

ORIGINAL



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DEC - 8 2000

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December 8, 2000

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Ex Parte

EX PARTE OR LATE FILED

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:

Yesterday, D. Evans, M. Glover, D. May and K. Zacharia of Verizon participated in a phone call with R. Beynon of Commissioner Furchtgott-Roth's office to discuss DSL.

Please let me know if you have any questions. The twenty-page limit does not apply as set forth in DA 00-2159.

Sincerely,

Enclosure

cc: R. Beynon
E. Einhorn
S. Pie

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DSL MEASURES

MEASURES	PERFORMANCE
Pre-Order 1) Pre-Qualification – Mechanized (PO-1-06) 2) Pre-Qualification – Manual	1) Parity 2) 96 to 98%
Order Processing 3) Order Confirmation Timeliness (OR-1-04) 4) Reject Timeliness (OR-2-04)	3) 97% or better 4) 97% or better
Installation Timeliness 5) PAP % Completed On-Time 6) C2C % Completed On-Time 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)	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
Loop Quality 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)	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
Maintenance and Repair 15) % Missed Repair Appointment – Loop (MR-3-01) 16) Mean Time to Repair - Total (MR-4-01)	15) Performance good May through September 16) CLEC behavior skews results; CLEC MTTR has decreased substantially since May; adjusted performance good