120
PO-2-03	OSS Interf. Avail - Non-Prime - Electronic Bonding			100.00		16560
	PO-5 - Average Notification of Interface Outage					
PO-5-01	Average Notice of Interface Outage*	<20 minutes		15.00		2
	PO-6 - Software Validation					
PO-6-01	Software Validation	<= 5%		0.00		125
	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		9
PO-4-01	% Notices Sent on Time - Regulatory			NA		
PO-4-01	% Notices Sent on Time - Industry Standard			NA		
PO-4-01	% Notices Sent on Time - Verizon Orig.			NA		
PO-4-01	% Notices Sent on Time - CLEC 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 - CLEC 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 - CLEC Orig.	>=66 days		NA		

continued

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts October 2000

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 - CLEC 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 - CLEC 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 - CLEC Orig.	>=45 days	NA	

TROUBLE REPORTING (OSS)

			Actual Performance			
	MR-1 - Response Time OSS Maintenance Interface		Vz	CLEC	Difference	
MR-1-01	Create Trouble	Parity plus < 4 Seconds	6.70	5.22	-1.48	1590
MR-1-02	Status Trouble	Parity plus < 4 Seconds	3.49	2.14	-1.35	42
MR-1-03	Modify Trouble	Parity plus < 4 Seconds	6.70	6.33	-0.37	3
MR-1-04	Request Cancellation of Trouble	Parity plus < 4 Seconds	7.69	6.84	-0.85	22
MR-1-05	Trouble Report History (by TN/Circuit)	Parity plus < 4 Seconds	0.61	0.93	0.32	341
MR-1-06	Test Trouble (POTS Only)**	Parity plus < 4 Seconds	56.94	48.37	-8.57	2581

BILLING

	BI-1 - Timeliness of Daily Usage Feed				
BI-1-01	% DUF in 3 Business Days			91.65	39519276
BI-1-02	% DUF in 4 Business Days	95% in 4 Business Days		99.61	
BI-1-03	% DUF in 5 Business Days			99.66	
BI-1-04	% DUF in 8 Business Days			99.73	
	BI-2 - Timeliness of Carrier Bill				
BI-2-01	Timeliness of Carrier Bill**	98% in 10 Business Days		99.38	162
	BI-3 - Billing Accuracy				
BI-3-01	% Billing Adjustments - Dollars Adjusted	TBD	1.97	3.58	28386248
BI-3-02	% Billing Adjustments - Number of Adjustments	TBD	0.35	0.04	135990

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	2.3	0.2	56564
OD-1-02	Average Speed of Answer – Directory Assistance - NE OSC	Parity with VZ Retail	3.5	1.7	803422

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts October 2000

CLEC Aggregate Performance
ORDERING - RESALE POTS / SPECIAL SERVICES

Metric #		Standard		CLEC Aggregate Performance	CLEC Aggregate Observations
	RESALE Pre-Ordering				
	PO-3 - Contact Center Availability				
PO-3-01	Average Speed of Answering – Ordering** (secs)			7.05	
PO-3-02	% Answered within 30 Seconds – Ordering**	80% within 30 Seconds		94.88	9614
PO-3-03	Average Speed of Answering – Repair (secs)			10.26	
PO-3-04	% Answered within 30 Seconds – Repair	80% within 30 Seconds		95.05	127606
	POTS & Pre-qualified Complex - Electronically Submitted				
	OR-1 - Order Confirmation Timeliness				
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow Through)			0.09	
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours		99.56	5551
OR-1-03	Average LSRC Time < 10 Lines			9.98	
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours		98.55	5946
OR-1-05	Average LSRC Time >= 10 Lines			12.27	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours		98.57	140
	OR-2 - Reject Timeliness				
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow Through)			0.03	
OR-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours		99.74	3483
OR-2-03	Average LSR Reject Time < 10 Lines			10.21	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours		98.00	2805
OR-2-05	Average LSR Reject Time >= 10 Lines			13.59	
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			26.22	
OR-1-04	% On Time LSRC < 10 Lines	95% within 72 Hours		92.30	26
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 Qualification				
OR-2-03	Average LSR Reject Time < 10 Lines			12.32	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours		100.00	129
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			NA	
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 Qualification				
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	
	POTS / Special Services - Aggregate				
	OR-3 - Percent Rejects				
OR-3-01	% Rejects	No Standard		46.59	14713
	OR-4 - Timeliness of Completion Notification				
OR-4-01	Completion Notice – Average Response Time			0.08	
OR-4-02	Completion Notice – % On Time	95% by next bus. day at noon		99.04	9147
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	9488
OR-4-06	Average Duration - Work Completion (SOP) to Bill Completion	Parity with Retail	UD	0.57	
OR-4-07	% SOP to Bill Completion >= 5 Business Days	Parity with Retail	UD	1.07	9147
OR-4-08	% SOP to Bill Completion > 1 Business Day			12.84	9147
	OR-5 - Percent Flow-Through				
OR-5-01	% Flow Through - Total	No Standard Developed		46.40	11965
OR-5-02	% Flow Through - Simple	No Standard Developed		47.70	11637
OR-5-03	% Flow Through Achieved	95%		UD	
	OR-6 - Order Accuracy				
OR-6-01	% Accuracy - Orders**	95% Orders without Errors		90.68	322
OR-6-02	% Accuracy – Opportunities**	95% Orders without Errors		99.11	6483
OR-6-03	% Accuracy – LSRC**	95% Orders without Errors		96.06	431
	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 Time < 10 Lines (Non DS0, DS1, & DS3)			13.60	
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)			98.25	286
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)			70.01	
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)			93.33	15
	OR-2 - Reject Timeliness				
OR-2-03	Average LSR Reject Time < 10 Lines			10.68	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 48 Hours		100.00	429
OR-2-05	Average LSR Reject Time >= 10 Lines			17.63	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours		100.00	1

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts October 2000

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	7.89	7.58	221	38	8.17	1.43	0.22
PR-1-05	Average Interval Offered – Dispatch (>= 10 Lines)	Parity with Retail	9.85	7.11	181	36	9.32	1.70	1.61
	PR-2 - Average Completed Interval								
PR-2-04	Average Interval Completed - Dispatch (6-9 Lines)	Parity with Retail	7.32	9.46	167	28	6.35	1.30	-1.65
PR-2-05	Average Interval Completed - Dispatch (>= 10 Lines)	Parity with Retail	10.80	6.43	148	28	11.69	2.41	1.81
	PR-3 - Completed within Specified Days								
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with Retail	82.24	51.59	133669	1983		0.86	-35.45
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with Retail	89.76	63.69	133669	1983		0.69	-38.01
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with Retail	92.08	73.88	133669	1983		0.61	-29.79
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with Retail	6.68	2.83	15518	600		1.04	-3.71
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with Retail	10.74	6.33	15518	600		1.29	-3.42
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with Retail	16.38	29.50	15518	600		1.54	8.52
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with Retail	87.46	77.55	149187	2583		0.66	-15.08
PR-3-08	% Completed in 5 Days (1-5 Lines – No Dispatch)	Parity with Retail	96.12	92.44	133669	1983		0.44	-8.42
PR-3-09	% Completed in 5 Days (1-5 Lines – Dispatch)	Parity with Retail	65.20	83.33	15518	600		1.98	9.15
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with Retail	95.59	95.16	149187	2583		0.41	-1.06
	PR-4 - Missed Appointments								
PR-4-02	Average Delay Days – Total	Parity with Retail	3.64	5.84	2603	64	6.19	0.78	-2.81
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	1.87	1.66					
PR-4-04	% Missed Appointment – Verizon – Dispatch	Parity with Retail	7.83	5.11	32100	1095		0.83	3.29
PR-4-05	% Missed Appointment – Verizon – No Dispatch	Parity with Retail	0.04	0.12	202681	6834		0.02	-3.25
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.00		7929			
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment – Verizon – Facilities	Parity with Retail	0.58	0.61	234781	7929		0.09	-0.35
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail	0.03	0.06	234781	7929		0.02	-1.52
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.05	234781	7929			
	PR-6 - Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days	Parity with Retail	3.18	2.74	229947	18203		0.14	3.31
PR-6-02	% Installation Troubles reported within 7 Days	Parity with Retail	1.87	1.39	229947	18203		0.10	4.58
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	2.41	1.72	229947	18203		0.12	5.82
	POTS - Business								
	PR-1 - Average Interval Offered								
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with Retail	1.54	2.63	23365	1953	4.28	0.10	-10.81
PR-1-03	Average Interval Offered – Dispatch (1-5 Lines)	Parity with Retail	5.26	4.65	1709	499	6.88	0.35	1.74
	PR-2 - Average Completed Interval								
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with Retail	1.26	2.27	21524	1670	3.87	0.10	-10.27
PR-2-03	Average Interval Completed – Dispatch (1-5 Lines)	Parity with Retail	5.81	4.65	1475	427	9.01	0.50	2.34
	POTS - Residence								
	PR-1 - Average Interval Offered								
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with Retail	0.89	2.38	157520	1405	3.61	0.10	-15.40
PR-1-03	Average Interval Offered – Dispatch (1-5 Lines)	Parity with Retail	5.40	4.99	15968	244	4.38	0.28	1.45
	PR-2 - Average Completed Interval								
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with Retail	0.75	2.01	151842	1284	3.08	0.09	-14.60
PR-2-03	Average Interval Completed – Dispatch (1-5 Lines)	Parity with Retail	5.74	5.36	14043	173	4.29	0.33	1.16
	POTS & Complex Aggregate								
	PR-1 - Average Interval Offered								
PR-1-10	Average Interval Offered – Disconnects – No Dispatch	Parity with Retail	3.78	5.30	71453	2294	6.40	0.14	-11.20
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Parity with Retail	4.50	NA	4		8.35		
	PR-2 - Average Completed Interval								
PR-2-10	Average Interval Completed – Disconnects – No Dispatch	Parity with Retail	3.42	4.95	65285	1944	5.53	0.13	-12.02
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Parity with Retail	4.25	NA	4		8.50		
	2-Wire Digital Services								
	PR-1 - Average Interval Offered								
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with Retail	4.43	6.37	358	38	11.59	1.98	-0.98
PR-1-02	Average Interval Offered – Total Dispatch	Parity with Retail	9.44	13.50	153	20	10.93	2.60	-1.56
	PR-2 - Average Completed Interval								
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with Retail	2.91	3.82	268	28	11.98	2.38	-0.38
PR-2-02	Average Interval Completed – Total Dispatch	Parity with Retail	9.07	11.56	120	18	8.53	2.16	-1.15
	PR-4 - Missed Appointments								
PR-4-02	Average Delay Days – Total	Parity with Retail	11.77	2.00	57	2	13.16	9.47	1.03
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	9.42	8.47					
PR-4-04	% Missed Appointment – Verizon – Dispatch	Parity with Retail	7.95	9.09	717	22		5.86	-0.19
PR-4-05	% Missed Appointment – Verizon – No Dispatch	Parity with Retail	0.00	0.00	408	37			
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.00		59			
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment – Verizon – Facilities	Parity with Retail	1.87	1.69	1125	59		1.81	0.10
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail	0.27	0.00	1125	59		0.69	0.39
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.00	1125	59			
	PR-6 - Installation Quality								
PR-6-01	% Install. Troubles Reported within 30 Days	Parity with Retail	1.53	0.43	2425	234		0.84	1.31
PR-6-03	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	Parity with Retail	3.34	4.70	2425	234		1.23	-1.11

continued

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts October 2000

CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES continued

Metric #	2-Wire xDSL Services	Standard	Actual Performance Vz	Actual Performance CLEC Aggregate	Number of Observations Vz	Number of Observations All CLECs	Standard Deviation	Sampling Error	Z-Score
	PR-1 - Average Interval Offered								
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with Retail	5.18	3.32	11966	25	2.47	0.49	3.76
PR-1-02	Average Interval Offered – Total Dispatch	Parity with Retail	5.90	NA	1149		1.29		
	PR-2 - Average Completed Interval								
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with Retail	5.40	2.60	10878	15	4.05	1.05	2.68
PR-2-02	Average Interval Completed – Total Dispatch	Parity with Retail	7.63	NA	965		8.41		
	PR-4 - Missed Appointments								
PR-4-02	Average Delay Days – Total	Parity with Retail	23.22	NA	107		15.90		
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	1.36	0.00					
PR-4-04	% Missed Appointment – Verizon – Dispatch	Parity with Retail	3.17	NA	1197				
PR-4-05	% Missed Appointment – Verizon – No Dispatch	Parity with Retail	0.62	0.00	11073	16		1.96	0.32
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	0.07	0.00	12270	16		0.66	0.11
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail	0.00	0.00	12270	16			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.00	12270	16			
	PR-6 - Installation Quality								
PR-6-01	% Installation Troubles Reported within 30 Days	Parity with Retail	2.09	0.00	11899	32		2.53	0.83
PR-6-03	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	Parity with Retail	1.74	3.13	11899	32		2.31	-0.60
	Special Services - Provisioning								
	PR-1 - Average Interval Offered								
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with Retail	5.62	6.05	2416	299	6.38	0.39	-1.10
PR-1-02	Average Interval Offered – Total Dispatch	Parity with Retail	12.87	12.92	762	85	7.49	0.86	-0.06
PR-1-06	Average Interval Offered – DS0	Parity with Retail	7.09	6.39	594	175	7.09	0.61	1.15
PR-1-07	Average Interval Offered – DS1	Parity with Retail	15.14	11.72	465	92	9.49	1.08	3.16
PR-1-08	Average Interval Offered – DS3	Parity with Retail	NA	NA					
PR-1-10	Average Interval Offered – Disconnects – No Dispatch	Parity with Retail	7.03	10.36	719	67	8.02	1.02	-3.25
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Parity with Retail	3.53	5.00	17	1	3.39	3.49	-0.42
	PR-2 - Average Completed Interval								
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with Retail	4.41	4.93	1861	229	4.60	0.32	-1.61
PR-2-02	Average Interval Completed – Total Dispatch	Parity with Retail	14.27	14.23	540	65	13.59	1.78	0.02
PR-2-06	Average Interval Completed – DS0	Parity with Retail	6.63	5.53	437	138	7.18	0.70	1.57
PR-2-07	Average Interval Completed – DS1	Parity with Retail	16.21	12.57	233	61	16.94	2.44	1.49
PR-2-08	Average Interval Completed – DS3	Parity with Retail	NA	NA					
PR-2-10	Average Interval Completed – Disconnects – No Dispatch	Parity with Retail	6.35	9.72	635	43	5.76	0.91	-3.71
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Parity with Retail	3.81	5.00	16	1	3.29	3.39	-0.35
	PR-4 - Missed Appointments								
PR-4-01	% Missed Appointment – Verizon – Total	Parity with Retail	1.90	0.96	2846	417		0.72	1.31
PR-4-02	Average Delay Days – Total	Parity with Retail	19.22	19.75	54	4	16.76	8.68	-0.06
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	9.28	7.43					
PR-4-08	% Missed Appt. – Customer – Due to Late Order Conf.	None: Analysis Only		0.00		417			
	PR-5- Facility Missed Orders								
PR-5-01	% Missed Appointment – Verizon – Facilities	Parity with Retail	0.32	0.00	2846	417		0.30	1.08
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail	0.18	0.00	2846	417		0.22	0.81
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail	0.07	0.00	2846	417		0.14	0.50
	PR-6- Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days	Parity with Retail	1.35	0.74	7951	2846		0.25	2.42
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.03	0.04	7951	2846		0.03	-0.29

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
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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	1.03	0.51	4185813	308618		0.02	27.71
MR-2-03	Network Trouble Report Rate – Central Office	Parity with Retail	0.09	0.08	4185813	308618		0.01	1.47
MR-2-04	% Subsequent Reports	Assessed I/C/W MRAs	16.61	9.86					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.74	0.48	4185813	308618		0.02	16.27
	MR-3 - Missed Repair Appointments								
MR-3-01	% Missed Repair Appointment – Loop	Parity with Retail	10.07	7.06	42943	1559		0.78	3.88
MR-3-02	% Missed Repair Appointment – Central Office	Parity with Retail	7.66	6.15	3876	260		1.70	0.89
MR-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	6.08	5.89	30889	1476		0.64	0.30
MR-3-04	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only	5.63	3.84	37979	1483		0.61	2.93
MR-3-05	% Missed Repair Appointment - Double Dispatch	None: Analysis Only	37.29	30.43	5044	207		3.43	2.00
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair – Total	Parity with Retail	17.68	12.83	46819	1819	18.42	0.44	11.02
MR-4-02	Mean Time To Repair – Loop Trouble	Parity with Retail	18.37	13.45	42943	1559	18.50	0.48	10.31
MR-4-03	Mean Time To Repair – Central Office Trouble	Parity with Retail	10.08	9.05	3876	260	15.60	1.00	1.03
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with Retail	77.28	89.39	46819	1819		1.00	12.09
MR-4-06	% Out of Service > 4 Hours	Parity with Retail	79.71	67.88	36222	1507		1.06	11.19
MR-4-07	% Out of Service > 12 Hours	Parity with Retail	56.17	41.54	36222	1507		1.30	11.22
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	22.42	10.68	36222	1507		1.10	10.71
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	18.56	17.87	46819	1819		0.93	0.74
	Special Services - Maintenance								
MR-2-01	Network Trouble Report Rate	Parity with Retail	0.28	0.38	463025	25037		0.03	-2.89
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.15	0.25	463025	25037		0.03	-3.88
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair – Total	Parity with Retail	8.62	8.42	1282	94	10.51	1.12	0.18
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with Retail	93.21	92.55	1282	94		2.69	-0.25
MR-4-06	% Out of Service > 4 Hours	Parity with Retail	63.08	70.73	1265	82		5.50	-1.39
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	6.88	6.10	1265	82		2.88	0.27
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	18.25	20.21	1282	94		4.13	-0.47

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Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts October 2000

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)			9.77	
PO-3-02	% Answered within 30 Seconds – Ordering*	80% within 30 Seconds		88.25	52719
PO-3-03	Average Speed of Answering – Repair (secs)			10.26	
PO-3-04	% Answered within 30 Seconds – Repair	80% within 30 Seconds		95.05	127606
	Platform				
	OR-1 - Order Confirmation Timeliness				
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)			0.37	
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours		96.56	3933
OR-1-03	Average LSRC Time < 10 Lines			13.24	
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours		98.07	1039
OR-1-05	Average LSRC Time >= 10 Lines			19.03	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours		100.00	64
	OR-2 - Reject Timeliness				
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)			0.26	
OR-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours		97.72	704
OR-2-03	Average LSR Reject Time < 10 Lines			13.19	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours		98.75	644
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		91.78	426
OR-6-02	% Accuracy – Opportunities*	95% orders without errors		98.99	6039
OR-6-03	% Accuracy – LSRC*	95% orders without errors		95.80	429
	Loop/Pre-qualified Complex/LNP				
	OR-1 - Order Confirmation Timeliness				
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)			0.21	
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours		99.82	11839
OR-1-03	Average LSRC Time < 10 Lines			8.97	
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours		97.35	11908
OR-1-05	Average LSRC Time >= 10 Lines			15.50	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours		99.73	375
	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	1643
OR-2-03	Average LSR Reject Time < 10 Lines			10.79	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours		95.92	3194
OR-2-05	Average LSR Reject Time >= 10 Lines			16.06	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours		98.69	153
	OR-6 - Order Accuracy				
OR-6-01	% Accuracy - Orders*	95% orders without errors		95.84	385
OR-6-02	% Accuracy – Opportunities*	95% orders without errors		99.27	2755
OR-6-03	% Accuracy – LSRC*	95% orders without errors		96.12	438
	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			17.67	
OR-1-04	% On Time LSRC < 10 Lines (Electronic)	95% within 72 Hours		98.67	907
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			18.61	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours		98.92	741
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 (ASRs + LSRs)				
OR-3-01	% Rejects	No Standard		22.70	32861
	OR-4 - Timeliness of Completion Notification				
OR-4-01	Completion Notice – Average Response Time			0.10	
OR-4-02	Completion Notice – % On Time	95% by next bus. day at noon		99.17	14761
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	20001
OR-4-06	Average Duration - Work Completion (SOP) to Bill Completion	Parity with Retail	UD	0.60	
OR-4-07	% SOP to Bill Completion >= 5 Business Days	Parity with Retail	UD	3.61	19578
OR-4-08	% SOP to Bill Completion > 1 Business Day			8.38	19578
	OR-5 - Percent Flow-Through				
OR-5-01	% Flow Through - Total (ASRs + LSRs)		No Standard Developed	51.89	30617
OR-5-02	% Flow Through - Simple		No Standard Developed	54.09	29158
OR-5-03	% Flow Through Achieved		95%	UD	

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Carrier to Carrier
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CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
	Special Services - Electronically Submitted			
	OR-1 - Order Confirmation Timeliness (ASRs + LSRs)			
OR-1-03	Average LSRC Time < 10 Lines DS0[1]		NA	
OR-1-03	Average LSRC Time < 10 Lines DS1[1]		85.55	
OR-1-03	Average LSRC Time < 10 Lines DS3[1]		84.00	
OR-1-03	Average LSRC Time < 10 Lines (Non DS0, DS1, & DS3)		8.94	
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	132
OR-1-04	% On Time LSRC < 10 Lines DS3	95% within 48 Hours	20.00	5
OR-1-04	% On Time LSRC < 10 Lines (Non DS0, DS1, & DS3)		99.19	248
OR-1-05	Average LSRC Time >= 10 Lines DS0		4.17	
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)		17.77	
OR-1-06	% On Time LSRC >= 10 Lines DS0	95% within 72 Hours	100.00	1
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)		93.75	16
	OR-2 - Reject Timeliness (ASRs + LSRs)			
OR-2-03	Average LSR Reject Time < 10 Lines		7.62	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 48 Hours	96.77	155
OR-2-05	Average LSR Reject Time >= 10 Lines		11.11	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	100.00	16
	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]		352.07	
OR-1-07	Average ASRC Time < 10 Lines DS3[1]		296.25	
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	46.67	45
OR-1-08	% On Time ASRC < 10 Lines DS3	95% within 72 Hours	49.54	109
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		49.92	
OR-2-08	% On Time LSR Reject < 10 Lines	95% within 72 Hours	79.55	44
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

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts

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		8.03		1711			
PR-1-01	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	Parity with Retail	1.54	NA	23365		4.28		
PR-1-01	Av. Interval Offered - Total No Dispatch - Platform	Parity with Retail	1.54	1.90	23365	678	4.28	0.17	-2.16
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	Parity with Retail	5.26	5.40	1709	45	6.88	1.04	-0.13
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with Retail	5.26	5.76	1709	38	6.88	1.13	-0.44
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with Retail	7.89	5.73	221	11	8.17	2.52	0.86
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	Parity with Retail	7.89	NA	221		8.17		
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with Retail	9.85	8.40	181	5	9.32	4.23	0.34
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with Retail	9.85	NA	181		9.32		
	PR-2 - Average Completed Interval								
PR-2-01	Av. Completed Interval - Total No Dispatch – Hot Cut Loop	1-9=5, 10+=Negotiated		10.44		1084			
PR-2-01	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	Parity with Retail	1.26	NA	21524		3.87		
PR-2-01	Av. Completed Interval - Total No Dispatch - Platform	Parity with Retail	1.26	1.77	21524	636	3.87	0.16	-3.28
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) – Loop	Parity with Retail	5.81	9.22	1475	36	9.01	1.52	-2.24
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	Parity with Retail	5.81	6.45	1475	31	9.01	1.64	-0.39
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) – Loop	Parity with Retail	7.32	7.43	167	7	6.35	2.45	-0.04
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	Parity with Retail	7.32	NA	167		6.35		
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) – Loop	Parity with Retail	10.80	7.67	148	3	11.69	6.82	0.46
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Parity with Retail	10.80	NA	148		11.69		
	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	82.24	50.68	133669	511		1.69	-18.63
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with Retail	89.76	82.39	133669	511		1.34	-5.48
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with Retail	92.08	91.19	133669	511		1.20	-0.74
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with Retail	6.68	6.45	15518	31		4.49	-0.05
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with Retail	10.74	6.45	15518	31		5.57	-0.77
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with Retail	16.38	6.45	15518	31		6.65	-1.49
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with Retail	87.46	88.93	149187	542		1.43	1.03
PR-3-08	% Completed in 5 Days (1-5 Lines – No Dispatch)	Parity with Retail	96.12	96.48	133669	511		0.86	0.42
PR-3-09	% Completed in 5 Days (1-5 Lines – Dispatch)	Parity with Retail	65.20	48.39	15518	31		8.56	-1.96
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with Retail	95.59	97.23	149187	542		0.88	1.86
	PR-4 - Missed Appointments								
PR-4-02	Average Delay Days – Total	Parity with Retail	3.64	3.20	2603	25	6.19	1.24	0.35
PR-4-03	% Missed Appt. – Customer	None: Analysis Only	1.87	1.37					
PR-4-04	% Missed Appt. – Verizon – Dispatch - Loop New	Parity with Retail	7.83	7.26	32100	179		2.01	0.28
PR-4-04	% Missed Appt. – Verizon – Dispatch - Platform	Parity with Retail	7.83	15.28	32100	72		3.17	-2.35
PR-4-04	% Missed Appt. – Verizon – Dispatch - Hot Cut	Parity with Retail	7.83	14.21	32100	359			
PR-4-05	% Missed Appt. – Verizon – No Dispatch - Hot Cut Loop	Parity with Retail	0.04	7.16	202681	1829		0.05	-151.60
PR-4-05	% Missed Appt. – Verizon – No Dispatch – Other	Parity with Retail	0.04	NA	202681				
PR-4-05	% Missed Appt. – Verizon – No Dispatch - Platform	Parity with Retail	0.04	0.00	202681	3722		0.03	1.21
PR-9-01	% On Time Performance – Hot Cut	95% Completed Within Window		94.26		1671			
PR-9-02	% Early Cuts - Lines	No Standard Established		UD					
PR-9-03	% Early Cuts - Orders	No Standard Established		UD					
PR-9-04	% Defective Cuts - Lines	No Standard Established		UD					
PR-9-05	% Defective Cuts - Orders	No Standard Established		UD					
PR-9-06	% Late Cuts - Lines	No Standard Established		UD					
PR-9-07	% Late Cuts - Orders	No Standard Established		UD					
PR-9-08	Average Duration of Service Interruption	No Standard Established		UD					
PR-4-08	% Missed Appt. – Customer – Due to Late Order Conf. – Hot Cut Loop	None: Analysis Only		0.32		2188			
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		3794			
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment – Verizon – Facilities	Parity with Retail	0.58	0.30	234781	4018		0.12	2.32
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail	0.03	0.00	234781	4018		0.03	1.09
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.00	234781	4018			
	PR-6 - Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days - Loop	Parity w/Verizon Retail for Found Troubles	3.18	1.54	229947	9961		0.18	9.17
PR-6-01	% Installation Troubles reported within 30 Days - Other	Parity w/Verizon Retail for Found Troubles	3.18	2.00	229947	5905		0.23	5.12
PR-6-02	% Installation Troubles reported within 7 Days - Hot Cut Loop	< = 2%		0.57		6851			
PR-6-02	% Installation Troubles reported within 7 Days - Loop	Parity w/Verizon Retail for Found Troubles	1.87	0.89	229947	9961		0.14	7.03
PR-6-02	% Installation Troubles reported within 7 Days - Other	Parity w/Verizon Retail for Found Troubles	1.87	0.66	229947	5905		0.18	6.77
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE – Loop	None: Analysis Only	2.41	2.94	229947	9961		0.16	-3.37
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE – Other	None: Analysis Only	2.41	0.81	229947	5905		0.20	7.91
	POTS & Complex Aggregate								
	PR-1 - Average Interval Offered								
PR-1-10	Av. Interval Offered - Disconnects – No Dispatch	Parity with Retail	3.78	4.41	71453	838	6.40	0.22	-2.83
PR-1-11	Av. Interval Offered - Disconnects – Dispatch	Parity with Retail	4.50	NA	4		8.35		
	PR-2 - Average Completed Interval								
PR-2-10	Av. Completed Interval - Disconnects – No Dispatch	Parity with Retail	3.42	7.51	65285	360	5.53	0.29	-13.99
PR-2-11	Av. Completed Interval - Disconnects – Dispatch	Parity with Retail	4.25	NA	4		8.50		
	2-Wire Digital Services								
	PR-1 - Average Interval Offered								
PR-1-01	Av. Interval Offered – Total No Dispatch	Parity with Retail	4.43	6.78	358	51	11.59	1.73	-1.35
PR-1-02	Av. Interval Offered – Total Dispatch	Parity with Retail	9.44	8.01	153	93	10.93	1.44	1.00
	PR-2 - Average Completed Interval								
PR-2-01	Av. Interval Completed – Total No Dispatch	Parity with Retail	2.91	5.43	268	7	11.98	4.59	-0.55
PR-2-02	Av. Interval Completed – Total Dispatch	Parity with Retail	9.07	9.38	120	71	8.53	1.28	-0.24
	PR-3 - Completed within X Days								
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with VZ Retail	82.31	27.78	9538	72		4.51	-12.08
	PR-4 - Missed Appointments								
PR-4-02	Average Delay Days – Total	Parity with Retail	11.77	6.37	57	27	13.16	3.07	1.76
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	9.42	10.96					
PR-4-04	% Missed Appointment – Verizon – Dispatch	Parity with Retail	7.95	6.16	717	438		1.64	1.09
PR-4-05	% Missed Appointment – Verizon – No Dispatch	Parity with Retail	0.00	NA	408				
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.91		438			
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Apointment - Verizon Facilities	Parity with Retail	1.87	3.42	1125	438		0.76	-2.03
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail	0.27	0.46	1125	438		0.29	-0.65
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.00	1125	438			
	PR-6 - Installation Quality								
PR-6-01	% Install. Troubles Reported within 30 Days	Parity with Retail	1.53	14.24	2425	344		0.71	-18.01
PR-6-03	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	Parity with Retail	3.34	23.55	2425	344		1.04	-19.52

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CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES continued

Metric #	2-Wire xDSL Services	Standard	Actual Performance Vz	Actual Performance CLEC Aggregate	Number of Observations Vz	Number of Observations All CLECs	Standard Deviation	Sampling Error	Z-Score
	PR-1 - Average Interval Offered								
PR-1-01	Av. Interval Offered – Total No Dispatch	Parity with Retail	5.18	6.41	11966	808	2.47	0.09	-13.70
PR-1-02	Av. Interval Offered – Total Dispatch	Parity with Retail	5.90	6.60	1149	1131	1.29	0.05	-12.95
	PR-2 - Average Completed Interval								
PR-2-01	Av. Interval Completed – Total No Dispatch	Parity with Retail	5.40	4.58	10878	50	4.05	0.57	1.43
PR-2-02	Av. Interval Completed – Total Dispatch	Parity with Retail	7.63	7.82	965	937	8.41	0.39	-0.49
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 8 Days (1-5 Lines - Total)	Parity with VZ Retail	82.31	56.69	9538	972		1.28	-19.94
	PR-4 - Missed Appointments								
PR-4-02	Average Delay Days – Total	Parity with Retail	23.22	11.11	107	76	15.90	2.39	5.08
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	1.36	11.33					
PR-4-04	% Missed Appointment – Verizon – Dispatch	Parity with Retail	3.17	3.09	1197	2462		0.62	0.13
PR-4-05	% Missed Appointment – Verizon – No Dispatch	Parity with Retail	0.62	NA	11073				
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.12		2462			
PR-4-14	% Completed On Time - Complex (DD-2 Test & Serial Number)	95% on Time	84.90	77.54	12781	926			
PR-4-15	% Completed On Time - Complex (DD-2 Test Total)	95% on Time		83.69		926			
PR-4-16	% Completed On Time - Complex (No DD-2 Test & Serial Number)	95% on Time		73.82		489			
PR-4-17	% Completed On Time - Complex (No DD-2 Test & 800# Provided)	95% on Time		87.64		720			
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	0.07	1.22	12270	2462		0.06	-19.69
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail	0.00	0.00	12270	2462			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.00	12270	2462			
	PR-6 - Installation Quality								
PR-6-01	% Install. Troubles Reported within 30 Days	Parity with Retail	2.09	11.01	11899	2007		0.35	-25.82
PR-6-03	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	Parity with Retail	1.74	12.41	11899	2007		0.32	-33.81
	Special Services - Provisioning								
	PR-1 - Average Interval Offered								
PR-1-01	Av. Interval Offered – Total No Dispatch	Parity with Retail	5.62	26.64	2416	22	6.38	1.37	-15.38
PR-1-02	Av. Interval Offered – Total Dispatch	Parity with Retail	12.87	14.14	762	7	7.49	2.84	-0.45
PR-1-06	Av. Interval Offered – DS0	Parity with Retail	7.09	NA	594		7.09		
PR-1-07	Av. Interval Offered – DS1	Parity with Retail	15.14	22.93	465	27	9.49	1.88	-4.15
PR-1-08	Av. Interval Offered – DS3	Parity with Retail	NA	33.00		2			
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		18.32		155			
PR-1-10	Av. Interval Offered – Disconnects – No Dispatch	Parity with Retail	7.03	NA	719		8.02		
PR-1-11	Av. Interval Offered – Disconnects – Dispatch	Parity with Retail	3.53	NA	17		3.39		
	PR-2 - Average Completed Interval								
PR-2-01	Av. Interval Completed – Total No Dispatch	Parity with Retail	4.41	NA	1861		4.60		
PR-2-02	Av. Interval Completed – Total Dispatch	Parity with Retail	14.27	NA	540		13.59		
PR-2-06	Av. Interval Completed – DS0	Parity with Retail	6.63	NA	437		7.18		
PR-2-07	Av. Interval Completed – DS1	Parity with Retail	16.21	NA	233		16.94		
PR-2-08	Av. Interval Completed – DS3	Parity with Retail	NA	NA					
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		23.44		32			
PR-2-10	Av. Interval Completed - Disconnects - No Dispatch	Parity with Retail	6.35	NA	635		5.76		
PR-2-11	Av. Interval Completed – Disconnects – Dispatch	Parity with Retail	3.81	NA	16		3.29		
	PR-4 - Missed Appointments								
PR-4-01	% Missed Appointment – Verizon – Total	Parity with Retail	1.90	0.00	2846	7		5.17	0.37
PR-4-01	% Missed Appointment – Verizon – Total - EEL	Parity with Retail	1.90	UD	2846				
PR-4-01	% Missed Appointment – Verizon – Total- IOF	Parity with Retail	1.90	2.76	2846	145		1.16	-0.74
PR-4-02	Average Delay Days – Total	Parity with Retail	19.22	NA	54		16.76		
PR-4-02	Average Delay Days – Total - EEL	Parity with Retail	19.22	UD	54		16.76		
PR-4-02	Average Delay Days – Total - IOF	Parity with Retail	19.22	25.50	54	4	16.76	8.68	-0.72
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	9.28	100.00					
PR-4-03	% Missed Appointment – Customer - EEL	None: Analysis Only	9.28	UD					
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.00		7			
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment – Verizon – Facilities	Parity with Retail	0.32	0.00	2846	7		2.14	0.15
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail	0.18	0.00	2846	7		1.60	0.11
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail	0.07	0.00	2846	7		1.00	0.07
	PR-6 - Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days	Parity w/Verizon RT for Found Troubles	1.35	271.43	7951	7		4.36	-61.99
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.03	0.00	7951	7		0.60	0.04
	PR-7 - Jeopardy Reports								
PR-7-01	% Orders with Jeopardy Status - EEL	Jeopardy Legend		UD					

*Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
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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	1.03	1.13	4185813	42965		0.05	-2.15
MR-2-03	Network Trouble Report Rate – Central Office	Parity with Retail	0.09	0.15	4185813	42965		0.01	-3.82
MR-2-04	% Subsequent Reports	I/C/W MRAs	16.61	18.76					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.74	2.12	4185813	42965		0.04	-33.42
	MR-3 - Missed Repair Appointments								
MR-3-01	% Missed Repair Appointment – Loop	Parity with Retail	10.07	9.47	42943	486		1.37	0.44
MR-3-02	% Missed Repair Appointment – Central Office	Parity with Retail	7.66	6.25	3876	64		3.35	0.42
MR-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	6.08	6.02	30889	913		0.80	0.07
MR-3-04	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only	5.63	7.21	37979	513		1.02	-1.54
MR-3-05	% Missed Repair Appointment - Double Dispatch	None: Analysis Only	37.29	76.47	5044	17		11.75	-3.33
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair – Total	Parity with Retail	17.68	18.52	46819	550	18.42	0.79	-1.06
MR-4-02	Mean Time To Repair – Loop Trouble	Parity with Retail	18.37	20.15	42943	486	18.50	0.84	-2.11
MR-4-03	Mean Time To Repair – Central Office Trouble	Parity with Retail	10.08	6.13	3876	64	15.60	1.97	2.01
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with Retail	77.28	78.36	46819	550		1.80	0.60
MR-4-07	% Out of Service > 12 Hours	Parity with Retail	56.17	55.38	36222	260		3.09	0.26
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	22.42	19.62	36222	260		2.60	1.08
MR-4-09	Mean Time To Repair - No Double Dispatch	Parity with Retail	15.55	17.35	37979	513	18.42	0.82	-2.20
MR-4-10	Mean Time To Repair - Double Dispatch	Parity with Retail	34.70	44.92	5044	17	18.42	4.47	-2.28
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	18.56	17.27	46819	550		1.67	0.77
	Maintenance - POTS Platform								
	MR-2 - Trouble Report Rate								
MR-2-02	Network Trouble Report Rate – Platform	Parity with Retail	1.03	0.55	4185813	24101		0.07	7.28
MR-2-03	Network Trouble Report Rate – Central Office	Parity with Retail	0.09	0.52	4185813	24101		0.02	-21.68
MR-2-04	% Subsequent Reports	I/C/W MRAs	16.61	7.19					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.74	0.55	4185813	24101		0.06	3.37
	MR-3 - Missed Repair Appointments								
MR-3-01	% Missed Repair Appointment – Platform	Parity with Retail	10.07	6.02	42943	133		2.61	1.55
MR-3-02	% Missed Repair Appointment – Central Office	Parity with Retail	7.66	4.00	3876	125		2.42	1.51
MR-3-03	% CPE/TOK/FOK - Missed Appointment - Platform	None: Analysis Only	6.08	3.76	30889	133		2.08	1.12
MR-3-04	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only	5.63	1.79	37979	224		1.54	2.49
MR-3-05	% Missed Repair Appointment - Double Dispatch	None: Analysis Only	37.29	29.17	5044	24		9.89	0.82
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair – Total	Parity with Retail	17.68	13.55	46819	258	18.42	1.15	3.60
MR-4-02	Mean Time To Repair – Loop Trouble - Platform	Parity with Retail	18.37	16.60	42943	133	18.50	1.61	1.10
MR-4-03	Mean Time To Repair – Central Office Trouble	Parity with Retail	10.08	10.30	3876	125	15.60	1.42	-0.15
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with Retail	77.28	87.98	46819	258		2.62	4.09
MR-4-06	% Out of Service > 4 Hours	Parity with Retail	79.71	73.94	36222	165		3.14	1.84
MR-4-07	% Out of Service > 12 Hours	Parity with Retail	56.17	49.70	36222	165		3.87	1.67
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	22.42	14.55	36222	165		3.25	2.42
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	18.56	18.22	46819	258		2.43	0.14
	2-Wire Digital Services - Maintenance								
	MR-2 - Trouble Report Rate								
MR-2-02	Network Trouble Report Rate - Loop	Parity with Retail	1.03	3.30	4185813	4453		0.15	-15.06
MR-2-03	Network Trouble Report Rate - Central Office	Parity with Retail	0.09	1.10	4185813	4453		0.05	-22.10
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.74	6.27	4185813	4453		0.13	-43.07
	MR-3 - Missed Repair Appointments								
MR-3-01	% Missed Repair Appointment – Loop	Parity with Retail	42.31	14.97	208	147		5.32	5.14
MR-3-04	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only	23.56	10.16	191	128		4.85	2.76
MR-3-05	% Missed Repair Appointment - Double Dispatch	None: Analysis Only	72.57	19.35	113	62		7.05	7.55
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair - Total	Parity with Retail	27.88	37.22	322	196	30.90	2.80	-3.33
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with Retail	31.72	43.22	208	147	32.63	3.52	-3.27
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with Retail	20.87	19.22	114	49	26.15	4.47	0.37
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	38.36	43.62	159	94		6.33	-0.83
MR-4-09	Mean Time To Repair - No Double Dispatch	Parity with Retail	18.92	22.95	191	128	30.90	3.53	-1.14
MR-4-10	Mean Time To Repair - Double Dispatch	Parity with Retail	44.63	53.52	113	62	30.90	4.88	-1.82
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	12.73	27.55	322	196		3.02	-4.91

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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	1.03	2.57	4185813	15616		0.08	-19.09
MR-2-03	Network Trouble Report Rate - Central Office	Parity with Retail	0.09	0.92	4185813	15616		0.02	-34.02
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.74	4.41	4185813	15616		0.07	-53.45
	MR-3 - Missed Repair Appointments								
MR-3-01	% Missed Repair Appointment – Loop	Parity with Retail	12.34	15.46	608	401		2.12	-1.47
MR-3-04	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only	6.94	6.95	576	374		1.69	-0.01
MR-3-05	% Missed Repair Appointment - Double Dispatch	None: Analysis Only	38.32	27.88	107	165		6.03	1.73
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair - Total	Parity with Retail	21.27	30.78	716	545	19.42	1.10	-8.62
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with Retail	22.42	35.00	608	401	19.33	1.24	-10.12
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with Retail	14.82	19.07	108	144	18.73	2.38	-1.78
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	30.78	41.92	549	260		3.47	-3.21
MR-4-09	Mean Time To Repair - No Double Dispatch	Parity with Retail	18.70	23.47	576	374	19.42	1.29	-3.70
MR-4-10	Mean Time To Repair - Double Dispatch	Parity with Retail	34.70	47.20	107	165	19.42	2.41	-5.19
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	20.25	15.41	716	545		2.28	2.12
	Special Services - Maintenance								
	MR-2 - Trouble Report Rate								
MR-2-01	Network Trouble Report Rate	Parity with Retail	0.28	1.00	463025	2910		0.10	-7.37
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.15	1.99	463025	2910		0.07	-25.31
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair – Total	Parity with Retail	8.62	13.65	1282	29	10.51	1.97	-2.55
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with Retail	93.21	89.66	1282	29		4.72	-0.75
MR-4-06	% Out of Service > 4 Hours	Parity with Retail	63.08	76.47	1265	17		11.78	-1.14
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	6.88	5.88	1265	17		6.18	0.16
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	18.25	3.45	1282	29		7.25	2.04

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts October 2000

CLEC Aggregate Performance
TRUNKS

ORDERING

Metric #		Standard	Aggregate Interconnection Actual Performance	Number of Observations
	OR 1 - Order Confirmation Timeliness			
OR-1-11	Av. FOC Time (<= 192 Forecasted Trunks)	10 Business Days	16.83	
OR-1-11	Av. FOC Time (> 192 and Unforecasted Trunks)	Negotiated Process	16.78	
OR-1-12	% On Time FOC (<= 192 Forecasted Trunks)	95% on time 10 Business Days	50.00	6
OR-1-12	% On Time FOC (> 192 and Unforecasted Trunks)	Negotiated Process	62.20	82
OR-1-13	% On Time Design Layout Record (DLR)	95% on time 10 Business Days	100.00	88
OR-1-19	% On Time Resp. - Request for Inbound Augment Trunks (<= 192 Forecasted	95% on time 10 Business Days	100.00	12
OR-1-19	% On Time Resp. - Request for Inbound Augment Trunks (> 192 Forecasted	Negotiated Process	100.00	1
	OR-2 - Reject Timeliness			
OR-2-11	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)		2.83	
OR-2-12	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	95% on time 10 Business Days	100.00	6

PROVISIONING

Metric #		Standard	Actual Performance Vz	Actual Performance CLEC Aggregate	Number of Observations Vz	Number of Observations 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	26.08	39.00	13	1	9.75	10.12	-1.28
PR-1-09	Av. Interval Offered – Total (> 192 & Unforecasted Trunks)	Parity with IXC / FGD	27.05	28.64	21	47	17.77	4.66	-0.34
	PR-2 - Average Interval Completed								
PR-2-09	Av. Interval Completed – Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	39.71	NA	7		36.11		
	PR-4 - Missed Appointment								
PR-4-01	% Missed Appointment – Verizon – Total	Parity with IXC / FGD	7.02	6.02	6170	17936		0.38	2.65
PR-4-02	Average Delay Days - Total	Parity with IXC / FGD	34.66	34.98	433	1080	11.58	0.66	-0.49
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	18.65	57.77					
PR-4-07	% On Time Performance – LNP Only	95% on Time		99.01		9791			
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment – Verizon – Facilities	Parity with IXC / FGD	0.00	0.00	6170	4232			
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD	0.00	0.00	6170	4232			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	0.00	6170	4232			
	PR-6 - Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days	Parity with IXC / FGD	0.00	0.00	6170	17936			
PR-6-03	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	None: Analysis Only	UD	UD					

MAINTENANCE

Metric #		Standard	Vz	CLEC Aggregate	Vz	All CLECs	Standard Deviation	Sampling Error	Z-Score
	MR-2 - Trouble Report Rate								
MR-2-01	Network Trouble Report Rate	Parity with IXC / FGD	0.01	0.00	199051	317460		0.00	0.59
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair – Total	Parity with IXC / FGD	1.67	2.08	12	15			
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with IXC / FGD	100.00	100.00	12	15			
MR-4-05	% Out of Service > 2 Hours	Parity with IXC / FGD	25.00	40.00	12	15		16.77	-0.89
MR-4-06	% Out of Service > 4 Hours	Parity with IXC / FGD	16.67	6.67	12	15		14.43	0.69
MR-4-07	% Out of Service > 12 Hours	Parity with IXC / FGD	0.00	0.00	12	15			
MR-4-08	% Out of Service > 24 Hours	Parity with IXC / FGD	0.00	0.00	12	15			
	MR-5 - Repeat Trouble Report Rates								
MR-5-01	% Repeat Reports within 30 Days	Parity with IXC / FGD	0.00	0.00	12	15			

NETWORK PERFORMANCE

Metric #		Standard	Vz	CLEC Aggregate	Vz	All CLECs	Standard Deviation	Sampling Error	Z-Score
	NP-1 - Percent Final Trunk Group Blockage								
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard	See Guidelines	0.30	2.14	336	280		0.44	-4.18
NP-1-02	% FTG Exceeding Blocking Std. –(No Exceptions)	See Guidelines	0.30	2.86	336	280		0.44	-5.80
NP-1-03	Number FTG Exceeding Blocking Std. – 2 Months	See Guidelines		3		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		10			
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		85.40					
NP-2-04	Average Interval – Virtual Collocation	76 Days[1]		NA					
NP-2-05	% On Time – Physical Collocation	95% on time		95.00		20			
NP-2-06	% On Time – Virtual Collocation	95% on time		NA					
NP-2-07	Average Delay Days – Physical Collocation	See Guidelines		17.00		1			
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		123			
NP-2-02	% On Time Response to Request for Virtual Collocation	10 Days[1]		100.00		2			
NP-2-03	Average Interval – Physical Collocation	76 Days		68.51					
NP-2-04	Average Interval – Virtual Collocation	76 Days[1]		NA					
NP-2-05	% On Time – Physical Collocation	95% on time		87.18		78			
NP-2-06	% On Time – Virtual Collocation	95% on time		NA					
NP-2-07	Average Delay Days – Physical Collocation	See Guidelines		18.70		10			
NP-2-08	Average Delay Days – Virtual Collocation	See Guidelines		NA					

Legend Notations defined on Legend sheet - last page

1 per DTE order issued 7/31/99 Docket

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