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**REDACTED – SUBJECT TO  
PROTECTIVE ORDER**

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January 25, 2002

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

**Re: D.T.E. 99-271**

Dear Secretary Cottrell:

In accordance with the Department's January 14, 2000 Order in this matter, enclosed are copies of Verizon-Massachusetts' performance report for December 2001 using the Carrier-to-Carrier ("C2C") Guidelines. 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 separate proprietary version of the December C2C aggregate report is being filed under separate cover to the Department only.

Also enclosed are two industry letters. The first is a letter to Massachusetts Carriers regarding the availability of an 800 number to call with questions regarding Massachusetts Carrier-to-Carrier Performance Reports. The second is a letter introducing a new website that will provide CLECs with the ability to access their Massachusetts C2C reports directly on-line.

Copies of carrier-specific C2C reports and data files are sent to carriers upon request to their Account Manager.

Thank you for your assistance to this matter.

Very truly yours,

Bruce P. Beausejour

Enclosure

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



October 25, 2001

Dear Recipient of MA 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 Massachusetts 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-MA'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 help line 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



January 25, 2002

Wholesale Customer:

Starting with the reporting of the December 2001 data month results, you will be able to access and download Verizon State Commission (Carrier to Carrier) Reports and *Detail Data files* from a Verizon Web site called WISE (Wholesale Internet Service Engine) Performance Measures.

Instructions for obtaining access to WISE Performance Measures are enclosed in this letter. Verizon has designed the process to be user friendly, it should take approximately 10 days to obtain a user-id, password, and digital certification. Additionally, the Web site will contain links to a user guide that contains directions on how to use the system and documentation on the performance measures.

For those CLECs who already maintain WISE user-ids and passwords for reviewing of FCC reports or CLEC reports residing in the former GTE service areas, on January 28, 2002 these user-ids and passwords will allow you to review your specific CLEC reports in the former BA service areas without any additional updating.

We will introduce this change in a phased approach. For those CLECs who are requesting online access to these reports for the first time, reports will be available as soon as the user-id, password and digital certificate process is completed. Beginning the following month (February), you will receive your reports as before but in addition you will have the opportunity to download your reports from the WISE web site as well.

Summary of Events

Action	Data Month	Available via WISE
- Introduction - Obtain Ids - Receive reports via Mail - Reports available via WISE	December 2001	January 28, 2002
- Receive reports via Mail - Reports available via WISE	January 2002	February 26, 2002
- Receive reports via Mail - Reports available via WISE	February 2002	March 26, 2002

If you have any question with this process, please contact Henry Lopez on (617) 743-3574 or via email [enrique.j.lopez@verizon.com](mailto:enrique.j.lopez@verizon.com)

Respectfully,

Jim MacDonald  
Director – Wholesale Performance Metrics  
Northeast / New York / Connecticut

Here's how to obtain access to the Web site:

Minimum software requirements for the Web Browser are Netscape Version 4.7 or Internet Explorer 5.0

- 1) Access the following URL: [www.verizon.com/wise](http://www.verizon.com/wise) This is the initial WISE page. From the pull-down menu, select the appropriate state. Please note that this is an initial step which is only required when requesting access to WISE for the first time.
- 2) From the OSS Internet Gateways pull-down menu, select CLEC Performance Measures.
- 3) Bookmark the CLEC Performance page, as it is the gateway for both the access requests and the reports.
- 4) On the CLEC Performance Measures page, select **"Where to Begin"**. In the **"Where to Begin"** section, there are 3 Steps. These steps will take you through the access process.
- 5) **Step 1:** For "Type of user," select CLEC. You'll be routed to another screen entitled, "CLEC PERFORMANCE MEASURES ID/PASSWORD REQUEST FORM – CLECs." To ensure that only authorized employees of eligible CLECs have access to the measurement results, Verizon employs a user ID/password protection program. Complete this form and click on the "Submit" button at the bottom of the screen. Your new WISE login ID and password will be transmitted back to the e-mail address that you provide on this form.
- 6) **Step 2:** Request Digital Certificate. Return to the page bookmarked in 3) above. (URL entitled [http://128.11.40.241/perf\\_meas Ug/pmhomepage.htm](http://128.11.40.241/perf_meas Ug/pmhomepage.htm)) Under the "Where to Begin" section, click "Request or Renew your Digital Certificate." You'll be routed to a screen entitled, "How to Request Your Digital Certificate." Since you will access the performance measure results over the Internet, Verizon uses digital certificates as a security measure. Please follow the directions carefully and complete this form. Verizon Communications Security will notify you via e-mail when you can retrieve your digital certificate.
- 7) **Step 3:** Download your Digital Certificate. After you have been notified via e-mail by Verizon Communications Security that you can retrieve your digital certificate, again access the URL entitled that was book marked earlier ([http://128.11.40.241/perf\\_meas Ug/pmhomepage.htm](http://128.11.40.241/perf_meas Ug/pmhomepage.htm)) Under the "Where to Begin" section, click on "Download your Digital Certificate." You'll be routed to a screen entitled "How to Retrieve/Download A Digital Certificate." Please carefully follow the directions and download your digital certificate. After you have successfully completed this download, you're ready to access performance reports.
- 8) When you are ready to access performance reports, access the URL entitled that was book marked earlier ([http://128.11.40.241/perf\\_meas Ug/pmhomepage.htm](http://128.11.40.241/perf_meas Ug/pmhomepage.htm)) Near the bottom of the screen look, for a section entitled **\*\*\*\* PERFORMANCE MEASURES REPORTS & DOCUMENTATION \*\*\*\*** and click on the text in that box. You'll pass through some security screens (click on "Continue" on these screens) until you reach the main WISE login screen requesting your user ID and password. Type in the user ID and password [IN UPPERCASE] provided in Step 2, above, in order to view performance reports. Once successfully logged in, you will automatically be brought into the WISE Performance Measures screen where you can begin requesting your CLEC-specific report(s).

**Carrier to Carrier  
Performance Standards and Reports  
Verizon Massachusetts December 2001**

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

Metric #	PRE-ORDERING	Standard	Actual Performance			
			Vz	CLEC	Difference	Observations
<b>PO-1 - Response Time OSS Pre-Ordering Interface ^</b>						
PO-1-01-6020	Customer Service Record - EDI	Parity plus <= 4 Seconds	1.32	2.82	1.50	1248
PO-1-01-6030	Customer Service Record - CORBA	Parity plus <= 4 Seconds	1.32	0.73	-0.59	2840
PO-1-01-6050	Customer Service Record - Web GUI	Parity plus <= 7 Seconds	1.32	2.46	1.14	36005
PO-1-02-6020	Due Date Availability - EDI	Parity plus <= 4 Seconds	0.06	1.90	1.84	1
PO-1-02-6030	Due Date Availability - CORBA	Parity plus <= 4 Seconds	0.06	NA		
PO-1-02-6050	Due Date Availability - Web GUI	Parity plus <= 7 Seconds	0.06	2.16	2.10	999
PO-1-03-6020	Address Validation - EDI	Parity plus <= 4 Seconds	3.67	5.10	1.43	861
PO-1-03-6030	Address Validation - CORBA	Parity plus <= 4 Seconds	3.67	3.71	0.04	556
PO-1-03-6050	Address Validation - Web GUI	Parity plus <= 7 Seconds	3.67	5.38	1.71	3272
PO-1-04-6020	Product & Service Availability - EDI	Parity plus <= 10 Seconds	8.20	NA		
PO-1-04-6030	Product & Service Availability - CORBA	Parity plus <= 10 Seconds	8.20	NA		
PO-1-04-6050	Product & Service Availability - Web GUI	Parity plus <= 10 Seconds	8.20	5.57	-2.63	139
PO-1-05-6020	Telephone Number Availability & Reservation - EDI	Parity plus <= 4 Seconds	4.47	5.89	1.42	1
PO-1-05-6030	Telephone Number Availability & Reservation - CORBA	Parity plus <= 4 Seconds	4.47	4.10	-0.37	59
PO-1-05-6050	Telephone Number Availability & Reservation - Web GUI	Parity plus <= 7 Seconds	4.47	5.89	1.42	1692
PO-1-06-6020	Average Response Time - Mechanized Loop Qualification - DSL - EDI	Parity plus <= 4 Seconds	1.69	4.06	2.37	570
PO-1-06-6030	Average Response Time - Mechanized Loop Qualification - DSL - CORBA	Parity plus <= 4 Seconds	1.69	NA		
PO-1-06-6050	Average Response Time - Mechanized Loop Qualification - DSL - Web GUI	Parity plus <= 7 Seconds	1.69	4.25	2.56	1379
PO-1-07-6020	Rejected Query - EDI @	Parity plus <= 4 Seconds	0.04	2.17	2.13	8758
PO-1-07-6030	Rejected Query - CORBA	Parity plus <= 4 Seconds	0.04	0.64	0.60	2515
PO-1-07-6050	Rejected Query - Web GUI	Parity plus <= 7 Seconds	0.04	2.86	2.82	3250
PO-1-08-6020	% Timeouts - EDI	not > 33%	1.02			3349
PO-1-08-6030	% Timeouts - CORBA	not > 33%	0.02			6731
PO-1-08-6050	% Timeouts - Web GUI	not > 33%	0.01			59985
PO-1-09-6020	Parsed CSR - EDI	Parity plus <= 10 Seconds	1.32	1.85	0.53	86
PO-1-09-6030	Parsed CSR - CORBA	Parity plus <= 10 Seconds	1.32	0.28	-1.04	1097
*Retail data is obtained from ENVIEW, and the total number of observations is 10 per hour per day.						
<b>PO-2 - OSS Interface Availability*</b>						
PO-2-02-6020	OSS Interf. Avail. - Prime Time - EDI	>=99.5%	100.00			0.00
PO-2-02-6030	OSS Interf. Avail. - Prime Time - CORBA	>=99.5%	99.96			0.40
PO-2-02-6040	OSS Interf. Avail. - Prime Time - Maint. Web GUI (RETAS)	>=99.5%	99.93			0.30
PO-2-02-6050	OSS Interf. Avail. - Prime Time - Pre-order/Order WEB GUI	>=99.5%	99.93			0.30
PO-2-02-6060	OSS Interf. Avail. - Prime Time - Electronic Bonding	>=99.5%	100.00			0.00
PO-2-03-6020	OSS Interf. Avail. - Non-Prime - EDI	No Standard	99.71			1.70
PO-2-03-6030	OSS Interf. Avail. - Non-Prime - CORBA	No Standard	99.13			5.10
PO-2-03-6040	OSS Interf. Avail. - Non-Prime - Maint. Web GUI (RETAS)	No Standard	98.43			4.80
PO-2-03-6050	OSS Interf. Avail. - Non-Prime - Pre-order/Order WEB GUI	No Standard	98.43			4.60
PO-2-03-6060	OSS Interf. Avail. - Non-Prime - Electronic Bonding	No Standard	100.00			0.00
PO-5-01-2000	<b>PO-5 - Average Notification of Interface Outage</b> Average Notice of Interface Outage*	Not more than 20 minutes	NA			
PO-6-01-2000	<b>PO-6 - Software Validation</b> Software Validation	<= 5%	R3			R3
PO-7-01-2000	<b>PO-7 - Software Problem Resolution Timeliness</b> % Software Problem Res. Timeliness**	>=95%	NA			
PO-7-02-2000	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround**	48 hours	NA			
PO-7-03-2000	Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround**	10 days	NA			
PO-7-04-2000	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A***	48 hours	NA			
PO-8-01-2000	<b>PO-8 - Manual Loop Qualification</b> % On Time - Manual Loop Qualification	95% within 48 Hours	UD			
PO-8-02-2000	% On Time - Engineering Record Request	95% within 72 Hours	NA			
<b>Change Notifications</b>						
<b>PO-4 - Timeliness of Change Management Notice</b>						
PO-4-01-6660	% Notices Sent on Time - Industry Standard, Verizon Orig. & CLEC Orig.	95%	100.00			11
PO-4-01-6671	% Notices Sent on Time - Emergency Maint. & Regulatory	95%	100.00			13
PO-4-02-6660	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std., Verizon Orig. & CLEC Orig.	No Standard	NA			
PO-4-02-6671	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint. & Regulatory	No Standard	NA			
PO-4-03-6660	Change Mgmt. Notice - Delay 8+ Days - Ind. Std., Verizon Orig. & CLEC Orig.	No Standard	NA			
PO-4-03-6671	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint. & Regulatory	No Standard	NA			
<b>Change Documentation</b>						
<b>PO-4 - Timeliness of Change Management Notice</b>						
PO-4-01-6622	% Notices Sent on Time - Regulatory	95%	NA			
PO-4-01-6662	% Notices Sent on Time - Ind. Std., Verizon Orig. & CLEC Orig.	95%	NA			
PO-4-02-6622	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	No Standard	NA			
PO-4-02-6662	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std., Verizon Orig. & CLEC Orig.	No Standard	NA			
PO-4-03-6622	Change Mgmt. Notice - Delay 8+ Days - Regulatory	No Standard	NA			
PO-4-03-6662	Change Mgmt. Notice - Delay 8+ Days - Ind. Std., Verizon Orig. & CLEC Orig.	No Standard	NA			
<b>TROUBLE REPORTING (OSS)</b>						
<b>MR-1 - Response Time OSS Maintenance Interface</b>						
MR-1-01-2000	Create Trouble	Parity plus <= 4 Seconds	5.72	3.69	-2.03	813
MR-1-02-2000	Status Trouble	Parity plus <= 4 Seconds	5.57	0.45	-5.12	48
MR-1-03-2000	Modify Trouble	Parity plus <= 4 Seconds	5.67	0.46	-5.21	1
MR-1-04-2000	Request Cancellation of Trouble	Parity plus <= 4 Seconds	6.76	2.42	-4.34	7
MR-1-05-2000	Trouble Report History (by TN/Ckout)	Parity plus <= 4 Seconds	0.32	1.16	0.84	330
MR-1-06-2000	Test Trouble (POTS Only) - ***RETAIL only	Parity plus <= 4 Seconds	56.18	44.00	-12.18	2144
<b>BILLING</b>						
<b>BI-1 - Timeliness of Daily Usage Feed</b>						
BI-1-02-2030	% DJF in 4 Business Days	95% in 4 Business Days	99.75			38308529
<b>BI-2 - Timeliness of Carrier Bill</b>						
BI-2-01-2030	Timeliness of Carrier Bill	98% in 10 Business Days	99.32			734
<b>BI-3 - Billing Accuracy &amp; Claims Processing</b>						
BI-3-04-2030	% CLEC Billing Claims Acknowledged within 2 Business Days	95% within 2 Business Days	35.94			64
BI-3-05-2030	% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgment	95% within 28 Calendar Days	81.82			33
<b>OPERATOR SERVICES &amp; DATABASES***</b>						
<b>OD-1 - Operator Services - Speed of Answer</b>						
OD-1-01-1021	Average Speed of Answer - Operator Services - NE OSC	Parity with Retail	2.39	0.24	1446582	83357
OD-1-02-1021	Average Speed of Answer - Directory Assistance - NE OSC	Parity with Retail	3.97	1.68	15209948	1342084
Legend Notations defined on Legend sheet - last page						

**Carrier to Carrier**  
**Performance Standards and Reports**  
**Verizon Massachusetts December 2001**

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

Metric #	Standard	Actual Performance	Number of Observations
		CLEC Aggregate	All CLECs
<b>RESALE Pre-Ordering</b>			
<b>PO-3 - Contact Center Availability</b>			
PO-3-02-2000	% Answered within 30 Seconds - Ordering*	96.14	3801
PO-3-04-2000	% Answered within 30 Seconds - Repair**	91.80	96901
<b>RESALE Ordering</b>			
<b>OR-8 - Acknowledgement Timeliness</b>			
OR-8-01-2000	% Acknowledgements on Time	99.54	870
<b>OR-9 - Order Acknowledgement Completeness</b>			
OR-9-01-2000	% Acknowledgement Completeness	100.00	870
<b>OR-10 - PON Notifier Exception Resolution Timeliness</b>			
OR-10-01-2000	% of PON Exceptions Resolved Within Three (3) Business Days	UD	
OR-10-02-2000	% of PON Exceptions Resolved Within Ten (10) Business Days	UD	
<b>POTS &amp; Pre-qualified Complex - Electronically Submitted</b>			
<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-02-2320	% On Time LSRC - Flow Through	99.97	3818
OR-1-04-2100	% On Time LSRC No Facility Check	99.29	4360
OR-1-06-2320	% On Time LSRC/ASRC Facility Check	99.66	312
<b>OR-2 - Reject Timeliness</b>			
OR-2-02-2320	% On Time LSR Reject - Flow Through	99.90	1945
OR-2-04-2320	% On Time LSR Reject No Facility Check	99.26	1756
OR-2-06-2320	% On Time LSR/ASR Reject Facility Check	100.00	220
<b>2 Wire Digital Services</b>			
<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b>			
OR-1-04-2341	% On Time LSRC No Facility Check	99.31	145
OR-1-06-2341	% On Time LSRC/ASRC Facility Check	100.00	10
<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>			
OR-2-04-2341	% On Time LSR Reject No Facility Check	100.00	137
OR-2-06-2341	% On Time LSR/ASR Reject Facility Check	100.00	8
<b>POTS / Special Services - Aggregate</b>			
<b>OR-3 - Percent Rejects</b>			
OR-3-01-2000	% Rejects	No Standard	32.87
OR-3-02-2000	% Resubmission Not Rejected	95%	NA
<b>OR-4 - Timeliness of Completion Notification</b>			
OR-4-11-2000	% Completed orders with neither a PCN nor BCN sent	0.25%	UD
OR-4-16-2000	% Provisioning Completion Notifiers sent within one (1) Business Day	95%	UD
OR-4-17-2000	% Billing Completion Notifier sent within two (2) Business Days	95%	UD
<b>OR-5 - Percent Flow-Through</b>			
OR-5-01-2000	% Flow Through - Total	No Standard Developed	43.16
OR-5-03-2000	% Flow Through Achieved	95%	93.78
<b>OR-6 - Order Accuracy</b>			
OR-6-01-2000	% Accuracy - Orders*	95% Orders without Errors	92.98
OR-6-03-2000	% Accuracy - LSRC	not more than 5%	0.17
<b>OR-7 - Order Completeness</b>			
OR-7-01-2000	% Order Confirmation/Rejects sent within 3 Business Days	95%	99.45
<b>Special Services - Electronically Submitted</b>			
<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-04-2210	% On Time LSRC No Facility Check DS0	95% within 48 Hours	NA
OR-1-04-2211	% On Time LSRC No Facility Check DS1	95% within 48 Hours	NA
OR-1-04-2213	% On Time LSRC No Facility Check DS3	95% within 48 Hours	NA
OR-1-04-2214	% On Time LSRC No Facility Check (Non DS0, DS1, & DS3)	95% within 48 Hours	100.00
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	94.59
<b>OR-2 - Reject Timeliness</b>			
OR-2-04-2200	% On Time LSR Reject No Facility Check	95% within 48 Hours	100.00
OR-2-06-2200	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	96.97

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier**  
**Performance Standards and Reports**  
**Verizon Massachusetts December 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			
<b>POTS - Provisioning - Total</b>								
	<b>PR-1 - Average Interval Offered</b>							
PR-1-04-2100	Average Interval Offered - Dispatch (8-9 Lines)	3.44	5.71	62	14	3.02	0.69	-2.54
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)	4.00	17.33	21	9	4.04	1.61	-8.28
	<b>PR-3 - Completed within Specified Days</b>							
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	89.07	70.32	95649	1068		1.00	-17.80
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	77.70	60.09	5820	233		2.78	-6.33
PR-3-09-2100	% Completed in 5 Days (1-5 Lines - Dispatch)	96.72	96.88	5820	224		1.21	0.13
	<b>PR-4 - Missed Appointments</b>							
PR-4-02-2100	Average Delay Days - Total	2.74	4.17	1116	18	5.10	1.21	-1.18
PR-4-03-2100	% Missed Appointment - Customer		2.24					
PR-4-04-2100	% Missed Appointment - Verizon - Dispatch	5.03	3.81	21746	472		1.02	1.20
PR-4-05-2100	% Missed Appointment - Verizon - No Dispatch	0.01	0.00	174145	3186		0.02	0.56
	<b>PR-5 - Facility Missed Orders</b>							
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	3.29	2.54	21746	472		0.83	0.90
PR-5-02-2100	% Orders Held for Facilities > 15 Days	0.08	0.21	21746	472		0.13	-0.99
	<b>PR-6 - Installation Quality</b>							
PR-6-01-2100	% Installation Troubles reported within 30 Days	3.06	1.65	180888	8420		0.19	7.35
PR-6-03-2100	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE		1.34		8420			
	<b>PR-8 - Open Orders in a Hold Status</b>							
PR-8-01-2100	Open Orders in a Hold Status > 30 Days	0.00	0.00	195891	3658			
PR-8-02-2100	Open Orders in a Hold Status > 90 Days	0.00	0.00	195891	3658			
<b>POTS - Business</b>								
	<b>PR-1 - Average Interval Offered</b>							
PR-1-01-2110	Average Interval Offered - Total No Dispatch	0.46	1.33	10857	818	1.07	0.04	-22.43
PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)	2.43	3.54	1519	164	2.59	0.21	-5.21
<b>POTS - Residence</b>								
	<b>PR-1 - Average Interval Offered</b>							
PR-1-01-2120	Average Interval Offered - Total No Dispatch	0.38	0.96	127417	1002	1.27	0.04	-14.40
PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)	2.67	3.55	5285	110	2.78	0.27	-3.29
<b>POTS &amp; Complex Arrangements</b>								
	<b>PR-1 - Average Interval Offered</b>							
PR-1-12-2103	Average Interval Offered - Disconnects	3.94	2.73	64104	2062	7.25	0.16	7.46
<b>Wires Digital Services</b>								
	<b>PR-1 - Average Interval Offered</b>							
PR-1-01-2341	Average Interval Offered - Total No Dispatch	1.89	1.86	337	80	1.66	0.21	0.15
PR-1-02-2341	Average Interval Offered - Total Dispatch	3.67	6.50	249	6	1.75	0.63	-4.50
	<b>PR-4 - Missed Appointments</b>							
PR-4-02-2341	Average Delay Days - Total	4.62	NA	53		3.84		
PR-4-03-2341	% Missed Appointment - Customer		4.81					
PR-4-04-2341	% Missed Appointment - Verizon - Dispatch	12.20	0.00	377	26		6.64	1.84
PR-4-05-2341	% Missed Appointment - Verizon - No Dispatch	0.00	0.00	272	78			
PR-4-08-2341	% Missed Appt. - Customer - Late Order Conf.		0.00		104			
	<b>PR-5 - Facility Missed Orders</b>							
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	1.81	0.00	387	26		2.70	0.67
PR-5-02-2341	% Orders Held for Facilities > 15 Days	0.00	0.00	387	26			
	<b>PR-6 - Installation Quality</b>							
PR-6-01-2341	% Install. Troubles Reported within 30 Days	1.04	0.00	1729	206		0.75	1.39
PR-6-03-2341	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE		1.46		206			
	<b>PR-8 - Open Orders in a Hold Status</b>							
PR-8-01-2341	Open Orders in a Hold Status > 30 Days	0.00	0.00	659	104			
PR-8-02-2341	Open Orders in a Hold Status > 90 Days	0.00	0.00	659	104			
<b>Special Services - Provisioning</b>								
	<b>PR-1 - Average Interval Offered</b>							
PR-1-06-2200	Average Interval Offered - DS0	11.43	9.00	158	11	6.28	1.96	1.24
PR-1-07-2200	Average Interval Offered - DS1	21.78	21.86	216	7	17.83	6.85	-0.01
PR-1-08-2200	Average Interval Offered - DS3	17.88	NA	8		9.51		
PR-1-12-2200	Average Interval Offered - Disconnects	14.51	7.18	1942	33	27.42	4.81	1.52
	<b>PR-4 - Missed Appointments</b>							
PR-4-01-2210	% Missed Appointment - Verizon - DS0	2.22	0.00	180	15		3.96	0.56
PR-4-01-2211	% Missed Appointment - Verizon - DS1	11.81	0.00	224	7		12.30	0.94
PR-4-01-2213	% Missed Appointment - Verizon - DS3	85.71	NA	7				
PR-4-01-2214	% Missed Appointment - Verizon - Special Other	10.26	0.00	39	8		11.78	0.87
PR-4-02-2200	Average Delay Days - Total	14.85	NA	40		22.51		
PR-4-03-2200	% Missed Appointment - Customer		6.67					
PR-4-08-2200	% Missed Appt. - Customer - Due to Late Order Conf.		0.00		30			
	<b>PR-5 - Facility Missed Orders</b>							
PR-5-01-2200	% Missed Appointment - Verizon - Facilities	0.51	0.00	393	18		1.72	0.30
PR-5-02-2200	% Orders Held for Facilities > 15 Days	0.00	0.00	393	18			
	<b>PR-6 - Installation Quality</b>							
PR-6-01-2200	% Installation Troubles reported within 30 Days	2.75	1.68	2146	416		0.88	1.22
PR-6-03-2200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE		0.72		416			
	<b>PR-8 - Open Orders in a Hold Status</b>							
PR-8-01-2200	Open Orders in a Hold Status > 30 Days	0.44	0.00	450	30		1.25	0.35
PR-8-02-2200	Open Orders in a Hold Status > 90 Days	0.00	0.00	450	30			
Legend Notations defined on Legend sheet - last page								

**Carrier to Carrier**  
**Performance Standards and Reports**  
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**CLEC Aggregate Performance**  
**MAINTENANCE - RESALE / SPECIAL SERVICES**

Metric #	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-2-02-2100	Network Trouble Report Rate - Loop	Parity with Retail	0.91	0.30	3784143	251692		0.02	31.48
MR-2-03-2100	Network Trouble Report Rate - Central Office	Parity with Retail	0.08	0.04	3784143	251692		0.01	6.31
MR-2-04-2100	% Subsequent Reports	Assessed I/C/W MRAs		7.87		326			
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		0.27		251692			
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-2110	% Missed Repair Appointment - Loop Bus	Parity with Retail	13.06	10.74	4983	503		1.58	1.47
MR-3-01-2120	% Missed Repair Appointment - Loop Res.	Parity with Retail	9.07	6.64	29379	241		1.66	1.31
MR-3-02-2110	% Missed Repair Appointment - Central Office Bus.	Parity with Retail	9.04	8.08	907	99		3.04	0.32
MR-3-02-2120	% Missed Repair Appointment - Central Office Res.	Parity with Retail	6.59	0.00	2156	12		7.18	0.92
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	No Standard		4.20		690			
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-2100	Mean Time To Repair - Total	Parity with Retail	18.31	13.10	37552	855	17.98	0.62	6.38
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	Parity with Retail	13.09	12.38	4983	503	16.86	0.79	0.90
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	Parity with Retail	20.01	16.53	29379	241	18.12	1.17	2.97
MR-4-03-2110	Mean Time To Repair - Central Office Trouble - Bus.	Parity with Retail	8.69	9.01	907	99	13.58	1.44	-0.22
MR-4-03-2120	Mean Time To Repair - Central Office Trouble - Res.	Parity with Retail	10.53	8.05	2156	12	12.54	3.63	0.66
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Parity with Retail	75.58	87.84	37552	855		1.49	8.25
MR-4-06-2100	% Out of Service > 4 Hours	Parity with Retail	78.18	86.42	29392	667		1.52	7.27
MR-4-07-2100	% Out of Service > 12 Hours	Parity with Retail	56.89	43.48	29392	667		1.94	6.92
MR-4-08-2110	% Out of Service > 24 Hours - Bus.	Parity with Retail	13.13	9.93	4669	453		1.66	1.93
MR-4-08-2120	% Out of Service > 24 Hours - Res.	Parity with Retail	26.15	16.82	24605	214		3.02	3.09
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-2100	% Repeat Reports within 30 Days	Parity with Retail	18.93	16.96	37552	855		1.35	1.45
<b>Wire Digital Services - Maintenance</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-2341	Network Trouble Report Rate - Loop	Parity with Retail	0.17	0.23	61852	2586		0.08	-0.75
MR-2-03-2341	Network Trouble Report Rate - Central Office	Parity with Retail	0.08	0.12	61852	2586		0.05	-0.72
MR-2-04-2341	% Subsequent Reports	Assessed I/C/W MRAs		18.18		11			
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		0.58		2586			
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-2341	% Missed Repair Appointment - Loop	Parity with Retail	28.57	16.67	105	6		18.96	0.63
MR-3-02-2341	% Missed Repair Appointment - Central Office	Parity with Retail	27.66	33.33	47	3		26.64	-0.21
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	No Standard		13.33		15			
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-2341	Mean Time To Repair - Total	Parity with Retail	25.59	42.40	152	9	40.65	13.95	-1.21
MR-4-02-2341	Mean Time To Repair - Loop Trouble	Parity with Retail	28.83	46.34	105	6	44.17	18.54	-0.94
MR-4-03-2341	Mean Time To Repair - Central Office Trouble	Parity with Retail	18.36	34.50	47	3	30.61	18.23	-0.89
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	Parity with Retail	69.08	55.56	152	9		15.85	-0.85
MR-4-07-2341	% Out of Service > 12 Hours	Parity with Retail	32.20	50.00	59	4		24.14	-0.74
MR-4-08-2341	% Out of Service > 24 Hours	Parity with Retail	22.03	25.00	59	4		21.41	-0.14
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-2341	% Repeat Reports within 30 Days	Parity with Retail	13.82	22.22	152	9		11.84	-0.71
<b>Special Services - Maintenance</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-01-2200	Network Trouble Report Rate	Parity with Retail	0.21	0.17	461247	38827		0.02	1.63
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		0.23		38827			
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-2216	Mean Time To Repair - Total - Non DS0 & DS0	Parity with Retail	5.77	6.11	777	50	6.06	0.88	-0.38
MR-4-01-2217	Mean Time To Repair - Total - DS1 & DS3	Parity with Retail	6.68	4.31	202	17	6.06	1.53	1.55
MR-4-04-2216	% Cleared (all troubles) within 24 Hours - Non DS0 & DS0	Parity with Retail	98.07	100.00	777	50		2.01	0.96
MR-4-04-2217	% Cleared (all troubles) within 24 Hours - DS1 & DS3	Parity with Retail	97.03	100.00	202	17		4.29	0.69
MR-4-06-2216	% Out of Service > 4 Hours - Non DS0 & DS0	Parity with Retail	50.81	62.50	742	40		8.11	-1.44
MR-4-06-2217	% Out of Service > 4 Hours - DS1 & DS3	Parity with Retail	59.70	46.67	201	15		13.13	0.89
MR-4-08-2216	% Out of Service > 24 Hours - Non DS0 & DS0	Parity with Retail	1.89	0.00	742	40		2.21	0.86
MR-4-08-2217	% Out of Service > 24 Hours - DS1 & DS3	Parity with Retail	2.99	0.00	201	15		4.56	0.66
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-2200	% Repeat Reports within 30 Days	Parity with Retail	13.38	22.39	979	67		4.30	-2.10

Legend Notations defined on Legend sheet - last page

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

Metric #	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
<b>UNE Pre-ordering</b>			
<b>PO-3 - Contact Center Availability</b>			
PO-3-02-3000	% Answered within 30 Seconds - Ordering*	89.91	26291
PO-3-04-3000	% Answered within 30 Seconds - Repair**	91.80	96901
<b>UNE Ordering</b>			
<b>OR-8 - Acknowledgement Timeliness</b>			
OR-8-01-3000	% Acknowledgements on Time	99.71	32875
<b>OR-9 - Order Acknowledgement Completeness</b>			
OR-9-01-3000	% Acknowledgement Completeness	100.00	32875
<b>OR-10 - PON Notifier Exception Resolution Timeliness</b>			
OR-10-01-3000	% of PON Exceptions Resolved Within Three (3) Business Days	UD	
OR-10-02-3000	% of PON Exceptions Resolved Within Ten (10) Business Days	UD	
<b>Platform</b>			
<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-02-3143	% On Time LSRC - Flow Through	99.76	2931
OR-1-04-3143	% On Time LSRC No Facility Check	95.79	499
OR-1-06-3143	% On Time LSRC/ASRC Facility Check	99.17	121
<b>OR-2 - Reject Timeliness</b>			
OR-2-02-3143	% On Time LSR Reject - Flow Through	99.72	1064
OR-2-04-3143	% On Time LSR Reject No Facility Check	99.75	402
OR-2-06-3143	% On Time LSR/ASR Reject Facility Check	100.00	102
<b>OR-6 - Order Accuracy</b>			
OR-6-01-3143	% Accuracy - Orders*	100.00	5
OR-6-03-3143	% Accuracy - LSRC	0.00	704
<b>OR-7 - Order Completeness</b>			
OR-7-01-3143	% Order Confirmation/Rejects sent within 3 Business Days	99.60	4784
<b>Loop/Pre-qualified Complex/LNP</b>			
<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-02-3331	% On Time LSRC - Flow Through	99.88	12683
OR-1-04-3331	% On Time LSRC No Facility Check	99.26	4073
OR-1-06-3331	% On Time LSRC/ASRC Facility Check	99.63	546
<b>OR-2 - Reject Timeliness</b>			
OR-2-02-3331	% On Time LSR Reject - Flow Through	99.88	1672
OR-2-04-3331	% On Time LSR Reject No Facility Check	99.37	789
OR-2-06-3331	% On Time LSR/ASR Reject Facility Check	100.00	164
<b>OR-6 - Order Accuracy</b>			
OR-6-01-3331	% Accuracy - Orders*	99.27	272
OR-6-03-3331	% Accuracy - LSRC	0.50	7038
<b>OR-7 - Order Completeness</b>			
OR-7-01-3331	% Order Confirmation/Rejects sent within 3 Business Days	99.87	20943
<b>2 Wire Digital Services</b>			
<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b>			
OR-1-04-3341	% On Time LSRC No Facility Check	100.00	140
OR-1-06-3341	% On Time LSRC/ASRC Facility Check	NA	
<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>			
OR-2-04-3341	% On Time LSR Reject No Facility Check	100.00	46
OR-2-06-3341	% On Time LSR/ASR Reject Facility Check	NA	
<b>2 Wire xDSL Loops</b>			
<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b>			
OR-1-04-3342	% On Time LSRC No Facility Check	98.96	193
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check	NA	
<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>			
OR-2-04-3342	% On Time LSR Reject No Facility Check	100.00	36
OR-2-06-3342	% On Time LSR/ASR Reject Facility Check	NA	
<b>2 Wire xDSL Line Sharing &amp; Line Splitting</b>			
<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b>			
OR-1-04-3340	% On Time LSRC No Facility Check	100.00	52
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check	NA	
<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>			
OR-2-04-3340	% On Time LSR Reject No Facility Check	100.00	9
OR-2-06-3340	% 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**

<b>POTS / Special Services - Aggregate</b>			CLEC Aggregate Performance	CLEC Aggregate Observations
Metric #		Standard		
<b>OR-3 - Percent Rejects</b>				
OR-3-01-3000	% Rejects (ASRs + LSRs)	No Standard	18.25	28564
OR-3-02-3000	% Resubmission Not Rejected	95%	NA	
<b>OR-4 - Timeliness of Completion Notification</b>				
OR-4-11-3000	% Completed orders with neither a PCN nor BCN sent	0.25%	UD	
OR-4-16-3000	% Provisioning Completion Notifiers sent within one (1) Business Day	95%	UD	
OR-4-17-3000	% Billing Completion Notifier sent within two (2) Business Days	95%	UD	
<b>OR-5 - Percent Flow-Through</b>				
OR-5-01-3000	% Flow Through - Total	No Standard Developed	72.64	23088
OR-5-03-3000	% Flow Through Achieved	95%	96.73	17337
<b>Special Services - Electronically Submitted</b>				
<b>OR-1 - Order Confirmation Timeliness (ASRs + LSRs)</b>				
OR-1-04-3210	% On Time LSRC No Facility Check DS0	95% within 48 Hours	NA	
OR-1-04-3211	% On Time LSRC No Facility Check DS1	95% within 48 Hours	NA	
OR-1-04-3213	% On Time LSRC No Facility Check DS3	95% within 48 Hours	NA	
OR-1-04-3214	% On Time LSRC No Facility Check (Non DS0, Non DS1, & Non DS3)	95% within 48 Hours	99.40	501
OR-1-06-3210	% On Time LSRC/ASRC Facility Check DS0	95% within 72 Hours	NA	
OR-1-06-3211	% On Time LSRC/ASRC Facility Check DS1	95% within 72 Hours	93.20	206
OR-1-06-3213	% On Time LSRC/ASRC Facility Check DS3	95% within 72 Hours	75.00	8
OR-1-06-3214	% On Time LSRC/ASRC Facility Check (Non DS0, Non DS1, & Non DS3)	95% within 72 Hours	94.90	157
<b>OR-2 - Reject Timeliness (ASRs + LSRs)</b>				
OR-2-04-3200	% On Time LSR Reject No Facility Check	95% within 48 Hours	100.00	117
OR-2-06-3200	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	96.67	210
<b>Special Services - FAXMAIL Submitted</b>				
<b>OR-1 - Order Confirmation Timeliness</b>				
OR-1-08-3210	% On Time ASRC No Facility Check DS0	95% within 72 Hours	NA	
OR-1-10-3211	% On Time ASRC Facility Check DS1	95% within 96 Hours	NA	
OR-1-10-3213	% On Time ASRC Facility Check DS3	95% within 96 Hours	NA	
OR-1-10-3214	% On Time ASRC Facility Check (Non DS0, Non DS1, & Non DS3)	95% within 96 Hours	NA	
<b>OR-2 - Reject Timeliness</b>				
OR-2-08-3200	% On Time ASR Reject No Facility Check	95% within 72 Hours	NA	
OR-2-10-3200	% On Time ASR Reject Facility Check	95% within 96 Hours	NA	
Legend Notations defined on Legend sheet - last page				

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**Performance Standards and Reports**  
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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-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	2.62	4.56	6804	45	2.74	0.41	-4.73
PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	2.62	3.36	6804	132	2.74	0.24	-3.07
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	3.44	6.56	62	9	3.02	1.08	-2.90
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	3.44	4.17	62	6	3.02	1.29	-0.57
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	4.00	6.33	21	6	4.04	1.87	-1.25
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	4.00	8.33	21	6	4.04	1.87	-2.32
<b>PR-3 - Completed within X Days</b>								
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Dispatch) - Platform	88.07	58.30	95649	271		1.97	-15.10
PR-3-06-3113	% Completed in 3 Days (1-5 Lines - Dispatch) - Loop New	77.70	35.48	5820	31		7.50	-5.63
PR-3-06-3140	% Completed in 3 Days (1-5 Lines - Dispatch) - Platform	77.70	65.66	5820	99		4.22	-2.85
PR-3-08-3111	% Completed in 5 Days (1-5 Lines - No Dispatch) - Hot Cut Loop		98.84		345			
PR-3-09-3113	% Completed in 5 Days (1-5 Lines - Dispatch) - Loop New	96.72	90.32	5820	31		3.21	-2.00
PR-3-09-3140	% Completed in 5 Days (1-5 Lines - Dispatch) - Platform	96.72	98.94	5820	94		1.85	1.20
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3100	Average Delay Days - Total	2.74	2.86	1116	21	5.10	1.12	-0.11
PR-4-03-3100	% Missed Appt. - Customer		3.24					
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop New	5.03	0.68	21746	305		1.28	3.47
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	5.03	7.48	21746	254		1.38	-1.78
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	0.01	0.00	174145	1685		0.02	0.41
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3112	% Missed Appointment - Verizon - Facilities Loop	3.29	0.65	21746	306		1.03	2.57
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	3.29	4.72	21746	254		1.13	-1.27
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	0.08	0.00	21746	306		0.16	0.49
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	0.08	0.00	21746	254		0.18	0.45
PR-5-04-3112	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities - Loop		0.00		412			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	3.06	1.93	180888	4818		0.25	4.50
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	3.06	1.41	180888	4409		0.26	6.31
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop		0.73		3299			
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop		2.14		4818			
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Platform		1.16		4409			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	0.00	0.00	195891	2376			
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	0.00	0.00	195891	2376			
<b>PR-9 - Hot Cuts Loops</b>								
PR-9-01-3520	% On Time Performance - Hot Cut		98.81		924			
PR-9-08-3520	Average Duration of Service Interruption		12.98		16			
<b>POTS &amp; Complex Aggregates</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-12-3133	Av. Interval Offered - Disconnects	3.94	3.93	64104	1960	7.25	0.17	0.06
<b>Wire Digital Services</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3341	Av. Interval Offered - Total No Dispatch	1.89	NA	337		1.66		
PR-1-02-3341	Av. Interval Offered - Total Dispatch	3.67	5.54	249	65	1.75	0.24	-7.67
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3341	Average Delay Days - Total	4.82	3.00	53	1	3.84	3.88	0.42
PR-4-03-3341	% Missed Appointment - Customer		3.95					
PR-4-04-3341	% Missed Appointment - Verizon - Dispatch	12.20	0.00	377	75		4.14	2.95
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	0.00	NA	272				
PR-4-08-3341	% Missed Appt. - Customer - Late Order Conf.		0.00		76			
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3341	% Missed Appointment - Verizon Facilities	1.81	1.32	387	76		1.67	0.29
PR-5-02-3341	% Orders Held for Facilities > 15 Days	0.00	0.00	387	76			
PR-5-04-3341	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities		0.00		95			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3341	% Install. Troubles Reported within 30 Days	6.05	11.54	28850	78		2.70	-2.03
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE		6.41		78			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3341	Open Orders in a Hold Status > 30 Days	0.00	0.00	659	76			
PR-8-02-3341	Open Orders in a Hold Status > 90 Days	0.00	0.00	659	76			
<b>Wire DSL Loops</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3342	Av. Interval Offered - Total No Dispatch		NA					
PR-1-02-3342	Av. Interval Offered - Total Dispatch		6.00		218			
<b>PR-3 - Completed within X Days</b>								
PR-3-10-3342	% Completed in 6 Days (1-5 Lines - Total)		100.00		171			
PR-3-11-3342	% Completed in 9 Days (1-5 Lines - Total)		99.71		341			
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3342	Average Delay Days - Total	8.25	1.83	4	6	13.20	8.52	0.75
PR-4-03-3342	% Missed Appointment - Customer		6.25					
PR-4-04-3342	% Missed Appointment - Verizon - Dispatch		0.53		380			
PR-4-08-3342	% Missed Appt. - Customer - Late Order Conf.		0.00		384			
PR-4-14-3342	% Completed On Time (with Serial Number)		97.44		352			
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3342	% Missed Appointment - Verizon Facilities	0.89	1.04	786	384		0.58	-0.26
PR-5-02-3342	% Orders Held for Facilities > 15 Days	0.00	0.00	786	384			
PR-5-04-3342	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities		0.00		412			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3342	% Install. Troubles Reported within 30 Days	6.05	5.15	28850	388		1.22	0.73
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE		6.96		388			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3342	Open Orders in a Hold Status > 30 Days	0.56	0.00	180	384		0.67	0.83
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	0.00	0.00	180	384			

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

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		Vz	CLEC Aggregate	Vz	All CLECs			
<b>2-Wire xDSL Line Sharing</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3343	Av. Interval Offered - Total No Dispatch	2.97	2.81		69			5.09
PR-1-02-3343	Av. Interval Offered - Total Dispatch	2.99	3.00		5			-0.25
<b>PR-3 - Completed within X Days</b>								
PR-3-03-3343	% Completed in 3 Days (1-5 Lines - No Dispatch)	99.96	100.00		60			0.15
PR-3-03-3343	% Completed in 3 Days (1-5 Lines - No Dispatch)		100.00		60			
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3343	Average Delay Days - Total	1.50	NA					
PR-4-03-3343	% Missed Appointment - Customer		2.38					
PR-4-04-3343	% Missed Appointment - Verizon - Dispatch	1.68	0.00		10			
PR-4-05-3343	% Missed Appointment - Verizon - No Dispatch	0.04	0.00		158			0.25
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3343	% Missed Appointment - Verizon Facilities	0.89	0.00		10			0.30
PR-5-02-3343	% Orders Held for Facilities > 15 Days	0.00	0.00		10			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3343	% Install. Troubles Reported within 30 Days	0.61	1.80		167			-1.96
PR-6-03-3343	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE		6.59		167			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3343	Open Orders in a Hold Status > 30 Days	0.00	0.00		168			
PR-8-02-3343	Open Orders in a Hold Status > 90 Days	0.00	0.00		168			
<b>2-Wire xDSL Line Splitting</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3345	Av. Interval Offered - Total No Dispatch	2.57	NA					
PR-1-02-3345	Av. Interval Offered - Total Dispatch	2.99	NA					
<b>PR-3 - Completed within X Days</b>								
PR-3-03-3345	% Completed in 3 Days (1-5 Lines - No Dispatch)	99.96	NA					
PR-3-03-3345	% Completed in 3 Days (1-5 Lines - No Dispatch)		NA					
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3345	Average Delay Days - Total	1.50	NA					
PR-4-03-3345	% Missed Appointment - Customer		NA					
PR-4-04-3345	% Missed Appointment - Verizon - Dispatch	1.68	NA					
PR-4-05-3345	% Missed Appointment - Verizon - No Dispatch	0.04	NA					
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3345	% Missed Appointment - Verizon Facilities	0.89	NA					
PR-5-02-3345	% Orders Held for Facilities > 15 Days	0.00	NA					
<b>PR-6 - Installation Quality</b>								
PR-6-01-3345	% Install. Troubles Reported within 30 Days	0.81	NA					
PR-6-03-3345	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE		NA					
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3345	Open Orders in a Hold Status > 30 Days	0.00	NA					
PR-8-02-3345	Open Orders in a Hold Status > 90 Days	0.00	NA					
<b>Special Services - Provisioning</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-06-3200	Av. Interval Offered - DS0	11.43	NA	158		6.28		
PR-1-07-3200	Av. Interval Offered - DS1	21.78	21.22	216	64	17.83	2.54	0.22
PR-1-08-3200	Av. Interval Offered - DS3	17.88	NA	8		9.51		
PR-1-09-3511	Av. Interval Offered - Total - EEL - Backbone		16.00		1			
PR-1-09-3512	Av. Interval Offered - Total - EEL - Loop		19.66		59			
PR-1-09-3530	Av. Interval Offered - Total - IOF		18.80		5			
PR-1-12-3200	Av. Interval Offered - Disconnects	14.51	9.19	1942	112	27.42	2.66	2.00
<b>PR-4 - Missed Appointments</b>								
PR-4-01-3510	% Missed Appointment - Verizon - Total - EEL	11.61	0.00	224	81		4.15	2.80
PR-4-01-3530	% Missed Appointment - Verizon - Total - IOF	85.71	28.57	7	7		18.71	3.05
PR-4-01-3210	% Missed Appointment - Verizon - DS0	2.22	NA	180				
PR-4-01-3211	% Missed Appointment - Verizon - DS1	11.61	1.94	224	103		3.81	2.54
PR-4-01-3213	% Missed Appointment - Verizon - DS3	85.71	NA	7				
PR-4-01-3214	% Missed Appointment - Verizon - Special Other	10.26	NA	39				
PR-4-02-3200	Average Delay Days - Total	14.85	5.00	40	2	22.51	16.31	0.60
PR-4-02-3510	Average Delay Days - Total - EEL	12.00	NA	26		11.98		
PR-4-02-3530	Average Delay Days - Total - IOF	38.50	28.50	6	2	47.84	39.06	0.26
PR-4-03-3200	% Missed Appointment - Customer		38.16					
PR-4-03-3510	% Missed Appointment - Customer - EEL		85.19					
PR-4-08-3200	% Missed Appt. - Customer - Late Order Conf.		5.24		191			
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3200	% Missed Appointment - Verizon - Facilities	0.51	0.00	393	187		0.63	0.81
PR-5-02-3200	% Orders Held for Facilities > 15 Days	0.00	0.00	393	187			
PR-5-04-3200	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities		0.00		93			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3200	% Installation Troubles reported within 30 Days	2.75	4.71	2146	191		1.23	-1.59
PR-6-03-3200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE		0.00		191			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3200	Open Orders in a Hold Status > 30 Days	0.44	0.00	450	103		0.72	0.61
PR-8-01-3510	Open Orders in a Hold Status > 30 Days - EEL	0.45	0.00	224	81		0.87	0.52
PR-8-01-3530	Open Orders in a Hold Status > 30 Days - IOF	0.00	0.00	7	7			
PR-8-02-3200	Open Orders in a Hold Status > 90 Days	0.00	0.00	450	103			
PR-8-02-3510	Open Orders in a Hold Status > 90 Days - EEL	0.00	0.00	224	81			
PR-8-02-3530	Open Orders in a Hold Status > 90 Days - IOF	0.00	0.00	7	7			

Legend Notations defined on Legend sheet - last page

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

Metric #	Maintenance - POTS Loop	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-2-02-3550	Network Trouble Report Rate - Loop	Parity with Retail	0.91	0.51	3784143	105064		0.03	13.43
MR-2-03-3550	Network Trouble Report Rate - Central Office	Parity with Retail	0.08	0.05	3784143	105064		0.01	3.12
MR-2-04-3550	% Subsequent Reports	Assessed I/C/W MRAs		40.66		1001			
MR-2-05-3550	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		0.50		105064			
	<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3550	% Missed Repair Appointment - Loop	Parity with Retail	9.65	4.28	34485	538		1.28	4.19
MR-3-02-3550	% Missed Repair Appointment - Central Office	Parity with Retail	7.34	10.71	3067	56		3.52	-0.96
MR-3-03-3550	% CPE/TOK/FOK - Missed Appointment	No Standard		4.97		523			
	<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3550	Mean Time To Repair - Total	Parity with Retail	18.31	13.62	37552	594	17.98	0.74	6.31
MR-4-02-3550	Mean Time To Repair - Loop Trouble	Parity with Retail	19.05	14.29	34485	538	18.18	0.79	6.02
MR-4-03-3550	Mean Time To Repair - Central Office Trouble	Parity with Retail	10.02	7.19	3067	56	12.95	1.75	1.62
MR-4-04-3550	% Cleared (all troubles) within 24 Hours	Parity with Retail	75.58	90.07	37552	594		1.78	8.16
MR-4-07-3550	% Out of Service > 12 Hours	Parity with Retail	56.89	44.19	29392	430		2.41	5.28
MR-4-08-3550	% Out of Service > 24 Hours	Parity with Retail	24.15	9.53	29392	430		2.08	7.03
	<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3550	% Repeat Reports within 30 Days	Parity with Retail	18.93	16.50	37552	594		1.62	1.50
	<b>Maintenance - POTS Platform</b>								
	<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3140	Network Trouble Report Rate - Platform	Parity with Retail	0.91	0.61	3784143	31893		0.05	5.67
MR-2-03-3140	Network Trouble Report Rate - Central Office	Parity with Retail	0.08	0.14	3784143	31893		0.02	-3.95
MR-2-04-3140	% Subsequent Reports	Assessed I/C/W MRAs		9.09		264			
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		0.62		31893			
	<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3144	% Missed Repair Appointment - Platform Bus	Parity with Retail	13.06	8.57	4983	140		2.89	1.55
MR-3-01-3145	% Missed Repair Appointment - Platform Res.	Parity with Retail	9.07	3.70	29379	54		3.91	1.37
MR-3-02-3144	% Missed Repair Appointment - Central Office Bus	Parity with Retail	9.04	12.20	907	41		4.58	-0.69
MR-3-02-3145	% Missed Repair Appointment - Central Office Res.	Parity with Retail	6.59	0.00	2156	5		11.11	0.59
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform	No Standard		7.11		197			
	<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3140	Mean Time To Repair - Total	Parity with Retail	18.31	10.71	37552	240	17.98	1.16	6.52
MR-4-02-3144	Mean Time To Repair - Loop Trouble - Platform - Bus	Parity with Retail	13.09	11.11	4983	140	16.86	1.45	1.37
MR-4-02-3145	Mean Time To Repair - Loop Trouble - Platform - Res.	Parity with Retail	20.01	11.34	29379	54	18.12	2.47	3.51
MR-4-03-3144	Mean Time To Repair - Central Office Trouble - Bus	Parity with Retail	8.89	8.44	907	41	13.58	2.17	0.12
MR-4-03-3145	Mean Time To Repair - Central Office Trouble - Res.	Parity with Retail	10.53	11.29	2156	5	12.54	5.62	-0.14
MR-4-04-3140	% Cleared (all troubles) within 24 Hours	Parity with Retail	75.58	93.75	37552	240		2.78	6.53
MR-4-06-3140	% Out of Service > 4 Hours	Parity with Retail	78.18	59.06	29392	171		3.17	6.04
MR-4-07-3140	% Out of Service > 12 Hours	Parity with Retail	56.89	35.67	29392	171		3.80	5.59
MR-4-08-3144	% Out of Service > 24 Hours - Bus	Parity with Retail	13.13	4.88	4668	123		3.09	2.67
MR-4-08-3145	% Out of Service > 24 Hours - Res.	Parity with Retail	26.15	6.25	24805	48		6.35	3.13
	<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3140	% Repeat Reports within 30 Days	Parity with Retail	18.93	14.17	37552	240		2.54	1.88
	<b>Wire Digital Services - Maintenance</b>								
	<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3341	Network Trouble Report Rate - Loop	Parity with Retail	0.90	0.62	3845995	3852		0.16	1.82
MR-2-03-3341	Network Trouble Report Rate - Central Office	Parity with Retail	0.08	0.23	3845995	3852		0.05	-3.33
MR-2-04-3341	% Subsequent Reports	Assessed I/C/W MRAs		17.50		40			
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		0.83		3852			
	<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3341	% Missed Repair Appointment - Loop	Parity with Retail	9.71	0.00	34590	24		6.05	1.61
MR-3-02-3341	% Missed Repair Appointment - Central Office	Parity with Retail	7.64	0.00	3114	9		8.67	0.86
MR-3-03-3341	% CPE/TOK/FOK - Missed Appointment	No Standard		0.00		32			
	<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3341	Mean Time To Repair - Total	Parity with Retail	18.34	10.81	37704	33	18.14	3.16	2.38
MR-4-02-3341	Mean Time To Repair - Loop Trouble	Parity with Retail	19.08	13.96	34590	24	18.32	3.74	1.37
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	Parity with Retail	10.15	2.40	3114	9	13.42	4.48	1.73
MR-4-04-3341	% Cleared (all troubles) within 24 Hours	Parity with Retail	75.55	90.91	37704	33		7.48	2.05
MR-4-07-3341	% Out of Service > 12 Hours	Parity with Retail	56.84	34.48	29451	29		9.20	2.43
MR-4-08-3341	% Out of Service > 24 Hours	Parity with Retail	24.15	10.34	29451	29		7.95	1.74
	<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3341	% Repeat Reports within 30 Days	Parity with Retail	18.91	9.09	37704	33		6.82	1.44

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

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		Vz	CLEC Aggregate	Vz	All CLECs			
<b>2-Wire xDSL Loops - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3342	Network Trouble Report Rate - Loop	0.90	0.42	3845995	14091		0.08	6.03
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.08	0.04	3845995	14091		0.02	1.60
MR-2-04-3342	% Subsequent Reports		8.60		93			
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate		0.57		14091			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3342	% Missed Repair Appointment - Loop	9.71	6.67	34590	75		3.42	0.89
MR-3-02-3342	% Missed Repair Appointment - Central Office	7.64	0.00	3114	10		8.41	0.91
MR-3-03-3342	%CPE/TOK/FOK - Missed Appointment		1.25		60			
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-02-3342	Mean Time To Repair - Loop Trouble	19.08	14.87	34590	75	16.32	2.12	1.99
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	10.15	3.71	3114	10	13.42	4.25	1.51
MR-4-04-3342	% Cleared (all troubles) within 24 Hours	75.55	87.06	37704	85		4.67	2.47
MR-4-07-3342	% Out of Service > 12 Hours	56.84	38.89	29451	72		5.84	3.07
MR-4-08-3342	% Out of Service > 24 Hours	24.15	6.33	29451	72		5.05	3.13
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3342	% Repeat Reports within 30 Days	18.91	12.94	37704	85		4.25	1.40
<b>2-Wire xDSL Line Sharing - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3343	Network Trouble Report Rate - Loop	0.19	0.00		2533			2.15
MR-2-03-3343	Network Trouble Report Rate - Central Office	0.04	0.04		2533			-0.10
MR-2-04-3343	% Subsequent Reports		0.00		4			
MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate		1.50		2533			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3343	% Missed Repair Appointment - Loop	18.58	NA					
MR-3-02-3343	% Missed Repair Appointment - Central Office	6.60	0.00		4			0.52
MR-3-03-3343	%CPE/TOK/FOK - Missed Appointment		5.26		38			
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-02-3343	Mean Time To Repair - Loop Trouble	26.90	NA					
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	11.63	2.27		4			1.24
MR-4-04-3343	% Cleared (all troubles) within 24 Hours	74.70	100.00		4			1.16
MR-4-07-3343	% Out of Service > 12 Hours	73.67	0.00		4			3.32
MR-4-08-3343	% Out of Service > 24 Hours	25.39	0.00		4			1.16
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3343	% Repeat Reports within 30 Days	57.53	25.00		4			1.31
<b>2-Wire xDSL Line Splitting - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3345	Network Trouble Report Rate - Loop	0.19	NA					
MR-2-03-3345	Network Trouble Report Rate - Central Office	0.04	NA					
MR-2-04-3345	% Subsequent Reports		NA					
MR-2-05-3345	% CPE/TOK/FOK Trouble Report Rate		NA					
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3345	% Missed Repair Appointment - Loop	18.58	NA					
MR-3-02-3345	% Missed Repair Appointment - Central Office	6.60	NA					
MR-3-03-3345	%CPE/TOK/FOK - Missed Appointment		NA					
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-02-3345	Mean Time To Repair - Loop Trouble	26.90	NA					
MR-4-03-3345	Mean Time To Repair - Central Office Trouble	11.63	NA					
MR-4-04-3345	% Cleared (all troubles) within 24 Hours	74.70	NA					
MR-4-07-3345	% Out of Service > 12 Hours	73.67	NA					
MR-4-08-3345	% Out of Service > 24 Hours	25.39	NA					
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3345	% Repeat Reports within 30 Days	57.53	NA					
<b>Special Services - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-01-3200	Network Trouble Report Rate	0.21	1.80	461247	3620		0.08	-20.62
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate		2.57		3620			
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3216	Mean Time To Repair - Total - Non DS0 & DS0	5.77	NA	777		6.06		
MR-4-01-3217	Mean Time To Repair - Total - DS1 & DS3	6.66	6.82	202	65	6.06	0.86	-0.16
MR-4-04-3216	% Cleared (all troubles) within 24 Hours - Non DS0 & DS0	98.07	NA	777				
MR-4-04-3217	% Cleared (all troubles) within 24 Hours - DS1 & DS3	97.03	100.00	202	65		2.42	1.23
MR-4-06-3216	% Out of Service > 4 Hours - Non DS0 & DS0	50.81	NA	742				
MR-4-06-3217	% Out of Service > 4 Hours - DS1 & DS3	59.70	79.37	201	63		7.08	-2.78
MR-4-08-3216	% Out of Service > 24 Hours - Non DS0 & DS0	1.89	NA	742				
MR-4-08-3217	% Out of Service > 24 Hours - DS1 & DS3	2.99	0.00	201	63		2.46	1.22
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3200	% Repeat Reports within 30 Days	13.38	12.31	979	65		4.36	0.25

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier  
Performance Standards and Reports  
Verizon Massachusetts December 2001**

**CLEC Aggregate Performance  
TRUNKS**

Metric #	ORDERING	Standard	Aggregate Interconnection						
			Actual Performance	Number of Observations					
<b>OR-1 - Order Confirmation Timeliness</b>									
OR-1-12-5020	% On Time FOC (<= 192 Forecasted Trunks)	95% on time: 10 Business Days	60.00	5					
OR-1-12-5030	% On Time FOC (> 192 and Unforecasted Trunks)	Negotiated Process	96.15	26					
OR-1-13-5020	% On Time Design Layout Record (DLR)	95% on time: 10 Business Days	100.00	24					
OR-1-19-5020	% On Time Resp. - Request for Inbound Augment Trunks (<= 192 Forecasted)	95% on time: 10 Business Days	100.00	9					
OR-1-19-5030	% On Time Resp. - Request for Inbound Augment Trunks (> 192 Forecasted)	Negotiated Process	100.00	1					
<b>OR-2 - Reject Timeliness</b>									
OR-2-12-5000	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	95% on time: 10 Business Days	100.00	3					
<b>PROVISIONING</b>									
<b>PR-1 - Average Interval Offered</b>									
PR-1-09-5020	Av. Interval Offered - Total (<= 192 Forecasted Trunks)	Party with IXC / FGD	17.29	34.00	17	1	2.47	2.54	-6.57
PR-1-09-5030	Av. Interval Offered - Total (> 192 & Unforecasted Trunks)	Party with IXC / FGD	34.78	18.27	18	15	23.36	8.17	2.02
<b>PR-4 - Missed Appointment</b>									
PR-4-01-5000	% Missed Appointment - Verizon - Total	Party with IXC / FGD	0.00	0.00	5428	9492			
PR-4-02-5000	Average Delay Days - Total	Party with IXC / FGD	NA	NA					
PR-4-03-5000	% Missed Appointment - Customer	None: Analysis Only	13.70						
PR-4-07-3540	% On Time Performance - LNP Only	95% on Time	99.33			7986			
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-5000	% Missed Appointment - Verizon - Facilities	Party with IXC / FGD	0.00	0.00	5428	1500			
PR-5-02-5000	% Orders Held for Facilities > 15 Days	Party with IXC / FGD	0.00	0.00	5428	1500			
PR-5-03-5000	% Orders Held for Facilities > 60 Days	Party with IXC / FGD	0.00	0.00	5428	1500			
<b>PR-6 - Installation Quality</b>									
PR-6-01-5000	% Installation Troubles reported within 30 Days	Party with IXC / FGD	0.00	0.00	5428	9492			
PR-6-03-5000	% Inst. Troubles reported within 30 Days - FOKTOK/CPE	None: Analysis Only	0.02			9492			
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01-5000	Open Orders in a Hold Status > 30 Days	Party with IXC / FGD	0.00	0.00	5428	9492			
PR-8-02-5000	Open Orders in a Hold Status > 90 Days	Party with IXC / FGD	0.00	0.00	5428	9492			
<b>MAINTENANCE</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-01-5000	Network Trouble Report Rate	Party with IXC / FGD	0.00	0.00	26659	426208		0.00	0.22
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-5000	Mean Time To Repair - Total	Party with IXC / FGD	0.98	0.82	5	7	0.74	0.43	0.37
MR-4-04-5000	% Cleared (all troubles) within 24 Hours	Party with IXC / FGD	100.00	100.00	5	7			
MR-4-05-5000	% Out of Service > 2 Hours	Party with IXC / FGD	0.00	0.00	5	7			
MR-4-06-5000	% Out of Service > 4 Hours	Party with IXC / FGD	0.00	0.00	5	7			
MR-4-07-5000	% Out of Service > 12 Hours	Party with IXC / FGD	0.00	0.00	5	7			
MR-4-08-5000	% Out of Service > 24 Hours	Party with IXC / FGD	0.00	0.00	5	7			
<b>MR-5 - Repeat Trouble Report Rates</b>									
MR-5-01-5000	% Repeat Reports within 30 Days	Party with IXC / FGD	20.00	0.00	5	7		23.42	0.85
<b>NETWORK PERFORMANCE</b>									
<b>NP-1 - Percent Final Trunk Group Blockage</b>									
NP-1-01-5000	% Final Trunk Groups Exceeding Blocking Standard	See Guidelines	0.31	0.00	321	364		0.43	0.73
NP-1-02-5000	% FTG Exceeding Blocking Std. -(No Exceptions)	See Guidelines	0.31	1.65	321	364		0.43	-3.15
NP-1-03-5000	Number FTG Exceeding Blocking Std. - 2 Months	See Guidelines	0			364			
NP-1-04-5000	Number FTG Exceeding Blocking Std. - 3 Months	See Guidelines	0			364			
<b>NP-2 - Collocation Performance - New</b>									
NP-2-01-6701	% On Time Response to Request for Physical Collocation	95% on time	100.00			2			
NP-2-02-6701	% On Time Response to Request for Virtual Collocation	95% on time	NA						
NP-2-03-6701	Average Interval - Physical Collocation	No standard	105.00						
NP-2-04-6701	Average Interval - Virtual Collocation	No standard	NA						
NP-2-05-6701	% On Time - Physical Collocation	95% on time	100.00			1			
NP-2-06-6701	% On Time - Virtual Collocation	95% on time	NA						
NP-2-07-6701	Average Delay Days - Physical Collocation	No standard	NA						
NP-2-08-6701	Average Delay Days - Virtual Collocation	No standard	NA						
<b>NP-2 - Collocation Performance - Augment</b>									
NP-2-01-6702	% On Time Response to Request for Physical Collocation	95% on time	100.00			22			
NP-2-02-6702	% On Time Response to Request for Virtual Collocation	95% on time	NA						
NP-2-03-6702	Average Interval - Physical Collocation - 76 Days	No standard	60.38						
NP-2-03-6712	Average Interval - Physical Collocation - 45 Days	No standard	NA						
NP-2-04-6702	Average Interval - Virtual Collocation	No standard	36.50						
NP-2-05-6702	% On Time - Physical Collocation - 76 Days	95% on time	100.00			8			
NP-2-05-6712	% On Time - Physical Collocation - 45 Days	See Legend <sup>1</sup>	NA						
NP-2-06-6702	% On Time - Virtual Collocation	95% on time	100.00			2			
NP-2-07-6702	Average Delay Days - Physical Collocation	No standard	NA						
NP-2-08-6702	Average Delay Days - Virtual Collocation	No standard	NA						

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier  
Performance Standards and Reports  
Verizon Massachusetts December 2001**

**LEGEND**

\* = Verizon North (CT, MA, ME, NH, NY, RI, VT)  
\*\* = Verizon East (CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VT, VA, WV and DC)  
\*\*\* = MA only  
\*\*\*\* = Verizon NE (MA, ME, NH, RI, VT)  
\*\*\*\*\* = NY and CT  
\*\*\*\*\* = NY and CT combined (CLEC result only)  
1 = 80% for December 2001 and January 2002 data months  
= 85% for February and March 2002 data months  
= 90% for April and May 2002 data months  
= 95% for June 2002 and forward data months  
UD = Performance metric is under development  
UR = Performance metric is under review  
NA = No Activity  
NEF = No Existing Functionality  
TBD = Performance standard is to be determined  
R3 = Run 3 times per year  
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  
@ = In accordance with the Guidelines, transactions associated with an Enview failure have been excluded from the performance results. From 12/26/01 to 12/27/01 10:45 AM, Wholesale PO-1-07 Average Response Time- Rejected Query-EDI transactions were invalid due to an EnView EDI failure and are excluded from the metric calculation. Inclusion of these transactions would have produced a performance result of 2.17 for CLEC Aggregate PO-1-07 EDI.

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

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Boston, MA 02110

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bruce.p.beausejour@verizon.com

February 25, 2002

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

**Re: D.T.E. 99-271**

Dear Secretary Cottrell:

In accordance with the Department's January 14, 2000 Order in this matter, enclosed are copies of Verizon-Massachusetts' performance report for January 2002 using the Carrier-to-Carrier ("C2C") Guidelines. 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 separate proprietary version of the January C2C aggregate report is being filed under separate cover to the Department only.

Also enclosed are two industry letters. The first is a letter to Massachusetts Carriers regarding the availability of an 800 number to call with questions regarding Massachusetts Carrier-to-Carrier Performance Reports. The second is a letter regarding a website that will provide CLECs with the ability to access their Massachusetts C2C reports directly on-line.

Copies of carrier-specific C2C reports and data files are sent to carriers upon request to their Account Manager.

Thank you for your assistance to this matter.

Very truly yours,

Bruce P. Beausejour

Enclosure

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



October 25, 2001

Dear Recipient of MA 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 Massachusetts 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-MA'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 help line 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



January 25, 2002

Wholesale Customer:

Starting with the reporting of the December 2001 data month results, you will be able to access and download Verizon State Commission (Carrier to Carrier) Reports and *Detail Data files* from a Verizon Web site called WISE (Wholesale Internet Service Engine) Performance Measures.

Instructions for obtaining access to WISE Performance Measures are enclosed in this letter. Verizon has designed the process to be user friendly, it should take approximately 10 days to obtain a user-id, password, and digital certification. Additionally, the Web site will contain links to a user guide that contains directions on how to use the system and documentation on the performance measures.

For those CLECs who already maintain WISE user-ids and passwords for reviewing of FCC reports or CLEC reports residing in the former GTE service areas, on January 28, 2002 these user-ids and passwords will allow you to review your specific CLEC reports in the former BA service areas without any additional updating.

We will introduce this change in a phased approach. For those CLECs who are requesting online access to these reports for the first time, reports will be available as soon as the user-id, password and digital certificate process is completed. Beginning the following month (February), you will receive your reports as before but in addition you will have the opportunity to download your reports from the WISE web site as well.

Summary of Events

Action	Data Month	Available via WISE
- Introduction - Obtain Ids - Receive reports via Mail - Reports available via WISE	December 2001	January 28, 2002
- Receive reports via Mail - Reports available via WISE	January 2002	February 26, 2002
- Receive reports via Mail - Reports available via WISE	February 2002	March 26, 2002

If you have any question with this process, please contact Henry Lopez on (617) 743-3574 or via email [enrique.j.lopez@verizon.com](mailto:enrique.j.lopez@verizon.com)

Respectfully,

Jim MacDonald  
Director – Wholesale Performance Metrics  
Northeast / New York / Connecticut

Here's how to obtain access to the Web site:

Minimum software requirements for the Web Browser are Netscape Version 4.7 or Internet Explorer 5.0

- 1) Access the following URL: [www.verizon.com/wise](http://www.verizon.com/wise) This is the initial WISE page. From the pull-down menu, select the appropriate state. Please note that this is an initial step which is only required when requesting access to WISE for the first time.
- 2) From the OSS Internet Gateways pull-down menu, select CLEC Performance Measures.
- 3) Bookmark the CLEC Performance page, as it is the gateway for both the access requests and the reports.
- 4) On the CLEC Performance Measures page, select "**Where to Begin**". In the "**Where to Begin**" section, there are 3 Steps. These steps will take you through the access process.
- 5) **Step 1:** For "Type of user," select CLEC. You'll be routed to another screen entitled, "CLEC PERFORMANCE MEASURES ID/PASSWORD REQUEST FORM – CLECs." To ensure that only authorized employees of eligible CLECs have access to the measurement results, Verizon employs a user ID/password protection program. Complete this form and click on the "Submit" button at the bottom of the screen. Your new WISE login ID and password will be transmitted back to the e-mail address that you provide on this form.
- 6) **Step 2:** Request Digital Certificate. Return to the page bookmarked in 3) above. (URL entitled [http://128.11.40.241/perf\\_meas\\_ug/pmhomepage.htm](http://128.11.40.241/perf_meas_ug/pmhomepage.htm)) Under the "Where to Begin" section, click "Request or Renew your Digital Certificate." You'll be routed to a screen entitled, "How to Request Your Digital Certificate." Since you will access the performance measure results over the Internet, Verizon uses digital certificates as a security measure. Please follow the directions carefully and complete this form. Verizon Communications Security will notify you via e-mail when you can retrieve your digital certificate.
- 7) **Step 3:** Download your Digital Certificate. After you have been notified via e-mail by Verizon Communications Security that you can retrieve your digital certificate, again access the URL entitled that was book marked earlier ([http://128.11.40.241/perf\\_meas\\_ug/pmhomepage.htm](http://128.11.40.241/perf_meas_ug/pmhomepage.htm)) Under the "Where to Begin" section, click on "Download your Digital Certificate." You'll be routed to a screen entitled "How to Retrieve/Download A Digital Certificate." Please carefully follow the directions and download your digital certificate. After you have successfully completed this download, you're ready to access performance reports.
- 8) When you are ready to access performance reports, access the URL entitled that was book marked earlier ([http://128.11.40.241/perf\\_meas\\_ug/pmhomepage.htm](http://128.11.40.241/perf_meas_ug/pmhomepage.htm)) Near the bottom of the screen look, for a section entitled "**\*\*\* PERFORMANCE MEASURES REPORTS & DOCUMENTATION \*\*\***" and click on the text in that box. You'll pass through some security screens (click on "Continue" on these screens) until you reach the main WISE login screen requesting your user ID and password. Type in the user ID and password [IN UPPERCASE] provided in Step 2, above, in order to view performance reports. Once successfully logged in, you will automatically be brought into the WISE Performance Measures screen where you can begin requesting your CLEC-specific report(s).

**Carrier to Carrier**  
**Performance Standards and Reports**  
**Verizon Massachusetts January 2002**

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

Metric #	PRE-ORDERING	Standard	Actual Performance			
			Vz	CLEC	Difference	Observations
<b>PO-1 - Response Time OSS Pre-Ordering Interface *</b>						
PO-1-01-6020	Customer Service Record - EDI	Party plus <= 4 Seconds	1.42	4.48	3.06	2211
PO-1-01-6030	Customer Service Record - CORBA	Party plus <= 4 Seconds	1.42	0.85	-0.57	3341
PO-1-01-6050	Customer Service Record - Web GUI	Party plus <= 7 Seconds	1.42	2.53	1.11	39271
PO-1-02-6020	Due Date Availability - EDI	Party plus <= 4 Seconds	0.06	2.50	2.44	8
PO-1-02-6030	Due Date Availability - CORBA	Party plus <= 4 Seconds	0.06	0.60	0.54	5
PO-1-02-6050	Due Date Availability - Web GUI	Party plus <= 7 Seconds	0.06	2.18	2.12	1242
PO-1-03-6020	Address Validation - EDI	Party plus <= 4 Seconds	3.85	4.81	0.96	792
PO-1-03-6030	Address Validation - CORBA	Party plus <= 4 Seconds	3.85	2.90	-0.95	1251
PO-1-03-6050	Address Validation - Web GUI	Party plus <= 7 Seconds	3.85	5.31	1.46	4107
PO-1-04-6020	Product & Service Availability - EDI	Party plus <= 10 Seconds	8.50	NA		
PO-1-04-6030	Product & Service Availability - CORBA	Party plus <= 10 Seconds	8.50	NA		
PO-1-04-6050	Product & Service Availability - Web GUI	Party plus <= 10 Seconds	8.50	5.79	-2.71	217
PO-1-05-6020	Telephone Number Availability & Reservation - EDI	Party plus <= 4 Seconds	4.66	7.03	2.37	7
PO-1-05-6030	Telephone Number Availability & Reservation - CORBA	Party plus <= 4 Seconds	4.66	4.19	-0.47	109
PO-1-05-6050	Telephone Number Availability & Reservation - Web GUI	Party plus <= 7 Seconds	4.66	5.64	0.98	2343
PO-1-06-6020	Average Response Time - Mechanized Loop Qualification - DSL - EDI	Party plus <= 4 Seconds	2.97	3.80	0.83	585
PO-1-06-6030	Average Response Time - Mechanized Loop Qualification - DSL - CORBA	Party plus <= 4 Seconds	2.97	NA		
PO-1-06-6050	Average Response Time - Mechanized Loop Qualification - DSL - Web GUI	Party plus <= 7 Seconds	2.97	4.06	1.09	1765
PO-1-07-6020	Rejected Query - EDI	Party plus <= 4 Seconds	0.03	2.28	2.25	5791
PO-1-07-6030	Rejected Query - CORBA	Party plus <= 4 Seconds	0.03	0.82	0.59	2534
PO-1-07-6050	Rejected Query - Web GUI	Party plus <= 7 Seconds	0.03	2.92	2.89	3538
PO-1-08-6020	% Timeouts - EDI	not > .33%		1.57		4916
PO-1-08-6030	% Timeouts - CORBA	not > .33%		0.21		8061
PO-1-08-6050	% Timeouts - Web GUI	not > .33%		0.01		69244
PO-1-09-6020	Parsed CSR - EDI	Party plus <= 10 Seconds	1.42	1.79	0.37	125
PO-1-09-6030	Parsed CSR - CORBA	Party plus <= 10 Seconds	1.42	0.31	-1.11	1279
*Retail data is obtained from ENVIEW, and the total number of observations is 10 per hour per day.						
<b>PO-2 - OSS Interface Availability*</b>						
PO-2-02-6020	OSS Interf. Avail. - Prime Time - EDI	>=99.5%	100.00			0.00
PO-2-02-6030	OSS Interf. Avail. - Prime Time - CORBA	>=99.5%	100.00			0.00
PO-2-02-6040	OSS Interf. Avail. - Prime Time - Maint. Web GUI (RETAS)	>=99.5%	99.83			0.81
PO-2-02-6050	OSS Interf. Avail. - Prime Time - Pre-order/Order WEB GUI	>=99.5%	99.83			0.81
PO-2-02-6060	OSS Interf. Avail. - Prime Time - Electronic Bonding	>=99.5%	100.00			0.00
PO-2-03-6020	OSS Interf. Avail. - Non-Prime - EDI		99.91			0.50
PO-2-03-6030	OSS Interf. Avail. - Non-Prime - CORBA		99.86			0.80
PO-2-03-6040	OSS Interf. Avail. - Non-Prime - Maint. Web GUI (RETAS)	No Standard	99.82			0.50
PO-2-03-6050	OSS Interf. Avail. - Non-Prime - Pre-order/Order WEB GUI		99.82			0.50
PO-2-03-6060	OSS Interf. Avail. - Non-Prime - Electronic Bonding		100.00			0.00
<b>PO-5 - Average Notification of Interface Outage</b>						
PO-5-01-2000	Average Notice of Interface Outage*	Not more than 20 minutes	15.00			1
<b>PO-6 - Software Validation</b>						
PO-6-01-2000	Software Validation	<= 5%	R3			
<b>PO-7 - Software Problem Resolution Timeliness</b>						
PO-7-01-2000	% Software Problem Res. Timeliness**	>=95%	NA			
PO-7-02-2000	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround**	48 hours	NA			
PO-7-03-2000	Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround**	10 days	NA			
PO-7-04-2000	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A***	48 hours	NA			
<b>PO-8 - Manual Loop Qualification</b>						
PO-8-01-2000	% On Time - Manual Loop Qualification	95% within 48 Hours	UD			
PO-8-02-2000	% On Time - Engineering Record Request	95% within 72 Hours	NA			
<b>Change Notification</b>						
<b>PO-4 - Timeliness of Change Management Notice</b>						
PO-4-01-6660	% Notices Sent on Time - Industry Standard, Verizon Orig. & CLEC Orig.	95%	NA			
PO-4-01-6671	% Notices Sent on Time - Emergency Maint. & Regulatory	95%	100.00			6
PO-4-02-6660	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std., Verizon Orig. & CLEC Orig.	No Standard	NA			
PO-4-02-6671	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint. & Regulatory	No Standard	NA			
PO-4-03-6660	Change Mgmt. Notice - Delay 8+ Days - Ind. Std., Verizon Orig. & CLEC Orig.	No delayed notices and documentation over 8 days	NA			
PO-4-03-6671	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint. & Regulatory	No delayed notices and documentation over 8 days	NA			
<b>Change Contribution</b>						
<b>PO-4 - Timeliness of Change Management Notice</b>						
PO-4-01-6622	% Notices Sent on Time - Regulatory	95%	100.00			8
PO-4-01-6662	% Notices Sent on Time - Ind. Std., Verizon Orig. & CLEC Orig.	95%	100.00			8
PO-4-02-6622	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	No Standard	NA			
PO-4-02-6662	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std., Verizon Orig. & CLEC Orig.	No Standard	NA			
PO-4-03-6622	Change Mgmt. Notice - Delay 8+ Days - Regulatory	No delayed notices and documentation over 8 days	NA			
PO-4-03-6662	Change Mgmt. Notice - Delay 8+ Days - Ind. Std., Verizon Orig. & CLEC Orig.	No delayed notices and documentation over 8 days	NA			
<b>TROUBLE REPORTING (OSS)</b>						
<b>MR-1 - Response Time OSS Maintenance Interface</b>						
MR-1-01-2000	Create Trouble	Party plus <= 4 Seconds	6.22	3.60	-2.62	919
MR-1-02-2000	Status Trouble	Party plus <= 4 Seconds	5.43	0.39	-5.04	27
MR-1-03-2000	Modify Trouble	Party plus <= 4 Seconds	6.24	NA		
MR-1-04-2000	Request Cancellation of Trouble	Party plus <= 4 Seconds	7.43	2.22	-5.21	10
MR-1-05-2000	Trouble Report History (by TN/Circuit)	Party plus <= 4 Seconds	0.52	0.99	0.47	423
MR-1-06-2000	Test Trouble (POT's Only) - ***RETAIL only	Party plus <= 4 Seconds	56.88	46.33	-10.55	2555
<b>BILLING</b>						
<b>BI-1 - Timeliness of Daily Usage Feed</b>						
BI-1-02-2030	% DUF in 4 Business Days	95% in 4 Business Days	99.91			45924302
<b>BI-2 - Timeliness of Carrier Bill</b>						
BI-2-01-2030	Timeliness of Carrier Bill	98% in 10 Business Days	95.54			874
<b>BI-3 - Billing Accuracy &amp; Claims Processing</b>						
BI-3-04-2030	% CLEC Billing Claims Acknowledged within 2 Business Days	95% within 2 Business Days	85.15			101
BI-3-05-2030	% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgment	95% within 28 Calendar Days	38.27			162
<b>OPERATOR SERVICES &amp; DATABASES***</b>						
<b>OD-1 - Operator Services - Speed of Answer</b>						
OD-1-01-1021	Average Speed of Answer - Operator Services - NE OSC	Party with Retail	2.44	0.26	1393192	86971
OD-1-02-1021	Average Speed of Answer - Directory Assistance - NE OSC	Party with Retail	3.64	1.92	14413526	1308697
Legend Notations defined on Legend sheet - last page						

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

Metric #	Metric Description	Standard	Actual Performance	Number of Observations
			CLEC Aggregate	All CLECs
<b>RESALE Pre-Ordering</b>				
	<b>PO-3 - Contact Center Availability</b>			
PO-3-02-2000	% Answered within 30 Seconds - Ordering*	80% within 30 Seconds	98.76	4554
PO-3-04-2000	% Answered within 30 Seconds - Repair**	80% within 30 Seconds	95.24	106132
<b>RESALE Ordering</b>				
	<b>OR-8 - Acknowledgement Timeliness</b>			
OR-8-01-2000	% Acknowledgements on Time	95% within 2 Hours	100.00	1696
	<b>OR-9 - Order Acknowledgement Completeness</b>			
OR-9-01-2000	% Acknowledgement Completeness	99%	100.00	1696
	<b>OR-10 - PON Notifier Exception Resolution Timeliness</b>			
OR-10-01-2000	% of PON Exceptions Resolved Within Three (3) Business Days	95% within 3 Business Days	UD	
OR-10-02-2000	% of PON Exceptions Resolved Within Ten (10) Business Days	99% within 10 Business Days	UD	
<b>POTS &amp; Pre-qualified Complex - Electronically Submitted</b>				
	<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-02-2320	% On Time LSRC - Flow Through	95% within 2 Hours	99.90	5066
OR-1-04-2100	% On Time LSRC No Facility Check	95% within 24 Hours	99.34	4669
OR-1-06-2320	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	100.00	380
	<b>OR-2 - Reject Timeliness</b>			
OR-2-02-2320	% On Time LSR Reject - Flow Through	95% within 2 Hours	99.96	2446
OR-2-04-2320	% On Time LSR Reject No Facility Check	95% within 24 Hours	99.61	1801
OR-2-06-2320	% On Time LSR/ASRC Reject Facility Check	95% within 72 Hours	100.00	275
<b>2-Wire Digital Services</b>				
	<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b>			
OR-1-04-2341	% On Time LSRC No Facility Check	95% within 72 Hours	100.00	112
OR-1-06-2341	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	100.00	11
	<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>			
OR-2-04-2341	% On Time LSR Reject No Facility Check	95% within 72 Hours	100.00	167
OR-2-06-2341	% On Time LSR/ASRC Reject Facility Check	95% within 72 Hours	100.00	14
<b>POTS / Special Services - Aggregate</b>				
	<b>OR-3 - Percent Rejects</b>			
OR-3-01-2000	% Rejects	No Standard	31.96	15633
OR-3-02-2000	% Resubmission Not Rejected	95%	100.00	27
	<b>OR-4 - Timeliness of Completion Notification</b>			
OR-4-11-2000	% Completed orders with neither a PCN nor BCN sent	0.25%	UD	
OR-4-16-2000	% Provisioning Completion Notifiers sent within one (1) Business Day	95%	UD	
OR-4-17-2000	% Billing Completion Notifier sent within two (2) Business Days	95%	UD	
	<b>OR-5 - Percent Flow-Through</b>			
OR-5-01-2000	% Flow Through - Total	No Standard Developed	48.27	10555
OR-5-03-2000	% Flow Through Achieved	95%	95.00	5363
	<b>OR-6 - Order Accuracy</b>			
OR-6-01-2000	% Accuracy - Orders*	95% Orders without Errors	96.58	263
OR-6-03-2000	% Accuracy - LSRC	not more than 5%	0.13	6395
	<b>OR-7 - Order Completeness</b>			
OR-7-01-2000	% Order Confirmation/Rejects sent within 3 Business Days	95%	99.57	15318
<b>Special Services - Electronically Submitted</b>				
	<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-04-2210	% On Time LSRC No Facility Check DS0	95% within 48 Hours	NA	
OR-1-04-2211	% On Time LSRC No Facility Check DS1	95% within 48 Hours	NA	
OR-1-04-2213	% On Time LSRC No Facility Check DS3	95% within 48 Hours	NA	
OR-1-04-2214	% On Time LSRC No Facility Check (Non DS0, DS1, & DS3)	95% within 48 Hours	99.41	169
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	97.14	35
	<b>OR-2 - Reject Timeliness</b>			
OR-2-04-2200	% On Time LSR Reject No Facility Check	95% within 48 Hours	100.00	220
OR-2-06-2200	% On Time LSR/ASRC Reject Facility Check	95% within 72 Hours	100.00	51
Legend Notations defined on Legend sheet - last page				

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**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			
<b>POTS - Provisioning - Total</b>								
	<b>PR-1 - Average Interval Offered</b>							
PR-1-04-2100	Average Interval Offered - Dispatch (6-9 Lines)	2.76	4.00	55	12	2.41	0.77	-1.61
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)	4.44	11.31	27	13	6.02	2.03	-3.38
	<b>PR-3 - Completed within Specified Days</b>							
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	92.56	68.97	118465	1157		0.76	-30.43
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	78.72	65.82	7696	275		2.51	-5.14
PR-3-09-2100	% Completed in 5 Days (1-5 Lines - Dispatch)	97.21	99.62	7696	262		1.03	3.21
	<b>PR-4 - Missed Appointments</b>							
PR-4-02-2100	Average Delay Days - Total	3.07	2.22	1275	27	6.92	1.73	0.49
PR-4-03-2100	% Missed Appointment - Customer		2.22					
PR-4-04-2100	% Missed Appointment - Verizon - Dispatch	5.07	4.66	24681	580		0.92	0.44
PR-4-05-2100	% Missed Appointment - Verizon - No Dispatch	0.01	0.00	202808	3437		0.02	5000000.00
	<b>PR-5 - Facility Missed Orders</b>							
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	3.18	4.48	24681	580		0.74	-1.76
PR-5-02-2100	% Orders Held for Facilities > 15 Days	0.09	0.00	24681	580		0.13	5000000.00
	<b>PR-6 - Installation Quality</b>							
PR-6-01-2100	% Installation Troubles reported within 30 Days	2.66	2.31	205348	8230		0.18	1.93
PR-6-03-2100	% Inst. Troubles reported w/in 30 Days - FOK/TOK/CPE		1.65		8230			
	<b>PR-8 - Open Orders in a Hold Status</b>							
PR-8-01-2100	Open Orders in a Hold Status > 30 Days	0.00	0.00	227489	4017			
PR-8-02-2100	Open Orders in a Hold Status > 90 Days	0.00	0.00	227489	4017			
<b>POTS - Business</b>								
	<b>PR-1 - Average Interval Offered</b>							
PR-1-01-2110	Average Interval Offered - Total No Dispatch	0.46	1.50	13237	729	1.22	0.05	-22.41
PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)	2.34	3.24	2099	172	3.15	0.25	-3.60
<b>POTS - Residence</b>								
	<b>PR-1 - Average Interval Offered</b>							
PR-1-01-2120	Average Interval Offered - Total No Dispatch	0.25	1.07	159960	1056	1.03	0.03	-25.79
PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)	2.61	3.33	6701	149	1.67	0.14	-5.21
<b>POTS &amp; Co-located Aggregators</b>								
	<b>PR-1 - Average Interval Offered</b>							
PR-1-12-2103	Average Interval Offered - Disconnects	3.62	2.86	60035	2091	8.07	0.18	4.23
<b>Wire Digital Services</b>								
	<b>PR-1 - Average Interval Offered</b>							
PR-1-01-2341	Average Interval Offered - Total No Dispatch	1.34	1.98	323	48	1.54	0.24	-2.69
PR-1-02-2341	Average Interval Offered - Total Dispatch	3.67	7.60	208	10	1.74	0.56	-6.98
	<b>PR-4 - Missed Appointments</b>							
PR-4-02-2341	Average Delay Days - Total	4.74	65.67	34	3	5.24	3.16	-25.64
PR-4-03-2341	% Missed Appointment - Customer		5.71					
PR-4-04-2341	% Missed Appointment - Verizon - Dispatch	5.29	0.00	378	53		3.26	5000000.00
PR-4-05-2341	% Missed Appointment - Verizon - No Dispatch	0.00	2.04	255	49			-0.99
PR-4-08-2341	% Missed Appt. - Customer - Late Order Conf.		0.00		105			
	<b>PR-5 - Facility Missed Orders</b>							
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	3.53	3.57	397	56		2.63	0.28
PR-5-02-2341	% Orders Held for Facilities > 15 Days	0.76	0.00	397	56		1.24	5000000.00
	<b>PR-6 - Installation Quality</b>							
PR-6-01-2341	% Install. Troubles Reported within 30 Days	0.61	1.00	1798	300		0.49	-0.46
PR-6-03-2341	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE		2.67		300			
	<b>PR-8 - Open Orders in a Hold Status</b>							
PR-8-01-2341	Open Orders in a Hold Status > 30 Days	0.00	0.00	652	105			0
PR-8-02-2341	Open Orders in a Hold Status > 90 Days	0.00	0.00	652	105			0
<b>Special Services - Provisioning</b>								
	<b>PR-1 - Average Interval Offered</b>							
PR-1-06-2200	Average Interval Offered - DS0	10.19	8.77	197	26	5.16	1.08	1.32
PR-1-07-2200	Average Interval Offered - DS1	18.46	16.00	191	12	13.97	4.16	0.59
PR-1-08-2200	Average Interval Offered - DS3	29.00	NA	7		31.86		
PR-1-12-2200	Average Interval Offered - Disconnects	13.95	9.29	2107	35	24.88	4.24	1.10
	<b>PR-4 - Missed Appointments</b>							
PR-4-01-2210	% Missed Appointment - Verizon - DS0	4.63	0.00	218	27		4.29	5000000.00
PR-4-01-2211	% Missed Appointment - Verizon - DS1	15.68	0.00	185	11		11.28	5000000.00
PR-4-01-2213	% Missed Appointment - Verizon - DS3	83.33	NA	6				
PR-4-01-2214	% Missed Appointment - Verizon - Special Other	1.56	0.00	64	12		3.90	5000000.00
PR-4-02-2200	Average Delay Days - Total	10.71	NA	45		14.60		
PR-4-03-2200	% Missed Appointment - Customer		14.00					
PR-4-08-2200	% Missed Appt. - Customer - Due to Late Order Conf.		0.00		50			
	<b>PR-5 - Facility Missed Orders</b>							
PR-5-01-2200	% Missed Appointment - Verizon - Facilities	0.49	0.00	406	34		1.25	5000000.00
PR-5-02-2200	% Orders Held for Facilities > 15 Days	0.00	0.00	406	34			0
	<b>PR-6 - Installation Quality</b>							
PR-6-01-2200	% Installation Troubles reported within 30 Days	1.65	1.95	1938	307		0.78	-0.39
PR-6-03-2200	% Inst. Troubles reported w/in 30 Days - FOK/TOK/CPE		0.65		307			
	<b>PR-8 - Open Orders in a Hold Status</b>							
PR-8-01-2200	Open Orders in a Hold Status > 30 Days	0.21	0.00	471	50		0.68	5000000.00
PR-8-02-2200	Open Orders in a Hold Status > 90 Days	0.00	0.00	471	50			0

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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-2-02-2100	Network Trouble Report Rate -- Loop	Parity with Retail	0.84	0.33	3764848	251359		0.02	26.89
MR-2-03-2100	Network Trouble Report Rate -- Central Office	Parity with Retail	0.09	0.06	3764848	251359		0.01	5.07
MR-2-04-2100	% Subsequent Reports	Assessed I/CW MRAs		6.86		1050			
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		0.30		251359			
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-2110	% Missed Repair Appointment -- Loop Bus	Parity with Retail	12.20	7.51	5606	626		1.38	3.40
MR-3-01-2120	% Missed Repair Appointment -- Loop Res.	Parity with Retail	7.61	6.22	25767	209		1.84	0.75
MR-3-02-2110	% Missed Repair Appointment -- Central Office Bus.	Parity with Retail	9.64	8.53	996	129		2.76	0.40
MR-3-02-2120	% Missed Repair Appointment -- Central Office Res.	Parity with Retail	5.73	14.29	2303	14		6.23	-0.87
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	No Standard		4.73		761			
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-2100	Mean Time To Repair -- Total	Parity with Retail	16.74	12.31	34808	978	17.20	0.56	7.94
MR-4-02-2110	Mean Time To Repair -- Loop Trouble - Bus.	Parity with Retail	12.18	10.85	5606	626	15.64	0.86	2.01
MR-4-02-2120	Mean Time To Repair -- Loop Trouble - Res.	Parity with Retail	16.74	19.15	25767	209	17.59	1.22	-0.33
MR-4-03-2110	Mean Time To Repair -- Central Office Trouble - Bus.	Parity with Retail	6.78	8.90	996	129	9.40	0.88	-2.41
MR-4-03-2120	Mean Time To Repair -- Central Office Trouble - Res.	Parity with Retail	9.03	7.11	2303	14	11.57	3.10	0.82
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Parity with Retail	79.80	89.16	34808	978		1.90	7.19
MR-4-06-2100	% Out of Service > 4 Hours	Parity with Retail	76.25	62.55	26519	777		1.55	8.85
MR-4-07-2100	% Out of Service > 12 Hours	Parity with Retail	54.33	39.51	26519	777		1.81	8.17
MR-4-08-2110	% Out of Service > 24 Hours - Bus.	Parity with Retail	11.49	8.52	5057	567		1.39	2.14
MR-4-08-2120	% Out of Service > 24 Hours - Res.	Parity with Retail	21.88	22.63	21336	190		3.01	-0.25
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-2100	% Repeat Reports within 30 Days	Parity with Retail	17.67	15.44	34808	978		1.24	1.80
<b>2-Wire Digital Services - Maintenance</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-2341	Network Trouble Report Rate -- Loop	Parity with Retail	0.22	0.53	61573	2642		0.09	-3.37
MR-2-03-2341	Network Trouble Report Rate -- Central Office	Parity with Retail	0.10	0.38	61573	2642		0.06	-4.35
MR-2-04-2341	% Subsequent Reports	Assessed I/CW MRAs		20.00		30			
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		1.85		2642			
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-2341	% Missed Repair Appointment -- Loop	Parity with Retail	41.04	42.86	134	14		13.82	0.14
MR-3-02-2341	% Missed Repair Appointment -- Central Office	Parity with Retail	44.44	30.00	63	10		16.91	1.21
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	No Standard		12.24		49			
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-2341	Mean Time To Repair -- Total	Parity with Retail	28.97	21.14	197	24	32.15	6.95	1.13
MR-4-02-2341	Mean Time To Repair -- Loop Trouble	Parity with Retail	30.90	26.75	134	14	33.58	9.43	0.44
MR-4-03-2341	Mean Time To Repair -- Central Office Trouble	Parity with Retail	24.87	13.28	63	10	28.70	9.77	1.19
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	Parity with Retail	57.67	66.67	197	24		10.68	0.82
MR-4-07-2341	% Out of Service > 12 Hours	Parity with Retail	47.95	88.89	73	9		17.65	-2.03
MR-4-08-2341	% Out of Service > 24 Hours	Parity with Retail	34.25	22.22	73	9		16.76	1.11
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-2341	% Repeat Reports within 30 Days	Parity with Retail	16.24	16.67	197	24		7.97	0.19
<b>Special Services - Maintenance</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-01-2200	Network Trouble Report Rate	Parity with Retail	0.21	0.14	458336	39093		0.02	3.01
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		0.26		39093			
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-2216	Mean Time To Repair -- Total - Non DS0 & DS0	Parity with Retail	6.45	6.16	745	45	5.84	0.90	0.32
MR-4-01-2217	Mean Time To Repair -- Total - DS1 & DS3	Parity with Retail	5.99	3.02	222	9	5.74	1.95	-1.04
MR-4-04-2216	% Cleared (all troubles) within 24 Hours - Non DS0 & DS0	Parity with Retail	97.85	95.56	745	45		2.23	-0.86
MR-4-04-2217	% Cleared (all troubles) within 24 Hours - DS1 & DS3	Parity with Retail	98.20	100.00	222	9		4.52	5000000.00
MR-4-06-2216	% Out of Service > 4 Hours - Non DS0 & DS0	Parity with Retail	59.75	52.63	723	38		8.16	0.87
MR-4-06-2217	% Out of Service > 4 Hours - DS1 & DS3	Parity with Retail	53.18	87.50	220	8		17.96	-1.99
MR-4-08-2216	% Out of Service > 24 Hours - Non DS0 & DS0	Parity with Retail	2.07	2.63	723	38		2.37	0.16
MR-4-08-2217	% Out of Service > 24 Hours - DS1 & DS3	Parity with Retail	1.82	0.00	220	6		4.81	5000000.00
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-2200	% Repeat Reports within 30 Days	Parity with Retail	17.79	12.96	967	54		5.35	0.90

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

Metric #	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
<b>UNE Pre-ordering</b>			
	<b>PO-3 - Contact Center Availability</b>		
PO-3-02-3000	% Answered within 30 Seconds - Ordering*	90.57	26158
PO-3-04-3000	% Answered within 30 Seconds - Repair**	95.24	106132
<b>UNE Ordering</b>			
	<b>OR-8 - Acknowledgement Timeliness</b>		
OR-8-01-3000	% Acknowledgements on Time	99.90	27002
	<b>OR-9 - Order Acknowledgement Completeness</b>		
OR-9-01-3000	% Acknowledgement Completeness	100.00	27002
	<b>OR-10 - PON Notifier Exception Resolution Timeliness</b>		
OR-10-01-3000	% of PON Exceptions Resolved Within Three (3) Business Days	UD	
OR-10-02-3000	% of PON Exceptions Resolved Within Ten (10) Business Days	UD	
<b>Platform</b>			
	<b>OR-1 - Order Confirmation Timeliness</b>		
OR-1-02-3143	% On Time LSRC - Flow Through	99.98	3361
OR-1-04-3143	% On Time LSRC No Facility Check	96.74	583
OR-1-06-3143	% On Time LSRC/ASRC Facility Check	98.95	191
	<b>OR-2 - Reject Timeliness</b>		
OR-2-02-3143	% On Time LSR Reject - Flow Through	99.92	1277
OR-2-04-3143	% On Time LSR Reject No Facility Check	99.75	402
OR-2-06-3143	% On Time LSR/ASR Reject Facility Check	100.00	140
	<b>OR-6 - Order Accuracy</b>		
OR-6-01-3143	% Accuracy - Orders*	UR	
OR-6-03-3143	% Accuracy - LSRC	0.11	885
	<b>OR-7 - Order Completeness</b>		
OR-7-01-3143	% Order Confirmation/Rejects sent within 3 Business Days	99.80	5658
<b>Loop/Pre-qualified Computer/LNP</b>			
	<b>OR-1 - Order Confirmation Timeliness</b>		
OR-1-02-3331	% On Time LSRC - Flow Through	99.90	14379
OR-1-04-3331	% On Time LSRC No Facility Check	99.45	4016
OR-1-06-3331	% On Time LSRC/ASRC Facility Check	99.57	692
	<b>OR-2 - Reject Timeliness</b>		
OR-2-02-3331	% On Time LSR Reject - Flow Through	100.00	2038
OR-2-04-3331	% On Time LSR Reject No Facility Check	99.45	901
OR-2-06-3331	% On Time LSR/ASR Reject Facility Check	100.00	222
	<b>OR-6 - Order Accuracy</b>		
OR-6-01-3331	% Accuracy - Orders*	98.37	368
OR-6-03-3331	% Accuracy - LSRC	0.38	7445
	<b>OR-7 - Order Completeness</b>		
OR-7-01-3331	% Order Confirmation/Rejects sent within 3 Business Days	99.88	23026
<b>2-Wire Digital Services</b>			
	<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b>		
OR-1-04-3341	% On Time LSRC No Facility Check	98.67	150
OR-1-06-3341	% On Time LSRC/ASRC Facility Check	NA	
	<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>		
OR-2-04-3341	% On Time LSR Reject No Facility Check	98.28	58
OR-2-06-3341	% On Time LSR/ASR Reject Facility Check	NA	
<b>2-Wire xDSL Loops</b>			
	<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b>		
OR-1-04-3342	% On Time LSRC No Facility Check	100.00	171
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check	NA	
	<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>		
OR-2-04-3342	% On Time LSR Reject No Facility Check	100.00	57
OR-2-06-3342	% On Time LSR/ASR Reject Facility Check	NA	
<b>2-Wire xDSL Line Startups &amp; Line Relinquish</b>			
	<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b>		
OR-1-04-3340	% On Time LSRC No Facility Check	100.00	52
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check	NA	
	<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>		
OR-2-04-3340	% On Time LSR Reject No Facility Check	100.00	3
OR-2-06-3340	% On Time LSR/ASR Reject Facility Check	NA	

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

Metric #	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
<b>POTS / Special Services - Aggregate</b>			
<b>OR-3 - Percent Rejects</b>			
OR-3-01-3000	% Rejects (ASRs + LSRs)	No Standard	18.74
OR-3-02-3000	% Resubmission Not Rejected	95%	100.00
<b>OR-4 - Timeliness of Completion Notification</b>			
OR-4-11-3000	% Completed orders with neither a PCN nor BCN sent	0.25%	UD
OR-4-16-3000	% Provisioning Completion Notifiers sent within one (1) Business Day	95%	UD
OR-4-17-3000	% Billing Completion Notifier sent within two (2) Business Days	95%	UD
<b>OR-5 - Percent Flow-Through</b>			
OR-5-01-3000	% Flow Through - Total	No Standard Developed	74.04
OR-5-03-3000	% Flow Through Achieved	95%	96.94
<b>Special Services - Electronically Submitted</b>			
<b>OR-1 - Order Confirmation Timeliness (ASRs + LSRs)</b>			
OR-1-04-3210	% On Time LSRC No Facility Check DS0	95% within 48 Hours	NA
OR-1-04-3211	% On Time LSRC No Facility Check DS1	95% within 48 Hours	NA
OR-1-04-3213	% On Time LSRC No Facility Check DS3	95% within 48 Hours	NA
OR-1-04-3214	% On Time LSRC No Facility Check (Non DS0, Non DS1, & Non DS3)	95% within 48 Hours	99.08
OR-1-06-3210	% On Time LSRC/ASRC Facility Check DS0	95% within 72 Hours	NA
OR-1-06-3211	% On Time LSRC/ASRC Facility Check DS1	95% within 72 Hours	81.10
OR-1-06-3213	% On Time LSRC/ASRC Facility Check DS3	95% within 72 Hours	80.00
OR-1-06-3214	% On Time LSRC/ASRC Facility Check (Non DS0, Non DS1, & Non DS3)	95% within 72 Hours	98.67
<b>OR-2 - Reject Timeliness (ASRs + LSRs)</b>			
OR-2-04-3200	% On Time LSR Reject No Facility Check	95% within 48 Hours	99.19
OR-2-06-3200	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	99.44
<b>Special Services - FAXMAIL Submitted</b>			
<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-08-3210	% On Time ASRC No Facility Check DS0	95% within 72 Hours	NA
OR-1-10-3211	% On Time ASRC Facility Check DS1	95% within 96 Hours	100.00
OR-1-10-3213	% On Time ASRC Facility Check DS3	95% within 96 Hours	NA
OR-1-10-3214	% On Time ASRC Facility Check (Non DS0, Non DS1, & Non DS3)	95% within 96 Hours	NA
<b>OR-2 - Reject Timeliness</b>			
OR-2-08-3200	% On Time ASR Reject No Facility Check	95% within 72 Hours	NA
OR-2-10-3200	% On Time ASR Reject Facility Check	95% within 96 Hours	NA
Legend Notations defined on Legend sheet - last page			

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

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		Vz	CLEC Aggregate	Vz	All CLECs			
<b>POTS - Provisioning</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	2.55	4.72	8800	29	2.12	0.39	-5.50
PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	2.55	3.12	8800	147	2.12	0.18	-3.23
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	2.76	7.75	55	8	2.41	0.91	-5.47
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	2.76	5.00	55	2	2.41	1.73	-1.29
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	4.44	NA	27		6.02		
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	4.44	6.50	27	8	6.02	2.42	-0.85
<b>PR-3 - Completed within X Days</b>								
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Dispatch) - Platform	92.56	62.91	118465	302		1.51	-19.61
PR-3-06-3113	% Completed in 3 Days (1-5 Lines - Dispatch) - Loop New	78.72	22.73	7696	22		8.74	-5000000.00
PR-3-06-3140	% Completed in 3 Days (1-5 Lines - Dispatch) - Platform	78.72	71.68	7696	113		3.88	-1.82
PR-3-08-3111	% Completed in 5 Days (1-5 Lines - No Dispatch) - Hot Cut Loop	95%	98.71		310			
PR-3-09-3113	% Completed in 5 Days (1-5 Lines - Dispatch) - Loop New	97.21	81.82	7696	22		3.52	-2.74
PR-3-09-3140	% Completed in 5 Days (1-5 Lines - Dispatch) - Platform	97.21	100.00	7696	109		1.59	5000000.00
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3100	Average Delay Days - Total	3.07	2.20	1275	20	8.92	2.01	0.43
PR-4-03-3100	% Missed Appt. - Customer	No Standard	3.58					
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop New	5.07	1.56	24681	320		1.23	3.45
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	5.07	5.28	24681	284		1.31	-0.16
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	0.01	0.00	202808	2196		0.02	5000000.00
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3112	% Missed Appointment - Verizon - Facilities Loop	3.18	1.24	24681	322		0.98	2.40
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	3.18	4.58	24681	284		1.05	-1.34
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	0.09	0.00	24681	322		0.17	5000000.00
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	0.09	0.00	24681	284		0.18	5000000.00
PR-5-04-3112	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities - Loop	No Standard	0.00		387			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	2.66	2.01	205348	5031		0.23	2.83
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	2.66	1.07	205348	6246		0.21	7.87
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop		0.49		3686			
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	None: Analysis Only	2.15		5031			
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Platform	None: Analysis Only	0.88		6246			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	0.00	0.00	227489	2879			0
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	0.00	0.00	227489	2879			0
<b>PR-9 - Hot Cuts Loops</b>								
PR-9-01-3520	% On Time Performance - Hot Cut	95% Completed Within Window	99.31		1019			
PR-9-08-3520	Average Duration of Service Interruption	No Standard	11.52		14			
<b>POTS &amp; Complex Aggregate</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-12-3133	Av. Interval Offered - Disconnects	3.62	4.01	60035	2353	8.07	0.17	-2.30
<b>Wire Digital Services</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3341	Av. Interval Offered - Total No Dispatch	1.34	6.00	323	2	1.54	1.09	-4.27
PR-1-02-3341	Av. Interval Offered - Total Dispatch	3.67	5.96	208	50	1.74	0.27	-3.36
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3341	Average Delay Days - Total	4.74	NA	34		5.24		
PR-4-03-3341	% Missed Appointment - Customer	No Standard	7.81					
PR-4-04-3341	% Missed Appointment - Verizon - Dispatch	5.29	0.00	378	62		3.07	-5000000.00
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	0.00	0.00	256	2			0
PR-4-08-3341	% Missed Appt. - Customer - Late Order Conf.	No Standard	0.00		64			
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3341	% Missed Appointment - Verizon Facilities	3.53	0.00	397	62		2.52	5000000.00
PR-5-02-3341	% Orders Held for Facilities > 15 Days	0.76	0.00	397	62		1.19	5000000.00
PR-5-04-3341	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities	No Standard	0.00		92			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3341	% Install. Troubles Reported within 30 Days	5.59	15.63	31320	64		2.87	-3.49
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	None Analysis Only	21.88		64			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3341	Open Orders in a Hold Status > 30 Days	0.00	0.00	652	64			0
PR-8-02-3341	Open Orders in a Hold Status > 90 Days	0.00	0.00	652	64			0
<b>Wire xDSL Loops</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3342	Av. Interval Offered - Total No Dispatch	(No Standard)	NA					
PR-1-02-3342	Av. Interval Offered - Total Dispatch	See Published Interval	5.97		191			
<b>PR-3 - Completed within X Days</b>								
PR-3-10-3342	% Completed in 8 Days (1-5 Lines - Total)	95%	100.00		125			
PR-3-11-3342	% Completed in 9 Days (1-5 Lines - Total)	96%	100.00		270			
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3342	Average Delay Days - Total	5.70	4.67	10	3	4.24	2.79	0.37
PR-4-03-3342	% Missed Appointment - Customer	No Standard	10.30					
PR-4-04-3342	% Missed Appointment - Verizon - Dispatch	<=5%	0.00		325			
PR-4-08-3342	% Missed Appt. - Customer - Late Order Conf.	No Standard	0.00		330			
PR-4-14-3342	% Completed On Time (with Serial Number)	95%	98.55		346			
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3342	% Missed Appointment - Verizon Facilities	0.60	0.91		328			-0.24
PR-5-02-3342	% Orders Held for Facilities > 15 Days	0.00	0.00		328			0
PR-5-04-3342	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities	No Standard	0.00		380			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3342	% Install. Troubles Reported within 30 Days	5.59	3.81	31320	341		1.25	1.42
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	None: Analysis Only	8.21		341			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3342	Open Orders in a Hold Status > 30 Days	0.00	0.00	218	330			0
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	0.00	0.00	218	330			0

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

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		Vz	CLEC Aggregate	Vz	All CLECs			
<b>2-Wire xDSL Line Sharing</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3343	Av. Interval Offered - Total No Dispatch	Parity with VADI	2.97	3.06	99			-2.96
PR-1-02-3343	Av. Interval Offered - Total Dispatch	Parity with VADI	2.98	3.00	10			-0.31
<b>PR-3 - Completed within X Days</b>								
PR-3-03-3343	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VADI	99.96	100.00	81			5000000.00
PR-3-03-3343	% Completed in 3 Days (1-5 Lines - No Dispatch)	95% within 3 Business Days		100.00	81			
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3343	Average Delay Days - Total	Parity with VADI	1.64	NA				
PR-4-03-3343	% Missed Appointment - Customer	No Standard		2.60				
PR-4-04-3343	% Missed Appointment - Verizon - Dispatch	Parity with VADI	1.94	0.00	15			5000000.00
PR-4-05-3343	% Missed Appointment - Verizon - No Dispatch	Parity with VADI	0.05	0.00	176			5000000.00
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3343	% Missed Appointment - Verizon Facilities	Parity with VADI	0.60	0.00	16			5000000.00
PR-5-02-3343	% Orders Held for Facilities > 15 Days	Parity with VADI	0.00	0.00	16			0
<b>PR-6 - Installation Quality</b>								
PR-6-01-3343	% Install. Troubles Reported within 30 Days	Parity with VADI	0.47	1.04	192			-0.74
PR-6-03-3343	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	None: Analysis Only		6.25	192			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3343	Open Orders in a Hold Status > 30 Days	Parity with VADI	0.00	0.00	192			0
PR-8-02-3343	Open Orders in a Hold Status > 90 Days	Parity with VADI	0.00	0.00	192			0
<b>2-Wire xDSL Line Splitting</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3345	Av. Interval Offered - Total No Dispatch	Parity with VADI	2.97	NA				
PR-1-02-3345	Av. Interval Offered - Total Dispatch	Parity with VADI	2.98	NA				
<b>PR-3 - Completed within X Days</b>								
PR-3-03-3345	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VADI	99.96	NA				
PR-3-03-3345	% Completed in 3 Days (1-5 Lines - No Dispatch)	95% within 3 Business Days		NA				
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3345	Average Delay Days - Total	Parity with VADI	1.64	NA				
PR-4-03-3345	% Missed Appointment - Customer	No Standard		NA				
PR-4-04-3345	% Missed Appointment - Verizon - Dispatch	Parity with VADI	1.94	NA				
PR-4-05-3345	% Missed Appointment - Verizon - No Dispatch	Parity with VADI	0.05	NA				
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3345	% Missed Appointment - Verizon Facilities	Parity with VADI	0.60	NA				
PR-5-02-3345	% Orders Held for Facilities > 15 Days	Parity with VADI	0.00	NA				
<b>PR-6 - Installation Quality</b>								
PR-6-01-3345	% Install. Troubles Reported within 30 Days	Parity with VADI	0.47	NA				
PR-6-03-3345	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	None: Analysis Only		NA				
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3345	Open Orders in a Hold Status > 30 Days	Parity with VADI	0.00	NA				
PR-8-02-3345	Open Orders in a Hold Status > 90 Days	Parity with VADI	0.00	NA				
<b>Special Services Provisioning</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-06-3200	Av. Interval Offered - DS0	Parity with Retail	10.19	NA	197		5.16	
PR-1-07-3200	Av. Interval Offered - DS1	Parity with Retail	18.46	16.45	191	98	13.97	1.74
PR-1-08-3200	Av. Interval Offered - DS3	Parity with Retail	29.00	NA	7		31.86	
PR-1-09-3511	Av. Interval Offered - Total - EEL - Backbone	EEL Legend		NA				
PR-1-09-3512	Av. Interval Offered - Total - EEL - Loop	EEL Legend		20.31		52		
PR-1-09-3530	Av. Interval Offered - Total - IOF	IOF Legend		18.82		11		
PR-1-12-3200	Av. Interval Offered - Disconnects	Parity with Retail	13.95	6.07	2107	95	24.88	2.61
<b>PR-4 - Missed Appointments</b>								
PR-4-01-3510	% Missed Appointment - Verizon - Total - EEL	Parity with Retail	15.68	6.94	185	72		5.05
PR-4-01-3530	% Missed Appointment - Verizon - Total - IOF	Parity with Retail	83.33	0.00	6	14		18.19
PR-4-01-3210	% Missed Appointment - Verizon - DS0	Parity with Retail	4.63	NA	216			5000000.00
PR-4-01-3211	% Missed Appointment - Verizon - DS1	Parity with Retail	15.68	1.56	185	128		4.18
PR-4-01-3213	% Missed Appointment - Verizon - DS3	Parity with Retail	83.33	NA	6			4.77
PR-4-01-3214	% Missed Appointment - Verizon - Special Other	Parity with Retail	1.56	0.00	64	5		5.75
PR-4-02-3200	Average Delay Days - Total	Parity with Retail	10.71	19.50	45	2	14.60	10.55
PR-4-02-3510	Average Delay Days - Total - EEL	Parity with Retail	9.28	13.20	29	5	13.66	6.61
PR-4-02-3530	Average Delay Days - Total - IOF	Parity with Retail	30.80	NA	5		19.97	-0.59
PR-4-03-3200	% Missed Appointment - Customer	No Standard		48.98				
PR-4-03-3510	% Missed Appointment - Customer - EEL	No Standard		77.78				
PR-4-08-3200	% Missed Appt. - Customer - Late Order Conf.	No Standard		4.57		219		
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3200	% Missed Appointment - Verizon - Facilities	Parity with Retail	0.49	0.97	406	206		0.60
PR-5-02-3200	% Orders Held for Facilities > 15 Days	Parity with Retail	0.00	0.97	406	206		-1.21
PR-5-04-3200	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities	No Standard		0.00		122		
<b>PR-6 - Installation Quality</b>								
PR-6-01-3200	% Installation Troubles reported within 30 Days	Parity with Retail for Found Troubles	1.65	2.74	1938	219		0.91
PR-6-03-3200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only		0.00		219		-1.20
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3200	Open Orders in a Hold Status > 30 Days	Parity with Retail	0.21	0.00	471	133		0.45
PR-8-01-3510	Open Orders in a Hold Status > 30 Days - EEL	Parity with Retail Specials (DS1)	0.00	0.00	185	72		0
PR-8-01-3530	Open Orders in a Hold Status > 30 Days - IOF	Parity with Retail Specials (DS3)	18.67	0.00	6	14		18.19
PR-8-02-3200	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.00	0.00	471	133		0
PR-8-02-3510	Open Orders in a Hold Status > 90 Days - EEL	Parity with Retail Specials (DS1)	0.00	0.00	185	72		0
PR-8-02-3530	Open Orders in a Hold Status > 90 Days - IOF	Parity with Retail Specials (DS3)	0.00	0.00	6	14		0

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

Metric #	Maintenance - POTS Loop	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			Vz	CLEC Aggregate	Vz	All CLECs			
<b>Maintenance - POTS Loop</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-3550	Network Trouble Report Rate - Loop	Party with Retail	0.84	0.49	3764848	106555		0.03	12.42
MR-2-03-3550	Network Trouble Report Rate - Central Office	Party with Retail	0.09	0.06	3764848	106555		0.01	3.22
MR-2-04-3550	% Subsequent Reports	Assessed ICW MRAs		44.17		1037			
MR-2-05-3550	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		0.46		106555			
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-3550	% Missed Repair Appointment - Loop	Party with Retail	8.42	2.71	31502	517		1.23	4.64
MR-3-02-3550	% Missed Repair Appointment - Central Office	Party with Retail	6.90	12.90	3506	62		3.25	-1.65
MR-3-03-3550	% CPE/TOK/FOK - Missed Appointment	No Standard		3.71		485			
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-3550	Mean Time To Repair - Total	Party with Retail	16.74	13.18	34808	579	17.20	0.72	4.94
MR-4-02-3550	Mean Time To Repair - Loop Trouble	Party with Retail	17.62	13.72	31502	517	17.49	0.78	5.03
MR-4-03-3550	Mean Time To Repair - Central Office Trouble	Party with Retail	8.38	8.41	3306	62	11.11	1.42	-0.23
MR-4-04-3550	% Cleared (all troubles) within 24 Hours	Party with Retail	79.80	88.73	34808	579		1.88	5.13
MR-4-07-3550	% Out of Service > 12 Hours	Party with Retail	54.33	48.06	26519	412		2.47	2.54
MR-4-08-3550	% Out of Service > 24 Hours	Party with Retail	19.99	12.38	26519	412		1.99	3.83
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-3550	% Repeat Reports within 30 Days	Party with Retail	17.67	17.79	34808	579		1.60	-0.08
<b>Maintenance - POTS Platform</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-3140	Network Trouble Report Rate - Platform	Party with Retail	0.84	0.79	3764848	32525		0.05	0.98
MR-2-03-3140	Network Trouble Report Rate - Central Office	Party with Retail	0.09	0.16	3764848	32525		0.02	-3.56
MR-2-04-3140	% Subsequent Reports	Assessed ICW MRAs		6.08		329			
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		0.70		32525			
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-3144	% Missed Repair Appointment - Platform Bus.	Party with Retail	12.20	12.50	5608	184		2.45	-0.12
MR-3-01-3145	% Missed Repair Appointment - Platform Res.	Party with Retail	7.61	2.78	25767	72		3.13	1.99
MR-3-02-3144	% Missed Repair Appointment - Central Office Bus.	Party with Retail	9.64	11.11	996	45		4.50	-0.13
MR-3-02-3145	% Missed Repair Appointment - Central Office Res.	Party with Retail	5.73	0.00	2303	8		8.23	5000000.00
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform	No Standard		8.77		228			
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-3140	Mean Time To Repair - Total	Party with Retail	16.74	11.92	34808	309	17.20	0.98	4.91
MR-4-02-3144	Mean Time To Repair - Loop Trouble - Platform - Bus.	Party with Retail	12.18	11.29	5608	184	15.64	1.17	0.76
MR-4-02-3145	Mean Time To Repair - Loop Trouble - Platform - Res.	Party with Retail	18.74	17.03	25767	72	17.59	2.08	0.83
MR-4-03-3144	Mean Time To Repair - Central Office Trouble - Bus.	Party with Retail	6.78	7.23	996	45	9.40	1.43	-0.31
MR-4-03-3145	Mean Time To Repair - Central Office Trouble - Res.	Party with Retail	9.03	6.67	2303	8	11.57	4.10	0.58
MR-4-04-3140	% Cleared (all troubles) within 24 Hours	Party with Retail	79.80	90.61	34808	309		2.29	4.71
MR-4-06-3140	% Out of Service > 4 Hours	Party with Retail	76.25	69.16	26519	227		2.84	2.50
MR-4-07-3140	% Out of Service > 12 Hours	Party with Retail	54.33	40.97	26519	227		3.32	4.02
MR-4-08-3144	% Out of Service > 24 Hours - Bus.	Party with Retail	11.49	7.88	6057	165		2.52	1.43
MR-4-08-3145	% Out of Service > 24 Hours - Res.	Party with Retail	21.88	12.90	21336	62		5.26	1.71
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-3140	% Repeat Reports within 30 Days	Party with Retail	17.67	17.80	34808	309		2.18	-0.06
<b>2-Wire Digital Services - Maintenance</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-3341	Network Trouble Report Rate - Loop	Party with Retail	0.83	0.97	3826421	3833		0.15	-0.95
MR-2-03-3341	Network Trouble Report Rate - Central Office	Party with Retail	0.09	0.29	3826421	3833		0.05	-4.15
MR-2-04-3341	% Subsequent Reports	Assessed ICW MRAs		20.00		60			
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		1.23		3833			
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-3341	% Missed Repair Appointment - Loop	Party with Retail	8.55	5.41	31636	37		4.60	0.98
MR-3-02-3341	% Missed Repair Appointment - Central Office	Party with Retail	7.60	0.00	3369	11		8.00	5000000.00
MR-3-03-3341	% CPE/TOK/FOK - Missed Appointment	No Standard		0.00		47			
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-3341	Mean Time To Repair - Total	Party with Retail	16.81	8.56	35005	48	17.35	2.51	3.29
MR-4-02-3341	Mean Time To Repair - Loop Trouble	Party with Retail	17.67	10.38	31636	37	17.61	2.90	2.52
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	Party with Retail	8.89	2.46	3369	11	11.68	3.59	1.74
MR-4-04-3341	% Cleared (all troubles) within 24 Hours	Party with Retail	79.68	95.83	35005	48		5.81	3.49
MR-4-07-3341	% Out of Service > 12 Hours	Party with Retail	54.31	22.86	26592	35		8.43	3.73
MR-4-08-3341	% Out of Service > 24 Hours	Party with Retail	20.03	5.71	26592	35		6.77	2.68
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-3341	% Repeat Reports within 30 Days	Party with Retail	17.66	20.83	35005	48		5.51	-0.58

continued

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

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		Vz	CLEC Aggregate	Vz	All CLECs			
<b>2-Wire xDSL Loops - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3342	Network Trouble Report Rate - Loop	Parity with Retail	0.83	0.64	3826421	14031	0.08	2.42
MR-2-03-3342	Network Trouble Report Rate - Central Office	Parity with Retail	0.09	0.07	3826421	14031	0.03	0.67
MR-2-04-3342	% Subsequent Reports	Assessed IC/W MRAs		14.39		132		
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		0.57		14031		
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3342	% Missed Repair Appointment - Loop	Parity with Retail	8.55	5.94	31636	101	2.79	0.94
MR-3-02-3342	% Missed Repair Appointment - Central Office	Parity with Retail	7.60	0.00	3369	12	7.66	5000000.00
MR-3-03-3342	%CPE/TOK/FOK - Missed Appointment	No Standard		3.75		80		
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-02-3342	Mean Time To Repair - Loop Trouble	Parity with Retail	17.67	12.70	31636	101	17.61	1.76
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	Parity with Retail	8.69	3.53	3369	12	11.88	3.44
MR-4-04-3342	% Cleared (all troubles) within 24 Hours	Parity with Retail	79.68	89.38	35005	113		3.79
MR-4-07-3342	% Out of Service > 12 Hours	Parity with Retail	54.31	39.60	26592	101		4.97
MR-4-08-3342	% Out of Service > 24 Hours	Parity with Retail	20.03	11.88	26592	101		3.99
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3342	% Repeat Reports within 30 Days	Parity with Retail	17.66	12.39	35005	113		3.59
<b>2-Wire xDSL Line Sharing - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3343	Network Trouble Report Rate - Loop	Parity with VADI	0.18	0.11		2637		1.07
MR-2-03-3343	Network Trouble Report Rate - Central Office	Parity with VADI	0.03	0.11		2637		-1.50
MR-2-04-3343	% Subsequent Reports	Assessed IC/W MRAs		20.00		10		
MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		1.48		2637		
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3343	% Missed Repair Appointment - Loop	Parity with VADI	19.30	33.33		3		-0.05
MR-3-02-3343	% Missed Repair Appointment - Central Office	Parity with VADI	6.05	0.00		5		5000000.00
MR-3-03-3343	%CPE/TOK/FOK - Missed Appointment	No Standard		17.95		39		
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-02-3343	Mean Time To Repair - Loop Trouble	Parity with VADI	24.77	23.43		3		0.12
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	Parity with VADI	10.26	7.22		5		0.58
MR-4-04-3343	% Cleared (all troubles) within 24 Hours	Parity with VADI	72.06	87.50		8		1.45
MR-4-07-3343	% Out of Service > 12 Hours	Parity with VADI	68.59	50.00		8		1.47
MR-4-08-3343	% Out of Service > 24 Hours	Parity with VADI	27.56	12.50		8		1.43
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3343	% Repeat Reports within 30 Days	Parity with VADI	56.83	50.00		8		0.75
<b>2-Wire xDSL Line Splitting - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3345	Network Trouble Report Rate - Loop	Parity with VADI	0.18	NA				
MR-2-03-3345	Network Trouble Report Rate - Central Office	Parity with VADI	0.03	NA				
MR-2-04-3345	% Subsequent Reports	Assessed IC/W MRAs		NA				
MR-2-05-3345	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		NA				
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3345	% Missed Repair Appointment - Loop	Parity with VADI	19.30	NA				
MR-3-02-3345	% Missed Repair Appointment - Central Office	Parity with VADI	6.05	NA				
MR-3-03-3345	%CPE/TOK/FOK - Missed Appointment	No Standard		NA				
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-02-3345	Mean Time To Repair - Loop Trouble	Parity with VADI	24.77	NA				
MR-4-03-3345	Mean Time To Repair - Central Office Trouble	Parity with VADI	10.26	NA				
MR-4-04-3345	% Cleared (all troubles) within 24 Hours	Parity with VADI	72.06	NA				
MR-4-07-3345	% Out of Service > 12 Hours	Parity with VADI	68.59	NA				
MR-4-08-3345	% Out of Service > 24 Hours	Parity with VADI	27.56	NA				
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3345	% Repeat Reports within 30 Days	Parity with VADI	56.83	NA				
<b>Special Services - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-01-3200	Network Trouble Report Rate	Parity with Retail	0.21	1.54	458336	3708	0.08	-17.53
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		2.94		3709		
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3216	Mean Time To Repair - Total - Non DS0 & DS0	Parity with Retail	6.45	2.25	745	1	5.84	5.84
MR-4-01-3217	Mean Time To Repair - Total - DS1 & DS3	Parity with Retail	5.99	6.61	222	56	5.74	0.96
MR-4-04-3216	% Cleared (all troubles) within 24 Hours - Non DS0 & DS0	Parity with Retail	97.85	100.00	745	1		14.51
MR-4-04-3217	% Cleared (all troubles) within 24 Hours - DS1 & DS3	Parity with Retail	98.20	98.21	222	96		1.99
MR-4-06-3216	% Out of Service > 4 Hours - Non DS0 & DS0	Parity with Retail	59.75	0.00	723	1		49.07
MR-4-06-3217	% Out of Service > 4 Hours - DS1 & DS3	Parity with Retail	53.18	68.52	220	54		7.58
MR-4-08-3216	% Out of Service > 24 Hours - Non DS0 & DS0	Parity with Retail	2.07	0.00	723	1		14.25
MR-4-08-3217	% Out of Service > 24 Hours - DS1 & DS3	Parity with Retail	1.82	1.85	220	54		2.03
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3200	% Repeat Reports within 30 Days	Parity with Retail	17.79	17.54	967	57		5.21

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier  
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**CLEC Aggregate Performance  
TRUNKS**

Metric #	ORDERING	Standard	Aggregate Interconnection						
			Actual Performance	Number of Observations					
<b>OR-1 - Order Confirmation Timeliness</b>									
OR-1-12-5020	% On Time FDC (<= 192 Forecasted Trunks)	95% on time: 10 Business Days	100.00	5					
OR-1-12-5030	% On Time FDC (> 192 and Unforecasted Trunks)	Negotiated Process	59.09	22					
OR-1-13-5020	% On Time Design Layout Record (DLR)	95% on time: 10 Business Days	100.00	17					
OR-1-19-5020	% On Time Resp. - Request for Inbound Augment Trunks (<= 192 Forecasted)	95% on time: 10 Business Days	100.00	1					
OR-1-19-5030	% On Time Resp. - Request for Inbound Augment Trunks (> 192 Forecasted)	Negotiated Process	NA						
<b>OR-2 - Reject Timeliness</b>									
OR-2-12-5000	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	95% on time: 10 Business Days	100.00	2					
<b>PROVISIONING</b>									
<b>PR-1 - Average Interval Offered</b>									
PR-1-09-5020	Avg. Interval Offered - Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	22.56	19.00	9	1	7.65	8.06	0.44
PR-1-09-5030	Avg. Interval Offered - Total (> 192 & Unforecasted Trunks)	Parity with IXC / FGD	18.00	13.88	3	8	7.55	5.11	0.81
<b>PR-4 - Missed Appointment</b>									
PR-4-01-5000	% Missed Appointment - Verizon - Total	Parity with IXC / FGD	0.00	0.00	2346	4814			0
PR-4-02-5000	Average Delay Days - Total	Parity with IXC / FGD	NA	NA					
PR-4-03-5000	% Missed Appointment - Customer	None: Analysis Only	22.70						
PR-4-07-3540	% On Time Performance - LNP Only	95% on Time	99.76			5850			
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-5000	% Missed Appointment - Verizon - Facilities	Parity with IXC / FGD	0.00	0.00	2346	796			0
PR-5-02-5000	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD	0.00	0.00	2346	796			0
PR-5-03-5000	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	0.00	2346	796			0
<b>PR-6 - Installation Quality</b>									
PR-6-01-5000	% Installation Troubles reported within 30 Days	Parity with IXC / FGD	0.00	0.00	2346	4814			0
PR-6-03-5000	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	None: Analysis Only	0.00	0.00		4814			
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01-5000	Open Orders in a Hold Status > 30 Days	Parity with IXC / FGD	0.00	0.00	2346	4814			0
PR-8-02-5000	Open Orders in a Hold Status > 90 Days	Parity with IXC / FGD	0.00	0.00	2346	4814			0
<b>MAINTENANCE</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-01-5000	Network Trouble Report Rate	Parity with IXC / FGD	0.00	0.00	267739	424878		0.00	-0.03
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-5000	Mean Time To Repair - Total	Parity with IXC / FGD	1.29	1.08	10	16	0.44	0.18	1.18
MR-4-04-5000	% Cleared (all troubles) within 24 Hours	Parity with IXC / FGD	100.00	100.00	10	16			0
MR-4-05-5000	% Out of Service > 2 Hours	Parity with IXC / FGD	0.00	6.25	10	16			0.29
MR-4-06-5000	% Out of Service > 4 Hours	Parity with IXC / FGD	0.00	0.00	10	16			0
MR-4-07-5000	% Out of Service > 12 Hours	Parity with IXC / FGD	0.00	0.00	10	16			0
MR-4-08-5000	% Out of Service > 24 Hours	Parity with IXC / FGD	0.00	0.00	10	16			0
<b>MR-5 - Repeat Trouble Report Rates</b>									
MR-5-01-5000	% Repeat Reports within 30 Days	Parity with IXC / FGD	10.00	6.25	10	16		12.09	1.09
<b>NETWORK PERFORMANCE</b>									
<b>NP-1 - Percent Final Trunk Group Blockage</b>									
NP-1-01-5000	% Final Trunk Groups Exceeding Blocking Standard	See Guidelines	0.65	0.00	309	350		0.63	5000000.00
NP-1-02-5000	% FTG Exceeding Blocking Std. - (No Exceptions)	See Guidelines	0.65	1.71	309	350		0.63	-0.89
NP-1-03-5000	Number FTG Exceeding Blocking Std. - 2 Months	See Guidelines	0	0		350			
NP-1-04-5000	Number FTG Exceeding Blocking Std. - 3 Months	See Guidelines	0	0		350			
<b>NP-2 - Collocation Performance - New</b>									
NP-2-01-6701	% On Time Response to Request for Physical Collocation	95% on time	100.00			8			
NP-2-02-6701	% On Time Response to Request for Virtual Collocation	95% on time	NA						
NP-2-03-6701	Average Interval - Physical Collocation	No standard	165.50						
NP-2-04-6701	Average Interval - Virtual Collocation	No standard	NA						
NP-2-05-6701	% On Time - Physical Collocation	95% on time	100.00			8			
NP-2-06-6701	% On Time - Virtual Collocation	95% on time	NA						
NP-2-07-6701	Average Delay Days - Physical Collocation	No standard	NA						
NP-2-08-6701	Average Delay Days - Virtual Collocation	No standard	NA						
<b>NP-2 - Collocation Performance - Augment</b>									
NP-2-01-6702	% On Time Response to Request for Physical Collocation	95% on time	100.00			13			
NP-2-02-6702	% On Time Response to Request for Virtual Collocation	95% on time	NA						
NP-2-03-6702	Average Interval - Physical Collocation - 76 Days	No standard	60.63						
NP-2-03-6712	Average Interval - Physical Collocation - 45 Days	No standard	NA						
NP-2-04-6702	Average Interval - Virtual Collocation	No standard	NA						
NP-2-05-6702	% On Time - Physical Collocation - 76 Days	95% on time	100.00			19			
NP-2-05-6712	% On Time - Physical Collocation - 45 Days	See Legend	NA						
NP-2-06-6702	% On Time - Virtual Collocation	95% on time	NA						
NP-2-07-6702	Average Delay Days - Physical Collocation	No standard	NA						
NP-2-08-6702	Average Delay Days - Virtual Collocation	No standard	NA						
Legend Notations defined on Legend sheet - last page									

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**LEGEND**

\* = Verizon North (CT, MA, ME, NH, NY, RI, VT)  
\*\* = Verizon East (CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VT, VA, WV and DC)  
\*\*\* = MA only  
\*\*\*\* = Verizon NE (MA, ME, NH, RI, VT)  
\*\*\*\*\* = NY and CT  
\*\*\*\*\* = NY and CT combined (CLEC result only)  
1 = 80% for December 2001 and January 2002 data months  
= 85% for February and March 2002 data months  
= 90% for April and May 2002 data months  
= 95% for June 2002 and forward data months  
UD = Performance metric is under development  
UR = Performance metric is under review  
NA = No Activity  
NEF = No Existing Functionality  
TBD = Performance standard is to be determined  
R3 = Run 3 times per year  
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