Appendix A

Commenters in CC Docket No. 02-7

Comments	Abbreviation
Adelphia Business Solutions & Adelphia Business Solutions of Vermont	Adelphia
AT&T Corporation	AT&T
CTC Communications Corporation	CTC
DIRECTV	DIRECTV
National Mobile Communications Corporation d/b/a SoVerNet Communications	SoVerNet
Sprint Communications, Inc	Sprint
State of Vermont Public Service Board	Vermont Board
WorldCom	WorldCom

Replies	
Adelphia Business Solutions & Adelphia Business Solutions of Vermont	Adelphia
AT&T Corporation	AT&T
Verizon	Verizon
WorldCom	WorldCom

Appendix B

Vermont Performance Metrics

All data included here are taken from the Vermont Carrier-to-Carrier Reports. This table is provided as a reference tool for the convenience of the reader. No conclusions are to be drawn from the raw data contained in this table. Our analysis is based on the totality of the circumstances, such that we may use non-metric evidence, and may rely more heavily on some metrics more than others, in making our determination. The inclusion of these particular metrics in this table does not necessarily mean that we relied on all of these metrics or that other metrics may not also be important in our analysis. Some metrics that we have relied on in the past and may rely on for a future application were not included here because there was no data provided for them (usually either because there was no activity, or because the metrics are still under development). Metrics with no retail analogue provided are usually compared with a benchmark. Note that for some metrics during the period provided there may be changes in the metric definition, or changes in the retail analogue applied, making it difficult to compare the data over time.

AGGREGATE METRICS

Metric No.	Metric Name
Preorder and OSS Availability:	
MR-1-01	Create Trouble
MR-1-02	Status Trouble
MR-1-03	Modify Trouble
MR-1-04	Request Cancellation of Trouble
MR-1-05	Trouble Report History (by TN/Circuit)
MR-1-06	Test Trouble (POTS Only)
OR-1-02	% On Time LSRC – Flow Through
OR-1-04	% On Time LSRC/ASRC No Facility Check
OR-1-06	% On Time LSRC/ASRC - Facility Check
OR-1-08	% On Time ASRC No Facility Check (Non DS0, DS1 & DS3)
OR-1-10	% On Time ASRC Facility Check DS0
OR-1-12	% On Time FOC
OR-1-13	% On Time Design Layout Record (DLR)
OR-1-19	% On Time Resp. - Request for Inbound Augment Trunks
PO-1-01	Customer Service Record
PO-1-02	Due Date Availability
PO-1-03	Address Validation
PO-1-04	Product & Service Availability
PO-1-05	Telephone Number Availability & Reservation
PO-1-06	Facility Availability (Loop Qualification)
PO-1-07	Rejected Query
PO-1-08	% Timeouts
PO-1-09	Parsed CSR
PO-2-01	OSS Interf. Avail. – Total
PO-2-02	OSS Interf. Avail - Prime Time - Electronic Bonding
PO-2-03	OSS Interf. Avail - Non-Prime - Electronic Bonding
PO-4-01	% Notices Sent on Time - CLEC Orig.
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - CLEC Orig.
PO-8-01	Average Response Time - Manual Loop Qualification
PO-8-02	Average Response Time - Engineering Record Request

Metric No.	Metric Name
Change Management, Billing, OS/DA, Interconnection and Collocation:	
BI-1-02	% DUF in 4 Business Days
BI-2-01	Timeliness of Carrier Bill
BI-3-01	% Billing Adjustments - Dollars Adjusted
BI-3-02	% Billing Adjustments - Number of Adjustments
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard
NP-1-02	% FTG Exceeding Blocking Std. –(No Exceptions)
NP-1-03	Number FTG Exceeding Blocking Std. – 2 Months
NP-1-04	Number FTG Exceeding Blocking Std. – 3 Months
NP-2-01	% On Time Response to Request for Physical Collocation
NP-2-02	% On Time Response to Request for Virtual Collocation
NP-2-03	Average Interval – Physical Collocation
NP-2-04	Average Interval – Virtual Collocation
NP-2-05	% On Time – Physical Collocation
NP-2-06	% On Time – Virtual Collocation
NP-2-07	Average Delay Days – Physical Collocation
NP-2-08	Average Delay Days – Virtual Collocation
Ordering:	
OR-2-02	% On Time LSR Reject – Flow Through
OR-2-04	% On Time LSR/ASR Reject No Facility Check
OR-2-06	% On Time LSR/ASR Reject Facility Check
OR-2-08	% On Time ASR Reject No Facility Check
OR-2-10	% On Time ASR Reject Facility Check
OR-2-11	Average Trunk ASR Reject Time
OR-2-12	% On Time Trunk ASR Reject
OR-3-01	% Rejects
OR-4-02	Completion Notice (BCN) – % On Time
OR-4-05	Work Completion Notice (PCN) – % On Time
OR-5-01	% Flow Through - Total
OR-5-03	% Flow Through Achieved

Metric No.	Metric Name
OR-6-01	% Accuracy – Order
OR-6-02	% Accuracy – Opportunities
OR-6-03	% Accuracy – LSRC
OR-7-01	% Order Confirmation/Rejects sent within 3 Business Days
Provisioning:	
PR-1-09	Av. Interval Offered – Total - EEL – Backbone
PR-2-01	Av. Interval Completed – Total No Dispatch
PR-2-02	Av. Interval Completed – Total Dispatch
PR-2-03	Average Interval Completed – Dispatch (1-5 Lines)
PR-2-04	Average Interval Completed - Dispatch (6-9 Lines)
PR-2-05	Average Interval Completed - Dispatch (>= 10 Lines)
PR-2-06	Av. Interval Completed – DS0
PR-2-07	Av. Interval Completed – DS1
PR-2-08	Av. Interval Completed – DS3
PR-2-09	Av. Interval Completed – Total - EEL – Loop
PR-2-18	Av. Interval Completed – Disconnects
PR-4-01	% Missed Appointment – Verizon – DS0
PR-4-02	Average Delay Days – Total
PR-4-03	% Missed Appointment – Customer
PR-4-04	% Missed Appointment – Verizon – Dispatch
PR-4-05	% Missed Appointment – Verizon – No Dispatch
PR-4-07	% On Time Performance – LNP Only
PR-4-08	% Missed Appt. – Customer – Due to Late Order Conf.
PR-4-14	% Completed On Time (with Serial Number)
PR-5-01	% Missed Appointment – Verizon – Facilities
PR-5-02	% Orders Held for Facilities > 15 Days
PR-5-03	% Orders Held for Facilities > 60 Days
PR-6-01	% Installation Troubles reported within 30 Days
PR-6-02	% Installation Troubles reported within 7 Days
PR-6-03	% Inst. Troubles reported w/ in 30 Days – FOK/TOK/CPE
PR-8-01	Open Orders in a Hold Status > 30 Days
PR-8-02	Open Orders in a Hold Status > 90 Days
PR-9-01	% On Time Performance – Hot Cut
PR-9-08	Average Duration of Service Interruption

Metric No.	Metric Name
Maintenance and Repair:	
MR-2-01	Network Trouble Report Rate
MR-2-02	Network Trouble Report Rate - Loop
MR-2-03	Network Trouble Report Rate - Central Office
MR-2-04	% Subsequent Reports
MR-2-05	% CPE/TOK/FOK Trouble Report Rate
MR-3-01	% Missed Repair Appointment – Loop
MR-3-02	% Missed Repair Appointment – Central Office
MR-3-03	% CPE/TOK/FOK - Missed Appointment
MR-3-04	% Missed Repair Appointment - No Double Dispatch
MR-3-05	% Missed Repair Appointment - Double Dispatch
MR-4-01	Mean Time To Repair – Total
MR-4-02	Mean Time To Repair – Loop Trouble
MR-4-03	Mean Time To Repair – Central Office Trouble
MR-4-04	% Cleared (all troubles) within 24 Hours
MR-4-05	% Out of Service > 2 Hours
MR-4-06	% Out of Service > 4 Hours
MR-4-07	% Out of Service > 12 Hours
MR-4-08	% Out of Service > 24 Hours
MR-5-01	% Repeat Reports within 30 Days

DISAGGREGATED METRICS

Metric	Metric	September		October		November		December		January		Notes
Number	Name	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OSS & BILLING (Pre-Ordering) - POTS/Special Services												
PRE-ORDERING												
PO-1 - Response Time OSS Pre-Ordering Interface												
PO-1-01-6020	Customer Service Record – EDI	1.41	3.06	1.31	2.89	1.33	2.97	1.32	2.8	1.42	3.16	
PO-1-01-6030	Customer Service Record – CORBA	1.41	0.81	1.31	0.75	1.33	1.05	1.32	0.68	1.42	2.52	c,d
PO-1-01-6050	Customer Service Record -Web GUI	1.41	3.37	1.31	3.01	1.33	2.93	1.32	2.71	1.42	2.98	
PO-1-02-6020	Due Date Availability – EDI	0.09	NA	0.07	NA	0.07	NA	0.06	NA	0.06	NA	
PO-1-02-6030	Due Date Availability – CORBA	0.09	NA	0.07	NA	0.07	NA	0.06	NA	0.06	NA	
PO-1-02-6050	Due Date Availability - Web GUI	0.09	2.26	0.07	2.12	0.07	2.21	0.06	2.41	0.06	2.19	
PO-1-03-6020	Address Validation – EDI	4.34	3.8	4.07	6.17	3.85	8.68	3.67	10.21	3.85	NA	a,b,c,d
PO-1-03-6030	Address Validation – CORBA	4.34	3.76	4.07	2.97	3.85	2.86	3.67	3.62	3.85	2.45	
PO-1-03-6050	Address Validation - Web GUI	4.34	5.04	4.07	4.89	3.85	4.84	3.67	5.23	3.85	4.59	
PO-1-04-6020	Product & Service Availability – EDI	10.07	NA	9.02	NA	8.48	NA	8.2	NA	8.5	NA	
PO-1-04-6030	Product & Service Availability – CORBA	10.07	NA	9.02	NA	8.48	NA	8.2	NA	8.5	NA	
PO-1-04-6050	Product & Service Availability - Web GUI	10.07	8.17	9.02	6.21	8.48	6.5	8.2	6.5	8.5	NA	a,b,c,d
PO-1-05-6020	Telephone Number Availability & Reservation - EDI	5.23	NA	4.95	NA	5.37	NA	4.47	NA	4.66	NA	
PO-1-05-6030	Telephone Number Availability & Reservation - CORBA	5.23	NA	4.95	NA	5.37	3.96	4.47	NA	4.66	4.19	c
PO-1-05-6050	Telephone Number Availability & Reservation - Web GUI	5.23	7.24	4.95	7.23	5.37	7.04	4.47	7.57	4.66	6.48	
PO-1-06-6020	Average Response Time – Mechanized Loop Qualification - DSL – EDI	2.58	NA	3.02	NA	3.51	NA	1.69	NA	2.97	NA	
PO-1-06-6030	Average Response Time – Mechanized Loop Qualification - DSL – CORBA	2.58	NA	3.02	NA	3.51	NA	1.69	NA	2.97	NA	
PO-1-06-6050	Average Response Time – Mechanized Loop Qualification - DSL - Web GUI	2.58	3.97	3.02	3.81	3.51	4.07	1.69	3.91	2.97	3.74	
PO-1-07-6020	Rejected Query - EDI	0.05	2.69	0.04	2.62	0.04	2.14	0.04	2.17	0.03	2.28	
PO-1-07-6030	Rejected Query - CORBA	0.05	0.68	0.04	0.6	0.04	0.61	0.04	0.64	0.03	0.62	
PO-1-07-6050	Rejected Query - Web GUI	0.05	3.52	0.04	3.38	0.04	3.2	0.04	2.86	0.03	2.92	
PO-1-08-6020	% Timeouts – EDI		0.69		0		0		0.83		0	
PO-1-08-6030	% Timeouts – CORBA		0		0		0		0		0	
PO-1-08-6050	% Timeouts - Web GUI		0.4		0.24		0.11		0		0.04	
PO-1-09-6020	Parsed CSR – EDI	1.41	1.94	1.31	1.81	1.33	1.69	1.32	2.08	1.42	1.87	b,c

Metric Number	Metric Name	September VZ	September CLEC	October VZ	October CLEC	November VZ	November CLEC	December VZ	December CLEC	January VZ	January CLEC	Notes
PO-1-09-6030	Parsed CSR – CORBA	1.41	0.35	1.31	0.26	1.33	0.26	1.32	0.36	1.42	0.32	a,b,c,d,e
PO-2 - OSS Interface Availability												
PO-2-01-6020	OSS Interf. Avail. – Total – EDI		99.97		99.97							a,b
PO-2-01-6030	OSS Interf. Avail. – Total – CORBA		99.9		99.95							a,b
PO-2-01-6040	OSS Interf. Avail. – Total – Maint. Web GUI (RETAS)		96.05		99.4							b
PO-2-01-6050	OSS Interf. Avail. – Total - Pre-order/Order WEB GUI		96.05		99.4							b
PO-2-01-6060	OSS Interf. Avail. - Total – Electronic Bonding		100		100							
PO-2-02-6020	OSS Interf. Avail. – Prime Time - EDI		99.99		100		100		100		100	a
PO-2-02-6030	OSS Interf. Avail. – Prime Time - CORBA		99.99		100		100		99.96		100	a,d
PO-2-02-6040	OSS Interf. Avail. – Prime Time - Maint. Web GUI (RETAS)		98.12		99.54		100		99.93		99.83	a,b,d,e
PO-2-02-6050	OSS Interf. Avail. – Prime Time - Pre-order/Order WEB GUI		98.12		99.54		100		99.93		99.83	a,b,d,e
PO-2-02-6060	OSS Interf. Avail. – Prime Time - Electronic Bonding		100		100		100		100		100	
PO-2-03-6020	OSS Interf. Avail. – Non-Prime - EDI		99.93		99.91		100		99.71		99.91	a,b,d,e
PO-2-03-6030	OSS Interf. Avail. – Non-Prime - CORBA		99.76		99.86		99.89		99.13		99.86	a,b,c,d,e
PO-2-03-6040	OSS Interf. Avail. – Non-Prime - Maint. Web GUI (RETAS)		92.94		99.14		99.59		98.43		99.82	b,c,d,e
PO-2-03-6050	OSS Interf. Avail. – Non-Prime - Pre-order/Order WEB GUI		92.94		99.14		99.59		98.43		99.82	b,c,d,e
PO-2-03-6060	OSS Interf. Avail. – Non-Prime - Electronic Bonding		100		100		100		100		100	
PO-8 - Manual Loop Qualification												
PO-8-01-2000	% On Time - Manual Loop Qualification		NEF		NEF		UD		UD		UD	
PO-8-02-2000	% On Time - Engineering Record Request		NA		NA		NA		NA		NA	
Change Notification												
PO-4 - Timeliness of Change Management Notice												
PO-4-01-6611	% Notices Sent on Time - Emergency Maint.		100		100							a,b
PO-4-01-6621	% Notices Sent on Time - Regulatory		NA		NA							
PO-4-01-6631	% Notices Sent on Time - Industry Standard		NA		NA							
PO-4-01-6641	% Notices Sent on Time - Verizon Orig.		NA		NA							
PO-4-01-6651	% Notices Sent on Time - CLEC Orig.		NA		NA							
PO-4-01-6660	% Notices Sent on Time - Industry Standard, Verizon Orig. & CLEC Orig.						NA		100		NA	
PO-4-01-6671	% Notices Sent on Time - Emergency Maint. & Regulatory						100		100		100	e

Metric Number	Metric Name	September VZ	September CLEC	October VZ	October CLEC	November VZ	November CLEC	December VZ	December CLEC	January VZ	January CLEC	Notes
Change Confirmation												
PO-4 - Timeliness of Change Management Notice												
PO-4-01-6622	% Notices Sent on Time – Regulatory		100		NA		NA		NA		100	a
PO-4-01-6632	% Notices Sent on Time - Ind. Std.		100		NA							
PO-4-01-6642	% Notices Sent on Time - Verizon Orig.		100		NA							a
PO-4-01-6652	% Notices Sent on Time - CLEC Orig.		NA		NA							
PO-4-01-6662	% Notices Sent on Time - Ind. Std., Verizon Orig. & CLEC Orig.						NA		NA		100	
TROUBLE REPORTING (OSS)												
MR-1 - Response Time OSS Maintenance Interface												
MR-1-01-2000	Create Trouble	5.65	6.37	5.81	5.86	5.79	3.55	5.52	3.74	6.26	3.08	
MR-1-02-2000	Status Trouble	4.55	NA	4.27	NA	4.97	NA	4.66	NA	6.37	NA	
MR-1-03-2000	Modify Trouble	5.62	NA	5.99	NA	5.73	NA	5.42	NA	6.06	NA	
MR-1-04-2000	Request Cancellation of Trouble	6.8	NA	6.91	1	7.04	NA	6.63	3.41	7.32	NA	b,d
MR-1-05-2000	Trouble Report History (by TN/Circuit)	0.38	1.8	0.35	1.75	0.41	1.25	0.31	1	0.43	0.72	
MR-1-06-2000	Test Trouble (POTS Only)-RETAIL only	62.41	71.09	62.6	58.91	56.04	51.15	56.18	44.46	56.86	45.86	
BILLING												
BI-1 - Timeliness of Daily Usage Feed												
BI-1-02-2030	% DUF in 4 Business Days		99.95		99.96		99.74		99.96		99.96	
BI-2 - Timeliness of Carrier Bill												
BI-2-01-2030	Timeliness of Carrier Bill		99.58		100		100		100		98.94	
BI-3 - Billing Accuracy												
BI-3-01-2030	% Billing Adjustments - Dollars Adjusted	0.28	0.01	0.48	0.19							
BI-3-02-2030	% Billing Adjustments - Number of Adjustments	0.19	0.02	0.22	0.05							
RESALE (ORDERING)												
POTS & Pre-qualified Complex - Electronically Submitted												
OR-1 - Order Confirmation Timeliness												
OR-1-02-2320	% On Time LSRC – Flow Through		100		99.65		100		100		100	
OR-1-04-2100	% On Time LSRC No Facility Check		91.5		98.96		98.2		99.28		100	
OR-1-06-2320	% On Time LSRC/ASRC Facility Check		95		100		100		97.22		100	
OR-2 - Reject Timeliness												
OR-2-02-2320	% On Time LSR Reject – Flow Through		100		99.3		100		100		100	
OR-2-04-2320	% On Time LSR Reject No Facility Check		92.86		89.36		98.98		99.44		100	

Metric Number	Metric Name	September VZ	September CLEC	October VZ	October CLEC	November VZ	November CLEC	December VZ	December CLEC	January VZ	January CLEC	Notes
OR-2-06-2320	% On Time LSR/ASR Reject Facility Check		100		100		100		100		100	a
2 Wire Digital Services												
OR-1 - Order Confirmation Timeliness – Requiring Loop Qualification												
OR-1-04-2341	% On Time LSRC No Facility Check		100		100		100		100		100	a,e
OR-1-06-2341	% On Time LSRC/ASRC Facility Check		NA		100		0		100		100	b,c,d,e
OR-2 - Reject Timeliness – Requiring Loop Qualification												
OR-2-04-2341	% On Time LSR Reject No Facility Check		100		100		100		100		100	e
OR-2-06-2341	% On Time LSR/ASR Reject Facility Check		NA		100		100		100		100	b,c,d,e
POTS / Special Services – Aggregate												
OR-3 - Percent Rejects												
OR-3-01-2000	% Rejects		70.59		59.91		50.72		47.36		44.16	
OR-4 - Timeliness of Completion Notification												
OR-4-02-2000	Completion Notice (BCN) – % On Time		97.46		95.83							
OR-4-05-2000	Work Completion Notice (PCN) – % On Time		100		100							
OR-5 - Percent Flow-Through												
OR-5-01-2000	% Flow Through – Total		43.77		51.36		44.18		41.54		47.61	
OR-5-03-2000	% Flow Through Achieved		90		87.35		93.94		93.22		90.87	
OR-6 - Order Accuracy												
OR-6-01-2000	% Accuracy – Orders		93.31		93.7		90.29		92.98		96.58	
OR-6-02-2000	% Accuracy – Opportunities		99.23		99.2							
OR-6-03-2000	% Accuracy – LSRC		100		99.77		0.62		0		0	
OR-7 - Order Completeness												
OR-7-01-2000	% Order Confirmation/Rejects sent within 3 Business Days		98.5		98.66		98.78		99.43		99.73	
Special Services – Electronically Submitted												
OR-1 - Order Confirmation Timeliness												
OR-1-04-2210	% On Time LSRC No Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-04-2211	% On Time LSRC No Facility Check DS1		NA		NA		NA		NA		NA	
OR-1-04-2213	% On Time LSRC No Facility Check DS3		NA		NA		NA		NA		NA	
OR-1-04-2214	% On Time LSRC No Facility Check (Non DS0, DS1, & DS3)		100		100		100		100		100	a
OR-1-06-2210	% On Time LSRC/ASRC Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-06-2211	% On Time LSRC/ASRC Facility Check DS1		NA		NA		NA		NA		NA	
OR-1-06-2213	% On Time LSRC/ASRC Facility Check DS3		NA		NA		NA		NA		NA	

Metric Number	Metric Name	September VZ	September CLEC	October VZ	October CLEC	November VZ	November CLEC	December VZ	December CLEC	January VZ	January CLEC	Notes
OR-1-06-2214	% On Time LSRC/ASRC Facility Check (Non DS0, DS1, & DS3)		100		100		100		NA		NA	a,b,c
OR-2 - Reject Timeliness												
OR-2-04-2200	% On Time LSR Reject No Facility Check		81.25		100		100		100		100	b
OR-2-06-2200	% On Time LSR/ASR Reject Facility Check		NA		NA		NA		100		100	d,e
RESALE (PROVISIONING)												
POTS - Provisioning – Total												
PR-2 - Average Completed Interval												
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)	3.5	7.67	3.2	4.5							a,b
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	NA	NA	5	NA							
PR-4 - Missed Appointments												
PR-4-02-2100	Average Delay Days – Total	8.25	13	10.69	5.67	7.82	5	6.13	16	7.14	1	a,b,c,d,e
PR-4-03-2100	% Missed Appointment – Customer	1.7	4.4	1.48	2.64	1.29	3.59		1.21		1.23	
PR-4-04-2100	% Missed Appointment – Verizon – Dispatch	9.1	6.25	6.41	5.56	10.86	4.44	11.64	5	7.42	3.45	
PR-4-05-2100	% Missed Appointment – Verizon – No Dispatch	0.28	0	0.04	0	0.07	0	0.03	0	0.02	0	
PR-4-08-2100	% Missed Appt. – Customer – Late Order Conf.		0		0							
PR-6 - Installation Quality												
PR-6-01-2100	% Installation Troubles reported within 30 Days	2.59	3.37	2.31	1.06	1.98	2.14	2.27	0.64	1.87	3.55	
PR-6-02-2100	% Installation Troubles reported within 7 Days	1.47	2.02	1.41	0.71							
PR-6-03-2100	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	2.28	0.9	2.19	1.95	1.88	0.46		0.64		1.55	
PR-8 - Open Orders in a Hold Status												
PR-8-01-2100	Open Orders in a Hold Status > 30 Days	0.02	0	0.01	0	0.01	0	0.01	0	0	0	
PR-8-02-2100	Open Orders in a Hold Status > 90 Days	0	0	0.01	0	0.01	0	0.01	0	0	0	
POTS – Business												
PR-2 - Average Completed Interval												
PR-2-01-2110	Average Interval Completed – Total No Dispatch	0.78	1.4	0.65	1.43							
PR-2-03-2110	Average Interval Completed – Dispatch (1-5 Lines)	2.9	4.53	2.82	3.71							
POTS – Residence												
PR-2 - Average Completed Interval												
PR-2-01-2120	Average Interval Completed – Total No Dispatch	0.71	0	0.57	0.43							a,b
PR-2-03-2120	Average Interval Completed – Dispatch (1-5 Lines)	4.49	NA	4.55	11							b
POTS & Complex Aggregate												

Metric Number	Metric Name	September VZ	September CLEC	October VZ	October CLEC	November VZ	November CLEC	December VZ	December CLEC	January VZ	January CLEC	Notes
PR-2 - Average Completed Interval												
PR-2-18-2103	Average Interval Completed – Disconnects	2.92	2.19	2.72	3.37							
2-Wire Digital Services												
PR-2 - Average Completed Interval												
PR-2-01-2341	Average Interval Completed – Total No Dispatch	1.63	2.67	1.92	1.36							a
PR-2-02-2341	Average Interval Completed – Total Dispatch	5	NA	5.8	4							b
PR-4 - Missed Appointments												
PR-4-02-2341	Average Delay Days – Total	3.67	NA	6	NA	NA	NA	30	NA	2	NA	
PR-4-03-2341	% Missed Appointment – Customer	4.44	0	20.88	0	26.79	11.11		5.88		0	
PR-4-04-2341	% Missed Appointment – Verizon – Dispatch	5	NA	1.69	0	0	0	0	0	6.67	0	b,c,d,e
PR-4-05-2341	% Missed Appointment – Verizon – No Dispatch	0	0	0	0	0	0	0	0	0	0	a,c,e
PR-4-08-2341	% Missed Appt. – Customer – Late Order Conf.		0		0		0		0		0	a
PR-6 - Installation Quality												
PR-6-01-2341	% Install. Troubles Reported within 30 Days	0.28	0	1.27	0	0.88	0	0.85	0	0.37	0	
PR-6-03-2341	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	3.07	0	0.72	0	0.59	0		3.57		4.88	
PR-8 - Open Orders in a Hold Status												
PR-8-01-2341	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	a
PR-8-02-2341	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	a
Special Services - Provisioning												
PR-2 - Average Completed Interval												
PR-2-01-2200	Average Interval Completed – Total No Dispatch	10	2	10.5	1.67							a,b
PR-2-02-2200	Average Interval Completed – Total Dispatch	12.5	NA	10.45	NA							
PR-2-06-2200	Average Interval Completed – DS0	12.55	NA	14	5							b
PR-2-07-2200	Average Interval Completed – DS1	12.4	NA	8	NA							
PR-2-08-2200	Average Interval Completed – DS3	NA	NA	NA	NA							
PR-2-18-2200	Average Interval Completed – Disconnects	17.31	4	14.92	4.33							a,b
PR-4 - Missed Appointments												
PR-4-01-2200	% Missed Appointment – Verizon – Total											
PR-4-01-2210	% Missed Appointment – Verizon – DS0	8.33	0	0	0	0	NA	0	0	0	0	a,b,d,e
PR-4-01-2211	% Missed Appointment – Verizon – DS1	0	NA	0	NA	30	NA	66.67	NA	50	NA	
PR-4-01-2213	% Missed Appointment – Verizon – DS3	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
PR-4-01-2214	% Missed Appointment – Verizon – Special Other	0	0	0	0	0	0	0	0	0	0	a,b,c,d,e
PR-4-02-2200	Average Delay Days – Total	16	NA	NA	NA	89	NA	30	NA	6	NA	

Metric	Metric	September		October		November		December		January		Notes
Number	Name	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-4-03-2200	% Missed Appointment – Customer	8.33	0	44.44	0	42.5	50		0		0	
PR-4-08-2200	% Missed Appt. – Customer – Due to Late Order Conf.		0		0		0		0		0	a,b,c,d,e
PR-6- Installation Quality												
PR-6-01-2200	% Installation Troubles reported within 30 Days	0.59	0	0.36	0	2.09	0	12	0	0.91	0	a,b,c,d
PR-6-03-2200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	2.35	0	0.24	0	0.52	0		0		9.09	a,b,c,d
PR-8 - Open Orders in a Hold Status												
PR-8-01-2200	Open Orders in a Hold Status > 30 Days	12.5	0	11.11	0	2.5	0	0	0	0	0	a,b,c,d,e
PR-8-02-2200	Open Orders in a Hold Status > 90 Days	4.17	0	0	0	0	0	0	0	0	0	a,b,c,d,e
RESALE (MAINTENANCE)												
POTS – Maintenance												
MR-2 – Trouble Report Rate												
MR-2-02-2100	Network Trouble Report Rate – Loop	0.92	0.26	0.77	0.29	0.57	0.24	0.67	0.2	0.58	0.25	
MR-2-03-2100	Network Trouble Report Rate – Central Office	0.14	0.15	0.06	0.04	0.04	0.03	0.05	0.06	0.06	0.1	
MR-2-04-2100	% Subsequent Reports	11.59	9.64	10.31	0	11.71	1.92		3.92		2.9	
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	0.82	0.28	0.65	0.31	0.51	0.15		0.26		0.26	
MR-3 – Missed Repair Appointments												
MR-3-01-2110	% Missed Repair Appointment – Loop Bus.	16.4	9.76	10.75	8	10.65	13.95	13.94	5.56	16.72	4.76	
MR-3-01-2120	% Missed Repair Appointment – Loop Res.	9.27	0	7.58	0	8.44	0	8.24	0	8.01	0	a,b,c,d,e
MR-3-02-2110	% Missed Repair Appointment – Central Office Bus.	1.81	3.85	0	0	2.22	0	6.25	0	4.11	5.26	b,c
MR-3-02-2120	% Missed Repair Appointment – Central Office Res.	0.95	0	2.24	NA	5.21	0	3.54	NA	1.47	NA	a,c
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	4.12	3.92	4.08	7.02	2.85	0		2.08		0	
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	8.13	6.9	5.52	3.7							
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	39.38	20	40.16	33.33							a,b
MR-4 – Trouble Duration Intervals												
MR-4-01-2100	Mean Time To Repair – Total	17.29	7.62	15.5	6.64	17.03	7.97	18.6	8.33	16.74	8.92	
MR-4-02-2110	Mean Time To Repair – Loop Trouble - Bus.	10.36	7.9	11.02	7.38	8.24	8.64	11.32	10.46	10.37	11.29	
MR-4-02-2120	Mean Time To Repair – Loop Trouble - Res.	20.49	27.35	16.96	9.41	19.37	10.58	20.7	5.07	19.38	12.32	a,b,c,d,e
MR-4-03-2110	Mean Time To Repair – Central Office Trouble - Bus.	2.42	2.12	1.34	0.99	3.82	0.7	3.39	2.2	4.07	2.62	b,c
MR-4-03-2120	Mean Time To Repair – Central Office Trouble - Res.	4	1.02	4.66	NA	7.18	0.57	5.42	NA	6.05	NA	a,c
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	73.36	93.33	81.24	98.36	77.24	94.12	71.12	95.92	78.18	95.52	
MR-4-06-2100	% Out of Service > 4 Hours	75.66	42.59	80.36	37.78	79.97	41.94	82.35	40.74	81.7	69.23	
MR-4-07-2100	% Out of Service > 12 Hours	54.06	22.22	50.58	13.33	54.5	29.03	59.67	29.63	55.48	46.15	

Metric Number	Metric Name	September VZ	September CLEC	October VZ	October CLEC	November VZ	November CLEC	December VZ	December CLEC	January VZ	January CLEC	Notes
MR-4-08-2110	% Out of Service > 24 Hours - Bus.	5.3	0	4.55	2.38	2.81	6.9	8.09	7.41	5.95	5.88	
MR-4-08-2120	% Out of Service > 24 Hours - Res.	29.18	60	20.52	0	24.9	0	31.72	NA	26.66	0	a,b,c
MR-5 – Repeat Trouble Reports												
MR-5-01-2100	% Repeat Reports within 30 Days	15.94	8	14.64	9.84	13.37	9.8	13.86	6.12	13.56	13.43	
2-Wire Digital Services - Maintenance												
MR-2 – Trouble Report Rate												
MR-2-02-2341	Network Trouble Report Rate – Loop	0.48	0	0.79	0	1.18	1.2	0.23	0	0.36	0	
MR-2-03-2341	Network Trouble Report Rate – Central Office	0.38	0	0.23	0.65	0.32	1.2	0.27	0	0.36	0	
MR-2-04-2341	% Subsequent Reports	21.74	NA	21.43	0	13.16	20		NA		NA	b,c
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	2.42	1.38	2.32	3.25	1.59	0		3.77		5.29	
MR-3 – Missed Repair Appointments												
MR-3-01-2341	% Missed Repair Appointment – Loop	30	NA	17.65	NA	30.77	0	60	NA	37.5	NA	c
MR-3-02-2341	% Missed Repair Appointment – Central Office	0	NA	40	0	14.29	0	0	NA	25	NA	b,c
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	13.73	0	14	0	8.57	NA		0		0	a,b,d
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	20	NA	21.43	0							b
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	20	NA	33.33	NA							
MR-4 – Trouble Duration Intervals												
MR-4-01-2341	Mean Time To Repair – Total	9.49	NA	7.61	1.93	8.62	7.1	9.72	NA	15.42	NA	b,c
MR-4-02-2341	Mean Time To Repair – Loop Trouble	12.38	NA	8.48	NA	9.19	13.13	17.76	NA	12.1	NA	c
MR-4-03-2341	Mean Time To Repair – Central Office Trouble	5.87	NA	4.65	1.93	6.52	1.08	3.02	NA	18.75	NA	b,c
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	94.44	NA	95.45	100	93.94	100	90.91	NA	87.5	NA	b,c
MR-4-07-2341	% Out of Service > 12 Hours	40	NA	21.43	NA	35.71	0	40	NA	44.44	NA	c
MR-4-08-2341	% Out of Service > 24 Hours	10	NA	7.14	NA	7.14	0	10	NA	22.22	NA	c
MR-5 – Repeat Trouble Reports												
MR-5-01-2341	% Repeat Reports within 30 Days	5.56	NA	27.27	0	9.09	25	18.18	NA	18.75	NA	b,c
Special Services - Maintenance												
MR-2 – Trouble Report Rate												
MR-2-01-2200	Network Trouble Report Rate	0.2	0.19	0.18	0.14	0.17	0.14	0.14	0.09	0.12	0.19	
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	0.2	0.19	0.23	0.1	0.19	0.51		0.32		0.38	
MR-4 – Trouble Duration Intervals												
MR-4-01-2200	Mean Time To Repair – Total	5.25	5.2	5.04	4.31							a,b

Metric	Metric	September		October		November		December		January		Notes
Number	Name	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-4-01-2216	Mean Time To Repair – Total - Non DS0 & DS0					4.57	1.91	4.39	8.28	2.96	2.72	c,d,e
MR-4-01-2217	Mean Time To Repair – Total - DS1 & DS3					3.61	NA	4.61	NA	3.89	NA	
MR-4-04-2200	% Cleared (all troubles) within 24 Hours	100	100	97.83	100							a,b
MR-4-04-2216	% Cleared (all troubles) within 24 Hours - Non DS0 & DS0					100	100	100	100	100	100	c,d,e
MR-4-04-2217	% Cleared (all troubles) within 24 Hours - DS1 & DS3					100	NA	100	NA	100	NA	
MR-4-06-2200	% Out of Service > 4 Hours	46.15	50	40	50							a,b
MR-4-06-2216	% Out of Service > 4 Hours - Non DS0 & DS0					50	0	53.57	100	27.59	33.33	c,d,e
MR-4-06-2217	% Out of Service > 4 Hours - DS1 & DS3					38.46	NA	70	NA	20	NA	
MR-4-08-2200	% Out of Service > 24 Hours	0	0	2.22	0							a,b
MR-4-08-2216	% Out of Service > 24 Hours - Non DS0 & DS0					0	0	0	0	0	0	c,d,e
MR-4-08-2217	% Out of Service > 24 Hours - DS1 & DS3					0	NA	0	NA	0	NA	
MR-5 - Repeat Trouble Reports												
MR-5-01-2200	% Repeat Reports within 30 Days	25	75	21.74	66.67	21.28	66.67	21.05	50	11.76	50	a,b,c,d,e
UNE (ORDERING)												
Platform												
OR-1 - Order Confirmation Timeliness												
OR-1-02-3143	% On Time LSRC – Flow Through		100		100		86.67		100		100	
OR-1-04-3143	% On Time LSRC No Facility Check		100		100		100		100		100	a,b,c,d,e
OR-1-06-3143	% On Time LSRC/ASRC Facility Check		100		NA		100		100		NA	a,c,d
OR-2 - Reject Timeliness												
OR-2-02-3143	% On Time LSR Reject – Flow Through		100		90.91		100		100		100	c,e
OR-2-04-3143	% On Time LSR Reject No Facility Check		100		100		NA		100		100	a,b,d,e
OR-2-06-3143	% On Time LSR/ASR Reject Facility Check		NA		NA		100		NA		NA	c
OR-6 - Order Accuracy												
OR-6-01-3143	% Accuracy – Orders		97.64		93.4		90.28		100		UR	d
OR-6-02-3143	% Accuracy – Opportunities		99.75		98.97							
OR-6-03-3143	% Accuracy – LSRC		99.42		98.62		0		0		0	c,d,e
OR-7 - Order Completeness												
OR-7-01-3143	% Order Confirmation/Rejects sent within 3 Business Days		100		100		100		100		100	
Loop/Pre-qualified Complex/LNP												
OR-1 - Order Confirmation Timeliness												
OR-1-02-3331	% On Time LSRC – Flow Through		100		100		100		100		98.65	

Metric Number	Metric Name	September VZ	September CLEC	October VZ	October CLEC	November VZ	November CLEC	December VZ	December CLEC	January VZ	January CLEC	Notes
OR-1-04-3331	% On Time LSRC No Facility Check		91.89		100		98.41		100		100	
OR-1-06-3331	% On Time LSRC/ASRC Facility Check		100		100		100		96.43		97.22	
OR-2 - Reject Timeliness												
OR-2-02-3331	% On Time LSR Reject – Flow Through		100		100		100		100		100	
OR-2-04-3331	% On Time LSR Reject No Facility Check		93.94		100		100		100		100	
OR-2-06-3331	% On Time LSR/ASR Reject Facility Check		100		100		100		100		100	a,b
OR-6 - Order Accuracy												
OR-6-01-3331	% Accuracy - Orders						95.47		99.26		98.37	
OR-6-01-3332	% Accuracy - Orders		98.56		98.27							
OR-6-02-3332	% Accuracy – Opportunities		99.79		99.63							
OR-6-03-3331	% Accuracy – LSRC						0.78		0		1.15	
OR-6-03-3332	% Accuracy – LSRC		99.74		99.54							
OR-7 - Order Completeness												
OR-7-01-3331	% Order Confirmation/Rejects sent within 3 Business Days		99.35		100		100		99.27		100	
2 Wire Digital Services												
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification												
OR-1-04-3341	% On Time LSRC No Facility Check		100		100		NA		NA		NA	a,b
OR-1-06-3341	% On Time LSRC/ASRC Facility Check		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness – Requiring Loop Qualification												
OR-2-04-3341	% On Time LSR Reject No Facility Check		NA		NA		NA		NA		NA	
OR-2-06-3341	% On Time LSR/ASR Reject Facility Check		NA		NA		NA		NA		NA	
2 Wire xDSL Loops												
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification												
OR-1-04-3342	% On Time LSRC - No Facility Check		100		100		100		100		100	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness – Requiring Loop Qualification												
OR-2-04-3342	% On Time LSR Reject- No Facility Check		100		100		100		100		100	a,b,c,d,e
OR-2-06-3342	% On Time LSR/ASR Reject Facility Check		NA		NA		NA		NA		NA	
2 Wire xDSL Line Sharing												
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification												
OR-1-04-3343	% On Time LSRC/ASRC- No Facility Check		NA		NA							

Metric	Metric	September		October		November		December		January		Notes
Number	Name	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-1-06-3343	% On Time LSRC/ASRC - Facility Check		NA		NA							
OR-2 - Reject Timeliness - Requiring Loop Qualification												
OR-2-04-3343	% On Time LSR/ASR Reject- No Facility Check		NA		NA							
OR-2-06-3343	% On Time LSR/ASR Reject Facility Check		NA		NA							
2 Wire xDSL Line Sharing & Line Splitting												
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification												
OR-1-04-3340	% On Time LSRC - No Facility Check						NA		NA		NA	
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check						NA		NA		NA	
OR-2 - Reject Timeliness - Requiring Loop Qualification												
OR-2-04-3340	% On Time LSR Reject- No Facility Check						NA		NA		NA	
OR-2-06-3340	% On Time LSR/ASR Reject Facility Check						NA		NA		NA	
POTS / Special Services – Aggregate												
OR-3 - Percent Rejects												
OR-3-01-3000	% Rejects (ASRs + LSRs)		55.09		40.74		37.63		31.52		27.13	
OR-4 - Timeliness of Completion Notification												
OR-4-02-3000	Completion Notice (BCN) – % On Time		100		96							
OR-4-05-3000	Work Completion Notice (PCN) – % On Time		100		100							
OR-5 - Percent Flow-Through												
OR-5-01-3000	% Flow Through - Total		45.11		57.97		50.22		55.65		47.7	
OR-5-03-3000	% Flow Through Achieved		85.57		90.91		91.34		90.14		85.44	
Special Services - Electronically Submitted												
OR-1 - Order Confirmation Timeliness (ASRs + LSRs)												
OR-1-04-3210	% On Time LSRC No Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-04-3211	% On Time LSRC No Facility Check DS1		NA		NA		NA		NA		NA	
OR-1-04-3213	% On Time LSRC No Facility Check DS3		NA		NA		NA		NA		NA	
OR-1-04-3214	% On Time LSRC No Facility Check (Non DS0, DS1, & DS3)		NA		NA		100		100		94.74	
OR-1-06-3210	% On Time LSRC/ASRC Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-06-3211	% On Time LSRC/ASRC Facility Check DS1		100		88.24		100		100		75	a
OR-1-06-3213	% On Time LSRC/ASRC Facility Check DS3		87.5		100		100		50		71.43	a,b,c,d,e
OR-1-06-3214	% On Time LSRC/ASRC Facility Check (Non DS0, DS1 & DS3)		NA		NA		100		100		100	c,d,e
OR-2 - Reject Timeliness (ASRs + LSRs)												

Metric	Metric	September		October		November		December		January		Notes
Number	Name	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-2-04-3200	% On Time LSR Reject No Facility Check		NA		NA		100		100		100	c,d,e
OR-2-06-3200	% On Time LSR/ASR Reject Facility Check		100		100		100		100		100	c,e
Special Services - FAX/MAIL Submitted												
OR-1 - Order Confirmation Timeliness												
OR-1-08-3210	% On Time ASRC No Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-08-3211	% On Time ASRC No Facility Check DS1		NA		NA							
OR-1-08-3213	% On Time ASRC No Facility Check DS3		NA		NA							
OR-1-08-3214	% On Time ASRC No Facility Check (Non DS0, DS1 & DS3)		NA		NA							
OR-1-10-3210	% On Time ASRC Facility Check DS0		NA		NA							
OR-1-10-3211	% On Time ASRC Facility Check DS1		NA		NA		NA		NA		NA	
OR-1-10-3213	% On Time ASRC Facility Check DS3		NA		NA		NA		NA		NA	
OR-1-10-3214	% On Time ASRC Facility Check (Non DS0, DS1 & DS3)		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness												
OR-2-08-3200	% On Time ASR Reject No Facility Check		NA		NA		NA		NA		NA	
OR-2-10-3200	% On Time ASR Reject Facility Check		NA		NA		NA		NA		NA	
UNE (PROVISIONING)												
POTS - Provisioning												
PR-2 - Average Completed Interval												
PR-2-01-3111	Av. Completed Interval - Total No Dispatch – Hot Cut Loop		NA		5							b
PR-2-01-3122	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	0.78	NA	0.65	NA							
PR-2-01-3140	Av. Completed Interval - Total No Dispatch - Platform	0.78	0.45	0.65	0.22							
PR-2-03-3112	Av. Completed Interval - Dispatch (1-5 Lines) – Loop	2.9	NA	2.82	NA							
PR-2-03-3140	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	2.9	NA	2.82	3							b
PR-2-04-3112	Av. Completed Interval - Dispatch (6-9 Lines) – Loop	3.5	NA	3.2	NA							
PR-2-04-3140	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	3.5	NA	3.2	NA							
PR-2-05-3112	Av. Completed Interval - Dispatch (>= 10 Lines) – Loop	NA	NA	5	NA							
PR-2-05-3140	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	NA	NA	5	NA							
PR-4 - Missed Appointments												
PR-4-02-3100	Average Delay Days – Total	8.25	NA	10.69	NA	7.82	NA	6.13	NA	7.14	3	
PR-4-03-3100	% Missed Appt. – Customer	1.7	0	1.48	0	1.29	0		0		2.5	

Metric	Metric	September		October		November		December		January		Notes
Number	Name	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-4-04-3113	% Missed Appt. – Verizon – Dispatch - Loop New	9.1	0	6.41	NA	10.86	0	11.64	0	7.42	6.67	a,c
PR-4-04-3140	% Missed Appt. – Verizon – Dispatch - Platform	9.1	0	6.41	0	10.86	0	11.64	0	7.42	0	a,b,c,d,e
PR-4-04-3520	% Missed Appt. – Verizon – Dispatch - Hot Cut Loop	9.1	0	6.41	0							a,b
PR-4-05-3111	% Missed Appt. – Verizon – No Dispatch - Hot Cut Loop	0.28	0	0.04	0							a,b
PR-4-05-3121	% Missed Appt. – Verizon – No Dispatch – Other	0.28	NA	0.04	NA							
PR-4-05-3140	% Missed Appt. – Verizon – No Dispatch - Platform	0.28	0	0.04	0	0.07	0	0.03	0	0.02	0	
PR-6 - Installation Quality												
PR-6-01-3100	% Installation Troubles reported within 30 Days - Loop	2.59	0	2.31	0							
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop					1.98	1.11	2.27	3.23	1.87	0.93	
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	2.59	0	2.31	0	1.98	0	2.27	2.29	1.87	0	
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	1.47	0	1.41	0							
PR-6-02-3121	% Installation Troubles reported within 7 Days - Platform	1.47	0	1.41	0							
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop		0		0		0		0		0	a
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE – Loop	2.28	0	2.19	0	1.88	2.22		0		0	
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE – Platform	2.28	2.56	2.19	0	1.88	0		0		0	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	0.02	0	0.01	0	0.01	0	0.01	0	0	0	
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	0	0	0.01	0	0.01	0	0.01	0	0	0	
PR-9-01-3520	% On Time Performance – Hot Cut		100		100		100		100		100	a,b
PR-9-08-3520	Average Duration of Service Interruption		NA		NA		NA		NA		NA	

POTS & Complex Aggregate												
2-Wire Digital Services												
PR-2 - Average Completed Interval												
PR-2-01-3341	Av. Interval Completed – Total No Dispatch	1.63	NA	1.92	NA							
PR-2-02-3341	Av. Interval Completed – Total Dispatch	5	NA	5.8	NA							
PR-4 - Missed Appointments												

Metric	Metric	September		October		November		December		January		Notes
Number	Name	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-4-02-3341	Average Delay Days – Total	3.67	NA	6	NA	NA	NA	30	NA	2	NA	
PR-4-03-3341	% Missed Appointment – Customer	4.44	0	20.88	0	26.79	NA		NA		NA	
PR-4-04-3341	% Missed Appointment – Verizon – Dispatch	5	0	1.69	0	0	NA	0	NA	6.67	NA	a,b
PR-4-05-3341	% Missed Appointment – Verizon – No Dispatch	0	NA	0	NA	0	NA	0	NA	0	NA	
PR-6 - Installation Quality												
PR-6-01-3341	% Install. Troubles Reported within 30 Days	0.28	0	1.27	0	3.51	NA	4.16	NA	3.74	NA	a,b
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	3.07	0	0.72	0	0.59	NA		NA		NA	a,b
PR-8 - Open Orders in a Hold Status												
PR-8-01-3341	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	NA	0	NA	0	NA	a,b
PR-8-02-3341	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	NA	0	NA	0	NA	a,b
2-Wire xDSL Loops												
PR-2 - Average Completed Interval												
PR-2-01-3342	Av. Interval Completed – Total No Dispatch		NA		NA							
PR-2-02-3342	Av. Interval Completed – Total Dispatch		6		7.67							a,b
PR-4 - Missed Appointments												
PR-4-02-3342	Average Delay Days – Total	16	2	NA	3.5	NA	NA	NA	NA	NA	NA	a,b
PR-4-03-3342	% Missed Appointment – Customer	0.43	3.57	0	0	0.86	0		0		0	
PR-4-04-3342	% Missed Appointment – Verizon – Dispatch		0		0		0		0		0	
PR-4-14-3342	% Completed On Time (with Serial Number)		NA		NA		NA		NA		NA	
PR-6 - Installation Quality												
PR-6-01-3342	% Install. Troubles Reported within 30 Days	2.59	0	2.31	0	3.51	2.63	4.16	0	3.74	3.85	
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	2.4	0	2.28	10.81	1.96	2.63		7.14		0	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3342	Open Orders in a Hold Status > 30 Days	8.33	0	11.11	0	0	0	0	0	0	0	
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	8.33	0	0	0	0	0	0	0	0	0	
2-Wire xDSL Line Sharing												
PR-2 - Average Completed Interval												
PR-2-01-3343	Av. Interval Completed – Total No Dispatch	3.02	NA	2.97	NA							
PR-2-02-3343	Av. Interval Completed – Total Dispatch	3	NA	3.13	NA							
PR-4 - Missed Appointments												
PR-4-02-3343	Average Delay Days – Total	2	NA	NA	NA	3	NA	NA	NA	1	NA	

Metric Number	Metric Name	September VZ	September CLEC	October VZ	October CLEC	November VZ	November CLEC	December VZ	December CLEC	January VZ	January CLEC	Notes
PR-4-03-3343	% Missed Appointment – Customer	0.43	NA	0	NA	0.86	NA		NA		NA	
PR-4-04-3343	% Missed Appointment – Verizon – Dispatch	0	NA	0	NA	0	NA	0	NA	0	NA	
PR-4-05-3343	% Missed Appointment – Verizon – No Dispatch	0.88	NA	0	NA	0.31	NA	0	NA	0.34	NA	
PR-6 - Installation Quality												
PR-6-01-3343	% Install. Troubles Reported within 30 Days	0.43	NA	0.33	NA	0.29	NA	0.25	NA	0.65	NA	
PR-6-03-3343	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	2.99	NA	4	NA	2.58	NA		NA		NA	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3343	Open Orders in a Hold Status > 30 Days	0	NA	0	NA	0	NA	0	NA	0	NA	
PR-8-02-3343	Open Orders in a Hold Status > 90 Days	0	NA	0	NA	0	NA	0	NA	0	NA	
2-Wire xDSL Line Splitting												
PR-4 Missed Appointments												
PR-4-02-3345	Average Delay Days – Total					3	NA	NA	NA	1	NA	
PR-4-04-3345	% Missed Appointment – Verizon – Dispatch					0	NA	0	NA	0	NA	
PR-4-05-3345	% Missed Appointment – Verizon – No Dispatch					0.31	NA	0	NA	0.34	NA	
PR-6 - Installation Quality												
PR-6-01-3345	% Install. Troubles Reported within 30 Days					0.29	NA	0.25	NA	0.65	NA	
PR-6-03-3345	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE					2.58	NA		NA		NA	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3345	Open Orders in a Hold Status > 30 Days					0	NA	0	NA	0	NA	
PR-8-02-3345	Open Orders in a Hold Status > 90 Days					0	NA	0	NA	0	NA	
Special Services - Provisioning												
PR-2 - Average Completed Interval												
PR-2-01-3200	Av. Interval Completed – Total No Dispatch	10	NA	10.5	22.17							b
PR-2-02-3200	Av. Interval Completed – Total Dispatch	12.5	14	10.45	28.5							a,b
PR-2-06-3200	Av. Interval Completed – DS0	12.55	NA	14	7.5							b
PR-2-07-3200	Av. Interval Completed – DS1	12.4	12.33	8	11							a,b
PR-2-08-3200	Av. Interval Completed – DS3	NA	NA	NA	NA							
PR-2-09-3512	Av. Interval Completed – Total - EEL – Loop		19		48							a,b
PR-4 - Missed Appointments												
PR-4-01-3200	% Missed Appointment – Verizon – Total											
PR-4-01-3210	% Missed Appointment – Verizon – DS0	8.33	NA	0	NA	0	0	0	NA	0	NA	c

Metric	Metric	September		October		November		December		January		Notes
Number	Name	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-4-01-3211	% Missed Appointment – Verizon – DS1	0	0	0	0	30	0	66.67	0	50	14.29	a,b,c,d,e
PR-4-01-3213	% Missed Appointment – Verizon – DS3	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
PR-4-01-3214	% Missed Appointment – Verizon – Special Other	0	NA	0	NA	0	NA	0	NA	0	NA	
PR-4-01-3510	% Missed Appointment – Verizon – Total - EEL	0	33.33	0	16.67	30	25	66.67	0	50	0	a,b,c,d,e
PR-4-01-3530	% Missed Appointment – Verizon – Total- IOF	NA	0	NA	60	NA	NA	NA	0	NA	50	a,b,d,e
PR-4-02-3200	Average Delay Days – Total	16	NA	NA	1	89	NA	30	NA	6	21	b
PR-4-02-3510	Average Delay Days – Total - EEL	NA	1	NA	26	89	49	30	NA	6	NA	a,b,c
PR-4-02-3530	Average Delay Days – Total - IOF	NA	NA	NA	21	NA	NA	NA	NA	NA	72	b
PR-4-03-3200	% Missed Appointment – Customer	8.33	25	44.44	10	42.5	66.67		90		63.64	
PR-4-03-3510	% Missed Appointment – Customer - EEL	NA	66.67	NA	33.33	20	0		100		33.33	
PR-4-08-3200	% Missed Appt. – Customer – Late Order Conf.		0		0		14.29		0		0	a,c
PR-6 - Installation Quality												
PR-6-01-3200	% Installation Troubles reported within 30 Days	0.59	0	0.36	6.25	2.09	28.57	12	7.69	0.91	0	a,c
PR-6-03-3200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	2.35	0	0.24	0	0.52	0		0		0	a,c
PR-8 - Open Orders in a Hold Status												
PR-8-01-3200	Open Orders in a Hold Status > 30 Days	12.5	0	11.11	0	2.5	0	0	0	0	0	a,b,c,d,e
PR-8-02-3200	Open Orders in a Hold Status > 90 Days	4.17	0	0	0	0	0	0	0	0	0	
UNE (MAINTENANCE)												
Maintenance - POTS Loop												
MR-2 - Trouble Report Rate												
MR-2-02-3550	Network Trouble Report Rate – Loop	0.92	0	0.77	0.21	0.57	0.4	0.67	0.74	0.58	0.33	
MR-2-03-3550	Network Trouble Report Rate – Central Office	0.14	0	0.06	0	0.04	0.2	0.05	0	0.06	0	
MR-3 - Missed Repair Appointments												
MR-3-01-3550	% Missed Repair Appointment – Loop	10.14	NA	7.91	0	8.84	0	8.94	0	9.36	0	b,c,d,e
MR-3-02-3550	% Missed Repair Appointment – Central Office	1.24	NA	1.58	NA	4.26	0	4.35	NA	2.39	NA	c
MR-4 - Trouble Duration Intervals												
MR-4-01-3550	Mean Time To Repair – Total	17.29	NA	15.5	0.68	17.03	7.11	18.6	5.2	16.74	2.91	b,c,d,e
MR-4-02-3550	Mean Time To Repair – Loop Trouble	19.44	NA	16.36	0.68	17.83	8.35	19.59	5.2	17.97	2.91	b,c,d,e
MR-4-03-3550	Mean Time To Repair – Central Office Trouble	3.46	NA	3.68	NA	6.11	4.62	4.81	NA	5.36	NA	c
MR-4-07-3550	% Out of Service > 12 Hours	54.06	NA	50.58	0	54.5	50	59.67	0	55.48	0	b,c,d,e
MR-4-08-3550	% Out of Service > 24 Hours	25.77	NA	18.83	0	21.65	0	28.76	0	23.04	0	b,c,d,e

Metric Number	Metric Name	September VZ	September CLEC	October VZ	October CLEC	November VZ	November CLEC	December VZ	December CLEC	January VZ	January CLEC	Notes
MR-5 - Repeat Trouble Reports												
MR-5-01-3550	% Repeat Reports within 30 Days	15.94	NA	14.64	0	13.37	0	13.86	25	13.56	0	b,c,d,e
Maintenance - POTS Platform												
MR-2 - Trouble Report Rate												
MR-2-02-3140	Network Trouble Report Rate – Platform	0.92	0.5	0.77	0.64	0.57	1.11	0.67	1.13	0.58	0.18	
MR-2-03-3140	Network Trouble Report Rate – Central Office	0.14	0.17	0.06	0	0.04	0	0.05	0.19	0.06	0	
MR-2-04-3140	% Subsequent Reports	11.59	20	10.31	0	11.71	0		22.22		0	a,b,c,e
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate	0.82	0.66	0.65	0.32	0.51	0.16		0.57		0.54	
MR-3 - Missed Repair Appointments												
MR-3-01-3144	% Missed Repair Appointment – Platform Bus.	16.4	33.33	10.75	0	10.65	0	13.94	0	16.72	100	a,b,c,d,e
MR-3-01-3145	% Missed Repair Appointment – Platform Res.	9.27	NA	7.58	0	8.44	0	8.24	0	8.01	NA	b,c,d
MR-3-02-3144	% Missed Repair Appointment – Central Office Bus.	1.81	0	0	NA	2.22	NA	6.25	NA	4.11	NA	a
MR-3-02-3145	% Missed Repair Appointment – Central Office Res.	0.95	NA	2.24	NA	5.21	NA	3.54	0	1.47	NA	d
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform	4.12	0	4.08	0	2.85	0		0		0	a,b,c,d,e
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch	8.13	25	5.52	0							a,b
MR-3-05-3140	% Missed Repair Appointment - Double Dispatch	39.38	NA	40.16	NA							
MR-4 - Trouble Duration Intervals												
MR-4-01-3140	Mean Time To Repair – Total	17.29	8.5	15.5	4.02	17.03	10.31	18.6	7.76	16.74	23.73	a,b,c,d,e
MR-4-02-3144	Mean Time To Repair – Loop Trouble - Platform - Bus.	10.36	11.08	11.02	2.9	8.24	6.4	11.32	6.77	10.37	23.73	a,b,c,d,e
MR-4-02-3145	Mean Time To Repair – Loop Trouble - Platform - Res.	20.49	NA	16.96	5.15	19.37	15.54	20.7	12.36	19.38	NA	b,c,d
MR-4-03-3144	Mean Time To Repair – Central Office Trouble - Bus.	2.42	0.73	1.34	NA	3.82	NA	3.39	NA	4.07	NA	a
MR-4-03-3145	Mean Time To Repair – Central Office Trouble - Res.	4	NA	4.66	NA	7.18	NA	5.42	2.5	6.05	NA	d
MR-4-04-3140	% Cleared (all troubles) within 24 Hours	73.36	100	81.24	100	77.24	100	71.12	100	78.18	100	a,b,c,d,e
MR-4-06-3140	% Out of Service > 4 Hours	75.66	33.33	80.36	33.33	79.97	50	82.35	40	81.7	NA	a,b,c,d
MR-4-07-3140	% Out of Service > 12 Hours	54.06	33.33	50.58	0	54.5	50	59.67	40	55.48	NA	a,b,c,d
MR-4-08-3144	% Out of Service > 24 Hours - Bus.	5.3	0	4.55	0	2.81	0	8.09	0	5.95	NA	a,b,c,d
MR-4-08-3145	% Out of Service > 24 Hours - Res.	29.18	NA	20.52	0	24.9	0	31.72	0	26.66	NA	b,c,d
MR-5 - Repeat Trouble Reports												
MR-5-01-3140	% Repeat Reports within 30 Days	15.94	0	14.64	0	13.37	0	13.86	28.57	13.56	0	a,b,c,d,e
2-Wire Digital Services - Maintenance												
MR-2 - Trouble Report Rate												

Metric	Metric	September		October		November		December		January		Notes
Number	Name	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-2-02-3341	Network Trouble Report Rate - Loop	0.48	0	0.79	0	0.58	0	0.67	0	0.58	0	a,b,c,d,e
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.38	0	0.23	0	0.04	0	0.05	0	0.06	0	a,b,c,d,e
MR-2-04-3341	% Subsequent Reports	21.74	NA	21.43	NA	11.74	NA		NA		NA	
MR-3 - Missed Repair Appointments												
MR-3-01-3341	% Missed Repair Appointment – Loop	30	NA	17.65	NA	9.13	NA	9.05	NA	9.47	NA	
MR-3-02-3341	% Missed Repair Appointment – Central Office	0	NA	40	NA	4.73	NA	4.19	NA	3.23	NA	
MR-4 - Trouble Duration Intervals												
MR-4-01-3341	Mean Time To Repair - Total	9.49	NA	7.61	NA	16.9	NA	18.56	NA	16.73	NA	
MR-4-02-3341	Mean Time To Repair - Loop Trouble	12.38	NA	8.48	NA	17.72	NA	19.59	NA	17.94	NA	
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	5.87	NA	4.65	NA	6.13	NA	4.75	NA	5.85	NA	
MR-4-07-3341	% Out of Service > 12 Hours	40	NA	21.43	NA	54.34	NA	59.56	NA	55.42	NA	
MR-4-08-3341	% Out of Service > 24 Hours	10	NA	7.14	NA	21.52	NA	28.66	NA	23.03	NA	
MR-5 - Repeat Trouble Reports												
MR-5-01-3341	% Repeat Reports within 30 Days	5.56	NA	27.27	NA	13.3	NA	13.88	NA	13.59	NA	
2-Wire xDSL Loops - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-3342	Network Trouble Report Rate - Loop	0.17	0	0.15	0.44	0.58	0.38	0.67	0.35	0.58	0.32	
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.06	0	0	0.44	0.04	0	0.05	0.35	0.06	0	
MR-3 - Missed Repair Appointments												
MR-3-01-3342	% Missed Repair Appointment – Loop	0	NA	0	0	9.13	0	9.05	0	9.47	0	b,c,d,e
MR-3-02-3342	% Missed Repair Appointment – Central Office	0	NA	0	0	4.73	NA	4.19	0	3.23	NA	b,d
MR-4 - Trouble Duration Intervals												
MR-4-02-3342	Mean Time To Repair - Loop Trouble	7.72	NA	19.59	2.9	17.72	1.6	19.59	0.02	17.94	4.55	b,c,d,e
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	11.08	NA	14.98	1.6	6.13	NA	4.75	1.82	5.85	NA	b,d
MR-4-07-3342	% Out of Service > 12 Hours	25	NA	100	0	54.34	0	59.56	0	55.42	0	b,c,d,e
MR-4-08-3342	% Out of Service > 24 Hours	0	NA	0	0	21.52	0	28.66	0	23.03	0	b,c,d,e
MR-5 - Repeat Trouble Reports												
MR-5-01-3342	% Repeat Reports within 30 Days	40	NA	75	33.33	13.3	50	13.88	0	13.59	0	b,c,d,e
2-Wire xDSL Line Sharing - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-3343	Network Trouble Report Rate - Loop	0.17	NA	0.15	NA	0.27	NA	0.08	NA	0.12	NA	

Metric	Metric	September		October		November		December		January		Notes
Number	Name	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-2-03-3343	Network Trouble Report Rate - Central Office	0.06	NA	0	NA	0	NA	0	NA	0	NA	
MR-3 - Missed Repair Appointments												
MR-3-01-3343	% Missed Repair Appointment – Loop	0	NA	0	NA	0	NA	33.33	NA	0	NA	
MR-3-02-3343	% Missed Repair Appointment – Central Office	0	NA	0	NA	0	NA	NA	NA	0	NA	
MR-4 - Trouble Duration Intervals												
MR-4-02-3343	Mean Time To Repair - Loop Trouble	7.72	NA	19.59	NA	16.36	NA	9.95	NA	4.21	NA	
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	11.08	NA	14.98	NA	25.88	NA	NA	NA	12.78	NA	
MR-4-04-3343	% Cleared (all troubles) within 24 Hours	100	NA	100	NA	57.14	NA	100	NA	100	NA	
MR-4-07-3343	% Out of Service > 12 Hours	25	NA	100	NA	71.43	NA	33.33	NA	40	NA	
MR-4-08-3343	% Out of Service > 24 Hours	0	NA	0	NA	42.86	NA	0	NA	0	NA	
MR-5 - Repeat Trouble Reports												
MR-5-01-3343	% Repeat Reports within 30 Days	40	NA	75	NA	85.71	NA	66.67	NA	60	NA	
2-Wire xDSL Line Splitting - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-3345	Network Trouble Report Rate - Loop					0.27	NA	0.08	NA	0.12	NA	
MR-2-03-3345	Network Trouble Report Rate - Central Office					0	NA	0	NA	0	NA	
MR-3 - Missed Repair Appointments												
MR-3-01-3345	% Missed Repair Appointment – Loop					0	NA	33.33	NA	0	NA	
MR-3-02-3345	% Missed Repair Appointment – Central Office					0	NA	NA	NA	0	NA	
MR-4 - Trouble Duration Intervals												
MR-4-02-3345	Mean Time To Repair - Loop Trouble					16.36	NA	9.95	NA	4.21	NA	
MR-4-03-3345	Mean Time To Repair - Central Office Trouble					25.88	NA	NA	NA	12.78	NA	
MR-4-04-3345	% Cleared (all troubles) within 24 Hours					57.14	NA	100	NA	100	NA	
MR-4-07-3345	% Out of Service > 12 Hours					71.43	NA	33.33	NA	40	NA	
MR-4-08-3345	% Out of Service > 24 Hours					42.86	NA	0	NA	0	NA	
MR-5 - Repeat Trouble Reports												
MR-5-01-3345	% Repeat Reports within 30 Days					85.71	NA	66.67	NA	60	NA	
Special Services - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-01-3200	Network Trouble Report Rate	0.2	0	0.18	1.89	0.17	2.56	0.14	1.6	0.12	0	
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate	0.2	0	0.23	1.89	0.19	0		0.8		1.5	
MR-4 - Trouble Duration Intervals												
MR-4-01-3200	Mean Time To Repair – Total	5.25	NA	5.04	5.36							b

Metric Number	Metric Name	September VZ	September CLEC	October VZ	October CLEC	November VZ	November CLEC	December VZ	December CLEC	January VZ	January CLEC	Notes
MR-4-01-3216	Mean Time To Repair – Total - Non DS0 & DS0					4.57	NA	4.39	NA	2.96	NA	
MR-4-01-3217	Mean Time To Repair – Total - DS1 & DS3					3.61	9.77	4.61	4.42	3.89	NA	c,d
MR-4-04-3200	% Cleared (all troubles) within 24 Hours	100	NA	97.83	100							b
MR-4-04-3216	% Cleared (all troubles) within 24 Hours - Non DS0 & DS0					100	NA	100	NA	100	NA	
MR-4-04-3217	% Cleared (all troubles) within 24 Hours - DS1 & DS3					100	100	100	100	100	NA	c,d
MR-4-06-3200	% Out of Service > 4 Hours	46.15	NA	40	50							b
MR-4-06-3216	% Out of Service > 4 Hours - Non DS0 & DS0					50	NA	53.57	NA	27.59	NA	
MR-4-06-3217	% Out of Service > 4 Hours - DS1 & DS3					38.46	100	70	100	20	NA	c,d
MR-4-08-3200	% Out of Service > 24 Hours	0	NA	2.22	0							b
MR-4-08-3216	% Out of Service > 24 Hours - Non DS0 & DS0					0	NA	0	NA	0	NA	
MR-4-08-3217	% Out of Service > 24 Hours - DS1 & DS3					0	0	0	0	0	NA	c,d
MR-5 - Repeat Trouble Reports												
MR-5-01-3200	% Repeat Reports within 30 Days	25	NA	21.74	0	21.28	0	21.05	0	11.76	NA	b,c,d
TRUNKS												
ORDERING												
OR 1 - Order Confirmation Timeliness												
OR-1-12-5020	% On Time FOC (<= 192 Forecasted Trunks)		NA		NA		NA		NA		NA	
OR-1-12-5030	% On Time FOC (> 192 and Unforecasted Trunks)		NA		NA		100		100		100	c,d,e
OR-1-13-5020	% On Time Design Layout Record (DLR)		NA		NA		100		100		100	c,d,e
OR-1-19-5020	% On Time Resp. - Request for Inbound Augment Trunks (<= 192 Forecasted Trunks)		NA		100		100		100		100	b,c,d,e
OR-1-19-5030	% On Time Resp. - Request for Inbound Augment Trunks (> 192 Forecasted Trunks)		100		NA		NA		NA		NA	a
OR-2 - Reject Timeliness												
OR-2-11-5000	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)		NA		NA							
OR-2-12-5000	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)		NA		NA		NA		NA		NA	
PROVISIONING												
PR-1 - Average Interval Offered												
PR-1-09-5020	Av. Interval Offered – Total (<= 192 Forecasted Trunks)	25	NA	NA	NA	NA	NA	18	NA	18	NA	
PR-1-09-5030	Av. Interval Offered – Total (> 192 & Unforecasted Trunks)	NA	NA	NA	NA	18	NA	NA	NA	15.67	NA	
PR-2 - Average Interval Completed												
PR-2-09-5020	Av. Interval Completed – Total (<= 192 Forecasted Trunks)	NA	NA	NA	NA							

Metric Number	Metric Name	September VZ	September CLEC	October VZ	October CLEC	November VZ	November CLEC	December VZ	December CLEC	January VZ	January CLEC	Notes
PR-2-09-5030	Av. Interval Completed – Total (> 192 & Unforecasted Trunks)	NA	NA	NA	NA							
PR-4 - Missed Appointment												
PR-4-01-5000	% Missed Appointment – Verizon – Total	0	0	0.43	0	0	0	0	0	0	0	
PR-4-02-5000	Average Delay Days - Total	NA	NA	14	NA	NA	NA	NA	NA	NA	NA	
PR-4-03-5000	% Missed Appointment – Customer	7.32	0	20.6	28.57	13.75	38.78		38.83		70.3	
PR-4-07-3540	% On Time Performance – LNP Only		100		100		100		96.97		100	
PR-5 – Facility Missed Orders												
PR-5-01-5000	% Missed Appointment – Verizon – Facilities	0	NA	0	NA	0	0	0	0	0	0	
PR-5-02-5000	% Orders Held for Facilities > 15 Days	0	NA	0	NA	0	0	0	0	0	0	
PR-5-03-5000	% Orders Held for Facilities > 60 Days	0	NA	0	NA	0	0	0	0	0	0	
PR-6 – Installation Quality												
PR-6-01-5000	% Installation Troubles reported within 30 Days	0	0	0	0	0	0	0	0.11	0	0.04	
PR-6-03-5000	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	0	0	0	0	0	0		0		0	
PR-8 – Open Orders in a Hold Status												
PR-8-01-5000	Open Orders in a Hold Status > 30 Days	0	0	0	0	1.72	0	11.58	0	7.08	0	
PR-8-02-5000	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	11.58	0	4.18	0	
MAINTENANCE												
MR-2 – Trouble Report Rate												
MR-2-01-5000	Network Trouble Report Rate	0	0	0	0	0	0	0	0.02	0	0.03	
MR-4 – Trouble Duration Intervals												
MR-4-01-5000	Mean Time To Repair – Total	NA	NA	NA	NA	NA	NA	NA	1.22	NA	2.06	d,e
MR-4-04-5000	% Cleared (all troubles) within 24 Hours	NA	NA	NA	NA	NA	NA	NA	100	NA	100	d,e
MR-4-05-5000	% Out of Service > 2 Hours	NA	NA	NA	NA	NA	NA	NA	0	NA	33.33	d,e
MR-4-06-5000	% Out of Service > 4 Hours	NA	NA	NA	NA	NA	NA	NA	0	NA	0	d,e
MR-4-07-5000	% Out of Service > 12 Hours	NA	NA	NA	NA	NA	NA	NA	0	NA	0	d,e
MR-4-08-5000	% Out of Service > 24 Hours	NA	NA	NA	NA	NA	NA	NA	0	NA	0	d,e
MR-5 – Repeat Trouble Report Rates												
MR-5-01-5000	% Repeat Reports within 30 Days	NA	NA	NA	NA	NA	NA	NA	0	NA	0	d,e
NETWORK PERFORMANCE												
NP-1 – Percent Final Trunk Group Blockage												
NP-1-01-5000	% Final Trunk Groups Exceeding Blocking Standard	6.67	0	0	0	0	0	0	0	0	0	a,b
NP-1-02-5000	% FTG Exceeding Blocking Std. –(No Exceptions)	6.67	0	0	0	0	0	0	0	0	9.09	a,b

Metric	Metric	September		October		November		December		January		Notes
Number	Name	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
NP-1-03-5000	Number FTG Exceeding Blocking Std. – 2 Months		0		0		0		0		0	a,b
NP-1-04-5000	Number FTG Exceeding Blocking Std. – 3 Months		0		0		0		0		0	a,b
NP-2 – Collocation Performance - New												
NP-2-01-6701	% On Time Response to Request for Physical Collocation		NA		NA		100		NA		NA	c
NP-2-02-6701	% On Time Response to Request for Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-03-6701	Average Interval – Physical Collocation		76		NA		61		76		NA	
NP-2-04-6701	Average Interval – Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-05-6701	% On Time – Physical Collocation		100		NA		100		100		NA	a,c,d
NP-2-06-6701	% On Time – Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-07-6701	Average Delay Days – Physical Collocation		NA		NA		NA		NA		NA	
NP-2-08-6701	Average Delay Days – Virtual Collocation		NA		NA		NA		NA		NA	
NP-2 – Collocation Performance - Augment												
NP-2-01-6702	% On Time Response to Request for Physical Collocation		100		NA		NA		NA		100	a
NP-2-02-6702	% On Time Response to Request for Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-03-6702	Average Interval – Physical Collocation - 76 days		67		71		66		51		NA	
NP-2-03-6712	Average Interval – Physical Collocation - 45 Days						66		NA		NA	
NP-2-04-6702	Average Interval – Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-05-6702	% On Time – Physical Collocation - 76 days		100		100		100		100		NA	a,b,c,d
NP-2-05-6712	% On Time - Physical Collocation - 45 Days						100		NA		NA	c
NP-2-06-6702	% On Time – Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-07-6702	Average Delay Days – Physical Collocation		NA		NA		NA		NA		NA	
NP-2-08-6702	Average Delay Days – Virtual Collocation		NA		NA		NA		NA		NA	

Abbreviations:
NA = No Activity.
UD = Under Development.
NEF = No Existing Functionality
blank cell = No data provided.
VZ = Verizon retail analog. If no data was provided, the metric may have a benchmark.

Notes:
a = Sample Size under 10 for September.
b = Sample Size under 10 for October.
c = Sample Size under 10 for November.
d = Sample Size under 10 for December.
e = Sample Size under 10 for January.