**Verizon - NH**

**Carrier to Carrier Performance Standards and Reports Summary November 2001 - June 2002**

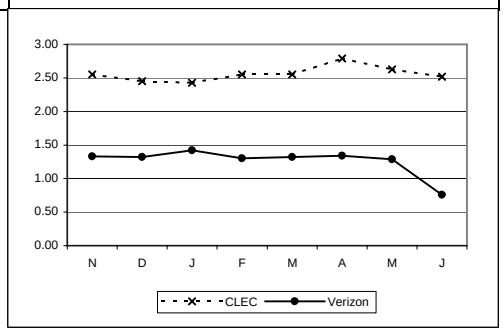
## CLEC Aggregate Performance

## OSS & BILLING (Pre-Ordering) - POTS/Special Services

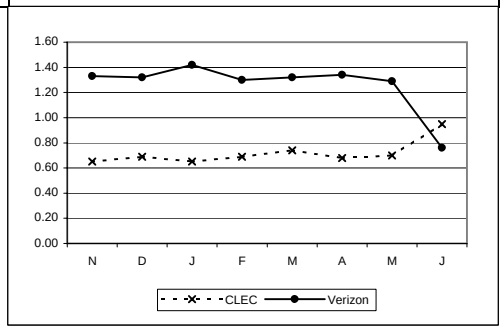
### PRE-ORDERING

### PO-1 - Response Time OSS Pre-Ordering Interface ^

| PO-1-01-6020 | Customer Service Record - EDI | | | | | Parity plus <= 4 Seconds |
|---|---|---|---|---|---|---|
| | *Vz**** | *CLEC* | *Difference* | *Observations* | *Parity* | |
| *Nov-01* | **1.33** | **2.55** | 1.22 | 1723 | YES | |
| *Dec-01* | **1.32** | **2.45** | 1.13 | 870 | YES | |
| *Jan-02* | **1.42** | **2.43** | 1.01 | 1152 | YES | |
| *Feb-02* | **1.30** | **2.55** | 1.25 | 1102 | YES | |
| *Mar-02* | **1.32** | **2.55** | 1.23 | 1301 | YES | |
| *Apr-02* | **1.34** | **2.79** | 1.45 | 1215 | YES | |
| *May-02* | **1.29** | **2.63** | 1.34 | 981 | YES | |
| *Jun-02* | **0.76** | **2.52** | 1.76 | 481 | YES | |



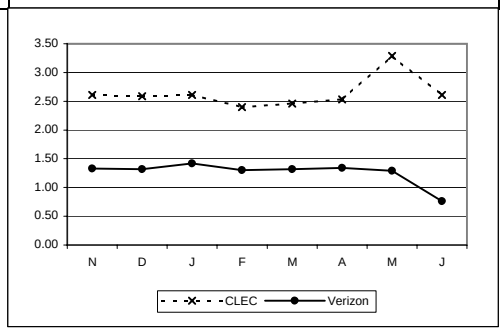

| PO-1-01-6030 | Customer Service Record - CORBA | | | | | Parity plus <= 4 Seconds |
|---|---|---|---|---|---|---|
| | *Vz**** | *CLEC* | *Difference* | *Observations* | *Parity* | |
| *Nov-01* | **1.33** | **0.65** | -0.68 | 396 | YES | |
| *Dec-01* | **1.32** | **0.69** | -0.63 | 350 | YES | |
| *Jan-02* | **1.42** | **0.65** | -0.77 | 411 | YES | |
| *Feb-02* | **1.30** | **0.69** | -0.61 | 121 | YES | |
| *Mar-02* | **1.32** | **0.74** | -0.58 | 154 | YES | |
| *Apr-02* | **1.34** | **0.68** | -0.66 | 122 | YES | |
| *May-02* | **1.29** | **0.70** | -0.59 | 85 | YES | |
| *Jun-02* | **0.76** | **0.95** | 0.19 | 62 | YES | |



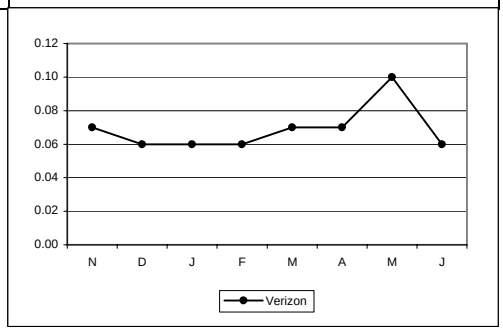
**PRE-ORDERING cont...**

**PO-1 - Response Time OSS Pre-Ordering Interface ^ cont...**

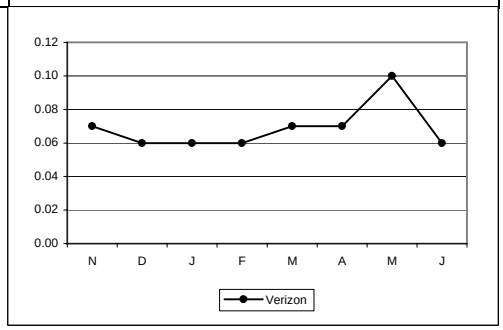
| PO-1-01-6050 | Customer Service Record -Web GUI | | | | | Parity plus <= 7 Seconds |
|---|---|---|---|---|---|---|
| | *Vz**** | *CLEC* | *Difference* | *Observations* | *Parity* | |
| *Nov-01* | **1.33** | **2.61** | 1.28 | 5634 | YES | |
| *Dec-01* | **1.32** | **2.59** | 1.27 | 4361 | YES | |
| *Jan-02* | **1.42** | **2.61** | 1.19 | 6027 | YES | |
| *Feb-02* | **1.30** | **2.40** | 1.10 | 7546 | YES | |
| *Mar-02* | **1.32** | **2.46** | 1.14 | 9427 | YES | |
| *Apr-02* | **1.34** | **2.53** | 1.19 | 5814 | YES | |
| *May-02* | **1.29** | **3.29** | 2 | 5814 | YES | |
| *Jun-02* | **0.76** | **2.61** | 1.85 | 5044 | YES | |




| PO-1-02-6020 | Due Date Availability - EDI | | | | | Parity plus <= 4 Seconds |
|---|---|---|---|---|---|---|
| | *Vz**** | *CLEC* | *Difference* | *Observations* | *Parity* | |
| *Nov-01* | **0.07** | **#N/A** | | | | |
| *Dec-01* | **0.06** | **#N/A** | | | | |
| *Jan-02* | **0.06** | **#N/A** | | | | |
| *Feb-02* | **0.06** | **#N/A** | | | | |
| *Mar-02* | **0.07** | **#N/A** | | | | |
| *Apr-02* | **0.07** | **#N/A** | | | | |
| *May-02* | **0.10** | **#N/A** | | | | |
| *Jun-02* | **0.06** | **#N/A** | | | | |



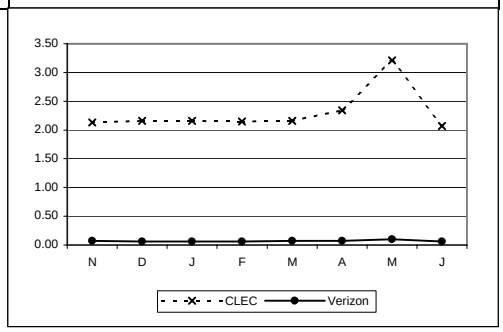

| PO-1-02-6030 | Due Date Availability - CORBA | | | | | Parity plus <= 4 Seconds |
|---|---|---|---|---|---|---|
| | *Vz**** | *CLEC* | *Difference* | *Observations* | *Parity* | |
| *Nov-01* | **0.07** | **#N/A** | | | | |
| *Dec-01* | **0.06** | **#N/A** | | | | |
| *Jan-02* | **0.06** | **#N/A** | | | | |
| *Feb-02* | **0.06** | **#N/A** | | | | |
| *Mar-02* | **0.07** | **#N/A** | | | | |
| *Apr-02* | **0.07** | **#N/A** | | | | |
| *May-02* | **0.10** | **#N/A** | | | | |
| *Jun-02* | **0.06** | **#N/A** | | | | |



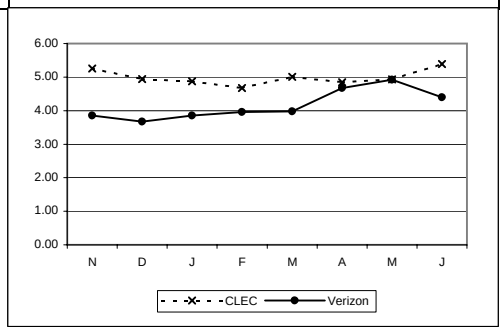
**PRE-ORDERING cont...**

**PO-1 - Response Time OSS Pre-Ordering Interface ^ cont...**

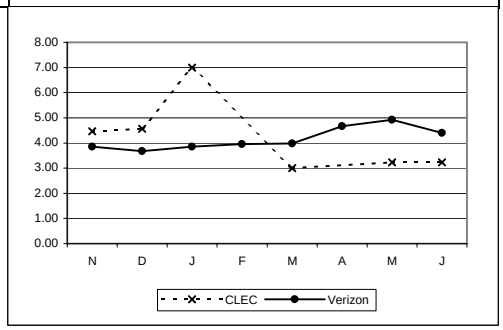
| PO-1-02-6050 | Due Date Availability - Web GUI | | | | | Parity plus <= 7 Seconds |
|---|---|---|---|---|---|---|
| | *Vz**** | *CLEC* | *Difference* | *Observations* | *Parity* | |
| *Nov-01* | **0.07** | **2.13** | 2.06 | 152 | YES | |
| *Dec-01* | **0.06** | **2.16** | 2.10 | 133 | YES | |
| *Jan-02* | **0.06** | **2.16** | 2.10 | 153 | YES | |
| *Feb-02* | **0.06** | **2.15** | 2.09 | 77 | YES | |
| *Mar-02* | **0.07** | **2.16** | 2.09 | 70 | YES | |
| *Apr-02* | **0.07** | **2.34** | 2.27 | 98 | YES | |
| *May-02* | **0.10** | **3.21** | 3.11 | 95 | YES | |
| *Jun-02* | **0.06** | **2.07** | 2.01 | 79 | YES | |




| PO-1-03-6020 | Address Validation - EDI | | | | | Parity plus <= 4 Seconds |
|---|---|---|---|---|---|---|
| | *Vz**** | *CLEC* | *Difference* | *Observations* | *Parity* | |
| *Nov-01* | **3.85** | **5.26** | 1.41 | 83 | YES | |
| *Dec-01* | **3.67** | **4.94** | 1.27 | 47 | YES | |
| *Jan-02* | **3.85** | **4.87** | 1.02 | 53 | YES | |
| *Feb-02* | **3.96** | **4.67** | 0.71 | 85 | YES | |
| *Mar-02* | **3.98** | **5.01** | 1.03 | 83 | YES | |
| *Apr-02* | **4.67** | **4.85** | 0.18 | 77 | YES | |
| *May-02* | **4.92** | **4.93** | 0.01 | 70 | YES | |
| *Jun-02* | **4.40** | **5.39** | 0.99 | 35 | YES | |



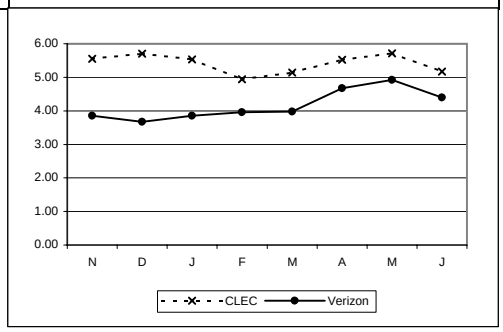

| PO-1-03-6030 | Address Validation - CORBA | | | | | Parity plus <= 4 Seconds |
|---|---|---|---|---|---|---|
| | *Vz**** | *CLEC* | *Difference* | *Observations* | *Parity* | |
| *Nov-01* | **3.85** | **4.47** | 0.62 | 23 | YES | |
| *Dec-01* | **3.67** | **4.57** | 0.90 | 58 | YES | |
| *Jan-02* | **3.85** | **6.99** | 3.14 | 45 | YES | |
| *Feb-02* | **3.96** | **#N/A** | | | | |
| *Mar-02* | **3.98** | **3.00** | -0.98 | 1 | YES | |
| *Apr-02* | **4.67** | **#N/A** | | | | |
| *May-02* | **4.92** | **3.23** | -1.69 | 1 | YES | |
| *Jun-02* | **4.40** | **3.23** | -1.17 | 12 | YES | |



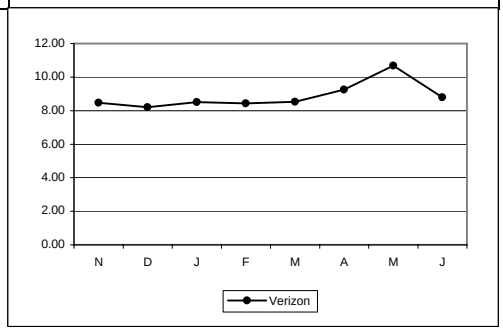
**PRE-ORDERING cont...**

**PO-1 - Response Time OSS Pre-Ordering Interface ^ cont...**

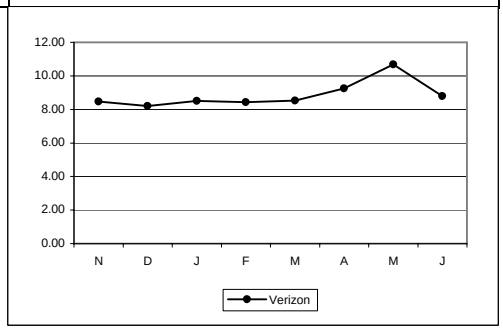
| PO-1-03-6050 | Address Validation - Web GUI | | | | | Parity plus <= 7 Seconds |
|---|---|---|---|---|---|---|
| | *Vz**** | *CLEC* | *Difference* | *Observations* | *Parity* | |
| *Nov-01* | **3.85** | **5.55** | 1.70 | 584 | YES | |
| *Dec-01* | **3.67** | **5.70** | 2.03 | 320 | YES | |
| *Jan-02* | **3.85** | **5.53** | 1.68 | 465 | YES | |
| *Feb-02* | **3.96** | **4.94** | 0.98 | 504 | YES | |
| *Mar-02* | **3.98** | **5.14** | 1.16 | 772 | YES | |
| *Apr-02* | **4.67** | **5.52** | 0.85 | 842 | YES | |
| *May-02* | **4.92** | **5.71** | 0.79 | 944 | YES | |
| *Jun-02* | **4.40** | **5.17** | 0.77 | 714 | YES | |




| PO-1-04-6020 | Product & Service Availability - EDI | | | | | Parity plus <= 10 Seconds |
|---|---|---|---|---|---|---|
| | *Vz**** | *CLEC* | *Difference* | *Observations* | *Parity* | |
| *Nov-01* | **8.48** | **#N/A** | | | | |
| *Dec-01* | **8.20** | **#N/A** | | | | |
| *Jan-02* | **8.50** | **#N/A** | | | | |
| *Feb-02* | **8.44** | **#N/A** | | | | |
| *Mar-02* | **8.53** | **#N/A** | | | | |
| *Apr-02* | **9.26** | **#N/A** | | | | |
| *May-02* | **10.69** | **#N/A** | | | | |
| *Jun-02* | **8.80** | **#N/A** | | | | |



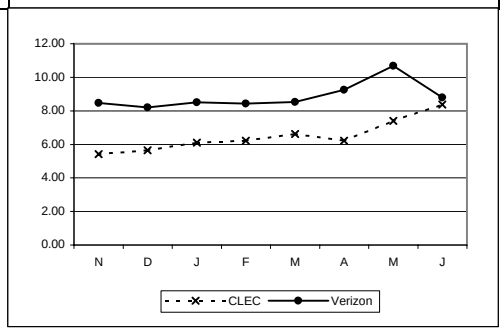

| PO-1-04-6030 | Product & Service Availability - CORBA | | | | | Parity plus <= 10 Seconds |
|---|---|---|---|---|---|---|
| | *Vz**** | *CLEC* | *Difference* | *Observations* | *Parity* | |
| *Nov-01* | **8.48** | **#N/A** | | | | |
| *Dec-01* | **8.20** | **#N/A** | | | | |
| *Jan-02* | **8.50** | **#N/A** | | | | |
| *Feb-02* | **8.44** | **#N/A** | | | | |
| *Mar-02* | **8.53** | **#N/A** | | | | |
| *Apr-02* | **9.26** | **#N/A** | | | | |
| *May-02* | **10.69** | **#N/A** | | | | |
| *Jun-02* | **8.80** | **#N/A** | | | | |



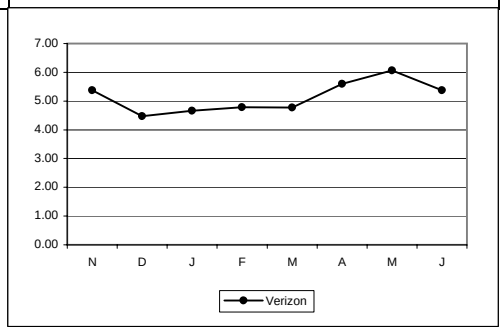
**PRE-ORDERING cont...**

**PO-1 - Response Time OSS Pre-Ordering Interface ^ cont...**

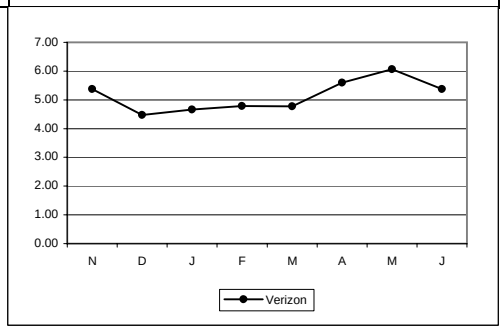
| PO-1-04-6050 | Product & Service Availability - Web GUI | | | | | Parity plus <= 10 Seconds |
|---|---|---|---|---|---|---|
| | *Vz**** | *CLEC* | *Difference* | *Observations* | *Parity* | |
| *Nov-01* | **8.48** | **5.42** | -3.06 | 24 | YES | |
| *Dec-01* | **8.20** | **5.64** | -2.56 | 22 | YES | |
| *Jan-02* | **8.50** | **6.10** | -2.40 | 20 | YES | |
| *Feb-02* | **8.44** | **6.21** | -2.23 | 17 | YES | |
| *Mar-02* | **8.53** | **6.62** | -1.91 | 17 | YES | |
| *Apr-02* | **9.26** | **6.21** | -3.05 | 20 | YES | |
| *May-02* | **10.69** | **7.41** | -3.28 | 13 | YES | |
| *Jun-02* | **8.80** | **8.37** | -0.43 | 28 | YES | |




| PO-1-05-6020 | Telephone Number Availability & Reservation - EDI | | | | | Parity plus <= 4 Seconds |
|---|---|---|---|---|---|---|
| | *Vz**** | *CLEC* | *Difference* | *Observations* | *Parity* | |
| *Nov-01* | **5.37** | **#N/A** | | | | |
| *Dec-01* | **4.47** | **#N/A** | | | | |
| *Jan-02* | **4.66** | **#N/A** | | | | |
| *Feb-02* | **4.78** | **#N/A** | | | | |
| *Mar-02* | **4.77** | **#N/A** | | | | |
| *Apr-02* | **5.60** | **#N/A** | | | | |
| *May-02* | **6.06** | **#N/A** | | | | |
| *Jun-02* | **5.37** | **#N/A** | | | | |



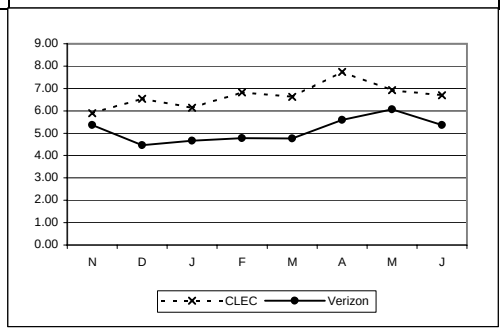

| PO-1-05-6030 | Telephone Number Availability & Reservation - CORBA | | | | | Parity plus <= 4 Seconds |
|---|---|---|---|---|---|---|
| | *Vz**** | *CLEC* | *Difference* | *Observations* | *Parity* | |
| *Nov-01* | **5.37** | **#N/A** | | | | |
| *Dec-01* | **4.47** | **#N/A** | | | | |
| *Jan-02* | **4.66** | **#N/A** | | | | |
| *Feb-02* | **4.78** | **#N/A** | | | | |
| *Mar-02* | **4.77** | **#N/A** | | | | |
| *Apr-02* | **5.60** | **#N/A** | | | | |
| *May-02* | **6.06** | **#N/A** | | | | |
| *Jun-02* | **5.37** | **#N/A** | | | | |



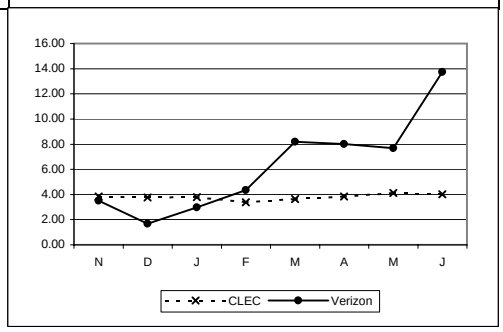
**PRE-ORDERING cont...**

**PO-1 - Response Time OSS Pre-Ordering Interface ^ cont...**

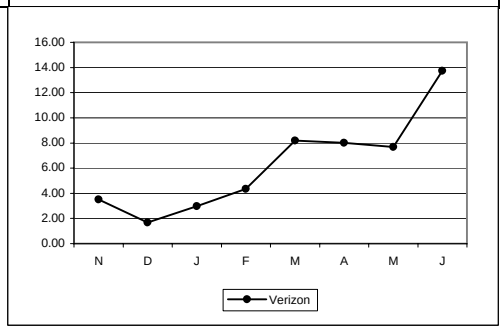
| PO-1-05-6050 | Telephone Number Availability & Reservation - Web GUI | | | | | Parity plus <= 7 Seconds |
|---|---|---|---|---|---|---|
| | *Vz**** | *CLEC* | *Difference* | *Observations* | *Parity* | |
| *Nov-01* | **5.37** | **5.90** | 0.53 | 286 | YES | |
| *Dec-01* | **4.47** | **6.54** | 2.07 | 113 | YES | |
| *Jan-02* | **4.66** | **6.14** | 1.48 | 180 | YES | |
| *Feb-02* | **4.78** | **6.83** | 2.05 | 113 | YES | |
| *Mar-02* | **4.77** | **6.63** | 1.86 | 115 | YES | |
| *Apr-02* | **5.60** | **7.74** | 2.14 | 123 | YES | |
| *May-02* | **6.06** | **6.92** | 0.86 | 180 | YES | |
| *Jun-02* | **5.37** | **6.70** | 1.33 | 123 | YES | |




| PO-1-06-6020 | Average Response Time - Mechanized Loop Qualification - DSL - EDI | | | | | Parity plus <= 4 Seconds |
|---|---|---|---|---|---|---|
| | *Vz**** | *CLEC* | *Difference* | *Observations* | *Parity* | |
| *Nov-01* | **3.51** | **3.85** | 0.34 | 40 | YES | |
| *Dec-01* | **1.69** | **3.77** | 2.08 | 59 | YES | |
| *Jan-02* | **2.97** | **3.78** | 0.81 | 68 | YES | |
| *Feb-02* | **4.35** | **3.39** | -0.96 | 40 | YES | |
| *Mar-02* | **8.18** | **3.65** | -4.53 | 90 | YES | |
| *Apr-02* | **8.02** | **3.84** | -4.18 | 102 | YES | |
| *May-02* | **7.67** | **4.13** | -3.54 | 37 | YES | |
| *Jun-02* | **13.74** | **4.01** | -9.73 | 30 | YES | |



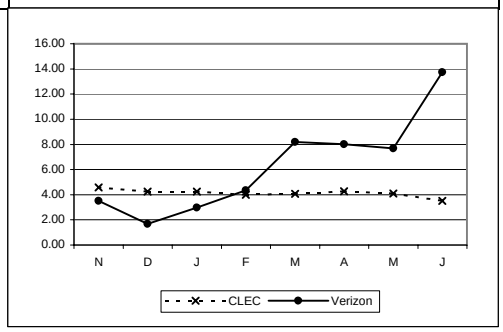

| PO-1-06-6030 | Average Response Time - Mechanized Loop Qualification - DSL - CORBA | | | | | Parity plus <= 4 Seconds |
|---|---|---|---|---|---|---|
| | *Vz**** | *CLEC* | *Difference* | *Observations* | *Parity* | |
| *Nov-01* | **3.51** | **#N/A** | | | | |
| *Dec-01* | **1.69** | **#N/A** | | | | |
| *Jan-02* | **2.97** | **#N/A** | | | | |
| *Feb-02* | **4.35** | **#N/A** | | | | |
| *Mar-02* | **8.18** | **#N/A** | | | | |
| *Apr-02* | **8.02** | **#N/A** | | | | |
| *May-02* | **7.67** | **#N/A** | | | | |
| *Jun-02* | **13.74** | **#N/A** | | | | |



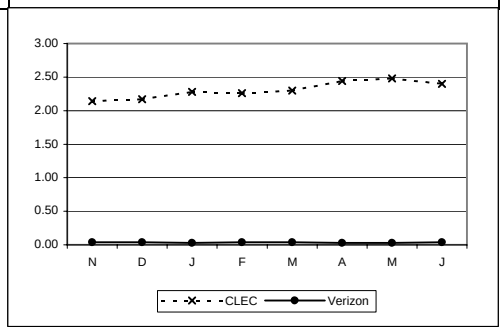
**PRE-ORDERING cont...**

**PO-1 - Response Time OSS Pre-Ordering Interface ^ cont...**

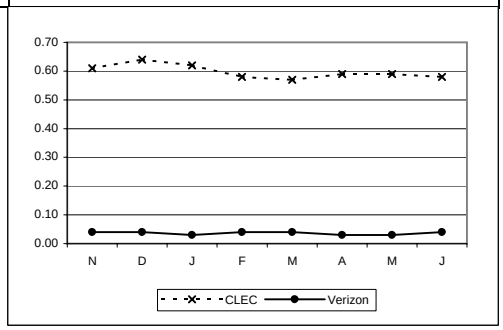
| PO-1-06-6050 | Average Response Time - Mechanized Loop Qualification - DSL - Web GUI | | | | | Parity plus <= 7 Seconds |
|---|---|---|---|---|---|---|
| | *Vz**** | *CLEC* | *Difference* | *Observations* | *Parity* | |
| *Nov-01* | **3.51** | **4.58** | 1.07 | 271 | YES | |
| *Dec-01* | **1.69** | **4.26** | 2.57 | 207 | YES | |
| *Jan-02* | **2.97** | **4.24** | 1.27 | 315 | YES | |
| *Feb-02* | **4.35** | **3.99** | -0.36 | 258 | YES | |
| *Mar-02* | **8.18** | **4.06** | -4.12 | 666 | YES | |
| *Apr-02* | **8.02** | **4.27** | -3.75 | 334 | YES | |
| *May-02* | **7.67** | **4.10** | -3.57 | 1545 | YES | |
| *Jun-02* | **13.74** | **3.50** | -10.24 | 741 | YES | |




| PO-1-07-6020 | Rejected Query - EDI*** | | | | | Parity plus <= 4 Seconds |
|---|---|---|---|---|---|---|
| | *Vz**** | *CLEC* | *Difference* | *Observations* | *Parity* | |
| *Nov-01* | **0.04** | **2.14** | 2.10 | 6884 | YES | |
| *Dec-01* | **0.04** | **2.17** | 2.13 | 8758 | YES | |
| *Jan-02* | **0.03** | **2.28** | 2.25 | 5791 | YES | |
| *Feb-02* | **0.04** | **2.26** | 2.22 | 5130 | YES | |
| *Mar-02* | **0.04** | **2.30** | 2.26 | 5446 | YES | |
| *Apr-02* | **0.03** | **2.44** | 2.41 | 5384 | YES | |
| *May-02* | **0.03** | **2.48** | 2.45 | 5297 | YES | |
| *Jun-02* | **0.04** | **2.40** | 2.36 | 4750 | YES | |



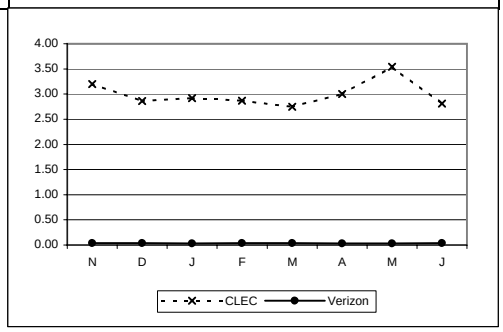

| PO-1-07-6030 | Rejected Query - CORBA*** | | | | | Parity plus <= 4 Seconds |
|---|---|---|---|---|---|---|
| | *Vz**** | *CLEC* | *Difference* | *Observations* | *Parity* | |
| *Nov-01* | **0.04** | **0.61** | 0.57 | 2652 | YES | |
| *Dec-01* | **0.04** | **0.64** | 0.60 | 2515 | YES | |
| *Jan-02* | **0.03** | **0.62** | 0.59 | 2534 | YES | |
| *Feb-02* | **0.04** | **0.58** | 0.54 | 1262 | YES | |
| *Mar-02* | **0.04** | **0.57** | 0.53 | 1409 | YES | |
| *Apr-02* | **0.03** | **0.59** | 0.56 | 1470 | YES | |
| *May-02* | **0.03** | **0.59** | 0.56 | 1468 | YES | |
| *Jun-02* | **0.04** | **0.58** | 0.54 | 1329 | YES | |



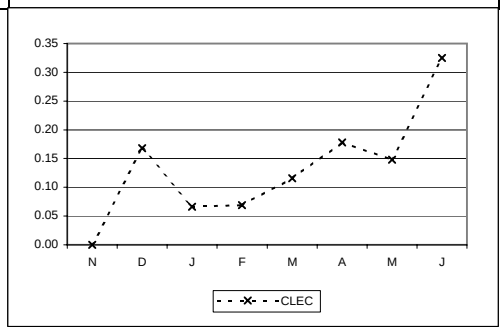
**PRE-ORDERING cont...**

**PO-1 - Response Time OSS Pre-Ordering Interface ^ cont...**

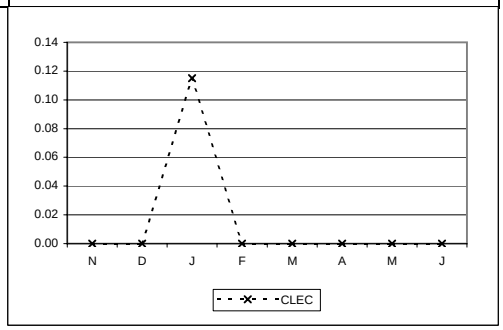
| PO-1-07-6050 | Rejected Query - Web GUI*** | | | | | Parity plus <= 7 Seconds |
|---|---|---|---|---|---|---|
| | *Vz**** | *CLEC* | *Difference* | *Observations* | *Parity* | |
| *Nov-01* | **0.04** | **3.20** | 3.16 | 3032 | YES | |
| *Dec-01* | **0.04** | **2.86** | 2.82 | 3250 | YES | |
| *Jan-02* | **0.03** | **2.92** | 2.89 | 3538 | YES | |
| *Feb-02* | **0.04** | **2.87** | 2.83 | 3224 | YES | |
| *Mar-02* | **0.04** | **2.75** | 2.71 | 3437 | YES | |
| *Apr-02* | **0.03** | **3.00** | 2.97 | 3536 | YES | |
| *May-02* | **0.03** | **3.54** | 3.51 | 3398 | YES | |
| *Jun-02* | **0.04** | **2.81** | 2.77 | 3225 | YES | |




| PO-1-08-6020 | % Timeouts - EDI | | | | | not > .33% |
|---|---|---|---|---|---|---|
| | *Vz**** | *CLEC* | *Difference* | *Observations* | *Parity* | |
| *Nov-01* | | **0.00** | | 2255 | YES | |
| *Dec-01* | | **0.17** | | 1189 | YES | |
| *Jan-02* | | **0.07** | | 1520 | YES | |
| *Feb-02* | | **0.07** | | 1441 | YES | |
| *Mar-02* | | **0.12** | | 1729 | YES | |
| *Apr-02* | | **0.18** | | 1687 | YES | |
| *May-02* | | **0.15** | | 1347 | YES | |
| *Jun-02* | | **0.33** | | 924 | YES | |



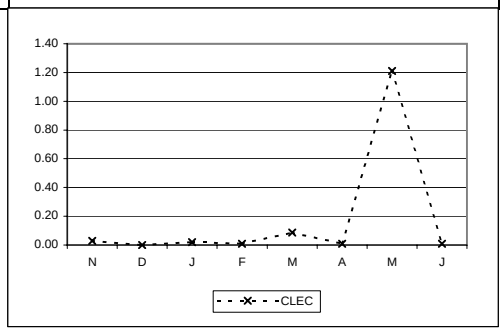

| PO-1-08-6030 | % Timeouts - CORBA | | | | | not > .33% |
|---|---|---|---|---|---|---|
| | *Vz**** | *CLEC* | *Difference* | *Observations* | *Parity* | |
| *Nov-01* | | **0.00** | | 1736 | YES | |
| *Dec-01* | | **0.00** | | 945 | YES | |
| *Jan-02* | | **0.12** | | 873 | YES | |
| *Feb-02* | | **0.00** | | 269 | YES | |
| *Mar-02* | | **0.00** | | 196 | YES | |
| *Apr-02* | | **0.00** | | 168 | YES | |
| *May-02* | | **0.00** | | 120 | YES | |
| *Jun-02* | | **0.00** | | 110 | YES | |



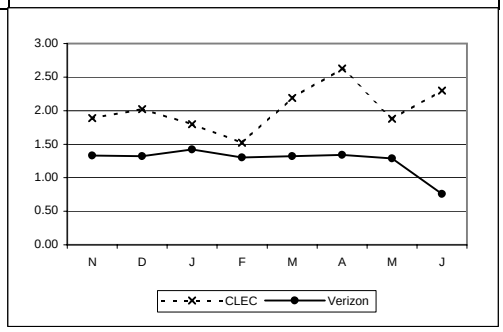
**PRE-ORDERING cont...**

**PO-1 - Response Time OSS Pre-Ordering Interface ^ cont...**

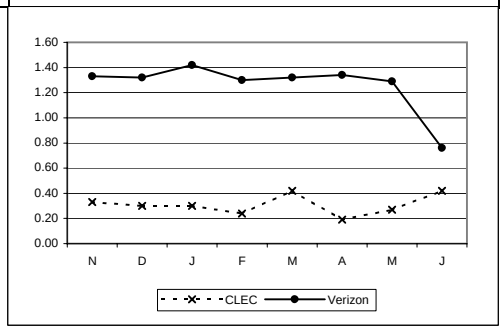
| PO-1-08-6050 | % Timeouts - Web GUI | | | | | not > .33% |
|---|---|---|---|---|---|---|
| | *Vz**** | *CLEC* | *Difference* | *Observations* | *Parity* | |
| *Nov-01* | | **0.03** | | 10259 | YES | |
| *Dec-01* | | **0.00** | | 7798 | YES | |
| *Jan-02* | | **0.02** | | 10314 | YES | |
| *Feb-02* | | **0.01** | | 11288 | YES | |
| *Mar-02* | | **0.09** | | 15024 | YES | |
| *Apr-02* | | **0.01** | | 10327 | YES | |
| *May-02* | | **1.21** | | 11972 | NO | |
| *Jun-02* | | **0.01** | | 9728 | YES | |




| PO-1-09-6020 | Parsed CSR - EDI | | | | | Parity plus <= 10 Seconds |
|---|---|---|---|---|---|---|
| | *Vz**** | *CLEC* | *Difference* | *Observations* | *Parity* | |
| *Nov-01* | **1.33** | **1.89** | 0.56 | 7 | YES | |
| *Dec-01* | **1.32** | **2.02** | 0.70 | 2 | YES | |
| *Jan-02* | **1.42** | **1.80** | 0.38 | 5 | YES | |
| *Feb-02* | **1.30** | **1.52** | 0.22 | 4 | YES | |
| *Mar-02* | **1.32** | **2.19** | 0.87 | 9 | YES | |
| *Apr-02* | **1.34** | **2.63** | 1.29 | 5 | YES | |
| *May-02* | **1.29** | **1.88** | 0.59 | 3 | YES | |
| *Jun-02* | **0.76** | **2.30** | 1.54 | 269 | YES | |




| PO-1-09-6030 | Parsed CSR - CORBA | | | | | Parity plus <= 10 Seconds |
|---|---|---|---|---|---|---|
| | *Vz**** | *CLEC* | *Difference* | *Observations* | *Parity* | |
| *Nov-01* | **1.33** | **0.33** | -1 | 224 | YES | |
| *Dec-01* | **1.32** | **0.30** | -1.02 | 220 | YES | |
| *Jan-02* | **1.42** | **0.30** | -1.12 | 225 | YES | |
| *Feb-02* | **1.30** | **0.24** | -1.06 | 12 | YES | |
| *Mar-02* | **1.32** | **0.42** | -0.90 | 6 | YES | |
| *Apr-02* | **1.34** | **0.19** | -1.15 | 2 | YES | |
| *May-02* | **1.29** | **0.27** | -1.02 | 1 | YES | |
| *Jun-02* | **0.76** | **0.42** | -0.34 | 10 | YES | |

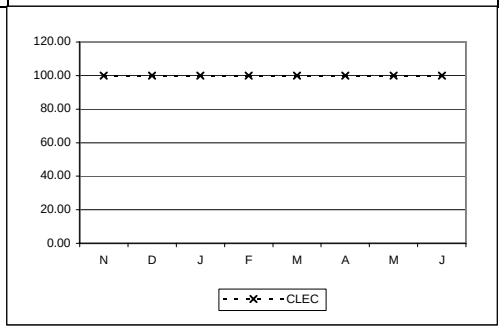


**PRE-ORDERING cont...**

## PO-2 - OSS Interface Availability*

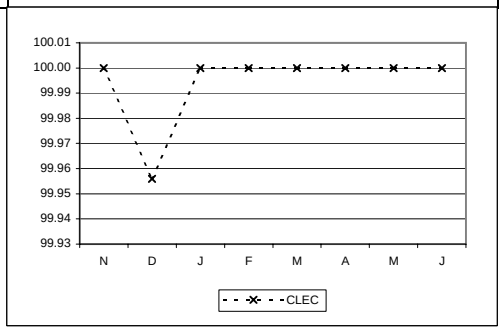
| PO-2-02-6020 | OSS Interf. Avail. – Prime Time – EDI | >=99.5% |
|---|---|---|

| | CLEC Perf | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 100.00 | 0 | YES |
| Dec-01 | 100.00 | 0 | YES |
| Jan-02 | 100.00 | 0 | YES |
| Feb-02 | 100.00 | 0 | YES |
| Mar-02 | 100.00 | 0 | YES |
| Apr-02 | 100.00 | 0 | YES |
| May-02 | 100.00 | 0 | YES |
| Jun-02 | 100.00 | 0 | YES |



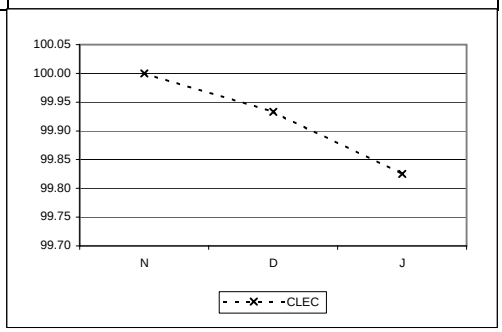

| PO-2-02-6030 | OSS Interf. Avail. – Prime Time – CORBA | >=99.5% |
|---|---|---|

| | CLEC Perf | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 100.00 | 0 | YES |
| Dec-01 | 99.96 | 0.40 | YES |
| Jan-02 | 100.00 | 0 | YES |
| Feb-02 | 100.00 | 0 | YES |
| Mar-02 | 100.00 | 0 | YES |
| Apr-02 | 100.00 | 0 | YES |
| May-02 | 100.00 | 0 | YES |
| Jun-02 | 100.00 | 0 | YES |




| PO-2-02-6040 | OSS Interf. Avail. – Prime Time – Maint. Web GUI (RETAS) | >=99.5% |
|---|---|---|

| | CLEC Perf | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 100.00 | 0 | YES |
| Dec-01 | 99.93 | 0.30 | YES |
| Jan-02 | 99.83 | 0.81 | YES |

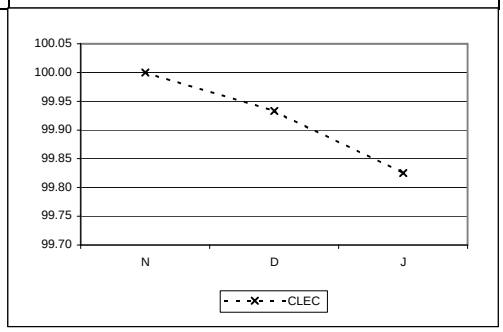


**PRE-ORDERING cont...**

**PO-2 - OSS Interface Availability* cont...**

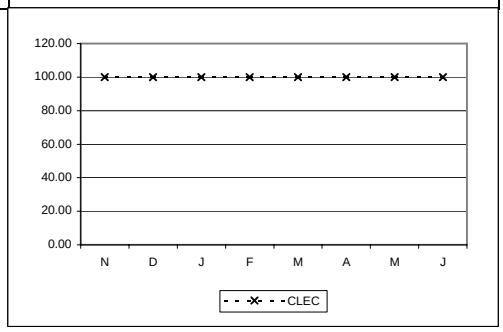
| PO-2-02-6050 | OSS Interf. Avail. – Prime Time – Pre-order/Order WEB GUI | >=99.5% |
|---|---|---|

| | CLEC Perf | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 100.00 | 0 | YES |
| Dec-01 | 99.93 | 0.30 | YES |
| Jan-02 | 99.83 | 0.81 | YES |




| PO-2-02-6060 | OSS Interf. Avail. – Prime Time – Electronic Bonding | >=99.5% |
|---|---|---|

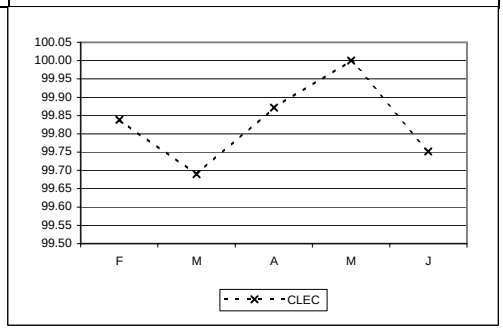
| | CLEC Perf | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 100.00 | 0 | YES |
| Dec-01 | 100.00 | 0 | YES |
| Jan-02 | 100.00 | 0 | YES |
| Feb-02 | 100.00 | 0 | YES |
| Mar-02 | 100.00 | 0 | YES |
| Apr-02 | 100.00 | 0 | YES |
| May-02 | 100.00 | 0 | YES |
| Jun-02 | 100.00 | 0 | YES |




| PO-2-02-6080 | OSS Interf. Avail. – Prime Time – Maint. Web GUI/Pre-Order/Ordering WEB GUI | >=99.5% |
|---|---|---|

**Metric being reported effective 02/2002**

| | CLEC Perf | CLEC Obs | Parity |
|---|---|---|---|
| Feb-02 | 99.84 | 0.70 | YES |
| Mar-02 | 99.69 | 1.45 | YES |
| Apr-02 | 99.87 | 0.60 | YES |
| May-02 | 100.00 | 0 | YES |
| Jun-02 | 99.75 | 1.12 | YES |



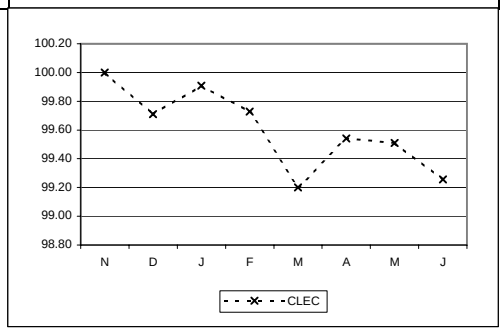
**PRE-ORDERING cont...**

**PO-2 - OSS Interface Availability* cont...**

| PO-2-03-6020 | OSS Interf. Avail. – Non-Prime – EDI | No Standard |
|---|---|---|

| | CLEC Perf | CLEC Obs |
|---|---|---|
| Nov-01 | 100.00 | 0 |
| Dec-01 | 99.71 | 1.70 |
| Jan-02 | 99.91 | 0.50 |
| Feb-02 | 99.73 | 1.30 |
| Mar-02 | 99.20 | 4.40 |
| Apr-02 | 99.54 | 2.30 |
| May-02 | 99.51 | 2.70 |
| Jun-02 | 99.26 | 4 |

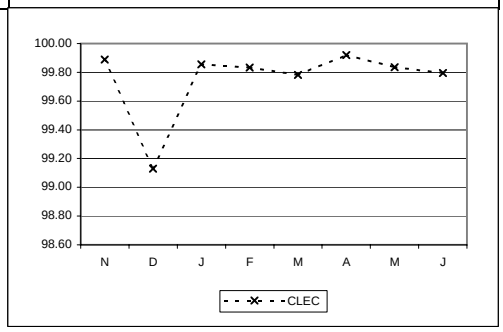
Parity




| PO-2-03-6030 | OSS Interf. Avail. – Non-Prime – CORBA | No Standard |
|---|---|---|

| | CLEC Perf | CLEC Obs |
|---|---|---|
| Nov-01 | 99.89 | 0.60 |
| Dec-01 | 99.13 | 5.10 |
| Jan-02 | 99.86 | 0.80 |
| Feb-02 | 99.83 | 0.80 |
| Mar-02 | 99.78 | 1.20 |
| Apr-02 | 99.92 | 0.40 |
| May-02 | 99.84 | 0.90 |
| Jun-02 | 99.80 | 1.10 |

Parity

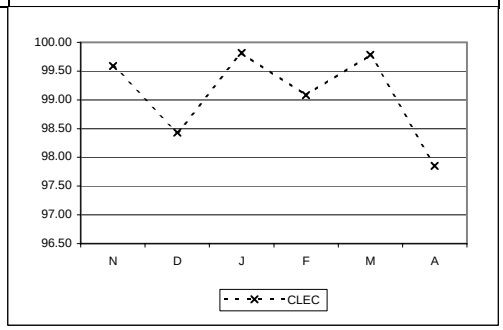



| PO-2-03-6040 | OSS Interf. Avail. – Non-Prime – Maint. Web GUI (RETAS) | No Standard |
|---|---|---|

**Effective 05/2002: Measure eliminated and combined with PO-2-03-6050 in new measure PO-2-03-6080**

| | CLEC Perf | CLEC Obs |
|---|---|---|
| Nov-01 | 99.59 | 1.10 |
| Dec-01 | 98.43 | 4.60 |
| Jan-02 | 99.82 | 0.50 |
| Feb-02 | 99.08 | 2.20 |
| Mar-02 | 99.78 | 0.60 |
| Apr-02 | 97.85 | 5.40 |

Parity



**PRE-ORDERING cont...**

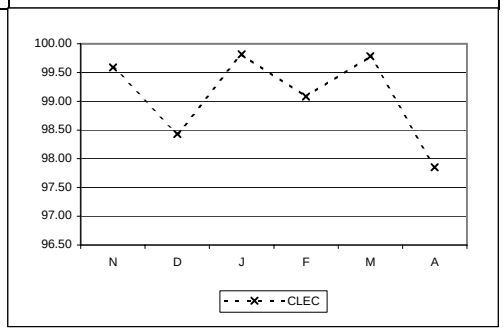
**PO-2 - OSS Interface Availability* cont...**

| PO-2-03-6050 | OSS Interf. Avail. – Non-Prime – Pre-order/Order WEB GUI | No Standard |
|---|---|---|

**Effective 05/2002: Measure eliminated and combined with PO-2-03-6040 in new measure PO-2-03-6080**

| | CLEC Perf | CLEC Obs |
|---|---|---|
| Nov-01 | 99.59 | 1.10 |
| Dec-01 | 98.43 | 4.60 |
| Jan-02 | 99.82 | 0.50 |
| Feb-02 | 99.08 | 2.20 |
| Mar-02 | 99.78 | 0.60 |
| Apr-02 | 97.85 | 5.40 |

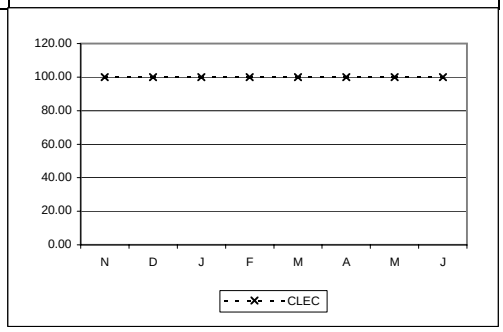
Parity




| PO-2-03-6060 | OSS Interf. Avail – Non-Prime – Electronic Bonding | No Standard |
|---|---|---|

| | CLEC Perf | CLEC Obs |
|---|---|---|
| Nov-01 | 100.00 | 0 |
| Dec-01 | 100.00 | 0 |
| Jan-02 | 100.00 | 0 |
| Feb-02 | 100.00 | 0 |
| Mar-02 | 100.00 | 0 |
| Apr-02 | 100.00 | 0 |
| May-02 | 100.00 | 0 |
| Jun-02 | 100.00 | 0 |

Parity

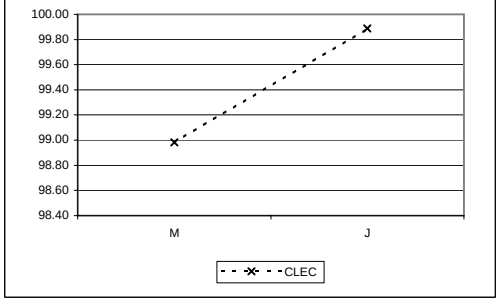



| PO-2-03-6080 | OSS Interf. Avail. – Non-Prime – Maint. Web GUI/Pre-Order/Ordering WEB GUI | No Standard |
|---|---|---|

**Effective 05/2002: New measure previously reported separately as PO-2-03-6040 and PO-2-03-6050**

| | CLEC Perf | CLEC Obs |
|---|---|---|
| May-02 | 98.98 | 2.80 |
| Jun-02 | 99.89 | 0.30 |

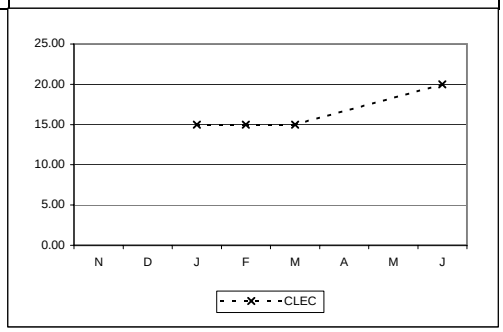
Parity



**PRE-ORDERING cont...**

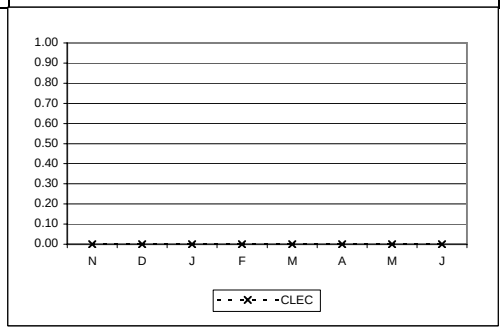
## PO-5 - Average Notification of Interface Outage

| PO-5-01-2000 | Average Notice of Interface Outage** | | | Not more than 20 minutes |
|---|---|---|---|---|
| | CLEC Perf | CLEC Obs | Parity | |
| Nov-01 | #N/A | | | |
| Dec-01 | #N/A | | | |
| Jan-02 | 15.00 | 1 | YES | |
| Feb-02 | 15.00 | 1 | YES | |
| Mar-02 | 15.00 | 1 | YES | |
| Apr-02 | #N/A | | | |
| May-02 | #N/A | | | |
| Jun-02 | 20.00 | 1 | YES | |




## PO-6 - Software Validation

| PO-6-01-2000 | Software Validation*** | | | <= 5% |
|---|---|---|---|---|
| | CLEC Perf | CLEC Obs | Parity | |
| Nov-01 | R3 | | | |
| Dec-01 | R3 | | | |
| Jan-02 | R3 | | | |
| Feb-02 | 0.00 | 138 | YES | |
| Mar-02 | R3 | | | |
| Apr-02 | R3 | | | |
| May-02 | R3 | | | |
| Jun-02 | 0.00 | 140 | YES | |




## PO-7 - Software Problem Resolution Timeliness

| PO-7-01-2000 | % Software Problem Res. Timeliness** | | | >=95% |
|---|---|---|---|---|
| | CLEC Perf | CLEC Obs | Parity | |
| Nov-01 | #N/A | | | |
| Dec-01 | #N/A | | | |
| Jan-02 | #N/A | | | |
| Feb-02 | #N/A | | | |
| Mar-02 | #N/A | | | |
| Apr-02 | #N/A | | | |
| May-02 | R3 | | | |
| Jun-02 | #N/A | | | |

| PRE-ORDERING cont... | | | | |
|---|---|---|---|---|
| PO-7 - Software Problem Resolution Timeliness cont... | | | | |
| PO-7-02-2000 | Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround** | | | 48 hours |
| | | | | |
| | | | | |
| | CLEC Perf | CLEC Obs | Parity | |
| Nov-01 | #N/A | | | |
| Dec-01 | #N/A | | | |
| Jan-02 | #N/A | | | |
| Feb-02 | #N/A | | | |
| Mar-02 | #N/A | | | |
| Apr-02 | #N/A | | | |
| May-02 | #N/A | | | |
| Jun-02 | #N/A | | | |

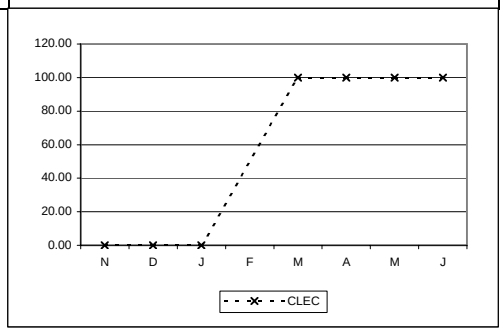
| | | | | |
|---|---|---|---|---|
| PO-7-03-2000 | Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround** | | | 10 days |
| | | | | |
| | | | | |
| | CLEC Perf | CLEC Obs | Parity | |
| Nov-01 | #N/A | | | |
| Dec-01 | #N/A | | | |
| Jan-02 | #N/A | | | |
| Feb-02 | #N/A | | | |
| Mar-02 | #N/A | | | |
| Apr-02 | #N/A | | | |
| May-02 | #N/A | | | |
| Jun-02 | #N/A | | | |

| | | | | |
|---|---|---|---|---|
| PO-7-04-2000 | Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A*** | | | 48 hours |
| | | | | |
| | | | | |
| | CLEC Perf | CLEC Obs | Parity | |
| Nov-01 | #N/A | | | |
| Dec-01 | #N/A | | | |
| Jan-02 | #N/A | | | |
| Feb-02 | #N/A | | | |
| Mar-02 | #N/A | | | |
| Apr-02 | #N/A | | | |
| May-02 | #N/A | | | |
| Jun-02 | #N/A | | | |

**PRE-ORDERING cont...**

## PO-8 - Manual Loop Qualification

| PO-8-01-2000 | % On Time - Manual Loop Qualification | | | 95% within 48 Hours |
|---|---|---|---|---|
| | | | | |
| | **Effective 11/2001: Change the names of the PO-8 measures to be % on Time, with appropriate changes to numerator and denominators to be consistent with a 95% standard** | | | |
| | ***CLEC Perf*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **UD** | | | |
| *Dec-01* | **UD** | | | |
| *Jan-02* | **UD** | | | |
| *Feb-02* | **#N/A** | | | |
| *Mar-02* | **100.00** | 2 | YES | |
| *Apr-02* | **100.00** | 1 | YES | |
| *May-02* | **100.00** | 2 | YES | |
| *Jun-02* | **100.00** | 2 | YES | |




| PO-8-02-2000 | % On Time - Engineering Record Request | | | 95% within 72 Hours |
|---|---|---|---|---|
| | | | | |
| | **Effective 11/2001: Change the names of the PO-8 measures to be % on Time, with appropriate changes to numerator and denominators to be consistent with a 95% standard** | | | |
| | ***CLEC Perf*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **#N/A** | | | |
| *Dec-01* | **#N/A** | | | |
| *Jan-02* | **#N/A** | | | |
| *Feb-02* | **#N/A** | | | |
| *Mar-02* | **#N/A** | | | |
| *Apr-02* | **#N/A** | | | |
| *May-02* | **#N/A** | | | |
| *Jun-02* | **#N/A** | | | |

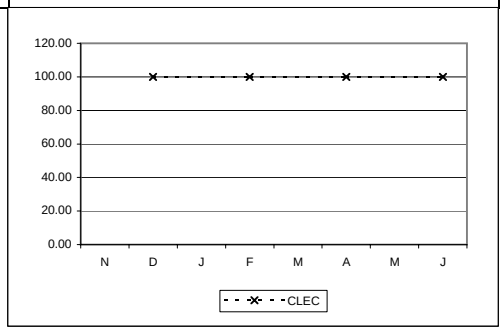
## Change Notification*

### PO-4 - Timeliness of Change Management Notice

| PO-4-01-6660 | % Notices Sent on Time - Industry Standard, Verizon Orig. & CLEC Orig. | 95.0% |
|---|---|---|

**Effective 11/2001: New metric being reported. Previously reported as metrics PO-4-01-6611 and PO-4-01-6621.**

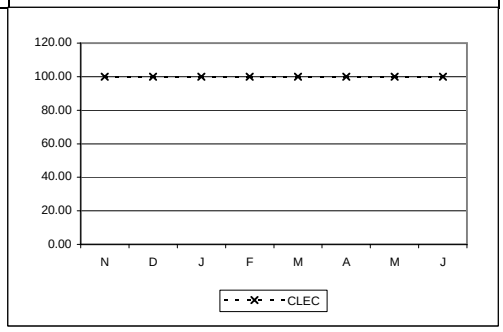
| | CLEC Perf | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | #N/A | | |
| Dec-01 | 100.00 | 11 | YES |
| Jan-02 | #N/A | | |
| Feb-02 | 100.00 | 1 | YES |
| Mar-02 | #N/A | | |
| Apr-02 | 100.00 | 14 | YES |
| May-02 | #N/A | | |
| Jun-02 | 100.00 | 2 | YES |




| PO-4-01-6671 | % Notices Sent on Time - Emergency Maint. & Regulatory | 95.0% |
|---|---|---|

**Effective 11/2001: New metric being reported. Previously reported as metrics PO-4-01-6631, PO-4-01-6641 and PO-4-01-6651.**

| | CLEC Perf | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 100.00 | 11 | YES |
| Dec-01 | 100.00 | 13 | YES |
| Jan-02 | 100.00 | 6 | YES |
| Feb-02 | 100.00 | 5 | YES |
| Mar-02 | 100.00 | 5 | YES |
| Apr-02 | 100.00 | 14 | YES |
| May-02 | 100.00 | 11 | YES |
| Jun-02 | 100.00 | 8 | YES |




| PO-4-02-6660 | Change Mgmt. Notice - Delay 1-7 Days - Ind. Std., Verizon Orig, & CLEC Orig. | No Standard |
|---|---|---|

**Effective 11/2001: New metric being reported. Previously reported as metrics PO-4-02-6611 and PO-4-02-6621.**

| | CLEC Perf | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | #N/A | | |
| Dec-01 | #N/A | | |
| Jan-02 | #N/A | | |
| Feb-02 | #N/A | | |
| Mar-02 | #N/A | | |
| Apr-02 | #N/A | | |
| May-02 | #N/A | | |
| Jun-02 | #N/A | | |

**Change Notification* cont...**

**PO-4 - Timeliness of Change Management Notice cont...**

| PO-4-02-6671 | Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint. & Regulatory | No Standard |
|---|---|---|
| | Effective 11/2001: New metric being reported. Previously reported as metrics PO-4-02-6631, PO-4-02-6641 and PO-4-02-6651. | |

| | CLEC Perf | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | #N/A | | |
| Dec-01 | #N/A | | |
| Jan-02 | #N/A | | |
| Feb-02 | #N/A | | |
| Mar-02 | #N/A | | |
| Apr-02 | #N/A | | |
| May-02 | #N/A | | |
| Jun-02 | #N/A | | |

| PO-4-03-6660 | Change Mgmt. Notice - Delay 8+ Days - Ind. Std., Verizon Orig. & CLEC Orig. | No delayed notices & documentation over 8 cal days |
|---|---|---|
| | Effective 11/2001: New metric being reported. Previously reported as metrics PO-4-03-6611 and PO-4-03-6621. | |

| | CLEC Perf | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | #N/A | | |
| Dec-01 | #N/A | | |
| Jan-02 | #N/A | | |
| Feb-02 | #N/A | | |
| Mar-02 | #N/A | | |
| Apr-02 | #N/A | | |
| May-02 | #N/A | | |
| Jun-02 | #N/A | | |

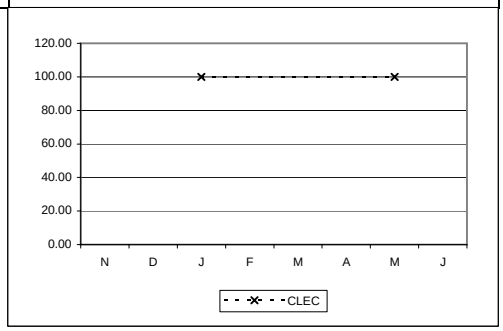
| PO-4-03-6671 | Change Mgmt. Notice - Delay 8+ Days - Emergency Maint. & Regulatory | No delayed notices & documentation over 8 cal days |
|---|---|---|
| | Effective 11/2001: New metric being reported. Previously reported as metrics PO-4-03-6631, PO-4-03-6641 and PO-4-03-6651. | |

| | CLEC Perf | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | #N/A | | |
| Dec-01 | #N/A | | |
| Jan-02 | #N/A | | |
| Feb-02 | #N/A | | |
| Mar-02 | #N/A | | |
| Apr-02 | #N/A | | |
| May-02 | #N/A | | |
| Jun-02 | #N/A | | |

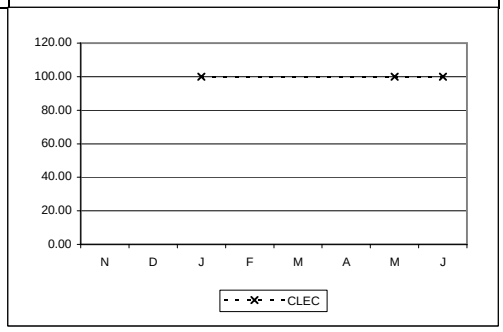
## Change Confirmation*

### PO-4 - Timeliness of Change Management Notice

| PO-4-01-6622 | % Notices Sent on Time - Regulatory | | | 95.0% |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | CLEC Perf | CLEC Obs | Parity | |
| Nov-01 | #N/A | | | |
| Dec-01 | #N/A | | | |
| Jan-02 | 100.00 | 8 | YES | |
| Feb-02 | #N/A | | | |
| Mar-02 | #N/A | | | |
| Apr-02 | #N/A | | | |
| May-02 | 100.00 | 9 | YES | |
| Jun-02 | #N/A | | | |




| PO-4-01-6662 | % Notices Sent on Time - Ind. Std., Verizon Orig. & CLEC Orig. | | | 95.0% |
|---|---|---|---|---|
| | | | | |
| | Effective 11/2001: New metric being reported. Previously reported as metrics PO-4-01-6632, PO-4-03-6642 and PO-4-03-6652. | | | |
| | CLEC Perf | CLEC Obs | Parity | |
| Nov-01 | #N/A | | | |
| Dec-01 | #N/A | | | |
| Jan-02 | 100.00 | 8 | YES | |
| Feb-02 | #N/A | | | |
| Mar-02 | #N/A | | | |
| Apr-02 | #N/A | | | |
| May-02 | 100.00 | 10 | YES | |
| Jun-02 | 100.00 | 1 | YES | |




| PO-4-02-6622 | Change Mgmt. Notice - Delay 1-7 Days - Regulatory | | | No Standard |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | CLEC Perf | CLEC Obs | Parity | |
| Nov-01 | #N/A | | | |
| Dec-01 | #N/A | | | |
| Jan-02 | #N/A | | | |
| Feb-02 | #N/A | | | |
| Mar-02 | #N/A | | | |
| Apr-02 | #N/A | | | |
| May-02 | #N/A | | | |
| Jun-02 | #N/A | | | |

| Change Confirmation* cont... | | | | |
|---|---|---|---|---|
| PO-4 - Timeliness of Change Management Notice cont... | | | | |
| PO-4-02-6662 | Change Mgmt. Notice - Delay 1-7 Days - Ind. Std., Verizon Orig. & CLEC Orig. | | | No Standard |
| | Effective 11/2001: New metric being reported. Previously reported as metrics PO-4-02-6632, PO-4-03-6642 and PO-4-03-6652. | | | |
| | *CLEC Perf* | *CLEC Obs* | *Parity* | |
| *Nov-01* | #N/A | | | |
| *Dec-01* | #N/A | | | |
| *Jan-02* | #N/A | | | |
| *Feb-02* | #N/A | | | |
| *Mar-02* | #N/A | | | |
| *Apr-02* | #N/A | | | |
| *May-02* | #N/A | | | |
| *Jun-02* | #N/A | | | |

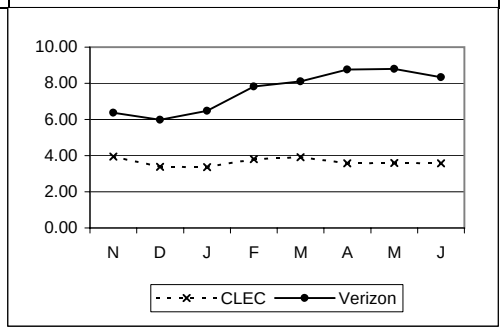
| | | | | |
|---|---|---|---|---|
| PO-4-03-6622 | Change Mgmt. Notice - Delay 8+ Days - Regulatory | | | No delayed notices & documentation over 8 cal days |
| | *CLEC Perf* | *CLEC Obs* | *Parity* | |
| *Nov-01* | #N/A | | | |
| *Dec-01* | #N/A | | | |
| *Jan-02* | #N/A | | | |
| *Feb-02* | #N/A | | | |
| *Mar-02* | #N/A | | | |
| *Apr-02* | #N/A | | | |
| *May-02* | #N/A | | | |
| *Jun-02* | #N/A | | | |

| | | | | |
|---|---|---|---|---|
| PO-4-03-6662 | Change Mgmt. Notice - Delay 8+ Days - Ind. Std., Verizon Orig. & CLEC Orig. | | | No delayed notices & documentation over 8 cal days |
| | Effective 11/2001: New metric being reported. Previously reported as metrics PO-4-03-6632, PO-4-03-6642 and PO-4-03-6652. | | | |
| | *CLEC Perf* | *CLEC Obs* | *Parity* | |
| *Nov-01* | #N/A | | | |
| *Dec-01* | #N/A | | | |
| *Jan-02* | #N/A | | | |
| *Feb-02* | #N/A | | | |
| *Mar-02* | #N/A | | | |
| *Apr-02* | #N/A | | | |
| *May-02* | #N/A | | | |
| *Jun-02* | #N/A | | | |

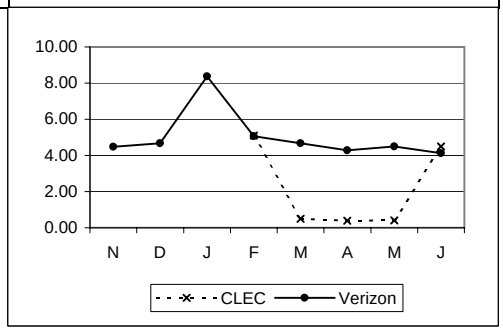
## TROUBLE REPORTING (OSS)

### MR-1 - Response Time OSS Maintenance Interface

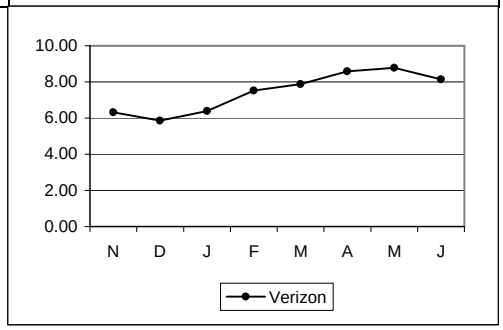
| MR-1-01-2000 | Create Trouble | | | | | Parity plus <= 4 Seconds |
|---|---|---|---|---|---|---|
| | *Vz* | *CLEC* | *Difference* | *CLEC Obs* | *Parity* | |
| *Nov-01* | **6.37** | **3.95** | -2.42 | 159 | YES | |
| *Dec-01* | **5.99** | **3.38** | -2.61 | 104 | YES | |
| *Jan-02* | **6.48** | **3.37** | -3.11 | 130 | YES | |
| *Feb-02* | **7.83** | **3.81** | -4.02 | 85 | YES | |
| *Mar-02* | **8.10** | **3.92** | -4.18 | 136 | YES | |
| *Apr-02* | **8.76** | **3.58** | -5.18 | 148 | YES | |
| *May-02* | **8.80** | **3.59** | -5.21 | 162 | YES | |
| *Jun-02* | **8.34** | **3.57** | -4.77 | 172 | YES | |




| MR-1-02-2000 | Status Trouble | | | | | Parity plus <= 4 Seconds |
|---|---|---|---|---|---|---|
| | *Vz* | *CLEC* | *Difference* | *CLEC Obs* | *Parity* | |
| *Nov-01* | **4.47** | **#N/A** | | | | |
| *Dec-01* | **4.68** | **#N/A** | | | | |
| *Jan-02* | **8.38** | **#N/A** | | | | |
| *Feb-02* | **5.07** | **5.09** | 0.02 | 12 | YES | |
| *Mar-02* | **4.68** | **0.49** | -4.19 | 1 | YES | |
| *Apr-02* | **4.28** | **0.39** | -3.89 | 3 | YES | |
| *May-02* | **4.50** | **0.41** | -4.09 | 1 | YES | |
| *Jun-02* | **4.12** | **4.49** | 0.37 | 5 | YES | |



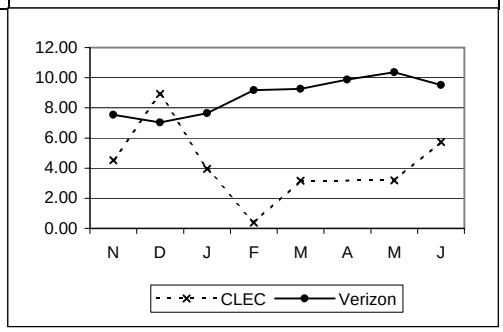

| MR-1-03-2000 | Modify Trouble | | | | | Parity plus <= 4 Seconds |
|---|---|---|---|---|---|---|
| | *Vz* | *CLEC* | *Difference* | *CLEC Obs* | *Parity* | |
| *Nov-01* | **6.32** | **#N/A** | | | | |
| *Dec-01* | **5.86** | **#N/A** | | | | |
| *Jan-02* | **6.39** | **#N/A** | | | | |
| *Feb-02* | **7.52** | **#N/A** | | | | |
| *Mar-02* | **7.88** | **#N/A** | | | | |
| *Apr-02* | **8.58** | **#N/A** | | | | |
| *May-02* | **8.78** | **#N/A** | | | | |
| *Jun-02* | **8.14** | **#N/A** | | | | |



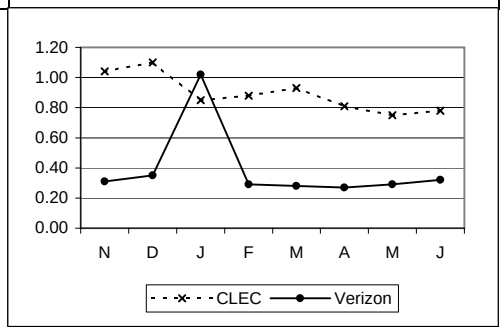
**TROUBLE REPORTING (OSS) cont...**

**MR-1 - Response Time OSS Maintenance Interface cont...**

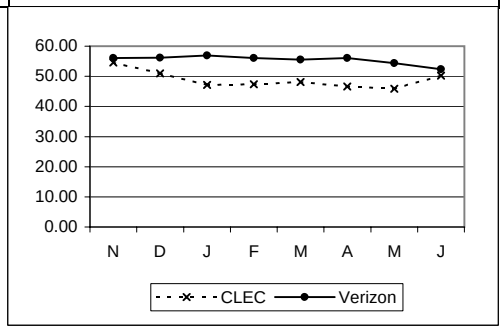
| MR-1-04-2000 | Request Cancellation of Trouble | | | | | Parity plus <= 4 Seconds |
|---|---|---|---|---|---|---|
| | *Vz* | *CLEC* | *Difference* | *CLEC Obs* | *Parity* | |
| *Nov-01* | **7.55** | **4.52** | -3.03 | 11 | YES | |
| *Dec-01* | **7.04** | **8.93** | 1.89 | 3 | YES | |
| *Jan-02* | **7.64** | **3.96** | -3.68 | 2 | YES | |
| *Feb-02* | **9.18** | **0.38** | -8.80 | 1 | YES | |
| *Mar-02* | **9.26** | **3.17** | -6.09 | 3 | YES | |
| *Apr-02* | **9.87** | **#N/A** | | | | |
| *May-02* | **10.37** | **3.19** | -7.18 | 2 | YES | |
| *Jun-02* | **9.52** | **5.74** | -3.78 | 6 | YES | |




| MR-1-05-2000 | Trouble Report History (by TN/Circuit) | | | | | Parity plus <= 4 Seconds |
|---|---|---|---|---|---|---|
| | *Vz* | *CLEC* | *Difference* | *CLEC Obs* | *Parity* | |
| *Nov-01* | **0.31** | **1.04** | 0.73 | 143 | YES | |
| *Dec-01* | **0.35** | **1.10** | 0.75 | 147 | YES | |
| *Jan-02* | **1.02** | **0.85** | -0.17 | 135 | YES | |
| *Feb-02* | **0.29** | **0.88** | 0.59 | 110 | YES | |
| *Mar-02* | **0.28** | **0.93** | 0.65 | 94 | YES | |
| *Apr-02* | **0.27** | **0.81** | 0.54 | 132 | YES | |
| *May-02* | **0.29** | **0.75** | 0.46 | 151 | YES | |
| *Jun-02* | **0.32** | **0.78** | 0.46 | 161 | YES | |



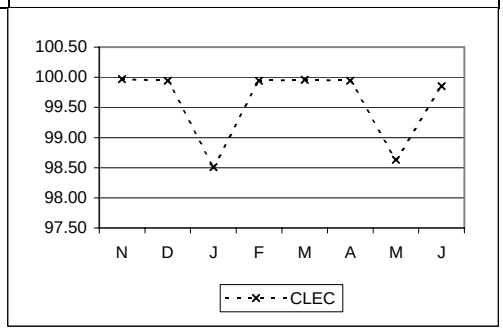

| MR-1-06-2000 | Test Trouble (POTS Only) | | | | | Parity plus <= 4 Seconds |
|---|---|---|---|---|---|---|
| | *Vz* | *CLEC* | *Difference* | *CLEC Obs* | *Parity* | |
| *Nov-01* | **56.04** | **54.60** | -1.44 | 236 | YES | |
| *Dec-01* | **56.18** | **50.98** | -5.20 | 207 | YES | |
| *Jan-02* | **56.87** | **47.13** | -9.74 | 289 | YES | |
| *Feb-02* | **56.03** | **47.37** | -8.66 | 237 | YES | |
| *Mar-02* | **55.59** | **48.14** | -7.45 | 226 | YES | |
| *Apr-02* | **56.11** | **46.66** | -9.45 | 273 | YES | |
| *May-02* | **54.32** | **45.92** | -8.40 | 313 | YES | |
| *Jun-02* | **52.33** | **50.22** | -2.11 | 369 | YES | |



## BILLING

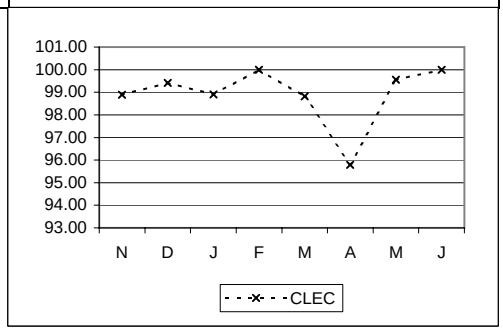
### BI-1 - Timeliness of Daily Usage Feed

| BI-1-02-2030 | % DUF in 4 Business Days | | | 95% in 4 Business Days |
|---|---|---|---|---|
| | CLEC Perf | CLEC Obs | Parity | |
| Nov-01 | 99.97 | 5405288 | YES | |
| Dec-01 | 99.94 | 4915074 | YES | |
| Jan-02 | 98.51 | 6072313 | YES | |
| Feb-02 | 99.94 | 5294304 | YES | |
| Mar-02 | 99.96 | 5167513 | YES | |
| Apr-02 | 99.94 | 4991402 | YES | |
| May-02 | 98.63 | 6116412 | YES | |
| Jun-02 | 99.85 | 5241087 | YES | |



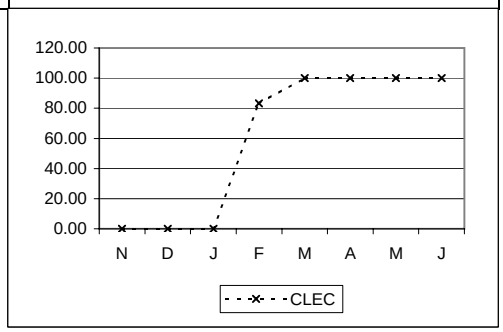

### BI-2 - Timeliness of Carrier Bill

| BI-2-01-2030 | Timeliness of Carrier Bill | | | 98% in 10 Business Days |
|---|---|---|---|---|
| | CLEC Perf | CLEC Obs | Parity | |
| Nov-01 | 98.89 | 180 | YES | |
| Dec-01 | 99.42 | 173 | YES | |
| Jan-02 | 98.90 | 181 | YES | |
| Feb-02 | 100.00 | 180 | YES | |
| Mar-02 | 98.82 | 170 | YES | |
| Apr-02 | 95.79 | 214 | NO | |
| May-02 | 99.56 | 225 | YES | |
| Jun-02 | 100.00 | 229 | YES | |




### BI-3 - Billing Accuracy & Claims Processing

| BI-3-04-2030 | % CLEC Billing Claims Acknowledged within 2 Business Days | | | 95% within 2 Business Days |
|---|---|---|---|---|
| | Began reporting metric 11/2001 | | | |
| | CLEC Perf | CLEC Obs | Parity | |
| Nov-01 | UD | | | |
| Dec-01 | UD | | | |
| Jan-02 | UD | | | |
| Feb-02 | 83.33 | 24 | NO | |
| Mar-02 | 100.00 | 20 | YES | |
| Apr-02 | 100.00 | 37 | YES | |
| May-02 | 100.00 | 25 | YES | |
| Jun-02 | 100.00 | 30 | YES | |



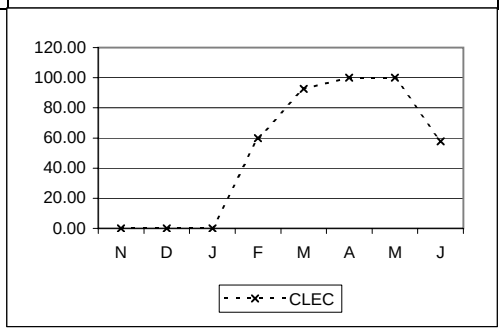
**BILLING cont...**

**BI-3 - Billing Accuracy & Claims Processing cont...**

| **BI-3-05-2030** | **% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgment** | 95% within 28 Calendar Days |
|---|---|---|

**Began reporting metric 11/2001**

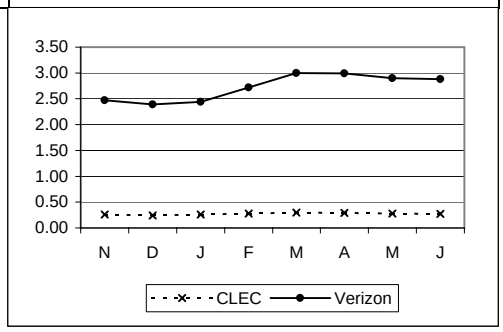
| | ***CLEC Perf*** | *CLEC Obs* | *Parity* |
|---|---|---|---|
| *Nov-01* | **UD** | | |
| *Dec-01* | **UD** | | |
| *Jan-02* | **UD** | | |
| *Feb-02* | **60.00** | 30 | NO |
| *Mar-02* | **92.59** | 27 | NO |
| *Apr-02* | **100.00** | 19 | YES |
| *May-02* | **100.00** | 9 | YES |
| *Jun-02* | **57.69** | 52 | NO |



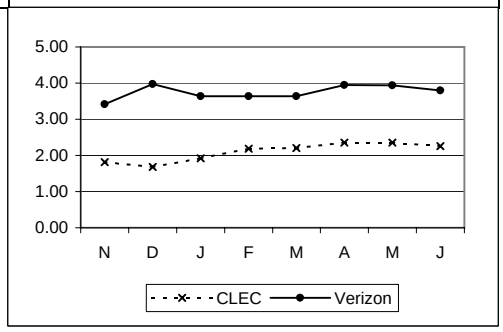
## OPERATOR SERVICES & DATABASES***

### OD-1 - Operator Services - Speed of Answer

| OD-1-01-1021 | Average Speed of Answer – Operator Services - NE OSC | | | | Parity with Retail |
|---|---|---|---|---|---|
| | VZ | CLEC | VZ Obs | CLEC Obs | Parity |
| Nov-01 | 2.47 | 0.26 | 1424469 | 81379 | |
| Dec-01 | 2.39 | 0.24 | 1446582 | 83357 | |
| Jan-02 | 2.44 | 0.26 | 1393192 | 86971 | |
| Feb-02 | 2.72 | 0.28 | 1238690 | 79009 | |
| Mar-02 | 3.00 | 0.30 | 1361125 | 86433 | |
| Apr-02 | 2.99 | 0.29 | 1290061 | 86588 | |
| May-02 | 2.90 | 0.28 | 1310952 | 88144 | |
| Jun-02 | 2.88 | 0.27 | 1358575 | 87161 | |




| OD-1-02-1021 | Average Speed of Answer – Directory Assistance - NE OSC | | | | Parity with Retail |
|---|---|---|---|---|---|
| | VZ | CLEC | VZ Obs | CLEC Obs | Parity |
| Nov-01 | 3.42 | 1.81 | 14298944 | 1216659 | |
| Dec-01 | 3.97 | 1.68 | 15209948 | 1342084 | |
| Jan-02 | 3.64 | 1.92 | 14413526 | 1308697 | |
| Feb-02 | 3.64 | 2.19 | 12819304 | 1204909 | |
| Mar-02 | 3.64 | 2.20 | 13783983 | 1351850 | |
| Apr-02 | 3.95 | 2.35 | 13628381 | 1393105 | |
| May-02 | 3.94 | 2.35 | 14220382 | 1512646 | |
| Jun-02 | 3.80 | 2.26 | 13662436 | 1477201 | |



## ORDERING

### OR-6 - Order Accuracy

| OR-6-04-1030 | % Accuracy - Directory Listing | | | | 95% orders without errors |
|---|---|---|---|---|---|
| | | | | | |
| | | | | | |
| | CLEC Perf | CLEC Obs | | Parity | |
| Jun-02 | UD | | | | |

**Legend**

^ = Retail data is obtained from Enview, and the total number of observations is 10 per hour per day
* = Verizon North (CT, MA, ME, NH, NY, RI, VT)
** = Verizon East (CT, DE, MA, ME, NH, NJ, NY, PA, RI, VA, VT, 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 metric is to be determined
R3 = Run 3 times per year
I/C/W MRAs = Parity to be assessed in conjunction w/ missed appts.
1-9=5, 10+=Negotiated = 1-9 Loops, 5 days
= 10+ Loops, Negotiated
95% Cmp. w/in 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 = Standard for Cut-Over Window
= 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

NE OR-5-01 Perf. Std. Ramp-Up Schedule: = 4Q 2001 ; 65%
= 1Q 2002 : 68%
= 2Q 2002 : 70%
= 3Q 2002 : 73%
= 4Q 2002 : 78%
= 1Q 2003 : 80%

ES OR-5-03 Perf. Std. Ramp-Up Schedule: = 4Q 2001 ; 90%
= 1Q 2002 : 92%
= 2Q 2002 : 93%
= 3Q 2002 : 94%
= 4Q 2002 : 95%
= 1Q 2003 : 95%

SSST = Parity Standards - Verizon's reported performance for CLECs is worse than for the retail comparison group but the minimum sample size for the modified Z/t formulas is not met and small sample size testing is not done for the C2C report until automation is implemented

**Verizon - NH**

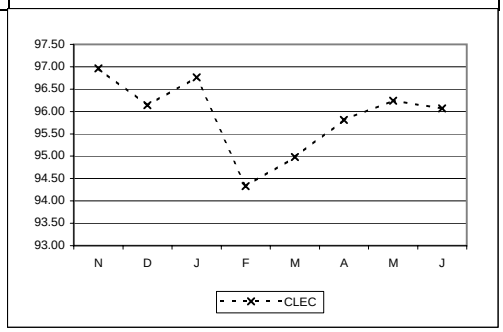
**Carrier to Carrier Performance Standards and Reports Summary November 2001 - June 2002**

## CLEC Aggregate Performance
## Resale (Ordering) - POTS/Special Services

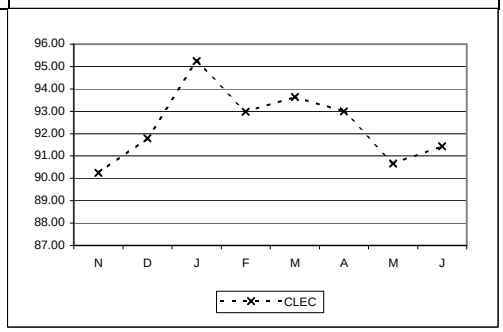
### RESALE Pre-Ordering

### PO-3 - Contact Center Availability

| PO-3-02-2000 | % Answered within 30 Seconds – Ordering* | | | 80% within 30 Seconds |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **96.97** | **4237** | YES | |
| *Dec-01* | **96.14** | **3801** | YES | |
| *Jan-02* | **96.76** | **4554** | YES | |
| *Feb-02* | **94.33** | **3743** | YES | |
| *Mar-02* | **94.98** | **3908** | YES | |
| *Apr-02* | **95.81** | **3883** | YES | |
| *May-02* | **96.24** | **3932** | YES | |
| *Jun-02* | **96.07** | **3804** | YES | |



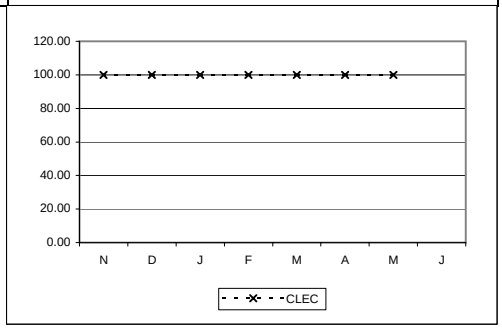

| PO-3-04-2000 | % Answered within 30 Seconds – Repair** | | | 80% within 30 Seconds |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **90.24** | **97751** | YES | |
| *Dec-01* | **91.80** | **96901** | YES | |
| *Jan-02* | **95.24** | **106132** | YES | |
| *Feb-02* | **92.98** | **91716** | YES | |
| *Mar-02* | **93.64** | **105580** | YES | |
| *Apr-02* | **92.99** | **108416** | YES | |
| *May-02* | **90.67** | **108286** | YES | |
| *Jun-02* | **91.43** | **108315** | YES | |



## RESALE Ordering

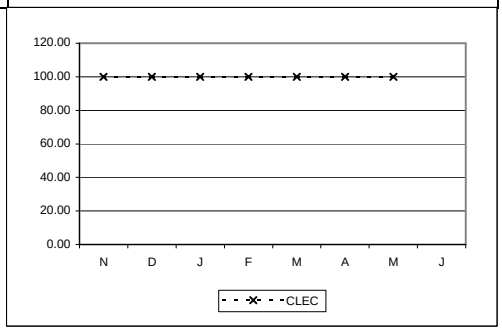
### OR-8 - Acknowledgement Timeliness

| OR-8-01-2000 | % Acknowledgements on Time | | | 95% within 2 Hours |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | CLEC | CLEC Obs | | Parity |
| Nov-01 | 100.00 | 14 | | YES |
| Dec-01 | 100.00 | 23 | | YES |
| Jan-02 | 100.00 | 18 | | YES |
| Feb-02 | 100.00 | 556 | | YES |
| Mar-02 | 100.00 | 4 | | YES |
| Apr-02 | 100.00 | 5 | | YES |
| May-02 | 100.00 | 12 | | YES |
| Jun-02 | #N/A | | | |



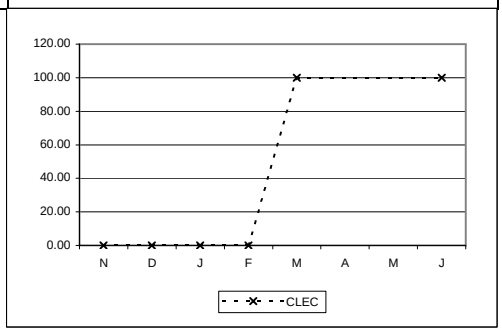

### OR-9 - Order Acknowledgement Completeness

| OR-9-01-2000 | % Acknowledgement Completeness | | | 99.0% |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | CLEC | CLEC Obs | | Parity |
| Nov-01 | 100.00 | 14 | | YES |
| Dec-01 | 100.00 | 23 | | YES |
| Jan-02 | 100.00 | 18 | | YES |
| Feb-02 | 100.00 | 556 | | YES |
| Mar-02 | 100.00 | 4 | | YES |
| Apr-02 | 100.00 | 5 | | YES |
| May-02 | 100.00 | 12 | | YES |
| Jun-02 | #N/A | | | |




### OR-10 - PON Notifier Exception Resolution Timeliness

| OR-10-01-2000 | % of PON Exceptions Resolved Within Three (3) Business Days | | | 95% within 3 Business Days |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | CLEC | CLEC Obs | | Parity |
| Nov-01 | UD | | | |
| Dec-01 | UD | | | |
| Jan-02 | UD | | | |
| Feb-02 | UD | | | |
| Mar-02 | 100.00 | 2 | | YES |
| Apr-02 | #N/A | | | |
| May-02 | #N/A | | | |
| Jun-02 | 100.00 | 1 | | YES |

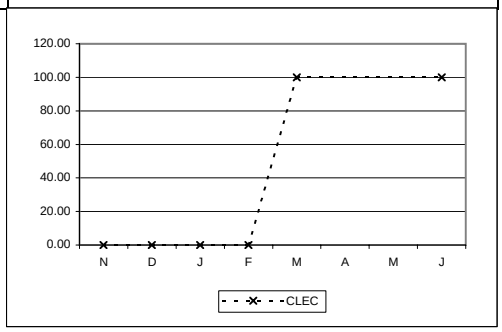


**RESALE Ordering cont...**

**OR-10 - PON Notifier Exception Resolution Timeliness cont...**

| **OR-10-02-2000** | **% of PON Exceptions Resolved Within Ten (10) Business Days** | 99% within 10 Business Days |
|---|---|---|

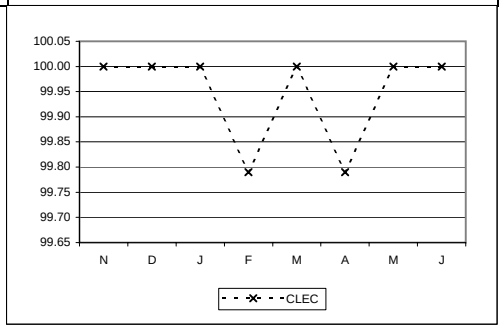
| | ***CLEC*** | *CLEC Obs* | *Parity* |
|---|---|---|---|
| *Nov-01* | **UD** | | |
| *Dec-01* | **UD** | | |
| *Jan-02* | **UD** | | |
| *Feb-02* | **UD** | | |
| *Mar-02* | **100.00** | **2** | YES |
| *Apr-02* | **#N/A** | | |
| *May-02* | **#N/A** | | |
| *Jun-02* | **100.00** | **1** | YES |



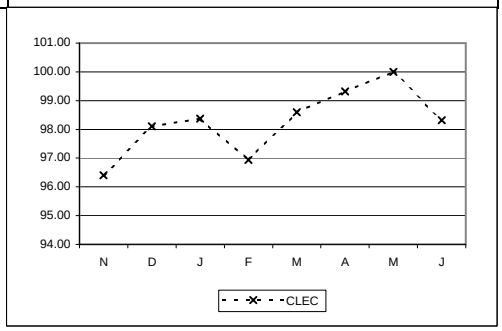
## POTS & Pre-qualified Complex - Electronically Submitted

### OR-1 - Order Confirmation Timeliness

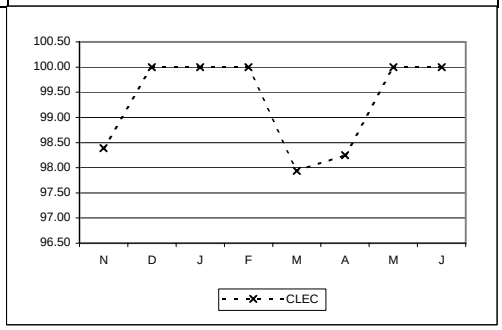
| OR-1-02-2320 | % On Time LSRC – Flow Through | | | 95% within 2 Hours |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **100.00** | **478** | YES | |
| *Dec-01* | **100.00** | **326** | YES | |
| *Jan-02* | **100.00** | **419** | YES | |
| *Feb-02* | **99.79** | **973** | YES | |
| *Mar-02* | **100.00** | **509** | YES | |
| *Apr-02* | **99.79** | **482** | YES | |
| *May-02* | **100.00** | **485** | YES | |
| *Jun-02* | **100.00** | **438** | YES | |




| OR-1-04-2100 | % On Time LSRC/ASRC - No Facility Check | | | 95% within 24 Hours |
|---|---|---|---|---|
| | | | | |
| | **Effective 05/2002: Metric name changed to include reference to ASRC** | | | |
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **96.40** | **278** | YES | |
| *Dec-01* | **98.11** | **264** | YES | |
| *Jan-02* | **98.37** | **246** | YES | |
| *Feb-02* | **96.94** | **425** | YES | |
| *Mar-02* | **98.60** | **215** | YES | |
| *Apr-02* | **99.32** | **296** | YES | |
| *May-02* | **100.00** | **270** | YES | |
| *Jun-02* | **98.32** | **238** | YES | |




| OR-1-06-2320 | % On Time LSRC/ASRC Facility Check | | | 95% within 72 Hours |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **98.39** | **62** | YES | |
| *Dec-01* | **100.00** | **63** | YES | |
| *Jan-02* | **100.00** | **64** | YES | |
| *Feb-02* | **100.00** | **49** | YES | |
| *Mar-02* | **97.94** | **97** | YES | |
| *Apr-02* | **98.25** | **57** | YES | |
| *May-02* | **100.00** | **57** | YES | |
| *Jun-02* | **100.00** | **50** | YES | |

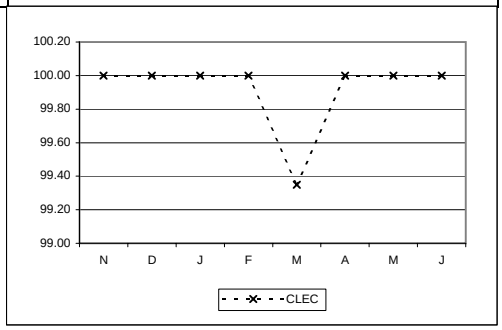


**POTS & Pre-qualified Complex - Electronically Submitted cont...**

## OR-2 - Reject Timeliness

| OR-2-02-2320 | % On Time LSR Reject – Flow Through | 95% within 2 Hours |
|---|---|---|

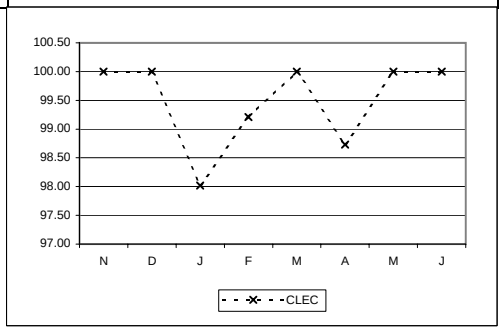
| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 100.00 | 355 | YES |
| Dec-01 | 100.00 | 209 | YES |
| Jan-02 | 100.00 | 258 | YES |
| Feb-02 | 100.00 | 372 | YES |
| Mar-02 | 99.35 | 309 | YES |
| Apr-02 | 100.00 | 314 | YES |
| May-02 | 100.00 | 322 | YES |
| Jun-02 | 100.00 | 287 | YES |




| OR-2-04-2320 | % On Time LSR/ASR Reject No Facility Check | 95% within 24 Hours |
|---|---|---|

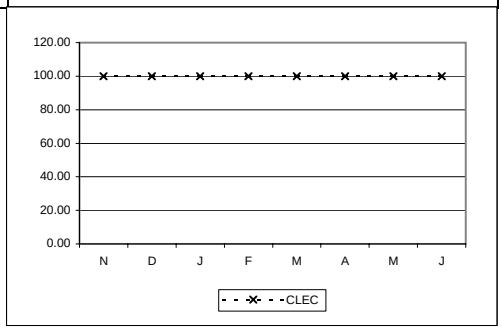
**Effective 05/2002: Metric name changed to include reference to ASRC**

| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 100.00 | 185 | YES |
| Dec-01 | 100.00 | 170 | YES |
| Jan-02 | 98.02 | 202 | YES |
| Feb-02 | 99.21 | 127 | YES |
| Mar-02 | 100.00 | 120 | YES |
| Apr-02 | 98.73 | 158 | YES |
| May-02 | 100.00 | 129 | YES |
| Jun-02 | 100.00 | 152 | YES |




| OR-2-06-2320 | % On Time LSR/ASR Reject Facility Check | 95% within 72 Hours |
|---|---|---|

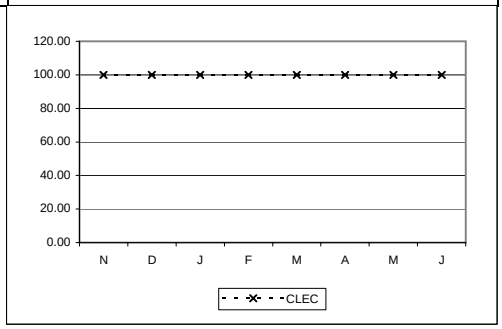
| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 100.00 | 36 | YES |
| Dec-01 | 100.00 | 35 | YES |
| Jan-02 | 100.00 | 45 | YES |
| Feb-02 | 100.00 | 23 | YES |
| Mar-02 | 100.00 | 40 | YES |
| Apr-02 | 100.00 | 40 | YES |
| May-02 | 100.00 | 24 | YES |
| Jun-02 | 100.00 | 30 | YES |



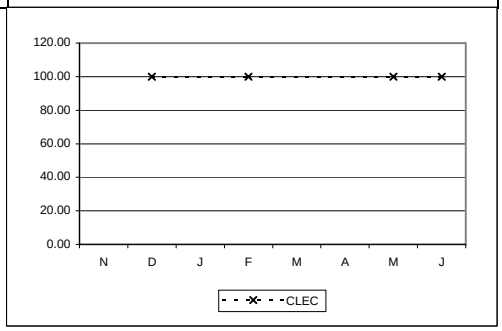
## 2 Wire Digital Services

### OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification

| OR-1-04-2341 | % On Time LSRC/ASRC - No Facility Check | | | 95% within 72 Hours |
|---|---|---|---|---|
| | Effective 05/2002: Metric name changed to include reference to ASRC | | | |
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **100.00** | **17** | YES | |
| *Dec-01* | **100.00** | **36** | YES | |
| *Jan-02* | **100.00** | **16** | YES | |
| *Feb-02* | **100.00** | **7** | YES | |
| *Mar-02* | **100.00** | **7** | YES | |
| *Apr-02* | **100.00** | **11** | YES | |
| *May-02* | **100.00** | **12** | YES | |
| *Jun-02* | **100.00** | **6** | YES | |

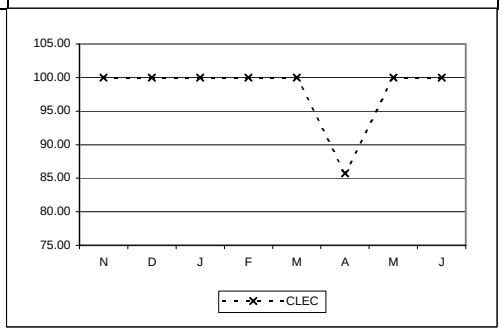



| OR-1-06-2341 | % On Time LSRC/ASRC Facility Check | | | 95% within 72 Hours |
|---|---|---|---|---|
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **#N/A** | | | |
| *Dec-01* | **100.00** | **1** | YES | |
| *Jan-02* | **#N/A** | | | |
| *Feb-02* | **100.00** | **1** | YES | |
| *Mar-02* | **#N/A** | | | |
| *Apr-02* | **#N/A** | | | |
| *May-02* | **100.00** | **3** | YES | |
| *Jun-02* | **100.00** | **5** | YES | |

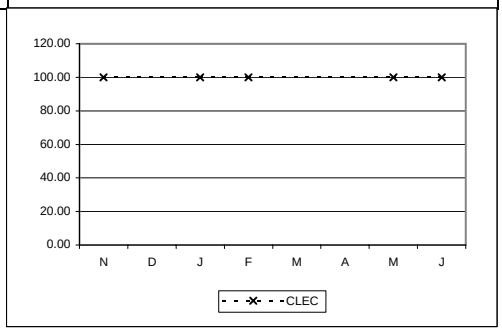



### OR-2 - Reject Timeliness - Requiring Loop Qualification

| OR-2-04-2341 | % On Time LSR/ASR Reject No Facility Check | | | 95% within 72 Hours |
|---|---|---|---|---|
| | Effective 05/2002: Metric name changed to include reference to ASRC | | | |
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **100.00** | **20** | YES | |
| *Dec-01* | **100.00** | **24** | YES | |
| *Jan-02* | **100.00** | **10** | YES | |
| *Feb-02* | **100.00** | **1** | YES | |
| *Mar-02* | **100.00** | **5** | YES | |
| *Apr-02* | **85.71** | **7** | NO | |
| *May-02* | **100.00** | **15** | YES | |
| *Jun-02* | **100.00** | **22** | YES | |



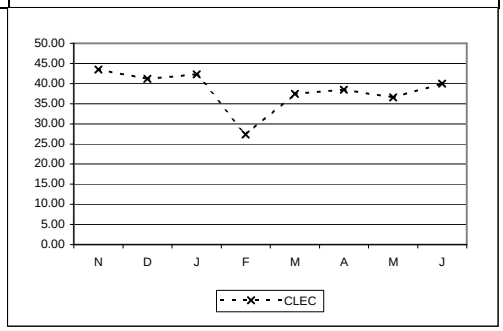
| 2 Wire Digital Services cont... | | | | |
|---|---|---|---|---|
| OR-2 - Reject Timeliness - Requiring Loop Qualification cont... | | | | |
| OR-2-06-2341 | % On Time LSR/ASR Reject Facility Check | | | 95% within 72 Hours |
| | | | | |
| | | | | |
| | *CLEC* | *CLEC Obs* | *Parity* | |
| *Nov-01* | **100.00** | **2** | YES | |
| *Dec-01* | **#N/A** | | | |
| *Jan-02* | **100.00** | **4** | YES | |
| *Feb-02* | **100.00** | **1** | YES | |
| *Mar-02* | **#N/A** | | | |
| *Apr-02* | **#N/A** | | | |
| *May-02* | **100.00** | **3** | YES | |
| *Jun-02* | **100.00** | **4** | YES | |



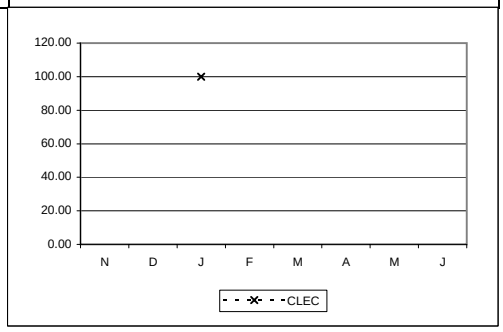
## POTS / Special Services - Aggregate

### OR-3 - Percent Rejects

| OR-3-01-2000 | % Rejects | | | No Standard |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | 43.50 | 1547 | | |
| Dec-01 | 41.15 | 1220 | | |
| Jan-02 | 42.25 | 1361 | | |
| Feb-02 | 27.37 | 2039 | | |
| Mar-02 | 37.42 | 1347 | | |
| Apr-02 | 38.50 | 1444 | | |
| May-02 | 36.56 | 1417 | | |
| Jun-02 | 40.00 | 1295 | | |

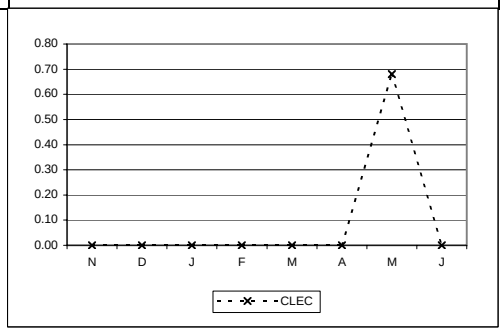



| OR-3-02-2000 | % LSR Resubmission Not Rejected | | | 95.0% |
|---|---|---|---|---|
| | | | | |
| | Effective 05/2002: Change metric title to % LSR Resubmission Not Rejected | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | #N/A | | | |
| Dec-01 | #N/A | | | |
| Jan-02 | 100.00 | 7 | YES | |
| Feb-02 | #N/A | | | |
| Mar-02 | #N/A | | | |
| Apr-02 | #N/A | | | |
| May-02 | #N/A | | | |
| Jun-02 | #N/A | | | |

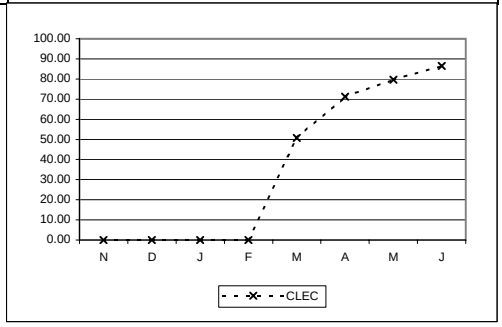



### OR-4 - Timeliness of Completion Notification

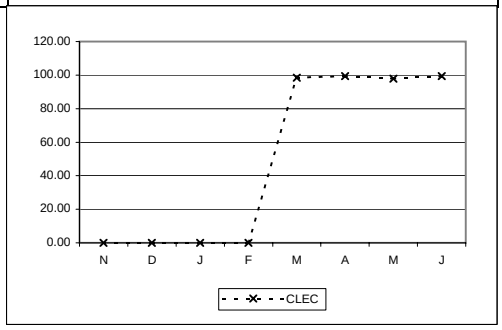
| OR-4-11-2000 | % Completed orders with neither a PCN nor BCN sent | | | 0.25% |
|---|---|---|---|---|
| | | | | |
| | Effective 11/2001: Standard changed to .25% | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | UD | | | |
| Dec-01 | UD | | | |
| Jan-02 | UD | | | |
| Feb-02 | UD | | | |
| Mar-02 | 0.00 | 134 | NO | |
| Apr-02 | 0.00 | 167 | NO | |
| May-02 | 0.68 | 147 | YES | |
| Jun-02 | 0.00 | 148 | NO | |



| POTS / Special Services - Aggregate cont... | | | | |
|---|---|---|---|---|
| OR-4 - Timeliness of Completion Notification cont... | | | | |
| OR-4-16-2000 | % Provisioning Completion Notifiers sent within one (1) Business Day | | | 95.0% |
| | Began reporting metric 11/2001 | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | UD | | | |
| Dec-01 | UD | | | |
| Jan-02 | UD | | | |
| Feb-02 | UD | | | |
| Mar-02 | 50.75 | 134 | NO | |
| Apr-02 | 71.26 | 167 | NO | |
| May-02 | 79.59 | 147 | NO | |
| Jun-02 | 86.49 | 148 | NO | |

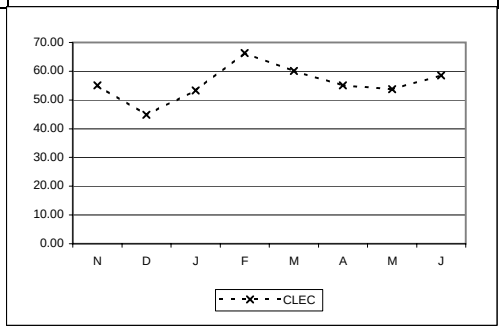



| OR-4-17-2000 | % Billing Completion Notifier sent within two (2) Business Days | | | 95.0% |
|---|---|---|---|---|
| | Began reporting metric 11/2001 | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | UD | | | |
| Dec-01 | UD | | | |
| Jan-02 | UD | | | |
| Feb-02 | UD | | | |
| Mar-02 | 98.51 | 134 | YES | |
| Apr-02 | 99.40 | 167 | YES | |
| May-02 | 97.96 | 147 | YES | |
| Jun-02 | 99.32 | 148 | YES | |




## OR-5 - Percent Flow-Through

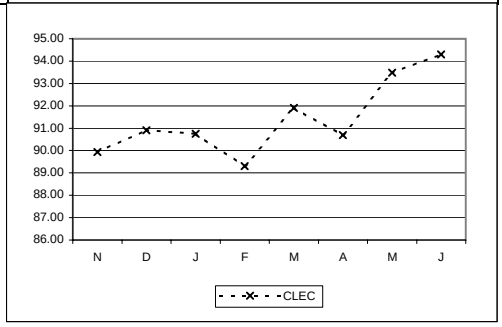
| OR-5-01-2000 | % Flow Through - Total | | | No Standard Developed |
|---|---|---|---|---|
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | 55.14 | 876 | | |
| Dec-01 | 44.84 | 736 | | |
| Jan-02 | 53.35 | 791 | | |
| Feb-02 | 66.28 | 1474 | | |
| Mar-02 | 60.05 | 851 | | |
| Apr-02 | 55.09 | 884 | | |
| May-02 | 53.80 | 907 | | |
| Jun-02 | 58.51 | 764 | | |



**POTS / Special Services - Aggregate cont...**

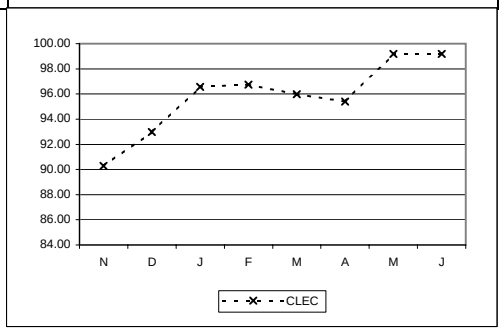
**OR-5 - Percent Flow-Through cont...**

| OR-5-03-2000 | % Flow Through Achieved | | | See Legend |
|---|---|---|---|---|
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **89.94** | **537** | NO | |
| *Dec-01* | **90.91** | **363** | NO | |
| *Jan-02* | **90.75** | **465** | NO | |
| *Feb-02* | **89.31** | **1094** | NO | |
| *Mar-02* | **91.91** | **556** | NO | |
| *Apr-02* | **90.69** | **537** | NO | |
| *May-02* | **93.49** | **522** | YES | |
| *Jun-02* | **94.30** | **474** | YES | |

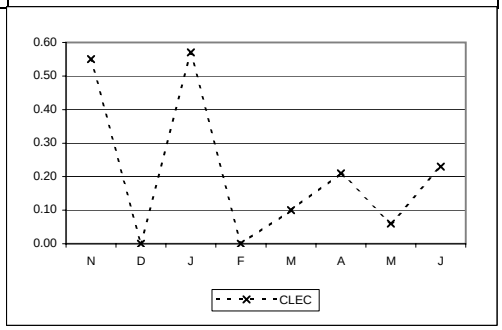



## OR-6 - Order Accuracy

| OR-6-01-2000 | % Service Order Accuracy* | | | 95% Orders without Errors |
|---|---|---|---|---|
| | **Effective 11/2001: metric calculation does not check application date field for accuracy. Effective 05/2002: Change metric title to % Service Order Accuracy*** | | | |
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **90.29** | **340** | NO | |
| *Dec-01* | **92.98** | **285** | NO | |
| *Jan-02* | **96.58** | **263** | YES | |
| *Feb-02* | **96.76** | **339** | YES | |
| *Mar-02* | **95.98** | **348** | YES | |
| *Apr-02* | **95.39** | **325** | YES | |
| *May-02* | **99.19** | **247** | YES | |
| *Jun-02* | **99.19** | **246** | YES | |




| OR-6-03-2000 | % Accuracy – LSRC | | | not more than 5% |
|---|---|---|---|---|
| | **Effective 11/2001: standard changed to not more than 5%** | | | |
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **0.55** | **547** | YES | |
| *Dec-01* | **0.00** | **538** | YES | |
| *Jan-02* | **0.57** | **529** | YES | |
| *Feb-02* | **0.00** | **635** | YES | |
| *Mar-02* | **0.10** | **8150** | YES | |
| *Apr-02* | **0.21** | **8215** | YES | |
| *May-02* | **0.06** | **8012** | YES | |
| *Jun-02* | **0.23** | **437** | YES | |

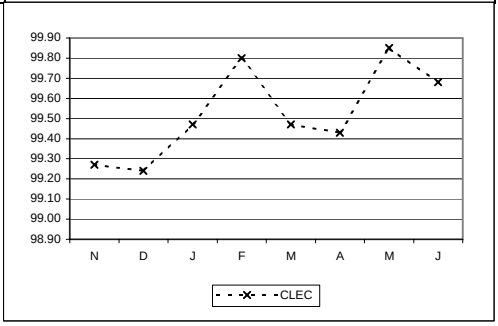


**POTS / Special Services - Aggregate cont...**

## OR-7 - Order Completeness

| OR-7-01-2000 | % Order Confirmation/Rejects sent within 3 Business Days | 95.0% |
|---|---|---|

| | *CLEC* | *CLEC Obs* | *Parity* |
|---|---|---|---|
| *Nov-01* | **99.27** | **1507** | YES |
| *Dec-01* | **99.24** | **1179** | YES |
| *Jan-02* | **99.47** | **1331** | YES |
| *Feb-02* | **99.80** | **2018** | YES |
| *Mar-02* | **99.47** | **1313** | YES |
| *Apr-02* | **99.43** | **1409** | YES |
| *May-02* | **99.85** | **1318** | YES |
| *Jun-02* | **99.68** | **1248** | YES |



## Special Services - Electronically Submitted

### OR-1 - Order Confirmation Timeliness

| OR-1-04-2210 | % On Time LSRC/ASRC - No Facility Check DS0 | | | 95% within 48 Hours |
|---|---|---|---|---|
| | | | | |
| | Effective 05/2002: Metric name changed to include reference to ASRC | | | |
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **#N/A** | | | |
| *Dec-01* | **#N/A** | | | |
| *Jan-02* | **#N/A** | | | |
| *Feb-02* | **#N/A** | | | |
| *Mar-02* | **#N/A** | | | |
| *Apr-02* | **#N/A** | | | |
| *May-02* | **#N/A** | | | |
| *Jun-02* | **#N/A** | | | |

| OR-1-04-2211 | % On Time LSRC/ASRC - No Facility Check DS1 | | | 95% within 48 Hours |
|---|---|---|---|---|
| | | | | |
| | Effective 05/2002: Metric name changed to include reference to ASRC | | | |
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **#N/A** | | | |
| *Dec-01* | **#N/A** | | | |
| *Jan-02* | **#N/A** | | | |
| *Feb-02* | **#N/A** | | | |
| *Mar-02* | **#N/A** | | | |
| *Apr-02* | **#N/A** | | | |
| *May-02* | **#N/A** | | | |
| *Jun-02* | **#N/A** | | | |

| OR-1-04-2213 | % On Time LSRC/ASRC - No Facility Check DS3 | | | 95% within 48 Hours |
|---|---|---|---|---|
| | | | | |
| | Effective 05/2002: Metric name changed to include reference to ASRC | | | |
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **#N/A** | | | |
| *Dec-01* | **#N/A** | | | |
| *Jan-02* | **#N/A** | | | |
| *Feb-02* | **#N/A** | | | |
| *Mar-02* | **#N/A** | | | |
| *Apr-02* | **#N/A** | | | |
| *May-02* | **#N/A** | | | |
| *Jun-02* | **#N/A** | | | |

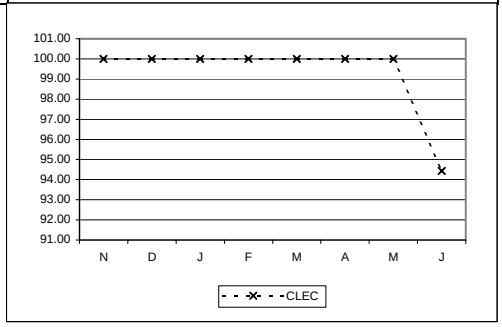
**Special Services - Electronically Submitted cont...**

**OR-1 - Order Confirmation Timeliness cont...**

| OR-1-04-2214 | % On Time LSRC/ASRC - No Facility Check (Non DS0, DS1, & DS3) | 95% within 48 Hours |
|---|---|---|

**Effective 05/2002: Metric name changed to include reference to ASRC**

| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 100.00 | 30 | YES |
| Dec-01 | 100.00 | 36 | YES |
| Jan-02 | 100.00 | 41 | YES |
| Feb-02 | 100.00 | 13 | YES |
| Mar-02 | 100.00 | 21 | YES |
| Apr-02 | 100.00 | 26 | YES |
| May-02 | 100.00 | 31 | YES |
| Jun-02 | 94.44 | 18 | NO |




| OR-1-06-2210 | % On Time LSRC/ASRC Facility Check DS0 | 95% within 5 Business Days |
|---|---|---|

**Effective 05/2002: standard changed to 95% within 5 Business Days**

| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | #N/A | | |
| Dec-01 | #N/A | | |
| Jan-02 | #N/A | | |
| Feb-02 | #N/A | | |
| Mar-02 | #N/A | | |
| Apr-02 | #N/A | | |
| May-02 | #N/A | | |
| Jun-02 | #N/A | | |

| OR-1-06-2211 | % On Time LSRC/ASRC Facility Check DS1 | 95% within 5 Business Days |
|---|---|---|

**Effective 05/2002: standard changed to 95% within 5 Business Days**

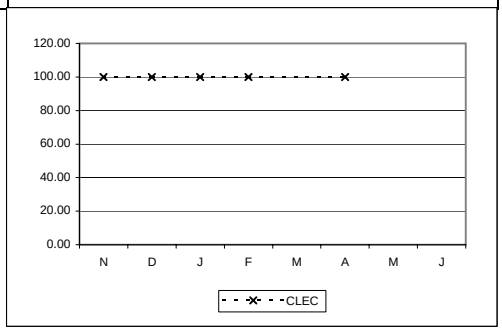
| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | #N/A | | |
| Dec-01 | #N/A | | |
| Jan-02 | #N/A | | |
| Feb-02 | #N/A | | |
| Mar-02 | #N/A | | |
| Apr-02 | #N/A | | |
| May-02 | #N/A | | |
| Jun-02 | #N/A | | |

**Special Services - Electronically Submitted cont...**

**OR-1 - Order Confirmation Timeliness cont...**

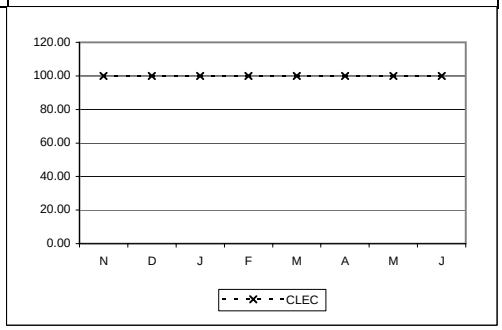
| OR-1-06-2213 | % On Time LSRC/ASRC Facility Check DS3 | | | 95% within 5 Business Days |
|---|---|---|---|---|
| | Effective 05/2002: standard changed to 95% within 5 Business Days | | | |
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **#N/A** | | | |
| *Dec-01* | **#N/A** | | | |
| *Jan-02* | **#N/A** | | | |
| *Feb-02* | **#N/A** | | | |
| *Mar-02* | **#N/A** | | | |
| *Apr-02* | **#N/A** | | | |
| *May-02* | **#N/A** | | | |
| *Jun-02* | **#N/A** | | | |

| OR-1-06-2214 | % On Time LSRC/ASRC Facility Check (Non DS0, DS1, & DS3) | | | 95% within 5 Business Days |
|---|---|---|---|---|
| | Effective 05/2002: standard changed to 95% within 5 Business Days | | | |
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **100.00** | **6** | YES | |
| *Dec-01* | **100.00** | **6** | YES | |
| *Jan-02* | **100.00** | **2** | YES | |
| *Feb-02* | **100.00** | **2** | YES | |
| *Mar-02* | **#N/A** | | | |
| *Apr-02* | **100.00** | **7** | YES | |
| *May-02* | **#N/A** | | | |
| *Jun-02* | **#N/A** | | | |

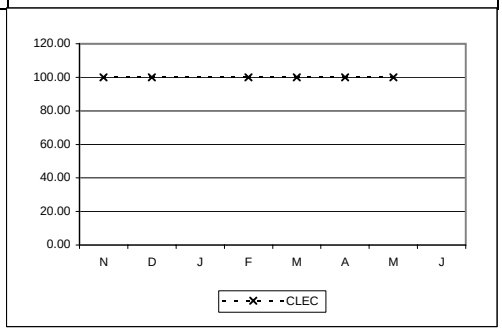



## OR-2 - Reject Timeliness

| OR-2-04-2200 | % On Time LSR/ASR Reject No Facility Check | | | 95% within 48 Hours |
|---|---|---|---|---|
| | Effective 05/2002: Metric name changed to include reference to ASRC | | | |
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **100.00** | **69** | YES | |
| *Dec-01* | **100.00** | **59** | YES | |
| *Jan-02* | **100.00** | **56** | YES | |
| *Feb-02* | **100.00** | **32** | YES | |
| *Mar-02* | **100.00** | **28** | YES | |
| *Apr-02* | **100.00** | **34** | YES | |
| *May-02* | **100.00** | **20** | YES | |
| *Jun-02* | **100.00** | **23** | YES | |



| Special Services - Electronically Submitted cont... | | | | |
|---|---|---|---|---|
| OR-2 - Reject Timeliness cont... | | | | |
| OR-2-06-2200 | % On Time LSR/ASR Reject Facility Check | | | 95% within 5 Business Days |
| | | | | |
| | Effective 05/2002: standard changed to 95% within 5 Business Days | | | |
| | *CLEC* | *CLEC Obs* | *Parity* | |
| *Nov-01* | **100.00** | **6** | YES | |
| *Dec-01* | **100.00** | **5** | YES | |
| *Jan-02* | **#N/A** | | | |
| *Feb-02* | **100.00** | **2** | YES | |
| *Mar-02* | **100.00** | **2** | YES | |
| *Apr-02* | **100.00** | **3** | YES | |
| *May-02* | **100.00** | **1** | YES | |
| *Jun-02* | **#N/A** | | | |



**Legend**

| | |
|---|---|
| * | = Verizon North (CT, MA, ME, NH, NY, RI, VT) |
| ** | = Verizon East (CT, DE, MA, ME, NH, NJ, NY, PA, RI, VA, VT, 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 metric is to be determined |
| R3 | = Run 3 times per year |
| I/C/W MRAs | = Parity to be assessed in conjunction w/ missed appts. |
| 1-9=5, 10+=Negotiated | = 1-9 Loops, 5 days |
| | = 10+ Loops, Negotiated |
| 95% Cmp. w/in 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 | = Standard for Cut-Over Window |
| | = 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 |

| | | |
|---|---|---|
| NE OR-5-01 | Perf. Std. Ramp-Up Schedule: | = 4Q 2001 ; 65% |
| | | = 1Q 2002 : 68% |
| | | = 2Q 2002 : 70% |
| | | = 3Q 2002 : 73% |
| | | = 4Q 2002 : 78% |
| | | = 1Q 2003 : 80% |
| ES OR-5-03 | Perf. Std. Ramp-Up Schedule: | = 4Q 2001 ; 90% |
| | | = 1Q 2002 : 92% |
| | | = 2Q 2002 : 93% |
| | | = 3Q 2002 : 94% |
| | | = 4Q 2002 : 95% |
| | | = 1Q 2003 : 95% |

SSST = Parity Standards - Verizon's reported performance for CLECs is worse than for the retail comparison group but the minimum sample size for the modified Z/t formulas is not met and small sample size testing is not done for the C2C report until automation is implemented

**Verizon - NH**

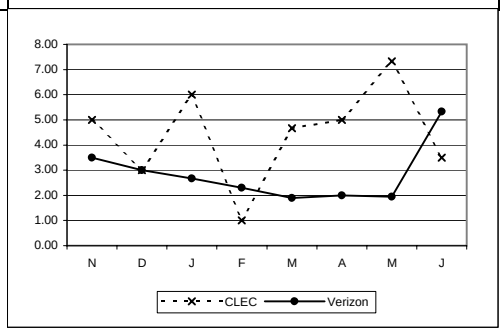
**Carrier to Carrier Performance Standards and Reports Summary November 2001 - June 2002**

## CLEC Aggregate Performance
## Resale (Provisioning) - POTS/Special Services

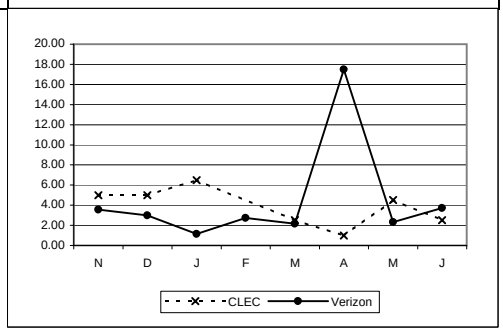
### POTS - Provisioning - Total

### PR-1 - Average Interval Offered

| PR-1-04-2100 | Average Interval Offered – Dispatch (6-9 Lines) | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **3.50** | **5.00** | 8 | 3 | 0.53 | 0.36 | -4.18 | SSST | |
| *Dec-01* | **3.00** | **3.00** | 4 | 1 | 0.82 | 0.92 | 0.00 | YES | |
| *Jan-02* | **2.67** | **6.00** | 24 | 2 | 1.24 | 0.91 | -3.65 | SSST | |
| *Feb-02* | **2.30** | **1.00** | 20 | 1 | 0.66 | 0.68 | 1.92 | YES | |
| *Mar-02* | **1.90** | **4.67** | 10 | 3 | 0.74 | 0.49 | -5.69 | SSST | |
| *Apr-02* | **2.00** | **5.00** | 9 | 2 | 0.00 | 0.00 | | | |
| *May-02* | **1.95** | **7.33** | 19 | 3 | 0.23 | 0.14 | SS | | |
| *Jun-02* | **5.33** | **3.50** | 6 | 6 | 6.41 | 3.70 | SS | | |



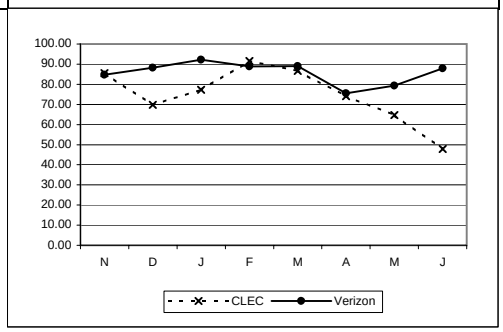

| PR-1-05-2100 | Average Interval Offered – Dispatch (>= 10 Lines) | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **3.57** | **5.00** | 7 | 2 | 0.79 | 0.63 | -2.26 | SSST | |
| *Dec-01* | **3.00** | **5.00** | 5 | 3 | 1.22 | 0.89 | -2.24 | SSST | |
| *Jan-02* | **1.14** | **6.50** | 7 | 2 | 1.35 | 1.08 | -4.95 | SSST | |
| *Feb-02* | **2.75** | **#N/A** | 4 | | 0.50 | | | | |
| *Mar-02* | **2.17** | **2.50** | 6 | 4 | 0.41 | 0.26 | -1.25 | YES | |
| *Apr-02* | **17.50** | **1.00** | 4 | 1 | 30.34 | 33.92 | 0.49 | YES | |
| *May-02* | **2.33** | **4.50** | 3 | 2 | 0.58 | 0.53 | SS | | |
| *Jun-02* | **3.71** | **2.50** | 7 | 2 | 1.98 | 1.59 | SS | | |



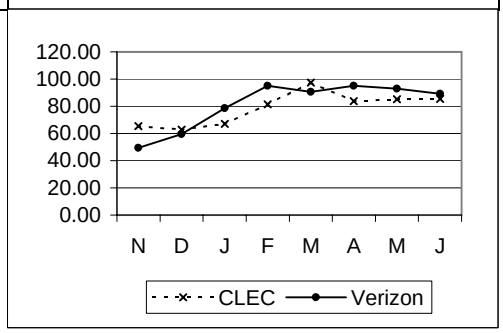
**POTS - Provisioning - Total cont...**

## PR-3 - Completed within Specified Days

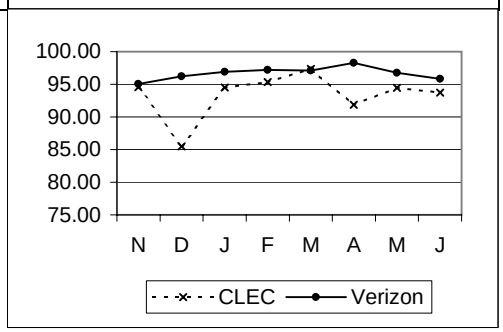
| PR-3-01-2100 | % Completed in 1 Day (1-5 Lines - No Dispatch) | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **84.73** | **85.48** | 14816 | 124 | | 3.24 | 0.23 | YES |
| *Dec-01* | **88.21** | **69.79** | 12899 | 96 | | 3.30 | -5.58 | NO |
| *Jan-02* | **92.22** | **77.23** | 15660 | 101 | | 2.67 | -5.61 | NO |
| *Feb-02* | **88.94** | **91.53** | 13718 | 236 | | 2.06 | 1.26 | YES |
| *Mar-02* | **89.02** | **86.59** | 14479 | 179 | | 2.35 | -1.03 | YES |
| *Apr-02* | **75.51** | **74.07** | 17314 | 108 | | 4.15 | -0.35 | YES |
| *May-02* | **79.33** | **64.71** | 17162 | 102 | | 4.02 | -3.31 | NO |
| *Jun-02* | **87.96** | **47.87** | 14929 | 94 | | 3.37 | <-5.00 | NO |




| PR-3-06-2100 | % Completed in 3 Days (1-5 Lines - Dispatch) | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **49.50** | **65.45** | 1717 | 55 | | 6.85 | 2.33 | YES |
| *Dec-01* | **59.42** | **62.90** | 1247 | 62 | | 6.39 | 0.54 | YES |
| *Jan-02* | **78.50** | **67.12** | 1521 | 73 | | 4.92 | -2.31 | NO |
| *Feb-02* | **94.95** | **81.40** | 1386 | 43 | | 3.39 | -4.00 | NO |
| *Mar-02* | **90.58** | **97.37** | 1285 | 38 | | 4.81 | 1.98 | YES |
| *Apr-02* | **94.99** | **83.67** | 1218 | 49 | | 3.18 | -3.56 | NO |
| *May-02* | **93.04** | **85.19** | 1235 | 54 | | 3.54 | -1.78 | NO |
| *Jun-02* | **89.08** | **85.42** | 1145 | 48 | | 4.60 | -0.60 | YES |



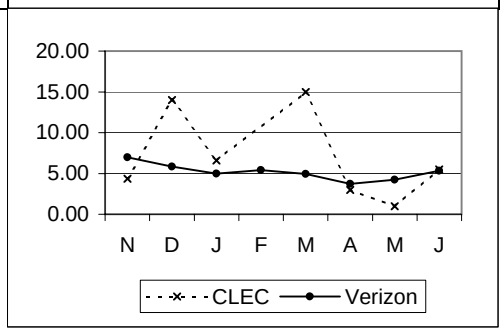

| PR-3-09-2100 | % Completed in 5 Days (1-5 Lines – Dispatch) | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **95.05** | **94.55** | 1717 | 55 | | 2.97 | -0.17 | YES |
| *Dec-01* | **96.23** | **85.48** | 1247 | 62 | | 2.48 | -4.34 | NO |
| *Jan-02* | **96.91** | **94.52** | 1521 | 73 | | 2.07 | -1.15 | YES |
| *Feb-02* | **97.19** | **95.35** | 1386 | 43 | | 2.56 | -0.72 | YES |
| *Mar-02* | **97.12** | **97.37** | 1285 | 38 | | 2.75 | 0.45 | YES |
| *Apr-02* | **98.28** | **91.84** | 1218 | 49 | | 1.89 | -2.21 | NO |
| *May-02* | **96.76** | **94.44** | 1235 | 54 | | 2.46 | -0.62 | YES |
| *Jun-02* | **95.81** | **93.75** | 1145 | 48 | | 2.95 | -0.42 | YES |



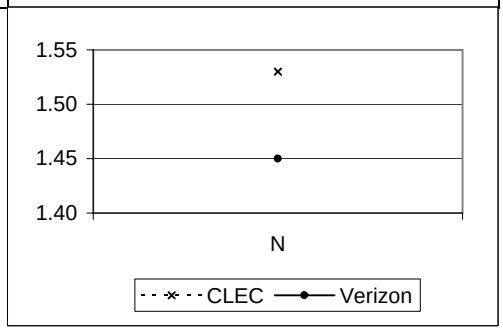
**POTS - Provisioning - Total cont...**

## PR-4 - Missed Appointments

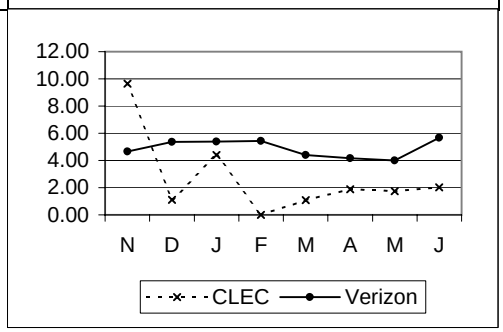
| PR-4-02-2100 | Average Delay Days – Total | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **6.97** | **4.36** | 225 | 11 | 11.17 | 3.45 | 0.76 | YES |
| *Dec-01* | **5.83** | **14.00** | 223 | 1 | 8.32 | 8.34 | -0.98 | YES |
| *Jan-02* | **4.98** | **6.60** | 255 | 5 | 8.11 | 3.66 | -0.44 | YES |
| *Feb-02* | **5.43** | **#N/A** | 192 | | 11.48 | | | |
| *Mar-02* | **4.96** | **15.00** | 176 | 1 | 5.73 | 5.75 | -1.75 | SSST |
| *Apr-02* | **3.71** | **3.00** | 175 | 2 | 5.42 | 3.85 | 0.18 | YES |
| *May-02* | **4.23** | **1.00** | 190 | 2 | 5.21 | 3.70 | SS | |
| *Jun-02* | **5.32** | **5.50** | 273 | 2 | 10.56 | 7.49 | SS | |




| PR-4-03-2100 | % Missed Appointment – Customer | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **1.45** | **1.53** | | | | | | |
| *Dec-01* | | **2.91** | | | | | | |
| *Jan-02* | | **2.44** | | | | | | |
| *Feb-02* | | **1.09** | | | | | | |
| *Mar-02* | | **3.02** | | 562 | | | | |
| *Apr-02* | | **3.09** | | 517 | | | | |
| *May-02* | | **3.65** | | 466 | | | | |
| *Jun-02* | | **4.42** | | 407 | | | | |



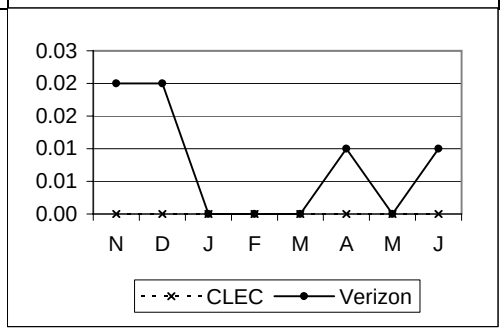

| PR-4-04-2100 | % Missed Appointment – Verizon – Dispatch | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **4.66** | **9.65** | 4698 | 114 | | 2.00 | -2.50 | NO |
| *Dec-01* | **5.37** | **1.11** | 4075 | 90 | | 2.40 | 1.77 | YES |
| *Jan-02* | **5.38** | **4.39** | 4743 | 114 | | 2.14 | 0.46 | YES |
| *Feb-02* | **5.44** | **0.00** | 3511 | 71 | | 2.72 | 2.00 | YES |
| *Mar-02* | **4.39** | **1.09** | 3987 | 92 | | 2.16 | 2.13 | YES |
| *Apr-02* | **4.17** | **1.89** | 4149 | 106 | | 1.97 | 1.53 | YES |
| *May-02* | **4.01** | **1.74** | 4733 | 115 | | 1.85 | 1.62 | YES |
| *Jun-02* | **5.67** | **2.02** | 4780 | 99 | | 2.35 | 2.01 | YES |



**POTS - Provisioning - Total cont...**

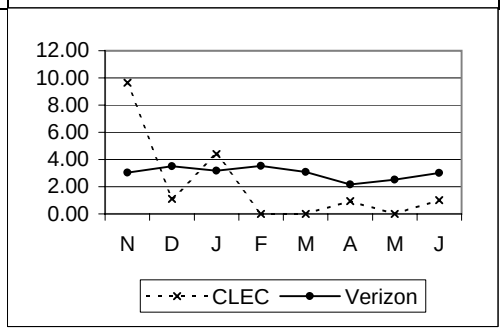
**PR-4 - Missed Appointments cont...**

| PR-4-05-2100 | % Missed Appointment – Verizon – No Dispatch | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.02** | **0.00** | 25071 | 408 | | 0.07 | 0.28 | YES |
| *Dec-01* | **0.02** | **0.00** | 22234 | 288 | | 0.08 | 0.24 | YES |
| *Jan-02* | **0.00** | **0.00** | 28572 | 337 | | 0.00 | | |
| *Feb-02* | **0.00** | **0.00** | 25571 | 573 | | 0.00 | | |
| *Mar-02* | **0.00** | **0.00** | 26443 | 470 | | 0.00 | 0.00 | YES |
| *Apr-02* | **0.01** | **0.00** | 30825 | 411 | | 0.05 | 5000000.00 | YES |
| *May-02* | **0.00** | **0.00** | 32151 | 351 | | 0.00 | 0.00 | YES |
| *Jun-02* | **0.01** | **0.00** | 30252 | 308 | | 0.06 | >5.00 | YES |

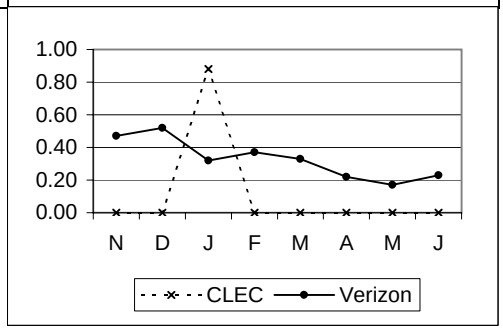



## PR-5 - Facility Missed Orders

| PR-5-01-2100 | % Missed Appointment – Verizon – Facilities | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **3.04** | **9.65** | 4698 | 114 | | 1.63 | -4.06 | NO |
| *Dec-01* | **3.51** | **1.11** | 4075 | 90 | | 1.96 | 1.22 | YES |
| *Jan-02* | **3.18** | **4.39** | 4743 | 114 | | 1.66 | -0.73 | YES |
| *Feb-02* | **3.53** | **0.00** | 3511 | 71 | | 2.21 | 1.60 | YES |
| *Mar-02* | **3.09** | **0.00** | 3987 | 92 | | 1.82 | 5000000.00 | YES |
| *Apr-02* | **2.17** | **0.94** | 4149 | 106 | | 1.43 | 1.29 | YES |
| *May-02* | **2.51** | **0.00** | 4733 | 115 | | 1.48 | >5.00 | YES |
| *Jun-02* | **3.01** | **1.01** | 4780 | 99 | | 1.73 | 1.66 | YES |



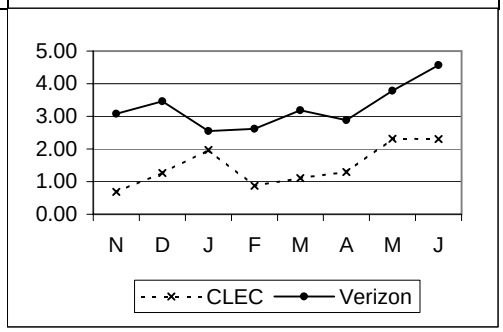

| PR-5-02-2100 | % Orders Held for Facilities > 15 Days | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.47** | **0.00** | 4698 | 114 | | 0.65 | 0.72 | YES |
| *Dec-01* | **0.52** | **0.00** | 4075 | 90 | | 0.77 | 0.68 | YES |
| *Jan-02* | **0.32** | **0.88** | 4743 | 114 | | 0.54 | -1.05 | YES |
| *Feb-02* | **0.37** | **0.00** | 3511 | 71 | | 0.73 | 0.51 | YES |
| *Mar-02* | **0.33** | **0.00** | 3987 | 92 | | 0.60 | 5000000.00 | YES |
| *Apr-02* | **0.22** | **0.00** | 4149 | 106 | | 0.46 | 5000000.00 | YES |
| *May-02* | **0.17** | **0.00** | 4733 | 115 | | 0.39 | >5.00 | YES |
| *Jun-02* | **0.23** | **0.00** | 4780 | 99 | | 0.49 | >5.00 | YES |



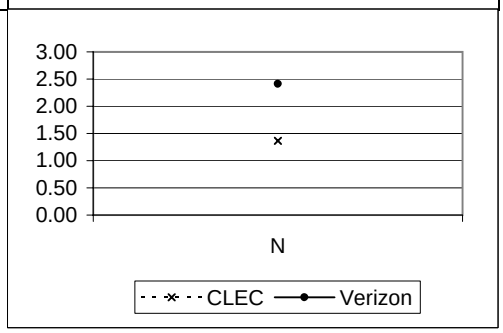
**POTS - Provisioning - Total cont...**

## PR-6 - Installation Quality

| PR-6-01-2100 | % Installation Troubles reported within 30 Days | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **3.08** | **0.68** | 26225 | 1467 | | 0.46 | 5.17 | YES |
| *Dec-01* | **3.46** | **1.26** | 22850 | 1110 | | 0.56 | 3.92 | YES |
| *Jan-02* | **2.54** | **1.97** | 28057 | 1216 | | 0.46 | 1.24 | YES |
| *Feb-02* | **2.62** | **0.88** | 24441 | 1369 | | 0.44 | 3.93 | YES |
| *Mar-02* | **3.19** | **1.11** | 26173 | 1538 | | 0.46 | 4.52 | YES |
| *Apr-02* | **2.88** | **1.30** | 31850 | 1389 | | 0.46 | 3.45 | YES |
| *May-02* | **3.78** | **2.32** | 31495 | 992 | | 0.62 | 2.63 | YES |
| *Jun-02* | **4.57** | **2.30** | 27797 | 825 | | 0.74 | 3.47 | YES |

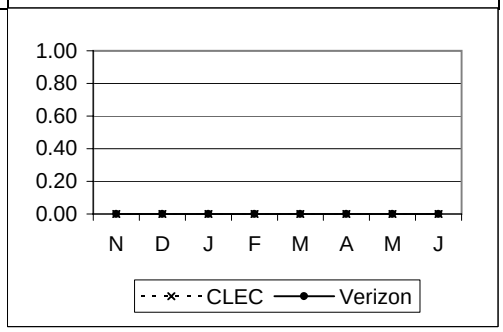



| PR-6-03-2100 | % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE | | | | | | | None: Analysis Only |
|---|---|---|---|---|---|---|---|---|
| | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **2.41** | **1.36** | 26225 | 1467 | | 0.41 | 2.55 | |
| *Dec-01* | | **1.26** | | 1110 | | | | |
| *Jan-02* | | **1.32** | | 1216 | | | | |
| *Feb-02* | | **1.10** | | 1369 | | | | |
| *Mar-02* | | **1.82** | | 1538 | | | | |
| *Apr-02* | | **0.65** | | 1389 | | | | |
| *May-02* | | **2.02** | | 992 | | | | |
| *Jun-02* | | **1.45** | | 825 | | | | |

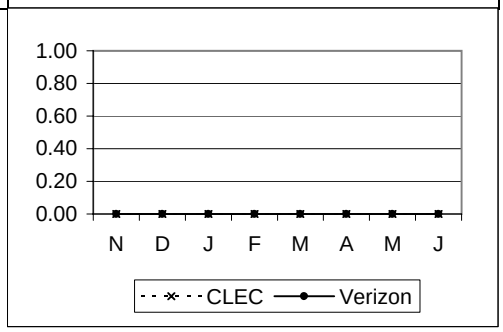



## PR-8 - Open Orders in a Hold Status

| PR-8-01-2100 | Open Orders in a Hold Status > 30 Days | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.00** | **0.00** | 29769 | 522 | | 0.00 | | |
| *Dec-01* | **0.00** | **0.00** | 26309 | 378 | | 0.00 | | |
| *Jan-02* | **0.00** | **0.00** | 33315 | 451 | | 0.00 | | |
| *Feb-02* | **0.00** | **0.00** | 29082 | 644 | | 0.00 | | |
| *Mar-02* | **0.00** | **0.00** | 30430 | 562 | | 0.00 | 0.00 | YES |
| *Apr-02* | **0.00** | **0.00** | 34974 | 517 | | 0.00 | 0.00 | YES |
| *May-02* | **0.00** | **0.00** | 36884 | 466 | | 0.00 | 0.00 | YES |
| *Jun-02* | **0.00** | **0.00** | 35032 | 407 | | 0.00 | 0.00 | YES |



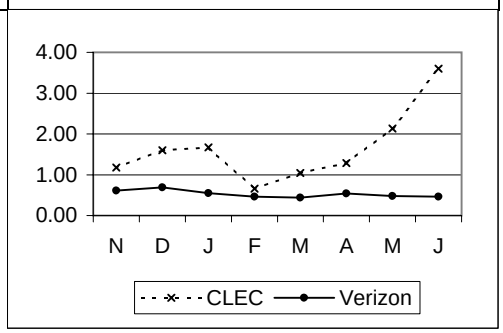
| POTS - Provisioning - Total cont... | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| PR-8 - Open Orders in a Hold Status cont... | | | | | | | | | |
| **PR-8-02-2100** | **Open Orders in a Hold Status > 90 Days** | | | | | | | | Parity with Retail |
| | **Parity with Retail POTS** | | | | | | | | |
| | ***VZ*** | ***CLEC*** | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | 29769 | 522 | | 0.00 | | | |
| *Dec-01* | **0.00** | **0.00** | 26309 | 378 | | 0.00 | | | |
| *Jan-02* | **0.00** | **0.00** | 33315 | 451 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 29082 | 644 | | 0.00 | | | |
| *Mar-02* | **0.00** | **0.00** | 30430 | 562 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | 34974 | 517 | | 0.00 | 0.00 | YES | |
| *May-02* | **0.00** | **0.00** | 36884 | 466 | | 0.00 | 0.00 | YES | |
| *Jun-02* | **0.00** | **0.00** | 35032 | 407 | | 0.00 | 0.00 | YES | |



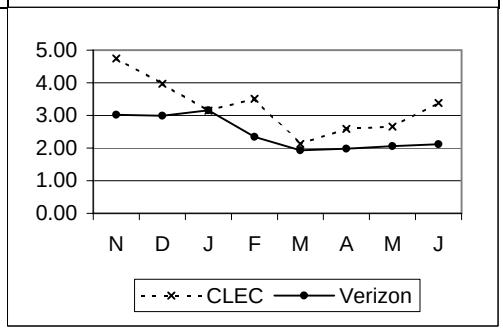
## POTS - Business

### PR-1 - Average Interval Offered

| PR-1-01-2110 | Average Interval Offered – Total No Dispatch | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Business | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.61** | **1.18** | 2359 | 185 | 1.14 | 0.09 | -6.55 | NO | |
| *Dec-01* | **0.69** | **1.60** | 1805 | 136 | 2.06 | 0.18 | -4.97 | NO | |
| *Jan-02* | **0.55** | **1.67** | 2481 | 159 | 1.22 | 0.10 | -11.22 | NO | |
| *Feb-02* | **0.46** | **0.66** | 2059 | 319 | 0.82 | 0.05 | -4.05 | NO | |
| *Mar-02* | **0.44** | **1.04** | 2481 | 223 | 0.81 | 0.06 | -10.60 | NO | |
| *Apr-02* | **0.54** | **1.29** | 2407 | 175 | 1.11 | 0.09 | -8.63 | NO | |
| *May-02* | **0.48** | **2.13** | 2193 | 166 | 0.89 | 0.07 | <-5.00 | YES | |
| *Jun-02* | **0.46** | **3.60** | 2087 | 146 | 0.83 | 0.07 | -44.19 | NO | |



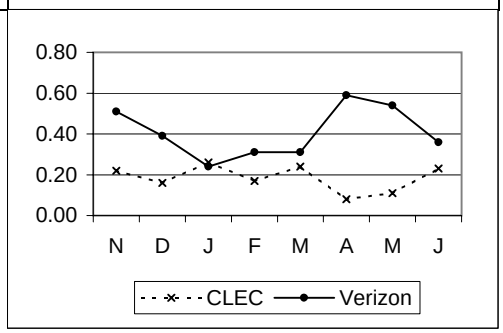

| PR-1-03-2110 | Average Interval Offered – Dispatch (1-5 Lines) | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Business | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **3.02** | **4.75** | 610 | 63 | 0.66 | 0.09 | -19.81 | NO | |
| *Dec-01* | **2.99** | **3.97** | 546 | 65 | 1.48 | 0.19 | -5.05 | NO | |
| *Jan-02* | **3.16** | **3.15** | 693 | 80 | 2.41 | 0.28 | 0.04 | YES | |
| *Feb-02* | **2.34** | **3.51** | 547 | 49 | 1.34 | 0.20 | -5.86 | NO | |
| *Mar-02* | **1.93** | **2.13** | 570 | 40 | 0.87 | 0.14 | -1.41 | YES | |
| *Apr-02* | **1.98** | **2.59** | 689 | 58 | 0.56 | 0.08 | -7.97 | NO | |
| *May-02* | **2.06** | **2.66** | 681 | 67 | 1.07 | 0.14 | -4.38 | NO | |
| *Jun-02* | **2.12** | **3.38** | 561 | 56 | 0.85 | 0.12 | -10.58 | NO | |



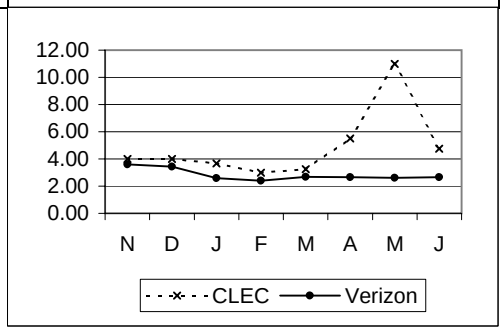
## POTS - Residence

### PR-1 - Average Interval Offered

| PR-1-01-2120 | Average Interval Offered – Total No Dispatch | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Residence | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.51** | **0.22** | 20374 | 37 | 1.44 | 0.24 | 1.22 | YES | |
| *Dec-01* | **0.39** | **0.16** | 18063 | 19 | 1.12 | 0.26 | 0.89 | YES | |
| *Jan-02* | **0.24** | **0.26** | 22770 | 35 | 0.91 | 0.15 | -0.13 | YES | |
| *Feb-02* | **0.31** | **0.17** | 19903 | 53 | 0.90 | 0.12 | 1.13 | YES | |
| *Mar-02* | **0.31** | **0.24** | 20829 | 33 | 0.97 | 0.17 | 0.41 | YES | |
| *Apr-02* | **0.59** | **0.08** | 23660 | 26 | 1.23 | 0.24 | 2.11 | YES | |
| *May-02* | **0.54** | **0.11** | 24099 | 18 | 1.34 | 0.32 | 1.36 | YES | |
| *Jun-02* | **0.36** | **0.23** | 23469 | 13 | 1.30 | 0.36 | 0.36 | YES | |



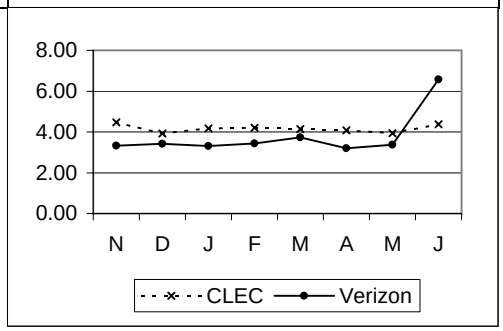

| PR-1-03-2120 | Average Interval Offered – Dispatch (1-5 Lines) | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Residence | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **3.61** | **4.00** | 1312 | 3 | 2.46 | 1.42 | -0.27 | YES | |
| *Dec-01* | **3.44** | **4.00** | 868 | 3 | 3.09 | 1.79 | -0.31 | YES | |
| *Jan-02* | **2.59** | **3.67** | 984 | 3 | 1.36 | 0.79 | -1.37 | YES | |
| *Feb-02* | **2.40** | **3.00** | 997 | 1 | 1.14 | 1.14 | -0.53 | YES | |
| *Mar-02* | **2.69** | **3.25** | 839 | 4 | 1.06 | 0.53 | -1.05 | YES | |
| *Apr-02* | **2.65** | **5.50** | 667 | 2 | 1.79 | 1.27 | -2.25 | SSST | |
| *May-02* | **2.62** | **11.00** | 698 | 1 | 1.58 | 1.58 | SS | | |
| *Jun-02* | **2.67** | **4.75** | 706 | 4 | 2.04 | 1.02 | SS | | |



## POTS & Complex Aggregate

### PR-1 - Average Interval Offered

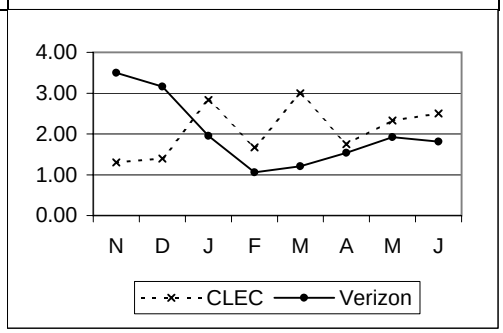
| PR-1-12-2103 | Average Interval Offered – Disconnects | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS and Complex | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **3.33** | **4.47** | 13598 | 260 | 5.11 | 0.32 | -3.56 | NO | |
| *Dec-01* | **3.42** | **3.92** | 10529 | 213 | 5.01 | 0.35 | -1.44 | YES | |
| *Jan-02* | **3.31** | **4.17** | 10549 | 260 | 5.60 | 0.35 | -2.45 | NO | |
| *Feb-02* | **3.43** | **4.21** | 8830 | 230 | 6.78 | 0.45 | -1.72 | NO | |
| *Mar-02* | **3.74** | **4.14** | 11536 | 242 | 8.31 | 0.54 | -0.74 | YES | |
| *Apr-02* | **3.20** | **4.08** | 10211 | 208 | 5.99 | 0.42 | -2.10 | NO | |
| *May-02* | **3.38** | **3.93** | 12206 | 230 | 5.76 | 0.38 | -1.43 | YES | |
| *Jun-02* | **6.57** | **4.38** | 4304 | 260 | 9.91 | 0.63 | 3.46 | YES | |



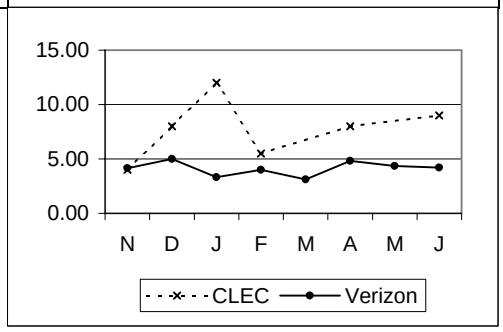
## 2-Wire Digital Services

### PR-1 - Average Interval Offered

| PR-1-01-2341 | Average Interval Offered – Total No Dispatch | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail ISDN (2 Wire Digital) | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **3.50** | **1.30** | 90 | 10 | 1.60 | 0.53 | 4.13 | YES | |
| *Dec-01* | **3.16** | **1.40** | 63 | 25 | 1.99 | 0.47 | 3.74 | YES | |
| *Jan-02* | **1.95** | **2.83** | 41 | 12 | 1.88 | 0.62 | -1.43 | YES | |
| *Feb-02* | **1.06** | **1.67** | 18 | 3 | 1.51 | 0.94 | -0.65 | YES | |
| *Mar-02* | **1.21** | **3.00** | 24 | 6 | 1.35 | 0.62 | -2.90 | SSST | |
| *Apr-02* | **1.54** | **1.75** | 52 | 4 | 1.78 | 0.92 | -0.23 | YES | |
| *May-02* | **1.92** | **2.33** | 36 | 6 | 1.93 | 0.85 | -0.48 | YES | |
| *Jun-02* | **1.81** | **2.50** | 21 | 4 | 1.94 | 1.06 | SS | | |

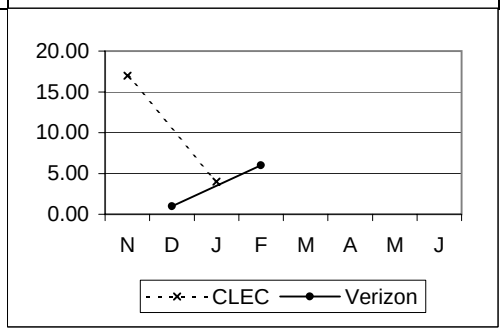



| PR-1-02-2341 | Average Interval Offered – Total Dispatch | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail ISDN (2 Wire Digital) | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **4.15** | **4.00** | 13 | 1 | 2.30 | 2.39 | 0.06 | YES | |
| *Dec-01* | **4.99** | **8.00** | 70 | 1 | 1.41 | 1.42 | -2.12 | SSST | |
| *Jan-02* | **3.31** | **12.00** | 16 | 1 | 2.30 | 2.37 | -3.67 | SSST | |
| *Feb-02* | **4.00** | **5.50** | 11 | 2 | 2.05 | 1.58 | -0.95 | YES | |
| *Mar-02* | **3.13** | **#N/A** | 15 | | 2.10 | | | | |
| *Apr-02* | **4.83** | **8.00** | 12 | 1 | 1.27 | 1.32 | -2.40 | SSST | |
| *May-02* | **4.36** | **#N/A** | 14 | | 1.39 | | | | |
| *Jun-02* | **4.22** | **9.00** | 18 | 1 | 1.80 | 1.85 | SS | | |




### PR-4 - Missed Appointments

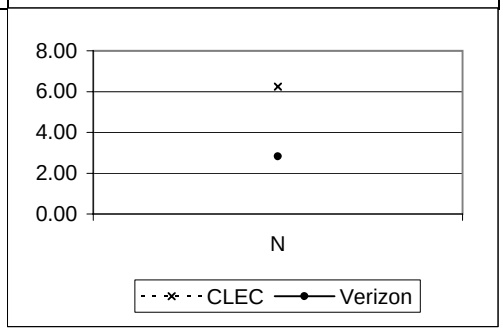
| PR-4-02-2341 | Average Delay Days – Total | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail ISDN (2 Wire Digital) | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **#N/A** | **17.00** | | 1 | | | | | |
| *Dec-01* | **1.00** | **#N/A** | 1 | | 0.00 | | | | |
| *Jan-02* | **#N/A** | **4.00** | | 2 | | | | | |
| *Feb-02* | **6.00** | **#N/A** | 3 | | 6.24 | | | | |
| *Mar-02* | **#N/A** | **#N/A** | | | | | | | |
| *Apr-02* | **#N/A** | **#N/A** | | | | | | | |
| *May-02* | **#N/A** | **#N/A** | | | | | | SS | |
| *Jun-02* | **#N/A** | **#N/A** | | | | | | SS | |



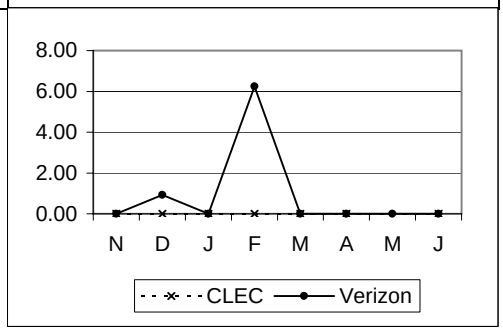
**2-Wire Digital Services cont...**

**PR-4 - Missed Appointments cont...**

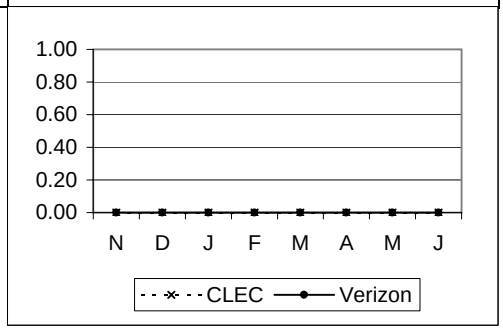
| PR-4-03-2341 | % Missed Appointment – Customer | | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **2.82** | **6.25** | | | | | | | |
| *Dec-01* | | **0.00** | | | | | | | |
| *Jan-02* | | **5.88** | | | | | | | |
| *Feb-02* | | **10.00** | | | | | | | |
| *Mar-02* | | **14.29** | | 7 | | | | | |
| *Apr-02* | | **0.00** | | 13 | | | | | |
| *May-02* | | **0.00** | | 8 | | | | | |
| *Jun-02* | | **0.00** | | 7 | | | | | |




| PR-4-04-2341 | % Missed Appointment – Verizon – Dispatch | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail ISDN (2 Wire Digital)** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | 44 | 5 | | 0.00 | | | |
| *Dec-01* | **0.93** | **0.00** | 108 | 5 | | 4.39 | 0.21 | YES | |
| *Jan-02* | **0.00** | **0.00** | 43 | 4 | | 0.00 | | | |
| *Feb-02* | **6.25** | **0.00** | 32 | 7 | | 10.10 | 0.62 | YES | |
| *Mar-02* | **0.00** | **0.00** | 42 | 2 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | 30 | 6 | | 0.00 | 0.00 | YES | |
| *May-02* | **0.00** | **#N/A** | 37 | | | | | | |
| *Jun-02* | **0.00** | **0.00** | 28 | 3 | | 0.00 | SS | | |



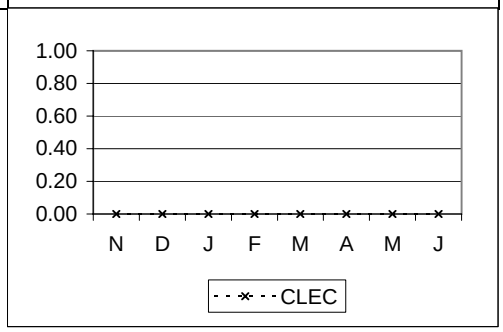

| PR-4-05-2341 | % Missed Appointment – Verizon – No Dispatch | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail ISDN (2 Wire Digital)** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | 27 | 10 | | 0.00 | | | |
| *Dec-01* | **0.00** | **0.00** | 29 | 25 | | 0.00 | | | |
| *Jan-02* | **0.00** | **0.00** | 25 | 11 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 16 | 3 | | 0.00 | | | |
| *Mar-02* | **0.00** | **0.00** | 10 | 5 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | 48 | 7 | | 0.00 | 0.00 | YES | |
| *May-02* | **0.00** | **0.00** | 25 | 8 | | 0.00 | 0.00 | YES | |
| *Jun-02* | **0.00** | **0.00** | 16 | 4 | | 0.00 | SS | | |



**2-Wire Digital Services cont...**

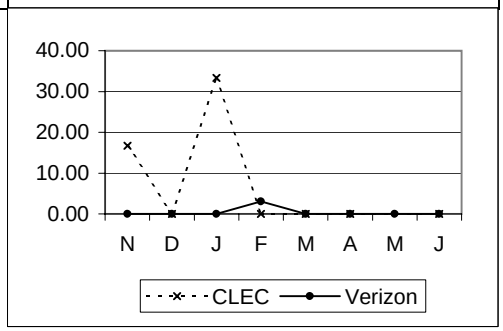
**PR-4 - Missed Appointments cont...**

| PR-4-08-2341 | % Missed Appt. – Customer – Late Order Conf. | | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | | **0.00** | | 16 | | | | | |
| *Dec-01* | | **0.00** | | 30 | | | | | |
| *Jan-02* | | **0.00** | | 17 | | | | | |
| *Feb-02* | | **0.00** | | 10 | | | | | |
| *Mar-02* | | **0.00** | | 7 | | | | | |
| *Apr-02* | | **0.00** | | 13 | | | | | |
| *May-02* | | **0.00** | | 8 | | | | | |
| *Jun-02* | | **0.00** | | 7 | | | | | |

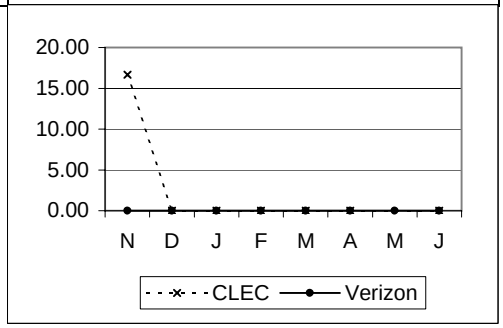



## PR-5 - Facility Missed Orders

| PR-5-01-2341 | % Missed Appointment – Verizon – Facilities | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail ISDN (2 Wire Digital)** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **16.67** | 44 | 6 | | 0.00 | | | |
| *Dec-01* | **0.00** | **0.00** | 111 | 5 | | 0.00 | | | |
| *Jan-02* | **0.00** | **33.33** | 44 | 6 | | 0.00 | | | |
| *Feb-02* | **3.03** | **0.00** | 33 | 7 | | 7.13 | 0.42 | YES | |
| *Mar-02* | **0.00** | **0.00** | 42 | 2 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | 31 | 6 | | 0.00 | 0.00 | YES | |
| *May-02* | **0.00** | **#N/A** | 37 | | | | | | |
| *Jun-02* | **0.00** | **0.00** | 28 | 3 | | 0.00 | SS | | |



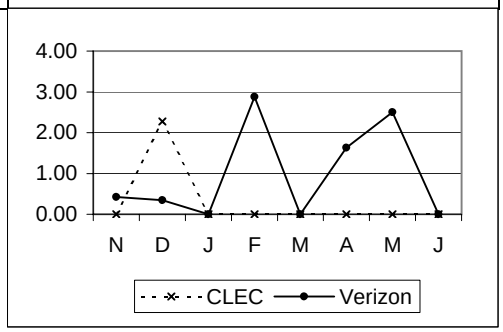

| PR-5-02-2341 | % Orders Held for Facilities > 15 Days | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail ISDN (2 Wire Digital)** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **16.67** | 44 | 6 | | 0.00 | | | |
| *Dec-01* | **0.00** | **0.00** | 111 | 5 | | 0.00 | | | |
| *Jan-02* | **0.00** | **0.00** | 44 | 6 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 33 | 7 | | 0.00 | | | |
| *Mar-02* | **0.00** | **0.00** | 42 | 2 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | 31 | 6 | | 0.00 | 0.00 | YES | |
| *May-02* | **0.00** | **#N/A** | 37 | | | | | | |
| *Jun-02* | **0.00** | **0.00** | 28 | 3 | | 0.00 | SS | | |



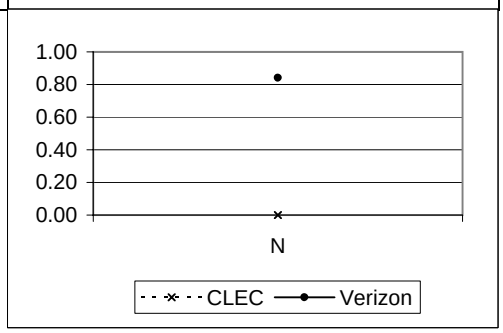
**2-Wire Digital Services cont...**

## PR-6 - Installation Quality

| PR-6-01-2341 | % Install. Troubles Reported within 30 Days | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail ISDN (2 Wire Digital) | | | | | | | |
| | Effective 11/2001: Retail comparator changed to POTS Dispatch | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.42** | **0.00** | 238 | 34 | | 1.19 | 0.35 | YES |
| *Dec-01* | **0.34** | **2.27** | 292 | 44 | | 0.94 | -2.04 | SSST |
| *Jan-02* | **0.00** | **0.00** | 176 | 40 | | 0.00 | | |
| *Feb-02* | **2.88** | **0.00** | 139 | 35 | | 3.16 | 0.91 | YES |
| *Mar-02* | **0.00** | **0.00** | 168 | 13 | | 0.00 | 0.00 | YES |
| *Apr-02* | **1.63** | **0.00** | 184 | 15 | | 3.40 | 5000000.00 | YES |
| *May-02* | **2.50** | **0.00** | 160 | 40 | | 2.76 | >5.00 | YES |
| *Jun-02* | **0.00** | **0.00** | 96 | 10 | | 0.00 | 0.00 | YES |

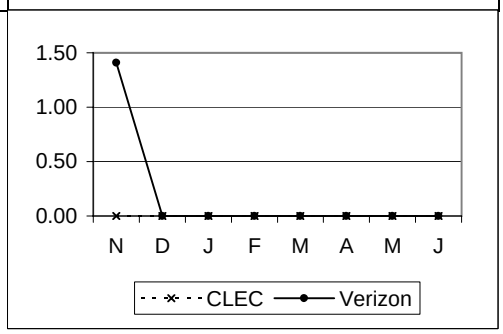



| PR-6-03-2341 | % Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE | | | | | | | None: Analysis Only |
|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.84** | **0.00** | 238 | 34 | | 1.67 | 0.50 | |
| *Dec-01* | | **0.00** | | 44 | | | | |
| *Jan-02* | | **0.00** | | 40 | | | | |
| *Feb-02* | | **0.00** | | 35 | | | | |
| *Mar-02* | | **0.00** | | 13 | | | | |
| *Apr-02* | | **0.00** | | 15 | | | | |
| *May-02* | | **0.00** | | 40 | | | | |
| *Jun-02* | | **10.00** | | 10 | | | | |

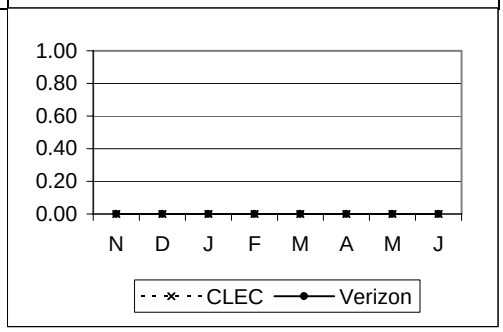



## PR-8 - Open Orders in a Hold Status

| PR-8-01-2341 | Open Orders in a Hold Status > 30 Days | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail ISDN (2 Wire Digital) | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **1.41** | **0.00** | 71 | 16 | | 3.26 | 0.43 | YES |
| *Dec-01* | **0.00** | **0.00** | 140 | 30 | | 0.00 | | |
| *Jan-02* | **0.00** | **0.00** | 69 | 17 | | 0.00 | | |
| *Feb-02* | **0.00** | **0.00** | 49 | 10 | | 0.00 | | |
| *Mar-02* | **0.00** | **0.00** | 52 | 7 | | 0.00 | 0.00 | YES |
| *Apr-02* | **0.00** | **0.00** | 79 | 13 | | 0.00 | 0.00 | YES |
| *May-02* | **0.00** | **0.00** | 62 | 8 | | 0.00 | 0.00 | YES |
| *Jun-02* | **0.00** | **0.00** | 44 | 7 | | 0.00 | 0.00 | YES |



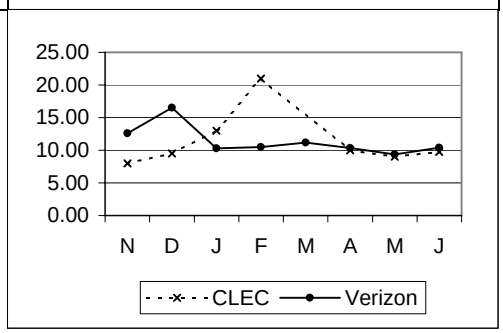
| 2-Wire Digital Services cont... | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| PR-8 - Open Orders in a Hold Status cont... | | | | | | | | | |
| PR-8-02-2341 | Open Orders in a Hold Status > 90 Days | | | | | | | | Parity with Retail |
| | Parity with Retail ISDN (2 Wire Digital) | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | 71 | 16 | | 0.00 | | | |
| *Dec-01* | **0.00** | **0.00** | 140 | 30 | | 0.00 | | | |
| *Jan-02* | **0.00** | **0.00** | 69 | 17 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 49 | 10 | | 0.00 | | | |
| *Mar-02* | **0.00** | **0.00** | 52 | 7 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | 79 | 13 | | 0.00 | 0.00 | YES | |
| *May-02* | **0.00** | **0.00** | 62 | 8 | | 0.00 | 0.00 | YES | |
| *Jun-02* | **0.00** | **0.00** | 44 | 7 | | 0.00 | 0.00 | YES | |



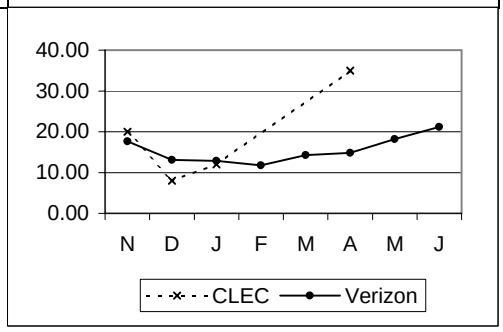
## Special Services - Provisioning

### PR-1 - Average Interval Offered

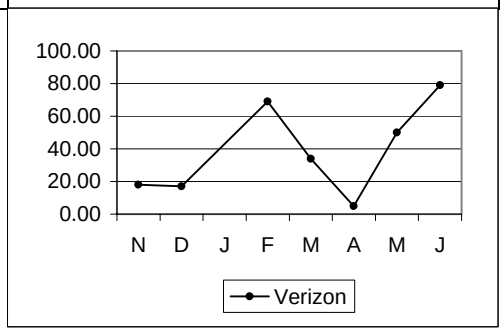
| PR-1-06-2200 | Average Interval Offered – DS0 | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials - Total | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **12.60** | **8.00** | 20 | 3 | 4.12 | 2.55 | 1.80 | YES | |
| *Dec-01* | **16.50** | **9.50** | 18 | 2 | 11.49 | 8.56 | 0.82 | YES | |
| *Jan-02* | **10.31** | **13.00** | 13 | 6 | 3.82 | 1.89 | -1.43 | YES | |
| *Feb-02* | **10.50** | **21.00** | 10 | 1 | 2.27 | 2.38 | -4.41 | SSST | |
| *Mar-02* | **11.19** | **#N/A** | 32 | | 2.19 | | | | |
| *Apr-02* | **10.36** | **10.00** | 14 | 1 | 4.52 | 4.68 | 0.08 | YES | |
| *May-02* | **9.38** | **9.00** | 40 | 3 | 2.85 | 1.71 | SS | | |
| *Jun-02* | **10.38** | **9.75** | 13 | 4 | 2.47 | 1.41 | SS | | |




| PR-1-07-2200 | Average Interval Offered – DS1 | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials - Total | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **17.68** | **20.00** | 40 | 1 | 5.64 | 5.71 | -0.41 | YES | |
| *Dec-01* | **13.08** | **8.00** | 13 | 1 | 7.70 | 7.99 | 0.64 | YES | |
| *Jan-02* | **12.88** | **12.00** | 26 | 1 | 10.63 | 10.83 | 0.08 | YES | |
| *Feb-02* | **11.78** | **#N/A** | 18 | | 6.05 | | | | |
| *Mar-02* | **14.30** | **#N/A** | 37 | | 10.33 | | | | |
| *Apr-02* | **14.85** | **35.00** | 46 | 1 | 6.43 | 6.50 | -3.10 | SSST | |
| *May-02* | **18.17** | **#N/A** | 52 | | 20.30 | | | | |
| *Jun-02* | **21.19** | **#N/A** | 21 | | 14.30 | | | | |



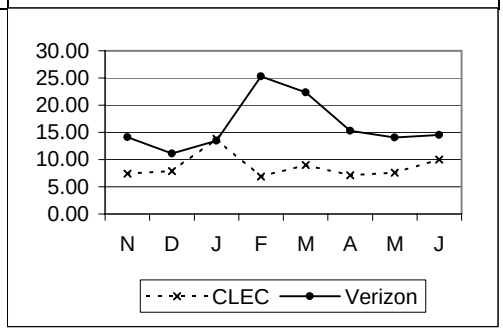

| PR-1-08-2200 | Average Interval Offered – DS3 | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials - Total | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **18.00** | **#N/A** | 1 | | 0.00 | | | | |
| *Dec-01* | **17.00** | **#N/A** | 1 | | 0.00 | | | | |
| *Jan-02* | **#N/A** | **#N/A** | | | | | | | |
| *Feb-02* | **69.00** | **#N/A** | 1 | | 0.00 | | | | |
| *Mar-02* | **34.00** | **#N/A** | 1 | | 0.00 | | | | |
| *Apr-02* | **5.00** | **#N/A** | 1 | | 0.00 | | | | |
| *May-02* | **50.00** | **#N/A** | 2 | | 49.50 | | SS | | |
| *Jun-02* | **79.00** | **#N/A** | 1 | | 0.00 | | SS | | |



**Special Services - Provisioning cont...**

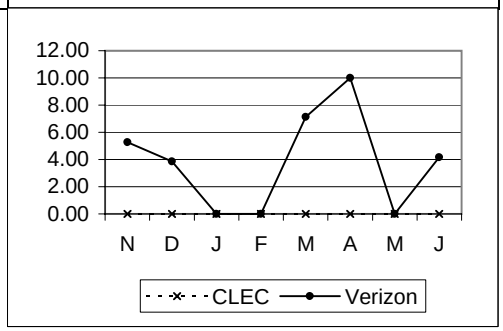
**PR-1 - Average Interval Offered cont...**

| PR-1-12-2200 | Average Interval Offered – Disconnects | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials - Total | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **14.09** | **7.43** | 315 | 7 | 18.67 | 7.13 | 0.93 | YES | |
| *Dec-01* | **11.11** | **7.86** | 309 | 7 | 11.00 | 4.20 | 0.77 | YES | |
| *Jan-02* | **13.49** | **13.80** | 372 | 5 | 22.18 | 9.99 | -0.03 | YES | |
| *Feb-02* | **25.31** | **6.89** | 472 | 9 | 32.17 | 10.83 | 1.70 | YES | |
| *Mar-02* | **22.38** | **9.00** | 465 | 5 | 31.25 | 14.05 | 0.95 | YES | |
| *Apr-02* | **15.29** | **7.14** | 434 | 7 | 22.01 | 8.39 | 0.97 | YES | |
| *May-02* | **14.08** | **7.56** | 374 | 9 | 24.96 | 8.42 | 0.77 | YES | |
| *Jun-02* | **14.53** | **10.00** | 256 | 4 | 21.37 | 10.77 | SS | | |

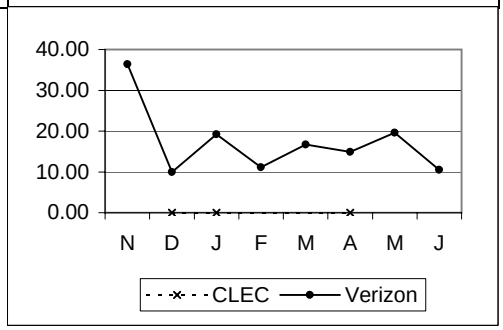



## PR-4 - Missed Appointments

| PR-4-01-2210 | % Missed Appointment – Verizon – DS0 | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail DS0 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **5.26** | **0.00** | 19 | 2 | | 16.60 | 0.32 | YES | |
| *Dec-01* | **3.85** | **0.00** | 26 | 3 | | 11.73 | 0.33 | YES | |
| *Jan-02* | **0.00** | **0.00** | 27 | 6 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 26 | 1 | | 0.00 | | | |
| *Mar-02* | **7.14** | **0.00** | 42 | 3 | | 15.39 | 5000000.00 | YES | |
| *Apr-02* | **10.00** | **0.00** | 20 | 2 | | 22.25 | 5000000.00 | YES | |
| *May-02* | **0.00** | **0.00** | 53 | 3 | | 0.00 | SS | | |
| *Jun-02* | **4.17** | **0.00** | 24 | 6 | | 9.12 | SS | | |



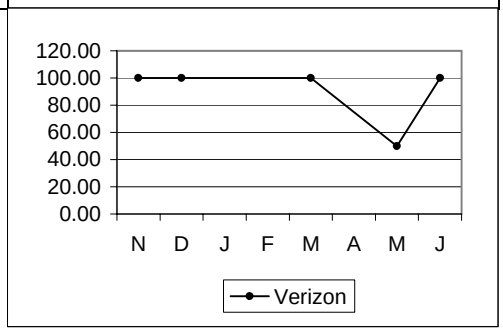

| PR-4-01-2211 | % Missed Appointment – Verizon – DS1 | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail DS1 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **36.36** | **#N/A** | 22 | | | | | | |
| *Dec-01* | **10.00** | **0.00** | 10 | 1 | | 31.46 | 0.32 | YES | |
| *Jan-02* | **19.23** | **0.00** | 26 | 1 | | 40.16 | 0.48 | YES | |
| *Feb-02* | **11.11** | **#N/A** | 18 | | | | | | |
| *Mar-02* | **16.67** | **#N/A** | 36 | | | | | | |
| *Apr-02* | **14.89** | **0.00** | 47 | 1 | | 35.98 | 5000000.00 | YES | |
| *May-02* | **19.57** | **#N/A** | 46 | | | | | | |
| *Jun-02* | **10.53** | **#N/A** | 19 | | | | | | |



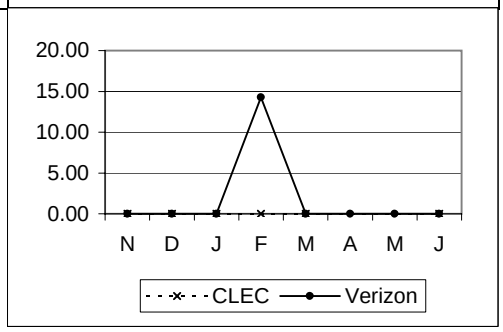
**Special Services - Provisioning cont...**

**PR-4 - Missed Appointments cont...**

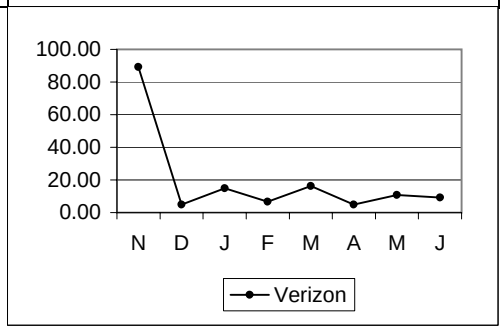
| PR-4-01-2213 | % Missed Appointment – Verizon – DS3 | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail DS3 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **100.00** | **#N/A** | 1 | | | | | | |
| *Dec-01* | **100.00** | **#N/A** | 1 | | | | | | |
| *Jan-02* | **#N/A** | **#N/A** | | | | | | | |
| *Feb-02* | **#N/A** | **#N/A** | | | | | | | |
| *Mar-02* | **100.00** | **#N/A** | 1 | | | | | | |
| *Apr-02* | **#N/A** | **#N/A** | | | | | | | |
| *May-02* | **50.00** | **#N/A** | 2 | | | | | | |
| *Jun-02* | **100.00** | **#N/A** | 1 | | | | | | |




| PR-4-01-2214 | % Missed Appointment – Verizon – Special Other | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials Other | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | 10 | 2 | | 0.00 | | | |
| *Dec-01* | **0.00** | **0.00** | 25 | 2 | | 0.00 | | | |
| *Jan-02* | **0.00** | **0.00** | 10 | 2 | | 0.00 | | | |
| *Feb-02* | **14.29** | **0.00** | 7 | 3 | | 24.15 | 0.59 | YES | |
| *Mar-02* | **0.00** | **0.00** | 7 | 1 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **0.00** | **#N/A** | 6 | | | | | | |
| *May-02* | **0.00** | **#N/A** | 10 | | | | | | |
| *Jun-02* | **0.00** | **0.00** | 8 | 1 | | 0.00 | SS | | |



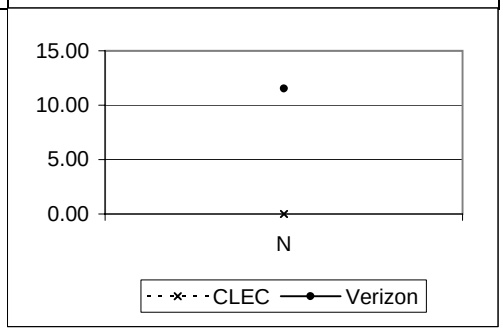

| PR-4-02-2200 | Average Delay Days – Total | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials - Total | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **89.20** | **#N/A** | 10 | | 121.32 | | | | |
| *Dec-01* | **5.00** | **#N/A** | 3 | | 4.58 | | | | |
| *Jan-02* | **15.00** | **#N/A** | 5 | | 0.00 | | | | |
| *Feb-02* | **6.67** | **#N/A** | 3 | | 2.31 | | | | |
| *Mar-02* | **16.20** | **#N/A** | 10 | | 21.36 | | | | |
| *Apr-02* | **5.00** | **#N/A** | 9 | | 1.58 | | | | |
| *May-02* | **10.80** | **#N/A** | 10 | | 14.83 | | | | |
| *Jun-02* | **9.25** | **#N/A** | 4 | | 13.87 | | | SS | |



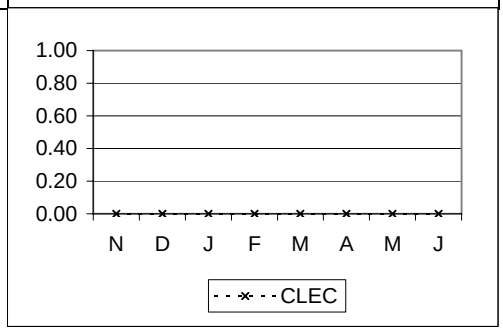
**Special Services - Provisioning cont...**

**PR-4 - Missed Appointments cont...**

| PR-4-03-2200 | % Missed Appointment – Customer | | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **11.54** | **0.00** | | | | | | | |
| *Dec-01* | | **0.00** | | | | | | | |
| *Jan-02* | | **33.33** | | | | | | | |
| *Feb-02* | | **0.00** | | | | | | | |
| *Mar-02* | | **50.00** | | 4 | | | | | |
| *Apr-02* | | **33.33** | | 3 | | | | | |
| *May-02* | | **0.00** | | 3 | | | | | |
| *Jun-02* | | **28.57** | | 7 | | | | | |

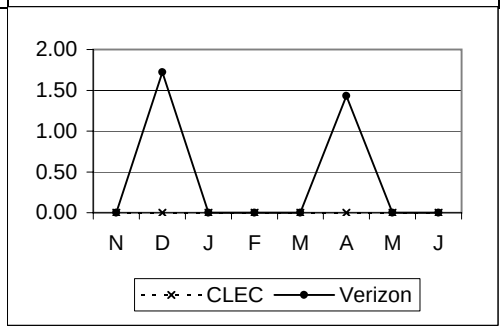



| PR-4-08-2200 | % Missed Appt. – Customer – Due to Late Order Conf. | | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | | **0.00** | | 4 | | | | | |
| *Dec-01* | | **0.00** | | 6 | | | | | |
| *Jan-02* | | **0.00** | | 9 | | | | | |
| *Feb-02* | | **0.00** | | 4 | | | | | |
| *Mar-02* | | **0.00** | | 4 | | | | | |
| *Apr-02* | | **0.00** | | 3 | | | | | |
| *May-02* | | **0.00** | | 3 | | | | | |
| *Jun-02* | | **0.00** | | 7 | | | | | |




## PR-5- Facility Missed Orders

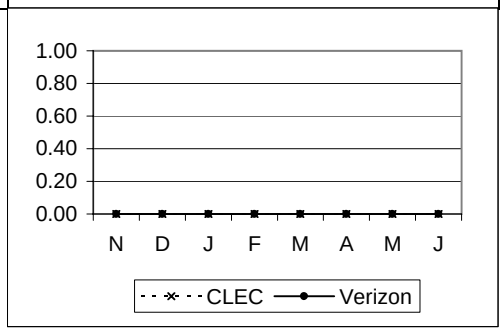
| PR-5-01-2200 | % Missed Appointment – Verizon – Facilities | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail Specials - Total** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | 46 | 4 | | 0.00 | | | |
| *Dec-01* | **1.72** | **0.00** | 58 | 4 | | 6.72 | 0.26 | YES | |
| *Jan-02* | **0.00** | **0.00** | 47 | 9 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 40 | 4 | | 0.00 | | | |
| *Mar-02* | **0.00** | **0.00** | 82 | 4 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **1.43** | **0.00** | 70 | 1 | | 11.96 | 5000000.00 | YES | |
| *May-02* | **0.00** | **0.00** | 105 | 2 | | 0.00 | SS | | |
| *Jun-02* | **0.00** | **0.00** | 49 | 5 | | 0.00 | SS | | |



**Special Services - Provisioning cont...**

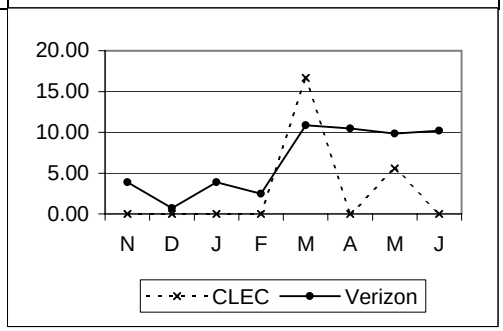
**PR-5- Facility Missed Orders cont...**

| PR-5-02-2200 | % Orders Held for Facilities > 15 Days | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials - Total | | | | | | | | |
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity | |
| Nov-01 | 0.00 | 0.00 | 46 | 4 | | 0.00 | | | |
| Dec-01 | 0.00 | 0.00 | 58 | 4 | | 0.00 | | | |
| Jan-02 | 0.00 | 0.00 | 47 | 9 | | 0.00 | | | |
| Feb-02 | 0.00 | 0.00 | 40 | 4 | | 0.00 | | | |
| Mar-02 | 0.00 | 0.00 | 82 | 4 | | 0.00 | 0.00 | YES | |
| Apr-02 | 0.00 | 0.00 | 70 | 1 | | 0.00 | 0.00 | YES | |
| May-02 | 0.00 | 0.00 | 105 | 2 | | 0.00 | SS | | |
| Jun-02 | 0.00 | 0.00 | 49 | 5 | | 0.00 | SS | | |

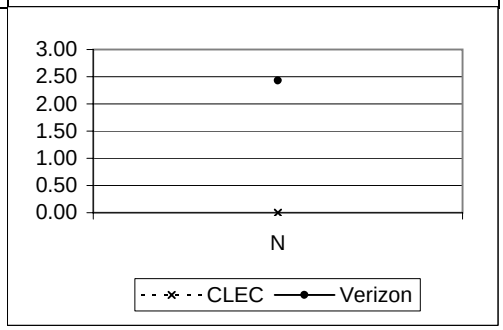



## PR-6- Installation Quality

| PR-6-01-2200 | % Installation Troubles reported within 30 Days | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials - Total | | | | | | | | |
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity | |
| Nov-01 | 3.88 | 0.00 | 206 | 28 | | 3.89 | 1.00 | YES | |
| Dec-01 | 0.71 | 0.00 | 567 | 33 | | 1.50 | 0.47 | YES | |
| Jan-02 | 3.88 | 0.00 | 309 | 82 | | 2.40 | 1.62 | YES | |
| Feb-02 | 2.48 | 0.00 | 161 | 31 | | 3.05 | 0.81 | YES | |
| Mar-02 | 10.87 | 16.67 | 276 | 12 | | 9.18 | -0.27 | YES | |
| Apr-02 | 10.48 | 0.00 | 124 | 32 | | 6.07 | 5000000.00 | YES | |
| May-02 | 9.84 | 5.56 | 183 | 18 | | 7.36 | 1.02 | YES | |
| Jun-02 | 10.20 | 0.00 | 98 | 35 | | 5.96 | >5.00 | YES | |



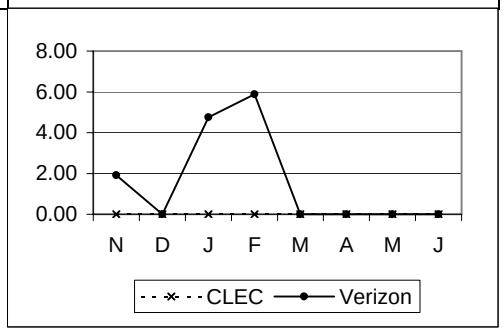

| PR-6-03-2200 | % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE | | | | | | | | None: Analysis Only |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity | |
| Nov-01 | 2.43 | 0.00 | 206 | 28 | | 3.10 | 0.78 | | |
| Dec-01 | | 0.00 | | 33 | | | | | |
| Jan-02 | | 0.00 | | 82 | | | | | |
| Feb-02 | | 3.23 | | 31 | | | | | |
| Mar-02 | | 8.33 | | 12 | | | | | |
| Apr-02 | | 0.00 | | 32 | | | | | |
| May-02 | | 5.56 | | 18 | | | | | |
| Jun-02 | | 0.00 | | 35 | | | | | |



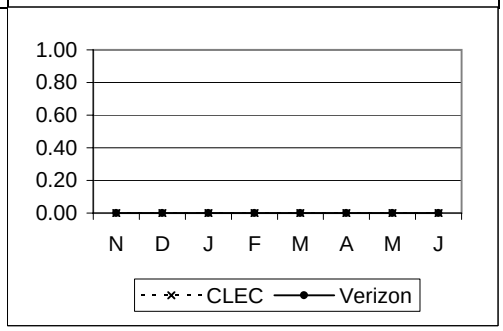
**Special Services - Provisioning cont...**

## PR-8 - Open Orders in a Hold Status

| PR-8-01-2200 | Open Orders in a Hold Status > 30 Days | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials - Total | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **1.92** | **0.00** | 52 | 4 | | 7.12 | 0.27 | YES | |
| *Dec-01* | **0.00** | **0.00** | 62 | 6 | | 0.00 | | | |
| *Jan-02* | **4.76** | **0.00** | 63 | 9 | | 7.59 | 0.63 | YES | |
| *Feb-02* | **5.88** | **0.00** | 51 | 4 | | 12.22 | 0.48 | YES | |
| *Mar-02* | **0.00** | **0.00** | 86 | 4 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | 73 | 3 | | 0.00 | 0.00 | YES | |
| *May-02* | **0.00** | **0.00** | 111 | 3 | | 0.00 | SS | | |
| *Jun-02* | **0.00** | **0.00** | 52 | 7 | | 0.00 | 0.00 | YES | |




| PR-8-02-2200 | Open Orders in a Hold Status > 90 Days | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials - Total | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | 52 | 4 | | 0.00 | | | |
| *Dec-01* | **0.00** | **0.00** | 62 | 6 | | 0.00 | | | |
| *Jan-02* | **0.00** | **0.00** | 63 | 9 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 51 | 4 | | 0.00 | | | |
| *Mar-02* | **0.00** | **0.00** | 86 | 4 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | 73 | 3 | | 0.00 | 0.00 | YES | |
| *May-02* | **0.00** | **0.00** | 111 | 3 | | 0.00 | SS | | |
| *Jun-02* | **0.00** | **0.00** | 52 | 7 | | 0.00 | 0.00 | YES | |



**Legend**

| | |
|---|---|
| * | = Verizon North (CT, MA, ME, NH, NY, RI, VT) |
| ** | = Verizon East (CT, DE, MA, ME, NH, NJ, NY, PA, RI, VA, VT, 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 metric is to be determined |
| R3 | = Run 3 times per year |
| I/C/W MRAs | = Parity to be assessed in conjunction w/ missed appts. |
| 1-9=5, 10+=Negotiated | = 1-9 Loops, 5 days |
| | = 10+ Loops, Negotiated |
| 95% Cmp. w/in 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 | = Standard for Cut-Over Window |
| | = 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 |
| UNE OR-5-01 Perf. Std. Ramp-Up Schedule: | = 4Q 2001 ; 65% |
| | = 1Q 2002 : 68% |
| | = 2Q 2002 : 70% |
| | = 3Q 2002 : 73% |
| | = 4Q 2002 : 78% |
| | = 1Q 2003 : 80% |
| E & RES OR-5-03 Perf. Std. Ramp-Up Schedule: | = 4Q 2001 ; 90% |
| | = 1Q 2002 : 92% |
| | = 2Q 2002 : 93% |
| | = 3Q 2002 : 94% |
| | = 4Q 2002 : 95% |
| | = 1Q 2003 : 95% |
| SSST | = Parity Standards - Verizon's reported performance for CLECs is worse than for the retail comparison group but the minimum sample size for the modified Z/t formulas is not met and small sample size testing is not done for the C2C report until automation is implemented |

**Verizon - NH**

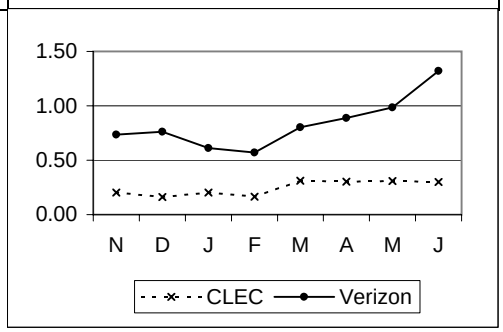
**Carrier to Carrier Performance Standards and Reports Summary November 2001 - June 2002**

## CLEC Aggregate Performance
## Resale (Maintenance) - POTS/Special Services

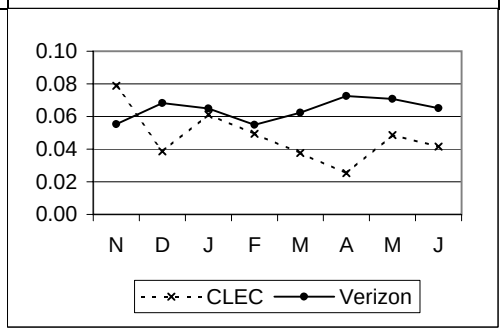
### POTS - Maintenance

### MR-2 - Trouble Report Rate

| MR-2-02-2100 | Network Trouble Report Rate – Loop | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total (Business and Residence) | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.73** | **0.20** | 720671 | 41875 | | 0.04 | 12.38 | YES |
| *Dec-01* | **0.76** | **0.16** | 717531 | 41360 | | 0.04 | 13.62 | YES |
| *Jan-02* | **0.61** | **0.20** | 716121 | 40880 | | 0.04 | 10.30 | YES |
| *Feb-02* | **0.57** | **0.17** | 714721 | 40447 | | 0.04 | 10.51 | YES |
| *Mar-02* | **0.80** | **0.31** | 712846 | 39951 | | 0.05 | 10.66 | YES |
| *Apr-02* | **0.89** | **0.30** | 710075 | 39620 | | 0.05 | 12.08 | YES |
| *May-02* | **0.99** | **0.31** | 707531 | 39118 | | 0.05 | >5.00 | YES |
| *Jun-02* | **1.32** | **0.30** | 704440 | 38563 | | 0.06 | >5.00 | YES |



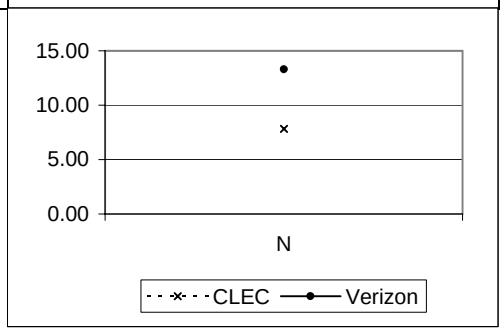

| MR-2-03-2100 | Network Trouble Report Rate – Central Office | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total (Business and Residence) | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.06** | **0.08** | 720671 | 41875 | | 0.01 | -2.00 | NO |
| *Dec-01* | **0.07** | **0.04** | 717531 | 41360 | | 0.01 | 2.24 | YES |
| *Jan-02* | **0.06** | **0.06** | 716121 | 40880 | | 0.01 | 0.29 | YES |
| *Feb-02* | **0.05** | **0.05** | 714721 | 40447 | | 0.01 | 0.45 | YES |
| *Mar-02* | **0.06** | **0.04** | 712846 | 39951 | | 0.01 | 1.93 | YES |
| *Apr-02* | **0.07** | **0.03** | 710075 | 39620 | | 0.01 | 3.40 | YES |
| *May-02* | **0.07** | **0.05** | 707531 | 39118 | | 0.01 | 1.79 | YES |
| *Jun-02* | **0.07** | **0.04** | 704440 | 38563 | | 0.01 | 1.98 | YES |



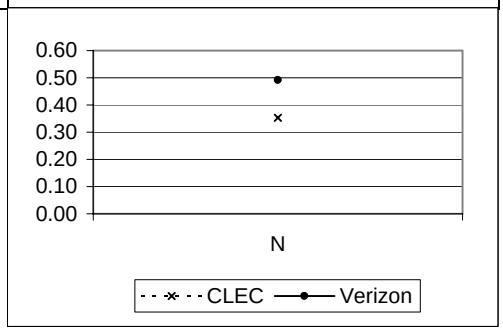
**POTS - Maintenance cont...**

**MR-2 - Trouble Report Rate cont...**

| MR-2-04-2100 | % Subsequent Reports | | | | | | | | Assessed I/C/W MRAs |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **13.30** | **7.81** | 6565 | 128 | | | | | |
| *Dec-01* | | **6.74** | | 89 | | | | | |
| *Jan-02* | | **11.48** | | 122 | | | | | |
| *Feb-02* | | **2.25** | | 89 | | | | | |
| *Mar-02* | | **6.67** | | 150 | | | | | |
| *Apr-02* | | **7.14** | | 140 | | | | | |
| *May-02* | | **2.78** | | 144 | | | | | |
| *Jun-02* | | **9.59** | | 146 | | | | | |

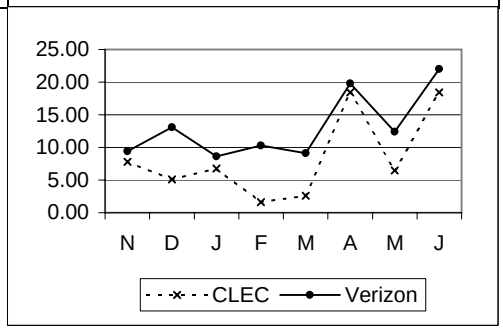



| MR-2-05-2100 | % CPE/TOK/FOK Trouble Report Rate | | | | | | | | None: Analysis Only |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.49** | **0.35** | 720671 | 41875 | | 0.04 | 3.93 | | |
| *Dec-01* | | **0.23** | | 41360 | | | | | |
| *Jan-02* | | **0.28** | | 40880 | | | | | |
| *Feb-02* | | **0.25** | | 40447 | | | | | |
| *Mar-02* | | **0.27** | | 39951 | | | | | |
| *Apr-02* | | **0.23** | | 39620 | | | | | |
| *May-02* | | **0.34** | | 39118 | | | | | |
| *Jun-02* | | **0.30** | | 38563 | | | | | |




## MR-3 - Missed Repair Appointments

| MR-3-01-2110 | % Missed Repair Appointment – Loop Bus. | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail POTS Business** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **9.39** | **7.79** | 756 | 77 | | 3.49 | 0.46 | YES | |
| *Dec-01* | **13.09** | **5.08** | 695 | 59 | | 4.57 | 1.75 | YES | |
| *Jan-02* | **8.62** | **6.76** | 696 | 74 | | 3.43 | 0.54 | YES | |
| *Feb-02* | **10.28** | **1.61** | 603 | 62 | | 4.05 | 2.14 | YES | |
| *Mar-02* | **9.13** | **2.59** | 789 | 116 | | 2.86 | 2.91 | YES | |
| *Apr-02* | **19.80** | **18.45** | 899 | 103 | | 4.15 | 0.33 | YES | |
| *May-02* | **12.42** | **6.48** | 958 | 108 | | 3.35 | 2.09 | YES | |
| *Jun-02* | **22.00** | **18.45** | 1200 | 103 | | 4.25 | 0.96 | YES | |



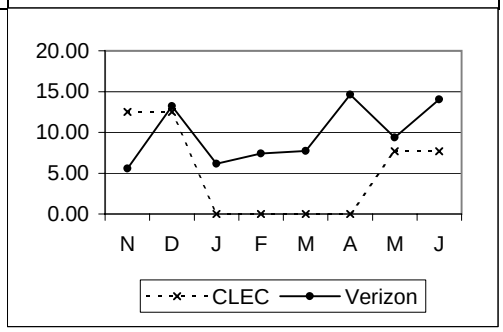
**POTS - Maintenance cont...**

**MR-3 - Missed Repair Appointments cont...**

**MR-3-01-2120** | **% Missed Repair Appointment – Loop Res.** | Parity with Retail

**Parity with Retail POTS Residence**

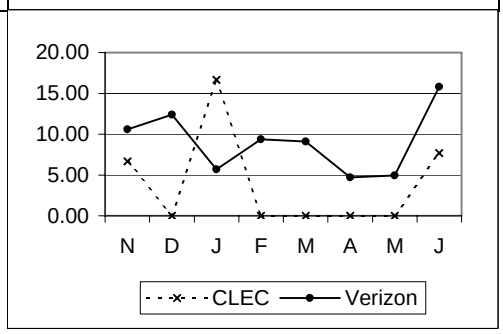
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity |
|---|---|---|---|---|---|---|---|---|
| Nov-01 | 5.55 | 12.50 | 4521 | 8 | | 8.10 | -0.86 | YES |
| Dec-01 | 13.22 | 12.50 | 4749 | 8 | | 11.99 | 0.06 | YES |
| Jan-02 | 6.16 | 0.00 | 3667 | 9 | | 8.02 | 0.77 | YES |
| Feb-02 | 7.40 | 0.00 | 3460 | 5 | | 11.72 | 0.63 | YES |
| Mar-02 | 7.74 | 0.00 | 4907 | 9 | | 8.92 | 5000000.00 | YES |
| Apr-02 | 14.64 | 0.00 | 5388 | 17 | | 8.59 | 5000000.00 | YES |
| May-02 | 9.37 | 7.69 | 5990 | 13 | | 8.09 | 0.59 | YES |
| Jun-02 | 14.05 | 7.69 | 8078 | 13 | | 9.65 | 1.08 | YES |




**MR-3-02-2110** | **% Missed Repair Appointment – Central Office Bus.** | Parity with Retail

**Parity with Retail POTS Business**

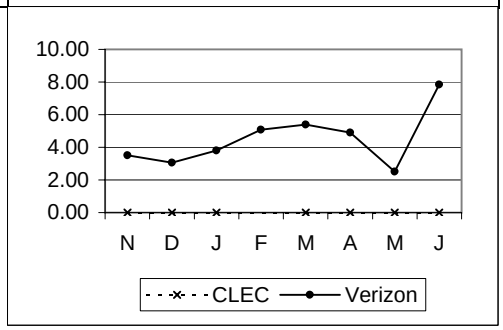
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity |
|---|---|---|---|---|---|---|---|---|
| Nov-01 | 10.59 | 6.67 | 85 | 30 | | 6.53 | 0.60 | YES |
| Dec-01 | 12.40 | 0.00 | 129 | 14 | | 9.27 | 1.34 | YES |
| Jan-02 | 5.69 | 16.67 | 123 | 24 | | 5.17 | -2.12 | SSST |
| Feb-02 | 9.38 | 0.00 | 96 | 20 | | 7.17 | 1.31 | YES |
| Mar-02 | 9.09 | 0.00 | 110 | 14 | | 8.16 | 5000000.00 | YES |
| Apr-02 | 4.72 | 0.00 | 127 | 7 | | 8.23 | 5000000.00 | YES |
| May-02 | 4.93 | 0.00 | 142 | 18 | | 5.42 | >5.00 | YES |
| Jun-02 | 15.79 | 7.69 | 114 | 13 | | 10.67 | 1.24 | YES |




**MR-3-02-2120** | **% Missed Repair Appointment – Central Office Res.** | Parity with Retail

**Parity with Retail POTS Residence**

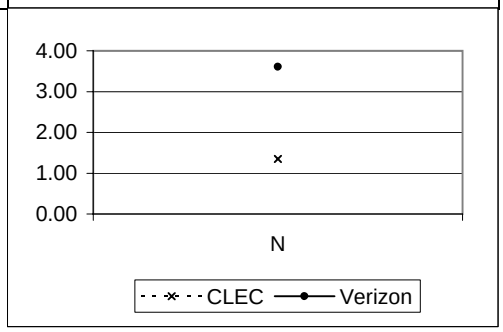
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity |
|---|---|---|---|---|---|---|---|---|
| Nov-01 | 3.51 | 0.00 | 313 | 3 | | 10.68 | 0.33 | YES |
| Dec-01 | 3.06 | 0.00 | 360 | 2 | | 12.21 | 0.25 | YES |
| Jan-02 | 3.81 | 0.00 | 341 | 1 | | 19.17 | 0.20 | YES |
| Feb-02 | 5.07 | #N/A | 296 | | | | | |
| Mar-02 | 5.39 | 0.00 | 334 | 1 | | 22.62 | 5000000.00 | YES |
| Apr-02 | 4.90 | 0.00 | 388 | 3 | | 12.51 | 5000000.00 | YES |
| May-02 | 2.51 | 0.00 | 359 | 1 | | 15.66 | SS | |
| Jun-02 | 7.85 | 0.00 | 344 | 3 | | 15.60 | SS | |



**POTS - Maintenance cont...**

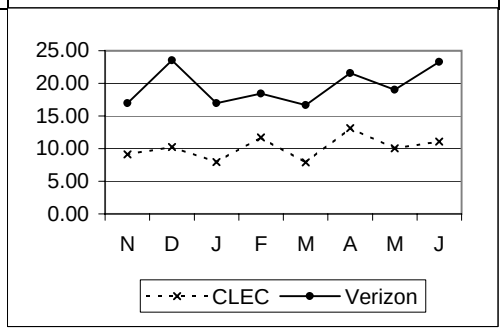
**MR-3 - Missed Repair Appointments cont...**

| MR-3-03-2100 | % CPE/TOK/FOK - Missed Appointment | | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **3.61** | **1.35** | 3543 | 148 | | 1.57 | 1.44 | | |
| *Dec-01* | | **6.38** | | 94 | | | | | |
| *Jan-02* | | **5.31** | | 113 | | | | | |
| *Feb-02* | | **3.96** | | 101 | | | | | |
| *Mar-02* | | **0.93** | | 107 | | | | | |
| *Apr-02* | | **4.44** | | 90 | | | | | |
| *May-02* | | **1.50** | | 133 | | | | | |
| *Jun-02* | | **12.93** | | 116 | | | | | |

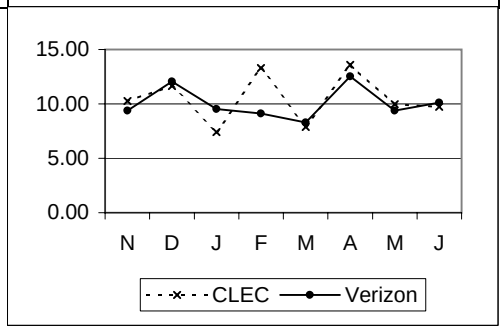



## MR-4 - Trouble Duration Intervals

| MR-4-01-2100 | Mean Time To Repair – Total | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail POTS Total (Business and Residence)** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **16.96** | **9.11** | 5692 | 118 | 18.28 | 1.70 | 4.62 | YES | |
| *Dec-01* | **23.52** | **10.23** | 5946 | 83 | 22.93 | 2.53 | 5.25 | YES | |
| *Jan-02* | **16.98** | **7.94** | 4843 | 108 | 20.09 | 1.95 | 4.63 | YES | |
| *Feb-02* | **18.41** | **11.72** | 4465 | 87 | 19.35 | 2.09 | 3.20 | YES | |
| *Mar-02* | **16.65** | **7.91** | 6158 | 140 | 18.54 | 1.58 | 5.52 | YES | |
| *Apr-02* | **21.57** | **13.13** | 6819 | 130 | 20.30 | 1.80 | 4.69 | YES | |
| *May-02* | **19.01** | **10.06** | 7475 | 140 | 20.27 | 1.73 | >5.00 | YES | |
| *Jun-02* | **23.28** | **11.09** | 9756 | 132 | 21.70 | 1.90 | 6.41 | YES | |




| MR-4-02-2110 | Mean Time To Repair – Loop Trouble - Bus. | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail POTS Total Business** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **9.39** | **10.26** | 756 | 77 | 17.55 | 2.10 | -0.41 | YES | |
| *Dec-01* | **12.07** | **11.63** | 695 | 59 | 17.88 | 2.42 | 0.18 | YES | |
| *Jan-02* | **9.54** | **7.42** | 696 | 74 | 15.91 | 1.94 | 1.09 | YES | |
| *Feb-02* | **9.11** | **13.31** | 603 | 62 | 12.56 | 1.67 | -2.51 | NO | |
| *Mar-02* | **8.29** | **7.89** | 789 | 116 | 10.92 | 1.09 | 0.37 | YES | |
| *Apr-02* | **12.53** | **13.58** | 899 | 103 | 17.07 | 1.78 | -0.59 | YES | |
| *May-02* | **9.39** | **9.96** | 958 | 108 | 11.61 | 1.18 | -0.48 | YES | |
| *Jun-02* | **10.11** | **9.75** | 1200 | 103 | 12.14 | 1.25 | 0.29 | YES | |



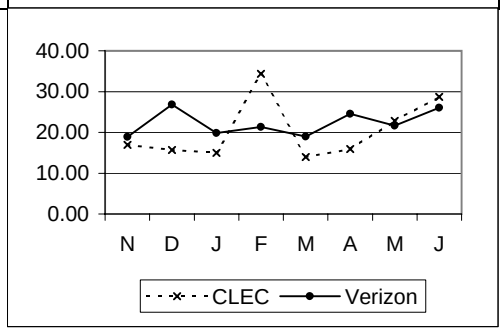
**POTS - Maintenance cont...**

**MR-4 - Trouble Duration Intervals cont...**

**MR-4-02-2120** **Mean Time To Repair – Loop Trouble - Res.** Parity with Retail

**Parity with Retail POTS Total Residence**

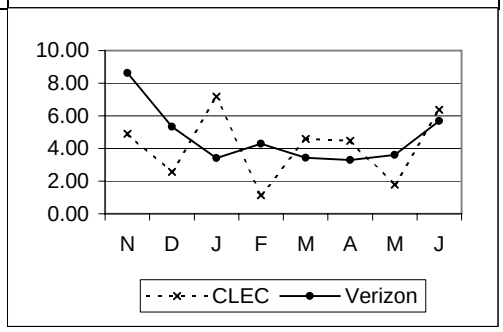
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity |
|---|---|---|---|---|---|---|---|---|
| Nov-01 | 18.93 | 16.93 | 4521 | 8 | 17.77 | 6.29 | 0.32 | YES |
| Dec-01 | 26.86 | 15.68 | 4749 | 8 | 23.08 | 8.17 | 1.37 | YES |
| Jan-02 | 19.87 | 14.95 | 3667 | 9 | 20.90 | 6.98 | 0.70 | YES |
| Feb-02 | 21.35 | 34.34 | 3460 | 5 | 19.76 | 8.84 | -1.47 | YES |
| Mar-02 | 18.96 | 13.94 | 4907 | 9 | 19.26 | 6.42 | 0.78 | YES |
| Apr-02 | 24.59 | 15.89 | 5388 | 17 | 20.22 | 4.91 | 1.77 | YES |
| May-02 | 21.65 | 22.85 | 5990 | 13 | 20.96 | 5.82 | -0.21 | YES |
| Jun-02 | 26.07 | 28.69 | 8078 | 13 | 22.07 | 6.13 | -0.43 | YES |




**MR-4-03-2110** **Mean Time To Repair – Central Office Trouble - Bus.** Parity with Retail

**Parity with Retail POTS Total Business**

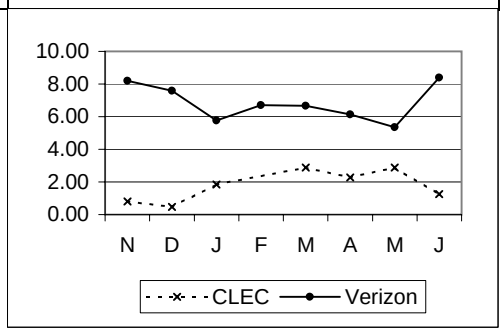
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity |
|---|---|---|---|---|---|---|---|---|
| Nov-01 | 8.62 | 4.90 | 85 | 30 | 30.38 | 6.45 | 0.58 | YES |
| Dec-01 | 5.33 | 2.57 | 129 | 14 | 11.25 | 3.17 | 0.87 | YES |
| Jan-02 | 3.41 | 7.17 | 123 | 24 | 4.78 | 1.07 | -3.53 | SSST |
| Feb-02 | 4.29 | 1.14 | 96 | 20 | 8.28 | 2.04 | 1.55 | YES |
| Mar-02 | 3.43 | 4.59 | 110 | 14 | 7.60 | 2.16 | -0.54 | YES |
| Apr-02 | 3.29 | 4.48 | 127 | 7 | 6.79 | 2.64 | -0.45 | YES |
| May-02 | 3.60 | 1.79 | 142 | 18 | 6.84 | 1.71 | 1.06 | YES |
| Jun-02 | 5.68 | 6.38 | 114 | 13 | 10.21 | 2.99 | -0.23 | YES |




**MR-4-03-2120** **Mean Time To Repair – Central Office Trouble - Res.** Parity with Retail

**Parity with Retail POTS Total Residence**

| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity |
|---|---|---|---|---|---|---|---|---|
| Nov-01 | 8.20 | 0.81 | 313 | 3 | 12.97 | 7.52 | 0.98 | YES |
| Dec-01 | 7.59 | 0.48 | 360 | 2 | 13.25 | 9.40 | 0.76 | YES |
| Jan-02 | 5.77 | 1.85 | 341 | 1 | 10.13 | 10.14 | 0.39 | YES |
| Feb-02 | 6.71 | #N/A | 296 | | 13.79 | | | |
| Mar-02 | 6.66 | 2.88 | 334 | 1 | 12.45 | 12.47 | 0.30 | YES |
| Apr-02 | 6.14 | 2.27 | 388 | 3 | 13.47 | 7.81 | 0.50 | YES |
| May-02 | 5.35 | 2.88 | 359 | 1 | 10.93 | 10.95 | SS | |
| Jun-02 | 8.40 | 1.26 | 344 | 3 | 14.21 | 8.24 | SS | |



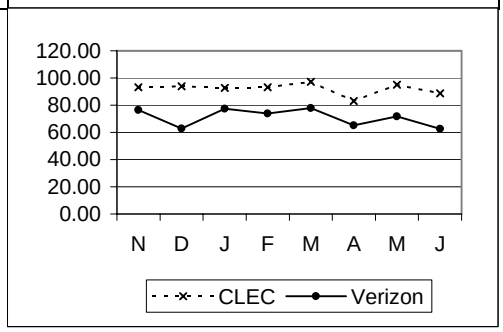
**POTS - Maintenance cont...**

**MR-4 - Trouble Duration Intervals cont...**

**MR-4-04-2100** | **% Cleared (all troubles) within 24 Hours** | Parity with Retail

**Parity with Retail POTS Total (Business and Residence)**

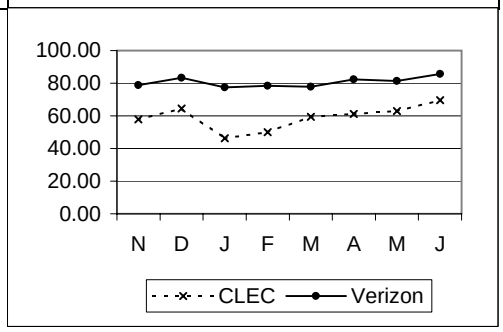
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
|---|---|---|---|---|---|---|---|---|
| *Nov-01* | **76.41** | **93.22** | 5692 | 118 | | 3.95 | 4.26 | YES |
| *Dec-01* | **62.71** | **93.98** | 5946 | 83 | | 5.34 | 5.85 | YES |
| *Jan-02* | **77.51** | **92.59** | 4843 | 108 | | 4.06 | 3.71 | YES |
| *Feb-02* | **74.00** | **93.10** | 4465 | 87 | | 4.75 | 4.02 | YES |
| *Mar-02* | **77.77** | **97.14** | 6158 | 140 | | 3.55 | 5000000.00 | YES |
| *Apr-02* | **65.17** | **83.08** | 6819 | 130 | | 4.22 | 4.25 | YES |
| *May-02* | **71.65** | **95.00** | 7475 | 140 | | 3.84 | >5.00 | YES |
| *Jun-02* | **62.54** | **88.64** | 9756 | 132 | | 4.24 | >5.00 | YES |




**MR-4-06-2100** | **% Out of Service > 4 Hours** | Parity with Retail

**Parity with Retail POTS Total (Business and Residence)**

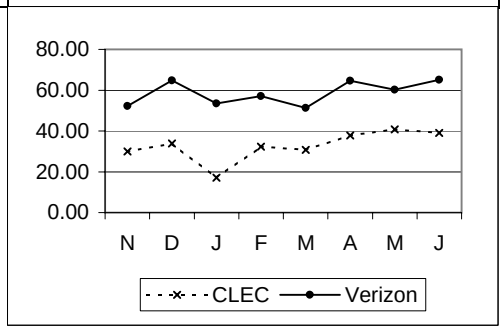
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
|---|---|---|---|---|---|---|---|---|
| *Nov-01* | **78.77** | **57.78** | 4295 | 90 | | 4.36 | 4.82 | YES |
| *Dec-01* | **83.29** | **64.52** | 4567 | 62 | | 4.77 | 3.94 | YES |
| *Jan-02* | **77.42** | **46.34** | 3547 | 82 | | 4.67 | 6.65 | YES |
| *Feb-02* | **78.48** | **50.00** | 3281 | 62 | | 5.27 | 5.41 | YES |
| *Mar-02* | **77.91** | **59.34** | 4622 | 91 | | 4.39 | 4.23 | YES |
| *Apr-02* | **82.36** | **61.22** | 5177 | 98 | | 3.89 | 5.44 | YES |
| *May-02* | **81.33** | **62.96** | 5592 | 108 | | 3.79 | 4.54 | YES |
| *Jun-02* | **85.72** | **69.52** | 7676 | 105 | | 3.44 | 4.34 | YES |




**MR-4-07-2100** | **% Out of Service > 12 Hours** | Parity with Retail

**Parity with Retail POTS Total (Business and Residence)**

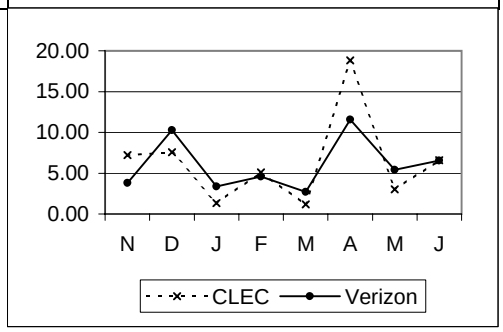
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
|---|---|---|---|---|---|---|---|---|
| *Nov-01* | **52.25** | **30.00** | 4295 | 90 | | 5.32 | 4.18 | YES |
| *Dec-01* | **64.86** | **33.87** | 4567 | 62 | | 6.10 | 5.08 | YES |
| *Jan-02* | **53.43** | **17.07** | 3547 | 82 | | 5.57 | 6.53 | YES |
| *Feb-02* | **57.15** | **32.26** | 3281 | 62 | | 6.34 | 3.92 | YES |
| *Mar-02* | **51.32** | **30.77** | 4622 | 91 | | 5.29 | 3.88 | YES |
| *Apr-02* | **64.59** | **37.76** | 5177 | 98 | | 4.88 | 5.50 | YES |
| *May-02* | **60.25** | **40.74** | 5592 | 108 | | 4.75 | 4.14 | YES |
| *Jun-02* | **65.14** | **39.05** | 7676 | 105 | | 4.68 | >5.00 | YES |



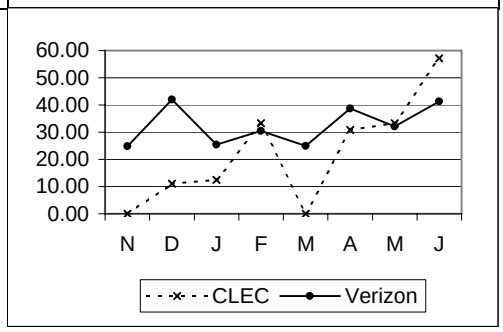
**POTS - Maintenance cont...**

**MR-4 - Trouble Duration Intervals cont...**

| MR-4-08-2110 | % Out of Service > 24 Hours - Bus. | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total Business | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **3.82** | **7.23** | 602 | 83 | | 2.24 | -1.52 | YES |
| *Dec-01* | **10.28** | **7.55** | 642 | 53 | | 4.34 | 0.63 | YES |
| *Jan-02* | **3.37** | **1.35** | 593 | 74 | | 2.22 | 0.91 | YES |
| *Feb-02* | **4.60** | **5.08** | 500 | 59 | | 2.88 | -0.17 | YES |
| *Mar-02* | **2.72** | **1.19** | 661 | 84 | | 1.88 | 1.28 | YES |
| *Apr-02* | **11.57** | **18.82** | 778 | 85 | | 3.65 | -1.98 | NO |
| *May-02* | **5.41** | **3.03** | 795 | 99 | | 2.41 | 1.30 | YES |
| *Jun-02* | **6.53** | **6.59** | 1072 | 91 | | 2.70 | 0.14 | YES |

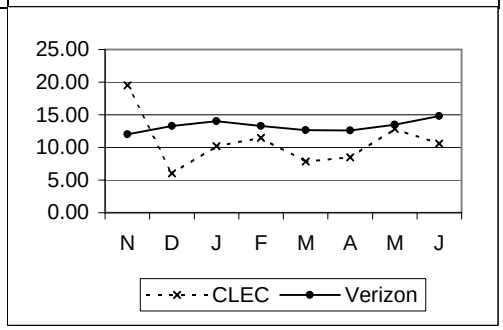



| MR-4-08-2120 | % Out of Service > 24 Hours - Res. | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total Residence | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **24.86** | **0.00** | 3677 | 7 | | 16.35 | 1.52 | YES |
| *Dec-01* | **41.99** | **11.11** | 3913 | 9 | | 16.47 | 1.87 | YES |
| *Jan-02* | **25.36** | **12.50** | 2938 | 8 | | 15.40 | 0.83 | YES |
| *Feb-02* | **30.43** | **33.33** | 2774 | 3 | | 26.58 | -0.11 | YES |
| *Mar-02* | **24.91** | **0.00** | 3946 | 7 | | 16.36 | 5000000.00 | YES |
| *Apr-02* | **38.69** | **30.77** | 4384 | 13 | | 13.53 | 0.86 | YES |
| *May-02* | **32.08** | **33.33** | 4772 | 9 | | 15.57 | 0.23 | YES |
| *Jun-02* | **41.32** | **57.14** | 6585 | 14 | | 13.17 | -0.93 | YES |




## MR-5 - Repeat Trouble Reports

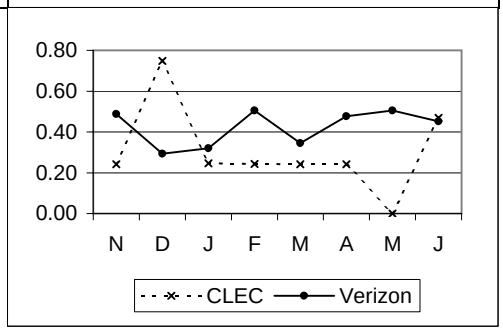
| MR-5-01-2100 | % Repeat Reports within 30 Days | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total (Business and Residence) | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **12.02** | **19.49** | 5692 | 118 | | 3.02 | -2.47 | NO |
| *Dec-01* | **13.30** | **6.02** | 5946 | 83 | | 3.75 | 1.94 | YES |
| *Jan-02* | **14.02** | **10.19** | 4843 | 108 | | 3.38 | 1.13 | YES |
| *Feb-02* | **13.30** | **11.49** | 4465 | 87 | | 3.68 | 0.49 | YES |
| *Mar-02* | **12.63** | **7.86** | 6158 | 140 | | 2.84 | 1.68 | YES |
| *Apr-02* | **12.60** | **8.46** | 6819 | 130 | | 2.94 | 1.41 | YES |
| *May-02* | **13.47** | **12.86** | 7475 | 140 | | 2.91 | 0.31 | YES |
| *Jun-02* | **14.80** | **10.61** | 9756 | 132 | | 3.11 | 1.51 | YES |



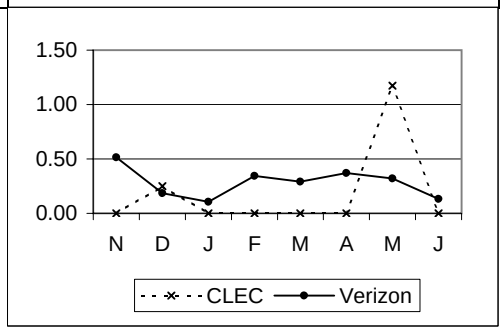
## 2-Wire Digital Services - Maintenance

### MR-2 - Trouble Report Rate

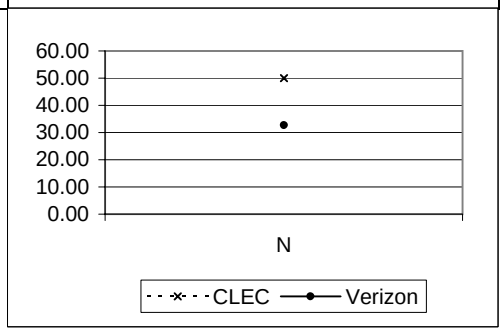
| MR-2-02-2341 | Network Trouble Report Rate – Loop | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail ISDN (2 Wire Digital) | | | | | | | |
| | Effective 11/2001: Change retail compare group to POTS - Total | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.49** | **0.24** | 3690 | 415 | | 0.36 | 0.68 | YES |
| *Dec-01* | **0.29** | **0.75** | 3760 | 401 | | 0.28 | -1.61 | YES |
| *Jan-02* | **0.32** | **0.25** | 3753 | 405 | | 0.30 | 0.25 | YES |
| *Feb-02* | **0.50** | **0.24** | 3764 | 412 | | 0.37 | 0.71 | YES |
| *Mar-02* | **0.35** | **0.24** | 3768 | 413 | | 0.30 | 0.73 | YES |
| *Apr-02* | **0.48** | **0.24** | 3773 | 413 | | 0.36 | 1.09 | YES |
| *May-02* | **0.51** | **0.00** | 3760 | 426 | | 0.36 | >5.00 | YES |
| *Jun-02* | **0.45** | **0.47** | 3760 | 426 | | 0.34 | 0.23 | YES |




| MR-2-03-2341 | Network Trouble Report Rate – Central Office | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail ISDN (2 Wire Digital) | | | | | | | |
| | Effective 11/2001: Change retail compare group to POTS - Total | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.51** | **0.00** | 3690 | 415 | | 0.37 | 1.39 | YES |
| *Dec-01* | **0.19** | **0.25** | 3760 | 401 | | 0.23 | -0.28 | YES |
| *Jan-02* | **0.11** | **0.00** | 3753 | 405 | | 0.17 | 0.62 | YES |
| *Feb-02* | **0.35** | **0.00** | 3764 | 412 | | 0.30 | 1.13 | YES |
| *Mar-02* | **0.29** | **0.00** | 3768 | 413 | | 0.28 | 5000000.00 | YES |
| *Apr-02* | **0.37** | **0.00** | 3773 | 413 | | 0.32 | 5000000.00 | YES |
| *May-02* | **0.32** | **1.17** | 3760 | 426 | | 0.29 | -1.99 | NO |
| *Jun-02* | **0.13** | **0.00** | 3760 | 426 | | 0.19 | >5.00 | YES |



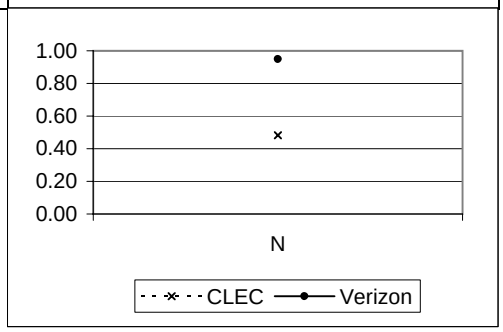

| MR-2-04-2341 | % Subsequent Reports | | | | | | | Assessed I/C/W MRAs |
|---|---|---|---|---|---|---|---|---|
| | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **32.73** | **50.00** | 55 | 2 | | | | |
| *Dec-01* | | **33.33** | | 6 | | | | |
| *Jan-02* | | **0.00** | | 1 | | | | |
| *Feb-02* | | **50.00** | | 2 | | | | |
| *Mar-02* | | **0.00** | | 1 | | | | |
| *Apr-02* | | **0.00** | | 1 | | | | |
| *May-02* | | **28.57** | | 7 | | | | |
| *Jun-02* | | **33.33** | | 3 | | | | |



**2-Wire Digital Services - Maintenance cont...**

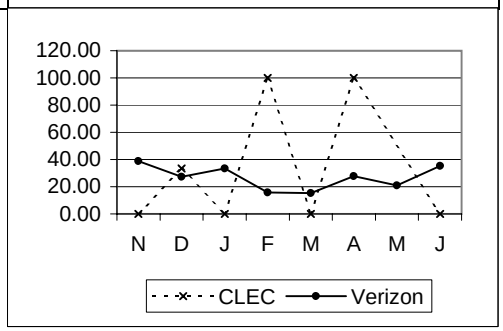
**MR-2 - Trouble Report Rate cont...**

| MR-2-05-2341 | % CPE/TOK/FOK Trouble Report Rate | | | | | | | | None: Analysis Only |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.95** | **0.48** | 3690 | 415 | | 0.50 | 0.93 | | |
| *Dec-01* | | **0.50** | | 401 | | | | | |
| *Jan-02* | | **0.74** | | 405 | | | | | |
| *Feb-02* | | **1.21** | | 412 | | | | | |
| *Mar-02* | | **0.97** | | 413 | | | | | |
| *Apr-02* | | **0.24** | | 413 | | | | | |
| *May-02* | | **3.52** | | 426 | | | | | |
| *Jun-02* | | **1.41** | | 426 | | | | | |

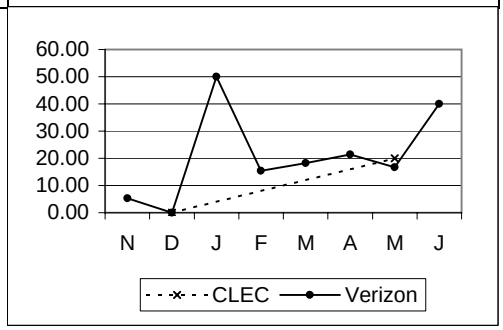



## MR-3 - Missed Repair Appointments

| MR-3-01-2341 | % Missed Repair Appointment – Loop | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail ISDN (2 Wire Digital)** | | | | | | | | |
| | **Effective 11/2001: Change retail compare group to POTS - Total** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **38.89** | **0.00** | 18 | 1 | | 50.09 | 0.78 | YES | |
| *Dec-01* | **27.27** | **33.33** | 11 | 3 | | 29.01 | -0.21 | YES | |
| *Jan-02* | **33.33** | **0.00** | 12 | 1 | | 49.06 | 0.68 | YES | |
| *Feb-02* | **15.79** | **100.00** | 19 | 1 | | 37.41 | -2.25 | SSST | |
| *Mar-02* | **15.38** | **0.00** | 13 | 1 | | 37.44 | 5000000.00 | YES | |
| *Apr-02* | **27.78** | **100.00** | 18 | 1 | | 46.02 | -0.48 | YES | |
| *May-02* | **21.05** | **#N/A** | 19 | | | | | | |
| *Jun-02* | **35.29** | **0.00** | 17 | 2 | | 35.72 | SS | | |



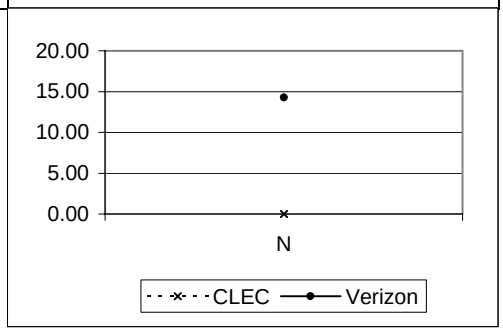

| MR-3-02-2341 | % Missed Repair Appointment – Central Office | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail ISDN (2 Wire Digital)** | | | | | | | | |
| | **Effective 11/2001: Change retail compare group to POTS - Total** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **5.26** | **#N/A** | 19 | | | | | | |
| *Dec-01* | **0.00** | **0.00** | 7 | 1 | | 0.00 | | | |
| *Jan-02* | **50.00** | **#N/A** | 4 | | | | | | |
| *Feb-02* | **15.38** | **#N/A** | 13 | | | | | | |
| *Mar-02* | **18.18** | **#N/A** | 11 | | | | | | |
| *Apr-02* | **21.43** | **#N/A** | 14 | | | | | | |
| *May-02* | **16.67** | **20.00** | 12 | 5 | | 19.84 | SS | | |
| *Jun-02* | **40.00** | **#N/A** | 5 | | | | | | |



**2-Wire Digital Services - Maintenance cont...**

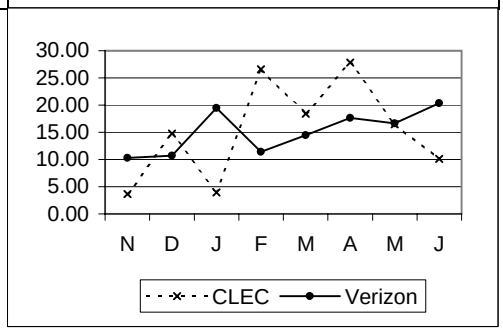
**MR-3 - Missed Repair Appointments cont...**

| MR-3-03-2341 | % CPE/TOK/FOK - Missed Appointment | | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **14.29** | **0.00** | 35 | 2 | | 25.44 | 0.56 | | |
| *Dec-01* | | **0.00** | | 2 | | | | | |
| *Jan-02* | | **0.00** | | 3 | | | | | |
| *Feb-02* | | **20.00** | | 5 | | | | | |
| *Mar-02* | | **0.00** | | 4 | | | | | |
| *Apr-02* | | **0.00** | | 1 | | | | | |
| *May-02* | | **0.00** | | 15 | | | | | |
| *Jun-02* | | **0.00** | | 6 | | | | | |

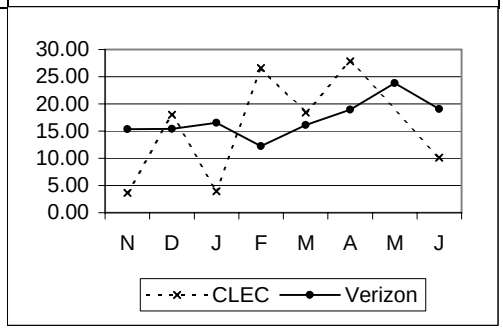



## MR-4 - Trouble Duration Intervals

| MR-4-01-2341 | Mean Time To Repair – Total | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail ISDN (2 Wire Digital)** | | | | | | | | |
| | **Effective 11/2001: Change retail compare group to POTS - Total** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **10.32** | **3.63** | 37 | 1 | 13.88 | 14.06 | 0.48 | YES | |
| *Dec-01* | **10.71** | **14.79** | 18 | 4 | 13.95 | 7.71 | -0.53 | YES | |
| *Jan-02* | **19.47** | **3.93** | 16 | 1 | 26.74 | 27.56 | 0.56 | YES | |
| *Feb-02* | **11.42** | **26.60** | 32 | 1 | 18.83 | 19.12 | -0.79 | YES | |
| *Mar-02* | **14.44** | **18.40** | 24 | 1 | 22.29 | 22.75 | -0.17 | YES | |
| *Apr-02* | **17.63** | **27.83** | 32 | 1 | 29.70 | 30.16 | -0.34 | YES | |
| *May-02* | **16.63** | **16.49** | 31 | 5 | 22.09 | 10.65 | SS | | |
| *Jun-02* | **20.38** | **10.13** | 22 | 2 | 20.31 | 15.00 | SS | | |




| MR-4-02-2341 | Mean Time To Repair – Loop Trouble | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail ISDN (2 Wire Digital)** | | | | | | | | |
| | **Effective 11/2001: Change retail compare group to POTS - Total** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **15.38** | **3.63** | 18 | 1 | 17.48 | 17.96 | 0.65 | YES | |
| *Dec-01* | **15.44** | **17.98** | 11 | 3 | 16.28 | 10.60 | -0.24 | YES | |
| *Jan-02* | **16.53** | **3.93** | 12 | 1 | 20.52 | 21.36 | 0.59 | YES | |
| *Feb-02* | **12.21** | **26.60** | 19 | 1 | 12.23 | 12.55 | -1.15 | YES | |
| *Mar-02* | **16.14** | **18.40** | 13 | 1 | 24.46 | 25.39 | -0.09 | YES | |
| *Apr-02* | **18.91** | **27.83** | 18 | 1 | 17.87 | 18.36 | -0.49 | YES | |
| *May-02* | **23.80** | **#N/A** | 19 | | 25.07 | | | | |
| *Jun-02* | **19.06** | **10.13** | 17 | 2 | 13.50 | 10.09 | SS | | |



**2-Wire Digital Services - Maintenance cont...**

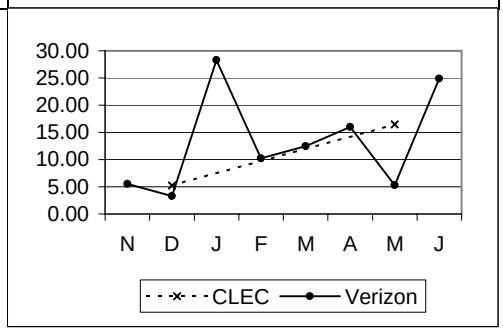
**MR-4 - Trouble Duration Intervals cont...**

**MR-4-03-2341** | **Mean Time To Repair – Central Office Trouble** | Parity with Retail

**Parity with Retail ISDN (2 Wire Digital)**

**Effective 11/2001: Change retail compare group to POTS - Total**

| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
|---|---|---|---|---|---|---|---|---|
| *Nov-01* | **5.54** | **#N/A** | 19 | | 6.84 | | | |
| *Dec-01* | **3.28** | **5.23** | 7 | 1 | 2.08 | 2.22 | -0.88 | YES |
| *Jan-02* | **28.28** | **#N/A** | 4 | | 43.50 | | | |
| *Feb-02* | **10.26** | **#N/A** | 13 | | 26.25 | | | |
| *Mar-02* | **12.44** | **#N/A** | 11 | | 20.42 | | | |
| *Apr-02* | **15.99** | **#N/A** | 14 | | 41.00 | | | |
| *May-02* | **5.27** | **16.49** | 12 | 5 | 8.57 | 4.56 | SS | |
| *Jun-02* | **24.88** | **#N/A** | 5 | | 37.46 | | SS | |

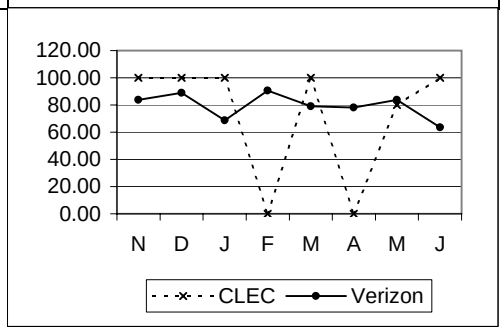



**MR-4-04-2341** | **% Cleared (all troubles) within 24 Hours** | Parity with Retail

**Parity with Retail ISDN (2 Wire Digital)**

**Effective 11/2001: Change retail compare group to POTS - Total**

| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
|---|---|---|---|---|---|---|---|---|
| *Nov-01* | **83.78** | **100.00** | 37 | 1 | | 37.36 | 0.43 | YES |
| *Dec-01* | **88.89** | **100.00** | 18 | 4 | | 17.37 | 0.64 | YES |
| *Jan-02* | **68.75** | **100.00** | 16 | 1 | | 47.78 | 0.65 | YES |
| *Feb-02* | **90.63** | **0.00** | 32 | 1 | | 29.59 | -3.06 | SSST |
| *Mar-02* | **79.17** | **100.00** | 24 | 1 | | 41.45 | 5000000.00 | YES |
| *Apr-02* | **78.13** | **0.00** | 32 | 1 | | 41.98 | -0.70 | YES |
| *May-02* | **83.87** | **80.00** | 31 | 5 | | 17.73 | SS | |
| *Jun-02* | **63.64** | **100.00** | 22 | 2 | | 35.53 | SS | |

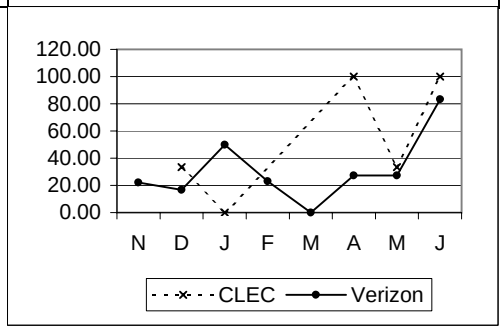



**MR-4-07-2341** | **% Out of Service > 12 Hours** | Parity with Retail

**Parity with Retail ISDN (2 Wire Digital)**

**Effective 11/2001: Change retail compare group to POTS - Total**

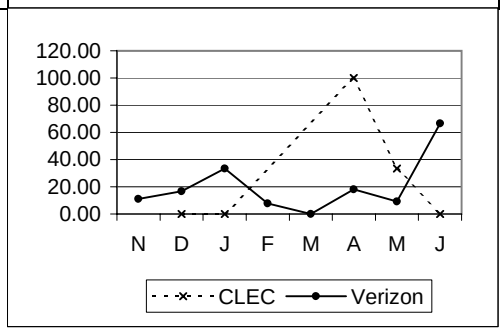
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
|---|---|---|---|---|---|---|---|---|
| *Nov-01* | **22.22** | **#N/A** | 9 | | | | | |
| *Dec-01* | **16.67** | **33.33** | 6 | 3 | | 26.35 | -0.63 | YES |
| *Jan-02* | **50.00** | **0.00** | 6 | 1 | | 54.01 | 0.93 | YES |
| *Feb-02* | **23.08** | **#N/A** | 13 | | | | | |
| *Mar-02* | **0.00** | **#N/A** | 5 | | | | | |
| *Apr-02* | **27.27** | **100.00** | 11 | 1 | | 46.52 | -0.43 | YES |
| *May-02* | **27.27** | **33.33** | 11 | 3 | | 29.01 | SS | |
| *Jun-02* | **83.33** | **100.00** | 6 | 1 | | 40.26 | SS | |



**2-Wire Digital Services - Maintenance cont...**

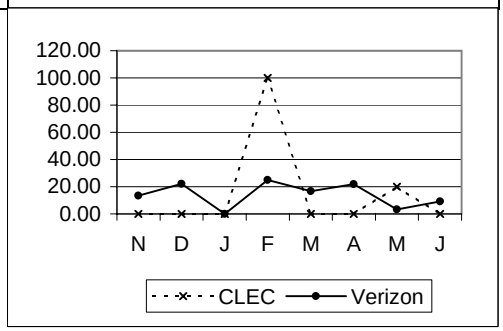
**MR-4 - Trouble Duration Intervals cont...**

| MR-4-08-2341 | % Out of Service > 24 Hours | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail ISDN (2 Wire Digital) | | | | | | | |
| | Effective 11/2001: Change retail compare group to POTS - Total | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **11.11** | **#N/A** | 9 | | | | | |
| *Dec-01* | **16.67** | **0.00** | 6 | 3 | | 26.35 | 0.63 | YES |
| *Jan-02* | **33.33** | **0.00** | 6 | 1 | | 50.92 | 0.65 | YES |
| *Feb-02* | **7.69** | **#N/A** | 13 | | | | | |
| *Mar-02* | **0.00** | **#N/A** | 5 | | | | | |
| *Apr-02* | **18.18** | **100.00** | 11 | 1 | | 40.28 | -0.67 | YES |
| *May-02* | **9.09** | **33.33** | 11 | 3 | | 18.72 | SS | |
| *Jun-02* | **66.67** | **0.00** | 6 | 1 | | 50.92 | SS | |




## MR-5 - Repeat Trouble Reports

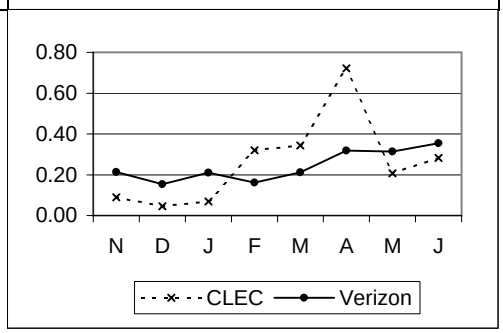
| MR-5-01-2341 | % Repeat Reports within 30 Days | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail ISDN (2 Wire Digital) | | | | | | | |
| | Effective 11/2001: Change retail compare group to POTS - Total | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **13.51** | **0.00** | 37 | 1 | | 34.64 | 0.39 | YES |
| *Dec-01* | **22.22** | **0.00** | 18 | 4 | | 22.98 | 0.97 | YES |
| *Jan-02* | **0.00** | **0.00** | 16 | 1 | | 0.00 | | |
| *Feb-02* | **25.00** | **100.00** | 32 | 1 | | 43.97 | -1.71 | SSST |
| *Mar-02* | **16.67** | **0.00** | 24 | 1 | | 38.04 | 5000000.00 | YES |
| *Apr-02* | **21.88** | **0.00** | 32 | 1 | | 41.98 | 5000000.00 | YES |
| *May-02* | **3.23** | **20.00** | 31 | 5 | | 8.52 | SS | |
| *Jun-02* | **9.09** | **0.00** | 22 | 2 | | 21.23 | SS | |



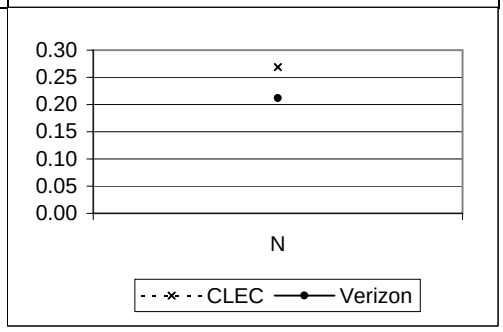
## Special Services - Maintenance

### MR-2 - Trouble Report Rate

| MR-2-01-2200 | Network Trouble Report Rate | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials - Total | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.21** | **0.09** | 61942 | 4463 | | 0.07 | 1.73 | YES |
| *Dec-01* | **0.15** | **0.05** | 60684 | 4375 | | 0.06 | 1.76 | YES |
| *Jan-02* | **0.21** | **0.07** | 60430 | 4352 | | 0.07 | 1.96 | YES |
| *Feb-02* | **0.16** | **0.32** | 60666 | 4366 | | 0.06 | -2.53 | NO |
| *Mar-02* | **0.21** | **0.34** | 59653 | 4361 | | 0.07 | -1.84 | NO |
| *Apr-02* | **0.32** | **0.72** | 49921 | 2912 | | 0.11 | -3.75 | NO |
| *May-02* | **0.31** | **0.21** | 49692 | 2893 | | 0.11 | 1.21 | YES |
| *Jun-02* | **0.36** | **0.28** | 47316 | 2833 | | 0.12 | 0.78 | YES |

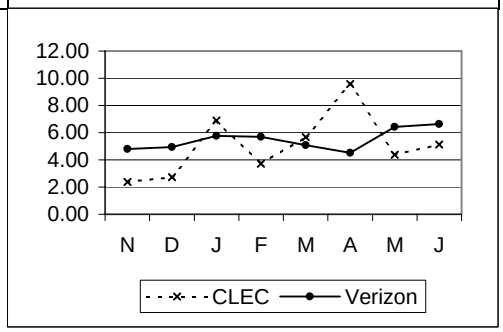



| MR-2-05-2200 | % CPE/TOK/FOK Trouble Report Rate | | | | | | | None: Analysis Only |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials - Total | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.21** | **0.27** | 61942 | 4463 | | 0.07 | -0.81 | |
| *Dec-01* | | **0.14** | | 4375 | | | | |
| *Jan-02* | | **0.02** | | 4352 | | | | |
| *Feb-02* | | **0.32** | | 4366 | | | | |
| *Mar-02* | | **0.39** | | 4361 | | | | |
| *Apr-02* | | **0.27** | | 2912 | | | | |
| *May-02* | | **0.45** | | 2893 | | | | |
| *Jun-02* | | **0.42** | | 2833 | | | | |




### MR-4 - Trouble Duration Intervals

| MR-4-01-2216 | Mean Time To Repair – Total - Non DS0 & DS0 | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials DS0 & Below | | | | | | | |
| | Began reporting metric as of 11/2001 | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **4.81** | **2.38** | 96 | 2 | 3.55 | 2.54 | 0.95 | YES |
| *Dec-01* | **4.93** | **2.73** | 64 | 2 | 3.91 | 2.80 | 0.79 | YES |
| *Jan-02* | **5.76** | **6.89** | 80 | 3 | 7.28 | 4.28 | -0.26 | YES |
| *Feb-02* | **5.70** | **3.72** | 67 | 12 | 6.79 | 2.13 | 0.93 | YES |
| *Mar-02* | **5.08** | **5.68** | 82 | 15 | 5.01 | 1.41 | -0.43 | YES |
| *Apr-02* | **4.52** | **9.58** | 109 | 21 | 4.43 | 1.06 | -4.79 | SSST |
| *May-02* | **6.43** | **4.38** | 98 | 5 | 5.86 | 2.69 | SS | |
| *Jun-02* | **6.64** | **5.12** | 111 | 7 | 6.08 | 2.37 | 0.64 | YES |



**Special Services - Maintenance cont...**

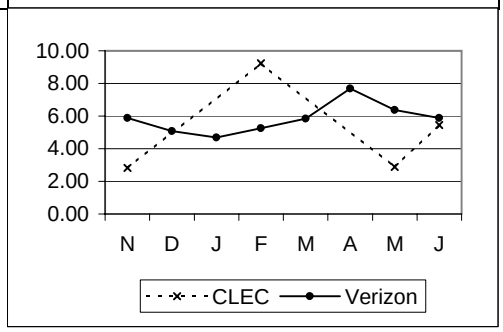
**MR-4 - Trouble Duration Intervals cont...**

**MR-4-01-2217** | **Mean Time To Repair – Total - DS1 & DS3** | Parity with Retail

**Parity with Retail Specials DS1 & Above**

**Began reporting metric as of 11/2001**

| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
|---|---|---|---|---|---|---|---|---|
| *Nov-01* | **5.88** | **2.83** | 36 | 2 | 3.55 | 17.09 | 0.18 | YES |
| *Dec-01* | **5.07** | **#N/A** | 29 | | 3.91 | | | |
| *Jan-02* | **4.68** | **#N/A** | 47 | | 3.25 | | | |
| *Feb-02* | **5.25** | **9.24** | 31 | 2 | 3.92 | 16.27 | -0.25 | YES |
| *Mar-02* | **5.84** | **#N/A** | 44 | | 5.40 | | | |
| *Apr-02* | **7.69** | **#N/A** | 50 | | 11.58 | | | |
| *May-02* | **6.37** | **2.88** | 58 | 1 | 4.71 | 4.75 | SS | |
| *Jun-02* | **5.89** | **5.45** | 57 | 1 | 3.97 | 4.00 | SS | |

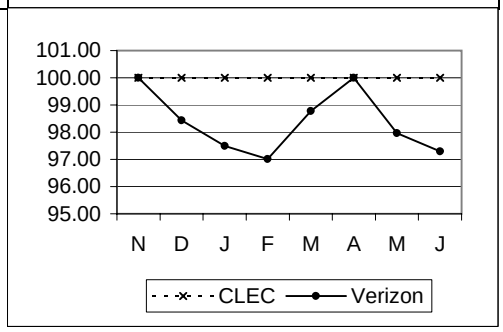



**MR-4-04-2216** | **% Cleared (all troubles) within 24 Hours - Non DS0 & DS0** | Parity with Retail

**Parity with Retail Specials DS0 & Below**

**Began reporting metric as of 11/2001**

| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
|---|---|---|---|---|---|---|---|---|
| *Nov-01* | **100.00** | **100.00** | 96 | 2 | | 0.00 | | |
| *Dec-01* | **98.44** | **100.00** | 64 | 2 | | 8.90 | -0.18 | YES |
| *Jan-02* | **97.50** | **100.00** | 80 | 3 | | 9.18 | -0.27 | YES |
| *Feb-02* | **97.01** | **100.00** | 67 | 12 | | 5.34 | -0.56 | YES |
| *Mar-02* | **98.78** | **100.00** | 82 | 15 | | 3.08 | 5000000.00 | YES |
| *Apr-02* | **100.00** | **100.00** | 109 | 21 | | 0.00 | 0.00 | YES |
| *May-02* | **97.96** | **100.00** | 98 | 5 | | 6.48 | SS | |
| *Jun-02* | **97.30** | **100.00** | 111 | 7 | | 6.32 | >5.00 | YES |

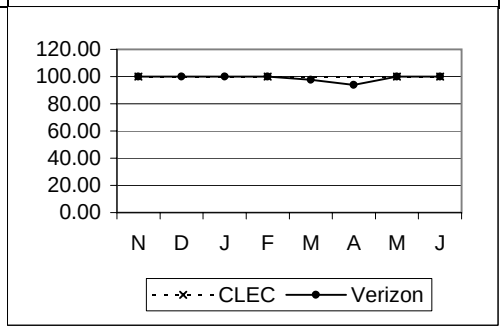



**MR-4-04-2217** | **% Cleared (all troubles) within 24 Hours - DS1 & DS3** | Parity with Retail

**Parity with Retail Specials DS1 & Above**

**Began reporting metric as of 11/2001**

| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
|---|---|---|---|---|---|---|---|---|
| *Nov-01* | **100.00** | **100.00** | 36 | 2 | | 0.00 | | |
| *Dec-01* | **100.00** | **#N/A** | 29 | | | | | |
| *Jan-02* | **100.00** | **#N/A** | 47 | | | | | |
| *Feb-02* | **100.00** | **100.00** | 31 | 2 | | 0.00 | | |
| *Mar-02* | **97.73** | **#N/A** | 44 | | | | | |
| *Apr-02* | **94.00** | **#N/A** | 50 | | | | | |
| *May-02* | **100.00** | **100.00** | 58 | 1 | | 0.00 | SS | |
| *Jun-02* | **100.00** | **100.00** | 57 | 1 | | 0.00 | SS | |



**Special Services - Maintenance cont...**

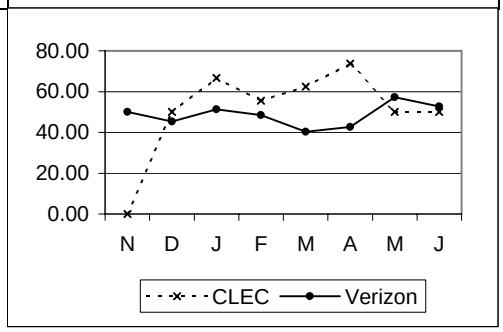
**MR-4 - Trouble Duration Intervals cont...**

**MR-4-06-2216** | **% Out of Service > 4 Hours - Non DS0 & DS0** | Parity with Retail

**Parity with Retail Specials DS0 & Below**

**Began reporting metric as of 11/2001**

| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity |
|---|---|---|---|---|---|---|---|---|
| Nov-01 | 50.00 | 0.00 | 96 | 2 | | 35.72 | 1.40 | YES |
| Dec-01 | 45.31 | 50.00 | 64 | 2 | | 35.75 | -0.13 | YES |
| Jan-02 | 51.28 | 66.67 | 78 | 3 | | 29.41 | -0.52 | YES |
| Feb-02 | 48.48 | 55.56 | 66 | 9 | | 17.76 | -0.40 | YES |
| Mar-02 | 40.26 | 62.50 | 77 | 8 | | 18.22 | -0.84 | YES |
| Apr-02 | 42.59 | 73.68 | 108 | 19 | | 12.30 | -2.27 | SSST |
| May-02 | 57.29 | 50.00 | 96 | 4 | | 25.24 | SS | |
| Jun-02 | 52.78 | 50.00 | 108 | 6 | | 20.94 | 0.55 | YES |

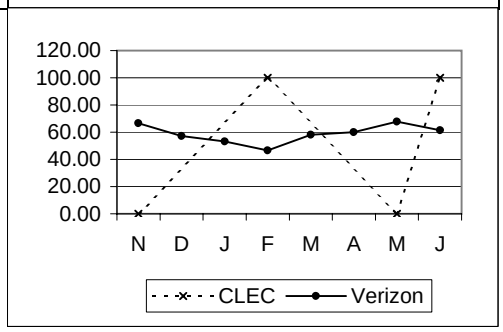



**MR-4-06-2217** | **% Out of Service > 4 Hours - DS1 & DS3** | Parity with Retail

**Parity with Retail Specials DS1 & Above**

**Began reporting metric as of 11/2001**

| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity |
|---|---|---|---|---|---|---|---|---|
| Nov-01 | 66.67 | 0.00 | 36 | 2 | | 34.25 | -1.95 | SSST |
| Dec-01 | 57.14 | #N/A | 28 | | | | | |
| Jan-02 | 53.19 | #N/A | 47 | | | | | |
| Feb-02 | 46.67 | 100.00 | 30 | 2 | | 36.43 | 1.46 | YES |
| Mar-02 | 58.14 | #N/A | 43 | | | | | |
| Apr-02 | 60.00 | #N/A | 50 | | | | | |
| May-02 | 67.86 | 0.00 | 56 | 1 | | 47.12 | SS | |
| Jun-02 | 61.40 | 100.00 | 57 | 1 | | 49.11 | SS | |

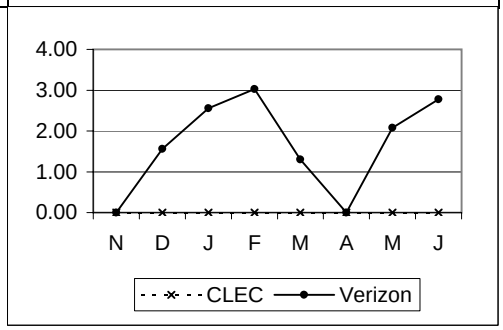



**MR-4-08-2216** | **% Out of Service > 24 Hours - Non DS0 & DS0** | Parity with Retail

**Parity with Retail Specials DS0 & Below**

**Began reporting metric as of 11/2001**

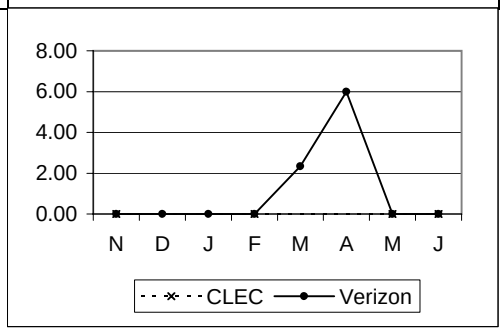
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity |
|---|---|---|---|---|---|---|---|---|
| Nov-01 | 0.00 | 0.00 | 96 | 2 | | 0.00 | | |
| Dec-01 | 1.56 | 0.00 | 64 | 2 | | 8.90 | 0.18 | YES |
| Jan-02 | 2.56 | 0.00 | 78 | 3 | | 9.29 | 0.28 | YES |
| Feb-02 | 3.03 | 0.00 | 66 | 9 | | 6.09 | 0.50 | YES |
| Mar-02 | 1.30 | 0.00 | 77 | 8 | | 4.21 | 5000000.00 | YES |
| Apr-02 | 0.00 | 0.00 | 108 | 19 | | 0.00 | 0.00 | YES |
| May-02 | 2.08 | 0.00 | 96 | 4 | | 7.28 | SS | |
| Jun-02 | 2.78 | 0.00 | 108 | 6 | | 6.90 | >5.00 | YES |



**Special Services - Maintenance cont...**

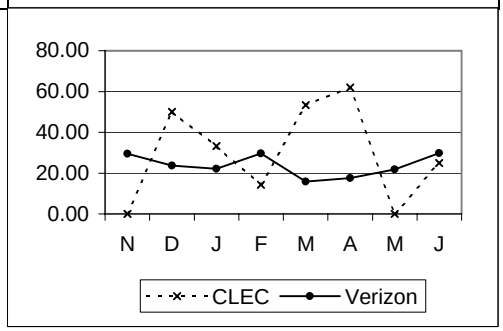
**MR-4 - Trouble Duration Intervals cont...**

| MR-4-08-2217 | % Out of Service > 24 Hours - DS1 & DS3 | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials DS1 & Above | | | | | | | |
| | Began reporting metric as of 11/2001 | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.00** | **0.00** | 36 | 2 | | 0.00 | | |
| *Dec-01* | **0.00** | **#N/A** | 28 | | | | | |
| *Jan-02* | **0.00** | **#N/A** | 47 | | | | | |
| *Feb-02* | **0.00** | **0.00** | 30 | 2 | | 0.00 | | |
| *Mar-02* | **2.33** | **#N/A** | 43 | | | | | |
| *Apr-02* | **6.00** | **#N/A** | 50 | | | | | |
| *May-02* | **0.00** | **0.00** | 56 | 1 | | 0.00 | SS | |
| *Jun-02* | **0.00** | **0.00** | 57 | 1 | | 0.00 | SS | |




## MR-5 - Repeat Trouble Reports

| MR-5-01-2200 | % Repeat Reports within 30 Days | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials - Total | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **29.55** | **0.00** | 132 | 4 | | 23.16 | 1.28 | YES |
| *Dec-01* | **23.66** | **50.00** | 93 | 2 | | 30.37 | -0.87 | YES |
| *Jan-02* | **22.05** | **33.33** | 127 | 3 | | 24.22 | -0.47 | YES |
| *Feb-02* | **29.59** | **14.29** | 98 | 14 | | 13.04 | 1.17 | YES |
| *Mar-02* | **15.87** | **53.33** | 126 | 15 | | 9.98 | -2.84 | SSST |
| *Apr-02* | **17.61** | **61.90** | 159 | 21 | | 8.84 | -3.93 | SSST |
| *May-02* | **21.79** | **0.00** | 156 | 6 | | 17.17 | >5.00 | YES |
| *Jun-02* | **29.76** | **25.00** | 168 | 8 | | 16.54 | 0.65 | YES |



**Legend**

| | |
|---|---|
| * | = Verizon North (CT, MA, ME, NH, NY, RI, VT) |
| ** | = Verizon East (CT, DE, MA, ME, NH, NJ, NY, PA, RI, VA, VT, 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 metric is to be determined |
| R3 | = Run 3 times per year |
| I/C/W MRAs | = Parity to be assessed in conjunction w/ missed appts. |
| 1-9=5, 10+=Negotiated | = 1-9 Loops, 5 days |
| | = 10+ Loops, Negotiated |
| 95% Cmp. w/in 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 | = Standard for Cut-Over Window |
| | = 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 |
| UNE OR-5-01 Perf. Std. Ramp-Up Schedule: | = 4Q 2001 ; 65% |
| | = 1Q 2002 : 68% |
| | = 2Q 2002 : 70% |
| | = 3Q 2002 : 73% |
| | = 4Q 2002 : 78% |
| | = 1Q 2003 : 80% |
| E & RES OR-5-03 Perf. Std. Ramp-Up Schedule: | = 4Q 2001 ; 90% |
| | = 1Q 2002 : 92% |
| | = 2Q 2002 : 93% |
| | = 3Q 2002 : 94% |
| | = 4Q 2002 : 95% |
| | = 1Q 2003 : 95% |
| SSST | = Parity Standards - Verizon's reported performance for CLECs is worse than for the retail comparison group but the minimum sample size for the modified Z/t formulas is not met and small sample size testing is not done for the C2C report until automation is implemented |

**Verizon - NH**

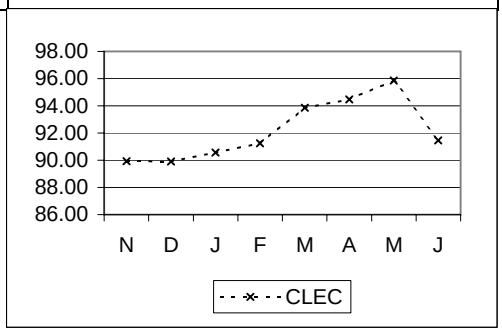
**Carrier to Carrier Performance Standards and Reports Summary November 2001 - June 2002**

## CLEC Aggregate Performance
## UNE (Ordering) - POTS/Special Services

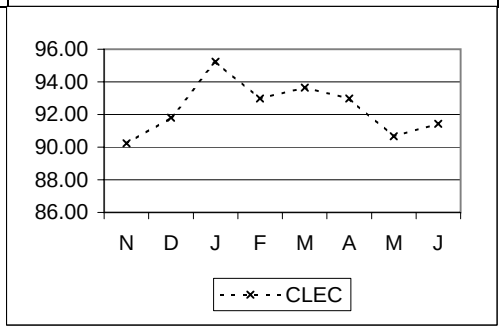
### UNE Pre-ordering

### PO-3 - Contact Center Availability

| PO-3-02-3000 | % Answered within 30 Seconds – Ordering* | | | 80% within 30 Seconds |
|---|---|---|---|---|
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | 89.94 | 29513 | YES | |
| Dec-01 | 89.91 | 26291 | YES | |
| Jan-02 | 90.57 | 26158 | YES | |
| Feb-02 | 91.26 | 24801 | YES | |
| Mar-02 | 93.85 | 25025 | YES | |
| Apr-02 | 94.46 | 26212 | YES | |
| May-02 | 95.87 | 29034 | YES | |
| Jun-02 | 91.46 | 26659 | YES | |



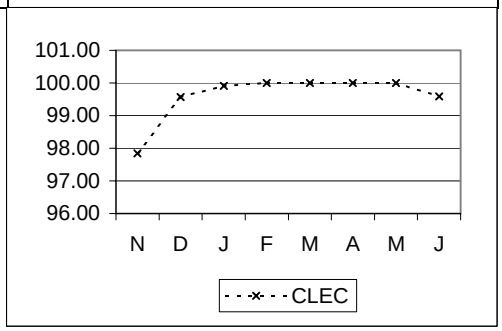

| PO-3-04-3000 | % Answered within 30 Seconds – Repair** | | | 80% within 30 Seconds |
|---|---|---|---|---|
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | 90.24 | 97751 | YES | |
| Dec-01 | 91.80 | 96901 | YES | |
| Jan-02 | 95.24 | 106132 | YES | |
| Feb-02 | 92.98 | 91716 | YES | |
| Mar-02 | 93.64 | 105580 | YES | |
| Apr-02 | 92.99 | 108416 | YES | |
| May-02 | 90.67 | 108286 | YES | |
| Jun-02 | 91.43 | 108315 | YES | |



## UNE Ordering

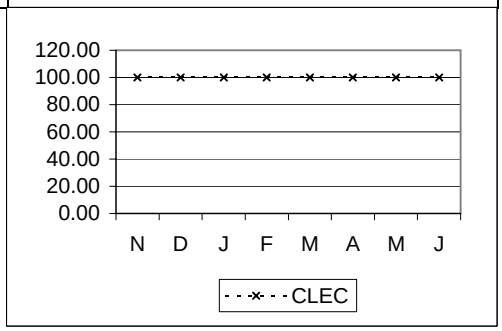
### OR-8 - Acknowledgement Timeliness

| OR-8-01-3000 | % Acknowledgements on Time | | | 95% within 2 Hours |
|---|---|---|---|---|
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | 97.84 | 2969 | YES | |
| Dec-01 | 99.57 | 3022 | YES | |
| Jan-02 | 99.91 | 2213 | YES | |
| Feb-02 | 100.00 | 2509 | YES | |
| Mar-02 | 100.00 | 2510 | YES | |
| Apr-02 | 100.00 | 2660 | YES | |
| May-02 | 100.00 | 2152 | YES | |
| Jun-02 | 99.59 | 2467 | YES | |



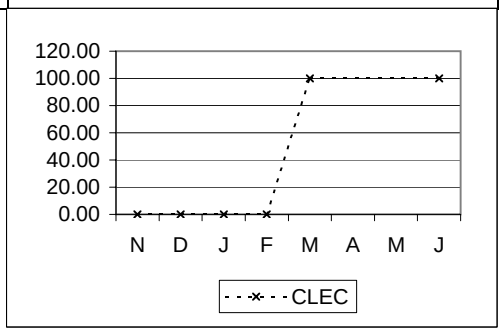

### OR-9 - Order Acknowledgement Completeness

| OR-9-01-3000 | % Acknowledgement Completeness | | | 99.0% |
|---|---|---|---|---|
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | 100.00 | 2969 | YES | |
| Dec-01 | 100.00 | 3022 | YES | |
| Jan-02 | 100.00 | 2213 | YES | |
| Feb-02 | 100.00 | 2509 | YES | |
| Mar-02 | 100.00 | 2510 | YES | |
| Apr-02 | 100.00 | 2660 | YES | |
| May-02 | 100.00 | 2152 | YES | |
| Jun-02 | 100.00 | 2467 | YES | |




### OR-10 - PON Notifier Exception Resolution Timeliness

| OR-10-01-3000 | % of PON Exceptions Resolved Within Three (3) Business Days | | | 95% within 3 Business Days |
|---|---|---|---|---|
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | UD | | | |
| Dec-01 | UD | | | |
| Jan-02 | UD | | | |
| Feb-02 | UD | | | |
| Mar-02 | 100.00 | 2 | YES | |
| Apr-02 | #N/A | | | |
| May-02 | #N/A | | | |
| Jun-02 | 100.00 | 1 | YES | |

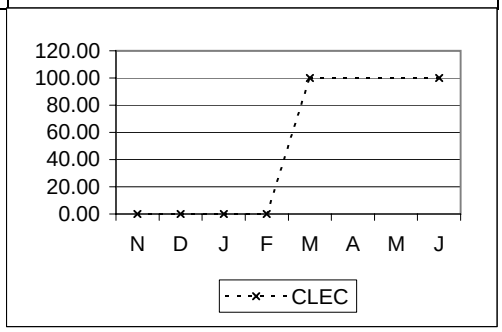


**UNE Ordering cont...**

**OR-10 - PON Notifier Exception Resolution Timeliness cont...**

| OR-10-02-3000 | % of PON Exceptions Resolved Within Ten (10) Business Days | 99% within 10 Business Days |
|---|---|---|

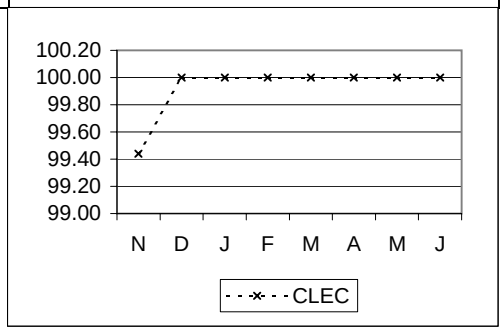
| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | UD | | |
| Dec-01 | UD | | |
| Jan-02 | UD | | |
| Feb-02 | UD | | |
| Mar-02 | 100.00 | 2 | YES |
| Apr-02 | #N/A | | |
| May-02 | #N/A | | |
| Jun-02 | 100.00 | 1 | YES |



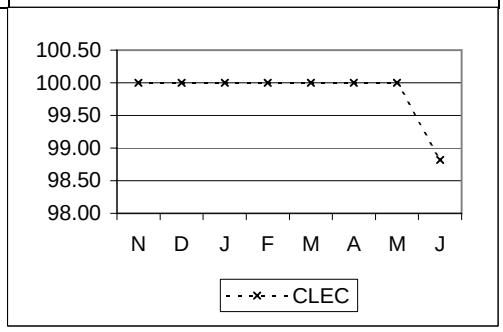
## Platform

### OR-1 - Order Confirmation Timeliness

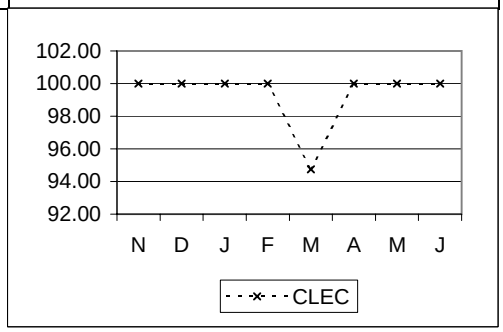
| OR-1-02-3143 | % On Time LSRC – Flow Through | | | 95% within 2 Hours |
|---|---|---|---|---|
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | 99.44 | 178 | YES | |
| Dec-01 | 100.00 | 172 | YES | |
| Jan-02 | 100.00 | 363 | YES | |
| Feb-02 | 100.00 | 314 | YES | |
| Mar-02 | 100.00 | 490 | YES | |
| Apr-02 | 100.00 | 165 | YES | |
| May-02 | 100.00 | 516 | YES | |
| Jun-02 | 100.00 | 239 | YES | |




| OR-1-04-3143 | % On Time LSRC/ASRC - No Facility Check | | | 95% within 24 Hours |
|---|---|---|---|---|
| | Effective 05/2002: Metric name changed to include reference to ASRC | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | 100.00 | 38 | YES | |
| Dec-01 | 100.00 | 39 | YES | |
| Jan-02 | 100.00 | 59 | YES | |
| Feb-02 | 100.00 | 49 | YES | |
| Mar-02 | 100.00 | 75 | YES | |
| Apr-02 | 100.00 | 23 | YES | |
| May-02 | 100.00 | 111 | YES | |
| Jun-02 | 98.82 | 85 | YES | |




| OR-1-06-3143 | % On Time LSRC/ASRC Facility Check | | | 95% within 72 Hours |
|---|---|---|---|---|
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | 100.00 | 14 | YES | |
| Dec-01 | 100.00 | 24 | YES | |
| Jan-02 | 100.00 | 15 | YES | |
| Feb-02 | 100.00 | 10 | YES | |
| Mar-02 | 94.74 | 19 | NO | |
| Apr-02 | 100.00 | 3 | YES | |
| May-02 | 100.00 | 18 | YES | |
| Jun-02 | 100.00 | 31 | YES | |

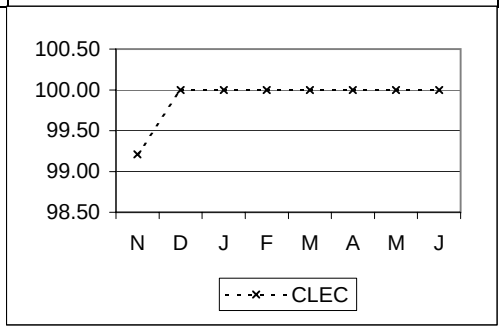


**Platform cont...**

## OR-2 - Reject Timeliness

| OR-2-02-3143 | % On Time LSR Reject – Flow Through | 95% within 2 Hours |
|---|---|---|

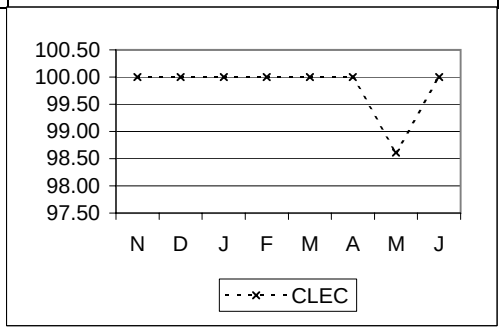
| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 99.21 | 127 | YES |
| Dec-01 | 100.00 | 85 | YES |
| Jan-02 | 100.00 | 141 | YES |
| Feb-02 | 100.00 | 64 | YES |
| Mar-02 | 100.00 | 97 | YES |
| Apr-02 | 100.00 | 66 | YES |
| May-02 | 100.00 | 68 | YES |
| Jun-02 | 100.00 | 124 | YES |




| OR-2-04-3143 | % On Time LSR/ASR Reject No Facility Check | 95% within 24 Hours |
|---|---|---|

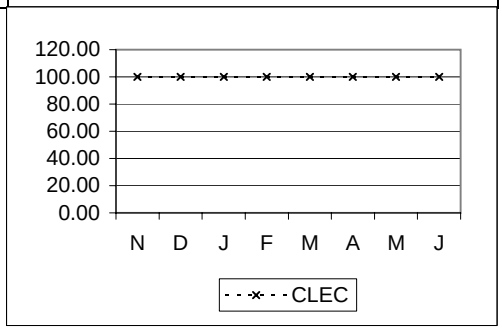
**Effective 05/2002: Metric name changed to include reference to ASR**

| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 100.00 | 42 | YES |
| Dec-01 | 100.00 | 30 | YES |
| Jan-02 | 100.00 | 36 | YES |
| Feb-02 | 100.00 | 30 | YES |
| Mar-02 | 100.00 | 35 | YES |
| Apr-02 | 100.00 | 23 | YES |
| May-02 | 98.61 | 72 | YES |
| Jun-02 | 100.00 | 70 | YES |




| OR-2-06-3143 | % On Time LSR/ASR Reject Facility Check | 95% within 72 Hours |
|---|---|---|

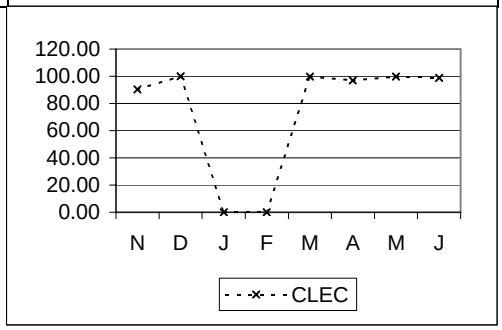
| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 100.00 | 30 | YES |
| Dec-01 | 100.00 | 17 | YES |
| Jan-02 | 100.00 | 8 | YES |
| Feb-02 | 100.00 | 4 | YES |
| Mar-02 | 100.00 | 4 | YES |
| Apr-02 | 100.00 | 1 | YES |
| May-02 | 100.00 | 3 | YES |
| Jun-02 | 100.00 | 7 | YES |



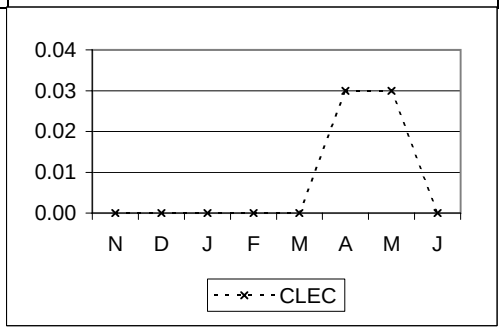
**Platform cont...**

## OR-6 - Order Accuracy

| OR-6-01-3143 | % Service Order Accuracy* | | | 95% orders without errors |
|---|---|---|---|---|
| | Effective 11/2001: metric calculation does not check application date field for accuracy. Effective 05/2002: Change metric title to % Service Order Accuracy* | | | |
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **90.28** | **72** | NO | |
| *Dec-01* | **100.00** | **5** | YES | |
| *Jan-02* | **UR** | | | |
| *Feb-02* | **UR** | | | |
| *Mar-02* | **99.75** | **400** | YES | |
| *Apr-02* | **96.85** | **381** | YES | |
| *May-02* | **99.75** | **400** | YES | |
| *Jun-02* | **98.75** | **399** | YES | |

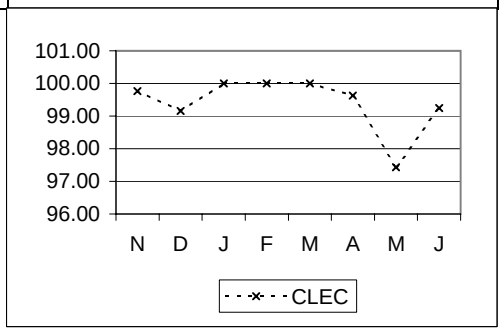



| OR-6-03-3143 | % Accuracy – LSRC | | | not more than 5% |
|---|---|---|---|---|
| | Effective 11/2001: standard changed to not more than 5% | | | |
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **0.00** | **53** | YES | |
| *Dec-01* | **0.00** | **66** | YES | |
| *Jan-02* | **0.00** | **77** | YES | |
| *Feb-02* | **0.00** | **64** | YES | |
| *Mar-02* | **0.00** | **22740** | YES | |
| *Apr-02* | **0.03** | **23140** | YES | |
| *May-02* | **0.03** | **22181** | YES | |
| *Jun-02* | **0.00** | **124** | YES | |




## OR-7 - Order Completeness

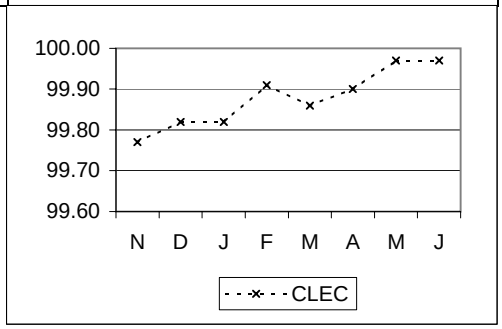
| OR-7-01-3143 | % Order Confirmation/Rejects sent within 3 Business Days | | | 95.0% |
|---|---|---|---|---|
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **99.76** | **418** | YES | |
| *Dec-01* | **99.16** | **356** | YES | |
| *Jan-02* | **100.00** | **606** | YES | |
| *Feb-02* | **100.00** | **445** | YES | |
| *Mar-02* | **100.00** | **697** | YES | |
| *Apr-02* | **99.63** | **272** | YES | |
| *May-02* | **97.43** | **740** | YES | |
| *Jun-02* | **99.25** | **536** | YES | |



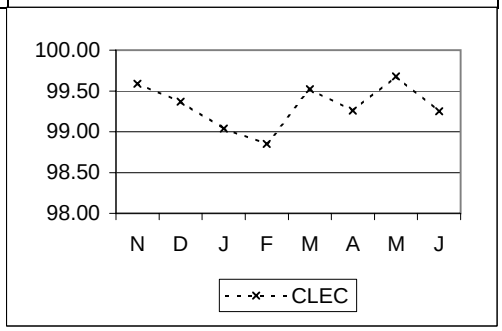
## Loop/Pre-qualified Complex/LNP

### OR-1 - Order Confirmation Timeliness

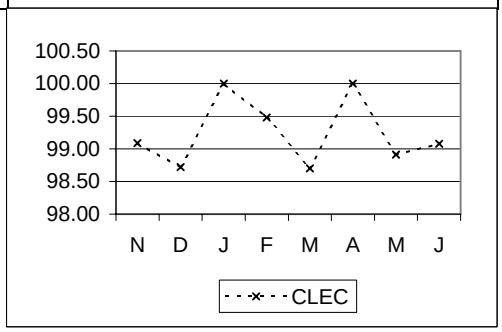
| OR-1-02-3331 | % On Time LSRC – Flow Through | | | 95% within 2 Hours |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | 99.77 | 2202 | YES | |
| Dec-01 | 99.82 | 2223 | YES | |
| Jan-02 | 99.82 | 2238 | YES | |
| Feb-02 | 99.91 | 2334 | YES | |
| Mar-02 | 99.86 | 2849 | YES | |
| Apr-02 | 99.90 | 2992 | YES | |
| May-02 | 99.97 | 3401 | YES | |
| Jun-02 | 99.97 | 3324 | YES | |




| OR-1-04-3331 | % On Time LSRC/ASRC - No Facility Check | | | 95% within 24 Hours |
|---|---|---|---|---|
| | | | | |
| | Effective 05/2002: Metric name changed to include reference to ASRC | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | 99.59 | 1229 | YES | |
| Dec-01 | 99.37 | 635 | YES | |
| Jan-02 | 99.04 | 628 | YES | |
| Feb-02 | 98.85 | 873 | YES | |
| Mar-02 | 99.52 | 1033 | YES | |
| Apr-02 | 99.26 | 1080 | YES | |
| May-02 | 99.68 | 939 | YES | |
| Jun-02 | 99.25 | 1199 | YES | |




| OR-1-06-3331 | % On Time LSRC/ASRC Facility Check | | | 95% within 72 Hours |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | 99.09 | 110 | YES | |
| Dec-01 | 98.72 | 78 | YES | |
| Jan-02 | 100.00 | 119 | YES | |
| Feb-02 | 99.48 | 194 | YES | |
| Mar-02 | 98.70 | 231 | YES | |
| Apr-02 | 100.00 | 193 | YES | |
| May-02 | 98.91 | 183 | YES | |
| Jun-02 | 99.08 | 218 | YES | |

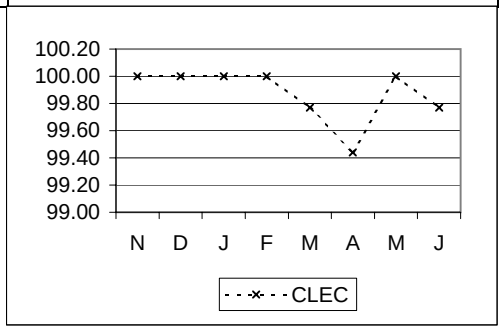


**Loop/Pre-qualified Complex/LNP cont...**

## OR-2 - Reject Timeliness

| OR-2-02-3331 | % On Time LSR Reject – Flow Through | 95% within 2 Hours |
|---|---|---|

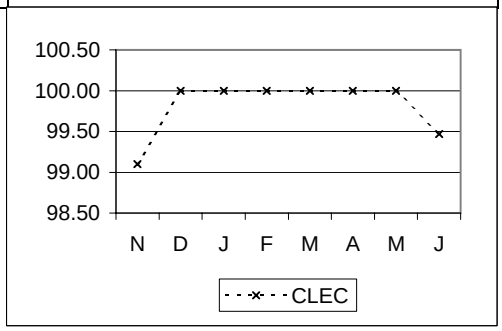
| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 100.00 | 387 | YES |
| Dec-01 | 100.00 | 316 | YES |
| Jan-02 | 100.00 | 280 | YES |
| Feb-02 | 100.00 | 436 | YES |
| Mar-02 | 99.77 | 429 | YES |
| Apr-02 | 99.44 | 537 | YES |
| May-02 | 100.00 | 385 | YES |
| Jun-02 | 99.77 | 431 | YES |




| OR-2-04-3331 | % On Time LSR/ASR Reject No Facility Check | 95% within 24 Hours |
|---|---|---|

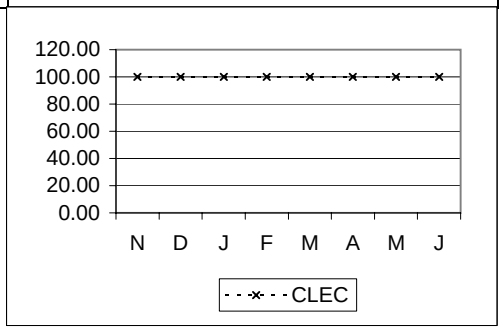
**Effective 05/2002: Metric name changed to include reference to ASR**

| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 99.10 | 332 | YES |
| Dec-01 | 100.00 | 197 | YES |
| Jan-02 | 100.00 | 170 | YES |
| Feb-02 | 100.00 | 224 | YES |
| Mar-02 | 100.00 | 274 | YES |
| Apr-02 | 100.00 | 290 | YES |
| May-02 | 100.00 | 175 | YES |
| Jun-02 | 99.47 | 189 | YES |




| OR-2-06-3331 | % On Time LSR/ASR Reject Facility Check | 95% within 72 Hours |
|---|---|---|

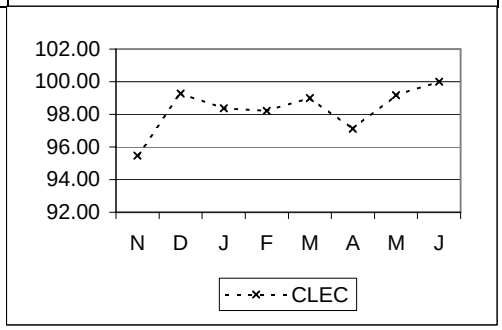
| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 100.00 | 27 | YES |
| Dec-01 | 100.00 | 29 | YES |
| Jan-02 | 100.00 | 38 | YES |
| Feb-02 | 100.00 | 78 | YES |
| Mar-02 | 100.00 | 82 | YES |
| Apr-02 | 100.00 | 87 | YES |
| May-02 | 100.00 | 49 | YES |
| Jun-02 | 100.00 | 57 | YES |



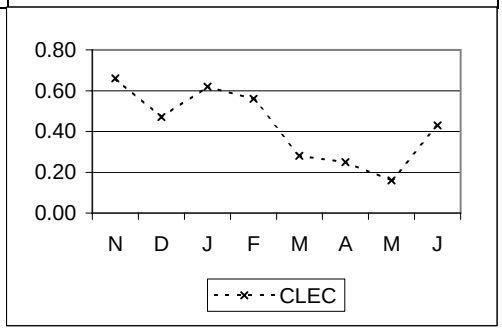
**Loop/Pre-qualified Complex/LNP cont...**

## OR-6 - Order Accuracy

| OR-6-01-3331 | % Service Order Accuracy* | | | 95% orders without errors |
|---|---|---|---|---|
| | Effective 11/2001: metric calculation does not check application date field for accuracy. Effective 05/2002: Change metric title to % Service Order Accuracy* | | | |
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **95.47** | **375** | YES | |
| *Dec-01* | **99.27** | **272** | YES | |
| *Jan-02* | **98.37** | **368** | YES | |
| *Feb-02* | **98.21** | **335** | YES | |
| *Mar-02* | **99.01** | **403** | YES | |
| *Apr-02* | **97.11** | **415** | YES | |
| *May-02* | **99.17** | **360** | YES | |
| *Jun-02* | **100.00** | **375** | YES | |

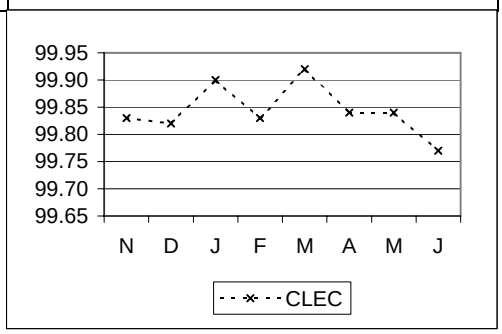



| OR-6-03-3331 | % Accuracy – LSRC | | | not more than 5% |
|---|---|---|---|---|
| | Effective 11/2001: standard changed to not more than 5% | | | |
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **0.66** | **2285** | YES | |
| *Dec-01* | **0.47** | **1277** | YES | |
| *Jan-02* | **0.62** | **1442** | YES | |
| *Feb-02* | **0.56** | **1427** | YES | |
| *Mar-02* | **0.28** | **24296** | YES | |
| *Apr-02* | **0.25** | **25005** | YES | |
| *May-02* | **0.16** | **23350** | YES | |
| *Jun-02* | **0.43** | **1863** | YES | |




## OR-7 - Order Completeness

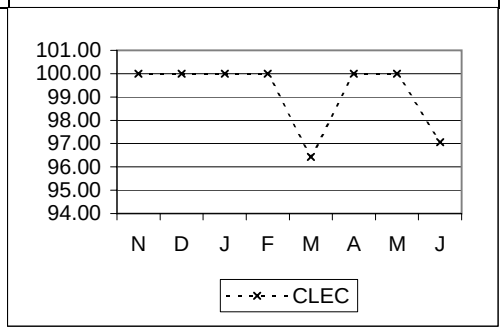
| OR-7-01-3331 | % Order Confirmation/Rejects sent within 3 Business Days | | | 95.0% |
|---|---|---|---|---|
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **99.83** | **4798** | YES | |
| *Dec-01* | **99.82** | **3936** | YES | |
| *Jan-02* | **99.90** | **4055** | YES | |
| *Feb-02* | **99.83** | **4008** | YES | |
| *Mar-02* | **99.92** | **4722** | YES | |
| *Apr-02* | **99.84** | **4966** | YES | |
| *May-02* | **99.84** | **4871** | YES | |
| *Jun-02* | **99.77** | **5151** | YES | |



## 2 Wire Digital Services

### OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification

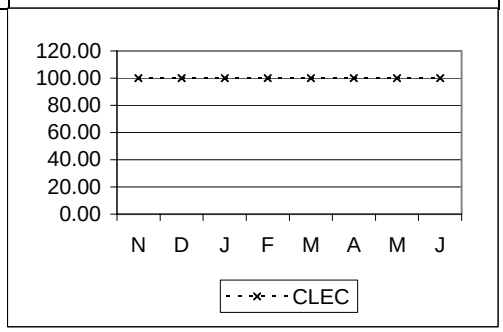
| OR-1-04-3341 | % On Time LSRC/ASRC - No Facility Check | | | 95% within 72 Hours |
|---|---|---|---|---|
| | Effective 05/2002: Metric name changed to include reference to ASRC | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | 100.00 | 40 | YES | |
| Dec-01 | 100.00 | 29 | YES | |
| Jan-02 | 100.00 | 11 | YES | |
| Feb-02 | 100.00 | 32 | YES | |
| Mar-02 | 96.43 | 28 | YES | |
| Apr-02 | 100.00 | 20 | YES | |
| May-02 | 100.00 | 17 | YES | |
| Jun-02 | 97.06 | 34 | YES | |




| OR-1-06-3341 | % On Time LSRC/ASRC Facility Check | | | 95% within 72 Hours |
|---|---|---|---|---|
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | #N/A | | | |
| Dec-01 | #N/A | | | |
| Jan-02 | #N/A | | | |
| Feb-02 | #N/A | | | |
| Mar-02 | #N/A | | | |
| Apr-02 | #N/A | | | |
| May-02 | #N/A | | | |
| Jun-02 | #N/A | | | |

### OR-2 - Reject Timeliness - Requiring Loop Qualification

| OR-2-04-3341 | % On Time LSR/ASR Reject No Facility Check | | | 95% within 72 Hours |
|---|---|---|---|---|
| | Effective 05/2002: Metric name changed to include reference to ASR | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | 100.00 | 12 | YES | |
| Dec-01 | 100.00 | 6 | YES | |
| Jan-02 | 100.00 | 8 | YES | |
| Feb-02 | 100.00 | 4 | YES | |
| Mar-02 | 100.00 | 14 | YES | |
| Apr-02 | 100.00 | 11 | YES | |
| May-02 | 100.00 | 6 | YES | |
| Jun-02 | 100.00 | 2 | YES | |

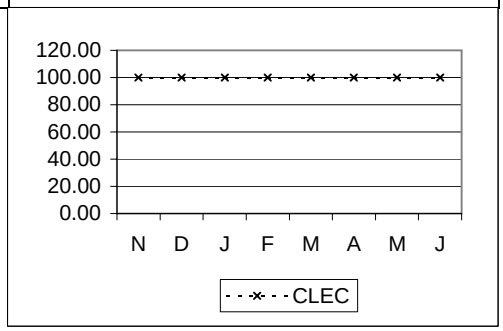


| 2 Wire Digital Services cont... | | | | | |
|---|---|---|---|---|---|
| OR-2 - Reject Timeliness - Requiring Loop Qualification cont... | | | | | |
| **OR-2-06-3341** | **% On Time LSR/ASR Reject Facility Check** | | | | 95% within 72 Hours |
| | | | | | |
| | | | | | |
| | ***CLEC*** | *CLEC Obs* | | *Parity* | |
| *Nov-01* | **#N/A** | | | | |
| *Dec-01* | **#N/A** | | | | |
| *Jan-02* | **#N/A** | | | | |
| *Feb-02* | **#N/A** | | | | |
| *Mar-02* | **#N/A** | | | | |
| *Apr-02* | **#N/A** | | | | |
| *May-02* | **#N/A** | | | | |
| *Jun-02* | **#N/A** | | | | |

## 2 Wire xDSL Loops

### OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification

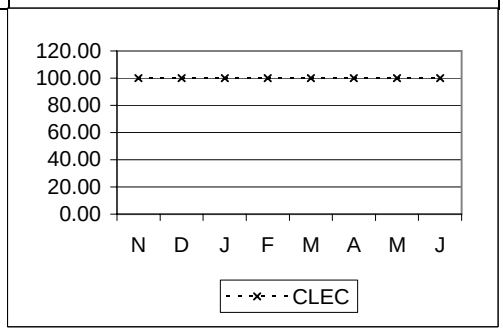
| OR-1-04-3342 | % On Time LSRC/ASRC - No Facility Check | | | 95% within 72 Hours |
|---|---|---|---|---|
| | Effective 05/2002: Metric name changed to include reference to ASRC | | | |
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **100.00** | **28** | YES | |
| *Dec-01* | **100.00** | **22** | YES | |
| *Jan-02* | **100.00** | **22** | YES | |
| *Feb-02* | **100.00** | **21** | YES | |
| *Mar-02* | **100.00** | **19** | YES | |
| *Apr-02* | **100.00** | **36** | YES | |
| *May-02* | **100.00** | **20** | YES | |
| *Jun-02* | **100.00** | **24** | YES | |




| OR-1-06-3342 | % On Time LSRC/ASRC - Facility Check | | | 95% within 72 Hours |
|---|---|---|---|---|
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **#N/A** | | | |
| *Dec-01* | **#N/A** | | | |
| *Jan-02* | **#N/A** | | | |
| *Feb-02* | **#N/A** | | | |
| *Mar-02* | **#N/A** | | | |
| *Apr-02* | **#N/A** | | | |
| *May-02* | **#N/A** | | | |
| *Jun-02* | **#N/A** | | | |

### OR-2 - Reject Timeliness - Requiring Loop Qualification

| OR-2-04-3342 | % On Time LSR/ASR Reject No Facility Check | | | 95% within 72 Hours |
|---|---|---|---|---|
| | Effective 05/2002: Metric name changed to include reference to ASR | | | |
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **100.00** | **30** | YES | |
| *Dec-01* | **100.00** | **20** | YES | |
| *Jan-02* | **100.00** | **18** | YES | |
| *Feb-02* | **100.00** | **24** | YES | |
| *Mar-02* | **100.00** | **20** | YES | |
| *Apr-02* | **100.00** | **15** | YES | |
| *May-02* | **100.00** | **15** | YES | |
| *Jun-02* | **100.00** | **19** | YES | |

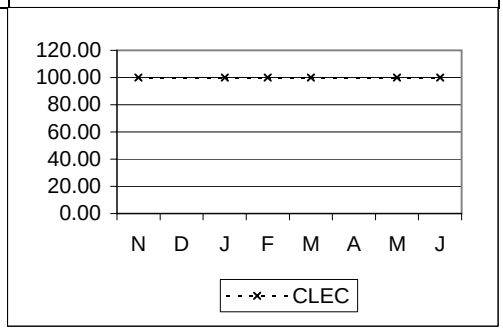


| 2 Wire xDSL Loops cont... | | | | |
|---|---|---|---|---|
| OR-2 - Reject Timeliness - Requiring Loop Qualification cont... | | | | |
| **OR-2-06-3342** | **% On Time LSR/ASR Reject Facility Check** | | | 95% within 72 Hours |
| | | | | |
| | | | | |
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **#N/A** | | | |
| *Dec-01* | **#N/A** | | | |
| *Jan-02* | **#N/A** | | | |
| *Feb-02* | **#N/A** | | | |
| *Mar-02* | **#N/A** | | | |
| *Apr-02* | **#N/A** | | | |
| *May-02* | **#N/A** | | | |
| *Jun-02* | **#N/A** | | | |

## 2 Wire xDSL Line Sharing & Line Splitting

### OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification

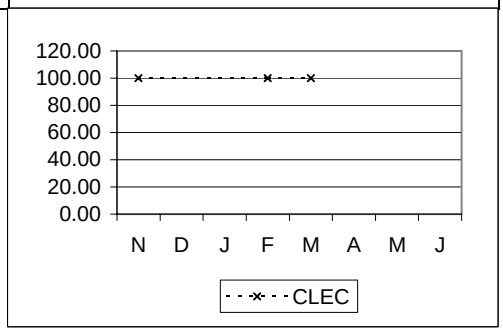
| OR-1-04-3340 | % On Time LSRC/ASRC - No Facility Check | | | 95% within 72 Hours |
|---|---|---|---|---|
| | Effective 05/2002: Metric name changed to include reference to ASRC | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | 100.00 | 3 | YES | |
| Dec-01 | #N/A | | | |
| Jan-02 | 100.00 | 4 | YES | |
| Feb-02 | 100.00 | 3 | YES | |
| Mar-02 | 100.00 | 1 | YES | |
| Apr-02 | #N/A | | | |
| May-02 | 100.00 | 1 | YES | |
| Jun-02 | 100.00 | 5 | YES | |




| OR-1-06-3340 | % On Time LSRC/ASRC - Facility Check | | | 95% within 72 Hours |
|---|---|---|---|---|
| | Effective 11/2001: Results for Line Splitting and Line Sharing are combined in this metric | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | #N/A | | | |
| Dec-01 | #N/A | | | |
| Jan-02 | #N/A | | | |
| Feb-02 | #N/A | | | |
| Mar-02 | #N/A | | | |
| Apr-02 | #N/A | | | |
| May-02 | #N/A | | | |
| Jun-02 | #N/A | | | |

### OR-2 - Reject Timeliness - Requiring Loop Qualification

| OR-2-04-3340 | % On Time LSR/ASR Reject No Facility Check | | | 95% within 72 Hours |
|---|---|---|---|---|
| | Effective 05/2002: Metric name changed to include reference to ASR | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | 100.00 | 1 | YES | |
| Dec-01 | #N/A | | | |
| Jan-02 | #N/A | | | |
| Feb-02 | 100.00 | 1 | YES | |
| Mar-02 | 100.00 | 1 | YES | |
| Apr-02 | #N/A | | | |
| May-02 | #N/A | | | |
| Jun-02 | #N/A | | | |

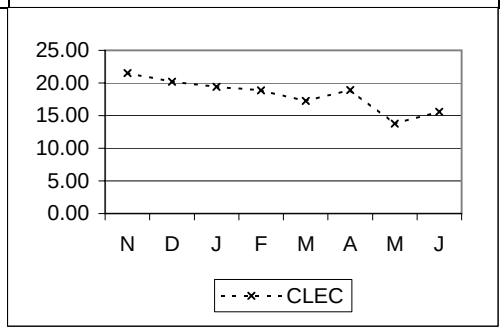


| 2 Wire xDSL Line Sharing & Line Splitting cont... | | | | | |
|---|---|---|---|---|---|
| OR-2 - Reject Timeliness - Requiring Loop Qualification cont... | | | | | |
| OR-2-06-3340 | % On Time LSR/ASR Reject Facility Check | | | | 95% within 72 Hours |
| | | | | | |
| | Effective 11/2001: Results for Line Splitting and Line Sharing are combined in this metric | | | | |
| | *CLEC* | *CLEC Obs* | | *Parity* | |
| *Nov-01* | #N/A | | | | |
| *Dec-01* | #N/A | | | | |
| *Jan-02* | #N/A | | | | |
| *Feb-02* | #N/A | | | | |
| *Mar-02* | #N/A | | | | |
| *Apr-02* | #N/A | | | | |
| *May-02* | #N/A | | | | |
| *Jun-02* | #N/A | | | | |

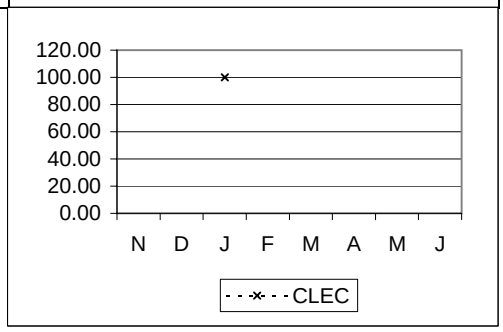
## POTS / Special Services - Aggregate

### OR-3 - Percent Rejects

| OR-3-01-3000 | % Rejects (ASRs + LSRs) | | | No Standard |
|---|---|---|---|---|
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | 21.52 | 5698 | | |
| Dec-01 | 20.19 | 4700 | | |
| Jan-02 | 19.42 | 5186 | | |
| Feb-02 | 18.87 | 4906 | | |
| Mar-02 | 17.24 | 5957 | | |
| Apr-02 | 18.92 | 5794 | | |
| May-02 | 13.79 | 6242 | | |
| Jun-02 | 15.60 | 6296 | | |

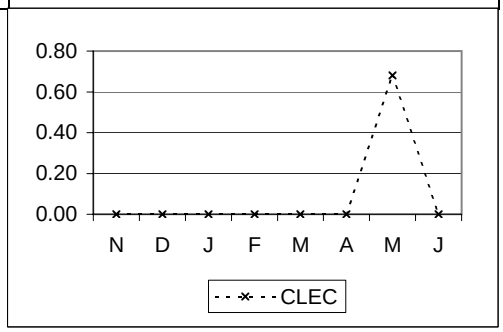



| OR-3-02-3000 | % LSR Resubmission Not Rejected | | | 95.0% |
|---|---|---|---|---|
| | Effective 05/2002: Change metric title to % LSR Resubmission Not Rejected | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | #N/A | | | |
| Dec-01 | #N/A | | | |
| Jan-02 | 100.00 | 7 | YES | |
| Feb-02 | #N/A | | | |
| Mar-02 | #N/A | | | |
| Apr-02 | #N/A | | | |
| May-02 | #N/A | | | |
| Jun-02 | #N/A | | | |




### OR-4 - Timeliness of Completion Notification

| OR-4-11-3000 | % Completed orders with neither a PCN nor BCN sent | | | 0.25% |
|---|---|---|---|---|
| | Effective 11/2001: Standard changed to .25% | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | UD | | | |
| Dec-01 | UD | | | |
| Jan-02 | UD | | | |
| Feb-02 | UD | | | |
| Mar-02 | 0.00 | 134 | YES | |
| Apr-02 | 0.00 | 167 | YES | |
| May-02 | 0.68 | 147 | NO | |
| Jun-02 | 0.00 | 148 | YES | |



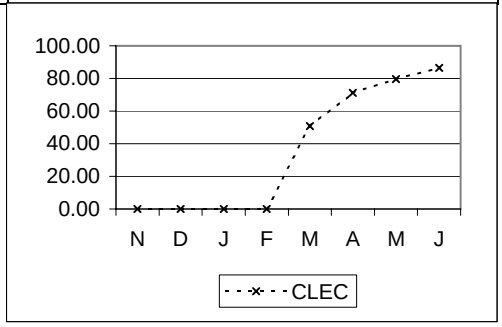
**POTS / Special Services - Aggregate cont...**

**OR-4 - Timeliness of Completion Notification cont...**

| OR-4-16-3000 | % Provisioning Completion Notifiers sent within one (1) Business Day | 95.0% |
|---|---|---|

**Metric being reported effective 11/2001**

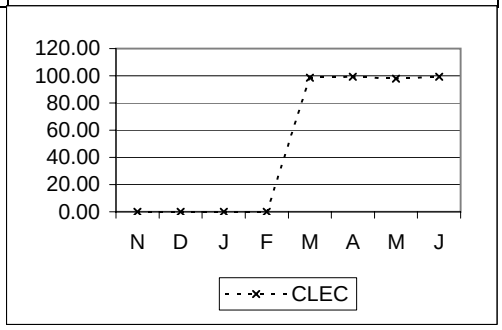
| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | UD | | |
| Dec-01 | UD | | |
| Jan-02 | UD | | |
| Feb-02 | UD | | |
| Mar-02 | 50.75 | 134 | NO |
| Apr-02 | 71.26 | 167 | NO |
| May-02 | 79.59 | 147 | NO |
| Jun-02 | 86.49 | 148 | NO |




| OR-4-17-3000 | % Billing Completion Notifier sent within two (2) Business Days | 95.0% |
|---|---|---|

**Metric being reported effective 11/2001**

| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | UD | | |
| Dec-01 | UD | | |
| Jan-02 | UD | | |
| Feb-02 | UD | | |
| Mar-02 | 98.51 | 134 | YES |
| Apr-02 | 99.40 | 167 | YES |
| May-02 | 97.96 | 147 | YES |
| Jun-02 | 99.32 | 148 | YES |

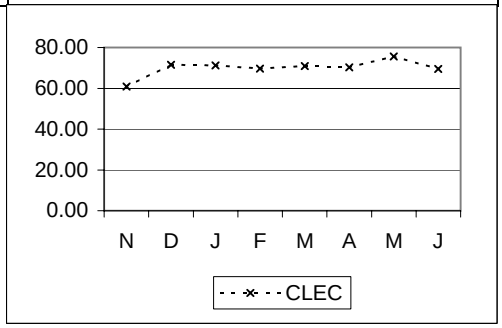



## OR-5 - Percent Flow-Through

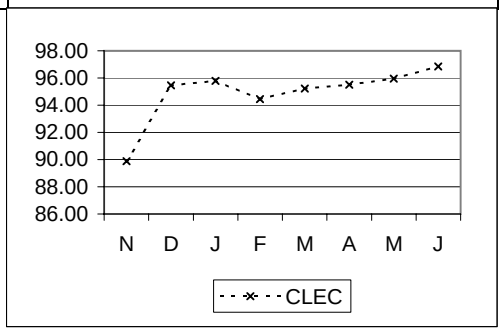
| OR-5-01-3000 | % Flow Through - Total | See Legend |
|---|---|---|

**Effective 11/2001: remove reference to ASR + LSRs from metric name**

| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 60.79 | 4448 | |
| Dec-01 | 71.52 | 3726 | |
| Jan-02 | 71.15 | 4080 | |
| Feb-02 | 69.65 | 3904 | |
| Mar-02 | 70.92 | 4835 | |
| Apr-02 | 70.31 | 4644 | |
| May-02 | 75.64 | 5292 | YES |
| Jun-02 | 69.50 | 5240 | NO |



| POTS / Special Services - Aggregate cont... | | | | |
|---|---|---|---|---|
| OR-5 - Percent Flow-Through cont... | | | | |
| OR-5-03-3000 | % Flow Through Achieved | | | See Legend |
| | | | | |
| | | | | |
| | ***CLEC*** | *CLEC Obs* | *Parity* | |
| *Nov-01* | **89.89** | **3008** | NO | |
| *Dec-01* | **95.45** | **2792** | YES | |
| *Jan-02* | **95.78** | **3031** | YES | |
| *Feb-02* | **94.44** | **2879** | NO | |
| *Mar-02* | **95.22** | **3601** | YES | |
| *Apr-02* | **95.50** | **3419** | YES | |
| *May-02* | **95.95** | **4172** | YES | |
| *Jun-02* | **96.84** | **3761** | YES | |



## Special Services - Electronically Submitted

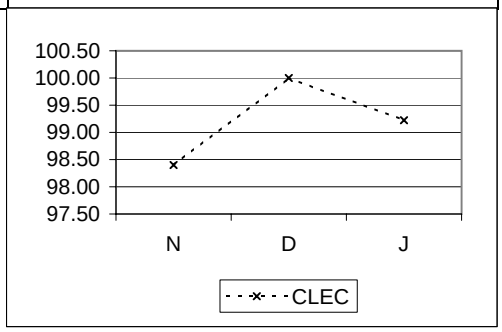
### OR-1 - Order Confirmation Timeliness (ASRs + LSRs)

| OR-1-04-3210 | % On Time LSRC/ASRC - No Facility Check DS0 | | | 95% within 48 Hours |
|---|---|---|---|---|
| | Effective 05/2002: Metric name changed to include reference to ASRC | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | #N/A | | | |
| Dec-01 | #N/A | | | |
| Jan-02 | #N/A | | | |
| Feb-02 | #N/A | | | |
| Mar-02 | #N/A | | | |
| Apr-02 | #N/A | | | |
| May-02 | #N/A | | | |
| Jun-02 | #N/A | | | |

| OR-1-04-3211 | % On Time LSRC No Facility Check DS1 | | | 95% within 48 Hours |
|---|---|---|---|---|
| | Effective 02/2002: Metric has been eliminated | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | #N/A | | | |
| Dec-01 | #N/A | | | |
| Jan-02 | #N/A | | | |

| OR-1-04-3213 | % On Time LSRC No Facility Check DS3 | | | 95% within 48 Hours |
|---|---|---|---|---|
| | Effective 02/2002: Metric has been eliminated | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | #N/A | | | |
| Dec-01 | #N/A | | | |
| Jan-02 | #N/A | | | |

| OR-1-04-3214 | % On Time LSRC No Facility Check (Non DS0, Non DS1, & Non DS3) | | | 95% within 48 Hours |
|---|---|---|---|---|
| | Effective 02/2002: Metric has been eliminated | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | 98.40 | 250 | YES | |
| Dec-01 | 100.00 | 193 | YES | |
| Jan-02 | 99.22 | 258 | YES | |



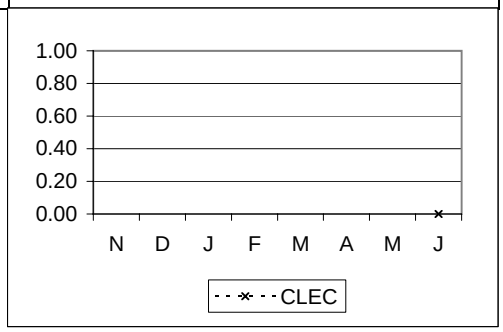
**Special Services - Electronically Submitted cont...**

**OR-1 - Order Confirmation Timeliness (ASRs + LSRs) cont...**

| OR-1-06-3210 | % On Time LSRC/ASRC Facility Check DS0 | 95% within 5 business days |
|---|---|---|

**Effective 05/2002: standard changed to 95% within 5 Business Days**

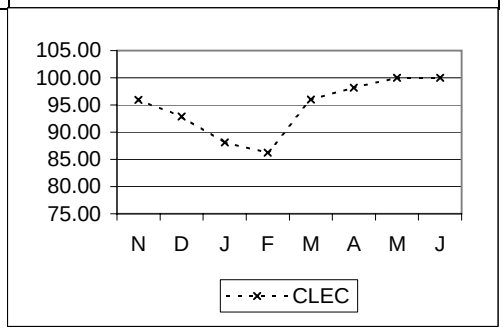
| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | #N/A | | |
| Dec-01 | #N/A | | |
| Jan-02 | #N/A | | |
| Feb-02 | #N/A | | |
| Mar-02 | #N/A | | |
| Apr-02 | #N/A | | |
| May-02 | #N/A | | |
| Jun-02 | 0.00 | 7 | NO |




| OR-1-06-3211 | % On Time LSRC/ASRC Facility Check DS1 | 95% within 5 business days |
|---|---|---|

**Effective 05/2002: standard changed to 95% within 5 Business Days**

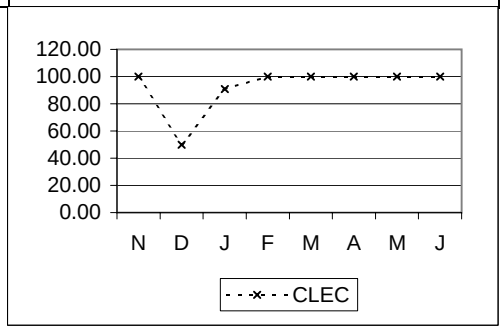
| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 95.92 | 49 | YES |
| Dec-01 | 92.86 | 28 | NO |
| Jan-02 | 88.10 | 42 | NO |
| Feb-02 | 86.21 | 58 | NO |
| Mar-02 | 96.00 | 75 | YES |
| Apr-02 | 98.15 | 54 | YES |
| May-02 | 100.00 | 34 | YES |
| Jun-02 | 100.00 | 54 | YES |




| OR-1-06-3213 | % On Time LSRC/ASRC Facility Check DS3 | 95% within 5 business days |
|---|---|---|

**Effective 05/2002: standard changed to 95% within 5 Business Days**

| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 100.00 | 1 | YES |
| Dec-01 | 50.00 | 2 | NO |
| Jan-02 | 90.91 | 11 | NO |
| Feb-02 | 100.00 | 4 | YES |
| Mar-02 | 100.00 | 9 | YES |
| Apr-02 | 100.00 | 3 | YES |
| May-02 | 100.00 | 6 | YES |
| Jun-02 | 100.00 | 4 | YES |



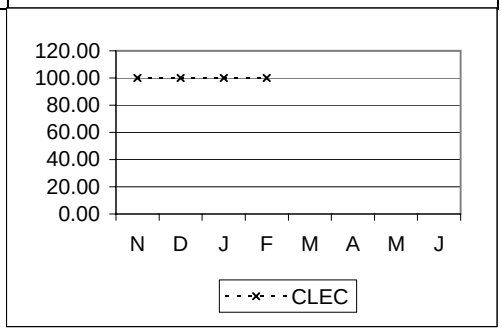
**Special Services - Electronically Submitted cont...**

**OR-1 - Order Confirmation Timeliness (ASRs + LSRs) cont...**

| OR-1-06-3214 | % On Time LSRC/ASRC Facility Check (Non DS0, Non DS1, & Non DS3) | 95% within 5 business days |
|---|---|---|

**Effective 05/2002: standard changed to 95% within 5 Business Days**

| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 100.00 | 32 | YES |
| Dec-01 | 100.00 | 41 | YES |
| Jan-02 | 100.00 | 61 | YES |
| Feb-02 | 100.00 | 1 | YES |
| Mar-02 | #N/A | | |
| Apr-02 | #N/A | | |
| May-02 | #N/A | | |
| Jun-02 | #N/A | | |

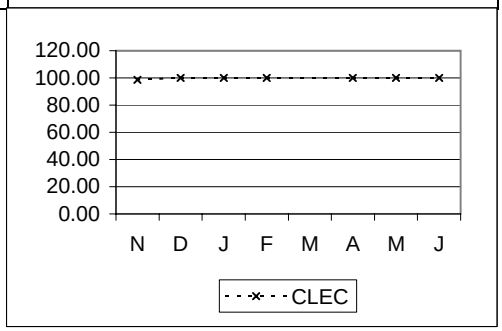



## OR-2 - Reject Timeliness (ASRs + LSRs)

| OR-2-04-3200 | % On Time LSR/ASR Reject No Facility Check | 95% within 48 Hours |
|---|---|---|

**Effective 05/2002: Metric name changed to include reference to ASR**

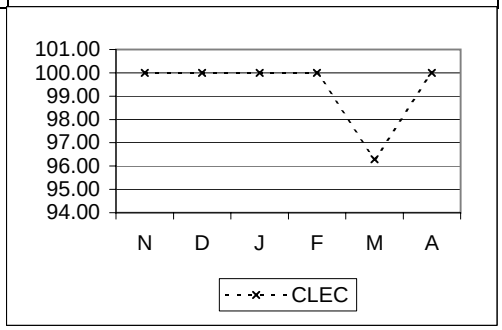
| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 98.67 | 75 | YES |
| Dec-01 | 100.00 | 57 | YES |
| Jan-02 | 100.00 | 111 | YES |
| Feb-02 | 100.00 | 6 | YES |
| Mar-02 | #N/A | | |
| Apr-02 | 100.00 | 1 | YES |
| May-02 | 100.00 | 1 | YES |
| Jun-02 | 100.00 | 3 | YES |




| OR-2-06-3200 | % On Time LSR/ASR Reject Facility Check | 95% within 72 Hours |
|---|---|---|

**Effective 05/2002: metric disaggregated and reported separately as DS0, DS1, DS3 and non-DS0, DS1, DS3**

| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 100.00 | 32 | YES |
| Dec-01 | 100.00 | 60 | YES |
| Jan-02 | 100.00 | 50 | YES |
| Feb-02 | 100.00 | 19 | YES |
| Mar-02 | 96.30 | 27 | YES |
| Apr-02 | 100.00 | 20 | YES |



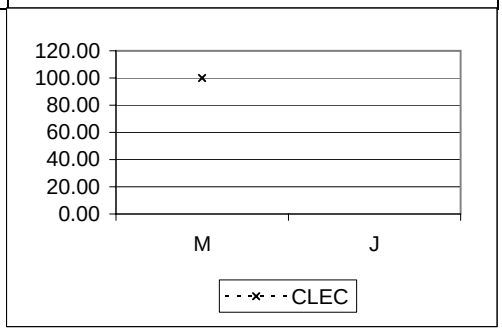
**Special Services - Electronically Submitted cont...**

**OR-2 - Reject Timeliness (ASRs + LSRs) cont...**

| OR-2-06-3210 | % On Time LSR/ASR Reject Facility Check DS0 | 95% within 5 Business Days |
|---|---|---|

**Metric being reported effective 05/2002**

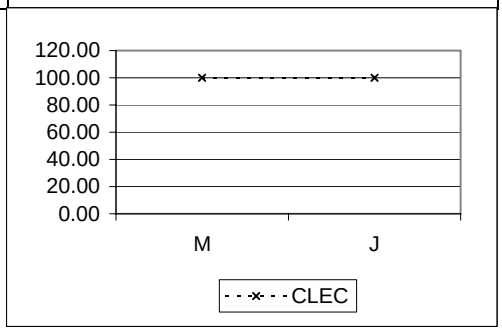
| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| May-02 | 100.00 | 7 | YES |
| Jun-02 | #N/A | | |




| OR-2-06-3211 | % On Time LSR/ASR Reject Facility Check DS1 | 95% within 5 Business Days |
|---|---|---|

**Metric being reported effective 05/2002**

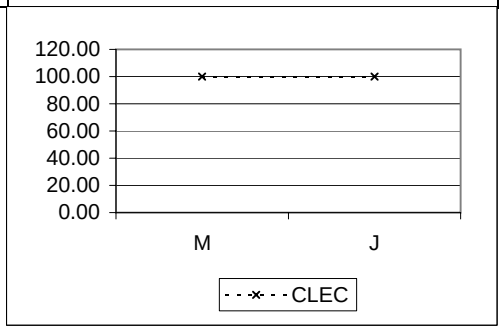
| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| May-02 | 100.00 | 14 | YES |
| Jun-02 | 100.00 | 17 | YES |




| OR-2-06-3213 | % On Time LSR/ASR Reject Facility Check DS3 | 95% within 5 Business Days |
|---|---|---|

**Metric being reported effective 05/2002**

| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| May-02 | 100.00 | 3 | YES |
| Jun-02 | 100.00 | 2 | YES |



| Special Services - Electronically Submitted cont... | | | | | |
|---|---|---|---|---|---|
| OR-2 - Reject Timeliness (ASRs + LSRs) cont... | | | | | |
| **OR-2-06-3214** | **% On Time LSR/ASR Reject Facility Check (Non DS0, DS1, & DS3)** | | | | 95% within 5 Business Days |
| | | | | | |
| | **Metric being reported effective 05/2002** | | | | |
| | ***CLEC*** | *CLEC Obs* | | *Parity* | |
| *May-02* | **#N/A** | | | | |
| *Jun-02* | **#N/A** | | | | |

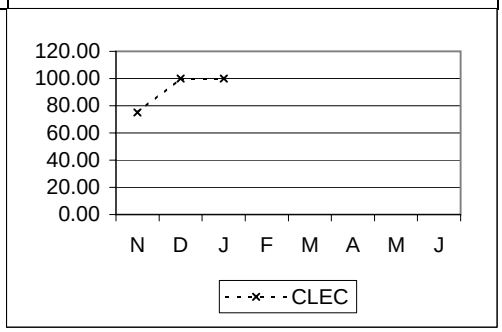
## Special Services - FAX/MAIL Submitted

### OR-1 - Order Confirmation Timeliness

| OR-1-08-3210 | % On Time ASRC No Facility Check DS0 | | | 95% within 72 Hours |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | #N/A | | | |
| Dec-01 | #N/A | | | |
| Jan-02 | #N/A | | | |
| Feb-02 | #N/A | | | |
| Mar-02 | #N/A | | | |
| Apr-02 | #N/A | | | |
| May-02 | #N/A | | | |
| Jun-02 | #N/A | | | |

| OR-1-10-3210 | % On Time ASRC Facility Check DS0 (UNE EELs ordered via ASR) | | | 95% within 6 Business Days |
|---|---|---|---|---|
| | | | | |
| | Eliminated as of 11/2001 | | | |
| | CLEC | CLEC Obs | Parity | |
| May-02 | #N/A | | | |
| Jun-02 | #N/A | | | |

| OR-1-10-3211 | % On Time ASRC Facility Check DS1 | | | 95% within 6 Business Days |
|---|---|---|---|---|
| | | | | |
| | Effective 05/2002: standard changed to 95% within 6 Business Days | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | 75.00 | 4 | NO | |
| Dec-01 | 100.00 | 1 | YES | |
| Jan-02 | 100.00 | 5 | YES | |
| Feb-02 | #N/A | | | |
| Mar-02 | #N/A | | | |
| Apr-02 | #N/A | | | |
| May-02 | #N/A | | | |
| Jun-02 | #N/A | | | |



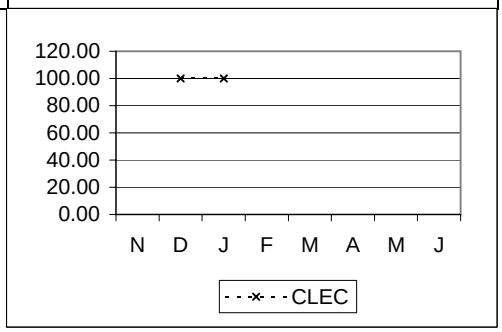

| OR-1-10-3213 | % On Time ASRC Facility Check DS3 | | | 95% within 6 Business Days |
|---|---|---|---|---|
| | | | | |
| | Effective 05/2002: standard changed to 95% within 6 Business Days | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | #N/A | | | |
| Dec-01 | #N/A | | | |
| Jan-02 | #N/A | | | |
| Feb-02 | #N/A | | | |
| Mar-02 | #N/A | | | |
| Apr-02 | #N/A | | | |
| May-02 | #N/A | | | |
| Jun-02 | #N/A | | | |

| Special Services - FAX/MAIL Submitted cont... | | | | |
|---|---|---|---|---|
| OR-1 - Order Confirmation Timeliness cont... | | | | |
| OR-1-10-3214 | % On Time ASRC Facility Check (Non DS0, Non DS1, & Non DS3) | | | 95% within 6 Business Days |
| | Effective 05/2002: standard changed to 95% within 6 Business Days | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | #N/A | | | |
| Dec-01 | #N/A | | | |
| Jan-02 | #N/A | | | |
| Feb-02 | #N/A | | | |
| Mar-02 | #N/A | | | |
| Apr-02 | #N/A | | | |
| May-02 | #N/A | | | |
| Jun-02 | #N/A | | | |

## OR-2 - Reject Timeliness

| OR-2-08-3200 | % On Time ASR Reject No Facility Check | | | 95% within 72 Hours |
|---|---|---|---|---|
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | #N/A | | | |
| Dec-01 | #N/A | | | |
| Jan-02 | #N/A | | | |
| Feb-02 | #N/A | | | |
| Mar-02 | #N/A | | | |
| Apr-02 | #N/A | | | |
| May-02 | #N/A | | | |
| Jun-02 | #N/A | | | |

| OR-2-10-3200 | % On Time ASR Reject Facility Check | | | 95% within 6 Business Days |
|---|---|---|---|---|
| | Effective 05/2002: standard changed to 95% within 6 Business Days | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | #N/A | | | |
| Dec-01 | 100.00 | 6 | YES | |
| Jan-02 | 100.00 | 1 | YES | |
| Feb-02 | #N/A | | | |
| Mar-02 | #N/A | | | |
| Apr-02 | #N/A | | | |
| May-02 | #N/A | | | |
| Jun-02 | #N/A | | | |



**Legend**

| | |
|---|---|
| * | = Verizon North (CT, MA, ME, NH, NY, RI, VT) |
| ** | = Verizon East (CT, DE, MA, ME, NH, NJ, NY, PA, RI, VA, VT, 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 metric is to be determined |
| R3 | = Run 3 times per year |
| I/C/W MRAs | = Parity to be assessed in conjunction w/ missed appts. |
| 1-9=5, 10+=Negotiated | = 1-9 Loops, 5 days |
| | = 10+ Loops, Negotiated |
| 95% Cmp. w/in 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 | = Standard for Cut-Over Window |
| | = 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 |

| | | |
|---|---|---|
| NE OR-5-01 | Perf. Std. Ramp-Up Schedule: | = 4Q 2001 ; 65% |
| | | = 1Q 2002 : 68% |
| | | = 2Q 2002 : 70% |
| | | = 3Q 2002 : 73% |
| | | = 4Q 2002 : 78% |
| | | = 1Q 2003 : 80% |
| ES OR-5-03 | Perf. Std. Ramp-Up Schedule: | = 4Q 2001 ; 90% |
| | | = 1Q 2002 : 92% |
| | | = 2Q 2002 : 93% |
| | | = 3Q 2002 : 94% |
| | | = 4Q 2002 : 95% |
| | | = 1Q 2003 : 95% |

SSST = Parity Standards - Verizon's reported performance for CLECs is worse than for the retail comparison group but the minimum sample size for the modified Z/t formulas is not met and small sample size testing is not done for the C2C report until automation is implemented

**Verizon - NH**

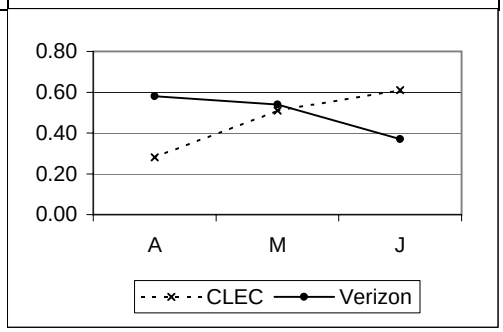
**Carrier to Carrier Performance Standards and Reports Summary April 2002 - March 2002**

## CLEC Aggregate Performance
## UNE (Provisioning) - POTS/Special Services

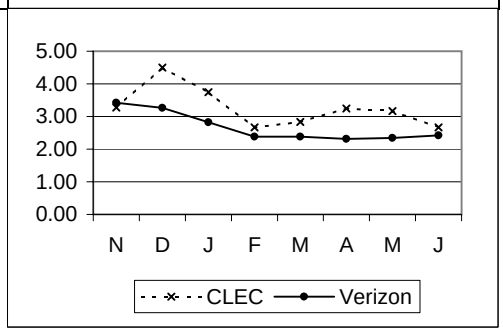
### POTS - Provisioning

### PR-1 - Average Interval Offered

| PR-1-01-3140 | Av. Interval Offered - Total No Dispatch - Platform | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total | | | | | | | | |
| | Eliminated as of 11/2001 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Apr-02* | **0.58** | **0.28** | 26067 | 47 | 1.22 | 0.18 | 1.68 | YES | |
| *May-02* | **0.54** | **0.51** | 26292 | 75 | 1.31 | 0.15 | 0.20 | YES | |
| *Jun-02* | **0.37** | **0.61** | 25556 | 49 | 1.27 | 0.18 | -1.32 | YES | |



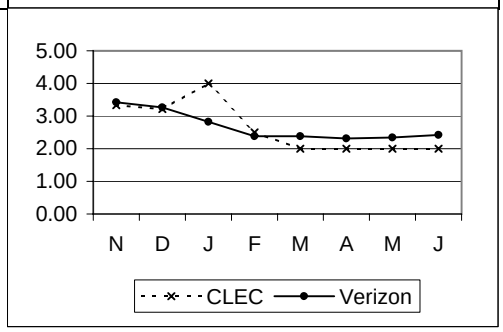

| PR-1-03-3112 | Av. Interval Offered - Dispatch (1-5 Lines) - Loop | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **3.42** | **3.27** | 1922 | 15 | 2.09 | 0.54 | 0.28 | YES | |
| *Dec-01* | **3.26** | **4.50** | 1414 | 14 | 2.60 | 0.70 | -1.78 | SSST | |
| *Jan-02* | **2.82** | **3.75** | 1677 | 12 | 1.89 | 0.55 | -1.70 | SSST | |
| *Feb-02* | **2.38** | **2.67** | 1544 | 9 | 1.21 | 0.40 | -0.72 | YES | |
| *Mar-02* | **2.38** | **2.83** | 1409 | 12 | 1.05 | 0.30 | -1.48 | YES | |
| *Apr-02* | **2.31** | **3.25** | 1356 | 12 | 1.36 | 0.39 | -2.38 | SSST | |
| *May-02* | **2.34** | **3.17** | 1379 | 12 | 1.38 | 0.40 | -2.07 | SSST | |
| *Jun-02* | **2.42** | **2.67** | 1267 | 6 | 1.65 | 0.68 | -0.37 | YES | |



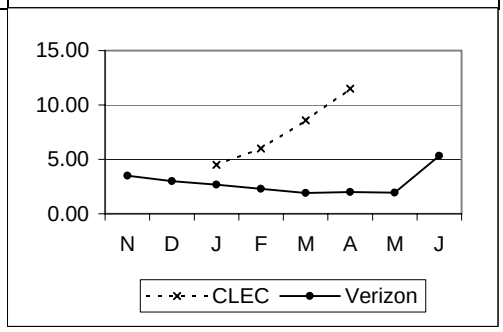
**POTS - Provisioning cont...**

**PR-1 - Average Interval Offered cont...**

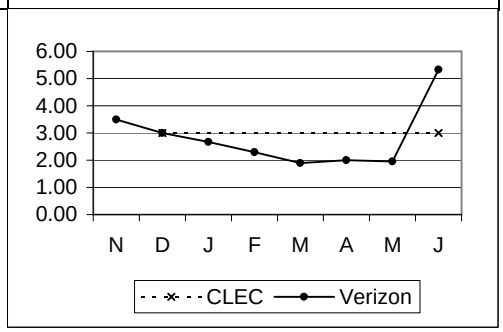
| PR-1-03-3140 | Av. Interval Offered - Dispatch (1-5 Lines) - Platform | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **3.42** | **3.33** | 1922 | 12 | 2.09 | 0.61 | 0.15 | YES | |
| *Dec-01* | **3.26** | **3.22** | 1414 | 9 | 2.60 | 0.87 | 0.05 | YES | |
| *Jan-02* | **2.82** | **4.00** | 1677 | 23 | 1.89 | 0.40 | -2.97 | SSST | |
| *Feb-02* | **2.38** | **2.50** | 1544 | 4 | 1.21 | 0.61 | -0.20 | YES | |
| *Mar-02* | **2.38** | **2.00** | 1409 | 1 | 1.05 | 1.05 | 0.36 | YES | |
| *Apr-02* | **2.31** | **2.00** | 1356 | 1 | 1.36 | 1.36 | 0.23 | YES | |
| *May-02* | **2.34** | **2.00** | 1379 | 8 | 1.38 | 0.49 | 0.69 | YES | |
| *Jun-02* | **2.42** | **2.00** | 1267 | 9 | 1.65 | 0.55 | 0.76 | YES | |




| PR-1-04-3112 | Av. Interval Offered - Dispatch (6-9 Lines) - Loop | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **3.50** | **#N/A** | 8 | | 0.53 | | | | |
| *Dec-01* | **3.00** | **#N/A** | 4 | | 0.82 | | | | |
| *Jan-02* | **2.67** | **4.50** | 24 | 2 | 1.24 | 0.91 | -2.01 | SSST | |
| *Feb-02* | **2.30** | **6.00** | 20 | 2 | 0.66 | 0.49 | -7.56 | SSST | |
| *Mar-02* | **1.90** | **8.60** | 10 | 5 | 0.74 | 0.41 | -16.53 | SSST | |
| *Apr-02* | **2.00** | **11.50** | 9 | 2 | 0.00 | 0.00 | | | |
| *May-02* | **1.95** | **#N/A** | 19 | | 0.23 | | | | |
| *Jun-02* | **5.33** | **#N/A** | 6 | | 6.41 | | SS | | |



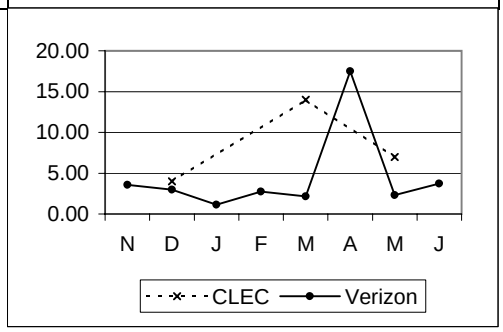

| PR-1-04-3140 | Av. Interval Offered - Dispatch (6-9 Lines) - Platform | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **3.50** | **#N/A** | 8 | | 0.53 | | | | |
| *Dec-01* | **3.00** | **3.00** | 4 | 2 | 0.82 | 0.71 | 0.00 | YES | |
| *Jan-02* | **2.67** | **#N/A** | 24 | | 1.24 | | | | |
| *Feb-02* | **2.30** | **#N/A** | 20 | | 0.66 | | | | |
| *Mar-02* | **1.90** | **#N/A** | 10 | | 0.74 | | | | |
| *Apr-02* | **2.00** | **#N/A** | 9 | | 0.00 | | | | |
| *May-02* | **1.95** | **#N/A** | 19 | | 0.23 | | | | |
| *Jun-02* | **5.33** | **3.00** | 6 | 1 | 6.41 | 6.92 | SS | | |



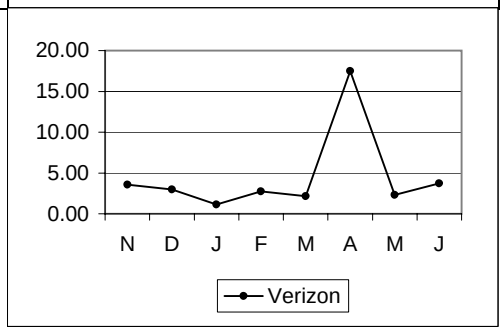
**POTS - Provisioning cont...**

**PR-1 - Average Interval Offered cont...**

| PR-1-05-3112 | Av. Interval Offered - Dispatch (>= 10 Lines) - Loop | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **3.57** | **#N/A** | 7 | | 0.79 | | | | |
| *Dec-01* | **3.00** | **4.00** | 5 | 1 | 1.22 | 1.34 | -0.75 | YES | |
| *Jan-02* | **1.14** | **#N/A** | 7 | | 1.35 | | | | |
| *Feb-02* | **2.75** | **#N/A** | 4 | | 0.50 | | | | |
| *Mar-02* | **2.17** | **14.00** | 6 | 1 | 0.41 | 0.44 | -26.71 | SSST | |
| *Apr-02* | **17.50** | **#N/A** | 4 | | 30.34 | | | | |
| *May-02* | **2.33** | **7.00** | 3 | 2 | 0.58 | 0.53 | SS | | |
| *Jun-02* | **3.71** | **#N/A** | 7 | | 1.98 | | SS | | |

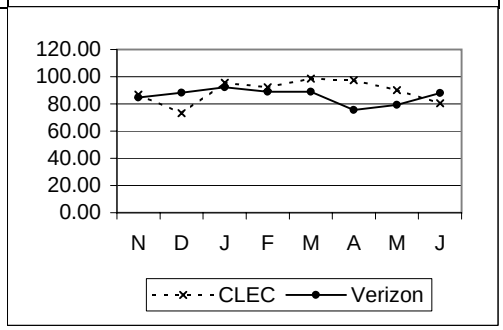



| PR-1-05-3140 | Av. Interval Offered - Dispatch (>= 10 Lines) - Platform | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **3.57** | **#N/A** | 7 | | 0.79 | | | | |
| *Dec-01* | **3.00** | **#N/A** | 5 | | 1.22 | | | | |
| *Jan-02* | **1.14** | **#N/A** | 7 | | 1.35 | | | | |
| *Feb-02* | **2.75** | **#N/A** | 4 | | 0.50 | | | | |
| *Mar-02* | **2.17** | **#N/A** | 6 | | 0.41 | | | | |
| *Apr-02* | **17.50** | **#N/A** | 4 | | 30.34 | | | | |
| *May-02* | **2.33** | **#N/A** | 3 | | 0.58 | | SS | | |
| *Jun-02* | **3.71** | **#N/A** | 7 | | 1.98 | | SS | | |




## PR-3 - Completed within X Days

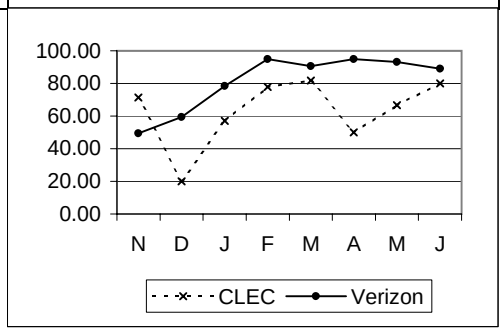
| PR-3-01-3140 | % Completed in 1 Day (1-5 Lines - No Dispatch) - Platform | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **84.73** | **86.84** | 14816 | 38 | | 5.84 | 0.36 | YES | |
| *Dec-01* | **88.21** | **73.08** | 12899 | 26 | | 6.33 | -2.39 | NO | |
| *Jan-02* | **92.22** | **95.42** | 15660 | 131 | | 2.35 | 1.36 | YES | |
| *Feb-02* | **88.94** | **92.18** | 13718 | 179 | | 2.36 | 1.37 | YES | |
| *Mar-02* | **89.02** | **98.49** | 14479 | 331 | | 1.74 | 5000000.00 | YES | |
| *Apr-02* | **75.51** | **97.30** | 17314 | 37 | | 7.08 | 4.00 | YES | |
| *May-02* | **79.33** | **90.16** | 17162 | 61 | | 5.19 | 2.43 | YES | |
| *Jun-02* | **87.96** | **80.56** | 14929 | 36 | | 5.43 | -1.10 | YES | |



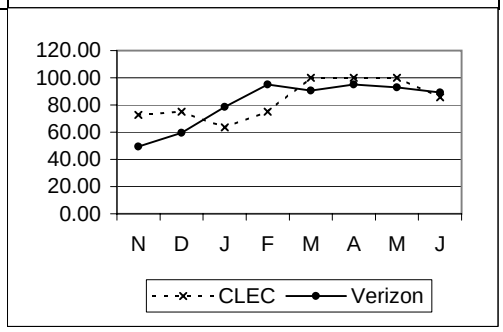
**POTS - Provisioning cont...**

**PR-3 - Completed within X Days cont...**

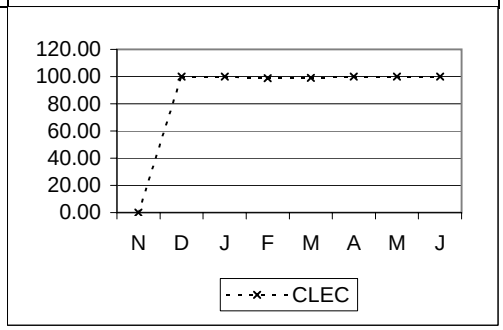
| PR-3-06-3113 | % Completed in 3 Days (1-5 Lines - Dispatch) - Loop New | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total | | | | | | | |
| | Metric disaggregated into Loop New and Platform effective 11/2001. | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **49.50** | **71.43** | 1717 | 7 | | 18.94 | 1.16 | YES |
| *Dec-01* | **59.42** | **20.00** | 1247 | 10 | | 15.59 | -2.53 | SSST |
| *Jan-02* | **78.50** | **57.14** | 1521 | 7 | | 15.56 | -1.37 | YES |
| *Feb-02* | **94.95** | **77.78** | 1386 | 9 | | 7.32 | -2.34 | SSST |
| *Mar-02* | **90.58** | **81.82** | 1285 | 11 | | 8.84 | -0.58 | YES |
| *Apr-02* | **94.99** | **50.00** | 1218 | 10 | | 6.93 | -3.78 | SSST |
| *May-02* | **93.04** | **66.67** | 1235 | 9 | | 8.51 | -2.02 | SSST |
| *Jun-02* | **89.08** | **80.00** | 1145 | 5 | | 13.98 | SS | |




| PR-3-06-3140 | % Completed in 3 Days (1-5 Lines - Dispatch) - Platform | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total | | | | | | | |
| | Began reporting metric 11/2001 | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **49.50** | **72.73** | 1717 | 11 | | 15.12 | 1.54 | YES |
| *Dec-01* | **59.42** | **75.00** | 1247 | 8 | | 17.42 | 0.89 | YES |
| *Jan-02* | **78.50** | **63.64** | 1521 | 22 | | 8.82 | -1.68 | NO |
| *Feb-02* | **94.95** | **75.00** | 1386 | 4 | | 10.96 | -1.82 | SSST |
| *Mar-02* | **90.58** | **100.00** | 1285 | 1 | | 29.22 | 5000000.00 | YES |
| *Apr-02* | **94.99** | **100.00** | 1218 | 1 | | 21.82 | 5000000.00 | YES |
| *May-02* | **93.04** | **100.00** | 1235 | 8 | | 9.03 | >5.00 | YES |
| *Jun-02* | **89.08** | **85.71** | 1145 | 7 | | 11.82 | 0.14 | YES |



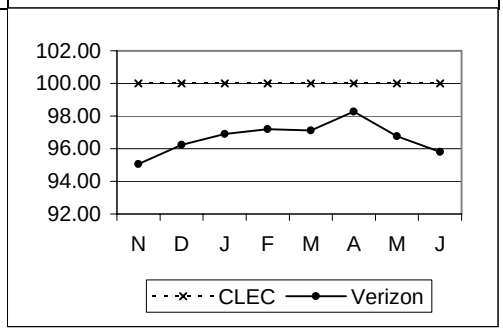

| PR-3-08-3111 | % Completed in 5 Days (1-5 Lines – No Dispatch) - Hot Cut Loop | | | | | | | 95.0% |
|---|---|---|---|---|---|---|---|---|
| | Began reporting metric 11/2001 | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | | **UD** | | | | | | |
| *Dec-01* | | **100.00** | | 111 | | | | YES |
| *Jan-02* | | **100.00** | | 87 | | | | YES |
| *Feb-02* | | **98.88** | | 89 | | | | YES |
| *Mar-02* | | **99.12** | | 114 | | | | YES |
| *Apr-02* | | **100.00** | | 113 | | | | YES |
| *May-02* | | **100.00** | | 149 | | | | YES |
| *Jun-02* | | **100.00** | | 161 | | | | YES |



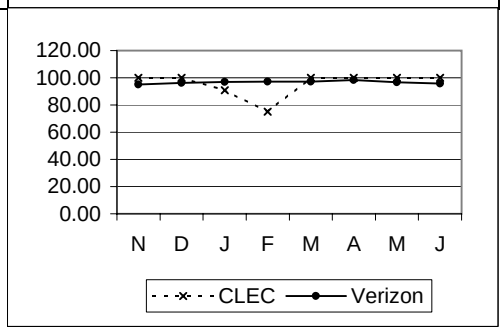
**POTS - Provisioning cont...**

**PR-3 - Completed within X Days cont...**

| PR-3-09-3113 | % Completed in 5 Days (1-5 Lines – Dispatch) - Loop New | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total | | | | | | | |
| | Began reporting metric 11/2001 | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **95.05** | **100.00** | 1717 | 7 | | 8.22 | 0.60 | YES |
| *Dec-01* | **96.23** | **100.00** | 1247 | 10 | | 6.05 | 0.62 | YES |
| *Jan-02* | **96.91** | **100.00** | 1521 | 7 | | 6.56 | 0.47 | YES |
| *Feb-02* | **97.19** | **100.00** | 1386 | 9 | | 5.53 | 0.51 | YES |
| *Mar-02* | **97.12** | **100.00** | 1285 | 11 | | 5.06 | 5000000.00 | YES |
| *Apr-02* | **98.28** | **100.00** | 1218 | 10 | | 4.13 | 5000000.00 | YES |
| *May-02* | **96.76** | **100.00** | 1235 | 9 | | 5.92 | >5.00 | YES |
| *Jun-02* | **95.81** | **100.00** | 1145 | 5 | | 8.98 | SS | |

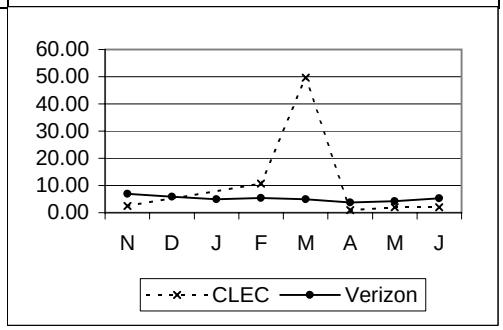



| PR-3-09-3140 | % Completed in 5 Days (1-5 Lines – Dispatch) - Platform | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total | | | | | | | |
| | Began reporting metric 11/2001 | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **95.05** | **100.00** | 1717 | 11 | | 6.56 | 0.75 | YES |
| *Dec-01* | **96.23** | **100.00** | 1247 | 8 | | 6.76 | 0.56 | YES |
| *Jan-02* | **96.91** | **90.91** | 1521 | 22 | | 3.72 | -1.61 | YES |
| *Feb-02* | **97.19** | **75.00** | 1386 | 4 | | 8.27 | -2.68 | SSST |
| *Mar-02* | **97.12** | **100.00** | 1285 | 1 | | 16.73 | 5000000.00 | YES |
| *Apr-02* | **98.28** | **100.00** | 1218 | 1 | | 13.01 | 5000000.00 | YES |
| *May-02* | **96.76** | **100.00** | 1235 | 8 | | 6.28 | >5.00 | YES |
| *Jun-02* | **95.81** | **100.00** | 1145 | 7 | | 7.60 | >5.00 | YES |




## PR-4 - Missed Appointments

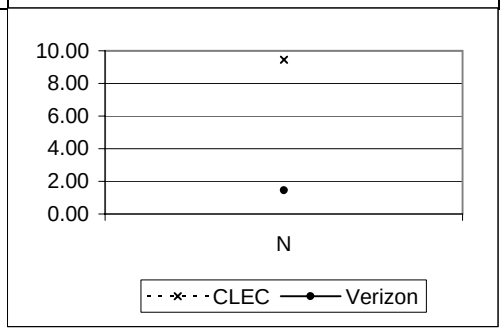
| PR-4-02-3100 | Average Delay Days – Total | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **6.97** | **2.50** | 225 | 2 | 11.17 | 7.93 | 0.56 | YES |
| *Dec-01* | **5.83** | **#N/A** | 223 | | 8.32 | | | |
| *Jan-02* | **4.98** | **#N/A** | 255 | | 8.11 | | | |
| *Feb-02* | **5.43** | **10.67** | 192 | 3 | 11.48 | 6.68 | -0.78 | YES |
| *Mar-02* | **4.96** | **49.67** | 176 | 3 | 5.73 | 3.34 | -13.40 | SSST |
| *Apr-02* | **3.71** | **1.00** | 175 | 1 | 5.42 | 5.44 | 0.50 | YES |
| *May-02* | **4.23** | **2.00** | 190 | 1 | 5.21 | 5.22 | SS | |
| *Jun-02* | **5.32** | **2.00** | 273 | 1 | 10.56 | 10.58 | SS | |



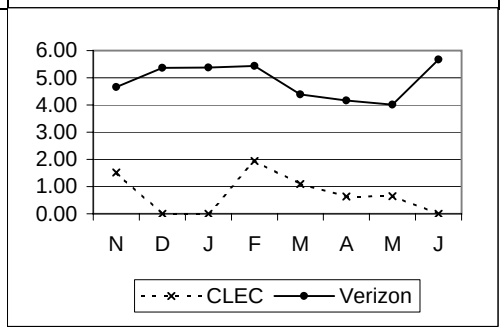
**POTS - Provisioning cont...**

**PR-4 - Missed Appointments cont...**

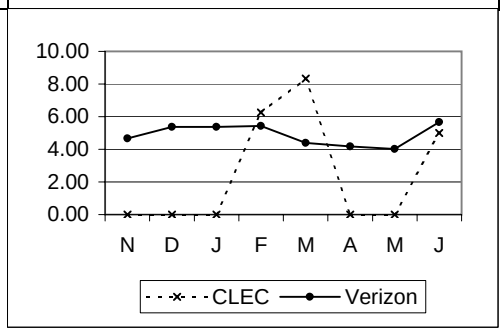
| PR-4-03-3100 | % Missed Appt. – Customer | | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **1.45** | **9.45** | | | | | | | |
| *Dec-01* | | **6.47** | | | | | | | |
| *Jan-02* | | **5.06** | | | | | | | |
| *Feb-02* | | **3.61** | | | | | | | |
| *Mar-02* | | **6.28** | | 685 | | | | | |
| *Apr-02* | | **10.07** | | 288 | | | | | |
| *May-02* | | **3.90** | | 513 | | | | | |
| *Jun-02* | | **8.13** | | 406 | | | | | |




| PR-4-04-3113 | % Missed Appt. – Verizon – Dispatch - Loop New | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail POTS Total** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **4.66** | **1.52** | 4698 | 132 | | 1.86 | 1.69 | YES | |
| *Dec-01* | **5.37** | **0.00** | 4075 | 117 | | 2.11 | 2.54 | YES | |
| *Jan-02* | **5.38** | **0.00** | 4743 | 111 | | 2.17 | 2.48 | YES | |
| *Feb-02* | **5.44** | **1.94** | 3511 | 103 | | 2.27 | 1.54 | YES | |
| *Mar-02* | **4.39** | **1.09** | 3987 | 184 | | 1.54 | 2.78 | YES | |
| *Apr-02* | **4.17** | **0.63** | 4149 | 159 | | 1.62 | 3.02 | YES | |
| *May-02* | **4.01** | **0.65** | 4733 | 153 | | 1.61 | 2.87 | YES | |
| *Jun-02* | **5.67** | **0.00** | 4780 | 149 | | 1.92 | >5.00 | YES | |



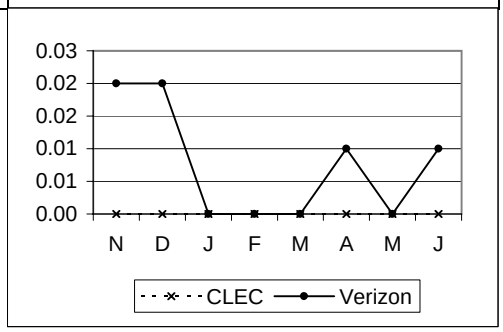

| PR-4-04-3140 | % Missed Appt. – Verizon – Dispatch - Platform | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail POTS Total** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **4.66** | **0.00** | 4698 | 20 | | 4.72 | 0.99 | YES | |
| *Dec-01* | **5.37** | **0.00** | 4075 | 22 | | 4.82 | 1.11 | YES | |
| *Jan-02* | **5.38** | **0.00** | 4743 | 32 | | 4.00 | 1.34 | YES | |
| *Feb-02* | **5.44** | **6.25** | 3511 | 16 | | 5.68 | -0.14 | YES | |
| *Mar-02* | **4.39** | **8.33** | 3987 | 12 | | 5.92 | -0.21 | YES | |
| *Apr-02* | **4.17** | **0.00** | 4149 | 10 | | 6.33 | 5000000.00 | YES | |
| *May-02* | **4.01** | **0.00** | 4733 | 16 | | 4.91 | >5.00 | YES | |
| *Jun-02* | **5.67** | **5.00** | 4780 | 20 | | 5.18 | 0.49 | YES | |



**POTS - Provisioning cont...**

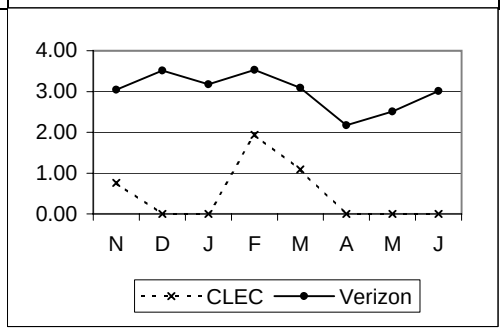
**PR-4 - Missed Appointments cont...**

| PR-4-05-3140 | % Missed Appt. – Verizon – No Dispatch - Platform | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.02** | **0.00** | 25071 | 172 | | 0.11 | 0.18 | YES | |
| *Dec-01* | **0.02** | **0.00** | 22234 | 167 | | 0.11 | 0.18 | YES | |
| *Jan-02* | **0.00** | **0.00** | 28572 | 326 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 25571 | 295 | | 0.00 | | | |
| *Mar-02* | **0.00** | **0.00** | 26443 | 482 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **0.01** | **0.00** | 30825 | 114 | | 0.09 | 5000000.00 | YES | |
| *May-02* | **0.00** | **0.00** | 32151 | 337 | | 0.00 | 0.00 | YES | |
| *Jun-02* | **0.01** | **0.00** | 30252 | 236 | | 0.07 | >5.00 | YES | |

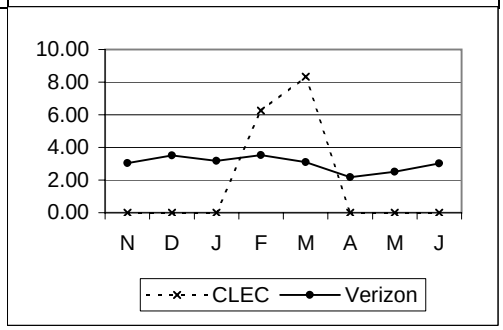



## PR-5 - Facility Missed Orders

| PR-5-01-3112 | % Missed Appointment – Verizon – Facilities Loop | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **3.04** | **0.76** | 4698 | 132 | | 1.52 | 1.50 | YES | |
| *Dec-01* | **3.51** | **0.00** | 4075 | 117 | | 1.73 | 2.03 | YES | |
| *Jan-02* | **3.18** | **0.00** | 4743 | 111 | | 1.68 | 1.89 | YES | |
| *Feb-02* | **3.53** | **1.94** | 3511 | 103 | | 1.84 | 0.86 | YES | |
| *Mar-02* | **3.09** | **1.09** | 3987 | 184 | | 1.30 | 2.00 | YES | |
| *Apr-02* | **2.17** | **0.00** | 4149 | 159 | | 1.18 | 5000000.00 | YES | |
| *May-02* | **2.51** | **0.00** | 4733 | 153 | | 1.28 | >5.00 | YES | |
| *Jun-02* | **3.01** | **0.00** | 4780 | 149 | | 1.42 | >5.00 | YES | |



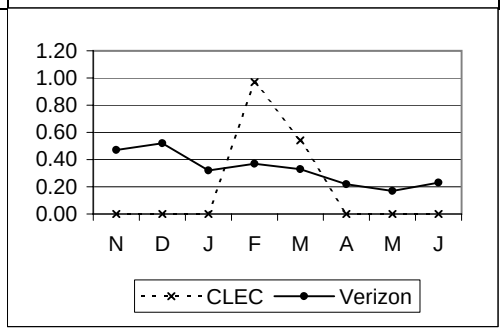

| PR-5-01-3140 | % Missed Appointment – Verizon – Facilities - Platform | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **3.04** | **0.00** | 4698 | 20 | | 3.85 | 0.79 | YES | |
| *Dec-01* | **3.51** | **0.00** | 4075 | 22 | | 3.93 | 0.89 | YES | |
| *Jan-02* | **3.18** | **0.00** | 4743 | 32 | | 3.11 | 1.02 | YES | |
| *Feb-02* | **3.53** | **6.25** | 3511 | 16 | | 4.62 | -0.59 | YES | |
| *Mar-02* | **3.09** | **8.33** | 3987 | 12 | | 5.00 | -0.48 | YES | |
| *Apr-02* | **2.17** | **0.00** | 4149 | 10 | | 4.61 | 5000000.00 | YES | |
| *May-02* | **2.51** | **0.00** | 4733 | 16 | | 3.92 | >5.00 | YES | |
| *Jun-02* | **3.01** | **0.00** | 4780 | 20 | | 3.83 | >5.00 | YES | |



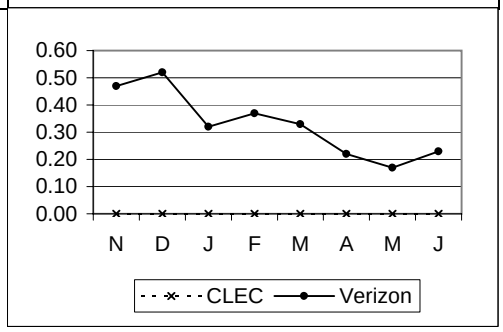
**POTS - Provisioning cont...**

**PR-5 - Facility Missed Orders cont...**

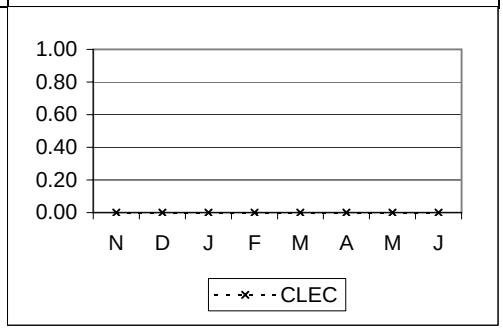
| PR-5-02-3112 | % Orders Held for Facilities > 15 Days - Loop | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.47** | **0.00** | 4698 | 132 | | 0.60 | 0.78 | YES |
| *Dec-01* | **0.52** | **0.00** | 4075 | 117 | | 0.67 | 0.77 | YES |
| *Jan-02* | **0.32** | **0.00** | 4743 | 111 | | 0.54 | 0.59 | YES |
| *Feb-02* | **0.37** | **0.97** | 3511 | 103 | | 0.61 | -0.99 | YES |
| *Mar-02* | **0.33** | **0.54** | 3987 | 184 | | 0.43 | -0.08 | YES |
| *Apr-02* | **0.22** | **0.00** | 4149 | 159 | | 0.38 | 5000000.00 | YES |
| *May-02* | **0.17** | **0.00** | 4733 | 153 | | 0.34 | >5.00 | YES |
| *Jun-02* | **0.23** | **0.00** | 4780 | 149 | | 0.40 | >5.00 | YES |




| PR-5-02-3140 | % Orders Held for Facilities > 15 Days - Platform | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.47** | **0.00** | 4698 | 20 | | 1.53 | 0.31 | YES |
| *Dec-01* | **0.52** | **0.00** | 4075 | 22 | | 1.54 | 0.34 | YES |
| *Jan-02* | **0.32** | **0.00** | 4743 | 32 | | 1.00 | 0.32 | YES |
| *Feb-02* | **0.37** | **0.00** | 3511 | 16 | | 1.52 | 0.24 | YES |
| *Mar-02* | **0.33** | **0.00** | 3987 | 12 | | 1.66 | 5000000.00 | YES |
| *Apr-02* | **0.22** | **0.00** | 4149 | 10 | | 1.48 | 5000000.00 | YES |
| *May-02* | **0.17** | **0.00** | 4733 | 16 | | 1.03 | >5.00 | YES |
| *Jun-02* | **0.23** | **0.00** | 4780 | 20 | | 1.07 | >5.00 | YES |



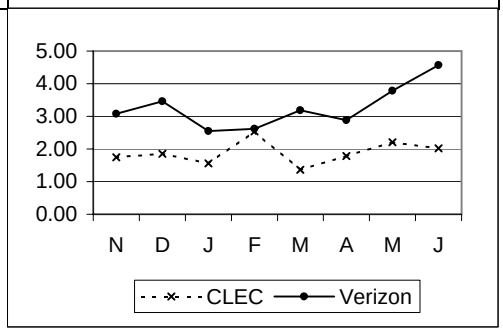

| PR-5-04-3112 | % Orders Cancelled (> 5 days) after Due Date - Due to Facilities - Loop | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total | | | | | | | |
| | Began reporting metric 11/2001 | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | | **0.00** | | 107 | | | | |
| *Dec-01* | | **0.00** | | 106 | | | | |
| *Jan-02* | | **0.00** | | 100 | | | | |
| *Feb-02* | | **0.00** | | 91 | | | | |
| *Mar-02* | | **0.00** | | 154 | | | | |
| *Apr-02* | | **0.00** | | 154 | | | | |
| *May-02* | | **0.00** | | 139 | | | | |
| *Jun-02* | | **0.00** | | 126 | | | | |



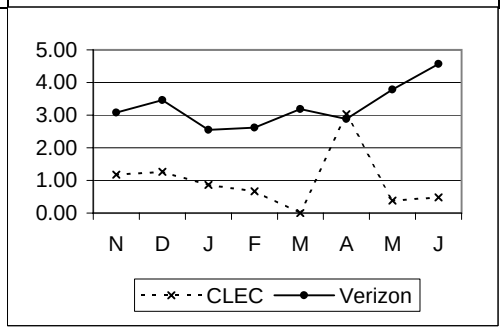
**POTS - Provisioning cont...**

## PR-6 - Installation Quality

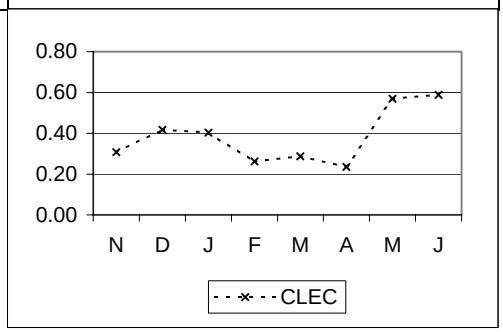
| PR-6-01-3112 | % Installation Troubles reported within 30 Days - Loop | | | | | | | Parity with Retail for Found Troubles |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **3.08** | **1.74** | 26225 | 1321 | | 0.49 | 2.74 | YES |
| *Dec-01* | **3.46** | **1.85** | 22850 | 1298 | | 0.52 | 3.09 | YES |
| *Jan-02* | **2.54** | **1.56** | 28057 | 1606 | | 0.40 | 2.45 | YES |
| *Feb-02* | **2.62** | **2.54** | 24441 | 1142 | | 0.48 | 0.16 | YES |
| *Mar-02* | **3.19** | **1.36** | 26173 | 1980 | | 0.41 | 4.45 | YES |
| *Apr-02* | **2.88** | **1.79** | 31850 | 1760 | | 0.41 | 2.67 | YES |
| *May-02* | **3.78** | **2.21** | 31495 | 1607 | | 0.49 | 3.48 | YES |
| *Jun-02* | **4.57** | **2.02** | 27797 | 1664 | | 0.53 | >5.00 | YES |




| PR-6-01-3121 | % Installation Troubles reported within 30 Days - Platform | | | | | | | Parity with Retail for Found Troubles |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **3.08** | **1.18** | 26225 | 509 | | 0.77 | 2.46 | YES |
| *Dec-01* | **3.46** | **1.27** | 22850 | 553 | | 0.79 | 2.79 | YES |
| *Jan-02* | **2.54** | **0.86** | 28057 | 815 | | 0.56 | 3.01 | YES |
| *Feb-02* | **2.62** | **0.67** | 24441 | 598 | | 0.66 | 2.95 | YES |
| *Mar-02* | **3.19** | **0.00** | 26173 | 1097 | | 0.54 | 5000000.00 | YES |
| *Apr-02* | **2.88** | **3.03** | 31850 | 198 | | 1.19 | -0.13 | YES |
| *May-02* | **3.78** | **0.39** | 31495 | 777 | | 0.69 | >5.00 | YES |
| *Jun-02* | **4.57** | **0.48** | 27797 | 828 | | 0.74 | >5.00 | YES |



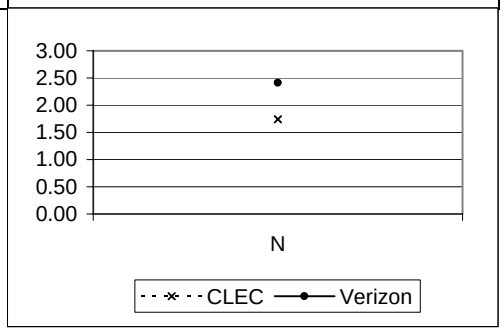

| PR-6-02-3520 | % Installation Troubles reported within 7 Days - Hot Cut Loop | | | | | | | < = 2% |
|---|---|---|---|---|---|---|---|---|
| | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | | **0.31** | | 978 | | | | YES |
| *Dec-01* | | **0.42** | | 959 | | | | YES |
| *Jan-02* | | **0.40** | | 1242 | | | | YES |
| *Feb-02* | | **0.26** | | 762 | | | | YES |
| *Mar-02* | | **0.29** | | 1396 | | | | YES |
| *Apr-02* | | **0.24** | | 1276 | | | | YES |
| *May-02* | | **0.57** | | 1053 | | | | YES |
| *Jun-02* | | **0.59** | | 1189 | | | | YES |



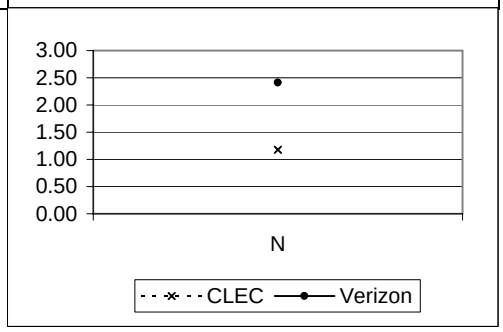
**POTS - Provisioning cont...**

**PR-6 - Installation Quality cont...**

| PR-6-03-3112 | % Installation Troubles reported within 30 Days - FOK/TOK/CPE – Loop | | | | | | | | None: Analysis Only |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **2.41** | **1.74** | 26225 | 1321 | | 0.43 | 1.55 | | |
| *Dec-01* | | **1.85** | | 1298 | | | | | |
| *Jan-02* | | **2.12** | | 1606 | | | | | |
| *Feb-02* | | **2.01** | | 1142 | | | | | |
| *Mar-02* | | **2.22** | | 1980 | | | | | |
| *Apr-02* | | **2.16** | | 1624 | | | | | |
| *May-02* | | **2.62** | | 1448 | | | | | |
| *Jun-02* | | **2.28** | | 1532 | | | | | |

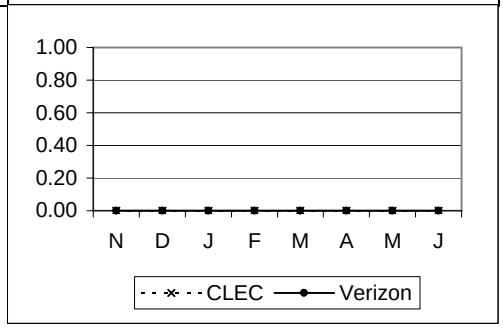



| PR-6-03-3121 | % Installation Troubles reported within 30 Days - FOK/TOK/CPE – Platform | | | | | | | | None: Analysis Only |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **2.41** | **1.18** | 26225 | 509 | | 0.69 | 1.80 | | |
| *Dec-01* | | **2.35** | | 553 | | | | | |
| *Jan-02* | | **0.37** | | 815 | | | | | |
| *Feb-02* | | **1.51** | | 598 | | | | | |
| *Mar-02* | | **0.36** | | 1097 | | | | | |
| *Apr-02* | | **2.02** | | 198 | | | | | |
| *May-02* | | **0.39** | | 777 | | | | | |
| *Jun-02* | | **0.48** | | 828 | | | | | |




## PR-8 - Open Orders in a Hold Status

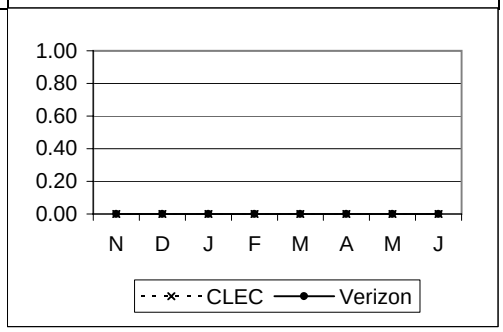
| PR-8-01-3100 | Open Orders in a Hold Status > 30 Days | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail POTS Total** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | 29769 | 328 | | 0.00 | | | |
| *Dec-01* | **0.00** | **0.00** | 26309 | 309 | | 0.00 | | | |
| *Jan-02* | **0.00** | **0.00** | 33315 | 474 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 29082 | 415 | | 0.00 | | | |
| *Mar-02* | **0.00** | **0.00** | 30430 | 685 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | 34974 | 288 | | 0.00 | 0.00 | YES | |
| *May-02* | **0.00** | **0.00** | 36884 | 513 | | 0.00 | 0.00 | YES | |
| *Jun-02* | **0.00** | **0.00** | 35032 | 406 | | 0.00 | 0.00 | YES | |



**POTS - Provisioning cont...**

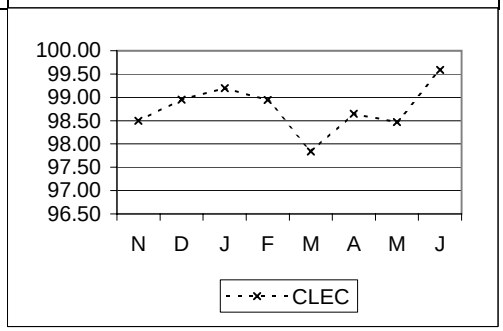
**PR-8 - Open Orders in a Hold Status cont...**

| PR-8-02-3100 | Open Orders in a Hold Status > 90 Days | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | 29769 | 328 | | 0.00 | | | |
| *Dec-01* | **0.00** | **0.00** | 26309 | 309 | | 0.00 | | | |
| *Jan-02* | **0.00** | **0.00** | 33315 | 474 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 29082 | 415 | | 0.00 | | | |
| *Mar-02* | **0.00** | **0.00** | 30430 | 685 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | 34974 | 288 | | 0.00 | 0.00 | YES | |
| *May-02* | **0.00** | **0.00** | 36884 | 513 | | 0.00 | 0.00 | YES | |
| *Jun-02* | **0.00** | **0.00** | 35032 | 406 | | 0.00 | 0.00 | YES | |

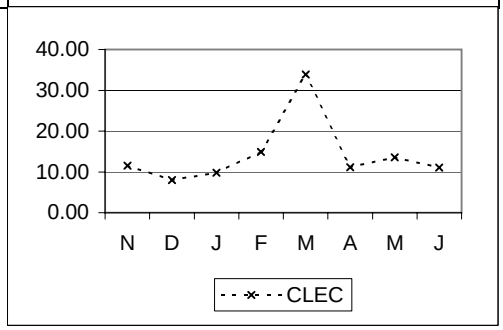



## PR-9 - Hot Cuts Loops

| PR-9-01-3520 | % On Time Performance – Hot Cut | | | | | | | | 95% Completed Within Window |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | | **98.50** | | 267 | | | | YES | |
| *Dec-01* | | **98.95** | | 285 | | | | YES | |
| *Jan-02* | | **99.20** | | 251 | | | | YES | |
| *Feb-02* | | **98.94** | | 188 | | | | YES | |
| *Mar-02* | | **97.84** | | 232 | | | | YES | |
| *Apr-02* | | **98.65** | | 223 | | | | YES | |
| *May-02* | | **98.47** | | 262 | | | | YES | |
| *Jun-02* | | **99.59** | | 242 | | | | YES | |



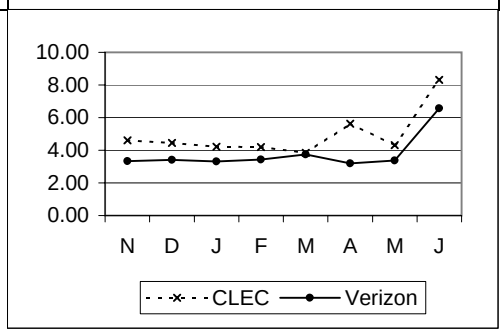

| PR-9-08-3520 | Average Duration of Service Interruption | | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | | **11.52** | | 3 | | | | | |
| *Dec-01* | | **8.03** | | 3 | | | | | |
| *Jan-02* | | **9.77** | | 4 | | | | | |
| *Feb-02* | | **14.88** | | 2 | | | | | |
| *Mar-02* | | **33.90** | | 3 | | | | | |
| *Apr-02* | | **11.12** | | 2 | | | | | |
| *May-02* | | **13.56** | | 5 | | | | | |
| *Jun-02* | | **11.06** | | 7 | | | | | |



## POTS & Complex Aggregate

### PR-1 - Average Interval Offered

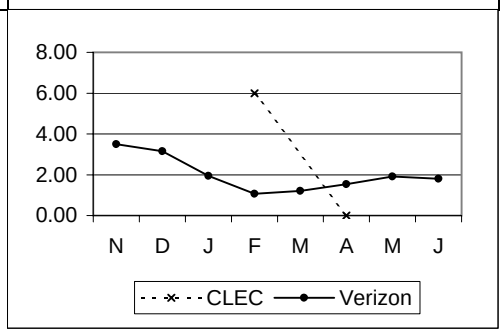
| PR-1-12-3133 | Av. Interval Offered - Disconnects | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS and Complex | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **3.33** | **4.60** | 13598 | 402 | 5.11 | 0.26 | -4.91 | NO | |
| *Dec-01* | **3.42** | **4.46** | 10529 | 459 | 5.01 | 0.24 | -4.35 | NO | |
| *Jan-02* | **3.31** | **4.22** | 10549 | 410 | 5.60 | 0.28 | -3.23 | NO | |
| *Feb-02* | **3.43** | **4.20** | 8830 | 314 | 6.78 | 0.39 | -1.98 | NO | |
| *Mar-02* | **3.74** | **3.84** | 11536 | 635 | 8.31 | 0.34 | -0.30 | YES | |
| *Apr-02* | **3.20** | **5.63** | 10211 | 600 | 5.99 | 0.25 | -9.66 | NO | |
| *May-02* | **3.38** | **4.32** | 12206 | 412 | 5.76 | 0.29 | -3.26 | NO | |
| *Jun-02* | **6.57** | **8.31** | 4304 | 659 | 9.91 | 0.41 | -4.20 | NO | |



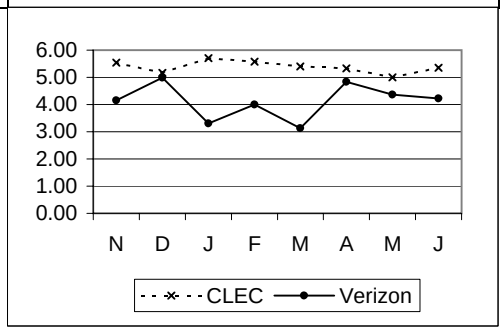
## 2-Wire Digital Services

### PR-1 - Average Interval Offered

| PR-1-01-3341 | Av. Interval Offered – Total No Dispatch | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail ISDN (2 Wire Digital) | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **3.50** | **#N/A** | 90 | | 1.60 | | | | |
| *Dec-01* | **3.16** | **#N/A** | 63 | | 1.99 | | | | |
| *Jan-02* | **1.95** | **#N/A** | 41 | | 1.88 | | | | |
| *Feb-02* | **1.06** | **6.00** | 18 | 1 | 1.51 | 1.55 | -3.18 | SSST | |
| *Mar-02* | **1.21** | **#N/A** | 24 | | 1.35 | | | | |
| *Apr-02* | **1.54** | **0.00** | 52 | 1 | 1.78 | 1.80 | 0.86 | YES | |
| *May-02* | **1.92** | **#N/A** | 36 | | 1.93 | | | | |
| *Jun-02* | **1.81** | **#N/A** | 21 | | 1.94 | | | | |




| PR-1-02-3341 | Av. Interval Offered – Total Dispatch | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail ISDN (2 Wire Digital) | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **4.15** | **5.54** | 13 | 13 | 2.30 | 0.90 | -1.54 | YES | |
| *Dec-01* | **4.99** | **5.16** | 70 | 25 | 1.41 | 0.33 | -0.52 | YES | |
| *Jan-02* | **3.31** | **5.71** | 16 | 21 | 2.30 | 0.76 | -3.14 | SSST | |
| *Feb-02* | **4.00** | **5.58** | 11 | 31 | 2.05 | 0.72 | -2.20 | SSST | |
| *Mar-02* | **3.13** | **5.40** | 15 | 35 | 2.10 | 0.65 | -3.50 | SSST | |
| *Apr-02* | **4.83** | **5.33** | 12 | 24 | 1.27 | 0.45 | -1.11 | YES | |
| *May-02* | **4.36** | **5.00** | 14 | 21 | 1.39 | 0.48 | -1.33 | YES | |
| *Jun-02* | **4.22** | **5.35** | 18 | 17 | 1.80 | 0.61 | -1.86 | SSST | |



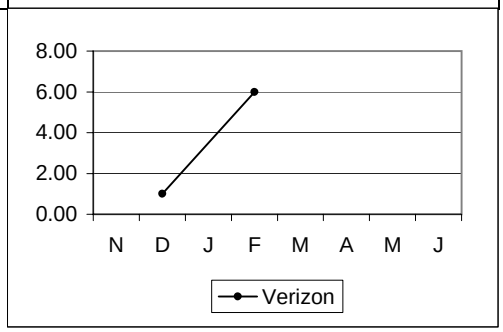

### PR-3 - Completed within X Days

| PR-3-10-3341 | % Completed in 6 Days (1-5 Lines - Total) | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Jun-02* | **100.00** | **100.00** | 24 | 13 | | 0.00 | 0.00 | YES | |

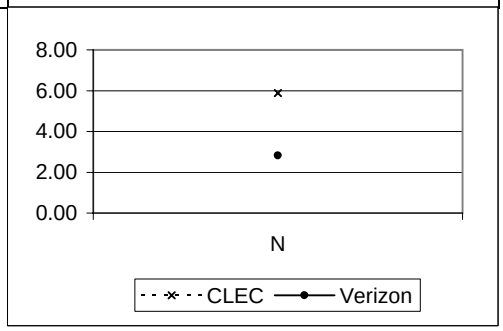
**2-Wire Digital Services cont...**

## PR-4 - Missed Appointments

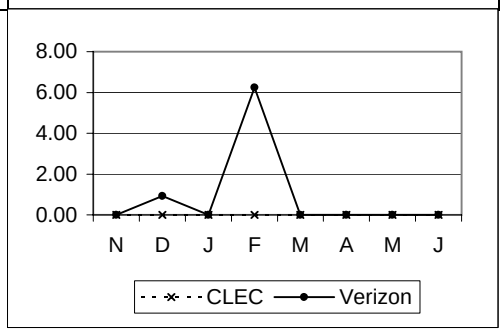
| PR-4-02-3341 | Average Delay Days – Total | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail ISDN (2 Wire Digital) | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **#N/A** | **#N/A** | | | | | | |
| *Dec-01* | **1.00** | **#N/A** | 1 | | 0.00 | | | |
| *Jan-02* | **#N/A** | **#N/A** | | | | | | |
| *Feb-02* | **6.00** | **#N/A** | 3 | | 6.24 | | | |
| *Mar-02* | **#N/A** | **#N/A** | | | | | | |
| *Apr-02* | **#N/A** | **#N/A** | | | | | | |
| *May-02* | **#N/A** | **#N/A** | | | | | | SS |
| *Jun-02* | **#N/A** | **#N/A** | | | | | | SS |




| PR-4-03-3341 | % Missed Appointment – Customer | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|
| | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **2.82** | **5.88** | | | | | | |
| *Dec-01* | | **12.00** | | | | | | |
| *Jan-02* | | **15.38** | | | | | | |
| *Feb-02* | | **6.25** | | | | | | |
| *Mar-02* | | **5.00** | | 40 | | | | |
| *Apr-02* | | **5.26** | | 19 | | | | |
| *May-02* | | **6.90** | | 29 | | | | |
| *Jun-02* | | **12.50** | | 24 | | | | |



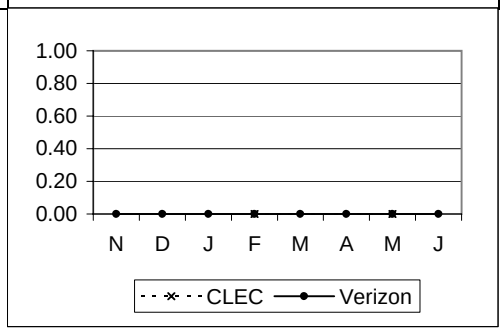

| PR-4-04-3341 | % Missed Appointment – Verizon – Dispatch | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail ISDN (2 Wire Digital) | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.00** | **0.00** | 44 | 17 | | 0.00 | | |
| *Dec-01* | **0.93** | **0.00** | 108 | 25 | | 2.13 | 0.44 | YES |
| *Jan-02* | **0.00** | **0.00** | 43 | 26 | | 0.00 | | |
| *Feb-02* | **6.25** | **0.00** | 32 | 31 | | 6.10 | 1.02 | YES |
| *Mar-02* | **0.00** | **0.00** | 42 | 40 | | 0.00 | 0.00 | YES |
| *Apr-02* | **0.00** | **0.00** | 30 | 19 | | 0.00 | 0.00 | YES |
| *May-02* | **0.00** | **0.00** | 37 | 28 | | 0.00 | 0.00 | YES |
| *Jun-02* | **0.00** | **0.00** | 28 | 24 | | 0.00 | 0.00 | YES |



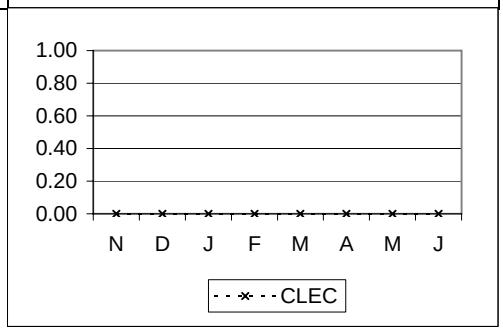
**2-Wire Digital Services cont...**

**PR-4 - Missed Appointments cont...**

| PR-4-05-3341 | % Missed Appointment – Verizon – No Dispatch | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail ISDN (2 Wire Digital) | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.00** | **#N/A** | 27 | | | | | |
| *Dec-01* | **0.00** | **#N/A** | 29 | | | | | |
| *Jan-02* | **0.00** | **#N/A** | 25 | | | | | |
| *Feb-02* | **0.00** | **0.00** | 16 | 1 | | 0.00 | | |
| *Mar-02* | **0.00** | **#N/A** | 10 | | | | | |
| *Apr-02* | **0.00** | **#N/A** | 48 | | | | | |
| *May-02* | **0.00** | **0.00** | 25 | 1 | | 0.00 | SS | |
| *Jun-02* | **0.00** | **#N/A** | 16 | | | | | |

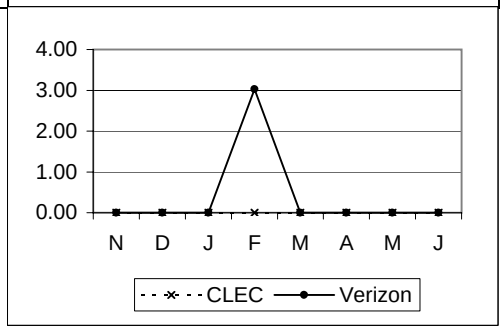



| PR-4-08-3341 | % Missed Appt. – Customer – Late Order Conf. | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|
| | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | | **0.00** | | 17 | | | | |
| *Dec-01* | | **0.00** | | 25 | | | | |
| *Jan-02* | | **0.00** | | 26 | | | | |
| *Feb-02* | | **0.00** | | 32 | | | | |
| *Mar-02* | | **0.00** | | 40 | | | | |
| *Apr-02* | | **0.00** | | 19 | | | | |
| *May-02* | | **0.00** | | 29 | | | | |
| *Jun-02* | | **0.00** | | 24 | | | | |




## PR-5 - Facility Missed Orders

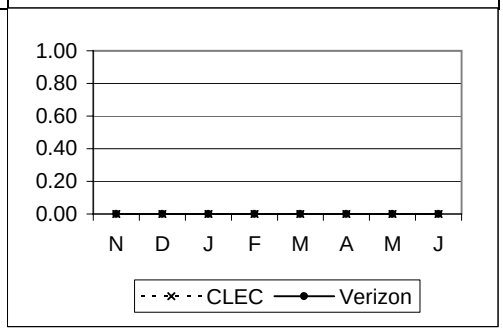
| PR-5-01-3341 | % Missed Appointment - Verizon Facilities | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail ISDN (2 Wire Digital) | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.00** | **0.00** | 44 | 17 | | 0.00 | | |
| *Dec-01* | **0.00** | **0.00** | 111 | 25 | | 0.00 | | |
| *Jan-02* | **0.00** | **0.00** | 44 | 26 | | 0.00 | | |
| *Feb-02* | **3.03** | **0.00** | 33 | 31 | | 4.29 | 0.71 | YES |
| *Mar-02* | **0.00** | **0.00** | 42 | 40 | | 0.00 | 0.00 | YES |
| *Apr-02* | **0.00** | **0.00** | 31 | 19 | | 0.00 | 0.00 | YES |
| *May-02* | **0.00** | **0.00** | 37 | 28 | | 0.00 | 0.00 | YES |
| *Jun-02* | **0.00** | **0.00** | 28 | 24 | | 0.00 | 0.00 | YES |



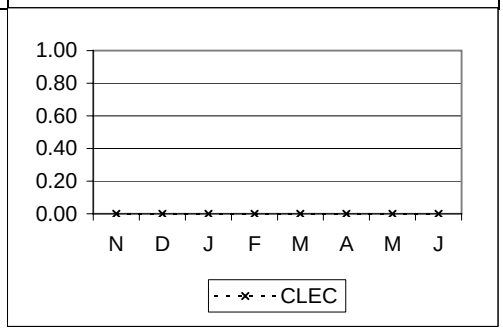
**2-Wire Digital Services cont...**

**PR-5 - Facility Missed Orders cont...**

| PR-5-02-3341 | % Orders Held for Facilities > 15 Days | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail ISDN (2 Wire Digital) | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | 44 | 17 | | 0.00 | | | |
| *Dec-01* | **0.00** | **0.00** | 111 | 25 | | 0.00 | | | |
| *Jan-02* | **0.00** | **0.00** | 44 | 26 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 33 | 31 | | 0.00 | | | |
| *Mar-02* | **0.00** | **0.00** | 42 | 40 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | 31 | 19 | | 0.00 | 0.00 | YES | |
| *May-02* | **0.00** | **0.00** | 37 | 28 | | 0.00 | 0.00 | YES | |
| *Jun-02* | **0.00** | **0.00** | 28 | 24 | | 0.00 | 0.00 | YES | |

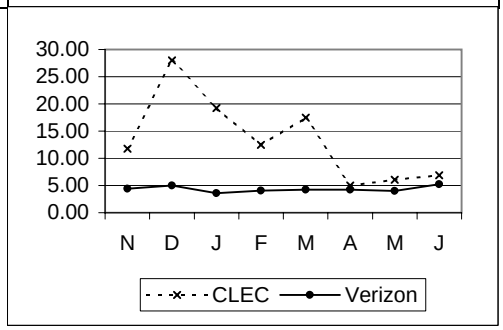



| PR-5-04-3341 | % Orders Cancelled (> 5 days) after Due Date - Due to Facilities | | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | | **0.00** | | 18 | | | | | |
| *Dec-01* | | **0.00** | | 24 | | | | | |
| *Jan-02* | | **0.00** | | 21 | | | | | |
| *Feb-02* | | **0.00** | | 34 | | | | | |
| *Mar-02* | | **0.00** | | 42 | | | | | |
| *Apr-02* | | **0.00** | | 21 | | | | | |
| *May-02* | | **0.00** | | 28 | | | | | |
| *Jun-02* | | **0.00** | | 29 | | | | | |




## PR-6 - Installation Quality

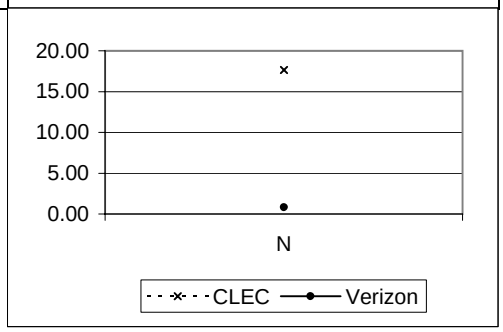
| PR-6-01-3341 | % Install. Troubles Reported within 30 Days | | | | | | | | Parity with Retail Pots Disp |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Dispatch | | | | | | | | |
| | Retail comparator changed to POTS Dispatch 11/2001 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **4.43** | **11.76** | 5892 | 17 | | 5.00 | -1.47 | YES | |
| *Dec-01* | **5.02** | **28.00** | 4784 | 25 | | 4.38 | -5.25 | NO | |
| *Jan-02* | **3.58** | **19.23** | 5984 | 26 | | 3.65 | -4.29 | SSST | |
| *Feb-02* | **4.05** | **12.50** | 4422 | 32 | | 3.50 | -2.42 | SSST | |
| *Mar-02* | **4.23** | **17.50** | 5291 | 40 | | 3.20 | -4.15 | NO | |
| *Apr-02* | **4.23** | **5.00** | 5581 | 20 | | 4.51 | 0.20 | YES | |
| *May-02* | **3.98** | **6.06** | 5853 | 33 | | 3.41 | -0.30 | YES | |
| *Jun-02* | **5.24** | **6.90** | 5703 | 29 | | 4.15 | -0.11 | YES | |



**2-Wire Digital Services cont...**

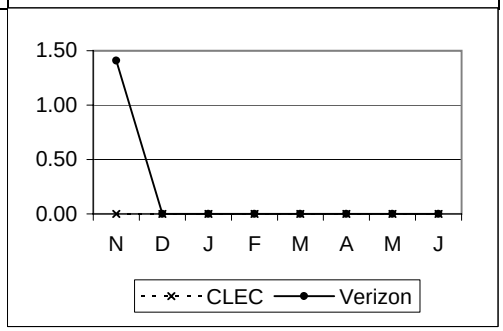
**PR-6 - Installation Quality cont...**

| PR-6-03-3341 | % Install. Troubles Reported within 30 Days - FOK/TOK/CPE | | | | | | | | None Analysis Only |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.84** | **17.65** | 238 | 17 | | 2.29 | -7.33 | | |
| *Dec-01* | | **20.00** | | 25 | | | | | |
| *Jan-02* | | **7.69** | | 26 | | | | | |
| *Feb-02* | | **18.75** | | 32 | | | | | |
| *Mar-02* | | **30.00** | | 40 | | | | | |
| *Apr-02* | | **35.00** | | 20 | | | | | |
| *May-02* | | **21.21** | | 33 | | | | | |
| *Jun-02* | | **6.90** | | 29 | | | | | |

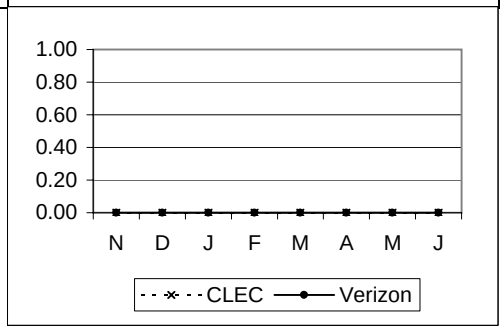



## PR-8 - Open Orders in a Hold Status

| PR-8-01-3341 | Open Orders in a Hold Status > 30 Days | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail ISDN (2 Wire Digital)** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **1.41** | **0.00** | 71 | 17 | | 3.18 | 0.44 | YES | |
| *Dec-01* | **0.00** | **0.00** | 140 | 25 | | 0.00 | | | |
| *Jan-02* | **0.00** | **0.00** | 69 | 26 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 49 | 32 | | 0.00 | | | |
| *Mar-02* | **0.00** | **0.00** | 52 | 40 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | 79 | 19 | | 0.00 | 0.00 | YES | |
| *May-02* | **0.00** | **0.00** | 62 | 29 | | 0.00 | 0.00 | YES | |
| *Jun-02* | **0.00** | **0.00** | 44 | 24 | | 0.00 | 0.00 | YES | |



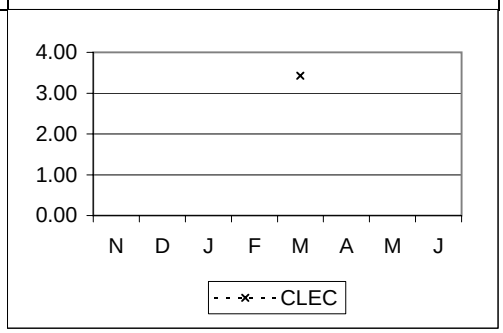

| PR-8-02-3341 | Open Orders in a Hold Status > 90 Days | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail ISDN (2 Wire Digital)** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | 71 | 17 | | 0.00 | | | |
| *Dec-01* | **0.00** | **0.00** | 140 | 25 | | 0.00 | | | |
| *Jan-02* | **0.00** | **0.00** | 69 | 26 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 49 | 32 | | 0.00 | | | |
| *Mar-02* | **0.00** | **0.00** | 52 | 40 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | 79 | 19 | | 0.00 | 0.00 | YES | |
| *May-02* | **0.00** | **0.00** | 62 | 29 | | 0.00 | 0.00 | YES | |
| *Jun-02* | **0.00** | **0.00** | 44 | 24 | | 0.00 | 0.00 | YES | |



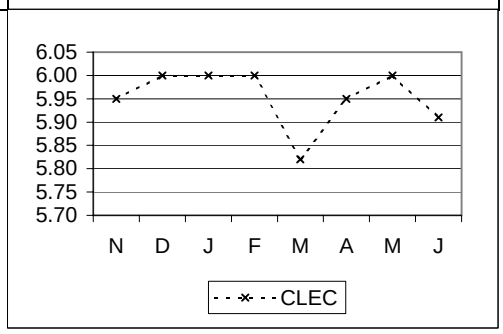
## 2-Wire xDSL Loops

### PR-1 - Average Interval Offered

| PR-1-01-3342 | Av. Interval Offered – Total No Dispatch | | | | | | | | (No Standard |
|---|---|---|---|---|---|---|---|---|---|
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity | |
| Nov-01 | | #N/A | | | | | | | |
| Dec-01 | | #N/A | | | | | | | |
| Jan-02 | | #N/A | | | | | | | |
| Feb-02 | | #N/A | | | | | | | |
| Mar-02 | | 3.43 | | 14 | | | | | |
| Apr-02 | | #N/A | | | | | | | |
| May-02 | | #N/A | | | | | | | |
| Jun-02 | | #N/A | | | | | | | |

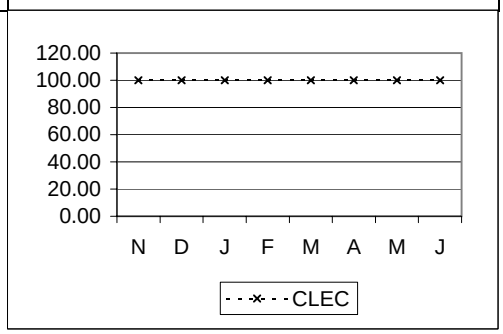



| PR-1-02-3342 | Av. Interval Offered – Total Dispatch | | | | | | | | See Published Interval) |
|---|---|---|---|---|---|---|---|---|---|
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity | |
| Nov-01 | | 5.95 | | 20 | | | | | |
| Dec-01 | | 6.00 | | 18 | | | | | |
| Jan-02 | | 6.00 | | 19 | | | | | |
| Feb-02 | | 6.00 | | 22 | | | | | |
| Mar-02 | | 5.82 | | 22 | | | | | |
| Apr-02 | | 5.95 | | 20 | | | | | |
| May-02 | | 6.00 | | 15 | | | | | |
| Jun-02 | | 5.91 | | 22 | | | | | |

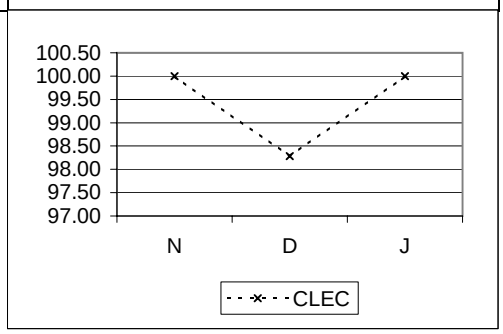



### PR-3 - Completed within X Days

| PR-3-10-3342 | % Completed in 6 Days (1-5 Lines - Total) | | | | | | | | 95.0% |
|---|---|---|---|---|---|---|---|---|---|
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity | |
| Nov-01 | | 100.00 | | 20 | | | | YES | |
| Dec-01 | | 100.00 | | 20 | | | | YES | |
| Jan-02 | | 100.00 | | 12 | | | | YES | |
| Feb-02 | | 100.00 | | 20 | | | | YES | |
| Mar-02 | | 100.00 | | 31 | | | | YES | |
| Apr-02 | | 100.00 | | 15 | | | | YES | |
| May-02 | | 100.00 | | 16 | | | | YES | |
| Jun-02 | | 100.00 | | 22 | | | | YES | |

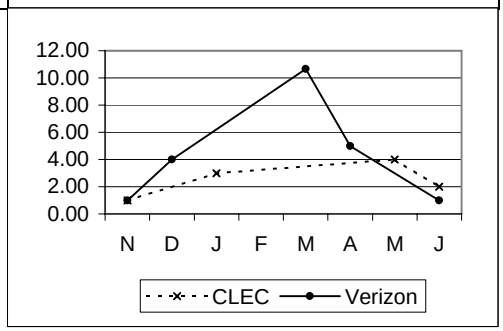


| 2-Wire xDSL Loops cont... | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| PR-3 - Completed within X Days cont... | | | | | | | | |
| PR-3-11-3342 | % Completed in 9 Days (1-5 Lines - Total) | | | | | | | 95.0% |
| | Metric Eliminated 2/2002 | | | | | | | |
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity |
| Nov-01 | | 100.00 | | 70 | | | | YES |
| Dec-01 | | 98.28 | | 58 | | | | YES |
| Jan-02 | | 100.00 | | 33 | | | | YES |

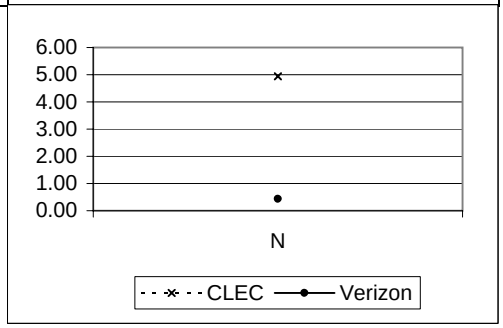



## PR-4 - Missed Appointments

| PR-4-02-3342 | Average Delay Days – Total | | | | | | | Parity with Retail Specials (DS0) |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials (DS0) | | | | | | | |
| | Comparitor changed to Parity with Retail Specials (DS0) in 8/2001 | | | | | | | |
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity |
| Nov-01 | 1.00 | 1.00 | 1 | 1 | 0.00 | 0.00 | | |
| Dec-01 | 4.00 | #N/A | 1 | | 0.00 | | | |
| Jan-02 | #N/A | 3.00 | | 2 | | | | |
| Feb-02 | #N/A | #N/A | | | | | | |
| Mar-02 | 10.67 | #N/A | 3 | | 11.24 | | | |
| Apr-02 | 5.00 | #N/A | 2 | | 4.24 | | | |
| May-02 | #N/A | 4.00 | | 1 | | | SS | |
| Jun-02 | 1.00 | 2.00 | 1 | 1 | 0.00 | 0.00 | SS | |



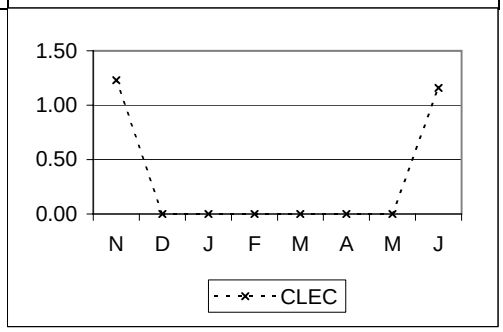

| PR-4-03-3342 | % Missed Appointment – Customer | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity |
| Nov-01 | 0.44 | 4.94 | | | | | | |
| Dec-01 | | 1.61 | | | | | | |
| Jan-02 | | 18.00 | | | | | | |
| Feb-02 | | 5.06 | | | | | | |
| Mar-02 | | 6.74 | | 89 | | | | |
| Apr-02 | | 11.11 | | 72 | | | | |
| May-02 | | 1.69 | | 59 | | | | |
| Jun-02 | | 1.15 | | 87 | | | | |



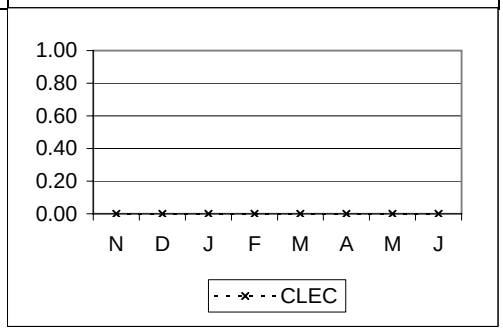
**2-Wire xDSL Loops cont...**

**PR-4 - Missed Appointments cont...**

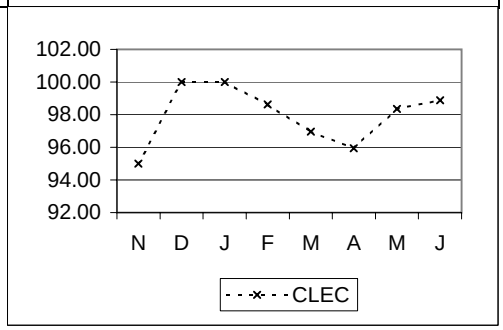
| PR-4-04-3342 | % Missed Appointment – Verizon – Dispatch | | | | | | | | <=5% |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | | **1.23** | | 81 | | | | YES | |
| *Dec-01* | | **0.00** | | 61 | | | | YES | |
| *Jan-02* | | **0.00** | | 48 | | | | YES | |
| *Feb-02* | | **0.00** | | 78 | | | | YES | |
| *Mar-02* | | **0.00** | | 75 | | | | YES | |
| *Apr-02* | | **0.00** | | 71 | | | | YES | |
| *May-02* | | **0.00** | | 58 | | | | YES | |
| *Jun-02* | | **1.16** | | 86 | | | | YES | |




| PR-4-08-3342 | % Missed Appt. – Customer – Late Order Conf. | | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | | **0.00** | | 81 | | | | | |
| *Dec-01* | | **0.00** | | 62 | | | | | |
| *Jan-02* | | **0.00** | | 50 | | | | | |
| *Feb-02* | | **0.00** | | 79 | | | | | |
| *Mar-02* | | **0.00** | | 89 | | | | | |
| *Apr-02* | | **0.00** | | 72 | | | | | |
| *May-02* | | **0.00** | | 59 | | | | | |
| *Jun-02* | | **0.00** | | 87 | | | | | |



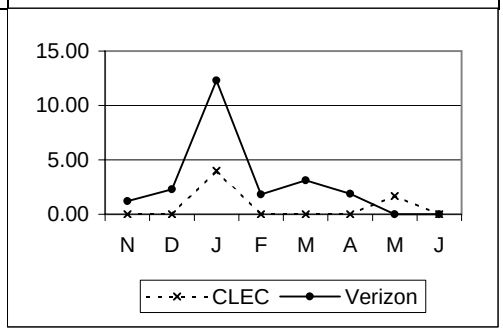

| PR-4-14-3342 | % Completed On Time (with Serial Number) | | | | | | | | 95.0% |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | | **95.00** | | 80 | | | | YES | |
| *Dec-01* | | **100.00** | | 65 | | | | YES | |
| *Jan-02* | | **100.00** | | 52 | | | | YES | |
| *Feb-02* | | **98.63** | | 73 | | | | YES | |
| *Mar-02* | | **96.97** | | 66 | | | | YES | |
| *Apr-02* | | **95.95** | | 74 | | | | YES | |
| *May-02* | | **98.36** | | 61 | | | | YES | |
| *Jun-02* | | **98.88** | | 89 | | | | YES | |



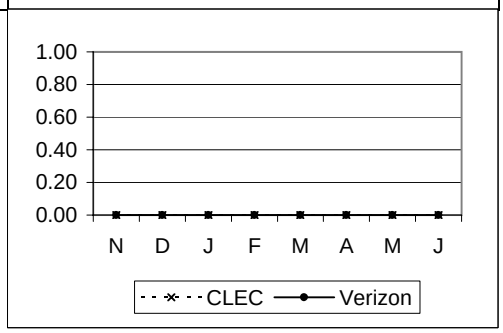
**2-Wire xDSL Loops cont...**

## PR-5 - Facility Missed Orders

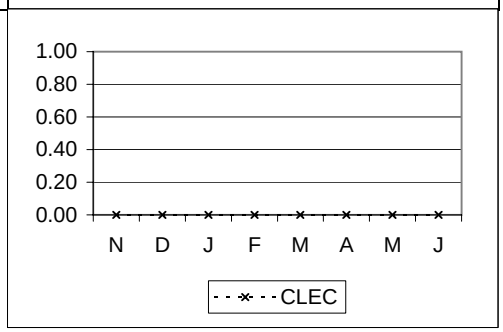
| PR-5-01-3342 | % Missed Appointment - Verizon Facilities | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **1.22** | **0.00** | | 81 | | | 0.71 | YES | |
| *Dec-01* | **2.30** | **0.00** | | 61 | | | 0.92 | YES | |
| *Jan-02* | **12.28** | **4.00** | | 50 | | | 1.30 | YES | |
| *Feb-02* | **1.82** | **0.00** | | 78 | | | 0.77 | YES | |
| *Mar-02* | **3.13** | **0.00** | | 75 | | | 5000000.00 | YES | |
| *Apr-02* | **1.89** | **0.00** | | 72 | | | 5000000.00 | YES | |
| *May-02* | **0.00** | **1.69** | | 59 | | | 0.12 | YES | |
| *Jun-02* | **0.00** | **0.00** | | 86 | | | 0.00 | YES | |




| PR-5-02-3342 | % Orders Held for Facilities > 15 Days | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | | 81 | | | | | |
| *Dec-01* | **0.00** | **0.00** | | 61 | | | | | |
| *Jan-02* | **0.00** | **0.00** | | 50 | | | | | |
| *Feb-02* | **0.00** | **0.00** | | 78 | | | | | |
| *Mar-02* | **0.00** | **0.00** | | 75 | | | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | | 72 | | | 0.00 | YES | |
| *May-02* | **0.00** | **0.00** | | 59 | | | 0.00 | YES | |
| *Jun-02* | **0.00** | **0.00** | | 86 | | | 0.00 | YES | |



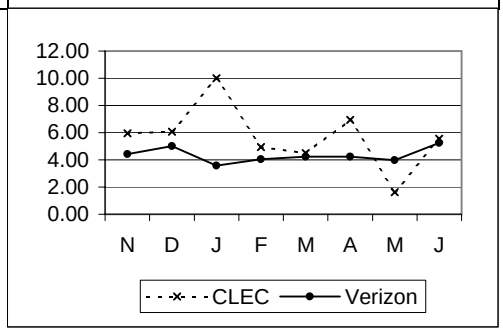

| PR-5-04-3342 | % Orders Cancelled (> 5 days) after Due Date - Due to Facilities | | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | | **0.00** | | 77 | | | | | |
| *Dec-01* | | **0.00** | | 63 | | | | | |
| *Jan-02* | | **0.00** | | 37 | | | | | |
| *Feb-02* | | **0.00** | | 75 | | | | | |
| *Mar-02* | | **0.00** | | 86 | | | | | |
| *Apr-02* | | **0.00** | | 66 | | | | | |
| *May-02* | | **0.00** | | 62 | | | | | |
| *Jun-02* | | **0.00** | | 84 | | | | | |



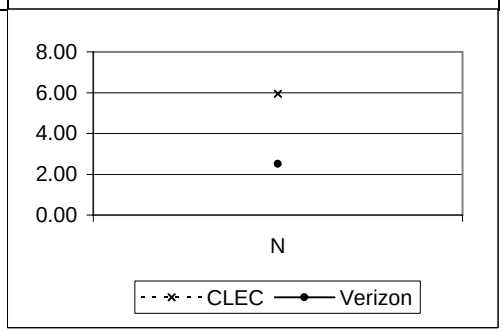
**2-Wire xDSL Loops cont...**

## PR-6 - Installation Quality

| PR-6-01-3342 | % Install. Troubles Reported within 30 Days | | | | | | | | Parity with Retail Pots Disp |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Pots Disp | | | | | | | | |
| | Retail comparitor changed to POTS Dispatch 11/2001 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **4.43** | **5.95** | 5892 | 84 | | 2.26 | -0.67 | YES | |
| *Dec-01* | **5.02** | **6.06** | 4784 | 66 | | 2.71 | -0.39 | YES | |
| *Jan-02* | **3.58** | **10.00** | 5984 | 50 | | 2.64 | -2.44 | SSST | |
| *Feb-02* | **4.05** | **4.94** | 4422 | 81 | | 2.21 | -0.40 | YES | |
| *Mar-02* | **4.23** | **4.49** | 5291 | 89 | | 2.15 | 0.06 | YES | |
| *Apr-02* | **4.23** | **6.94** | 5581 | 72 | | 2.39 | -0.87 | YES | |
| *May-02* | **3.98** | **1.61** | 5853 | 62 | | 2.50 | 1.40 | YES | |
| *Jun-02* | **5.24** | **5.56** | 5703 | 90 | | 2.37 | 0.04 | YES | |

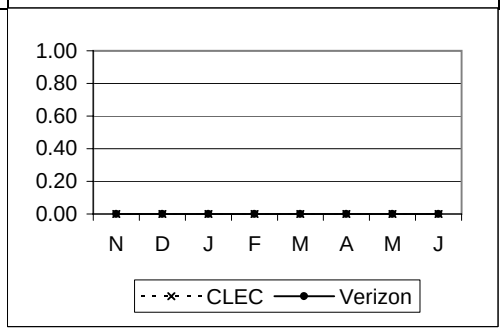



| PR-6-03-3342 | % Install. Troubles Reported within 30 Days - FOK/TOK/CPE | | | | | | | | None: Analysis Only |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **2.52** | **5.95** | 26225 | 84 | | 1.71 | -2.01 | | |
| *Dec-01* | | **6.06** | | 66 | | | | | |
| *Jan-02* | | **8.00** | | 50 | | | | | |
| *Feb-02* | | **4.94** | | 81 | | | | | |
| *Mar-02* | | **4.49** | | 89 | | | | | |
| *Apr-02* | | **4.17** | | 72 | | | | | |
| *May-02* | | **9.68** | | 62 | | | | | |
| *Jun-02* | | **8.89** | | 90 | | | | | |

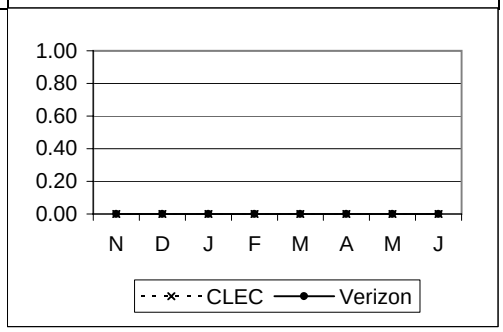



## PR-8 - Open Orders in a Hold Status

| PR-8-01-3342 | Open Orders in a Hold Status > 30 Days | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials DS0 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | 19 | 81 | | 0.00 | | | |
| *Dec-01* | **0.00** | **0.00** | 26 | 62 | | 0.00 | | | |
| *Jan-02* | **0.00** | **0.00** | 27 | 50 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 26 | 79 | | 0.00 | | | |
| *Mar-02* | **0.00** | **0.00** | 42 | 89 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | 20 | 72 | | 0.00 | 0.00 | YES | |
| *May-02* | **0.00** | **0.00** | 53 | 59 | | 0.00 | 0.00 | YES | |
| *Jun-02* | **0.00** | **0.00** | 24 | 87 | | 0.00 | 0.00 | YES | |



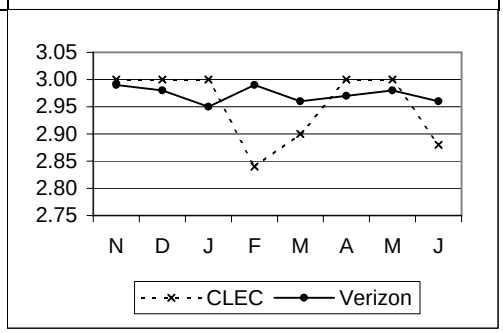
| 2-Wire xDSL Loops cont... | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| PR-8 - Open Orders in a Hold Status cont... | | | | | | | | |
| PR-8-02-3342 | Open Orders in a Hold Status > 90 Days | | | | | | | Parity with Retail |
| | Parity with Retail Specials DS0 | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.00** | **0.00** | 19 | 81 | | 0.00 | | |
| *Dec-01* | **0.00** | **0.00** | 26 | 62 | | 0.00 | | |
| *Jan-02* | **0.00** | **0.00** | 27 | 50 | | 0.00 | | |
| *Feb-02* | **0.00** | **0.00** | 26 | 79 | | 0.00 | | |
| *Mar-02* | **0.00** | **0.00** | 42 | 89 | | 0.00 | 0.00 | YES |
| *Apr-02* | **0.00** | **0.00** | 20 | 72 | | 0.00 | 0.00 | YES |
| *May-02* | **0.00** | **0.00** | 53 | 59 | | 0.00 | 0.00 | YES |
| *Jun-02* | **0.00** | **0.00** | 24 | 87 | | 0.00 | 0.00 | YES |



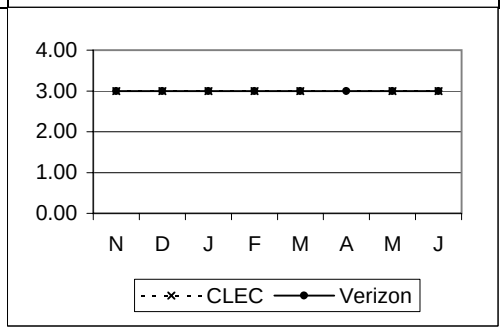
## 2-Wire xDSL Line Sharing

### PR-1 - Average Interval Offered

| PR-1-01-3343 | Av. Interval Offered – Total No Dispatch | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | |
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity |
| Nov-01 | 2.99 | 3.00 | | 5 | | | -0.12 | YES |
| Dec-01 | 2.98 | 3.00 | | 6 | | | -0.19 | YES |
| Jan-02 | 2.95 | 3.00 | | 17 | | | -0.58 | YES |
| Feb-02 | 2.99 | 2.84 | | 19 | | | 4.60 | YES |
| Mar-02 | 2.96 | 2.90 | | 31 | | | 1.09 | YES |
| Apr-02 | 2.97 | 3.00 | | 19 | | | -0.48 | YES |
| May-02 | 2.98 | 3.00 | | 27 | | | -0.39 | YES |
| Jun-02 | 2.96 | 2.88 | | 24 | | | 1.17 | YES |

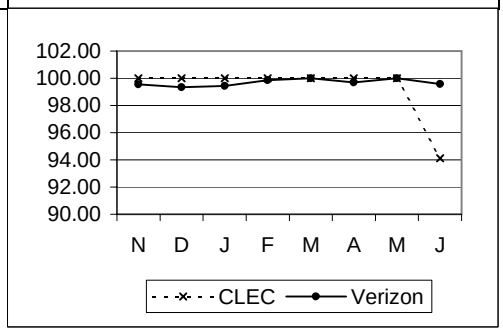



| PR-1-02-3343 | Av. Interval Offered – Total Dispatch | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | |
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity |
| Nov-01 | 3.00 | 3.00 | | 1 | | | | |
| Dec-01 | 3.00 | 3.00 | | 1 | | | | |
| Jan-02 | 3.00 | 3.00 | | 2 | | | | |
| Feb-02 | 3.00 | 3.00 | | 4 | | | | |
| Mar-02 | 3.00 | 3.00 | | 1 | | | | |
| Apr-02 | 3.00 | #N/A | | | | | | |
| May-02 | 3.00 | 3.00 | | 2 | | | | SS |
| Jun-02 | 3.00 | 3.00 | | 2 | | | | SS |




### PR-3 - Completed within X Days

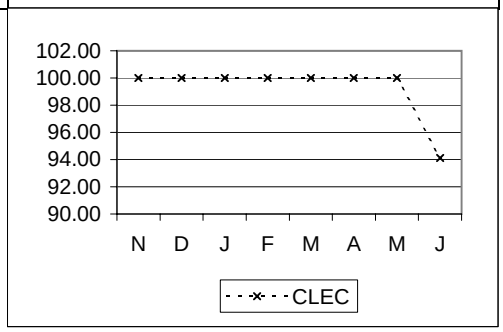
| PR-3-03-3343 | % Completed in 3 Days (1-5 Lines - No Dispatch) | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | |
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity |
| Nov-01 | 99.56 | 100.00 | | 5 | | | 0.15 | YES |
| Dec-01 | 99.34 | 100.00 | | 6 | | | 0.20 | YES |
| Jan-02 | 99.44 | 100.00 | | 16 | | | 0.30 | YES |
| Feb-02 | 99.85 | 100.00 | | 16 | | | 0.15 | YES |
| Mar-02 | 100.00 | 100.00 | | 30 | | | 0.00 | YES |
| Apr-02 | 99.70 | 100.00 | | 14 | | | 5000000.00 | YES |
| May-02 | 100.00 | 100.00 | | 20 | | | 0.00 | YES |
| Jun-02 | 99.58 | 94.12 | | 17 | | | -1.35 | YES |



**2-Wire xDSL Line Sharing cont...**

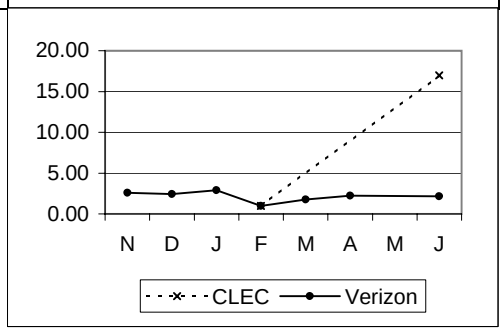
**PR-3 - Completed within X Days cont...**

| PR-3-03-3343x | % Completed in 3 Days (1-5 Lines - No Dispatch) | | | | | | | | 95% within 3 Business Days |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | | **100.00** | | 5 | | | | YES | |
| *Dec-01* | | **100.00** | | 6 | | | | YES | |
| *Jan-02* | | **100.00** | | 16 | | | | YES | |
| *Feb-02* | | **100.00** | | 16 | | | | YES | |
| *Mar-02* | | **100.00** | | 30 | | | | YES | |
| *Apr-02* | | **100.00** | | 14 | | | | YES | |
| *May-02* | | **100.00** | | 20 | | | | YES | |
| *Jun-02* | | **94.12** | | 17 | | | | NO | |

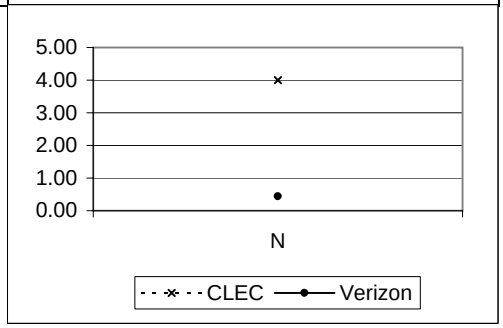



## PR-4 - Missed Appointments

| PR-4-02-3343 | Average Delay Days – Total | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with VADI Line Sharing** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **2.57** | **#N/A** | | | | | | | |
| *Dec-01* | **2.44** | **#N/A** | | | | | | | |
| *Jan-02* | **2.92** | **#N/A** | | | | | | | |
| *Feb-02* | **1.00** | **1.00** | | 1 | | | | | |
| *Mar-02* | **1.75** | **#N/A** | | | | | | | |
| *Apr-02* | **2.25** | **#N/A** | | | | | | | |
| *May-02* | **#N/A** | **#N/A** | | | | | | SS | |
| *Jun-02* | **2.14** | **17.00** | | 1 | | | | SS | |



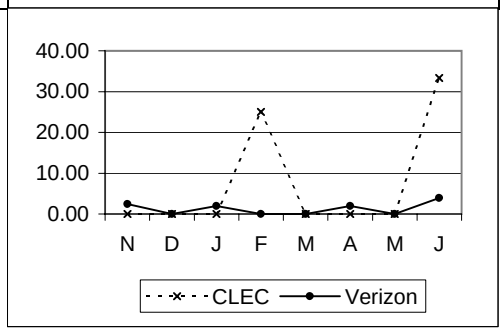

| PR-4-03-3343 | % Missed Appointment – Customer | | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.44** | **4.00** | | | | | | | |
| *Dec-01* | | **0.00** | | | | | | | |
| *Jan-02* | | **4.55** | | | | | | | |
| *Feb-02* | | **0.00** | | | | | | | |
| *Mar-02* | | **0.00** | | 35 | | | | | |
| *Apr-02* | | **0.00** | | 22 | | | | | |
| *May-02* | | **0.00** | | 31 | | | | | |
| *Jun-02* | | **0.00** | | 22 | | | | | |



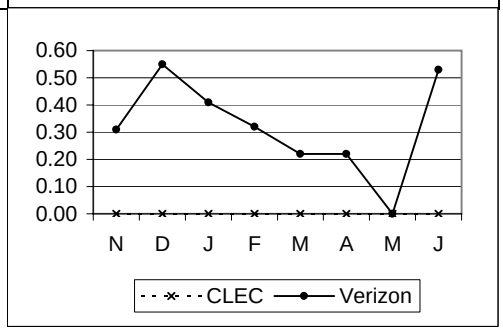
**2-Wire xDSL Line Sharing cont...**

**PR-4 - Missed Appointments cont...**

| PR-4-04-3343 | % Missed Appointment – Verizon – Dispatch | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **2.47** | **0.00** | | 3 | | | 0.27 | YES | |
| *Dec-01* | **0.00** | **0.00** | | 1 | | | | | |
| *Jan-02* | **2.00** | **0.00** | | 3 | | | 0.24 | YES | |
| *Feb-02* | **0.00** | **25.00** | | 4 | | | | | |
| *Mar-02* | **0.00** | **0.00** | | 2 | | | 0.00 | YES | |
| *Apr-02* | **1.96** | **0.00** | | 2 | | | 5000000.00 | YES | |
| *May-02* | **0.00** | **0.00** | | 5 | | | SS | | |
| *Jun-02* | **3.92** | **33.33** | | 3 | | | SS | | |

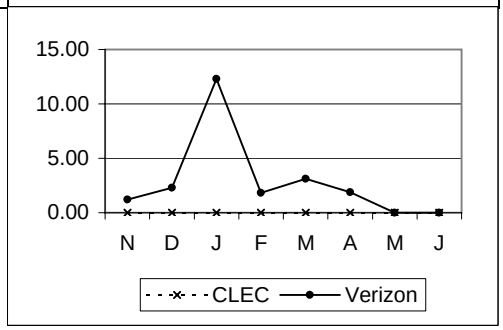



| PR-4-05-3343 | % Missed Appointment – Verizon – No Dispatch | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.31** | **0.00** | | 22 | | | 0.26 | YES | |
| *Dec-01* | **0.55** | **0.00** | | 14 | | | 0.28 | YES | |
| *Jan-02* | **0.41** | **0.00** | | 19 | | | 0.28 | YES | |
| *Feb-02* | **0.32** | **0.00** | | 18 | | | 0.24 | YES | |
| *Mar-02* | **0.22** | **0.00** | | 33 | | | 5000000.00 | YES | |
| *Apr-02* | **0.22** | **0.00** | | 20 | | | 5000000.00 | YES | |
| *May-02* | **0.00** | **0.00** | | 26 | | | 0.00 | YES | |
| *Jun-02* | **0.53** | **0.00** | | 19 | | | >5.00 | YES | |




## PR-5 - Facility Missed Orders

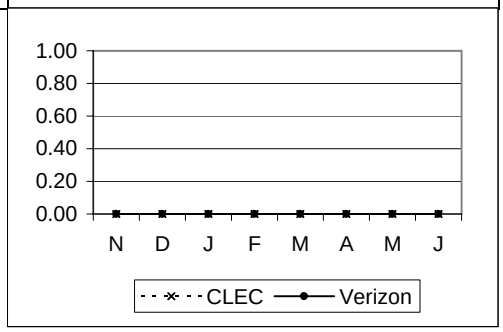
| PR-5-01-3343 | % Missed Appointment - Verizon Facilities | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **1.22** | **0.00** | | 3 | | | 0.19 | YES | |
| *Dec-01* | **2.30** | **0.00** | | 1 | | | 0.15 | YES | |
| *Jan-02* | **12.28** | **0.00** | | 3 | | | 0.63 | YES | |
| *Feb-02* | **1.82** | **0.00** | | 4 | | | 0.26 | YES | |
| *Mar-02* | **3.13** | **0.00** | | 2 | | | 5000000.00 | YES | |
| *Apr-02* | **1.89** | **0.00** | | 2 | | | 5000000.00 | YES | |
| *May-02* | **0.00** | **0.00** | | 5 | | | SS | | |
| *Jun-02* | **0.00** | **0.00** | | 3 | | | SS | | |



**2-Wire xDSL Line Sharing cont...**

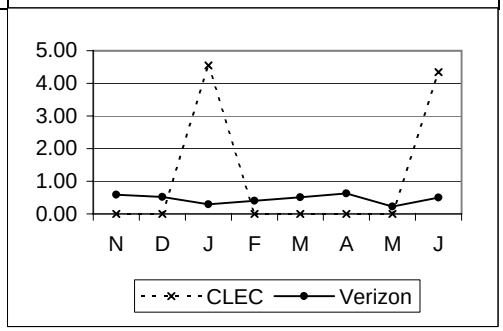
**PR-5 - Facility Missed Orders cont...**

| PR-5-02-3343 | % Orders Held for Facilities > 15 Days | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | | 3 | | | | | |
| *Dec-01* | **0.00** | **0.00** | | 1 | | | | | |
| *Jan-02* | **0.00** | **0.00** | | 3 | | | | | |
| *Feb-02* | **0.00** | **0.00** | | 4 | | | | | |
| *Mar-02* | **0.00** | **0.00** | | 2 | | | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | | 2 | | | 0.00 | YES | |
| *May-02* | **0.00** | **0.00** | | 5 | | | SS | | |
| *Jun-02* | **0.00** | **0.00** | | 3 | | | SS | | |

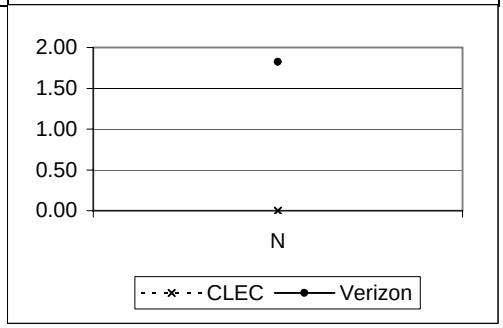



## PR-6 - Installation Quality

| PR-6-01-3343 | % Install. Troubles Reported within 30 Days | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.58** | **0.00** | | 25 | | | 0.38 | YES | |
| *Dec-01* | **0.52** | **0.00** | | 15 | | | 0.28 | YES | |
| *Jan-02* | **0.29** | **4.55** | | 22 | | | -3.67 | SSST | |
| *Feb-02* | **0.40** | **0.00** | | 22 | | | 0.29 | YES | |
| *Mar-02* | **0.51** | **0.00** | | 35 | | | 5000000.00 | YES | |
| *Apr-02* | **0.63** | **0.00** | | 21 | | | 5000000.00 | YES | |
| *May-02* | **0.23** | **0.00** | | 31 | | | >5.00 | YES | |
| *Jun-02* | **0.50** | **4.35** | | 23 | | | -1.13 | YES | |



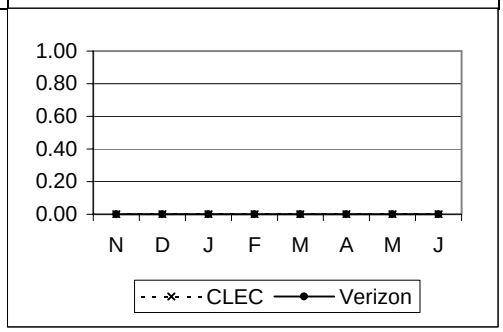

| PR-6-03-3343 | % Install. Troubles Reported within 30 Days - FOK/TOK/CPE | | | | | | | | None: Analysis Only |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **1.82** | **0.00** | 1371 | 25 | | 2.70 | 0.68 | | |
| *Dec-01* | | **20.00** | | 15 | | | | | |
| *Jan-02* | | **4.55** | | 22 | | | | | |
| *Feb-02* | | **13.64** | | 22 | | | | | |
| *Mar-02* | | **5.71** | | 35 | | | | | |
| *Apr-02* | | **0.00** | | 21 | | | | | |
| *May-02* | | **0.00** | | 31 | | | | | |
| *Jun-02* | | **4.35** | | 23 | | | | | |



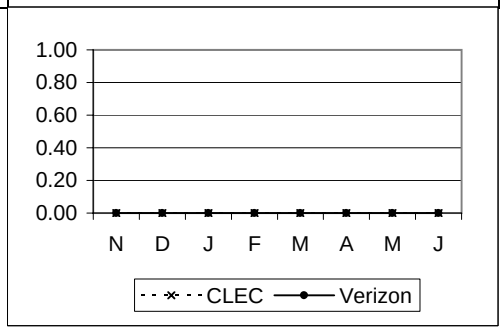
**2-Wire xDSL Line Sharing cont...**

## PR-8 - Open Orders in a Hold Status

| PR-8-01-3343 | Open Orders in a Hold Status > 30 Days | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | | 25 | | | | | |
| *Dec-01* | **0.00** | **0.00** | | 15 | | | | | |
| *Jan-02* | **0.00** | **0.00** | | 22 | | | | | |
| *Feb-02* | **0.00** | **0.00** | | 22 | | | | | |
| *Mar-02* | **0.00** | **0.00** | | 35 | | | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | | 22 | | | 0.00 | YES | |
| *May-02* | **0.00** | **0.00** | | 31 | | | 0.00 | YES | |
| *Jun-02* | **0.00** | **0.00** | | 22 | | | 0.00 | YES | |



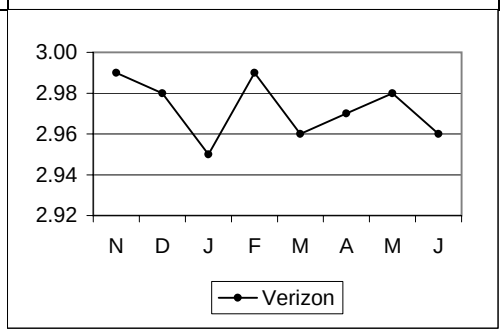

| PR-8-02-3343 | Open Orders in a Hold Status > 90 Days | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | | 25 | | | | | |
| *Dec-01* | **0.00** | **0.00** | | 15 | | | | | |
| *Jan-02* | **0.00** | **0.00** | | 22 | | | | | |
| *Feb-02* | **0.00** | **0.00** | | 22 | | | | | |
| *Mar-02* | **0.00** | **0.00** | | 35 | | | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | | 22 | | | 0.00 | YES | |
| *May-02* | **0.00** | **0.00** | | 31 | | | 0.00 | YES | |
| *Jun-02* | **0.00** | **0.00** | | 22 | | | 0.00 | YES | |



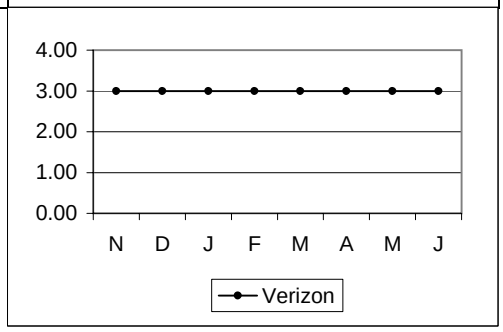
## 2-Wire xDSL Line Splitting

### PR-1 - Average Interval Offered

| PR-1-01-3345 | Av. Interval Offered – Total No Dispatch | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | Began reporting line splitting metrics 11/2001 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | 2.99 | #N/A | | | | | | | |
| *Dec-01* | 2.98 | #N/A | | | | | | | |
| *Jan-02* | 2.95 | #N/A | | | | | | | |
| *Feb-02* | 2.99 | #N/A | | | | | | | |
| *Mar-02* | 2.96 | #N/A | | | | | | | |
| *Apr-02* | 2.97 | #N/A | | | | | | | |
| *May-02* | 2.98 | #N/A | | | | | | | |
| *Jun-02* | 2.96 | #N/A | | | | | | | |

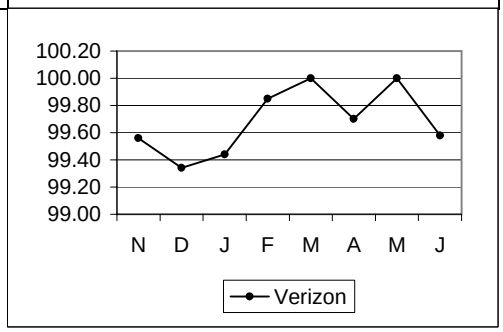



| PR-1-02-3345 | Av. Interval Offered – Total Dispatch | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | Began reporting line splitting metrics 11/2001 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | 3.00 | #N/A | | | | | | | |
| *Dec-01* | 3.00 | #N/A | | | | | | | |
| *Jan-02* | 3.00 | #N/A | | | | | | | |
| *Feb-02* | 3.00 | #N/A | | | | | | | |
| *Mar-02* | 3.00 | #N/A | | | | | | | |
| *Apr-02* | 3.00 | #N/A | | | | | | | |
| *May-02* | 3.00 | #N/A | | | | | | | |
| *Jun-02* | 3.00 | #N/A | | | | | | | |




### PR-3 - Completed within X Days

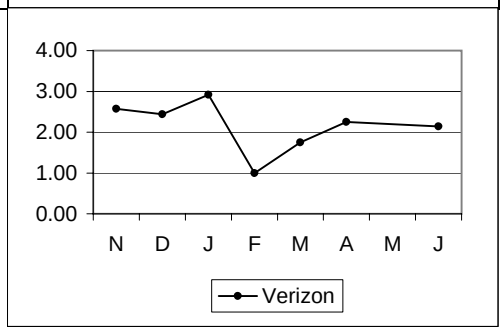
| PR-3-03-3345 | % Completed in 3 Days (1-5 Lines - No Dispatch) | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | Began reporting line splitting metrics 11/2001 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | 99.56 | #N/A | | | | | | | |
| *Dec-01* | 99.34 | #N/A | | | | | | | |
| *Jan-02* | 99.44 | #N/A | | | | | | | |
| *Feb-02* | 99.85 | #N/A | | | | | | | |
| *Mar-02* | 100.00 | #N/A | | | | | | | |
| *Apr-02* | 99.70 | #N/A | | | | | | | |
| *May-02* | 100.00 | #N/A | | | | | | | |
| *Jun-02* | 99.58 | #N/A | | | | | | | |



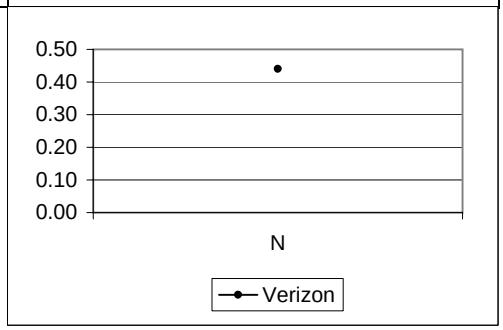
| 2-Wire xDSL Line Splitting cont... | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| PR-3 - Completed within X Days cont... | | | | | | | | |
| PR-3-03-3345x | % Completed in 3 Days (1-5 Lines - No Dispatch) | | | | | | | 95% within 3 Business Days |
| | Began reporting line splitting metrics 11/2001 | | | | | | | |
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity |
| Nov-01 | | #N/A | | 0 | | | | |
| Dec-01 | | #N/A | | 0 | | | | |
| Jan-02 | | #N/A | | 0 | | | | |
| Feb-02 | | #N/A | | 0 | | | | |
| Mar-02 | | #N/A | | 0 | | | | |
| Apr-02 | | #N/A | | 0 | | | | |
| May-02 | | #N/A | | 0 | | | | |
| Jun-02 | | #N/A | | 0 | | | | |

## PR-4 - Missed Appointments

| PR-4-02-3345 | Average Delay Days – Total | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | Began reporting line splitting metrics 11/2001 | | | | | | | | |
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity | |
| Nov-01 | 2.57 | #N/A | | | | | | | |
| Dec-01 | 2.44 | #N/A | | | | | | | |
| Jan-02 | 2.92 | #N/A | | | | | | | |
| Feb-02 | 1.00 | #N/A | | | | | | | |
| Mar-02 | 1.75 | #N/A | | | | | | | |
| Apr-02 | 2.25 | #N/A | | | | | | | |
| May-02 | #N/A | #N/A | | | | | | SS | |
| Jun-02 | 2.14 | #N/A | | | | | | SS | |



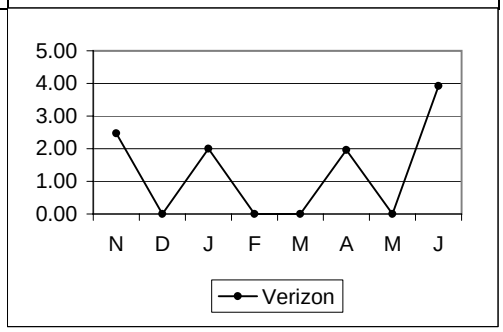

| PR-4-03-3345 | % Missed Appointment – Customer | | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|---|
| | Began reporting line splitting metrics 11/2001 | | | | | | | | |
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity | |
| Nov-01 | 0.44 | #N/A | | | | | | | |
| Dec-01 | | #N/A | | | | | | | |
| Jan-02 | | #N/A | | | | | | | |
| Feb-02 | | #N/A | | | | | | | |
| Mar-02 | | #N/A | | | | | | | |
| Apr-02 | | #N/A | | | | | | | |
| May-02 | | #N/A | | | | | | | |
| Jun-02 | | #N/A | | | | | | | |



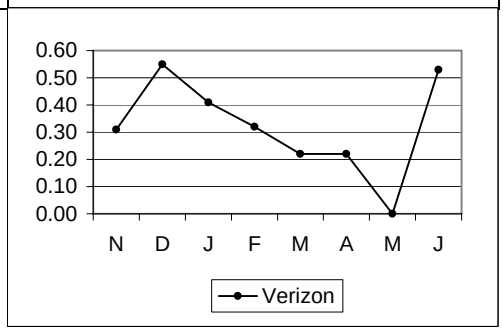
**2-Wire xDSL Line Splitting cont...**

**PR-4 - Missed Appointments cont...**

| PR-4-04-3345 | % Missed Appointment – Verizon – Dispatch | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | Began reporting line splitting metrics 11/2001 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | 2.47 | #N/A | | | | | | | |
| *Dec-01* | 0.00 | #N/A | | | | | | | |
| *Jan-02* | 2.00 | #N/A | | | | | | | |
| *Feb-02* | 0.00 | #N/A | | | | | | | |
| *Mar-02* | 0.00 | #N/A | | | | | | | |
| *Apr-02* | 1.96 | #N/A | | | | | | | |
| *May-02* | 0.00 | #N/A | | | | | | | |
| *Jun-02* | 3.92 | #N/A | | | | | | | |

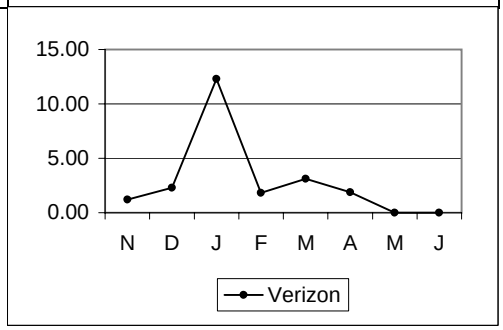



| PR-4-05-3345 | % Missed Appointment – Verizon – No Dispatch | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | Began reporting line splitting metrics 11/2001 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | 0.31 | #N/A | | | | | | | |
| *Dec-01* | 0.55 | #N/A | | | | | | | |
| *Jan-02* | 0.41 | #N/A | | | | | | | |
| *Feb-02* | 0.32 | #N/A | | | | | | | |
| *Mar-02* | 0.22 | #N/A | | | | | | | |
| *Apr-02* | 0.22 | #N/A | | | | | | | |
| *May-02* | 0.00 | #N/A | | | | | | | |
| *Jun-02* | 0.53 | #N/A | | | | | | | |




## PR-5 - Facility Missed Orders

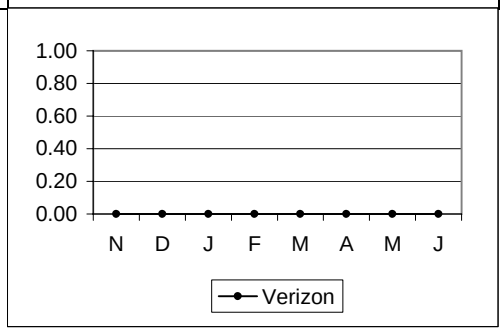
| PR-5-01-3345 | % Missed Appointment - Verizon Facilities | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | Began reporting line splitting metrics 11/2001 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | 1.22 | #N/A | | | | | | | |
| *Dec-01* | 2.30 | #N/A | | | | | | | |
| *Jan-02* | 12.28 | #N/A | | | | | | | |
| *Feb-02* | 1.82 | #N/A | | | | | | | |
| *Mar-02* | 3.13 | #N/A | | | | | | | |
| *Apr-02* | 1.89 | #N/A | | | | | | | |
| *May-02* | 0.00 | #N/A | | | | | | | |
| *Jun-02* | 0.00 | #N/A | | | | | | | |



**2-Wire xDSL Line Splitting cont...**

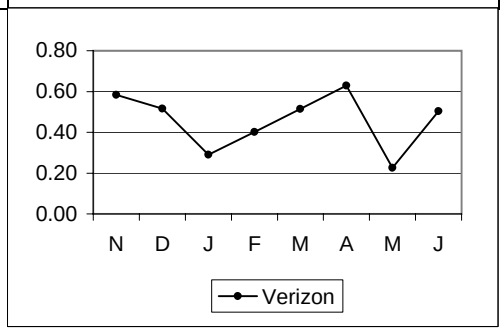
**PR-5 - Facility Missed Orders cont...**

| PR-5-02-3345 | % Orders Held for Facilities > 15 Days | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | Began reporting line splitting metrics 11/2001 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | 0.00 | #N/A | | | | | | | |
| *Dec-01* | 0.00 | #N/A | | | | | | | |
| *Jan-02* | 0.00 | #N/A | | | | | | | |
| *Feb-02* | 0.00 | #N/A | | | | | | | |
| *Mar-02* | 0.00 | #N/A | | | | | | | |
| *Apr-02* | 0.00 | #N/A | | | | | | | |
| *May-02* | 0.00 | #N/A | | | | | | | |
| *Jun-02* | 0.00 | #N/A | | | | | | | |

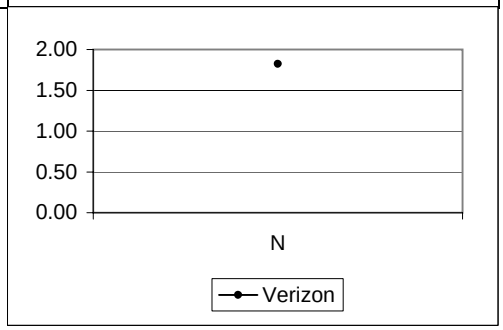



## PR-6 - Installation Quality

| PR-6-01-3345 | % Install. Troubles Reported within 30 Days | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | Began reporting line splitting metrics 11/2001 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | 0.58 | #N/A | | | | | | | |
| *Dec-01* | 0.52 | #N/A | | | | | | | |
| *Jan-02* | 0.29 | #N/A | | | | | | | |
| *Feb-02* | 0.40 | #N/A | | | | | | | |
| *Mar-02* | 0.51 | #N/A | | | | | | | |
| *Apr-02* | 0.63 | #N/A | | | | | | | |
| *May-02* | 0.23 | #N/A | | | | | | | |
| *Jun-02* | 0.50 | #N/A | | | | | | | |



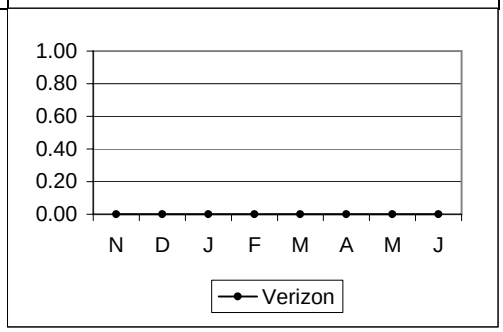

| PR-6-03-3345 | % Install. Troubles Reported within 30 Days - FOK/TOK/CPE | | | | | | | | None: Analysis Only |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| | Began reporting line splitting metrics 11/2001 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | 1.82 | #N/A | 1371 | | | | | | |
| *Dec-01* | | #N/A | | | | | | | |
| *Jan-02* | | #N/A | | | | | | | |
| *Feb-02* | | #N/A | | | | | | | |
| *Mar-02* | | #N/A | | | | | | | |
| *Apr-02* | | #N/A | | | | | | | |
| *May-02* | | #N/A | | | | | | | |
| *Jun-02* | | #N/A | | | | | | | |



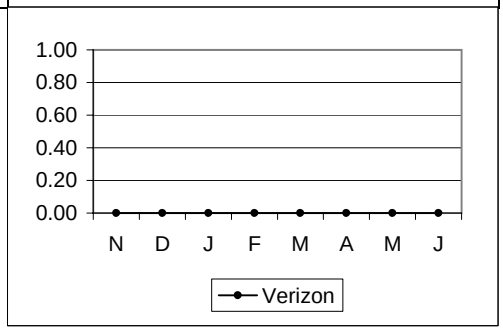
**2-Wire xDSL Line Splitting cont...**

## PR-8 - Open Orders in a Hold Status

| PR-8-01-3345 | Open Orders in a Hold Status > 30 Days | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | Began reporting line splitting metrics 11/2001 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | 0.00 | #N/A | | | | | | | |
| *Dec-01* | 0.00 | #N/A | | | | | | | |
| *Jan-02* | 0.00 | #N/A | | | | | | | |
| *Feb-02* | 0.00 | #N/A | | | | | | | |
| *Mar-02* | 0.00 | #N/A | | | | | | | |
| *Apr-02* | 0.00 | #N/A | | | | | | | |
| *May-02* | 0.00 | #N/A | | | | | | | |
| *Jun-02* | 0.00 | #N/A | | | | | | | |



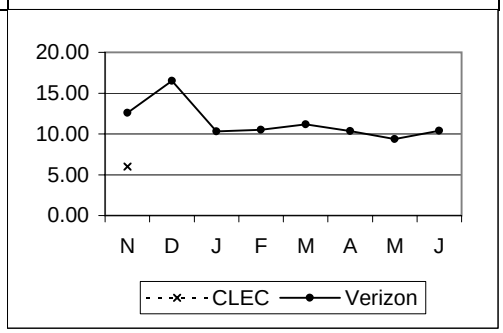

| PR-8-02-3345 | Open Orders in a Hold Status > 90 Days | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | Began reporting line splitting metrics 11/2001 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | 0.00 | #N/A | | | | | | | |
| *Dec-01* | 0.00 | #N/A | | | | | | | |
| *Jan-02* | 0.00 | #N/A | | | | | | | |
| *Feb-02* | 0.00 | #N/A | | | | | | | |
| *Mar-02* | 0.00 | #N/A | | | | | | | |
| *Apr-02* | 0.00 | #N/A | | | | | | | |
| *May-02* | 0.00 | #N/A | | | | | | | |
| *Jun-02* | 0.00 | #N/A | | | | | | | |



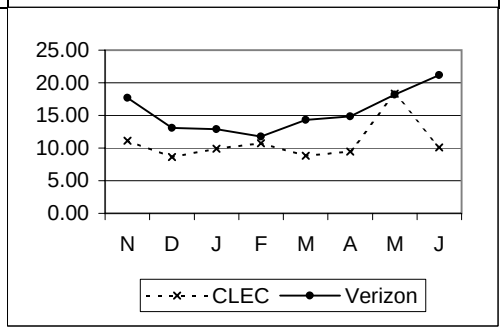
## Special Services - Provisioning

### PR-1 - Average Interval Offered

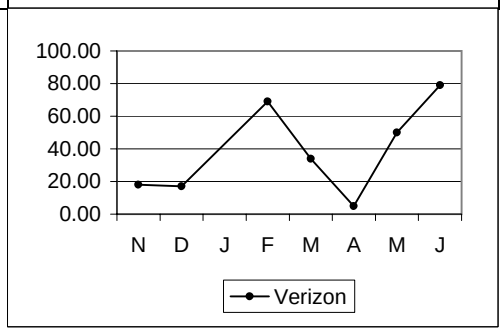
| PR-1-06-3200 | Av. Interval Offered – DS0 | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials - DS0 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **12.60** | **6.00** | 20 | 1 | 4.12 | 4.22 | 1.56 | YES | |
| *Dec-01* | **16.50** | **#N/A** | 18 | | 11.49 | | | | |
| *Jan-02* | **10.31** | **#N/A** | 13 | | 3.82 | | | | |
| *Feb-02* | **10.50** | **#N/A** | 10 | | 2.27 | | | | |
| *Mar-02* | **11.19** | **#N/A** | 32 | | 2.19 | | | | |
| *Apr-02* | **10.36** | **#N/A** | 14 | | 4.52 | | | | |
| *May-02* | **9.38** | **#N/A** | 40 | | 2.85 | | | | |
| *Jun-02* | **10.38** | **#N/A** | 13 | | 2.47 | | | | |




| PR-1-07-3200 | Av. Interval Offered – DS1 | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials - DS1 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **17.68** | **11.12** | 40 | 17 | 5.64 | 1.63 | 4.02 | YES | |
| *Dec-01* | **13.08** | **8.63** | 13 | 16 | 7.70 | 2.88 | 1.55 | YES | |
| *Jan-02* | **12.88** | **9.89** | 26 | 19 | 10.63 | 3.21 | 0.93 | YES | |
| *Feb-02* | **11.78** | **10.73** | 18 | 26 | 6.05 | 1.86 | 0.57 | YES | |
| *Mar-02* | **14.30** | **8.81** | 37 | 36 | 10.33 | 2.42 | 2.27 | YES | |
| *Apr-02* | **14.85** | **9.46** | 46 | 26 | 6.43 | 1.58 | 3.42 | YES | |
| *May-02* | **18.17** | **18.32** | 52 | 19 | 20.30 | 5.44 | -0.03 | YES | |
| *Jun-02* | **21.19** | **10.09** | 21 | 23 | 14.30 | 4.32 | 2.57 | YES | |




| PR-1-08-3200 | Av. Interval Offered – DS3 | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials - DS3 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **18.00** | **#N/A** | 1 | | 0.00 | | | | |
| *Dec-01* | **17.00** | **#N/A** | 1 | | 0.00 | | | | |
| *Jan-02* | **#N/A** | **#N/A** | | | | | | | |
| *Feb-02* | **69.00** | **#N/A** | 1 | | 0.00 | | | | |
| *Mar-02* | **34.00** | **#N/A** | 1 | | 0.00 | | | | |
| *Apr-02* | **5.00** | **#N/A** | 1 | | 0.00 | | | | |
| *May-02* | **50.00** | **#N/A** | 2 | | 49.50 | | SS | | |
| *Jun-02* | **79.00** | **#N/A** | 1 | | 0.00 | | SS | | |

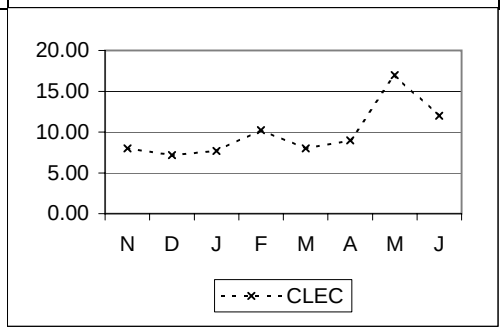


**Special Services - Provisioning cont...**

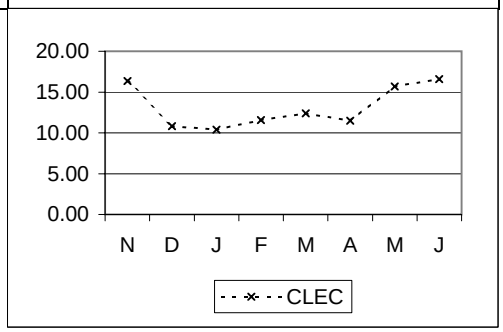
**PR-1 - Average Interval Offered cont...**

| PR-1-09-3511 | Av. Interval Offered – Total - EEL – Backbone | | | | | | | | EEL Legend |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | | **#N/A** | | | | | | | |
| *Dec-01* | | **#N/A** | | | | | | | |
| *Jan-02* | | **#N/A** | | | | | | | |
| *Feb-02* | | **#N/A** | | | | | | | |
| *Mar-02* | | **#N/A** | | | | | | | |
| *Apr-02* | | **#N/A** | | | | | | | |
| *May-02* | | **#N/A** | | | | | | | |
| *Jun-02* | | **#N/A** | | | | | | | |

| PR-1-09-3512 | Av. Interval Offered – Total - EEL – Loop | | | | | | | | EEL Legend |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | | **8.00** | | 1 | | | | | |
| *Dec-01* | | **7.17** | | 6 | | | | | |
| *Jan-02* | | **7.67** | | 3 | | | | | |
| *Feb-02* | | **10.25** | | 4 | | | | | |
| *Mar-02* | | **8.00** | | 3 | | | | | |
| *Apr-02* | | **9.00** | | 2 | | | | | |
| *May-02* | | **17.00** | | 1 | | | | | |
| *Jun-02* | | **12.00** | | 1 | | | | | |



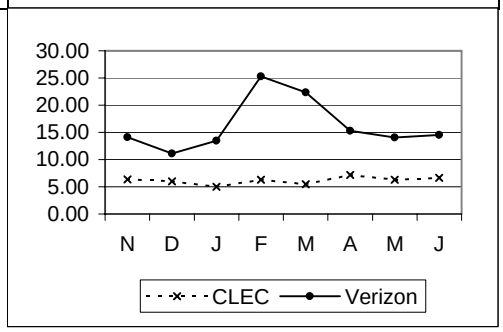

| PR-1-09-3530 | Av. Interval Offered – Total - IOF | | | | | | | | IOF Legend |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | | **16.36** | | 14 | | | | | |
| *Dec-01* | | **10.83** | | 6 | | | | | |
| *Jan-02* | | **10.38** | | 8 | | | | | |
| *Feb-02* | | **11.57** | | 7 | | | | | |
| *Mar-02* | | **12.38** | | 8 | | | | | |
| *Apr-02* | | **11.50** | | 16 | | | | | |
| *May-02* | | **15.67** | | 6 | | | | | |
| *Jun-02* | | **16.58** | | 12 | | | | | |



**Special Services - Provisioning cont...**

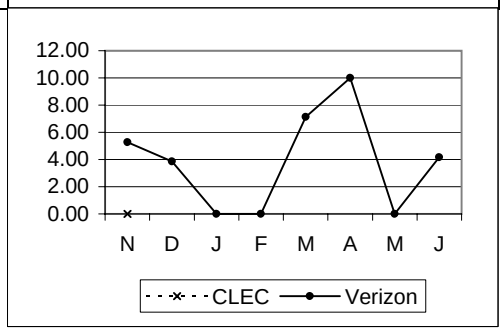
**PR-1 - Average Interval Offered cont...**

| PR-1-12-3200 | Av. Interval Offered – Disconnects | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials - Total | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **14.09** | **6.38** | 315 | 26 | 18.67 | 3.81 | 2.02 | YES | |
| *Dec-01* | **11.11** | **6.00** | 309 | 9 | 11.00 | 3.72 | 1.37 | YES | |
| *Jan-02* | **13.49** | **5.00** | 372 | 6 | 22.18 | 9.13 | 0.93 | YES | |
| *Feb-02* | **25.31** | **6.29** | 472 | 14 | 32.17 | 8.72 | 2.18 | YES | |
| *Mar-02* | **22.38** | **5.46** | 465 | 24 | 31.25 | 6.54 | 2.59 | YES | |
| *Apr-02* | **15.29** | **7.19** | 434 | 21 | 22.01 | 4.92 | 1.65 | YES | |
| *May-02* | **14.08** | **6.30** | 374 | 30 | 24.96 | 4.74 | 1.64 | YES | |
| *Jun-02* | **14.53** | **6.63** | 256 | 19 | 21.37 | 5.08 | 1.55 | YES | |

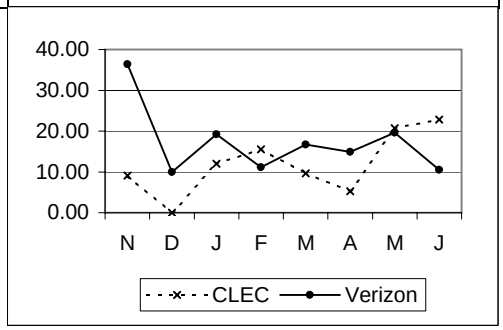



## PR-4 - Missed Appointments

| PR-4-01-3210 | % Missed Appointment – Verizon – DS0 | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials - DS0 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **5.26** | **0.00** | 19 | 1 | | 22.90 | 0.23 | YES | |
| *Dec-01* | **3.85** | **#N/A** | 26 | | | | | | |
| *Jan-02* | **0.00** | **#N/A** | 27 | | | | | | |
| *Feb-02* | **0.00** | **#N/A** | 26 | | | | | | |
| *Mar-02* | **7.14** | **#N/A** | 42 | | | | | | |
| *Apr-02* | **10.00** | **#N/A** | 20 | | | | | | |
| *May-02* | **0.00** | **#N/A** | 53 | | | | | | |
| *Jun-02* | **4.17** | **#N/A** | 24 | | | | | | |



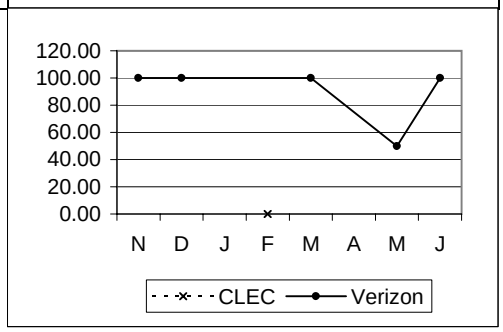

| PR-4-01-3211 | % Missed Appointment – Verizon – DS1 | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials - DS1 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **36.36** | **9.09** | 22 | 22 | | 14.50 | 1.88 | YES | |
| *Dec-01* | **10.00** | **0.00** | 10 | 21 | | 11.53 | 0.87 | YES | |
| *Jan-02* | **19.23** | **12.00** | 26 | 25 | | 11.04 | 0.65 | YES | |
| *Feb-02* | **11.11** | **15.56** | 18 | 45 | | 8.76 | -0.51 | YES | |
| *Mar-02* | **16.67** | **9.62** | 36 | 52 | | 8.08 | 1.31 | YES | |
| *Apr-02* | **14.89** | **5.26** | 47 | 38 | | 7.77 | 1.85 | YES | |
| *May-02* | **19.57** | **20.69** | 46 | 29 | | 9.41 | 0.16 | YES | |
| *Jun-02* | **10.53** | **22.86** | 19 | 35 | | 8.75 | -0.73 | YES | |



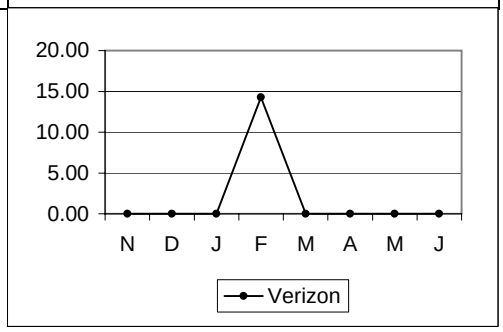
**Special Services - Provisioning cont...**

**PR-4 - Missed Appointments cont...**

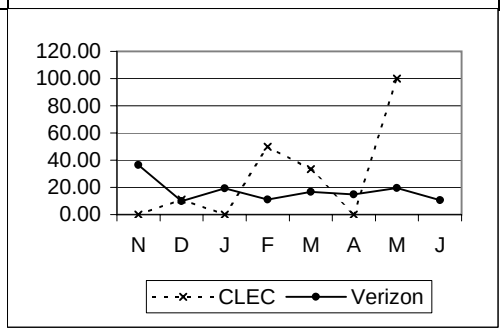
| PR-4-01-3213 | % Missed Appointment – Verizon – DS3 | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials - DS3 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **100.00** | **#N/A** | 1 | | | | | | |
| *Dec-01* | **100.00** | **#N/A** | 1 | | | | | | |
| *Jan-02* | **#N/A** | **#N/A** | | | | | | | |
| *Feb-02* | **#N/A** | **0.00** | | 1 | | | | | |
| *Mar-02* | **100.00** | **#N/A** | 1 | | | | | | |
| *Apr-02* | **#N/A** | **#N/A** | | | | | | | |
| *May-02* | **50.00** | **#N/A** | 2 | | | | | | |
| *Jun-02* | **100.00** | **#N/A** | 1 | | | | | | |




| PR-4-01-3214 | % Missed Appointment – Verizon – Special Other | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials Other | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **#N/A** | 10 | | | | | | |
| *Dec-01* | **0.00** | **#N/A** | 25 | | | | | | |
| *Jan-02* | **0.00** | **#N/A** | 10 | | | | | | |
| *Feb-02* | **14.29** | **#N/A** | 7 | | | | | | |
| *Mar-02* | **0.00** | **#N/A** | 7 | | | | | | |
| *Apr-02* | **0.00** | **#N/A** | 6 | | | | | | |
| *May-02* | **0.00** | **#N/A** | 10 | | | | | | |
| *Jun-02* | **0.00** | **#N/A** | 8 | | | | | | |



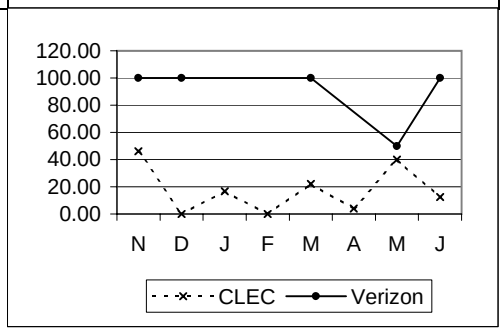

| PR-4-01-3510 | % Missed Appointment – Verizon – Total - EEL | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail DS1 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **36.36** | **0.00** | 22 | 1 | | 49.18 | 0.74 | YES | |
| *Dec-01* | **10.00** | **11.11** | 10 | 9 | | 13.78 | -0.08 | YES | |
| *Jan-02* | **19.23** | **0.00** | 26 | 1 | | 40.16 | 0.48 | YES | |
| *Feb-02* | **11.11** | **50.00** | 18 | 4 | | 17.37 | -2.24 | SSST | |
| *Mar-02* | **16.67** | **33.33** | 36 | 3 | | 22.40 | -0.11 | YES | |
| *Apr-02* | **14.89** | **0.00** | 47 | 3 | | 21.20 | 5000000.00 | YES | |
| *May-02* | **19.57** | **100.00** | 46 | 1 | | 40.10 | SS | | |
| *Jun-02* | **10.53** | **#N/A** | 19 | | | | | | |



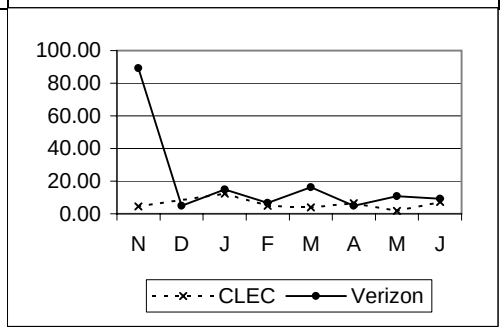
**Special Services - Provisioning cont...**

**PR-4 - Missed Appointments cont...**

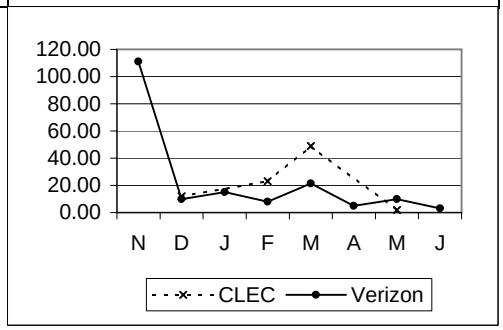
| PR-4-01-3530 | % Missed Appointment – Verizon – Total- IOF | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail DS3** | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **100.00** | **46.15** | 1 | 13 | | 0.00 | | |
| *Dec-01* | **100.00** | **0.00** | 1 | 6 | | 0.00 | | |
| *Jan-02* | **#N/A** | **16.67** | | 6 | | | | |
| *Feb-02* | **#N/A** | **0.00** | | 18 | | | | |
| *Mar-02* | **100.00** | **22.22** | 1 | 9 | | 0.00 | | |
| *Apr-02* | **#N/A** | **4.00** | | 25 | | | | |
| *May-02* | **50.00** | **40.00** | 2 | 5 | | 41.83 | SS | |
| *Jun-02* | **100.00** | **12.50** | 1 | 8 | | 0.00 | SS | |




| PR-4-02-3200 | Average Delay Days – Total | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail Specials - Total** | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **89.20** | **4.50** | 10 | 2 | 121.32 | 93.97 | 0.90 | YES |
| *Dec-01* | **5.00** | **#N/A** | 3 | | 4.58 | | | |
| *Jan-02* | **15.00** | **12.33** | 5 | 3 | 0.00 | 0.00 | | |
| *Feb-02* | **6.67** | **4.86** | 3 | 7 | 2.31 | 1.59 | 1.14 | YES |
| *Mar-02* | **16.20** | **4.00** | 10 | 5 | 21.36 | 11.70 | 1.04 | YES |
| *Apr-02* | **5.00** | **6.50** | 9 | 2 | 1.58 | 1.24 | -1.21 | YES |
| *May-02* | **10.80** | **1.83** | 10 | 6 | 14.83 | 7.66 | SS | |
| *Jun-02* | **9.25** | **7.25** | 4 | 8 | 13.87 | 8.49 | SS | |



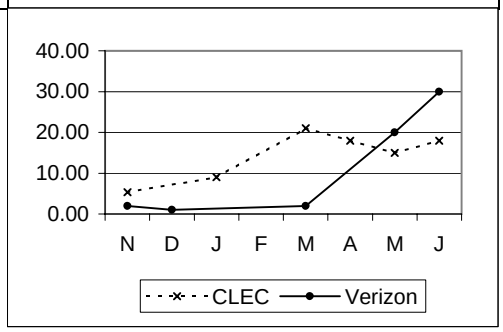

| PR-4-02-3510 | Average Delay Days – Total - EEL | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail DS1** | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **111.13** | **#N/A** | 8 | | 127.19 | | | |
| *Dec-01* | **10.00** | **12.00** | 1 | 1 | 0.00 | 0.00 | | |
| *Jan-02* | **15.00** | **#N/A** | 5 | | 0.00 | | | |
| *Feb-02* | **8.00** | **23.00** | 2 | 2 | 0.00 | 0.00 | | |
| *Mar-02* | **21.33** | **49.00** | 6 | 1 | 26.09 | 28.18 | -0.98 | YES |
| *Apr-02* | **5.00** | **#N/A** | 7 | | 0.58 | | | |
| *May-02* | **9.78** | **2.00** | 9 | 1 | 15.35 | 16.18 | SS | |
| *Jun-02* | **3.00** | **#N/A** | 2 | | 0.00 | | SS | |



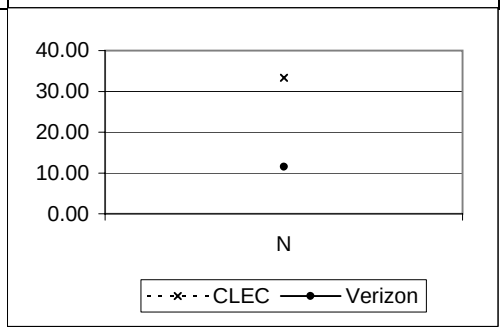
**Special Services - Provisioning cont...**

**PR-4 - Missed Appointments cont...**

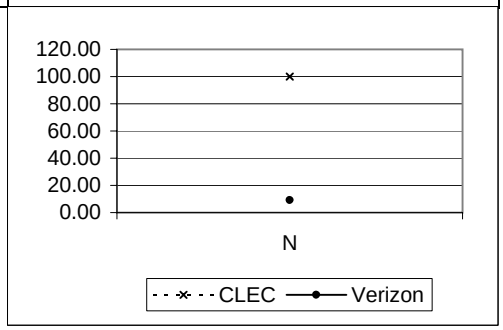
| PR-4-02-3530 | Average Delay Days – Total - IOF | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail DS3 | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **2.00** | **5.33** | 1 | 6 | 0.00 | 0.00 | | |
| *Dec-01* | **1.00** | **#N/A** | 1 | | 0.00 | | | |
| *Jan-02* | **#N/A** | **9.00** | | 1 | | | | |
| *Feb-02* | **#N/A** | **#N/A** | | | | | | |
| *Mar-02* | **2.00** | **21.00** | 1 | 2 | 0.00 | 0.00 | | |
| *Apr-02* | **#N/A** | **18.00** | | 1 | | | | |
| *May-02* | **20.00** | **15.00** | 1 | 2 | 0.00 | 0.00 | SS | |
| *Jun-02* | **30.00** | **18.00** | 1 | 1 | 0.00 | 0.00 | SS | |




| PR-4-03-3200 | % Missed Appointment – Customer | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **11.54** | **33.33** | | | | | | |
| *Dec-01* | | **59.26** | | | | | | |
| *Jan-02* | | **64.52** | | | | | | |
| *Feb-02* | | **51.56** | | | | | | |
| *Mar-02* | | **47.54** | | 61 | | | | |
| *Apr-02* | | **68.25** | | 63 | | | | |
| *May-02* | | **29.41** | | 34 | | | | |
| *Jun-02* | | **44.19** | | 43 | | | | |



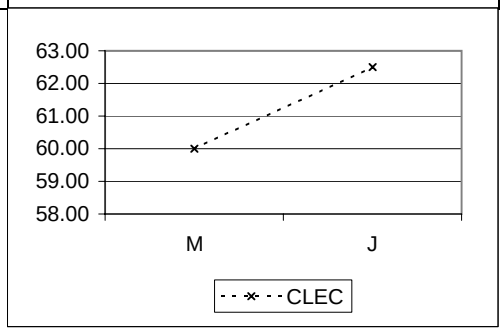

| PR-4-03-3510 | % Missed Appointment – Customer - EEL | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **9.09** | **100.00** | | | | | | |
| *Dec-01* | | **88.89** | | | | | | |
| *Jan-02* | | **100.00** | | | | | | |
| *Feb-02* | | **50.00** | | | | | | |
| *Mar-02* | | **33.33** | | 3 | | | | |
| *Apr-02* | | **100.00** | | 3 | | | | |
| *May-02* | | **0.00** | | 1 | | | | |
| *Jun-02* | | **#N/A** | | | | | | |



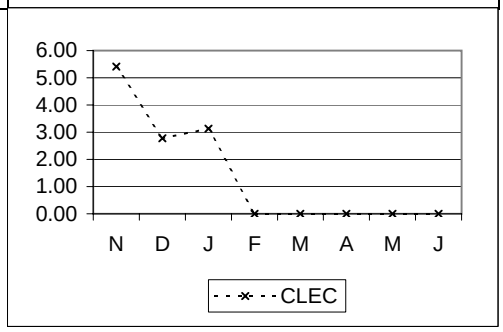
**Special Services - Provisioning cont...**

**PR-4 - Missed Appointments cont...**

| PR-4-03-3530 | % Missed Appointment – Customer - IOF | | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *May-02* | | **60.00** | | 5 | | | | | |
| *Jun-02* | | **62.50** | | 8 | | | | | |

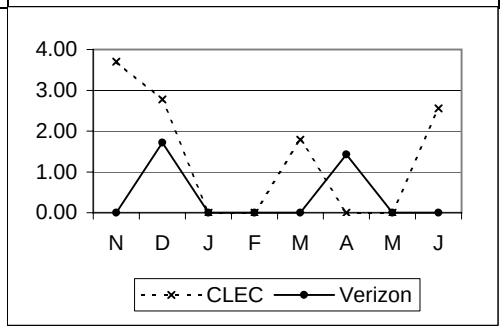



| PR-4-08-3200 | % Missed Appt. – Customer – Late Order Conf. | | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | | **5.41** | | 37 | | | | | |
| *Dec-01* | | **2.78** | | 36 | | | | | |
| *Jan-02* | | **3.13** | | 32 | | | | | |
| *Feb-02* | | **0.00** | | 68 | | | | | |
| *Mar-02* | | **0.00** | | 64 | | | | | |
| *Apr-02* | | **0.00** | | 66 | | | | | |
| *May-02* | | **0.00** | | 35 | | | | | |
| *Jun-02* | | **0.00** | | 43 | | | | | |




## PR-5 - Facility Missed Orders

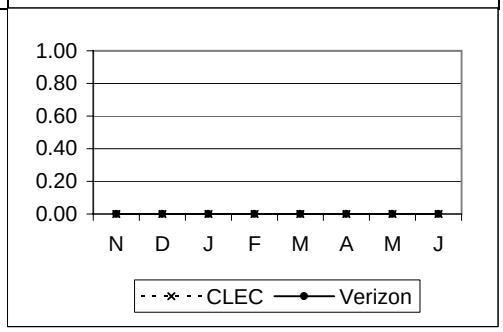
| PR-5-01-3200 | % Missed Appointment – Verizon – Facilities | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail Specials - Total** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **3.70** | 46 | 27 | | 0.00 | | | |
| *Dec-01* | **1.72** | **2.78** | 58 | 36 | | 2.76 | -0.38 | YES | |
| *Jan-02* | **0.00** | **0.00** | 47 | 27 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 40 | 65 | | 0.00 | | | |
| *Mar-02* | **0.00** | **1.79** | 82 | 56 | | 0.00 | -0.24 | YES | |
| *Apr-02* | **1.43** | **0.00** | 70 | 47 | | 2.24 | 5000000.00 | YES | |
| *May-02* | **0.00** | **0.00** | 105 | 30 | | 0.00 | 0.00 | YES | |
| *Jun-02* | **0.00** | **2.56** | 49 | 39 | | 0.00 | -0.14 | YES | |



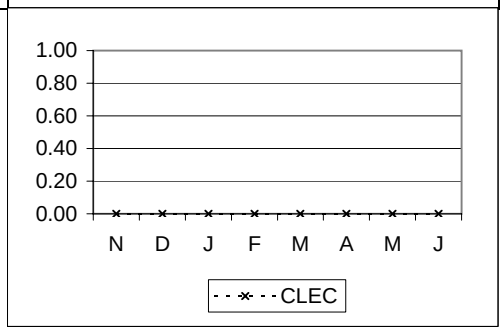
**Special Services - Provisioning cont...**

**PR-5 - Facility Missed Orders cont...**

| PR-5-02-3200 | % Orders Held for Facilities > 15 Days | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials - Total | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | 46 | 27 | | 0.00 | | | |
| *Dec-01* | **0.00** | **0.00** | 58 | 36 | | 0.00 | | | |
| *Jan-02* | **0.00** | **0.00** | 47 | 27 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 40 | 65 | | 0.00 | | | |
| *Mar-02* | **0.00** | **0.00** | 82 | 56 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | 70 | 47 | | 0.00 | 0.00 | YES | |
| *May-02* | **0.00** | **0.00** | 105 | 30 | | 0.00 | 0.00 | YES | |
| *Jun-02* | **0.00** | **0.00** | 49 | 39 | | 0.00 | 0.00 | YES | |

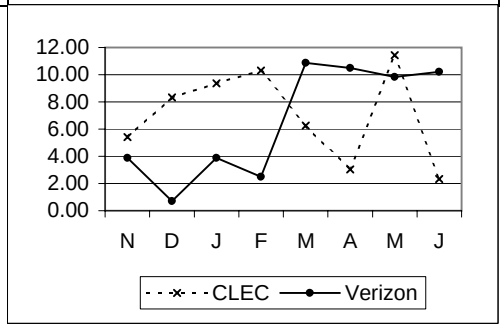



| PR-5-04-3200 | % Orders Cancelled (> 5 days) after Due Date - Due to Facilities | | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | | **0.00** | | 25 | | | | | |
| *Dec-01* | | **0.00** | | 13 | | | | | |
| *Jan-02* | | **0.00** | | 16 | | | | | |
| *Feb-02* | | **0.00** | | 35 | | | | | |
| *Mar-02* | | **0.00** | | 52 | | | | | |
| *Apr-02* | | **0.00** | | 28 | | | | | |
| *May-02* | | **0.00** | | 25 | | | | | |
| *Jun-02* | | **0.00** | | 31 | | | | | |




## PR-6 - Installation Quality

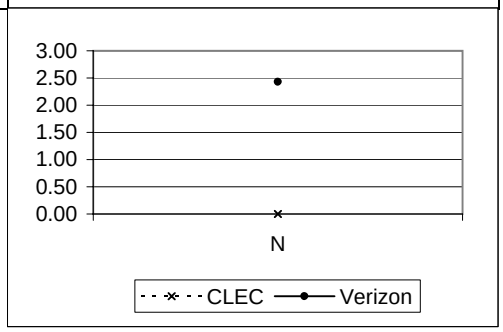
| PR-6-01-3200 | % Installation Troubles reported within 30 Days | | | | | | | | Parity with Retail for Found Troubles |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials - Total | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **3.88** | **5.41** | 206 | 37 | | 3.45 | -0.44 | YES | |
| *Dec-01* | **0.71** | **8.33** | 567 | 36 | | 1.44 | -5.30 | SSST | |
| *Jan-02* | **3.88** | **9.38** | 309 | 32 | | 3.59 | -1.53 | YES | |
| *Feb-02* | **2.48** | **10.29** | 161 | 68 | | 2.25 | -3.47 | SSST | |
| *Mar-02* | **10.87** | **6.25** | 276 | 64 | | 4.32 | 1.38 | YES | |
| *Apr-02* | **10.48** | **3.03** | 124 | 66 | | 4.67 | 2.25 | YES | |
| *May-02* | **9.84** | **11.43** | 183 | 35 | | 5.49 | -0.04 | YES | |
| *Jun-02* | **10.20** | **2.33** | 98 | 43 | | 5.54 | 2.16 | YES | |



**Special Services - Provisioning cont...**

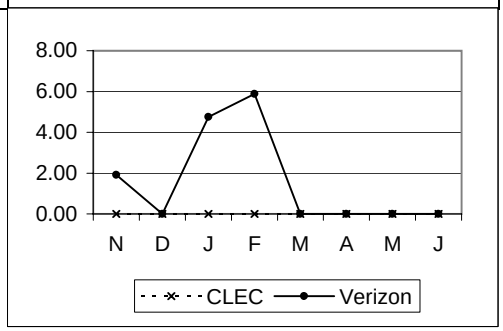
**PR-6 - Installation Quality cont...**

| PR-6-03-3200 | % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE | | | | | | | | None: Analysis Only |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **2.43** | **0.00** | 206 | 37 | | 2.75 | 0.88 | | |
| *Dec-01* | | **0.00** | | 36 | | | | | |
| *Jan-02* | | **0.00** | | 32 | | | | | |
| *Feb-02* | | **0.00** | | 68 | | | | | |
| *Mar-02* | | **0.00** | | 64 | | | | | |
| *Apr-02* | | **0.00** | | 66 | | | | | |
| *May-02* | | **0.00** | | 35 | | | | | |
| *Jun-02* | | **0.00** | | 43 | | | | | |

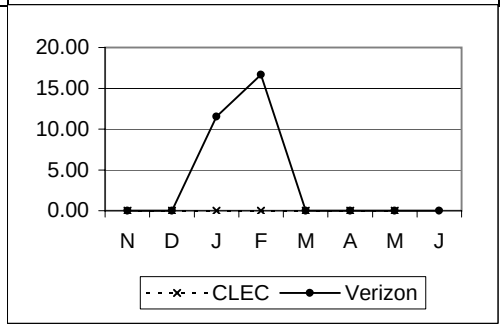



## PR-8 - Open Orders in a Hold Status

| PR-8-01-3200 | Open Orders in a Hold Status > 30 Days | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **1.92** | **0.00** | 52 | 23 | | 3.44 | 0.56 | YES | |
| *Dec-01* | **0.00** | **0.00** | 62 | 21 | | 0.00 | | | |
| *Jan-02* | **4.76** | **0.00** | 63 | 25 | | 5.03 | 0.95 | YES | |
| *Feb-02* | **5.88** | **0.00** | 51 | 46 | | 4.78 | 1.23 | YES | |
| *Mar-02* | **0.00** | **0.00** | 86 | 52 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | 73 | 38 | | 0.00 | 0.00 | YES | |
| *May-02* | **0.00** | **0.00** | 111 | 29 | | 0.00 | 0.00 | YES | |
| *Jun-02* | **0.00** | **0.00** | 52 | 35 | | 0.00 | 0.00 | YES | |



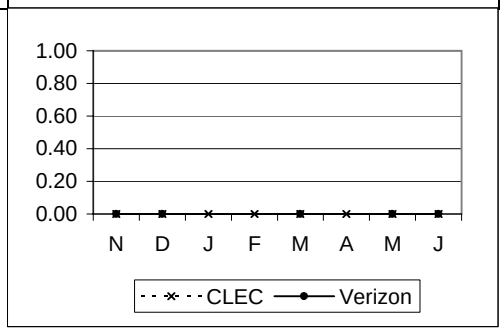

| PR-8-01-3510 | Open Orders in a Hold Status > 30 Days - EEL | | | | | | | | Parity with Retail Specials (DS1) |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | 22 | 1 | | 0.00 | | | |
| *Dec-01* | **0.00** | **0.00** | 10 | 9 | | 0.00 | | | |
| *Jan-02* | **11.54** | **0.00** | 26 | 1 | | 32.56 | 0.35 | YES | |
| *Feb-02* | **16.67** | **0.00** | 18 | 4 | | 20.60 | 0.81 | YES | |
| *Mar-02* | **0.00** | **0.00** | 36 | 3 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | 47 | 3 | | 0.00 | 0.00 | YES | |
| *May-02* | **0.00** | **0.00** | 46 | 1 | | 0.00 | SS | | |
| *Jun-02* | **0.00** | **#N/A** | 19 | | | | | | |



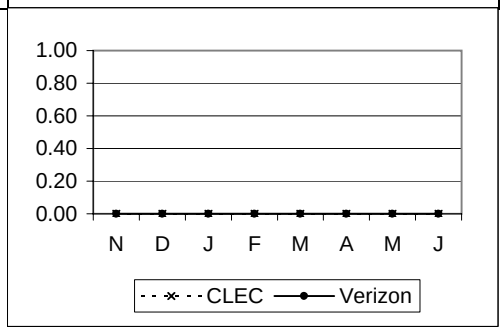
**Special Services - Provisioning cont...**

**PR-8 - Open Orders in a Hold Status cont...**

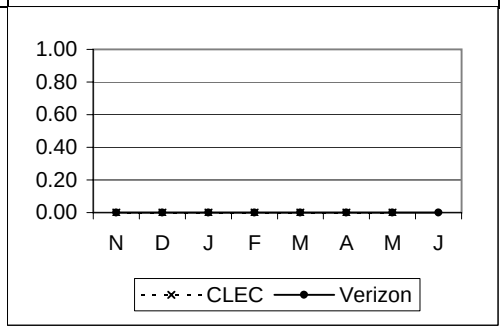
| PR-8-01-3530 | Open Orders in a Hold Status > 30 Days - IOF | | | | | | | | Parity with Retail Specials (DS3) |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | 1 | 13 | | 0.00 | | | |
| *Dec-01* | **0.00** | **0.00** | 1 | 6 | | 0.00 | | | |
| *Jan-02* | **#N/A** | **0.00** | | 6 | | | | | |
| *Feb-02* | **#N/A** | **0.00** | | 18 | | | | | |
| *Mar-02* | **0.00** | **0.00** | 1 | 9 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **#N/A** | **0.00** | | 25 | | | | | |
| *May-02* | **0.00** | **0.00** | 2 | 5 | | 0.00 | SS | | |
| *Jun-02* | **0.00** | **0.00** | 1 | 8 | | 0.00 | SS | | |



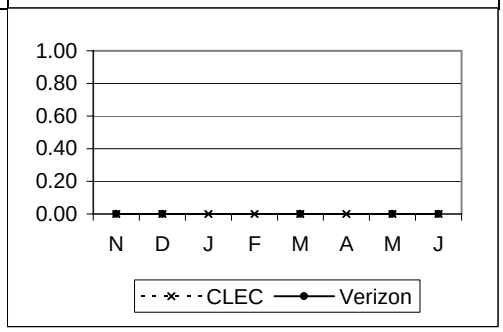

| PR-8-02-3200 | Open Orders in a Hold Status > 90 Days | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | 52 | 23 | | 0.00 | | | |
| *Dec-01* | **0.00** | **0.00** | 62 | 21 | | 0.00 | | | |
| *Jan-02* | **0.00** | **0.00** | 63 | 25 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 51 | 46 | | 0.00 | | | |
| *Mar-02* | **0.00** | **0.00** | 86 | 52 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | 73 | 38 | | 0.00 | 0.00 | YES | |
| *May-02* | **0.00** | **0.00** | 111 | 29 | | 0.00 | 0.00 | YES | |
| *Jun-02* | **0.00** | **0.00** | 52 | 35 | | 0.00 | 0.00 | YES | |




| PR-8-02-3510 | Open Orders in a Hold Status > 90 Days - EEL | | | | | | | | Parity with Retail Specials (DS1) |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | 22 | 1 | | 0.00 | | | |
| *Dec-01* | **0.00** | **0.00** | 10 | 9 | | 0.00 | | | |
| *Jan-02* | **0.00** | **0.00** | 26 | 1 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 18 | 4 | | 0.00 | | | |
| *Mar-02* | **0.00** | **0.00** | 36 | 3 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | 47 | 3 | | 0.00 | 0.00 | YES | |
| *May-02* | **0.00** | **0.00** | 46 | 1 | | 0.00 | SS | | |
| *Jun-02* | **0.00** | **#N/A** | 19 | | | | | | |



| Special Services - Provisioning cont... | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| PR-8 - Open Orders in a Hold Status cont... | | | | | | | | |
| **PR-8-02-3530** | **Open Orders in a Hold Status > 90 Days - IOF** | | | | | | | Parity with Retail Specials (DS3) |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.00** | **0.00** | 1 | 13 | | 0.00 | | |
| *Dec-01* | **0.00** | **0.00** | 1 | 6 | | 0.00 | | |
| *Jan-02* | **#N/A** | **0.00** | | 6 | | | | |
| *Feb-02* | **#N/A** | **0.00** | | 18 | | | | |
| *Mar-02* | **0.00** | **0.00** | 1 | 9 | | 0.00 | 0.00 | YES |
| *Apr-02* | **#N/A** | **0.00** | | 25 | | | | |
| *May-02* | **0.00** | **0.00** | 2 | 5 | | 0.00 | SS | |
| *Jun-02* | **0.00** | **0.00** | 1 | 8 | | 0.00 | SS | |



**Legend**

| | |
|---|---|
| * | = Verizon North (CT, MA, ME, NH, NY, RI, VT) |
| ** | = Verizon East (CT, DE, MA, ME, NH, NJ, NY, PA, RI, VA, VT, 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 metric is to be determined |
| R3 | = Run 3 times per year |
| I/C/W MRAs | = Parity to be assessed in conjunction w/ missed appts. |
| 1-9=5, 10+=Negotiated | = 1-9 Loops, 5 days |
| | = 10+ Loops, Negotiated |
| 95% Cmp. w/in 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 | = Standard for Cut-Over Window |
| | = 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 |

| | | |
|---|---|---|
| UNE OR-5-01 | Perf. Std. Ramp-Up Schedule: | = 4Q 2001 ; 65% |
| | | = 1Q 2002 : 68% |
| | | = 2Q 2002 : 70% |
| | | = 3Q 2002 : 73% |
| | | = 4Q 2002 : 78% |
| | | = 1Q 2003 : 80% |
| E & RES OR-5-03 | Perf. Std. Ramp-Up Schedule: | = 4Q 2001 ; 90% |
| | | = 1Q 2002 : 92% |
| | | = 2Q 2002 : 93% |
| | | = 3Q 2002 : 94% |
| | | = 4Q 2002 : 95% |
| | | = 1Q 2003 : 95% |

SSST = Parity Standards - Verizon's reported performance for CLECs is worse than for the retail comparison group but the minimum sample size for the modified Z/t formulas is not met and small sample size testing is not done for the C2C report until automation is implemented

**Verizon - NH**

**Carrier to Carrier Performance Standards and Reports Summary November 2001 - June 2002**

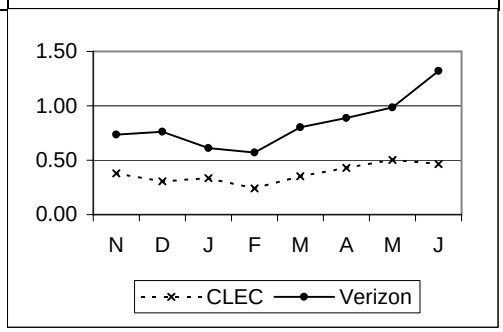
## CLEC Aggregate Performance

## UNE (Maintenance) - POTS/Special Services

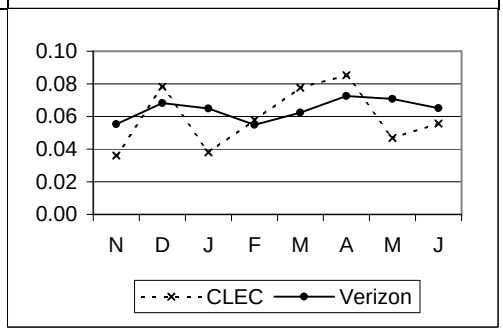
### Maintenance - POTS Loop

### MR-2 - Trouble Report Rate

| MR-2-02-3550 | Network Trouble Report Rate – Loop | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total (Business and Residence) | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.73** | **0.38** | 720671 | 27677 | | 0.05 | 6.79 | YES |
| *Dec-01* | **0.76** | **0.31** | 717531 | 28151 | | 0.05 | 8.62 | YES |
| *Jan-02* | **0.61** | **0.34** | 716121 | 28903 | | 0.05 | 5.90 | YES |
| *Feb-02* | **0.57** | **0.24** | 714721 | 29428 | | 0.04 | 7.34 | YES |
| *Mar-02* | **0.80** | **0.35** | 712846 | 29656 | | 0.05 | 8.47 | YES |
| *Apr-02* | **0.89** | **0.43** | 710075 | 29300 | | 0.06 | 8.19 | YES |
| *May-02* | **0.99** | **0.50** | 707531 | 29879 | | 0.06 | >5.00 | YES |
| *Jun-02* | **1.32** | **0.47** | 704440 | 30478 | | 0.07 | >5.00 | YES |



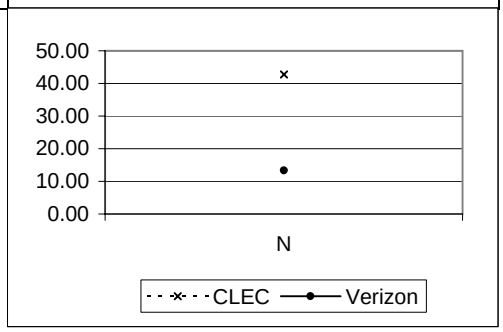

| MR-2-03-3550 | Network Trouble Report Rate – Central Office | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total (Business and Residence) | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.06** | **0.04** | 720671 | 27677 | | 0.01 | 1.33 | YES |
| *Dec-01* | **0.07** | **0.08** | 717531 | 28151 | | 0.02 | -0.62 | YES |
| *Jan-02* | **0.06** | **0.04** | 716121 | 28903 | | 0.02 | 1.76 | YES |
| *Feb-02* | **0.05** | **0.06** | 714721 | 29428 | | 0.01 | -0.21 | YES |
| *Mar-02* | **0.06** | **0.08** | 712846 | 29656 | | 0.01 | -1.03 | YES |
| *Apr-02* | **0.07** | **0.09** | 710075 | 29300 | | 0.02 | -0.80 | YES |
| *May-02* | **0.07** | **0.05** | 707531 | 29879 | | 0.02 | 1.72 | YES |
| *Jun-02* | **0.07** | **0.06** | 704440 | 30478 | | 0.01 | 0.72 | YES |



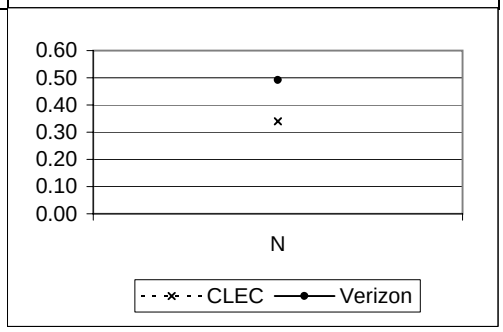
**Maintenance - POTS Loop cont...**

**MR-2 - Trouble Report Rate cont...**

| MR-2-04-3550 | % Subsequent Reports | | | | | | | | Assessed I/C/W MRAs |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **13.30** | **42.79** | 6565 | 201 | | | | | |
| *Dec-01* | | **33.33** | | 162 | | | | | |
| *Jan-02* | | **38.98** | | 177 | | | | | |
| *Feb-02* | | **45.34** | | 161 | | | | | |
| *Mar-02* | | **44.35** | | 230 | | | | | |
| *Apr-02* | | **47.20** | | 286 | | | | | |
| *May-02* | | **42.05** | | 283 | | | | | |
| *Jun-02* | | **45.92** | | 294 | | | | | |

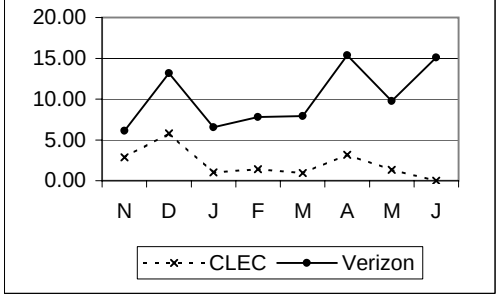



| MR-2-05-3550 | % CPE/TOK/FOK Trouble Report Rate | | | | | | | | None: Analysis Only |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.49** | **0.34** | 720671 | 27677 | | 0.04 | 3.55 | | |
| *Dec-01* | | **0.38** | | 28151 | | | | | |
| *Jan-02* | | **0.42** | | 28903 | | | | | |
| *Feb-02* | | **0.36** | | 29428 | | | | | |
| *Mar-02* | | **0.45** | | 29656 | | | | | |
| *Apr-02* | | **0.44** | | 29300 | | | | | |
| *May-02* | | **0.39** | | 29879 | | | | | |
| *Jun-02* | | **0.41** | | 30478 | | | | | |




## MR-3 - Missed Repair Appointments

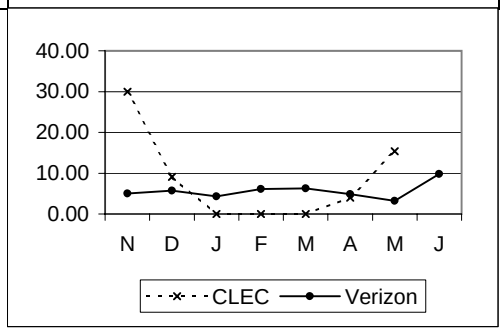
| MR-3-01-3550 | % Missed Repair Appointment – Loop | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail POTS Total (Business and Residence)** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **6.10** | **2.86** | 5294 | 105 | | 2.36 | 1.37 | YES | |
| *Dec-01* | **13.18** | **5.81** | 5456 | 86 | | 3.68 | 2.00 | YES | |
| *Jan-02* | **6.53** | **1.03** | 4378 | 97 | | 2.54 | 2.17 | YES | |
| *Feb-02* | **7.81** | **1.41** | 4073 | 71 | | 3.21 | 1.99 | YES | |
| *Mar-02* | **7.91** | **0.95** | 5714 | 105 | | 2.66 | 3.56 | YES | |
| *Apr-02* | **15.36** | **3.17** | 6304 | 126 | | 3.24 | 4.62 | YES | |
| *May-02* | **9.76** | **1.33** | 6974 | 150 | | 2.45 | 4.47 | YES | |
| *Jun-02* | **15.09** | **0.00** | 9298 | 142 | | 3.03 | >5.00 | YES | |



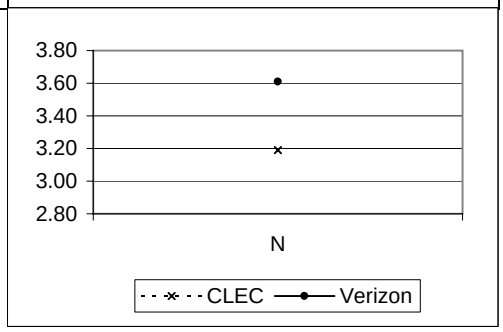
**Maintenance - POTS Loop cont...**

**MR-3 - Missed Repair Appointments cont...**

| MR-3-02-3550 | % Missed Repair Appointment – Central Office | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total (Business and Residence) | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **5.03** | **30.00** | 398 | 10 | | 7.00 | -3.57 | SSST |
| *Dec-01* | **5.71** | **9.09** | 490 | 22 | | 5.06 | -0.67 | YES |
| *Jan-02* | **4.30** | **0.00** | 465 | 11 | | 6.19 | 0.69 | YES |
| *Feb-02* | **6.12** | **0.00** | 392 | 17 | | 5.94 | 1.03 | YES |
| *Mar-02* | **6.31** | **0.00** | 444 | 23 | | 5.20 | 5000000.00 | YES |
| *Apr-02* | **4.85** | **4.00** | 515 | 25 | | 4.40 | 0.57 | YES |
| *May-02* | **3.19** | **15.38** | 501 | 2 | | 12.45 | SS | |
| *Jun-02* | **9.83** | **#N/A** | 458 | | | | | |

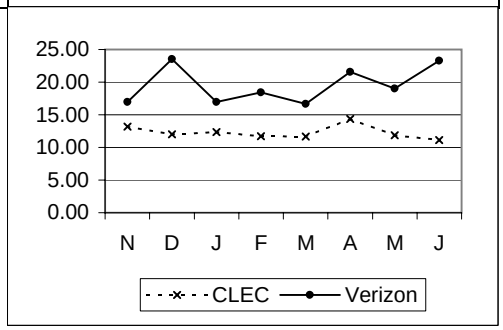



| MR-3-03-3550 | % CPE/TOK/FOK - Missed Appointment | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **3.61** | **3.19** | 3543 | 94 | | 1.95 | 0.22 | |
| *Dec-01* | | **2.78** | | 108 | | | | |
| *Jan-02* | | **4.10** | | 122 | | | | |
| *Feb-02* | | **4.76** | | 105 | | | | |
| *Mar-02* | | **3.73** | | 134 | | | | |
| *Apr-02* | | **3.91** | | 128 | | | | |
| *May-02* | | **3.45** | | 116 | | | | |
| *Jun-02* | | **3.97** | | 126 | | | | |




## MR-4 - Trouble Duration Intervals

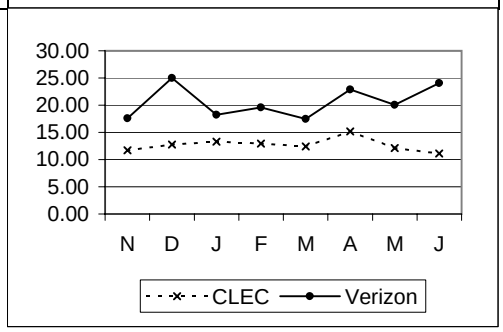
| MR-4-01-3550 | Mean Time To Repair – Total | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total (Business and Residence) | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **16.96** | **13.19** | 5692 | 115 | 18.28 | 1.72 | 2.19 | YES |
| *Dec-01* | **23.52** | **12.02** | 5946 | 108 | 22.93 | 2.23 | 5.16 | YES |
| *Jan-02* | **16.98** | **12.35** | 4843 | 108 | 20.09 | 1.95 | 2.37 | YES |
| *Feb-02* | **18.41** | **11.69** | 4465 | 88 | 19.35 | 2.08 | 3.23 | YES |
| *Mar-02* | **16.65** | **11.67** | 6158 | 128 | 18.54 | 1.66 | 3.01 | YES |
| *Apr-02* | **21.57** | **14.35** | 6819 | 151 | 20.30 | 1.67 | 4.32 | YES |
| *May-02* | **19.01** | **11.88** | 7475 | 164 | 20.27 | 1.60 | 4.46 | YES |
| *Jun-02* | **23.28** | **11.13** | 9756 | 159 | 21.70 | 1.73 | 7.00 | YES |



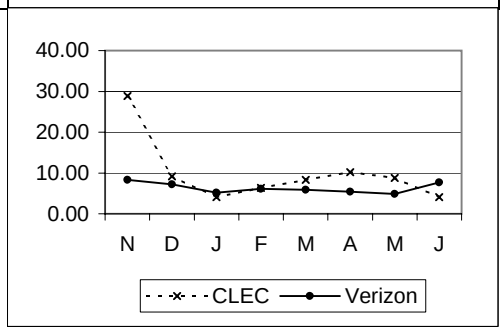
**Maintenance - POTS Loop cont...**

**MR-4 - Trouble Duration Intervals cont...**

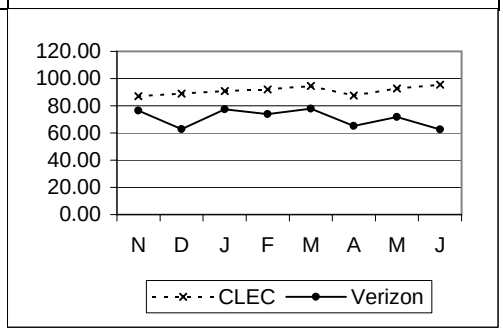
| MR-4-02-3550 | Mean Time To Repair – Loop Trouble | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total (Business and Residence) | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **17.61** | **11.70** | 5294 | 105 | 18.13 | 1.79 | 3.31 | YES |
| *Dec-01* | **24.98** | **12.74** | 5456 | 86 | 23.02 | 2.50 | 4.89 | YES |
| *Jan-02* | **18.24** | **13.29** | 4378 | 97 | 20.53 | 2.11 | 2.35 | YES |
| *Feb-02* | **19.60** | **12.97** | 4073 | 71 | 19.46 | 2.33 | 2.84 | YES |
| *Mar-02* | **17.49** | **12.41** | 5714 | 105 | 18.72 | 1.84 | 2.76 | YES |
| *Apr-02* | **22.89** | **15.18** | 6304 | 126 | 20.27 | 1.82 | 4.23 | YES |
| *May-02* | **20.03** | **12.09** | 6974 | 150 | 20.44 | 1.69 | 4.71 | YES |
| *Jun-02* | **24.04** | **11.12** | 9298 | 142 | 21.74 | 1.84 | 7.03 | YES |




| MR-4-03-3550 | Mean Time To Repair – Central Office Trouble | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total (Business and Residence) | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **8.29** | **28.89** | 398 | 10 | 18.10 | 5.79 | -3.55 | SSST |
| *Dec-01* | **7.23** | **9.21** | 490 | 22 | 13.77 | 3.00 | -0.66 | YES |
| *Jan-02* | **5.17** | **4.04** | 465 | 11 | 9.08 | 2.77 | 0.41 | YES |
| *Feb-02* | **6.11** | **6.36** | 392 | 17 | 12.70 | 3.15 | -0.08 | YES |
| *Mar-02* | **5.86** | **8.31** | 444 | 23 | 11.52 | 2.46 | -0.99 | YES |
| *Apr-02* | **5.44** | **10.16** | 515 | 25 | 12.23 | 2.50 | -1.88 | SSST |
| *May-02* | **4.86** | **8.76** | 501 | 13 | 9.97 | 2.80 | -1.39 | YES |
| *Jun-02* | **7.72** | **4.05** | 458 | 9 | 13.37 | 4.50 | 0.82 | YES |



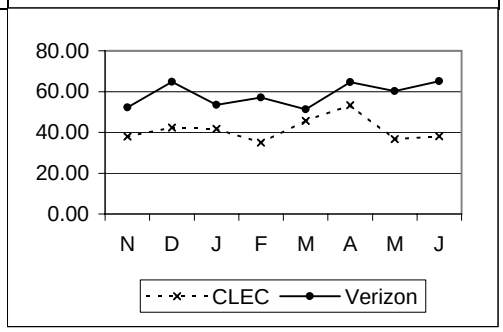

| MR-4-04-3550 | % Cleared (all troubles) within 24 Hours | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total (Business and Residence) | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **76.41** | **86.96** | 5692 | 115 | | 4.00 | 2.64 | YES |
| *Dec-01* | **62.71** | **88.89** | 5946 | 108 | | 4.70 | 5.58 | YES |
| *Jan-02* | **77.51** | **90.74** | 4843 | 108 | | 4.06 | 3.26 | YES |
| *Feb-02* | **74.00** | **92.05** | 4465 | 88 | | 4.72 | 3.82 | YES |
| *Mar-02* | **77.77** | **94.53** | 6158 | 128 | | 3.71 | 4.51 | YES |
| *Apr-02* | **65.17** | **87.42** | 6819 | 151 | | 3.92 | 5.68 | YES |
| *May-02* | **71.65** | **92.68** | 7475 | 164 | | 3.56 | >5.00 | YES |
| *Jun-02* | **62.54** | **95.60** | 9756 | 159 | | 3.87 | >5.00 | YES |



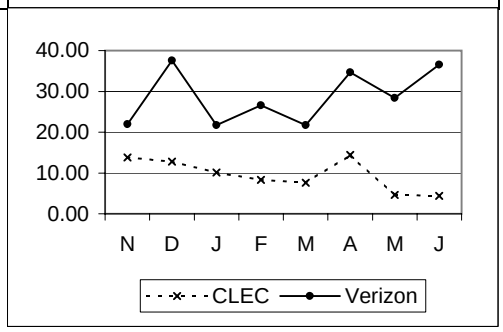
**Maintenance - POTS Loop cont...**

**MR-4 - Trouble Duration Intervals cont...**

| MR-4-07-3550 | % Out of Service > 12 Hours | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total (Business and Residence) | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **52.25** | **37.93** | 4295 | 87 | | 5.41 | 2.65 | YES |
| *Dec-01* | **64.86** | **42.31** | 4567 | 78 | | 5.45 | 4.14 | YES |
| *Jan-02* | **53.43** | **41.77** | 3547 | 79 | | 5.67 | 2.05 | YES |
| *Feb-02* | **57.15** | **35.00** | 3281 | 60 | | 6.45 | 3.44 | YES |
| *Mar-02* | **51.32** | **45.65** | 4622 | 92 | | 5.26 | 1.08 | YES |
| *Apr-02* | **64.59** | **53.39** | 5177 | 118 | | 4.45 | 2.52 | YES |
| *May-02* | **60.25** | **36.70** | 5592 | 109 | | 4.73 | >5.00 | YES |
| *Jun-02* | **65.14** | **38.05** | 7676 | 113 | | 4.52 | >5.00 | YES |

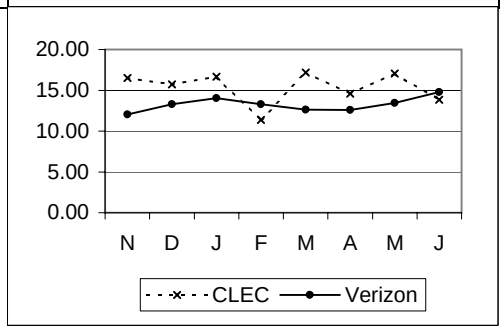



| MR-4-08-3550 | % Out of Service > 24 Hours | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total (Business and Residence) | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **22.00** | **13.79** | 4295 | 87 | | 4.49 | 1.83 | YES |
| *Dec-01* | **37.57** | **12.82** | 4567 | 78 | | 5.53 | 4.48 | YES |
| *Jan-02* | **21.71** | **10.13** | 3547 | 79 | | 4.69 | 2.47 | YES |
| *Feb-02* | **26.58** | **8.33** | 3281 | 60 | | 5.75 | 3.17 | YES |
| *Mar-02* | **21.72** | **7.61** | 4622 | 92 | | 4.34 | 3.25 | YES |
| *Apr-02* | **34.63** | **14.41** | 5177 | 118 | | 4.43 | 4.56 | YES |
| *May-02* | **28.43** | **4.59** | 5592 | 109 | | 4.36 | >5.00 | YES |
| *Jun-02* | **36.52** | **4.42** | 7676 | 113 | | 4.56 | >5.00 | YES |




## MR-5 - Repeat Trouble Reports

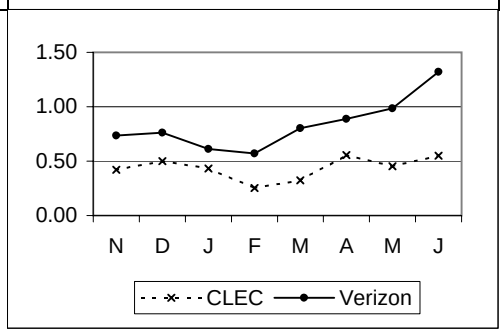
| MR-5-01-3550 | % Repeat Reports within 30 Days | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total (Business and Residence) | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **12.02** | **16.52** | 5692 | 115 | | 3.06 | -1.47 | YES |
| *Dec-01* | **13.30** | **15.74** | 5946 | 108 | | 3.30 | -0.74 | YES |
| *Jan-02* | **14.02** | **16.67** | 4843 | 108 | | 3.38 | -0.78 | YES |
| *Feb-02* | **13.30** | **11.36** | 4465 | 88 | | 3.66 | 0.53 | YES |
| *Mar-02* | **12.63** | **17.19** | 6158 | 128 | | 2.97 | -1.54 | YES |
| *Apr-02* | **12.60** | **14.57** | 6819 | 151 | | 2.73 | -0.72 | YES |
| *May-02* | **13.47** | **17.07** | 7475 | 164 | | 2.69 | -1.21 | YES |
| *Jun-02* | **14.80** | **13.84** | 9756 | 159 | | 2.84 | 0.43 | YES |



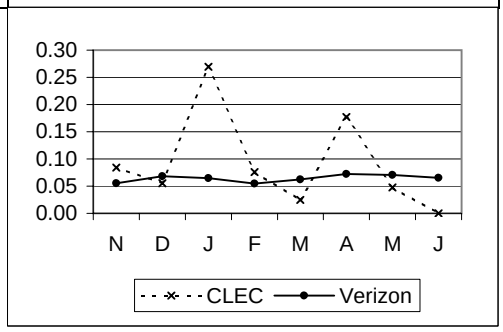
## Maintenance - POTS Platform

### MR-2 - Trouble Report Rate

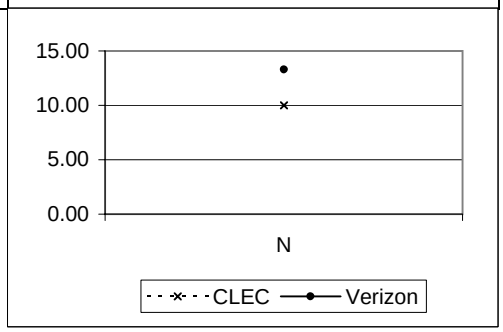
| MR-2-02-3140 | Network Trouble Report Rate – Platform | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total (Business and Residence) | | | | | | | | |
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity | |
| Nov-01 | 0.73 | 0.42 | 720671 | 3561 | | 0.14 | 2.18 | YES | |
| Dec-01 | 0.76 | 0.50 | 717531 | 3600 | | 0.15 | 1.79 | YES | |
| Jan-02 | 0.61 | 0.43 | 716121 | 3709 | | 0.13 | 1.40 | YES | |
| Feb-02 | 0.57 | 0.25 | 714721 | 3948 | | 0.12 | 2.64 | YES | |
| Mar-02 | 0.80 | 0.32 | 712846 | 4003 | | 0.14 | 3.37 | YES | |
| Apr-02 | 0.89 | 0.56 | 710075 | 3953 | | 0.15 | 2.21 | YES | |
| May-02 | 0.99 | 0.45 | 707531 | 4204 | | 0.15 | 3.98 | YES | |
| Jun-02 | 1.32 | 0.55 | 704440 | 4361 | | 0.17 | >5.00 | YES | |




| MR-2-03-3140 | Network Trouble Report Rate – Central Office | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total (Business and Residence) | | | | | | | | |
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity | |
| Nov-01 | 0.06 | 0.08 | 720671 | 3561 | | 0.04 | -0.74 | YES | |
| Dec-01 | 0.07 | 0.06 | 717531 | 3600 | | 0.04 | 0.29 | YES | |
| Jan-02 | 0.06 | 0.27 | 716121 | 3709 | | 0.04 | -4.88 | NO | |
| Feb-02 | 0.05 | 0.08 | 714721 | 3948 | | 0.04 | -0.57 | YES | |
| Mar-02 | 0.06 | 0.02 | 712846 | 4003 | | 0.04 | 1.39 | YES | |
| Apr-02 | 0.07 | 0.18 | 710075 | 3953 | | 0.04 | -2.43 | NO | |
| May-02 | 0.07 | 0.05 | 707531 | 4204 | | 0.04 | 0.83 | YES | |
| Jun-02 | 0.07 | 0.00 | 704440 | 4361 | | 0.04 | >5.00 | YES | |



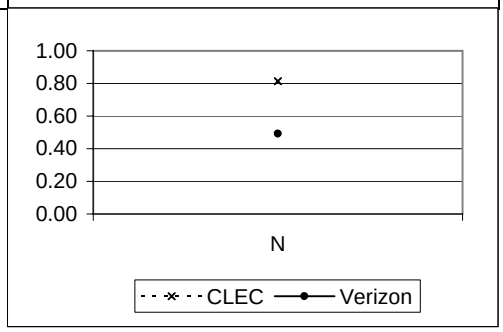

| MR-2-04-3140 | % Subsequent Reports | | | | | | | | Assessed I/C/W MRAs |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity | |
| Nov-01 | 13.30 | 10.00 | 6565 | 20 | | | | | |
| Dec-01 | | 4.76 | | 21 | | | | | |
| Jan-02 | | 10.34 | | 29 | | | | | |
| Feb-02 | | 7.14 | | 14 | | | | | |
| Mar-02 | | 6.67 | | 15 | | | | | |
| Apr-02 | | 6.45 | | 31 | | | | | |
| May-02 | | 4.55 | | 22 | | | | | |
| Jun-02 | | 14.29 | | 28 | | | | | |



**Maintenance - POTS Platform cont...**

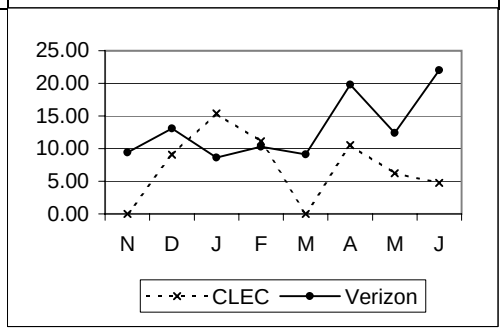
**MR-2 - Trouble Report Rate cont...**

| MR-2-05-3140 | % CPE/TOK/FOK Trouble Report Rate | | | | | | | | None: Analysis Only |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.49** | **0.81** | 720671 | 3561 | | 0.12 | -2.75 | | |
| *Dec-01* | | **0.86** | | 3600 | | | | | |
| *Jan-02* | | **0.59** | | 3709 | | | | | |
| *Feb-02* | | **0.53** | | 3948 | | | | | |
| *Mar-02* | | **0.45** | | 4003 | | | | | |
| *Apr-02* | | **0.48** | | 3953 | | | | | |
| *May-02* | | **0.57** | | 4204 | | | | | |
| *Jun-02* | | **0.60** | | 4361 | | | | | |

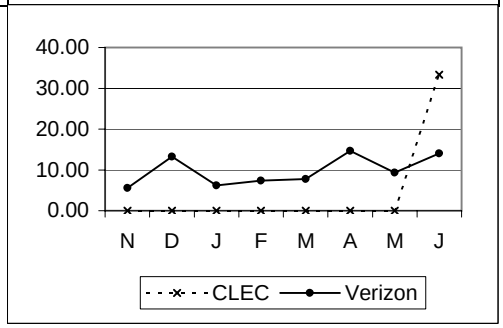



## MR-3 - Missed Repair Appointments

| MR-3-01-3144 | % Missed Repair Appointment – Platform Bus. | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail POTS Business** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **9.39** | **0.00** | 756 | 11 | | 8.86 | 1.06 | YES | |
| *Dec-01* | **13.09** | **9.09** | 695 | 11 | | 10.25 | 0.39 | YES | |
| *Jan-02* | **8.62** | **15.38** | 696 | 13 | | 7.86 | -0.86 | YES | |
| *Feb-02* | **10.28** | **11.11** | 603 | 9 | | 10.20 | -0.08 | YES | |
| *Mar-02* | **9.13** | **0.00** | 789 | 9 | | 9.66 | 5000000.00 | YES | |
| *Apr-02* | **19.80** | **10.53** | 899 | 19 | | 9.24 | 1.36 | YES | |
| *May-02* | **12.42** | **6.25** | 958 | 16 | | 8.31 | 1.18 | YES | |
| *Jun-02* | **22.00** | **4.76** | 1200 | 21 | | 9.12 | 2.54 | YES | |



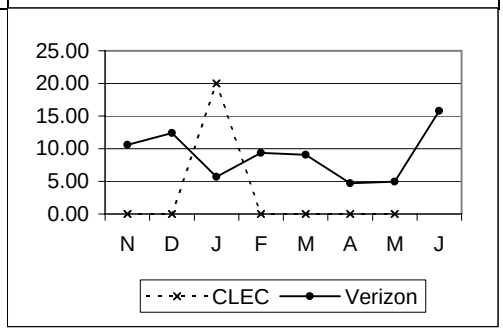

| MR-3-01-3145 | % Missed Repair Appointment – Platform Res. | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail POTS Residence** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **5.55** | **0.00** | 4521 | 4 | | 11.45 | 0.48 | YES | |
| *Dec-01* | **13.22** | **0.00** | 4749 | 7 | | 12.81 | 1.03 | YES | |
| *Jan-02* | **6.16** | **0.00** | 3667 | 3 | | 13.89 | 0.44 | YES | |
| *Feb-02* | **7.40** | **0.00** | 3460 | 1 | | 26.18 | 0.28 | YES | |
| *Mar-02* | **7.74** | **0.00** | 4907 | 4 | | 13.37 | 5000000.00 | YES | |
| *Apr-02* | **14.64** | **0.00** | 5388 | 3 | | 20.42 | 5000000.00 | YES | |
| *May-02* | **9.37** | **0.00** | 5990 | 3 | | 16.83 | SS | | |
| *Jun-02* | **14.05** | **33.33** | 8078 | 3 | | 20.07 | SS | | |



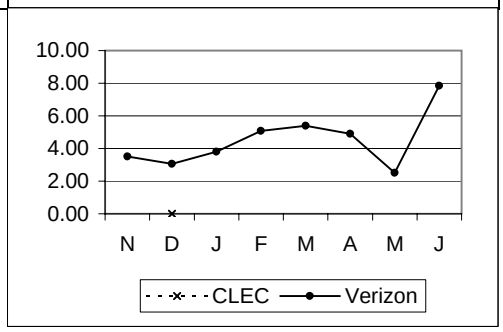
**Maintenance - POTS Platform cont...**

**MR-3 - Missed Repair Appointments cont...**

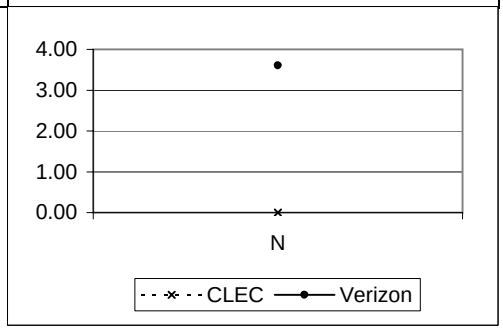
| MR-3-02-3144 | % Missed Repair Appointment – Central Office Bus. | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Business | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **10.59** | **0.00** | 85 | 3 | | 18.08 | 0.59 | YES | |
| *Dec-01* | **12.40** | **0.00** | 129 | 1 | | 33.09 | 0.37 | YES | |
| *Jan-02* | **5.69** | **20.00** | 123 | 10 | | 7.62 | -1.88 | SSST | |
| *Feb-02* | **9.38** | **0.00** | 96 | 3 | | 17.09 | 0.55 | YES | |
| *Mar-02* | **9.09** | **0.00** | 110 | 1 | | 28.88 | 5000000.00 | YES | |
| *Apr-02* | **4.72** | **0.00** | 127 | 7 | | 8.23 | 5000000.00 | YES | |
| *May-02* | **4.93** | **0.00** | 142 | 2 | | 15.42 | SS | | |
| *Jun-02* | **15.79** | **#N/A** | 114 | | | | | | |




| MR-3-02-3145 | % Missed Repair Appointment – Central Office Res. | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Residence | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **3.51** | **#N/A** | 313 | | | | | | |
| *Dec-01* | **3.06** | **0.00** | 360 | 1 | | 17.25 | 0.18 | YES | |
| *Jan-02* | **3.81** | **#N/A** | 341 | | | | | | |
| *Feb-02* | **5.07** | **#N/A** | 296 | | | | | | |
| *Mar-02* | **5.39** | **#N/A** | 334 | | | | | | |
| *Apr-02* | **4.90** | **#N/A** | 388 | | | | | | |
| *May-02* | **2.51** | **#N/A** | 359 | | | | | | |
| *Jun-02* | **7.85** | **#N/A** | 344 | | | | | | |



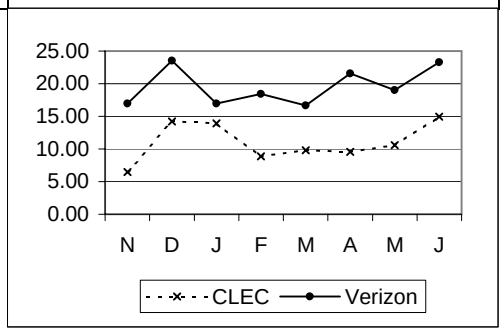

| MR-3-03-3140 | % CPE/TOK/FOK - Missed Appointment - Platform | | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **3.61** | **0.00** | 3543 | 29 | | 3.48 | 1.04 | | |
| *Dec-01* | | **6.45** | | 31 | | | | | |
| *Jan-02* | | **4.55** | | 22 | | | | | |
| *Feb-02* | | **23.81** | | 21 | | | | | |
| *Mar-02* | | **0.00** | | 18 | | | | | |
| *Apr-02* | | **0.00** | | 19 | | | | | |
| *May-02* | | **0.00** | | 24 | | | | | |
| *Jun-02* | | **11.54** | | 26 | | | | | |



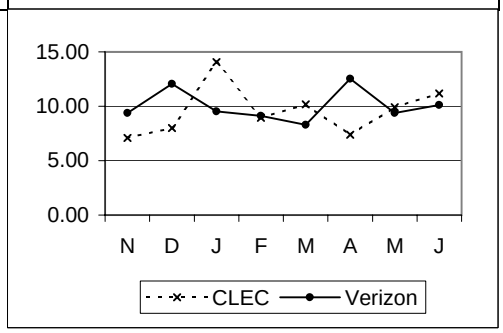
**Maintenance - POTS Platform cont...**

## MR-4 - Trouble Duration Intervals

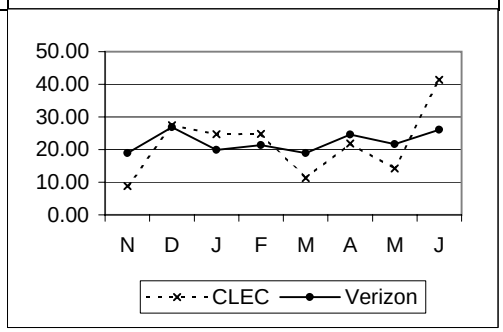
| MR-4-01-3140 | Mean Time To Repair – Total | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total (Business and Residence) | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **16.96** | **6.46** | 5692 | 18 | 18.28 | 4.32 | 2.43 | YES |
| *Dec-01* | **23.52** | **14.22** | 5946 | 20 | 22.93 | 5.14 | 1.81 | YES |
| *Jan-02* | **16.98** | **13.91** | 4843 | 26 | 20.09 | 3.95 | 0.78 | YES |
| *Feb-02* | **18.41** | **8.85** | 4465 | 13 | 19.35 | 5.37 | 1.78 | YES |
| *Mar-02* | **16.65** | **9.79** | 6158 | 14 | 18.54 | 4.96 | 1.38 | YES |
| *Apr-02* | **21.57** | **9.56** | 6819 | 29 | 20.30 | 3.78 | 3.18 | YES |
| *May-02* | **19.01** | **10.60** | 7475 | 21 | 20.27 | 4.43 | 1.90 | YES |
| *Jun-02* | **23.28** | **14.96** | 9756 | 24 | 21.70 | 4.43 | 1.88 | YES |




| MR-4-02-3144 | Mean Time To Repair – Loop Trouble - Platform - Bus. | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Business | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **9.39** | **7.10** | 756 | 11 | 17.55 | 5.33 | 0.43 | YES |
| *Dec-01* | **12.07** | **8.01** | 695 | 11 | 17.88 | 5.43 | 0.75 | YES |
| *Jan-02* | **9.54** | **14.07** | 696 | 13 | 15.91 | 4.45 | -1.02 | YES |
| *Feb-02* | **9.11** | **8.93** | 603 | 9 | 12.56 | 4.22 | 0.04 | YES |
| *Mar-02* | **8.29** | **10.19** | 789 | 9 | 10.92 | 3.66 | -0.52 | YES |
| *Apr-02* | **12.53** | **7.39** | 899 | 19 | 17.07 | 3.96 | 1.30 | YES |
| *May-02* | **9.39** | **9.92** | 958 | 16 | 11.61 | 2.93 | -0.18 | YES |
| *Jun-02* | **10.11** | **11.18** | 1200 | 21 | 12.14 | 2.67 | -0.40 | YES |




| MR-4-02-3145 | Mean Time To Repair – Loop Trouble - Platform - Res. | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Residence | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **18.93** | **8.81** | 4521 | 4 | 17.77 | 8.89 | 1.14 | YES |
| *Dec-01* | **26.86** | **27.40** | 4749 | 7 | 23.08 | 8.73 | -0.06 | YES |
| *Jan-02* | **19.87** | **24.74** | 3667 | 3 | 20.90 | 12.07 | -0.40 | YES |
| *Feb-02* | **21.35** | **24.85** | 3460 | 1 | 19.76 | 19.77 | -0.18 | YES |
| *Mar-02* | **18.96** | **11.32** | 4907 | 4 | 19.26 | 9.63 | 0.79 | YES |
| *Apr-02* | **24.59** | **21.90** | 5388 | 3 | 20.22 | 11.68 | 0.23 | YES |
| *May-02* | **21.65** | **14.17** | 5990 | 3 | 20.96 | 12.11 | SS | |
| *Jun-02* | **26.07** | **41.41** | 8078 | 3 | 22.07 | 12.75 | SS | |



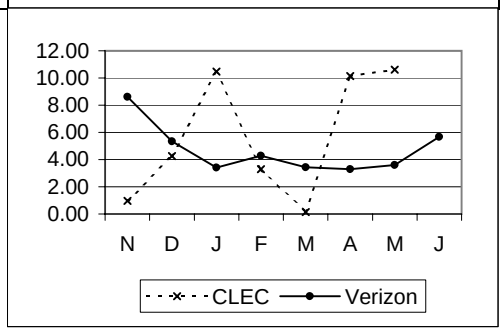
**Maintenance - POTS Platform cont...**

**MR-4 - Trouble Duration Intervals cont...**

**MR-4-03-3144** | **Mean Time To Repair – Central Office Trouble - Bus.** | Parity with Retail

**Parity with Retail POTS Business**

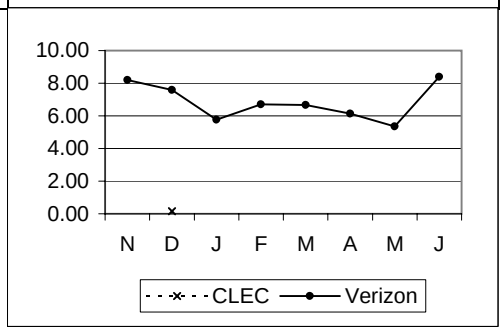
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity |
|---|---|---|---|---|---|---|---|---|
| Nov-01 | 8.62 | 0.97 | 85 | 3 | 30.38 | 17.85 | 0.43 | YES |
| Dec-01 | 5.33 | 4.27 | 129 | 1 | 11.25 | 11.29 | 0.09 | YES |
| Jan-02 | 3.41 | 10.47 | 123 | 10 | 4.78 | 1.57 | -4.49 | SSST |
| Feb-02 | 4.29 | 3.30 | 96 | 3 | 8.28 | 4.85 | 0.20 | YES |
| Mar-02 | 3.43 | 0.15 | 110 | 1 | 7.60 | 7.63 | 0.43 | YES |
| Apr-02 | 3.29 | 10.14 | 127 | 7 | 6.79 | 2.64 | -2.60 | SSST |
| May-02 | 3.60 | 10.62 | 142 | 2 | 6.84 | 4.87 | SS | |
| Jun-02 | 5.68 | #N/A | 114 | | 10.21 | | | |




**MR-4-03-3145** | **Mean Time To Repair – Central Office Trouble - Res.** | Parity with Retail

**Parity with Retail POTS Residence**

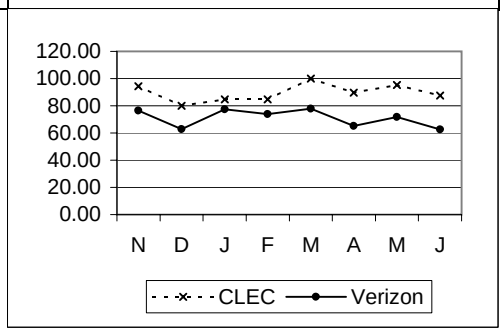
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity |
|---|---|---|---|---|---|---|---|---|
| Nov-01 | 8.20 | #N/A | 313 | | 12.97 | | | |
| Dec-01 | 7.59 | 0.15 | 360 | 1 | 13.25 | 13.27 | 0.56 | YES |
| Jan-02 | 5.77 | #N/A | 341 | | 10.13 | | | |
| Feb-02 | 6.71 | #N/A | 296 | | 13.79 | | | |
| Mar-02 | 6.66 | #N/A | 334 | | 12.45 | | | |
| Apr-02 | 6.14 | #N/A | 388 | | 13.47 | | | |
| May-02 | 5.35 | #N/A | 359 | | 10.93 | | | |
| Jun-02 | 8.40 | #N/A | 344 | | 14.21 | | | |




**MR-4-04-3140** | **% Cleared (all troubles) within 24 Hours** | Parity with Retail

**Parity with Retail POTS Total (Business and Residence)**

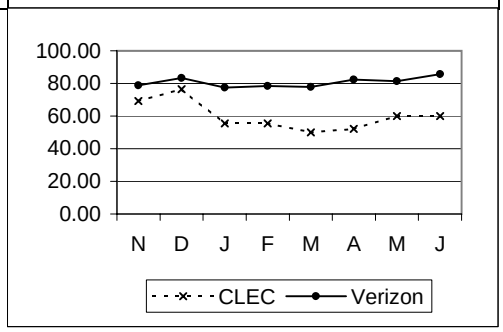
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity |
|---|---|---|---|---|---|---|---|---|
| Nov-01 | 76.41 | 94.44 | 5692 | 18 | | 10.02 | 1.80 | YES |
| Dec-01 | 62.71 | 80.00 | 5946 | 20 | | 10.83 | 1.60 | YES |
| Jan-02 | 77.51 | 84.62 | 4843 | 26 | | 8.21 | 0.87 | YES |
| Feb-02 | 74.00 | 84.62 | 4465 | 13 | | 12.18 | 0.87 | YES |
| Mar-02 | 77.77 | 100.00 | 6158 | 14 | | 11.13 | 5000000.00 | YES |
| Apr-02 | 65.17 | 89.66 | 6819 | 29 | | 8.87 | 3.27 | YES |
| May-02 | 71.65 | 95.24 | 7475 | 21 | | 9.85 | 3.12 | YES |
| Jun-02 | 62.54 | 87.50 | 9756 | 24 | | 9.89 | 2.97 | YES |



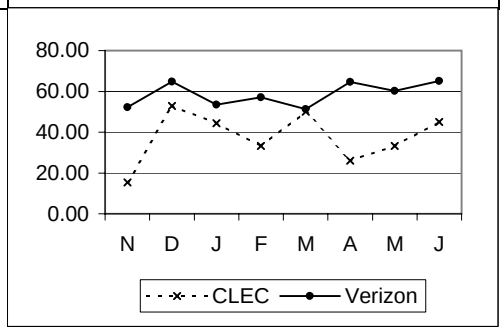
**Maintenance - POTS Platform cont...**

**MR-4 - Trouble Duration Intervals cont...**

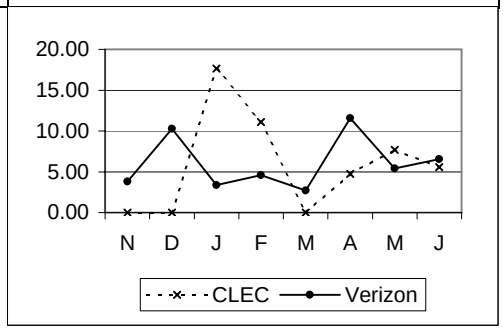
| MR-4-06-3140 | % Out of Service > 4 Hours | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total (Business and Residence) | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **78.77** | **69.23** | 4295 | 13 | | 11.36 | 0.84 | YES |
| *Dec-01* | **83.29** | **76.47** | 4567 | 17 | | 9.06 | 0.75 | YES |
| *Jan-02* | **77.42** | **55.56** | 3547 | 18 | | 9.88 | 2.21 | YES |
| *Feb-02* | **78.48** | **55.56** | 3281 | 9 | | 13.72 | 1.67 | YES |
| *Mar-02* | **77.91** | **50.00** | 4622 | 12 | | 11.99 | 2.45 | YES |
| *Apr-02* | **82.36** | **52.17** | 5177 | 23 | | 7.97 | 3.79 | YES |
| *May-02* | **81.33** | **60.00** | 5592 | 15 | | 10.07 | 2.24 | YES |
| *Jun-02* | **85.72** | **60.00** | 7676 | 20 | | 7.83 | 3.11 | YES |




| MR-4-07-3140 | % Out of Service > 12 Hours | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total (Business and Residence) | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **52.25** | **15.38** | 4295 | 13 | | 13.87 | 2.66 | YES |
| *Dec-01* | **64.86** | **52.94** | 4567 | 17 | | 11.60 | 1.03 | YES |
| *Jan-02* | **53.43** | **44.44** | 3547 | 18 | | 11.79 | 0.76 | YES |
| *Feb-02* | **57.15** | **33.33** | 3281 | 9 | | 16.52 | 1.44 | YES |
| *Mar-02* | **51.32** | **50.00** | 4622 | 12 | | 14.45 | 0.38 | YES |
| *Apr-02* | **64.59** | **26.09** | 5177 | 23 | | 9.99 | 3.98 | YES |
| *May-02* | **60.25** | **33.33** | 5592 | 15 | | 12.65 | 2.37 | YES |
| *Jun-02* | **65.14** | **45.00** | 7676 | 20 | | 10.67 | 2.07 | YES |



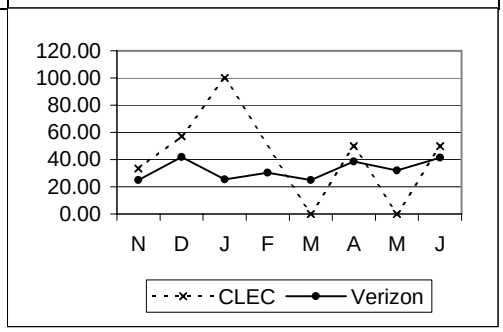

| MR-4-08-3144 | % Out of Service > 24 Hours - Bus. | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Business | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **3.82** | **0.00** | 602 | 10 | | 6.11 | 0.63 | YES |
| *Dec-01* | **10.28** | **0.00** | 642 | 10 | | 9.68 | 1.06 | YES |
| *Jan-02* | **3.37** | **17.65** | 593 | 17 | | 4.44 | -3.22 | SSST |
| *Feb-02* | **4.60** | **11.11** | 500 | 9 | | 7.05 | -0.92 | YES |
| *Mar-02* | **2.72** | **0.00** | 661 | 8 | | 5.79 | 5000000.00 | YES |
| *Apr-02* | **11.57** | **4.76** | 778 | 21 | | 7.07 | 1.43 | YES |
| *May-02* | **5.41** | **7.69** | 795 | 13 | | 6.33 | 0.05 | YES |
| *Jun-02* | **6.53** | **5.56** | 1072 | 18 | | 5.87 | 0.54 | YES |



**Maintenance - POTS Platform cont...**

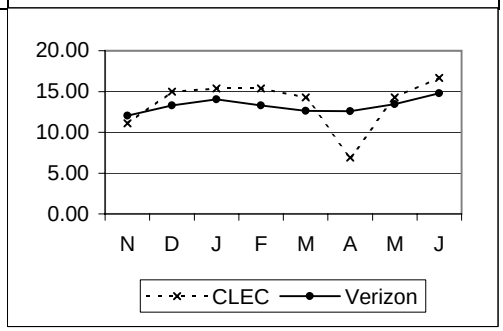
**MR-4 - Trouble Duration Intervals cont...**

| MR-4-08-3145 | % Out of Service > 24 Hours - Res. | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Residence | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **24.86** | **33.33** | 3677 | 3 | | 24.96 | -0.34 | YES |
| *Dec-01* | **41.99** | **57.14** | 3913 | 7 | | 18.67 | -0.81 | YES |
| *Jan-02* | **25.36** | **100.00** | 2938 | 1 | | 43.51 | -1.72 | SSST |
| *Feb-02* | **30.43** | **#N/A** | 2774 | | | | | |
| *Mar-02* | **24.91** | **0.00** | 3946 | 4 | | 21.64 | 5000000.00 | YES |
| *Apr-02* | **38.69** | **50.00** | 4384 | 2 | | 34.45 | 0.32 | YES |
| *May-02* | **32.08** | **0.00** | 4772 | 2 | | 33.01 | SS | |
| *Jun-02* | **41.32** | **50.00** | 6585 | 2 | | 34.82 | SS | |




## MR-5 - Repeat Trouble Reports

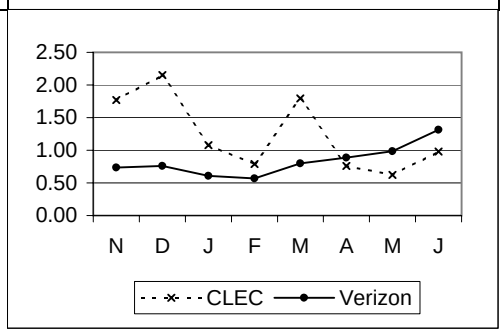
| MR-5-01-3140 | % Repeat Reports within 30 Days | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total (Business and Residence) | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **12.02** | **11.11** | 5692 | 18 | | 7.68 | 0.12 | YES |
| *Dec-01* | **13.30** | **15.00** | 5946 | 20 | | 7.61 | -0.22 | YES |
| *Jan-02* | **14.02** | **15.38** | 4843 | 26 | | 6.83 | -0.20 | YES |
| *Feb-02* | **13.30** | **15.38** | 4465 | 13 | | 9.43 | -0.22 | YES |
| *Mar-02* | **12.63** | **14.29** | 6158 | 14 | | 8.89 | 0.11 | YES |
| *Apr-02* | **12.60** | **6.90** | 6819 | 29 | | 6.18 | 1.26 | YES |
| *May-02* | **13.47** | **14.29** | 7475 | 21 | | 7.46 | 0.13 | YES |
| *Jun-02* | **14.80** | **16.67** | 9756 | 24 | | 7.26 | -0.04 | YES |



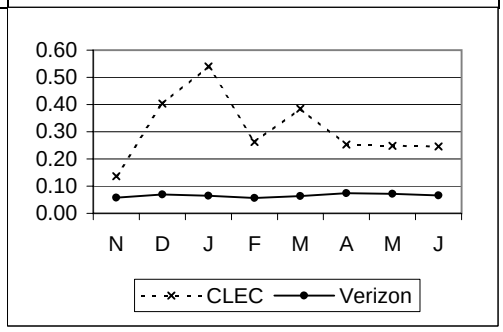
## 2-Wire Digital Services - Maintenance

### MR-2 - Trouble Report Rate

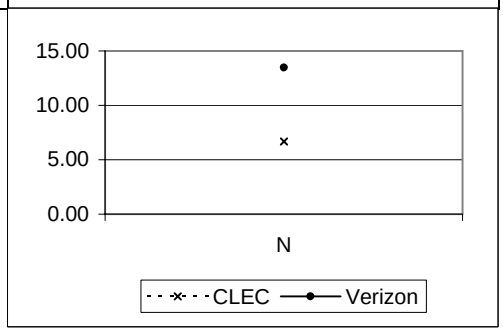
| MR-2-02-3341 | Network Trouble Report Rate - Loop | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total (ALL) | | | | | | | |
| | Changed comparator to POTS - Total | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.73** | **1.77** | 724433 | 735 | | 0.31 | -3.29 | NO |
| *Dec-01* | **0.76** | **2.15** | 721291 | 743 | | 0.32 | -4.39 | NO |
| *Jan-02* | **0.61** | **1.08** | 719874 | 741 | | 0.29 | -1.64 | YES |
| *Feb-02* | **0.57** | **0.79** | 718485 | 762 | | 0.27 | -0.80 | YES |
| *Mar-02* | **0.80** | **1.79** | 716614 | 781 | | 0.32 | -3.12 | NO |
| *Apr-02* | **0.89** | **0.76** | 713848 | 789 | | 0.33 | 0.38 | YES |
| *May-02* | **0.98** | **0.62** | 711291 | 805 | | 0.35 | 1.26 | YES |
| *Jun-02* | **1.32** | **0.98** | 708200 | 815 | | 0.40 | 0.99 | YES |




| MR-2-03-3341 | Network Trouble Report Rate - Central Office | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total (ALL) | | | | | | | |
| | Changed comparator to POTS - Total | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.06** | **0.14** | 724433 | 735 | | 0.09 | -0.89 | YES |
| *Dec-01* | **0.07** | **0.40** | 721291 | 743 | | 0.10 | -3.48 | NO |
| *Jan-02* | **0.07** | **0.54** | 719874 | 741 | | 0.09 | -5.06 | NO |
| *Feb-02* | **0.06** | **0.26** | 718485 | 762 | | 0.09 | -2.40 | NO |
| *Mar-02* | **0.06** | **0.38** | 716614 | 781 | | 0.09 | -2.19 | NO |
| *Apr-02* | **0.07** | **0.25** | 713848 | 789 | | 0.10 | -1.19 | YES |
| *May-02* | **0.07** | **0.25** | 711291 | 805 | | 0.09 | -1.20 | YES |
| *Jun-02* | **0.07** | **0.25** | 708200 | 815 | | 0.09 | -1.28 | YES |



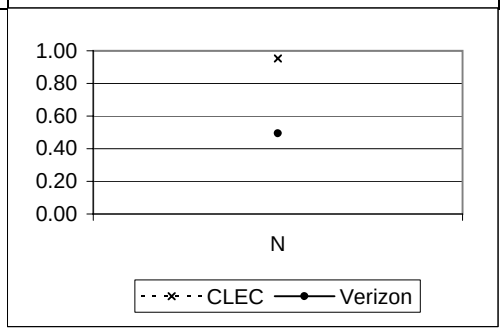

| MR-2-04-3341 | % Subsequent Reports | | | | | | | Assessed I/C/W MRAs |
|---|---|---|---|---|---|---|---|---|
| | | | | | | | | |
| | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **13.46** | **6.67** | 6620 | 15 | | | | |
| *Dec-01* | | **20.83** | | 24 | | | | |
| *Jan-02* | | **20.00** | | 15 | | | | |
| *Feb-02* | | **20.00** | | 10 | | | | |
| *Mar-02* | | **10.53** | | 19 | | | | |
| *Apr-02* | | **11.11** | | 9 | | | | |
| *May-02* | | **22.22** | | 9 | | | | |
| *Jun-02* | | **28.57** | | 14 | | | | |



**2-Wire Digital Services - Maintenance cont...**

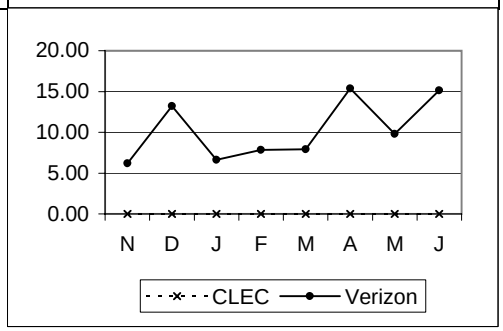
**MR-2 - Trouble Report Rate cont...**

| MR-2-05-3341 | % CPE/TOK/FOK Trouble Report Rate | | | | | | | | None: Analysis Only |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.49** | **0.95** | 724433 | 735 | | 0.26 | -1.77 | | |
| *Dec-01* | | **1.21** | | 743 | | | | | |
| *Jan-02* | | **0.81** | | 741 | | | | | |
| *Feb-02* | | **1.18** | | 762 | | | | | |
| *Mar-02* | | **2.18** | | 781 | | | | | |
| *Apr-02* | | **2.03** | | 789 | | | | | |
| *May-02* | | **1.24** | | 805 | | | | | |
| *Jun-02* | | **1.10** | | 815 | | | | | |

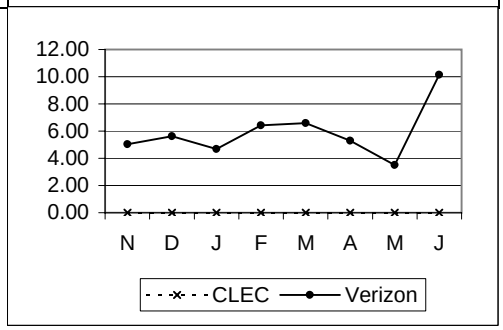



## MR-3 - Missed Repair Appointments

| MR-3-01-3341 | % Missed Repair Appointment – Loop | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail POTS Total (ALL)** | | | | | | | | |
| | **Effective 11/2001: Change retail compare group to POTS - Total** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **6.21** | **0.00** | 5312 | 13 | | 6.70 | 0.93 | YES | |
| *Dec-01* | **13.21** | **0.00** | 5467 | 16 | | 8.48 | 1.56 | YES | |
| *Jan-02* | **6.61** | **0.00** | 4390 | 8 | | 8.79 | 0.75 | YES | |
| *Feb-02* | **7.84** | **0.00** | 4092 | 6 | | 10.98 | 0.71 | YES | |
| *Mar-02* | **7.93** | **0.00** | 5727 | 14 | | 7.23 | 5000000.00 | YES | |
| *Apr-02* | **15.39** | **0.00** | 6322 | 6 | | 14.74 | 5000000.00 | YES | |
| *May-02* | **9.80** | **0.00** | 6993 | 5 | | 13.30 | SS | | |
| *Jun-02* | **15.13** | **0.00** | 9315 | 8 | | 12.67 | >5.00 | YES | |



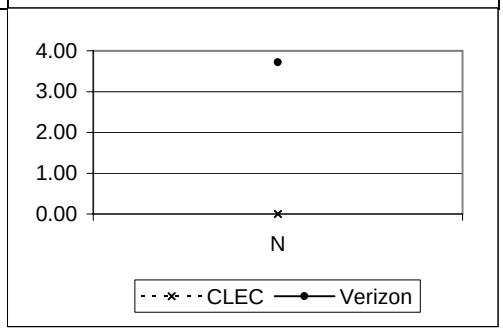

| MR-3-02-3341 | % Missed Repair Appointment – Central Office | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail POTS Total (ALL)** | | | | | | | | |
| | **Effective 11/2001: Change retail compare group to POTS - Total** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **5.04** | **0.00** | 417 | 1 | | 21.90 | 0.23 | YES | |
| *Dec-01* | **5.63** | **0.00** | 497 | 3 | | 13.35 | 0.42 | YES | |
| *Jan-02* | **4.69** | **0.00** | 469 | 4 | | 10.62 | 0.44 | YES | |
| *Feb-02* | **6.42** | **0.00** | 405 | 2 | | 17.37 | 0.37 | YES | |
| *Mar-02* | **6.59** | **0.00** | 455 | 3 | | 14.37 | 5000000.00 | YES | |
| *Apr-02* | **5.29** | **0.00** | 529 | 2 | | 15.86 | 5000000.00 | YES | |
| *May-02* | **3.51** | **0.00** | 513 | 2 | | 13.04 | SS | | |
| *Jun-02* | **10.15** | **0.00** | 463 | 2 | | 21.40 | SS | | |



**2-Wire Digital Services - Maintenance cont...**

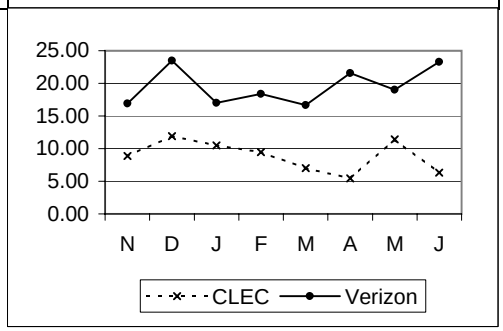
**MR-3 - Missed Repair Appointments cont...**

| MR-3-03-3341 | % CPE/TOK/FOK - Missed Appointment | | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **3.72** | **0.00** | 3578 | 7 | | 7.16 | 0.52 | | |
| *Dec-01* | | **11.11** | | 9 | | | | | |
| *Jan-02* | | **16.67** | | 6 | | | | | |
| *Feb-02* | | **0.00** | | 9 | | | | | |
| *Mar-02* | | **0.00** | | 17 | | | | | |
| *Apr-02* | | **0.00** | | 16 | | | | | |
| *May-02* | | **0.00** | | 10 | | | | | |
| *Jun-02* | | **0.00** | | 9 | | | | | |

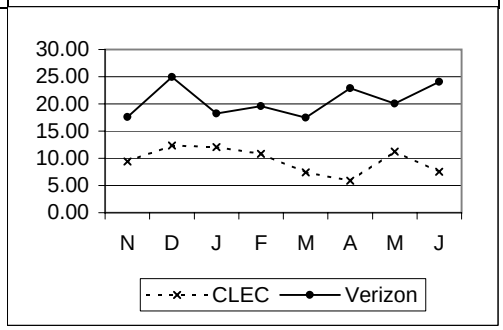



## MR-4 - Trouble Duration Intervals

| MR-4-01-3341 | Mean Time To Repair - Total | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail POTS Total (ALL)** | | | | | | | | |
| | **Effective 11/2001: Change retail compare group to POTS - Total** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **16.92** | **8.88** | 5729 | 14 | 18.26 | 4.89 | 1.64 | YES | |
| *Dec-01* | **23.48** | **11.93** | 5964 | 19 | 22.92 | 5.27 | 2.19 | YES | |
| *Jan-02* | **16.99** | **10.47** | 4859 | 12 | 20.11 | 5.81 | 1.12 | YES | |
| *Feb-02* | **18.36** | **9.47** | 4497 | 8 | 19.35 | 6.85 | 1.30 | YES | |
| *Mar-02* | **16.64** | **7.00** | 6182 | 17 | 18.56 | 4.51 | 2.14 | YES | |
| *Apr-02* | **21.55** | **5.42** | 6851 | 8 | 20.36 | 7.20 | 2.24 | YES | |
| *May-02* | **19.00** | **11.45** | 7506 | 7 | 20.27 | 7.67 | 0.99 | YES | |
| *Jun-02* | **23.27** | **6.32** | 9778 | 10 | 21.70 | 6.86 | 2.47 | YES | |




| MR-4-02-3341 | Mean Time To Repair - Loop Trouble | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail POTS Total (ALL)** | | | | | | | | |
| | **Effective 11/2001: Change retail compare group to POTS - Total** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **17.60** | **9.39** | 5312 | 13 | 18.13 | 5.03 | 1.63 | YES | |
| *Dec-01* | **24.96** | **12.32** | 5467 | 16 | 23.01 | 5.76 | 2.19 | YES | |
| *Jan-02* | **18.23** | **12.09** | 4390 | 8 | 20.53 | 7.26 | 0.85 | YES | |
| *Feb-02* | **19.56** | **10.83** | 4092 | 6 | 19.44 | 7.94 | 1.10 | YES | |
| *Mar-02* | **17.49** | **7.43** | 5727 | 14 | 18.73 | 5.01 | 2.01 | YES | |
| *Apr-02* | **22.88** | **5.90** | 6322 | 6 | 20.26 | 8.27 | 2.05 | YES | |
| *May-02* | **20.04** | **11.25** | 6993 | 5 | 20.45 | 9.15 | SS | | |
| *Jun-02* | **24.04** | **7.53** | 9315 | 8 | 21.73 | 7.69 | 2.15 | YES | |



**2-Wire Digital Services - Maintenance cont...**

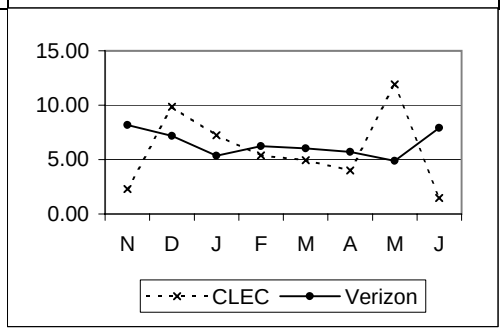
**MR-4 - Trouble Duration Intervals cont...**

**MR-4-03-3341** | **Mean Time To Repair - Central Office Trouble** | Parity with Retail

**Parity with Retail POTS Total (ALL)**

**Effective 11/2001: Change retail compare group to POTS - Total**

| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity |
|---|---|---|---|---|---|---|---|---|
| Nov-01 | **8.17** | **2.30** | 417 | 1 | 17.74 | 17.77 | 0.33 | YES |
| Dec-01 | **7.17** | **9.85** | 497 | 3 | 13.69 | 7.92 | -0.34 | YES |
| Jan-02 | **5.36** | **7.25** | 469 | 4 | 9.92 | 4.98 | -0.38 | YES |
| Feb-02 | **6.25** | **5.39** | 405 | 2 | 13.31 | 9.43 | 0.09 | YES |
| Mar-02 | **6.02** | **4.95** | 455 | 3 | 11.82 | 6.84 | 0.16 | YES |
| Apr-02 | **5.72** | **3.99** | 529 | 2 | 13.78 | 9.76 | 0.18 | YES |
| May-02 | **4.87** | **11.93** | 513 | 2 | 9.93 | 7.04 | SS | |
| Jun-02 | **7.91** | **1.47** | 463 | 2 | 13.86 | 9.82 | SS | |

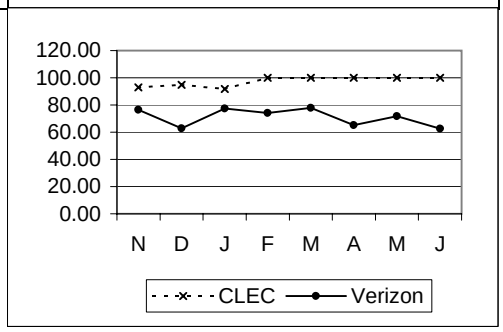



**MR-4-04-3341** | **% Cleared (all troubles) within 24 Hours** | Parity with Retail

**Parity with Retail POTS Total (ALL)**

**Effective 11/2001: Change retail compare group to POTS - Total**

| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity |
|---|---|---|---|---|---|---|---|---|
| Nov-01 | **76.45** | **92.86** | 5729 | 14 | | 11.35 | 1.45 | YES |
| Dec-01 | **62.79** | **94.74** | 5964 | 19 | | 11.11 | 2.88 | YES |
| Jan-02 | **77.49** | **91.67** | 4859 | 12 | | 12.07 | 1.17 | YES |
| Feb-02 | **74.12** | **100.00** | 4497 | 8 | | 15.50 | 1.67 | YES |
| Mar-02 | **77.77** | **100.00** | 6182 | 17 | | 10.10 | 5000000.00 | YES |
| Apr-02 | **65.23** | **100.00** | 6851 | 8 | | 16.85 | 5000000.00 | YES |
| May-02 | **71.70** | **100.00** | 7506 | 7 | | 17.03 | >5.00 | YES |
| Jun-02 | **62.54** | **100.00** | 9778 | 10 | | 15.31 | >5.00 | YES |

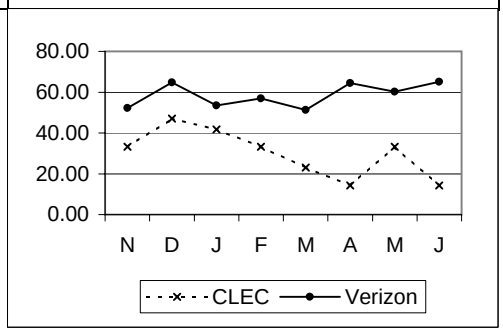



**MR-4-07-3341** | **% Out of Service > 12 Hours** | Parity with Retail

**Parity with Retail POTS Total (ALL)**

**Effective 11/2001: Change retail compare group to POTS - Total**

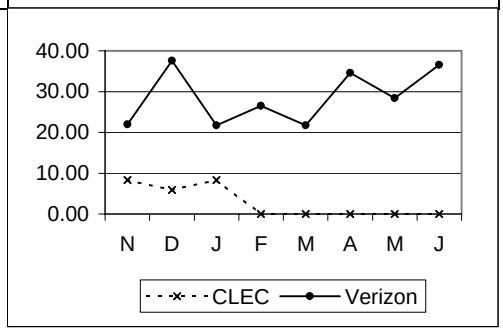
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity |
|---|---|---|---|---|---|---|---|---|
| Nov-01 | **52.18** | **33.33** | 4304 | 12 | | 14.44 | 1.31 | YES |
| Dec-01 | **64.79** | **47.06** | 4573 | 17 | | 11.61 | 1.53 | YES |
| Jan-02 | **53.42** | **41.67** | 3553 | 12 | | 14.42 | 0.81 | YES |
| Feb-02 | **57.01** | **33.33** | 3294 | 6 | | 20.23 | 1.17 | YES |
| Mar-02 | **51.26** | **23.08** | 4627 | 13 | | 13.88 | 2.37 | YES |
| Apr-02 | **64.51** | **14.29** | 5188 | 7 | | 18.10 | 3.19 | YES |
| May-02 | **60.18** | **33.33** | 5603 | 6 | | 20.00 | 1.75 | YES |
| Jun-02 | **65.15** | **14.29** | 7682 | 7 | | 18.02 | 3.23 | YES |



**2-Wire Digital Services - Maintenance cont...**

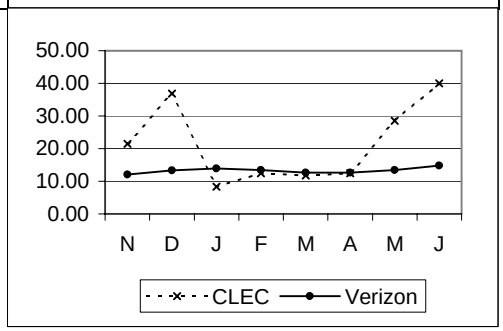
**MR-4 - Trouble Duration Intervals cont...**

| MR-4-08-3341 | % Out of Service > 24 Hours | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total (ALL) | | | | | | | |
| | Effective 11/2001: Change retail compare group to POTS - Total | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **21.98** | **8.33** | 4304 | 12 | | 11.97 | 1.14 | YES |
| *Dec-01* | **37.55** | **5.88** | 4573 | 17 | | 11.77 | 2.69 | YES |
| *Jan-02* | **21.73** | **8.33** | 3553 | 12 | | 11.93 | 1.12 | YES |
| *Feb-02* | **26.50** | **0.00** | 3294 | 6 | | 18.03 | 1.47 | YES |
| *Mar-02* | **21.70** | **0.00** | 4627 | 13 | | 11.45 | 5000000.00 | YES |
| *Apr-02* | **34.60** | **0.00** | 5188 | 7 | | 17.99 | 5000000.00 | YES |
| *May-02* | **28.40** | **0.00** | 5603 | 6 | | 18.42 | >5.00 | YES |
| *Jun-02* | **36.54** | **0.00** | 7682 | 7 | | 18.21 | >5.00 | YES |




## MR-5 - Repeat Trouble Reports

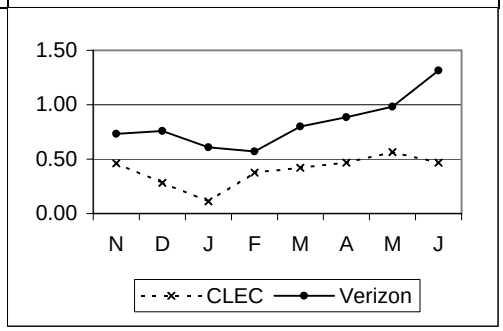
| MR-5-01-3341 | % Repeat Reports within 30 Days | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total (ALL) | | | | | | | |
| | Effective 11/2001: Change retail compare group to POTS - Total | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **12.03** | **21.43** | 5729 | 14 | | 8.70 | -1.08 | YES |
| *Dec-01* | **13.33** | **36.84** | 5964 | 19 | | 7.81 | -3.01 | SSST |
| *Jan-02* | **13.97** | **8.33** | 4859 | 12 | | 10.02 | 0.56 | YES |
| *Feb-02* | **13.39** | **12.50** | 4497 | 8 | | 12.05 | 0.07 | YES |
| *Mar-02* | **12.65** | **11.76** | 6182 | 17 | | 8.07 | 0.39 | YES |
| *Apr-02* | **12.64** | **12.50** | 6851 | 8 | | 11.76 | 0.42 | YES |
| *May-02* | **13.43** | **28.57** | 7506 | 7 | | 12.89 | -0.71 | YES |
| *Jun-02* | **14.79** | **40.00** | 9778 | 10 | | 11.23 | -1.67 | SSST |



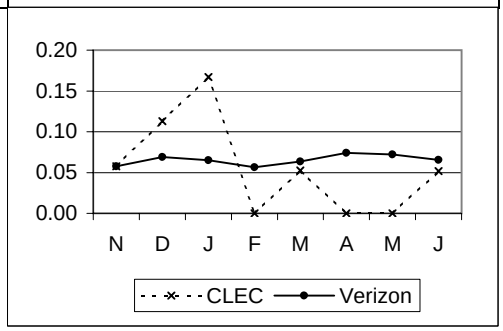
## 2-Wire xDSL Loops - Maintenance

### MR-2 - Trouble Report Rate

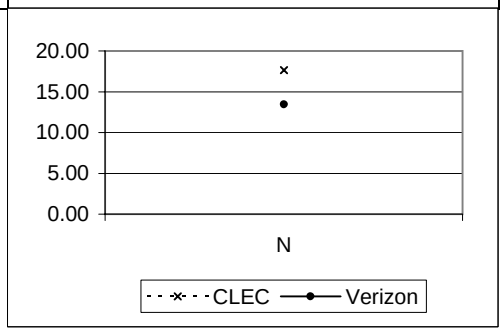
| MR-2-02-3342 | Network Trouble Report Rate - Loop | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total (ALL) | | | | | | | |
| | Effective 11/2001: Change retail compare group to POTS - Total | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.73** | **0.46** | 724433 | 1736 | | 0.21 | 1.33 | YES |
| *Dec-01* | **0.76** | **0.28** | 721291 | 1768 | | 0.21 | 2.30 | YES |
| *Jan-02* | **0.61** | **0.11** | 719874 | 1795 | | 0.18 | 2.71 | YES |
| *Feb-02* | **0.57** | **0.38** | 718485 | 1858 | | 0.17 | 1.10 | YES |
| *Mar-02* | **0.80** | **0.42** | 716614 | 1898 | | 0.20 | 1.85 | YES |
| *Apr-02* | **0.89** | **0.47** | 713848 | 1922 | | 0.21 | 1.95 | YES |
| *May-02* | **0.98** | **0.56** | 711291 | 1949 | | 0.22 | 2.13 | YES |
| *Jun-02* | **1.32** | **0.47** | 708200 | 1925 | | 0.26 | 3.86 | YES |




| MR-2-03-3342 | Network Trouble Report Rate - Central Office | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail POTS Total (ALL) | | | | | | | |
| | Effective 11/2001: Change retail compare group to POTS - Total | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.06** | **0.06** | 724433 | 1736 | | 0.06 | 0.00 | YES |
| *Dec-01* | **0.07** | **0.11** | 721291 | 1768 | | 0.06 | -0.71 | YES |
| *Jan-02* | **0.07** | **0.17** | 719874 | 1795 | | 0.06 | -1.69 | NO |
| *Feb-02* | **0.06** | **0.00** | 718485 | 1858 | | 0.06 | 1.02 | YES |
| *Mar-02* | **0.06** | **0.05** | 716614 | 1898 | | 0.06 | 0.53 | YES |
| *Apr-02* | **0.07** | **0.00** | 713848 | 1922 | | 0.06 | 5000000.00 | YES |
| *May-02* | **0.07** | **0.00** | 711291 | 1949 | | 0.06 | >5.00 | YES |
| *Jun-02* | **0.07** | **0.05** | 708200 | 1925 | | 0.06 | 0.57 | YES |



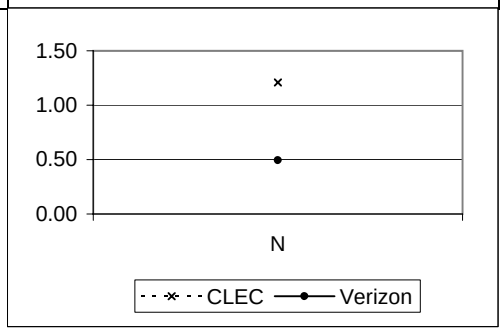

| MR-2-04-3342 | % Subsequent Reports | | | | | | | Assessed I/C/W MRAs |
|---|---|---|---|---|---|---|---|---|
| | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **13.46** | **17.65** | 6620 | 17 | | 8.29 | -0.51 | |
| *Dec-01* | | **15.38** | | 13 | | | | |
| *Jan-02* | | **9.09** | | 11 | | | | |
| *Feb-02* | | **21.43** | | 14 | | | | |
| *Mar-02* | | **13.33** | | 15 | | | | |
| *Apr-02* | | **6.67** | | 15 | | | | |
| *May-02* | | **20.00** | | 15 | | | | |
| *Jun-02* | | **34.78** | | 23 | | | | |



**2-Wire xDSL Loops - Maintenance cont...**

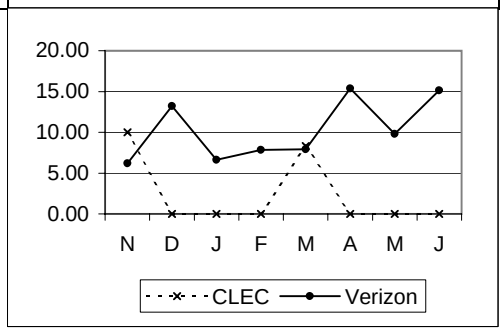
**MR-2 - Trouble Report Rate cont...**

| MR-2-05-3342 | % CPE/TOK/FOK Trouble Report Rate | | | | | | | | None: Analysis Only |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.49** | **1.21** | 724433 | 1736 | | 0.17 | -4.25 | | |
| *Dec-01* | | **0.79** | | 1768 | | | | | |
| *Jan-02* | | **0.56** | | 1795 | | | | | |
| *Feb-02* | | **0.59** | | 1858 | | | | | |
| *Mar-02* | | **0.74** | | 1898 | | | | | |
| *Apr-02* | | **0.52** | | 1922 | | | | | |
| *May-02* | | **1.03** | | 1949 | | | | | |
| *Jun-02* | | **0.83** | | 1925 | | | | | |

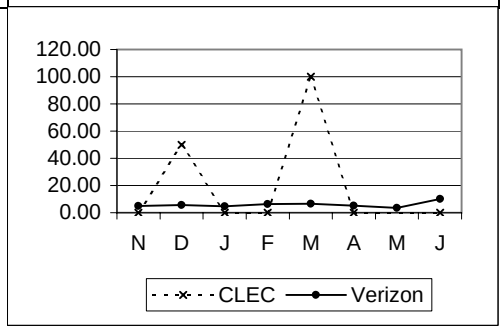



## MR-3 - Missed Repair Appointments

| MR-3-01-3342 | % Missed Repair Appointment – Loop | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail POTS Total (ALL)** | | | | | | | | |
| | **Effective 11/2001: Change retail compare group to POTS - Total** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **6.21** | **10.00** | 5312 | 10 | | 7.64 | -0.50 | YES | |
| *Dec-01* | **13.21** | **0.00** | 5467 | 9 | | 11.30 | 1.17 | YES | |
| *Jan-02* | **6.61** | **0.00** | 4390 | 2 | | 17.57 | 0.38 | YES | |
| *Feb-02* | **7.84** | **0.00** | 4092 | 9 | | 8.97 | 0.87 | YES | |
| *Mar-02* | **7.93** | **8.33** | 5727 | 12 | | 7.81 | 0.33 | YES | |
| *Apr-02* | **15.39** | **0.00** | 6322 | 10 | | 11.42 | 5000000.00 | YES | |
| *May-02* | **9.80** | **0.00** | 6993 | 12 | | 8.59 | >5.00 | YES | |
| *Jun-02* | **15.13** | **0.00** | 9315 | 10 | | 11.34 | >5.00 | YES | |



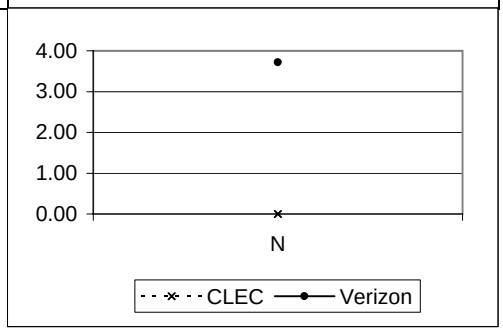

| MR-3-02-3342 | % Missed Repair Appointment – Central Office | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail POTS Total (ALL)** | | | | | | | | |
| | **Effective 11/2001: Change retail compare group to POTS - Total** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **5.04** | **0.00** | 417 | 4 | | 10.99 | 0.46 | YES | |
| *Dec-01* | **5.63** | **50.00** | 497 | 2 | | 16.33 | -2.72 | SSST | |
| *Jan-02* | **4.69** | **0.00** | 469 | 8 | | 7.54 | 0.62 | YES | |
| *Feb-02* | **6.42** | **0.00** | 405 | 2 | | 17.37 | 0.37 | YES | |
| *Mar-02* | **6.59** | **100.00** | 455 | 1 | | 24.84 | -1.49 | YES | |
| *Apr-02* | **5.29** | **0.00** | 529 | 4 | | 11.23 | 5000000.00 | YES | |
| *May-02* | **3.51** | **#N/A** | 513 | | | | | | |
| *Jun-02* | **10.15** | **0.00** | 463 | 5 | | 13.58 | SS | | |



**2-Wire xDSL Loops - Maintenance cont...**

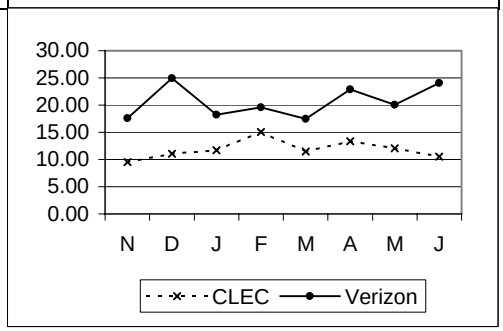
**MR-3 - Missed Repair Appointments cont...**

| MR-3-03-3342 | %CPE/TOK/FOK - Missed Appointment | | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **3.72** | **0.00** | 3578 | 21 | | 4.14 | 0.90 | | |
| *Dec-01* | | **0.00** | | 14 | | | | | |
| *Jan-02* | | **0.00** | | 10 | | | | | |
| *Feb-02* | | **0.00** | | 11 | | | | | |
| *Mar-02* | | **0.00** | | 14 | | | | | |
| *Apr-02* | | **0.00** | | 10 | | | | | |
| *May-02* | | **5.00** | | 20 | | | | | |
| *Jun-02* | | **0.00** | | 16 | | | | | |

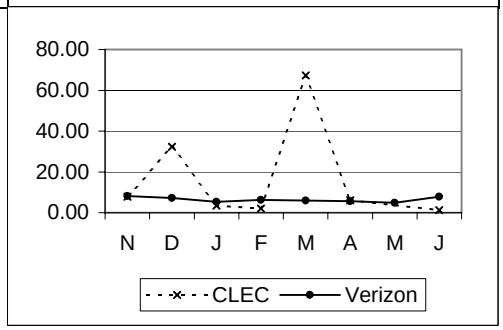



## MR-4 - Trouble Duration Intervals

| MR-4-02-3342 | Mean Time To Repair - Loop Trouble | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail POTS Total (ALL)** | | | | | | | | |
| | **Effective 11/2001: Change retail compare group to POTS - Total** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **17.60** | **9.52** | 5312 | 10 | 18.13 | 5.74 | 1.41 | YES | |
| *Dec-01* | **24.96** | **11.06** | 5467 | 9 | 23.01 | 7.68 | 1.81 | YES | |
| *Jan-02* | **18.23** | **11.71** | 4390 | 2 | 20.53 | 14.52 | 0.45 | YES | |
| *Feb-02* | **19.56** | **15.06** | 4092 | 9 | 19.44 | 6.49 | 0.69 | YES | |
| *Mar-02* | **17.49** | **11.47** | 5727 | 12 | 18.73 | 5.41 | 1.11 | YES | |
| *Apr-02* | **22.88** | **13.35** | 6322 | 10 | 20.26 | 6.41 | 1.49 | YES | |
| *May-02* | **20.04** | **12.05** | 6993 | 12 | 20.45 | 5.91 | 1.35 | YES | |
| *Jun-02* | **24.04** | **10.53** | 9315 | 10 | 21.73 | 6.88 | 1.96 | YES | |




| MR-4-03-3342 | Mean Time To Repair - Central Office Trouble | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail POTS Total (ALL)** | | | | | | | | |
| | **Effective 11/2001: Change retail compare group to POTS - Total** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **8.17** | **7.78** | 417 | 4 | 17.74 | 8.91 | 0.04 | YES | |
| *Dec-01* | **7.17** | **32.39** | 497 | 2 | 13.69 | 9.70 | -2.60 | SSST | |
| *Jan-02* | **5.36** | **3.47** | 469 | 8 | 9.92 | 3.54 | 0.53 | YES | |
| *Feb-02* | **6.25** | **2.01** | 405 | 2 | 13.31 | 9.43 | 0.45 | YES | |
| *Mar-02* | **6.02** | **67.27** | 455 | 1 | 11.82 | 11.83 | -5.18 | SSST | |
| *Apr-02* | **5.72** | **6.07** | 529 | 4 | 13.78 | 6.91 | -0.05 | YES | |
| *May-02* | **4.87** | **#N/A** | 513 | | 9.93 | | | | |
| *Jun-02* | **7.91** | **1.33** | 463 | 5 | 13.86 | 6.23 | SS | | |



**2-Wire xDSL Loops - Maintenance cont...**

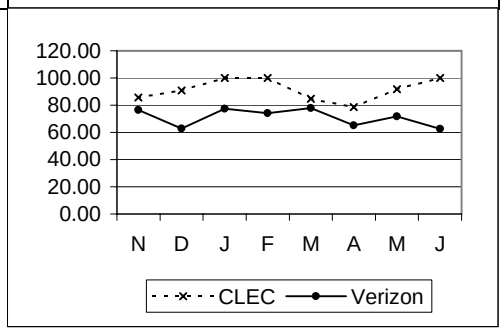
**MR-4 - Trouble Duration Intervals cont...**

**MR-4-04-3342** | **% Cleared (all troubles) within 24 Hours** | Parity with Retail

**Parity with Retail POTS Total (ALL)**

**Effective 11/2001: Change retail compare group to POTS - Total**

| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
|---|---|---|---|---|---|---|---|---|
| *Nov-01* | **76.45** | **85.71** | 5729 | 14 | | 11.35 | 0.82 | YES |
| *Dec-01* | **62.79** | **90.91** | 5964 | 11 | | 14.59 | 1.93 | YES |
| *Jan-02* | **77.49** | **100.00** | 4859 | 10 | | 13.22 | 1.70 | YES |
| *Feb-02* | **74.12** | **100.00** | 4497 | 11 | | 13.22 | 1.96 | YES |
| *Mar-02* | **77.77** | **84.62** | 6182 | 13 | | 11.54 | 0.92 | YES |
| *Apr-02* | **65.23** | **78.57** | 6851 | 14 | | 12.74 | 1.36 | YES |
| *May-02* | **71.70** | **91.67** | 7506 | 12 | | 13.01 | 2.09 | YES |
| *Jun-02* | **62.54** | **100.00** | 9778 | 15 | | 12.51 | >5.00 | YES |

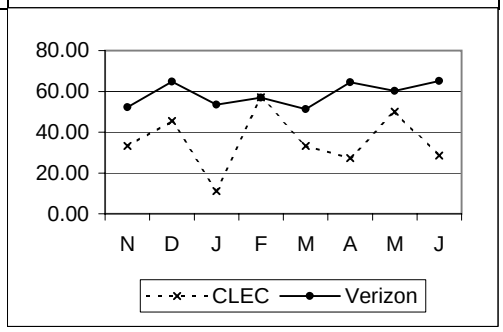



**MR-4-07-3342** | **% Out of Service > 12 Hours** | Parity with Retail

**Parity with Retail POTS Total (ALL)**

**Effective 11/2001: Change retail compare group to POTS - Total**

| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
|---|---|---|---|---|---|---|---|---|
| *Nov-01* | **52.18** | **33.33** | 4304 | 12 | | 14.44 | 1.31 | YES |
| *Dec-01* | **64.79** | **45.45** | 4573 | 11 | | 14.42 | 1.34 | YES |
| *Jan-02* | **53.42** | **11.11** | 3553 | 9 | | 16.65 | 2.54 | YES |
| *Feb-02* | **57.01** | **57.14** | 3294 | 7 | | 18.73 | -0.01 | YES |
| *Mar-02* | **51.26** | **33.33** | 4627 | 9 | | 16.68 | 1.42 | YES |
| *Apr-02* | **64.51** | **27.27** | 5188 | 11 | | 14.44 | 2.83 | YES |
| *May-02* | **60.18** | **50.00** | 5603 | 8 | | 17.32 | 0.95 | YES |
| *Jun-02* | **65.15** | **28.57** | 7682 | 14 | | 12.75 | 3.07 | YES |

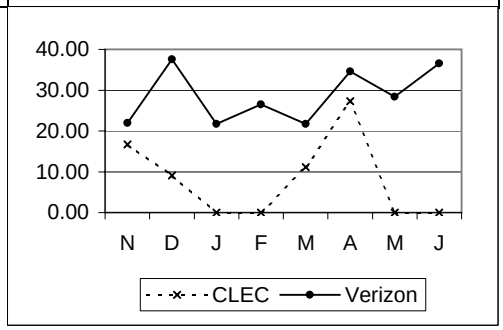



**MR-4-08-3342** | **% Out of Service > 24 Hours** | Parity with Retail

**Parity with Retail POTS Total (ALL)**

**Effective 11/2001: Change retail compare group to POTS - Total**

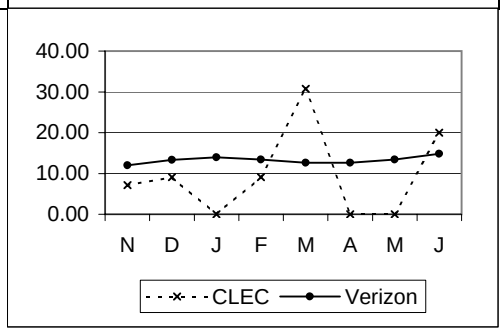
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
|---|---|---|---|---|---|---|---|---|
| *Nov-01* | **21.98** | **16.67** | 4304 | 12 | | 11.97 | 0.44 | YES |
| *Dec-01* | **37.55** | **9.09** | 4573 | 11 | | 14.62 | 1.95 | YES |
| *Jan-02* | **21.73** | **0.00** | 3553 | 9 | | 13.76 | 1.58 | YES |
| *Feb-02* | **26.50** | **0.00** | 3294 | 7 | | 16.70 | 1.59 | YES |
| *Mar-02* | **21.70** | **11.11** | 4627 | 9 | | 13.75 | 1.22 | YES |
| *Apr-02* | **34.60** | **27.27** | 5188 | 11 | | 14.36 | 0.81 | YES |
| *May-02* | **28.40** | **0.00** | 5603 | 8 | | 15.95 | >5.00 | YES |
| *Jun-02* | **36.54** | **0.00** | 7682 | 14 | | 12.88 | >5.00 | YES |



**2-Wire xDSL Loops - Maintenance cont...**

## MR-5 - Repeat Trouble Reports

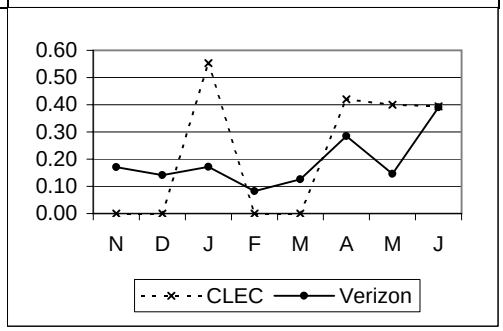
| MR-5-01-3342 | % Repeat Reports within 30 Days | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | **Parity with Retail POTS Total (ALL)** | | | | | | | |
| | **Effective 11/2001: Change retail compare group to POTS - Total** | | | | | | | |
| | ***VZ*** | ***CLEC*** | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **12.03** | **7.14** | 5729 | 14 | | 8.70 | 0.56 | YES |
| *Dec-01* | **13.33** | **9.09** | 5964 | 11 | | 10.26 | 0.41 | YES |
| *Jan-02* | **13.97** | **0.00** | 4859 | 10 | | 10.97 | 1.27 | YES |
| *Feb-02* | **13.39** | **9.09** | 4497 | 11 | | 10.28 | 0.42 | YES |
| *Mar-02* | **12.65** | **30.77** | 6182 | 13 | | 9.23 | -1.46 | YES |
| *Apr-02* | **12.64** | **0.00** | 6851 | 14 | | 8.89 | 5000000.00 | YES |
| *May-02* | **13.43** | **0.00** | 7506 | 12 | | 9.85 | >5.00 | YES |
| *Jun-02* | **14.79** | **20.00** | 9778 | 15 | | 9.17 | -0.29 | YES |



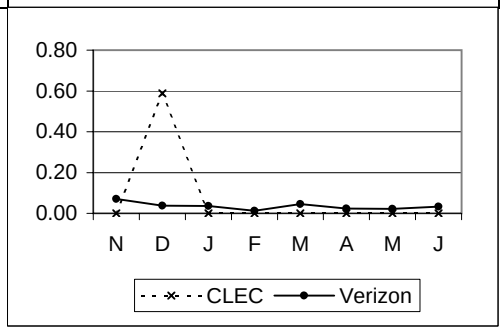
## 2-Wire xDSL Line Sharing - Maintenance

### MR-2 - Trouble Report Rate

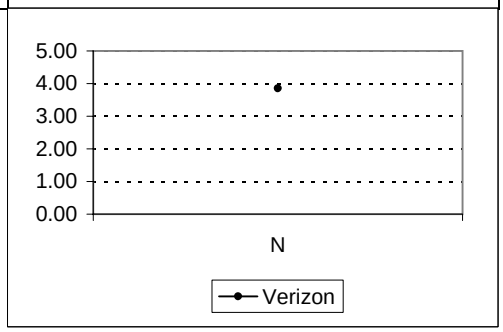
| MR-2-02-3343 | Network Trouble Report Rate - Loop | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity | |
| Nov-01 | 0.17 | 0.00 | | 166 | | | 0.53 | YES | |
| Dec-01 | 0.14 | 0.00 | | 170 | | | 0.48 | YES | |
| Jan-02 | 0.17 | 0.55 | | 181 | | | -1.22 | YES | |
| Feb-02 | 0.08 | 0.00 | | 193 | | | 0.40 | YES | |
| Mar-02 | 0.13 | 0.00 | | 223 | | | 5000000.00 | YES | |
| Apr-02 | 0.29 | 0.42 | | 238 | | | 0.01 | YES | |
| May-02 | 0.15 | 0.40 | | 250 | | | -0.46 | YES | |
| Jun-02 | 0.39 | 0.39 | | 254 | | | 0.34 | YES | |




| MR-2-03-3343 | Network Trouble Report Rate - Central Office | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity | |
| Nov-01 | 0.07 | 0.00 | | 166 | | | 0.34 | YES | |
| Dec-01 | 0.04 | 0.59 | | 170 | | | -3.62 | NO | |
| Jan-02 | 0.04 | 0.00 | | 181 | | | 0.26 | YES | |
| Feb-02 | 0.01 | 0.00 | | 193 | | | 0.15 | YES | |
| Mar-02 | 0.05 | 0.00 | | 223 | | | 5000000.00 | YES | |
| Apr-02 | 0.02 | 0.00 | | 238 | | | 5000000.00 | YES | |
| May-02 | 0.02 | 0.00 | | 250 | | | >5.00 | YES | |
| Jun-02 | 0.03 | 0.00 | | 254 | | | >5.00 | YES | |



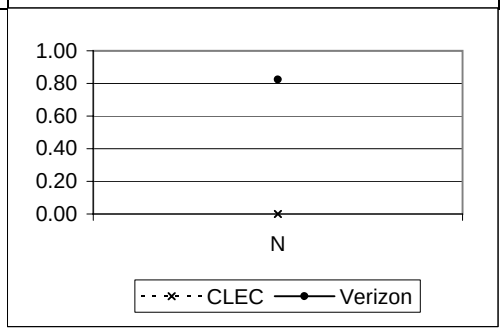

| MR-2-04-3343 | % Subsequent Reports | | | | | | | | Assessed I/C/W MRAs |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity | |
| Nov-01 | 3.85 | #N/A | 26 | | | | | | |
| Dec-01 | | 0.00 | | 1 | | | | | |
| Jan-02 | | 50.00 | | 4 | | | | | |
| Feb-02 | | #N/A | | | | | | | |
| Mar-02 | | #N/A | | | | | | | |
| Apr-02 | | 50.00 | | 2 | | | | | |
| May-02 | | 50.00 | | 2 | | | | | |
| Jun-02 | | 50.00 | | 4 | | | | | |



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

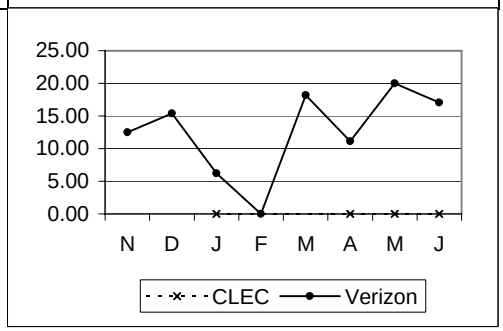
**MR-2 - Trouble Report Rate cont...**

| MR-2-05-3343 | % CPE/TOK/FOK Trouble Report Rate | | | | | | | | None: Analysis Only |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.82** | **0.00** | 7046 | 166 | | 0.71 | 1.16 | | |
| *Dec-01* | | **3.53** | | 170 | | | | | |
| *Jan-02* | | **3.87** | | 181 | | | | | |
| *Feb-02* | | **2.07** | | 193 | | | | | |
| *Mar-02* | | **1.35** | | 223 | | | | | |
| *Apr-02* | | **0.42** | | 238 | | | | | |
| *May-02* | | **0.40** | | 250 | | | | | |
| *Jun-02* | | **1.97** | | 254 | | | | | |

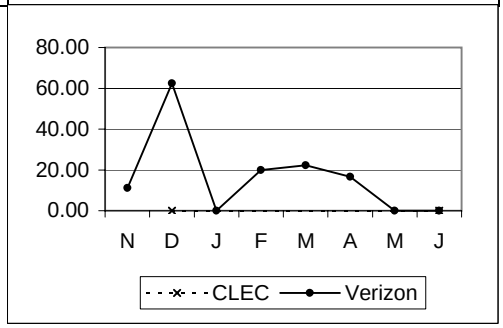



## MR-3 - Missed Repair Appointments

| MR-3-01-3343 | % Missed Repair Appointment – Loop | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with VADI Line Sharing** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **12.50** | **#N/A** | | | | | | | |
| *Dec-01* | **15.38** | **#N/A** | | | | | | | |
| *Jan-02* | **6.25** | **0.00** | | 2 | | | 0.34 | YES | |
| *Feb-02* | **0.00** | **#N/A** | | | | | | | |
| *Mar-02* | **18.18** | **#N/A** | | | | | | | |
| *Apr-02* | **11.11** | **0.00** | | 1 | | | 5000000.00 | YES | |
| *May-02* | **20.00** | **0.00** | | 1 | | | SS | | |
| *Jun-02* | **17.07** | **0.00** | | 1 | | | SS | | |



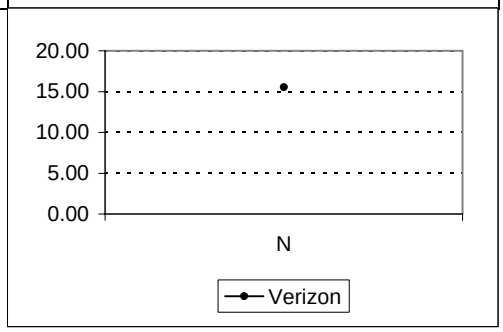

| MR-3-02-3343 | % Missed Repair Appointment – Central Office | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with VADI Line Sharing** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **11.11** | **#N/A** | | | | | | | |
| *Dec-01* | **62.50** | **0.00** | | 1 | | | 1.22 | YES | |
| *Jan-02* | **0.00** | **#N/A** | | | | | | | |
| *Feb-02* | **20.00** | **#N/A** | | | | | | | |
| *Mar-02* | **22.22** | **#N/A** | | | | | | | |
| *Apr-02* | **16.67** | **#N/A** | | | | | | | |
| *May-02* | **0.00** | **#N/A** | | | | | | | |
| *Jun-02* | **0.00** | **0.00** | | 1 | | | SS | | |



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

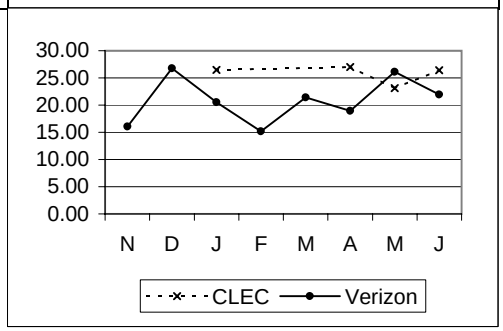
**MR-3 - Missed Repair Appointments cont...**

| MR-3-03-3343 | %CPE/TOK/FOK - Missed Appointment | | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **15.52** | **#N/A** | 58 | | | | | | |
| *Dec-01* | | **0.00** | | 6 | | | | | |
| *Jan-02* | | **0.00** | | 7 | | | | | |
| *Feb-02* | | **0.00** | | 4 | | | | | |
| *Mar-02* | | **0.00** | | 3 | | | | | |
| *Apr-02* | | **0.00** | | 1 | | | | | |
| *May-02* | | **0.00** | | 1 | | | | | |
| *Jun-02* | | **0.00** | | 5 | | | | | |

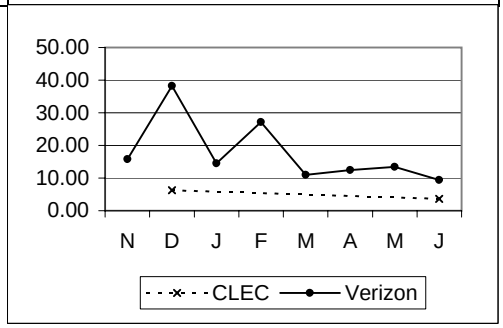



## MR-4 - Trouble Duration Intervals

| MR-4-02-3343 | Mean Time To Repair - Loop Trouble | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with VADI Line Sharing** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **16.06** | **#N/A** | | | | | | | |
| *Dec-01* | **26.77** | **#N/A** | | | | | | | |
| *Jan-02* | **20.53** | **26.45** | | 2 | | | -0.56 | YES | |
| *Feb-02* | **15.19** | **#N/A** | | | | | | | |
| *Mar-02* | **21.44** | **#N/A** | | | | | | | |
| *Apr-02* | **18.97** | **27.00** | | 1 | | | -0.56 | YES | |
| *May-02* | **26.14** | **23.13** | | 1 | | | SS | | |
| *Jun-02* | **21.95** | **26.42** | | 1 | | | SS | | |



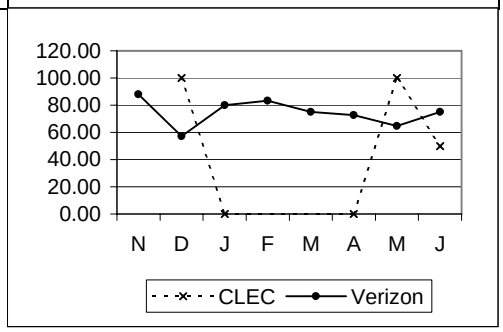

| MR-4-03-3343 | Mean Time To Repair - Central Office Trouble | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with VADI Line Sharing** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **15.77** | **#N/A** | | | | | | | |
| *Dec-01* | **38.24** | **6.30** | | 1 | | | 1.11 | YES | |
| *Jan-02* | **14.48** | **#N/A** | | | | | | | |
| *Feb-02* | **27.18** | **#N/A** | | | | | | | |
| *Mar-02* | **10.94** | **#N/A** | | | | | | | |
| *Apr-02* | **12.45** | **#N/A** | | | | | | | |
| *May-02* | **13.46** | **#N/A** | | | | | | | |
| *Jun-02* | **9.41** | **3.67** | | 1 | | | SS | | |



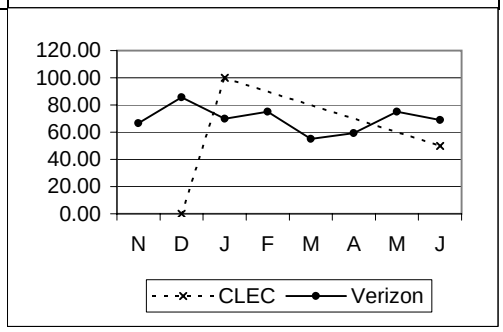
**2-Wire xDSL Line Sharing - Maintenance cont...**

**MR-4 - Trouble Duration Intervals cont...**

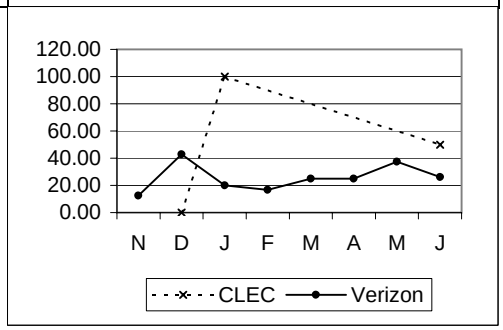
| MR-4-04-3343 | % Cleared (all troubles) within 24 Hours | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | 88.00 | #N/A | | | | | | | |
| *Dec-01* | 57.14 | 100.00 | | 1 | | | 0.85 | YES | |
| *Jan-02* | 80.00 | 0.00 | | 2 | | | -2.70 | SSST | |
| *Feb-02* | 83.33 | #N/A | | | | | | | |
| *Mar-02* | 75.00 | #N/A | | | | | | | |
| *Apr-02* | 72.73 | 0.00 | | 1 | | | -0.54 | YES | |
| *May-02* | 64.71 | 100.00 | | 1 | | | SS | | |
| *Jun-02* | 75.00 | 50.00 | | 2 | | | SS | | |




| MR-4-07-3343 | % Out of Service > 12 Hours | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | 66.67 | #N/A | | | | | | | |
| *Dec-01* | 85.71 | 0.00 | | 1 | | | 2.39 | YES | |
| *Jan-02* | 70.00 | 100.00 | | 2 | | | -0.88 | YES | |
| *Feb-02* | 75.00 | #N/A | | | | | | | |
| *Mar-02* | 55.00 | #N/A | | | | | | | |
| *Apr-02* | 59.38 | #N/A | | | | | | | |
| *May-02* | 75.00 | #N/A | | | | | | | |
| *Jun-02* | 69.05 | 50.00 | | 2 | | | SS | | |



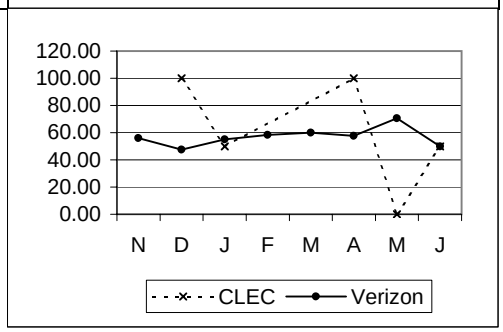

| MR-4-08-3343 | % Out of Service > 24 Hours | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | 12.50 | #N/A | | | | | | | |
| *Dec-01* | 42.86 | 0.00 | | 1 | | | 0.85 | YES | |
| *Jan-02* | 20.00 | 100.00 | | 2 | | | -2.70 | SSST | |
| *Feb-02* | 16.67 | #N/A | | | | | | | |
| *Mar-02* | 25.00 | #N/A | | | | | | | |
| *Apr-02* | 25.00 | #N/A | | | | | | | |
| *May-02* | 37.50 | #N/A | | | | | | | |
| *Jun-02* | 26.19 | 50.00 | | 2 | | | SS | | |



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

## MR-5 - Repeat Trouble Reports

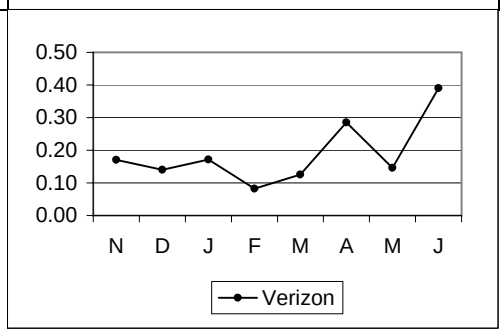
| MR-5-01-3343 | % Repeat Reports within 30 Days | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with VADI Line Sharing** | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **56.00** | **#N/A** | | | | | | | |
| *Dec-01* | **47.62** | **100.00** | | 1 | | | -1.02 | YES | |
| *Jan-02* | **55.00** | **50.00** | | 2 | | | 0.14 | YES | |
| *Feb-02* | **58.33** | **#N/A** | | | | | | | |
| *Mar-02* | **60.00** | **#N/A** | | | | | | | |
| *Apr-02* | **57.58** | **100.00** | | 1 | | | 0.22 | YES | |
| *May-02* | **70.59** | **0.00** | | 1 | | | SS | | |
| *Jun-02* | **50.00** | **50.00** | | 2 | | | SS | | |



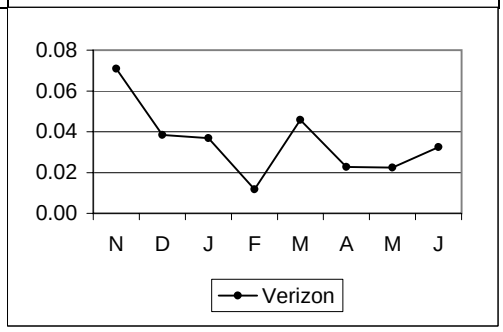
## 2-Wire xDSL Line Splitting - Maintenance

### MR-2 - Trouble Report Rate

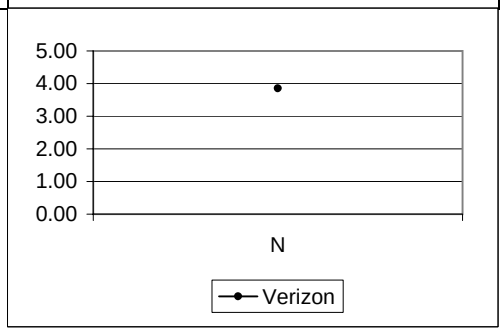
| MR-2-02-3345 | Network Trouble Report Rate - Loop | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | Begin reporting line splitting metrics 11/2001 | | | | | | | | |
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity | |
| Nov-01 | 0.17 | #N/A | | | | | | | |
| Dec-01 | 0.14 | #N/A | | | | | | | |
| Jan-02 | 0.17 | #N/A | | | | | | | |
| Feb-02 | 0.08 | #N/A | | | | | | | |
| Mar-02 | 0.13 | #N/A | | | | | | | |
| Apr-02 | 0.29 | #N/A | | | | | | | |
| May-02 | 0.15 | #N/A | | | | | | | |
| Jun-02 | 0.39 | #N/A | | | | | | | |




| MR-2-03-3345 | Network Trouble Report Rate - Central Office | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | Begin reporting line splitting metrics 11/2001 | | | | | | | | |
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity | |
| Nov-01 | 0.07 | #N/A | | | | | | | |
| Dec-01 | 0.04 | #N/A | | | | | | | |
| Jan-02 | 0.04 | #N/A | | | | | | | |
| Feb-02 | 0.01 | #N/A | | | | | | | |
| Mar-02 | 0.05 | #N/A | | | | | | | |
| Apr-02 | 0.02 | #N/A | | | | | | | |
| May-02 | 0.02 | #N/A | | | | | | | |
| Jun-02 | 0.03 | #N/A | | | | | | | |



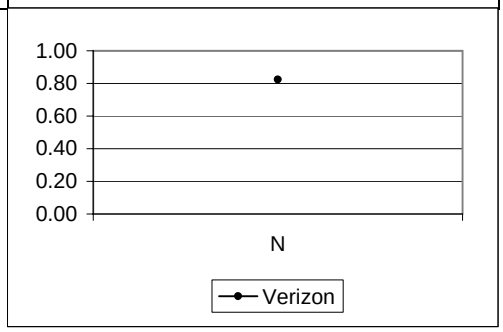

| MR-2-04-3345 | % Subsequent Reports | | | | | | | | Assessed I/C/W MRAs |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| | Begin reporting line splitting metrics 11/2001 | | | | | | | | |
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity | |
| Nov-01 | 3.85 | #N/A | 26 | | | | | | |
| Dec-01 | | #N/A | | | | | | | |
| Jan-02 | | #N/A | | | | | | | |
| Feb-02 | | #N/A | | | | | | | |
| Mar-02 | | #N/A | | | | | | | |
| Apr-02 | | #N/A | | | | | | | |
| May-02 | | #N/A | | | | | | | |
| Jun-02 | | #N/A | | | | | | | |



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

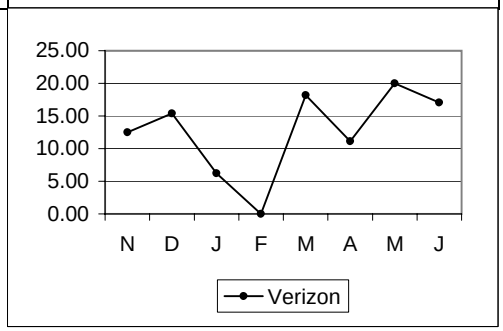
**MR-2 - Trouble Report Rate cont...**

| MR-2-05-3345 | % CPE/TOK/FOK Trouble Report Rate | | | | | | | | None: Analysis Only |
|---|---|---|---|---|---|---|---|---|---|
| | Begin reporting line splitting metrics 11/2001 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.82** | **#N/A** | 7046 | | | | | | |
| *Dec-01* | | **#N/A** | | | | | | | |
| *Jan-02* | | **#N/A** | | | | | | | |
| *Feb-02* | | **#N/A** | | | | | | | |
| *Mar-02* | | **#N/A** | | | | | | | |
| *Apr-02* | | **#N/A** | | | | | | | |
| *May-02* | | **#N/A** | | | | | | | |
| *Jun-02* | | **#N/A** | | | | | | | |

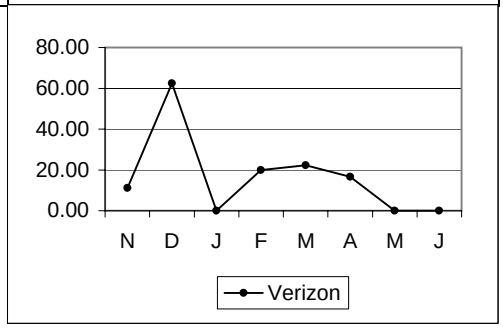



## MR-3 - Missed Repair Appointments

| MR-3-01-3345 | % Missed Repair Appointment – Loop | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | Begin reporting line splitting metrics 11/2001 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **12.50** | **#N/A** | | | | | | | |
| *Dec-01* | **15.38** | **#N/A** | | | | | | | |
| *Jan-02* | **6.25** | **#N/A** | | | | | | | |
| *Feb-02* | **0.00** | **#N/A** | | | | | | | |
| *Mar-02* | **18.18** | **#N/A** | | | | | | | |
| *Apr-02* | **11.11** | **#N/A** | | | | | | | |
| *May-02* | **20.00** | **#N/A** | | | | | | | |
| *Jun-02* | **17.07** | **#N/A** | | | | | | | |



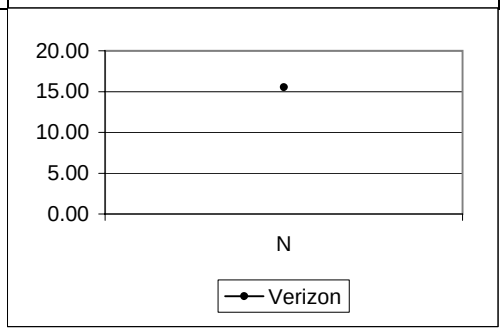

| MR-3-02-3345 | % Missed Repair Appointment – Central Office | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | Begin reporting line splitting metrics 11/2001 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **11.11** | **#N/A** | | | | | | | |
| *Dec-01* | **62.50** | **#N/A** | | | | | | | |
| *Jan-02* | **0.00** | **#N/A** | | | | | | | |
| *Feb-02* | **20.00** | **#N/A** | | | | | | | |
| *Mar-02* | **22.22** | **#N/A** | | | | | | | |
| *Apr-02* | **16.67** | **#N/A** | | | | | | | |
| *May-02* | **0.00** | **#N/A** | | | | | | | |
| *Jun-02* | **0.00** | **#N/A** | | | | | | | |



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

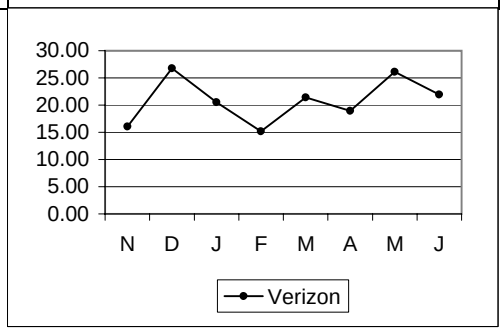
**MR-3 - Missed Repair Appointments cont...**

| MR-3-03-3345 | %CPE/TOK/FOK - Missed Appointment | | | | | | | | No Standard |
|---|---|---|---|---|---|---|---|---|---|
| | Begin reporting line splitting metrics 11/2001 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **15.52** | **#N/A** | 58 | | | | | | |
| *Dec-01* | | **#N/A** | | | | | | | |
| *Jan-02* | | **#N/A** | | | | | | | |
| *Feb-02* | | **#N/A** | | | | | | | |
| *Mar-02* | | **#N/A** | | | | | | | |
| *Apr-02* | | **#N/A** | | | | | | | |
| *May-02* | | **#N/A** | | | | | | | |
| *Jun-02* | | **#N/A** | | | | | | | |

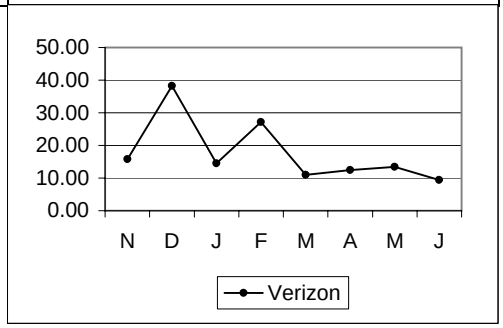



## MR-4 - Trouble Duration Intervals

| MR-4-02-3345 | Mean Time To Repair - Loop Trouble | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | Begin reporting line splitting metrics 11/2001 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **16.06** | **#N/A** | | | | | | | |
| *Dec-01* | **26.77** | **#N/A** | | | | | | | |
| *Jan-02* | **20.53** | **#N/A** | | | | | | | |
| *Feb-02* | **15.19** | **#N/A** | | | | | | | |
| *Mar-02* | **21.44** | **#N/A** | | | | | | | |
| *Apr-02* | **18.97** | **#N/A** | | | | | | | |
| *May-02* | **26.14** | **#N/A** | | | | | | | |
| *Jun-02* | **21.95** | **#N/A** | | | | | | | |



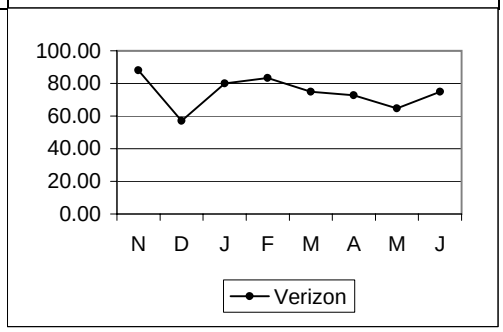

| MR-4-03-3345 | Mean Time To Repair - Central Office Trouble | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | | |
| | Begin reporting line splitting metrics 11/2001 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **15.77** | **#N/A** | | | | | | | |
| *Dec-01* | **38.24** | **#N/A** | | | | | | | |
| *Jan-02* | **14.48** | **#N/A** | | | | | | | |
| *Feb-02* | **27.18** | **#N/A** | | | | | | | |
| *Mar-02* | **10.94** | **#N/A** | | | | | | | |
| *Apr-02* | **12.45** | **#N/A** | | | | | | | |
| *May-02* | **13.46** | **#N/A** | | | | | | SS | |
| *Jun-02* | **9.41** | **#N/A** | | | | | | SS | |



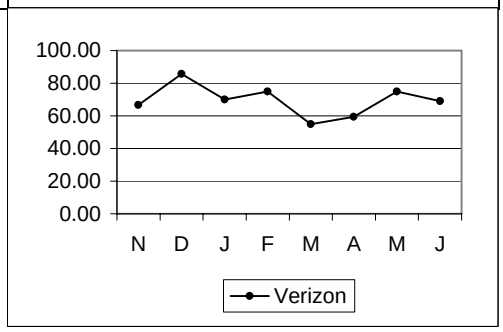
**2-Wire xDSL Line Splitting - Maintenance cont...**

**MR-4 - Trouble Duration Intervals cont...**

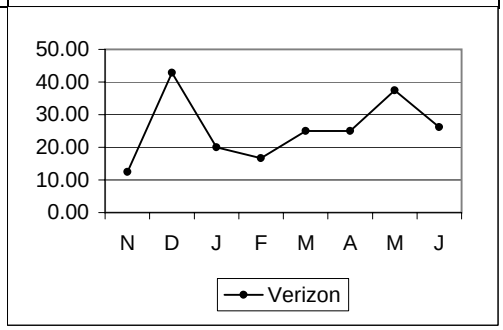
| MR-4-04-3345 | % Cleared (all troubles) within 24 Hours | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | |
| | Begin reporting line splitting metrics 11/2001 | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | 88.00 | #N/A | | | | | | |
| *Dec-01* | 57.14 | #N/A | | | | | | |
| *Jan-02* | 80.00 | #N/A | | | | | | |
| *Feb-02* | 83.33 | #N/A | | | | | | |
| *Mar-02* | 75.00 | #N/A | | | | | | |
| *Apr-02* | 72.73 | #N/A | | | | | | |
| *May-02* | 64.71 | #N/A | | | | | | |
| *Jun-02* | 75.00 | #N/A | | | | | | |




| MR-4-07-3345 | % Out of Service > 12 Hours | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | |
| | Begin reporting line splitting metrics 11/2001 | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | 66.67 | #N/A | | | | | | |
| *Dec-01* | 85.71 | #N/A | | | | | | |
| *Jan-02* | 70.00 | #N/A | | | | | | |
| *Feb-02* | 75.00 | #N/A | | | | | | |
| *Mar-02* | 55.00 | #N/A | | | | | | |
| *Apr-02* | 59.38 | #N/A | | | | | | |
| *May-02* | 75.00 | #N/A | | | | | | |
| *Jun-02* | 69.05 | #N/A | | | | | | |



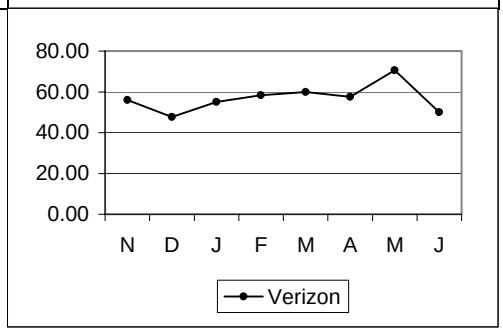

| MR-4-08-3345 | % Out of Service > 24 Hours | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|
| | Parity with VADI Line Sharing | | | | | | | |
| | Begin reporting line splitting metrics 11/2001 | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | 12.50 | #N/A | | | | | | |
| *Dec-01* | 42.86 | #N/A | | | | | | |
| *Jan-02* | 20.00 | #N/A | | | | | | |
| *Feb-02* | 16.67 | #N/A | | | | | | |
| *Mar-02* | 25.00 | #N/A | | | | | | |
| *Apr-02* | 25.00 | #N/A | | | | | | |
| *May-02* | 37.50 | #N/A | | | | | | |
| *Jun-02* | 26.19 | #N/A | | | | | | |



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

## MR-5 - Repeat Trouble Reports

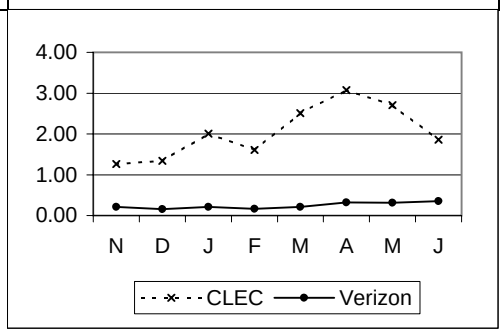
| MR-5-01-3345 | % Repeat Reports within 30 Days | | | | | | | | Parity with VADI |
|---|---|---|---|---|---|---|---|---|---|
| | **Parity with VADI Line Sharing** | | | | | | | | |
| | **Begin reporting line splitting metrics 11/2001** | | | | | | | | |
| | ***VZ*** | ***CLEC*** | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **56.00** | **#N/A** | | | | | | | |
| *Dec-01* | **47.62** | **#N/A** | | | | | | | |
| *Jan-02* | **55.00** | **#N/A** | | | | | | | |
| *Feb-02* | **58.33** | **#N/A** | | | | | | | |
| *Mar-02* | **60.00** | **#N/A** | | | | | | | |
| *Apr-02* | **57.58** | **#N/A** | | | | | | | |
| *May-02* | **70.59** | **#N/A** | | | | | | | |
| *Jun-02* | **50.00** | **#N/A** | | | | | | | |



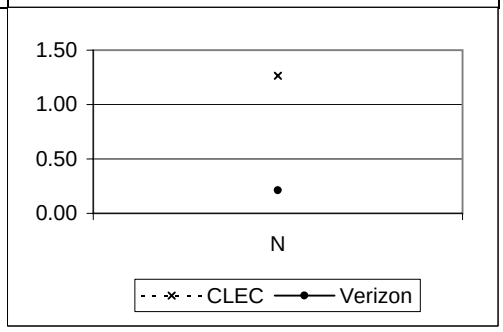
## Special Services - Maintenance

### MR-2 - Trouble Report Rate

| MR-2-01-3200 | Network Trouble Report Rate | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials - Total | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.21** | **1.26** | 61942 | 949 | | 0.15 | -6.97 | NO |
| *Dec-01* | **0.15** | **1.34** | 60684 | 970 | | 0.13 | -9.38 | NO |
| *Jan-02* | **0.21** | **2.01** | 60430 | 997 | | 0.15 | -12.28 | NO |
| *Feb-02* | **0.16** | **1.61** | 60666 | 1059 | | 0.12 | -11.60 | NO |
| *Mar-02* | **0.21** | **2.51** | 59653 | 1076 | | 0.14 | -16.27 | NO |
| *Apr-02* | **0.32** | **3.08** | 49921 | 1040 | | 0.18 | -15.63 | NO |
| *May-02* | **0.31** | **2.71** | 49692 | 1035 | | 0.18 | <-5.00 | YES |
| *Jun-02* | **0.36** | **1.86** | 47316 | 1074 | | 0.18 | <-5.00 | YES |

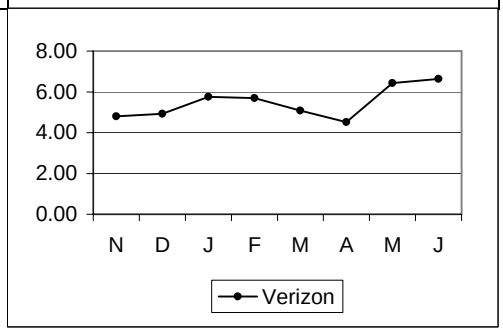



| MR-2-05-3200 | % CPE/TOK/FOK Trouble Report Rate | | | | | | | None: Analysis Only |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials - Total | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.21** | **1.26** | 61942 | 949 | | 0.15 | -7.01 | |
| *Dec-01* | | **2.27** | | 970 | | | | |
| *Jan-02* | | **2.01** | | 997 | | | | |
| *Feb-02* | | **1.13** | | 1059 | | | | |
| *Mar-02* | | **1.95** | | 1076 | | | | |
| *Apr-02* | | **1.54** | | 1040 | | | | |
| *May-02* | | **1.84** | | 1035 | | | | |
| *Jun-02* | | **2.33** | | 1074 | | | | |




### MR-4 - Trouble Duration Intervals

| MR-4-01-3216 | Mean Time To Repair – Total - Non DS0 & DS0 | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials DS0 & Below | | | | | | | |
| | Began reporting metric 11/2001 | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **4.81** | **#N/A** | 96 | | 3.55 | | | |
| *Dec-01* | **4.93** | **#N/A** | 64 | | 3.91 | | | |
| *Jan-02* | **5.76** | **#N/A** | 80 | | 7.28 | | | |
| *Feb-02* | **5.70** | **#N/A** | 67 | | 6.79 | | | |
| *Mar-02* | **5.08** | **#N/A** | 82 | | 5.01 | | | |
| *Apr-02* | **4.52** | **#N/A** | 109 | | 4.43 | | | |
| *May-02* | **6.43** | **#N/A** | 98 | | 5.86 | | | |
| *Jun-02* | **6.64** | **#N/A** | 111 | | 6.08 | | | |



**Special Services - Maintenance cont...**

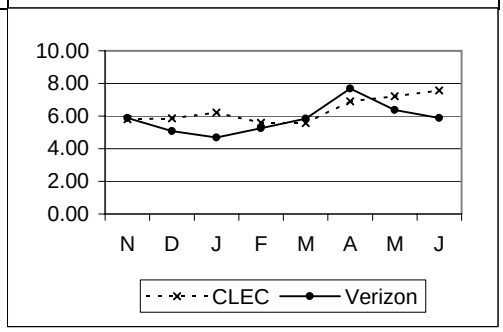
**MR-4 - Trouble Duration Intervals cont...**

**MR-4-01-3217** | **Mean Time To Repair – Total - DS1 & DS3** | Parity with Retail

**Parity with Retail Specials DS1 & DS3**

**Began reporting metric 11/2001**

| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
|---|---|---|---|---|---|---|---|---|
| *Nov-01* | **5.88** | **5.81** | 36 | 12 | 3.55 | 1.18 | 0.06 | YES |
| *Dec-01* | **5.07** | **5.86** | 29 | 13 | 3.91 | 1.30 | -0.61 | YES |
| *Jan-02* | **4.68** | **6.22** | 47 | 20 | 3.25 | 0.87 | -1.77 | SSST |
| *Feb-02* | **5.25** | **5.58** | 31 | 17 | 3.92 | 1.18 | -0.28 | YES |
| *Mar-02* | **5.84** | **5.57** | 44 | 27 | 5.40 | 1.32 | 0.20 | YES |
| *Apr-02* | **7.69** | **6.91** | 50 | 32 | 11.58 | 2.62 | 0.30 | YES |
| *May-02* | **6.37** | **7.21** | 58 | 28 | 4.71 | 1.08 | -0.78 | YES |
| *Jun-02* | **5.89** | **7.56** | 57 | 20 | 3.97 | 1.03 | -1.62 | YES |

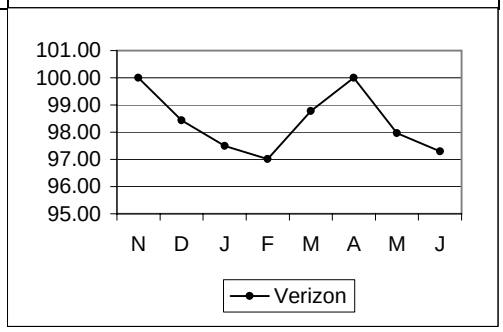



**MR-4-04-3216** | **% Cleared (all troubles) within 24 Hours - Non DS0 & DS0** | Parity with Retail

**Parity with Retail Specials DS0 & Below**

**Began reporting metric 11/2001**

| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
|---|---|---|---|---|---|---|---|---|
| *Nov-01* | **100.00** | **#N/A** | 96 | | | | | |
| *Dec-01* | **98.44** | **#N/A** | 64 | | | | | |
| *Jan-02* | **97.50** | **#N/A** | 80 | | | | | |
| *Feb-02* | **97.01** | **#N/A** | 67 | | | | | |
| *Mar-02* | **98.78** | **#N/A** | 82 | | | | | |
| *Apr-02* | **100.00** | **#N/A** | 109 | | | | | |
| *May-02* | **97.96** | **#N/A** | 98 | | | | | |
| *Jun-02* | **97.30** | **#N/A** | 111 | | | | | |

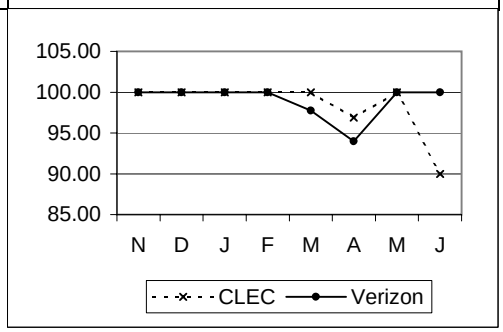



**MR-4-04-3217** | **% Cleared (all troubles) within 24 Hours - DS1 & DS3** | Parity with Retail

**Parity with Retail Specials DS1 & DS3**

**Began reporting metric 11/2001**

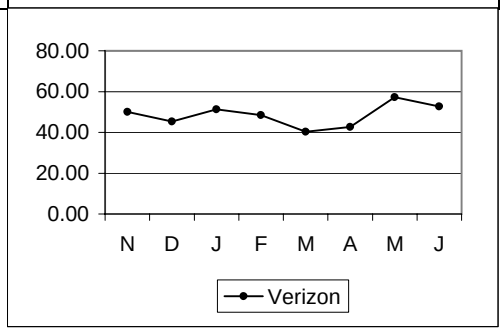
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
|---|---|---|---|---|---|---|---|---|
| *Nov-01* | **100.00** | **100.00** | 36 | 12 | | 0.00 | | |
| *Dec-01* | **100.00** | **100.00** | 29 | 13 | | 0.00 | | |
| *Jan-02* | **100.00** | **100.00** | 47 | 20 | | 0.00 | | |
| *Feb-02* | **100.00** | **100.00** | 31 | 17 | | 0.00 | | |
| *Mar-02* | **97.73** | **100.00** | 44 | 27 | | 3.64 | 5000000.00 | YES |
| *Apr-02* | **94.00** | **96.88** | 50 | 32 | | 5.38 | 1.12 | YES |
| *May-02* | **100.00** | **100.00** | 58 | 28 | | 0.00 | 0.00 | YES |
| *Jun-02* | **100.00** | **90.00** | 57 | 20 | | 0.00 | -1.51 | YES |



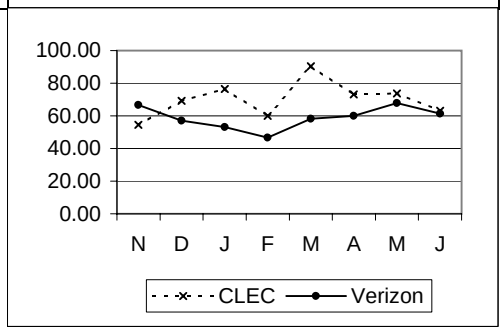
**Special Services - Maintenance cont...**

**MR-4 - Trouble Duration Intervals cont...**

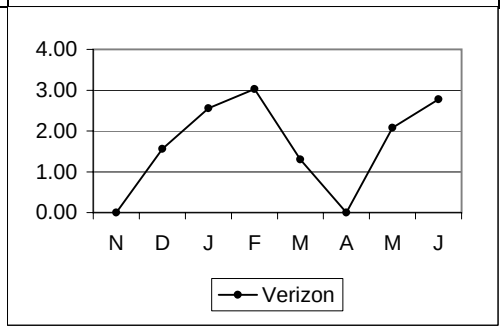
| MR-4-06-3216 | % Out of Service > 4 Hours - Non DS0 & DS0 | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials DS0 & Below | | | | | | | |
| | Began reporting metric 11/2001 | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **50.00** | **#N/A** | 96 | | | | | |
| *Dec-01* | **45.31** | **#N/A** | 64 | | | | | |
| *Jan-02* | **51.28** | **#N/A** | 78 | | | | | |
| *Feb-02* | **48.48** | **#N/A** | 66 | | | | | |
| *Mar-02* | **40.26** | **#N/A** | 77 | | | | | |
| *Apr-02* | **42.59** | **#N/A** | 108 | | | | | |
| *May-02* | **57.29** | **#N/A** | 96 | | | | | |
| *Jun-02* | **52.78** | **#N/A** | 108 | | | | | |




| MR-4-06-3217 | % Out of Service > 4 Hours - DS1 & DS3 | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials DS1 & DS3 | | | | | | | |
| | Began reporting metric 11/2001 | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **66.67** | **54.55** | 36 | 11 | | 16.24 | -0.75 | YES |
| *Dec-01* | **57.14** | **69.23** | 28 | 13 | | 16.61 | 0.73 | YES |
| *Jan-02* | **53.19** | **76.47** | 47 | 17 | | 14.12 | 1.65 | YES |
| *Feb-02* | **46.67** | **60.00** | 30 | 15 | | 15.78 | 0.84 | YES |
| *Mar-02* | **58.14** | **90.48** | 43 | 21 | | 13.13 | -2.46 | SSST |
| *Apr-02* | **60.00** | **73.08** | 50 | 26 | | 11.85 | -1.10 | YES |
| *May-02* | **67.86** | **73.68** | 56 | 19 | | 12.40 | -0.17 | YES |
| *Jun-02* | **61.40** | **63.16** | 57 | 19 | | 12.90 | 0.15 | YES |



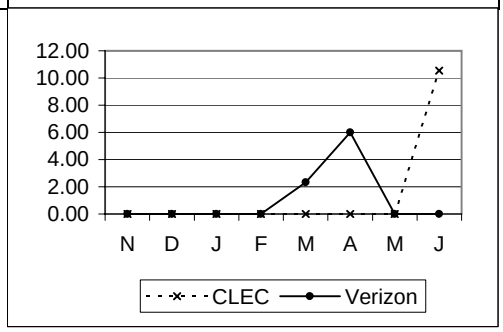

| MR-4-08-3216 | % Out of Service > 24 Hours - Non DS0 & DS0 | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials DS0 & Below | | | | | | | |
| | Began reporting metric 11/2001 | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* |
| *Nov-01* | **0.00** | **#N/A** | 96 | | | | | |
| *Dec-01* | **1.56** | **#N/A** | 64 | | | | | |
| *Jan-02* | **2.56** | **#N/A** | 78 | | | | | |
| *Feb-02* | **3.03** | **#N/A** | 66 | | | | | |
| *Mar-02* | **1.30** | **#N/A** | 77 | | | | | |
| *Apr-02* | **0.00** | **#N/A** | 108 | | | | | |
| *May-02* | **2.08** | **#N/A** | 96 | | | | | |
| *Jun-02* | **2.78** | **#N/A** | 108 | | | | | |



**Special Services - Maintenance cont...**

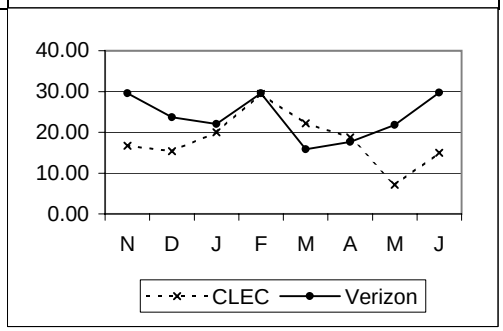
**MR-4 - Trouble Duration Intervals cont...**

| MR-4-08-3217 | % Out of Service > 24 Hours - DS1 & DS3 | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials DS1 & DS3 | | | | | | | | |
| | Began reporting metric 11/2001 | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | 36 | 11 | | 0.00 | | | |
| *Dec-01* | **0.00** | **0.00** | 28 | 13 | | 0.00 | | | |
| *Jan-02* | **0.00** | **0.00** | 47 | 17 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 30 | 15 | | 0.00 | | | |
| *Mar-02* | **2.33** | **0.00** | 43 | 21 | | 4.02 | 5000000.00 | YES | |
| *Apr-02* | **6.00** | **0.00** | 50 | 26 | | 5.74 | 5000000.00 | YES | |
| *May-02* | **0.00** | **0.00** | 56 | 19 | | 0.00 | 0.00 | YES | |
| *Jun-02* | **0.00** | **10.53** | 57 | 19 | | 0.00 | -1.55 | YES | |




## MR-5 - Repeat Trouble Reports

| MR-5-01-3200 | % Repeat Reports within 30 Days | | | | | | | | Parity with Retail |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with Retail Specials - Total | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **29.55** | **16.67** | 132 | 12 | | 13.76 | 0.94 | YES | |
| *Dec-01* | **23.66** | **15.38** | 93 | 13 | | 12.58 | 0.66 | YES | |
| *Jan-02* | **22.05** | **20.00** | 127 | 20 | | 9.97 | 0.21 | YES | |
| *Feb-02* | **29.59** | **29.41** | 98 | 17 | | 11.99 | 0.02 | YES | |
| *Mar-02* | **15.87** | **22.22** | 126 | 27 | | 7.75 | -0.54 | YES | |
| *Apr-02* | **17.61** | **18.75** | 159 | 32 | | 7.38 | 0.06 | YES | |
| *May-02* | **21.79** | **7.14** | 156 | 28 | | 8.47 | 2.26 | YES | |
| *Jun-02* | **29.76** | **15.00** | 168 | 20 | | 10.81 | 1.73 | YES | |



**Legend**

| | |
|---|---|
| * | = Verizon North (CT, MA, ME, NH, NY, RI, VT) |
| ** | = Verizon East (CT, DE, MA, ME, NH, NJ, NY, PA, RI, VA, VT, 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 metric is to be determined |
| R3 | = Run 3 times per year |
| I/C/W MRAs | = Parity to be assessed in conjunction w/ missed appts. |
| 1-9=5, 10+=Negotiated | = 1-9 Loops, 5 days |
| | = 10+ Loops, Negotiated |
| 95% Cmp. w/in 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 | = Standard for Cut-Over Window |
| | = 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 |
| UNE OR-5-01 Perf. Std. Ramp-Up Schedule: | = 4Q 2001 ; 65% |
| | = 1Q 2002 : 68% |
| | = 2Q 2002 : 70% |
| | = 3Q 2002 : 73% |
| | = 4Q 2002 : 78% |
| | = 1Q 2003 : 80% |
| E & RES OR-5-03 Perf. Std. Ramp-Up Schedule: | = 4Q 2001 ; 90% |
| | = 1Q 2002 : 92% |
| | = 2Q 2002 : 93% |
| | = 3Q 2002 : 94% |
| | = 4Q 2002 : 95% |
| | = 1Q 2003 : 95% |
| SSST | = Parity Standards - Verizon's reported performance for CLECs is worse than for the retail comparison group but the minimum sample size for the modified Z/t formulas is not met and small sample size testing is not done for the C2C report until automation is implemented |

**Verizon - NH**

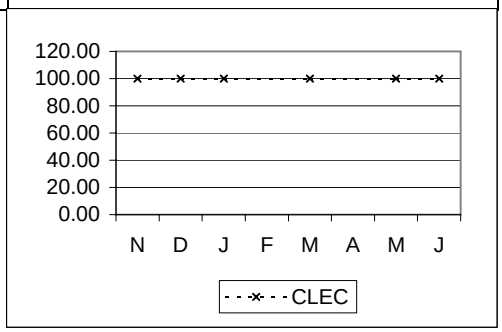
**Carrier to Carrier Performance Standards and Reports Summary November 2001 - June 2002**

## CLEC Aggregate Performance
## Trunks (Aggregate) - POTS/Special Services

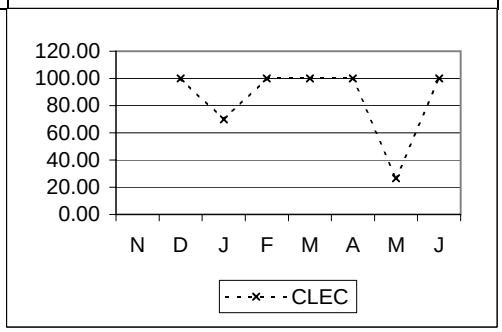
### ORDERING

### OR 1 - Order Confirmation Timeliness

| OR-1-12-5020 | % On Time FOC (<= 192 Forecasted Trunks) | | | 95% on time: 10 Business Days |
|---|---|---|---|---|
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | 100.00 | 3 | YES | |
| Dec-01 | 100.00 | 3 | YES | |
| Jan-02 | 100.00 | 3 | YES | |
| Feb-02 | #N/A | | | |
| Mar-02 | 100.00 | 1 | YES | |
| Apr-02 | #N/A | | | |
| May-02 | 100.00 | 5 | YES | |
| Jun-02 | 100.00 | 5 | YES | |




| OR-1-12-5030 | % On Time FOC (> 192 and Unforecasted Trunks) | | | Negotiated Process |
|---|---|---|---|---|
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | #N/A | | | |
| Dec-01 | 100.00 | 8 | | |
| Jan-02 | 70.00 | 10 | | |
| Feb-02 | 100.00 | 1 | | |
| Mar-02 | 100.00 | 12 | | |
| Apr-02 | 100.00 | 25 | | |
| May-02 | 26.67 | 15 | | |
| Jun-02 | 100.00 | 1 | | |

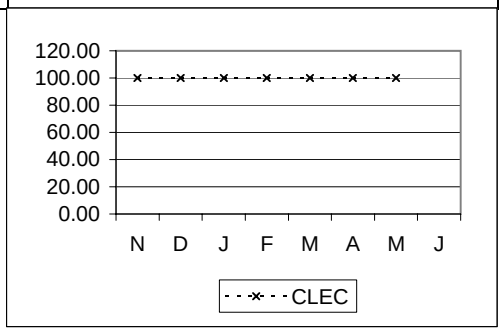


**ORDERING cont...**

**OR 1 - Order Confirmation Timeliness cont...**

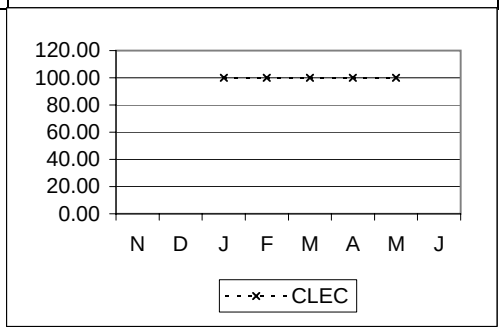
| OR-1-13-5020 | % On Time Design Layout Record (DLR) | 95% on time: 10 Business Days |
|---|---|---|

| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 100.00 | 3 | YES |
| Dec-01 | 100.00 | 11 | YES |
| Jan-02 | 100.00 | 13 | YES |
| Feb-02 | 100.00 | 1 | YES |
| Mar-02 | 100.00 | 2 | YES |
| Apr-02 | 100.00 | 6 | YES |
| May-02 | 100.00 | 2 | YES |
| Jun-02 | #N/A | | |



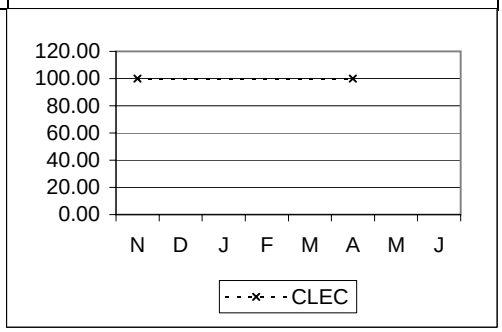

| OR-1-19-5020 | % On Time Resp. - Request for Inbound Augment Trunks (<= 192 Forecasted Trunks) | 95% on time |
|---|---|---|

| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | #N/A | | |
| Dec-01 | #N/A | | |
| Jan-02 | 100.00 | 4 | YES |
| Feb-02 | 100.00 | 2 | YES |
| Mar-02 | 100.00 | 1 | YES |
| Apr-02 | 100.00 | 1 | YES |
| May-02 | 100.00 | 1 | YES |
| Jun-02 | #N/A | | |




| OR-1-19-5030 | % On Time Resp. - Request for Inbound Augment Trunks (> 192 Forecasted Trunks) | Negotiated Process |
|---|---|---|

| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 100.00 | 1 | |
| Dec-01 | #N/A | | |
| Jan-02 | #N/A | | |
| Feb-02 | #N/A | | |
| Mar-02 | #N/A | | |
| Apr-02 | 100.00 | 4 | |
| May-02 | #N/A | | |
| Jun-02 | #N/A | | |

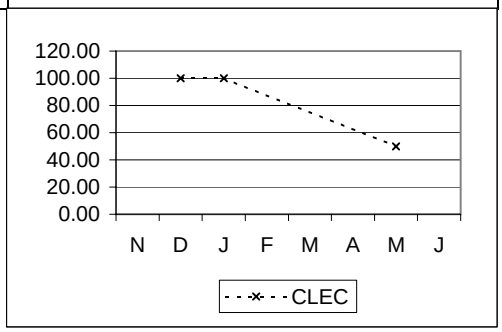


**ORDERING cont...**

## OR-2 - Reject Timeliness

| OR-2-12-5000 | % On Time Trunk ASR Reject (<= 192 Forecasted Trunks) | 95% on time: 7 Business Days |
|---|---|---|

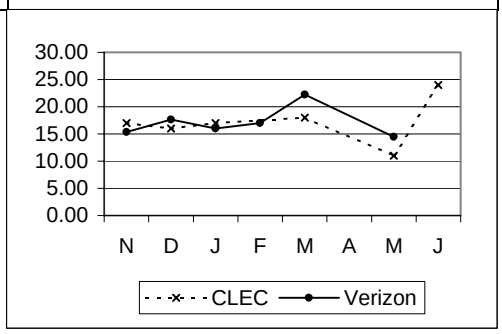
| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | #N/A | | |
| Dec-01 | 100.00 | 1 | YES |
| Jan-02 | 100.00 | 2 | YES |
| Feb-02 | #N/A | | |
| Mar-02 | #N/A | | |
| Apr-02 | #N/A | | |
| May-02 | 50.00 | 2 | NO |
| Jun-02 | #N/A | | |



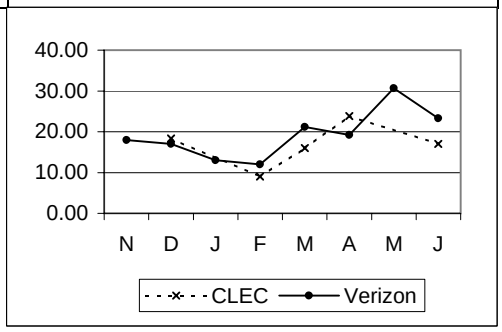
## PROVISIONING

### PR-1 - Average Interval Offered

| PR-1-09-5020 | Av. Interval Offered – Total (<= 192 Forecasted Trunks) | | | | | | | | Parity with IXC / FGD |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with IXC Feature Group D Trunks | | | | | | | | |
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity | |
| Nov-01 | 15.33 | 17.00 | 9 | 1 | 2.60 | 2.74 | -0.61 | YES | |
| Dec-01 | 17.67 | 16.00 | 3 | 2 | 0.58 | 0.53 | 3.15 | YES | |
| Jan-02 | 16.00 | 17.00 | 4 | 2 | 0.00 | 0.00 | | | |
| Feb-02 | 17.00 | #N/A | 1 | | | | | | |
| Mar-02 | 22.25 | 18.00 | 4 | 1 | 4.50 | 5.03 | 0.84 | YES | |
| Apr-02 | #N/A | #N/A | | | | | | | |
| May-02 | 14.50 | 11.00 | 2 | 2 | 4.95 | 4.95 | SS | | |
| Jun-02 | #N/A | 24.00 | | 2 | | | SS | | |

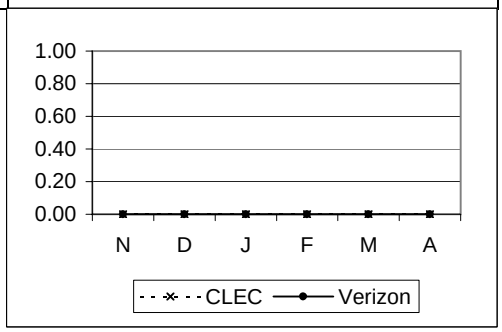



| PR-1-09-5030 | Av. Interval Offered – Total (> 192 & Unforecasted Trunks) | | | | | | | | Parity with IXC / FGD |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with IXC Feature Group D Trunks | | | | | | | | |
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity | |
| Nov-01 | 18.00 | #N/A | 3 | | 1.73 | | | | |
| Dec-01 | 17.00 | 18.33 | 2 | 3 | 0.00 | 0.00 | | | |
| Jan-02 | 13.00 | #N/A | 4 | | 2.00 | | | | |
| Feb-02 | 12.00 | 9.00 | 2 | 1 | 0.00 | 0.00 | | | |
| Mar-02 | 21.20 | 16.00 | 10 | 1 | 8.05 | 8.44 | 0.62 | YES | |
| Apr-02 | 19.20 | 23.83 | 5 | 6 | 6.10 | 3.69 | -1.25 | YES | |
| May-02 | 30.67 | #N/A | 3 | | 19.66 | | SS | | |
| Jun-02 | 23.31 | 17.00 | 13 | 1 | 12.70 | 13.18 | SS | | |




### PR-4 - Missed Appointment

| PR-4-01-5000 | % Missed Appointment – Verizon – Total | | | | | | | | Parity with IXC / FGD |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with IXC Feature Group D Trunks | | | | | | | | |
| | Effective 05/2002: metric eliminated | | | | | | | | |
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity | |
| Nov-01 | 0.00 | 0.00 | 1164 | 1176 | | 0.00 | | | |
| Dec-01 | 0.00 | 0.00 | 432 | 774 | | 0.00 | | | |
| Jan-02 | 0.00 | 0.00 | 935 | 1448 | | 0.00 | | | |
| Feb-02 | 0.00 | 0.00 | 620 | 1248 | | 0.00 | | | |
| Mar-02 | 0.00 | 0.00 | 2586 | 336 | | 0.00 | 0.00 | YES | |
| Apr-02 | 0.00 | 0.00 | 239 | 804 | | 0.00 | 0.00 | YES | |

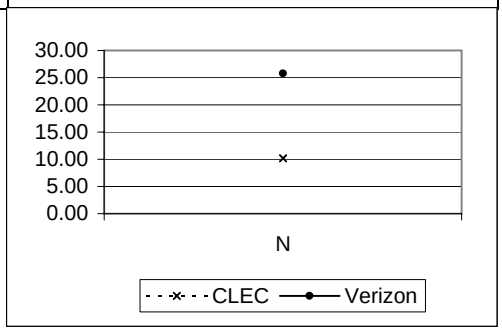


**PROVISIONING cont...**

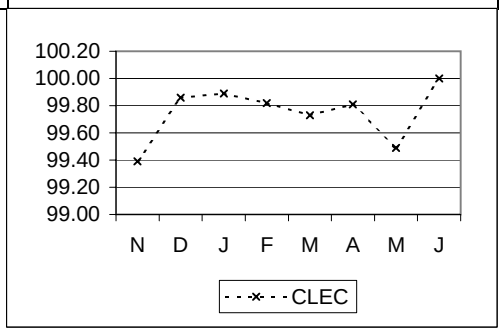
**PR-4 - Missed Appointment cont...**

| PR-4-02-5000 | Average Delay Days - Total | | | | | | | | None: Analysis Only |
|---|---|---|---|---|---|---|---|---|---|
| | Effective 05/2002: standard changed | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | #N/A | #N/A | | | | | | | |
| *Dec-01* | #N/A | #N/A | | | | | | | |
| *Jan-02* | #N/A | #N/A | | | | | | | |
| *Feb-02* | #N/A | #N/A | | | | | | | |
| *Mar-02* | #N/A | #N/A | | | | | | | |
| *Apr-02* | #N/A | #N/A | | | | | | | |
| *May-02* | | #N/A | | | | | | | |
| *Jun-02* | | #N/A | | | | | | | |

| PR-4-03-5000 | % Missed Appointment – Customer | | | | | | | | None: Analysis Only |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | 25.77 | 10.20 | | | | | | | |
| *Dec-01* | | 41.09 | | | | | | | |
| *Jan-02* | | 48.07 | | | | | | | |
| *Feb-02* | | 34.62 | | | | | | | |
| *Mar-02* | | 7.14 | | 336 | | | | | |
| *Apr-02* | | 61.19 | | | | | | | |
| *May-02* | | 31.82 | | 2112 | | | | | |
| *Jun-02* | | 16.67 | | 288 | | | | | |



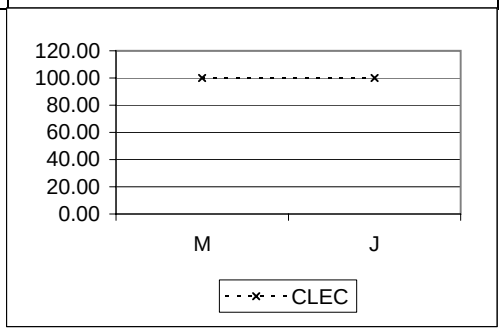

| PR-4-07-3540 | % On Time Performance – LNP Only | | | | | | | | 95% on Time |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | | 99.39 | | 1643 | | | | YES | |
| *Dec-01* | | 99.86 | | 1455 | | | | YES | |
| *Jan-02* | | 99.89 | | 938 | | | | YES | |
| *Feb-02* | | 99.82 | | 567 | | | | YES | |
| *Mar-02* | | 99.73 | | 1116 | | | | YES | |
| *Apr-02* | | 99.81 | | 1032 | | | | YES | |
| *May-02* | | 99.49 | | 1175 | | | | YES | |
| *Jun-02* | | 100.00 | | 1101 | | | | YES | |



**PROVISIONING cont...**

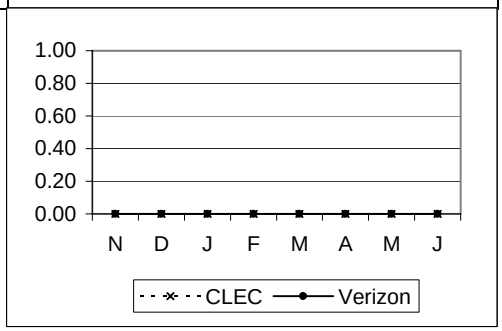
**PR-4 - Missed Appointment cont...**

| PR-4-15-5000 | % On Time Provisioning - Trunks | | | | | | | 95% on Time |
|---|---|---|---|---|---|---|---|---|
| | Effective 05/2002: new metric being reported | | | | | | | |
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity |
| May-02 | | 100.00 | | 2112 | | | | YES |
| Jun-02 | | 100.00 | | 288 | | | | YES |

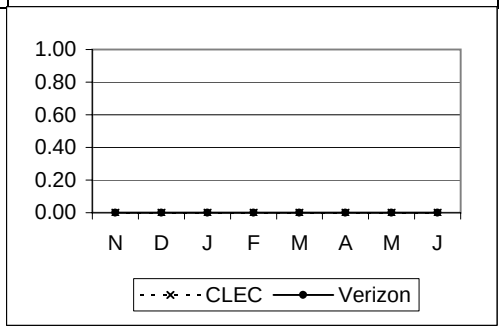



## PR-5 - Facility Missed Orders

| PR-5-01-5000 | % Missed Appointment – Verizon – Facilities | | | | | | | Parity with IXC / FGD |
|---|---|---|---|---|---|---|---|---|
| | Parity with IXC Feature Group D Trunks | | | | | | | |
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity |
| Nov-01 | 0.00 | 0.00 | 1164 | 96 | | 0.00 | | |
| Dec-01 | 0.00 | 0.00 | 432 | 510 | | 0.00 | | |
| Jan-02 | 0.00 | 0.00 | 935 | 656 | | 0.00 | | |
| Feb-02 | 0.00 | 0.00 | 620 | 48 | | 0.00 | | |
| Mar-02 | 0.00 | 0.00 | 2586 | 144 | | 0.00 | 0.00 | YES |
| Apr-02 | 0.00 | 0.00 | 239 | 468 | | 0.00 | 0.00 | YES |
| May-02 | 0.00 | 0.00 | 864 | 960 | | 0.00 | 0.00 | YES |
| Jun-02 | 0.00 | 0.00 | 1350 | 168 | | 0.00 | 0.00 | YES |



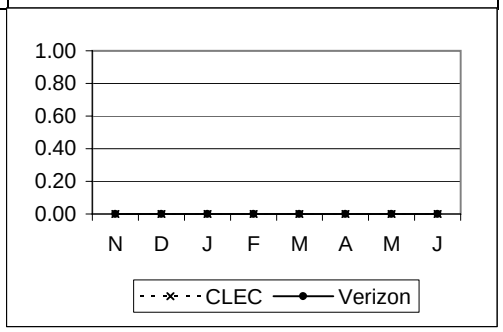

| PR-5-02-5000 | % Orders Held for Facilities > 15 Days | | | | | | | Parity with IXC / FGD |
|---|---|---|---|---|---|---|---|---|
| | Parity with IXC Feature Group D Trunks | | | | | | | |
| | VZ | CLEC | VZ Vol | CLEC Vol | StDev | SampErr | ZScore | Parity |
| Nov-01 | 0.00 | 0.00 | 1164 | 96 | | 0.00 | | |
| Dec-01 | 0.00 | 0.00 | 432 | 510 | | 0.00 | | |
| Jan-02 | 0.00 | 0.00 | 935 | 656 | | 0.00 | | |
| Feb-02 | 0.00 | 0.00 | 620 | 48 | | 0.00 | | |
| Mar-02 | 0.00 | 0.00 | 2586 | 144 | | 0.00 | 0.00 | YES |
| Apr-02 | 0.00 | 0.00 | 239 | 468 | | 0.00 | 0.00 | YES |
| May-02 | 0.00 | 0.00 | 864 | 960 | | 0.00 | 0.00 | YES |
| Jun-02 | 0.00 | 0.00 | 1350 | 168 | | 0.00 | 0.00 | YES |



**PROVISIONING cont...**

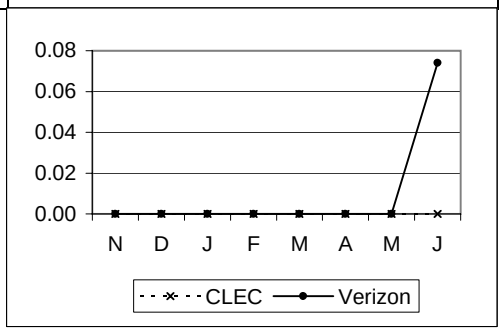
**PR-5 - Facility Missed Orders cont...**

| PR-5-03-5000 | % Orders Held for Facilities > 60 Days | | | | | | | | Parity with IXC / FGD |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with IXC Feature Group D Trunks | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | 1164 | 96 | | 0.00 | | | |
| *Dec-01* | **0.00** | **0.00** | 432 | 510 | | 0.00 | | | |
| *Jan-02* | **0.00** | **0.00** | 935 | 656 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 620 | 48 | | 0.00 | | | |
| *Mar-02* | **0.00** | **0.00** | 2586 | 144 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | 239 | 468 | | 0.00 | 0.00 | YES | |
| *May-02* | **0.00** | **0.00** | 864 | 960 | | 0.00 | 0.00 | YES | |
| *Jun-02* | **0.00** | **0.00** | 1350 | 168 | | 0.00 | 0.00 | YES | |

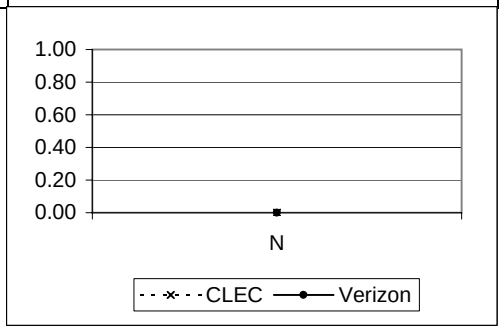



## PR-6 - Installation Quality

| PR-6-01-5000 | % Installation Troubles reported within 30 Days | | | | | | | | Parity with IXC / FGD |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with IXC Feature Group D Trunks | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | 1164 | 1176 | | 0.00 | | | |
| *Dec-01* | **0.00** | **0.00** | 432 | 774 | | 0.00 | | | |
| *Jan-02* | **0.00** | **0.00** | 935 | 1448 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 620 | 1248 | | 0.00 | | | |
| *Mar-02* | **0.00** | **0.00** | 2586 | 336 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | 239 | 804 | | 0.00 | 0.00 | YES | |
| *May-02* | **0.00** | **0.00** | 864 | 2112 | | 0.00 | 0.00 | YES | |
| *Jun-02* | **0.07** | **0.00** | 1350 | 288 | | 0.18 | >5.00 | YES | |



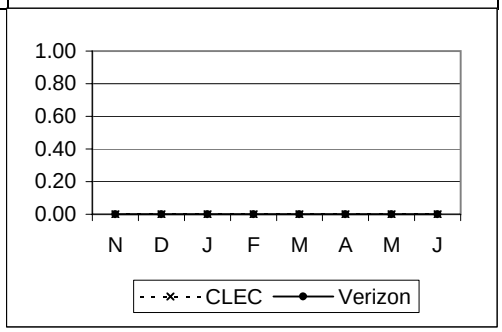

| PR-6-03-5000 | % Inst. Troubles reported within 30 Days - FOK/TOK/CPE | | | | | | | | None: Analysis Only |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | 1164 | 1176 | | 0.00 | | | |
| *Dec-01* | | **0.00** | | 774 | | | | | |
| *Jan-02* | | **0.00** | | 1448 | | | | | |
| *Feb-02* | | **0.00** | | 1248 | | | | | |
| *Mar-02* | | **0.00** | | 336 | | | | | |
| *Apr-02* | | **0.00** | | 804 | | | | | |
| *May-02* | | **0.00** | | 2112 | | | | | |
| *Jun-02* | | **0.00** | | 288 | | | | | |



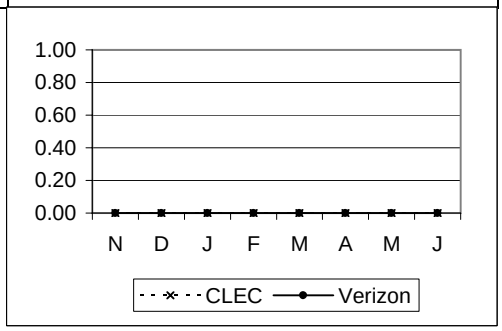
**PROVISIONING cont...**

## PR-8 - Open Orders in a Hold Status

| PR-8-01-5000 | Open Orders in a Hold Status > 30 Days | | | | | | | | Parity with IXC / FGD |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with IXC Feature Group D Trunks | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | 1164 | 1176 | | 0.00 | | | |
| *Dec-01* | **0.00** | **0.00** | 432 | 774 | | 0.00 | | | |
| *Jan-02* | **0.00** | **0.00** | 935 | 1448 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 620 | 1248 | | 0.00 | | | |
| *Mar-02* | **0.00** | **0.00** | 2586 | 336 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | 239 | 804 | | 0.00 | 0.00 | YES | |
| *May-02* | **0.00** | **0.00** | 864 | 2112 | | 0.00 | 0.00 | YES | |
| *Jun-02* | **0.00** | **0.00** | 1350 | 288 | | 0.00 | 0.00 | YES | |



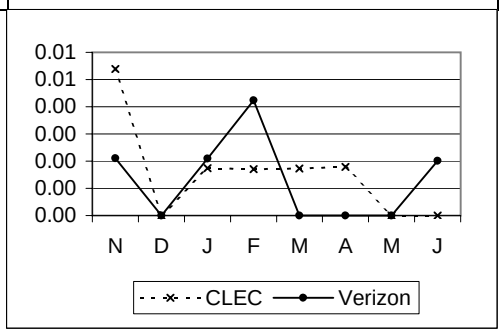

| PR-8-02-5000 | Open Orders in a Hold Status > 90 Days | | | | | | | | Parity with IXC / FGD |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with IXC Feature Group D Trunks | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | 1164 | 1176 | | 0.00 | | | |
| *Dec-01* | **0.00** | **0.00** | 432 | 774 | | 0.00 | | | |
| *Jan-02* | **0.00** | **0.00** | 935 | 1448 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 620 | 1248 | | 0.00 | | | |
| *Mar-02* | **0.00** | **0.00** | 2586 | 336 | | 0.00 | 0.00 | YES | |
| *Apr-02* | **0.00** | **0.00** | 239 | 804 | | 0.00 | 0.00 | YES | |
| *May-02* | **0.00** | **0.00** | 864 | 2112 | | 0.00 | 0.00 | YES | |
| *Jun-02* | **0.00** | **0.00** | 1350 | 288 | | 0.00 | 0.00 | YES | |



## MAINTENANCE

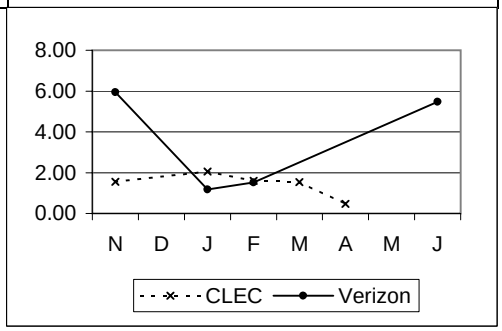
### MR-2 - Trouble Report Rate

| MR-2-01-5000 | Network Trouble Report Rate | | | | | | | | Parity with IXC / FGD |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with IXC Feature Group D Trunks | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.01** | 47316 | 55638 | | 0.00 | -1.14 | YES | |
| *Dec-01* | **0.00** | **0.00** | 47027 | 56148 | | 0.00 | | | |
| *Jan-02* | **0.00** | **0.00** | 47719 | 57492 | | 0.00 | 0.13 | YES | |
| *Feb-02* | **0.00** | **0.00** | 47304 | 58644 | | 0.00 | 0.63 | YES | |
| *Mar-02* | **0.00** | **0.00** | 48026 | 57796 | | 0.00 | 0.12 | YES | |
| *Apr-02* | **0.00** | **0.00** | 47752 | 55744 | | 0.00 | 0.10 | YES | |
| *May-02* | **0.00** | **0.00** | 48496 | 57544 | | 0.00 | 0.00 | YES | |
| *Jun-02* | **0.00** | **0.00** | 49673 | 57640 | | 0.00 | >5.00 | YES | |

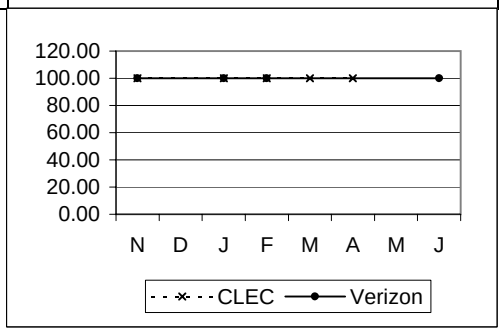



### MR-4 - Trouble Duration Intervals

| MR-4-01-5000 | Mean Time To Repair – Total | | | | | | | | Parity with IXC / FGD |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with IXC Feature Group D Trunks | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **5.95** | **1.56** | 1 | 3 | | 0.00 | | | |
| *Dec-01* | **#N/A** | **#N/A** | | | | | | | |
| *Jan-02* | **1.18** | **2.05** | 1 | 1 | | 0.00 | | | |
| *Feb-02* | **1.52** | **1.60** | 2 | 1 | | 0.00 | | | |
| *Mar-02* | **#N/A** | **1.53** | | 1 | | | | | |
| *Apr-02* | **#N/A** | **0.47** | | 1 | | | | | |
| *May-02* | **#N/A** | **#N/A** | | | | | SS | | |
| *Jun-02* | **5.48** | **#N/A** | 1 | | | | SS | | |



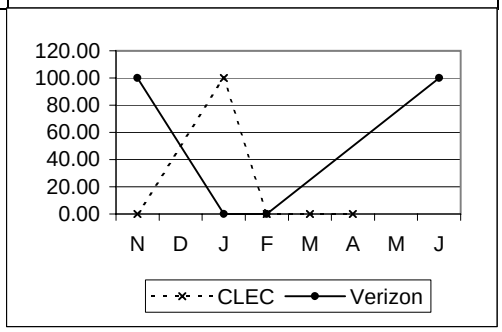

| MR-4-04-5000 | % Cleared (all troubles) within 24 Hours | | | | | | | | Parity with IXC / FGD |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with IXC Feature Group D Trunks | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **100.00** | **100.00** | 1 | 3 | | 0.00 | | | |
| *Dec-01* | **#N/A** | **#N/A** | | | | | | | |
| *Jan-02* | **100.00** | **100.00** | 1 | 1 | | 0.00 | | | |
| *Feb-02* | **100.00** | **100.00** | 2 | 1 | | 0.00 | | | |
| *Mar-02* | **#N/A** | **100.00** | | 1 | | | | | |
| *Apr-02* | **#N/A** | **100.00** | | 1 | | | | | |
| *May-02* | **#N/A** | **#N/A** | | | | | | | |
| *Jun-02* | **100.00** | **#N/A** | 1 | | | | | | |



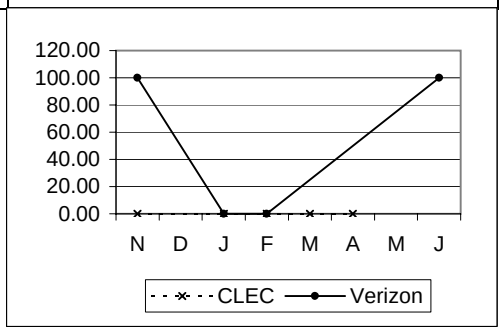
**MAINTENANCE cont...**

**MR-4 - Trouble Duration Intervals cont...**

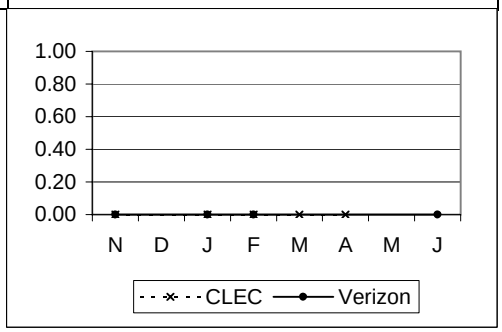
| MR-4-05-5000 | % Out of Service > 2 Hours | | | | | | | | Parity with IXC / FGD |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with IXC Feature Group D Trunks | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **100.00** | **0.00** | 1 | 3 | | 0.00 | | | |
| *Dec-01* | **#N/A** | **#N/A** | | | | | | | |
| *Jan-02* | **0.00** | **100.00** | 1 | 1 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 2 | 1 | | 0.00 | | | |
| *Mar-02* | **#N/A** | **0.00** | | 1 | | | | | |
| *Apr-02* | **#N/A** | **0.00** | | 1 | | | | | |
| *May-02* | **#N/A** | **#N/A** | | | | | | | |
| *Jun-02* | **100.00** | **#N/A** | 1 | | | | | | |




| MR-4-06-5000 | % Out of Service > 4 Hours | | | | | | | | Parity with IXC / FGD |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with IXC Feature Group D Trunks | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **100.00** | **0.00** | 1 | 3 | | 0.00 | | | |
| *Dec-01* | **#N/A** | **#N/A** | | | | | | | |
| *Jan-02* | **0.00** | **0.00** | 1 | 1 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 2 | 1 | | 0.00 | | | |
| *Mar-02* | **#N/A** | **0.00** | | 1 | | | | | |
| *Apr-02* | **#N/A** | **0.00** | | 1 | | | | | |
| *May-02* | **#N/A** | **#N/A** | | | | | | | |
| *Jun-02* | **100.00** | **#N/A** | 1 | | | | | | |



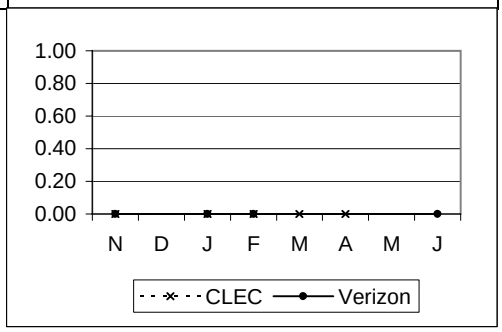

| MR-4-07-5000 | % Out of Service > 12 Hours | | | | | | | | Parity with IXC / FGD |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with IXC Feature Group D Trunks | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | 1 | 3 | | 0.00 | | | |
| *Dec-01* | **#N/A** | **#N/A** | | | | | | | |
| *Jan-02* | **0.00** | **0.00** | 1 | 1 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 2 | 1 | | 0.00 | | | |
| *Mar-02* | **#N/A** | **0.00** | | 1 | | | | | |
| *Apr-02* | **#N/A** | **0.00** | | 1 | | | | | |
| *May-02* | **#N/A** | **#N/A** | | | | | | | |
| *Jun-02* | **0.00** | **#N/A** | 1 | | | | | | |



**MAINTENANCE cont...**

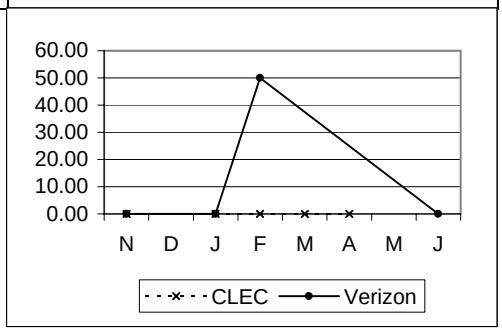
**MR-4 - Trouble Duration Intervals cont...**

| MR-4-08-5000 | % Out of Service > 24 Hours | | | | | | | | Parity with IXC / FGD |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with IXC Feature Group D Trunks | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | 1 | 3 | | 0.00 | | | |
| *Dec-01* | **#N/A** | **#N/A** | | | | | | | |
| *Jan-02* | **0.00** | **0.00** | 1 | 1 | | 0.00 | | | |
| *Feb-02* | **0.00** | **0.00** | 2 | 1 | | 0.00 | | | |
| *Mar-02* | **#N/A** | **0.00** | | 1 | | | | | |
| *Apr-02* | **#N/A** | **0.00** | | 1 | | | | | |
| *May-02* | **#N/A** | **#N/A** | | | | | | | |
| *Jun-02* | **0.00** | **#N/A** | 1 | | | | | | |




## MR-5 - Repeat Trouble Report Rates

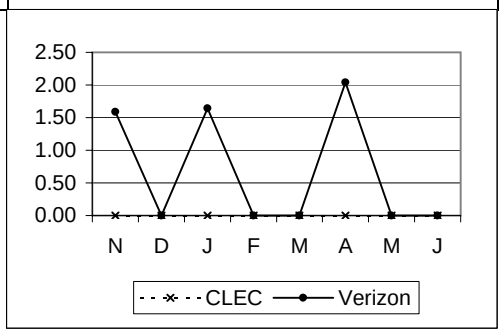
| MR-5-01-5000 | % Repeat Reports within 30 Days | | | | | | | | Parity with IXC / FGD |
|---|---|---|---|---|---|---|---|---|---|
| | Parity with IXC Feature Group D Trunks | | | | | | | | |
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **0.00** | **0.00** | 1 | 3 | | 0.00 | | | |
| *Dec-01* | **#N/A** | **#N/A** | | | | | | | |
| *Jan-02* | **0.00** | **0.00** | 1 | 1 | | 0.00 | | | |
| *Feb-02* | **50.00** | **0.00** | 2 | 1 | | 61.24 | 0.82 | YES | |
| *Mar-02* | **#N/A** | **0.00** | | 1 | | | | | |
| *Apr-02* | **#N/A** | **0.00** | | 1 | | | | | |
| *May-02* | **#N/A** | **#N/A** | | | | | | | |
| *Jun-02* | **0.00** | **#N/A** | 1 | | | | | | |



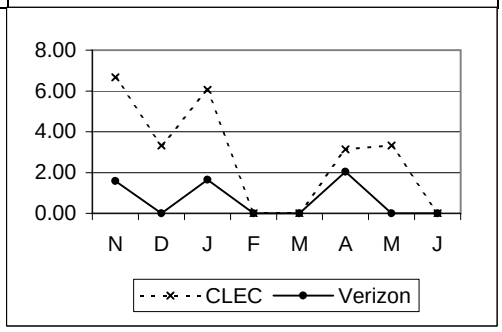
## NETWORK PERFORMANCE

### NP-1 - Percent Final Trunk Group Blockage

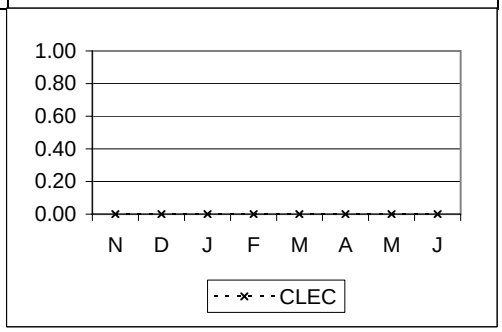
| NP-1-01-5000 | % Final Trunk Groups Exceeding Blocking Standard | | | | | | | | See Guidelines |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **1.59** | **0.00** | 63 | 30 | | 2.77 | 0.57 | | |
| *Dec-01* | **0.00** | **0.00** | 62 | 30 | | 0.00 | | | |
| *Jan-02* | **1.64** | **0.00** | 61 | 33 | | 2.74 | 0.60 | | |
| *Feb-02* | **0.00** | **0.00** | 52 | 31 | | 0.00 | | | |
| *Mar-02* | **0.00** | **0.00** | 50 | 32 | | 0.00 | 0.00 | | |
| *Apr-02* | **2.04** | **0.00** | 49 | 32 | | 3.21 | 5000000.00 | | |
| *May-02* | **0.00** | **0.00** | 49 | 30 | | 0.00 | 0.00 | | |
| *Jun-02* | **0.00** | **0.00** | 49 | 30 | | 0.00 | 0.00 | | |




| NP-1-02-5000 | % FTG Exceeding Blocking Std. –(No Exceptions) | | | | | | | | See Guidelines |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | **1.59** | **6.67** | 63 | 30 | | 2.77 | -1.83 | | |
| *Dec-01* | **0.00** | **3.33** | 62 | 30 | | 0.00 | | | |
| *Jan-02* | **1.64** | **6.06** | 61 | 33 | | 2.74 | -1.61 | | |
| *Feb-02* | **0.00** | **0.00** | 52 | 31 | | 0.00 | | | |
| *Mar-02* | **0.00** | **0.00** | 50 | 32 | | 0.00 | 0.00 | | |
| *Apr-02* | **2.04** | **3.13** | 49 | 32 | | 3.21 | 0.35 | | |
| *May-02* | **0.00** | **3.33** | 49 | 30 | | 0.00 | -0.31 | | |
| *Jun-02* | **0.00** | **0.00** | 49 | 30 | | 0.00 | 0.00 | | |



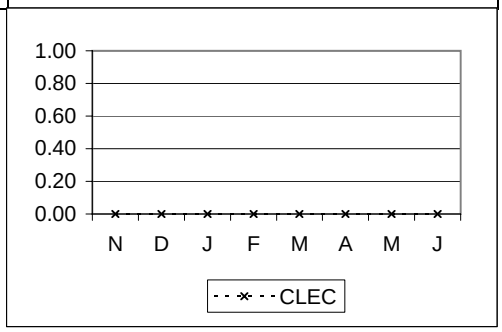

| NP-1-03-5000 | Number FTG Exceeding Blocking Std. – 2 Months | | | | | | | | See Guidelines |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | | **0.00** | | 30 | | | | | |
| *Dec-01* | | **0.00** | | 30 | | | | | |
| *Jan-02* | | **0.00** | | 33 | | | | | |
| *Feb-02* | | **0.00** | | 31 | | | | | |
| *Mar-02* | | **0.00** | | 32 | | | | | |
| *Apr-02* | | **0.00** | | 32 | | | | | |
| *May-02* | | **0.00** | | 30 | | | | | |
| *Jun-02* | | **0.00** | | 30 | | | | | |



**NETWORK PERFORMANCE cont...**

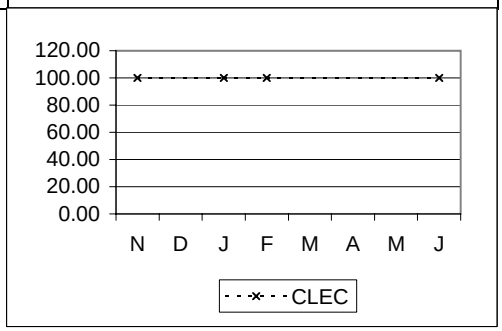
**NP-1 - Percent Final Trunk Group Blockage cont...**

| NP-1-04-5000 | Number FTG Exceeding Blocking Std. – 3 Months | | | | | | | | See Guidelines |
|---|---|---|---|---|---|---|---|---|---|
| | *VZ* | *CLEC* | *VZ Vol* | *CLEC Vol* | *StDev* | *SampErr* | *ZScore* | *Parity* | |
| *Nov-01* | | **0.00** | | 30 | | | | | |
| *Dec-01* | | **0.00** | | 30 | | | | | |
| *Jan-02* | | **0.00** | | 33 | | | | | |
| *Feb-02* | | **0.00** | | 31 | | | | | |
| *Mar-02* | | **0.00** | | 32 | | | | | |
| *Apr-02* | | **0.00** | | 32 | | | | | |
| *May-02* | | **0.00** | | 30 | | | | | |
| *Jun-02* | | **0.00** | | 30 | | | | | |




## NP-2 - Collocation Performance - New

| NP-2-01-6701 | % On Time Response to Request for Physical Collocation | | | 95% on time |
|---|---|---|---|---|
| | **Changed to 95% on time 11/2001** | | | |
| | *CLEC* | *CLEC Obs* | *Parity* | |
| *Nov-01* | **100.00** | 1 | YES | |
| *Dec-01* | **#N/A** | | | |
| *Jan-02* | **100.00** | 1 | YES | |
| *Feb-02* | **100.00** | 1 | YES | |
| *Mar-02* | **#N/A** | | | |
| *Apr-02* | **#N/A** | | | |
| *May-02* | **#N/A** | | | |
| *Jun-02* | **100.00** | 20 | YES | |



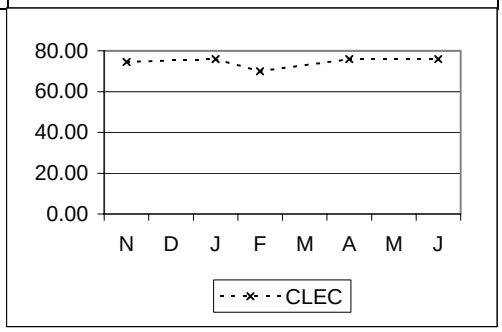

| NP-2-02-6701 | % On Time Response to Request for Virtual Collocation | | | 95% on time |
|---|---|---|---|---|
| | **Changed to 95% on time 11/2001** | | | |
| | *CLEC* | *CLEC Obs* | *Parity* | |
| *Nov-01* | **#N/A** | | | |
| *Dec-01* | **#N/A** | | | |
| *Jan-02* | **#N/A** | | | |
| *Feb-02* | **#N/A** | | | |
| *Mar-02* | **#N/A** | | | |
| *Apr-02* | **#N/A** | | | |
| *May-02* | **#N/A** | | | |
| *Jun-02* | **#N/A** | | | |

**NETWORK PERFORMANCE cont...**

**NP-2 - Collocation Performance - New cont...**

| NP-2-03-6701 | Average Interval – Physical Collocation | No standard |
|---|---|---|

| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 74.50 | | |
| Dec-01 | #N/A | | |
| Jan-02 | 76.00 | | |
| Feb-02 | 70.00 | | |
| Mar-02 | #N/A | | |
| Apr-02 | 76.00 | | |
| May-02 | #N/A | | |
| Jun-02 | 76.00 | | |

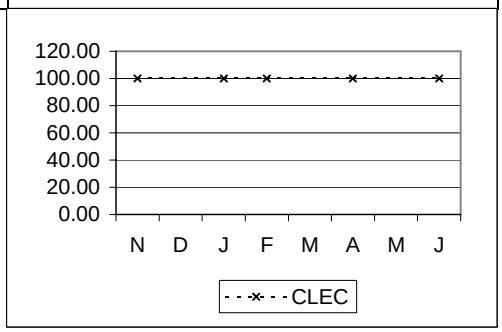



| NP-2-04-6701 | Average Interval – Virtual Collocation | No standard |
|---|---|---|

| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | #N/A | | |
| Dec-01 | #N/A | | |
| Jan-02 | #N/A | | |
| Feb-02 | #N/A | | |
| Mar-02 | #N/A | | |
| Apr-02 | #N/A | | |
| May-02 | #N/A | | |
| Jun-02 | #N/A | | |

| NP-2-05-6701 | % On Time – Physical Collocation | 95% on time |
|---|---|---|

| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 100.00 | 4 | YES |
| Dec-01 | #N/A | | |
| Jan-02 | 100.00 | 2 | YES |
| Feb-02 | 100.00 | 2 | YES |
| Mar-02 | #N/A | | |
| Apr-02 | 100.00 | 1 | YES |
| May-02 | #N/A | | |
| Jun-02 | 100.00 | 1 | YES |



| NETWORK PERFORMANCE cont... | | | | |
|---|---|---|---|---|
| NP-2 - Collocation Performance - New cont... | | | | |
| NP-2-06-6701 | % On Time – Virtual Collocation | | | 95% on time |
| | | | | |
| | | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | #N/A | | | |
| Dec-01 | #N/A | | | |
| Jan-02 | #N/A | | | |
| Feb-02 | #N/A | | | |
| Mar-02 | #N/A | | | |
| Apr-02 | #N/A | | | |
| May-02 | #N/A | | | |
| Jun-02 | #N/A | | | |

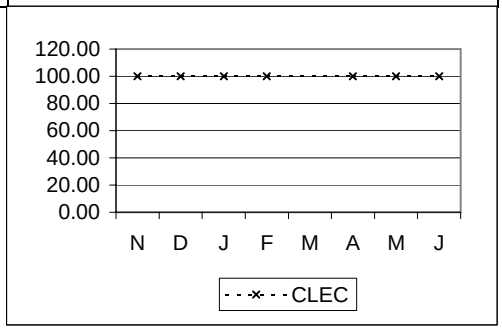
| NP-2-07-6701 | Average Delay Days – Physical Collocation | | | No standard |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | #N/A | | | |
| Dec-01 | #N/A | | | |
| Jan-02 | #N/A | | | |
| Feb-02 | #N/A | | | |
| Mar-02 | #N/A | | | |
| Apr-02 | #N/A | | | |
| May-02 | #N/A | | | |
| Jun-02 | #N/A | | | |

| NP-2-08-6701 | Average Delay Days – Virtual Collocation | | | No standard |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | CLEC | CLEC Obs | Parity | |
| Nov-01 | #N/A | | | |
| Dec-01 | #N/A | | | |
| Jan-02 | #N/A | | | |
| Feb-02 | #N/A | | | |
| Mar-02 | #N/A | | | |
| Apr-02 | #N/A | | | |
| May-02 | #N/A | | | |
| Jun-02 | #N/A | | | |

**NETWORK PERFORMANCE cont...**

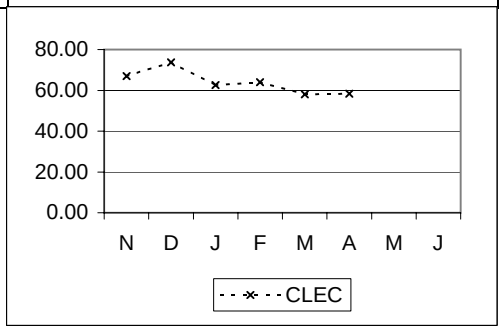
## NP-2 - Collocation Performance - Augment

| NP-2-01-6702 | % On Time Response to Request for Physical Collocation | | | 95% on time |
|---|---|---|---|---|
| | Changed to 95% on time 11/2001 | | | |
| | *CLEC* | *CLEC Obs* | *Parity* | |
| *Nov-01* | **100.00** | 4 | YES | |
| *Dec-01* | **100.00** | 1 | YES | |
| *Jan-02* | **100.00** | 6 | YES | |
| *Feb-02* | **100.00** | 1 | YES | |
| *Mar-02* | **#N/A** | | | |
| *Apr-02* | **100.00** | 3 | YES | |
| *May-02* | **100.00** | 3 | YES | |
| *Jun-02* | **100.00** | 4 | YES | |




| NP-2-02-6702 | % On Time Response to Request for Virtual Collocation | | | 95% on time |
|---|---|---|---|---|
| | Changed to 95% on time 11/2001 | | | |
| | *CLEC* | *CLEC Obs* | *Parity* | |
| *Nov-01* | **#N/A** | | | |
| *Dec-01* | **#N/A** | | | |
| *Jan-02* | **#N/A** | | | |
| *Feb-02* | **#N/A** | | | |
| *Mar-02* | **#N/A** | | | |
| *Apr-02* | **#N/A** | | | |
| *May-02* | **#N/A** | | | |
| *Jun-02* | **#N/A** | | | |

| NP-2-03-6702 | Average Interval – Physical Collocation - 76 Days | | | No standard |
|---|---|---|---|---|
| | Changed to No Standard 11/2001 | | | |
| | *CLEC* | *CLEC Obs* | *Parity* | |
| *Nov-01* | **67.00** | | | |
| *Dec-01* | **73.75** | | | |
| *Jan-02* | **62.67** | | | |
| *Feb-02* | **64.00** | | | |
| *Mar-02* | **58.00** | | | |
| *Apr-02* | **58.33** | | | |
| *May-02* | **#N/A** | | | |
| *Jun-02* | **#N/A** | | | |

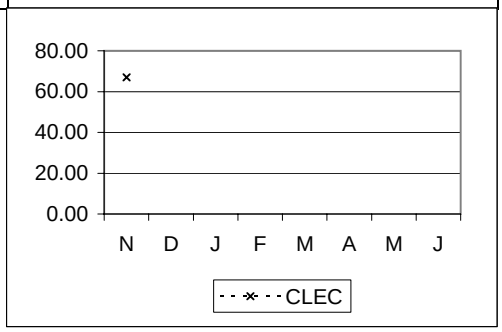


**NETWORK PERFORMANCE cont...**

**NP-2 - Collocation Performance - Augment cont...**

| NP-2-03-6712 | Average Interval – Physical Collocation - 45 Days | No standard |
|---|---|---|

| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 67.00 | | |
| Dec-01 | #N/A | | |
| Jan-02 | #N/A | | |
| Feb-02 | #N/A | | |
| Mar-02 | #N/A | | |
| Apr-02 | #N/A | | |
| May-02 | #N/A | | |
| Jun-02 | #N/A | | |



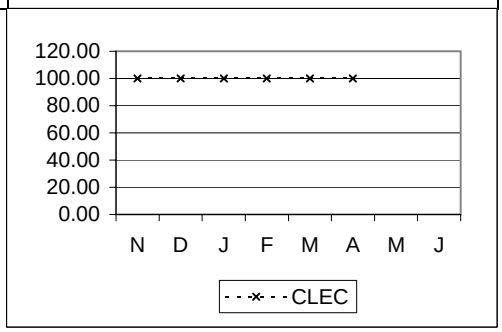

| NP-2-04-6702 | Average Interval – Virtual Collocation | No standard |
|---|---|---|

Changed to No Standard 11/2001

| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | #N/A | | |
| Dec-01 | #N/A | | |
| Jan-02 | #N/A | | |
| Feb-02 | #N/A | | |
| Mar-02 | #N/A | | |
| Apr-02 | #N/A | | |
| May-02 | #N/A | | |
| Jun-02 | #N/A | | |

| NP-2-05-6702 | % On Time – Physical Collocation - 76 Days | 95% on time |
|---|---|---|

| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 100.00 | 2 | YES |
| Dec-01 | 100.00 | 4 | YES |
| Jan-02 | 100.00 | 3 | YES |
| Feb-02 | 100.00 | 4 | YES |
| Mar-02 | 100.00 | 1 | YES |
| Apr-02 | 100.00 | 6 | YES |
| May-02 | #N/A | | |
| Jun-02 | #N/A | | |

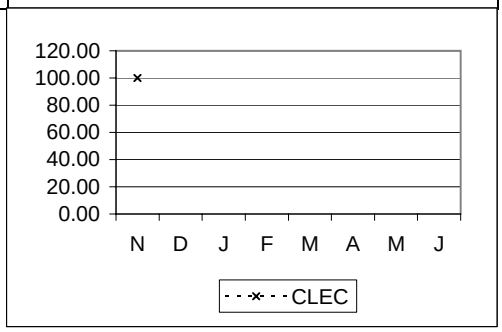


**NETWORK PERFORMANCE cont...**

**NP-2 - Collocation Performance - Augment cont...**

| NP-2-05-6712 | % On Time – Physical Collocation - 45 Days | See Legend1 |
|---|---|---|

| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | 100.00 | 2 | YES |
| Dec-01 | #N/A | | |
| Jan-02 | #N/A | | |
| Feb-02 | #N/A | | |
| Mar-02 | #N/A | | |
| Apr-02 | #N/A | | |
| May-02 | #N/A | | |
| Jun-02 | #N/A | | |




| NP-2-06-6702 | % On Time – Virtual Collocation | 95% on time |
|---|---|---|

| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | #N/A | | |
| Dec-01 | #N/A | | |
| Jan-02 | #N/A | | |
| Feb-02 | #N/A | | |
| Mar-02 | #N/A | | |
| Apr-02 | #N/A | | |
| May-02 | #N/A | | |
| Jun-02 | #N/A | | |

| NP-2-07-6702 | Average Delay Days – Physical Collocation | No standard |
|---|---|---|

| | CLEC | CLEC Obs | Parity |
|---|---|---|---|
| Nov-01 | #N/A | | |
| Dec-01 | #N/A | | |
| Jan-02 | #N/A | | |
| Feb-02 | #N/A | | |
| Mar-02 | #N/A | | |
| Apr-02 | #N/A | | |
| May-02 | #N/A | | |
| Jun-02 | #N/A | | |

| NETWORK PERFORMANCE cont... | | | | |
|---|---|---|---|---|
| NP-2 - Collocation Performance - Augment cont... | | | | |
| NP-2-08-6702 | Average Delay Days – Virtual Collocation | | | No standard |
| | | | | |
| | | | | |
| | *CLEC* | *CLEC Obs* | *Parity* | |
| *Nov-01* | #N/A | | | |
| *Dec-01* | #N/A | | | |
| *Jan-02* | #N/A | | | |
| *Feb-02* | #N/A | | | |
| *Mar-02* | #N/A | | | |
| *Apr-02* | #N/A | | | |
| *May-02* | #N/A | | | |
| *Jun-02* | #N/A | | | |

**Legend**

| | |
|---|---|
| * | = Verizon North (CT, MA, ME, NH, NY, RI, VT) |
| ** | = Verizon East (CT, DE, MA, ME, NH, NJ, NY, PA, RI, VA, VT, 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 metric is to be determined |
| R3 | = Run 3 times per year |
| I/C/W MRAs | = Parity to be assessed in conjunction w/ missed appts. |
| 1-9=5, 10+=Negotiated | = 1-9 Loops, 5 days |
| | = 10+ Loops, Negotiated |
| 95% Cmp. w/in 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 | = Standard for Cut-Over Window |
| | = 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 |

| | | |
|---|---|---|
| NE OR-5-01 | Perf. Std. Ramp-Up Schedule: | = 4Q 2001 ; 65% |
| | | = 1Q 2002 : 68% |
| | | = 2Q 2002 : 70% |
| | | = 3Q 2002 : 73% |
| | | = 4Q 2002 : 78% |
| | | = 1Q 2003 : 80% |
| ES OR-5-03 | Perf. Std. Ramp-Up Schedule: | = 4Q 2001 ; 90% |
| | | = 1Q 2002 : 92% |
| | | = 2Q 2002 : 93% |
| | | = 3Q 2002 : 94% |
| | | = 4Q 2002 : 95% |
| | | = 1Q 2003 : 95% |

SSST = Parity Standards - Verizon's reported performance for CLECs is worse than for the retail comparison group but the minimum sample size for the modified Z/t formulas is not met and small sample size testing is not done for the C2C report until automation is implemented