Verizon - PA

Carrier to Carrier Performance Standards and Reports Summary July 2001 - June 2002

CLEC Aggregate Performance

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

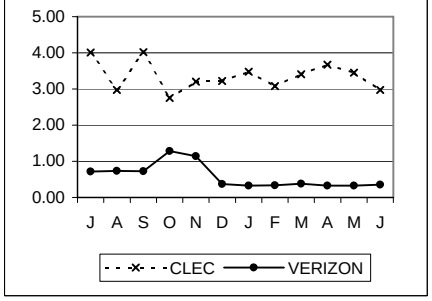
PRE-ORDERING

PO-1 - Response Time OSS Pre-Ordering Interface

PO-1-01-6022 | **Average Response Time – Customer Service Record – EDI – PA/DE** | Parity plus <= 4 Seconds

Parity with Retail plus 4 seconds

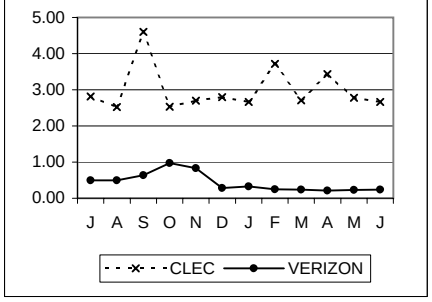
	CLEC	VZ	Difference	Parity
Jul-01	4.01	0.72	-3.29	YES
Aug-01	2.97	0.74	-2.24	YES
Sep-01	4.02	0.73	-3.29	YES
Oct-01	2.75	1.28	-1.47	YES
Nov-01	3.20	1.14	-2.06	YES
Dec-01	3.22	0.37	-2.85	YES
Jan-02	3.48	0.33	-3.15	YES
Feb-02	3.08	0.34	-2.74	YES
Mar-02	3.41	0.38	-3.03	YES
Apr-02	3.67	0.33	-3.34	YES
May-02	3.45	0.33	-3.12	YES
Jun-02	2.97	0.35	-2.62	YES



PO-1-01-6023 | **Average Response Time – Customer Service Record – EDI – DC** | No Standard

No standard

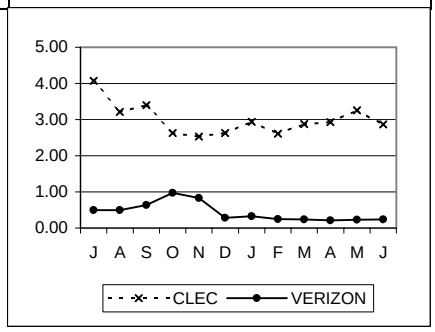
	CLEC	VZ	Difference	Parity
Jul-01	2.81	0.50		
Aug-01	2.53	0.49		
Sep-01	4.60	0.64		
Oct-01	2.53	0.97		
Nov-01	2.70	0.83		
Dec-01	2.80	0.28		
Jan-02	2.66	0.33		
Feb-02	3.72	0.25		
Mar-02	2.71	0.24		
Apr-02	3.43	0.21		
May-02	2.78	0.23		
Jun-02	2.66	0.24		



PO-1-01-6024 | **Average Response Time – Customer Service Record – EDI – MD** | No Standard

No standard

	CLEC	VZ	Difference	Parity
Jul-01	4.07	0.50		
Aug-01	3.21	0.49		
Sep-01	3.40	0.64		
Oct-01	2.63	0.97		
Nov-01	2.53	0.83		
Dec-01	2.63	0.28		
Jan-02	2.94	0.33		
Feb-02	2.61	0.25		
Mar-02	2.88	0.24		
Apr-02	2.93	0.21		
May-02	3.26	0.23		
Jun-02	2.87	0.24		



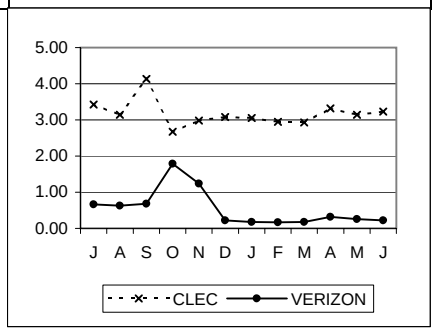
PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

PO-1-01-6025 — **Average Response Time – Customer Service Record – EDI – NJ** — No Standard

No standard

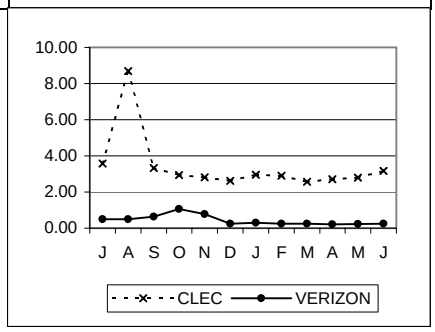
	CLEC	VZ	Difference	Parity
Jul-01	3.42	0.66		
Aug-01	3.14	0.63		
Sep-01	4.13	0.68		
Oct-01	2.67	1.79		
Nov-01	2.98	1.24		
Dec-01	3.08	0.22		
Jan-02	3.05	0.18		
Feb-02	2.95	0.17		
Mar-02	2.93	0.18		
Apr-02	3.32	0.32		
May-02	3.14	0.26		
Jun-02	3.23	0.22		



PO-1-01-6026 — **Average Response Time – Customer Service Record – EDI – VA** — No Standard

No standard

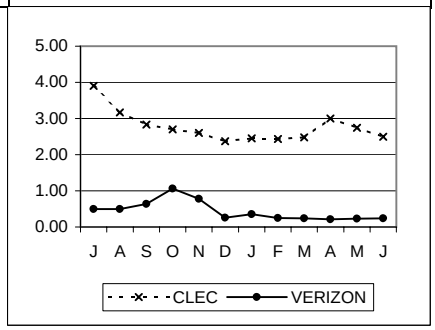
	CLEC	VZ	Difference	Parity
Jul-01	3.57	0.50		
Aug-01	8.69	0.49		
Sep-01	3.32	0.64		
Oct-01	2.94	1.06		
Nov-01	2.81	0.78		
Dec-01	2.62	0.25		
Jan-02	2.95	0.30		
Feb-02	2.90	0.25		
Mar-02	2.57	0.24		
Apr-02	2.70	0.21		
May-02	2.79	0.23		
Jun-02	3.16	0.24		



PO-1-01-6027 — **Average Response Time – Customer Service Record – EDI – WV** — No Standard

No standard

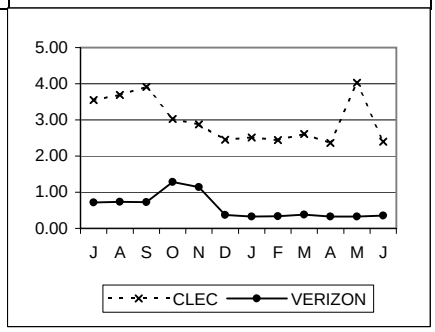
	CLEC	VZ	Difference	Parity
Jul-01	3.90	0.50		
Aug-01	3.16	0.49		
Sep-01	2.83	0.64		
Oct-01	2.70	1.06		
Nov-01	2.60	0.78		
Dec-01	2.37	0.26		
Jan-02	2.45	0.35		
Feb-02	2.43	0.25		
Mar-02	2.48	0.24		
Apr-02	3.00	0.21		
May-02	2.74	0.23		
Jun-02	2.50	0.24		



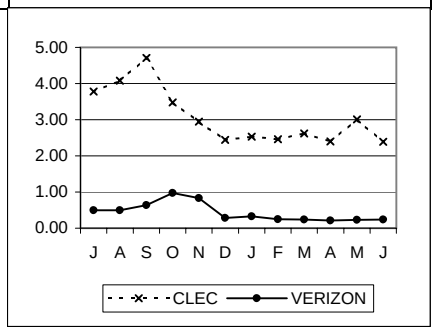
PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

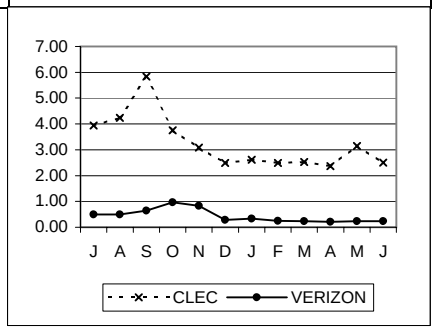
PO-1-01-6052	Average Response Time – Customer Service Record – Web GUI – PA/DE				Parity plus <= 7 Seconds
	Parity with Retail plus 7 seconds				
	CLEC	VZ	Difference	Parity	
Jul-01	3.55	0.72	-2.83	YES	
Aug-01	3.69	0.74	-2.95	YES	
Sep-01	3.91	0.73	-3.18	YES	
Oct-01	3.03	1.28	-1.75	YES	
Nov-01	2.88	1.14	-1.74	YES	
Dec-01	2.45	0.37	-2.08	YES	
Jan-02	2.51	0.33	-2.18	YES	
Feb-02	2.44	0.34	-2.10	YES	
Mar-02	2.61	0.38	-2.23	YES	
Apr-02	2.36	0.33	-2.03	YES	
May-02	4.03	0.33	-3.70	YES	
Jun-02	2.40	0.35	-2.05	YES	



PO-1-01-6053	Average Response Time – Customer Service Record – Web GUI – DC				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	3.77	0.50			
Aug-01	4.08	0.49			
Sep-01	4.71	0.64			
Oct-01	3.48	0.97			
Nov-01	2.95	0.83			
Dec-01	2.44	0.28			
Jan-02	2.53	0.33			
Feb-02	2.46	0.25			
Mar-02	2.62	0.24			
Apr-02	2.40	0.21			
May-02	3.01	0.23			
Jun-02	2.39	0.24			



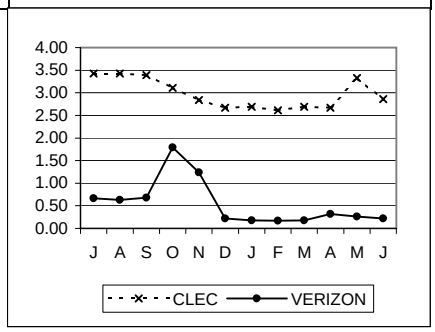
PO-1-01-6054	Average Response Time – Customer Service Record – Web GUI – MD				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	3.94	0.50			
Aug-01	4.23	0.49			
Sep-01	5.83	0.64			
Oct-01	3.75	0.97			
Nov-01	3.09	0.83			
Dec-01	2.49	0.28			
Jan-02	2.61	0.33			
Feb-02	2.49	0.25			
Mar-02	2.53	0.24			
Apr-02	2.37	0.21			
May-02	3.15	0.23			
Jun-02	2.50	0.24			



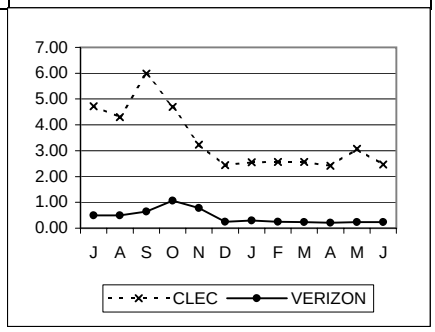
PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

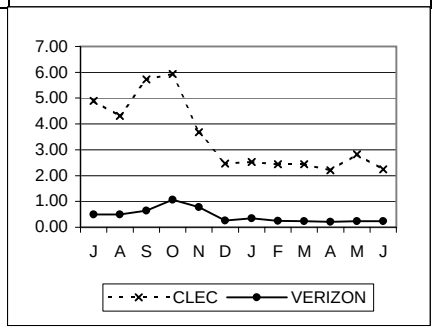
PO-1-01-6055	Average Response Time – Customer Service Record – Web GUI – NJ				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	3.42	0.66			
Aug-01	3.42	0.63			
Sep-01	3.39	0.68			
Oct-01	3.11	1.79			
Nov-01	2.84	1.24			
Dec-01	2.67	0.22			
Jan-02	2.69	0.18			
Feb-02	2.61	0.17			
Mar-02	2.69	0.18			
Apr-02	2.67	0.32			
May-02	3.33	0.26			
Jun-02	2.86	0.22			



PO-1-01-6056	Average Response Time – Customer Service Record – Web GUI – VA				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	4.72	0.50			
Aug-01	4.30	0.49			
Sep-01	5.99	0.64			
Oct-01	4.70	1.06			
Nov-01	3.23	0.78			
Dec-01	2.44	0.25			
Jan-02	2.55	0.30			
Feb-02	2.57	0.25			
Mar-02	2.56	0.24			
Apr-02	2.42	0.21			
May-02	3.07	0.23			
Jun-02	2.46	0.24			



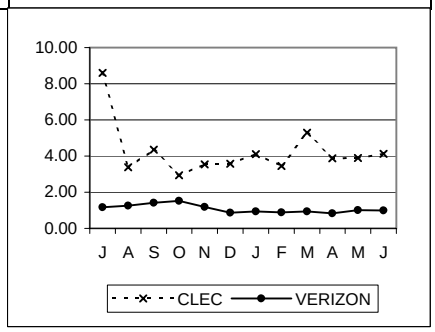
PO-1-01-6057	Average Response Time – Customer Service Record – Web GUI – WV				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	4.90	0.50			
Aug-01	4.31	0.49			
Sep-01	5.73	0.64			
Oct-01	5.94	1.06			
Nov-01	3.68	0.78			
Dec-01	2.46	0.26			
Jan-02	2.53	0.35			
Feb-02	2.44	0.25			
Mar-02	2.44	0.24			
Apr-02	2.21	0.21			
May-02	2.83	0.23			
Jun-02	2.24	0.24			



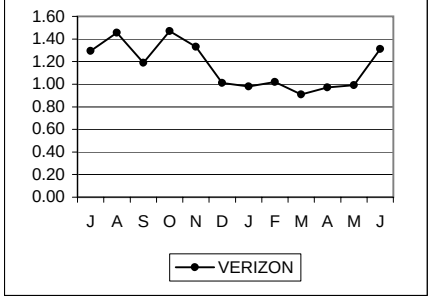
PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

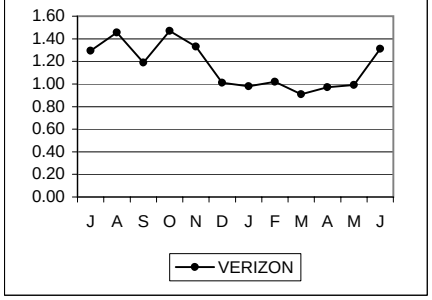
PO-1-02-6022	Average Response Time – Due Date Availability – EDI – PA/DE				Parity plus <= 4 Seconds
	Parity with Retail plus 4 seconds				
	CLEC	VZ	Difference	Parity	
Jul-01	8.61	1.17	-7.43	NO	
Aug-01	3.39	1.25	-2.13	YES	
Sep-01	4.36	1.42	-2.94	YES	
Oct-01	2.93	1.52	-1.41	YES	
Nov-01	3.54	1.19	-2.35	YES	
Dec-01	3.57	0.86	-2.71	YES	
Jan-02	4.11	0.94	-3.17	YES	
Feb-02	3.45	0.89	-2.56	YES	
Mar-02	5.30	0.93	-4.37	NO	
Apr-02	3.88	0.84	-3.04	YES	
May-02	3.89	1.01	-2.88	YES	
Jun-02	4.12	0.99	-3.13	YES	



PO-1-02-6023	Average Response Time – Due Date Availability – EDI – DC				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	#N/A	1.29			
Aug-01	#N/A	1.46			
Sep-01	N/A	1.19			
Oct-01	#N/A	1.47			
Nov-01	#N/A	1.33			
Dec-01	#N/A	1.01			
Jan-02	#N/A	0.98			
Feb-02	#N/A	1.02			
Mar-02	#N/A	0.91			
Apr-02	#N/A	0.97			
May-02	#N/A	0.99			
Jun-02	#N/A	1.31			



PO-1-02-6024	Average Response Time – Due Date Availability – EDI – MD				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	#N/A	1.29			
Aug-01	#N/A	1.46			
Sep-01	N/A	1.19			
Oct-01	#N/A	1.47			
Nov-01	#N/A	1.33			
Dec-01	#N/A	1.01			
Jan-02	#N/A	0.98			
Feb-02	#N/A	1.02			
Mar-02	#N/A	0.91			
Apr-02	#N/A	0.97			
May-02	#N/A	0.99			
Jun-02	#N/A	1.31			

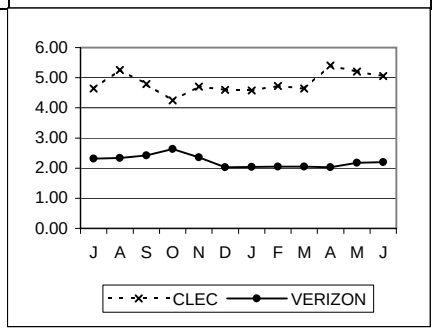


PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

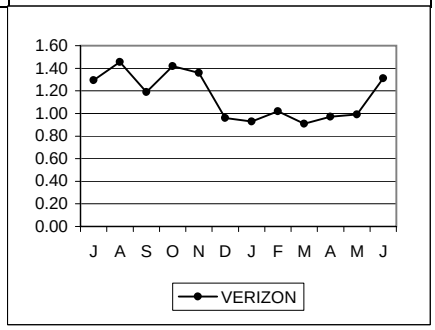
PO-1-02-6025	Average Response Time – Due Date Availability – EDI – NJ				No Standard
	No standard				

	CLEC	VZ	Difference	Parity
Jul-01	4.65	2.32		
Aug-01	5.26	2.33		
Sep-01	4.79	2.42		
Oct-01	4.25	2.63		
Nov-01	4.70	2.36		
Dec-01	4.60	2.03		
Jan-02	4.58	2.04		
Feb-02	4.73	2.05		
Mar-02	4.64	2.05		
Apr-02	5.41	2.03		
May-02	5.20	2.18		
Jun-02	5.06	2.20		



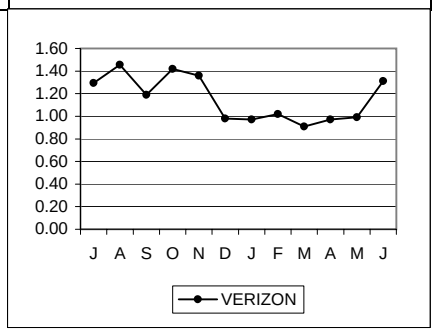
PO-1-02-6026	Average Response Time – Due Date Availability – EDI – VA				No Standard
	No standard				

	CLEC	VZ	Difference	Parity
Jul-01	#N/A	1.29		
Aug-01	#N/A	1.46		
Sep-01	N/A	1.19		
Oct-01	#N/A	1.42		
Nov-01	#N/A	1.36		
Dec-01	#N/A	0.96		
Jan-02	#N/A	0.93		
Feb-02	#N/A	1.02		
Mar-02	#N/A	0.91		
Apr-02	#N/A	0.97		
May-02	#N/A	0.99		
Jun-02	#N/A	1.31		



PO-1-02-6027	Average Response Time – Due Date Availability – EDI – WV				No Standard
	No standard				

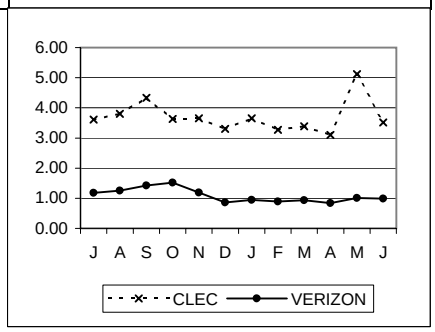
	CLEC	VZ	Difference	Parity
Jul-01	#N/A	1.29		
Aug-01	#N/A	1.46		
Sep-01	N/A	1.19		
Oct-01	#N/A	1.42		
Nov-01	#N/A	1.36		
Dec-01	#N/A	0.98		
Jan-02	#N/A	0.97		
Feb-02	#N/A	1.02		
Mar-02	#N/A	0.91		
Apr-02	#N/A	0.97		
May-02	#N/A	0.99		
Jun-02	#N/A	1.31		



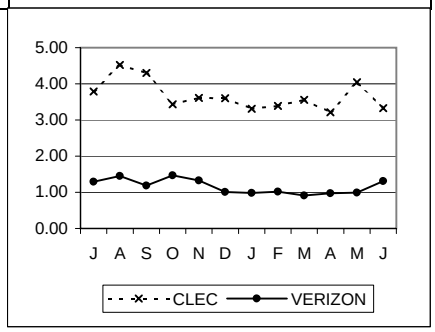
PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

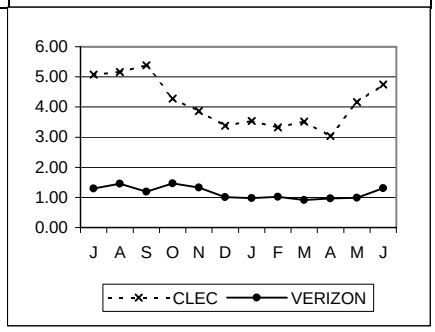
PO-1-02-6052	Average Response Time – Due Date Availability – Web GUI – PA/DE				Parity plus <= 7 Seconds
	Parity with Retail plus 7 seconds				
	CLEC	VZ	Difference	Parity	
Jul-01	3.61	1.17	-2.43	YES	
Aug-01	3.80	1.25	-2.55	YES	
Sep-01	4.33	1.42	-2.91	YES	
Oct-01	3.63	1.52	-2.11	YES	
Nov-01	3.65	1.19	-2.46	YES	
Dec-01	3.30	0.86	-2.44	YES	
Jan-02	3.65	0.94	-2.71	YES	
Feb-02	3.27	0.89	-2.38	YES	
Mar-02	3.39	0.93	-2.46	YES	
Apr-02	3.10	0.84	-2.26	YES	
May-02	5.12	1.01	-4.11	YES	
Jun-02	3.51	0.99	-2.52	YES	



PO-1-02-6053	Average Response Time – Due Date Availability – Web GUI – DC				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	3.79	1.29			
Aug-01	4.52	1.46			
Sep-01	4.30	1.19			
Oct-01	3.43	1.47			
Nov-01	3.61	1.33			
Dec-01	3.60	1.01			
Jan-02	3.31	0.98			
Feb-02	3.39	1.02			
Mar-02	3.56	0.91			
Apr-02	3.21	0.97			
May-02	4.04	0.99			
Jun-02	3.33	1.31			



PO-1-02-6054	Average Response Time – Due Date Availability – Web GUI – MD				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	5.08	1.29			
Aug-01	5.16	1.46			
Sep-01	5.38	1.19			
Oct-01	4.28	1.47			
Nov-01	3.87	1.33			
Dec-01	3.38	1.01			
Jan-02	3.54	0.98			
Feb-02	3.32	1.02			
Mar-02	3.51	0.91			
Apr-02	3.04	0.97			
May-02	4.16	0.99			
Jun-02	4.75	1.31			

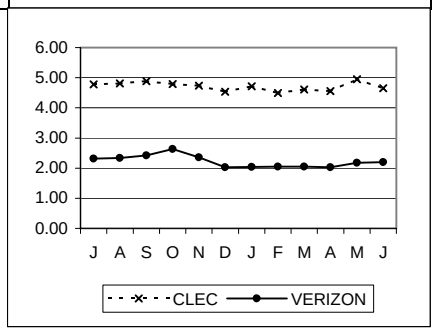


PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

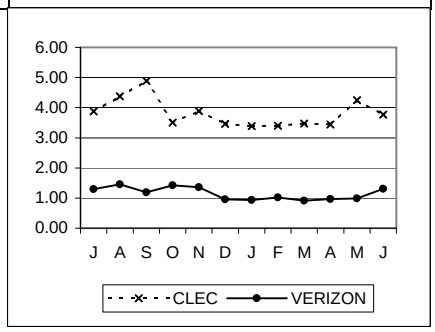
PO-1-02-6055	Average Response Time – Due Date Availability – Web GUI – NJ				No Standard
	No standard				

	CLEC	VZ	Difference	Parity
Jul-01	4.77	2.32		
Aug-01	4.81	2.33		
Sep-01	4.89	2.42		
Oct-01	4.79	2.63		
Nov-01	4.74	2.36		
Dec-01	4.53	2.03		
Jan-02	4.72	2.04		
Feb-02	4.49	2.05		
Mar-02	4.61	2.05		
Apr-02	4.56	2.03		
May-02	4.95	2.18		
Jun-02	4.65	2.20		



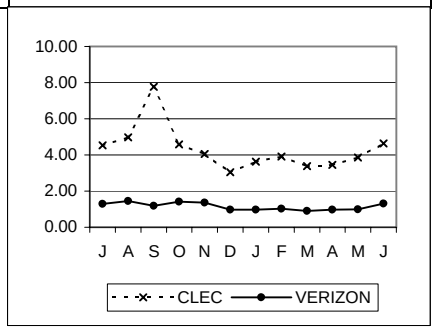
PO-1-02-6056	Average Response Time – Due Date Availability – Web GUI – VA				No Standard
	No standard				

	CLEC	VZ	Difference	Parity
Jul-01	3.88	1.29		
Aug-01	4.38	1.46		
Sep-01	4.88	1.19		
Oct-01	3.50	1.42		
Nov-01	3.89	1.36		
Dec-01	3.46	0.96		
Jan-02	3.39	0.93		
Feb-02	3.40	1.02		
Mar-02	3.47	0.91		
Apr-02	3.44	0.97		
May-02	4.25	0.99		
Jun-02	3.77	1.31		



PO-1-02-6057	Average Response Time – Due Date Availability – Web GUI – WV				No Standard
	No standard				

	CLEC	VZ	Difference	Parity
Jul-01	4.53	1.29		
Aug-01	4.97	1.46		
Sep-01	7.77	1.19		
Oct-01	4.58	1.42		
Nov-01	4.06	1.36		
Dec-01	3.04	0.98		
Jan-02	3.62	0.97		
Feb-02	3.92	1.02		
Mar-02	3.38	0.91		
Apr-02	3.46	0.97		
May-02	3.86	0.99		
Jun-02	4.63	1.31		



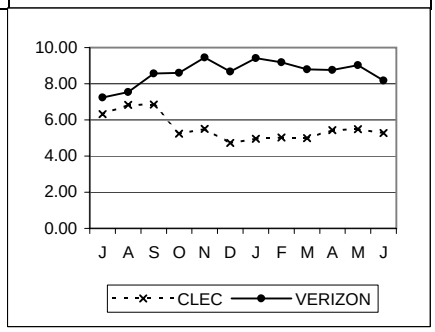
PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

PO-1-03-6022 — **Average Response Time – Address Validation – EDI – PA/DE** — Parity plus <= 4 Seconds

Parity with Retail plus 4 seconds

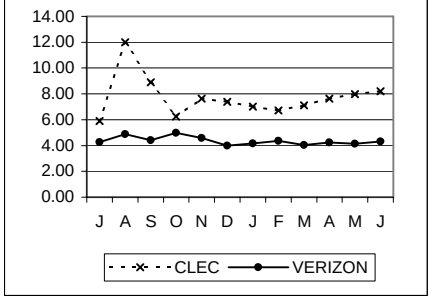
	CLEC	VZ	Difference	Parity
Jul-01	6.31	7.25	0.93	YES
Aug-01	6.83	7.55	0.72	YES
Sep-01	6.85	8.57	1.72	YES
Oct-01	5.24	8.60	3.36	YES
Nov-01	5.50	9.45	3.95	YES
Dec-01	4.72	8.67	3.95	YES
Jan-02	4.96	9.41	4.45	YES
Feb-02	5.02	9.18	4.16	YES
Mar-02	4.99	8.80	3.81	YES
Apr-02	5.44	8.76	3.32	YES
May-02	5.49	9.02	3.53	YES
Jun-02	5.27	8.17	2.90	YES



PO-1-03-6023 — **Average Response Time – Address Validation – EDI – DC** — No Standard

No standard

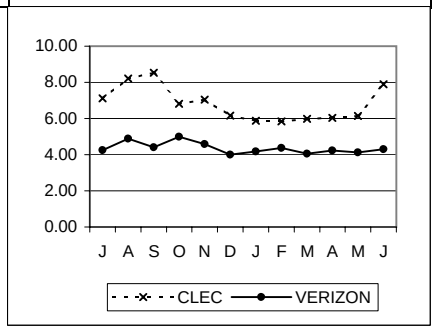
	CLEC	VZ	Difference	Parity
Jul-01	5.89	4.25		
Aug-01	12.00	4.89		
Sep-01	8.89	4.41		
Oct-01	6.25	4.99		
Nov-01	7.62	4.58		
Dec-01	7.38	4.00		
Jan-02	7.02	4.17		
Feb-02	6.71	4.37		
Mar-02	7.11	4.05		
Apr-02	7.63	4.23		
May-02	7.97	4.13		
Jun-02	8.21	4.30		



PO-1-03-6024 — **Average Response Time – Address Validation – EDI – MD** — No Standard

No standard

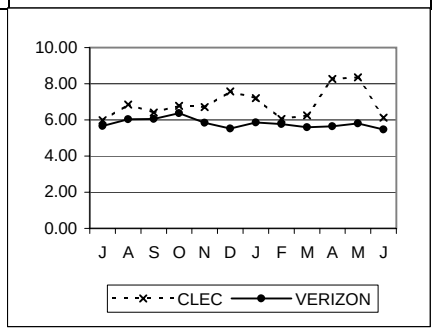
	CLEC	VZ	Difference	Parity
Jul-01	7.11	4.25		
Aug-01	8.21	4.89		
Sep-01	8.53	4.41		
Oct-01	6.82	4.99		
Nov-01	7.04	4.58		
Dec-01	6.16	4.00		
Jan-02	5.88	4.17		
Feb-02	5.84	4.37		
Mar-02	5.99	4.05		
Apr-02	6.04	4.23		
May-02	6.14	4.13		
Jun-02	7.89	4.30		



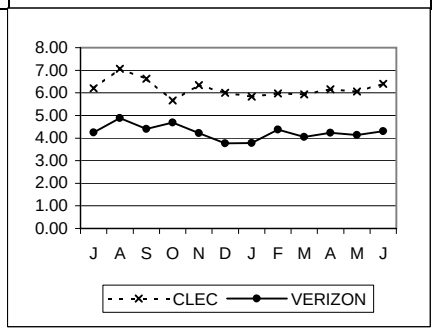
PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

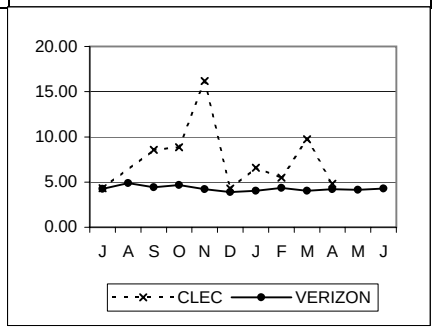
PO-1-03-6025	Average Response Time – Address Validation – EDI – NJ				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	5.98	5.67			
Aug-01	6.85	6.04			
Sep-01	6.40	6.06			
Oct-01	6.78	6.38			
Nov-01	6.71	5.84			
Dec-01	7.58	5.53			
Jan-02	7.20	5.85			
Feb-02	6.06	5.77			
Mar-02	6.25	5.59			
Apr-02	8.27	5.65			
May-02	8.35	5.81			
Jun-02	6.13	5.47			



PO-1-03-6026	Average Response Time – Address Validation – EDI – VA				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	6.20	4.25			
Aug-01	7.07	4.89			
Sep-01	6.62	4.41			
Oct-01	5.67	4.69			
Nov-01	6.34	4.22			
Dec-01	6.01	3.76			
Jan-02	5.84	3.78			
Feb-02	5.98	4.37			
Mar-02	5.93	4.05			
Apr-02	6.16	4.23			
May-02	6.06	4.13			
Jun-02	6.40	4.30			



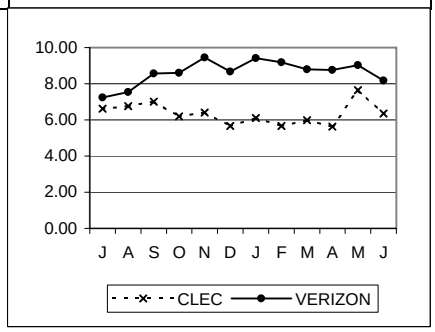
PO-1-03-6027	Average Response Time – Address Validation – EDI – WV				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	4.33	4.25			
Aug-01	#N/A	4.89			
Sep-01	8.57	4.41			
Oct-01	8.85	4.69			
Nov-01	16.16	4.22			
Dec-01	4.28	3.90			
Jan-02	6.57	4.05			
Feb-02	5.48	4.37			
Mar-02	9.74	4.05			
Apr-02	4.82	4.23			
May-02	#N/A	4.13			
Jun-02	#N/A	4.30			



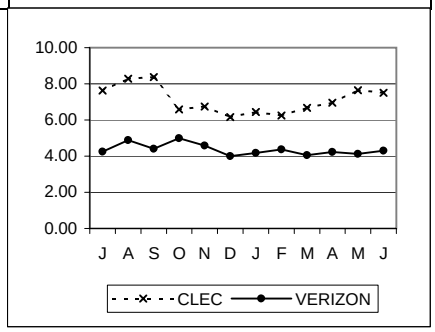
PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

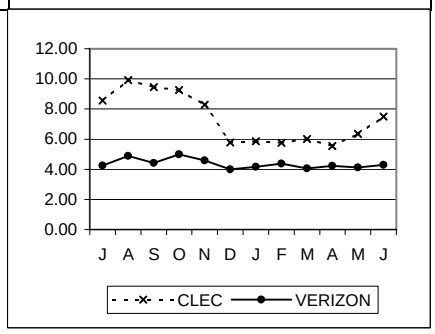
PO-1-03-6052	Average Response Time – Address Validation – Web GUI – PA/DE				Parity plus <= 7 Seconds
	Parity with Retail plus 7 seconds				
	CLEC	VZ	Difference	Parity	
Jul-01	6.62	7.25	0.63	YES	
Aug-01	6.77	7.55	0.78	YES	
Sep-01	7.01	8.57	1.56	YES	
Oct-01	6.19	8.60	2.41	YES	
Nov-01	6.41	9.45	3.04	YES	
Dec-01	5.66	8.67	3.01	YES	
Jan-02	6.10	9.41	3.31	YES	
Feb-02	5.66	9.18	3.52	YES	
Mar-02	5.98	8.80	2.82	YES	
Apr-02	5.63	8.76	3.13	YES	
May-02	7.64	9.02	1.38	YES	
Jun-02	6.36	8.17	1.81	YES	



PO-1-03-6053	Average Response Time – Address Validation – Web GUI – DC				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	7.62	4.25			
Aug-01	8.28	4.89			
Sep-01	8.38	4.41			
Oct-01	6.59	4.99			
Nov-01	6.74	4.58			
Dec-01	6.16	4.00			
Jan-02	6.45	4.17			
Feb-02	6.25	4.37			
Mar-02	6.68	4.05			
Apr-02	6.96	4.23			
May-02	7.65	4.13			
Jun-02	7.50	4.30			



PO-1-03-6054	Average Response Time – Address Validation – Web GUI – MD				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	8.55	4.25			
Aug-01	9.91	4.89			
Sep-01	9.45	4.41			
Oct-01	9.25	4.99			
Nov-01	8.28	4.58			
Dec-01	5.78	4.00			
Jan-02	5.86	4.17			
Feb-02	5.75	4.37			
Mar-02	6.01	4.05			
Apr-02	5.55	4.23			
May-02	6.34	4.13			
Jun-02	7.50	4.30			

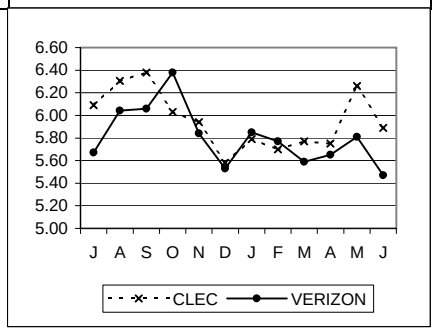


PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

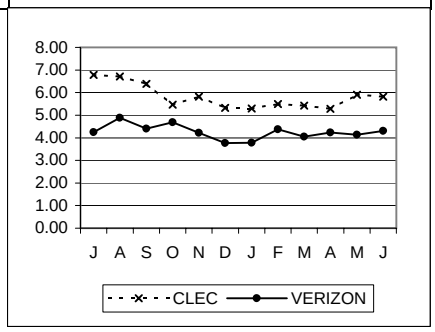
PO-1-03-6055	Average Response Time – Address Validation – Web GUI – NJ				No Standard
	No standard				

	CLEC	VZ	Difference	Parity
Jul-01	6.09	5.67		
Aug-01	6.31	6.04		
Sep-01	6.38	6.06		
Oct-01	6.03	6.38		
Nov-01	5.94	5.84		
Dec-01	5.58	5.53		
Jan-02	5.79	5.85		
Feb-02	5.70	5.77		
Mar-02	5.77	5.59		
Apr-02	5.75	5.65		
May-02	6.26	5.81		
Jun-02	5.89	5.47		



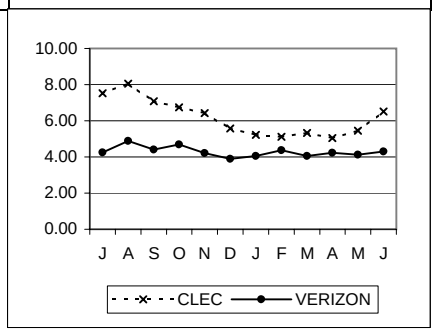
PO-1-03-6056	Average Response Time – Address Validation – Web GUI – VA				No Standard
	No standard				

	CLEC	VZ	Difference	Parity
Jul-01	6.78	4.25		
Aug-01	6.72	4.89		
Sep-01	6.38	4.41		
Oct-01	5.46	4.69		
Nov-01	5.82	4.22		
Dec-01	5.33	3.76		
Jan-02	5.30	3.78		
Feb-02	5.49	4.37		
Mar-02	5.42	4.05		
Apr-02	5.28	4.23		
May-02	5.91	4.13		
Jun-02	5.82	4.30		



PO-1-03-6057	Average Response Time – Address Validation – Web GUI – WV				No Standard
	No standard				

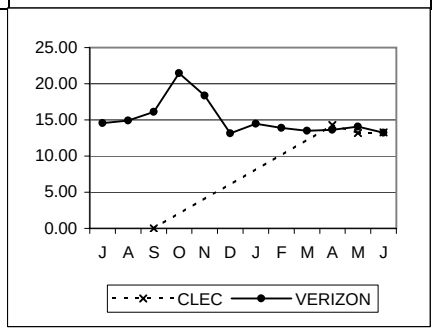
	CLEC	VZ	Difference	Parity
Jul-01	7.52	4.25		
Aug-01	8.05	4.89		
Sep-01	7.08	4.41		
Oct-01	6.74	4.69		
Nov-01	6.42	4.22		
Dec-01	5.58	3.90		
Jan-02	5.22	4.05		
Feb-02	5.12	4.37		
Mar-02	5.33	4.05		
Apr-02	5.04	4.23		
May-02	5.46	4.13		
Jun-02	6.51	4.30		



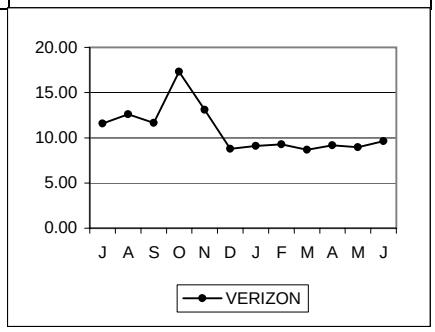
PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

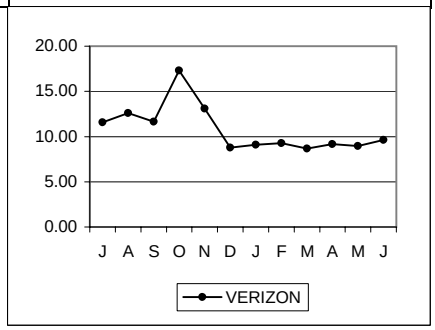
PO-1-04-6022	Average Response Time – Product and Service Availability – EDI – PA/DE				Parity plus <= 4 Seconds
	Parity with Retail plus 4 seconds				
	CLEC	VZ	Difference	Parity	
Jul-01	#N/A	14.57			
Aug-01	#N/A	14.92			
Sep-01	N/A	16.12			
Oct-01	#N/A	21.45			
Nov-01	#N/A	18.38			
Dec-01	#N/A	13.13			
Jan-02	#N/A	14.46			
Feb-02	#N/A	13.91			
Mar-02	#N/A	13.49			
Apr-02	14.28	13.65	-0.63	YES	
May-02	13.19	14.09	0.90	YES	
Jun-02	13.28	13.22	-0.06	YES	



PO-1-04-6023	Average Response Time – Product and Service Availability – EDI – DC				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	#N/A	11.59			
Aug-01	#N/A	12.61			
Sep-01	N/A	11.65			
Oct-01	#N/A	17.32			
Nov-01	#N/A	13.10			
Dec-01	#N/A	8.79			
Jan-02	#N/A	9.10			
Feb-02	#N/A	9.28			
Mar-02	#N/A	8.68			
Apr-02	#N/A	9.16			
May-02	#N/A	8.94			
Jun-02	#N/A	9.62			



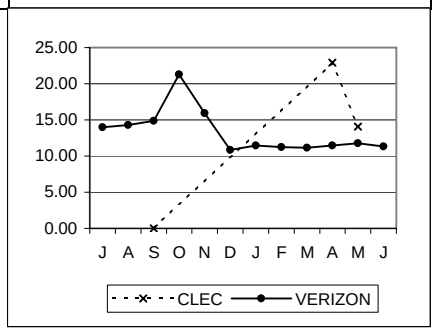
PO-1-04-6024	Average Response Time – Product and Service Availability – EDI – MD				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	#N/A	11.59			
Aug-01	#N/A	12.61			
Sep-01	N/A	11.65			
Oct-01	#N/A	17.32			
Nov-01	#N/A	13.10			
Dec-01	#N/A	8.79			
Jan-02	#N/A	9.10			
Feb-02	#N/A	9.28			
Mar-02	#N/A	8.68			
Apr-02	#N/A	9.16			
May-02	#N/A	8.94			
Jun-02	#N/A	9.62			



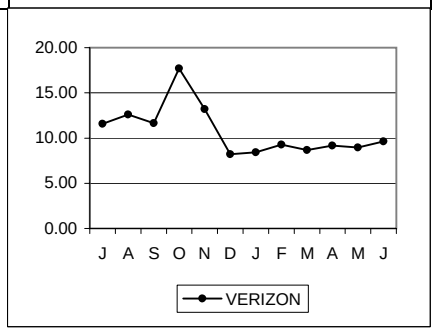
PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

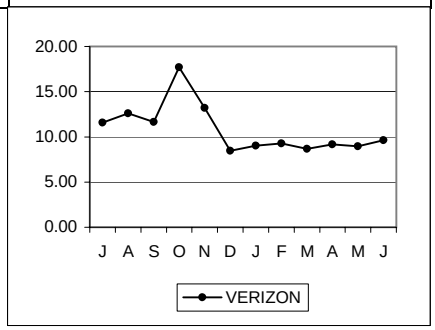
PO-1-04-6025	Average Response Time – Product and Service Availability – EDI – NJ				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	#N/A	13.99			
Aug-01	#N/A	14.30			
Sep-01	N/A	14.85			
Oct-01	#N/A	21.28			
Nov-01	#N/A	15.92			
Dec-01	#N/A	10.82			
Jan-02	#N/A	11.47			
Feb-02	#N/A	11.25			
Mar-02	#N/A	11.14			
Apr-02	22.94	11.45			
May-02	14.05	11.79			
Jun-02	#N/A	11.34			



PO-1-04-6026	Average Response Time – Product and Service Availability – EDI – VA				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	#N/A	11.59			
Aug-01	#N/A	12.61			
Sep-01	N/A	11.65			
Oct-01	#N/A	17.71			
Nov-01	#N/A	13.22			
Dec-01	#N/A	8.22			
Jan-02	#N/A	8.43			
Feb-02	#N/A	9.28			
Mar-02	#N/A	8.68			
Apr-02	#N/A	9.16			
May-02	#N/A	8.94			
Jun-02	#N/A	9.62			



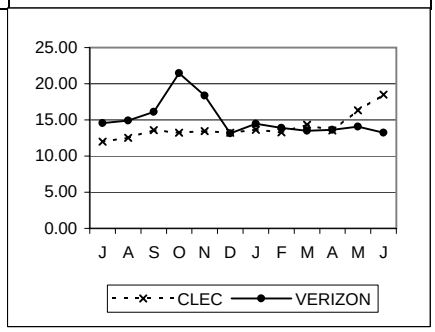
PO-1-04-6027	Average Response Time – Product and Service Availability – EDI – WV				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	#N/A	11.59			
Aug-01	#N/A	12.61			
Sep-01	N/A	11.65			
Oct-01	#N/A	17.71			
Nov-01	#N/A	13.22			
Dec-01	#N/A	8.47			
Jan-02	#N/A	9.02			
Feb-02	#N/A	9.28			
Mar-02	#N/A	8.68			
Apr-02	#N/A	9.16			
May-02	#N/A	8.94			
Jun-02	#N/A	9.62			



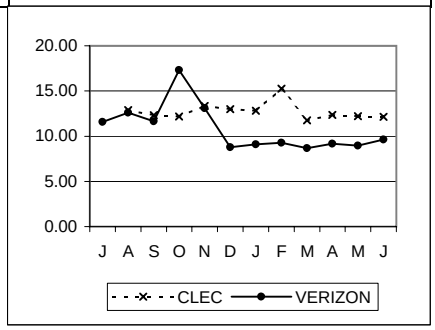
PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

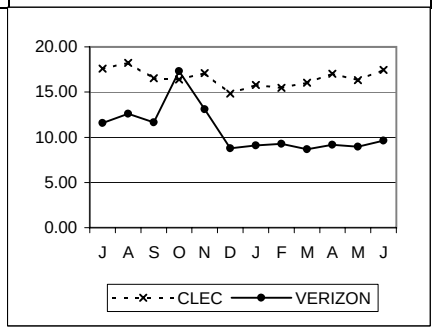
PO-1-04-6052	Average Response Time – Product and Service Availability – Web GUI – PA/DE				Parity plus <= 7 Seconds
	Parity with Retail plus 7 seconds				
	CLEC	VZ	Difference	Parity	
Jul-01	11.99	14.57	2.57	YES	
Aug-01	12.54	14.92	2.38	YES	
Sep-01	13.58	16.12	2.54	YES	
Oct-01	13.21	21.45	8.24	YES	
Nov-01	13.44	18.38	4.94	YES	
Dec-01	13.24	13.13	-0.11	YES	
Jan-02	13.63	14.46	0.83	YES	
Feb-02	13.28	13.91	0.63	YES	
Mar-02	14.34	13.49	-0.85	YES	
Apr-02	13.55	13.65	0.10	YES	
May-02	16.32	14.09	-2.23	YES	
Jun-02	18.51	13.22	-5.29	YES	



PO-1-04-6053	Average Response Time – Product and Service Availability – Web GUI – DC				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	#N/A	11.59			
Aug-01	12.88	12.61			
Sep-01	12.33	11.65			
Oct-01	12.17	17.32			
Nov-01	13.33	13.10			
Dec-01	13.00	8.79			
Jan-02	12.83	9.10			
Feb-02	15.25	9.28			
Mar-02	11.75	8.68			
Apr-02	12.34	9.16			
May-02	12.22	8.94			
Jun-02	12.15	9.62			



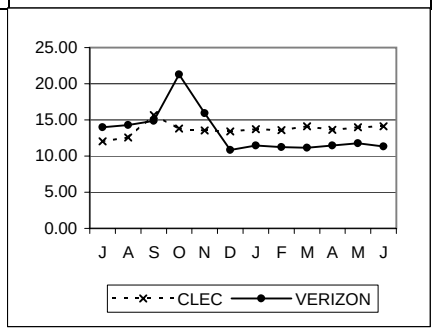
PO-1-04-6054	Average Response Time – Product and Service Availability – Web GUI – MD				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	17.59	11.59			
Aug-01	18.21	12.61			
Sep-01	16.53	11.65			
Oct-01	16.40	17.32			
Nov-01	17.11	13.10			
Dec-01	14.82	8.79			
Jan-02	15.77	9.10			
Feb-02	15.48	9.28			
Mar-02	16.04	8.68			
Apr-02	17.03	9.16			
May-02	16.33	8.94			
Jun-02	17.44	9.62			



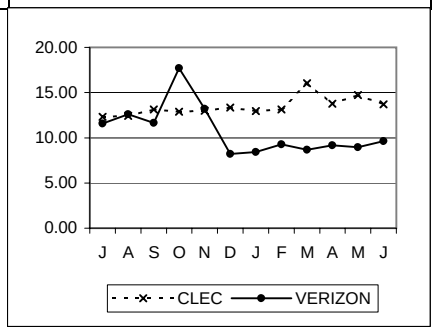
PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

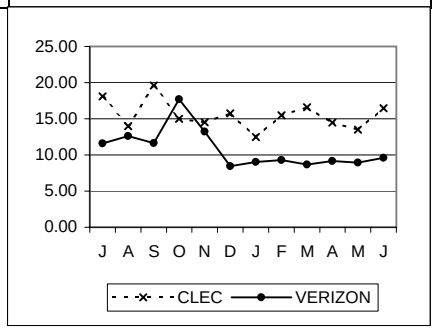
PO-1-04-6055	Average Response Time – Product and Service Availability – Web GUI – NJ				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	12.01	13.99			
Aug-01	12.55	14.30			
Sep-01	15.65	14.85			
Oct-01	13.79	21.28			
Nov-01	13.55	15.92			
Dec-01	13.41	10.82			
Jan-02	13.71	11.47			
Feb-02	13.57	11.25			
Mar-02	14.10	11.14			
Apr-02	13.65	11.45			
May-02	13.99	11.79			
Jun-02	14.11	11.34			



PO-1-04-6056	Average Response Time – Product and Service Availability – Web GUI – VA				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	12.31	11.59			
Aug-01	12.43	12.61			
Sep-01	13.15	11.65			
Oct-01	12.88	17.71			
Nov-01	12.98	13.22			
Dec-01	13.34	8.22			
Jan-02	12.96	8.43			
Feb-02	13.14	9.28			
Mar-02	16.04	8.68			
Apr-02	13.76	9.16			
May-02	14.71	8.94			
Jun-02	13.71	9.62			



PO-1-04-6057	Average Response Time – Product and Service Availability – Web GUI – WV				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	18.12	11.59			
Aug-01	13.97	12.61			
Sep-01	19.61	11.65			
Oct-01	15.00	17.71			
Nov-01	14.50	13.22			
Dec-01	15.75	8.47			
Jan-02	12.50	9.02			
Feb-02	15.50	9.28			
Mar-02	16.60	8.68			
Apr-02	14.47	9.16			
May-02	13.50	8.94			
Jun-02	16.48	9.62			

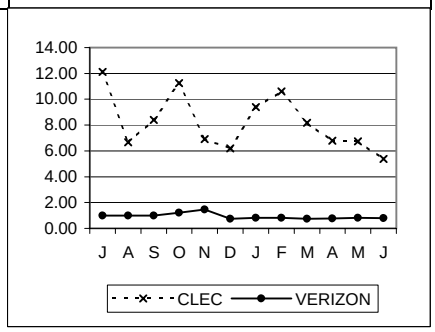


PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

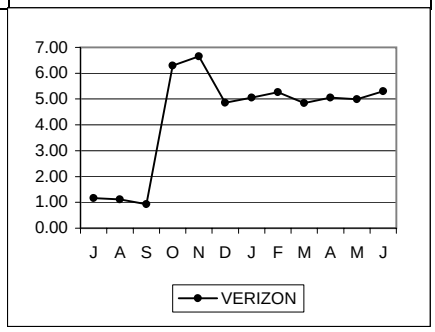
PO-1-05-6022	Average Response Time – Telephone Number Availability and Reservation – EDI – PA/DE				Parity plus <= 4 Seconds
	Parity with Retail plus 4 seconds				

	CLEC	VZ	Difference	Parity
Jul-01	12.13	1.00	-11.13	NO
Aug-01	6.67	0.98	-5.69	NO
Sep-01	8.40	1.00	-7.40	NO
Oct-01	11.25	1.21	-10.04	NO
Nov-01	6.91	1.45	-5.46	NO
Dec-01	6.20	0.75	-5.45	NO
Jan-02	9.39	0.83	-8.56	NO
Feb-02	10.61	0.82	-9.79	NO
Mar-02	8.17	0.75	-7.42	NO
Apr-02	6.78	0.76	-6.02	NO
May-02	6.73	0.82	-5.91	NO
Jun-02	5.38	0.80	-4.58	NO



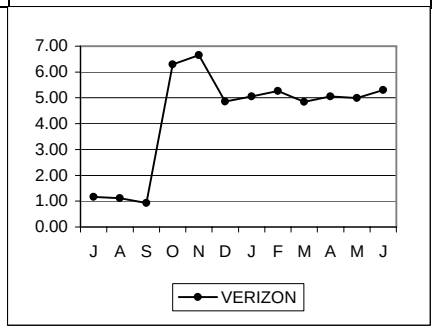
PO-1-05-6023	Average Response Time – Telephone Number Availability and Reservation – EDI – DC				No Standard
	No standard				

	CLEC	VZ	Difference	Parity
Jul-01	#N/A	1.16		
Aug-01	#N/A	1.11		
Sep-01	N/A	0.93		
Oct-01	#N/A	6.29		
Nov-01	#N/A	6.65		
Dec-01	#N/A	4.86		
Jan-02	#N/A	5.05		
Feb-02	#N/A	5.27		
Mar-02	#N/A	4.84		
Apr-02	#N/A	5.05		
May-02	#N/A	4.99		
Jun-02	#N/A	5.30		



PO-1-05-6024	Average Response Time – Telephone Number Availability and Reservation – EDI – MD				No Standard
	No standard				

	CLEC	VZ	Difference	Parity
Jul-01	#N/A	1.16		
Aug-01	#N/A	1.11		
Sep-01	N/A	0.93		
Oct-01	#N/A	6.29		
Nov-01	#N/A	6.65		
Dec-01	#N/A	4.86		
Jan-02	#N/A	5.05		
Feb-02	#N/A	5.27		
Mar-02	#N/A	4.84		
Apr-02	#N/A	5.05		
May-02	#N/A	4.99		
Jun-02	#N/A	5.30		

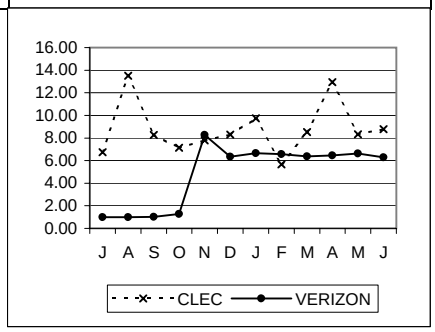


PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

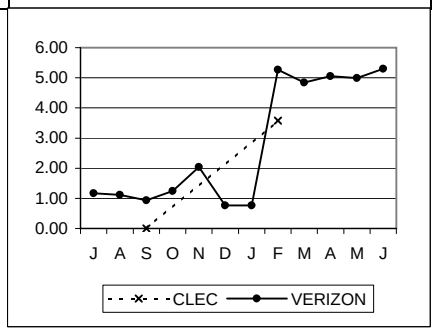
PO-1-05-6025	Average Response Time – Telephone Number Availability and Reservation – EDI – NJ				No Standard
	No standard				

	CLEC	VZ	Difference	Parity
Jul-01	6.73	0.99		
Aug-01	13.52	1.00		
Sep-01	8.27	1.02		
Oct-01	7.14	1.27		
Nov-01	7.79	8.27		
Dec-01	8.29	6.33		
Jan-02	9.73	6.66		
Feb-02	5.66	6.58		
Mar-02	8.52	6.36		
Apr-02	12.95	6.45		
May-02	8.33	6.64		
Jun-02	8.77	6.28		



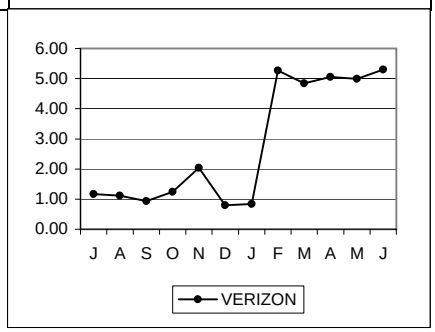
PO-1-05-6026	Average Response Time – Telephone Number Availability and Reservation – EDI – VA				No Standard
	No standard				

	CLEC	VZ	Difference	Parity
Jul-01	#N/A	1.16		
Aug-01	#N/A	1.11		
Sep-01	N/A	0.93		
Oct-01	#N/A	1.24		
Nov-01	#N/A	2.04		
Dec-01	#N/A	0.76		
Jan-02	#N/A	0.76		
Feb-02	3.58	5.27		
Mar-02	#N/A	4.84		
Apr-02	#N/A	5.05		
May-02	#N/A	4.99		
Jun-02	#N/A	5.30		



PO-1-05-6027	Average Response Time – Telephone Number Availability and Reservation – EDI – WV				No Standard
	No standard				

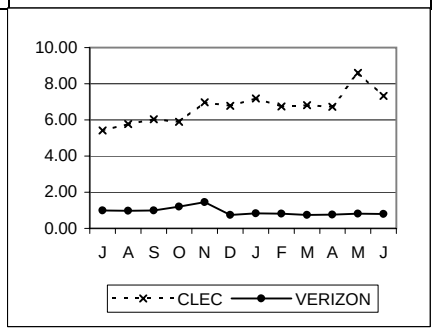
	CLEC	VZ	Difference	Parity
Jul-01	#N/A	1.16		
Aug-01	#N/A	1.11		
Sep-01	N/A	0.93		
Oct-01	#N/A	1.24		
Nov-01	#N/A	2.04		
Dec-01	#N/A	0.80		
Jan-02	#N/A	0.84		
Feb-02	#N/A	5.27		
Mar-02	#N/A	4.84		
Apr-02	#N/A	5.05		
May-02	#N/A	4.99		
Jun-02	#N/A	5.30		



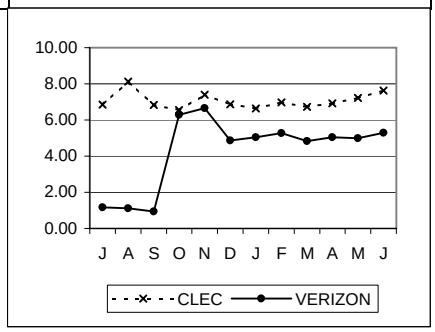
PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

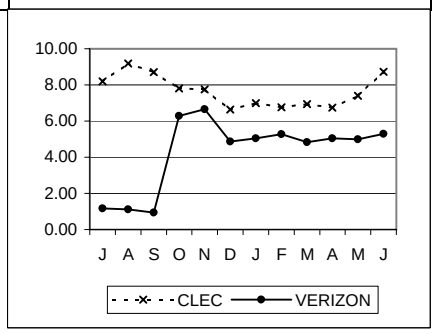
PO-1-05-6052	Average Response Time – Telephone Number Availability and Reservation – Web GUI – PA/DE				Parity plus <= 7 Seconds
	Parity with Retail plus 7 seconds				
	CLEC	VZ	Difference	Parity	
Jul-01	5.41	1.00	-4.41	YES	
Aug-01	5.77	0.98	-4.79	YES	
Sep-01	6.04	1.00	-5.04	YES	
Oct-01	5.89	1.21	-4.68	YES	
Nov-01	6.98	1.45	-5.53	YES	
Dec-01	6.77	0.75	-6.02	YES	
Jan-02	7.19	0.83	-6.36	YES	
Feb-02	6.75	0.82	-5.93	YES	
Mar-02	6.82	0.75	-6.07	YES	
Apr-02	6.73	0.76	-5.97	YES	
May-02	8.60	0.82	-7.78	NO	
Jun-02	7.32	0.80	-6.52	YES	



PO-1-05-6053	Average Response Time – Telephone Number Availability and Reservation – Web GUI – DC				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	6.84	1.16			
Aug-01	8.13	1.11			
Sep-01	6.84	0.93			
Oct-01	6.54	6.29			
Nov-01	7.40	6.65			
Dec-01	6.87	4.86			
Jan-02	6.63	5.05			
Feb-02	6.98	5.27			
Mar-02	6.72	4.84			
Apr-02	6.92	5.05			
May-02	7.22	4.99			
Jun-02	7.63	5.30			



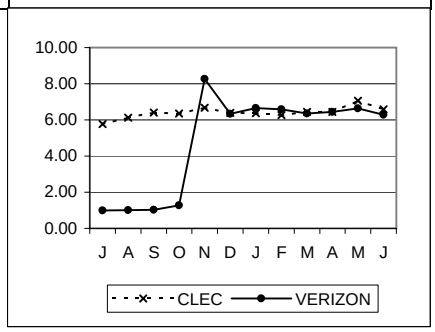
PO-1-05-6054	Average Response Time – Telephone Number Availability and Reservation – Web GUI – MD				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	8.19	1.16			
Aug-01	9.19	1.11			
Sep-01	8.71	0.93			
Oct-01	7.80	6.29			
Nov-01	7.75	6.65			
Dec-01	6.64	4.86			
Jan-02	7.00	5.05			
Feb-02	6.76	5.27			
Mar-02	6.93	4.84			
Apr-02	6.75	5.05			
May-02	7.40	4.99			
Jun-02	8.72	5.30			



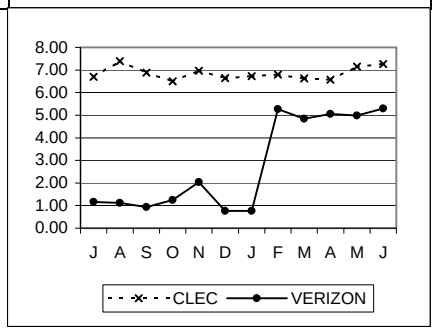
PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

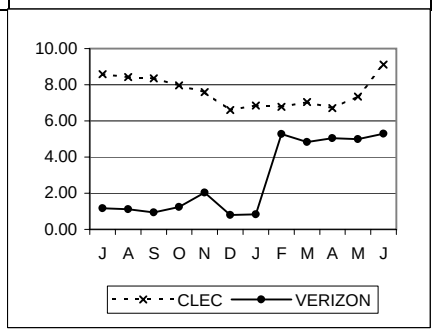
PO-1-05-6055	Average Response Time – Telephone Number Availability and Reservation – Web GUI – NJ				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	5.77	0.99			
Aug-01	6.12	1.00			
Sep-01	6.41	1.02			
Oct-01	6.35	1.27			
Nov-01	6.67	8.27			
Dec-01	6.39	6.33			
Jan-02	6.38	6.66			
Feb-02	6.27	6.58			
Mar-02	6.44	6.36			
Apr-02	6.44	6.45			
May-02	7.07	6.64			
Jun-02	6.58	6.28			



PO-1-05-6056	Average Response Time – Telephone Number Availability and Reservation – Web GUI – VA				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	6.69	1.16			
Aug-01	7.39	1.11			
Sep-01	6.88	0.93			
Oct-01	6.50	1.24			
Nov-01	6.96	2.04			
Dec-01	6.64	0.76			
Jan-02	6.72	0.76			
Feb-02	6.79	5.27			
Mar-02	6.62	4.84			
Apr-02	6.57	5.05			
May-02	7.15	4.99			
Jun-02	7.26	5.30			



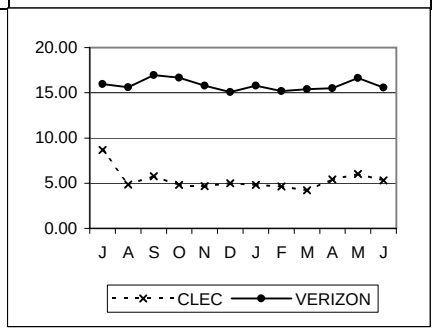
PO-1-05-6057	Average Response Time – Telephone Number Availability and Reservation – Web GUI – WV				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	8.58	1.16			
Aug-01	8.42	1.11			
Sep-01	8.35	0.93			
Oct-01	7.97	1.24			
Nov-01	7.59	2.04			
Dec-01	6.61	0.80			
Jan-02	6.85	0.84			
Feb-02	6.77	5.27			
Mar-02	7.04	4.84			
Apr-02	6.70	5.05			
May-02	7.35	4.99			
Jun-02	9.11	5.30			



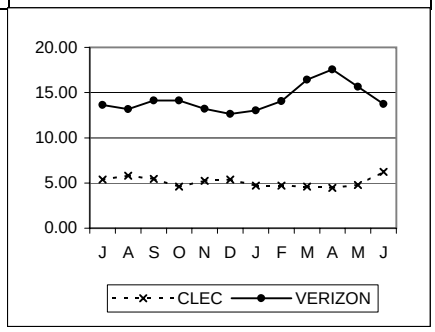
PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

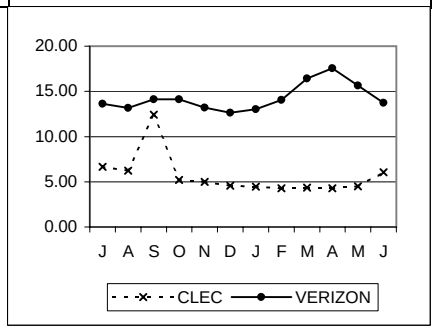
PO-1-06-6022	Average Response Time – Facility Availability – (ADSL Loop Qualification) – EDI – PA/DE				Parity plus <= 4 Seconds
	Parity with Retail plus 4 seconds				
	CLEC	VZ	Difference	Parity	
Jul-01	8.66	15.95	7.29	YES	
Aug-01	4.86	15.61	10.75	YES	
Sep-01	5.76	16.95	11.19	YES	
Oct-01	4.81	16.68	11.87	YES	
Nov-01	4.67	15.79	11.12	YES	
Dec-01	4.98	15.09	10.11	YES	
Jan-02	4.80	15.80	11.00	YES	
Feb-02	4.62	15.19	10.57	YES	
Mar-02	4.20	15.40	11.20	YES	
Apr-02	5.43	15.51	10.08	YES	
May-02	6.03	16.63	10.60	YES	
Jun-02	5.31	15.59	10.28	YES	



PO-1-06-6023	Average Response Time – Facility Availability – (ADSL Loop Qualification) – EDI – DC				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	5.37	13.62			
Aug-01	5.81	13.18			
Sep-01	5.45	14.14			
Oct-01	4.61	14.14			
Nov-01	5.25	13.22			
Dec-01	5.39	12.64			
Jan-02	4.71	13.01			
Feb-02	4.72	14.06			
Mar-02	4.59	16.41			
Apr-02	4.46	17.56			
May-02	4.79	15.63			
Jun-02	6.23	13.73			



PO-1-06-6024	Average Response Time – Facility Availability – (ADSL Loop Qualification) – EDI – MD				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	6.66	13.62			
Aug-01	6.22	13.18			
Sep-01	12.41	14.14			
Oct-01	5.21	14.14			
Nov-01	4.99	13.22			
Dec-01	4.56	12.64			
Jan-02	4.45	13.01			
Feb-02	4.29	14.06			
Mar-02	4.36	16.41			
Apr-02	4.30	17.56			
May-02	4.50	15.63			
Jun-02	6.05	13.73			

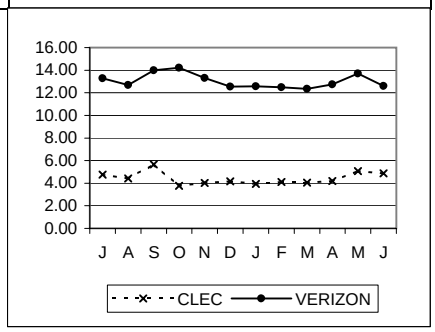


PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

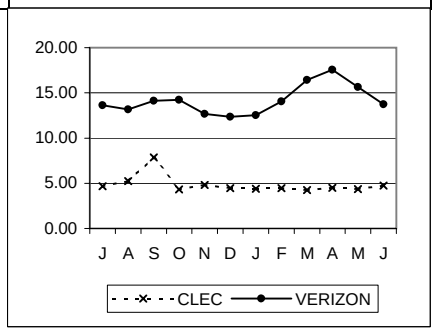
PO-1-06-6025	Average Response Time – Facility Availability – (ADSL Loop Qualification) – EDI – NJ				No Standard
	No standard				

	CLEC	VZ	Difference	Parity
Jul-01	4.75	13.29		
Aug-01	4.43	12.67		
Sep-01	5.66	13.98		
Oct-01	3.77	14.23		
Nov-01	4.03	13.30		
Dec-01	4.17	12.55		
Jan-02	3.93	12.57		
Feb-02	4.11	12.49		
Mar-02	4.06	12.36		
Apr-02	4.18	12.74		
May-02	5.07	13.71		
Jun-02	4.87	12.59		



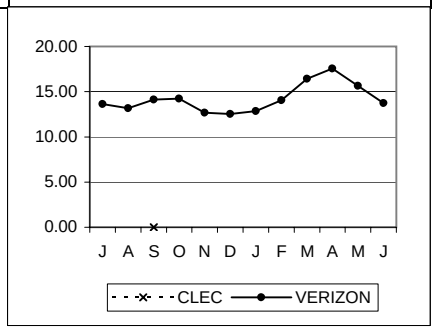
PO-1-06-6026	Average Response Time – Facility Availability – (ADSL Loop Qualification) – EDI – VA				No Standard
	No standard				

	CLEC	VZ	Difference	Parity
Jul-01	4.66	13.62		
Aug-01	5.24	13.18		
Sep-01	7.85	14.14		
Oct-01	4.31	14.23		
Nov-01	4.83	12.69		
Dec-01	4.47	12.37		
Jan-02	4.38	12.52		
Feb-02	4.45	14.06		
Mar-02	4.24	16.41		
Apr-02	4.49	17.56		
May-02	4.34	15.63		
Jun-02	4.76	13.73		



PO-1-06-6027	Average Response Time – Facility Availability – (ADSL Loop Qualification) – EDI – WV				No Standard
	No standard				

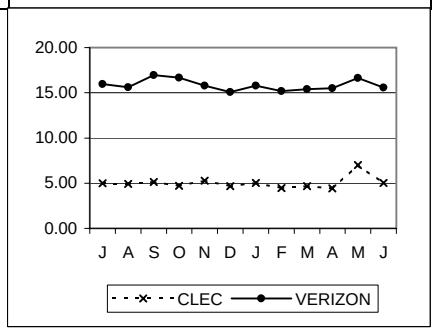
	CLEC	VZ	Difference	Parity
Jul-01	#N/A	13.62		
Aug-01	#N/A	13.18		
Sep-01	N/A	14.14		
Oct-01	#N/A	14.23		
Nov-01	#N/A	12.69		
Dec-01	#N/A	12.53		
Jan-02	#N/A	12.86		
Feb-02	#N/A	14.06		
Mar-02	#N/A	16.41		
Apr-02	#N/A	17.56		
May-02	#N/A	15.63		
Jun-02	#N/A	13.73		



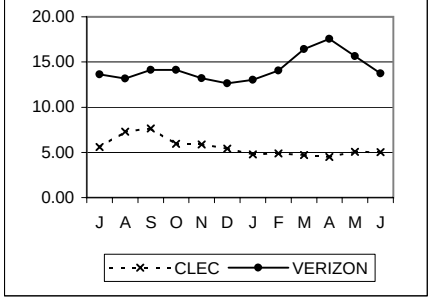
PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

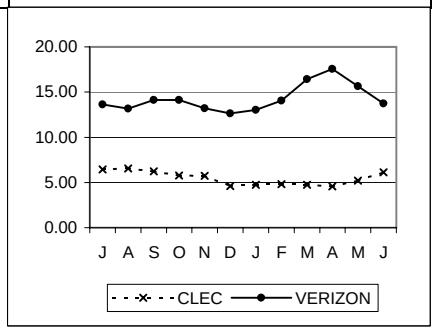
PO-1-06-6052	Average Response Time – Facility Availability – (ADSL Loop Qualification) – Web GUI – PA/DE				Parity plus <= 7 Seconds
	Parity with Retail plus 7 seconds				
	CLEC	VZ	Difference	Parity	
Jul-01	4.98	15.95	10.97	YES	
Aug-01	4.93	15.61	10.68	YES	
Sep-01	5.14	16.95	11.81	YES	
Oct-01	4.71	16.68	11.97	YES	
Nov-01	5.29	15.79	10.50	YES	
Dec-01	4.69	15.09	10.40	YES	
Jan-02	5.03	15.80	10.77	YES	
Feb-02	4.46	15.19	10.73	YES	
Mar-02	4.69	15.40	10.71	YES	
Apr-02	4.41	15.51	11.10	YES	
May-02	7.01	16.63	9.62	YES	
Jun-02	5.04	15.59	10.55	YES	



PO-1-06-6053	Average Response Time – Facility Availability – (ADSL Loop Qualification) – Web GUI – DC				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	5.60	13.62			
Aug-01	7.30	13.18			
Sep-01	7.64	14.14			
Oct-01	5.96	14.14			
Nov-01	5.88	13.22			
Dec-01	5.43	12.64			
Jan-02	4.78	13.01			
Feb-02	4.88	14.06			
Mar-02	4.70	16.41			
Apr-02	4.49	17.56			
May-02	5.06	15.63			
Jun-02	5.03	13.73			



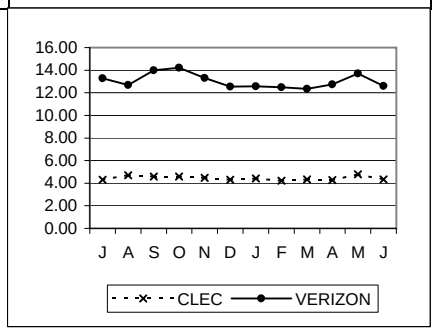
PO-1-06-6054	Average Response Time – Facility Availability – (ADSL Loop Qualification) – Web GUI – MD				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	6.43	13.62			
Aug-01	6.54	13.18			
Sep-01	6.22	14.14			
Oct-01	5.77	14.14			
Nov-01	5.75	13.22			
Dec-01	4.59	12.64			
Jan-02	4.74	13.01			
Feb-02	4.80	14.06			
Mar-02	4.75	16.41			
Apr-02	4.56	17.56			
May-02	5.20	15.63			
Jun-02	6.11	13.73			



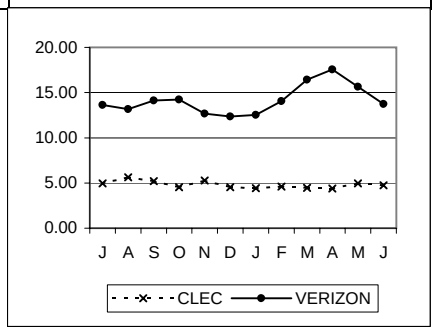
PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

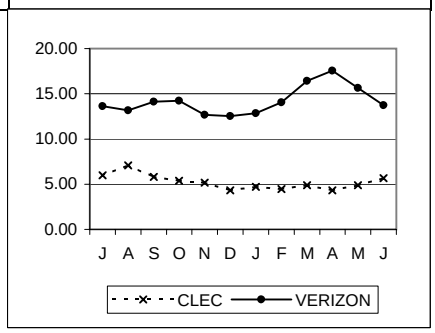
PO-1-06-6055	Average Response Time – Facility Availability – (ADSL Loop Qualification) – Web GUI – NJ				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	4.31	13.29			
Aug-01	4.71	12.67			
Sep-01	4.58	13.98			
Oct-01	4.58	14.23			
Nov-01	4.47	13.30			
Dec-01	4.30	12.55			
Jan-02	4.43	12.57			
Feb-02	4.21	12.49			
Mar-02	4.32	12.36			
Apr-02	4.27	12.74			
May-02	4.79	13.71			
Jun-02	4.33	12.59			



PO-1-06-6056	Average Response Time – Facility Availability – (ADSL Loop Qualification) – Web GUI – VA				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	4.95	13.62			
Aug-01	5.64	13.18			
Sep-01	5.21	14.14			
Oct-01	4.53	14.23			
Nov-01	5.27	12.69			
Dec-01	4.54	12.37			
Jan-02	4.44	12.52			
Feb-02	4.61	14.06			
Mar-02	4.47	16.41			
Apr-02	4.39	17.56			
May-02	4.97	15.63			
Jun-02	4.74	13.73			



PO-1-06-6057	Average Response Time – Facility Availability – (ADSL Loop Qualification) – Web GUI – WV				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	5.98	13.62			
Aug-01	7.07	13.18			
Sep-01	5.80	14.14			
Oct-01	5.38	14.23			
Nov-01	5.17	12.69			
Dec-01	4.32	12.53			
Jan-02	4.71	12.86			
Feb-02	4.47	14.06			
Mar-02	4.87	16.41			
Apr-02	4.32	17.56			
May-02	4.90	15.63			
Jun-02	5.68	13.73			



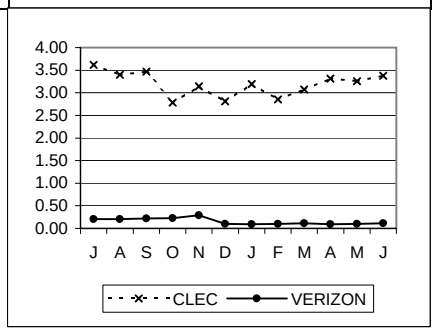
PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

PO-1-07-6022 — **Average Response Time – Rejected Query – EDI – PA/DE** — Parity plus <= 4 Seconds

Parity with Retail plus 4 seconds

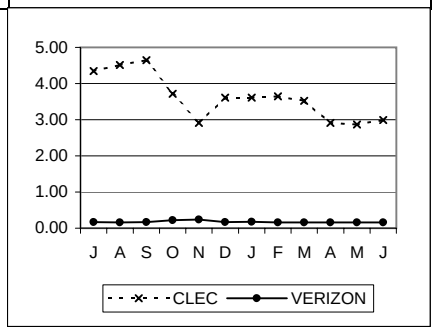
	CLEC	VZ	Difference	Parity
Jul-01	3.62	0.21	-3.41	YES
Aug-01	3.40	0.20	-3.19	YES
Sep-01	3.47	0.22	-3.25	YES
Oct-01	2.78	0.23	-2.55	YES
Nov-01	3.14	0.29	-2.85	YES
Dec-01	2.81	0.10	-2.71	YES
Jan-02	3.19	0.09	-3.10	YES
Feb-02	2.85	0.10	-2.75	YES
Mar-02	3.07	0.11	-2.96	YES
Apr-02	3.31	0.09	-3.22	YES
May-02	3.26	0.10	-3.16	YES
Jun-02	3.38	0.11	-3.27	YES



PO-1-07-6023 — **Average Response Time – Rejected Query – EDI – DC** — No Standard

No standard

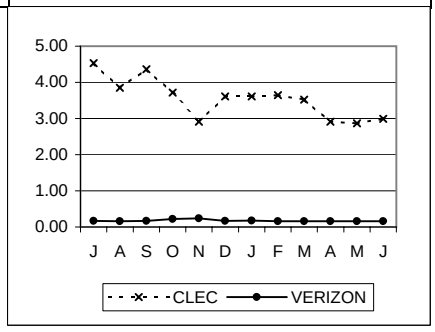
	CLEC	VZ	Difference	Parity
Jul-01	4.34	0.17		
Aug-01	4.52	0.16		
Sep-01	4.65	0.17		
Oct-01	3.72	0.22		
Nov-01	2.91	0.24		
Dec-01	3.61	0.17		
Jan-02	3.61	0.18		
Feb-02	3.65	0.16		
Mar-02	3.52	0.16		
Apr-02	2.91	0.16		
May-02	2.87	0.16		
Jun-02	2.99	0.16		



PO-1-07-6024 — **Average Response Time – Rejected Query – EDI – MD** — No Standard

No standard

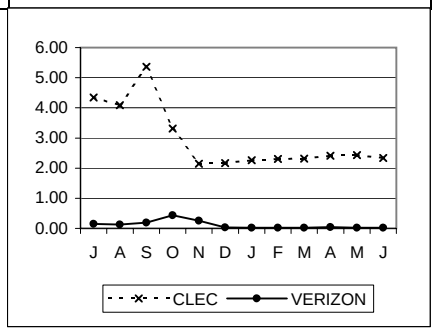
	CLEC	VZ	Difference	Parity
Jul-01	4.53	0.17		
Aug-01	3.85	0.16		
Sep-01	4.36	0.17		
Oct-01	3.72	0.22		
Nov-01	2.91	0.24		
Dec-01	3.61	0.17		
Jan-02	3.61	0.18		
Feb-02	3.65	0.16		
Mar-02	3.52	0.16		
Apr-02	2.91	0.16		
May-02	2.87	0.16		
Jun-02	2.99	0.16		



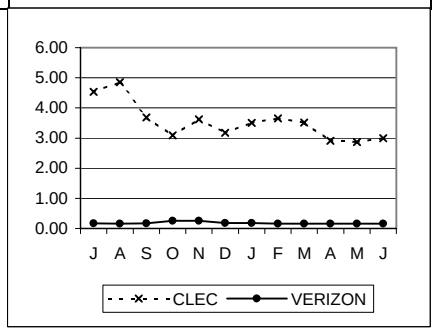
PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

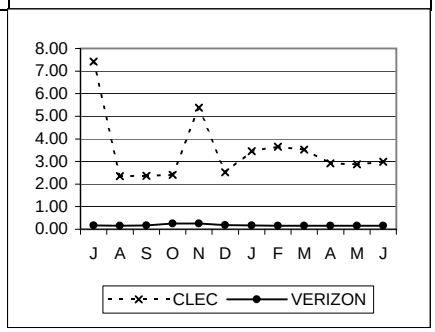
PO-1-07-6025	Average Response Time – Rejected Query – EDI – NJ				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	4.35	0.15			
Aug-01	4.08	0.13			
Sep-01	5.36	0.19			
Oct-01	3.31	0.44			
Nov-01	2.15	0.26			
Dec-01	2.17	0.03			
Jan-02	2.26	0.02			
Feb-02	2.30	0.02			
Mar-02	2.31	0.02			
Apr-02	2.41	0.04			
May-02	2.43	0.02			
Jun-02	2.34	0.02			



PO-1-07-6026	Average Response Time – Rejected Query – EDI – VA				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	4.54	0.17			
Aug-01	4.85	0.16			
Sep-01	3.68	0.17			
Oct-01	3.09	0.25			
Nov-01	3.62	0.25			
Dec-01	3.17	0.18			
Jan-02	3.50	0.18			
Feb-02	3.65	0.16			
Mar-02	3.52	0.16			
Apr-02	2.91	0.16			
May-02	2.87	0.16			
Jun-02	2.99	0.16			



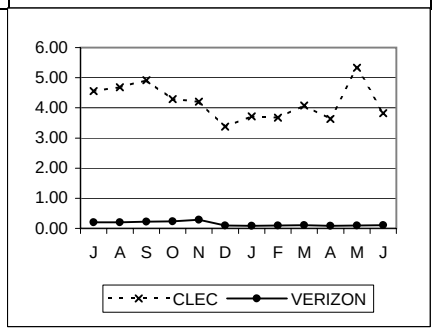
PO-1-07-6027	Average Response Time – Rejected Query – EDI – WV				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	7.42	0.17			
Aug-01	2.34	0.16			
Sep-01	2.37	0.17			
Oct-01	2.41	0.25			
Nov-01	5.38	0.25			
Dec-01	2.52	0.18			
Jan-02	3.46	0.17			
Feb-02	3.65	0.16			
Mar-02	3.52	0.16			
Apr-02	2.91	0.16			
May-02	2.87	0.16			
Jun-02	2.99	0.16			



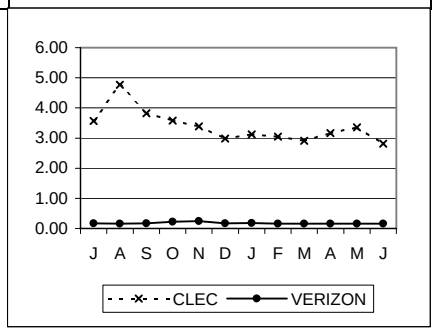
PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

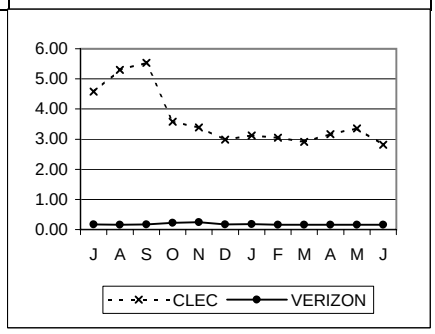
PO-1-07-6052	Average Response Time – Rejected Query – Web GUI – PA/DE				Parity plus <= 7 Seconds
	Parity with Retail plus 7 seconds				
	CLEC	VZ	Difference	Parity	
Jul-01	4.56	0.21	-4.35	YES	
Aug-01	4.68	0.20	-4.48	YES	
Sep-01	4.92	0.22	-4.70	YES	
Oct-01	4.29	0.23	-4.06	YES	
Nov-01	4.20	0.29	-3.91	YES	
Dec-01	3.38	0.10	-3.28	YES	
Jan-02	3.72	0.09	-3.63	YES	
Feb-02	3.67	0.10	-3.57	YES	
Mar-02	4.08	0.11	-3.97	YES	
Apr-02	3.63	0.09	-3.54	YES	
May-02	5.33	0.10	-5.23	YES	
Jun-02	3.82	0.11	-3.71	YES	



PO-1-07-6053	Average Response Time – Rejected Query – Web GUI – DC				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	3.57	0.17			
Aug-01	4.77	0.16			
Sep-01	3.82	0.17			
Oct-01	3.58	0.22			
Nov-01	3.39	0.24			
Dec-01	2.98	0.17			
Jan-02	3.12	0.18			
Feb-02	3.05	0.16			
Mar-02	2.91	0.16			
Apr-02	3.16	0.16			
May-02	3.36	0.16			
Jun-02	2.81	0.16			



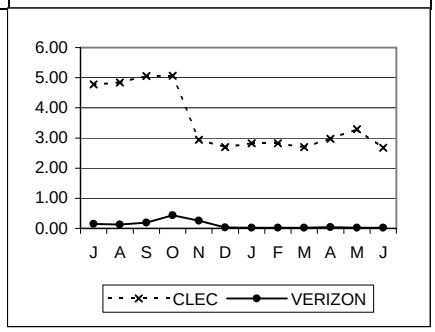
PO-1-07-6054	Average Response Time – Rejected Query – Web GUI – MD				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	4.57	0.17			
Aug-01	5.30	0.16			
Sep-01	5.53	0.17			
Oct-01	3.58	0.22			
Nov-01	3.39	0.24			
Dec-01	2.98	0.17			
Jan-02	3.12	0.18			
Feb-02	3.05	0.16			
Mar-02	2.91	0.16			
Apr-02	3.16	0.16			
May-02	3.36	0.16			
Jun-02	2.81	0.16			



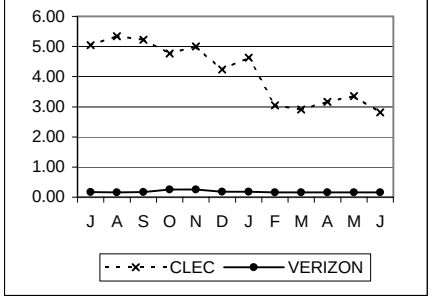
PRE-ORDERING (cont.)

PO-1 - Response Time OSS Pre-Ordering Interface (cont.)

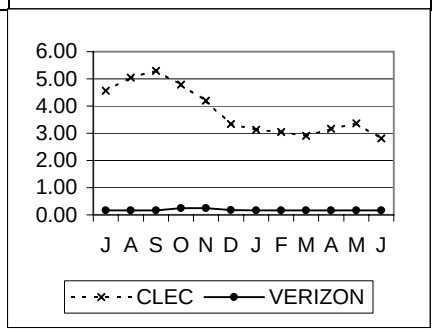
PO-1-07-6055	Average Response Time – Rejected Query – Web GUI – NJ				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	4.78	0.15			
Aug-01	4.84	0.13			
Sep-01	5.06	0.19			
Oct-01	5.07	0.44			
Nov-01	2.94	0.26			
Dec-01	2.70	0.03			
Jan-02	2.83	0.02			
Feb-02	2.83	0.02			
Mar-02	2.70	0.02			
Apr-02	2.97	0.04			
May-02	3.29	0.02			
Jun-02	2.68	0.02			



PO-1-07-6056	Average Response Time – Rejected Query – Web GUI – VA				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	5.05	0.17			
Aug-01	5.34	0.16			
Sep-01	5.22	0.17			
Oct-01	4.77	0.25			
Nov-01	5.00	0.25			
Dec-01	4.24	0.18			
Jan-02	4.63	0.18			
Feb-02	3.05	0.16			
Mar-02	2.91	0.16			
Apr-02	3.16	0.16			
May-02	3.36	0.16			
Jun-02	2.81	0.16			



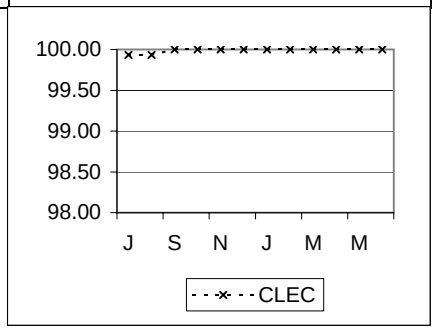
PO-1-07-6057	Average Response Time – Rejected Query – Web GUI – WV				No Standard
	No standard				
	CLEC	VZ	Difference	Parity	
Jul-01	4.56	0.17			
Aug-01	5.04	0.16			
Sep-01	5.29	0.17			
Oct-01	4.79	0.25			
Nov-01	4.20	0.25			
Dec-01	3.34	0.18			
Jan-02	3.13	0.17			
Feb-02	3.05	0.16			
Mar-02	2.91	0.16			
Apr-02	3.16	0.16			
May-02	3.36	0.16			
Jun-02	2.81	0.16			



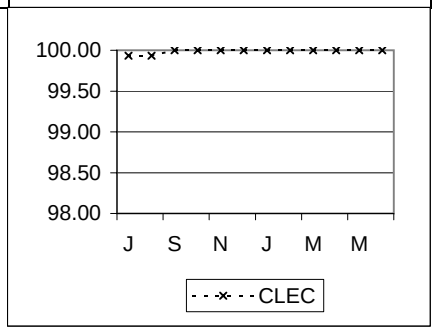
PRE-ORDERING (cont.)

PO-2 - OSS Interface Availability

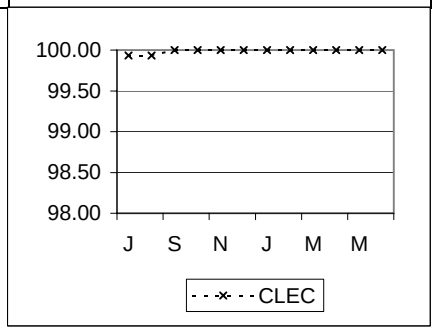
PO-2-01-6060	OSS Interface Availability – Total – Electronic Bonding – Maintenance – PA				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	99.93		0.50		
Aug-01	99.93		0.50		
Sep-01	100.00		0.00		
Oct-01	100.00		0.00		
Nov-01	100.00		0.00		
Dec-01	100.00		0.00		
Jan-02	100.00		0.00		
Feb-02	100.00		0.00		
Mar-02	100.00		0.00		
Apr-02	100.00		0.00		
May-02	100.00		0.00		
Jun-02	100.00		0.00		



PO-2-01-6063	OSS Interface Availability – Total – Electronic Bonding – Maintenance – DC				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	99.93		0.50		
Aug-01	99.93		0.50		
Sep-01	100.00		0.00		
Oct-01	100.00		0.00		
Nov-01	100.00		0.00		
Dec-01	100.00		0.00		
Jan-02	100.00		0.00		
Feb-02	100.00		0.00		
Mar-02	100.00		0.00		
Apr-02	100.00		0.00		
May-02	100.00		0.00		
Jun-02	100.00		0.00		



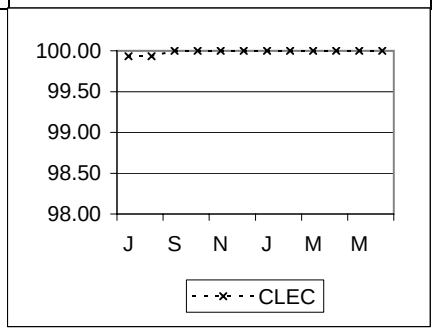
PO-2-01-6062	OSS Interface Availability – Total – Electronic Bonding – Maintenance – DE				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	99.93		0.50		
Aug-01	99.93		0.50		
Sep-01	100.00		0.00		
Oct-01	100.00		0.00		
Nov-01	100.00		0.00		
Dec-01	100.00		0.00		
Jan-02	100.00		0.00		
Feb-02	100.00		0.00		
Mar-02	100.00		0.00		
Apr-02	100.00		0.00		
May-02	100.00		0.00		
Jun-02	100.00		0.00		



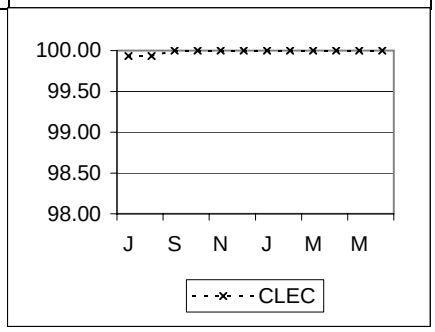
PRE-ORDERING (cont.)

PO-2 - OSS Interface Availability (cont.)

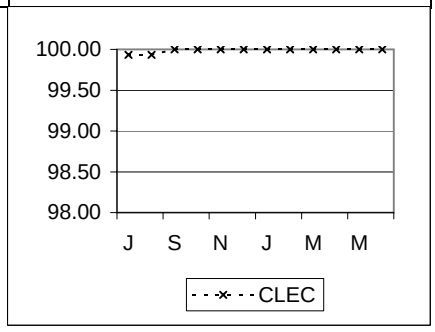
PO-2-01-6064	OSS Interface Availability – Total – Electronic Bonding – Maintenance – MD				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	99.93		0.50		
Aug-01	99.93		0.50		
Sep-01	100.00		0.00		
Oct-01	100.00		0.00		
Nov-01	100.00		0.00		
Dec-01	100.00		0.00		
Jan-02	100.00		0.00		
Feb-02	100.00		0.00		
Mar-02	100.00		0.00		
Apr-02	100.00		0.00		
May-02	100.00		0.00		
Jun-02	100.00		0.00		



PO-2-01-6065	OSS Interface Availability – Total – Electronic Bonding – Maintenance – NJ				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	99.93		0.50		
Aug-01	99.93		0.50		
Sep-01	100.00		0.00		
Oct-01	100.00		0.00		
Nov-01	100.00		0.00		
Dec-01	100.00		0.00		
Jan-02	100.00		0.00		
Feb-02	100.00		0.00		
Mar-02	100.00		0.00		
Apr-02	100.00		0.00		
May-02	100.00		0.00		
Jun-02	100.00		0.00		



PO-2-01-6066	OSS Interface Availability – Total – Electronic Bonding – Maintenance – VA				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	99.93		0.50		
Aug-01	99.93		0.50		
Sep-01	100.00		0.00		
Oct-01	100.00		0.00		
Nov-01	100.00		0.00		
Dec-01	100.00		0.00		
Jan-02	100.00		0.00		
Feb-02	100.00		0.00		
Mar-02	100.00		0.00		
Apr-02	100.00		0.00		
May-02	100.00		0.00		
Jun-02	100.00		0.00		

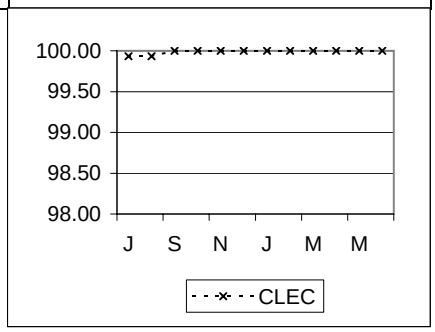


PRE-ORDERING (cont.)

PO-2 - OSS Interface Availability (cont.)

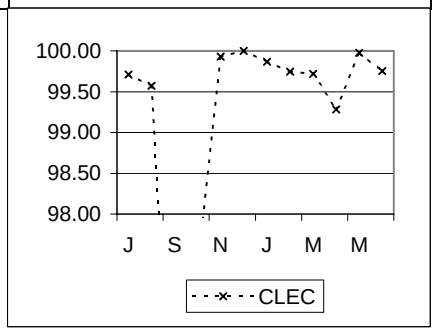
PO-2-01-6067	OSS Interface Availability – Total – Electronic Bonding – Maintenance – WV		No Standard

	CLEC	Difference	CLEC Obs	Parity
Jul-01	99.93		0.50	
Aug-01	99.93		0.50	
Sep-01	100.00		0.00	
Oct-01	100.00		0.00	
Nov-01	100.00		0.00	
Dec-01	100.00		0.00	
Jan-02	100.00		0.00	
Feb-02	100.00		0.00	
Mar-02	100.00		0.00	
Apr-02	100.00		0.00	
May-02	100.00		0.00	
Jun-02	100.00		0.00	



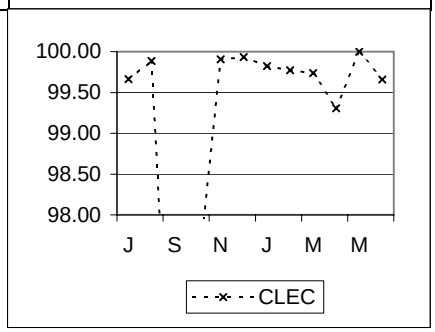
PO-2-01-6040	OSS Interface Availability – Total – Web – GUI Maintenance – PA		No Standard

	CLEC	Difference	CLEC Obs	Parity
Jul-01	99.71		2.17	
Aug-01	99.57		3.17	
Sep-01	94.43		40.08	
Oct-01	97.37		19.57	
Nov-01	99.93		0.50	
Dec-01	100.00		0.00	
Jan-02	99.87		0.98	
Feb-02	99.75		1.70	
Mar-02	99.72		2.12	
Apr-02	99.28		5.17	
May-02	99.98		0.17	
Jun-02	99.75		1.78	



PO-2-01-6043	OSS Interface Availability – Total – Web – GUI Maintenance – DC		No Standard

	CLEC	Difference	CLEC Obs	Parity
Jul-01	99.66		2.50	
Aug-01	99.89		0.83	
Sep-01	94.46		39.92	
Oct-01	97.24		20.57	
Nov-01	99.91		0.67	
Dec-01	99.93		0.50	
Jan-02	99.82		0.98	
Feb-02	99.77		1.53	
Mar-02	99.74		1.95	
Apr-02	99.31		5.00	
May-02	100.00		0.00	
Jun-02	99.66		2.45	

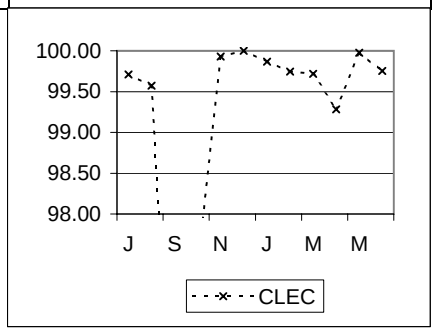


PRE-ORDERING (cont.)

PO-2 - OSS Interface Availability (cont.)

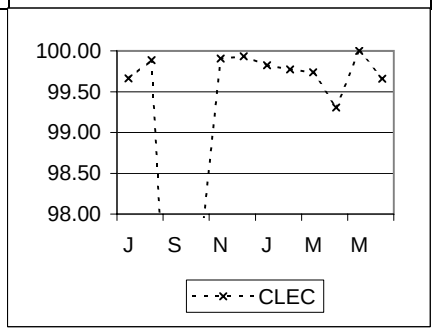
PO-2-01-6042	OSS Interface Availability – Total – Web – GUI Maintenance – DE		No Standard

	CLEC	Difference	CLEC Obs	Parity
Jul-01	99.71		2.17	
Aug-01	99.57		3.17	
Sep-01	94.43		40.08	
Oct-01	97.37		19.57	
Nov-01	99.93		0.50	
Dec-01	100.00		0.00	
Jan-02	99.87		0.98	
Feb-02	99.75		1.70	
Mar-02	99.72		2.12	
Apr-02	99.28		5.17	
May-02	99.98		0.17	
Jun-02	99.75		1.78	



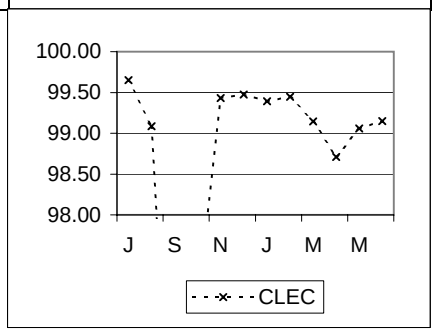
PO-2-01-6044	OSS Interface Availability – Total – Web – GUI Maintenance – MD		No Standard

	CLEC	Difference	CLEC Obs	Parity
Jul-01	99.66		2.50	
Aug-01	99.89		0.83	
Sep-01	94.46		39.92	
Oct-01	97.24		20.57	
Nov-01	99.91		0.67	
Dec-01	99.93		0.50	
Jan-02	99.82		0.98	
Feb-02	99.77		1.53	
Mar-02	99.74		1.95	
Apr-02	99.31		5.00	
May-02	100.00		0.00	
Jun-02	99.66		2.45	



PO-2-01-6045	OSS Interface Availability – Total – Web – GUI Maintenance – NJ		No Standard

	CLEC	Difference	CLEC Obs	Parity
Jul-01	99.65		2.60	
Aug-01	99.09		6.80	
Sep-01	94.07		42.72	
Oct-01	96.92		22.93	
Nov-01	99.43		4.10	
Dec-01	99.48		3.90	
Jan-02	99.39		4.51	
Feb-02	99.45		3.70	
Mar-02	99.15		6.35	
Apr-02	98.71		9.30	
May-02	99.06		7.00	
Jun-02	99.15		6.12	

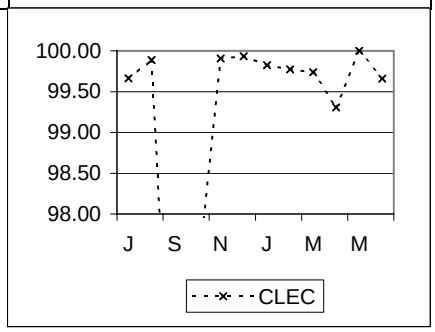


PRE-ORDERING (cont.)

PO-2 - OSS Interface Availability (cont.)

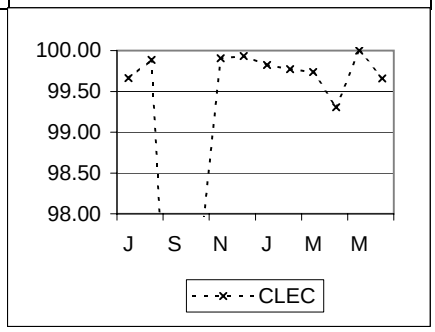
PO-2-01-6046	OSS Interface Availability – Total – Web – GUI Maintenance – VA		No Standard

	CLEC	Difference	CLEC Obs	Parity
Jul-01	99.66		2.50	
Aug-01	99.89		0.83	
Sep-01	94.46		39.92	
Oct-01	97.24		20.57	
Nov-01	99.91		0.67	
Dec-01	99.93		0.50	
Jan-02	99.82		0.98	
Feb-02	99.77		1.53	
Mar-02	99.74		1.95	
Apr-02	99.31		5.00	
May-02	100.00		0.00	
Jun-02	99.66		2.45	



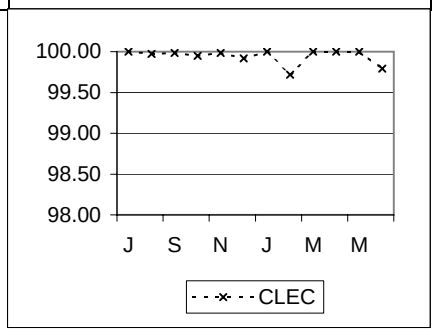
PO-2-01-6047	OSS Interface Availability – Total – Web – GUI Maintenance – WV		No Standard

	CLEC	Difference	CLEC Obs	Parity
Jul-01	99.66		2.50	
Aug-01	99.89		0.83	
Sep-01	94.46		39.92	
Oct-01	97.24		20.57	
Nov-01	99.91		0.67	
Dec-01	99.93		0.50	
Jan-02	99.82		0.98	
Feb-02	99.77		1.53	
Mar-02	99.74		1.95	
Apr-02	99.31		5.00	
May-02	100.00		0.00	
Jun-02	99.66		2.45	



PO-2-02-6020	OSS Interface Availability – Prime Time – EDI – Pre–Ordering – PA		99.5%

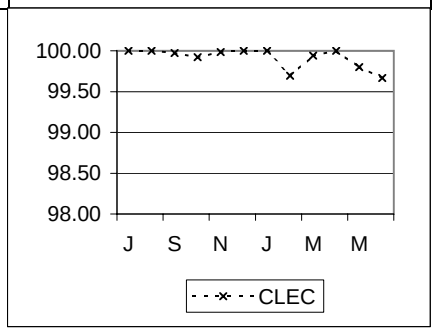
	CLEC	Difference	CLEC Obs	Parity
Jul-01	100.00	0.50	0.00	YES
Aug-01	99.97	0.47	0.33	YES
Sep-01	99.99	0.49	0.17	YES
Oct-01	99.95	0.45	0.67	YES
Nov-01	99.99	0.49	0.17	YES
Dec-01	99.92	0.42	0.67	YES
Jan-02	100.00	0.50	0.00	YES
Feb-02	99.72	0.22	2.17	YES
Mar-02	100.00	0.50	0.00	YES
Apr-02	100.00	0.50	0.00	YES
May-02	100.00	0.50	0.00	YES
Jun-02	99.79	0.29	1.67	YES



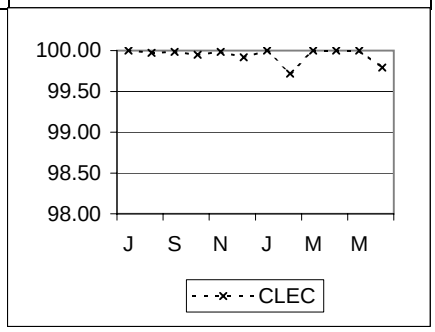
PRE-ORDERING (cont.)

PO-2 - OSS Interface Availability (cont.)

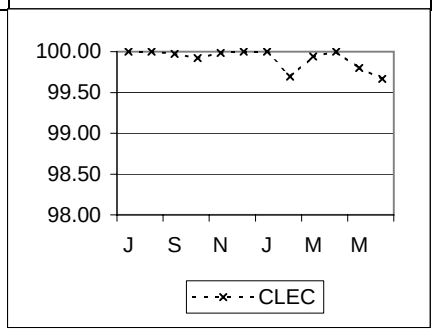
PO-2-02-6023	OSS Interface Availability – Prime Time – EDI – Pre–Ordering – DC				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	100.00		0.00		
Aug-01	100.00		0.00		
Sep-01	99.97		0.33		
Oct-01	99.92		1.00		
Nov-01	99.99		0.17		
Dec-01	100.00		0.00		
Jan-02	100.00		0.00		
Feb-02	99.70		2.33		
Mar-02	99.94		0.50		
Apr-02	100.00		0.00		
May-02	99.80		1.67		
Jun-02	99.67		2.67		



PO-2-02-6022	OSS Interface Availability – Prime Time – EDI – Pre–Ordering – DE				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	100.00		0.00		
Aug-01	99.97		0.33		
Sep-01	99.99		0.17		
Oct-01	99.95		0.67		
Nov-01	99.99		0.17		
Dec-01	99.92		0.67		
Jan-02	100.00		0.00		
Feb-02	99.72		2.17		
Mar-02	100.00		0.00		
Apr-02	100.00		0.00		
May-02	100.00		0.00		
Jun-02	99.79		1.67		



PO-2-02-6024	OSS Interface Availability – Prime Time – EDI – Pre–Ordering – MD				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	100.00		0.00		
Aug-01	100.00		0.00		
Sep-01	99.97		0.33		
Oct-01	99.92		1.00		
Nov-01	99.99		0.17		
Dec-01	100.00		0.00		
Jan-02	100.00		0.00		
Feb-02	99.70		2.33		
Mar-02	99.94		0.50		
Apr-02	100.00		0.00		
May-02	99.80		1.67		
Jun-02	99.67		2.67		



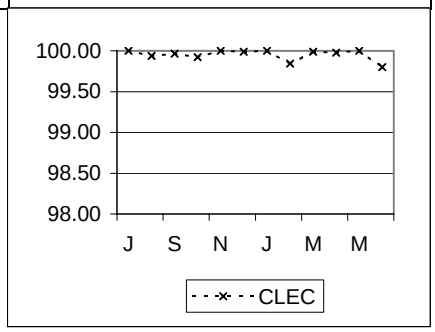
PRE-ORDERING (cont.)

PO-2 - OSS Interface Availability (cont.)

PO-2-02-6025 | **OSS Interface Availability – Prime Time – EDI – Pre–Ordering – NJ** | No Standard

	CLEC	Difference	CLEC Obs
Jul-01	100.00		0.00
Aug-01	99.94		0.80
Sep-01	99.97		0.40
Oct-01	99.92		1.00
Nov-01	100.00		0.00
Dec-01	99.99		0.10
Jan-02	100.00		0.00
Feb-02	99.84		1.20
Mar-02	99.99		0.10
Apr-02	99.98		0.20
May-02	100.00		0.00
Jun-02	99.80		1.60

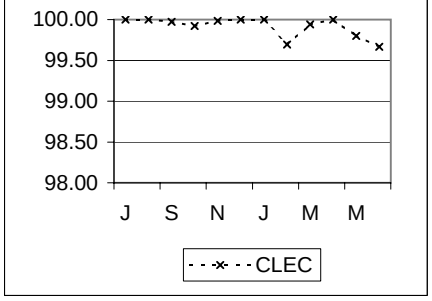
Parity



PO-2-02-6026 | **OSS Interface Availability – Prime Time – EDI – Pre–Ordering – VA** | No Standard

	CLEC	Difference	CLEC Obs
Jul-01	100.00		0.00
Aug-01	100.00		0.00
Sep-01	99.97		0.33
Oct-01	99.92		1.00
Nov-01	99.99		0.17
Dec-01	100.00		0.00
Jan-02	100.00		0.00
Feb-02	99.70		2.33
Mar-02	99.94		0.50
Apr-02	100.00		0.00
May-02	99.80		1.67
Jun-02	99.67		2.67

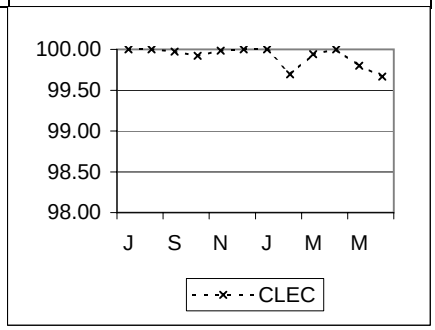
Parity



PO-2-02-6027 | **OSS Interface Availability – Prime Time – EDI – Pre–Ordering – WV** | No Standard

	CLEC	Difference	CLEC Obs
Jul-01	100.00		0.00
Aug-01	100.00		0.00
Sep-01	99.97		0.33
Oct-01	99.92		1.00
Nov-01	99.99		0.17
Dec-01	100.00		0.00
Jan-02	100.00		0.00
Feb-02	99.70		2.33
Mar-02	99.94		0.50
Apr-02	100.00		0.00
May-02	99.80		1.67
Jun-02	99.67		2.67

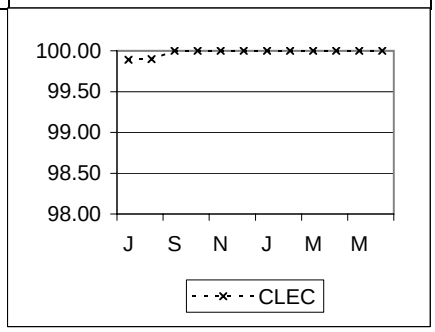
Parity



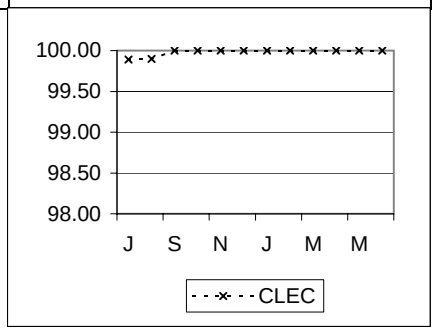
PRE-ORDERING (cont.)

PO-2 - OSS Interface Availability (cont.)

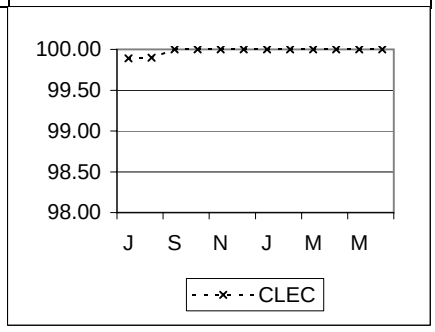
PO-2-02-6060	OSS Interface Availability – Prime Time – Electronic Bonding – Maintenance – PA				99.5%
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	99.89	0.39	0.50	YES	
Aug-01	99.90	0.40	0.50	YES	
Sep-01	100.00	0.50	0.00	YES	
Oct-01	100.00	0.50	0.00	YES	
Nov-01	100.00	0.50	0.00	YES	
Dec-01	100.00	0.50	0.00	YES	
Jan-02	100.00	0.50	0.00	YES	
Feb-02	100.00	0.50	0.00	YES	
Mar-02	100.00	0.50	0.00	YES	
Apr-02	100.00	0.50	0.00	YES	
May-02	100.00	0.50	0.00	YES	
Jun-02	100.00	0.50	0.00	YES	



PO-2-02-6063	OSS Interface Availability – Prime Time – Electronic Bonding – Maintenance – DC				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	99.89		0.50		
Aug-01	99.90		0.50		
Sep-01	100.00		0.00		
Oct-01	100.00		0.00		
Nov-01	100.00		0.00		
Dec-01	100.00		0.00		
Jan-02	100.00		0.00		
Feb-02	100.00		0.00		
Mar-02	100.00		0.00		
Apr-02	100.00		0.00		
May-02	100.00		0.00		
Jun-02	100.00		0.00		



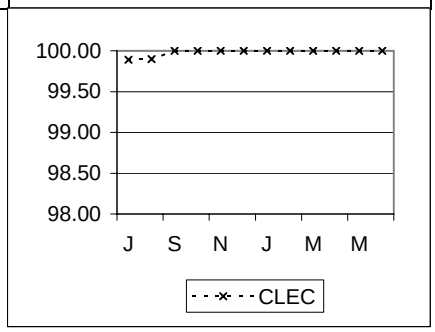
PO-2-02-6062	OSS Interface Availability – Prime Time – Electronic Bonding – Maintenance – DE				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	99.89		0.50		
Aug-01	99.90		0.50		
Sep-01	100.00		0.00		
Oct-01	100.00		0.00		
Nov-01	100.00		0.00		
Dec-01	100.00		0.00		
Jan-02	100.00		0.00		
Feb-02	100.00		0.00		
Mar-02	100.00		0.00		
Apr-02	100.00		0.00		
May-02	100.00		0.00		
Jun-02	100.00		0.00		



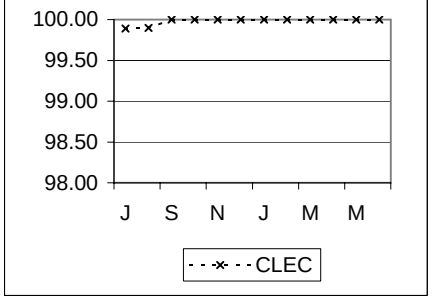
PRE-ORDERING (cont.)

PO-2 - OSS Interface Availability (cont.)

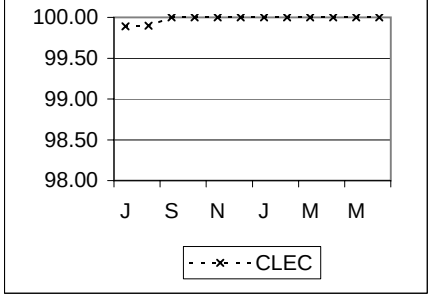
PO-2-02-6064	OSS Interface Availability – Prime Time – Electronic Bonding – Maintenance – MD				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	99.89		0.50		
Aug-01	99.90		0.50		
Sep-01	100.00		0.00		
Oct-01	100.00		0.00		
Nov-01	100.00		0.00		
Dec-01	100.00		0.00		
Jan-02	100.00		0.00		
Feb-02	100.00		0.00		
Mar-02	100.00		0.00		
Apr-02	100.00		0.00		
May-02	100.00		0.00		
Jun-02	100.00		0.00		



PO-2-02-6065	OSS Interface Availability – Prime Time – Electronic Bonding – Maintenance – NJ				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	99.89		0.50		
Aug-01	99.90		0.50		
Sep-01	100.00		0.00		
Oct-01	100.00		0.00		
Nov-01	100.00		0.00		
Dec-01	100.00		0.00		
Jan-02	100.00		0.00		
Feb-02	100.00		0.00		
Mar-02	100.00		0.00		
Apr-02	100.00		0.00		
May-02	100.00		0.00		
Jun-02	100.00		0.00		



PO-2-02-6066	OSS Interface Availability – Prime Time – Electronic Bonding – Maintenance – VA				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	99.89		0.50		
Aug-01	99.90		0.50		
Sep-01	100.00		0.00		
Oct-01	100.00		0.00		
Nov-01	100.00		0.00		
Dec-01	100.00		0.00		
Jan-02	100.00		0.00		
Feb-02	100.00		0.00		
Mar-02	100.00		0.00		
Apr-02	100.00		0.00		
May-02	100.00		0.00		
Jun-02	100.00		0.00		

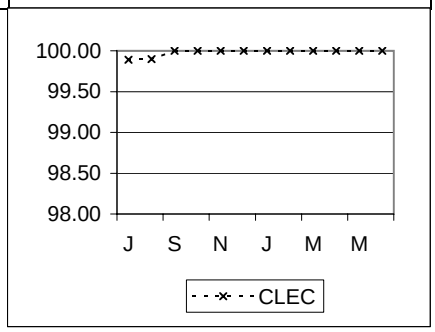


PRE-ORDERING (cont.)

PO-2 - OSS Interface Availability (cont.)

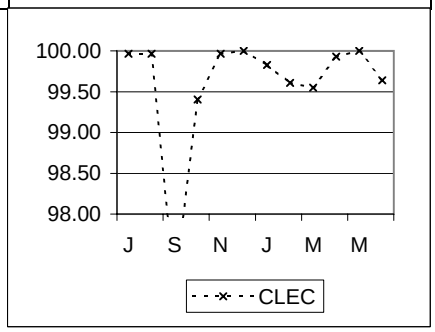
PO-2-02-6067	OSS Interface Availability – Prime Time – Electronic Bonding – Maintenance – WV				No Standard

	CLEC	Difference	CLEC Obs	Parity
Jul-01	99.89		0.50	
Aug-01	99.90		0.50	
Sep-01	100.00		0.00	
Oct-01	100.00		0.00	
Nov-01	100.00		0.00	
Dec-01	100.00		0.00	
Jan-02	100.00		0.00	
Feb-02	100.00		0.00	
Mar-02	100.00		0.00	
Apr-02	100.00		0.00	
May-02	100.00		0.00	
Jun-02	100.00		0.00	



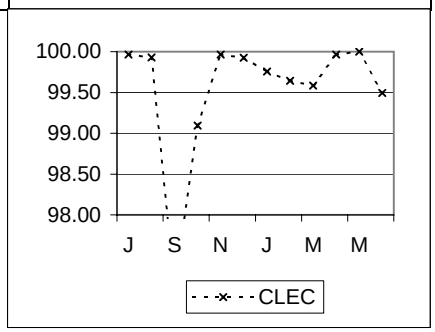
PO-2-02-6040	OSS Interface Availability – Prime Time – Web GUI – Maintenance – PA				99.5%

	CLEC	Difference	CLEC Obs	Parity
Jul-01	99.96	0.46	0.17	YES
Aug-01	99.97	0.47	0.17	YES
Sep-01	97.12	-2.38	12.47	NO
Oct-01	99.40	-0.10	2.90	NO
Nov-01	99.96	0.46	0.17	YES
Dec-01	100.00	0.50	0.00	YES
Jan-02	99.83	0.33	0.81	YES
Feb-02	99.61	0.11	1.70	YES
Mar-02	99.55	0.05	2.12	YES
Apr-02	99.93	0.43	0.33	YES
May-02	100.00	0.50	0.00	YES
Jun-02	99.64	0.14	1.62	YES



PO-2-02-6043	OSS Interface Availability – Prime Time – Web GUI – Maintenance – DC				No Standard

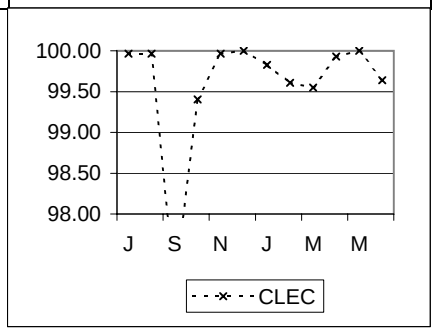
	CLEC	Difference	CLEC Obs	Parity
Jul-01	99.96		0.17	
Aug-01	99.93		0.33	
Sep-01	97.12		12.47	
Oct-01	99.10		4.40	
Nov-01	99.96		0.17	
Dec-01	99.93		0.33	
Jan-02	99.76		0.81	
Feb-02	99.65		1.53	
Mar-02	99.58		1.95	
Apr-02	99.96		0.17	
May-02	100.00		0.00	
Jun-02	99.49		2.28	



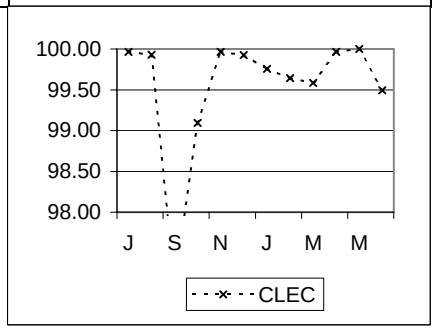
PRE-ORDERING (cont.)

PO-2 - OSS Interface Availability (cont.)

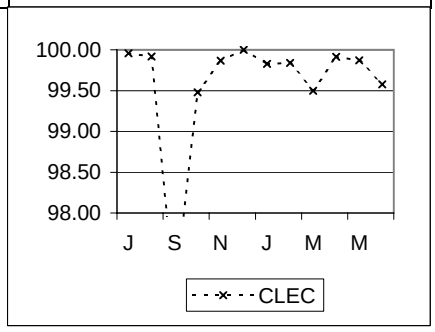
PO-2-02-6042	OSS Interface Availability – Prime Time – Web GUI – Maintenance – DE				No Standard
	CLEC	*Difference*	*CLEC Obs*	Parity	
Jul-01	**99.96**		0.17		
Aug-01	**99.97**		0.17		
Sep-01	**97.12**		12.47		
Oct-01	**99.40**		2.90		
Nov-01	**99.96**		0.17		
Dec-01	**100.00**		0.00		
Jan-02	**99.83**		0.81		
Feb-02	**99.61**		1.70		
Mar-02	**99.55**		2.12		
Apr-02	**99.93**		0.33		
May-02	**100.00**		0.00		
Jun-02	**99.64**		1.62		



PO-2-02-6044	OSS Interface Availability – Prime Time – Web GUI – Maintenance – MD				No Standard
	CLEC	*Difference*	*CLEC Obs*	Parity	
Jul-01	**99.96**		0.17		
Aug-01	**99.93**		0.33		
Sep-01	**97.12**		12.47		
Oct-01	**99.10**		4.40		
Nov-01	**99.96**		0.17		
Dec-01	**99.93**		0.33		
Jan-02	**99.76**		0.81		
Feb-02	**99.65**		1.53		
Mar-02	**99.58**		1.95		
Apr-02	**99.96**		0.17		
May-02	**100.00**		0.00		
Jun-02	**99.49**		2.28		



PO-2-02-6045	OSS Interface Availability – Prime Time – Web GUI – Maintenance – NJ				No Standard
	CLEC	*Difference*	*CLEC Obs*	Parity	
Jul-01	**99.96**		0.20		
Aug-01	**99.92**		0.40		
Sep-01	**96.99**		13.03		
Oct-01	**99.48**		2.53		
Nov-01	**99.87**		0.60		
Dec-01	**100.00**		0.00		
Jan-02	**99.83**		0.81		
Feb-02	**99.84**		0.70		
Mar-02	**99.50**		2.35		
Apr-02	**99.92**		0.40		
May-02	**99.87**		0.60		
Jun-02	**99.58**		1.92		

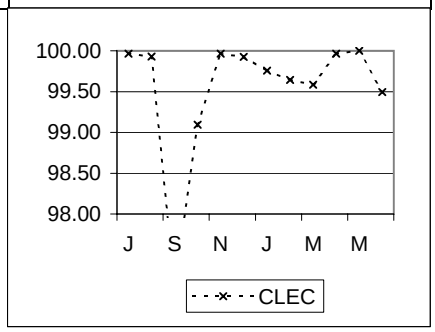


PRE-ORDERING (cont.)

PO-2 - OSS Interface Availability (cont.)

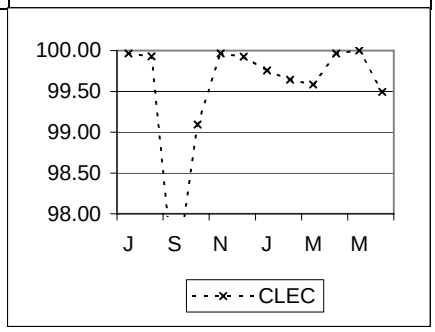
PO-2-02-6046	OSS Interface Availability – Prime Time – Web GUI – Maintenance – VA				No Standard

	CLEC	Difference	CLEC Obs	Parity
Jul-01	99.96		0.17	
Aug-01	99.93		0.33	
Sep-01	97.12		12.47	
Oct-01	99.10		4.40	
Nov-01	99.96		0.17	
Dec-01	99.93		0.33	
Jan-02	99.76		0.81	
Feb-02	99.65		1.53	
Mar-02	99.58		1.95	
Apr-02	99.96		0.17	
May-02	100.00		0.00	
Jun-02	99.49		2.28	



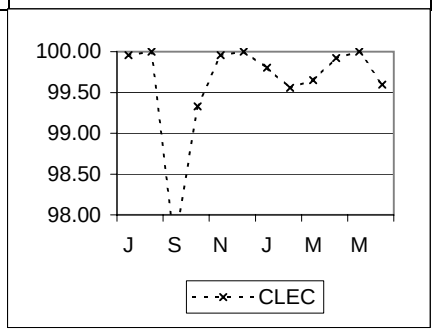
PO-2-02-6047	OSS Interface Availability – Prime Time – Web GUI – Maintenance – WV				No Standard

	CLEC	Difference	CLEC Obs	Parity
Jul-01	99.96		0.17	
Aug-01	99.93		0.33	
Sep-01	97.12		12.47	
Oct-01	99.10		4.40	
Nov-01	99.96		0.17	
Dec-01	99.93		0.33	
Jan-02	99.76		0.81	
Feb-02	99.65		1.53	
Mar-02	99.58		1.95	
Apr-02	99.96		0.17	
May-02	100.00		0.00	
Jun-02	99.49		2.28	



PO-2-02-6050	OSS Interface Availability – Prime Time – Web GUI – Pre–Ordering – PA				99.5%

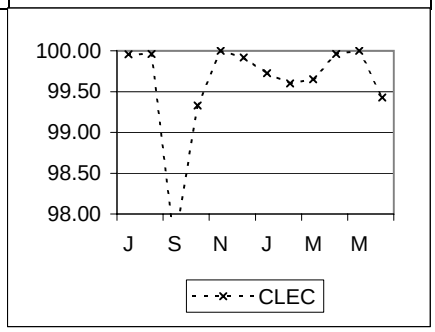
	CLEC	Difference	CLEC Obs	Parity
Jul-01	99.96	0.46	0.17	YES
Aug-01	100.00	0.50	0.00	YES
Sep-01	97.62	-1.88	9.13	NO
Oct-01	99.33	-0.17	2.90	NO
Nov-01	99.96	0.46	0.17	YES
Dec-01	100.00	0.50	0.00	YES
Jan-02	99.80	0.30	0.81	YES
Feb-02	99.56	0.06	1.70	YES
Mar-02	99.65	0.15	1.45	YES
Apr-02	99.92	0.42	0.33	YES
May-02	100.00	0.50	0.00	YES
Jun-02	99.60	0.10	1.62	YES



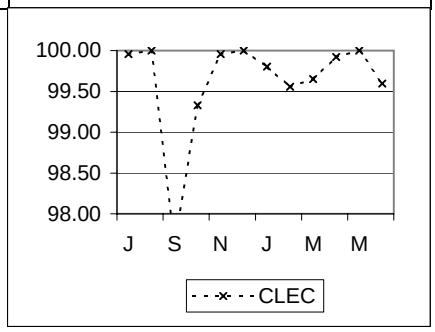
PRE-ORDERING (cont.)

PO-2 - OSS Interface Availability (cont.)

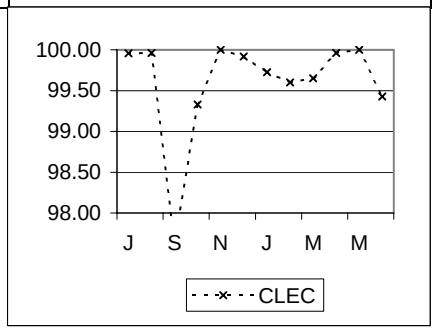
PO-2-02-6053	OSS Interface Availability – Prime Time – Web GUI – Pre–Ordering – DC				No Standard
	CLEC	*Difference*	*CLEC Obs*	Parity	
Jul-01	**99.96**		0.17		
Aug-01	**99.96**		0.17		
Sep-01	**97.62**		9.13		
Oct-01	**99.33**		2.90		
Nov-01	**100.00**		0.00		
Dec-01	**99.92**		0.33		
Jan-02	**99.72**		0.81		
Feb-02	**99.60**		1.53		
Mar-02	**99.65**		1.45		
Apr-02	**99.96**		0.17		
May-02	**100.00**		0.00		
Jun-02	**99.43**		2.28		



PO-2-02-6052	OSS Interface Availability – Prime Time – Web GUI – Pre–Ordering – DE				No Standard
	CLEC	*Difference*	*CLEC Obs*	Parity	
Jul-01	**99.96**		0.17		
Aug-01	**100.00**		0.00		
Sep-01	**97.62**		9.13		
Oct-01	**99.33**		2.90		
Nov-01	**99.96**		0.17		
Dec-01	**100.00**		0.00		
Jan-02	**99.80**		0.81		
Feb-02	**99.56**		1.70		
Mar-02	**99.65**		1.45		
Apr-02	**99.92**		0.33		
May-02	**100.00**		0.00		
Jun-02	**99.60**		1.62		



PO-2-02-6054	OSS Interface Availability – Prime Time – Web GUI – Pre–Ordering – MD				No Standard
	CLEC	*Difference*	*CLEC Obs*	Parity	
Jul-01	**99.96**		0.17		
Aug-01	**99.96**		0.17		
Sep-01	**97.62**		9.13		
Oct-01	**99.33**		2.90		
Nov-01	**100.00**		0.00		
Dec-01	**99.92**		0.33		
Jan-02	**99.72**		0.81		
Feb-02	**99.60**		1.53		
Mar-02	**99.65**		1.45		
Apr-02	**99.96**		0.17		
May-02	**100.00**		0.00		
Jun-02	**99.43**		2.28		

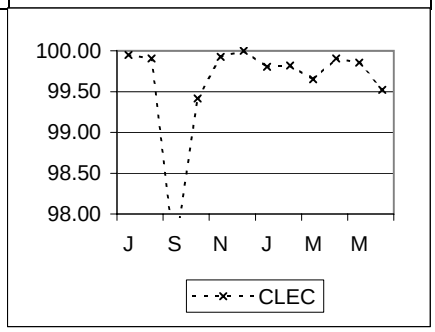


PRE-ORDERING (cont.)

PO-2 - OSS Interface Availability (cont.)

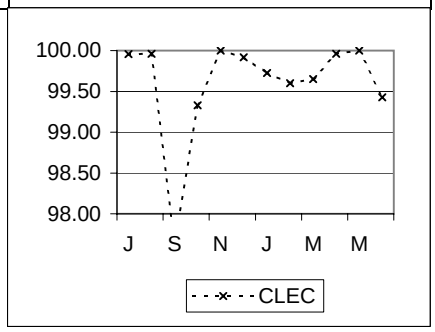
PO-2-02-6055	OSS Interface Availability – Prime Time – Web GUI – Pre–Ordering – NJ				No Standard

	CLEC	Difference	CLEC Obs	Parity
Jul-01	99.95		0.20	
Aug-01	99.91		0.40	
Sep-01	97.52		9.53	
Oct-01	99.41		2.53	
Nov-01	99.93		0.30	
Dec-01	100.00		0.00	
Jan-02	99.80		0.81	
Feb-02	99.82		0.70	
Mar-02	99.65		1.45	
Apr-02	99.90		0.40	
May-02	99.86		0.60	
Jun-02	99.52		1.92	



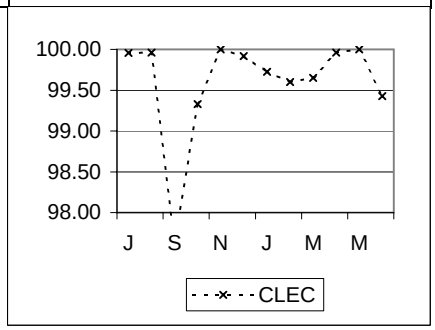
PO-2-02-6056	OSS Interface Availability – Prime Time – Web GUI – Pre–Ordering – VA				No Standard

	CLEC	Difference	CLEC Obs	Parity
Jul-01	99.96		0.17	
Aug-01	99.96		0.17	
Sep-01	97.62		9.13	
Oct-01	99.33		2.90	
Nov-01	100.00		0.00	
Dec-01	99.92		0.33	
Jan-02	99.72		0.81	
Feb-02	99.60		1.53	
Mar-02	99.65		1.45	
Apr-02	99.96		0.17	
May-02	100.00		0.00	
Jun-02	99.43		2.28	



PO-2-02-6057	OSS Interface Availability – Prime Time – Web GUI – Pre–Ordering – WV				No Standard

	CLEC	Difference	CLEC Obs	Parity
Jul-01	99.96		0.17	
Aug-01	99.96		0.17	
Sep-01	97.62		9.13	
Oct-01	99.33		2.90	
Nov-01	100.00		0.00	
Dec-01	99.92		0.33	
Jan-02	99.72		0.81	
Feb-02	99.60		1.53	
Mar-02	99.65		1.45	
Apr-02	99.96		0.17	
May-02	100.00		0.00	
Jun-02	99.43		2.28	

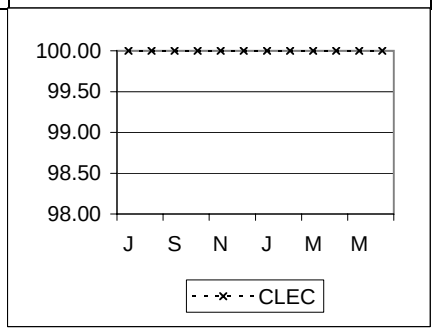


PRE-ORDERING (cont.)

PO-2 - OSS Interface Availability (cont.)

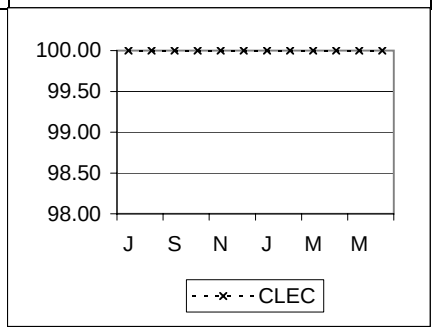
PO-2-03-6060 | **OSS Interface Availability – Non–Prime Time – Electronic Bonding – Maintenance – PA** | No Standard

	CLEC	Difference	CLEC Obs	Parity
Jul-01	100.00		0.00	
Aug-01	100.00		0.00	
Sep-01	100.00		0.00	
Oct-01	100.00		0.00	
Nov-01	100.00		0.00	
Dec-01	100.00		0.00	
Jan-02	100.00		0.00	
Feb-02	100.00		0.00	
Mar-02	100.00		0.00	
Apr-02	100.00		0.00	
May-02	100.00		0.00	
Jun-02	100.00		0.00	



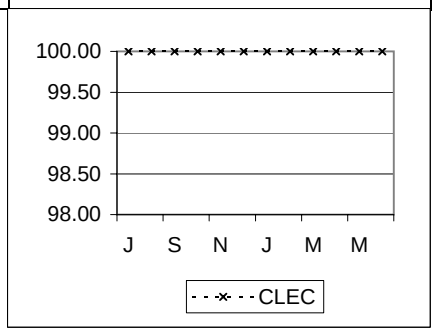
PO-2-03-6063 | **OSS Interface Availability – Non–Prime Time – Electronic Bonding – Maintenance – DC** | No Standard

	CLEC	Difference	CLEC Obs	Parity
Jul-01	100.00		0.00	
Aug-01	100.00		0.00	
Sep-01	100.00		0.00	
Oct-01	100.00		0.00	
Nov-01	100.00		0.00	
Dec-01	100.00		0.00	
Jan-02	100.00		0.00	
Feb-02	100.00		0.00	
Mar-02	100.00		0.00	
Apr-02	100.00		0.00	
May-02	100.00		0.00	
Jun-02	100.00		0.00	



PO-2-03-6062 | **OSS Interface Availability – Non–Prime Time – Electronic Bonding – Maintenance – DE** | No Standard

	CLEC	Difference	CLEC Obs	Parity
Jul-01	100.00		0.00	
Aug-01	100.00		0.00	
Sep-01	100.00		0.00	
Oct-01	100.00		0.00	
Nov-01	100.00		0.00	
Dec-01	100.00		0.00	
Jan-02	100.00		0.00	
Feb-02	100.00		0.00	
Mar-02	100.00		0.00	
Apr-02	100.00		0.00	
May-02	100.00		0.00	
Jun-02	100.00		0.00	

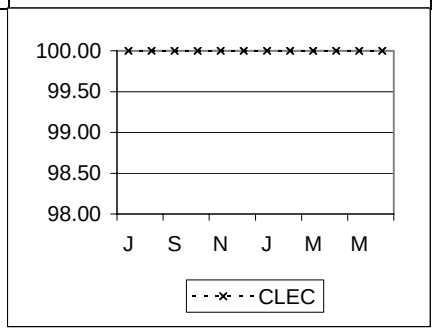


PRE-ORDERING (cont.)

PO-2 - OSS Interface Availability (cont.)

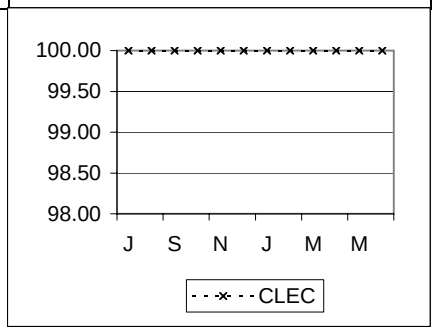
PO-2-03-6064 | **OSS Interface Availability – Non–Prime Time – Electronic Bonding – Maintenance – MD** | No Standard

	CLEC	Difference	CLEC Obs	Parity
Jul-01	100.00		0.00	
Aug-01	100.00		0.00	
Sep-01	100.00		0.00	
Oct-01	100.00		0.00	
Nov-01	100.00		0.00	
Dec-01	100.00		0.00	
Jan-02	100.00		0.00	
Feb-02	100.00		0.00	
Mar-02	100.00		0.00	
Apr-02	100.00		0.00	
May-02	100.00		0.00	
Jun-02	100.00		0.00	



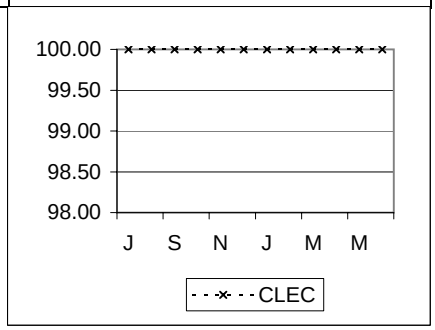
PO-2-03-6065 | **OSS Interface Availability – Non–Prime Time – Electronic Bonding – Maintenance – NJ** | No Standard

	CLEC	Difference	CLEC Obs	Parity
Jul-01	100.00		0.00	
Aug-01	100.00		0.00	
Sep-01	100.00		0.00	
Oct-01	100.00		0.00	
Nov-01	100.00		0.00	
Dec-01	100.00		0.00	
Jan-02	100.00		0.00	
Feb-02	100.00		0.00	
Mar-02	100.00		0.00	
Apr-02	100.00		0.00	
May-02	100.00		0.00	
Jun-02	100.00		0.00	



PO-2-03-6066 | **OSS Interface Availability – Non–Prime Time – Electronic Bonding – Maintenance – VA** | No Standard

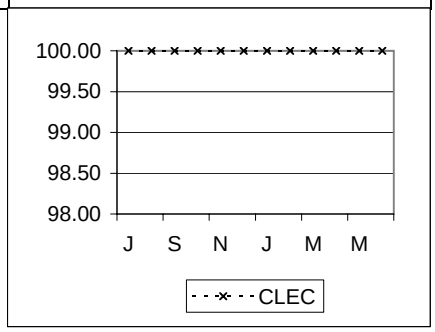
	CLEC	Difference	CLEC Obs	Parity
Jul-01	100.00		0.00	
Aug-01	100.00		0.00	
Sep-01	100.00		0.00	
Oct-01	100.00		0.00	
Nov-01	100.00		0.00	
Dec-01	100.00		0.00	
Jan-02	100.00		0.00	
Feb-02	100.00		0.00	
Mar-02	100.00		0.00	
Apr-02	100.00		0.00	
May-02	100.00		0.00	
Jun-02	100.00		0.00	



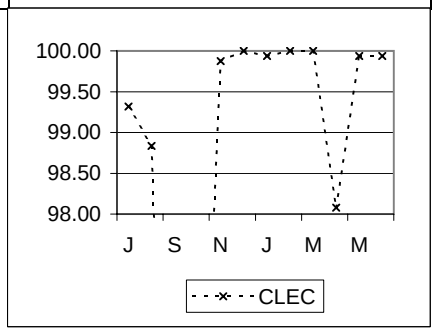
PRE-ORDERING (cont.)

PO-2 - OSS Interface Availability (cont.)

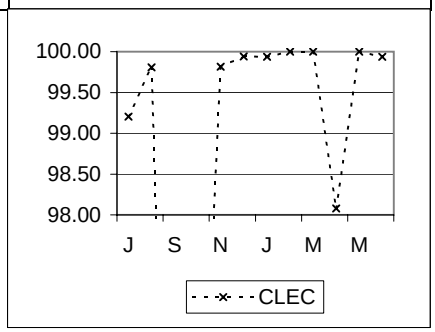
PO-2-03-6067	OSS Interface Availability – Non–Prime Time – Electronic Bonding – Maintenance – WV				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	100.00		0.00		
Aug-01	100.00		0.00		
Sep-01	100.00		0.00		
Oct-01	100.00		0.00		
Nov-01	100.00		0.00		
Dec-01	100.00		0.00		
Jan-02	100.00		0.00		
Feb-02	100.00		0.00		
Mar-02	100.00		0.00		
Apr-02	100.00		0.00		
May-02	100.00		0.00		
Jun-02	100.00		0.00		



PO-2-03-6040	OSS Interface Availability – Non–Prime Time – Web GUI – Maintenance – PA				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	99.32		2.00		
Aug-01	98.84		3.00		
Sep-01	90.40		27.62		
Oct-01	93.53		16.67		
Nov-01	99.88		0.33		
Dec-01	100.00		0.00		
Jan-02	99.94		0.16		
Feb-02	100.00		0.00		
Mar-02	100.00		0.00		
Apr-02	98.08		4.83		
May-02	99.94		0.17		
Jun-02	99.94		0.17		



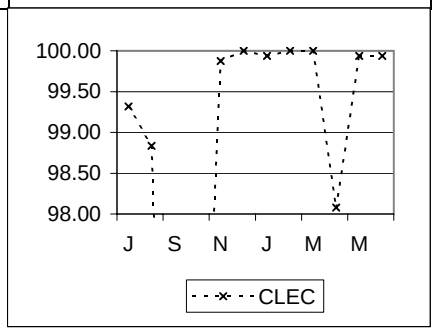
PO-2-03-6043	OSS Interface Availability – Non–Prime Time – Web GUI – Maintenance – DC				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	99.21		2.33		
Aug-01	99.81		0.50		
Sep-01	90.45		27.45		
Oct-01	93.72		16.17		
Nov-01	99.81		0.50		
Dec-01	99.94		0.17		
Jan-02	99.94		0.16		
Feb-02	100.00		0.00		
Mar-02	100.00		0.00		
Apr-02	98.08		4.83		
May-02	100.00		0.00		
Jun-02	99.94		0.17		



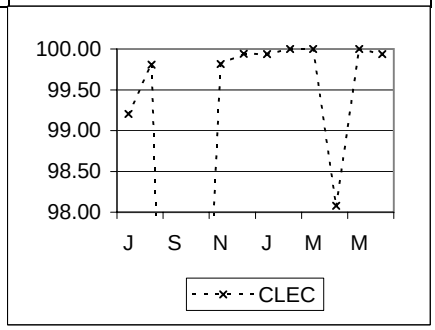
PRE-ORDERING (cont.)

PO-2 - OSS Interface Availability (cont.)

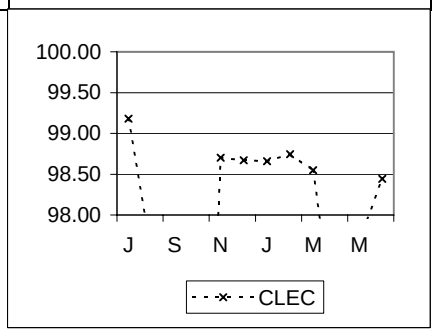
PO-2-03-6042	OSS Interface Availability – Non–Prime Time – Web GUI – Maintenance – DE				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	99.32		2.00		
Aug-01	98.84		3.00		
Sep-01	90.40		27.62		
Oct-01	93.53		16.67		
Nov-01	99.88		0.33		
Dec-01	100.00		0.00		
Jan-02	99.94		0.16		
Feb-02	100.00		0.00		
Mar-02	100.00		0.00		
Apr-02	98.08		4.83		
May-02	99.94		0.17		
Jun-02	99.94		0.17		



PO-2-03-6044	OSS Interface Availability – Non–Prime Time – Web GUI – Maintenance – MD				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	99.21		2.33		
Aug-01	99.81		0.50		
Sep-01	90.45		27.45		
Oct-01	93.72		16.17		
Nov-01	99.81		0.50		
Dec-01	99.94		0.17		
Jan-02	99.94		0.16		
Feb-02	100.00		0.00		
Mar-02	100.00		0.00		
Apr-02	98.08		4.83		
May-02	100.00		0.00		
Jun-02	99.94		0.17		



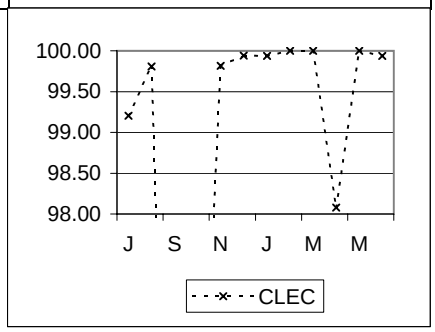
PO-2-03-6045	OSS Interface Availability – Non–Prime Time – Web GUI – Maintenance – NJ				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	99.18		2.40		
Aug-01	97.51		6.40		
Sep-01	89.68		29.68		
Oct-01	92.08		20.40		
Nov-01	98.70		3.50		
Dec-01	98.67		3.90		
Jan-02	98.66		3.70		
Feb-02	98.75		3.00		
Mar-02	98.55		4.00		
Apr-02	96.46		8.90		
May-02	97.68		6.40		
Jun-02	98.44		4.20		



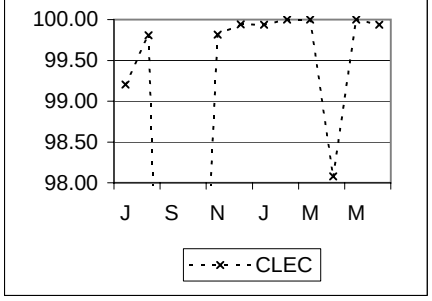
PRE-ORDERING (cont.)

PO-2 - OSS Interface Availability (cont.)

PO-2-03-6046	OSS Interface Availability – Non–Prime Time – Web GUI – Maintenance – VA				No Standard
	CLEC	*Difference*	*CLEC Obs*	Parity	
Jul-01	**99.21**		2.33		
Aug-01	**99.81**		0.50		
Sep-01	**90.45**		27.45		
Oct-01	**93.72**		16.17		
Nov-01	**99.81**		0.50		
Dec-01	**99.94**		0.17		
Jan-02	**99.94**		0.16		
Feb-02	**100.00**		0.00		
Mar-02	**100.00**		0.00		
Apr-02	**98.08**		4.83		
May-02	**100.00**		0.00		
Jun-02	**99.94**		0.17		



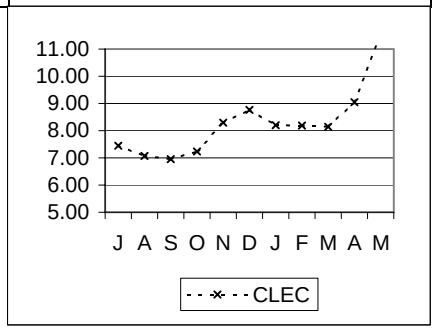
PO-2-03-6047	OSS Interface Availability – Non–Prime Time – Web GUI – Maintenance – WV				No Standard
	CLEC	*Difference*	*CLEC Obs*	Parity	
Jul-01	**99.21**		2.33		
Aug-01	**99.81**		0.50		
Sep-01	**90.45**		27.45		
Oct-01	**93.72**		16.17		
Nov-01	**99.81**		0.50		
Dec-01	**99.94**		0.17		
Jan-02	**99.94**		0.16		
Feb-02	**100.00**		0.00		
Mar-02	**100.00**		0.00		
Apr-02	**98.08**		4.83		
May-02	**100.00**		0.00		
Jun-02	**99.94**		0.17		



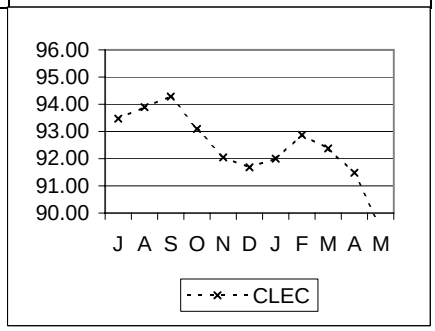
PRE-ORDERING (cont.)

PO-3 - Contact Center Availability

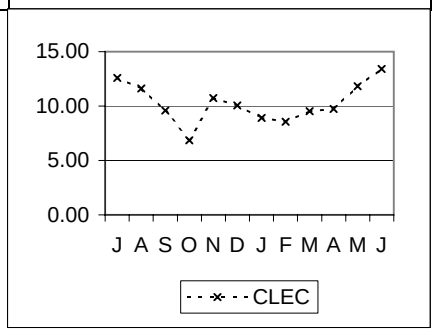
PO-3-01-2004	Average Speed of Answering – Ordering – Pittsburgh				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	7.45				
Aug-01	7.07				
Sep-01	6.96				
Oct-01	7.23				
Nov-01	8.30				
Dec-01	8.77				
Jan-02	8.20				
Feb-02	8.19				
Mar-02	8.14				
Apr-02	9.05				
May-02	11.54				



PO-3-02-2004	% Answered within 20 Seconds – Ordering – Pittsburgh				85% in 20 Seconds
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	93.48	8.47	6402	YES	
Aug-01	93.89	8.89	6050	YES	
Sep-01	94.28	9.28	4749	YES	
Oct-01	93.10	8.10	5855	YES	
Nov-01	92.05	7.05	6409	YES	
Dec-01	91.68	6.68	8810	YES	
Jan-02	92.00	7.00	9688	YES	
Feb-02	92.87	7.87	8415	YES	
Mar-02	92.37	7.37	8184	YES	
Apr-02	91.48	6.48	9806	YES	
May-02	89.45	4.45	9298	YES	



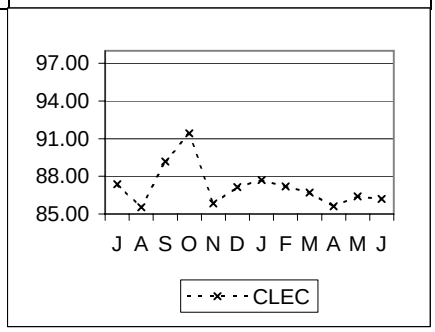
PO-3-03-2002	Average Speed of Answering – Repair – Richmond				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	12.60				
Aug-01	11.61				
Sep-01	9.59				
Oct-01	6.84				
Nov-01	10.72				
Dec-01	10.05				
Jan-02	8.92				
Feb-02	8.55				
Mar-02	9.54				
Apr-02	9.73				
May-02	11.81				
Jun-02	13.41				



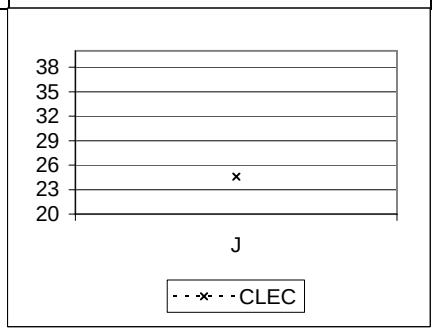
PRE-ORDERING (cont.)

PO-3 - Contact Center Availability (cont.)

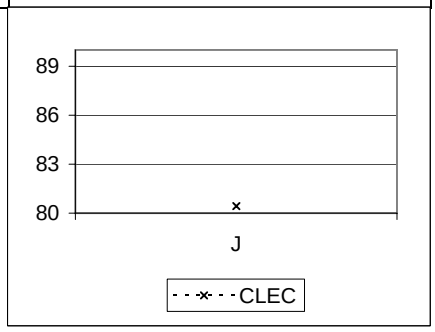
PO-3-04-2002	% Answered within 20 Seconds – Repair – Richmond				85% in 20 Seconds
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	87.37	2.37	126546	YES	
Aug-01	85.54	0.54	140925	YES	
Sep-01	89.17	4.17	107042	YES	
Oct-01	91.42	6.42	114562	YES	
Nov-01	85.85	0.85	97532	YES	
Dec-01	87.14	2.14	96729	YES	
Jan-02	87.70	2.69	105942	YES	
Feb-02	87.20	2.20	91539	YES	
Mar-02	86.71	1.71	105359	YES	
Apr-02	85.60	0.60	108176	YES	
May-02	86.40	1.40	107999	YES	
Jun-02	86.20	1.20	108008	YES	



PO-3-01-2005	Average Speed of Answering – Ordering - Silver Spring				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jun-02	24.6				



PO-3-02-2005	% Answered within 20 Seconds – Ordering - Silver Spring				85% in 20 Seconds
	CLEC	Difference	CLEC Obs	Parity	
Jun-02	80.44	-4.56	12917	NO	

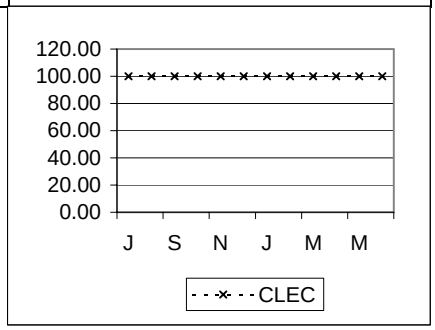


PRE-ORDERING (cont.)

PO-4 - Timeliness of Change Management Notice

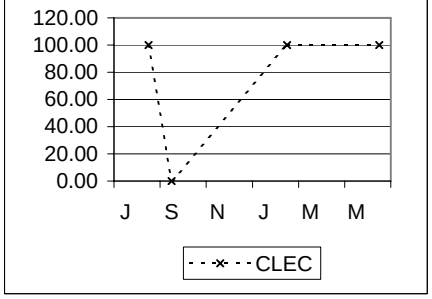
PO-4-01-6611	% Change Management Notices sent on Time – Type 1 – Emergency Maintnenance		No Standard

	CLEC	Difference	CLEC Obs	Parity
Jul-01	100.00		7	
Aug-01	100.00		9	
Sep-01	100.00		1	
Oct-01	100.00		5	
Nov-01	100.00		8	
Dec-01	100.00		5	
Jan-02	100.00		3	
Feb-02	100.00		8	
Mar-02	100.00		4	
Apr-02	100.00		4	
May-02	100.00		11	
Jun-02	100.00		9	



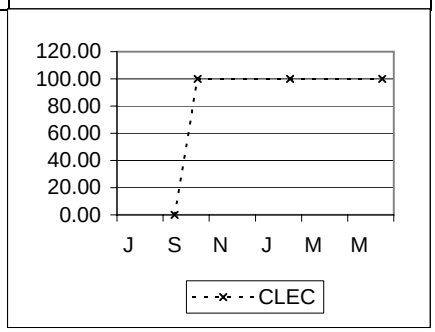
PO-4-01-6651	% Notices/Confirmations Sent on Time – CLEC Originated		No Standard

	CLEC	Difference	CLEC Obs	Parity
Jul-01	#N/A			
Aug-01	100.00		1	
Sep-01	N/A			
Oct-01	#N/A			
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			
Feb-02	100.00		9	
Mar-02	#N/A			
Apr-02	#N/A			
May-02	#N/A			
Jun-02	100.00		9	



PO-4-01-6631	% Notices/Confirmations Sent on Time – Industry Standard		No Standard

	CLEC	Difference	CLEC Obs	Parity
Jul-01	#N/A			
Aug-01	#N/A			
Sep-01	N/A			
Oct-01	100.00		92	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			
Feb-02	100.00		1	
Mar-02	#N/A			
Apr-02	#N/A			
May-02	#N/A			
Jun-02	100.00		2	

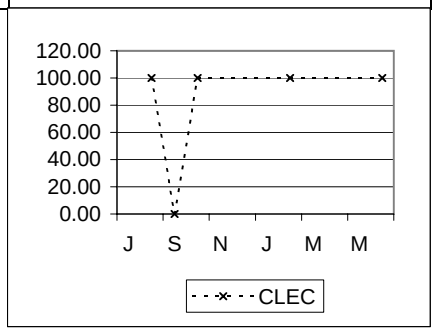


PRE-ORDERING (cont.)

PO-4 - Timeliness of Change Management Notice (cont.)

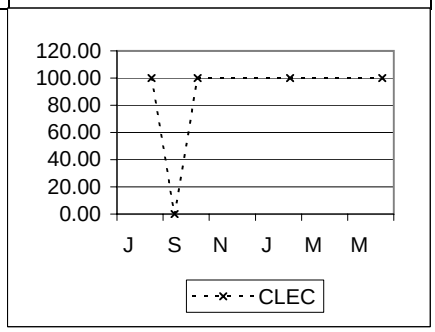
PO-4-01-6621	% Notices/Confirmations Sent on Time – Regulatory		No Standard

	CLEC	Difference	CLEC Obs	Parity
Jul-01	#N/A			
Aug-01	100.00		4	
Sep-01	N/A			
Oct-01	100.00		25	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			
Feb-02	100.00		20	
Mar-02	#N/A			
Apr-02	#N/A			
May-02	#N/A			
Jun-02	100.00		21	



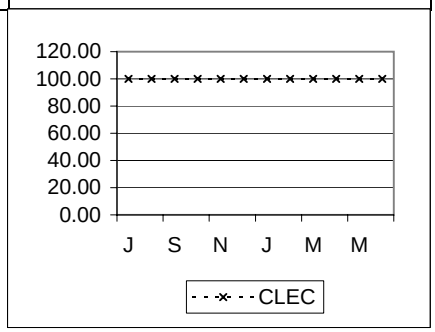
PO-4-01-6641	% Notices/Confirmations Sent on Time – VZ Originated		No Standard

	CLEC	Difference	CLEC Obs	Parity
Jul-01	#N/A			
Aug-01	100.00		3	
Sep-01	N/A			
Oct-01	100.00		2	
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			
Feb-02	100.00		9	
Mar-02	#N/A			
Apr-02	#N/A			
May-02	#N/A			
Jun-02	100.00		13	



PO-4-02-6600	% Notices/Confirmations Sent on Time – Combined (Type 1–5)		95% Complying with Minimum Interval

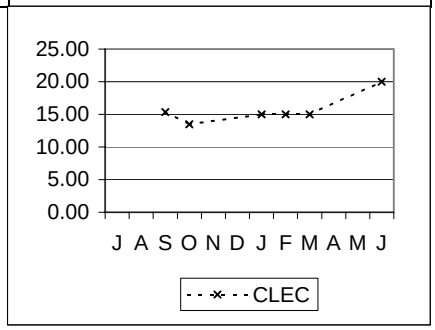
	CLEC	Difference	CLEC Obs	Parity
Jul-01	100.00	5.00	7	YES
Aug-01	100.00	5.00	17	YES
Sep-01	100.00	5.00	1	YES
Oct-01	100.00	5.00	124	YES
Nov-01	100.00	5.00	8	YES
Dec-01	100.00	5.00	5	YES
Jan-02	100.00	5.00	3	YES
Feb-02	100.00	5.00	47	YES
Mar-02	100.00	5.00	4	YES
Apr-02	100.00	5.00	4	YES
May-02	100.00	5.00	11	YES
Jun-02	100.00	5.00	54	YES



PRE-ORDERING (cont.)

PO-5 - Average Notification of Interface Outage

PO-5-01-2030	Average Notice of Interface Outage				Not more than 20 minutes
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	15.33	4.67	6	YES	
Oct-01	13.50	6.50	2	YES	
Nov-01	#N/A				
Dec-01	#N/A				
Jan-02	15.00	5.00	1	YES	
Feb-02	15.00	5.00	1	YES	
Mar-02	15.00	5.00	1	YES	
Apr-02	#N/A				
May-02	#N/A				
Jun-02	20.00	0.00	1	YES	



PO-8 - Manual Loop Qualification

PO-8-01-3300	% On Time – Manual Loop Qualification				95% within 48 Hours
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	UD				
Aug-01	UD				
Sep-01	NEF				
Oct-01	NEF				
Nov-01	NEF				
Dec-01	NEF				
Jan-02	#N/A				
Feb-02	80.00	-15.00	5	NO	
Mar-02	0.00	-95.00	1	NO	
Apr-02	100.00	5.00	4	YES	
May-02	100.00	5.00	1	YES	
Jun-02	#N/A				

PO-8-02-3300	% On Time – Engineering Record Request				95% within 72 Hours
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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				

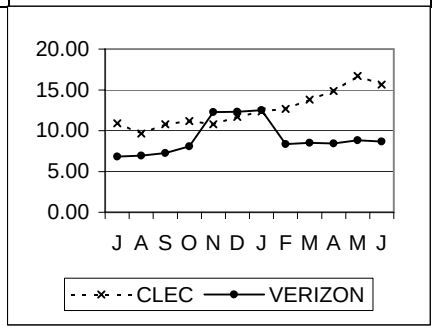
TROUBLE REPORTING (OSS)

MR-1 - Response Time OSS Maintenance Interface

MR-1-01-6060 — **Average Response Time – Create Trouble – Electronic Bonding** — Parity plus <= 4 Seconds

Parity with Retail plus 4 seconds

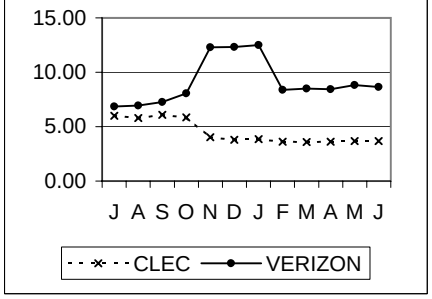
	CLEC	VZ	Difference	CLEC Obs	Parity
Jul-01	10.92	6.84	-4.08	113	NO
Aug-01	9.65	6.95	-2.70	164	YES
Sep-01	10.80	7.27	-3.53	129	YES
Oct-01	11.16	8.06	-3.10	109	YES
Nov-01	10.79	12.28	1.49	69	YES
Dec-01	11.68	12.33	0.65	141	YES
Jan-02	12.37	12.50	0.13	244	YES
Feb-02	12.67	8.37	-4.30	242	NO
Mar-02	13.79	8.50	-5.29	216	NO
Apr-02	14.85	8.45	-6.40	247	NO
May-02	16.70	8.82	-7.88	213	NO
Jun-02	15.65	8.65	-7.00	366	NO



MR-1-01-6040 — **Average Response Time – Create Trouble – Web GUI** — Parity plus <= 7 Seconds

Parity with Retail plus 7 seconds

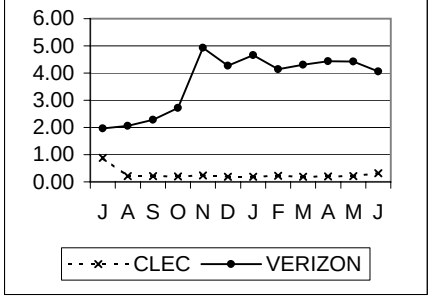
	CLEC	VZ	Difference	CLEC Obs	Parity
Jul-01	6.01	6.84	0.83	2495	YES
Aug-01	5.79	6.95	1.16	2523	YES
Sep-01	6.10	7.27	1.17	2021	YES
Oct-01	5.86	8.06	2.20	1872	YES
Nov-01	4.04	12.28	8.24	2121	YES
Dec-01	3.79	12.33	8.54	2335	YES
Jan-02	3.86	12.50	8.64	2447	YES
Feb-02	3.61	8.37	4.76	2192	YES
Mar-02	3.59	8.50	4.91	4807	YES
Apr-02	3.63	8.45	4.82	2775	YES
May-02	3.69	8.82	5.13	2995	YES
Jun-02	3.67	8.65	4.98	3870	YES



MR-1-02-6060 — **Average Response Time – Status Trouble – Electronic Bonding** — Parity plus <= 4 Seconds

Parity with Retail plus 4 seconds

	CLEC	VZ	Difference	CLEC Obs	Parity
Jul-01	0.88	1.97	1.09	121	YES
Aug-01	0.21	2.06	1.85	100	YES
Sep-01	0.21	2.28	2.07	47	YES
Oct-01	0.20	2.72	2.52	54	YES
Nov-01	0.23	4.93	4.70	49	YES
Dec-01	0.19	4.27	4.08	37	YES
Jan-02	0.19	4.66	4.47	23	YES
Feb-02	0.22	4.14	3.92	18	YES
Mar-02	0.19	4.31	4.12	2	YES
Apr-02	0.20	4.44	4.24	36	YES
May-02	0.21	4.42	4.21	26	YES
Jun-02	0.32	4.06	3.74	14	YES



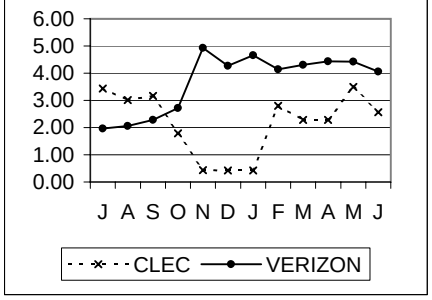
TROUBLE REPORTING (OSS) (cont.)

MR-1 - Response Time OSS Maintenance Interface (cont.)

MR-1-02-6040 — **Average Response Time – Status Trouble – Web GUI** — Parity plus <= 7 Seconds

Parity with Retail plus 7 seconds

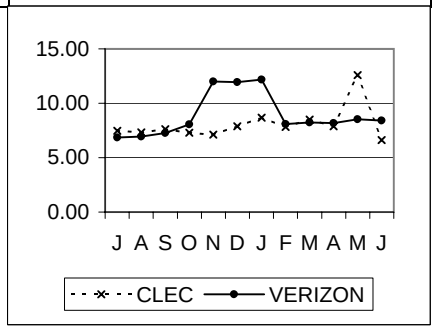
	CLEC	VZ	Difference	CLEC Obs	Parity
Jul-01	3.43	1.97	-1.46	37	YES
Aug-01	3.01	2.06	-0.95	48	YES
Sep-01	3.17	2.28	-0.89	32	YES
Oct-01	1.79	2.72	0.93	71	YES
Nov-01	0.44	4.93	4.49	146	YES
Dec-01	0.42	4.27	3.85	132	YES
Jan-02	0.42	4.66	4.24	129	YES
Feb-02	2.80	4.14	1.34	135	YES
Mar-02	2.28	4.31	2.03	291	YES
Apr-02	2.28	4.44	2.16	143	YES
May-02	3.49	4.42	0.93	154	YES
Jun-02	2.57	4.06	1.49	236	YES



MR-1-03-6060 — **Average Response Time – Modify Trouble – Electronic Bonding** — Parity plus <= 4 Seconds

Parity with Retail plus 4 seconds

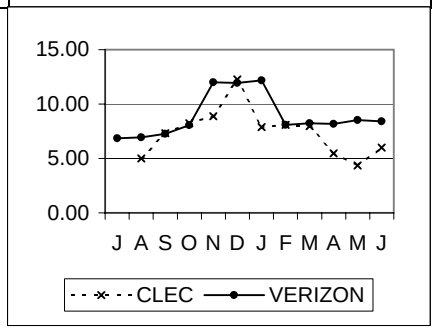
	CLEC	VZ	Difference	CLEC Obs	Parity
Jul-01	7.47	6.84	-0.63	176	YES
Aug-01	7.33	6.95	-0.38	229	YES
Sep-01	7.63	7.27	-0.36	157	YES
Oct-01	7.29	8.06	0.77	116	YES
Nov-01	7.11	12.01	4.90	55	YES
Dec-01	7.87	11.94	4.07	72	YES
Jan-02	8.67	12.17	3.50	107	YES
Feb-02	7.83	8.09	0.26	131	YES
Mar-02	8.51	8.25	-0.26	47	YES
Apr-02	7.88	8.17	0.29	62	YES
May-02	12.58	8.53	-4.05	41	NO
Jun-02	6.63	8.42	1.79	94	YES



MR-1-03-6040 — **Average Response Time – Modify Trouble – Web GUI** — Parity plus <= 7 Seconds

Parity with Retail plus 7 seconds

	CLEC	VZ	Difference	CLEC Obs	Parity
Jul-01	#N/A	6.84			YES
Aug-01	5.00	6.95	1.95	1	YES
Sep-01	7.33	7.27	-0.06	3	YES
Oct-01	8.25	8.06	-0.19	2	YES
Nov-01	8.89	12.01	3.12	2	YES
Dec-01	12.26	11.94	-0.32	1	YES
Jan-02	7.89	12.17	4.28	3	YES
Feb-02	8.10	8.09	-0.01	2	YES
Mar-02	7.96	8.25	0.29	4	YES
Apr-02	5.47	8.17	2.70	3	YES
May-02	4.34	8.53	4.19	4	YES
Jun-02	5.99	8.42	2.43	2	YES



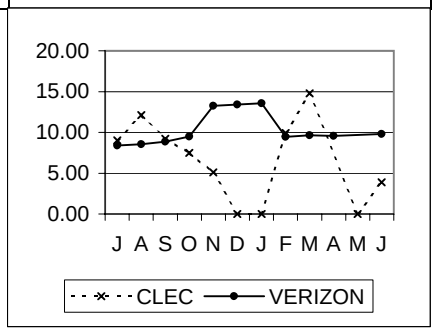
TROUBLE REPORTING (OSS) (cont.)

MR-1 - Response Time OSS Maintenance Interface (cont.)

MR-1-04-6060 — **Average Response Time – Request Cancellation of Trouble – Electronic Bonding** — Parity plus <= 4 Seconds

Parity with Retail plus 4 seconds

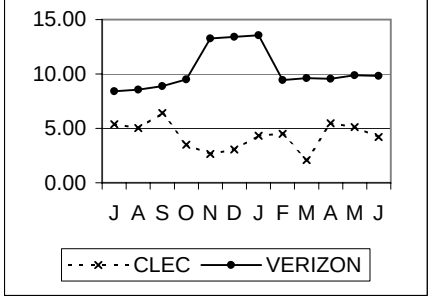
	CLEC	VZ	Difference	CLEC Obs	Parity
Jul-01	9.03	8.40	-0.63	3	YES
Aug-01	12.10	8.56	-3.54	1	YES
Sep-01	9.20	8.88	-0.32	1	YES
Oct-01	7.50	9.50	2.00	1	YES
Nov-01	5.10	13.27	8.17	1	YES
Dec-01	0.00	13.42	13.42	0	YES
Jan-02	0.00	13.55	13.55	0	YES
Feb-02	9.94	9.45	-0.49	1	YES
Mar-02	14.77	9.63	-5.14	1	NO
Apr-02	#N/A	9.56			
May-02	0.00	#N/A			
Jun-02	3.88	9.82	5.94	1	YES



MR-1-04-6040 — **Average Response Time – Request Cancellation of Trouble – Web GUI** — Parity plus <= 7 Seconds

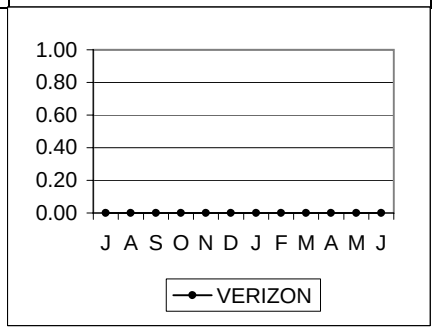
Parity with Retail plus 7 seconds

	CLEC	VZ	Difference	CLEC Obs	Parity
Jul-01	5.39	8.40	3.01	50	YES
Aug-01	5.02	8.56	3.54	27	YES
Sep-01	6.41	8.88	2.47	22	YES
Oct-01	3.49	9.50	6.01	21	YES
Nov-01	2.64	13.27	10.63	39	YES
Dec-01	3.07	13.42	10.35	32	YES
Jan-02	4.33	13.55	9.22	17	YES
Feb-02	4.49	9.45	4.96	18	YES
Mar-02	2.08	9.63	7.55	24	YES
Apr-02	5.47	9.56	4.09	15	YES
May-02	5.13	9.89	4.76	16	YES
Jun-02	4.21	9.82	5.61	15	YES



MR-1-05-6060 — **Average Response Time – Trouble Report History (by TN/Circuit) – Electronic Bonding** — Parity plus <= 4 Seconds

	CLEC	VZ	Difference	CLEC Obs	Parity
Jul-01	NEF	NEF			
Aug-01	NEF	NEF			
Sep-01	NEF	NEF			
Oct-01	NEF	NEF			
Nov-01	NEF	NEF			
Dec-01	NEF	NEF			
Jan-02	NEF	NEF			
Feb-02	NEF	NEF			
Mar-02	NEF	NEF			
Apr-02	NEF	NEF			
May-02	NEF	NEF			
Jun-02	NEF	NEF			



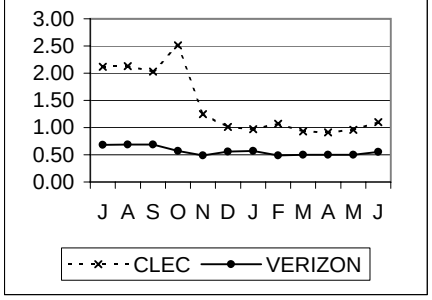
TROUBLE REPORTING (OSS) (cont.)

MR-1 - Response Time OSS Maintenance Interface (cont.)

MR-1-05-6040 — **Average Response Time – Trouble Report History (by TN/Circuit) – Web GUI** — Parity plus <= 7 Seconds

Parity with Retail plus 7 seconds

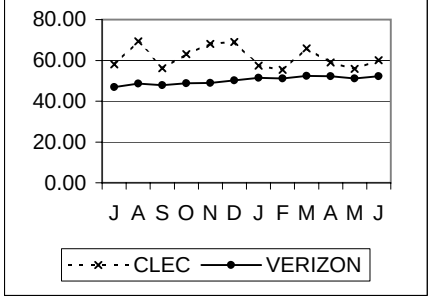
	CLEC	VZ	Difference	CLEC Obs	Parity
Jul-01	2.12	0.68	-1.44	4916	YES
Aug-01	2.13	0.69	-1.44	5446	YES
Sep-01	2.03	0.69	-1.34	4345	YES
Oct-01	2.51	0.57	-1.94	4097	YES
Nov-01	1.25	0.49	-0.76	3975	YES
Dec-01	1.01	0.56	-0.45	3743	YES
Jan-02	0.97	0.57	-0.40	4045	YES
Feb-02	1.07	0.49	-0.58	3038	YES
Mar-02	0.93	0.50	-0.43	5924	YES
Apr-02	0.91	0.50	-0.41	3264	YES
May-02	0.96	0.50	-0.46	3306	YES
Jun-02	1.10	0.55	-0.55	3748	YES



MR-1-06-6060 — **Average Response Time – Test Trouble (POTS Only) – Electronic Bonding** — Parity plus <= 4 Seconds

Parity with Retail plus 4 seconds

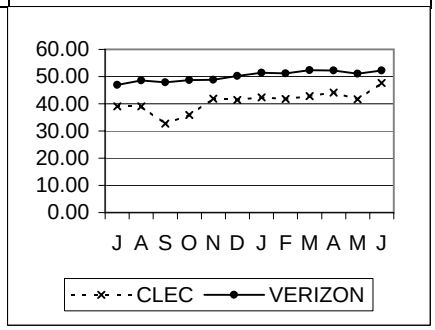
	CLEC	VZ	Difference	CLEC Obs	Parity
Jul-01	58.02	46.92	-11.10	13	NO
Aug-01	69.32	48.56	-20.76	15	NO
Sep-01	56.22	47.84	-8.38	20	NO
Oct-01	63.03	48.76	-14.27	59	NO
Nov-01	68.02	48.87	-19.15	71	NO
Dec-01	69.00	50.21	-18.79	62	NO
Jan-02	57.47	51.44	-6.03	94	NO
Feb-02	55.30	51.12	-4.18	58	NO
Mar-02	65.95	52.39	-13.56	30	NO
Apr-02	58.99	52.19	-6.80	39	NO
May-02	55.90	51.10	-4.80	51	NO
Jun-02	60.11	52.24	-7.87	38	NO



MR-1-06-6040 — **Average Response Time – Test Test Trouble (POTS Only) – Web Gui** — Parity plus <= 7 Seconds

Parity with Retail plus 7 seconds

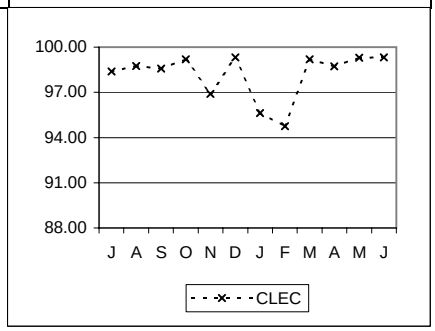
	CLEC	VZ	Difference	CLEC Obs	Parity
Jul-01	39.11	46.92	7.81	8647	YES
Aug-01	39.11	48.56	9.45	9831	YES
Sep-01	32.71	47.84	15.13	9588	YES
Oct-01	35.84	48.76	12.92	9051	YES
Nov-01	41.91	48.87	6.96	6413	YES
Dec-01	41.38	50.21	8.83	6831	YES
Jan-02	42.39	51.44	9.05	7517	YES
Feb-02	41.81	51.12	9.31	6494	YES
Mar-02	42.78	52.39	9.61	13403	YES
Apr-02	44.06	52.19	8.13	6641	YES
May-02	41.67	51.10	9.43	7440	YES
Jun-02	47.59	52.24	4.65	7303	YES



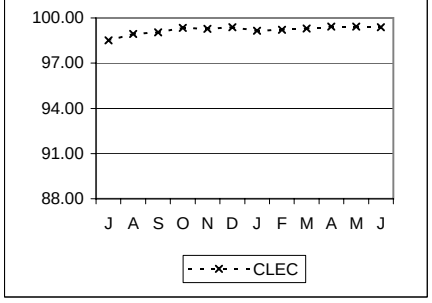
BILLING

BI-1 - Timeliness of Daily Usage Feed

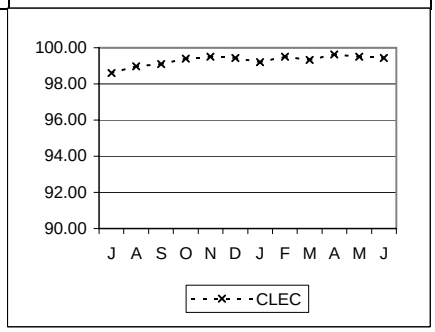
BI-1-01-2030	% DUF in 3 Business Days				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	98.39				
Aug-01	98.75				
Sep-01	98.58				
Oct-01	99.19				
Nov-01	96.90				
Dec-01	99.31				
Jan-02	95.62				
Feb-02	94.75				
Mar-02	99.20				
Apr-02	98.73				
May-02	99.30				
Jun-02	99.33				



BI-1-02-2030	% DUF in 4 Business Days				95% of DUF in 4 Business Days
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	98.51	3.51	114480286	YES	
Aug-01	98.93	3.93	113703280	YES	
Sep-01	99.05	4.05	103754779	YES	
Oct-01	99.35	4.35	116843161	YES	
Nov-01	99.27	4.27	115777135	YES	
Dec-01	99.39	4.39	110988089	YES	
Jan-02	99.15	4.15	120324819	YES	
Feb-02	99.22	4.22	108694321	YES	
Mar-02	99.29	4.29	103544280	YES	
Apr-02	99.43	4.43	123837411	YES	
May-02	99.43	4.43	122904463	YES	
Jun-02	99.39	4.39	118554511	YES	



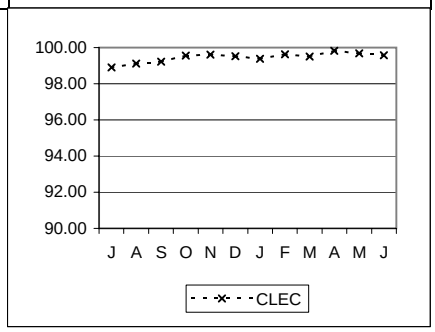
BI-1-03-2030	% DUF in 5 Business Days				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	98.61				
Aug-01	98.98				
Sep-01	99.09				
Oct-01	99.39				
Nov-01	99.50				
Dec-01	99.43				
Jan-02	99.20				
Feb-02	99.50				
Mar-02	99.33				
Apr-02	99.62				
May-02	99.50				
Jun-02	99.44				



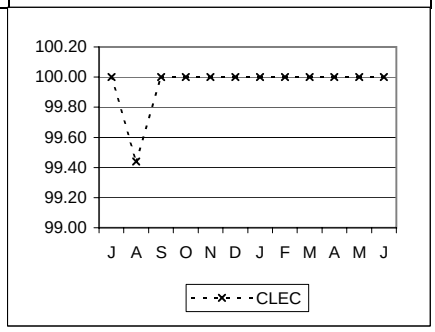
BILLING (cont.)

BI-1 - Timeliness of Daily Usage Feed (cont.)

BI-1-04-2030	% DUF in 8 Business Days				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	98.90				
Aug-01	99.12				
Sep-01	99.23				
Oct-01	99.55				
Nov-01	99.61				
Dec-01	99.53				
Jan-02	99.38				
Feb-02	99.62				
Mar-02	99.50				
Apr-02	99.82				
May-02	99.69				
Jun-02	99.58				

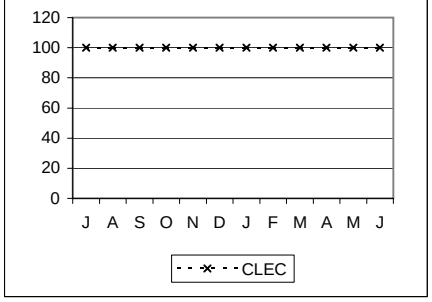


BI-2-01-2030	Timeliness of Carrier Bill - Paper Bills				98% in 10 Business Days
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	100.00	2.00	988	YES	
Aug-01	99.44	1.44	1248	YES	
Sep-01	100.00	2.00	575	YES	
Oct-01	100.00	2.00	691	YES	
Nov-01	100.00	2.00	700	YES	
Dec-01	100.00	2.00	680	YES	
Jan-02	100.00	2.00	698	YES	
Feb-02	100.00	2.00	651	YES	
Mar-02	100.00	2.00	709	YES	
Apr-02	100.00	2.00	779	YES	
May-02	100.00	2.00	796	YES	
Jun-02	100.00	2.00	726	YES	



BI-2 - Timeliness of Carrier Bill

BI-2-02-2030	Timeliness of Carrier Bill - Electronic Bills - BOS format				98% in 10 Business Days
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	100	2	22	YES	
Aug-01	100	2	30	YES	
Sep-01	100	2	29	YES	
Oct-01	100	2	38	YES	
Nov-01	100	2	40	YES	
Dec-01	100	2	47	YES	
Jan-02	100	2	58	YES	
Feb-02	100	2	48	YES	
Mar-02	100	2	56	YES	
Apr-02	100	2	53	YES	
May-02	100	2	53	YES	
Jun-02	100	2	53	YES	



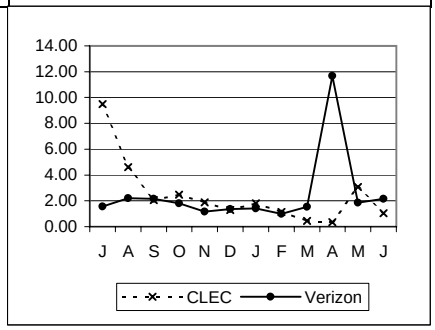
BILLING (cont.)

BI-3 - Billing Accuracy

BI-3-01-2030 | **% Billing Adjustments** | Parity with VZ Retail

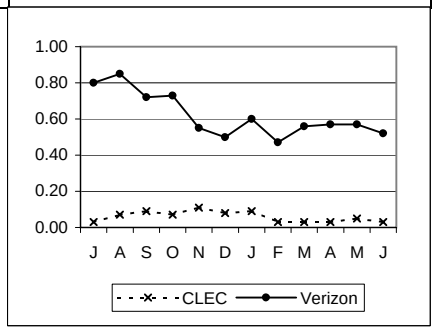
Parity with Retail

	CLEC	CLEC Vol	VZ	VZ Vol	SampErr	ZScore	Parity
Jul-01	9.50	26382038	1.57	385790128	0.00	-3169.93	NO
Aug-01	4.61	26234938	2.21	375493766	0.00	-808.43	NO
Sep-01	2.06	17736950	2.16	384257658	0.00	28.32	YES
Oct-01	2.48	16373466	1.81	360683716	0.00	-198.90	NO
Nov-01	1.88	17224759	1.17	363903466	0.00	-267.77	NO
Dec-01	1.30	18905507	1.37	357875039	0.00	25.52	YES
Jan-02	1.81	17237353	1.41	400735887	0.00	-137.92	NO
Feb-02	1.13	17171285	0.99	483326073	0.00	-57.58	NO
Mar-02	0.45	17440282	1.54	416753397	0.00	362.17	YES
Apr-02	0.34	17235822	11.68	370227106	0.01	1432.84	YES
May-02	3.08	17320618	1.86	367149094	0.00	-367.24	NO
Jun-02	1.04	16706578	2.15	368855037	0.00	305.95	YES



BI-3-02-2030 | **% Billing Adjustments – Number of Adjustments** | No Standard

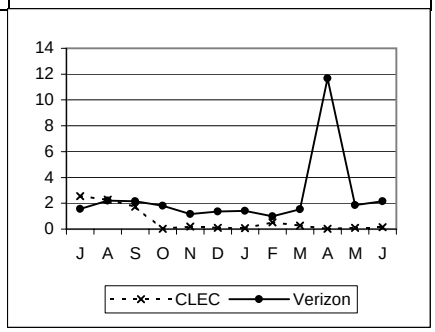
	CLEC	CLEC Vol	VZ	VZ Vol	SampErr	ZScore	Parity
Jul-01	0.03	360949	0.80	4236908			
Aug-01	0.07	365419	0.85	4188765			
Sep-01	0.09	142991	0.72	4207969			
Oct-01	0.07	134562	0.73	4158452			
Nov-01	0.11	139042	0.55	4177266			
Dec-01	0.08	134264	0.50	4138719			
Jan-02	0.09	135514	0.60	4126418			
Feb-02	0.03	136459	0.47	4112386			
Mar-02	0.03	403936	0.56	4071301			
Apr-02	0.03	406393	0.57	4061002			
May-02	0.05	406208	0.57	4032537			
Jun-02	0.03	408515	0.52	4026002			



BI-3-03-2030 | **% Billing Adjustments - Electronic Bills - BOS format** | Parity with VZ Retail

Parity with Retail

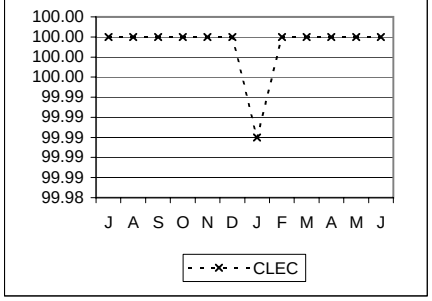
	CLEC	CLEC Vol	VZ	VZ Vol	SampErr	ZScore	Parity
Jul-01	2.54	4993485	1.57	385790128	0.01	-173.25	NO
Aug-01	2.29	6933989	2.21	375493766.2	0.005634107	-14.19923232	NO
Sep-01	1.74	6761041.7	2.16	384257657.7	0.005639827	74.47036839	YES
Oct-01	0.02	6994053.83	1.81	360683716.3	0.005089544	351.7014672	YES
Nov-01	0.2	7458091.46	1.17	363903466.4	0.003977671	243.8612985	YES
Dec-01	0.11	8137941.69	1.37	357875039.1	0.004120881	305.7598749	YES
Jan-02	0.07	7750717.55	1.41	400735886.9	0.004275775	313.3934913	YES
Feb-02	0.52	7843485.72	0.99	483326073.3	0.003563676	131.8862974	YES
Mar-02	0.27	7533197.67	1.54	416753397	0.004526793	280.551791	YES
Apr-02	0.03	7387480.56	11.68	370227106	0.011934193	976.1866733	YES
May-02	0.09	7750383.2	1.86	367149093.9	0.004904041	360.926831	YES
Jun-02	0.15	7888025.84	2.15	368855037.2	0.005219276	383.1949175	YES



BILLING (cont.)

BI-4 - DUF Accuracy

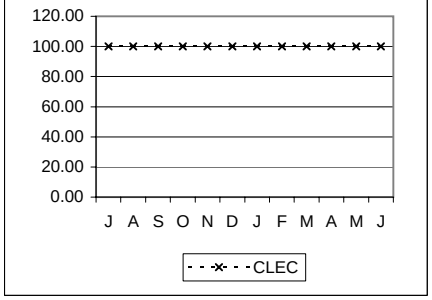
BI-4-01-2030	% Usage Accuracy				95.0%
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	100.00	5.00	112168241	YES	
Aug-01	100.00	5.00	114480244	YES	
Sep-01	100.00	5.00	113703280	YES	
Oct-01	100.00	5.00	103754779	YES	
Nov-01	100.00	5.00	116843161	YES	
Dec-01	100.00	5.00	115777135	YES	
Jan-02	99.99	4.99	110988089	YES	
Feb-02	100.00	5.00	120324819	YES	
Mar-02	100.00	5.00	108694321	YES	
Apr-02	100.00	5.00	103544280	YES	
May-02	100.00	5.00	123837411	YES	
Jun-02	100.00	5.00	122904463	YES	



BI-4-02-2030	% Corrected Usage Records Delivered on Time				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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				

BI-5 - Accuracy of Mechanized Bill Feed

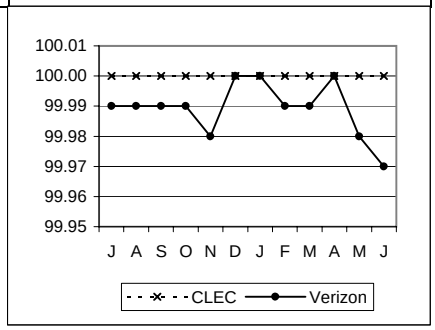
BI-5-01-2030	% Accuracy of Mechanized Bill Feed				95.0%
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	100.00	5.00	189	YES	
Aug-01	100.00	5.00	139	YES	
Sep-01	100.00	5.00	184	YES	
Oct-01	100.00	5.00	141	YES	
Nov-01	100.00	5.00	140	YES	
Dec-01	100.00	5.00	121	YES	
Jan-02	100.00	5.00	145	YES	
Feb-02	100.00	5.00	176	YES	
Mar-02	100.00	5.00	206	YES	
Apr-02	100.00	5.00	260	YES	
May-02	100.00	5.00	265	YES	
Jun-02	100.00	5.00	277	YES	



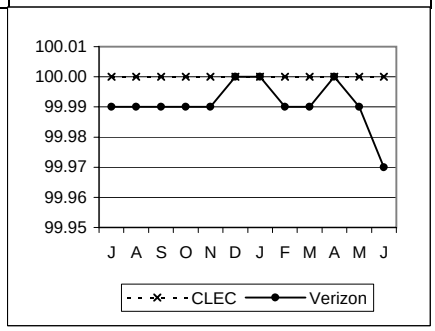
BILLING (cont.)

BI-6 - Completeness of Usage Charges

BI-6-01-2030	% Completeness of Usage Charges – Including PCD Delayed Charges							No Standard
	CLEC	CLEC Vol	VZ	VZ Vol	SampErr	ZScore	Parity	
Jul-01	100.00	438493661	99.99	1034962609				
Aug-01	100.00	455252101	99.99	1057743585				
Sep-01	100.00	458589677	99.99	1059570435				
Oct-01	100.00	424537753	99.99	1047382800				
Nov-01	100.00	437463589	99.98	1056636227				
Dec-01	100.00	418883903	100.00	1034407711				
Jan-02	100.00	397485658	100.00	993218708				
Feb-02	100.00	435621491	99.99	1026200148				
Mar-02	100.00	396592043	99.99	995374622				
Apr-02	100.00	458792446	100.00	1073820848				
May-02	100.00	447642640	99.98	1035574175				
Jun-02	100.00	456521696	99.97	1068113799				

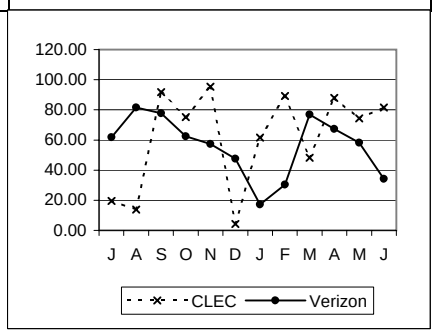


BI-6-02-2030	% Completeness of Usage Charges – Excluding PCD Delayed Charges							Parity with VZ Retail
	Parity with Retail							
	CLEC	CLEC Vol	VZ	VZ Vol	SampErr	ZScore	Parity	
Jul-01	100.00	438484265	99.99	1034792614	0.00	175.50	YES	
Aug-01	100.00	455249162	99.99	1057567804	0.00	178.41	YES	
Sep-01	100.00	458585298	99.99	1059303288	0.00	178.90	YES	
Oct-01	100.00	424536285	99.99	1047245559	0.00	173.81	YES	
Nov-01	100.00	437460512	99.99	1056410270	0.00	175.89	YES	
Dec-01	100.00	418878799	100.00	1034163054	0.00			
Jan-02	100.00	397482287	100.00	993063839	0.00			
Feb-02	100.00	435615308	99.99	1025997714	0.00	174.88	YES	
Mar-02	100.00	396585291	99.99	995224177	0.00	168.41	YES	
Apr-02	100.00	458785083	100.00	1073697411	0.00			
May-02	100.00	447632282	99.99	1035456231	0.00	176.79	YES	
Jun-02	100.00	456514671	99.97	1067992692	0.00	309.79	YES	



BI-7 - Completeness of Fractional Recurring Charges

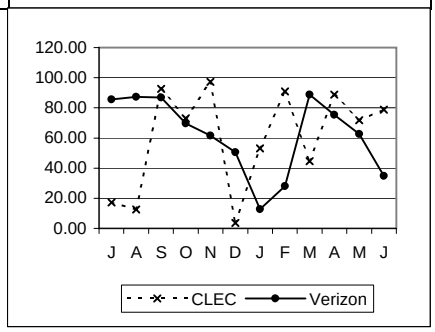
BI-7-01-2030	% Completeness of Fractional Recurring Charges – Including PCD Delayed Charges							No Standard
	CLEC	CLEC Vol	VZ	VZ Vol	SampErr	ZScore	Parity	
Jul-01	19.63	3342477	61.77	14851489				
Aug-01	13.74	4973615	81.59	16590209				
Sep-01	91.67	592169	77.80	11367180				
Oct-01	75.10	696461	62.54	12771133				
Nov-01	95.29	785086	57.41	13897742				
Dec-01	4.34	17573901	47.60	13876046				
Jan-02	61.59	1297888	17.17	53188876				
Feb-02	89.11	895422	30.47	75723586				
Mar-02	48.18	1515777	76.96	77379463				
Apr-02	87.95	1102354	67.39	14660678				
May-02	74.27	1173242	58.21	13471213				
Jun-02	81.61	911250	34.16	26311296				



BILLING (cont.)

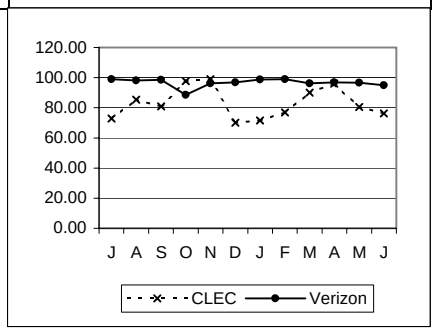
BI-7 - Completeness of Fractional Recurring Charges (cont.)

BI-7-02-2030	% Completeness of Fractional Recurring Charges – Excluding PCD Delayed Charges							Parity with VZ Retail
	Parity with Retail							
	CLEC	CLEC Vol	**VZ**	VZ Vol	SampErr	ZScore	Parity	
Jul-01	**17.24**	3229522	**85.50**	9043790	0.02	-2990.63	NO	
Aug-01	**12.56**	4837426	**87.21**	14113620	0.02	-4242.49	NO	
Sep-01	**92.57**	491078	**86.82**	8786013	0.05	115.92	YES	
Oct-01	**73.11**	614621	**69.64**	10006143	0.06	57.43	YES	
Nov-01	**97.28**	671131	**61.59**	10994553	0.06	583.59	YES	
Dec-01	**3.70**	17443367	**50.64**	10963982	0.02	-2436.09	NO	
Jan-02	**53.01**	1058590	**12.64**	49762839	0.03	1236.86	YES	
Feb-02	**90.90**	734235	**28.13**	71898913	0.05	1190.16	YES	
Mar-02	**44.63**	1367026	**88.82**	65431650	0.03	-1622.73	NO	
Apr-02	**88.76**	911640	**75.30**	11762482	0.05	287.08	YES	
May-02	**71.86**	1043423	**62.60**	10760944	0.05	186.65	YES	
Jun-02	**78.80**	754750	**34.75**	22917951	0.06	790.76	YES	

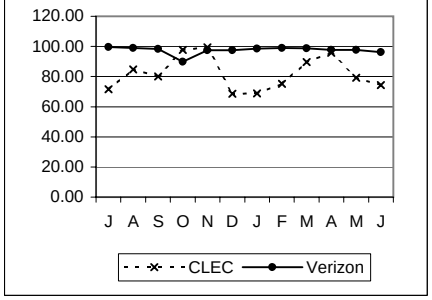


BI-8 - Non-recurring Charge Completeness

BI-8-01-2030	% Completeness of Non–Recurring Charges – Including PCD Delayed Charges							No Standard
	CLEC	CLEC Vol	**VZ**	VZ Vol	SampErr	ZScore	Parity	
Jul-01	**72.95**	1175398	**98.88**	13431866				
Aug-01	**85.34**	1419009	**98.13**	9918910				
Sep-01	**80.90**	1557532	**98.65**	15261883				
Oct-01	**97.66**	1054199	**88.67**	8808753				
Nov-01	**99.07**	955202	**96.29**	7947370				
Dec-01	**70.00**	1503877	**96.89**	7595786				
Jan-02	**71.53**	1313455	**98.83**	8488848				
Feb-02	**76.83**	1379794	**99.05**	7485006				
Mar-02	**90.00**	1083643	**96.13**	7539974				
Apr-02	**95.96**	1029475	**96.95**	7720049				
May-02	**80.42**	1424028	**96.57**	10314566				
Jun-02	**76.29**	1083831	**95.00**	9859918				



BI-8-02-2030	% Completeness of Non–Recurring Charges – Excluding PCD Delayed Charges							Parity with VZ Retail
	Parity with Retail							
	CLEC	CLEC Vol	**VZ**	VZ Vol	SampErr	ZScore	Parity	
Jul-01	**71.55**	1092020	**99.68**	11996355	0.01	-4982.96	NO	
Aug-01	**84.75**	1352901	**99.02**	8592621	0.01	-1566.14	NO	
Sep-01	**80.05**	1483865	**98.31**	6889901	0.01	-1565.32	NO	
Oct-01	**97.66**	998403	**89.91**	7557201	0.03	241.64	YES	
Nov-01	**99.34**	875973	**97.42**	7071933	0.02	106.92	YES	
Dec-01	**68.57**	1425854	**97.51**	6810369	0.01	-2016.66	NO	
Jan-02	**68.84**	1199565	**98.51**	6585063	0.01	-2466.93	NO	
Feb-02	**75.27**	1292444	**98.95**	6567402	0.01	-2414.21	NO	
Mar-02	**89.53**	1025136	**98.85**	6652132	0.01	-823.85	NO	
Apr-02	**95.71**	942325	**97.70**	7012083	0.02	-120.99	NO	
May-02	**79.18**	1335831	**97.78**	9468818	0.01	-1365.93	NO	
Jun-02	**74.35**	998591	**96.16**	8644812	0.02	-1073.86	NO	

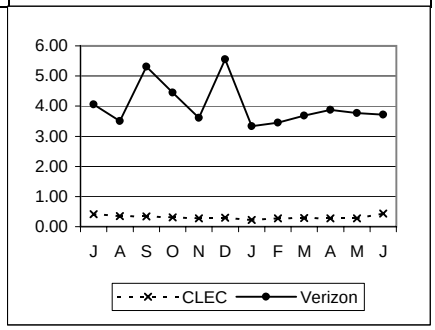


OPERATOR SERVICES & DATABASES

OD-1 - Operator Services - Speed of Answer

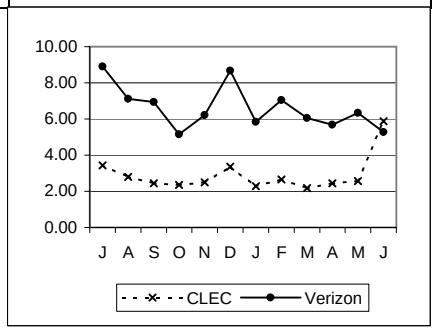
OD-1-01-1020 | **Average Speed of Answer – Operator Services** | No Standard

	CLEC	CLEC Vol	VZ	VZ Vol	SampErr	ZScore	Parity
Jul-01	0.41	104426	4.06	1339627			
Aug-01	0.35	107445	3.50	1331922			
Sep-01	0.34	100460	5.31	1191288			
Oct-01	0.31	102061	4.45	1242431			
Nov-01	0.28	102825	3.61	1206248			
Dec-01	0.30	98151	5.55	1230159			
Jan-02	0.22	99092	3.33	1177239			
Feb-02	0.28	88122	3.45	1031843			
Mar-02	0.29	98360	3.69	1117997			
Apr-02	0.28	105130	3.88	1088195			
May-02	0.28	107737	3.77	1148458			
Jun-02	0.44	107308	3.72	1299664			



OD-1-02-1020 | **Average Speed of Answer – Directory Assistance** | No Standard

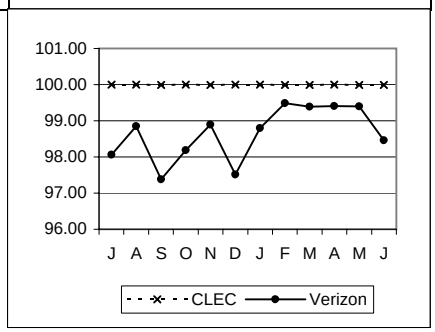
	CLEC	CLEC Vol	VZ	VZ Vol	SampErr	ZScore	Parity
Jul-01	3.44	109285	8.91	6795929			
Aug-01	2.79	115637	7.12	7280355			
Sep-01	2.44	102119	6.93	6471662			
Oct-01	2.36	43236	5.15	6809213			
Nov-01	2.49	110812	6.22	6519685			
Dec-01	3.37	113499	8.68	7002572			
Jan-02	2.28	118365	5.84	6663799			
Feb-02	2.66	141199	7.04	5973648			
Mar-02	2.18	150650	6.06	6235868			
Apr-02	2.45	155738	5.68	6241871			
May-02	2.56	302101	6.34	6677761			
Jun-02	5.87	440815	5.28	6540306			



OD-1-03-1020 | **% Answered within 30 Seconds – Operator Services** | Parity with VZ Retail

Parity with Retail

	CLEC	CLEC Vol	VZ	VZ Vol	SampErr	ZScore	Parity
Jul-01	100.00	104426	98.06	1339627	0.04	-43.78	NO
Aug-01	100.00	107445	98.85	1331922	0.03	34.01	YES
Sep-01	99.99	100460	97.38	1191288	0.05	49.74	YES
Oct-01	100.00	102061	98.19	1242431	0.04	41.70	YES
Nov-01	99.99	102825	98.89	1206248	0.03	32.32	YES
Dec-01	100.00	98151	97.51	1230159	0.05	48.18	YES
Jan-02	100.00	99092	98.80	1177239	0.04	33.32	YES
Feb-02	99.99	88122	99.49	1031843	0.02	20.00	YES
Mar-02	99.99	98360	99.39	1117997	0.03	23.17	YES
Apr-02	100.00	105130	99.41	1088195	0.02	23.85	YES
May-02	99.99	107737	99.40	1148458	0.02	23.98	YES
Jun-02	99.99	107308	98.46	1299664	0.04	39.12	YES

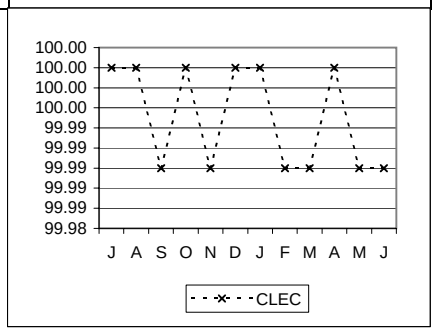


OPERATOR SERVICES & DATABASES (cont.)

OD-1 - Operator Services - Speed of Answer (cont.)

OD-1-03-0000 | **% Answered within 30 Seconds – Operator Services–A** | 95% in 30 Seconds

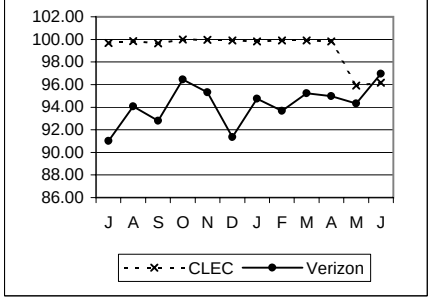
	CLEC	CLEC Vol	VZ	VZ Vol	SampErr	ZScore	Parity
Jul-01	**100.00**	104426				5.00	YES
Aug-01	**100.00**	107445				5.00	YES
Sep-01	**99.99**	100460				4.99	YES
Oct-01	**100.00**	102061				5.00	YES
Nov-01	**99.99**	102825				4.99	YES
Dec-01	**100.00**	98151				5.00	YES
Jan-02	**100.00**	99092				5.00	YES
Feb-02	**99.99**	88122				4.99	YES
Mar-02	**99.99**	98360				4.99	YES
Apr-02	**100.00**	105130				5.00	YES
May-02	**99.99**	107737				4.99	YES
Jun-02	**99.99**	107308				4.99	YES



OD-1-04-1020 | **% Answered within 30 Seconds – Directory Assistance** | Parity with VZ Retail

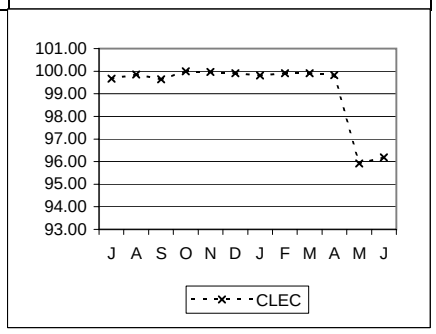
Parity with Retail

	CLEC	CLEC Vol	VZ	VZ Vol	SampErr	ZScore	Parity
Jul-01	**99.67**	109285	**91.01**	6795929	0.09	-99.29	NO
Aug-01	**99.85**	115637	**94.06**	7280355	0.07	82.64	YES
Sep-01	**99.64**	102119	**92.81**	6471662	0.08	83.83	YES
Oct-01	**100.00**	43236	**96.44**	6809213	0.09	39.82	YES
Nov-01	**99.97**	110812	**95.31**	6519685	0.06	72.76	YES
Dec-01	**99.91**	113499	**91.35**	7002572	0.08	101.77	YES
Jan-02	**99.81**	118365	**94.75**	6663799	0.07	77.37	YES
Feb-02	**99.91**	141199	**93.67**	5973648	0.07	95.18	YES
Mar-02	**99.91**	150650	**95.24**	6235868	0.06	84.12	YES
Apr-02	**99.83**	155738	**94.98**	6241871	0.06	86.58	YES
May-02	**95.92**	302101	**94.32**	6677761	0.04	37.16	YES
Jun-02	**96.18**	440815	**96.96**	6540306	0.03	-29.20	NO



OD-1-04-0000 | **% Answered within 30 Seconds – Directory Assistance–A** | 95% in 30 Seconds

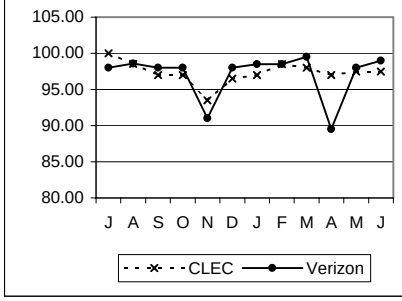
	CLEC	CLEC Vol	VZ	VZ Vol	SampErr	ZScore	Parity
Jul-01	**99.67**	109285				4.67	YES
Aug-01	**99.85**	115637				4.85	YES
Sep-01	**99.64**	102119					YES
Oct-01	**100.00**	43236					YES
Nov-01	**99.97**	110812					YES
Dec-01	**99.91**	113499					YES
Jan-02	**99.81**	118365				4.81	YES
Feb-02	**99.91**	141199				4.91	YES
Mar-02	**99.91**	150650				4.91	YES
Apr-02	**99.83**	155738				4.83	YES
May-02	**95.92**	302101				0.92	YES
Jun-02	**96.18**	440815				1.18	YES



OPERATOR SERVICES & DATABASES (cont.)

OD-3 - DA Database Update Accuracy

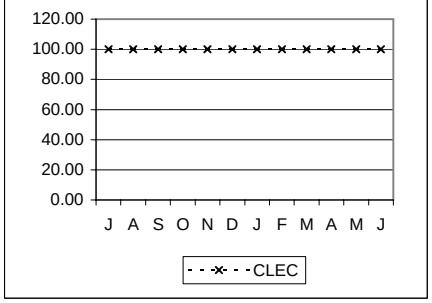
OD-3-01-1020	% DA Update Accuracy							Parity with VZ Retail
	Parity with Retail							
	CLEC	*CLEC Vol*	***VZ***	VZ Vol	*SampErr*	*ZScore*	Parity	
Jul-01	**100.00**	200	**98.00**	200	1.40	-1.43	YES	
Aug-01	**98.52**	203	**98.57**	210	1.17	0.04	YES	
Sep-01	**97.00**	200	**98.00**	200	1.40	0.71	YES	
Oct-01	**97.00**	200	**98.00**	200	1.40	0.71	YES	
Nov-01	**93.50**	200	**91.00**	200	2.86	-0.87	YES	
Dec-01	**96.50**	200	**98.00**	200	1.40	1.07	YES	
Jan-02	**97.00**	200	**98.50**	200	1.22	1.23	YES	
Feb-02	**98.50**	200	**98.50**	200	1.22	0.00	YES	
Mar-02	**98.00**	200	**99.50**	200	0.71	2.13	YES	
Apr-02	**97.00**	200	**89.50**	200	3.07	2.45	YES	
May-02	**97.50**	200	**98.00**	200	1.40	-0.36	YES	
Jun-02	**97.50**	200	**99.00**	200	0.99	-1.51	YES	



GENERAL

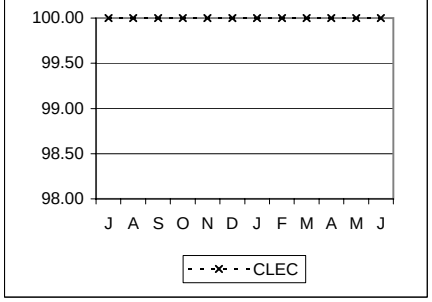
GE-1 - Directory Listing Verification Reports

GE-1-01-2030	% Directory Listing Verifcation Reports Furnished On–Time				95% on or before Due Date
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	100.00	5.00	98	YES	
Aug-01	100.00	5.00	177	YES	
Sep-01	100.00	5.00	43	YES	
Oct-01	100.00	5.00	373	YES	
Nov-01	100.00	5.00	160	YES	
Dec-01	100.00	5.00	142	YES	
Jan-02	100.00	5.00	306	YES	
Feb-02	100.00	5.00	121	YES	
Mar-02	100.00	5.00	298	YES	
Apr-02	100.00	5.00	265	YES	
May-02	100.00	5.00	254	YES	
Jun-02	100.00	5.00	178	YES	



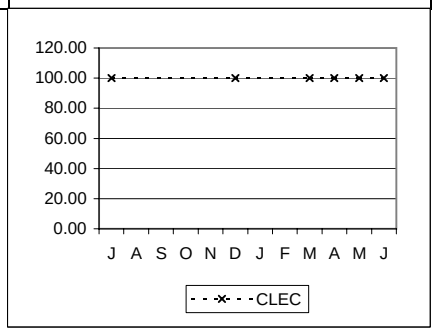
GE-2 - Poles, Ducts, Conduit and Rights of Way

GE-2-01-2030	% of Access Requests Responses Transmitted On–Time				Parity with VZ Retail*
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	100.00		68		
Aug-01	100.00		44		
Sep-01	100.00		39		
Oct-01	100.00		35		
Nov-01	100.00		35		
Dec-01	100.00		61		
Jan-02	100.00		70		
Feb-02	100.00		43		
Mar-02	100.00		224		
Apr-02	100.00		74		
May-02	100.00		43		
Jun-02	100.00		50		



GE-3 - Bona Fide Request Responses

GE-3-01-2030	% Bona Fide Request Responses Furnished On–Time				No Standard
	CLEC	Difference	CLEC Obs	Parity	
Jul-01	100.00		1		
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
Nov-01	#N/A				
Dec-01	100.00		1		
Jan-02	#N/A				
Feb-02	#N/A				
Mar-02	100.00		1		
Apr-02	100.00		1		
May-02	100.00		1		
Jun-02	100.00		1		



Legend

N/A = No Activity
NEF = No Existing Functionality
P = Z-Score Equivalent from Permutation Test
TBD = Performance standard is to be determined
RQ = Performance metric is reported quarterly
UD = Performance metric is under development
UR = Performance metric is under review

* No comparable VZ Retail activity

Base < 10: Parity Standards - The C2C guidelines do not require a calculation of a Z/t-statistic to determine if performance met the standard when sample sizes are less than 10.

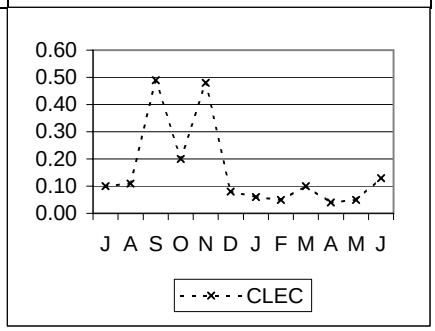
Verizon - PA

Carrier to Carrier Performance Standards and Reports Summary July 2001 - June 2002

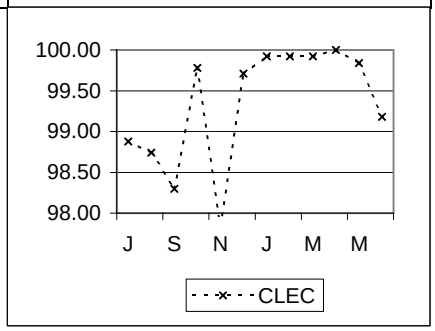
CLEC Aggregate Performance
Resale (Ordering) - POTS/Special Services

POTS & Pre-qualified Complex
OR-1 - Order Confirmation Timeliness

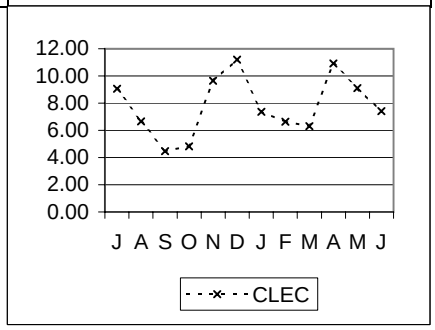
OR-1-01-2320	Av. Local Service Request Confirmation (LSRC) (Flow–Through)				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	0.10				
Aug-01	0.11				
Sep-01	0.49				
Oct-01	0.20				
Nov-01	0.48				
Dec-01	0.08				
Jan-02	0.06				
Feb-02	0.05				
Mar-02	0.10				
Apr-02	0.04				
May-02	0.05				
Jun-02	0.13				



OR-1-02-2320	% On Time LSRC – Flow–Through				95% within 2 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	98.88	3665	3.88	YES	
Aug-01	98.74	4036	3.74	YES	
Sep-01	98.30	2945	3.30	YES	
Oct-01	99.78	3665	4.78	YES	
Nov-01	97.83	3365	2.83	YES	
Dec-01	99.71	3391	4.71	YES	
Jan-02	99.92	3819	4.92	YES	
Feb-02	99.92	3743	4.92	YES	
Mar-02	99.92	3884	4.92	YES	
Apr-02	100.00	3597	5.00	YES	
May-02	99.84	3741	4.84	YES	
Jun-02	99.18	3059	4.18	YES	



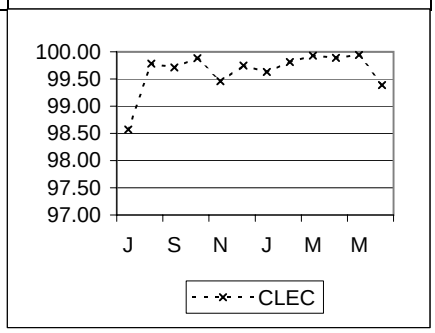
OR-1-03-2320	Average LSRC Time < 10 Lines – Electronic (No Flow–Through)				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	9.07				
Aug-01	6.66				
Sep-01	4.47				
Oct-01	4.82				
Nov-01	9.64				
Dec-01	11.19				
Jan-02	7.37				
Feb-02	6.63				
Mar-02	6.30				
Apr-02	10.91				
May-02	9.11				
Jun-02	7.41				



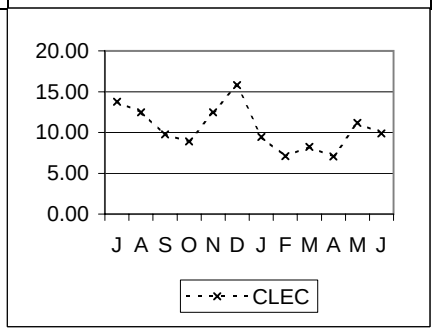
POTS & Pre-qualified Complex (cont.)

OR-1 - Order Confirmation Timeliness (cont.)

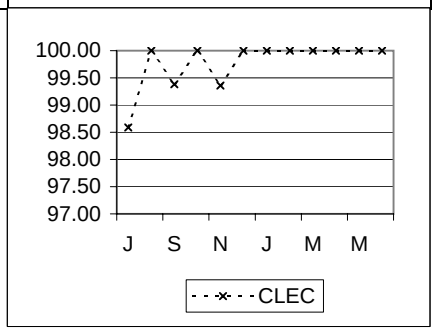
OR-1-04-2320	% On Time LSRC < 10 Lines – Electronic (No Flow–Through)				95% within 24 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	98.57	2794	3.57	YES	
Aug-01	99.78	2717	4.78	YES	
Sep-01	99.71	2083	4.71	YES	
Oct-01	99.88	2409	4.88	YES	
Nov-01	99.46	1669	4.46	YES	
Dec-01	99.75	1588	4.75	YES	
Jan-02	99.63	1880	4.63	YES	
Feb-02	99.81	1612	4.81	YES	
Mar-02	99.93	1477	4.93	YES	
Apr-02	99.89	1807	4.89	YES	
May-02	99.94	1648	4.94	YES	
Jun-02	99.39	1317	4.39	YES	



OR-1-05-2320	Average LSRC Time >= 10 Lines – Electronic				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	13.75				
Aug-01	12.46				
Sep-01	9.78				
Oct-01	8.92				
Nov-01	12.47				
Dec-01	15.82				
Jan-02	9.45				
Feb-02	7.08				
Mar-02	8.25				
Apr-02	7.06				
May-02	11.19				
Jun-02	9.87				



OR-1-06-2320	% On Time LSRC >=10 Lines – Electronic				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	98.59	142	3.59	YES	
Aug-01	100.00	163	5.00	YES	
Sep-01	99.38	160	4.38	YES	
Oct-01	100.00	150	5.00	YES	
Nov-01	99.36	157	4.36	YES	
Dec-01	100.00	170	5.00	YES	
Jan-02	100.00	208	5.00	YES	
Feb-02	100.00	173	5.00	YES	
Mar-02	100.00	117	5.00	YES	
Apr-02	100.00	142	5.00	YES	
May-02	100.00	85	5.00	YES	
Jun-02	100.00	56	5.00	YES	

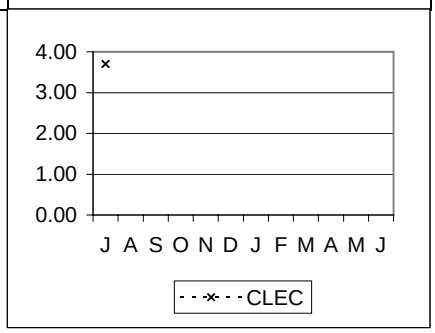


POTS & Pre-qualified Complex (cont.)

OR-1 - Order Confirmation Timeliness (cont.)

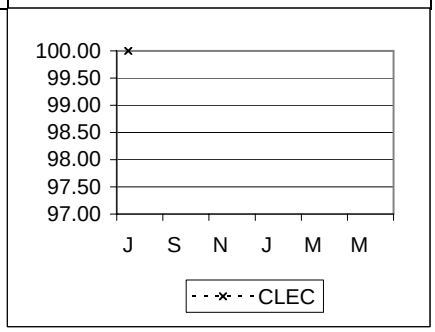
OR-1-07-2320	Average LSRC Time < 10 Lines – Fax				No Standard

	CLEC	CLEC Obs	Difference	Parity
Jul-01	3.70			
Aug-01	#N/A			
Sep-01	#N/A			
Oct-01	#N/A			
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			



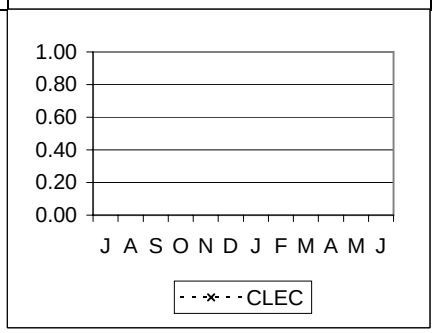
OR-1-08-2320	% On Time LSRC < 10 Lines – Fax				95% within 48 hours

	CLEC	CLEC Obs	Difference	Parity
Jul-01	100.00	9		YES
Aug-01	#N/A			
Sep-01	#N/A			
Oct-01	#N/A			
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-1-09-2320	Average LSRC Time >= 10 Lines – Fax				No Standard

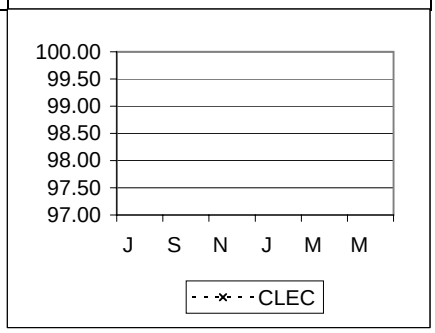
	CLEC	CLEC Obs	Difference	Parity
Jul-01	#N/A			
Aug-01	#N/A			
Sep-01	#N/A			
Oct-01	#N/A			
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			
Feb-02	#N/A			
Mar-02	#N/A			
Apr-02	#N/A			
May-02	#N/A			
Jun-02	#N/A			



POTS & Pre-qualified Complex (cont.)

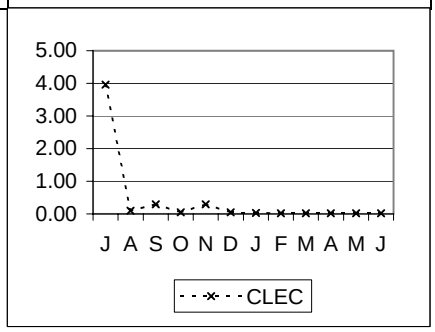
OR-1 - Order Confirmation Timeliness (cont.)

OR-1-10-2320	% On Time LSRC >= 10 Lines – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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				

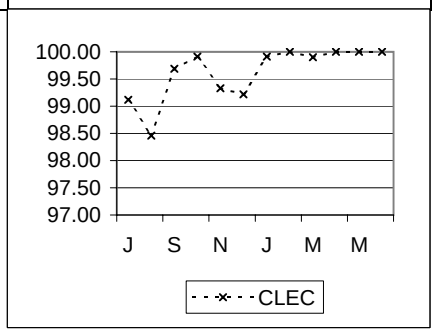


OR-2 - Reject Timeliness

OR-2-01-2320	Average Local Service Request (LSR) Reject – Time (Flow–Through)				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	3.96				
Aug-01	0.10				
Sep-01	0.29				
Oct-01	0.05				
Nov-01	0.29				
Dec-01	0.05				
Jan-02	0.03				
Feb-02	0.02				
Mar-02	0.02				
Apr-02	0.02				
May-02	0.02				
Jun-02	0.02				



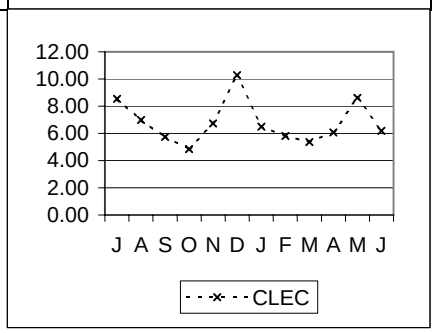
OR-2-02-2320	% On Time LSR Reject – Flow–Through				95% within 2 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	99.12	1244	4.12	YES	
Aug-01	98.46	1173	3.46	YES	
Sep-01	99.69	977	4.69	YES	
Oct-01	99.91	1148	4.91	YES	
Nov-01	99.33	893	4.33	YES	
Dec-01	99.22	892	4.22	YES	
Jan-02	99.91	1089	4.91	YES	
Feb-02	100.00	927	5.00	YES	
Mar-02	99.90	1002	4.90	YES	
Apr-02	100.00	895	5.00	YES	
May-02	100.00	1037	5.00	YES	
Jun-02	100.00	855	5.00	YES	



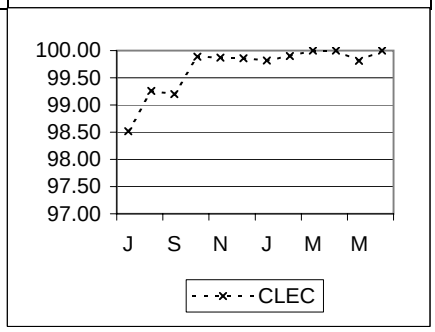
POTS & Pre-qualified Complex (cont.)

OR-2 - Reject Timeliness (cont.)

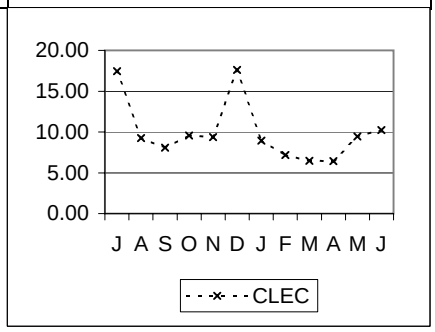
OR-2-03-2320	Average LSR Reject Time < 10 Lines – Electronic (No Flow–Through)				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	8.54				
Aug-01	6.99				
Sep-01	5.74				
Oct-01	4.84				
Nov-01	6.73				
Dec-01	10.29				
Jan-02	6.50				
Feb-02	5.82				
Mar-02	5.36				
Apr-02	6.07				
May-02	8.62				
Jun-02	6.19				



OR-2-04-2320	% On Time LSR Reject < 10 Lines – Electronic (No Flow–Through)				95% within 24 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	98.52	1960	3.52	YES	
Aug-01	99.26	2020	4.26	YES	
Sep-01	99.20	1635	4.20	YES	
Oct-01	99.89	1782	4.89	YES	
Nov-01	99.87	1574	4.87	YES	
Dec-01	99.86	1470	4.86	YES	
Jan-02	99.82	1634	4.82	YES	
Feb-02	99.90	1044	4.90	YES	
Mar-02	100.00	947	5.00	YES	
Apr-02	100.00	1176	5.00	YES	
May-02	99.81	1027	4.81	YES	
Jun-02	100.00	893	5.00	YES	



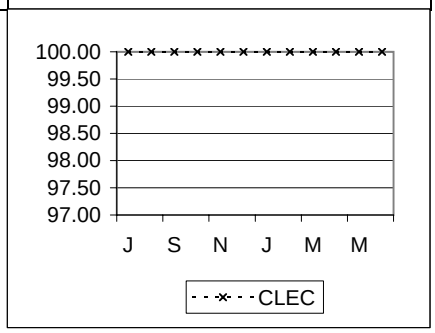
OR-2-05-2320	Average LSR Reject Time >= 10 Lines – Electronic				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	17.45				
Aug-01	9.24				
Sep-01	8.08				
Oct-01	9.56				
Nov-01	9.36				
Dec-01	17.60				
Jan-02	8.95				
Feb-02	7.16				
Mar-02	6.46				
Apr-02	6.45				
May-02	9.47				
Jun-02	10.23				



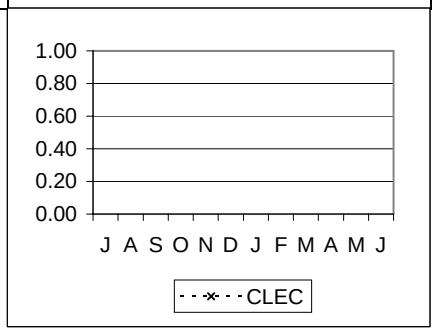
POTS & Pre-qualified Complex (cont.)

OR-2 - Reject Timeliness (cont.)

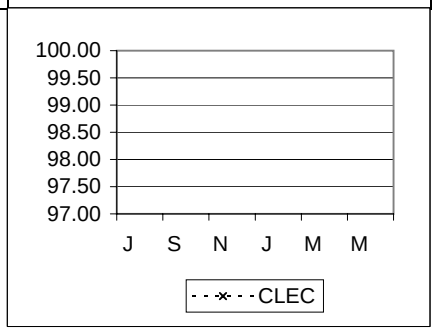
OR-2-06-2320	% On Time LSR Reject >= 10 Lines – Electronic				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	100.00	26	5.00	YES	
Aug-01	100.00	11	5.00	YES	
Sep-01	100.00	17	5.00	YES	
Oct-01	100.00	64	5.00	YES	
Nov-01	100.00	110	5.00	YES	
Dec-01	100.00	111	5.00	YES	
Jan-02	100.00	105	5.00	YES	
Feb-02	100.00	95	5.00	YES	
Mar-02	100.00	71	5.00	YES	
Apr-02	100.00	85	5.00	YES	
May-02	100.00	61	5.00	YES	
Jun-02	100.00	55	5.00	YES	



OR-2-07-2320	Average LSR Reject Time < 10 Lines – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-2-08-2320	% On Time LSR Reject < 10 Lines – Fax				95% within 48 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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 & Pre-qualified Complex (cont.)

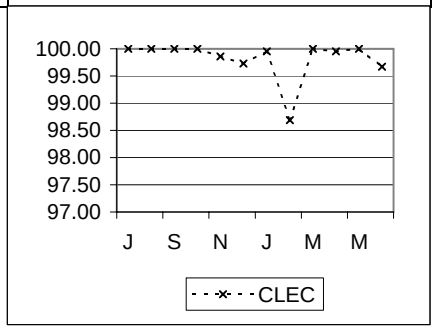
OR-2 - Reject Timeliness (cont.)

OR-2-09-2320	Average LSR Reject Time >=10 Lines – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-2-10-2320	% On Time LSR Reject >=10 Lines – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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				

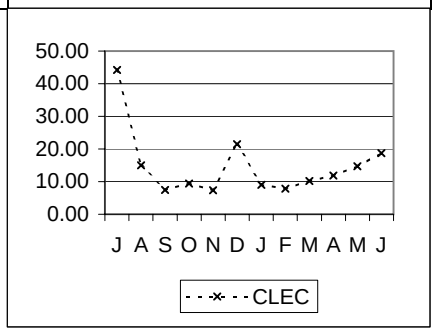
OR-7 - Confirmations/Rejects Sent within 3 Business Days

OR-7-01-2100	% Order Confirmations/Rejects Sent Within 3 Business Days				95.0%
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	100.00	530	5.00	YES	
Aug-01	100.00	379	5.00	YES	
Sep-01	100.00	1302	5.00	YES	
Oct-01	100.00	2241	5.00	YES	
Nov-01	99.86	2177	4.86	YES	
Dec-01	99.73	1839	4.73	YES	
Jan-02	99.95	2110	4.95	YES	
Feb-02	98.69	1601	3.69	YES	
Mar-02	100.00	1815	5.00	YES	
Apr-02	99.95	2149	4.95	YES	
May-02	100.00	2107	5.00	YES	
Jun-02	99.67	1808	4.67	YES	

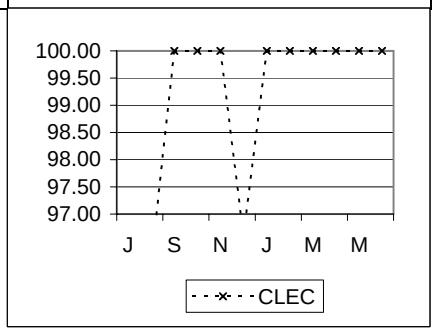


Complex Services - 2 Wire Digital
OR-1 - Order Confirmation Timeliness

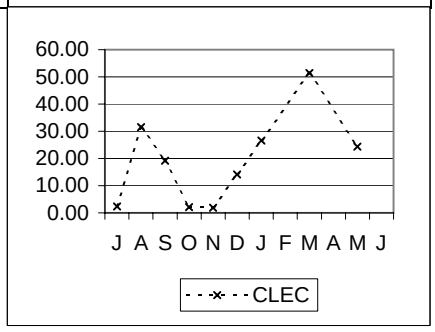
OR-1-03-2341	Average LSRC Time < 6 Lines – Electronic				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	44.20				
Aug-01	14.96				
Sep-01	7.47				
Oct-01	9.39				
Nov-01	7.38				
Dec-01	21.49				
Jan-02	9.02				
Feb-02	7.86				
Mar-02	10.15				
Apr-02	11.86				
May-02	14.70				
Jun-02	18.75				



OR-1-04-2341	% On Time LSRC < 6 Lines – Electronic				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	95.65	23	0.65	YES	
Aug-01	96.15	26	1.15	YES	
Sep-01	100.00	26	5.00	YES	
Oct-01	100.00	86	5.00	YES	
Nov-01	100.00	26	5.00	YES	
Dec-01	96.61	59	1.61	YES	
Jan-02	100.00	36	5.00	YES	
Feb-02	100.00	23	5.00	YES	
Mar-02	100.00	31	5.00	YES	
Apr-02	100.00	29	5.00	YES	
May-02	100.00	24	5.00	YES	
Jun-02	100.00	14	5.00	YES	



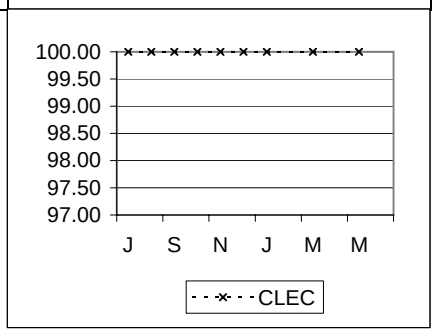
OR-1-05-2341	Average LSRC Time >= 6 Lines – Electronic				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	2.33				
Aug-01	31.49				
Sep-01	19.17				
Oct-01	2.13				
Nov-01	1.90				
Dec-01	14.16				
Jan-02	26.53				
Feb-02	#N/A				
Mar-02	51.37				
Apr-02	#N/A				
May-02	24.40				
Jun-02	#N/A				



Complex Services - 2 Wire Digital (cont.)

OR-1 - Order Confirmation Timeliness (cont.)

OR-1-06-2341	% On Time LSRC >= 6 Lines – Electronic				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	100.00	2		YES	
Aug-01	100.00	3		YES	
Sep-01	100.00	1		YES	
Oct-01	100.00	1		YES	
Nov-01	100.00	3		YES	
Dec-01	100.00	5		YES	
Jan-02	100.00	1		YES	
Feb-02	#N/A			YES	
Mar-02	100.00	1		YES	
Apr-02	#N/A			YES	
May-02	100.00	1		YES	
Jun-02	#N/A				



OR-1-07-2341	Average LSRC Time < 6 Lines – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-1-08-2341	% On Time LSRC < 6 Lines – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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				

Complex Services - 2 Wire Digital (cont.)

OR-1 - Order Confirmation Timeliness (cont.)

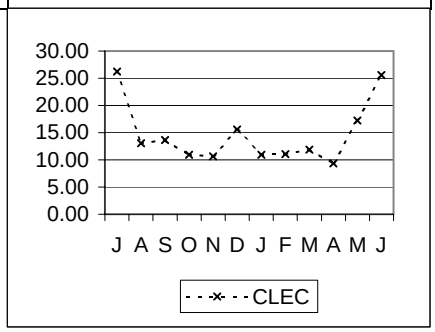
OR-1-09-2341	Average LSRC Time >= 6 Lines – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
Nov-01	#N/A				
Dec-01	#N/A				
Jan-02	#N/A				
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				
Jun-02	#N/A				

OR-1-10-2341	% On Time LSRC >= 6 Lines – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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				

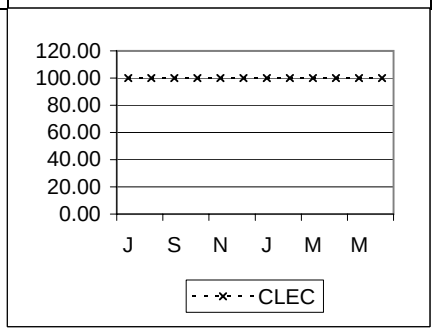
Complex Services - 2 Wire Digital (cont.)

OR-2 - Reject Timeliness - Requiring Loop Qualification

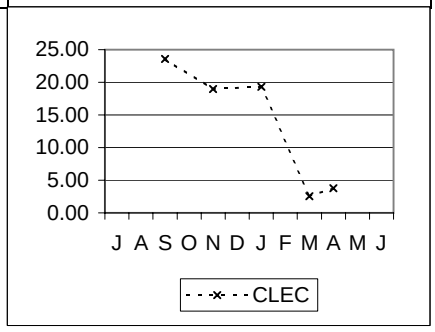
OR-2-03-2341	Average LSR Reject Time < 6 Lines – Electronic				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	26.22				
Aug-01	13.07				
Sep-01	13.62				
Oct-01	10.92				
Nov-01	10.64				
Dec-01	15.60				
Jan-02	10.92				
Feb-02	11.06				
Mar-02	11.86				
Apr-02	9.35				
May-02	17.21				
Jun-02	25.56				



OR-2-04-2341	% On Time LSR Reject < 6 Lines – Electronic				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	100.00	13	5.00	YES	
Aug-01	100.00	27	5.00	YES	
Sep-01	100.00	42	5.00	YES	
Oct-01	100.00	15	5.00	YES	
Nov-01	100.00	18	5.00	YES	
Dec-01	100.00	87	5.00	YES	
Jan-02	100.00	22	5.00	YES	
Feb-02	100.00	7		YES	
Mar-02	100.00	28	5.00	YES	
Apr-02	100.00	15	5.00	YES	
May-02	100.00	10	5.00	YES	
Jun-02	100.00	8		YES	



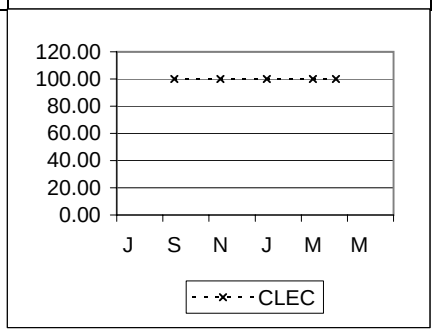
OR-2-05-2341	Average LSR Reject Time >= 6 Lines – Electronic				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	23.58				
Oct-01	#N/A				
Nov-01	18.95				
Dec-01	#N/A				
Jan-02	19.30				
Feb-02	#N/A				
Mar-02	2.55				
Apr-02	3.77				
May-02	#N/A				
Jun-02	#N/A				



Complex Services - 2 Wire Digital (cont.)

OR-2 - Reject Timeliness - Requiring Loop Qualification (cont.)

OR-2-06-2341	% On Time LSR Reject >= 6 Lines – Electronic				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	100.00	1		YES	
Oct-01	#N/A				
Nov-01	100.00	1		YES	
Dec-01	#N/A				
Jan-02	100.00	1		YES	
Feb-02	#N/A				
Mar-02	100.00	1		YES	
Apr-02	100.00	1		YES	
May-02	#N/A				
Jun-02	#N/A				



OR-2-07-2341	Average LSR Reject Time < 6 Lines – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-2-08-2341	% On Time LSR Reject < 6 Lines – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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				

Complex Services - 2 Wire Digital (cont.)

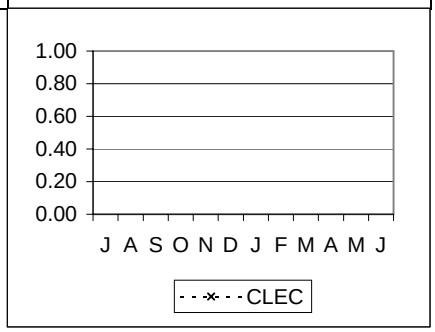
OR-2 - Reject Timeliness - Requiring Loop Qualification (cont.)

OR-2-09-2341	Average LSR Reject Time >= 6 Lines – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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				

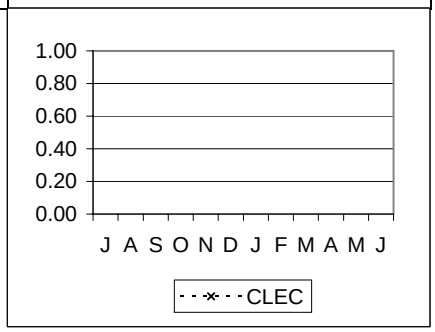
OR-2-10-2341	% On Time LSR Reject >= 6 Lines – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
Nov-01	#N/A				
Dec-01	#N/A				
Jan-02	#N/A				
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				
Jun-02	#N/A				

Complex Services - 2 Wire xDSL
OR-1 - Order Confirmation Timeliness

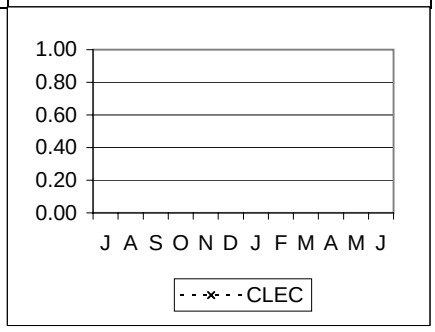
OR-1-03-2342	Average LSRC Time < 6 Lines – Electronic				No Standard
	CLEC	*CLEC Obs*	*Difference*	Parity	
Jul-01	**#N/A**				
Aug-01	**#N/A**				
Sep-01	**#N/A**				
Oct-01	**#N/A**				
Nov-01	**#N/A**				
Dec-01	**#N/A**				
Jan-02	**#N/A**				
Feb-02	**#N/A**				
Mar-02	**#N/A**				
Apr-02	**#N/A**				
May-02	**#N/A**				
Jun-02	**#N/A**				



OR-1-04-2342	% On Time LSRC < 6 Lines – Electronic				95% within 72 hours
	CLEC	*CLEC Obs*	*Difference*	Parity	
Jul-01	**#N/A**				
Aug-01	**#N/A**				
Sep-01	**#N/A**				
Oct-01	**#N/A**				
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**				



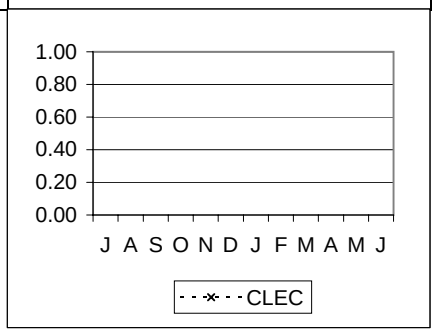
OR-1-05-2342	Average LSRC Time >= 6 Lines – Electronic				No Standard
	CLEC	*CLEC Obs*	*Difference*	Parity	
Jul-01	**#N/A**				
Aug-01	**#N/A**				
Sep-01	**#N/A**				
Oct-01	**#N/A**				
Nov-01	**#N/A**				
Dec-01	**#N/A**				
Jan-02	**#N/A**				
Feb-02	**#N/A**				
Mar-02	**#N/A**				
Apr-02	**#N/A**				
May-02	**#N/A**				
Jun-02	**#N/A**				



Complex Services - 2 Wire xDSL (cont.)

OR-1 - Order Confirmation Timeliness (cont.)

OR-1-06-2342	% On Time LSRC >= 6 Lines – Electronic				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-1-07-2342	Average LSRC Time < 6 Lines – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-1-08-2342	% On Time LSRC < 6 Lines – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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				

Complex Services - 2 Wire xDSL (cont.)

OR-1 - Order Confirmation Timeliness (cont.)

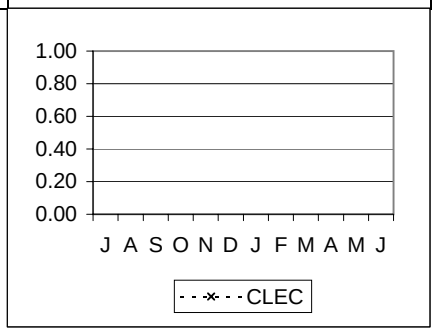
OR-1-09-2342	Average LSRC Time >= 6 Lines – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
Nov-01	#N/A				
Dec-01	#N/A				
Jan-02	#N/A				
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				
Jun-02	#N/A				

OR-1-10-2342	% On Time LSRC >= 6 Lines – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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				

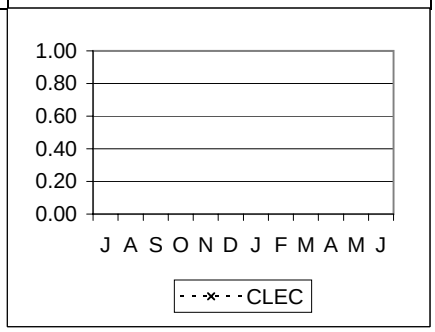
Complex Services - 2 Wire xDSL (cont.)

OR-2 - Reject Timeliness - Requiring Loop Qualification

OR-2-03-2342	Average LSR Reject Time < 6 Lines – Electronic				No Standard
	CLEC	*CLEC Obs*	*Difference*	Parity	
Jul-01	**#N/A**				
Aug-01	**#N/A**				
Sep-01	**#N/A**				
Oct-01	**#N/A**				
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-2-04-2342	% On Time LSR Reject < 6 Lines – Electronic				95% within 72 hours
	CLEC	*CLEC Obs*	*Difference*	Parity	
Jul-01	**#N/A**				
Aug-01	**#N/A**				
Sep-01	**#N/A**				
Oct-01	**#N/A**				
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-2-05-2342	Average LSR Reject Time >= 6 Lines – Electronic				No Standard
	CLEC	*CLEC Obs*	*Difference*	Parity	
Jul-01	**#N/A**				
Aug-01	**#N/A**				
Sep-01	**#N/A**				
Oct-01	**#N/A**				
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**				

Complex Services - 2 Wire xDSL (cont.)

OR-2 - Reject Timeliness - Requiring Loop Qualification (cont.)

OR-2-06-2342	% On Time LSR Reject >= 6 Lines – Electronic				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-2-07-2342	Average LSR Reject Time < 6 Lines – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-2-08-2342	% On Time LSR Reject < 6 Lines – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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				

Complex Services - 2 Wire xDSL (cont.)

OR-2 - Reject Timeliness - Requiring Loop Qualification (cont.)

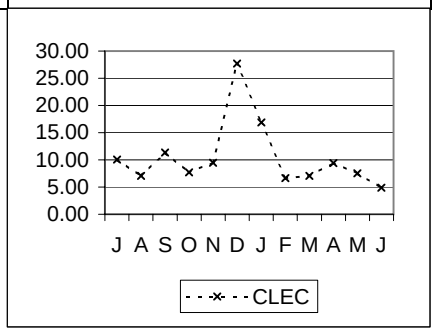
OR-2-09-2342	Average LSR Reject Time >= 6 Lines – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
Nov-01	#N/A				
Dec-01	#N/A				
Jan-02	#N/A				
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				
Jun-02	#N/A				

OR-2-10-2342	% On Time LSR Reject >= 6 Lines – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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				

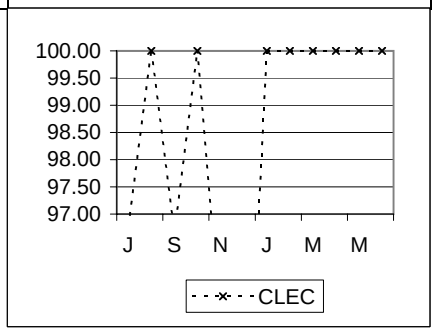
Special Services

OR-1 - Order Confirmation Timeliness

OR-1-03-2214	Average LSRC Time < 10 Lines – Non–DS0, DS1, & DS3 – Electronic				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	**10.04**				
Aug-01	**7.05**				
Sep-01	**11.34**				
Oct-01	**7.71**				
Nov-01	**9.47**				
Dec-01	**27.70**				
Jan-02	**16.86**				
Feb-02	**6.65**				
Mar-02	**7.04**				
Apr-02	**9.39**				
May-02	**7.53**				
Jun-02	**4.91**				



OR-1-04-2214	% On Time LSRC < 10 Lines – Non–DS0, DS1, & DS3 – Electronic				95% within 48 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	**96.77**	**31**	**1.77**	YES	
Aug-01	**100.00**	**27**	**5.00**	YES	
Sep-01	**96.67**	**30**	**1.67**	YES	
Oct-01	**100.00**	**45**	**5.00**	YES	
Nov-01	**95.00**	**20**	**0.00**	YES	
Dec-01	**91.30**	**23**	**-3.70**	NO	
Jan-02	**100.00**	**17**	**5.00**	YES	
Feb-02	**100.00**	**12**	**5.00**	YES	
Mar-02	**100.00**	**13**	**5.00**	YES	
Apr-02	**100.00**	**12**	**5.00**	YES	
May-02	**100.00**	**29**	**5.00**	YES	
Jun-02	**100.00**	**5**		YES	



OR-1-05-2210	Average LSRC Time >= 10 Lines – DS0 – Electronic				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	**#N/A**				
Aug-01	**#N/A**				
Sep-01	**#N/A**				
Oct-01	**#N/A**				
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**				

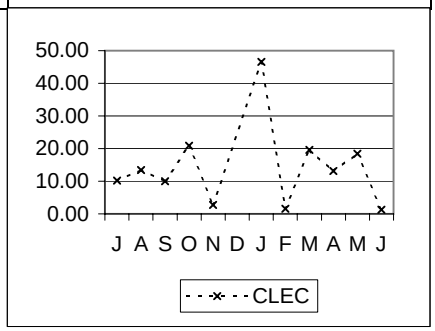
Special Services (cont.)

OR-1 - Order Confirmation Timeliness (cont.)

OR-1-05-2211	Average LSRC Time >= 10 Lines – DS1 – Electronic				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-1-05-2213	Average LSRC Time >= 10 Lines – DS3 – Electronic				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-1-05-2214	Average LSRC Time >= 10 Lines – Non–DS0, DS1, & DS3 – Electronic				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	10.17				
Aug-01	13.48				
Sep-01	9.99				
Oct-01	20.93				
Nov-01	2.78				
Dec-01	#N/A				
Jan-02	46.60				
Feb-02	1.52				
Mar-02	19.65				
Apr-02	13.18				
May-02	18.42				
Jun-02	1.32				



Special Services (cont.)

OR-1 - Order Confirmation Timeliness (cont.)

OR-1-06-2210	% On Time LSRC >=10 Lines – DS0 – Electronic				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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				

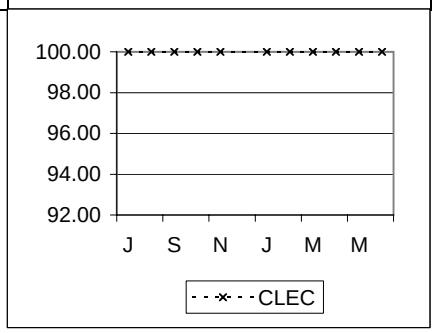
OR-1-06-2211	% On Time LSRC >=10 Lines – DS1 – Electronic				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
Nov-01	#N/A				
Dec-01	#N/A				
Jan-02	#N/A				
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				
Jun-02	#N/A				

OR-1-06-2213	% On Time LSRC >=10 Lines – DS3 – Electronic				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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				

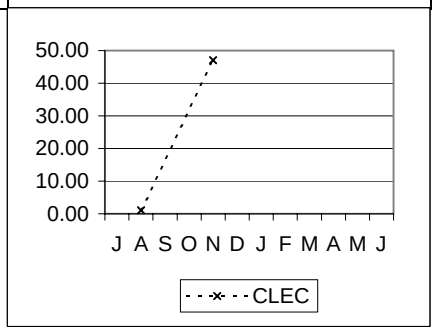
Special Services (cont.)

OR-1 - Order Confirmation Timeliness (cont.)

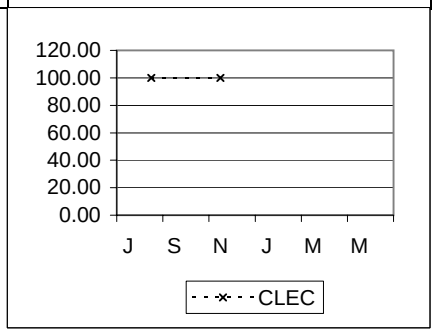
OR-1-06-2214	% On Time LSRC >=10 Lines – Non–DS0, DS1, & DS3 – Electronic				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	100.00	12	5.00	YES	
Aug-01	100.00	8		YES	
Sep-01	100.00	7		YES	
Oct-01	100.00	2		YES	
Nov-01	100.00	3		YES	
Dec-01	#N/A				
Jan-02	100.00	1		YES	
Feb-02	100.00	1		YES	
Mar-02	100.00	3		YES	
Apr-02	100.00	2		YES	
May-02	100.00	1		YES	
Jun-02	100.00	1		YES	



OR-1-07-2214	Average LSRC Time < 10 Lines – Non DS0,DS1, & DS3 – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	1.05				
Sep-01	#N/A				
Oct-01	#N/A				
Nov-01	47.03				
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-1-08-2214	% On Time LSRC < 10 Lines – Non DS0,DS1, & DS3 – Fax				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	100.00	1		YES	
Sep-01	#N/A				
Oct-01	#N/A				
Nov-01	100.00	1		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				



Special Services (cont.)

OR-1 - Order Confirmation Timeliness (cont.)

OR-1-09-2211	Average LSRC Time >= 10 Lines – DS1 – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-1-09-2213	Average LSRC Time >= 10 Lines – DS3 – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-1-09-2210	Average LSRC Time >= 10 Lines – DS0 – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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 (cont.)

OR-1 - Order Confirmation Timeliness (cont.)

OR-1-09-2214	Average LSRC Time >= 10 Lines – Non DS0,DS1, & DS3 – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-1-10-2210	% On Time LSRC >= 10 Lines – DS0 – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-1-10-2211	% On Time LSRC >= 10 Lines – DS1 – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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 (cont.)

OR-1 - Order Confirmation Timeliness (cont.)

OR-1-10-2213	% On Time LSRC >= 10 Lines – DS3 – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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				

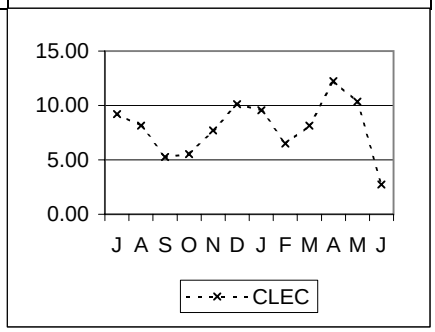
OR-1-10-2214	% On Time LSRC >= 10 Lines – Non DS0,DS1, & DS3 – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
Nov-01	#N/A				
Dec-01	#N/A				
Jan-02	#N/A				
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				
Jun-02	#N/A				

Special Services (cont.)

OR-2 - Reject Timeliness

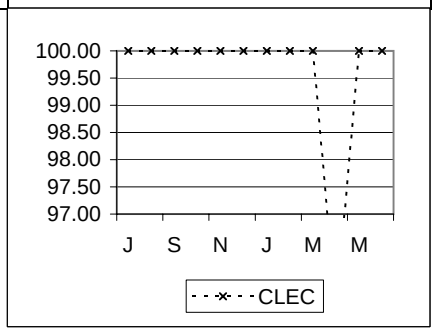
OR-2-03-2200 — **Average LSR Reject Time < 10 Lines – Electronic (No Flow–Through)** — No Standard

	CLEC	CLEC Obs	Difference	Parity
Jul-01	9.20			
Aug-01	8.14			
Sep-01	5.26			
Oct-01	5.53			
Nov-01	7.72			
Dec-01	10.11			
Jan-02	9.57			
Feb-02	6.49			
Mar-02	8.14			
Apr-02	12.23			
May-02	10.35			
Jun-02	2.74			



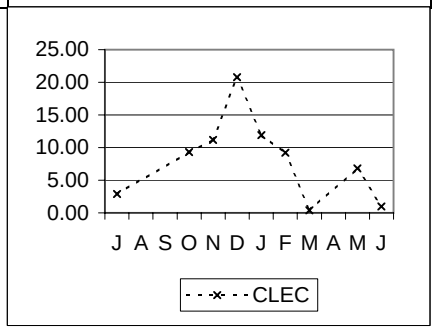
OR-2-04-2200 — **% On Time LSR Reject < 10 Lines – Electronic (No Flow–Through)** — 95% within 48 hours

	CLEC	CLEC Obs	Difference	Parity
Jul-01	100.00	66	5.00	YES
Aug-01	100.00	73	5.00	YES
Sep-01	100.00	88	5.00	YES
Oct-01	100.00	93	5.00	YES
Nov-01	100.00	49	5.00	YES
Dec-01	100.00	64	5.00	YES
Jan-02	100.00	57	5.00	YES
Feb-02	100.00	38	5.00	YES
Mar-02	100.00	27	5.00	YES
Apr-02	95.24	21	0.24	YES
May-02	100.00	32	5.00	YES
Jun-02	100.00	11	5.00	YES



OR-2-05-2200 — **Average LSR Reject Time >= 10 Lines – Electronic** — No Standard

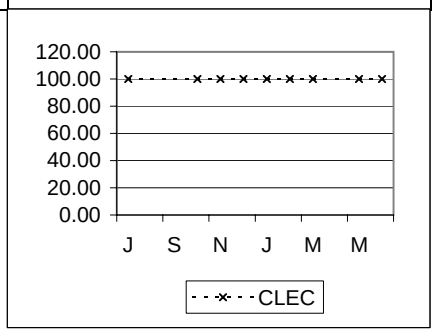
	CLEC	CLEC Obs	Difference	Parity
Jul-01	2.91			
Aug-01	#N/A			
Sep-01	#N/A			
Oct-01	9.30			
Nov-01	11.20			
Dec-01	20.79			
Jan-02	11.89			
Feb-02	9.20			
Mar-02	0.40			
Apr-02	#N/A			
May-02	6.82			
Jun-02	1.00			



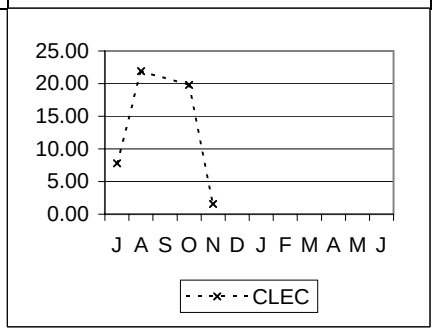
Special Services (cont.)

OR-2 - Reject Timeliness (cont.)

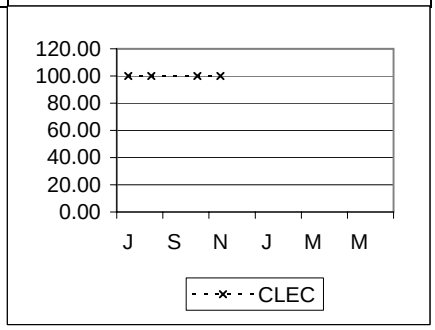
OR-2-06-2200	% On Time LSR Reject >= 10 Lines – Electronic				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	100.00	2		YES	
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	100.00	6		YES	
Nov-01	100.00	10	5.00	YES	
Dec-01	100.00	6		YES	
Jan-02	100.00	6		YES	
Feb-02	100.00	2		YES	
Mar-02	100.00	1		YES	
Apr-02	#N/A				
May-02	100.00	3		YES	
Jun-02	100.00	2		YES	



OR-2-07-2200	Average LSR Reject Time < 10 Lines – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	7.80				
Aug-01	21.90				
Sep-01	#N/A				
Oct-01	19.78				
Nov-01	1.56				
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-2-08-2200	% On Time LSR Reject < 10 Lines – Fax				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	100.00	4		YES	
Aug-01	100.00	1		YES	
Sep-01	#N/A				
Oct-01	100.00	2		YES	
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				



Special Services (cont.)

OR-2 - Reject Timeliness (cont.)

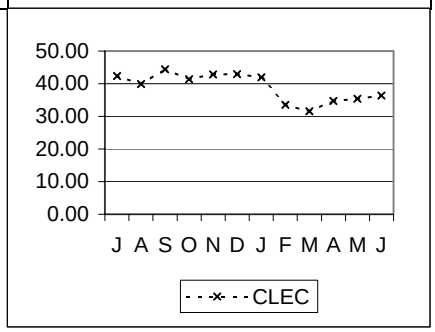
OR-2-09-2200	Average LSR Reject Time >=10 Lines – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
Nov-01	#N/A				
Dec-01	#N/A				
Jan-02	#N/A				
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				
Jun-02	#N/A				

OR-2-10-2200	% On Time LSR Reject >=10 Lines – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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

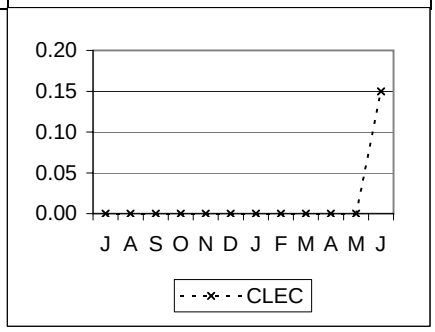
OR-3 - Percent Rejects

OR-3-01-2000	% Rejects				No Standard
	CLEC	*CLEC Obs*	*Difference*	Parity	
Jul-01	**42.35**	**7849**			
Aug-01	**39.95**	**8303**			
Sep-01	**44.41**	**6248**			
Oct-01	**41.34**	**7535**			
Nov-01	**42.87**	**6214**			
Dec-01	**42.91**	**6134**			
Jan-02	**41.93**	**7047**			
Feb-02	**33.56**	**6526**			
Mar-02	**31.53**	**6696**			
Apr-02	**34.71**	**6324**			
May-02	**35.38**	**6212**			
Jun-02	**36.37**	**5065**			

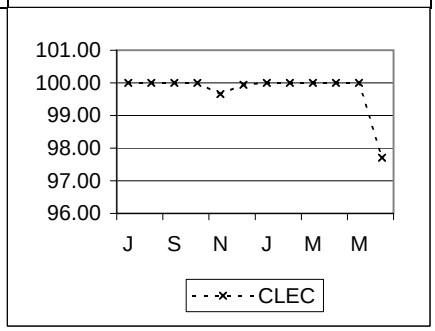


OR-4 - Timeliness of Completion Notification

OR-4-01-2000	Completion Notice – Average Response Time				No Standard
	CLEC	*CLEC Obs*	*Difference*	Parity	
Jul-01	**0.00**				
Aug-01	**0.00**				
Sep-01	**0.00**				
Oct-01	**0.00**				
Nov-01	**0.00**				
Dec-01	**0.00**				
Jan-02	**0.00**				
Feb-02	**0.00**				
Mar-02	**0.00**				
Apr-02	**0.00**				
May-02	**0.00**				
Jun-02	**0.15**				



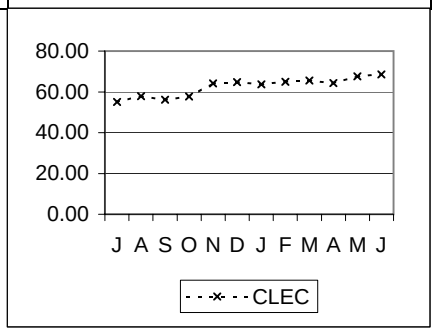
OR-4-02-2000	Completion Notice – % On Time				97% within 2 Hours
	CLEC	*CLEC Obs*	*Difference*	Parity	
Jul-01	**100.00**	**6121**	**3.00**	YES	
Aug-01	**100.00**	**6423**	**3.00**	YES	
Sep-01	**100.00**	**4713**	**3.00**	YES	
Oct-01	**100.00**	**5778**	**3.00**	YES	
Nov-01	**99.66**	**4650**	**2.66**	YES	
Dec-01	**99.94**	**4781**	**2.94**	YES	
Jan-02	**100.00**	**5230**	**3.00**	YES	
Feb-02	**100.00**	**4723**	**3.00**	YES	
Mar-02	**100.00**	**5565**	**3.00**	YES	
Apr-02	**100.00**	**4906**	**3.00**	YES	
May-02	**100.00**	**5066**	**3.00**	YES	
Jun-02	**97.71**	**3893**	**0.71**	YES	



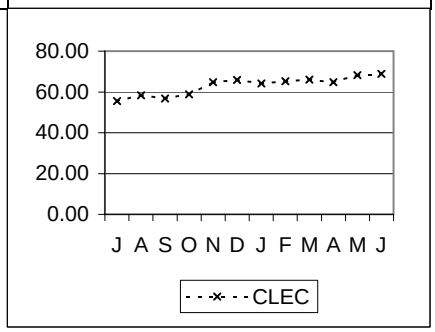
POTS / Special Services - Aggregate

OR-5 - Percent Flow-Through

OR-5-01-2000	% Flow Through – Total				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	**55.03**	**6680**			
Aug-01	**57.91**	**7001**			
Sep-01	**56.18**	**5267**			
Oct-01	**57.73**	**6371**			
Nov-01	**64.18**	**5251**			
Dec-01	**64.84**	**5253**			
Jan-02	**63.76**	**6023**			
Feb-02	**64.88**	**5778**			
Mar-02	**65.56**	**5932**			
Apr-02	**64.36**	**5592**			
May-02	**67.61**	**5538**			
Jun-02	**68.62**	**4464**			

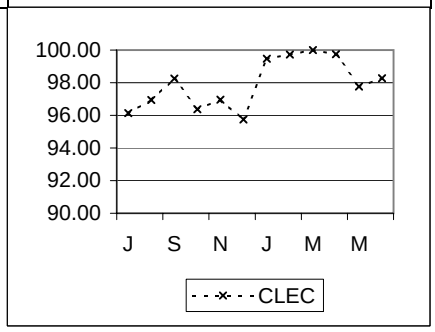


OR-5-02-2000	% Flow Through – Simple				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	**55.52**	**6601**			
Aug-01	**58.33**	**6919**			
Sep-01	**56.75**	**5189**			
Oct-01	**58.88**	**6224**			
Nov-01	**64.79**	**5194**			
Dec-01	**65.86**	**5149**			
Jan-02	**64.22**	**5947**			
Feb-02	**65.25**	**5736**			
Mar-02	**66.07**	**5879**			
Apr-02	**64.85**	**5547**			
May-02	**68.27**	**5480**			
Jun-02	**68.90**	**4440**			



OR-6 - Order Accuracy

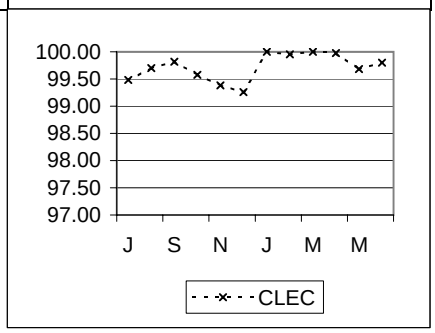
OR-6-01-2000	% Accuracy – Orders				95% of orders without errors
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	**96.13**	**310**	**1.13**	YES	
Aug-01	**96.94**	**327**	**1.94**	YES	
Sep-01	**98.25**	**171**	**3.25**	YES	
Oct-01	**96.36**	**330**	**1.36**	YES	
Nov-01	**96.96**	**263**	**1.96**	YES	
Dec-01	**95.75**	**306**	**0.75**	YES	
Jan-02	**99.48**	**384**	**4.48**	YES	
Feb-02	**99.73**	**371**	**4.73**	YES	
Mar-02	**100.00**	**403**	**5.00**	YES	
Apr-02	**99.75**	**400**	**4.75**	YES	
May-02	**97.76**	**312**	**2.76**	YES	
Jun-02	**98.28**	**290**	**3.28**	YES	



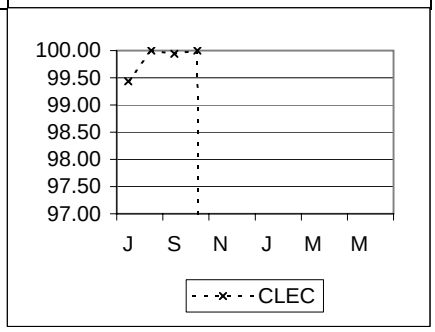
POTS / Special Services - Aggregate

OR-6 - Order Accuracy (cont.)

OR-6-02-2000	% Accuracy – Opportunities				No Standard
	CLEC	*CLEC Obs*	*Difference*	Parity	
Jul-01	**99.48**	**3097**			
Aug-01	**99.70**	**3977**			
Sep-01	**99.82**	**1658**			
Oct-01	**99.58**	**3074**			
Nov-01	**99.38**	**1942**			
Dec-01	**99.26**	**2285**			
Jan-02	**100.00**	**851**			
Feb-02	**99.95**	**4069**			
Mar-02	**100.00**	**4502**			
Apr-02	**99.98**	**3957**			
May-02	**99.68**	**2511**			
Jun-02	**99.80**	**2479**			



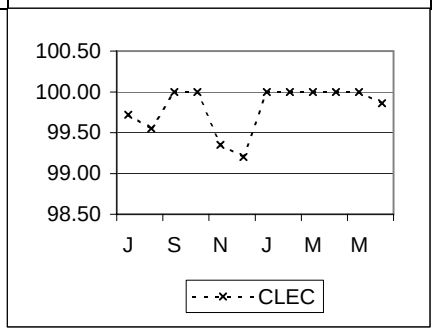
OR-6-03-2000	% Accuracy – LSRC				Not more than 5% of LSRCs resent due to VZ error
	CLEC	*CLEC Obs*	*Difference*	Parity	
Jul-01	**99.43**	**353**	**4.43**	YES	
Aug-01	**100.00**	**389**	**5.00**	YES	
Sep-01	**99.94**	**239**	**4.94**	YES	
Oct-01	**100.00**	**388**	**5.00**	YES	
Nov-01	**0.48**	**2098**	**4.52**	YES	
Dec-01	**0.25**	**1997**	**4.75**	YES	
Jan-02	**0.00**	**2423**	**5.00**	YES	
Feb-02	**0.00**	**2206**	**5.00**	YES	
Mar-02	**0.09**	**2191**	**4.91**	YES	
Apr-02	**0.00**	**2111**	**5.00**	YES	
May-02	**0.10**	**1955**	**4.90**	YES	
Jun-02	**0.00**	**1536**	**5.00**	YES	



POTS / Special Services - Aggregate (cont.)

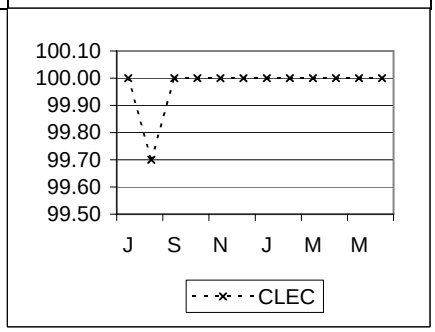
OR-8 - Acknowledgement Timeliness

OR-8-01-2000	% Acknowledgements On Time				95% within 2 Hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	99.72	726	4.72	YES	
Aug-01	99.55	660	4.55	YES	
Sep-01	100.00	1679	5.00	YES	
Oct-01	100.00	2843	5.00	YES	
Nov-01	99.35	2454	4.35	YES	
Dec-01	99.20	2240	4.20	YES	
Jan-02	100.00	2471	5.00	YES	
Feb-02	100.00	1815	5.00	YES	
Mar-02	100.00	2182	5.00	YES	
Apr-02	100.00	2365	5.00	YES	
May-02	100.00	2221	5.00	YES	
Jun-02	99.86	2116	4.86	YES	



OR-9 - Order Acknowledgement Completeness

OR-9-01-2000	% Acknowledgement Completeness				99% Sent Same Day
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	100.00	726	1.00	YES	
Aug-01	99.70	660	0.70	YES	
Sep-01	100.00	1679	1.00	YES	
Oct-01	100.00	2843	1.00	YES	
Nov-01	100.00	2454	1.00	YES	
Dec-01	100.00	2240	1.00	YES	
Jan-02	100.00	2471	1.00	YES	
Feb-02	100.00	1815	1.00	YES	
Mar-02	100.00	2182	1.00	YES	
Apr-02	100.00	2365	1.00	YES	
May-02	100.00	2221	1.00	YES	
Jun-02	100.00	2116	1.00	YES	



Legend

N/A = No Activity
NEF = No Existing Functionality
P = Z-Score Equivalent from Permutation Test
TBD = Performance standard is to be determined
RQ = Performance metric is reported quarterly
UD = Performance metric is under development
UR = Performance metric is under review

Base < 10: Parity Standards - The C2C guidelines do not require a calculation of a Z/t-statistic to determine if performance met the standard when sample sizes are less than 10.

Verizon - PA

Carrier to Carrier Performance Standards and Reports Summary July 2001 - June 2002

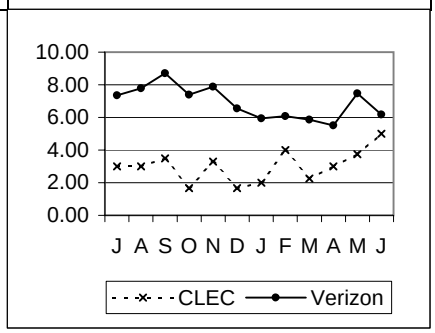
CLEC Aggregate Performance

Resale (Provisioning) - POTS/Special Services

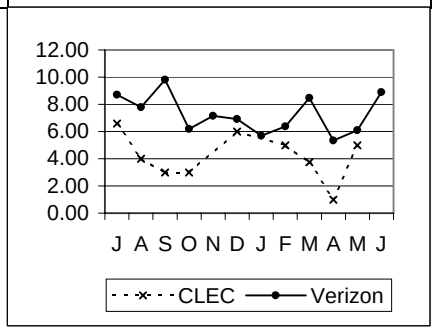
POTS - Provisioning - Total

PR-1 - Average Interval Offered

PR-1-04-2100	Average Interval Offered – Dispatch (6–9 Lines)								Parity with VZ Retail
	Retail POTS								
	CLEC	*CLEC Vol*	*VZ*	*VZ Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jul-01	**3.00**	1	**7.35**	156	7.64			Base<10	
Aug-01	**3.00**	2	**7.78**	162	8.34			Base<10	
Sep-01	**3.50**	4	**8.71**	132	18.21			Base<10	
Oct-01	**1.67**	3	**7.39**	161	8.48			Base<10	
Nov-01	**3.30**	10	**7.89**	135	8.96	2.94	1.56	YES	
Dec-01	**1.67**	3	**6.54**	178	6.20			Base<10	
Jan-02	**2.00**	3	**5.94**	157	7.03			Base<10	
Feb-02	**4.00**	4	**6.07**	133	7.10			Base<10	
Mar-02	**2.25**	4	**5.86**	138	6.25			Base<10	
Apr-02	**3.00**	4	**5.51**	152	5.27			Base<10	
May-02	**3.75**	4	**7.47**	173	15.14			Base<10	
Jun-02	**5.00**	1	**6.17**	157	4.86			Base<10	



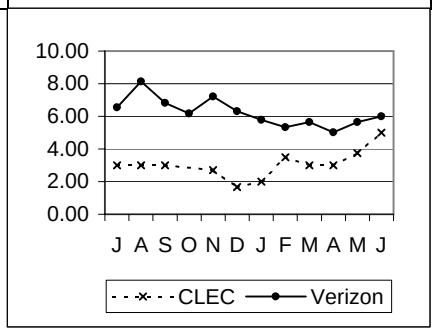
PR-1-05-2100	Average Interval Offered – Dispatch (>= 10lines)								Parity with VZ Retail
	Retail POTS								
	CLEC	*CLEC Vol*	*VZ*	*VZ Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jul-01	**6.60**	5	**8.71**	189	12.87			Base<10	
Aug-01	**4.00**	3	**7.80**	165	8.62			Base<10	
Sep-01	**3.00**	3	**9.81**	110	19.02			Base<10	
Oct-01	**3.00**	1	**6.20**	128	6.57			Base<10	
Nov-01	**#N/A**		**7.15**	120	6.92				
Dec-01	**6.00**	2	**6.91**	140	6.37			Base<10	
Jan-02	**#N/A**		**5.70**	125	4.75				
Feb-02	**5.00**	1	**6.38**	99	8.49			Base<10	
Mar-02	**3.75**	8	**8.48**	92	17.61			Base<10	
Apr-02	**1.00**	1	**5.35**	144	4.24			Base<10	
May-02	**5.00**	1	**6.09**	121	5.87			Base<10	
Jun-02	**#N/A**		**8.89**	173	15.81				



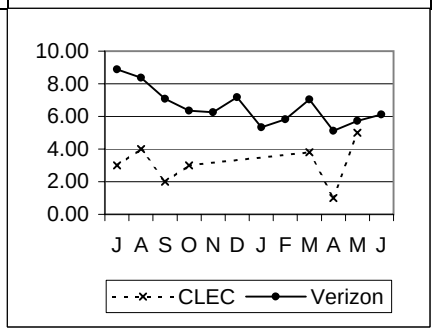
POTS - Provisioning - Total (cont.)

PR-2 - Average Completed Interval

PR-2-04-2100	Average Interval Completed – Dispatch (6–9 Lines)								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	3.00	1	6.54	113	7.12			Base<10	
Aug-01	3.00	2	8.13	115	17.69			Base<10	
Sep-01	3.00	4	6.83	95	8.09			Base<10	
Oct-01	#N/A		6.17	109	6.25				
Nov-01	2.71	7	7.22	90	8.73			Base<10	
Dec-01	1.67	3	6.32	139	5.94			Base<10	
Jan-02	2.00	2	5.79	114	7.79			Base<10	
Feb-02	3.50	2	5.33	102	5.04			Base<10	
Mar-02	3.00	3	5.65	97	5.58			Base<10	
Apr-02	3.00	4	5.01	110	5.11			Base<10	
May-02	3.75	4	5.64	121	6.64			Base<10	
Jun-02	5.00	1	6.00	130	4.38			Base<10	

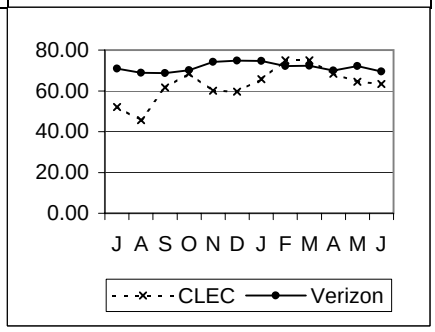


PR-2-05-2100	Average Interval Completed – Dispatch (>= 10 Lines)								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	3.00	1	8.88	133	10.67			Base<10	
Aug-01	4.00	3	8.38	117	9.63			Base<10	
Sep-01	2.00	2	7.08	64	6.21			Base<10	
Oct-01	3.00	1	6.36	81	7.46			Base<10	
Nov-01	#N/A		6.26	77	5.63				
Dec-01	#N/A		7.18	89	7.37				
Jan-02	#N/A		5.33	89	4.94				
Feb-02	#N/A		5.83	75	9.03				
Mar-02	3.80	5	7.03	63	10.42			Base<10	
Apr-02	1.00	1	5.11	101	3.66			Base<10	
May-02	5.00	1	5.73	90	5.66			Base<10	
Jun-02	#N/A		6.12	120	5.99				



PR-3 - Completed within Specified Days

PR-3-01-2100	% Completed in 1 Day (1–5 Lines – No Dispatch)								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	52.10	954	70.84	117465		1.48	-12.68	NO	
Aug-01	45.67	900	68.89	138480		1.55	-15.00	NO	
Sep-01	61.61	732	68.74	95203		1.72	-4.15	NO	
Oct-01	68.53	1236	70.05	131718		1.31	-1.16	YES	
Nov-01	60.12	865	74.13	146887		1.49	-9.38	NO	
Dec-01	59.64	768	74.87	127015		1.57	-9.70	NO	
Jan-02	65.69	1061	74.65	155140		1.34	-6.69	NO	
Feb-02	74.95	1437	72.14	140720		1.19	2.36	YES	
Mar-02	75.04	1198	72.35	140161		1.30	2.07	YES	
Apr-02	68.45	935	69.89	138070		1.51	-0.96	YES	
May-02	64.48	1008	72.12	135272		1.42	-5.39	NO	
Jun-02	63.36	685	69.42	126501		1.77	-3.43	NO	



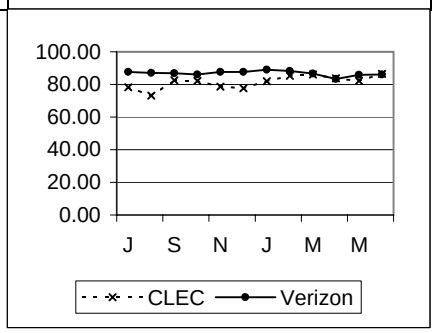
POTS - Provisioning - Total (cont.)

PR-3 - Completed within Specified Days (cont.)

PR-3-02-2100 — **% Completed in 2 Days (1–5 Lines – No Dispatch)** — Parity with VZ Retail

Retail POTS

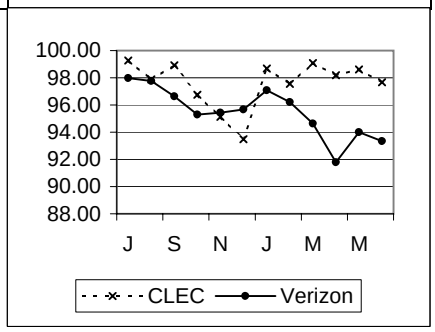
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**78.20**	954	**87.56**	117465		1.07	-8.72	NO
Aug-01	**73.22**	900	**87.06**	138480		1.12	-12.33	NO
Sep-01	**82.51**	732	**86.87**	95203		1.25	-3.48	NO
Oct-01	**82.12**	1236	**86.00**	131718		0.99	-3.91	NO
Nov-01	**78.61**	865	**87.67**	146887		1.12	-8.08	NO
Dec-01	**77.60**	768	**87.64**	127015		1.19	-8.43	NO
Jan-02	**82.00**	1061	**89.03**	155140		0.96	-7.30	NO
Feb-02	**85.32**	1437	**88.20**	140720		0.86	-3.37	NO
Mar-02	**86.14**	1198	**86.68**	140161		0.99	-0.55	YES
Apr-02	**83.74**	935	**83.25**	138070		1.23	0.40	YES
May-02	**82.24**	1008	**85.84**	135272		1.10	-3.27	NO
Jun-02	**86.42**	685	**86.15**	126501		1.32	0.20	YES



PR-3-03-2100 — **% Completed in 3 Days (1–5 Lines – No Dispatch)** — Parity with VZ Retail

Retail POTS

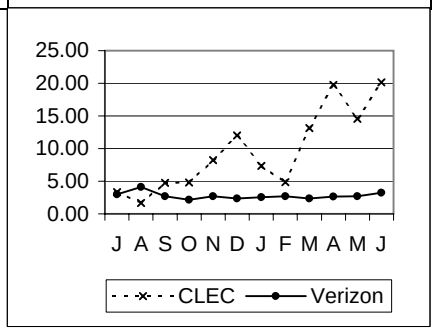
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**99.27**	954	**97.97**	117465		0.46	2.84	YES
Aug-01	**97.89**	900	**97.76**	138480		0.49	0.26	YES
Sep-01	**98.91**	732	**96.63**	95203		0.67	3.41	YES
Oct-01	**96.76**	1236	**95.30**	131718		0.60	2.41	YES
Nov-01	**95.14**	865	**95.44**	146887		0.71	-0.42	YES
Dec-01	**93.49**	768	**95.67**	127015		0.74	-2.96	NO
Jan-02	**98.68**	1061	**97.08**	155140		0.52	3.08	YES
Feb-02	**97.56**	1437	**96.22**	140720		0.51	2.65	YES
Mar-02	**99.08**	1198	**94.64**	140161		0.65	6.79	YES
Apr-02	**98.18**	935	**91.80**	138070		0.90	7.09	YES
May-02	**98.61**	1008	**94.00**	135272		0.75	6.14	YES
Jun-02	**97.66**	685	**93.33**	126501		0.96	4.53	YES



PR-3-04-2100 — **% Completed in 1 Day (1–5 Lines – Dispatch)** — Parity with VZ Retail

Retail POTS

	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**3.33**	120	**2.97**	11913		1.56	0.23	YES
Aug-01	**1.67**	120	**4.10**	14790		1.82	-1.34	YES
Sep-01	**4.76**	105	**2.68**	11198		1.58	1.31	YES
Oct-01	**4.79**	146	**2.16**	16459		1.21	2.18	YES
Nov-01	**8.24**	170	**2.72**	14691		1.25	4.40	YES
Dec-01	**12.03**	133	**2.37**	13778		1.33	7.29	YES
Jan-02	**7.35**	136	**2.53**	16219		1.35	3.56	YES
Feb-02	**4.85**	206	**2.68**	13893		1.13	1.91	YES
Mar-02	**13.16**	266	**2.36**	14563		0.94	11.50	YES
Apr-02	**19.75**	324	**2.64**	14081		0.90	18.99	YES
May-02	**14.56**	316	**2.71**	15083		0.92	12.84	YES
Jun-02	**20.15**	268	**3.25**	13478		1.09	15.45	YES



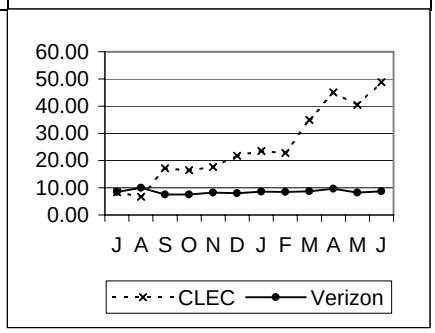
POTS - Provisioning - Total (cont.)

PR-3 - Completed within Specified Days (cont.)

PR-3-05-2100 — **% Completed in 2 Days (1–5 Lines – Dispatch)** — Parity with VZ Retail

Retail POTS

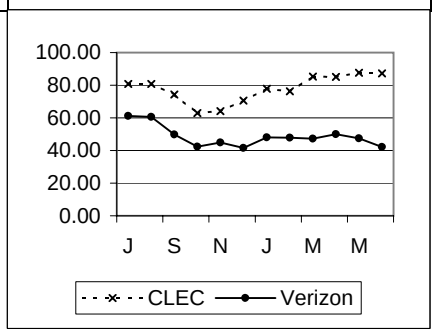
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**8.33**	120	**8.44**	11913		2.55	-0.04	YES
Aug-01	**6.67**	120	**10.05**	14790		2.76	-1.23	YES
Sep-01	**17.14**	105	**7.58**	11198		2.60	3.68	YES
Oct-01	**16.44**	146	**7.53**	16459		2.19	4.06	YES
Nov-01	**17.65**	170	**8.18**	14691		2.11	4.48	YES
Dec-01	**21.80**	133	**7.96**	13778		2.36	5.87	YES
Jan-02	**23.53**	136	**8.64**	16219		2.42	6.15	YES
Feb-02	**22.82**	206	**8.52**	13893		1.96	7.30	YES
Mar-02	**34.96**	266	**8.67**	14563		1.74	15.10	YES
Apr-02	**45.06**	324	**9.59**	14081		1.65	21.44	YES
May-02	**40.51**	316	**8.29**	15083		1.57	20.56	YES
Jun-02	**48.88**	268	**8.68**	13478		1.74	23.15	YES



PR-3-06-2100 — **% Completed in 3 Days (1–5 Lines – Dispatch)** — Parity with VZ Retail

Retail POTS

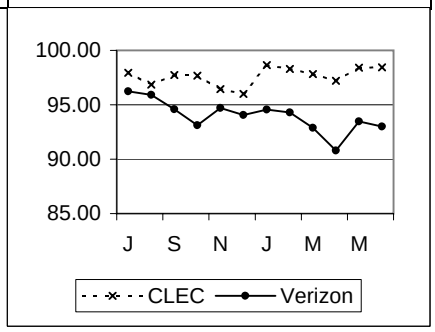
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**80.83**	120	**61.08**	11913		4.47	4.42	YES
Aug-01	**80.83**	120	**60.66**	14790		4.48	4.50	YES
Sep-01	**74.29**	105	**49.78**	11198		4.90	5.00	YES
Oct-01	**63.01**	146	**42.32**	16459		4.11	5.04	YES
Nov-01	**64.12**	170	**44.95**	14691		3.84	5.00	YES
Dec-01	**70.68**	133	**41.65**	13778		4.30	6.76	YES
Jan-02	**77.94**	136	**47.98**	16219		4.30	6.96	YES
Feb-02	**76.21**	206	**47.87**	13893		3.51	8.08	YES
Mar-02	**85.34**	266	**47.24**	14563		3.09	12.33	YES
Apr-02	**85.19**	324	**50.01**	14081		2.81	12.52	YES
May-02	**87.66**	316	**47.44**	15083		2.84	14.17	YES
Jun-02	**87.31**	268	**42.09**	13478		3.05	14.85	YES



PR-3-07-2100 — **% Completed in 4 Days (1–5 Lines – Total)** — Parity with VZ Retail

Retail POTS

	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**97.95**	1074	**96.25**	129378		0.58	2.92	YES
Aug-01	**96.86**	1020	**95.90**	153270		0.62	1.54	YES
Sep-01	**97.73**	837	**94.59**	106401		0.78	4.00	YES
Oct-01	**97.68**	1382	**93.11**	148177		0.68	6.68	YES
Nov-01	**96.43**	1035	**94.71**	161578		0.70	2.46	YES
Dec-01	**96.00**	901	**94.07**	140793		0.79	2.45	YES
Jan-02	**98.66**	1197	**94.57**	171359		0.66	6.22	YES
Feb-02	**98.30**	1643	**94.29**	154613		0.58	6.97	YES
Mar-02	**97.81**	1464	**92.87**	154724		0.68	7.31	YES
Apr-02	**97.22**	1259	**90.78**	152151		0.82	7.87	YES
May-02	**98.41**	1324	**93.46**	150355		0.68	7.25	YES
Jun-02	**98.43**	953	**93.00**	139979		0.83	6.55	YES



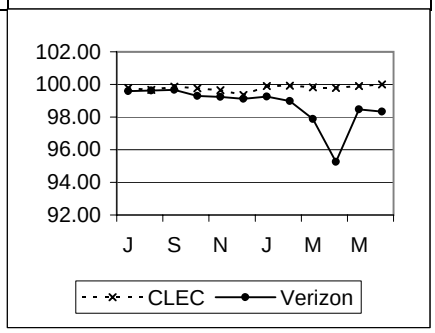
POTS - Provisioning - Total (cont.)

PR-3 - Completed within Specified Days (cont.)

PR-3-08-2100 — **% Completed in 5 Days (1–5 Lines – No Dispatch)** — Parity with VZ Retail

Retail POTS

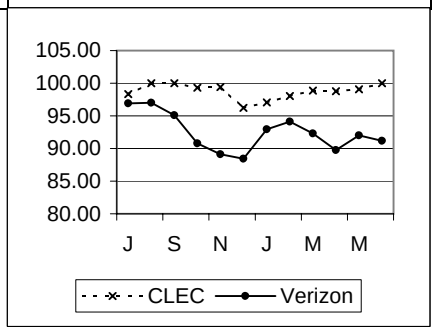
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**99.79**	954	**99.59**	117465		0.21	0.96	YES
Aug-01	**99.67**	900	**99.63**	138480		0.20	0.20	YES
Sep-01	**99.86**	732	**99.66**	95203		0.22	0.93	YES
Oct-01	**99.76**	1236	**99.30**	131718		0.24	1.93	YES
Nov-01	**99.65**	865	**99.23**	146887		0.30	1.41	YES
Dec-01	**99.35**	768	**99.11**	127015		0.34	0.71	YES
Jan-02	**99.91**	1061	**99.25**	155140		0.27	2.48	YES
Feb-02	**99.93**	1437	**98.99**	140720		0.27	3.55	YES
Mar-02	**99.83**	1198	**97.89**	140161		0.42	4.65	YES
Apr-02	**99.79**	935	**95.26**	138070		0.70	6.50	YES
May-02	**99.90**	1008	**98.48**	135272		0.39	3.67	YES
Jun-02	**100.00**	685	**98.33**	126501		0.49	3.40	YES



PR-3-09-2100 — **% Completed in 5 Days (1–5 Lines – Dispatch)** — Parity with VZ Retail

Retail POTS

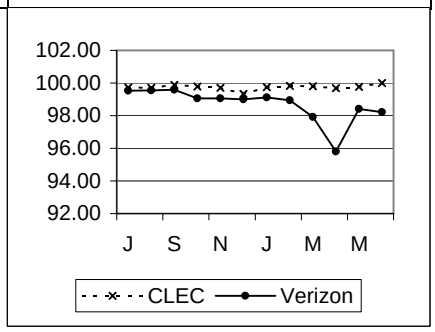
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**98.33**	120	**96.89**	11913		1.59	0.90	YES
Aug-01	**100.00**	120	**96.99**	14790		1.57	1.92	YES
Sep-01	**100.00**	105	**95.11**	11198		2.11	2.31	YES
Oct-01	**99.32**	146	**90.78**	16459		2.40	3.55	YES
Nov-01	**99.41**	170	**89.14**	14691		2.40	4.28	YES
Dec-01	**96.24**	133	**88.42**	13778		2.79	2.80	YES
Jan-02	**97.06**	136	**92.94**	16219		2.21	1.87	YES
Feb-02	**98.06**	206	**94.11**	13893		1.65	2.39	YES
Mar-02	**98.87**	266	**92.28**	14563		1.65	3.99	YES
Apr-02	**98.77**	324	**89.76**	14081		1.70	5.29	YES
May-02	**99.05**	316	**92.02**	15083		1.54	4.56	YES
Jun-02	**100.00**	268	**91.20**	13478		1.75	5.04	YES



PR-3-10-2100 — **% Completed in 6 Days (1–5 Lines – Total)** — Parity with VZ Retail

Retail POTS

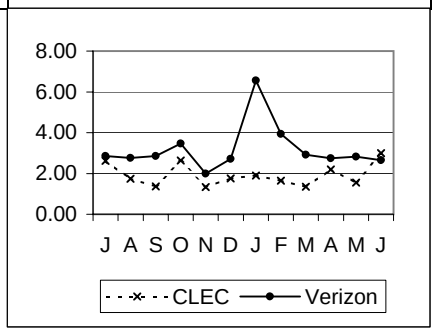
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**99.72**	1074	**99.53**	129378		0.21	0.91	YES
Aug-01	**99.71**	1020	**99.55**	153270		0.21	0.76	YES
Sep-01	**99.88**	837	**99.59**	106401		0.22	1.31	YES
Oct-01	**99.78**	1382	**99.06**	148177		0.26	2.76	YES
Nov-01	**99.71**	1035	**99.05**	161578		0.30	2.18	YES
Dec-01	**99.33**	901	**99.00**	140793		0.33	0.99	YES
Jan-02	**99.75**	1197	**99.12**	171359		0.27	2.33	YES
Feb-02	**99.82**	1643	**98.94**	154613		0.25	3.46	YES
Mar-02	**99.80**	1464	**97.93**	154724		0.37	5.00	YES
Apr-02	**99.68**	1259	**95.81**	152151		0.57	6.83	YES
May-02	**99.77**	1324	**98.41**	150355		0.35	3.94	YES
Jun-02	**100.00**	953	**98.21**	139979		0.43	4.15	YES



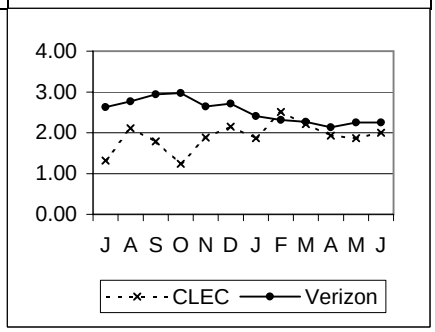
POTS - Provisioning - Total (cont.)

PR-4 - Missed Appointments

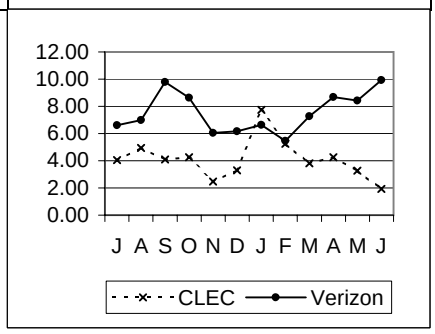
PR-4-02-2100	Average Delay Days – Total								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**2.62**	13	**2.85**	2419	12.83	3.57	0.06	YES	
Aug-01	**1.74**	19	**2.76**	3101	9.08	2.09	0.49	YES	
Sep-01	**1.36**	11	**2.85**	3249	8.25	2.49	0.60	YES	
Oct-01	**2.64**	14	**3.46**	3861	7.92	2.12	0.39	YES	
Nov-01	**1.33**	9	**1.99**	6935	6.55			Base<10	
Dec-01	**1.75**	12	**2.72**	2070	8.52	2.47	0.39	YES	
Jan-02	**1.90**	31	**6.56**	5466	33.90	6.11	0.76	YES	
Feb-02	**1.65**	23	**3.94**	1796	19.37	4.06	0.56	YES	
Mar-02	**1.35**	23	**2.92**	2529	13.94	2.92	0.54	YES	
Apr-02	**2.19**	26	**2.74**	2851	14.01	2.76	0.20	YES	
May-02	**1.55**	20	**2.83**	3701	13.40	3.00	0.43	YES	
Jun-02	**3.00**	10	**2.65**	3284	11.42	3.62	-.88 (P)	YES	



PR-4-03-2100	% Missed Appt. – Customer								No Standard
	No Standard								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**1.32**	3186	**2.63**	285519					
Aug-01	**2.11**	3134	**2.77**	340456					
Sep-01	**1.79**	2565	**2.94**	239074					
Oct-01	**1.24**	3704	**2.97**	318382					
Nov-01	**1.88**	2918	**2.64**	329776					
Dec-01	**2.15**	2741	**2.71**	299008					
Jan-02	**1.87**	4767	**2.41**	332637					
Feb-02	**2.51**	3431	**2.31**	309809					
Mar-02	**2.21**	4245	**2.27**	304708					
Apr-02	**1.93**	3108	**2.13**	316529					
May-02	**1.87**	3056	**2.25**	314266					
Jun-02	**2.00**	2103	**2.25**	284373					



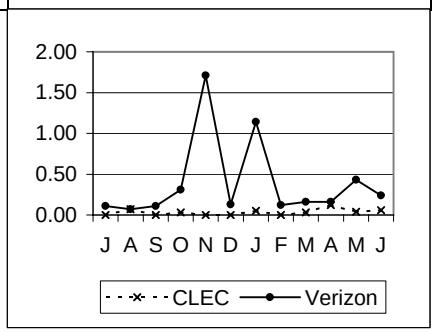
PR-4-04-2100	% Missed Appt. – VZ – Dispatch								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**4.05**	321	**6.62**	32492		1.39	1.84	YES	
Aug-01	**4.93**	345	**6.98**	41298		1.38	1.49	YES	
Sep-01	**4.09**	269	**9.78**	30838		1.82	3.13	YES	
Oct-01	**4.25**	306	**8.63**	34603		1.61	2.72	YES	
Nov-01	**2.48**	363	**6.04**	29639		1.26	2.83	YES	
Dec-01	**3.30**	364	**6.16**	27922		1.27	2.25	YES	
Jan-02	**7.75**	374	**6.63**	30677		1.29	-0.87	YES	
Feb-02	**5.25**	438	**5.46**	26762		1.09	0.19	YES	
Mar-02	**3.81**	578	**7.27**	28571		1.09	3.17	YES	
Apr-02	**4.25**	541	**8.68**	27544		1.22	3.62	YES	
May-02	**3.28**	579	**8.42**	29565		1.17	4.41	YES	
Jun-02	**1.94**	463	**9.93**	26748		1.40	5.70	YES	



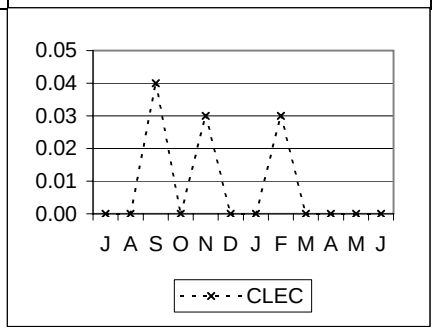
POTS - Provisioning - Total (cont.)

PR-4 - Missed Appointments (cont.)

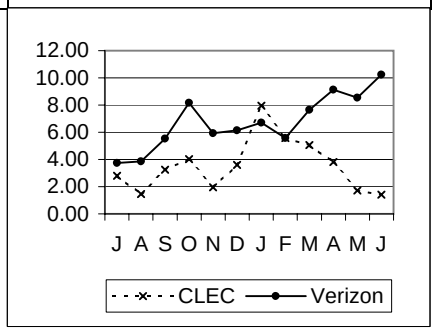
PR-4-05-2100	% Missed Appt. – VZ – No Dispatch								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	2865	0.11	253027		0.06	1.77	YES	
Aug-01	0.07	2789	0.07	299158		0.05	0.00	YES	
Sep-01	0.00	2296	0.11	208236		0.07	1.58	YES	
Oct-01	0.03	3398	0.31	283779		0.10	2.92	YES	
Nov-01	0.00	2555	1.71	300137		0.26	6.64	YES	
Dec-01	0.00	2377	0.13	271086		0.07	1.75	YES	
Jan-02	0.05	4393	1.14	301960		0.16	6.76	YES	
Feb-02	0.00	2993	0.12	283047		0.06	1.89	YES	
Mar-02	0.03	3667	0.16	276137		0.07	1.96	YES	
Apr-02	0.12	2567	0.16	288985		0.08	0.50	YES	
May-02	0.04	2477	0.43	284701		0.13	2.95	YES	
Jun-02	0.06	1640	0.24	257625		0.12	1.49	YES	



PR-4-08-2100	% Missed Appt. – Customer – Due to Late Order Confirmation								No Standard
	No Standard								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	3186							
Aug-01	0.00	3134							
Sep-01	0.04	2565							
Oct-01	0.00	3704							
Nov-01	0.03	2918							
Dec-01	0.00	2741							
Jan-02	0.00	4767							
Feb-02	0.03	3431							
Mar-02	0.00	4245							
Apr-02	0.00	3108							
May-02	0.00	3056							
Jun-02	0.00	2103							



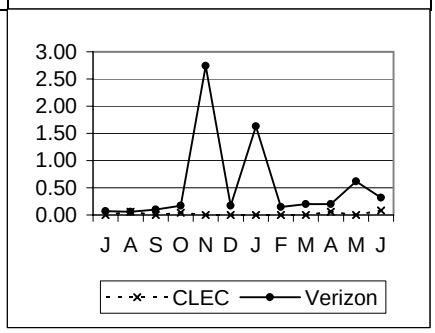
PR-4-10-2100	% Missed Appt. – VZ – Standard Interval (W Coded) Orders – Dispatch								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	2.80	143	3.75	16079		1.60	0.60	YES	
Aug-01	1.45	138	3.86	19691		1.65	1.46	YES	
Sep-01	3.25	123	5.52	14738		2.07	1.10	YES	
Oct-01	4.02	174	8.17	23014		2.08	1.99	YES	
Nov-01	1.96	204	5.94	20393		1.66	2.39	YES	
Dec-01	3.61	166	6.14	19358		1.87	1.35	YES	
Jan-02	7.95	176	6.70	22062		1.89	-0.66	YES	
Feb-02	5.58	251	5.57	18607		1.46	-0.01	YES	
Mar-02	5.07	335	7.65	19636		1.46	1.76	YES	
Apr-02	3.81	367	9.13	18926		1.52	3.50	YES	
May-02	1.71	350	8.53	20268		1.51	4.53	YES	
Jun-02	1.42	281	10.23	18168		1.82	4.84	YES	



POTS - Provisioning - Total (cont.)

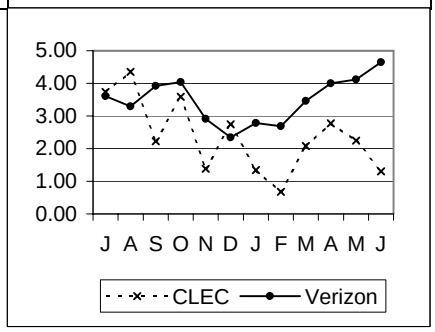
PR-4 - Missed Appointments (cont.)

PR-4-11-2100	% Missed Appt. – VZ – Standard Interval (W Coded) Orders – No Dispatch								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	2017	0.07	151999		0.06	1.18	YES	
Aug-01	0.06	1800	0.06	178954		0.06	0.00	YES	
Sep-01	0.00	1484	0.10	122545		0.08	1.21	YES	
Oct-01	0.04	2505	0.17	167966		0.08	1.57	YES	
Nov-01	0.00	1727	2.74	178913		0.39	6.94	YES	
Dec-01	0.00	1593	0.17	158784		0.10	1.64	YES	
Jan-02	0.00	2054	1.63	194693		0.28	5.80	YES	
Feb-02	0.00	2163	0.15	174644		0.08	1.79	YES	
Mar-02	0.00	2015	0.20	174824		0.10	2.00	YES	
Apr-02	0.06	1797	0.20	174018		0.11	1.32	YES	
May-02	0.00	1860	0.62	169216		0.18	3.39	YES	
Jun-02	0.08	1183	0.32	161869		0.16	1.46	YES	

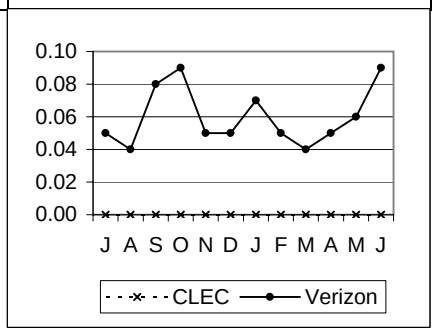


PR-5 - Facility Missed Orders

PR-5-01-2100	% Missed Appointment – Verizon – Facilities								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	3.74	321	3.61	32492		1.05	-0.12	YES	
Aug-01	4.35	345	3.29	41298		0.96	-1.10	YES	
Sep-01	2.23	269	3.92	30838		1.19	1.42	YES	
Oct-01	3.59	306	4.04	34603		1.13	0.40	YES	
Nov-01	1.38	363	2.91	29639		0.89	1.72	YES	
Dec-01	2.75	364	2.34	27922		0.80	-0.51	YES	
Jan-02	1.34	374	2.78	30677		0.86	1.68	YES	
Feb-02	0.68	438	2.69	26762		0.78	2.58	YES	
Mar-02	2.08	578	3.46	28571		0.77	1.80	YES	
Apr-02	2.77	541	4.00	27544		0.85	1.45	YES	
May-02	2.25	579	4.12	29565		0.83	2.24	YES	
Jun-02	1.30	463	4.65	26748		0.99	3.39	YES	



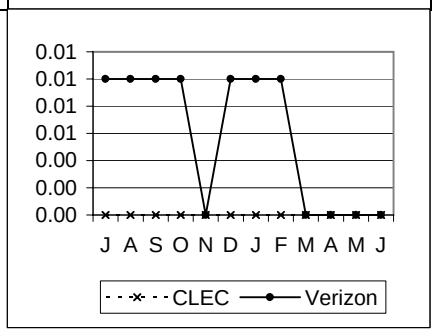
PR-5-02-2100	% Orders Held for Facilities > 15 Days								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	321	0.05	32492		0.13	0.40	YES	
Aug-01	0.00	345	0.04	41298		0.11	0.37	YES	
Sep-01	0.00	269	0.08	30838		0.17	0.46	YES	
Oct-01	0.00	306	0.09	34603		0.17	0.52	YES	
Nov-01	0.00	363	0.05	29639		0.12	0.42	YES	
Dec-01	0.00	364	0.05	27922		0.12	0.42	YES	
Jan-02	0.00	374	0.07	30677		0.14	0.51	YES	
Feb-02	0.00	438	0.05	26762		0.11	0.46	YES	
Mar-02	0.00	578	0.04	28571		0.08	0.48	YES	
Apr-02	0.00	541	0.05	27544		0.10	0.52	YES	
May-02	0.00	579	0.06	29565		0.10	0.58	YES	
Jun-02	0.00	463	0.09	26748		0.14	0.64	YES	



POTS - Provisioning - Total (cont.)

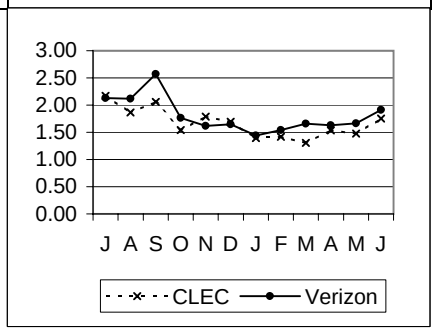
PR-5 - Facility Missed Orders (cont.)

PR-5-03-2100	% Orders Held for Facilities > 60 Days								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	321	0.01	32492		0.06	0.18	YES	
Aug-01	0.00	345	0.01	41298		0.05	0.18	YES	
Sep-01	0.00	269	0.01	30838		0.06	0.16	YES	
Oct-01	0.00	306	0.01	34603		0.06	0.17	YES	
Nov-01	0.00	363	0.00	29639		0.00			
Dec-01	0.00	364	0.01	27922		0.05	0.19	YES	
Jan-02	0.00	374	0.01	30677		0.05	0.19	YES	
Feb-02	0.00	438	0.01	26762		0.05	0.21	YES	
Mar-02	0.00	578	0.00	28571		0.00			
Apr-02	0.00	541	0.00	27544		0.00			
May-02	0.00	579	0.00	29565		0.00			
Jun-02	0.00	463	0.00	26748		0.00			

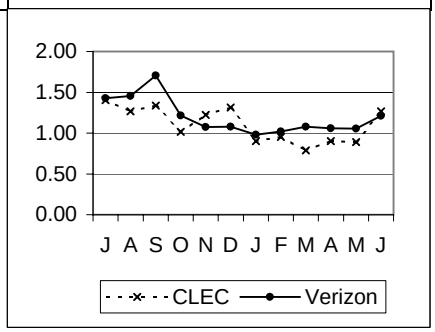


PR-6 - Installation Quality

PR-6-01-2100	% Installation Troubles reported within 30 Days								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	2.17	5847	2.13	440447		0.19	-0.24	YES	
Aug-01	1.87	6325	2.11	511602		0.18	1.37	YES	
Sep-01	2.06	5686	2.57	367309		0.21	2.43	YES	
Oct-01	1.54	6890	1.76	492364		0.16	1.41	YES	
Nov-01	1.79	5645	1.62	492174		0.17	-1.01	YES	
Dec-01	1.69	5551	1.65	460507		0.17	-0.28	YES	
Jan-02	1.39	7967	1.44	508011		0.13	0.36	YES	
Feb-02	1.42	6499	1.54	458574		0.15	0.83	YES	
Mar-02	1.31	8498	1.66	464357		0.14	2.54	YES	
Apr-02	1.53	6646	1.63	474210		0.16	0.61	YES	
May-02	1.48	5963	1.66	504685		0.17	1.13	YES	
Jun-02	1.75	4104	1.91	442706		0.21	0.74	YES	



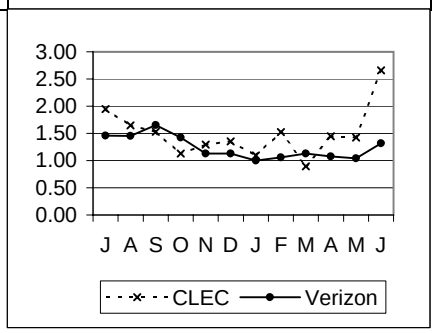
PR-6-02-2100	% Installation Troubles reported within 7 Days								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	1.40	5847	1.43	440447		0.16	0.15	YES	
Aug-01	1.26	6325	1.45	511602		0.15	1.24	YES	
Sep-01	1.34	5686	1.71	367309		0.17	2.14	YES	
Oct-01	1.02	6890	1.22	492364		0.13	1.51	YES	
Nov-01	1.22	5645	1.08	492174		0.14	-1.07	YES	
Dec-01	1.32	5551	1.08	460507		0.14	-1.69	NO	
Jan-02	0.90	7967	0.98	508011		0.11	0.70	YES	
Feb-02	0.95	6499	1.02	458574		0.13	0.54	YES	
Mar-02	0.79	8498	1.08	464357		0.11	2.56	YES	
Apr-02	0.90	6646	1.06	474210		0.13	1.24	YES	
May-02	0.89	5963	1.05	504685		0.13	1.24	YES	
Jun-02	1.27	4104	1.21	442706		0.17	-0.31	YES	



POTS - Provisioning - Total (cont.)

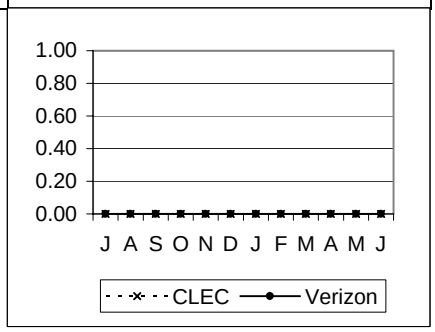
PR-6 - Installation Quality (cont.)

PR-6-03-2100	% Installation Troubles reported within 30 Days – FOK/TOK/CPE								No Standard
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	1.95	5847	1.46	440447					
Aug-01	1.64	6325	1.45	511602					
Sep-01	1.53	5686	1.65	367309					
Oct-01	1.13	6890	1.42	492364					
Nov-01	1.29	5645	1.13	492174					
Dec-01	1.35	5551	1.13	460507					
Jan-02	1.09	7967	1.00	508011					
Feb-02	1.52	6499	1.06	458574					
Mar-02	0.89	8498	1.13	464357					
Apr-02	1.44	6646	1.08	474210					
May-02	1.43	5963	1.04	504685					
Jun-02	2.66	4104	1.32	442706					

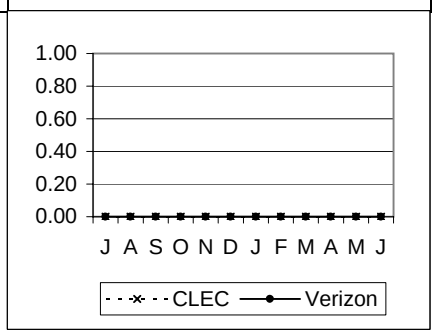


PR-8 - Open Orders in a Hold Status

PR-8-01-2100	% Open Orders in a Hold Status > 30 Days								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	3186	0.00	285519					
Aug-01	0.00	3134	0.00	340456		0.00			
Sep-01	0.00	2565	0.00	239074		0.00			
Oct-01	0.00	3704	0.00	318382		0.00			
Nov-01	0.00	2918	0.00	329776		0.00			
Dec-01	0.00	2741	0.00	299008		0.00			
Jan-02	0.00	4767	0.00	332637		0.00			
Feb-02	0.00	3431	0.00	309809		0.00			
Mar-02	0.00	4245	0.00	304708		0.00			
Apr-02	0.00	3108	0.00	316529		0.00			
May-02	0.00	3056	0.00	314266		0.00			
Jun-02	0.00	2103	0.00	284373		0.00			



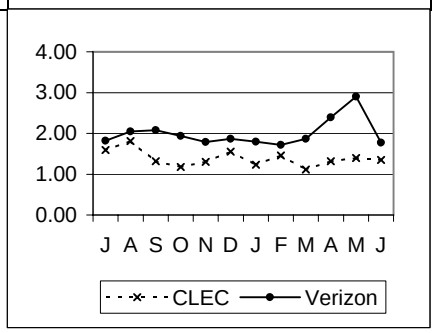
PR-8-02-2100	% Open Orders in a Hold Status > 90 Days								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	3186	0.00	285519					
Aug-01	0.00	3134	0.00	340456		0.00			
Sep-01	0.00	2565	0.00	239074		0.00			
Oct-01	0.00	3704	0.00	318382		0.00			
Nov-01	0.00	2918	0.00	329776		0.00			
Dec-01	0.00	2741	0.00	299008		0.00			
Jan-02	0.00	4767	0.00	332637		0.00			
Feb-02	0.00	3431	0.00	309809		0.00			
Mar-02	0.00	4245	0.00	304708		0.00			
Apr-02	0.00	3108	0.00	316529		0.00			
May-02	0.00	3056	0.00	314266		0.00			
Jun-02	0.00	2103	0.00	284373		0.00			



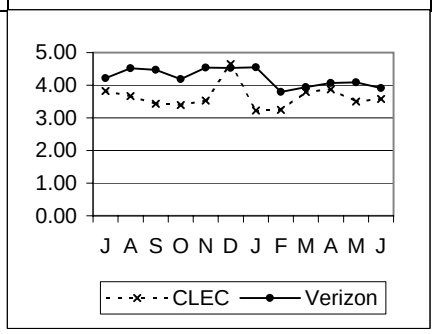
POTS - Business

PR-1 - Average Interval Offered

PR-1-01-2110	Average Interval Offered – Total No Dispatch								Parity with VZ Retail
	Retail POTS- Business								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	1.59	961	1.82	13572	3.43	0.11	2.01	YES	
Aug-01	1.81	760	2.05	14584	5.66	0.21	1.14	YES	
Sep-01	1.32	580	2.08	10127	4.57	0.20	3.90	YES	
Oct-01	1.18	733	1.94	12882	4.92	0.19	4.07	YES	
Nov-01	1.30	543	1.79	12612	3.94	0.17	2.84	YES	
Dec-01	1.55	541	1.87	12286	4.43	0.19	1.64	YES	
Jan-02	1.23	810	1.80	13304	4.90	0.18	3.21	YES	
Feb-02	1.46	591	1.72	12033	3.39	0.14	1.82	YES	
Mar-02	1.11	772	1.87	13224	4.07	0.15	5.04	YES	
Apr-02	1.32	619	2.39	14248	5.51	0.23	4.73	YES	
May-02	1.40	609	2.90	13957	8.09	0.33	4.48	YES	
Jun-02	1.35	365	1.77	10612	4.25	0.23	1.86	YES	

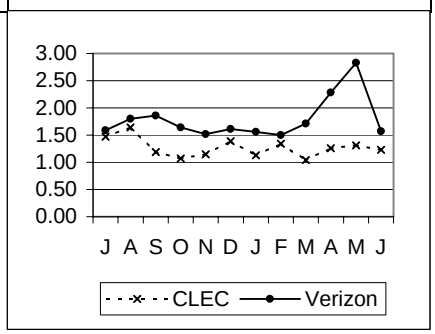


PR-1-03-2110	Average Interval Offered – Dispatch (1–5 Lines)								Parity with VZ Retail
	Retail POTS- Business								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	3.82	62	4.22	3573	4.98	0.64	0.63	YES	
Aug-01	3.67	58	4.52	3850	8.72	1.15	0.74	YES	
Sep-01	3.43	49	4.47	2928	7.72	1.11	0.94	YES	
Oct-01	3.39	56	4.19	3533	6.08	0.82	0.98	YES	
Nov-01	3.53	43	4.54	3165	9.07	1.39	0.73	YES	
Dec-01	4.65	34	4.53	2985	8.14	1.40	-0.09	YES	
Jan-02	3.23	39	4.55	3562	11.27	1.81	0.73	YES	
Feb-02	3.25	40	3.79	3091	4.11	0.65	0.83	YES	
Mar-02	3.79	39	3.94	3321	4.99	0.80	0.19	YES	
Apr-02	3.87	47	4.07	3326	7.84	1.15	0.17	YES	
May-02	3.50	40	4.09	3438	7.16	1.14	0.52	YES	
Jun-02	3.58	19	3.91	2954	4.35	1.00	0.33	YES	



PR-2 - Average Completed Interval

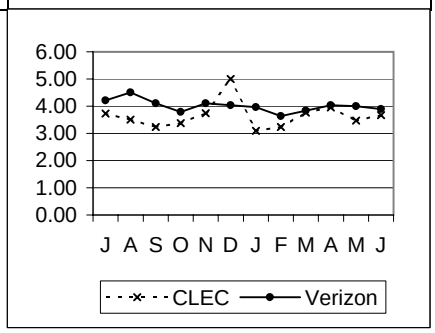
PR-2-01-2110	Average Interval Completed – Total No Dispatch								Parity with VZ Retail
	Retail POTS- Business								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	1.47	880	1.59	12357	2.82	0.10	1.22	YES	
Aug-01	1.64	689	1.80	13250	4.83	0.19	0.85	YES	
Sep-01	1.19	543	1.86	9150	4.00	0.18	3.79	YES	
Oct-01	1.07	685	1.64	11683	3.62	0.14	4.01	YES	
Nov-01	1.15	511	1.52	11527	2.86	0.13	2.86	YES	
Dec-01	1.39	500	1.61	11100	3.34	0.15	1.44	YES	
Jan-02	1.13	755	1.56	12162	4.09	0.15	2.80	YES	
Feb-02	1.34	551	1.50	10928	2.23	0.10	1.64	YES	
Mar-02	1.04	742	1.71	11822	3.30	0.12	5.36	YES	
Apr-02	1.26	592	2.28	12868	5.26	0.22	4.61	YES	
May-02	1.31	570	2.83	12647	8.07	0.35	4.40	YES	
Jun-02	1.23	343	1.57	9503	3.35	0.18	1.85	YES	



POTS - Business

PR-2 - Average Completed Interval (cont.)

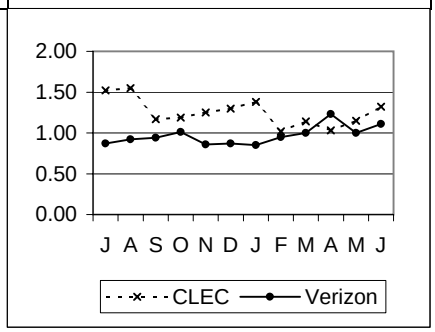
PR-2-03-2110	Average Interval Completed – Dispatch (1–5 Lines)								Parity with VZ Retail
	Retail POTS- Business								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**3.73**	49	**4.21**	2941	5.18	0.75	0.64	YES	
Aug-01	**3.51**	55	**4.51**	3168	9.26	1.26	0.79	YES	
Sep-01	**3.24**	46	**4.11**	2413	5.29	0.79	1.10	YES	
Oct-01	**3.38**	42	**3.79**	2853	3.35	0.52	0.79	YES	
Nov-01	**3.74**	35	**4.11**	2621	6.64	1.13	0.33	YES	
Dec-01	**5.00**	25	**4.03**	2429	4.05	0.81	-1.19	YES	
Jan-02	**3.10**	31	**3.97**	2913	7.95	1.44	0.61	YES	
Feb-02	**3.23**	30	**3.64**	2590	3.47	0.64	0.64	YES	
Mar-02	**3.77**	30	**3.83**	2741	5.38	0.99	0.06	YES	
Apr-02	**3.95**	42	**4.04**	2808	7.85	1.22	0.07	YES	
May-02	**3.47**	34	**4.00**	2881	6.22	1.07	0.49	YES	
Jun-02	**3.67**	15	**3.90**	2483	2.86	0.74	0.31	YES	



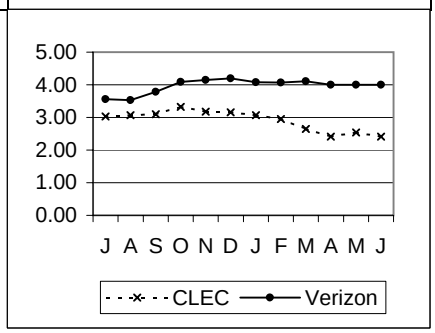
POTS - Residence

PR-1 - Average Interval Offered

PR-1-01-2120	Average Interval Offered – Total No Dispatch								Parity with VZ Retail
	Retail POTS- Residence								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	1.52	989	0.87	142906	1.23	0.04	-16.56	NO	
Aug-01	1.55	1067	0.92	169586	1.31	0.04	-15.66	NO	
Sep-01	1.17	791	0.94	116324	1.26	0.04	-5.12	NO	
Oct-01	1.19	1496	1.01	161024	1.80	0.05	-3.85	NO	
Nov-01	1.25	944	0.86	171746	1.61	0.05	-7.42	NO	
Dec-01	1.30	877	0.87	151578	1.58	0.05	-8.04	NO	
Jan-02	1.38	1047	0.85	186671	2.10	0.07	-8.14	NO	
Feb-02	1.02	1505	0.95	167595	1.92	0.05	-1.41	YES	
Mar-02	1.14	1099	1.00	167075	1.94	0.06	-2.38	NO	
Apr-02	1.03	1101	1.23	165066	2.55	0.08	2.59	YES	
May-02	1.15	1099	1.00	160302	2.00	0.06	-2.48	NO	
Jun-02	1.32	749	1.11	155856	2.03	0.07	-2.82	NO	

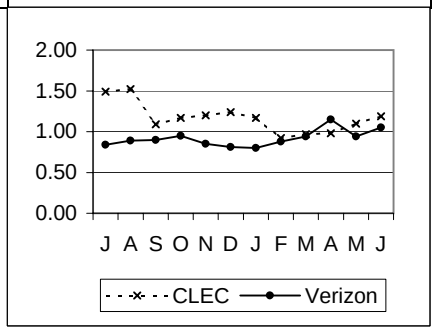


PR-1-03-2120	Average Interval Offered – Dispatch (1–5 Lines)								Parity with VZ Retail
	Retail POTS- Residence								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	3.03	76	3.56	9974	1.33	0.15	3.46	YES	
Aug-01	3.07	75	3.53	13016	1.28	0.15	3.10	YES	
Sep-01	3.10	70	3.78	9751	1.19	0.14	4.76	YES	
Oct-01	3.32	118	4.09	16866	1.44	0.13	5.79	YES	
Nov-01	3.18	152	4.15	15034	1.82	0.15	6.54	YES	
Dec-01	3.16	129	4.20	14272	1.84	0.16	6.39	YES	
Jan-02	3.07	138	4.08	16247	2.74	0.23	4.31	YES	
Feb-02	2.95	211	4.07	13851	2.05	0.14	7.88	YES	
Mar-02	2.65	281	4.11	14413	2.05	0.12	11.82	YES	
Apr-02	2.41	311	4.00	13822	1.83	0.10	15.15	YES	
May-02	2.54	305	4.00	14799	2.01	0.12	12.56	YES	
Jun-02	2.41	264	4.00	13443	1.71	0.11	14.96	YES	



PR-2 - Average Completed Interval

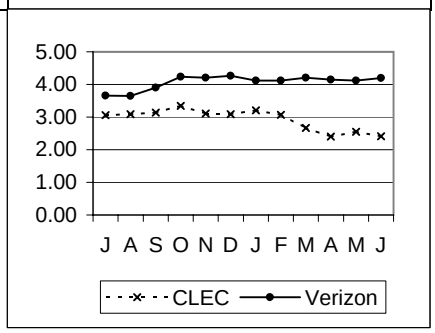
PR-2-01-2120	Average Interval Completed – Total No Dispatch								Parity with VZ Retail
	Retail POTS- Residence								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	1.49	945	0.84	137072	1.20	0.04	-16.59	NO	
Aug-01	1.52	1029	0.89	162321	1.30	0.04	-15.50	NO	
Sep-01	1.09	757	0.90	111320	1.23	0.04	-4.24	NO	
Oct-01	1.17	1455	0.95	151744	1.92	0.05	-4.35	NO	
Nov-01	1.20	904	0.85	162243	1.55	0.05	-6.77	NO	
Dec-01	1.24	840	0.81	143032	1.45	0.05	-8.57	NO	
Jan-02	1.17	969	0.80	177783	1.37	0.04	-8.38	NO	
Feb-02	0.92	1399	0.88	159217	1.59	0.04	-0.94	YES	
Mar-02	0.97	1034	0.94	158735	1.77	0.06	-0.54	YES	
Apr-02	0.98	1034	1.15	156835	2.32	0.07	2.35	YES	
May-02	1.10	1052	0.94	152319	1.85	0.06	-2.80	NO	
Jun-02	1.19	703	1.05	148502	1.81	0.07	-2.05	NO	



POTS - Residence

PR-2 - Average Completed Interval (cont.)

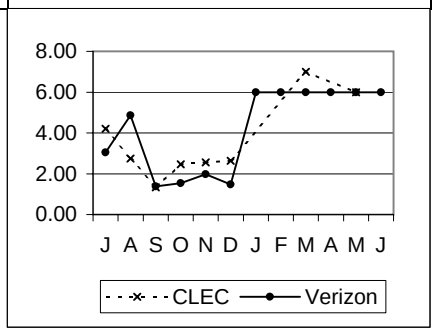
PR-2-03-2120	Average Interval Completed – Dispatch (1–5 Lines)								Parity with VZ Retail
	Retail POTS- Residence								
	CLEC	*CLEC Vol*	***VZ***	*VZ Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jul-01	**3.06**	71	**3.66**	8972	1.37	0.16	3.68	YES	
Aug-01	**3.09**	65	**3.65**	11622	1.31	0.16	3.44	YES	
Sep-01	**3.14**	59	**3.90**	8785	1.19	0.16	4.89	YES	
Oct-01	**3.34**	104	**4.24**	13606	1.57	0.15	5.82	YES	
Nov-01	**3.11**	135	**4.21**	12070	1.94	0.17	6.55	YES	
Dec-01	**3.09**	108	**4.26**	11349	1.85	0.18	6.54	YES	
Jan-02	**3.21**	105	**4.12**	13306	1.80	0.18	5.16	YES	
Feb-02	**3.07**	176	**4.12**	11303	1.73	0.13	7.99	YES	
Mar-02	**2.67**	236	**4.21**	11822	1.93	0.13	12.14	YES	
Apr-02	**2.40**	282	**4.15**	11273	1.93	0.12	15.04	YES	
May-02	**2.55**	282	**4.12**	12202	1.89	0.11	13.79	YES	
Jun-02	**2.41**	253	**4.20**	10995	1.91	0.12	14.74	YES	



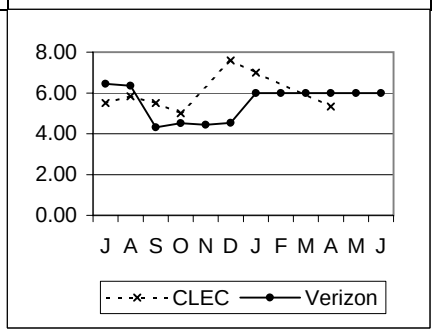
Complex Services - 2 Wire Digital

PR-1 - Average Interval Offered

PR-1-01-2341	Average Interval Offered – Total No Dispatch								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	4.20	5	3.04	381	3.02			Base<10	
Aug-01	2.75	8	4.86	442	4.52			Base<10	
Sep-01	1.33	12	1.38	463	1.78	0.52	0.10	YES	
Oct-01	2.46	13	1.53	666	1.67	0.47	-1.99	NO	
Nov-01	2.56	9	1.98	528	1.78			Base<10	
Dec-01	2.63	19	1.48	581	1.77	0.41	-2.79	NO	
Jan-02	#N/A		6.00	14	0.00				
Feb-02	#N/A		6.00	7	0.00				
Mar-02	7.00	1	6.00	21	0.00			Base<10	
Apr-02	#N/A		6.00	13	0.00				
May-02	6.00	2	6.00	11	0.00			Base<10	
Jun-02	#N/A		6.00	10	0.00				

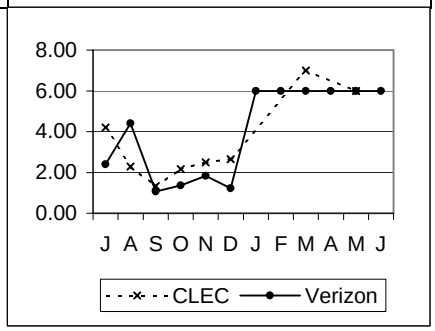


PR-1-02-2341	Average Interval Offered – Total Dispatch								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	5.50	2	6.45	716	4.31			Base<10	
Aug-01	5.83	6	6.36	743	4.49			Base<10	
Sep-01	5.50	2	4.32	507	1.52			Base<10	
Oct-01	5.00	1	4.52	637	1.33			Base<10	
Nov-01	#N/A		4.44	539	1.39				
Dec-01	7.60	5	4.54	502	1.36			Base<10	
Jan-02	7.00	1	6.00	110	0.00			Base<10	
Feb-02	#N/A		6.00	80	0.00				
Mar-02	#N/A		6.00	88	0.00				
Apr-02	5.33	3	6.00	57	0.00			Base<10	
May-02	#N/A		6.00	88	0.00				
Jun-02	#N/A		6.00	110	0.00				



PR-2 - Average Completed Interval

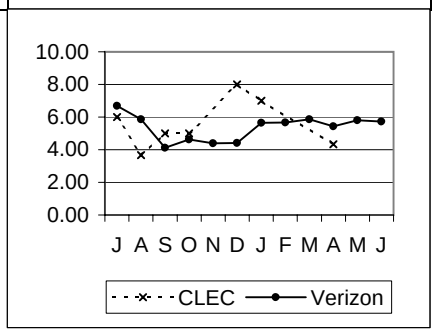
PR-2-01-2341	Average Interval Completed – Total No Dispatch								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	4.20	5	2.40	301	1.83			Base<10	
Aug-01	2.29	7	4.41	347	5.54			Base<10	
Sep-01	1.33	12	1.07	389	1.52	0.45	-0.58	YES	
Oct-01	2.17	12	1.37	594	1.56	0.45	-1.61 (P)	YES	
Nov-01	2.50	8	1.84	473	1.74			Base<10	
Dec-01	2.65	17	1.23	504	1.67	0.41	-3.45	NO	
Jan-02	#N/A		6.00	10	0.00				
Feb-02	#N/A		6.00	3	0.00				
Mar-02	7.00	1	6.00	9	0.00			Base<10	
Apr-02	#N/A		6.00	7	0.00				
May-02	6.00	1	6.00	4	0.00			Base<10	
Jun-02	#N/A		6.00	3	0.00				



Complex Services - 2 Wire Digital

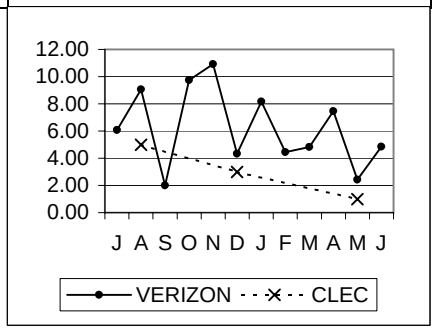
PR-2 - Average Completed Interval (cont.)

PR-2-02-2341	Average Interval Completed – Total Dispatch								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	6.00	1	6.68	542	5.42			Base<10	
Aug-01	3.67	3	5.86	574	4.87			Base<10	
Sep-01	5.00	1	4.12	395	1.72			Base<10	
Oct-01	5.00	1	4.62	494	5.15			Base<10	
Nov-01	#N/A		4.39	404	2.33				
Dec-01	8.00	3	4.41	389	2.35			Base<10	
Jan-02	7.00	1	5.65	74	0.63			Base<10	
Feb-02	#N/A		5.66	58	0.58				
Mar-02	#N/A		5.86	72	0.54				
Apr-02	4.33	3	5.44	41	0.81			Base<10	
May-02	#N/A		5.80	74	0.66				
Jun-02	#N/A		5.72	81	1.11				

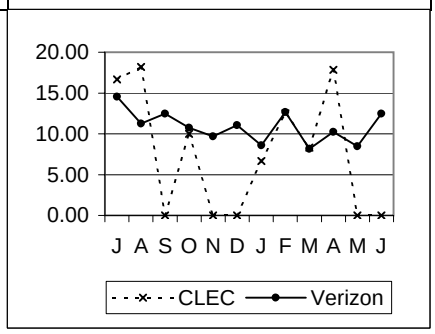


PR-4 - Missed Appointment

PR-4-02-2341	Average Delay Days – Total								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		6.06	34	9.05				
Aug-01	5.00	2	9.07	28	16.45			Base<10	
Sep-01	#N/A		2.00	27	1.96				
Oct-01	#N/A		9.73	30	17.50				
Nov-01	#N/A		10.92	38	45.77				
Dec-01	3.00	1	4.33	21	4.63			Base<10	
Jan-02	#N/A		8.16	19	8.35				
Feb-02	#N/A		4.44	16	5.56				
Mar-02	#N/A		4.82	17	9.10				
Apr-02	#N/A		7.47	19	11.27				
May-02	1.00	1	2.42	19	1.74			Base<10	
Jun-02	#N/A		4.85	26	4.68				



PR-4-03-2341	% Missed Appt. – Customer								No Standard
	No Standard								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	16.67	18	14.53	1397					
Aug-01	18.18	22	11.24	1494					
Sep-01	0.00	13	12.49	1049					
Oct-01	10.00	20	10.75	1451					
Nov-01	0.00	9	9.68	1147					
Dec-01	0.00	24	11.04	1187					
Jan-02	6.67	30	8.60	1395					
Feb-02	12.50	16	12.65	925					
Mar-02	8.33	12	8.14	1118					
Apr-02	17.86	28	10.25	868					
May-02	0.00	8	8.49	1295					
Jun-02	0.00	6	12.48	1186					



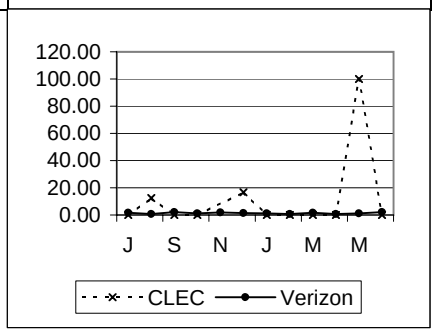
Complex Services - 2 Wire Digital (cont.)

PR-4 - Missed Appointment (cont.)

PR-4-04-2341 | **% Missed Appt. – VZ – Dispatch** | Parity with VZ Retail

Retail 2-Wire Digital (ISDN)

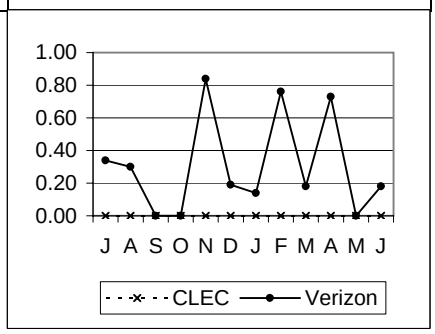
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	0.00	8	1.53	783				Base<10
Aug-01	12.50	8	0.75	800				Base<10
Sep-01	0.00	1	2.19	639				Base<10
Oct-01	0.00	4	1.13	797				Base<10
Nov-01	#N/A		1.85	648				
Dec-01	16.67	6	1.40	644				Base<10
Jan-02	0.00	7	1.23	652				Base<10
Feb-02	0.00	3	0.77	518				Base<10
Mar-02	0.00	3	1.60	563				Base<10
Apr-02	0.00	18	0.68	443		1.98	0.34	YES
May-02	100.00	1	1.15	611				Base<10
Jun-02	0.00	3	2.22	630				Base<10



PR-4-05-2341 | **% Missed Appt. – VZ – No Dispatch** | Parity with VZ Retail

Retail 2-Wire Digital (ISDN)

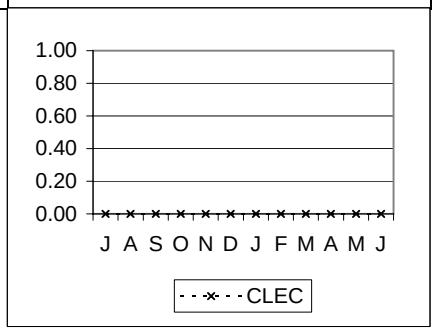
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	0.00	10	0.34	593		1.86	0.18	YES
Aug-01	0.00	13	0.30	674		1.53	0.20	YES
Sep-01	0.00	12	0.00	397		0.00		
Oct-01	0.00	16	0.00	631		0.00		
Nov-01	0.00	9	0.84	477				Base<10
Dec-01	0.00	18	0.19	532		1.04	0.18	YES
Jan-02	0.00	23	0.14	733		0.79	0.18	YES
Feb-02	0.00	13	0.76	397		2.45	0.31	YES
Mar-02	0.00	9	0.18	548				Base<10
Apr-02	0.00	10	0.73	412		2.72	0.27	YES
May-02	0.00	7	0.00	671				Base<10
Jun-02	0.00	3	0.18	544				Base<10



PR-4-08-2341 | **% Missed Appt. – Customer – Due to Late Order Confirmation** | No Standard

No Standard

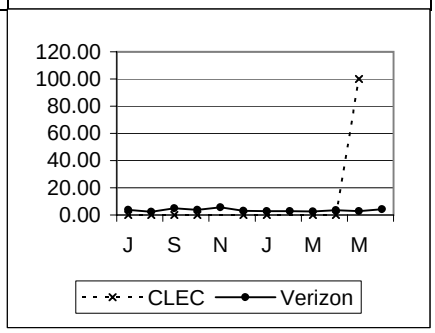
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	0.00	18						
Aug-01	0.00	22						
Sep-01	0.00	13						
Oct-01	0.00	20						
Nov-01	0.00	9						
Dec-01	0.00	24						
Jan-02	0.00	30						
Feb-02	0.00	16						
Mar-02	0.00	12						
Apr-02	0.00	28						
May-02	0.00	8						
Jun-02	0.00	6						



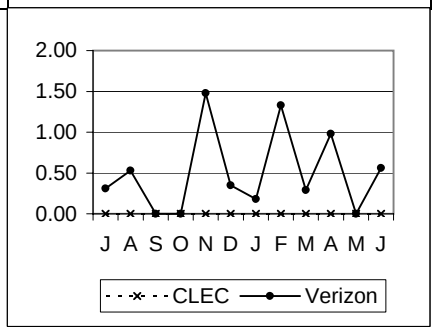
Complex Services - 2 Wire Digital (cont.)

PR-4 - Missed Appointment (cont.)

PR-4-10-2341	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – Dispatch								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	2	3.75	693				Base<10	
Aug-01	0.00	6	2.33	731				Base<10	
Sep-01	0.00	1	4.98	542				Base<10	
Oct-01	0.00	2	3.85	754				Base<10	
Nov-01	#N/A		5.64	585					
Dec-01	0.00	2	3.02	562				Base<10	
Jan-02	0.00	3	2.87	592				Base<10	
Feb-02	#N/A		2.71	442					
Mar-02	0.00	2	2.63	532				Base<10	
Apr-02	0.00	18	3.61	416		4.49	0.80	YES	
May-02	100.00	1	2.75	581				Base<10	
Jun-02	#N/A		4.27	586					

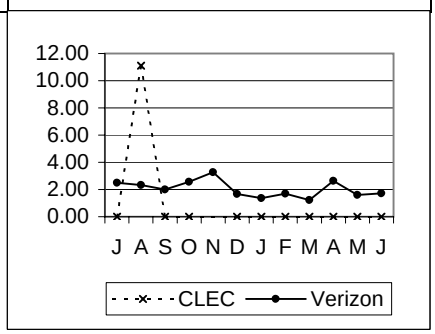


PR-4-11-2341	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – No Dispatch								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	6	0.31	327				Base<10	
Aug-01	0.00	7	0.53	379				Base<10	
Sep-01	0.00	9	0.00	154				Base<10	
Oct-01	0.00	10	0.00	399		0.00			
Nov-01	0.00	5	1.48	270				Base<10	
Dec-01	0.00	12	0.35	284		1.74	0.20	YES	
Jan-02	0.00	10	0.18	558		1.35	0.13	YES	
Feb-02	0.00	7	1.33	225				Base<10	
Mar-02	0.00	3	0.29	342				Base<10	
Apr-02	0.00	5	0.98	205				Base<10	
May-02	0.00	6	0.00	248				Base<10	
Jun-02	0.00	3	0.56	180				Base<10	



PR-5 - Facility Missed Orders

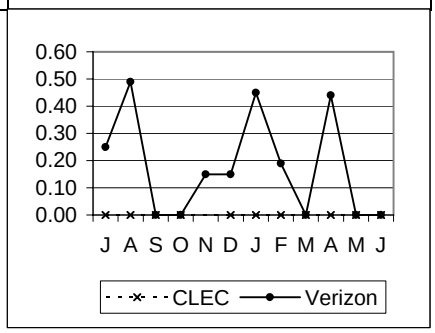
PR-5-01-2341	% Missed Appointment – Verizon – Facilities								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	8	2.49	804				Base<10	
Aug-01	11.11	9	2.32	820				Base<10	
Sep-01	0.00	1	1.99	652				Base<10	
Oct-01	0.00	4	2.56	820				Base<10	
Nov-01	#N/A		3.28	670					
Dec-01	0.00	6	1.68	655				Base<10	
Jan-02	0.00	7	1.36	662				Base<10	
Feb-02	0.00	3	1.70	528				Base<10	
Mar-02	0.00	3	1.23	570				Base<10	
Apr-02	0.00	18	2.63	456		3.85	0.68	YES	
May-02	0.00	1	1.60	624				Base<10	
Jun-02	0.00	3	1.71	642				Base<10	



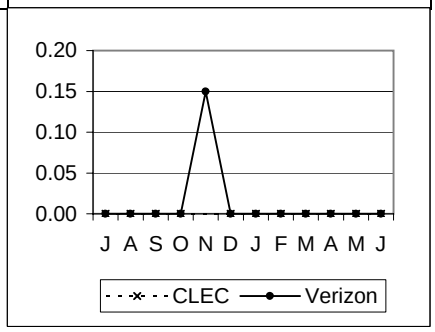
Complex Services - 2 Wire Digital (cont.)

PR-5 - Facility Missed Orders (cont.)

PR-5-02-2341	% Orders Held for Facilities > 15 Days								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	8	0.25	804				Base<10	
Aug-01	0.00	9	0.49	820				Base<10	
Sep-01	0.00	1	0.00	652				Base<10	
Oct-01	0.00	4	0.00	820				Base<10	
Nov-01	#N/A		0.15	670					
Dec-01	0.00	6	0.15	655				Base<10	
Jan-02	0.00	7	0.45	662				Base<10	
Feb-02	0.00	3	0.19	528				Base<10	
Mar-02	0.00	3	0.00	570				Base<10	
Apr-02	0.00	18	0.44	456		1.59	0.28	YES	
May-02	0.00	1	0.00	624				Base<10	
Jun-02	0.00	3	0.00	642				Base<10	

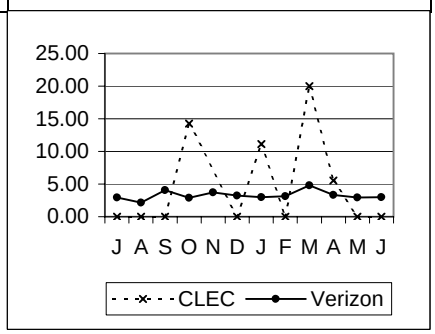


PR-5-03-2341	% Orders Held for Facilities > 60 Days								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	8	0.00	804				Base<10	
Aug-01	0.00	9	0.00	820				Base<10	
Sep-01	0.00	1	0.00	652				Base<10	
Oct-01	0.00	4	0.00	820				Base<10	
Nov-01	#N/A		0.15	670					
Dec-01	0.00	6	0.00	655				Base<10	
Jan-02	0.00	7	0.00	662				Base<10	
Feb-02	0.00	3	0.00	528				Base<10	
Mar-02	0.00	3	0.00	570				Base<10	
Apr-02	0.00	18	0.00	456		0.00			
May-02	0.00	1	0.00	624				Base<10	
Jun-02	0.00	3	0.00	642				Base<10	



PR-6 - Installation Quality

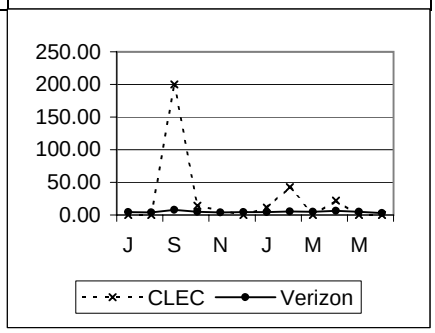
PR-6-01-2341	% Installation Troubles reported within 30 Days								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	38	2.93	750		2.81	1.05	YES	
Aug-01	0.00	18	2.16	927		3.46	0.62	YES	
Sep-01	0.00	1	4.06	640				Base<10	
Oct-01	14.29	7	2.92	823				Base<10	
Nov-01	#N/A		3.75	667					
Dec-01	0.00	6	3.26	645				Base<10	
Jan-02	11.11	9	3.00	667				Base<10	
Feb-02	0.00	7	3.15	539				Base<10	
Mar-02	20.00	5	4.79	584				Base<10	
Apr-02	5.56	18	3.33	450		4.31	.07 (P)	YES	
May-02	0.00	2	2.96	609				Base<10	
Jun-02	0.00	3	2.98	637				Base<10	



Complex Services - 2 Wire Digital (cont.)

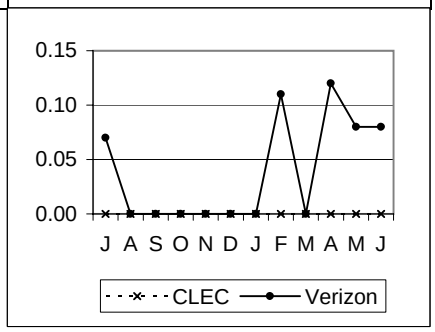
PR-6 - Installation Quality (cont.)

PR-6-03-2341	% Inst. Troubles reported w/ in 30 Days – FOK/TOK/CPE								No Standard
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	38	4.53	750					
Aug-01	0.00	18	3.78	927					
Sep-01	200.00	1	7.66	640					
Oct-01	14.29	7	5.10	823					
Nov-01	#N/A		4.05	667					
Dec-01	0.00	6	4.34	645					
Jan-02	11.11	9	4.20	667					
Feb-02	42.86	7	5.38	539					
Mar-02	0.00	5	4.97	584					
Apr-02	22.22	18	6.22	450					
May-02	0.00	2	4.76	609					
Jun-02	0.00	3	2.83	637					

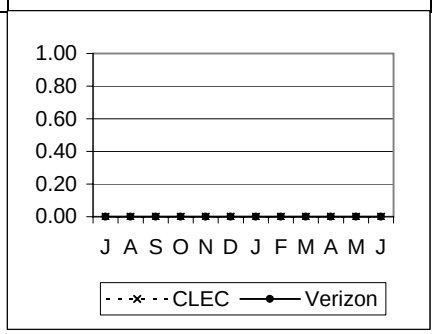


PR-8 - Open Orders in a Hold Status

PR-8-01-2341	% Open Orders in a Hold Status > 30 Days								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	18	0.07	1397		0.63	0.11	YES	
Aug-01	0.00	22	0.00	1494		0.00			
Sep-01	0.00	13	0.00	1049		0.00			
Oct-01	0.00	20	0.00	1451		0.00			
Nov-01	0.00	9	0.00	1147				Base<10	
Dec-01	0.00	24	0.00	1187		0.00			
Jan-02	0.00	30	0.00	1395		0.00			
Feb-02	0.00	16	0.11	925		0.84	0.13	YES	
Mar-02	0.00	12	0.00	1118		0.00			
Apr-02	0.00	28	0.12	868		0.66	0.18	YES	
May-02	0.00	8	0.08	1295				Base<10	
Jun-02	0.00	6	0.08	1186				Base<10	



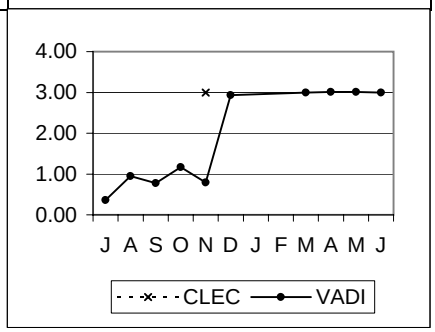
PR-8-02-2341	% Open Orders in a Hold Status > 90 Days								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	18	0.00	1397					
Aug-01	0.00	22	0.00	1494		0.00			
Sep-01	0.00	13	0.00	1049		0.00			
Oct-01	0.00	20	0.00	1451		0.00			
Nov-01	0.00	9	0.00	1147				Base<10	
Dec-01	0.00	24	0.00	1187		0.00			
Jan-02	0.00	30	0.00	1395		0.00			
Feb-02	0.00	16	0.00	925		0.00			
Mar-02	0.00	12	0.00	1118		0.00			
Apr-02	0.00	28	0.00	868		0.00			
May-02	0.00	8	0.00	1295				Base<10	
Jun-02	0.00	6	0.00	1186				Base<10	



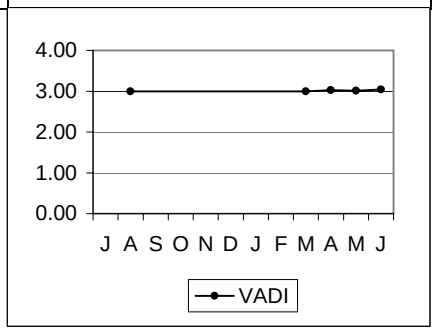
Complex Services - 2 Wire xDSL

PR-1 - Average Interval Offered

PR-1-01-2342	Average Interval Offered – Total No Dispatch								Parity with VADI Line Sharing
	Retail xDSL Services								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		0.36						
Aug-01	#N/A		0.95						
Sep-01	#N/A		0.78						
Oct-01	#N/A		1.17						
Nov-01	3.00	3	0.79					Base<10	
Dec-01	#N/A		2.93						
Jan-02	#N/A		#N/A						
Feb-02	#N/A		#N/A						
Mar-02	#N/A		3.00						
Apr-02	#N/A		3.01						
May-02	#N/A		3.01						
Jun-02	#N/A		3.00						

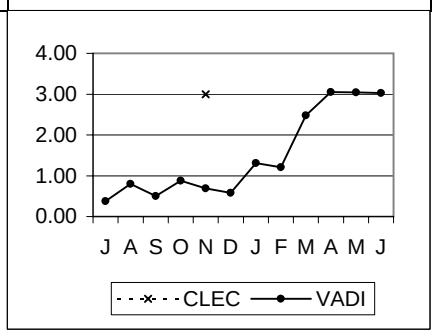


PR-1-02-2342	Average Interval Offered – Total Dispatch								Parity with VADI Line Sharing
	Retail xDSL Services								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		#N/A						
Aug-01	#N/A		3.00						
Sep-01	#N/A		#N/A						
Oct-01	#N/A		#N/A						
Nov-01	#N/A		#N/A						
Dec-01	#N/A		#N/A						
Jan-02	#N/A		#N/A						
Feb-02	#N/A		#N/A						
Mar-02	#N/A		3.00						
Apr-02	#N/A		3.03						
May-02	#N/A		3.01						
Jun-02	#N/A		3.04						



PR-2 - Average Completed Interval

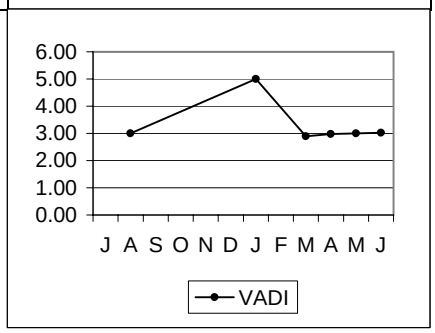
PR-2-01-2342	Average Interval Completed – Total No Dispatch								Parity with VADI Line Sharing
	Retail xDSL Services								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		0.38						
Aug-01	#N/A		0.80						
Sep-01	#N/A		0.50						
Oct-01	#N/A		0.88						
Nov-01	3.00	3	0.69					Base<10	
Dec-01	#N/A		0.58						
Jan-02	#N/A		1.31						
Feb-02	#N/A		1.21						
Mar-02	#N/A		2.48						
Apr-02	#N/A		3.05						
May-02	#N/A		3.04						
Jun-02	#N/A		3.03						



Complex Services - 2 Wire xDSL (cont.)

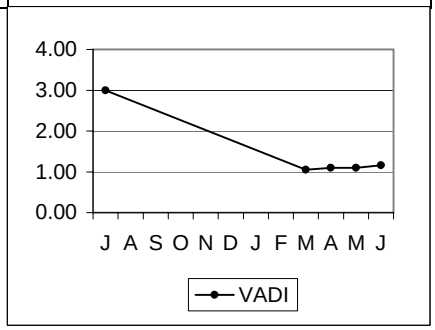
PR-2 - Average Completed Interval (cont.)

PR-2-02-2342	Average Interval Completed – Total Dispatch								Parity with VADI Line Sharing
	Retail xDSL Services								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		#N/A						
Aug-01	#N/A		3.00						
Sep-01	#N/A		#N/A						
Oct-01	#N/A		#N/A						
Nov-01	#N/A		#N/A						
Dec-01	#N/A		#N/A						
Jan-02	#N/A		5.00						
Feb-02	#N/A		#N/A						
Mar-02	#N/A		2.90						
Apr-02	#N/A		2.98						
May-02	#N/A		3.00						
Jun-02	#N/A		3.02						

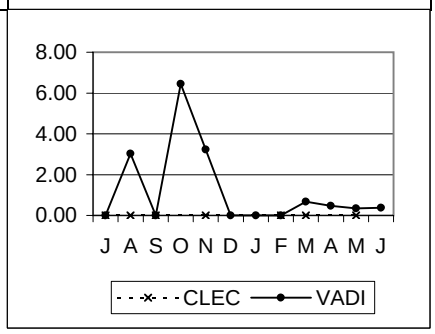


PR-4 - Missed Appointment

PR-4-02-2342	Average Delay Days – Total								Parity with VADI Line Sharing
	Retail xDSL Services								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		3.00						
Aug-01	#N/A		#N/A						
Sep-01	#N/A		#N/A						
Oct-01	#N/A		#N/A						
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		1.05						
Apr-02	#N/A		1.10						
May-02	#N/A		1.10						
Jun-02	#N/A		1.16						



PR-4-03-2342	% Missed Appt. – Customer								No Standard
	No Standard								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	1	0.00						
Aug-01	0.00	1	3.03						
Sep-01	0.00	1	0.00						
Oct-01	#N/A		6.45						
Nov-01	0.00	3	3.23						
Dec-01	#N/A		0.00						
Jan-02	#N/A		0.00						
Feb-02	0.00	1	0.00						
Mar-02	0.00	2	0.67						
Apr-02	#N/A		0.47						
May-02	0.00	1	0.35						
Jun-02	#N/A		0.38						



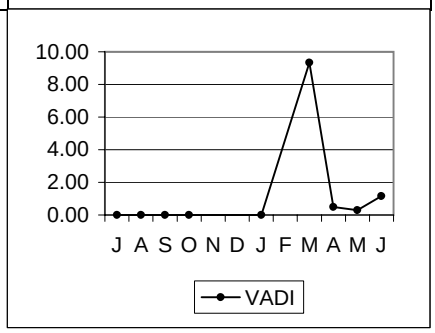
Complex Services - 2 Wire xDSL (cont.)

PR-4 - Missed Appointment (cont.)

PR-4-04-2342 | **% Missed Appt. – VZ – Dispatch** | Parity with VADI Line Sharing

Retail xDSL Services

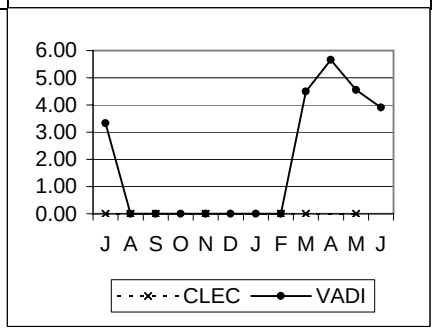
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity
Jul-01	#N/A		0.00					
Aug-01	#N/A		0.00					
Sep-01	#N/A		0.00					
Oct-01	#N/A		0.00					
Nov-01	#N/A		#N/A					
Dec-01	#N/A		#N/A					
Jan-02	#N/A		0.00					
Feb-02	#N/A		#N/A					
Mar-02	#N/A		9.33					
Apr-02	#N/A		0.49					
May-02	#N/A		0.29					
Jun-02	#N/A		1.16					



PR-4-05-2342 | **% Missed Appt. – VZ – No Dispatch** | Parity with VADI Line Sharing

Retail xDSL Services

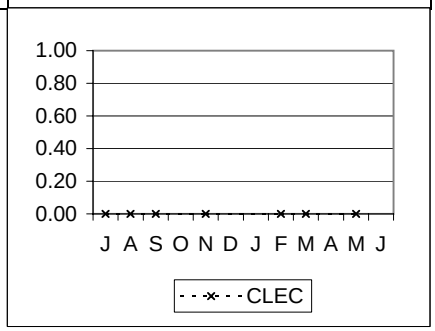
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity
Jul-01	0.00	1	3.33					Base<10
Aug-01	0.00	1	0.00					Base<10
Sep-01	0.00	1	0.00					Base<10
Oct-01	#N/A		0.00					
Nov-01	0.00	3	0.00					Base<10
Dec-01	#N/A		0.00					
Jan-02	#N/A		0.00					
Feb-02	0.00	1	0.00					Base<10
Mar-02	0.00	2	4.50					Base<10
Apr-02	#N/A		5.66					
May-02	0.00	1	4.55					Base<10
Jun-02	#N/A		3.91					



PR-4-08-2342 | **% Missed Appt. – Customer – Due to Late Order Confirmation** | No Standard

No Standard

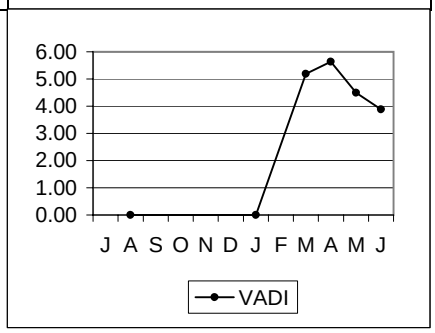
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity
Jul-01	0.00	1						
Aug-01	0.00	1						
Sep-01	0.00	1						
Oct-01	#N/A							
Nov-01	0.00	3						
Dec-01	#N/A							
Jan-02	#N/A							
Feb-02	0.00	1						
Mar-02	0.00	2						
Apr-02	#N/A							
May-02	0.00	1						
Jun-02	#N/A							



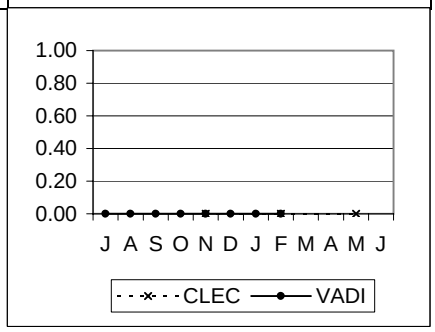
Complex Services - 2 Wire xDSL (cont.)

PR-4 - Missed Appointment (cont.)

PR-4-10-2342	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – Dispatch								Parity with VADI Line Sharing
	Retail xDSL Services								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		#N/A						
Aug-01	#N/A		0.00						
Sep-01	#N/A		#N/A						
Oct-01	#N/A		#N/A						
Nov-01	#N/A		#N/A						
Dec-01	#N/A		#N/A						
Jan-02	#N/A		0.00						
Feb-02	#N/A		#N/A						
Mar-02	#N/A		5.19						
Apr-02	#N/A		5.64						
May-02	#N/A		4.50						
Jun-02	#N/A		3.88						

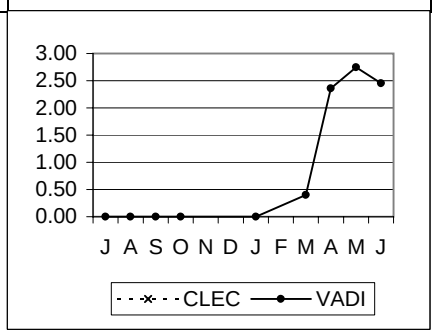


PR-4-11-2342	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – No Dispatch								Parity with VADI Line Sharing
	Retail xDSL Services								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		0.00						
Aug-01	#N/A		0.00						
Sep-01	#N/A		0.00						
Oct-01	#N/A		0.00						
Nov-01	0.00	3	0.00					Base<10	
Dec-01	#N/A		0.00						
Jan-02	#N/A		0.00						
Feb-02	0.00	1	0.00					Base<10	
Mar-02	#N/A		#N/A						
Apr-02	#N/A		#N/A						
May-02	0.00	1	#N/A						
Jun-02	#N/A		#N/A						



PR-5 - Facility Missed Orders

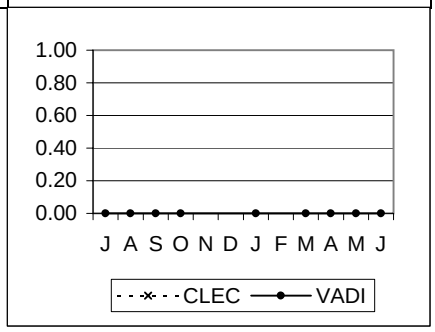
PR-5-01-2342	% Missed Appointment – Verizon – Facilities								Parity with VADI Line Sharing
	Retail xDSL Services								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		0.00						
Aug-01	#N/A		0.00						
Sep-01	#N/A		0.00						
Oct-01	#N/A		0.00						
Nov-01	#N/A		#N/A						
Dec-01	#N/A		#N/A						
Jan-02	#N/A		0.00						
Feb-02	#N/A		#N/A						
Mar-02	#N/A		0.40						
Apr-02	#N/A		2.36						
May-02	#N/A		2.75						
Jun-02	#N/A		2.45						



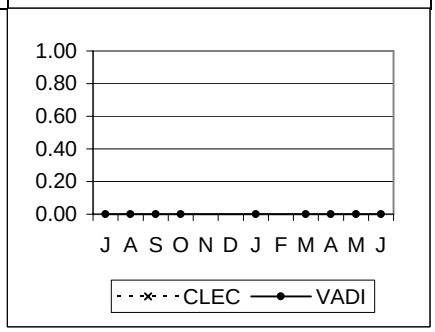
Complex Services - 2 Wire xDSL (cont.)

PR-5 - Facility Missed Orders (cont.)

PR-5-02-2342	% Orders Held for Facilities > 15 Days								Parity with VADI Line Sharing
	Retail xDSL Services								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		0.00						
Aug-01	#N/A		0.00						
Sep-01	#N/A		0.00						
Oct-01	#N/A		0.00						
Nov-01	#N/A		#N/A						
Dec-01	#N/A		#N/A						
Jan-02	#N/A		0.00						
Feb-02	#N/A		#N/A						
Mar-02	#N/A		0.00						
Apr-02	#N/A		0.00						
May-02	#N/A		0.00						
Jun-02	#N/A		0.00						

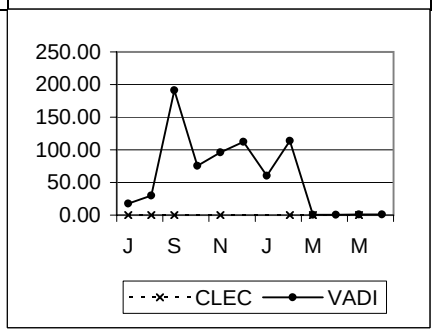


PR-5-03-2342	% Orders Held for Facilities > 60 Days								Parity with VADI Line Sharing
	Retail xDSL Services								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		0.00						
Aug-01	#N/A		0.00						
Sep-01	#N/A		0.00						
Oct-01	#N/A		0.00						
Nov-01	#N/A		#N/A						
Dec-01	#N/A		#N/A						
Jan-02	#N/A		0.00						
Feb-02	#N/A		#N/A						
Mar-02	#N/A		0.00						
Apr-02	#N/A		0.00						
May-02	#N/A		0.00						
Jun-02	#N/A		0.00						



PR-6 - Installation Quality

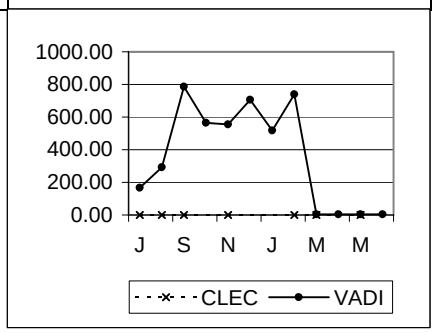
PR-6-01-2342	% Installation Troubles reported within 30 Days								Parity with VADI Line Sharing
	Retail xDSL Services								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	2	17.52					Base<10	
Aug-01	0.00	1	29.79					Base<10	
Sep-01	0.00	1	191.18					Base<10	
Oct-01	#N/A		75.58						
Nov-01	0.00	3	95.95					Base<10	
Dec-01	#N/A		112.07						
Jan-02	#N/A		60.26						
Feb-02	0.00	1	113.64					Base<10	
Mar-02	0.00	2	0.63					Base<10	
Apr-02	#N/A		0.57						
May-02	0.00	34	0.75				0.50	YES	
Jun-02	#N/A		0.92						



Complex Services - 2 Wire xDSL (cont.)

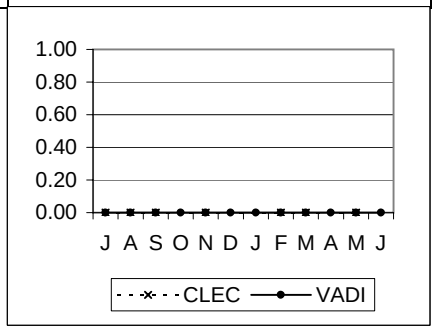
PR-6 - Installation Quality (cont.)

PR-6-03-2342	% Inst. Troubles reported w/ in 30 Days – FOK/TOK/CPE								No Standard
	Retail xDSL Services								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	2	167.15						
Aug-01	0.00	1	291.49						
Sep-01	0.00	1	785.29						
Oct-01	#N/A		565.12						
Nov-01	0.00	3	554.05						
Dec-01	#N/A		705.17						
Jan-02	#N/A		516.67						
Feb-02	0.00	1	738.64						
Mar-02	0.00	2	3.74						
Apr-02	#N/A		3.39						
May-02	0.00	34	3.96						
Jun-02	#N/A		3.66						

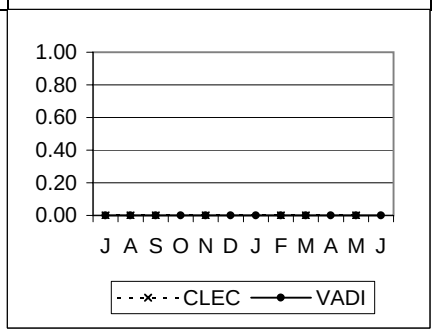


PR-8 - Open Orders in a Hold Status

PR-8-01-2342	% Open Orders in a Hold Status > 30 Days								Parity with VADI Line Sharing
	Retail xDSL Services								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	1	0.00					Base<10	
Aug-01	0.00	1	0.00					Base<10	
Sep-01	0.00	1	0.00					Base<10	
Oct-01	#N/A		0.00						
Nov-01	0.00	3	0.00					Base<10	
Dec-01	#N/A		0.00						
Jan-02	#N/A		0.00						
Feb-02	0.00	1	0.00					Base<10	
Mar-02	0.00	2	0.00					Base<10	
Apr-02	#N/A		0.00						
May-02	0.00	1	0.00					Base<10	
Jun-02	#N/A		0.00						



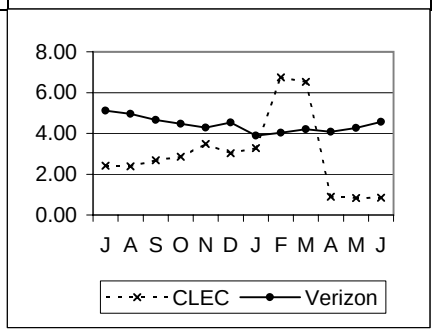
PR-8-02-2342	% Open Orders in a Hold Status > 90 Days								Parity with VADI Line Sharing
	Retail xDSL Services								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	1	0.00					Base<10	
Aug-01	0.00	1	0.00					Base<10	
Sep-01	0.00	1	0.00					Base<10	
Oct-01	#N/A		0.00						
Nov-01	0.00	3	0.00					Base<10	
Dec-01	#N/A		0.00						
Jan-02	#N/A		0.00						
Feb-02	0.00	1	0.00					Base<10	
Mar-02	0.00	2	0.00					Base<10	
Apr-02	#N/A		0.00						
May-02	0.00	1	0.00					Base<10	
Jun-02	#N/A		0.00						



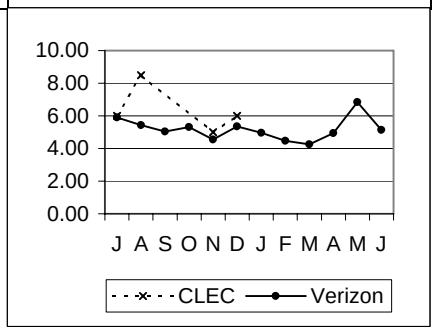
POTS & Complex Aggregate

PR-1 - Average Interval Offered

PR-1-10-2103	Average Interval Offered – Disconnects – No Dispatch								Parity with VZ Retail
	Retail POTS- Complex								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	2.41	3072	5.11	71008	7.19	0.13	20.38	YES	
Aug-01	2.38	3014	4.95	81957	7.18	0.13	19.30	YES	
Sep-01	2.69	2106	4.66	58592	7.04	0.16	12.62	YES	
Oct-01	2.86	2085	4.47	72958	6.51	0.14	11.13	YES	
Nov-01	3.49	1668	4.29	60797	6.91	0.17	4.66	YES	
Dec-01	3.02	2256	4.53	59790	7.05	0.15	9.99	YES	
Jan-02	3.28	2194	3.89	57525	6.64	0.14	4.22	YES	
Feb-02	6.75	2569	4.03	52445	6.21	0.13	-21.68	NO	
Mar-02	6.52	3196	4.21	54007	6.23	0.11	-20.37	NO	
Apr-02	0.89	968	4.08	52961	6.95	0.23	14.15	YES	
May-02	0.83	963	4.27	67422	6.55	0.21	16.18	YES	
Jun-02	0.85	926	4.56	60245	6.97	0.23	16.07	YES	

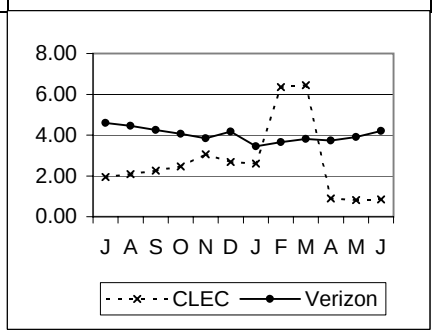


PR-1-11-2103	Average Interval Offered – Disconnects – Dispatch								Parity with VZ Retail
	Retail POTS- Complex								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	6.00	1	5.91	232	6.83			Base<10	
Aug-01	8.50	2	5.44	239	6.49			Base<10	
Sep-01	#N/A		5.03	135	5.01				
Oct-01	#N/A		5.32	197	6.61				
Nov-01	5.00	1	4.55	246	5.89			Base<10	
Dec-01	6.00	1	5.36	227	6.02			Base<10	
Jan-02	#N/A		4.97	296	5.84				
Feb-02	#N/A		4.48	284	5.31				
Mar-02	#N/A		4.25	285	6.60				
Apr-02	#N/A		4.94	283	7.64				
May-02	#N/A		6.85	310	10.24				
Jun-02	#N/A		5.13	213	6.54				



PR-2 - Average Completed Interval

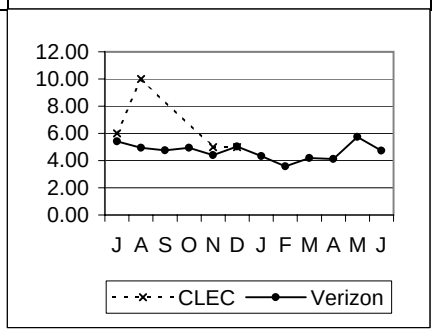
PR-2-10-2103	Average Interval Completed – Disconnects – No Dispatch								Parity with VZ Retail
	Retail POTS- Complex								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	1.94	2739	4.60	63806	6.45	0.13	21.13	YES	
Aug-01	2.08	2779	4.45	74157	6.39	0.12	19.20	YES	
Sep-01	2.26	1896	4.25	52779	6.29	0.15	13.53	YES	
Oct-01	2.46	1864	4.07	65696	5.94	0.14	11.54	YES	
Nov-01	3.06	1493	3.84	54752	6.16	0.16	4.83	YES	
Dec-01	2.68	2032	4.17	54168	6.59	0.15	10.01	YES	
Jan-02	2.60	1891	3.45	51962	5.79	0.14	6.27	YES	
Feb-02	6.36	2284	3.65	47329	5.43	0.12	-23.30	NO	
Mar-02	6.44	2904	3.81	48858	5.56	0.11	-24.77	NO	
Apr-02	0.89	943	3.73	48956	6.30	0.21	13.71	YES	
May-02	0.82	925	3.91	62765	5.78	0.19	16.14	YES	
Jun-02	0.84	900	4.21	55878	6.36	0.21	15.77	YES	



POTS & Complex Aggregate (cont.)

PR-2 - Average Completed Interval (cont.)

PR-2-11-2103	Average Interval Completed – Disconnects – Dispatch								Parity with VZ Retail
	Retail POTS- Complex								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**6.00**	1	**5.41**	220	5.84			Base<10	
Aug-01	**10.00**	1	**4.95**	193	6.57			Base<10	
Sep-01	**#N/A**		**4.75**	123	4.26				
Oct-01	**#N/A**		**4.93**	181	6.04				
Nov-01	**5.00**	1	**4.41**	218	6.09			Base<10	
Dec-01	**5.00**	1	**5.04**	203	5.92			Base<10	
Jan-02	**#N/A**		**4.34**	268	4.74				
Feb-02	**#N/A**		**3.58**	252	3.92				
Mar-02	**#N/A**		**4.18**	269	6.75				
Apr-02	**#N/A**		**4.12**	262	5.03				
May-02	**#N/A**		**5.74**	280	6.37				
Jun-02	**#N/A**		**4.74**	190	6.49				



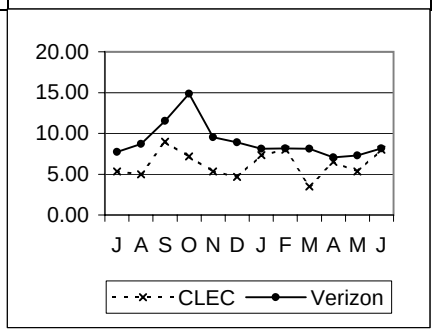
Special Services - Provisioning

PR-1 - Average Interval Offered

PR-1-01-2200 — **Average Interval Offered – Total No Dispatch** — Parity with VZ Retail

Retail- Specials

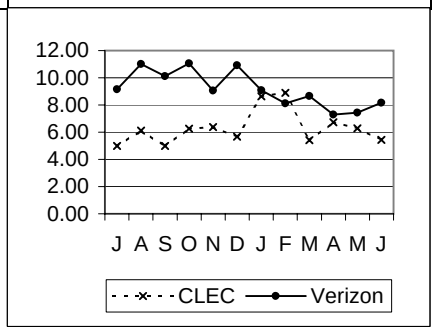
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**5.33**	3	**7.74**	206	4.21			Base<10
Aug-01	**5.00**	5	**8.71**	225	6.97			Base<10
Sep-01	**9.00**	5	**11.51**	151	8.77			Base<10
Oct-01	**7.19**	16	**14.87**	222	12.15	3.15	2.44	YES
Nov-01	**5.33**	3	**9.53**	149	5.83			Base<10
Dec-01	**4.67**	6	**8.90**	202	5.80			Base<10
Jan-02	**7.33**	6	**8.11**	123	6.22			Base<10
Feb-02	**8.00**	3	**8.17**	195	4.60			Base<10
Mar-02	**3.50**	2	**8.12**	113	4.19			Base<10
Apr-02	**6.50**	2	**7.04**	115	3.53			Base<10
May-02	**5.33**	3	**7.30**	90	5.06			Base<10
Jun-02	**8.00**	1	**8.15**	110	6.14			Base<10



PR-1-02-2200 — **Average Interval Offered – Total Dispatch** — Parity with VZ Retail

Retail- Specials

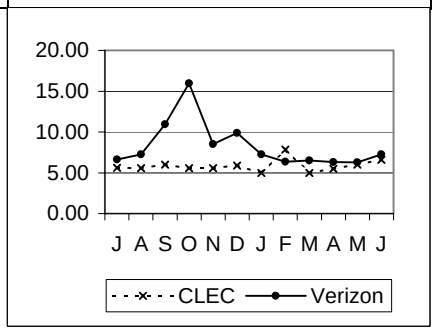
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**5.00**	4	**9.16**	284	6.51			Base<10
Aug-01	**6.11**	9	**11.02**	267	9.75			Base<10
Sep-01	**5.00**	5	**10.11**	246	9.98			Base<10
Oct-01	**6.25**	8	**11.07**	295	8.72			Base<10
Nov-01	**6.38**	8	**9.06**	210	6.96			Base<10
Dec-01	**5.67**	21	**10.91**	287	9.70	2.19	2.39	YES
Jan-02	**8.63**	19	**9.09**	207	7.70	1.85	0.25	YES
Feb-02	**8.90**	10	**8.11**	267	4.48	1.44	-0.55	YES
Mar-02	**5.40**	5	**8.65**	236	6.53			Base<10
Apr-02	**6.73**	11	**7.30**	230	3.93	1.21	0.47	YES
May-02	**6.29**	7	**7.44**	275	5.95			Base<10
Jun-02	**5.43**	7	**8.17**	198	6.45			Base<10



PR-1-06-2210 — **Average Interval Offered – DS0** — Parity with VZ Retail

Retail Specials DS0

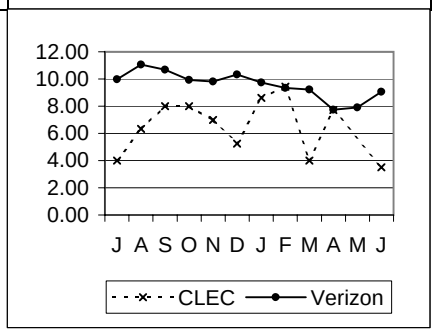
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**5.60**	5	**6.63**	113	3.46			Base<10
Aug-01	**5.55**	11	**7.25**	127	5.16	1.62	1.05	YES
Sep-01	**6.00**	5	**10.96**	138	12.84			Base<10
Oct-01	**5.55**	11	**15.95**	240	13.39	4.13	2.52	YES
Nov-01	**5.57**	7	**8.52**	130	7.97			Base<10
Dec-01	**5.90**	10	**9.90**	200	7.13	2.31	1.73	YES
Jan-02	**5.00**	2	**7.25**	121	5.65			Base<10
Feb-02	**7.83**	6	**6.37**	170	3.40			Base<10
Mar-02	**5.00**	6	**6.51**	94	2.85			Base<10
Apr-02	**5.50**	6	**6.31**	109	3.67			Base<10
May-02	**6.00**	10	**6.28**	137	3.53	1.16	0.24	YES
Jun-02	**6.60**	5	**7.27**	134	5.82			Base<10



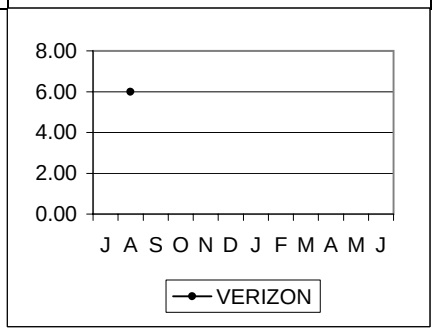
Special Services - Provisioning (cont.)

PR-1 - Average Interval Offered (cont.)

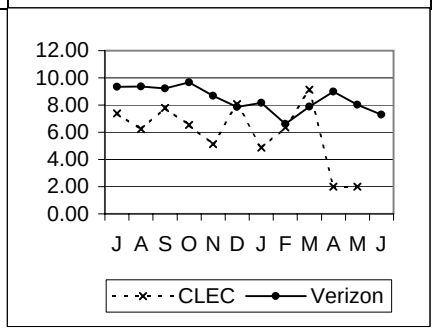
PR-1-07-2211	Average Interval Offered – DS1								Parity with VZ Retail
	Retail Specials DS1								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	4.00	2	9.97	292	6.53			Base<10	
Aug-01	6.33	3	11.07	349	9.50			Base<10	
Sep-01	8.00	5	10.68	241	7.06			Base<10	
Oct-01	8.00	13	9.93	268	5.83	1.66	1.17	YES	
Nov-01	7.00	4	9.80	220	5.53			Base<10	
Dec-01	5.25	16	10.34	279	9.25	2.38	2.14	YES	
Jan-02	8.61	23	9.75	198	7.95	1.75	0.65	YES	
Feb-02	9.43	7	9.33	278	4.74			Base<10	
Mar-02	4.00	1	9.23	244	6.23			Base<10	
Apr-02	7.71	7	7.75	224	3.83			Base<10	
May-02	#N/A		7.90	215	5.70				
Jun-02	3.50	2	9.05	164	6.72			Base<10	



PR-1-08-2213	Average Interval Offered – DS3								Parity with VZ Retail
	Retail Specials DS3								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		#N/A						
Aug-01	#N/A		6.00	1	0.00				
Sep-01	#N/A		#N/A						
Oct-01	#N/A		#N/A						
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		#N/A						
Jun-02	#N/A		#N/A						



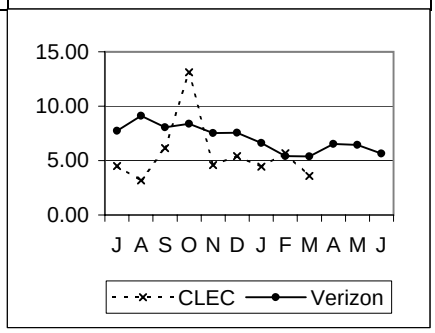
PR-1-10-2200	Average Interval Offered – Disconnects – No Dispatch								Parity with VZ Retail
	Retail- Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	7.38	21	9.33	2145	9.04	1.98	0.98	YES	
Aug-01	6.23	31	9.37	2226	8.29	1.50	2.09	YES	
Sep-01	7.78	23	9.22	2466	7.45	1.56	0.92	YES	
Oct-01	6.55	20	9.68	2801	7.24	1.62	1.93	YES	
Nov-01	5.14	21	8.69	2062	6.57	1.44	2.46	YES	
Dec-01	8.08	25	7.87	281	5.90	1.23	-0.17	YES	
Jan-02	4.88	17	8.17	258	6.60	1.65	1.99	YES	
Feb-02	6.36	14	6.62	244	5.75	1.58	0.16	YES	
Mar-02	9.12	33	7.88	352	7.52	1.37	-0.91	YES	
Apr-02	2.00	2	8.99	286	12.54			Base<10	
May-02	2.00	4	8.03	240	9.40			Base<10	
Jun-02	#N/A		7.30	282	5.91				



Special Services - Provisioning (cont.)

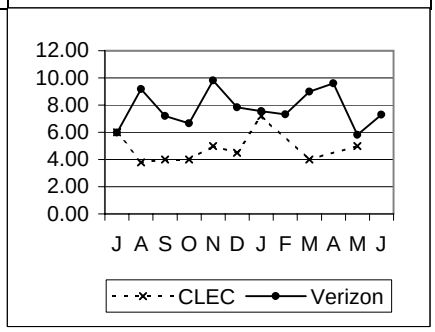
PR-1 - Average Interval Offered (cont.)

PR-1-11-2200	Average Interval Offered – Disconnects – Dispatch								Parity with VZ Retail
	Retail- Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	4.50	4	7.74	421	7.01			Base<10	
Aug-01	3.17	29	9.11	349	7.16	1.38	4.29	YES	
Sep-01	6.15	26	8.07	428	6.79	1.37	1.40	YES	
Oct-01	13.13	16	8.38	734	6.98	1.76	-2.69	NO	
Nov-01	4.60	5	7.52	374	5.89			Base<10	
Dec-01	5.41	17	7.55	174	5.50	1.40	1.53	YES	
Jan-02	4.43	7	6.62	93	4.61			Base<10	
Feb-02	5.67	3	5.41	79	3.80			Base<10	
Mar-02	3.59	17	5.38	171	3.40	0.86	2.07	YES	
Apr-02	#N/A		6.52	110	4.17				
May-02	#N/A		6.45	82	4.34				
Jun-02	#N/A		5.66	77	4.81				

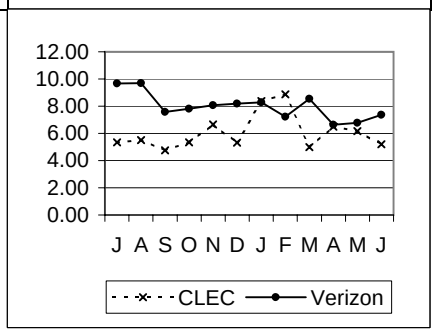


PR-2 - Average Completed Interval

PR-2-01-2200	Average Interval Completed – Total No Dispatch								Parity with VZ Retail
	Retail- Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	6.00	1	5.97	58	2.66			Base<10	
Aug-01	3.80	5	9.17	111	12.40			Base<10	
Sep-01	4.00	2	7.21	58	2.50			Base<10	
Oct-01	4.00	4	6.66	59	3.18			Base<10	
Nov-01	5.00	2	9.82	57	4.81			Base<10	
Dec-01	4.50	2	7.83	92	3.74			Base<10	
Jan-02	7.20	5	7.55	49	4.55			Base<10	
Feb-02	#N/A		7.32	57	4.00				
Mar-02	4.00	1	9.00	55	9.64			Base<10	
Apr-02	#N/A		9.60	30	12.96				
May-02	5.00	2	5.82	39	3.47			Base<10	
Jun-02	#N/A		7.29	51	3.66				



PR-2-02-2200	Average Interval Completed – Total Dispatch								Parity with VZ Retail
	Retail- Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	5.33	3	9.67	176	11.49			Base<10	
Aug-01	5.50	8	9.70	171	10.44			Base<10	
Sep-01	4.75	4	7.58	139	5.90			Base<10	
Oct-01	5.33	3	7.82	168	3.40			Base<10	
Nov-01	6.67	6	8.07	135	5.06			Base<10	
Dec-01	5.32	19	8.19	196	5.24	1.26	2.28	YES	
Jan-02	8.38	13	8.28	140	5.22	1.51	-0.07	YES	
Feb-02	8.86	7	7.23	176	3.57			Base<10	
Mar-02	5.00	2	8.55	156	7.81			Base<10	
Apr-02	6.50	10	6.63	152	4.00	1.31	0.10	YES	
May-02	6.17	6	6.78	198	5.14			Base<10	
Jun-02	5.20	5	7.37	124	4.55			Base<10	



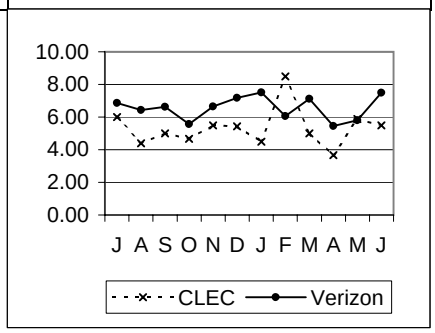
Special Services - Provisioning (cont.)

PR-2 - Average Completed Interval (cont.)

PR-2-06-2210 — **Average Interval Completed – DSO** — Parity with VZ Retail

Retail Specials DS0

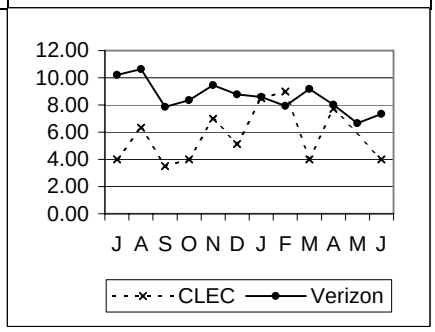
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	6.00	3	6.86	59	5.36			Base<10
Aug-01	4.40	10	6.43	75	2.95	0.99	2.04	YES
Sep-01	5.00	4	6.62	53	6.89			Base<10
Oct-01	4.67	6	5.57	70	1.92			Base<10
Nov-01	5.50	4	6.64	58	4.78			Base<10
Dec-01	5.43	7	7.17	121	4.18			Base<10
Jan-02	4.50	2	7.51	76	6.01			Base<10
Feb-02	8.50	2	6.05	82	3.05			Base<10
Mar-02	5.00	2	7.12	58	7.27			Base<10
Apr-02	3.67	3	5.45	60	2.51			Base<10
May-02	5.88	8	5.81	91	3.04			Base<10
Jun-02	5.50	4	7.49	80	4.43			Base<10



PR-2-07-2211 — **Average Interval Completed – DS1** — Parity with VZ Retail

Retail Specials DS1

	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	4.00	1	10.21	145	12.19			Base<10
Aug-01	6.33	3	10.63	201	12.95			Base<10
Sep-01	3.50	2	7.86	134	4.33			Base<10
Oct-01	4.00	1	8.36	155	3.55			Base<10
Nov-01	7.00	4	9.46	133	4.94			Base<10
Dec-01	5.14	14	8.77	164	5.17	1.44	2.52	YES
Jan-02	8.50	16	8.60	107	4.36	1.17	0.09	YES
Feb-02	9.00	5	7.94	144	3.75			Base<10
Mar-02	4.00	1	9.18	148	8.28			Base<10
Apr-02	7.71	7	8.03	119	7.60			Base<10
May-02	#N/A		6.66	138	3.46			Base<10
Jun-02	4.00	1	7.33	90	4.25			Base<10



PR-2-08-2213 — **Average Interval Completed – DS3** — Parity with VZ Retail

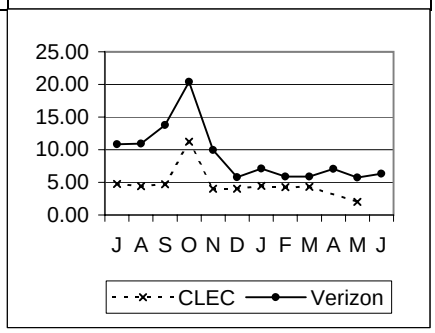
Retail Specials DS3

	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	#N/A		#N/A					
Aug-01	#N/A		#N/A					
Sep-01	#N/A		#N/A					
Oct-01	#N/A		#N/A					
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		#N/A					
Jun-02	#N/A		#N/A					

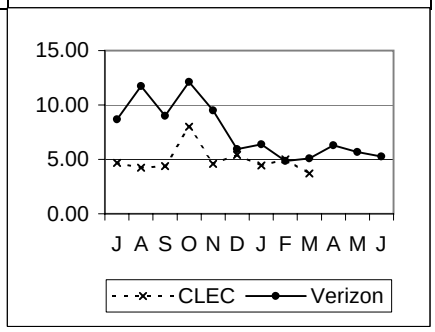
Special Services - Provisioning (cont.)

PR-2 - Average Completed Interval (cont.)

PR-2-10-2200	Average Interval Completed – Disconnects – No Dispatch								Parity with VZ Retail
	Retail- Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	4.75	8	10.85	1986	11.16			Base<10	
Aug-01	4.40	15	10.93	2065	12.53	3.25	2.01	YES	
Sep-01	4.73	11	13.78	2297	25.70	7.77	1.17	YES	
Oct-01	11.22	9	20.39	2592	36.35			Base<10	
Nov-01	4.00	8	9.94	1939	7.56			Base<10	
Dec-01	4.00	11	5.78	171	3.41	1.06	1.68	YES	
Jan-02	4.46	13	7.10	155	5.39	1.56	1.70	YES	
Feb-02	4.25	4	5.89	160	3.72			Base<10	
Mar-02	4.30	20	5.89	195	4.69	1.10	1.44	YES	
Apr-02	#N/A		7.08	173	12.88				
May-02	2.00	2	5.73	154	3.91			Base<10	
Jun-02	#N/A		6.32	180	4.50				

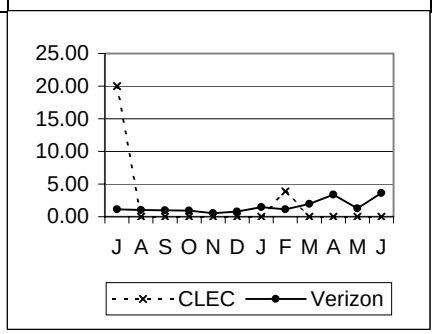


PR-2-11-2200	Average Interval Completed – Disconnects – Dispatch								Parity with VZ Retail
	Retail- Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	4.67	3	8.67	404	9.09			Base<10	
Aug-01	4.25	4	11.75	331	15.62			Base<10	
Sep-01	4.38	16	9.01	406	10.05	2.56	1.81	YES	
Oct-01	8.00	3	12.11	702	20.93			Base<10	
Nov-01	4.60	5	9.50	347	7.71			Base<10	
Dec-01	5.41	17	5.93	123	3.28	0.85	0.61	YES	
Jan-02	4.43	7	6.39	70	4.21			Base<10	
Feb-02	5.00	2	4.85	65	3.49			Base<10	
Mar-02	3.71	14	5.08	153	3.07	0.86	1.60	YES	
Apr-02	#N/A		6.30	99	3.87				
May-02	#N/A		5.67	73	3.34				
Jun-02	#N/A		5.26	66	2.14				



PR-4 - Missed Appointments

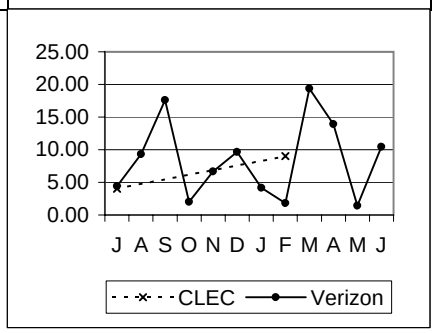
PR-4-01-2200	% Missed Appt. – VZ – Total								Parity with VZ Retail
	Retail- Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	20.00	15	1.14	612		2.77	-6.80	NO	
Aug-01	0.00	19	1.01	693		2.33	0.43	YES	
Sep-01	0.00	20	0.98	510		2.25	0.44	YES	
Oct-01	0.00	18	0.92	654		2.28	0.40	YES	
Nov-01	0.00	12	0.54	558		2.14	0.25	YES	
Dec-01	0.00	30	0.77	783		1.63	0.47	YES	
Jan-02	0.00	38	1.48	406		2.05	0.72	YES	
Feb-02	3.85	26	1.15	522		2.14	-0.55 (P)	YES	
Mar-02	0.00	18	1.94	568		3.30	0.59	YES	
Apr-02	0.00	22	3.38	533		3.93	0.86	YES	
May-02	0.00	22	1.27	551		2.43	0.52	YES	
Jun-02	0.00	11	3.64	439		5.72	0.64	YES	



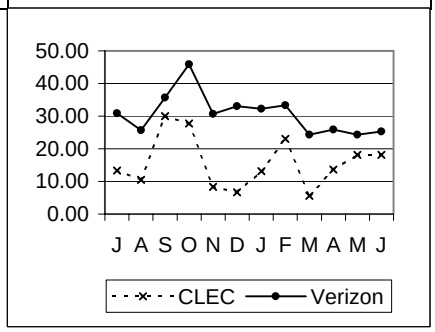
Special Services - Provisioning (cont.)

PR-4 - Missed Appointments (cont.)

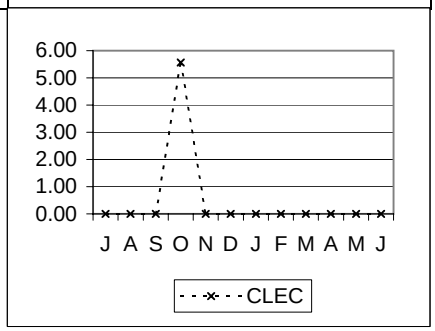
PR-4-02-2200	Average Delay Days – Total								Parity with VZ Retail
	Retail- Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	4.00	3	4.43	7	3.51			Base<10	
Aug-01	#N/A		9.29	7	13.61				
Sep-01	#N/A		17.60	5	37.12				
Oct-01	#N/A		2.00	6	1.55				
Nov-01	#N/A		6.67	3	4.04				
Dec-01	#N/A		9.67	6	5.72				
Jan-02	#N/A		4.17	6	5.91				
Feb-02	9.00	1	1.83	6	0.75			Base<10	
Mar-02	#N/A		19.36	11	19.91				
Apr-02	#N/A		13.94	18	18.84				
May-02	#N/A		1.43	7	0.53				
Jun-02	#N/A		10.44	16	16.41				



PR-4-03-2200	% Missed Appt. – Customer								No Standard
	No Standard								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	13.33	15	30.88	612					
Aug-01	10.53	19	25.69	693					
Sep-01	30.00	20	35.69	510					
Oct-01	27.78	18	45.87	654					
Nov-01	8.33	12	30.65	558					
Dec-01	6.67	30	33.08	783					
Jan-02	13.16	38	32.27	406					
Feb-02	23.08	26	33.33	522					
Mar-02	5.56	18	24.30	568					
Apr-02	13.64	22	25.89	533					
May-02	18.18	22	24.32	551					
Jun-02	18.18	11	25.28	439					



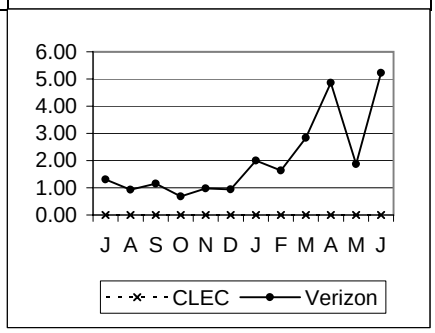
PR-4-08-2200	% Missed Appt. – Customer – Due to Late Order Confirmation								No Standard
	No Standard								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	15							
Aug-01	0.00	19							
Sep-01	0.00	20							
Oct-01	5.56	18							
Nov-01	0.00	12							
Dec-01	0.00	30							
Jan-02	0.00	38							
Feb-02	0.00	26							
Mar-02	0.00	18							
Apr-02	0.00	22							
May-02	0.00	22							
Jun-02	0.00	11							



Special Services - Provisioning (cont.)

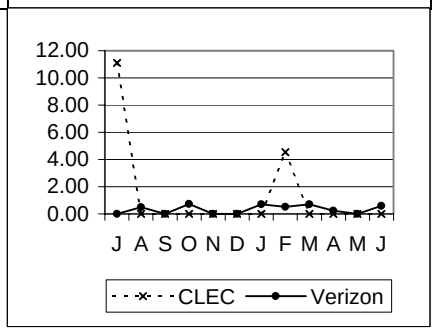
PR-4 - Missed Appointments (cont.)

PR-4-09-2200	% Missed Appt. – VZ – Standard Interval (W Coded) Orders –Total								Parity with VZ Retail
	Retail- Specials								
	CLEC	*CLEC Vol*	*VZ*	*VZ Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jul-01	**0.00**	7	**1.31**	382				Base<10	
Aug-01	**0.00**	13	**0.93**	428		2.70	0.34	YES	
Sep-01	**0.00**	9	**1.15**	348				Base<10	
Oct-01	**0.00**	13	**0.68**	440		2.31	0.29	YES	
Nov-01	**0.00**	10	**0.98**	306		3.17	0.31	YES	
Dec-01	**0.00**	23	**0.94**	426		2.07	0.46	YES	
Jan-02	**0.00**	25	**2.00**	300		2.91	0.69	YES	
Feb-02	**0.00**	12	**1.64**	366		3.73	0.44	YES	
Mar-02	**0.00**	6	**2.83**	318				Base<10	
Apr-02	**0.00**	13	**4.86**	288		6.10	0.80	YES	
May-02	**0.00**	10	**1.87**	321		4.35	0.43	YES	
Jun-02	**0.00**	8	**5.22**	268				Base<10	



PR-5- Facility Missed Orders

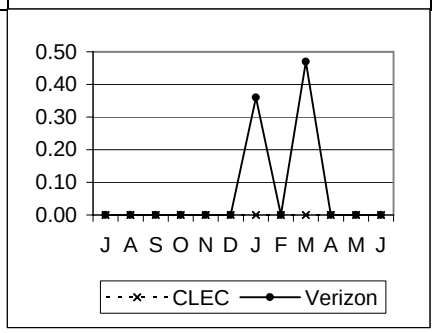
PR-5-01-2200	% Missed Appointment – Verizon – Facilities								Parity with VZ Retail
	Retail- Specials								
	CLEC	*CLEC Vol*	*VZ*	*VZ Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jul-01	**11.11**	9	**0.00**	438				Base<10	
Aug-01	**0.00**	11	**0.49**	408		2.13	0.23	YES	
Sep-01	**0.00**	15	**0.00**	324		0.00			
Oct-01	**0.00**	9	**0.72**	415				Base<10	
Nov-01	**0.00**	8	**0.00**	392				Base<10	
Dec-01	**0.00**	26	**0.00**	472		0.00			
Jan-02	**0.00**	30	**0.71**	281		1.61	0.44	YES	
Feb-02	**4.55**	22	**0.52**	384		1.58	-1.02 (P)	YES	
Mar-02	**0.00**	15	**0.70**	428		2.19	0.32	YES	
Apr-02	**0.00**	18	**0.24**	409		1.18	0.20	YES	
May-02	**0.00**	15	**0.00**	426		0.00			
Jun-02	**0.00**	9	**0.60**	333				Base<10	



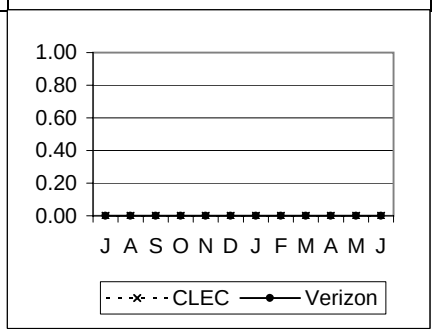
Special Services - Provisioning (cont.)

PR-5- Facility Missed Orders (cont.)

PR-5-02-2200	% Orders Held for Facilities > 15 Days								Parity with VZ Retail
	Retail- Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	9	0.00	438				Base<10	
Aug-01	0.00	11	0.00	408		0.00			
Sep-01	0.00	15	0.00	324		0.00			
Oct-01	0.00	9	0.00	415				Base<10	
Nov-01	0.00	8	0.00	392				Base<10	
Dec-01	0.00	26	0.00	472		0.00			
Jan-02	0.00	30	0.36	281		1.15	0.31	YES	
Feb-02	0.00	22	0.00	384		0.00			
Mar-02	0.00	15	0.47	428		1.80	0.26	YES	
Apr-02	0.00	18	0.00	409		0.00			
May-02	0.00	15	0.00	426		0.00			
Jun-02	0.00	9	0.00	333				Base<10	

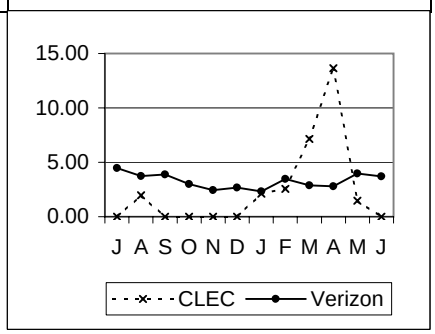


PR-5-03-2200	% Orders Held for Facilities > 60 Days								Parity with VZ Retail
	Retail- Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	9	0.00	438				Base<10	
Aug-01	0.00	11	0.00	408		0.00			
Sep-01	0.00	15	0.00	324		0.00			
Oct-01	0.00	9	0.00	415				Base<10	
Nov-01	0.00	8	0.00	392				Base<10	
Dec-01	0.00	26	0.00	472		0.00			
Jan-02	0.00	30	0.00	281		0.00			
Feb-02	0.00	22	0.00	384		0.00			
Mar-02	0.00	15	0.00	428		0.00			
Apr-02	0.00	18	0.00	409		0.00			
May-02	0.00	15	0.00	426		0.00			
Jun-02	0.00	9	0.00	333				Base<10	



PR-6- Installation Quality

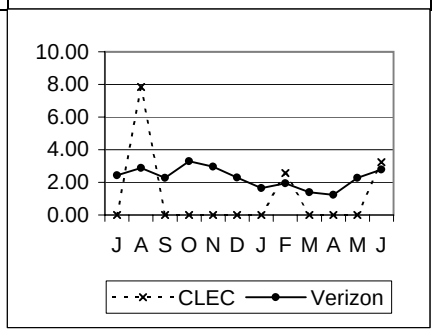
PR-6-01-2200	% Installation Troubles reported within 30 Days								Parity with VZ Retail
	Retail- Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	44	4.48	1229		3.17	1.41	YES	
Aug-01	1.96	51	3.73	1288		2.70	0.65	YES	
Sep-01	0.00	30	3.89	926		3.59	1.08	YES	
Oct-01	0.00	39	3.01	1096		2.78	1.08	YES	
Nov-01	0.00	24	2.45	775		3.21	0.76	YES	
Dec-01	0.00	29	2.68	1043		3.04	0.88	YES	
Jan-02	2.13	47	2.31	909		2.25	0.08	YES	
Feb-02	2.56	39	3.46	722		3.01	0.30	YES	
Mar-02	7.14	14	2.88	867		4.51	-.40 (P)	YES	
Apr-02	13.64	22	2.79	897		3.55	-1.94 (P)	NO	
May-02	1.47	68	3.97	882		2.46	1.02	YES	
Jun-02	0.00	31	3.70	864		3.45	1.07	YES	



Special Services - Provisioning (cont.)

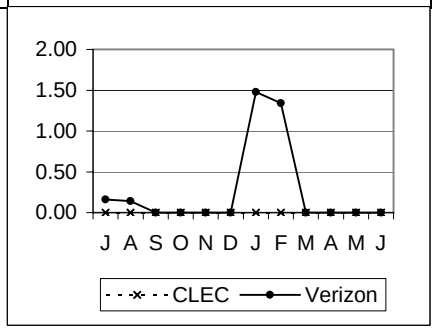
PR-6- Installation Quality (cont.)

PR-6-03-2200	% Installation Troubles reported within 30 Days – FOK/TOK/CPE								No Standard
	Retail- Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	44	2.44	1229					
Aug-01	7.84	51	2.87	1288					
Sep-01	0.00	30	2.27	926					
Oct-01	0.00	39	3.28	1096					
Nov-01	0.00	24	2.97	775					
Dec-01	0.00	29	2.30	1043					
Jan-02	0.00	47	1.65	909					
Feb-02	2.56	39	1.94	722					
Mar-02	0.00	14	1.38	867					
Apr-02	0.00	22	1.23	897					
May-02	0.00	68	2.27	882					
Jun-02	3.23	31	2.78	864					

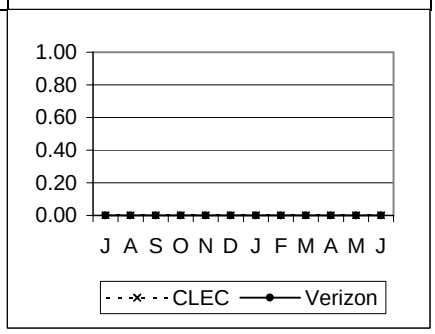


PR-8 - Open Orders in a Hold Status

PR-8-01-2200	% Open Orders in a Hold Status > 30 Days								Parity with VZ Retail
	Retail- Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	15	0.16	612		1.04	0.15	YES	
Aug-01	0.00	19	0.14	693		0.87	0.16	YES	
Sep-01	0.00	20	0.00	510		0.00			
Oct-01	0.00	18	0.00	654		0.00			
Nov-01	0.00	12	0.00	558		0.00			
Dec-01	0.00	30	0.00	783		0.00			
Jan-02	0.00	38	1.48	406		2.05	0.72	YES	
Feb-02	0.00	26	1.34	522		2.31	0.58	YES	
Mar-02	0.00	18	0.00	568		0.00			
Apr-02	0.00	22	0.00	533		0.00			
May-02	0.00	22	0.00	551		0.00			
Jun-02	0.00	11	0.00	439		0.00			



PR-8-02-2200	% Open Orders in a Hold Status > 90 Days								Parity with VZ Retail
	Retail- Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	15	0.00	612				YES	
Aug-01	0.00	19	0.00	693		0.00			
Sep-01	0.00	20	0.00	510		0.00			
Oct-01	0.00	18	0.00	654		0.00			
Nov-01	0.00	12	0.00	558		0.00			
Dec-01	0.00	30	0.00	783		0.00			
Jan-02	0.00	38	0.00	406		0.00			
Feb-02	0.00	26	0.00	522		0.00			
Mar-02	0.00	18	0.00	568		0.00			
Apr-02	0.00	22	0.00	533		0.00			
May-02	0.00	22	0.00	551		0.00			
Jun-02	0.00	11	0.00	439		0.00			



Legend

N/A = No Activity
NEF = No Existing Functionality
P = Z-Score Equivalent from Permutation Test
TBD = Performance standard is to be determined
RQ = Performance metric is reported quarterly
UD = Performance metric is under development
UR = Performance metric is under review

**VADI observations are confidential and not for public inspection.

Base < 10: Parity Standards - The C2C guidelines do not require a calculation of a Z/t-statistic to determine if performance met the standard when sample sizes are less than 10.

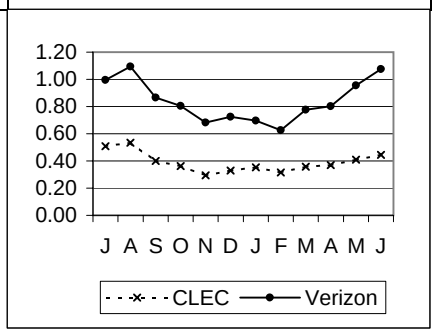
Verizon - PA

Carrier to Carrier Performance Standards and Reports Summary July 2001 - June 2002

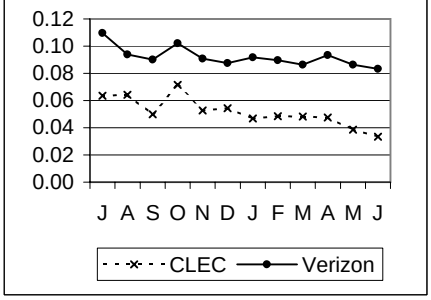
CLEC Aggregate Performance
Resale (Maintenance) - POTS/Special Services

POTS - Maintenance
MR-2 - Trouble Report Rate

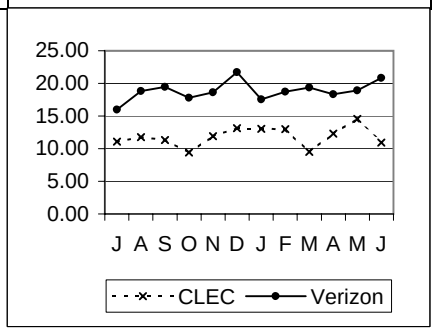
MR-2-02-2100	Network Trouble Report Rate – Loop								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.51	140293	0.99	5569027		0.03	18.15	YES	
Aug-01	0.53	133812	1.09	5541411		0.03	19.44	YES	
Sep-01	0.40	134178	0.87	5530294		0.03	18.18	YES	
Oct-01	0.36	132992	0.80	5478878		0.02	17.85	YES	
Nov-01	0.29	132619	0.68	5444939		0.02	16.97	YES	
Dec-01	0.33	130868	0.73	5413360		0.02	16.66	YES	
Jan-02	0.35	130366	0.70	5382768		0.02	14.80	YES	
Feb-02	0.32	130274	0.63	5359039		0.02	13.98	YES	
Mar-02	0.36	128598	0.78	5328460		0.02	16.90	YES	
Apr-02	0.37	126396	0.80	5298159		0.03	17.02	YES	
May-02	0.41	124441	0.96	5256455		0.03	19.56	YES	
Jun-02	0.44	122787	1.07	5224819		0.03	21.20	YES	



MR-2-03-2100	Network Trouble Report Rate – Central Office								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.06	140293	0.11	5569027		0.01	5.17	YES	
Aug-01	0.06	133812	0.09	5541411		0.01	3.50	YES	
Sep-01	0.05	134178	0.09	5530294		0.01	4.86	YES	
Oct-01	0.07	132992	0.10	5478878		0.01	3.47	YES	
Nov-01	0.05	132619	0.09	5444939		0.01	4.54	YES	
Dec-01	0.05	130868	0.09	5413360		0.01	4.03	YES	
Jan-02	0.05	130366	0.09	5382768		0.01	5.30	YES	
Feb-02	0.05	130274	0.09	5359039		0.01	4.91	YES	
Mar-02	0.05	128598	0.09	5328460		0.01	4.60	YES	
Apr-02	0.05	126396	0.09	5298159		0.01	5.29	YES	
May-02	0.04	124441	0.09	5256455		0.01	5.67	YES	
Jun-02	0.03	122787	0.08	5224819		0.01	6.00	YES	



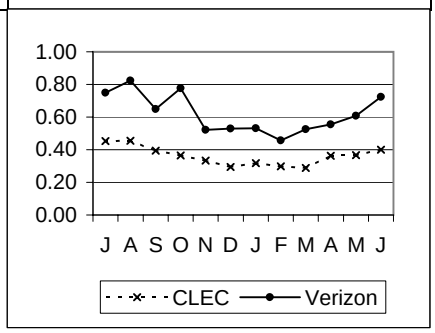
MR-2-04-2100	% Subsequent Reports								No Standard
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	11.10	901	15.98	73177					
Aug-01	11.78	908	18.80	81055					
Sep-01	11.31	681	19.45	65614					
Oct-01	9.43	636	17.77	60394					
Nov-01	11.90	521	18.63	51660					
Dec-01	13.13	579	21.71	56231					
Jan-02	13.04	598	17.57	51523					
Feb-02	13.00	546	18.74	47140					
Mar-02	9.52	578	19.36	57078					
Apr-02	12.29	602	18.32	58122					
May-02	14.55	653	18.90	67530					
Jun-02	10.94	658	20.83	76440					



POTS - Maintenance (cont.)

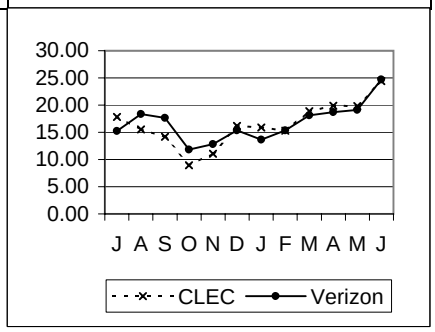
MR-2 - Trouble Report Rate (cont.)

MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.45	140293	0.75	5569027		0.02	12.75	YES	
Aug-01	0.45	133812	0.82	5541411		0.03	14.79	YES	
Sep-01	0.39	134178	0.65	5530294		0.02	11.49	YES	
Oct-01	0.36	132992	0.78	5478878		0.02	16.89	YES	
Nov-01	0.33	132619	0.52	5444939		0.02	9.40	YES	
Dec-01	0.29	130868	0.53	5413360		0.02	11.60	YES	
Jan-02	0.32	130366	0.53	5382768		0.02	10.45	YES	
Feb-02	0.30	130274	0.46	5359039		0.02	8.44	YES	
Mar-02	0.29	128598	0.53	5328460		0.02	11.63	YES	
Apr-02	0.36	126396	0.56	5298159		0.02	9.09	YES	
May-02	0.37	124441	0.61	5256455		0.02	10.85	YES	
Jun-02	0.40	122787	0.72	5224819		0.02	13.25	YES	

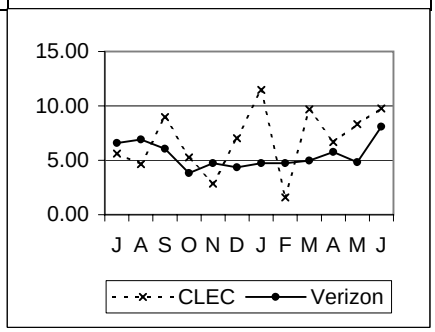


MR-3 - Missed Repair Appointments

MR-3-01-2100	% Missed Repair Appointment – Loop								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	17.84	712	15.21	55376		1.35	-1.94	NO	
Aug-01	15.52	715	18.37	60610		1.46	1.96	YES	
Sep-01	14.15	537	17.67	47861		1.66	2.13	YES	
Oct-01	8.94	481	11.83	44064		1.48	1.95	YES	
Nov-01	11.05	389	12.85	37092		1.71	1.06	YES	
Dec-01	16.20	432	15.38	39279		1.75	-0.47	YES	
Jan-02	15.90	459	13.64	37531		1.61	-1.40	YES	
Feb-02	15.29	412	15.36	33508		1.79	0.04	YES	
Mar-02	18.87	461	18.14	41427		1.80	-0.40	YES	
Apr-02	19.87	468	18.68	42522		1.81	-0.66	YES	
May-02	19.80	510	19.09	50227		1.75	-0.41	YES	
Jun-02	24.40	545	24.70	56161		1.86	0.16	YES	



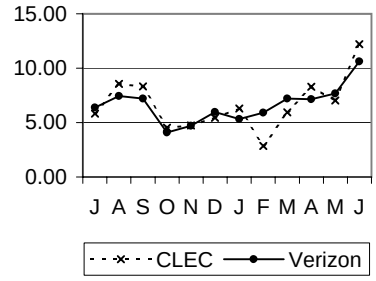
MR-3-02-2100	% Missed Repair Appointment – Central Office								Parity with VZ Retail
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	5.62	89	6.60	6110		2.65	0.37	YES	
Aug-01	4.65	86	6.91	5208		2.76	0.82	YES	
Sep-01	8.96	67	6.07	4990		2.94	-0.98	YES	
Oct-01	5.26	95	3.82	5598		1.98	-0.73	YES	
Nov-01	2.86	70	4.75	4945		2.56	0.74	YES	
Dec-01	7.04	71	4.36	4744		2.44	-1.10	YES	
Jan-02	11.48	61	4.74	4939		2.74	-2.46	NO	
Feb-02	1.59	63	4.75	4799		2.70	1.17	YES	
Mar-02	9.68	62	4.96	4600		2.78	-1.70	NO	
Apr-02	6.67	60	5.77	4953		3.03	-0.30	YES	
May-02	8.33	48	4.82	4539		3.11	-1.13	YES	
Jun-02	9.76	41	8.10	4358		4.28	-0.39	YES	



POTS - Maintenance (cont.)

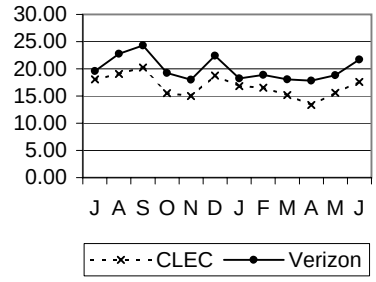
MR-3 - Missed Repair Appointments (cont.)

MR-3-03-2100	% Missed Repair Appointment — CPE /TOK/FOK								Parity with VZ Retail
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	5.83	635	6.37	41766		0.98	0.55	YES	
Aug-01	8.55	608	7.44	45683		1.07	-1.04	YES	
Sep-01	8.33	528	7.21	35848		1.13	-0.99	YES	
Oct-01	4.54	485	4.09	42518		0.90	-0.50	YES	
Nov-01	4.75	442	4.71	28387		1.02	-0.04	YES	
Dec-01	5.45	385	5.97	28676		1.22	0.43	YES	
Jan-02	6.28	414	5.31	28550		1.11	-0.87	YES	
Feb-02	2.84	387	5.90	24465		1.21	2.53	YES	
Mar-02	5.93	371	7.22	28027		1.35	0.95	YES	
Apr-02	8.28	459	7.15	29422		1.21	-0.93	YES	
May-02	7.02	456	7.68	31984		1.26	0.53	YES	
Jun-02	12.22	491	10.62	37835		1.40	-1.14	YES	

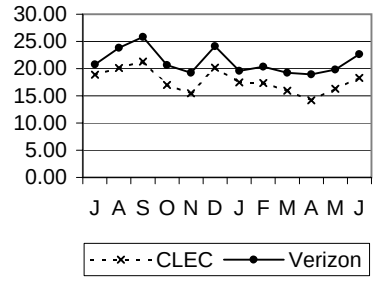


MR-4 - Trouble Duration Intervals

MR-4-01-2100	Mean Time To Repair – Total								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	18.06	801	19.58	61486	20.82	0.74	2.06	YES	
Aug-01	19.03	801	22.75	65818	22.54	0.80	4.64	YES	
Sep-01	20.23	604	24.32	52851	24.96	1.02	4.01	YES	
Oct-01	15.51	576	19.21	49662	22.25	0.93	3.97	YES	
Nov-01	15.00	459	17.97	42037	21.24	1.00	2.99	YES	
Dec-01	18.75	503	22.41	44023	23.35	1.05	3.50	YES	
Jan-02	16.81	520	18.26	42470	21.25	0.94	1.55	YES	
Feb-02	16.52	475	18.87	38307	21.31	0.98	2.39	YES	
Mar-02	15.20	523	18.07	46027	19.48	0.86	3.35	YES	
Apr-02	13.36	528	17.81	47475	20.73	0.91	4.91	YES	
May-02	15.60	558	18.80	54766	21.85	0.93	3.44	YES	
Jun-02	17.60	586	21.73	60519	22.14	0.92	4.49	YES	



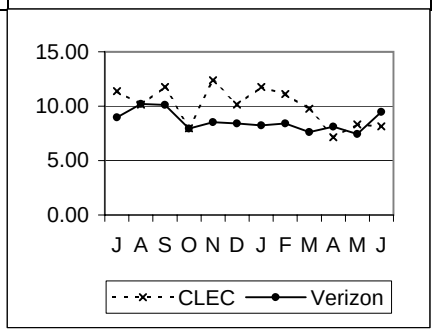
MR-4-02-2100	Mean Time to Repair – Loop Trouble								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	18.89	712	20.75	55376	20.97	0.79	2.35	YES	
Aug-01	20.10	715	23.82	60610	22.61	0.85	4.37	YES	
Sep-01	21.28	537	25.80	47861	25.16	1.09	4.14	YES	
Oct-01	17.00	481	20.64	44064	22.67	1.04	3.50	YES	
Nov-01	15.46	389	19.23	37092	21.70	1.11	3.41	YES	
Dec-01	20.16	432	24.10	39279	23.58	1.14	3.46	YES	
Jan-02	17.48	459	19.58	37531	21.42	1.01	2.09	YES	
Feb-02	17.35	412	20.37	33508	21.24	1.05	2.87	YES	
Mar-02	15.93	461	19.23	41427	19.64	0.92	3.59	YES	
Apr-02	14.15	468	18.94	42522	20.45	0.95	5.04	YES	
May-02	16.29	510	19.82	50227	22.16	0.99	3.59	YES	
Jun-02	18.31	545	22.68	56161	21.74	0.94	4.67	YES	



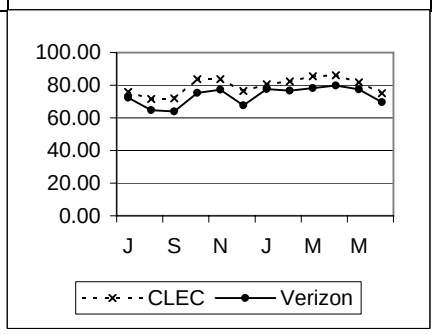
POTS - Maintenance (cont.)

MR-4 - Trouble Duration Intervals (cont.)

MR-4-03-2100	Mean Time To Repair – Central Office Trouble								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	11.39	89	8.97	6110	15.85	1.69	-1.43	YES	
Aug-01	10.13	86	10.21	5208	17.30	1.88	0.04	YES	
Sep-01	11.76	67	10.13	4990	17.48	2.15	-0.76	YES	
Oct-01	7.98	95	7.95	5598	14.24	1.47	-0.02	YES	
Nov-01	12.39	70	8.53	4945	14.24	1.71	-2.25	NO	
Dec-01	10.15	71	8.40	4744	15.40	1.84	-0.95	YES	
Jan-02	11.75	61	8.24	4939	16.84	2.17	-1.62	YES	
Feb-02	11.11	63	8.40	4799	18.71	2.37	-1.14	YES	
Mar-02	9.76	62	7.63	4600	14.23	1.82	-1.17	YES	
Apr-02	7.14	60	8.11	4953	20.59	2.67	0.36	YES	
May-02	8.31	48	7.43	4539	13.51	1.96	-0.45	YES	
Jun-02	8.15	41	9.48	4358	23.55	3.70	0.36	YES	



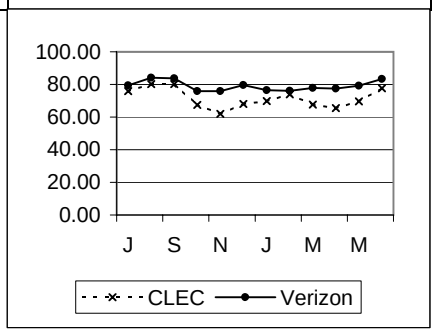
MR-4-04-2100	% Cleared (all troubles) within 24 Hours								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	75.91	801	72.32	61486		1.59	2.26	YES	
Aug-01	71.54	801	64.67	65818		1.70	4.04	YES	
Sep-01	72.02	604	63.85	52851		1.97	4.16	YES	
Oct-01	83.68	576	75.26	49662		1.81	4.66	YES	
Nov-01	83.66	459	77.34	42037		1.96	3.22	YES	
Dec-01	76.54	503	67.72	44023		2.10	4.21	YES	
Jan-02	80.58	520	77.64	42470		1.84	1.60	YES	
Feb-02	82.32	475	76.69	38307		1.95	2.88	YES	
Mar-02	85.47	523	78.20	46027		1.82	4.00	YES	
Apr-02	86.17	528	79.74	47475		1.76	3.66	YES	
May-02	81.72	558	77.43	54766		1.78	2.41	YES	
Jun-02	75.09	586	69.55	60519		1.91	2.90	YES	



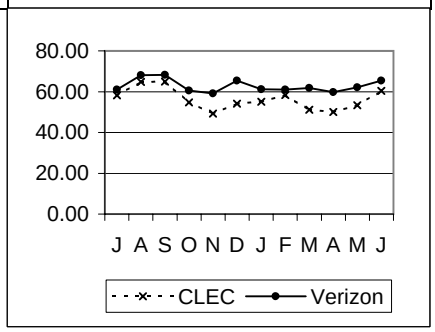
POTS - Maintenance (cont.)

MR-4 - Trouble Duration Intervals (cont.)

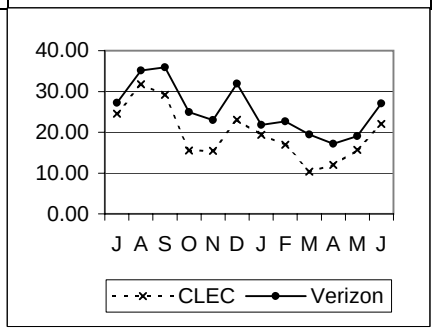
MR-4-06-2100	% Out of Service > 4 hours								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**75.82**	579	**79.48**	40772		1.69	2.17	YES	
Aug-01	**80.18**	570	**84.10**	44894		1.54	2.54	YES	
Sep-01	**80.17**	459	**83.74**	35596		1.73	2.06	YES	
Oct-01	**67.53**	425	**75.85**	31270		2.09	3.98	YES	
Nov-01	**62.02**	337	**75.84**	27487		2.35	5.89	YES	
Dec-01	**68.06**	360	**79.55**	28695		2.14	5.37	YES	
Jan-02	**69.77**	387	**76.49**	25944		2.17	3.09	YES	
Feb-02	**73.94**	307	**76.15**	23658		2.45	0.90	YES	
Mar-02	**67.70**	356	**77.94**	29722		2.21	4.63	YES	
Apr-02	**65.43**	350	**77.37**	30336		2.25	5.31	YES	
May-02	**69.65**	369	**79.12**	35349		2.13	4.45	YES	
Jun-02	**77.70**	435	**83.31**	41928		1.80	3.12	YES	



MR-4-07-2100	% Out of Service > 12 hours								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**58.20**	579	**61.05**	40772		2.04	1.40	YES	
Aug-01	**64.74**	570	**68.15**	44894		1.96	1.74	YES	
Sep-01	**64.92**	459	**68.23**	35596		2.19	1.51	YES	
Oct-01	**54.82**	425	**60.55**	31270		2.39	2.40	YES	
Nov-01	**49.26**	337	**59.17**	27487		2.69	3.68	YES	
Dec-01	**54.17**	360	**65.47**	28695		2.52	4.48	YES	
Jan-02	**55.04**	387	**61.15**	25944		2.50	2.45	YES	
Feb-02	**58.31**	307	**61.03**	23658		2.80	0.97	YES	
Mar-02	**51.12**	356	**61.85**	29722		2.59	4.14	YES	
Apr-02	**50.00**	350	**59.72**	30336		2.64	3.69	YES	
May-02	**53.39**	369	**62.08**	35349		2.54	3.42	YES	
Jun-02	**60.46**	435	**65.40**	41928		2.29	2.15	YES	



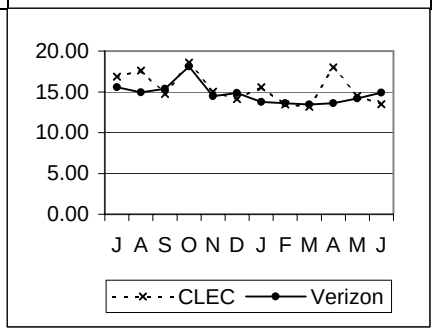
MR-4-08-2100	% Out of Service > 24 Hours								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**24.53**	579	**27.21**	40772		1.86	1.44	YES	
Aug-01	**31.75**	570	**35.10**	44894		2.01	1.67	YES	
Sep-01	**29.19**	459	**35.93**	35596		2.25	2.99	YES	
Oct-01	**15.53**	425	**24.92**	31270		2.11	4.45	YES	
Nov-01	**15.43**	337	**22.99**	27487		2.31	3.28	YES	
Dec-01	**23.06**	360	**31.93**	28695		2.47	3.59	YES	
Jan-02	**19.38**	387	**21.84**	25944		2.12	1.16	YES	
Feb-02	**16.94**	307	**22.66**	23658		2.40	2.38	YES	
Mar-02	**10.39**	356	**19.48**	29722		2.11	4.30	YES	
Apr-02	**12.00**	350	**17.20**	30336		2.03	2.56	YES	
May-02	**15.72**	369	**19.09**	35349		2.06	1.64	YES	
Jun-02	**22.07**	435	**27.08**	41928		2.14	2.34	YES	



POTS - Maintenance (cont.)

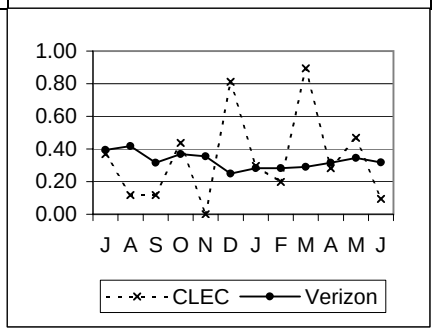
MR-5 - Repeat Trouble Reports

MR-5-01-2100	% Repeat Reports within 30 Days								Parity with VZ Retail
	Retail POTS								
	CLEC	*CLEC Vol*	***VZ***	*VZ Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jul-01	**16.85**	801	**15.58**	61486		1.29	-0.98	YES	
Aug-01	**17.60**	801	**14.93**	65818		1.27	-2.11	NO	
Sep-01	**14.74**	604	**15.39**	52851		1.48	0.44	YES	
Oct-01	**18.58**	576	**18.10**	49662		1.61	-0.30	YES	
Nov-01	**15.03**	459	**14.46**	42037		1.65	-0.35	YES	
Dec-01	**14.12**	503	**14.88**	44023		1.60	0.48	YES	
Jan-02	**15.58**	520	**13.77**	42470		1.52	-1.19	YES	
Feb-02	**13.47**	475	**13.62**	38307		1.58	0.09	YES	
Mar-02	**13.19**	523	**13.44**	46027		1.50	0.17	YES	
Apr-02	**17.99**	528	**13.60**	47475		1.50	-2.93	NO	
May-02	**14.52**	558	**14.19**	54766		1.48	-0.22	YES	
Jun-02	**13.48**	586	**14.92**	60519		1.48	0.97	YES	

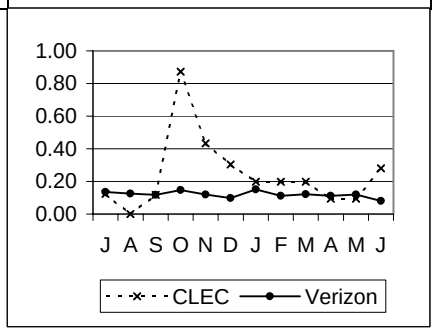


Complex Services - 2 Wire Digital
MR-2 - Trouble Report Rate

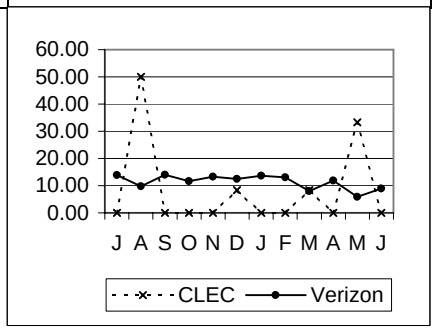
MR-2-02-2341	Network Trouble Report Rate – Loop								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.37	815	0.39	42348		0.22	0.12	YES	
Aug-01	0.12	845	0.42	42473		0.22	1.33	YES	
Sep-01	0.12	850	0.31	42555		0.19	1.02	YES	
Oct-01	0.44	916	0.37	42580		0.20	-0.34	YES	
Nov-01	0.00	924	0.35	42654		0.20	1.79	YES	
Dec-01	0.81	986	0.25	42612		0.16	-3.51	NO	
Jan-02	0.30	1010	0.28	42261		0.17	-0.09	YES	
Feb-02	0.20	1005	0.28	42067		0.17	0.49	YES	
Mar-02	0.89	1007	0.29	41794		0.17	-3.53	NO	
Apr-02	0.28	1062	0.32	41427		0.17	0.19	YES	
May-02	0.47	1069	0.34	41177		0.18	-0.68	YES	
Jun-02	0.09	1067	0.32	41233		0.17	1.28	YES	



MR-2-03-2341	Network Trouble Report Rate – Central Office								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.12	815	0.13	42348		0.13	0.09	YES	
Aug-01	0.00	845	0.12	42473		0.12	1.02	YES	
Sep-01	0.12	850	0.12	42555		0.12	0.00	YES	
Oct-01	0.87	916	0.15	42580		0.13	-5.65	NO	
Nov-01	0.43	924	0.12	42654		0.11	-2.73	NO	
Dec-01	0.30	986	0.10	42612		0.10	-2.04	NO	
Jan-02	0.20	1010	0.15	42261		0.12	-0.38	YES	
Feb-02	0.20	1005	0.11	42067		0.11	-0.82	YES	
Mar-02	0.20	1007	0.12	41794		0.11	-0.69	YES	
Apr-02	0.09	1062	0.11	41427		0.10	0.16	YES	
May-02	0.09	1069	0.12	41177		0.11	0.24	YES	
Jun-02	0.28	1067	0.08	41233		0.09	-2.29	NO	



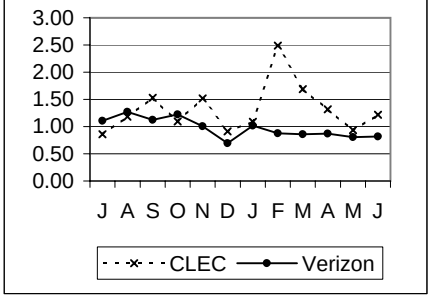
MR-2-04-2341	% Subsequent Reports								No Standard
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	4	13.85	260					
Aug-01	50.00	2	9.80	255					
Sep-01	0.00	2	14.02	214					
Oct-01	0.00	12	11.65	249					
Nov-01	0.00	4	13.30	233					
Dec-01	8.33	12	12.43	169					
Jan-02	0.00	5	13.68	212					
Feb-02	0.00	4	13.09	191					
Mar-02	8.33	12	8.02	187					
Apr-02	0.00	4	11.94	201					
May-02	33.33	9	5.91	203					
Jun-02	0.00	4	8.89	180					



Complex Services - 2 Wire Digital (cont.)

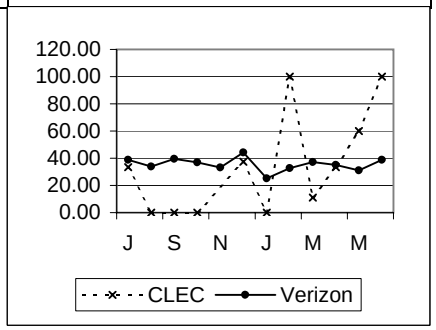
MR-2 - Trouble Report Rate (cont.)

MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**0.86**	815	**1.11**	42348		0.37	0.67	YES	
Aug-01	**1.18**	845	**1.27**	42473		0.39	0.22	YES	
Sep-01	**1.53**	850	**1.13**	42555		0.37	-1.10	YES	
Oct-01	**1.09**	916	**1.23**	42580		0.37	0.37	YES	
Nov-01	**1.52**	924	**1.01**	42654		0.33	-1.53	YES	
Dec-01	**0.91**	986	**0.69**	42612		0.27	-0.83	YES	
Jan-02	**1.09**	1010	**1.02**	42261		0.32	-0.22	YES	
Feb-02	**2.49**	1005	**0.88**	42067		0.30	-5.41	NO	
Mar-02	**1.69**	1007	**0.86**	41794		0.29	-2.83	NO	
Apr-02	**1.32**	1062	**0.87**	41427		0.29	-1.56	YES	
May-02	**0.94**	1069	**0.80**	41177		0.28	-0.48	YES	
Jun-02	**1.22**	1067	**0.81**	41233		0.28	-1.45	YES	

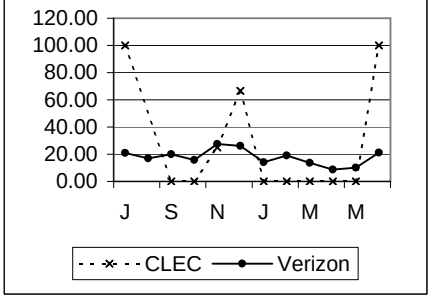


MR-3 - Missed Repair Appointments

MR-3-01-2341	% Missed Repair Appointment – Loop								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**33.33**	3	**38.92**	167				Base<10	
Aug-01	**0.00**	1	**33.90**	177				Base<10	
Sep-01	**0.00**	1	**39.55**	134				Base<10	
Oct-01	**0.00**	4	**36.94**	157				Base<10	
Nov-01	**#N/A**		**33.11**	151					
Dec-01	**37.50**	8	**44.34**	106				Base<10	
Jan-02	**0.00**	3	**25.21**	119				Base<10	
Feb-02	**100.00**	2	**32.77**	119				Base<10	
Mar-02	**11.11**	9	**37.19**	121				Base<10	
Apr-02	**33.33**	3	**35.11**	131				Base<10	
May-02	**60.00**	5	**30.99**	142				Base<10	
Jun-02	**100.00**	1	**38.93**	131				Base<10	



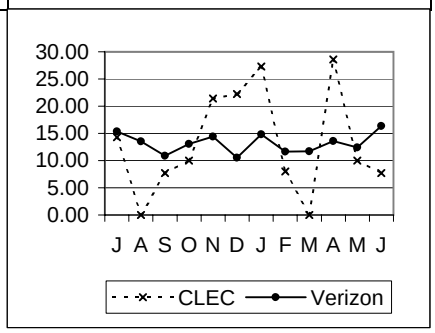
MR-3-02-2341	% Missed Repair Appointment – Central Office								Parity with VZ Retail
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**100.00**	1	**21.05**	57				Base<10	
Aug-01	**#N/A**		**16.98**	53					
Sep-01	**0.00**	1	**20.00**	50				Base<10	
Oct-01	**0.00**	8	**15.87**	63				Base<10	
Nov-01	**25.00**	4	**27.45**	51				Base<10	
Dec-01	**66.67**	3	**26.19**	42				Base<10	
Jan-02	**0.00**	2	**14.06**	64				Base<10	
Feb-02	**0.00**	2	**19.15**	47				Base<10	
Mar-02	**0.00**	2	**13.73**	51				Base<10	
Apr-02	**0.00**	1	**8.70**	46				Base<10	
May-02	**0.00**	1	**10.20**	49				Base<10	
Jun-02	**100.00**	3	**21.21**	33				Base<10	



Complex Services - 2 Wire Digital (cont.)

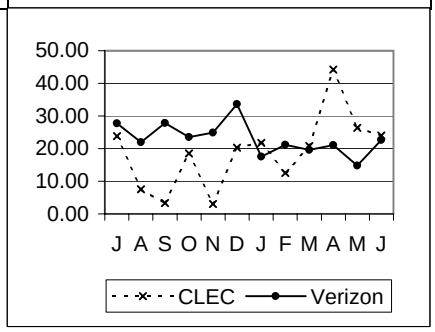
MR-3 - Missed Repair Appointments (cont.)

MR-3-03-2341	% Missed Repair Appointment — CPE /TOK/FOK								Parity with VZ Retail
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	14.29	7	15.38	468				Base<10	
Aug-01	0.00	10	13.54	539		10.92	1.24	YES	
Sep-01	7.69	13	10.86	479		8.75	0.36	YES	
Oct-01	10.00	10	13.03	522		10.75	0.28	YES	
Nov-01	21.43	14	14.42	430		9.54	-0.73	YES	
Dec-01	22.22	9	10.51	295				Base<10	
Jan-02	27.27	11	14.85	431		10.86	-1.14	YES	
Feb-02	8.00	25	11.65	369		6.63	0.55	YES	
Mar-02	0.00	17	11.73	358		7.99	1.47	YES	
Apr-02	28.57	14	13.61	360		9.34	-1.16 (p)	YES	
May-02	10.00	10	12.39	331		10.57	0.23	YES	
Jun-02	7.69	13	16.37	336		10.46	0.83	YES	

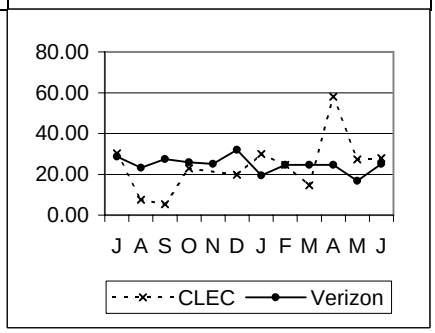


MR-4 - Trouble Duration Intervals

MR-4-01-2341	Mean Time To Repair – Total								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	23.79	4	27.70	224	32.76			Base<10	
Aug-01	7.53	1	21.92	230	24.66			Base<10	
Sep-01	3.38	2	27.87	184	36.73			Base<10	
Oct-01	18.57	12	23.51	220	24.61	7.30	0.68	YES	
Nov-01	3.02	4	24.95	202	35.81			Base<10	
Dec-01	20.34	11	33.59	148	59.66	18.64	0.71	YES	
Jan-02	21.76	5	17.59	183	23.19			Base<10	
Feb-02	12.56	4	21.21	166	25.44			Base<10	
Mar-02	20.80	11	19.59	172	23.60	7.34	-.25 (P)	YES	
Apr-02	44.18	4	21.10	177	29.20			Base<10	
May-02	26.37	6	14.80	191	16.52			Base<10	
Jun-02	24.04	4	22.64	164	25.89			Base<10	



MR-4-02-2341	Mean Time to Repair – Loop Trouble								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	30.27	3	28.68	167	33.38			Base<10	
Aug-01	7.53	1	23.24	177	24.83			Base<10	
Sep-01	5.28	1	27.51	134	31.31			Base<10	
Oct-01	22.90	4	25.88	157	24.52			Base<10	
Nov-01	#N/A		25.08	151	36.90				
Dec-01	19.70	8	32.01	106	43.24			Base<10	
Jan-02	29.93	3	19.38	119	22.85			Base<10	
Feb-02	24.62	2	24.63	119	26.47			Base<10	
Mar-02	14.63	9	24.57	121	25.50			Base<10	
Apr-02	58.11	3	24.62	131	31.10			Base<10	
May-02	27.34	5	16.78	142	18.04			Base<10	
Jun-02	27.90	1	25.02	131	27.27			Base<10	

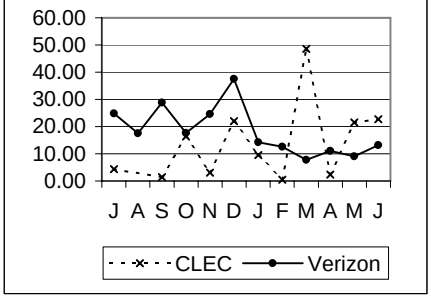


Complex Services - 2 Wire Digital (cont.)
MR-4 - Trouble Duration Intervals (cont.)

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

Retail 2-Wire Digital (ISDN)

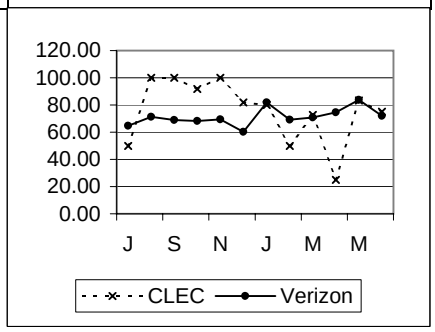
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	4.33	1	24.83	57	30.99			Base<10
Aug-01	#N/A		17.50	53	23.79			
Sep-01	1.47	1	28.83	50	48.75			Base<10
Oct-01	16.40	8	17.62	63	24.03			Base<10
Nov-01	3.02	4	24.55	51	32.71			Base<10
Dec-01	22.03	3	37.57	42	89.15			Base<10
Jan-02	9.49	2	14.27	64	23.64			Base<10
Feb-02	0.50	2	12.53	47	20.41			Base<10
Mar-02	48.58	2	7.77	51	11.93			Base<10
Apr-02	2.40	1	11.09	46	20.08			Base<10
May-02	21.53	1	9.08	49	8.91			Base<10
Jun-02	22.76	3	13.17	33	16.66			Base<10



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

Retail 2-Wire Digital (ISDN)

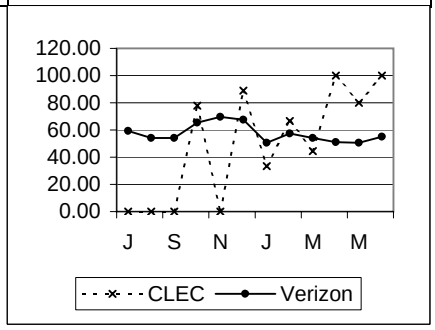
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	50.00	4	64.73	224				Base<10
Aug-01	100.00	1	71.30	230				Base<10
Sep-01	100.00	2	69.02	184				Base<10
Oct-01	91.67	12	68.18	220		13.81	1.70	YES
Nov-01	100.00	4	69.31	202				Base<10
Dec-01	81.82	11	60.14	148		15.30	1.42	YES
Jan-02	80.00	5	81.97	183				Base<10
Feb-02	50.00	4	69.28	166				Base<10
Mar-02	72.73	11	70.93	172		14.12	0.13	YES
Apr-02	25.00	4	74.58	177				Base<10
May-02	83.33	6	83.77	191				Base<10
Jun-02	75.00	4	71.95	164				Base<10



MR-4-07-2341 — **% Out of Service > 12 hours** — Parity with VZ Retail

Retail 2-Wire Digital (ISDN)

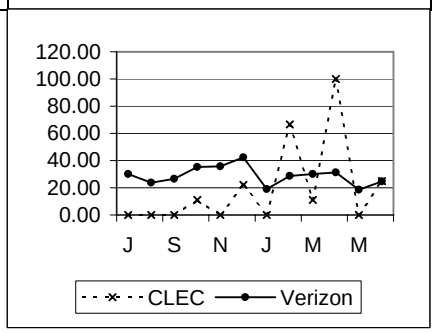
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	0.00	1	59.35	123				Base<10
Aug-01	0.00	1	54.20	131				Base<10
Sep-01	0.00	1	54.13	109				Base<10
Oct-01	77.78	9	65.47	139				Base<10
Nov-01	0.00	1	69.57	92				Base<10
Dec-01	88.89	9	67.61	71				Base<10
Jan-02	33.33	3	50.56	89				Base<10
Feb-02	66.67	3	57.45	94				Base<10
Mar-02	44.44	9	54.22	83				Base<10
Apr-02	100.00	3	50.98	102				Base<10
May-02	80.00	5	50.67	75				Base<10
Jun-02	100.00	4	55.06	89				Base<10



Complex Services - 2 Wire Digital (cont.)

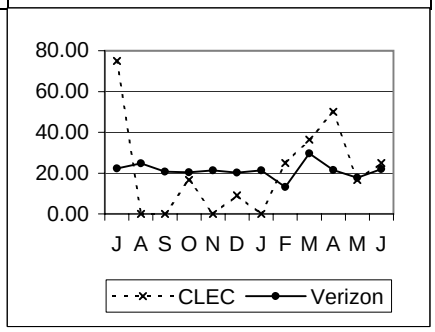
MR-4 - Trouble Duration Intervals (cont.)

MR-4-08-2341	% Out of Service > 24 Hours								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	1	30.08	123				Base<10	
Aug-01	0.00	1	23.66	131				Base<10	
Sep-01	0.00	1	26.61	109				Base<10	
Oct-01	11.11	9	35.25	139				Base<10	
Nov-01	0.00	1	35.87	92				Base<10	
Dec-01	22.22	9	42.25	71				Base<10	
Jan-02	0.00	3	19.10	89				Base<10	
Feb-02	66.67	3	28.72	94				Base<10	
Mar-02	11.11	9	30.12	83				Base<10	
Apr-02	100.00	3	31.37	102				Base<10	
May-02	0.00	5	18.67	75				Base<10	
Jun-02	25.00	4	24.72	89				Base<10	



MR-5 - Repeat Trouble Reports

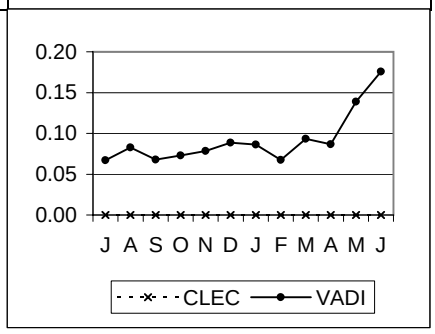
MR-5-01-2341	% Repeat Reports within 30 Days								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	75.00	4	22.32	224				Base<10	
Aug-01	0.00	1	24.78	230				Base<10	
Sep-01	0.00	2	20.65	184				Base<10	
Oct-01	16.67	12	20.45	220		11.96	0.32	YES	
Nov-01	0.00	4	21.29	202				Base<10	
Dec-01	9.09	11	20.27	148		12.56	0.89	YES	
Jan-02	0.00	5	21.31	183				Base<10	
Feb-02	25.00	4	13.25	166				Base<10	
Mar-02	36.36	11	29.65	172		14.20	-.13 (P)	YES	
Apr-02	50.00	4	21.47	177				Base<10	
May-02	16.67	6	17.80	191				Base<10	
Jun-02	25.00	4	21.95	164				Base<10	



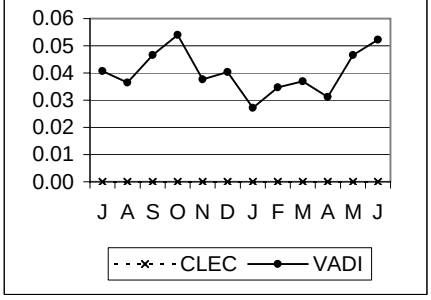
Complex Services - 2 Wire xDSL

MR-2 - Trouble Report Rate

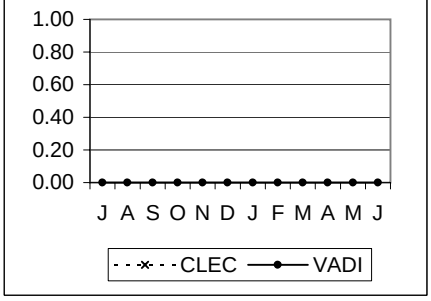
MR-2-02-2342	Network Trouble Report Rate – Loop								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	147	0.07				0.31	YES	
Aug-01	0.00	133	0.08				0.33	YES	
Sep-01	0.00	135	0.07				0.30	YES	
Oct-01	0.00	127	0.07				0.30	YES	
Nov-01	0.00	135	0.08				0.33	YES	
Dec-01	0.00	137	0.09				0.35	YES	
Jan-02	0.00	129	0.09				0.33	YES	
Feb-02	0.00	127	0.07				0.29	YES	
Mar-02	0.00	126	0.09				0.34	YES	
Apr-02	0.00	125	0.09				0.33	YES	
May-02	0.00	128	0.14				0.42	YES	
Jun-02	0.00	123	0.18				0.47	YES	



MR-2-03-2342	Network Trouble Report Rate – Central Office								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	147	0.04				0.24	YES	
Aug-01	0.00	133	0.04				0.22	YES	
Sep-01	0.00	135	0.05				0.25	YES	
Oct-01	0.00	127	0.05				0.26	YES	
Nov-01	0.00	135	0.04				0.23	YES	
Dec-01	0.00	137	0.04				0.24	YES	
Jan-02	0.00	129	0.03				0.19	YES	
Feb-02	0.00	127	0.03				0.21	YES	
Mar-02	0.00	126	0.04				0.22	YES	
Apr-02	0.00	125	0.03				0.20	YES	
May-02	0.00	128	0.05				0.24	YES	
Jun-02	0.00	123	0.05				0.25	YES	



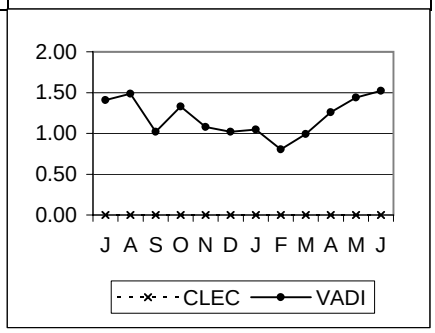
MR-2-04-2342	% Subsequent Reports								No Standard
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		0.00						
Aug-01	#N/A		0.00						
Sep-01	#N/A		0.00						
Oct-01	#N/A		0.00						
Nov-01	#N/A		0.00						
Dec-01	#N/A		0.00						
Jan-02	#N/A		0.00						
Feb-02	#N/A		0.00						
Mar-02	#N/A		0.00						
Apr-02	#N/A		0.00						
May-02	#N/A		0.00						
Jun-02	#N/A		0.00						



Complex Services - 2 Wire xDSL (cont.)

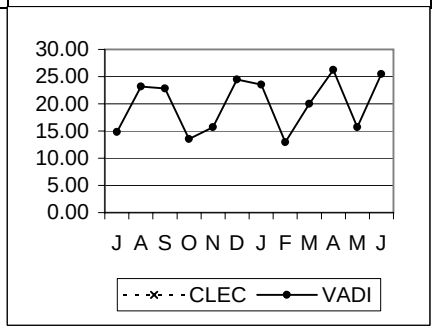
MR-2 - Trouble Report Rate (cont.)

MR-2-05-2342	% CPE/TOK/FOK Trouble Report Rate								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	147	1.41				1.45	YES	
Aug-01	0.00	133	1.49				1.42	YES	
Sep-01	0.00	135	1.02				1.18	YES	
Oct-01	0.00	127	1.33				1.31	YES	
Nov-01	0.00	135	1.08				1.21	YES	
Dec-01	0.00	137	1.02				1.19	YES	
Jan-02	0.00	129	1.05				1.17	YES	
Feb-02	0.00	127	0.81				1.01	YES	
Mar-02	0.00	126	0.99				1.12	YES	
Apr-02	0.00	125	1.26				1.26	YES	
May-02	0.00	128	1.44				1.37	YES	
Jun-02	0.00	123	1.52				1.38	YES	

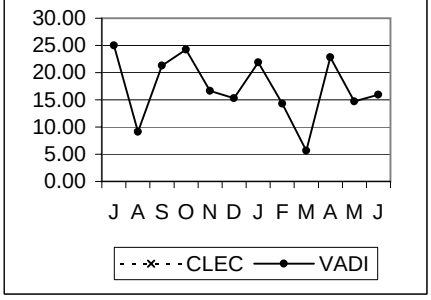


MR-3 - Missed Repair Appointments

MR-3-01-2342	% Missed Repair Appointment – Loop								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		14.81						
Aug-01	#N/A		23.19						
Sep-01	#N/A		22.81						
Oct-01	#N/A		13.51						
Nov-01	#N/A		15.73						
Dec-01	#N/A		24.49						
Jan-02	#N/A		23.53						
Feb-02	#N/A		12.94						
Mar-02	#N/A		20.00						
Apr-02	#N/A		26.26						
May-02	#N/A		15.69						
Jun-02	#N/A		25.45						



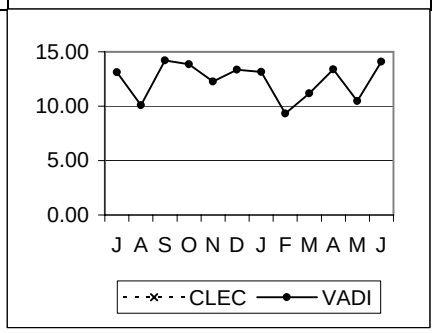
MR-3-02-2342	% Missed Repair Appointment – Central Office								Parity with VADI Line Sharing
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		25.00						
Aug-01	#N/A		9.09						
Sep-01	#N/A		21.28						
Oct-01	#N/A		24.24						
Nov-01	#N/A		16.67						
Dec-01	#N/A		15.31						
Jan-02	#N/A		21.88						
Feb-02	#N/A		14.29						
Mar-02	#N/A		5.62						
Apr-02	#N/A		22.83						
May-02	#N/A		14.68						
Jun-02	#N/A		15.93						



Complex Services - 2 Wire xDSL (cont.)

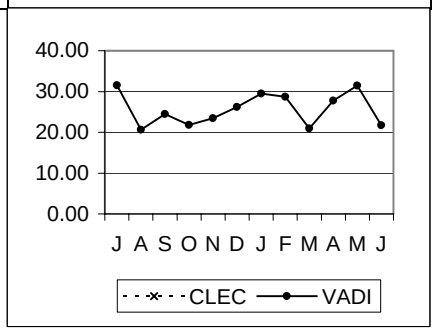
MR-3 - Missed Repair Appointments (cont.)

MR-3-03-2342	% Missed Repair Appointment — CPE /TOK/FOK								Parity with VADI Line Sharing
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		13.13						
Aug-01	#N/A		10.10						
Sep-01	#N/A		14.21						
Oct-01	#N/A		13.86						
Nov-01	#N/A		12.26						
Dec-01	#N/A		13.36						
Jan-02	#N/A		13.16						
Feb-02	#N/A		9.31						
Mar-02	#N/A		11.17						
Apr-02	#N/A		13.39						
May-02	#N/A		10.47						
Jun-02	#N/A		14.08						

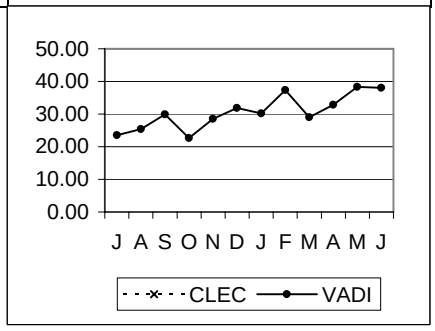


MR-4 - Trouble Duration Intervals

MR-4-01-2342	Mean Time To Repair – Total								Parity with Retail POTS
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		31.54						
Aug-01	#N/A		20.64						
Sep-01	#N/A		24.44						
Oct-01	#N/A		21.77						
Nov-01	#N/A		23.46						
Dec-01	#N/A		26.19						
Jan-02	#N/A		29.52						
Feb-02	#N/A		28.71						
Mar-02	#N/A		20.93						
Apr-02	#N/A		27.80						
May-02	#N/A		31.47						
Jun-02	#N/A		21.73						



MR-4-02-2342	Mean Time to Repair – Loop Trouble								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		23.54						
Aug-01	#N/A		25.35						
Sep-01	#N/A		29.88						
Oct-01	#N/A		22.69						
Nov-01	#N/A		28.53						
Dec-01	#N/A		31.82						
Jan-02	#N/A		30.23						
Feb-02	#N/A		37.37						
Mar-02	#N/A		29.04						
Apr-02	#N/A		32.87						
May-02	#N/A		38.38						
Jun-02	#N/A		38.03						



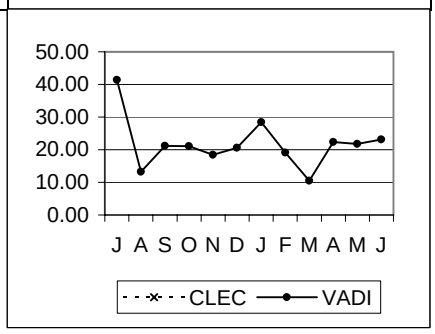
Complex Services - 2 Wire xDSL (cont.)

MR-4 - Trouble Duration Intervals (cont.)

MR-4-03-2342 — **Mean Time To Repair – Central Office Trouble** — Parity with VADI Line Sharing

Retail xDSL Line Sharing

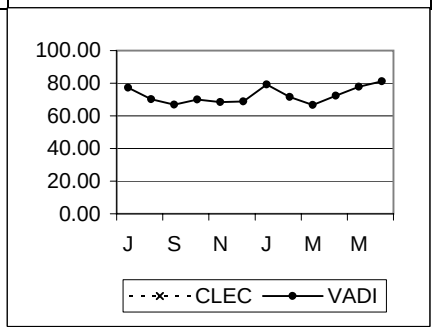
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity
Jul-01	#N/A		41.35					
Aug-01	#N/A		13.26					
Sep-01	#N/A		21.15					
Oct-01	#N/A		21.09					
Nov-01	#N/A		18.45					
Dec-01	#N/A		20.55					
Jan-02	#N/A		28.39					
Feb-02	#N/A		19.16					
Mar-02	#N/A		10.46					
Apr-02	#N/A		22.35					
May-02	#N/A		21.77					
Jun-02	#N/A		23.15					



MR-4-07-2342 — **% Out of Service > 12 hours** — Parity with VADI Line Sharing

Retail xDSL Line Sharing

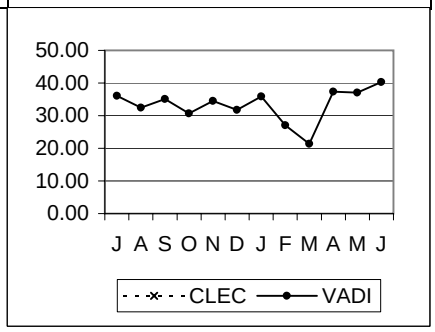
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity
Jul-01	#N/A		77.32					
Aug-01	#N/A		70.27					
Sep-01	#N/A		66.89					
Oct-01	#N/A		69.94					
Nov-01	#N/A		68.45					
Dec-01	#N/A		68.82					
Jan-02	#N/A		79.25					
Feb-02	#N/A		71.61					
Mar-02	#N/A		66.67					
Apr-02	#N/A		72.41					
May-02	#N/A		77.82					
Jun-02	#N/A		81.15					



MR-4-08-2342 — **% Out of Service > 24 Hours** — Parity with VADI Line Sharing

Retail xDSL Line Sharing

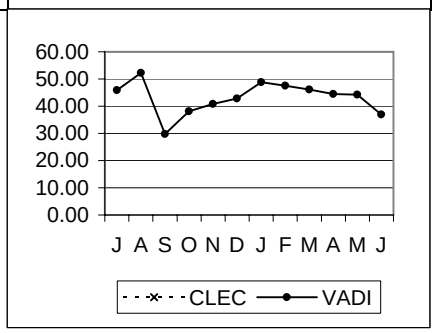
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity
Jul-01	#N/A		36.08					
Aug-01	#N/A		32.43					
Sep-01	#N/A		35.14					
Oct-01	#N/A		30.67					
Nov-01	#N/A		34.52					
Dec-01	#N/A		31.72					
Jan-02	#N/A		35.85					
Feb-02	#N/A		27.10					
Mar-02	#N/A		21.35					
Apr-02	#N/A		37.36					
May-02	#N/A		37.10					
Jun-02	#N/A		40.26					



Complex Services - 2 Wire xDSL (cont.)

MR-5 - Repeat Trouble Reports

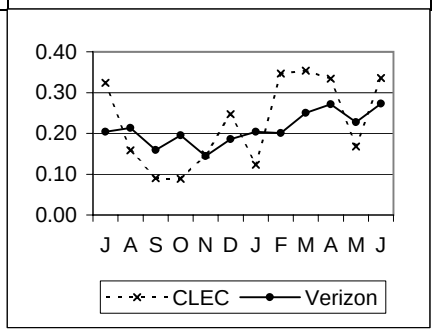
MR-5-01-2342	% Repeat Reports within 30 Days								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	**VADI**	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		45.92						
Aug-01	#N/A		52.21						
Sep-01	#N/A		29.80						
Oct-01	#N/A		38.15						
Nov-01	#N/A		40.78						
Dec-01	#N/A		42.86						
Jan-02	#N/A		48.80						
Feb-02	#N/A		47.53						
Mar-02	#N/A		46.08						
Apr-02	#N/A		44.50						
May-02	#N/A		44.27						
Jun-02	#N/A		36.94						



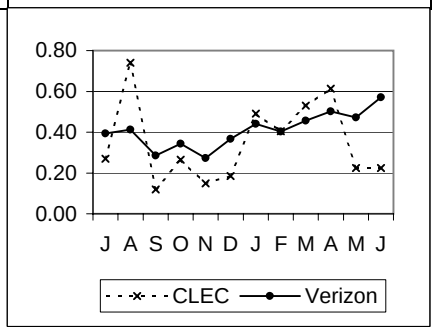
Special Services - Maintenance

MR-2 - Trouble Report Rate

MR-2-01-2200	Network Trouble Report Rate – Total								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**0.32**	3709	**0.20**	324149		0.07	-1.61	YES	
Aug-01	**0.16**	3778	**0.21**	323497		0.08	0.73	YES	
Sep-01	**0.09**	3337	**0.16**	320810		0.07	1.00	YES	
Oct-01	**0.09**	3400	**0.19**	316029		0.08	1.40	YES	
Nov-01	**0.15**	3370	**0.14**	312337		0.07	-0.06	YES	
Dec-01	**0.25**	1621	**0.19**	214212		0.11	-0.57	YES	
Jan-02	**0.12**	1629	**0.20**	211079		0.11	0.72	YES	
Feb-02	**0.35**	1731	**0.20**	211199		0.11	-1.35	YES	
Mar-02	**0.35**	1696	**0.25**	209744		0.12	-0.85	YES	
Apr-02	**0.33**	1794	**0.27**	208825		0.12	-0.51	YES	
May-02	**0.17**	1787	**0.23**	206906		0.11	0.53	YES	
Jun-02	**0.34**	1789	**0.27**	206396		0.12	-0.50	YES	

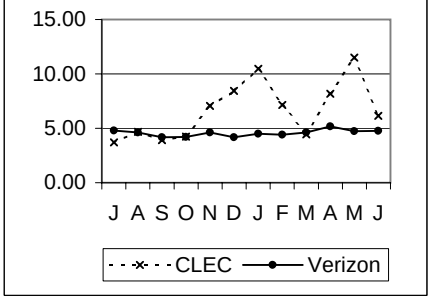


MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**0.27**	3709	**0.39**	324149		0.10	1.20	YES	
Aug-01	**0.74**	3778	**0.41**	323497		0.10	-3.13	NO	
Sep-01	**0.12**	3337	**0.29**	320810		0.09	1.78	YES	
Oct-01	**0.26**	3400	**0.34**	316029		0.10	0.78	YES	
Nov-01	**0.15**	3370	**0.27**	312337		0.09	1.38	YES	
Dec-01	**0.19**	1621	**0.37**	214212		0.15	1.21	YES	
Jan-02	**0.49**	1629	**0.44**	211079		0.16	-0.30	YES	
Feb-02	**0.40**	1731	**0.40**	211199		0.15	-0.01	YES	
Mar-02	**0.53**	1696	**0.46**	209744		0.16	-0.45	YES	
Apr-02	**0.61**	1794	**0.50**	208825		0.17	-0.67	YES	
May-02	**0.22**	1787	**0.47**	206906		0.16	1.53	YES	
Jun-02	**0.22**	1789	**0.57**	206396		0.18	1.94	YES	



MR-4 - Trouble Duration Intervals

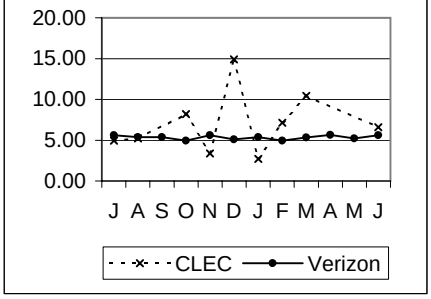
MR-4-01-2200	Mean Time To Repair – Total								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**3.72**	12	**4.79**	660	4.38	1.28	0.83	YES	
Aug-01	**4.68**	6	**4.62**	691	4.17			Base<10	
Sep-01	**3.92**	3	**4.17**	512	4.24			Base<10	
Oct-01	**4.23**	3	**4.22**	616	5.02			Base<10	
Nov-01	**7.05**	5	**4.62**	451	6.07			Base<10	
Dec-01	**8.43**	4	**4.16**	398	3.63			Base<10	
Jan-02	**10.48**	2	**4.49**	430	5.51			Base<10	
Feb-02	**7.15**	6	**4.40**	424	4.13			Base<10	
Mar-02	**4.43**	6	**4.63**	525	5.95			Base<10	
Apr-02	**8.19**	6	**5.19**	567	5.51			Base<10	
May-02	**11.51**	3	**4.74**	471	5.17			Base<10	
Jun-02	**6.14**	6	**4.76**	564	5.41			Base<10	



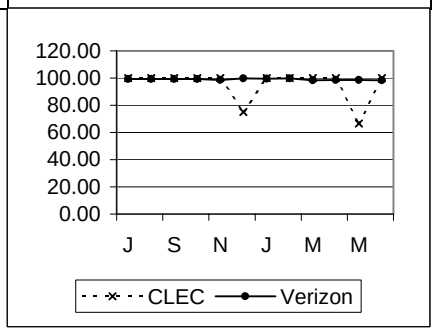
Special Services - Maintenance (cont.)

MR-4 - Trouble Duration Intervals (cont.)

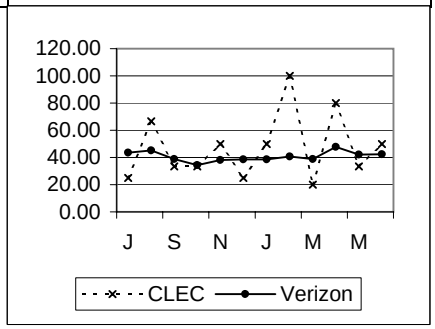
MR-4-02-2200	Mean Time to Repair – Loop Trouble – Specials								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**4.92**	3	**5.59**	359	4.65			Base<10	
Aug-01	**5.22**	3	**5.36**	406	3.91			Base<10	
Sep-01	**#N/A**		**5.38**	249	4.66				
Oct-01	**8.18**	1	**4.93**	261	4.52			Base<10	
Nov-01	**3.38**	2	**5.60**	211	7.70			Base<10	
Dec-01	**14.91**	2	**5.09**	197	4.04			Base<10	
Jan-02	**2.70**	1	**5.39**	207	6.95			Base<10	
Feb-02	**7.15**	6	**4.94**	215	3.76			Base<10	
Mar-02	**10.44**	2	**5.32**	256	4.52			Base<10	
Apr-02	**#N/A**		**5.66**	307	4.58				
May-02	**#N/A**		**5.21**	253	5.17				
Jun-02	**6.59**	4	**5.60**	317	5.93			Base<10	



MR-4-04-2200	% Cleared (all troubles) within 24 Hours								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**100.00**	12	**99.24**	660		2.53	0.30	YES	
Aug-01	**100.00**	6	**99.28**	691				Base<10	
Sep-01	**100.00**	3	**99.41**	512				Base<10	
Oct-01	**100.00**	3	**99.35**	616				Base<10	
Nov-01	**100.00**	5	**98.67**	451				Base<10	
Dec-01	**75.00**	4	**99.75**	398				Base<10	
Jan-02	**100.00**	2	**99.53**	430				Base<10	
Feb-02	**100.00**	6	**99.76**	424				Base<10	
Mar-02	**100.00**	6	**98.29**	525				Base<10	
Apr-02	**100.00**	6	**98.59**	567				Base<10	
May-02	**66.67**	3	**98.51**	471				Base<10	
Jun-02	**100.00**	6	**98.40**	564				Base<10	



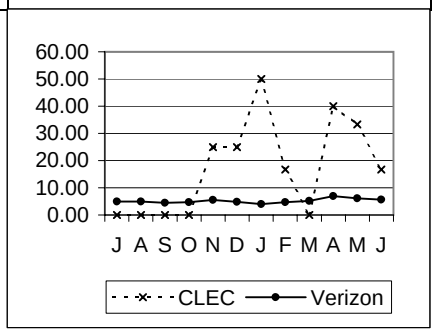
MR-4-06-2200	% Out of Service > 4 hours – Specials								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**25.00**	12	**43.64**	660		14.45	1.29	YES	
Aug-01	**66.67**	6	**45.07**	690				Base<10	
Sep-01	**33.33**	3	**38.75**	511				Base<10	
Oct-01	**33.33**	3	**34.25**	616				Base<10	
Nov-01	**50.00**	4	**38.14**	451				Base<10	
Dec-01	**25.00**	4	**38.69**	398				Base<10	
Jan-02	**50.00**	2	**38.69**	429				Base<10	
Feb-02	**100.00**	6	**40.66**	423				Base<10	
Mar-02	**20.00**	5	**38.86**	525				Base<10	
Apr-02	**80.00**	5	**47.70**	566				Base<10	
May-02	**33.33**	3	**42.13**	470				Base<10	
Jun-02	**50.00**	6	**42.27**	563				Base<10	



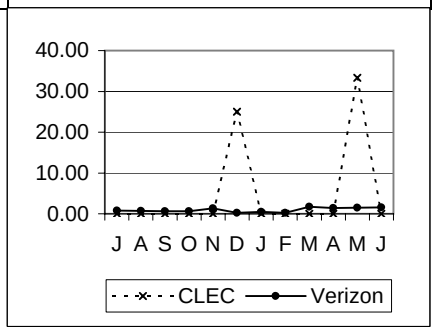
Special Services - Maintenance (cont.)

MR-4 - Trouble Duration Intervals (cont.)

MR-4-07-2200	% Out of Service > 12 hours – Specials								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	12	5.00	660		6.35	0.79	YES	
Aug-01	0.00	6	4.93	690				Base<10	
Sep-01	0.00	3	4.50	511				Base<10	
Oct-01	0.00	3	4.71	616				Base<10	
Nov-01	25.00	4	5.54	451				Base<10	
Dec-01	25.00	4	4.77	398				Base<10	
Jan-02	50.00	2	3.96	429				Base<10	
Feb-02	16.67	6	4.73	423				Base<10	
Mar-02	0.00	5	5.14	525				Base<10	
Apr-02	40.00	5	6.89	566				Base<10	
May-02	33.33	3	6.17	470				Base<10	
Jun-02	16.67	6	5.68	563				Base<10	

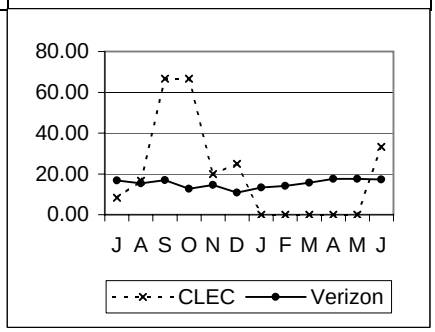


MR-4-08-2200	% Out of Service > 24 Hours – Specials								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	12	0.76	660		2.53	0.30	YES	
Aug-01	0.00	6	0.72	690				Base<10	
Sep-01	0.00	3	0.59	511				Base<10	
Oct-01	0.00	3	0.65	616				Base<10	
Nov-01	0.00	4	1.33	451				Base<10	
Dec-01	25.00	4	0.25	398				Base<10	
Jan-02	0.00	2	0.47	429				Base<10	
Feb-02	0.00	6	0.24	423				Base<10	
Mar-02	0.00	5	1.71	525				Base<10	
Apr-02	0.00	5	1.41	566				Base<10	
May-02	33.33	3	1.49	470				Base<10	
Jun-02	0.00	6	1.60	563				Base<10	



MR-5 - Repeat Trouble Reports

MR-5-01-2200	% Repeat Reports within 30 Days								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	8.33	12	16.82	660		10.90	0.78	YES	
Aug-01	16.67	6	15.34	691				Base<10	
Sep-01	66.67	3	16.99	512				Base<10	
Oct-01	66.67	3	12.66	616				Base<10	
Nov-01	20.00	5	14.63	451				Base<10	
Dec-01	25.00	4	10.80	398				Base<10	
Jan-02	0.00	2	13.26	430				Base<10	
Feb-02	0.00	6	14.15	424				Base<10	
Mar-02	0.00	6	15.62	525				Base<10	
Apr-02	0.00	6	17.64	567				Base<10	
May-02	0.00	3	17.62	471				Base<10	
Jun-02	33.33	6	17.20	564				Base<10	



Legend

N/A = No Activity
NEF = No Existing Functionality
P = Z-Score Equivalent from Permutation Test
TBD = Performance standard is to be determined
RQ = Performance metric is reported quarterly
UD = Performance metric is under development
UR = Performance metric is under review

**VADI observations are confidential and not for public inspection.

Base < 10: Parity Standards - The C2C guidelines do not require a calculation of a Z/t-statistic to determine if performance met the standard when sample sizes are less than 10.

Verizon - PA

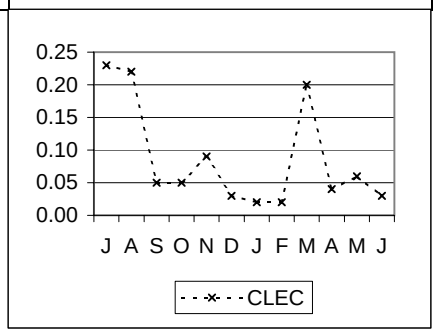
Carrier to Carrier Performance Standards and Reports Summary July 2001 - June 2002

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

POTS Loop/Pre-Qualified Complex/LNP
OR-1 - Order Confirmation Timeliness

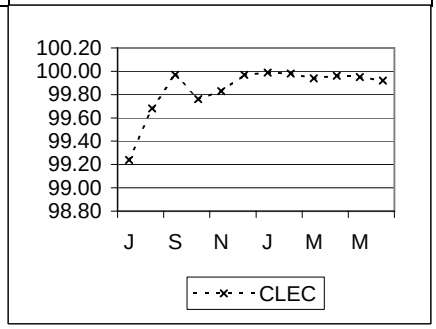
OR-1-01-3331	Av. Local Service Request Confirmation (LSRC) (Flow–Through)		No Standard

	CLEC	CLEC Obs	Difference	Parity
Jul-01	0.23			
Aug-01	0.22			
Sep-01	0.05			
Oct-01	0.05			
Nov-01	0.09			
Dec-01	0.03			
Jan-02	0.02			
Feb-02	0.02			
Mar-02	0.20			
Apr-02	0.04			
May-02	0.06			
Jun-02	0.03			



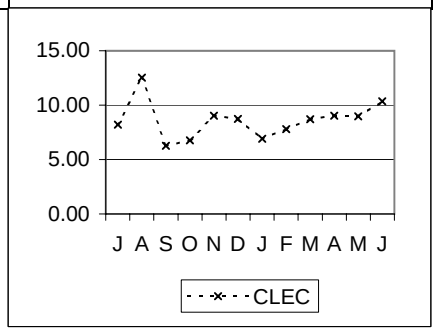
OR-1-02-3331	% On Time LSRC – Flow–Through		95% within 2 hours

	CLEC	CLEC Obs	Difference	Parity
Jul-01	99.24	7745	4.24	YES
Aug-01	99.68	12730	4.68	YES
Sep-01	99.97	12410	4.97	YES
Oct-01	99.76	14802	4.76	YES
Nov-01	99.83	17377	4.83	YES
Dec-01	99.97	15990	4.97	YES
Jan-02	99.99	20503	4.99	YES
Feb-02	99.98	19766	4.98	YES
Mar-02	99.94	21220	4.94	YES
Apr-02	99.96	21217	4.96	YES
May-02	99.95	17029	4.95	YES
Jun-02	99.92	17356	4.92	YES



OR-1-03-3331	Average LSRC Time < 10 Lines – Electronic (No Flow–Through)		No Standard

	CLEC	CLEC Obs	Difference	Parity
Jul-01	8.22			
Aug-01	12.54			
Sep-01	6.26			
Oct-01	6.76			
Nov-01	9.03			
Dec-01	8.73			
Jan-02	6.91			
Feb-02	7.79			
Mar-02	8.70			
Apr-02	9.02			
May-02	8.96			
Jun-02	10.35			

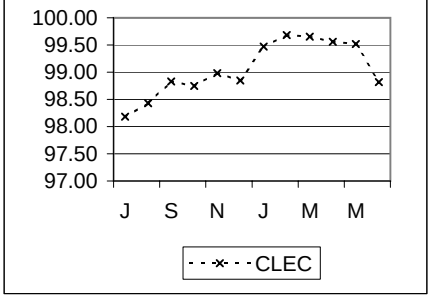


POTS Loop/Pre-Qualified Complex/LNP (cont.)

OR-1 - Order Confirmation Timeliness (cont.)

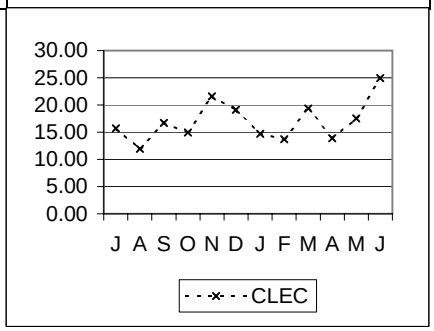
OR-1-04-3331 | **% On Time LSRC < 10 Lines – Electronic (No Flow–Through)** | 95% within 24 hours

	CLEC	CLEC Obs	Difference	Parity
Jul-01	98.18	5214	3.18	YES
Aug-01	98.43	6003	3.43	YES
Sep-01	98.83	8116	3.83	YES
Oct-01	98.75	11340	3.75	YES
Nov-01	98.98	8001	3.98	YES
Dec-01	98.85	6192	3.85	YES
Jan-02	99.47	6754	4.47	YES
Feb-02	99.68	6644	4.68	YES
Mar-02	99.65	6238	4.65	YES
Apr-02	99.56	6527	4.56	YES
May-02	99.52	5999	4.52	YES
Jun-02	98.82	4585	3.82	YES



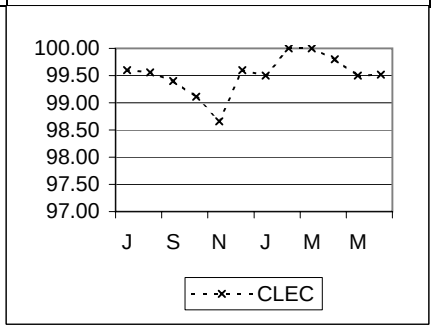
OR-1-05-3331 | **Average LSRC Time >= 10 Lines – Electronic** | No Standard

	CLEC	CLEC Obs	Difference
Jul-01	15.70		
Aug-01	11.97		
Sep-01	16.72		
Oct-01	14.97		
Nov-01	21.60		
Dec-01	19.14		
Jan-02	14.68		
Feb-02	13.73		
Mar-02	19.35		
Apr-02	13.88		
May-02	17.55		
Jun-02	24.94		



OR-1-06-3331 | **% On Time LSRC >=10 Lines – Electronix** | 95% within 72 hours

	CLEC	CLEC Obs	Difference	Parity
Jul-01	99.60	499	4.60	YES
Aug-01	99.56	456	4.56	YES
Sep-01	99.40	333	4.40	YES
Oct-01	99.11	451	4.11	YES
Nov-01	98.66	524	3.66	YES
Dec-01	99.60	494	4.60	YES
Jan-02	99.50	605	4.50	YES
Feb-02	100.00	469	5.00	YES
Mar-02	100.00	549	5.00	YES
Apr-02	99.80	494	4.80	YES
May-02	99.50	403	4.50	YES
Jun-02	99.52	418	4.52	YES

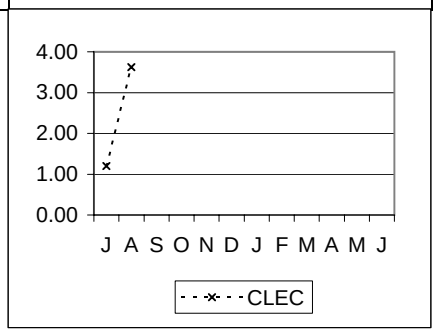


POTS Loop/Pre-Qualified Complex/LNP (cont.)

OR-1 - Order Confirmation Timeliness (cont.)

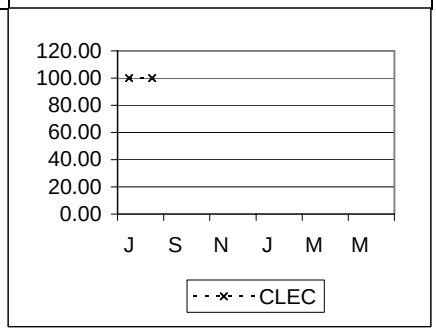
OR-1-07-3331	Average LSRC Time < 10 Lines – Fax		No Standard

	CLEC	CLEC Obs	Difference	Parity
Jul-01	1.20			
Aug-01	3.62			
Sep-01	#N/A			
Oct-01	#N/A			
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			



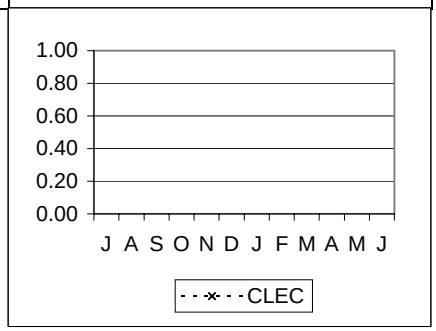
OR-1-08-3331	% On Time LSRC < 10 Lines – Fax		95% within 48 hours

	CLEC	CLEC Obs	Difference	Parity
Jul-01	100.00	1		YES
Aug-01	100.00	2		YES
Sep-01	#N/A			
Oct-01	#N/A			
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-1-09-3331	Average LSRC Time >= 10 Lines – Fax		No Standard

	CLEC	CLEC Obs	Difference	Parity
Jul-01	#N/A			
Aug-01	#N/A			
Sep-01	#N/A			
Oct-01	#N/A			
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			

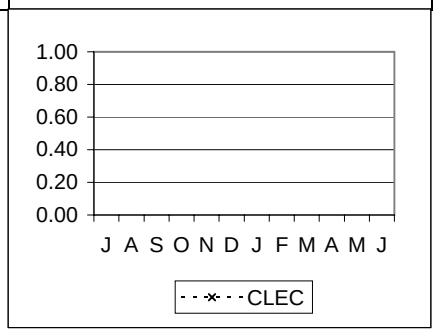


POTS Loop/Pre-Qualified Complex/LNP (cont.)

OR-1 - Order Confirmation Timeliness (cont.)

OR-1-10-3331	% On Time LSRC >= 10 Lines – Fax		95% within 96 hours

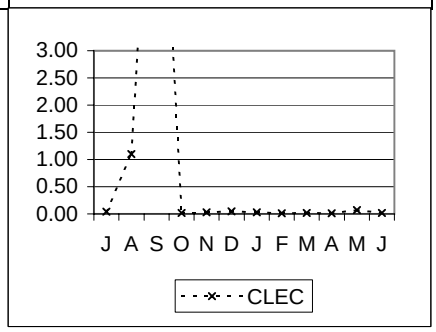
	CLEC	CLEC Obs	Difference	Parity
Jul-01	#N/A			
Aug-01	#N/A			
Sep-01	#N/A			
Oct-01	#N/A			
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			
Feb-02	#N/A			
Mar-02	#N/A			
Apr-02	#N/A			
May-02	#N/A			
Jun-02	#N/A			



OR-2 - Reject Timeliness

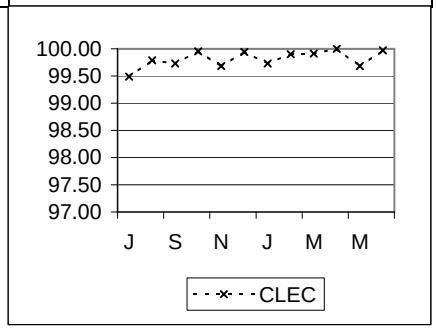
OR-2-01-3331	Average Local Service Request (LSR) Reject – Time (Flow–Through)		No Standard

	CLEC	CLEC Obs	Difference	Parity
Jul-01	0.04			
Aug-01	1.10			
Sep-01	8.79			
Oct-01	0.02			
Nov-01	0.03			
Dec-01	0.05			
Jan-02	0.03			
Feb-02	0.01			
Mar-02	0.02			
Apr-02	0.01			
May-02	0.07			
Jun-02	0.02			



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

	CLEC	CLEC Obs	Difference	Parity
Jul-01	99.49	1382	4.49	YES
Aug-01	99.79	1949	4.79	YES
Sep-01	99.73	1476	4.73	YES
Oct-01	99.95	1887	4.95	YES
Nov-01	99.68	1883	4.68	YES
Dec-01	99.94	1633	4.94	YES
Jan-02	99.73	2236	4.73	YES
Feb-02	99.90	2943	4.90	YES
Mar-02	99.91	3385	4.91	YES
Apr-02	100.00	3216	5.00	YES
May-02	99.68	2775	4.68	YES
Jun-02	99.97	2906	4.97	YES

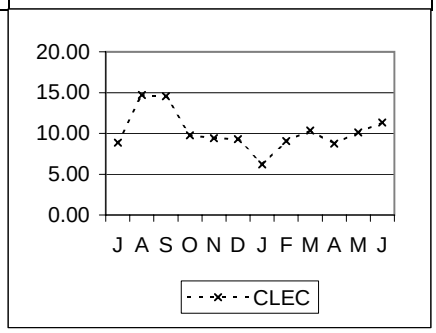


POTS Loop/Pre-Qualified Complex/LNP (cont.)

OR-2 - Reject Timeliness (cont.)

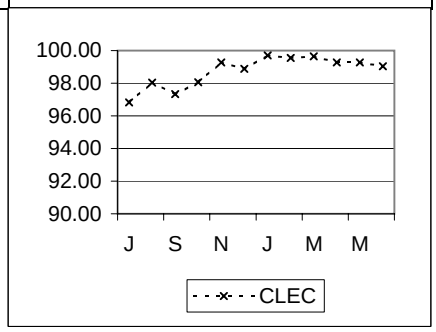
OR-2-03-3331	Average LSR Reject Time < 10 Lines – Electronic (No Flow–Through)		No Standard

	CLEC	CLEC Obs	Difference	Parity
Jul-01	8.88			
Aug-01	14.71			
Sep-01	14.53			
Oct-01	9.78			
Nov-01	9.41			
Dec-01	9.29			
Jan-02	6.20			
Feb-02	9.04			
Mar-02	10.37			
Apr-02	8.73			
May-02	10.13			
Jun-02	11.34			



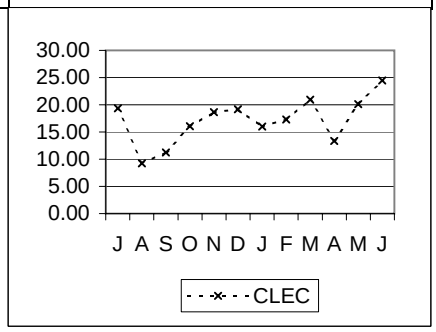
OR-2-04-3331	% On Time LSR Reject < 10 Lines – Electronic (No Flow–Through)		95% within 24 hours

	CLEC	CLEC Obs	Difference	Parity
Jul-01	96.83	1766	1.83	YES
Aug-01	98.04	1986	3.04	YES
Sep-01	97.33	1685	2.33	YES
Oct-01	98.06	2068	3.06	YES
Nov-01	99.28	1677	4.28	YES
Dec-01	98.89	1166	3.89	YES
Jan-02	99.71	1398	4.71	YES
Feb-02	99.54	1093	4.54	YES
Mar-02	99.65	1147	4.65	YES
Apr-02	99.27	1371	4.27	YES
May-02	99.28	1118	4.28	YES
Jun-02	99.03	826	4.03	YES



OR-2-05-3331	Average LSR Reject Time >= 10 Lines – Electronic		No Standard

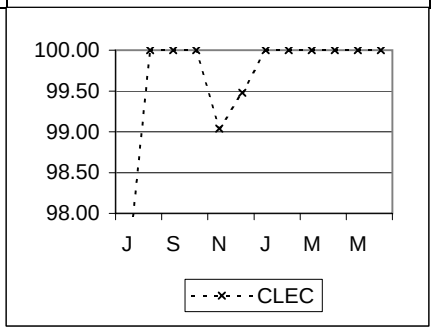
	CLEC	CLEC Obs	Difference	Parity
Jul-01	19.38			
Aug-01	9.24			
Sep-01	11.21			
Oct-01	16.03			
Nov-01	18.67			
Dec-01	19.20			
Jan-02	16.00			
Feb-02	17.32			
Mar-02	20.96			
Apr-02	13.35			
May-02	20.14			
Jun-02	24.47			



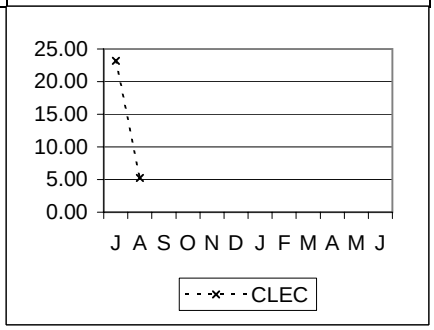
POTS Loop/Pre-Qualified Complex/LNP (cont.)

OR-2 - Reject Timeliness (cont.)

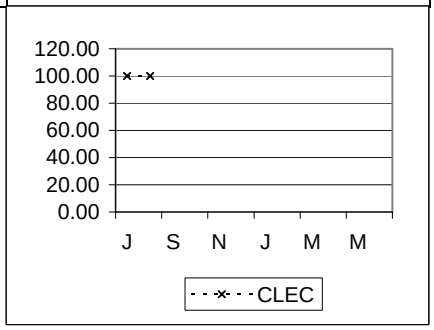
OR-2-06-3331	% On Time LSR Reject >= 10 Lines – Electonic				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	97.26	73	2.26	YES	
Aug-01	100.00	38	5.00	YES	
Sep-01	100.00	19	5.00	YES	
Oct-01	100.00	76	5.00	YES	
Nov-01	99.04	209	4.04	YES	
Dec-01	99.48	191	4.48	YES	
Jan-02	100.00	200	5.00	YES	
Feb-02	100.00	182	5.00	YES	
Mar-02	100.00	191	5.00	YES	
Apr-02	100.00	175	5.00	YES	
May-02	100.00	188	5.00	YES	
Jun-02	100.00	196	5.00	YES	



OR-2-07-3331	Average LSR Reject Time < 10 Lines – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	23.18				
Aug-01	5.23				
Sep-01	#N/A				
Oct-01	#N/A				
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-2-08-3331	% On Time LSR Reject < 10 Lines – Fax				95% within 48 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	100.00	1		YES	
Aug-01	100.00	1		YES	
Sep-01	#N/A				
Oct-01	#N/A				
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				

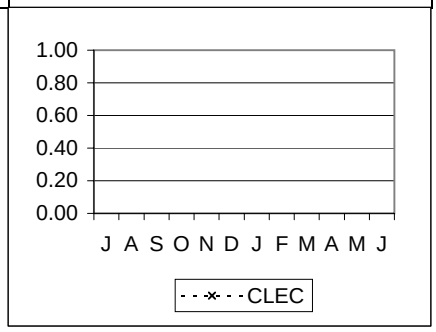


POTS Loop/Pre-Qualified Complex/LNP (cont.)

OR-2 - Reject Timeliness (cont.)

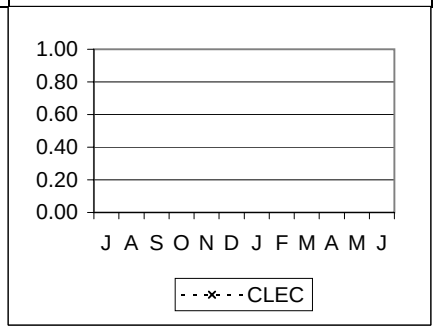
OR-2-09-3331	Average LSR Reject Time >=10 Lines – Fax		No Standard

	CLEC	CLEC Obs	Difference	Parity
Jul-01	#N/A			
Aug-01	#N/A			
Sep-01	#N/A			
Oct-01	#N/A			
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-2-10-3331	% On Time LSR Reject >=10 Lines – Fax		95% within 96 hours

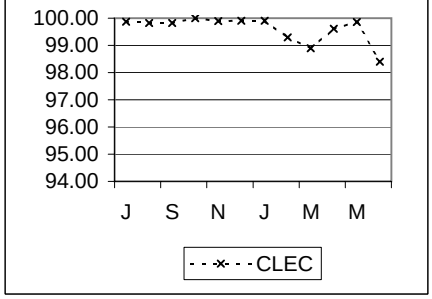
	CLEC	CLEC Obs	Difference	Parity
Jul-01	#N/A			
Aug-01	#N/A			
Sep-01	#N/A			
Oct-01	#N/A			
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			
Feb-02	#N/A			
Mar-02	#N/A			
Apr-02	#N/A			
May-02	#N/A			
Jun-02	#N/A			



OR-7 - Confirmations/Rejects Sent within 3 Business Days

OR-7-01-3331	% Order Confirmations/Rejects Sent Within 3 Business Days		95.0%

	CLEC	CLEC Obs	Difference	Parity
Jul-01	99.87	2299	4.87	YES
Aug-01	99.82	2211	4.82	YES
Sep-01	99.82	1665	4.82	YES
Oct-01	100.00	2858	5.00	YES
Nov-01	99.89	1866	4.89	YES
Dec-01	99.90	2035	4.90	YES
Jan-02	99.90	1929	4.90	YES
Feb-02	99.30	2132	4.30	YES
Mar-02	98.89	1899	3.89	YES
Apr-02	99.61	2318	4.61	YES
May-02	99.86	2079	4.86	YES
Jun-02	98.40	2186	3.40	YES

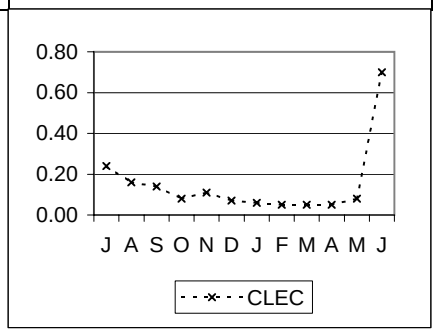


POTS Platform

OR-1 - Order Confirmation Timeliness

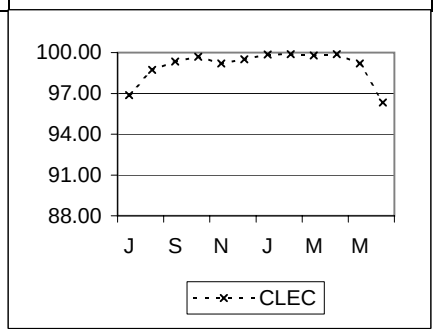
OR-1-01-3140	Av. Local Service Request Confirmation (LSRC) (Flow–Through)				No Standard

	CLEC	CLEC Obs	Difference	Parity
Jul-01	0.24			
Aug-01	0.16			
Sep-01	0.14			
Oct-01	0.08			
Nov-01	0.11			
Dec-01	0.07			
Jan-02	0.06			
Feb-02	0.05			
Mar-02	0.05			
Apr-02	0.05			
May-02	0.08			
Jun-02	0.70			



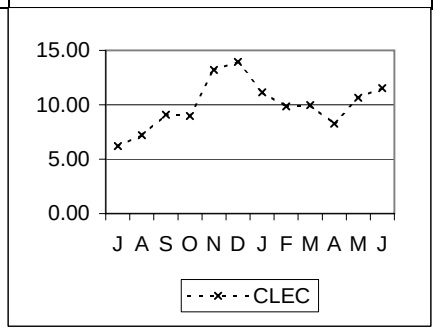
OR-1-02-3140	% On Time LSRC – Flow–Through				95% within 2 hours

	CLEC	CLEC Obs	Difference	Parity
Jul-01	96.88	54165	1.88	YES
Aug-01	98.72	57421	3.72	YES
Sep-01	99.33	54931	4.33	YES
Oct-01	99.70	59555	4.70	YES
Nov-01	99.21	57170	4.21	YES
Dec-01	99.51	45861	4.51	YES
Jan-02	99.85	50725	4.85	YES
Feb-02	99.88	39348	4.88	YES
Mar-02	99.79	43439	4.79	YES
Apr-02	99.88	41369	4.88	YES
May-02	99.19	45510	4.19	YES
Jun-02	96.33	39132	1.33	YES



OR-1-03-3140	Average LSRC Time < 10 Lines – Electronic (No Flow–Through)				No Standard

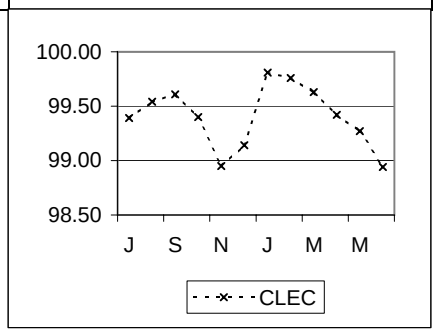
	CLEC	CLEC Obs	Difference	Parity
Jul-01	6.20			
Aug-01	7.21			
Sep-01	9.08			
Oct-01	8.96			
Nov-01	13.22			
Dec-01	13.95			
Jan-02	11.16			
Feb-02	9.86			
Mar-02	9.98			
Apr-02	8.26			
May-02	10.64			
Jun-02	11.52			



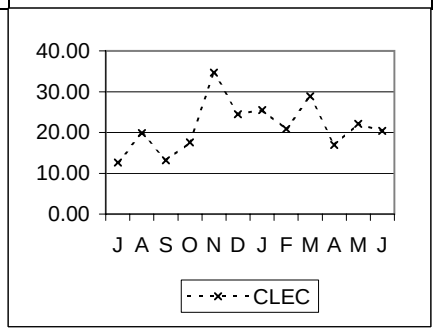
POTS Platform (cont.)

OR-1 - Order Confirmation Timeliness (cont.)

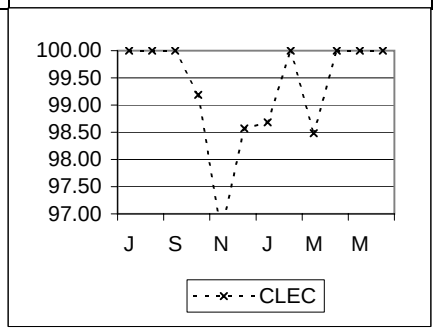
OR-1-04-3140	% On Time LSRC < 10 Lines – Electronic (No Flow–Through)				95% within 24 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	99.39	9847	4.39	YES	
Aug-01	99.54	12901	4.54	YES	
Sep-01	99.61	9043	4.61	YES	
Oct-01	99.40	11987	4.40	YES	
Nov-01	98.95	7705	3.95	YES	
Dec-01	99.14	6885	4.14	YES	
Jan-02	99.81	10777	4.81	YES	
Feb-02	99.76	10142	4.76	YES	
Mar-02	99.63	7360	4.63	YES	
Apr-02	99.42	7066	4.42	YES	
May-02	99.27	6871	4.27	YES	
Jun-02	98.94	4986	3.94	YES	



OR-1-05-3140	Average LSRC Time >= 10 Lines – Electronic				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	12.63				
Aug-01	19.83				
Sep-01	13.19				
Oct-01	17.59				
Nov-01	34.69				
Dec-01	24.50				
Jan-02	25.51				
Feb-02	20.89				
Mar-02	28.88				
Apr-02	16.91				
May-02	22.14				
Jun-02	20.43				



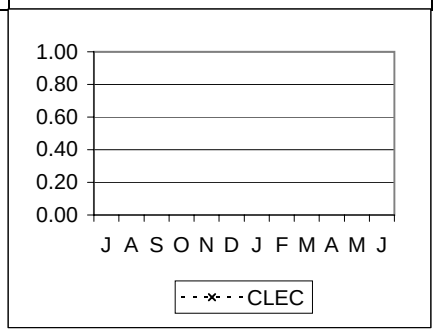
OR-1-06-3140	% On Time LSRC >=10 Lines – Electronix				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	100.00	56	5.00	YES	
Aug-01	100.00	44	5.00	YES	
Sep-01	100.00	74	5.00	YES	
Oct-01	99.19	123	4.19	YES	
Nov-01	96.67	60	1.67	YES	
Dec-01	98.57	70	3.57	YES	
Jan-02	98.68	76	3.68	YES	
Feb-02	100.00	70	5.00	YES	
Mar-02	98.48	66	3.48	YES	
Apr-02	100.00	146	5.00	YES	
May-02	100.00	128	5.00	YES	
Jun-02	100.00	136	5.00	YES	



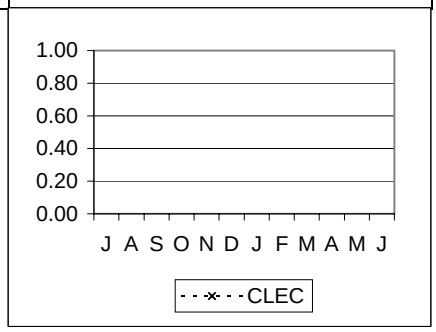
POTS Platform (cont.)

OR-1 - Order Confirmation Timeliness (cont.)

OR-1-07-3140	Average LSRC Time < 10 Lines – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-1-08-3140	% On Time LSRC < 10 Lines – Fax				95% within 48 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-1-09-3140	Average LSRC Time >= 10 Lines – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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				

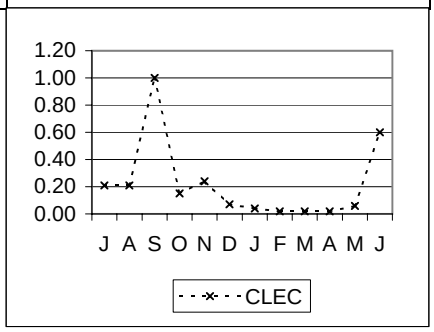
POTS Platform (cont.)

OR-1 - Order Confirmation Timeliness (cont.)

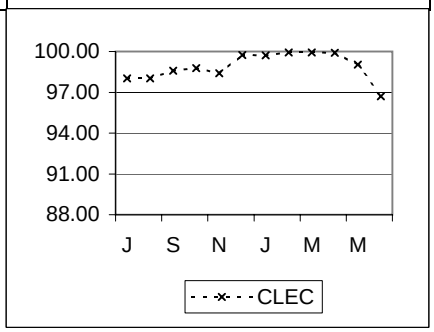
OR-1-10-3140	% On Time LSRC >= 10 Lines – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
Nov-01	#N/A				
Dec-01	#N/A				
Jan-02	#N/A				
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				
Jun-02	#N/A				

OR-2 - Reject Timeliness

OR-2-01-3140	Average Local Service Request (LSR) Reject – Time (Flow–Through)				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	0.21				
Aug-01	0.21				
Sep-01	1.00				
Oct-01	0.15				
Nov-01	0.24				
Dec-01	0.07				
Jan-02	0.04				
Feb-02	0.02				
Mar-02	0.02				
Apr-02	0.02				
May-02	0.06				
Jun-02	0.60				



OR-2-02-3140	% On Time LSR Reject – Flow–Through				95% within 2 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	98.03	15175	3.03	YES	
Aug-01	98.02	18005	3.02	YES	
Sep-01	98.58	15479	3.58	YES	
Oct-01	98.77	15396	3.77	YES	
Nov-01	98.39	12301	3.39	YES	
Dec-01	99.74	10666	4.74	YES	
Jan-02	99.71	13962	4.71	YES	
Feb-02	99.93	10897	4.93	YES	
Mar-02	99.93	11694	4.93	YES	
Apr-02	99.90	9592	4.90	YES	
May-02	99.04	8715	4.04	YES	
Jun-02	96.70	8245	1.70	YES	

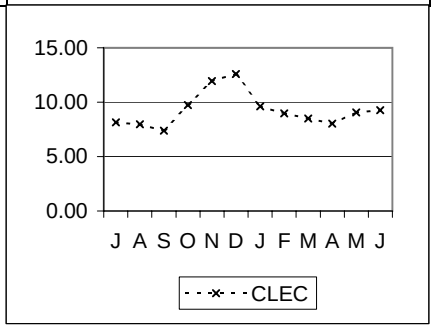


POTS Platform (cont.)

OR-2 - Reject Timeliness (cont.)

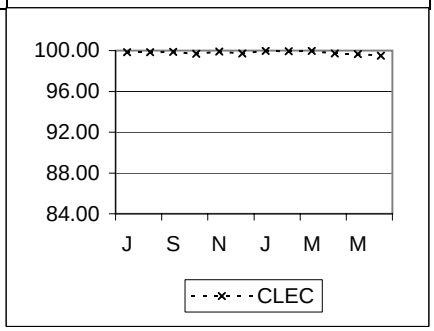
OR-2-03-3140	Average LSR Reject Time < 10 Lines – Electronic (No Flow–Through)		No Standard

	CLEC	CLEC Obs	Difference	Parity
Jul-01	8.16			
Aug-01	7.97			
Sep-01	7.37			
Oct-01	9.73			
Nov-01	11.95			
Dec-01	12.58			
Jan-02	9.61			
Feb-02	8.96			
Mar-02	8.51			
Apr-02	8.02			
May-02	9.07			
Jun-02	9.27			



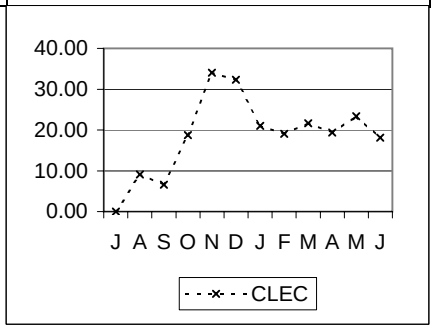
OR-2-04-3140	% On Time LSR Reject < 10 Lines – Electronic (No Flow–Through)		95% within 24 hours

	CLEC	CLEC Obs	Difference	Parity
Jul-01	99.85	6708	4.85	YES
Aug-01	99.84	6958	4.84	YES
Sep-01	99.86	5805	4.86	YES
Oct-01	99.69	7023	4.69	YES
Nov-01	99.90	6916	4.90	YES
Dec-01	99.72	3973	4.72	YES
Jan-02	99.98	5068	4.98	YES
Feb-02	99.95	4043	4.95	YES
Mar-02	99.97	3173	4.97	YES
Apr-02	99.71	3153	4.71	YES
May-02	99.66	2653	4.66	YES
Jun-02	99.49	1776	4.49	YES



OR-2-05-3140	Average LSR Reject Time >= 10 Lines – Electronic		No Standard

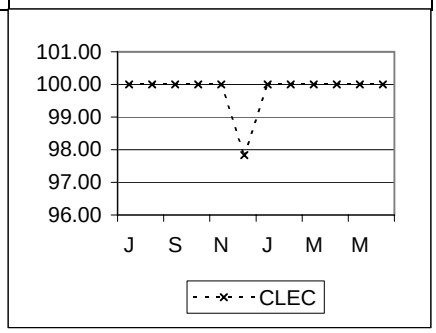
	CLEC	CLEC Obs	Difference	Parity
Jul-01	0.02			
Aug-01	9.13			
Sep-01	6.62			
Oct-01	18.72			
Nov-01	34.03			
Dec-01	32.28			
Jan-02	21.03			
Feb-02	19.02			
Mar-02	21.65			
Apr-02	19.35			
May-02	23.37			
Jun-02	18.12			



POTS Platform (cont.)

OR-2 - Reject Timeliness (cont.)

OR-2-06-3140	% On Time LSR Reject >= 10 Lines – Electonic				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	100.00	3		YES	
Aug-01	100.00	6		YES	
Sep-01	100.00	5		YES	
Oct-01	100.00	17	5.00	YES	
Nov-01	100.00	53	5.00	YES	
Dec-01	97.83	46	2.83	YES	
Jan-02	100.00	74	5.00	YES	
Feb-02	100.00	29	5.00	YES	
Mar-02	100.00	35	5.00	YES	
Apr-02	100.00	46	5.00	YES	
May-02	100.00	108	5.00	YES	
Jun-02	100.00	62	5.00	YES	



OR-2-07-3140	Average LSR Reject Time < 10 Lines – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-2-08-3140	% On Time LSR Reject < 10 Lines – Fax				95% within 48 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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 Platform (cont.)

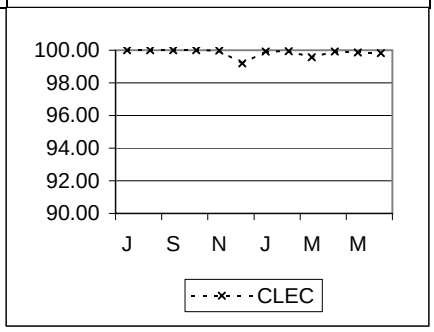
OR-2 - Reject Timeliness (cont.)

OR-2-09-3140	Average LSR Reject Time >=10 Lines – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-2-10-3140	% On Time LSR Reject >=10 Lines – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-7 - Confirmations/Rejects Sent within 3 Business Days

OR-7-01-3140	% Order Confirmations/Rejects Sent Within 3 Business Days				95.0%
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	100.00	63227	5.00	YES	
Aug-01	100.00	70936	5.00	YES	
Sep-01	100.00	65907	5.00	YES	
Oct-01	100.00	67173	5.00	YES	
Nov-01	99.98	68693	4.98	YES	
Dec-01	99.20	47338	4.20	YES	
Jan-02	99.93	48086	4.93	YES	
Feb-02	99.94	36735	4.94	YES	
Mar-02	99.57	38697	4.57	YES	
Apr-02	99.92	37210	4.92	YES	
May-02	99.87	42626	4.87	YES	
Jun-02	99.82	36388	4.82	YES	

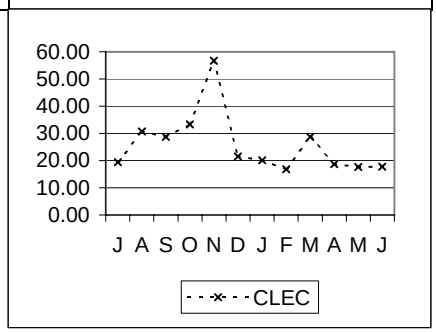


Complex Services - 2 Wire Digital

OR-1 - Order Confirmation Timeliness (requiring Loop Qualification)

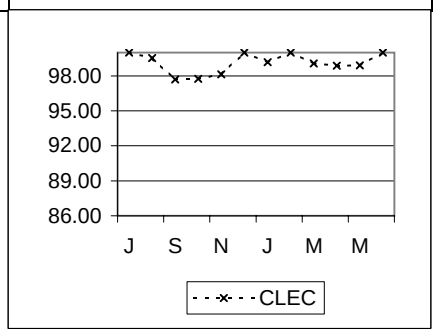
OR-1-03-3341	Average LSRC Time < 6 Lines – Electronic (No Flow–Through)		No Standard

	CLEC	CLEC Obs	Difference	Parity
Jul-01	19.46			
Aug-01	30.76			
Sep-01	28.75			
Oct-01	33.29			
Nov-01	56.66			
Dec-01	21.57			
Jan-02	20.07			
Feb-02	16.79			
Mar-02	28.69			
Apr-02	18.76			
May-02	17.66			
Jun-02	17.81			



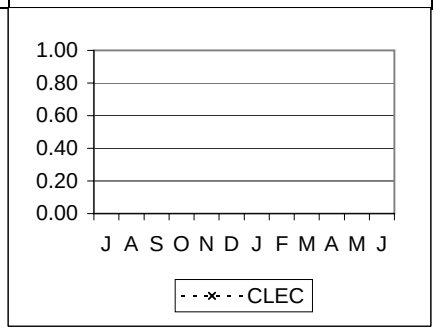
OR-1-04-3341	% On Time LSRC < 6 Lines – Electronic (No Flow –Through)		95% within 72 hours

	CLEC	CLEC Obs	Difference	Parity
Jul-01	100.00	198	5.00	YES
Aug-01	99.52	208	4.52	YES
Sep-01	97.69	130	2.69	YES
Oct-01	97.76	134	2.76	YES
Nov-01	98.13	107	3.13	YES
Dec-01	100.00	93	5.00	YES
Jan-02	99.18	122	4.18	YES
Feb-02	100.00	122	5.00	YES
Mar-02	99.07	107	4.07	YES
Apr-02	98.88	89	3.88	YES
May-02	98.91	92	3.91	YES
Jun-02	100.00	70	5.00	YES



OR-1-05-3341	Average LSRC Time >= 6 Lines – Electronic		No Standard

	CLEC	CLEC Obs	Difference	Parity
Jul-01	#N/A			
Aug-01	#N/A			
Sep-01	#N/A			
Oct-01	#N/A			
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			



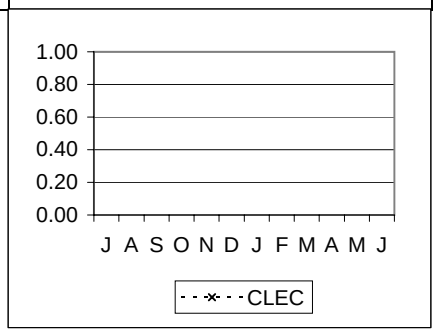
Complex Services - 2 Wire Digital (cont.)

OR-1 - Order Confirmation Timeliness (requiring Loop Qualification) (cont.)

OR-1-06-3341	% On Time LSRC >= 6 Lines – Electronic		95% within 72 hours

	CLEC	CLEC Obs	Difference
Jul-01	#N/A		
Aug-01	#N/A		
Sep-01	#N/A		
Oct-01	#N/A		
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		

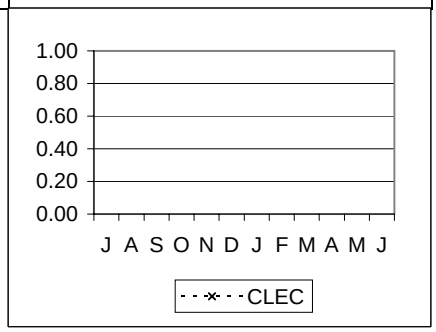
Parity



OR-1-07-3341	Average LSRC Time < 6 Lines – Fax		No Standard

	CLEC	CLEC Obs	Difference
Jul-01	#N/A		
Aug-01	#N/A		
Sep-01	#N/A		
Oct-01	#N/A		
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		

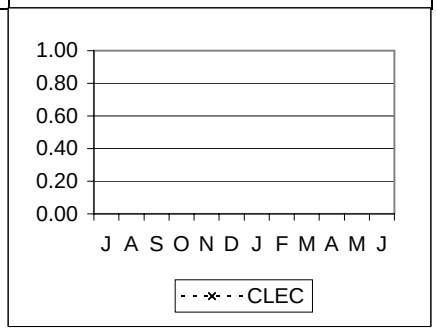
Parity



OR-1-08-3341	% On Time LSRC < 6 Lines – Fax		95% within 96 hours

	CLEC	CLEC Obs	Difference
Jul-01	#N/A		
Aug-01	#N/A		
Sep-01	#N/A		
Oct-01	#N/A		
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		

Parity



Complex Services - 2 Wire Digital (cont.)

OR-1 - Order Confirmation Timeliness (requiring Loop Qualification) (cont.)

OR-1-09-3341	Average LSRC Time >= 6 Lines – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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				

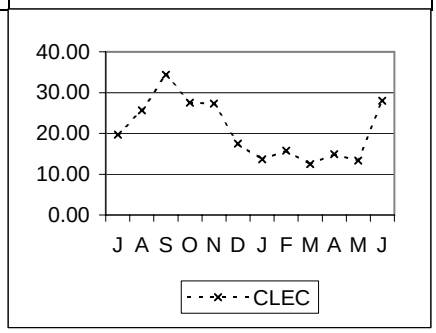
OR-1-10-3341	% On Time LSRC >= 6 Lines – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
Nov-01	#N/A				
Dec-01	#N/A				
Jan-02	#N/A				
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				
Jun-02	#N/A				

Complex Services - 2 Wire Digital (cont.)

OR-2 - Reject Timeliness (requiring Loop Qualification)

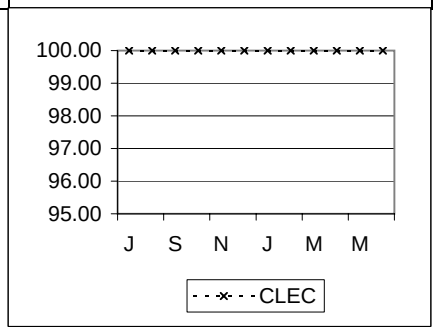
OR-2-03-3341	Average LSR Reject Time < 6 Lines – Electronic (No Flow–Through)		No Standard

	CLEC	CLEC Obs	Difference	Parity
Jul-01	19.71			
Aug-01	25.64			
Sep-01	34.38			
Oct-01	27.50			
Nov-01	27.26			
Dec-01	17.48			
Jan-02	13.66			
Feb-02	15.78			
Mar-02	12.50			
Apr-02	14.89			
May-02	13.33			
Jun-02	28.02			



OR-2-04-3341	% On Time LSR Reject < 6 Lines – Electroning (No Flow–Through)		95% within 72 hours

	CLEC	CLEC Obs	Difference	Parity
Jul-01	100.00	37	5.00	YES
Aug-01	100.00	35	5.00	YES
Sep-01	100.00	27	5.00	YES
Oct-01	100.00	38	5.00	YES
Nov-01	100.00	11	5.00	YES
Dec-01	100.00	13	5.00	YES
Jan-02	100.00	33	5.00	YES
Feb-02	100.00	21	5.00	YES
Mar-02	100.00	27	5.00	YES
Apr-02	100.00	20	5.00	YES
May-02	100.00	15	5.00	YES
Jun-02	100.00	15	5.00	YES



OR-2-05-3341	Average LSR Reject Time >= 6 Lines – Electronic		No Standard

	CLEC	CLEC Obs	Difference	Parity
Jul-01	#N/A			
Aug-01	47.45			
Sep-01	#N/A			
Oct-01	#N/A			
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			

Complex Services - 2 Wire Digital (cont.)

OR-2 - Reject Timeliness (requiring Loop Qualification) (cont.)

OR-2-06-3341	% On Time LSR Reject >= 6 Lines – Electronic				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	100.00	1		YES	
Sep-01	#N/A				
Oct-01	#N/A				
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-2-07-3341	Average LSR Reject Time < 6 Lines – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-2-08-3341	% On Time LSR Reject < 6 Lines – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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				

Complex Services - 2 Wire Digital (cont.)

OR-2 - Reject Timeliness (requiring Loop Qualification) (cont.)

OR-2-09-3341	Average LSR Reject Time >= 6 Lines – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-2-10-3341	% On Time LSR Reject >= 6 Lines – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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				

Complex Services - 2 Wire xDSL

OR-1 - Order Confirmation Timeliness (requiring Loop Qualification)

OR-1-07-3342	Average LSRC Time < 6 Lines – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-1-08-3342	% On Time LSRC < 6 Lines – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-1-09-3342	Average LSRC Time >= 6 Lines – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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				

Complex Services - 2 Wire xDSL cont.)

OR-1 - Order Confirmation Timeliness (requiring Loop Qualification) (cont.)

OR-1-10-3342	% On Time LSRC >= 6 Lines – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-2-07-3342	Average LSR Reject Time < 6 Lines – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-2-08-3342	% On Time LSR Reject < 6 Lines – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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				

Complex Services - 2 Wire xDSL cont.)

OR-2 - Reject Timeliness (requiring Loop Qualification) (cont.)

OR-2-09-3342	Average LSR Reject Time >= 6 Lines – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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				

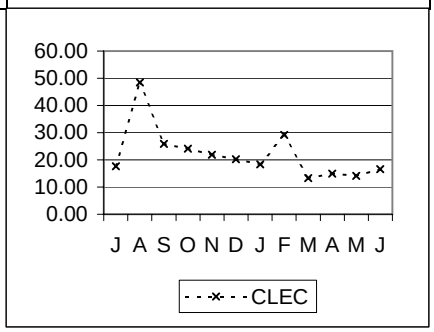
OR-2-10-3342	% On Time LSR Reject >= 6 Lines – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
Nov-01	#N/A				
Dec-01	#N/A				
Jan-02	#N/A				
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				
Jun-02	#N/A				

Complex Services - 2 Wire xDSL Loops

OR-1 - Order Confirmation Timeliness (requiring Loop Qualification)

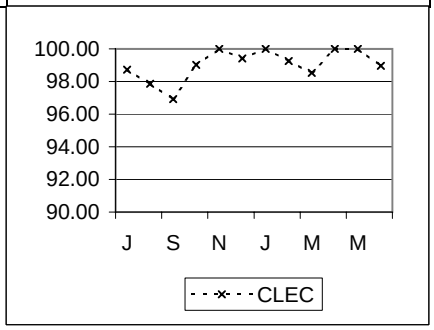
OR-1-03-3342	Average LSRC Time < 6 Lines – Electronic (No Flow–Through)		No Standard

	CLEC	CLEC Obs	Difference	Parity
Jul-01	17.59			
Aug-01	48.47			
Sep-01	25.86			
Oct-01	24.16			
Nov-01	21.86			
Dec-01	20.18			
Jan-02	18.36			
Feb-02	29.22			
Mar-02	13.30			
Apr-02	14.98			
May-02	14.08			
Jun-02	16.62			



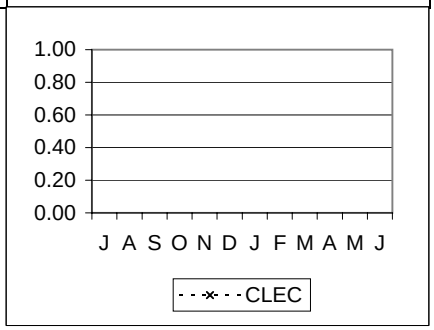
OR-1-04-3342	% On Time LSRC < 6 Lines – Electronic (No Flow –Through)		95% within 72 hours

	CLEC	CLEC Obs	Difference	Parity
Jul-01	98.72	313	3.72	YES
Aug-01	97.86	328	2.86	YES
Sep-01	96.93	228	1.93	YES
Oct-01	99.01	203	4.01	YES
Nov-01	100.00	203	5.00	YES
Dec-01	99.42	171	4.42	YES
Jan-02	100.00	163	5.00	YES
Feb-02	99.25	133	4.25	YES
Mar-02	98.53	136	3.53	YES
Apr-02	100.00	120	5.00	YES
May-02	100.00	130	5.00	YES
Jun-02	98.97	97	3.97	YES



OR-1-05-3342	Average LSRC Time >= 6 Lines – Electronic		No Standard

	CLEC	CLEC Obs	Difference	Parity
Jul-01	#N/A			
Aug-01	#N/A			
Sep-01	#N/A			
Oct-01	#N/A			
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			

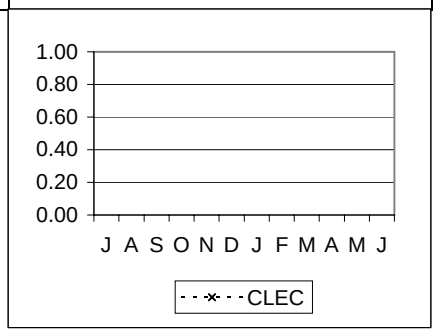


Complex Services - 2 Wire xDSL Loops (cont.)

OR-1 - Order Confirmation Timeliness (requiring Loop Qualification) (cont.)

OR-1-06-3342	% On Time LSRC >= 6 Lines – Electronic		95% within 72 hours

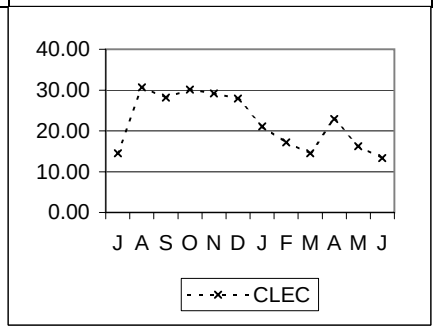
	CLEC	CLEC Obs	Difference	Parity
Jul-01	#N/A			
Aug-01	#N/A			
Sep-01	#N/A			
Oct-01	#N/A			
Nov-01	#N/A			
Dec-01	#N/A			
Jan-02	#N/A			
Feb-02	#N/A			
Mar-02	#N/A			
Apr-02	#N/A			
May-02	#N/A			
Jun-02	#N/A			



OR-2 - Reject Timeliness (requiring Loop Qualification)

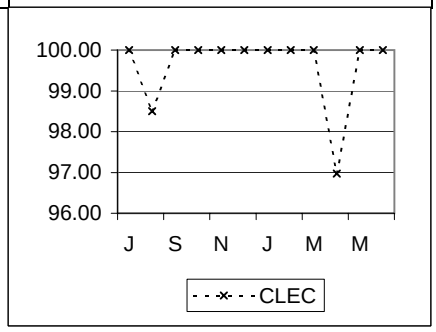
OR-2-03-3342	Average LSR Reject Time < 6 Lines – Electronic (No Flow–Through)		No Standard

	CLEC	CLEC Obs	Difference	Parity
Jul-01	14.49			
Aug-01	30.63			
Sep-01	28.16			
Oct-01	30.12			
Nov-01	29.20			
Dec-01	27.89			
Jan-02	21.08			
Feb-02	17.21			
Mar-02	14.52			
Apr-02	22.89			
May-02	16.27			
Jun-02	13.31			



OR-2-04-3342	% On Time LSR Reject < 6 Lines – Electroning (No Flow–Through)		95% within 72 hours

	CLEC	CLEC Obs	Difference	Parity
Jul-01	100.00	103	5.00	YES
Aug-01	98.50	133	3.50	YES
Sep-01	100.00	68	5.00	YES
Oct-01	100.00	74	5.00	YES
Nov-01	100.00	53	5.00	YES
Dec-01	100.00	47	5.00	YES
Jan-02	100.00	52	5.00	YES
Feb-02	100.00	55	5.00	YES
Mar-02	100.00	50	5.00	YES
Apr-02	96.97	33	1.97	YES
May-02	100.00	49	5.00	YES
Jun-02	100.00	34	5.00	YES

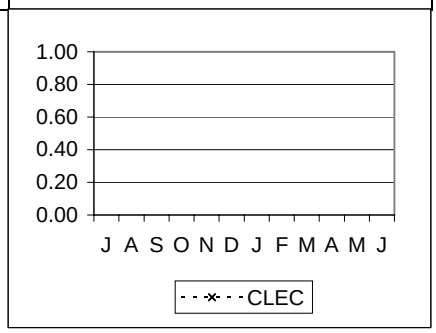


Complex Services - 2 Wire xDSL Loops (cont.)

OR-2 - Reject Timeliness (requiring Loop Qualification) (cont.)

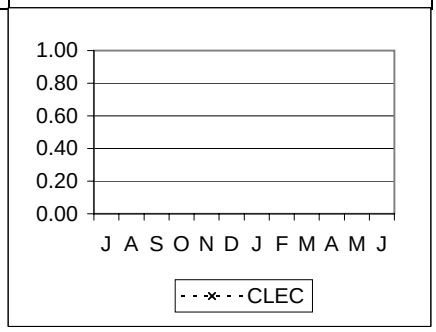
OR-2-05-3342	Average LSR Reject Time >= 6 Lines – Electronic				No Standard

	CLEC	CLEC Obs	Difference	Parity
Jul-01	#N/A			
Aug-01	#N/A			
Sep-01	#N/A			
Oct-01	#N/A			
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-2-06-3342	% On Time LSR Reject >= 6 Lines – Electronic				95% within 72 hours

	CLEC	CLEC Obs	Difference	Parity
Jul-01	#N/A			
Aug-01	#N/A			
Sep-01	#N/A			
Oct-01	#N/A			
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			

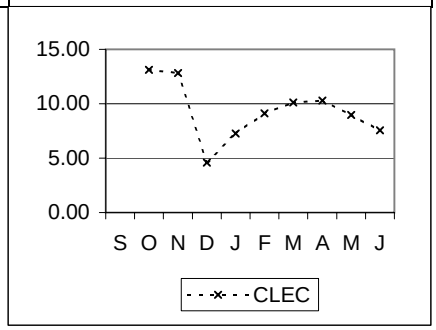


Complex Services - 2 Wire xDSL Line Sharing

OR-1 - Order Confirmation Timeliness (requiring Loop Qualification)

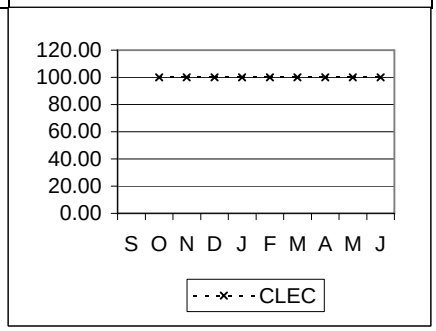
OR-1-03-3343	Average LSRC Time < 6 Lines – Electronic (No Flow–Through)		No Standard

	CLEC	CLEC Obs	Difference	Parity
Jul-01	3.37			
Aug-01	#N/A			
Sep-01	#N/A			
Oct-01	13.11			
Nov-01	12.81			
Dec-01	4.58			
Jan-02	7.26			
Feb-02	9.13			
Mar-02	10.11			
Apr-02	10.28			
May-02	8.97			
Jun-02	7.56			



OR-1-04-3343	% On Time LSRC < 6 Lines – Electronic (No Flow –Through)		95% within 72 hours

	CLEC	CLEC Obs	Difference	Parity
Jul-01	100.00	1		YES
Aug-01	#N/A			
Sep-01	#N/A			
Oct-01	100.00	25	5.00	YES
Nov-01	100.00	18	5.00	YES
Dec-01	100.00	22	5.00	YES
Jan-02	100.00	16	5.00	YES
Feb-02	100.00	21	5.00	YES
Mar-02	100.00	19	5.00	YES
Apr-02	100.00	29	5.00	YES
May-02	100.00	48	5.00	YES
Jun-02	100.00	41	5.00	YES



OR-1-05-3343	Average LSRC Time >= 6 Lines – Electronic		No Standard

	CLEC	CLEC Obs	Difference	Parity
Jul-01	#N/A			
Aug-01	#N/A			
Sep-01	#N/A			
Oct-01	#N/A			
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			

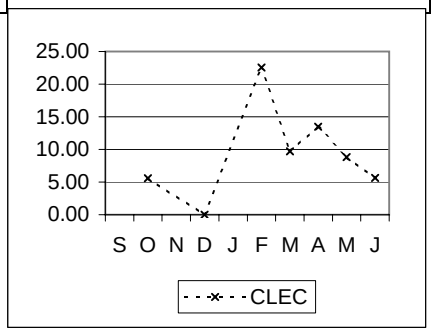
Complex Services - 2 Wire xDSL Line Sharing (cont.)

OR-1 - Order Confirmation Timeliness (requiring Loop Qualification) (cont.)

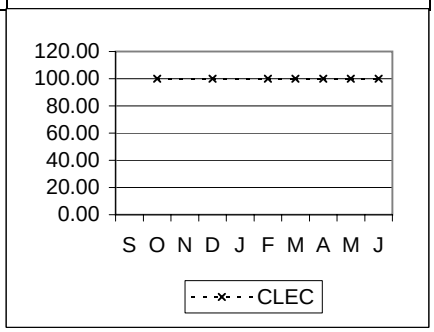
OR-1-06-3343	% On Time LSRC >= 6 Lines – Electronic				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
Nov-01	#N/A				
Dec-01	#N/A				
Jan-02	#N/A				
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				
Jun-02	#N/A				

OR-2 - Reject Timeliness (requiring Loop Qualification)

OR-2-03-3343	Average LSR Reject Time < 6 Lines – Electronic (No Flow–Through)				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	5.57				
Nov-01	#N/A				
Dec-01	0.00				
Jan-02	#N/A				
Feb-02	22.57				
Mar-02	9.70				
Apr-02	13.48				
May-02	8.84				
Jun-02	5.63				



OR-2-04-3343	% On Time LSR Reject < 6 Lines – Electroning (No Flow–Through)				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	100.00	7		YES	
Nov-01	#N/A				
Dec-01	100.00	1		YES	
Jan-02	#N/A				
Feb-02	100.00	1		YES	
Mar-02	100.00	7		YES	
Apr-02	100.00	3		YES	
May-02	100.00	3		YES	
Jun-02	100.00	3		YES	



Complex Services - 2 Wire xDSL Line Sharing (cont.)

OR-2 - Reject Timeliness (requiring Loop Qualification) (cont.)

OR-2-05-3343	Average LSR Reject Time >= 6 Lines – Electronic					No Standard
	CLEC	CLEC Obs	Difference		Parity	
Jul-01	#N/A					
Aug-01	#N/A					
Sep-01	#N/A					
Oct-01	#N/A					
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					

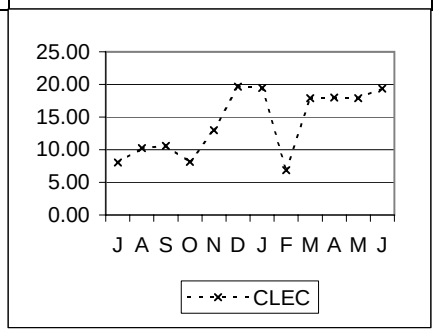
OR-2-06-3343	% On Time LSR Reject >= 6 Lines – Electronic					95% within 72 hours
	CLEC	CLEC Obs	Difference		Parity	
Jul-01	#N/A					
Aug-01	#N/A					
Sep-01	#N/A					
Oct-01	#N/A					
Nov-01	#N/A					
Dec-01	#N/A					
Jan-02	#N/A					
Feb-02	#N/A					
Mar-02	#N/A					
Apr-02	#N/A					
May-02	#N/A					
Jun-02	#N/A					

Special Services

OR-1 - Order Confirmation Timeliness

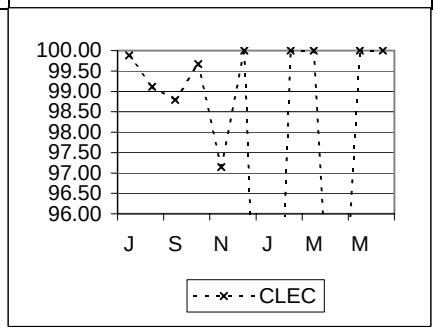
OR-1-03-3214	Average LSRC Time < 10 Lines – Non DS0, DS1, DS3 – Electronic (No Flow–Through)		No Standard

	CLEC	CLEC Obs	Difference	Parity
Jul-01	8.03			
Aug-01	10.23			
Sep-01	10.57			
Oct-01	8.14			
Nov-01	13.01			
Dec-01	19.64			
Jan-02	19.47			
Feb-02	6.84			
Mar-02	17.87			
Apr-02	17.97			
May-02	17.89			
Jun-02	19.35			



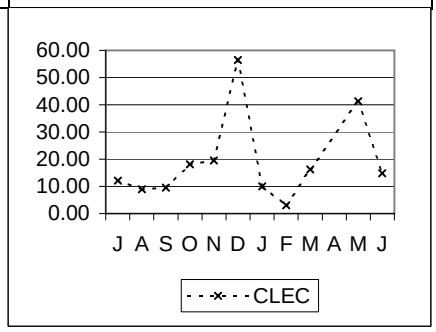
OR-1-04-3214	% On Time LSRC < 10 Lines – Non DS0, DS1, DS3 – Electronic (No Flow–Through)		95% within 48 hours

	CLEC	CLEC Obs	Difference	Parity
Jul-01	99.89	876	4.89	YES
Aug-01	99.12	1018	4.12	YES
Sep-01	98.80	664	3.80	YES
Oct-01	99.67	600	4.67	YES
Nov-01	97.14	140	2.14	YES
Dec-01	100.00	7		YES
Jan-02	84.62	13	-10.38	NO
Feb-02	100.00	4		YES
Mar-02	100.00	5		YES
Apr-02	90.00	10	-5.00	NO
May-02	100.00	5		YES
Jun-02	100.00	6		YES



OR-1-05-3214	Average LSRC Time >= 10 Lines – Non DS0, DS1, DS3 – Electronic		No Standard

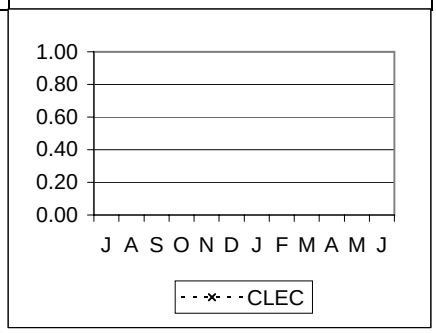
	CLEC	CLEC Obs	Difference	Parity
Jul-01	12.16			
Aug-01	8.98			
Sep-01	9.47			
Oct-01	18.07			
Nov-01	19.55			
Dec-01	56.51			
Jan-02	10.05			
Feb-02	3.05			
Mar-02	16.22			
Apr-02	#N/A			
May-02	41.32			
Jun-02	14.79			



Special Services (cont.)

OR-1 - Order Confirmation Timeliness (cont.)

OR-1-05-3210	Average LSRC Time >= 10 Lines (DS0) – Electronic				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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				



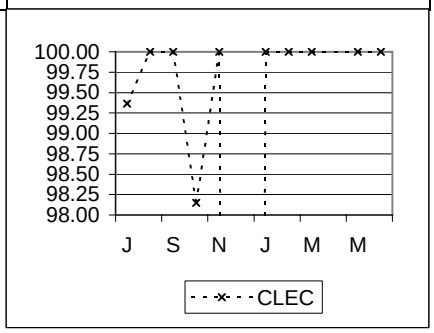
OR-1-05-3211	Average LSRC Time >= 10 Lines (DS1) – Electronic				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	18.15				
Oct-01	16.33				
Nov-01	#N/A				
Dec-01	#N/A				
Jan-02	1.69				
Feb-02	13.96				
Mar-02	39.42				
Apr-02	35.74				
May-02	36.19				
Jun-02	42.88				

OR-1-05-3213	Average LSRC Time >= 10 Lines (DS3) – Electronic				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
Nov-01	#N/A				
Dec-01	#N/A				
Jan-02	#N/A				
Feb-02	#N/A				
Mar-02	29.17				
Apr-02	24.44				
May-02	15.82				
Jun-02	21.27				

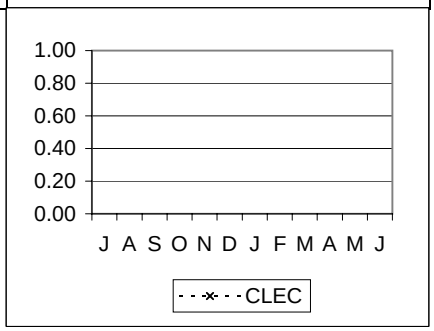
Special Services (cont.)

OR-1 - Order Confirmation Timeliness (cont.)

OR-1-06-3214	% On Time LSRC >=10 Lines – Non DS0, DS1, DS3 – Electronic				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	99.36	157	4.36	YES	
Aug-01	100.00	144	5.00	YES	
Sep-01	100.00	114	5.00	YES	
Oct-01	98.15	108	3.15	YES	
Nov-01	100.00	26	5.00	YES	
Dec-01	50.00	2		NO	
Jan-02	100.00	2		YES	
Feb-02	100.00	1		YES	
Mar-02	100.00	2		YES	
Apr-02	#N/A				
May-02	100.00	1		YES	
Jun-02	100.00	6		YES	



OR-1-06-3210	% On Time LSRC >=10 Lines (DS0) – Electronic				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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				



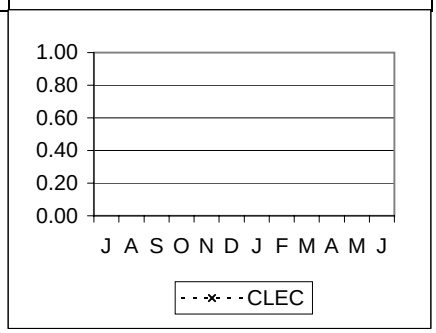
OR-1-06-3211	% On Time LSRC >=10 Lines (DS1) – Electronic				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	100.00	1		YES	
Oct-01	100.00	2		YES	
Nov-01	#N/A				
Dec-01	#N/A				
Jan-02	100.00	2		YES	
Feb-02	100.00	2		YES	
Mar-02	90.55	582	-4.45	NO	
Apr-02	92.94	595	-2.06	NO	
May-02	94.70	453	-0.30	NO	
Jun-02	89.95	557	-5.05	NO	

Special Services (cont.)

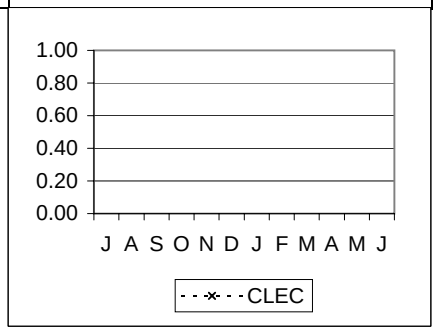
OR-1 - Order Confirmation Timeliness (cont.)

OR-1-06-3213	% On Time LSRC >=10 Lines (DS3) – Electronic				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
Nov-01	#N/A				
Dec-01	#N/A				
Jan-02	#N/A				
Feb-02	#N/A				
Mar-02	85.86	99	-9.14	NO	
Apr-02	98.67	75	3.67	YES	
May-02	100.00	35	5.00	YES	
Jun-02	100.00	24	5.00	YES	

OR-1-07-3214	Average LSRC Time < 10 Lines – Non DS0, DS1, DS3 – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-1-08-3214	% On Time LSRC < 10 Lines – Non DS0, DS1, DS3 – Fax				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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 (cont.)

OR-1 - Order Confirmation Timeliness (cont.)

OR-1-09-3214	Average LSRC Time >= 10 Lines – Non DS0,DS1,DS3 – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-1-09-3210	Average LSRC Time >= 10 Lines (DS0) – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-1-09-3211	Average LSRC Time >= 10 Lines (DS1) – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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	0.20				
Jun-02	415.63				

Special Services (cont.)

OR-1 - Order Confirmation Timeliness (cont.)

OR-1-09-3213	Average LSRC Time >= 10 Lines (DS3) – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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-1-10-3214	% On Time LSRC >= 10 Lines – Non DS0, DS1, DS3 – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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 LSRC >= 10 Lines (DS0) – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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 (cont.)

OR-1 - Order Confirmation Timeliness (cont.)

OR-1-10-3211	% On Time LSRC >= 10 Lines (DS1) – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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	100.00	1		YES	
Jun-02	0.00	1		NO	

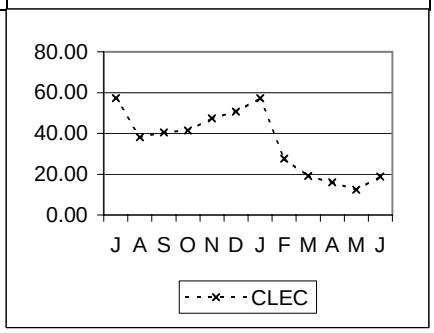
OR-1-10-3213	% On Time LSRC >= 10 Lines (DS3) – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
Nov-01	#N/A				
Dec-01	#N/A				
Jan-02	#N/A				
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				
Jun-02	#N/A				

Special Services (cont.)

OR-2 - Reject Timeliness

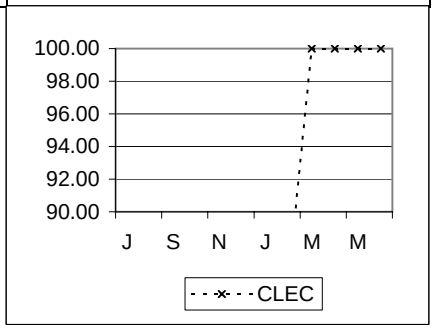
OR-2-03-3214	Average LSR Reject < 10 Lines – Electronic (No Flow–Through)				No Standard

	CLEC	CLEC Obs	Difference	Parity
Jul-01	57.31			
Aug-01	38.14			
Sep-01	40.47			
Oct-01	41.41			
Nov-01	47.31			
Dec-01	50.67			
Jan-02	57.23			
Feb-02	27.55			
Mar-02	19.10			
Apr-02	15.95			
May-02	12.32			
Jun-02	18.83			



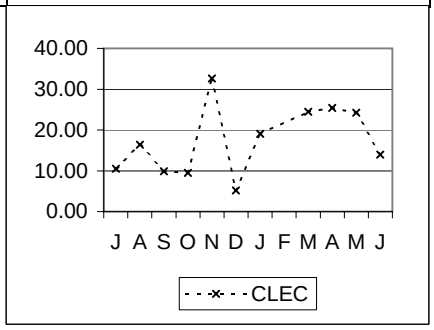
OR-2-04-3214	% On Time LSR Reject < 10 Lines – Electronic (No Flow Through)				95% within 48 hours

	CLEC	CLEC Obs	Difference	Parity
Jul-01	80.41	587	-14.59	NO
Aug-01	87.77	515	-7.23	NO
Sep-01	86.35	381	-8.65	NO
Oct-01	85.83	501	-9.17	NO
Nov-01	79.32	266	-15.68	NO
Dec-01	84.58	240	-10.42	NO
Jan-02	71.67	293	-23.33	NO
Feb-02	86.05	215	-8.95	NO
Mar-02	100.00	19	5.00	YES
Apr-02	100.00	10	5.00	YES
May-02	100.00	2		YES
Jun-02	100.00	6		YES



OR-2-05-3214	Average LSR Reject Time >= 10 Lines – Electronic				No Standard

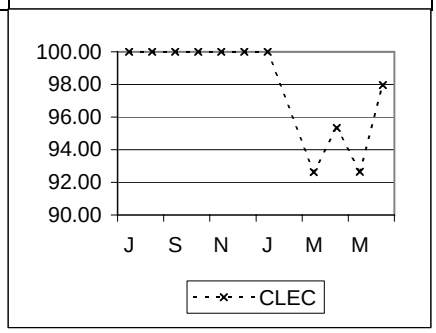
	CLEC	CLEC Obs	Difference	Parity
Jul-01	10.51			
Aug-01	16.37			
Sep-01	9.88			
Oct-01	9.46			
Nov-01	32.59			
Dec-01	5.20			
Jan-02	19.08			
Feb-02	#N/A			
Mar-02	24.49			
Apr-02	25.44			
May-02	24.21			
Jun-02	13.96			



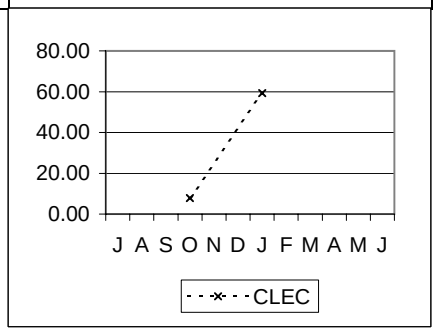
Special Services (cont.)

OR-2 - Reject Timeliness (cont.)

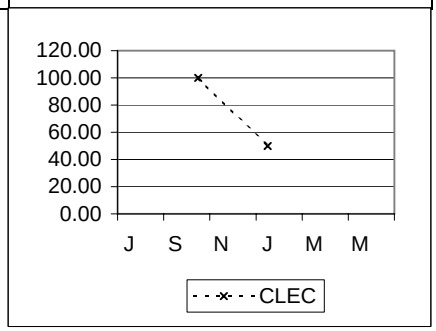
OR-2-06-3214	% On Time LSR Reject >= 10 Lines – Electronic				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	100.00	14	5.00	YES	
Aug-01	100.00	14	5.00	YES	
Sep-01	100.00	8		YES	
Oct-01	100.00	16	5.00	YES	
Nov-01	100.00	5		YES	
Dec-01	100.00	1		YES	
Jan-02	100.00	4		YES	
Feb-02	#N/A				
Mar-02	92.64	258	-2.36	NO	
Apr-02	95.34	322	0.34	YES	
May-02	92.64	231	-2.36	NO	
Jun-02	97.95	293	2.95	YES	



OR-2-07-3214	Average LSR Reject Time < 10 Lines – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	7.88				
Nov-01	#N/A				
Dec-01	#N/A				
Jan-02	59.26				
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				
Jun-02	#N/A				



OR-2-08-3214	% On Time LSR Reject < 10 Lines – Fax				95% within 72 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	100.00	1		YES	
Nov-01	#N/A				
Dec-01	#N/A				
Jan-02	50.00	4		NO	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				
Jun-02	#N/A				



Special Services (cont.)

OR-2 - Reject Timeliness (cont.)

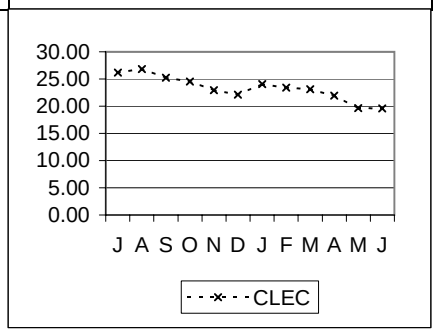
OR-2-09-3214	Average LSR Reject Time >=10 Lines – Fax				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
Nov-01	#N/A				
Dec-01	#N/A				
Jan-02	#N/A				
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				
Jun-02	#N/A				

OR-2-10-3214	% On Time LSR Reject >=10 Lines – Fax				95% within 96 hours
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	#N/A				
Aug-01	#N/A				
Sep-01	#N/A				
Oct-01	#N/A				
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

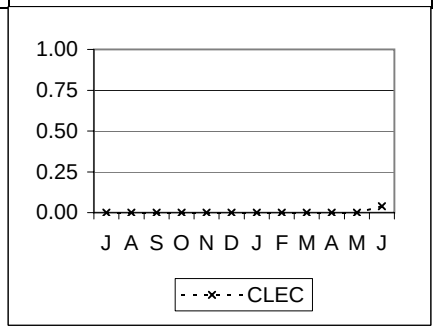
OR-3 - Percent Rejects

OR-3-01-3000	% Rejects				No Standard
	CLEC	*CLEC Obs*	*Difference*	Parity	
Jul-01	**26.19**	**101653**			
Aug-01	**26.85**	**114699**			
Sep-01	**25.23**	**102110**			
Oct-01	**24.54**	**115009**			
Nov-01	**22.96**	**103956**			
Dec-01	**22.10**	**83018**			
Jan-02	**24.04**	**99182**			
Feb-02	**23.44**	**84737**			
Mar-02	**23.12**	**88211**			
Apr-02	**21.93**	**84417**			
May-02	**19.63**	**83272**			
Jun-02	**19.60**	**74982**			

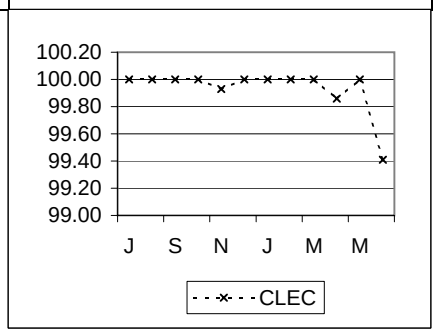


OR-4 - Timeliness of Completion Notification

OR-4-01-3000	Completion Notification – Average Response Time				No Standard
	CLEC	*CLEC Obs*	*Difference*	Parity	
Jul-01	**0.00**				
Aug-01	**0.00**				
Sep-01	**0.00**				
Oct-01	**0.00**				
Nov-01	**0.00**				
Dec-01	**0.00**				
Jan-02	**0.00**				
Feb-02	**0.00**				
Mar-02	**0.00**				
Apr-02	**0.00**				
May-02	**0.00**				
Jun-02	**0.04**				



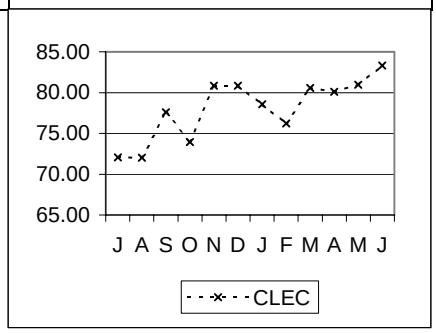
OR-4-02-3000	Completion Notification – % On Time				97% within 2 Hours
	CLEC	*CLEC Obs*	*Difference*	Parity	
Jul-01	**100.00**	**72912**	**3.00**	YES	
Aug-01	**100.00**	**81695**	**3.00**	YES	
Sep-01	**100.00**	**70544**	**3.00**	YES	
Oct-01	**100.00**	**86000**	**3.00**	YES	
Nov-01	**99.93**	**77056**	**2.93**	YES	
Dec-01	**100.00**	**64295**	**3.00**	YES	
Jan-02	**100.00**	**70330**	**3.00**	YES	
Feb-02	**100.00**	**63809**	**3.00**	YES	
Mar-02	**100.00**	**62983**	**3.00**	YES	
Apr-02	**99.86**	**67418**	**2.86**	YES	
May-02	**100.00**	**67011**	**3.00**	YES	
Jun-02	**99.41**	**60319**	**2.41**	YES	



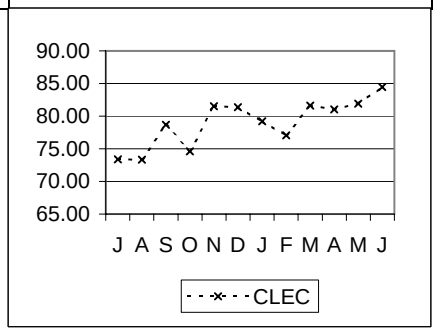
POTS / Special Services - Aggregate (cont.)

OR-5 - Percent Flow-Through

OR-5-01-3000	% Flow Through – Total				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	72.04	87218			
Aug-01	72.03	98620			
Sep-01	77.60	88050			
Oct-01	73.96	103060			
Nov-01	80.84	92983			
Dec-01	80.84	77527			
Jan-02	78.55	91402			
Feb-02	76.21	78376			
Mar-02	80.58	80922			
Apr-02	80.11	78955			
May-02	80.96	77866			
Jun-02	83.32	68391			

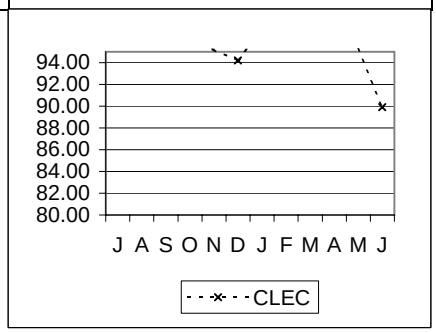


OR-5-02-3000	% Flow Through – Simple				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	73.40	84345			
Aug-01	73.34	95652			
Sep-01	78.66	85614			
Oct-01	74.63	99631			
Nov-01	81.52	91449			
Dec-01	81.37	76008			
Jan-02	79.23	89151			
Feb-02	77.08	75864			
Mar-02	81.60	78517			
Apr-02	81.04	76397			
May-02	81.91	75698			
Jun-02	84.44	66152			



OR-6 - Order Accuracy

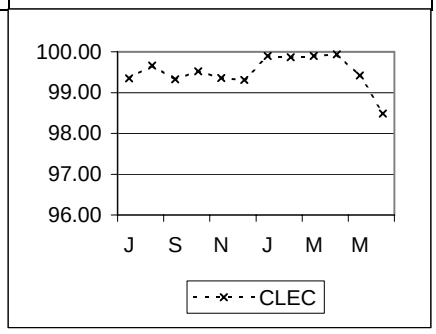
OR-6-01-3000	% Accuracy – Orders				95% of orders without errors
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	95.83	624	0.83	YES	
Aug-01	97.12	659	2.12	YES	
Sep-01	95.86	483	0.86	YES	
Oct-01	95.64	825	0.64	YES	
Nov-01	95.17	621	0.17	YES	
Dec-01	94.21	760	-0.79	NO	
Jan-02	97.33	375	2.33	YES	
Feb-02	98.11	371	3.11	YES	
Mar-02	97.61	376	2.61	YES	
Apr-02	98.25	400	3.25	YES	
May-02	95.23	398	0.23	YES	
Jun-02	89.91	337	-5.09	NO	



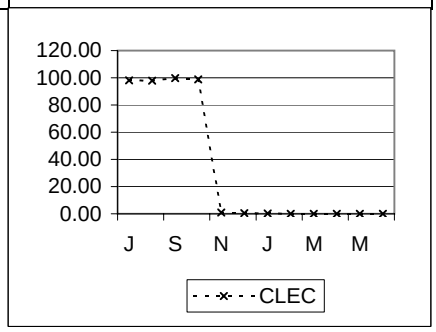
POTS / Special Services - Aggregate (cont.)

OR-6 - Order Accuracy (cont.)

OR-6-02-3000	% Accuracy – Opportunities				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	99.35	6741			
Aug-01	99.66	6543			
Sep-01	99.32	5470			
Oct-01	99.52	11705			
Nov-01	99.35	6025			
Dec-01	99.31	7970			
Jan-02	99.90	4044			
Feb-02	99.87	6921			
Mar-02	99.90	9749			
Apr-02	99.94	11166			
May-02	99.42	4652			
Jun-02	98.49	3901			



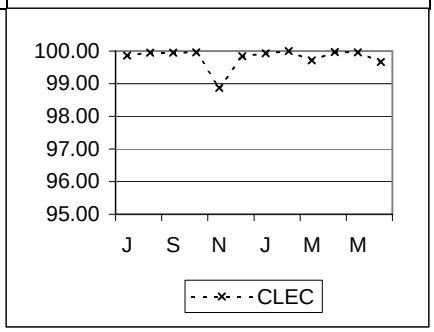
OR-6-03-3000	% Accuracy – Local Service Request Confirmation				Not more than 5% of LSRCs resent due to VZ error
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	98.21	783	3.21	YES	
Aug-01	97.91	863	2.91	YES	
Sep-01	99.74	664	4.74	YES	
Oct-01	98.84	951	3.84	YES	
Nov-01	0.84	21191	4.16	YES	
Dec-01	0.36	17289	4.64	YES	
Jan-02	0.15	22016	4.85	YES	
Feb-02	0.06	20185	4.94	YES	
Mar-02	0.07	16862	4.93	YES	
Apr-02	0.05	16999	4.95	YES	
May-02	0.10	16838	4.90	YES	
Jun-02	0.06	12624	4.94	YES	



POTS / Special Services - Aggregate (cont.)

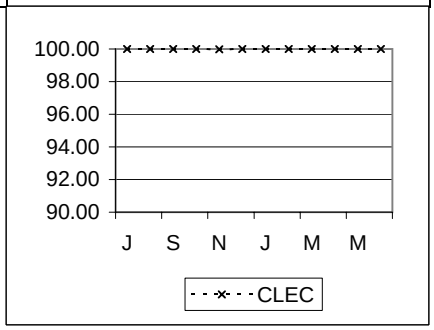
OR-8 - Acknowledgement Timeliness

OR-8-01-3000	% Acknowledgements On Time				95% within 2 Hours
	CLEC	*CLEC Obs*	*Difference*	Parity	
Jul-01	**99.86**	**96707**	**4.86**	YES	
Aug-01	**99.95**	**112600**	**4.95**	YES	
Sep-01	**99.95**	**99720**	**4.95**	YES	
Oct-01	**99.96**	**115119**	**4.96**	YES	
Nov-01	**98.87**	**104718**	**3.87**	YES	
Dec-01	**99.84**	**94153**	**4.84**	YES	
Jan-02	**99.93**	**89768**	**4.93**	YES	
Feb-02	**100.00**	**73152**	**5.00**	YES	
Mar-02	**99.72**	**72994**	**4.72**	YES	
Apr-02	**99.97**	**73168**	**4.97**	YES	
May-02	**99.96**	**70036**	**4.96**	YES	
Jun-02	**99.67**	**65673**	**4.67**	YES	



OR-9 - Order Acknowledgement Completeness

OR-9-01-3000	% Acknowledgement Completeness				99% Sent Same Day
	CLEC	*CLEC Obs*	*Difference*	Parity	
Jul-01	**100.00**	**96707**	**1.00**	YES	
Aug-01	**100.00**	**112600**	**1.00**	YES	
Sep-01	**100.00**	**99720**	**1.00**	YES	
Oct-01	**100.00**	**115119**	**1.00**	YES	
Nov-01	**99.99**	**104718**	**0.99**	YES	
Dec-01	**100.00**	**94153**	**1.00**	YES	
Jan-02	**100.00**	**89769**	**1.00**	YES	
Feb-02	**100.00**	**73152**	**1.00**	YES	
Mar-02	**100.00**	**72994**	**1.00**	YES	
Apr-02	**100.00**	**73168**	**1.00**	YES	
May-02	**100.00**	**70036**	**1.00**	YES	
Jun-02	**100.00**	**65673**	**1.00**	YES	



Legend

N/A	= No Activity
NEF	= No Existing Functionality
P	= Z-Score Equivalent from Permutation Test
TBD	= Performance standard is to be determined
RQ	= Performance metric is reported quarterly
UD	= Performance metric is under development
UR	= Performance metric is under review

Base < 10: Parity Standards - The C2C guidelines do not require a calculation of a Z/t-statistic to determine if performance met the standard when sample sizes are less than 10.

Verizon - PA

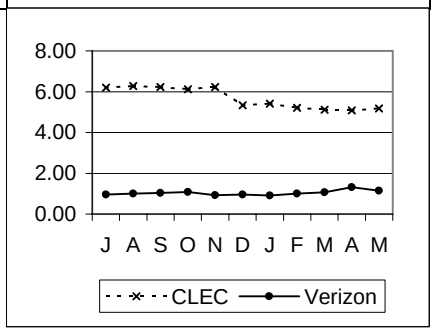
Carrier to Carrier Performance Standards and Reports Summary July 2001 - June 2002

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

POTS - Provisioning
PR-1 - Average Interval Offered

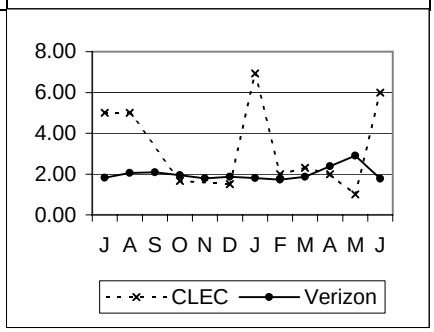
PR-1-01-3111 — **Average Interval Offered – Total No Dispatch – Hot Cut Loop** — Parity with VZ Retail

	Retail POTS							
	CLEC	*CLEC Vol*	***VZ***	*VZ Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
Jul-01	**6.19**	1764	**0.95**	156478	1.57	0.04	-139.39	NO
Aug-01	**6.27**	1528	**1.01**	184170	2.05	0.05	-99.88	NO
Sep-01	**6.23**	1396	**1.03**	126451	1.79	0.05	-107.95	NO
Oct-01	**6.12**	2019	**1.08**	173906	2.20	0.05	-102.35	NO
Nov-01	**6.22**	1520	**0.92**	184358	1.88	0.05	-109.46	NO
Dec-01	**5.33**	1212	**0.95**	163864	1.96	0.06	-77.51	NO
Jan-02	**5.41**	1104	**0.91**	199975	2.40	0.07	-62.13	NO
Feb-02	**5.21**	985	**1.00**	179628	2.06	0.07	-63.97	NO
Mar-02	**5.11**	1279	**1.06**	180299	2.18	0.06	-66.21	NO
Apr-02	**5.08**	1468	**1.32**	179314	2.91	0.08	-49.30	NO
May-02	**5.18**	1664	**1.15**	174259	3.03	0.07	-54.00	NO



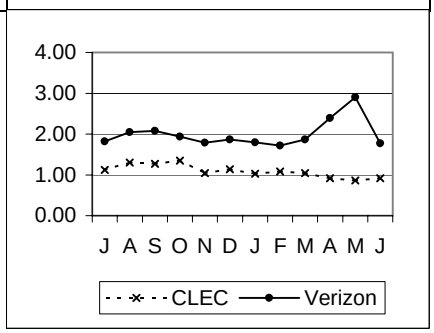
PR-1-01-3122 — **Average Interval Offered – Total No Dispatch – Other (Switch & INP)** — Parity with VZ Retail

	Retail POTS							
	CLEC	*CLEC Vol*	***VZ***	*VZ Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
Jul-01	**5.00**	6	**1.82**	13572	3.43			Base<10
Aug-01	**5.00**	1	**2.05**	14584	5.66			Base<10
Sep-01	**#N/A**		**2.08**	10127	4.57			
Oct-01	**1.67**	3	**1.94**	12882	4.92			Base<10
Nov-01	**#N/A**		**1.79**	12612	3.94			
Dec-01	**1.50**	2	**1.87**	12286	4.43			Base<10
Jan-02	**6.93**	15	**1.80**	13304	4.90	1.27	-2.26 (P)	NO
Feb-02	**2.00**	16	**1.72**	12033	3.39	0.85	-.71 (P)	YES
Mar-02	**2.30**	33	**1.87**	13224	4.07	0.71	-0.61	YES
Apr-02	**2.00**	11	**2.39**	14248	5.51	1.66	0.23	YES
May-02	**1.00**	1	**2.90**	13957	8.09			Base<10
Jun-02	**6.00**	1	**1.77**	10612	4.25			Base<10



PR-1-01-3140 — **Average Interval Offered – Total No Dispatch – Platform** — Parity with VZ Retail

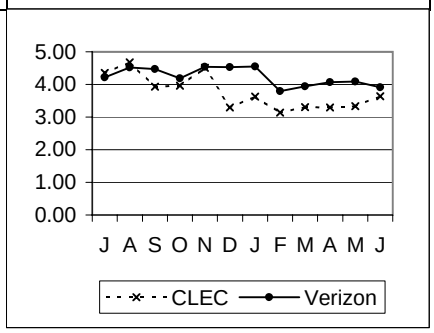
	Retail POTS							
	CLEC	*CLEC Vol*	***VZ***	*VZ Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
Jul-01	**1.12**	26497	**1.82**	13572	3.43	0.04	19.33	YES
Aug-01	**1.30**	28927	**2.05**	14584	5.66	0.06	13.05	YES
Sep-01	**1.27**	17274	**2.08**	10127	4.57	0.06	14.16	YES
Oct-01	**1.35**	21025	**1.94**	12882	4.92	0.06	10.72	YES
Nov-01	**1.04**	20394	**1.79**	12612	3.94	0.04	16.80	YES
Dec-01	**1.14**	14737	**1.87**	12286	4.43	0.05	13.49	YES
Jan-02	**1.03**	18713	**1.80**	13304	4.90	0.06	13.86	YES
Feb-02	**1.08**	11754	**1.72**	12033	3.39	0.04	14.56	YES
Mar-02	**1.04**	13050	**1.87**	13224	4.07	0.05	16.53	YES
Apr-02	**0.92**	14141	**2.39**	14248	5.51	0.07	22.48	YES
May-02	**0.86**	15510	**2.90**	13957	8.09	0.09	21.61	YES
Jun-02	**0.92**	12069	**1.77**	10612	4.25	0.06	15.03	YES



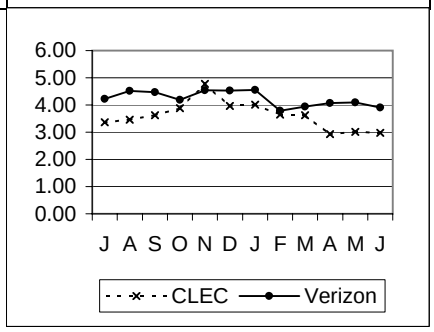
POTS - Provisioning (cont.)

PR-1 - Average Interval Offered (cont.)

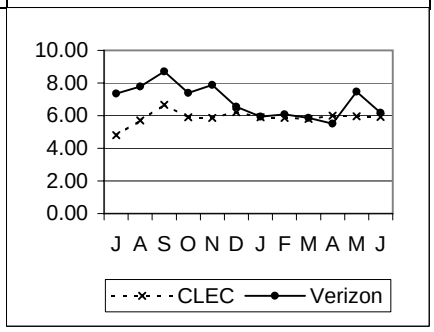
PR-1-03-3112	Average Interval Offered – Dispatch (1–5 Lines) – Loop								Parity with VZ Retail
	Retail POTS- Business								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	4.35	167	4.22	3573	4.98	0.39	-0.33	YES	
Aug-01	4.68	201	4.52	3850	8.72	0.63	-0.25	YES	
Sep-01	3.93	152	4.47	2928	7.72	0.64	0.84	YES	
Oct-01	3.96	185	4.19	3533	6.08	0.46	0.50	YES	
Nov-01	4.51	170	4.54	3165	9.07	0.71	0.04	YES	
Dec-01	3.29	143	4.53	2985	8.14	0.70	1.78	YES	
Jan-02	3.63	128	4.55	3562	11.27	1.01	0.91	YES	
Feb-02	3.14	164	3.79	3091	4.11	0.33	1.97	YES	
Mar-02	3.30	166	3.94	3321	4.99	0.40	1.61	YES	
Apr-02	3.29	188	4.07	3326	7.84	0.59	1.33	YES	
May-02	3.33	186	4.09	3438	7.16	0.54	1.41	YES	
Jun-02	3.64	223	3.91	2954	4.35	0.30	0.89	YES	



PR-1-03-3140	Average Interval Offered – Dispatch (1–5 Lines) – Platform								Parity with VZ Retail
	Retail POTS- Business								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	3.37	124	4.22	3573	4.98	0.45	1.87	YES	
Aug-01	3.46	112	4.52	3850	8.72	0.84	1.27	YES	
Sep-01	3.62	110	4.47	2928	7.72	0.75	1.13	YES	
Oct-01	3.88	293	4.19	3533	6.08	0.37	0.84	YES	
Nov-01	4.78	225	4.54	3165	9.07	0.63	-0.38	YES	
Dec-01	3.97	275	4.53	2985	8.14	0.51	1.09	YES	
Jan-02	4.01	275	4.55	3562	11.27	0.71	0.77	YES	
Feb-02	3.65	292	3.79	3091	4.11	0.25	0.56	YES	
Mar-02	3.62	315	3.94	3321	4.99	0.29	1.09	YES	
Apr-02	2.93	224	4.07	3326	7.84	0.54	2.11	YES	
May-02	3.01	141	4.09	3438	7.16	0.62	1.76	YES	
Jun-02	2.98	130	3.91	2954	4.35	0.39	2.39	YES	



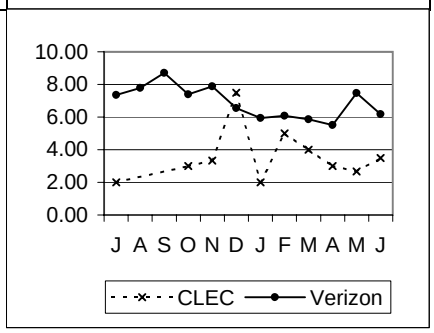
PR-1-04-3112	Average Interval Offered – Dispatch (6–9 Lines) – Loop								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	4.80	5	7.35	156	7.64			Base<10	
Aug-01	5.71	21	7.78	162	8.34	1.93	1.07	YES	
Sep-01	6.67	15	8.71	132	18.21	4.96	0.41	YES	
Oct-01	5.90	31	7.39	161	8.48	1.66	0.90	YES	
Nov-01	5.87	23	7.89	135	8.96	2.02	1.00	YES	
Dec-01	6.21	19	6.54	178	6.20	1.50	0.22	YES	
Jan-02	5.90	20	5.94	157	7.03	1.67	0.02	YES	
Feb-02	5.86	29	6.07	133	7.10	1.46	0.14	YES	
Mar-02	5.81	16	5.86	138	6.25	1.65	0.03	YES	
Apr-02	6.00	32	5.51	152	5.27	1.02	-0.48	YES	
May-02	5.96	25	7.47	173	15.14	3.24	0.47	YES	
Jun-02	5.93	27	6.17	157	4.86	1.01	0.24	YES	



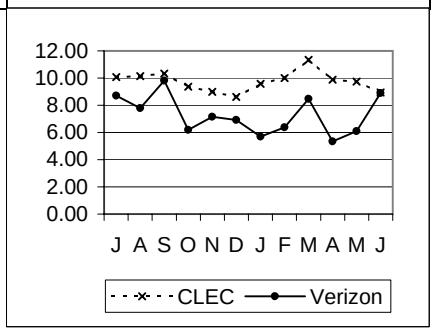
POTS - Provisioning (cont.)

PR-1 - Average Interval Offered (cont.)

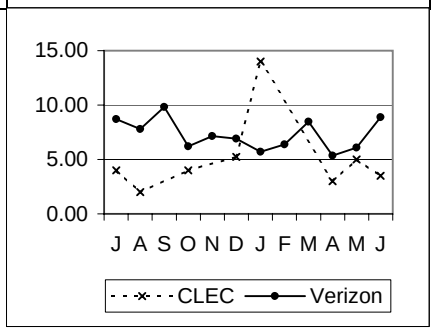
PR-1-04-3140	Average Interval Offered – Dispatch (6–9 Lines) – Platform								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	2.00	3	7.35	156	7.64			Base<10	
Aug-01	#N/A		7.78	162	8.34				
Sep-01	#N/A		8.71	132	18.21				
Oct-01	3.00	1	7.39	161	8.48			Base<10	
Nov-01	3.33	3	7.89	135	8.96			Base<10	
Dec-01	7.50	2	6.54	178	6.20			Base<10	
Jan-02	2.00	2	5.94	157	7.03			Base<10	
Feb-02	5.00	2	6.07	133	7.10			Base<10	
Mar-02	4.00	2	5.86	138	6.25			Base<10	
Apr-02	3.00	2	5.51	152	5.27			Base<10	
May-02	2.67	3	7.47	173	15.14			Base<10	
Jun-02	3.50	2	6.17	157	4.86			Base<10	



PR-1-05-3112	Average Interval Offered – Dispatch (>= 10 Lines) – Loop								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	10.08	12	8.71	189	12.87	3.83	-0.36	YES	
Aug-01	10.14	21	7.80	165	8.62	2.00	-1.17	YES	
Sep-01	10.33	12	9.81	110	19.02	5.78	-0.09	YES	
Oct-01	9.36	14	6.20	128	6.57	1.85	-1.41 (P)	YES	
Nov-01	9.00	13	7.15	120	6.92	2.02	-0.92	YES	
Dec-01	8.62	21	6.91	140	6.37	1.49	-1.15	YES	
Jan-02	9.58	12	5.70	125	4.75	1.44	-2.32 (P)	NO	
Feb-02	10.00	14	6.38	99	8.49	2.42	-1.30 (P)	YES	
Mar-02	11.33	9	8.48	92	17.61			Base<10	
Apr-02	9.89	18	5.35	144	4.24	1.06	-3.46 (P)	NO	
May-02	9.73	15	6.09	121	5.87	1.61	-2.06 (P)	NO	
Jun-02	8.94	18	8.89	173	15.81	3.92	-.51 (P)	YES	



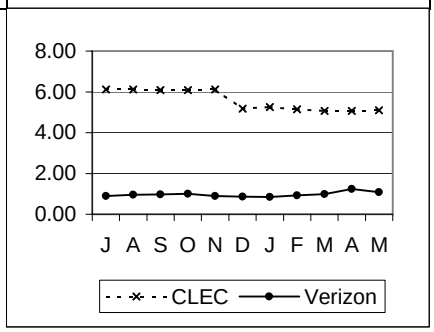
PR-1-05-3140	Average Interval Offered – Dispatch (>= 10 Lines) – Platform								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	4.00	1	8.71	189	12.87			Base<10	
Aug-01	2.00	3	7.80	165	8.62			Base<10	
Sep-01	#N/A		9.81	110	19.02				
Oct-01	4.00	1	6.20	128	6.57			Base<10	
Nov-01	#N/A		7.15	120	6.92				
Dec-01	5.25	4	6.91	140	6.37			Base<10	
Jan-02	14.00	1	5.70	125	4.75			Base<10	
Feb-02	#N/A		6.38	99	8.49				
Mar-02	#N/A		8.48	92	17.61				
Apr-02	3.00	2	5.35	144	4.24			Base<10	
May-02	5.00	2	6.09	121	5.87			Base<10	
Jun-02	3.50	2	8.89	173	15.81			Base<10	



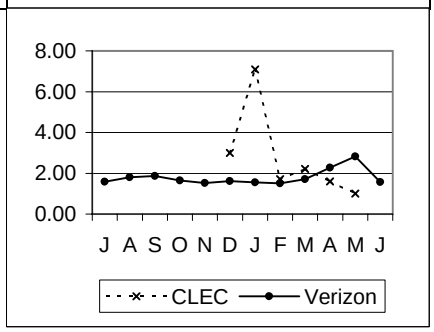
POTS - Provisioning (cont.)

PR-2 - Average Completed Interval

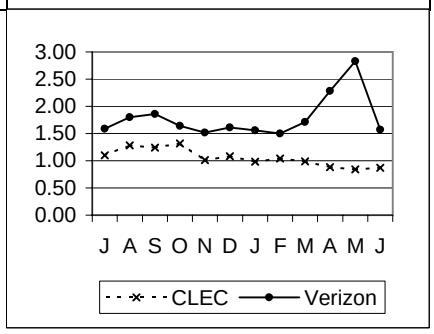
PR-2-01-3111	Average Interval Completed – Total No Dispatch – Hot Cut Loop								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	6.11	1311	0.90	149429	1.42	0.04	-132.27	NO	
Aug-01	6.11	1205	0.96	175571	1.83	0.05	-97.36	NO	
Sep-01	6.08	1165	0.97	120470	1.64	0.05	-105.84	NO	
Oct-01	6.08	1676	1.00	163427	2.09	0.05	-99.00	NO	
Nov-01	6.11	1246	0.89	173770	1.67	0.05	-109.94	NO	
Dec-01	5.18	938	0.87	154132	1.67	0.05	-78.80	NO	
Jan-02	5.25	885	0.85	189945	1.69	0.06	-77.27	NO	
Feb-02	5.15	832	0.92	170145	1.65	0.06	-73.77	NO	
Mar-02	5.06	1090	0.99	170557	1.93	0.06	-69.40	NO	
Apr-02	5.07	1304	1.24	169703	2.67	0.07	-51.60	NO	
May-02	5.10	1466	1.09	164966	2.90	0.08	-52.71	NO	



PR-2-01-3122	Average Interval Completed – Total No Dispatch – Other (Switch & INP)								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		1.59	12357	2.82				
Aug-01	#N/A		1.80	13250	4.83				
Sep-01	#N/A		1.86	9150	4.00				
Oct-01	#N/A		1.64	11683	3.62				
Nov-01	#N/A		1.52	11527	2.86				
Dec-01	3.00	1	1.61	11100	3.34			Base<10	
Jan-02	7.09	11	1.56	12162	4.09	1.23	-2.99 (P)	NO	
Feb-02	1.71	14	1.50	10928	2.23	0.60	-.55 (P)	YES	
Mar-02	2.21	29	1.71	11822	3.30	0.61	-1.16 (P)	YES	
Apr-02	1.60	10	2.28	12868	5.26	1.66	0.41	YES	
May-02	1.00	1	2.83	12647	8.07			Base<10	
Jun-02	#N/A		1.57	9503	3.35				



PR-2-01-3140	Average Interval Completed – Total No Dispatch – Platform								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	1.10	25337	1.59	12357	2.82	0.03	15.84	YES	
Aug-01	1.28	27562	1.80	13250	4.83	0.05	10.18	YES	
Sep-01	1.24	16256	1.86	9150	4.00	0.05	11.86	YES	
Oct-01	1.32	19926	1.64	11683	3.62	0.04	7.59	YES	
Nov-01	1.01	19661	1.52	11527	2.86	0.03	15.20	YES	
Dec-01	1.08	14122	1.61	11100	3.34	0.04	12.51	YES	
Jan-02	0.98	18045	1.56	12162	4.09	0.05	12.09	YES	
Feb-02	1.04	11346	1.50	10928	2.23	0.03	15.39	YES	
Mar-02	0.99	12625	1.71	11822	3.30	0.04	17.05	YES	
Apr-02	0.88	13688	2.28	12868	5.26	0.06	21.68	YES	
May-02	0.84	15042	2.83	12647	8.07	0.10	20.44	YES	
Jun-02	0.87	11763	1.57	9503	3.35	0.05	15.15	YES	



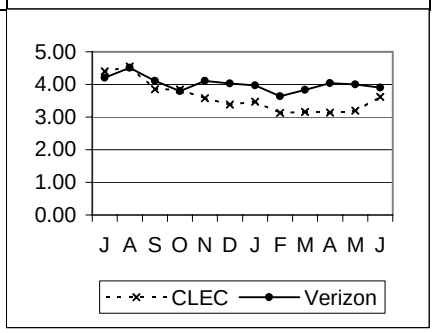
POTS - Provisioning (cont.)

PR-2 - Average Completed Interval (cont.)

PR-2-03-3112 — **Average Interval Completed – Dispatch (1–5 Lines) – Loop** — Parity with VZ Retail

Retail POTS- Business

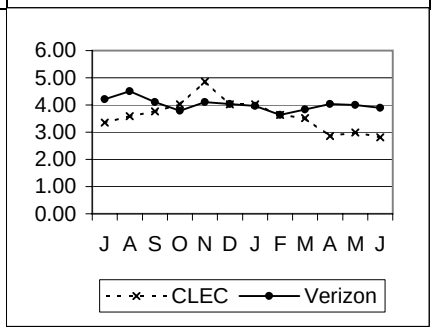
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**4.40**	111	**4.21**	2941	5.18	0.50	-0.38	YES
Aug-01	**4.55**	157	**4.51**	3168	9.26	0.76	-0.05	YES
Sep-01	**3.85**	118	**4.11**	2413	5.29	0.50	0.52	YES
Oct-01	**3.84**	140	**3.79**	2853	3.35	0.29	-0.17	YES
Nov-01	**3.58**	130	**4.11**	2621	6.64	0.60	0.89	YES
Dec-01	**3.38**	92	**4.03**	2429	4.05	0.43	1.51	YES
Jan-02	**3.47**	93	**3.97**	2913	7.95	0.84	0.60	YES
Feb-02	**3.13**	126	**3.64**	2590	3.47	0.32	1.61	YES
Mar-02	**3.16**	124	**3.83**	2741	5.38	0.49	1.36	YES
Apr-02	**3.14**	133	**4.04**	2808	7.85	0.70	1.29	YES
May-02	**3.20**	136	**4.00**	2881	6.22	0.55	1.47	YES
Jun-02	**3.62**	179	**3.90**	2483	2.86	0.22	1.27	YES



PR-2-03-3140 — **Average Interval Completed – Dispatch (1–5 Lines) – Platform** — Parity with VZ Retail

Retail POTS- Business

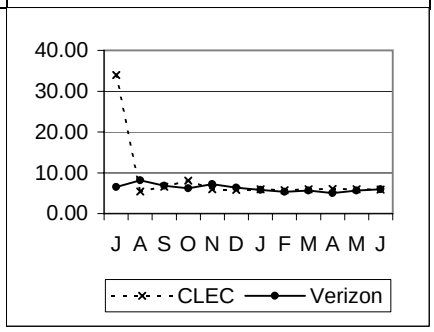
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**3.35**	101	**4.21**	2941	5.18	0.52	1.64	YES
Aug-01	**3.59**	99	**4.51**	3168	9.26	0.95	0.97	YES
Sep-01	**3.76**	94	**4.11**	2413	5.29	0.56	0.63	YES
Oct-01	**4.02**	212	**3.79**	2853	3.35	0.24	-0.96	YES
Nov-01	**4.86**	176	**4.11**	2621	6.64	0.52	-1.45	YES
Dec-01	**4.02**	238	**4.03**	2429	4.05	0.28	0.04	YES
Jan-02	**4.02**	244	**3.97**	2913	7.95	0.53	-0.09	YES
Feb-02	**3.63**	249	**3.64**	2590	3.47	0.23	0.04	YES
Mar-02	**3.52**	265	**3.83**	2741	5.38	0.35	0.90	YES
Apr-02	**2.86**	182	**4.04**	2808	7.85	0.60	1.97	YES
May-02	**2.99**	120	**4.00**	2881	6.22	0.58	1.74	YES
Jun-02	**2.81**	108	**3.90**	2483	2.86	0.28	3.88	YES



PR-2-04-3112 — **Average Interval Completed – Dispatch (6–9 Lines) – Loop** — Parity with VZ Retail

Retail POTS

	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**34.00**	1	**6.54**	113	7.12			Base<10
Aug-01	**5.39**	18	**8.13**	115	17.69	4.48	0.61	YES
Sep-01	**6.60**	10	**6.83**	95	8.09	2.69	0.09	YES
Oct-01	**8.06**	18	**6.17**	109	6.25	1.59	-1.19	YES
Nov-01	**6.00**	13	**7.22**	90	8.73	2.59	0.47	YES
Dec-01	**5.80**	10	**6.32**	139	5.94	1.94	0.27	YES
Jan-02	**6.00**	12	**5.79**	114	7.79	2.36	-0.09	YES
Feb-02	**5.76**	17	**5.33**	102	5.04	1.32	-.37 (P)	YES
Mar-02	**6.00**	8	**5.65**	97	5.58			Base<10
Apr-02	**6.07**	15	**5.01**	110	5.11	1.41	-.86 (P)	YES
May-02	**6.00**	18	**5.64**	121	6.64	1.68	-0.41 (P)	YES
Jun-02	**5.88**	16	**6.00**	130	4.38	1.16	0.10	YES



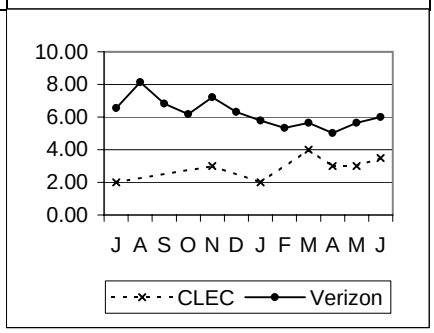
POTS - Provisioning (cont.)

PR-2 - Average Completed Interval (cont.)

PR-2-04-3140 — **Average Interval Completed – Dispatch (6–9 Lines) – Platform** — Parity with VZ Retail

Retail POTS

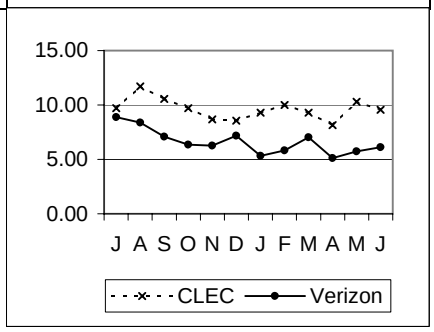
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	2.00	3	6.54	113	7.12			Base<10
Aug-01	#N/A		8.13	115	17.69			
Sep-01	#N/A		6.83	95	8.09			
Oct-01	#N/A		6.17	109	6.25			
Nov-01	3.00	2	7.22	90	8.73			Base<10
Dec-01	#N/A		6.32	139	5.94			
Jan-02	2.00	2	5.79	114	7.79			Base<10
Feb-02	#N/A		5.33	102	5.04			
Mar-02	4.00	2	5.65	97	5.58			Base<10
Apr-02	3.00	1	5.01	110	5.11			Base<10
May-02	3.00	1	5.64	121	6.64			Base<10
Jun-02	3.50	2	6.00	130	4.38			Base<10



PR-2-05-3112 — **Average Interval Completed – Dispatch (>= 10 Lines) – Loop** — Parity with VZ Retail

Retail POTS

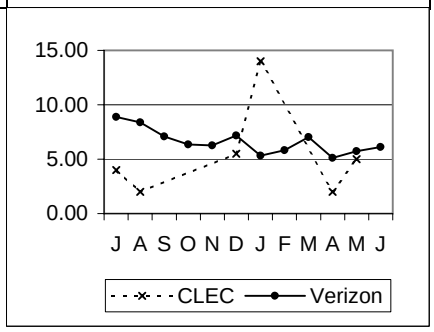
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	9.71	7	8.88	133	10.67			Base<10
Aug-01	11.70	10	8.38	117	9.63	3.17	-1.05	YES
Sep-01	10.56	9	7.08	64	6.21			Base<10
Oct-01	9.71	7	6.36	81	7.46			Base<10
Nov-01	8.67	3	6.26	77	5.63			Base<10
Dec-01	8.56	9	7.18	89	7.37			Base<10
Jan-02	9.29	7	5.33	89	4.94			Base<10
Feb-02	10.00	6	5.83	75	9.03			Base<10
Mar-02	9.29	7	7.03	63	10.42			Base<10
Apr-02	8.14	7	5.11	101	3.66			Base<10
May-02	10.29	7	5.73	90	5.66			Base<10
Jun-02	9.56	9	6.12	120	5.99			Base<10



PR-2-05-3140 — **Average Interval Completed – Dispatch (>= 10 Lines) – Platform** — Parity with VZ Retail

Retail POTS

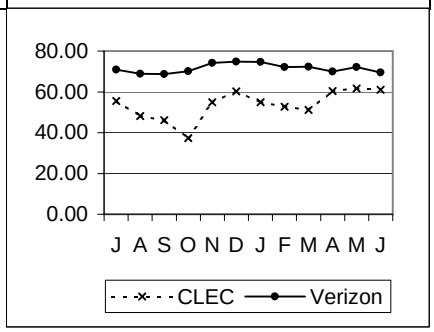
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	4.00	1	8.88	133	10.67			Base<10
Aug-01	2.00	3	8.38	117	9.63			Base<10
Sep-01	#N/A		7.08	64	6.21			
Oct-01	#N/A		6.36	81	7.46			
Nov-01	#N/A		6.26	77	5.63			
Dec-01	5.50	2	7.18	89	7.37			Base<10
Jan-02	14.00	1	5.33	89	4.94			Base<10
Feb-02	#N/A		5.83	75	9.03			
Mar-02	#N/A		7.03	63	10.42			
Apr-02	2.00	1	5.11	101	3.66			Base<10
May-02	5.00	1	5.73	90	5.66			Base<10
Jun-02	#N/A		6.12	120	5.99			



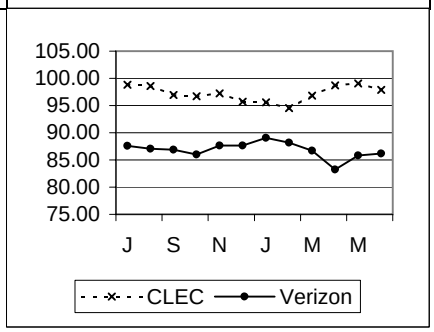
POTS - Provisioning (cont.)

PR-3 - Completed within X Days - Platform & Other (Switch & INP)

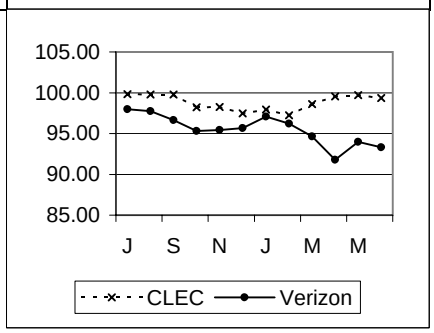
PR-3-01-3142	% Completed in 1 Day (1–5 Lines – No Dispatch)								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	55.54	15962	70.84	117465		0.38	-39.91	NO	
Aug-01	48.23	19665	68.89	138480		0.35	-58.56	NO	
Sep-01	46.14	10135	68.74	95203		0.48	-46.66	NO	
Oct-01	37.32	13501	70.05	131718		0.41	-79.07	NO	
Nov-01	54.93	11153	74.13	146887		0.43	-44.64	NO	
Dec-01	60.19	8415	74.87	127015		0.49	-30.07	NO	
Jan-02	54.84	7709	74.65	155140		0.51	-39.03	NO	
Feb-02	52.70	5361	72.14	140720		0.62	-31.16	NO	
Mar-02	51.06	6009	72.35	140161		0.59	-36.13	NO	
Apr-02	60.39	6379	69.89	138070		0.59	-16.17	NO	
May-02	61.71	6840	72.12	135272		0.56	-18.73	NO	
Jun-02	60.95	5521	69.42	126501		0.63	-13.37	NO	



PR-3-02-3142	% Completed in 2 Days (1–5 Lines – No Dispatch)								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	98.80	15962	87.56	117465		0.28	40.37	YES	
Aug-01	98.59	19665	87.06	138480		0.26	45.08	YES	
Sep-01	96.95	10135	86.87	95203		0.35	28.57	YES	
Oct-01	96.70	13501	86.00	131718		0.31	34.12	YES	
Nov-01	97.24	11153	87.67	146887		0.32	29.64	YES	
Dec-01	95.70	8415	87.64	127015		0.37	21.76	YES	
Jan-02	95.59	7709	89.03	155140		0.36	17.99	YES	
Feb-02	94.52	5361	88.20	140720		0.45	14.08	YES	
Mar-02	96.84	6009	86.68	140161		0.45	22.70	YES	
Apr-02	98.68	6379	83.25	138070		0.48	32.27	YES	
May-02	99.04	6840	85.84	135272		0.43	30.55	YES	
Jun-02	97.90	5521	86.15	126501		0.47	24.74	YES	



PR-3-03-3142	% Completed in 3 Days (1–5 Lines – No Dispatch)								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	99.83	15962	97.97	117465		0.12	15.63	YES	
Aug-01	99.80	19665	97.76	138480		0.11	18.09	YES	
Sep-01	99.80	10135	96.63	95203		0.19	16.81	YES	
Oct-01	98.22	13501	95.30	131718		0.19	15.27	YES	
Nov-01	98.26	11153	95.44	146887		0.20	13.76	YES	
Dec-01	97.47	8415	95.67	127015		0.23	7.86	YES	
Jan-02	97.95	7709	97.08	155140		0.20	4.43	YES	
Feb-02	97.22	5361	96.22	140720		0.27	3.77	YES	
Mar-02	98.59	6009	94.64	140161		0.30	13.31	YES	
Apr-02	99.55	6379	91.80	138070		0.35	22.06	YES	
May-02	99.72	6840	94.00	135272		0.29	19.43	YES	
Jun-02	99.35	5521	93.33	126501		0.34	17.55	YES	

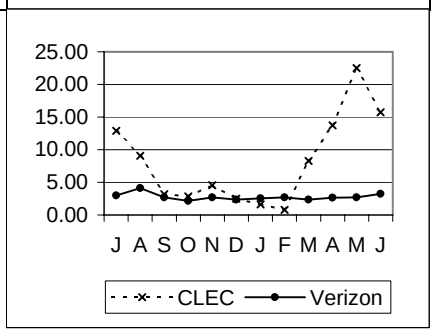


POTS - Provisioning (cont.)

PR-3 - Completed within X Days - Platform & Other (Switch & INP) (cont.)

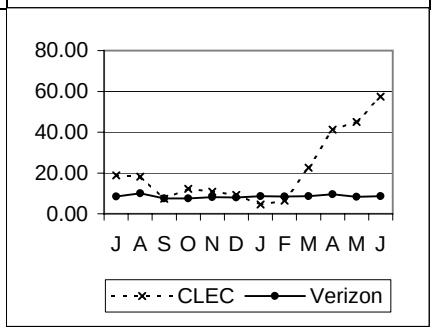
PR-3-04-3142 — **% Completed in 1 Day (1–5 Lines – Dispatch)** — Parity with VZ Retail

	Retail POTS							
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**12.87**	101	**2.97**	11913		1.70	5.84	YES
Aug-01	**9.09**	99	**4.10**	14790		2.00	2.50	YES
Sep-01	**3.19**	94	**2.68**	11198		1.67	0.30	YES
Oct-01	**2.83**	212	**2.16**	16459		1.00	0.67	YES
Nov-01	**4.55**	176	**2.72**	14691		1.23	1.48	YES
Dec-01	**2.52**	238	**2.37**	13778		0.99	0.15	YES
Jan-02	**1.64**	244	**2.53**	16219		1.01	-0.88	YES
Feb-02	**0.80**	249	**2.68**	13893		1.03	-1.82	NO
Mar-02	**8.30**	265	**2.36**	14563		0.94	6.31	YES
Apr-02	**13.74**	182	**2.64**	14081		1.20	9.28	YES
May-02	**22.50**	120	**2.71**	15083		1.49	13.30	YES
Jun-02	**15.74**	108	**3.25**	13478		1.71	7.29	YES



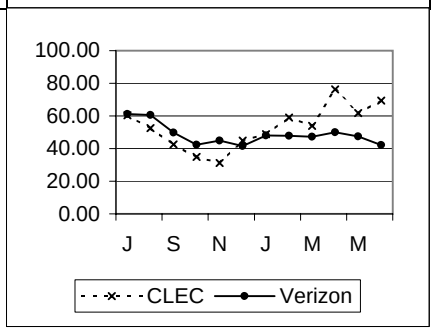
PR-3-05-3142 — **% Completed in 2 Days (1–5 Lines – Dispatch)** — Parity with VZ Retail

	Retail POTS							
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**18.81**	101	**8.44**	11913		2.78	3.73	YES
Aug-01	**18.18**	99	**10.05**	14790		3.03	2.68	YES
Sep-01	**7.45**	94	**7.58**	11198		2.74	-0.05	YES
Oct-01	**12.26**	212	**7.53**	16459		1.82	2.59	YES
Nov-01	**10.80**	176	**8.18**	14691		2.08	1.26	YES
Dec-01	**9.24**	238	**7.96**	13778		1.77	0.72	YES
Jan-02	**4.51**	244	**8.64**	16219		1.81	-2.28	NO
Feb-02	**6.43**	249	**8.52**	13893		1.79	-1.17	YES
Mar-02	**22.64**	265	**8.67**	14563		1.74	8.01	YES
Apr-02	**41.21**	182	**9.59**	14081		2.20	14.39	YES
May-02	**45.00**	120	**8.29**	15083		2.53	14.53	YES
Jun-02	**57.41**	108	**8.68**	13478		2.72	17.92	YES



PR-3-06-3142 — **% Completed in 3 Days (1–5 Lines – Dispatch)** — Parity with VZ Retail

	Retail POTS							
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**60.40**	101	**61.08**	11913		4.87	-0.14	YES
Aug-01	**52.53**	99	**60.66**	14790		4.93	-1.65	NO
Sep-01	**42.55**	94	**49.78**	11198		5.18	-1.40	YES
Oct-01	**34.91**	212	**42.32**	16459		3.42	-2.17	NO
Nov-01	**31.25**	176	**44.95**	14691		3.77	-3.63	NO
Dec-01	**44.96**	238	**41.65**	13778		3.22	1.03	YES
Jan-02	**48.77**	244	**47.98**	16219		3.22	0.25	YES
Feb-02	**59.04**	249	**47.87**	13893		3.19	3.50	YES
Mar-02	**53.96**	265	**47.24**	14563		3.09	2.17	YES
Apr-02	**76.37**	182	**50.01**	14081		3.73	7.07	YES
May-02	**61.67**	120	**47.44**	15083		4.58	3.11	YES
Jun-02	**69.44**	108	**42.09**	13478		4.77	5.73	YES



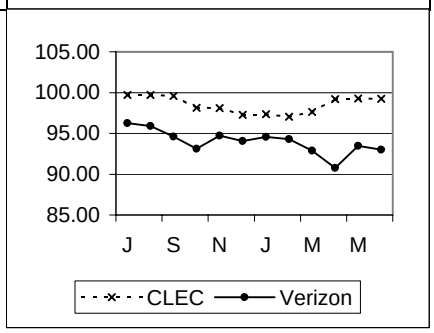
POTS - Provisioning (cont.)

PR-3 - Completed within X Days - Platform & Other (Switch & INP) (cont.)

PR-3-07-3142 — **% Completed in 4 Days (1–5 Lines – Total)** — Parity with VZ Retail

Retail POTS

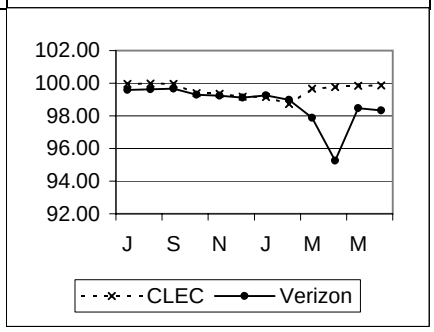
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**99.72**	16063	**96.25**	129378		0.16	21.83	YES
Aug-01	**99.69**	19764	**95.90**	153270		0.15	25.29	YES
Sep-01	**99.60**	10229	**94.59**	106401		0.23	21.39	YES
Oct-01	**98.13**	13713	**93.11**	148177		0.23	22.20	YES
Nov-01	**98.09**	11329	**94.71**	161578		0.22	15.54	YES
Dec-01	**97.27**	8653	**94.07**	140793		0.26	12.23	YES
Jan-02	**97.37**	7953	**94.57**	171359		0.26	10.77	YES
Feb-02	**97.04**	5610	**94.29**	154613		0.32	8.72	YES
Mar-02	**97.61**	6274	**92.87**	154724		0.33	14.30	YES
Apr-02	**99.19**	6561	**90.78**	152151		0.36	23.05	YES
May-02	**99.28**	6960	**93.46**	150355		0.30	19.20	YES
Jun-02	**99.24**	5629	**93.00**	139979		0.35	17.99	YES



PR-3-08-3142 — **% Completed in 5 Days (1–5 Lines – No Dispatch)** — Parity with VZ Retail

Retail POTS

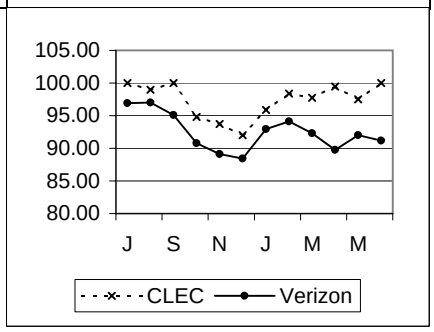
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**99.97**	15962	**99.59**	117465		0.05	7.05	YES
Aug-01	**99.98**	19665	**99.63**	138480		0.05	7.56	YES
Sep-01	**99.97**	10135	**99.66**	95203		0.06	5.10	YES
Oct-01	**99.39**	13501	**99.30**	131718		0.08	1.19	YES
Nov-01	**99.36**	11153	**99.23**	146887		0.09	1.51	YES
Dec-01	**99.17**	8415	**99.11**	127015		0.11	0.57	YES
Jan-02	**99.16**	7709	**99.25**	155140		0.10	-0.89	YES
Feb-02	**98.73**	5361	**98.99**	140720		0.14	-1.87	NO
Mar-02	**99.67**	6009	**97.89**	140161		0.19	9.40	YES
Apr-02	**99.76**	6379	**95.26**	138070		0.27	16.54	YES
May-02	**99.85**	6840	**98.48**	135272		0.15	9.04	YES
Jun-02	**99.86**	5521	**98.33**	126501		0.18	8.68	YES



PR-3-09-3142 — **% Completed in 5 Days (1–5 Lines – Dispatch)** — Parity with VZ Retail

Retail POTS

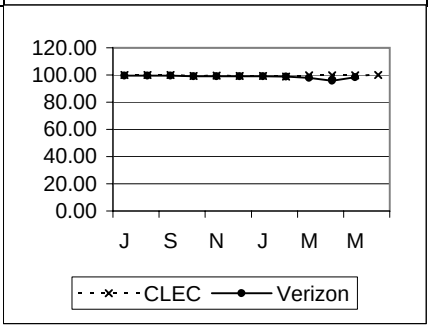
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**100.00**	101	**96.89**	11913		1.73	1.79	YES
Aug-01	**98.99**	99	**96.99**	14790		1.72	1.16	YES
Sep-01	**100.00**	94	**95.11**	11198		2.23	2.19	YES
Oct-01	**94.81**	212	**90.78**	16459		2.00	2.02	YES
Nov-01	**93.75**	176	**89.14**	14691		2.36	1.95	YES
Dec-01	**92.02**	238	**88.42**	13778		2.09	1.72	YES
Jan-02	**95.90**	244	**92.94**	16219		1.65	1.79	YES
Feb-02	**98.39**	249	**94.11**	13893		1.51	2.84	YES
Mar-02	**97.74**	265	**92.28**	14563		1.65	3.30	YES
Apr-02	**99.45**	182	**89.76**	14081		2.26	4.28	YES
May-02	**97.50**	120	**92.02**	15083		2.48	2.21	YES
Jun-02	**100.00**	108	**91.20**	13478		2.74	3.22	YES



POTS - Provisioning (cont.)

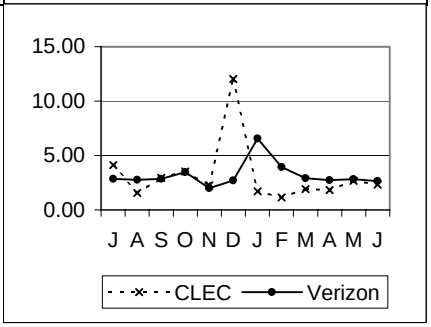
PR-3 - Completed within X Days - Platform & Other (Switch & INP) (cont.)

PR-3-10-3142	% Completed in 6 Days (1–5 Lines – Total)								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	99.98	16063	99.53	129378		0.06	7.86	YES	
Aug-01	99.98	19764	99.55	153270		0.05	8.50	YES	
Sep-01	99.97	10229	99.59	106401		0.07	5.74	YES	
Oct-01	99.39	13713	99.06	148177		0.09	3.83	YES	
Nov-01	99.43	11329	99.05	161578		0.09	4.03	YES	
Dec-01	99.21	8653	99.00	140793		0.11	1.91	YES	
Jan-02	99.25	7953	99.12	171359		0.11	1.21	YES	
Feb-02	98.82	5610	98.94	154613		0.14	-0.86	YES	
Mar-02	99.68	6274	97.93	154724		0.18	9.54	YES	
Apr-02	99.80	6561	95.81	152151		0.25	15.79	YES	
May-02	99.84	6960	98.41	150355		0.15	9.32	YES	
Jun-02	99.89	5629	#N/A	139979					

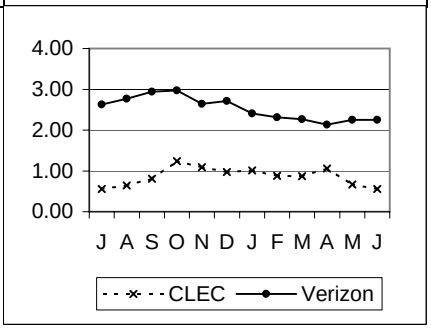


PR-4 - Missed Appointments

PR-4-02-3100	Average Delay Days – Total								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	4.11	38	2.85	2419	12.83	2.10	-0.60	YES	
Aug-01	1.55	51	2.76	3101	9.08	1.28	0.94	YES	
Sep-01	2.95	59	2.85	3249	8.25	1.08	-0.09	YES	
Oct-01	3.53	59	3.46	3861	7.92	1.04	-0.07	YES	
Nov-01	2.26	74	1.99	6935	6.55	0.77	-0.35	YES	
Dec-01	12.03	38	2.72	2070	8.52	1.39	-6.68	NO	
Jan-02	1.72	54	6.56	5466	33.90	4.64	1.04	YES	
Feb-02	1.16	43	3.94	1796	19.37	2.99	0.93	YES	
Mar-02	1.92	49	2.92	2529	13.94	2.01	0.50	YES	
Apr-02	1.81	54	2.74	2851	14.01	1.92	0.48	YES	
May-02	2.67	60	2.83	3701	13.40	1.74	0.09	YES	
Jun-02	2.31	62	2.65	3284	11.42	1.46	0.23	YES	



PR-4-03-3100	% Missed Appointment – Customer								No Standard
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.56	60121	2.63	285519					
Aug-01	0.64	66682	2.77	340456					
Sep-01	0.81	51720	2.94	239074					
Oct-01	1.24	68117	2.97	318382					
Nov-01	1.09	59542	2.64	329776					
Dec-01	0.97	48806	2.71	299008					
Jan-02	1.01	52072	2.41	332637					
Feb-02	0.88	43617	2.31	309809					
Mar-02	0.87	43399	2.27	304708					
Apr-02	1.06	43270	2.13	316529					
May-02	0.67	45514	2.25	314266					
Jun-02	0.56	39892	2.25	284373					



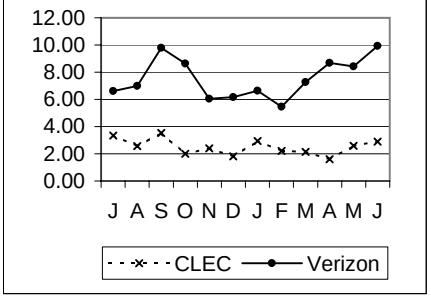
POTS - Provisioning (cont.)

PR-4 - Missed Appointments (cont.)

PR-4-04-3113 — **% Missed Appointment – Verizon – Dispatch – Loop New** — Parity with VZ Retail

Retail POTS

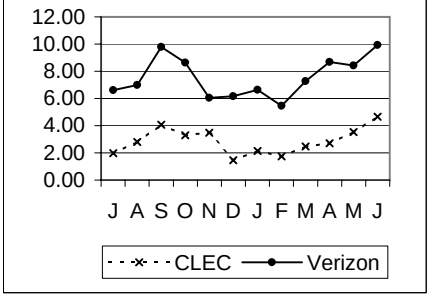
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**3.35**	717	**6.62**	32492		0.94	3.48	YES
Aug-01	**2.56**	975	**6.98**	41298		0.83	5.35	YES
Sep-01	**3.53**	821	**9.78**	30838		1.05	5.95	YES
Oct-01	**2.00**	1100	**8.63**	34603		0.86	7.71	YES
Nov-01	**2.39**	962	**6.04**	29639		0.78	4.68	YES
Dec-01	**1.82**	1044	**6.16**	27922		0.76	5.73	YES
Jan-02	**2.93**	1092	**6.63**	30677		0.77	4.83	YES
Feb-02	**2.21**	1132	**5.46**	26762		0.69	4.71	YES
Mar-02	**2.14**	1124	**7.27**	28571		0.79	6.50	YES
Apr-02	**1.61**	1246	**8.68**	27544		0.82	8.67	YES
May-02	**2.59**	1197	**8.42**	29565		0.82	7.12	YES
Jun-02	**2.90**	931	**9.93**	26748		1.00	7.05	YES



PR-4-04-3140 — **% Missed Appointment – Verizon – Dispatch – Platform** — Parity with VZ Retail

Retail POTS

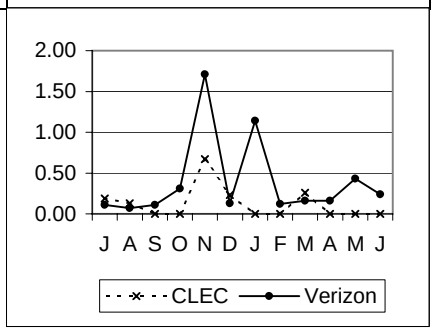
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**1.97**	557	**6.62**	32492		1.06	4.38	YES
Aug-01	**2.81**	854	**6.98**	41298		0.88	4.73	YES
Sep-01	**4.06**	714	**9.78**	30838		1.12	5.09	YES
Oct-01	**3.30**	1122	**8.63**	34603		0.85	6.26	YES
Nov-01	**3.48**	833	**6.04**	29639		0.84	3.06	YES
Dec-01	**1.46**	888	**6.16**	27922		0.82	5.73	YES
Jan-02	**2.14**	888	**6.63**	30677		0.85	5.30	YES
Feb-02	**1.73**	810	**5.46**	26762		0.81	4.60	YES
Mar-02	**2.48**	847	**7.27**	28571		0.91	5.29	YES
Apr-02	**2.70**	926	**8.68**	27544		0.94	6.36	YES
May-02	**3.54**	706	**8.42**	29565		1.06	4.61	YES
Jun-02	**4.66**	515	**9.93**	26748		1.33	3.96	YES



PR-4-05-3123 — **% Missed Appointment – Verizon – No Dispatch – Other** — Parity with VZ Retail

Retail POTS

	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**0.19**	538	**0.11**	253027		0.14	-0.56	YES
Aug-01	**0.13**	742	**0.07**	299158		0.10	-0.62	YES
Sep-01	**0.00**	582	**0.11**	208236		0.14	0.80	YES
Oct-01	**0.00**	599	**0.31**	283779		0.23	1.36	YES
Nov-01	**0.67**	448	**1.71**	300137		0.61	1.70	YES
Dec-01	**0.23**	443	**0.13**	271086		0.17	-0.58	YES
Jan-02	**0.00**	514	**1.14**	301960		0.47	2.43	YES
Feb-02	**0.00**	677	**0.12**	283047		0.13	0.90	YES
Mar-02	**0.26**	388	**0.16**	276137		0.20	-0.49	YES
Apr-02	**0.00**	839	**0.16**	288985		0.14	1.16	YES
May-02	**0.00**	333	**0.43**	284701		0.36	1.20	YES
Jun-02	**0.00**	385	**0.24**	257625		0.25	0.96	YES



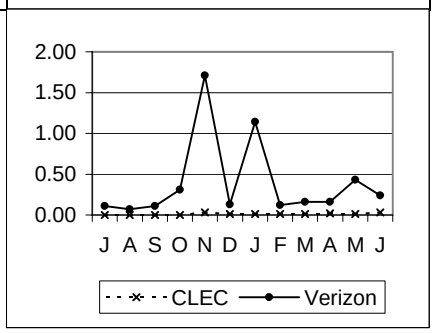
POTS - Provisioning (cont.)

PR-4 - Missed Appointments (cont.)

PR-4-05-3140 | **% Missed Appointment – Verizon – No Dispatch – Platform** | Parity with VZ Retail

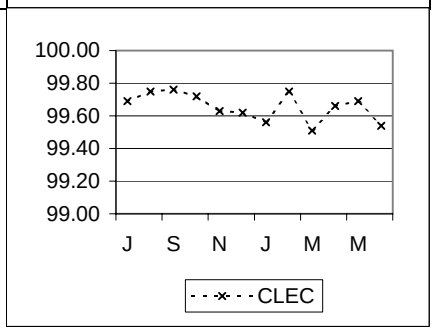
Retail POTS

	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**0.00**	58303	**0.11**	253027		0.02	7.22	YES
Aug-01	**0.00**	64106	**0.07**	299158		0.01	6.08	YES
Sep-01	**0.00**	49603	**0.11**	208236		0.02	6.64	YES
Oct-01	**0.00**	65286	**0.31**	283779		0.02	12.85	YES
Nov-01	**0.03**	57290	**1.71**	300137		0.06	28.42	YES
Dec-01	**0.01**	46428	**0.13**	271086		0.02	6.63	YES
Jan-02	**0.01**	49568	**1.14**	301960		0.05	21.96	YES
Feb-02	**0.01**	40987	**0.12**	283047		0.02	6.01	YES
Mar-02	**0.01**	41029	**0.16**	276137		0.02	7.09	YES
Apr-02	**0.02**	40255	**0.16**	288985		0.02	6.58	YES
May-02	**0.01**	43277	**0.43**	284701		0.03	12.44	YES
Jun-02	**0.03**	38055	**0.24**	257625		0.03	7.81	YES



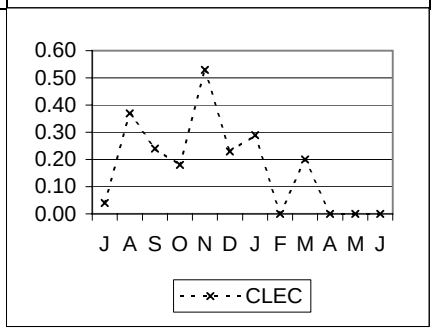
PR-4-07-3540 | **% On Time Performance – LNP** | 95% On Time

	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**99.69**	4492					4.69	YES
Aug-01	**99.75**	4815					4.75	YES
Sep-01	**99.76**	4220					4.76	YES
Oct-01	**99.72**	4637					4.72	YES
Nov-01	**99.63**	4298					4.63	YES
Dec-01	**99.62**	4250					4.62	YES
Jan-02	**99.56**	4825					4.56	YES
Feb-02	**99.75**	5198					4.75	YES
Mar-02	**99.51**	5075					4.51	YES
Apr-02	**99.66**	4962					4.66	YES
May-02	**99.69**	3872					4.69	YES
Jun-02	**99.54**	2821					4.54	YES



PR-4-08-3111 | **% MA – Customer – Due to Late Order Conf. – Hot Cut Loop** | No Standard

	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**0.04**	2450						
Aug-01	**0.37**	2431						
Sep-01	**0.24**	2103						
Oct-01	**0.18**	2778						
Nov-01	**0.53**	2459						
Dec-01	**0.23**	2210						
Jan-02	**0.29**	2075						
Feb-02	**0.00**	2690						
Mar-02	**0.20**	2546						
Apr-02	**0.00**	2773						
May-02	**0.00**	2721						
Jun-02	**0.00**	2591						

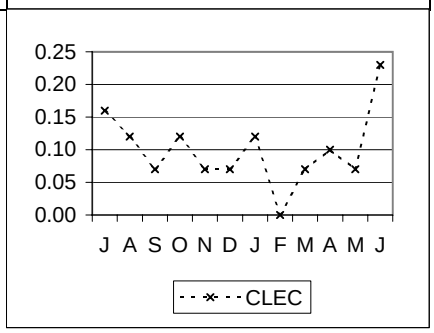


POTS - Provisioning (cont.)

PR-4 - Missed Appointments (cont.)

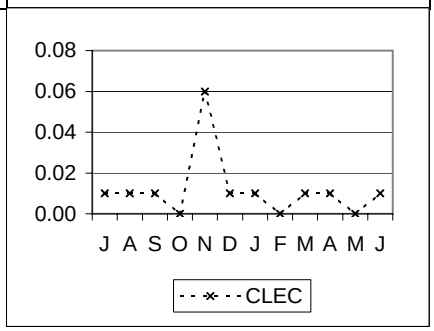
PR-4-08-3123 | **% MA – Customer – Due to Late Order Conf. – Other (Switch & INP)** | No Standard

	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**0.16**	1261						
Aug-01	**0.12**	1722						
Sep-01	**0.07**	1403						
Oct-01	**0.12**	1709						
Nov-01	**0.07**	1419						
Dec-01	**0.07**	1490						
Jan-02	**0.12**	1616						
Feb-02	**0.00**	1820						
Mar-02	**0.07**	1523						
Apr-02	**0.10**	2089						
May-02	**0.07**	1532						
Jun-02	**0.23**	1322						



PR-4-08-3140 | **% MA – Customer – Due to Late Order Conf. – Platform** | No Standard

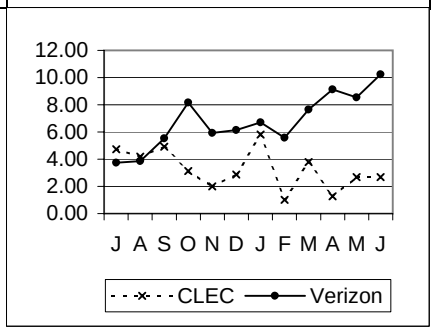
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**0.01**	58860						
Aug-01	**0.01**	64960						
Sep-01	**0.01**	50317						
Oct-01	**0.00**	66408						
Nov-01	**0.06**	58123						
Dec-01	**0.01**	47316						
Jan-02	**0.01**	50456						
Feb-02	**0.00**	41797						
Mar-02	**0.01**	41876						
Apr-02	**0.01**	41181						
May-02	**0.00**	43983						
Jun-02	**0.01**	38570						



PR-4-10-3113 | **% MA – VZ – Std. Interval (W Coded) Orders – Disp. – Loop New** | Parity with VZ Retail

Retail POTS

	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**4.73**	169	**3.75**	16079		1.47	-0.67	YES
Aug-01	**4.20**	238	**3.86**	19691		1.26	-0.27	YES
Sep-01	**4.92**	183	**5.52**	14738		1.70	0.35	YES
Oct-01	**3.13**	224	**8.17**	23014		1.84	2.74	YES
Nov-01	**2.01**	199	**5.94**	20393		1.68	2.33	YES
Dec-01	**2.86**	175	**6.14**	19358		1.82	1.80	YES
Jan-02	**5.81**	155	**6.70**	22062		2.02	0.44	YES
Feb-02	**1.01**	199	**5.57**	18607		1.63	2.79	YES
Mar-02	**3.80**	184	**7.65**	19636		1.97	1.96	YES
Apr-02	**1.28**	234	**9.13**	18926		1.89	4.14	YES
May-02	**2.69**	223	**8.53**	20268		1.88	3.11	YES
Jun-02	**2.68**	261	**10.23**	18168		1.89	4.00	YES



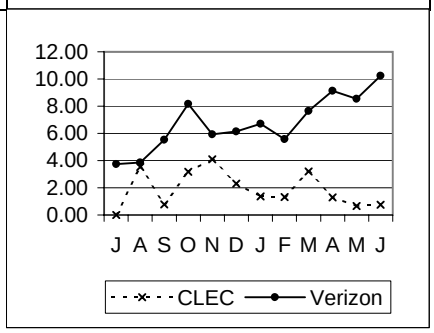
POTS - Provisioning (cont.)

PR-4 - Missed Appointments (cont.)

PR-4-10-3140 — **% MA – VZ – Std. Interval (W Coded) Orders – Disp. – Platform** — Parity with VZ Retail

Retail POTS

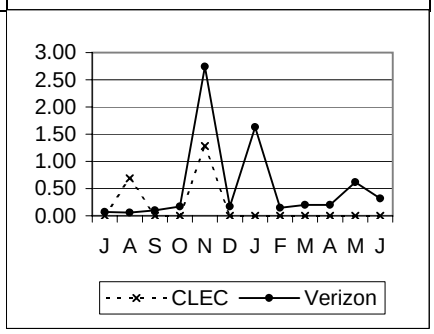
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**0.00**	126	**3.75**	16079		1.70	2.21	YES
Aug-01	**3.52**	142	**3.86**	19691		1.62	0.21	YES
Sep-01	**0.78**	129	**5.52**	14738		2.02	2.35	YES
Oct-01	**3.17**	315	**8.17**	23014		1.55	3.22	YES
Nov-01	**4.10**	244	**5.94**	20393		1.52	1.21	YES
Dec-01	**2.31**	303	**6.14**	19358		1.39	2.76	YES
Jan-02	**1.37**	291	**6.70**	22062		1.48	3.61	YES
Feb-02	**1.32**	302	**5.57**	18607		1.33	3.19	YES
Mar-02	**3.21**	312	**7.65**	19636		1.52	2.93	YES
Apr-02	**1.29**	233	**9.13**	18926		1.90	4.13	YES
May-02	**0.66**	152	**8.53**	20268		2.27	3.46	YES
Jun-02	**0.75**	134	**10.23**	18168		2.63	3.61	YES



PR-4-11-3123 — **% MA – VZ – Std. Interval (W Coded) Orders – No Disp. – Other** — Parity with VZ Retail

Retail POTS

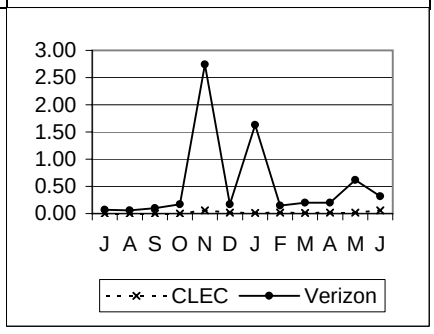
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**0.00**	119	**0.07**	151999		0.24	0.29	YES
Aug-01	**0.69**	144	**0.06**	178954		0.20	-3.09	NO
Sep-01	**0.00**	135	**0.10**	122545		0.27	0.37	YES
Oct-01	**0.00**	106	**0.17**	167966		0.40	0.42	YES
Nov-01	**1.28**	78	**2.74**	178913		1.85	0.79	YES
Dec-01	**0.00**	53	**0.17**	158784		0.57	0.30	YES
Jan-02	**0.00**	72	**1.63**	194693		1.49	1.09	YES
Feb-02	**0.00**	443	**0.15**	174644		0.18	0.81	YES
Mar-02	**0.00**	120	**0.20**	174824		0.41	0.49	YES
Apr-02	**0.00**	597	**0.20**	174018		0.18	1.09	YES
May-02	**0.00**	54	**0.62**	169216		1.07	0.58	YES
Jun-02	**0.00**	103	**0.32**	161869		0.56	0.57	YES



PR-4-11-3140 — **% MA – VZ – Std. Interval (W Coded) Orders – No Disp. – Platform** — Parity with VZ Retail

Retail POTS

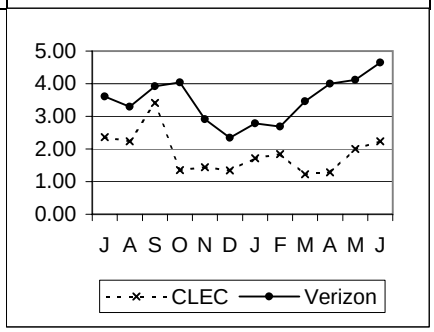
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**0.00**	25511	**0.07**	151999		0.02	3.91	YES
Aug-01	**0.00**	28118	**0.06**	178954		0.02	3.82	YES
Sep-01	**0.00**	16698	**0.10**	122545		0.03	3.84	YES
Oct-01	**0.00**	20392	**0.17**	167966		0.03	5.56	YES
Nov-01	**0.06**	20109	**2.74**	178913		0.12	22.07	YES
Dec-01	**0.02**	14494	**0.17**	158784		0.04	4.20	YES
Jan-02	**0.01**	18559	**1.63**	194693		0.10	16.65	YES
Feb-02	**0.02**	12213	**0.15**	174644		0.04	3.59	YES
Mar-02	**0.01**	12979	**0.20**	174824		0.04	4.67	YES
Apr-02	**0.02**	14032	**0.20**	174018		0.04	4.59	YES
May-02	**0.02**	15512	**0.62**	169216		0.07	9.11	YES
Jun-02	**0.06**	12291	**0.32**	161869		0.05	4.92	YES



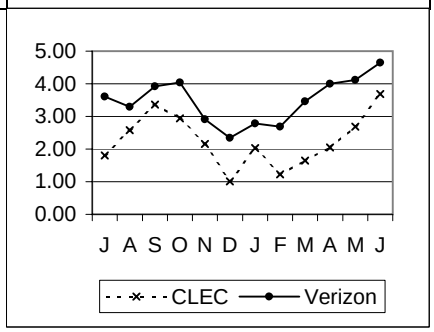
POTS - Provisioning (cont.)

PR-5- Facility Missed Orders

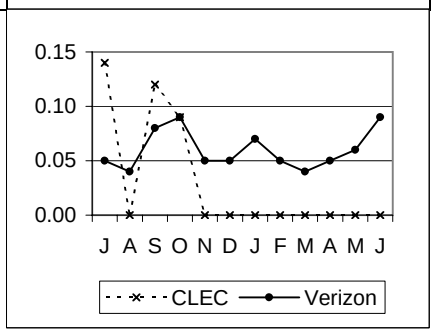
PR-5-01-3112	% Missed Appointment – Verizon Facilities – Loop								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	2.36	721	3.61	32492		0.70	1.78	YES	
Aug-01	2.24	980	3.29	41298		0.58	1.82	YES	
Sep-01	3.41	821	3.92	30838		0.69	0.74	YES	
Oct-01	1.35	1110	4.04	34603		0.60	4.48	YES	
Nov-01	1.44	971	2.91	29639		0.55	2.68	YES	
Dec-01	1.34	1046	2.34	27922		0.48	2.10	YES	
Jan-02	1.72	1102	2.78	30677		0.50	2.10	YES	
Feb-02	1.84	1143	2.69	26762		0.49	1.74	YES	
Mar-02	1.23	1135	3.46	28571		0.55	4.03	YES	
Apr-02	1.28	1250	4.00	27544		0.57	4.80	YES	
May-02	2.00	1199	4.12	29565		0.59	3.62	YES	
Jun-02	2.24	937	4.65	26748		0.70	3.44	YES	



PR-5-01-3140	% Missed Appointment – Verizon Facilities – Platform								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	1.80	557	3.61	32492		0.80	2.27	YES	
Aug-01	2.58	854	3.29	41298		0.62	1.15	YES	
Sep-01	3.36	714	3.92	30838		0.73	0.76	YES	
Oct-01	2.94	1122	4.04	34603		0.60	1.84	YES	
Nov-01	2.16	833	2.91	29639		0.59	1.27	YES	
Dec-01	1.01	888	2.34	27922		0.52	2.58	YES	
Jan-02	2.03	888	2.78	30677		0.56	1.34	YES	
Feb-02	1.23	810	2.69	26762		0.58	2.53	YES	
Mar-02	1.65	847	3.46	28571		0.64	2.84	YES	
Apr-02	2.05	926	4.00	27544		0.65	2.98	YES	
May-02	2.69	706	4.12	29565		0.76	1.89	YES	
Jun-02	3.69	515	4.65	26748		0.94	1.02	YES	



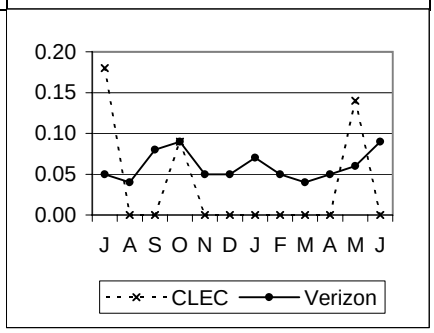
PR-5-02-3112	% Orders Held for Facilities > 15 Days – Loop								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.14	721	0.05	32492		0.08	-1.07	YES	
Aug-01	0.00	980	0.04	41298		0.06	0.62	YES	
Sep-01	0.12	821	0.08	30838		0.10	-0.40	YES	
Oct-01	0.09	1110	0.09	34603		0.09	0.00	YES	
Nov-01	0.00	971	0.05	29639		0.07	0.69	YES	
Dec-01	0.00	1046	0.05	27922		0.07	0.71	YES	
Jan-02	0.00	1102	0.07	30677		0.08	0.86	YES	
Feb-02	0.00	1143	0.05	26762		0.07	0.74	YES	
Mar-02	0.00	1135	0.04	28571		0.06	0.66	YES	
Apr-02	0.00	1250	0.05	27544		0.06	0.77	YES	
May-02	0.00	1199	0.06	29565		0.07	0.83	YES	
Jun-02	0.00	937	0.09	26748		0.10	0.90	YES	



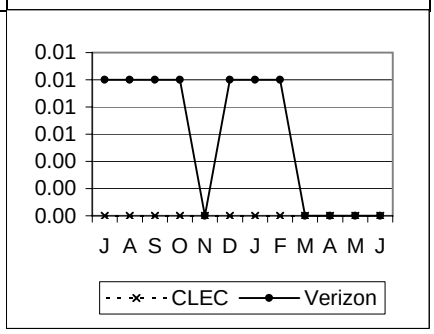
POTS - Provisioning (cont.)

PR-5- Facility Missed Orders (cont.)

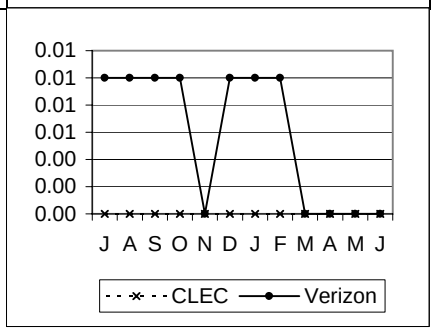
PR-5-02-3140	% Orders Held for Facilities > 15 Days – Platform								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.18	557	0.05	32492		0.10	-1.36	YES	
Aug-01	0.00	854	0.04	41298		0.07	0.58	YES	
Sep-01	0.00	714	0.08	30838		0.11	0.75	YES	
Oct-01	0.09	1122	0.09	34603		0.09	0.00	YES	
Nov-01	0.00	833	0.05	29639		0.08	0.64	YES	
Dec-01	0.00	888	0.05	27922		0.08	0.66	YES	
Jan-02	0.00	888	0.07	30677		0.09	0.78	YES	
Feb-02	0.00	810	0.05	26762		0.08	0.63	YES	
Mar-02	0.00	847	0.04	28571		0.07	0.57	YES	
Apr-02	0.00	926	0.05	27544		0.07	0.67	YES	
May-02	0.14	706	0.06	29565		0.09	-0.86	YES	
Jun-02	0.00	515	0.09	26748		0.13	0.67	YES	



PR-5-03-3112	% Orders Held for Facilities > 60 Days – Loop								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	721	0.01	32492		0.04	0.27	YES	
Aug-01	0.00	980	0.01	41298		0.03	0.31	YES	
Sep-01	0.00	821	0.01	30838		0.04	0.28	YES	
Oct-01	0.00	1110	0.01	34603		0.03	0.33	YES	
Nov-01	0.00	971	0.00	29639		0.00			
Dec-01	0.00	1046	0.01	27922		0.03	0.32	YES	
Jan-02	0.00	1102	0.01	30677		0.03	0.33	YES	
Feb-02	0.00	1143	0.01	26762		0.03	0.33	YES	
Mar-02	0.00	1135	0.00	28571		0.00			
Apr-02	0.00	1250	0.00	27544		0.00			
May-02	0.00	1199	0.00	29565		0.00			
Jun-02	0.00	937	0.00	26748		0.00			



PR-5-03-3140	% Orders Held for Facilities > 60 Days – Platform								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	557	0.01	32492		0.04	0.23	YES	
Aug-01	0.00	854	0.01	41298		0.03	0.29	YES	
Sep-01	0.00	714	0.01	30838		0.04	0.26	YES	
Oct-01	0.00	1122	0.01	34603		0.03	0.33	YES	
Nov-01	0.00	833	0.00	29639		0.00			
Dec-01	0.00	888	0.01	27922		0.03	0.29	YES	
Jan-02	0.00	888	0.01	30677		0.03	0.29	YES	
Feb-02	0.00	810	0.01	26762		0.04	0.28	YES	
Mar-02	0.00	847	0.00	28571		0.00			
Apr-02	0.00	926	0.00	27544		0.00			
May-02	0.00	706	0.00	29565		0.00			
Jun-02	0.00	515	0.00	26748		0.00			



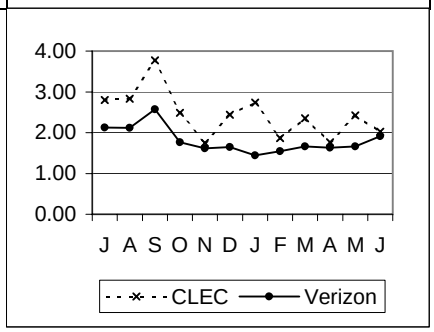
POTS - Provisioning (cont.)

PR-6 - Installation Quality

PR-6-01-3112 — **% Installation Troubles reported within 30 Days – Loop** — Parity with VZ Retail

Retail POTS

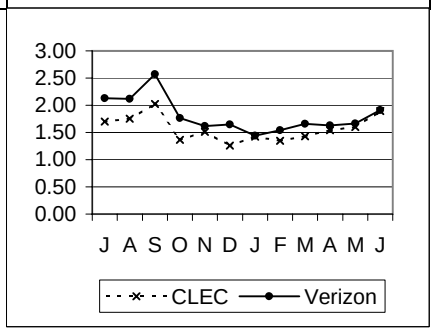
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**2.80**	9334	**2.13**	440447		0.15	-4.44	NO
Aug-01	**2.83**	10148	**2.11**	511602		0.14	-4.94	NO
Sep-01	**3.77**	8166	**2.57**	367309		0.18	-6.78	NO
Oct-01	**2.48**	10423	**1.76**	492364		0.13	-5.54	NO
Nov-01	**1.75**	9188	**1.62**	492174		0.13	-1.01	YES
Dec-01	**2.44**	7911	**1.65**	460507		0.14	-5.51	NO
Jan-02	**2.73**	8413	**1.44**	508011		0.13	-9.86	NO
Feb-02	**1.87**	9273	**1.54**	458574		0.13	-2.49	NO
Mar-02	**2.35**	8371	**1.66**	464357		0.14	-4.91	NO
Apr-02	**1.77**	10126	**1.63**	474210		0.13	-1.08	YES
May-02	**2.42**	8673	**1.66**	504685		0.14	-5.47	NO
Jun-02	**2.03**	7996	**1.91**	442706		0.15	-0.73	YES



PR-6-01-3140 — **% Installation Troubles reported within 30 Days – Platform** — Parity with VZ Retail

Retail POTS

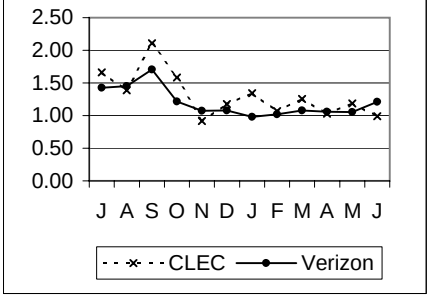
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**1.70**	35004	**2.13**	440447		0.08	5.29	YES
Aug-01	**1.76**	41920	**2.11**	511602		0.07	4.91	YES
Sep-01	**2.03**	29777	**2.57**	367309		0.10	5.72	YES
Oct-01	**1.36**	46901	**1.76**	492364		0.06	6.31	YES
Nov-01	**1.51**	34981	**1.62**	492174		0.07	1.52	YES
Dec-01	**1.26**	33916	**1.65**	460507		0.07	5.40	YES
Jan-02	**1.43**	30307	**1.44**	508011		0.07	0.23	YES
Feb-02	**1.35**	28307	**1.54**	458574		0.08	2.57	YES
Mar-02	**1.43**	28624	**1.66**	464357		0.08	2.98	YES
Apr-02	**1.54**	25135	**1.63**	474210		0.08	1.11	YES
May-02	**1.60**	26835	**1.66**	504685		0.08	0.77	YES
Jun-02	**1.89**	23839	**1.91**	442706		0.09	0.23	YES



PR-6-02-3112 — **% Installation Troubles reported within 7 Days – Loop** — Parity with VZ Retail

Retail POTS

	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**1.66**	9334	**1.43**	440447		0.12	-1.89	NO
Aug-01	**1.39**	10148	**1.45**	511602		0.12	0.53	YES
Sep-01	**2.11**	8166	**1.71**	367309		0.14	-2.75	NO
Oct-01	**1.58**	10423	**1.22**	492364		0.11	-3.38	NO
Nov-01	**0.91**	9188	**1.08**	492174		0.11	1.48	YES
Dec-01	**1.18**	7911	**1.08**	460507		0.12	-0.82	YES
Jan-02	**1.34**	8413	**0.98**	508011		0.11	-3.33	NO
Feb-02	**1.07**	9273	**1.02**	458574		0.11	-0.44	YES
Mar-02	**1.25**	8371	**1.08**	464357		0.11	-1.55	YES
Apr-02	**1.03**	10126	**1.06**	474210		0.10	0.32	YES
May-02	**1.19**	8673	**1.05**	504685		0.11	-1.21	YES
Jun-02	**0.99**	7996	**1.21**	442706		0.12	1.82	YES



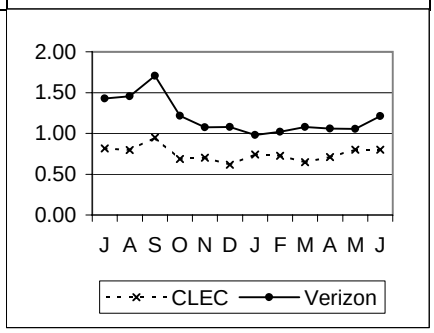
POTS - Provisioning (cont.)

PR-6 - Installation Quality (cont.)

PR-6-02-3140 | **% Installation Troubles reported within 7 Days – Platform** | Parity with VZ Retail

Retail POTS

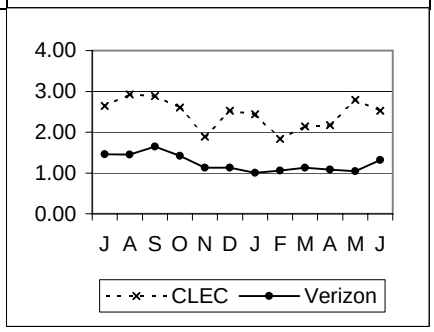
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**0.82**	35004	**1.43**	440447		0.07	9.25	YES
Aug-01	**0.79**	41920	**1.45**	511602		0.06	10.84	YES
Sep-01	**0.95**	29777	**1.71**	367309		0.08	9.70	YES
Oct-01	**0.68**	46901	**1.22**	492364		0.05	10.04	YES
Nov-01	**0.70**	34981	**1.08**	492174		0.06	6.52	YES
Dec-01	**0.62**	33916	**1.08**	460507		0.06	7.96	YES
Jan-02	**0.74**	30307	**0.98**	508011		0.06	4.11	YES
Feb-02	**0.72**	28307	**1.02**	458574		0.06	4.83	YES
Mar-02	**0.65**	28624	**1.08**	464357		0.06	6.86	YES
Apr-02	**0.71**	25135	**1.06**	474210		0.07	5.30	YES
May-02	**0.80**	26835	**1.05**	504685		0.06	3.95	YES
Jun-02	**0.80**	23839	**1.21**	442706		0.07	5.66	YES



PR-6-03-3112 | **% Installation Troubles reported within 30 Days – FOK/TOK/CPE – Loop** | No Standard

Retail POTS

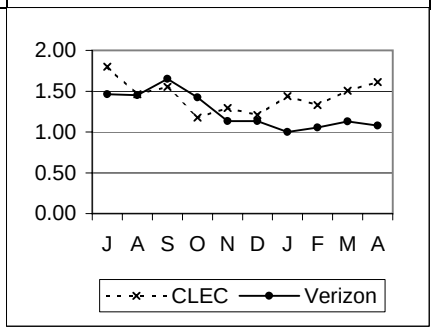
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**2.65**	9334	**1.46**	440447				
Aug-01	**2.93**	10148	**1.45**	511602				
Sep-01	**2.89**	8166	**1.65**	367309				
Oct-01	**2.60**	10423	**1.42**	492364				
Nov-01	**1.89**	9188	**1.13**	492174				
Dec-01	**2.53**	7911	**1.13**	460507				
Jan-02	**2.44**	8413	**1.00**	508011				
Feb-02	**1.83**	9273	**1.06**	458574				
Mar-02	**2.14**	8371	**1.13**	464357				
Apr-02	**2.17**	10126	**1.08**	474210				
May-02	**2.79**	8673	**1.04**	504685				
Jun-02	**2.53**	7996	**1.32**	442706				



PR-6-03-3140 | **% Installation Troubles reported within 30 Days – FOK/TOK/CPE – Platform** | No Standard

Retail POTS

	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**1.80**	35004	**1.46**	440447				
Aug-01	**1.46**	41920	**1.45**	511602				
Sep-01	**1.55**	29777	**1.65**	367309				
Oct-01	**1.18**	46901	**1.42**	492364				
Nov-01	**1.29**	34981	**1.13**	492174				
Dec-01	**1.21**	33916	**1.13**	460507				
Jan-02	**1.44**	30307	**1.00**	508011				
Feb-02	**1.33**	28307	**1.06**	458574				
Mar-02	**1.51**	28624	**1.13**	464357				
Apr-02	**1.61**	25135	**1.08**	474210				



POTS - Provisioning (cont.)

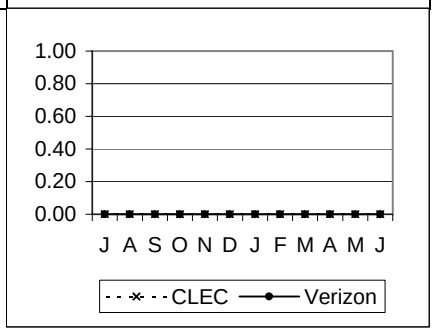
PR-6 - Installation Quality (cont.)

PR-6-03-3142	% Installation Troubles reported within 30 Days – FOK/TOK/CPE – Other								No Standard
	CLEC	*CLEC Vol*	***VZ***	*VZ Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**1.62**	26836	**1.04**	504685					
Jun-02	**2.10**	23839	**1.32**	442706					

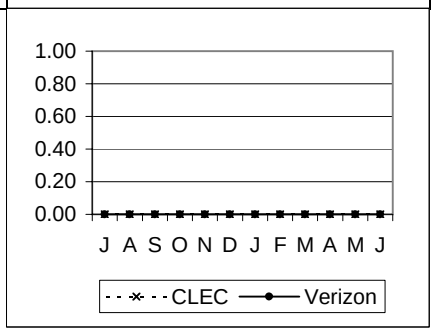
POTS - Provisioning (cont.)

PR-8 - Open Orders in a Hold Status

PR-8-01-3100	% Open Orders in a Hold Status > 30 Days								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	60121	0.00	285519		0.00			
Aug-01	0.00	66682	0.00	340456		0.00			
Sep-01	0.00	51720	0.00	239074		0.00			
Oct-01	0.00	68117	0.00	318382		0.00			
Nov-01	0.00	59542	0.00	329776		0.00			
Dec-01	0.00	48806	0.00	299008		0.00			
Jan-02	0.00	52072	0.00	332637		0.00			
Feb-02	0.00	43617	0.00	309809		0.00			
Mar-02	0.00	43399	0.00	304708		0.00			
Apr-02	0.00	43270	0.00	316529		0.00			
May-02	0.00	45514	0.00	314266		0.00			
Jun-02	0.00	39892	0.00	284373		0.00			

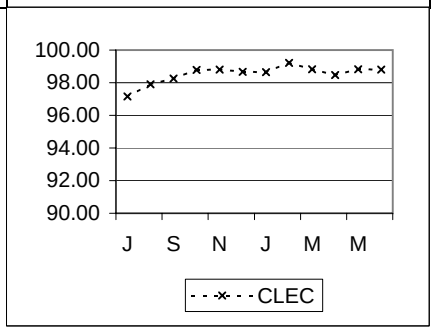


PR-8-02-3100	% Open Orders in a Hold Status > 90 Days								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	60121	0.00	285519		0.00			
Aug-01	0.00	66682	0.00	340456		0.00			
Sep-01	0.00	51720	0.00	239074		0.00			
Oct-01	0.00	68117	0.00	318382		0.00			
Nov-01	0.00	59542	0.00	329776		0.00			
Dec-01	0.00	48806	0.00	299008		0.00			
Jan-02	0.00	52072	0.00	332637		0.00			
Feb-02	0.00	43617	0.00	309809		0.00			
Mar-02	0.00	43399	0.00	304708		0.00			
Apr-02	0.00	43270	0.00	316529		0.00			
May-02	0.00	45514	0.00	314266		0.00			
Jun-02	0.00	39892	0.00	284373		0.00			



PR-9 - Hot Cuts

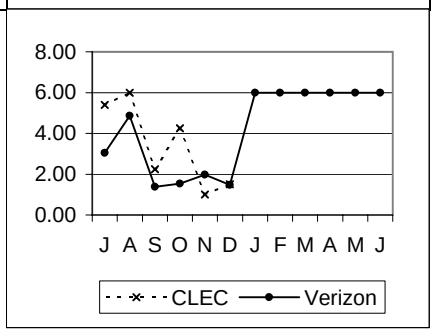
PR-9-01-3520	% On Time Performance – Hot Cuts								95% w/in cut over window
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	97.15	2529					2.15	YES	
Aug-01	97.90	2431					2.90	YES	
Sep-01	98.26	2244					3.26	YES	
Oct-01	98.78	2795					3.78	YES	
Nov-01	98.80	2499					3.80	YES	
Dec-01	98.67	2100					3.67	YES	
Jan-02	98.65	2149					3.65	YES	
Feb-02	99.22	2826					4.22	YES	
Mar-02	98.82	2454					3.82	YES	
Apr-02	98.47	3009					3.47	YES	
May-02	98.82	2617					3.82	YES	
Jun-02	98.81	2599					3.81	YES	



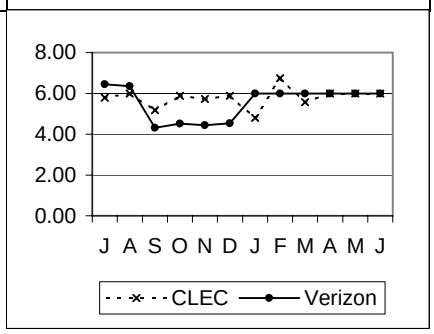
Complex Services - 2 Wire Digital

PR-1 - Average Interval Offered

PR-1-01-3341	Average Interval Offered – Total No Dispatch								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	5.40	10	3.04	381	3.02	0.97	-2.44	NO	
Aug-01	6.00	5	4.86	442	4.52			Base<10	
Sep-01	2.25	24	1.38	463	1.78	0.37	-2.33	NO	
Oct-01	4.25	16	1.53	666	1.67	0.42	-6.44	NO	
Nov-01	1.00	4	1.98	528	1.78			Base<10	
Dec-01	1.50	4	1.48	581	1.77			Base<10	
Jan-02	#N/A		6.00	14	0.00				
Feb-02	#N/A		6.00	7	0.00				
Mar-02	#N/A		6.00	21	0.00				
Apr-02	#N/A		6.00	13	0.00				
May-02	#N/A		6.00	11	0.00				
Jun-02	#N/A		6.00	10	0.00				

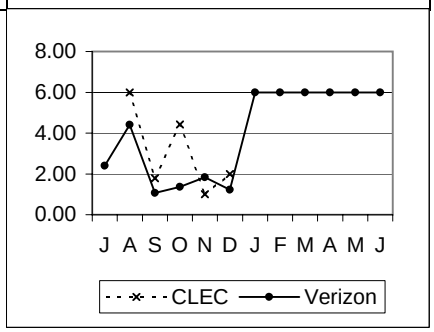


PR-1-02-3341	Average Interval Offered – Total Dispatch								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	5.79	14	6.45	716	4.31	1.16	0.57	YES	
Aug-01	6.00	11	6.36	743	4.49	1.36	0.26	YES	
Sep-01	5.18	38	4.32	507	1.52	0.26	-3.36	NO	
Oct-01	5.89	36	4.52	637	1.33	0.23	-6.01	NO	
Nov-01	5.73	22	4.44	539	1.39	0.30	-4.27	NO	
Dec-01	5.88	25	4.54	502	1.36	0.28	-4.81	NO	
Jan-02	4.80	5	6.00	110	0.00			Base<10	
Feb-02	6.75	8	6.00	80	0.00			Base<10	
Mar-02	5.57	7	6.00	88	0.00			Base<10	
Apr-02	6.00	4	6.00	57	0.00			Base<10	
May-02	6.00	10	6.00	88	0.00	0.00			
Jun-02	6.00	6	6.00	110	0.00			Base<10	



PR-2 - Average Completed Interval

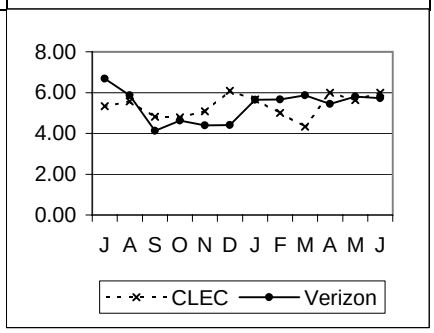
PR-2-01-3341	Average Interval Completed – Total No Dispatch								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		2.40	301	1.83				
Aug-01	6.00	1	4.41	347	5.54			Base<10	
Sep-01	1.79	19	1.07	389	1.52	0.36	-2.02	NO	
Oct-01	4.42	12	1.37	594	1.56	0.45	-6.71	NO	
Nov-01	1.00	3	1.84	473	1.74			Base<10	
Dec-01	2.00	2	1.23	504	1.67			Base<10	
Jan-02	#N/A		6.00	10	0.00				
Feb-02	#N/A		6.00	3	0.00				
Mar-02	#N/A		6.00	9	0.00				
Apr-02	#N/A		6.00	7	0.00				
May-02	#N/A		6.00	4	0.00				
Jun-02	#N/A		6.00	3	0.00				



Complex Services - 2 Wire Digital (cont.)

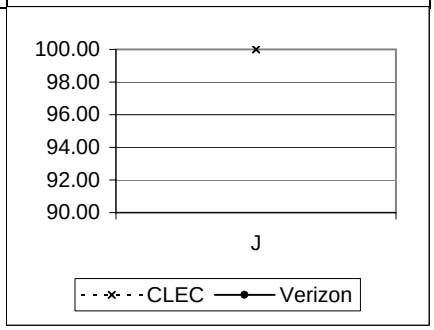
PR-2 - Average Completed Interval (cont.)

PR-2-02-3341	Average Interval Completed – Total Dispatch								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	5.33	9	6.68	542	5.42			Base<10	
Aug-01	5.57	7	5.86	574	4.87			Base<10	
Sep-01	4.82	28	4.12	395	1.72	0.34	-2.08	NO	
Oct-01	4.78	18	4.62	494	5.15	1.24	-0.13	YES	
Nov-01	5.08	13	4.39	404	2.33	0.66	-1.05	YES	
Dec-01	6.08	12	4.41	389	2.35	0.69	-2.42	NO	
Jan-02	5.67	3	5.65	74	0.63			Base<10	
Feb-02	5.00	5	5.66	58	0.58			Base<10	
Mar-02	4.33	6	5.86	72	0.54			Base<10	
Apr-02	6.00	2	5.44	41	0.81			Base<10	
May-02	5.63	8	5.80	74	0.66			Base<10	
Jun-02	6.00	2	5.72	81	1.11			Base<10	



PR-3 - Completed within X Days

PR-3-10-3341	% Completed in 6 Days (1-5 Lines - Total)								Parity with VZ Retail
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jun-02	100.00	2	#N/A	139979					



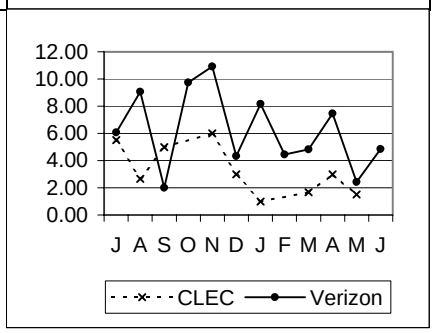
Complex Services - 2 Wire Digital (cont.)

PR-4 - Missed Appointments

PR-4-02-3341 — **Average Delay Days – Total** — Parity with VZ Retail

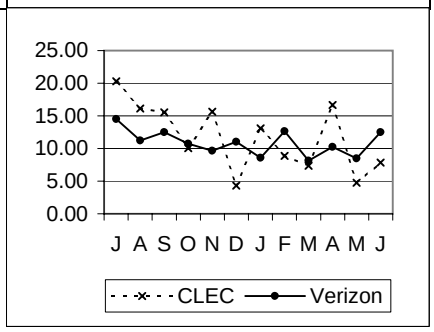
Retail 2-Wire Digital (ISDN)

	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	5.50	2	6.06	34	9.05			Base<10
Aug-01	2.67	3	9.07	28	16.45			Base<10
Sep-01	5.00	1	2.00	27	1.96			Base<10
Oct-01	#N/A		9.73	30	17.50			
Nov-01	6.00	3	10.92	38	45.77			Base<10
Dec-01	3.00	2	4.33	21	4.63			Base<10
Jan-02	1.00	3	8.16	19	8.35			Base<10
Feb-02	#N/A		4.44	16	5.56			
Mar-02	1.67	3	4.82	17	9.10			Base<10
Apr-02	3.00	1	7.47	19	11.27			Base<10
May-02	1.50	2	2.42	19	1.74			Base<10
Jun-02	#N/A		4.85	26	4.68			



PR-4-03-3341 — **% MA – Customer** — No Standard

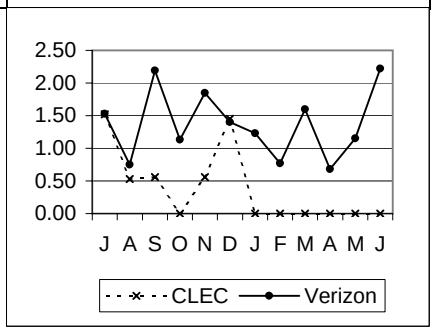
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	20.30	133	14.53	1397				
Aug-01	16.15	192	11.24	1494				
Sep-01	15.56	180	12.49	1049				
Oct-01	10.06	179	10.75	1451				
Nov-01	15.64	179	9.68	1147				
Dec-01	4.29	70	11.04	1187				
Jan-02	13.10	84	8.60	1395				
Feb-02	8.86	79	12.65	925				
Mar-02	7.35	68	8.14	1118				
Apr-02	16.67	66	10.25	868				
May-02	4.76	63	8.49	1295				
Jun-02	7.84	51	12.48	1186				



PR-4-04-3341 — **% MA – VZ – Dispatch** — Parity with VZ Retail

Retail 2-Wire Digital (ISDN)

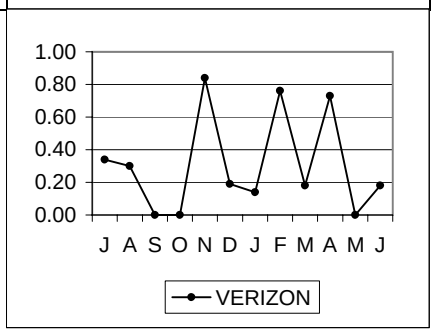
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	1.52	132	1.53	783		1.15	0.01	YES
Aug-01	0.53	190	0.75	800		0.70	0.32	YES
Sep-01	0.56	180	2.19	639		1.24	1.32	YES
Oct-01	0.00	179	1.13	797		0.87	1.29	YES
Nov-01	0.56	177	1.85	648		1.14	1.13	YES
Dec-01	1.45	69	1.40	644		1.49	-0.03	YES
Jan-02	0.00	81	1.23	652		1.30	0.95	YES
Feb-02	0.00	79	0.77	518		1.06	0.73	YES
Mar-02	0.00	65	1.60	563		1.64	0.97	YES
Apr-02	0.00	62	0.68	443		1.11	0.61	YES
May-02	0.00	59	1.15	611		1.45	0.79	YES
Jun-02	0.00	49	2.22	630		2.19	1.02	YES



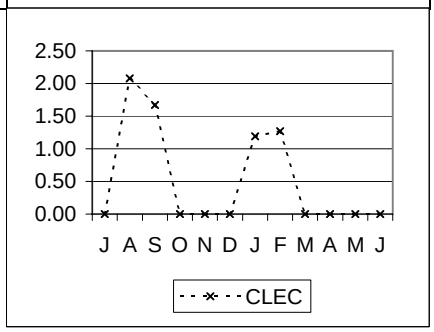
Complex Services - 2 Wire Digital (cont.)

PR-4 - Missed Appointments (cont.)

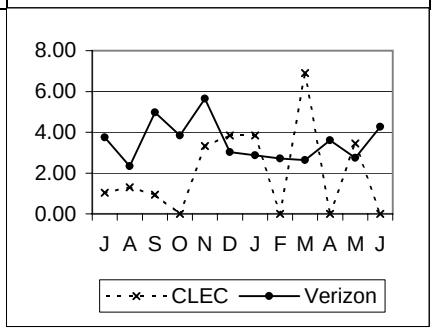
PR-4-05-3341	% MA – VZ – No Dispatch								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		0.34	593					
Aug-01	#N/A		0.30	674					
Sep-01	#N/A		0.00	397					
Oct-01	#N/A		0.00	631					
Nov-01	#N/A		0.84	477					
Dec-01	#N/A		0.19	532					
Jan-02	#N/A		0.14	733					
Feb-02	#N/A		0.76	397					
Mar-02	#N/A		0.18	548					
Apr-02	0.00	2	0.73	412				Base<10	
May-02	0.00	2	0.00	671				Base<10	
Jun-02	0.00	2	0.18	544				Base<10	



PR-4-08-3341	% MA – Customer – Due to Late Order Confirmation								No Standard
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	133							
Aug-01	2.08	192							
Sep-01	1.67	180							
Oct-01	0.00	179							
Nov-01	0.00	179							
Dec-01	0.00	70							
Jan-02	1.19	84							
Feb-02	1.27	79							
Mar-02	0.00	68							
Apr-02	0.00	66							
May-02	0.00	63							
Jun-02	0.00	51							



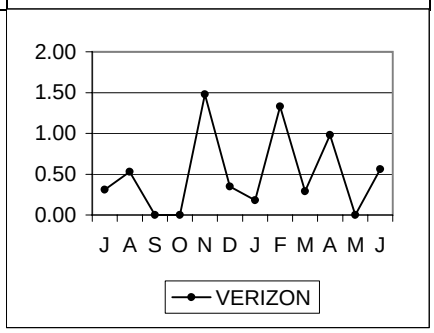
PR-4-10-3341	% MA – VZ – Std. Interval (W Coded) Orders – Dispatch								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	1.04	96	3.75	693		2.07	1.31	YES	
Aug-01	1.30	154	2.33	731		1.34	0.77	YES	
Sep-01	0.94	106	4.98	542		2.31	1.75	YES	
Oct-01	0.00	109	3.85	754		1.97	1.95	YES	
Nov-01	3.33	60	5.64	585		3.13	0.74	YES	
Dec-01	3.85	52	3.02	562		2.48	-0.33	YES	
Jan-02	3.85	52	2.87	592		2.41	-0.41	YES	
Feb-02	0.00	53	2.71	442		2.36	1.15	YES	
Mar-02	6.90	29	2.63	532		3.05	-.85 (P)	YES	
Apr-02	0.00	31	3.61	416		3.47	1.04	YES	
May-02	3.45	29	2.75	581		3.11	-0.17 (P)	YES	
Jun-02	0.00	19	4.27	586		4.71	0.91	YES	



Complex Services - 2 Wire Digital (cont.)

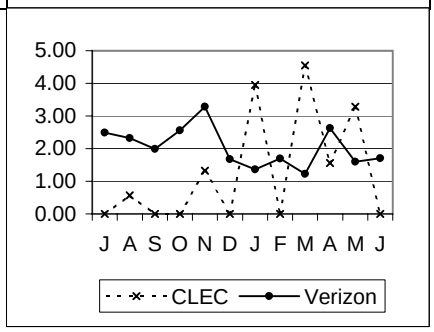
PR-4 - Missed Appointments (cont.)

PR-4-11-3341	% MA – VZ – Std. Interval (W Coded) Orders – No Dispatch								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		0.31	327					
Aug-01	#N/A		0.53	379					
Sep-01	#N/A		0.00	154					
Oct-01	#N/A		0.00	399					
Nov-01	#N/A		1.48	270					
Dec-01	#N/A		0.35	284					
Jan-02	#N/A		0.18	558					
Feb-02	#N/A		1.33	225					
Mar-02	#N/A		0.29	342					
Apr-02	#N/A		0.98	205					
May-02	#N/A		0.00	248					
Jun-02	#N/A		0.56	180					

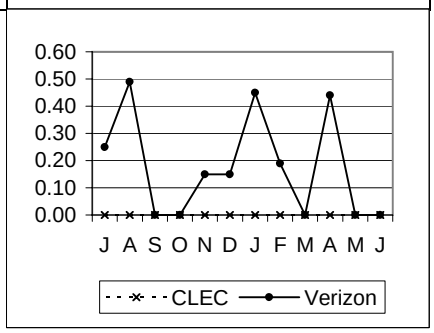


PR-5 - Facility Missed Orders

PR-5-01-3341	% Missed Appointment – Verizon – Facilities								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	130	2.49	804		1.47	1.69	YES	
Aug-01	0.57	175	2.32	820		1.25	1.40	YES	
Sep-01	0.00	118	1.99	652		1.40	1.42	YES	
Oct-01	0.00	116	2.56	820		1.57	1.63	YES	
Nov-01	1.32	76	3.28	670		2.16	0.91	YES	
Dec-01	0.00	60	1.68	655		1.73	0.97	YES	
Jan-02	3.95	76	1.36	662		1.40	-1.85	NO	
Feb-02	0.00	78	1.70	528		1.57	1.08	YES	
Mar-02	4.55	66	1.23	570		1.43	-2.32	NO	
Apr-02	1.56	64	2.63	456		2.14	0.50	YES	
May-02	3.28	61	1.60	624		1.68	-1.00	YES	
Jun-02	0.00	49	1.71	642		1.92	0.89	YES	



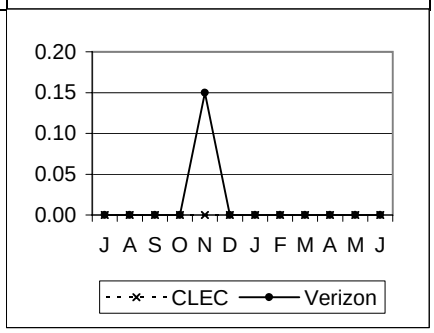
PR-5-02-3341	% Orders Held for Facilities > 15 Days								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	130	0.25	804		0.47	0.53	YES	
Aug-01	0.00	175	0.49	820		0.58	0.84	YES	
Sep-01	0.00	118	0.00	652		0.00			
Oct-01	0.00	116	0.00	820		0.00			
Nov-01	0.00	76	0.15	670		0.47	0.32	YES	
Dec-01	0.00	60	0.15	655		0.52	0.29	YES	
Jan-02	0.00	76	0.45	662		0.81	0.56	YES	
Feb-02	0.00	78	0.19	528		0.53	0.36	YES	
Mar-02	0.00	66	0.00	570		0.00			
Apr-02	0.00	64	0.44	456		0.88	0.50	YES	
May-02	0.00	61	0.00	624		0.00			
Jun-02	0.00	49	0.00	642		0.00			



Complex Services - 2 Wire Digital (cont.)

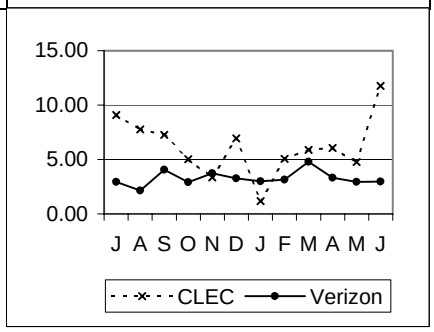
PR-5 - Facility Missed Orders (cont.)

PR-5-03-3341	% Orders Held for Facilities > 60 Days								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	130	0.00	804		0.00			
Aug-01	0.00	175	0.00	820		0.00			
Sep-01	0.00	118	0.00	652		0.00			
Oct-01	0.00	116	0.00	820		0.00			
Nov-01	0.00	76	0.15	670		0.47	0.32	YES	
Dec-01	0.00	60	0.00	655		0.00			
Jan-02	0.00	76	0.00	662		0.00			
Feb-02	0.00	78	0.00	528		0.00			
Mar-02	0.00	66	0.00	570		0.00			
Apr-02	0.00	64	0.00	456		0.00			
May-02	0.00	61	0.00	624		0.00			
Jun-02	0.00	49	0.00	642		0.00			

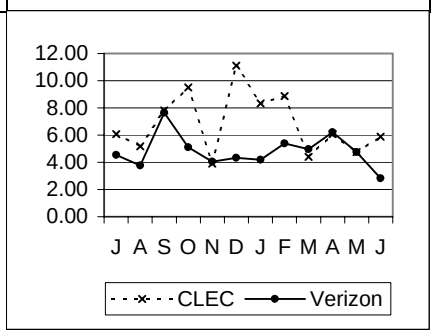


PR-6 - Installation Quality

PR-6-01-3341	% Installation Troubles reported within 30 Days								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	9.09	132	2.93	750		1.59	-3.87	NO	
Aug-01	7.77	193	2.16	927		1.15	-4.88	NO	
Sep-01	7.26	179	4.06	640		1.67	-1.92	NO	
Oct-01	5.03	179	2.92	823		1.39	-1.52	YES	
Nov-01	3.35	179	3.75	667		1.60	0.25	YES	
Dec-01	6.94	72	3.26	645		2.21	-1.67	NO	
Jan-02	1.19	84	3.00	667		1.97	0.92	YES	
Feb-02	5.06	79	3.15	539		2.11	-0.91	YES	
Mar-02	5.88	68	4.79	584		2.74	-0.40	YES	
Apr-02	6.06	66	3.33	450		2.37	-1.15	YES	
May-02	4.76	63	2.96	609		2.24	-0.81	YES	
Jun-02	11.76	51	2.98	637		2.48	-3.55	NO	



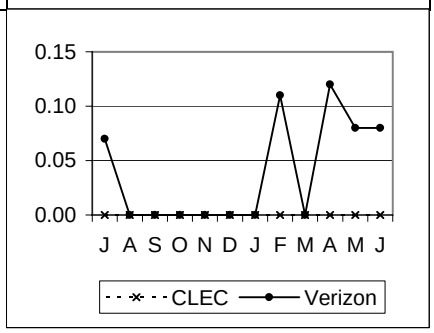
PR-6-03-3341	% Inst. Troubles reported w/ in 30 Days – FOK/TOK/CPE								No Standard
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	6.06	132	4.53	750					
Aug-01	5.18	193	3.78	927					
Sep-01	7.82	179	7.66	640					
Oct-01	9.50	179	5.10	823					
Nov-01	3.91	179	4.05	667					
Dec-01	11.11	72	4.34	645					
Jan-02	8.33	84	4.20	667					
Feb-02	8.86	79	5.38	539					
Mar-02	4.41	68	4.97	584					
Apr-02	6.06	66	6.22	450					
May-02	4.76	63	4.76	609					
Jun-02	5.88	51	2.83	637					



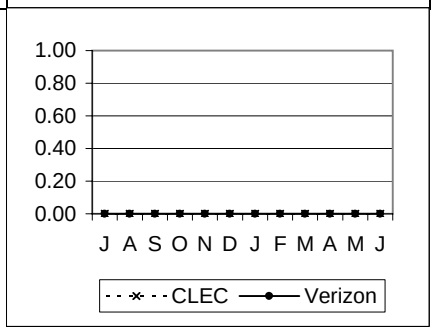
Complex Services - 2 Wire Digital (cont.)

PR-8 - Open Orders in a Hold Status

PR-8-01-3341	% Open Orders in a Hold Status > 30 Days								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**0.00**	133	**0.07**	1397		0.24	0.29	YES	
Aug-01	**0.00**	192	**0.00**	1494		0.00			
Sep-01	**0.00**	180	**0.00**	1049		0.00			
Oct-01	**0.00**	179	**0.00**	1451		0.00			
Nov-01	**0.00**	179	**0.00**	1147		0.00			
Dec-01	**0.00**	70	**0.00**	1187		0.00			
Jan-02	**0.00**	84	**0.00**	1395		0.00			
Feb-02	**0.00**	79	**0.11**	925		0.39	0.28	YES	
Mar-02	**0.00**	68	**0.00**	1118		0.00			
Apr-02	**0.00**	66	**0.12**	868		0.44	0.27	YES	
May-02	**0.00**	63	**0.08**	1295		0.36	0.22	YES	
Jun-02	**0.00**	51	**0.08**	1186		0.40	0.20	YES	



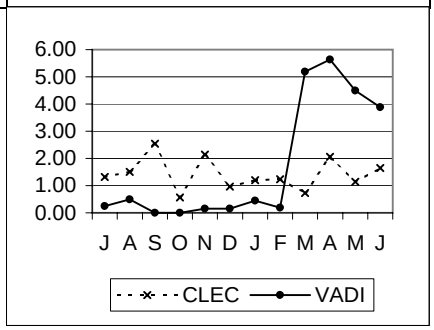
PR-8-02-3341	% Open Orders in a Hold Status > 90 Days								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**0.00**	133	**0.00**	1397		0.00			
Aug-01	**0.00**	192	**0.00**	1494		0.00			
Sep-01	**0.00**	180	**0.00**	1049		0.00			
Oct-01	**0.00**	179	**0.00**	1451		0.00			
Nov-01	**0.00**	179	**0.00**	1147		0.00			
Dec-01	**0.00**	70	**0.00**	1187		0.00			
Jan-02	**0.00**	84	**0.00**	1395		0.00			
Feb-02	**0.00**	79	**0.00**	925		0.00			
Mar-02	**0.00**	68	**0.00**	1118		0.00			
Apr-02	**0.00**	66	**0.00**	868		0.00			
May-02	**0.00**	63	**0.00**	1295		0.00			
Jun-02	**0.00**	51	**0.00**	1186		0.00			



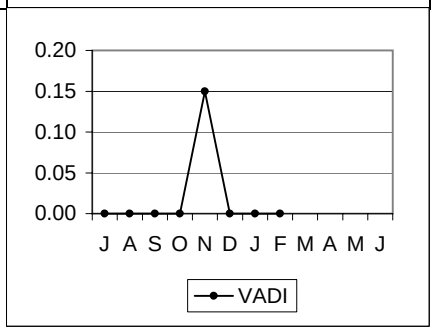
Complex Services - 2 Wire xDSL

PR-4 - Missed Appointments

PR-4-10-3342	% MA – VZ – Std. Interval (W Coded) Orders – Dispatch								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	1.32	456	0.25				-3.65	NO	
Aug-01	1.51	597	0.49				-2.72	NO	
Sep-01	2.54	473	0.00						
Oct-01	0.57	525	0.00						
Nov-01	2.14	373	0.15				-7.96	NO	
Dec-01	0.96	417	0.15				-3.34	NO	
Jan-02	1.20	417	0.45				-1.79	NO	
Feb-02	1.23	326	0.19				-3.39	NO	
Mar-02	0.73	273	5.19				3.28	YES	
Apr-02	2.06	340	5.64				2.82	YES	
May-02	1.14	264	4.50				2.60	YES	
Jun-02	1.65	242	3.88				1.78	YES	



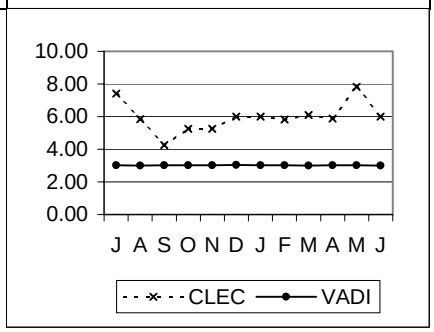
PR-4-11-3342	% MA – VZ – Std. Interval (W Coded) Orders – No Dispatch								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		0.00						
Aug-01	#N/A		0.00						
Sep-01	#N/A		0.00						
Oct-01	#N/A		0.00						
Nov-01	#N/A		0.15						
Dec-01	#N/A		0.00						
Jan-02	#N/A		0.00						
Feb-02	#N/A		0.00						
Mar-02	#N/A		#N/A						
Apr-02	#N/A		#N/A						
May-02	#N/A		#N/A						
Jun-02	#N/A		#N/A						



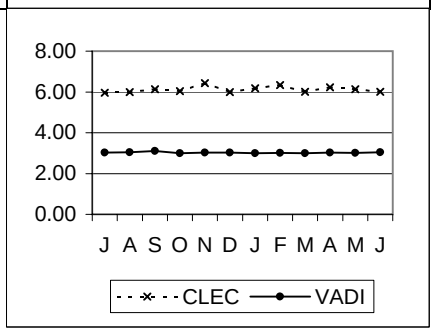
Complex Services - 2 Wire xDSL Loops

PR-1 - Average Interval Offered

PR-1-01-3342	Average Interval Offered – Total No Dispatch								No Standard
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	7.41	27	3.01						
Aug-01	5.85	20	3.00						
Sep-01	4.25	24	3.01						
Oct-01	5.26	19	3.02						
Nov-01	5.25	36	3.01						
Dec-01	6.00	4	3.03						
Jan-02	6.00	14	3.01						
Feb-02	5.83	12	3.01						
Mar-02	6.10	21	3.00						
Apr-02	5.88	8	3.01						
May-02	7.83	6	3.01						
Jun-02	6.00	4	3.00						

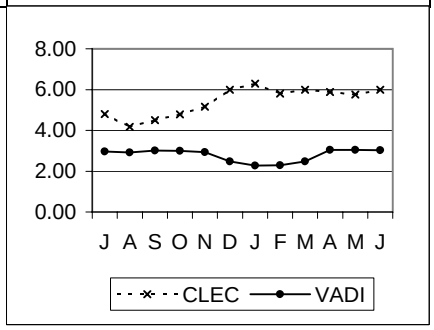


PR-1-02-3342	Average Interval Offered – Total Dispatch								No Standard
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	5.96	254	3.03						
Aug-01	6.00	244	3.04						
Sep-01	6.14	276	3.10						
Oct-01	6.04	304	2.99						
Nov-01	6.43	220	3.02						
Dec-01	5.99	307	3.02						
Jan-02	6.18	182	3.00						
Feb-02	6.33	156	3.01						
Mar-02	6.01	208	3.00						
Apr-02	6.22	160	3.03						
May-02	6.13	212	3.01						
Jun-02	6.01	178	3.04						



PR-2 - Average Completed Interval

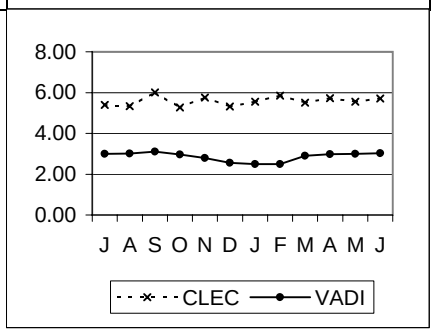
PR-2-01-3342	Average Interval Completed – Total No Dispatch								No Standard
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	4.80	10	2.97						
Aug-01	4.17	6	2.91						
Sep-01	4.50	12	3.01						
Oct-01	4.79	19	3.00						
Nov-01	5.16	31	2.93						
Dec-01	6.00	2	2.48						
Jan-02	6.29	14	2.28						
Feb-02	5.80	10	2.29						
Mar-02	6.00	18	2.48						
Apr-02	5.88	8	3.05						
May-02	5.75	4	3.04						
Jun-02	6.00	3	3.03						



Complex Services - 2 Wire xDSL Loops (cont.)

PR-2 - Average Completed Interval (cont.)

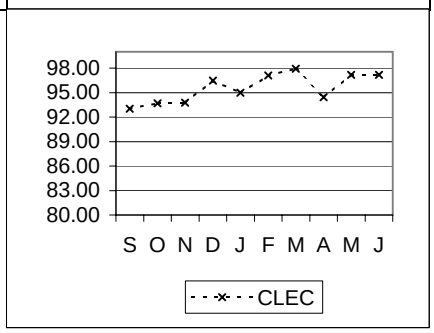
PR-2-02-3342	Average Interval Completed – Total Dispatch								No Standard
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	**VADI**	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	**5.40**	202	**2.99**						
Aug-01	**5.34**	213	**3.01**						
Sep-01	**6.01**	233	**3.10**						
Oct-01	**5.27**	253	**2.96**						
Nov-01	**5.76**	179	**2.79**						
Dec-01	**5.31**	254	**2.56**						
Jan-02	**5.55**	146	**2.50**						
Feb-02	**5.85**	127	**2.49**						
Mar-02	**5.51**	175	**2.90**						
Apr-02	**5.73**	137	**2.98**						
May-02	**5.55**	173	**3.00**						
Jun-02	**5.71**	139	**3.02**						



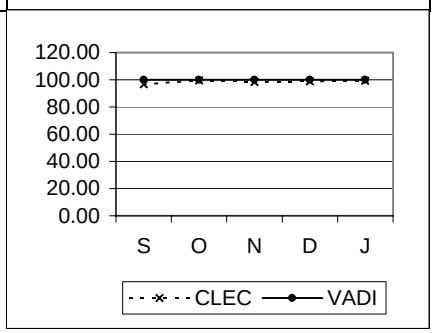
Complex Services - 2 Wire xDSL Loops (cont.)

PR-3 - Completed within X Days

PR-3-10-3342	% Completed in 6 Days (1–5 Lines – Total)								95.0%
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	97.64	212						YES	
Aug-01	97.26	219						YES	
Sep-01	93.03	244						NO	
Oct-01	93.68	269						NO	
Nov-01	93.75	208						NO	
Dec-01	96.46	254						YES	
Jan-02	95.00	160						YES	
Feb-02	97.08	137						YES	
Mar-02	97.93	193						YES	
Apr-02	94.44	144						NO	
May-02	97.16	176						YES	
Jun-02	97.18	142						YES	

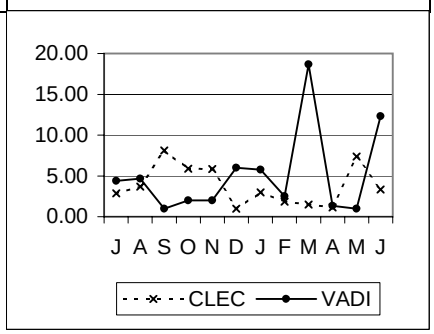


PR-3-11-3342	% Completed in 9 Days (1–5 Lines – Total)								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	100.00	367	99.96						
Aug-01	99.36	470	100.00						
Sep-01	96.59	499	99.93				27.29	YES	
Oct-01	99.52	629	99.99				11.50	YES	
Nov-01	98.44	512	99.98				24.18	YES	
Dec-01	98.81	506	99.99				26.08	YES	
Jan-02	99.19	246	99.98				8.67	YES	



PR-4 - Missed Appointments

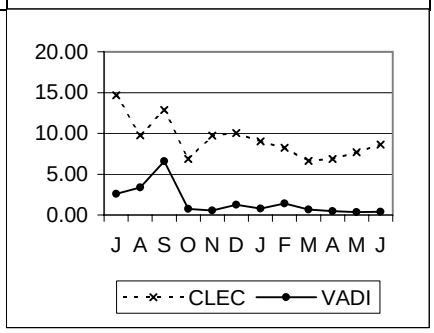
PR-4-02-3342	Average Delay Days – Total								Parity with VZ Retail Specials DS0
	Retail Specials DS0								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	2.85	13	4.40				0.84	Base<10	
Aug-01	3.70	10	4.67					Base<10	
Sep-01	8.11	18	1.00					Base<10	
Oct-01	5.89	9	2.00					Base<10	
Nov-01	5.83	12	2.00					Base<10	
Dec-01	1.00	5	6.00					Base<10	
Jan-02	3.00	11	5.75					Base<10	
Feb-02	1.86	7	2.50					Base<10	
Mar-02	1.50	8	18.67					Base<10	
Apr-02	1.14	14	1.33					Base<10	
May-02	7.38	8	1.00					Base<10	
Jun-02	3.33	6	12.33					Base<10	



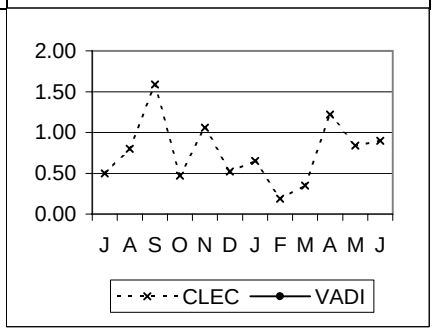
Complex Services - 2 Wire xDSL Loops (cont.)

PR-4 - Missed Appointments (cont.)

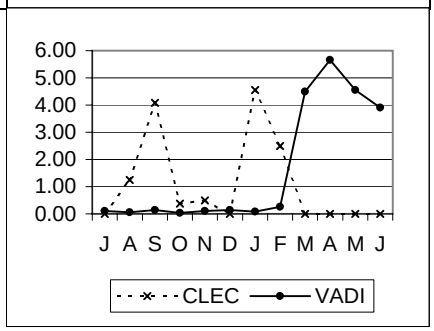
PR-4-03-3342	% MA – Customer								No Standard
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	14.67	634	2.60						
Aug-01	9.76	830	3.39						
Sep-01	12.87	668	6.58						
Oct-01	6.88	916	0.75						
Nov-01	9.71	968	0.56						
Dec-01	10.02	629	1.27						
Jan-02	9.01	666	0.78						
Feb-02	8.25	570	1.42						
Mar-02	6.63	679	0.67						
Apr-02	6.85	613	0.47						
May-02	7.70	610	0.35						
Jun-02	8.61	453	0.38						



PR-4-04-3342	% MA – VZ – Dispatch								0.05
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	0.50	600						YES	
Aug-01	0.80	746						YES	
Sep-01	1.59	565						YES	
Oct-01	0.47	645						YES	
Nov-01	1.06	566						YES	
Dec-01	0.52	582						YES	
Jan-02	0.65	616						YES	
Feb-02	0.19	525						YES	
Mar-02	0.35	572						YES	
Apr-02	1.22	575						YES	
May-02	0.84	595						YES	
Jun-02	0.90	446						YES	



PR-4-05-3342	% MA – VZ – No Dispatch								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	24	0.11				0.16	YES	
Aug-01	1.25	80	0.06				-4.33	NO	
Sep-01	4.08	98	0.14				-10.37	NO	
Oct-01	0.38	266	0.03				-3.26	NO	
Nov-01	0.50	398	0.11				-2.30	NO	
Dec-01	0.00	45	0.14				0.25	YES	
Jan-02	4.55	44	0.08				-10.47	NO	
Feb-02	2.50	40	0.26				-2.78	NO	
Mar-02	0.00	100	4.50				2.16	YES	
Apr-02	0.00	30	5.66				1.34	YES	
May-02	0.00	12	4.55				0.76	YES	
Jun-02	0.00	5	3.91					Base<10	

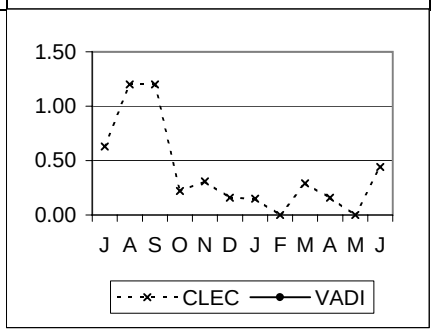


Complex Services - 2 Wire xDSL Loops (cont.)

PR-4 - Missed Appointments (cont.)

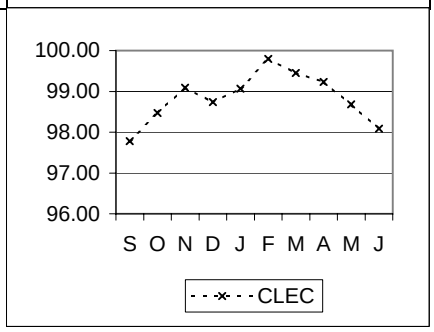
PR-4-08-3342	% MA – Customer – Due to Late Order Confirmation								No Standard

	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity
Jul-01	0.63	634						
Aug-01	1.20	830						
Sep-01	1.20	668						
Oct-01	0.22	916						
Nov-01	0.31	968						
Dec-01	0.16	629						
Jan-02	0.15	666						
Feb-02	0.00	570						
Mar-02	0.29	679						
Apr-02	0.16	613						
May-02	0.00	610						
Jun-02	0.44	453						



PR-4-14-3342	% Completed on Time								95.0%

	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity
Jul-01	98.17	602						YES
Aug-01	98.49	663						YES
Sep-01	97.78	541						YES
Oct-01	98.47	588						YES
Nov-01	99.09	547						YES
Dec-01	98.74	554						YES
Jan-02	99.07	214						YES
Feb-02	99.80	494						YES
Mar-02	99.45	363						YES
Apr-02	99.23	520						YES
May-02	98.68	456						YES
Jun-02	98.09	471						YES



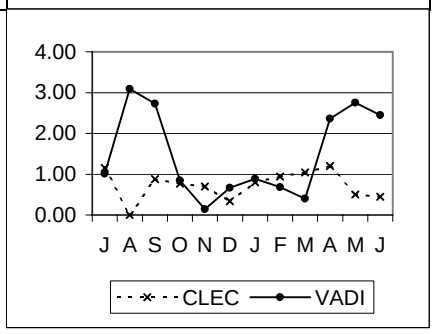
Complex Services - 2 Wire xDSL Loops (cont.)

PR-5 - Facility Missed Orders

PR-5-01-3342 — **% Missed Appointment – Verizon – Facilities** — Parity with VADI Line Sharing

Retail xDSL Line Sharing

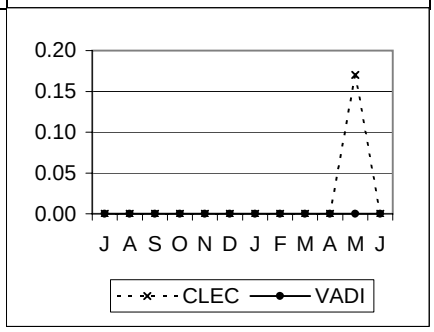
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity
Jul-01	1.15	610	1.01				-0.27	YES
Aug-01	0.00	750	3.09				2.48	YES
Sep-01	0.88	570	2.73				1.34	YES
Oct-01	0.77	650	0.85				0.15	YES
Nov-01	0.70	570	0.14				-3.26	NO
Dec-01	0.34	584	0.67				0.78	YES
Jan-02	0.80	622	0.89				0.19	YES
Feb-02	0.94	530	0.68				-0.59	YES
Mar-02	1.04	579	0.40				-2.02	NO
Apr-02	1.20	583	2.36				1.20	YES
May-02	0.50	598	2.75				2.07	YES
Jun-02	0.45	448	2.45				1.94	YES



PR-5-02-3342 — **% Orders Held for Facilities > 15 Days** — Parity with VADI Line Sharing

Retail xDSL Line Sharing

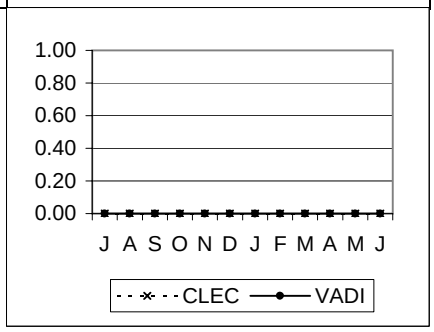
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity
Jul-01	0.00	610	0.00					
Aug-01	0.00	750	0.00					
Sep-01	0.00	570	0.00					
Oct-01	0.00	650	0.00					
Nov-01	0.00	570	0.00					
Dec-01	0.00	584	0.00					
Jan-02	0.00	622	0.00					
Feb-02	0.00	530	0.00					
Mar-02	0.00	579	0.00					
Apr-02	0.00	583	0.00					
May-02	0.17	598	0.00					
Jun-02	0.00	448	0.00					



PR-5-03-3342 — **% Orders Held for Facilities > 60 Days** — Parity with VADI Line Sharing

Retail xDSL Line Sharing

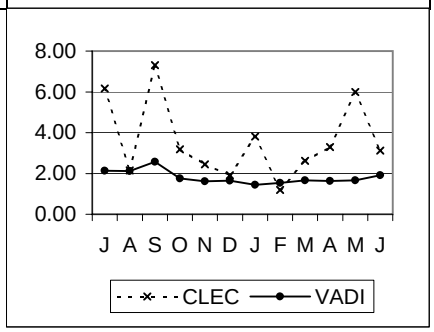
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity
Jul-01	0.00	610	0.00					
Aug-01	0.00	750	0.00					
Sep-01	0.00	570	0.00					
Oct-01	0.00	650	0.00					
Nov-01	0.00	570	0.00					
Dec-01	0.00	584	0.00					
Jan-02	0.00	622	0.00					
Feb-02	0.00	530	0.00					
Mar-02	0.00	579	0.00					
Apr-02	0.00	583	0.00					
May-02	0.00	598	0.00					
Jun-02	0.00	448	0.00					



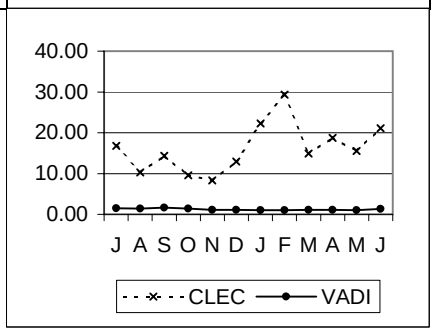
Complex Services - 2 Wire xDSL Loops (cont.)

PR-6 - Installation Quality

PR-6-01-3342	% Installation Troubles reported within 30 Days								Parity with VZ Retail POTS
	Retail POTS								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	6.16	292	2.13				-4.78	NO	
Aug-01	2.15	466	2.11				-0.05	YES	
Sep-01	7.32	369	2.57				-5.76	NO	
Oct-01	3.18	471	1.76				-2.34	NO	
Nov-01	2.45	531	1.62				-1.52	YES	
Dec-01	1.91	209	1.65				-0.31	YES	
Jan-02	3.80	184	1.44				-2.69	NO	
Feb-02	1.20	167	1.54				0.36	YES	
Mar-02	2.61	268	1.66				-1.22	YES	
Apr-02	3.29	213	1.63				-1.91	NO	
May-02	6.00	200	1.66				-4.79	NO	
Jun-02	3.13	128	1.91				-1.00	YES	



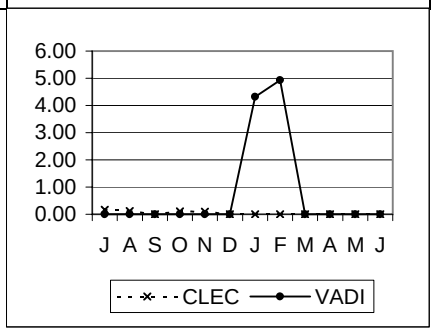
PR-6-03-3342	% Inst. Troubles reported w/ in 30 Days – FOK/TOK/CPE								No Standard
	Retail POTS								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	16.78	292	1.46						
Aug-01	10.30	466	1.45						
Sep-01	14.36	369	1.65						
Oct-01	9.55	471	1.42						
Nov-01	8.29	531	1.13						
Dec-01	12.92	209	1.13						
Jan-02	22.28	184	1.00						
Feb-02	29.34	167	1.06						
Mar-02	14.93	268	1.13						
Apr-02	18.78	213	1.08						
May-02	15.50	200	1.04						
Jun-02	21.09	128	1.32						



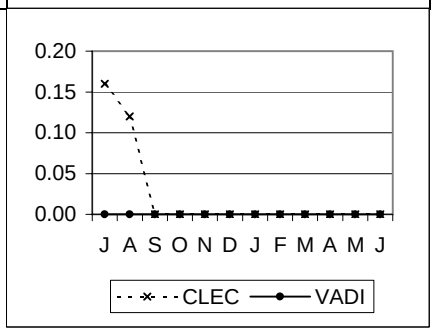
Complex Services - 2 Wire xDSL Loops (cont.)

PR-8 - Open Orders in a Hold Status

PR-8-01-3342	% Open Orders in a Hold Status > 30 Days								Parity with VZ Retail Specials DS0
	Retail Specials DS0								
	CLEC	CLEC Vol	**VADI**	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	**0.16**	634	**0.00**						
Aug-01	**0.12**	830	**0.00**						
Sep-01	**0.00**	668	**0.00**						
Oct-01	**0.11**	916	**0.00**						
Nov-01	**0.10**	968	**0.00**						
Dec-01	**0.00**	629	**0.00**						
Jan-02	**0.00**	666	**4.32**				2.28	YES	
Feb-02	**0.00**	570	**4.93**				2.43	YES	
Mar-02	**0.00**	679	**0.00**						
Apr-02	**0.00**	613	**0.00**						
May-02	**0.00**	610	**0.00**						
Jun-02	**0.00**	453	**0.00**						



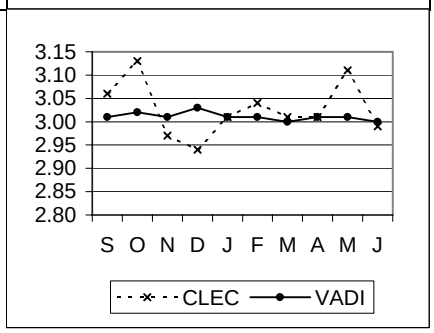
PR-8-02-3342	% Open Orders in a Hold Status > 90 Days								Parity with VZ Retail Specials DS0
	Retail Specials DS0								
	CLEC	CLEC Vol	**VADI**	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	**0.16**	634	**0.00**						
Aug-01	**0.12**	830	**0.00**						
Sep-01	**0.00**	668	**0.00**						
Oct-01	**0.00**	916	**0.00**						
Nov-01	**0.00**	968	**0.00**						
Dec-01	**0.00**	629	**0.00**						
Jan-02	**0.00**	666	**0.00**						
Feb-02	**0.00**	570	**0.00**						
Mar-02	**0.00**	679	**0.00**						
Apr-02	**0.00**	613	**0.00**						
May-02	**0.00**	610	**0.00**						
Jun-02	**0.00**	453	**0.00**						



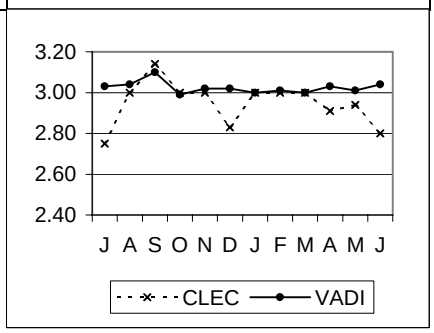
Complex Services - 2 Wire xDSL Line Sharing

PR-1 - Average Interval Offered

PR-1-01-3343	Average Interval Offered – Total No Dispatch								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	**VADI**	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	**2.96**	153	**3.01**				1.91	YES	
Aug-01	**2.98**	125	**3.00**				0.85	YES	
Sep-01	**3.06**	134	**3.01**				-2.13	NO	
Oct-01	**3.13**	24	**3.02**				-2.24	NO	
Nov-01	**2.97**	37	**3.01**				0.48	YES	
Dec-01	**2.94**	78	**3.03**				3.05	YES	
Jan-02	**3.01**	74	**3.01**				0.00	YES	
Feb-02	**3.04**	78	**3.01**				-0.91	YES	
Mar-02	**3.01**	112	**3.00**				-0.39	YES	
Apr-02	**3.01**	137	**3.01**				0.00	YES	
May-02	**3.11**	137	**3.01**				-3.32	NO	
Jun-02	**2.99**	143	**3.00**				0.41	YES	

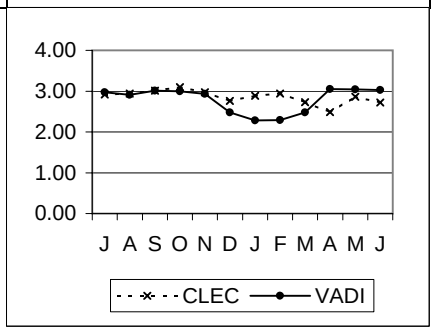


PR-1-02-3343	Average Interval Offered – Total Dispatch								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	**VADI**	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	**2.75**	8	**3.03**					Base<10	
Aug-01	**3.00**	3	**3.04**					Base<10	
Sep-01	**3.14**	7	**3.10**					Base<10	
Oct-01	**3.00**	4	**2.99**					Base<10	
Nov-01	**3.00**	12	**3.02**				0.12	YES	
Dec-01	**2.83**	6	**3.02**					Base<10	
Jan-02	**3.00**	7	**3.00**					Base<10	
Feb-02	**3.00**	12	**3.01**				0.20	YES	
Mar-02	**3.00**	17	**3.00**				0.00	YES	
Apr-02	**2.91**	11	**3.03**				0.71	YES	
May-02	**2.94**	16	**3.01**				1.10	YES	
Jun-02	**2.80**	10	**3.04**				1.39	YES	



PR-2 - Average Completed Interval

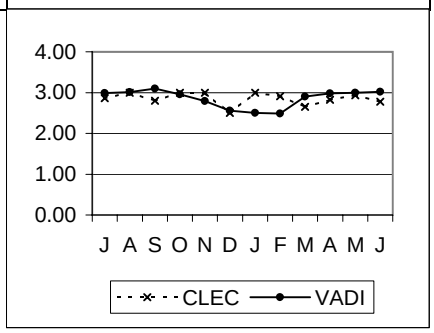
PR-2-01-3343	Average Interval Completed – Total No Dispatch								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	**VADI**	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	**2.92**	139	**2.97**				1.77	YES	
Aug-01	**2.94**	119	**2.91**				-0.96	YES	
Sep-01	**3.01**	115	**3.01**				0.00	YES	
Oct-01	**3.10**	21	**3.00**				-1.54 (P)	YES	
Nov-01	**2.97**	35	**2.93**				-0.66	YES	
Dec-01	**2.76**	72	**2.48**				-4.08	NO	
Jan-02	**2.89**	66	**2.28**				-9.88	NO	
Feb-02	**2.94**	68	**2.29**				-10.68	NO	
Mar-02	**2.73**	104	**2.48**				-4.15	NO	
Apr-02	**2.49**	104	**3.05**				16.72	YES	
May-02	**2.86**	105	**3.04**				4.17	YES	
Jun-02	**2.72**	130	**3.03**				10.03	YES	



Complex Services - 2 Wire xDSL Line Sharing (cont.)

PR-2 - Average Completed Interval (cont.)

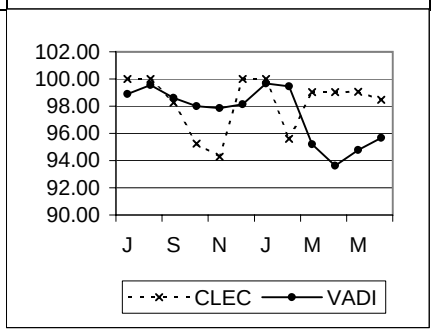
PR-2-02-3343	Average Interval Completed – Total Dispatch								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	*CLEC Vol*	*VADI*	*VADI Vol***	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jul-01	**2.86**	7	**2.99**					Base<10	
Aug-01	**3.00**	3	**3.01**					Base<10	
Sep-01	**2.80**	5	**3.10**					Base<10	
Oct-01	**3.00**	4	**2.96**					Base<10	
Nov-01	**3.00**	12	**2.79**				-0.98	YES	
Dec-01	**2.50**	6	**2.56**					Base<10	
Jan-02	**3.00**	7	**2.50**					Base<10	
Feb-02	**2.91**	11	**2.49**				-2.06 (P)	NO	
Mar-02	**2.65**	17	**2.90**				1.90	YES	
Apr-02	**2.82**	11	**2.98**				2.09	YES	
May-02	**2.93**	15	**3.00**				0.78	YES	
Jun-02	**2.78**	9	**3.02**					Base<10	



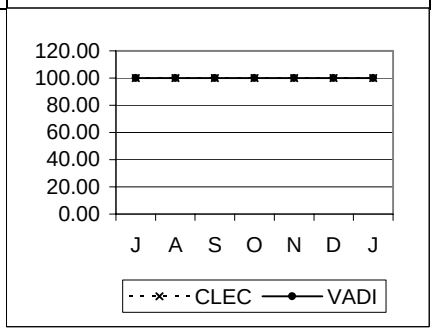
Complex Services - 2 Wire xDSL Line Sharing (cont.)

PR-3 - Completed within X Days

PR-3-03-3343	% Completed in 3 Days (1–5 Lines – No Dispatch)								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	100.00	139	98.89						
Aug-01	100.00	119	99.55				-0.73	YES	
Sep-01	98.26	115	98.61				0.32	YES	
Oct-01	95.24	21	98.01				0.91	YES	
Nov-01	94.29	35	97.85				1.45	YES	
Dec-01	100.00	72	98.13				-1.17	YES	
Jan-02	100.00	66	99.67				-0.47	YES	
Feb-02	95.59	68	99.46				4.34	YES	
Mar-02	99.04	104	95.20				-1.82	NO	
Apr-02	99.04	104	93.62				-2.25	NO	
May-02	99.05	105	94.77				-1.96	NO	
Jun-02	98.46	130	95.66				-1.56	YES	

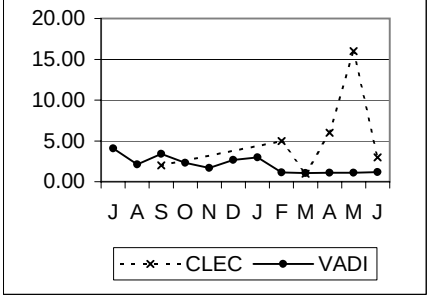


PR-3-11-3343	% Completed in 9 Days (1–5 Lines – Total)								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	100.00	148	99.96						
Aug-01	100.00	124	100.00						
Sep-01	100.00	170	99.93				-0.34	YES	
Oct-01	100.00	144	99.99				-0.12	YES	
Nov-01	100.00	99	99.98				-0.14	YES	
Dec-01	100.00	127	99.99				-0.11	YES	
Jan-02	100.00	74	99.98				-0.12	YES	



PR-4 - Missed Appointments

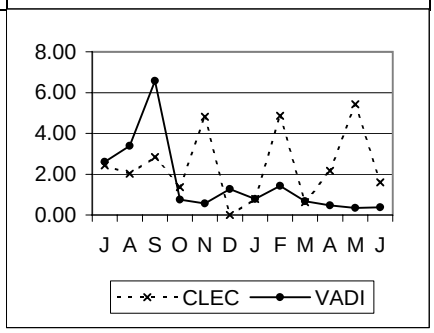
PR-4-02-3343	Average Delay Days – Total								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		4.06						
Aug-01	#N/A		2.11						
Sep-01	2.00	1	3.41					Base<10	
Oct-01	#N/A		2.31						
Nov-01	#N/A		1.70						
Dec-01	#N/A		2.67						
Jan-02	#N/A		3.00						
Feb-02	5.00	1	1.13					Base<10	
Mar-02	1.00	1	1.05					Base<10	
Apr-02	6.00	1	1.10					Base<10	
May-02	16.00	1	1.10					Base<10	
Jun-02	3.00	3	1.16					Base<10	



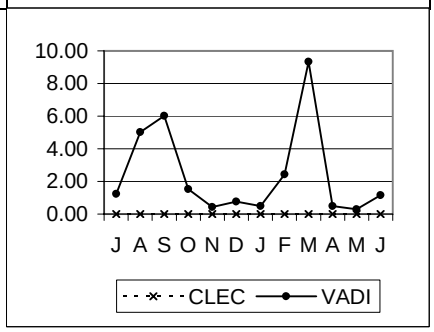
Complex Services - 2 Wire xDSL Line Sharing (cont.)

PR-4 - Missed Appointments (cont.)

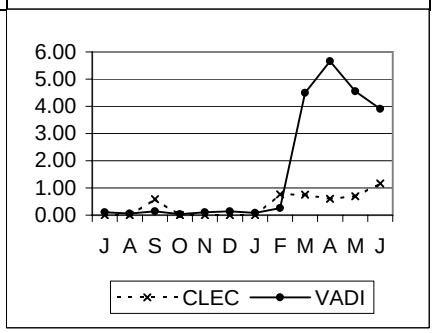
PR-4-03-3343	% MA – Customer								No Standard
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	2.43	206	2.60						
Aug-01	2.02	198	3.39						
Sep-01	2.84	176	6.58						
Oct-01	1.37	146	0.75						
Nov-01	4.81	104	0.56						
Dec-01	0.00	128	1.27						
Jan-02	0.78	128	0.78						
Feb-02	4.86	144	1.42						
Mar-02	0.63	159	0.67						
Apr-02	2.16	185	0.47						
May-02	5.42	166	0.35						
Jun-02	1.60	188	0.38						



PR-4-04-3343	% MA – VZ – Dispatch								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	13	1.24				0.40	YES	
Aug-01	0.00	5	5.02					Base<10	
Sep-01	0.00	6	6.01					Base<10	
Oct-01	0.00	12	1.53				0.43	YES	
Nov-01	0.00	18	0.43				0.28	YES	
Dec-01	0.00	9	0.77					Base<10	
Jan-02	0.00	11	0.49				0.23	YES	
Feb-02	0.00	13	2.44				0.57	YES	
Mar-02	0.00	25	9.33				1.59	YES	
Apr-02	0.00	17	0.49				0.28	YES	
May-02	0.00	21	0.29				0.24	YES	
Jun-02	0.00	14	1.16				0.40	YES	



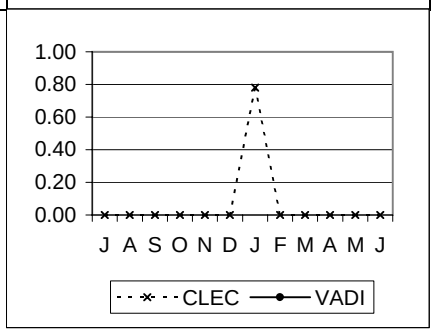
PR-4-05-3343	% MA – VZ – No Dispatch								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	193	0.11				0.45	YES	
Aug-01	0.00	193	0.06				0.34	YES	
Sep-01	0.59	170	0.14				-1.55	YES	
Oct-01	0.00	134	0.03				0.20	YES	
Nov-01	0.00	86	0.11				0.31	YES	
Dec-01	0.00	119	0.14				0.41	YES	
Jan-02	0.00	117	0.08				0.30	YES	
Feb-02	0.76	131	0.26				-1.12	YES	
Mar-02	0.75	134	4.50				2.08	YES	
Apr-02	0.60	168	5.66				2.82	YES	
May-02	0.69	145	4.55				2.21	YES	
Jun-02	1.16	173	3.91				1.85	YES	



Complex Services - 2 Wire xDSL Line Sharing (cont.)

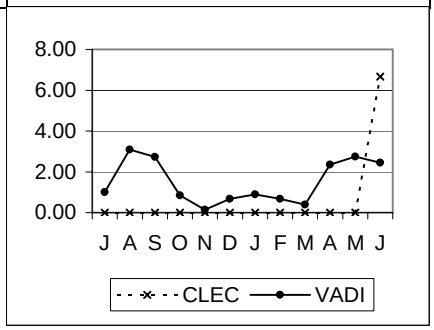
PR-4 - Missed Appointments (cont.)

PR-4-08-3343	% MA – Customer – Due to Late Order Confirmation								No Standard
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	206							
Aug-01	0.00	198							
Sep-01	0.00	176							
Oct-01	0.00	146							
Nov-01	0.00	104							
Dec-01	0.00	128							
Jan-02	0.78	128							
Feb-02	0.00	144							
Mar-02	0.00	159							
Apr-02	0.00	185							
May-02	0.00	166							
Jun-02	0.00	188							

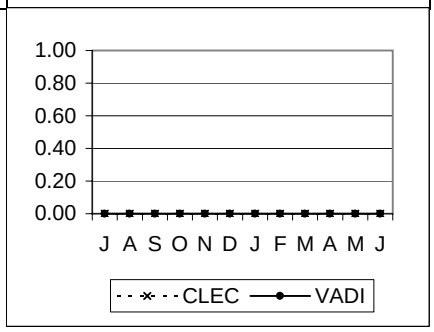


PR-5 - Facility Missed Orders

PR-5-01-3343	% Missed Appointment – Verizon – Facilities								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	13	1.01				0.36	YES	
Aug-01	0.00	5	3.09					Base<10	
Sep-01	0.00	6	2.73					Base<10	
Oct-01	0.00	12	0.85				0.32	YES	
Nov-01	0.00	18	0.14				0.16	YES	
Dec-01	0.00	9	0.67					Base<10	
Jan-02	0.00	11	0.89				0.31	YES	
Feb-02	0.00	13	0.68				0.30	YES	
Mar-02	0.00	25	0.40				0.31	YES	
Apr-02	0.00	17	2.36				0.63	YES	
May-02	0.00	21	2.75				0.75	YES	
Jun-02	6.67	15	2.45				-.44 (P)	YES	



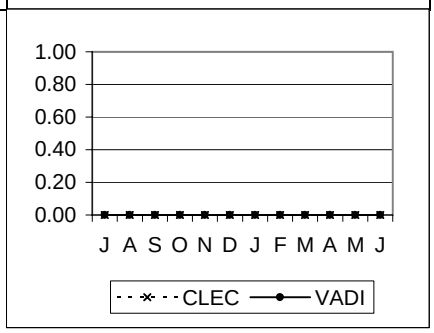
PR-5-02-3343	% Orders Held for Facilities > 15 Days								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	13	0.00						
Aug-01	0.00	5	0.00					Base<10	
Sep-01	0.00	6	0.00					Base<10	
Oct-01	0.00	12	0.00						
Nov-01	0.00	18	0.00						
Dec-01	0.00	9	0.00					Base<10	
Jan-02	0.00	11	0.00						
Feb-02	0.00	13	0.00						
Mar-02	0.00	25	0.00						
Apr-02	0.00	17	0.00						
May-02	0.00	21	0.00						
Jun-02	0.00	15	0.00						



Complex Services - 2 Wire xDSL Line Sharing (cont.)

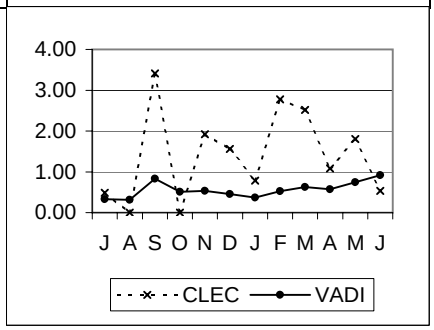
PR-5 - Facility Missed Orders (cont.)

PR-5-03-3343	% Orders Held for Facilities > 60 Days								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	13	0.00						
Aug-01	0.00	5	0.00					Base<10	
Sep-01	0.00	6	0.00					Base<10	
Oct-01	0.00	12	0.00						
Nov-01	0.00	18	0.00						
Dec-01	0.00	9	0.00					Base<10	
Jan-02	0.00	11	0.00						
Feb-02	0.00	13	0.00						
Mar-02	0.00	25	0.00						
Apr-02	0.00	17	0.00						
May-02	0.00	21	0.00						
Jun-02	0.00	15	0.00						

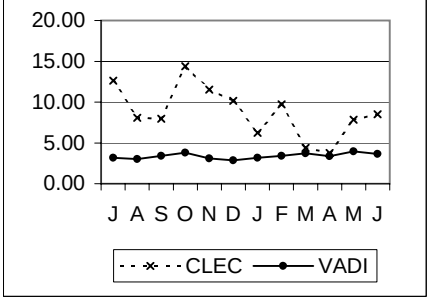


PR-6 - Installation Quality

PR-6-01-3343	% Installation Troubles reported within 30 Days								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	0.49	206	0.33				-0.38	YES	
Aug-01	0.00	198	0.31				0.78	YES	
Sep-01	3.41	176	0.83				-3.72	NO	
Oct-01	0.00	146	0.51				0.86	YES	
Nov-01	1.92	104	0.53				-1.94	NO	
Dec-01	1.56	128	0.46				-1.84	NO	
Jan-02	0.78	128	0.37				-0.76	YES	
Feb-02	2.78	144	0.53				-3.70	NO	
Mar-02	2.52	159	0.63				-2.99	NO	
Apr-02	1.08	185	0.57				-0.91	YES	
May-02	1.81	166	0.75				-1.58	YES	
Jun-02	0.53	188	0.92				0.55	YES	



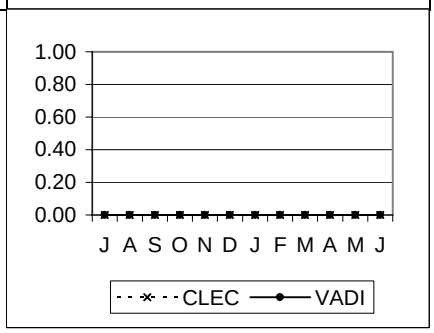
PR-6-03-3343	% Inst. Troubles reported w/ in 30 Days – FOK/TOK/CPE								No Standard
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	12.62	206	3.16						
Aug-01	8.08	198	3.03						
Sep-01	7.95	176	3.42						
Oct-01	14.38	146	3.82						
Nov-01	11.54	104	3.08						
Dec-01	10.16	128	2.88						
Jan-02	6.25	128	3.18						
Feb-02	9.72	144	3.43						
Mar-02	4.40	159	3.74						
Apr-02	3.78	185	3.39						
May-02	7.83	166	3.96						
Jun-02	8.51	188	3.66						



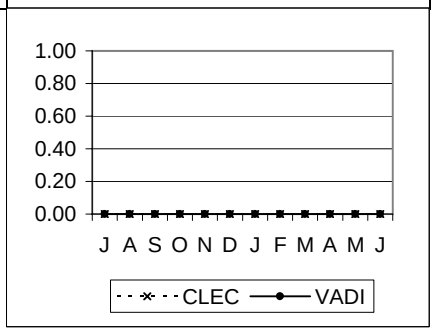
Complex Services - 2 Wire xDSL Line Sharing (cont.)

PR-8 - Open Orders in a Hold Status

PR-8-01-3343	% Open Orders in a Hold Status > 30 Days								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	**VADI**	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	**0.00**	206	**0.00**						
Aug-01	**0.00**	198	**0.00**						
Sep-01	**0.00**	176	**0.00**						
Oct-01	**0.00**	146	**0.00**						
Nov-01	**0.00**	104	**0.00**						
Dec-01	**0.00**	128	**0.00**						
Jan-02	**0.00**	128	**0.00**						
Feb-02	**0.00**	144	**0.00**						
Mar-02	**0.00**	159	**0.00**						
Apr-02	**0.00**	185	**0.00**						
May-02	**0.00**	166	**0.00**						
Jun-02	**0.00**	188	**0.00**						



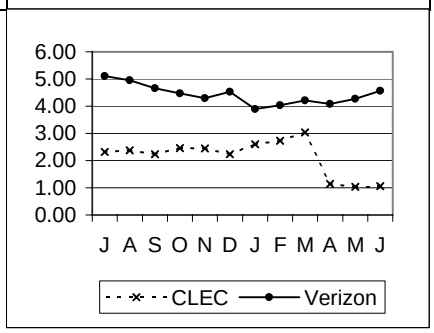
PR-8-02-3343	% Open Orders in a Hold Status > 90 Days								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	**VADI**	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	**0.00**	206	**0.00**						
Aug-01	**0.00**	198	**0.00**						
Sep-01	**0.00**	176	**0.00**						
Oct-01	**0.00**	146	**0.00**						
Nov-01	**0.00**	104	**0.00**						
Dec-01	**0.00**	128	**0.00**						
Jan-02	**0.00**	128	**0.00**						
Feb-02	**0.00**	144	**0.00**						
Mar-02	**0.00**	159	**0.00**						
Apr-02	**0.00**	185	**0.00**						
May-02	**0.00**	166	**0.00**						
Jun-02	**0.00**	188	**0.00**						



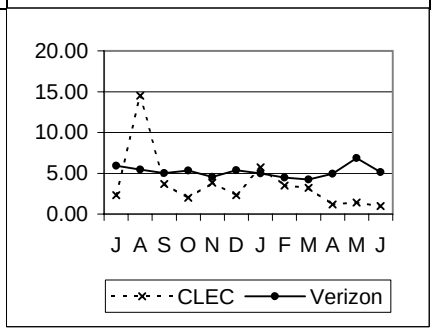
POTS & Complex Aggregate

PR-1 - Average Interval Offered

PR-1-10-3133	Average Interval Offered – Disconnects – No Dispatch								Parity with VZ Retail
	Retail POTS- Complex								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**2.32**	22802	**5.11**	71008	7.19	0.05	50.98	YES	
Aug-01	**2.38**	16498	**4.95**	81957	7.18	0.06	41.95	YES	
Sep-01	**2.23**	15188	**4.66**	58592	7.04	0.06	37.91	YES	
Oct-01	**2.46**	20814	**4.47**	72958	6.51	0.05	39.29	YES	
Nov-01	**2.45**	15966	**4.29**	60797	6.91	0.06	29.94	YES	
Dec-01	**2.23**	14746	**4.53**	59790	7.05	0.06	35.48	YES	
Jan-02	**2.60**	13223	**3.89**	57525	6.64	0.06	20.14	YES	
Feb-02	**2.73**	12696	**4.03**	52445	6.21	0.06	21.16	YES	
Mar-02	**3.03**	12009	**4.21**	54007	6.23	0.06	18.77	YES	
Apr-02	**1.14**	7007	**4.08**	52961	6.95	0.09	33.28	YES	
May-02	**1.03**	7123	**4.27**	67422	6.55	0.08	39.70	YES	
Jun-02	**1.06**	6262	**4.56**	60245	6.97	0.09	37.82	YES	

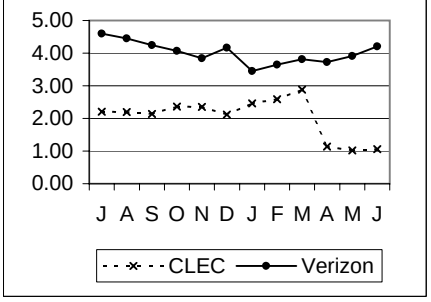


PR-1-11-3133	Average Interval Offered – Disconnects – Dispatch								Parity with VZ Retail
	Retail POTS- Complex								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**2.33**	3	**5.91**	232	6.83			Base<10	
Aug-01	**14.50**	8	**5.44**	239	6.49			Base<10	
Sep-01	**3.67**	6	**5.03**	135	5.01			Base<10	
Oct-01	**2.00**	1	**5.32**	197	6.61			Base<10	
Nov-01	**3.86**	21	**4.55**	246	5.89	1.34	0.52	YES	
Dec-01	**2.33**	18	**5.36**	227	6.02	1.47	2.06	YES	
Jan-02	**5.73**	15	**4.97**	296	5.84	1.55	-0.49	YES	
Feb-02	**3.50**	2	**4.48**	284	5.31			Base<10	
Mar-02	**3.20**	5	**4.25**	285	6.60			Base<10	
Apr-02	**1.17**	6	**4.94**	283	7.64			Base<10	
May-02	**1.43**	7	**6.85**	310	10.24			Base<10	
Jun-02	**1.00**	11	**5.13**	213	6.54	2.02	2.04	YES	



PR-2 - Average Completed Interval

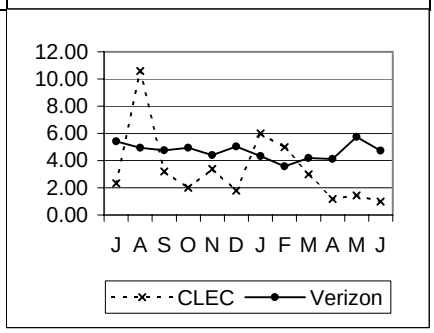
PR-2-10-3133	Average Interval Completed – Disconnects – No Dispatch								Parity with VZ Retail
	Retail POTS- Complex								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**2.21**	21130	**4.60**	63806	6.45	0.05	46.68	YES	
Aug-01	**2.20**	15365	**4.45**	74157	6.39	0.06	39.72	YES	
Sep-01	**2.14**	14253	**4.25**	52779	6.29	0.06	35.54	YES	
Oct-01	**2.36**	19717	**4.07**	65696	5.94	0.05	35.45	YES	
Nov-01	**2.35**	15115	**3.84**	54752	6.16	0.06	26.33	YES	
Dec-01	**2.12**	13905	**4.17**	54168	6.59	0.06	32.72	YES	
Jan-02	**2.46**	12449	**3.45**	51962	5.79	0.06	17.14	YES	
Feb-02	**2.59**	11850	**3.65**	47329	5.43	0.06	19.00	YES	
Mar-02	**2.88**	11284	**3.81**	48858	5.56	0.06	16.01	YES	
Apr-02	**1.14**	6874	**3.73**	48956	6.30	0.08	31.92	YES	
May-02	**1.02**	7002	**3.91**	62765	5.78	0.07	39.68	YES	
Jun-02	**1.06**	6173	**4.21**	55878	6.36	0.09	36.93	YES	



POTS & Complex Aggregate (cont.)

PR-2 - Average Completed Interval (cont.)

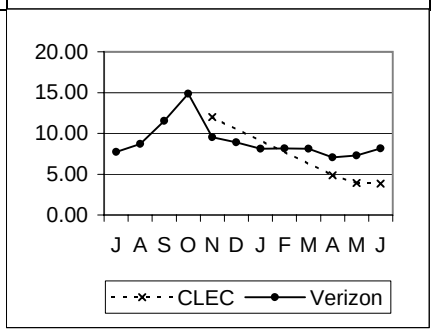
PR-2-11-3133	Average Interval Completed – Disconnects – Dispatch								Parity with VZ Retail
	Retail POTS- Complex								
	CLEC	*CLEC Vol*	***VZ***	*VZ Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jul-01	**2.33**	3	**5.41**	220	5.84			Base<10	
Aug-01	**10.60**	5	**4.95**	193	6.57			Base<10	
Sep-01	**3.20**	5	**4.75**	123	4.26			Base<10	
Oct-01	**2.00**	1	**4.93**	181	6.04			Base<10	
Nov-01	**3.40**	20	**4.41**	218	6.09	1.42	0.71	YES	
Dec-01	**1.80**	15	**5.04**	203	5.92	1.58	2.05	YES	
Jan-02	**6.00**	14	**4.34**	268	4.74	1.30	-1.28	YES	
Feb-02	**5.00**	1	**3.58**	252	3.92			Base<10	
Mar-02	**3.00**	5	**4.18**	269	6.75			Base<10	
Apr-02	**1.17**	6	**4.12**	262	5.03			Base<10	
May-02	**1.43**	7	**5.74**	280	6.37			Base<10	
Jun-02	**1.00**	11	**4.74**	190	6.49	2.01	1.86	YES	



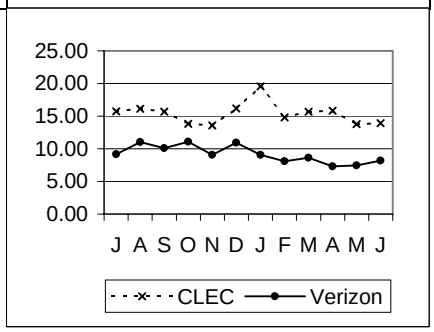
Special Services - Provisioning

PR-1 - Average Interval Offered

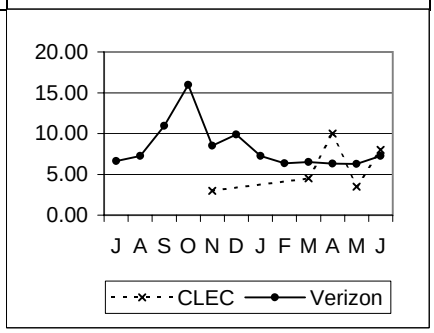
PR-1-01-3200	Average Interval Offered – Total No Dispatch								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		7.74	206	4.21				
Aug-01	#N/A		8.71	225	6.97				
Sep-01	#N/A		11.51	151	8.77				
Oct-01	#N/A		14.87	222	12.15				
Nov-01	12.00	1	9.53	149	5.83			Base<10	
Dec-01	#N/A		8.90	202	5.80				
Jan-02	#N/A		8.11	123	6.22				
Feb-02	#N/A		8.17	195	4.60				
Mar-02	#N/A		8.12	113	4.19				
Apr-02	4.85	81	7.04	115	3.53	0.51	4.27	YES	
May-02	3.93	116	7.30	90	5.06	0.71	4.74	YES	
Jun-02	3.85	78	8.15	110	6.14	0.91	4.74	YES	



PR-1-02-3200	Average Interval Offered – Total Dispatch								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	15.74	126	9.16	284	6.51	0.70	-9.44	NO	
Aug-01	16.11	101	11.02	267	9.75	1.14	-4.47	NO	
Sep-01	15.69	62	10.11	246	9.98	1.42	-3.93	NO	
Oct-01	13.84	67	11.07	295	8.72	1.18	-2.35	NO	
Nov-01	13.56	61	9.06	210	6.96	1.01	-4.45	NO	
Dec-01	16.20	56	10.91	287	9.70	1.42	-3.73	NO	
Jan-02	19.58	106	9.09	207	7.70	0.92	-11.41	NO	
Feb-02	14.80	76	8.11	267	4.48	0.58	-11.49	NO	
Mar-02	15.71	62	8.65	236	6.53	0.93	-7.58	NO	
Apr-02	15.83	77	7.30	230	3.93	0.52	-16.49	NO	
May-02	13.79	90	7.44	275	5.95	0.72	-8.79	NO	
Jun-02	13.94	109	8.17	198	6.45	0.77	-7.50	NO	



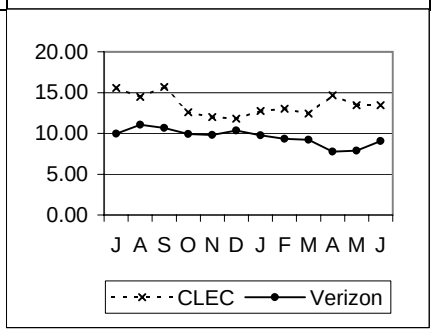
PR-1-06-3210	Average Interval Offered – DS0								Parity with VZ Retail
	Retail DS0								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		6.63	113	3.46				
Aug-01	#N/A		7.25	127	5.16				
Sep-01	#N/A		10.96	138	12.84				
Oct-01	#N/A		15.95	240	13.39				
Nov-01	3.00	4	8.52	130	7.97			Base<10	
Dec-01	#N/A		9.90	200	7.13				
Jan-02	#N/A		7.25	121	5.65				
Feb-02	#N/A		6.37	170	3.40				
Mar-02	4.50	2	6.51	94	2.85			Base<10	
Apr-02	10.00	1	6.31	109	3.67			Base<10	
May-02	3.50	6	6.28	137	3.53			Base<10	
Jun-02	8.00	1	7.27	134	5.82			Base<10	



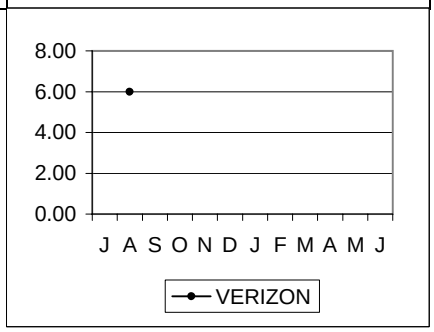
Special Services - Provisioning (cont.)

PR-1 - Average Interval Offered (cont.)

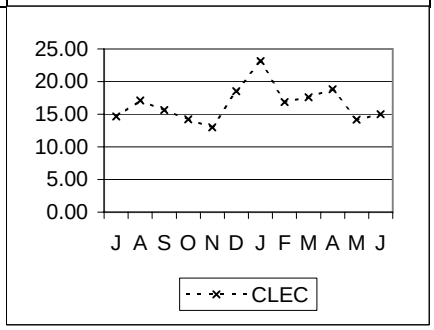
PR-1-07-3211	Average Interval Offered – DS1								Parity with VZ Retail
	Retail DS1								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	15.57	72	9.97	292	6.53	0.86	-6.52	NO	
Aug-01	14.48	42	11.07	349	9.50	1.55	-2.20	NO	
Sep-01	15.68	25	10.68	241	7.06	1.48	-3.37	NO	
Oct-01	12.59	34	9.93	268	5.83	1.06	-2.51	NO	
Nov-01	12.00	21	9.80	220	5.53	1.26	-1.74	NO	
Dec-01	11.82	17	10.34	279	9.25	2.31	-0.64	YES	
Jan-02	12.73	48	9.75	198	7.95	1.28	-2.33	NO	
Feb-02	13.03	40	9.33	278	4.74	0.80	-4.62	NO	
Mar-02	12.43	23	9.23	244	6.23	1.36	-2.14 (P)	NO	
Apr-02	14.66	38	7.75	224	3.83	0.67	-10.28	NO	
May-02	13.46	37	7.90	215	5.70	1.01	-5.48	NO	
Jun-02	13.45	55	9.05	164	6.72	1.05	-4.20	NO	



PR-1-08-3213	Average Interval Offered – DS3								Parity with VZ Retail
	Retail DS3								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		#N/A						
Aug-01	#N/A		6.00	1	0.00				
Sep-01	#N/A		#N/A						
Oct-01	#N/A		#N/A						
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		#N/A						
Jun-02	#N/A		#N/A						



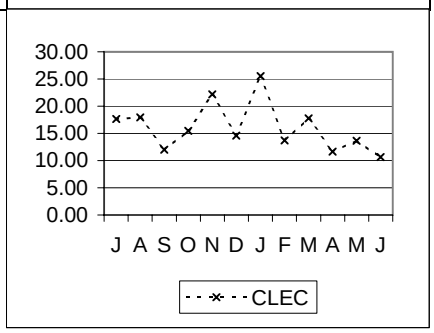
PR-1-09-3510	Average Interval Offered – Total – EEL								Parity with VZ Retail
	Retail IXC FGD Trunks								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	14.66	44						Base<10	
Aug-01	17.09	46						Base<10	
Sep-01	15.64	36						Base<10	
Oct-01	14.22	32						Base<10	
Nov-01	12.97	35	9.80	220	5.53	1.01	-3.15	NO	
Dec-01	18.53	34	10.34	279	9.25	1.68	-4.87	NO	
Jan-02	23.11	61	9.75	198	7.95	1.16	-11.48	NO	
Feb-02	16.85	52	9.33	278	4.74	0.72	-10.50	NO	
Mar-02	17.61	59						Base<10	
Apr-02	18.81	31						Base<10	
May-02	14.19	48						Base<10	
Jun-02	15.00	52						Base<10	



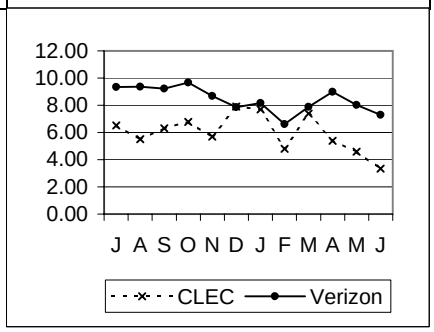
Special Services - Provisioning (cont.)

PR-1 - Average Interval Offered (cont.)

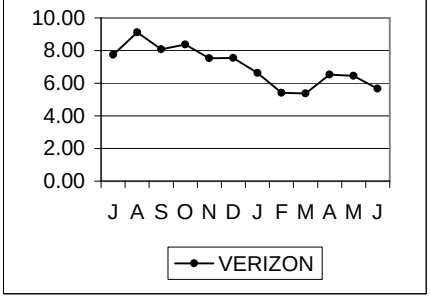
PR-1-09-3530	Average Interval Offered – Total – IOF								Parity with VZ Retail
	Retail IXC FGD Trunks								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**17.62**	13						Base<10	
Aug-01	**17.92**	13						Base<10	
Sep-01	**12.00**	2						Base<10	
Oct-01	**15.50**	4						Base<10	
Nov-01	**22.17**	6	**#N/A**					Base<10	
Dec-01	**14.57**	7	**#N/A**					Base<10	
Jan-02	**25.55**	11	**#N/A**					Base<10	
Feb-02	**13.71**	7	**#N/A**					Base<10	
Mar-02	**17.79**	14						Base<10	
Apr-02	**11.67**	27						Base<10	
May-02	**13.65**	23						Base<10	
Jun-02	**10.67**	9						Base<10	



PR-1-10-3200	Average Interval Offered – Disconnects – No Dispatch								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**6.52**	27	**9.33**	2145	9.04	1.75	1.61	YES	
Aug-01	**5.50**	30	**9.37**	2226	8.29	1.52	2.54	YES	
Sep-01	**6.31**	26	**9.22**	2466	7.45	1.47	1.98	YES	
Oct-01	**6.77**	13	**9.68**	2801	7.24	2.01	1.45	YES	
Nov-01	**5.70**	27	**8.69**	2062	6.57	1.27	2.35	YES	
Dec-01	**7.91**	35	**7.87**	281	5.90	1.06	-0.04	YES	
Jan-02	**7.70**	30	**8.17**	258	6.60	1.27	0.37	YES	
Feb-02	**4.79**	29	**6.62**	244	5.75	1.13	1.62	YES	
Mar-02	**7.39**	79	**7.88**	352	7.52	0.94	0.52	YES	
Apr-02	**5.38**	107	**8.99**	286	12.54	1.42	2.54	YES	
May-02	**4.60**	50	**8.03**	240	9.40	1.46	2.35	YES	
Jun-02	**3.35**	26	**7.30**	282	5.91	1.21	3.26	YES	



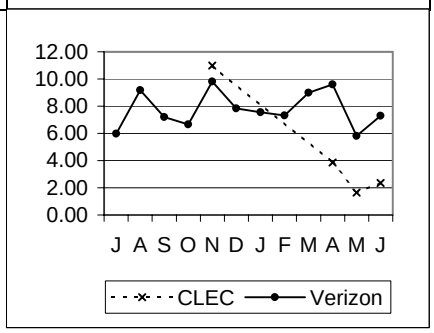
PR-1-11-3200	Average Interval Offered – Disconnects – Dispatch								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**2.75**	4	**7.74**	421	7.01			Base<10	
Aug-01	**8.00**	1	**9.11**	349	7.16			Base<10	
Sep-01	**8.33**	3	**8.07**	428	6.79			Base<10	
Oct-01	**13.67**	15	**8.38**	734	6.98	1.82	-2.91	NO	
Nov-01	**4.15**	13	**7.52**	374	5.89	1.66	2.03	YES	
Dec-01	**5.70**	10	**7.55**	174	5.50	1.79	1.03	YES	
Jan-02	**5.11**	9	**6.62**	93	4.61			Base<10	
Feb-02	**5.17**	12	**5.41**	79	3.80	1.18	0.20	YES	
Mar-02	**7.42**	19	**5.38**	171	3.40	0.82	-1.99 (P)	NO	
Apr-02	**4.79**	14	**6.52**	110	4.17	1.18	1.47	YES	
May-02	**7.26**	19	**6.45**	82	4.34	1.11	-0.71 (P)	YES	
Jun-02	**5.80**	10	**5.66**	77	4.81	1.62	-.55 (P)	YES	



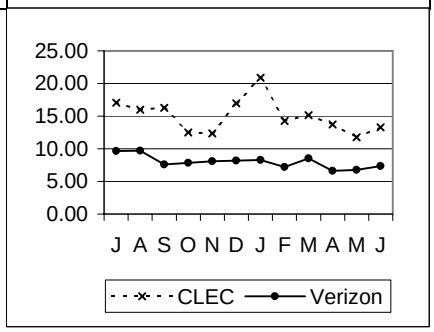
Special Services - Provisioning (cont.)

PR-2 - Average Completed Interval

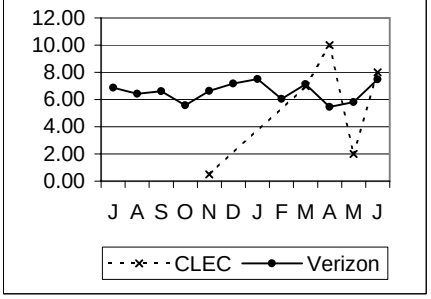
PR-2-01-3200	Average Interval Completed – Total No Dispatch								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		5.97	58	2.66				
Aug-01	#N/A		9.17	111	12.40				
Sep-01	#N/A		7.21	58	2.50				
Oct-01	#N/A		6.66	59	3.18				
Nov-01	11.00	1	9.82	57	4.81			Base<10	
Dec-01	#N/A		7.83	92	3.74				
Jan-02	#N/A		7.55	49	4.55				
Feb-02	#N/A		7.32	57	4.00				
Mar-02	#N/A		9.00	55	9.64				
Apr-02	3.87	68	9.60	30	12.96	2.84	2.02	YES	
May-02	1.65	85	5.82	39	3.47	0.67	6.22	YES	
Jun-02	2.34	58	7.29	51	3.66	0.70	7.04	YES	



PR-2-02-3200	Average Interval Completed – Total Dispatch								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	17.07	89	9.67	176	11.49	1.49	-4.95	NO	
Aug-01	15.97	64	9.70	171	10.44	1.53	-4.10	NO	
Sep-01	16.29	35	7.58	139	5.90	1.12	-7.81	NO	
Oct-01	12.48	40	7.82	168	3.40	0.60	-7.79	NO	
Nov-01	12.35	40	8.07	135	5.06	0.91	-4.70	NO	
Dec-01	16.97	30	8.19	196	5.24	1.03	-8.55	NO	
Jan-02	20.88	65	8.28	140	5.22	0.78	-16.08	NO	
Feb-02	14.25	40	7.23	176	3.57	0.63	-11.23	NO	
Mar-02	15.15	34	8.55	156	7.81	1.48	-4.46	NO	
Apr-02	13.74	42	6.63	152	4.00	0.70	-10.19	NO	
May-02	11.75	36	6.78	198	5.14	0.93	-5.34	NO	
Jun-02	13.27	55	7.37	124	4.55	0.74	-8.01	NO	



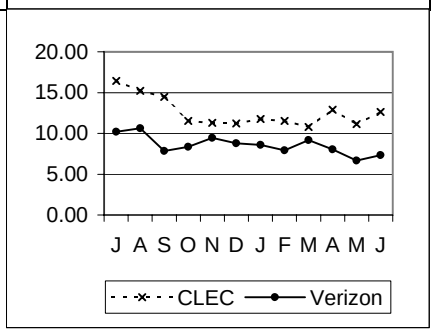
PR-2-06-3210	Average Interval Completed – DS0								Parity with VZ Retail
	Retail DS0								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		6.86	59	5.36				
Aug-01	#N/A		6.43	75	2.95				
Sep-01	#N/A		6.62	53	6.89				
Oct-01	#N/A		5.57	70	1.92				
Nov-01	0.50	2	6.64	58	4.78			Base<10	
Dec-01	#N/A		7.17	121	4.18				
Jan-02	#N/A		7.51	76	6.01				
Feb-02	#N/A		6.05	82	3.05				
Mar-02	7.00	1	7.12	58	7.27			Base<10	
Apr-02	10.00	1	5.45	60	2.51			Base<10	
May-02	2.00	3	5.81	91	3.04			Base<10	
Jun-02	8.00	1	7.49	80	4.43			Base<10	



Special Services - Provisioning (cont.)

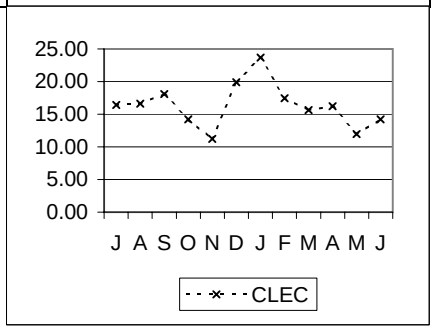
PR-2 - Average Completed Interval (cont.)

PR-2-07-3211	Average Interval Completed – DS1								Parity with VZ Retail
	Retail DS1								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	16.42	57	10.21	145	12.19	1.91	-3.26	NO	
Aug-01	15.21	29	10.63	201	12.95	2.57	-1.78	NO	
Sep-01	14.47	15	7.86	134	4.33	1.18	-5.61	NO	
Oct-01	11.54	26	8.36	155	3.55	0.75	-4.23	NO	
Nov-01	11.29	14	9.46	133	4.94	1.39	-1.32	YES	
Dec-01	11.20	10	8.77	164	5.17	1.68	-1.44	YES	
Jan-02	11.77	31	8.60	107	4.36	0.89	-3.56	NO	
Feb-02	11.52	23	7.94	144	3.75	0.84	-4.11 (P)	NO	
Mar-02	10.77	13	9.18	148	8.28	2.40	-.72 (P)	YES	
Apr-02	12.90	21	8.03	119	7.60	1.80	-2.29 (P)	NO	
May-02	11.13	15	6.66	138	3.46	0.94	-4.26 (P)	NO	
Jun-02	12.64	25	7.33	90	4.25	0.96	-4.47 (P)	NO	



PR-2-08-3213	Average Interval Completed – DS3								Parity with VZ Retail
	Retail DS3								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		#N/A						
Aug-01	#N/A		#N/A						
Sep-01	#N/A		#N/A						
Oct-01	#N/A		#N/A						
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		#N/A						
Jun-02	#N/A		#N/A						

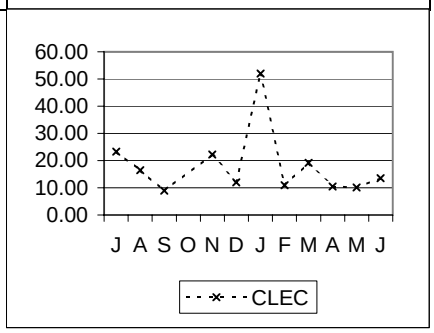
PR-2-09-3510	Average Interval Completed – Total EEL								Parity with VZ Retail
	Retail IXC FGD Trunks								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	16.41	27						Base<10	
Aug-01	16.62	29						Base<10	
Sep-01	18.11	19						Base<10	
Oct-01	14.21	14						Base<10	
Nov-01	11.22	23	9.46	133	4.94	1.12	-1.58	YES	
Dec-01	19.90	20	8.77	164	5.17	1.22	-9.09	NO	
Jan-02	23.67	39	8.60	107	4.36	0.82	-18.47	NO	
Feb-02	17.44	32	7.94	144	3.75	0.73	-12.96	NO	
Mar-02	15.61	31						Base<10	
Apr-02	16.24	17						Base<10	
May-02	11.94	18						Base<10	
Jun-02	14.20	30						Base<10	



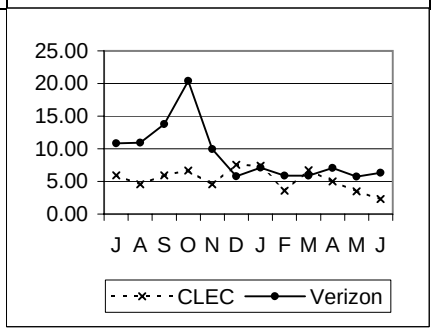
Special Services - Provisioning (cont.)

PR-2 - Average Completed Interval (cont.)

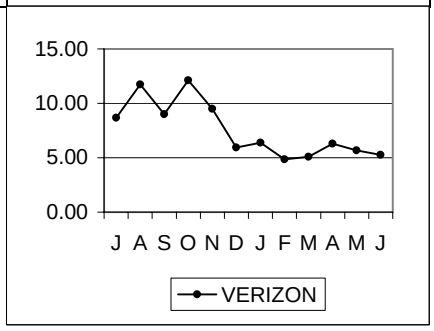
PR-2-09-3530	Average Interval Completed – Total IOF								Parity with VZ Retail
	Retail IXC FGD Trunks								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**23.33**	6						Base<10	
Aug-01	**16.50**	6						Base<10	
Sep-01	**9.00**	1						Base<10	
Oct-01	**#N/A**								
Nov-01	**22.25**	4	**#N/A**					Base<10	
Dec-01	**12.00**	1	**#N/A**					Base<10	
Jan-02	**52.00**	4	**#N/A**					Base<10	
Feb-02	**11.00**	3	**#N/A**					Base<10	
Mar-02	**19.14**	7						Base<10	
Apr-02	**10.45**	20						Base<10	
May-02	**10.14**	7						Base<10	
Jun-02	**13.50**	2						Base<10	



PR-2-10-3200	Average Interval Completed – Disconnects – No Dispatch								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**5.92**	25	**10.85**	1986	11.16	2.25	2.20	YES	
Aug-01	**4.55**	29	**10.93**	2065	12.53	2.34	2.72	YES	
Sep-01	**5.91**	23	**13.78**	2297	25.70	5.39	1.46	YES	
Oct-01	**6.67**	12	**20.39**	2592	36.35	10.52	1.30	YES	
Nov-01	**4.58**	24	**9.94**	1939	7.56	1.55	3.45	YES	
Dec-01	**7.53**	34	**5.78**	171	3.41	0.64	-2.73	NO	
Jan-02	**7.38**	29	**7.10**	155	5.39	1.09	-0.26	YES	
Feb-02	**3.58**	24	**5.89**	160	3.72	0.81	2.84	YES	
Mar-02	**6.74**	76	**5.89**	195	4.69	0.63	-1.34	YES	
Apr-02	**5.01**	87	**7.08**	173	12.88	1.69	1.22	YES	
May-02	**3.48**	27	**5.73**	154	3.91	0.82	2.76	YES	
Jun-02	**2.29**	17	**6.32**	180	4.50	1.14	3.53	YES	



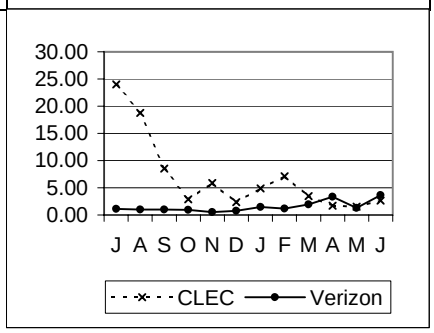
PR-2-11-3200	Average Interval Completed – Disconnects – Dispatch								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**3.00**	4	**8.67**	404	9.09			Base<10	
Aug-01	**7.00**	1	**11.75**	331	15.62			Base<10	
Sep-01	**7.00**	3	**9.01**	406	10.05			Base<10	
Oct-01	**13.33**	15	**12.11**	702	20.93	5.46	-0.22	YES	
Nov-01	**3.25**	12	**9.50**	347	7.71	2.26	2.76	YES	
Dec-01	**5.56**	9	**5.93**	123	3.28			Base<10	
Jan-02	**3.86**	7	**6.39**	70	4.21			Base<10	
Feb-02	**5.00**	11	**4.85**	65	3.49	1.14	-.36 (P)	YES	
Mar-02	**7.29**	17	**5.08**	153	3.07	0.78	-2.04 (P)	NO	
Apr-02	**4.10**	10	**6.30**	99	3.87	1.28	1.71	YES	
May-02	**5.56**	9	**5.67**	73	3.34			Base<10	
Jun-02	**4.00**	1	**5.26**	66	2.14			Base<10	



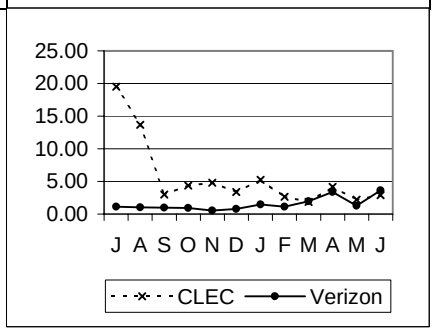
Special Services - Provisioning (cont.)

PR-4 - Missed Appointments

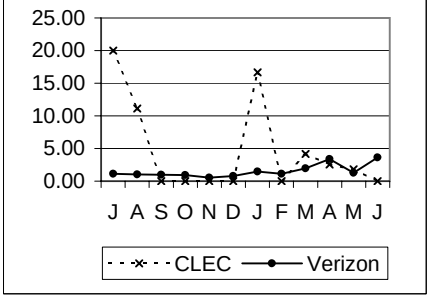
PR-4-01-3200	% MA – Verizon – Total								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	23.98	171	1.14	612		0.92	-24.87	NO	
Aug-01	18.75	128	1.01	693		0.96	-18.44	NO	
Sep-01	8.51	94	0.98	510		1.11	-6.81	NO	
Oct-01	2.86	105	0.92	654		1.00	-1.93	NO	
Nov-01	5.88	85	0.54	558		0.85	-6.26	NO	
Dec-01	2.38	84	0.77	783		1.00	-1.60	YES	
Jan-02	4.88	123	1.48	406		1.24	-2.74	NO	
Feb-02	7.14	112	1.15	522		1.11	-5.39	NO	
Mar-02	3.50	143	1.94	568		1.29	-1.21	YES	
Apr-02	1.70	294	3.38	533		1.31	1.28	YES	
May-02	1.53	327	1.27	551		0.78	-0.33	YES	
Jun-02	2.64	303	3.64	439		1.40	0.71	YES	



PR-4-01-3510	% Missed Appointment – Verizon – Total – EEL								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	19.53	128	1.14	612		1.03	-17.82	NO	
Aug-01	13.66	161	1.01	693		0.87	-14.47	NO	
Sep-01	3.00	100	0.98	510		1.08	-1.87	NO	
Oct-01	4.38	137	0.92	654		0.90	-3.86	NO	
Nov-01	4.79	146	0.54	558		0.68	-6.25	NO	
Dec-01	3.38	148	0.77	783		0.78	-3.33	NO	
Jan-02	5.26	228	1.48	406		1.00	-3.79	NO	
Feb-02	2.63	228	1.15	522		0.85	-1.75	NO	
Mar-02	1.85	271	1.94	568		1.02	0.09	YES	
Apr-02	4.15	193	3.38	533		1.52	-0.51	YES	
May-02	2.23	224	1.27	551		0.89	-1.08	YES	
Jun-02	2.87	174	3.64	439		1.68	0.46	YES	



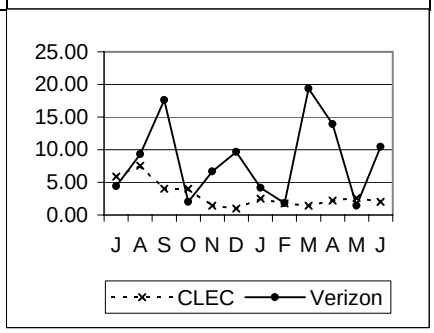
PR-4-01-3530	% Missed Appointment – Verizon – Total – IOF								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	20.00	20	1.14	612		2.41	-7.82	NO	
Aug-01	11.11	27	1.01	693		1.96	-5.15	NO	
Sep-01	0.00	15	0.98	510		2.58	0.38	YES	
Oct-01	0.00	15	0.92	654		2.49	0.37	YES	
Nov-01	0.00	29	0.54	558		1.40	0.39	YES	
Dec-01	0.00	21	0.77	783		1.93	0.40	YES	
Jan-02	16.67	24	1.48	406		2.54	-3.02 (P)	NO	
Feb-02	0.00	14	1.15	522		2.89	0.40	YES	
Mar-02	4.17	48	1.94	568		2.07	-1.08	YES	
Apr-02	2.53	79	3.38	533		2.18	0.39	YES	
May-02	1.79	56	1.27	551		1.57	-0.33	YES	
Jun-02	0.00	20	3.64	439		4.28	0.85	YES	



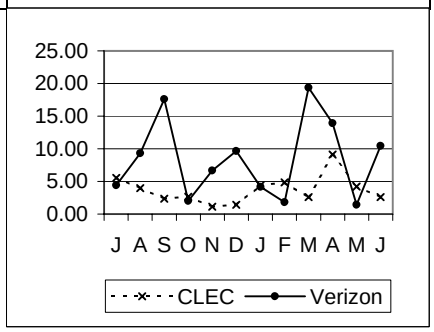
Special Services - Provisioning (cont.)

PR-4 - Missed Appointments (cont.)

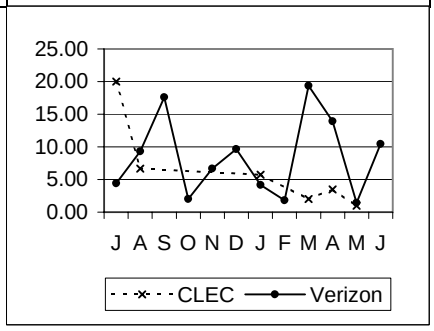
PR-4-02-3200	Average Delay Days – Total								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	5.88	41	4.43	7	3.51	1.44	-1.01	Base<10	
Aug-01	7.54	24	9.29	7	13.61			Base<10	
Sep-01	4.00	8	17.60	5	37.12			Base<10	
Oct-01	4.00	3	2.00	6	1.55			Base<10	
Nov-01	1.40	5	6.67	3	4.04			Base<10	
Dec-01	1.00	2	9.67	6	5.72			Base<10	
Jan-02	2.50	6	4.17	6	5.91			Base<10	
Feb-02	1.75	8	1.83	6	0.75			Base<10	
Mar-02	1.40	5	19.36	11	19.91			Base<10	
Apr-02	2.20	5	13.94	18	18.84			Base<10	
May-02	2.60	5	1.43	7	0.53			Base<10	
Jun-02	2.00	8	10.44	16	16.41			Base<10	



PR-4-02-3510	Average Delay Days – Total – EEL								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	5.52	25	4.43	7	3.51	1.50	-0.73	Base<10	
Aug-01	3.95	22	9.29	7	13.61			Base<10	
Sep-01	2.33	3	17.60	5	37.12			Base<10	
Oct-01	2.67	6	2.00	6	1.55			Base<10	
Nov-01	1.14	7	6.67	3	4.04			Base<10	
Dec-01	1.40	5	9.67	6	5.72			Base<10	
Jan-02	4.42	12	4.17	6	5.91			Base<10	
Feb-02	4.83	6	1.83	6	0.75			Base<10	
Mar-02	2.60	5	19.36	11	19.91			Base<10	
Apr-02	9.13	8	13.94	18	18.84			Base<10	
May-02	4.20	5	1.43	7	0.53			Base<10	
Jun-02	2.60	5	10.44	16	16.41			Base<10	



PR-4-02-3530	Average Delay Days – Total – IOF								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	20.00	4	4.43	7	3.51			Base<10	
Aug-01	6.67	3	9.29	7	13.61			Base<10	
Sep-01	#N/A		17.60	5	37.12			Base<10	
Oct-01	#N/A		2.00	6	1.55			Base<10	
Nov-01	#N/A		6.67	3	4.04			Base<10	
Dec-01	#N/A		9.67	6	5.72			Base<10	
Jan-02	5.75	4	4.17	6	5.91			Base<10	
Feb-02	#N/A		1.83	6	0.75			Base<10	
Mar-02	2.00	2	19.36	11	19.91			Base<10	
Apr-02	3.50	2	13.94	18	18.84			Base<10	
May-02	1.00	1	1.43	7	0.53			Base<10	
Jun-02	#N/A		10.44	16	16.41				

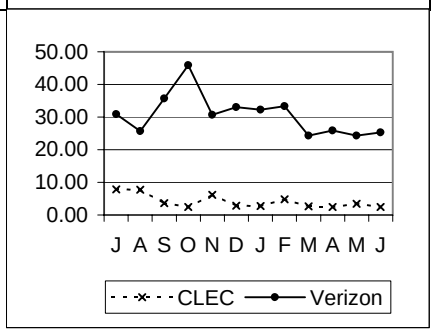


Special Services - Provisioning (cont.)

PR-4 - Missed Appointments (cont.)

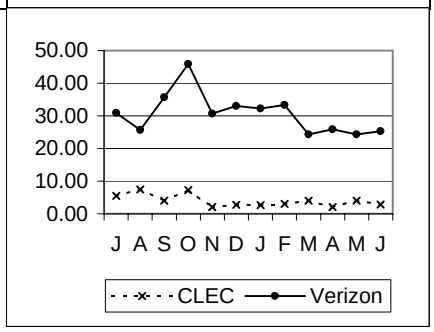
PR-4-03-3200 — **% Missed Appointment – Customer** — No Standard

	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	7.85	191	30.88	612				
Aug-01	7.74	155	25.69	693				
Sep-01	3.67	109	35.69	510				
Oct-01	2.50	120	45.87	654				
Nov-01	6.14	114	30.65	558				
Dec-01	2.86	105	33.08	783				
Jan-02	2.72	147	32.27	406				
Feb-02	4.76	126	33.33	522				
Mar-02	2.62	191	24.30	568				
Apr-02	2.41	373	25.89	533				
May-02	3.39	383	24.32	551				
Jun-02	2.48	323	25.28	439				



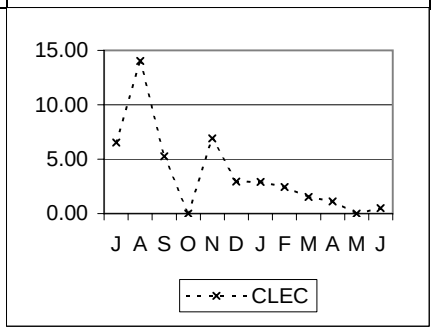
PR-4-03-3510 — **% Missed Appointment – Customer – EEL** — No Standard

	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	5.47	128	30.88	612				
Aug-01	7.45	161	25.69	693				
Sep-01	4.00	100	35.69	510				
Oct-01	7.30	137	45.87	654				
Nov-01	2.05	146	30.65	558				
Dec-01	2.70	148	33.08	783				
Jan-02	2.63	228	32.27	406				
Feb-02	3.07	228	33.33	522				
Mar-02	4.06	271	24.30	568				
Apr-02	2.07	193	25.89	533				
May-02	4.02	224	24.32	551				
Jun-02	2.87	174	25.28	439				



PR-4-08-3200 — **% MA – Customer – Due to Late Order Confirmation** — No Standard

	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	6.52	184						
Aug-01	14.02	107						
Sep-01	5.26	38						
Oct-01	0.00	46						
Nov-01	6.90	29						
Dec-01	2.94	34						
Jan-02	2.90	69						
Feb-02	2.44	82						
Mar-02	1.54	65						
Apr-02	1.10	181						
May-02	0.00	208						
Jun-02	0.50	199						



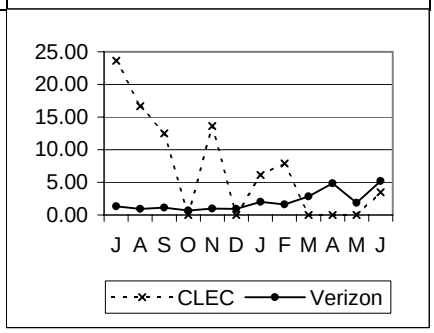
Special Services - Provisioning (cont.)

PR-4 - Missed Appointments (cont.)

PR-4-09-3200 — **% MA – Verizon – Standard Interval (W Coded) Orders –Total** — Parity with VZ Retail

Retail Specials

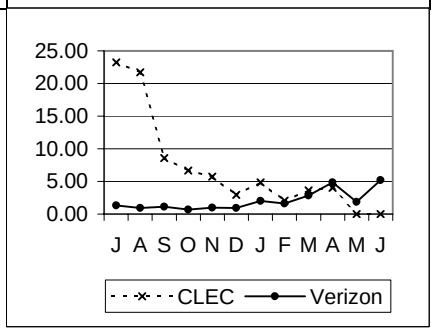
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**23.61**	72	**1.31**	382		1.46	-15.27	NO
Aug-01	**16.67**	42	**0.93**	428		1.55	-10.14	NO
Sep-01	**12.50**	24	**1.15**	348		2.25	-5.04	NO
Oct-01	**0.00**	34	**0.68**	440		1.46	0.46	YES
Nov-01	**13.64**	22	**0.98**	306		2.17	-5.82	NO
Dec-01	**0.00**	17	**0.94**	426		2.39	0.39	YES
Jan-02	**6.12**	49	**2.00**	300		2.16	-1.91	NO
Feb-02	**7.89**	38	**1.64**	366		2.16	-2.89	NO
Mar-02	**0.00**	22	**2.83**	318		3.66	0.77	YES
Apr-02	**0.00**	87	**4.86**	288		2.63	1.85	YES
May-02	**0.00**	123	**1.87**	321		1.44	1.30	YES
Jun-02	**3.48**	115	**5.22**	268		2.48	0.70	YES



PR-4-09-3510 — **% MA – Verizon – Standard Interval (W Coded) Orders –Total – EEL** — Parity with VZ Retail

Retail Specials

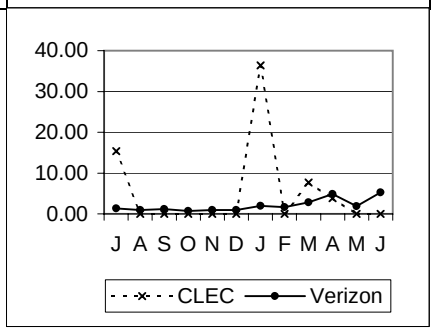
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**23.26**	43	**1.31**	382		1.83	-12.00	NO
Aug-01	**21.74**	46	**0.93**	428		1.49	-13.97	NO
Sep-01	**8.57**	35	**1.15**	348		1.89	-3.93	NO
Oct-01	**6.67**	30	**0.68**	440		1.55	-3.86	NO
Nov-01	**5.71**	35	**0.98**	306		1.76	-2.69	NO
Dec-01	**2.94**	34	**0.94**	426		1.72	-1.16	YES
Jan-02	**4.84**	62	**2.00**	300		1.95	-1.45	YES
Feb-02	**2.04**	49	**1.64**	366		1.93	-0.21	YES
Mar-02	**3.64**	55	**2.83**	318		2.42	-0.33	YES
Apr-02	**4.00**	25	**4.86**	288		4.48	0.19	YES
May-02	**0.00**	48	**1.87**	321		2.10	0.89	YES
Jun-02	**0.00**	50	**5.22**	268		3.43	1.52	YES



PR-4-09-3530 — **% MA – Verizon – Standard Interval (W Coded) Orders –Total – IOF** — Parity with VZ Retail

Retail Specials

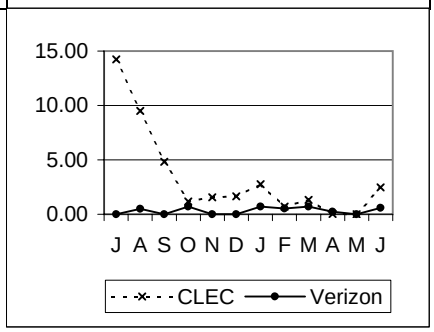
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**15.38**	13	**1.31**	382		3.21	-4.39	NO
Aug-01	**0.00**	13	**0.93**	428		2.70	0.34	YES
Sep-01	**0.00**	2	**1.15**	348				Base<10
Oct-01	**0.00**	4	**0.68**	440				Base<10
Nov-01	**0.00**	6	**0.98**	306				Base<10
Dec-01	**0.00**	7	**0.94**	426				Base<10
Jan-02	**36.36**	11	**2.00**	300		4.30	-3.59 (P)	NO
Feb-02	**0.00**	6	**1.64**	366				Base<10
Mar-02	**7.69**	13	**2.83**	318		4.69	-1.04	YES
Apr-02	**3.85**	26	**4.86**	288		4.40	0.23	YES
May-02	**0.00**	23	**1.87**	321		2.92	0.64	YES
Jun-02	**0.00**	9	**5.22**	268				Base<10



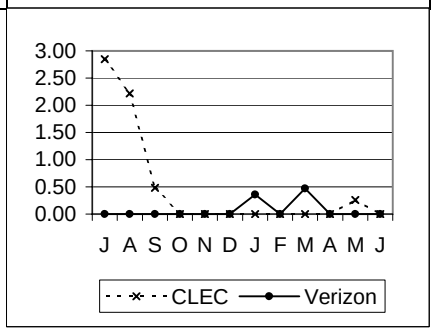
Special Services - Provisioning (cont.)

PR 5 - % Missed Appointment – Verizon – Facilities

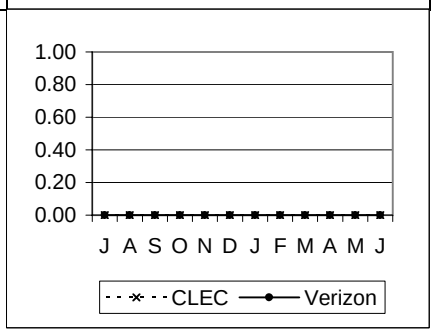
PR-5-01-3200	% Missed Appointment – Verizon – Facilities								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	14.24	316	0.00	438					
Aug-01	9.49	316	0.49	408		0.52	-17.20	NO	
Sep-01	4.83	207	0.00	324		0.00			
Oct-01	1.18	255	0.72	415		0.67	-0.68	YES	
Nov-01	1.56	257	0.00	392		0.00			
Dec-01	1.64	244	0.00	472		0.00			
Jan-02	2.76	326	0.71	281		0.68	-3.00	NO	
Feb-02	0.71	283	0.52	384		0.56	-0.34	YES	
Mar-02	1.32	380	0.70	428		0.59	-1.06	YES	
Apr-02	0.02	365	0.24	409		0.35	0.63	YES	
May-02	0.01	390	0.00	426		0.00			
Jun-02	2.47	324	0.60	333		0.60	-3.10	NO	



PR-5-02-3200	% Orders Held for Facilities > 15 Days								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	2.85	316	0.00	438					
Aug-01	2.22	316	0.00	408		0.00			
Sep-01	0.48	207	0.00	324		0.00			
Oct-01	0.00	255	0.00	415		0.00			
Nov-01	0.00	257	0.00	392		0.00			
Dec-01	0.00	244	0.00	472		0.00			
Jan-02	0.00	326	0.36	281		0.49	0.74	YES	
Feb-02	0.00	283	0.00	384		0.00			
Mar-02	0.00	380	0.47	428		0.48	0.97	YES	
Apr-02	0.00	365	0.00	409		0.00			
May-02	0.26	390	0.00	426		0.00			
Jun-02	0.00	324	0.00	333		0.00			



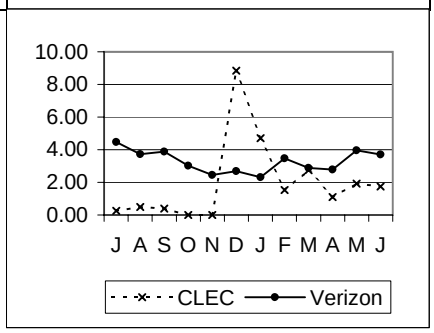
PR-5-03-3200	% Orders Held for Facilities > 60 Days								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	316	0.00	438					
Aug-01	0.00	316	0.00	408		0.00			
Sep-01	0.00	207	0.00	324		0.00			
Oct-01	0.00	255	0.00	415		0.00			
Nov-01	0.00	257	0.00	392		0.00			
Dec-01	0.00	244	0.00	472		0.00			
Jan-02	0.00	326	0.00	281		0.00			
Feb-02	0.00	283	0.00	384		0.00			
Mar-02	0.00	380	0.00	428		0.00			
Apr-02	0.00	365	0.00	409		0.00			
May-02	0.00	390	0.00	426		0.00			
Jun-02	0.00	324	0.00	333		0.00			



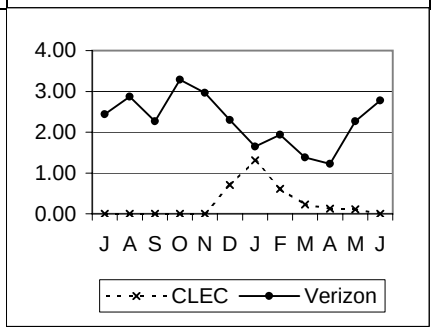
Special Services - Provisioning (cont.)

PR-6 - Installation Quality

PR-6-01-3200	% Installation Troubles reported within 30 Days								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.26	379	4.48	1229		1.21	3.47	YES	
Aug-01	0.50	401	3.73	1288		1.08	2.98	YES	
Sep-01	0.40	252	3.89	926		1.37	2.54	YES	
Oct-01	0.00	297	3.01	1096		1.12	2.69	YES	
Nov-01	0.00	339	2.45	775		1.01	2.43	YES	
Dec-01	8.83	283	2.68	1043		1.08	-5.68	NO	
Jan-02	4.71	382	2.31	909		0.92	-2.62	NO	
Feb-02	1.53	327	3.46	722		1.22	1.59	YES	
Mar-02	2.74	438	2.88	867		0.98	0.15	YES	
Apr-02	1.10	819	2.79	897		0.80	2.12	YES	
May-02	1.92	937	3.97	882		0.92	2.24	YES	
Jun-02	1.75	971	3.70	864		0.88	2.21	YES	

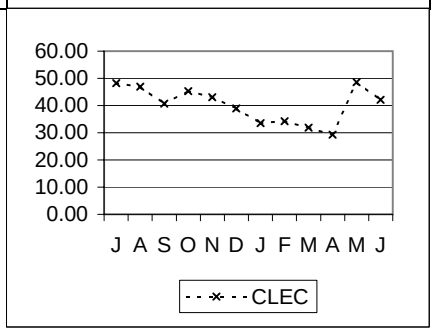


PR-6-03-3200	% Installation Troubles reported within 30 Days – FOK/TOK/CPE								No Standard
	Retail Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	379	2.44	1229					
Aug-01	0.00	401	2.87	1288					
Sep-01	0.00	252	2.27	926					
Oct-01	0.00	297	3.28	1096					
Nov-01	0.00	339	2.97	775					
Dec-01	0.71	283	2.30	1043					
Jan-02	1.31	382	1.65	909					
Feb-02	0.61	327	1.94	722					
Mar-02	0.23	438	1.38	867					
Apr-02	0.12	819	1.23	897					
May-02	0.11	937	2.27	882					
Jun-02	0.00	971	2.78	864					



PR-7 - Jeopardy Reports

PR-7-01-3510	% Orders with Jeopardy Status – EEL								See Guidelines
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	48.23	141							
Aug-01	46.96	181							
Sep-01	40.68	118							
Oct-01	45.27	148							
Nov-01	43.04	158							
Dec-01	38.89	162							
Jan-02	33.47	242							
Feb-02	34.29	245							
Mar-02	31.83	289							
Apr-02	29.35	293							
May-02	48.58	282							
Jun-02	42.15	261							



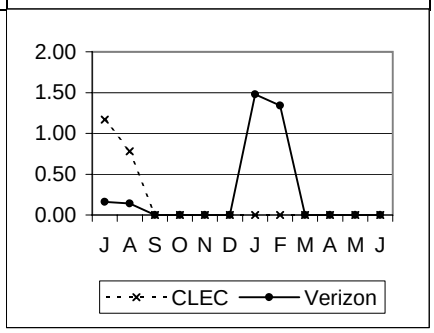
Special Services - Provisioning (cont.)

PR-8 - Open Orders in a Hold Status

PR-8-01-3200 — **% Open Orders in a Hold Status > 30 Days** — Parity with VZ Retail

Retail Specials

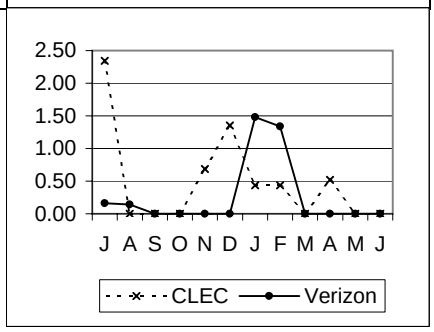
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**1.17**	171	**0.16**	612		0.35	-2.92	NO
Aug-01	**0.78**	128	**0.14**	693		0.36	-1.78	NO
Sep-01	**0.00**	94	**0.00**	510		0.00		
Oct-01	**0.00**	105	**0.00**	654		0.00		
Nov-01	**0.00**	85	**0.00**	558		0.00		
Dec-01	**0.00**	84	**0.00**	783		0.00		
Jan-02	**0.00**	123	**1.48**	406		1.24	1.19	YES
Feb-02	**0.00**	112	**1.34**	522		1.20	1.12	YES
Mar-02	**0.00**	143	**0.00**	568		0.00		
Apr-02	**0.00**	294	**0.00**	533		0.00		
May-02	**0.00**	327	**0.00**	551		0.00		
Jun-02	**0.00**	303	**0.00**	439		0.00		



PR-8-01-3510 — **% Open Orders in a Hold Status > 30 Days – EEL** — Parity with VZ Retail

Retail Specials

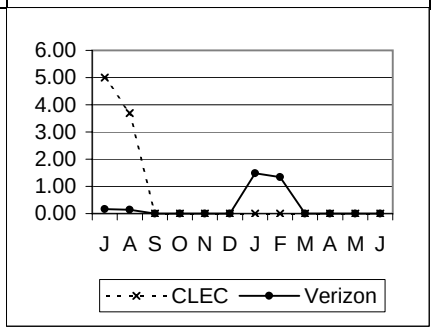
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**2.34**	128	**0.16**	612		0.39	-5.62	NO
Aug-01	**0.00**	161	**0.14**	693		0.33	0.43	YES
Sep-01	**0.00**	100	**0.00**	510		0.00		
Oct-01	**0.00**	137	**0.00**	654		0.00		
Nov-01	**0.68**	146	**0.00**	558		0.00		
Dec-01	**1.35**	148	**0.00**	783		0.00		
Jan-02	**0.44**	228	**1.48**	406		1.00	1.04	YES
Feb-02	**0.44**	228	**1.34**	522		0.91	0.99	YES
Mar-02	**0.00**	271	**0.00**	568		0.00		
Apr-02	**0.52**	193	**0.00**	533		0.00		
May-02	**0.00**	224	**0.00**	551		0.00		
Jun-02	**0.00**	174	**0.00**	439		0.00		



PR-8-01-3530 — **% Open Orders in a Hold Status > 30 Days – IOF** — Parity with VZ Retail

Retail Specials

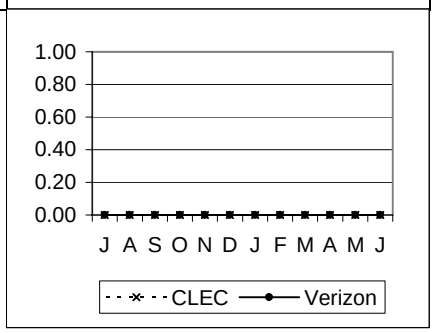
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**5.00**	20	**0.16**	612		0.91	-1.53(P)	YES
Aug-01	**3.70**	27	**0.14**	693		0.73	-4.85	NO
Sep-01	**0.00**	15	**0.00**	510		0.00		
Oct-01	**0.00**	15	**0.00**	654		0.00		
Nov-01	**0.00**	29	**0.00**	558		0.00		
Dec-01	**0.00**	21	**0.00**	783		0.00		
Jan-02	**0.00**	24	**1.48**	406		2.54	0.58	YES
Feb-02	**0.00**	14	**1.34**	522		3.11	0.43	YES
Mar-02	**0.00**	48	**0.00**	568		0.00		
Apr-02	**0.00**	79	**0.00**	533		0.00		
May-02	**0.00**	56	**0.00**	551		0.00		
Jun-02	**0.00**	20	**0.00**	439		0.00		



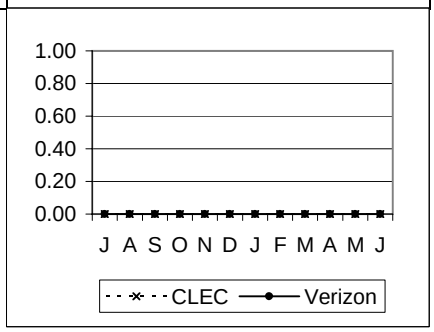
Special Services - Provisioning (cont.)

PR-8 - Open Orders in a Hold Status (cont.)

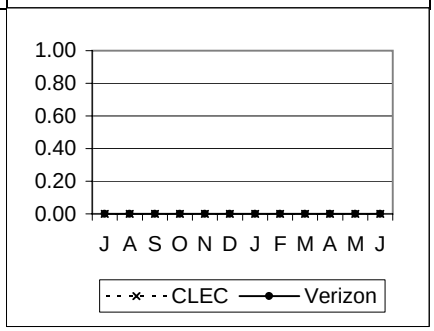
PR-8-02-3200	% Open Orders in a Hold Status > 90 Days								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**0.00**	171	**0.00**	612		0.00			
Aug-01	**0.00**	128	**0.00**	693		0.00			
Sep-01	**0.00**	94	**0.00**	510		0.00			
Oct-01	**0.00**	105	**0.00**	654		0.00			
Nov-01	**0.00**	85	**0.00**	558		0.00			
Dec-01	**0.00**	84	**0.00**	783		0.00			
Jan-02	**0.00**	123	**0.00**	406		0.00			
Feb-02	**0.00**	112	**0.00**	522		0.00			
Mar-02	**0.00**	143	**0.00**	568		0.00			
Apr-02	**0.00**	294	**0.00**	533		0.00			
May-02	**0.00**	327	**0.00**	551		0.00			
Jun-02	**0.00**	303	**0.00**	439		0.00			



PR-8-02-3510	% Open Orders in a Hold Status > 90 Days – EEL								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**0.00**	128	**0.00**	612		0.00			
Aug-01	**0.00**	161	**0.00**	693		0.00			
Sep-01	**0.00**	100	**0.00**	510		0.00			
Oct-01	**0.00**	137	**0.00**	654		0.00			
Nov-01	**0.00**	146	**0.00**	558		0.00			
Dec-01	**0.00**	148	**0.00**	783		0.00			
Jan-02	**0.00**	228	**0.00**	406		0.00			
Feb-02	**0.00**	228	**0.00**	522		0.00			
Mar-02	**0.00**	271	**0.00**	568		0.00			
Apr-02	**0.00**	193	**0.00**	533		0.00			
May-02	**0.00**	224	**0.00**	551		0.00			
Jun-02	**0.00**	174	**0.00**	439		0.00			



PR-8-02-3530	% Open Orders in a Hold Status > 90 Days – IOF								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**0.00**	20	**0.00**	612		0.00			
Aug-01	**0.00**	27	**0.00**	693		0.00			
Sep-01	**0.00**	15	**0.00**	510		0.00			
Oct-01	**0.00**	15	**0.00**	654		0.00			
Nov-01	**0.00**	29	**0.00**	558		0.00			
Dec-01	**0.00**	21	**0.00**	783		0.00			
Jan-02	**0.00**	24	**0.00**	406		0.00			
Feb-02	**0.00**	14	**0.00**	522		0.00			
Mar-02	**0.00**	48	**0.00**	568		0.00			
Apr-02	**0.00**	79	**0.00**	533		0.00			
May-02	**0.00**	56	**0.00**	551		0.00			
Jun-02	**0.00**	20	**0.00**	439		0.00			



Legend

N/A = No Activity
NEF = No Existing Functionality
P = Z-Score Equivalent from Permutation Test
TBD = Performance standard is to be determined
RQ = Performance metric is reported quarterly
UD = Performance metric is under development
UR = Performance metric is under review

**VADI observations are confidential and not for public inspection.

Base < 10: Parity Standards - The C2C guidelines do not require a calculation of a Z/t-statistic to determine if performance met the standard when sample sizes are less than 10.

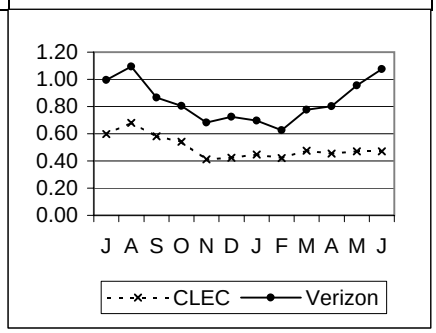
Verizon - PA

Carrier to Carrier Performance Standards and Reports Summary July 2001 - June 2002

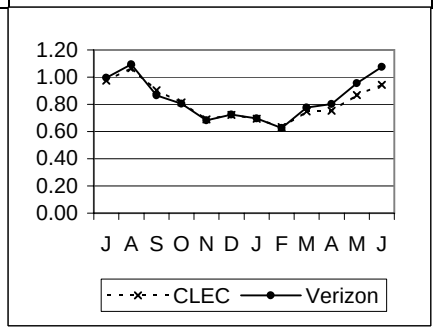
CLEC Aggregate Performance
UNE (Maintenance) - POTS/Special Services

POTS - Maintenance
MR-2 - Trouble Report Rate

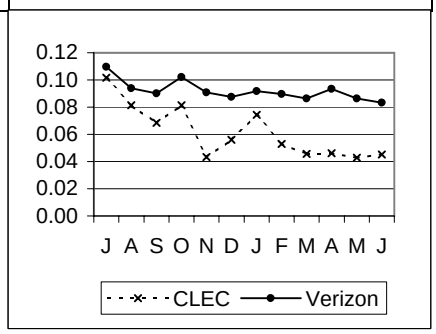
MR-2-02-3112	Network Trouble Report Rate – Loop								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.60	156414	0.99	5569027		0.03	15.57	YES	
Aug-01	0.68	161980	1.09	5541411		0.03	15.77	YES	
Sep-01	0.58	166481	0.87	5530294		0.02	12.38	YES	
Oct-01	0.54	171864	0.80	5478878		0.02	12.00	YES	
Nov-01	0.41	175508	0.68	5444939		0.02	13.47	YES	
Dec-01	0.42	178210	0.73	5413360		0.02	14.80	YES	
Jan-02	0.45	181311	0.70	5382768		0.02	12.55	YES	
Feb-02	0.42	184790	0.63	5359039		0.02	10.95	YES	
Mar-02	0.48	187936	0.78	5328460		0.02	14.61	YES	
Apr-02	0.46	190959	0.80	5298159		0.02	16.72	YES	
May-02	0.47	194101	0.96	5256455		0.02	21.58	YES	
Jun-02	0.47	201401	1.07	5224819		0.02	25.82	YES	



MR-2-02-3140	Network Trouble Report Rate – Platform								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.97	241543	0.99	5569027		0.02	0.98	YES	
Aug-01	1.06	255259	1.09	5541411		0.02	1.38	YES	
Sep-01	0.90	257125	0.87	5530294		0.02	-2.03	NO	
Oct-01	0.81	268418	0.80	5478878		0.02	-0.51	YES	
Nov-01	0.69	271788	0.68	5444939		0.02	-0.56	YES	
Dec-01	0.72	274791	0.73	5413360		0.02	0.15	YES	
Jan-02	0.69	275016	0.70	5382768		0.02	0.15	YES	
Feb-02	0.63	276589	0.63	5359039		0.02	-0.51	YES	
Mar-02	0.75	280423	0.78	5328460		0.02	1.76	YES	
Apr-02	0.75	283650	0.80	5298159		0.02	2.92	YES	
May-02	0.87	289774	0.96	5256455		0.02	4.65	YES	
Jun-02	0.94	298510	1.07	5224819		0.02	6.80	YES	



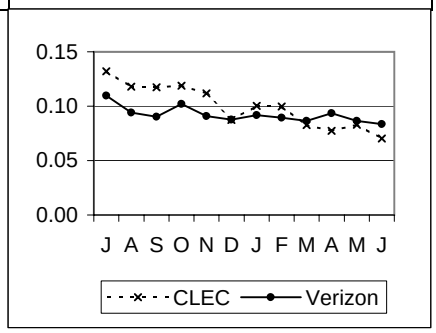
MR-2-03-3112	Network Trouble Report Rate – Central Office – Loop								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.10	156414	0.11	5569027		0.01	0.95	YES	
Aug-01	0.08	161980	0.09	5541411		0.01	1.62	YES	
Sep-01	0.07	166481	0.09	5530294		0.01	2.91	YES	
Oct-01	0.08	171864	0.10	5478878		0.01	2.65	YES	
Nov-01	0.04	175508	0.09	5444939		0.01	6.50	YES	
Dec-01	0.06	178210	0.09	5413360		0.01	4.43	YES	
Jan-02	0.07	181311	0.09	5382768		0.01	2.39	YES	
Feb-02	0.05	184790	0.09	5359039		0.01	5.16	YES	
Mar-02	0.05	187936	0.09	5328460		0.01	5.89	YES	
Apr-02	0.05	190959	0.09	5298159		0.01	6.66	YES	
May-02	0.04	194101	0.09	5256455		0.01	6.42	YES	
Jun-02	0.05	201401	0.08	5224819		0.01	5.83	YES	



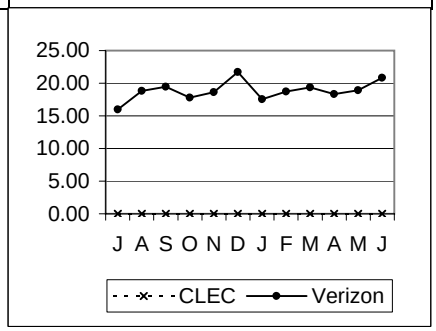
POTS - Maintenance (cont.)

MR-2 - Trouble Report Rate (cont.)

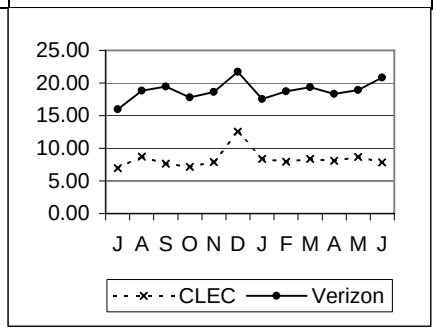
MR-2-03-3140	Network Trouble Report Rate – Central Office – Platform								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.13	241543	0.11	5569027		0.01	-3.25	NO	
Aug-01	0.12	255259	0.09	5541411		0.01	-3.86	NO	
Sep-01	0.12	257125	0.09	5530294		0.01	-4.49	NO	
Oct-01	0.12	268418	0.10	5478878		0.01	-2.64	NO	
Nov-01	0.11	271788	0.09	5444939		0.01	-3.55	NO	
Dec-01	0.09	274791	0.09	5413360		0.01	0.05	YES	
Jan-02	0.10	275016	0.09	5382768		0.01	-1.45	YES	
Feb-02	0.10	276589	0.09	5359039		0.01	-1.76	NO	
Mar-02	0.08	280423	0.09	5328460		0.01	0.63	YES	
Apr-02	0.08	283650	0.09	5298159		0.01	2.76	YES	
May-02	0.08	289774	0.09	5256455		0.01	0.63	YES	
Jun-02	0.07	298510	0.08	5224819		0.01	2.40	YES	



MR-2-04-3112	% Subsequent Reports – Loop								No Standard
	No Standard								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	1095	15.98	73177					
Aug-01	0.00	1234	18.80	81055					
Sep-01	0.00	1080	19.45	65614					
Oct-01	0.00	1071	17.77	60394					
Nov-01	0.00	800	18.63	51660					
Dec-01	0.00	854	21.71	56231					
Jan-02	0.00	947	17.57	51523					
Feb-02	0.00	876	18.74	47140					
Mar-02	0.00	981	19.36	57078					
Apr-02	0.00	957	18.32	58122					
May-02	0.00	996	18.90	67530					
Jun-02	0.00	1038	20.83	76440					



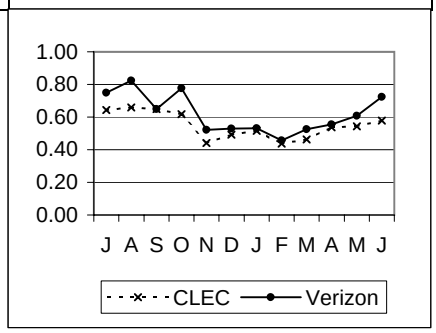
MR-2-04-3140	% Subsequent Reports – Platform								No Standard
	No Standard								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	6.96	2872	15.98	73177					
Aug-01	8.71	3307	18.80	81055					
Sep-01	7.67	2843	19.45	65614					
Oct-01	7.16	2695	17.77	60394					
Nov-01	7.90	2367	18.63	51660					
Dec-01	12.53	2546	21.71	56231					
Jan-02	8.38	2387	17.57	51523					
Feb-02	7.95	2202	18.74	47140					
Mar-02	8.38	2541	19.36	57078					
Apr-02	8.09	2560	18.32	58122					
May-02	8.70	3022	18.90	67530					
Jun-02	7.83	3282	20.83	76440					



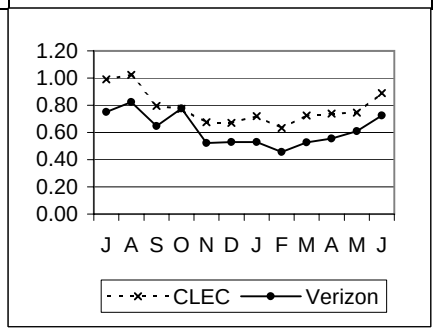
POTS - Maintenance (cont.)

MR-2 - Trouble Report Rate (cont.)

MR-2-05-3112	% CPE/TOK/FOK Trouble Report Rate – Loop								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**0.64**	156414	**0.75**	5569027		0.02	4.83	YES	
Aug-01	**0.66**	161980	**0.82**	5541411		0.02	7.24	YES	
Sep-01	**0.65**	166481	**0.65**	5530294		0.02	-0.09	YES	
Oct-01	**0.62**	171864	**0.78**	5478878		0.02	7.33	YES	
Nov-01	**0.44**	175508	**0.52**	5444939		0.02	4.53	YES	
Dec-01	**0.49**	178210	**0.53**	5413360		0.02	2.15	YES	
Jan-02	**0.52**	181311	**0.53**	5382768		0.02	0.85	YES	
Feb-02	**0.44**	184790	**0.46**	5359039		0.02	1.17	YES	
Mar-02	**0.46**	187936	**0.53**	5328460		0.02	3.75	YES	
Apr-02	**0.54**	190959	**0.56**	5298159		0.02	1.01	YES	
May-02	**0.54**	194101	**0.61**	5256455		0.02	3.61	YES	
Jun-02	**0.58**	201401	**0.72**	5224819		0.02	7.54	YES	

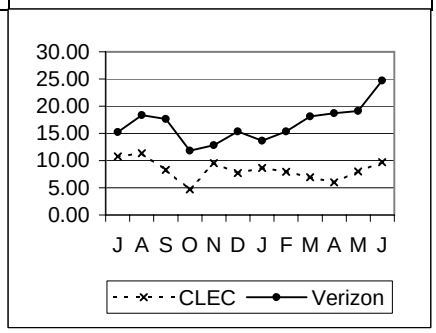


MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate – Platform								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**0.99**	241543	**0.75**	5569027		0.02	-13.43	NO	
Aug-01	**1.02**	255259	**0.82**	5541411		0.02	-10.82	NO	
Sep-01	**0.79**	257125	**0.65**	5530294		0.02	-9.04	NO	
Oct-01	**0.77**	268418	**0.78**	5478878		0.02	0.13	YES	
Nov-01	**0.67**	271788	**0.52**	5444939		0.01	-10.81	NO	
Dec-01	**0.67**	274791	**0.53**	5413360		0.01	-9.88	NO	
Jan-02	**0.72**	275016	**0.53**	5382768		0.01	-13.35	NO	
Feb-02	**0.63**	276589	**0.46**	5359039		0.01	-13.43	NO	
Mar-02	**0.73**	280423	**0.53**	5328460		0.01	-14.25	NO	
Apr-02	**0.74**	283650	**0.56**	5298159		0.01	-12.77	NO	
May-02	**0.75**	289774	**0.61**	5256455		0.01	-9.23	NO	
Jun-02	**0.89**	298510	**0.72**	5224819		0.02	-10.34	NO	



MR-3 - Missed Repair Appointments

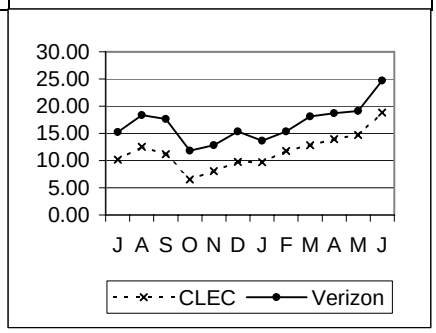
MR-3-01-3112	% Missed Repair Appointment – Loop – Loop								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**10.79**	936	**15.21**	55376		1.18	3.73	YES	
Aug-01	**11.34**	1102	**18.37**	60610		1.18	5.97	YES	
Sep-01	**8.28**	966	**17.67**	47861		1.24	7.58	YES	
Oct-01	**4.73**	931	**11.83**	44064		1.07	6.64	YES	
Nov-01	**9.53**	724	**12.85**	37092		1.26	2.64	YES	
Dec-01	**7.69**	754	**15.38**	39279		1.33	5.80	YES	
Jan-02	**8.62**	812	**13.64**	37531		1.22	4.12	YES	
Feb-02	**7.97**	778	**15.36**	33508		1.31	5.65	YES	
Mar-02	**6.93**	895	**18.14**	41427		1.30	8.61	YES	
Apr-02	**5.98**	869	**18.68**	42522		1.34	9.51	YES	
May-02	**8.00**	913	**19.09**	50227		1.31	8.45	YES	
Jun-02	**9.71**	947	**24.70**	56161		1.41	10.61	YES	



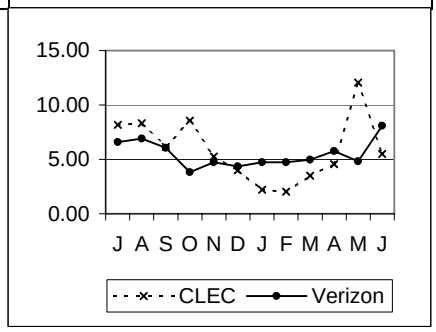
POTS - Maintenance (cont.)

MR-3 - Missed Repair Appointments (cont.)

MR-3-01-3140	% Missed Repair Appointment – Loop – Platform								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**10.16**	2353	**15.21**	55376		0.76	6.68	YES	
Aug-01	**12.51**	2718	**18.37**	60610		0.76	7.72	YES	
Sep-01	**11.15**	2323	**17.67**	47861		0.81	8.05	YES	
Oct-01	**6.55**	2183	**11.83**	44064		0.71	7.46	YES	
Nov-01	**8.05**	1876	**12.85**	37092		0.79	6.06	YES	
Dec-01	**9.76**	1987	**15.38**	39279		0.83	6.77	YES	
Jan-02	**9.73**	1911	**13.64**	37531		0.80	4.86	YES	
Feb-02	**11.76**	1751	**15.36**	33508		0.88	4.07	YES	
Mar-02	**12.83**	2096	**18.14**	41427		0.86	6.15	YES	
Apr-02	**13.96**	2134	**18.68**	42522		0.86	5.46	YES	
May-02	**14.73**	2519	**19.09**	50227		0.80	5.43	YES	
Jun-02	**18.83**	2815	**24.70**	56161		0.83	7.05	YES	



MR-3-02-3112	% Missed Repair Appointment – Central Office – Loop								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**8.18**	159	**6.60**	6110		1.99	-0.79	YES	
Aug-01	**8.33**	132	**6.91**	5208		2.24	-0.64	YES	
Sep-01	**6.14**	114	**6.07**	4990		2.26	-0.03	YES	
Oct-01	**8.57**	140	**3.82**	5598		1.64	-2.90	NO	
Nov-01	**5.26**	76	**4.75**	4945		2.46	-0.21	YES	
Dec-01	**4.00**	100	**4.36**	4744		2.06	0.17	YES	
Jan-02	**2.22**	135	**4.74**	4939		1.85	1.36	YES	
Feb-02	**2.04**	98	**4.75**	4799		2.17	1.25	YES	
Mar-02	**3.49**	86	**4.96**	4600		2.36	0.62	YES	
Apr-02	**4.55**	88	**5.77**	4953		2.51	0.49	YES	
May-02	**12.05**	83	**4.82**	4539		2.37	-3.05	NO	
Jun-02	**5.49**	91	**8.10**	4358		2.89	0.90	YES	



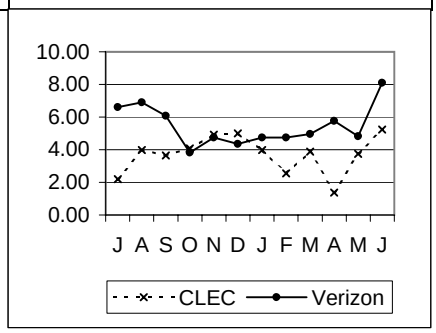
POTS - Maintenance (cont.)

MR-3 - Missed Repair Appointments (cont.)

MR-3-02-3140 — **% Missed Repair Appointment – Central Office – Platform** — Parity with VZ Retail

Retail POTS

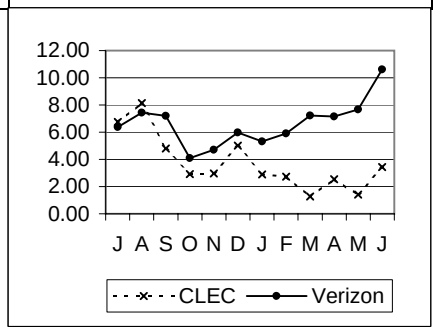
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**2.19**	319	**6.60**	6110		1.43	3.09	YES
Aug-01	**3.99**	301	**6.91**	5208		1.50	1.94	YES
Sep-01	**3.64**	302	**6.07**	4990		1.41	1.72	YES
Oct-01	**4.08**	319	**3.82**	5598		1.10	-0.24	YES
Nov-01	**4.93**	304	**4.75**	4945		1.26	-0.14	YES
Dec-01	**5.00**	240	**4.36**	4744		1.35	-0.47	YES
Jan-02	**3.99**	276	**4.74**	4939		1.31	0.57	YES
Feb-02	**2.54**	276	**4.75**	4799		1.32	1.68	YES
Mar-02	**3.88**	232	**4.96**	4600		1.46	0.74	YES
Apr-02	**1.37**	219	**5.77**	4953		1.61	2.73	YES
May-02	**3.75**	240	**4.82**	4539		1.42	0.75	YES
Jun-02	**5.24**	210	**8.10**	4358		1.93	1.48	YES



MR-3-03-3112 — **% Missed Repair Appointment — CPE /TOK/FOK – Loop** — Parity with VZ Retail

Retail POTS

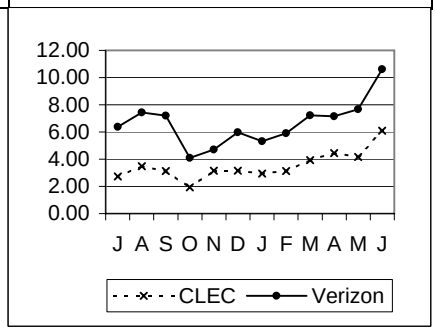
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**6.76**	1006	**6.37**	41766		0.78	-0.50	YES
Aug-01	**8.15**	1068	**7.44**	45683		0.81	-0.87	YES
Sep-01	**4.81**	1082	**7.21**	35848		0.80	3.01	YES
Oct-01	**2.92**	1063	**4.09**	42518		0.62	1.90	YES
Nov-01	**2.96**	776	**4.71**	28387		0.77	2.27	YES
Dec-01	**5.02**	877	**5.97**	28676		0.81	1.17	YES
Jan-02	**2.89**	935	**5.31**	28550		0.75	3.25	YES
Feb-02	**2.72**	809	**5.90**	24465		0.84	3.78	YES
Mar-02	**1.27**	869	**7.22**	28027		0.89	6.67	YES
Apr-02	**2.53**	1027	**7.15**	29422		0.82	5.65	YES
May-02	**1.42**	1055	**7.68**	31984		0.83	7.51	YES
Jun-02	**3.43**	1166	**10.62**	37835		0.92	7.85	YES



MR-3-03-3140 — **% Missed Repair Appointment — CPE /TOK/FOK – Platform** — Parity with VZ Retail

Retail POTS

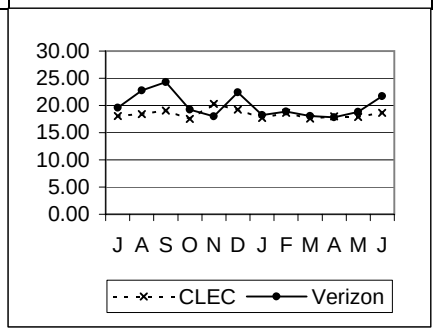
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**2.72**	2393	**6.37**	41766		0.51	7.11	YES
Aug-01	**3.49**	2610	**7.44**	45683		0.53	7.48	YES
Sep-01	**3.13**	2043	**7.21**	35848		0.59	6.93	YES
Oct-01	**1.93**	2077	**4.09**	42518		0.45	4.85	YES
Nov-01	**3.16**	1833	**4.71**	28387		0.51	3.04	YES
Dec-01	**3.15**	1841	**5.97**	28676		0.57	4.95	YES
Jan-02	**2.93**	1980	**5.31**	28550		0.52	4.57	YES
Feb-02	**3.14**	1751	**5.90**	24465		0.58	4.74	YES
Mar-02	**3.93**	2035	**7.22**	28027		0.59	5.54	YES
Apr-02	**4.44**	2094	**7.15**	29422		0.58	4.65	YES
May-02	**4.17**	2160	**7.68**	31984		0.59	5.93	YES
Jun-02	**6.10**	2654	**10.62**	37835		0.62	7.31	YES



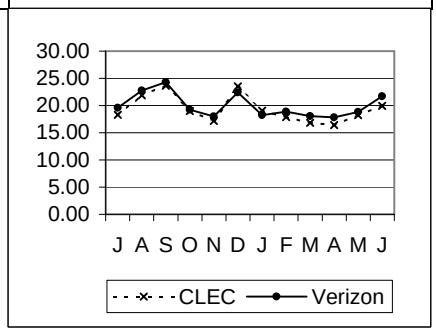
POTS - Maintenance (cont.)

MR-4 - Trouble Duration Intervals

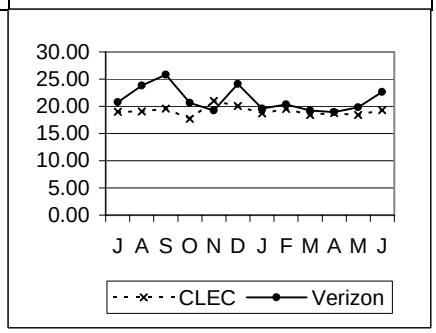
MR-4-01-3112	Mean Time To Repair – Total – Loop								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	18.04	1095	19.58	61486	20.82	0.63	2.42	YES	
Aug-01	18.44	1234	22.75	65818	22.54	0.65	6.66	YES	
Sep-01	19.07	1080	24.32	52851	24.96	0.77	6.84	YES	
Oct-01	17.53	1071	19.21	49662	22.25	0.69	2.45	YES	
Nov-01	20.27	800	17.97	42037	21.24	0.76	-3.03	NO	
Dec-01	19.23	854	22.41	44023	23.35	0.81	3.95	YES	
Jan-02	17.72	947	18.26	42470	21.25	0.70	0.79	YES	
Feb-02	18.63	876	18.87	38307	21.31	0.73	0.33	YES	
Mar-02	17.57	981	18.07	46027	19.48	0.63	0.79	YES	
Apr-02	18.02	957	17.81	47475	20.73	0.68	-0.31	YES	
May-02	17.86	996	18.80	54766	21.85	0.70	1.34	YES	
Jun-02	18.63	1038	21.73	60519	22.14	0.69	4.46	YES	



MR-4-01-3140	Mean Time To Repair – Total – Platform								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	18.28	2672	19.58	61486	20.82	0.41	3.17	YES	
Aug-01	21.90	3019	22.75	65818	22.54	0.42	2.01	YES	
Sep-01	23.65	2625	24.32	52851	24.96	0.50	1.35	YES	
Oct-01	18.97	2502	19.21	49662	22.25	0.46	0.53	YES	
Nov-01	17.19	2180	17.97	42037	21.24	0.47	1.69	YES	
Dec-01	23.55	2227	22.41	44023	23.35	0.51	-2.24	NO	
Jan-02	19.04	2187	18.26	42470	21.25	0.47	-1.66	NO	
Feb-02	17.88	2027	18.87	38307	21.31	0.49	2.05	YES	
Mar-02	16.83	2328	18.07	46027	19.48	0.41	3.00	YES	
Apr-02	16.43	2353	17.81	47475	20.73	0.44	3.15	YES	
May-02	18.25	2759	18.80	54766	21.85	0.43	1.29	YES	
Jun-02	19.94	3025	21.73	60519	22.14	0.41	4.34	YES	



MR-4-02-3112	Mean Time to Repair – Loop Trouble – Loop								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	19.03	936	20.75	55376	20.97	0.69	2.49	YES	
Aug-01	19.06	1102	23.82	60610	22.61	0.69	6.93	YES	
Sep-01	19.60	966	25.80	47861	25.16	0.82	7.58	YES	
Oct-01	17.72	931	20.64	44064	22.67	0.75	3.89	YES	
Nov-01	21.01	724	19.23	37092	21.70	0.81	-2.18	NO	
Dec-01	20.04	754	24.10	39279	23.58	0.87	4.69	YES	
Jan-02	18.72	812	19.58	37531	21.42	0.76	1.14	YES	
Feb-02	19.54	778	20.37	33508	21.24	0.77	1.07	YES	
Mar-02	18.40	895	19.23	41427	19.64	0.66	1.25	YES	
Apr-02	18.74	869	18.94	42522	20.45	0.70	0.29	YES	
May-02	18.38	913	19.82	50227	22.16	0.74	1.95	YES	
Jun-02	19.27	947	22.68	56161	21.74	0.71	4.78	YES	



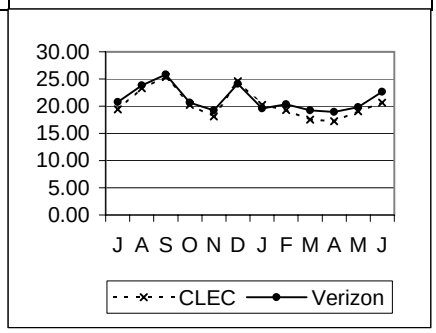
POTS - Maintenance (cont.)

MR-4 - Trouble Duration Intervals (cont.)

MR-4-02-3140 — **Mean Time to Repair – Loop Trouble – Platform** — Parity with VZ Retail

Retail POTS

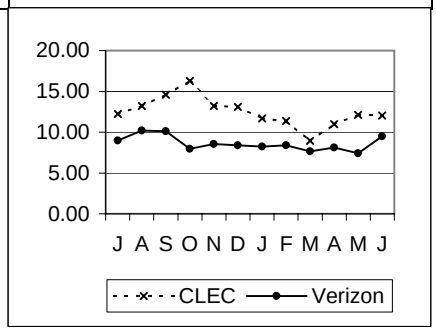
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**19.41**	2353	**20.75**	55376	20.97	0.44	3.03	YES
Aug-01	**23.28**	2718	**23.82**	60610	22.61	0.44	1.22	YES
Sep-01	**25.35**	2323	**25.80**	47861	25.16	0.53	0.84	YES
Oct-01	**20.24**	2183	**20.64**	44064	22.67	0.50	0.81	YES
Nov-01	**18.14**	1876	**19.23**	37092	21.70	0.51	2.13	YES
Dec-01	**24.61**	1987	**24.10**	39279	23.58	0.54	-0.93	YES
Jan-02	**20.23**	1911	**19.58**	37531	21.42	0.50	-1.29	YES
Feb-02	**19.30**	1751	**20.37**	33508	21.24	0.52	2.06	YES
Mar-02	**17.55**	2096	**19.23**	41427	19.64	0.44	3.81	YES
Apr-02	**17.24**	2134	**18.94**	42522	20.45	0.45	3.75	YES
May-02	**19.05**	2519	**19.82**	50227	22.16	0.45	1.71	YES
Jun-02	**20.66**	2815	**22.68**	56161	21.74	0.42	4.80	YES



MR-4-03-3112 — **Mean Time To Repair – Central Office Trouble – Loop** — Parity with VZ Retail

Retail POTS

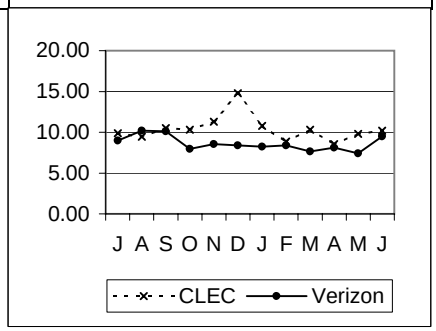
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**12.25**	159	**8.97**	6110	15.85	1.27	-2.58	NO
Aug-01	**13.20**	132	**10.21**	5208	17.30	1.52	-1.96	NO
Sep-01	**14.59**	114	**10.13**	4990	17.48	1.66	-2.70	NO
Oct-01	**16.27**	140	**7.95**	5598	14.24	1.22	-6.83	NO
Nov-01	**13.23**	76	**8.53**	4945	14.24	1.65	-2.86	NO
Dec-01	**13.08**	100	**8.40**	4744	15.40	1.56	-3.01	NO
Jan-02	**11.70**	135	**8.24**	4939	16.84	1.47	-2.35	NO
Feb-02	**11.38**	98	**8.40**	4799	18.71	1.91	-1.56	YES
Mar-02	**8.96**	86	**7.63**	4600	14.23	1.55	-0.86	YES
Apr-02	**10.99**	88	**8.11**	4953	20.59	2.21	-1.30	YES
May-02	**12.13**	83	**7.43**	4539	13.51	1.50	-3.14	NO
Jun-02	**12.04**	91	**9.48**	4358	23.55	2.49	-1.03	YES



MR-4-03-3140 — **Mean Time To Repair – Central Office Trouble – Platform** — Parity with VZ Retail

Retail POTS

	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**9.89**	319	**8.97**	6110	15.85	0.91	-1.01	YES
Aug-01	**9.45**	301	**10.21**	5208	17.30	1.03	0.74	YES
Sep-01	**10.53**	302	**10.13**	4990	17.48	1.04	-0.39	YES
Oct-01	**10.31**	319	**7.95**	5598	14.24	0.82	-2.88	NO
Nov-01	**11.31**	304	**8.53**	4945	14.24	0.84	-3.30	NO
Dec-01	**14.80**	240	**8.40**	4744	15.40	1.02	-6.28	NO
Jan-02	**10.78**	276	**8.24**	4939	16.84	1.04	-2.44	NO
Feb-02	**8.86**	276	**8.40**	4799	18.71	1.16	-0.40	YES
Mar-02	**10.30**	232	**7.63**	4600	14.23	0.96	-2.78	NO
Apr-02	**8.55**	219	**8.11**	4953	20.59	1.42	-0.31	YES
May-02	**9.82**	240	**7.43**	4539	13.51	0.89	-2.67	NO
Jun-02	**10.19**	210	**9.48**	4358	23.55	1.66	-0.43	YES



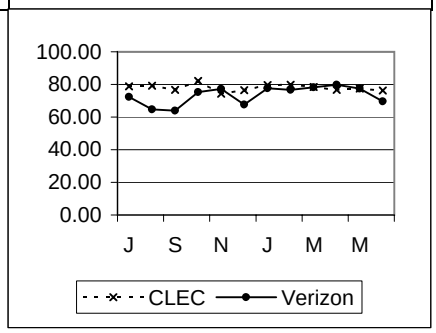
POTS - Maintenance (cont.)

MR-4 - Trouble Duration Intervals (cont.)

MR-4-04-3112 — **% Cleared (all troubles) within 24 Hours – Loop** — Parity with VZ Retail

Retail POTS

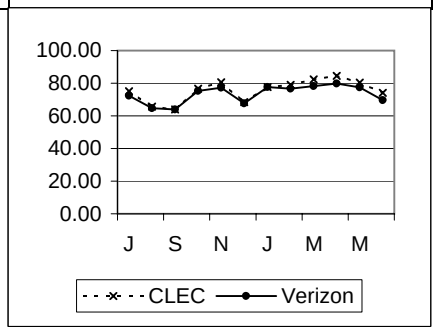
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**78.81**	1095	**72.32**	61486		1.36	4.76	YES
Aug-01	**79.25**	1234	**64.67**	65818		1.37	10.62	YES
Sep-01	**76.57**	1080	**63.85**	52851		1.48	8.61	YES
Oct-01	**82.07**	1071	**75.26**	49662		1.33	5.11	YES
Nov-01	**74.38**	800	**77.34**	42037		1.49	-1.98	NO
Dec-01	**76.46**	854	**67.72**	44023		1.62	5.41	YES
Jan-02	**79.62**	947	**77.64**	42470		1.37	1.45	YES
Feb-02	**79.79**	876	**76.69**	38307		1.44	2.15	YES
Mar-02	**78.39**	981	**78.20**	46027		1.33	0.14	YES
Apr-02	**76.70**	957	**79.74**	47475		1.31	-2.32	NO
May-02	**77.51**	996	**77.43**	54766		1.34	0.06	YES
Jun-02	**76.20**	1038	**69.55**	60519		1.44	4.62	YES



MR-4-04-3140 — **% Cleared (all troubles) within 24 Hours – Platform** — Parity with VZ Retail

Retail POTS

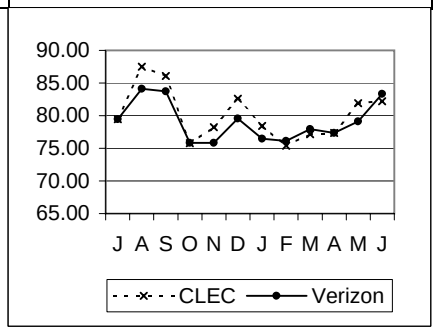
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**75.04**	2672	**72.32**	61486		0.88	3.08	YES
Aug-01	**65.62**	3019	**64.67**	65818		0.89	1.07	YES
Sep-01	**64.00**	2625	**63.85**	52851		0.96	0.16	YES
Oct-01	**76.58**	2502	**75.26**	49662		0.88	1.49	YES
Nov-01	**80.60**	2180	**77.34**	42037		0.92	3.55	YES
Dec-01	**68.43**	2227	**67.72**	44023		1.02	0.70	YES
Jan-02	**77.73**	2187	**77.64**	42470		0.91	0.10	YES
Feb-02	**79.08**	2027	**76.69**	38307		0.96	2.48	YES
Mar-02	**82.43**	2328	**78.20**	46027		0.88	4.82	YES
Apr-02	**84.45**	2353	**79.74**	47475		0.85	5.55	YES
May-02	**80.46**	2759	**77.43**	54766		0.82	3.71	YES
Jun-02	**74.15**	3025	**69.55**	60519		0.86	5.37	YES



MR-4-06-3140 — **% Out of Service > 4 hours – Platform** — Parity with VZ Retail

Retail Specials

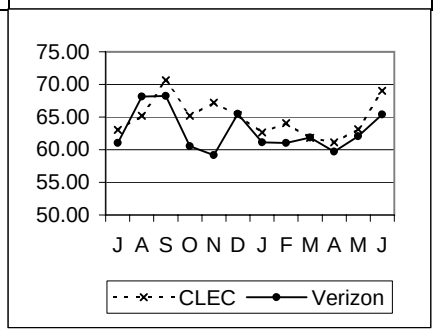
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**79.48**	1959	**79.48**	40772		0.93	0.00	YES
Aug-01	**87.51**	2242	**84.10**	44894		0.79	-4.31	NO
Sep-01	**86.07**	1931	**83.74**	35596		0.86	-2.70	NO
Oct-01	**75.78**	1817	**75.85**	31270		1.03	0.07	YES
Nov-01	**78.22**	1584	**75.84**	27487		1.11	-2.15	NO
Dec-01	**82.60**	1684	**79.55**	28695		1.01	-3.02	NO
Jan-02	**78.43**	1530	**76.49**	25944		1.12	-1.74	NO
Feb-02	**75.40**	1447	**76.15**	23658		1.15	0.65	YES
Mar-02	**77.15**	1711	**77.94**	29722		1.03	0.77	YES
Apr-02	**77.33**	1716	**77.37**	30336		1.04	0.04	YES
May-02	**81.93**	2031	**79.12**	35349		0.93	-3.03	NO
Jun-02	**82.19**	2268	**83.31**	41928		0.80	1.39	YES



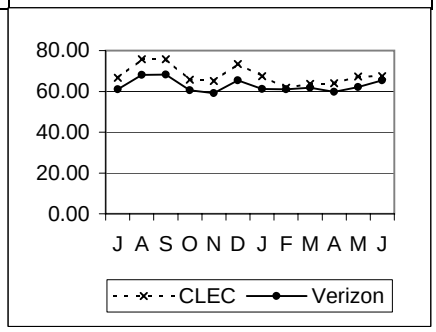
POTS - Maintenance (cont.)

MR-4 - Trouble Duration Intervals (cont.)

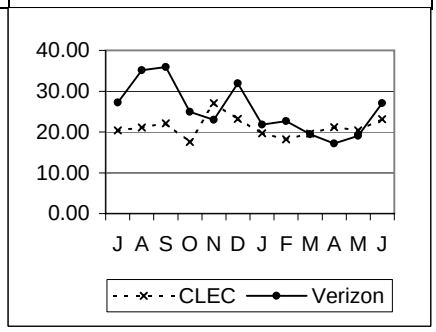
MR-4-07-3112	% Out of Service > 12 hours – Loop								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	63.02	814	61.05	40772		1.73	-1.14	YES	
Aug-01	65.19	882	68.15	44894		1.58	1.87	YES	
Sep-01	70.63	790	68.23	35596		1.67	-1.43	YES	
Oct-01	65.21	776	60.55	31270		1.78	-2.62	NO	
Nov-01	67.20	561	59.17	27487		2.10	-3.83	NO	
Dec-01	65.31	637	65.47	28695		1.90	0.08	YES	
Jan-02	62.63	685	61.15	25944		1.89	-0.78	YES	
Feb-02	64.09	582	61.03	23658		2.05	-1.50	YES	
Mar-02	61.80	657	61.85	29722		1.92	0.03	YES	
Apr-02	61.12	679	59.72	30336		1.90	-0.74	YES	
May-02	63.15	673	62.08	35349		1.89	-0.57	YES	
Jun-02	69.02	723	65.40	41928		1.78	-2.03	NO	



MR-4-07-3140	% Out of Service > 12 hours – Platform								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	66.62	1959	61.05	40772		1.13	-4.94	NO	
Aug-01	75.74	2242	68.15	44894		1.01	-7.53	NO	
Sep-01	75.82	1931	68.23	35596		1.09	-6.98	NO	
Oct-01	65.77	1817	60.55	31270		1.18	-4.43	NO	
Nov-01	65.09	1584	59.17	27487		1.27	-4.66	NO	
Dec-01	73.34	1684	65.47	28695		1.19	-6.60	NO	
Jan-02	67.52	1530	61.15	25944		1.28	-4.97	NO	
Feb-02	61.78	1447	61.03	23658		1.32	-0.57	YES	
Mar-02	63.76	1711	61.85	29722		1.21	-1.58	YES	
Apr-02	63.93	1716	59.72	30336		1.22	-3.46	NO	
May-02	67.36	2031	62.08	35349		1.11	-4.77	NO	
Jun-02	67.50	2268	65.40	41928		1.03	-2.05	NO	



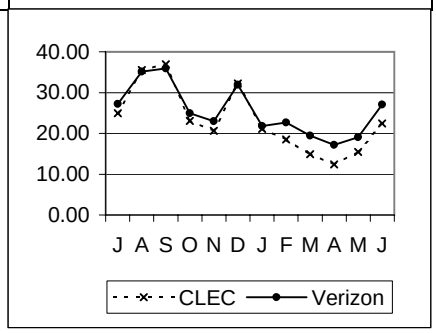
MR-4-08-3112	% Out of Service > 24 Hours – Loop								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	20.39	814	27.21	40772		1.58	4.33	YES	
Aug-01	21.09	882	35.10	44894		1.62	8.63	YES	
Sep-01	22.15	790	35.93	35596		1.73	7.98	YES	
Oct-01	17.53	776	24.92	31270		1.57	4.70	YES	
Nov-01	27.09	561	22.99	27487		1.79	-2.28	NO	
Dec-01	23.23	637	31.93	28695		1.87	4.66	YES	
Jan-02	19.71	685	21.84	25944		1.60	1.33	YES	
Feb-02	18.21	582	22.66	23658		1.76	2.53	YES	
Mar-02	19.63	657	19.48	29722		1.56	-0.10	YES	
Apr-02	21.21	679	17.20	30336		1.46	-2.74	NO	
May-02	20.36	673	19.09	35349		1.53	-0.83	YES	
Jun-02	23.10	723	27.08	41928		1.67	2.39	YES	



POTS - Maintenance (cont.)

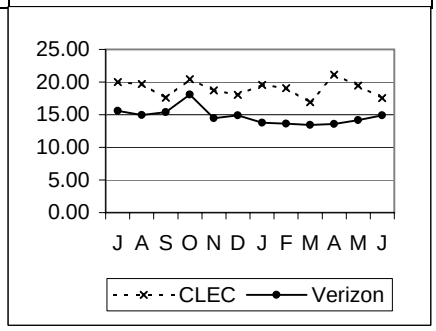
MR-4 - Trouble Duration Intervals (cont.)

MR-4-08-3140	% Out of Service > 24 Hours – Platform								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**24.91**	1959	**27.21**	40772		1.03	2.23	YES	
Aug-01	**35.50**	2242	**35.10**	44894		1.03	-0.39	YES	
Sep-01	**36.98**	1931	**35.93**	35596		1.12	-0.94	YES	
Oct-01	**23.06**	1817	**24.92**	31270		1.04	1.78	YES	
Nov-01	**20.64**	1584	**22.99**	27487		1.09	2.16	YES	
Dec-01	**32.24**	1684	**31.93**	28695		1.17	-0.27	YES	
Jan-02	**21.11**	1530	**21.84**	25944		1.09	0.67	YES	
Feb-02	**18.52**	1447	**22.66**	23658		1.13	3.65	YES	
Mar-02	**14.90**	1711	**19.48**	29722		0.98	4.65	YES	
Apr-02	**12.41**	1716	**17.20**	30336		0.94	5.12	YES	
May-02	**15.46**	2031	**19.09**	35349		0.90	4.05	YES	
Jun-02	**22.44**	2268	**27.08**	41928		0.96	4.84	YES	

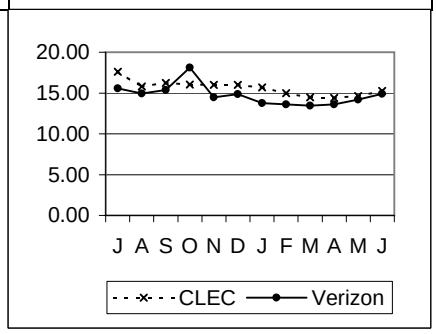


MR-5 - Repeat Trouble Reports

MR-5-01-3112	% Repeat Reports within 30 Days – Loop								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**20.00**	1095	**15.58**	61486		1.11	-4.00	NO	
Aug-01	**19.69**	1234	**14.93**	65818		1.02	-4.65	NO	
Sep-01	**17.59**	1080	**15.39**	52851		1.11	-1.98	NO	
Oct-01	**20.45**	1071	**18.10**	49662		1.19	-1.98	NO	
Nov-01	**18.75**	800	**14.46**	42037		1.26	-3.42	NO	
Dec-01	**18.03**	854	**14.88**	44023		1.23	-2.56	NO	
Jan-02	**19.54**	947	**13.77**	42470		1.13	-5.10	NO	
Feb-02	**19.06**	876	**13.62**	38307		1.17	-4.64	NO	
Mar-02	**16.92**	981	**13.44**	46027		1.10	-3.16	NO	
Apr-02	**21.11**	957	**13.60**	47475		1.12	-6.71	NO	
May-02	**19.48**	996	**14.19**	54766		1.12	-4.74	NO	
Jun-02	**17.53**	1038	**14.92**	60519		1.12	-2.34	NO	



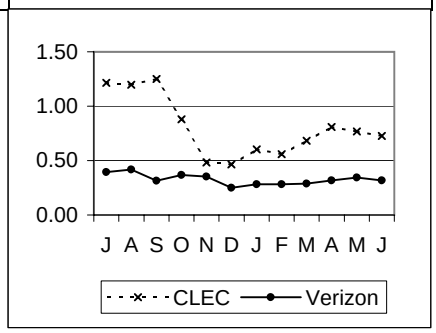
MR-5-01-3140	% Repeat Reports within 30 Days – Platform								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**17.59**	2672	**15.58**	61486		0.72	-2.80	NO	
Aug-01	**15.80**	3019	**14.93**	65818		0.66	-1.31	YES	
Sep-01	**16.23**	2625	**15.39**	52851		0.72	-1.16	YES	
Oct-01	**16.03**	2502	**18.10**	49662		0.79	2.62	YES	
Nov-01	**16.01**	2180	**14.46**	42037		0.77	-2.01	NO	
Dec-01	**15.99**	2227	**14.88**	44023		0.77	-1.44	YES	
Jan-02	**15.68**	2187	**13.77**	42470		0.76	-2.53	NO	
Feb-02	**15.00**	2027	**13.62**	38307		0.78	-1.77	NO	
Mar-02	**14.48**	2328	**13.44**	46027		0.72	-1.44	YES	
Apr-02	**14.41**	2353	**13.60**	47475		0.72	-1.12	YES	
May-02	**14.61**	2759	**14.19**	54766		0.68	-0.62	YES	
Jun-02	**15.27**	3025	**14.92**	60519		0.66	-0.53	YES	



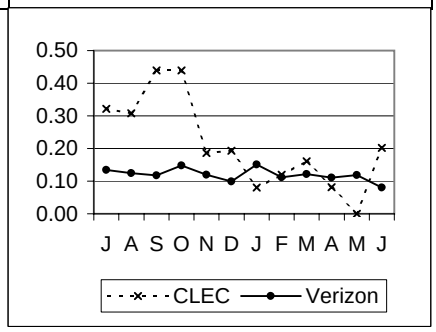
Complex Services - 2 Wire Digital

MR-2 - Trouble Report Rate

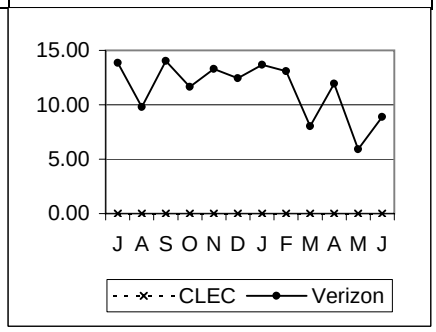
MR-2-02-3341	Network Trouble Report Rate – Loop								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**1.21**	2799	**0.39**	42348		0.12	-6.71	NO	
Aug-01	**1.20**	2926	**0.42**	42473		0.12	-6.33	NO	
Sep-01	**1.25**	2963	**0.31**	42555		0.11	-8.77	NO	
Oct-01	**0.88**	2732	**0.37**	42580		0.12	-4.26	NO	
Nov-01	**0.48**	2688	**0.35**	42654		0.12	-1.10	YES	
Dec-01	**0.46**	2586	**0.25**	42612		0.10	-2.13	NO	
Jan-02	**0.60**	2488	**0.28**	42261		0.11	-2.94	NO	
Feb-02	**0.56**	2504	**0.28**	42067		0.11	-2.53	NO	
Mar-02	**0.68**	2489	**0.29**	41794		0.11	-3.55	NO	
Apr-02	**0.81**	2471	**0.32**	41427		0.12	-4.24	NO	
May-02	**0.77**	2472	**0.34**	41177		0.12	-3.49	NO	
Jun-02	**0.73**	2476	**0.32**	41233		0.12	-3.51	NO	



MR-2-03-3341	Network Trouble Report Rate – Central Office								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**0.32**	2799	**0.13**	42348		0.07	-2.61	NO	
Aug-01	**0.31**	2926	**0.12**	42473		0.07	-2.71	NO	
Sep-01	**0.44**	2963	**0.12**	42555		0.07	-4.94	NO	
Oct-01	**0.44**	2732	**0.15**	42580		0.08	-3.84	NO	
Nov-01	**0.19**	2688	**0.12**	42654		0.07	-0.97	YES	
Dec-01	**0.19**	2586	**0.10**	42612		0.06	-1.49	YES	
Jan-02	**0.08**	2488	**0.15**	42261		0.08	0.89	YES	
Feb-02	**0.12**	2504	**0.11**	42067		0.07	-0.12	YES	
Mar-02	**0.16**	2489	**0.12**	41794		0.07	-0.54	YES	
Apr-02	**0.08**	2471	**0.11**	41427		0.07	0.44	YES	
May-02	**0.00**	2472	**0.12**	41177		0.07	1.67	YES	
Jun-02	**0.20**	2476	**0.08**	41233		0.06	-2.08	NO	



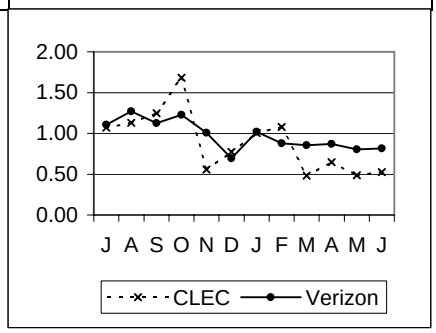
MR-2-04-3341	% Subsequent Reports								No Standard
	No Standard								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**0.00**	43	**13.85**	260					
Aug-01	**0.00**	44	**9.80**	255					
Sep-01	**0.00**	50	**14.02**	214					
Oct-01	**0.00**	36	**11.65**	249					
Nov-01	**0.00**	18	**13.30**	233					
Dec-01	**0.00**	17	**12.43**	169					
Jan-02	**0.00**	17	**13.68**	212					
Feb-02	**0.00**	17	**13.09**	191					
Mar-02	**0.00**	21	**8.02**	187					
Apr-02	**0.00**	22	**11.94**	201					
May-02	**0.00**	19	**5.91**	203					
Jun-02	**0.00**	23	**8.89**	180					



Complex Services - 2 Wire Digital (cont.)

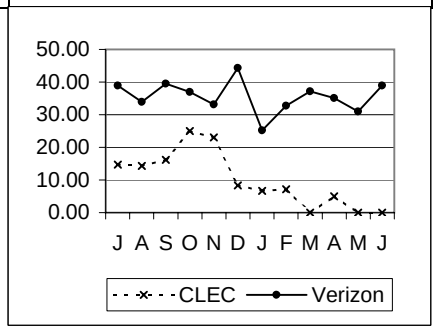
MR-2 - Trouble Report Rate (cont.)

MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	1.07	2799	1.11	42348		0.20	0.16	YES	
Aug-01	1.13	2926	1.27	42473		0.21	0.66	YES	
Sep-01	1.25	2963	1.13	42555		0.20	-0.61	YES	
Oct-01	1.68	2732	1.23	42580		0.22	-2.11	NO	
Nov-01	0.56	2688	1.01	42654		0.20	2.27	YES	
Dec-01	0.77	2586	0.69	42612		0.17	-0.48	YES	
Jan-02	1.00	2488	1.02	42261		0.21	0.07	YES	
Feb-02	1.08	2504	0.88	42067		0.19	-1.05	YES	
Mar-02	0.48	2489	0.86	41794		0.19	1.97	YES	
Apr-02	0.65	2471	0.87	41427		0.19	1.15	YES	
May-02	0.49	2472	0.80	41177		0.18	1.72	YES	
Jun-02	0.53	2476	0.81	41233		0.19	1.56	YES	

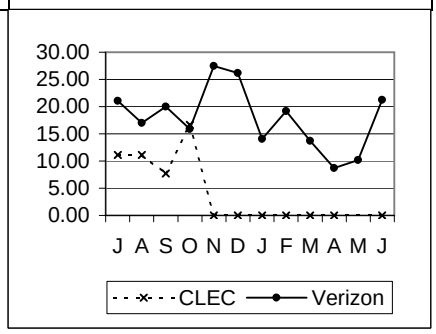


MR-3 - Missed Repair Appointments

MR-3-01-3341	% Missed Repair Appointment – Loop								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	14.71	34	38.92	167		9.17	2.64	YES	
Aug-01	14.29	35	33.90	177		8.76	2.24	YES	
Sep-01	16.22	37	39.55	134		9.08	2.57	YES	
Oct-01	25.00	24	36.94	157		10.58	1.13	YES	
Nov-01	23.08	13	33.11	151		13.60	0.74	YES	
Dec-01	8.33	12	44.34	106		15.13	2.38	YES	
Jan-02	6.67	15	25.21	119		11.90	1.56	YES	
Feb-02	7.14	14	32.77	119		13.26	1.93	YES	
Mar-02	0.00	17	37.19	121		12.52	2.97	YES	
Apr-02	5.00	20	35.11	131		11.46	2.63	YES	
May-02	0.00	19	30.99	142		11.30	2.74	YES	
Jun-02	0.00	18	38.93	131		12.26	3.18	YES	



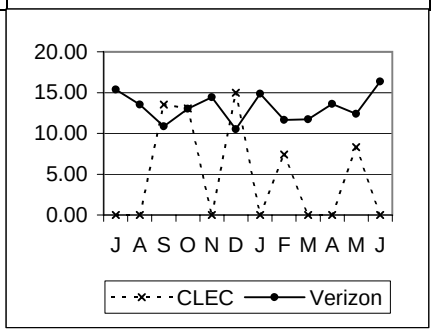
MR-3-02-3341	% Missed Repair Appointment – Central Office								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	11.11	9	21.05	57				Base<10	
Aug-01	11.11	9	16.98	53				Base<10	
Sep-01	7.69	13	20.00	50		12.45	0.99	YES	
Oct-01	16.67	12	15.87	63		11.51	-0.07	YES	
Nov-01	0.00	5	27.45	51				Base<10	
Dec-01	0.00	5	26.19	42				Base<10	
Jan-02	0.00	2	14.06	64				Base<10	
Feb-02	0.00	3	19.15	47				Base<10	
Mar-02	0.00	4	13.73	51				Base<10	
Apr-02	0.00	2	8.70	46				Base<10	
May-02	#N/A		10.20	49					
Jun-02	0.00	5	21.21	33				Base<10	



Complex Services - 2 Wire Digital (cont.)

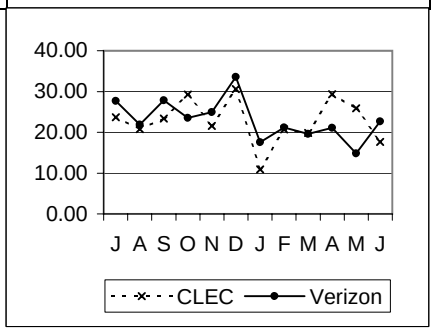
MR-3 - Missed Repair Appointments (cont.)

MR-3-03-3341	% Missed Repair Appointment — CPE /TOK/FOK								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	30	15.38	468		6.79	2.26	YES	
Aug-01	0.00	33	13.54	539		6.14	2.21	YES	
Sep-01	13.51	37	10.86	479		5.31	-0.50	YES	
Oct-01	13.04	46	13.03	522		5.18	0.00	YES	
Nov-01	0.00	15	14.42	430		9.23	1.56	YES	
Dec-01	15.00	20	10.51	295		7.09	-0.63	YES	
Jan-02	0.00	25	14.85	431		7.32	2.03	YES	
Feb-02	7.41	27	11.65	369		6.40	0.66	YES	
Mar-02	0.00	12	11.73	358		9.44	1.24	YES	
Apr-02	0.00	16	13.61	360		8.76	1.55	YES	
May-02	8.33	12	12.39	331		9.68	0.42	YES	
Jun-02	0.00	13	16.37	336		10.46	1.57	YES	

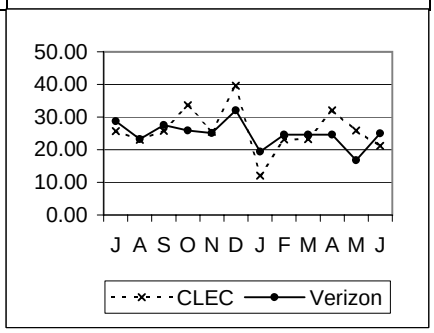


MR-4 - Trouble Duration Intervals

MR-4-01-3341	Mean Time To Repair – Total								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	23.72	43	27.70	224	32.76	5.45	0.73	YES	
Aug-01	20.79	44	21.92	230	24.66	4.06	0.28	YES	
Sep-01	23.40	50	27.87	184	36.73	5.86	0.76	YES	
Oct-01	29.24	36	23.51	220	24.61	4.43	-1.29	YES	
Nov-01	21.54	18	24.95	202	35.81	8.81	0.39	YES	
Dec-01	30.62	17	33.59	148	59.66	15.28	0.19	YES	
Jan-02	10.94	17	17.59	183	23.19	5.88	1.13	YES	
Feb-02	20.69	17	21.21	166	25.44	6.48	0.08	YES	
Mar-02	19.87	21	19.59	172	23.60	5.46	-.11 (P)	YES	
Apr-02	29.33	22	21.10	177	29.20	6.60	-1.21 (P)	YES	
May-02	25.89	19	14.80	191	16.52	3.97	-2.35 (P)	NO	
Jun-02	17.66	23	22.64	164	25.89	5.77	0.86	YES	



MR-4-02-3341	Mean Time to Repair – Loop Trouble								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	25.70	34	28.68	167	33.38	6.28	0.47	YES	
Aug-01	23.04	35	23.24	177	24.83	4.59	0.04	YES	
Sep-01	25.82	37	27.51	134	31.31	5.81	0.29	YES	
Oct-01	33.65	24	25.88	157	24.52	5.37	-1.45	YES	
Nov-01	25.48	13	25.08	151	36.90	10.66	-0.04	YES	
Dec-01	39.57	12	32.01	106	43.24	13.17	-0.57	YES	
Jan-02	12.10	15	19.38	119	22.85	6.26	1.16	YES	
Feb-02	23.11	14	24.63	119	26.47	7.48	0.20	YES	
Mar-02	23.26	17	24.57	121	25.50	6.60	0.20	YES	
Apr-02	32.02	20	24.62	131	31.10	7.47	-1.00 (P)	YES	
May-02	25.89	19	16.78	142	18.04	4.41	-1.86 (P)	NO	
Jun-02	21.16	18	25.02	131	27.27	6.86	0.56	YES	



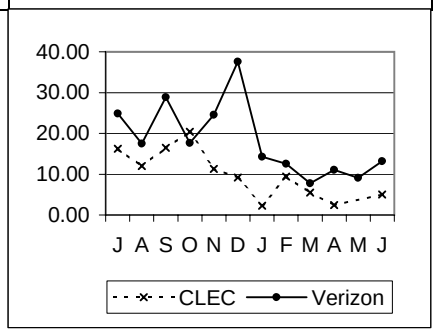
Complex Services - 2 Wire Digital (cont.)

MR-4 - Trouble Duration Intervals (cont.)

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

Retail 2-Wire Digital (ISDN)

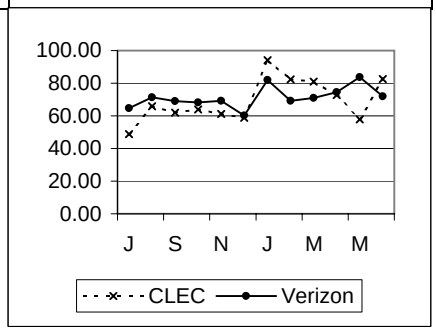
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**16.22**	9	**24.83**	57	30.99			Base<10
Aug-01	**12.04**	9	**17.50**	53	23.79			Base<10
Sep-01	**16.49**	13	**28.83**	50	48.75	15.18	0.81	YES
Oct-01	**20.41**	12	**17.62**	63	24.03	7.57	-0.37	YES
Nov-01	**11.28**	5	**24.55**	51	32.71			Base<10
Dec-01	**9.16**	5	**37.57**	42	89.15			Base<10
Jan-02	**2.27**	2	**14.27**	64	23.64			Base<10
Feb-02	**9.43**	3	**12.53**	47	20.41			Base<10
Mar-02	**5.47**	4	**7.77**	51	11.93			Base<10
Apr-02	**2.40**	2	**11.09**	46	20.08			Base<10
May-02	**#N/A**		**9.08**	49	8.91			
Jun-02	**5.05**	5	**13.17**	33	16.66			Base<10



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

Retail 2-Wire Digital (ISDN)

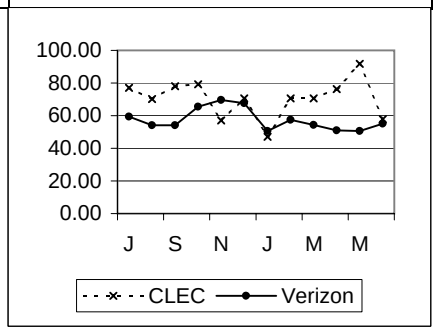
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**48.84**	43	**64.73**	224		7.96	-2.00	NO
Aug-01	**65.91**	44	**71.30**	230		7.44	-0.72	YES
Sep-01	**62.00**	50	**69.02**	184		7.37	-0.95	YES
Oct-01	**63.89**	36	**68.18**	220		8.37	-0.51	YES
Nov-01	**61.11**	18	**69.31**	202		11.34	-0.72	YES
Dec-01	**58.82**	17	**60.14**	148		12.54	-0.11	YES
Jan-02	**94.12**	17	**81.97**	183		9.75	1.25	YES
Feb-02	**82.35**	17	**69.28**	166		11.75	1.11	YES
Mar-02	**80.95**	21	**70.93**	172		10.50	0.95	YES
Apr-02	**72.73**	22	**74.58**	177		9.84	0.37 (P)	YES
May-02	**57.89**	19	**83.77**	191		8.87	-2.29 (P)	NO
Jun-02	**82.61**	23	**71.95**	164		10.00	1.07	YES



MR-4-07-3341 — **% Out of Service > 12 hours** — Parity with VZ Retail

Retail 2-Wire Digital (ISDN)

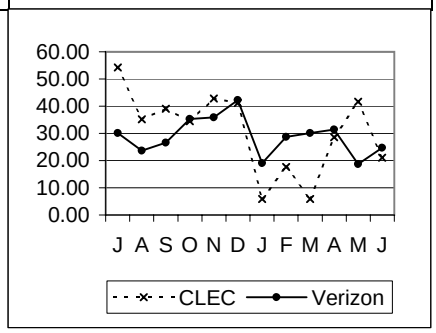
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity
Jul-01	**77.14**	35	**59.35**	123		9.41	-1.89	NO
Aug-01	**70.27**	37	**54.20**	131		9.28	-1.73	NO
Sep-01	**78.05**	41	**54.13**	109		9.13	-2.62	NO
Oct-01	**79.31**	29	**65.47**	139		9.71	-1.43	YES
Nov-01	**57.14**	14	**69.57**	92		13.20	0.94	YES
Dec-01	**70.59**	17	**67.61**	71		12.64	-0.24	YES
Jan-02	**47.06**	17	**50.56**	89		13.23	0.26	YES
Feb-02	**70.59**	17	**57.45**	94		13.03	-.74 (P)	YES
Mar-02	**70.59**	17	**54.22**	83		13.26	-.97 (P)	YES
Apr-02	**76.19**	21	**50.98**	102		11.98	-1.90 (P)	NO
May-02	**91.67**	12	**50.67**	75		15.54	-2.47 (P)	NO
Jun-02	**57.89**	19	**55.06**	89		12.57	.03 (P)	YES



Complex Services - 2 Wire Digital (cont.)

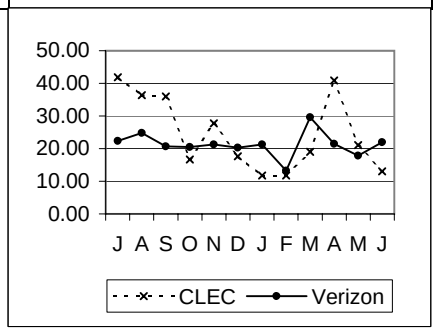
MR-4 - Trouble Duration Intervals (cont.)

MR-4-08-3341	% Out of Service > 24 Hours								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**54.29**	35	**30.08**	123		8.79	-2.76	NO	
Aug-01	**35.14**	37	**23.66**	131		7.91	-1.45	YES	
Sep-01	**39.02**	41	**26.61**	109		8.10	-1.53	YES	
Oct-01	**34.48**	29	**35.25**	139		9.75	0.08	YES	
Nov-01	**42.86**	14	**35.87**	92		13.76	-0.51	YES	
Dec-01	**41.18**	17	**42.25**	71		13.34	0.08	YES	
Jan-02	**5.88**	17	**19.10**	89		10.40	1.27	YES	
Feb-02	**17.65**	17	**28.72**	94		11.92	0.93	YES	
Mar-02	**5.88**	17	**30.12**	83		12.21	1.98	YES	
Apr-02	**28.57**	21	**31.37**	102		11.12	0.03 (P)	YES	
May-02	**41.67**	12	**18.67**	75		12.12	-1.38 (P)	YES	
Jun-02	**21.05**	19	**24.72**	89		10.90	0.34	YES	



MR-5 - Repeat Trouble Reports

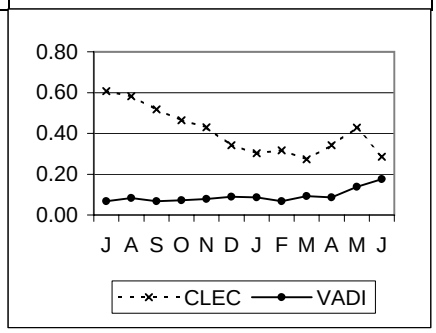
MR-5-01-3341	% Repeat Reports within 30 Days								Parity with VZ Retail
	Retail 2-Wire Digital (ISDN)								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**41.86**	43	**22.32**	224		6.93	-2.82	NO	
Aug-01	**36.36**	44	**24.78**	230		7.10	-1.63	YES	
Sep-01	**36.00**	50	**20.65**	184		6.46	-2.38	NO	
Oct-01	**16.67**	36	**20.45**	220		7.25	0.52	YES	
Nov-01	**27.78**	18	**21.29**	202		10.07	-0.64	YES	
Dec-01	**17.65**	17	**20.27**	148		10.29	0.25	YES	
Jan-02	**11.76**	17	**21.31**	183		10.38	0.92	YES	
Feb-02	**11.76**	17	**13.25**	166		8.63	0.17	YES	
Mar-02	**19.05**	21	**29.65**	172		10.56	1.00	YES	
Apr-02	**40.91**	22	**21.47**	177		9.28	-1.70 (P)	NO	
May-02	**21.05**	19	**17.80**	191		9.20	-0.09 (P)	YES	
Jun-02	**13.04**	23	**21.95**	164		9.22	0.97	YES	



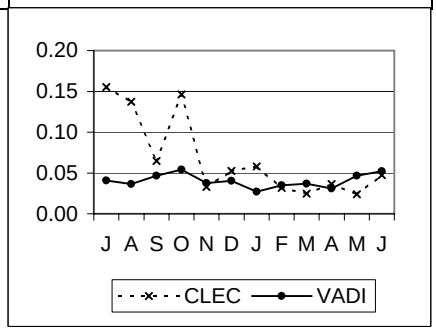
Complex Services - 2 Wire xDSL Loops

MR-2 - Trouble Report Rate

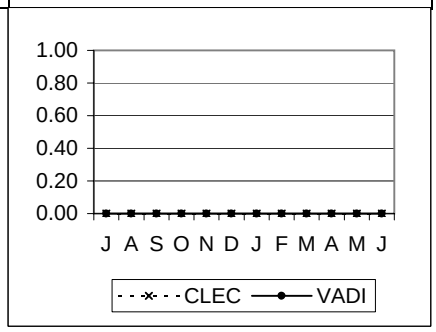
MR-2-02-3342	Network Trouble Report Rate – Loop								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	0.61	14819	0.07				-23.08	NO	
Aug-01	0.58	15287	0.08				-19.48	NO	
Sep-01	0.52	15432	0.07				-19.58	NO	
Oct-01	0.46	15055	0.07				-16.45	NO	
Nov-01	0.43	15127	0.08				-14.32	NO	
Dec-01	0.34	15205	0.09				-9.78	NO	
Jan-02	0.30	15498	0.09				-8.59	NO	
Feb-02	0.32	15774	0.07				-11.26	NO	
Mar-02	0.27	16147	0.09				-6.96	NO	
Apr-02	0.34	16388	0.09				-10.31	NO	
May-02	0.43	16590	0.14				-9.26	NO	
Jun-02	0.28	16848	0.18				-3.12	NO	



MR-2-03-3342	Network Trouble Report Rate – Central Office								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	0.16	14819	0.04				-6.27	NO	
Aug-01	0.14	15287	0.04				-5.93	NO	
Sep-01	0.06	15432	0.05				-0.96	YES	
Oct-01	0.15	15055	0.05				-4.49	NO	
Nov-01	0.03	15127	0.04				0.27	YES	
Dec-01	0.05	15205	0.04				-0.70	YES	
Jan-02	0.06	15498	0.03				-2.18	NO	
Feb-02	0.03	15774	0.03				0.19	YES	
Mar-02	0.02	16147	0.04				0.75	YES	
Apr-02	0.04	16388	0.03				-0.37	YES	
May-02	0.02	16590	0.05				1.24	YES	
Jun-02	0.05	16848	0.05				0.25	YES	



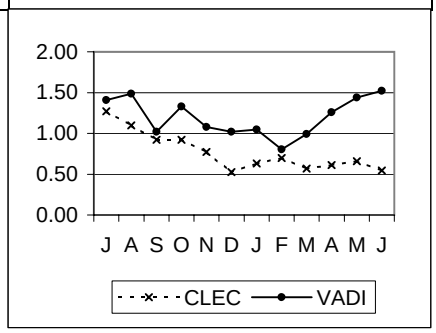
MR-2-04-3342	% Subsequent Reports								No Standard
	No Standard								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	157	0.00						
Aug-01	0.00	142	0.00						
Sep-01	0.00	139	0.00						
Oct-01	0.00	126	0.00						
Nov-01	0.00	97	0.00						
Dec-01	0.00	76	0.00						
Jan-02	0.00	81	0.00						
Feb-02	0.00	74	0.00						
Mar-02	0.00	83	0.00						
Apr-02	0.00	88	0.00						
May-02	0.00	103	0.00						
Jun-02	0.00	78	0.00						



Complex Services - 2 Wire xDSL Loops (cont.)

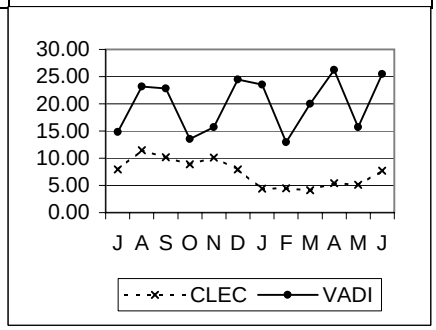
MR-2 - Trouble Report Rate (cont.)

MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	1.27	14819	1.41				1.29	YES	
Aug-01	1.10	15287	1.49				3.59	YES	
Sep-01	0.92	15432	1.02				1.13	YES	
Oct-01	0.92	15055	1.33				4.02	YES	
Nov-01	0.77	15127	1.08				3.36	YES	
Dec-01	0.53	15205	1.02				5.64	YES	
Jan-02	0.63	15498	1.05				4.75	YES	
Feb-02	0.70	15774	0.81				1.42	YES	
Mar-02	0.57	16147	0.99				5.05	YES	
Apr-02	0.61	16388	1.26				6.91	YES	
May-02	0.66	16590	1.44				7.84	YES	
Jun-02	0.55	16848	1.52				9.56	YES	

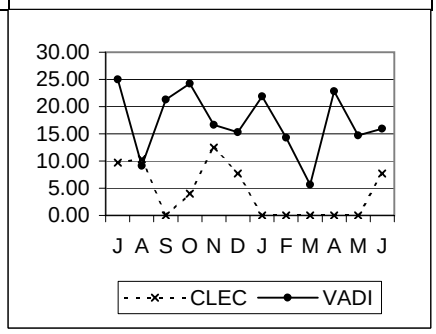


MR-3 - Missed Repair Appointments

MR-3-01-3342	% Missed Repair Appointment – Loop								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	7.94	126	14.81				1.19	YES	
Aug-01	11.50	113	23.19				1.81	YES	
Sep-01	10.17	118	22.81				1.87	YES	
Oct-01	8.91	101	13.51				0.88	YES	
Nov-01	10.11	89	15.73				1.03	YES	
Dec-01	7.94	63	24.49				2.38	YES	
Jan-02	4.41	68	23.53				2.88	YES	
Feb-02	4.48	67	12.94				1.54	YES	
Mar-02	4.11	73	20.00				2.65	YES	
Apr-02	5.41	74	26.26				3.08	YES	
May-02	5.10	98	15.69				2.25	YES	
Jun-02	7.69	65	25.45				2.89	YES	



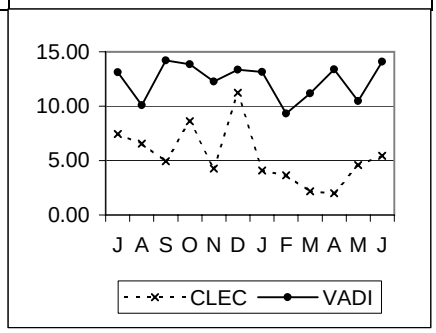
MR-3-02-3342	% Missed Repair Appointment – Central Office								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	9.68	31	25.00				1.51	YES	
Aug-01	10.34	29	9.09				-0.18	YES	
Sep-01	0.00	21	21.28				2.15	YES	
Oct-01	4.00	25	24.24				2.11	YES	
Nov-01	12.50	8	16.67					Base<10	
Dec-01	7.69	13	15.31				0.72	YES	
Jan-02	0.00	13	21.88				1.74	YES	
Feb-02	0.00	7	14.29					Base<10	
Mar-02	0.00	10	5.62				0.73	YES	
Apr-02	0.00	14	22.83				1.90	YES	
May-02	0.00	5	14.68					Base<10	
Jun-02	7.69	13	15.93				0.77	YES	



Complex Services - 2 Wire xDSL Loops (cont.)

MR-3 - Missed Repair Appointments (cont.)

MR-3-03-3342	% Missed Repair Appointment — CPE /TOK/FOK								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	**VADI**	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	**7.45**	188	**13.13**				2.11	YES	
Aug-01	**6.55**	168	**10.10**				1.42	YES	
Sep-01	**4.93**	142	**14.21**				2.91	YES	
Oct-01	**8.63**	139	**13.86**				1.68	YES	
Nov-01	**4.27**	117	**12.26**				2.49	YES	
Dec-01	**11.25**	80	**13.36**				0.53	YES	
Jan-02	**4.08**	98	**13.16**				2.55	YES	
Feb-02	**3.64**	110	**9.31**				1.93	YES	
Mar-02	**2.17**	92	**11.17**				2.63	YES	
Apr-02	**2.00**	100	**13.39**				3.22	YES	
May-02	**4.59**	109	**10.47**				1.93	YES	
Jun-02	**5.43**	92	**14.08**				2.32	YES	



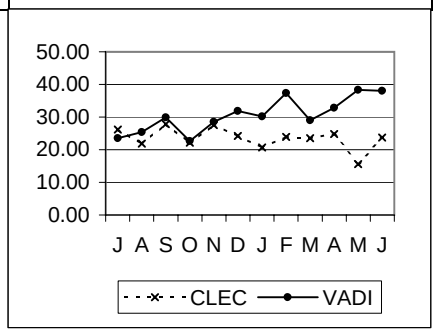
Complex Services - 2 Wire xDSL Loops (cont.)

MR-4 - Trouble Duration Intervals (cont.)

MR-4-02-3342 — **Mean Time to Repair – Loop Trouble** — Parity with VADI Line Sharing

Retail xDSL Line Sharing

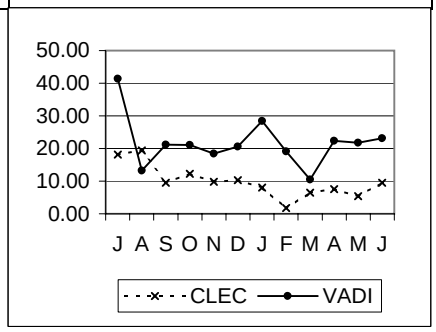
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity
Jul-01	26.18	126	23.54				-1.24	YES
Aug-01	21.89	113	25.35				1.52	YES
Sep-01	27.84	118	29.88				0.61	YES
Oct-01	22.17	101	22.69				0.23	YES
Nov-01	27.59	89	28.53				0.32	YES
Dec-01	24.22	63	31.82				2.03	YES
Jan-02	20.72	68	30.23				2.70	YES
Feb-02	23.96	67	37.37				1.95	YES
Mar-02	23.50	73	29.04				1.35	YES
Apr-02	24.84	74	32.87				2.25	YES
May-02	15.56	98	38.38				3.88	YES
Jun-02	23.71	65	38.03				3.00	YES



MR-4-03-3342 — **Mean Time To Repair – Central Office Trouble** — Parity with VADI Line Sharing

Retail xDSL Line Sharing

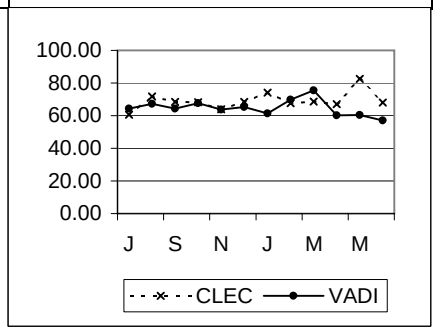
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity
Jul-01	18.18	31	41.35				1.41	YES
Aug-01	19.40	29	13.26				-1.68	NO
Sep-01	9.48	21	21.15				1.75	YES
Oct-01	12.26	25	21.09				1.97	YES
Nov-01	9.80	8	18.45					Base<10
Dec-01	10.33	13	20.55				1.20	YES
Jan-02	8.06	13	28.39				1.63	YES
Feb-02	1.80	7	19.16					Base<10
Mar-02	6.51	10	10.46				1.06	YES
Apr-02	7.51	14	22.35				1.70	YES
May-02	5.35	5	21.77					Base<10
Jun-02	9.53	13	23.15				1.60	YES



MR-4-04-3342 — **% Cleared (all troubles) within 24 Hours** — Parity with VADI Line Sharing

Retail xDSL Line Sharing

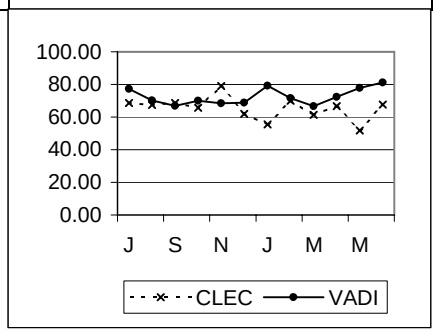
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity
Jul-01	60.51	157	64.29				-0.61	YES
Aug-01	71.83	142	67.26				0.77	YES
Sep-01	68.35	139	64.24				0.73	YES
Oct-01	68.25	126	67.63				0.11	YES
Nov-01	63.92	97	63.69				0.04	YES
Dec-01	68.42	76	65.31				0.48	YES
Jan-02	74.07	81	61.45				1.91	YES
Feb-02	67.57	74	69.75				-0.34	YES
Mar-02	68.67	83	75.49				-1.22	YES
Apr-02	67.05	88	60.21				1.08	YES
May-02	82.52	103	60.31				3.90	YES
Jun-02	67.95	78	57.06				1.75	YES



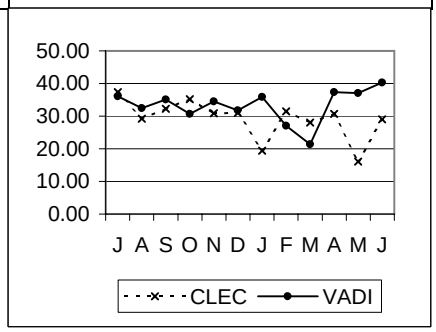
Complex Services - 2 Wire xDSL Loops (cont.)

MR-4 - Trouble Duration Intervals (cont.)

MR-4-07-3342	% Out of Service > 12 hours								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	68.70	131	77.32				1.54	YES	
Aug-01	67.50	120	70.27				0.46	YES	
Sep-01	68.55	124	66.89				-0.29	YES	
Oct-01	65.74	108	69.94				0.74	YES	
Nov-01	79.01	81	68.45				-1.68	NO	
Dec-01	61.97	71	68.82				1.06	YES	
Jan-02	55.56	72	79.25				4.11	YES	
Feb-02	70.00	70	71.61				0.25	YES	
Mar-02	61.33	75	66.67				0.83	YES	
Apr-02	66.67	75	72.41				0.93	YES	
May-02	51.85	81	77.82				4.88	YES	
Jun-02	67.74	62	81.15				2.47	YES	

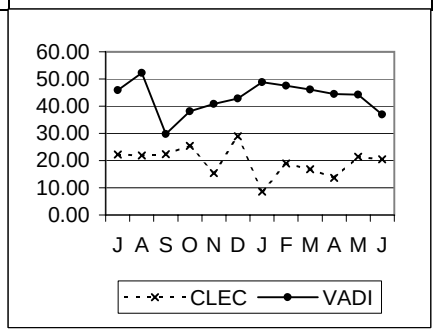


MR-4-08-3342	% Out of Service > 24 Hours								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	37.40	131	36.08				-0.21	YES	
Aug-01	29.17	120	32.43				0.53	YES	
Sep-01	32.26	124	35.14				0.50	YES	
Oct-01	35.19	108	30.67				-0.79	YES	
Nov-01	30.86	81	34.52				0.57	YES	
Dec-01	30.99	71	31.72				0.11	YES	
Jan-02	19.44	72	35.85				2.41	YES	
Feb-02	31.43	70	27.10				-0.68	YES	
Mar-02	28.00	75	21.35				-1.19	YES	
Apr-02	30.67	75	37.36				1.00	YES	
May-02	16.05	81	37.10				3.40	YES	
Jun-02	29.03	62	40.26				1.65	YES	



MR-5 - Repeat Trouble Reports

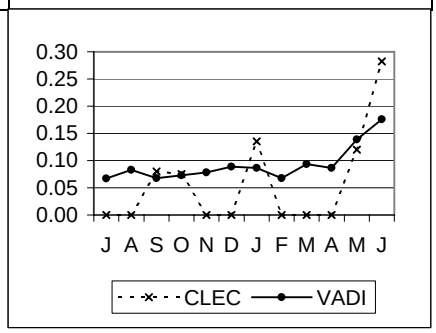
MR-5-01-3342	% Repeat Reports within 30 Days								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	22.29	157	45.92				3.68	YES	
Aug-01	21.83	142	52.21				4.82	YES	
Sep-01	22.30	139	29.80				1.40	YES	
Oct-01	25.40	126	38.15				2.24	YES	
Nov-01	15.46	97	40.78				4.09	YES	
Dec-01	28.95	76	42.86				2.08	YES	
Jan-02	8.64	81	48.80				5.93	YES	
Feb-02	18.92	74	47.53				4.08	YES	
Mar-02	16.87	83	46.08				4.50	YES	
Apr-02	13.64	88	44.50				4.82	YES	
May-02	21.36	103	44.27				3.97	YES	
Jun-02	20.51	78	36.94				2.71	YES	



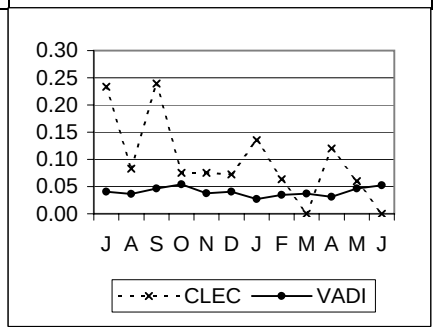
Complex Services - 2 Wire xDSL Line Sharing

MR-2 - Trouble Report Rate

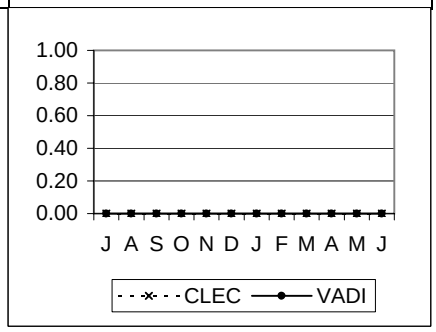
MR-2-02-3343	Network Trouble Report Rate – Loop								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	1285	0.07				0.92	YES	
Aug-01	0.00	1203	0.08				0.99	YES	
Sep-01	0.08	1253	0.07				-0.16	YES	
Oct-01	0.08	1333	0.07				-0.03	YES	
Nov-01	0.00	1330	0.08				1.01	YES	
Dec-01	0.00	1387	0.09				1.10	YES	
Jan-02	0.14	1477	0.09				-0.64	YES	
Feb-02	0.00	1581	0.07				1.03	YES	
Mar-02	0.00	1665	0.09				1.24	YES	
Apr-02	0.00	1670	0.09				1.19	YES	
May-02	0.12	1664	0.14				0.20	YES	
Jun-02	0.28	1771	0.18				-1.06	YES	



MR-2-03-3343	Network Trouble Report Rate – Central Office								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	0.23	1285	0.04				-3.39	NO	
Aug-01	0.08	1203	0.04				-0.84	YES	
Sep-01	0.24	1253	0.05				-3.14	NO	
Oct-01	0.08	1333	0.05				-0.33	YES	
Nov-01	0.08	1330	0.04				-0.70	YES	
Dec-01	0.07	1387	0.04				-0.58	YES	
Jan-02	0.14	1477	0.03				-2.50	NO	
Feb-02	0.06	1581	0.03				-0.60	YES	
Mar-02	0.00	1665	0.04				0.78	YES	
Apr-02	0.12	1670	0.03				-2.03	NO	
May-02	0.06	1664	0.05				-0.25	YES	
Jun-02	0.00	1771	0.05				0.95	YES	



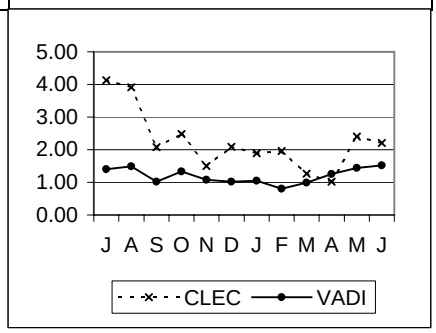
MR-2-04-3343	% Subsequent Reports								No Standard
	No Standard								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	4	0.00						
Aug-01	0.00	1	0.00						
Sep-01	0.00	10	0.00						
Oct-01	0.00	2	0.00						
Nov-01	0.00	3	0.00						
Dec-01	0.00	3	0.00						
Jan-02	0.00	5	0.00						
Feb-02	0.00	5	0.00						
Mar-02	0.00	4	0.00						
Apr-02	0.00	4	0.00						
May-02	0.00	6	0.00						
Jun-02	0.00	6	0.00						



Complex Services - 2 Wire xDSL Line Sharing (cont.)

MR-2 - Trouble Report Rate (cont.)

MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	*CLEC Vol*	***VADI***	*VADI Vol***	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jul-01	**4.12**	1285	**1.41**				-8.20	NO	
Aug-01	**3.91**	1203	**1.49**				-6.88	NO	
Sep-01	**2.08**	1253	**1.02**				-3.68	NO	
Oct-01	**2.48**	1333	**1.33**				-3.62	NO	
Nov-01	**1.50**	1330	**1.08**				-1.50	YES	
Dec-01	**2.09**	1387	**1.02**				-3.95	NO	
Jan-02	**1.90**	1477	**1.05**				-3.18	NO	
Feb-02	**1.96**	1581	**0.81**				-5.10	NO	
Mar-02	**1.26**	1665	**0.99**				-1.10	YES	
Apr-02	**1.02**	1670	**1.26**				0.87	YES	
May-02	**2.40**	1664	**1.44**				-3.27	NO	
Jun-02	**2.20**	1771	**1.52**				-2.32	NO	



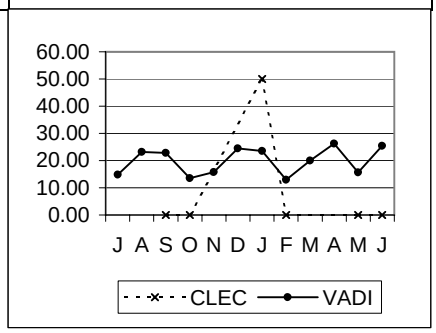
Complex Services - 2 Wire xDSL Line Sharing (cont.)

MR-3 - Missed Repair Appointments

MR-3-01-3343 — **% Missed Repair Appointment – Loop** — Parity with VADI Line Sharing

Retail xDSL Line Sharing

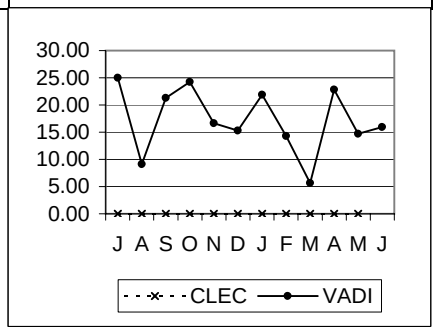
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity
Jul-01	#N/A		14.81					
Aug-01	#N/A		23.19					
Sep-01	0.00	1	22.81					Base<10
Oct-01	0.00	1	13.51					Base<10
Nov-01	#N/A		15.73					
Dec-01	#N/A		24.49					
Jan-02	50.00	2	23.53					Base<10
Feb-02	0.00	1	12.94					Base<10
Mar-02	#N/A		20.00					
Apr-02	#N/A		26.26					
May-02	0.00	3	15.69					Base<10
Jun-02	0.00	6	25.45					Base<10



MR-3-02-3343 — **% Missed Repair Appointment – Central Office** — Parity with VADI Line Sharing

Retail xDSL Line Sharing

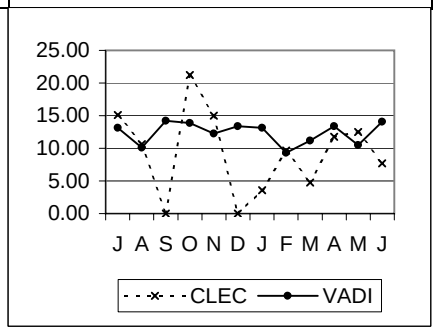
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity
Jul-01	0.00	4	25.00					Base<10
Aug-01	0.00	1	9.09					Base<10
Sep-01	0.00	9	21.28					Base<10
Oct-01	0.00	1	24.24					Base<10
Nov-01	0.00	3	16.67					Base<10
Dec-01	0.00	3	15.31					Base<10
Jan-02	0.00	3	21.88					Base<10
Feb-02	0.00	4	14.29					Base<10
Mar-02	0.00	4	5.62					Base<10
Apr-02	0.00	4	22.83					Base<10
May-02	0.00	3	14.68					Base<10
Jun-02	#N/A		15.93					



MR-3-03-3343 — **% Missed Repair Appointment — CPE /TOK/FOK** — Parity with VADI Line Sharing

Retail xDSL Line Sharing

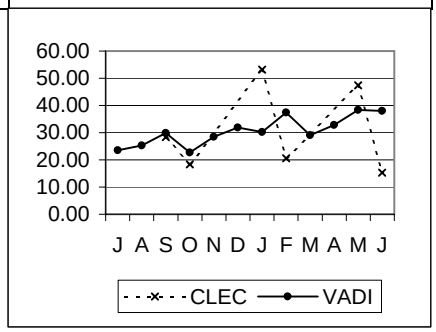
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity
Jul-01	15.09	53	13.13				-0.41	YES
Aug-01	10.64	47	10.10				-0.12	YES
Sep-01	0.00	26	14.21				2.04	YES
Oct-01	21.21	33	13.86				-1.20	YES
Nov-01	15.00	20	12.26				-0.37	YES
Dec-01	0.00	29	13.36				2.09	YES
Jan-02	3.57	28	13.16				1.48	YES
Feb-02	9.68	31	9.31				.16 (P)	YES
Mar-02	4.76	21	11.17				0.92	YES
Apr-02	11.76	17	13.39				0.20	YES
May-02	12.50	40	10.47				-0.41	YES
Jun-02	7.69	39	14.08				1.13	YES



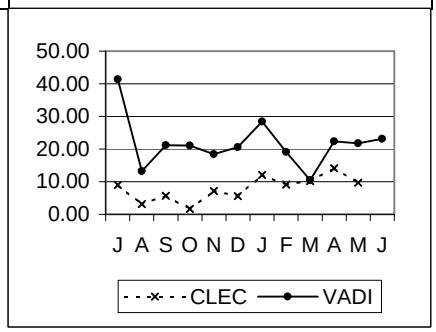
Complex Services - 2 Wire xDSL Line Sharing (cont.)

MR-4 - Trouble Duration Intervals

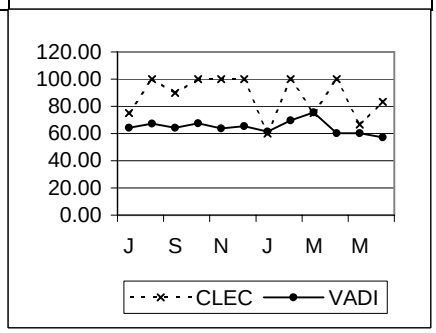
MR-4-02-3343	Mean Time to Repair – Loop Trouble								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		23.54						
Aug-01	#N/A		25.35						
Sep-01	28.32	1	29.88					Base<10	
Oct-01	18.35	1	22.69					Base<10	
Nov-01	#N/A		28.53						
Dec-01	#N/A		31.82						
Jan-02	53.23	2	30.23					Base<10	
Feb-02	20.53	1	37.37					Base<10	
Mar-02	#N/A		29.04						
Apr-02	#N/A		32.87						
May-02	47.36	3	38.38					Base<10	
Jun-02	15.31	6	38.03					Base<10	



MR-4-03-3343	Mean Time To Repair – Central Office Trouble								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	9.01	4	41.35					Base<10	
Aug-01	3.10	1	13.26					Base<10	
Sep-01	5.73	9	21.15					Base<10	
Oct-01	1.70	1	21.09					Base<10	
Nov-01	7.14	3	18.45					Base<10	
Dec-01	5.63	3	20.55					Base<10	
Jan-02	12.11	3	28.39					Base<10	
Feb-02	9.08	4	19.16					Base<10	
Mar-02	10.22	4	10.46					Base<10	
Apr-02	14.15	4	22.35					Base<10	
May-02	9.69	3	21.77					Base<10	
Jun-02	#N/A		23.15						



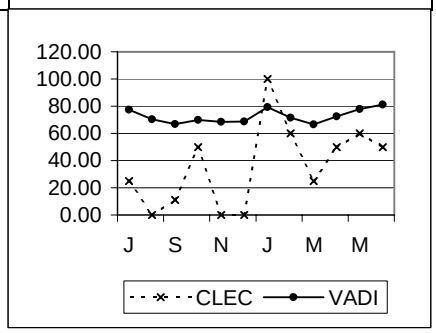
MR-4-04-3343	% Cleared (all troubles) within 24 Hours								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	75.00	4	64.29					Base<10	
Aug-01	100.00	1	67.26					Base<10	
Sep-01	90.00	10	64.24				1.65	YES	
Oct-01	100.00	2	67.63					Base<10	
Nov-01	100.00	3	63.69					Base<10	
Dec-01	100.00	3	65.31					Base<10	
Jan-02	60.00	5	61.45					Base<10	
Feb-02	100.00	5	69.75					Base<10	
Mar-02	75.00	4	75.49					Base<10	
Apr-02	100.00	4	60.21					Base<10	
May-02	66.67	6	60.31					Base<10	
Jun-02	83.33	6	57.06					Base<10	



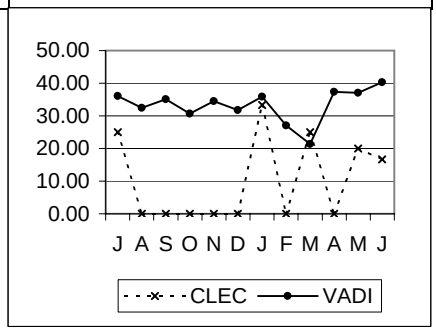
Complex Services - 2 Wire xDSL Line Sharing (cont.)

MR-4 - Trouble Duration Intervals (cont.)

MR-4-07-3343	% Out of Service > 12 hours								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	25.00	4	77.32					Base<10	
Aug-01	0.00	1	70.27					Base<10	
Sep-01	11.11	9	66.89					Base<10	
Oct-01	50.00	2	69.94					Base<10	
Nov-01	0.00	3	68.45					Base<10	
Dec-01	0.00	3	68.82					Base<10	
Jan-02	100.00	3	79.25					Base<10	
Feb-02	60.00	5	71.61					Base<10	
Mar-02	25.00	4	66.67					Base<10	
Apr-02	50.00	4	72.41					Base<10	
May-02	60.00	5	77.82					Base<10	
Jun-02	50.00	6	81.15					Base<10	

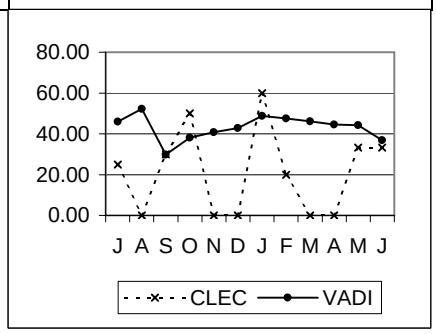


MR-4-08-3343	% Out of Service > 24 Hours								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	25.00	4	36.08					Base<10	
Aug-01	0.00	1	32.43					Base<10	
Sep-01	0.00	9	35.14					Base<10	
Oct-01	0.00	2	30.67					Base<10	
Nov-01	0.00	3	34.52					Base<10	
Dec-01	0.00	3	31.72					Base<10	
Jan-02	33.33	3	35.85					Base<10	
Feb-02	0.00	5	27.10					Base<10	
Mar-02	25.00	4	21.35					Base<10	
Apr-02	0.00	4	37.36					Base<10	
May-02	20.00	5	37.10					Base<10	
Jun-02	16.67	6	40.26					Base<10	



MR-5 - Repeat Trouble Reports

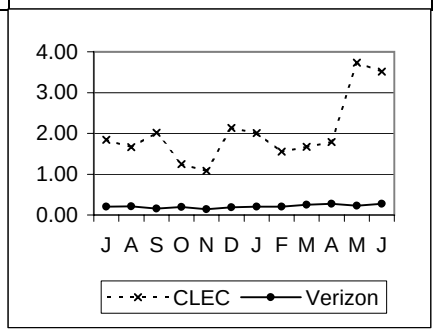
MR-5-01-3343	% Repeat Reports within 30 Days								Parity with VADI Line Sharing
	Retail xDSL Line Sharing								
	CLEC	CLEC Vol	VADI	VADI Vol**	StDev	SampErr	ZScore	Parity	
Jul-01	25.00	4	45.92					Base<10	
Aug-01	0.00	1	52.21					Base<10	
Sep-01	30.00	10	29.80				-0.01	YES	
Oct-01	50.00	2	38.15					Base<10	
Nov-01	0.00	3	40.78					Base<10	
Dec-01	0.00	3	42.86					Base<10	
Jan-02	60.00	5	48.80					Base<10	
Feb-02	20.00	5	47.53					Base<10	
Mar-02	0.00	4	46.08					Base<10	
Apr-02	0.00	4	44.50					Base<10	
May-02	33.33	6	44.27					Base<10	
Jun-02	33.33	6	36.94					Base<10	



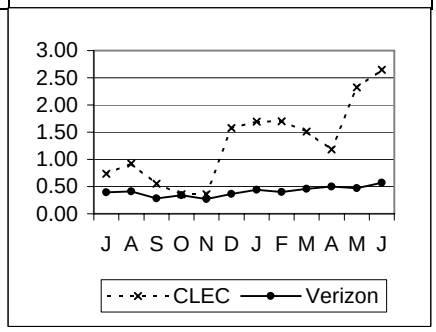
Special Services - Maintenance

MR-2 - Trouble Report Rate

MR-2-01-3200	Network Trouble Report Rate								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**1.84**	543	**0.20**	324149		0.19	-8.46	NO	
Aug-01	**1.66**	542	**0.21**	323497		0.20	-7.29	NO	
Sep-01	**2.02**	545	**0.16**	320810		0.17	-10.86	NO	
Oct-01	**1.25**	560	**0.19**	316029		0.19	-5.66	NO	
Nov-01	**1.08**	556	**0.14**	312337		0.16	-5.80	NO	
Dec-01	**2.14**	5007	**0.19**	214212		0.06	-31.69	NO	
Jan-02	**2.01**	5130	**0.20**	211079		0.06	-28.32	NO	
Feb-02	**1.55**	5413	**0.20**	211199		0.06	-21.93	NO	
Mar-02	**1.67**	5697	**0.25**	209744		0.07	-21.12	NO	
Apr-02	**1.79**	6083	**0.27**	208825		0.07	-22.46	NO	
May-02	**3.73**	3963	**0.23**	206906		0.08	-45.89	NO	
Jun-02	**3.51**	4383	**0.27**	206396		0.08	-40.66	NO	

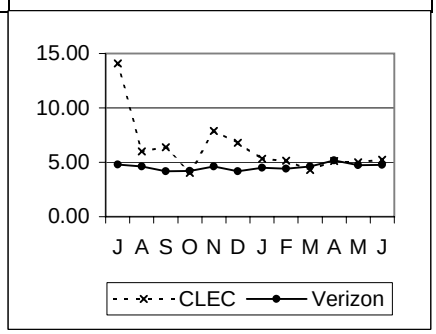


MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**0.74**	543	**0.39**	324149		0.27	-1.27	YES	
Aug-01	**0.92**	542	**0.41**	323497		0.28	-1.85	NO	
Sep-01	**0.55**	545	**0.29**	320810		0.23	-1.16	YES	
Oct-01	**0.36**	560	**0.34**	316029		0.25	-0.06	YES	
Nov-01	**0.36**	556	**0.27**	312337		0.22	-0.39	YES	
Dec-01	**1.58**	5007	**0.37**	214212		0.09	-14.01	NO	
Jan-02	**1.70**	5130	**0.44**	211079		0.09	-13.40	NO	
Feb-02	**1.70**	5413	**0.40**	211199		0.09	-14.87	NO	
Mar-02	**1.51**	5697	**0.46**	209744		0.09	-11.64	NO	
Apr-02	**1.18**	6083	**0.50**	208825		0.09	-7.43	NO	
May-02	**2.32**	3963	**0.47**	206906		0.11	-16.81	NO	
Jun-02	**2.65**	4383	**0.57**	206396		0.12	-18.03	NO	



MR-4 - Trouble Duration Intervals

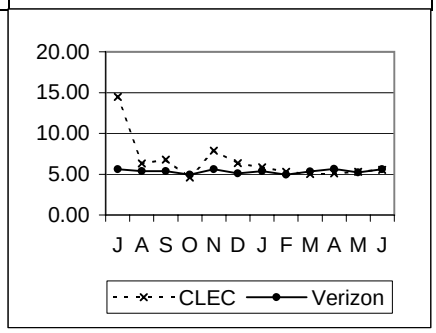
MR-4-01-3200	Mean Time To Repair – Total								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**14.10**	10	**4.79**	660	4.38	1.40	-6.66	NO	
Aug-01	**6.01**	9	**4.62**	691	4.17			Base<10	
Sep-01	**6.38**	11	**4.17**	512	4.24	1.29	-1.54(p)	YES	
Oct-01	**4.04**	7	**4.22**	616	5.02			Base<10	
Nov-01	**7.89**	6	**4.62**	451	6.07			Base<10	
Dec-01	**6.80**	107	**4.16**	398	3.63	0.39	-6.69	NO	
Jan-02	**5.31**	103	**4.49**	430	5.51	0.60	-1.36	YES	
Feb-02	**5.15**	84	**4.40**	424	4.13	0.49	-1.52	YES	
Mar-02	**4.29**	95	**4.63**	525	5.95	0.66	0.51	YES	
Apr-02	**5.13**	109	**5.19**	567	5.51	0.58	0.10	YES	
May-02	**5.01**	148	**4.74**	471	5.17	0.49	-0.55	YES	
Jun-02	**5.24**	154	**4.76**	564	5.41	0.49	-0.98	YES	



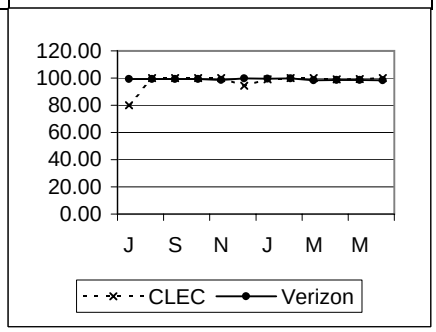
Special Services - Maintenance (cont.)

MR-4 - Trouble Duration Intervals (cont.)

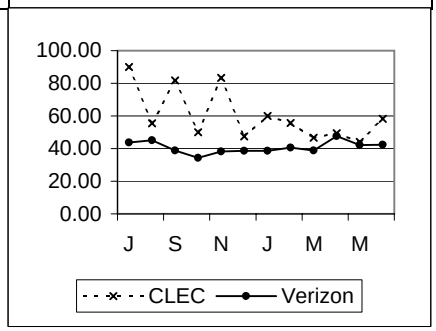
MR-4-02-3200	Mean Time to Repair – Loop Trouble								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	14.47	8	5.59	359	4.65			Base<10	
Aug-01	6.33	8	5.36	406	3.91			Base<10	
Sep-01	6.77	10	5.38	249	4.66	1.50	-0.93	YES	
Oct-01	4.59	6	4.93	261	4.52			Base<10	
Nov-01	7.89	6	5.60	211	7.70			Base<10	
Dec-01	6.37	88	5.09	197	4.04	0.52	-2.46	NO	
Jan-02	5.85	74	5.39	207	6.95	0.94	-0.49	YES	
Feb-02	5.31	64	4.94	215	3.76	0.54	-0.69	YES	
Mar-02	5.03	69	5.32	256	4.52	0.61	0.47	YES	
Apr-02	5.10	94	5.66	307	4.58	0.54	1.04	YES	
May-02	5.28	117	5.21	253	5.17	0.58	-0.12	YES	
Jun-02	5.53	117	5.60	317	5.93	0.64	0.11	YES	



MR-4-04-3200	% Cleared (all troubles) within 24 Hours								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	80.00	10	99.24	660		2.77	-6.95	NO	
Aug-01	100.00	9	99.28	691				Base<10	
Sep-01	100.00	11	99.41	512		2.33	0.25	YES	
Oct-01	100.00	7	99.35	616				Base<10	
Nov-01	100.00	6	98.67	451				Base<10	
Dec-01	94.39	107	99.75	398		0.54	-9.86	NO	
Jan-02	99.03	103	99.53	430		0.75	-0.67	YES	
Feb-02	100.00	84	99.76	424		0.58	0.41	YES	
Mar-02	100.00	95	98.29	525		1.45	1.18	YES	
Apr-02	99.08	109	98.59	567		1.23	0.40	YES	
May-02	99.32	148	98.51	471		1.14	0.71	YES	
Jun-02	100.00	154	98.40	564		1.14	1.40	YES	



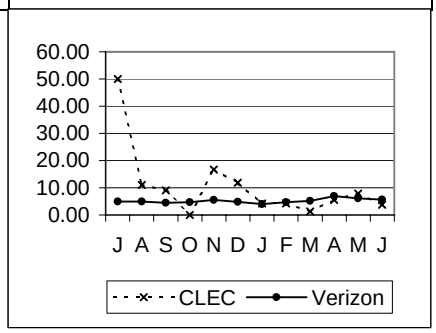
MR-4-06-3200	% Out of Service > 4 hours								Parity with VZ Retail
	Retail POTS								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	90.00	10	43.64	660		15.80	-2.93	NO	
Aug-01	55.56	9	45.07	690				Base<10	
Sep-01	81.82	11	38.75	511		14.85	-2.90	NO	
Oct-01	50.00	6	34.25	616				Base<10	
Nov-01	83.33	6	38.14	451				Base<10	
Dec-01	47.52	101	38.69	398		5.43	-1.63	YES	
Jan-02	60.00	95	38.69	429		5.52	-3.86	NO	
Feb-02	55.71	70	40.66	423		6.34	-2.37	NO	
Mar-02	46.67	75	38.86	525		6.02	-1.30	YES	
Apr-02	49.45	91	47.70	566		5.64	-0.31	YES	
May-02	44.09	127	42.13	470		4.94	-0.40	YES	
Jun-02	58.33	132	42.27	563		4.78	-3.36	NO	



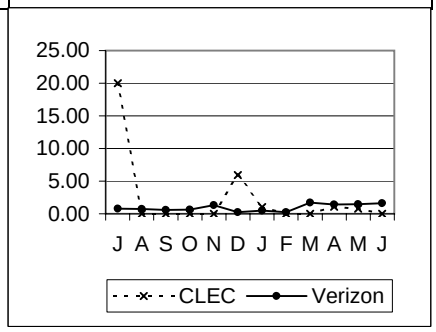
Special Services - Maintenance (cont.)

MR-4 - Trouble Duration Intervals (cont.)

MR-4-07-3200	% Out of Service > 12 hours								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	50.00	10	5.00	660		6.94	-6.48	NO	
Aug-01	11.11	9	4.93	690				Base<10	
Sep-01	9.09	11	4.50	511		6.32	-0.73	YES	
Oct-01	0.00	6	4.71	616				Base<10	
Nov-01	16.67	6	5.54	451				Base<10	
Dec-01	11.88	101	4.77	398		2.37	-2.99	NO	
Jan-02	4.21	95	3.96	429		2.21	-0.11	YES	
Feb-02	4.29	70	4.73	423		2.74	0.16	YES	
Mar-02	1.33	75	5.14	525		2.73	1.40	YES	
Apr-02	5.49	91	6.89	566		2.86	0.49	YES	
May-02	7.87	127	6.17	470		2.41	-0.71	YES	
Jun-02	3.79	132	5.68	563		2.24	0.84	YES	

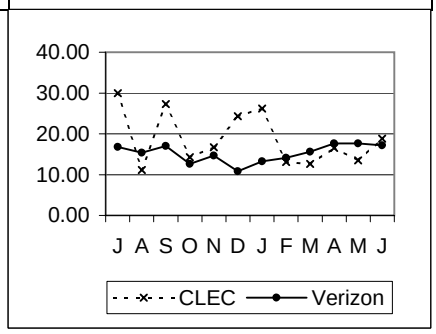


MR-4-08-3200	% Out of Service > 24 Hours								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	20.00	10	0.76	660		2.77	-6.95	NO	
Aug-01	0.00	9	0.72	690				Base<10	
Sep-01	0.00	11	0.59	511		2.33	0.25	YES	
Oct-01	0.00	6	0.65	616				Base<10	
Nov-01	0.00	6	1.33	451				Base<10	
Dec-01	5.94	101	0.25	398		0.56	-10.23	NO	
Jan-02	1.05	95	0.47	429		0.78	-0.75	YES	
Feb-02	0.00	70	0.24	423		0.63	0.38	YES	
Mar-02	0.00	75	1.71	525		1.60	1.07	YES	
Apr-02	1.10	91	1.41	566		1.33	0.23	YES	
May-02	0.79	127	1.49	470		1.21	0.58	YES	
Jun-02	0.00	132	1.60	563		1.21	1.32	YES	



MR-5 - Repeat Trouble Reports

MR-5-01-3200	% Repeat Reports within 30 Days								Parity with VZ Retail
	Retail Specials								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	30.00	10	16.82	660		11.92	-1.11	YES	
Aug-01	11.11	9	15.34	691				Base<10	
Sep-01	27.27	11	16.99	512		11.44	-0.90	YES	
Oct-01	14.29	7	12.66	616				Base<10	
Nov-01	16.67	6	14.63	451				Base<10	
Dec-01	24.30	107	10.80	398		3.38	-3.99	NO	
Jan-02	26.21	103	13.26	430		3.72	-3.48	NO	
Feb-02	13.10	84	14.15	424		4.16	0.25	YES	
Mar-02	12.63	95	15.62	525		4.05	0.74	YES	
Apr-02	16.51	109	17.64	567		3.99	0.28	YES	
May-02	13.51	148	17.62	471		3.59	1.14	YES	
Jun-02	18.83	154	17.20	564		3.43	-0.48	YES	



Legend

N/A = No Activity
NEF = No Existing Functionality
P = Z-Score Equivalent from Permutation Test
TBD = Performance standard is to be determined
RQ = Performance metric is reported quarterly
UD = Performance metric is under development
UR = Performance metric is under review

**VADI observations are confidential and not for public inspection.

Base < 10: Parity Standards - The C2C guidelines do not require a calculation of a Z/t-statistic to determine if performance met the standard when sample sizes are less than 10.

Verizon - PA

Carrier to Carrier Performance Standards and Reports Summary July 2001 - June 2002

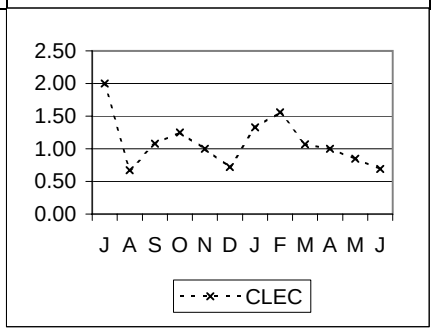
CLEC Aggregate Performance

Trunks (Aggregate) - POTS/Special Services

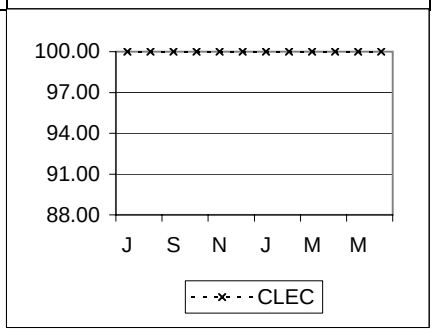
ORDERING

OR 1 - Order Confirmation Timeliness

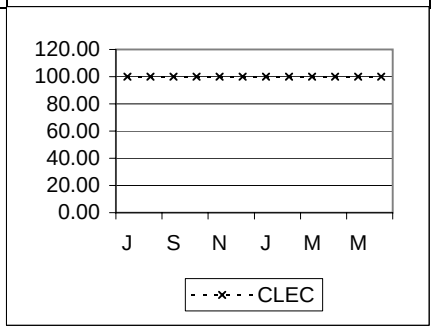
OR-1-11-5020	Average Firm Order Confirmation (FOC) Time <=192 Forecasted Trunks				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	2.00				
Aug-01	0.67				
Sep-01	1.08				
Oct-01	1.25				
Nov-01	1.00				
Dec-01	0.72				
Jan-02	1.33				
Feb-02	1.56				
Mar-02	1.07				
Apr-02	1.00				
May-02	0.85				
Jun-02	0.69				



OR-1-12-5020	% On Time FOC <= 192 Forecasted Trunks				95% within 10 Bus. Days
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	100.00	3	5.00	YES	
Aug-01	100.00	3	5.00	YES	
Sep-01	100.00	13	5.00	YES	
Oct-01	100.00	8		YES	
Nov-01	100.00	2		YES	
Dec-01	100.00	18	5.00	YES	
Jan-02	100.00	6		YES	
Feb-02	100.00	9		YES	
Mar-02	100.00	29	5.00	YES	
Apr-02	100.00	14	5.00	YES	
May-02	100.00	33	5.00	YES	
Jun-02	100.00	16	5.00	YES	



OR-1-13-5000	% On Time Design Layout Record (DLR)				95% within 11 Bus. Days
	CLEC	CLEC Obs	Difference	Parity	
Jul-01	100.00	3	5.00	YES	
Aug-01	100.00	3	5.00	YES	
Sep-01	100.00	13	5.00	YES	
Oct-01	100.00	7		YES	
Nov-01	100.00	2		YES	
Dec-01	100.00	17	5.00	YES	
Jan-02	100.00	6		YES	
Feb-02	100.00	7		YES	
Mar-02	100.00	7		YES	
Apr-02	100.00	6		YES	
May-02	100.00	11	5.00	YES	
Jun-02	100.00	1		YES	

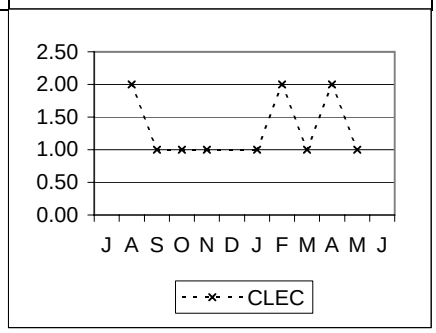


ORDERING (cont.)

OR-2 - Reject Timeliness

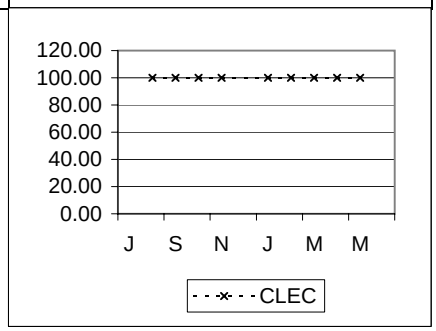
OR-2-11-5020	Average Trunk ASR Reject Time <= 192 Forecasted Trunks		No Standard

	CLEC	CLEC Obs	Difference	Parity
Jul-01	#N/A			
Aug-01	2.00			
Sep-01	1.00			
Oct-01	1.00			
Nov-01	1.00			
Dec-01	#N/A			
Jan-02	1.00			
Feb-02	2.00			
Mar-02	1.00			
Apr-02	2.00			
May-02	1.00			
Jun-02	#N/A			



OR-2-12-5020	% On Time Trunk ASR Reject <= 192 Forecasted Trunks		95% within 10 Days

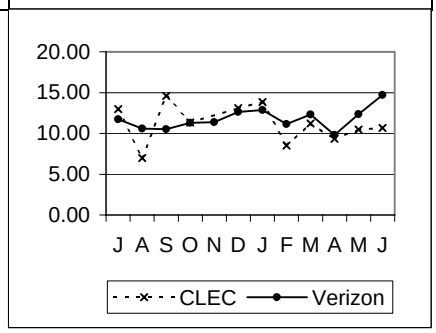
	CLEC	CLEC Obs	Difference	Parity
Jul-01	#N/A			
Aug-01	100.00	2	5.00	YES
Sep-01	100.00	2		YES
Oct-01	100.00	3		YES
Nov-01	100.00	2		YES
Dec-01	#N/A			
Jan-02	100.00	1		YES
Feb-02	100.00	1		YES
Mar-02	100.00	2		YES
Apr-02	100.00	2		YES
May-02	100.00	1		YES
Jun-02	#N/A			



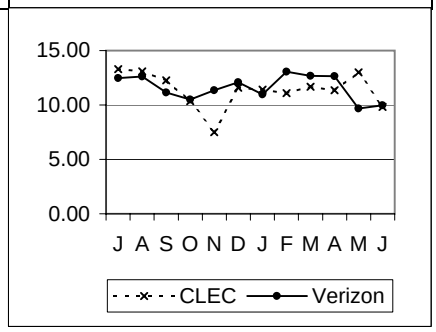
PROVISIONING

PR-1 - Average Interval Offered

PR-1-09-5020	Average Interval Offered – Total <= 192 Forecasted Trunks								Parity with IXC / FGD
	Retail IXC FGD Trunks (<= 192 Forecasted Trunks)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	13.00	2	11.71	28	5.00			Base<10	
Aug-01	7.00	1	10.59	17	6.89			Base<10	
Sep-01	14.60	5	10.50	20	3.36			Base<10	
Oct-01	11.33	3	11.28	25	3.43			Base<10	
Nov-01	#N/A		11.37	35	3.64				
Dec-01	13.11	18	12.61	33	2.50	0.73	-0.68	YES	
Jan-02	13.83	6	12.86	28	3.88			Base<10	
Feb-02	8.50	2	11.12	26	3.12			Base<10	
Mar-02	11.22	9	12.32	31	5.09			Base<10	
Apr-02	9.33	9	9.81	42	3.83			Base<10	
May-02	10.47	15	12.35	68	3.39	0.97	1.94	YES	
Jun-02	10.67	3	14.72	32	9.47			Base<10	

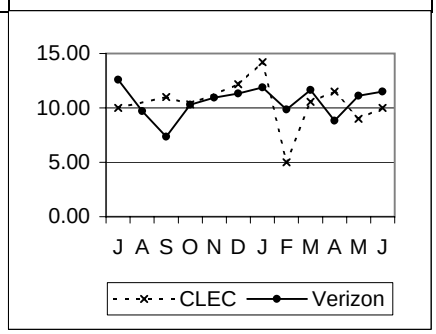


PR-1-09-5030	Average Interval Offered – Total > 192 Forecasted & Unforecasted								Parity with IXC / FGD
	Retail IXC FGD Trunks (> 192 Forecasted Trunks and Unforecasted Trunks)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	13.28	57	12.46	96	3.94	0.66	-1.24	YES	
Aug-01	13.09	35	12.63	49	3.88	0.86	-0.54	YES	
Sep-01	12.27	26	11.14	50	2.67	0.65	-1.55(p)	YES	
Oct-01	10.36	22	10.51	152	3.92	0.89	0.17	YES	
Nov-01	7.50	22	11.36	99	4.78	1.13	3.43	YES	
Dec-01	11.59	17	12.08	80	5.08	1.36	0.36	YES	
Jan-02	11.41	22	10.98	94	4.24	1.00	-0.43	YES	
Feb-02	11.08	50	13.06	99	3.38	0.59	3.38	YES	
Mar-02	11.69	26	12.67	249	3.47	0.72	1.37	YES	
Apr-02	11.35	20	12.66	91	4.62	1.14	1.15	YES	
May-02	13.00	19	9.67	139	3.98	0.97	-2.89 (P)	NO	
Jun-02	9.83	12	9.98	58	5.00	1.59	0.09	YES	



PR-2 - Average Interval Completed

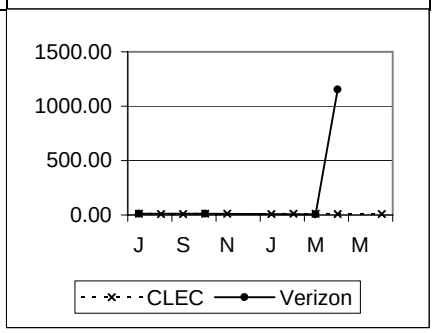
PR-2-09-5020	Average Interval Completed – Total <= 192 Forecasted Trunks								Parity with IXC / FGD
	Retail IXC FGD Trunks (<= 192 Forecasted Trunks)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	10.00	1	12.59	17	5.01			Base<10	
Aug-01	#N/A		9.70	10	5.70				
Sep-01	11.00	2	7.36	11	4.50			Base<10	
Oct-01	10.33	3	10.30	20	3.39			Base<10	
Nov-01	#N/A		10.94	31	3.26				
Dec-01	12.17	12	11.33	24	2.63	0.93	-0.90	YES	
Jan-02	14.20	5	11.88	25	4.01			Base<10	
Feb-02	5.00	1	9.84	19	2.89			Base<10	
Mar-02	10.57	7	11.65	23	5.08			Base<10	
Apr-02	11.50	4	8.83	36	3.69			Base<10	
May-02	9.00	14	11.11	61	3.61	1.07	1.97	YES	
Jun-02	10.00	3	11.50	22	2.58			Base<10	



PROVISIONING (cont.)

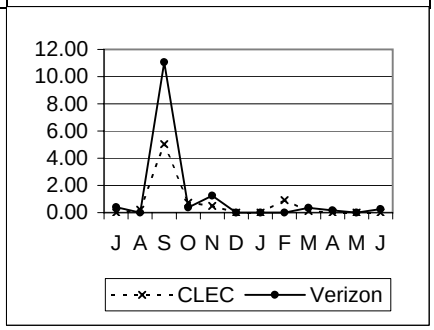
PR-2 - Average Interval Completed (cont.)

PR-2-09-5030	Average Interval Completed – Total > 192 Forecasted & Unforecasted								Parity with IXC / FGD
	Retail IXC FGD Trunks (> 192 Forecasted Trunks and Unforecasted Trunks)								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	12.00	4	11.00	2				Base<10	
Aug-01	10.00	3	#N/A					Base<10	
Sep-01	8.67	3	#N/A					Base<10	
Oct-01	12.00	1	13.00	2	0.00			Base<10	
Nov-01	11.00	1	#N/A					Base<10	
Dec-01	#N/A		#N/A						
Jan-02	10.00	1	#N/A					Base<10	
Feb-02	13.00	1	#N/A					Base<10	
Mar-02	12.00	6	7.00	3	0.00			Base<10	
Apr-02	8.00	6	1152.00	3	0.00			Base<10	
May-02	#N/A		#N/A					Base<10	
Jun-02	9.50	2	#N/A						

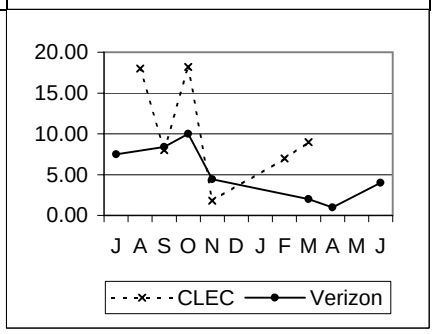


PR-4 - Missed Appointment

PR-4-01-5000	% Missed Appointment – Verizon – Total								Parity with IXC / FGD
	Retail IXC FGD Trunks								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	9917	0.41	11715		0.09	4.70	YES	
Aug-01	0.21	11469	0.00	12878		0.00			
Sep-01	5.04	9530	11.05	9116		0.46	13.09	YES	
Oct-01	0.74	15037	0.37	13017		0.07	-5.09	NO	
Nov-01	0.49	15228	1.24	13585		0.13	5.74	YES	
Dec-01	0.00	17159	0.00	15995		0.00			
Jan-02	0.00	24848	0.00	16857		0.00			
Feb-02	0.91	15810	0.00	14166		0.00			
Mar-02	0.12	19743	0.35	20665		0.06	3.91	YES	
Apr-02	0.00	13471	0.17	13932		0.05	3.42	YES	
May-02	0.00	1803	0.00	12992		0.00			
Jun-02	0.00	768	0.27	5859		0.20	1.36	YES	



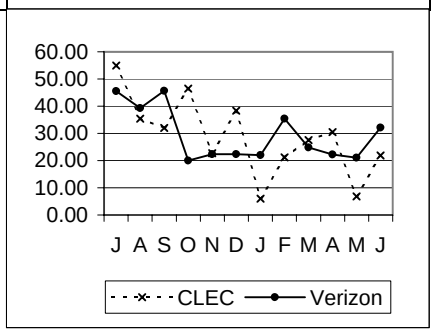
PR-4-02-5000	Average Delay Days – Total								Parity with IXC / FGD
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	#N/A		7.50	48	5.56				
Aug-01	18.00	24	#N/A						
Sep-01	8.00	480	8.41	1007	6.17	0.34	1.20	YES	
Oct-01	18.20	111	10.00	48	5.05	0.87	-9.40	NO	
Nov-01	1.79	75	4.43	169	3.96	0.55	4.80	YES	
Dec-01	#N/A		#N/A						
Jan-02	#N/A		#N/A						
Feb-02	7.00	144	#N/A						
Mar-02	9.00	24	2.00	72	0.00	0.00	-10.00 (P)	NO	
Apr-02	#N/A		1.00	24	0.00				
May-02	#N/A		#N/A						
Jun-02	#N/A		4.00	16	0.00				



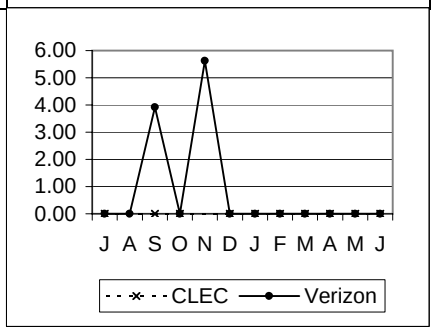
PROVISIONING (cont.)

PR-4 - Missed Appointment (cont.)

PR-4-03-5000	% Missed Appointment – Customer								No Standard
	No Standard								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	54.99	9917	45.48	11715					
Aug-01	35.36	11469	39.24	12878					
Sep-01	31.98	9530	45.63	9116					
Oct-01	46.44	15037	19.97	13017					
Nov-01	22.71	15228	22.37	13585					
Dec-01	38.32	17159	22.39	15995					
Jan-02	6.02	24848	22.05	16857					
Feb-02	21.21	15810	35.41	14166					
Mar-02	27.48	19743	24.86	20665					
Apr-02	30.50	13471	22.27	13932					
May-02	6.77	1803	21.11	12992					
Jun-02	21.88	768	32.14	5859					



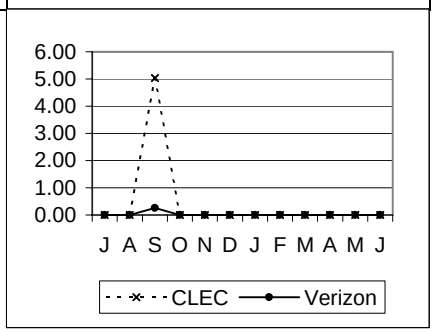
PR-4-09-5000	% MA – VZ – Std. Interval (W Coded) Orders –Total								Parity with IXC / FGD
	Retail IXC FGD Trunks								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	24	0.00	534					
Aug-01	#N/A		0.00	336					
Sep-01	0.00	336	3.92	612		1.32	2.97	YES	
Oct-01	0.00	192	0.00	793		0.00			
Nov-01	#N/A		5.62	1298					
Dec-01	0.00	624	0.00	888		0.00			
Jan-02	0.00	264	0.00	984		0.00			
Feb-02	0.00	96	0.00	795		0.00			
Mar-02	0.00	312	0.00	1095		0.00			
Apr-02	0.00	192	0.00	1627		0.00			
May-02	0.00	768	0.00	2258		0.00			
Jun-02	0.00	144	0.00	840		0.00			



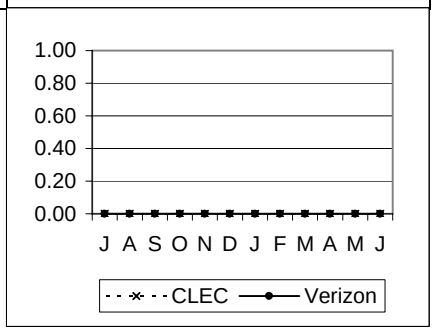
PROVISIONING (cont.)

PR-5 - Facility Missed Orders

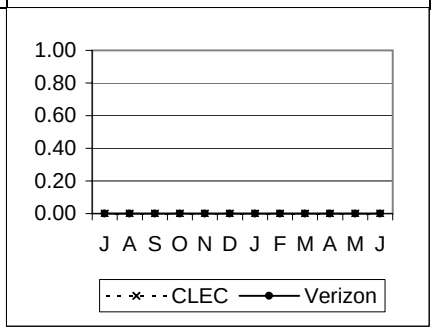
PR-5-01-5000	% Missed Appointment – Verizon – Facilities								Parity with IXC / FGD
	Retail IXC FGD Trunks								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**0.00**	9917	**0.00**	11715					
Aug-01	**0.00**	11469	**0.00**	12878					
Sep-01	**5.04**	9530	**0.26**	9116		0.07	-64.07	NO	
Oct-01	**0.00**	15037	**0.00**	13017		0.00			
Nov-01	**0.00**	15228	**0.00**	13585		0.00			
Dec-01	**0.00**	17159	**0.00**	15995		0.00			
Jan-02	**0.00**	24848	**0.00**	16857		0.00			
Feb-02	**0.00**	15810	**0.00**	14166		0.00			
Mar-02	**0.00**	19743	**0.00**	20665		0.00			
Apr-02	**0.00**	13471	**0.00**	13932		0.00			
May-02	**0.00**	1803	**0.00**	12992		0.00			
Jun-02	**0.00**	768	**0.00**	5859		0.00			



PR-5-02-5000	% Orders Held for Facilities > 15 Days								Parity with IXC / FGD
	Retail IXC FGD Trunks								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**0.00**	9917	**0.00**	11715					
Aug-01	**0.00**	11469	**0.00**	12878					
Sep-01	**0.00**	9530	**0.00**	9116		0.00			
Oct-01	**0.00**	15037	**0.00**	13017		0.00			
Nov-01	**0.00**	15228	**0.00**	13585		0.00			
Dec-01	**0.00**	17159	**0.00**	15995		0.00			
Jan-02	**0.00**	24848	**0.00**	16857		0.00			
Feb-02	**0.00**	15810	**0.00**	14166		0.00			
Mar-02	**0.00**	19743	**0.00**	20665		0.00			
Apr-02	**0.00**	13471	**0.00**	13932		0.00			
May-02	**0.00**	1803	**0.00**	12992		0.00			
Jun-02	**0.00**	768	**0.00**	5859		0.00			



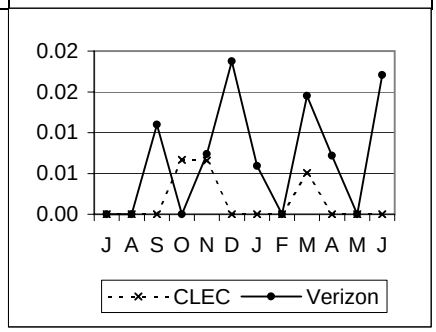
PR-5-03-5000	% Orders Held for Facilities > 60 Days								Parity with IXC / FGD
	Retail IXC FGD Trunks								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**0.00**	9917	**0.00**	11715					
Aug-01	**0.00**	11469	**0.00**	12878					
Sep-01	**0.00**	9530	**0.00**	9116		0.00			
Oct-01	**0.00**	15037	**0.00**	13017		0.00			
Nov-01	**0.00**	15228	**0.00**	13585		0.00			
Dec-01	**0.00**	17159	**0.00**	15995		0.00			
Jan-02	**0.00**	24848	**0.00**	16857		0.00			
Feb-02	**0.00**	15810	**0.00**	14166		0.00			
Mar-02	**0.00**	19743	**0.00**	20665		0.00			
Apr-02	**0.00**	13471	**0.00**	13932		0.00			
May-02	**0.00**	1803	**0.00**	12992		0.00			
Jun-02	**0.00**	768	**0.00**	5859		0.00			



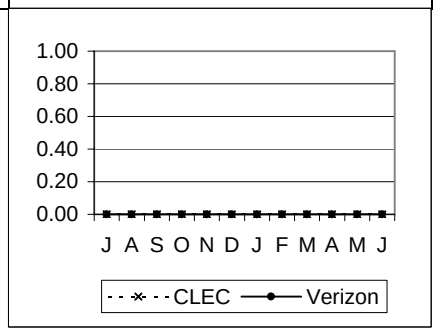
PROVISIONING (cont.)

PR-6 - Installation Quality

PR-6-01-5000	% Installation Troubles reported within 30 Days								Parity with IXC / FGD
	Retail IXC FGD Trunks								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	9917	0.00	11715				YES	
Aug-01	0.00	11469	0.00	12878					
Sep-01	0.00	9530	0.01	9116		0.02	0.71	YES	
Oct-01	0.01	15037	0.00	13017		0.00			
Nov-01	0.01	15228	0.01	13585		0.01	0.08	YES	
Dec-01	0.00	17159	0.02	15995		0.02	1.25	YES	
Jan-02	0.00	24848	0.01	16857		0.01	0.77	YES	
Feb-02	0.00	15810	0.00	14166		0.00			
Mar-02	0.01	19743	0.01	20665		0.01	0.79	YES	
Apr-02	0.00	13471	0.01	13932		0.01	0.70	YES	
May-02	0.00	1803	0.00	12992		0.00			
Jun-02	0.00	768	0.02	5859		0.05	0.34	YES	

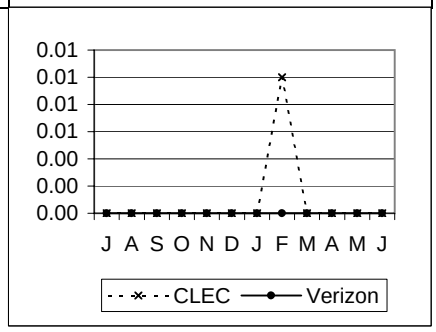


PR-6-03-5000	% Inst. Troubles reported within 30 Days – FOK/TOK/CPE								No Standard
	No Standard								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	9917	0.00	11715					
Aug-01	0.00	11469	0.00	12878					
Sep-01	0.00	9530	0.00	9116					
Oct-01	0.00	15037	0.00	13017					
Nov-01	0.00	15228	0.00	13585					
Dec-01	0.00	17159	0.00	15995					
Jan-02	0.00	24848	0.00	16857					
Feb-02	0.00	15810	0.00	14166					
Mar-02	0.00	19743	0.00	20665					
Apr-02	0.00	13471	0.00	13932					
May-02	0.00	1803	0.00	12992					
Jun-02	0.00	768	0.00	5859					



PR-8 - Average Days Held on Pending Orders

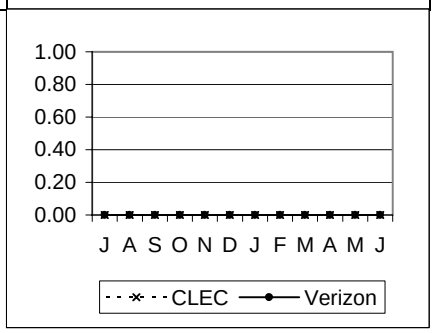
PR-8-01-5400	% Open Orders in a Hold Status > 30 Days								Parity with VZ Retail
	Retail IXC FGD Trunks								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	9917	0.00	11715					
Aug-01	0.00	11469	0.00	12878					
Sep-01	0.00	9530	0.00	9116		0.00			
Oct-01	0.00	15037	0.00	13017		0.00			
Nov-01	0.00	15228	0.00	13585		0.00			
Dec-01	0.00	17159	0.00	15995		0.00			
Jan-02	0.00	24848	0.00	16857		0.00			
Feb-02	0.01	15810	0.00	14166		0.00			
Mar-02	0.00	19743	0.00	20665		0.00			
Apr-02	0.00	13471	0.00	13932		0.00			
May-02	0.00	1803	0.00	12992		0.00			
Jun-02	0.00	768	0.00	5859		0.00			



PROVISIONING (cont.)

PR-8 - Average Days Held on Pending Orders (cont.)

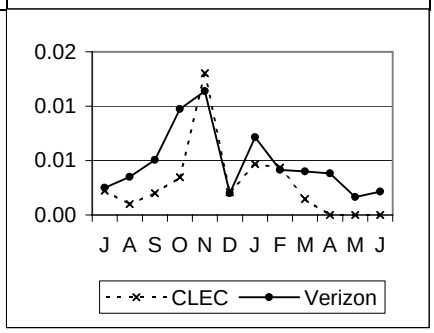
PR-8-02-5400	% Open Orders in a Hold Status > 90 Days								Parity with VZ Retail
	Retail IXC FGD Trunks								
	CLEC	*CLEC Vol*	***VZ***	*VZ Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jul-01	**0.00**	9917	**0.00**	11715					
Aug-01	**0.00**	11469	**0.00**	12878					
Sep-01	**0.00**	9530	**0.00**	9116		0.00			
Oct-01	**0.00**	15037	**0.00**	13017		0.00			
Nov-01	**0.00**	15228	**0.00**	13585		0.00			
Dec-01	**0.00**	17159	**0.00**	15995		0.00			
Jan-02	**0.00**	24848	**0.00**	16857		0.00			
Feb-02	**0.00**	15810	**0.00**	14166		0.00			
Mar-02	**0.00**	19743	**0.00**	20665		0.00			
Apr-02	**0.00**	13471	**0.00**	13932		0.00			
May-02	**0.00**	1803	**0.00**	12992		0.00			
Jun-02	**0.00**	768	**0.00**	5859		0.00			



MAINTENANCE

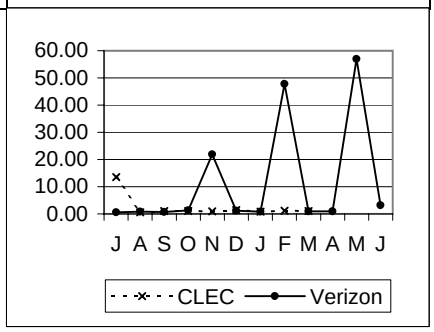
MR-2 - Trouble Report Rate

MR-2-01-5000	Network Trouble Report Rate – Total								Parity with IXC / FGD
	Retail IXC FGD Trunks								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	404330	0.00	361603		0.00	0.23	YES	
Aug-01	0.00	405227	0.00	371378		0.00	1.87	YES	
Sep-01	0.00	402939	0.01	375382		0.00	1.90	YES	
Oct-01	0.00	404420	0.01	379695		0.00	2.82	YES	
Nov-01	0.01	413962	0.01	387116		0.00	-0.70	YES	
Dec-01	0.00	431784	0.00	400377		0.00	-0.08	YES	
Jan-02	0.00	449074	0.01	405594		0.00	1.35	YES	
Feb-02	0.00	460803	0.00	411102		0.00	-0.14	YES	
Mar-02	0.00	473399	0.00	450559		0.00	1.91	YES	
Apr-02	0.00	473886	0.00	420301		0.00	2.91	YES	
May-02	0.00	478127	0.00	423525		0.00	1.93	YES	
Jun-02	0.00	470161	0.00	419377		0.00	2.18	YES	

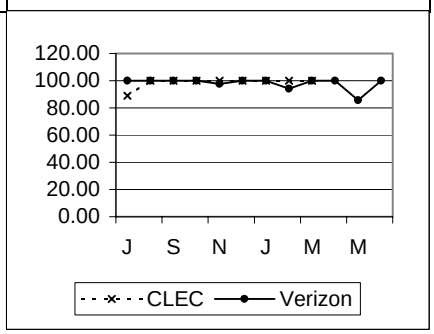


MR-4 - Trouble Duration Intervals

MR-4-01-5000	Mean Time To Repair – Total								Parity with IXC / FGD
	Retail IXC FGD Trunks								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	13.58	9	0.58	9	0.24			Base<10	
Aug-01	0.60	4	0.87	13	0.53			Base<10	
Sep-01	1.02	8	0.73	19	0.40			Base<10	
Oct-01	1.05	14	1.28	37	1.50	0.47	0.50	YES	
Nov-01	0.91	54	21.91	44	139.51	28.33	0.74	YES	
Dec-01	1.36	9	1.20	8	1.18			Base<10	
Jan-02	0.83	21	0.81	29	0.70	0.20	-0.10	YES	
Feb-02	1.16	20	47.74	17	192.66	63.56	0.73	YES	
Mar-02	1.04	7	0.91	18	0.86			Base<10	
Apr-02	#N/A		0.94	16	0.45				
May-02	#N/A		56.99	7	149.38				
Jun-02	#N/A		3.14	9	5.77				



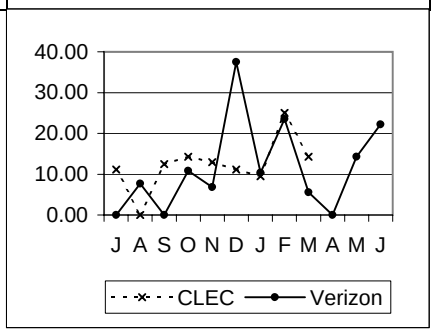
MR-4-04-5000	% Cleared (all troubles) within 24 Hours								Parity with IXC / FGD
	Retail IXC FGD Trunks								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	88.89	9	100.00	9				Base<10	
Aug-01	100.00	4	100.00	13				Base<10	
Sep-01	100.00	8	100.00	19				Base<10	
Oct-01	100.00	14	100.00	37		0.00			
Nov-01	100.00	54	97.73	44		3.02	0.75	YES	
Dec-01	100.00	9	100.00	8				Base<10	
Jan-02	100.00	21	100.00	29		0.00			
Feb-02	100.00	20	94.12	17		7.76	0.76	YES	
Mar-02	100.00	7	100.00	18				Base<10	
Apr-02	#N/A		100.00	16					
May-02	#N/A		85.71	7					
Jun-02	#N/A		100.00	9					



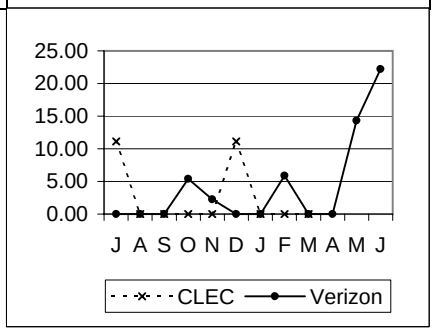
MAINTENANCE (cont.)

MR-4 - Trouble Duration Intervals (cont.)

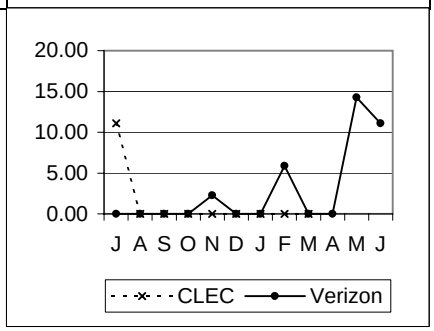
MR-4-05-5000	% Out of Service > 2 Hours								Parity with IXC / FGD
	Retail IXC FGD Trunks								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	11.11	9	0.00	9				Base<10	
Aug-01	0.00	4	7.69	13				Base<10	
Sep-01	12.50	8	0.00	19				Base<10	
Oct-01	14.29	14	10.81	37		9.74	-0.36	YES	
Nov-01	12.96	54	6.82	44		5.12	-1.20	YES	
Dec-01	11.11	9	37.50	8				Base<10	
Jan-02	9.52	21	10.34	29		8.72	0.09	YES	
Feb-02	25.00	20	23.53	17		13.99	.28 (P)	YES	
Mar-02	14.29	7	5.56	18				Base<10	
Apr-02	#N/A		0.00	16					
May-02	#N/A		14.29	7					
Jun-02	#N/A		22.22	9					



MR-4-06-5000	% Out of Service > 4 hours								Parity with IXC / FGD
	Retail IXC FGD Trunks								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	11.11	9	0.00	9				Base<10	
Aug-01	0.00	4	0.00	13				Base<10	
Sep-01	0.00	8	0.00	19				Base<10	
Oct-01	0.00	14	5.41	37		7.10	0.76	YES	
Nov-01	0.00	54	2.27	44		3.02	0.75	YES	
Dec-01	11.11	9	0.00	8				Base<10	
Jan-02	0.00	21	0.00	29		0.00			
Feb-02	0.00	20	5.88	17		7.76	0.76	YES	
Mar-02	0.00	7	0.00	18				Base<10	
Apr-02	#N/A		0.00	16					
May-02	#N/A		14.29	7					
Jun-02	#N/A		22.22	9					



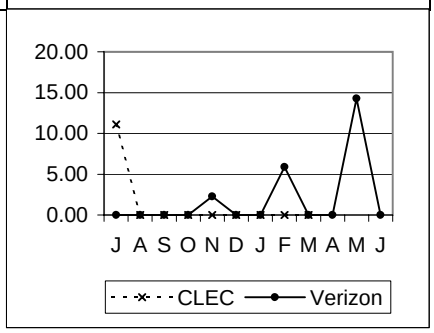
MR-4-07-5000	% Out of Service > 12 hours								Parity with IXC / FGD
	Retail IXC FGD Trunks								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	11.11	9	0.00	9				Base<10	
Aug-01	0.00	4	0.00	13				Base<10	
Sep-01	0.00	8	0.00	19				Base<10	
Oct-01	0.00	14	0.00	37		0.00			
Nov-01	0.00	54	2.27	44		3.02	0.75	YES	
Dec-01	0.00	9	0.00	8				Base<10	
Jan-02	0.00	21	0.00	29		0.00			
Feb-02	0.00	20	5.88	17		7.76	0.76	YES	
Mar-02	0.00	7	0.00	18				Base<10	
Apr-02	#N/A		0.00	16					
May-02	#N/A		14.29	7					
Jun-02	#N/A		11.11	9					



MAINTENANCE (cont.)

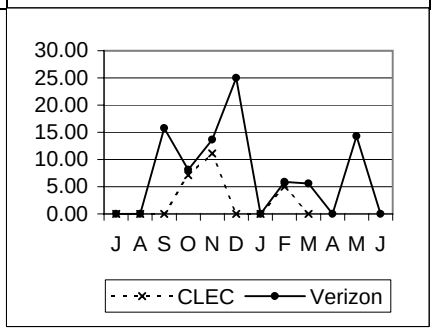
MR-4 - Trouble Duration Intervals (cont.)

MR-4-08-5000	% Out of Service > 24 Hours								Parity with IXC / FGD
	Retail IXC FGD Trunks								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	11.11	9	0.00	9				Base<10	
Aug-01	0.00	4	0.00	13				Base<10	
Sep-01	0.00	8	0.00	19				Base<10	
Oct-01	0.00	14	0.00	37		0.00			
Nov-01	0.00	54	2.27	44		3.02	0.75	YES	
Dec-01	0.00	9	0.00	8				Base<10	
Jan-02	0.00	21	0.00	29		0.00			
Feb-02	0.00	20	5.88	17		7.76	0.76	YES	
Mar-02	0.00	7	0.00	18				Base<10	
Apr-02	#N/A		0.00	16					
May-02	#N/A		14.29	7					
Jun-02	#N/A		0.00	9					



MR-5 - Repeat Trouble Report Rates

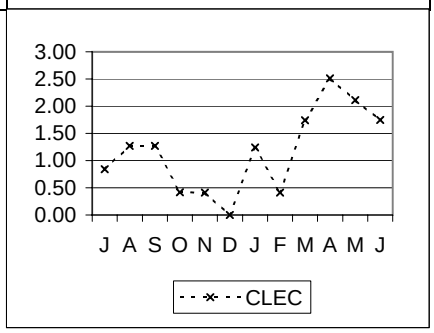
MR-5-01-5000	% Repeat Reports within 30 Days								Parity with IXC / FGD
	Retail IXC FGD Trunks								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00	9	0.00	9				Base<10	
Aug-01	0.00	4	0.00	13				Base<10	
Sep-01	0.00	8	15.79	19				Base<10	
Oct-01	7.14	14	8.11	37		8.56	0.11	YES	
Nov-01	11.11	54	13.64	44		6.97	0.36	YES	
Dec-01	0.00	9	25.00	8				Base<10	
Jan-02	0.00	21	0.00	29		0.00			
Feb-02	5.00	20	5.88	17		7.76	0.11	YES	
Mar-02	0.00	7	5.56	18				Base<10	
Apr-02	#N/A		0.00	16					
May-02	#N/A		14.29	7					
Jun-02	#N/A		0.00	9					



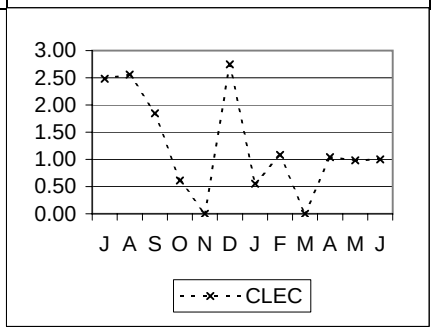
NETWORK PERFORMANCE

NP-1 - Percent Final Trunk Group Blockage

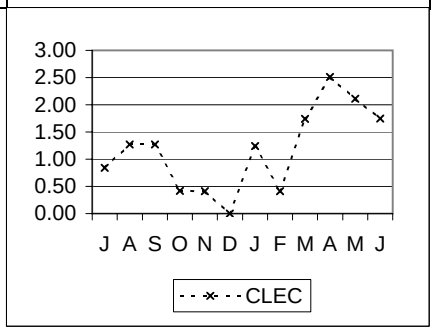
NP-1-01-5120	% FTG Exceeding Blocking Standard – Common Final Trunks								No Standard
	Retail Common Final (Local) Trunks								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**0.84**	237							
Aug-01	**1.27**	237							
Sep-01	**1.27**	236							
Oct-01	**0.42**	236							
Nov-01	**0.41**	242							
Dec-01	**0.00**	241							
Jan-02	**1.24**	242							
Feb-02	**0.41**	242							
Mar-02	**1.74**	288							
Apr-02	**2.51**	279							
May-02	**2.11**	285							
Jun-02	**1.75**	285							



NP-1-01-5400	% FTG Exceeding Blocking Standard – Dedicated Final Trunks								No Standard
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**2.48**	161							
Aug-01	**2.56**	156							
Sep-01	**1.85**	162							
Oct-01	**0.61**	165							
Nov-01	**0.00**	173							
Dec-01	**2.75**	182							
Jan-02	**0.55**	183							
Feb-02	**1.08**	185							
Mar-02	**0.00**	190							
Apr-02	**1.04**	193							
May-02	**0.98**	204							
Jun-02	**1.00**	200							



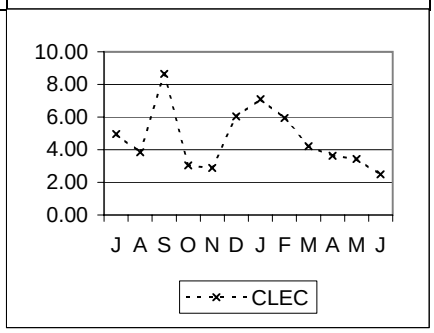
NP-1-02-5120	% FTG Exceeding Blocking Standard (No Exceptions) – Common Final Trunks								No Standard
	Retail Common Final (Local) Trunks								
	CLEC	CLEC Vol	**VZ**	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	**0.84**	237							
Aug-01	**1.27**	237							
Sep-01	**1.27**	236							
Oct-01	**0.42**	236							
Nov-01	**0.41**	242							
Dec-01	**0.00**	241							
Jan-02	**1.24**	242							
Feb-02	**0.41**	242							
Mar-02	**1.74**	288							
Apr-02	**2.51**	279							
May-02	**2.11**	285							
Jun-02	**1.75**	285							



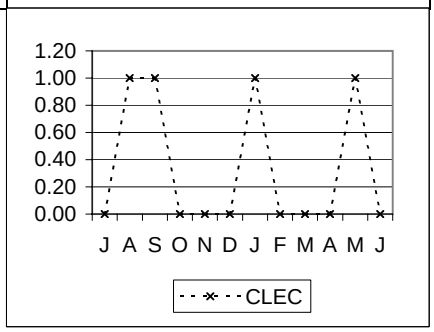
NETWORK PERFORMANCE (cont.)

NP-1 - Percent Final Trunk Group Blockage (cont.)

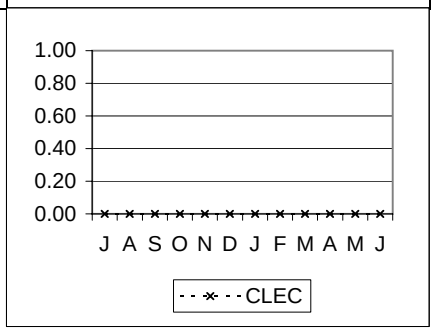
NP-1-02-5400	% FTG Exceeding Blocking Standard (No Exceptions) – Dedicated Final Trunks								No Standard
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	4.97	161							
Aug-01	3.85	156							
Sep-01	8.64	162							
Oct-01	3.03	165							
Nov-01	2.89	173							
Dec-01	6.04	182							
Jan-02	7.10	183							
Feb-02	5.95	185							
Mar-02	4.21	190							
Apr-02	3.63	193							
May-02	3.43	204							
Jun-02	2.50	200							



NP-1-03-5400	Number Dedicated FTG Exceeding Blocking Standard – 2 Months								No Standard
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00								
Aug-01	1.00								
Sep-01	1.00								
Oct-01	0.00								
Nov-01	0.00								
Dec-01	0.00								
Jan-02	1.00								
Feb-02	0.00								
Mar-02	0.00								
Apr-02	0.00								
May-02	1.00								
Jun-02	0.00								



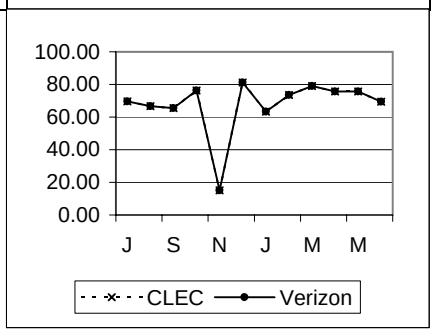
NP-1-04-5400	Number Dedicated FTG Exceeding Blocking Standard – 3 Months								See Guidelines
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	0.00								
Aug-01	0.00								
Sep-01	0.00								
Oct-01	0.00								
Nov-01	0.00								
Dec-01	0.00								
Jan-02	0.00								
Feb-02	0.00								
Mar-02	0.00								
Apr-02	0.00								
May-02	0.00								
Jun-02	0.00								



NETWORK PERFORMANCE (cont.)

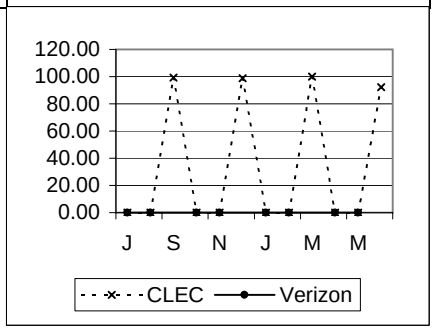
NP-5 - Network Outage Notification

NP-5-01-5000	% Network Outage Notices Sent within 30 Minutes								Parity with VZ Retail
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	69.70	33	69.70	33		11.31	0.00	YES	
Aug-01	66.67	39	66.67	39		10.68	0.00	YES	
Sep-01	65.52	29	65.52	29		12.48	0.00	YES	
Oct-01	76.19	42	76.19	42		9.29	0.00	YES	
Nov-01	15.15	33	15.15	33		8.83	0.00	YES	
Dec-01	81.25	32	81.25	32		9.76	0.00	YES	
Jan-02	63.33	30	63.33	30		12.44	0.00	YES	
Feb-02	73.53	34	73.53	34		10.70	0.00	YES	
Mar-02	78.95	57	78.95	57		7.64	0.00	YES	
Apr-02	75.76	33	75.76	33		10.55	0.00	YES	
May-02	75.76	33	75.76	33		10.55	0.00	YES	
Jun-02	69.44	36	69.44	36		10.86	0.00	YES	



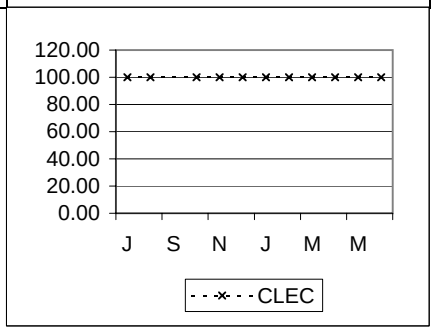
NP-6 - NXX Updates

NP-6-01-5000	% NXX Updates Installed by the LERG Effective Date								Parity with VZ Retail
	Parity with Retail								
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	RQ		RQ					Base<10	
Aug-01	RQ		RQ					Base<10	
Sep-01	99.28	139	#N/A						
Oct-01	RQ		RQ					Base<10	
Nov-01	RQ		RQ					Base<10	
Dec-01	98.92	93	#N/A						
Jan-02	RQ		RQ					Base<10	
Feb-02	RQ		RQ					Base<10	
Mar-02	100.00	45	#N/A						
Apr-02	RQ		RQ					Base<10	
May-02	RQ		RQ					Base<10	
Jun-02	92.16	51	#N/A						



NP-7 - Timeliness of Response to Request to Order VZ to Clec Trunks

NP-7-01-5000	% On–Time Response to Requests to Order VZ to CLEC Trunks								No Standard
	CLEC	CLEC Vol	VZ	VZ Vol	StDev	SampErr	ZScore	Parity	
Jul-01	100.00	4							
Aug-01	100.00	2							
Sep-01	#N/A								
Oct-01	100.00	5							
Nov-01	100.00	1							
Dec-01	100.00	4							
Jan-02	100.00	2							
Feb-02	100.00	10							
Mar-02	100.00	3							
Apr-02	100.00	1							
May-02	100.00	1							
Jun-02	100.00	2							



Legend

N/A = No Activity
NEF = No Existing Functionality
P = Z-Score Equivalent from Permutation Test
TBD = Performance standard is to be determined
RQ = Performance metric is reported quarterly
UD = Performance metric is under development
UR = Performance metric is under review

Base < 10: Parity Standards - The C2C guidelines do not require a calculation of a Z/t-statistic to determine if performance met the standard when sample sizes are less than 10.