

IV. COMPLIANCE WITH SECTION 271(c)(1)(A)

53. In order for the Commission to approve a BOC's application to provide in-region, interLATA services, a BOC must first demonstrate that it satisfies the requirements of either section 271(c)(1)(A) (Track A) or section 271(c)(1)(B) (Track B).²³⁹ To meet the requirements of Track A, a BOC must have interconnection agreements with "one or more unaffiliated competing providers of telephone exchange service . . . to residential and business customers."²⁴⁰ The Commission has further held that a BOC must show that at least one "competing provider" constitutes "an actual commercial alternative to the BOC,"²⁴¹ which a BOC can do by demonstrating that the provider serves "more than a *de minimis* number" of subscribers.²⁴² The Commission has interpreted Track A not to require any particular level of market penetration. The United States Court of Appeals for the District of Columbia has affirmed that the Act "imposes no volume requirements for satisfaction of Track A."²⁴³

54. We conclude that Verizon satisfies the requirements of Track A in Maine.²⁴⁴ Verizon relies on its interconnection agreement with Oxford Networks in support of its Track A showing, and we find that Oxford Networks serves more than a *de minimis* number of end users predominantly over its own facilities and represents an "actual commercial alternative" to Verizon in Maine.²⁴⁵ Specifically, Oxford Networks provides service to both residential and business customers exclusively through its own facilities.²⁴⁶ Verizon also demonstrates that OneStar, Mid-Maine, Pine Tree, Conversent, WorldCom, AT&T, and others serve business

²³⁹ 47 U.S.C. § 271(c)(1).

²⁴⁰ *Id.*

²⁴¹ *Application by SBC Communications Inc., Pursuant to Section 271 of the Communications Act of 1934, as amended, To Provide In-Region, InterLATA Services in Oklahoma*, Memorandum Opinion and Order, 12 FCC Rcd 8685, 8695, para. 14 (1997) (*SWBT Oklahoma Order*).

²⁴² *SWBT Kansas/Oklahoma Order*, 15 FCC Rcd at 6257, para. 42; *see also Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended, To Provide In-Region, InterLATA Services in Michigan*, Memorandum Opinion and Order, 12 FCC Rcd 20543, 20585, para. 78 (1997) (*Ameritech Michigan Order*).

²⁴³ *Sprint Communications Co. v. FCC*, 274 F.3d at 553-54; *see also SBC Communications Inc. v. FCC*, 138 F.3d 410, 416 (D.C. Cir. 1998) ("Track A does not indicate just how much competition a provider must offer in either the business or residential markets before it is deemed a 'competing' provider.").

²⁴⁴ Although the Maine Commission concluded that "it appears that the percent of end user lines serviced by [competing LECs] in the state of Maine falls within the realm of previously accepted FCC Track A requirements," it left the determination of whether Verizon meets its Track A requirement to the Commission. Maine Commission Comments at 86-87.

²⁴⁵ *See Verizon Application* at 5-6; *see also SWBT Oklahoma Order*, 12 FCC Rcd at 8695, para. 14.

²⁴⁶ *See Verizon Torre Decl. Attach. 1, Exh. 1 (citing confidential portion)*.

customers in Maine primarily through their own facilities.²⁴⁷ These competitors have penetrated the business market to a notable extent, considering Maine's largely rural nature. Although there is less facilities-based competition for residential customers than for business customers, the level of facilities-based competition in the residential market is comparable to other largely rural states where the Commission has granted section 271 authority, and, in any event, satisfies the minimum requirements of Track A.²⁴⁸

55. We disagree with AT&T's contention that the generally low levels of residential facilities-based competition in Maine must result in a finding that Verizon does not meet the requirements of Track A.²⁴⁹ Congress specifically declined to adopt a volume requirement, market share, or other similar test for BOC entry into long distance²⁵⁰ and, as stated above, we find that Oxford Networks is actively providing facilities-based service to more than a *de minimis* number of customers.²⁵¹

V. SECTION 272 COMPLIANCE

56. Section 271(d)(3)(B) provides that the Commission shall not approve a BOC's application to provide interLATA services unless the BOC demonstrates that the "requested authorization will be carried out in accordance with the requirements of section 272."²⁵² Based on the record, we conclude that Verizon has demonstrated that it will comply with the requirements of section 272.²⁵³ Significantly, Verizon provides evidence that it maintains the same structural separation and nondiscrimination safeguards in Maine as it does in Pennsylvania, New York, Connecticut, and Massachusetts—states in which Verizon has already received section 271 authority.²⁵⁴ No party challenges Verizon's section 272 showing.²⁵⁵

²⁴⁷ *Id.*

²⁴⁸ See *Verizon Vermont Order*, 17 FCC Rcd at 7630-31, para. 11; *SWBT Arkansas/Missouri Order*, 16 FCC Rcd at 20778-80, paras. 117-21; *SWBT Kansas/Oklahoma Order*, 16 FCC Rcd at 6256-59, paras. 40-44.

²⁴⁹ AT&T Reply at 2-3.

²⁵⁰ *Sprint v. FCC*, 274 F.3d at 553-54; *Ameritech Michigan Order*, 12 FCC Rcd at 20585, para. 77. We further address parties' arguments regarding the general levels of competition in Vermont in our discussion of the public interest requirement, *infra* part VI.

²⁵¹ See *Verizon Vermont Order*, 17 FCC Rcd at 7630-31, para. 11; *SWBT Arkansas/Missouri Order*, 16 FCC Rcd at 20778-80, paras. 117-21; *SWBT Kansas/Oklahoma Order*, 16 FCC Rcd at 6256-59, paras. 40-44.

²⁵² 47 U.S.C. § 271(d)(3)(B); Appendix D at paras. 68-69.

²⁵³ See Verizon Application at 75-80; Verizon Application App. A, Vol. 3, Tab E, Declaration of Susan C. Browning (Verizon Browning Decl.) at para. 4.

²⁵⁴ *Verizon Pennsylvania Order*, 16 FCC Rcd at 17486, para. 124; *Verizon Connecticut Order*, 16 FCC Rcd at 14178-79, para. 73; *Verizon Massachusetts Order*, 16 FCC Rcd at 9114-17, paras. 226-31; *Bell Atlantic New York Order*, 15 FCC Rcd at 4152-61, paras. 401-21; Verizon Browning Decl. at paras. 3-4.

VI. PUBLIC INTEREST

57. Apart from determining whether a BOC satisfies the competitive checklist and will comply with section 272, Congress directed the Commission to assess whether the requested authorization would be consistent with the public interest, convenience, and necessity.²⁵⁶ At the same time, section 271(d)(4) of the Act states in full that “[t]he Commission may not, by rule or otherwise, limit or extend the terms used in the competitive checklist set forth in subsection (c)(2)(B).”²⁵⁷ Accordingly, although the Commission must make a separate determination that approval of a section 271 application is “consistent with the public interest, convenience, and necessity,” it may neither limit nor extend the terms of the competitive checklist of section 271(c)(2)(B). The Commission views the public interest requirement as an opportunity to review the circumstances presented by the application to ensure that no other relevant factors exist that would frustrate the congressional intent that markets be open, as required by the competitive checklist, and that entry will serve the public interest as Congress expected.

58. We conclude that approval of this application is consistent with the public interest. From our extensive review of the competitive checklist, which embodies the critical elements of market entry under the Act, we find that barriers to competitive entry in the local exchange markets have been removed and the local exchange markets in Maine today are open to competition. We further find that the record confirms our view, as noted in prior section 271 orders, that BOC entry into the long distance market will benefit consumers and competition if the relevant local exchange market is open to competition consistent with the competitive checklist.²⁵⁸

59. We disagree with commenters that low levels of facilities-based residential competition in Maine indicate that it would be inconsistent with the public interest to grant this application.²⁵⁹ Given an affirmative showing that the competitive checklist has been satisfied, low customer volumes in any one particular mode of entry or in general do not necessarily undermine that showing. Indeed, the Department of Justice concluded that opportunities to serve business customers via the facilities-based and resale modes of entry are available in Maine and that there do not appear to be any material obstacles to serving residential customers and to

(Continued from previous page)

²⁵⁵ Pricewaterhouse Coopers completed the first independent audit of Verizon’s section 272 compliance pursuant to section 53.209 of the Commission’s rules. See 47 C.F.R. § 53.209. See Letter from Pricewaterhouse Coopers LLP to Magalie Roman Salas, Secretary, Federal Communications Commission (June 11, 2001) (transmitting audit report). Although the audit raises issues that may require further investigation, the audit results, standing alone, are insufficient to establish whether Verizon is in compliance with section 272.

²⁵⁶ 47 U.S.C. § 271(d)(3)(C); Appendix D at paras. 70-71.

²⁵⁷ *Id.* § 271(d)(4).

²⁵⁸ See *SWBT Texas Order*, 15 FCC Rcd at 18558-89, para. 419.

²⁵⁹ See AT&T Comments at 4, 17-18; Sprint Comments at 10-12; see also *supra* part III.A.1.

servicing business customers via UNE-Platform in Maine.²⁶⁰ As the Commission has said in previous section 271 orders, factors beyond the control of the BOC, such as individual competitive LEC entry strategies, might explain a low residential customer base.²⁶¹

60. Sprint also argues that the other BOCs' decision to not compete against each other outside of their respective regions, and the financial difficulties of some competitive LECs suggest that the public interest is not served by granting Verizon's section 271 approval in Maine.²⁶² We reject these arguments. Again, factors beyond the control of an applicant, such as a weak economy or the business plans of individual competing LECs and other BOCs can explain the lack of entry into a particular market. We do not believe Sprint's comments in this respect warrant a finding that granting this application is contrary to the public interest.

61. As set forth below, we find that the Performance Assurance Plan (PAP) currently in place in Maine will provide assurance that the local market will remain open after Verizon receives section 271 authorization.²⁶³ We have examined certain key aspects of Maine's PAP and we find that the plan is likely to provide incentives that are sufficient to foster post-entry checklist compliance. The Maine Commission adopted a self-executing PAP, modeled on the PAPs adopted in New York, Massachusetts and Connecticut.²⁶⁴ The Maine PAP uses the same general standards and measures set forth in the New York Carrier-to-Carrier Guidelines.²⁶⁵ The Maine PAP exposes Verizon to the same level of liability as in the Massachusetts PAP.²⁶⁶

62. While the New York PAP forms the basis for the Maine PAP, the Maine PAP differs from that PAP in certain details to reflect the specific concerns of the Maine Commission.²⁶⁷ The Maine Commission expressly conditioned its recommendation on Verizon making certain state-specific modifications,²⁶⁸ including the use of two new billing metrics.²⁶⁹

²⁶⁰ Department of Justice Evaluation at 5-6.

²⁶¹ See, e.g., *Verizon Pennsylvania Order*, 16 FCC Rcd at 17487, para. 126.

²⁶² Sprint Comments at 4-9.

²⁶³ *Ameritech Michigan Order*, 12 FCC Rcd at 20748-50, paras. 393-98. In all of the previous applications that the Commission has granted to date, the applicant was subject to an enforcement plan administered by the relevant state commission to protect against backsliding after BOC entry into the long distance market.

²⁶⁴ Verizon Application at 93-94.

²⁶⁵ *Id.* at 92.

²⁶⁶ The Massachusetts and Maine PAPs place 39% of Verizon's yearly net income for each state at risk. *Id.* at 94.

²⁶⁷ Verizon Guerard/Canny/Abesamis Decl. at paras. 72-73. Additional revisions to the PAP required by the Maine Commission are set forth in the Maine Commission Mar. 1 Letter. See Maine Commission Mar. 1 Letter at 3-5. In this proceeding, the Maine Commission states that "Verizon's revised PAP is consistent with the public interest, convenience and necessity." Maine Commission Comments at 88.

²⁶⁸ Verizon Application at n.95; Verizon Guerard/Canny/Abesamis Decl. at 73; Maine Commission Mar. 1 Letter.

The Maine Commission modified the New York PAP method for curing small sample sizes.²⁷⁰ Finally, unlike other states in Verizon's region, the Maine Commission will establish a "rapid response" process which will be used to resolve disagreements among competing carriers.²⁷¹

63. As in prior section 271 orders, our conclusions are based on a review of several key elements in the PAP: total liability at risk; the definitions of the performance measurements and standards; the structure of the plan; the self-executing nature of remedies in the plan; the plan's data validation and audit procedures; and the plan's accounting requirements.²⁷² We find generally that the Maine PAP satisfies our analysis in each of these respects. We also note that Verizon acknowledges the Maine Commission's ability to redistribute the money available among all aspects of the Plan during the year.²⁷³ In addition, we take comfort in the Maine Commission's expressed intent to continue to examine issues related to the PAP and to update or change the PAP as needed.²⁷⁴ No commenter has raised any issues relating to the PAP in the record before us.

VII. SECTION 271(d)(6) ENFORCEMENT AUTHORITY

64. Section 271(d)(6) of the Act requires Verizon to continue to satisfy the "conditions required for . . . approval" of its section 271 application after the Commission approves its application.²⁷⁵ Thus, the Commission has a responsibility not only to ensure that Verizon is in compliance with section 271 today, but also that it remains in compliance in the future. As the Commission has already described the post-approval enforcement framework and

(Continued from previous page)

²⁶⁹ The new billing metrics are BI-3-04 and BI-3-05. The Maine Commission originally adopted the business rules approved by the New York Commission for these metrics in its October 2001 Order, but subsequently adopted the Pennsylvania business rules currently in use in Rhode Island. *See Verizon Guerard/Canny/Abesamis Decl.* at paras. 65-66. Further explanation of the new metrics is provided *supra* part III.A.2.

²⁷⁰ Unlike the other states in Verizon's region, the Maine Commission requires Verizon to use either a permutation test or Fisher's Exact Test for all parity metrics, regardless of sample size. For example, Rhode Island and Vermont require Verizon to perform those statistical tests only when sample sizes are small. *See Verizon Apr. 4 Ex Parte Letter at Attachment.*

²⁷¹ Penalties will be assessed in the event the Commission finds Verizon has willfully failed to comply with an order issued by the Rapid Response Process Team. *Verizon Application at n.95; Maine Commission Mar. 1 Letter at 3 & Attach. A.*

²⁷² *See, e.g., Verizon Massachusetts Order*, 16 FCC Rcd at 9121-25, paras. 240-49; *SWBT Kansas/Oklahoma Order*, 16 FCC Rcd at 6377-81, paras. 273-80.

²⁷³ *See Verizon Guerard/Canny/Abesamis Decl.* at para. 77.

²⁷⁴ *See Maine Commission Comments at 89.*

²⁷⁵ 47 U.S.C. § 271(d)(6).

its section 271(d)(6) enforcement powers in detail in prior orders, it is unnecessary to do so again here.²⁷⁶

65. Working in concert with the Maine Commission, we intend to monitor closely Verizon's post-approval compliance for Maine to ensure that Verizon does not "cease[] to meet any of the conditions required for [section 271] approval."²⁷⁷ We stand ready to exercise our various statutory enforcement powers quickly and decisively in appropriate circumstances to ensure that the local market remains open in Maine. We are prepared to use our authority under section 271(d)(6) if evidence shows market opening conditions have not been maintained.

66. We require Verizon to report to the Commission all Maine carrier-to-carrier performance metric results and Performance Assurance Plan monthly reports beginning with the first full month after the effective date of this Order, and for each month thereafter for one year unless extended by the Commission. These results and reports will allow us to review, on an ongoing basis, Verizon's performance to ensure continued compliance with the statutory requirements. We are confident that cooperative state and federal oversight and enforcement can address any backsliding that may arise with respect to Verizon's entry into the Maine long distance market.²⁷⁸

VIII. CONCLUSION

67. For the reasons discussed above, we grant Verizon's application for authorization under section 271 of the Act to provide in-region, interLATA services in the State of Maine.

²⁷⁶ See, e.g., *SWBT Kansas/Oklahoma Order*, 16 FCC Rcd at 6382-84, paras. 283-85; *SWBT Texas Order*, 15 FCC Rcd at 18567-68, paras. 434-36; *Bell Atlantic New York Order*, 15 FCC Rcd at 4174, paras. 446-53.

²⁷⁷ 47 U.S.C. § 271(d)(6)(A).

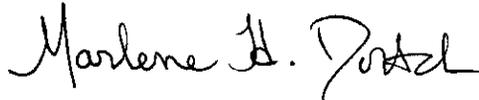
²⁷⁸ See, e.g., *Bell Atlantic-New York, Authorization Under Section 271 of the Communications Act To Provide In-Region, InterLATA Service in the State of New York*, Order, 15 FCC Rcd 5413, 5413-23 (2000) (adopting consent decree between the Commission and Bell Atlantic that included provisions for Bell Atlantic to make a voluntary payment of \$3,000,000 to the United States Treasury, with additional payments if Bell Atlantic failed to meet specific performance standards and weekly reporting requirements to gauge Bell Atlantic's performance in correcting the problems associated with its electronic ordering systems).

IX. ORDERING CLAUSES

68. Accordingly, IT IS ORDERED that, pursuant to sections 4(i), 4(j), and 271 of the Communications Act of 1934, as amended, 47 U.S.C. §§ 154(i), 154(j), and 271, Verizon's application to provide in-region, interLATA service in the State of Maine, filed on March 21, 2002, IS GRANTED.

69. IT IS FURTHER ORDERED that this Order SHALL BECOME EFFECTIVE July 1, 2002.

FEDERAL COMMUNICATIONS COMMISSION



Marlene H. Dortch
Secretary

Appendix A
Commenters in CC Docket No. 02-61

Comments

AT&T Corporation

Maine Public Utilities Commission

Sprint Communications, Inc

WorldCom

Department of Justice

Abbreviation

AT&T

Maine Commission

Sprint

WorldCom

Department of Justice

Replies

AT&T Corporation

Verizon

AT&T

Verizon



Appendix B

Maine Performance Metrics

All data included here are taken from the Maine 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 nor 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 analog 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 analog applied, making it difficult to compare the data over time.

AGGREGATE METRICS

Metric No.	Metric Name
<i>Preorder and OSS Availability:</i>	
OR-1-02	% On Time LSRC - Flow Through
OR-1-04	% On Time LSRC No Facility Check
OR-1-06	% On Time LSRC/ASRC Facility Check
OR-1-08	% On Time ASRC No Facility Check
OR-1-10	% On Time ASRC Facility Check
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	Average Response Time - Mechanized Loop Qualification - DSL
PO-1-07	Rejected Query
PO-1-08	% Timeouts
PO-1-09	Parsed CSR
PO-2-02	OSS Interf. Avail. - Prime Time
PO-2-03	OSS Interf. Avail. - Non-Prime
PO-4-01	% Notices Sent on Time
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days
PO-8-01	% On Time - Manual Loop Qualification
PO-8-02	% On Time - Engineering Record Request
MR-1-01	Create Trouble

Metric No.	Metric Name
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) - RETAIL only
<i>Change Management, Billing, OS/DA, Interconnection and Collocation:</i>	
BI-1-02	% DUF in 4 Business Days
BI-2-01	Timeliness of Carrier Bill
BI-3-04	% CLEC Billing Claims Acknowledged within 2 Business Days
BI-3-05	% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgment
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

Metric No.	Metric Name
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-2-12	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)
OR-3-01	% Rejects
OR-5-01	% Flow Through - Total
OR-5-03	% Flow Through Achieved
OR-6-01	% Accuracy - Orders
OR-6-03	% Accuracy – LSRC
OR-7-01	% Order Confirmation/Rejects sent within 3 Business Days
OR-4-16	% Provisioning Completion Notifiers sent within one (1) Business Day
OR-4-17	% Billing Completion Notifier sent within two (2) Business Days
Provisioning:	
PR-1-09	Av. Interval Offered – Total
PR-4-01	% Missed Appointment – Verizon
PR-4-02	Average Delay Days – Total
PR-4-04	% Missed Appointment – Verizon – Dispatch
PR-4-05	% Missed Appointment – Verizon – No Dispatch
PR-4-07	% On Time Performance – LNP Only
PR-4-14	% Completed On Time (with Serial Number)
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

Metric No.	Metric Name
PR-9-08	Average Duration of Service Interruption
Maintenance and Repair:	
MR-2-01	Network Trouble Report Rate
MR-2-02	Network Trouble Report Rate
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-4-01	Mean Time To Repair
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 Number	Metric Name	November		December		January		February		March		Notes
		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	1.33	2.49	1.32	2.44	1.42	2.53	1.3	3.03	1.32	2.73	
PO-1-01-6030	Customer Service Record - CORBA	1.33	0.68	1.32	0.68	1.42	0.74	1.3	0.71	1.32	0.74	
PO-1-01-6050	Customer Service Record - Web GUI	1.33	2.55	1.32	2.48	1.42	2.46	1.3	2.44	1.32	2.49	
PO-1-02-6020	Due Date Availability - EDI	0.07	NA	0.06	NA	0.06	NA	0.06	NA	0.07	NA	
PO-1-02-6030	Due Date Availability - CORBA	0.07	NA	0.06	NA	0.06	NA	0.06	NA	0.07	NA	
PO-1-02-6050	Due Date Availability - Web GUI	0.07	2.19	0.06	2.14	0.06	2.26	0.06	2.19	0.07	2.26	
PO-1-03-6020	Address Validation - EDI	3.85	5.38	3.67	5.99	3.85	7.16	3.96	3.91	3.98	4.33	1,2,3,4,5
PO-1-03-6030	Address Validation - CORBA	3.85	4.61	3.67	3.95	3.85	3.34	3.96	NA	3.98	NA	
PO-1-03-6050	Address Validation - Web GUI	3.85	5.16	3.67	5.25	3.85	4.9	3.96	4.73	3.98	4.98	
PO-1-04-6020	Product & Service Availability - EDI	8.48	NA	8.2	NA	8.5	NA	8.44	NA	8.53	NA	
PO-1-04-6030	Product & Service Availability - CORBA	8.48	NA	8.2	NA	8.5	NA	8.44	NA	8.53	NA	
PO-1-04-6050	Product & Service Availability - Web GUI	8.48	5.58	8.2	7.07	8.5	7.5	8.44	5.5	8.53	6.83	2,5
PO-1-05-6020	Telephone Number Availability & Reservation - EDI	5.37	NA	4.47	NA	4.66	NA	4.78	NA	4.77	NA	
PO-1-05-6030	Telephone Number Availability & Reservation - CORBA	5.37	NA	4.47	NA	4.66	NA	4.78	NA	4.77	NA	
PO-1-05-6050	Telephone Number Availability & Reservation - Web GUI	5.37	6.85	4.47	6.54	4.66	6.6	4.78	6.08	4.77	6.6	
PO-1-06-6020	Average Response Time - Mechanized Loop Qualification - DSL - EDI	3.51	3.17	1.69	NA	2.97	NA	4.35	4.44	8.18	3.01	1,4,5
PO-1-06-6030	Average Response Time - Mechanized Loop Qualification - DSL - CORBA	3.51	NA	1.69	NA	2.97	NA	4.35	3.25	8.18	NA	4
PO-1-06-6050	Average Response Time - Mechanized Loop Qualification - DSL - Web GUI	3.51	3.68	1.69	3.83	2.97	3.74	4.35	3.41	8.18	3.76	

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PO-1-07-6020	Rejected Query - EDI	0.04	2.14	0.04	2.17	0.03	2.28	0.04	2.26	0.04	2.3	
PO-1-07-6030	Rejected Query - CORBA	0.04	0.61	0.04	0.64	0.03	0.62	0.04	0.58	0.04	0.57	
PO-1-07-6050	Rejected Query - Web GUI	0.04	3.2	0.04	2.86	0.03	2.92	0.04	2.87	0.04	2.75	
PO-1-08-6020	% Timeouts - EDI		0		0		0		0		0	
PO-1-08-6030	% Timeouts - CORBA		0		0		0		0		0	
PO-1-08-6050	% Timeouts - Web GUI		0.03		0		0.02		0.07		0.07	
PO-1-09-6020	Parsed CSR - EDI	1.33	1.96	1.32	1.73	1.42	1.63	1.3	1.73	1.32	1.59	2,3,4,5
PO-1-09-6030	Parsed CSR - CORBA	1.33	0.3	1.32	NA	1.42	NA	1.3	0.26	1.32	0.34	1,4,5
PO-2 - OSS Interface Availability												
PO-2-02-6020	OSS Interf. Avail. - Prime Time - EDI		100		100		100		100		100	
PO-2-02-6030	OSS Interf. Avail. - Prime Time - CORBA		100		99.96		100		100		100	2
PO-2-02-6040	OSS Interf. Avail. - Prime Time - Maint. Web GUI (RETAS)		100		99.93		99.83					2,3
PO-2-02-6050	OSS Interf. Avail. - Prime Time - Pre-order/Order WEB GUI		100		99.93		99.83					2,3
PO-2-02-6060	OSS Interf. Avail. - Prime Time - Electronic Bonding		100		100		100		100		100	
PO-2-02-6080	OSS Interf. Avail. - Prime Time - Maint./Web GUI/Pre-Order/Ordering WEB GUI								99.84		99.69	4,5
PO-2-03-6020	OSS Interf. Avail. - Non-Prime - EDI		100		99.71		99.91		99.73		99.2	2,3,4,5
PO-2-03-6030	OSS Interf. Avail. - Non-Prime - CORBA		99.89		99.13		99.86		99.83		99.78	1,2,3,4,5
PO-2-03-6040	OSS Interf. Avail. - Non-Prime - Maint. Web GUI (RETAS)		99.59		98.43		99.82		99.08		99.78	1,2,3,4,5
PO-2-03-6050	OSS Interf. Avail. - Non-Prime - Pre-order/Order WEB GUI		99.59		98.43		99.82		99.08		99.78	1,2,3,4,5
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		UD		UD		UD		0		100	4,5
PO-8-02-2000	% On Time - Engineering Record Request		NA		NA		NA		NA		NA	

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
Change Notification												
PO-4 - Timeliness of Change Management Notice												
PO-4-01-6660	% Notices Sent on Time - Industry Standard, Verizon Orig. & CLEC Orig.		NA		100		NA		100		NA	4
PO-4-01-6671	% Notices Sent on Time - Emergency Maint. & Regulatory		100		100		100		100		100	3,4,5
PO-4-01-6622	% Notices Sent on Time - Regulatory		NA		NA		100		NA		NA	3
PO-4-01-6662	% Notices Sent on Time - Ind. Std., Verizon Orig. & CLEC Orig.		NA		NA		100		NA		NA	3
PO-4-02-6622	Change Mgmt. Notice - Delay 1-7 Days - Regulatory		NA		NA		NA		NA		NA	
PO-4-02-6662	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std., Verizon Orig. & CLEC Orig.		NA		NA		NA		NA		NA	
TROUBLE REPORTING (OSS)												
MR-1 - Response Time OSS Maintenance Interface												
MR-1-01-2000	Create Trouble	5.95	4.01	5.54	3.52	6.11	3.56	7.68	3.56	8.01	3.62	
MR-1-02-2000	Status Trouble	5.82	NA	4.71	NA	5.7	0.36	4.77	4.34	4.89	4.07	3,4,5
MR-1-03-2000	Modify Trouble	5.83	NA	5.36	NA	6.13	NA	7.44	NA	7.74	NA	
MR-1-04-2000	Request Cancellation of Trouble	7.15	4.42	6.58	5.54	7.23	2.98	8.96	7.71	9.16	6.99	1,2,3,4,5
MR-1-05-2000	Trouble Report History (by TN/Circuit)	0.32	1.04	0.31	1	0.47	0.89	0.31	0.94	0.28	0.93	
MR-1-06-2000	Test Trouble (POTS Only) - RETAIL only	56.04	51.81	56.18	51.76	56.86	51.1	55.95	50.81	54.47	50.36	
BILLING												
BI-1 - Timeliness of Daily Usage Feed												
BI-1-02-2030	% DUF in 4 Business Days		99.92		99.77		99.93		99.94		99.92	
BI-2 - Timeliness of Carrier Bill												
BI-2-01-2030	Timeliness of Carrier Bill		100		100		99.42		100		100	
BI-3 - Billing Accuracy												
BI-3-04-2030	% CLEC Billing Claims Acknowledged within 2 Business Days		UD		23.81		36.21		100		100	

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
BI-3-05-2030	% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgment		UD		70		65.38		95.24		100	
Resale (Ordering) - POTS/Special Services												
POTS & Pre-qualified Complex - Electronically Submitted												
OR-1 - Order Confirmation Timeliness												
OR-1-02-2320	% On Time LSRC - Flow Through		99.89		98.84		100		99.9		99.86	
OR-1-04-2100	% On Time LSRC No Facility Check		100		99.74		98.36		99.07		99.53	
OR-1-06-2320	% On Time LSRC/ASRC Facility Check		98.72		100		99.16		97.73		100	
OR-2 - Reject Timeliness												
OR-2-02-2320	% On Time LSR Reject - Flow Through		99.46		100		100		100		100	
OR-2-04-2320	% On Time LSR Reject No Facility Check		100		100		100		98.93		100	
OR-2-06-2320	% On Time LSR/ASR Reject Facility Check		100		100		100		100		100	
2 Wire Digital Services												
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification												
OR-1-04-2341	% On Time LSRC No Facility Check		100		96.67		100		100		100	1,3,4,5
OR-1-06-2341	% On Time LSRC/ASRC Facility Check		100		NA		100		100		NA	1,3,4
OR-2 - Reject Timeliness - Requiring Loop Qualification												
OR-2-04-2341	% On Time LSR Reject No Facility Check		100		100		100		100		100	1,3,4,5
OR-2-06-2341	% On Time LSR/ASR Reject Facility Check		NA		NA		100		NA		NA	3
POTS / Special Services - Aggregate												
OR-3 - Percent Rejects												
OR-3-01-2000	% Rejects		33.06		26.56		24.43		26.45		32.79	
OR-4-16-2000	% Provisioning Completion Notifiers sent within one (1) Business Day		UD		UD		UD		UD		99.25	
OR-4-17-2000	% Billing Completion Notifier sent within two (2) Business Days		UD		UD		UD		UD		97.76	
OR-5 - Percent Flow-Through												
OR-5-01-2000	% Flow Through - Total		63.69		73		56.77		57.48		57.73	

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-5-03-2000	% Flow Through Achieved		95.19		97.27		88.71		92.52		92.6	
OR-6 - Order Accuracy												
OR-6-01-2000	% Accuracy – Orders		90.29		92.98		96.58		96.76		95.98	
OR-6-03-2000	% Accuracy – LSRC		0.15		0		0.07		0.22		0.1	
OR-7 - Order Completeness												
OR-7-01-2000	% Order Confirmation/Rejects sent within 3 Business Days		99.8		99.76		99.87		99.7		99.55	
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	5
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	
OR-1-06-2214	% On Time LSRC/ASRC Facility Check (Non DS0, DS1, & DS3)		100		100		100		NA		100	1,2,3,5
OR-2 - Reject Timeliness												
OR-2-04-2200	% On Time LSR Reject No Facility Check		100		100		100		100		100	4
OR-2-06-2200	% On Time LSR/ASR Reject Facility Check		100		100		NA		NA		NA	1,2
POTS - Provisioning - Total												
PR-4 - Missed Appointments												
PR-4-02-2100	Average Delay Days – Total	2.19	1.56	3.08	9	4.04	2.55	2.37	3.67	2.26	1.63	2,4,5
PR-4-04-2100	% Missed Appointment – Verizon – Dispatch	8.53	5.59	5.5	4.21	14.74	9.35	7.77	3.13	7.99	6.4	

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-4-05-2100	% Missed Appointment – Verizon – No Dispatch	0.04	0.15	0.03	0	0.06	0.12	0.03	0	0	0	
PR-6 - Installation Quality												
PR-6-01-2100	% Installation Troubles reported within 30 Days	2.37	1.29	2.08	1.31	2.48	1.61	2.13	1.36	2.28	1.24	
PR-6-03-2100	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	2.02	0.64		0.91		0.89		1.1		1.06	
PR-8 - Open Orders in a Hold Status												
PR-8-01-2100	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	
PR-8-02-2100	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	
2-Wire Digital Services												
PR-4 - Missed Appointments												
PR-4-02-2341	Average Delay Days – Total	NA	NA	1	NA	7	NA	NA	NA	32	NA	
PR-4-04-2341	% Missed Appointment – Verizon – Dispatch	0	0	1.89	0	5.88	0	0	0	7.14	0	1,2,3,4,5
PR-4-05-2341	% Missed Appointment – Verizon – No Dispatch	0	0	0	0	0	0	0	0	0	0	1,3,4,5
PR-6 - Installation Quality												
PR-6-01-2341	% Install. Troubles Reported within 30 Days	0.74	0	0	0	1.42	12.5	0.74	0	1.1	0	3,5
PR-6-03-2341	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	1.48	16.67		0		0		0		12.5	3,5
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	2.78	0	0	0	1,3,4,5
PR-8-02-2341	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	1,3,4,5
Special Services - Provisioning												
PR-4 - Missed Appointments												
PR-4-01-2210	% Missed Appointment – Verizon – DS0	0	0	0	NA	0	0	8.7	0	6.25	0	1,3,4,5
PR-4-01-2211	% Missed Appointment – Verizon – DS1	7.14	0	0	NA	0	NA	16.67	0	5.88	NA	1,4
PR-4-01-2213	% Missed Appointment – Verizon – DS3	NA	NA	0	NA	NA	NA	0	NA	NA	NA	

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-4-01-2214	% Missed Appointment – Verizon – Special Other	0	0	0	0	6.67	NA	0	0	20	0	1,2,4,5
PR-4-02-2200	Average Delay Days – Total	11	NA	NA	NA	9	NA	2.33	NA	8.43	NA	
PR-6- Installation Quality												
PR-6-01-2200	% Installation Troubles reported within 30 Days	0.64	0	0.7	0	0.48	0	0.52	0	1.9	0	2,5
PR-6-03-2200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	0.38	1.89		0		0		0		0	2,5
PR-8 - Open Orders in a Hold Status												
PR-8-01-2200	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	2.56	0	0	0	1,2,3,4,5
PR-8-02-2200	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	1,2,3,4,5
POTS - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-2100	Network Trouble Report Rate – Loop	0.61	0.28	0.57	0.17	1.35	0.36	0.63	0.22	0.8	0.23	
MR-2-03-2100	Network Trouble Report Rate – Central Office	0.06	0.04	0.03	0.03	0.05	0.07	0.04	0.04	0.04	0.03	
MR-2-04-2100	% Subsequent Reports	15.06	9.79		9.89		9.09		5.88		6.78	
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	0.49	0.24		0.15		0.26		0.25		0.2	
MR-3 - Missed Repair Appointments												
MR-3-01-2110	% Missed Repair Appointment – Loop Bus.	17	18.09	11.73	8.62	18.92	12.5	9.09	8.43	8.29	13.16	
MR-3-01-2120	% Missed Repair Appointment – Loop Res.	12.34	0	9.48	0	26.55	28.13	10.42	0	12.84	5	
MR-3-02-2110	% Missed Repair Appointment – Central Office Bus.	5.1	21.43	3.85	7.69	11.57	3.7	3.85	12.5	3.13	7.14	
MR-3-02-2120	% Missed Repair Appointment – Central Office Res.	4.68	0	10.26	NA	6.28	0	4.74	0	4.93	NA	1,3,4
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	9.49	10.53		3.23		7.27		4.76		5.88	
MR-4 - Trouble Duration Intervals												
MR-4-01-2100	Mean Time To Repair – Total	18.72	11.91	15.99	8.4	24.08	14.9	14.49	10.11	15.93	11.27	
MR-4-02-2110	Mean Time To Repair – Loop Trouble - Bus.	11.55	12.99	8.74	8.63	15.47	14.54	8.69	10.54	10.18	11.91	

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-4-02-2120	Mean Time To Repair – Loop Trouble - Res.	21.07	13.89	17.37	12.87	25.74	23.85	15.96	13.73	17.35	15.53	
MR-4-03-2110	Mean Time To Repair – Central Office Trouble - Bus.	6.69	4.41	3.68	3.64	6.99	6.42	2.82	5.82	5.25	1.67	
MR-4-03-2120	Mean Time To Repair – Central Office Trouble - Res.	7.75	1.51	7.61	NA	7.68	0.51	5.83	0.42	4.6	NA	1,3,4
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	73.19	88.37	78.71	95.12	59.45	84.44	82.13	94.64	80.41	90.91	
MR-4-06-2100	% Out of Service > 4 Hours	79.78	64.42	78.67	51.47	85.74	68.99	77.34	65.06	78.59	61.33	
MR-4-07-2100	% Out of Service > 12 Hours	56.86	43.27	53.39	27.94	66.15	41.86	50.75	38.55	52.49	34.67	
MR-4-08-2110	% Out of Service > 24 Hours - Bus.	7.58	12.64	3.96	3.39	19.24	10.89	4.02	4.05	4.91	1.75	
MR-4-08-2120	% Out of Service > 24 Hours - Res.	30.7	5.88	24.84	22.22	42.94	32.14	20.26	11.11	20.94	22.22	
MR-5 - Repeat Trouble Reports												
MR-5-01-2100	% Repeat Reports within 30 Days	11.84	8.53	12.12	6.1	10.35	8.33	13.69	3.57	12.15	8.18	
2-Wire Digital Services - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-2341	Network Trouble Report Rate – Loop	0.25	0	0.24	0.51	0.4	1	0.24	0.5	0.36	0.98	
MR-2-03-2341	Network Trouble Report Rate – Central Office	0.08	0.49	0.12	0	0.2	0.5	0.36	0	0.16	0.98	
MR-2-04-2341	% Subsequent Reports	33.33	50		0		0		0		0	1,2,3,4,5
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	0.87	0.98		1.01		6		5.45		1.96	
MR-3 - Missed Repair Appointments												
MR-3-01-2341	% Missed Repair Appointment – Loop	33.33	NA	50	0	50	0	66.67	0	33.33	0	2,3,4,5
MR-3-02-2341	% Missed Repair Appointment – Central Office	50	0	33.33	NA	60	0	55.56	NA	25	0	1,3,5
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	23.81	0		0		8.33		0		0	1,2,5
MR-4 - Trouble Duration Intervals												
MR-4-01-2341	Mean Time To Repair – Total	14.35	4.17	14.69	23.7	21.54	10.15	27.87	2.27	12.16	10.89	1,2,3,4,5
MR-4-02-2341	Mean Time To Repair – Loop Trouble	11.07	NA	16.51	23.7	19.77	14.76	18.27	2.27	15.33	18.94	2,3,4,5
MR-4-03-2341	Mean Time To Repair – Central Office Trouble	24.19	4.17	11.05	NA	25.09	0.93	34.27	NA	5.02	2.84	1,3,5

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	75	100	66.67	100	66.67	100	53.33	100	92.31	100	1,2,3,4,5
MR-4-07-2341	% Out of Service > 12 Hours	0	NA	25	NA	62.5	0	55.56	0	33.33	100	3,4,5
MR-4-08-2341	% Out of Service > 24 Hours	0	NA	0	NA	37.5	0	33.33	0	0	0	3,4,5
MR-5 - Repeat Trouble Reports												
MR-5-01-2341	% Repeat Reports within 30 Days	37.5	0	33.33	0	26.67	33.33	6.67	0	15.38	50	1,2,3,4,5
Special Services - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-01-2200	Network Trouble Report Rate	0.11	0.04	0.08	0.04	0.12	0.08	0.09	0.11	0.12	0.11	
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	0.21	0.36		0.24		0.12		0.04		0.27	
MR-4 - Trouble Duration Intervals												
MR-4-01-2216	Mean Time To Repair – Total - Non DS0 & DS0	3.32	2.27	4.61	0.13	3.77	5.4	9.77	1.25	4.27	4.16	1,2,3,4,5
MR-4-01-2217	Mean Time To Repair – Total - DS1 & DS3	3.26	NA	3.87	NA	5.73	NA	4.71	4.54	6.37	3.5	4,5
MR-4-04-2216	% Cleared (all troubles) within 24 Hours - Non DS0 & DS0	100	100	97.62	100	100	100	89.13	100	98.59	100	1,2,3,4,5
MR-4-04-2217	% Cleared (all troubles) within 24 Hours - DS1 & DS3	100	NA	100	NA	100	NA	100	100	96.15	100	4,5
MR-4-06-2216	% Out of Service > 4 Hours - Non DS0 & DS0	28.57	NA	45.24	0	39.66	50	41.3	0	40.85	50	2,3,4,5
MR-4-06-2217	% Out of Service > 4 Hours - DS1 & DS3	34.78	NA	37.5	NA	51.61	NA	54.17	50	38.46	0	4,5
MR-4-08-2216	% Out of Service > 24 Hours - Non DS0 & DS0	0	NA	2.38	0	0	0	10.87	0	1.41	0	2,3,4,5
MR-4-08-2217	% Out of Service > 24 Hours - DS1 & DS3	0	NA	0	NA	0	NA	0	0	3.85	0	4,5
MR-5 - Repeat Trouble Reports												
MR-5-01-2200	% Repeat Reports within 30 Days	14.94	0	27.27	0	15.73	0	24.29	0	13.4	33.33	1,2,3,4,5
UNBUNDLED NETWORK ELEMENTS (UNEs)												
Platform												
OR-1 - Order Confirmation Timeliness												
OR-1-02-3143	% On Time LSRC – Flow Through		100		100		100		100		99.87	

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-1-04-3143	% On Time LSRC No Facility Check		100		100		100		100		100	
OR-1-06-3143	% On Time LSRC/ASRC Facility Check		100		100		100		100		100	1,2,3,4
OR-2 - Reject Timeliness												
OR-2-02-3143	% On Time LSR Reject – Flow Through		100		100		100		100		100	
OR-2-04-3143	% On Time LSR Reject No Facility Check		100		100		100		100		100	
OR-2-06-3143	% On Time LSR/ASR Reject Facility Check		100		100		100		NA		NA	1,2,3
OR-6 - Order Accuracy												
OR-6-01-3143	% Accuracy - Orders		90.28		100		UR		UR		99.75	2
OR-6-03-3143	% Accuracy – LSRC		3.03		0		0		0		0	
OR-7 - Order Completeness												
OR-7-01-3143	% Order Confirmation/Rejects sent within 3 Business Days		100		100		100		100		99.86	
Loop/Pre-qualified Complex/LNP												
OR-1 - Order Confirmation Timeliness												
OR-1-02-3331	% On Time LSRC – Flow Through		100		100		100		100		100	
OR-1-04-3331	% On Time LSRC No Facility Check		98.57		99.25		100		100		99.73	
OR-1-06-3331	% On Time LSRC/ASRC Facility Check		100		97.92		96.08		98.67		100	
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		100		100		100		100		100	
OR-2-06-3331	% On Time LSR/ASR Reject Facility Check		100		100		100		100		100	
OR-6 - Order Accuracy												
OR-6-01-3331	% Accuracy - Orders		95.47		99.27		98.37		98.21		99.01	
OR-6-03-3331	% Accuracy – LSRC		1.59		0.85		1.02		0.16		0.28	
OR-7 - Order Completeness												
OR-7-01-3331	% Order Confirmation/Rejects sent within 3 Business Days		99.49		99.73		99.64		99.67		99.93	

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
2 Wire Digital Services												
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification												
OR-1-04-3341	% On Time LSRC No Facility Check		100		75		100		100		NA	1,2,3,4
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		100		100		NA		NA		100	1,5
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		88.89		100		100		95.24		95.45	
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	1,2,3,4,5
OR-2-06-3342	% On Time LSR/ASR Reject Facility Check		NA		NA		NA		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		100		100		100		100		100	
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness - Requiring Loop Qualification												
OR-2-04-3340	% On Time LSR Reject No Facility Check		100		NA		100		100		100	1,3,5
OR-2-06-3340	% 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											
OR-1-06-3343	% On Time LSRC/ASRC - Facility Check											

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-2 - Reject Timeliness - Requiring Loop Qualification												
OR-2-04-3343	% On Time LSR/ASR Reject- No Facility Check											
OR-2-06-3343	% On Time LSR/ASR Reject Facility Check											
POTS / Special Services - Aggregate												
OR-3 - Percent Rejects												
OR-3-01-3000	% Rejects (ASRs + LSRs)		34.22		32.18		29.74		24.91		16.04	
OR-4 - Timeliness of Completion Notification												
OR-4-16-3000	% Provisioning Completion Notifiers sent within one (1) Business Day		UD		UD		UD		UD		99.25	
OR-4-17-3000	% Billing Completion Notifier sent within two (2) Business Days		UD		UD		UD		UD		97.76	
OR-5 - Percent Flow-Through												
OR-5-01-3000	% Flow Through - Total		41.56		43.5		40.44		50.27		55.88	
OR-5-03-3000	% Flow Through Achieved		90.34		85.56		78.39		89.03		70.57	
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					
OR-1-04-3213	% On Time LSRC No Facility Check DS3		NA		NA		NA					
OR-1-04-3214	% On Time LSRC No Facility Check (Non DS0, Non DS1, & Non DS3)		98.97		100		99.16					
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		87.5		85.71		100		100	
OR-1-06-3213	% On Time LSRC/ASRC Facility Check DS3		NA		100		100		100		100	2,3,4,5
OR-1-06-3214	% On Time LSRC/ASRC Facility Check (Non DS0, Non DS1 & Non DS3)		100		100		100		NA		NA	

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-2 - Reject Timeliness (ASRs + LSRs)												
OR-2-04-3200	% On Time LSR Reject No Facility Check		100		100		100		NA		100	5
OR-2-06-3200	% On Time LSR/ASR Reject Facility Check		100		95.24		92.86		100		100	
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-1-10-3211	% On Time ASRC Facility Check DS1		NA		NA		100		NA		NA	3
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, Non DS1 & Non 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		100		NA		NA	3
UNE (Provisioning) - POTS/Special Services												
POTS - Provisioning												
PR-4 - Missed Appointments												
PR-4-02-3100	Average Delay Days - Total	2.19	NA	3.08	NA	4.04	2	2.37	1	2.26	1.67	3,4,5
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop New	8.53	0	5.5	0	14.74	0	7.77	1.47	7.99	0	
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	8.53	0	5.5	0	14.74	25	7.77	0	7.99	33.33	1,2,3,4
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	0.04	0	0.03	0	0.06	0	0.03	0	0	0	
PR-6 - Installation Quality												
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	2.37	1.84	2.08	1.4	2.48	0.81	2.13	1.67	2.28	1.01	
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	2.37	2.59	2.08	0.99	2.48	0.46	2.13	0.33	2.28	0.19	
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop		0.25		0.28		0		0.19		0.22	

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	2.02	1.34		1.05		0.97		1.95		1.45	
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Platform	2.02	0.52		1.98		0.46		0		0.05	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	0
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	0
PR-9 - Hot Cuts Loops												
PR-9-01-3520	% On Time Performance - Hot Cut		99.22		100		99.22		100		100	
PR-9-08-3520	Average Duration of Service Interruption		1.53		19.6		NA		NA		NA	1,2
POTS & Complex Aggregate												
2-Wire Digital Services												
PR-4 - Missed Appointments												
PR-4-02-3341	Average Delay Days - Total	NA	NA	1	2	7	NA	NA	2	32	NA	2,4
PR-4-04-3341	% Missed Appointment - Verizon - Dispatch	0	0	1.89	14.29	5.88	0	0	7.69	7.14	0	2,3
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	0	0	0	NA	0	NA	0	NA	0	NA	1
PR-6 - Installation Quality												
PR-6-01-3341	% Install. Troubles Reported within 30 Days	3.52	14.29	3.09	37.5	3.89	25	3.49	0	3.11	12.5	2,3
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	1.48	21.43		0		25		7.69		12.5	2,3
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	0	2.78	0	0	0	2,3
PR-8-02-3341	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	2,3
2-Wire xDSL Loops												
PR-4 - Missed Appointments												
PR-4-02-3342	Average Delay Days - Total	NA	NA	NA	NA	NA	NA	2.5	NA	6.25	16	5

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-4-04-3342	% Missed Appointment – Verizon – Dispatch		0		0		0		0		2.63	
PR-4-14-3342	% Completed On Time (with Serial Number)		93.75		100		100		100		100	
PR-6 - Installation Quality												
PR-6-01-3342	% Install. Troubles Reported within 30 Days	3.52	4	3.09	13.79	3.89	11.36	3.49	2.22	3.11	5	
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	2.1	4		3.45		4.55		6.67		12.5	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3342	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	
2-Wire xDSL Line Sharing												
PR-4 - Missed Appointments												
PR-4-02-3343	Average Delay Days – Total	1.78	1.5	1.33	1	5.1	4	1.22	7	1.5	2	1,2,3,4,5
PR-4-04-3343	% Missed Appointment – Verizon – Dispatch	14.29	20	0	0	12.5	12.5	19.05	0	6.67	14.29	1,2,3,4,5
PR-4-05-3343	% Missed Appointment – Verizon – No Dispatch	1.72	1.47	2.73	1.05	1.29	0.67	0.8	1.28	0.16	0	
PR-6 - Installation Quality												
PR-6-01-3343	% Install. Troubles Reported within 30 Days	0.56	1.37	0.31	0	0.18	0	0.16	0	0.3	1.22	
PR-6-03-3343	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	2.36	1.37		0.99		3.21		1.2		7.32	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3343	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	
PR-8-02-3343	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	
2-Wire xDSL Line Splitting												
PR-4 - Missed Appointments												
PR-4-02-3345	Average Delay Days – Total	1.78	NA	1.33	NA	5.1	NA	1.22	NA	1.5	NA	

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-4-04-3345	% Missed Appointment – Verizon – Dispatch	14.29	NA	0	NA	12.5	NA	19.05	NA	6.67	NA	
PR-4-05-3345	% Missed Appointment – Verizon – No Dispatch	1.72	NA	2.73	NA	1.29	NA	0.8	NA	0.16	NA	
PR-6 - Installation Quality												
PR-6-01-3345	% Install. Troubles Reported within 30 Days	0.56	NA	0.31	NA	0.18	NA	0.16	NA	0.3	NA	
PR-6-03-3345	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	2.36	NA		NA		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	0	NA	0	NA	
PR-8-02-3345	Open Orders in a Hold Status > 90 Days	0	NA	0	NA	0	NA	0	NA	0	NA	
Special Services - Provisioning												
PR-4 - Missed Appointments												
PR-4-01-3210	% Missed Appointment – Verizon – DS0	0	0	0	NA	0	NA	8.7	NA	6.25	NA	1
PR-4-01-3211	% Missed Appointment – Verizon – DS1	7.14	0	0	0	0	4.76	16.67	0	5.88	0	1,4
PR-4-01-3213	% Missed Appointment – Verizon – DS3	NA	NA	0	NA	NA	NA	0	NA	NA	NA	
PR-4-01-3214	% Missed Appointment – Verizon – Special Other	0	NA	0	NA	6.67	NA	0	NA	20	NA	
PR-4-01-3510	% Missed Appointment – Verizon – Total - EEL	7.14	NA	0	NA	0	NA	16.67	NA	5.88	0	5
PR-4-01-3530	% Missed Appointment – Verizon – Total - IOF	NA	12.5	0	0	NA	0	0	NA	NA	0	1,2,3
PR-4-02-3200	Average Delay Days – Total	11	NA	NA	NA	9	12	2.33	NA	8.43	NA	3
PR-4-02-3510	Average Delay Days – Total - EEL	11	NA	NA	NA	NA	NA	2	NA	1	NA	
PR-4-02-3530	Average Delay Days – Total - IOF	NA	10	NA	NA	NA	NA	NA	NA	NA	NA	1
PR-6 - Installation Quality												
PR-6-01-3200	% Installation Troubles reported within 30 Days	0.64	5.88	0.7	14.81	0.48	13.79	0.52	20	1.9	5.56	4
PR-6-03-3200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	0.38	0		0		0		20		0	4

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3200	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	2.56	0	0	0	4
PR-8-02-3200	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	4
UNE (Maintenance) - POTS/Special Services												
Maintenance - POTS Loop												
MR-2 - Trouble Report Rate												
MR-2-02-3550	Network Trouble Report Rate – Loop	0.61	0.45	0.57	0.25	1.35	0.32	0.63	0.38	0.8	0.4	
MR-2-03-3550	Network Trouble Report Rate – Central Office	0.06	0.04	0.03	0	0.05	0.01	0.04	0.05	0.04	0.02	
MR-3 - Missed Repair Appointments												
MR-3-01-3550	% Missed Repair Appointment – Loop	13.01	1.96	9.68	6.9	25.75	13.16	10.22	4.26	12.32	11.76	
MR-3-02-3550	% Missed Repair Appointment – Central Office	4.77	20	8.61	NA	8.14	0	4.51	16.67	4.51	0	1,3,4,5
MR-4 - Trouble Duration Intervals												
MR-4-01-3550	Mean Time To Repair – Total	18.72	10.18	15.99	14.19	24.08	13.65	14.49	14.81	15.93	16.79	
MR-4-02-3550	Mean Time To Repair – Loop Trouble	19.78	9.94	16.51	14.19	24.74	13.38	15.05	15.08	16.56	17.58	
MR-4-03-3550	Mean Time To Repair – Central Office Trouble	7.5	12.62	6.63	NA	7.44	23.88	5.18	12.71	4.74	3.4	1,3,4,5
MR-4-07-3550	% Out of Service > 12 Hours	56.86	33.33	53.39	39.13	66.15	43.33	50.75	57.58	52.49	51.43	
MR-4-08-3550	% Out of Service > 24 Hours	27.46	4.44	22.76	13.04	40.42	10	18.15	9.09	19.03	20	
MR-5 - Repeat Trouble Reports												
MR-5-01-3550	% Repeat Reports within 30 Days	11.84	14.29	12.12	10.34	10.35	5.13	13.69	9.43	12.15	20.37	
Maintenance - POTS Platform												
MR-2 - Trouble Report Rate												
MR-2-02-3140	Network Trouble Report Rate – Platform	0.61	0.6	0.57	0.25	1.35	0.47	0.63	0.31	0.8	0.49	
MR-2-03-3140	Network Trouble Report Rate – Central Office	0.06	0.25	0.03	0	0.05	0	0.04	0.18	0.04	0.07	
MR-2-04-3140	% Subsequent Reports	15.06	0	0	0	33.33	0	0	0	0	0	2
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate	0.49	0.35	0.49	0.49	0.19	0.45	0.45	0.24	0.24	0.24	

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-3 - Missed Repair Appointments												
MR-3-01-3144	% Missed Repair Appointment - Platform Bus.	17	16.67	11.73	0	18.92	20	9.09	0	8.29	0	2,4
MR-3-01-3145	% Missed Repair Appointment - Platform Res.	12.34	NA	9.48	NA	26.55	NA	10.42	NA	12.84	NA	
MR-3-02-3144	% Missed Repair Appointment - Central Office Bus.	5.1	0	3.85	NA	11.57	NA	3.85	0	3.13	0	1,4,5
MR-3-02-3145	% Missed Repair Appointment - Central Office Res.	4.68	NA	10.26	NA	6.28	NA	4.74	NA	4.93	NA	
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform	9.49	0		20		0		10		0	1,3,5
MR-4 - Trouble Duration Intervals												
MR-4-01-3140	Mean Time To Repair - Total	18.72	5.45	15.99	6.71	24.08	29.66	14.49	7.12	15.93	7.96	2
MR-4-02-3144	Mean Time To Repair - Loop Trouble - Platform - Bus.	11.55	5.75	8.74	6.71	15.47	29.66	8.69	9.42	10.18	9.05	2,4
MR-4-02-3145	Mean Time To Repair - Loop Trouble - Platform - Res.	21.07	NA	17.37	NA	25.74	NA	15.96	NA	17.35	NA	
MR-4-03-3144	Mean Time To Repair - Central Office Trouble - Bus.	6.69	4.72	3.68	NA	6.99	NA	2.82	3.1	5.25	0.35	1,4,5
MR-4-03-3145	Mean Time To Repair - Central Office Trouble - Res.	7.75	NA	7.61	NA	7.68	NA	5.83	NA	4.6	NA	
MR-4-04-3140	% Cleared (all troubles) within 24 Hours	73.19	100	78.71	100	59.45	60	82.13	100	80.41	100	2
MR-4-06-3140	% Out of Service > 4 Hours	79.78	36.36	78.67	50	85.74	100	77.34	33.33	78.59	66.67	2,3
MR-4-07-3140	% Out of Service > 12 Hours	56.86	9.09	53.39	25	66.15	62.5	50.75	22.22	52.49	44.44	2,3
MR-4-08-3144	% Out of Service > 24 Hours - Bus.	7.58	0	3.96	0	19.24	50	4.02	0	4.91	0	2,3
MR-4-08-3145	% Out of Service > 24 Hours - Res.	30.7	NA	24.84	NA	42.94	NA	20.26	NA	20.94	NA	
MR-5 - Repeat Trouble Reports												
MR-5-01-3140	% Repeat Reports within 30 Days	11.84	11.76	12.12	60	10.35	0	13.69	18.18	12.15	12.5	2
2-Wire Digital Services - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-3341	Network Trouble Report Rate - Loop	0.61	5.13	0.57	10.87	1.34	6	0.63	0	0.8	3.9	

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.06	0	0.03	0	0.05	4	0.04	0	0.05	0	
MR-2-04-3341	% Subsequent Reports	15.1	50		44.44		16.67		NA		25	1,3,5
MR-3 - Missed Repair Appointments												
MR-3-01-3341	% Missed Repair Appointment – Loop	13.04	0	9.74	0	25.78	0	10.3	NA	12.36	0	1,2,3,5
MR-3-02-3341	% Missed Repair Appointment – Central Office	5.01	NA	8.96	NA	8.88	0	6.32	NA	4.79	NA	3
MR-4 - Trouble Duration Intervals												
MR-4-01-3341	Mean Time To Repair - Total	18.71	13.83	15.98	6.58	24.07	9.51	14.54	NA	15.93	3.19	1,2,3,5
MR-4-02-3341	Mean Time To Repair - Loop Trouble	19.77	13.83	16.51	6.58	24.73	14.69	15.05	NA	16.56	3.19	1,2,3,5
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	7.59	NA	6.7	NA	7.69	1.74	6.21	NA	4.74	NA	3
MR-4-07-3341	% Out of Service > 12 Hours	56.79	50	53.35	25	66.14	33.33	50.76	NA	52.46	0	1,2,3,5
MR-4-08-3341	% Out of Service > 24 Hours	27.42	0	22.73	0	40.42	0	18.19	NA	19	0	1,2,3,5
MR-5 - Repeat Trouble Reports												
MR-5-01-3341	% Repeat Reports within 30 Days	11.89	0	12.17	20	10.37	60	13.66	NA	12.15	33.33	1,2,3,5
2-Wire xDSL Loops - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-3342	Network Trouble Report Rate - Loop	0.61	0.75	0.57	0	1.34	0	0.63	0	0.8	0.36	
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.06	0.75	0.03	0	0.05	0.49	0.04	0.4	0.05	0.71	
MR-3 - Missed Repair Appointments												
MR-3-01-3342	% Missed Repair Appointment – Loop	13.04	0	9.74	33.33	25.78	0	10.3	NA	12.36	0	1,2,3,5
MR-3-02-3342	% Missed Repair Appointment – Central Office	5.01	0	8.96	0	8.88	0	6.32	0	4.79	0	1,2,3,4,5
MR-4 - Trouble Duration Intervals												
MR-4-02-3342	Mean Time To Repair - Loop Trouble	19.77	17.55	16.51	29.93	24.73	17.43	15.05	NA	16.56	15.33	1,2,3,5
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	7.59	2.03	6.7	1.18	7.69	6.38	6.21	2.04	4.74	1.47	1,2,3,4,5
MR-4-07-3342	% Out of Service > 12 Hours	56.79	33.33	53.35	66.67	66.14	50	50.76	0	52.46	0	1,2,3,4,5

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-4-08-3342	% Out of Service > 24 Hours	27.42	0	22.73	0	40.42	0	18.19	0	19	0	1,2,3,4,5
MR-5 - Repeat Trouble Reports												
MR-5-01-3342	% Repeat Reports within 30 Days	11.89	66.67	12.17	0	10.37	0	13.66	0	12.15	0	1,2,3,4,5
2-Wire xDSL Line Sharing - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-3343	Network Trouble Report Rate - Loop	0.1	0	0.04	0	0.11	0.13	0	0	0.06	0.12	
MR-2-03-3343	Network Trouble Report Rate - Central Office	0.03	0	0.04	0	0	0	0.04	0	0.02	0.12	
MR-3 - Missed Repair Appointments												
MR-3-01-3343	% Missed Repair Appointment - Loop	20	NA	0	NA	0	0	NA	NA	100	0	3,5
MR-3-02-3343	% Missed Repair Appointment - Central Office	20	0	0	NA	0	NA	0	NA	0	0	1,5
MR-4 - Trouble Duration Intervals												
MR-4-02-3343	Mean Time To Repair - Loop Trouble	22	NA	16.79	NA	16.68	19.93	NA	NA	39.07	6.93	3,5
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	23.84	0.77	12.5	NA	7.88	NA	10.78	NA	17.86	1.6	1,5
MR-4-04-3343	% Cleared (all troubles) within 24 Hours	60	100	100	NA	100	100	100	NA	33.33	100	1,3,5
MR-4-07-3343	% Out of Service > 12 Hours	90	0	71.43	NA	66.67	NA	66.67	NA	83.33	0	1,5
MR-4-08-3343	% Out of Service > 24 Hours	40	0	0	NA	0	NA	0	NA	66.67	0	1,5
MR-5 - Repeat Trouble Reports												
MR-5-01-3343	% Repeat Reports within 30 Days	40	NA	28.57	NA	83.33	100	0	NA	66.67	0	3,5
2-Wire xDSL Line Splitting - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-3345	Network Trouble Report Rate - Loop	0.1	NA	0.04	NA	0.11	NA	0	NA	0.06	NA	
MR-2-03-3345	Network Trouble Report Rate - Central Office	0.03	NA	0.04	NA	0	NA	0.04	NA	0.02	NA	
MR-3 - Missed Repair Appointments												
MR-3-01-3345	% Missed Repair Appointment - Loop	20	NA	0	NA	0	NA	NA	NA	100	NA	
MR-3-02-3345	% Missed Repair Appointment - Central Office	20	NA	0	NA	0	NA	0	NA	0	NA	

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-4 - Trouble Duration Intervals												
MR-4-02-3345	Mean Time To Repair - Loop Trouble	22	NA	16.79	NA	16.68	NA	NA	NA	39.07	NA	
MR-4-03-3345	Mean Time To Repair - Central Office Trouble	23.84	NA	12.5	NA	7.88	NA	10.78	NA	17.86	NA	
MR-4-04-3345	% Cleared (all troubles) within 24 Hours	60	NA	100	NA	100	NA	100	NA	33.33	NA	
MR-4-07-3345	% Out of Service > 12 Hours	90	NA	71.43	NA	66.67	NA	66.67	NA	83.33	NA	
MR-4-08-3345	% Out of Service > 24 Hours	40	NA	0	NA	0	NA	0	NA	66.67	NA	
MR-5 - Repeat Trouble Reports												
MR-5-01-3345	% Repeat Reports within 30 Days	40	NA	28.57	NA	83.33	NA	0	NA	66.67	NA	
Special Services - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-01-3200	Network Trouble Report Rate	0.11	1.13	0.08	1.86	0.12	1.52	0.09	1.95	0.12	2.28	
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate	0.21	2.26		1.06		2.03		2.2		1.14	
MR-4 - Trouble Duration Intervals												
MR-4-01-3216	Mean Time To Repair - Total - Non DS0 & DS0	3.32	NA	4.61	NA	3.77	NA	9.77	NA	4.27	NA	
MR-4-01-3217	Mean Time To Repair - Total - DS1 & DS3	3.26	3.38	3.87	5.45	5.73	4.93	4.71	3.43	6.37	4.13	1,2,3,4
MR-4-04-3216	% Cleared (all troubles) within 24 Hours - Non DS0 & DS0	100	NA	97.62	NA	100	NA	89.13	NA	98.59	NA	
MR-4-04-3217	% Cleared (all troubles) within 24 Hours - DS1 & DS3	100	100	100	100	100	100	100	100	96.15	100	1,2,3,4
MR-4-06-3216	% Out of Service > 4 Hours - Non DS0 & DS0	28.57	NA	45.24	NA	39.66	NA	41.3	NA	40.85	NA	
MR-4-06-3217	% Out of Service > 4 Hours - DS1 & DS3	34.78	50	37.5	16.67	51.61	80	54.17	33.33	38.46	37.5	1,2,3,4,5
MR-4-08-3216	% Out of Service > 24 Hours - Non DS0 & DS0	0	NA	2.38	NA	0	NA	10.87	NA	1.41	NA	
MR-4-08-3217	% Out of Service > 24 Hours - DS1 & DS3	0	0	0	0	0	0	0	0	3.85	0	1,2,3,4,5
MR-5 - Repeat Trouble Reports												
MR-5-01-3200	% Repeat Reports within 30 Days	14.94	0	27.27	0	15.73	0	24.29	37.5	13.4	10	1,2,3,4

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
TRUNKS (Aggregate) - POTS/Special Services												
ORDERING												
OR-1 - Order Confirmation Timeliness												
OR-1-12-5020	% On Time FOC (<= 192 Forecasted Trunks)		NA		100		NA		100		100	2,4,5
OR-1-12-5030	% On Time FOC (> 192 and Unforecasted Trunks)		100		80		100		NA		100	1,3,5
OR-1-13-5020	% On Time Design Layout Record (DLR)		100		100		100		100		100	1,3,4,5
OR-1-19-5020	% On Time Resp. - Request for Inbound Augment Trunks (<= 192 Forecasted Trunks)		NA		NA		NA		NA		NA	
OR-1-19-5030	% On Time Resp. - Request for Inbound Augment Trunks (> 192 Forecasted Trunks)		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness												
OR-2-12-5000	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)		NA		NA		NA		NA		100	5
PROVISIONING												
PR-1 - Average Interval Offered												
PR-1-09-5020	Av. Interval Offered – Total (<= 192 Forecasted Trunks)	26.67	NA	17.43	17	19	NA	18	21.33	13	NA	2,4
PR-1-09-5030	Av. Interval Offered – Total (> 192 & Unforecasted Trunks)	18	NA	54.33	23	18.5	NA	NA	NA	22.89	NA	2
PR-4 - Missed Appointment												
PR-4-01-5000	% Missed Appointment – Verizon – Total	0	0	0	0	0	0	0	0	0	0	
PR-4-02-5000	Average Delay Days - Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
PR-4-07-3540	% On Time Performance – LNP Only		100		100		97.92		100		95	
PR-5 - Facility Missed Orders												
PR-5-02-5000	% Orders Held for Facilities > 15 Days	0	0	0	0	0	0	0	0	0	0	
PR-5-03-5000	% Orders Held for Facilities > 60 Days	0	0	0	0	0	0	0	0	0	0	
PR-6 - Installation Quality												

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-6-01-5000	% Installation Troubles reported within 30 Days	0	0	0	0	0	0	0	0	0	0	
PR-6-03-5000	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	0	0	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	0.18	0	0.6	0	0	0	
PR-8-02-5000	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	
MAINTENANCE												
MR-2 - Trouble Report Rate												
MR-2-01-5000	Network Trouble Report Rate	0	0	0	0	0.01	0	0	0	0	0	
MR-4 - Trouble Duration Intervals												
MR-4-01-5000	Mean Time To Repair - Total	0.33	NA	NA	NA	0.77	NA	1.2	NA	0.92	NA	
MR-4-04-5000	% Cleared (all troubles) within 24 Hours	100	NA	NA	NA	100	NA	100	NA	100	NA	
MR-4-05-5000	% Out of Service > 2 Hours	0	NA	NA	NA	0	NA	0	NA	0	NA	
MR-4-06-5000	% Out of Service > 4 Hours	0	NA	NA	NA	0	NA	0	NA	0	NA	
MR-4-07-5000	% Out of Service > 12 Hours	0	NA	NA	NA	0	NA	0	NA	0	NA	
MR-4-08-5000	% Out of Service > 24 Hours	0	NA	NA	NA	0	NA	0	NA	0	NA	
MR-5 - Repeat Trouble Report Rates												
MR-5-01-5000	% Repeat Reports within 30 Days	0	NA	NA	NA	0	NA	0	NA	0	NA	
NETWORK PERFORMANCE												
NP-1 - Percent Final Trunk Group Blockage												
NP-1-01-5000	% Final Trunk Groups Exceeding Blocking Standard	0	0	0	0	3.23	0	0	0	0	0	1
NP-1-02-5000	% FTG Exceeding Blocking Std. -(No Exceptions)	0	0	0	0	3.23	0	0	0	0	0	1
NP-1-03-5000	Number FTG Exceeding Blocking Std. - 2 Months		0		0		0		0		0	1
NP-1-04-5000	Number FTG Exceeding Blocking Std. - 3 Months		0		0		0		0		0	1
NP-2 - Collocation Performance - New												

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
NP-2-01-6701	% On Time Response to Request for Physical Collocation		NA		NA		100		100		NA	3,4
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		76		NA		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		NA		NA	1,3
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		NA		100		100		NA		100	2,3,5
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		68		55.5		66.67		NA		74	
NP-2-03-6712	Average Interval – Physical Collocation - 45 Days		68		NA		NA		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		NA		100	1,2,5
NP-2-05-6712	% On Time – Physical Collocation - 45 Days		100		NA		NA		NA		NA	1
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.

blank cell = No data provided.

VZ = Verizon retail analog. If no data was provided, the metric may have a benchmark.

Notes:

1 = Sample Size under 10 for November 2001.

2 = Sample Size under 10 for December 2001.

3 = Sample Size under 10 for January 2002.

4 = Sample Size under 10 for February 2002.

5 = Sample Size under 10 for March 2002.