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**Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, DC 20554**

In the Matter of

| | | |
|--|---|----------------------|
| Application by Verizon New England |) | |
| Inc., Bell Atlantic Communications, Inc. |) | |
| (d/b/a Verizon Long Distance), NYNEX |) | |
| Long Distance Company (d/b/a Verizon |) | CC Docket No. 01-324 |
| Enterprise Solutions), Verizon Global |) | |
| Networks Inc., and Verizon Select |) | |
| Services Inc., for Authorization To |) | |
| Provide In-Region, InterLATA Services |) | |
| in Rhode Island |) | |

**REPLY DECLARATION OF
ELAINE M. GUERARD, JULIE A. CANNY, AND BETH A. ABESAMIS**

I. Introduction

1. My name is Elaine M. Guerard. I am Vice President – Wholesale Performance Assurance for Verizon Services Group. I submitted a Declaration jointly with Julie A. Canny and Beth A. Abesamis as part of Verizon’s above-captioned Application to provide in-region interLATA services in Rhode Island. My qualifications are set forth in that Declaration. I am accountable for the entire reply declaration.

2. My name is Julie A. Canny. Executive Director – Regulatory Support for Wholesale Performance Assurance for Verizon. I submitted a Declaration jointly with Elaine M. Guerard and Beth A. Abesamis as part of Verizon’s above-captioned Application to provide in-region interLATA services in Rhode Island. My qualifications are set forth in that Declaration. I am accountable for the entire reply declaration.

3. My name is Beth A. Abesamis. I am Director for Wholesale Performance Assurance. I submitted a Declaration jointly with Elaine M. Guerard and Julie A. Canny as part

of Verizon's above-captioned Application to provide in-region interLATA services in Rhode Island. My qualifications are set forth in that Declaration. I am accountable for Part II of the reply declaration.

II. Purpose

4. The purpose of our reply declaration is to address an inaccurate statement contained in comments filed by AT&T in this proceeding concerning the use of permutation testing under the Performance Assurance Plan in Rhode Island and in New York.

5. We also present the performance measurements results collected for October and November 2001 for Rhode Island and Massachusetts. Copies of the Carrier-to-Carrier performance reports showing CLEC aggregate and the retail comparison group performance data in Rhode Island and Massachusetts for those months are Attachments 1 and 2 to our reply declaration. CLEC-specific reports for Rhode Island for these months are included as Attachment 3. Reports showing performance trends over the period from April through November 2001 for Rhode Island and Massachusetts were filed with the Commission on January 4, 2002. See Application of Verizon New England Inc., et al., for Authorization To Provide In-Region, InterLATA Services in Rhode Island, Letter from Clint E. Odom to Magalie R. Salas, CC Docket 01-324 (Jan. 4, 2002). Finally, we note that the current versions of the Rhode Island Carrier-to-Carrier Guidelines and the Rhode Island Performance Assurance Plan ("Plan") were filed under separate cover with the Commission on December 14, 2001. See Application of Verizon New England Inc., et al., for Authorization To Provide In-Region, InterLATA Services in Rhode Island, Letters from Clint E. Odom to Magalie R. Salas, CC Docket 01-324 (Dec. 14, 2001).

6. As we demonstrated in our Declaration, Verizon is subject to a comprehensive set of performance measurements for service timeliness, reliability, and quality. We also demonstrated that Verizon's reporting of those measurements and its metrics change control processes have been independently reviewed and validated. Finally, we demonstrated that, as discussed further below, Verizon is subject to self-executing enforcement mechanisms that are sufficient to ensure compliance with established performance standards. The Rhode Island Public Utility Commission agrees that the guidelines in Rhode Island "allow us to monitor all aspects of VZ-RI's wholesale performance to ensure that CLECs are afforded parity with VZ-RI's retail operations and are provided with a meaningful opportunity to compete in Rhode Island" and that the Performance Assurance Plan "provide[s] VZ-RI with a strong financial incentive to maintain the quality of its wholesale service." Rhode Island PUC Report at 191. With the sole exception noted above, no commenter takes issue with any of these points.

III. Performance Assurance Plan

7. As we explained in our Declaration, the Rhode Island Plan does not excuse Verizon from making payments for missed performance measurements if the sample size is small. See Guerard/Canny/Abesamis Decl. ¶ 90. AT&T, however, claims that Verizon is using different methodologies in Rhode Island and New York to determine whether it has missed a parity measurement when sample sizes are small. See AT&T Comments at 18. This is not true. In fact, Verizon uses the same methodology in Rhode Island, New York, Massachusetts, and Connecticut. In calculating any remedy payments due to CLECs under the plans in all four states, Verizon uses permutation testing when the sample size for a parity measurement is small (as defined in Appendix D of those plans) and when the Z or t statistic is less than or equal to -0.8225).

8. However, contrary to AT&T's claims, Verizon is not "currently capable of running the permutation test in an automated fashion," nor is it "currently running automated permutation tests for its wholesale operations in New York." Id. The computer system that produces the monthly Performance Assurance Plan reports in Rhode Island, New York, Massachusetts, and Connecticut currently is unable to identify a parity measurement with a small sample size and then to run a permutation test automatically. (Nor has Verizon automated permutation testing in Pennsylvania, New Jersey, or any of the other former Bell Atlantic states.) Instead, Verizon must manually identify those parity measurements with small sample sizes where the Z or t statistic is less than or equal to -0.8225. Verizon then provides the data for the identified measurements to a work group within Verizon that has a computer system capable of running a permutation test. The results of that test are then used to calculate the remedy payments, if any, due under the Performance Assurance Plans in Rhode Island, New York, Massachusetts, and Connecticut. Therefore, AT&T is incorrect to suggest that the Rhode Island Plan is not based on the "more accurate indication of Verizon's wholesale performance." Id.

9. The current schedule is for Verizon's data warehouse to complete the work needed to automate permutation testing for the former Bell Atlantic states by the end of 2002. When that work is completed, Verizon will use a permutation test to calculate the statistical scores for parity measurements with small sample sizes, when the Z or t statistic is less than or equal to -0.8225, for both its Performance Assurance Plans and its Carrier-to-Carrier performance reports in New York, Massachusetts, Connecticut, and Rhode Island.

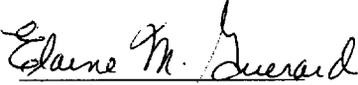
10. As an interim measure until permutation testing is automated, Verizon, CLECs, and the New York PSC's staff are investigating the use of "log-gamma" function values to compute hypergeometric probabilities in Microsoft Excel for the Fisher Exact test. For counted

variables, such as the missed appointment measurement (PR-4-01), this function provides results that are statistically equivalent to permutation testing. Once this function is validated and approved for the calculation of remedy payments under the New York Plan, Verizon expects that the New York PSC's staff will provide Verizon with a calculation spreadsheet for the Performance Assurance Plan including that function. At that point, Verizon will propose the use of that function, pending automation of permutation testing, for the Rhode Island, Massachusetts, and Connecticut plans.

11. This concludes our Reply Declaration.

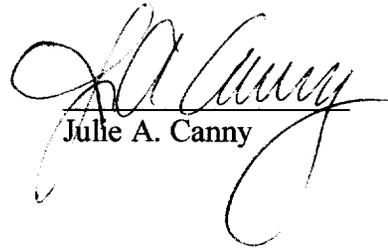
I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Executed on January 7, 2002


Elaine M. Guerard

I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

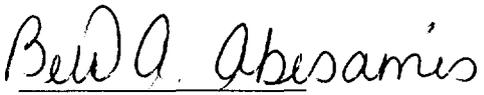
Executed on January 7, 2002



Julie A. Canny

I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Executed on January 7, 2002


Beth A. Abesamis

Beth A. Abesamis

REPLY DECLARATION OF ELAINE M. GUERARD,
JULIE A. CANNY, AND BETH A. ABESAMIS

ATTACHMENT 1

REDACTED – FOR PUBLIC INSPECTION

Bruce P. Beausejour
Vice President and General Counsel – New England

Room 1403
185 Franklin Street
Boston, MA 02110

Phone 617 743-2445
Fax 617 737-0648
bruce.p.beausejour@verizon.com

November 27, 2001

Luly E. Massaro, Commission Clerk
Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02888

Re: Docket No. 3195-Verizon Rhode Island Performance Metrics

Dear Ms. Massaro:

Enclosed are an original and nine copies of Verizon Rhode Island's aggregate performance report for October 2001, using the Carrier-to-Carrier (C2C) Guidelines filed with the Commission on February 16, 2001.

The number of observations shown for Verizon's UNE-2-wire xDSL provisioning and maintenance are associated with Verizon Advanced Data, Inc. ("VADI") and are considered proprietary. A proprietary version of the October aggregate reports is being filed under separate cover with the Commission only.

CLECs may obtain carrier-specific reports and data files concerning their own operations upon request to their Account Manager, and such reports will be provided directly to the CLEC for each subsequent month.

The Attachment to this transmittal letter provides information regarding a toll-free help-line that is available to CLECs who have questions about the C2C reports they have received.

If you have any questions regarding this matter, please do not hesitate to contact me at the number above. Thank you for your attention to this matter.

Very truly yours,

Bruce P. Beausejour

Attachments
cc: Service List



October 25, 2001

Dear Recipient of RI Carrier-to-Carrier Performance Reports:

Verizon is pleased to announce the availability of an 800 number for you to call if you have questions regarding your Rhode Island Carrier-to-Carrier Performance Reports. In order to better serve our Wholesale customers in providing timely responses to Wholesale metric issues, Verizon has established a Performance Report Help Line. Inquiries accepted on this line will address metrics associated with Verizon-RI's Carrier-to-Carrier Performance Reports. The Help Line number is **800-959-9995**.

General Wholesale and Verizon questions should continue to be directed to your Verizon Account Manager. Calls pertaining to Pre-Order, Ordering, and Maintenance system and transaction inquiries should continue to be directed to the Wholesale Customer Care Center (formerly the Bell Atlantic Systems Solutions Help Desk "BASSHD").

In order for Verizon to best serve you on the Help Line, you will be required to provide the following information:

- Your name and reach number
- Your company name
- Your company AECN, RSID, ACNA, CCNA or OCN
- Report Title, Month, Carrier-to-Carrier Guideline Metric Name and Number, and Geographic State
- Detailed description of inquiry
- Email address

The hours of operation are Monday through Friday, 8:00 a.m. to 5:00 p.m. EST. If a call coordinator is unavailable during these hours, VoiceMail will be provided and acknowledged promptly. During non-business hours, VoiceMail will be acknowledged by the next business day.

If after normal business-to-business efforts have taken place to resolve the metric issue and you are not satisfied with the resolution, three levels of escalation are available to you:

| Escalation Level | Contact | Title | Contact Number |
|------------------|---------------|--------------------|----------------|
| Level 1 | Pamela Hunt | Manager | 301-236-3894 |
| Level 2 | John Keenan | Director | 617-743-6547 |
| Level 3 | Thomas Sautto | Executive Director | 973-649-7025 |

Verizon looks forward to working cooperatively to resolve all your metric inquiries.

Respectfully,

John Keenan
Director - Wholesale Performance Assurance

Carrier to Carrier
Performance Standards and Reports
Verizon Rhode Island October 2001

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING

| Metric # | Standard | Actual Performance | Observations |
|---|---|--|--------------|
| | | Vz CLEC Difference | |
| PRE-ORDERING | | | |
| PO-1 - Response Time OSS Ordering Interface * | | | |
| PO-1-01-6020 | Customer Service Record - EDI | 1.31 2.81 1.50 | 133 |
| PO-1-01-6030 | Customer Service Record - CORBA | 1.31 0.64 -0.66 | 561 |
| PO-1-01-6050 | Customer Service Record - Web GUI | 1.31 2.65 1.35 | 6727 |
| PO-1-02-6020 | Due Date Availability - EDI | 0.07 NA | |
| PO-1-02-6030 | Due Date Availability - CORBA | 0.07 NA | |
| PO-1-02-6050 | Due Date Availability - Web GUI | 0.07 2.19 2.12 | 365 |
| PO-1-03-6020 | Address Validation - EDI | 4.07 5.58 1.51 | 89 |
| PO-1-03-6030 | Address Validation - CORBA | 4.07 2.89 -1.18 | 92 |
| PO-1-03-6050 | Address Validation - Web GUI | 4.07 4.43 0.36 | 1044 |
| PO-1-04-6020 | Product & Service Availability - EDI | 9.02 NA | |
| PO-1-04-6030 | Product & Service Availability - CORBA | 9.02 NA | |
| PO-1-04-6050 | Product & Service Availability - Web GUI | 9.02 6.21 -2.81 | 7 |
| PO-1-05-6020 | Telephone Number Availability & Reservation - EDI | 4.95 NA | |
| PO-1-05-6030 | Telephone Number Availability & Reservation - CORBA | 4.95 3.69 -1.26 | 1 |
| PO-1-05-6050 | Telephone Number Availability & Reservation - Web GUI | 4.95 5.91 0.96 | 356 |
| PO-1-06-6020 | Facility Availability (Loop Qualification) - EDI | 3.02 3.63 0.61 | 15 |
| PO-1-06-6030 | Facility Availability (Loop Qualification) - CORBA | 3.02 NA | |
| PO-1-06-6050 | Facility Availability (Loop Qualification) - Web GUI | 3.02 4.52 1.50 | 282 |
| PO-1-07-6020 | Rejected Query - EDI*** | 0.04 2.62 2.58 | 4097 |
| PO-1-07-6030 | Rejected Query - CORBA*** | 0.04 0.60 0.56 | 2855 |
| PO-1-07-6050 | Rejected Query - Web GUI*** | 0.04 3.38 3.35 | 3594 |
| PO-1-08-6020 | % Timeouts - EDI | not > 33% 0.00 | 318 |
| PO-1-08-6030 | % Timeouts - CORBA | not > 33% 0.00 | 1293 |
| PO-1-08-6050 | % Timeouts - Web GUI | not > 33% 0.32 | 11360 |
| PO-1-09-6020 | Parasol CSR - EDI | 1.31 1.85 0.54 | 19 |
| PO-1-09-6030 | Parasol CSR - CORBA | 1.31 0.31 -1.00 | 403 |
| * Retail data is obtained from Enview, and the total number of observations is 10 per hour per day. | | | |
| PO-2 - OSS Interface Availability* | | | |
| PO-2-01-6020 | OSS Interf. Avail. - Total - EDI | 99.97 | 0.70 |
| PO-2-01-6030 | OSS Interf. Avail. - Total - CORBA | 99.95 | 0.70 |
| PO-2-01-6040 | OSS Interf. Avail. - Total - Maint. Web GUI (RETAS) | 99.40 | 4.43 |
| PO-2-01-6050 | OSS Interf. Avail. - Total - Pre-order/Order WEB GUI | 99.40 | 4.43 |
| PO-2-01-6060 | OSS Interf. Avail. - Total - Electronic Bonding | 100.00 | 0.00 |
| PO-2-02-6020 | OSS Interf. Avail. - Prime Time - EDI | 100.00 | 0.00 |
| PO-2-02-6030 | OSS Interf. Avail. - Prime Time - CORBA | 100.00 | 0.00 |
| PO-2-02-6040 | OSS Interf. Avail. - Prime Time - Maint. Web GUI (RETAS) | 99.54 | 2.23 |
| PO-2-02-6050 | OSS Interf. Avail. - Prime Time - Pre-order/Order WEB GUI | 99.54 | 2.23 |
| PO-2-02-6060 | OSS Interf. Avail. - Prime Time - Electronic Bonding | 100.00 | 0.00 |
| PO-2-03-6020 | OSS Interf. Avail. - Non-Prime - EDI | 99.91 | 0.70 |
| PO-2-03-6030 | OSS Interf. Avail. - Non-Prime - CORBA | 99.88 | 0.70 |
| PO-2-03-6040 | OSS Interf. Avail. - Non-Prime - Maint. Web GUI (RETAS) | 99.15 | 2.20 |
| PO-2-03-6050 | OSS Interf. Avail. - Non-Prime - Pre-order/Order WEB GUI | 99.15 | 2.20 |
| PO-2-03-6060 | OSS Interf. Avail. - Non-Prime - Electronic Bonding | 100.00 | 0.00 |
| PO-5 - Average Notification of Interface Outage | | | |
| PO-5-01-2000 | Average Notice of Interface Outage* | Not more than 20 minutes 13.50 | 2 |
| PO-6 - Software Validation | | | |
| PO-6-01-2000 | Software Validation*** | <= 5% 0.00 | 63 |
| PO-7 - Software Problem Resolution Timeliness | | | |
| PO-7-01-2000 | % Software Problem Res. Timeliness | >=95% NA | |
| PO-7-02-2000 | Delay Hrs. - SAW Res. - Change - Xactions Failed, No Workaround | 48 hours NA | |
| PO-7-03-2000 | Delay Hrs. - SAW Res. - Change - Xactions Failed, With Workaround | 10 days NA | |
| PO-7-04-2000 | Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No WVA*** | 48 hours NA | |
| PO-8 - Manual Loop Qualification | | | |
| PO-8-01-2000 | Average Response Time - Manual Loop Qualification | 95% within 48 Hours NEF | |
| PO-8-02-2000 | Average Response Time - Engineering Record Request | 95% within 72 Hours NA | |
| Customer Notification* | | | |
| PO-4 - Timeliness of Change Management Notice | | | |
| PO-4-01-6611 | % Notices Sent on Time - Emergency Maint. | >= 95% and no delayed notices and documentation over 6 days 100.00 | 3 |
| PO-4-01-6621 | % Notices Sent on Time - Regulatory | NA | |
| PO-4-01-6631 | % Notices Sent on Time - Industry Standard | NA | |
| PO-4-01-6641 | % Notices Sent on Time - Verizon Orig. | NA | |
| PO-4-01-6651 | % Notices Sent on Time - CLEC Orig. | NA | |
| PO-4-02-6611 | Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint. | Notification before implementation NA | |
| PO-4-02-6621 | Change Mgmt. Notice - Delay 1-7 Days - Regulatory | 1 Percent not sat. default to Ind. Del. Time NA | |
| PO-4-02-6631 | Change Mgmt. Notice - Delay 1-7 Days - Ind. Std. | >=65 days NA | |
| PO-4-02-6641 | Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig. | >=65 days NA | |
| PO-4-02-6651 | Change Mgmt. Notice - Delay 1-7 Days - CLEC Orig. | >=65 days NA | |
| PO-4-03-6611 | Change Mgmt. Notice - Delay 8+ Days - Emergency Maint. | Notification before implementation NA | |
| PO-4-03-6621 | Change Mgmt. Notice - Delay 8+ Days - Regulatory | 1 Percent not sat. default to Ind. Del. Time NA | |
| PO-4-03-6631 | Change Mgmt. Notice - Delay 8+ Days - Ind. Std. | >=65 days NA | |
| PO-4-03-6641 | Change Mgmt. Notice - Delay 8+ Days - Verizon Orig. | >=65 days NA | |
| PO-4-03-6651 | Change Mgmt. Notice - Delay 8+ Days - CLEC Orig. | >=65 days NA | |

Carrier to Carrier
Performance Standards and Reports
Verizon Rhode Island October 2001

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING continued

| Metric # | Change Confirmation | Standard | CLEC Perf | CLEC Obs |
|--------------|--|--|-----------|----------|
| | PO-4 - Timeliness of Change Management Notice | | | |
| PO-4-01-6622 | % Notices Sent on Time - Regulatory | > = 95% and no delayed notices and documentation over 6 days | NA | |
| PO-4-01-6632 | % Notices Sent on Time - Ind. Std. | | NA | |
| PO-4-01-6642 | % Notices Sent on Time - Verizon Orig. | | NA | |
| PO-4-01-6652 | % Notices Sent on Time - CLEC Orig. | | NA | |
| PO-4-02-6622 | Change Mgmt. Notice - Delay 1-7 Days - Regulatory | # Period not set, default to Ind. Std. Time | NA | |
| PO-4-02-6632 | Change Mgmt. Notice - Delay 1-7 Days - Ind. Std. | | >=45 days | |
| PO-4-02-6642 | Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig. | # Period not set, default to Ind. Std. Time | NA | |
| PO-4-02-6652 | Change Mgmt. Notice - Delay 1-7 Days - CLEC Orig. | | >=45 days | |
| PO-4-03-6622 | Change Mgmt. Notice - Delay 8+ Days - Regulatory | # Period not set, default to Ind. Std. Time | NA | |
| PO-4-03-6632 | Change Mgmt. Notice - Delay 8+ Days - Ind. Std. | | >=45 days | |
| PO-4-03-6642 | Change Mgmt. Notice - Delay 8+ Days - Verizon Orig. | | >=45 days | |
| PO-4-03-6652 | Change Mgmt. Notice - Delay 8+ Days - CLEC Orig. | | >=45 days | |

| TROUBLE REPORTING (OSS) | | Actual Performance | | | |
|--|--|--------------------|-------|------------|-----|
| MR-1 - Response Time OSS Maintenance Interface | | Vz | CLEC | Difference | |
| MR-1-01-2000 | Create Trouble | 7.03 | 6.06 | -0.97 | 62 |
| MR-1-02-2000 | Status Trouble | 4.79 | NA | | |
| MR-1-03-2000 | Modify Trouble | 6.93 | NA | | |
| MR-1-04-2000 | Request Cancellation of Trouble | 8.14 | NA | | |
| MR-1-05-2000 | Trouble Report History (by TNCircuit) | 0.46 | 1.63 | 1.17 | 32 |
| MR-1-06-2000 | Test Trouble (POTS Only)-**RETAIL only | 62.90 | 55.44 | -7.16 | 200 |

| BILLING | | Actual Performance | | | |
|---------------------------------------|---|--------------------|------|------------|---------|
| BI-1 - Timeliness of Daily Usage Feed | | Vz | CLEC | Difference | |
| BI-1-01-2030 | % DUF in 3 Business Days | 99.56 | | | 8258008 |
| BI-1-02-2030 | % DUF in 4 Business Days | 99.58 | | | |
| BI-1-03-2030 | % DUF in 5 Business Days | 99.59 | | | |
| BI-1-04-2030 | % DUF in 8 Business Days | 99.64 | | | |
| BI-2 - Timeliness of Carrier Bill | | | | | |
| BI-2-01-2030 | Timeliness of Carrier Bill | 99.40 | | | 166 |
| BI-3 - Billing Accuracy | | | | | |
| BI-3-01-2030 | % Billing Adjustments - Dollars Adjusted | 0.64 | 0.56 | | 2671878 |
| BI-3-02-2030 | % Billing Adjustments - Number of Adjustments | 0.23 | 0.09 | | 16332 |

| OPERATOR SERVICES & DATABASES | | Actual Performance | | | |
|--|---|--------------------|------|----------|----------|
| OD-1 - Operator Services - Speed of Answer | | Vz | CLEC | Vz Obs | CLEC Obs |
| OD-1-01-1021 | Average Speed of Answer - Operator Services - NE OSC | 2.62 | 0.25 | 1490524 | 86503 |
| OD-1-02-1021 | Average Speed of Answer - Directory Assistance - NE OSC | 3.46 | 1.76 | 14880606 | 1217509 |

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
Verizon Rhode Island October 2001

CLEC Aggregate Performance
ORDERING - RESALE POTS / SPECIAL SERVICES

| Metric # | Standard | Actual Performance | | Number of Observations | | Standard Deviation | Sampling Error | Z-Score |
|--|---|------------------------------|--------|------------------------|--------|--------------------|----------------|---------|
| | | CLEC Aggregate | VZ | All CLECs | VZ | | | |
| RESALE Pre-Ordering | | | | | | | | |
| PO-3 - Contact Center Availability | | | | | | | | |
| PO-3-01-2000 | Average Speed of Answering - Ordering** (secs) | | 6.47 | | | | | |
| PO-3-02-2000 | % Answered within 30 Seconds - Ordering** | 80% within 30 Seconds | 96.55 | | 5787 | | | |
| PO-3-03-2000 | Average Speed of Answering - Repair (secs)* | | 6.84 | | | | | |
| PO-3-04-2000 | % Answered within 30 Seconds - Repair** | 80% within 30 Seconds | 95.90 | | 114708 | | | |
| RESALE Ordering | | | | | | | | |
| OR-8 - Acknowledgement Timeliness | | | | | | | | |
| OR-8-01-2000 | % Acknowledgements on Time | 95% within 2 Hours | NA | | | | | |
| OR-9 - Order Acknowledgement Completeness | | | | | | | | |
| OR-9-01-2000 | % Acknowledgement Completeness | 99% | NA | | | | | |
| POTS & Pre-qualified Complex - Electronically Submitted | | | | | | | | |
| OR-1 - Order Confirmation Timeliness | | | | | | | | |
| OR-1-01-2320 | Average Local Service Request Confirmation (LSRC) Time (Flow Through) | | 0.03 | | | | | |
| OR-1-02-2320 | % On Time LSRC - Flow Through | 95% within 2 Hours | 100.00 | | 853 | | | |
| OR-1-03-2320 | Average LSRC/ASRC Time No Facility Check | | 12.03 | | | | | |
| OR-1-04-2100 | % On Time LSRC/ASRC No Facility Check | 95% within 24 Hours | 98.53 | | 680 | | | |
| OR-1-05-2320 | Average LSRC/ASRC Time Facility Check | | 23.06 | | | | | |
| OR-1-06-2320 | % On Time LSRC/ASRC Facility Check | 95% within 72 Hours | 100.00 | | 26 | | | |
| OR-2 - Reject Timeliness | | | | | | | | |
| OR-2-01-2320 | Average Local Service Request (LSR) Reject - Time (Flow Through) | | 0.01 | | | | | |
| OR-2-02-2320 | % On Time LSR Reject - Flow Through | 95% within 2 Hours | 100.00 | | 305 | | | |
| OR-2-03-2320 | Average LSR/ASR Reject Time No Facility Check | | 13.90 | | | | | |
| OR-2-04-2320 | % On Time LSR/ASR Reject No Facility Check | 95% within 24 Hours | 81.52 | | 224 | | | |
| OR-2-05-2320 | Average LSR/ASR Reject Time Facility Check | | 24.18 | | | | | |
| OR-2-06-2320 | % On Time LSR/ASR Reject Facility Check | 95% within 72 Hours | 100.00 | | 13 | | | |
| 2 Wire Digital Services | | | | | | | | |
| OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification | | | | | | | | |
| OR-1-03-2341 | Average LSRC/ASRC Time No Facility Check | | 29.58 | | | | | |
| OR-1-04-2341 | % On Time LSRC/ASRC No Facility Check | 95% within 72 Hours | 100.00 | | 6 | | | |
| OR-1-05-2341 | Average LSRC/ASRC Time Facility Check | | NA | | | | | |
| OR-1-06-2341 | % On Time LSRC/ASRC Facility Check | 95% within 72 Hours | NA | | | | | |
| OR-2 - Reject Timeliness - Requiring Loop Qualification | | | | | | | | |
| OR-2-03-2341 | Average LSR/ASR Reject Time No Facility Check | | 54.53 | | | | | |
| OR-2-04-2341 | % On Time LSR/ASR Reject No Facility Check | 95% within 72 Hours | 100.00 | | 6 | | | |
| OR-2-05-2341 | Average LSR/ASR Reject Time Facility Check | | NA | | | | | |
| OR-2-06-2341 | % On Time LSR/ASR Reject Facility Check | 95% within 72 Hours | NA | | | | | |
| POTS Special Services - Aggregate | | | | | | | | |
| OR-3 - Percent Rejects | | | | | | | | |
| OR-3-01-2000 | % Rejects | No Standard | 29.56 | | 1888 | | | |
| OR-3-02-2000 | % Resubmission Not Rejected | 95% | NA | | | | | |
| OR-4 - Timeliness of Completion Notification | | | | | | | | |
| OR-4-01-2000 | Completion Notice (BCN) - Average Response Time | | 5.23 | | | | | |
| OR-4-02-2000 | Completion Notice (BCN) - % On Time | 95% by next bus. day at noon | 83.78 | | 1809 | | | |
| OR-4-04-2000 | Work Completion Notice (PCN) - Average Response Time | | 0.00 | | | | | |
| OR-4-05-2000 | Work Completion Notice (PCN) - % On Time | 95% by next bus. day at noon | 100.00 | | 1789 | | | |
| OR-4-06-2000 | Average Duration - Work Completion (SOP) to Bill Completion | | UR | UR | | | | |
| OR-4-07-2000 | % SOP to Bill Completion <= 5 Business Days | Parity with Retail | UR | UR | | | | |
| OR-4-08-2000 | % SOP to Bill Completion > 1 Business Day | Parity with Retail | UR | UR | | | | |
| OR-4-11-2000 | % Completed orders without either a PCN or BCN | 5% | UD | UD | | | | |
| OR-4-12-2000 | % Due Date to PCN within 2 Business Days | 95% | UD | UD | | | | |
| OR-4-13-2000 | % Due Date to PCN within 5 Business Days | 99% | UD | UD | | | | |
| OR-4-14-2000 | % Due Date to BCN within 4 Business Days | 95% | UD | UD | | | | |
| OR-4-15-2000 | % Due Date to BCN within 7 Business Days | 99% | UD | UD | | | | |
| OR-5 - Percent Flow-Through | | | | | | | | |
| OR-5-01-2000 | % Flow Through - Total | No Standard Developed | 56.52 | | 1686 | | | |
| OR-5-02-2000 | % Flow Through - Sample | No Standard Developed | 57.44 | | 1659 | | | |
| OR-5-03-2000 | % Flow Through Achieved | 95% | 87.24 | | 980 | | | |
| OR-6 - Order Accuracy | | | | | | | | |
| OR-6-01-2000 | % Accuracy - Orders* | 95% Orders without Errors | 93.70 | | 349 | | | |
| OR-6-02-2000 | % Accuracy - Opportunities* | 95% Orders without Errors | 99.20 | | 3744 | | | |
| OR-6-03-2000 | % Accuracy - LSRC** | 95% Orders without Errors | 96.77 | | 440 | | | |
| OR-7 - Order Completeness | | | | | | | | |
| OR-7-01-2000 | % Order Confirmation/Rejects sent within 3 Business Days | 95% | 99.56 | | 1838 | | | |
| Special Services - Electronically Submitted | | | | | | | | |
| OR-1 - Order Confirmation Timeliness | | | | | | | | |
| OR-1-03-2210 | Average LSRC/ASRC Time No Facility Check DS0 | | NA | | | | | |
| OR-1-03-2211 | Average LSRC/ASRC Time No Facility Check DS1 | | NA | | | | | |
| OR-1-03-2213 | Average LSRC/ASRC Time No Facility Check DS3 | | NA | | | | | |
| OR-1-03-2214 | Average LSRC/ASRC Time No Facility Check (Non DS0, DS1, & DS3) | | 14.32 | | | | | |
| OR-1-04-2210 | % On Time LSRC/ASRC No Facility Check DS0 | 95% within 48 Hours | NA | | | | | |
| OR-1-04-2211 | % On Time LSRC/ASRC No Facility Check DS1 | 95% within 48 Hours | NA | | | | | |
| OR-1-04-2213 | % On Time LSRC/ASRC No Facility Check DS3 | 95% within 48 Hours | NA | | | | | |
| OR-1-04-2214 | % On Time LSRC/ASRC No Facility Check (Non DS0, DS1, & DS3) | 95% within 48 Hours | 100.00 | | 17 | | | |
| OR-1-05-2210 | Average LSRC/ASRC Time Facility Check DS0 | | NA | | | | | |
| OR-1-05-2211 | Average LSRC/ASRC Time Facility Check DS1 | | NA | | | | | |
| OR-1-05-2213 | Average LSRC/ASRC Time Facility Check DS3 | | NA | | | | | |
| OR-1-05-2214 | Average LSRC/ASRC Time Facility Check (Non DS0, DS1, & DS3) | | 266.60 | | | | | |
| OR-1-06-2210 | % On Time LSRC/ASRC Facility Check DS0 | 95% within 72 Hours | NA | | | | | |
| OR-1-06-2211 | % On Time LSRC/ASRC Facility Check DS1 | 95% within 72 Hours | NA | | | | | |
| OR-1-06-2213 | % On Time LSRC/ASRC Facility Check DS3 | 95% within 72 Hours | NA | | | | | |
| OR-1-06-2214 | % On Time LSRC/ASRC Facility Check (Non DS0, DS1, & DS3) | 95% within 72 Hours | 75.00 | | 4 | | | |
| OR-2 - Reject Timeliness | | | | | | | | |
| OR-2-03-2200 | Average LSR/ASR Reject Time No Facility Check | | 14.78 | | | | | |
| OR-2-04-2200 | % On Time LSR/ASR Reject No Facility Check | 95% within 48 Hours | 90.00 | | 10 | | | |
| OR-2-05-2200 | Average LSR/ASR Reject Time Facility Check | | NA | | | | | |
| OR-2-06-2200 | % 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
Verizon Rhode Island October 2001
CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES

| Metric # | Standard | Actual Performance | | Number of Observations | | Standard Deviation | Sampling Error | Z-Score |
|---|---|--------------------|----------------|------------------------|-----------|--------------------|----------------|---------|
| | | Vz | CLEC Aggregate | Vz | All CLECs | | | |
| POTS - Provisioning - Total | | | | | | | | |
| PR-1 - Average Interval Offered | | | | | | | | |
| PR-1-04-2100 | Average Interval Offered – Dispatch (6-9 Lines) | 4.00 | NA | 6 | | 2.19 | | |
| PR-1-05-2100 | Average Interval Offered – Dispatch (>= 10 Lines) | 3.00 | 9.00 | 7 | 4 | 3.06 | 1.92 | -3.13 |
| PR-2 - Average Completed Interval | | | | | | | | |
| PR-2-04-2100 | Average Interval Completed – Dispatch (6-9 Lines) | 3.50 | NA | 6 | | 1.87 | | |
| PR-2-05-2100 | Average Interval Completed – Dispatch (>= 10 Lines) | 3.50 | 7.67 | 6 | 3 | 5.09 | 3.60 | -1.16 |
| PR-3 - Completed within Specified Days | | | | | | | | |
| PR-3-01-2100 | % Completed in 1 Day (1-5 Lines - No Dispatch) | 89.46 | 73.17 | 12738 | 246 | | 1.98 | -8.24 |
| PR-3-02-2100 | % Completed in 2 Days (1-5 Lines - No Dispatch) | 95.32 | 89.84 | 12738 | 246 | | 1.36 | -4.03 |
| PR-3-03-2100 | % Completed in 3 Days (1-5 Lines - No Dispatch) | 97.47 | 90.24 | 12738 | 246 | | 1.01 | -7.15 |
| PR-3-04-2100 | % Completed in 1 Day (1-5 Lines - Dispatch) | 19.32 | 1.89 | 673 | 59 | | 5.36 | -3.29 |
| PR-3-05-2100 | % Completed in 2 Days (1-5 Lines - Dispatch) | 34.92 | 3.39 | 673 | 59 | | 6.47 | -4.87 |
| PR-3-06-2100 | % Completed in 3 Days (1-5 Lines - Dispatch) | 49.03 | 16.95 | 673 | 59 | | 6.79 | -4.73 |
| PR-3-07-2100 | % Completed in 4 Days (1-5 Lines - Total) | 96.81 | 81.31 | 13411 | 305 | | 1.02 | -15.23 |
| PR-3-08-2100 | % Completed in 5 Days (1-5 Lines - No Dispatch) | 99.25 | 95.12 | 12738 | 246 | | 0.56 | -7.44 |
| PR-3-09-2100 | % Completed in 5 Days (1-5 Lines - Dispatch) | 88.71 | 55.93 | 673 | 59 | | 4.30 | -7.63 |
| PR-3-10-2100 | % Completed in 6 Days (1-5 Lines - Total) | 99.25 | 90.82 | 13411 | 305 | | 0.50 | -16.87 |
| PR-4 - Missed Appointments | | | | | | | | |
| PR-4-02-2100 | Average Delay Days – Total | 3.65 | NA | 144 | | 13.23 | | |
| PR-4-03-2100 | % Missed Appointment – Customer | 1.18 | 1.64 | | | | | |
| PR-4-04-2100 | % Missed Appointment – Verizon – Dispatch | 3.47 | 0.00 | 3948 | 111 | | 1.76 | 1.97 |
| PR-4-05-2100 | % Missed Appointment – Verizon – No Dispatch | 0.02 | 0.00 | 28382 | 561 | | 0.06 | 0.33 |
| PR-4-08-2100 | % Missed Appt. – Customer – Late Order Conf. | | 0.00 | | 672 | | | |
| PR-5 - Facility Missed Orders | | | | | | | | |
| PR-5-01-2100 | % Missed Appointment – Verizon – Facilities | 1.01 | 0.00 | 3948 | 111 | | 0.96 | 1.05 |
| PR-5-02-2100 | % Orders Held for Facilities > 15 Days | 0.03 | 0.00 | 3948 | 111 | | 0.17 | 0.18 |
| PR-5-03-2100 | % Orders Held for Facilities > 60 Days | 0.00 | 0.00 | 3948 | 111 | | | |
| PR-6 - Installation Quality | | | | | | | | |
| PR-6-01-2100 | % Installation Troubles reported within 30 Days | 4.49 | 1.57 | 23549 | 1339 | | 0.58 | 5.03 |
| PR-6-02-2100 | % Installation Troubles reported within 7 Days | 2.74 | 1.05 | 23549 | 1339 | | 0.46 | 3.70 |
| PR-6-03-2100 | % Inst. Troubles reported w/in 30 Days - FOK/TOK/CPE | 3.07 | 2.17 | 23549 | 1339 | | 0.48 | 1.66 |
| PR-8 - Open Orders in a Hold Status | | | | | | | | |
| PR-8-01-2100 | Open Orders in a Hold Status > 30 Days | 0.00 | 0.15 | 32330 | 672 | | | |
| PR-8-02-2100 | Open Orders in a Hold Status > 60 Days | 0.00 | 0.15 | 32330 | 672 | | | |
| POTS - Summary | | | | | | | | |
| PR-1 - Average Interval Offered | | | | | | | | |
| PR-1-01-2110 | Average Interval Offered – Total No Dispatch | 0.71 | 1.53 | 1496 | 62 | 4.70 | 0.81 | -1.35 |
| PR-1-03-2110 | Average Interval Offered – Dispatch (1-5 Lines) | 3.52 | 5.03 | 288 | 34 | 2.32 | 0.42 | -3.58 |
| PR-2 - Average Completed Interval | | | | | | | | |
| PR-2-01-2110 | Average Interval Completed – Total No Dispatch | 0.48 | 1.38 | 1404 | 55 | 1.07 | 0.15 | -6.12 |
| PR-2-03-2110 | Average Interval Completed – Dispatch (1-5 Lines) | 3.56 | 4.57 | 241 | 30 | 2.32 | 0.45 | -2.25 |
| POTS - Residence | | | | | | | | |
| PR-1 - Average Interval Offered | | | | | | | | |
| PR-1-01-2120 | Average Interval Offered – Total No Dispatch | 0.35 | 2.63 | 21452 | 280 | 2.26 | 0.14 | -16.77 |
| PR-1-03-2120 | Average Interval Offered – Dispatch (1-5 Lines) | 3.13 | 8.10 | 517 | 31 | 2.43 | 0.45 | -13.29 |
| PR-2 - Average Completed Interval | | | | | | | | |
| PR-2-01-2120 | Average Interval Completed – Total No Dispatch | 0.33 | 1.05 | 20947 | 265 | 2.24 | 0.14 | -5.20 |
| PR-2-03-2120 | Average Interval Completed – Dispatch (1-5 Lines) | 3.59 | 8.45 | 432 | 29 | 2.43 | 0.47 | -10.43 |
| POTS - Complex Aggregate | | | | | | | | |
| PR-1 - Average Interval Offered | | | | | | | | |
| PR-1-12-2103 | Average Interval Offered – Disconnects | 2.89 | 2.16 | 12486 | 531 | 4.51 | 0.20 | 4.15 |
| PR-2 - Average Completed Interval | | | | | | | | |
| PR-2-18-2103 | Average Interval Completed – Disconnects | 2.85 | 1.89 | 11481 | 487 | 4.24 | 0.20 | 4.89 |
| Special Services | | | | | | | | |
| PR-1 - Average Interval Offered | | | | | | | | |
| PR-1-01-2341 | Average Interval Offered – Total No Dispatch | 0.73 | 1.67 | 11 | 3 | 0.79 | 0.51 | -1.83 |
| PR-1-02-2341 | Average Interval Offered – Total Dispatch | 5.31 | 3.33 | 13 | 3 | 0.48 | 0.31 | 6.44 |
| PR-2 - Average Completed Interval | | | | | | | | |
| PR-2-01-2341 | Average Interval Completed – Total No Dispatch | 0.73 | 1.50 | 11 | 2 | 0.79 | 0.81 | -1.27 |
| PR-2-02-2341 | Average Interval Completed – Total Dispatch | 5.50 | 5.67 | 10 | 3 | 0.71 | 0.47 | -0.36 |
| PR-4 - Missed Appointments | | | | | | | | |
| PR-4-02-2341 | Average Delay Days – Total | 2.50 | 7.00 | 2 | 1 | 2.12 | 2.60 | -1.73 |
| PR-4-03-2341 | % Missed Appointment – Customer | 11.43 | 16.67 | | | | | |
| PR-4-04-2341 | % Missed Appointment – Verizon – Dispatch | 8.33 | 25.00 | 24 | 4 | | 14.92 | -1.12 |
| PR-4-05-2341 | % Missed Appointment – Verizon – No Dispatch | 0.00 | 0.00 | 11 | 2 | | | |
| PR-4-08-2341 | % Missed Appt. – Customer – Late Order Conf. | | 0.00 | | 6 | | | |
| PR-5 - Facility Missed Orders | | | | | | | | |
| PR-5-01-2341 | % Missed Appointment – Verizon – Facilities | 0.00 | 0.00 | 24 | 4 | | | |
| PR-5-02-2341 | % Orders Held for Facilities > 15 Days | 0.00 | 0.00 | 24 | 4 | | | |
| PR-5-03-2341 | % Orders Held for Facilities > 60 Days | 0.00 | 0.00 | 24 | 4 | | | |
| PR-6 - Installation Quality | | | | | | | | |
| PR-6-01-2341 | % Install. Troubles Reported within 30 Days | 0.00 | 0.00 | 117 | 30 | | | |
| PR-6-03-2341 | % Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE | 0.85 | 0.00 | 117 | 30 | | 1.88 | 0.45 |
| PR-8 - Open Orders in a Hold Status | | | | | | | | |
| PR-8-01-2341 | Open Orders in a Hold Status > 30 Days | 0.00 | 0.00 | 35 | 6 | | | |
| PR-8-02-2341 | Open Orders in a Hold Status > 90 Days | 0.00 | 0.00 | 35 | 6 | | | |

continued

**Carrier to Carrier
Performance Standards and Reports
Verizon Rhode Island October 2001**

**CLEC Aggregate Performance
PROVISIONING - RESALE 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 | | | |
| PR-1 - Average Interval Offered | | | | | | | | | |
| PR-1-01-2200 | Average Interval Offered - Total No Dispatch | Party with Retail | 12.81 | 1.00 | 37 | 1 | 3.92 | 3.87 | 2.67 |
| PR-1-02-2200 | Average Interval Offered - Total Dispatch | Party with Retail | 18.10 | 10.00 | 71 | 2 | 8.12 | 5.82 | 1.05 |
| PR-1-06-2200 | Average Interval Offered - DS0 | Party with Retail | 13.04 | 7.00 | 45 | 3 | 5.14 | 3.06 | 1.97 |
| PR-1-07-2200 | Average Interval Offered - DS1 | Party with Retail | 18.35 | NA | 63 | | 8.02 | | |
| PR-1-08-2200 | Average Interval Offered - DS3 | Party with Retail | NA | NA | | | | | |
| PR-1-12-2200 | Average Interval Offered - Disconnects | Party with Retail | 10.09 | 6.00 | 232 | 2 | 10.55 | 7.49 | 0.55 |
| PR-2 - Average Completed Interval | | | | | | | | | |
| PR-2-01-2200 | Average Interval Completed - Total No Dispatch | Party with Retail | 13.18 | 1.00 | 22 | 1 | 4.08 | 4.17 | 2.92 |
| PR-2-02-2200 | Average Interval Completed - Total Dispatch | Party with Retail | 16.33 | 9.50 | 45 | 2 | 9.76 | 7.05 | 0.97 |
| PR-2-06-2200 | Average Interval Completed - DS0 | Party with Retail | 12.09 | 6.67 | 32 | 3 | 5.26 | 3.18 | 1.71 |
| PR-2-07-2200 | Average Interval Completed - DS1 | Party with Retail | 18.23 | NA | 35 | | 9.70 | | |
| PR-2-08-2200 | Average Interval Completed - DS3 | Party with Retail | NA | NA | | | | | |
| PR-2-18-2200 | Average Interval Completed - Disconnects | Party with Retail | 10.45 | 6.00 | 110 | 1 | 17.06 | 17.14 | 0.26 |
| PR-4 - Missed Appointments | | | | | | | | | |
| PR-4-01-2210 | % Missed Appointment - Verizon - DS0 | Party with Retail | 0.00 | 0.00 | 42 | 3 | | | |
| PR-4-01-2211 | % Missed Appointment - Verizon - DS1 | Party with Retail | 22.03 | NA | 59 | | | | |
| PR-4-01-2213 | % Missed Appointment - Verizon - DS3 | Party with Retail | NA | NA | | | | | |
| PR-4-01-2214 | % Missed Appointment - Verizon - Special Other | Party with Retail | 0.00 | NA | 1 | | | | |
| PR-4-02-2200 | Average Delay Days - Total | Party with Retail | 139.31 | NA | 13 | | 90.48 | | |
| PR-4-03-2200 | % Missed Appointment - Customer | None: Analysis Only | 17.65 | 0.00 | | | | | |
| PR-4-08-2200 | % Missed Appt. - Customer - Due to Late Order Conf. | None: Analysis Only | | 0.00 | | 3 | | | |
| PR-5 - Facility Missed Orders | | | | | | | | | |
| PR-5-01-2200 | % Missed Appointment - Verizon - Facilities | Party with Retail | 2.86 | 0.00 | 70 | 2 | | 11.95 | 0.24 |
| PR-5-02-2200 | % Orders Held for Facilities > 15 Days | Party with Retail | 2.86 | 0.00 | 70 | 2 | | 11.95 | 0.24 |
| PR-5-03-2200 | % Orders Held for Facilities > 60 Days | Party with Retail | 2.86 | 0.00 | 70 | 2 | | 11.95 | 0.24 |
| PR-6 - Installation Quality | | | | | | | | | |
| PR-6-01-2200 | % Installation Troubles reported within 30 Days | Party with Retail | 2.01 | 23.53 | 748 | 17 | | 3.44 | -6.26 |
| PR-6-03-2200 | % Inst. Troubles reported w/ in 30 Days - FDK/TOK/CPE | None: Analysis Only | 0.40 | 5.85 | 748 | 17 | | 1.55 | -3.54 |
| PR-8 - Open Orders in a Hold Status | | | | | | | | | |
| PR-8-01-2200 | Open Orders in a Hold Status > 30 Days | Party with Retail | 1.96 | 0.00 | 102 | 3 | | 8.12 | 0.24 |
| PR-8-02-2200 | Open Orders in a Hold Status > 90 Days | Party with Retail | 0.88 | 0.00 | 102 | 3 | | 5.77 | 0.17 |
| Legend Notations defined on Legend sheet - last page | | | | | | | | | |

**Carrier to Carrier
Performance Standards and Reports
Verizon Rhode Island October 2001**

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

| Metric # | FOIS - Maintenance | Standard | Actual Performance | | Number of Observations | | Standard Deviation | Sampling Error | Z-Score |
|--|---|---------------------|--------------------|----------------|------------------------|-----------|--------------------|----------------|---------|
| | | | Vz | CLEC Aggregate | Vz | All CLECs | | | |
| FOIS - Maintenance | | | | | | | | | |
| MR-2 - Trouble Report Rate | | | | | | | | | |
| MR-2-02-2100 | Network Trouble Report Rate – Loop | Parity with Retail | 1.00 | 0.45 | 598033 | 29325 | | 0.06 | 9.33 |
| MR-2-03-2100 | Network Trouble Report Rate – Central Office | Parity with Retail | 0.07 | 0.03 | 598033 | 29325 | | 0.02 | 2.62 |
| MR-2-04-2100 | % Subsequent Reports | Assessed IC/W MRAs | 11.07 | 4.11 | 7233 | 146 | | | |
| MR-2-05-2100 | % CPE/TOK/FOK Trouble Report Rate | None: Analysis Only | 0.70 | 0.28 | 598033 | 29325 | | 0.05 | 8.42 |
| MR-3 - Missed Repair Appointments | | | | | | | | | |
| MR-3-01-2110 | % Missed Repair Appointment – Loop Bus. | Parity with Retail | 7.85 | 1.39 | 917 | 72 | | 3.29 | 1.96 |
| MR-3-01-2120 | % Missed Repair Appointment – Loop Res. | Parity with Retail | 3.97 | 5.08 | 5062 | 59 | | 2.56 | -0.43 |
| MR-3-02-2110 | % Missed Repair Appointment – Central Office Bus. | Parity with Retail | 5.43 | 0.00 | 129 | 6 | | 9.46 | 0.57 |
| MR-3-02-2120 | % Missed Repair Appointment – Central Office Res. | Parity with Retail | 2.95 | 0.00 | 305 | 3 | | 9.82 | 0.30 |
| MR-3-03-2100 | % CPE/TOK/FOK - Missed Appointment | None: Analysis Only | 2.97 | 2.41 | 4212 | 83 | | 1.88 | 0.30 |
| MR-3-04-2100 | % Missed Repair Appointment - No Double Dispatch | None: Analysis Only | 2.98 | 2.50 | 5797 | 120 | | 1.57 | 0.31 |
| MR-3-05-2100 | % Missed Repair Appointment - Double Dispatch | None: Analysis Only | 26.48 | 9.09 | 393 | 11 | | 13.49 | 1.29 |
| MR-4 - Trouble Duration Intervals | | | | | | | | | |
| MR-4-01-2100 | Mean Time To Repair – Total | Parity with Retail | 14.80 | 12.28 | 6432 | 140 | 15.85 | 1.35 | 1.88 |
| MR-4-02-2110 | Mean Time To Repair – Loop Trouble - Bus. | Parity with Retail | 10.59 | 11.77 | 917 | 72 | 14.87 | 1.82 | -0.65 |
| MR-4-02-2120 | Mean Time To Repair – Loop Trouble - Res. | Parity with Retail | 16.17 | 14.51 | 5062 | 59 | 15.74 | 2.06 | 0.81 |
| MR-4-03-2110 | Mean Time To Repair – Central Office Trouble - Bus. | Parity with Retail | 6.69 | 2.52 | 129 | 6 | 18.05 | 7.54 | 0.55 |
| MR-4-03-2120 | Mean Time To Repair – Central Office Trouble - Res. | Parity with Retail | 7.10 | 0.23 | 305 | 3 | 12.41 | 7.20 | 0.95 |
| MR-4-04-2100 | % Cleared (all troubles) within 24 Hours | Parity with Retail | 82.46 | 89.29 | 6432 | 140 | | 3.25 | 2.10 |
| MR-4-06-2100 | % Out of Service > 4 Hours | Parity with Retail | 69.14 | 59.68 | 4919 | 124 | | 4.20 | 2.25 |
| MR-4-07-2100 | % Out of Service > 12 Hours | Parity with Retail | 45.70 | 48.77 | 4919 | 124 | | 4.54 | -0.02 |
| MR-4-08-2110 | % Out of Service > 24 Hours - Bus. | Parity with Retail | 7.25 | 5.80 | 869 | 69 | | 3.24 | 0.45 |
| MR-4-08-2120 | % Out of Service > 24 Hours - Res. | Parity with Retail | 18.30 | 16.36 | 4033 | 55 | | 5.25 | 0.37 |
| MR-5 - Repeat Trouble Reports | | | | | | | | | |
| MR-5-01-2100 | % Repeat Reports within 30 Days | Parity with Retail | 15.81 | 12.86 | 6432 | 140 | | 3.10 | 0.89 |
| Digital Services - Maintenance | | | | | | | | | |
| MR-2 - Trouble Report Rate | | | | | | | | | |
| MR-2-02-2341 | Network Trouble Report Rate – Loop | Parity with Retail | 0.21 | 0.00 | 1933 | 170 | | 0.36 | 0.57 |
| MR-2-03-2341 | Network Trouble Report Rate – Central Office | Parity with Retail | 0.16 | 0.00 | 1933 | 170 | | 0.31 | 0.49 |
| MR-2-04-2341 | % Subsequent Reports | Assessed IC/W MRAs | 12.50 | NA | 8 | | | | |
| MR-2-05-2341 | % CPE/TOK/FOK Trouble Report Rate | None: Analysis Only | 3.16 | 0.59 | 1933 | 170 | | 1.40 | 1.54 |
| MR-3 - Missed Repair Appointments | | | | | | | | | |
| MR-3-01-2341 | % Missed Repair Appointment – Loop | Parity with Retail | 75.00 | NA | 4 | | | | |
| MR-3-02-2341 | % Missed Repair Appointment – Central Office | Parity with Retail | 33.33 | NA | 3 | | | | |
| MR-3-03-2341 | % CPE/TOK/FOK - Missed Appointment | None: Analysis Only | 6.56 | 0.00 | 61 | 1 | | 24.96 | 0.26 |
| MR-3-04-2341 | % Missed Repair Appointment - No Double Dispatch | None: Analysis Only | 0.00 | NA | 1 | | | | |
| MR-3-05-2341 | % Missed Repair Appointment - Double Dispatch | None: Analysis Only | 80.00 | NA | 5 | | | | |
| MR-4 - Trouble Duration Intervals | | | | | | | | | |
| MR-4-01-2341 | Mean Time To Repair – Total | Parity with Retail | 19.20 | NA | 7 | | 14.66 | | |
| MR-4-02-2341 | Mean Time To Repair – Loop Trouble | Parity with Retail | 25.88 | NA | 4 | | 16.78 | | |
| MR-4-03-2341 | Mean Time To Repair – Central Office Trouble | Parity with Retail | 10.28 | NA | 3 | | 3.69 | | |
| MR-4-04-2341 | % Cleared (all troubles) within 24 Hours | Parity with Retail | 57.14 | NA | 7 | | | | |
| MR-4-07-2341 | % Out of Service > 12 Hours | Parity with Retail | 50.00 | NA | 2 | | | | |
| MR-4-08-2341 | % Out of Service > 24 Hours | Parity with Retail | 50.00 | NA | 2 | | | | |
| MR-5 - Repeat Trouble Reports | | | | | | | | | |
| MR-5-01-2341 | % Repeat Reports within 30 Days | Parity with Retail | 28.57 | NA | 7 | | | | |
| Special Services - Maintenance | | | | | | | | | |
| MR-2 - Trouble Report Rate | | | | | | | | | |
| MR-2-01-2200 | Network Trouble Report Rate | Parity with Retail | 0.27 | 0.33 | 55336 | 3015 | | 0.10 | -0.89 |
| MR-2-05-2200 | % CPE/TOK/FOK Trouble Report Rate | None: Analysis Only | 0.33 | 0.63 | 55336 | 3015 | | 0.11 | -2.86 |
| MR-4 - Trouble Duration Intervals | | | | | | | | | |
| MR-4-01-2200 | Mean Time To Repair – Total | Parity with Retail | 5.04 | 6.53 | 147 | 10 | 4.56 | 1.49 | -1.00 |
| MR-4-04-2200 | % Cleared (all troubles) within 24 Hours | Parity with Retail | 98.64 | 100.00 | 147 | 10 | | 3.79 | 0.38 |
| MR-4-06-2200 | % Out of Service > 4 Hours | Parity with Retail | 46.58 | 55.56 | 146 | 9 | | 17.13 | -0.52 |
| MR-4-08-2200 | % Out of Service > 24 Hours | Parity with Retail | 1.37 | 0.00 | 146 | 9 | | 3.99 | 0.34 |
| MR-5 - Repeat Trouble Reports | | | | | | | | | |
| MR-5-01-2200 | % Repeat Reports within 30 Days | Parity with Retail | 22.45 | 10.00 | 147 | 10 | | 13.64 | 0.91 |

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
Verizon Rhode Island October 2001

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-3-01-3000 | Average Speed of Answering - Ordering** (secs) | 7.99 | 34813 |
| PO-3-02-3000 | % Answered within 30 Seconds - Ordering** | 91.32 | |
| PO-3-03-3000 | Average Speed of Answering - Repair (secs)* | 8.84 | |
| PO-3-04-3000 | % Answered within 30 Seconds - Repair* | 95.90 | 114708 |
| UNE Ordering | | | |
| OR-8 - Acknowledgement Timeliness | | | |
| OR-8-01-3000 | % Acknowledgements on Time | NA | |
| OR-9 - Order Acknowledgement Completeness | | | |
| OR-9-01-3000 | % Acknowledgement Completeness | NA | |
| Platforms | | | |
| OR-1 - Order Confirmation Timeliness | | | |
| OR-1-01-3143 | Average Local Service Request Confirmation (LSRC) Time (Flow-Through) | 0.03 | |
| OR-1-02-3143 | % On Time LSRC - Flow Through | 100.00 | 451 |
| OR-1-03-3143 | Average LSRC/ASRC Time No Facility Check | 8.73 | |
| OR-1-04-3143 | % On Time LSRC/ASRC No Facility Check | 97.22 | 72 |
| OR-1-05-3143 | Average LSRC/ASRC Time Facility Check | 8.88 | |
| OR-1-06-3143 | % On Time LSRC/ASRC Facility Check | 100.00 | 7 |
| OR-2 - Reject Timeliness | | | |
| OR-2-01-3143 | Average Local Service Request (LSR) Reject - Time (Flow-Through) | 0.11 | |
| OR-2-02-3143 | % On Time LSR Reject - Flow Through | 99.40 | 186 |
| OR-2-03-3143 | Average LSR/ASR Reject Time No Facility Check | 7.54 | |
| OR-2-04-3143 | % On Time LSR/ASR Reject No Facility Check | 100.00 | 60 |
| OR-2-05-3143 | Average LSR/ASR Reject Time Facility Check | 33.98 | |
| OR-2-06-3143 | % On Time LSR/ASR Reject Facility Check | 100.00 | 2 |
| OR-6 - Order Accuracy | | | |
| OR-6-01-3143 | % Accuracy - Orders* | 93.40 | 212 |
| OR-6-02-3143 | % Accuracy - Opportunities* | 98.97 | 2137 |
| OR-6-03-3143 | % Accuracy - LSRC* | 98.82 | 145 |
| OR-7 - Order Completeness | | | |
| OR-7-01-3143 | % Order Confirmation/Rejects sent within 3 Business Days | 99.03 | 818 |
| Loop/Pre-qualified Complex/LNP | | | |
| OR-1 - Order Confirmation Timeliness | | | |
| OR-1-01-3331 | Average Local Service Request Confirmation (LSRC) Time (Flow-Through) | 3.28 | |
| OR-1-02-3331 | % On Time LSRC - Flow Through | 99.82 | 4704 |
| OR-1-03-3331 | Average LSRC/ASRC Time No Facility Check | 8.89 | |
| OR-1-04-3331 | % On Time LSRC/ASRC No Facility Check | 98.92 | 1293 |
| OR-1-05-3331 | Average LSRC/ASRC Time Facility Check | 10.27 | |
| OR-1-06-3331 | % On Time LSRC/ASRC Facility Check | 100.00 | 111 |
| OR-2 - Reject Timeliness | | | |
| OR-2-01-3331 | Average Local Service Request (LSR) Reject - Time (Flow-Through) | 0.05 | |
| OR-2-02-3331 | % On Time LSR Reject - Flow Through | 99.81 | 531 |
| OR-2-03-3331 | Average LSR/ASR Reject Time No Facility Check | 13.89 | |
| OR-2-04-3331 | % On Time LSR/ASR Reject No Facility Check | 93.90 | 213 |
| OR-2-05-3331 | Average LSR/ASR Reject Time Facility Check | 15.85 | |
| OR-2-06-3331 | % On Time LSR/ASR Reject Facility Check | 91.18 | 34 |
| OR-6 - Order Accuracy | | | |
| OR-6-01-3332 | % Accuracy - Orders* | 98.27 | 404 |
| OR-6-02-3332 | % Accuracy - Opportunities* | 99.83 | 2459 |
| OR-6-03-3332 | % Accuracy - LSRC* | 99.55 | 440 |
| OR-7 - Order Completeness | | | |
| OR-7-01-3331 | % Order Confirmation/Rejects sent within 3 Business Days | 99.83 | 6576 |
| 2 Wire Digital Services | | | |
| OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification | | | |
| OR-1-03-3341 | Average LSRC/ASRC Time No Facility Check | 14.81 | |
| OR-1-04-3341 | % On Time LSRC/ASRC No Facility Check | 100.00 | 10 |
| OR-1-05-3341 | Average LSRC/ASRC Time Facility Check | NA | |
| OR-1-06-3341 | % On Time LSRC/ASRC Facility Check | NA | |
| OR-2 - Reject Timeliness - Requiring Loop Qualification | | | |
| OR-2-03-3341 | Average LSR/ASR Reject Time No Facility Check | 27.42 | |
| OR-2-04-3341 | % On Time LSR/ASR Reject No Facility Check | 100.00 | 4 |
| OR-2-05-3341 | Average LSR/ASR Reject Time Facility Check | NA | |
| OR-2-06-3341 | % On Time LSR/ASR Reject Facility Check | NA | |
| 2 Wire DSL Leases | | | |
| OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification | | | |
| OR-1-03-3342 | Average LSRC/ASRC Time - No Facility Check | 14.65 | |
| OR-1-04-3342 | % On Time LSRC/ASRC - No Facility Check | 100.00 | 45 |
| OR-1-05-3342 | Average LSRC/ASRC Time - Facility Check | NA | |
| OR-1-06-3342 | % On Time LSRC/ASRC - Facility Check | NA | |
| OR-2 - Reject Timeliness - Requiring Loop Qualification | | | |
| OR-2-03-3342 | Average LSR/ASR Reject Time - No Facility Check | 29.95 | |
| OR-2-04-3342 | % On Time LSR/ASR Reject - No Facility Check | 92.86 | 14 |
| OR-2-05-3342 | Average LSR/ASR Reject Time Facility Check | NA | |
| OR-2-06-3342 | % On Time LSR/ASR Reject Facility Check | NA | |
| 2 Wire DSL Basic Service | | | |
| OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification | | | |
| OR-1-03-3343 | Average LSRC/ASRC Time - No Facility Check | NA | |
| OR-1-04-3343 | % On Time LSRC/ASRC - No Facility Check | NA | |
| OR-1-05-3343 | Average LSRC/ASRC Time - Facility Check | NA | |
| OR-1-06-3343 | % On Time LSRC/ASRC - Facility Check | NA | |
| OR-2 - Reject Timeliness - Requiring Loop Qualification | | | |
| OR-2-03-3343 | Average LSR/ASR Reject Time - No Facility Check | NA | |
| OR-2-04-3343 | % On Time LSR/ASR Reject - No Facility Check | NA | |
| OR-2-05-3343 | Average LSR/ASR Reject Time Facility Check | NA | |
| OR-2-06-3343 | % On Time LSR/ASR Reject Facility Check | NA | |

continued

Carrier to Carrier
Performance Standards and Reports
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CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES continued

POTS/Special Services - Aggregate

| Metric # | Standard | Actual Performance | | Number of Observations | | Standard Deviation | Sampling Error | Z-Score |
|--------------|---|------------------------------|----------------|------------------------|-----------|--------------------|----------------|---------|
| | | VZ | CLEC Aggregate | VZ | All CLECs | | | |
| OR-3-01-3000 | OR-3 - Percent Rejects % Rejects (ASRs + LSRs) % Resubmission Not Rejected | No Standard | 16.48 | | 7216 | | | |
| OR-3-02-3000 | | 95% | NA | | | | | |
| OR-4-01-3000 | OR-4 - Timeliness of Completion Notification Completion Notice (BCN) - Average Response Time Completion Notice (BCN) - % On Time Work Completion Notice (PCN) - Average Response Time Work Completion Notice (PCN) - % On Time Average Duration - Work Completion (SOP) to Bill Completion % SOP to Bill Completion >= 5 Business Days % SOP to Bill Completion > 1 Business Day % Completed orders without either a PCN or BCN % Due Date to PCN within 2 Business Days % Due Date to PCN within 5 Business Days % Due Date to BCN within 4 Business Days % Due Date to BCN within 7 Business Days | 95% by next bus. day at noon | 0.79 | | 8014 | | | |
| OR-4-02-3000 | | | 99.04 | | | | | |
| OR-4-04-3000 | | 95% by next bus. day at noon | 0.00 | | 6249 | | | |
| OR-4-05-3000 | | | 100.00 | | | | | |
| OR-4-06-3000 | | Party with Retail | UR | UR | | | | |
| OR-4-07-3000 | | Party with Retail | UR | UR | | | | |
| OR-4-08-3000 | | Party with Retail | UR | UR | | | | |
| OR-4-11-3000 | | 5% | UD | UD | | | | |
| OR-4-12-3000 | | 95% | UD | UD | | | | |
| OR-4-13-3000 | | 99% | UD | UD | | | | |
| OR-4-14-3000 | | 95% | UD | UD | | | | |
| OR-4-15-3000 | | 99% | UD | UD | | | | |
| OR-5-01-3000 | OR-5 - Percent Flow-Through % Flow Through - Total (ASRs + LSRs) % Flow Through - Simple % Flow Through Achieved | No Standard Developed | 76.38 | | 7113 | | | |
| OR-5-02-3000 | | No Standard Developed | 77.96 | | 6728 | | | |
| OR-5-03-3000 | | 95% | 97.66 | | 5563 | | | |

Special Services - Electronically Submitted

| Metric # | Standard | Actual Performance | Number of Observations | |
|--------------|---|--|------------------------|----|
| OR-1-03-3210 | OR-1 - Order Confirmation Timeliness (ASRs + LSRs) Average LSRC/ASRC Time No Facility Check DS0 Average LSRC/ASRC Time No Facility Check DS1 Average LSRC/ASRC Time No Facility Check DS3 Average LSRC/ASRC Time No Facility Check (Non DS0, DS1, & DS3) % On Time LSRC/ASRC No Facility Check DS0 % On Time LSRC/ASRC No Facility Check DS1 % On Time LSRC/ASRC No Facility Check DS3 % On Time LSRC/ASRC No Facility Check (Non DS0, DS1, & DS3) Average LSRC/ASRC Time Facility Check DS0 Average LSRC/ASRC Time Facility Check DS1 Average LSRC/ASRC Time Facility Check DS3 Average LSRC/ASRC Time Facility Check (Non DS0, DS1, & DS3) % On Time LSRC/ASRC Facility Check DS0 % On Time LSRC/ASRC Facility Check DS1 % On Time LSRC/ASRC Facility Check DS3 % On Time LSRC/ASRC Facility Check (Non DS0, DS1 & DS3) | NA | | |
| OR-1-03-3211 | | NA | | |
| OR-1-03-3213 | | NA | | |
| OR-1-03-3214 | | 8.09 | | |
| OR-1-04-3210 | | 95% within 48 Hours | NA | |
| OR-1-04-3211 | | 95% within 48 Hours | NA | |
| OR-1-04-3213 | | 95% within 48 Hours | NA | |
| OR-1-04-3214 | | 95% within 48 Hours | 86.94 | 84 |
| OR-1-05-3210 | | 95% within 48 Hours | NA | |
| OR-1-05-3211 | | 95% within 48 Hours | 50.37 | |
| OR-1-05-3213 | | 95% within 48 Hours | 53.32 | |
| OR-1-05-3214 | | 95% within 48 Hours | 11.89 | |
| OR-1-06-3210 | | 95% within 72 Hours | NA | |
| OR-1-06-3211 | | 95% within 72 Hours | 78.57 | 28 |
| OR-1-06-3213 | | 95% within 72 Hours | 100.00 | 1 |
| OR-1-06-3214 | | 95% within 72 Hours | 100.00 | 12 |
| OR-2-03-3200 | | OR-2 - Reject Timeliness (ASRs + LSRs) Average LSR/ASR Reject Time No Facility Check % On Time LSR/ASR Reject No Facility Check Average LSR/ASR Reject Time Facility Check % On Time LSR/ASR Reject Facility Check | 5.96 | |
| OR-2-04-3200 | | | 100.00 | 28 |
| OR-2-05-3200 | 5.40 | | | |
| OR-2-06-3200 | 95% within 72 Hours | 100.00 | 19 | |

Special Services - FAX/MAIL Submitted

| Metric # | Standard | Actual Performance | Number of Observations | |
|--------------|--|--|------------------------|--|
| OR-1-07-3210 | OR-1 - Order Confirmation Timeliness Average ASRC Time No Facility Check DS0 Average ASRC Time No Facility Check DS1 Average ASRC Time No Facility Check DS3 Average ASRC Time No Facility Check (Non DS0, DS1 & DS3) % On Time ASRC No Facility Check DS0 % On Time ASRC No Facility Check DS1 % On Time ASRC No Facility Check DS3 % On Time ASRC No Facility Check (Non DS0, DS1 & DS3) Average ASRC Time Facility Check DS0 Average ASRC Time Facility Check DS1 Average ASRC Time Facility Check DS3 Average ASRC Time Facility Check (Non DS0, DS1 & DS3) % On Time ASRC Facility Check DS0 % On Time ASRC Facility Check DS1 % On Time ASRC Facility Check DS3 % On Time ASRC Facility Check (Non DS0, DS1 & DS3) | NA | | |
| OR-1-07-3211 | | NA | | |
| OR-1-07-3213 | | NA | | |
| OR-1-07-3214 | | NA | | |
| OR-1-08-3210 | | 95% within 72 Hours | NA | |
| OR-1-08-3211 | | 95% within 72 Hours | NA | |
| OR-1-08-3213 | | 95% within 72 Hours | NA | |
| OR-1-08-3214 | | 95% within 72 Hours | NA | |
| OR-1-09-3210 | | 95% within 72 Hours | NA | |
| OR-1-09-3211 | | 95% within 72 Hours | NA | |
| OR-1-09-3213 | | 95% within 72 Hours | NA | |
| OR-1-09-3214 | | 95% within 72 Hours | NA | |
| OR-1-10-3210 | | 95% within 96 Hours | NA | |
| OR-1-10-3211 | | 95% within 96 Hours | NA | |
| OR-1-10-3213 | | 95% within 96 Hours | NA | |
| OR-1-10-3214 | | 95% within 96 Hours | NA | |
| OR-2-07-3200 | | OR-2 - Reject Timeliness Average ASR Reject Time No Facility Check % On Time ASR Reject No Facility Check Average ASR Reject Time Facility Check % On Time ASR Reject Facility Check | NA | |
| OR-2-08-3200 | | | NA | |
| OR-2-09-3200 | NA | | | |
| OR-2-10-3200 | NA | | | |

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
Verizon Rhode Island October 2001

CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES

| Metric # | POTS - Provisioning | Standard | Actual Performance | | Number of Observations | | Standard Deviation | Sampling Error | Z-Score |
|---|---|---|--------------------|----------------|------------------------|-----------|--------------------|----------------|---------|
| | | | Vz | CLEC Aggregate | Vz | All CLECs | | | |
| PR-1 - Average Interval Offered | | | | | | | | | |
| PR-1-01-3111 | Av. Interval Offered - Total No Dispatch - Hot Cut Loop | 1-9*5, 10+*Negotiated | 0.71 | NA | 1496 | 253 | 4.70 | | |
| PR-1-01-3122 | Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP) | Party with Retail | 0.71 | 1.71 | 1496 | 48 | 4.70 | 0.69 | -1.45 |
| PR-1-01-3140 | Av. Interval Offered - Total No Dispatch - Platform | Party with Retail | 3.52 | 5.14 | 288 | 43 | 2.32 | 0.38 | -4.25 |
| PR-1-03-3112 | Av. Interval Offered - Dispatch (1-5 Lines) - Loop | Party with Retail | 3.52 | 4.43 | 288 | 14 | 2.32 | 0.64 | -1.43 |
| PR-1-04-3140 | Av. Interval Offered - Dispatch (6-9 Lines) - Platform | Party with Retail | 4.00 | 5.00 | 6 | 2 | 2.19 | 1.79 | -0.56 |
| PR-1-04-3140 | Av. Interval Offered - Dispatch (6-9 Lines) - Loop | Party with Retail | 4.00 | NA | 6 | | 2.19 | | |
| PR-1-05-3112 | Av. Interval Offered - Dispatch (>= 10 Lines) - Loop | Party with Retail | 3.00 | 8.25 | 7 | 4 | 3.06 | 1.92 | -2.74 |
| PR-1-05-3140 | Av. Interval Offered - Dispatch (>= 10 Lines) - Platform | Party with Retail | 3.00 | 12.00 | 7 | 1 | 3.06 | 3.27 | -2.75 |
| PR-2 - Average Completed Interval | | | | | | | | | |
| PR-2-01-3111 | Av. Completed Interval - Total No Dispatch - Hot Cut Loop | 1-9*5, 10+*Negotiated | 0.48 | NA | 1404 | 210 | 1.07 | | |
| PR-2-01-3122 | Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP) | Party with Retail | 0.48 | 1.44 | 1404 | 41 | 1.07 | 0.17 | -5.66 |
| PR-2-01-3140 | Av. Completed Interval - Total No Dispatch - Platform | Party with Retail | 3.56 | 4.84 | 241 | 43 | 2.32 | 0.38 | -3.33 |
| PR-2-03-3112 | Av. Completed Interval - Dispatch (1-5 Lines) - Loop | Party with Retail | 3.56 | 4.25 | 241 | 12 | 2.32 | 0.69 | -1.01 |
| PR-2-03-3140 | Av. Completed Interval - Dispatch (1-5 Lines) - Platform | Party with Retail | 3.50 | 5.00 | 6 | 1 | 1.97 | 2.13 | -0.70 |
| PR-2-04-3140 | Av. Completed Interval - Dispatch (6-9 Lines) - Loop | Party with Retail | 3.50 | NA | 6 | | 1.97 | | |
| PR-2-05-3112 | Av. Completed Interval - Dispatch (>= 10 Lines) - Loop | Party with Retail | 3.50 | 7.50 | 6 | 4 | 5.09 | 3.29 | -1.22 |
| PR-2-05-3140 | Av. Completed Interval - Dispatch (>= 10 Lines) - Platform | Party with Retail | 3.50 | NA | 6 | | 5.09 | | |
| PR-3 - Completed within X Days - Platform & Other (Switch & INP) | | | | | | | | | |
| PR-3-01-3142 | % Completed in 1 Day (1-5 Lines - No Dispatch) | Party with Retail | 69.46 | 64.86 | 12738 | 37 | | 5.06 | -4.87 |
| PR-3-02-3142 | % Completed in 2 Days (1-5 Lines - No Dispatch) | Party with Retail | 95.32 | 81.08 | 12738 | 37 | | 3.48 | -4.10 |
| PR-3-03-3142 | % Completed in 3 Days (1-5 Lines - No Dispatch) | Party with Retail | 97.47 | 86.49 | 12738 | 37 | | 2.59 | -4.25 |
| PR-3-04-3142 | % Completed in 1 Day (1-5 Lines - Dispatch) | Party with Retail | 19.32 | 0.00 | 673 | 12 | | 11.50 | -1.68 |
| PR-3-05-3142 | % Completed in 2 Days (1-5 Lines - Dispatch) | Party with Retail | 34.92 | 16.67 | 673 | 12 | | 13.88 | -1.31 |
| PR-3-06-3142 | % Completed in 3 Days (1-5 Lines - Dispatch) | Party with Retail | 49.03 | 41.67 | 673 | 12 | | 14.56 | -0.51 |
| PR-3-07-3142 | % Completed in 4 Days (1-5 Lines - Total) | Party with Retail | 66.81 | 77.55 | 13411 | 49 | | 2.52 | -7.66 |
| PR-3-08-3142 | % Completed in 5 Days (1-5 Lines - No Dispatch) | Party with Retail | 99.25 | 91.89 | 12738 | 37 | | 1.42 | -5.18 |
| PR-3-09-3142 | % Completed in 5 Days (1-5 Lines - Dispatch) | Party with Retail | 88.71 | 91.67 | 673 | 12 | | 9.22 | 0.32 |
| PR-3-10-3142 | % Completed in 6 Days (1-5 Lines - Total) | Party with Retail | 99.25 | 91.84 | 13411 | 49 | | 1.23 | -6.00 |
| PR-4 - Missed Appointments | | | | | | | | | |
| PR-4-02-3100 | Average Delay Days - Total | Party with Retail | 3.85 | 4.40 | 144 | 5 | 13.23 | 6.02 | -0.12 |
| PR-4-03-3100 | % Missed Appt. - Customer | None: Analysis Only | 1.18 | 1.72 | | | | | |
| PR-4-04-3113 | % Missed Appt. - Verizon - Dispatch - Loop New | Party with Retail | 3.47 | 2.01 | 3948 | 149 | | 1.53 | 0.96 |
| PR-4-04-3140 | % Missed Appt. - Verizon - Dispatch - Platform | Party with Retail | 3.47 | 7.14 | 3948 | 28 | | 3.47 | -1.06 |
| PR-4-04-3520 | % Missed Appt. - Verizon - Dispatch - Hot Cut Loop | Party with Retail | 3.47 | 0.00 | 3948 | 106 | | 1.80 | 1.93 |
| PR-4-05-3111 | % Missed Appt. - Verizon - No Dispatch - Hot Cut Loop | Party with Retail | 0.02 | 0.00 | 28382 | 480 | | 0.07 | 0.30 |
| PR-4-05-3121 | % Missed Appt. - Verizon - No Dispatch - Other | Party with Retail | 0.02 | NA | 28382 | | | | |
| PR-4-05-3140 | % Missed Appt. - Verizon - No Dispatch - Platform | Party with Retail | 0.02 | NA | 28382 | 339 | | | |
| PR-4-08-3111 | % Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop | None: Analysis Only | 0.02 | 0.00 | 28382 | | | 0.08 | 0.26 |
| PR-4-08-3121 | % Missed Appt. - Customer - Due to Late Order Confirmation - Other | None: Analysis Only | | NA | | 566 | | | |
| PR-4-08-3140 | % Missed Appt. - Customer - Due to Late Order Confirmation - Platform | None: Analysis Only | | 0.00 | | 367 | | | |
| PR-5 - Facility Missed Orders | | | | | | | | | |
| PR-5-01-3112 | % Missed Appointment - Verizon - Facilities Loop | Party with Retail | 1.01 | 2.01 | 3948 | 149 | | 0.83 | -1.20 |
| PR-5-01-3140 | % Missed Appointment - Verizon - Facilities - Platform | Party with Retail | 1.01 | 0.00 | 3948 | 28 | | 1.90 | 0.53 |
| PR-5-02-3112 | % Orders Held for Facilities > 15 Days - Loop | Party with Retail | 0.03 | 0.00 | 3948 | 149 | | 0.14 | 0.21 |
| PR-5-02-3140 | % Orders Held for Facilities > 15 Days - Platform | Party with Retail | 0.03 | 0.00 | 3948 | 28 | | 0.33 | 0.09 |
| PR-5-03-3112 | % Orders Held for Facilities > 60 Days - Loop | Party with Retail | 0.00 | 0.00 | 3948 | 149 | | | |
| PR-5-03-3140 | % Orders Held for Facilities > 60 Days - Platform | Party with Retail | 0.00 | 0.00 | 3948 | 28 | | | |
| PR-6 - Installation Quality | | | | | | | | | |
| PR-6-01-3100 | % Installation Troubles reported within 30 Days - Loop | Party w/Verizon Retail for Found Troubles | 4.49 | 1.58 | 23549 | 2095 | | 0.47 | 6.18 |
| PR-6-01-3121 | % Installation Troubles reported within 30 Days - Platform | Party w/Verizon Retail for Found Troubles | 4.49 | 0.58 | 23549 | 689 | | 0.80 | 4.88 |
| PR-6-02-3520 | % Installation Troubles reported within 7 Days - Hot Cut Loop | <= 2% | | 0.37 | | 1642 | | | |
| PR-6-02-3112 | % Installation Troubles reported within 7 Days - Loop | Party w/Verizon Retail for Found Troubles | 2.74 | 0.76 | 23549 | 2095 | | 0.37 | 5.32 |
| PR-6-02-3121 | % Installation Troubles reported within 7 Days - Platform | Party w/Verizon Retail for Found Troubles | 2.74 | 0.29 | 23549 | 689 | | 0.63 | 3.89 |
| PR-6-03-3112 | % Installation Troubles reported within 30 Days - FOK/TK/CPE - Loop | None: Analysis Only | 3.07 | 2.67 | 23549 | 2095 | | 0.39 | 1.00 |
| PR-6-03-3121 | % Installation Troubles reported within 30 Days - FOK/TK/CPE - Platform | None: Analysis Only | 3.07 | 0.87 | 23549 | 689 | | 0.67 | 3.29 |
| PR-8 - Open Orders in a Hold Status | | | | | | | | | |
| PR-8-01-3100 | Open Orders in a Hold Status > 30 Days | Party with Retail | 0.00 | 0.00 | 32330 | 522 | | | |
| PR-8-02-3100 | Open Orders in a Hold Status > 90 Days | Party with Retail | 0.00 | 0.00 | 32330 | 522 | | | |
| PR-9 - Hot Cuts | | | | | | | | | |
| PR-9-01-3520 | % On Time Performance - Hot Cut | 95% Completed Within Window | | 99.53 | | 424 | | | |
| PR-9-08-3520 | Average Duration of Service Interruption | No Standard Established | | 4.07 | | 3 | | | |
| PR-9-09-3520 | % Supplemented or Cancelled Orders at VZ Request | No Standard Established | | UD | | | | | |
| POTS & Complex Aggregate | | | | | | | | | |
| PR-1 - Average Interval Offered | | | | | | | | | |
| PR-1-12-3133 | Av. Interval Offered - Disconnects | Party with Retail | 2.99 | 5.19 | 12499 | 335 | 4.51 | 0.25 | -8.81 |
| PR-2 - Average Completed Interval | | | | | | | | | |
| PR-2-18-3133 | Av. Completed Interval - Disconnects | Party with Retail | 2.85 | 5.49 | 11481 | 283 | 4.24 | 0.26 | -10.35 |

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CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES continued

| Metric # | Standard | Actual Performance | | Number of Observations | | Standard Deviation | Sampling Error | Z-Score |
|--------------------------------|---|--------------------|----------------|------------------------|-----------|--------------------|----------------|---------|
| | | Vz | CLEC Aggregate | Vz | All CLECs | | | |
| 2-Wire Digital Services | | | | | | | | |
| PR-1-01-3341 | PR-1 - Average Interval Offered | 0.73 | NA | 11 | | 0.79 | | |
| PR-1-02-3341 | Av. Interval Offered – Total No Dispatch | 5.31 | 6.00 | 13 | 3 | 0.48 | 0.31 | -2.24 |
| PR-1-02-3341 | Av. Interval Offered – Total Dispatch | | | | | | | |
| PR-2-01-3341 | PR-2 - Average Completed Interval | 0.73 | NA | 11 | | 0.78 | | |
| PR-2-02-3341 | Av. Interval Completed – Total No Dispatch | 5.50 | 4.50 | 10 | 2 | 0.71 | 0.55 | 1.82 |
| PR-2-02-3341 | Av. Interval Completed – Total Dispatch | | | | | | | |
| PR-3-10-3341 | PR-3 - Completed within X Days | | | | | | | |
| PR-3-10-3341 | % Completed in 6 Days (1-5 Lines - Total) | 94.38 | 100.00 | 321 | 2 | | 16.32 | 0.34 |
| PR-4-02-3341 | PR-4 - Missed Appointments | 2.50 | NA | 2 | | 2.12 | | |
| PR-4-03-3341 | Average Delay Days – Total | 11.43 | 0.00 | | | | | |
| PR-4-04-3341 | % Missed Appointment – Customer | 8.33 | 0.00 | 24 | 6 | | 12.61 | 0.66 |
| PR-4-05-3341 | % Missed Appointment – Verizon – Dispatch | 0.00 | NA | 11 | | | | |
| PR-4-08-3341 | % Missed Appointment – Verizon – No Dispatch | | | | | | | |
| PR-4-08-3341 | % Missed Appt. – Customer – Late Order Conf. | | 0.00 | | 6 | | | |
| PR-5-01-3341 | PR-5 - Facility Missed Orders | 0.00 | 0.00 | 24 | 6 | | | |
| PR-5-02-3341 | % Missed Appointment - Verizon Facilities | 0.00 | 0.00 | 24 | 6 | | | |
| PR-5-03-3341 | % Orders Held for Facilities > 15 Days | 0.00 | 0.00 | 24 | 6 | | | |
| PR-5-03-3341 | % Orders Held for Facilities > 60 Days | | | | | | | |
| PR-6-01-3341 | PR-6 - Installation Quality | 0.00 | 33.33 | 117 | 6 | | | |
| PR-6-03-3341 | % Install. Troubles Reported within 30 Days | 0.85 | 16.67 | 117 | 6 | | 3.85 | -4.10 |
| PR-6-03-3341 | % Install. Troubles Reported within 30 Days - FOK/TOK/CPE | | | | | | | |
| PR-8-01-3341 | PR-8 - Open Orders in a Hold Status | 0.00 | 0.00 | 35 | 6 | | | |
| PR-8-02-3341 | Open Orders in a Hold Status > 30 Days | 0.00 | 0.00 | 35 | 6 | | | |
| PR-8-02-3341 | Open Orders in a Hold Status > 90 Days | | | | | | | |
| 2-Wire DSL Loops | | | | | | | | |
| PR-1-01-3342 | PR-1 - Average Interval Offered | | NA | | | | | |
| PR-1-02-3342 | Av. Interval Offered – Total No Dispatch | | 6.00 | | 29 | | | |
| PR-1-02-3342 | Av. Interval Offered – Total Dispatch | | | | | | | |
| PR-2-01-3342 | PR-2 - Average Completed Interval | | NA | | | | | |
| PR-2-02-3342 | Av. Interval Completed – Total No Dispatch | | 6.77 | | 22 | | | |
| PR-2-02-3342 | Av. Interval Completed – Total Dispatch | | | | | | | |
| PR-3-10-3342 | PR-3 - Completed within X Days | | | | | | | |
| PR-3-10-3342 | % Completed in 8 Days (1-5 Lines - Total) | | 86.96 | | 23 | | | |
| PR-3-11-3342 | % Completed in 9 Days (1-5 Lines - Total) | | 80.41 | | 73 | | | |
| PR-4-02-3342 | PR-4 - Missed Appointments | | 3.00 | | 3 | | | |
| PR-4-03-3342 | Average Delay Days – Total | 0.17 | 2.38 | | | | | |
| PR-4-04-3342 | % Missed Appointment – Customer | | 2.41 | | 83 | | | |
| PR-4-08-3342 | % Missed Appointment – Verizon – Dispatch | | 0.00 | | 84 | | | |
| PR-4-08-3342 | % Missed Appt. – Customer – Late Order Conf. | | 96.00 | | 75 | | | |
| PR-4-14-3342 | % Completed On Time (with Serial Number) | | | | | | | |
| PR-5-01-3342 | PR-5 - Facility Missed Orders | 0.00 | 1.19 | | 84 | | | |
| PR-5-02-3342 | % Missed Appointment - Verizon Facilities | 0.00 | 0.00 | | 84 | | | |
| PR-5-03-3342 | % Orders Held for Facilities > 15 Days | 0.00 | 0.00 | | 84 | | | |
| PR-5-03-3342 | % Orders Held for Facilities > 60 Days | | | | | | | |
| PR-6-01-3342 | PR-6 - Installation Quality | 4.49 | 0.00 | 23549 | 85 | | 2.25 | 2.00 |
| PR-6-03-3342 | % Install. Troubles Reported within 30 Days | 3.07 | 11.76 | 23549 | 85 | | 1.87 | -4.64 |
| PR-6-03-3342 | % Install. Troubles Reported within 30 Days - FOK/TOK/CPE | | | | | | | |
| PR-8-01-3342 | PR-8 - Open Orders in a Hold Status | 0.00 | 0.00 | 42 | 84 | | | |
| PR-8-02-3342 | Open Orders in a Hold Status > 30 Days | 0.00 | 0.00 | 42 | 84 | | | |
| PR-8-02-3342 | Open Orders in a Hold Status > 90 Days | | | | | | | |
| 2-Wire DSL Line Sharing | | | | | | | | |
| PR-1-01-3343 | PR-1 - Average Interval Offered | 2.98 | NA | | | | | |
| PR-1-02-3343 | Av. Interval Offered – Total No Dispatch | 3.00 | NA | | | | | |
| PR-1-02-3343 | Av. Interval Offered – Total Dispatch | | | | | | | |
| PR-2-01-3343 | PR-2 - Average Completed Interval | 2.98 | NA | | | | | |
| PR-2-02-3343 | Av. Interval Completed – Total No Dispatch | 3.09 | NA | | | | | |
| PR-2-02-3343 | Av. Interval Completed – Total Dispatch | | | | | | | |
| PR-3-03-3343 | PR-3 - Completed within X Days | 99.28 | NA | | | | | |
| PR-3-07-3343 | % Completed in 3 Days (1-5 Lines - No Dispatch) | 99.32 | NA | | | | | |
| PR-3-07-3343 | % Completed in 4 Days (1-5 Lines - Total) | | | | | | | |
| PR-4-02-3343 | PR-4 - Missed Appointments | 1.50 | NA | | | | | |
| PR-4-03-3343 | Average Delay Days – Total | 0.17 | 0.00 | | | | | |
| PR-4-04-3343 | % Missed Appointment – Customer | 1.39 | NA | | | | | |
| PR-4-05-3343 | % Missed Appointment – Verizon – Dispatch | 0.09 | 0.00 | | 1 | | | 0.03 |
| PR-4-08-3343 | % Missed Appointment – Verizon – No Dispatch | | | | | | | |
| PR-4-08-3343 | % Missed Appt. – Customer – Late Order Conf. | | 0.00 | | 1 | | | |
| PR-5-01-3343 | PR-5 - Facility Missed Orders | 0.00 | NA | | | | | |
| PR-5-02-3343 | % Missed Appointment - Verizon Facilities | 0.00 | NA | | | | | |
| PR-5-03-3343 | % Orders Held for Facilities > 15 Days | 0.00 | NA | | | | | |
| PR-5-03-3343 | % Orders Held for Facilities > 60 Days | | | | | | | |
| PR-6-01-3343 | PR-6 - Installation Quality | 0.67 | 0.00 | | 1 | | | 0.08 |
| PR-6-03-3343 | % Install. Troubles Reported within 30 Days | 3.88 | 0.00 | | 1 | | | 0.20 |
| PR-6-03-3343 | % Install. Troubles Reported within 30 Days - FOK/TOK/CPE | | | | | | | |
| PR-8-01-3343 | PR-8 - Open Orders in a Hold Status | 0.00 | 0.00 | | 1 | | | |
| PR-8-02-3343 | Open Orders in a Hold Status > 30 Days | 0.00 | 0.00 | | 1 | | | |
| PR-8-02-3343 | Open Orders in a Hold Status > 90 Days | | | | | | | |

continued

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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 | | | |
| PR-1 - Average Interval Offered | | | | | | | | | |
| PR-1-01-3200 | Av. Interval Offered - Total No Dispatch | Party with Retail | 12.81 | 43.50 | 37 | 4 | 3.92 | 2.06 | -14.87 |
| PR-1-02-3200 | Av. Interval Offered - Total Dispatch | Party with Retail | 16.10 | 21.75 | 71 | 8 | 8.12 | 3.03 | -1.87 |
| PR-1-06-3200 | Av. Interval Offered - DS0 | Party with Retail | 13.04 | NA | 45 | | 5.14 | | |
| PR-1-07-3200 | Av. Interval Offered - DS1 | Party with Retail | 16.35 | 20.25 | 63 | 8 | 8.02 | 3.01 | -1.30 |
| PR-1-08-3200 | Av. Interval Offered - DS3 | Party with Retail | NA | NA | | | | | |
| PR-1-09-3511 | Av. Interval Offered - Total - EEL - Backbone | EEL Legend | | | | | | | |
| PR-1-09-3512 | Av. Interval Offered - Total - EEL - Loop | EEL Legend | | 83.90 | | 2 | | | |
| PR-1-09-3530 | Av. Interval Offered - Total - IOF | IOF Legend | | 9.50 | | 2 | | | |
| PR-1-12-3200 | Av. Interval Offered - Disconnects | Party with Retail | 10.09 | 8.89 | 232 | 9 | 10.55 | 3.58 | 0.33 |
| PR-2 - Average Completed Interval | | | | | | | | | |
| PR-2-01-3200 | Av. Interval Completed - Total No Dispatch | Party with Retail | 13.18 | NA | 22 | | 4.08 | | |
| PR-2-02-3200 | Av. Interval Completed - Total Dispatch | Party with Retail | 16.33 | 18.00 | 45 | 6 | 9.76 | 4.24 | -0.39 |
| PR-2-06-3200 | Av. Interval Completed - DS0 | Party with Retail | 12.09 | NA | 32 | | 5.26 | | |
| PR-2-07-3200 | Av. Interval Completed - DS1 | Party with Retail | 16.23 | 17.40 | 35 | 5 | 9.70 | 4.64 | 0.18 |
| PR-2-08-3200 | Av. Interval Completed - DS3 | Party with Retail | NA | NA | | | | | |
| PR-2-09-3511 | Av. Interval Completed - Total - EEL - Backbone | EEL Legend | | | | | | | |
| PR-2-09-3512 | Av. Interval Completed - Total - EEL - Loop | EEL Legend | | 21.00 | | 1 | | | |
| PR-2-09-3530 | Av. Interval Completed - Total - IOF | IOF Legend | | NA | | | | | |
| PR-2-18-3200 | Av. Interval Completed - Disconnects | Party with Retail | 10.45 | NA | 110 | | 17.06 | | |
| PR-4 - Missed Appointments | | | | | | | | | |
| PR-4-01-3510 | % Missed Appointment - Verizon - Total - EEL | Party with Retail | 22.03 | 0.00 | 59 | 1 | | 41.78 | 0.53 |
| PR-4-01-3530 | % Missed Appointment - Verizon - Total - IOF | Party with Retail | NA | 0.00 | | 6 | | | |
| PR-4-01-3210 | % Missed Appointment - Verizon - DS0 | Party with Retail | 0.00 | NA | 42 | | | | |
| PR-4-01-3211 | % Missed Appointment - Verizon - DS1 | Party with Retail | 22.03 | 11.76 | 59 | 17 | | 11.41 | 0.90 |
| PR-4-01-3213 | % Missed Appointment - Verizon - DS3 | Party with Retail | NA | NA | | | | | |
| PR-4-01-3214 | % Missed Appointment - Verizon - Special Other | Party with Retail | 0.00 | NA | 1 | | | | |
| PR-4-02-3200 | Average Delay Days - Total | Party with Retail | 139.31 | 9.00 | 13 | 2 | 90.48 | 68.72 | 1.90 |
| PR-4-02-3510 | Average Delay Days - Total - EEL | Party with Retail | 139.31 | NA | 13 | | 90.48 | | |
| PR-4-02-3530 | Average Delay Days - Total - IOF | Party with Retail | NA | NA | | | | | |
| PR-4-03-3200 | % Missed Appointment - Customer | None - Analysis Only | 17.65 | 43.48 | | | | | |
| PR-4-03-3510 | % Missed Appointment - Customer - EEL | None - Analysis Only | NA | 0.00 | | | | | |
| PR-4-08-3200 | % Missed Appt. - Customer - Late Order Cont. | None - Analysis Only | 0.00 | | | 24 | | | |
| PR-5 - Facility Missed Orders | | | | | | | | | |
| PR-5-01-3200 | % Missed Appointment - Verizon - Facilities | Party with Retail | 2.86 | 0.00 | 70 | 18 | | 4.40 | 0.65 |
| PR-5-02-3200 | % Orders Held for Facilities > 15 Days | Party with Retail | 2.86 | 0.00 | 70 | 18 | | 4.40 | 0.65 |
| PR-5-03-3200 | % Orders Held for Facilities > 60 Days | Party with Retail | 2.86 | 0.00 | 70 | 18 | | 4.40 | 0.65 |
| PR-6 - Installation Quality | | | | | | | | | |
| PR-6-01-3200 | % Installation Troubles reported within 30 Days | Party w/Verizon RT for Found Troubles | 2.01 | 0.00 | 748 | 24 | | 2.91 | 0.89 |
| PR-6-03-3200 | % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE | None - Analysis Only | 0.40 | 0.00 | 748 | 24 | | 1.31 | 0.31 |
| PR-7 - Jeopardy Reports | | | | | | | | | |
| PR-7-01-3510 | % Orders with Jeopardy Status - EEL | Jeopardy Legend | | 0.00 | | 1 | | | |
| PR-8 - Open Orders in a Hold Status | | | | | | | | | |
| PR-8-01-3200 | Open Orders in a Hold Status > 30 Days | Party with Retail | 1.96 | 0.00 | 102 | 17 | | 3.63 | 0.54 |
| PR-8-01-3510 | Open Orders in a Hold Status > 30 Days - EEL | Party with Retail(DS1) | 3.39 | 0.00 | 59 | 1 | | 18.25 | 0.19 |
| PR-8-01-3530 | Open Orders in a Hold Status > 30 Days - IOF | Party with Retail(DS3) | NA | 0.00 | | | | | |
| PR-8-02-3200 | Open Orders in a Hold Status > 90 Days | Party with Retail | 0.98 | 0.00 | 102 | 17 | | 2.58 | 0.38 |
| PR-8-02-3510 | Open Orders in a Hold Status > 90 Days - EEL | Party with Retail(DS1) | 1.89 | 0.00 | 59 | 1 | | 13.00 | 0.13 |
| PR-8-02-3530 | Open Orders in a Hold Status > 90 Days - IOF | Party with Retail(DS3) | NA | 0.00 | | 6 | | | |

*Legend Notations defined on Legend sheet - last page

**Carrier to Carrier
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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 | | | |
| MR-2 - Trouble Report Rate | | | | | | | | |
| MR-2-02-3550 | Network Trouble Report Rate – Loop | 1.00 | 0.53 | 598033 | 27504 | | 0.06 | 7.68 |
| MR-2-03-3550 | Network Trouble Report Rate – Central Office | 0.07 | 0.05 | 598033 | 27504 | | 0.02 | 1.34 |
| MR-2-04-3550 | % Subsequent Reports | 11.07 | 37.89 | 7233 | 256 | | | |
| MR-2-05-3550 | % CPE/TOK/FOK Trouble Report Rate | 0.70 | 0.68 | 598033 | 27504 | | 0.05 | 0.47 |
| MR-3 - Missed Repair Appointments | | | | | | | | |
| MR-3-01-3550 | % Missed Repair Appointment – Loop | 4.57 | 3.42 | 5996 | 146 | | 1.75 | 0.66 |
| MR-3-02-3550 | % Missed Repair Appointment – Central Office | 3.90 | 0.00 | 436 | 13 | | 5.45 | 0.72 |
| MR-3-03-3550 | % CPE/TOK/FOK - Missed Appointment | 2.97 | 0.53 | 4212 | 187 | | 1.27 | 1.92 |
| MR-3-04-3550 | % Missed Repair Appointment - No Double Dispatch | 2.88 | 2.05 | 5797 | 146 | | 1.42 | 0.65 |
| MR-3-05-3550 | % Missed Repair Appointment - Double Dispatch | 26.46 | 28.57 | 393 | 7 | | 16.82 | -0.13 |
| MR-4 - Trouble Duration Intervals | | | | | | | | |
| MR-4-01-3550 | Mean Time To Repair – Total | 14.80 | 12.51 | 6432 | 159 | 15.85 | 1.27 | 1.80 |
| MR-4-02-3550 | Mean Time To Repair – Loop Trouble | 15.36 | 13.22 | 5996 | 146 | 15.80 | 1.32 | 1.62 |
| MR-4-03-3550 | Mean Time To Repair – Central Office Trouble | 7.09 | 4.52 | 436 | 13 | 14.39 | 4.05 | 0.64 |
| MR-4-04-3550 | % Cleared (all troubles) within 24 Hours | 82.46 | 93.08 | 6432 | 159 | | 3.05 | 3.48 |
| MR-4-07-3550 | % Out of Service > 12 Hours | 46.70 | 44.84 | 4919 | 112 | | 4.77 | 0.43 |
| MR-4-08-3550 | % Out of Service > 24 Hours | 16.45 | 6.25 | 4919 | 112 | | 3.54 | 2.88 |
| MR-4-09-3550 | Mean Time To Repair - No Double Dispatch | 13.91 | 12.64 | 5797 | 146 | 14.94 | 1.25 | 1.01 |
| MR-4-10-3550 | Mean Time To Repair - Double Dispatch | 29.29 | 19.41 | 393 | 7 | 22.51 | 8.58 | 1.15 |
| MR-5 - Repeat Trouble Reports | | | | | | | | |
| MR-5-01-3550 | % Repeat Reports within 30 Days | 15.61 | 26.30 | 6432 | 159 | | 2.91 | -4.36 |

Maintenance - POTS Platform

| Metric # | Standard | Actual Performance | | Number of Observations | | Standard Deviation | Sampling Error | Z-Score |
|--|--|--------------------|----------------|------------------------|-----------|--------------------|----------------|---------|
| | | Vz | CLEC Aggregate | Vz | All CLECs | | | |
| MR-2 - Trouble Report Rate | | | | | | | | |
| MR-2-02-3140 | Network Trouble Report Rate – Platform | 1.00 | 1.00 | 598033 | 2209 | | 0.21 | 0.03 |
| MR-2-03-3140 | Network Trouble Report Rate – Central Office | 0.07 | 0.05 | 598033 | 2209 | | 0.06 | 0.48 |
| MR-2-04-3140 | % Subsequent Reports | 11.07 | 8.00 | 7233 | 25 | | | |
| MR-2-05-3140 | % CPE/TOK/FOK Trouble Report Rate | 0.70 | 0.91 | 598033 | 2209 | | 0.18 | -1.13 |
| MR-3 - Missed Repair Appointments | | | | | | | | |
| MR-3-01-3144 | % Missed Repair Appointment – Platform Bus. | 7.85 | 0.00 | 917 | 19 | | 8.23 | 1.26 |
| MR-3-01-3145 | % Missed Repair Appointment – Platform Res. | 3.97 | 0.00 | 5062 | 3 | | 11.26 | 0.35 |
| MR-3-02-3144 | % Missed Repair Appointment – Central Office Bus. | 5.43 | 0.00 | 129 | 1 | | 22.75 | 0.24 |
| MR-3-02-3145 | % Missed Repair Appointment – Central Office Res. | 2.95 | NA | 305 | | | | |
| MR-3-03-3140 | % CPE/TOK/FOK - Missed Appointment - Platform | 2.97 | 0.00 | 4212 | 20 | | 3.80 | 0.78 |
| MR-3-04-3140 | % Missed Repair Appointment - No Double Dispatch | 2.98 | 0.00 | 5797 | 22 | | 3.83 | 0.82 |
| MR-3-05-3140 | % Missed Repair Appointment - Double Dispatch | 26.46 | NA | 393 | | | | |
| MR-4 - Trouble Duration Intervals | | | | | | | | |
| MR-4-01-3140 | Mean Time To Repair – Total | 14.80 | 6.10 | 6432 | 23 | 15.85 | 3.31 | 2.63 |
| MR-4-02-3144 | Mean Time To Repair – Loop Trouble - Platform - Bus. | 10.59 | 5.36 | 917 | 19 | 14.87 | 3.45 | 1.52 |
| MR-4-02-3145 | Mean Time To Repair – Loop Trouble - Platform - Res. | 18.17 | 12.72 | 5062 | 3 | 15.74 | 9.09 | 0.38 |
| MR-4-03-3144 | Mean Time To Repair – Central Office Trouble - Bus. | 6.69 | 0.23 | 129 | 1 | 16.05 | 18.12 | 0.36 |
| MR-4-03-3145 | Mean Time To Repair – Central Office Trouble - Res. | 7.10 | NA | 305 | | 12.41 | | |
| MR-4-04-3140 | % Cleared (all troubles) within 24 Hours | 82.46 | 100.00 | 6432 | 23 | | 7.94 | 2.21 |
| MR-4-06-3140 | % Out of Service > 4 Hours | 69.14 | 43.75 | 4919 | 16 | | 11.57 | 2.20 |
| MR-4-07-3140 | % Out of Service > 12 Hours | 46.70 | 6.25 | 4919 | 16 | | 12.49 | 3.24 |
| MR-4-08-3144 | % Out of Service > 24 Hours - Bus. | 7.25 | 0.00 | 869 | 15 | | 6.75 | 1.07 |
| MR-4-08-3145 | % Out of Service > 24 Hours - Res. | 18.30 | 0.00 | 4033 | 1 | | 38.67 | 0.47 |
| MR-5 - Repeat Trouble Reports | | | | | | | | |
| MR-5-01-3140 | % Repeat Reports within 30 Days | 15.61 | 13.04 | 6432 | 23 | | 7.58 | 0.34 |

2.3.3.3.3 Digital Services - Maintenance

| Metric # | Standard | Actual Performance | | Number of Observations | | Standard Deviation | Sampling Error | Z-Score |
|--|--|--------------------|----------------|------------------------|-----------|--------------------|----------------|---------|
| | | Vz | CLEC Aggregate | Vz | All CLECs | | | |
| MR-2 - Trouble Report Rate | | | | | | | | |
| MR-2-02-3341 | Network Trouble Report Rate - Loop | 0.21 | 1.74 | 1933 | 345 | | 0.27 | -5.77 |
| MR-2-03-3341 | Network Trouble Report Rate - Central Office | 0.16 | 0.00 | 1933 | 345 | | 0.23 | 0.67 |
| MR-2-04-3341 | % Subsequent Reports | 12.50 | 25.00 | 8 | 8 | | | |
| MR-2-05-3341 | % CPE/TOK/FOK Trouble Report Rate | 3.16 | 2.90 | 1933 | 345 | | 1.02 | 0.25 |
| MR-3 - Missed Repair Appointments | | | | | | | | |
| MR-3-01-3341 | % Missed Repair Appointment – Loop | 75.00 | 0.00 | 4 | 6 | | 27.95 | 2.68 |
| MR-3-02-3341 | % Missed Repair Appointment – Central Office | 33.33 | NA | 3 | | | | |
| MR-3-03-3341 | % CPE/TOK/FOK - Missed Appointment | 6.56 | 0.00 | 61 | 10 | | 8.45 | 0.78 |
| MR-3-04-3341 | % Missed Repair Appointment - No Double Dispatch | 0.00 | 0.00 | 1 | 2 | | | |
| MR-3-05-3341 | % Missed Repair Appointment - Double Dispatch | 80.00 | 0.00 | 5 | 1 | | 43.82 | 1.83 |
| MR-4 - Trouble Duration Intervals | | | | | | | | |
| MR-4-01-3341 | Mean Time To Repair – Total | 19.20 | 17.78 | 7 | 6 | 14.65 | 8.16 | 0.17 |
| MR-4-02-3341 | Mean Time To Repair – Loop Trouble | 25.88 | 17.78 | 4 | 6 | 16.78 | 10.83 | 0.75 |
| MR-4-03-3341 | Mean Time To Repair – Central Office Trouble | 10.25 | NA | 3 | | 3.69 | | |
| MR-4-04-3341 | % Cleared (all troubles) within 24 Hours | 57.14 | 83.33 | 7 | 6 | | 27.53 | 0.95 |
| MR-4-07-3341 | % Out of Service > 12 Hours | 50.00 | 20.00 | 2 | 5 | | 41.83 | 0.72 |
| MR-4-08-3341 | % Out of Service > 24 Hours | 50.00 | 0.00 | 2 | 5 | | 41.83 | 1.20 |
| MR-4-09-3341 | Mean Time To Repair - No Double Dispatch | 14.48 | 12.04 | 1 | 2 | | | |
| MR-4-10-3341 | Mean Time To Repair - Double Dispatch | 23.66 | 69.25 | 5 | 1 | 14.64 | 16.04 | -2.84 |
| MR-5 - Repeat Trouble Reports | | | | | | | | |
| MR-5-01-3341 | % Repeat Reports within 30 Days | 28.57 | 50.00 | 7 | 6 | | 25.13 | -0.85 |

continued