

Dee May  
Federal Regulatory



Verizon Communications  
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May 15, 2001

Ex Parte

Ms. Magalie Roman Salas  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> St., S.W. – Portals  
Washington, DC 20554

RE: Application by Verizon New York Inc. for Authorization To Provide In-Region,  
InterLATA Services in State of Connecticut, Docket No. 01-100

Dear Ms. Salas:

The enclosed Carrier-to-Carrier reports for March 2001 were originally filed on April 26, 2001. The last two pages of that filing were incorrect and were not relevant to this proceeding. Please substitute this version for material filed on April 26, 2001. The enclosed material should be treated as redacted. Please let me know if you have any questions. The twenty-page limit does not apply as set forth in DA 01-1063.

Sincerely,

A handwritten signature in cursive script that reads "Dee May".

cc: M. Carey  
D. Shiman  
C. Pabo  
A. Johns  
S. Pie

April 26, 2001

**Ex Parte**

Ms. Magalie Roman Salas  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> St., S.W. – Portals  
Washington, DC 20554

*RE: Application by Verizon New York Inc. for Authorization To Provide In-Region,  
InterLATA Services in State of Connecticut, Docket No. 01-100*

Dear Ms. Salas:

The enclosed Carrier-to-Carrier reports for March 2001 were provided to the CCB staff today. The enclosed material should be treated as redacted. A confidential version is also being filed. Please let me know if you have any questions. The twenty-page limit does not apply as set forth in DA 01-1063.

Sincerely,

cc: M. Carey  
D. Shiman  
C. Pabo  
A. Johns  
S. Pie

Verizon New York Inc.  
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**Sandra Dilorio Thorn**  
Vice President & General Counsel, NY & CT



April 25, 2001

Ms. Louise E. Rickard  
Acting Executive Secretary  
Department of Public Utility Control  
10 Franklin Square  
New Britain, Connecticut 06051

**Re: Docket No. 97-01-23 – Application of New York Telephone Company Pursuant to Section 271 of the Telecommunications Act of 1996**

Dear Acting Executive Secretary Rickard:

Verizon New York Inc. ("Verizon") respectfully submits an original and twelve (12) copies of Verizon's performance report for March 2001 using the Carrier-to-Carrier ("C2C") Guidelines pursuant to Order Number 2 in the Final Decision issued by the Department of Public Utility Control ("DPUC") on April 11, 2001. The observation numbers shown for Verizon's UNE 2-wire xDSL provisioning and maintenance are associated with Verizon Advanced Data Inc. ("VADI"), are considered proprietary and have been redacted from this filing. We will be filing one copy of the proprietary version in a sealed envelope pursuant to the Motion for Protective Order that Verizon submitted to the DPUC on April 19, 2001. Copies of carrier-specific C2C reports are sent to carriers upon request.

This filing is submitted utilizing the electronic transfer method in accordance with the Department's "Procedural Order Regarding Filing Procedures." Paper copies will also be sent by overnight delivery to the Department and by U.S. Mail to the Parties to this proceeding.

Respectfully submitted,

Enclosure

cc: Service List  
Office of Consumer Counsel (2 copies)

**Carrier to Carrier**  
**Performance Standards and Reports**  
**C2C Report March 2001**  
**Verizon Connecticut**

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

Metric #	PRE-ORDERING	Standard	Actual Performance			Observations	
			VZ	CLEC	Difference		
<b>PO-1 - Response Time OSS Ordering Interface</b>							
PO-1-01	Customer Service Record - EDI	Parity plus < 4 Seconds	2.69	2.71	0.02		
PO-1-01	Customer Service Record - CORBA	Parity plus < 4 Seconds	2.69	0.97	-1.72		
PO-1-01	Customer Service Record - Web GUI	Parity plus < 7 Seconds	2.69	NA			
PO-1-02	Due Date Availability - EDI	Parity plus < 4 Seconds	0.12	NA			
PO-1-02	Due Date Availability - CORBA	Parity plus < 4 Seconds	0.12	1.15	1.03		
PO-1-02	Due Date Availability - Web GUI	Parity plus < 7 Seconds	4.48	NA			
PO-1-03	Address Validation - EDI	Parity plus < 4 Seconds	4.48	2.99	-1.49		
PO-1-03	Address Validation - CORBA	Parity plus < 7 Seconds	4.48	1.82	-2.66		
PO-1-03	Address Validation - Web GUI	Parity plus < 10 Seconds	8.97	NA			
PO-1-04	Product & Service Availability - EDI	Parity plus < 4 Seconds	8.97	NA			
PO-1-04	Product & Service Availability - CORBA	Parity plus < 10 Seconds	8.97	NA			
PO-1-04	Product & Service Availability - Web GUI	Parity plus < 10 Seconds	8.97	4.17	-4.80		
PO-1-05	Telephone Number Availability & Reservation - EDI	Parity plus < 4 Seconds	5.99	NA			
PO-1-05	Telephone Number Availability & Reservation - CORBA	Parity plus < 4 Seconds	5.99	NA			
PO-1-05	Telephone Number Availability & Reservation - Web GUI	Parity plus < 7 Seconds	5.99	2.15	-3.84		
PO-1-06	Facility Availability (Loop Qualification) - EDI	Parity plus < 4 Seconds	13.75	NA			
PO-1-06	Facility Availability (Loop Qualification) - CORBA	Parity plus < 4 Seconds	13.75	2.87	-10.88		
PO-1-06	Facility Availability (Loop Qualification) - Web GUI	Parity plus < 7 Seconds	13.75	1.86	-11.89		
PO-1-07	Rejected Query - EDI**	Parity plus < 4 Seconds	0.10	2.52	2.42		
PO-1-07	Rejected Query - CORBA**	Parity plus < 4 Seconds	0.10	1.26	1.16		
PO-1-07	Rejected Query - Web GUI**	Parity plus < 7 Seconds	0.10	3.65	3.55		
PO-1-08	% Timeouts - EDI	not > .33%		0.40			
PO-1-08	% Timeouts - CORBA	not > .33%		0.28			
PO-1-08	% Timeouts - Web GUI	not > .33%		0.04			
PO-1-09	Parsed CSR - EDI	Parity plus < 10 Seconds	2.69	2.20	-0.49		
PO-1-09	Parsed CSR - CORBA	Parity plus < 10 Seconds	2.69	NA			
<b>PO-2 - OSS Interface Availability</b>							
PO-2-01	OSS Interf. Avail. - Total - EDI	No Standard 24 hours x 7 days		99.88		2.77	
PO-2-01	OSS Interf. Avail. - Total - CORBA			99.95		0.70	
PO-2-01	OSS Interf. Avail. - Total - Maint. Web GUI (RETAS)			98.61		13.63	
PO-2-01	OSS Interf. Avail. - Total - Pre-order/Order WEB GUI			98.61		13.63	
PO-2-01	OSS Interf. Avail. - Total - Electronic Bonding			100.00		0.00	
PO-2-02	OSS Interf. Avail. - Prime Time - EDI		>=99.5%		99.86		2.07
PO-2-02	OSS Interf. Avail. - Prime Time - CORBA		>=99.5%		100.00		0.00
PO-2-02	OSS Interf. Avail. - Prime Time - Maint. Web GUI (RETAS)		>=99.5%		99.21		5.10
PO-2-02	OSS Interf. Avail. - Prime Time - Pre-order/Order WEB GUI		>=99.5%		99.21		5.10
PO-2-02	OSS Interf. Avail. - Prime Time - Electronic Bonding		>=99.5%		100.00		0.00
PO-2-03	OSS Interf. Avail. - Non-Prime - EDI	No Standard (12AM - 6AM) Mon - Sat, All Day Sunday & Holidays		99.91		0.70	
PO-2-03	OSS Interf. Avail. - Non-Prime - CORBA			99.86		0.70	
PO-2-03	OSS Interf. Avail. - Non-Prime - Maint. Web GUI (RETAS)			97.45		8.53	
PO-2-03	OSS Interf. Avail. - Non-Prime - Pre-order/Order WEB GUI			97.45		8.53	
PO-2-03	OSS Interf. Avail. - Non-Prime - Electronic Bonding			100.00		0.00	
<b>PO-5 - Average Notification of Interface Outage</b>							
PO-5-01	Average Notice of Interface Outage	<20 minutes		18.33		3	
<b>PO-6 - Software Validation**</b>							
PO-6-01	Software Validation	<= 5%		0.00		134	
<b>PO-7 - Software Problem Resolution Timeliness</b>							
PO-7-01	% Software Problem Res. Timeliness	>=95%		NA			
PO-7-02	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround	48 hours		NA			
PO-7-03	Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround	10 days		NA			
PO-7-04	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A	48 hours		NA			
<b>PO-8 - Manual Loop Qualification</b>							
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		NA			
<b>Change Notification</b>							
<b>PO-4 - Timeliness of Change Management Notice</b>							
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			NA			
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 dsys		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig.		>=66 dsys		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.		>=66 dsys		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 dsys		NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Verizon Orig.	>=66 dsys		NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=66 dsys		NA			

continues

**Carrier to Carrier**  
**Performance Standards and Reports**  
**C2C Report March 2001**  
**Verizon Connecticut**

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

Metric #	Change Confirmation	Standard	CLEC Perf	CLEC Obs
	<b>PO-4 - Timeliness of Change Management Confirmation</b>			
PO-4-01	% 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)**

Metric #	MR-1 - Response Time OSS Maintenance Interface*	Standard	Actual Performance			
			VZ	CLEC	Difference	
MR-1-01	Create Trouble	Parity plus < 4 Seconds	6.61	6.42	-0.19	10002
MR-1-02	Status Trouble	Parity plus < 4 Seconds	4.60	3.34	-1.26	1391
MR-1-03	Modify Trouble	Parity plus < 4 Seconds	6.61	6.33	-0.28	20
MR-1-04	Request Cancellation of Trouble	Parity plus < 4 Seconds	7.79	8.08	0.29	157
MR-1-05	Trouble Report History (by TN/Circuit)	Parity plus < 4 Seconds	1.10	2.74	1.64	28412
MR-1-06	Test Trouble (POTS Only)	Parity plus < 4 Seconds	57.80	49.36	-8.24	35438

**BILLING**

	<b>BI-1 - Timeliness of Daily Usage Fees</b>				
BI-1-01	% DUF in 3 Business Days	95% in 4 Business Days	70.63	183361	
BI-1-02	% DUF in 4 Business Days		99.47		
BI-1-03	% DUF in 5 Business Days		99.55		
BI-1-04	% DUF in 8 Business Days		99.65		
	<b>BI-2 - Timeliness of Carrier Bill*</b>				
BI-2-01	Timeliness of Carrier Bill	98% in 10 Business Days	100.00	76	
	<b>BI-3 - Billing Accuracy***</b>				
BI-3-01	% Billing Adjustments - Dollars Adjusted	TBD	0.04	0.00	4072956
BI-3-02	% Billing Adjustments - Number of Adjustments	TBD	0.16	0.00	302

**OPERATOR SERVICES & DATABASES**

	<b>OD-1 - Operator Services - Speed of Answer</b>					
OD-1-01	Average Speed of Answer - Operator Services - NY OSC**	Parity with Retail	1.86	0.17	4244677	47478
OD-1-02	Average Speed of Answer - Directory Assistance - NY/MA OSC/	Parity with Retail	5.20	2.66	76791	1439434
<p>^The NY OSC handles the CT Retail and Resale Traffic. Retail and Resale traffic appear in the VZ retail column. The MA OSC handles the NY/CT DA</p>						
<p>Legend Notations defined on Legend sheet - last page</p>						

**Carrier to Carrier  
Performance Standards and Reports  
C2C Report March 2001  
Verizon - Connecticut**

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

**RESALE Pre-Ordering**

Metric #	Standard	VZ Performance	CLEC Aggregate Performance	CLEC Aggregate Observations
<b>PO-3 - Contact Center Availability</b>				
PO-3-01	Average Speed of Answering - "Ordering" (secs)		12.86	
PO-3-02	% Answered within 30 Seconds - "Ordering"	80% within 30 Seconds	89.67	18165
PO-3-03	Average Speed of Answering - Repair (secs)*		15.02	
PO-3-04	% Answered within 30 Seconds - Repair*	80% within 30 Seconds	89.13	134385

**RESALE Ordering**

<b>OR-7 - Order Completeness</b>				
OR-7-01	% Order Confirmation/Rejects sent within 3 Business Days	95%	100.00	79
<b>OR-8 - Acknowledgement Timeliness</b>				
OR-8-01	% Acknowledgements on Time	95% within 2 Hours	100.00	25
<b>OR-9 - Order Acknowledgement Completeness</b>				
OR-9-01	% Acknowledgement Completeness	99%	100.00	25

**POTS & Pre-qualified Complex - Electronically Submitted**

<b>OR-1 - Order Confirmation Timeliness</b>				
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow Through)		1.74	
OR-1-02	% On Time LSRC - Flow Through	95% within 2 Hours	88.89	18
OR-1-03	Average LSRC/ASRC Time No Facility Check		5.54	
OR-1-04	% On Time LSRC/ASRC No Facility Check	95% within 24 Hours	97.14	35
OR-1-05	Average LSRC/ASRC Time Facility Check		73.00	
OR-1-06	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	75.00	4
<b>OR-2 - Reject Timeliness</b>				
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow Through)		0.06	
OR-2-02	% On Time LSR Reject - Flow Through	95% within 2 Hours	100.00	39
OR-2-03	Average LSR/ASR Reject Time No Facility Check		4.11	
OR-2-04	% On Time LSR/ASR Reject No Facility Check	95% within 24 Hours	97.44	39
OR-2-05	Average LSR/ASR Reject Time Facility Check		NA	
OR-2-06	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	NA	

**Wire Digital Services**

<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b>				
OR-1-03	Average LSRC/ASRC Time No Facility Check		NA	
OR-1-04	% On Time LSRC/ASRC No Facility Check	95% within 72 Hours	NA	
OR-1-05	Average LSRC/ASRC Time Facility Check		NA	
OR-1-06	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	NA	
<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>				
OR-2-03	Average LSR/ASR Reject Time No Facility Check		NA	
OR-2-04	% On Time LSR/ASR Reject No Facility Check	95% within 72 Hours	NA	
OR-2-05	Average LSR/ASR Reject Time Facility Check		NA	
OR-2-06	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	NA	

**POTS / Special Services - Aggregate**

<b>OR-3 - Percent Rejects</b>				
OR-3-01	% Rejects	No Standard	101.41	71
OR-3-02	% Resubmission Rejection	95%	NA	
<b>OR-4 - Timeliness of Completion Notification</b>				
OR-4-01	Completion Notice - Average Response Time		2.11	
OR-4-02	Completion Notice - % On Time	95% by next bus. day at noon	97.83	46
OR-4-03	Work Completion Notice - Average Response Time		0.00	
OR-4-04	Work Completion Notice - % On Time	95% by next bus. day at noon	100.00	45
OR-4-05	Average Duration - Work Completion (SOP) to Bill Completion	Parity with Retail	UD	0.46
OR-4-06	% SOP to Bill Completion >= 5 Business Days	Parity with Retail	UD	2.17
OR-4-07	% SOP to Bill Completion >= 1 Business Day	Parity with Retail	UD	13.04
OR-4-08	% Completed orders without either a PCN or BCN	5%	UD	46
OR-4-09	% Due Date to PCN within 2 Business Days	95%	UD	
OR-4-10	% Due Date to PCN within 5 Business Days	99%	UD	
OR-4-11	% Due Date to BCN within 4 Business Days	95%	UD	
OR-4-12	% Due Date to BCN within 7 Business Days	99%	UD	
OR-4-13				
OR-4-14				
OR-4-15				
<b>OR-5 - Percent Flow-Through</b>				
OR-5-01	% Flow Through - Total	No Standard Developed	31.58	57
OR-5-02	% Flow Through - Simple	No Standard Developed	31.58	57
OR-5-03	% Flow Through Achieved	95%	64.29	28
<b>OR-6 - Order Accuracy</b>				
OR-6-01	% Accuracy - Orders	95% Orders without Errors	85.44	412
OR-6-02	% Accuracy - Opportunities*	95% Orders without Errors	96.80	7131
OR-6-03	% Accuracy - LSRC**	95% Orders without Errors	95.01	441

**Special Services - Electronically Submitted**

<b>OR-1 - Order Confirmation Timeliness</b>				
OR-1-03	Average LSRC/ASRC Time No Facility Check DS0		NA	
OR-1-03	Average LSRC/ASRC Time No Facility Check DS1		NA	
OR-1-03	Average LSRC/ASRC Time No Facility Check DS3		NA	
OR-1-03	Average LSRC/ASRC Time No Facility Check (Non DS0, DS1, & DS3)		NA	
OR-1-04	% On Time LSRC/ASRC No Facility Check DS0	95% within 48 Hours	NA	
OR-1-04	% On Time LSRC/ASRC No Facility Check DS1	95% within 48 Hours	NA	
OR-1-04	% On Time LSRC/ASRC No Facility Check DS3	95% within 48 Hours	NA	
OR-1-04	% On Time LSRC/ASRC No Facility Check (Non DS0, DS1, & DS3)	95% within 48 Hours	NA	
OR-1-05	Average LSRC/ASRC Time Facility Check DS0		NA	
OR-1-05	Average LSRC/ASRC Time Facility Check DS1		NA	
OR-1-05	Average LSRC/ASRC Time Facility Check DS3		NA	
OR-1-05	Average LSRC/ASRC Time Facility Check (Non DS0, DS1, & DS3)		NA	
OR-1-06	% On Time LSRC/ASRC Facility Check DS0	95% within 72 Hours	NA	
OR-1-06	% On Time LSRC/ASRC Facility Check DS1	95% within 72 Hours	NA	
OR-1-06	% On Time LSRC/ASRC Facility Check DS3	95% within 72 Hours	NA	
OR-1-06	% On Time LSRC/ASRC Facility Check (Non DS0, DS1, & DS3)	95% within 72 Hours	NA	
<b>OR-2 - Reject Timeliness</b>				
OR-2-03	Average LSR/ASR Reject Time No Facility Check		NA	
OR-2-04	% On Time LSR/ASR Reject No Facility Check	95% within 72 Hours	NA	
OR-2-05	Average LSR/ASR Reject Time Facility Check		NA	
OR-2-06	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	NA	

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier  
Performance Standards and Reports  
C2C Report March 2001  
Verizon Connecticut**

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

**POTS - Provisioning - Total**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
<b>PR-1 - Average Interval Offered</b>								
PR-1-04	Average Interval Offered - Dispatch (6-9 Lines)	NA	NA					
PR-1-05	Average Interval Offered - Dispatch (>= 10 Lines)	14.50	NA	4		5.97		
<b>PR-2 - Average Completed Interval</b>								
PR-2-04	Average Interval Completed - Dispatch (6-9 Lines)	NA	NA					
PR-2-05	Average Interval Completed - Dispatch (>= 10 Lines)	14.50	NA	4		5.97		
<b>PR-3 - Completed within Specified Days</b>								
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	81.96	28.57	560	7		14.62	-3.65
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	87.68	71.43	560	7		12.50	-1.30
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	90.00	71.43	560	7		11.41	-1.63
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	2.15	0.00	93	4		7.41	-0.29
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	6.45	0.00	93	4		12.54	-0.51
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	9.68	0.00	93	4		15.10	-0.64
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	85.76	72.73	653	11		10.82	-1.23
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)	89.46	85.71	560	7		2.79	-4.93
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)	58.06	75.00	93	4		25.20	0.67
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	94.95	81.82	653	11		6.66	-1.97
<b>PR-4 - Missed Appointments</b>								
PR-4-02	Average Delay Days - Total	7.45	4.00	64	1	11.64	11.73	0.29
PR-4-03	% Missed Appointment - Customer	1.87	12.50					0.23
PR-4-04	% Missed Appointment - Verizon - Dispatch	18.58	9.09	339	11		11.92	0.80
PR-4-05	% Missed Appointment - Verizon - No Dispatch	0.05	0.00	2070	29		0.42	0.12
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	0.05	0.00	2070	29		0.42	0.12
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01	% Missed Appointment - Verizon - Facility	5.60	0.00	339	11		7.04	0.80
PR-5-02	% Orders Held for Facilities > 15 Day	2.06	0.00	339	11		4.35	0.47
PR-5-03	% Orders Held for Facilities > 60 Days	0.00	0.00	339	11			
<b>PR-6 - Installation Quality</b>								
PR-6-01	% Installation Troubles reported within 30 Day	7.32	0.00	1735	166		2.12	3.46
PR-6-02	% Installation Troubles reported within 7 Day	3.11	0.00	1735	166		1.41	2.21
PR-6-03	% Inst. Troubles reported w/in 30 Days - FOK/TOK/CPE	5.19	0.60	1735	166		1.80	2.54
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01	Open Orders in a Hold Status > 30 Day	0.08	0.00	2409	40		0.45	0.18
PR-8-02	Open Orders in a Hold Status > 90 Days	0.00	0.00	2409	40			
<b>POTS - Business</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01	Average Interval Offered - Total No Dispatch	2.00	2.36	160	14	7.30	2.03	-0.18
PR-1-03	Average Interval Offered - Dispatch (1-5 Lines)	5.15	5.14	13	7	6.98	2.99	0.00
<b>PR-2 - Average Completed Interval</b>								
PR-2-01	Average Interval Completed - Total No Dispatch	1.03	2.15	144	13	1.85	0.54	-2.09
PR-2-03	Average Interval Completed - Dispatch (1-5 Lines)	6.60	5.25	10	4	8.33	4.93	0.27
<b>POTS - Residence</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01	Average Interval Offered - Total No Dispatch	0.54	2.00	807	1	1.38	1.38	-1.06
PR-1-03	Average Interval Offered - Dispatch (1-5 Lines)	5.04	5.00	92	1	2.26	2.27	0.02
<b>PR-2 - Average Completed Interval</b>								
PR-2-01	Average Interval Completed - Total No Dispatch	0.45	2.00	754	1	1.17	1.17	-1.32
PR-2-03	Average Interval Completed - Dispatch (1-5 Lines)	9.95	NA	83		11.57		
<b>POTS &amp; Complex Aggregate</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-12	Average Interval Offered - Disconnects	4.21	7.93	538	15	7.93	2.08	-1.79
PR-2-18	Average Interval Completed - Disconnects	3.52	2.50	477	8	5.67	2.02	0.50
<b>2-Wire Digital Services</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01	Average Interval Offered - Total No Dispatch	0.00	NA	2				
PR-1-02	Average Interval Offered - Total Dispatch	3.50	NA	2		2.12		
<b>PR-2 - Average Completed Interval</b>								
PR-2-01	Average Interval Completed - Total No Dispatch	0.00	NA	2				
PR-2-02	Average Interval Completed - Total Dispatch	3.50	NA	2		2.12		
<b>PR-4 - Missed Appointments</b>								
PR-4-02	Average Delay Days - Total	NA	NA					
PR-4-03	% Missed Appointment - Customer	13.33	NA					
PR-4-04	% Missed Appointment - Verizon - Dispatch	0.00	NA	9				
PR-4-05	% Missed Appointment - Verizon - No Dispatch	0.00	NA	6				
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	0.00	NA					
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01	% Missed Appointment - Verizon - Facility	0.00	NA	9				
PR-5-02	% Orders Held for Facilities > 15 Day	0.00	NA	9				
PR-5-03	% Orders Held for Facilities > 60 Days	0.00	NA	9				
<b>PR-6 - Installation Quality</b>								
PR-6-01	% Install, Troubles Reported within 30 Day	0.00	NA	29				
PR-6-03	% Install, Troubles Reported w/in 30 Days - FOK/TOK/CPE	10.34	NA	29				
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01	Open Orders in a Hold Status > 30 Day	0.00	NA	15				
PR-8-02	Open Orders in a Hold Status > 90 Days	0.00	NA	15				

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

**Special Services - Provisioning**

	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
<b>PR-1 - Average Interval Offered</b>								
PR-1-01	Average Interval Offered - Total No Dispatch	4.25	NA	4		1.50		
PR-1-02	Average Interval Offered - Total Dispatch	15.00	NA	3		10.00		
PR-1-06	Average Interval Offered - DS1	9.25	NA	4		10.59		
PR-1-07	Average Interval Offered - DS1	NA	NA					
PR-1-08	Average Interval Offered - DS1	NA	NA					
PR-1-12	Average Interval Offered - Disconnects	5.72	2.00	29	1	4.87	4.95	0.75
<b>PR-2 - Average Completed Interval</b>								
PR-2-01	Average Interval Completed - Total No Dispatch	3.50	NA	2		2.12		
PR-2-02	Average Interval Completed - Total Dispatch	25.00	NA	1				
PR-2-06	Average Interval Completed - DS1	13.50	NA	2		16.26		
PR-2-07	Average Interval Completed - DS1	NA	NA					
PR-2-08	Average Interval Completed - DS1	NA	NA					
PR-2-18	Average Interval Completed - Disconnects	5.33	2.00	24	1	4.41	4.50	0.74
<b>PR-4 - Missed Appointments</b>								
PR-4-01	% Missed Appointment - Verizon - Total	16.67	NA	6				
PR-4-01	% Missed Appointment - Verizon - DS1	0.00	NA	3				
PR-4-01	% Missed Appointment - Verizon - DS1	NA	NA					
PR-4-01	% Missed Appointment - Verizon - DS1	NA	NA					
PR-4-01	% Missed Appointment - Verizon - Special Other	33.33	NA	3				
PR-4-02	Average Delay Days - Total	1.00	NA	1				
PR-4-03	% Missed Appointment - Customer	16.67	NA					
PR-4-08	% Missed Appt. - Customer - Due to Late Order Conf.		NA					
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01	% Missed Appointment - Verizon - Facility	0.00	NA	4				
PR-5-02	% Orders Held for Facilities > 15 Day	0.00	NA	4				
PR-5-03	% Orders Held for Facilities > 60 Days	0.00	NA	4				
<b>PR-6 - Installation Quality</b>								
PR-6-01	% Installation Troubles reported within 30 Day	0.00	0.00	41	2			
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	0.00	0.00	41	2			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01	Open Orders in a Hold Status > 30 Day	0.00	NA	6				
PR-8-02	Open Orders in a Hold Status > 90 Days	0.00	NA	6				
Legend Notations defined on Legend sheet - last page								

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

Metric #	POTS - Maintenance	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02	Network Trouble Report Rate - Loop	Parity with Retail	2.27	0.10	50558	2097		0.33	6.56
MR-2-03	Network Trouble Report Rate - Central Office	Parity with Retail	0.13	0.19	50558	2097		0.08	-0.69
MR-2-04	% Subsequent Reports	Assessed I/C/W MRAs	21.01	0.00					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.00	0.33	50558	2097		0.22	3.02
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01	% Missed Repair Appointment - Loop Bus.	Parity with Retail	4.27	0.00	164	2		14.38	0.30
MR-3-01	% Missed Repair Appointment - Loop Res.	Parity with Retail	4.88	NA	984				
MR-3-02	% Missed Repair Appointment - Central Office Bus.	Parity with Retail	0.00	0.00	24	4			
MR-3-02	% Missed Repair Appointment - Central Office Res.	Parity with Retail	6.82	NA	44				
MR-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	4.33	0.00	508	7		7.75	0.56
MR-3-04	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only	3.05	0.00	591	4		8.63	0.35
MR-3-05	% Missed Repair Appointment - Double Dispatch	None: Analysis Only	24.39	0.00	123	2		30.61	0.80
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01	Mean Time To Repair - Total	Parity with Retail	23.33	9.15	1218	6	28.08	11.49	1.23
MR-4-02	Mean Time To Repair - Loop Trouble - Bus.	Parity with Retail	22.18	22.63	164	2	26.92	19.15	-0.02
MR-4-02	Mean Time To Repair - Loop Trouble - Res.	Parity with Retail	24.23	NA	984		28.72		
MR-4-03	Mean Time To Repair - Central Office Trouble - Bus.	Parity with Retail	11.02	2.42	24	4	13.15	7.10	1.21
MR-4-03	Mean Time To Repair - Central Office Trouble - Res.	Parity with Retail	14.12	NA	44		20.62		
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with Retail	75.37	100.00	1218	6		17.63	1.40
MR-4-06	% Out of Service > 4 Hours	Parity with Retail	87.54	75.00	1059	4		16.54	0.76
MR-4-07	% Out of Service > 12 Hours	Parity with Retail	62.96	50.00	1059	4		24.19	0.54
MR-4-08	% Out of Service > 24 Hours - Bus.	Parity with Retail	19.85	0.00	161	4		20.20	0.99
MR-4-08	% Out of Service > 24 Hours - Res.	Parity with Retail	20.87	NA	896				
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	16.91	33.33	1218	6		15.34	-1.07
<b>2-Wire Digital Services</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02	Network Trouble Report Rate - Loop	Parity with Retail	0.53	0.00	937	40		1.18	0.45
MR-2-03	Network Trouble Report Rate - Central Office	Parity with Retail	0.00	2.50	937	40			
MR-2-04	% Subsequent Reports	Assessed I/C/W MRAs	NA	NA					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.07	2.50	937	40		1.66	-0.86
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01	% Missed Repair Appointment - Loop	Parity with Retail	0.00	NA	5				
MR-3-02	% Missed Repair Appointment - Central Office	Parity with Retail	NA	0.00		1			
MR-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	20.00	0.00	10	1		41.95	0.48
MR-3-04	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only	0.00	0.00	5	1			
MR-3-05	% Missed Repair Appointment - Double Dispatch	None: Analysis Only	NA	NA					
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01	Mean Time To Repair - Total	Parity with Retail	23.77	22.03	5	1	12.53	13.73	0.13
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with Retail	23.77	NA	5		12.53		
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with Retail	NA	22.03		1			
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with Retail	60.00	100.00	5	1		53.67	0.75
MR-4-07	% Out of Service > 12 Hours	Parity with Retail	80.00	100.00	5	1		43.82	-0.46
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	40.00	0.00	5	1		53.67	0.75
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	20.00	0.00	5	1		43.82	0.46
<b>Special Services - Maintenance</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-01	Network Trouble Report Rate	Parity with Retail	0.27	0.00	2255	77		0.60	0.45
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.53	0.00	2255	77		0.84	0.63
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01	Mean Time To Repair - Total	Parity with Retail	5.23	NA	6		5.41		
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with Retail	100.00	NA	6				
MR-4-06	% Out of Service > 4 Hours	Parity with Retail	50.00	NA	6				
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	0.00	NA	6				
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	33.33	NA	6				

Legend Notations defined on Legend sheet - last page

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

Metric #	UNE Pre-ordering	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations	
<b>PO-3 - Contact Center Availability</b>					
PO-3-01	Average Speed of Answering - Ordering** (secs)	80% within 30 Seconds	10.59		
PO-3-02	% Answered within 30 Seconds - Ordering		89.10	30530	
PO-3-03	Average Speed of Answering - Repair** (secs)		15.02		
PO-3-04	% Answered within 30 Seconds - Repair**		89.13	134385	
<b>UNE Ordering</b>					
<b>OR-8 - Acknowledgement Timeliness</b>					
OR-8-01	% Acknowledgements on Time	95% within 2 Hours	97.18	142	
<b>OR-9 - Order Acknowledgement Completeness</b>					
OR-9-01	% Acknowledgement Completeness	99%	97.89	142	
<b>Platform</b>					
<b>OR-1 - Order Confirmation Timeliness</b>					
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)	95% within 2 Hours	NA		
OR-1-02	% On Time LSRC - Flow Through		NA		
OR-1-03	Average LSRC/ASRC Time No Facility Check		95% within 24 Hours	NA	
OR-1-04	% On Time LSRC/ASRC No Facility Check		95% within 24 Hours	NA	
OR-1-05	Average LSRC/ASRC Time Facility Check	95% within 72 Hours	NA		
OR-1-06	% On Time LSRC/ASRC Facility Check		NA		
<b>OR-2 - Reject Timeliness</b>					
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)	95% within 2 Hours	0.00	1	
OR-2-02	% On Time LSR Reject - Flow Through		100.00		
OR-2-03	Average LSR/ASR Reject Time No Facility Check		95% within 24 Hours	NA	
OR-2-04	% On Time LSR/ASR Reject No Facility Check		95% within 24 Hours	NA	
OR-2-05	Average LSR/ASR Reject Time Facility Check	95% within 72 Hours	NA		
OR-2-06	% On Time LSR/ASR Reject Facility Check		NA		
<b>OR-6 - Order Accuracy</b>					
OR-6-01	% Accuracy - Orders	95% orders without errors	93.26	430	
OR-6-02	% Accuracy - Opportunities*	95% orders without errors	99.46	6328	
OR-6-03	% Accuracy - LSRC*	95% orders without errors	99.19	441	
<b>OR-7 - Order Completeness</b>					
OR-7-01	% Order Confirmation/Rejects sent within 3 Business Day:	95%	100.00	1	
<b>Loop/Pre-qualified Complex LNP</b>					
<b>OR-1 - Order Confirmation Timeliness</b>					
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)	95% within 2 Hours	0.01	1	
OR-1-02	% On Time LSRC - Flow Through		100.00	19	
OR-1-03	Average LSRC/ASRC Time No Facility Check		95% within 24 Hours	55.17	
OR-1-04	% On Time LSRC/ASRC No Facility Check		95% within 24 Hours	88.24	17
OR-1-05	Average LSRC/ASRC Time Facility Check	95% within 72 Hours	NA		
OR-1-06	% On Time LSRC/ASRC Facility Check		NA		
<b>OR-2 - Reject Timeliness</b>					
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)	95% within 2 Hours	0.00	1	
OR-2-02	% On Time LSR Reject - Flow Through		100.00	3	
OR-2-03	Average LSR/ASR Reject Time No Facility Check		95% within 24 Hours	4.18	
OR-2-04	% On Time LSR/ASR Reject No Facility Check		95% within 24 Hours	100.00	12
OR-2-05	Average LSR/ASR Reject Time Facility Check	95% within 72 Hours	NA		
OR-2-06	% On Time LSR/ASR Reject Facility Check		NA		
<b>OR-6 - Order Accuracy</b>					
OR-6-01	% Accuracy - Orders	95% orders without errors	96.11	411	
OR-6-02	% Accuracy - Opportunities*	95% orders without errors	99.46	3316	
OR-6-03	% Accuracy - LSRC*	95% orders without errors	95.93	442	
<b>OR-7 - Order Completeness</b>					
OR-7-01	% Order Confirmation/Rejects sent within 3 Business Day:	95%	96.82	63	
<b>2 Wire Digital Services</b>					
<b>OR-1 - Order Confirmation Timeliness (Requiring Loop Qual)</b>					
OR-1-03	Average LSRC/ASRC Time - No Facility Check	95% within 72 Hours	24.18		
OR-1-04	% On Time LSRC/ASRC - No Facility Check (Electronic)		100.00	3	
OR-1-05	Average LSRC/ASRC Time Facility Check		95% within 72 Hours	NA	
OR-1-06	% On Time LSRC/ASRC Facility Check		95% within 72 Hours	NA	
<b>OR-2 - Reject Timeliness (Requiring Loop Qual)</b>					
OR-2-03	Average LSR/ASR Reject Time - No Facility Check	95% within 72 Hours	0.00	1	
OR-2-04	% On Time LSR/ASR Reject - No Facility Check		100.00		
OR-2-05	Average LSR/ASR Reject Time Facility Check		95% within 72 Hours	NA	
OR-2-06	% On Time LSR/ASR Reject Facility Check		95% within 72 Hours	NA	
<b>2 Wire xDSL Loops</b>					
<b>OR-1 - Order Confirmation Timeliness (Requiring Loop Qual)</b>					
OR-1-03	Average LSRC/ASRC Time - No Facility Check	95% within 72 Hours	19.57		
OR-1-04	% On Time LSRC/ASRC - No Facility Check		100.00	8	
OR-1-05	Average LSRC/ASRC Time - Facility Check		95% within 72 Hours	NA	
OR-1-06	% On Time LSRC/ASRC - Facility Check		95% within 72 Hours	NA	
<b>OR-2 - Reject Timeliness (Requiring Loop Qual)</b>					
OR-2-03	Average LSR/ASR Reject Time - No Facility Check	95% within 72 Hours	1.93	2	
OR-2-04	% On Time LSR/ASR Reject - No Facility Check		100.00		
OR-2-05	Average LSR/ASR Reject Time Facility Check		95% within 72 Hours	NA	
OR-2-06	% On Time LSR/ASR Reject Facility Check		95% within 72 Hours	NA	
<b>2 Wire xDSL Line Sharing</b>					
<b>OR-1 - Order Confirmation Timeliness (Requiring Loop Qual)</b>					
OR-1-03	Average LSRC/ASRC Time - No Facility Check	95% within 72 Hours	NA		
OR-1-04	% On Time LSRC/ASRC - No Facility Check		95% within 72 Hours	NA	
OR-1-05	Average LSRC/ASRC Time - Facility Check		95% within 72 Hours	NA	
OR-1-06	% On Time LSRC/ASRC - Facility Check		95% within 72 Hours	NA	
<b>OR-2 - Reject Timeliness (Requiring Loop Qual)</b>					
OR-2-03	Average LSR/ASR Reject Time - No Facility Check	95% within 72 Hours	NA		
OR-2-04	% On Time LSR/ASR Reject - No Facility Check		95% within 72 Hours	NA	
OR-2-05	Average LSR/ASR Reject Time Facility Check		95% within 72 Hours	NA	
OR-2-06	% On Time LSR/ASR Reject Facility Check		95% within 72 Hours	NA	

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

**POTS / Special Services - Aggregate**

Metric #	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
<b>OR-3 - Percent Rejects (ASRs + LSRs)</b>			
OR-3-01	% Rejects	51.52	66
OR-3-02	% Resubmission Rejection	NA	
<b>OR-4 - Timeliness of Completion Notification</b>			
OR-4-01	Completion Notice - Average Response Time	0.00	
OR-4-02	Completion Notice - % On Time	100.00	65
OR-4-04	Work Completion Notice - Average Response Time	0.00	
OR-4-05	Work Completion Notice - % On Time	100.00	59
OR-4-06	Average Duration - Work Completion (SOP) to Bill Comptor	2.08	
OR-4-07	% SOP to Bill Completion >= 5 Business Days	4.62	65
OR-4-08	% SOP to Bill Completion > 1 Business Day	16.92	65
OR-4-11	% Completed orders without either a PCN or BCN	UD	
OR-4-12	% Due Date to PCN within 2 Business Days	UD	
OR-4-13	% Due Date to PCN within 5 Business Days	UD	
OR-4-14	% Due Date to BCN within 4 Business Days	UD	
OR-4-15	% Due Date to BCN within 7 Business Days	UD	
<b>OR-5 - Percent Flow Through</b>			
OR-5-01	% Flow Through - Total (ASRs + LSRs)	44.23	52
OR-5-02	% Flow Through - Simple	52.78	36
OR-5-03	% Flow Through Achieved	74.19	31
<b>Special Services - Electronically Submitted</b>			
<b>OR-1 - Order Confirmation Timeliness (ASRs + LSRs)</b>			
OR-1-03	Average LSR/ASRC Time No Facility Check DSC	NA	
OR-1-03	Average LSR/ASRC Time No Facility Check DS1	NA	
OR-1-03	Average LSR/ASRC Time No Facility Check DS2	NA	
OR-1-03	Average LSR/ASRC Time No Facility Check (Non DS0, DS1, & DS3)	NA	
OR-1-04	% On Time LSR/ASRC No Facility Check DS0	95% within 48 Hours	
OR-1-04	% On Time LSR/ASRC No Facility Check DS1	95% within 48 Hours	
OR-1-04	% On Time LSR/ASRC No Facility Check DS3	95% within 48 Hours	
OR-1-04	% On Time LSR/ASRC No Facility Check (Non DS0, DS1, & DS3)	95% within 48 Hours	
OR-1-05	Average LSR/ASRC Time Facility Check DSC	32.83	
OR-1-05	Average LSR/ASRC Time Facility Check DS1	NA	
OR-1-05	Average LSR/ASRC Time Facility Check DS2	NA	
OR-1-05	Average LSR/ASRC Time Facility Check (Non DS0, DS1, & DS3)	NA	
OR-1-06	% On Time LSR/ASRC Facility Check DS0	95% within 72 Hours	
OR-1-06	% On Time LSR/ASRC Facility Check DS1	95% within 72 Hours	1
OR-1-06	% On Time LSR/ASRC Facility Check DS2	100.00	
OR-1-06	% On Time LSR/ASRC Facility Check (Non DS0, DS1 & DS3)	95% within 72 Hours	
<b>OR-2 - Reject Timeliness (ASRs + LSRs)</b>			
OR-2-03	Average LSR/ASR Reject Time No Facility Check	7.59	
OR-2-04	% On Time LSR/ASR Reject No Facility Check	100.00	2
OR-2-05	Average LSR/ASR Reject Time Facility Check	1.08	
OR-2-06	% On Time LSR/ASR Reject Facility Check	100.00	1
<b>Special Services - FAXMAIL Submitted</b>			
<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-07	Average ASRC Time No Facility Check DSC	NA	
OR-1-07	Average ASRC Time No Facility Check DS1	NA	
OR-1-07	Average ASRC Time No Facility Check DS2	NA	
OR-1-07	Average ASRC Time No Facility Check (Non DS0, DS1 & DS3)	NA	
OR-1-08	% On Time ASRC No Facility Check DSC	95% within 72 Hours	
OR-1-08	% On Time ASRC No Facility Check DS1	95% within 72 Hours	
OR-1-08	% On Time ASRC No Facility Check DS2	95% within 72 Hours	
OR-1-08	% On Time ASRC No Facility Check (Non DS0, DS1 & DS3)	95% within 72 Hours	
OR-1-09	Average ASRC Time Facility Check DSC	NA	
OR-1-09	Average ASRC Time Facility Check DS1	NA	
OR-1-09	Average ASRC Time Facility Check DS2	NA	
OR-1-09	Average ASRC Time Facility Check (Non DS0, DS1 & DS3)	NA	
OR-1-10	% On Time ASRC Facility Check DSC	95% within 96 Hours	
OR-1-10	% On Time ASRC Facility Check DS1	95% within 96 Hours	
OR-1-10	% On Time ASRC Facility Check DS2	95% within 96 Hours	
OR-1-10	% On Time ASRC Facility Check (Non DS0, DS1 & DS3)	95% within 96 Hours	
<b>OR-2 - Reject Timeliness</b>			
OR-2-07	Average ASR Reject Time No Facility Check	NA	
OR-2-08	% On Time ASR Reject No Facility Check	95% within 72 Hours	
OR-2-09	Average ASR Reject Time Facility Check	NA	
OR-2-10	% On Time ASR Reject Facility Check	95% within 96 Hours	

\*INCLUDES FACILITY CHECK UP TO 72 HOURS

Legend Notations defined on Legend sheet - last page

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

**POTS - Provisioning**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score	
		VZ	CLEC Aggregate	VZ	All CLECs				
<b>PR-1 - Average Interval Offered</b>									
PR-1-01	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1-9-5, 10+ Negotiated	7.08	13					
PR-1-01	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	Parity with Retail	2.00	160		7.30			
PR-1-01	Av. Interval Offered - Total No Dispatch - Platform	Parity with Retail	5.15	13		6.38			
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	Parity with Retail	5.15	13		5.38			
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with Retail	NA	NA					
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	Parity with Retail	NA	NA					
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with Retail	14.50	4		5.97			
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with Retail	14.50	4		5.97			
<b>PR-2 - Average Completed Interval</b>									
PR-2-01	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1-9-5, 10+ Negotiated	23.40	10					
PR-2-01	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	Parity with Retail	1.03	144		1.85			
PR-2-01	Av. Completed Interval - Total No Dispatch - Platform	Parity with Retail	1.03	144		1.85			
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	Parity with Retail	6.60	10		8.33			
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	Parity with Retail	NA	NA					
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	Parity with Retail	NA	NA					
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	Parity with Retail	NA	NA					
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	Parity with Retail	14.50	4		5.97			
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Parity with Retail	14.50	4		5.97			
<b>PR-3 - Completed within X Days - Platform &amp; Other (Switch &amp; INP)</b>									
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with Retail	81.96	560					
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with Retail	87.68	560					
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with Retail	90.00	560					
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with Retail	2.15	93					
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with Retail	6.45	93					
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with Retail	9.58	93					
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with Retail	85.76	653					
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with Retail	99.46	560					
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with Retail	58.08	93					
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with Retail	94.95	653					
<b>PR-4 - Missed Appointments</b>									
PR-4-02	Average Delay Days - Total	Parity with Retail	7.45	64		11.64			
PR-4-03	% Missed Appt. - Customer	None: Analysis Only	1.87	NA					
PR-4-04	% Missed Appt. - Verizon - Dispatch - Loop New	Parity with Retail	18.58	339	1		38.95	0.48	
PR-4-04	% Missed Appt. - Verizon - Dispatch - Platform	Parity with Retail	18.58	339	1				
PR-4-04	% Missed Appt. - Verizon - Dispatch - Hot Cut Loop	Parity with Retail	18.58	339	1				
PR-4-05	% Missed Appt. - Verizon - No Dispatch - Hot Cut Loop	Parity with Retail	0.05	2070	20		0.50	-139.26	
PR-4-05	% Missed Appt. - Verizon - No Dispatch - Other	Parity with Retail	0.05	2070					
PR-4-05	% Missed Appt. - Verizon - No Dispatch - Platform	Parity with Retail	0.05	2070					
PR-9-01	% On Time Performance - Hot Cut Loop	95% Completed Within Window	50.00	2					
PR-9-09	Average Duration of Service Interruption	No Standard Established	NA						
PR-9-09	% Supplemented or Cancelled Orders at Verizon Request	No Standard Established	UD						
PR-4-08	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop	None: Analysis Only	4.76	21					
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	NA						
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01	% Missed Appointment - Verizon - Facilities - Loop	Parity with Retail	5.60	339	1		23.03	0.24	
PR-5-01	% Missed Appointment - Verizon - Facilities - Platform	Parity with Retail	5.60	339	1		14.23	0.14	
PR-5-02	% Orders Held for Facilities > 15 Days - Loop	Parity with Retail	2.06	339					
PR-5-02	% Orders Held for Facilities > 15 Days - Platform	Parity with Retail	0.00	339	1				
PR-5-03	% Orders Held for Facilities > 60 Days - Loop	Parity with Retail	0.00	339	1				
PR-5-03	% Orders Held for Facilities > 60 Days - Platform	Parity with Retail	0.00	339					
<b>PR-6 - Installation Quality</b>									
PR-6-01	% Installation Troubles reported within 30 Days - Loop	Parity with Retail	7.32	1735	119		2.47	2.97	
PR-6-01	% Installation Troubles reported within 30 Days - Platform	Parity with Retail	7.32	1735					
PR-6-02	% Installation Troubles reported within 7 Days - Hot Cut Loop	<= 2%	0.00	119	2		1.65	1.89	
PR-6-02	% Installation Troubles reported within 7 Days - Platform	Parity with Retail	3.11	1735	119				
PR-6-02	% Installation Troubles reported within 7 Days - Loop	Parity with Retail	3.11	1735	119				
PR-6-03	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Loop	None: Analysis Only	5.19	1735	119		2.10	2.47	
PR-6-03	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Platform	None: Analysis Only	5.19	1735					
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01	Open Orders in a Hold Status > 30 Days	Parity with Retail	0.08	2409	1		2.83	0.03	
PR-8-02	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.00	2409	1				
<b>POTS &amp; Complex Aggregate</b>									
<b>PR-1 - Average Interval Offered</b>									
PR-1-12	Av. Interval Offered - Disconnects	Parity with Retail	4.21	483	538	12	7.93	2.31	-0.27
<b>PR-2 - Average Completed Interval</b>									
PR-2-18	Av. Completed Interval - Disconnects	Parity with Retail	3.52	400	477	10	5.67	1.81	-0.26
<b>2-Wire Digital Services</b>									
<b>PR-1 - Average Interval Offered</b>									
PR-1-01	Av. Interval Offered - Total No Dispatch	Parity with Retail	0.00	2					
PR-1-02	Av. Interval Offered - Total Dispatch	Parity with Retail	3.50	2		2.12			
<b>PR-2 - Average Completed Interval</b>									
PR-2-01	Av. Interval Completed - Total No Dispatch	Parity with Retail	0.00	2					
PR-2-02	Av. Interval Completed - Total Dispatch	Parity with Retail	3.50	2		2.12			
<b>PR-3 - Completed within X Days</b>									
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with Retail	100.00	2					
<b>PR-4 - Missed Appointments</b>									
PR-4-02	Average Delay Days - Total	Parity with Retail	NA	NA					
PR-4-03	% Missed Appointment - Customer	None: Analysis Only	13.33	NA					
PR-4-04	% Missed Appointment - Verizon - Dispatch	Parity with Retail	0.00	NA					
PR-4-05	% Missed Appointment - Verizon - No Dispatch	Parity with Retail	0.00	9					
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only	NA	5					
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01	% Missed Appointment - Verizon Facilities	Parity with Retail	0.00	9					
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail	0.00	9					
PR-5-03	% Orders Held for Facilities > 60 Days	None: Analysis Only	0.00	9					
<b>PR-6 - Installation Quality</b>									
PR-6-01	% Install. Troubles Reported within 30 Days	Parity with Retail	0.00	29					
PR-6-03	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	None: Analysis Only	10.34	29					
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01	Open Orders in a Hold Status > 30 Days	Parity with Retail	0.00	15					
PR-8-02	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.00	15					

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**CLEC Aggregate Performance**  
**PROVISIONING - UNE POTS / SPECIAL SERVICES continued**

Metric #	2-Wire xDSL: Loops	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
<b>PR-1 - Average Interval Offered</b>									
PR-1-01	Av. Interval Offered - Total No Dispatch	(No Standard See Published Interval)		24.00		1			
PR-1-02	Av. Interval Offered - Total Dispatch			5.60		10			
<b>PR-2 - Average Completed Interval</b>									
PR-2-01	Av. Interval Completed - Total No Dispatch	(No Standard See Published Interval)		24.00		1			
PR-2-02	Av. Interval Completed - Total Dispatch			19.86		7			
<b>PR-3 - Completed within X Days</b>									
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	95%		62.50		8			
PR-3-11	% Completed in 9 Days (1-5 Lines - Total)	95%		77.78		9			
<b>PR-4 - Missed Appointments</b>									
PR-4-02	Average Delay Days - Total	Parity with Retail	NA	14.00		9			
PR-4-03	% Missed Appointment - Customer	None Analysis Only	0.00	20.00					
PR-4-04	% Missed Appointment - Verizon - Dispatch	<=5%		14.29		28			
PR-4-05	% Missed Appointment - Verizon - No Dispatch	Parity with VADl	0.00	0.00		2			
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	None Analysis Only		0.00		30			
PR-4-14	% Completed On Time [With Serial Number]	95%		100.00		3			
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01	% Missed Appointment - Verizon Facilities	Parity with VADl	NA	17.86		28			
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with VADl	NA	7.14		28			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with VADl	NA	0.00		28			
<b>PR-6 - Installation Quality</b>									
PR-6-01	% Install. Troubles Reported within 30 Days	Parity with Retail	7.32	3.33	1735	30		4.80	0.83
PR-6-03	% Install. Troubles Reported within 30 Days - FOK/TOX/CPE	None Analysis Only	5.19	0.00	1735	30		4.08	1.27
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01	Open Orders in a Hold Status > 30 Days	Parity with Retail	0.00	13.33		3			
PR-8-02	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.00	0.00		3			
<b>2-Wire xDSL Line Sharing</b>									
<b>PR-1 - Average Interval Offered</b>									
PR-1-01	Av. Interval Offered - Total No Dispatch	(No Standard See Published Interval)		NA					
PR-1-02	Av. Interval Offered - Total Dispatch			NA					
<b>PR-2 - Average Completed Interval</b>									
PR-2-01	Av. Interval Completed - Total No Dispatch	(No Standard See Published Interval)		NA					
PR-2-02	Av. Interval Completed - Total Dispatch			NA					
<b>PR-3 - Completed within X Days</b>									
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VADl	100.00	NA					
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with VADl	100.00	NA					
<b>PR-4 - Missed Appointments</b>									
PR-4-02	Average Delay Days - Total	Parity with VADl	NA	NA					
PR-4-03	% Missed Appointment - Customer	None Analysis Only	0.00	0.00					
PR-4-04	% Missed Appointment - Verizon - Dispatch	Parity with VADl	NA	NA					
PR-4-05	% Missed Appointment - Verizon - No Dispatch	Parity with VADl	0.00	0.00		1			
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	None Analysis Only		0.00		1			
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01	% Missed Appointment - Verizon Facilities	Parity with VADl	NA	NA					
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with VADl	NA	NA					
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with VADl	NA	NA					
<b>PR-6 - Installation Quality</b>									
PR-6-01	% Install. Troubles Reported within 30 Days	Parity with VADl	0.00	0.00		1			
PR-6-03	% Install. Troubles Reported within 30 Days - FOK/TOX/CPE	None Analysis Only	5.41	0.00		1			0.24
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01	Open Orders in a Hold Status > 30 Days	Parity with VADl	0.00	0.00		1			
PR-8-02	Open Orders in a Hold Status > 90 Days	Parity with VADl	0.00	0.00		1			

continues

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**CLEC Aggregate Performance  
PROVISIONING - UNE POTS / SPECIAL SERVICES continued**

Metric #	Special Services - Provisioning	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
<b>PR-1 - Average Interval Offered</b>									
PR-1-01	Av. Interval Offered - Total No Dispatch	Parity with Retail	4.25	NA	4		1.50		
PR-1-02	Av. Interval Offered - Total Dispatch	Parity with Retail	4.25	NA	4		10.00		
PR-1-06	Av. Interval Offered - DS0	Parity with Retail	9.25	NA	4		10.59		
PR-1-07	Av. Interval Offered - DS1	Parity with Retail	NA	NA					
PR-1-08	Av. Interval Offered - DS3	Parity with Retail	NA	NA					
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		NA					
PR-1-12	Av. Interval Offered - Disconnects	Parity with Retail	5.72	NA	29		4.87		
<b>PR-2 - Average Completed Interval</b>									
PR-2-01	Av. Interval Completed - Total No Dispatch	Parity with Retail	3.50	NA	2		2.12		
PR-2-02	Av. Interval Completed - Total Dispatch	Parity with Retail	25.00	NA	1				
PR-2-06	Av. Interval Completed - DS0	Parity with Retail	13.50	NA	2		16.26		
PR-2-07	Av. Interval Completed - DS1	Parity with Retail	NA	NA					
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		NA					
PR-2-18	Av. Interval Completed - Disconnects	Parity with Retail	5.33	NA	24		4.41		
<b>PR-4 - Missed Appointment</b>									
PR-4-01	% Missed Appointment - Verizon - Total	Parity with Retail	16.67	NA	6				
PR-4-01	% Missed Appointment - Verizon - Total - EEL	Parity with Retail	NA	UD					
PR-4-01	% Missed Appointment - Verizon - Total - IOF	Parity with Retail	NA	NA					
PR-4-01	% Missed Appointment - Verizon - DS0	Parity with Retail	0.00	NA	3				
PR-4-01	% Missed Appointment - Verizon - DS1	Parity with Retail	NA	NA					
PR-4-01	% Missed Appointment - Verizon - DS3	Parity with Retail	NA	NA					
PR-4-01	% Missed Appointment - Verizon - Special Other	Parity with Retail	33.33	NA	3				
PR-4-02	Average Delay Days - Total	Parity with Retail	1.00	NA	1				
PR-4-02	Average Delay Days - Total - EEL	Parity with Retail	NA	UD					
PR-4-02	Average Delay Days - Total - IOF	Parity with Retail	NA	NA					
PR-4-03	% Missed Appointment - Customer	None: Analysis Only	16.67	NA					
PR-4-03	% Missed Appointment - Customer - EEL	None: Analysis Only	NA	UD					
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only	NA	NA					
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01	% Missed Appointment - Verizon - Facilities	Parity with Retail	0.00	NA	4				
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail	0.00	NA	4				
PR-5-03	% Orders Held for Facilities > 80 Days	Parity with Retail	0.00	NA	4				
<b>PR-6 - Installation Quality</b>									
PR-6-01	% Installation Troubles reported within 30 Days	Parity w/Verizon RT for Found Troubles	0.00	NA	41				
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.00	NA	41				
<b>PR-7 - Jeopardy Reports</b>									
PR-7-01	% Orders with Jeopardy Status - EEL	Jeopardy Legend	0.00	UD					
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01	Open Orders in a Hold Status > 30 Days	Parity with Retail	0.00	NA	6				
PR-8-01	Open Orders in a Hold Status > 30 Days - EEL	Parity with Retail	0.00	UD	6				
PR-8-01	Open Orders in a Hold Status > 30 Days - IOF	Parity with Retail	0.00	NA	6				
PR-8-02	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.00	NA	6				
PR-8-02	Open Orders in a Hold Status > 90 Days - EEL	Parity with Retail	0.00	UD	6				
PR-8-02	Open Orders in a Hold Status > 90 Days - IOF	Parity with Retail	0.00	NA	6				

Legend Notations defined on Legend sheet - last page

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

**Maintenance - POTS Loop**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02	Network Trouble Report Rate - Loop	2.27	1.52	50558	330		0.92	0.92
MR-2-03	Network Trouble Report Rate - Central Office	0.13	0.00	50558	330		0.20	0.66
MR-2-04	% Subsequent Reports	21.01	37.50					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	1.00	0.00	50558	330		0.55	1.82
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01	% Missed Repair Appointment - Loop	4.93	20.00	1157	5		9.70	-1.55
MR-3-02	% Missed Repair Appointment - Central Office	5.71	NA	70				
MR-3-03	% CPE/TOK/FOK - Missed Appointment	4.33	NA	508				
MR-3-04	% Missed Repair Appointment - No Double Dispatch	3.05	25.00	591	4		8.63	-2.54
MR-3-05	% Missed Repair Appointment - Double Dispatch	24.39	NA	123				
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01	Mean Time To Repair - Total	23.33	40.32	1218	5	28.08	12.58	-1.35
MR-4-02	Mean Time To Repair - Loop Trouble	23.98	40.32	1157	5	28.40	12.73	-1.28
MR-4-03	Mean Time To Repair - Central Office Trouble	16.30	NA	70		31.87		
MR-4-04	% Cleared (all troubles) within 24 Hour	75.37	60.00	1218	5		19.31	-0.80
MR-4-07	% Out of Service > 12 Hours	62.98	100.00	1059	5		21.64	-1.71
MR-4-08	% Out of Service > 24 Hours	20.86	40.00	1064	5		18.21	-1.05
MR-4-09	Mean Time To Repair - No Double Dispatch	24.77	47.18	599	4	26.38	13.24	-1.69
MR-4-10	Mean Time To Repair - Double Dispatch	56.95	NA	123		48.30		
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01	% Repeat Reports within 30 Days	16.91	0.00	1218	5		16.80	1.01

**Maintenance - POTS Platform**

<b>MR-2 - Trouble Report Rate</b>								
MR-2-02	Network Trouble Report Rate - Platform	2.27	NA	50558				
MR-2-03	Network Trouble Report Rate - Central Office	0.13	NA	50558				
MR-2-04	% Subsequent Reports	21.01	NA					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	1.00	NA	50558				
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01	% Missed Repair Appointment - Platform Bus	4.27	NA	164				
MR-3-01	% Missed Repair Appointment - Platform Res	4.88	NA	984				
MR-3-02	% Missed Repair Appointment - Central Office Bus	0.00	NA	24				
MR-3-02	% Missed Repair Appointment - Central Office Res	6.82	NA	44				
MR-3-03	% CPE/TOK/FOK - Missed Appointment - Platform	4.33	NA	508				
MR-3-04	% Missed Repair Appointment - No Double Dispatch	3.05	NA	591				
MR-3-05	% Missed Repair Appointment - Double Dispatch	24.39	NA	123				
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01	Mean Time To Repair - Total	23.33	NA	1218		29.08		
MR-4-02	Mean Time To Repair - Loop Trouble - Platform - Bus	22.18	NA	164		26.92		
MR-4-02	Mean Time To Repair - Loop Trouble - Platform - Res	24.23	NA	984		28.72		
MR-4-03	Mean Time To Repair - Central Office Trouble - Bus	11.02	NA	24		13.15		
MR-4-03	Mean Time To Repair - Central Office Trouble - Res	14.12	NA	44		20.62		
MR-4-04	% Cleared (all troubles) within 24 Hour	75.37	NA	1218				
MR-4-06	% Out of Service > 4 Hours	87.54	NA	1059				
MR-4-07	% Out of Service > 12 Hours	62.98	NA	1059				
MR-4-08	% Out of Service > 24 Hours - Bus	19.88	NA	161				
MR-4-08	% Out of Service > 24 Hours - Res.	20.87	NA	896				
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01	% Repeat Reports within 30 Days	16.91	NA	1218				

**2-Wire Digital Services - Maintenance**

<b>MR-2 - Trouble Report Rate</b>								
MR-2-02	Network Trouble Report Rate - Loop	0.53	4.55	937	22		1.57	-2.55
MR-2-03	Network Trouble Report Rate - Central Office	0.00	0.00	937	22			
MR-2-04	% Subsequent Reports	37.50	0.00					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	1.07	13.64	937	22		2.22	-5.67
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01	% Missed Repair Appointment - Loop	0.00	100.00	5	1			
MR-3-02	% Missed Repair Appointment - Central Office	NA	NA					
MR-3-03	% CPE/TOK/FOK - Missed Appointment	20.00	33.33	10	3		26.33	-0.51
MR-3-04	% Missed Repair Appointment - No Double Dispatch	0.00	NA	5				
MR-3-05	% Missed Repair Appointment - Double Dispatch	NA	100.00		1			
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01	Mean Time To Repair - Total	23.77	49.17	5	1	12.53	13.73	-1.85
MR-4-02	Mean Time To Repair - Loop Trouble	23.77	49.17	5	1	12.53	13.73	-1.85
MR-4-03	Mean Time To Repair - Central Office Trouble	NA	NA					
MR-4-04	% Cleared (all troubles) within 24 Hour	60.00	0.00	5	1		53.67	-1.12
MR-4-07	% Out of Service > 12 Hours	80.00	NA	5				
MR-4-08	% Out of Service > 24 Hours	40.00	NA	5				
MR-4-09	Mean Time To Repair - No Double Dispatch	23.77	NA	5		12.53		
MR-4-10	Mean Time To Repair - Double Dispatch	NA	49.17		1			
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01	% Repeat Reports within 30 Days	20.00	100.00	5	1		43.82	-1.83

continues

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

Metric #	2-Wire xDSL Loops - Maintenance	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02	Network Trouble Report Rate - Loop	Parity with VAD	0.48	0.31		324			0.33
MR-2-03	Network Trouble Report Rate - Central Office	Parity with VAD	0.48	0.00		324			0.94
MR-2-04	% Subsequent Reports	Assessed UC/W MRAs	0.00	0.00		2			
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.91	0.31		324			1.58
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01	% Missed Repair Appointment - Loop	Parity with VAD	100.00	0.00		2			
MR-3-02	% Missed Repair Appointment - Central Office	Parity with VAD	50.00	NA					
MR-3-03	%CPE/TOK/FOK - Missed Appointment	None: Analysis Onl	37.50	0.00		1			0.73
MR-3-04	% Missed Repair Appointment - No Double Dispatch	Parity with VAD	66.67	0.00		1			1.22
MR-3-05	% Missed Repair Appointment - Double Dispatch	Parity with VAD	NA	0.00		1			
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-02	Mean Time To Repair - Loop Troubl	Parity with VAD	50.07	55.45		2			-0.19
MR-4-03	Mean Time To Repair - Central Office Troubl	Parity with VAD	127.90	NA					
MR-4-04	% Cleared (all troubles) within 24 Hour:	Parity with VAD	25.00	0.00		2			-0.67
MR-4-07	% Out of Service > 12 Hours	Parity with VAD	NA	100.00		2			
MR-4-08	% Out of Service > 24 Hours	Parity with VAD	NA	100.00		2			
MR-4-09	Mean Time To Repair - No Double Dispatch	Parity with VAD	40.98	24.20		1			0.57
MR-4-10	Mean Time To Repair - Double Dispatch	Parity with VAD	NA	86.68					
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01	% Repeat Reports within 30 Days	Parity with VAD	25.00	0.00		2			0.67
<b>2-Wire xDSL Line Sharing - Maintenance</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02	Network Trouble Report Rate - Loop	Parity with VAD	0.48	0.00		2			0.10
MR-2-03	Network Trouble Report Rate - Central Office	Parity with VAD	0.48	0.00		2			0.10
MR-2-04	% Subsequent Reports	Assessed UC/W MRAs	0.00	NA		2			0.20
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.91	0.00		2			
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01	% Missed Repair Appointment - Loop	Parity with VAD	100.00	NA					
MR-3-02	% Missed Repair Appointment - Central Office	Parity with VAD	50.00	NA					
MR-3-03	%CPE/TOK/FOK - Missed Appointment	None: Analysis Only	37.50	NA					
MR-3-04	% Missed Repair Appointment - No Double Dispatch	Parity with VAD	66.67	NA					
MR-3-05	% Missed Repair Appointment - Double Dispatch	Parity with VAD	NA	NA					
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-02	Mean Time To Repair - Loop Troubl	Parity with VAD	50.07	NA					
MR-4-03	Mean Time To Repair - Central Office Troubl	Parity with VAD	127.90	NA					
MR-4-04	% Cleared (all troubles) within 24 Hour:	Parity with VAD	25.00	NA					
MR-4-07	% Out of Service > 12 Hours	Parity with VAD	NA	NA					
MR-4-08	% Out of Service > 24 Hours	Parity with VAD	NA	NA					
MR-4-09	Mean Time To Repair - No Double Dispatch	Parity with VAD	40.98	NA					
MR-4-10	Mean Time To Repair - Double Dispatch	Parity with VAD	NA	NA					
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01	% Repeat Reports within 30 Days	Parity with VAD	25.00	NA					
<b>Special Services - Maintenance</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-01	Network Trouble Report Rate	Parity with Retail	0.27	0.00	2255	7		1.95	0.14
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.53	0.00	2255	7		2.75	0.19
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01	Mean Time To Repair - Tota	Parity with Retail	5.23	NA	6		5.41		
MR-4-04	% Cleared (all troubles) within 24 Hour:	Parity with Retail	100.00	NA	6				
MR-4-06	% Out of Service > 4 Hours	Parity with Retail	50.00	NA	6				
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	0.00	NA	6				
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	33.33	NA	6				
Legend Notations defined on Legend sheet - last page									

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**CLEC Aggregate Performance  
TRUNKS**

Metric #	ORDERING	Standard	Aggregate Interconnection		Number of Observations	Standard Deviation	Sampling Error	Z-Score
			Actual Performance					
<b>ORDERING</b>								
<b>OR 1 - Order Confirmation Timeliness</b>								
OR-1-11	Av. FOC Time (<= 192 Forecasted Trunks)	95% on time: 10 Business Days	NA					
OR-1-11	Av. FOC Time (> 192 and Unforecasted Trunks)	Negotiated Process	14.00					
OR-1-12	% On Time FOC (<= 192 Forecasted Trunks)	95% on time: 10 Business Days	NA					
OR-1-12	% On Time FOC (> 192 and Unforecasted Trunks)	Negotiated Process	0.00		1			
OR-1-13	% On Time Design Layout Record (DLR)	95% on time: 10 Business Days	100.00		1			
OR-1-19	% On Time Resp. - Request for Inbound Augment Trunks (<= 192)	95% on time: 10 Business Days	NA					
OR-1-19	% On Time Resp. - Request for Inbound Augment Trunks (> 192 Forecasted)	Negotiated Process	NA					
<b>OR-2 - Reject Timeliness</b>								
OR-2-11	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)		NA					
OR-2-12	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	95% on time: 10 Business Days	NA					
<b>PROVISIONING</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-09	Av. Interval Offered - Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	NA	NA				
PR-1-09	Av. Interval Offered - Total (> 192 & Unforecasted Trunks)	Parity with IXC / FGD	NA	NA				
<b>PR-2 - Average Interval Completed</b>								
PR-2-09	Av. Interval Completed - Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	NA	NA				
PR-2-09	Av. Interval Completed - Total (> 192 Forecasted Trunks)	Parity with IXC / FGD	NA	NA				
<b>PR-3 - Missed Appointments</b>								
PR-4-01	% Missed Appointment - Verizon - Total	Parity with IXC / FGD	NA	0.00	24			
PR-4-02	Average Delay Days - Total	Parity with IXC / FGD	NA	NA				
PR-4-03	% Missed Appointment - Customer	None: Analysis Only	NA	100.00				
PR-4-07	% On Time Performance - LNP Only	95% on Time	NA	NA				
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01	% Missed Appointment - Verizon - Facilities	Parity with IXC / FGD	NA	0.00	24			
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD	NA	0.00	24			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	NA	0.00	24			
<b>PR-6 - Installation Quality</b>								
PR-6-01	% Installation Troubles reported within 30 Days	Parity with IXC / FGD	NA	0.00	24			
PR-6-03	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	None: Analysis Only	NA	0.00	24			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01	Open Orders in a Hold Status > 30 Days	Parity with IXC / FGD	UD	UD				
PR-8-02	Open Orders in a Hold Status > 90 Days	Parity with IXC / FGD	UD	UD				
<b>MAINTENANCE</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-01	Network Trouble Report Rate	Parity with IXC / FGD	0.00	0.00	1152	1564		
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01	Mean Time To Repair - Total	Parity with IXC / FGD	NA	NA				
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with IXC / FGD	NA	NA				
MR-4-05	% Out of Service > 2 Hours	Parity with IXC / FGD	NA	NA				
MR-4-06	% Out of Service > 4 Hours	Parity with IXC / FGD	NA	NA				
MR-4-07	% Out of Service > 12 Hours	Parity with IXC / FGD	NA	NA				
MR-4-08	% Out of Service > 24 Hours	Parity with IXC / FGD	NA	NA				
<b>MR-5 - Repeat Trouble Report Rate</b>								
MR-5-01	% Repeat Reports within 30 Days	Parity with IXC / FGD	NA	NA				
<b>NETWORK PERFORMANCE</b>								
<b>NP-1 - Percent Final Trunk Group Blockage</b>								
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard	See Guidelines	33.33	NA	3			
NP-1-02	% FTG Exceeding Blocking Std. -(No Exceptions)	See Guidelines	33.33	NA	3			
NP-1-03	Number FTG Exceeding Blocking Std. - 2 Months	See Guidelines		NA				
NP-1-04	Number FTG Exceeding Blocking Std. - 3 Months	See Guidelines		NA				
<b>NP-2 - Collocation Performance - New</b>								
NP-2-01	% On Time Response to Request for Physical Collocation	8 Days	NA					
NP-2-02	% On Time Response to Request for Virtual Collocation	14 Days	NA					
NP-2-03	Average Interval - Physical Collocation	76 Days	NA					
NP-2-04	Average Interval - Virtual Collocation	105 Days	NA					
NP-2-05	% On Time - Physical Collocation	95% on time	NA					
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					
<b>NP-2 - Collocation Performance - Augment</b>								
NP-2-01	% On Time Response to Request for Physical Collocation	8 Days	NA					
NP-2-02	% On Time Response to Request for Virtual Collocation	14 Days	NA					
NP-2-03	Average Interval - Physical Collocation	76 Days	NA					
NP-2-04	Average Interval - Virtual Collocation	105 Days	NA					
NP-2-05	% On Time - Physical Collocation	95% on time	NA					
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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**LEGEND**

\* = NY/NE Combined Measurement  
\*\* = NY Measurement  
\*\*\* = CT 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