

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

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

Metric #	PRE-ORDERING	Standard	Actual Performance			
			Vz	CLEC	Difference	Observations
<b>PO-1 - Response Time OSS Pre-Ordering Interface *</b>						
PO-1-01-6020	Customer Service Record - EDI	Parity plus <= 4 Seconds	0.76	2.77	2.01	4349
PO-1-01-6030	Customer Service Record - CORBA	Parity plus <= 4 Seconds	0.76	0.98	0.22	1537
PO-1-01-6050	Customer Service Record - Web GUI	Parity plus <= 7 Seconds	0.76	2.56	1.80	40199
PO-1-02-6020	Due Date Availability - EDI	Parity plus <= 4 Seconds	0.06	2.48	2.42	15
PO-1-02-6030	Due Date Availability - CORBA	Parity plus <= 4 Seconds	0.06	0.58	0.52	16
PO-1-02-6050	Due Date Availability - Web GUI	Parity plus <= 7 Seconds	0.06	2.23	2.17	693
PO-1-03-6020	Address Validation - EDI	Parity plus <= 4 Seconds	4.40	5.97	1.57	1011
PO-1-03-6030	Address Validation - CORBA	Parity plus <= 4 Seconds	4.40	2.65	-1.75	834
PO-1-03-6050	Address Validation - Web GUI	Parity plus <= 7 Seconds	4.40	5.33	0.93	5123
PO-1-04-6020	Product & Service Availability - EDI	Parity plus <= 10 Seconds	8.80	NA		
PO-1-04-6030	Product & Service Availability - CORBA	Parity plus <= 10 Seconds	8.80	NA		
PO-1-04-6050	Product & Service Availability - Web GUI	Parity plus <= 10 Seconds	8.80	6.81	-1.99	138
PO-1-05-6020	Telephone Number Availability & Reservation - EDI	Parity plus <= 4 Seconds	5.37	4.90	-0.47	16
PO-1-05-6030	Telephone Number Availability & Reservation - CORBA	Parity plus <= 4 Seconds	5.37	4.38	-0.99	18
PO-1-05-6050	Telephone Number Availability & Reservation - Web GUI	Parity plus <= 7 Seconds	5.37	6.15	0.78	1553
PO-1-06-6020	Average Response Time - Mechanized Loop Qualification - DSL - EDI	Parity plus <= 4 Seconds	13.74	4.63	-9.11	1016
PO-1-06-6030	Average Response Time - Mechanized Loop Qualification - DSL - CORBA	Parity plus <= 4 Seconds	13.74	NA		
PO-1-06-6050	Average Response Time - Mechanized Loop Qualification - DSL - Web GUI	Parity plus <= 7 Seconds	13.74	3.91	-9.83	2112
PO-1-07-6020	Rejected Query - EDI	Parity plus <= 4 Seconds	0.04	2.40	2.36	4750
PO-1-07-6030	Rejected Query - CORBA	Parity plus <= 4 Seconds	0.04	0.58	0.54	1329
PO-1-07-6050	Rejected Query - Web GUI	Parity plus <= 7 Seconds	0.04	2.81	2.77	3225
PO-1-08-6020	% Timeouts - EDI	not > .33%	0.05			10318
PO-1-08-6030	% Timeouts - CORBA	not > .33%	0.00			4074
PO-1-08-6050	% Timeouts - Web GUI	not > .33%	0.04			67240
PO-1-09-6020	Parsed CSR - EDI	Parity plus <= 10 Seconds	0.76	1.89	1.13	2079
PO-1-09-6030	Parsed CSR - CORBA	Parity plus <= 10 Seconds	0.76	0.37	-0.39	763

\*Retail data is obtained from ENVIEW, and the total number of observations is 10 per hour per day.

Metric #	PO-2 - OSS Interface Availability*	Standard	Vz	CLEC	Difference	Observations
PO-2-02-6020	OSS Interf. Avail. - Prime Time - EDI	>=99.5%	100.00	100.00	0.00	0.00
PO-2-02-6030	OSS Interf. Avail. - Prime Time - CORBA	>=99.5%	100.00	100.00	0.00	0.00
PO-2-02-6060	OSS Interf. Avail. - Prime Time - Electronic Bonding	>=99.5%	100.00	100.00	0.00	0.00
PO-2-02-6080	OSS Interf. Avail. - Prime Time - Maint Web GUI/PreOrder/Ordering WEB GUI	>=99.5%	99.75	99.75	0.00	1.12
PO-2-03-6020	OSS Interf. Avail. - Non-Prime - EDI	No Standard	99.26	99.26	0.00	4.00
PO-2-03-6030	OSS Interf. Avail. - Non-Prime - CORBA	No Standard	99.80	99.80	0.00	1.10
PO-2-03-6060	OSS Interf. Avail. - Non-Prime - Electronic Bonding	No Standard	100.00	100.00	0.00	0.00
PO-2-03-6080	OSS Interf. Avail. - Non-Prime - Maint Web GUI/PreOrder/Ordering WEB GUI	No Standard	99.89	99.89	0.00	0.30

Metric #	PO-5 - Average Notification of Interface Outage	Standard	Vz	CLEC	Difference	Observations
PO-5-01-2000	Average Notice of Interface Outage**	Not more than 20 minutes	20.00	20.00	0.00	1

Metric #	PO-6 - Software Validation	Standard	Vz	CLEC	Difference	Observations
PO-6-01-2000	Software Validation	<= 5%	0.00	0.00	0.00	140

Metric #	PO-7 - Software Problem Resolution Timeliness	Standard	Vz	CLEC	Difference	Observations
PO-7-01-2000	% Software Problem Res. Timeliness**	>=95%	NA	NA	0.00	
PO-7-02-2000	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround**	48 hours	NA	NA	0.00	
PO-7-03-2000	Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround**	10 days	NA	NA	0.00	
PO-7-04-2000	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A***	48 hours	NA	NA	0.00	

Metric #	PO-8 - Manual Loop Qualification	Standard	Vz	CLEC	Difference	Observations
PO-8-01-2000	% On Time - Manual Loop Qualification	95% within 48 Hours	NA	NA	0.00	
PO-8-02-2000	% On Time - Engineering Record Request	95% within 72 Hours	NA	NA	0.00	

**Change Notification\***

Metric #	PO-4 - Timeliness of Change Management Notice	Standard	Vz	CLEC	Difference	Observations
PO-4-01-6660	% Notices Sent on Time - Industry Standard, Verizon Orig. & CLEC Orig.	95%	100.00	100.00	0.00	2
PO-4-01-6671	% Notices Sent on Time - Emergency Maint. & Regulatory	95%	100.00	100.00	0.00	8
PO-4-02-6660	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std., Verizon Orig. & CLEC Orig.	No Standard	NA	NA	0.00	
PO-4-02-6671	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint. & Regulatory	No Standard	NA	NA	0.00	
PO-4-03-6660	Change Mgmt. Notice - Delay 8+ Days - Ind. Std., Verizon Orig. & CLEC Orig.	No delayed notices & documentation over 8 cal days	NA	NA	0.00	
PO-4-03-6671	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint. & Regulatory	No delayed notices & documentation over 8 cal days	NA	NA	0.00	

**Change Confirmation\***

Metric #	PO-4 - Timeliness of Change Management Notice	Standard	Vz	CLEC	Difference	Observations
PO-4-01-6622	% Notices Sent on Time - Regulatory	95%	NA	NA	0.00	
PO-4-01-6622	% Notices Sent on Time - Ind. Std., Verizon Orig. & CLEC Orig.	95%	100.00	100.00	0.00	1
PO-4-02-6622	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	No Standard	NA	NA	0.00	
PO-4-02-6662	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std., Verizon Orig. & CLEC Orig.	No Standard	NA	NA	0.00	
PO-4-03-6622	Change Mgmt. Notice - Delay 8+ Days - Regulatory	No delayed notices & documentation over 8 cal days	NA	NA	0.00	
PO-4-03-6662	Change Mgmt. Notice - Delay 8+ Days - Ind. Std., Verizon Orig. & CLEC Orig.	No delayed notices & documentation over 8 cal days	NA	NA	0.00	

**TROUBLE REPORTING (OSS)**

Metric #	MR-1 - Response Time OSS Maintenance Interface	Standard	Vz	CLEC	Difference	Observations
MR-1-01-2000	Create Trouble	Parity plus <= 4 Seconds	8.39	3.49	-4.90	1197
MR-1-02-2000	Status Trouble	Parity plus <= 4 Seconds	3.98	4.18	0.20	49
MR-1-03-2000	Modify Trouble	Parity plus <= 4 Seconds	8.14	NA		18
MR-1-04-2000	Request Cancellation of Trouble	Parity plus <= 4 Seconds	9.51	5.09	-4.42	18
MR-1-05-2000	Trouble Report History (by TN/Circuit)	Parity plus <= 4 Seconds	0.30	0.85	0.55	528
MR-1-06-2000	Test Trouble (POTS Only)	Parity plus <= 4 Seconds	53.94	48.84	-5.10	2607

**BILLING**

Metric #	BI-1 - Timeliness of Daily Usage Feed	Standard	Vz	CLEC	Difference	Observations
BI-1-02-2030	% DUF in 4 Business Days	95% in 4 Business Days	99.55	99.55	0.00	38445689
<b>BI-2 - Timeliness of Carrier Bill</b>						
BI-2-01-2030	Timeliness of Carrier Bill	98% in 10 Business Days	99.41	99.41	0.00	1014
<b>BI-3 - Billing Accuracy &amp; Claims Processing</b>						
BI-3-04-2030	% CLEC Billing Claims Acknowledged within 2 Business Days	95% within 2 Business Days	100.00	100.00	0.00	127
BI-3-05-2030	% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgment	95% within 28 Calendar Days	55.46	55.46	0.00	119

**OPERATOR SERVICES & DATABASES\*\*\*\***

Metric #	OD-1 - Operator Services - Speed of Answer	Standard	Vz	CLEC	Difference	Observations
OD-1-01-1021	Average Speed of Answer - Operator Services - NE OSC	Parity with Retail	2.88	0.27	1358575	87161
OD-1-02-1021	Average Speed of Answer - Directory Assistance - NE OSC	Parity with Retail	3.80	2.26	13662436	1477201

Legend Notations/Log Gamma Instructions defined on Legend sheet - last page

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

Metric #	Standard	Actual Performance CLEC Aggregate	Number of Observations All CLECs
<b>RESALE Pre-Ordering</b>			
<b>PO-3 - Contact Center Availability</b>			
PO-3-02-2000	% Answered within 30 Seconds – Ordering*	96.07	3804
PO-3-04-2000	% Answered within 30 Seconds – Repair**	91.43	108315
<b>RESALE Ordering</b>			
<b>OR-8 - Acknowledgement Timeliness</b>			
OR-8-01-2000	% Acknowledgements on Time	99.88	2409
<b>OR-9 - Order Acknowledgement Completeness</b>			
OR-9-01-2000	% Acknowledgement Completeness	100.00	2409
<b>OR-10 - PON Notifier Exception Resolution Timeliness</b>			
OR-10-01-2000	% of PON Exceptions Resolved Within Three (3) Business Days	100.00	60
OR-10-02-2000	% of PON Exceptions Resolved Within Ten (10) Business Days	100.00	60
<b>POTS &amp; Pre-qualified Complex - Electronically Submitted</b>			
<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-02-2320	% On Time LSRC – Flow Through	99.47	4512
OR-1-04-2100	% On Time LSRC/ASRC No Facility Check	99.72	3900
OR-1-06-2320	% On Time LSRC/ASRC Facility Check	99.01	304
<b>OR-2 - Reject Timeliness</b>			
OR-2-02-2320	% On Time LSR Reject – Flow Through	99.90	2069
OR-2-04-2320	% On Time LSR/ASR Reject No Facility Check	100.00	1316
OR-2-06-2320	% On Time LSR/ASR Reject Facility Check	100.00	226
<b>2 Wire Digital Services</b>			
<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b>			
OR-1-04-2341	% On Time LSRC/ASRC No Facility Check	100.00	71
OR-1-06-2341	% On Time LSRC/ASRC Facility Check	100.00	10
<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>			
OR-2-04-2341	% On Time LSR/ASR Reject No Facility Check	100.00	64
OR-2-06-2341	% On Time LSR/ASR Reject Facility Check	100.00	8
<b>POTS / Special Services - Aggregate</b>			
<b>OR-3 - Percent Rejects</b>			
OR-3-01-2000	% Rejects	30.24	12915
OR-3-02-2000	% LSR Resubmission Not Rejected	95%	NA
<b>OR-4 - Timeliness of Completion Notification</b>			
OR-4-11-2000	% Completed orders with neither a PCN nor BCN sent	0.25%	5722
OR-4-16-2000	% Provisioning Completion Notifiers sent within one (1) Business Day	95%	5722
OR-4-17-2000	% Billing Completion Notifier sent within two (2) Business Days	95%	5722
<b>OR-5 - Percent Flow-Through</b>			
OR-5-01-2000	% Flow Through - Total	No Standard Developed	9035
OR-5-03-2000	% Flow Through Achieved	95%	4708
<b>OR-6 - Order Accuracy</b>			
OR-6-01-2000	% Service Order Accuracy*	99.19	246
OR-6-03-2000	% Accuracy – LSRC	not more than 5%	5190
<b>OR-7 - Order Completeness</b>			
OR-7-01-2000	% Order Confirmation/Rejects sent within 3 Business Days	99.38	12319
<b>Special Services - Electronically Submitted</b>			
<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-04-2210	% On Time LSRC/ASRC No Facility Check DS0	NA	
OR-1-04-2211	% On Time LSRC/ASRC No Facility Check DS1	NA	
OR-1-04-2213	% On Time LSRC/ASRC No Facility Check DS3	NA	
OR-1-04-2214	% On Time LSRC/ASRC No Facility Check (Non DS0, DS1, & DS3)	100.00	122
OR-1-06-2210	% On Time LSRC/ASRC Facility Check DS0	NA	
OR-1-06-2211	% On Time LSRC/ASRC Facility Check DS1	NA	
OR-1-06-2213	% On Time LSRC/ASRC Facility Check DS3	NA	
OR-1-06-2214	% On Time LSRC/ASRC Facility Check (Non DS0, DS1, & DS3)	100.00	21
<b>OR-2 - Reject Timeliness</b>			
OR-2-04-2200	% On Time LSR/ASR Reject No Facility Check	100.00	188
OR-2-06-2200	% On Time LSR/ASR Reject Facility Check	100.00	17
Legend Notations/Log Gamma Instructions defined on Legend sheet - last page			

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

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

**POTS - Provisioning - Total**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Stat Score
		Vz	CLEC Aggregate	Vz	All CLECs			
<b>PR-1 - Average Interval Offered</b>								
PR-1-04-2100	Average Interval Offered – Dispatch (6-9 Lines)	3.53	6.88	58	17	5.70	1.57	-2.13
PR-1-05-2100	Average Interval Offered – Dispatch (>= 10 Lines)	3.44	8.45	32	20	5.21	1.49	-3.37
<b>PR-3 - Completed within Specified Days</b>								
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	80.69	69.08	105108	1048		1.23	<-5.00
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	58.08	61.33	10407	256		3.12	1.11
PR-3-09-2100	% Completed in 5 Days (1-5 Lines – Dispatch)	88.19	90.63	10407	256		2.04	1.31
<b>PR-4 - Missed Appointments</b>								
PR-4-02-2100	Average Delay Days – Total	3.22	2.79	1497	33	4.54	0.80	0.54
PR-4-03-2100	% Missed Appointment – Customer		3.34		3648			
PR-4-04-2100	% Missed Appointment – Verizon – Dispatch	5.53	5.29	26497	567		0.97	0.31
PR-4-05-2100	% Missed Appointment – Verizon – No Dispatch	0.02	0.10	193920	3081		0.03	-1.91
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-2100	% Missed Appointment – Verizon – Facilities	3.07	3.17	26497	567		0.73	-0.06
PR-5-02-2100	% Orders Held for Facilities > 15 Days	0.08	0.00	26497	567		0.12	>5.00
<b>PR-6 - Installation Quality</b>								
PR-6-01-2100	% Installation Troubles reported within 30 Days	4.16	2.64	190226	7247		0.24	>5.00
PR-6-03-2100	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE		1.68		7247			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-2100	Open Orders in a Hold Status > 30 Days	0.00	0.00	220417	3648			0
PR-8-02-2100	Open Orders in a Hold Status > 90 Days	0.00	0.00	220417	3648			0

**POTS - Business**

<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2110	Average Interval Offered – Total No Dispatch	0.65	1.89	11881	663	1.11	0.04	-27.99
PR-1-03-2110	Average Interval Offered – Dispatch (1-5 Lines)	2.19	2.79	2741	191	1.38	0.10	-5.81

**POTS - Residence**

<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2120	Average Interval Offered – Total No Dispatch	0.60	0.90	155517	939	1.49	0.05	-6.15
PR-1-03-2120	Average Interval Offered – Dispatch (1-5 Lines)	3.62	5.03	9332	119	2.29	0.21	-6.67

**POTS & Complex Aggregate**

<b>PR-1 - Average Interval Offered</b>								
PR-1-12-2103	Average Interval Offered – Disconnects	6.05	3.67	25407	2483	7.91	0.17	14.31

**2-Wire Digital Services**

<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2341	Average Interval Offered – Total No Dispatch	1.97	2.17	230	36	1.99	0.36	-0.56
PR-1-02-2341	Average Interval Offered – Total Dispatch	3.92	12.00	199	7	1.59	0.61	-13.21

<b>PR-4 - Missed Appointments</b>								
PR-4-02-2341	Average Delay Days – Total	4.87	5.67	38	3	4.01	2.40	SS
PR-4-03-2341	% Missed Appointment – Customer		5.17		58			
PR-4-04-2341	% Missed Appointment – Verizon – Dispatch	6.88	9.52	320	21		5.70	-0.14
PR-4-05-2341	% Missed Appointment – Verizon – No Dispatch	0.00	0.00	202	36			0
PR-4-08-2341	% Missed Appt. – Customer – Late Order Conf.		0.00		58			

<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-2341	% Missed Appointment – Verizon – Facilities	4.68	4.55	342	22		4.65	0.42
PR-5-02-2341	% Orders Held for Facilities > 15 Days	0.29	0.00	342	22		1.18	>5.00

<b>PR-6 - Installation Quality</b>								
PR-6-01-2341	% Install. Troubles Reported within 30 Days	1.57	0.58	1974	172		0.99	1.49
PR-6-03-2341	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE		1.74		172			

<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-2341	Open Orders in a Hold Status > 30 Days	0.00	0.00	544	58			0
PR-8-02-2341	Open Orders in a Hold Status > 90 Days	0.00	0.00	544	58			0

**Special Services - Provisioning**

<b>PR-1 - Average Interval Offered</b>								
PR-1-06-2200	Average Interval Offered – DS0	10.02	8.65	186	17	3.64	0.92	1.49
PR-1-07-2200	Average Interval Offered – DS1	21.79	10.75	242	12	15.03	4.45	2.48
PR-1-08-2200	Average Interval Offered – DS3	45.13	NA	8		31.91		SS
PR-1-12-2200	Average Interval Offered – Disconnects	12.77	8.00	1726	51	16.63	2.36	2.02

<b>PR-4 - Missed Appointments</b>								
PR-4-01-2210	% Missed Appointment – Verizon – DS0	10.50	5.00	200	20		7.19	1.23
PR-4-01-2211	% Missed Appointment – Verizon – DS1	9.17	10.00	229	10		9.32	0.32
PR-4-01-2213	% Missed Appointment – Verizon – DS3	12.50	NA	8				
PR-4-01-2214	% Missed Appointment – Verizon – Special Other	11.11	25.00	27	4		16.84	SS
PR-4-02-2200	Average Delay Days – Total	10.13	8.33	46	3	15.86	9.45	SS
PR-4-03-2200	% Missed Appointment – Customer		29.41		34			
PR-4-08-2200	% Missed Appt. – Customer – Due to Late Order Conf.		0.00		34			

<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-2200	% Missed Appointment – Verizon – Facilities	1.76	8.70	397	23		2.82	-1.39
PR-5-02-2200	% Orders Held for Facilities > 15 Days	0.00	0.00	397	23			0

<b>PR-6 - Installation Quality</b>								
PR-6-01-2200	% Installation Troubles reported within 30 Days	8.34	4.39	791	296		1.88	2.47
PR-6-03-2200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE		1.35		296			

<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-2200	Open Orders in a Hold Status > 30 Days	0.65	0.00	464	34		1.43	>5.00
PR-8-02-2200	Open Orders in a Hold Status > 90 Days	0.22	0.00	464	34		0.83	>5.00

Legend Notations/Log Gamma Instructions defined on Legend sheet - last page

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

**POTS - Maintenance**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Stat Score
		Vz	CLEC Aggregate	Vz	All CLECs			
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2100	Network Trouble Report Rate – Loop	1.33	0.39	3691423	251122		0.02	>5.00
MR-2-03-2100	Network Trouble Report Rate – Central Office	0.10	0.05	3691423	251122		0.01	>5.00
MR-2-04-2100	% Subsequent Reports		6.03		1160			
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate		0.29		251122			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2110	% Missed Repair Appointment – Loop Bus.	14.37	13.34	7152	667		1.42	0.78
MR-3-01-2120	% Missed Repair Appointment – Loop Res.	9.85	8.00	41950	300		1.73	1.18
MR-3-02-2110	% Missed Repair Appointment – Central Office Bus.	12.70	5.83	1008	103		3.44	2.38
MR-3-02-2120	% Missed Repair Appointment – Central Office Res.	6.93	5.00	2642	20		5.70	0.71
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment		11.70		735			
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2100	Mean Time To Repair – Total	20.94	13.10	52927	1090	20.35	0.62	12.60
MR-4-02-2110	Mean Time To Repair – Loop Trouble - Bus.	10.96	9.67	7152	667	14.77	0.60	2.16
MR-4-02-2120	Mean Time To Repair – Loop Trouble - Res.	23.51	22.82	41950	300	20.63	1.20	0.58
MR-4-03-2110	Mean Time To Repair – Central Office Trouble - Bus.	7.80	6.73	1008	103	12.83	1.33	0.81
MR-4-03-2120	Mean Time To Repair – Central Office Trouble - Res.	11.33	14.65	2642	20	15.98	3.59	-0.92
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	67.45	85.96	52927	1090		1.43	>5.00
MR-4-06-2100	% Out of Service > 4 Hours	78.39	69.05	42372	840		1.43	>5.00
MR-4-07-2100	% Out of Service > 12 Hours	60.04	41.55	42372	840		1.71	>5.00
MR-4-08-2110	% Out of Service > 24 Hours - Bus.	10.16	5.57	6686	575		1.31	3.88
MR-4-08-2120	% Out of Service > 24 Hours - Res.	34.67	33.21	35532	265		2.93	0.56
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2100	% Repeat Reports within 30 Days	18.21	14.68	52927	1090		1.18	3.11
<b>2-Wire Digital Services - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2341	Network Trouble Report Rate – Loop	0.30	0.44	60707	2524		0.11	-1.05
MR-2-03-2341	Network Trouble Report Rate – Central Office	0.12	0.08	60707	2524		0.07	0.80
MR-2-04-2341	% Subsequent Reports		0.00		13			
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate		1.39		2524			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2341	% Missed Repair Appointment – Loop	27.07	36.36	181	11		13.80	-0.36
MR-3-02-2341	% Missed Repair Appointment – Central Office	38.57	50.00	70	2		34.91	SS
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment		28.57		35			
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2341	Mean Time To Repair – Total	24.23	30.93	251	13	27.66	7.87	-0.85
MR-4-02-2341	Mean Time To Repair – Loop Trouble	25.05	25.45	181	11	26.90	8.35	-0.05
MR-4-03-2341	Mean Time To Repair – Central Office Trouble	22.09	61.04	70	2	29.65	21.26	SS
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	64.54	53.85	251	13		13.61	-0.50
MR-4-07-2341	% Out of Service > 12 Hours	62.37	100.00	93	4		24.74	SS
MR-4-08-2341	% Out of Service > 24 Hours	45.16	75.00	93	4		25.41	SS
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2341	% Repeat Reports within 30 Days	15.94	15.38	251	13		10.41	0.37
<b>Special Services - Maintenance</b>								
<b>MR-4 - Trouble Report Rate</b>								
MR-2-01-2200	Network Trouble Report Rate	0.45	0.42	331593	22408		0.05	0.58
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate		0.58		22408			
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2216	Mean Time To Repair – Total - Non DS0 & DS0	7.79	7.78	1068	73	8.35	1.01	0.01
MR-4-01-2217	Mean Time To Repair – Total - DS1 & DS3	7.28	5.84	420	22	6.10	1.33	1.08
MR-4-04-2216	% Cleared (all troubles) within 24 Hours - Non DS0 & DS0	95.51	95.89	1068	73		2.51	0.38
MR-4-04-2217	% Cleared (all troubles) within 24 Hours - DS1 & DS3	97.38	100.00	420	22		3.49	>5.00
MR-4-06-2216	% Out of Service > 4 Hours - Non DS0 & DS0	63.95	75.41	1007	61		6.33	-1.71
MR-4-06-2217	% Out of Service > 4 Hours - DS1 & DS3	69.78	80.00	417	20		10.51	-0.71
MR-4-08-2216	% Out of Service > 24 Hours - Non DS0 & DS0	3.77	3.28	1007	61		2.51	0.47
MR-4-08-2217	% Out of Service > 24 Hours - DS1 & DS3	2.64	0.00	417	20		3.67	>5.00
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2200	% Repeat Reports within 30 Days	15.79	14.74	1488	95		3.86	0.39

Legend Notations/Log Gamma Instructions defined on Legend sheet - last page

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

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

Metric #	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
<b>UNE Pre-ordering</b>			
<b>PO-3 - Contact Center Availability</b>			
PO-3-02-3000	% Answered within 30 Seconds – Ordering*	91.46	26659
PO-3-04-3000	% Answered within 30 Seconds – Repair**	91.43	108315
<b>UNE Ordering</b>			
<b>OR-8 - Acknowledgement Timeliness</b>			
OR-8-01-3000	% Acknowledgements on Time	99.68	29512
<b>OR-9 - Order Acknowledgement Completeness</b>			
OR-9-01-3000	% Acknowledgement Completeness	100.00	29512
<b>OR-10 - PON Notifier Exception Resolution Timeliness</b>			
OR-10-01-3000	% of PON Exceptions Resolved Within Three (3) Business Days	100.00	60
OR-10-02-3000	% of PON Exceptions Resolved Within Ten (10) Business Days	100.00	60
<b>Platform</b>			
<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-02-3143	% On Time LSRC – Flow Through	99.38	4819
OR-1-04-3143	% On Time LSRC/ASRC No Facility Check	98.77	652
OR-1-06-3143	% On Time LSRC/ASRC Facility Check	100.00	319
<b>OR-2 - Reject Timeliness</b>			
OR-2-02-3143	% On Time LSR Reject – Flow Through	99.80	1513
OR-2-04-3143	% On Time LSR/ASR Reject No Facility Check	99.51	411
OR-2-06-3143	% On Time LSR/ASR Reject Facility Check	100.00	81
<b>OR-6 - Order Accuracy</b>			
OR-6-01-3143	% Service Order Accuracy*	98.75	399
OR-6-03-3143	% Accuracy – LSRC	0.00	1083
<b>OR-7 - Order Completeness</b>			
OR-7-01-3143	% Order Confirmation/Rejects sent within 3 Business Days	99.88	7562
<b>Loop/Pre-qualified Complex/LNP</b>			
<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-02-3331	% On Time LSRC – Flow Through	99.88	20138
OR-1-04-3331	% On Time LSRC/ASRC No Facility Check	99.28	3178
OR-1-06-3331	% On Time LSRC/ASRC Facility Check	99.85	654
<b>OR-2 - Reject Timeliness</b>			
OR-2-02-3331	% On Time LSR Reject – Flow Through	99.96	2259
OR-2-04-3331	% On Time LSR/ASR Reject No Facility Check	99.58	707
OR-2-06-3331	% On Time LSR/ASR Reject Facility Check	100.00	270
<b>OR-6 - Order Accuracy</b>			
OR-6-01-3331	% Service Order Accuracy*	100.00	375
OR-6-03-3331	% Accuracy – LSRC	0.51	5105
<b>OR-7 - Order Completeness</b>			
OR-7-01-3331	% Order Confirmation/Rejects sent within 3 Business Days	99.79	25147
<b>2 Wire Digital Services</b>			
<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b>			
OR-1-04-3341	% On Time LSRC/ASRC No Facility Check	100.00	110
OR-1-06-3341	% On Time LSRC/ASRC Facility Check	NA	
<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>			
OR-2-04-3341	% On Time LSR/ASR Reject No Facility Check	100.00	34
OR-2-06-3341	% On Time LSR/ASR Reject Facility Check	NA	
<b>2 Wire xDSL Loops</b>			
<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b>			
OR-1-04-3342	% On Time LSRC/ASRC No Facility Check	98.85	87
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check	NA	
<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>			
OR-2-04-3342	% On Time LSR/ASR Reject No Facility Check	100.00	45
OR-2-06-3342	% On Time LSR/ASR Reject Facility Check	NA	
<b>2 Wire xDSL Line Sharing &amp; Line Splitting</b>			
<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b>			
OR-1-04-3340	% On Time LSRC/ASRC No Facility Check	100.00	64
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check	NA	
<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>			
OR-2-04-3340	% On Time LSR/ASR Reject No Facility Check	100.00	13
OR-2-06-3340	% On Time LSR/ASR Reject Facility Check	NA	

*continued*

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

**POTS / Special Services - Aggregate**

Metric #	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
<b>OR-3 - Percent Rejects</b>			
OR-3-01-3000	% Rejects (ASRs + LSRs)	15.62	36560
OR-3-02-3000	% LSR Resubmission Not Rejected	NA	
<b>OR-4 - Timeliness of Completion Notification</b>			
OR-4-11-3000	% Completed orders with neither a PCN nor BCN sent	0.10	5722
OR-4-16-3000	% Provisioning Completion Notifiers sent within one (1) Business Da)	97.20	5722
OR-4-17-3000	% Billing Completion Notifier sent within two (2) Business Days	96.10	5722
<b>OR-5 - Percent Flow-Through</b>			
OR-5-01-3000	% Flow Through - Total	83.33	30571
OR-5-03-3000	% Flow Through Achieved	97.48	26133
<b>Special Services - Electronically Submitted</b>			
<b>OR-1 - Order Confirmation Timeliness (ASRs + LSRs)</b>			
OR-1-04-3210	% On Time LSRC/ASRC No Facility Check DS0	NA	
OR-1-06-3210	% On Time LSRC/ASRC Facility Check DS0	66.67	3
OR-1-06-3211	% On Time LSRC/ASRC Facility Check DS1	96.30	216
OR-1-06-3213	% On Time LSRC/ASRC Facility Check DS3	100.00	29
OR-1-06-3214	% On Time LSRC/ASRC Facility Check (Non DS0, Non DS1, & Non DS3)	NA	
<b>OR-2 - Reject Timeliness (ASRs + LSRs)</b>			
OR-2-04-3200	% On Time LSR/ASR Reject No Facility Check	100.00	7
OR-2-06-3200	% On Time LSR/ASR Reject Facility Check	100.00	74
<b>Special Services - FAX/MAIL Submitted</b>			
<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-08-3210	% On Time ASRC No Facility Check DS0	NA	
OR-1-10-3210	% On Time ASRC Facility Check DS0	NA	
OR-1-10-3211	% On Time ASRC Facility Check DS1	NA	
OR-1-10-3213	% On Time ASRC Facility Check DS3	NA	
OR-1-10-3214	% On Time ASRC Facility Check (Non DS0, Non DS1, & Non DS3)	NA	
<b>OR-2 - Reject Timeliness</b>			
OR-2-08-3200	% On Time ASR Reject No Facility Check	NA	
OR-2-10-3200	% On Time ASR Reject Facility Check	NA	

Legend Notations/Log Gamma Instructions defined on Legend sheet - last page

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

**POTS - Provisioning**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Stat Score
		Vz	CLEC Aggregate	Vz	All CLECs			
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3140	Av. Interval Offered - Total No Dispatch - Platform	0.60	1.07	167398	596	1.46	0.06	-7.85
PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	3.30	3.49	12073	39	2.20	0.35	-0.54
PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	3.30	2.59	12073	49	2.20	0.31	2.25
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	3.53	4.50	58	4	5.70	2.95	SS
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	3.53	10.00	58	1	5.70	5.75	SS
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	3.44	5.67	32	3	5.21	3.15	SS
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	3.44	3.00	32	1	5.21	5.29	SS
<b>PR-3 - Completed within X Days</b>								
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Dispatch) - Platform	80.69	78.45	105108	427		1.91	-1.10
PR-3-06-3113	% Completed in 3 Days (1-5 Lines - Dispatch) - Loop New	58.08	63.33	10407	30		9.02	0.76
PR-3-06-3140	% Completed in 3 Days (1-5 Lines - Dispatch) - Platform	58.08	81.40	10407	43		7.54	3.42
PR-3-08-3111	% Completed in 5 Days (1-5 Lines - No Dispatch) - Hot Cut Loop	95%			280			
PR-3-09-3113	% Completed in 5 Days (1-5 Lines - Dispatch) - Loop New	88.19	96.67	10407	30		5.90	1.99
PR-3-09-3140	% Completed in 5 Days (1-5 Lines - Dispatch) - Platform	88.19	95.35	10407	43		4.93	1.87
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3100	Average Delay Days - Total	3.22	1.71	1497	7	4.54	1.72	0.88
PR-4-03-3100	% Missed Appt. - Customer		2.21		4342			
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop New	5.53	0.35	26497	289		1.35	>5.00
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	5.53	4.80	26497	125		2.05	0.51
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	0.02	0.00	193920	3910		0.02	>5.00
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3112	% Missed Appointment - Verizon - Facilities Loop	3.07	0.35	26497	289		1.02	3.66
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	3.07	1.60	26497	125		1.55	1.28
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	0.08	0.00	26497	289		0.17	>5.00
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	0.08	0.00	26497	125		0.25	>5.00
PR-5-04-3112	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities - Loop		0.00		272			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	4.16	2.20	190226	4544		0.30	>5.00
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	4.16	0.57	190226	10486		0.20	>5.00
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop		0.61		3635			
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop		2.44		4544			
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Platform		0.59		10486			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	0.00	0.00	220417	4342			0
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	0.00	0.00	220417	4342			0
<b>PR-9 - Hot Cuts Loops</b>								
PR-9-01-3520	% On Time Performance - Hot Cut		100.00		634			
PR-9-08-3520	Average Duration of Service Interruption		19.57		17			
<b>POTS &amp; Complex Aggregate</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-12-3133	Av. Interval Offered - Disconnects	6.05	6.96	25407	2795	7.91	0.16	-5.77
<b>2-Wire Digital Services</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3341	Av. Interval Offered - Total No Dispatch	1.97	NA	230		1.99		
PR-1-02-3341	Av. Interval Offered - Total Dispatch	3.92	5.63	199	32	1.59	0.30	-5.65
<b>PR-3 - Completed within X Days</b>								
PR-3-10-3341	% Completed in 6 Days (1-5 Lines - Total)	96.19	100.00	289	17		4.78	>5.00
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3341	Average Delay Days - Total	4.87	NA	38		4.01		
PR-4-03-3341	% Missed Appointment - Customer		8.89		45			
PR-4-04-3341	% Missed Appointment - Verizon - Dispatch	6.88	0.00	320	45		4.03	>5.00
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	0.00	NA	202				
PR-4-08-3341	% Missed Appt. - Customer - Late Order Conf.		0.00		45			
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3341	% Missed Appointment - Verizon Facilities	4.68	0.00	342	45		3.35	>5.00
PR-5-02-3341	% Orders Held for Facilities > 15 Days	0.29	0.00	342	45		0.85	>5.00
PR-5-04-3341	% Orders Cancelled (> 5 days) after Due Date - Due to Facility		0.00		63			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3341	% Install. Troubles Reported within 30 Days	5.86	14.89	34422	47		3.43	-2.07
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE		8.51		47			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3341	Open Orders in a Hold Status > 30 Days	0.00	0.00	544	45			0
PR-8-02-3341	Open Orders in a Hold Status > 90 Days	0.00	0.00	544	45			0
<b>2-Wire xDSL Loops</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3342	Av. Interval Offered - Total No Dispatch		6.00		3			
PR-1-02-3342	Av. Interval Offered - Total Dispatch		5.98		230			
<b>PR-3 - Completed within X Days</b>								
PR-3-10-3342	% Completed in 6 Days (1-5 Lines - Total)	95%	100.00		163			
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3342	Average Delay Days - Total	7.48	1.00	21	2	9.52	7.04	SS
PR-4-03-3342	% Missed Appointment - Customer		8.62		383			
PR-4-04-3342	% Missed Appointment - Verizon - Dispatch		0.27		376			
PR-4-08-3342	% Missed Appt. - Customer - Late Order Conf		0.00		383			
PR-4-14-3342	% Completed On Time (with Serial Number)		98.29		351			
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3342	% Missed Appointment - Verizon Facilities	1.05	0.27	855	377		0.63	1.95
PR-5-02-3342	% Orders Held for Facilities > 15 Days	0.12	0.00	855	377		0.21	>5.00
PR-5-04-3342	% Orders Cancelled (> 5 days) after Due Date - Due to Facility		0.00		404			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3342	% Install. Troubles Reported within 30 Days	5.86	3.60	34422	389		1.20	2.12
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE		6.68		389			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3342	Open Orders in a Hold Status > 30 Days	0.50	0.00	200	383		0.62	>5.00
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	0.00	0.00	200	383			0

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

**2-Wire xDSL Line Sharing**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Stat Score
		Vz	CLEC Aggregate	Vz	All CLECs			
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3343	Av. Interval Offered – Total No Dispatch	2.97	2.86	9737	141	0.25	0.02	5.19
PR-1-02-3343	Av. Interval Offered – Total Dispatch	2.99	3.00	623	18	0.10	0.02	-0.42
<b>PR-3 - Completed within X Days</b>								
PR-3-03-3343	% Completed in 3 Days (1-5 Lines - No Dispatch)	99.95	100.00	9096	121		0.20	>5.00
PR-3-03-3343	% Completed in 3 Days (1-5 Lines - No Dispatch)		100.00		121			
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3343	Average Delay Days – Total	3.20	1.00	46	2	6.93	5.01	SS
PR-4-03-3343	% Missed Appointment – Customer		2.81		178			
PR-4-04-3343	% Missed Appointment – Verizon – Dispatch	3.55	4.76	844	21		4.09	0.10
PR-4-05-3343	% Missed Appointment – Verizon – No Dispatch	0.06	0.00	12043	156		0.20	>5.00
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3343	% Missed Appointment - Verizon Facilities	1.05	4.55	855	22		2.20	-0.75
PR-5-02-3343	% Orders Held for Facilities > 15 Day	0.12	0.00	855	22		0.75	>5.00
<b>PR-6 - Installation Quality</b>								
PR-6-01-3343	% Install. Troubles Reported within 30 Days	1.43	1.12	12856	178		0.90	0.60
PR-6-03-3343	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE		6.74		178			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3343	Open Orders in a Hold Status > 30 Days	0.00	0.00	12898	178			0
PR-8-02-3343	Open Orders in a Hold Status > 90 Day	0.00	0.00	12898	178			0

**2-Wire xDSL Line Splitting**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Stat Score
		Vz	CLEC Aggregate	Vz	All CLECs			
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3345	Av. Interval Offered – Total No Dispatch	2.97	NA	9737		0.25		
PR-1-02-3345	Av. Interval Offered – Total Dispatch	2.99	NA	623		0.10		
<b>PR-3 - Completed within X Days</b>								
PR-3-03-3345	% Completed in 3 Days (1-5 Lines - No Dispatch)	99.95	NA	9096				
PR-3-03-3345	% Completed in 3 Days (1-5 Lines - No Dispatch)		NA					
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3345	Average Delay Days – Total	3.20	NA	46		6.93		
PR-4-03-3345	% Missed Appointment – Customer		NA					
PR-4-04-3345	% Missed Appointment – Verizon – Dispatch	3.55	NA	844				
PR-4-05-3345	% Missed Appointment – Verizon – No Dispatch	0.06	NA	12043				
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3345	% Missed Appointment - Verizon Facilities	1.05	NA	855				
PR-5-02-3345	% Orders Held for Facilities > 15 Day	0.12	NA	855				
<b>PR-6 - Installation Quality</b>								
PR-6-01-3345	% Install. Troubles Reported within 30 Days	1.43	NA	12856				
PR-6-03-3345	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE		NA					
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3345	Open Orders in a Hold Status > 30 Days	0.00	NA	12898				
PR-8-02-3345	Open Orders in a Hold Status > 90 Day	0.00	NA	12898				

**Special Services - Provisioning**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Stat Score
		Vz	CLEC Aggregate	Vz	All CLECs			
<b>PR-1 - Average Interval Offered</b>								
PR-1-06-3200	Av. Interval Offered – DS0	10.02	NA	186		3.64		
PR-1-07-3200	Av. Interval Offered – DS1	21.79	16.73	242	102	15.03	1.77	2.85
PR-1-08-3200	Av. Interval Offered – DS3	45.13	NA	8		31.91		SS
PR-1-09-3511	Av. Interval Offered – Total - EEL – Backbone		NA					
PR-1-09-3512	Av. Interval Offered – Total - EEL – Loop		20.50		14			
PR-1-09-3530	Av. Interval Offered – Total - IOF		12.69		16			
PR-1-12-3200	Av. Interval Offered – Disconnects	12.77	6.70	1726	76	16.63	1.95	3.11
<b>PR-4 - Missed Appointments</b>								
PR-4-01-3510	% Missed Appointment – Verizon – Total - EEL	9.17	12.50	229	16		7.46	-0.11
PR-4-01-3530	% Missed Appointment – Verizon – Total- IOF	12.50	5.26	8	19		13.94	1.41
PR-4-01-3210	% Missed Appointment – Verizon – DS0	10.50	NA	200				
PR-4-01-3211	% Missed Appointment – Verizon – DS1	9.17	6.56	229	122		3.23	1.05
PR-4-01-3213	% Missed Appointment – Verizon – DS3	12.50	NA	8				
PR-4-01-3214	% Missed Appointment – Verizon – Special Other	11.11	0.00	27	1		32.00	SS
PR-4-02-3200	Average Delay Days – Total	10.13	2.25	46	8	15.86	6.08	1.30
PR-4-02-3510	Average Delay Days – Total - EEL	11.62	1.00	21	2	20.84	15.42	SS
PR-4-02-3530	Average Delay Days – Total - IOF	35.00	1.00	1	1			SS
PR-4-03-3200	% Missed Appointment – Customer		37.32		142			
PR-4-03-3510	% Missed Appointment – Customer - EEL		43.75		16			
PR-4-03-3530	% Missed Appointment – Customer - IOF		84.21		19			
PR-4-08-3200	% Missed Appt. – Customer – Late Order Conf.		0.00		158			
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3200	% Missed Appointment – Verizon – Facilities	1.76	1.43	397	140		1.29	0.60
PR-5-02-3200	% Orders Held for Facilities > 15 Days	0.00	0.00	397	140			0
PR-5-04-3200	% Orders Cancelled (> 5 days) after Due Date - Due to Facility		0.00		123			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3200	% Installation Troubles reported within 30 Days	8.34	6.33	791	158		2.41	1.01
PR-6-03-3200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE		0.63		158			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3200	Open Orders in a Hold Status > 30 Days	0.65	0.00	464	123		0.81	>5.00
PR-8-01-3510	Open Orders in a Hold Status > 30 Days - EEL	0.44	0.00	229	16		1.71	>5.00
PR-8-01-3530	Open Orders in a Hold Status > 30 Days - IOF	12.50	0.00	8	19		13.94	>5.00
PR-8-02-3200	Open Orders in a Hold Status > 90 Days	0.22	0.00	464	123		0.48	>5.00
PR-8-02-3510	Open Orders in a Hold Status > 90 Days - EEL	0.00	0.00	229	16			0
PR-8-02-3530	Open Orders in a Hold Status > 90 Days - IOF	12.50	0.00	8	19		13.94	>5.00

Legend Notations/Log Gamma Instructions defined on Legend sheet - last page

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

**Maintenance - POTS Loop**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Stat Score
		Vz	CLEC Aggregate	Vz	All CLECs			
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3550	Network Trouble Report Rate - Loop	1.33	0.60	3691423	102620		0.04	>5.00
MR-2-03-3550	Network Trouble Report Rate - Central Office	0.10	0.07	3691423	102620		0.01	3.35
MR-2-04-3550	% Subsequent Reports		45.44		1250			
MR-2-05-3550	% CPE/TOK/FOK Trouble Report Rate		0.48		102620			
None: Analysis Only								
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3550	% Missed Repair Appointment - Loop	10.53	4.25	49261	612		1.25	>5.00
MR-3-02-3550	% Missed Repair Appointment - Central Office	8.57	13.95	3666	43		4.29	-0.99
MR-3-03-3550	% CPE/TOK/FOK - Missed Appointment		4.66		494			
No Standard								
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3550	Mean Time To Repair - Total	20.94	14.17	52927	682	20.35	0.78	8.64
MR-4-02-3550	Mean Time To Repair - Loop Trouble	21.73	14.09	49261	612	20.46	0.83	9.18
MR-4-03-3550	Mean Time To Repair - Central Office Trouble	10.40	9.14	3666	43	15.28	2.34	0.54
MR-4-04-3550	% Cleared (all troubles) within 24 Hours	67.45	86.95	52927	682		1.81	>5.00
MR-4-07-3550	% Out of Service > 12 Hours	60.04	51.69	42372	445		2.33	3.60
MR-4-08-3550	% Out of Service > 24 Hours	30.86	13.48	42372	445		2.20	>5.00
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3550	% Repeat Reports within 30 Days	18.21	13.34	52927	682		1.49	3.45

**Maintenance - POTS Platform**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Stat Score
		Vz	CLEC Aggregate	Vz	All CLECs			
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3140	Network Trouble Report Rate - Platform	1.33	0.82	3691423	35201		0.06	>5.00
MR-2-03-3140	Network Trouble Report Rate - Central Office	0.10	0.14	3691423	35201		0.02	-2.03
MR-2-04-3140	% Subsequent Reports		5.08		354			
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate		0.76		35201			
None: Analysis Only								
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3144	% Missed Repair Appointment - Platform Bus.	14.37	14.76	7152	210		2.46	-0.08
MR-3-01-3145	% Missed Repair Appointment - Platform Res.	9.85	6.41	41950	78		3.38	1.24
MR-3-02-3144	% Missed Repair Appointment - Central Office Bus.	12.70	11.43	1008	35		5.73	0.43
MR-3-02-3145	% Missed Repair Appointment - Central Office Res.	6.93	7.69	2642	13		7.06	0.27
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform		8.58		268			
No Standard								
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3140	Mean Time To Repair - Total	20.94	12.04	52927	336	20.35	1.11	7.99
MR-4-02-3144	Mean Time To Repair - Loop Trouble - Platform - Bus.	10.96	9.58	7152	210	14.77	1.03	1.34
MR-4-02-3145	Mean Time To Repair - Loop Trouble - Platform - Res.	23.51	20.32	41950	78	20.63	2.34	1.36
MR-4-03-3144	Mean Time To Repair - Central Office Trouble - Bus.	7.80	7.98	1008	35	12.83	2.21	-0.08
MR-4-03-3145	Mean Time To Repair - Central Office Trouble - Res.	11.33	13.15	2642	13	15.98	4.44	-0.41
MR-4-04-3140	% Cleared (all troubles) within 24 Hours	67.45	87.20	52927	336		2.56	>5.00
MR-4-06-3140	% Out of Service > 4 Hours	78.39	66.02	42372	259		2.57	4.62
MR-4-07-3140	% Out of Service > 12 Hours	60.04	39.77	42372	259		3.05	>5.00
MR-4-08-3144	% Out of Service > 24 Hours - Bus.	10.16	4.89	6686	184		2.26	2.69
MR-4-08-3145	% Out of Service > 24 Hours - Res.	34.67	30.67	35532	75		5.50	0.85
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3140	% Repeat Reports within 30 Days	18.21	18.75	52927	336		2.11	-0.20

**2-Wire Digital Services - Maintenance**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Stat Score
		Vz	CLEC Aggregate	Vz	All CLECs			
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3341	Network Trouble Report Rate - Loop	1.32	0.80	3752130	3736		0.19	3.03
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.10	0.16	3752130	3736		0.05	-0.94
MR-2-04-3341	% Subsequent Reports		43.75		64			
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate		0.64		3736			
None: Analysis Only								
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3341	% Missed Repair Appointment - Loop	10.59	10.00	49442	30		5.62	0.33
MR-3-02-3341	% Missed Repair Appointment - Central Office	9.13	0.00	3736	6		11.77	>5.00
MR-3-03-3341	% CPE/TOK/FOK - Missed Appointment		0.00		24			
No Standard								
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3341	Mean Time To Repair - Total	20.96	12.16	53178	36	20.39	3.40	2.59
MR-4-02-3341	Mean Time To Repair - Loop Trouble	21.74	13.38	49442	30	20.49	3.74	2.24
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	10.62	6.05	3736	6	15.74	6.43	0.71
MR-4-04-3341	% Cleared (all troubles) within 24 Hours	67.44	86.11	53178	36		7.81	2.76
MR-4-07-3341	% Out of Service > 12 Hours	60.05	30.77	42465	26		9.61	3.22
MR-4-08-3341	% Out of Service > 24 Hours	30.89	11.54	42465	26		9.06	2.56
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3341	% Repeat Reports within 30 Days	18.20	8.33	53178	36		6.43	1.89

continued

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

**2-Wire xDSL Loops - Maintenance**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Stat Score
		Vz	CLEC Aggregate	Vz	All CLECs			
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3342	Network Trouble Report Rate - Loop	1.32	0.53	3752130	14055		0.10	>5.00
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.10	0.09	3752130	14055		0.03	0.64
MR-2-04-3342	% Subsequent Reports		40.59		170			
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate		0.72		14055			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3342	% Missed Repair Appointment - Loop	10.59	6.62	49442	88		3.28	1.37
MR-3-02-3342	% Missed Repair Appointment - Central Office	9.13	15.38	3736	13		8.00	-0.42
MR-3-03-3342	%CPE/TOK/FOK - Missed Appointment		0.99		101			
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-02-3342	Mean Time To Repair - Loop Trouble	21.74	12.60	49442	88	20.49	2.19	4.18
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	10.62	5.68	3736	13	15.74	4.37	1.13
MR-4-04-3342	% Cleared (all troubles) within 24 Hours	67.44	89.11	53178	101		4.67	>5.00
MR-4-07-3342	% Out of Service > 12 Hours	60.05	30.77	42465	78		5.55	>5.00
MR-4-08-3342	% Out of Service > 24 Hours	30.89	8.97	42465	78		5.24	4.77
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3342	% Repeat Reports within 30 Days	18.20	19.80	53178	101		3.84	-0.31

**2-Wire xDSL Line Sharing - Maintenance**

<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3343	Network Trouble Report Rate - Loop	0.32	0.23	132973	2999		0.10	1.02
MR-2-03-3343	Network Trouble Report Rate - Central Office	0.04	0.10	132973	2999		0.04	-1.24
MR-2-04-3343	% Subsequent Reports		42.86		21			
MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate		1.03		2999			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3343	% Missed Repair Appointment - Loop	24.59	0.00	549	9		14.47	>5.00
MR-3-02-3343	% Missed Repair Appointment - Central Office	12.39	0.00	113	3		19.27	SS
MR-3-03-3343	%CPE/TOK/FOK - Missed Appointment		3.23		31			
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-02-3343	Mean Time To Repair - Loop Trouble	29.57	11.38	549	9	32.51	10.93	1.66
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	14.74	4.12	113	3	19.09	11.17	SS
MR-4-04-3343	% Cleared (all troubles) within 24 Hours	63.90	91.67	662	12		13.99	2.59
MR-4-07-3343	% Out of Service > 12 Hours	69.95	20.00	639	10		14.61	3.60
MR-4-08-3343	% Out of Service > 24 Hours	35.52	10.00	639	10		15.25	2.24
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3343	% Repeat Reports within 30 Days	38.67	66.67	662	12		14.19	-1.65

**2-Wire xDSL Line Splitting - Maintenance**

<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3345	Network Trouble Report Rate - Loop	0.32	NA	132973				
MR-2-03-3345	Network Trouble Report Rate - Central Office	0.04	NA	132973				
MR-2-04-3345	% Subsequent Reports		NA					
MR-2-05-3345	% CPE/TOK/FOK Trouble Report Rate		NA					
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3345	% Missed Repair Appointment - Loop	24.59	NA	549				
MR-3-02-3345	% Missed Repair Appointment - Central Office	12.39	NA	113				
MR-3-03-3345	%CPE/TOK/FOK - Missed Appointment		NA					
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-02-3345	Mean Time To Repair - Loop Trouble	29.57	NA	549		32.51		
MR-4-03-3345	Mean Time To Repair - Central Office Trouble	14.74	NA	113		19.09		
MR-4-04-3345	% Cleared (all troubles) within 24 Hours	63.90	NA	662				
MR-4-07-3345	% Out of Service > 12 Hours	69.95	NA	639				
MR-4-08-3345	% Out of Service > 24 Hours	35.52	NA	639				
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3345	% Repeat Reports within 30 Days	38.67	NA	662				

**Special Services - Maintenance**

<b>MR-2 - Trouble Report Rate</b>								
MR-2-01-3200	Network Trouble Report Rate	0.45	2.42	331593	4261		0.10	<-5.00
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate		2.21		4261			
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3216	Mean Time To Repair - Total - Non DS0 & DS0	7.79	NA	1068		8.35		
MR-4-01-3217	Mean Time To Repair - Total - DS1 & DS3	7.28	6.72	420	103	6.10	0.67	0.83
MR-4-04-3216	% Cleared (all troubles) within 24 Hours - Non DS0 & DS0	95.51	NA	1068				
MR-4-04-3217	% Cleared (all troubles) within 24 Hours - DS1 & DS3	97.38	97.09	420	103		1.76	0.11
MR-4-06-3216	% Out of Service > 4 Hours - Non DS0 & DS0	63.95	NA	1007				
MR-4-06-3217	% Out of Service > 4 Hours - DS1 & DS3	69.78	60.87	417	92		5.29	1.77
MR-4-08-3216	% Out of Service > 24 Hours - Non DS0 & DS0	3.77	NA	1007				
MR-4-08-3217	% Out of Service > 24 Hours - DS1 & DS3	2.64	3.26	417	92		1.85	-0.05
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3200	% Repeat Reports within 30 Days	15.79	14.56	1488	103		3.72	0.45

Legend Notations/Log Gamma Instructions defined on Legend sheet - last page

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

**ORDERING**

Metric #	Standard	Aggregate Interconnection		
		Actual Performance	Number of Observations	
<b>OR-1 - Order Confirmation Timeliness</b>				
OR-1-12-5020	% On Time FOC (<= 192 Forecasted Trunks)	95% on time 10 Business Days	100.00	11
OR-1-12-5030	% On Time FOC (> 192 and Unforecasted Trunks)	Negotiated Process	67.01	97
OR-1-13-5020	% On Time Design Layout Record (DLR)	95% on time 10 Business Days	100.00	32
OR-1-19-5020	% On Time Resp. - Request for Inbound Augment Trunks (<= 192 Forecasted)	95% on Time	100.00	7
OR-1-19-5030	% On Time Resp. - Request for Inbound Augment Trunks (> 192 Forecasted)	Negotiated Process	100.00	1
<b>OR-2 - Reject Timeliness</b>				
OR-2-12-5000	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	95% on Time 7 Business Days	100.00	4

**PROVISIONING**

Metric #	Standard	Aggregate Interconnection							
		Vz	CLEC Aggregate	Vz	All CLECs	Standard Deviation	Sampling Error	Stat Score	
<b>PR-1 - Average Interval Offered</b>									
PR-1-09-5020	Av. Interval Offered - Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	11.50	14.11	4	9	1.53	0.92	SS
PR-1-09-5030	Av. Interval Offered - Total (> 192 & Unforecasted Trunks)	Parity with IXC / FGD	13.20	32.04	10	23	4.96	1.88	-10.03
<b>PR-4 - Missed Appointment</b>									
PR-4-02-5000	Average Delay Days - Total	None: Analysis Only	NA						
PR-4-03-5000	% Missed Appointment - Customer	None: Analysis Only	30.47			10121			
PR-4-07-3540	% On Time Performance - LNP Only	95% on Time	99.93			6025			
PR-4-15-5000	% On Time Provisioning - Trunks	95% on Time	100.00			10121			
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-5000	% Missed Appointment - Verizon - Facilities	Parity with IXC / FGD	0.00	0.00	1857	3946			0
PR-5-02-5000	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD	0.00	0.00	1857	3946			0
PR-5-03-5000	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	0.00	1857	3946			0
<b>PR-6 - Installation Quality</b>									
PR-6-01-5000	% Installation Troubles reported within 30 Days	Parity with IXC / FGD	0.05	0.00	1857	10121		0.06	>5.00
PR-6-03-5000	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	None: Analysis Only	0.00	0.00		10121			
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01-5000	Open Orders in a Hold Status > 30 Days	Parity with IXC / FGD	0.00	0.00	1857	10121			0
PR-8-02-5000	Open Orders in a Hold Status > 90 Days	Parity with IXC / FGD	0.00	0.00	1857	10121			0

**MAINTENANCE**

<b>MR-2 - Trouble Report Rate</b>									
MR-2-01-5000	Network Trouble Report Rate	Parity with IXC / FGD	0.01	0.01	270184	432811		0.00	0.70
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-5000	Mean Time To Repair - Total	Parity with IXC / FGD	1.84	1.07	17	23	1.46	0.47	1.65
MR-4-04-5000	% Cleared (all troubles) within 24 Hours	Parity with IXC / FGD	100.00	100.00	17	23			0
MR-4-05-5000	% Out of Service > 2 Hours	Parity with IXC / FGD	41.18	8.70	17	23		15.74	2.86
MR-4-06-5000	% Out of Service > 4 Hours	Parity with IXC / FGD	11.76	0.00	17	23		10.30	>5.00
MR-4-07-5000	% Out of Service > 12 Hours	Parity with IXC / FGD	0.00	0.00	17	23			0
MR-4-08-5000	% Out of Service > 24 Hours	Parity with IXC / FGD	0.00	0.00	17	23			0
<b>MR-5 - Repeat Trouble Report Rates</b>									
MR-5-01-5000	% Repeat Reports within 30 Days	Parity with IXC / FGD	17.65	8.70	17	23		12.19	1.32

**NETWORK PERFORMANCE**

<b>NP-1 - Percent Final Trunk Group Blockage</b>									
NP-1-01-5000	% Final Trunk Groups Exceeding Blocking Standard	See Guidelines	0.74	0.00	272	357		0.69	>5.00
NP-1-02-5000	% FTG Exceeding Blocking Std. - (No Exceptions)	See Guidelines	0.74	3.08	272	357		0.69	-1.82
NP-1-03-5000	Number FTG Exceeding Blocking Std. - 2 Months	See Guidelines		0		357			
NP-1-04-5000	Number FTG Exceeding Blocking Std. - 3 Months	See Guidelines		0		357			
<b>NP-2 - Collocation Performance - New</b>									
NP-2-01-6701	% On Time Response to Request for Physical Collocation	95% on time	100.00						2
NP-2-02-6701	% On Time Response to Request for Virtual Collocation	95% on time	NA						
NP-2-03-6701	Average Interval - Physical Collocation	No standard	74.00						
NP-2-04-6701	Average Interval - Virtual Collocation	No standard	NA						
NP-2-05-6701	% On Time - Physical Collocation	95% on time	100.00						3
NP-2-06-6701	% On Time - Virtual Collocation	95% on time	NA						
NP-2-07-6701	Average Delay Days - Physical Collocation	No standard	NA						
NP-2-08-6701	Average Delay Days - Virtual Collocation	No standard	NA						
<b>NP-2 - Collocation Performance - Augment</b>									
NP-2-01-6702	% On Time Response to Request for Physical Collocation	95% on time	100.00						8
NP-2-02-6702	% On Time Response to Request for Virtual Collocation	95% on time	NA						
NP-2-03-6702	Average Interval - Physical Collocation - 76 Days	No standard	61.57						
NP-2-03-6712	Average Interval - Physical Collocation - 45 Days	No standard	NA						
NP-2-04-6702	Average Interval - Virtual Collocation	No standard	62.00						
NP-2-05-6702	% On Time - Physical Collocation - 76 Days	95% on time	100.00						7
NP-2-05-6712	% On Time - Physical Collocation - 45 Days	See Legend <sup>1</sup>	NA						
NP-2-06-6702	% On Time - Virtual Collocation	95% on time	100.00						1
NP-2-07-6702	Average Delay Days - Physical Collocation	No standard	NA						
NP-2-08-6702	Average Delay Days - Virtual Collocation	No standard	NA						

Legend Notations/Log Gamma Instructions defined on Legend sheet - last page

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

**LEGEND**

\* = Verizon North (CT, MA, ME, NH, NY, RI, VT)  
 \*\* = Verizon East (CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VT, VA, WV and DC)  
 \*\*\* = MA only  
 \*\*\*\* = Verizon NE (MA, ME, NH, RI, VT)  
 \*\*\*\*\* = NY and CT  
 \*\*\*\*\* = NY and CT combined (CLEC result only)  
 1 = 80% for December 2001 and January 2002 data months  
 = 85% for February and March 2002 data months  
 = 90% for April and May 2002 data months  
 = 95% for June 2002 and forward data months  
 UD = Performance metric is under development  
 UR = Performance metric is under review  
 NA = No Activity  
 NEF = No Existing Functionality  
 TBD = Performance standard is to be determined  
 R3 = Run 3 times per year  
 I/C/W MRAs = Parity to be assessed in conjunction with missed appointments  
 1-9=5, 10+=Negotiated = 1-9 Loops, 5 days  
 10+ Loops, Negotiated  
 95% Completed Within Window = Standard for Cut-Over Window  
 1 to 9 lines: 1 hour  
 10 to 49 lines: 2 hours  
 50 to 99 lines: 3 hours  
 100 to 199 lines: 4 hours  
 200 plus lines: 8 hours  
 EEL = 1-9 Loops, 15 days  
 10+, Negotiated  
 No Facilities, ECCD+15 Days  
 Disconnects, 2 Days  
 IOF = Facilities Check, 72 Hours  
 Facilities Available (Quantity 1-8), 15 Days  
 Facilities Available (Quantity > 8), Negotiated  
 Facilities Not Available, Negotiated  
 Jeopardy = 100% at least 24 hours before due date with facilities  
 100% at least 48 hours before due date without facilities

**Statistical Score Explanations**

SS = Sample size does not meet the minimum criteria for a statistical test specified in Appendix K of the guidelines. See Appendix K of the C2C Guidelines regarding monitoring and further evaluation.

 = Stat Score calculated using Log Gamma macro pursuant to Appendix K of the C2C Guidelines (Stat Scores of 5 or -5 indicate that the result of the macro is an extremely large positive or negative number)

**Instructions on Running the Log Gamma Macro**

control+a = Runs log gamma test on aggregate results  
 control+s = Runs log gamma test on CLEC specific results