Verizon - DC

Carrier to Carrier Performance Standards and Reports Summary May 2002 - November 2002

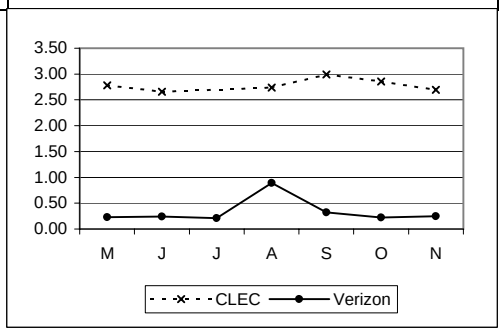
CLEC Aggregate Performance

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

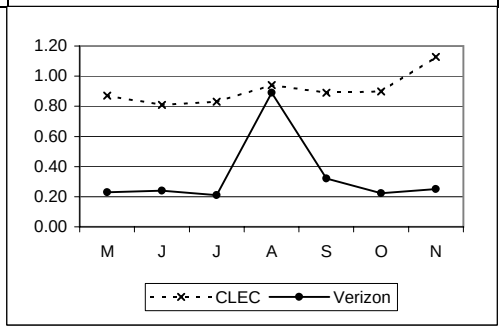
PRE-ORDERING

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

PO-1-01-6020	Customer Service Record - EDI					Parity plus <= 4 Seconds
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
May-02	**0.23**	**2.78**	2.55	250	YES	
Jun-02	**0.24**	**2.66**	2.42	171	YES	
Jul-02	**0.21**	**#N/A**				
Aug-02	**0.89**	**2.74**	1.85	131	YES	
Sep-02	**0.32**	**2.99**	2.67	6	YES	
Oct-02	**0.22**	**2.85**	2.63	43	YES	
Nov-02	**0.25**	**2.70**	2.45	104	YES	



PO-1-01-6030	Customer Service Record - CORBA					Parity plus <= 4 Seconds
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
May-02	**0.23**	**0.87**	0.64	1307	YES	
Jun-02	**0.24**	**0.81**	0.57	1196	YES	
Jul-02	**0.21**	**0.83**	0.62	1514	YES	
Aug-02	**0.89**	**0.94**	0.05	1444	YES	
Sep-02	**0.32**	**0.89**	0.57	1430	YES	
Oct-02	**0.22**	**0.90**	0.68	1478	YES	
Nov-02	**0.25**	**1.13**	0.88	1152	YES	

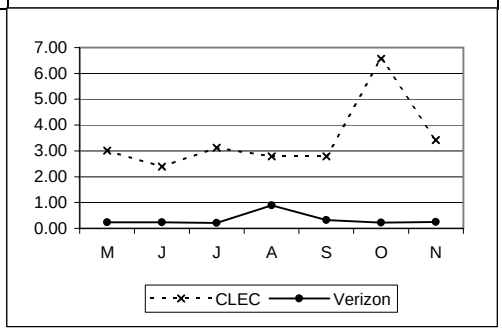


PRE-ORDERING cont...

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

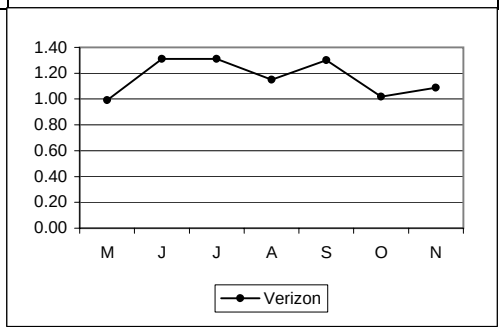
PO-1-01-6050 | **Customer Service Record -Web GUI** | **Parity plus <= 7 Seconds**

	Vz	CLEC	Difference	Observations	Parity
May-02	0.23	3.01	2.78	5426	YES
Jun-02	0.24	2.39	2.15	4398	YES
Jul-02	0.21	3.12	2.91	4966	YES
Aug-02	0.89	2.79	1.90	5362	YES
Sep-02	0.32	2.79	2.47	4464	YES
Oct-02	0.22	6.56	6.34	6119	YES
Nov-02	0.25	3.41	3.16	5391	YES



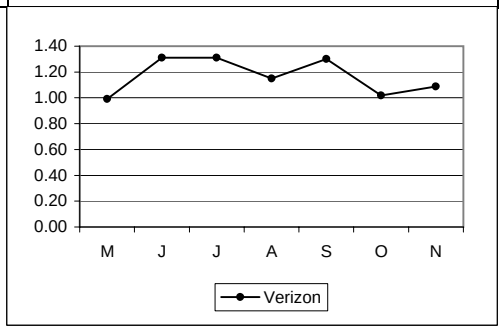
PO-1-02-6020 | **Due Date Availability - EDI** | **Parity plus <= 4 Seconds**

	Vz	CLEC	Difference	Observations	Parity
May-02	0.99	#N/A			
Jun-02	1.31	#N/A			
Jul-02	1.31	#N/A			
Aug-02	1.15	#N/A			
Sep-02	1.30	#N/A			
Oct-02	1.02	#N/A			
Nov-02	1.09	4.90	3.82	11	YES



PO-1-02-6030 | **Due Date Availability - CORBA** | **Parity plus <= 4 Seconds**

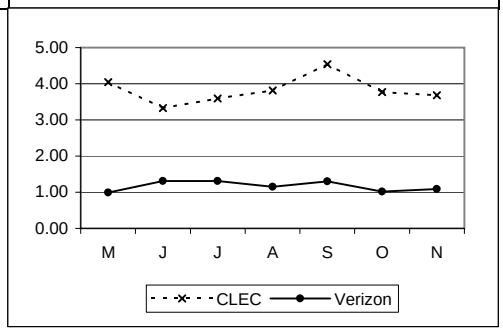
	Vz	CLEC	Difference	Observations	Parity
May-02	0.99	#N/A			
Jun-02	1.31	#N/A			
Jul-02	1.31	#N/A			
Aug-02	1.15	#N/A			
Sep-02	1.30	#N/A			
Oct-02	1.02	#N/A			
Nov-02	1.09	#N/A			



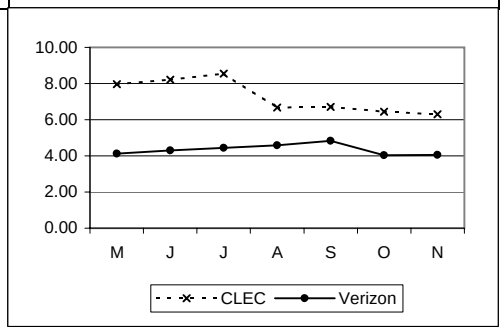
PRE-ORDERING cont...

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

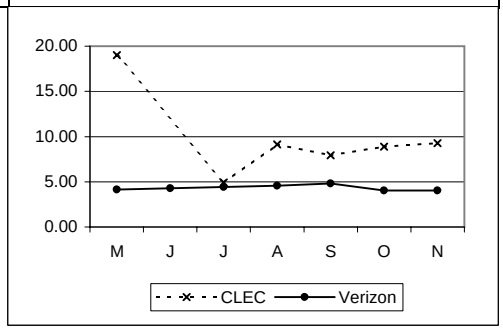
PO-1-02-6050	Due Date Availability - Web GUI					Parity plus <= 7 Seconds
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
May-02	**0.99**	**4.04**	3.05	40	YES	
Jun-02	**1.31**	**3.33**	2.02	38	YES	
Jul-02	**1.31**	**3.59**	2.28	34	YES	
Aug-02	**1.15**	**3.81**	2.66	60	YES	
Sep-02	**1.30**	**4.54**	3.24	38	YES	
Oct-02	**1.02**	**3.77**	2.75	76	YES	
Nov-02	**1.09**	**3.69**	2.60	229	YES	



PO-1-03-6020	Address Validation - EDI					Parity plus <= 4 Seconds
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
May-02	**4.13**	**7.97**	3.84	257	YES	
Jun-02	**4.30**	**8.21**	3.91	559	YES	
Jul-02	**4.44**	**8.54**	4.10	766	NO	
Aug-02	**4.58**	**6.68**	2.10	1548	YES	
Sep-02	**4.83**	**6.71**	1.88	1294	YES	
Oct-02	**4.04**	**6.43**	2.39	2267	YES	
Nov-02	**4.05**	**6.30**	2.25	1732	YES	



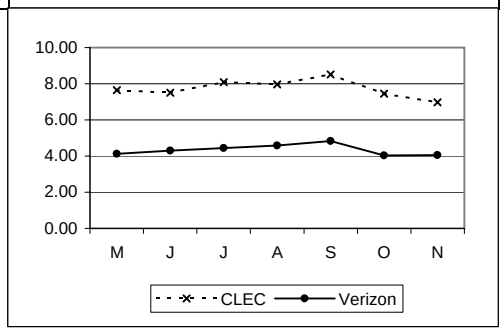
PO-1-03-6030	Address Validation - CORBA					Parity plus <= 4 Seconds
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
May-02	**4.13**	**19.02**	14.89	1	NO	
Jun-02	**4.30**	**#N/A**				
Jul-02	**4.44**	**4.93**	0.49	15	YES	
Aug-02	**4.58**	**9.12**	4.54	216	NO	
Sep-02	**4.83**	**7.94**	3.11	66	YES	
Oct-02	**4.04**	**8.88**	4.84	415	NO	
Nov-02	**4.05**	**9.29**	5.24	281	NO	



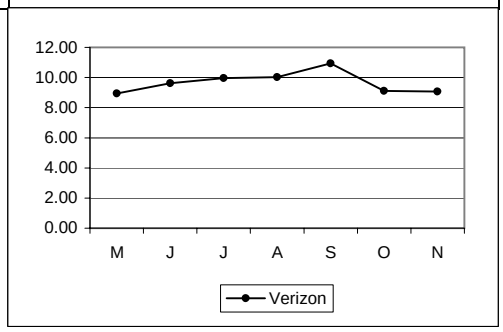
PRE-ORDERING cont...

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

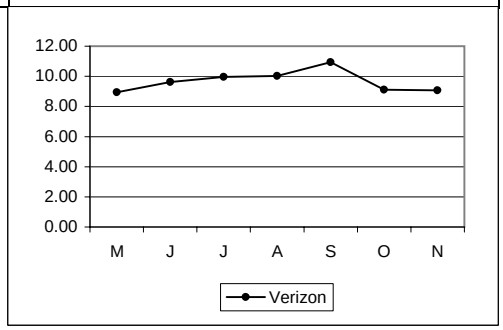
PO-1-03-6050	Address Validation - Web GUI					Parity plus <= 7 Seconds
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
May-02	**4.13**	**7.65**	3.52	1109	YES	
Jun-02	**4.30**	**7.50**	3.20	916	YES	
Jul-02	**4.44**	**8.09**	3.65	1136	YES	
Aug-02	**4.58**	**7.97**	3.39	1025	YES	
Sep-02	**4.83**	**8.52**	3.69	1329	YES	
Oct-02	**4.04**	**7.45**	3.41	1320	YES	
Nov-02	**4.05**	**6.97**	2.91	1150	YES	



PO-1-04-6020	Product & Service Availability - EDI					Parity plus <= 10 Seconds
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
May-02	**8.94**	**#N/A**				
Jun-02	**9.62**	**#N/A**				
Jul-02	**9.97**	**#N/A**				
Aug-02	**10.02**	**#N/A**				
Sep-02	**10.93**	**#N/A**				
Oct-02	**9.12**	**#N/A**				
Nov-02	**9.07**	**#N/A**				



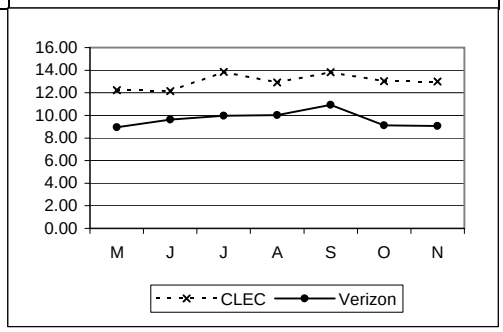
PO-1-04-6030	Product & Service Availability - CORBA					Parity plus <= 10 Seconds
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
May-02	**8.94**	**#N/A**				
Jun-02	**9.62**	**#N/A**				
Jul-02	**9.97**	**#N/A**				
Aug-02	**10.02**	**#N/A**				
Sep-02	**10.93**	**#N/A**				
Oct-02	**9.12**	**#N/A**				
Nov-02	**9.07**	**#N/A**				



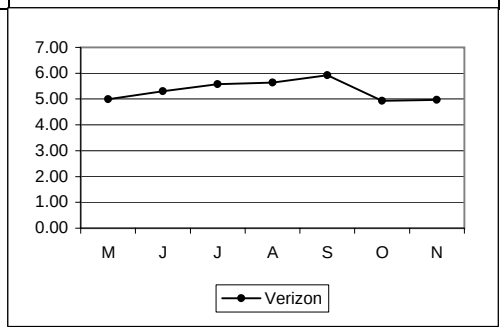
PRE-ORDERING cont...

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

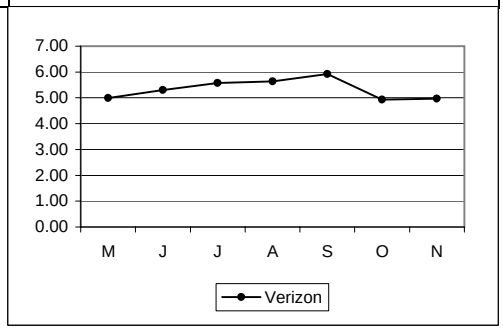
PO-1-04-6050	Product & Service Availability - Web GUI					Parity plus <= 10 Seconds
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
May-02	**8.94**	**12.22**	3.28	4	YES	
Jun-02	**9.62**	**12.15**	2.53	10	YES	
Jul-02	**9.97**	**13.86**	3.89	7	YES	
Aug-02	**10.02**	**12.91**	2.89	52	YES	
Sep-02	**10.93**	**13.81**	2.88	17	YES	
Oct-02	**9.12**	**13.02**	3.90	25	YES	
Nov-02	**9.07**	**12.99**	3.93	18	YES	



PO-1-05-6020	Telephone Number Availability & Reservation - EDI					Parity plus <= 4 Seconds
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
May-02	**4.99**	**#N/A**				
Jun-02	**5.30**	**#N/A**				
Jul-02	**5.57**	**#N/A**				
Aug-02	**5.64**	**#N/A**				
Sep-02	**5.92**	**#N/A**				
Oct-02	**4.94**	**#N/A**				
Nov-02	**4.97**	**8.96**	3.99	26	YES	



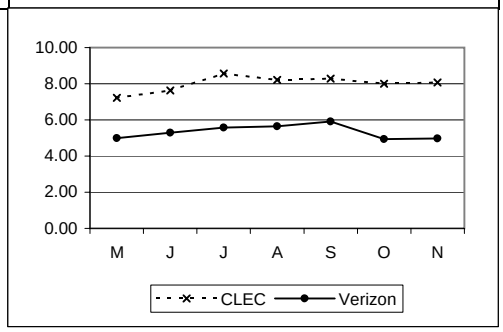
PO-1-05-6030	Telephone Number Availability & Reservation - CORBA					Parity plus <= 4 Seconds
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
May-02	**4.99**	**#N/A**				
Jun-02	**5.30**	**#N/A**				
Jul-02	**5.57**	**#N/A**				
Aug-02	**5.64**	**#N/A**				
Sep-02	**5.92**	**#N/A**				
Oct-02	**4.94**	**#N/A**				
Nov-02	**4.97**	**#N/A**				



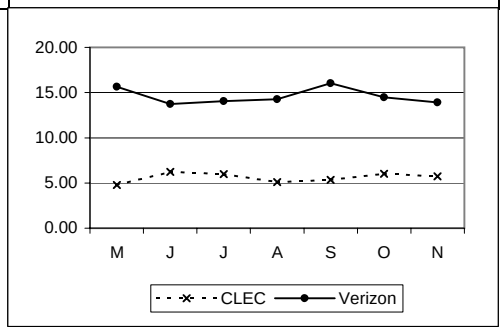
PRE-ORDERING cont...

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

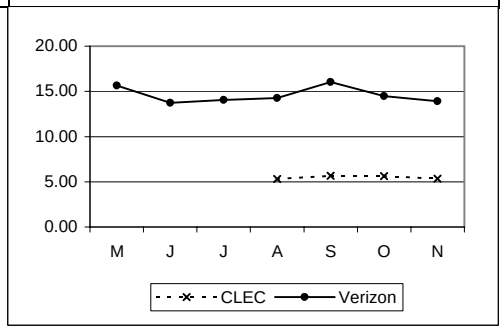
PO-1-05-6050	Telephone Number Availability & Reservation - Web GUI					Parity plus <= 7 Seconds
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
May-02	**4.99**	**7.22**	2.23	613	YES	
Jun-02	**5.30**	**7.63**	2.33	542	YES	
Jul-02	**5.57**	**8.57**	3.00	798	YES	
Aug-02	**5.64**	**8.22**	2.58	667	YES	
Sep-02	**5.92**	**8.29**	2.37	676	YES	
Oct-02	**4.94**	**7.99**	3.06	820	YES	
Nov-02	**4.97**	**8.06**	3.09	815	YES	



PO-1-06-6020	Average Response Time - Mechanized Loop Qualification - DSL - EDI					Parity plus <= 4 Seconds
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
May-02	**15.63**	**4.79**	-10.84	82	YES	
Jun-02	**13.73**	**6.23**	-7.50	361	YES	
Jul-02	**14.07**	**5.99**	-8.08	350	YES	
Aug-02	**14.25**	**5.11**	-9.14	441	YES	
Sep-02	**16.02**	**5.36**	-10.66	473	YES	
Oct-02	**14.49**	**6.04**	-8.45	542	YES	
Nov-02	**13.90**	**5.75**	-8.15	377	YES	



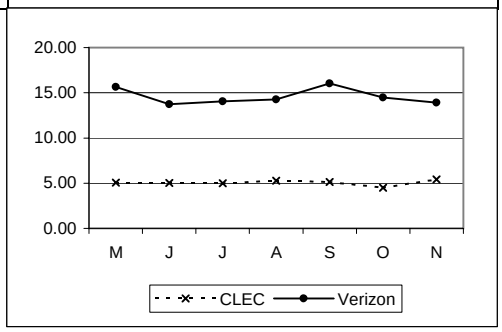
PO-1-06-6030	Average Response Time - Mechanized Loop Qualification - DSL - CORBA					Parity plus <= 4 Seconds
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
May-02	**15.63**	**#N/A**				
Jun-02	**13.73**	**#N/A**				
Jul-02	**14.07**	**#N/A**				
Aug-02	**14.25**	**5.30**	-8.95	201	YES	
Sep-02	**16.02**	**5.66**	-10.36	8	YES	
Oct-02	**14.49**	**5.65**	-8.84	195	YES	
Nov-02	**13.90**	**5.35**	-8.54	163	YES	



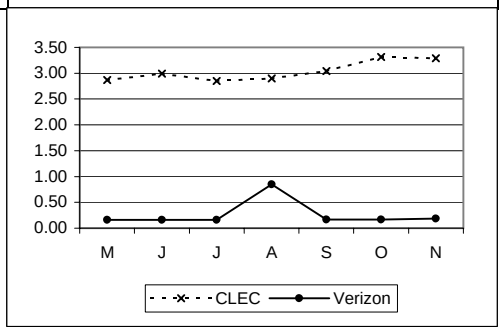
PRE-ORDERING cont...

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

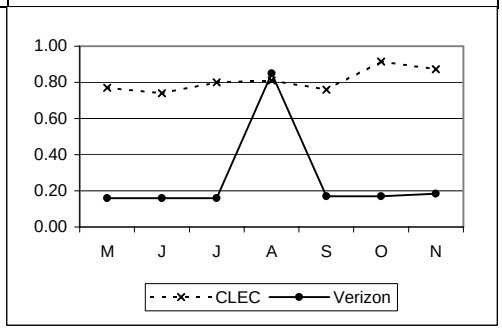
PO-1-06-6050	Average Response Time - Mechanized Loop Qualification - DSL - Web GUI					Parity plus <= 7 Seconds
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
May-02	**15.63**	**5.06**	-10.57	377	YES	
Jun-02	**13.73**	**5.03**	-8.70	318	YES	
Jul-02	**14.07**	**4.99**	-9.08	262	YES	
Aug-02	**14.25**	**5.26**	-8.99	242	YES	
Sep-02	**16.02**	**5.13**	-10.89	202	YES	
Oct-02	**14.49**	**4.49**	-10.00	200	YES	
Nov-02	**13.90**	**5.41**	-8.48	225	YES	



PO-1-07-6020	Rejected Query - EDI					Parity plus <= 4 Seconds
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
May-02	**0.16**	**2.87**	2.71	4583	YES	
Jun-02	**0.16**	**2.99**	2.83	4090	YES	
Jul-02	**0.16**	**2.85**	2.69	4445	YES	
Aug-02	**0.85**	**2.90**	2.05	4373	YES	
Sep-02	**0.17**	**3.04**	2.87	3900	YES	
Oct-02	**0.17**	**3.31**	3.14	4369	YES	
Nov-02	**0.18**	**3.29**	3.11	3774	YES	



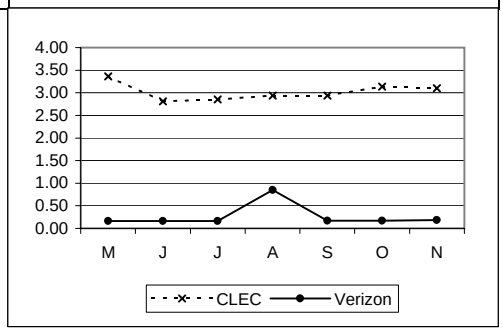
PO-1-07-6030	Rejected Query - CORBA					Parity plus <= 4 Seconds
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
May-02	**0.16**	**0.77**	0.61	1252	YES	
Jun-02	**0.16**	**0.74**	0.58	1134	YES	
Jul-02	**0.16**	**0.80**	0.64	1246	YES	
Aug-02	**0.85**	**0.81**	-0.04	1243	YES	
Sep-02	**0.17**	**0.76**	0.59	1128	YES	
Oct-02	**0.17**	**0.91**	0.75	1314	YES	
Nov-02	**0.18**	**0.87**	0.69	1133	YES	



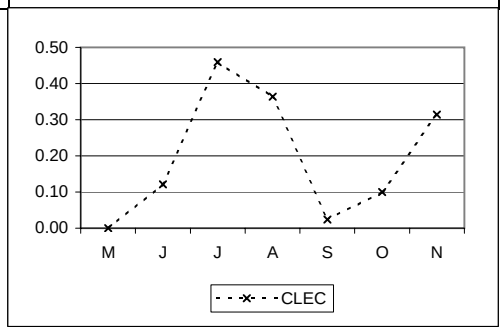
PRE-ORDERING cont...

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

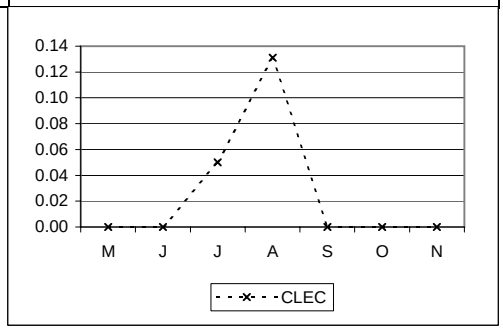
PO-1-07-6050	Rejected Query - Web GUI					Parity plus <= 7 Seconds
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
May-02	**0.16**	**3.36**	3.20	3115	YES	
Jun-02	**0.16**	**2.81**	2.65	2997	YES	
Jul-02	**0.16**	**2.85**	2.69	3335	YES	
Aug-02	**0.85**	**2.94**	2.09	3401	YES	
Sep-02	**0.17**	**2.94**	2.77	2852	YES	
Oct-02	**0.17**	**3.14**	2.97	3422	YES	
Nov-02	**0.18**	**3.10**	2.92	2985	YES	



PO-1-08-6020	% Timeouts - EDI					not > 0.33%
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
May-02		**0.00**		954	YES	
Jun-02		**0.12**		1647	YES	
Jul-02		**0.46**		1961	NO	
Aug-02		**0.36**		17318	NO	
Sep-02		**0.02**		12518	YES	
Oct-02		**0.10**		15949	YES	
Nov-02		**0.31**		11757	YES	



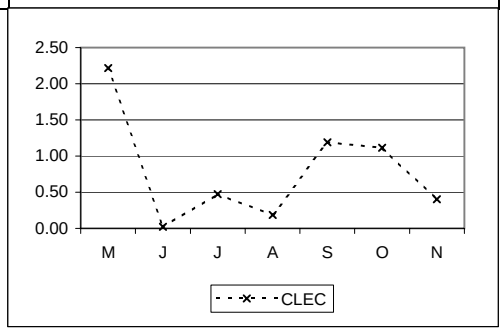
PO-1-08-6030	% Timeouts - CORBA					not > 0.33%
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
May-02		**0.00**		1731	YES	
Jun-02		**0.00**		1646	YES	
Jul-02		**0.05**		2011	YES	
Aug-02		**0.13**		2286	YES	
Sep-02		**0.00**		1885	YES	
Oct-02		**0.00**		2612	YES	
Nov-02		**0.00**		2474	YES	



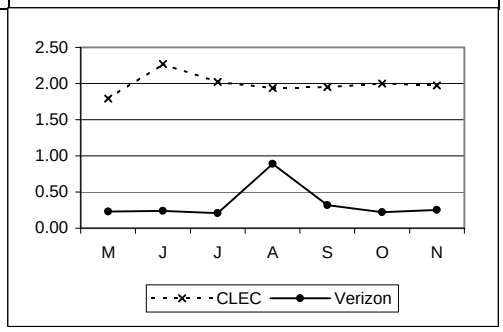
PRE-ORDERING cont...

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

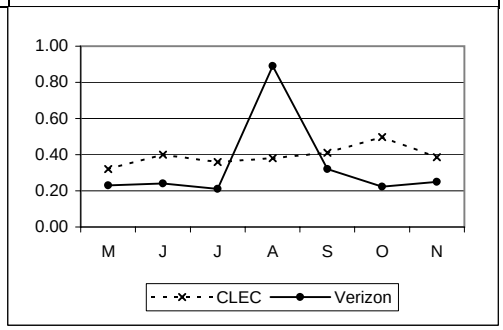
PO-1-08-6050	% Timeouts - Web GUI				not > 0.33%
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
May-02		**2.22**		10141	NO
Jun-02		**0.02**		8678	YES
Jul-02		**0.47**		9703	NO
Aug-02		**0.19**		10210	YES
Sep-02		**1.19**		9066	NO
Oct-02		**1.12**		11459	NO
Nov-02		**0.40**		10371	NO



PO-1-09-6020	Parsed CSR - EDI				Parity plus <= 10 Seconds
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
May-02	**0.23**	**1.79**	1.56	1	YES
Jun-02	**0.24**	**2.27**	2.03	147	YES
Jul-02	**0.21**	**2.02**	1.81	342	YES
Aug-02	**0.89**	**1.94**	1.05	13688	YES
Sep-02	**0.32**	**1.95**	1.63	9736	YES
Oct-02	**0.22**	**2.00**	1.78	11801	YES
Nov-02	**0.25**	**1.97**	1.72	8492	YES



PO-1-09-6030	Parsed CSR - CORBA				Parity plus <= 10 Seconds
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
May-02	**0.23**	**0.32**	0.09	27	YES
Jun-02	**0.24**	**0.40**	0.16	56	YES
Jul-02	**0.21**	**0.36**	0.15	40	YES
Aug-02	**0.89**	**0.38**	-0.51	43	YES
Sep-02	**0.32**	**0.41**	0.09	24	YES
Oct-02	**0.22**	**0.50**	0.28	34	YES
Nov-02	**0.25**	**0.39**	0.14	426	YES



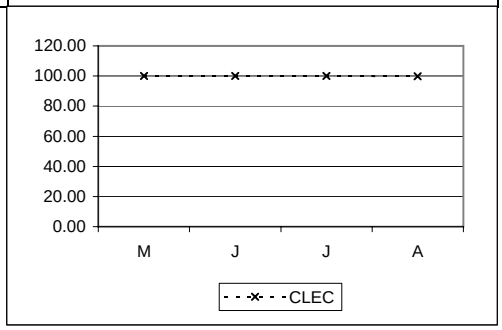
PRE-ORDERING cont...

PO-2 - OSS Interface Availability****

PO-2-01-6020	OSS Interf. Avail. - Total - EDI	No Standard

Eliminated as of 9/2002

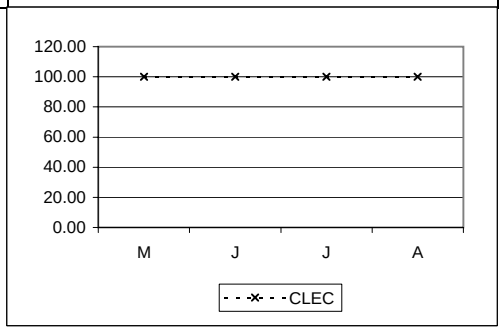
	CLEC	*Observations*	*Parity*
May-02	**100.00**	0.00	
Jun-02	**99.94**	0.80	
Jul-02	**99.99**	0.10	
Aug-02	**99.91**	1.30	



PO-2-01-6030	OSS Interf. Avail. - Total - CORBA	No Standard

Eliminated as of 9/2002

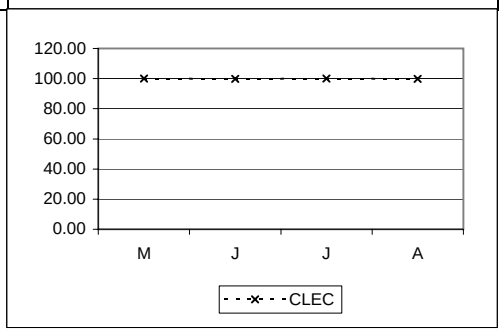
	CLEC	*Observations*	*Parity*
May-02	**100.00**	0.00	
Jun-02	**100.00**	0.00	
Jul-02	**100.00**	0.00	
Aug-02	**99.97**	0.40	



PO-2-01-6050	OSS Interf. Avail. - Total - Maint. Web GUI / Pre-ordering/Ordering Web GUI	No Standard

Eliminated as of 9/2002

	CLEC	*Observations*	*Parity*
May-02	**100.00**	0.00	
Jun-02	**99.82**	1.32	
Jul-02	**99.93**	0.50	
Aug-02	**99.81**	1.40	



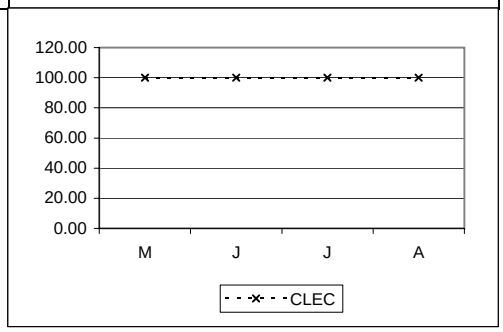
PRE-ORDERING cont...

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

PO-2-01-6060	OSS Interf. Avail. - Total - Electronic Bonding	No Standard

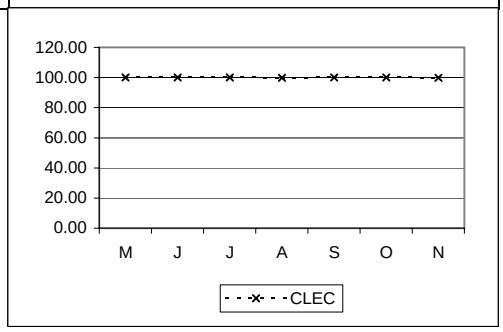
Eliminated as of 9/2002

	CLEC	Observations	Parity
May-02	100.00	0.00	
Jun-02	100.00	0.00	
Jul-02	100.00	0.00	
Aug-02	100.00	0.00	



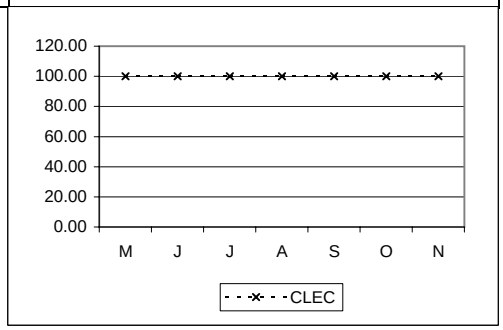
PO-2-02-6020	OSS Interf. Avail. - Prime Time - EDI	>= 99.5%

	CLEC	Observations	Parity
May-02	100.00	0.00	YES
Jun-02	100.00	0.00	YES
Jul-02	100.00	0.00	YES
Aug-02	99.89	1.10	YES
Sep-02	99.98	0.20	YES
Oct-02	99.99	0.10	YES
Nov-02	99.90	0.90	YES



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

	CLEC	Observations	Parity
May-02	100.00	0.00	YES
Jun-02	100.00	0.00	YES
Jul-02	100.00	0.00	YES
Aug-02	99.96	0.40	YES
Sep-02	100.00	0.00	YES
Oct-02	100.00	0.00	YES
Nov-02	99.96	0.40	YES



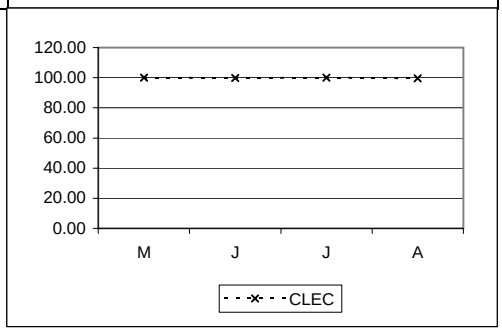
PRE-ORDERING cont...

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

PO-2-02-6050	OSS Interf. Avail. - Prime Time - Maint. Web GUI / Pre-ordering/Ordering Web GUI	>= 99.5%

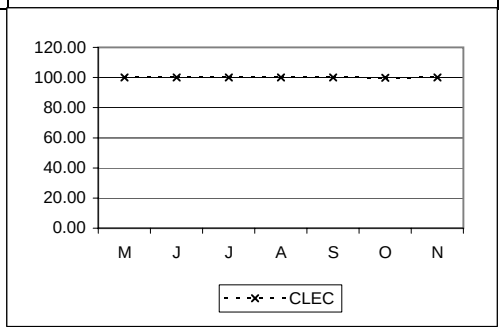
Eliminated as of 9/2002

	CLEC	Observations	Parity
May-02	100.00	0.00	YES
Jun-02	99.75	1.12	YES
Jul-02	100.00	0.00	YES
Aug-02	99.71	1.40	YES



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

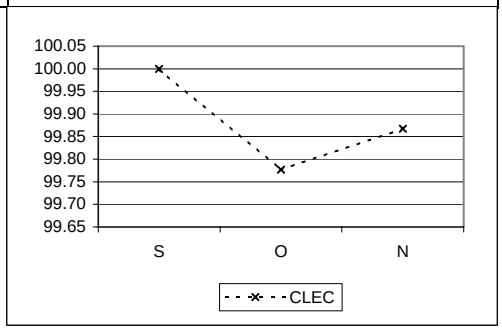
	CLEC	Observations	Parity
May-02	100.00	0.00	YES
Jun-02	100.00	0.00	YES
Jul-02	100.00	0.00	YES
Aug-02	100.00	0.00	YES
Sep-02	100.00	0.00	YES
Oct-02	99.82	0.88	YES
Nov-02	100.00	0.00	YES



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

Metric being reported effective 9/2002, replaces PO-2-02-6050

	CLEC	Observations	Parity
Sep-02	100.00	0.00	YES
Oct-02	99.78	1.08	YES
Nov-02	99.87	0.60	YES

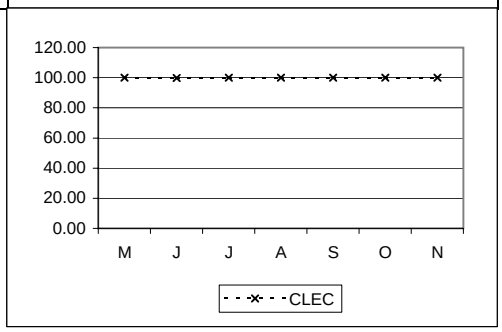


PRE-ORDERING cont...

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

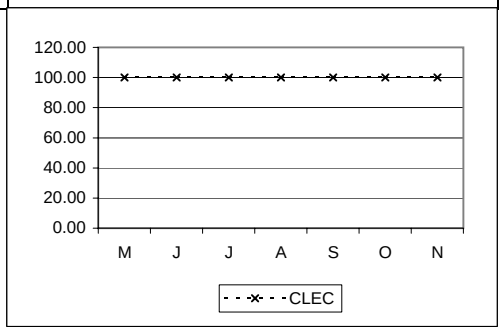
PO-2-03-6020	OSS Interf. Avail. - Non-Prime - EDI	No Standard

	CLEC	Observations	Parity
May-02	100.00	0.00	
Jun-02	99.85	0.80	
Jul-02	99.98	0.10	
Aug-02	99.96	0.20	
Sep-02	99.98	0.10	
Oct-02	99.98	0.10	
Nov-02	100.00	0.00	



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

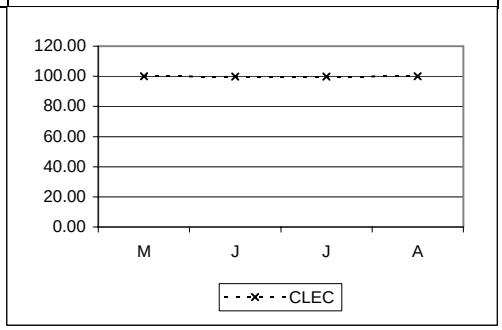
	CLEC	Observations	Parity
May-02	100.00	0.00	
Jun-02	100.00	0.00	
Jul-02	100.00	0.00	
Aug-02	100.00	0.00	
Sep-02	99.97	0.20	
Oct-02	99.98	0.10	
Nov-02	99.98	0.10	



PO-2-03-6050	OSS Interf. Avail. - Non-Prime - Maint. Web GUI / Pre-ordering/Ordering Web GUI	No Standard

Eliminated as of 9/2002

	CLEC	Observations	Parity
May-02	100.00	0.00	
Jun-02	99.93	0.20	
Jul-02	99.82	0.50	
Aug-02	100.00	0.00	

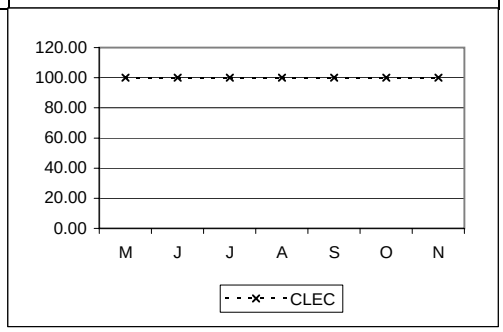


PRE-ORDERING cont...

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

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

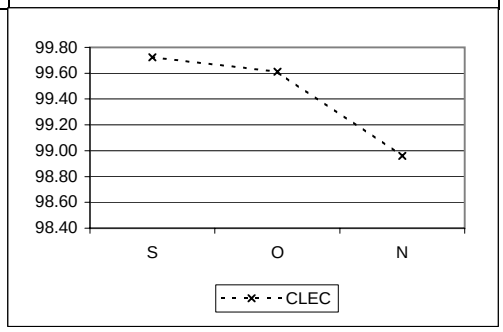
	CLEC	Observations	Parity
May-02	100.00	0.00	
Jun-02	100.00	0.00	
Jul-02	100.00	0.00	
Aug-02	100.00	0.00	
Sep-02	100.00	0.00	
Oct-02	100.00	0.00	
Nov-02	100.00	0.00	



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

Metric being reported effective 9/2002, replaces PO-2-03-6050

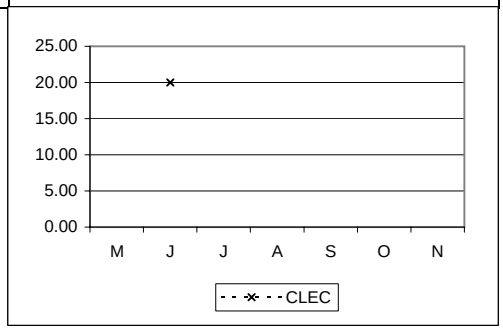
	CLEC	Observations	Parity
Sep-02	99.72	0.80	
Oct-02	99.61	1.00	
Nov-02	98.96	2.80	



PO-5 - Average Notification of Interface Outage**

PO-5-01-2000	Average Notice of Interface Outage	Not more than 20 minutes

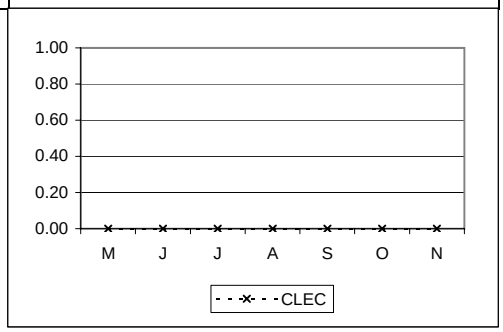
	CLEC	Observations	Parity
May-02	#N/A		
Jun-02	20.00	1	YES
Jul-02	#N/A		
Aug-02	#N/A		
Sep-02	#N/A		
Oct-02	#N/A		
Nov-02	#N/A		



PRE-ORDERING cont...

PO-6 - Software Validation****

PO-6-01-2000	Software Validation			<= 5%
	CLEC	Observations	Parity	
May-02	R3	R3		
Jun-02	0.00	138	YES	
Jul-02	R3			
Aug-02	R3			
Sep-02	R3			
Oct-02	0.00	146	YES	
Nov-02	R3			



PO-7 - Software Problem Resolution Timeliness

PO-7-01-2000	% Software Problem Res. Timeliness**			>=95%
	CLEC	Observations	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	R3			
Oct-02	#N/A			
Nov-02	R3			

PO-7-02-2000	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround**			48 hours
	CLEC	Observations	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	R3			
Oct-02	#N/A			
Nov-02	R3			

PRE-ORDERING cont...
PO-7 - Software Problem Resolution Timeliness cont...

PO-7-03-2000	Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround**			10 days
	CLEC	Observations	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	R3			
Oct-02	#N/A			
Nov-02	R3			

PO-7-04-2000	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A****			48 hours
	CLEC	Observations	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	R3			
Oct-02	#N/A			
Nov-02	R3			

PRE-ORDERING cont...

PO-8 - Manual Loop Qualification

PO-8-01-2000	% on Time - Manual Loop Qualification			95% within 48 Hours
	CLEC	*Observations*	*Parity*	
May-02	**#N/A**			
Jun-02	**#N/A**			
Jul-02	**#N/A**			
Aug-02	**#N/A**			
Sep-02	**#N/A**			
Oct-02	**#N/A**			
Nov-02	**100.00**	2	YES	

PO-8-02-2000	% on Time - Engineering Record Request			95% within 72 Hours
	CLEC	*Observations*	*Parity*	
May-02	**#N/A**			
Jun-02	**#N/A**			
Jul-02	**#N/A**			
Aug-02	**#N/A**			
Sep-02	**#N/A**			
Oct-02	**#N/A**			
Nov-02	**#N/A**			

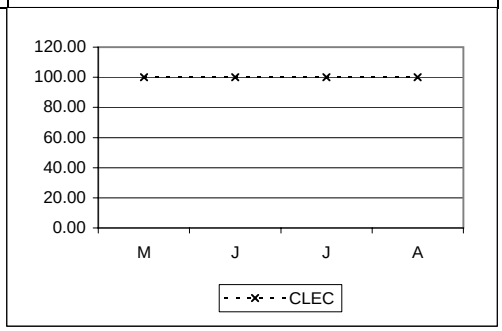
Change Notification*

PO-4 - Timeliness of Change Management Notice

PO-4-01-6611	% Notices Sent on Time - Emergency Maint.	>=95%

Effective 9/2002: Measure collapsed with Type 2 - Regulatory (PO-4-01-6621) in % Notices Sent on Time - Emergency Maint. & Regulatory (PO-4-01-6671)

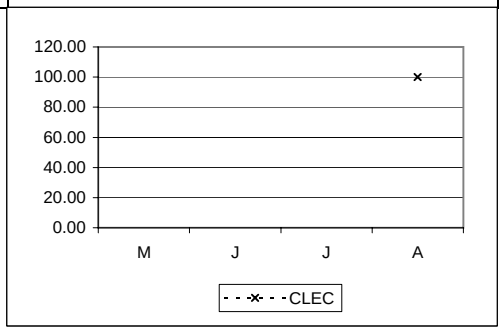
	CLEC	Observations	Parity
May-02	100.00	11	YES
Jun-02	100.00	7	YES
Jul-02	100.00	9	YES
Aug-02	100.00	9	YES



PO-4-01-6621	% Notices Sent on Time - Regulatory	>=95%

Effective 9/2002: Measure collapsed with Type 1 - Emergency Maint. (PO-4-01-6611) in % Notices Sent on Time - Emergency Maint. & Regulatory (PO-4-01-6671).

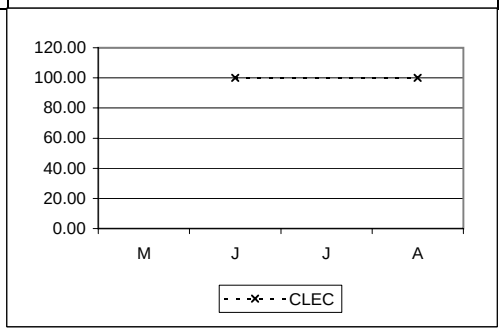
	CLEC	Observations	Parity
May-02	#N/A		
Jun-02	#N/A		
Jul-02	#N/A		
Aug-02	100.00	12	YES



PO-4-01-6631	% Notices Sent on Time - Industry Standard	>=95%

Effective 9/2002: Collapsed measure with Types 4/5 - Verizon Orig. and CLEC Orig. (PO-4-01-6641 and PO-4-01-6651) in % Notices sent on Time - Industry Standard, Verizon Orig. & CLEC Orig. (PO-4-01-6660)

	CLEC	Observations	Parity
May-02	#N/A		
Jun-02	100.00	2	YES
Jul-02	#N/A		
Aug-02	100.00	8	YES



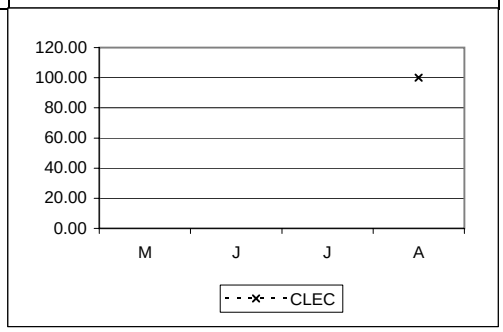
Change Notification* cont...

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

PO-4-01-6641	% Notices Sent on Time - Verizon Orig.	>=95%

Effective 9/2002: Collapsed measure with Types 3/5 - Industry Standard and CLEC Orig. (PO-4-01-6631 and PO-4-01-6651) in % Notices sent on Time - Industry Standard, Verizon Orig. & CLEC Orig. (PO-4-01-6660)

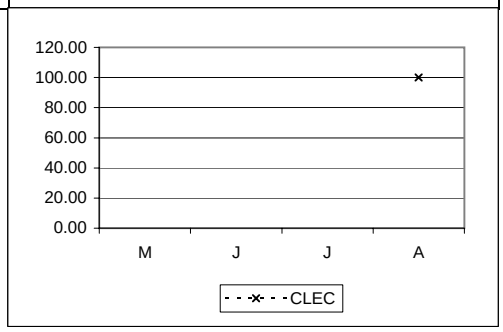
	CLEC	Observations	Parity
May-02	#N/A		
Jun-02	#N/A		
Jul-02	#N/A		
Aug-02	100.00	2	YES



PO-4-01-6651	% Notices Sent on Time - TC Orig.	>=95%

Effective 9/2002: Collapsed measure with Types 3/4 - Industry Standard and Verizon Orig. (PO-4-01-6631 and PO-4-01-6641) in % Notices sent on Time - Industry Standard, Verizon Orig. & CLEC Orig. (PO-4-01-6660)

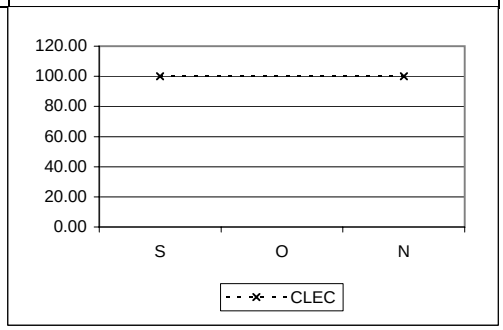
	CLEC	Observations	Parity
May-02	#N/A		
Jun-02	#N/A		
Jul-02	#N/A		
Aug-02	100.00	2	YES



PO-4-01-6660	% Notices Sent on Time - Industry Standard, Verizon Orig. & CLEC Orig.	95%

Effective 9/2002: New metric being reported. Previously reported as metrics PO-4-01-6611 and PO-4-01-6621.

	CLEC	Observations	Parity
Sep-02	100.00	3	YES
Oct-02	#N/A		
Nov-02	100.00	1	YES



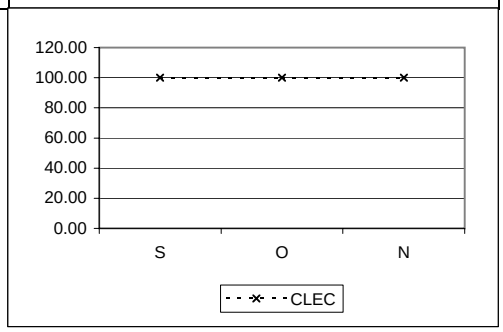
Change Notification* cont...

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

PO-4-01-6671	% Notices Sent on Time - Emergency Maint. & Regulatory	95%

Effective 9/2002: New metric being reported. Previously reported as metrics PO-4-01-6631, PO-4-01-6641 and PO-4-01-6651.

	CLEC	*Observations*	*Parity*
Sep-02	**100.00**	6	YES
Oct-02	**100.00**	10	YES
Nov-02	**100.00**	7	YES



PO-4-02-6611	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.	No Standard

Effective 9/2002: Measure collapsed with Type 2 - Regulatory (PO-4-01-6621) in % Notices Sent on Time - Emergency Maint. & Regulatory (PO-4-01-6671)

	CLEC	*Observations*	*Parity*
May-02	**#N/A**		
Jun-02	**#N/A**		
Jul-02	**#N/A**		
Aug-02	**#N/A**		

PO-4-02-6621	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	No Standard

Effective 9/2002: Measure collapsed with Type 1 - Emergency Maint. (PO-4-01-6611) in % Notices Sent on Time - Emergency Maint. & Regulatory (PO-4-01-6671).

	CLEC	*Observations*	*Parity*
May-02	**#N/A**		
Jun-02	**#N/A**		
Jul-02	**#N/A**		
Aug-02	**#N/A**		

Change Notification* cont...

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

PO-4-02-6631	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.			No Standard
	Effective 9/2002: Collapsed measure with Types 4/5 - Verizon Orig. and CLEC Orig. (PO-4-01-6641 and PO-4-01-6651) in % Notices sent on Time - Industry Standard, Verizon Orig. & CLEC Orig. (PO-4-01-6660)			
	CLEC	*Observations*	*Parity*	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

PO-4-02-6641	Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig.			No Standard
	Effective 9/2002: Collapsed measure with Types 3/5 - Industry Standard and CLEC Orig. (PO-4-01-6631 and PO-4-01-6651) in % Notices sent on Time - Industry Standard, Verizon Orig. & CLEC Orig. (PO-4-01-6660)			
	CLEC	*Observations*	*Parity*	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

PO-4-02-6651	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.			No Standard
	Effective 9/2002: Collapsed measure with Types 3/4 - Industry Standard and Verizon Orig. (PO-4-01-6631 and PO-4-01-6641) in % Notices sent on Time - Industry Standard, Verizon Orig. & CLEC Orig. (PO-4-01-6660)			
	CLEC	*Observations*	*Parity*	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

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

PO-4-02-6660	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std., Verizon Orig, & CLEC Orig.			No Standard
	Effective 9/2002: New metric being reported. Previously reported as metrics PO-4-02-6611 and PO-4-02-6621.			
	CLEC	*Observations*	*Parity*	
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			

PO-4-02-6671	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint. & Regulatory			No Standard
	Effective 9/2002: New metric being reported. Previously reported as metrics PO-4-02-6631, PO-4-02-6641 and PO-4-02-6651.			
	CLEC	*Observations*	*Parity*	
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			

PO-4-03-6611	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.			No delayed notices and doc. 8 or more days late.
	Effective 9/2002: Measure collapsed with Type 2 - Regulatory (PO-4-03-6621) in % Notices Sent on Time - Emergency Maint. & Regulatory (PO-4-03-6671)			
	CLEC	*Observations*	*Parity*	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

PO-4-03-6621	Change Mgmt. Notice - Delay 8+ Days - Regulatory			No delayed notices and doc. 8 or more days late.
	Effective 9/2002: Measure collapsed with Type 1 - Emergency Maint. (PO-4-03-6611) in % Notices Sent on Time - Emergency Maint. & Regulatory (PO-4-03-6671).			
	CLEC	*Observations*	*Parity*	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

Change Notification* cont...

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

PO-4-03-6631	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.			No delayed notices and doc. 8 or more days late.
	Effective 9/2002: Collapsed measure with Types 4/5 - Verizon Orig. and CLEC Orig. (PO-4-03-6641 and PO-4-03-6651) in % Notices sent on Time - Industry Standard, Verizon Orig. & CLEC Orig. (PO-4-03-6660)			
	CLEC	*Observations*	*Parity*	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

PO-4-03-6641	Change Mgmt. Notice - Delay 8+ Days - Verizon Orig.			No delayed notices and doc. 8 or more days late.
	Effective 9/2002: Collapsed measure with Types 3/5 - Industry Standard and CLEC Orig. (PO-4-03-6631 and PO-4-03-6651) in % Notices sent on Time - Industry Standard, Verizon Orig. & CLEC Orig. (PO-4-03-6660)			
	CLEC	*Observations*	*Parity*	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

PO-4-03-6651	Change Mgmt. Notice - Delay 8+ Days - TC Orig.			No delayed notices and doc. 8 or more days late.
	Effective 9/2002: Collapsed measure with Types 3/4 - Industry Standard and Verizon Orig. (PO-4-03-6631 and PO-4-03-6641) in % Notices sent on Time - Industry Standard, Verizon Orig. & CLEC Orig. (PO-4-03-6660)			
	CLEC	*Observations*	*Parity*	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

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

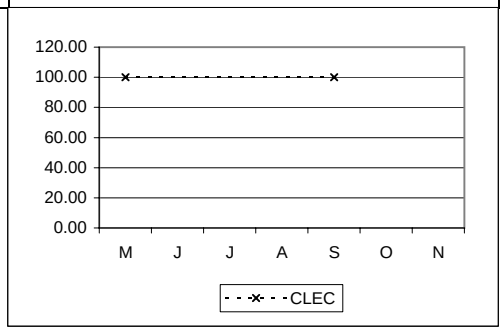
PO-4-03-6660	Change Mgmt. Notice - Delay 8+ Days - Ind. Std., Verizon Orig. & CLEC Orig.			No delayed notices & documentation over 8 days
	Effective 9/2002: New metric being reported. Previously reported as metrics PO-4-03-6611 and PO-4-03-6621.			
	CLEC	*Observations*	*Parity*	
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			

PO-4-03-6671	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint. & Regulatory			No delayed notices & documentation over 8 days
	Effective 9/2002: New metric being reported. Previously reported as metrics PO-4-03-6631, PO-4-03-6641 and PO-4-03-6651.			
	CLEC	*Observations*	*Parity*	
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			

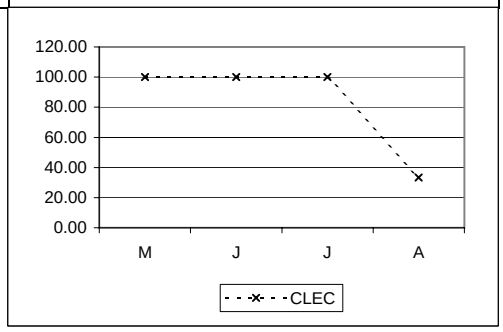
Change Confirmation*

PO-4 - Timeliness of Change Management Notice

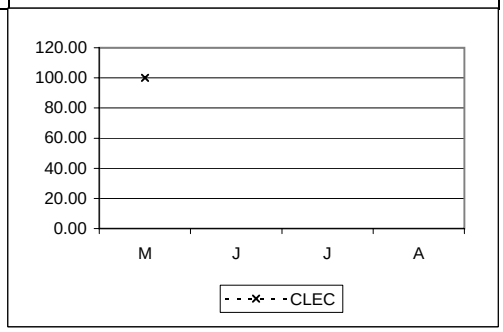
PO-4-01-6622	% Notices Sent on Time - Regulatory			95%
	CLEC	Observations	Parity	
May-02	100.00	10	YES	
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	100.00	10	YES	
Oct-02	#N/A			
Nov-02	#N/A			



PO-4-01-6632	% Notices Sent on Time - Ind. Std.			>=95%
	Effective 9/2002: Collapsed measure with Types 4/5 - Verizon Orig. and CLEC Orig. (PO-4-01-6642 and PO-4-01-6652) in % Notices sent on Time - Industry Standard, Verizon Orig. & CLEC Orig. (PO-4-01-6662)			
	CLEC	Observations	Parity	
May-02	100.00	1	YES	
Jun-02	100.00	1	YES	
Jul-02	100.00	1	YES	
Aug-02	33.33	9	NO	



PO-4-01-6642	% Notices Sent on Time - Verizon Orig.			>=95%
	Effective 9/2002: Collapsed measure with Types 3/5 - Industry Standard and CLEC Orig. (PO-4-01-6632 and PO-4-01-6652) in % Notices sent on Time - Industry Standard, Verizon Orig. & CLEC Orig. (PO-4-01-6662)			
	CLEC	Observations	Parity	
May-02	100.00	5	YES	
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			



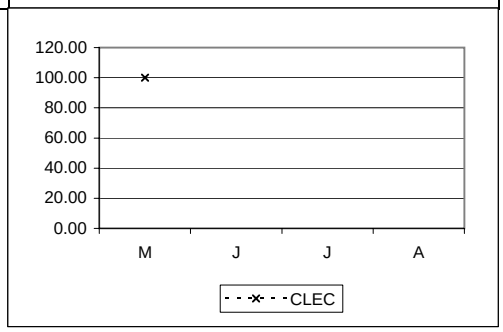
Change Confirmation* cont...

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

PO-4-01-6652	% Notices Sent on Time - TC Orig.	>=95%

Effective 9/2002: Collapsed measure with Types 3/5 - Industry Standard and Verizon Orig. (PO-4-01-6632 and PO-4-01-6642) in % Notices sent on Time - Industry Standard, Verizon Orig. & CLEC Orig. (PO-4-01-6662)

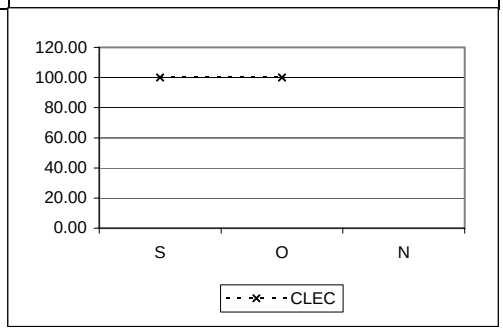
	CLEC	*Observations*	*Parity*
May-02	**100.00**	4	YES
Jun-02	**#N/A**		
Jul-02	**#N/A**		
Aug-02	**#N/A**		



PO-4-01-6662	% Notices Sent on Time - Ind. Std., Verizon Orig.& CLEC Orig.	95%

Effective 9/2002: New metric being reported. Previously reported as metrics PO-4-01-6632, PO-4-03-6642 and PO-4-03-6652.

	CLEC	*Observations*	*Parity*
Sep-02	**100.00**	8	YES
Oct-02	**100.00**	2	YES
Nov-02	**#N/A**		



PO-4-02-6622	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	No Standard

	CLEC	*Observations*	*Parity*
May-02	**#N/A**		
Jun-02	**#N/A**		
Jul-02	**#N/A**		
Aug-02	**#N/A**		
Sep-02	**#N/A**		
Oct-02	**#N/A**		
Nov-02	**#N/A**		

Change Confirmation* cont...

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

PO-4-02-6632	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.			No Standard
	Effective 9/2002: Collapsed measure with Types 4/5 - Verizon Orig. and CLEC Orig. (PO-4-02-6642 and PO-4-02-6652) in % Notices sent on Time - Industry Standard, Verizon Orig. & CLEC Orig. (PO-4-02-6662)			
	CLEC	*Observations*	*Parity*	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

PO-4-02-6642	Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig.			No Standard
	Effective 9/2002: Collapsed measure with Types 3/5 - Industry Standard and CLEC Orig. (PO-4-02-6632 and PO-4-02-6652) in % Notices sent on Time - Industry Standard, Verizon Orig. & CLEC Orig. (PO-4-02-6662)			
	CLEC	*Observations*	*Parity*	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

PO-4-02-6652	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.			No Standard
	Effective 9/2002: Collapsed measure with Types 3/5 - Industry Standard and Verizon Orig. (PO-4-02-6632 and PO-4-02-6642) in % Notices sent on Time - Industry Standard, Verizon Orig. & CLEC Orig. (PO-4-02-6662)			
	CLEC	*Observations*	*Parity*	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

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

PO-4-02-6662	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std., Verizon Orig. & CLEC Orig.			No Standard
	Effective 9/2002: New metric being reported. Previously reported as metrics PO-4-02-6632, PO-4-02-6642 and PO-4-02-6652.			
	CLEC	*Observations*	*Parity*	
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			

PO-4-03-6622	Change Mgmt. Notice - Delay 8+ Days - Regulatory			No delayed notices & documentation over 8 cal days
	CLEC	*Observations*	*Parity*	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			

PO-4-03-6632	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.			No delayed notices and doc. 8 or more days late.
	Effective 9/2002: Collapsed measure with Types 4/5 - Verizon Orig. and CLEC Orig. (PO-4-03-6642 and PO-4-03-6652) in % Notices sent on Time - Industry Standard, Verizon Orig. & CLEC Orig. (PO-4-03-6662)			
	CLEC	*Observations*	*Parity*	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

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

PO-4-03-6642	Change Mgmt. Notice - Delay 8+ Days - Verizon Orig.			No delayed notices and doc. 8 or more days late.
	Effective 9/2002: Collapsed measure with Types 3/5 - Industry Standard and CLEC Orig. (PO-4-03-6632 and PO-4-03-6652) in % Notices sent on Time - Industry Standard, Verizon Orig. & CLEC Orig. (PO-4-03-6662)			
	CLEC	*Observations*	*Parity*	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

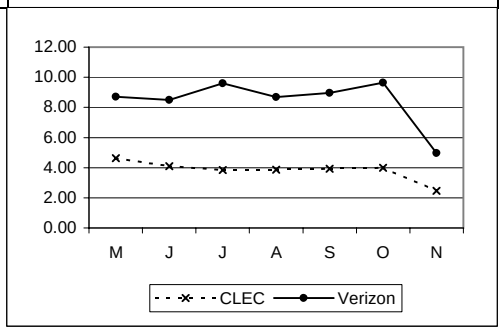
PO-4-03-6652	Change Mgmt. Notice - Delay 8+ Days - TC Orig.			No delayed notices and doc. 8 or more days late.
	Effective 9/2002: Collapsed measure with Types 3/5 - Industry Standard and Verizon Orig. (PO-4-03-6632 and PO-4-03-6642) in % Notices sent on Time - Industry Standard, Verizon Orig. & CLEC Orig. (PO-4-03-6662)			
	CLEC	*Observations*	*Parity*	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

PO-4-03-6662	Change Mgmt. Notice - Delay 8+ Days - Ind. Std., Verizon Orig. & CLEC Orig.			No delayed notices & documentation over 8 cal days
	Effective 9/2002: New metric being reported. Previously reported as metrics PO-4-03-6632, PO-4-03-6642 and PO-4-03-6652.			
	CLEC	*Observations*	*Parity*	
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			

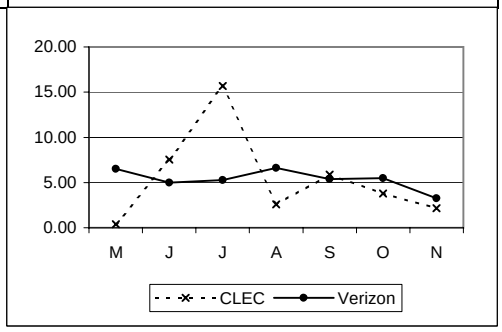
TROUBLE REPORTING (OSS)

MR-1 - Response Time OSS Maintenance Interface

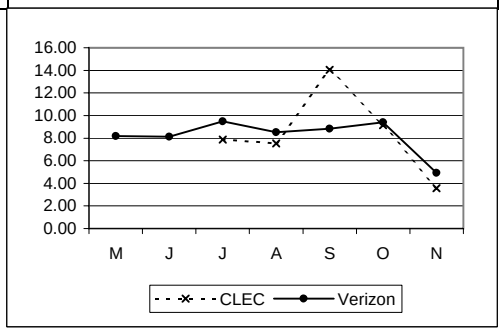
MR-1-01-2000	Create Trouble					Parity plus <= 4 Seconds
	Vz	CLEC	Difference	Observations	Parity	
May-02	8.70	4.63	-4.07	118	YES	
Jun-02	8.50	4.09	-4.41	54	YES	
Jul-02	9.60	3.85	-5.75	69	YES	
Aug-02	8.68	3.86	-4.82	86	YES	
Sep-02	8.96	3.93	-5.03	101	YES	
Oct-02	9.65	4.00	-5.65	218	YES	
Nov-02	4.97	2.47	-2.50	220	YES	



MR-1-02-2000	Status Trouble					Parity plus <= 4 Seconds
	Vz	CLEC	Difference	Observations	Parity	
May-02	6.50	0.38	-6.12	2	YES	
Jun-02	4.99	7.53	2.54	1	YES	
Jul-02	5.29	15.69	10.40	6	NO	
Aug-02	6.63	2.57	-4.06	3	YES	
Sep-02	5.37	5.89	0.52	15	YES	
Oct-02	5.48	3.78	-1.70	16	YES	
Nov-02	3.25	2.16	-1.09	19	YES	



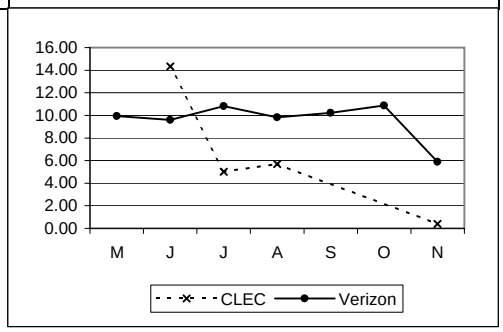
MR-1-03-2000	Modify Trouble					Parity plus <= 4 Seconds
	Vz	CLEC	Difference	Observations	Parity	
May-02	8.17	#N/A				
Jun-02	8.12	#N/A				
Jul-02	9.49	7.86	-1.63	5	YES	
Aug-02	8.52	7.53	-0.99	4	YES	
Sep-02	8.83	14.06	5.23	1	NO	
Oct-02	9.41	9.15	-0.26	41	YES	
Nov-02	4.92	3.58	-1.34	23	YES	



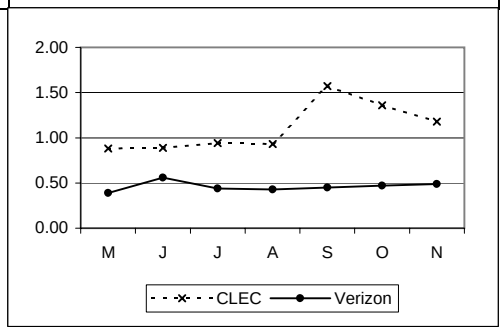
TROUBLE REPORTING (OSS) cont...

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

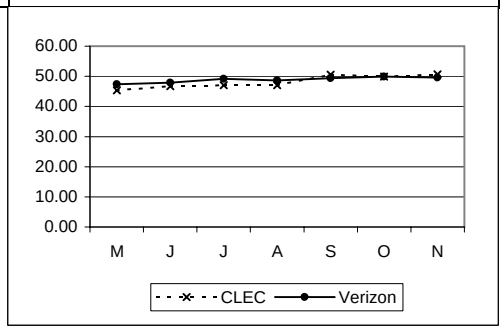
MR-1-04-2000	Request Cancellation of Trouble					Parity plus <= 4 Seconds
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
May-02	**9.95**	**#N/A**				
Jun-02	**9.60**	**14.32**	4.72	1	NO	
Jul-02	**10.82**	**5.02**	-5.80	1	YES	
Aug-02	**9.83**	**5.69**	-4.14	2	YES	
Sep-02	**10.22**	**#N/A**				
Oct-02	**10.87**	**#N/A**				
Nov-02	**5.90**	**0.39**	-5.51	1	YES	



MR-1-05-2000	Trouble Report History (by TN/Circuit)					Parity plus <= 4 Seconds
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
May-02	**0.39**	**0.88**	0.49	49	YES	
Jun-02	**0.56**	**0.89**	0.33	42	YES	
Jul-02	**0.44**	**0.94**	0.50	85	YES	
Aug-02	**0.43**	**0.93**	0.50	69	YES	
Sep-02	**0.45**	**1.57**	1.12	113	YES	
Oct-02	**0.47**	**1.36**	0.89	215	YES	
Nov-02	**0.49**	**1.18**	0.69	226	YES	



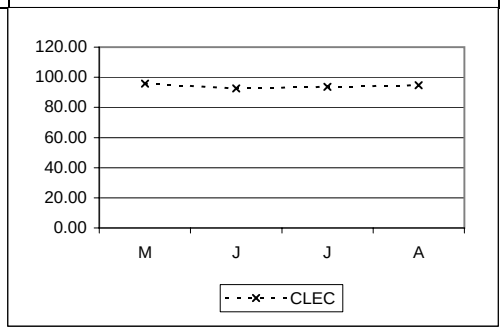
MR-1-06-2000	Test Trouble (POTS Only)					Parity plus <= 4 Seconds
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
May-02	**47.33**	**45.30**	-2.03	344	YES	
Jun-02	**47.86**	**46.69**	-1.17	239	YES	
Jul-02	**49.13**	**47.03**	-2.10	363	YES	
Aug-02	**48.65**	**47.09**	-1.56	259	YES	
Sep-02	**49.39**	**50.60**	1.21	274	YES	
Oct-02	**49.87**	**49.94**	0.07	362	YES	
Nov-02	**49.60**	**50.61**	1.01	368	YES	



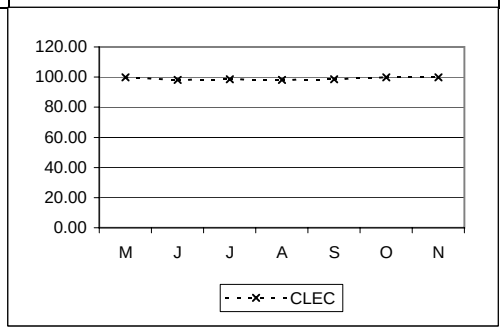
BILLING

BI-1 - Timeliness of Daily Usage Feed

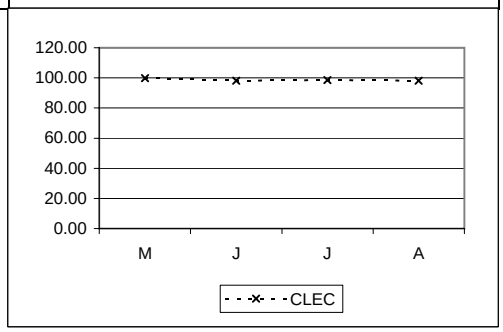
BI-1-01-2030	% DUF in 3 Business Days			No Standard
	Eliminated as of 9/2002			
	CLEC	Observations	Parity	
May-02	95.88	2360407		
Jun-02	92.51	2455614		
Jul-02	93.65	2921894		
Aug-02	94.64	3038623		



BI-1-02-2030	% DUF in 4 Business Days			95% in 4 Business Days
	CLEC	Observations	Parity	
May-02	99.76		YES	
Jun-02	98.14		YES	
Jul-02	98.54		YES	
Aug-02	98.03		YES	
Sep-02	98.58	3701479	YES	
Oct-02	99.85	5252543	YES	
Nov-02	99.82	5253210	YES	



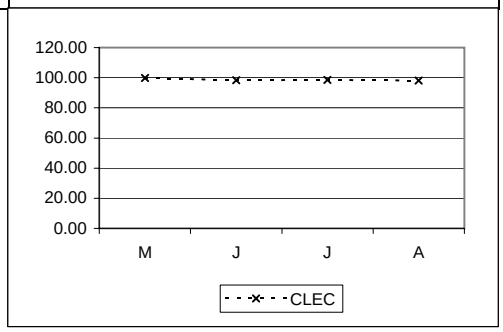
BI-1-03-2030	% DUF in 5 Business Days			No Standard
	Eliminated as of 9/2002			
	CLEC	Observations	Parity	
May-02	99.79			
Jun-02	98.19			
Jul-02	98.58			
Aug-02	98.08			



BILLING cont...

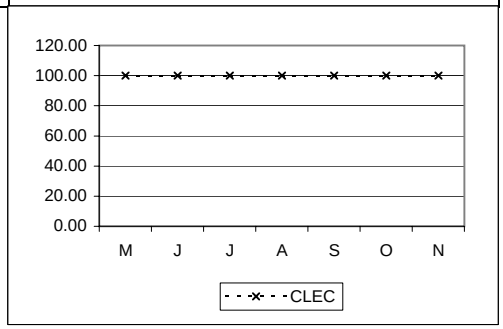
BI-1 - Timeliness of Daily Usage Feed cont...

BI-1-04-2030	% DUF in 8 Business Days			No Standard
	Eliminated as of 9/2002			
	CLEC	*Observations*	*Parity*	
May-02	**99.82**			
Jun-02	**98.32**			
Jul-02	**98.62**			
Aug-02	**98.21**			



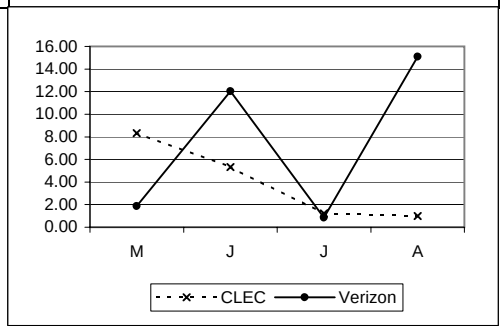
BI-2 - Timeliness of Carrier Bill

BI-2-01-2030	Timeliness of Carrier Bill			98% in 10 Business Days
	CLEC	*Observations*	*Parity*	
May-02	**100.00**	653	YES	
Jun-02	**100.00**	584	YES	
Jul-02	**100.00**	737	YES	
Aug-02	**100.00**	669	YES	
Sep-02	**100.00**	666	YES	
Oct-02	**100.00**	843	YES	
Nov-02	**100.00**	594	YES	



BI-3 - Billing Accuracy & Claims Processing

BI-3-01-2030	% Billing Adjustments - Dollars Adjusted				TBD
	Eliminated as of 9/2002				
	VZ	*CLEC*	*Observations*	*Parity*	
May-02	**1.86**	**8.33**	4494995		
Jun-02	**12.03**	**5.32**	4530028		
Jul-02	**0.84**	**1.21**	14520854		
Aug-02	**15.10**	**0.98**	14862130		



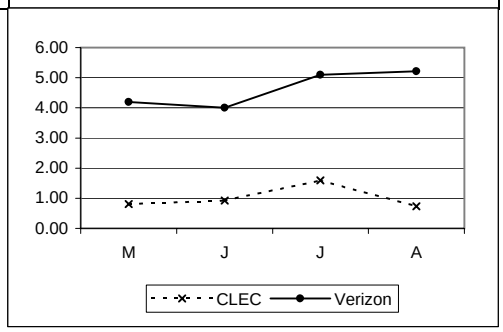
BILLING cont...

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

BI-3-02-2030	% Billing Adjustments - Number of Adjustments	TBD

Eliminated as of 9/2002

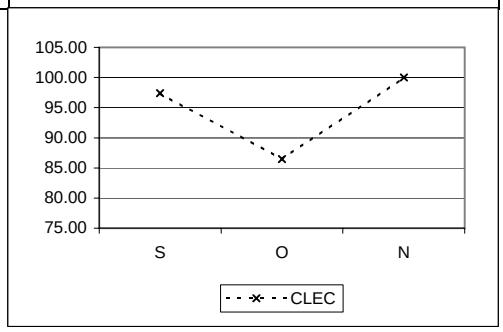
	VZ	CLEC	Observations	Parity
May-02	4.19	0.81	14315	
Jun-02	4.00	0.92	13749	
Jul-02	5.10	1.59	11894	
Aug-02	5.21	0.73	13275	



BI-3-04-2030	% CLEC Billing Claims Acknowledged within two (2) Business Days	95% within two (2) business days

Effective 9/2002: new metric being reported

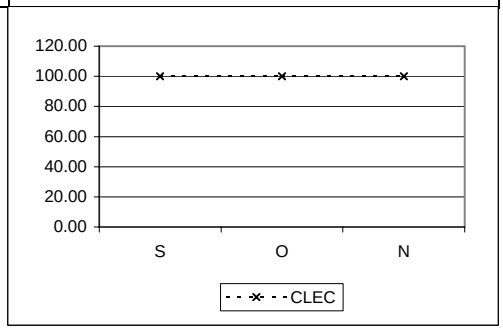
	CLEC	Observations	Parity
Sep-02	97.40	77	YES
Oct-02	86.49	74	NO
Nov-02	100.00	87	YES



BI-3-05-2030	% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgement	95% within 28 calendar days (after acknowledgement)

Effective 9/2002: new metric being reported

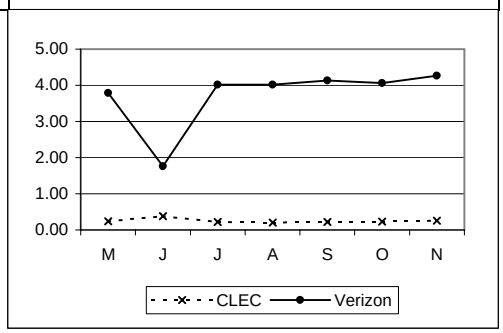
	CLEC	Observations	Parity
Sep-02	100.00	6	YES
Oct-02	100.00	97	YES
Nov-02	100.00	48	YES



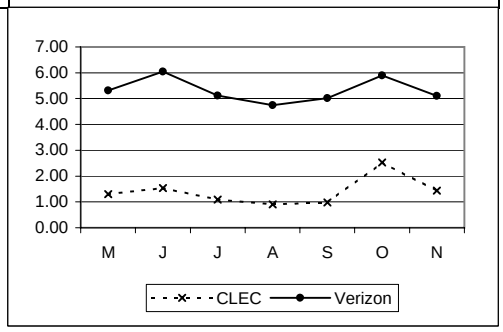
OPERATOR SERVICES & DATABASES

OD-1 - Operator Services - Speed of Answer

OD-1-01-1021	Average Speed of Answer - Operator Services				Parity with Retail
	Vz**	CLEC	Vz Obs	CLEC Obs	Parity
May-02	3.79	0.24	366147	10267	
Jun-02	1.76	0.38	361886	7403	
Jul-02	4.02	0.22	356597	10479	
Aug-02	4.02	0.20	364834	11677	
Sep-02	4.13	0.22	350149	12213	
Oct-02	4.06	0.23	337178	15539	
Nov-02	4.26	0.25	307587	17545	



OD-1-02-1021	Average Speed of Answer - Directory Assistance				Parity with Retail
	Vz**	CLEC	Vz Obs	CLEC Obs	Parity
May-02	5.32	1.30	1691175	177370	
Jun-02	6.05	1.54	1601185	176863	
Jul-02	5.12	1.09	1663950	178327	
Aug-02	4.74	0.90	1686255	191141	
Sep-02	5.02	0.98	1611283	188881	
Oct-02	5.89	2.53	1465037	165630	
Nov-02	5.11	1.44	1296041	182750	



ORDERING

OR-6 - Order Accuracy***

OR-6-04-1030	% Accuracy - Directory Listing			95% orders without VZ errors
	CLEC	*Observations*	*Parity*	
Jun-02	**UD**			
Jul-02	**UD**			
Aug-02	**UD**			
Sep-02	**UD**			
Oct-02	**90.05**	553	NO	
Nov-02	**98.10**	421	YES	

Legend

*	= Verizon South (PA, NJ, DE, MD, DC, VA, WV)
**	= Verizon East (CT, MA, ME, NH, NY, RI, VT, PA, DE, NJ, DC, VA, WV)
***	= DC Only
****	= DC, MD, VA, WV
*****	= Resale/UNE East Combined Measurement
******	= DC, DE, MD, PA, VA, WV, combined data
UD	= Performance metric is under development
NA	= No Activity
NEF	= No Existing Functionality
TBD	= Performance metric is to be determined
R3	= Run 3 times per year
95% Cmp. w/in Window	= Standard for Cut-Over Window
	= 1 to 9 lines: 1 hour
	= 10 to 49 lines: 2 hours
	= 50 to 99 lines: 3 hours
	= 100 to 199 lines: 4 hours
	= 200 plus lines: 8 hours
EEL	= 1-9 Loops, 15 Days
	10+ Negotiated
	No Facilities, ECCD+15 Days
	Disconnects, 2 Days
IOF	= Facilities Check 72 Hours
	Facilities Available (Quantity 1-8) 15 Days
	Facilities Available (Quantity > 8), Negotiated
	Facilities Not Available, Negotiated
Jeopardy	= 100% at least 24 hours before due date with facilities
	100% at least 48 hours before due date without facilities
Not Required	= Sample size does not meet the minimum criteria for a statistical test specified in Appendix K of the quidelines. See April 29, 2002 NYPSC Order and Appendix K of the C@C Guidelines regarding monitoring and further evaluation.
SSST	= Parity Standards - Verizon's reported performance for CLECs is worse than for the retail comparison group but the minimum sample size for the modified Z/t formulas is not met and small sample size testing is not done for the C2C report until automation is implemented

Verizon - DC

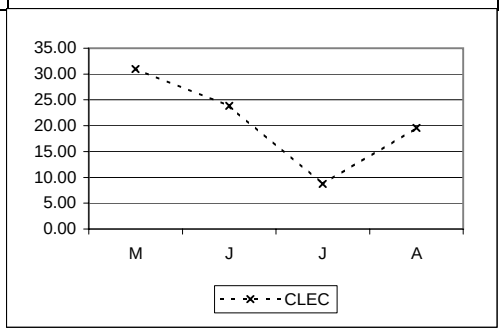
Carrier to Carrier Performance Standards and Reports Summary May 2002 - November 2002

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

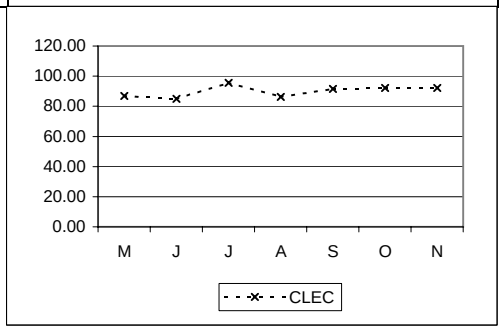
RESALE Pre-Ordering

PO-3 - Contact Center Availability

PO-3-01-2000	Average Speed of Answering - Ordering (secs)****			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	30.98			
Jun-02	23.86			
Jul-02	8.75			
Aug-02	19.56			



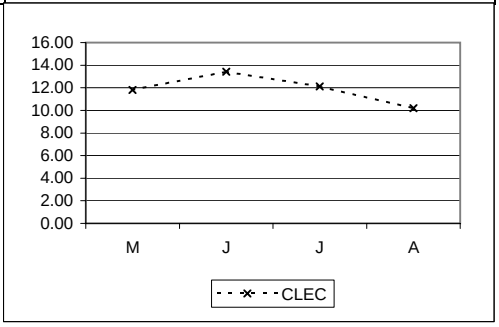
PO-3-02-2000	% Answered within 30 Seconds - Ordering******			80% within 30 Seconds
	Results for 9/2002 reported as PO-3-02-2005 on the OSS page			
	CLEC	CLEC Obs	Parity	
May-02	86.90	8340	YES	
Jun-02	84.96	13540	YES	
Jul-02	95.68	13507	YES	
Aug-02	86.20	15091	YES	
Sep-02	91.52	13735		
Oct-02	92.22	15716	YES	
Nov-02	92.26	11808	YES	



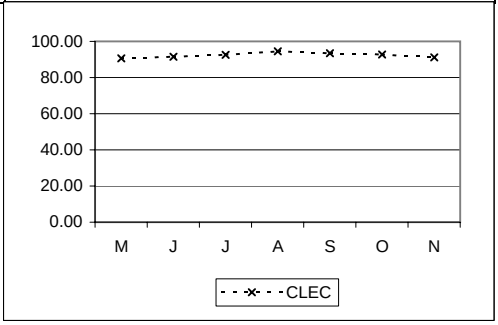
RESALE Pre-Ordering cont...

PO-3 - Contact Center Availability cont...

PO-3-03-2000	Average Speed of Answering - Repair (secs)*****			No Standard
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**11.81**			
Jun-02	**13.41**			
Jul-02	**12.13**			
Aug-02	**10.20**			



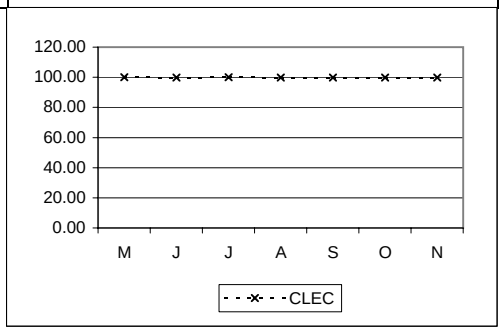
PO-3-04-2000	% Answered within 30 Seconds - Repair**			80% within 30 Seconds
	Results for 9/2002 reported as PO-3-04-2002 on the OSS page			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**90.67**	**108286**	YES	
Jun-02	**91.43**	**108315**	YES	
Jul-02	**92.57**	**111448**	YES	
Aug-02	**94.47**	**116235**	YES	
Sep-02	**93.40**	**119393**		
Oct-02	**92.78**	**129927**	YES	
Nov-02	**91.20**	**109855**	YES	



RESALE Ordering

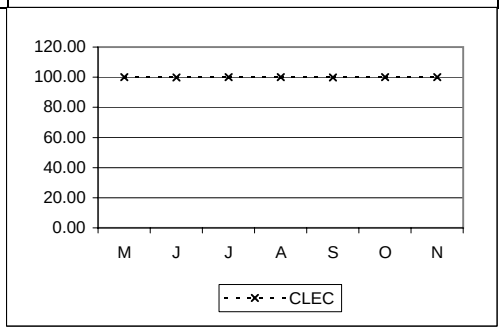
OR-7 - Order Completeness

OR-7-01-2000	% Order Confirmation/Rejects sent within 3 Business Days			95%
	CLEC	CLEC Obs	Parity	
May-02	**100.00**	**3009**	YES	
Jun-02	**99.82**	**2837**	YES	
Jul-02	**99.94**	**3262**	YES	
Aug-02	**99.79**	**2811**	YES	
Sep-02	**99.83**	**2871**	YES	
Oct-02	**99.82**	**2826**	YES	
Nov-02	**99.92**	**2649**	YES	



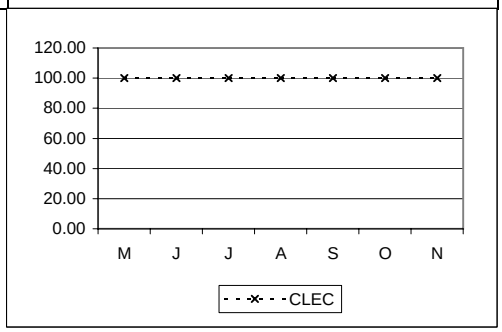
OR-8 - Acknowledgement Timeliness

OR-8-01-2000	% Acknowledgements onTime			95% within 2 Hours
	CLEC	CLEC Obs	Parity	
May-02	**100.00**	**1511**	YES	
Jun-02	**99.79**	**1427**	YES	
Jul-02	**100.00**	**1571**	YES	
Aug-02	**100.00**	**1609**	YES	
Sep-02	**99.82**	**1678**	YES	
Oct-02	**100.00**	**1702**	YES	
Nov-02	**100.00**	**1489**	YES	



OR-9 - Order Acknowledgement Completeness

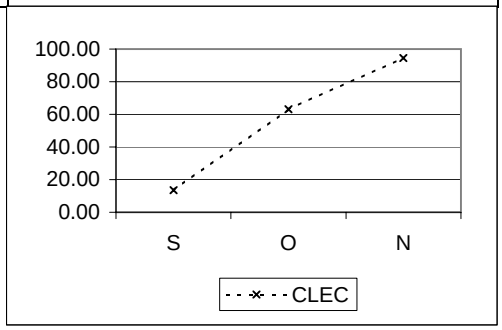
OR-9-01-2000	% Acknowledgement Completeness			99%
	CLEC	CLEC Obs	Parity	
May-02	**100.00**	**1511**	YES	
Jun-02	**100.00**	**1427**	YES	
Jul-02	**100.00**	**1571**	YES	
Aug-02	**100.00**	**1609**	YES	
Sep-02	**100.00**	**1678**	YES	
Oct-02	**100.00**	**1702**	YES	
Nov-02	**100.00**	**1489**	YES	



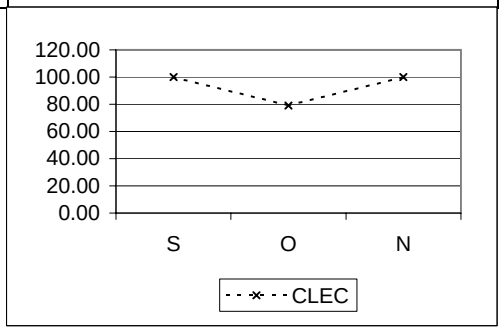
RESALE Ordering cont...

OR-10 - PON Notifier Exception Resolution Timeliness

OR-10-01-2000	% of PON Exceptions Resolved Within Three (3) Business Days			95% within 3 Business Days
	Effective 9/2002: new metric being reported			
	CLEC	*CLEC Obs*	*Parity*	
Sep-02	**13.58**	**302**	NO	
Oct-02	**63.16**	**19**	NO	
Nov-02	**94.55**	**55**	NO	



OR-10-02-2000	% of PON Exceptions Resolved Within Ten (10) Business Days			99% within 10 Business Days
	Effective 9/2002: new metric being reported			
	CLEC	*CLEC Obs*	*Parity*	
Sep-02	**100.00**	**302**	YES	
Oct-02	**78.95**	**19**	NO	
Nov-02	**100.00**	**55**	YES	



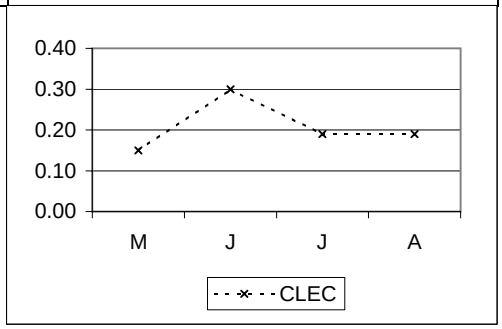
POTS & Pre-qualified Complex - Electronically Submitted

OR-1 - Order Confirmation Timeliness

OR-1-01-2320	Average Local Service Request Confirmation (LSRC) Time (Flow Through)	No Standard

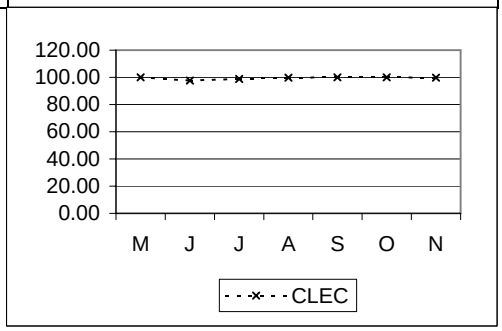
Eliminated as of 9/2002

	CLEC	CLEC Obs	Parity
May-02	0.15		
Jun-02	0.30		
Jul-02	0.19		
Aug-02	0.19		



OR-1-02-2320	% On Time LSRC - Flow Through	95% within 2 Hours

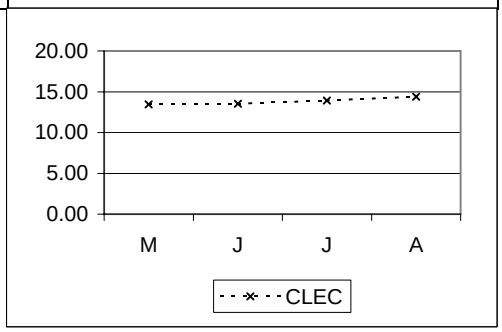
	CLEC	CLEC Obs	Parity
May-02	100.00	2419	YES
Jun-02	97.63	2192	YES
Jul-02	98.87	2472	YES
Aug-02	99.72	2148	YES
Sep-02	99.91	2245	YES
Oct-02	99.95	2130	YES
Nov-02	99.80	2047	YES



OR-1-03-2320	Average LSRC/ASRC Time No Facility Check	No Standard

Eliminated as of 9/2002

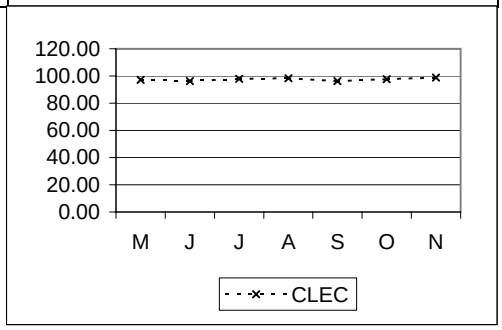
	CLEC	CLEC Obs	Parity
May-02	13.47		
Jun-02	13.51		
Jul-02	13.93		
Aug-02	14.40		



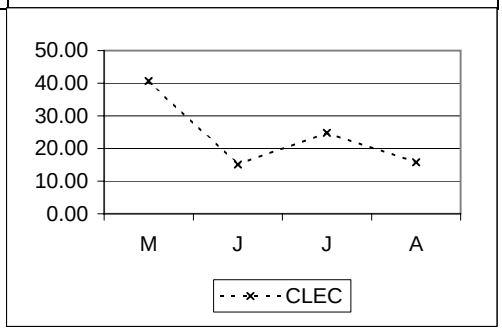
POTS & Pre-qualified Complex - Electronically Submitted cont...

OR-1 - Order Confirmation Timeliness cont...

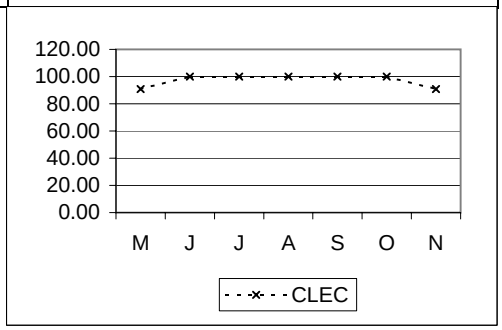
OR-1-04-2100	% On Time LSRC/ASRC - No Facility Check			95% within 24 Hours
	CLEC	*CLEC Obs*	*Parity*	
May-02	**97.27**	**293**	YES	
Jun-02	**96.26**	**374**	YES	
Jul-02	**97.96**	**442**	YES	
Aug-02	**98.38**	**431**	YES	
Sep-02	**96.12**	**387**	YES	
Oct-02	**97.73**	**353**	YES	
Nov-02	**98.80**	**250**	YES	



OR-1-05-2320	Average LSRC/ASRC Time Facility Check			No Standard
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**40.66**			
Jun-02	**15.11**			
Jul-02	**24.82**			
Aug-02	**15.74**			



OR-1-06-2320	% On Time LSRC/ASRC - Facility Check			95% within 72 Hours
	CLEC	*CLEC Obs*	*Parity*	
May-02	**90.91**	**11**	NO	
Jun-02	**100.00**	**17**	YES	
Jul-02	**100.00**	**15**	YES	
Aug-02	**100.00**	**19**	YES	
Sep-02	**100.00**	**15**	YES	
Oct-02	**100.00**	**16**	YES	
Nov-02	**90.91**	**11**	NO	



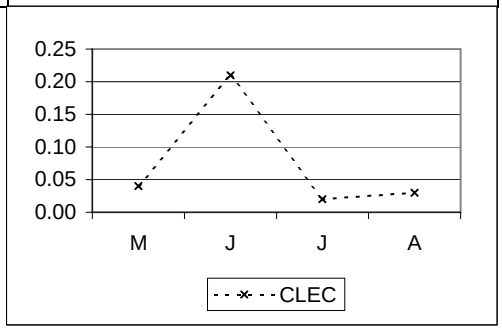
POTS & Pre-qualified Complex - Electronically Submitted cont...

OR-2 - Reject Timeliness

OR-2-01-2320	Average Local Service Request (LSR) Reject - Time (Flow Through)	No Standard

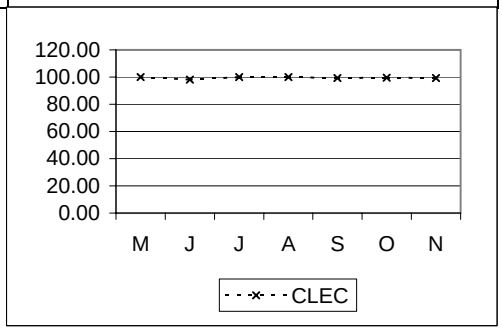
Eliminated as of 9/2002

	CLEC	CLEC Obs	Parity
May-02	0.04		
Jun-02	0.21		
Jul-02	0.02		
Aug-02	0.03		



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

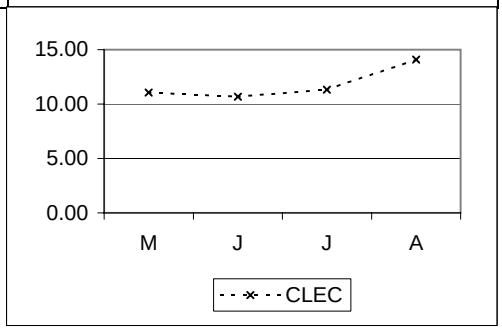
	CLEC	CLEC Obs	Parity
May-02	100.00	183	YES
Jun-02	98.04	153	YES
Jul-02	100.00	220	YES
Aug-02	100.00	151	YES
Sep-02	99.35	154	YES
Oct-02	99.62	261	YES
Nov-02	99.21	253	YES



OR-2-03-2320	Average LSR/ASR Reject Time No Facility Check	No Standard

Eliminated as of 9/2002

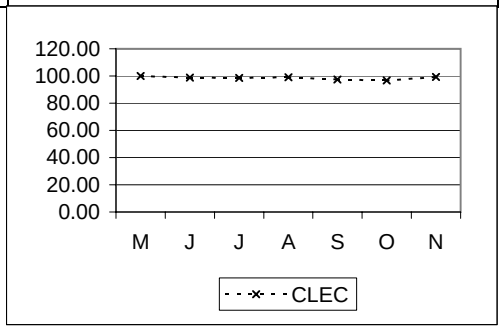
	CLEC	CLEC Obs	Parity
May-02	11.06		
Jun-02	10.68		
Jul-02	11.31		
Aug-02	14.10		



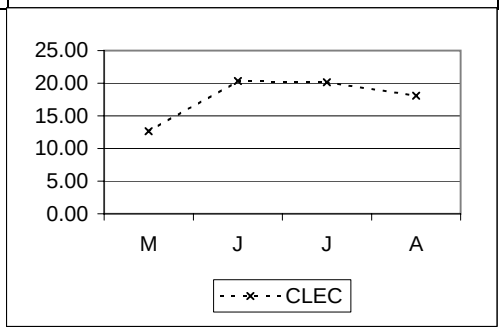
POTS & Pre-qualified Complex - Electronically Submitted cont...

OR-2 - Reject Timeliness cont...

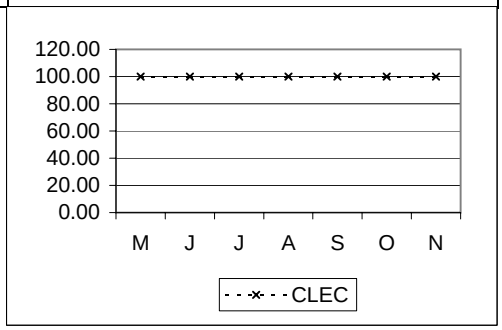
OR-2-04-2320	% On Time LSR/ASR Reject - No Facility Check			95% within 24 Hours
	CLEC	*CLEC Obs*	*Parity*	
May-02	**100.00**	**145**	YES	
Jun-02	**98.84**	**172**	YES	
Jul-02	**98.68**	**151**	YES	
Aug-02	**98.99**	**99**	YES	
Sep-02	**97.48**	**119**	YES	
Oct-02	**96.64**	**119**	YES	
Nov-02	**99.22**	**128**	YES	



OR-2-05-2320	Average LSR/ASR Reject Time Facility Check			No Standard
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**12.65**			
Jun-02	**20.34**			
Jul-02	**20.13**			
Aug-02	**18.09**			



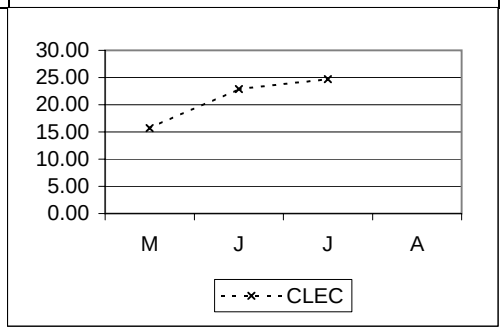
OR-2-06-2320	% On Time LSR/ASR Reject - Facility Check			95% within 72 Hours
	CLEC	*CLEC Obs*	*Parity*	
May-02	**100.00**	**12**	YES	
Jun-02	**100.00**	**20**	YES	
Jul-02	**100.00**	**15**	YES	
Aug-02	**100.00**	**13**	YES	
Sep-02	**100.00**	**13**	YES	
Oct-02	**100.00**	**14**	YES	
Nov-02	**100.00**	**6**	YES	



2 Wire Digital Services

OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification

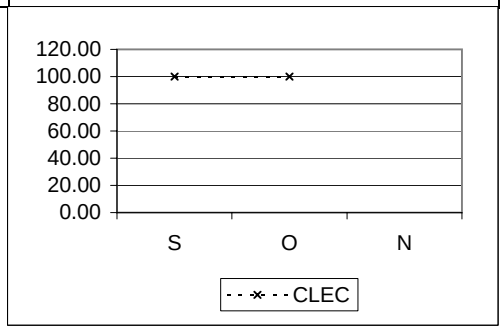
OR-1-03-2341	Average LSRC/ASRC Time No Facility Check			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	15.68			
Jun-02	22.88			
Jul-02	24.68			
Aug-02	#N/A			



OR-1-04-2341	% On Time LSRC/ASRC No Facility Check			95% within 72 Hours
	CLEC	CLEC Obs	Parity	
May-02	100.00	4	YES	
Jun-02	100.00	1	YES	
Jul-02	100.00	2	YES	
Aug-02	#N/A			

OR-1 - Order Confirmation Timeliness

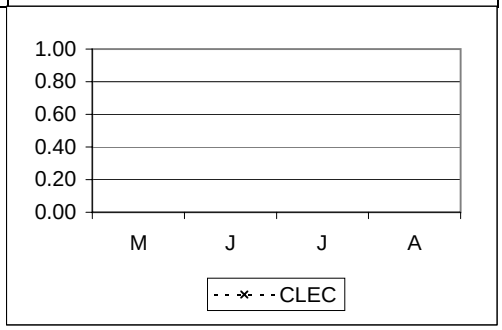
OR-1-04-2341	% On Time LSRC/ASRC - No Facility Check			95% within 72 Hours
	CLEC	CLEC Obs	Parity	
Sep-02	100.00	1	YES	
Oct-02	100.00	2	YES	
Nov-02	#N/A			



2 Wire Digital Services cont...

OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification

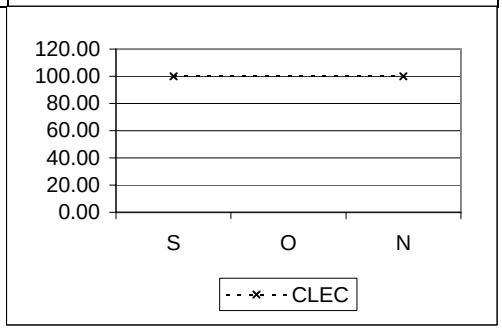
OR-1-05-2341	Average LSRC/ASRC Time Facility Check			No Standard
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**#N/A**			
Jun-02	**#N/A**			
Jul-02	**#N/A**			
Aug-02	**#N/A**			



OR-1-06-2341	% On Time LSRC/ASRC Facility Check			95% within 72 Hours
	CLEC	*CLEC Obs*	*Parity*	
May-02	**#N/A**			
Jun-02	**#N/A**			
Jul-02	**#N/A**			
Aug-02	**#N/A**			

OR-1 - Order Confirmation Timeliness

OR-1-06-2341	% On Time LSRC/ASRC - Facility Check			95% within 72 Hours
	CLEC	*CLEC Obs*	*Parity*	
Sep-02	**100.00**	**1**	YES	
Oct-02	**#N/A**			
Nov-02	**100.00**	**1**	YES	



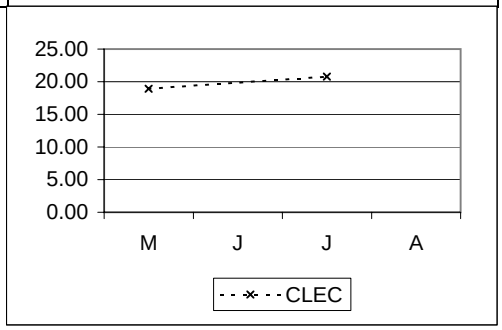
2 Wire Digital Services cont...

OR-2 - Reject Timeliness - Requiring Loop Qualification

OR-2-03-2341	Average LSR/ASR Reject Time No Facility Check	No Standard

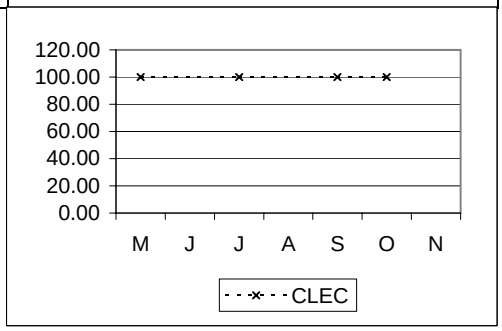
Eliminated as of 9/2002

	CLEC	CLEC Obs	Parity
May-02	18.90		
Jun-02	#N/A		
Jul-02	20.77		
Aug-02	#N/A		



OR-2-04-2341	% On Time LSR/ASR Reject - No Facility Check	95% within 72 Hours

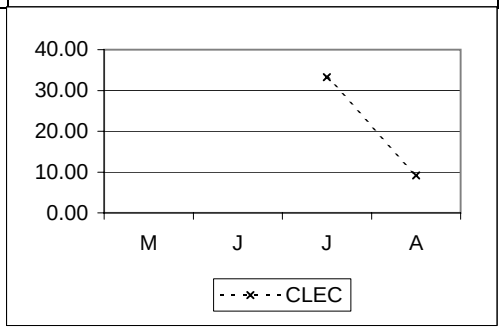
	CLEC	CLEC Obs	Parity
May-02	100.00	12	YES
Jun-02	#N/A		
Jul-02	100.00	1	YES
Aug-02	#N/A		
Sep-02	100.00	2	YES
Oct-02	100.00	1	YES
Nov-02	#N/A		



OR-2-05-2341	Average LSR/ASR Reject Time Facility Check	No Standard

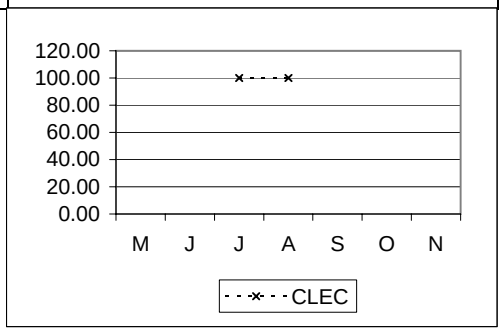
Eliminated as of 9/2002

	CLEC	CLEC Obs	Parity
May-02	#N/A		
Jun-02	#N/A		
Jul-02	33.23		
Aug-02	9.18		



2 Wire Digital Services cont...				
OR-2 - Reject Timeliness - Requiring Loop Qualification cont...				
OR-2-06-2341	% On Time LSR/ASR Reject - Facility Check			95% within 72 Hours

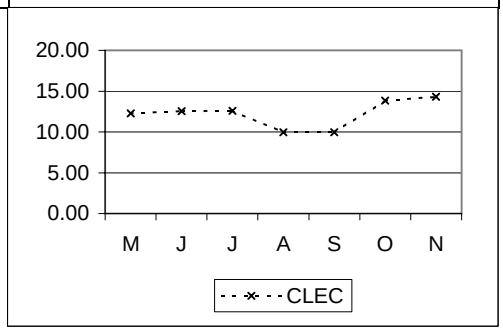
	CLEC	CLEC Obs	Parity
May-02	#N/A		
Jun-02	#N/A		
Jul-02	100.00	1	YES
Aug-02	100.00	4	YES
Sep-02	#N/A		
Oct-02	#N/A		
Nov-02	#N/A		



POTS / Special Services - Aggregate

OR-3 - Percent Rejects

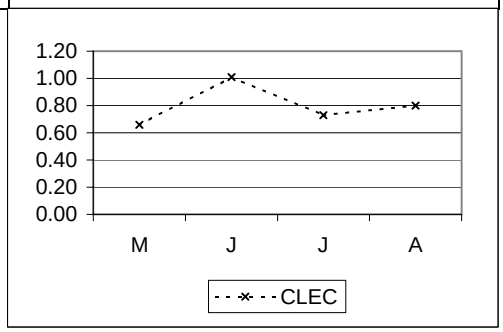
OR-3-01-2000	% Rejects			No Standard
	CLEC	CLEC Obs	Parity	
May-02	12.26	2872		
Jun-02	12.55	2749		
Jul-02	12.58	3092		
Aug-02	9.97	2687		
Sep-02	9.97	2940		
Oct-02	13.86	2908		
Nov-02	14.32	2716		



OR-3-02-2000	% LSR Resubmission Not Rejected			95%
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			

OR-4 - Timeliness of Completion Notification

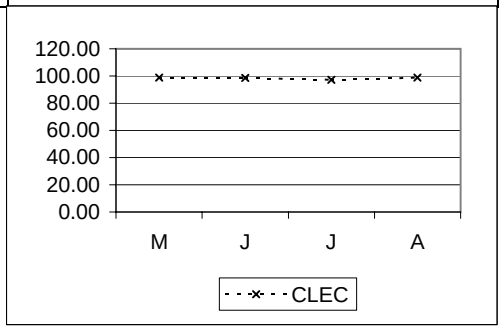
OR-4-01-2000	Completion Notice (BCN) - Average Response Time			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	0.66			
Jun-02	1.01			
Jul-02	0.73			
Aug-02	0.80			



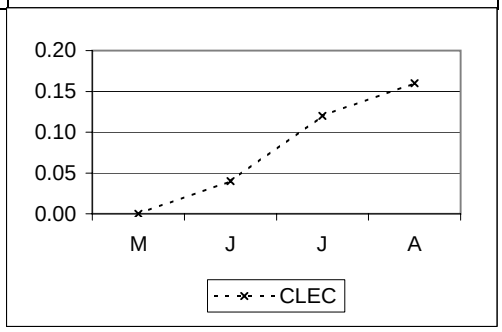
POTS / Special Services - Aggregate cont...

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

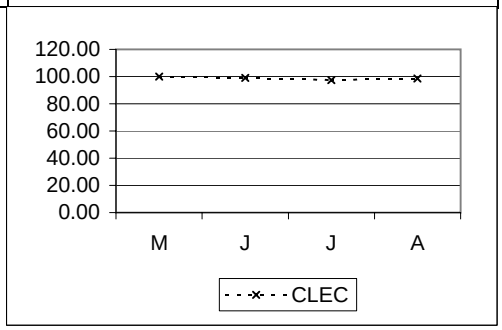
OR-4-02-2000	Completion Notice (BCN) - % On Time			95% by next bus. day at noon
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**98.87**	**2657**	YES	
Jun-02	**98.52**	**2440**	YES	
Jul-02	**97.13**	**2645**	YES	
Aug-02	**98.82**	**2711**	YES	



OR-4-04-2000	Work Completion Notice (PCN) - Average Response Time			No Standard
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**0.00**			
Jun-02	**0.04**			
Jul-02	**0.12**			
Aug-02	**0.16**			



OR-4-05-2000	Work Completion Notice (PCN) - % On Time			95% by next bus. day at noon
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**100.00**	**2668**	YES	
Jun-02	**99.06**	**2436**	YES	
Jul-02	**97.31**	**2637**	YES	
Aug-02	**98.52**	**2697**	YES	



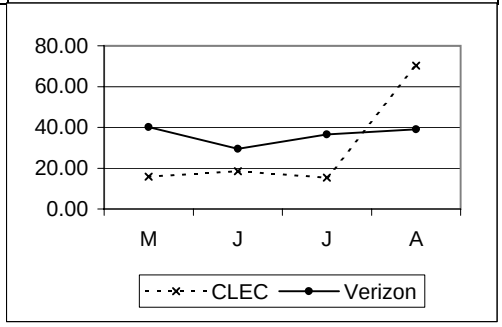
POTS / Special Services - Aggregate cont...

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

OR-4-06-2000 | **Average Duration - Work Completion (SOP) to Bill Completion** | **Parity with Retail**

Eliminated as of 9/2002

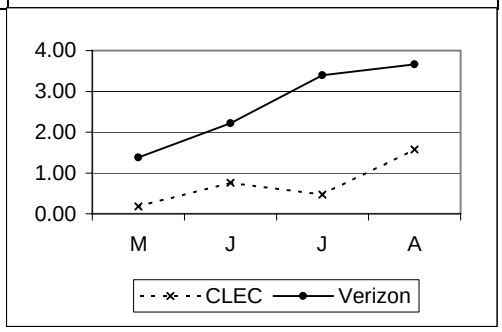
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	**40.20**	**15.82**	66384	2796	426.63	8.24	2.96	YES
Jun-02	**29.56**	**18.53**	62966	2515	278.44	5.66	1.95	YES
Jul-02	**36.56**	**15.30**	55907	2742	334.51	6.54	3.25	YES
Aug-02	**39.00**	**70.21**	56973	2783	322.70	6.26	-4.98	NO



OR-4-07-2000 | **% SOP to Bill Completion >= 5 Business Days** | **Parity with Retail**

Eliminated as of 9/2002

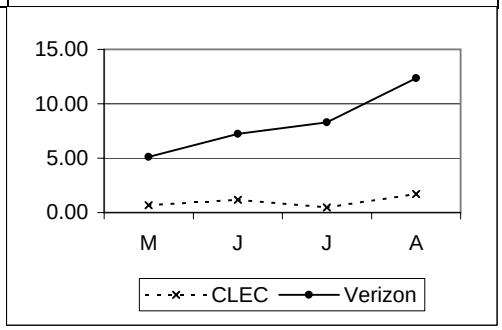
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	**1.38**	**0.18**	66384	2796		0.23	5.33	YES
Jun-02	**2.22**	**0.76**	62966	2515		0.30	4.87	YES
Jul-02	**3.40**	**0.47**	55907	2742		0.35	8.27	YES
Aug-02	**3.66**	**1.58**	56973	2783		0.36	5.71	YES



OR-4-08-2000 | **% SOP to Bill Completion > 1 Business Day** | **Parity with Retail**

Eliminated as of 9/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	**5.11**	**0.68**	66384	2796		0.43	10.42	YES
Jun-02	**7.23**	**1.19**	62966	2515		0.53	11.47	YES
Jul-02	**8.28**	**0.47**	55907	2742		0.54	14.49	YES
Aug-02	**12.34**	**1.72**	56973	2783		0.64	16.63	YES



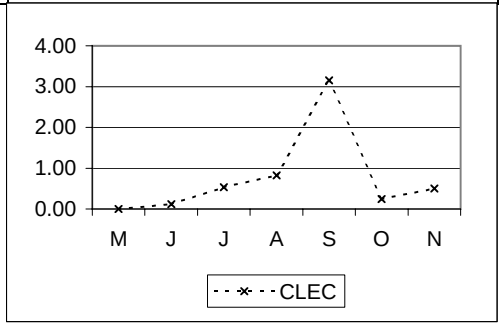
POTS / Special Services - Aggregate cont...

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

OR-4-11-2000	% Completed orders with neither a PCN or BCN sent - EDI	<= .25%

Effective 09/2002: standard changed from <= .5% to <=.25%

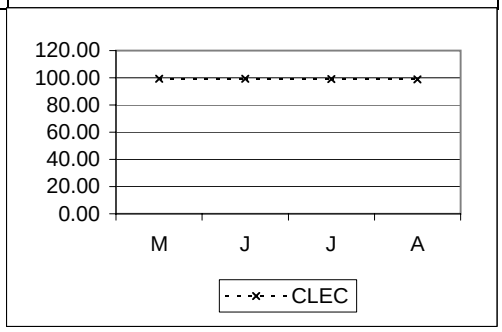
	CLEC	CLEC Obs	Parity
May-02	0.00	1494	YES
Jun-02	0.12	2433	YES
Jul-02	0.53	2634	YES
Aug-02	0.82	2692	YES
Sep-02	3.15	4260	NO
Oct-02	0.25	4875	NO
Nov-02	0.50	4176	NO



OR-4-12-2000	% Due Date to PCN within 2 Business Days	95%

Eliminated as of 9/2002

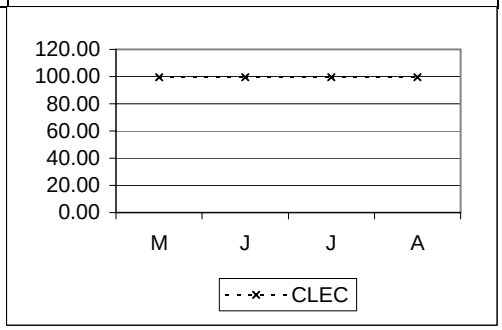
	CLEC	CLEC Obs	Parity
May-02	99.25	2668	YES
Jun-02	99.26	2436	YES
Jul-02	99.17	2637	YES
Aug-02	98.78	2697	YES



OR-4-13-2000	% Due Date to PCN within 5 Business Days	99%

Eliminated as of 9/2002

	CLEC	CLEC Obs	Parity
May-02	99.48	2668	YES
Jun-02	99.59	2436	YES
Jul-02	99.47	2637	YES
Aug-02	99.52	2697	YES



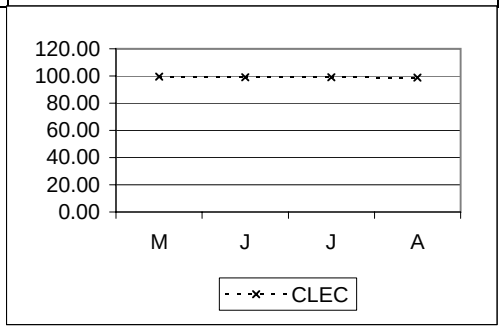
POTS / Special Services - Aggregate cont...

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

OR-4-14-2000	% Due Date to BCN within 4 Business Days	95%

Eliminated as of 9/2002

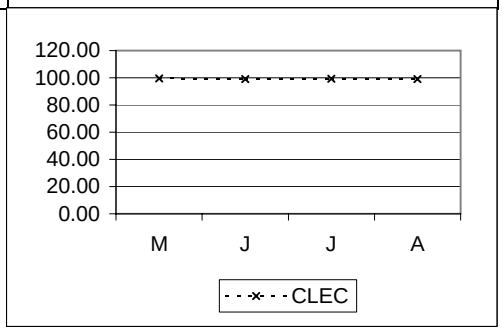
	CLEC	CLEC Obs	Parity
May-02	99.55	2657	YES
Jun-02	99.02	2440	YES
Jul-02	99.02	2645	YES
Aug-02	98.93	2711	YES



OR-4-15-2000	% Due Due Date to BCN within 7 Business Days	99%

Eliminated as of 9/2002

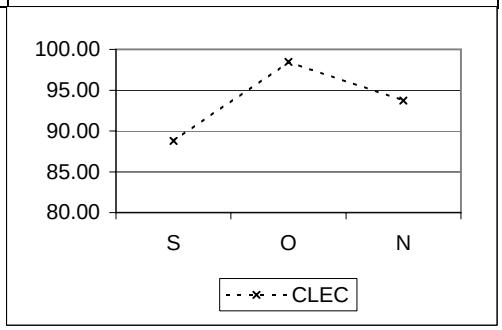
	CLEC	CLEC Obs	Parity
May-02	99.62	2657	YES
Jun-02	99.14	2440	YES
Jul-02	99.24	2645	YES
Aug-02	99.00	2711	YES



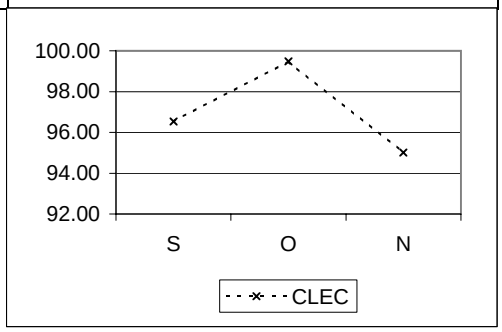
OR-4-16-2000	% Provisioning Completion Notifiers sent within one (1) business day	95%

Effective 9/2002: new metric being reported

	CLEC	CLEC Obs	Parity
Sep-02	88.80	4260	NO
Oct-02	98.48	4875	YES
Nov-02	93.73	4176	NO

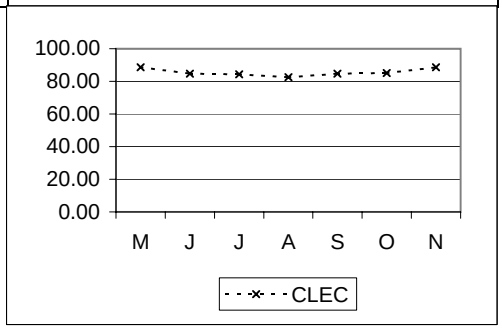


POTS / Special Services - Aggregate cont...				
OR-4 - Timeliness of Completion Notification cont...				
OR-4-17-2000	% Provisioning Completion Notifiers sent within two (2) business days			95%
	Effective 9/2002: new metric being reported			
	CLEC	CLEC Obs	Parity	
Sep-02	96.53	4260	YES	
Oct-02	99.49	4875	YES	
Nov-02	95.02	4176	YES	

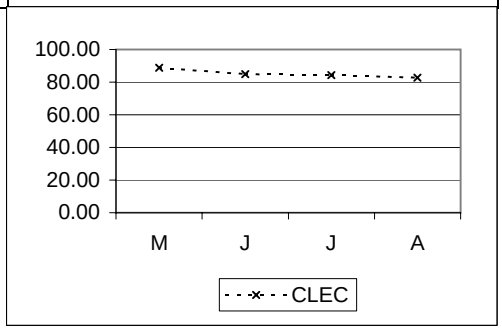


OR-5 - Percent Flow-Through

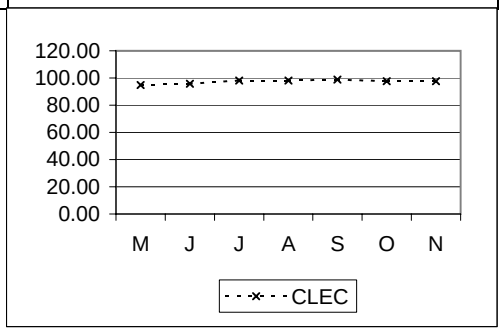
OR-5-01-2000	% Flow Through - Total			No Standard Developed
	CLEC	CLEC Obs	Parity	
May-02	88.71	2727		
Jun-02	84.80	2585		
Jul-02	84.28	2933		
Aug-02	82.62	2600		
Sep-02	84.78	2667		
Oct-02	85.03	2505		
Nov-02	88.64	2323		



OR-5-02-2000	% Flow Through - Simple			No Standard Developed
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	88.84	2723		
Jun-02	84.86	2583		
Jul-02	84.40	2929		
Aug-02	82.68	2598		

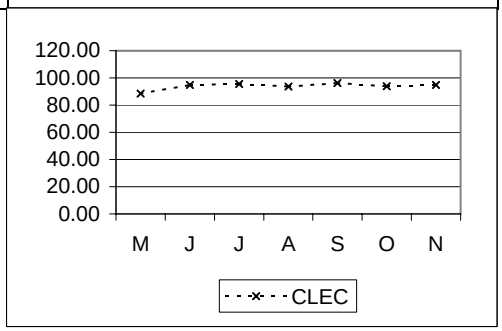


POTS / Special Services - Aggregate cont...				
OR-5 - Percent Flow-Through cont...				
OR-5-03-2000	% Flow Through Achieved			95%
	CLEC	CLEC Obs	Parity	
May-02	94.94	2548	NO	
Jun-02	95.76	2289	YES	
Jul-02	98.13	2519	YES	
Aug-02	98.13	2189	YES	
Sep-02	98.91	2286	YES	
Oct-02	97.66	2181	YES	
Nov-02	97.58	2110	YES	

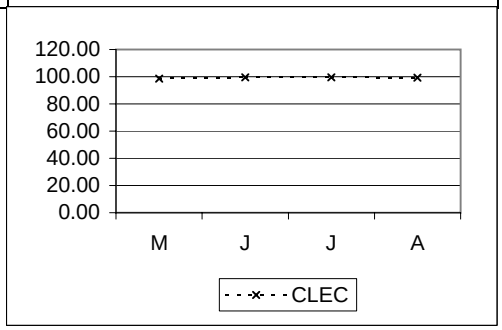


OR-6 - Order Accuracy

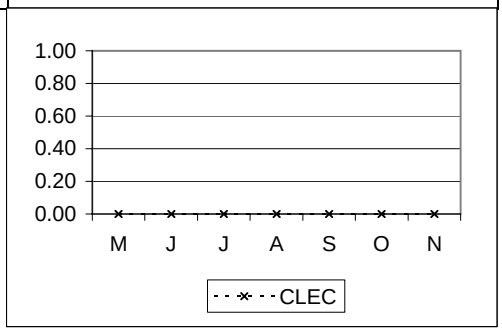
OR-6-01-2000	% Service Order Accuracy****			95% Orders without Verizon Errors
	CLEC	CLEC Obs	Parity	
May-02	88.37	215	NO	
Jun-02	94.74	209	NO	
Jul-02	95.60	341	YES	
Aug-02	93.71	334	NO	
Sep-02	96.13	388	YES	
Oct-02	93.81	436	NO	
Nov-02	94.81	347	NO	



OR-6-02-2000	% Accuracy - Opportunities			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	98.62	2396		
Jun-02	99.45	2013		
Jul-02	99.50	4426		
Aug-02	99.34	4402		



POTS / Special Services - Aggregate cont...				
OR-6 - Order Accuracy cont...				
OR-6-03-2000	% Accuracy - LSRC***			<= 5% LSRCs resent due to Verizon error
	CLEC	CLEC Obs	Parity	
May-02	0.00	344	YES	
Jun-02	0.00	436	YES	
Jul-02	0.00	522	YES	
Aug-02	0.00	534	YES	
Sep-02	0.00	451	YES	
Oct-02	0.00	425	YES	
Nov-02	0.00	316	YES	



Special Services - Electronically Submitted

OR-1 - Order Confirmation Timeliness

OR-1-03-2210	Average LSRC/ASRC Time No Facility Check DS0			No Standard
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**#N/A**			
Jun-02	**#N/A**			
Jul-02	**#N/A**			
Aug-02	**#N/A**			

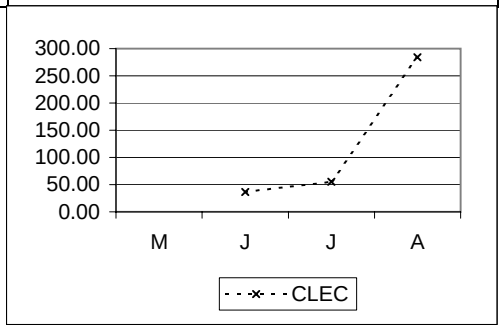
OR-1-03-2211	Average LSRC/ASRC Time No Facility Check DS1			No Standard
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**#N/A**			
Jun-02	**#N/A**			
Jul-02	**#N/A**			
Aug-02	**#N/A**			

OR-1-03-2213	Average LSRC/ASRC Time No Facility Check DS3			No Standard
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**#N/A**			
Jun-02	**#N/A**			
Jul-02	**#N/A**			
Aug-02	**#N/A**			

Special Services - Electronically Submitted cont...

OR-1 - Order Confirmation Timeliness cont...

OR-1-03-2214	Average LSRC/ASRC Time No Facility Check (Non DS0, DS1, & DS3)			No Standard
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**#N/A**			
Jun-02	**36.72**			
Jul-02	**55.50**			
Aug-02	**284.10**			



OR-1-04-2210	% On Time LSRC/ASRC - No Facility Check DS0			95% within 48 Hours
	CLEC	*CLEC Obs*	*Parity*	
May-02	**#N/A**			
Jun-02	**#N/A**			
Jul-02	**#N/A**			
Aug-02	**#N/A**			
Sep-02	**#N/A**			
Oct-02	**#N/A**			
Nov-02	**#N/A**			

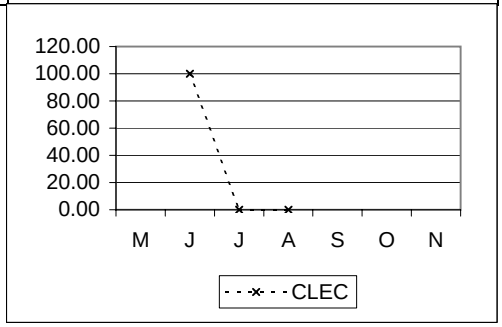
OR-1-04-2211	% On Time LSRC/ASRC - No Facility Check DS1			95% within 48 Hours
	CLEC	*CLEC Obs*	*Parity*	
May-02	**#N/A**			
Jun-02	**#N/A**			
Jul-02	**#N/A**			
Aug-02	**#N/A**			
Sep-02	**#N/A**			
Oct-02	**#N/A**			
Nov-02	**#N/A**			

Special Services - Electronically Submitted cont...

OR-1 - Order Confirmation Timeliness cont...

OR-1-04-2213	% On Time LSRC/ASRC - No Facility Check DS3			95% within 48 Hours
	CLEC	*CLEC Obs*	*Parity*	
May-02	**#N/A**			
Jun-02	**#N/A**			
Jul-02	**#N/A**			
Aug-02	**#N/A**			
Sep-02	**#N/A**			
Oct-02	**#N/A**			
Nov-02	**#N/A**			

OR-1-04-2214	% On Time LSRC/ASRC - No Facility Check (Non DS0, DS1, & DS3)			95% within 48 Hours
	CLEC	*CLEC Obs*	*Parity*	
May-02	**#N/A**			
Jun-02	**100.00**	**1**	YES	
Jul-02	**0.00**	**1**	NO	
Aug-02	**0.00**	**1**	NO	
Sep-02	**#N/A**			
Oct-02	**#N/A**			
Nov-02	**#N/A**			



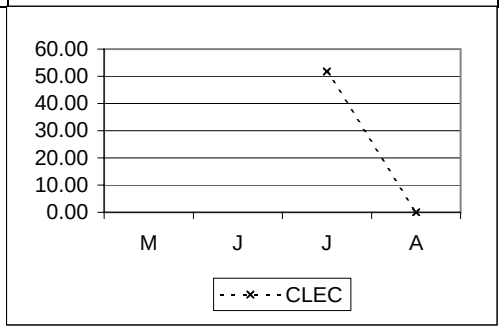
OR-1-05-2210	Average LSRC/ASRC Time Facility Check DS0			No Standard
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**#N/A**			
Jun-02	**#N/A**			
Jul-02	**#N/A**			
Aug-02	**#N/A**			

Special Services - Electronically Submitted cont...
OR-1 - Order Confirmation Timeliness cont...

OR-1-05-2211	Average LSRC/ASRC Time Facility Check DS1			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

OR-1-05-2213	Average LSRC/ASRC Time Facility Check DS3			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

OR-1-05-2214	Average LSRC/ASRC Time Facility Check (Non DS0, DS1, & DS3)			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	51.80			
Aug-02	0.05			



Special Services - Electronically Submitted cont...				
OR-1 - Order Confirmation Timeliness cont...				
OR-1-06-2210	% On Time LSRC/ASRC - Facility Check DS0			95% within 72 Hours
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			

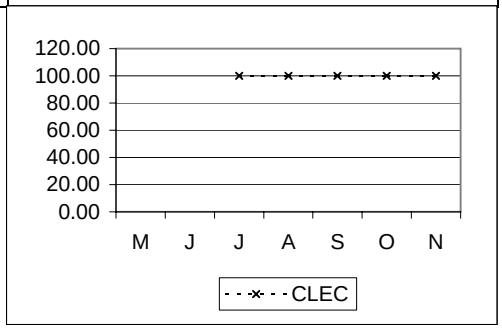
OR-1-06-2211	% On Time LSRC/ASRC - Facility Check DS1			95% within 72 Hours
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			

OR-1-06-2213	% On Time LSRC/ASRC - Facility Check DS3			95% within 72 Hours
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			

Special Services - Electronically Submitted cont...

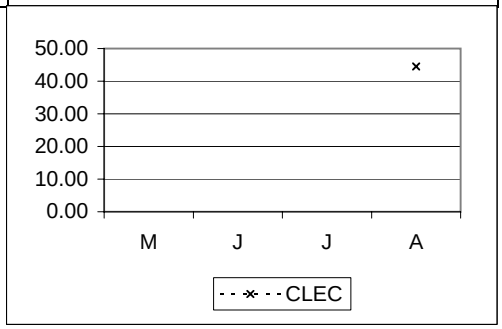
OR-1 - Order Confirmation Timeliness cont...

OR-1-06-2214	% On Time LSRC/ASRC - Facility Check (Non DS0, DS1, & DS3)			95% within 72 Hours
	CLEC	*CLEC Obs*	*Parity*	
May-02	**#N/A**			
Jun-02	**#N/A**			
Jul-02	**100.00**	**1**	YES	
Aug-02	**100.00**	**1**	YES	
Sep-02	**100.00**	**1**	YES	
Oct-02	**100.00**	**2**	YES	
Nov-02	**100.00**	**2**	YES	

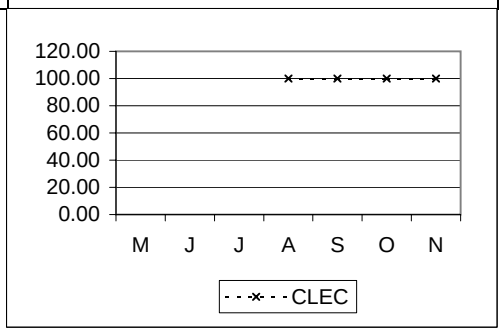


OR-2 - Reject Timeliness

OR-2-03-2200	Average LSR/ASR Reject Time No Facility Check			No Standard
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**#N/A**			
Jun-02	**#N/A**			
Jul-02	**#N/A**			
Aug-02	**44.47**			



OR-2-04-2200	% On Time LSR/ASR Reject - No Facility Check			95% within 48 Hours
	CLEC	*CLEC Obs*	*Parity*	
May-02	**#N/A**			
Jun-02	**#N/A**			
Jul-02	**#N/A**			
Aug-02	**100.00**	**1**	YES	
Sep-02	**100.00**	**1**	YES	
Oct-02	**100.00**	**5**	YES	
Nov-02	**100.00**	**1**	YES	

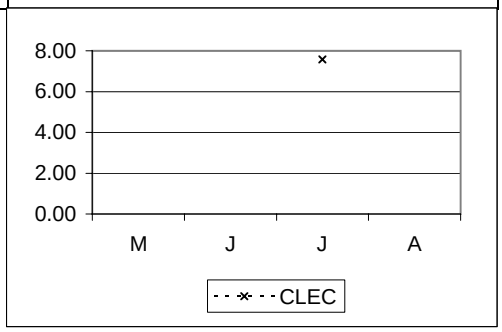


Special Services - Electronically Submitted cont...

OR-2 - Reject Timeliness cont...

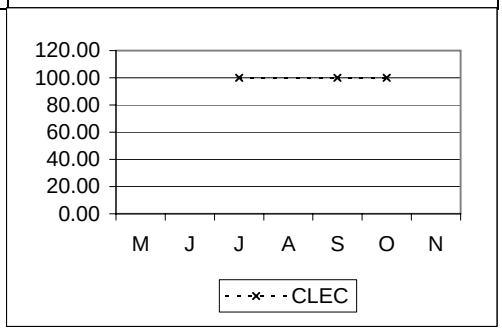
OR-2-05-2200	Average LSR/ASR Reject Time Facility Check	No Standard
	Eliminated as of 9/2002	

	CLEC	CLEC Obs	Parity
May-02	#N/A		
Jun-02	#N/A		
Jul-02	7.57		
Aug-02	#N/A		



OR-2-06-2200	% On Time LSR/ASR Reject - Facility Check	95% within 72 Hours

	CLEC	CLEC Obs	Parity
May-02	#N/A		
Jun-02	#N/A		
Jul-02	100.00	1	YES
Aug-02	#N/A		
Sep-02	100.00	3	YES
Oct-02	100.00	3	YES
Nov-02	#N/A		



Legend

*	= Verizon South (PA, NJ, DE, MD, DC, VA, WV)
**	= Verizon East (CT, MA, ME, NH, NY, RI, VT, PA, DE, NJ, DC, VA, WV)
***	= DC Only
****	= DC, MD, VA, WV
*****	= Resale/UNE East Combined Measurement
******	= DC, DE, MD, PA, VA, WV, combined data
UD	= Performance metric is under development
NA	= No Activity
NEF	= No Existing Functionality
TBD	= Performance metric is to be determined
R3	= Run 3 times per year
95% Cmp. w/in Window	= Standard for Cut-Over Window
	= 1 to 9 lines: 1 hour
	= 10 to 49 lines: 2 hours
	= 50 to 99 lines: 3 hours
	= 100 to 199 lines: 4 hours
	= 200 plus lines: 8 hours
EEL	= 1-9 Loops, 15 Days
	10+ Negotiated
	No Facilities, ECCD+15 Days
	Disconnects, 2 Days
IOF	= Facilities Check 72 Hours
	Facilities Available (Quantity 1-8) 15 Days
	Facilities Available (Quantity > 8), Negotiated

Verizon - DC

Carrier to Carrier Performance Standards and Reports Summary May 2002 - November 2002

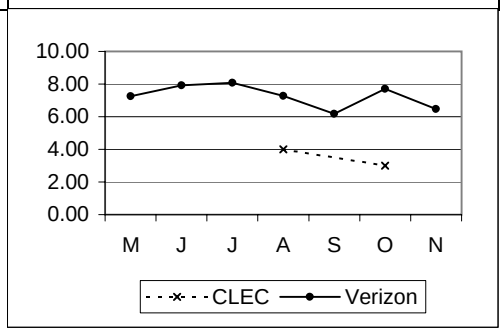
CLEC Aggregate Performance

Resale (Provisioning) - POTS/Special Services

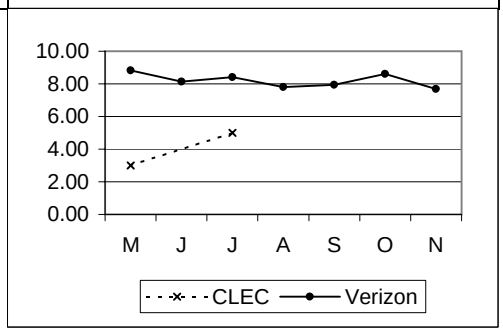
POTS - Provisioning - Total

PR-1 - Average Interval Offered

PR-1-04-2100	Average Interval Offered - Dispatch (6-9 Lines)								Parity with Retail
	Parity with Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**7.25**	**#N/A**	69		6.44				
Jun-02	**7.92**	**#N/A**	50		9.18				
Jul-02	**8.07**	**#N/A**	46		7.68				
Aug-02	**7.27**	**4.00**	75	1	7.11	7.16	0.46	YES	
Sep-02	**6.17**	**#N/A**	41		7.80				
Oct-02	**7.70**	**3.00**	37	1	8.92	9.04	Not Required	YES	
Nov-02	**6.47**	**#N/A**	30		5.92				



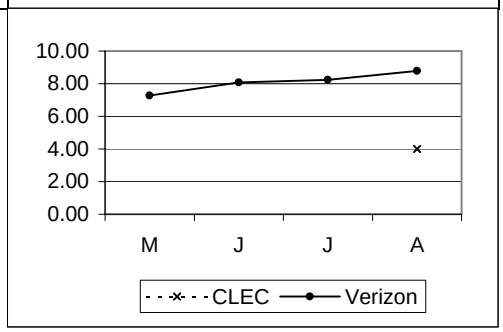
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)								Parity with Retail
	Parity with Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**8.83**	**3.00**	47	1	8.01	8.09	0.72	YES	
Jun-02	**8.13**	**#N/A**	39		9.03				
Jul-02	**8.42**	**5.00**	38	1	6.93	7.02	0.49	YES	
Aug-02	**7.80**	**#N/A**	45		7.43				
Sep-02	**7.95**	**#N/A**	57		10.32				
Oct-02	**8.61**	**#N/A**	23		8.99				
Nov-02	**7.69**	**#N/A**	26		8.99				



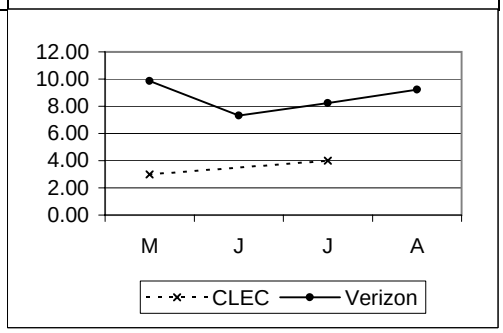
POTS - Provisioning - Total cont...

PR-2 - Average Completed Interval

PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**7.27**	**#N/A**	49		8.41				
Jun-02	**8.08**	**#N/A**	38		9.47				
Jul-02	**8.24**	**#N/A**	37		8.37				
Aug-02	**8.78**	**4.00**	60	1	8.25	8.32	0.57	YES	

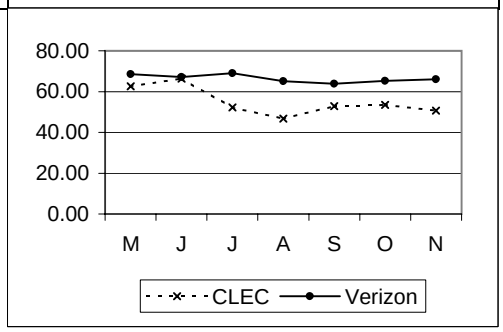


PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**9.86**	**3.00**	29	1	11.32	11.51	0.60	YES	
Jun-02	**7.31**	**#N/A**	29		8.89				
Jul-02	**8.24**	**4.00**	25	1	6.03	6.15	0.69	YES	
Aug-02	**9.22**	**#N/A**	32		7.13				



PR-3 - Completed within Specified Days

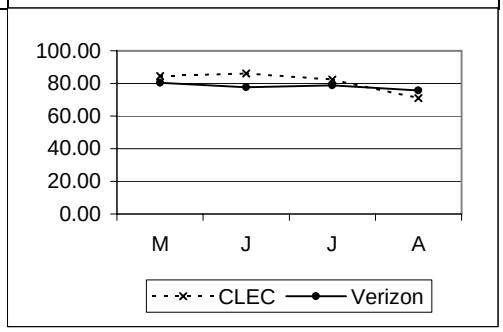
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)								Parity with Retail
	Parity with Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**68.51**	**62.58**	11348	318		2.64	-2.25	NO	
Jun-02	**67.13**	**66.29**	10733	353		2.54	-0.33	YES	
Jul-02	**69.04**	**52.29**	11508	327		2.59	-6.46	NO	
Aug-02	**65.15**	**46.71**	12132	334		2.64	-6.98	NO	
Sep-02	**63.90**	**52.82**	12167	284		2.88	-3.72	NO	
Oct-02	**65.19**	**53.51**	12540	456		2.27	<-5.00	NO	
Nov-02	**66.06**	**50.64**	10225	312		2.72	<-5.0000	NO	



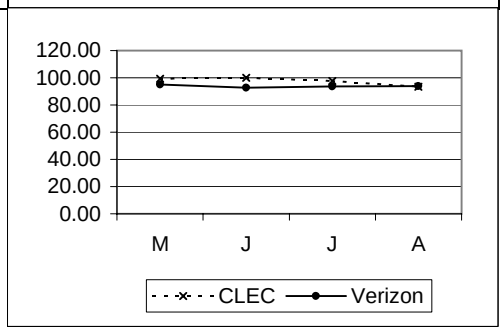
POTS - Provisioning - Total cont...

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

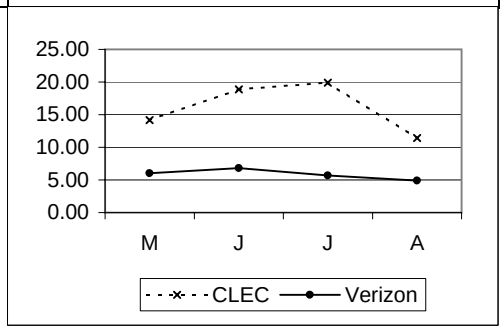
PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**80.37**	**84.59**	11348	318		2.26	1.87	YES	
Jun-02	**77.62**	**86.12**	10733	353		2.25	3.77	YES	
Jul-02	**78.92**	**82.26**	11508	327		2.29	1.46	YES	
Aug-02	**75.68**	**70.96**	12132	334		2.38	-1.98	NO	



PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**95.16**	**99.37**	11348	318		1.22	4.54	YES	
Jun-02	**92.73**	**100.00**	10733	353		1.40	5000000.00	YES	
Jul-02	**93.63**	**97.55**	11508	327		1.37	2.86	YES	
Aug-02	**93.91**	**93.41**	12132	334		1.33	-0.38	YES	



PR-3-04-2100	% Completed in 1 Day (1-5 Lines - Dispatch)								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**6.04**	**14.18**	2136	141		2.07	3.93	YES	
Jun-02	**6.81**	**18.87**	1968	106		2.51	4.80	YES	
Jul-02	**5.71**	**19.88**	2172	171		1.84	7.69	YES	
Aug-02	**4.92**	**11.40**	2377	193		1.62	4.00	YES	



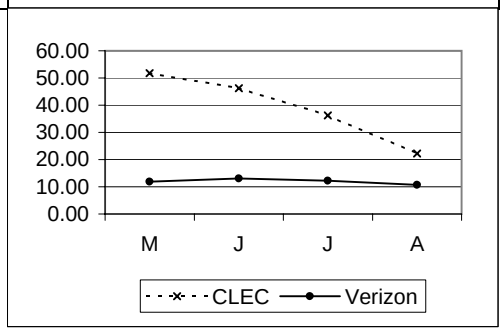
POTS - Provisioning - Total cont...

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

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

Eliminated as of 9/2002

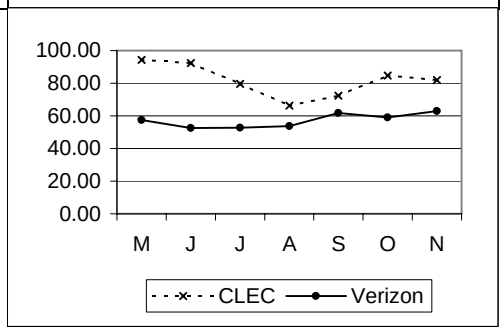
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	**11.94**	**51.77**	2136	141		2.82	14.13	YES
Jun-02	**13.06**	**46.23**	1968	106		3.36	9.87	YES
Jul-02	**12.29**	**36.26**	2172	171		2.61	9.19	YES
Aug-02	**10.73**	**22.28**	2377	193		2.32	4.99	YES



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

Parity with Retail POTS - Total

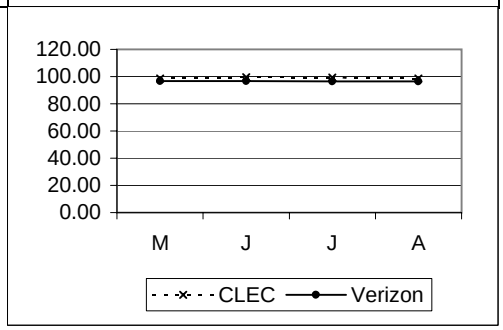
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	**57.54**	**94.33**	2136	141		4.30	8.56	YES
Jun-02	**52.64**	**92.45**	1968	106		4.98	8.00	YES
Jul-02	**52.67**	**79.53**	2172	171		3.97	6.77	YES
Aug-02	**53.77**	**66.32**	2377	193		3.73	3.36	YES
Sep-02	**61.74**	**72.43**	2044	185		3.73	3.01	YES
Oct-02	**58.96**	**84.75**	1820	118		4.67	>5.00	YES
Nov-02	**62.95**	**81.90**	1514	105		4.87	4.23	YES



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

Eliminated as of 9/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	**96.68**	**98.69**	13484	459		0.85	2.36	YES
Jun-02	**96.60**	**99.56**	12701	459		0.86	3.44	YES
Jul-02	**96.42**	**99.20**	13680	498		0.85	3.28	YES
Aug-02	**96.40**	**98.48**	14509	527		0.83	2.52	YES



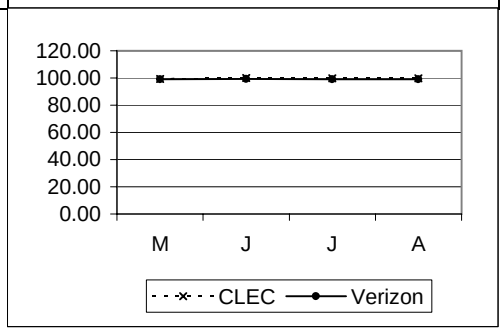
POTS - Provisioning - Total cont...

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

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

Eliminated as of 9/2002

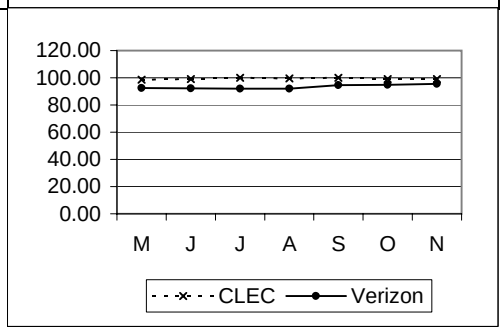
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	99.07	99.37	11348	318		0.55	0.55	YES
Jun-02	99.24	100.00	10733	353		0.47	1.62	YES
Jul-02	99.13	99.69	11508	327		0.52	1.08	YES
Aug-02	99.00	99.70	12132	334		0.55	1.27	YES



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

Parity with Retail POTS - Total

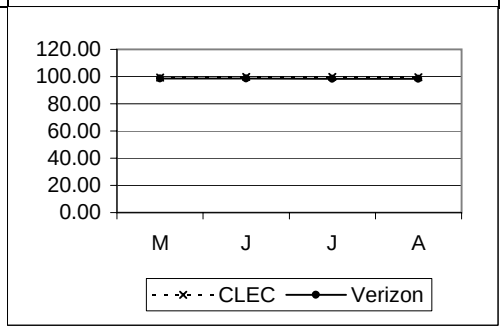
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	92.46	98.58	2136	141		2.30	3.48	YES
Jun-02	92.33	99.06	1968	106		2.65	3.48	YES
Jul-02	91.90	100.00	2172	171		2.17	5000000.00	YES
Aug-02	91.96	99.48	2377	193		2.04	5000000.00	YES
Sep-02	94.67	100.00	2044	185		1.72	>5.00	YES
Oct-02	94.84	99.15	1820	118		2.10	2.85	YES
Nov-02	95.57	99.05	1514	105		2.08	2.35	YES



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

Eliminated as of 9/2002

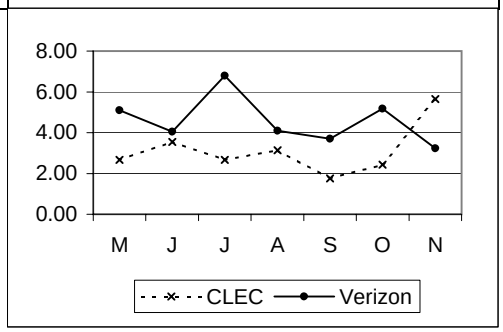
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	98.51	99.35	13484	459		0.58	1.46	YES
Jun-02	98.65	99.78	12701	459		0.55	2.06	YES
Jul-02	98.44	99.80	13680	498		0.57	2.41	YES
Aug-02	98.45	99.62	14509	527		0.55	2.14	YES



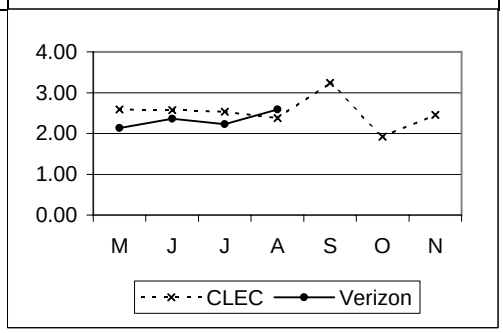
POTS - Provisioning - Total cont...

PR-4 - Missed Appointments

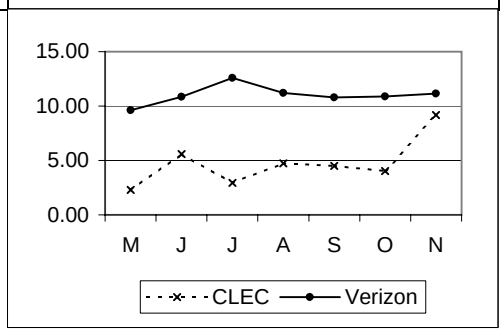
PR-4-02-2100	Average Delay Days - Total								Parity with Retail
	Parity with Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**5.10**	**2.67**	533	6	25.92	10.64	0.23	YES	
Jun-02	**4.05**	**3.55**	575	11	9.95	3.03	0.17	YES	
Jul-02	**6.80**	**2.67**	704	9	37.85	12.70	0.33	YES	
Aug-02	**4.10**	**3.13**	791	15	14.61	3.81	0.25	YES	
Sep-02	**3.70**	**1.75**	608	12	7.30	2.13	0.92	YES	
Oct-02	**5.17**	**2.43**	569	7	24.15	9.18	0.30	YES	
Nov-02	**3.23**	**5.65**	547	17	7.43	1.83	-1.32	YES	



PR-4-03-2100	% Missed Appointment - Customer								No Standard 1
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**2.13**	**2.59**							
Jun-02	**2.36**	**2.57**							
Jul-02	**2.23**	**2.53**							
Aug-02	**2.59**	**2.38**							
Sep-02		**3.24**		741					
Oct-02		**1.92**		936					
Nov-02		**2.45**		775					



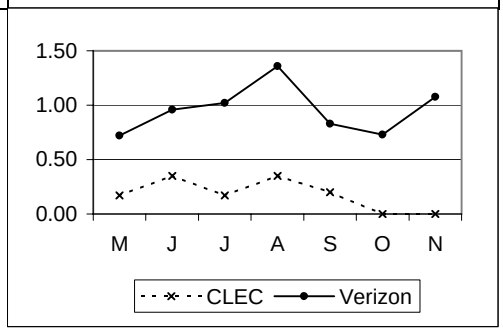
PR-4-04-2100	% Missed Appointment - Verizon - Dispatch								Parity with Retail
	Parity with Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**9.61**	**2.30**	4049	217		2.05	4.38	YES	
Jun-02	**10.85**	**5.59**	3713	161		2.50	2.10	YES	
Jul-02	**12.59**	**2.93**	4035	273		2.07	4.66	YES	
Aug-02	**11.20**	**4.73**	4627	275		1.96	3.31	YES	
Sep-02	**10.78**	**4.49**	4166	245		2.04	3.58	YES	
Oct-02	**10.87**	**4.02**	3884	174		2.41	3.36	YES	
Nov-02	**11.16**	**9.19**	3316	185		2.38	0.95	YES	



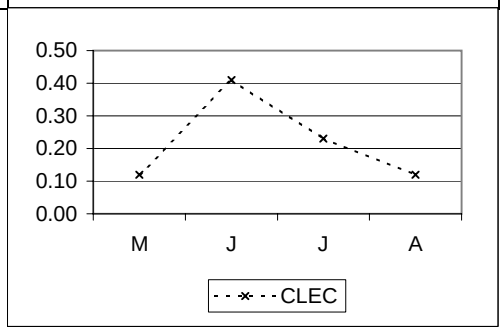
POTS - Provisioning - Total cont...

PR-4 - Missed Appointments cont...

PR-4-05-2100	% Missed Appointment - Verizon - No Dispatch								Parity with Retail
	Parity with Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.72**	**0.17**	20112	594		0.35	2.20	YES	
Jun-02	**0.96**	**0.35**	18001	577		0.41	1.94	YES	
Jul-02	**1.02**	**0.17**	19125	598		0.42	2.83	YES	
Aug-02	**1.36**	**0.35**	20083	565		0.49	2.65	YES	
Sep-02	**0.83**	**0.20**	19183	496		0.41	2.13	YES	
Oct-02	**0.73**	**0.00**	20045	762		0.31	>5.00	YES	
Nov-02	**1.08**	**0.00**	16447	590		0.43	>5.0000	YES	

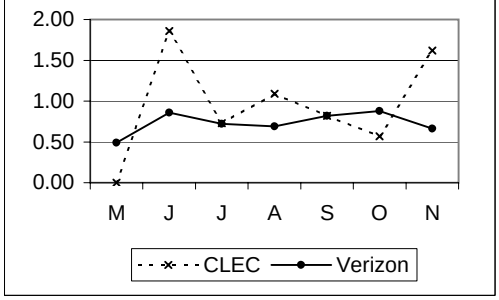


PR-4-08-2100	% Missed Appt. - Customer - Late Order Conf.								No Standard 1
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**0.12**		811					
Jun-02		**0.41**		738					
Jul-02		**0.23**		871					
Aug-02		**0.12**		840					



PR-5 - Facility Missed Orders

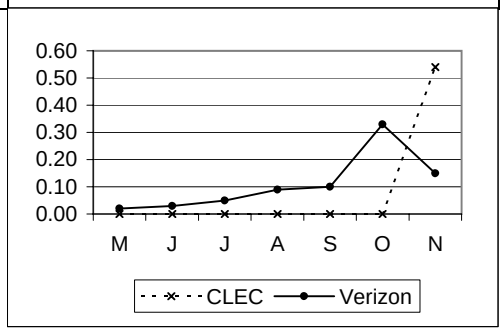
PR-5-01-2100	% Missed Appointment - Verizon - Facilities								Parity with Retail
	Parity with Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.49**	**0.00**	4049	217		0.49	5000000.00	YES	
Jun-02	**0.86**	**1.86**	3713	161		0.74	-0.93	YES	
Jul-02	**0.72**	**0.73**	4035	273		0.53	0.24	YES	
Aug-02	**0.69**	**1.09**	4627	275		0.51	-0.49	YES	
Sep-02	**0.82**	**0.82**	4166	245		0.59	0.26	YES	
Oct-02	**0.88**	**0.57**	3884	174		0.72	0.79	YES	
Nov-02	**0.66**	**1.62**	3316	185		0.61	-1.07	YES	



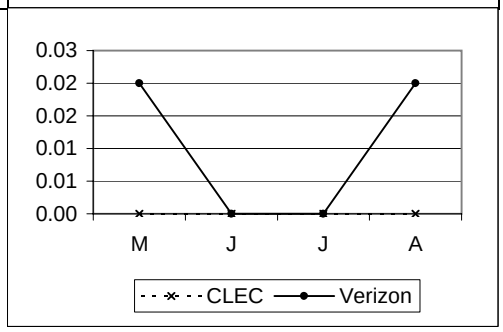
POTS - Provisioning - Total cont...

PR-5 - Facility Missed Orders cont...

PR-5-02-2100	% Orders Held for Facilities > 15 Days								Parity with Retail
	Parity with Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.02**	**0.00**	4049	217		0.10	5000000.00	YES	
Jun-02	**0.03**	**0.00**	3713	161		0.14	5000000.00	YES	
Jul-02	**0.05**	**0.00**	4035	273		0.14	5000000.00	YES	
Aug-02	**0.09**	**0.00**	4627	275		0.19	5000000.00	YES	
Sep-02	**0.10**	**0.00**	4166	245		0.21	>5.00	YES	
Oct-02	**0.33**	**0.00**	3884	174		0.44	>5.00	YES	
Nov-02	**0.15**	**0.54**	3316	185		0.29	-0.59	YES	

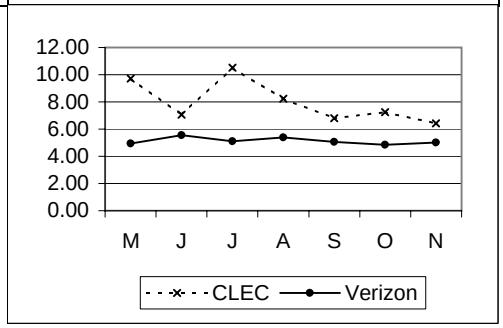


PR-5-03-2100	% Orders Held for Facilities > 60 Days								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.02**	**0.00**	4049	217		0.10	5000000.00	YES	
Jun-02	**0.00**	**0.00**	3713	161		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	4035	273		0.00	0.00	YES	
Aug-02	**0.02**	**0.00**	4627	275		0.09	5000000.00	YES	



PR-6 - Installation Quality

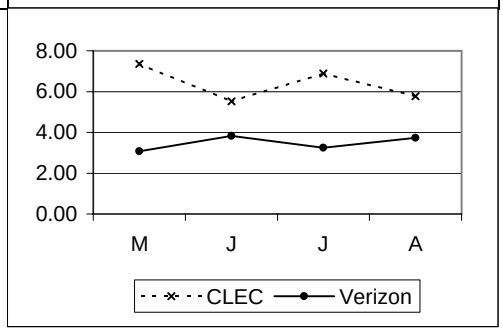
PR-6-01-2100	% Installation Troubles reported within 30 Days								Parity with Retail
	Parity with Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**4.94**	**9.72**	22711	720		0.82	-5.84	NO	
Jun-02	**5.55**	**7.07**	20761	778		0.84	-1.82	NO	
Jul-02	**5.10**	**10.53**	22455	798		0.79	-6.85	NO	
Aug-02	**5.38**	**8.23**	24552	814		0.80	-3.55	NO	
Sep-02	**5.05**	**6.80**	23423	735		0.82	-1.97	NO	
Oct-02	**4.84**	**7.25**	23112	841		0.75	-2.94	NO	
Nov-02	**5.00**	**6.43**	19671	746		0.81	-1.63	YES	



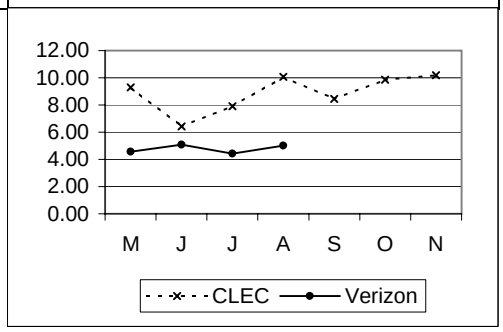
POTS - Provisioning - Total cont...

PR-6 - Installation Quality cont...

PR-6-02-2100	% Installation Troubles reported within 7 Days								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**3.07**	**7.36**	22711	720		0.65	-6.57	NO	
Jun-02	**3.82**	**5.53**	20761	778		0.70	-2.43	NO	
Jul-02	**3.24**	**6.89**	22455	798		0.64	-5.72	NO	
Aug-02	**3.74**	**5.77**	24552	814		0.68	-3.01	NO	

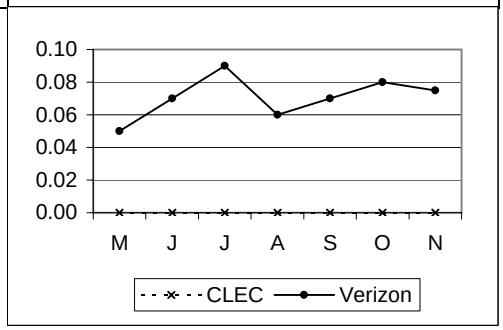


PR-6-03-2100	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**4.57**	**9.31**	22711	720		0.79	-5.98		
Jun-02	**5.08**	**6.43**	20761	778		0.80	-1.68		
Jul-02	**4.41**	**7.89**	22455	798		0.74	-4.71		
Aug-02	**5.00**	**10.07**	24552	814		0.78	-6.53		
Sep-02		**8.44**		735					
Oct-02		**9.87**		841					
Nov-02		**10.19**		746					

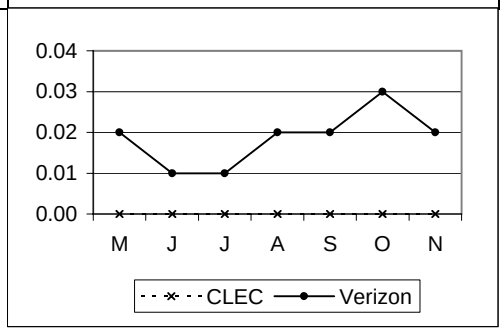


PR-8 - Open Orders in a Hold Status

PR-8-01-2100	Open Orders in a Hold Status > 30 Days								Parity with Retail
	Parity with Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.05**	**0.00**	24161	811		0.08	5000000.00	YES	
Jun-02	**0.07**	**0.00**	21714	738		0.10	5000000.00	YES	
Jul-02	**0.09**	**0.00**	23160	871		0.10	5000000.00	YES	
Aug-02	**0.06**	**0.00**	24710	840		0.09	5000000.00	YES	
Sep-02	**0.07**	**0.00**	23349	741		0.10	>5.00	YES	
Oct-02	**0.08**	**0.00**	23929	936		0.09	>5.00	YES	
Nov-02	**0.08**	**0.00**	19763	775		0.10	>5.0000	YES	



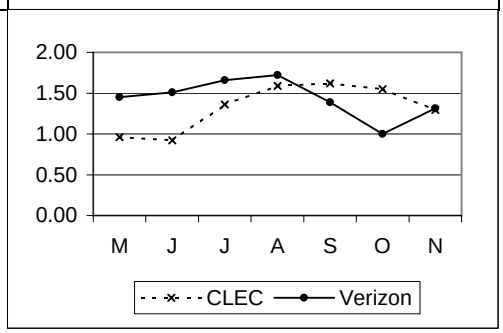
POTS - Provisioning - Total cont...									
PR-8 - Open Orders in a Hold Status cont...									
PR-8-02-2100	Open Orders in a Hold Status > 90 Days								Parity with Retail
	Parity with Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.02**	**0.00**	24161	811		0.05	5000000.00	YES	
Jun-02	**0.01**	**0.00**	21714	738		0.04	5000000.00	YES	
Jul-02	**0.01**	**0.00**	23160	871		0.03	5000000.00	YES	
Aug-02	**0.02**	**0.00**	24710	840		0.05	5000000.00	YES	
Sep-02	**0.02**	**0.00**	23349	741		0.05	>5.00	YES	
Oct-02	**0.03**	**0.00**	23929	936		0.06	>5.00	YES	
Nov-02	**0.02**	**0.00**	19763	775		0.05	>5.0000	YES	



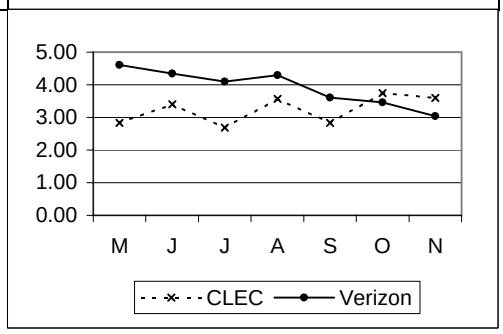
POTS - Business

PR-1 - Average Interval Offered

PR-1-01-2110	Average Interval Offered - Total No Dispatch								Parity with Retail
	Parity with Retail POTS - Business								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**1.45**	**0.96**	1991	25	6.61	1.33	0.37	YES	
Jun-02	**1.51**	**0.92**	1767	36	5.38	0.91	0.65	YES	
Jul-02	**1.66**	**1.36**	1822	28	5.00	0.95	0.32	YES	
Aug-02	**1.72**	**1.59**	1669	32	5.25	0.94	0.14	YES	
Sep-02	**1.39**	**1.62**	1494	42	5.57	0.87	-0.26	YES	
Oct-02	**1.00**	**1.55**	1573	31	1.60	0.29	-1.90	NO	
Nov-02	**1.31**	**1.29**	1268	17	3.18	0.78	0.02	YES	

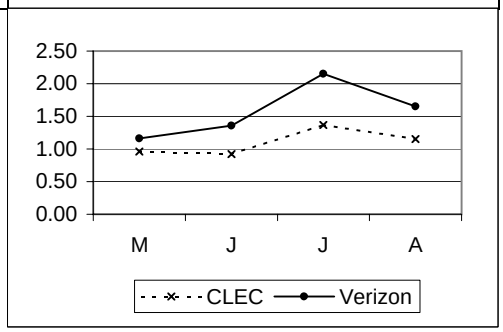


PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)								Parity with Retail
	Parity with Retail POTS - Business								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**4.61**	**2.83**	816	6	5.70	2.34	0.76	YES	
Jun-02	**4.34**	**3.40**	685	5	7.26	3.26	0.29	YES	
Jul-02	**4.10**	**2.69**	764	13	3.28	0.92	1.54	YES	
Aug-02	**4.29**	**3.57**	766	7	3.64	1.38	0.52	YES	
Sep-02	**3.61**	**2.83**	486	6	4.61	1.89	0.41	YES	
Oct-02	**3.46**	**3.75**	469	4	5.09	2.56	Not Required	YES	
Nov-02	**3.04**	**3.60**	417	5	2.33	1.05	Not Required		



PR-2 - Average Completed Interval

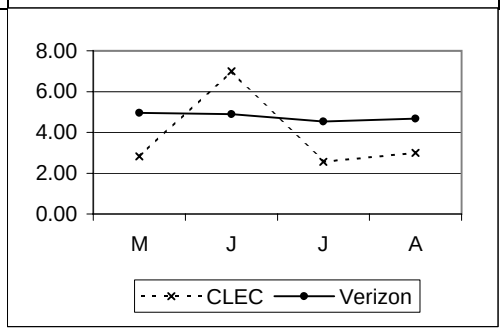
PR-2-01-2110	Average Interval Completed - Total No Dispatch								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**1.16**	**0.96**	1846	25	4.15	0.84	0.24	YES	
Jun-02	**1.36**	**0.92**	1636	36	4.94	0.83	0.53	YES	
Jul-02	**2.15**	**1.37**	1678	27	11.55	2.24	0.35	YES	
Aug-02	**1.65**	**1.15**	1525	27	6.85	1.33	0.38	YES	



POTS - Business cont...

PR-2 - Average Completed Interval cont...

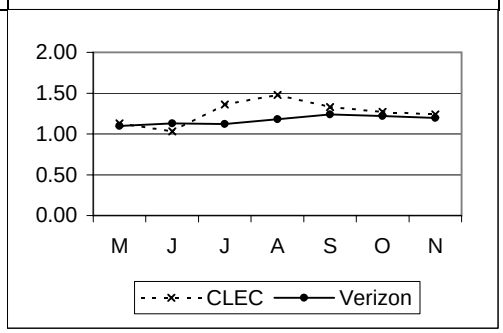
PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**4.95**	**2.83**	648	6	8.82	3.62	0.59	YES	
Jun-02	**4.90**	**7.00**	549	3	7.76	4.49	-0.47	YES	
Jul-02	**4.53**	**2.55**	619	11	4.40	1.34	1.48	YES	
Aug-02	**4.67**	**3.00**	618	4	4.96	2.49	0.67	YES	



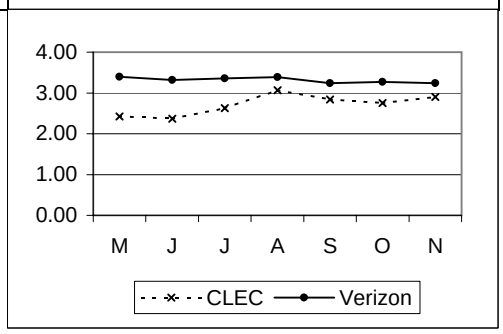
POTS - Residence

PR-1 - Average Interval Offered

PR-1-01-2120	Average Interval Offered - Total No Dispatch								Parity with Retail
	Parity with Retail POTS - Residence								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	1.10	1.13	15237	488	1.46	0.07	-0.45	YES	
Jun-02	1.13	1.03	14354	454	1.51	0.07	1.39	YES	
Jul-02	1.12	1.36	15537	475	1.66	0.08	-3.10	NO	
Aug-02	1.18	1.48	15962	452	1.41	0.07	-4.46	NO	
Sep-02	1.24	1.33	16080	388	1.73	0.09	-1.01	YES	
Oct-02	1.22	1.27	16963	614	1.58	0.06	-0.77	YES	
Nov-02	1.20	1.24	13922	440	1.45	0.07	-0.60	YES	

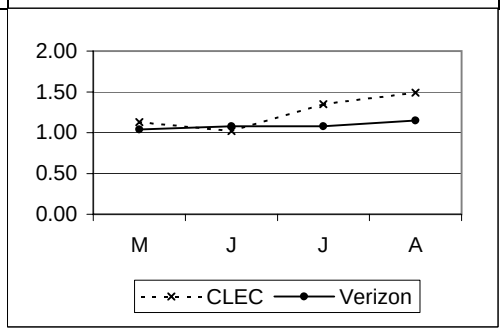


PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)								Parity with Retail
	Parity with Retail POTS - Residence								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	3.40	2.42	1764	144	1.32	0.11	8.57	YES	
Jun-02	3.32	2.37	1702	116	1.03	0.10	9.61	YES	
Jul-02	3.36	2.63	1893	176	0.89	0.07	10.41	YES	
Aug-02	3.39	3.07	2115	205	1.00	0.07	4.37	YES	
Sep-02	3.24	2.84	2048	195	0.75	0.06	7.12	YES	
Oct-02	3.27	2.75	1863	126	0.74	0.07	7.63	YES	
Nov-02	3.24	2.91	1622	127	0.83	0.08	4.34	YES	

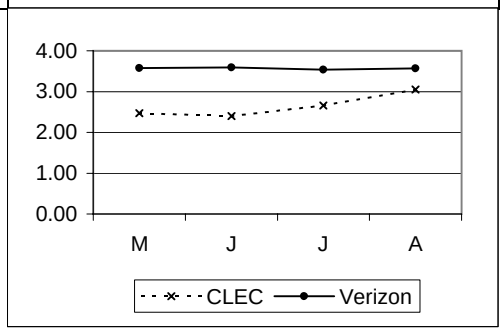


PR-2 - Average Completed Interval

PR-2-01-2120	Average Interval Completed - Total No Dispatch								Parity with Retail
	Parity with Retail POTS and Complex								
	Eliminated as of 9/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	1.04	1.13	14844	477	1.34	0.06	-1.44	YES	
Jun-02	1.08	1.02	13995	447	1.38	0.07	0.90	YES	
Jul-02	1.08	1.35	15144	471	1.50	0.07	-3.85	NO	
Aug-02	1.15	1.49	15552	440	1.59	0.08	-4.42	NO	



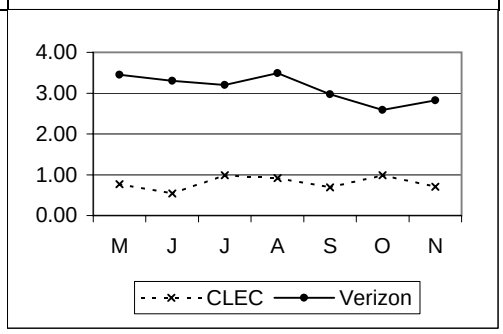
POTS - Residence cont...									
PR-2 - Average Completed Interval cont...									
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**3.58**	**2.47**	1488	135	1.87	0.17	6.60	YES	
Jun-02	**3.59**	**2.40**	1419	103	1.95	0.20	5.98	YES	
Jul-02	**3.54**	**2.66**	1553	160	1.69	0.14	6.27	YES	
Aug-02	**3.57**	**3.05**	1759	189	1.69	0.13	4.02	YES	



POTS & Complex Aggregate

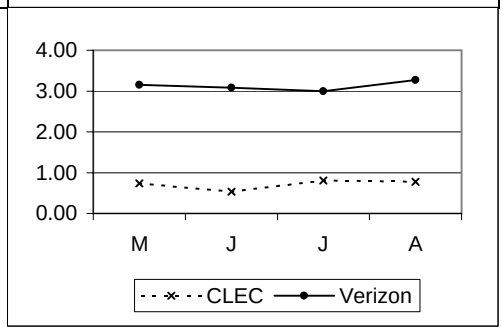
PR-1 - Average Interval Offered

PR-1-12-2103	Average Interval Offered - Disconnects								Parity with Retail
	Parity with Retail POTS and Complex								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**3.45**	**0.77**	8983	640	6.11	0.25	4.47	YES	
Jun-02	**3.30**	**0.54**	7567	657	5.79	0.24	4.77	YES	
Jul-02	**3.20**	**0.99**	9104	610	5.37	0.22	9.84	YES	
Aug-02	**3.49**	**0.92**	9323	653	5.99	0.24	10.60	YES	
Sep-02	**2.97**	**0.69**	8049	634	5.18	0.21	10.67	YES	
Oct-02	**2.59**	**0.99**	7552	540	4.69	0.21	7.66	YES	
Nov-02	**2.82**	**0.70**	6406	522	4.88	0.22	9.51	YES	



PR-2 - Average Completed Interval

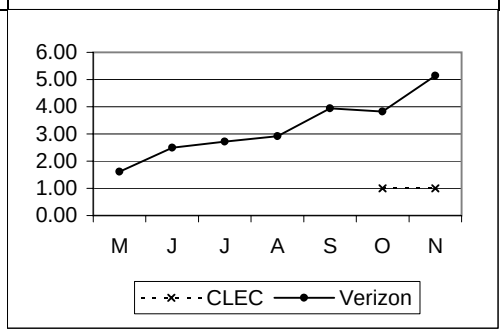
PR-2-18-2103	Average Interval Completed - Disconnects								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**3.15**	**0.74**	8410	610	5.07	0.21	11.34	YES	
Jun-02	**3.08**	**0.53**	7052	647	5.76	0.24	10.78	YES	
Jul-02	**3.00**	**0.81**	8539	588	5.27	0.22	9.75	YES	
Aug-02	**3.27**	**0.78**	8747	621	5.77	0.24	10.39	YES	



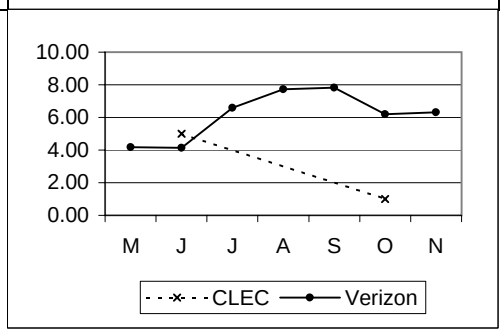
2-Wire Digital Services

PR-1 - Average Interval Offered

PR-1-01-2341	Average Interval Offered - Total No Dispatch								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**1.61**	**#N/A**	236		1.64				
Jun-02	**2.49**	**#N/A**	243		1.42				
Jul-02	**2.72**	**#N/A**	545		4.38				
Aug-02	**2.92**	**#N/A**	395		4.14				
Sep-02	**3.94**	**#N/A**	430		12.32				
Oct-02	**3.82**	**1.00**	266	1	12.03	12.05	Not Required	YES	
Nov-02	**5.14**	**1.00**	241	1	6.94	6.96	Not Required		

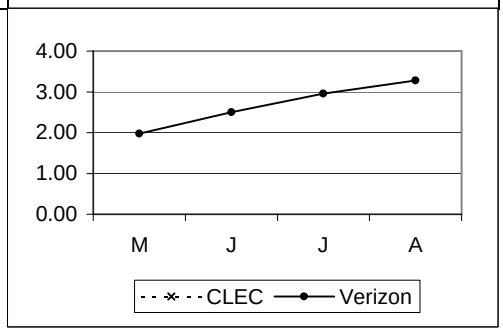


PR-1-02-2341	Average Interval Offered - Total Dispatch								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**4.18**	**#N/A**	211		1.61				
Jun-02	**4.13**	**5.00**	215	1	1.48	1.48	-0.59	YES	
Jul-02	**6.58**	**#N/A**	220		3.57				
Aug-02	**7.73**	**#N/A**	316		6.57				
Sep-02	**7.82**	**#N/A**	363		6.83				
Oct-02	**6.19**	**1.00**	224	2	2.83	2.01	Not Required	YES	
Nov-02	**6.31**	**#N/A**	158		4.27				



PR-2 - Average Completed Interval

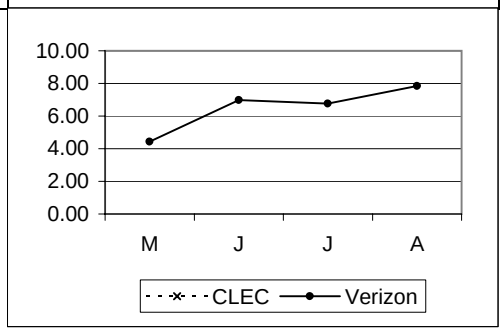
PR-2-01-2341	Average Interval Completed - Total No Dispatch								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**1.98**	**#N/A**	187		4.12				
Jun-02	**2.50**	**#N/A**	207		1.38				
Jul-02	**2.96**	**#N/A**	423		8.65				
Aug-02	**3.28**	**#N/A**	357		6.14				



2-Wire Digital Services cont...

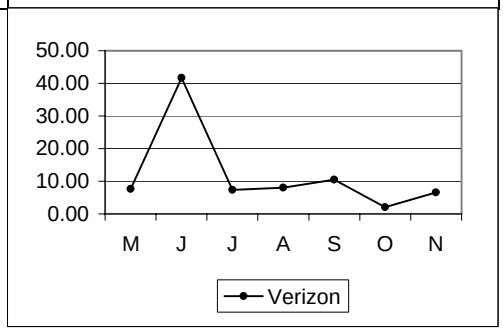
PR-2 - Average Completed Interval cont...

PR-2-02-2341	Average Interval Completed - Total Dispatch								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**4.43**	**#N/A**	184		5.64				
Jun-02	**6.98**	**#N/A**	169		19.48				
Jul-02	**6.77**	**#N/A**	162		3.66				
Aug-02	**7.84**	**#N/A**	255		6.19				

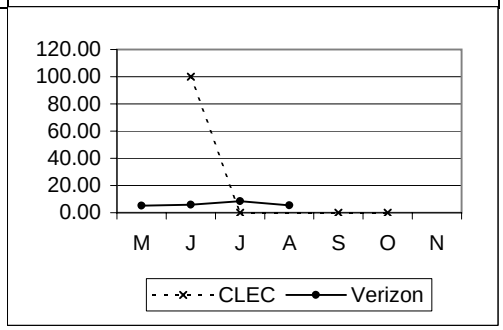


PR-4 - Missed Appointments

PR-4-02-2341	Average Delay Days - Total								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**7.64**	**#N/A**	22		17.31				
Jun-02	**41.68**	**#N/A**	31		110.08				
Jul-02	**7.32**	**#N/A**	88		45.34				
Aug-02	**8.00**	**#N/A**	47		16.29				
Sep-02	**10.49**	**#N/A**	77		26.66				
Oct-02	**2.06**	**1.00**	47	1	2.89	2.92	Not Required	YES	
Nov-02	**6.56**	**#N/A**	18		7.06				



PR-4-03-2341	% Missed Appointment - Customer								No Standard 1
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**5.18**	**#N/A**							
Jun-02	**5.95**	**100.00**							
Jul-02	**8.47**	**0.00**							
Aug-02	**5.35**	**#N/A**							
Sep-02		**0.00**		2					
Oct-02		**0.00**		3					
Nov-02		**#N/A**							



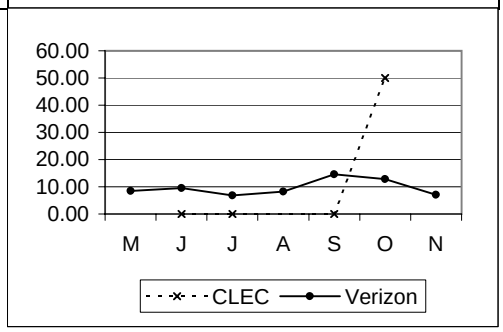
2-Wire Digital Services cont...

PR-4 - Missed Appointments cont...

PR-4-04-2341 | **% Missed Appointment - Verizon - Dispatch** | **Parity with Retail**

Parity with Retail ISDN (2 Wire Digital)

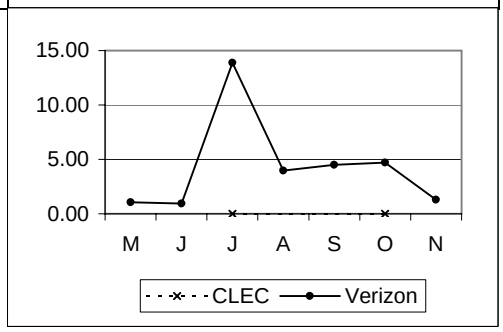
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	8.44	#N/A	237					
Jun-02	9.56	0.00	293	1		29.45	5000000.00	YES
Jul-02	6.88	0.00	218	1		25.37	5000000.00	YES
Aug-02	8.23	#N/A	328					
Sep-02	14.55	0.00	378	2		25.00	SS	
Oct-02	12.77	50.00	282	2		23.68	SS	
Nov-02	7.10	#N/A	169					



PR-4-05-2341 | **% Missed Appointment - Verizon - No Dispatch** | **Parity with Retail**

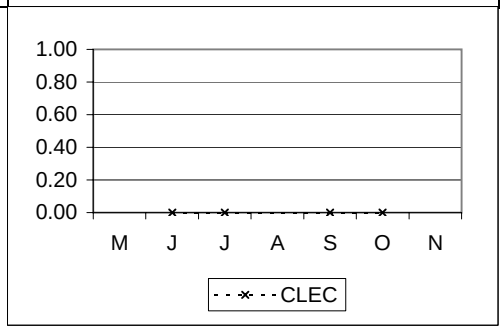
Parity with Retail ISDN (2 Wire Digital)

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	1.06	#N/A	188					
Jun-02	0.95	#N/A	210					
Jul-02	13.88	0.00	526	1		34.61	5000000.00	YES
Aug-02	3.98	#N/A	377					
Sep-02	4.49	#N/A	401					
Oct-02	4.72	0.00	233	1		21.25	SS	
Nov-02	1.28	#N/A	234					



PR-4-08-2341 | **% Missed Appt. - Customer - Late Order Conf.** | **No Standard 1**

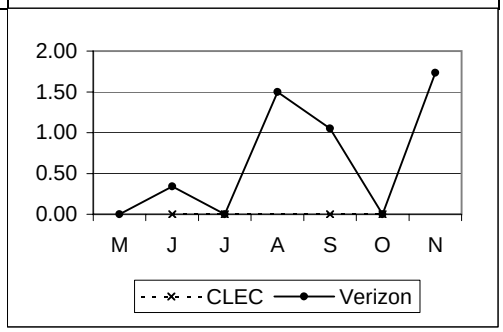
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02		#N/A						
Jun-02		0.00		1				
Jul-02		0.00		2				
Aug-02		#N/A						
Sep-02		0.00		2				
Oct-02		0.00		3				
Nov-02		#N/A						



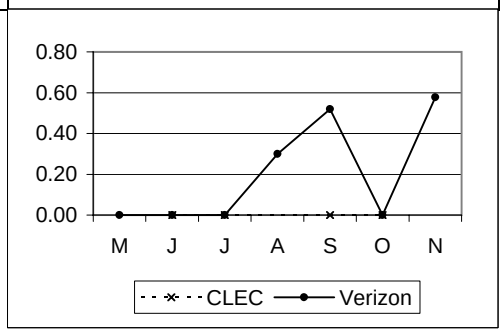
2-Wire Digital Services cont...

PR-5 - Facility Missed Orders

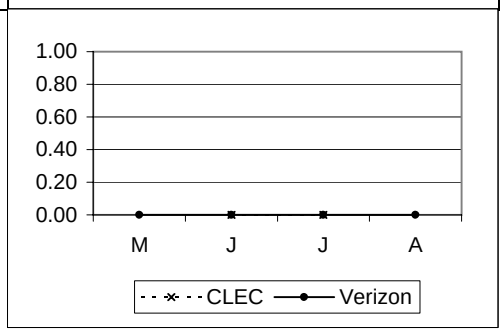
PR-5-01-2341	% Missed Appointment - Verizon - Facilities							Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	0.00	#N/A	237					
Jun-02	0.34	0.00	294	1		5.83	5000000.00	YES
Jul-02	0.00	0.00	218	1		0.00	0.00	YES
Aug-02	1.50	#N/A	333					
Sep-02	1.05	0.00	382	2		7.23	SS	
Oct-02	0.00	0.00	282	2		0.00	SS	
Nov-02	1.73	#N/A	173					



PR-5-02-2341	% Orders Held for Facilities > 15 Days							Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	0.00	#N/A	237					
Jun-02	0.00	0.00	294	1		0.00	0.00	YES
Jul-02	0.00	0.00	218	1		0.00	0.00	YES
Aug-02	0.30	#N/A	333					
Sep-02	0.52	0.00	382	2		5.10	SS	
Oct-02	0.00	0.00	282	2		0.00	SS	
Nov-02	0.58	#N/A	173					



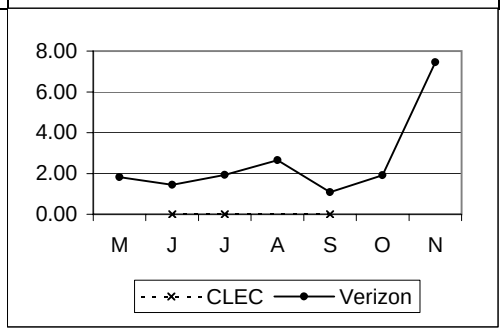
PR-5-03-2341	% Orders Held for Facilities > 60 Days							Parity with Retail
	Eliminated as of 9/2002							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	0.00	#N/A	237					
Jun-02	0.00	0.00	294	1		0.00	0.00	YES
Jul-02	0.00	0.00	218	1		0.00	0.00	YES
Aug-02	0.00	#N/A	333					



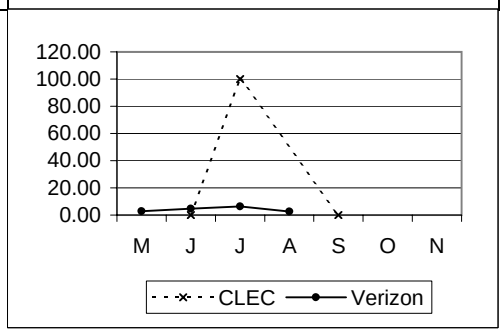
2-Wire Digital Services cont...

PR-6 - Installation Quality

PR-6-01-2341	% Install. Troubles Reported within 30 Days								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	1.83	#N/A	219						
Jun-02	1.45	0.00	276	1		11.97	5000000.00	YES	
Jul-02	1.92	0.00	208	1		13.77	5000000.00	YES	
Aug-02	2.66	#N/A	301						
Sep-02	1.08	0.00	369	2		7.34	SS		
Oct-02	1.91	#N/A	262						
Nov-02	7.45	#N/A	161						

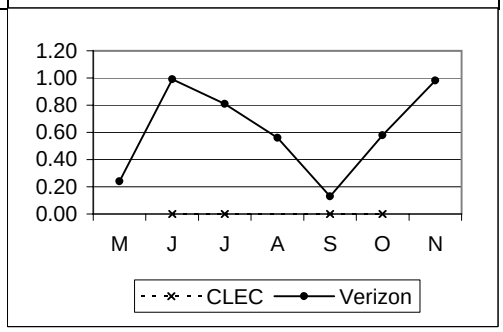


PR-6-03-2341	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE								No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	2.74	#N/A	219						
Jun-02	4.71	0.00	276	1		21.22	0.22		
Jul-02	6.25	100.00	208	1		24.26	-3.86		
Aug-02	2.66	#N/A	301						
Sep-02		0.00		2					
Oct-02		#N/A							
Nov-02		#N/A							

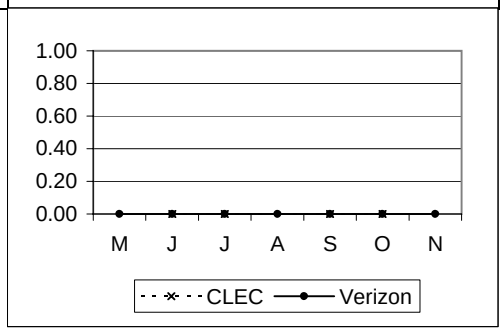


PR-8 - Open Orders in a Hold Status

PR-8-01-2341	Open Orders in a Hold Status > 30 Days								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	0.24	#N/A	425						
Jun-02	0.99	0.00	504	1		9.91	5000000.00	YES	
Jul-02	0.81	0.00	744	2		6.35	5000000.00	YES	
Aug-02	0.56	#N/A	710						
Sep-02	0.13	0.00	783	2		2.55	SS		
Oct-02	0.58	0.00	515	3		4.40	SS		
Nov-02	0.98	#N/A	407						



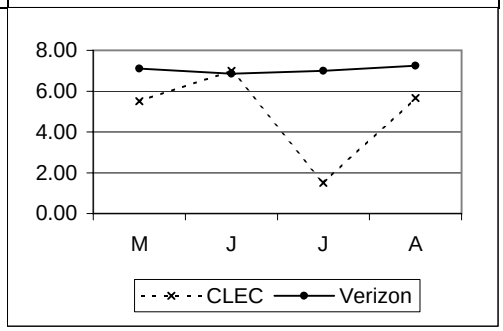
2-Wire Digital Services cont...									
PR-8 - Open Orders in a Hold Status cont...									
PR-8-02-2341	Open Orders in a Hold Status > 90 Days								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**#N/A**	425						
Jun-02	**0.00**	**0.00**	504	1		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	744	2		0.00	0.00	YES	
Aug-02	**0.00**	**#N/A**	710						
Sep-02	**0.00**	**0.00**	783	2		0.00	SS		
Oct-02	**0.00**	**0.00**	515	3		0.00	SS		
Nov-02	**0.00**	**#N/A**	407						



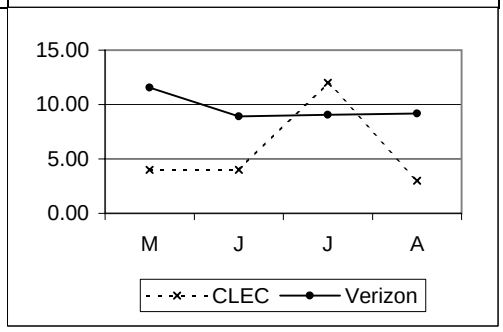
Special Services - Provisioning

PR-1 - Average Interval Offered

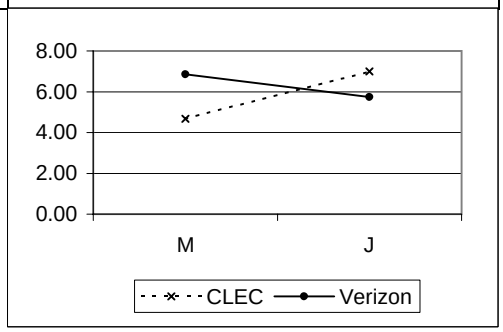
PR-1-01-2200	Average Interval Offered - Total No Dispatch								Parity with Retail
	Eliminated as of 9/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	7.10	5.50	205	2	7.70	5.47	0.29	YES	
Jun-02	6.86	7.00	211	5	10.38	4.70	-0.03	YES	
Jul-02	6.99	1.50	338	4	10.82	5.44	1.01	YES	
Aug-02	7.25	5.67	262	9	9.26	3.14	0.50	YES	



PR-1-02-2200	Average Interval Offered - Total Dispatch								Parity with Retail
	Eliminated as of 9/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	11.57	4.00	312	2	13.45	9.54	0.79	YES	
Jun-02	8.90	4.00	242	1	8.52	8.54	0.57	YES	
Jul-02	9.06	12.00	230	2	8.12	5.77	-0.51	YES	
Aug-02	9.19	3.00	277	5	7.83	3.53	1.75	YES	



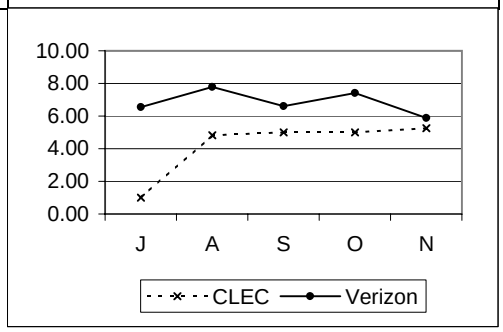
PR-1-06-2200	Average Interval Offered - DS0								Parity with Retail
	Effective 07/2002: results being reported under PR-1-06-2210								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	6.85	4.67	287	3	5.75	3.34	0.65	YES	
Jun-02	5.74	7.00	269	5	4.16	1.88	-0.67	YES	



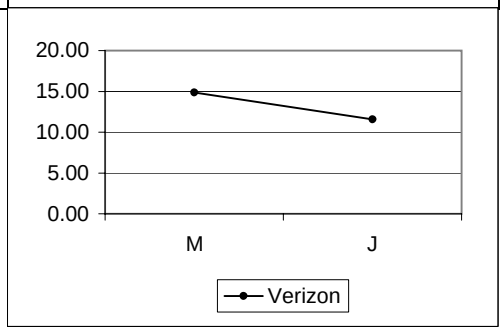
Special Services - Provisioning cont...

PR-1 - Average Interval Offered cont...

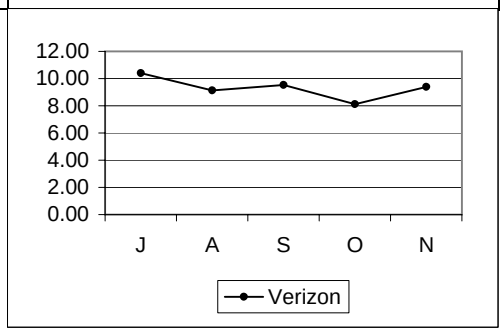
PR-1-06-2210	Average Interval Offered - DS0								Parity with Retail
	Parity with Retail DS0								
	Effective 07/2002: results previously reported under PR-1-06-2200								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jul-02	**6.54**	**1.00**	364	2	5.12	3.63	1.53	YES	
Aug-02	**7.78**	**4.83**	344	6	8.21	3.38	0.87	YES	
Sep-02	**6.60**	**5.00**	256	1	8.81	8.83	Not Required	YES	
Oct-02	**7.42**	**5.00**	255	5	10.77	4.86	Not Required	YES	
Nov-02	**5.88**	**5.25**	196	4	3.29	1.66	Not Required		



PR-1-07-2200	Average Interval Offered - DS1								Parity with Retail
	Effective 07/2002: results being reported under PR-1-07-2211								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**14.87**	**#N/A**	176		16.91				
Jun-02	**11.56**	**#N/A**	140		14.09				



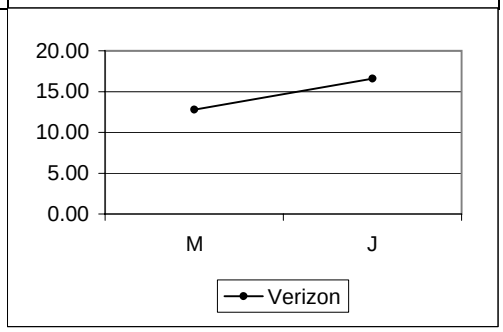
PR-1-07-2211	Average Interval Offered - DS1								Parity with Retail
	Parity with Retail DS1								
	Effective 07/2002: results previously reported under PR-1-07-2200								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jul-02	**10.40**	**#N/A**	174		15.32				
Aug-02	**9.12**	**#N/A**	155		7.35				
Sep-02	**9.54**	**#N/A**	312		9.57				
Oct-02	**8.12**	**#N/A**	155		5.16				
Nov-02	**9.40**	**#N/A**	101		6.31				



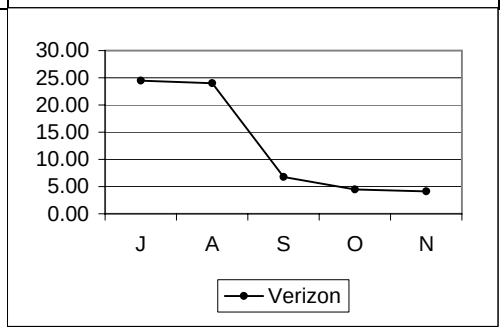
Special Services - Provisioning cont...

PR-1 - Average Interval Offered cont...

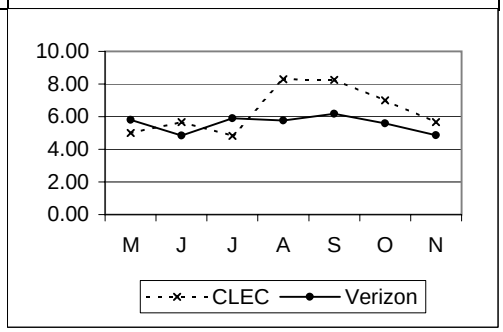
PR-1-08-2200	Average Interval Offered - DS3								Parity with Retail
	Effective 07/2002: results being reported under PR-1-08-2213								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**12.80**	**#N/A**	25		8.71				
Jun-02	**16.57**	**#N/A**	21		12.19				



PR-1-08-2213	Average Interval Offered - DS3								Parity with Retail
	Parity with Retail DS3								
	Effective 07/2002: results previously reported under PR-1-08-2200								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jul-02	**24.50**	**#N/A**	4		19.28				
Aug-02	**24.00**	**#N/A**	11		21.04				
Sep-02	**6.75**	**#N/A**	106		9.26				
Oct-02	**4.47**	**#N/A**	49		7.59				
Nov-02	**4.13**	**#N/A**	45		5.97				



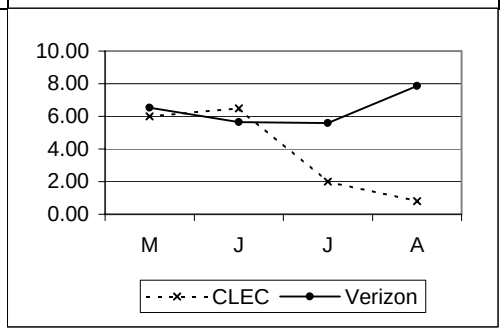
PR-1-12-2200	Average Interval Offered - Disconnects								Parity with Retail
	Parity with Retail Specials - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**5.80**	**5.00**	295	2	10.23	7.26	5000000.00	YES	
Jun-02	**4.84**	**5.67**	231	3	3.75	2.18	5000000.00	YES	
Jul-02	**5.90**	**4.83**	300	6	8.45	3.48	5000000.00	YES	
Aug-02	**5.77**	**8.30**	281	10	7.33	2.36	-0.11	YES	
Sep-02	**6.18**	**8.25**	413	4	4.89	2.46	Not Required	YES	
Oct-02	**5.59**	**7.00**	320	2	5.09	3.61	Not Required	YES	
Nov-02	**4.87**	**5.67**	329	3	3.68	2.14	Not Required		



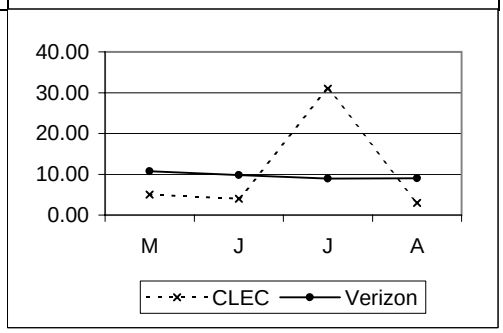
Special Services - Provisioning cont...

PR-2 - Average Completed Interval

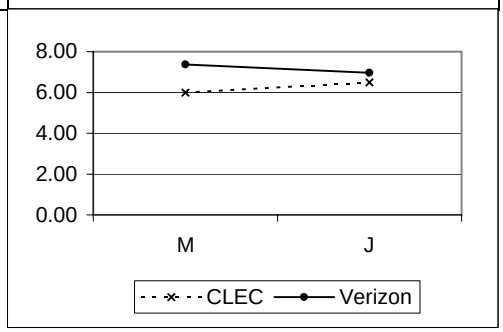
PR-2-01-2200	Average Interval Completed - Total No Dispatch								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**6.53**	**6.00**	133	2	12.11	8.63	0.06	YES	
Jun-02	**5.64**	**6.50**	131	4	8.05	4.09	-0.21	YES	
Jul-02	**5.58**	**2.00**	154	3	4.88	2.84	1.26	YES	
Aug-02	**7.87**	**0.80**	163	5	11.50	5.22	1.35	YES	



PR-2-02-2200	Average Interval Completed - Total Dispatch								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**10.75**	**5.00**	204	1	11.97	12.00	0.48	YES	
Jun-02	**9.78**	**4.00**	147	1	12.51	12.55	0.46	YES	
Jul-02	**8.93**	**31.00**	150	1	7.92	7.95	-2.78	SSST	
Aug-02	**9.05**	**3.00**	168	3	7.19	4.19	1.44	YES	



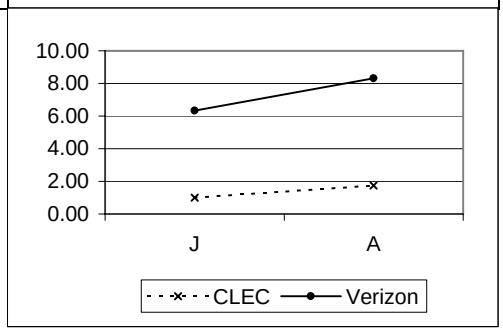
PR-2-06-2200	Average Interval Completed - DS0								Parity with Retail
	Effective 07/2002: results being reported under PR-2-06-2210								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**7.37**	**6.00**	188	2	11.40	8.10	0.17	YES	
Jun-02	**6.97**	**6.50**	191	4	10.03	5.07	0.09	YES	



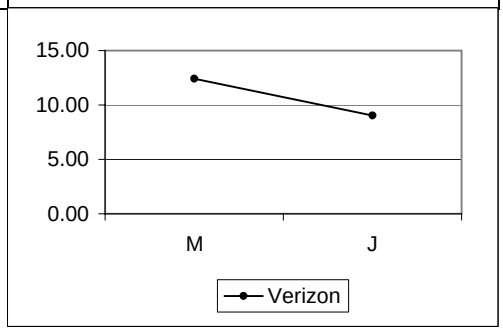
Special Services - Provisioning cont...

PR-2 - Average Completed Interval cont...

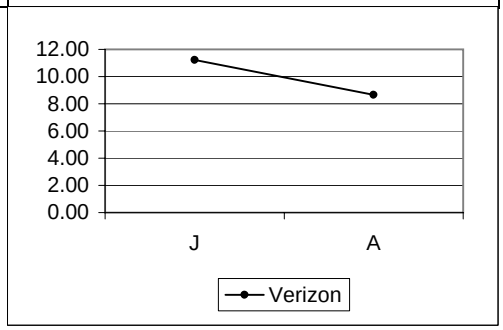
PR-2-06-2210	Average Interval Completed - DS0								Parity with Retail
	Parity with Retail DS0								
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jul-02	**6.34**	**1.00**	228	2	5.14	3.65	1.46	YES	
Aug-02	**8.32**	**1.75**	218	4	10.06	5.08	1.29	YES	



PR-2-07-2200	Average Interval Completed - DS1								Parity with Retail
	Effective 07/2002: results being reported under PR-2-07-2211								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**12.40**	**#N/A**	121		13.31				
Jun-02	**9.03**	**#N/A**	72		8.08				



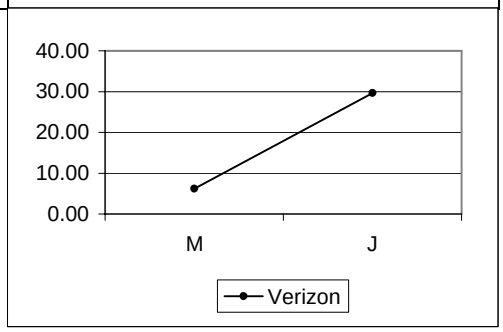
PR-2-07-2211	Average Interval Completed - DS1								Parity with Retail
	Parity with Retail DS1								
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jul-02	**11.22**	**#N/A**	60		10.35				
Aug-02	**8.67**	**#N/A**	92		6.35				



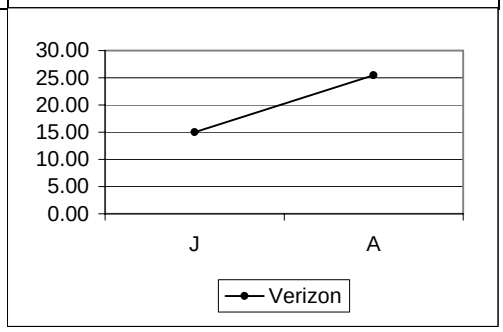
Special Services - Provisioning cont...

PR-2 - Average Completed Interval cont...

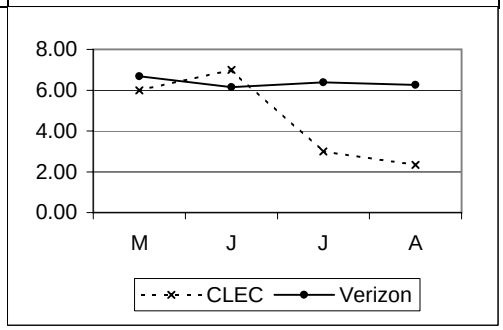
PR-2-08-2200	Average Interval Completed - DS3								Parity with Retail
	Effective 07/2002: results being reported under PR-2-08-2213								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	6.22	#N/A	9		4.99				
Jun-02	29.67	#N/A	3		27.15				



PR-2-08-2213	Average Interval Completed - DS3								Parity with Retail
	Parity with Retail DS3								
	Eliminated as of 9/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Jul-02	15.00	#N/A	1		0.00				
Aug-02	25.50	#N/A	4		21.99				



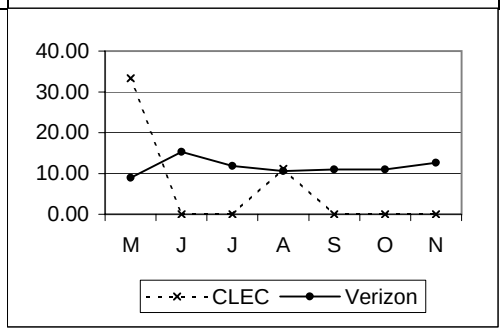
PR-2-18-2200	Average Interval Completed - Disconnects								Parity with Retail
	Eliminated as of 9/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	6.68	6.00	212	1	16.52	16.56	0.04	YES	
Jun-02	6.15	7.00	171	1	11.51	11.54	-0.07	YES	
Jul-02	6.39	3.00	218	2	7.42	5.27	0.64	YES	
Aug-02	6.26	2.33	199	3	9.29	5.40	0.73	YES	



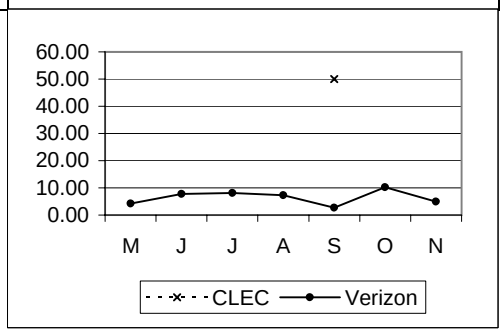
Special Services - Provisioning cont...

PR-4 - Missed Appointments

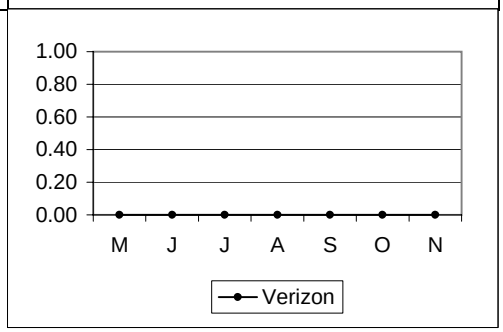
PR-4-01-2210	% Missed Appointment - Verizon - DS0							Parity with Retail
	Parity with Retail DS0							
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
May-02	**8.96**	**33.33**	279	3		16.58	-0.67	YES
Jun-02	**15.30**	**0.00**	281	6		14.85	5000000.00	YES
Jul-02	**11.84**	**0.00**	321	3		18.74	5000000.00	YES
Aug-02	**10.62**	**11.11**	339	9		10.41	0.36	YES
Sep-02	**10.98**	**0.00**	264	2		22.19	SS	
Oct-02	**10.96**	**0.00**	301	4		15.72	SS	
Nov-02	**12.63**	**0.00**	190	5		15.05	SS	



PR-4-01-2211	% Missed Appointment - Verizon - DS1							Parity with Retail
	Parity with Retail DS1							
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
May-02	**4.19**	**#N/A**	167					
Jun-02	**7.75**	**#N/A**	129					
Jul-02	**8.13**	**#N/A**	160					
Aug-02	**7.33**	**#N/A**	150					
Sep-02	**2.76**	**50.00**	290	2		11.62	SS	
Oct-02	**10.24**	**#N/A**	166					
Nov-02	**4.95**	**#N/A**	101					



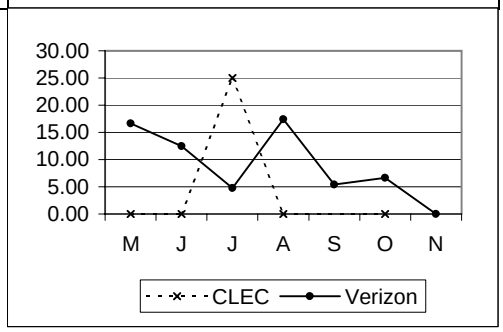
PR-4-01-2213	% Missed Appointment - Verizon - DS3							Parity with Retail
	Parity with Retail DS3							
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
May-02	**0.00**	**#N/A**	62					
Jun-02	**0.00**	**#N/A**	41					
Jul-02	**0.00**	**#N/A**	33					
Aug-02	**0.00**	**#N/A**	18					
Sep-02	**0.00**	**#N/A**	114					
Oct-02	**0.00**	**#N/A**	45					
Nov-02	**0.00**	**#N/A**	48					



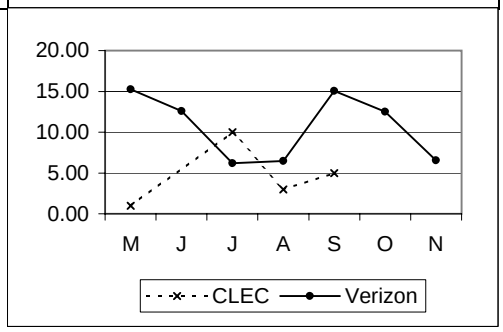
Special Services - Provisioning cont...

PR-4 - Missed Appointments cont...

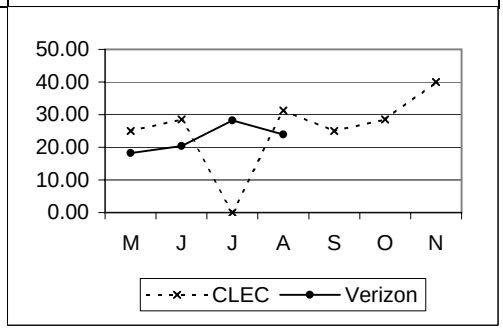
PR-4-01-2214	% Missed Appointment - Verizon - Special Other								Parity with Retail
	Parity with Retail Specials - Other								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**16.67**	**0.00**	30	1		37.89	5000000.00	YES	
Jun-02	**12.50**	**0.00**	24	1		33.75	5000000.00	YES	
Jul-02	**4.76**	**25.00**	21	4		11.62	-0.52	YES	
Aug-02	**17.39**	**0.00**	23	7		16.36	5000000.00	YES	
Sep-02	**5.41**	**#N/A**	37						
Oct-02	**6.67**	**0.00**	30	3		15.11	SS		
Nov-02	**0.00**	**#N/A**	26						



PR-4-02-2200	Average Delay Days - Total								Parity with Retail
	Parity with Retail Specials - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**15.27**	**1.00**	37	1	30.57	30.98	0.46	YES	
Jun-02	**12.59**	**#N/A**	56		27.59				
Jul-02	**6.21**	**10.00**	52	1	10.47	10.57	-0.36	YES	
Aug-02	**6.47**	**3.00**	51	1	9.67	9.76	0.36	YES	
Sep-02	**15.05**	**5.00**	39	1	33.59	34.02	Not Required	YES	
Oct-02	**12.52**	**#N/A**	52		17.23				
Nov-02	**6.55**	**#N/A**	29		9.75				



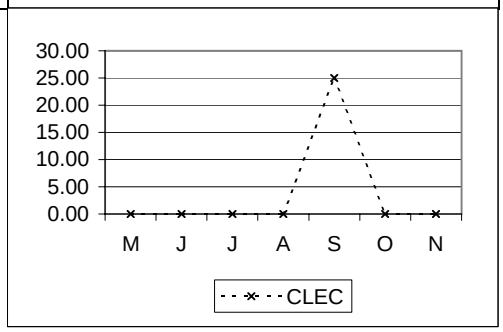
PR-4-03-2200	% Missed Appointment - Customer								No Standard 1
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**18.22**	**25.00**							
Jun-02	**20.42**	**28.57**							
Jul-02	**28.22**	**0.00**							
Aug-02	**23.96**	**31.25**							
Sep-02		**25.00**		4					
Oct-02		**28.57**		7					
Nov-02		**40.00**		5					



Special Services - Provisioning cont...

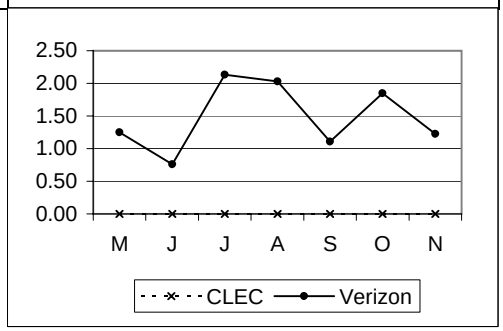
PR-4 - Missed Appointments cont...

PR-4-08-2200	% Missed Appt. - Customer - Due to Late Order Conf.								No Standard 1
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**0.00**		4					
Jun-02		**0.00**		7					
Jul-02		**0.00**		7					
Aug-02		**0.00**		16					
Sep-02		**25.00**		4					
Oct-02		**0.00**		7					
Nov-02		**0.00**		5					

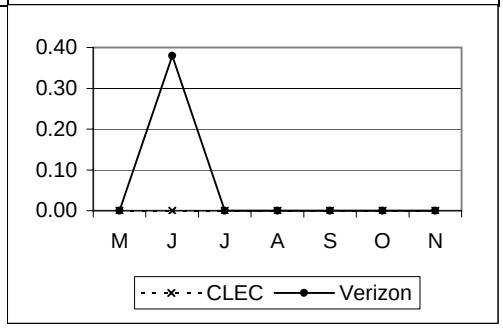


PR-5 - Facility Missed Orders

PR-5-01-2200	% Missed Appointment - Verizon - Facilities								Parity with Retail
	Parity with Retail Specials - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**1.25**	**0.00**	321	2		7.88	5000000.00	YES	
Jun-02	**0.76**	**0.00**	263	1		8.70	5000000.00	YES	
Jul-02	**2.13**	**0.00**	235	3		8.39	5000000.00	YES	
Aug-02	**2.03**	**0.00**	296	5		6.36	5000000.00	YES	
Sep-02	**1.11**	**0.00**	270	2		7.44	SS		
Oct-02	**1.85**	**0.00**	216	4		6.80	SS		
Nov-02	**1.23**	**0.00**	163	2		7.83	SS		



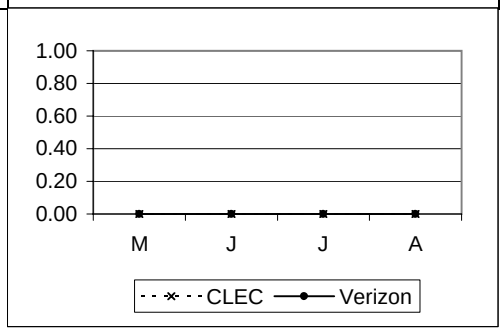
PR-5-02-2200	% Orders Held for Facilities > 15 Days								Parity with Retail
	Parity with Retail Specials - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	321	2		0.00	0.00	YES	
Jun-02	**0.38**	**0.00**	263	1		6.16	5000000.00	YES	
Jul-02	**0.00**	**0.00**	235	3		0.00	0.00	YES	
Aug-02	**0.00**	**0.00**	296	5		0.00	0.00	YES	
Sep-02	**0.00**	**0.00**	270	2		0.00	SS		
Oct-02	**0.00**	**0.00**	216	4		0.00	SS		
Nov-02	**0.00**	**0.00**	163	2		0.00	SS		



Special Services - Provisioning cont...

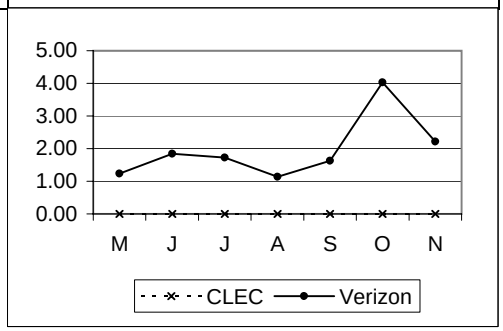
PR-5 - Facility Missed Orders cont...

PR-5-03-2200	% Orders Held for Facilities > 60 Days								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	321	2		0.00	0.00	YES	
Jun-02	**0.00**	**0.00**	263	1		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	235	3		0.00	0.00	YES	
Aug-02	**0.00**	**0.00**	296	5		0.00	0.00	YES	

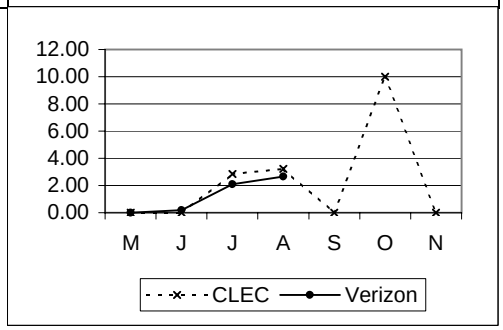


PR-6 - Installation Quality

PR-6-01-2200	% Installation Troubles reported within 30 Days								Parity with Retail
	Parity with Retail Specials - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**1.23**	**0.00**	975	28		2.11	5000000.00	YES	
Jun-02	**1.84**	**0.00**	1033	79		1.57	5000000.00	YES	
Jul-02	**1.73**	**0.00**	811	35		2.25	5000000.00	YES	
Aug-02	**1.14**	**0.00**	1055	31		1.93	5000000.00	YES	
Sep-02	**1.63**	**0.00**	1168	20		2.85	>5.00	YES	
Oct-02	**4.03**	**0.00**	595	10		6.27	>5.00	YES	
Nov-02	**2.21**	**0.00**	588	24		3.06	>5.0000	YES	



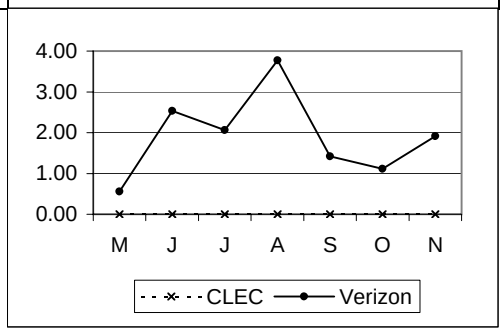
PR-6-03-2200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	975	28		0.00			
Jun-02	**0.19**	**0.00**	1033	79		0.51	0.38		
Jul-02	**2.10**	**2.86**	811	35		2.47	-0.31		
Aug-02	**2.65**	**3.23**	1055	31		2.93	-0.20		
Sep-02		**0.00**		20					
Oct-02		**10.00**		10					
Nov-02		**0.00**		24					



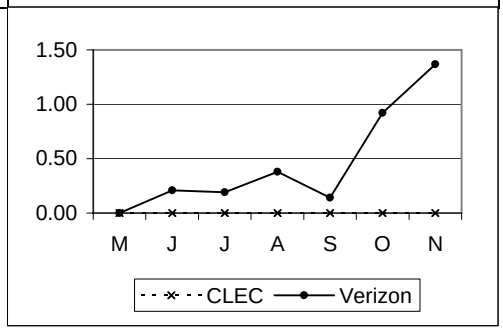
Special Services - Provisioning cont...

PR-8 - Open Orders in a Hold Status

PR-8-01-2200	Open Orders in a Hold Status > 30 Days								Parity with Retail
	Parity with Retail Specials - Total								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	0.56	0.00	538	4		3.75	5000000.00	YES	
Jun-02	2.53	0.00	475	7		5.98	5000000.00	YES	
Jul-02	2.06	0.00	535	7		5.40	5000000.00	YES	
Aug-02	3.77	0.00	530	16		4.83	5000000.00	YES	
Sep-02	1.42	0.00	705	4		5.93	SS		
Oct-02	1.11	0.00	542	7		3.99	>5.00	YES	
Nov-02	1.92	0.00	365	5		6.17	SS		



PR-8-02-2200	Open Orders in a Hold Status > 90 Days								Parity with Retail
	Parity with Retail Specials - Total								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	0.00	0.00	538	4		0.00	0.00	YES	
Jun-02	0.21	0.00	475	7		1.74	5000000.00	YES	
Jul-02	0.19	0.00	535	7		1.66	5000000.00	YES	
Aug-02	0.38	0.00	530	16		1.56	5000000.00	YES	
Sep-02	0.14	0.00	705	4		1.87	SS		
Oct-02	0.92	0.00	542	7		3.63	>5.00	YES	
Nov-02	1.37	0.00	365	5		5.23	SS		



Legend

*	= Verizon South (PA, NJ, DE, MD, DC, VA, WV)
**	= Verizon East (CT, MA, ME, NH, NY, RI, VT, PA, DE, NJ, DC, VA, WV)
***	= DC Only
****	= DC, MD, VA, WV
*****	= Resale/UNE East Combined Measurement
******	= DC, DE, MD, PA, VA, WV, combined data
UD	= Performance metric is under development
NA	= No Activity
NEF	= No Existing Functionality
TBD	= Performance metric is to be determined
R3	= Run 3 times per year
95% Cmp. w/in Window	= Standard for Cut-Over Window
	= 1 to 9 lines: 1 hour
	= 10 to 49 lines: 2 hours
	= 50 to 99 lines: 3 hours
	= 100 to 199 lines: 4 hours
	= 200 plus lines: 8 hours
EEL	= 1-9 Loops, 15 Days
	10+ Negotiated
	No Facilities, ECCD+15 Days
	Disconnects, 2 Days
IOF	= Facilities Check 72 Hours
	Facilities Available (Quantity 1-8) 15 Days
	Facilities Available (Quantity > 8), Negotiated

Verizon - DC

Carrier to Carrier Performance Standards and Reports Summary May 2002 - November 2002

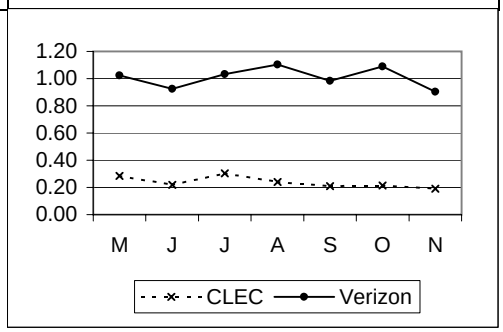
CLEC Aggregate Performance

Resale (Maintenance) - POTS/Special Services

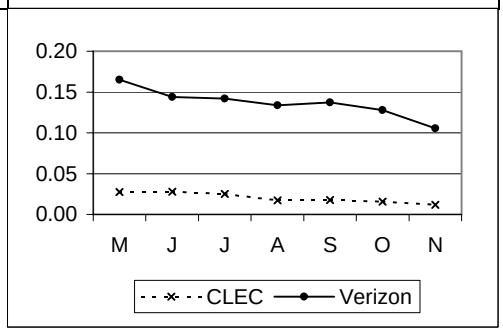
POTS - Maintenance

MR-2 - Trouble Report Rate

MR-2-02-2100	Network Trouble Report Rate - Loop								Parity with Retail
	Parity with Retail POTS Total (Residence and Business)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**1.02**	**0.29**	558851	75987		0.04	18.94	YES	
Jun-02	**0.93**	**0.22**	555168	75236		0.04	18.98	YES	
Jul-02	**1.03**	**0.30**	551009	75318		0.04	18.59	YES	
Aug-02	**1.10**	**0.24**	545721	74910		0.04	21.22	YES	
Sep-02	**0.98**	**0.21**	541195	74237		0.04	>5.00	YES	
Oct-02	**1.09**	**0.21**	535957	75543		0.04	>5.00	YES	
Nov-02	**0.90**	**0.19**	531374	75292		0.04	>5.0000	YES	



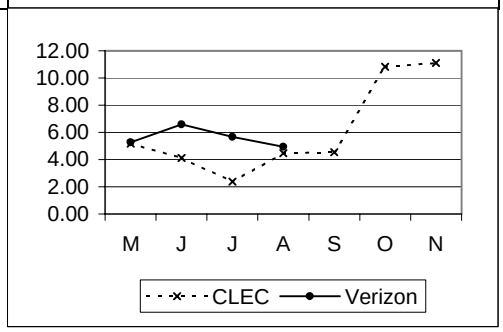
MR-2-03-2100	Network Trouble Report Rate - Central Office								Parity with Retail
	Parity with Retail POTS Total (Residence and Business)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.16**	**0.03**	558851	75987		0.02	8.75	YES	
Jun-02	**0.14**	**0.03**	555168	75236		0.01	7.88	YES	
Jul-02	**0.14**	**0.03**	551009	75318		0.01	7.98	YES	
Aug-02	**0.13**	**0.02**	545721	74910		0.01	8.17	YES	
Sep-02	**0.14**	**0.02**	541195	74237		0.01	>5.00	YES	
Oct-02	**0.13**	**0.02**	535957	75543		0.01	>5.00	YES	
Nov-02	**0.11**	**0.01**	531374	75292		0.01	>5.0000	YES	



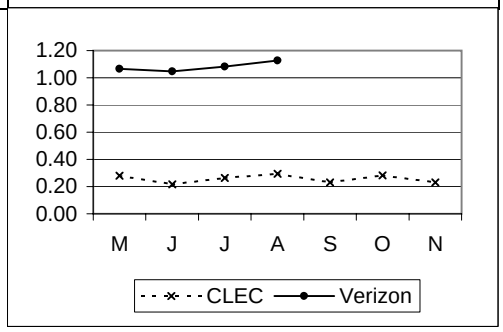
POTS - Maintenance cont...

MR-2 - Trouble Report Rate cont...

MR-2-04-2100	% Subsequent Reports								Assessed I/C/W MRAs
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**5.27**	**5.18**							
Jun-02	**6.59**	**4.12**							
Jul-02	**5.68**	**2.37**							
Aug-02	**4.94**	**4.46**							
Sep-02		**4.55**		176					
Oct-02		**10.83**		194					
Nov-02		**11.11**		171					

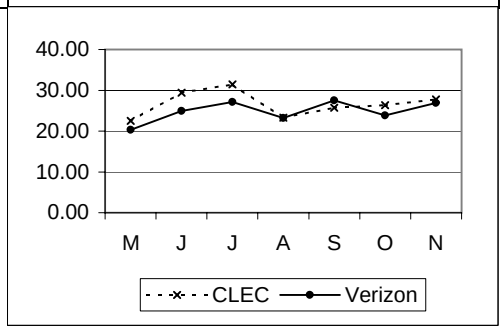


MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**1.07**	**0.28**	558851	75987		0.04	19.78		
Jun-02	**1.05**	**0.22**	555168	75236		0.04	21.03		
Jul-02	**1.08**	**0.26**	551009	75318		0.04	20.39		
Aug-02	**1.13**	**0.29**	545721	74910		0.04	20.26		
Sep-02		**0.23**		74237					
Oct-02		**0.28**		75543					
Nov-02		**0.23**		75292					



MR-3 - Missed Repair Appointments

MR-3-01-2110	% Missed Repair Appointment - Loop Bus.								Parity with Retail
	Parity with Retail POTS - Business								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**20.28**	**22.50**	853	40		6.50	-0.34	YES	
Jun-02	**24.97**	**29.41**	801	17		10.61	-0.18	YES	
Jul-02	**27.13**	**31.43**	785	35		7.68	-0.56	YES	
Aug-02	**23.19**	**23.33**	923	30		7.83	-0.02	YES	
Sep-02	**27.55**	**25.71**	766	35		7.72	0.41	YES	
Oct-02	**23.83**	**26.32**	873	19		9.88	-0.03	YES	
Nov-02	**26.94**	**27.78**	657	18		10.60	0.15	YES	



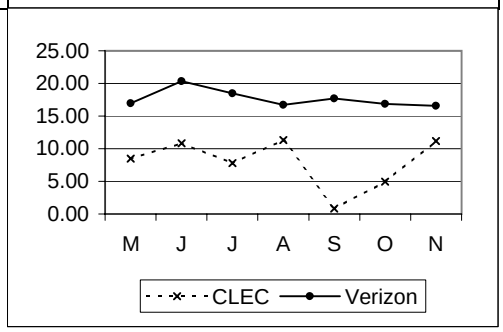
POTS - Maintenance cont...

MR-3 - Missed Repair Appointments cont...

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

Parity with Retail POTS - Residence

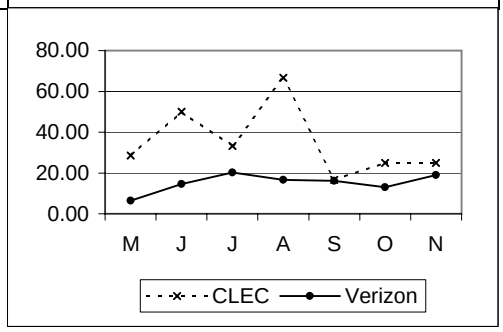
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	16.97	8.47	4831	177		2.87	2.96	YES
Jun-02	20.35	10.81	4305	148		3.37	2.83	YES
Jul-02	18.50	7.77	4875	193		2.85	3.77	YES
Aug-02	16.72	11.33	5066	150		3.09	1.74	YES
Sep-02	17.70	0.83	4532	120		3.53	>5.00	YES
Oct-02	16.87	4.93	4938	142		3.19	4.43	YES
Nov-02	16.56	11.20	4113	125		3.37	1.78	YES



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

Parity with Retail POTS - Business

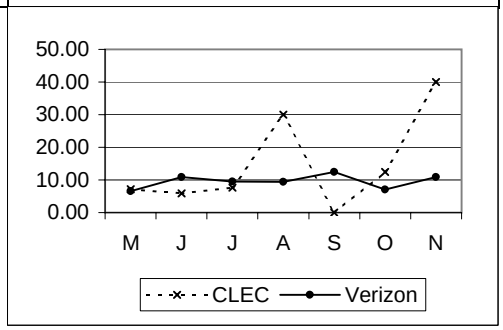
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	6.42	28.57	218	7		9.41	-1.40	YES
Jun-02	14.52	50.00	186	4		17.80	-1.22	YES
Jul-02	20.23	33.33	173	6		16.68	-0.35	YES
Aug-02	16.67	66.67	186	3		21.69	-1.41	YES
Sep-02	16.16	16.67	198	6		15.25	0.41	YES
Oct-02	12.99	25.00	177	4		17.00	SS	
Nov-02	18.90	25.00	164	4		19.81	SS	



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

Parity with Retail POTS - Residence

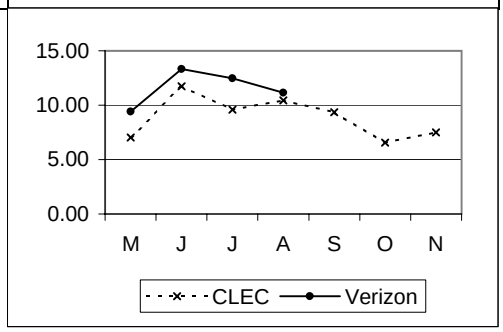
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	6.54	7.14	703	14		6.67	0.30	YES
Jun-02	10.91	5.88	614	17		7.67	1.08	YES
Jul-02	9.52	7.69	609	13		8.23	0.61	YES
Aug-02	9.44	30.00	540	10		9.33	-1.51	YES
Sep-02	12.48	0.00	545	7		12.57	>5.00	YES
Oct-02	7.09	12.50	508	8		9.14	-0.12	YES
Nov-02	10.86	40.00	396	5		14.00	SS	



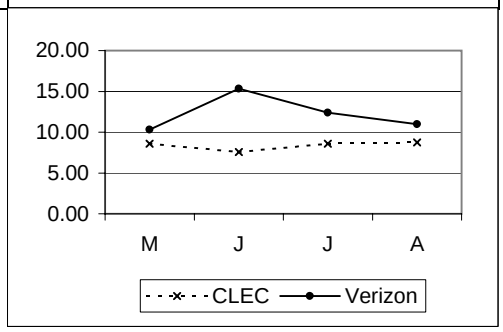
POTS - Maintenance cont...

MR-3 - Missed Repair Appointments cont...

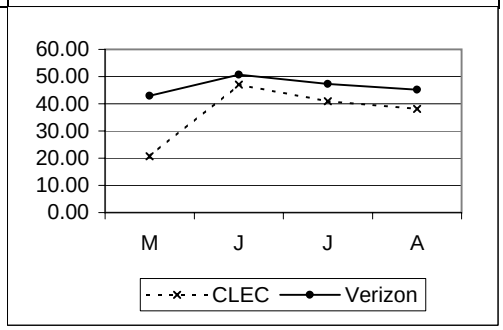
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**9.41**	**7.04**	5954	213		2.04	1.16		
Jun-02	**13.33**	**11.73**	5812	162		2.71	0.59		
Jul-02	**12.47**	**9.60**	5966	198		2.39	1.20		
Aug-02	**11.15**	**10.45**	6151	220		2.16	0.32		
Sep-02		**9.36**		171					
Oct-02		**6.57**		213					
Nov-02		**7.51**		173					



MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch								No Standard
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**10.30**	**8.59**	4950	198		2.20	0.78		
Jun-02	**15.35**	**7.55**	4679	159		2.91	2.68		
Jul-02	**12.41**	**8.57**	4648	210		2.33	1.65		
Aug-02	**11.00**	**8.75**	5037	160		2.51	0.90		



MR-3-05-2100	% Missed Repair Appointment - Double Dispatch								No Standard
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**42.97**	**20.69**	917	29		9.34	2.39		
Jun-02	**50.67**	**47.06**	748	17		12.26	0.29		
Jul-02	**47.29**	**40.91**	776	22		10.79	0.59		
Aug-02	**45.12**	**38.10**	820	21		11.00	0.64		



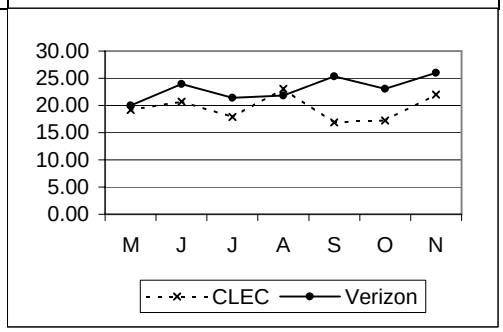
POTS - Maintenance cont...

MR-4 - Trouble Duration Intervals

MR-4-01-2100 | **Mean Time To Repair - Total** | **Parity with Retail**

Parity with Retail POTS Total (Residence and Business)

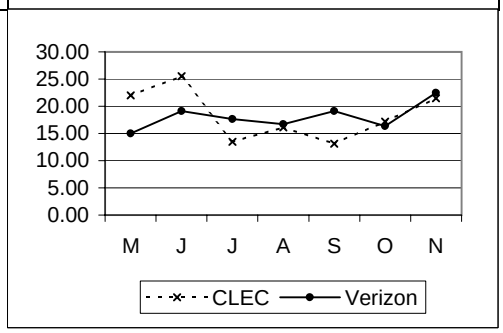
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	19.98	19.20	6636	238	24.49	1.62	0.48	YES
Jun-02	23.96	20.70	5938	186	40.31	3.00	1.09	YES
Jul-02	21.44	17.91	6472	247	24.50	1.59	2.22	YES
Aug-02	21.82	23.04	6757	193	25.30	1.85	-0.66	YES
Sep-02	25.33	16.88	6070	168	27.87	2.18	3.88	YES
Oct-02	23.06	17.26	6520	173	25.16	1.94	2.99	YES
Nov-02	26.01	22.01	5365	152	30.02	2.47	1.62	YES



MR-4-02-2110 | **Mean Time To Repair - Loop Trouble- Bus.** | **Parity with Retail**

Parity with Retail POTS - Business

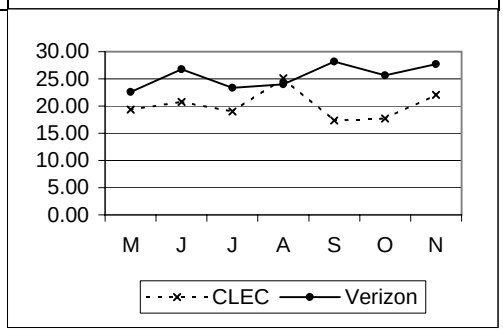
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	15.02	22.02	853	40	18.93	3.06	-2.29	NO
Jun-02	19.14	25.52	801	17	31.36	7.69	-0.83	YES
Jul-02	17.64	13.46	785	35	22.04	3.81	1.10	YES
Aug-02	16.69	16.13	923	30	19.21	3.56	0.16	YES
Sep-02	19.11	13.10	766	35	26.16	4.52	1.33	YES
Oct-02	16.38	17.19	873	19	20.73	4.81	-0.17	YES
Nov-02	22.44	21.46	657	18	32.42	7.75	0.13	YES



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

Parity with Retail POTS - Residence

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	22.60	19.37	4831	177	24.98	1.91	1.69	YES
Jun-02	26.78	20.74	4305	148	44.08	3.69	1.64	YES
Jul-02	23.34	19.02	4875	193	25.44	1.87	2.32	YES
Aug-02	23.98	25.12	5066	150	26.60	2.20	-0.52	YES
Sep-02	28.17	17.36	4532	120	28.66	2.65	4.08	YES
Oct-02	25.64	17.69	4938	142	26.01	2.21	3.59	YES
Nov-02	27.72	22.04	4113	125	30.17	2.74	2.07	YES



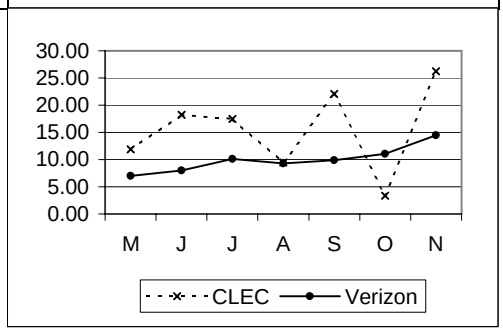
POTS - Maintenance cont...

MR-4 - Trouble Duration Intervals cont...

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

Parity with Retail POTS - Business

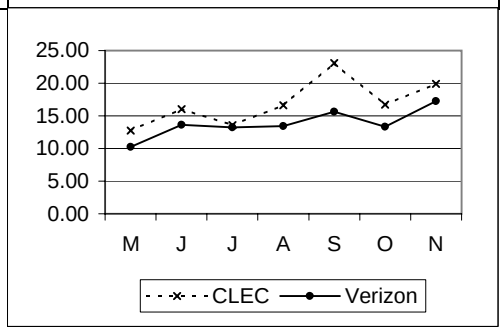
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	7.00	11.86	218	7	14.99	5.76	-0.84	YES
Jun-02	8.00	18.24	186	4	11.93	6.03	-1.70	SSST
Jul-02	10.09	17.48	173	6	16.35	6.79	-1.09	YES
Aug-02	9.31	9.45	186	3	13.69	7.97	-0.02	YES
Sep-02	9.87	22.04	198	6	14.27	5.92	-2.06	SSST
Oct-02	11.05	3.33	177	4	18.18	9.19	Not Required	YES
Nov-02	14.48	26.23	164	4	19.52	9.88	Not Required	



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

Parity with Retail POTS - Residence

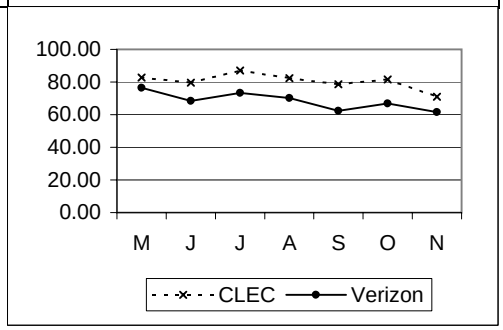
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	10.24	12.73	703	14	20.29	5.48	-0.45	YES
Jun-02	13.61	16.05	614	17	18.12	4.45	-0.55	YES
Jul-02	13.23	13.57	609	13	16.21	4.54	-0.07	YES
Aug-02	13.43	16.63	540	10	19.22	6.14	-0.52	YES
Sep-02	15.62	23.08	545	7	21.30	8.10	-0.92	YES
Oct-02	13.36	16.72	508	8	19.59	6.98	-0.48	YES
Nov-02	17.25	19.89	396	5	18.66	8.40	Not Required	



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

Parity with Retail POTS Total (Residence and Business)

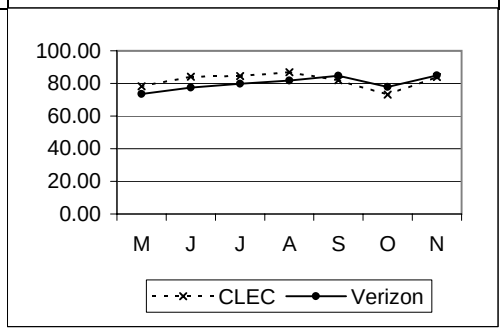
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	76.40	82.77	6636	238		2.80	2.27	YES
Jun-02	68.52	79.57	5938	186		3.46	3.20	YES
Jul-02	73.41	87.04	6472	247		2.86	4.76	YES
Aug-02	70.27	82.38	6757	193		3.34	3.63	YES
Sep-02	62.42	78.57	6070	168		3.79	4.54	YES
Oct-02	66.89	81.50	6520	173		3.63	4.32	YES
Nov-02	61.53	71.05	5365	152		4.00	2.51	YES



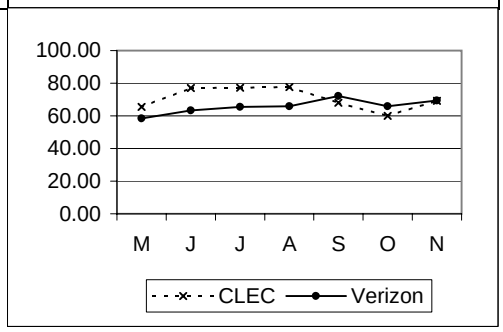
POTS - Maintenance cont...

MR-4 - Trouble Duration Intervals cont...

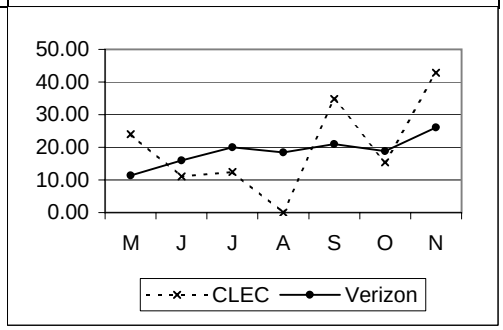
MR-4-06-2100	% Out of Service > 4 Hours								Parity with Retail
	Parity with Retail POTS Total (Residence and Business)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**73.50**	**78.33**	2989	180		3.39	-1.43	YES	
Jun-02	**77.41**	**84.03**	2891	144		3.57	-1.85	NO	
Jul-02	**79.87**	**84.46**	4297	193		2.95	-1.56	YES	
Aug-02	**81.69**	**86.96**	4446	161		3.10	-1.70	NO	
Sep-02	**84.73**	**81.88**	3832	138		3.12	1.03	YES	
Oct-02	**77.85**	**73.10**	3909	145		3.51	1.43	YES	
Nov-02	**84.88**	**83.85**	3248	130		3.20	0.47	YES	



MR-4-07-2100	% Out of Service > 12 Hours								Parity with Retail
	Parity with Retail POTS Total (Residence and Business)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**58.41**	**65.56**	2989	180		3.78	-1.89	NO	
Jun-02	**63.37**	**77.08**	2891	144		4.11	-3.33	NO	
Jul-02	**65.58**	**77.20**	4297	193		3.50	-3.32	NO	
Aug-02	**65.97**	**77.64**	4446	161		3.80	-3.07	NO	
Sep-02	**72.16**	**68.12**	3832	138		3.88	1.13	YES	
Oct-02	**65.85**	**60.00**	3909	145		4.01	1.53	YES	
Nov-02	**69.43**	**69.23**	3248	130		4.12	0.16	YES	



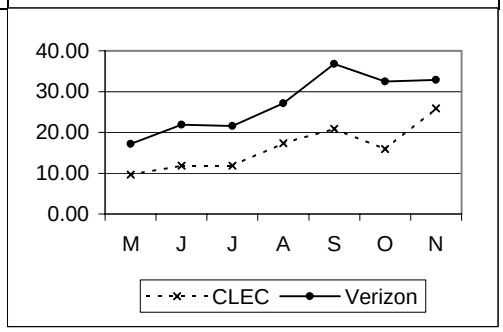
MR-4-08-2110	% Out of Service > 24 Hours - Bus.								Parity with Retail
	Parity with Retail POTS - Business								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**11.39**	**24.00**	553	25		6.50	-1.51	YES	
Jun-02	**15.97**	**11.11**	551	9		12.31	0.81	YES	
Jul-02	**20.00**	**12.50**	560	16		10.14	1.07	YES	
Aug-02	**18.42**	**0.00**	646	17		9.52	5000000.00	YES	
Sep-02	**20.94**	**34.78**	573	23		8.65	-1.30	YES	
Oct-02	**18.79**	**15.39**	628	13		10.95	0.62	YES	
Nov-02	**26.05**	**42.86**	499	14		11.89	-1.09	YES	



POTS - Maintenance cont...

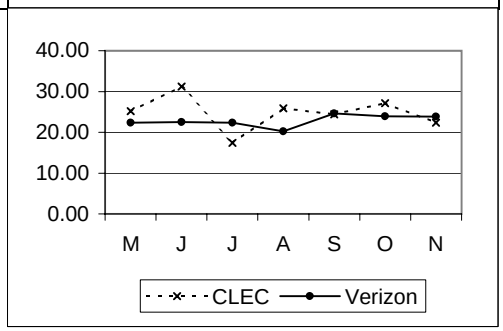
MR-4 - Trouble Duration Intervals cont...

MR-4-08-2120	% Out of Service > 24 Hours - Res.								Parity with Retail
	Parity with Retail POTS - Residence								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**17.17**	**9.68**	2411	155		3.12	2.40	YES	
Jun-02	**21.85**	**11.85**	2316	135		3.66	2.73	YES	
Jul-02	**21.60**	**11.86**	3713	177		3.17	3.08	YES	
Aug-02	**27.16**	**17.36**	3770	144		3.78	2.59	YES	
Sep-02	**36.77**	**20.87**	3234	115		4.58	3.73	YES	
Oct-02	**32.50**	**15.91**	3262	132		4.16	4.36	YES	
Nov-02	**32.86**	**25.86**	2718	116		4.45	1.70	YES	



MR-5 - Repeat Trouble Reports

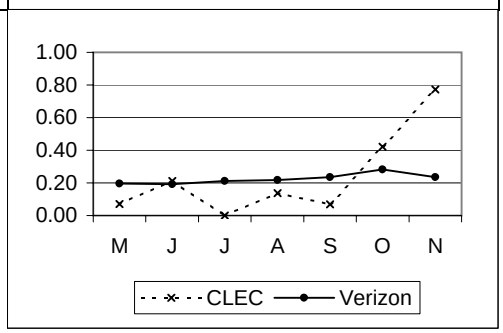
MR-5-01-2100	% Repeat Reports within 30 Days								Parity with Retail
	Parity with Retail POTS Total (Residence and Business)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**22.33**	**25.21**	6636	238		2.75	-1.05	YES	
Jun-02	**22.48**	**31.18**	5938	186		3.11	-2.80	NO	
Jul-02	**22.34**	**17.41**	6472	247		2.70	1.83	YES	
Aug-02	**20.25**	**25.91**	6757	193		2.93	-1.93	NO	
Sep-02	**24.60**	**24.40**	6070	168		3.37	0.13	YES	
Oct-02	**23.94**	**27.17**	6520	173		3.29	-0.89	YES	
Nov-02	**23.84**	**22.37**	5365	152		3.50	0.50	YES	



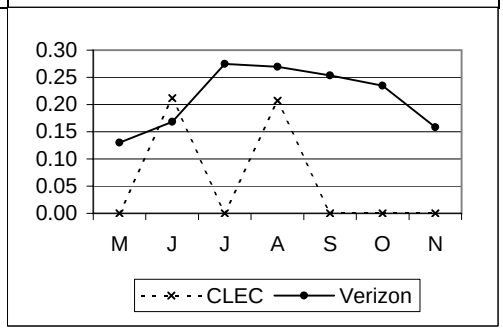
2-Wire Digital Services

MR-2 - Trouble Report Rate

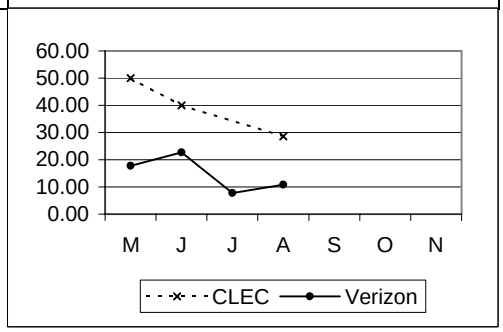
MR-2-02-2341	Network Trouble Report Rate - Loop								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.20**	**0.07**	25438	1418		0.12	1.53	YES	
Jun-02	**0.19**	**0.21**	25566	1417		0.12	0.05	YES	
Jul-02	**0.21**	**0.00**	26940	1445		0.12	5000000.00	YES	
Aug-02	**0.22**	**0.14**	27091	1447		0.13	0.92	YES	
Sep-02	**0.24**	**0.07**	27189	1449		0.13	1.82	YES	
Oct-02	**0.28**	**0.42**	27239	1426		0.14	-0.73	YES	
Nov-02	**0.24**	**0.77**	27189	1425		0.13	-3.04	NO	



MR-2-03-2341	Network Trouble Report Rate - Central Office								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.13**	**0.00**	25438	1418		0.10	5000000.00	YES	
Jun-02	**0.17**	**0.21**	25566	1417		0.11	-0.16	YES	
Jul-02	**0.27**	**0.00**	26940	1445		0.14	5000000.00	YES	
Aug-02	**0.27**	**0.21**	27091	1447		0.14	0.67	YES	
Sep-02	**0.25**	**0.00**	27189	1449		0.14	>5.00	YES	
Oct-02	**0.23**	**0.00**	27239	1426		0.13	>5.00	YES	
Nov-02	**0.16**	**0.00**	27189	1425		0.11	>5.0000	YES	



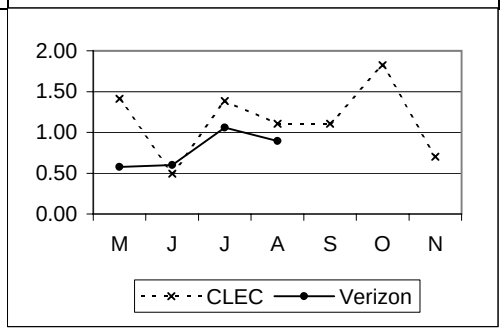
MR-2-04-2341	% Subsequent Reports								Assessed I/C/W MRAs
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**17.82**	**50.00**							
Jun-02	**22.69**	**40.00**							
Jul-02	**7.75**	**#N/A**							
Aug-02	**10.81**	**28.57**							
Sep-02		**#N/A**							
Oct-02		**#N/A**							
Nov-02		**#N/A**							



2-Wire Digital Services cont...

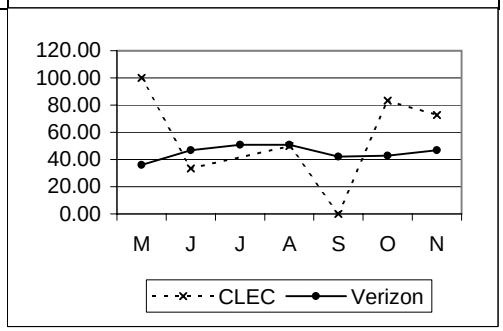
MR-2 - Trouble Report Rate cont...

MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.58**	**1.41**	25438	1418		0.21	-4.03		
Jun-02	**0.60**	**0.49**	25566	1417		0.21	0.50		
Jul-02	**1.06**	**1.38**	26940	1445		0.28	-1.18		
Aug-02	**0.89**	**1.11**	27091	1447		0.25	-0.84		
Sep-02		**1.10**		1449					
Oct-02		**1.82**		1426					
Nov-02		**0.70**		1425					

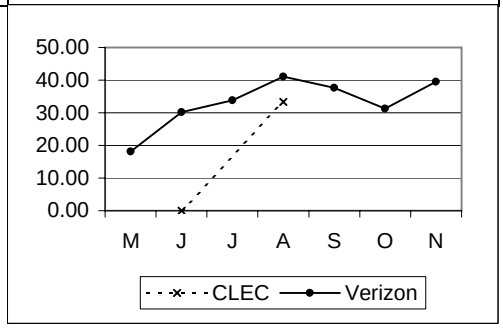


MR-3 - Missed Repair Appointments

MR-3-01-2341	% Missed Repair Appointment - Loop								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**36.00**	**100.00**	50	1		48.48	-0.33	YES	
Jun-02	**46.94**	**33.33**	49	3		29.68	1.04	YES	
Jul-02	**50.88**	**#N/A**	57						
Aug-02	**50.85**	**50.00**	59	2		35.94	0.71	YES	
Sep-02	**42.19**	**0.00**	64	1		49.77	SS		
Oct-02	**42.86**	**83.33**	77	6		20.98	-1.50	YES	
Nov-02	**46.88**	**72.73**	64	11		16.29	-1.26	YES	



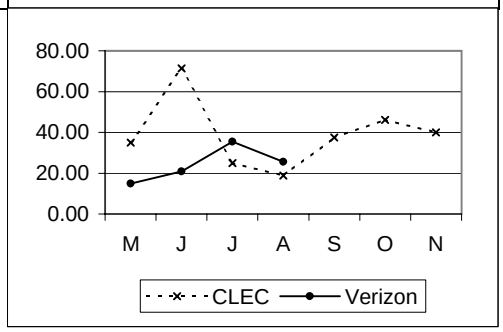
MR-3-02-2341	% Missed Repair Appointment - Central Office								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**18.18**	**#N/A**	33						
Jun-02	**30.23**	**0.00**	43	3		27.42	5000000.00	YES	
Jul-02	**33.78**	**#N/A**	74						
Aug-02	**41.10**	**33.33**	73	3		28.98	0.84	YES	
Sep-02	**37.68**	**#N/A**	69						
Oct-02	**31.25**	**#N/A**	64						
Nov-02	**39.54**	**#N/A**	43						



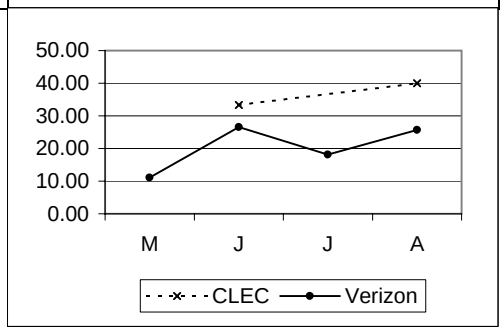
2-Wire Digital Services cont...

MR-3 - Missed Repair Appointments cont...

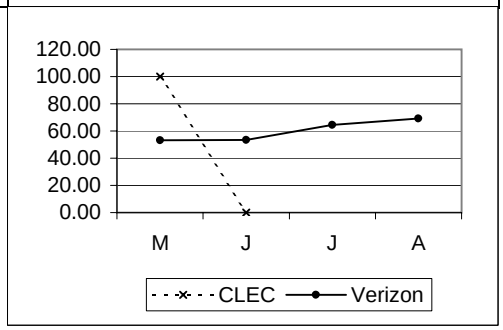
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**14.97**	**35.00**	147	20		8.50	-2.36		
Jun-02	**20.92**	**71.43**	153	7		15.72	-3.21		
Jul-02	**35.44**	**25.00**	285	20		11.06	0.94		
Aug-02	**25.62**	**18.75**	242	16		11.27	0.61		
Sep-02		**37.50**		16					
Oct-02		**46.15**		26					
Nov-02		**40.00**		10					



MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch								No Standard
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**11.11**	**#N/A**	45						
Jun-02	**26.53**	**33.33**	49	3		26.26	-0.26		
Jul-02	**18.18**	**#N/A**	66						
Aug-02	**25.68**	**40.00**	74	5		20.19	-0.71		



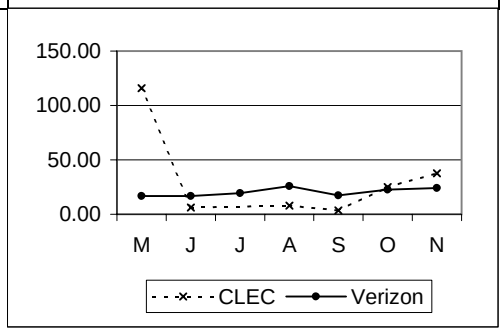
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch								No Standard
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**53.13**	**100.00**	32	1		50.68	-0.92		
Jun-02	**53.49**	**0.00**	43	3		29.78	1.80		
Jul-02	**64.52**	**#N/A**	62						
Aug-02	**69.23**	**#N/A**	52						



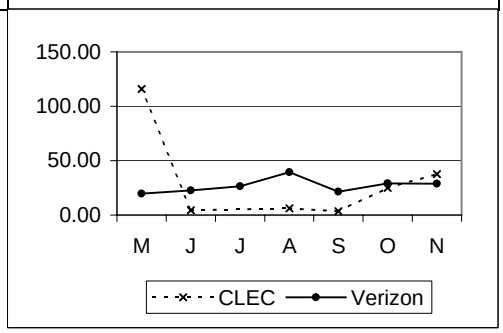
2-Wire Digital Services cont...

MR-4 - Trouble Duration Intervals

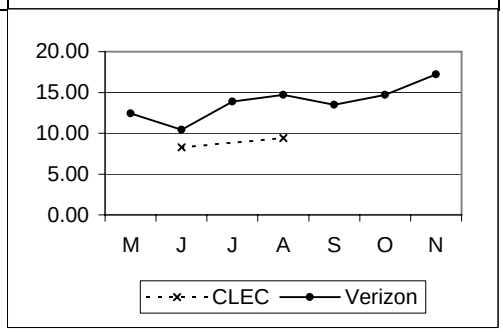
MR-4-01-2341	Mean Time To Repair - Total								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**16.84**	**115.97**	83	1	22.92	23.05	-4.30	SSST	
Jun-02	**16.90**	**6.31**	92	6	19.99	8.42	1.26	YES	
Jul-02	**19.39**	**#N/A**	131		26.12				
Aug-02	**25.74**	**8.08**	132	5	80.83	36.83	0.48	YES	
Sep-02	**17.35**	**3.42**	133	1	24.44	24.53	Not Required	YES	
Oct-02	**22.66**	**25.06**	141	6	38.20	15.92	-0.15	YES	
Nov-02	**24.09**	**37.78**	107	11	28.53	9.03	-1.52	YES	



MR-4-02-2341	Mean Time To Repair - Loop Trouble								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**19.75**	**115.97**	50	1	25.02	25.27	-3.81	SSST	
Jun-02	**22.55**	**4.32**	49	3	22.88	13.61	1.34	YES	
Jul-02	**26.55**	**#N/A**	57		28.95				
Aug-02	**39.37**	**6.04**	59	2	117.12	84.21	0.40	YES	
Sep-02	**21.52**	**3.42**	64	1	30.98	31.22	Not Required	YES	
Oct-02	**29.26**	**25.06**	77	6	46.27	19.61	0.21	YES	
Nov-02	**28.72**	**37.78**	64	11	32.52	10.62	-0.85	YES	



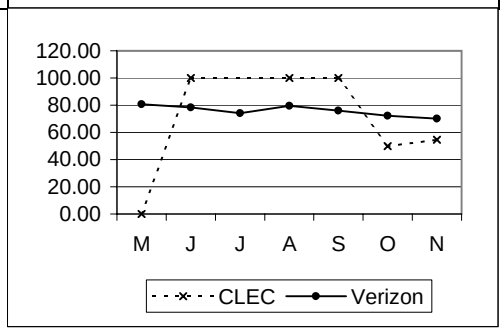
MR-4-03-2341	Mean Time To Repair - Central Office Trouble								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**12.44**	**#N/A**	33		18.81				
Jun-02	**10.45**	**8.29**	43	3	13.70	8.18	0.26	YES	
Jul-02	**13.87**	**#N/A**	74		22.38				
Aug-02	**14.72**	**9.43**	73	3	23.69	13.96	0.38	YES	
Sep-02	**13.48**	**#N/A**	69		15.45				
Oct-02	**14.72**	**#N/A**	64		23.28				
Nov-02	**17.22**	**#N/A**	43		19.66				



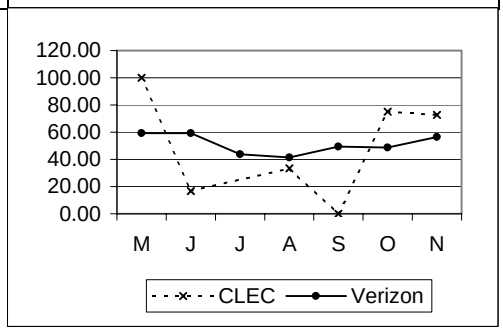
2-Wire Digital Services cont...

MR-4 - Trouble Duration Intervals cont...

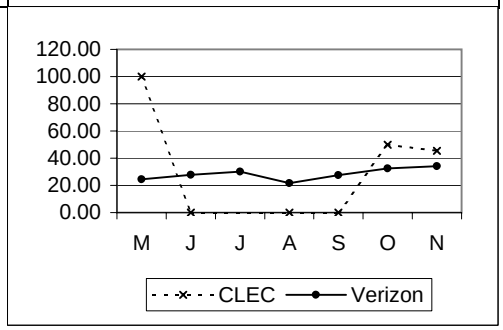
MR-4-04-2341	% Cleared (all troubles) within 24 Hours								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**80.72**	**0.00**	83	1		39.69	-0.83	YES	
Jun-02	**78.26**	**100.00**	92	6		17.38	5000000.00	YES	
Jul-02	**74.05**	**#N/A**	131						
Aug-02	**79.55**	**100.00**	132	5		18.38	5000000.00	YES	
Sep-02	**75.94**	**100.00**	133	1		42.91	SS		
Oct-02	**72.34**	**50.00**	141	6		18.65	-0.75	YES	
Nov-02	**70.09**	**54.55**	107	11		14.50	-0.73	YES	



MR-4-07-2341	% Out of Service > 12 Hours								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**59.18**	**100.00**	49	1		49.65	0.25	YES	
Jun-02	**59.26**	**16.67**	54	6		21.14	2.52	YES	
Jul-02	**43.69**	**#N/A**	103						
Aug-02	**41.51**	**33.33**	106	3		28.85	0.85	YES	
Sep-02	**49.52**	**0.00**	105	1		50.24	SS		
Oct-02	**48.65**	**75.00**	111	4		25.44	SS		
Nov-02	**56.58**	**72.73**	76	11		15.99	-0.68	YES	



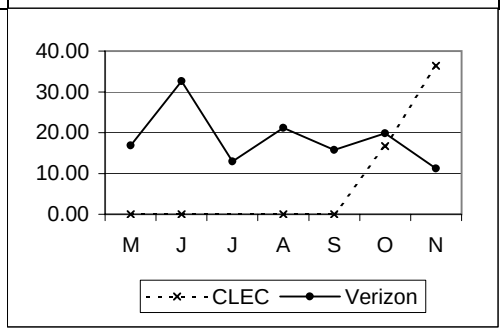
MR-4-08-2341	% Out of Service > 24 Hours								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**24.49**	**100.00**	49	1		43.44	-0.64	YES	
Jun-02	**27.78**	**0.00**	54	6		19.28	5000000.00	YES	
Jul-02	**30.10**	**#N/A**	103						
Aug-02	**21.70**	**0.00**	106	3		24.13	5000000.00	YES	
Sep-02	**27.62**	**0.00**	105	1		44.92	SS		
Oct-02	**32.43**	**50.00**	111	4		23.82	SS		
Nov-02	**34.21**	**45.46**	76	11		15.30	-0.41	YES	



2-Wire Digital Services cont...

MR-5 - Repeat Trouble Reports

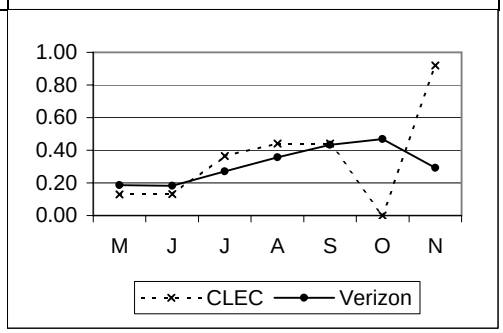
MR-5-01-2341	% Repeat Reports within 30 Days								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**16.87**	**0.00**	83	1		37.67	5000000.00	YES	
Jun-02	**32.61**	**0.00**	92	6		19.75	5000000.00	YES	
Jul-02	**12.98**	**#N/A**	131						
Aug-02	**21.21**	**0.00**	132	5		18.62	5000000.00	YES	
Sep-02	**15.79**	**0.00**	133	1		36.60	SS		
Oct-02	**19.86**	**16.67**	141	6		16.63	0.64	YES	
Nov-02	**11.22**	**36.36**	107	11		9.99	-1.73	SSST	



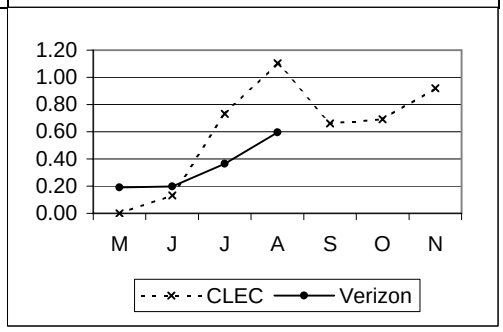
Special Services - Maintenance

MR-2 - Trouble Report Rate

MR-2-01-2200	Network Trouble Report Rate								Parity with Retail
	Parity with Retail Specials - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.19**	**0.13**	97131	770		0.16	0.71	YES	
Jun-02	**0.18**	**0.13**	97706	763		0.15	0.68	YES	
Jul-02	**0.27**	**0.37**	107853	821		0.18	-0.30	YES	
Aug-02	**0.36**	**0.44**	74285	453		0.28	-0.05	YES	
Sep-02	**0.43**	**0.44**	73869	454		0.31	0.22	YES	
Oct-02	**0.47**	**0.00**	72975	434		0.33	>5.00	YES	
Nov-02	**0.29**	**0.92**	65993	435		0.26	-1.74	NO	

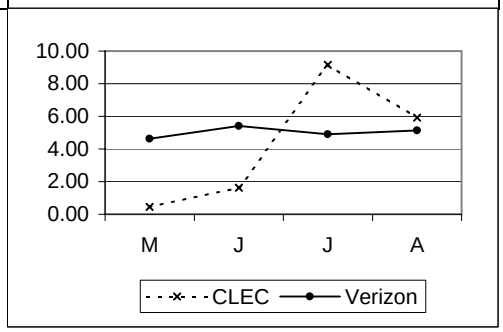


MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.19**	**0.00**	97131	770		0.16	1.21		
Jun-02	**0.20**	**0.13**	97706	763		0.16	0.41		
Jul-02	**0.36**	**0.73**	107853	821		0.21	-1.74		
Aug-02	**0.60**	**1.10**	74285	453		0.36	-1.40		
Sep-02		**0.66**		454					
Oct-02		**0.69**		434					
Nov-02		**0.92**		435					



MR-4 - Trouble Duration Intervals

MR-4-01-2200	Mean Time To Repair - Total								Parity with Retail
	Effective 9/2002: Results being reported separately under MR-4-01-2216 (NON-DS0 & DS0) and MR-4-01-2217 (DS1 & DS3)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**4.62**	**0.45**	180	1	3.18	3.19	1.31	YES	
Jun-02	**5.42**	**1.63**	178	1	7.33	7.35	0.52	YES	
Jul-02	**4.91**	**9.15**	291	3	5.82	3.38	-1.26	YES	
Aug-02	**5.14**	**5.93**	265	2	6.27	4.45	-0.18	YES	



Special Services - Maintenance cont...

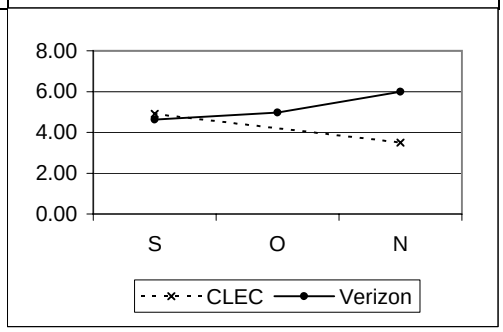
MR-4 - Trouble Duration Intervals cont...

MR-4-01-2216 | **Mean Time To Repair - Total - Non DS0 & DS0** | **Parity with Retail**

Parity with Retail Specials DS0 & below

Effective 9/2002: new sub-metric being reported. Results previously reported under MR-4-01-2200

	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
Sep-02	**4.63**	**4.91**	213	2	3.80	2.70	Not Required	YES
Oct-02	**4.97**	**#N/A**	232		5.03			
Nov-02	**6.00**	**3.50**	136	4	4.60	2.33	Not Required	

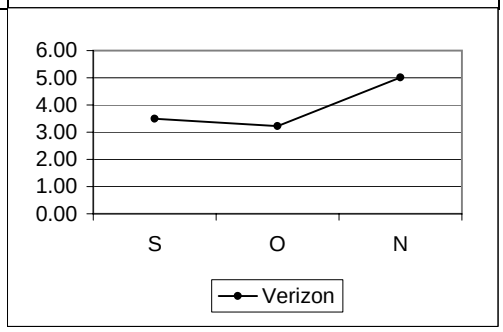


MR-4-01-2217 | **Mean Time To Repair - Total - DS1 & DS3** | **Parity with Retail**

Parity with Retail Specials DS1 & above

Effective 9/2002: new sub-metric being reported. Results previously reported under MR-4-01-2200

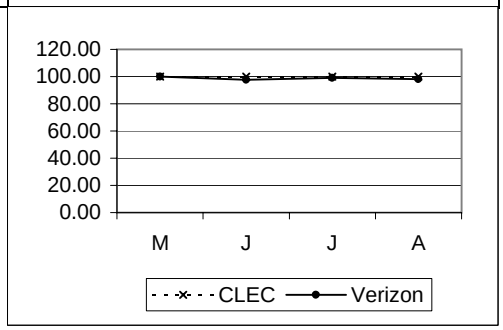
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
Sep-02	**3.50**	**#N/A**	107		3.85			
Oct-02	**3.22**	**#N/A**	110		3.27			
Nov-02	**5.01**	**#N/A**	57		9.10			



MR-4-04-2200 | **% Cleared (all troubles) within 24 Hours** | **Parity with Retail**

Effective 9/2002: Results being reported separately under MR-4-04-2216 (NON-DS0 & DS0) and MR-4-04-2217 (DS1 & DS3)

	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
May-02	**100.00**	**100.00**	180	1		0.00	0.00	YES
Jun-02	**97.75**	**100.00**	178	1		14.87	5000000.00	YES
Jul-02	**98.97**	**100.00**	291	3		5.86	5000000.00	YES
Aug-02	**98.11**	**100.00**	265	2		9.67	5000000.00	YES



Special Services - Maintenance cont...

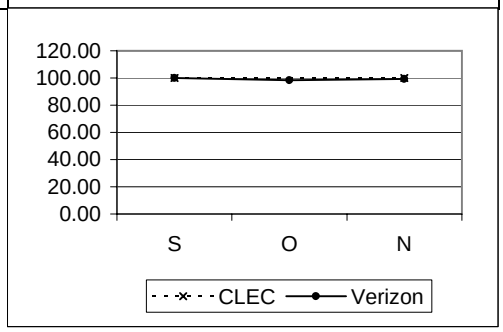
MR-4 - Trouble Duration Intervals cont...

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

Parity with Retail Specials DS0 & below

Effective 9/2002: new sub-metric being reported. Results previously reported under MR-4-04-2200

	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
Sep-02	**100.00**	**100.00**	213	2		0.00	SS	
Oct-02	**98.28**	**#N/A**	232					
Nov-02	**99.26**	**100.00**	136	4		4.35	SS	

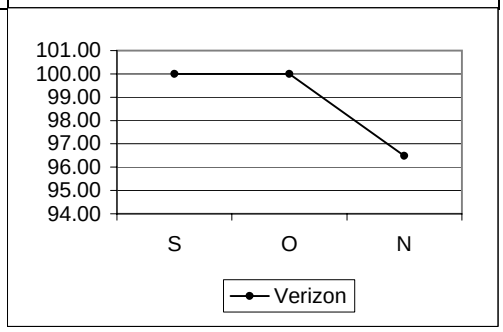


MR-4-04-2217 | **% Cleared (all troubles) within 24 Hours - DS1 & DS3** | **Parity with Retail**

Parity with Retail Specials DS1 & above

Effective 9/2002: new sub-metric being reported. Results previously reported under MR-4-04-2200

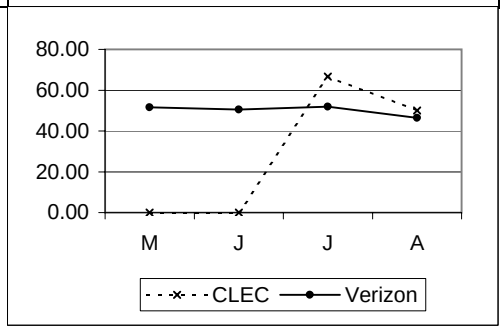
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
Sep-02	**100.00**	**#N/A**	107					
Oct-02	**100.00**	**#N/A**	110					
Nov-02	**96.49**	**#N/A**	57					



MR-4-06-2200 | **% Out of Service > 4 Hours** | **Parity with Retail**

Effective 9/2002: Results being reported separately under MR-4-06-2216 (NON-DS0 & DS0) and MR-4-06-2217 (DS1 & DS3)

	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
May-02	**51.67**	**0.00**	180	1		50.11	5000000.00	YES
Jun-02	**50.56**	**0.00**	178	1		50.14	5000000.00	YES
Jul-02	**51.89**	**66.67**	291	3		29.00	0.08	YES
Aug-02	**46.42**	**50.00**	265	2		35.40	0.57	YES



Special Services - Maintenance cont...

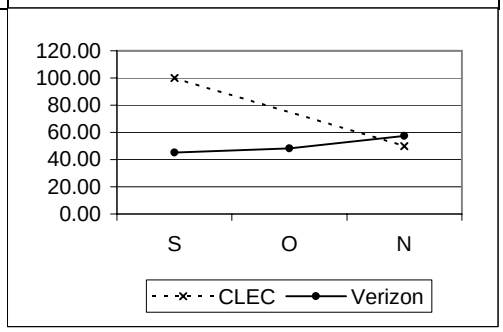
MR-4 - Trouble Duration Intervals cont...

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

Parity with Retail Specials DS0 & below

Effective 9/2002: new sub-metric being reported. Results previously reported under MR-4-06-2200

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Sep-02	45.07	100.00	213	2		35.35	SS	
Oct-02	48.28	#N/A	232					
Nov-02	57.35	50.00	136	4		25.09	SS	

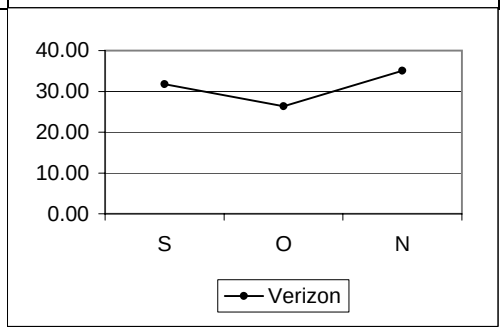


MR-4-06-2217 | **% Out of Service > 4 Hours - DS1 & DS3** | **Parity with Retail**

Parity with Retail Specials DS1 & above

Effective 9/2002: new sub-metric being reported. Results previously reported under MR-4-06-2200

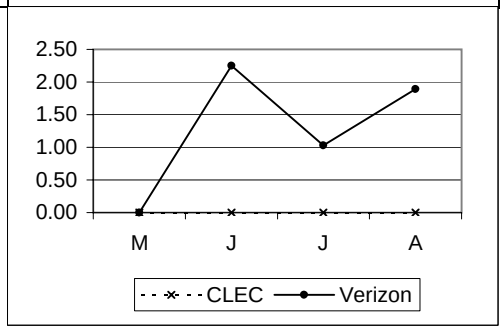
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Sep-02	31.78	#N/A	107					
Oct-02	26.36	#N/A	110					
Nov-02	35.09	#N/A	57					



MR-4-08-2200 | **% Out of Service > 24 Hours** | **Parity with Retail**

Effective 9/2002: Results being reported separately under MR-4-08-2216 (NON-DS0 & DS0) and MR-4-08-2217 (DS1 & DS3)

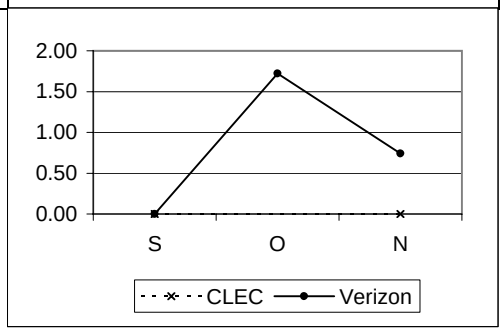
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	0.00	0.00	180	1		0.00	0.00	YES
Jun-02	2.25	0.00	178	1		14.87	5000000.00	YES
Jul-02	1.03	0.00	291	3		5.86	5000000.00	YES
Aug-02	1.89	0.00	265	2		9.67	5000000.00	YES



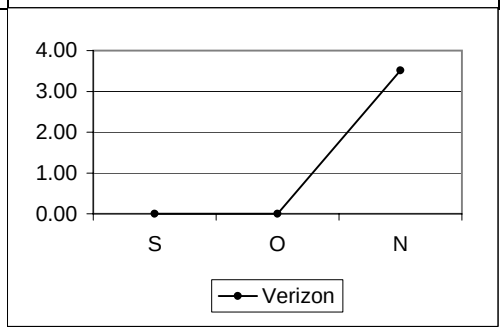
Special Services - Maintenance cont...

MR-4 - Trouble Duration Intervals cont...

MR-4-08-2216	% Out of Service > 24 Hours - Non DS0 & DS0								Parity with Retail
	Parity with Retail Specials DS0 & below								
	Effective 9/2002: new sub-metric being reported. Results previously reported under MR-4-08-2200								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02	**0.00**	**0.00**	213	2		0.00	SS		
Oct-02	**1.72**	**#N/A**	232						
Nov-02	**0.74**	**0.00**	136	4		4.35	SS		

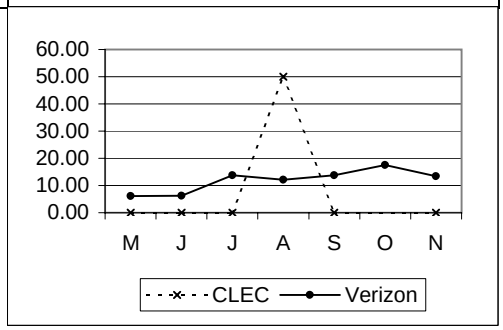


MR-4-08-2217	% Out of Service > 24 Hours - DS1 & DS3								Parity with Retail
	Parity with Retail Specials DS1 & above								
	Effective 9/2002: new sub-metric being reported. Results previously reported under MR-4-08-2200								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02	**0.00**	**#N/A**	107						
Oct-02	**0.00**	**#N/A**	110						
Nov-02	**3.51**	**#N/A**	57						



MR-5 - Repeat Trouble Reports

MR-5-01-2200	% Repeat Reports within 30 Days								Parity with Retail
	Parity with Retail Specials Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**6.11**	**0.00**	180	1		24.02	5000000.00	YES	
Jun-02	**6.18**	**0.00**	178	1		24.15	5000000.00	YES	
Jul-02	**13.75**	**0.00**	291	3		19.98	5000000.00	YES	
Aug-02	**12.08**	**50.00**	265	2		23.13	-0.73	YES	
Sep-02	**13.75**	**0.00**	320	2		24.43	SS		
Oct-02	**17.54**	**#N/A**	342						
Nov-02	**13.47**	**0.00**	193	4		17.25	SS		



Legend

*	= Verizon South (PA, NJ, DE, MD, DC, VA, WV)
**	= Verizon East (CT, MA, ME, NH, NY, RI, VT, PA, DE, NJ, DC, VA, WV)
***	= DC Only
****	= DC, MD, VA, WV
*****	= Resale/UNE East Combined Measurement
******	= DC, DE, MD, PA, VA, WV, combined data
UD	= Performance metric is under development
NA	= No Activity
NEF	= No Existing Functionality
TBD	= Performance metric is to be determined
R3	= Run 3 times per year
95% Cmp. w/in Window	= Standard for Cut-Over Window
	= 1 to 9 lines: 1 hour
	= 10 to 49 lines: 2 hours
	= 50 to 99 lines: 3 hours
	= 100 to 199 lines: 4 hours
	= 200 plus lines: 8 hours
EEL	= 1-9 Loops, 15 Days
	10+ Negotiated
	No Facilities, ECCD+15 Days
	Disconnects, 2 Days
IOF	= Facilities Check 72 Hours
	Facilities Available (Quantity 1-8) 15 Days
	Facilities Available (Quantity > 8), Negotiated

Verizon - DC

Carrier to Carrier Performance Standards and Reports Summary May 2002 - November 2002

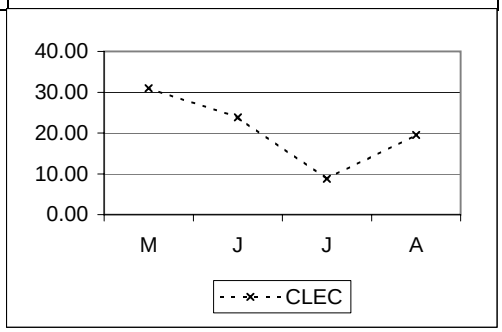
CLEC Aggregate Performance

UNE (Ordering) - POTS/Special Services

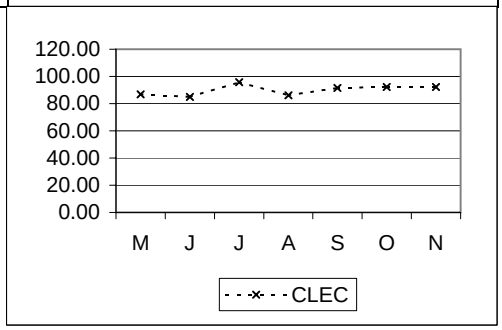
UNE Pre-ordering

PO-3 - Contact Center Availability

PO-3-01-3000	Average Speed of Answering - Ordering ****			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	30.98			
Jun-02	23.86			
Jul-02	8.75			
Aug-02	19.56			



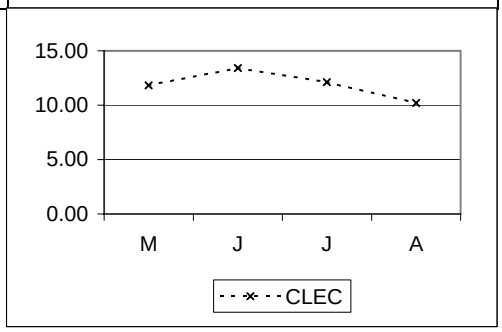
PO-3-02-3000	% Answered within 30 Seconds - Ordering******			80% within 30 Seconds
	Results for 9/2002 reported as PO-3-02-2005 on the OSS page			
	CLEC	CLEC Obs	Parity	
May-02	86.90	8340	YES	
Jun-02	84.96	13540	YES	
Jul-02	95.68	13507	YES	
Aug-02	86.20	15091	YES	
Sep-02	91.52	13735		
Oct-02	92.22	15716	YES	
Nov-02	92.26	11808	YES	



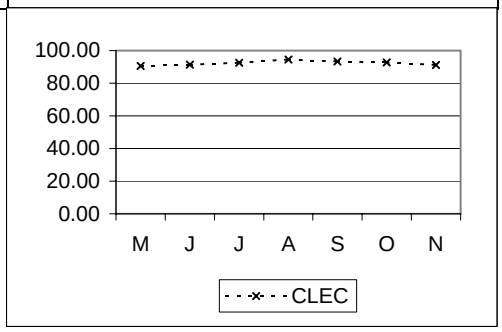
UNE Pre-ordering cont...

PO-3 - Contact Center Availability cont...

PO-3-03-3000	Average Speed of Answering - Repair*****			No Standard
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**11.81**			
Jun-02	**13.41**			
Jul-02	**12.13**			
Aug-02	**10.20**			



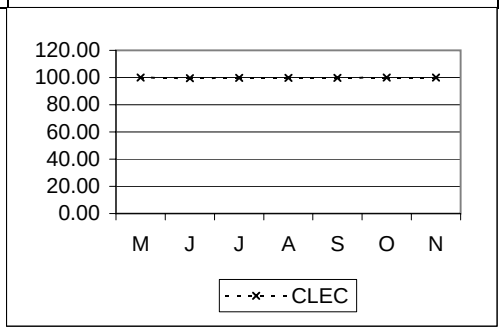
PO-3-04-3000	% Answered within 30 Seconds - Repair**			80% within 30 Seconds
	Results for 9/2002 reported as PO-3-04-2002 on the OSS page			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**90.67**	**108286**	YES	
Jun-02	**91.43**	**108315**	YES	
Jul-02	**92.57**	**111448**	YES	
Aug-02	**94.47**	**116235**	YES	
Sep-02	**93.40**	**119393**		
Oct-02	**92.78**	**129927**	YES	
Nov-02	**91.20**	**109855**	YES	



UNE Ordering

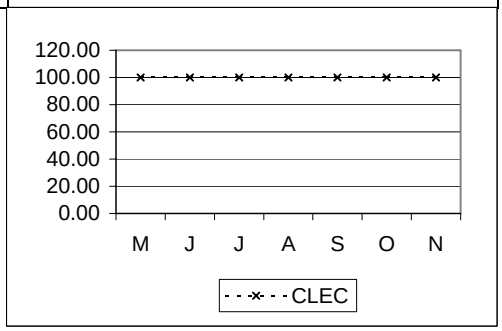
OR-8 - Acknowledgement Timeliness

OR-8-01-3000	% Acknowledgements onTime			95% within 2 Hours
	CLEC	CLEC Obs	Parity	
May-02	99.98	4824	YES	
Jun-02	99.63	5418	YES	
Jul-02	99.79	5627	YES	
Aug-02	99.88	2582	YES	
Sep-02	99.74	3427	YES	
Oct-02	100.00	5166	YES	
Nov-02	100.00	4562	YES	



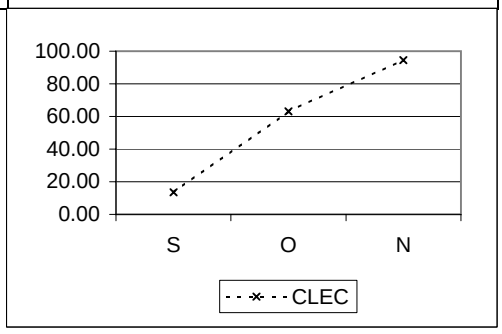
OR-9 - Order Acknowledgement Completeness

OR-9-01-3000	% Acknowledgement Completeness			99%
	CLEC	CLEC Obs	Parity	
May-02	100.00	4824	YES	
Jun-02	100.00	5418	YES	
Jul-02	100.00	5627	YES	
Aug-02	100.00	2582	YES	
Sep-02	100.00	3427	YES	
Oct-02	100.00	5166	YES	
Nov-02	100.00	4562	YES	

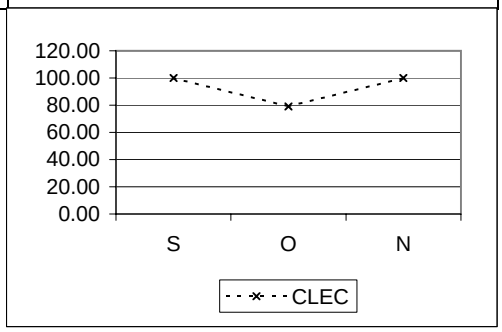


OR-10 - PON Notifier Exception Resolution Timeliness

OR-10-01-3000	% of PON Exceptions Resolved Within Three (3) Business Days			95% within 3 Business Days
	Effective 9/2002: new metric being reported			
	CLEC	CLEC Obs	Parity	
Sep-02	13.58	302	NO	
Oct-02	63.16	19	NO	
Nov-02	94.55	55	NO	



UNE Ordering cont...				
OR-10 - PON Notifier Exception Resolution Timeliness cont...				
OR-10-02-3000	% of PON Exceptions Resolved Within Ten (10) Business Days			99% within 10 Business Days
	Effective 9/2002: new metric being reported			
	CLEC	*CLEC Obs*	*Parity*	
Sep-02	**100.00**	**302**	YES	
Oct-02	**78.95**	**19**	NO	
Nov-02	**100.00**	**55**	YES	



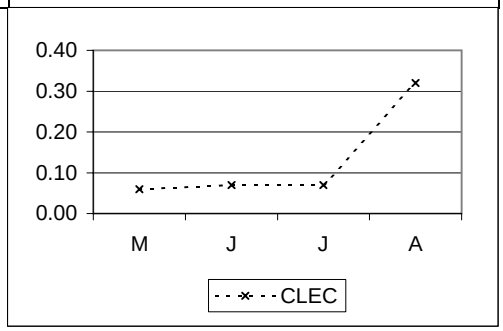
Platform

OR-1 - Order Confirmation Timeliness

OR-1-01-3143	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)	No Standard

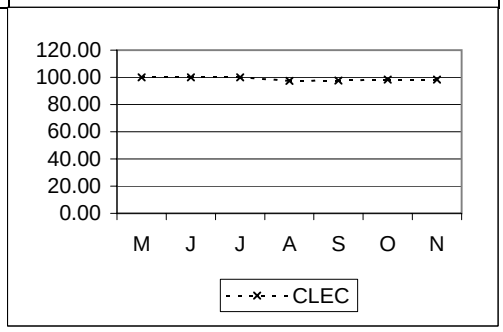
Eliminated as of 9/2002

	CLEC	CLEC Obs	Parity
May-02	0.06		
Jun-02	0.07		
Jul-02	0.07		
Aug-02	0.32		



OR-1-02-3143	% On Time LSRC - Flow Through	95% within 2 Hours

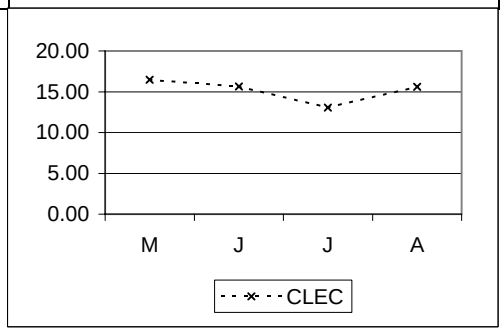
	CLEC	CLEC Obs	Parity
May-02	100.00	105	YES
Jun-02	100.00	121	YES
Jul-02	100.00	197	YES
Aug-02	97.44	1678	YES
Sep-02	97.63	1855	YES
Oct-02	98.42	2847	YES
Nov-02	98.39	2727	YES



OR-1-03-3143	Average LSRC/ASRC Time No Facility Check	No Standard

Eliminated as of 9/2002

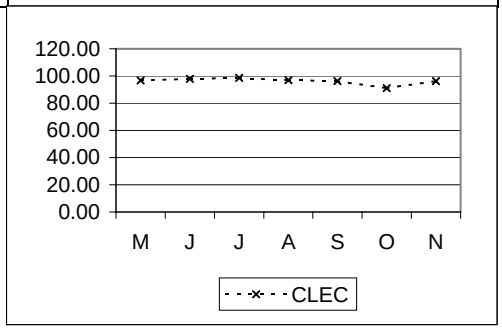
	CLEC	CLEC Obs	Parity
May-02	16.47		
Jun-02	15.63		
Jul-02	13.07		
Aug-02	15.61		



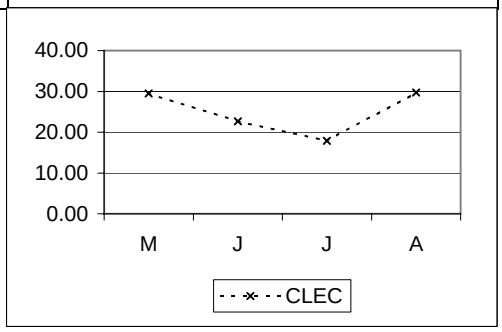
Platform cont...

OR-1 - Order Confirmation Timeliness cont...

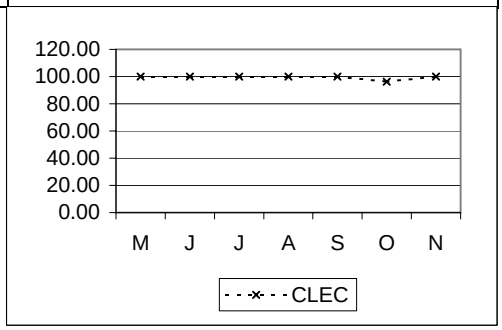
OR-1-04-3143	% On Time LSRC/ASRC - No Facility Check			95% within 24 Hours
	CLEC	*CLEC Obs*	*Parity*	
May-02	**96.63**	**89**	YES	
Jun-02	**97.87**	**94**	YES	
Jul-02	**98.52**	**135**	YES	
Aug-02	**97.00**	**333**	YES	
Sep-02	**96.12**	**361**	YES	
Oct-02	**91.14**	**474**	NO	
Nov-02	**96.24**	**505**	YES	



OR-1-05-3143	Average LSRC/ASRC Time Facility Check			No Standard
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**29.49**			
Jun-02	**22.69**			
Jul-02	**17.88**			
Aug-02	**29.72**			



OR-1-06-3143	% On Time LSRC/ASRC - Facility Check			95% within 72 Hours
	CLEC	*CLEC Obs*	*Parity*	
May-02	**100.00**	**16**	YES	
Jun-02	**100.00**	**23**	YES	
Jul-02	**100.00**	**22**	YES	
Aug-02	**100.00**	**38**	YES	
Sep-02	**100.00**	**35**	YES	
Oct-02	**96.15**	**52**	YES	
Nov-02	**100.00**	**31**	YES	



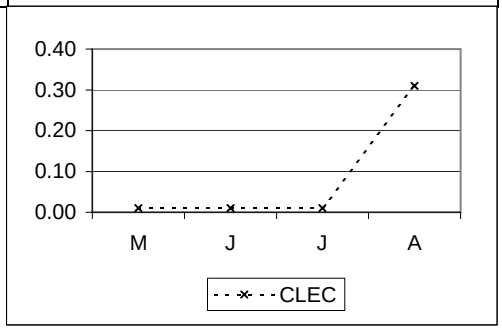
Platform cont...

OR-2 - Reject Timeliness

OR-2-01-3143	Average Local Service Request (LSR) Reject - Time (Flow-Through)	No Standard

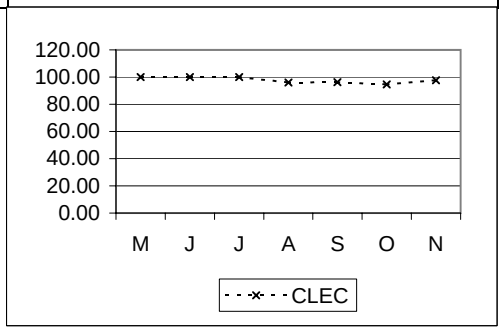
Eliminated as of 9/2002

	CLEC	CLEC Obs	Parity
May-02	0.01		
Jun-02	0.01		
Jul-02	0.01		
Aug-02	0.31		



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

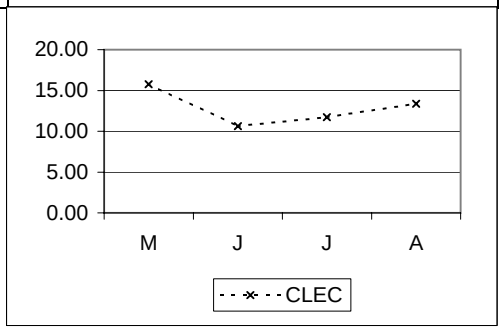
	CLEC	CLEC Obs	Parity
May-02	100.00	39	YES
Jun-02	100.00	46	YES
Jul-02	100.00	69	YES
Aug-02	96.10	282	YES
Sep-02	96.14	311	YES
Oct-02	94.67	732	NO
Nov-02	97.56	657	YES



OR-2-03-3143	Average LSR/ASR Reject Time No Facility Check	No Standard

Eliminated as of 9/2002

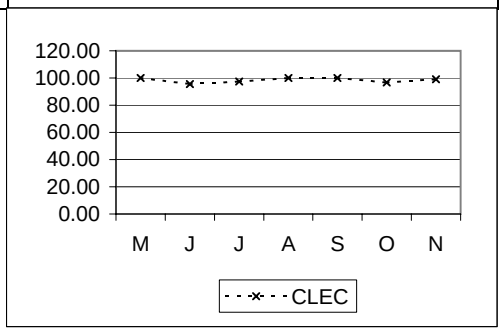
	CLEC	CLEC Obs	Parity
May-02	15.77		
Jun-02	10.64		
Jul-02	11.71		
Aug-02	13.36		



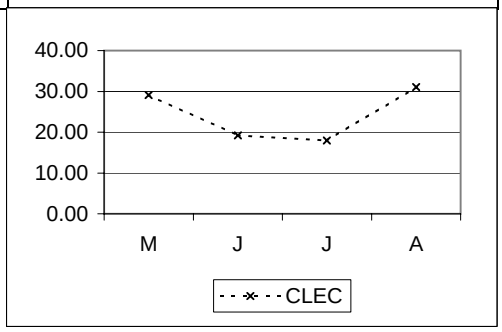
Platform cont...

OR-2 - Reject Timeliness cont...

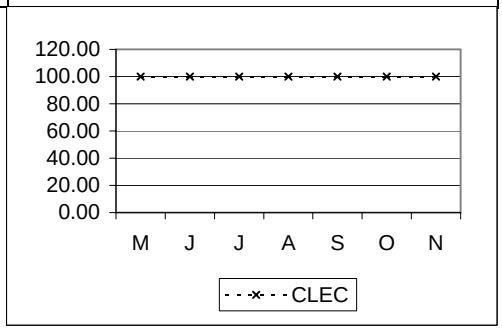
OR-2-04-3143	% On Time LSR/ASR Reject - No Facility Check			95% within 24 Hours
	CLEC	*CLEC Obs*	*Parity*	
May-02	**100.00**	**17**	YES	
Jun-02	**95.45**	**22**	YES	
Jul-02	**97.30**	**37**	YES	
Aug-02	**100.00**	**155**	YES	
Sep-02	**100.00**	**158**	YES	
Oct-02	**96.68**	**241**	YES	
Nov-02	**99.05**	**211**	YES	



OR-2-05-3143	Average LSR/ASR Reject Time Facility Check			No Standard
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**29.07**			
Jun-02	**19.23**			
Jul-02	**17.99**			
Aug-02	**31.09**			



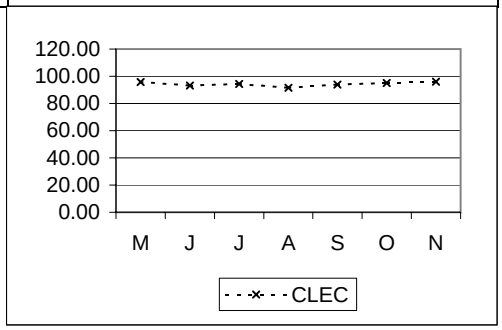
OR-2-06-3143	% On Time LSR/ASR Reject - Facility Check			95% within 72 Hours
	CLEC	*CLEC Obs*	*Parity*	
May-02	**100.00**	**7**	YES	
Jun-02	**100.00**	**3**	YES	
Jul-02	**100.00**	**9**	YES	
Aug-02	**100.00**	**10**	YES	
Sep-02	**100.00**	**18**	YES	
Oct-02	**100.00**	**9**	YES	
Nov-02	**100.00**	**8**	YES	



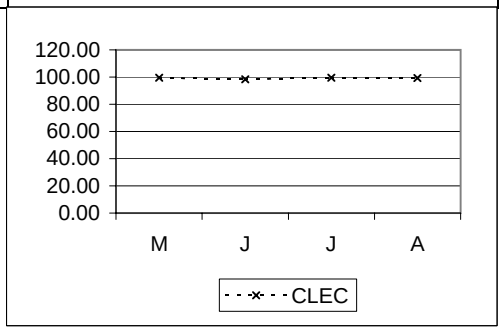
Platform cont...

OR-6 - Order Accuracy

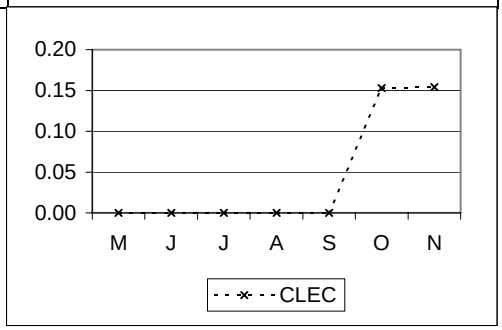
OR-6-01-3143	% Service Order Accuracy****			95% orders without Verizon Errors
	CLEC	*CLEC Obs*	*Parity*	
May-02	**95.74**	**47**	YES	
Jun-02	**93.15**	**73**	NO	
Jul-02	**94.26**	**122**	NO	
Aug-02	**91.64**	**287**	NO	
Sep-02	**93.93**	**379**	NO	
Oct-02	**95.02**	**422**	YES	
Nov-02	**95.99**	**349**	YES	



OR-6-02-3143	% Accuracy - Opportunities			No Standard
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**99.63**	**545**		
Jun-02	**98.43**	**829**		
Jul-02	**99.46**	**1838**		
Aug-02	**99.31**	**4208**		



OR-6-03-3143	% Accuracy - LSRC***			<= 5% LSRCs resent due to Verizon error
	CLEC	*CLEC Obs*	*Parity*	
May-02	**0.00**	**116**	YES	
Jun-02	**0.00**	**139**	YES	
Jul-02	**0.00**	**176**	YES	
Aug-02	**0.00**	**419**	YES	
Sep-02	**0.00**	**476**	YES	
Oct-02	**0.15**	**653**	YES	
Nov-02	**0.15**	**646**	YES	

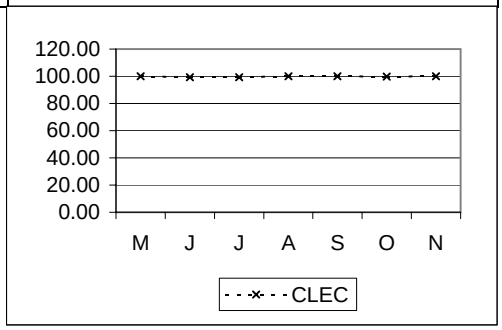


Platform cont...

OR-7 - Order Completeness

OR-7-01-3143	% Order Confirmation/Rejects sent within 3 Business Days	95%

	CLEC	*CLEC Obs*	*Parity*
May-02	**100.00**	**268**	YES
Jun-02	**99.35**	**308**	YES
Jul-02	**99.35**	**462**	YES
Aug-02	**99.92**	**2362**	YES
Sep-02	**99.96**	**2448**	YES
Oct-02	**99.87**	**3832**	YES
Nov-02	**99.89**	**3751**	YES

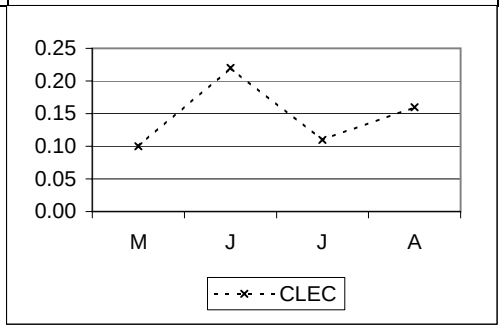


Loop/Pre-qualified Complex/LNP

OR-1 - Order Confirmation Timeliness

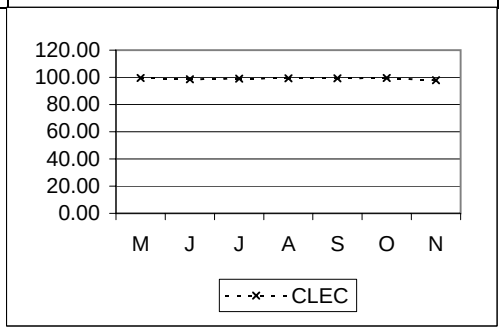
OR-1-01-3331	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)	No Standard
	Eliminated as of 9/2002	

	CLEC	CLEC Obs	Parity
May-02	0.10		
Jun-02	0.22		
Jul-02	0.11		
Aug-02	0.16		



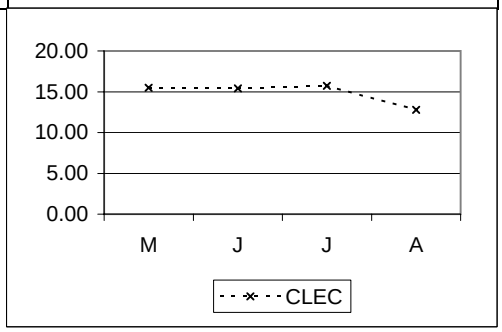
OR-1-02-3331	% On Time LSRC - Flow Through	95% within 2 Hours

	CLEC	CLEC Obs	Parity
May-02	99.60	1980	YES
Jun-02	98.67	1582	YES
Jul-02	98.97	1740	YES
Aug-02	99.36	2357	YES
Sep-02	99.28	1795	YES
Oct-02	99.43	1576	YES
Nov-02	97.89	1609	YES



OR-1-03-3331	Average LSRC/ASRC Time No Facility Check	No Standard
	Eliminated as of 9/2002	

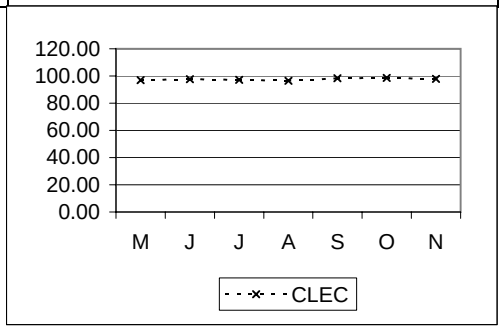
	CLEC	CLEC Obs	Parity
May-02	15.48		
Jun-02	15.42		
Jul-02	15.72		
Aug-02	12.79		



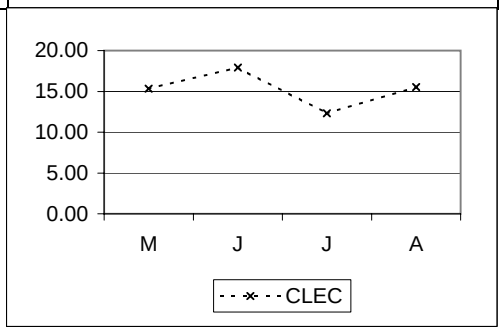
Loop/Pre-qualified Complex/LNP cont...

OR-1 - Order Confirmation Timeliness cont...

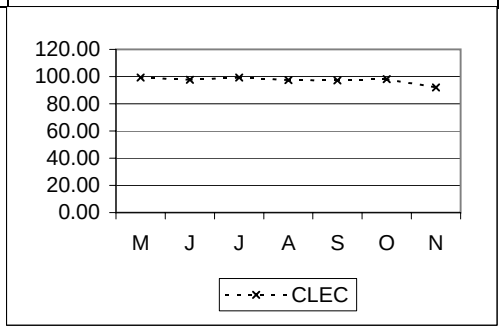
OR-1-04-3331	% On Time LSRC/ASRC - No Facility Check			95% within 24 Hours
	CLEC	*CLEC Obs*	*Parity*	
May-02	**96.97**	**495**	YES	
Jun-02	**97.57**	**371**	YES	
Jul-02	**97.10**	**414**	YES	
Aug-02	**96.54**	**434**	YES	
Sep-02	**98.34**	**601**	YES	
Oct-02	**98.64**	**734**	YES	
Nov-02	**97.94**	**533**	YES	



OR-1-05-3331	Average LSRC/ASRC Time Facility Check			No Standard
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**15.35**			
Jun-02	**17.94**			
Jul-02	**12.31**			
Aug-02	**15.52**			



OR-1-06-3331	% On Time LSRC/ASRC - Facility Check			95% within 72 Hours
	CLEC	*CLEC Obs*	*Parity*	
May-02	**99.31**	**144**	YES	
Jun-02	**97.67**	**129**	YES	
Jul-02	**99.26**	**136**	YES	
Aug-02	**97.52**	**121**	YES	
Sep-02	**97.27**	**110**	YES	
Oct-02	**98.18**	**110**	YES	
Nov-02	**91.89**	**74**	NO	

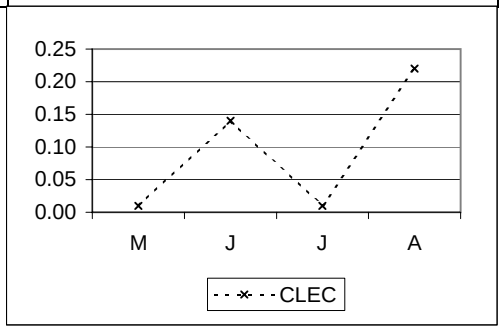


Loop/Pre-qualified Complex/LNP cont...

OR-2 - Reject Timeliness

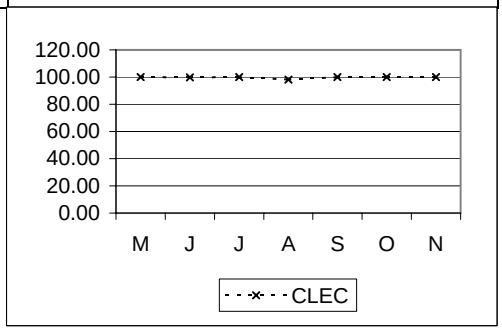
OR-2-01-3331	Average Local Service Request (LSR) Reject - Time (Flow-Through)	No Standard
	Eliminated as of 9/2002	

	CLEC	CLEC Obs	Parity
May-02	0.01		
Jun-02	0.14		
Jul-02	0.01		
Aug-02	0.22		



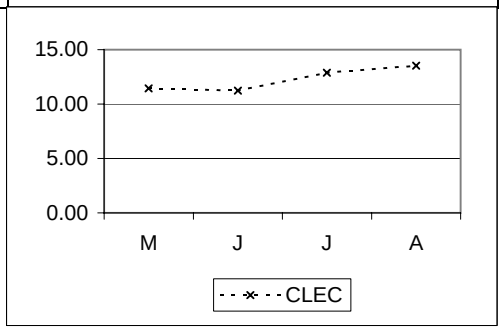
OR-2-02-3331	% On Time LSR Reject - Flow Through	95% within 2 Hours

	CLEC	CLEC Obs	Parity
May-02	100.00	352	YES
Jun-02	99.65	283	YES
Jul-02	100.00	267	YES
Aug-02	98.15	324	YES
Sep-02	100.00	278	YES
Oct-02	100.00	250	YES
Nov-02	100.00	325	YES



OR-2-03-3331	Average LSR/ASR Reject Time No Facility Check	No Standard
	Eliminated as of 9/2002	

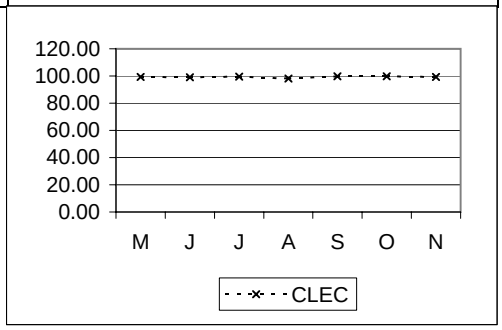
	CLEC	CLEC Obs	Parity
May-02	11.44		
Jun-02	11.23		
Jul-02	12.87		
Aug-02	13.52		



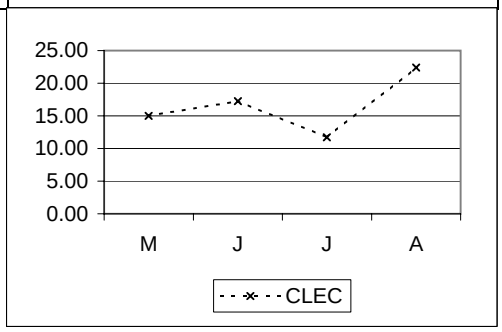
Loop/Pre-qualified Complex/LNP cont...

OR-2 - Reject Timeliness cont...

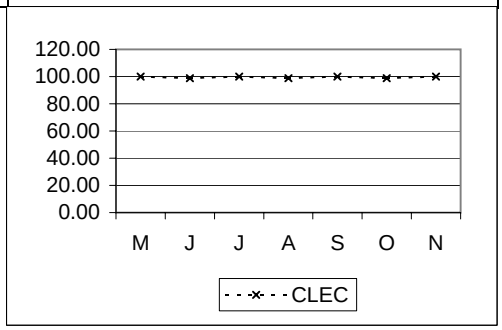
OR-2-04-3331	% On Time LSR/ASR Reject - No Facility Check			95% within 24 Hours
	CLEC	CLEC Obs	Parity	
May-02	99.36	312	YES	
Jun-02	99.11	224	YES	
Jul-02	99.44	177	YES	
Aug-02	98.05	257	YES	
Sep-02	99.82	552	YES	
Oct-02	99.71	690	YES	
Nov-02	99.28	417	YES	



OR-2-05-3331	Average LSR/ASR Reject Time Facility Check			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	14.98			
Jun-02	17.26			
Jul-02	11.70			
Aug-02	22.39			



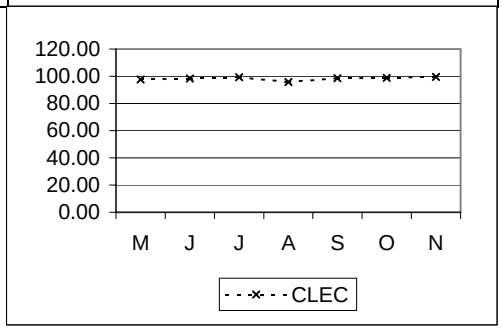
OR-2-06-3331	% On Time LSR/ASR Reject - Facility Check			95% within 72 Hours
	CLEC	CLEC Obs	Parity	
May-02	100.00	65	YES	
Jun-02	98.84	86	YES	
Jul-02	100.00	80	YES	
Aug-02	98.78	82	YES	
Sep-02	100.00	73	YES	
Oct-02	98.80	83	YES	
Nov-02	100.00	42	YES	



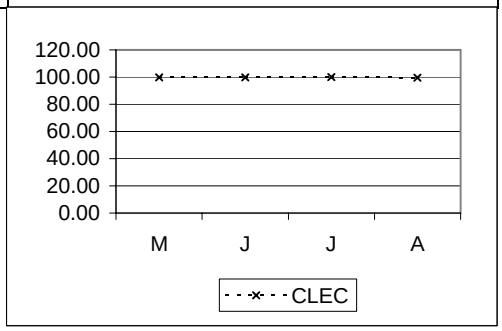
Loop/Pre-qualified Complex/LNP cont...

OR-6 - Order Accuracy

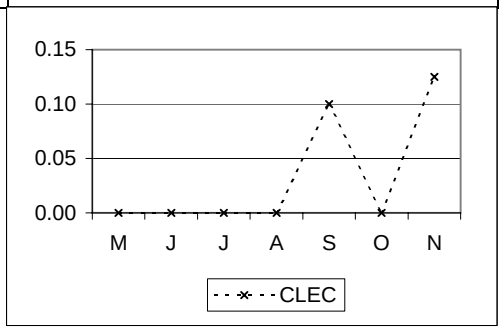
OR-6-01-3331	% Service Order Accuracy****			95% orders without Verizon Errors
	CLEC	CLEC Obs	Parity	
May-02	97.56	82	YES	
Jun-02	98.29	117	YES	
Jul-02	99.28	138	YES	
Aug-02	95.88	97	YES	
Sep-02	98.65	296	YES	
Oct-02	98.73	314	YES	
Nov-02	99.59	243	YES	



OR-6-02-3331	% Accuracy - Opportunities			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	99.80	1012		
Jun-02	99.86	1412		
Jul-02	99.92	1226		
Aug-02	99.59	986		



OR-6-03-3331	% Accuracy - LSRC***			<= 5% LSRCs resent due to Verizon error
	CLEC	CLEC Obs	Parity	
May-02	0.00	997	YES	
Jun-02	0.00	789	YES	
Jul-02	0.00	762	YES	
Aug-02	0.00	834	YES	
Sep-02	0.10	980	YES	
Oct-02	0.00	1053	YES	
Nov-02	0.13	799	YES	

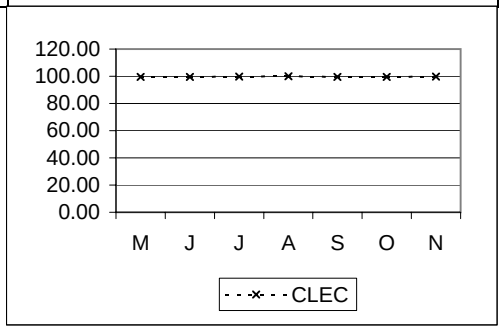


Loop/Pre-qualified Complex/LNP cont...

OR-7 - Order Completeness

OR-7-01-3331	% Order Confirmation/Rejects sent within 3 Business Days	95%

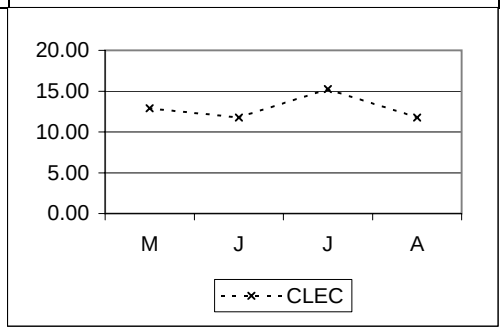
	CLEC	*CLEC Obs*	*Parity*
May-02	**99.64**	**3586**	YES
Jun-02	**99.60**	**3021**	YES
Jul-02	**99.76**	**2949**	YES
Aug-02	**99.89**	**3702**	YES
Sep-02	**99.52**	**3536**	YES
Oct-02	**99.46**	**3503**	YES
Nov-02	**99.81**	**3178**	YES



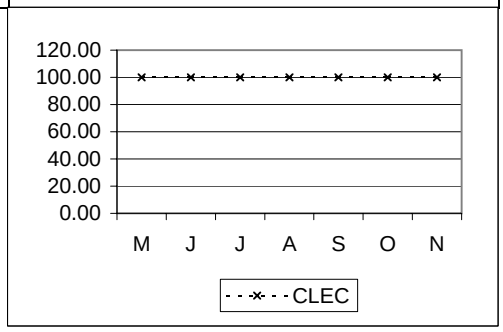
2 Wire Digital Services

OR-1 - Order Confirmation Timeliness (Requiring Loop Qual)

OR-1-03-3341	Average LSRC/ASRC Time No Facility Check			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	12.92			
Jun-02	11.78			
Jul-02	15.24			
Aug-02	11.78			



OR-1-04-3341	% On Time LSRC/ASRC - No Facility Check			95% within 72 Hours
	CLEC	CLEC Obs	Parity	
May-02	100.00	8	YES	
Jun-02	100.00	7	YES	
Jul-02	100.00	6	YES	
Aug-02	100.00	3	YES	
Sep-02	100.00	2	YES	
Oct-02	100.00	1	YES	
Nov-02	100.00	1	YES	



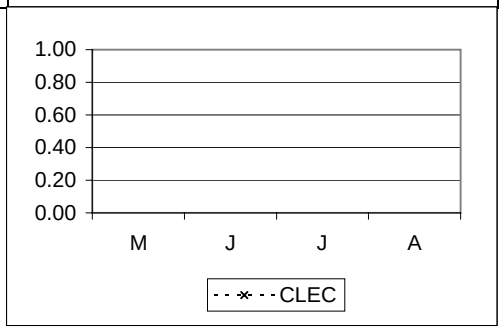
OR-1-05-3341	Average LSRC/ASRC Time Facility Check			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

2 Wire Digital Services cont...
OR-1 - Order Confirmation Timeliness (Requiring Loop Qual) cont...

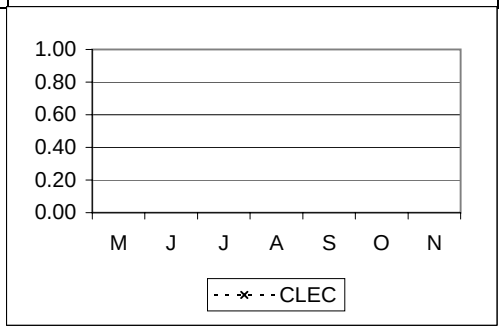
OR-1-06-3341	% On Time LSRC/ASRC - Facility Check			95% within 72 Hours
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			

OR-2 - Reject Timeliness (Requiring Loop Qual)

OR-2-03-3341	Average LSR/ASR Reject Time No Facility Check			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			



OR-2-04-3341	% On Time LSR/ASR Reject - No Facility Check			95% within 72 Hours
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			



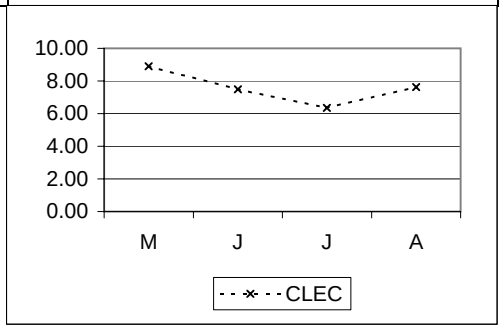
2 Wire Digital Services cont...				
OR-2 - Reject Timeliness (Requiring Loop Qual) cont...				
OR-2-05-3341	Average LSR/ASR Reject Time Facility Check			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

OR-2-06-3341	% On Time LSR/ASR Reject - Facility Check			95% within 72 Hours
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			

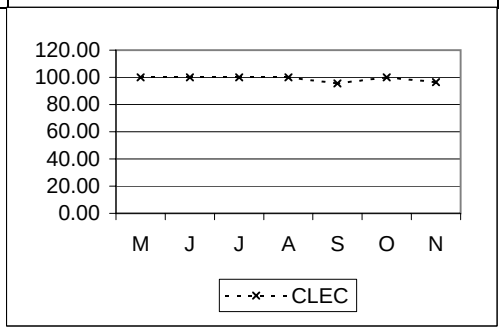
2 Wire xDSL Loops

OR-1 - Order Confirmation Timeliness (Requiring Loop Qual)

OR-1-03-3342	Average LSRC/ASRC Time - No Facility Check			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	8.90			
Jun-02	7.49			
Jul-02	6.36			
Aug-02	7.62			



OR-1-04-3342	% On Time LSRC/ASRC - No Facility Check			95% within 72 Hours
	CLEC	CLEC Obs	Parity	
May-02	100.00	86	YES	
Jun-02	100.00	72	YES	
Jul-02	100.00	42	YES	
Aug-02	100.00	58	YES	
Sep-02	95.45	44	YES	
Oct-02	100.00	17	YES	
Nov-02	96.43	28	YES	



OR-1-05-3342	Average LSRC/ASRC Time - Facility Check			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

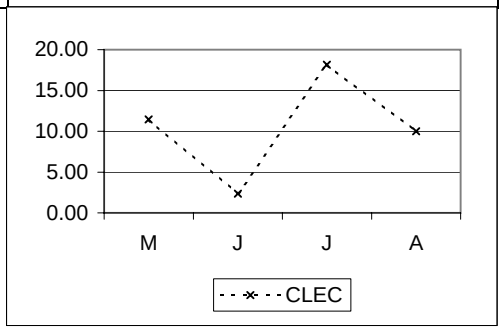
2 Wire xDSL Loops cont...

OR-1 - Order Confirmation Timeliness (Requiring Loop Qual) cont...

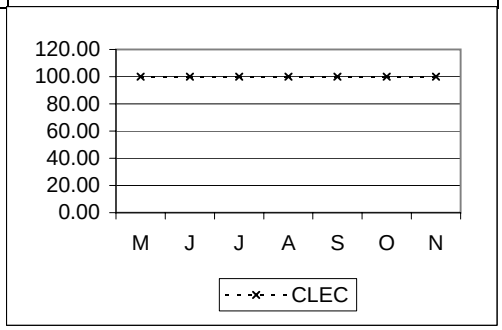
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check			95% within 72 Hours
	CLEC	*CLEC Obs*	*Parity*	
May-02	**#N/A**			
Jun-02	**#N/A**			
Jul-02	**#N/A**			
Aug-02	**#N/A**			
Sep-02	**#N/A**			
Oct-02	**#N/A**			
Nov-02	**#N/A**			

OR-2 - Reject Timeliness (Requiring Loop Qual)

OR-2-03-3342	Average LSR/ASR Reject Time - No Facility Check			No Standard
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**11.46**			
Jun-02	**2.35**			
Jul-02	**18.16**			
Aug-02	**9.99**			



OR-2-04-3342	% On Time LSR/ASR Reject - No Facility Check			95% within 72 Hours
	CLEC	*CLEC Obs*	*Parity*	
May-02	**100.00**	**10**	YES	
Jun-02	**100.00**	**6**	YES	
Jul-02	**100.00**	**6**	YES	
Aug-02	**100.00**	**12**	YES	
Sep-02	**100.00**	**11**	YES	
Oct-02	**100.00**	**3**	YES	
Nov-02	**100.00**	**2**	YES	



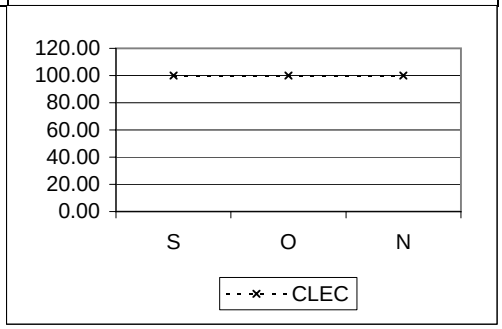
2 Wire xDSL Loops cont...				
OR-2 - Reject Timeliness (Requiring Loop Qual) cont...				
OR-2-05-3342	Average LSR/ASR Reject Time Facility Check			No Standard
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

OR-2-06-3342	% On Time LSR/ASR Reject - Facility Check			95% within 72 Hours
	CLEC	*CLEC Obs*	*Parity*	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			

2 Wire xDSL Line Sharing & Line Splitting

OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification

OR-1-04-3340	% On Time LSRC/ASRC - No Facility Check			95% within 72 Hours
	Effective 9/2002: new metric being reported			
	CLEC	*CLEC Obs*	*Parity*	
Sep-02	**100.00**	**13**	YES	
Oct-02	**100.00**	**14**	YES	
Nov-02	**100.00**	**11**	YES	



OR-1-06-3340	% On Time LSRC/ASRC - Facility Check			95% within 72 Hours
	Effective 9/2002: new metric being reported			
	CLEC	*CLEC Obs*	*Parity*	
Sep-02	**#N/A**			
Oct-02	**#N/A**			
Nov-02	**#N/A**			

OR-2 - Reject Timeliness - Requiring Loop Qualification

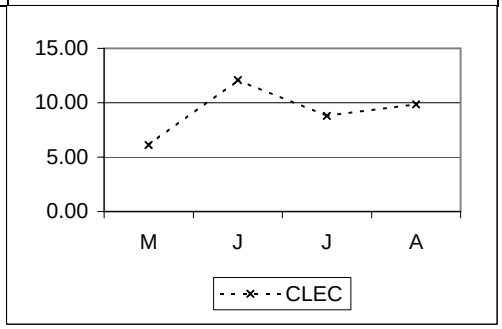
OR-2-04-3340	% On Time LSR/ASR Reject - No Facility Check			95% within 72 Hours
	Effective 9/2002: new metric being reported			
	CLEC	*CLEC Obs*	*Parity*	
Sep-02	**#N/A**			
Oct-02	**100.00**	**3**	YES	
Nov-02	**#N/A**			

OR-2-06-3340	% On Time LSR/ASR Reject - Facility Check			95% within 72 Hours
	Effective 9/2002: new metric being reported			
	CLEC	*CLEC Obs*	*Parity*	
Sep-02	**#N/A**			
Oct-02	**#N/A**			
Nov-02	**#N/A**			

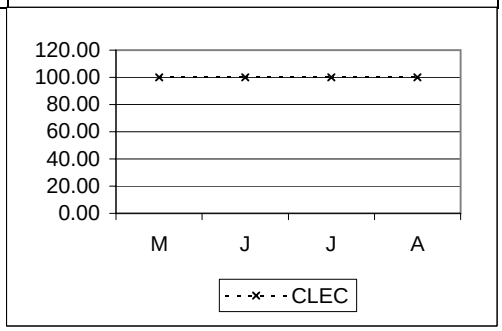
2 Wire xDSL Line Sharing

OR-1 - Order Confirmation Timeliness (Requiring Loop Qual)

OR-1-03-3343	Average LSRC/ASRC Time - No Facility Check			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	6.13			
Jun-02	12.10			
Jul-02	8.78			
Aug-02	9.85			



OR-1-04-3343	% On Time LSRC/ASRC- No Facility Check			95% within 72 Hours
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	100.00	9	YES	
Jun-02	100.00	7	YES	
Jul-02	100.00	15	YES	
Aug-02	100.00	12	YES	



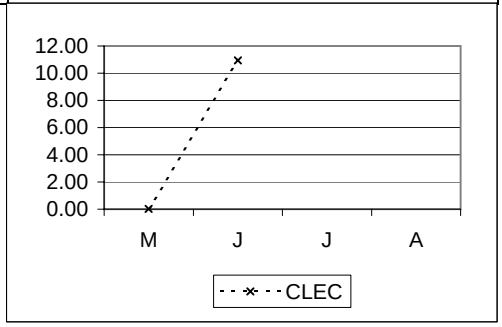
OR-1-05-3343	Average LSRC/ASRC Time - Facility Check			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

2 Wire xDSL Line Sharing cont...
OR-1 - Order Confirmation Timeliness (Requiring Loop Qual) cont...

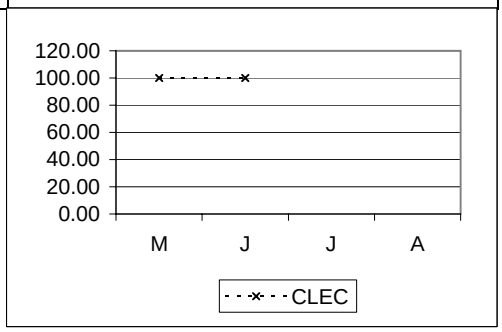
OR-1-06-3343	% On Time LSRC/ASRC - Facility Check			95% within 72 Hours
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

OR-2 - Reject Timeliness (Requiring Loop Qual)

OR-2-03-3343	Average LSR/ASR Reject Time - No Facility Check			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	0.02			
Jun-02	10.95			
Jul-02	#N/A			
Aug-02	#N/A			



OR-2-04-3343	% On Time LSR/ASR Reject- No Facility Check			95% within 72 Hours
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	100.00	1	YES	
Jun-02	100.00	5	YES	
Jul-02	#N/A			
Aug-02	#N/A			



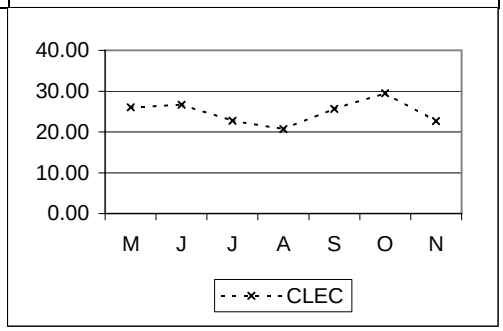
2 Wire xDSL Line Sharing cont...					
OR-2 - Reject Timeliness (Requiring Loop Qual) cont...					
OR-2-05-3343	Average LSR/ASR Reject Time Facility Check				No Standard
	Eliminated as of 9/2002				
	CLEC	*CLEC Obs*		*Parity*	
May-02	**#N/A**				
Jun-02	**#N/A**				
Jul-02	**#N/A**				
Aug-02	**#N/A**				

OR-2-06-3343	% On Time LSR/ASR Reject Facility Check				95% within 72 Hours
	Eliminated as of 9/2002				
	CLEC	*CLEC Obs*		*Parity*	
May-02	**#N/A**				
Jun-02	**#N/A**				
Jul-02	**#N/A**				
Aug-02	**#N/A**				

POTS / Special Services - Aggregate

OR-3 - Percent Rejects

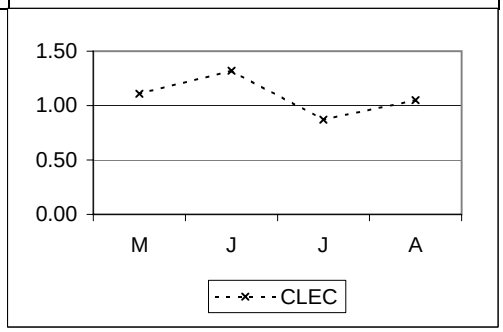
OR-3-01-3000	% Rejects (ASRs + LSRs)			No Standard
	CLEC	CLEC Obs	Parity	
May-02	26.00	3434		
Jun-02	26.63	2925		
Jul-02	22.73	3088		
Aug-02	20.69	5719		
Sep-02	25.63	5945		
Oct-02	29.52	6982		
Nov-02	22.67	7452		



OR-3-02-3000	% LSR Resubmission Not Rejected			95%
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			

OR-4 - Timeliness of Completion Notification

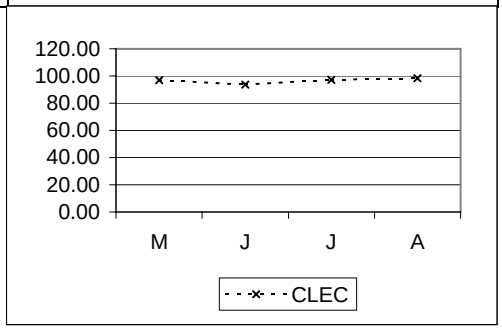
OR-4-01-3000	Completion Notice (BCN) - Average Response Time			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	1.11			
Jun-02	1.32			
Jul-02	0.87			
Aug-02	1.05			



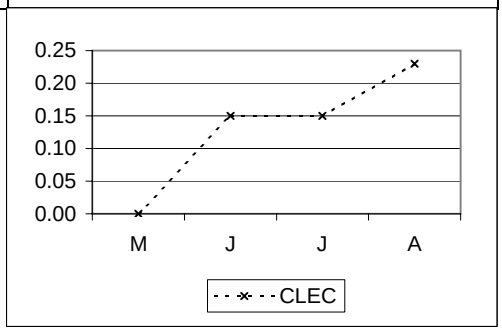
POTS / Special Services - Aggregate cont...

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

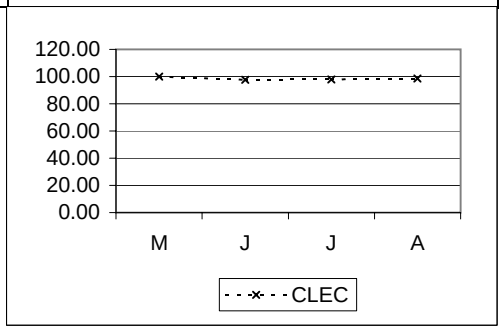
OR-4-02-3000	Completion Notice (BCN) - % On Time			95% by next bus. day at noon
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**97.02**	**2784**	YES	
Jun-02	**93.54**	**2274**	NO	
Jul-02	**97.22**	**2410**	YES	
Aug-02	**98.46**	**4209**	YES	



OR-4-04-3000	Work Completion Notice (PCN) - Average Response Time			No Standard
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**0.00**			
Jun-02	**0.15**			
Jul-02	**0.15**			
Aug-02	**0.23**			



OR-4-05-3000	Work Completion Notice (PCN) - % On Time			95% by next bus. day at noon
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**100.00**	**2721**	YES	
Jun-02	**97.70**	**2261**	YES	
Jul-02	**97.84**	**2404**	YES	
Aug-02	**98.50**	**4207**	YES	



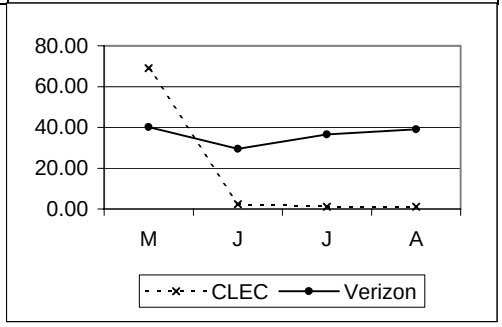
POTS / Special Services - Aggregate cont...

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

OR-4-06-3000 | **Average Duration - Work Completion (SOP) to Bill Completion** | **Parity with Retail**

Eliminated as of 9/2002

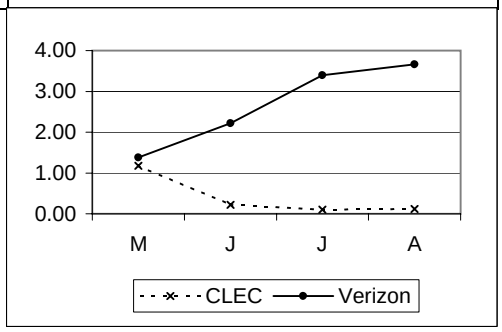
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	**40.20**	**69.01**	66384	1020	426.63	13.46	-2.14	NO
Jun-02	**29.56**	**2.32**	62966	926	278.44	9.22	2.96	YES
Jul-02	**36.56**	**1.02**	55907	954	334.51	10.92	3.25	YES
Aug-02	**39.00**	**1.02**	56973	2495	322.70	6.60	5.75	YES



OR-4-07-3000 | **% SOP to Bill Completion >= 5 Business Days** | **Parity with Retail**

Eliminated as of 9/2002

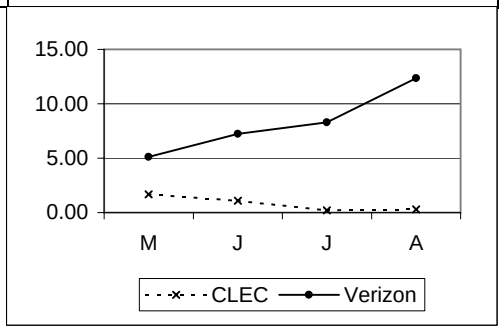
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	**1.38**	**1.18**	66384	1020		0.37	0.54	YES
Jun-02	**2.22**	**0.22**	62966	926		0.49	4.10	YES
Jul-02	**3.40**	**0.10**	55907	954		0.59	5.58	YES
Aug-02	**3.66**	**0.12**	56973	2495		0.38	9.22	YES



OR-4-08-3000 | **% SOP to Bill Completion > 1 Business Day** | **Parity with Retail**

Eliminated as of 9/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	**5.11**	**1.67**	66384	1020		0.69	4.95	YES
Jun-02	**7.23**	**1.08**	62966	926		0.86	7.17	YES
Jul-02	**8.28**	**0.21**	55907	954		0.90	8.97	YES
Aug-02	**12.34**	**0.28**	56973	2495		0.67	17.93	YES



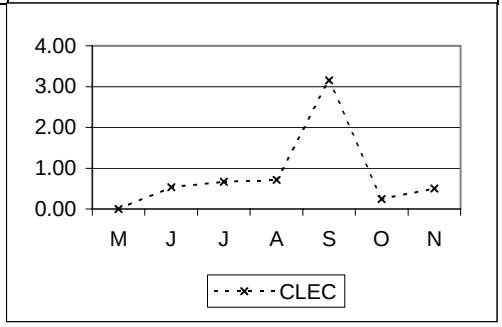
POTS / Special Services - Aggregate cont...

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

OR-4-11-3000	% Completed orders with neither a PCN or BCN sent - EDI	<= .25%

Effective 09/2002: standard changed from <= .5% to <=.25%

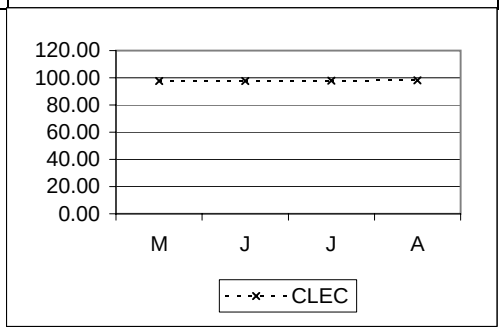
	CLEC	CLEC Obs	Parity
May-02	0.00	436	YES
Jun-02	0.53	2260	YES
Jul-02	0.67	2400	YES
Aug-02	0.71	4202	YES
Sep-02	3.15	4260	NO
Oct-02	0.25	4875	NO
Nov-02	0.50	4176	NO



OR-4-12-3000	% Due Date to PCN within 2 Business Days	95%

Eliminated as of 9/2002

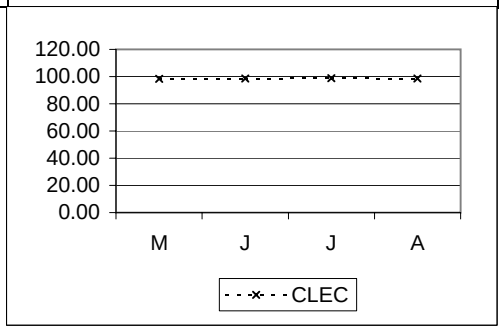
	CLEC	CLEC Obs	Parity
May-02	97.61	2721	YES
Jun-02	97.61	2261	YES
Jul-02	97.96	2404	YES
Aug-02	98.19	4207	YES



OR-4-13-3000	% Due Date to PCN within 5 Business Days	99%

Eliminated as of 9/2002

	CLEC	CLEC Obs	Parity
May-02	98.38	2721	NO
Jun-02	98.63	2261	NO
Jul-02	98.71	2404	NO
Aug-02	98.60	4207	NO



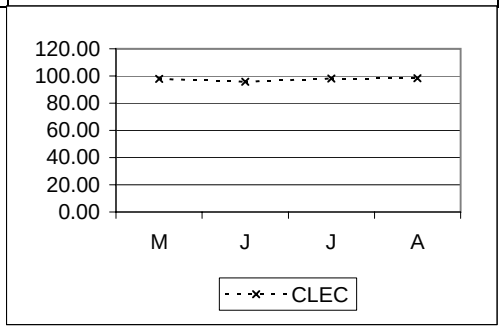
POTS / Special Services - Aggregate cont...

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

OR-4-14-3000	% Due Date to BCN within 4 Business Days	95%

Eliminated as of 9/2002

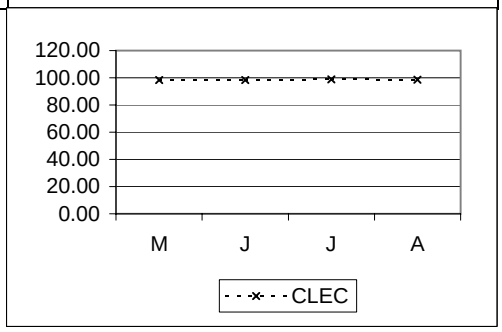
	CLEC	CLEC Obs	Parity
May-02	97.81	2784	YES
Jun-02	95.82	2274	YES
Jul-02	98.13	2410	YES
Aug-02	98.24	4209	YES



OR-4-15-3000	% Due Due Date to BCN within 7 Business Days	99%

Eliminated as of 9/2002

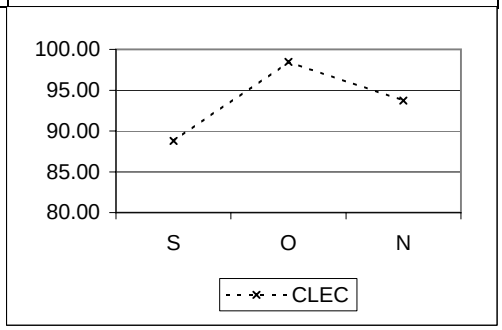
	CLEC	CLEC Obs	Parity
May-02	98.46	2784	NO
Jun-02	98.46	2274	NO
Jul-02	98.76	2410	NO
Aug-02	98.67	4209	NO



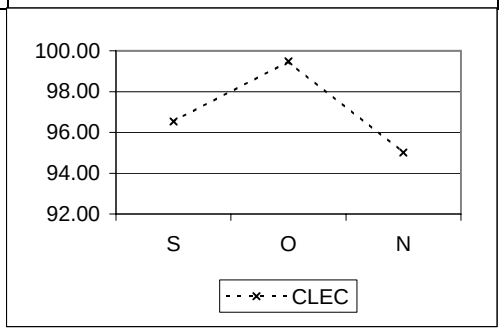
OR-4-16-3000	% Provisioning Completion Notifiers sent within one (1) business day	95%

Effective 9/2002: new metric being reported

	CLEC	CLEC Obs	Parity
Sep-02	88.80	4260	NO
Oct-02	98.48	4875	YES
Nov-02	93.73	4176	NO

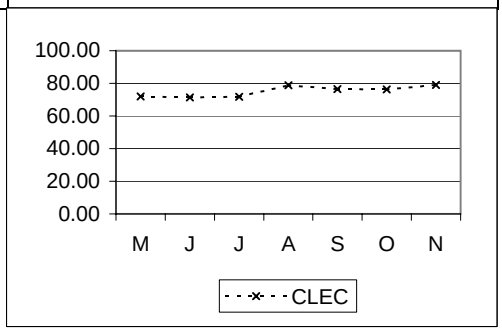


POTS / Special Services - Aggregate cont...				
OR-4 - Timeliness of Completion Notification cont...				
OR-4-17-3000	% Provisioning Completion Notifiers sent within two (2) business days			95%
	Effective 9/2002: new metric being reported			
	CLEC	CLEC Obs	Parity	
Sep-02	96.53	4260	YES	
Oct-02	99.49	4875	YES	
Nov-02	95.02	4176	YES	

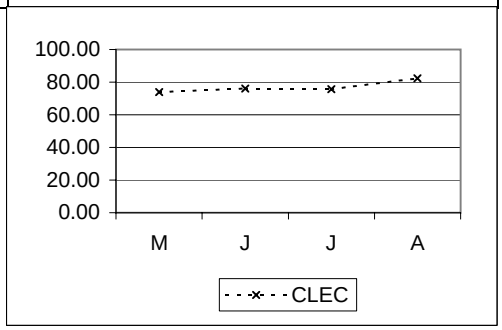


OR-5 - Percent Flow-Through

OR-5-01-3000	% Flow Through - Total			No Standard Developed
	CLEC	CLEC Obs	Parity	
May-02	71.92	3248		
Jun-02	71.43	2758		
Jul-02	71.78	2916		
Aug-02	78.86	5313		
Sep-02	76.50	4965		
Oct-02	76.31	5947		
Nov-02	79.02	5686		



OR-5-02-3000	% Flow Through - Simple			No Standard Developed
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	73.85	2581		
Jun-02	76.01	2059		
Jul-02	75.65	2177		
Aug-02	82.45	4564		



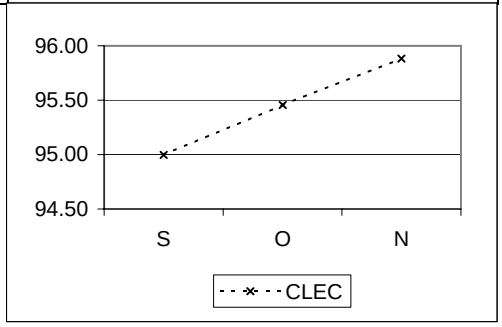
POTS / Special Services - Aggregate cont...

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

OR-5-03-3000	% Flow Through Achieved	95%

Effective 9/2002: new metric being reported

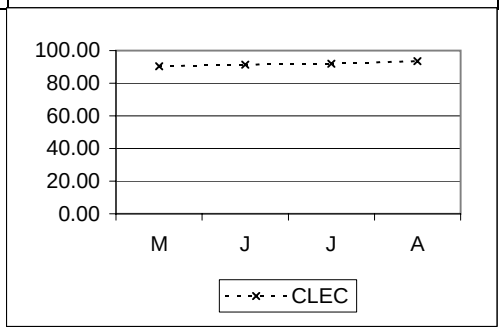
	CLEC	CLEC Obs	Parity
Sep-02	95.00	3998	NO
Oct-02	95.46	4754	YES
Nov-02	95.88	4686	YES



OR-5-03-3112	% Flow Through Achieved	95%

Eliminated as of 9/2002

	CLEC	CLEC Obs	Parity
May-02	90.44	2583	NO
Jun-02	91.46	2154	NO
Jul-02	91.88	2278	NO
Aug-02	93.61	4476	NO

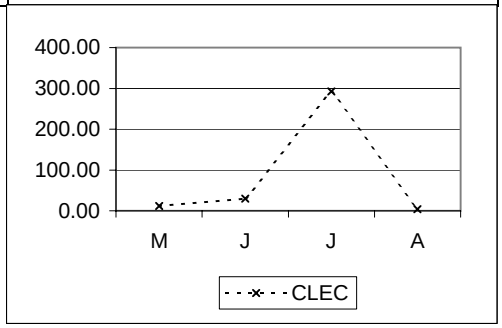


Special Services - Electronically Submitted

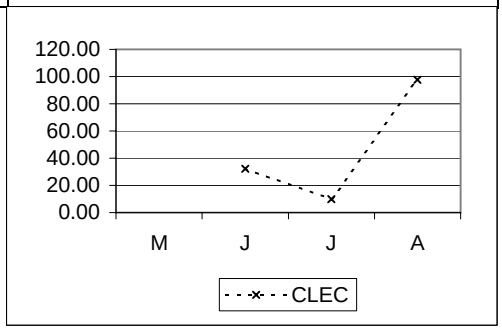
OR-1 - Order Confirmation Timeliness (ASRs + LSRs)

OR-1-03-3210	Average LSRC/ASRC Time No Facility Check DS0			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

OR-1-03-3211	Average LSRC/ASRC Time No Facility Check DS1			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	11.54			
Jun-02	29.60			
Jul-02	292.24			
Aug-02	3.68			



OR-1-03-3213	Average LSRC/ASRC Time No Facility Check DS3			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	32.28			
Jul-02	10.00			
Aug-02	97.62			

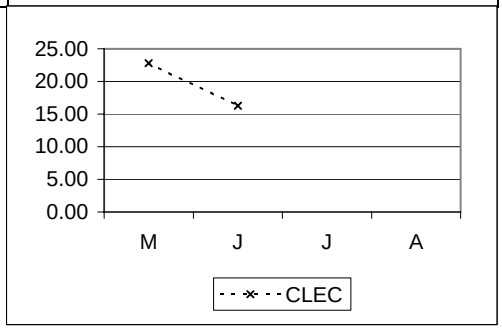


Special Services - Electronically Submitted cont...

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

OR-1-03-3214	Average LSRC/ASRC Time No Facility Check (Non DS0, DS1, & DS3)	No Standard
	Eliminated as of 9/2002	

	CLEC	CLEC Obs	Parity
May-02	22.81		
Jun-02	16.29		
Jul-02	#N/A		
Aug-02	#N/A		

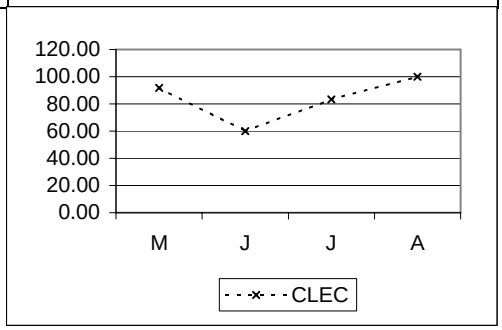


OR-1-04-3210	% On Time LSRC/ASRC - No Facility Check DS0	95% within 48 Hours

	CLEC	CLEC Obs	Parity
May-02	#N/A		
Jun-02	#N/A		
Jul-02	#N/A		
Aug-02	#N/A		
Sep-02	#N/A		
Oct-02	#N/A		
Nov-02	#N/A		

OR-1-04-3211	% On Time LSRC/ASRC No Facility Check DS1	95% within 48 Hours
	Eliminated as of 9/2002	

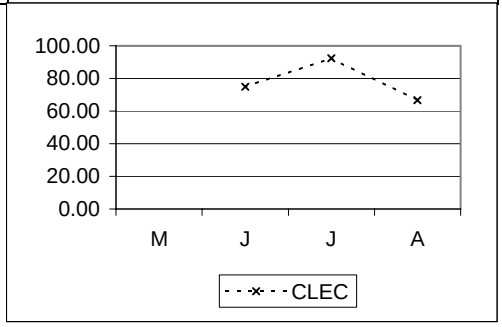
	CLEC	CLEC Obs	Parity
May-02	91.67	12	NO
Jun-02	60.00	5	NO
Jul-02	83.33	6	NO
Aug-02	100.00	65	YES



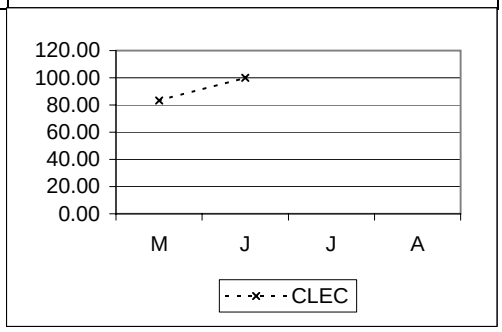
Special Services - Electronically Submitted cont...

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

OR-1-04-3213	% On Time LSRC/ASRC No Facility Check DS3			95% within 48 Hours
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**#N/A**			
Jun-02	**75.00**	**4**	NO	
Jul-02	**92.31**	**13**	NO	
Aug-02	**66.67**	**3**	NO	



OR-1-04-3214	% On Time LSRC/ASRC No Facility Check (Non DS0, DS1, & DS3)			95% within 48 Hours
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**83.33**	**6**	NO	
Jun-02	**100.00**	**7**	YES	
Jul-02	**#N/A**			
Aug-02	**#N/A**			



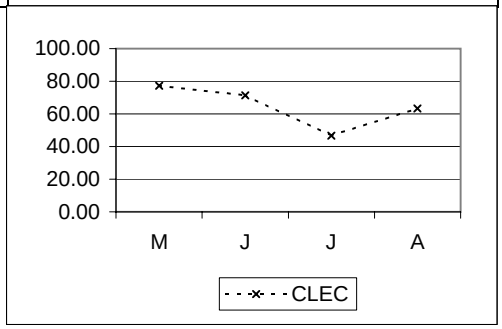
OR-1-05-3210	Average LSRC/ASRC Time Facility Check DS0			No Standard
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**#N/A**			
Jun-02	**#N/A**			
Jul-02	**#N/A**			
Aug-02	**#N/A**			

Special Services - Electronically Submitted cont...

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

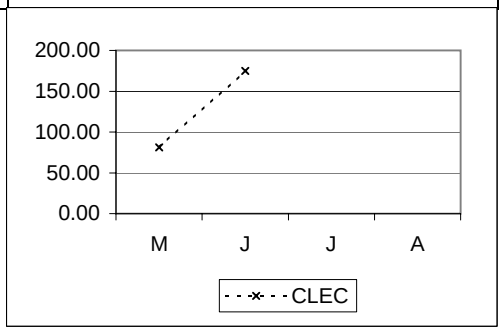
OR-1-05-3211	Average LSRC/ASRC Time Facility Check DS1	No Standard
	Eliminated as of 9/2002	

	CLEC	CLEC Obs	Parity
May-02	77.22		
Jun-02	71.46		
Jul-02	46.64		
Aug-02	63.32		



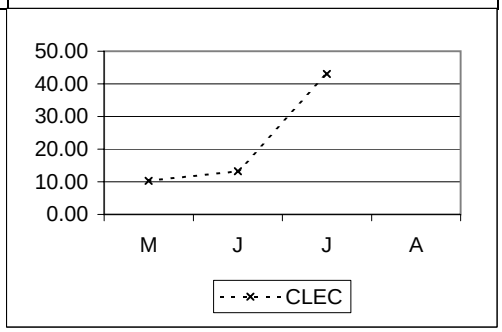
OR-1-05-3213	Average LSRC/ASRC Time Facility Check DS3	No Standard
	Eliminated as of 9/2002	

	CLEC	CLEC Obs	Parity
May-02	80.99		
Jun-02	175.03		
Jul-02	#N/A		
Aug-02	#N/A		



OR-1-05-3214	Average LSRC/ASRC Time Facility Check (Non DS0, DS1, & DS3)	No Standard
	Eliminated as of 9/2002	

	CLEC	CLEC Obs	Parity
May-02	10.27		
Jun-02	13.21		
Jul-02	43.06		
Aug-02	#N/A		

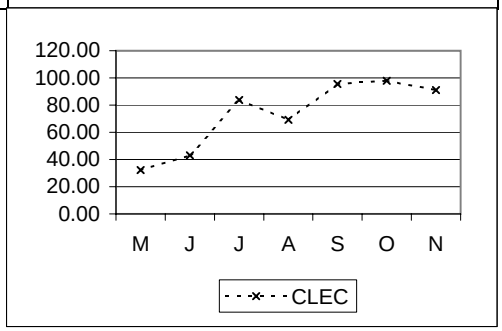


Special Services - Electronically Submitted cont...

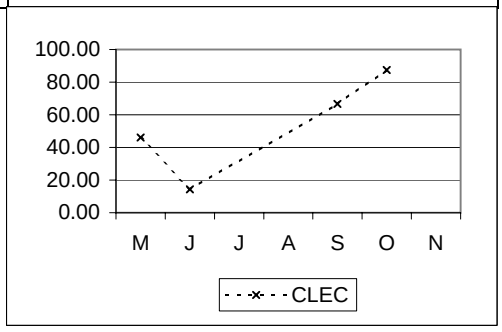
OR-1 - Order Confirmation Timeliness (ASRs + LSRs) cont...

OR-1-06-3210	% On Time LSRC/ASRC - Facility Check DS0			95% within 72 Hours
	CLEC	*CLEC Obs*	*Parity*	
May-02	**#N/A**			
Jun-02	**#N/A**			
Jul-02	**#N/A**			
Aug-02	**#N/A**			
Sep-02	**#N/A**			
Oct-02	**#N/A**			
Nov-02	**#N/A**			

OR-1-06-3211	% On Time LSRC/ASRC - Facility Check DS1			95% within 72 Hours
	CLEC	*CLEC Obs*	*Parity*	
May-02	**32.26**	**31**	NO	
Jun-02	**43.14**	**51**	NO	
Jul-02	**83.87**	**31**	NO	
Aug-02	**69.23**	**39**	NO	
Sep-02	**95.45**	**44**	YES	
Oct-02	**97.96**	**49**	YES	
Nov-02	**91.11**	**45**	NO	



OR-1-06-3213	% On Time LSRC/ASRC - Facility Check DS3			95% within 72 Hours
	CLEC	*CLEC Obs*	*Parity*	
May-02	**46.15**	**13**	NO	
Jun-02	**14.29**	**7**	NO	
Jul-02	**#N/A**			
Aug-02	**#N/A**			
Sep-02	**66.67**	**3**	NO	
Oct-02	**87.50**	**8**	NO	
Nov-02	**#N/A**			

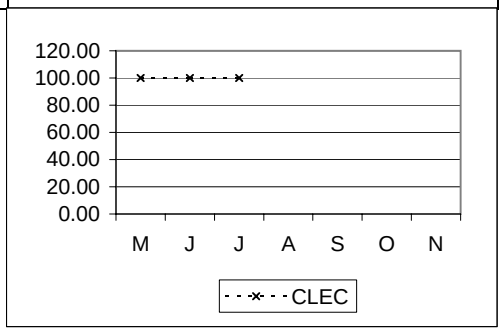


Special Services - Electronically Submitted cont...

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

OR-1-06-3214	% On Time LSRC/ASRC - Facility Check (Non DS0, DS1 & DS3)	95% within 72 Hours

	CLEC	CLEC Obs	Parity
May-02	100.00	3	YES
Jun-02	100.00	7	YES
Jul-02	100.00	2	YES
Aug-02	#N/A		
Sep-02	#N/A		
Oct-02	#N/A		
Nov-02	#N/A		

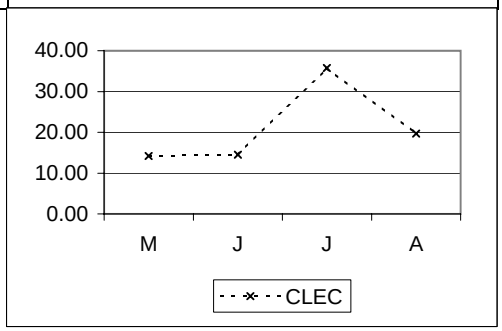


OR-2 - Reject Timeliness (ASRs + LSRs)

OR-2-03-3200	Average LSR/ASR Reject Time No Facility Check	No Standard

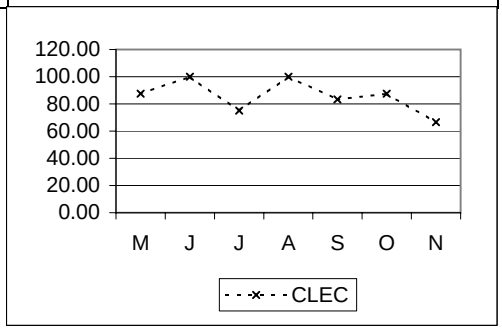
Eliminated as of 9/2002

	CLEC	CLEC Obs	Parity
May-02	14.18		
Jun-02	14.49		
Jul-02	35.79		
Aug-02	19.68		

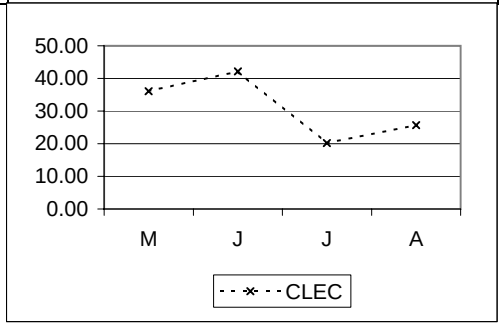


OR-2-04-3200	% On Time LSR/ASR Reject - No Facility Check	95% within 48 Hours

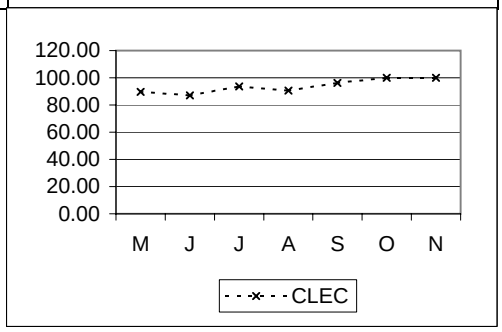
	CLEC	CLEC Obs	Parity
May-02	87.50	8	NO
Jun-02	100.00	7	YES
Jul-02	75.00	4	NO
Aug-02	100.00	3	YES
Sep-02	83.33	24	NO
Oct-02	87.50	8	NO
Nov-02	66.67	3	NO



Special Services - Electronically Submitted cont...				
OR-2 - Reject Timeliness (ASRs + LSRs) cont...				
OR-2-05-3200	Average LSR/ASR Reject Time Facility Check			No Standard
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**36.07**			
Jun-02	**42.20**			
Jul-02	**20.15**			
Aug-02	**25.64**			



OR-2-06-3200	% On Time LSR/ASR Reject - Facility Check			95% within 72 Hours
	CLEC	*CLEC Obs*	*Parity*	
May-02	**89.74**	**39**	NO	
Jun-02	**87.10**	**31**	NO	
Jul-02	**93.75**	**16**	NO	
Aug-02	**90.48**	**21**	NO	
Sep-02	**96.15**	**52**	YES	
Oct-02	**100.00**	**11**	YES	
Nov-02	**100.00**	**23**	YES	



Special Services - FAX/MAIL Submitted

OR-1 - Order Confirmation Timeliness

OR-1-07-3210	Average ASRC Time No Facility Check DS0			No Standard
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**#N/A**			
Jun-02	**#N/A**			
Jul-02	**#N/A**			
Aug-02	**#N/A**			

OR-1-07-3211	Average ASRC Time No Facility Check DS1			No Standard
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**#N/A**			
Jun-02	**#N/A**			
Jul-02	**#N/A**			
Aug-02	**#N/A**			

OR-1-07-3213	Average ASRC Time No Facility Check DS3			No Standard
	Eliminated as of 9/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**#N/A**			
Jun-02	**#N/A**			
Jul-02	**#N/A**			
Aug-02	**#N/A**			

Special Services - FAX/MAIL Submitted cont...
OR-1 - Order Confirmation Timeliness cont...

OR-1-07-3214	Average ASRC Time No Facility Check (Non DS0, DS1 & DS3)			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

OR-1-08-3210	% On Time LSRC - No Facility Check DS0			95% within 72 Hours
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			

OR-1-08-3211	% On Time ASRC No Facility Check DS1			95% within 72 Hours
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

Special Services - FAX/MAIL Submitted cont...
OR-1 - Order Confirmation Timeliness cont...

OR-1-08-3213	% On Time ASRC No Facility Check DS3			95% within 72 Hours
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

OR-1-08-3214	% On Time ASRC No Facility Check (Non DS0, DS1 & DS3)			95% within 72 Hours
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

OR-1-09-3210	Average ASRC Time Facility Check DS0			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

Special Services - FAX/MAIL Submitted cont...
OR-1 - Order Confirmation Timeliness cont...

OR-1-09-3211	Average ASRC Time Facility Check DS1			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

OR-1-09-3213	Average ASRC Time Facility Check DS3			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

OR-1-09-3214	Average ASRC Time Facility Check (Non DS0, DS1 & DS3)			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

Special Services - FAX/MAIL Submitted cont...
OR-1 - Order Confirmation Timeliness cont...

OR-1-10-3210	% On Time ASRC - Facility Check DS0			95% within 96 Hours
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			

OR-1-10-3211	% On Time ASRC - Facility Check DS1			95% within 96 Hours
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			

OR-1-10-3213	% On Time ASRC - Facility Check DS3			95% within 96 Hours
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			

Special Services - FAX/MAIL Submitted cont...
OR-1 - Order Confirmation Timeliness cont...

OR-1-10-3214	% On Time ASRC - Facility Check (Non DS0, DS1 & DS3)			95% within 96 Hours
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			

OR-2 - Reject Timeliness

OR-2-07-3200	Average ASR Reject Time No Facility Check			No Standard
	Eliminated as of 9/2002			
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			

OR-2-08-3200	% On Time ASR Reject - No Facility Check			95% within 72 Hours
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			

Special Services - FAX/MAIL Submitted cont...
OR-2 - Reject Timeliness cont...

OR-2-09-3200	Average ASR Reject Time Facility Check				No Standard
	Eliminated as of 9/2002				
	CLEC	*CLEC Obs*		*Parity*	
May-02	**#N/A**				
Jun-02	**#N/A**				
Jul-02	**#N/A**				
Aug-02	**#N/A**				

OR-2-10-3200	% On Time ASR Reject - Facility Check				95% within 96 Hours
	CLEC	*CLEC Obs*		*Parity*	
May-02	**#N/A**				
Jun-02	**#N/A**				
Jul-02	**#N/A**				
Aug-02	**#N/A**				
Sep-02	**#N/A**				
Oct-02	**#N/A**				
Nov-02	**#N/A**				

Legend

*	= Verizon South (PA, NJ, DE, MD, DC, VA, WV)
**	= Verizon East (CT, MA, ME, NH, NY, RI, VT, PA, DE, NJ, DC, VA, WV)
***	= DC Only
****	= DC, MD, VA, WV
*****	= Resale/UNE East Combined Measurement
******	= DC, DE, MD, PA, VA, WV, combined data
UD	= Performance metric is under development
NA	= No Activity
NEF	= No Existing Functionality
TBD	= Performance metric is to be determined
R3	= Run 3 times per year
95% Cmp. w/in Window	= Standard for Cut-Over Window
	= 1 to 9 lines: 1 hour
	= 10 to 49 lines: 2 hours
	= 50 to 99 lines: 3 hours
	= 100 to 199 lines: 4 hours
	= 200 plus lines: 8 hours
EEL	= 1-9 Loops, 15 Days
	10+ Negotiated
	No Facilities, ECCD+15 Days
	Disconnects, 2 Days
IOF	= Facilities Check 72 Hours
	Facilities Available (Quantity 1-8) 15 Days
	Facilities Available (Quantity > 8), Negotiated

Verizon - DC

Carrier to Carrier Performance Standards and Reports Summary May 2002 - November 2002

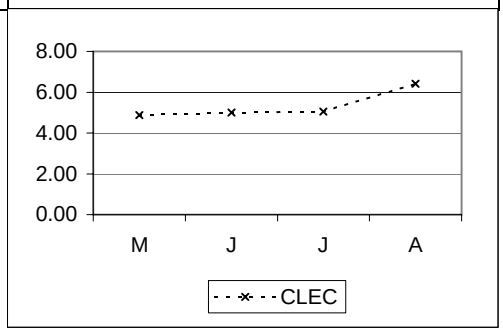
CLEC Aggregate Performance

UNE (Provisioning) - POTS/Special Services

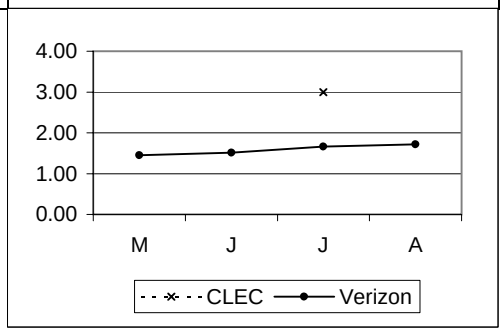
POTS - Provisioning

PR-1 - Average Interval Offered

PR-1-01-3111	Av. Interval Offered - Total No Dispatch - Hot Cut Loop								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**4.88**		43					
Jun-02		**5.00**		17					
Jul-02		**5.05**		19					
Aug-02		**6.41**		17					



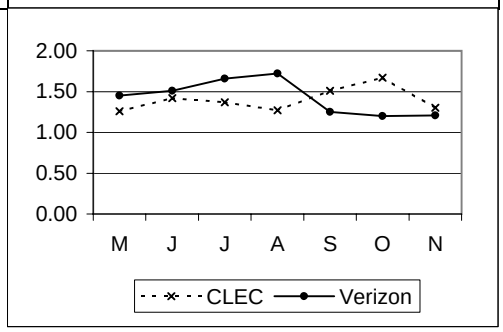
PR-1-01-3122	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**1.45**	**#N/A**	1991		6.61				
Jun-02	**1.51**	**#N/A**	1767		5.38				
Jul-02	**1.66**	**3.00**	1822	1	5.00	5.00	-0.27	YES	
Aug-02	**1.72**	**#N/A**	1669		5.25				



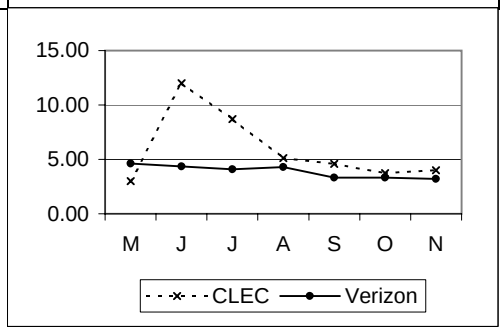
POTS - Provisioning cont...

PR-1 - Average Interval Offered cont...

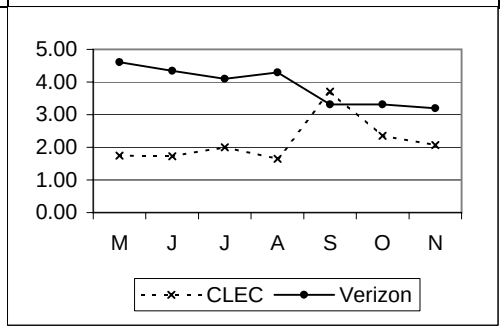
PR-1-01-3140	Av. Interval Offered - Total No Dispatch - Platform								Parity with Retail
	Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**1.45**	**1.26**	1991	147	6.61	0.56	0.34	YES	
Jun-02	**1.51**	**1.42**	1767	159	5.38	0.45	0.20	YES	
Jul-02	**1.66**	**1.37**	1822	222	5.00	0.36	0.82	YES	
Aug-02	**1.72**	**1.27**	1669	1154	5.25	0.20	2.24	YES	
Sep-02	**1.25**	**1.51**	17574	1111	2.32	0.07	-3.62	NO	
Oct-02	**1.20**	**1.67**	18536	1545	1.58	0.04	-11.23	NO	
Nov-02	**1.21**	**1.30**	15190	1365	1.67	0.05	-2.02	NO	



PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loop								Parity with Retail
	Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**4.61**	**3.00**	816	6	5.70	2.34	0.69	YES	
Jun-02	**4.34**	**12.00**	685	2	7.26	5.14	-1.49	YES	
Jul-02	**4.10**	**8.71**	764	7	3.28	1.25	-3.70	SSST	
Aug-02	**4.29**	**5.13**	766	15	3.64	0.95	-0.89	YES	
Sep-02	**3.31**	**4.59**	2534	22	2.13	0.46	-2.81	SSST	
Oct-02	**3.31**	**3.74**	2332	19	2.38	0.55	-0.78	YES	
Nov-02	**3.20**	**4.00**	2039	8	1.29	0.46	-1.77	SSST	



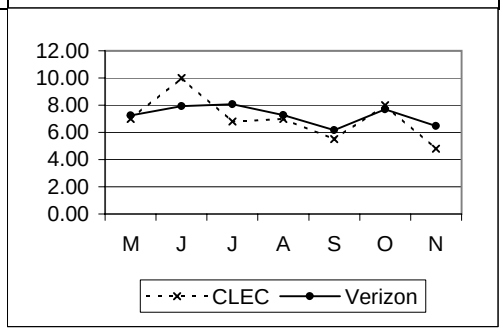
PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Platform								Parity with Retail
	Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**4.61**	**1.75**	816	8	5.70	2.03	1.41	YES	
Jun-02	**4.34**	**1.73**	685	11	7.26	2.21	1.18	YES	
Jul-02	**4.10**	**2.00**	764	16	3.28	0.83	2.53	YES	
Aug-02	**4.29**	**1.65**	766	23	3.64	0.77	3.43	YES	
Sep-02	**3.31**	**3.71**	2534	28	2.13	0.40	-0.99	YES	
Oct-02	**3.31**	**2.35**	2332	77	2.38	0.28	3.48	YES	
Nov-02	**3.20**	**2.07**	2039	55	1.29	0.18	6.39	YES	



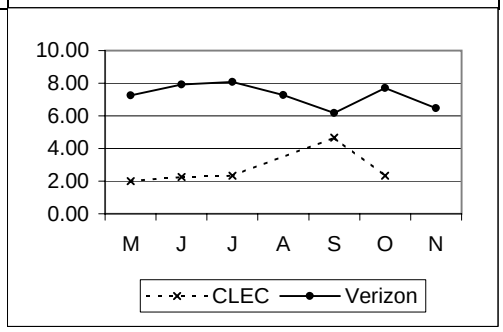
POTS - Provisioning cont...

PR-1 - Average Interval Offered cont...

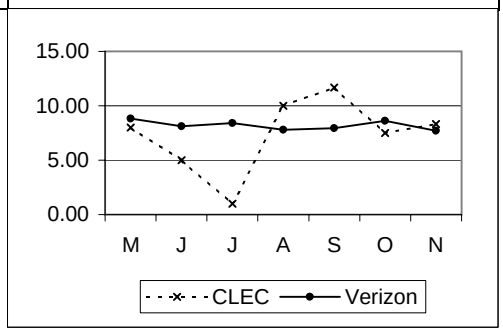
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loop							Parity with Retail
	Retail POTS - Total							
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
May-02	**7.25**	**7.00**	69	5	6.44	2.98	0.08	YES
Jun-02	**7.92**	**10.00**	50	5	9.18	4.31	-0.48	YES
Jul-02	**8.07**	**6.80**	46	5	7.68	3.62	0.35	YES
Aug-02	**7.27**	**7.00**	75	3	7.11	4.19	0.06	YES
Sep-02	**6.17**	**5.50**	41	2	7.80	5.65	Not Required	YES
Oct-02	**7.70**	**8.00**	37	3	8.92	5.35	Not Required	YES
Nov-02	**6.47**	**4.80**	30	5	5.92	2.86	Not Required	



PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Platform							Parity with Retail
	Retail POTS - Total							
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
May-02	**7.25**	**2.00**	69	1	6.44	6.49	0.81	YES
Jun-02	**7.92**	**2.25**	50	4	9.18	4.77	1.19	YES
Jul-02	**8.07**	**2.33**	46	3	7.68	4.58	1.25	YES
Aug-02	**7.27**	**#N/A**	75		7.11			
Sep-02	**6.17**	**4.67**	41	3	7.80	4.67	Not Required	YES
Oct-02	**7.70**	**2.33**	37	3	8.92	5.35	Not Required	YES
Nov-02	**6.47**	**#N/A**	30		5.92			



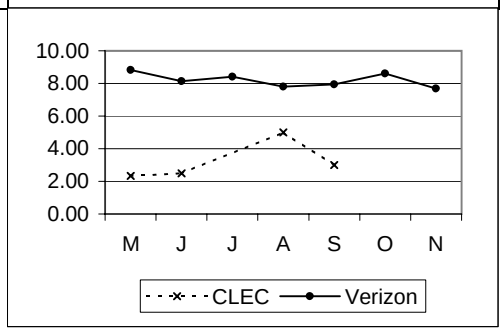
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop							Parity with Retail
	Retail POTS - Total							
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
May-02	**8.83**	**8.00**	47	2	8.01	5.78	0.14	YES
Jun-02	**8.13**	**5.00**	39	4	9.03	4.74	0.66	YES
Jul-02	**8.42**	**1.00**	38	1	6.93	7.02	1.06	YES
Aug-02	**7.80**	**10.00**	45	1	7.43	7.51	-0.29	YES
Sep-02	**7.95**	**11.67**	57	3	10.32	6.11	Not Required	YES
Oct-02	**8.61**	**7.50**	23	8	8.99	3.69	0.30	YES
Nov-02	**7.69**	**8.33**	26	3	8.99	5.48	Not Required	



POTS - Provisioning cont...

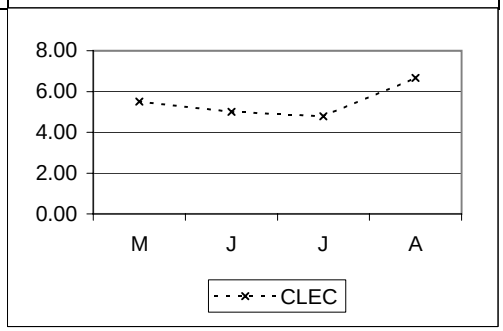
PR-1 - Average Interval Offered cont...

PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform							Parity with Retail
	Retail POTS - Total							
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
May-02	**8.83**	**2.33**	47	3	8.01	4.77	1.36	YES
Jun-02	**8.13**	**2.50**	39	2	9.03	6.55	0.86	YES
Jul-02	**8.42**	**#N/A**	38		6.93			
Aug-02	**7.80**	**5.00**	45	1	7.43	7.51	0.37	YES
Sep-02	**7.95**	**3.00**	57	1	10.32	10.41	Not Required	YES
Oct-02	**8.61**	**#N/A**	23		8.99			
Nov-02	**7.69**	**#N/A**	26		8.99			

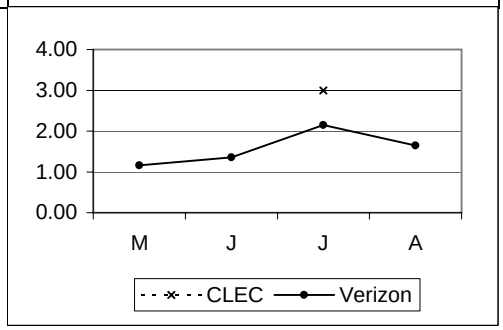


PR-2 - Average Completed Interval

PR-2-01-3111	Av. Completed Interval - Total No Dispatch - Hot Cut Loop							Parity with Retail
	Eliminated as of 9/2002							
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
May-02		**5.50**		32				
Jun-02		**5.00**		14				
Jul-02		**4.79**		14				
Aug-02		**6.67**		15				



PR-2-01-3122	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)							Parity with Retail
	Eliminated as of 9/2002							
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
May-02	**1.16**	**#N/A**	1846		4.15			
Jun-02	**1.36**	**#N/A**	1636		4.94			
Jul-02	**2.15**	**3.00**	1678	1	11.55	11.55	-0.07	YES
Aug-02	**1.65**	**#N/A**	1525		6.85			



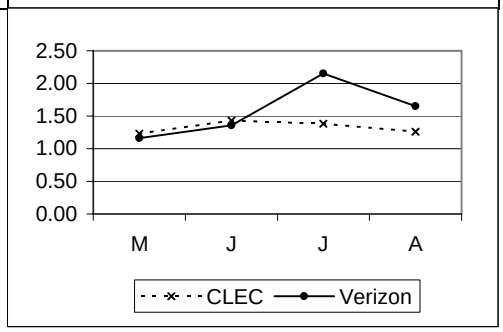
POTS - Provisioning cont...

PR-2 - Average Completed Interval cont...

PR-2-01-3140 **Av. Completed Interval - Total No Dispatch - Platform** **Parity with Retail**

Eliminated as of 9/2002

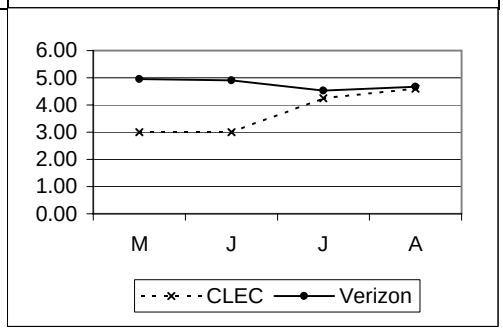
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	1.16	1.23	1846	140	4.15	0.36	-0.19	YES
Jun-02	1.36	1.43	1636	152	4.94	0.42	-0.17	YES
Jul-02	2.15	1.38	1678	213	11.55	0.84	0.92	YES
Aug-02	1.65	1.26	1525	1130	6.85	0.27	1.45	YES



PR-2-03-3112 **Av. Completed Interval - Dispatch (1-5 Lines) - Loop** **Parity with Retail**

Eliminated as of 9/2002

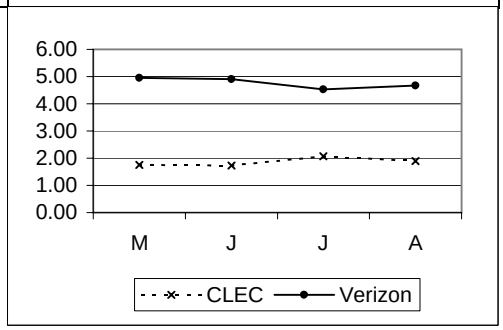
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	4.95	3.00	648	1	8.82	8.83	0.22	YES
Jun-02	4.90	3.00	549	1	7.76	7.77	0.24	YES
Jul-02	4.53	4.25	619	4	4.40	2.21	0.13	YES
Aug-02	4.67	4.60	618	5	4.96	2.23	0.03	YES



PR-2-03-3140 **Av. Completed Interval - Dispatch (1-5 Lines) - Platform** **Parity with Retail**

Eliminated as of 9/2002

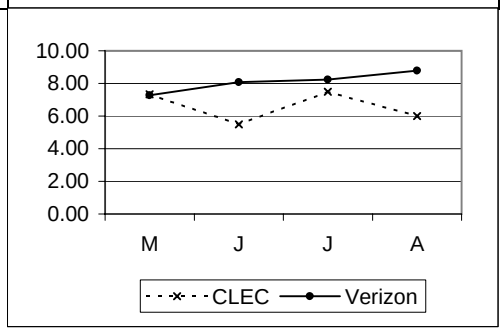
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	4.95	1.75	648	8	8.82	3.14	1.02	YES
Jun-02	4.90	1.73	549	11	7.76	2.36	1.34	YES
Jul-02	4.53	2.07	619	14	4.40	1.19	2.07	YES
Aug-02	4.67	1.90	618	21	4.96	1.10	2.52	YES



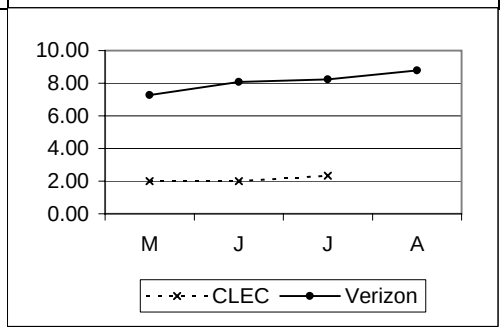
POTS - Provisioning cont...

PR-2 - Average Completed Interval cont...

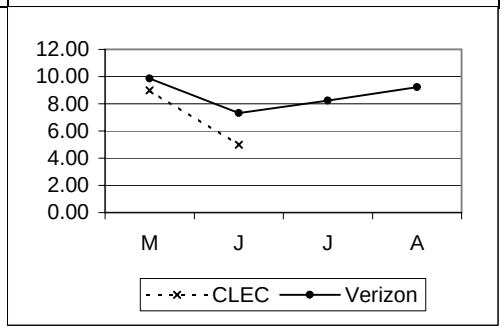
PR-2-04-3112	Av. Completed Interval - Dispatch (6-9 Lines) - Loop								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**7.27**	**7.33**	49	3	8.41	5.00	-0.01	YES	
Jun-02	**8.08**	**5.50**	38	2	9.47	6.87	0.38	YES	
Jul-02	**8.24**	**7.50**	37	2	8.37	6.08	0.12	YES	
Aug-02	**8.78**	**6.00**	60	1	8.25	8.32	0.33	YES	



PR-2-04-3140	Av. Completed Interval - Dispatch (6-9 Lines) - Platform								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**7.27**	**2.00**	49	1	8.41	8.50	0.62	YES	
Jun-02	**8.08**	**2.00**	38	3	9.47	5.68	1.07	YES	
Jul-02	**8.24**	**2.33**	37	3	8.37	5.02	1.18	YES	
Aug-02	**8.78**	**#N/A**	60		8.25				



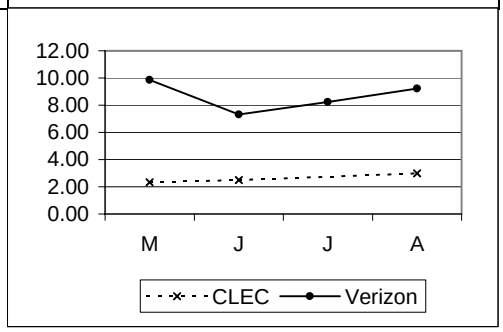
PR-2-05-3112	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**9.86**	**9.00**	29	1	11.32	11.51	0.07	YES	
Jun-02	**7.31**	**5.00**	29	4	8.89	4.74	0.49	YES	
Jul-02	**8.24**	**#N/A**	25		6.03				
Aug-02	**9.22**	**#N/A**	32		7.13				



POTS - Provisioning cont...

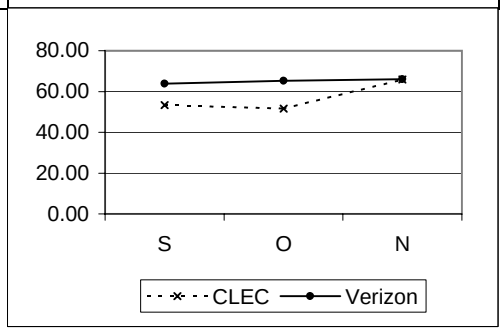
PR-2 - Average Completed Interval cont...

PR-2-05-3140	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**9.86**	**2.33**	29	3	11.32	6.87	1.10	YES	
Jun-02	**7.31**	**2.50**	29	2	8.89	6.50	0.74	YES	
Jul-02	**8.24**	**#N/A**	25		6.03				
Aug-02	**9.22**	**3.00**	32	1	7.13	7.24	0.86	YES	

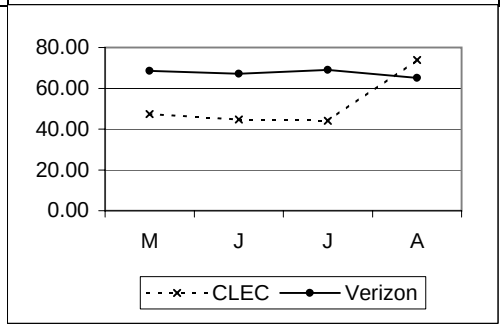


PR-3 - Completed within X Days

PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Dispatch) - Platform								Parity with Retail
	Retail POTS - Total								
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02	**63.90**	**53.35**	12167	986		1.59	<-5.00	NO	
Oct-02	**65.19**	**51.53**	12540	1374		1.35	<-5.00	NO	
Nov-02	**66.06**	**65.83**	10225	1238		1.42	-0.13	YES	



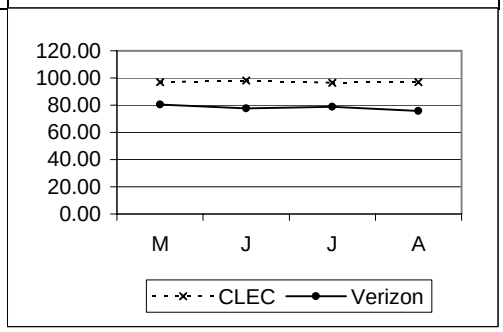
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**68.51**	**47.42**	11348	97		4.74	-4.45	NO	
Jun-02	**67.13**	**44.64**	10733	112		4.46	-5.04	NO	
Jul-02	**69.04**	**44.12**	11508	170		3.57	-6.98	NO	
Aug-02	**65.15**	**73.82**	12132	1058		1.53	5.68	YES	



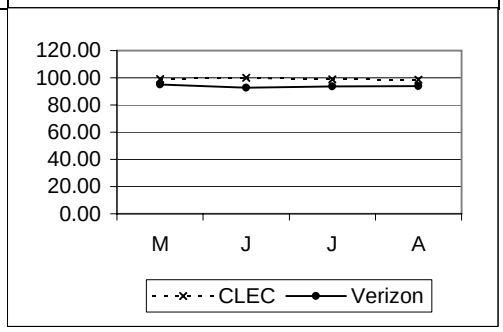
POTS - Provisioning cont...

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

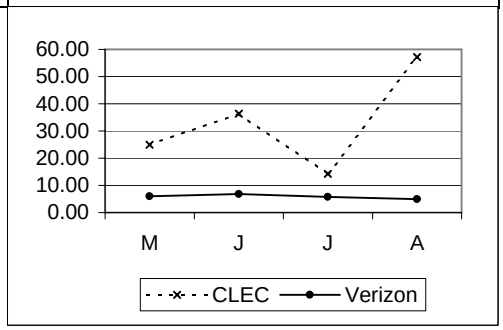
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**80.37**	**96.91**	11348	97		4.05	4.08	YES	
Jun-02	**77.62**	**98.21**	10733	112		3.96	5.20	YES	
Jul-02	**78.92**	**96.47**	11508	170		3.15	5.57	YES	
Aug-02	**75.68**	**96.88**	12132	1058		1.38	15.42	YES	



PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**95.16**	**98.97**	11348	97		2.19	2.40	YES	
Jun-02	**92.73**	**100.00**	10733	112		2.47	5000000.00	YES	
Jul-02	**93.63**	**98.82**	11508	170		1.89	3.56	YES	
Aug-02	**93.91**	**98.49**	12132	1058		0.77	5.97	YES	



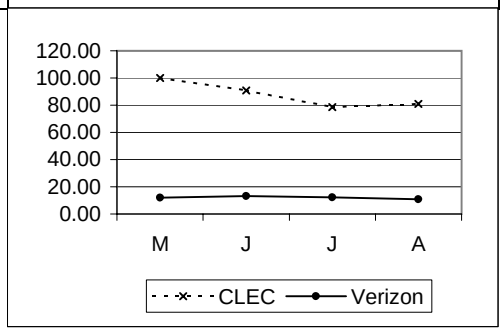
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**6.04**	**25.00**	2136	8		8.44	2.25	YES	
Jun-02	**6.81**	**36.36**	1968	11		7.62	3.88	YES	
Jul-02	**5.71**	**14.29**	2172	14		6.22	1.38	YES	
Aug-02	**4.92**	**57.14**	2377	21		4.74	11.02	YES	



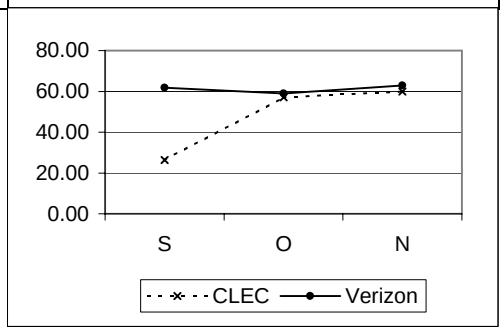
POTS - Provisioning cont...

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

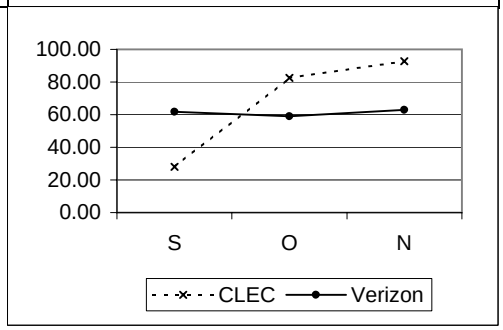
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**11.94**	**100.00**	2136	8		11.49	7.67	YES	
Jun-02	**13.06**	**90.91**	1968	11		10.19	7.64	YES	
Jul-02	**12.29**	**78.57**	2172	14		8.80	7.53	YES	
Aug-02	**10.73**	**80.95**	2377	21		6.78	10.35	YES	



PR-3-06-3113	% Completed in 3 Days (1-5 Lines - Dispatch) - Loop New								Parity with Retail
	Retail POTS - Total								
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02	**61.74**	**26.32**	2044	19		11.20	-2.88	SSST	
Oct-02	**58.96**	**57.14**	1820	14		13.20	0.12	YES	
Nov-02	**62.95**	**60.00**	1514	5		21.63	SS		



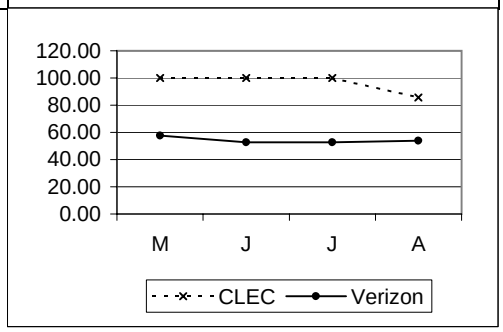
PR-3-06-3140	% Completed in 3 Days (1-5 Lines - Dispatch) - Platform								Parity with Retail
	Retail POTS - Total								
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02	**61.74**	**28.00**	2044	25		9.78	-3.19	NO	
Oct-02	**58.96**	**82.61**	1820	69		6.03	4.28	YES	
Nov-02	**62.95**	**92.68**	1514	41		7.64	4.62	YES	



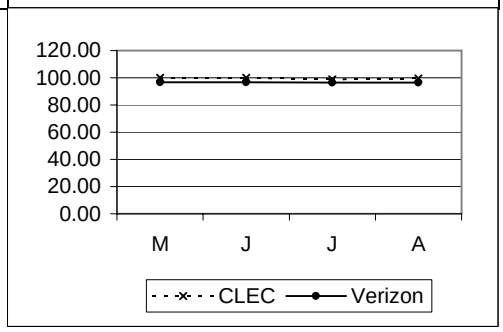
POTS - Provisioning cont...

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

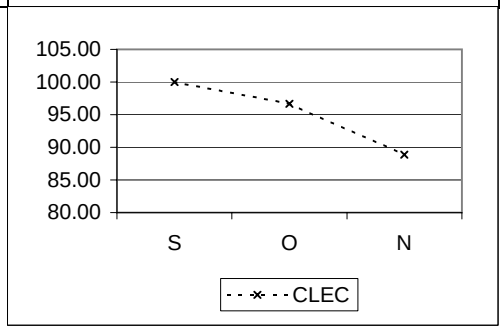
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**57.54**	**100.00**	2136	8		17.51	5000000.00	YES	
Jun-02	**52.64**	**100.00**	1968	11		15.10	5000000.00	YES	
Jul-02	**52.67**	**100.00**	2172	14		13.39	5000000.00	YES	
Aug-02	**53.77**	**85.71**	2377	21		10.93	3.35	YES	



PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**96.68**	**100.00**	13484	105		1.76	1.89	YES	
Jun-02	**96.60**	**100.00**	12701	123		1.64	2.07	YES	
Jul-02	**96.42**	**98.91**	13680	184		1.38	1.81	YES	
Aug-02	**96.40**	**99.44**	14509	1079		0.59	5.17	YES	



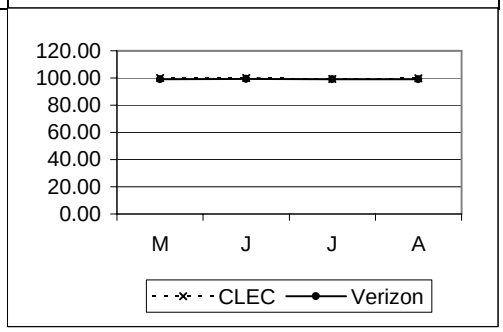
PR-3-08-3111	% Completed in 5 Days (1-5 Lines - No Dispatch) - Hot Cut Loop								95%
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02		**100.00**		23				YES	
Oct-02		**96.67**		30				YES	
Nov-02		**88.89**		18				NO	



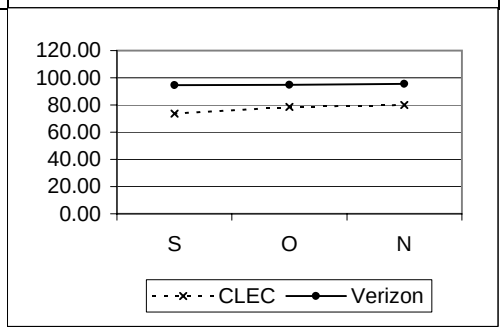
POTS - Provisioning cont...

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

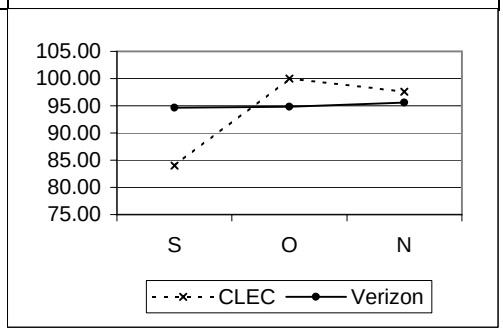
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**99.07**	**100.00**	11348	97		0.98	0.95	YES	
Jun-02	**99.24**	**100.00**	10733	112		0.82	0.92	YES	
Jul-02	**99.13**	**99.41**	11508	170		0.72	0.39	YES	
Aug-02	**99.00**	**99.81**	12132	1058		0.32	2.54	YES	



PR-3-09-3113	% Completed in 5 Days (1-5 Lines - Dispatch) - Loop New								Parity with Retail
	Retail POTS - Total								
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02	**94.67**	**73.68**	2044	19		5.18	-2.75	SSST	
Oct-02	**94.84**	**78.57**	1820	14		5.93	-1.82	SSST	
Nov-02	**95.57**	**80.00**	1514	5		9.21	SS		



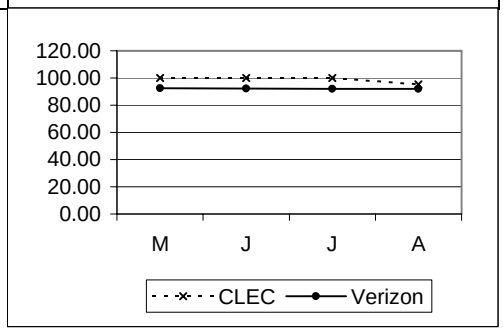
PR-3-09-3140	% Completed in 5 Days (1-5 Lines - Dispatch) - Platform								Parity with Retail
	Retail POTS - Total								
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02	**94.67**	**84.00**	2044	25		4.52	-1.71	SSST	
Oct-02	**94.84**	**100.00**	1820	69		2.71	>5.00	YES	
Nov-02	**95.57**	**97.56**	1514	41		3.26	1.01	YES	



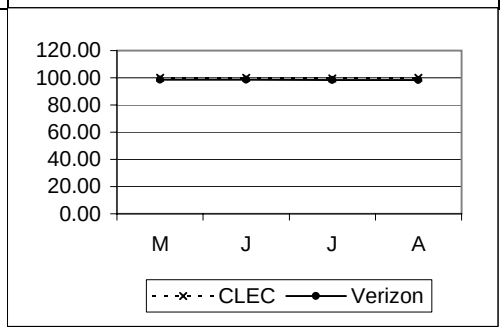
POTS - Provisioning cont...

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

PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**92.46**	**100.00**	2136	8		9.35	5000000.00	YES	
Jun-02	**92.33**	**100.00**	1968	11		8.05	5000000.00	YES	
Jul-02	**91.90**	**100.00**	2172	14		7.32	5000000.00	YES	
Aug-02	**91.96**	**95.24**	2377	21		5.96	0.95	YES	

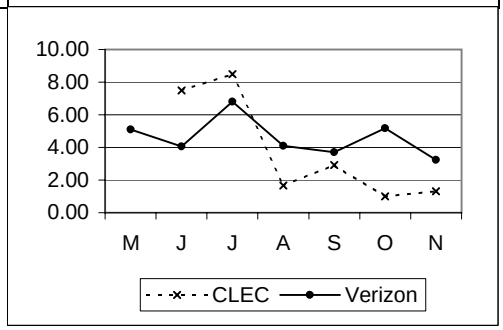


PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**98.51**	**100.00**	13484	105		1.19	1.26	YES	
Jun-02	**98.65**	**100.00**	12701	123		1.05	1.29	YES	
Jul-02	**98.44**	**99.46**	13680	184		0.92	1.11	YES	
Aug-02	**98.45**	**100.00**	14509	1079		0.39	3.98	YES	



PR-4 - Missed Appointments

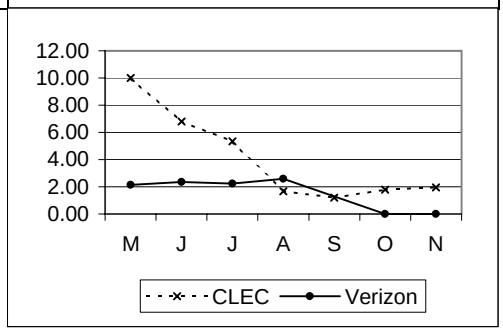
PR-4-02-3100	Average Delay Days - Total								Parity with Retail
	Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**5.10**	**#N/A**	533		25.92				
Jun-02	**4.05**	**7.50**	575	2	9.95	7.05	-0.49	YES	
Jul-02	**6.80**	**8.50**	704	4	37.85	18.98	-0.09	YES	
Aug-02	**4.10**	**1.67**	791	6	14.61	5.99	0.41	YES	
Sep-02	**3.70**	**2.92**	608	12	7.30	2.13	0.37	YES	
Oct-02	**5.17**	**1.00**	569	7	24.15	9.18	0.45	YES	
Nov-02	**3.23**	**1.31**	547	16	7.43	1.89	1.02	YES	



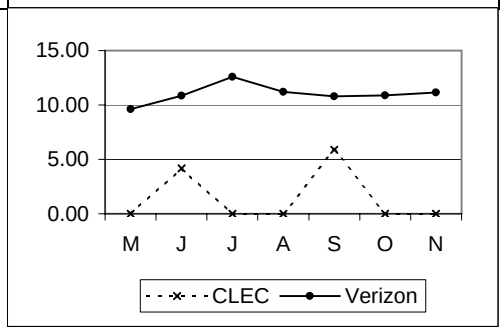
POTS - Provisioning cont...

PR-4 - Missed Appointments cont...

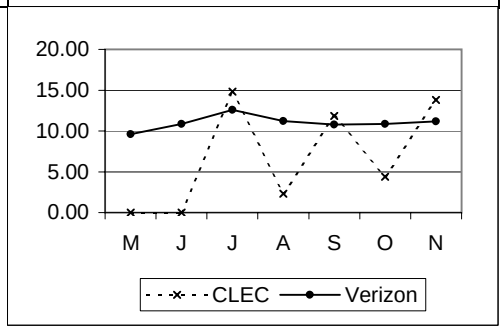
PR-4-03-3100	% Missed Appt. - Customer								No Standard 1
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**2.13**	**10.00**							
Jun-02	**2.36**	**6.79**							
Jul-02	**2.23**	**5.34**							
Aug-02	**2.59**	**1.68**							
Sep-02		**1.21**		1894					
Oct-02		**1.78**		2804					
Nov-02		**1.96**		2494					



PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop New								Parity with Retail
	Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**9.61**	**0.00**	4049	26		5.80	5000000.00	YES	
Jun-02	**10.85**	**4.17**	3713	24		6.37	1.53	YES	
Jul-02	**12.59**	**0.00**	4035	20		7.44	5000000.00	YES	
Aug-02	**11.20**	**0.00**	4627	30		5.78	5000000.00	YES	
Sep-02	**10.78**	**5.88**	4166	34		5.34	1.25	YES	
Oct-02	**10.87**	**0.00**	3884	39		5.01	>5.00	YES	
Nov-02	**11.16**	**0.00**	3316	26		6.20	>5.0000	YES	



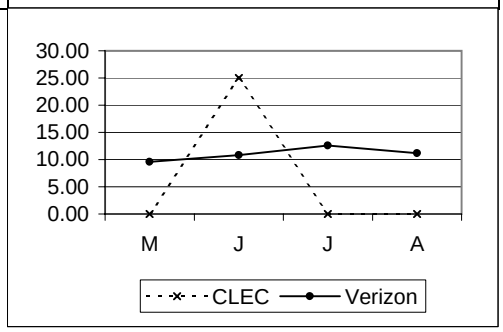
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform								Parity with Retail
	Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**9.61**	**0.00**	4049	17		7.16	5000000.00	YES	
Jun-02	**10.85**	**0.00**	3713	22		6.65	5000000.00	YES	
Jul-02	**12.59**	**14.81**	4035	27		6.41	-0.13	YES	
Aug-02	**11.20**	**2.33**	4627	43		4.83	2.50	YES	
Sep-02	**10.78**	**11.86**	4166	59		4.07	-0.11	YES	
Oct-02	**10.87**	**4.41**	3884	136		2.72	2.82	YES	
Nov-02	**11.16**	**13.79**	3316	116		2.97	-0.75	YES	



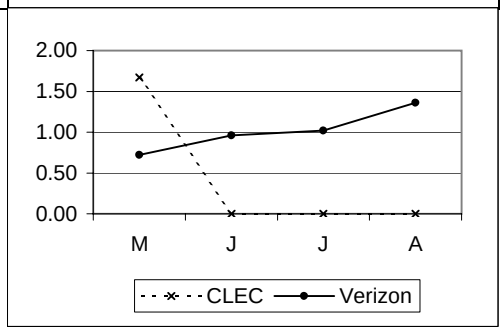
POTS - Provisioning cont...

PR-4 - Missed Appointments cont...

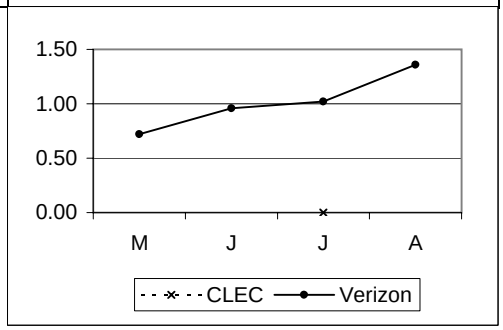
PR-4-04-3520	% Missed Appt. - Verizon - Dispatch - Hot Cut Loop								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**9.61**	**0.00**	4049	3		17.02	5000000.00	YES	
Jun-02	**10.85**	**25.00**	3713	4		15.56	-0.33	YES	
Jul-02	**12.59**	**0.00**	4035	2		23.46	5000000.00	YES	
Aug-02	**11.20**	**0.00**	4627	2		22.30	5000000.00	YES	



PR-4-05-3111	% Missed Appt. - Verizon - No Dispatch - Hot Cut Loop								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.72**	**1.67**	20112	60		1.09	-0.38	YES	
Jun-02	**0.96**	**0.00**	18001	38		1.58	5000000.00	YES	
Jul-02	**1.02**	**0.00**	19125	36		1.68	5000000.00	YES	
Aug-02	**1.36**	**0.00**	20083	25		2.32	5000000.00	YES	



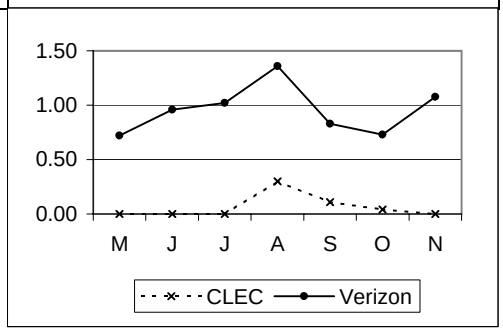
PR-4-05-3121	% Missed Appt. - Verizon - No Dispatch - Other								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.72**	**#N/A**	20112						
Jun-02	**0.96**	**#N/A**	18001						
Jul-02	**1.02**	**0.00**	19125	1		10.05	5000000.00	YES	
Aug-02	**1.36**	**#N/A**	20083						



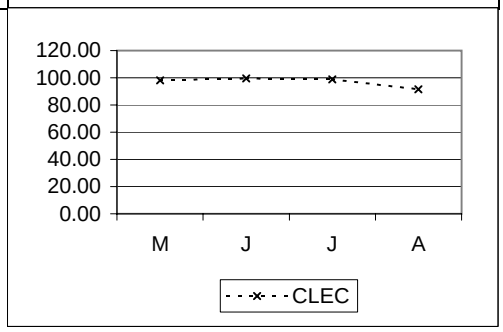
POTS - Provisioning cont...

PR-4 - Missed Appointments cont...

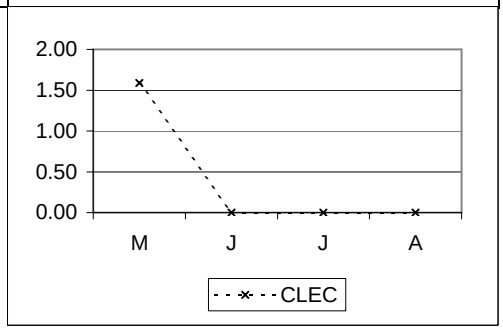
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform								Parity with Retail
	Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.72**	**0.00**	20112	194		0.61	5000000.00	YES	
Jun-02	**0.96**	**0.00**	18001	196		0.70	5000000.00	YES	
Jul-02	**1.02**	**0.00**	19125	275		0.61	5000000.00	YES	
Aug-02	**1.36**	**0.30**	20083	1694		0.29	3.62	YES	
Sep-02	**0.83**	**0.11**	19183	1782		0.22	4.28	YES	
Oct-02	**0.73**	**0.04**	20045	2616		0.18	>5.00	YES	
Nov-02	**1.08**	**0.00**	16447	2337		0.23	>5.0000	YES	



PR-4-07-3540	% On Time Performance - LNP Only								95% on Time
	Effective 9/2002: results will be reported on the trunk page.								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**98.06**		515				YES	
Jun-02		**99.62**		264				YES	
Jul-02		**98.94**		283				YES	
Aug-02		**91.46**		316				NO	



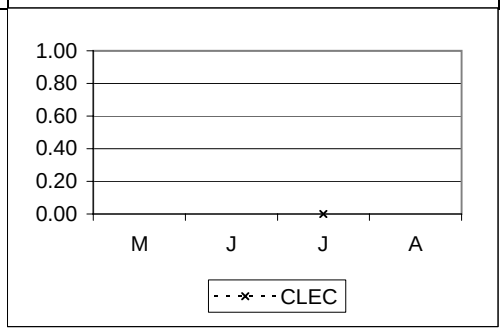
PR-4-08-3111	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop								No Standard 1
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**1.59**		63					
Jun-02		**0.00**		42					
Jul-02		**0.00**		38					
Aug-02		**0.00**		27					



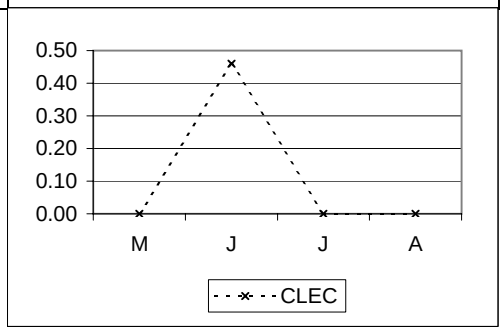
POTS - Provisioning cont...

PR-4 - Missed Appointments cont...

PR-4-08-3121	% Missed Appt. - Customer - Due to Late Order Confirmation - Other								No Standard 1
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**#N/A**							
Jun-02		**#N/A**							
Jul-02		**0.00**		1					
Aug-02		**#N/A**							

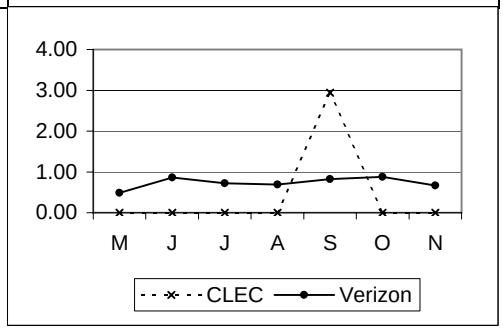


PR-4-08-3140	% Missed Appt. - Customer - Due to Late Order Confirmation- Platform								No Standard 1
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**0.00**		211					
Jun-02		**0.46**		218					
Jul-02		**0.00**		302					
Aug-02		**0.00**		1737					



PR-5 - Facility Missed Orders

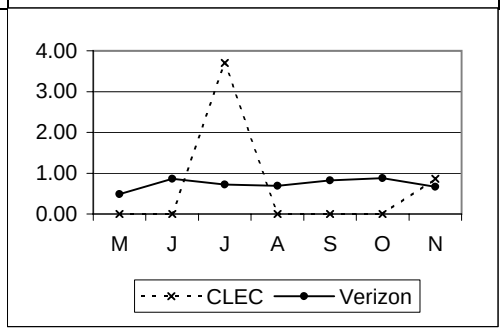
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop								Parity with Retail
	Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.49**	**0.00**	4049	26		1.37	5000000.00	YES	
Jun-02	**0.86**	**0.00**	3713	24		1.89	5000000.00	YES	
Jul-02	**0.72**	**0.00**	4035	20		1.90	5000000.00	YES	
Aug-02	**0.69**	**0.00**	4627	30		1.52	5000000.00	YES	
Sep-02	**0.82**	**2.94**	4166	34		1.55	-0.68	YES	
Oct-02	**0.88**	**0.00**	3884	39		1.50	>5.00	YES	
Nov-02	**0.66**	**0.00**	3316	26		1.60	>5.0000	YES	



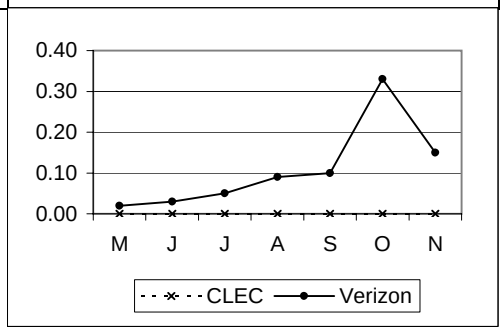
POTS - Provisioning cont...

PR-5 - Facility Missed Orders cont...

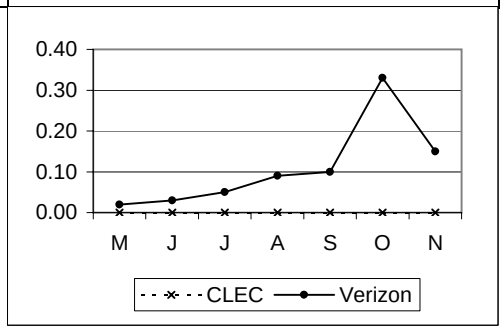
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform								Parity with Retail
	Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.49**	**0.00**	4049	17		1.70	5000000.00	YES	
Jun-02	**0.86**	**0.00**	3713	22		1.97	5000000.00	YES	
Jul-02	**0.72**	**3.70**	4035	27		1.63	-0.91	YES	
Aug-02	**0.69**	**0.00**	4627	43		1.27	5000000.00	YES	
Sep-02	**0.82**	**0.00**	4166	59		1.18	>5.00	YES	
Oct-02	**0.88**	**0.00**	3884	136		0.81	>5.00	YES	
Nov-02	**0.66**	**0.86**	3316	116		0.77	0.12	YES	



PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop								Parity with Retail
	Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.02**	**0.00**	4049	26		0.28	5000000.00	YES	
Jun-02	**0.03**	**0.00**	3713	24		0.35	5000000.00	YES	
Jul-02	**0.05**	**0.00**	4035	20		0.50	5000000.00	YES	
Aug-02	**0.09**	**0.00**	4627	30		0.55	5000000.00	YES	
Sep-02	**0.10**	**0.00**	4166	34		0.54	>5.00	YES	
Oct-02	**0.33**	**0.00**	3884	39		0.92	>5.00	YES	
Nov-02	**0.15**	**0.00**	3316	26		0.76	>5.0000	YES	



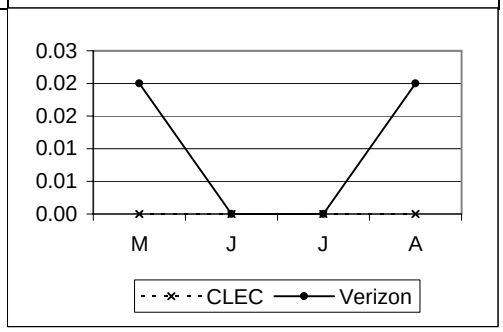
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform								Parity with Retail
	Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.02**	**0.00**	4049	17		0.34	5000000.00	YES	
Jun-02	**0.03**	**0.00**	3713	22		0.37	5000000.00	YES	
Jul-02	**0.05**	**0.00**	4035	27		0.43	5000000.00	YES	
Aug-02	**0.09**	**0.00**	4627	43		0.46	5000000.00	YES	
Sep-02	**0.10**	**0.00**	4166	59		0.41	>5.00	YES	
Oct-02	**0.33**	**0.00**	3884	136		0.50	>5.00	YES	
Nov-02	**0.15**	**0.00**	3316	116		0.37	>5.0000	YES	



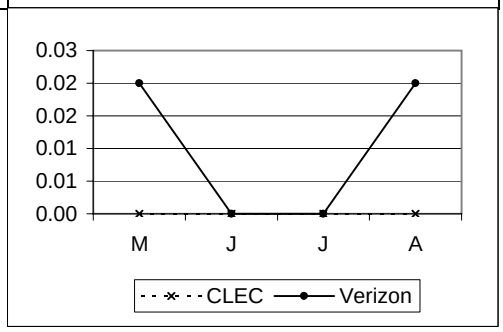
POTS - Provisioning cont...

PR-5 - Facility Missed Orders cont...

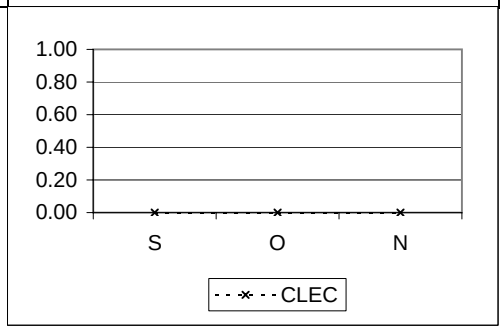
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.02**	**0.00**	4049	26		0.28	5000000.00	YES	
Jun-02	**0.00**	**0.00**	3713	24		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	4035	20		0.00	0.00	YES	
Aug-02	**0.02**	**0.00**	4627	30		0.26	5000000.00	YES	



PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.02**	**0.00**	4049	17		0.34	5000000.00	YES	
Jun-02	**0.00**	**0.00**	3713	22		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	4035	27		0.00	0.00	YES	
Aug-02	**0.02**	**0.00**	4627	43		0.22	5000000.00	YES	



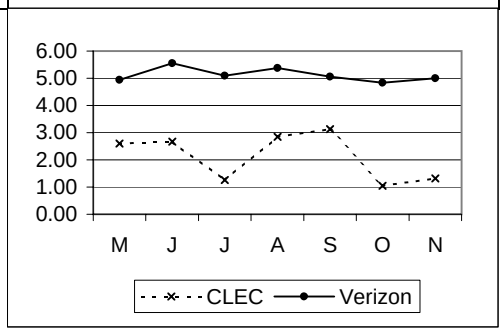
PR-5-04-3112	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities - Loop								No Standard
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02		**0.00**		36					
Oct-02		**0.00**		35					
Nov-02		**0.00**		25					



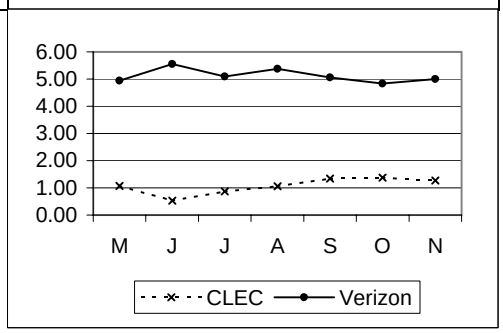
POTS - Provisioning cont...

PR-6 - Installation Quality

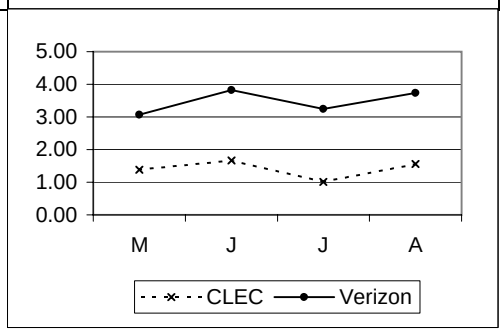
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop								Parity w/Verizon Retail for Found Troubles
	Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**4.94**	**2.60**	22711	577		0.91	2.56	YES	
Jun-02	**5.55**	**2.67**	20761	600		0.95	3.04	YES	
Jul-02	**5.10**	**1.26**	22455	397		1.11	4.25	YES	
Aug-02	**5.38**	**2.85**	24552	386		1.16	2.19	YES	
Sep-02	**5.05**	**3.13**	23423	383		1.13	1.93	YES	
Oct-02	**4.84**	**1.05**	23112	573		0.91	>5.00	YES	
Nov-02	**5.00**	**1.32**	19671	454		1.03	4.34	YES	



PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform								Parity w/Verizon Retail for Found Troubles
	Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**4.94**	**1.07**	22711	561		0.93	4.18	YES	
Jun-02	**5.55**	**0.53**	20761	565		0.98	5000000.00	YES	
Jul-02	**5.10**	**0.87**	22455	688		0.85	4.96	YES	
Aug-02	**5.38**	**1.06**	24552	2356		0.49	8.88	YES	
Sep-02	**5.05**	**1.34**	23423	2454		0.46	>5.00	YES	
Oct-02	**4.84**	**1.38**	23112	3557		0.39	>5.00	YES	
Nov-02	**5.00**	**1.28**	19671	3056		0.42	>5.0000	YES	



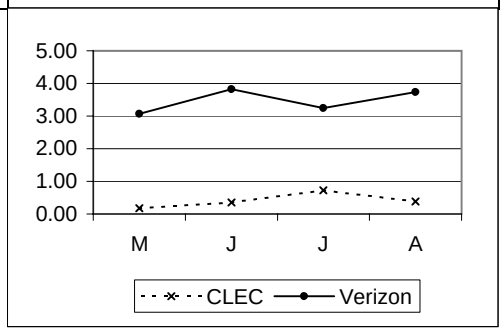
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop								Parity w/Verizon Retail for Found Troubles
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**3.07**	**1.39**	22711	577		0.73	2.31	YES	
Jun-02	**3.82**	**1.67**	20761	600		0.79	2.72	YES	
Jul-02	**3.24**	**1.01**	22455	397		0.90	2.49	YES	
Aug-02	**3.74**	**1.55**	24552	386		0.97	2.24	YES	



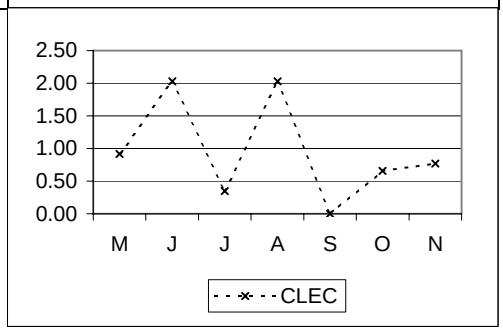
POTS - Provisioning cont...

PR-6 - Installation Quality cont...

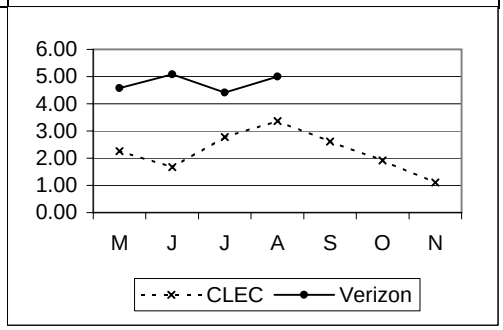
PR-6-02-3121	% Installation Troubles reported within 7 Days - Platform								Parity w/Verizon Retail for Found Troubles
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**3.07**	**0.18**	22711	561		0.74	3.92	YES	
Jun-02	**3.82**	**0.35**	20761	565		0.82	4.24	YES	
Jul-02	**3.24**	**0.73**	22455	688		0.69	3.67	YES	
Aug-02	**3.74**	**0.38**	24552	2356		0.41	8.20	YES	



PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop								2%
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**0.91**		328				YES	
Jun-02		**2.03**		345				NO	
Jul-02		**0.35**		289				YES	
Aug-02		**2.03**		197				NO	
Sep-02		**0.00**		158				YES	
Oct-02		**0.66**		305				YES	
Nov-02		**0.77**		260				YES	



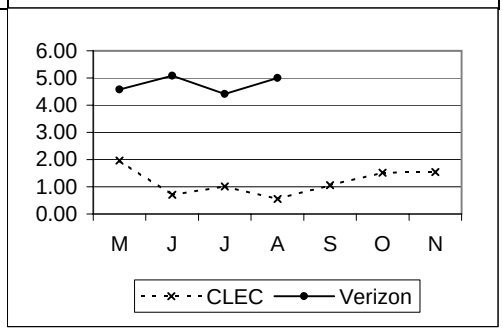
PR-6-03-3112	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Loop								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**4.57**	**2.25**	22711	577		0.88	2.64		
Jun-02	**5.08**	**1.67**	20761	600		0.91	3.75		
Jul-02	**4.41**	**2.77**	22455	397		1.04	1.58		
Aug-02	**5.00**	**3.37**	24552	386		1.12	1.46		
Sep-02		**2.61**		383					
Oct-02		**1.92**		573					
Nov-02		**1.10**		454					



POTS - Provisioning cont...

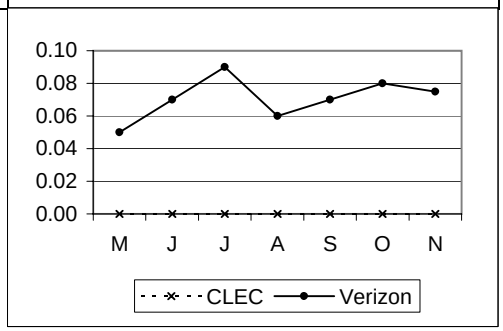
PR-6 - Installation Quality cont...

PR-6-03-3121	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Platform								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**4.57**	**1.96**	22711	561		0.89	2.93		
Jun-02	**5.08**	**0.71**	20761	565		0.94	4.67		
Jul-02	**4.41**	**1.02**	22455	689		0.79	4.27		
Aug-02	**5.00**	**0.55**	24552	2356		0.47	9.47		
Sep-02		**1.06**		2454					
Oct-02		**1.52**		3557					
Nov-02		**1.54**		3056					

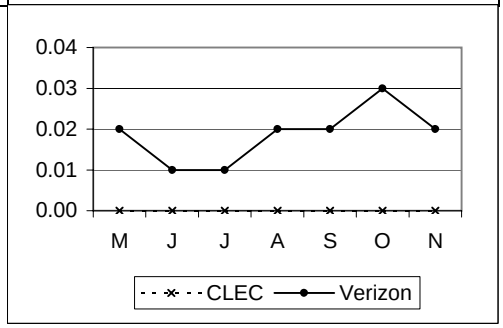


PR-8 - Open Orders in a Hold Status

PR-8-01-3100	Open Orders in a Hold Status > 30 Days								Parity with Retail
	Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.05**	**0.00**	24161	270		0.14	5000000.00	YES	
Jun-02	**0.07**	**0.00**	21714	265		0.16	5000000.00	YES	
Jul-02	**0.09**	**0.00**	23160	337		0.16	5000000.00	YES	
Aug-02	**0.06**	**0.00**	24710	1781		0.06	5000000.00	YES	
Sep-02	**0.07**	**0.00**	23349	1894		0.06	>5.00	YES	
Oct-02	**0.08**	**0.00**	23929	2804		0.06	>5.00	YES	
Nov-02	**0.08**	**0.00**	19763	2494		0.06	>5.0000	YES	



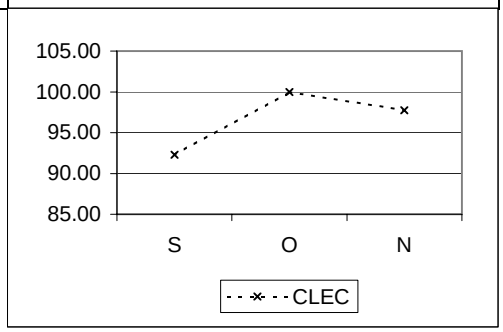
PR-8-02-3100	Open Orders in a Hold Status > 90 Days								Parity with Retail
	Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.02**	**0.00**	24161	270		0.09	5000000.00	YES	
Jun-02	**0.01**	**0.00**	21714	265		0.06	5000000.00	YES	
Jul-02	**0.01**	**0.00**	23160	337		0.05	5000000.00	YES	
Aug-02	**0.02**	**0.00**	24710	1781		0.03	5000000.00	YES	
Sep-02	**0.02**	**0.00**	23349	1894		0.03	>5.00	YES	
Oct-02	**0.03**	**0.00**	23929	2804		0.03	>5.00	YES	
Nov-02	**0.02**	**0.00**	19763	2494		0.03	>5.0000	YES	



POTS - Provisioning cont...

PR-9 - Hot Cut Loops

PR-9-01-3520	% On Time Performance - Hot Cut Loop								95% Completed Within Window
	VZ	***CLEC***	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02		**92.31**		39				NO	
Oct-02		**100.00**		62				YES	
Nov-02		**97.73**		44				YES	

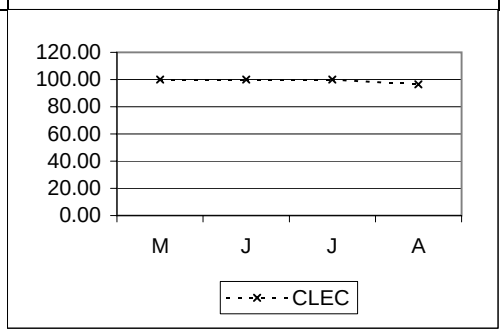


PR-9-08-3520	Average Duration of Service Interruption								No Standard Established
	VZ	***CLEC***	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02		**#N/A**							
Oct-02		**69.88**		1					
Nov-02		**4.57**		2					

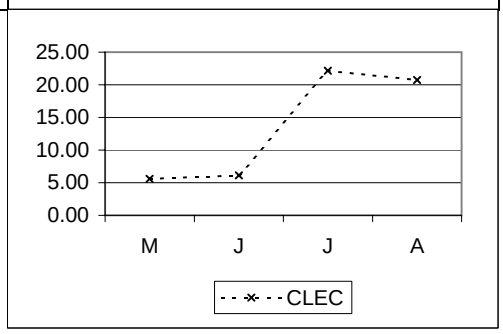
Hot Cuts

PR-9 - Hot Cut Loops

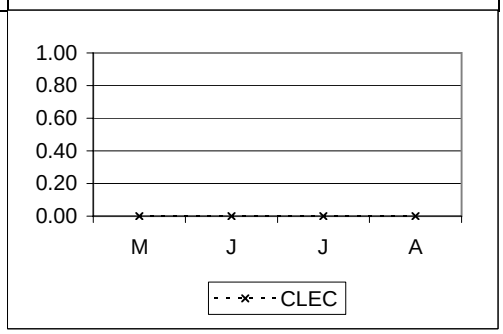
PR-9-01-3520	% On Time Performance - Hot Cut Loop								95% Completed Within Window
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**100.00**		61				YES	
Jun-02		**100.00**		42				YES	
Jul-02		**100.00**		39				YES	
Aug-02		**96.55**		29				YES	



PR-9-08-3520	Average Duration of Service Interruption								No Standard Established
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**5.58**		2					
Jun-02		**6.12**		7					
Jul-02		**22.17**		1					
Aug-02		**20.71**		4					



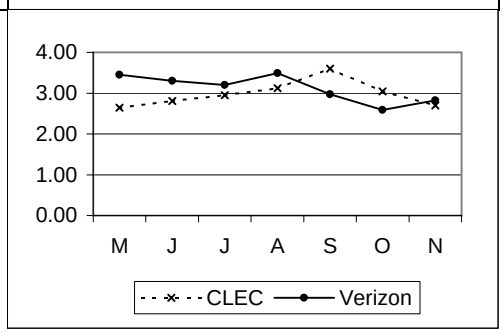
PR-9-09-3100	% Supplemented or Cancelled Orders at Verizon Request								No Standard Established
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**0.00**		61					
Jun-02		**0.00**		42					
Jul-02		**0.00**		39					
Aug-02		**0.00**		29					



POTS & Complex Aggregate

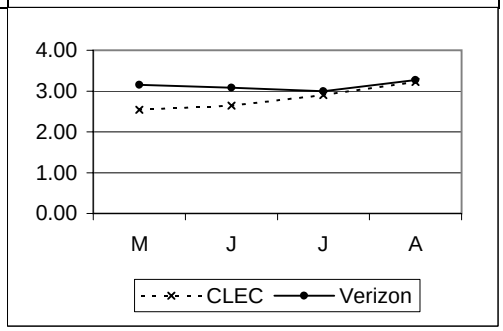
PR-1 - Average Interval Offered

PR-1-12-3133	Av. Interval Offered - Disconnects								Parity with Retail
	Parity with Retail POTS and Complex								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**3.45**	**2.64**	8983	470	6.11	0.29	2.80	YES	
Jun-02	**3.30**	**2.81**	7567	461	5.79	0.28	1.76	YES	
Jul-02	**3.20**	**2.95**	9104	379	5.37	0.28	0.89	YES	
Aug-02	**3.49**	**3.12**	9323	442	5.99	0.29	1.27	YES	
Sep-02	**2.97**	**3.60**	8049	366	5.18	0.28	-2.28	NO	
Oct-02	**2.59**	**3.04**	7552	345	4.69	0.26	-1.74	NO	
Nov-02	**2.82**	**2.70**	6406	295	4.88	0.29	0.42	YES	



PR-2 - Average Completed Interval

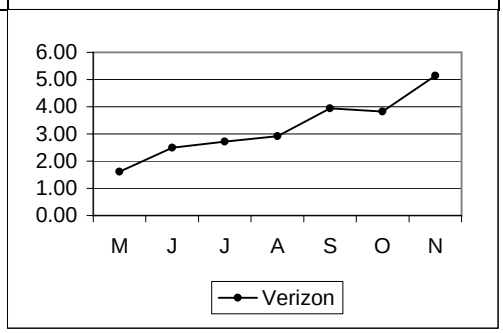
PR-2-18-3133	Av. Completed Interval - Disconnects								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**3.15**	**2.54**	8410	362	5.07	0.27	2.24	YES	
Jun-02	**3.08**	**2.64**	7052	340	5.76	0.32	1.38	YES	
Jul-02	**3.00**	**2.90**	8539	288	5.27	0.32	0.32	YES	
Aug-02	**3.27**	**3.22**	8747	349	5.77	0.31	0.16	YES	



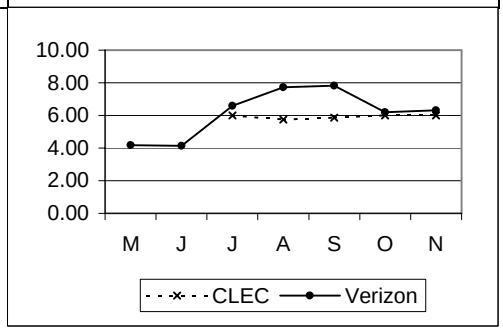
2-Wire Digital Services

PR-1 - Average Interval Offered

PR-1-01-3341	Av. Interval Offered - Total No Dispatch								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**1.61**	**#N/A**	236		1.64				
Jun-02	**2.49**	**#N/A**	243		1.42				
Jul-02	**2.72**	**#N/A**	545		4.38				
Aug-02	**2.92**	**#N/A**	395		4.14				
Sep-02	**3.94**	**#N/A**	430		12.32				
Oct-02	**3.82**	**#N/A**	266		12.03				
Nov-02	**5.14**	**1.00**	241	1	6.94	6.96	Not Required		

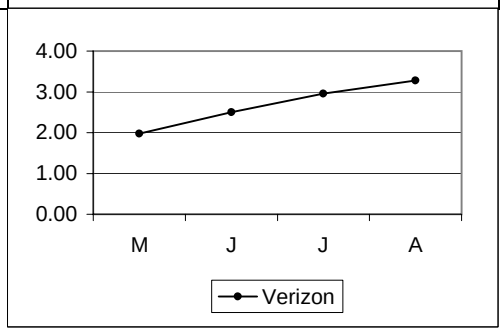


PR-1-02-3341	Av. Interval Offered - Total Dispatch								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**4.18**	**#N/A**	211		1.61				
Jun-02	**4.13**	**#N/A**	215		1.48				
Jul-02	**6.58**	**6.00**	220	3	3.57	2.08	0.28	YES	
Aug-02	**7.73**	**5.75**	316	4	6.57	3.31	0.60	YES	
Sep-02	**7.82**	**5.86**	363	7	6.83	2.61	0.75	YES	
Oct-02	**6.19**	**6.00**	224	6	2.83	1.17	0.16	YES	
Nov-02	**6.31**	**6.00**	158	1	4.27	4.28	Not Required		



PR-2 - Average Completed Interval

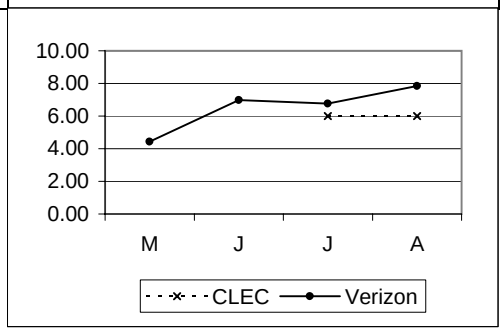
PR-2-01-3341	Av. Interval Completed - Total No Dispatch								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**1.98**	**#N/A**	187		4.12				
Jun-02	**2.50**	**#N/A**	207		1.38				
Jul-02	**2.96**	**#N/A**	423		8.65				
Aug-02	**3.28**	**#N/A**	357		6.14				



2-Wire Digital Services cont...

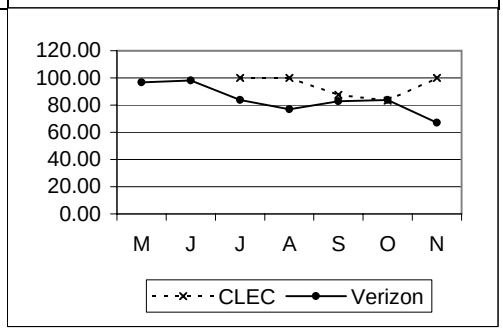
PR-2 - Average Completed Interval cont...

PR-2-02-3341	Av. Interval Completed - Total Dispatch								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**4.43**	**#N/A**	184		5.64				
Jun-02	**6.98**	**#N/A**	169		19.48				
Jul-02	**6.77**	**6.00**	162	2	3.66	2.60	0.30	YES	
Aug-02	**7.84**	**6.00**	255	3	6.19	3.59	0.51	YES	



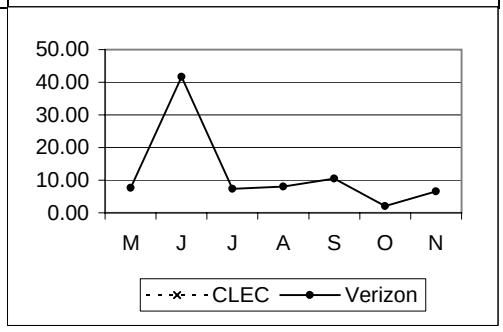
PR-3 - Completed within X Days

PR-3-10-3341	% Completed in 6 Days (1-5 Lines - Total)								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**96.71**	**#N/A**	213						
Jun-02	**98.08**	**#N/A**	260						
Jul-02	**83.75**	**100.00**	517	2		26.14	0.62	YES	
Aug-02	**76.88**	**100.00**	532	3		24.41	0.95	YES	
Sep-02	**82.88**	**87.50**	555	8		13.41	0.77	YES	
Oct-02	**83.67**	**83.33**	343	6		15.22	0.41	YES	
Nov-02	**67.15**	**100.00**	277	1		47.05	SS		



PR-4 - Missed Appointments

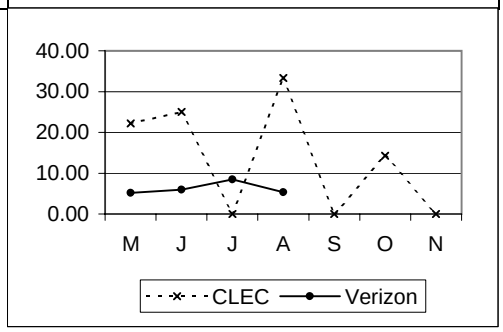
PR-4-02-3341	Average Delay Days - Total								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**7.64**	**#N/A**	22		17.31				
Jun-02	**41.68**	**#N/A**	31		110.08				
Jul-02	**7.32**	**#N/A**	88		45.34				
Aug-02	**8.00**	**#N/A**	47		16.29				
Sep-02	**10.49**	**#N/A**	77		26.66				
Oct-02	**2.06**	**#N/A**	47		2.89				
Nov-02	**6.56**	**#N/A**	18		7.06				



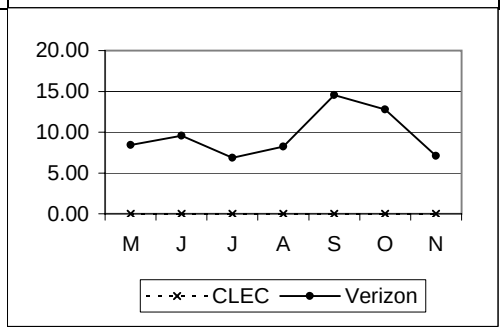
2-Wire Digital Services cont...

PR-4 - Missed Appointments cont...

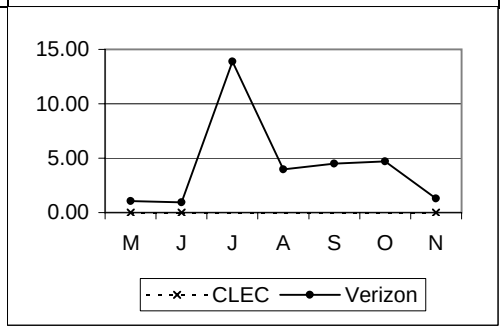
PR-4-03-3341	% Missed Appointment - Customer								No Standard 1
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	5.18	22.22							
Jun-02	5.95	25.00							
Jul-02	8.47	0.00							
Aug-02	5.35	33.33							
Sep-02		0.00		8					
Oct-02		14.29		7					
Nov-02		0.00		4					



PR-4-04-3341	% Missed Appointment - Verizon - Dispatch								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	8.44	0.00	237	7		10.66	5000000.00	YES	
Jun-02	9.56	0.00	293	3		17.06	5000000.00	YES	
Jul-02	6.88	0.00	218	6		10.47	5000000.00	YES	
Aug-02	8.23	0.00	328	6		11.32	5000000.00	YES	
Sep-02	14.55	0.00	378	8		12.60	>5.00	YES	
Oct-02	12.77	0.00	282	7		12.77	>5.00	YES	
Nov-02	7.10	0.00	169	3		14.96	SS		



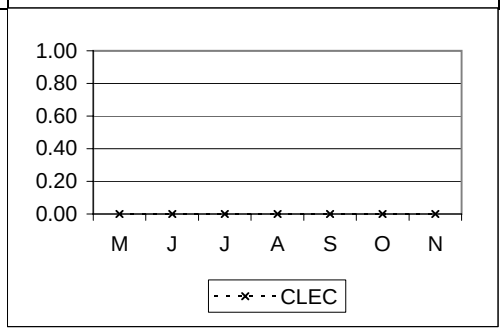
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	1.06	0.00	188	2		7.28	5000000.00	YES	
Jun-02	0.95	0.00	210	1		9.72	5000000.00	YES	
Jul-02	13.88	#N/A	526						
Aug-02	3.98	#N/A	377						
Sep-02	4.49	#N/A	401						
Oct-02	4.72	#N/A	233						
Nov-02	1.28	0.00	234	1		11.27	SS		



2-Wire Digital Services cont...

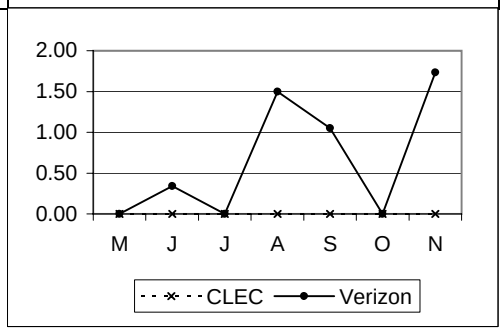
PR-4 - Missed Appointments cont...

PR-4-08-3341	% Missed Appt. - Customer - Late Order Conf.								No Standard 1
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**0.00**		9					
Jun-02		**0.00**		4					
Jul-02		**0.00**		6					
Aug-02		**0.00**		6					
Sep-02		**0.00**		8					
Oct-02		**0.00**		7					
Nov-02		**0.00**		4					

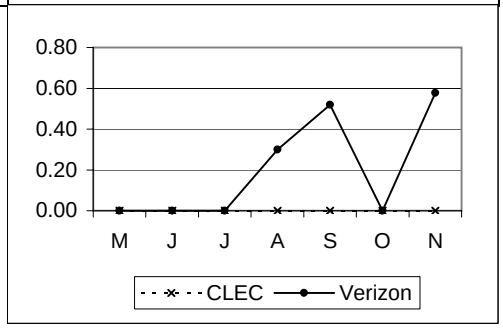


PR-5 - Facility Missed Orders

PR-5-01-3341	% Missed Appointment - Verizon Facilities								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	237	7		0.00	0.00	YES	
Jun-02	**0.34**	**0.00**	294	3		3.38	5000000.00	YES	
Jul-02	**0.00**	**0.00**	218	6		0.00	0.00	YES	
Aug-02	**1.50**	**0.00**	333	6		5.01	5000000.00	YES	
Sep-02	**1.05**	**0.00**	382	8		3.64	>5.00	YES	
Oct-02	**0.00**	**0.00**	282	7		0.00	0.00	YES	
Nov-02	**1.73**	**0.00**	173	3		7.60	SS		



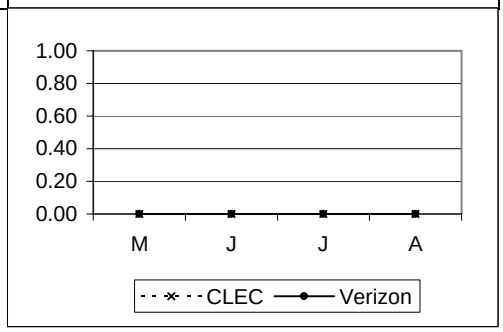
PR-5-02-3341	% Orders Held for Facilities > 15 Days								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	237	7		0.00	0.00	YES	
Jun-02	**0.00**	**0.00**	294	3		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	218	6		0.00	0.00	YES	
Aug-02	**0.30**	**0.00**	333	6		2.25	5000000.00	YES	
Sep-02	**0.52**	**0.00**	382	8		2.57	>5.00	YES	
Oct-02	**0.00**	**0.00**	282	7		0.00	0.00	YES	
Nov-02	**0.58**	**0.00**	173	3		4.41	SS		



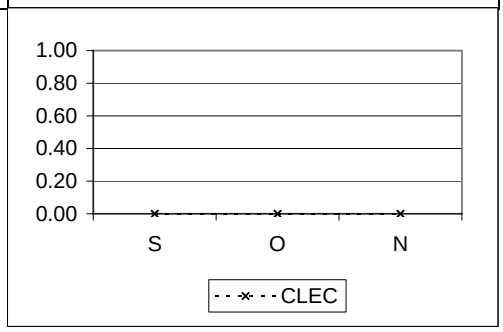
2-Wire Digital Services cont...

PR-5 - Facility Missed Orders cont...

PR-5-03-3341	% Orders Held for Facilities > 60 Days								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	237	7		0.00	0.00	YES	
Jun-02	**0.00**	**0.00**	294	3		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	218	6		0.00	0.00	YES	
Aug-02	**0.00**	**0.00**	333	6		0.00	0.00	YES	

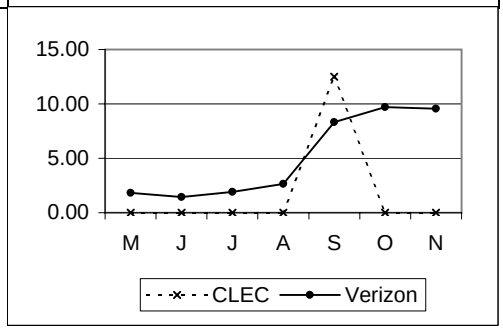


PR-5-04-3341	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities								No Standard
	Parity with Retail ISDN (2 Wire Digital)								
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02		**0.00**		8					
Oct-02		**0.00**		6					
Nov-02		**0.00**		3					



PR-6 - Installation Quality

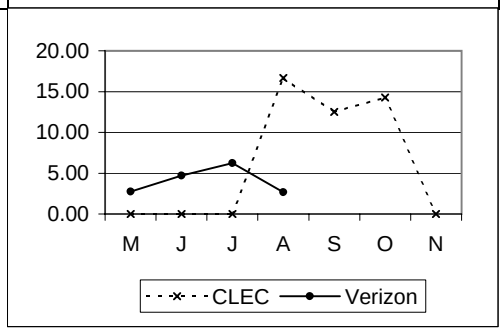
PR-6-01-3341	% Install. Troubles Reported within 30 Days								Parity with Retail POTS Disp
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**1.83**	**0.00**	219	9		4.55	5000000.00	YES	
Jun-02	**1.45**	**0.00**	276	4		6.02	5000000.00	YES	
Jul-02	**1.92**	**0.00**	208	6		5.69	5000000.00	YES	
Aug-02	**2.66**	**0.00**	301	6		6.63	5000000.00	YES	
Sep-02	**8.31**	**12.50**	5859	8		9.77	0.00	YES	
Oct-02	**9.72**	**0.00**	4713	7		11.20	>5.00	YES	
Nov-02	**9.57**	**0.00**	4253	4		14.72	SS		



2-Wire Digital Services cont...

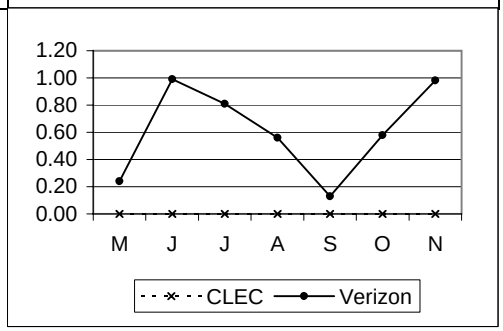
PR-6 - Installation Quality cont...

PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**2.74**	**0.00**	219	9		5.55	0.49		
Jun-02	**4.71**	**0.00**	276	4		10.67	0.44		
Jul-02	**6.25**	**0.00**	208	6		10.02	0.62		
Aug-02	**2.66**	**16.67**	301	6		6.63	-2.11		
Sep-02		**12.50**		8					
Oct-02		**14.29**		7					
Nov-02		**0.00**		4					

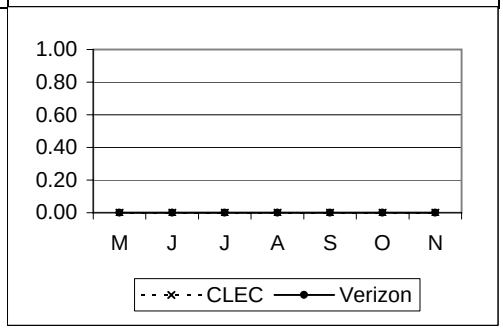


PR-8 - Open Orders in a Hold Status

PR-8-01-3341	Open Orders in a Hold Status > 30 Days								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.24**	**0.00**	425	9		1.65	5000000.00	YES	
Jun-02	**0.99**	**0.00**	504	4		4.97	5000000.00	YES	
Jul-02	**0.81**	**0.00**	744	6		3.67	5000000.00	YES	
Aug-02	**0.56**	**0.00**	710	6		3.06	5000000.00	YES	
Sep-02	**0.13**	**0.00**	783	8		1.28	>5.00	YES	
Oct-02	**0.58**	**0.00**	515	7		2.89	>5.00	YES	
Nov-02	**0.98**	**0.00**	407	4		4.95	SS		



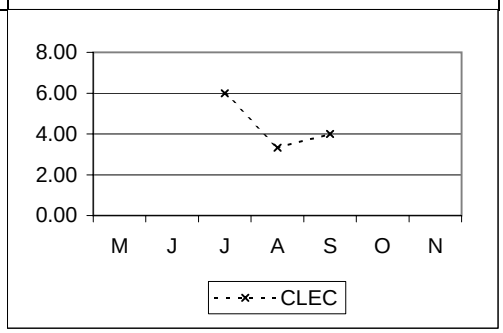
PR-8-02-3341	Open Orders in a Hold Status > 90 Days								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	425	9		0.00	0.00	YES	
Jun-02	**0.00**	**0.00**	504	4		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	744	6		0.00	0.00	YES	
Aug-02	**0.00**	**0.00**	710	6		0.00	0.00	YES	
Sep-02	**0.00**	**0.00**	783	8		0.00	0.00	YES	
Oct-02	**0.00**	**0.00**	515	7		0.00	0.00	YES	
Nov-02	**0.00**	**0.00**	407	4		0.00	SS		



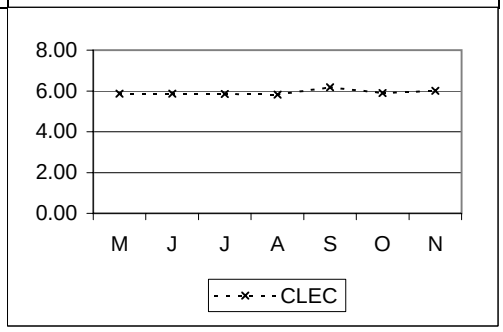
2-Wire xDSL Loops

PR-1 - Average Interval Offered

PR-1-01-3342	Av. Interval Offered - Total No Dispatch								[No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**#N/A**							
Jun-02		**#N/A**							
Jul-02		**6.00**		1					
Aug-02		**3.33**		3					
Sep-02		**4.00**		2					
Oct-02		**#N/A**							
Nov-02		**#N/A**							

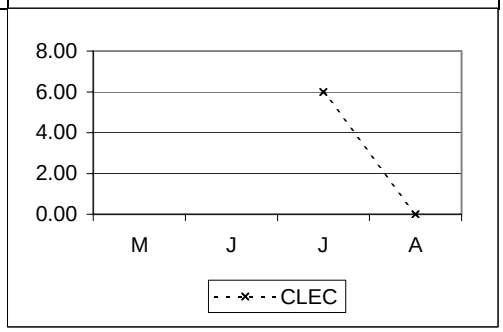


PR-1-02-3342	Av. Interval Offered - Total Dispatch								See Published Interval]
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**5.87**		98					
Jun-02		**5.87**		109					
Jul-02		**5.85**		102					
Aug-02		**5.82**		144					
Sep-02		**6.18**		114					
Oct-02		**5.90**		98					
Nov-02		**6.01**		73					

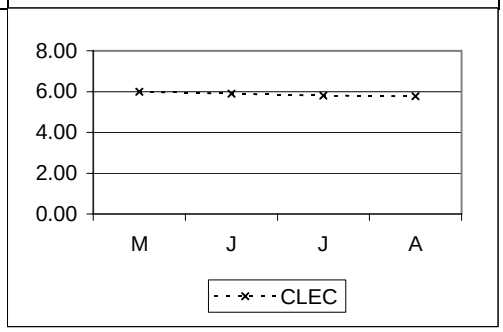


PR-2 - Average Completed Interval

PR-2-01-3342	Av. Interval Completed - Total No Dispatch								No Standard
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**#N/A**							
Jun-02		**#N/A**							
Jul-02		**6.00**		1					
Aug-02		**0.00**		2					

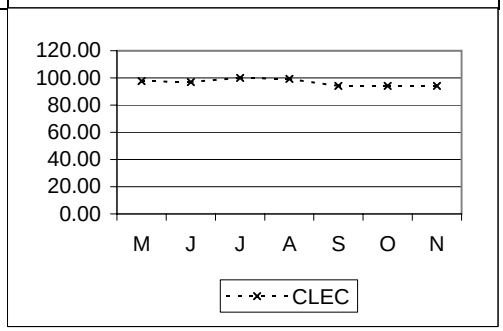


2-Wire xDSL Loops cont...									
PR-2 - Average Completed Interval cont...									
PR-2-02-3342	Av. Interval Completed - Total Dispatch								No Standard
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**6.00**		87					
Jun-02		**5.90**		99					
Jul-02		**5.80**		87					
Aug-02		**5.78**		130					



PR-3 - Completed within X Days

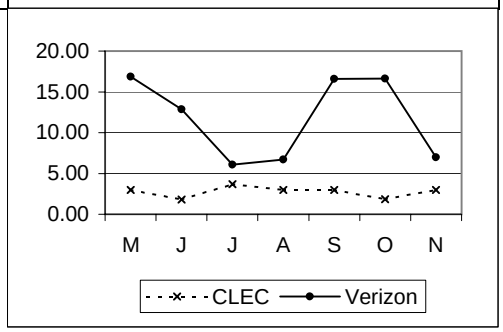
PR-3-10-3342	% Completed in 6 Days (1-5 Lines - Total)								95%
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**97.70**		87				YES	
Jun-02		**96.97**		99				YES	
Jul-02		**100.00**		87				YES	
Aug-02		**99.24**		132				YES	
Sep-02		**94.17**		103				NO	
Oct-02		**94.12**		85				NO	
Nov-02		**94.12**		68				NO	



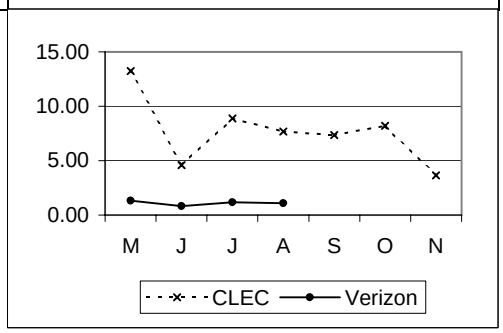
2-Wire xDSL Loops cont...

PR-4 - Missed Appointments

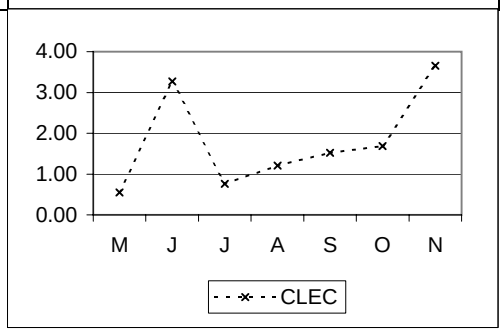
PR-4-02-3342	Average Delay Days - Total (retail DS0 specials)								Parity with Retail (DS0)
	Parity with Retail Specials DS0								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**16.88**	**3.00**	25	3	36.02	22.01	0.63	YES	
Jun-02	**12.88**	**1.80**	43	5	29.29	13.84	0.80	YES	
Jul-02	**6.08**	**3.67**	38	3	7.81	4.68	0.51	YES	
Aug-02	**6.72**	**3.00**	36	3	9.58	5.76	0.65	YES	
Sep-02	**16.59**	**3.00**	29	3	37.50	22.74	Not Required	YES	
Oct-02	**16.64**	**1.83**	33	6	19.96	8.86	1.67	YES	
Nov-02	**7.00**	**3.00**	24	3	10.56	6.47	Not Required		



PR-4-03-3342	% Missed Appointment - Customer								No Standard 1
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**1.33**	**13.23**							
Jun-02	**0.81**	**4.58**							
Jul-02	**1.19**	**8.89**							
Aug-02	**1.08**	**7.69**							
Sep-02		**7.35**		136					
Oct-02		**8.20**		122					
Nov-02		**3.66**		82					



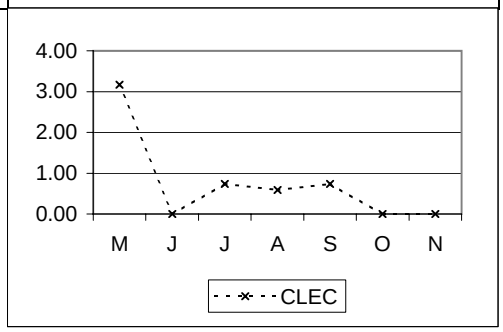
PR-4-04-3342	% Missed Appointment - Verizon - Dispatch								<=5%
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**0.55**		182				YES	
Jun-02		**3.27**		153				YES	
Jul-02		**0.76**		131				YES	
Aug-02		**1.21**		165				YES	
Sep-02		**1.52**		132				YES	
Oct-02		**1.69**		118				YES	
Nov-02		**3.66**		82				YES	



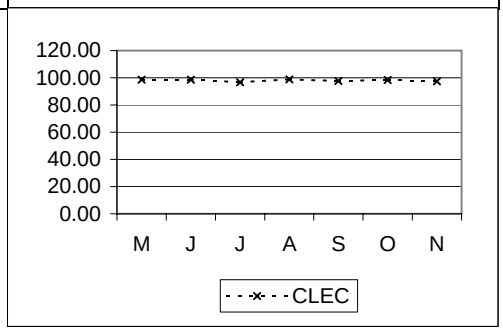
2-Wire xDSL Loops cont...

PR-4 - Missed Appointments cont...

PR-4-08-3342	% Missed Appt. - Customer - Late Order Conf.								No Standard 1
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**3.17**		189					
Jun-02		**0.00**		153					
Jul-02		**0.74**		135					
Aug-02		**0.59**		169					
Sep-02		**0.74**		136					
Oct-02		**0.00**		122					
Nov-02		**0.00**		82					

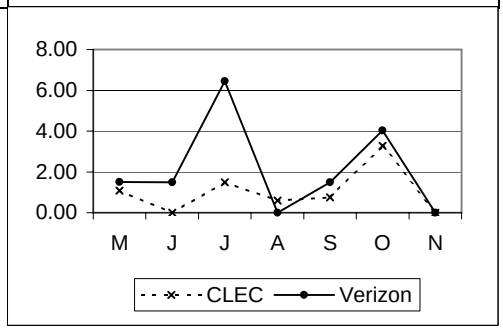


PR-4-14-3342	% Completed On Time								95% On Time
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**98.70**		154				YES	
Jun-02		**98.48**		132				YES	
Jul-02		**96.67**		120				YES	
Aug-02		**98.85**		174				YES	
Sep-02		**97.62**		126				YES	
Oct-02		**98.29**		117				YES	
Nov-02		**97.50**		80				YES	



PR-5 - Facility Missed Orders

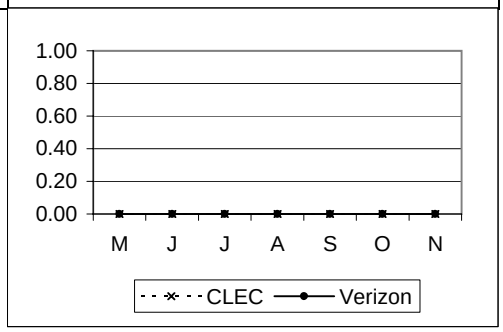
PR-5-01-3342	% Missed Appointment - Verizon Facilities								Parity with VADI
	Parity with Retail Specials DS0								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**1.50**	**1.09**	133	184		1.38	0.84	YES	
Jun-02	**1.49**	**0.00**	134	153		1.43	5000000.00	YES	
Jul-02	**6.45**	**1.49**	124	134		3.06	2.47	YES	
Aug-02	**0.00**	**0.60**	231	166		0.00	-0.21	YES	
Sep-02	**1.49**	**0.75**	201	133		1.35	1.13	YES	
Oct-02	**4.03**	**3.28**	124	122		2.51	0.65	YES	
Nov-02	**0.00**	**0.00**	98	82		0.00	0.00	YES	



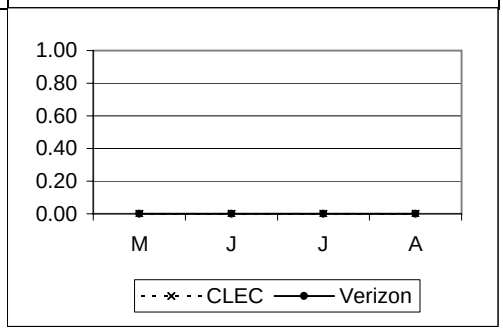
2-Wire xDSL Loops cont...

PR-5 - Facility Missed Orders cont...

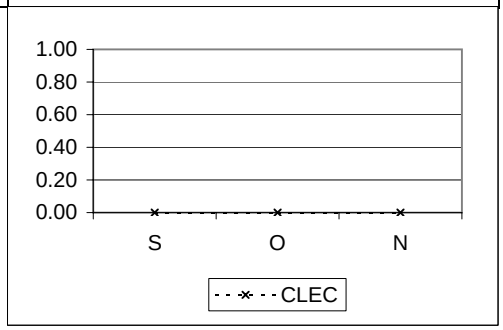
PR-5-02-3342	% Orders Held for Facilities > 15 Days								Parity with VADI
	Parity with Retail Specials DS0								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	133	184		0.00	0.00	YES	
Jun-02	**0.00**	**0.00**	134	153		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	124	134		0.00	0.00	YES	
Aug-02	**0.00**	**0.00**	231	166		0.00	0.00	YES	
Sep-02	**0.00**	**0.00**	201	133		0.00	0.00	YES	
Oct-02	**0.00**	**0.00**	124	122		0.00	0.00	YES	
Nov-02	**0.00**	**0.00**	98	82		0.00	0.00	YES	



PR-5-03-3342	% Orders Held for Facilities > 60 Days								Parity with VADI
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	133	184		0.00	0.00	YES	
Jun-02	**0.00**	**0.00**	134	153		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	124	134		0.00	0.00	YES	
Aug-02	**0.00**	**0.00**	231	166		0.00	0.00	YES	



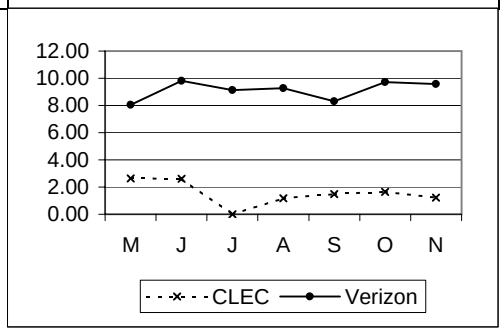
PR-5-04-3342	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities								No Standard
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02		**0.00**		122					
Oct-02		**0.00**		108					
Nov-02		**0.00**		76					



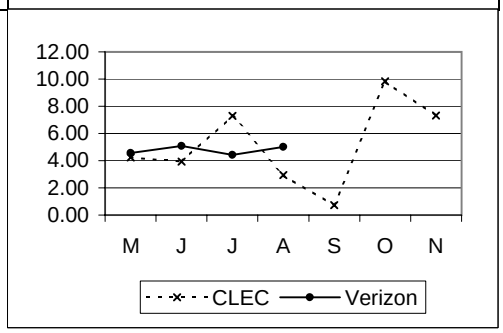
2-Wire xDSL Loops cont...

PR-6 - Installation Quality

PR-6-01-3342	% Install. Troubles Reported within 30 Days								Parity with Retail POTS-Dispatch
	Parity with Retail Specials DS0								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**8.05**	**2.65**	5444	189		2.01	3.25	YES	
Jun-02	**9.82**	**2.61**	4856	153		2.44	3.63	YES	
Jul-02	**9.13**	**0.00**	5159	137		2.49	5000000.00	YES	
Aug-02	**9.27**	**1.18**	6055	170		2.25	4.69	YES	
Sep-02	**8.31**	**1.47**	5859	136		2.39	3.70	YES	
Oct-02	**9.72**	**1.64**	4713	122		2.72	3.84	YES	
Nov-02	**9.57**	**1.22**	4253	82		3.28	3.45	YES	

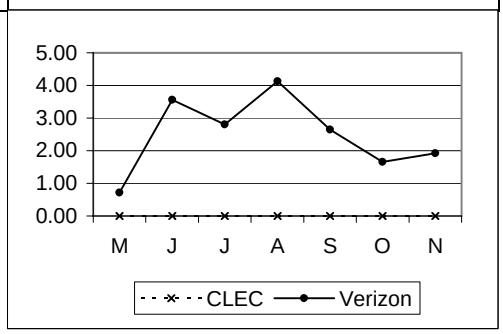


PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**4.57**	**4.23**	22711	189		1.53	0.22		
Jun-02	**5.08**	**3.92**	20761	153		1.78	0.65		
Jul-02	**4.41**	**7.30**	22455	137		1.76	-1.64		
Aug-02	**5.00**	**2.94**	24552	170		1.68	1.23		
Sep-02		**0.74**		136					
Oct-02		**9.84**		122					
Nov-02		**7.32**		82					

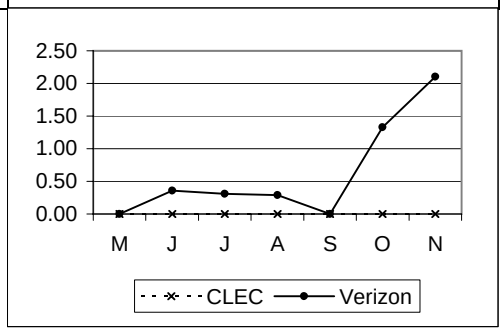


PR-8 - Open Orders in a Hold Status

PR-8-01-3342	Open Orders in a Hold Status > 30 Days								Parity with Retail Specials-DS0
	Parity with Retail Specials DS0								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.72**	**0.00**	279	189		0.80	5000000.00	YES	
Jun-02	**3.56**	**0.00**	281	153		1.86	5000000.00	YES	
Jul-02	**2.80**	**0.00**	321	135		1.69	5000000.00	YES	
Aug-02	**4.13**	**0.00**	339	169		1.87	5000000.00	YES	
Sep-02	**2.65**	**0.00**	264	136		1.70	>5.00	YES	
Oct-02	**1.66**	**0.00**	301	122		1.37	>5.00	YES	
Nov-02	**1.92**	**0.00**	365	82		1.68	>5.0000	YES	



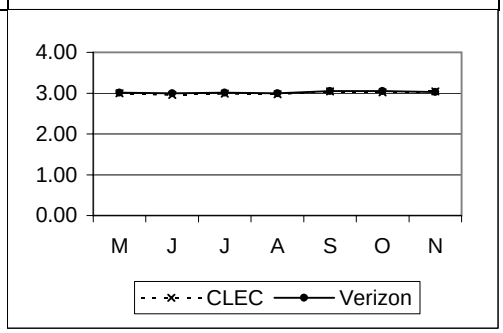
2-Wire xDSL Loops cont...								
PR-8 - Open Orders in a Hold Status cont...								
PR-8-02-3342	Open Orders in a Hold Status > 90 Days							Parity with Retail Specials-DS0
	Parity with Retail Specials DS0							
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
May-02	**0.00**	**0.00**	279	189		0.00	0.00	YES
Jun-02	**0.36**	**0.00**	281	153		0.60	5000000.00	YES
Jul-02	**0.31**	**0.00**	321	135		0.57	5000000.00	YES
Aug-02	**0.29**	**0.00**	339	169		0.51	5000000.00	YES
Sep-02	**0.00**	**0.00**	264	136		0.00	0.00	YES
Oct-02	**1.33**	**0.00**	301	122		1.23	>5.00	YES
Nov-02	**2.11**	**0.00**	190	82		1.90	>5.0000	YES



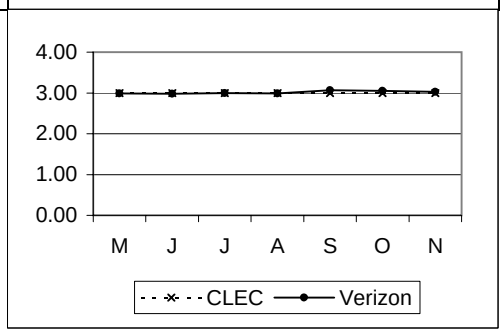
2-Wire xDSL Line Sharing

PR-1 - Average Interval Offered

PR-1-01-3343	Av. Interval Offered - Total No Dispatch								Parity with VADI
	Parity with VADI Line Sharing								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**3.01**	**3.00**	2338	49	0.28	0.04	0.25	YES	
Jun-02	**3.00**	**2.96**	2371	69	0.18	0.02	1.82	YES	
Jul-02	**3.01**	**2.99**	2417	115	0.22	0.02	0.95	YES	
Aug-02	**3.00**	**2.97**	3217	115	0.41	0.04	0.77	YES	
Sep-02	**3.05**	**3.04**	3843	160	0.57	0.05	0.22	YES	
Oct-02	**3.05**	**3.02**	2733	194	0.58	0.04	0.70	YES	
Nov-02	**3.03**	**3.04**	2335	232	0.37	0.03	-0.51	YES	

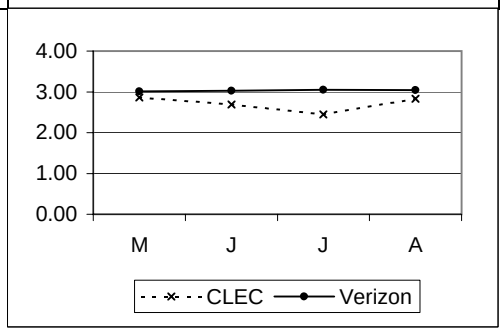


PR-1-02-3343	Av. Interval Offered - Total Dispatch								Parity with VADI
	Parity with VADI Line Sharing								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**2.99**	**3.00**	135	4	0.23	0.12	-0.09	YES	
Jun-02	**2.98**	**3.00**	125	2	0.20	0.14	-0.14	YES	
Jul-02	**3.00**	**3.00**	125	4	0.00	0.00			
Aug-02	**2.99**	**3.00**	239	2	0.17	0.12	-0.08	YES	
Sep-02	**3.07**	**3.00**	206	9	0.71	0.24	0.29	YES	
Oct-02	**3.05**	**3.00**	133	12	0.24	0.07	0.69	YES	
Nov-02	**3.03**	**3.00**	106	12	0.62	0.19	0.15	YES	



PR-2 - Average Completed Interval

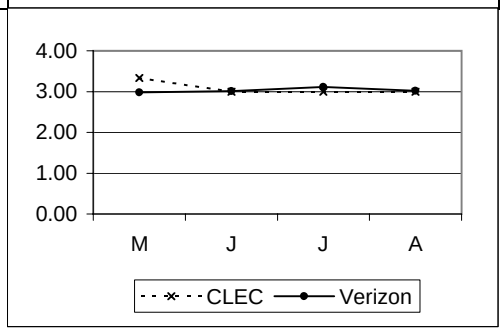
PR-2-01-3343	Av. Interval Completed - Total No Dispatch								Parity with VADI
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**3.01**	**2.86**	2138	44	0.29	0.04	3.40	YES	
Jun-02	**3.03**	**2.69**	2185	58	0.39	0.05	6.55	YES	
Jul-02	**3.05**	**2.45**	2207	96	0.38	0.04	15.14	YES	
Aug-02	**3.04**	**2.83**	2959	103	0.47	0.05	4.46	YES	



2-Wire xDSL Line Sharing cont...

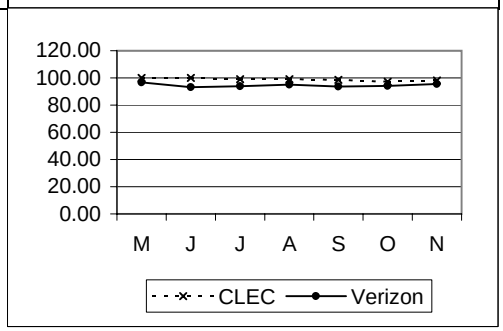
PR-2 - Average Completed Interval cont...

PR-2-02-3343	Av. Interval Completed - Total Dispatch								Parity with VADI
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**2.98**	**3.33**	120	3	0.27	0.16	-2.22	SSST	
Jun-02	**3.01**	**3.00**	118	2	0.31	0.22	0.05	YES	
Jul-02	**3.11**	**3.00**	103	3	0.64	0.37	0.29	YES	
Aug-02	**3.02**	**3.00**	221	2	0.33	0.23	0.09	YES	

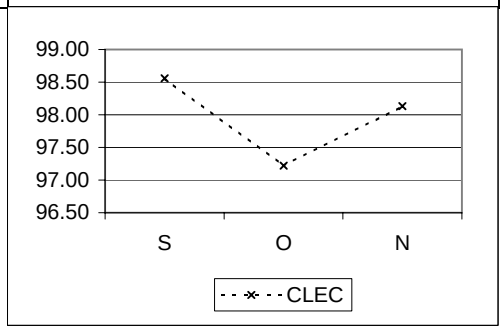


PR-3 - Completed within X Days

PR-3-03-3343	% Completed in 3 Days (1-5 Lines - No Dispatch)								Parity with VADI
	Parity with VADI Line Sharing								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**96.77**	**100.00**	2138	44		2.69	5000000.00	YES	
Jun-02	**93.23**	**100.00**	2185	58		3.34	5000000.00	YES	
Jul-02	**93.93**	**98.96**	2207	96		2.49	2.79	YES	
Aug-02	**95.13**	**99.03**	2959	103		2.16	2.50	YES	
Sep-02	**93.68**	**98.56**	3529	139		2.10	3.01	YES	
Oct-02	**94.12**	**97.22**	2483	180		1.82	2.06	YES	
Nov-02	**95.54**	**98.13**	2085	214		1.48	2.17	YES	



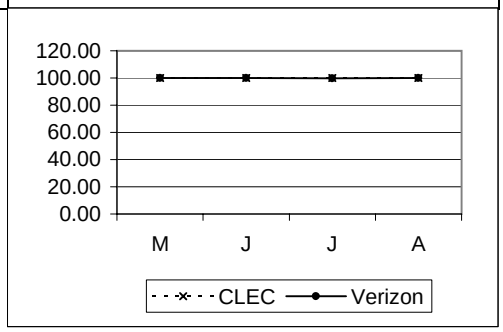
PR-3-03-3343a	% Completed in 3 Days (1-5 Lines - No Dispatch)								95% within 3 Business Days
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02		**98.56**		139				YES	
Oct-02		**97.22**		180				YES	
Nov-02		**98.13**		214				YES	



2-Wire xDSL Line Sharing cont...

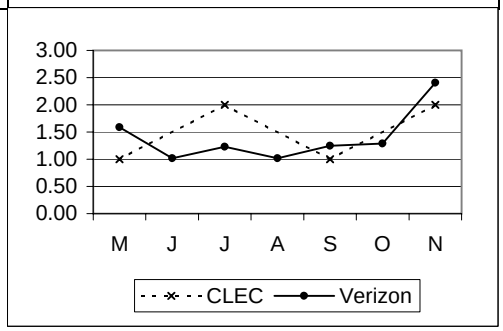
PR-3 - Completed within X Days cont...

PR-3-10-3343	% Completed in six (6) Days one (1) to five (5) Lines - Total								Parity with VADI
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**100.00**	**100.00**	2258	47		0.00			
Jun-02	**100.00**	**100.00**	2303	60		0.00			
Jul-02	**99.83**	**100.00**	2310	99		0.42	0.40	YES	
Aug-02	**99.97**	**100.00**	3180	105		0.17	0.17	YES	



PR-4 - Missed Appointments

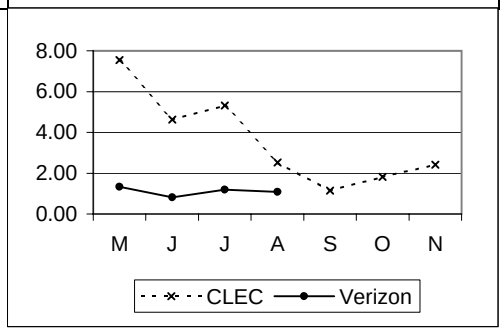
PR-4-02-3343	Average Delay Days - Total								Parity with VADI
	Parity with VADI Line Sharing								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**1.59**	**1.00**	51	1	2.67	2.70	0.22	YES	
Jun-02	**1.02**	**#N/A**	137		0.15				
Jul-02	**1.23**	**2.00**	152	2	0.86	0.61	-1.26	YES	
Aug-02	**1.02**	**#N/A**	145		0.25				
Sep-02	**1.25**	**1.00**	201	2	1.84	1.31	Not Required	YES	
Oct-02	**1.29**	**#N/A**	105		0.88				
Nov-02	**2.41**	**2.00**	76	2	2.75	1.97	Not Required		



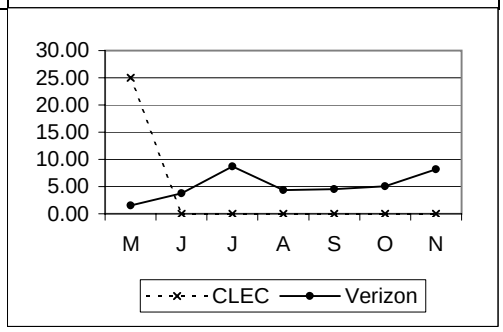
2-Wire xDSL Line Sharing cont...

PR-4 - Missed Appointments cont...

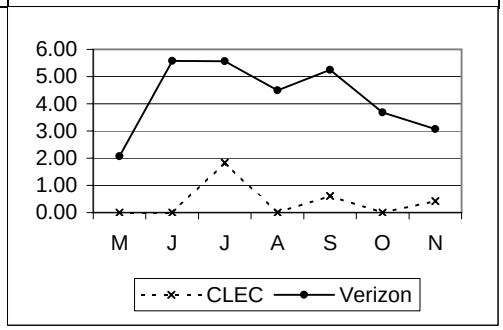
PR-4-03-3343	% Missed Appointment - Customer								No Standard 1
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**1.33**	**7.55**							
Jun-02	**0.81**	**4.62**							
Jul-02	**1.19**	**5.31**							
Aug-02	**1.08**	**2.52**							
Sep-02		**1.15**		174					
Oct-02		**1.82**		220					
Nov-02		**2.42**		248					



PR-4-04-3343	% Missed Appointment - Verizon - Dispatch								Parity with VADI
	Parity with VADI Line Sharing								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**1.53**	**25.00**	131	4		6.23	-1.36	YES	
Jun-02	**3.79**	**0.00**	132	2		13.60	5000000.00	YES	
Jul-02	**8.70**	**0.00**	115	4		14.33	5000000.00	YES	
Aug-02	**4.33**	**0.00**	231	3		11.83	5000000.00	YES	
Sep-02	**4.55**	**0.00**	198	10		6.75	>5.00	YES	
Oct-02	**5.08**	**0.00**	118	12		6.65	>5.00	YES	
Nov-02	**8.16**	**0.00**	98	10		9.09	>5.0000	YES	



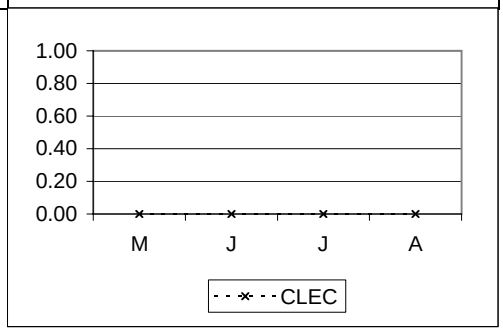
PR-4-05-3343	% Missed Appointment - Verizon - No Dispatch								Parity with VADI
	Parity with VADI Line Sharing								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**2.07**	**0.00**	2272	49		2.06	5000000.00	YES	
Jun-02	**5.58**	**0.00**	2328	63		2.93	5000000.00	YES	
Jul-02	**5.57**	**1.83**	2406	109		2.25	2.16	YES	
Aug-02	**4.50**	**0.00**	3003	116		1.96	5000000.00	YES	
Sep-02	**5.25**	**0.61**	3603	163		1.79	3.57	YES	
Oct-02	**3.68**	**0.00**	2551	207		1.36	>5.00	YES	
Nov-02	**3.07**	**0.42**	2217	237		1.18	3.15	YES	



2-Wire xDSL Line Sharing cont...

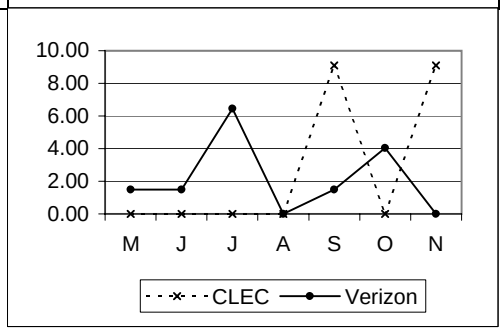
PR-4 - Missed Appointments cont...

PR-4-08-3343	% Missed Appt. - Customer - Late Order Conf.								No Standard 1
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**0.00**		53					
Jun-02		**0.00**		65					
Jul-02		**0.00**		113					
Aug-02		**0.00**		119					

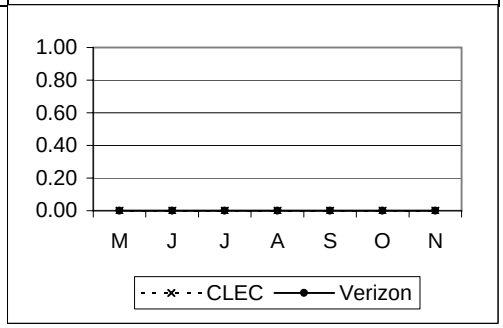


PR-5 - Facility Missed Orders

PR-5-01-3343	% Missed Appointment - Verizon Facilities								Parity with VADI
	Parity with VADI Line Sharing								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**1.50**	**0.00**	133	4		6.17	5000000.00	YES	
Jun-02	**1.49**	**0.00**	134	2		8.63	5000000.00	YES	
Jul-02	**6.45**	**0.00**	124	4		12.48	5000000.00	YES	
Aug-02	**0.00**	**0.00**	231	3		0.00	0.00	YES	
Sep-02	**1.49**	**9.09**	201	11		3.75	-0.87	YES	
Oct-02	**4.03**	**0.00**	124	13		5.73	>5.00	YES	
Nov-02	**0.00**	**9.09**	98	11		0.00	-1.28	YES	



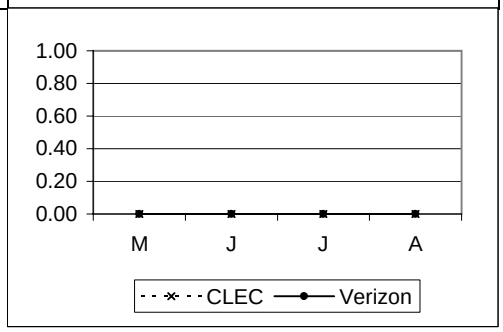
PR-5-02-3343	% Orders Held for Facilities > 15 Days								Parity with VADI
	Parity with VADI Line Sharing								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	133	4		0.00	0.00	YES	
Jun-02	**0.00**	**0.00**	134	2		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	124	4		0.00	0.00	YES	
Aug-02	**0.00**	**0.00**	231	3		0.00	0.00	YES	
Sep-02	**0.00**	**0.00**	201	11		0.00	0.00	YES	
Oct-02	**0.00**	**0.00**	124	13		0.00	0.00	YES	
Nov-02	**0.00**	**0.00**	98	11		0.00	0.00	YES	



2-Wire xDSL Line Sharing cont...

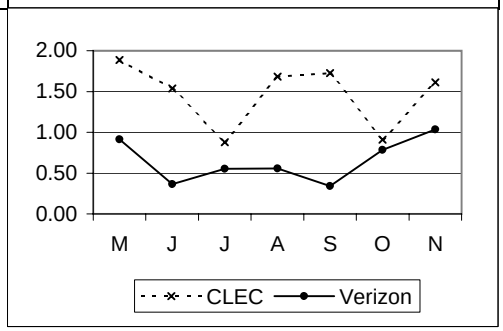
PR-5 - Facility Missed Orders cont...

PR-5-03-3343	% Orders Held for Facilities > 60 Days								Parity with VADI
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	133	4		0.00	0.00	YES	
Jun-02	**0.00**	**0.00**	134	2		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	124	4		0.00	0.00	YES	
Aug-02	**0.00**	**0.00**	231	3		0.00	0.00	YES	

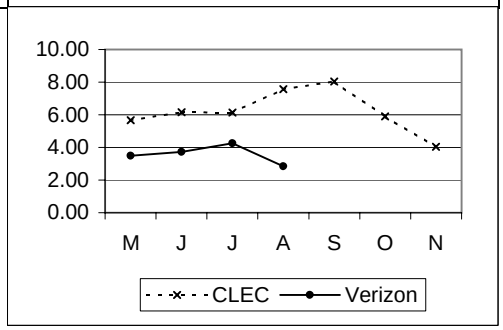


PR-6 - Installation Quality

PR-6-01-3343	% Install. Troubles Reported within 30 Days								Parity with VADI
	Parity with VADI Line Sharing								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.91**	**1.89**	2405	53		1.32	-0.26	YES	
Jun-02	**0.37**	**1.54**	2463	65		0.76	-0.74	YES	
Jul-02	**0.55**	**0.88**	2537	114		0.71	-0.04	YES	
Aug-02	**0.56**	**1.68**		119					
Sep-02	**0.34**	**1.72**	3808	174		0.45	-1.88	SSST	
Oct-02	**0.78**	**0.91**	2677	220		0.62	0.08	YES	
Nov-02	**1.04**	**1.61**	2317	248		0.68	-0.57	YES	



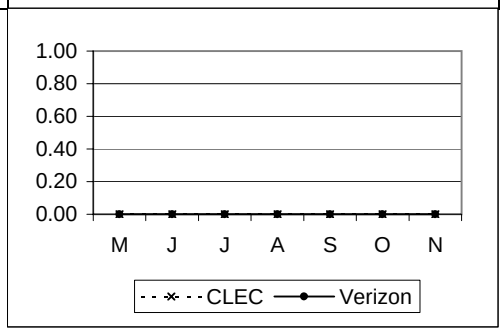
PR-6-03-3343	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**3.49**	**5.66**	2405	53		2.55	-0.85		
Jun-02	**3.74**	**6.15**	2463	65		2.38	-1.01		
Jul-02	**4.26**	**6.14**	2537	114		1.93	-0.97		
Aug-02	**2.84**	**7.56**	3236	119		1.55	-3.04		
Sep-02		**8.05**		174					
Oct-02		**5.91**		220					
Nov-02		**4.03**		248					



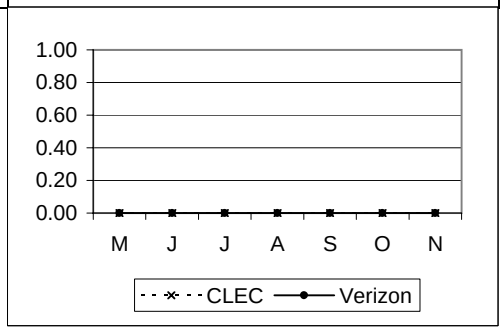
2-Wire xDSL Line Sharing cont...

PR-8 - Open Orders in a Hold Status

PR-8-01-3343	Open Orders in a Hold Status > 30 Days								Parity with VADI
	Parity with VADI Line Sharing								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	2405	53		0.00	0.00	YES	
Jun-02	**0.00**	**0.00**	2462	65		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	2530	113		0.00	0.00	YES	
Aug-02	**0.00**	**0.00**	3234	119		0.00	0.00	YES	
Sep-02	**0.00**	**0.00**	3804	174		0.00	0.00	YES	
Oct-02	**0.00**	**0.00**	2675	220		0.00	0.00	YES	
Nov-02	**0.00**	**0.00**	2315	248		0.00	0.00	YES	



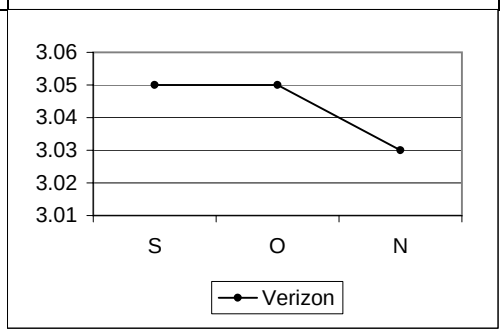
PR-8-02-3343	Open Orders in a Hold Status > 90 Days								Parity with VADI
	Parity with VADI Line Sharing								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	2405	53		0.00	0.00	YES	
Jun-02	**0.00**	**0.00**	2462	65		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	2530	113		0.00	0.00	YES	
Aug-02	**0.00**	**0.00**	3234	119		0.00	0.00	YES	
Sep-02	**0.00**	**0.00**	3804	174		0.00	0.00	YES	
Oct-02	**0.00**	**0.00**	2675	220		0.00	0.00	YES	
Nov-02	**0.00**	**0.00**	2315	248		0.00	0.00	YES	



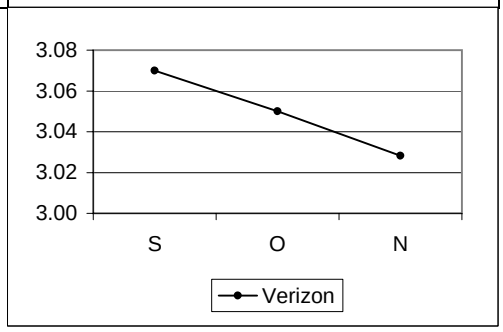
2-Wire xDSL Line Splitting

PR-1 - Average Interval Offered

PR-1-01-3345	Av. Interval Offered - Total No Dispatch								Parity with VADI
	Parity with VADI Line Sharing								
	Effective 9/2002: new metric being reported								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Sep-02	3.05	#N/A	3843		0.57				
Oct-02	3.05	#N/A	2733		0.58				
Nov-02	3.03	#N/A	2335		0.37				

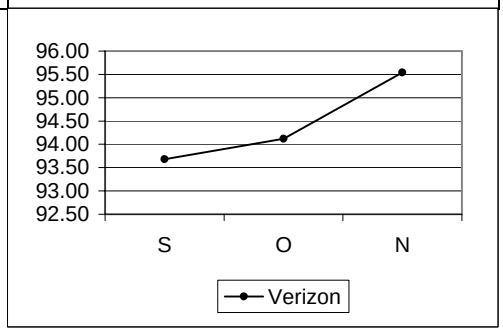


PR-1-02-3345	Av. Interval Offered - Total Dispatch								Parity with VADI
	Parity with VADI Line Sharing								
	Effective 9/2002: new metric being reported								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Sep-02	3.07	#N/A	206		0.71				
Oct-02	3.05	#N/A	133		0.24				
Nov-02	3.03	#N/A	106		0.62				



PR-3 - Completed within X Days

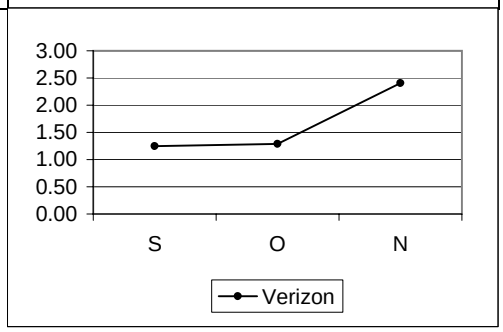
PR-3-03-3345	% Completed in 3 Days (1-5 Lines - No Dispatch)								Parity with VADI
	Parity with VADI Line Sharing								
	Effective 9/2002: new metric being reported								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Sep-02	93.68	#N/A	3529						
Oct-02	94.12	#N/A	2483						
Nov-02	95.54	#N/A	2085						



2-Wire xDSL Line Splitting cont...									
PR-3 - Completed within X Days cont...									
PR-3-03-3345a	% Completed in 3 Days (1-5 Lines - No Dispatch)								95% within 3 Business Days
	Effective 9/2002: new metric being reported								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Sep-02		#N/A							
Oct-02		#N/A							
Nov-02		#N/A							

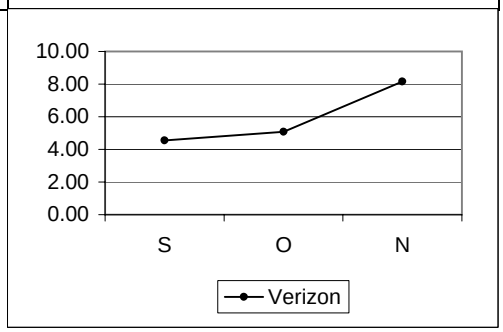
PR-4 - Missed Appointments

PR-4-02-3345	Average Delay Days - Total								Parity with VADI
	Parity with VADI Line Sharing								
	Effective 9/2002: new metric being reported								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Sep-02	1.25	#N/A	201		1.84				
Oct-02	1.29	#N/A	105		0.88				
Nov-02	2.41	#N/A	76		2.75				



PR-4-03-3345	% Missed Appointment - Customer								No Standard
	Effective 9/2002: new metric being reported								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Sep-02		#N/A							
Oct-02		#N/A							
Nov-02		#N/A							

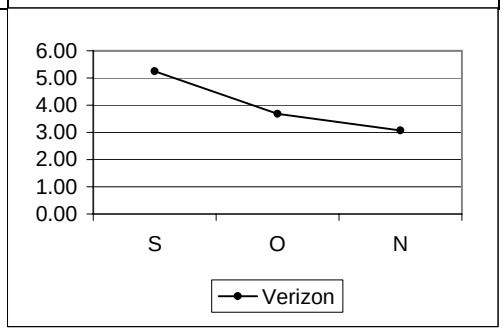
PR-4-04-3345	% Missed Appointment - Verizon - Dispatch								Parity with VADI
	Parity with VADI Line Sharing								
	Effective 9/2002: new metric being reported								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Sep-02	4.55	#N/A	198						
Oct-02	5.08	#N/A	118						
Nov-02	8.16	#N/A	98						



2-Wire xDSL Line Splitting cont...

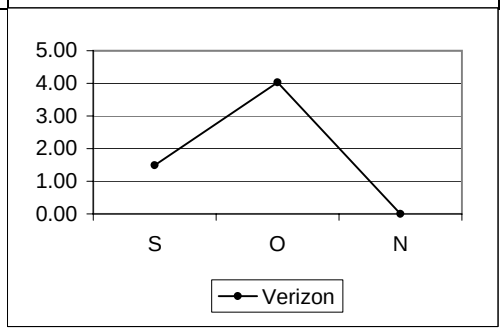
PR-4 - Missed Appointments cont...

PR-4-05-3345	% Missed Appointment - Verizon - No Dispatch								Parity with VADI
	Parity with VADI Line Sharing								
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02	**5.25**	**#N/A**	3603						
Oct-02	**3.68**	**#N/A**	2551						
Nov-02	**3.07**	**#N/A**	2217						

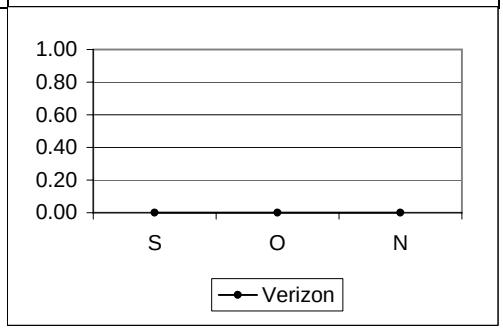


PR-5 - Facility Missed Orders

PR-5-01-3345	% Missed Appointment - Verizon Facilities								Parity with VADI
	Parity with VADI Line Sharing								
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02	**1.49**	**#N/A**	201						
Oct-02	**4.03**	**#N/A**	124						
Nov-02	**0.00**	**#N/A**	98						



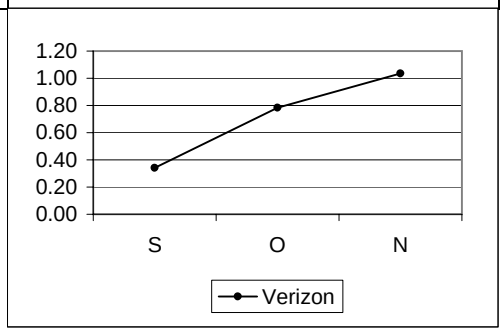
PR-5-02-3345	% Orders Held for Facilities > 15 Days								Parity with VADI
	Parity with VADI Line Sharing								
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02	**0.00**	**#N/A**	201						
Oct-02	**0.00**	**#N/A**	124						
Nov-02	**0.00**	**#N/A**	98						



2-Wire xDSL Line Splitting cont...

PR-6 - Installation Quality

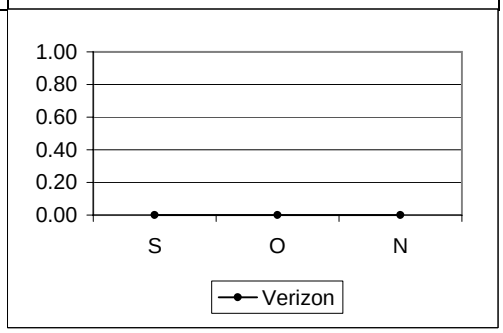
PR-6-01-3345	% Install. Troubles Reported within 30 Days								Parity with VADI
	Parity with VADI Line Sharing								
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02	**0.34**	**#N/A**	3808						
Oct-02	**0.78**	**#N/A**	2677						
Nov-02	**1.04**	**#N/A**	2317						



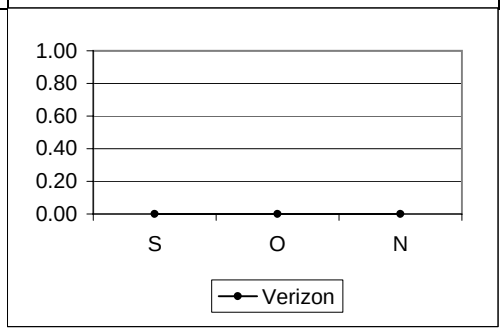
PR-6-03-3345	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE								None: Analysis Only
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02		**#N/A**							
Oct-02		**#N/A**							
Nov-02		**#N/A**							

PR-8 - Open Orders in a Hold Status

PR-8-01-3345	Open Orders in a Hold Status > 30 Days								Parity with VADI
	Parity with VADI Line Sharing								
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02	**0.00**	**#N/A**	3804						
Oct-02	**0.00**	**#N/A**	2675						
Nov-02	**0.00**	**#N/A**	2315						



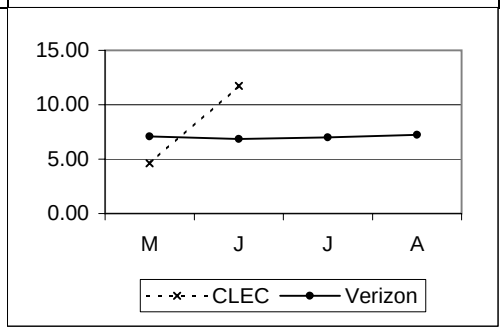
2-Wire xDSL Line Splitting cont...									
PR-8 - Open Orders in a Hold Status cont...									
PR-8-02-3345	Open Orders in a Hold Status > 90 Days								Parity with VADI
	Parity with VADI Line Sharing								
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02	**0.00**	**#N/A**	3804						
Oct-02	**0.00**	**#N/A**	2675						
Nov-02	**0.00**	**#N/A**	2315						



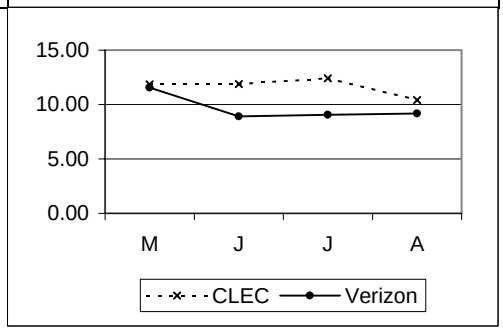
Special Services - Provisioning

PR-1 - Average Interval Offered

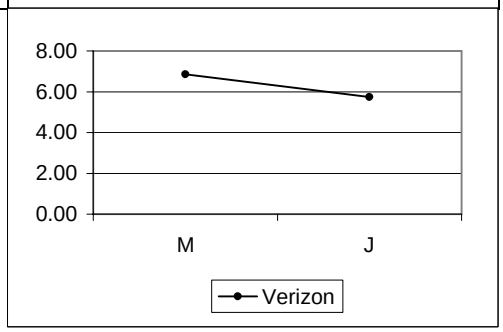
PR-1-01-3200	Av. Interval Offered - Total No Dispatch								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**7.10**	**4.63**	205	8	7.70	2.77	0.89	YES	
Jun-02	**6.86**	**11.75**	211	4	10.38	5.24	-0.93	YES	
Jul-02	**6.99**	**#N/A**	338		10.82				
Aug-02	**7.25**	**#N/A**	262		9.26				



PR-1-02-3200	Av. Interval Offered - Total Dispatch								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**11.57**	**11.86**	312	29	13.45	2.61	-0.11	YES	
Jun-02	**8.90**	**11.88**	242	26	8.52	1.76	-1.70	SSST	
Jul-02	**9.06**	**12.41**	230	39	8.12	1.41	-2.38	NO	
Aug-02	**9.19**	**10.40**	277	30	7.83	1.50	-0.80	YES	



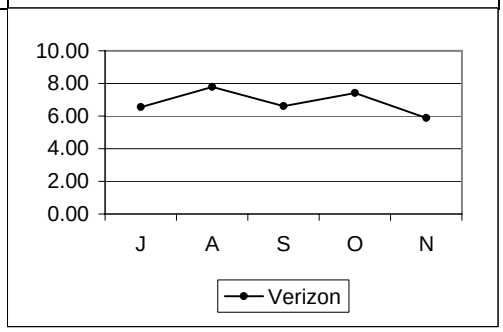
PR-1-06-3200	Av. Interval Offered - DS0								Parity with Retail
	Effective 07/2002: results being reported under PR-1-06-3210								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**6.85**	**#N/A**	287		5.75				
Jun-02	**5.74**	**#N/A**	269		4.16				



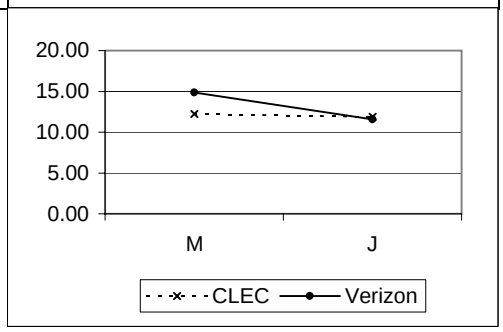
Special Services - Provisioning cont...

PR-1 - Average Interval Offered cont...

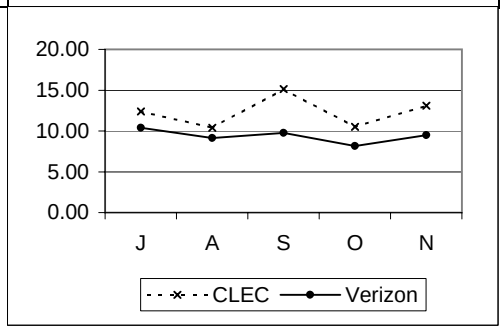
PR-1-06-3210	Av. Interval Offered - DS0								Parity with Retail
	Parity with Retail DS0								
	Effective 07/2002: results previously reported under PR-1-06-3200								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jul-02	**6.54**	**#N/A**	364		5.12				
Aug-02	**7.78**	**#N/A**	344		8.21				
Sep-02	**6.60**	**#N/A**	256		8.81				
Oct-02	**7.42**	**#N/A**	255		10.77				
Nov-02	**5.88**	**#N/A**	196		3.29				



PR-1-07-3200	Av. Interval Offered - DS1								Parity with Retail
	Effective 07/2002: results being reported under PR-1-07-3211								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**14.87**	**12.22**	176	27	16.91	3.50	0.76	YES	
Jun-02	**11.56**	**11.88**	140	26	14.09	3.01	-0.11	YES	



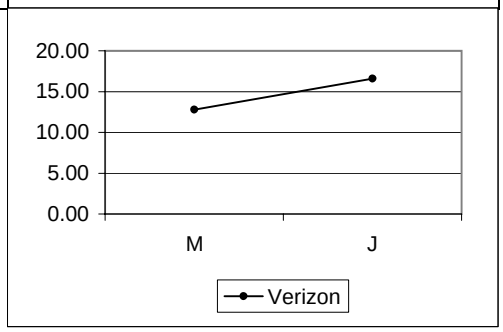
PR-1-07-3211	Av. Interval Offered - DS1								Parity with Retail
	Parity with Retail DS1								
	Effective 07/2002: results previously reported under PR-1-07-3200								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jul-02	**10.40**	**12.41**	174	39	15.32	2.71	-0.74	YES	
Aug-02	**9.12**	**10.40**	155	30	7.35	1.47	-0.87	YES	
Sep-02	**9.76**	**15.15**	302	41	9.64	1.60	-3.36	NO	
Oct-02	**8.16**	**10.52**	152	48	5.19	0.86	-2.75	NO	
Nov-02	**9.48**	**13.09**	99	23	6.34	1.47	-2.46	SSST	



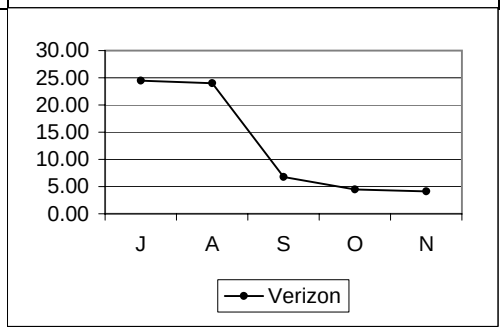
Special Services - Provisioning cont...

PR-1 - Average Interval Offered cont...

PR-1-08-3200	Av. Interval Offered - DS3								Parity with Retail
	Effective 07/2002: results being reported under PR-1-08-3213								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**12.80**	**#N/A**	25		8.71				
Jun-02	**16.57**	**#N/A**	21		12.19				



PR-1-08-3213	Av. Interval Offered - DS3								Parity with Retail
	Parity with Retail DS3								
	Effective 07/2002: results previously reported under PR-1-08-3200								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jul-02	**24.50**	**#N/A**	4		19.28				
Aug-02	**24.00**	**#N/A**	11		21.04				
Sep-02	**6.75**	**#N/A**	106		9.26				
Oct-02	**4.47**	**#N/A**	49		7.59				
Nov-02	**4.13**	**#N/A**	45		5.97				



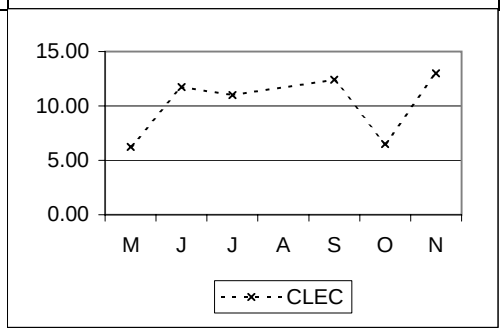
PR-1-09-3511	Av. Interval Offered - Total - EEL - Backbone								Parity with Retail
	Parity with Retail DS1								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**#N/A**							
Jun-02		**#N/A**							
Jul-02		**#N/A**							
Aug-02		**#N/A**							
Sep-02		**#N/A**							
Oct-02		**#N/A**							
Nov-02		**#N/A**							

Special Services - Provisioning cont...

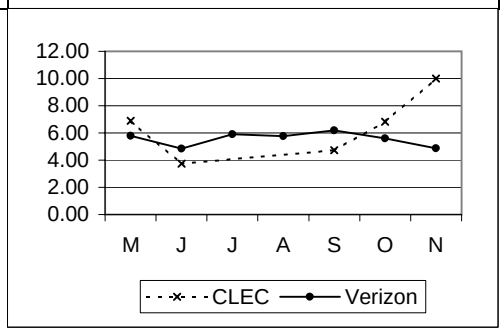
PR-1 - Average Interval Offered cont...

PR-1-09-3512	Av. Interval Offered - Total - EEL - Loop								Parity with Retail
	Parity with Retail DS1								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**#N/A**							
Jun-02		**#N/A**							
Jul-02		**#N/A**							
Aug-02		**#N/A**							
Sep-02		**#N/A**							
Oct-02		**11.00**		8					
Nov-02		**13.00**		4					

PR-1-09-3530	Av. Interval Offered - Total - IOF								Parity with Retail
	Parity with Retail DS3								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**6.25**		8					
Jun-02		**11.75**		4					
Jul-02		**11.00**		3					
Aug-02		**#N/A**							
Sep-02		**12.40**		5					
Oct-02		**6.50**		8					
Nov-02		**13.00**		1					



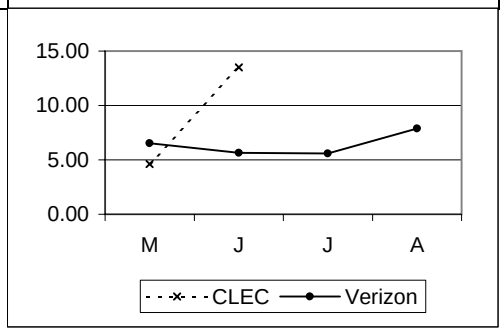
PR-1-12-3200	Av. Interval Offered - Disconnects								Parity with Retail
	Parity with Retail Specials Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**5.80**	**6.90**	295	10	10.23	3.29	-0.10	YES	
Jun-02	**4.84**	**3.75**	231	4	3.75	1.89	5000000.00	YES	
Jul-02	**5.90**	**#N/A**	300		8.45				
Aug-02	**5.77**	**#N/A**	281		7.33				
Sep-02	**6.18**	**4.72**	413	36	4.89	0.85	1.72	YES	
Oct-02	**5.59**	**6.83**	320	71	5.09	0.67	-1.86	NO	
Nov-02	**4.87**	**10.00**	329	1	3.68	3.69	Not Required		



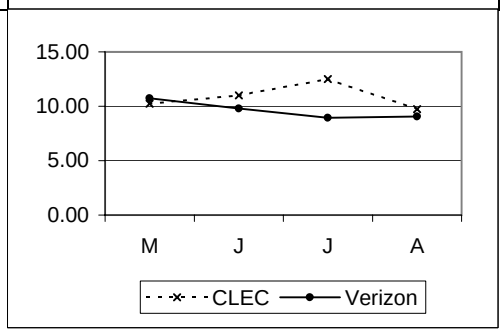
Special Services - Provisioning cont...

PR-2 - Average Completed Interval

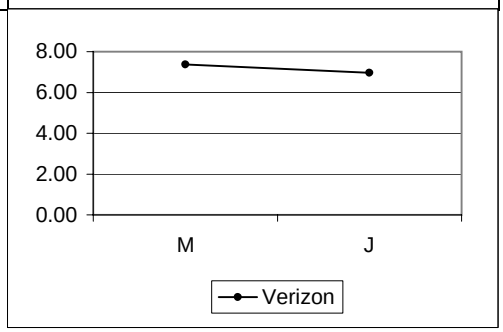
PR-2-01-3200	Av. Interval Completed - Total No Dispatch								Parity with Retail
	Eliminated as of 9/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	6.53	4.63	133	8	12.11	4.41	0.43	YES	
Jun-02	5.64	13.50	131	2	8.05	5.74	-1.37	YES	
Jul-02	5.58	#N/A	154		4.88				
Aug-02	7.87	#N/A	163		11.50				



PR-2-02-3200	Av. Interval Completed - Total Dispatch								Parity with Retail
	Eliminated as of 9/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	10.75	10.25	204	8	11.97	4.31	0.12	YES	
Jun-02	9.78	11.00	147	5	12.51	5.69	-0.21	YES	
Jul-02	8.93	12.50	150	10	7.92	2.59	-1.38	YES	
Aug-02	9.05	9.75	168	8	7.19	2.60	-0.27	YES	



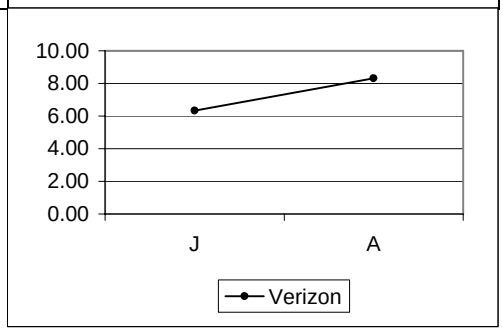
PR-2-06-3200	Av. Interval Completed - DS0								Parity with Retail
	Effective 07/2002: results being reported under PR-2-06-3210								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	7.37	#N/A	188		11.40				
Jun-02	6.97	#N/A	191		10.03				



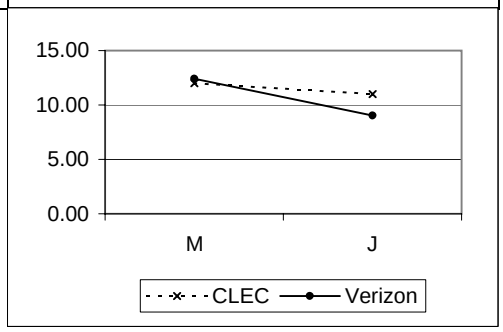
Special Services - Provisioning cont...

PR-2 - Average Completed Interval cont...

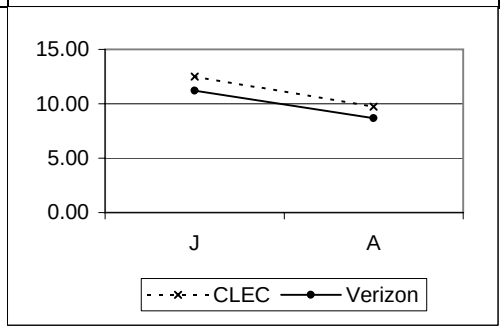
PR-2-06-3210	Av. Interval Completed - DS0								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jul-02	**6.34**	**#N/A**	228		5.14				
Aug-02	**8.32**	**#N/A**	218		10.06				



PR-2-07-3200	Av. Interval Completed - DS1								Parity with Retail
	Effective 07/2002: results being reported under PR-2-07-3211								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**12.40**	**12.00**	121	6	13.31	5.57	0.07	YES	
Jun-02	**9.03**	**11.00**	72	5	8.08	3.74	-0.53	YES	



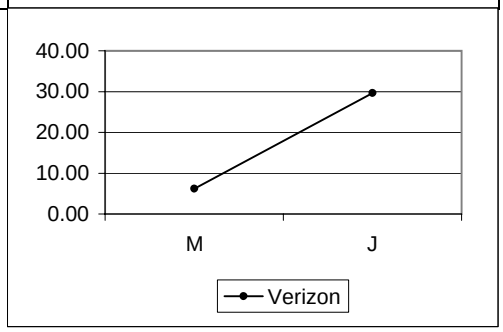
PR-2-07-3211	Av. Interval Completed - DS1								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jul-02	**11.22**	**12.50**	60	10	10.35	3.54	-0.36	YES	
Aug-02	**8.67**	**9.75**	92	8	6.35	2.34	-0.46	YES	



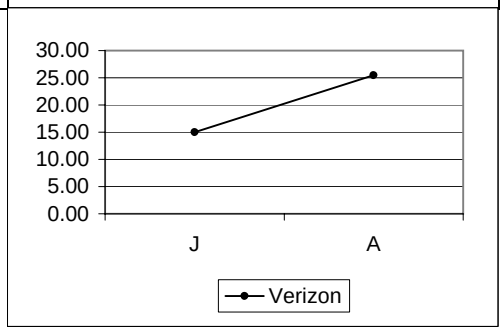
Special Services - Provisioning cont...

PR-2 - Average Completed Interval cont...

PR-2-08-3200	Av. Interval Completed - DS3								Parity with Retail
	Effective 07/2002: results being reported under PR-2-08-3213								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**6.22**	**#N/A**	9		4.99				
Jun-02	**29.67**	**#N/A**	3		27.15				



PR-2-08-3213	Av. Interval Completed - DS3								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jul-02	**15.00**	**#N/A**	1		0.00				
Aug-02	**25.50**	**#N/A**	4		21.99				



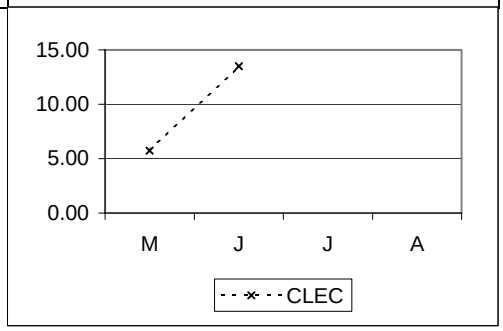
PR-2-09-3511	Av. Interval Completed - Total - EEL - Backbone								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**#N/A**							
Jun-02		**#N/A**							
Jul-02		**#N/A**							
Aug-02		**#N/A**							

Special Services - Provisioning cont...

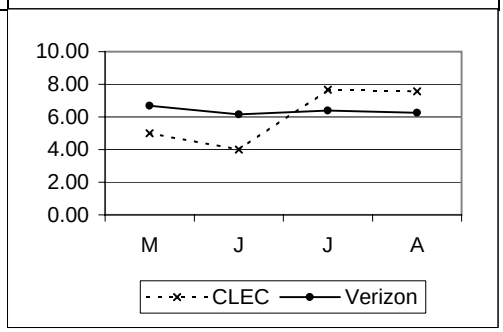
PR-2 - Average Completed Interval cont...

PR-2-09-3512	Av. Interval Completed - Total - EEL - Loop								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**#N/A**							
Jun-02		**#N/A**							
Jul-02		**#N/A**							
Aug-02		**#N/A**							

PR-2-09-3530	Av. Interval Completed - Total - IOF								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**5.75**		8					
Jun-02		**13.50**		2					
Jul-02		**#N/A**							
Aug-02		**#N/A**							



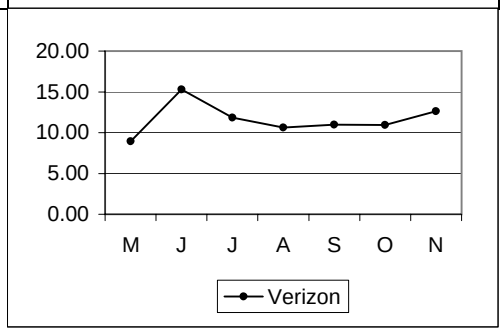
PR-2-18-3200	Av. Interval Completed - Disconnects								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**6.68**	**5.00**	212	1	16.52	16.56	0.10	YES	
Jun-02	**6.15**	**4.00**	171	1	11.51	11.54	0.19	YES	
Jul-02	**6.39**	**7.67**	218	3	7.42	4.31	-0.30	YES	
Aug-02	**6.26**	**7.57**	199	7	9.29	3.57	-0.37	YES	



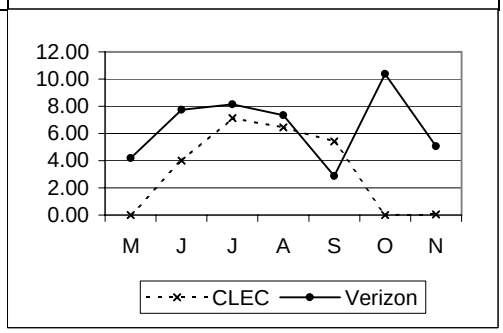
Special Services - Provisioning cont...

PR-4 - Missed Appointments

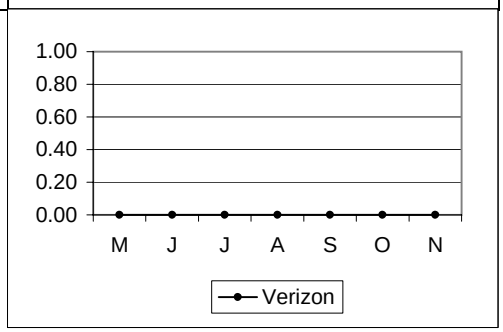
PR-4-01-3210	% Missed Appointment - Verizon - DS0								Parity with Retail
	Parity with Retail Specials DS0								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**8.96**	**#N/A**	279						
Jun-02	**15.30**	**#N/A**	281						
Jul-02	**11.84**	**#N/A**	321						
Aug-02	**10.62**	**#N/A**	339						
Sep-02	**10.98**	**#N/A**	264						
Oct-02	**10.96**	**#N/A**	301						
Nov-02	**12.63**	**#N/A**	190						



PR-4-01-3211	% Missed Appointment - Verizon - DS1								Parity with Retail
	Parity with Retail Specials DS1								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**4.19**	**0.00**	167	30		3.97	5000000.00	YES	
Jun-02	**7.75**	**4.00**	129	25		5.84	1.11	YES	
Jul-02	**8.13**	**7.14**	160	42		4.74	0.49	YES	
Aug-02	**7.33**	**6.45**	150	31		5.14	0.49	YES	
Sep-02	**2.88**	**5.41**	278	37		2.93	-0.43	YES	
Oct-02	**10.37**	**0.00**	164	40		5.38	>5.00	YES	
Nov-02	**5.05**	**0.05**	99	22		5.16	>5.0000	YES	



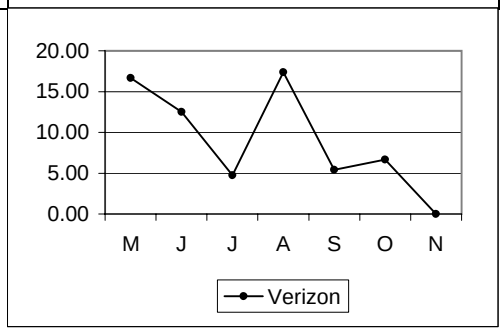
PR-4-01-3213	% Missed Appointment - Verizon - DS3								Parity with Retail
	Parity with Retail Specials DS3								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**#N/A**	62						
Jun-02	**0.00**	**#N/A**	41						
Jul-02	**0.00**	**#N/A**	33						
Aug-02	**0.00**	**#N/A**	18						
Sep-02	**0.00**	**#N/A**	114						
Oct-02	**0.00**	**#N/A**	45						
Nov-02	**0.00**	**#N/A**	48						



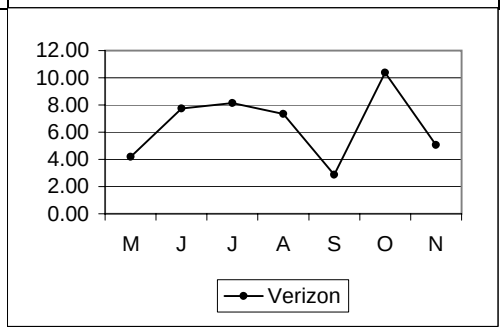
Special Services - Provisioning cont...

PR-4 - Missed Appointments cont...

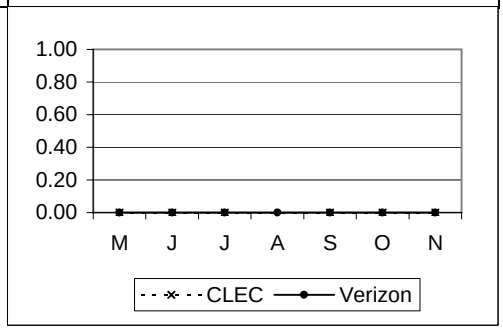
PR-4-01-3215	% Missed Appointment - Verizon -Special Other								Parity with Retail
	Parity with Retail Specials Other								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**16.67**	**#N/A**	30						
Jun-02	**12.50**	**#N/A**	24						
Jul-02	**4.76**	**#N/A**	21						
Aug-02	**17.39**	**#N/A**	23						
Sep-02	**5.41**	**#N/A**	37						
Oct-02	**6.67**	**#N/A**	30						
Nov-02	**0.00**	**#N/A**	26						



PR-4-01-3510	% Missed Appointment - Verizon - Total - EEL								Parity with Retail (DS1)
	Parity with Retail DS1								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**4.19**	**#N/A**	167						
Jun-02	**7.75**	**#N/A**	129						
Jul-02	**8.13**	**#N/A**	160						
Aug-02	**7.33**	**#N/A**	150						
Sep-02	**2.88**	**#N/A**	278						
Oct-02	**10.37**	**75.00**	164	4		15.43	SS		
Nov-02	**5.05**	**0.00**	99	4		11.17	SS		



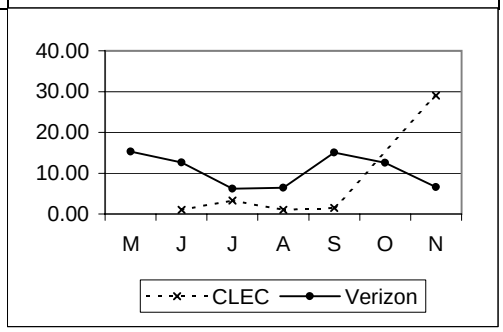
PR-4-01-3530	% Missed Appointment - Verizon - Total- IOF								Parity with Retail (DS3)
	Parity with Retail DS3								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	62	8		0.00	0.00	YES	
Jun-02	**0.00**	**0.00**	41	7		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	33	5		0.00	0.00	YES	
Aug-02	**0.00**	**#N/A**	18						
Sep-02	**0.00**	**0.00**	114	5		0.00	SS		
Oct-02	**0.00**	**0.00**	45	8		0.00	0.00	YES	
Nov-02	**0.00**	**0.00**	48	1		0.00	SS		



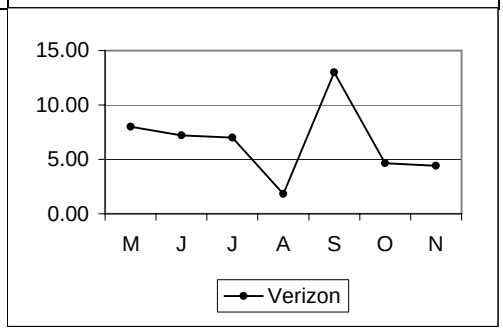
Special Services - Provisioning cont...

PR-4 - Missed Appointments cont...

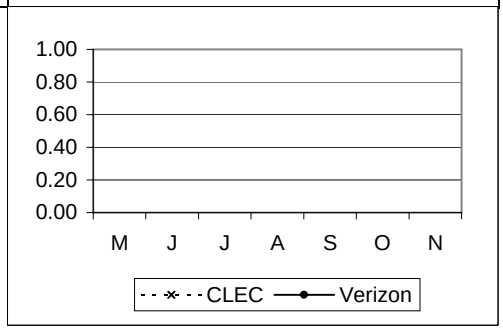
PR-4-02-3200	Average Delay Days - Total								Parity with Retail
	Pairty with Retail Specials Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**15.27**	**#N/A**	37		30.57				
Jun-02	**12.59**	**1.00**	56	1	27.59	27.84	0.42	YES	
Jul-02	**6.21**	**3.33**	52	3	10.47	6.22	0.46	YES	
Aug-02	**6.47**	**1.00**	51	2	9.67	6.97	0.78	YES	
Sep-02	**15.05**	**1.50**	39	2	33.59	24.35	Not Required	YES	
Oct-02	**12.52**	**#N/A**	52		17.23				
Nov-02	**6.55**	**29.00**	29	1	9.75	9.92	Not Required		



PR-4-02-3510	Average Delay Days - Total - EEL								Parity with Retail -DS1
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**8.00**	**#N/A**	7		6.27				
Jun-02	**7.20**	**#N/A**	10		11.21				
Jul-02	**7.00**	**#N/A**	13		16.59				
Aug-02	**1.82**	**#N/A**	11		1.60				
Sep-02	**13.00**	**#N/A**	8		20.70		Not Required		
Oct-02	**4.65**	**3.00**	17	3	6.15	3.85	Not Required	YES	
Nov-02	**4.40**	**#N/A**	5		4.22		Not Required		



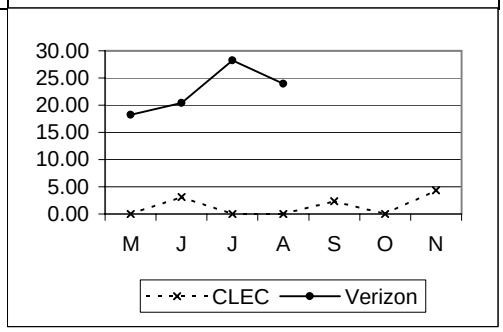
PR-4-02-3530	Average Delay Days - Total - IOF								Parity with Retail -DS3
	Parity with Retail Specials DS3								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**#N/A**	**#N/A**							
Jun-02	**#N/A**	**#N/A**							
Jul-02	**#N/A**	**#N/A**							
Aug-02	**#N/A**	**#N/A**							
Sep-02	**#N/A**	**#N/A**					Not Required		
Oct-02	**#N/A**	**#N/A**					Not Required		
Nov-02	**#N/A**	**#N/A**					Not Required		



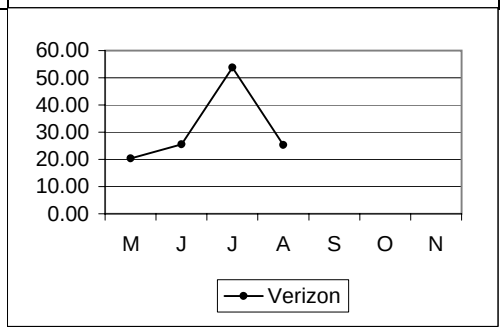
Special Services - Provisioning cont...

PR-4 - Missed Appointments cont...

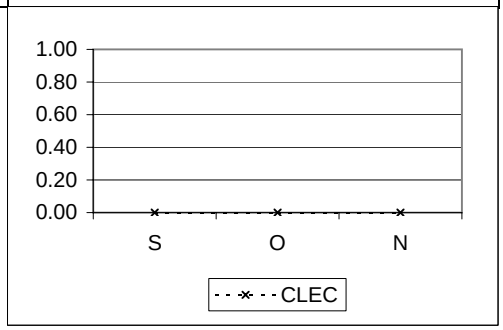
PR-4-03-3200	% Missed Appointment - Customer								No Standard 1
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**18.22**	**0.00**							
Jun-02	**20.42**	**3.13**							
Jul-02	**28.22**	**0.00**							
Aug-02	**23.96**	**0.00**							
Sep-02		**2.38**		42					
Oct-02		**0.00**		48					
Nov-02		**4.35**		23					



PR-4-03-3510	% Missed Appointment - Customer - EEL								No Standard 1
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**20.36**	**#N/A**							
Jun-02	**25.58**	**#N/A**							
Jul-02	**53.75**	**#N/A**							
Aug-02	**25.33**	**#N/A**							
Sep-02		**#N/A**							
Oct-02		**0.00**		4					
Nov-02		**0.00**		4					



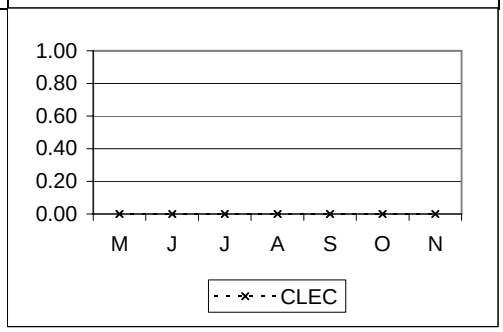
PR-4-03-3530	% Missed Appointment - Customer - IOF								No Standard
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02		**0.00**		5					
Oct-02		**0.00**		8					
Nov-02		**0.00**		1					



Special Services - Provisioning cont...

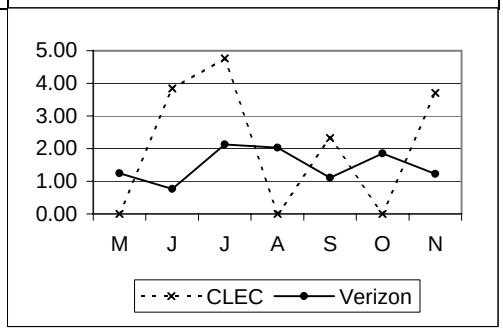
PR-4 - Missed Appointments cont...

PR-4-08-3200	% Missed Appt. - Customer - Late Order Conf.								No Standard 1
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02		0.00		17					
Jun-02		0.00		19					
Jul-02		0.00		23					
Aug-02		0.00		31					
Sep-02		0.00		56					
Oct-02		0.00		57					
Nov-02		0.00		27					

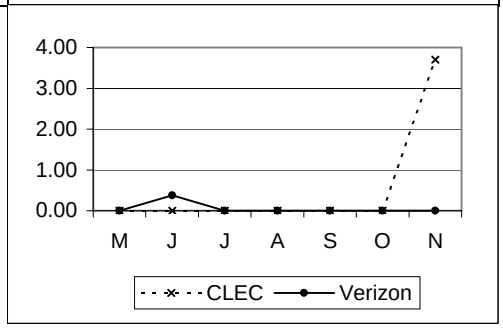


PR-5 - Facility Missed Orders

PR-5-01-3200	% Missed Appointment - Verizon - Facilities								Parity with Retail
	Parity with Retail Specials Total								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	1.25	0.00	321	32		2.06	5000000.00	YES	
Jun-02	0.76	3.85	263	26		1.79	-0.68	YES	
Jul-02	2.13	4.76	235	42		2.42	-0.56	YES	
Aug-02	2.03	0.00	296	31		2.66	5000000.00	YES	
Sep-02	1.11	2.33	270	43		1.72	-0.13	YES	
Oct-02	1.85	0.00	216	53		2.07	>5.00	YES	
Nov-02	1.23	3.70	163	27		2.29	-0.33	YES	



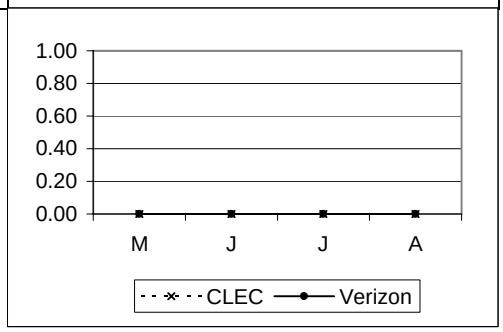
PR-5-02-3200	% Orders Held for Facilities > 15 Days								Parity with Retail
	Parity with Retail Specials Total								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	0.00	0.00	321	32		0.00	0.00	YES	
Jun-02	0.38	0.00	263	26		1.26	5000000.00	YES	
Jul-02	0.00	0.00	235	42		0.00	0.00	YES	
Aug-02	0.00	0.00	296	31		0.00	0.00	YES	
Sep-02	0.00	0.00	270	43		0.00	0.00	YES	
Oct-02	0.00	0.00	216	53		0.00	0.00	YES	
Nov-02	0.00	3.70	163	27		0.00	-1.07	YES	



Special Services - Provisioning cont...

PR-5 - Facility Missed Orders cont...

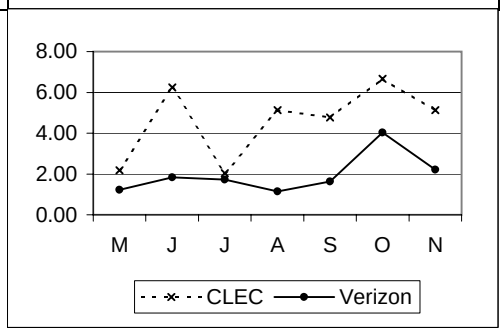
PR-5-03-3200	% Orders Held for Facilities > 60 Days								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	321	32		0.00	0.00	YES	
Jun-02	**0.00**	**0.00**	263	26		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	235	42		0.00	0.00	YES	
Aug-02	**0.00**	**0.00**	296	31		0.00	0.00	YES	



PR-5-04-3200	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities								No Standard
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02		**#N/A**							
Oct-02		**#N/A**							
Nov-02		**#N/A**							

PR-6 - Installation Quality

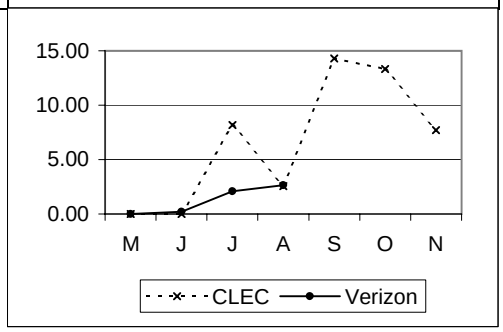
PR-6-01-3200	% Installation Troubles reported within 30 Days								Parity w/Verizon RT for Found Troubles
	Parity with Retail Specials Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**1.23**	**2.17**	975	46		1.66	-0.12	YES	
Jun-02	**1.84**	**6.25**	1033	32		2.41	-1.13	YES	
Jul-02	**1.73**	**2.04**	811	49		1.92	0.22	YES	
Aug-02	**1.14**	**5.13**	1055	39		1.73	-1.37	YES	
Sep-02	**1.63**	**4.76**	1168	42		1.99	-0.98	YES	
Oct-02	**4.03**	**6.67**	595	60		2.66	-0.68	YES	
Nov-02	**2.21**	**5.13**	588	39		2.43	-0.71	YES	



Special Services - Provisioning cont...

PR-6 - Installation Quality cont...

PR-6-03-3200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	975	46		0.00			
Jun-02	**0.19**	**0.00**	1033	32		0.79	0.25		
Jul-02	**2.10**	**8.16**	811	49		2.11	-2.88		
Aug-02	**2.65**	**2.56**	1055	39		2.62	0.03		
Sep-02		**14.29**		42					
Oct-02		**13.33**		60					
Nov-02		**7.69**		39					

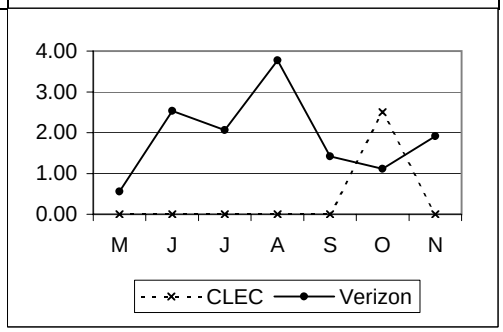


PR-7 - Jeopardy Reports

PR-7-01-3510	% Orders with Jeopardy Status - EEL								No Standard
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02		**#N/A**							
Jun-02		**#N/A**							
Jul-02		**#N/A**							
Aug-02		**#N/A**							

PR-8 - Open Orders in a Hold Status

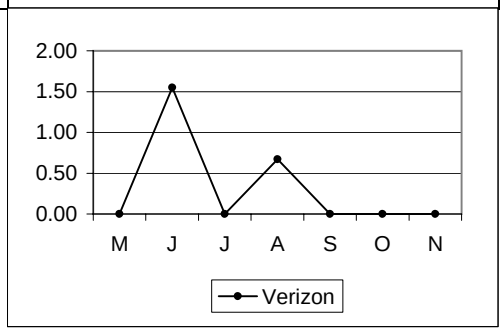
PR-8-01-3200	Open Orders in a Hold Status > 30 Days								Parity with Retail
	Parity with Retail Specials Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.56**	**0.00**	538	33		1.34	5000000.00	YES	
Jun-02	**2.53**	**0.00**	475	25		3.22	5000000.00	YES	
Jul-02	**2.06**	**0.00**	535	42		2.28	5000000.00	YES	
Aug-02	**3.77**	**0.00**	530	31		3.52	5000000.00	YES	
Sep-02	**1.42**	**0.00**	705	37		2.00	>5.00	YES	
Oct-02	**1.11**	**2.50**	542	40		1.72	-0.27	YES	
Nov-02	**1.92**	**0.00**	365	22		3.01	>5.0000	YES	



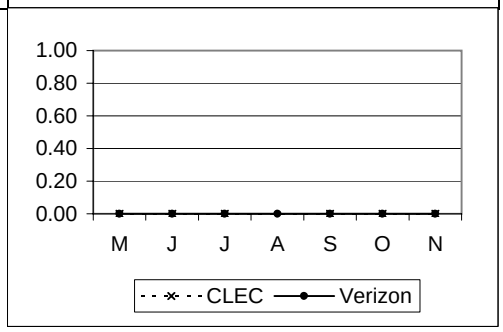
Special Services - Provisioning cont...

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

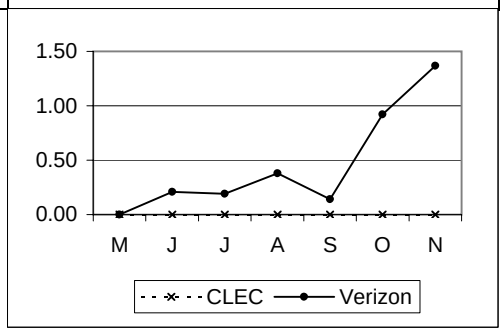
PR-8-01-3510	Open Orders in a Hold Status > 30 Days- EEL							Parity with Retail (DS1)
	Parity with Retail Specials DS1							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	0.00	#N/A	167					
Jun-02	1.55	#N/A	129					
Jul-02	0.00	#N/A	160					
Aug-02	0.67	#N/A	150					
Sep-02	0.00	#N/A	278					
Oct-02	0.00	0.00	164	4		0.00	SS	
Nov-02	0.00	0.00	99	4		0.00	SS	



PR-8-01-3530	Open Orders in a Hold Status > 30 Days - IOF							Parity with Retail (DS3)
	Parity with Retail Specials DS3							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	0.00	0.00	62	8		0.00	0.00	YES
Jun-02	0.00	0.00	41	7		0.00	0.00	YES
Jul-02	0.00	0.00	33	5		0.00	0.00	YES
Aug-02	0.00	#N/A	18					
Sep-02	0.00	0.00	114	5		0.00	SS	
Oct-02	0.00	0.00	45	8		0.00	0.00	YES
Nov-02	0.00	0.00	48	1		0.00	SS	



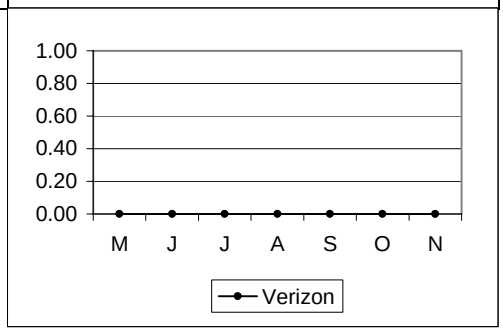
PR-8-02-3200	Open Orders in a Hold Status > 90 Days							Parity with Retail
	Parity with Retail Specials Total							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	0.00	0.00	538	33		0.00	0.00	YES
Jun-02	0.21	0.00	475	25		0.94	5000000.00	YES
Jul-02	0.19	0.00	535	42		0.70	5000000.00	YES
Aug-02	0.38	0.00	530	31		1.14	5000000.00	YES
Sep-02	0.14	0.00	705	37		0.63	>5.00	YES
Oct-02	0.92	0.00	542	40		1.56	>5.00	YES
Nov-02	1.37	0.00	365	22		2.55	>5.0000	YES



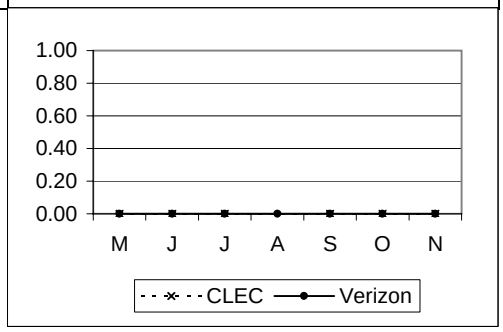
Special Services - Provisioning cont...

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

PR-8-02-3510	Open Orders in a Hold Status > 90 Days- EEL								Parity with Retail (DS1)
	Parity with Retail Specials DS1								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**#N/A**	167						
Jun-02	**0.00**	**#N/A**	129						
Jul-02	**0.00**	**#N/A**	160						
Aug-02	**0.00**	**#N/A**	150						
Sep-02	**0.00**	**#N/A**	278						
Oct-02	**0.00**	**0.00**	164	4		0.00	SS		
Nov-02	**0.00**	**0.00**	99	4		0.00	SS		



PR-8-02-3530	Open Orders in a Hold Status > 90 Days - IOF								Parity with Retail (DS3)
	Parity with Retail Specials DS3								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	62	8		0.00	0.00	YES	
Jun-02	**0.00**	**0.00**	41	7		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	33	5		0.00	0.00	YES	
Aug-02	**0.00**	**#N/A**	18						
Sep-02	**0.00**	**0.00**	114	5		0.00	SS		
Oct-02	**0.00**	**0.00**	45	8		0.00	0.00	YES	
Nov-02	**0.00**	**0.00**	48	1		0.00	SS		



Legend

*	= Verizon South (PA, NJ, DE, MD, DC, VA, WV)
**	= Verizon East (CT, MA, ME, NH, NY, RI, VT, PA, DE, NJ, DC, VA, WV)
***	= DC Only
****	= DC, MD, VA, WV
*****	= Resale/UNE East Combined Measurement
******	= DC, DE, MD, PA, VA, WV, combined data
UD	= Performance metric is under development
NA	= No Activity
NEF	= No Existing Functionality
TBD	= Performance metric is to be determined
R3	= Run 3 times per year
95% Cmp. w/in Window	= Standard for Cut-Over Window
	= 1 to 9 lines: 1 hour
	= 10 to 49 lines: 2 hours
	= 50 to 99 lines: 3 hours
	= 100 to 199 lines: 4 hours
	= 200 plus lines: 8 hours
EEL	= 1-9 Loops, 15 Days
	10+ Negotiated
	No Facilities, ECCD+15 Days
	Disconnects, 2 Days
IOF	= Facilities Check 72 Hours
	Facilities Available (Quantity 1-8) 15 Days
	Facilities Available (Quantity > 8), Negotiated

Verizon - DC

Carrier to Carrier Performance Standards and Reports Summary May 2002 - November 2002

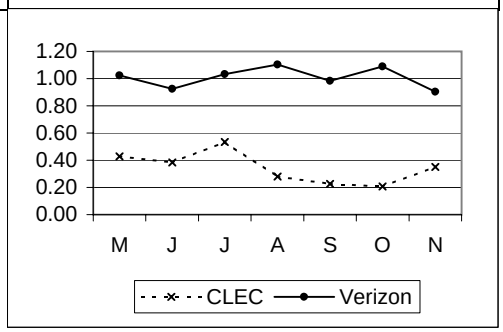
CLEC Aggregate Performance

UNE (Maintenance) - POTS/Special Services

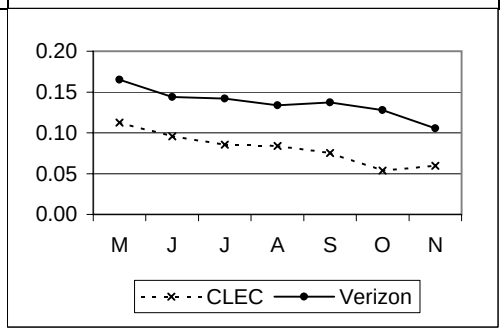
Maintenance - POTS Loop

MR-2 - Trouble Report Rate

MR-2-02-3550	Network Trouble Report Rate - Loop								Parity with Retail
	Parity with Retail POTS - Total (Business and Residence)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**1.02**	**0.43**	558851	13330		0.09	6.75	YES	
Jun-02	**0.93**	**0.38**	555168	13567		0.08	6.52	YES	
Jul-02	**1.03**	**0.53**	551009	14028		0.09	5.76	YES	
Aug-02	**1.10**	**0.28**	545721	14320		0.09	9.33	YES	
Sep-02	**0.98**	**0.23**	541195	14581		0.08	>5.00	YES	
Oct-02	**1.09**	**0.21**	535957	14944		0.09	>5.00	YES	
Nov-02	**0.90**	**0.35**	531374	15094		0.08	>5.0000	YES	



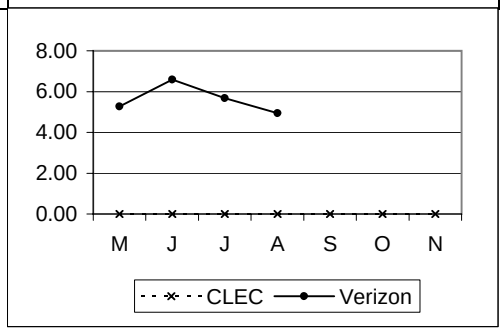
MR-2-03-3550	Network Trouble Report Rate - Central Office								Parity with Retail
	Parity with Retail POTS - Total (Business and Residence)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.16**	**0.11**	558851	13330		0.04	1.47	YES	
Jun-02	**0.14**	**0.10**	555168	13567		0.03	1.46	YES	
Jul-02	**0.14**	**0.09**	551009	14028		0.03	1.75	YES	
Aug-02	**0.13**	**0.08**	545721	14320		0.03	1.61	YES	
Sep-02	**0.14**	**0.08**	541195	14581		0.03	2.28	YES	
Oct-02	**0.13**	**0.05**	535957	14944		0.03	2.96	YES	
Nov-02	**0.11**	**0.06**	531374	15094		0.03	1.98	YES	



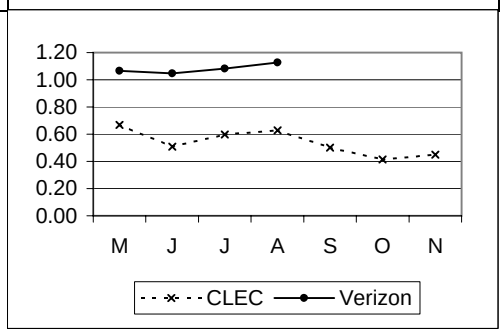
Maintenance - POTS Loop cont...

MR-2 - Trouble Report Rate cont...

MR-2-04-3550	% Subsequent Reports								Assessed I/C/W MRAs
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**5.27**	**0.00**							
Jun-02	**6.59**	**0.00**							
Jul-02	**5.68**	**0.00**							
Aug-02	**4.94**	**0.00**							
Sep-02		**0.00**		44					
Oct-02		**0.00**		39					
Nov-02		**0.00**		62					

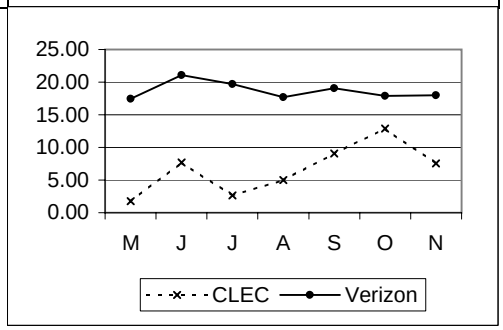


MR-2-05-3550	% CPE/TOK/FOK Trouble Report Rate								None: Analysis Only
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**1.07**	**0.67**	558851	13330		0.09	4.42		
Jun-02	**1.05**	**0.51**	555168	13567		0.09	6.09		
Jul-02	**1.08**	**0.60**	551009	14028		0.09	5.47		
Aug-02	**1.13**	**0.63**	545721	14320		0.09	5.58		
Sep-02		**0.50**		14581					
Oct-02		**0.41**		14944					
Nov-02		**0.45**		15094					



MR-3 - Missed Repair Appointments

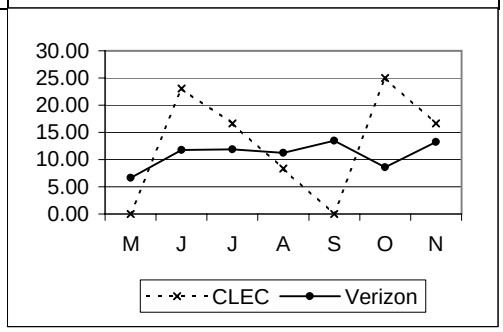
MR-3-01-3550	% Missed Repair Appointment - Loop								Parity with Retail
	Parity with Retail POTS - Total (Business and Residence)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**17.45**	**1.75**	5714	57		5.05	4.12	YES	
Jun-02	**21.06**	**7.69**	5138	52		5.68	2.81	YES	
Jul-02	**19.70**	**2.67**	5690	75		4.62	4.69	YES	
Aug-02	**17.70**	**5.00**	6027	40		6.05	2.65	YES	
Sep-02	**19.05**	**9.09**	5327	33		6.86	1.80	YES	
Oct-02	**17.90**	**12.90**	5834	31		6.90	0.96	YES	
Nov-02	**17.98**	**7.55**	4805	53		5.30	2.36	YES	



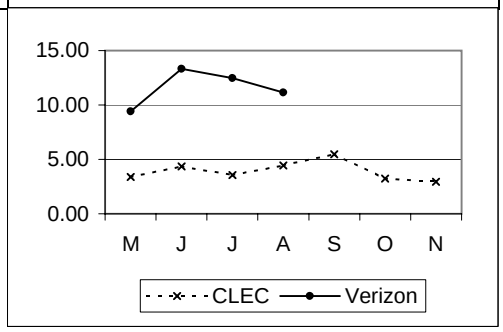
Maintenance - POTS Loop cont...

MR-3 - Missed Repair Appointments cont...

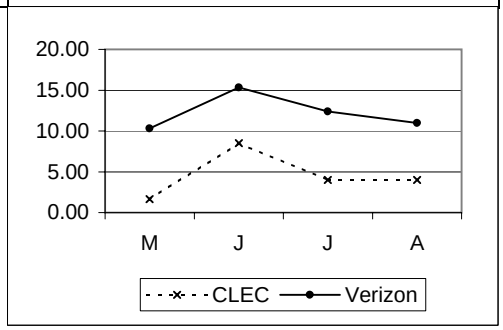
MR-3-02-3550	% Missed Repair Appointment - Central Office								Parity with Retail
	Parity with Retail POTS - Total (Business and Residence)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**6.62**	**0.00**	922	15		6.47	5000000.00	YES	
Jun-02	**11.75**	**23.08**	800	13		9.00	-0.86	YES	
Jul-02	**11.89**	**16.67**	782	12		9.41	-0.17	YES	
Aug-02	**11.23**	**8.33**	730	12		9.19	0.71	YES	
Sep-02	**13.46**	**0.00**	743	4		17.11	SS		
Oct-02	**8.60**	**25.00**	686	4		14.06	SS		
Nov-02	**13.21**	**16.67**	560	6		13.90	0.19	YES	



MR-3-03-3550	% CPE/TOK/FOK - Missed Appointment								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**9.41**	**3.37**	5954	89		3.12	1.94		
Jun-02	**13.33**	**4.35**	5812	69		4.12	2.18		
Jul-02	**12.47**	**3.57**	5966	84		3.63	2.45		
Aug-02	**11.15**	**4.44**	6151	90		3.34	2.01		
Sep-02		**5.48**		73					
Oct-02		**3.23**		62					
Nov-02		**2.94**		68					



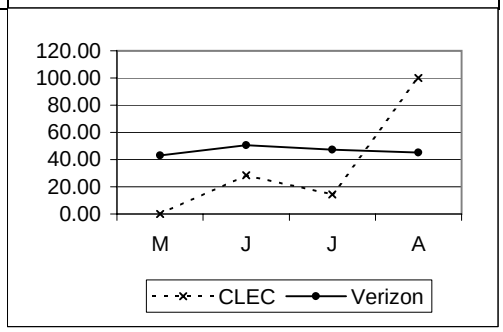
MR-3-04-3550	% Missed Repair Appointment - No Double Dispatch								No Standard
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**10.30**	**1.64**	4950	61		3.92	2.21		
Jun-02	**15.35**	**8.51**	4679	47		5.28	1.29		
Jul-02	**12.41**	**4.00**	4648	75		3.84	2.19		
Aug-02	**11.00**	**4.00**	5037	50		4.45	1.57		



Maintenance - POTS Loop cont...

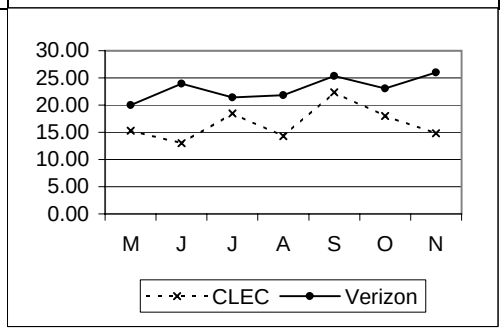
MR-3 - Missed Repair Appointments cont...

MR-3-05-3550	% Missed Repair Appointment - Double Dispatch								No Standard
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**42.97**	**0.00**	917	8		17.58	2.44		
Jun-02	**50.67**	**28.57**	748	7		18.98	1.16		
Jul-02	**47.29**	**14.29**	776	7		18.96	1.74		
Aug-02	**45.12**	**100.00**	820	1		49.79	-1.10		

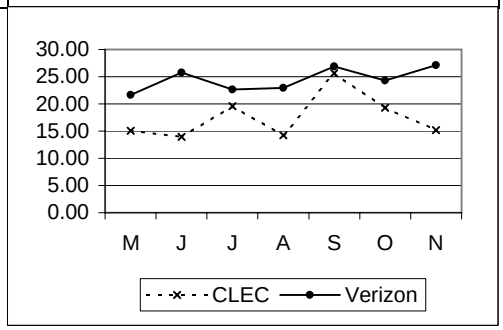


MR-4 - Trouble Duration Intervals

MR-4-01-3550	Mean Time To Repair - Total								Parity with Retail
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**19.98**	**15.28**	6636	72	24.49	2.90	1.62	YES	
Jun-02	**23.96**	**13.03**	5938	65	40.31	5.03	2.17	YES	
Jul-02	**21.44**	**18.46**	6472	87	24.50	2.64	1.13	YES	
Aug-02	**21.82**	**14.30**	6757	52	25.30	3.52	2.13	YES	
Sep-02	**25.33**	**22.33**	6070	44	27.87	4.22	0.71	YES	
Oct-02	**23.06**	**18.02**	6520	39	25.16	4.04	1.25	YES	
Nov-02	**26.01**	**14.83**	5365	62	30.02	3.83	2.92	YES	



MR-4-02-3550	Mean Time To Repair - Loop Trouble								Parity with Retail
	Parity with Retail POTS - Total (Business and Residence)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**21.62**	**15.07**	5714	57	24.50	3.26	2.01	YES	
Jun-02	**25.77**	**13.95**	5138	52	42.52	5.93	1.99	YES	
Jul-02	**22.66**	**19.60**	5690	75	25.18	2.93	1.04	YES	
Aug-02	**22.96**	**14.25**	6027	40	25.81	4.09	2.13	YES	
Sep-02	**26.90**	**25.63**	5327	33	28.47	4.97	0.26	YES	
Oct-02	**24.27**	**19.29**	5834	31	25.49	4.59	1.09	YES	
Nov-02	**27.12**	**15.17**	4805	53	30.86	4.26	2.81	YES	

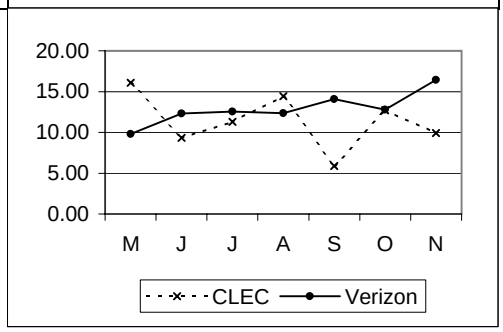


Maintenance - POTS Loop cont...

MR-4 - Trouble Duration Intervals cont...

MR-4-03-3550 | **Mean Time To Repair - Central Office Trouble** | **Parity with Retail**

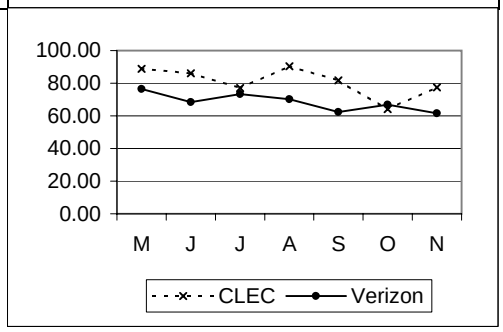
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	**9.81**	**16.06**	922	15	21.86	5.69	-1.10	YES
Jun-02	**12.30**	**9.33**	800	13	17.04	4.76	0.62	YES
Jul-02	**12.53**	**11.28**	782	12	16.28	4.74	0.27	YES
Aug-02	**12.36**	**14.45**	730	12	18.02	5.24	-0.40	YES
Sep-02	**14.09**	**5.88**	743	4	19.83	9.94	Not Required	YES
Oct-02	**12.77**	**12.71**	686	4	19.24	9.65	Not Required	YES
Nov-02	**16.44**	**9.91**	560	6	18.94	7.77	0.84	YES



MR-4-04-3550 | **% Cleared (all troubles) within 24 Hours** | **Parity with Retail**

Parity with Retail POTS - Total (Business and Residence)

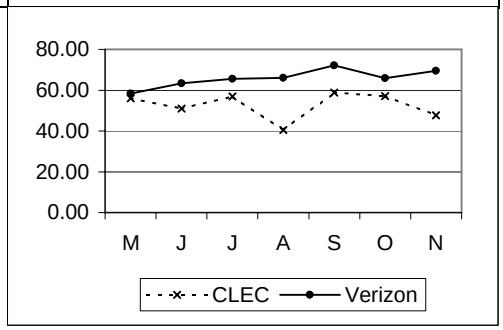
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	**76.40**	**88.89**	6636	72		5.03	2.48	YES
Jun-02	**68.52**	**86.15**	5938	65		5.79	3.04	YES
Jul-02	**73.41**	**77.01**	6472	87		4.77	0.75	YES
Aug-02	**70.27**	**90.38**	6757	52		6.36	3.68	YES
Sep-02	**62.42**	**81.82**	6070	44		7.33	2.95	YES
Oct-02	**66.89**	**64.10**	6520	39		7.56	-0.22	YES
Nov-02	**61.53**	**77.42**	5365	62		6.21	2.79	YES



MR-4-07-3550 | **% Out of Service > 12 Hours** | **Parity with Retail**

Parity with Retail POTS - Total (Business and Residence)

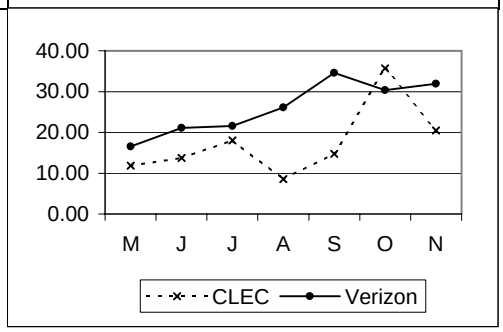
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	**58.41**	**55.93**	2989	59		6.48	0.38	YES
Jun-02	**63.37**	**50.98**	2891	51		6.81	1.82	YES
Jul-02	**65.58**	**56.94**	4297	72		5.65	1.53	YES
Aug-02	**65.97**	**40.43**	4446	47		6.95	3.68	YES
Sep-02	**72.16**	**58.82**	3832	34		7.72	1.86	YES
Oct-02	**65.85**	**57.14**	3909	28		8.99	1.16	YES
Nov-02	**69.43**	**47.73**	3248	44		6.99	3.13	YES



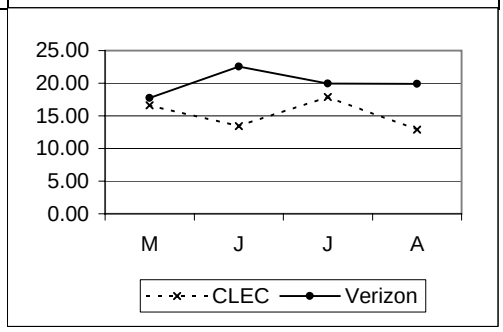
Maintenance - POTS Loop cont...

MR-4 - Trouble Duration Intervals cont...

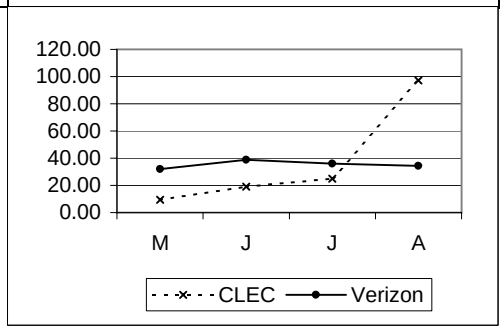
MR-4-08-3550	% Out of Service > 24 Hours								Parity with Retail
	Parity with Retail POTS - Total (Business and Residence)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**16.56**	**11.86**	2989	59		4.89	0.96	YES	
Jun-02	**21.13**	**13.73**	2891	51		5.77	1.28	YES	
Jul-02	**21.60**	**18.06**	4297	72		4.89	0.72	YES	
Aug-02	**26.11**	**8.51**	4446	47		6.44	3.24	YES	
Sep-02	**34.55**	**14.71**	3832	34		8.19	2.79	YES	
Oct-02	**30.39**	**35.71**	3909	28		8.72	-0.43	YES	
Nov-02	**31.93**	**20.46**	3248	44		7.08	1.84	YES	



MR-4-09-3550	Mean Time To Repair - No Double Dispatch								Parity w/ Retail POTS Total
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**17.73**	**16.62**	4950	61	20.60	2.65	0.42	YES	
Jun-02	**22.57**	**13.44**	4679	47	26.79	3.93	2.32	YES	
Jul-02	**19.93**	**17.87**	4648	75	23.48	2.73	0.75	YES	
Aug-02	**19.91**	**12.87**	5037	50	23.01	3.27	2.15	YES	



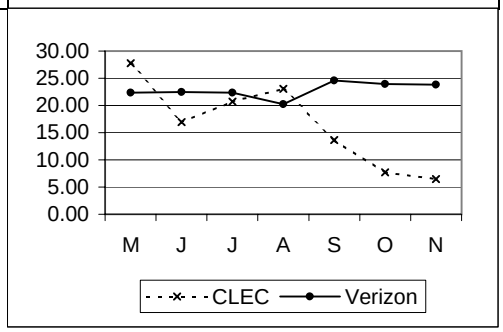
MR-4-10-3550	Mean Time To Repair - Double Dispatch								Parity w/ Retail POTS Total
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**31.90**	**9.40**	917	8	32.78	11.64	1.93	YES	
Jun-02	**38.77**	**19.02**	748	7	88.97	33.78	0.58	YES	
Jul-02	**36.05**	**25.05**	776	7	32.49	12.34	0.89	YES	
Aug-02	**34.30**	**97.13**	820	1	29.26	29.28	-2.15	SSST	



Maintenance - POTS Loop cont...

MR-5 - Repeat Trouble Reports

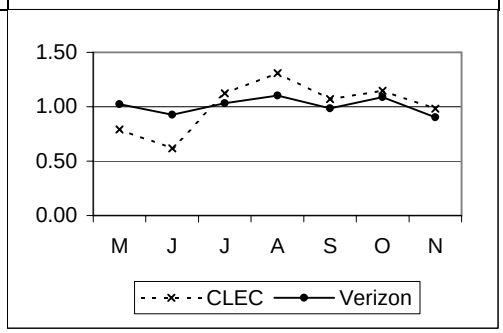
MR-5-01-3550	% Repeat Reports within 30 Days								Parity with Retail
	Parity with Retail POTS - Total (Business and Residence)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**22.33**	**27.78**	6636	72		4.93	-1.10	YES	
Jun-02	**22.48**	**16.92**	5938	65		5.21	1.07	YES	
Jul-02	**22.34**	**20.69**	6472	87		4.50	0.37	YES	
Aug-02	**20.25**	**23.08**	6757	52		5.59	-0.51	YES	
Sep-02	**24.60**	**13.64**	6070	44		6.52	1.96	YES	
Oct-02	**23.94**	**7.69**	6520	39		6.85	2.87	YES	
Nov-02	**23.84**	**6.45**	5365	62		5.44	3.82	YES	



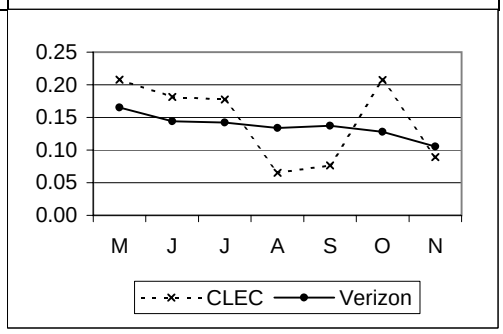
Maintenance - POTS Platform

MR-2 - Trouble Report Rate

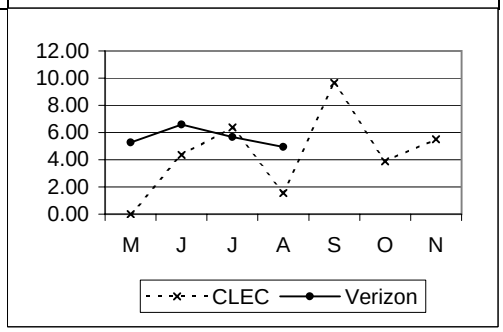
MR-2-02-3140	Network Trouble Report Rate - Platform								Parity with Retail
	Parity with Retail POTS - Total (Business and Residence)								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	1.02	0.79	558851	2403		0.21	1.13	YES	
Jun-02	0.93	0.62	555168	2755		0.18	1.69	YES	
Jul-02	1.03	1.12	551009	3378		0.17	-0.53	YES	
Aug-02	1.10	1.31	545721	4588		0.15	-1.31	YES	
Sep-02	0.98	1.07	541195	6542		0.12	-0.65	YES	
Oct-02	1.09	1.15	535957	9153		0.11	-0.50	YES	
Nov-02	0.90	0.98	531374	11204		0.09	-0.81	YES	



MR-2-03-3140	Network Trouble Report Rate - Central Office								Parity with Retail
	Parity with Retail POTS - Total (Business and Residence)								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	0.16	0.21	558851	2403		0.08	-0.34	YES	
Jun-02	0.14	0.18	555168	2755		0.07	-0.34	YES	
Jul-02	0.14	0.18	551009	3378		0.06	-0.55	YES	
Aug-02	0.13	0.07	545721	4588		0.05	1.59	YES	
Sep-02	0.14	0.08	541195	6542		0.05	1.59	YES	
Oct-02	0.13	0.21	535957	9153		0.04	-1.85	NO	
Nov-02	0.11	0.09	531374	11204		0.03	0.64	YES	



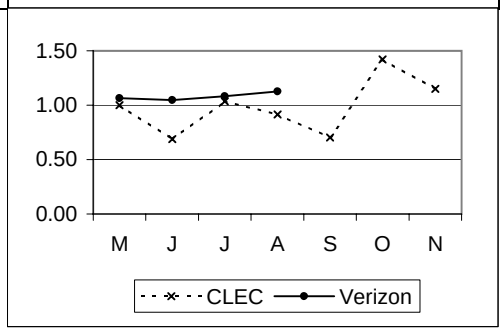
MR-2-04-3140	% Subsequent Reports								Assessed I/C/W MRAs
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	5.27	0.00							
Jun-02	6.59	4.35							
Jul-02	5.68	6.38							
Aug-02	4.94	1.56							
Sep-02		9.64		83					
Oct-02		3.88		129					
Nov-02		5.51		127					



Maintenance - POTS Platform cont...

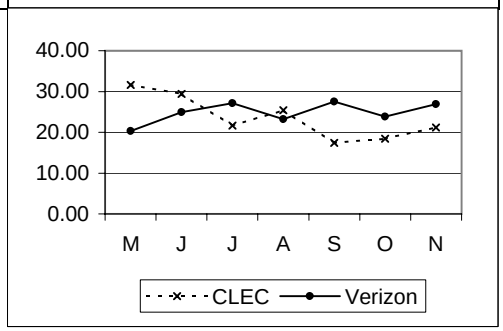
MR-2 - Trouble Report Rate cont...

MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate								None: Analysis Only
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**1.07**	**1.00**	558851	2403		0.21	0.32		
Jun-02	**1.05**	**0.69**	555168	2755		0.19	1.84		
Jul-02	**1.08**	**1.04**	551009	3378		0.18	0.26		
Aug-02	**1.13**	**0.92**	545721	4588		0.16	1.35		
Sep-02		**0.70**		6542					
Oct-02		**1.42**		9153					
Nov-02		**1.15**		11204					

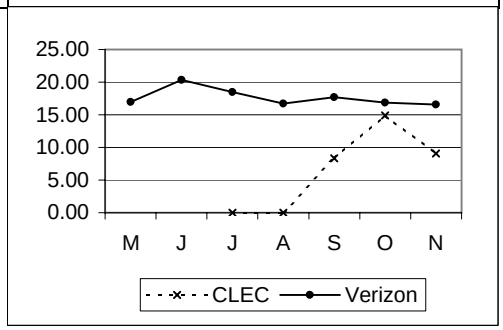


MR-3 - Missed Repair Appointments

MR-3-01-3144	% Missed Repair Appointment - Platform Bus.								Parity with Retail
	Parity with Retail POTS - Business								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**20.28**	**31.58**	853	19		9.33	-0.93	YES	
Jun-02	**24.97**	**29.41**	801	17		10.61	-0.18	YES	
Jul-02	**27.13**	**21.62**	785	37		7.48	0.74	YES	
Aug-02	**23.19**	**25.45**	923	55		5.86	-0.39	YES	
Sep-02	**27.55**	**17.39**	766	46		6.78	1.73	YES	
Oct-02	**23.83**	**18.42**	873	38		7.06	0.96	YES	
Nov-02	**26.94**	**21.21**	657	33		7.91	0.92	YES	



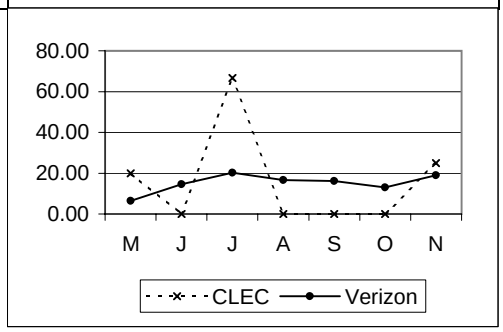
MR-3-01-3145	% Missed Repair Appointment - Platform Res.								Parity with Retail
	Parity with Retail POTS - Residence								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**16.97**	**#N/A**	4831						
Jun-02	**20.35**	**#N/A**	4305						
Jul-02	**18.50**	**0.00**	4875	1		38.83	5000000.00	YES	
Aug-02	**16.72**	**0.00**	5066	5		16.70	5000000.00	YES	
Sep-02	**17.70**	**8.33**	4532	24		7.81	1.57	YES	
Oct-02	**16.87**	**14.93**	4938	67		4.61	0.56	YES	
Nov-02	**16.56**	**9.09**	4113	77		4.28	2.03	YES	



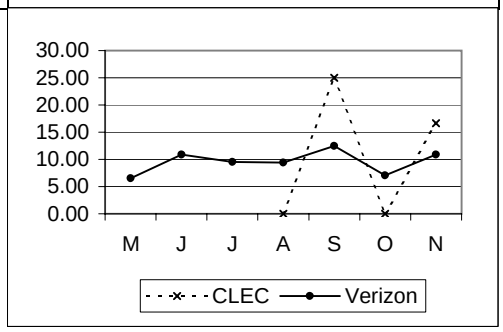
Maintenance - POTS Platform cont...

MR-3 - Missed Repair Appointments cont...

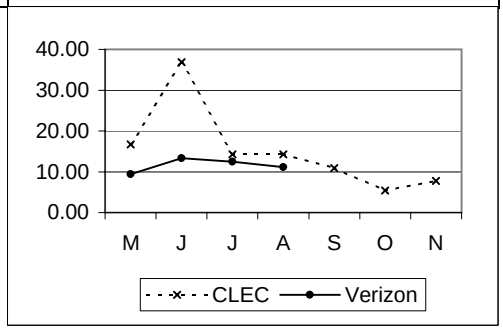
MR-3-02-3144	% Missed Repair Appointment - Central Office Bus.								Parity with Retail
	Parity with Retail POTS - Business								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**6.42**	**20.00**	218	5		11.09	-0.53	YES	
Jun-02	**14.52**	**0.00**	186	5		15.97	5000000.00	YES	
Jul-02	**20.23**	**66.67**	173	6		16.68	-2.03	SSST	
Aug-02	**16.67**	**0.00**	186	2		26.50	5000000.00	YES	
Sep-02	**16.16**	**0.00**	198	1		36.90	SS		
Oct-02	**12.99**	**0.00**	177	7		12.96	>5.00	YES	
Nov-02	**18.90**	**25.00**	164	4		19.81	SS		



MR-3-02-3145	% Missed Repair Appointment - Central Office Res.								Parity with Retail
	Parity with Retail POTS - Residence								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**6.54**	**#N/A**	703						
Jun-02	**10.91**	**#N/A**	614						
Jul-02	**9.52**	**#N/A**	609						
Aug-02	**9.44**	**0.00**	540	1		29.27	5000000.00	YES	
Sep-02	**12.48**	**25.00**	545	4		16.59	SS		
Oct-02	**7.09**	**0.00**	508	12		7.49	>5.00	YES	
Nov-02	**10.86**	**16.67**	396	6		12.80	0.01	YES	



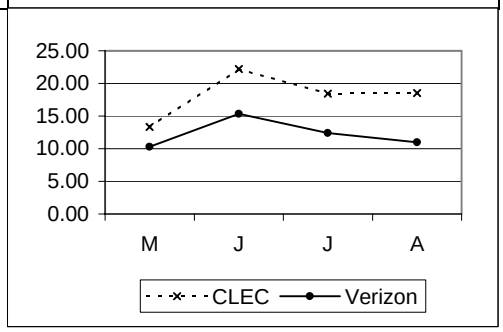
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**9.41**	**16.67**	5954	24		5.97	-1.22		
Jun-02	**13.33**	**36.84**	5812	19		7.81	-3.01		
Jul-02	**12.47**	**14.29**	5966	35		5.60	-0.32		
Aug-02	**11.15**	**14.29**	6151	42		4.87	-0.64		
Sep-02		**10.87**		46					
Oct-02		**5.39**		130					
Nov-02		**7.75**		129					



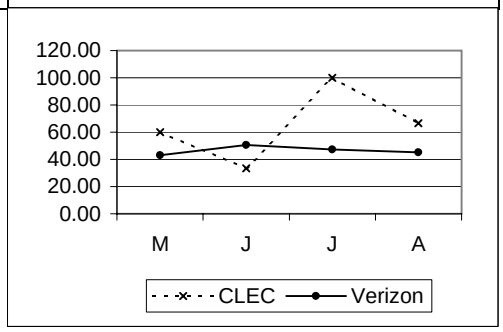
Maintenance - POTS Platform cont...

MR-3 - Missed Repair Appointments cont...

MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch								No Standard
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**10.30**	**13.33**	4950	15		7.86	-0.39		
Jun-02	**15.35**	**22.22**	4679	18		8.51	-0.81		
Jul-02	**12.41**	**18.42**	4648	38		5.37	-1.12		
Aug-02	**11.00**	**18.52**	5037	54		4.28	-1.76		

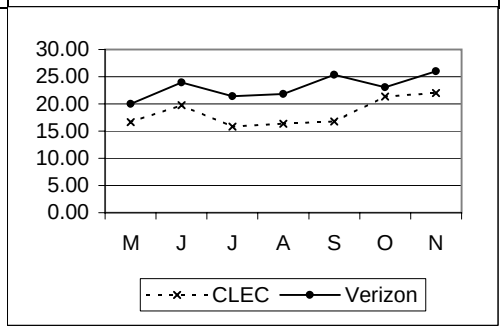


MR-3-05-3140	% Missed Repair Appointment - Double Dispatch								No Standard
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**42.97**	**60.00**	917	5		22.20	-0.77		
Jun-02	**50.67**	**33.33**	748	3		28.92	0.60		
Jul-02	**47.29**	**100.00**	776	5		22.40	-2.35		
Aug-02	**45.12**	**66.67**	820	3		28.78	-0.75		



MR-4 - Trouble Duration Intervals

MR-4-01-3140	Mean Time To Repair - Total								Parity with Retail
	Parity with Retail POTS - Total (Business and Residence)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**19.98**	**16.65**	6636	24	24.49	5.01	0.67	YES	
Jun-02	**23.96**	**19.76**	5938	22	40.31	8.61	0.49	YES	
Jul-02	**21.44**	**15.81**	6472	44	24.50	3.71	1.52	YES	
Aug-02	**21.82**	**16.38**	6757	63	25.30	3.20	1.70	YES	
Sep-02	**25.33**	**16.78**	6070	75	27.87	3.24	2.64	YES	
Oct-02	**23.06**	**21.35**	6520	124	25.16	2.28	0.75	YES	
Nov-02	**26.01**	**22.02**	5365	120	30.02	2.77	1.44	YES	



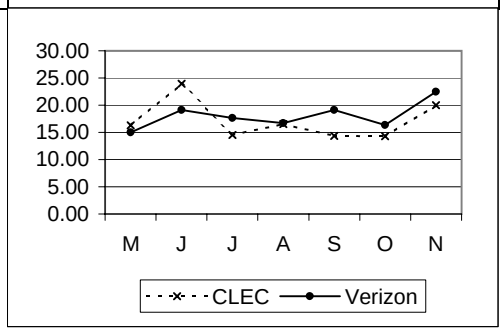
Maintenance - POTS Platform cont...

MR-4 - Trouble Duration Intervals cont...

MR-4-02-3144 | **Mean Time To Repair - Loop Trouble - Platform - Bus.** | **Parity with Retail**

Parity with Retail POTS - Business

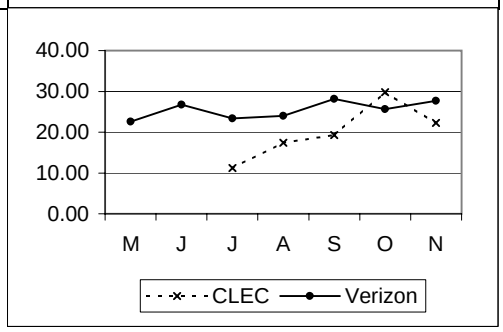
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	15.02	16.30	853	19	18.93	4.39	-0.29	YES
Jun-02	19.14	23.93	801	17	31.36	7.69	-0.62	YES
Jul-02	17.64	14.50	785	37	22.04	3.71	0.85	YES
Aug-02	16.69	16.54	923	55	19.21	2.67	0.06	YES
Sep-02	19.11	14.34	766	46	26.16	3.97	1.20	YES
Oct-02	16.38	14.28	873	38	20.73	3.43	0.61	YES
Nov-02	22.44	20.02	657	33	32.42	5.78	0.42	YES



MR-4-02-3145 | **Mean Time To Repair - Loop Trouble - Platform - Res.** | **Parity with Retail**

Parity with Retail POTS - Residence

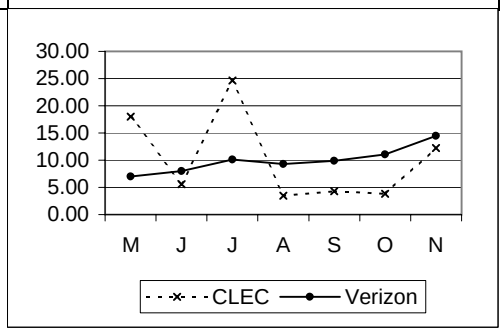
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	22.60	#N/A	4831		24.98			
Jun-02	26.78	#N/A	4305		44.08			
Jul-02	23.34	11.22	4875	1	25.44	25.44	0.48	YES
Aug-02	23.98	17.42	5066	5	26.60	11.90	0.55	YES
Sep-02	28.17	19.28	4532	24	28.66	5.87	1.52	YES
Oct-02	25.64	29.80	4938	67	26.01	3.20	-1.30	YES
Nov-02	27.72	22.28	4113	77	30.17	3.47	1.57	YES



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

Parity with Retail POTS - Business

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	7.00	17.99	218	5	14.99	6.78	-1.62	YES
Jun-02	8.00	5.59	186	5	11.93	5.41	0.45	YES
Jul-02	10.09	24.63	173	6	16.35	6.79	-2.14	SSST
Aug-02	9.31	3.48	186	2	13.69	9.73	0.60	YES
Sep-02	9.87	4.27	198	1	14.27	14.31	Not Required	YES
Oct-02	11.05	3.85	177	7	18.18	7.01	1.03	YES
Nov-02	14.48	12.22	164	4	19.52	9.88	Not Required	



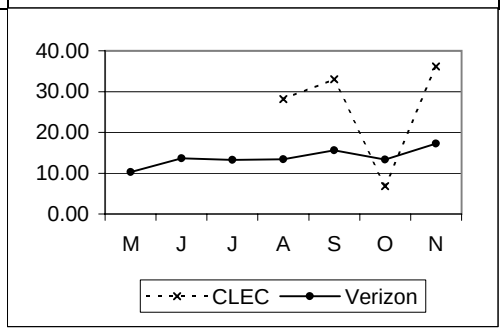
Maintenance - POTS Platform cont...

MR-4 - Trouble Duration Intervals cont...

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

Parity with Retail POTS - Residence

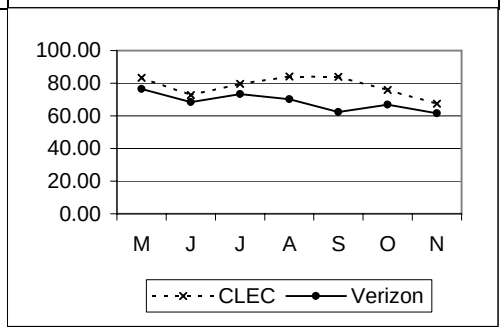
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	10.24	#N/A	703		20.29			
Jun-02	13.61	#N/A	614		18.12			
Jul-02	13.23	#N/A	609		16.21			
Aug-02	13.43	28.15	540	1	19.22	19.24	-0.76	YES
Sep-02	15.62	32.98	545	4	21.30	10.69	Not Required	YES
Oct-02	13.36	6.80	508	12	19.59	5.72	1.15	YES
Nov-02	17.25	36.15	396	6	18.66	7.68	-2.46	SSST



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

Parity with Retail POTS - Total (Business and Residence)

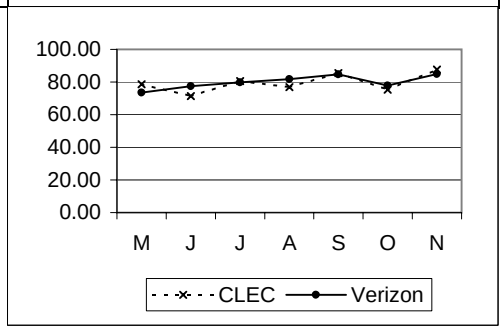
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	76.40	83.33	6636	24		8.68	1.05	YES
Jun-02	68.52	72.73	5938	22		9.92	0.64	YES
Jul-02	73.41	79.55	6472	44		6.68	0.92	YES
Aug-02	70.27	84.13	6757	63		5.79	2.40	YES
Sep-02	62.42	84.00	6070	75		5.63	4.22	YES
Oct-02	66.89	75.81	6520	124		4.27	2.24	YES
Nov-02	61.53	67.50	5365	120		4.49	1.43	YES



MR-4-06-3140 | **% Out of Service > 4 Hours** | **Parity with Retail**

Parity with Retail POTS - Total (Business and Residence)

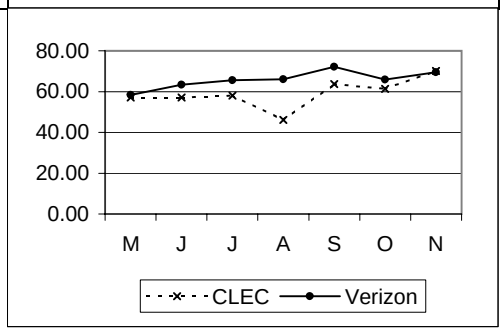
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	73.50	78.57	2989	14		11.82	-0.08	YES
Jun-02	77.41	71.43	2891	14		11.20	0.87	YES
Jul-02	79.87	80.65	4297	31		7.23	0.16	YES
Aug-02	81.69	76.92	4446	39		6.22	0.77	YES
Sep-02	84.73	85.45	3832	55		4.88	0.08	YES
Oct-02	77.85	75.27	3909	93		4.36	0.73	YES
Nov-02	84.88	87.63	3248	97		3.69	-0.58	YES



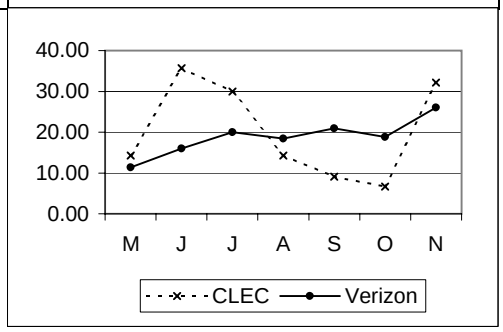
Maintenance - POTS Platform cont...

MR-4 - Trouble Duration Intervals cont...

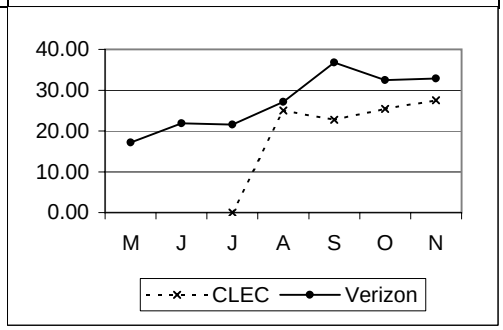
MR-4-07-3140	% Out of Service > 12 Hours								Parity with Retail
	Parity with Retail POTS - Total (Business and Residence)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**58.41**	**57.14**	2989	14		13.20	0.38	YES	
Jun-02	**63.37**	**57.14**	2891	14		12.91	0.77	YES	
Jul-02	**65.58**	**58.06**	4297	31		8.56	0.88	YES	
Aug-02	**65.97**	**46.15**	4446	39		7.62	2.60	YES	
Sep-02	**72.16**	**63.64**	3832	55		6.09	1.52	YES	
Oct-02	**65.85**	**61.29**	3909	93		4.98	1.03	YES	
Nov-02	**69.43**	**70.10**	3248	97		4.75	-0.02	YES	



MR-4-08-3144	% Out of Service > 24 Hours - Bus.								Parity with Retail
	Parity with Retail POTS - Business								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**11.39**	**14.29**	553	14		8.60	-0.02	YES	
Jun-02	**15.97**	**35.71**	551	14		9.91	-1.53	YES	
Jul-02	**20.00**	**30.00**	560	30		7.50	-1.33	YES	
Aug-02	**18.42**	**14.29**	646	35		6.73	0.83	YES	
Sep-02	**20.94**	**9.09**	573	33		7.28	2.02	YES	
Oct-02	**18.79**	**6.67**	628	30		7.30	2.13	YES	
Nov-02	**26.05**	**32.14**	499	28		8.52	-0.51	YES	



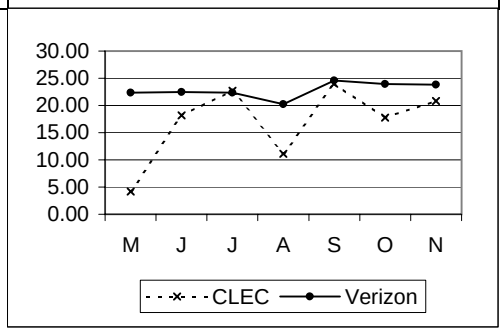
MR-4-08-3145	% Out of Service > 24 Hours - Res.								Parity with Retail
	Parity with Retail POTS - Residence								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**17.17**	**#N/A**	2411						
Jun-02	**21.85**	**#N/A**	2316						
Jul-02	**21.60**	**0.00**	3713	1		41.16	5000000.00	YES	
Aug-02	**27.16**	**25.00**	3770	4		22.25	0.58	YES	
Sep-02	**36.77**	**22.73**	3234	22		10.32	1.63	YES	
Oct-02	**32.50**	**25.40**	3262	63		5.96	1.34	YES	
Nov-02	**32.86**	**27.54**	2718	69		5.73	1.06	YES	



Maintenance - POTS Platform cont...

MR-5 - Repeat Trouble Reports

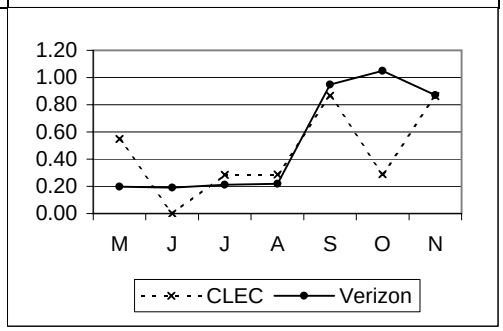
MR-5-01-3140	% Repeat Reports within 30 Days								Parity with Retail
	Parity with Retail POTS - Total (Business and Residence)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**22.33**	**4.17**	6636	24		8.52	2.83	YES	
Jun-02	**22.48**	**18.18**	5938	22		8.92	0.71	YES	
Jul-02	**22.34**	**22.73**	6472	44		6.30	-0.06	YES	
Aug-02	**20.25**	**11.11**	6757	63		5.09	1.80	YES	
Sep-02	**24.60**	**24.00**	6070	75		5.00	0.23	YES	
Oct-02	**23.94**	**17.74**	6520	124		3.87	1.75	YES	
Nov-02	**23.84**	**20.83**	5365	120		3.93	0.87	YES	



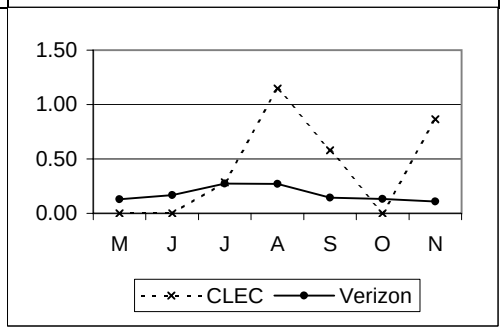
2-Wire Digital Services - Maintenance

MR-2 - Trouble Report Rate

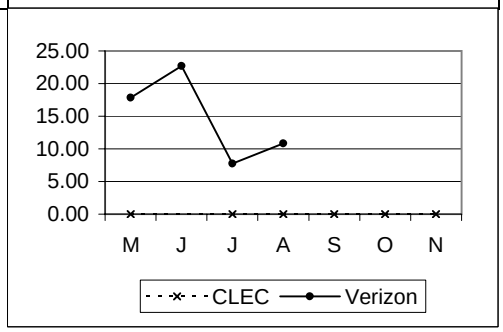
MR-2-02-3341	Network Trouble Report Rate - Loop								Parity with Retail
	Parity with Retail POTS - Total (ALL)								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	0.20	0.55	25438	365		0.23	-0.96	YES	
Jun-02	0.19	0.00	25566	356		0.23	5000000.00	YES	
Jul-02	0.21	0.28	26940	352		0.25	0.07	YES	
Aug-02	0.22	0.29	27091	349		0.25	0.09	YES	
Sep-02	0.95	0.87	568384	346		0.52	0.35	YES	
Oct-02	1.05	0.29	563196	345		0.55	1.94	YES	
Nov-02	0.87	0.86	558563	347		0.50	0.21	YES	



MR-2-03-3341	Network Trouble Report Rate - Central Office								Parity with Retail
	Parity with Retail POTS - Total (ALL)								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	0.13	0.00	25438	365		0.19	5000000.00	YES	
Jun-02	0.17	0.00	25566	356		0.22	5000000.00	YES	
Jul-02	0.27	0.28	26940	352		0.28	0.31	YES	
Aug-02	0.27	1.15	27091	349		0.28	-2.12	NO	
Sep-02	0.14	0.58	568384	346		0.20	-1.35	YES	
Oct-02	0.13	0.00	563196	345		0.20	>5.00	YES	
Nov-02	0.11	0.86	558563	347		0.18	-2.48	NO	



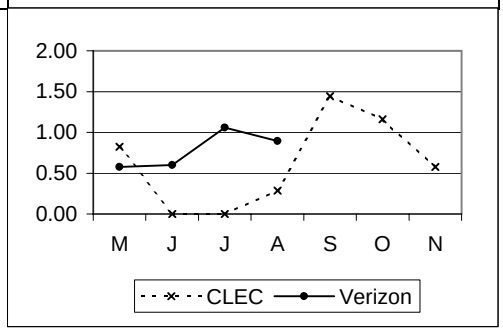
MR-2-04-3341	% Subsequent Reports								Assessed I/C/W MRAs
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	17.82	0.00							
Jun-02	22.69	#N/A							
Jul-02	7.75	0.00							
Aug-02	10.81	0.00							
Sep-02		0.00		5					
Oct-02		0.00		1					
Nov-02		0.00		6					



2-Wire Digital Services - Maintenance cont...

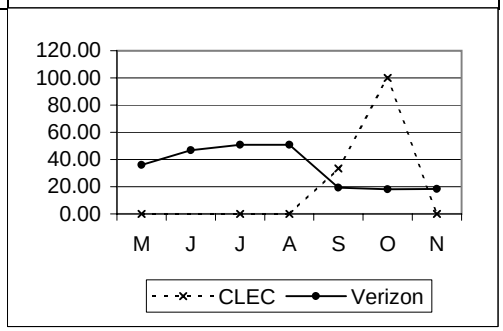
MR-2 - Trouble Report Rate cont...

MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate								None: Analysis Only
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.58**	**0.82**	25438	365		0.40	-0.61		
Jun-02	**0.60**	**0.00**	25566	356		0.41	1.45		
Jul-02	**1.06**	**0.00**	26940	352		0.55	1.93		
Aug-02	**0.89**	**0.29**	27091	349		0.51	1.20		
Sep-02		**1.45**		346					
Oct-02		**1.16**		345					
Nov-02		**0.58**		347					

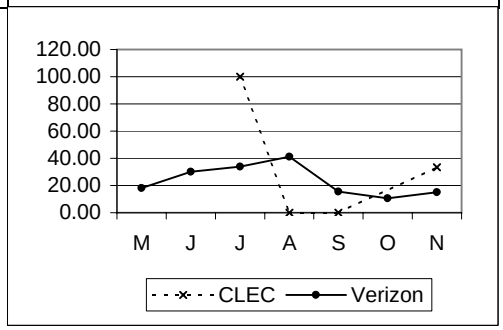


MR-3 - Missed Repair Appointments

MR-3-01-3341	% Missed Repair Appointment - Loop								Parity with Retail
	Parity with Retail POTS - Total (ALL)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**36.00**	**0.00**	50	2		34.61	5000000.00	YES	
Jun-02	**46.94**	**#N/A**	49						
Jul-02	**50.88**	**0.00**	57	1		50.43	5000000.00	YES	
Aug-02	**50.85**	**0.00**	59	1		50.41	5000000.00	YES	
Sep-02	**19.33**	**33.33**	5391	3		22.81	SS		
Oct-02	**18.22**	**100.00**	5911	1		38.60	SS		
Nov-02	**18.36**	**0.00**	4869	3		22.36	SS		



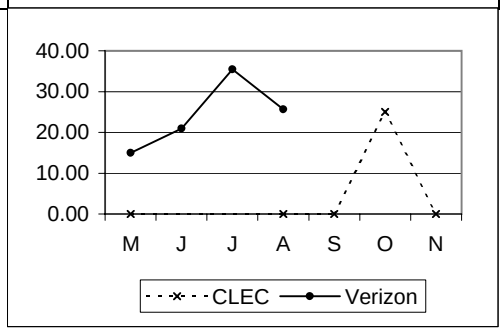
MR-3-02-3341	% Missed Repair Appointment - Central Office								Parity with Retail
	Parity with Retail POTS - Total (ALL)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**18.18**	**#N/A**	33						
Jun-02	**30.23**	**#N/A**	43						
Jul-02	**33.78**	**100.00**	74	1		47.61	-0.39	YES	
Aug-02	**41.10**	**0.00**	73	4		25.27	5000000.00	YES	
Sep-02	**15.52**	**0.00**	812	2		25.64	SS		
Oct-02	**10.53**	**#N/A**	750						
Nov-02	**15.09**	**33.33**	603	3		20.72	SS		



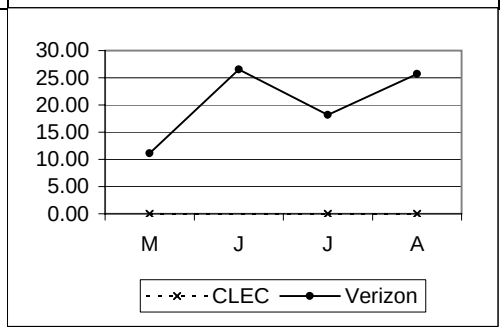
2-Wire Digital Services - Maintenance cont...

MR-3 - Missed Repair Appointments cont...

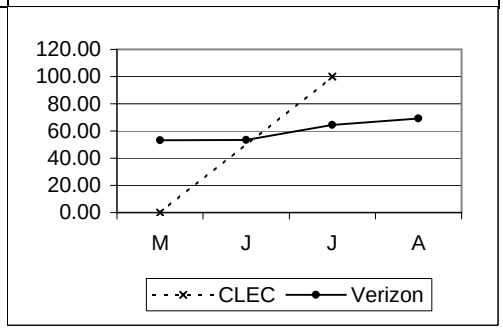
MR-3-03-3341	% CPE/TOK/FOK - Missed Appointment								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**14.97**	**0.00**	147	3		20.81	0.72		
Jun-02	**20.92**	**#N/A**	153						
Jul-02	**35.44**	**#N/A**	285						
Aug-02	**25.62**	**0.00**	242	1		43.74	0.59		
Sep-02		**0.00**		5					
Oct-02		**25.00**		4					
Nov-02		**0.00**		2					



MR-3-04-3341	% Missed Repair Appointment - No Double Dispatch								No Standard
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**11.11**	**0.00**	45	1		31.77	0.35		
Jun-02	**26.53**	**#N/A**	49						
Jul-02	**18.18**	**0.00**	66	1		38.86	0.47		
Aug-02	**25.68**	**0.00**	74	5		20.19	1.27		



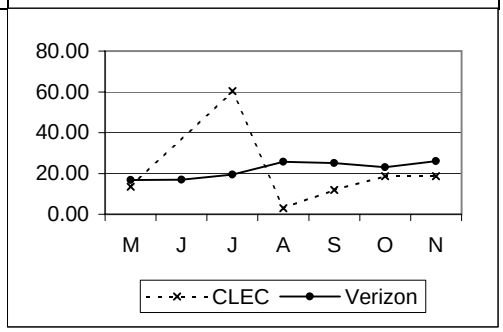
MR-3-05-3341	% Missed Repair Appointment - Double Dispatch								No Standard
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**53.13**	**0.00**	32	1		50.68	1.05		
Jun-02	**53.49**	**#N/A**	43						
Jul-02	**64.52**	**100.00**	62	1		48.23	-0.74		
Aug-02	**69.23**	**#N/A**	52						



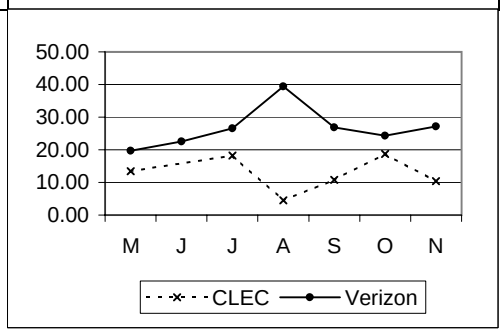
2-Wire Digital Services - Maintenance cont...

MR-4 - Trouble Duration Intervals

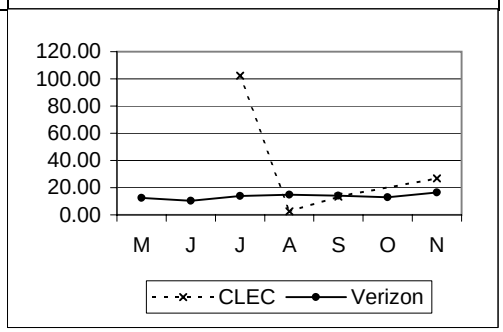
MR-4-01-3341	Mean Time To Repair - Total								Parity with Retail
	Parity with Retail POTS - Total (ALL)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**16.84**	**13.42**	83	2	22.92	16.40	0.21	YES	
Jun-02	**16.90**	**#N/A**	92		19.99				
Jul-02	**19.39**	**60.37**	131	2	26.12	18.61	-2.20	SSST	
Aug-02	**25.74**	**2.94**	132	5	80.83	36.83	0.62	YES	
Sep-02	**25.16**	**11.86**	6203	5	27.83	12.45	Not Required	YES	
Oct-02	**23.05**	**18.68**	6661	1	25.50	25.50	Not Required	YES	
Nov-02	**25.97**	**18.66**	5472	6	29.99	12.25	0.60	YES	



MR-4-02-3341	Mean Time To Repair - Loop Trouble								Parity with Retail
	Parity with Retail POTS - Total (ALL)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**19.75**	**13.42**	50	2	25.02	18.04	0.35	YES	
Jun-02	**22.55**	**#N/A**	49		22.88				
Jul-02	**26.55**	**18.27**	57	1	28.95	29.21	0.28	YES	
Aug-02	**39.37**	**4.47**	59	1	117.12	118.11	0.30	YES	
Sep-02	**26.84**	**10.79**	5391	3	28.50	16.46	Not Required	YES	
Oct-02	**24.33**	**18.68**	5911	1	25.87	25.87	Not Required	YES	
Nov-02	**27.14**	**10.41**	4869	3	30.88	17.83	Not Required		



MR-4-03-3341	Mean Time To Repair - Central Office Trouble								Parity with Retail
	Parity with Retail POTS - Total (ALL)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**12.44**	**#N/A**	33		18.81				
Jun-02	**10.45**	**#N/A**	43		13.70				
Jul-02	**13.87**	**102.47**	74	1	22.38	22.53	-3.93	SSST	
Aug-02	**14.72**	**2.56**	73	4	23.69	12.16	1.00	YES	
Sep-02	**14.03**	**13.45**	812	2	19.49	13.80	Not Required	YES	
Oct-02	**12.94**	**#N/A**	750		19.60				
Nov-02	**16.50**	**26.92**	603	3	18.98	10.98	Not Required		



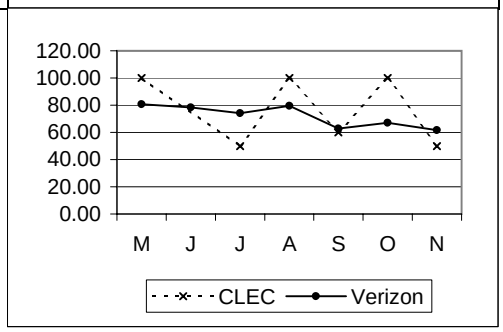
2-Wire Digital Services - Maintenance cont...

MR-4 - Trouble Duration Intervals cont...

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

Parity with Retail POTS - Total (ALL)

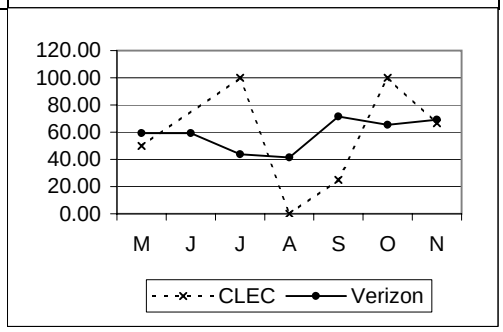
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	80.72	100.00	83	2		28.23	5000000.00	YES
Jun-02	78.26	#N/A	92					
Jul-02	74.05	50.00	131	2		31.23	-0.10	YES
Aug-02	79.55	100.00	132	5		18.38	5000000.00	YES
Sep-02	62.71	60.00	6203	5		21.63	SS	
Oct-02	67.00	100.00	6661	1		47.02	SS	
Nov-02	61.70	50.00	5472	6		19.86	-0.20	YES



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

Parity with Retail POTS - Total (ALL)

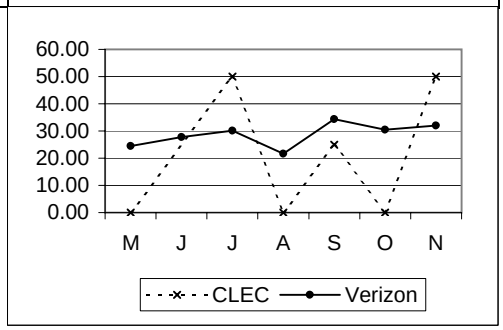
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	59.18	50.00	49	2		35.46	0.98	YES
Jun-02	59.26	#N/A	54					
Jul-02	43.69	100.00	103	2		35.41	-0.85	YES
Aug-02	41.51	0.00	106	4		25.10	5000000.00	YES
Sep-02	71.55	25.00	3937	4		22.57	SS	
Oct-02	65.37	100.00	4020	1		47.58	SS	
Nov-02	69.13	66.67	3324	6		18.88	0.61	YES



MR-4-08-3341 | **% Out of Service > 24 Hours** | **Parity with Retail**

Parity with Retail POTS - Total (ALL)

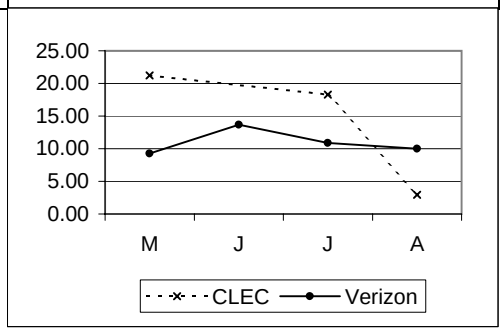
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	24.49	0.00	49	2		31.02	5000000.00	YES
Jun-02	27.78	#N/A	54					
Jul-02	30.10	50.00	103	2		32.75	0.05	YES
Aug-02	21.70	0.00	106	4		21.00	5000000.00	YES
Sep-02	34.37	25.00	3937	4		23.76	SS	
Oct-02	30.45	0.00	4020	1		46.02	SS	
Nov-02	31.98	50.00	3324	6		19.06	-0.54	YES



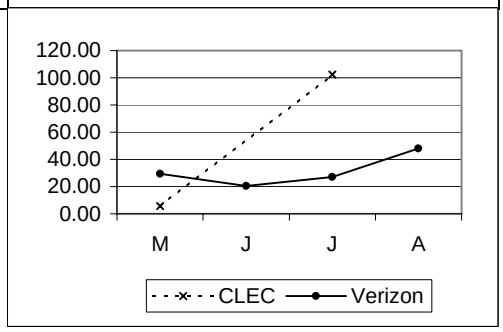
2-Wire Digital Services - Maintenance cont...

MR-4 - Trouble Duration Intervals cont...

MR-4-09-3341	Mean Time To Repair - No Double Dispatch								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**9.25**	**21.25**	45	1	14.55	14.71	-0.82	YES	
Jun-02	**13.69**	**#N/A**	49		19.73				
Jul-02	**10.87**	**18.27**	66	1	17.03	17.15	-0.43	YES	
Aug-02	**10.01**	**2.94**	74	5	13.24	6.12	1.16	YES	

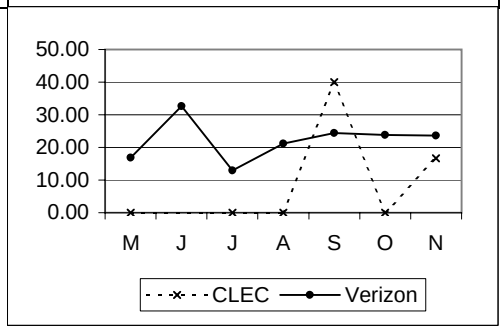


MR-4-10-3341	Mean Time To Repair - Double Dispatch								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**29.37**	**5.58**	32	1	28.51	28.95	0.82	YES	
Jun-02	**20.55**	**#N/A**	43		19.89				
Jul-02	**27.08**	**102.47**	62	1	29.96	30.20	-2.50	SSST	
Aug-02	**48.09**	**#N/A**	52		124.44				



MR-5 - Repeat Trouble Reports

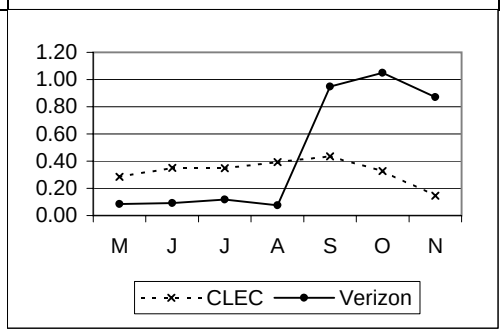
MR-5-01-3341	% Repeat Reports within 30 Days								Parity with Retail
	Parity with Retail POTS - Total (ALL)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**16.87**	**0.00**	83	2		26.80	5000000.00	YES	
Jun-02	**32.61**	**#N/A**	92						
Jul-02	**12.98**	**0.00**	131	2		23.95	5000000.00	YES	
Aug-02	**21.21**	**0.00**	132	5		18.62	5000000.00	YES	
Sep-02	**24.41**	**40.00**	6203	5		19.22	SS		
Oct-02	**23.86**	**0.00**	6661	1		42.62	SS		
Nov-02	**23.59**	**16.67**	5472	6		17.34	0.85	YES	



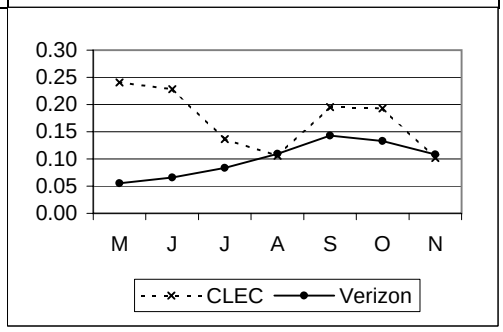
2-Wire xDSL Loops - Maintenance

MR-2 - Trouble Report Rate

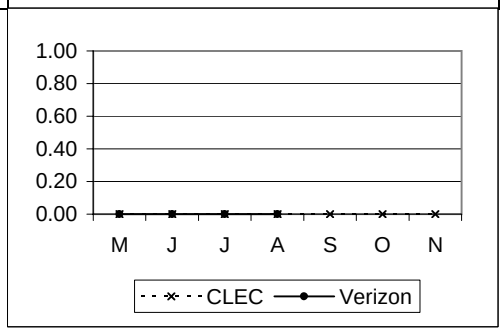
MR-2-02-3342	Network Trouble Report Rate - Loop								Parity with Retail
	Parity with Retail POTS - Total (ALL)								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	0.09	0.29	19908	6653		0.04	-4.84	NO	
Jun-02	0.09	0.35	19816	6569		0.04	-6.05	NO	
Jul-02	0.12	0.35	20286	6588		0.05	-4.73	NO	
Aug-02	0.08	0.39	20987	6612		0.04	-8.14	NO	
Sep-02	0.95	0.44	568384	6655		0.12	4.92	YES	
Oct-02	1.05	0.33	563196	6745		0.12	>5.00	YES	
Nov-02	0.87	0.15	558563	6885		0.11	>5.0000	YES	



MR-2-03-3342	Network Trouble Report Rate - Central Office								Parity with Retail
	Parity with Retail POTS - Total (ALL)								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	0.06	0.24	19908	6653		0.03	-5.57	NO	
Jun-02	0.07	0.23	19816	6569		0.04	-4.46	NO	
Jul-02	0.08	0.14	20286	6588		0.04	-1.29	YES	
Aug-02	0.11	0.11	20987	6612		0.05	0.08	YES	
Sep-02	0.14	0.20	568384	6655		0.05	-0.97	YES	
Oct-02	0.13	0.19	563196	6745		0.04	-1.15	YES	
Nov-02	0.11	0.10	558563	6885		0.04	0.29	YES	



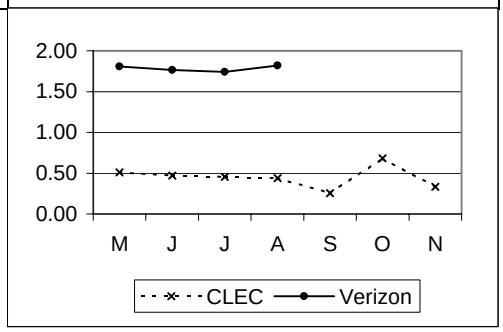
MR-2-04-3342	% Subsequent Reports								Assessed I/C/W MRAs
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	0.00	0.00	50	46		0.00			
Jun-02	0.00	0.00	40	42		0.00			
Jul-02	0.00	0.00	55	33		0.00			
Aug-02	0.00	0.00	57	36		0.00			
Sep-02		0.00		44					
Oct-02		0.00		40					
Nov-02		0.00		20					



2-Wire xDSL Loops - Maintenance cont...

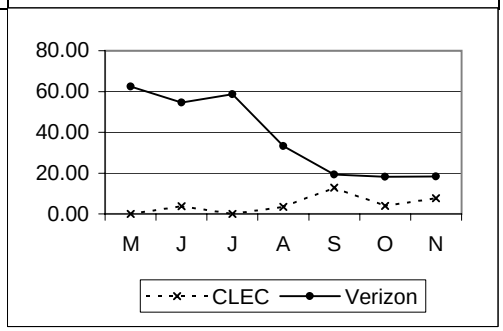
MR-2 - Trouble Report Rate cont...

MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate								None: Analysis Only
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**1.81**	**0.51**	19908	6653		0.19	6.87		
Jun-02	**1.77**	**0.47**	19816	6569		0.19	6.90		
Jul-02	**1.74**	**0.46**	20286	6588		0.19	6.93		
Aug-02	**1.82**	**0.44**	20987	6612		0.19	7.33		
Sep-02		**0.26**		6655					
Oct-02		**0.68**		6745					
Nov-02		**0.33**		6885					

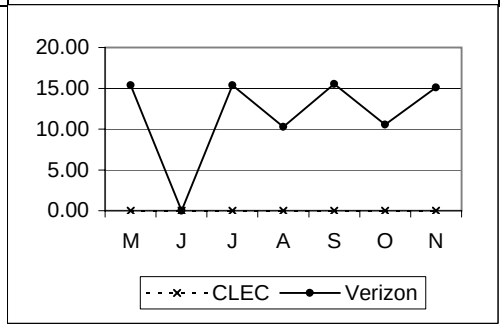


MR-3 - Missed Repair Appointments

MR-3-01-3342	% Missed Repair Appointment - Loop								Parity with Retail
	Parity with Retail POTS - Total (ALL)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**62.50**	**0.00**	24	27		13.58	5000000.00	YES	
Jun-02	**54.55**	**3.70**	22	27		14.30	4.62	YES	
Jul-02	**58.62**	**0.00**	29	23		13.75	5000000.00	YES	
Aug-02	**33.33**	**3.45**	18	29		14.14	3.29	YES	
Sep-02	**19.33**	**12.90**	5391	31		7.11	1.15	YES	
Oct-02	**18.22**	**3.85**	5911	26		7.59	2.55	YES	
Nov-02	**18.36**	**7.69**	4869	13		10.75	1.46	YES	



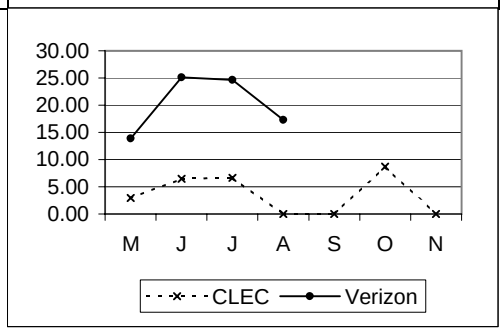
MR-3-02-3342	% Missed Repair Appointment - Central Office								Parity with Retail
	Parity with Retail POTS - Total (ALL)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**15.38**	**0.00**	26	19		10.89	5000000.00	YES	
Jun-02	**0.00**	**0.00**	18	15		0.00	0.00	YES	
Jul-02	**15.38**	**0.00**	26	10		13.42	5000000.00	YES	
Aug-02	**10.26**	**0.00**	39	7		12.46	5000000.00	YES	
Sep-02	**15.52**	**0.00**	812	13		10.12	>5.00	YES	
Oct-02	**10.53**	**0.00**	750	14		8.28	>5.00	YES	
Nov-02	**15.09**	**0.00**	603	7		13.61	>5.0000	YES	



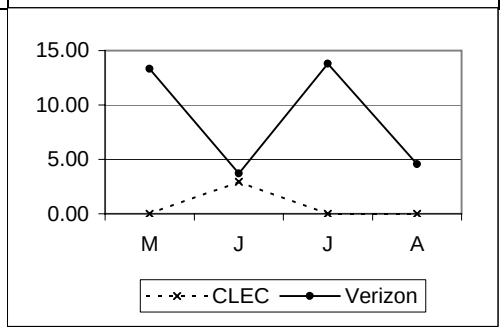
2-Wire xDSL Loops - Maintenance cont...

MR-3 - Missed Repair Appointments cont...

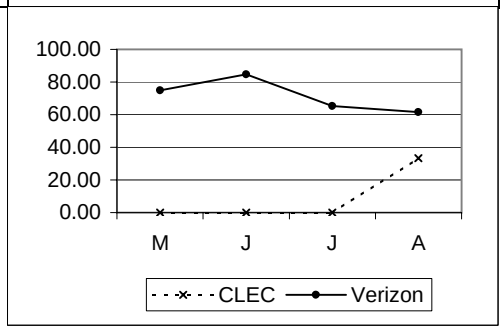
MR-3-03-3342	%CPE/TOK/FOK - Missed Appointment								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**13.89**	**2.94**	360	34		6.20	1.76		
Jun-02	**25.14**	**6.45**	350	31		8.13	2.30		
Jul-02	**24.65**	**6.67**	353	30		8.20	2.19		
Aug-02	**17.28**	**0.00**	382	29		7.28	2.37		
Sep-02		**0.00**		17					
Oct-02		**8.70**		46					
Nov-02		**0.00**		23					



MR-3-04-3342	% Missed Repair Appointment - No Double Dispatch								Parity with VADI
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**13.33**	**0.00**	30	39		8.25	1.61	YES	
Jun-02	**3.70**	**2.94**	27	34		4.87	0.16	YES	
Jul-02	**13.79**	**0.00**	29	25		9.41	1.47	YES	
Aug-02	**4.55**	**0.00**	44	30		4.93	0.92	YES	



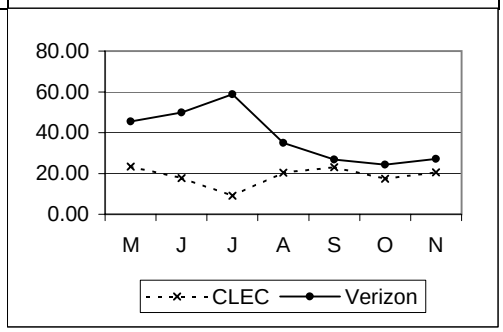
MR-3-05-3342	% Missed Repair Appointment - Double Dispatch								Parity with VADI
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**75.00**	**0.00**	20	3		26.81	2.80	YES	
Jun-02	**84.62**	**0.00**	13	2		27.40	3.09	YES	
Jul-02	**65.38**	**0.00**	26	1		48.48	1.35	YES	
Aug-02	**61.54**	**33.33**	13	3		31.16	0.91	YES	



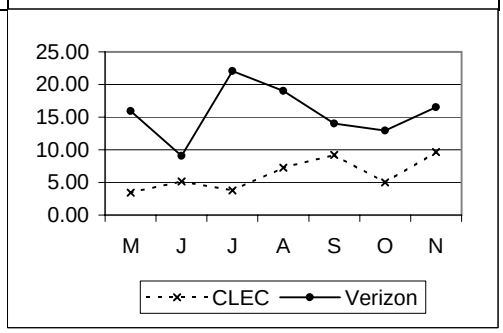
2-Wire xDSL Loops - Maintenance cont...

MR-4 - Trouble Duration Intervals

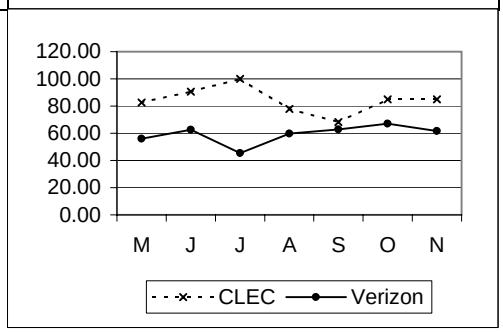
MR-4-02-3342	Mean Time To Repair - Loop Trouble								Parity with Retail
	Parity with Retail POTS - Total (ALL)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**45.56**	**23.40**	24	27	40.14	11.26	1.97	YES	
Jun-02	**49.94**	**17.68**	22	27	30.13	8.65	3.73	YES	
Jul-02	**58.85**	**9.09**	29	23	43.56	12.16	4.09	YES	
Aug-02	**34.93**	**20.43**	18	29	17.36	5.21	2.78	YES	
Sep-02	**26.84**	**23.12**	5391	31	28.50	5.13	0.72	YES	
Oct-02	**24.33**	**17.35**	5911	26	25.87	5.09	1.37	YES	
Nov-02	**27.14**	**20.50**	4869	13	30.88	8.58	0.77	YES	



MR-4-03-3342	Mean Time To Repair - Central Office Trouble								Parity with Retail
	Parity with Retail POTS - Total (ALL)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**15.94**	**3.45**	26	19	21.55	6.50	1.92	YES	
Jun-02	**9.06**	**5.16**	18	15	7.09	2.48	1.57	YES	
Jul-02	**22.08**	**3.78**	26	10	28.86	10.74	1.70	YES	
Aug-02	**19.03**	**7.26**	39	7	25.48	10.46	1.13	YES	
Sep-02	**14.03**	**9.24**	812	13	19.49	5.45	0.88	YES	
Oct-02	**12.94**	**5.00**	750	14	19.60	5.29	1.50	YES	
Nov-02	**16.50**	**9.65**	603	7	18.98	7.21	0.95	YES	



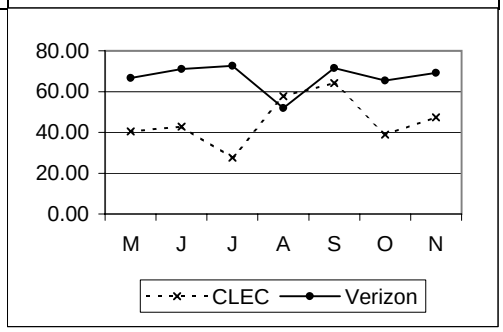
MR-4-04-3342	% Cleared (all troubles) within 24 Hours								Parity with Retail
	Parity with Retail POTS - Total (ALL)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**56.00**	**82.61**	50	46		10.14	2.62	YES	
Jun-02	**62.50**	**90.48**	40	42		10.70	3.35	YES	
Jul-02	**45.45**	**100.00**	55	33		10.96	5000000.00	YES	
Aug-02	**59.65**	**77.78**	57	36		10.44	1.74	YES	
Sep-02	**62.71**	**68.18**	6203	44		7.32	0.90	YES	
Oct-02	**67.00**	**85.00**	6661	40		7.46	2.76	YES	
Nov-02	**61.70**	**85.00**	5472	20		10.89	2.54	YES	



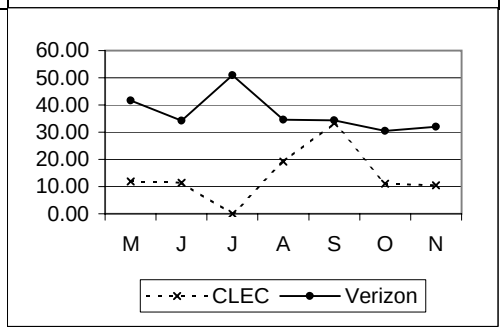
2-Wire xDSL Loops - Maintenance cont...

MR-4 - Trouble Duration Intervals cont...

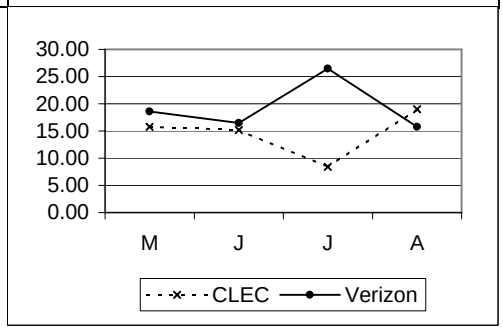
MR-4-07-3342	% Out of Service > 12 Hours								Parity with Retail
	Parity with Retail POTS - Total (ALL)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**66.67**	**40.48**	48	42		9.96	2.63	YES	
Jun-02	**71.05**	**42.86**	38	35		10.63	2.65	YES	
Jul-02	**72.55**	**27.59**	51	29		10.38	4.33	YES	
Aug-02	**51.92**	**57.69**	52	26		12.00	-0.48	YES	
Sep-02	**71.55**	**64.10**	3937	39		7.26	1.20	YES	
Oct-02	**65.37**	**38.89**	4020	36		7.97	3.40	YES	
Nov-02	**69.13**	**47.37**	3324	19		10.63	2.21	YES	



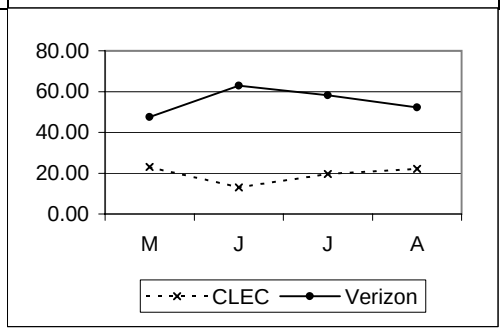
MR-4-08-3342	% Out of Service > 24 Hours								Parity with Retail
	Parity with Retail POTS - Total (ALL)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**41.67**	**11.90**	48	42		10.42	3.49	YES	
Jun-02	**34.21**	**11.43**	38	35		11.11	2.64	YES	
Jul-02	**50.98**	**0.00**	51	29		11.63	5000000.00	YES	
Aug-02	**34.62**	**19.23**	52	26		11.43	1.70	YES	
Sep-02	**34.37**	**33.33**	3937	39		7.64	0.29	YES	
Oct-02	**30.45**	**11.11**	4020	36		7.70	2.95	YES	
Nov-02	**31.98**	**10.53**	3324	19		10.73	2.48	YES	



MR-4-09-3342	Mean Time To Repair - No Double Dispatch								Parity with VADI
	Parity with Retail POTS - Total (ALL)								
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**18.56**	**15.77**	30	39	22.65	5.50	0.51	YES	
Jun-02	**16.45**	**15.18**	27	34	20.48	5.28	0.24	YES	
Jul-02	**26.49**	**8.39**	29	25	31.18	8.51	2.13	YES	
Aug-02	**15.74**	**18.97**	44	30	16.43	3.89	-0.83	YES	

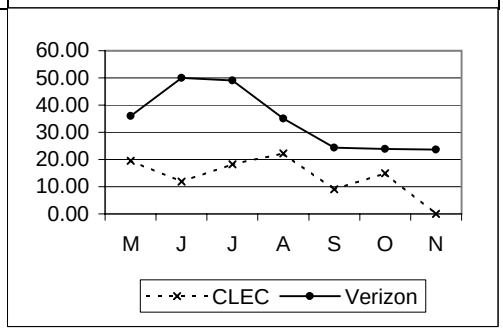


2-Wire xDSL Loops - Maintenance cont...									
MR-4 - Trouble Duration Intervals cont...									
MR-4-10-3342	Mean Time To Repair - Double Dispatch								Parity with VADI
	Parity with Retail POTS - Total (ALL)								
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**47.56**	**23.11**	20	3	42.71	26.44	0.92	YES	
Jun-02	**62.88**	**13.03**	13	2	23.53	17.87	2.79	YES	
Jul-02	**58.18**	**19.57**	26	1	45.39	46.25	0.83	YES	
Aug-02	**52.19**	**22.13**	13	3	25.76	16.50	1.82	YES	



MR-5 - Repeat Trouble Reports

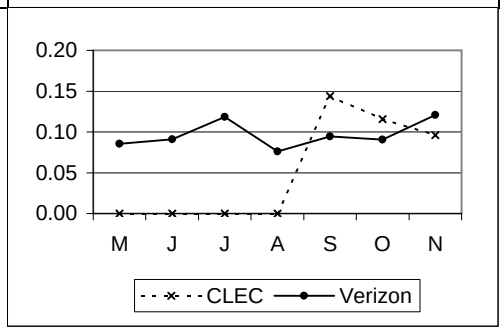
MR-5-01-3342	% Repeat Reports within 30 Days								Parity with Retail
	Parity with Retail POTS - Total (ALL)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**36.00**	**19.57**	50	46		9.81	1.68	YES	
Jun-02	**50.00**	**11.90**	40	42		11.05	4.09	YES	
Jul-02	**49.09**	**18.18**	55	33		11.01	3.22	YES	
Aug-02	**35.09**	**22.22**	57	36		10.16	1.27	YES	
Sep-02	**24.41**	**9.09**	6203	44		6.50	2.80	YES	
Oct-02	**23.86**	**15.00**	6661	40		6.76	1.55	YES	
Nov-02	**23.59**	**0.00**	5472	20		9.51	>5.0000	YES	



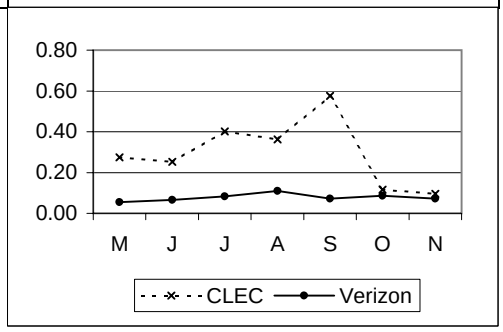
2-Wire xDSL Line Sharing - Maintenance

MR-2 - Trouble Report Rate

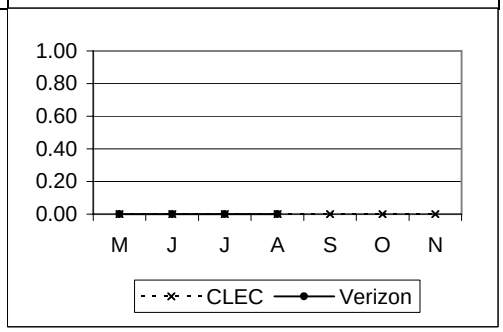
MR-2-02-3343	Network Trouble Report Rate - Loop								Parity with VADI
	Parity with VADI Line Sharing								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.09**	**0.00**	19908	365		0.15	5000000.00	YES	
Jun-02	**0.09**	**0.00**	19816	395		0.15	5000000.00	YES	
Jul-02	**0.12**	**0.00**	20286	498		0.16	5000000.00	YES	
Aug-02	**0.08**	**0.00**	20987	551		0.12	5000000.00	YES	
Sep-02	**0.09**	**0.14**	22215	694		0.12	-0.02	YES	
Oct-02	**0.09**	**0.12**	22069	865		0.10	0.14	YES	
Nov-02	**0.12**	**0.10**	22326	1041		0.11	0.59	YES	



MR-2-03-3343	Network Trouble Report Rate - Central Office								Parity with VADI
	Parity with VADI Line Sharing								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.06**	**0.27**	19908	365		0.12	-0.86	YES	
Jun-02	**0.07**	**0.25**	19816	395		0.13	-0.70	YES	
Jul-02	**0.08**	**0.40**	20286	498		0.13	-1.44	YES	
Aug-02	**0.11**	**0.36**	20987	551		0.14	-1.11	YES	
Sep-02	**0.07**	**0.58**	22215	694		0.10	-2.78	NO	
Oct-02	**0.09**	**0.12**	22069	865		0.10	0.09	YES	
Nov-02	**0.07**	**0.10**	22326	1041		0.08	0.10	YES	



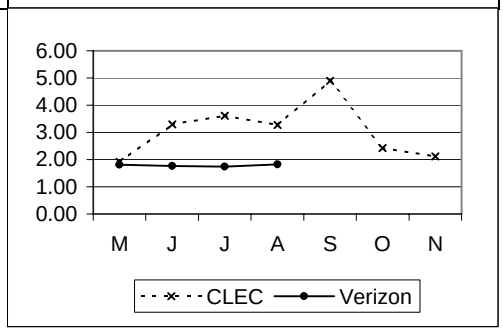
MR-2-04-3343	% Subsequent Reports								Assessed I/C/W MRAs
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	50	2		0.00			
Jun-02	**0.00**	**0.00**	40	2		0.00			
Jul-02	**0.00**	**0.00**	55	3		0.00			
Aug-02	**0.00**	**0.00**	57	4		0.00			
Sep-02		**0.00**		8					
Oct-02		**0.00**		4					
Nov-02		**0.00**		6					



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

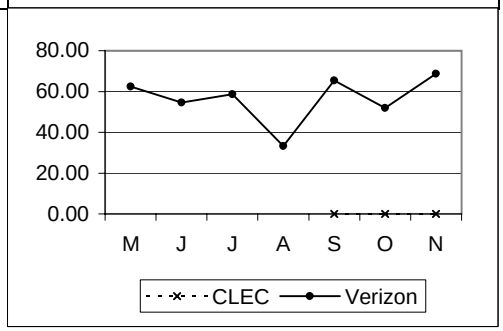
MR-2 - Trouble Report Rate cont...

MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate								None: Analysis Only
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**1.81**	**1.92**	19908	365		0.70	-0.16		
Jun-02	**1.77**	**3.29**	19816	395		0.67	-2.28		
Jul-02	**1.74**	**3.61**	20286	498		0.59	-3.16		
Aug-02	**1.82**	**3.27**	20987	551		0.58	-2.51		
Sep-02		**4.90**		694					
Oct-02		**2.43**		865					
Nov-02		**2.11**		1041					

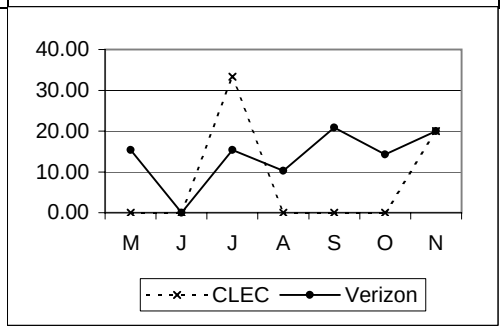


MR-3 - Missed Repair Appointments

MR-3-01-3343	% Missed Repair Appointment - Loop								Parity with VADI
	Parity with VADI Line Sharing								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**62.50**	**#N/A**	24						
Jun-02	**54.55**	**#N/A**	22						
Jul-02	**58.62**	**#N/A**	29						
Aug-02	**33.33**	**#N/A**	18						
Sep-02	**65.38**	**0.00**	26	1		48.48	SS		
Oct-02	**52.00**	**0.00**	25	1		50.95	SS		
Nov-02	**68.75**	**0.00**	32	1		47.07	SS		



MR-3-02-3343	% Missed Repair Appointment - Central Office								Parity with VADI
	Parity with VADI Line Sharing								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**15.38**	**0.00**	26	2		26.47	5000000.00	YES	
Jun-02	**0.00**	**0.00**	18	2		0.00	0.00	YES	
Jul-02	**15.38**	**33.33**	26	3		22.00	-0.14	YES	
Aug-02	**10.26**	**0.00**	39	4		15.93	5000000.00	YES	
Sep-02	**20.83**	**0.00**	24	7		17.44	>5.00	YES	
Oct-02	**14.29**	**0.00**	35	3		21.05	SS		
Nov-02	**20.00**	**20.00**	35	5		19.12	SS		

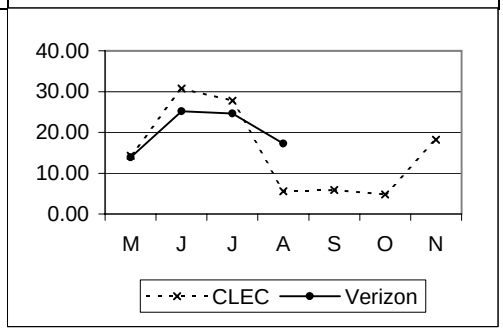


2-Wire xDSL Line Sharing - Maintenance cont...

MR-3 - Missed Repair Appointments cont...

MR-3-03-3343 | **%CPE/TOK/FOK - Missed Appointment** | **No Standard**

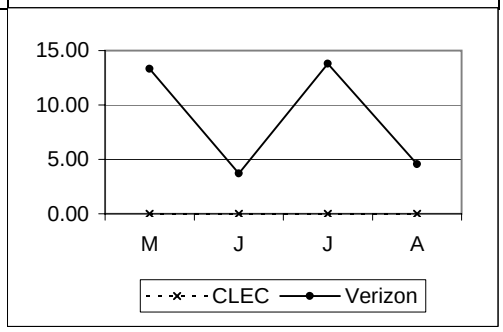
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	13.89	14.29	360	7		13.20	-0.03	
Jun-02	25.14	30.77	350	13		12.25	-0.46	
Jul-02	24.65	27.78	353	18		10.41	-0.30	
Aug-02	17.28	5.56	382	18		9.12	1.29	
Sep-02		5.88		34				
Oct-02		4.76		21				
Nov-02		18.18		22				



MR-3-04-3343 | **% Missed Repair Appointment - No Double Dispatch** | **Parity with VADI**

Eliminated as of 9/2002

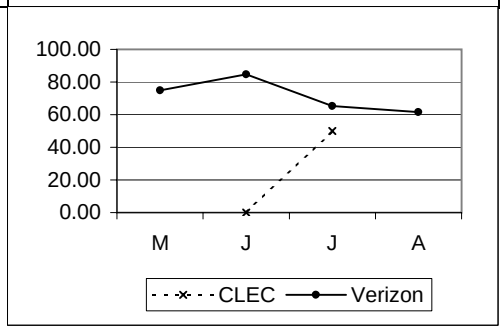
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	13.33	0.00	30	2		24.82	0.54	YES
Jun-02	3.70	0.00	27	1		19.22	0.19	YES
Jul-02	13.79	0.00	29	1		35.07	0.39	YES
Aug-02	4.55	0.00	44	4		10.88	0.42	YES



MR-3-05-3343 | **% Missed Repair Appointment - Double Dispatch** | **Parity with VADI**

Eliminated as of 9/2002

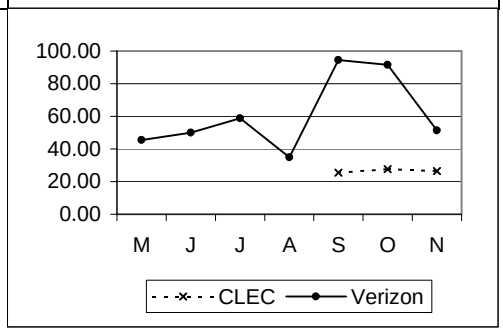
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02	75.00	#N/A	20					
Jun-02	84.62	0.00	13	1		37.44	2.26	YES
Jul-02	65.38	50.00	26	2		34.91	0.44	YES
Aug-02	61.54	#N/A	13					



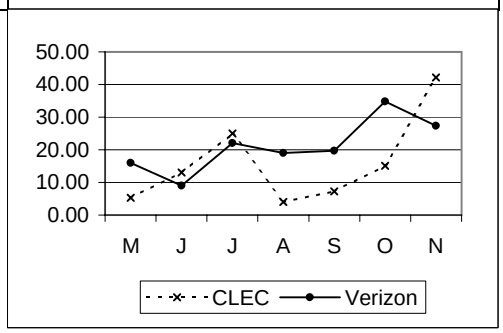
2-Wire xDSL Line Sharing - Maintenance cont...

MR-4 - Trouble Duration Intervals

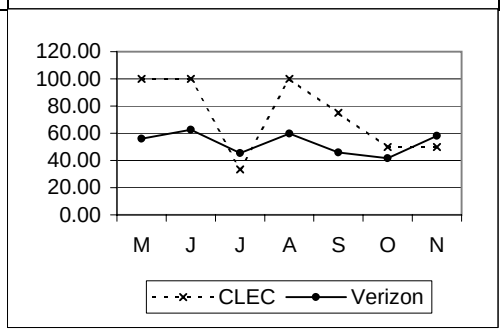
MR-4-02-3343	Mean Time To Repair - Loop Trouble							Parity with VADI
	Parity with VADI Line Sharing							
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
May-02	**45.56**	**#N/A**	24		40.14			
Jun-02	**49.94**	**#N/A**	22		30.13			
Jul-02	**58.85**	**#N/A**	29		43.56			
Aug-02	**34.93**	**#N/A**	18		17.36			
Sep-02	**94.47**	**25.48**	26	1	168.44	171.65	Not Required	YES
Oct-02	**91.50**	**27.63**	25	1	66.62	67.94	Not Required	YES
Nov-02	**51.42**	**26.50**	32	1	48.29	49.04	Not Required	



MR-4-03-3343	Mean Time To Repair - Central Office Trouble							Parity with VADI
	Parity with VADI Line Sharing							
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
May-02	**15.94**	**5.25**	26	2	21.55	15.81	0.68	YES
Jun-02	**9.06**	**13.08**	18	2	7.09	5.28	-0.76	YES
Jul-02	**22.08**	**25.01**	26	3	28.86	17.60	-0.17	YES
Aug-02	**19.03**	**3.98**	39	4	25.48	13.38	1.13	YES
Sep-02	**19.66**	**7.22**	24	7	20.47	8.79	1.42	YES
Oct-02	**34.76**	**15.07**	35	3	45.46	27.35	Not Required	YES
Nov-02	**27.31**	**42.13**	35	5	46.02	22.00	Not Required	



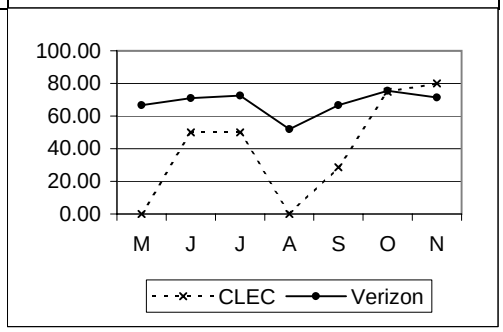
MR-4-04-3343	% Cleared (all troubles) within 24 Hours							Parity with VADI
	Parity with VADI Line Sharing							
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
May-02	**56.00**	**100.00**	50	2		35.79	5000000.00	YES
Jun-02	**62.50**	**100.00**	40	2		35.08	5000000.00	YES
Jul-02	**45.45**	**33.33**	55	3		29.52	0.20	YES
Aug-02	**59.65**	**100.00**	57	4		25.38	5000000.00	YES
Sep-02	**46.00**	**75.00**	50	8		18.98	1.95	YES
Oct-02	**41.67**	**50.00**	60	4		25.46	SS	
Nov-02	**58.21**	**50.00**	67	6		21.02	0.02	YES



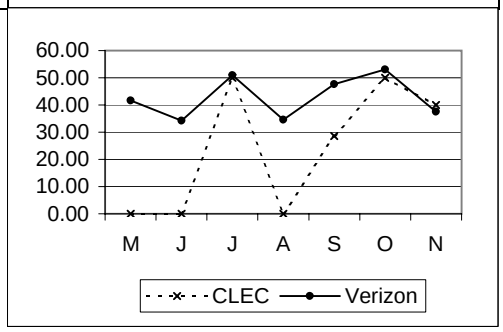
2-Wire xDSL Line Sharing - Maintenance cont...

MR-4 - Trouble Duration Intervals cont...

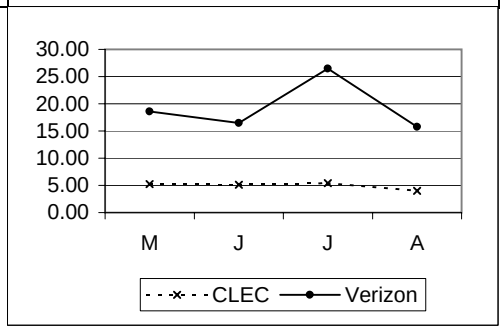
MR-4-07-3343	% Out of Service > 12 Hours								Parity with VADI
	Parity with VADI Line Sharing								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**66.67**	**0.00**	48	2		34.02	5000000.00	YES	
Jun-02	**71.05**	**50.00**	38	2		32.90	1.37	YES	
Jul-02	**72.55**	**50.00**	51	2		32.17	1.43	YES	
Aug-02	**51.92**	**0.00**	52	4		25.92	5000000.00	YES	
Sep-02	**66.67**	**28.57**	42	7		19.24	2.32	YES	
Oct-02	**75.51**	**75.00**	49	4		22.36	SS		
Nov-02	**71.43**	**80.00**	56	5		21.09	SS		



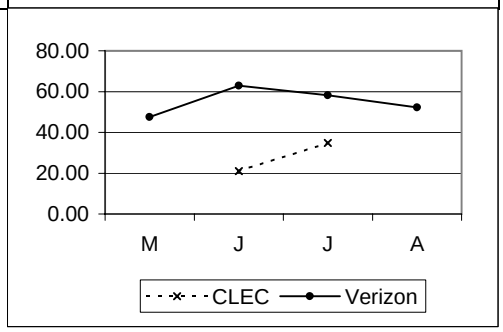
MR-4-08-3343	% Out of Service > 24 Hours								Parity with VADI
	Parity with VADI Line Sharing								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**41.67**	**0.00**	48	2		35.58	5000000.00	YES	
Jun-02	**34.21**	**0.00**	38	2		34.42	5000000.00	YES	
Jul-02	**50.98**	**50.00**	51	2		36.03	0.72	YES	
Aug-02	**34.62**	**0.00**	52	4		24.69	5000000.00	YES	
Sep-02	**47.62**	**28.57**	42	7		20.39	1.36	YES	
Oct-02	**53.06**	**50.00**	49	4		25.95	SS		
Nov-02	**37.50**	**40.00**	56	5		22.60	SS		



MR-4-09-3343	Mean Time To Repair - No Double Dispatch								Parity with VADI
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**18.56**	**5.25**	30	2	22.65	16.54	0.80	YES	
Jun-02	**16.45**	**5.12**	27	1	20.48	20.85	0.54	YES	
Jul-02	**26.49**	**5.42**	29	1	31.18	31.71	0.66	YES	
Aug-02	**15.74**	**3.98**	44	4	16.43	8.58	1.37	YES	

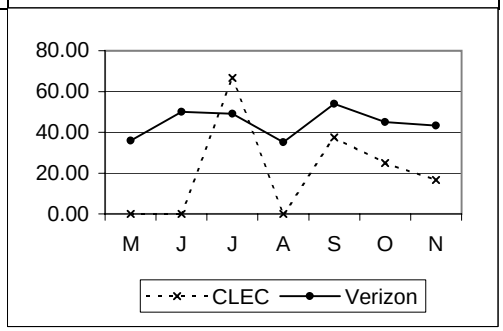


2-Wire xDSL Line Sharing - Maintenance cont...									
MR-4 - Trouble Duration Intervals cont...									
MR-4-10-3343	Mean Time To Repair - Double Dispatch								Parity with VADI
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**47.56**	**#N/A**	20		42.71				
Jun-02	**62.88**	**21.05**	13	1	23.53	24.42	1.71	YES	
Jul-02	**58.18**	**34.80**	26	2	45.39	33.30	0.70	YES	
Aug-02	**52.19**	**#N/A**	13		25.76				



MR-5 - Repeat Trouble Reports

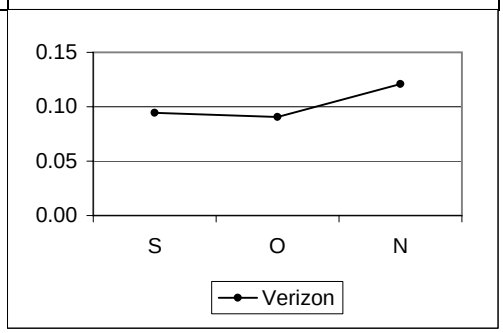
MR-5-01-3343	% Repeat Reports within 30 Days								Parity with VADI
	Parity with VADI Line Sharing								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**36.00**	**0.00**	50	2		34.61	5000000.00	YES	
Jun-02	**50.00**	**0.00**	40	2		36.23	5000000.00	YES	
Jul-02	**49.09**	**66.67**	55	3		29.64	0.00	YES	
Aug-02	**35.09**	**0.00**	57	4		24.69	5000000.00	YES	
Sep-02	**54.00**	**37.50**	50	8		18.98	1.25	YES	
Oct-02	**45.00**	**25.00**	60	4		25.69	SS		
Nov-02	**43.28**	**16.67**	67	6		21.11	1.80	YES	



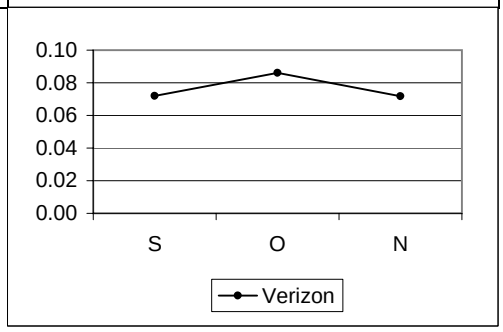
2-Wire xDSL Line Splitting - Maintenance

MR-2 - Trouble Report Rate

MR-2-02-3345	Network Trouble Report Rate - Loop								Parity with VADI
	Parity with VADI Line Sharing								
	Effective 9/2002: new metric being reported								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Sep-02	0.09	#N/A	22215						
Oct-02	0.09	#N/A	22069						
Nov-02	0.12	#N/A	22326						



MR-2-03-3345	Network Trouble Report Rate - Central Office								Parity with VADI
	Parity with VADI Line Sharing								
	Effective 9/2002: new metric being reported								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Sep-02	0.07	#N/A	22215						
Oct-02	0.09	#N/A	22069						
Nov-02	0.07	#N/A	22326						



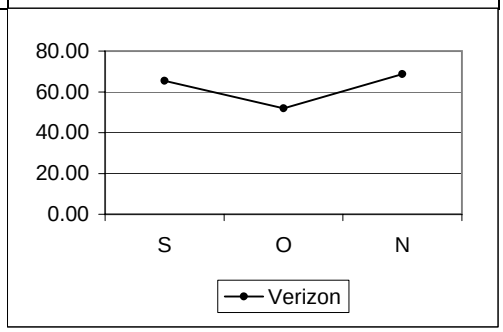
MR-2-04-3345	% Subsequent Reports								Assessed I/C/W MRAs
	Effective 9/2002: new metric being reported								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Sep-02		#N/A							
Oct-02		#N/A							
Nov-02		#N/A							

MR-2-05-3345	% CPE/TOK/FOK Trouble Report Rate								None: Analysis Only
	Effective 9/2002: new metric being reported								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Sep-02		#N/A							
Oct-02		#N/A							
Nov-02		#N/A							

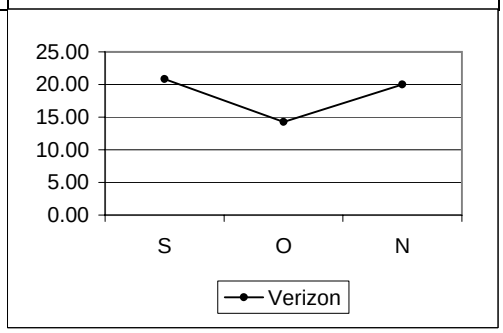
2-Wire xDSL Line Splitting - Maintenance cont...

MR-3 - Missed Repair Appointments

MR-3-01-3345	% Missed Repair Appointment - Loop								Parity with VADI
	Parity with VADI Line Sharing								
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02	**65.38**	**#N/A**	26						
Oct-02	**52.00**	**#N/A**	25						
Nov-02	**68.75**	**#N/A**	32						



MR-3-02-3345	% Missed Repair Appointment - Central Office								Parity with VADI
	Parity with VADI Line Sharing								
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02	**20.83**	**#N/A**	24						
Oct-02	**14.29**	**#N/A**	35						
Nov-02	**20.00**	**#N/A**	35						

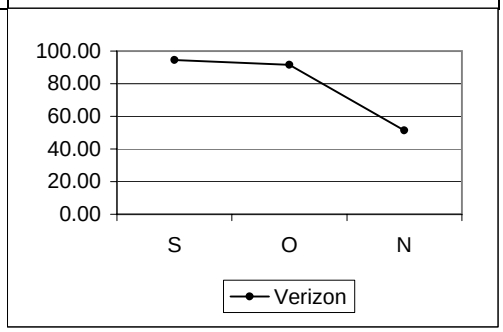


MR-3-03-3345	%CPE/TOK/FOK - Missed Appointment								No Standard
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02		**#N/A**							
Oct-02		**#N/A**							
Nov-02		**#N/A**							

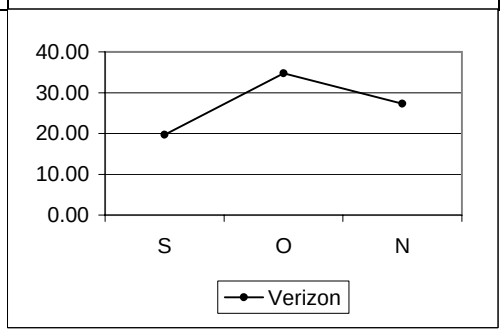
2-Wire xDSL Line Splitting - Maintenance cont...

MR-4 - Trouble Duration Intervals

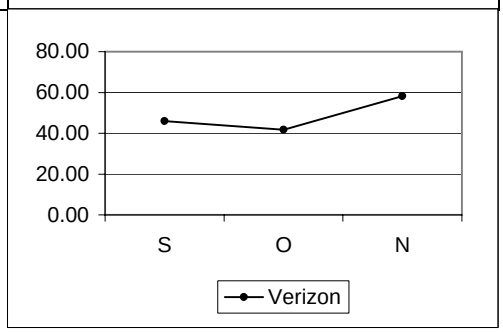
MR-4-02-3345	Mean Time To Repair - Loop Trouble								Parity with VADI
	Parity with VADI Line Sharing								
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02	**94.47**	**#N/A**	26		168.44				
Oct-02	**91.50**	**#N/A**	25		66.62				
Nov-02	**51.42**	**#N/A**	32		48.29				



MR-4-03-3345	Mean Time To Repair - Central Office Trouble								Parity with VADI
	Parity with VADI Line Sharing								
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02	**19.66**	**#N/A**	24		20.47				
Oct-02	**34.76**	**#N/A**	35		45.46				
Nov-02	**27.31**	**#N/A**	35		46.02				



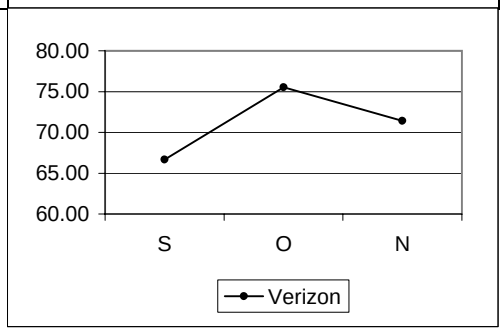
MR-4-04-3345	% Cleared (all troubles) within 24 Hours								Parity with VADI
	Parity with VADI Line Sharing								
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02	**46.00**	**#N/A**	50						
Oct-02	**41.67**	**#N/A**	60						
Nov-02	**58.21**	**#N/A**	67						



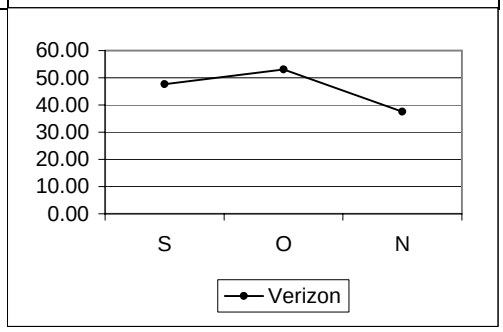
2-Wire xDSL Line Splitting - Maintenance cont...

MR-4 - Trouble Duration Intervals cont...

MR-4-07-3345	% Out of Service > 12 Hours								Parity with VADI
	Parity with VADI Line Sharing								
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02	**66.67**	**#N/A**	42						
Oct-02	**75.51**	**#N/A**	49						
Nov-02	**71.43**	**#N/A**	56						

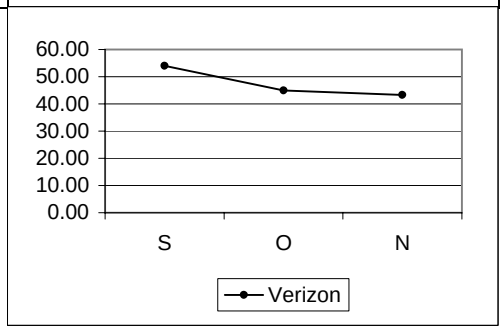


MR-4-08-3345	% Out of Service > 24 Hours								Parity with VADI
	Parity with VADI Line Sharing								
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02	**47.62**	**#N/A**	42						
Oct-02	**53.06**	**#N/A**	49						
Nov-02	**37.50**	**#N/A**	56						



MR-5 - Repeat Trouble Reports

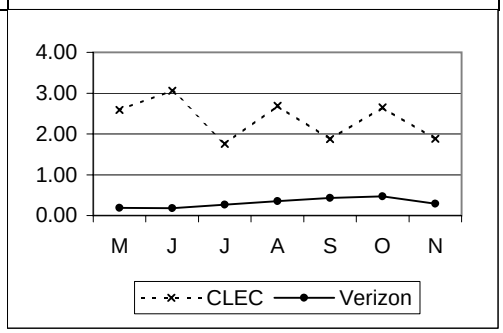
MR-5-01-3345	% Repeat Reports within 30 Days								Parity with VADI
	Parity with VADI Line Sharing								
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02	**54.00**	**#N/A**	50						
Oct-02	**45.00**	**#N/A**	60						
Nov-02	**43.28**	**#N/A**	67						



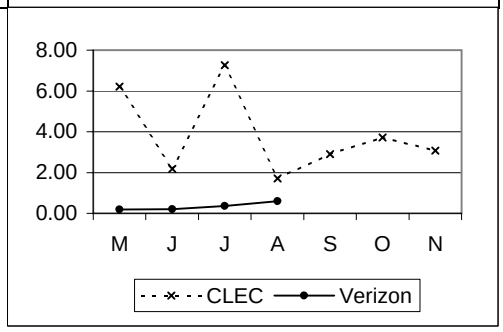
Special Services - Maintenance

MR-2 - Trouble Report Rate

MR-2-01-3200	Network Trouble Report Rate							Parity with Retail
	Parity with Retail Specials Total							
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
May-02	**0.19**	**2.59**	97131	193		0.31	-3.96	NO
Jun-02	**0.18**	**3.06**	97706	229		0.28	-10.19	NO
Jul-02	**0.27**	**1.75**	107853	399		0.26	-5.71	NO
Aug-02	**0.36**	**2.69**	74285	409		0.30	-7.89	NO
Sep-02	**0.43**	**1.88**	73869	586		0.27	-3.79	NO
Oct-02	**0.47**	**2.65**	72975	566		0.29	<-5.00	NO
Nov-02	**0.29**	**1.88**	65993	585		0.22	-4.58	NO

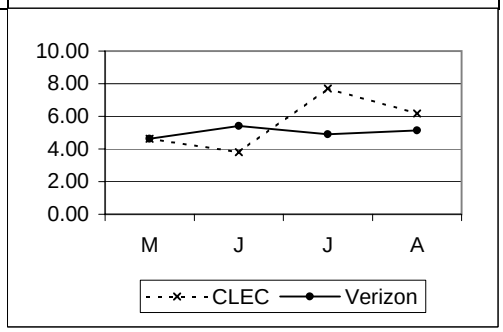


MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate							None: Analysis Only
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
May-02	**0.19**	**6.22**	97131	193		0.31	-19.13	
Jun-02	**0.20**	**2.18**	97706	229		0.29	-6.76	
Jul-02	**0.36**	**7.27**	107853	399		0.30	-22.84	
Aug-02	**0.60**	**1.71**	74285	409		0.38	-2.93	
Sep-02		**2.90**		586				
Oct-02		**3.71**		566				
Nov-02		**3.08**		585				



MR-4 - Trouble Duration Intervals

MR-4-01-3200	Mean Time To Repair - Total							Parity with Retail
	Effective 9/2002: Results being reported separately under MR-4-01-3216 (NON-DS0 & DS0) and MR-4-01-3217 (DS1 & DS3)							
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
May-02	**4.62**	**4.62**	180	5	3.18	1.44	0.00	YES
Jun-02	**5.42**	**3.81**	178	7	7.33	2.82	0.57	YES
Jul-02	**4.91**	**7.70**	291	7	5.82	2.23	-1.25	YES
Aug-02	**5.14**	**6.17**	265	11	6.27	1.93	-0.53	YES



Special Services - Maintenance cont...

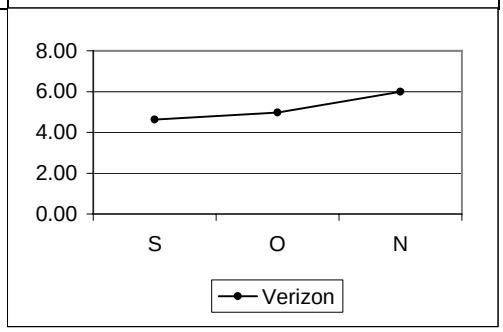
MR-4 - Trouble Duration Intervals cont...

MR-4-01-3216 | **Mean Time To Repair - Total - Non DS0 & DS0** | **Parity with Retail**

Parity with Retail Specials DS0 & below

Effective 9/2002: new sub-metric being reported. Results previously reported under MR-4-01-3200

	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
Sep-02	**4.63**	**#N/A**	213		3.80			
Oct-02	**4.97**	**#N/A**	232		5.03			
Nov-02	**6.00**	**#N/A**	136		4.60			

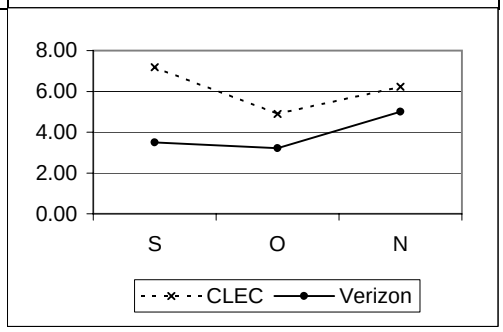


MR-4-01-3217 | **Mean Time To Repair - Total - DS1 & DS3** | **Parity with Retail**

Parity with Retail Specials DS1 & above

Effective 9/2002: new sub-metric being reported. Results previously reported under MR-4-01-3200

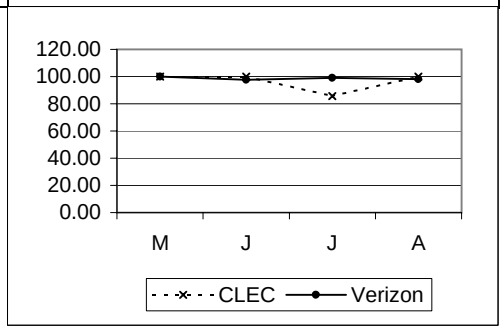
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
Sep-02	**3.50**	**7.18**	107	11	3.85	1.22	-3.02	SSST
Oct-02	**3.22**	**4.90**	110	15	3.27	0.90	-1.87	SSST
Nov-02	**5.01**	**6.22**	57	11	9.10	3.00	-0.40	YES



MR-4-04-3200 | **% Cleared (all troubles) within 24 Hours** | **Parity with Retail**

Effective 9/2002: Results being reported separately under MR-4-04-3216 (NON-DS0 & DS0) and MR-4-04-3217 (DS1 & DS3)

	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
May-02	**100.00**	**100.00**	180	5		0.00	0.00	YES
Jun-02	**97.75**	**100.00**	178	7		5.71	5000000.00	YES
Jul-02	**98.97**	**85.71**	291	7		3.86	-1.33	YES
Aug-02	**98.11**	**100.00**	265	11		4.19	5000000.00	YES



Special Services - Maintenance cont...

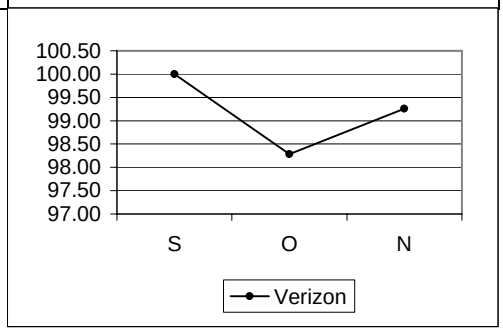
MR-4 - Trouble Duration Intervals cont...

MR-4-04-3216 | **% Cleared (all troubles) within 24 Hours - Non DS0 & DS0** | **Parity with Retail**

Parity with Retail Specials DS0 & below

Effective 9/2002: new sub-metric being reported. Results previously reported under MR-4-04-3200

	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
Sep-02	**100.00**	**#N/A**	213					
Oct-02	**98.28**	**#N/A**	232					
Nov-02	**99.26**	**#N/A**	136					

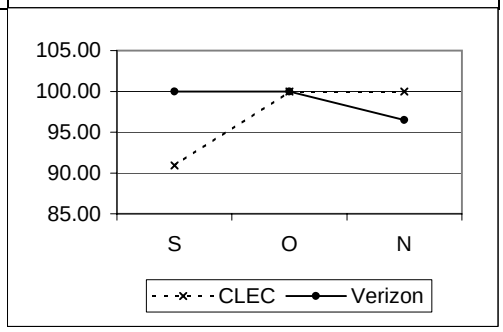


MR-4-04-3217 | **% Cleared (all troubles) within 24 Hours - DS1 & DS3** | **Parity with Retail**

Parity with Retail Specials DS1 & above

Effective 9/2002: new sub-metric being reported. Results previously reported under MR-4-04-3200

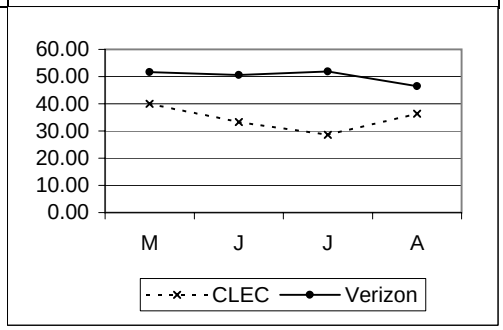
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
Sep-02	**100.00**	**90.91**	107	11		0.00	-1.32	YES
Oct-02	**100.00**	**100.00**	110	15		0.00	0.00	YES
Nov-02	**96.49**	**100.00**	57	11		6.06	>5.0000	YES



MR-4-06-3200 | **% Out of Service > 4 Hours** | **Parity with Retail**

Effective 9/2002: Results being reported separately under MR-4-06-3216 (NON-DS0 & DS0) and MR-4-06-3217 (DS1 & DS3)

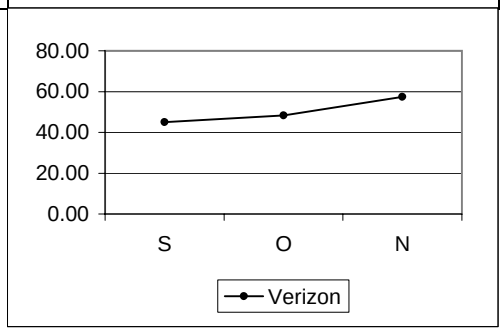
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
May-02	**51.67**	**40.00**	180	5		22.66	0.96	YES
Jun-02	**50.56**	**33.33**	178	6		20.75	1.25	YES
Jul-02	**51.89**	**28.57**	291	7		19.11	1.62	YES
Aug-02	**46.42**	**36.36**	265	11		15.35	0.96	YES



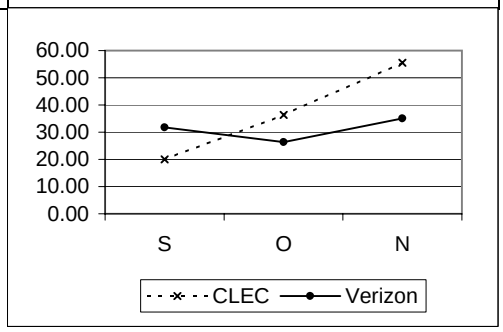
Special Services - Maintenance cont...

MR-4 - Trouble Duration Intervals cont...

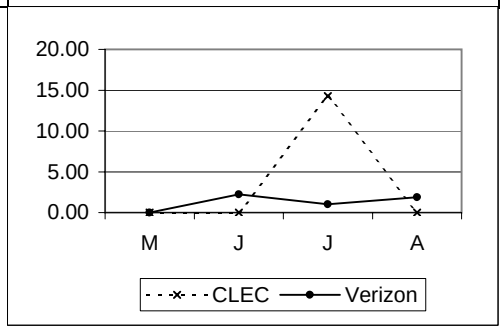
MR-4-06-3216	% Out of Service > 4 Hours - Non DS0 & DS0								Parity with Retail
	Parity with Retail Specials DS0 & below								
	Effective 9/2002: new sub-metric being reported. Results previously reported under MR-4-06-3200								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02	**45.07**	**#N/A**	213						
Oct-02	**48.28**	**#N/A**	232						
Nov-02	**57.35**	**#N/A**	136						



MR-4-06-3217	% Out of Service > 4 Hours - DS1 & DS3								Parity with Retail
	Parity with Retail Specials DS1 & above								
	Effective 9/2002: new sub-metric being reported. Results previously reported under MR-4-06-3200								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02	**31.78**	**20.00**	107	10		15.40	1.14	YES	
Oct-02	**26.36**	**36.36**	110	11		13.93	-0.39	YES	
Nov-02	**35.09**	**55.56**	57	9		17.12	-0.81	YES	



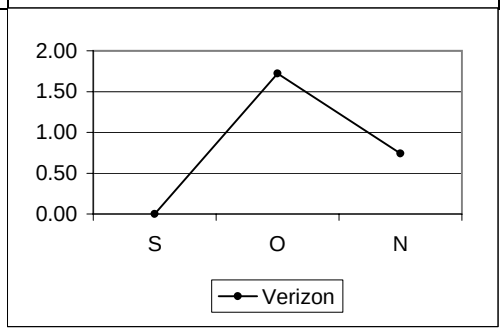
MR-4-08-3200	% Out of Service > 24 Hours								Parity with Retail
	Effective 9/2002: Results being reported separately under MR-4-08-3216 (NON-DS0 & DS0) and MR-4-08-3217 (DS1 & DS3)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	180	5		0.00	0.00	YES	
Jun-02	**2.25**	**0.00**	178	6		6.16	5000000.00	YES	
Jul-02	**1.03**	**14.29**	291	7		3.86	-1.33	YES	
Aug-02	**1.89**	**0.00**	265	11		4.19	5000000.00	YES	



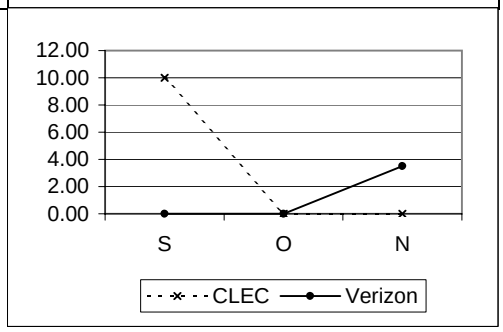
Special Services - Maintenance cont...

MR-4 - Trouble Duration Intervals cont...

MR-4-08-3216	% Out of Service > 24 Hours - Non DS0 & DS0								Parity with Retail
	Parity with Retail Specials DS0 & below								
	Effective 9/2002: new sub-metric being reported. Results previously reported under MR-4-08-3200								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02	**0.00**	**#N/A**	213						
Oct-02	**1.72**	**#N/A**	232						
Nov-02	**0.74**	**#N/A**	136						

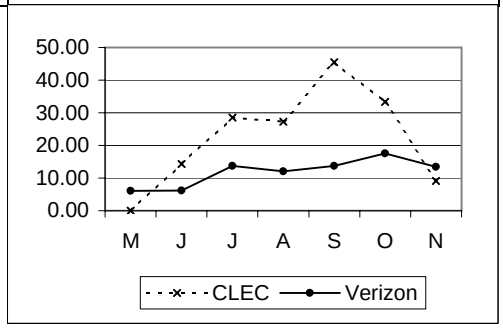


MR-4-08-3217	% Out of Service > 24 Hours - DS1 & DS3								Parity with Retail
	Parity with Retail Specials DS1 & above								
	Effective 9/2002: new sub-metric being reported. Results previously reported under MR-4-08-3200								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02	**0.00**	**10.00**	107	10		0.00	-1.37	YES	
Oct-02	**0.00**	**0.00**	110	11		0.00	0.00	YES	
Nov-02	**3.51**	**0.00**	57	9		6.60	>5.0000	YES	



MR-5 - Repeat Trouble Reports

MR-5-01-3200	% Repeat Reports within 30 Days								Parity with Retail
	Parity with Retail Specials Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**6.11**	**0.00**	180	5		10.86	5000000.00	YES	
Jun-02	**6.18**	**14.29**	178	7		9.28	-0.31	YES	
Jul-02	**13.75**	**28.57**	291	7		13.17	-0.65	YES	
Aug-02	**12.08**	**27.27**	265	11		10.03	-1.03	YES	
Sep-02	**13.75**	**45.45**	320	11		10.56	-2.21	SSST	
Oct-02	**17.54**	**33.33**	342	15		10.03	-1.19	YES	
Nov-02	**13.47**	**9.09**	193	11		10.58	0.84	YES	



Legend

*	= Verizon South (PA, NJ, DE, MD, DC, VA, WV)
**	= Verizon East (CT, MA, ME, NH, NY, RI, VT, PA, DE, NJ, DC, VA, WV)
***	= DC Only
****	= DC, MD, VA, WV
*****	= Resale/UNE East Combined Measurement
******	= DC, DE, MD, PA, VA, WV, combined data
UD	= Performance metric is under development
NA	= No Activity
NEF	= No Existing Functionality
TBD	= Performance metric is to be determined
R3	= Run 3 times per year
95% Cmp. w/in Window	= Standard for Cut-Over Window
	= 1 to 9 lines: 1 hour
	= 10 to 49 lines: 2 hours
	= 50 to 99 lines: 3 hours
	= 100 to 199 lines: 4 hours
	= 200 plus lines: 8 hours
EEL	= 1-9 Loops, 15 Days
	10+ Negotiated
	No Facilities, ECCD+15 Days
	Disconnects, 2 Days
IOF	= Facilities Check 72 Hours
	Facilities Available (Quantity 1-8) 15 Days
	Facilities Available (Quantity > 8), Negotiated

Verizon - DC

Carrier to Carrier Performance Standards and Reports Summary May 2002 - November 2002

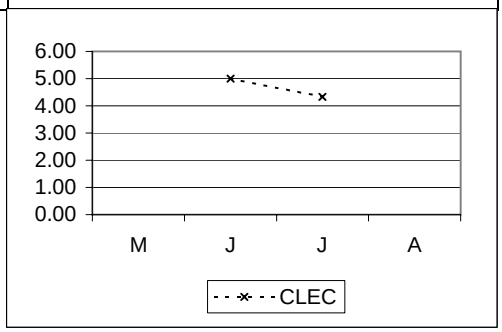
CLEC Aggregate Performance

Trunks (Aggregate) - POTS/Special Services

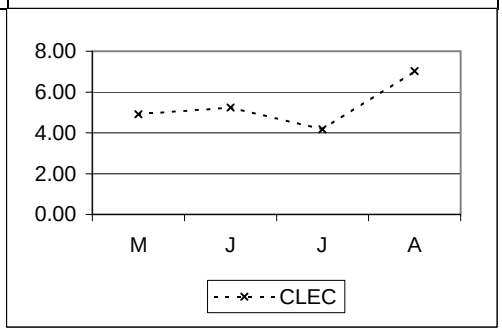
ORDERING

OR 1 - Order Confirmation Timeliness

OR-1-11-5020	Av. FOC Time (<= 192 Forecasted Trunks)		No Standard
	Eliminated as of 09/2002		
	CLEC	*CLEC Obs*	*Parity*
May-02	#N/A		
Jun-02	5.00		
Jul-02	4.33		
Aug-02	#N/A		



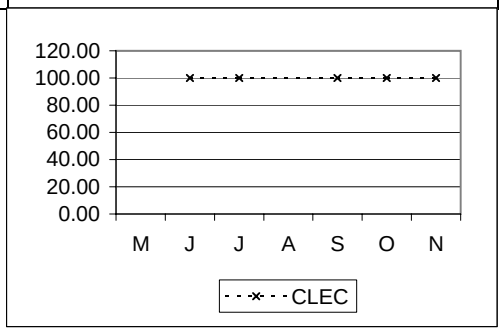
OR-1-11-5030	Av. FOC Time (> 192 and Unforecasted Trunks)		No Standard
	Eliminated as of 09/2002		
	CLEC	*CLEC Obs*	*Parity*
May-02	4.91		
Jun-02	5.24		
Jul-02	4.17		
Aug-02	7.02		



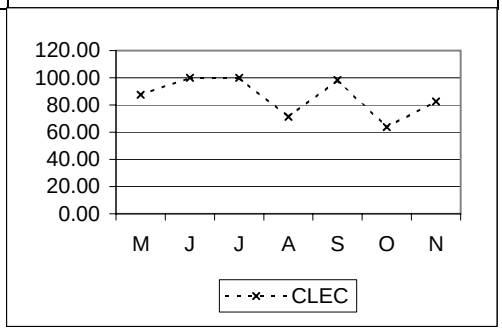
ORDERING cont...

OR 1 - Order Confirmation Timeliness cont...

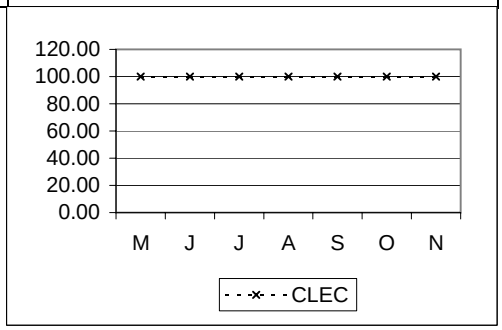
OR-1-12-5020	% On Time FOC (<= 192 Forecasted Trunks)			95% on time: 10 Business Days
	CLEC	*CLEC Obs*	*Parity*	
May-02	**#N/A**			
Jun-02	**100.00**	1	YES	
Jul-02	**100.00**	3	YES	
Aug-02	**#N/A**			
Sep-02	**100.00**	4	YES	
Oct-02	**100.00**	4	YES	
Nov-02	**100.00**	4	YES	



OR-1-12-5030	% On Time FOC (> 192 and Unforecasted Trunks)			Negotiated Process
	CLEC	*CLEC Obs*	*Parity*	
May-02	**87.50**	32	NO	
Jun-02	**100.00**	21	YES	
Jul-02	**100.00**	12	YES	
Aug-02	**71.21**	66	NO	
Sep-02	**98.28**	58		
Oct-02	**63.75**	80		
Nov-02	**82.61**	23		



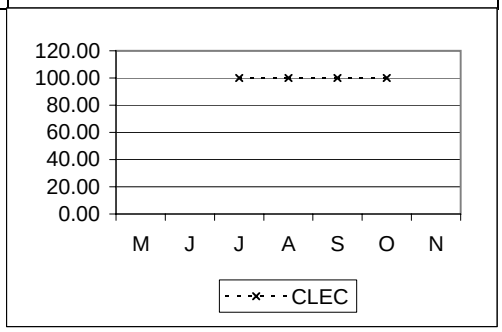
OR-1-13-5020	% On Time Design Layout Record (DLR)			95% on Time
	CLEC	*CLEC Obs*	*Parity*	
May-02	**100.00**	19	YES	
Jun-02	**100.00**	10	YES	
Jul-02	**100.00**	5	YES	
Aug-02	**100.00**	35	YES	
Sep-02	**100.00**	19	YES	
Oct-02	**100.00**	6	YES	
Nov-02	**100.00**	7	YES	



ORDERING cont...

OR 1 - Order Confirmation Timeliness cont...

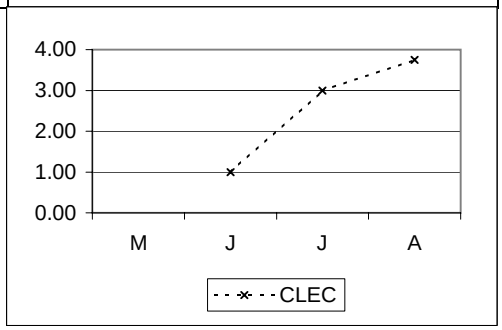
OR-1-19-5020	% On Time Resp. - Request for Inbound Augment Trunks (<= 192 Forecasted)			95% on Time
	CLEC	*CLEC Obs*	*Parity*	
May-02	**#N/A**			
Jun-02	**#N/A**			
Jul-02	**100.00**	1	YES	
Aug-02	**100.00**	1	YES	
Sep-02	**100.00**	1	YES	
Oct-02	**100.00**	3	YES	
Nov-02	**#N/A**			



OR-1-19-5030	% On Time Resp. - Request for Inbound Augment Trunks (> 192 Forecasted)			Negotiated Process
	CLEC	*CLEC Obs*	*Parity*	
May-02	**#N/A**			
Jun-02	**#N/A**			
Jul-02	**#N/A**			
Aug-02	**#N/A**			
Sep-02	**#N/A**			
Oct-02	**#N/A**			
Nov-02	**#N/A**			

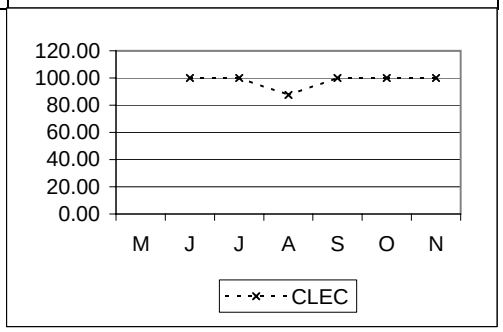
OR-2 - Reject Timeliness

OR-2-11-5000	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)			No Standard
	Eliminated as of 09/2002			
	CLEC	*CLEC Obs*	*Parity*	
May-02	**#N/A**			
Jun-02	**1.00**			
Jul-02	**3.00**			
Aug-02	**3.75**			



ORDERING cont...		
OR-2 - Reject Timeliness cont...		
OR-2-12-5000	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	95% on time 7 business days

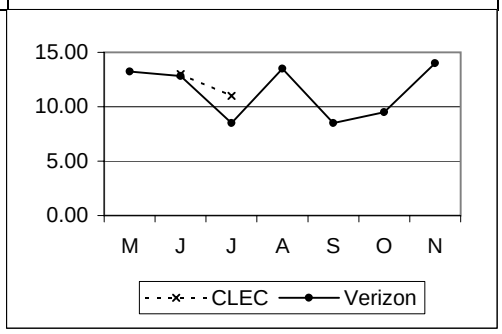
	CLEC	CLEC Obs	Parity
May-02	#N/A		
Jun-02	100.00	1	YES
Jul-02	100.00	2	YES
Aug-02	87.50	8	NO
Sep-02	100.00	5	YES
Oct-02	100.00	1	YES
Nov-02	100.00	4	YES



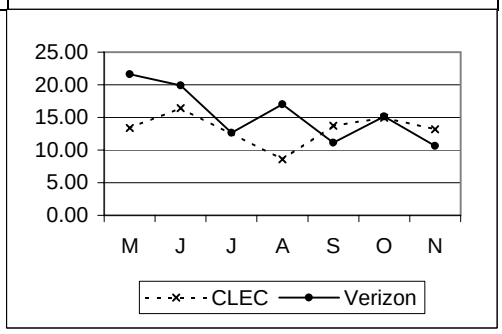
PROVISIONING

PR-1 - Average Interval Offered

PR-1-09-5020	Av. Interval Offered - Total (<= 192 Forecasted Trunks)								Parity with IXC / FGD
	Parity with IXC Feature Group D Trunks								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**13.25**	**#N/A**	4		2.36				
Jun-02	**12.83**	**13.00**	6	1	2.99	3.23	-0.05	YES	
Jul-02	**8.50**	**11.00**	2	1	6.36	7.79	-0.32	YES	
Aug-02	**13.50**	**#N/A**	4		3.42				
Sep-02	**8.50**	**#N/A**	2		2.12		Not Required		
Oct-02	**9.50**	**#N/A**	8		4.21		Not Required		
Nov-02	**14.00**	**#N/A**	11		3.03				

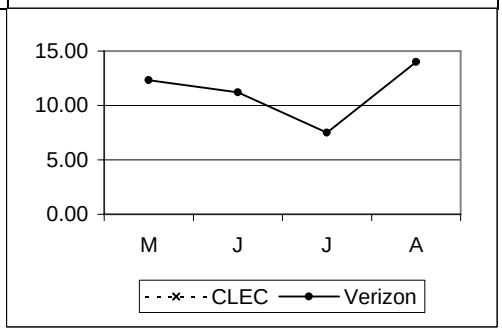


PR-1-09-5030	Av. Interval Offered - Total (> 192 & Unforecasted Trunks)								Parity with IXC / FGD
	Parity with IXC Feature Group D Trunks								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**21.60**	**13.40**	10	15	21.01	8.58	0.96	YES	
Jun-02	**19.88**	**16.43**	48	7	6.52	2.64	1.31	YES	
Jul-02	**12.67**	**#N/A**	3		1.53				
Aug-02	**17.00**	**8.57**	2	7	1.41	1.13	7.46	YES	
Sep-02	**11.14**	**13.72**	14	18	7.89	2.81	-0.92	YES	
Oct-02	**15.16**	**14.93**	50	41	4.65	0.98	0.24	YES	
Nov-02	**10.65**	**13.18**	20	11	2.91	1.09	-2.32	SSST	



PR-2 - Average Interval Completed

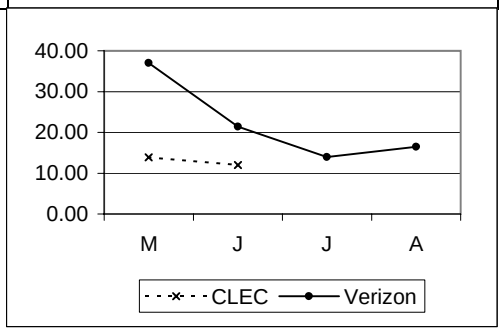
PR-2-09-5020	Av. Interval Completed - Total (<= 192 Forecasted Trunks)								Parity with Retail
	Eliminated as of 9/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**12.33**	**#N/A**	3		2.89				
Jun-02	**11.20**	**#N/A**	5		2.49				
Jul-02	**7.50**	**#N/A**	2		4.95				
Aug-02	**14.00**	**#N/A**	1						



PROVISIONING cont...

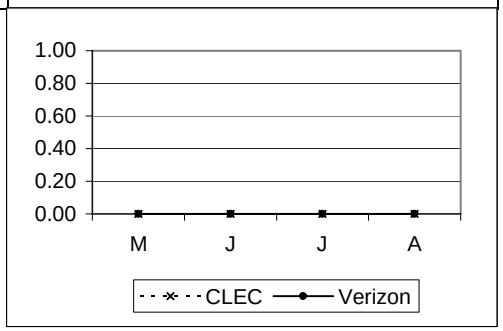
PR-2 - Average Interval Completed cont...

PR-2-09-5030	Av. Interval Completed - Total (> 192 Forecasted Trunks)								Parity with Retail
	Eliminated as of 9/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	37.00	13.86	3	14	0.00	0.00			
Jun-02	21.44	12.00	25	1	4.79	4.88	1.93	YES	
Jul-02	14.00	#N/A	1						
Aug-02	16.50	#N/A	2		2.12				

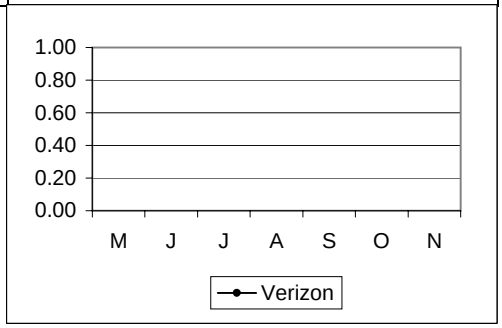


PR-4 - Missed Appointment

PR-4-01-5000	% Missed Appointment - Verizon - Total								Parity with Retail
	Eliminated as of 9/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	0.00	0.00	1204	1208		0.00	0.00	YES	
Jun-02	0.00	0.00	4056	552		0.00	0.00	YES	
Jul-02	0.00	0.00	249	292		0.00	0.00	YES	
Aug-02	0.00	0.00	1180	7120		0.00	0.00	YES	



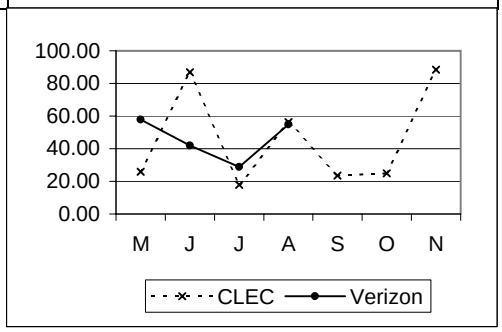
PR-4-02-5000	Average Delay Days - Total								None: Analysis Only
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	#N/A	#N/A							
Jun-02	#N/A	#N/A							
Jul-02	#N/A	#N/A							
Aug-02	#N/A	#N/A							
Sep-02		#N/A							
Oct-02		#N/A							
Nov-02		#N/A							



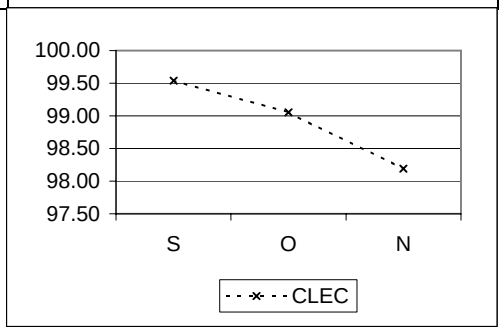
PROVISIONING cont...

PR-4 - Missed Appointment cont...

PR-4-03-5000	% Missed Appointment - Customer								No Standard1
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**57.81**	**25.83**							
Jun-02	**42.01**	**86.96**							
Jul-02	**28.92**	**17.81**							
Aug-02	**54.92**	**56.32**							
Sep-02		**23.52**		3138					
Oct-02		**25.00**		3264					
Nov-02		**88.47**		1492					



PR-4-07-3540	% On Time Performance - LNP Only								95% on Time
	Results for months prior to 09/2002 are reported on the UNE Provisioning page								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02		**99.54**		218				YES	
Oct-02		**99.05**		211				YES	
Nov-02		**98.19**		166				YES	

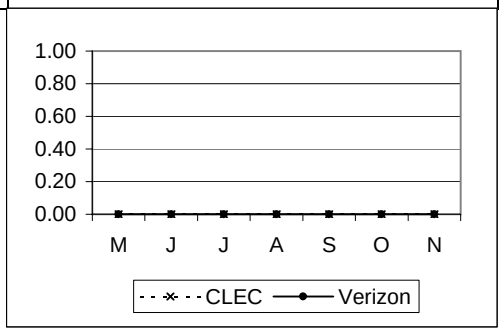


PR-4-15-5000	% On Time Provisioning - Trunks								95% on Time
	Effective 9/2002: new metric being reported								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Sep-02		**#N/A**							
Oct-02		**#N/A**							
Nov-02		**100.00**		1492				YES	

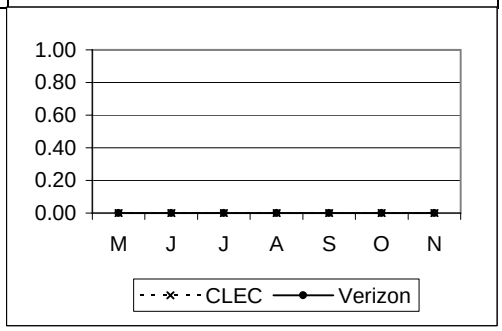
PROVISIONING cont...

PR-5 - Facility Missed Orders

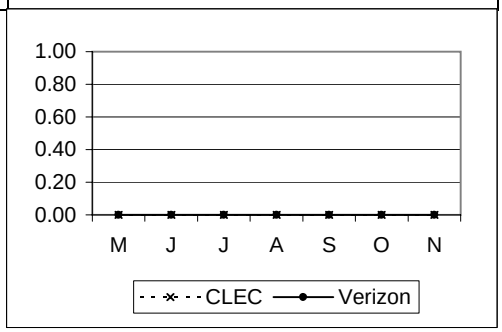
PR-5-01-5000	% Missed Appointment - Verizon - Facilities								Parity with IXC / FGD
	Parity with IXC Feature Group D Trunks								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	1204	1208		0.00	0.00	YES	
Jun-02	**0.00**	**0.00**	4056	552		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	249	292		0.00	0.00	YES	
Aug-02	**0.00**	**0.00**	1180	3088		0.00	0.00	YES	
Sep-02	**0.00**	**0.00**	2040	1650		0.00	0.00	YES	
Oct-02	**0.00**	**0.00**	4728	2976		0.00	0.00	YES	
Nov-02	**0.00**	**0.00**	1902	460		0.00	0.00	YES	



PR-5-02-5000	% Orders Held for Facilities > 15 Days								Parity with IXC / FGD
	Parity with IXC Feature Group D Trunks								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	1204	1208		0.00	0.00	YES	
Jun-02	**0.00**	**0.00**	4056	552		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	249	292		0.00	0.00	YES	
Aug-02	**0.00**	**0.00**	1180	3088		0.00	0.00	YES	
Sep-02	**0.00**	**0.00**	2040	1650		0.00	0.00	YES	
Oct-02	**0.00**	**0.00**	4728	2976		0.00	0.00	YES	
Nov-02	**0.00**	**0.00**	1902	460		0.00	0.00	YES	



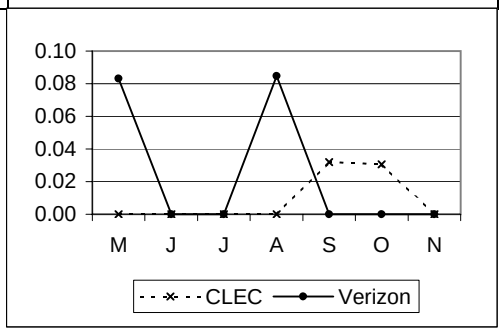
PR-5-03-5000	% Orders Held for Facilities > 60 Days								Parity with IXC / FGD
	Parity with IXC Feature Group D Trunks								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	1204	1208		0.00	0.00	YES	
Jun-02	**0.00**	**0.00**	4056	552		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	249	292		0.00	0.00	YES	
Aug-02	**0.00**	**0.00**	1180	3088		0.00	0.00	YES	
Sep-02	**0.00**	**0.00**	2040	1650		0.00	0.00	YES	
Oct-02	**0.00**	**0.00**	4728	2976		0.00	0.00	YES	
Nov-02	**0.00**	**0.00**	1902	460		0.00	0.00	YES	



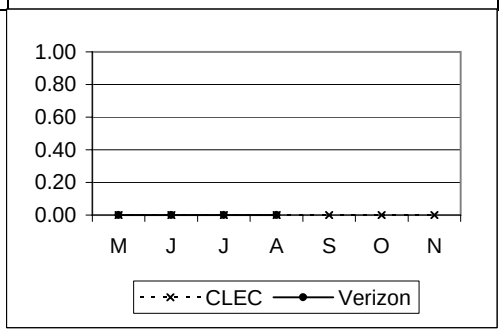
PROVISIONING cont...

PR-6 - Installation Quality

PR-6-01-5000	% Installation Troubles reported within 30 Days								Parity with IXC / FGD
	Parity with IXC Feature Group D Trunks								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.08**	**0.00**	1204	1208		0.12	5000000.00	YES	
Jun-02	**0.00**	**0.00**	4056	552		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	249	292		0.00	0.00	YES	
Aug-02	**0.08**	**0.00**	1180	7120		0.09	5000000.00	YES	
Sep-02	**0.00**	**0.03**	2040	3138		0.00	0.27	YES	
Oct-02	**0.00**	**0.03**	4728	3264		0.00	-0.23	YES	
Nov-02	**0.00**	**0.00**	1902	1492		0.00	0.00	YES	

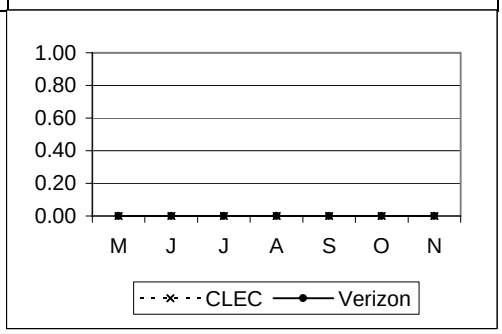


PR-6-03-5000	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	1204	1208		0.00			
Jun-02	**0.00**	**0.00**	4056	552		0.00			
Jul-02	**0.00**	**0.00**	249	292		0.00			
Aug-02	**0.00**	**0.00**	1180	7120		0.00			
Sep-02		**0.00**		3138					
Oct-02		**0.00**		3264					
Nov-02		**0.00**		1492					



PR-8 - Open Orders in a Hold Status

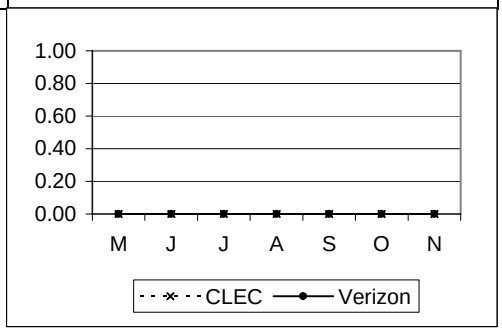
PR-8-01-5000	Open Orders in a Hold Status > 30 Days								Parity with IXC / FGD
	Parity with IXC Feature Group D Trunks								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	1204	1208		0.00	0.00	YES	
Jun-02	**0.00**	**0.00**	4056	552		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	16	6		0.00	0.00	YES	
Aug-02	**0.00**	**0.00**	20	121		0.00	0.00	YES	
Sep-02	**0.00**	**0.00**	40	52		0.00	0.00	YES	
Oct-02	**0.00**	**0.00**	91	63		0.00	0.00	YES	
Nov-02	**0.00**	**0.00**	44	29		0.00	0.00	YES	



PROVISIONING cont...

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

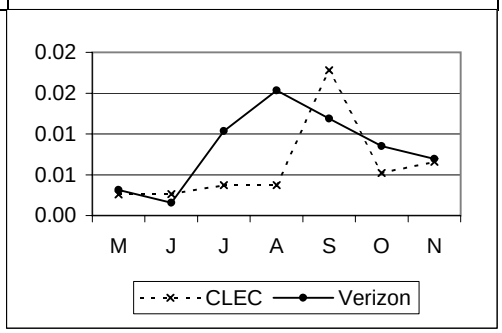
PR-8-02-5000	Open Orders in a Hold Status > 90 Days								Parity with IXC / FGD
	Parity with IXC Feature Group D Trunks								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	1204	1208		0.00	0.00	YES	
Jun-02	**0.00**	**0.00**	4056	552		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	16	6		0.00	0.00	YES	
Aug-02	**0.00**	**0.00**	20	121		0.00	0.00	YES	
Sep-02	**0.00**	**0.00**	40	52		0.00	0.00	YES	
Oct-02	**0.00**	**0.00**	91	63		0.00	0.00	YES	
Nov-02	**0.00**	**0.00**	44	29		0.00	0.00	YES	



MAINTENANCE

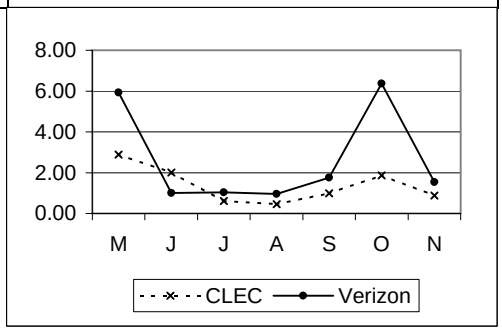
MR-2 - Trouble Report Rate

MR-2-01-5000	Network Trouble Report Rate								Parity with IXC FGD
	Parity with IXC Feature Group D Trunks								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	0.00	0.00	63991	76818		0.00	0.68	YES	
Jun-02	0.00	0.00	64423	76198		0.00	0.16	YES	
Jul-02	0.01	0.00	57957	80419		0.01	1.84	YES	
Aug-02	0.02	0.00	58677	80567		0.01	2.62	YES	
Sep-02	0.01	0.02	58958	78624		0.01	-0.65	YES	
Oct-02	0.01	0.01	58778	76534		0.01	1.07	YES	
Nov-02	0.01	0.01	57680	75794		0.00	0.42	YES	

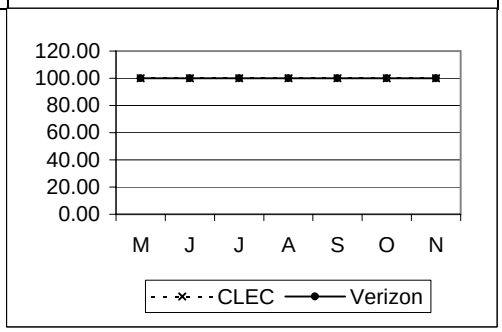


MR-4 - Trouble Duration Intervals

MR-4-01-5000	Mean Time To Repair - Total								Parity with IXC / FGD
	Parity with IXC Feature Group D Trunks								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	5.93	2.88	2	2		0.00			
Jun-02	1.00	2.01	1	2		0.00			
Jul-02	1.04	0.61	6	3	0.66	0.47	0.92	YES	
Aug-02	0.96	0.46	9	3	1.26	0.84	0.60	YES	
Sep-02	1.75	0.99	7	14	2.20	1.02	Not Required	YES	
Oct-02	6.37	1.87	5	4	8.70	5.84	Not Required	YES	
Nov-02	1.53	0.88	4	5	1.48	0.99	Not Required		



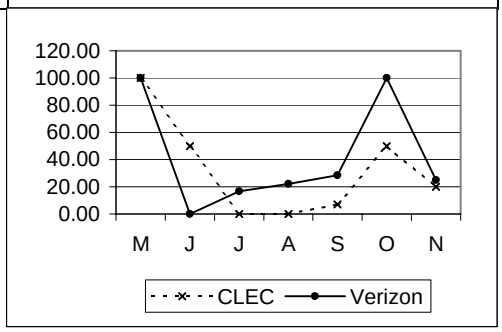
MR-4-04-5000	% Cleared (all troubles) within 24 Hours								Parity with IXC / FGD
	Parity with IXC Feature Group D Trunks								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	100.00	100.00	2	2		0.00	0.00	YES	
Jun-02	100.00	100.00	1	2		0.00	0.00	YES	
Jul-02	100.00	100.00	6	3		0.00	0.00	YES	
Aug-02	100.00	100.00	9	3		0.00	0.00	YES	
Sep-02	100.00	100.00	7	14		0.00	SS		
Oct-02	100.00	100.00	5	4		0.00	SS		
Nov-02	100.00	100.00	4	5		0.00	SS		



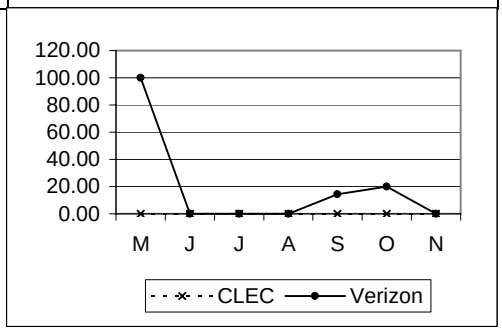
MAINTENANCE cont...

MR-4 - Trouble Duration Intervals cont...

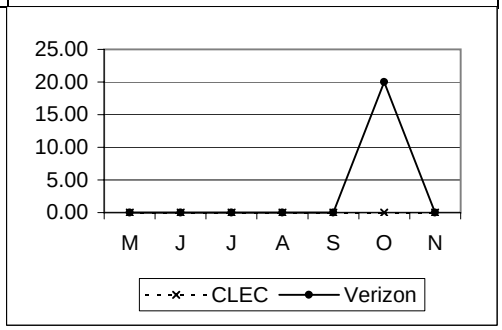
MR-4-05-5000	% Out of Service > 2 Hours							Parity with IXC / FGD
	Parity with IXC Feature Group D Trunks							
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
May-02	**100.00**	**100.00**	2	2		0.00	0.00	YES
Jun-02	**0.00**	**50.00**	1	2		0.00	0.43	YES
Jul-02	**16.67**	**0.00**	6	3		26.35	5000000.00	YES
Aug-02	**22.22**	**0.00**	9	3		27.71	5000000.00	YES
Sep-02	**28.57**	**7.14**	7	14		20.91	SS	
Oct-02	**100.00**	**50.00**	5	4		0.00	SS	
Nov-02	**25.00**	**20.00**	4	5		29.05	SS	



MR-4-06-5000	% Out of Service > 4 Hours							Parity with IXC / FGD
	Parity with IXC Feature Group D Trunks							
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
May-02	**100.00**	**0.00**	2	2		0.00	5000000.00	YES
Jun-02	**0.00**	**0.00**	1	2		0.00	0.00	YES
Jul-02	**0.00**	**0.00**	6	3		0.00	0.00	YES
Aug-02	**0.00**	**0.00**	9	3		0.00	0.00	YES
Sep-02	**14.29**	**0.00**	7	14		16.20	SS	
Oct-02	**20.00**	**0.00**	5	4		26.83	SS	
Nov-02	**0.00**	**0.00**	4	5		0.00	SS	



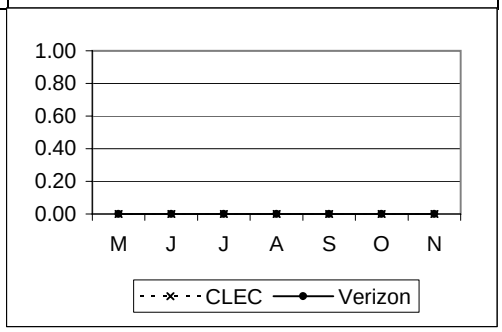
MR-4-07-5000	% Out of Service > 12 Hours							Parity with IXC / FGD
	Parity with IXC Feature Group D Trunks							
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
May-02	**0.00**	**0.00**	2	2		0.00	0.00	YES
Jun-02	**0.00**	**0.00**	1	2		0.00	0.00	YES
Jul-02	**0.00**	**0.00**	6	3		0.00	0.00	YES
Aug-02	**0.00**	**0.00**	9	3		0.00	0.00	YES
Sep-02	**0.00**	**0.00**	7	14		0.00	SS	
Oct-02	**20.00**	**0.00**	5	4		26.83	SS	
Nov-02	**0.00**	**0.00**	4	5		0.00	SS	



MAINTENANCE cont...

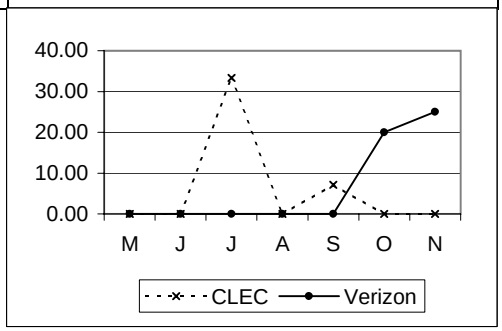
MR-4 - Trouble Duration Intervals cont...

MR-4-08-5000	% Out of Service > 24 Hours								Parity with IXC / FGD
	Parity with IXC Feature Group D Trunks								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	2	2		0.00	0.00	YES	
Jun-02	**0.00**	**0.00**	1	2		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	6	3		0.00	0.00	YES	
Aug-02	**0.00**	**0.00**	9	3		0.00	0.00	YES	
Sep-02	**0.00**	**0.00**	7	14		0.00	SS		
Oct-02	**0.00**	**0.00**	5	4		0.00	SS		
Nov-02	**0.00**	**0.00**	4	5		0.00	SS		



MR-5 - Repeat Trouble Report Rates

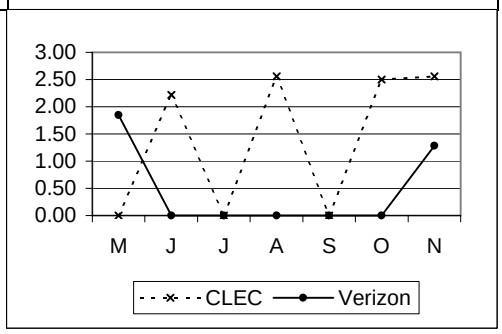
MR-5-01-5000	% Repeat Reports within 30 Days								Parity with IXC / FGD
	Parity with IXC Feature Group D Trunks								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
May-02	**0.00**	**0.00**	2	2		0.00	0.00	YES	
Jun-02	**0.00**	**0.00**	1	2		0.00	0.00	YES	
Jul-02	**0.00**	**33.33**	6	3		0.00	-0.43	YES	
Aug-02	**0.00**	**0.00**	9	3		0.00	0.00	YES	
Sep-02	**0.00**	**7.14**	7	14		0.00	SS		
Oct-02	**20.00**	**0.00**	5	4		26.83	SS		
Nov-02	**25.00**	**0.00**	4	5		29.05	SS		



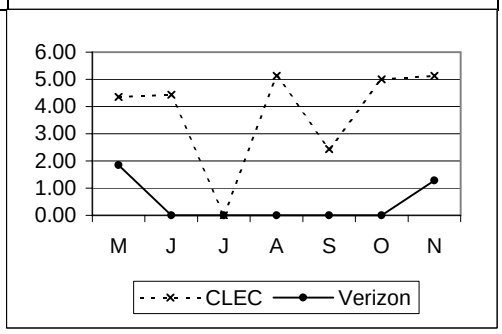
NETWORK PERFORMANCE

NP-1 - Percent Final Trunk Group Blockage

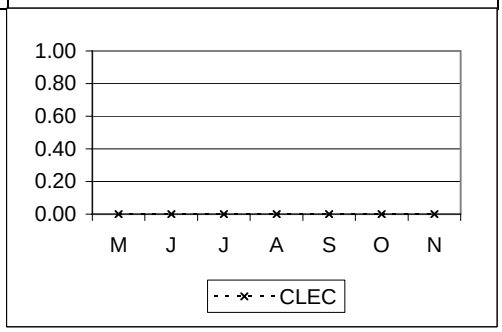
NP-1-01-5000	% Final Trunk Groups Exceeding Blocking Standard								No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	1.85	0.00	54	46		2.70	5000000.00		
Jun-02	0.00	2.22	54	45		0.00	-0.11		
Jul-02	0.00	0.00	54	39		0.00	0.00		
Aug-02	0.00	2.56	54	39		0.00	-0.20		
Sep-02	0.00	0.00	54	41		0.00	0.00		
Oct-02	0.00	2.50	77	40		0.00	-0.41		
Nov-02	1.28	2.56	78	39		2.20	0.14		



NP-1-02-5000	% FTG Exceeding Blocking Std. -(No Exceptions)								No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02	1.85	4.35	54	46		2.70	-0.15		
Jun-02	0.00	4.44	54	45		0.00	-0.83		
Jul-02	0.00	0.00	54	39		0.00	0.00		
Aug-02	0.00	5.13	54	39		0.00	-0.94		
Sep-02	0.00	2.44	54	41		0.00	-0.17		
Oct-02	0.00	5.00	77	40		0.00	-1.20		
Nov-02	1.28	5.13	78	39		2.20	-0.65		



NP-1-03-5000	Number FTG Exceeding Blocking Std. - 2 Months								No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
May-02		0.00		46					
Jun-02		0.00		45					
Jul-02		0.00		39					
Aug-02		0.00		39					
Sep-02		0.00		41					
Oct-02		0.00		40					
Nov-02		0.00		39					

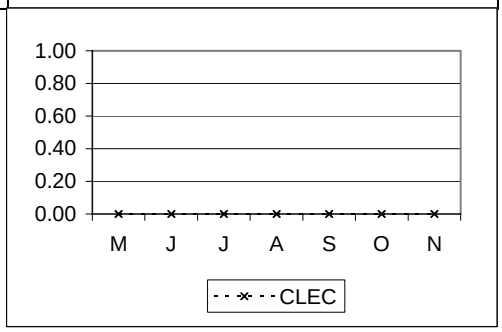


NETWORK PERFORMANCE cont...

NP-1 - Percent Final Trunk Group Blockage cont...

NP-1-04-5000	Number FTG Exceeding Blocking Std. - 3 Months	See Guidelines

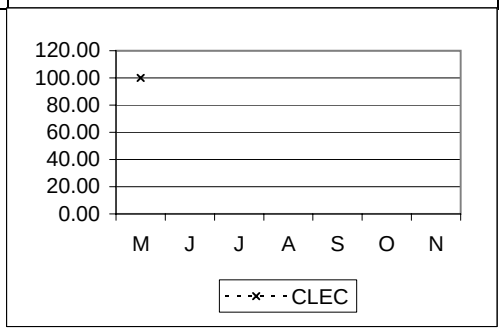
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
May-02		0.00		46				
Jun-02		0.00		45				
Jul-02		0.00		39				
Aug-02		0.00		39				
Sep-02		0.00		41				
Oct-02		0.00		40				
Nov-02		0.00		39				



NP-2 - Collocation Performance - New

NP-2-01-6701	% On Time Response to Request for Physical Collocation	95% On Time

	CLEC	CLEC Obs	Parity
May-02	100.00	2	YES
Jun-02	#N/A		
Jul-02	#N/A		
Aug-02	#N/A		
Sep-02	#N/A		
Oct-02	#N/A		
Nov-02	#N/A		



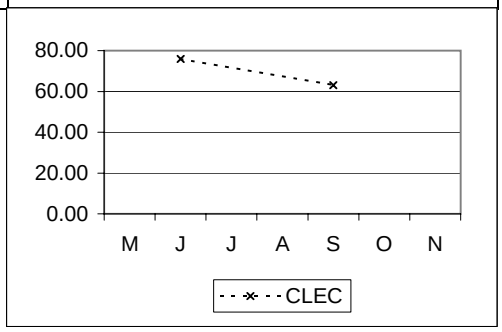
NP-2-02-6701	% On Time Response to Request for Virtual Collocation	95% On Time

	CLEC	CLEC Obs	Parity
May-02	#N/A		
Jun-02	#N/A		
Jul-02	#N/A		
Aug-02	#N/A		
Sep-02	#N/A		
Oct-02	#N/A		
Nov-02	#N/A		

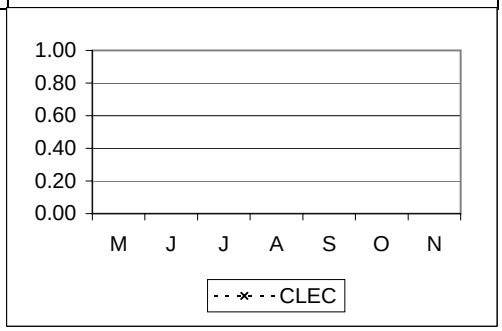
NETWORK PERFORMANCE cont...

NP-2 - Collocation Performance - New cont...

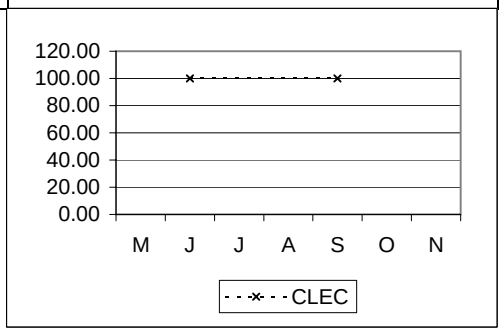
NP-2-03-6701	Average Interval - Physical Collocation			No Standard
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	76.00			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	63.00			
Oct-02	#N/A			
Nov-02	#N/A			



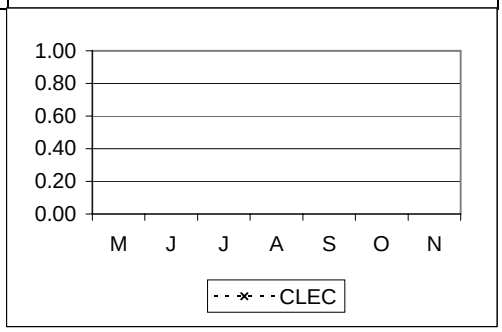
NP-2-04-6701	Average Interval - Virtual Collocation			No Standard
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			



NP-2-05-6701	% On Time - Physical Collocation			95% On Time
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	100.00	6	YES	
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	100.00	2	YES	
Oct-02	#N/A			
Nov-02	#N/A			



NETWORK PERFORMANCE cont...				
NP-2 - Collocation Performance - New cont...				
NP-2-06-6701	% On Time - Virtual Collocation			95% On Time
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			



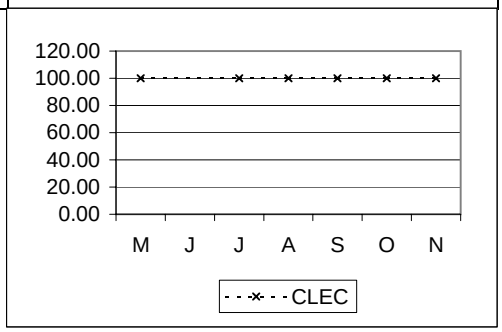
NP-2-07-6701	Average Delay Days - Physical Collocation			No Standard
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			

NP-2-08-6701	Average Delay Days - Virtual Collocation			No Standard
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			

NETWORK PERFORMANCE cont...

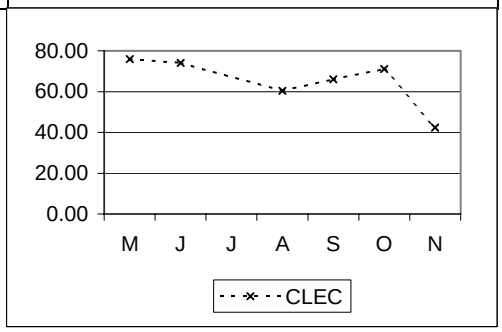
NP-2 - Collocation Performance - Augment

NP-2-01-6702	% On Time Response to Request for Physical Collocation			95% On Time
	CLEC	CLEC Obs	Parity	
May-02	100.00	2	YES	
Jun-02	#N/A			
Jul-02	100.00	3	YES	
Aug-02	100.00	1	YES	
Sep-02	100.00	6	YES	
Oct-02	100.00	7	YES	
Nov-02	100.00	8	YES	



NP-2-02-6702	% On Time Response to Request for Virtual Collocation			95% On Time
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			

NP-2-03-6702	Average Interval - Physical Collocation			No Standard
	CLEC	CLEC Obs	Parity	
May-02	76.00			
Jun-02	74.00			
Jul-02	#N/A			
Aug-02	60.33			
Sep-02	66.00			
Oct-02	71.00			
Nov-02	42.29			

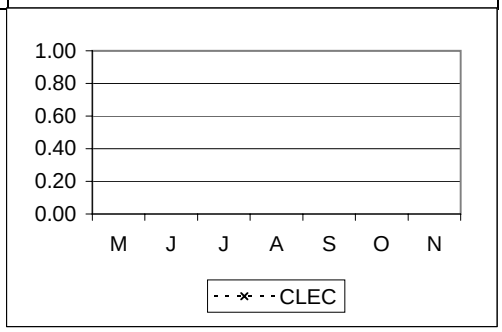


NETWORK PERFORMANCE cont...

NP-2 - Collocation Performance - Augment cont...

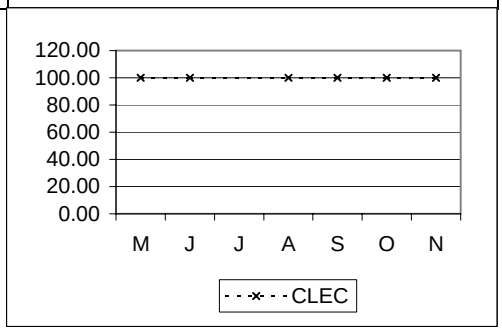
NP-2-04-6702	Average Interval - Virtual Collocation	No Standard

	CLEC	CLEC Obs	Parity
May-02	#N/A		
Jun-02	#N/A		
Jul-02	#N/A		
Aug-02	#N/A		
Sep-02	#N/A		
Oct-02	#N/A		
Nov-02	#N/A		



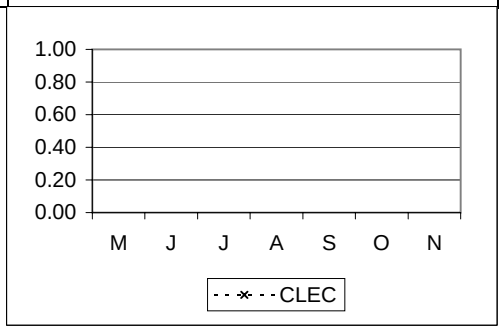
NP-2-05-6702	% On Time - Physical Collocation	95% On Time

	CLEC	CLEC Obs	Parity
May-02	100.00	1	YES
Jun-02	100.00	1	YES
Jul-02	#N/A		
Aug-02	100.00	3	YES
Sep-02	100.00	1	YES
Oct-02	100.00	1	YES
Nov-02	100.00	7	YES



NP-2-06-6702	% On Time - Virtual Collocation	95% On Time

	CLEC	CLEC Obs	Parity
May-02	#N/A		
Jun-02	#N/A		
Jul-02	#N/A		
Aug-02	#N/A		
Sep-02	#N/A		
Oct-02	#N/A		
Nov-02	#N/A		



NETWORK PERFORMANCE cont...				
NP-2 - Collocation Performance - Augment cont...				
NP-2-07-6702	Average Delay Days - Physical Collocation			No Standard
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			

NP-2-08-6702	Average Delay Days - Virtual Collocation			No Standard
	CLEC	CLEC Obs	Parity	
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			

Legend

*	= Verizon South (PA, NJ, DE, MD, DC, VA, WV)
**	= Verizon East (CT, MA, ME, NH, NY, RI, VT, PA, DE, NJ, DC, VA, WV)
***	= DC Only
****	= DC, MD, VA, WV
*****	= Resale/UNE East Combined Measurement
******	= DC, DE, MD, PA, VA, WV, combined data
UD	= Performance metric is under development
NA	= No Activity
NEF	= No Existing Functionality
TBD	= Performance metric is to be determined
R3	= Run 3 times per year
95% Cmp. w/in Window	= Standard for Cut-Over Window
	= 1 to 9 lines: 1 hour
	= 10 to 49 lines: 2 hours
	= 50 to 99 lines: 3 hours
	= 100 to 199 lines: 4 hours
	= 200 plus lines: 8 hours
EEL	= 1-9 Loops, 15 Days
	10+ Negotiated
	No Facilities, ECCD+15 Days
	Disconnects, 2 Days
IOF	= Facilities Check 72 Hours
	Facilities Available (Quantity 1-8) 15 Days
	Facilities Available (Quantity > 8), Negotiated