Verizon - VA

Carrier to Carrier Performance Standards and Reports Summary February 2002 - January 2003

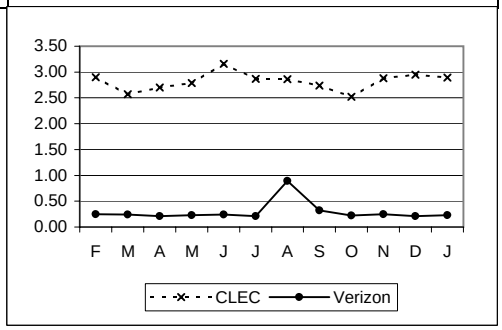
CLEC Aggregate Performance

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

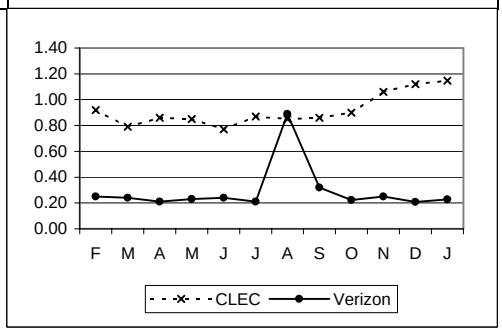
PRE-ORDERING

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*	
Feb-02	**0.25**	**2.90**	2.65	1308	YES	
Mar-02	**0.24**	**2.57**	2.33	1268	YES	
Apr-02	**0.21**	**2.70**	2.49	1120	YES	
May-02	**0.23**	**2.79**	2.56	943	YES	
Jun-02	**0.24**	**3.16**	2.92	369	YES	
Jul-02	**0.21**	**2.87**	2.66	6	YES	
Aug-02	**0.89**	**2.86**	1.97	22	YES	
Sep-02	**0.32**	**2.74**	2.42	15	YES	
Oct-02	**0.22**	**2.52**	2.30	15	YES	
Nov-02	**0.25**	**2.88**	2.63	10	YES	
Dec-02	**0.21**	**2.95**	2.74	81	YES	
Jan-03	**0.23**	**2.89**	2.66	19	YES	



PO-1-01-6030	Customer Service Record - CORBA					Parity plus <= 4 Seconds
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
Feb-02	**0.25**	**0.92**	0.67	1942	YES	
Mar-02	**0.24**	**0.79**	0.55	3757	YES	
Apr-02	**0.21**	**0.86**	0.65	3436	YES	
May-02	**0.23**	**0.85**	0.62	2568	YES	
Jun-02	**0.24**	**0.77**	0.53	3066	YES	
Jul-02	**0.21**	**0.87**	0.66	3413	YES	
Aug-02	**0.89**	**0.85**	-0.04	3966	YES	
Sep-02	**0.32**	**0.86**	0.54	4364	YES	
Oct-02	**0.22**	**0.90**	0.68	4919	YES	
Nov-02	**0.25**	**1.06**	0.81	3143	YES	
Dec-02	**0.21**	**1.12**	0.91	2868	YES	
Jan-03	**0.23**	**1.15**	0.92	3274	YES	



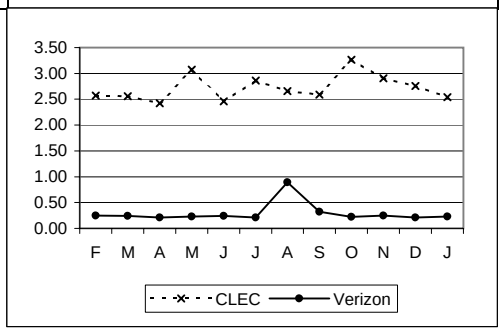
PRE-ORDERING cont...

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

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

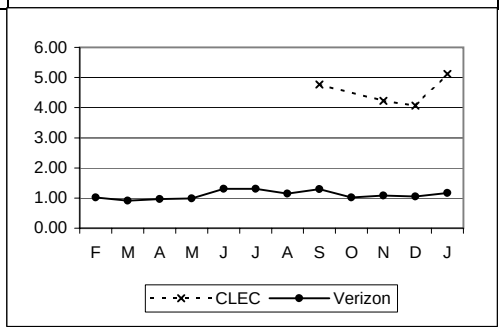
Effective 2/2002: standard changed from Parity <= 4 seconds to <= 7 seconds.

	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
Feb-02	**0.25**	**2.57**	2.32	20606	YES
Mar-02	**0.24**	**2.56**	2.32	26185	YES
Apr-02	**0.21**	**2.42**	2.21	28587	YES
May-02	**0.23**	**3.07**	2.84	25532	YES
Jun-02	**0.24**	**2.46**	2.22	23467	YES
Jul-02	**0.21**	**2.86**	2.65	26489	YES
Aug-02	**0.89**	**2.66**	1.77	26398	YES
Sep-02	**0.32**	**2.59**	2.27	26473	YES
Oct-02	**0.22**	**3.26**	3.04	28616	YES
Nov-02	**0.25**	**2.91**	2.66	22247	YES
Dec-02	**0.21**	**2.76**	2.55	16407	YES
Jan-03	**0.23**	**2.54**	2.31	21201	YES



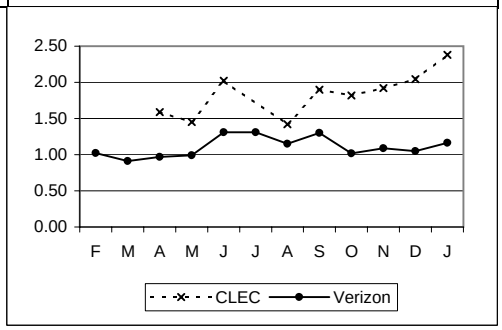
PO-1-02-6020 | **Due Date Availability - EDI** | **Parity plus <= 4 Seconds**

	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
Feb-02	**1.02**	**#N/A**			
Mar-02	**0.91**	**#N/A**			
Apr-02	**0.97**	**#N/A**			
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**	**4.77**	3.47	2	YES
Oct-02	**1.02**	**#N/A**			
Nov-02	**1.09**	**4.22**	3.14	6	YES
Dec-02	**1.05**	**4.07**	3.02	14	YES
Jan-03	**1.16**	**5.12**	3.96	68	YES



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

	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
Feb-02	**1.02**	**#N/A**			
Mar-02	**0.91**	**#N/A**			
Apr-02	**0.97**	**1.59**	0.62	3	YES
May-02	**0.99**	**1.45**	0.46	1	YES
Jun-02	**1.31**	**2.02**	0.71	16	YES
Jul-02	**1.31**	**#N/A**			
Aug-02	**1.15**	**1.42**	0.27	1	YES
Sep-02	**1.30**	**1.90**	0.60	3	YES
Oct-02	**1.02**	**1.82**	0.80	59	YES
Nov-02	**1.09**	**1.92**	0.83	65	YES
Dec-02	**1.05**	**2.04**	0.99	40	YES
Jan-03	**1.16**	**2.38**	1.22	227	YES



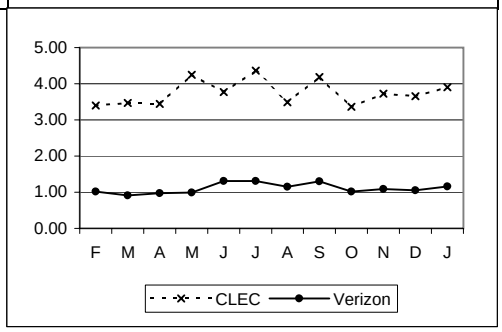
PRE-ORDERING cont...

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

PO-1-02-6050 | **Due Date Availability - Web GUI** | **Parity plus <= 7 Seconds**

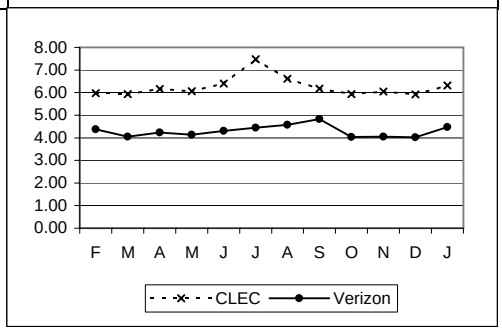
Effective 2/2002: standard changed from Parity <= 4 seconds to <= 7 seconds.

	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
Feb-02	**1.02**	**3.40**	2.38	587	YES
Mar-02	**0.91**	**3.47**	2.56	415	YES
Apr-02	**0.97**	**3.44**	2.47	256	YES
May-02	**0.99**	**4.25**	3.26	146	YES
Jun-02	**1.31**	**3.77**	2.46	158	YES
Jul-02	**1.31**	**4.36**	3.05	162	YES
Aug-02	**1.15**	**3.49**	2.34	214	YES
Sep-02	**1.30**	**4.19**	2.89	230	YES
Oct-02	**1.02**	**3.36**	2.35	452	YES
Nov-02	**1.09**	**3.72**	2.63	1112	YES
Dec-02	**1.05**	**3.66**	2.60	706	YES
Jan-03	**1.16**	**3.90**	2.74	865	YES



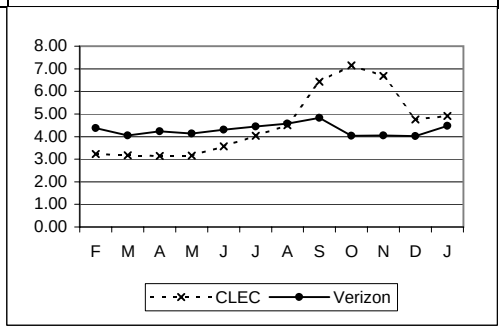
PO-1-03-6020 | **Address Validation - EDI** | **Parity plus <= 4 Seconds**

	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
Feb-02	**4.37**	**5.98**	1.61	1106	YES
Mar-02	**4.05**	**5.93**	1.88	806	YES
Apr-02	**4.23**	**6.16**	1.93	1080	YES
May-02	**4.13**	**6.06**	1.93	1145	YES
Jun-02	**4.30**	**6.40**	2.10	950	YES
Jul-02	**4.44**	**7.48**	3.04	1919	YES
Aug-02	**4.58**	**6.61**	2.03	2050	YES
Sep-02	**4.83**	**6.18**	1.35	4532	YES
Oct-02	**4.04**	**5.93**	1.90	10740	YES
Nov-02	**4.05**	**6.04**	1.99	5466	YES
Dec-02	**4.02**	**5.91**	1.89	7651	YES
Jan-03	**4.47**	**6.32**	1.84	12332	YES



PO-1-03-6030 | **Address Validation - CORBA** | **Parity plus <= 4 Seconds**

	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
Feb-02	**4.37**	**3.23**	-1.14	377	YES
Mar-02	**4.05**	**3.17**	-0.88	368	YES
Apr-02	**4.23**	**3.14**	-1.09	3115	YES
May-02	**4.13**	**3.16**	-0.97	7552	YES
Jun-02	**4.30**	**3.57**	-0.73	2063	YES
Jul-02	**4.44**	**4.04**	-0.40	2563	YES
Aug-02	**4.58**	**4.50**	-0.08	1082	YES
Sep-02	**4.83**	**6.43**	1.60	447	YES
Oct-02	**4.04**	**7.15**	3.11	603	YES
Nov-02	**4.05**	**6.68**	2.63	922	YES
Dec-02	**4.02**	**4.75**	0.73	427	YES
Jan-03	**4.47**	**4.91**	0.44	942	YES



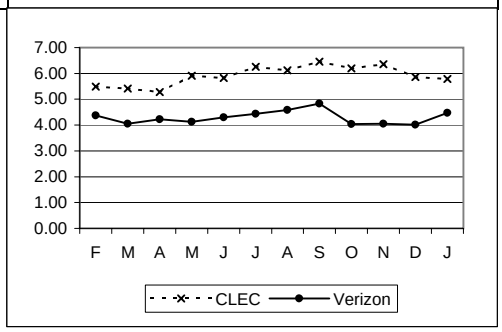
PRE-ORDERING cont...

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

PO-1-03-6050 | **Address Validation - Web GUI** | **Parity plus <= 7 Seconds**

Effective 2/2002: standard changed from Parity <= 4 seconds to <= 7 seconds.

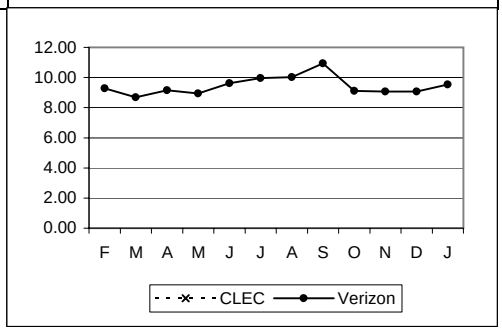
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
Feb-02	**4.37**	**5.49**	1.12	18528	YES
Mar-02	**4.05**	**5.42**	1.37	18258	YES
Apr-02	**4.23**	**5.28**	1.05	19119	YES
May-02	**4.13**	**5.91**	1.78	19432	YES
Jun-02	**4.30**	**5.82**	1.52	17325	YES
Jul-02	**4.44**	**6.26**	1.82	18036	YES
Aug-02	**4.58**	**6.12**	1.54	16866	YES
Sep-02	**4.83**	**6.46**	1.63	15326	YES
Oct-02	**4.04**	**6.19**	2.16	14934	YES
Nov-02	**4.05**	**6.36**	2.31	12808	YES
Dec-02	**4.02**	**5.86**	1.84	11700	YES
Jan-03	**4.47**	**5.79**	1.32	14354	YES



PO-1-04-6020 | **Product & Service Availability - EDI** | **Parity plus <= 10 Seconds**

Effective 2/2002: standard changed from Parity <= 4 seconds to <= 10 seconds.

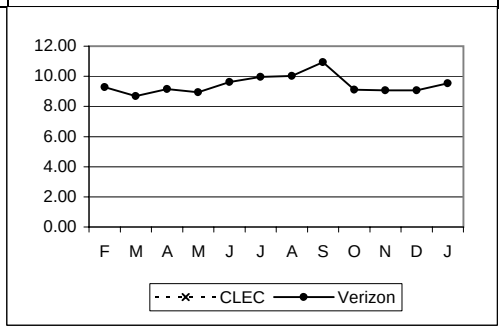
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
Feb-02	**9.28**	**#N/A**			
Mar-02	**8.68**	**#N/A**			
Apr-02	**9.16**	**#N/A**			
May-02	**8.94**	**#N/A**			
Jun-02	**9.62**	**#N/A**			
Jul-02	**9.97**	**#N/A**			
Aug-02	**10.02**	**#N/A**			
Sep-02	**10.93**	**#N/A**			
Oct-02	**9.12**	**#N/A**			
Nov-02	**9.07**	**#N/A**			
Dec-02	**9.07**	**#N/A**			
Jan-03	**9.53**	**#N/A**			



PO-1-04-6030 | **Product & Service Availability - CORBA** | **Parity plus <= 10 Seconds**

Effective 2/2002: standard changed from Parity <= 4 seconds to <= 10 seconds.

	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
Feb-02	**9.28**	**#N/A**			
Mar-02	**8.68**	**#N/A**			
Apr-02	**9.16**	**#N/A**			
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**			
Dec-02	**9.07**	**#N/A**			
Jan-03	**9.53**	**#N/A**			



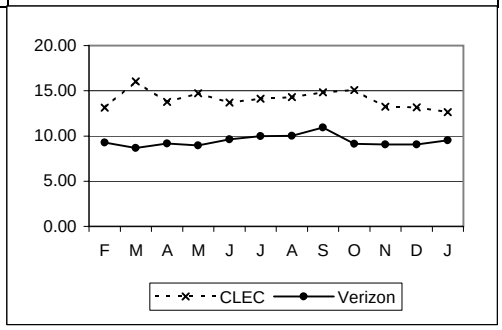
PRE-ORDERING cont...

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

PO-1-04-6050 | **Product & Service Availability - Web GUI** | **Parity plus <= 10 Seconds**

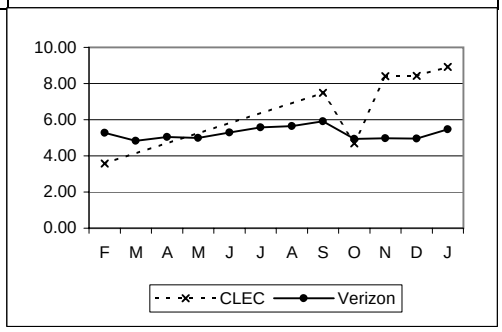
Effective 2/2002: standard changed from Parity <= 4 seconds to <= 10 seconds.

	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
Feb-02	**9.28**	**13.14**	3.86	45	YES
Mar-02	**8.68**	**16.04**	7.36	50	YES
Apr-02	**9.16**	**13.76**	4.60	39	YES
May-02	**8.94**	**14.71**	5.77	46	YES
Jun-02	**9.62**	**13.71**	4.09	79	YES
Jul-02	**9.97**	**14.12**	4.15	81	YES
Aug-02	**10.02**	**14.31**	4.29	55	YES
Sep-02	**10.93**	**14.84**	3.91	82	YES
Oct-02	**9.12**	**15.07**	5.95	116	YES
Nov-02	**9.07**	**13.23**	4.16	74	YES
Dec-02	**9.07**	**13.17**	4.10	85	YES
Jan-03	**9.53**	**12.64**	3.11	71	YES



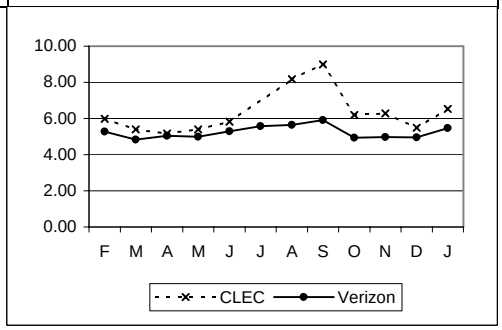
PO-1-05-6020 | **Telephone Number Availability & Reservation - EDI** | **Parity plus <= 4 Seconds**

	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
Feb-02	**5.27**	**3.58**	-1.69	1	YES
Mar-02	**4.84**	**#N/A**			
Apr-02	**5.05**	**#N/A**			
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**	**7.49**	1.57	1	YES
Oct-02	**4.94**	**4.69**	-0.24	1	YES
Nov-02	**4.97**	**8.41**	3.44	21	YES
Dec-02	**4.96**	**8.42**	3.47	41	YES
Jan-03	**5.47**	**8.92**	3.45	137	YES



PO-1-05-6030 | **Telephone Number Availability & Reservation - CORBA** | **Parity plus <= 4 Seconds**

	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
Feb-02	**5.27**	**5.99**	0.72	128	YES
Mar-02	**4.84**	**5.39**	0.55	117	YES
Apr-02	**5.05**	**5.16**	0.11	24	YES
May-02	**4.99**	**5.39**	0.40	2	YES
Jun-02	**5.30**	**5.82**	0.52	5	YES
Jul-02	**5.57**	**#N/A**			
Aug-02	**5.64**	**8.18**	2.54	2	YES
Sep-02	**5.92**	**8.99**	3.07	7	YES
Oct-02	**4.94**	**6.20**	1.26	50	YES
Nov-02	**4.97**	**6.28**	1.31	60	YES
Dec-02	**4.96**	**5.48**	0.53	44	YES
Jan-03	**5.47**	**6.53**	1.06	219	YES



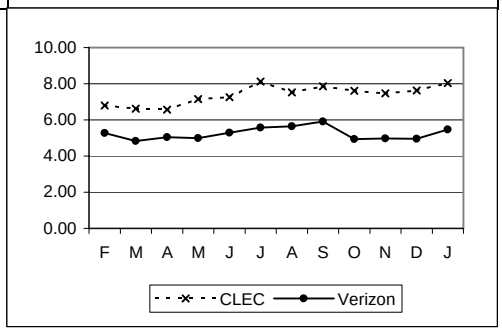
PRE-ORDERING cont...

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

PO-1-05-6050 | **Telephone Number Availability & Reservation - Web GUI** | **Parity plus <= 7 Seconds**

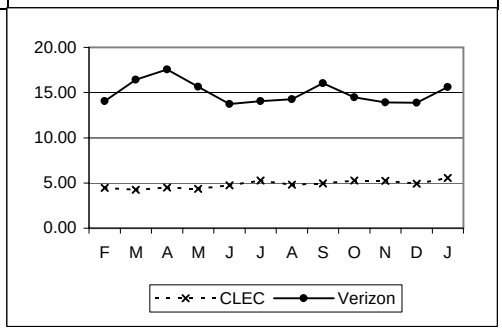
Effective 2/2002: standard changed from Parity <= 4 seconds to <= 7 seconds.

	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
Feb-02	**5.27**	**6.79**	1.52	4558	YES
Mar-02	**4.84**	**6.62**	1.78	3602	YES
Apr-02	**5.05**	**6.57**	1.52	3409	YES
May-02	**4.99**	**7.15**	2.16	3472	YES
Jun-02	**5.30**	**7.26**	1.96	3444	YES
Jul-02	**5.57**	**8.13**	2.56	4220	YES
Aug-02	**5.64**	**7.53**	1.89	4359	YES
Sep-02	**5.92**	**7.86**	1.94	4254	YES
Oct-02	**4.94**	**7.61**	2.68	5133	YES
Nov-02	**4.97**	**7.46**	2.49	4364	YES
Dec-02	**4.96**	**7.62**	2.67	4477	YES
Jan-03	**5.47**	**8.04**	2.57	5648	YES



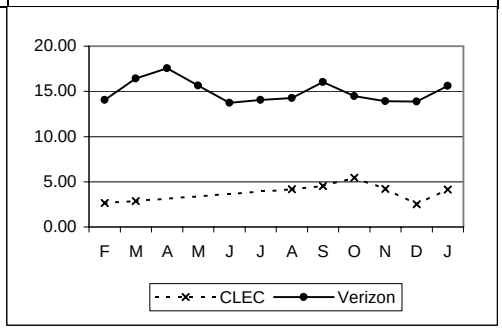
PO-1-06-6020 | **Average Response Time - Mechanized Loop Qualification - DSL - EDI** | **Parity plus <= 4 Seconds**

	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
Feb-02	**14.06**	**4.45**	-9.61	425	YES
Mar-02	**16.41**	**4.24**	-12.17	604	YES
Apr-02	**17.56**	**4.49**	-13.07	779	YES
May-02	**15.63**	**4.34**	-11.29	341	YES
Jun-02	**13.73**	**4.76**	-8.97	495	YES
Jul-02	**14.07**	**5.28**	-8.79	778	YES
Aug-02	**14.25**	**4.83**	-9.42	938	YES
Sep-02	**16.02**	**4.97**	-11.05	895	YES
Oct-02	**14.49**	**5.28**	-9.21	1252	YES
Nov-02	**13.90**	**5.23**	-8.67	939	YES
Dec-02	**13.89**	**4.91**	-8.99	1293	YES
Jan-03	**15.61**	**5.55**	-10.06	1144	YES



PO-1-06-6030 | **Average Response Time - Mechanized Loop Qualification - DSL - CORBA** | **Parity plus <= 4 Seconds**

	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
Feb-02	**14.06**	**2.64**	-11.42	7	YES
Mar-02	**16.41**	**2.88**	-13.53	1	YES
Apr-02	**17.56**	**#N/A**			
May-02	**15.63**	**#N/A**			
Jun-02	**13.73**	**#N/A**			
Jul-02	**14.07**	**#N/A**			
Aug-02	**14.25**	**4.18**	-10.07	86	YES
Sep-02	**16.02**	**4.53**	-11.49	27	YES
Oct-02	**14.49**	**5.44**	-9.05	203	YES
Nov-02	**13.90**	**4.22**	-9.68	457	YES
Dec-02	**13.89**	**2.53**	-11.36	7	YES
Jan-03	**15.61**	**4.14**	-11.47	30	YES



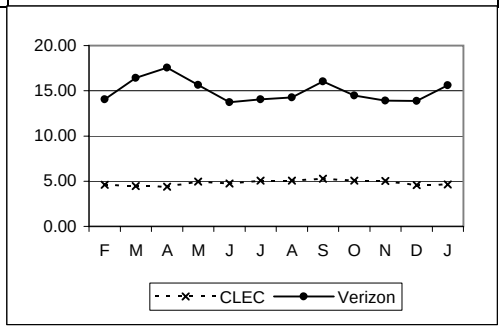
PRE-ORDERING cont...

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**

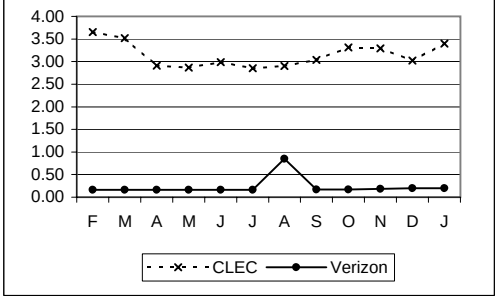
Effective 2/2002: standard changed from Parity <= 4 seconds to <= 7 seconds.

	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
Feb-02	**14.06**	**4.61**	-9.45	3629	YES
Mar-02	**16.41**	**4.47**	-11.94	3411	YES
Apr-02	**17.56**	**4.39**	-13.17	3581	YES
May-02	**15.63**	**4.97**	-10.66	3552	YES
Jun-02	**13.73**	**4.74**	-8.99	2686	YES
Jul-02	**14.07**	**5.07**	-9	3029	YES
Aug-02	**14.25**	**5.07**	-9.18	3114	YES
Sep-02	**16.02**	**5.28**	-10.74	3563	YES
Oct-02	**14.49**	**5.08**	-9.41	3849	YES
Nov-02	**13.90**	**5.02**	-8.87	2572	YES
Dec-02	**13.89**	**4.55**	-9.34	2398	YES
Jan-03	**15.61**	**4.65**	-10.95	3594	YES



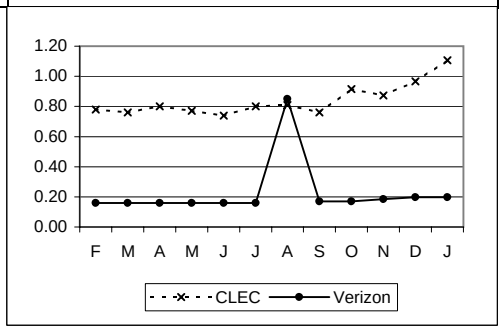
PO-1-07-6020 | **Rejected Query - EDI** | **Parity plus <= 4 Seconds**

	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
Feb-02	**0.16**	**3.65**	3.49	4150	YES
Mar-02	**0.16**	**3.52**	3.36	5011	YES
Apr-02	**0.16**	**2.91**	2.75	4674	YES
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
Dec-02	**0.20**	**3.02**	2.83	4182	YES
Jan-03	**0.20**	**3.40**	3.20	4381	YES



PO-1-07-6030 | **Rejected Query - CORBA** | **Parity plus <= 4 Seconds**

	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
Feb-02	**0.16**	**0.78**	0.62	1107	YES
Mar-02	**0.16**	**0.76**	0.60	1210	YES
Apr-02	**0.16**	**0.80**	0.64	1257	YES
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
Dec-02	**0.20**	**0.97**	0.77	1202	YES
Jan-03	**0.20**	**1.11**	0.91	980	YES



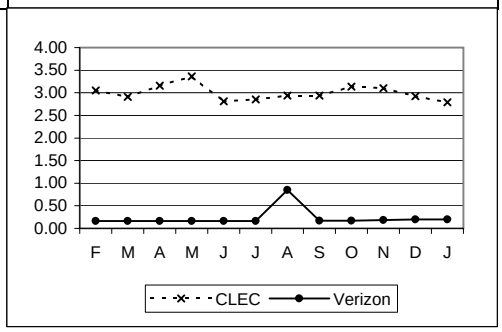
PRE-ORDERING cont...

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

PO-1-07-6050 | **Rejected Query - Web GUI** | **Parity plus <= 7 Seconds**

Effective 2/2002: standard changed from Parity <= 4 seconds to <= 7 seconds.

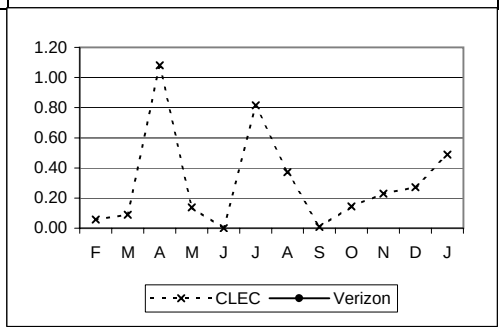
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
Feb-02	**0.16**	**3.05**	2.89	2893	YES
Mar-02	**0.16**	**2.91**	2.75	3129	YES
Apr-02	**0.16**	**3.16**	3	3072	YES
May-02	**0.16**	**3.36**	3.20	3115	YES
Jun-02	**0.16**	**2.81**	2.65	2997	YES
Jul-02	**0.16**	**2.85**	2.69	3335	YES
Aug-02	**0.85**	**2.94**	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
Dec-02	**0.20**	**2.92**	2.72	3165	YES
Jan-03	**0.20**	**2.79**	2.59	3126	YES



PO-1-08-6020 | **% Timeouts - EDI** | **not > .33%**

Effective 2/2002: standard changed No Standard to no > 0.33%

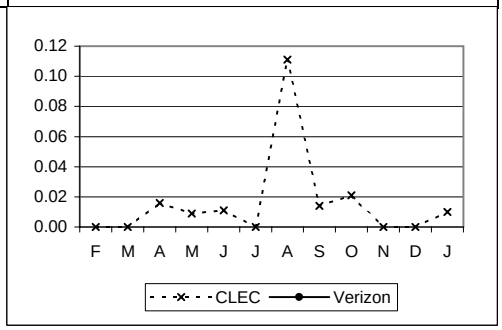
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
Feb-02		**0.06**		3520	YES
Mar-02		**0.09**		3385	YES
Apr-02		**1.08**		3604	NO
May-02		**0.14**		2923	YES
Jun-02		**0.00**		2847	YES
Jul-02		**0.82**		4414	NO
Aug-02		**0.37**		15652	NO
Sep-02		**0.01**		49627	YES
Oct-02		**0.15**		99130	YES
Nov-02		**0.23**		20932	YES
Dec-02		**0.27**		61274	YES
Jan-03		**0.49**		84775	NO



PO-1-08-6030 | **% Timeouts - CORBA** | **not > .33%**

Effective 2/2002: standard changed No Standard to no > 0.33%

	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
Feb-02		**0.00**		3727	YES
Mar-02		**0.00**		6089	YES
Apr-02		**0.02**		12529	YES
May-02		**0.01**		22770	YES
Jun-02		**0.01**		9505	YES
Jul-02		**0.00**		12216	YES
Aug-02		**0.11**		8076	YES
Sep-02		**0.01**		7401	YES
Oct-02		**0.02**		9359	YES
Nov-02		**0.00**		8602	YES
Dec-02		**0.00**		6528	YES
Jan-03		**0.01**		9605	YES



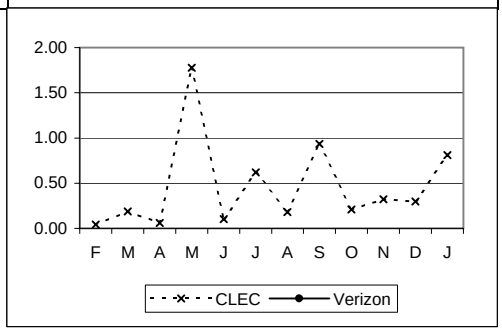
PRE-ORDERING cont...

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

PO-1-08-6050 | **% Timeouts - Web GUI** | **not > .33%**

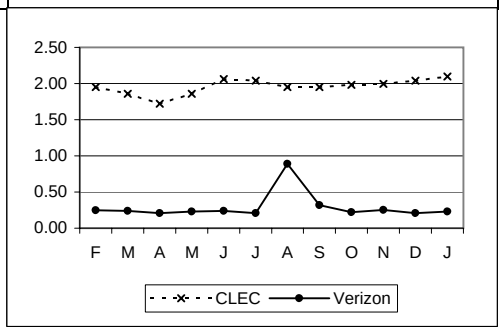
Effective 2/2002: standard changed No Standard to no > 0.33%

	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
Feb-02		**0.04**		66474	YES
Mar-02		**0.19**		70929	YES
Apr-02		**0.06**		75001	YES
May-02		**1.78**		72029	NO
Jun-02		**0.10**		63942	YES
Jul-02		**0.62**		68721	NO
Aug-02		**0.18**		66466	YES
Sep-02		**0.93**		64647	NO
Oct-02		**0.21**		69635	YES
Nov-02		**0.32**		57161	YES
Dec-02		**0.30**		48147	YES
Jan-03		**0.81**		61936	NO



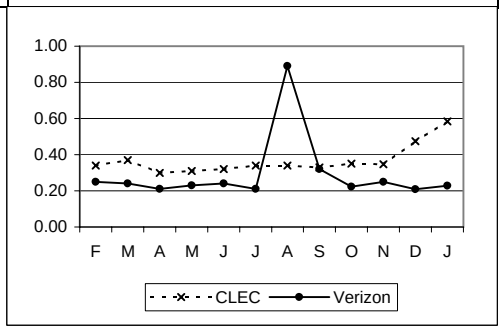
PO-1-09-6020 | **Parsed CSR - EDI** | **Parity plus <= 10 Seconds**

	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
Feb-02	**0.25**	**1.95**	1.70	27	YES
Mar-02	**0.24**	**1.86**	1.62	44	YES
Apr-02	**0.21**	**1.72**	1.51	25	YES
May-02	**0.23**	**1.86**	1.63	31	YES
Jun-02	**0.24**	**2.06**	1.82	482	YES
Jul-02	**0.21**	**2.04**	1.83	996	YES
Aug-02	**0.89**	**1.95**	1.06	10783	YES
Sep-02	**0.32**	**1.95**	1.63	38219	YES
Oct-02	**0.22**	**1.98**	1.76	75026	YES
Nov-02	**0.25**	**2.00**	1.74	10457	YES
Dec-02	**0.21**	**2.04**	1.83	44929	YES
Jan-03	**0.23**	**2.10**	1.87	59744	YES



PO-1-09-6030 | **Parsed CSR - CORBA** | **Parity plus <= 10 Seconds**

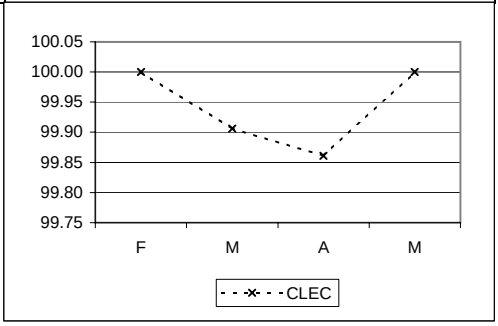
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*
Feb-02	**0.25**	**0.34**	0.09	122	YES
Mar-02	**0.24**	**0.37**	0.13	197	YES
Apr-02	**0.21**	**0.30**	0.09	3124	YES
May-02	**0.23**	**0.31**	0.08	7764	YES
Jun-02	**0.24**	**0.32**	0.08	2178	YES
Jul-02	**0.21**	**0.34**	0.13	3119	YES
Aug-02	**0.89**	**0.34**	-0.55	1045	YES
Sep-02	**0.32**	**0.33**	0.01	1024	YES
Oct-02	**0.22**	**0.35**	0.13	1627	YES
Nov-02	**0.25**	**0.35**	0.10	2351	YES
Dec-02	**0.21**	**0.47**	0.27	1962	YES
Jan-03	**0.23**	**0.58**	0.36	3306	YES



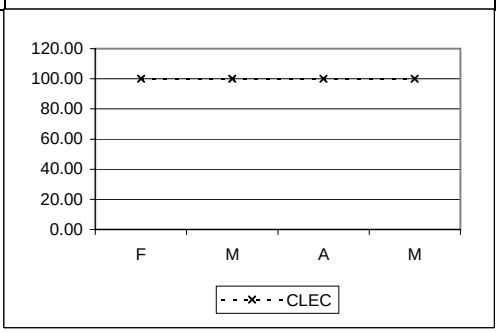
PRE-ORDERING cont...

PO-2 - OSS Interface Availability*

PO-2-01-6020	OSS Interf. Avail. - Total - EDI			No Standard
	Eliminated as of 6/2002			
	CLEC	*Observations*	*Difference*	*Parity*
Feb-02	**100.00**	0.00		
Mar-02	**99.91**	1.40		
Apr-02	**99.86**	2.00		
May-02	**100.00**	0.00		



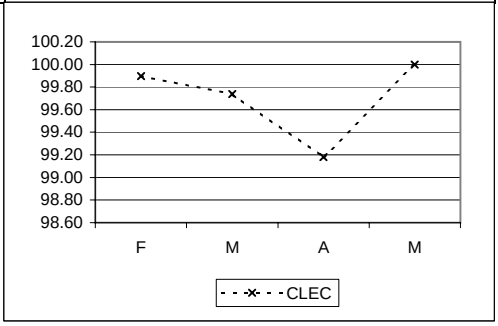
PO-2-01-6030	OSS Interf. Avail. - Total - CORBA			No Standard
	Eliminated as of 6/2002			
	CLEC	*Observations*	*Difference*	*Parity*
Feb-02	**100.00**	0.00		
Mar-02	**99.99**	0.20		
Apr-02	**99.97**	0.40		
May-02	**100.00**	0.00		



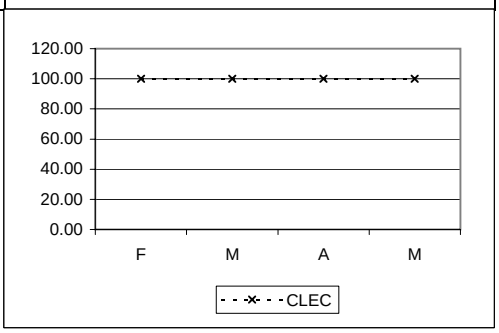
PRE-ORDERING cont...

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

PO-2-01-6050	OSS Interface Avail. - Total - Maint. Web GUI/Pre-Ordering/Ordering Web GUI				No Standard
	Eliminated as of 6/2002				
	CLEC	*Observations*	*Difference*	*Parity*	
Feb-02	**99.90**	0.70			
Mar-02	**99.74**	1.95			
Apr-02	**99.18**	5.90			
May-02	**100.00**	0.00			



PO-2-01-6060	OSS Interf. Avail. - Total - Electronic Bonding				No Standard
	Eliminated as of 6/2002				
	CLEC	*Observations*	*Difference*	*Parity*	
Feb-02	**100.00**	0.00			
Mar-02	**100.00**	0.00			
Apr-02	**100.00**	0.00			
May-02	**100.00**	0.00			

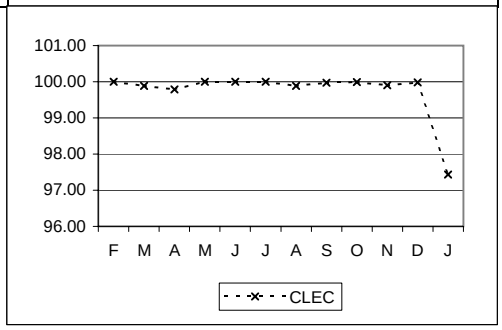


PRE-ORDERING cont...

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

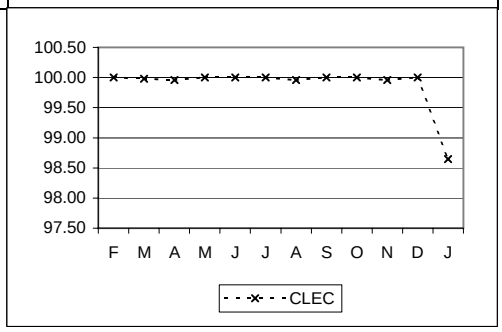
PO-2-02-6020	OSS Interf. Avail. - Prime Time - EDI	>=99.5%

	CLEC	Observations	Difference	Parity
Feb-02	100.00	0.00		YES
Mar-02	99.88	1.10		YES
Apr-02	99.79	2.00		YES
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
Dec-02	99.98	0.20		YES
Jan-03	97.44	24.00		NO



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

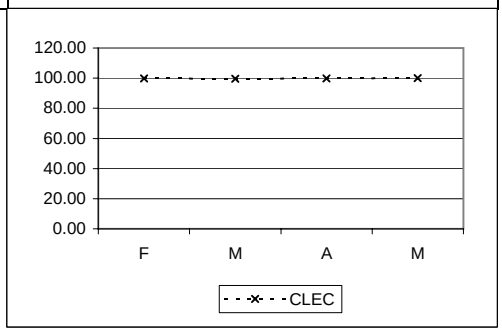
	CLEC	Observations	Difference	Parity
Feb-02	100.00	0.00		YES
Mar-02	99.98	0.20		YES
Apr-02	99.96	0.40		YES
May-02	100.00	0.00		YES
Jun-02	100.00	0.00		YES
Jul-02	100.00	0.00		YES
Aug-02	99.96	0.40		YES
Sep-02	100.00	0.00		YES
Oct-02	100.00	0.00		YES
Nov-02	99.96	0.40		YES
Dec-02	100.00	0.00		YES
Jan-03	98.65	12.65		NO



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

Eliminated as of 6/2002, replaced by PO-2-02-6080

	CLEC	Observations	Difference	Parity
Feb-02	99.84	0.70		YES
Mar-02	99.63	1.75		YES
Apr-02	99.83	0.80		YES
May-02	100.00	0.00		YES

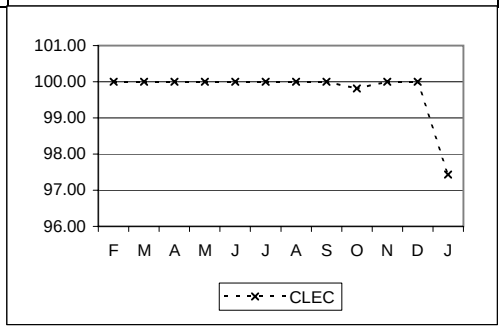


PRE-ORDERING cont...

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

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

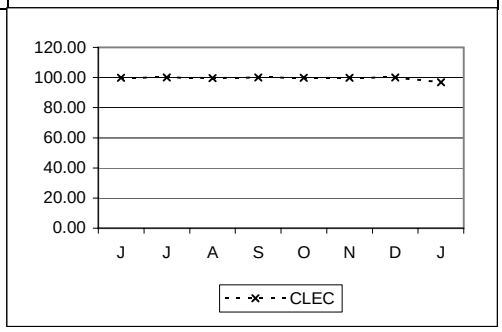
	CLEC	Observations	Difference	Parity
Feb-02	100.00	0.00		YES
Mar-02	100.00	0.00		YES
Apr-02	100.00	0.00		YES
May-02	100.00	0.00		YES
Jun-02	100.00	0.00		YES
Jul-02	100.00	0.00		YES
Aug-02	100.00	0.00		YES
Sep-02	100.00	0.00		YES
Oct-02	99.82	0.88		YES
Nov-02	100.00	0.00		YES
Dec-02	100.00	0.00		YES
Jan-03	97.44	12.00		NO



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

Metric being reported effective 6/2002, replaces PO-2-02-6050

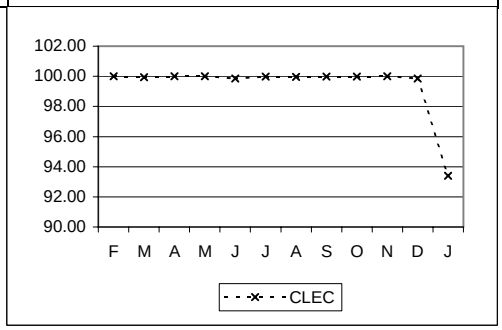
	CLEC	Observations	Difference	Parity
Jun-02	99.75	1.12		YES
Jul-02	100.00	0.00		YES
Aug-02	99.71	1.40		YES
Sep-02	100.00	0.00		YES
Oct-02	99.78	1.08		YES
Nov-02	99.87	0.60		YES
Dec-02	100.00	0.00		YES
Jan-03	96.94	14.30		NO



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

Metric being reported effective 2/2002

	CLEC	Observations	Difference	Parity
Feb-02	100.00	0.00		
Mar-02	99.95	0.30		
Apr-02	100.00	0.00		
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		
Dec-02	99.86	0.80		
Jan-03	93.41	36.30		

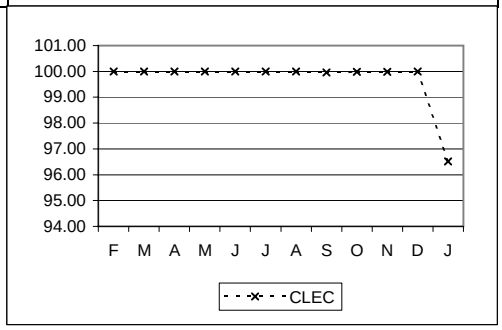


PRE-ORDERING cont...

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

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

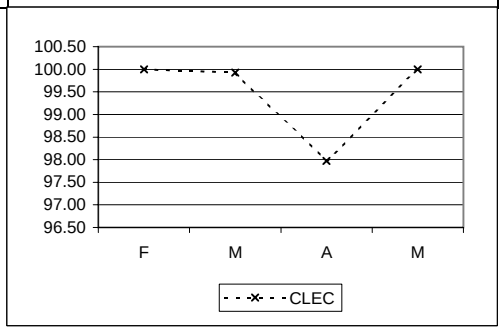
	CLEC	Observations	Difference	Parity
Feb-02	**100.00**	0.00		
Mar-02	**100.00**	0.00		
Apr-02	**100.00**	0.00		
May-02	**100.00**	0.00		
Jun-02	**100.00**	0.00		
Jul-02	**100.00**	0.00		
Aug-02	**100.00**	0.00		
Sep-02	**99.97**	0.20		
Oct-02	**99.98**	0.10		
Nov-02	**99.98**	0.10		
Dec-02	**100.00**	0.00		
Jan-03	**96.51**	19.20		



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

Eliminated as of 6/2002, replaced by PO-2-03-6080

	CLEC	Observations	Difference	Parity
Feb-02	**100.00**	0.00		
Mar-02	**99.93**	0.20		
Apr-02	**97.97**	5.10		
May-02	**100.00**	0.00		

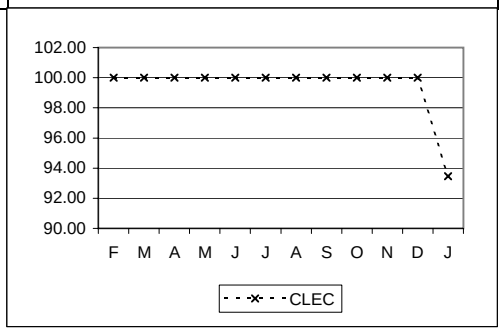


PRE-ORDERING cont...

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

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

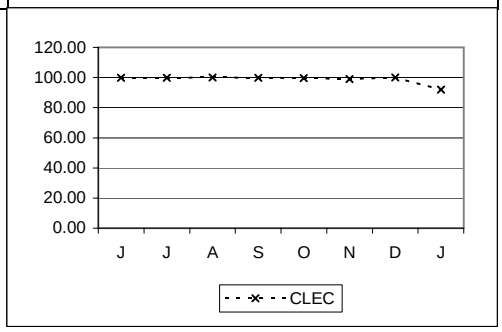
	CLEC	Observations	Difference	Parity
Feb-02	100.00	0.00		
Mar-02	100.00	0.00		
Apr-02	100.00	0.00		
May-02	100.00	0.00		
Jun-02	100.00	0.00		
Jul-02	100.00	0.00		
Aug-02	100.00	0.00		
Sep-02	100.00	0.00		
Oct-02	100.00	0.00		
Nov-02	100.00	0.00		
Dec-02	100.00	0.00		
Jan-03	93.46	18.00		



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

Metric being reported effective 6/2002, replaces PO-2-03-6050

	CLEC	Observations	Difference	Parity
Jun-02	99.93	0.20		
Jul-02	99.82	0.50		
Aug-02	100.00	0.00		
Sep-02	99.72	0.80		
Oct-02	99.61	1.00		
Nov-02	98.96	2.80		
Dec-02	100.00	0.00		
Jan-03	91.97	22.10		

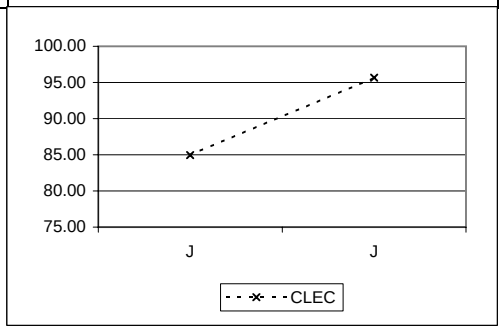


PO-3 - Contact Center Availability

PO-3-02-2006	% Answered within 30 Seconds - Ordering	80% within 30 Seconds

Results for PO-3-02 for August are shown on the Resale Ordering and UNE Ordering pages.

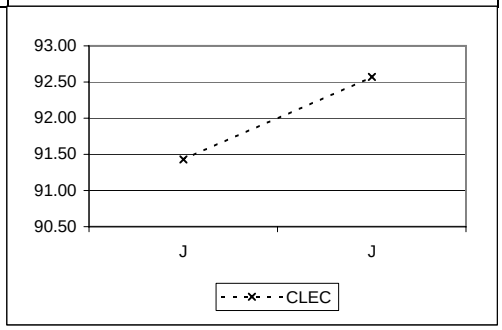
	CLEC	Observations	Difference	Parity
Jun-02	84.96	13540		YES
Jul-02	95.68	13507		YES



PRE-ORDERING cont...

PO-3 - Contact Center Availability cont...

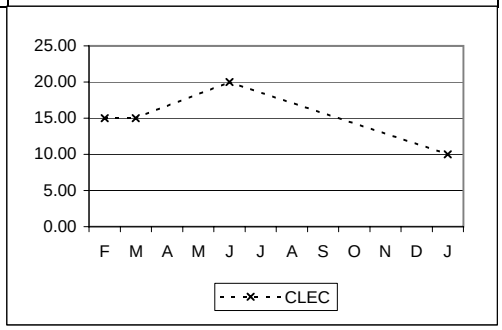
PO-3-04-2000	% Answered within 30 Seconds - Repair**				80% within 30 Seconds
	Results for PO-3-04 for August are shown on the Resale Ordering and UNE Ordering pages.				
	CLEC	*Observations*	*Difference*	*Parity*	
Jun-02	**91.43**	108315		YES	
Jul-02	**92.57**	111448		YES	



PRE-ORDERING cont...

PO-5 - Average Notification of Interface Outage

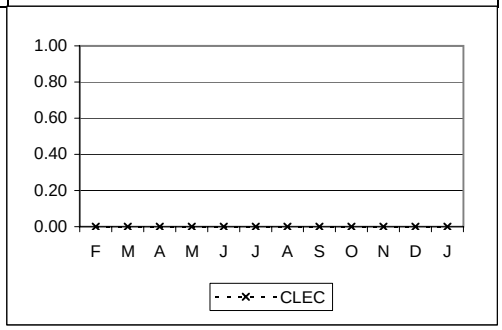
PO-5-01-2000	Average Notice of Interface Outage**				Not more than 20 minutes
	Metric being reported effective 2/2002				
	CLEC	*Observations*	*Difference*	*Parity*	
Feb-02	**15.00**	1		YES	
Mar-02	**15.00**	1		YES	
Apr-02	**#N/A**				
May-02	**#N/A**				
Jun-02	**20.00**	1		YES	
Jul-02	**#N/A**				
Aug-02	**#N/A**				
Sep-02	**#N/A**				
Oct-02	**#N/A**				
Nov-02	**#N/A**				
Dec-02	**#N/A**				
Jan-03	**10.00**	2		YES	



PRE-ORDERING cont...

PO-6 - Software Validation

PO-6-01-2000	Software Validation				<= 5%
	CLEC	Observations	Difference	Parity	
Feb-02	0.00	68		YES	
Mar-02	R3	#N/A			
Apr-02	R3	#N/A			
May-02	R3				
Jun-02	0.00	138		YES	
Jul-02	R3	R3			
Aug-02	R3	R3			
Sep-02	R3	R3			
Oct-02	0.00	146		YES	
Nov-02	R3	R3			
Dec-02	R3	R3			
Jan-03	R3	R3			



PO-7 - Software Problem Resolution Timeliness

PO-7-01-2000	% Software Problem Res. Timeliness**				>=95%
	CLEC	Observations	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				
Jun-02	#N/A				
Jul-02	R3	R3			
Aug-02	R3	R3			
Sep-02	R3	R3			
Oct-02	#N/A				
Nov-02	R3	R3			
Dec-02	R3	R3			
Jan-03	R3	R3			

PO-7-02-2000	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround**				48 hours
	Metric changed from No Standard to 48 hours effective 6/2002				
	CLEC	Observations	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
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				
Dec-02	R3				
Jan-03	R3				

PRE-ORDERING cont...

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

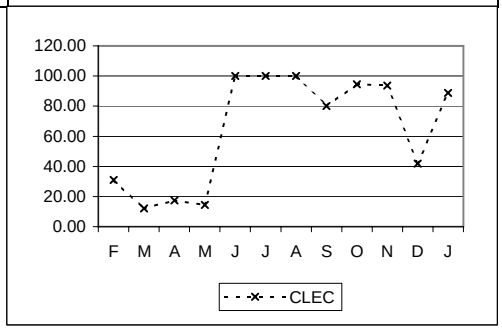
PO-7-03-2000	Delay Days - S/W Res. - Change - Xactions Failed, With Workaround**				10 days
	Metric changed from No Standard to 10 Days effective 6/2002				
	CLEC	Observations	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				
Jun-02	#N/A				
Jul-02	#N/A				
Aug-02	#N/A				
Sep-02	R3				
Oct-02	#N/A				
Nov-02	R3				
Dec-02	R3				
Jan-03	R3				

PO-7-04-2000	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A*				48 hours
	Metric changed from No Standard to 48 hours effective 6/2002				
	CLEC	Observations	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				
Jun-02	#N/A				
Jul-02	R3				
Aug-02	#N/A				
Sep-02	R3				
Oct-02	#N/A				
Nov-02	R3				
Dec-02	R3				
Jan-03	R3				

PRE-ORDERING cont...

PO-8 - Manual Loop Qualification

PO-8-01-2000	% On Time - Manual Loop Qualification				95% within 48 Hours
	Effective 6/2002: Change the names of the PO-8 measures to be % on Time, with appropriate changes to numerator and denominators to be consistent with a 95% standard				
	CLEC	*Observations*	*Difference*	*Parity*	
Feb-02	**31.03**	3		NO	
Mar-02	**12.10**	5		NO	
Apr-02	**17.42**	4		NO	
May-02	**14.53**	6		NO	
Jun-02	**100.00**	8		YES	
Jul-02	**100.00**	1		YES	
Aug-02	**100.00**	3		YES	
Sep-02	**80.00**	10		NO	
Oct-02	**94.55**	55		NO	
Nov-02	**93.75**	32		NO	
Dec-02	**41.94**	62		NO	
Jan-03	**88.78**	98		NO	



PO-8-02-2000	% On Time - Engineering Record Request				95% within 72 Hours
	CLEC	*Observations*	*Difference*	*Parity*	
Feb-02	**#N/A**				
Mar-02	**#N/A**				
Apr-02	**#N/A**				
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**				
Dec-02	**#N/A**				
Jan-03	**#N/A**				

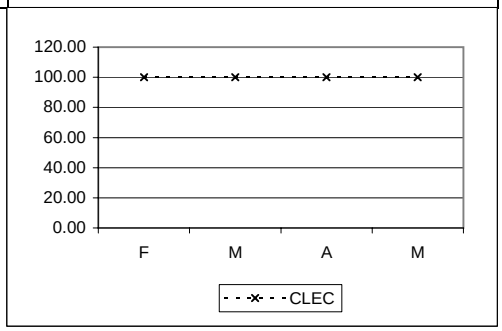
Change Notification****

PO-4 - Timeliness of Change Management Notice

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

Effective 6/2002: Measure collapsed with Type 2 - Regulatory (PO-4-01-6621) in % Notices Sent on Time - Emergency Maint. & Regulatory (PO-4-01-6671)

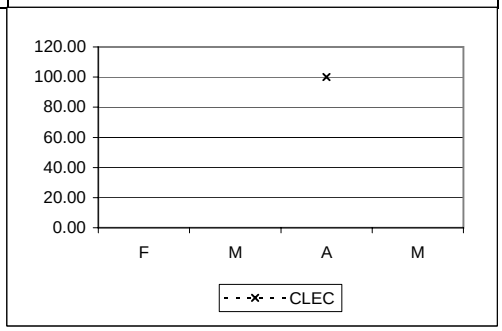
	CLEC	Observations	Difference	Parity
Feb-02	100.00	5		YES
Mar-02	100.00	5		YES
Apr-02	100.00	3		YES
May-02	100.00	11		YES



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

Effective 6/2002: Measure collapsed with Type 1 - Emergency Maint. (PO-4-01-6611) in % Notices Sent on Time - Emergency Maint. & Regulatory (PO-4-01-6671).

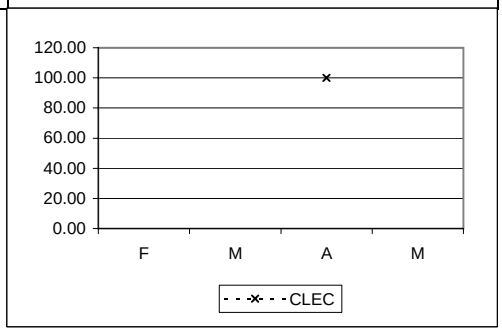
	CLEC	Observations	Difference	Parity
Feb-02	#N/A			
Mar-02	#N/A			
Apr-02	100.00	12		YES
May-02	#N/A			



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

Effective 6/2002: 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	Difference	Parity
Feb-02	#N/A			
Mar-02	#N/A			
Apr-02	100.00	1		YES
May-02	#N/A			



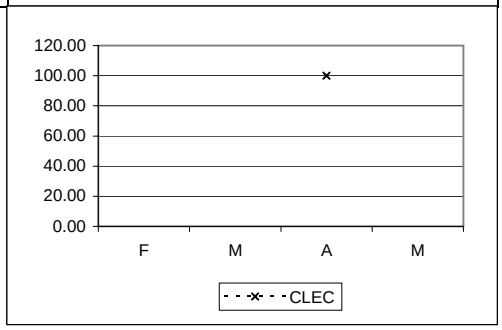
Change Notification** cont...**

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

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

Effective 6/2002: 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)

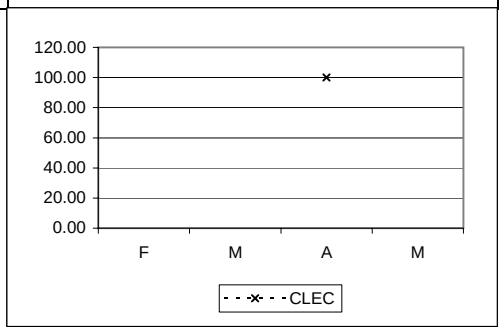
	CLEC	Observations	Difference	Parity
Feb-02	#N/A			
Mar-02	#N/A			
Apr-02	100.00	8		YES
May-02	#N/A			



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

Effective 6/2002: 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)

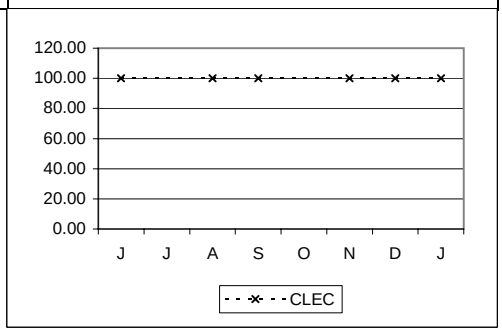
	CLEC	Observations	Difference	Parity
Feb-02	#N/A			
Mar-02	#N/A			
Apr-02	100.00	5		YES
May-02	#N/A			



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

Effective 6/2002: New metric being reported. Previously reported as metrics PO-4-01-6611 and PO-4-01-6621.

	CLEC	Observations	Difference	Parity
Jun-02	100.00	2		YES
Jul-02	#N/A			
Aug-02	100.00	12		YES
Sep-02	100.00	3		YES
Oct-02	#N/A			
Nov-02	100.00	1		YES
Dec-02	100.00	28		YES
Jan-03	100.00	2		YES



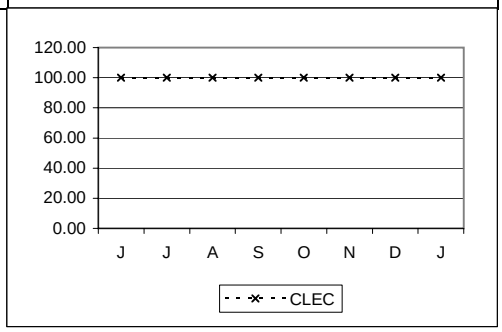
Change Notification** cont...**

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

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

Effective 6/2002: New metric being reported. Previously reported as metrics PO-4-01-6631, PO-4-01-6641 and PO-4-01-6651.

	CLEC	Observations	Difference	Parity
Jun-02	100.00	7		YES
Jul-02	100.00	9		YES
Aug-02	100.00	21		YES
Sep-02	100.00	6		YES
Oct-02	100.00	10		YES
Nov-02	100.00	7		YES
Dec-02	100.00	3		YES
Jan-03	100.00	6		YES



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

Effective 6/2002: Measure collapsed with Type 2 - Regulatory (PO-4-02-6621) in % Notices Sent on Time - Emergency Maint. & Regulatory (PO-4-02-6671)

	CLEC	Observations	Difference	Parity
Feb-02	#N/A			
Mar-02	#N/A			
Apr-02	#N/A			
May-02	#N/A			

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

Effective 6/2002: Measure collapsed with Type 1 - Emergency Maint. (PO-4-02-6611) in % Notices Sent on Time - Emergency Maint. & Regulatory (PO-4-02-6671).

	CLEC	Observations	Difference	Parity
Feb-02	#N/A			
Mar-02	#N/A			
Apr-02	#N/A			
May-02	#N/A			

PO-4-02-6631	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	No Standard

Effective 6/2002: Collapsed measure with Types 4/5 - Verizon Orig. and CLEC Orig. (PO-4-02-6641 and PO-4-02-6651) in % Notices sent on Time - Industry Standard, Verizon Orig. & CLEC Orig. (PO-4-02-6660)

	CLEC	Observations	Difference	Parity
Feb-02	#N/A			
Mar-02	#N/A			
Apr-02	#N/A			
May-02	#N/A			

Change Notification** cont...**

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

PO-4-02-6641	Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig.				No Standard
	Effective 6/2002: Collapsed measure with Types 3/5 - Industry Standard and CLEC Orig. (PO-4-02-6631 and PO-4-02-6651) in % Notices sent on Time - Industry Standard, Verizon Orig. & CLEC Orig. (PO-4-02-6660)				
	CLEC	Observations	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

PO-4-02-6651	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.				No Standard
	Effective 6/2002: Collapsed measure with Types 3/4 - Industry Standard and Verizon Orig. (PO-4-02-6631 and PO-4-02-6641) in % Notices sent on Time - Industry Standard, Verizon Orig. & CLEC Orig. (PO-4-02-6660)				
	CLEC	Observations	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

PO-4-02-6660	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std., Verizon Orig, & CLEC Orig.				No Standard
	Effective 6/2002: New metric being reported. Previously reported as metrics PO-4-02-6611 and PO-4-02-6621.				
	CLEC	Observations	Difference	Parity	
Jun-02	#N/A				
Jul-02	#N/A				
Aug-02	#N/A				
Sep-02	#N/A				
Oct-02	#N/A				
Nov-02	#N/A				
Dec-02	#N/A				
Jan-03	#N/A				

PO-4-02-6671	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint. & Regulatory				No Standard
	Effective 6/2002: New metric being reported. Previously reported as metrics PO-4-02-6631, PO-4-02-6641 and PO-4-02-6651.				
	CLEC	Observations	Difference	Parity	
Jun-02	#N/A				
Jul-02	#N/A				
Aug-02	#N/A				
Sep-02	#N/A				
Oct-02	#N/A				
Nov-02	#N/A				
Dec-02	#N/A				
Jan-03	#N/A				

Change Notification** cont...**

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

PO-4-03-6611	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.				No delayed notices and doc. 8 or more days late.
	Effective 6/2002: Measure collapsed with Type 2 - Regulatory (PO-4-03-6621) in % Notices Sent on Time - Emergency Maint. & Regulatory (PO-4-03-6671)				
	CLEC	Observations	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-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 6/2002: 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	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

PO-4-03-6631	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.				No delayed notices and doc. 8 or more days late.
	Effective 6/2002: 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	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-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 6/2002: 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	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-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 6/2002: 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	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

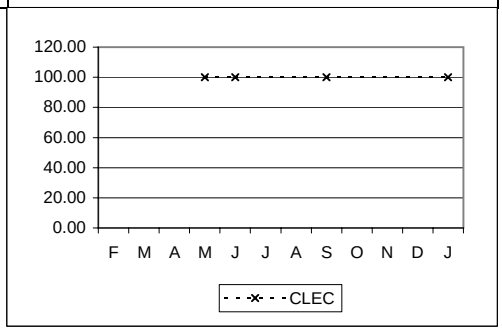
Change Notification**** cont...					
PO-4 - Timeliness of Change Management Notice cont...					
PO-4-03-6660	Change Mgmt. Notice - Delay 8+ Days - Ind. Std., Verizon Orig. & CLEC Orig.				No delayed notices and documentation over 8 cal days
	Effective 6/2002: New metric being reported. Previously reported as metrics PO-4-03-6611 and PO-4-03-6621.				
	CLEC	*Observations*	*Difference*	*Parity*	
Jun-02	#N/A				
Jul-02	#N/A				
Aug-02	#N/A				
Sep-02	#N/A				
Oct-02	#N/A				
Nov-02	#N/A				
Dec-02	#N/A				
Jan-03	#N/A				

PO-4-03-6671	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint. & Regulatory				No delayed notices and documentation over 8 cal days
	Effective 6/2002: New metric being reported. Previously reported as metrics PO-4-03-6631, PO-4-03-6641 and PO-4-03-6651.				
	CLEC	*Observations*	*Difference*	*Parity*	
Jun-02	#N/A				
Jul-02	#N/A				
Aug-02	#N/A				
Sep-02	#N/A				
Oct-02	#N/A				
Nov-02	#N/A				
Dec-02	#N/A				
Jan-03	#N/A				

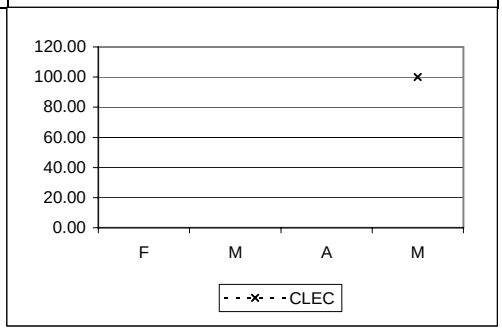
Change Confirmation****

PO-4 - Timeliness of Change Management Notice

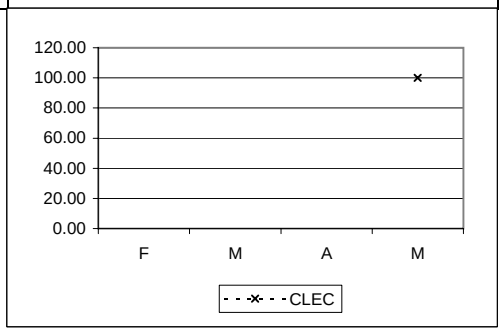
PO-4-01-6622	% Notices Sent on Time - Regulatory				95%
	Metric being reported effective 2/2002				
	CLEC	Observations	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	100.00	10		YES	
Jun-02	100.00	1		YES	
Jul-02	#N/A				
Aug-02	#N/A				
Sep-02	100.00	10		YES	
Oct-02	#N/A				
Nov-02	#N/A				
Dec-02	#N/A				
Jan-03	100.00	2		YES	



PO-4-01-6632	% Notices Sent on Time - Ind. Std.				>=95%
	Effective 6/2002: 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	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	100.00	1		YES	



PO-4-01-6642	% Notices Sent on Time - Verizon Orig.				>=95%
	Effective 6/2002: 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	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	100.00	5		YES	



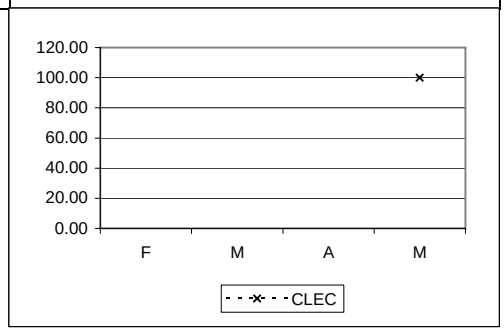
Change Confirmation** cont...**

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

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

Effective 6/2002: 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)

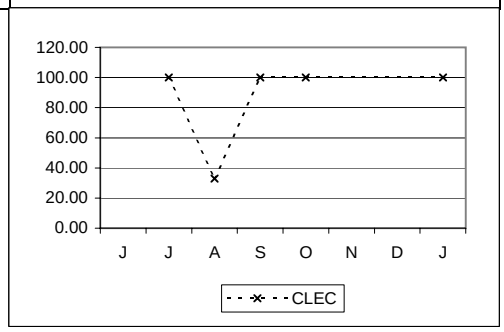
	CLEC	Observations	Difference	Parity
Feb-02	#N/A			
Mar-02	#N/A			
Apr-02	#N/A			
May-02	100.00	4		YES



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

Effective 6/2002: New metric being reported. Previously reported as metrics PO-4-01-6632, PO-4-03-6642 and PO-4-03-6652.

	CLEC	Observations	Difference	Parity
Jun-02	#N/A			
Jul-02	100.00	1		YES
Aug-02	33.00	9		NO
Sep-02	100.00	8		YES
Oct-02	100.00	2		YES
Nov-02	#N/A			
Dec-02	#N/A			
Jan-03	100.00	18		YES



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

Metric being reported effective 2/2002

	CLEC	Observations	Difference	Parity
Feb-02	#N/A			
Mar-02	#N/A			
Apr-02	#N/A			
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			
Dec-02	#N/A			
Jan-03	#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 6/2002: 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	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

PO-4-02-6642	Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig.				No Standard
	Effective 6/2002: 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	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

PO-4-02-6652	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.				No Standard
	Effective 6/2002: 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	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

PO-4-02-6662	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std., Verizon Orig. & CLEC Orig.				No Standard
	Effective 6/2002: New metric being reported. Previously reported as metrics PO-4-02-6632, PO-4-03-6642 and PO-4-03-6652				
	CLEC	Observations	Difference	Parity	
Jun-02	#N/A				
Jul-02	#N/A				
Aug-02	#N/A				
Sep-02	#N/A				
Oct-02	#N/A				
Nov-02	#N/A				
Dec-02	#N/A				
Jan-03	#N/A				

Change Confirmation** cont...**

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

PO-4-03-6622	Change Mgmt. Notice - Delay 8+ Days - Regulatory				No delayed notices and documentation over 8 cal days
	Metric being reported effective 2/2002				
	CLEC	Observations	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
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				
Dec-02	#N/A				
Jan-03	#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 6/2002: 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	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

PO-4-03-6642	Change Mgmt. Notice - Delay 8+ Days - Verizon Orig.				No delayed notices and doc. 8 or more days late.
	Effective 6/2002: 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	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-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 6/2002: 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	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

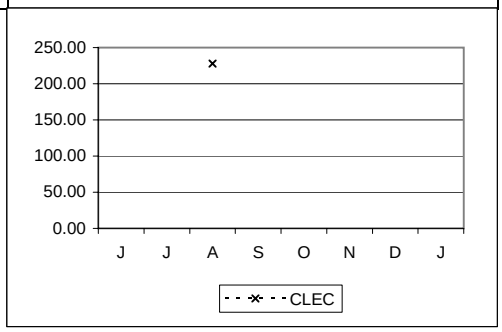
Change Confirmation** cont...**

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

PO-4-03-6662	Change Mgmt. Notice - Delay 8+ Days - Ind. Std., Verizon Orig. & CLEC Orig.	No delayed notices and documentation over 8 cal days

Effective 6/2002: New metric being reported. Previously reported as metrics PO-4-03-6632, PO-4-03-6642 and PO-4-03-6652.

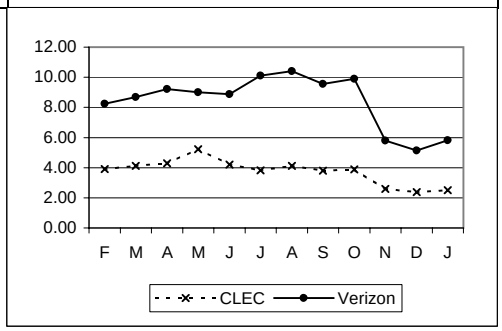
	CLEC	*Observations*	*Difference*	*Parity*
Jun-02	**#N/A**			
Jul-02	**#N/A**			
Aug-02	**228.00**			NO
Sep-02	**#N/A**			
Oct-02	**#N/A**			
Nov-02	**#N/A**			
Dec-02	**#N/A**			
Jan-03	**#N/A**			



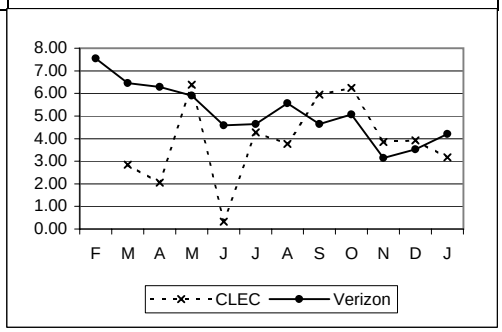
TROUBLE REPORTING (OSS)

MR-1 - Response Time OSS Maintenance Interface

MR-1-01-2000	Create Trouble					Parity plus <= 4 Seconds
	Metric being reported effective 2/2002					
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
Feb-02	**8.24**	**3.91**	-4.33	290	YES	
Mar-02	**8.68**	**4.12**	-4.56	394	YES	
Apr-02	**9.21**	**4.30**	-4.91	380	YES	
May-02	**9.01**	**5.23**	-3.78	376	YES	
Jun-02	**8.88**	**4.21**	-4.67	318	YES	
Jul-02	**10.12**	**3.83**	-6.29	430	YES	
Aug-02	**10.40**	**4.13**	-6.27	421	YES	
Sep-02	**9.56**	**3.80**	-5.76	486	YES	
Oct-02	**9.89**	**3.89**	-6.00	781	YES	
Nov-02	**5.79**	**2.60**	-3.19	684	YES	
Dec-02	**5.15**	**2.38**	-2.77	592	YES	
Jan-03	**5.82**	**2.50**	-3.32	804	YES	



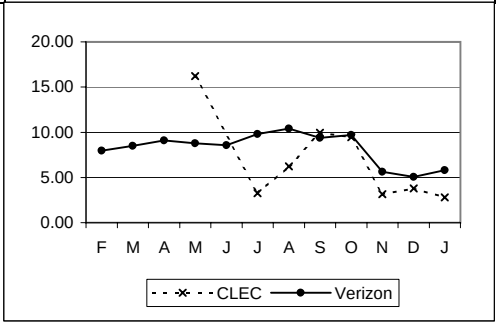
MR-1-02-2000	Status Trouble					Parity plus <= 4 Seconds
	Metric being reported effective 2/2002					
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
Feb-02	**7.55**	**#N/A**				
Mar-02	**6.46**	**2.84**	-3.62	7	YES	
Apr-02	**6.28**	**2.06**	-4.22	6	YES	
May-02	**5.91**	**6.38**	0.47	16	YES	
Jun-02	**4.59**	**0.33**	-4.26	2	YES	
Jul-02	**4.65**	**4.27**	-0.38	47	YES	
Aug-02	**5.57**	**3.77**	-1.80	43	YES	
Sep-02	**4.64**	**5.94**	1.30	74	YES	
Oct-02	**5.07**	**6.24**	1.17	81	YES	
Nov-02	**3.14**	**3.85**	0.71	112	YES	
Dec-02	**3.52**	**3.92**	0.40	87	YES	
Jan-03	**4.20**	**3.18**	-1.02	89	YES	



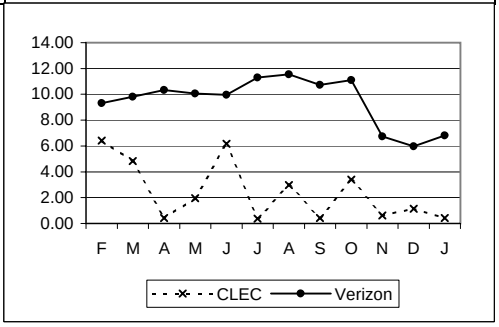
TROUBLE REPORTING (OSS) cont...

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

MR-1-03-2000	Modify Trouble					Parity plus <= 4 Seconds
	Metric being reported effective 2/2002					
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
Feb-02	**7.97**	**#N/A**				
Mar-02	**8.50**	**#N/A**				
Apr-02	**9.10**	**#N/A**				
May-02	**8.79**	**16.23**	7.44	1	NO	
Jun-02	**8.58**	**#N/A**				
Jul-02	**9.82**	**3.25**	-6.57	7	YES	
Aug-02	**10.40**	**6.24**	-4.16	8	YES	
Sep-02	**9.38**	**9.95**	0.57	11	YES	
Oct-02	**9.70**	**9.44**	-0.26	18	YES	
Nov-02	**5.64**	**3.15**	-2.49	29	YES	
Dec-02	**5.06**	**3.79**	-1.27	12	YES	
Jan-03	**5.79**	**2.79**	-3.00	8	YES	



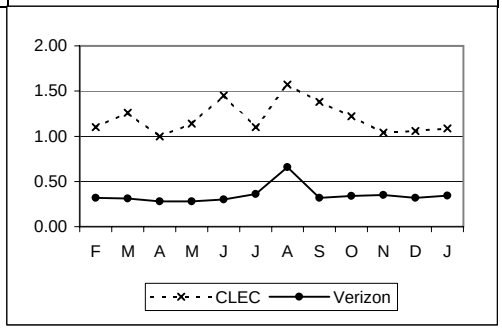
MR-1-04-2000	Request Cancellation of Trouble					Parity plus <= 4 Seconds
	Metric being reported effective 2/2002					
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
Feb-02	**9.31**	**6.42**	-2.89	3	YES	
Mar-02	**9.82**	**4.83**	-4.99	2	YES	
Apr-02	**10.33**	**0.42**	-9.91	2	YES	
May-02	**10.07**	**1.95**	-8.12	9	YES	
Jun-02	**9.97**	**6.16**	-3.81	5	YES	
Jul-02	**11.31**	**0.36**	-10.95	5	YES	
Aug-02	**11.55**	**2.98**	-8.57	2	YES	
Sep-02	**10.73**	**0.41**	-10.32	9	YES	
Oct-02	**11.11**	**3.40**	-7.71	16	YES	
Nov-02	**6.75**	**0.63**	-6.12	7	YES	
Dec-02	**5.97**	**1.14**	-4.83	2	YES	
Jan-03	**6.82**	**0.42**	-6.40	1	YES	



TROUBLE REPORTING (OSS) cont...

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

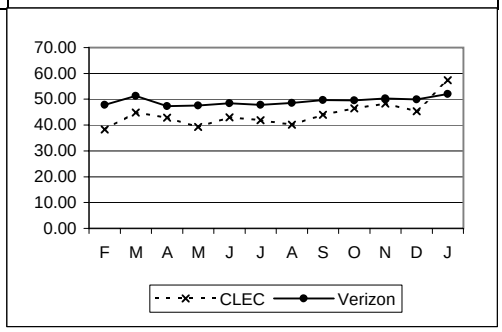
MR-1-05-2000	Trouble Report History (by TN/Circuit)					Parity plus <= 4 Seconds
	Metric being reported effective 2/2002					
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
Feb-02	**0.32**	**1.10**	0.78	194	YES	
Mar-02	**0.31**	**1.26**	0.95	201	YES	
Apr-02	**0.28**	**1.00**	0.72	188	YES	
May-02	**0.28**	**1.14**	0.86	177	YES	
Jun-02	**0.30**	**1.45**	1.15	273	YES	
Jul-02	**0.36**	**1.10**	0.74	189	YES	
Aug-02	**0.66**	**1.57**	0.91	240	YES	
Sep-02	**0.32**	**1.38**	1.06	298	YES	
Oct-02	**0.34**	**1.22**	0.88	634	YES	
Nov-02	**0.35**	**1.04**	0.69	761	YES	
Dec-02	**0.32**	**1.06**	0.74	647	YES	
Jan-03	**0.34**	**1.09**	0.74	756	YES	



TROUBLE REPORTING (OSS) cont...

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

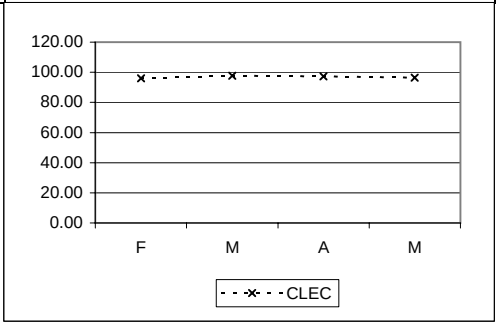
MR-1-06-2000	Test Trouble (POTS Only)					Parity plus <= 4 Seconds
	Metric being reported effective 2/2002					
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
Feb-02	**47.82**	**38.32**	-9.50	1479	YES	
Mar-02	**51.27**	**44.81**	-6.46	1600	YES	
Apr-02	**47.33**	**42.83**	-4.50	1285	YES	
May-02	**47.63**	**39.27**	-8.36	1788	YES	
Jun-02	**48.40**	**42.94**	-5.46	1229	YES	
Jul-02	**47.79**	**41.83**	-5.96	1272	YES	
Aug-02	**48.58**	**40.10**	-8.48	1184	YES	
Sep-02	**49.72**	**43.99**	-5.73	1378	YES	
Oct-02	**49.58**	**46.40**	-3.18	1750	YES	
Nov-02	**50.27**	**48.37**	-1.90	1546	YES	
Dec-02	**49.93**	**45.31**	-4.62	1372	YES	
Jan-03	**52.09**	**57.34**	5.24	1451	NO	



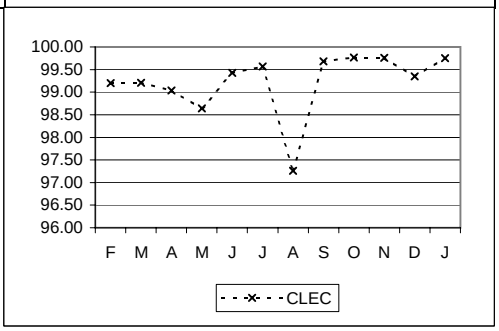
BILLING

BI-1 - Timeliness of Daily Usage Feed

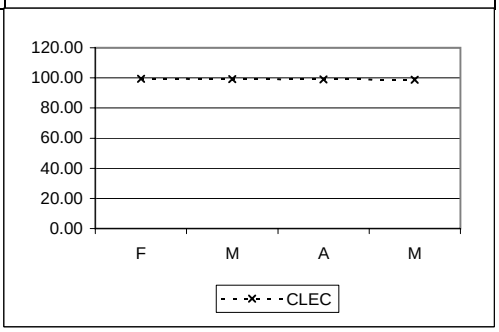
BI-1-01-2030	% DUF in 3 Business Days				No Standard
	Eliminated as of 6/2002				
	CLEC	Observations	Difference	Parity	
Feb-02	95.97	11513482			
Mar-02	97.73	12990005			
Apr-02	97.17	14174907			
May-02	96.34	15335705			



BI-1-02-2030	% DUF in 4 Business Days				95% in 4 Business Days
	CLEC	Observations	Difference	Parity	
Feb-02	99.20			YES	
Mar-02	99.21			YES	
Apr-02	99.04			YES	
May-02	98.64			YES	
Jun-02	99.43	17104445		YES	
Jul-02	99.57	20153433		YES	
Aug-02	97.26	21036326		YES	
Sep-02	99.68	19548870		YES	
Oct-02	99.76	26954612		YES	
Nov-02	99.76	27460232		YES	
Dec-02	99.35	37318518		YES	
Jan-03	99.75	39703261		YES	



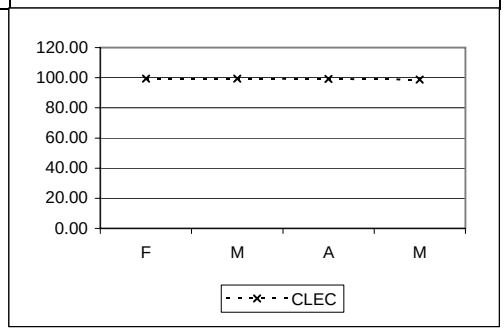
BI-1-03-2030	% DUF in 5 Business Days				No Standard
	CLEC	Observations	Difference	Parity	
Feb-02	99.36				
Mar-02	99.26				
Apr-02	99.07				
May-02	98.67				



BILLING cont...

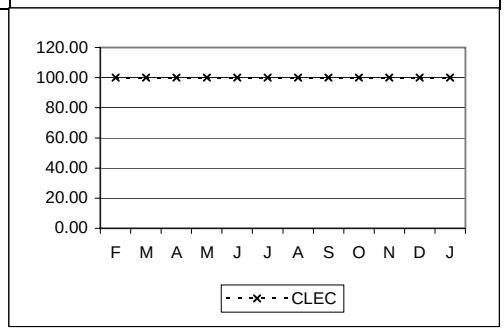
BI-1 - Timeliness of Daily Usage Feed cont...

BI-1-04-2030	% DUF in 8 Business Days				No Standard
	Eliminated as of 6/2002				
	CLEC	*Observations*	*Difference*	*Parity*	
Feb-02	**99.46**				
Mar-02	**99.34**				
Apr-02	**99.17**				
May-02	**98.72**				



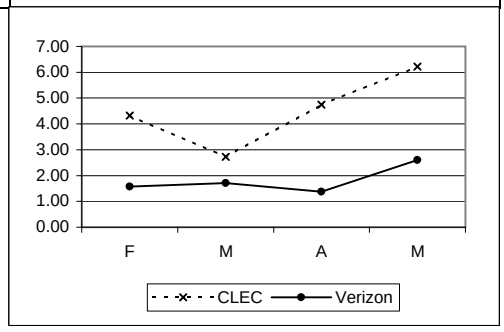
BI-2 - Timeliness of Carrier Bill

BI-2-01-2030	Timeliness of Carrier Bill				98% in 10 Business Days
	CLEC	*Observations*	*Difference*	*Parity*	
Feb-02	**100.00**	630		YES	
Mar-02	**100.00**	1124		YES	
Apr-02	**100.00**	1150		YES	
May-02	**100.00**	1241		YES	
Jun-02	**100.00**	1151		YES	
Jul-02	**100.00**	1346		YES	
Aug-02	**100.00**	1317		YES	
Sep-02	**100.00**	1253		YES	
Oct-02	**100.00**	1514		YES	
Nov-02	**100.00**	1117		YES	
Dec-02	**100.00**	1489		YES	
Jan-03	**100.00**	1041		YES	



BI-3 - Billing Accuracy

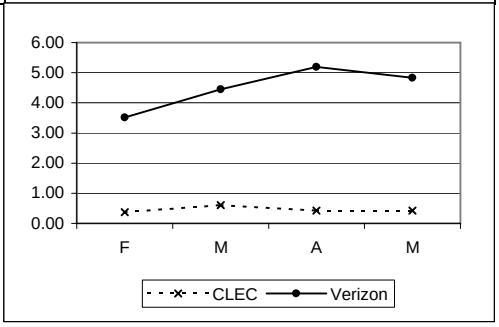
BI-3-01-2030	% Billing Adjustments - Dollars Adjusted						TBD
	Eliminated as of 6/2002						
	VZ	***CLEC***	*VZ Vol*	*CLEC Vol*	*SampErr*	*ZScore*	*Parity*
Feb-02	**1.57**	**4.32**		9645988			
Mar-02	**1.71**	**2.72**		10878328			
Apr-02	**1.37**	**4.74**		10344192			
May-02	**2.60**	**6.22**		9892279			



BILLING cont...

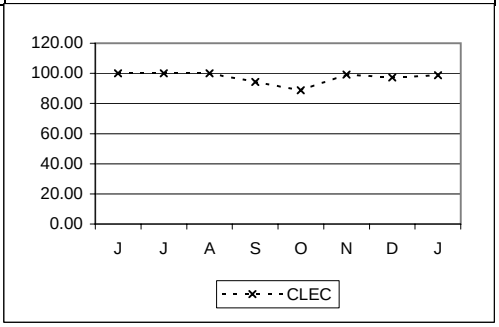
BI-3 - Billing Accuracy cont...

BI-3-02-2030	% Billing Adjustments - Number of Adjustments					TBD
	Eliminated as of 6/2002					
	Vz	*CLEC*	*Difference*	*Observations*	*Parity*	
Feb-02	**3.52**	**0.37**		70434		
Mar-02	**4.45**	**0.61**		67740		
Apr-02	**5.19**	**0.42**		68243		
May-02	**4.83**	**0.42**		70290		

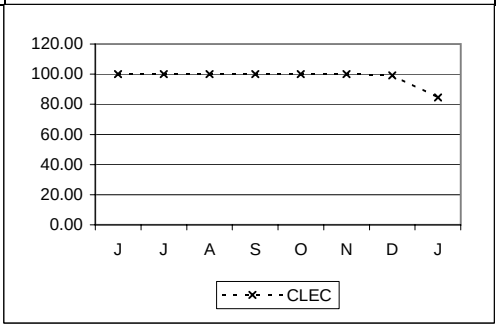


BI-3 - Billing Accuracy & Claims Processing

BI-3-04-2030	% CLEC Billing Claims Acknowledged Within Two Business Days				95% within 2 Business Days
	Metric being reported effective 6/2002				
	CLEC	*Observations*	*Difference*	*Parity*	
Jun-02	**100.00**	102		YES	
Jul-02	**100.00**	212		YES	
Aug-02	**100.00**	175		YES	
Sep-02	**94.27**	157		NO	
Oct-02	**88.83**	206		NO	
Nov-02	**99.19**	246		YES	
Dec-02	**97.18**	142		YES	
Jan-03	**98.78**	245		YES	



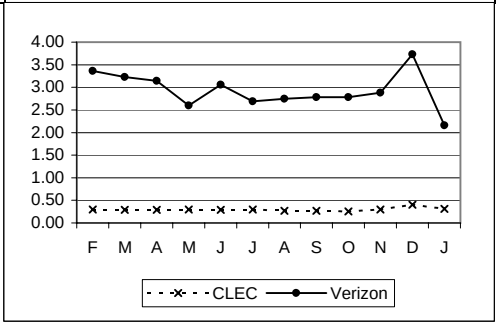
BI-3-05-2030	% CLEC Billing Claims Resolved Within 28 Calendar Days After Acknowledgement				95% within 28 Calendar Days after acknowledgement
	Metric being reported effective 6/2002				
	CLEC	*Observations*	*Difference*	*Parity*	
Jun-02	**100.00**	13		YES	
Jul-02	**100.00**	130		YES	
Aug-02	**100.00**	206		YES	
Sep-02	**100.00**	146		YES	
Oct-02	**100.00**	185		YES	
Nov-02	**100.00**	109		YES	
Dec-02	**99.25**	265		YES	
Jan-03	**84.52**	168		NO	



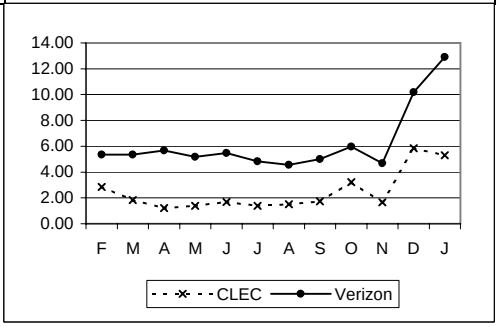
OPERATOR SERVICES & DATABASES

OD-1 - Operator Services - Speed of Answer

OD-1-01-1021	Average Speed of Answer - Operator Services				Parity with Retail
	Metric being reported effective 2/2002				
	VZ	CLEC	VZ Obs	CLEC Obs	Parity
Feb-02	3.36	0.30	224851	23648	
Mar-02	3.23	0.29	260669	23681	
Apr-02	3.14	0.29	261142	26395	
May-02	2.60	0.30	269531	29601	
Jun-02	3.06	0.29	309614	31688	
Jul-02	2.69	0.30	288679	35655	
Aug-02	2.75	0.27	309616	31089	
Sep-02	2.78	0.27	294883	29125	
Oct-02	2.78	0.26	270261	32458	
Nov-02	2.88	0.30	245806	33450	
Dec-02	3.73	0.40	253555	37685	
Jan-03	2.16	0.31	231854	38539	



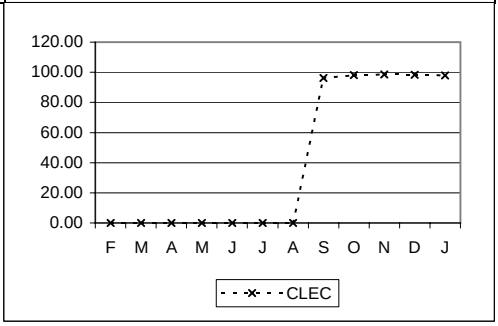
OD-1-02-1021	Average Speed of Answer - Directory Assistance				Parity with Retail
	Metric being reported effective 2/2002				
	VZ	CLEC	VZ Obs	CLEC Obs	Parity
Feb-02	5.35	2.84	2822984	109856	
Mar-02	5.36	1.83	3003613	208466	
Apr-02	5.67	1.21	3838403	329120	
May-02	5.19	1.39	4357467	287437	
Jun-02	5.47	1.68	4161620	257286	
Jul-02	4.83	1.40	4382577	266613	
Aug-02	4.55	1.50	4245481	242350	
Sep-02	5.00	1.73	3728171	225689	
Oct-02	5.97	3.23	4017325	239422	
Nov-02	4.69	1.67	3934183	200540	
Dec-02	10.19	5.84	4302898	228931	
Jan-03	12.91	5.30	3957278	211593	



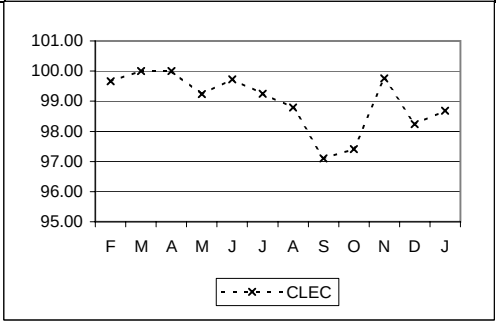
ORDERING

OR-6 - Order Accuracy

OR-6-04-1020	% Accuracy - Stand-alone Directory Listing Orders				98% orders without VZ errors
	Metric being reported effective 2/2002				
	CLEC	*Observations*	*Difference*	*Parity*	
Feb-02	**UD**				
Mar-02	**UD**				
Apr-02	**UD**				
May-02	**UD**				
Jun-02	**UD**				
Jul-02	**UD**				
Aug-02	**UD**				
Sep-02	**96.15**	467		NO	
Oct-02	**98.08**	520		YES	
Nov-02	**98.45**	386		YES	
Dec-02	**98.43**	382		YES	
Jan-03	**97.97**	395		NO	



OR-6-04-1030	% Accuracy - Other Directory Listing Orders				98% orders without VZ errors
	Metric being reported effective 2/2002				
	CLEC	*Observations*	*Difference*	*Parity*	
Feb-02	**99.66**	298		YES	
Mar-02	**100.00**	273		YES	
Apr-02	**100.00**	400		YES	
May-02	**99.24**	396		YES	
Jun-02	**99.73**	377		YES	
Jul-02	**99.25**	400		YES	
Aug-02	**98.79**	414		YES	
Sep-02	**97.10**	414		NO	
Oct-02	**97.41**	580		NO	
Nov-02	**99.76**	414		YES	
Dec-02	**98.24**	511		YES	
Jan-03	**98.69**	533		YES	



Legend

*	= DC/MD/VA/WV Combined Measurement
**	= Verizon East (CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VT, WV and DC)
***	= VA only
****	= Verizon South (PA, NJ, DE, MD, DC, VA, WV)
*****	= (PA, NJ, DE, MD, DC, VA, WV) Resale/UNE East Combined Measurement
&	= Resale/UNE Combined Measurement
UD	= Performance metric is under development
UR	= Performance metric is under review
NA	= No Activity
NEF	= No Existing Functionality
TBD	= Performance metric is to be determined
R3	= Run 3 times per year
1-9=5, 10+=Negotiated	= 1-9 Loops, 5 days 10+ Loops, Negotiated
95% Cmp. w/in Window	= Standard for Cut-Over Window = 1 to 9 lines: 1 hour = 10 to 49 lines: 2 hours = 50 to 99 lines: 3 hours = 100 to 199 lines: 4 hours = 200 plus lines: 8 hours
EEL	= 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
SS/Not Required	= Sample size does not meet the minimum criteria for a statistical test specified in Appendix K of the quidelines. See Appendix K of the 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 - VA

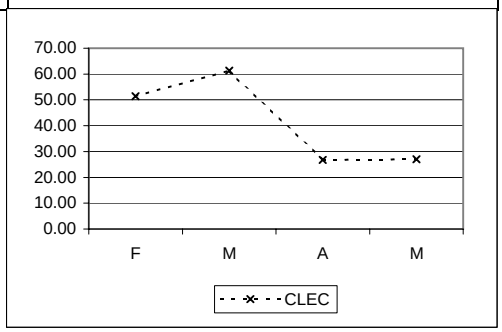
Carrier to Carrier Performance Standards and Reports Summary February 2002 - January 2003

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

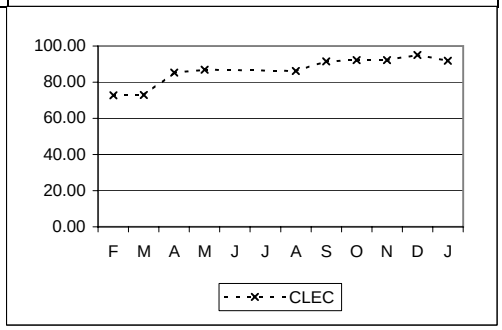
RESALE Pre-Ordering

PO-3 - Contact Center Availability

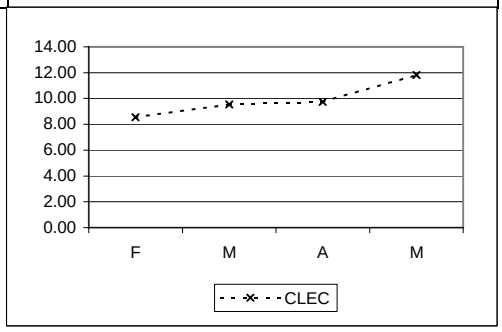
PO-3-01-2000	Average Speed of Answering - Ordering (secs)****				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	51.36				
Mar-02	61.31				
Apr-02	26.76				
May-02	27.03				



PO-3-02-2000	% Answered within 30 Seconds - Ordering*****				80% within 30 Seconds
	Results for PO-3-02 for June and July are shown on the OSS page				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	72.79	8489		NO	
Mar-02	72.97	8784		NO	
Apr-02	85.33	8536		YES	
May-02	86.90	8340		YES	
Aug-02	86.20	15091		YES	
Sep-02	91.52	13735		YES	
Oct-02	92.22	15716		YES	
Nov-02	92.26	11808		YES	
Dec-02	94.96	11795		YES	
Jan-03	91.84	11671		YES	



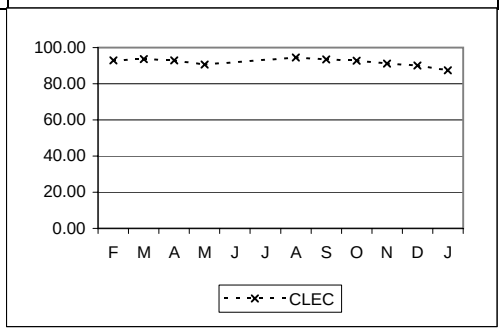
PO-3-03-2000	Average Speed of Answering - Repair (secs)*****				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	8.55				
Mar-02	9.54				
Apr-02	9.73				
May-02	11.81				



RESALE Pre-Ordering cont...

PO-3 - Contact Center Availability cont...

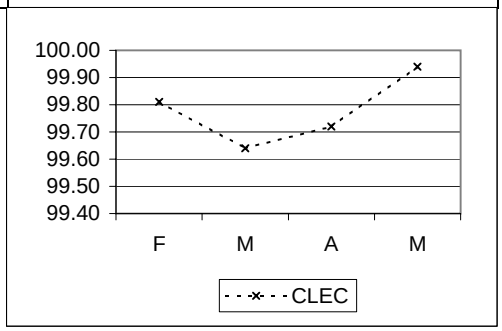
PO-3-04-2000	% Answered within 30 Seconds - Repair**&				80% within 30 Seconds
	Results for PO-3-04 for June and July are shown on the OSS page				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**92.98**	**91716**		YES	
Mar-02	**93.64**	**105580**		YES	
Apr-02	**92.99**	**108416**		YES	
May-02	**90.67**	**108286**		YES	
Aug-02	**94.47**	**116235**		YES	
Sep-02	**93.40**	**119393**		YES	
Oct-02	**92.78**	**129927**		YES	
Nov-02	**91.20**	**109855**		YES	
Dec-02	**90.05**	**115686**		YES	
Jan-03	**87.44**	**114244**		YES	



RESALE Ordering

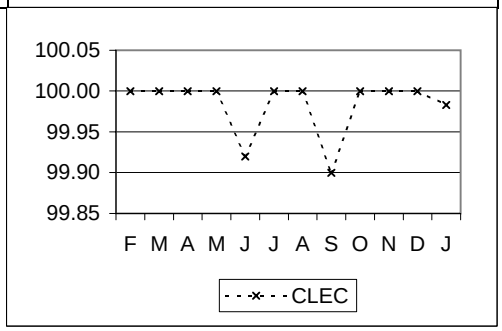
OR-7 - Order Completeness

OR-7-01-2000	% Order Confirmation/Rejects sent within 3 Business Days				95%
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	99.81	13440		YES	
Mar-02	99.64	13739		YES	
Apr-02	99.72	12646		YES	
May-02	99.94	23395		YES	



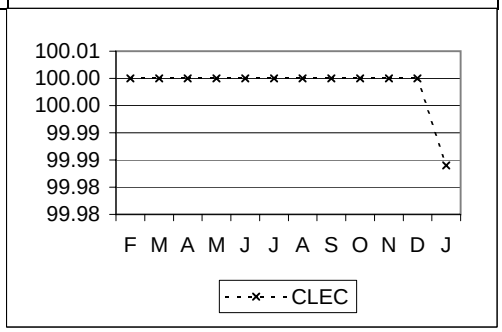
OR-8 - Acknowledgement Timeliness

OR-8-01-2000	% Acknowledgements on Time				95% within 2 Hours
	Metric being reported effective 2/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	100.00	5442		YES	
Mar-02	100.00	5541		YES	
Apr-02	100.00	4743		YES	
May-02	100.00	12281		YES	
Jun-02	99.92	6242		YES	
Jul-02	100.00	5399		YES	
Aug-02	100.00	5601		YES	
Sep-02	99.90	5775		YES	
Oct-02	100.00	6318		YES	
Nov-02	100.00	5555		YES	
Dec-02	100.00	6721		YES	
Jan-03	99.98	6218		YES	



OR-9 - Order Acknowledgement Completeness

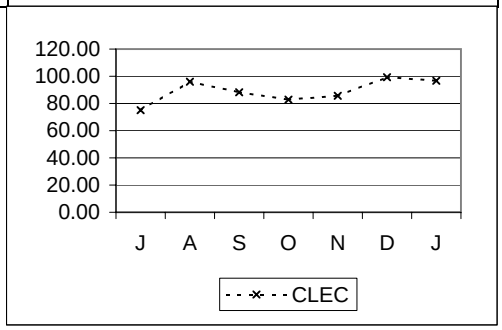
OR-9-01-2000	% Acknowledgement Completeness				99%
	Metric being reported effective 2/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	100.00	5442		YES	
Mar-02	100.00	5541		YES	
Apr-02	100.00	4743		YES	
May-02	100.00	12281		YES	
Jun-02	100.00	6242		YES	
Jul-02	100.00	5399		YES	
Aug-02	100.00	5601		YES	
Sep-02	100.00	5775		YES	
Oct-02	100.00	6318		YES	
Nov-02	100.00	5555		YES	
Dec-02	100.00	6721		YES	
Jan-03	99.98	6666		YES	



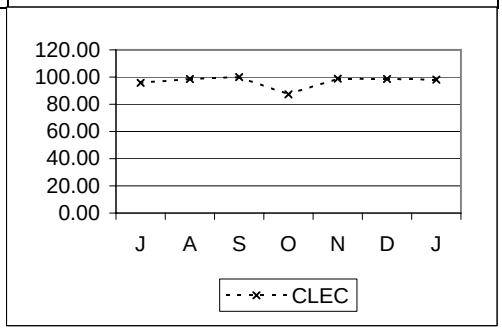
RESALE Ordering cont...

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
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Jul-02	**75.00**	**24**		NO	
Aug-02	**96.00**	**75**		YES	
Sep-02	**88.17**	**93**		NO	
Oct-02	**82.86**	**70**		NO	
Nov-02	**85.71**	**169**		NO	
Dec-02	**99.35**	**153**		YES	
Jan-03	**96.62**	**207**		YES	



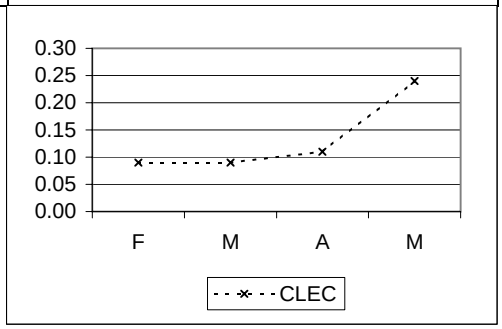
OR-10-02-2000	% of PON Exceptions Resolved Within Ten (10) Business Days				99% within 10 Business Days
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Jul-02	**95.83**	**24**		NO	
Aug-02	**98.67**	**75**		NO	
Sep-02	**100.00**	**93**		YES	
Oct-02	**87.32**	**70**		NO	
Nov-02	**98.82**	**169**		NO	
Dec-02	**98.70**	**154**		NO	
Jan-03	**98.09**	**209**		NO	



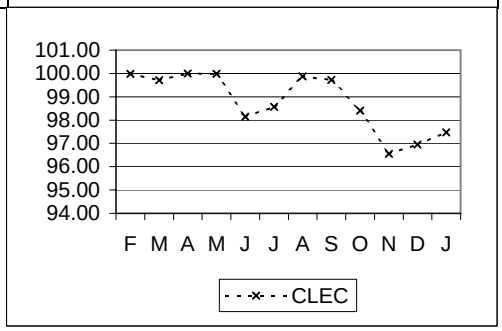
POTS & Pre-qualified Complex - Electronically Submitted

OR-1 - Order Confirmation Timeliness

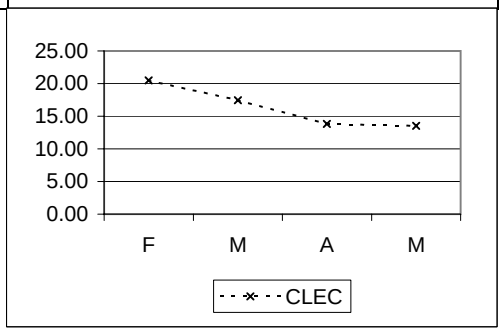
OR-1-01-2320	Average Local Service Request Confirmation (LSRC) Time (Flow Through)				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	0.09				
Mar-02	0.09				
Apr-02	0.11				
May-02	0.24				



OR-1-02-2320	% On Time LSRC - Flow Through				95% within 2 Hours
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	99.99	8584		YES	
Mar-02	99.71	9346		YES	
Apr-02	100.00	8682		YES	
May-02	99.99	16246		YES	
Jun-02	98.14	8923		YES	
Jul-02	98.57	9181		YES	
Aug-02	99.88	9112		YES	
Sep-02	99.73	9107		YES	
Oct-02	98.41	9540		YES	
Nov-02	96.55	8088		YES	
Dec-02	96.95	9709		YES	
Jan-03	97.47	9050		YES	



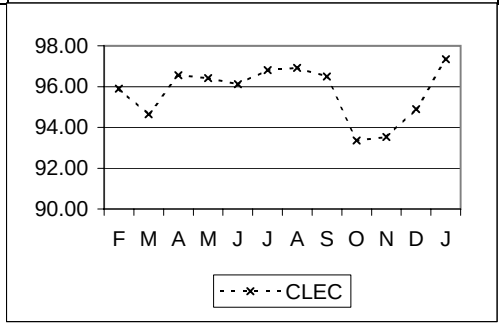
OR-1-03-2320	Average LSRC/ASRC Time No Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	20.48				
Mar-02	17.47				
Apr-02	13.83				
May-02	13.54				



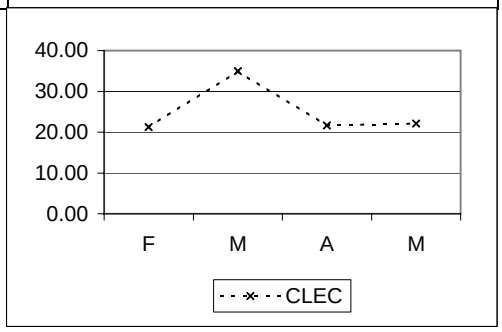
POTS & Pre-qualified Complex - Electronically Submitted cont...

OR-1 - Order Confirmation Timeliness cont...

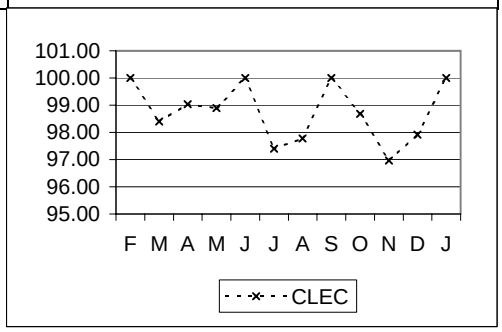
OR-1-04-2100	% On Time LSRC /ASRC - No Facility Check				95% within 24 Hours
	Metric being reported effective 2/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**95.90**	**2221**		YES	
Mar-02	**94.65**	**1663**		NO	
Apr-02	**96.55**	**1768**		YES	
May-02	**96.41**	**1504**		YES	
Jun-02	**96.12**	**1651**		YES	
Jul-02	**96.81**	**1913**		YES	
Aug-02	**96.92**	**2146**		YES	
Sep-02	**96.50**	**1745**		YES	
Oct-02	**93.36**	**1400**		NO	
Nov-02	**93.53**	**1159**		NO	
Dec-02	**94.90**	**921**		NO	
Jan-03	**97.35**	**1282**		YES	



OR-1-05-2320	Average LSRC/ASRC Time Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**21.24**				
Mar-02	**35.00**				
Apr-02	**21.67**				
May-02	**22.09**				

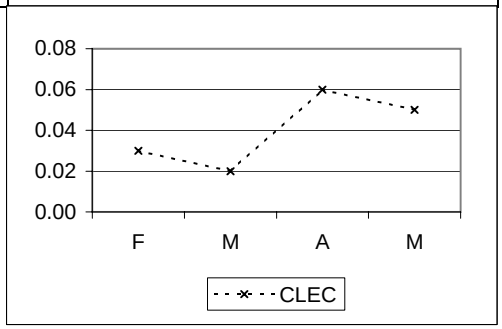


POTS & Pre-qualified Complex - Electronically Submitted cont...					
OR-1 - Order Confirmation Timeliness cont...					
OR-1-06-2320	% On Time LSRC/ASRC Facility Check				95% within 72 Hours
	Metric being reported effective 2/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**100.00**	**84**		YES	
Mar-02	**98.40**	**188**		YES	
Apr-02	**99.04**	**104**		YES	
May-02	**98.89**	**90**		YES	
Jun-02	**100.00**	**71**		YES	
Jul-02	**97.40**	**77**		YES	
Aug-02	**97.78**	**90**		YES	
Sep-02	**100.00**	**90**		YES	
Oct-02	**98.68**	**76**		YES	
Nov-02	**96.97**	**66**		YES	
Dec-02	**97.92**	**48**		YES	
Jan-03	**100.00**	**73**		YES	



OR-2 - Reject Timeliness

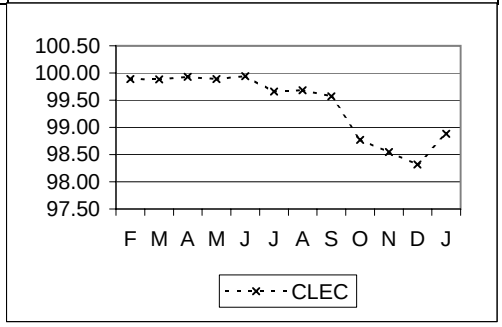
OR-2-01-2320	Average Local Service Request (LSR) Reject - Time (Flow Through)				No Standard
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**0.03**				
Mar-02	**0.02**				
Apr-02	**0.06**				
May-02	**0.05**				



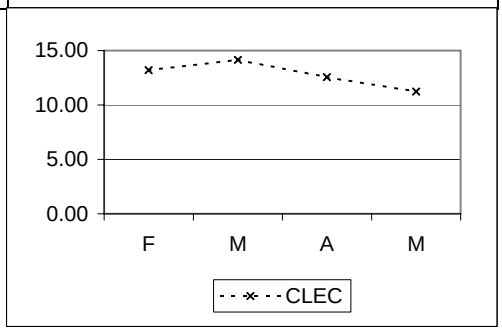
POTS & Pre-qualified Complex - Electronically Submitted cont...

OR-2 - Reject Timeliness cont...

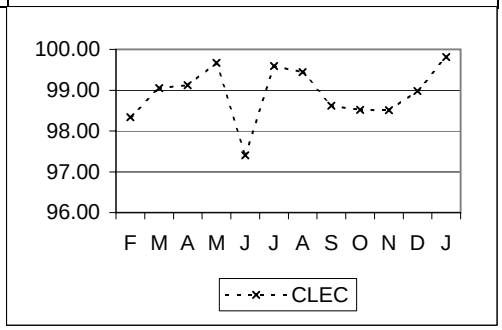
OR-2-02-2320	% On Time LSR Reject - Flow Through				95% within 2 Hours
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**99.89**	**1881**		YES	
Mar-02	**99.88**	**1686**		YES	
Apr-02	**99.93**	**1437**		YES	
May-02	**99.89**	**1815**		YES	
Jun-02	**99.94**	**1662**		YES	
Jul-02	**99.66**	**1748**		YES	
Aug-02	**99.68**	**1549**		YES	
Sep-02	**99.57**	**1392**		YES	
Oct-02	**98.77**	**2363**		YES	
Nov-02	**98.55**	**2063**		YES	
Dec-02	**98.32**	**1429**		YES	
Jan-03	**98.88**	**1704**		YES	



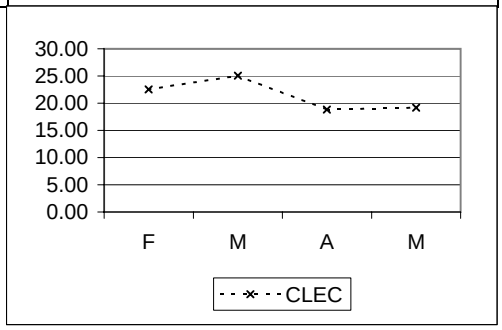
OR-2-03-2320	Average LSR/ASR Reject Time No Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**13.22**				
Mar-02	**14.14**				
Apr-02	**12.57**				
May-02	**11.25**				



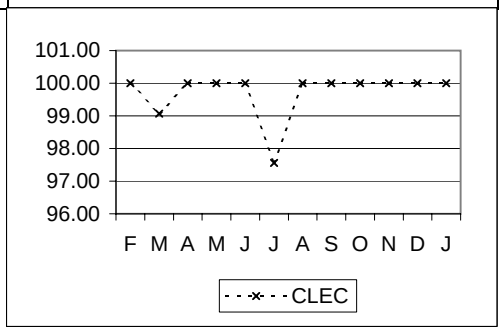
OR-2-04-2320	% On Time LSR/ASR Reject - No Facility Check				95% within 24 Hours
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**98.34**	**903**		YES	
Mar-02	**99.05**	**1057**		YES	
Apr-02	**99.12**	**914**		YES	
May-02	**99.67**	**3908**		YES	
Jun-02	**97.40**	**1270**		YES	
Jul-02	**99.59**	**1230**		YES	
Aug-02	**99.44**	**892**		YES	
Sep-02	**98.62**	**652**		YES	
Oct-02	**98.52**	**607**		YES	
Nov-02	**98.51**	**470**		YES	
Dec-02	**98.98**	**588**		YES	
Jan-03	**99.81**	**521**		YES	



POTS & Pre-qualified Complex - Electronically Submitted cont...					
OR-2 - Reject Timeliness cont...					
OR-2-05-2320	Average LSR/ASR Reject Time Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	22.54				
Mar-02	25.06				
Apr-02	18.82				
May-02	19.16				



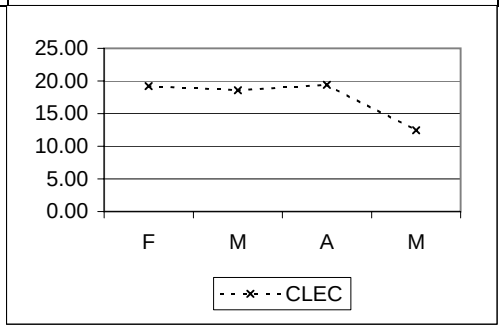
OR-2-06-2320	% On Time LSR/ASR Reject Facility Check				95% within 72 Hours
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	100.00	64		YES	
Mar-02	99.07	108		YES	
Apr-02	100.00	74		YES	
May-02	100.00	49		YES	
Jun-02	100.00	33		YES	
Jul-02	97.56	41		YES	
Aug-02	100.00	59		YES	
Sep-02	100.00	63		YES	
Oct-02	100.00	35		YES	
Nov-02	100.00	34		YES	
Dec-02	100.00	29		YES	
Jan-03	100.00	50		YES	



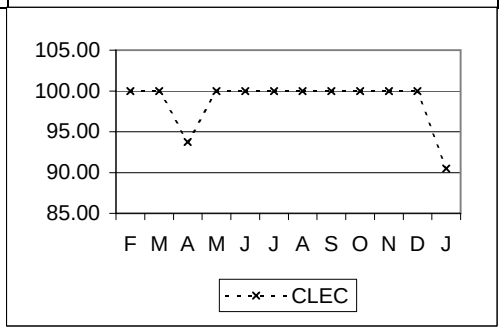
2 Wire Digital Services

OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification

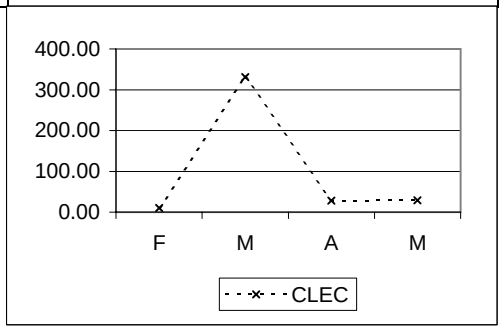
OR-1-03-2341	Average LSRC/ASRC Time No Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	19.24				
Mar-02	18.56				
Apr-02	19.39				
May-02	12.46				



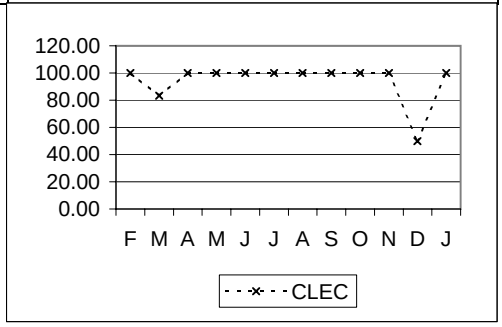
OR-1-04-2341	% On Time LSRC /ASRC - No Facility Check				95% within 72 Hours
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	100.00	5		YES	
Mar-02	100.00	18		YES	
Apr-02	93.75	16		NO	
May-02	100.00	11		YES	
Jun-02	100.00	15		YES	
Jul-02	100.00	7		YES	
Aug-02	100.00	17		YES	
Sep-02	100.00	14		YES	
Oct-02	100.00	13		YES	
Nov-02	100.00	10		YES	
Dec-02	100.00	9		YES	
Jan-03	90.48	21		NO	



OR-1-05-2341	Average LSRC/ASRC Time Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	10.21				
Mar-02	331.11				
Apr-02	28.20				
May-02	28.76				

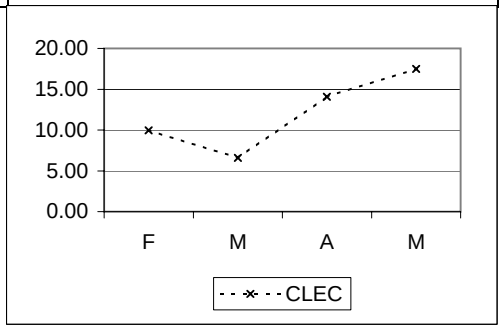


2 Wire Digital Services cont...					
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification cont...					
OR-1-06-2341	% On Time LSRC/ASRC Facility Check				95% within 72 Hours
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	100.00	3		YES	
Mar-02	83.33	6		NO	
Apr-02	100.00	14		YES	
May-02	100.00	5		YES	
Jun-02	100.00	1		YES	
Jul-02	100.00	1		YES	
Aug-02	100.00	3		YES	
Sep-02	100.00	4		YES	
Oct-02	100.00	3		YES	
Nov-02	100.00	3		YES	
Dec-02	50.00	2		NO	
Jan-03	100.00	9		YES	



OR-2 - Reject Timeliness - Requiring Loop Qualification

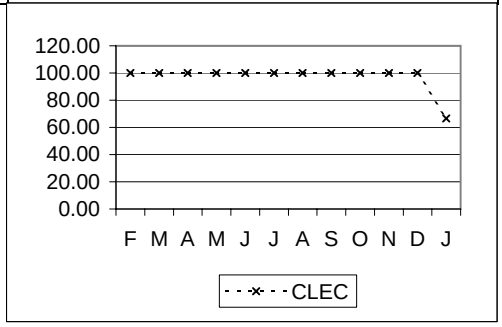
OR-2-03-2341	Average LSR/ASR Reject Time No Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	9.95				
Mar-02	6.60				
Apr-02	14.06				
May-02	17.50				



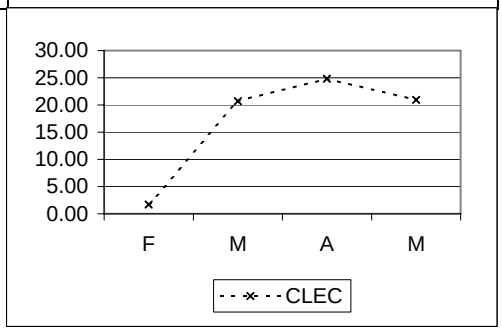
2 Wire Digital Services cont...

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

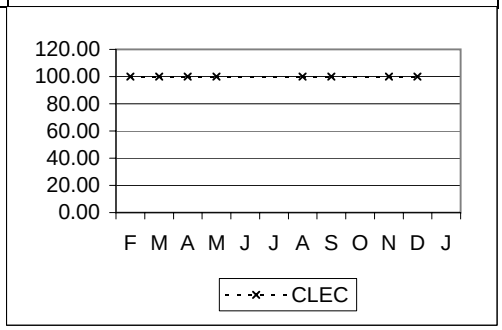
OR-2-04-2341	% On Time LSR/ASR Reject - No Facility Check				95% within 72 Hours
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	100.00	5		YES	
Mar-02	100.00	7		YES	
Apr-02	100.00	15		YES	
May-02	100.00	6		YES	
Jun-02	100.00	10		YES	
Jul-02	100.00	13		YES	
Aug-02	100.00	9		YES	
Sep-02	100.00	9		YES	
Oct-02	100.00	2		YES	
Nov-02	100.00	17		YES	
Dec-02	100.00	6		YES	
Jan-03	66.67	3		NO	



OR-2-05-2341	Average LSR/ASR Reject Time Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	1.72				
Mar-02	20.73				
Apr-02	24.85				
May-02	20.95				



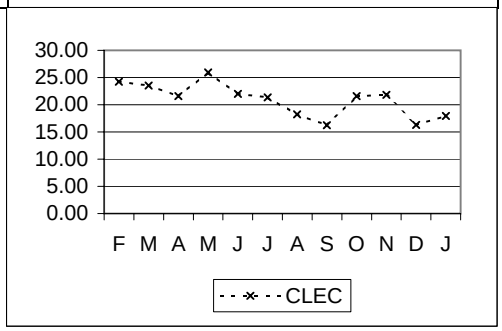
OR-2-06-2341	% On Time LSR/ASR Reject Facility Check				95% within 72 Hours
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	100.00	1		YES	
Mar-02	100.00	1		YES	
Apr-02	100.00	9		YES	
May-02	100.00	1		YES	
Jun-02	#N/A				
Jul-02	#N/A				
Aug-02	100.00	2		YES	
Sep-02	100.00	1		YES	
Oct-02	#N/A				
Nov-02	100.00	3		YES	
Dec-02	100.00	1		YES	
Jan-03	#N/A				



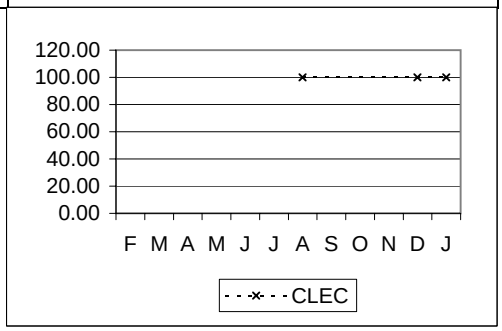
POTS / Special Services - Aggregate

OR-3 - Percent Rejects

OR-3-01-2000	% Rejects				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	24.26	11864			
Mar-02	23.52	12353			
Apr-02	21.61	11492			
May-02	25.97	22314			
Jun-02	21.99	13644			
Jul-02	21.36	14262			
Aug-02	18.23	13832			
Sep-02	16.24	13125			
Oct-02	21.56	14002			
Nov-02	21.84	11933			
Dec-02	16.27	12702			
Jan-03	17.92	12784			

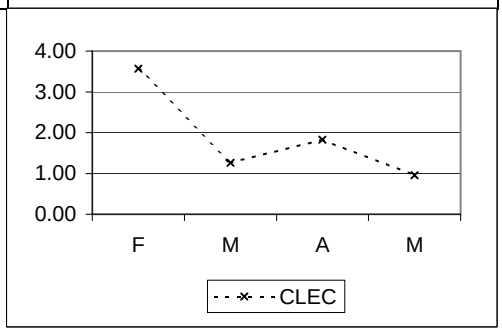


OR-3-02-2000	% LSR Resubmission Not Rejected				95%
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				
Jun-02	#N/A				
Jul-02	#N/A				
Aug-02	100.00	1		YES	
Sep-02	#N/A				
Oct-02	#N/A				
Nov-02	#N/A				
Dec-02	100.00	6		YES	
Jan-03	100.00	10		YES	



OR-4 - Timeliness of Completion Notification

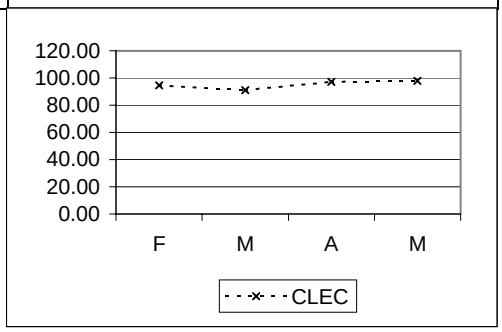
OR-4-01-2000	Completion Notice (BCN) - Average Response Time				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	3.57				
Mar-02	1.26				
Apr-02	1.83				
May-02	0.96				



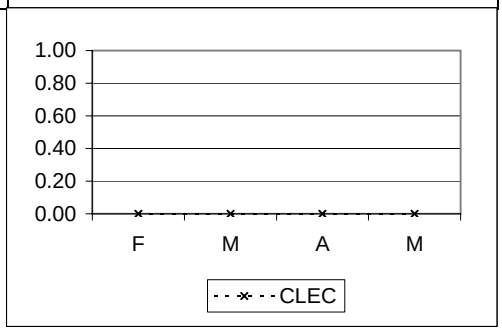
POTS / Special Services - Aggregate cont...

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

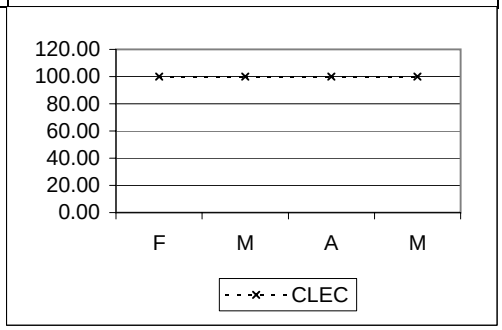
OR-4-02-2000	Completion Notice (BCN) - % On Time				95% by next bus. day at noon
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	94.59	10544		NO	
Mar-02	91.07	11096		NO	
Apr-02	97.29	10085		YES	
May-02	97.98	17548		YES	



OR-4-04-2000	Work Completion Notice (PCN) - Average Response Time				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	0.00				
Mar-02	0.00				
Apr-02	0.00				
May-02	0.00				



OR-4-05-2000	Work Completion Notice (PCN) - % On Time				95% by next bus. day at noon
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	100.00	10179		YES	
Mar-02	100.00	10949		YES	
Apr-02	100.00	9947		YES	
May-02	100.00	17536		YES	



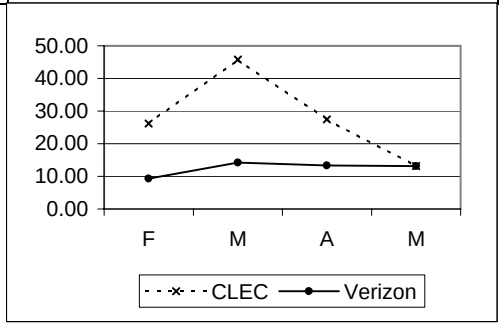
POTS / Special Services - Aggregate cont...

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

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

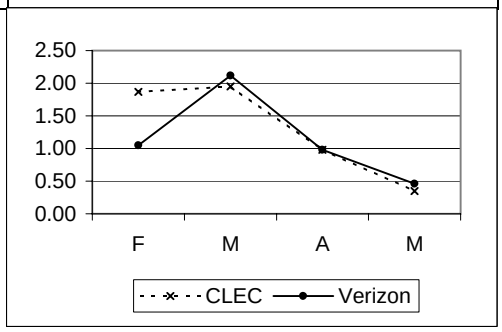
Eliminated as of 6/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	9.30	26.19	342132	11512	141	1.34	-12.62	NO
Mar-02	14.17	45.80	366474	13213	149	1.32	-23.96	NO
Apr-02	13.30	27.41	364053	13622	176	1.54	-9.16	NO
May-02	13.18	13.10	363738	18476	231	1.74	0.05	YES



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

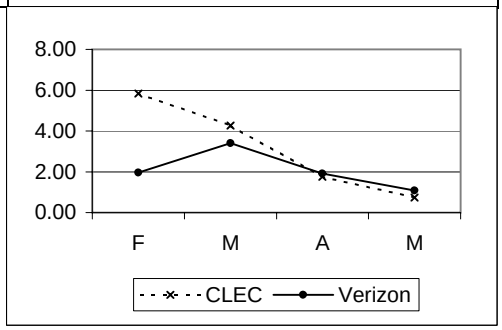
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	1.05	1.87	342132	11512		0.10	-8.49	NO
Mar-02	2.12	1.95	366474	13213		0.13	1.33	YES
Apr-02	0.98	0.98	364053	13622		0.09	0.00	YES
May-02	0.46	0.35	363738	18476		0.05	2.16	YES



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

Eliminated as of 6/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	1.96	5.83	342132	11512		0.13	-29.46	NO
Mar-02	3.40	4.27	366474	13213		0.16	-5.42	NO
Apr-02	1.92	1.75	364053	13622		0.12	1.42	YES
May-02	1.08	0.74	363738	18476		0.08	4.36	YES

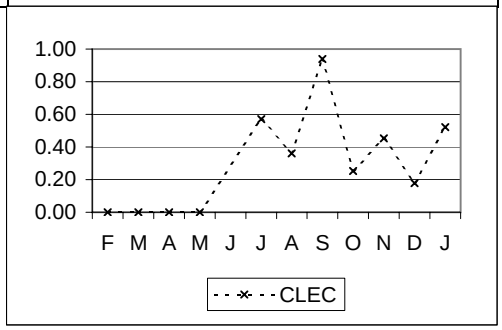


POTS / Special Services - Aggregate cont...

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

OR-4-11-2000	% Completed orders with neither a PCN nor BCN sent	0.25%

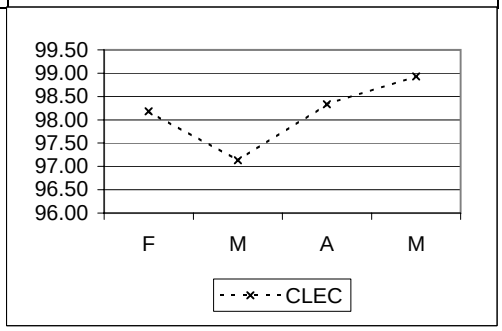
	CLEC	CLEC Obs	Difference	Parity
Feb-02	0.00	10149		YES
Mar-02	0.00	10905		YES
Apr-02	0.00	9922		YES
May-02	0.00	17512		YES
Jul-02	0.57	8391		NO
Aug-02	0.36	11887		NO
Sep-02	0.94	19526		NO
Oct-02	0.25	27301		NO
Nov-02	0.45	19425		NO
Dec-02	0.18	25157		YES
Jan-03	0.52	24125		NO



OR-4-12-2000	% Due Date to PCN within 3 Business Days	95%

Eliminated as of 6/2002

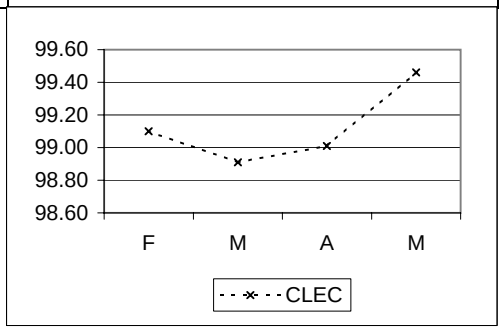
	CLEC	CLEC Obs	Difference	Parity
Feb-02	98.18	10179		YES
Mar-02	97.13	10949		YES
Apr-02	98.33	9947		YES
May-02	98.93	17536		YES



OR-4-13-2000	% Due Date to PCN within 6 Business Days	99%

Eliminated as of 6/2002

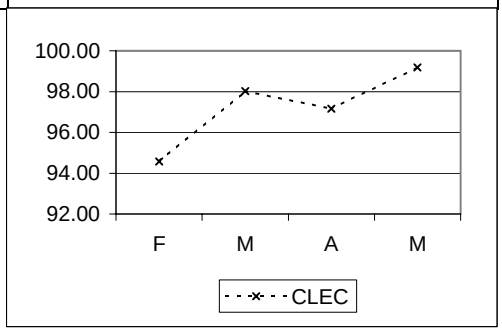
	CLEC	CLEC Obs	Difference	Parity
Feb-02	99.10	10179		YES
Mar-02	98.91	10949		NO
Apr-02	99.01	9947		YES
May-02	99.46	17536		YES



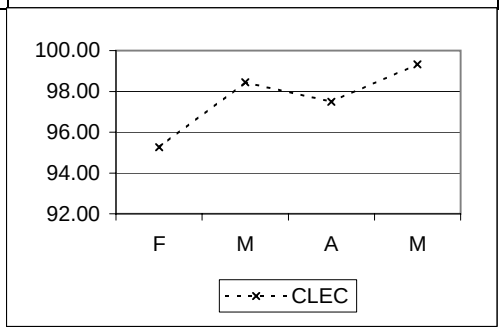
POTS / Special Services - Aggregate cont...

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

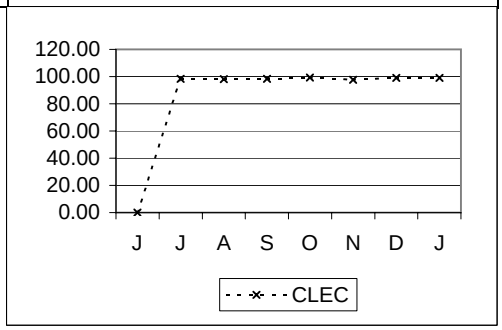
OR-4-14-2000	% Due Date to BCN within 6 Business Days				95%
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**94.57**	**10544**		NO	
Mar-02	**98.03**	**11096**		YES	
Apr-02	**97.16**	**10085**		YES	
May-02	**99.19**	**17548**		YES	



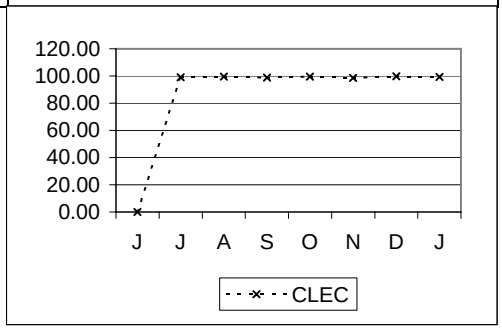
OR-4-15-2000	% Due Date to BCN within 9 Business Days				99%
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**95.27**	**10544**		NO	
Mar-02	**98.44**	**11096**		NO	
Apr-02	**97.49**	**10085**		NO	
May-02	**99.33**	**17548**		YES	



OR-4-16-2000	% Provisioning Completion Notifiers sent within one (1) Business Day				95%
	Metric being reported effective 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Jun-02	**UD**				
Jul-02	**98.33**	**8391**		YES	
Aug-02	**98.12**	**11887**		YES	
Sep-02	**98.39**	**19526**		YES	
Oct-02	**99.28**	**27301**		YES	
Nov-02	**97.56**	**19425**		YES	
Dec-02	**99.13**	**25157**		YES	
Jan-03	**99.11**	**24125**		YES	

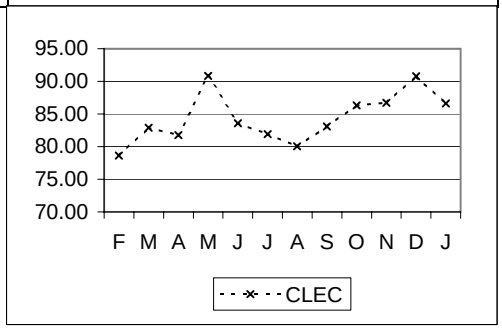


POTS / Special Services - Aggregate cont...					
OR-4 - Timeliness of Completion Notification cont...					
OR-4-17-2000	% Billing Completion Notifier sent within two (2) Business Days				95%
	Metric being reported effective 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Jun-02	UD				
Jul-02	99.08	8391		YES	
Aug-02	99.44	11887		YES	
Sep-02	98.81	19526		YES	
Oct-02	99.58	27301		YES	
Nov-02	98.52	19425		YES	
Dec-02	99.74	25157		YES	
Jan-03	99.34	24125		YES	

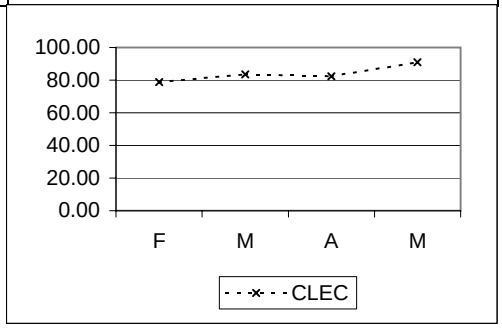


OR-5 - Percent Flow-Through

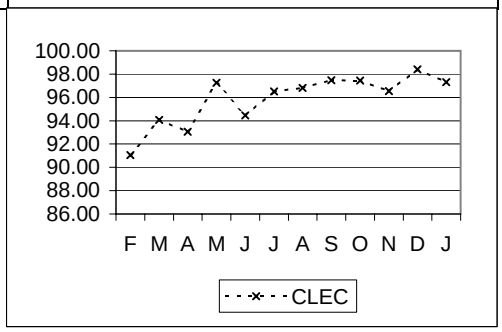
OR-5-01-2000	% Flow Through - Total				No Standard Developed
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	78.65	10918			
Mar-02	82.91	11281			
Apr-02	81.76	10621			
May-02	90.84	17884			
Jun-02	83.57	10683			
Jul-02	81.93	11216			
Aug-02	80.06	11381			
Sep-02	83.08	11097			
Oct-02	86.32	11058			
Nov-02	86.72	9352			
Dec-02	90.78	10695			
Jan-03	86.62	10452			



OR-5-02-2000	% Flow Through - Simple				No Standard Developed
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	78.80	10894			
Mar-02	83.46	11198			
Apr-02	82.26	10554			
May-02	91.06	17841			

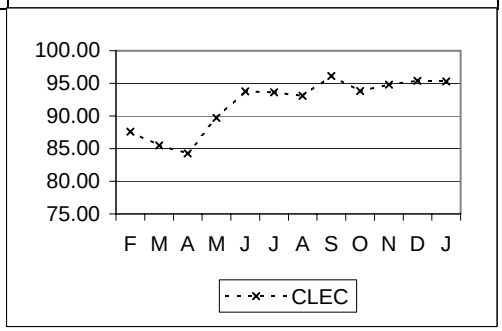


POTS / Special Services - Aggregate cont...					
OR-5 - Percent Flow-Through cont...					
OR-5-03-2000	% Flow Through Achieved				95%
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	91.04	9432		NO	
Mar-02	94.06	9930		NO	
Apr-02	93.05	9333		NO	
May-02	97.26	16703		YES	
Jun-02	94.46	9452		NO	
Jul-02	96.52	9520		YES	
Aug-02	96.80	9413		YES	
Sep-02	97.48	9457		YES	
Oct-02	97.44	9796		YES	
Nov-02	96.55	8400		YES	
Dec-02	98.40	9867		YES	
Jan-03	97.31	9304		YES	

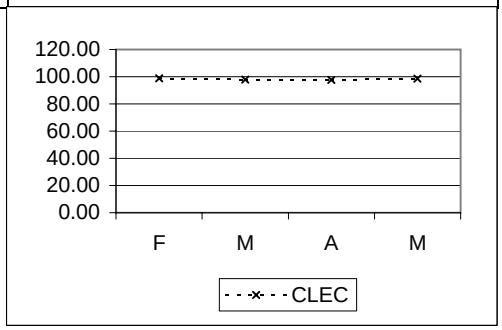


OR-6 - Order Accuracy

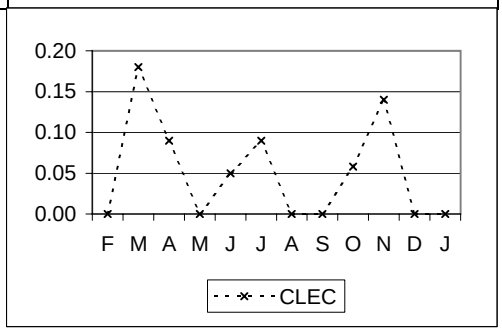
OR-6-01-2000	% Service Order Accuracy*				95% Orders without Errors
	Metric name changed to % Service Order Accuracy - Orders				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	87.59	427		NO	
Mar-02	85.50	400		NO	
Apr-02	84.25	400		NO	
May-02	89.72	399		NO	
Jun-02	93.78	370		NO	
Jul-02	93.65	425		NO	
Aug-02	93.10	420		NO	
Sep-02	96.13	388		YES	
Oct-02	93.81	436		NO	
Nov-02	94.81	347		NO	
Dec-02	95.37	389		YES	
Jan-03	95.27	402		YES	



OR-6-02-2000	% Accuracy - Opportunities				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	98.71	4654			
Mar-02	97.90	3755			
Apr-02	97.55	3998			
May-02	98.57	4187			

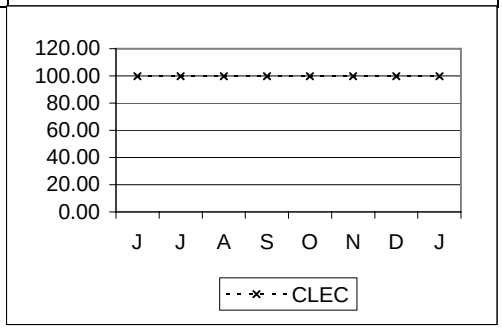


POTS / Special Services - Aggregate cont...					
OR-6 - Order Accuracy cont...					
OR-6-03-2000	% Accuracy - LSRC***				not more than 5%
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	0.00	2697		YES	
Mar-02	0.18	2218		YES	
Apr-02	0.09	2164		YES	
May-02	0.00	1814		YES	
Jun-02	0.05	1934		YES	
Jul-02	0.09	2204		YES	
Aug-02	0.00	2495		YES	
Sep-02	0.00	2032		YES	
Oct-02	0.06	1713		YES	
Nov-02	0.14	1423		YES	
Dec-02	0.00	1156		YES	
Jan-03	0.00	1523		YES	



OR-7 - Order Completeness

OR-7-01-2000	% Order Confirmation/Rejects sent within 3 Business Days				95%
	Metric being reported effective 2/2002				
	CLEC	CLEC Obs	Difference	Parity	
Jun-02	99.85	12970		YES	
Jul-02	99.86	13972		YES	
Aug-02	99.83	13513		YES	
Sep-02	99.83	12898		YES	
Oct-02	99.81	13733		YES	
Nov-02	99.85	11709		YES	
Dec-02	99.79	12314		YES	
Jan-03	99.79	12384		YES	



Special Services - Electronically Submitted

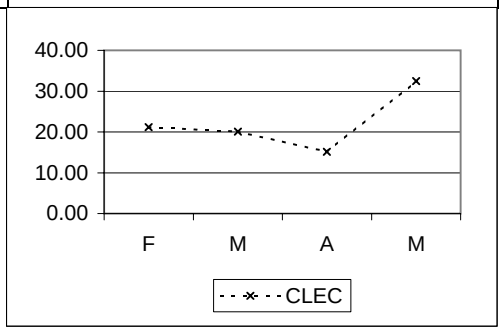
OR-1 - Order Confirmation Timeliness

OR-1-03-2210	Average LSRC/ASRC Time No Facility Check DS0				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

OR-1-03-2211	Average LSRC/ASRC Time No Facility Check DS1				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

OR-1-03-2213	Average LSRC/ASRC Time No Facility Check DS3				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

OR-1-03-2214	Average LSRC/ASRC Time No Facility Check (Non DS0, DS1, & DS3)				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	21.15				
Mar-02	20.05				
Apr-02	15.16				
May-02	32.44				



Special Services - Electronically Submitted cont...					
OR-1 - Order Confirmation Timeliness cont...					
OR-1-04-2210	% On Time LSRC/ASRC - No Facility Check DS0				95% within 48 Hours
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
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				
Dec-02	#N/A				
Jan-03	#N/A				

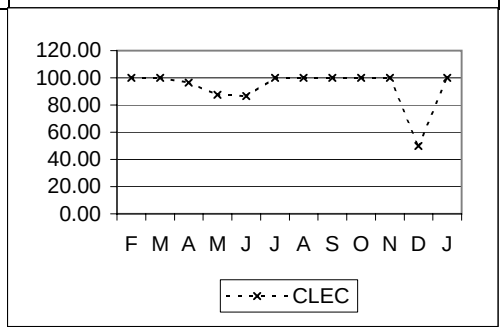
OR-1-04-2211	% On Time LSRC/ASRC - No Facility Check DS1				95% within 48 Hours
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				
Jun-02	#N/A				
Jul-02	#N/A				
Aug-02	#N/A				
Sep-02	#N/A				
Oct-02	#N/A				
Nov-02	#N/A				
Dec-02	#N/A				
Jan-03	#N/A				

OR-1-04-2213	% On Time LSRC/ASRC - No Facility Check DS3				95% within 48 Hours
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
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				
Dec-02	#N/A				
Jan-03	#N/A				

Special Services - Electronically Submitted cont...

OR-1 - Order Confirmation Timeliness cont...

OR-1-04-2214	% On Time LSRC/ASRC - No Facility Check (Non DS0, DS1, & DS3)				95% within 48 Hours
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	100.00	10		YES	
Mar-02	100.00	18		YES	
Apr-02	96.55	29		YES	
May-02	87.50	8		NO	
Jun-02	86.67	15		NO	
Jul-02	100.00	7		YES	
Aug-02	100.00	12		YES	
Sep-02	100.00	8		YES	
Oct-02	100.00	8		YES	
Nov-02	100.00	3		YES	
Dec-02	50.00	4		NO	
Jan-03	100.00	7		YES	

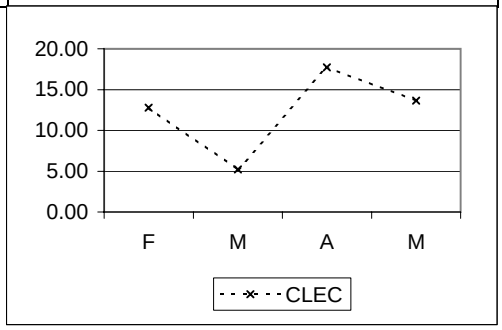


OR-1-05-2210	Average LSRC/ASRC Time Facility Check DS0				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

OR-1-05-2211	Average LSRC/ASRC Time Facility Check DS1				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

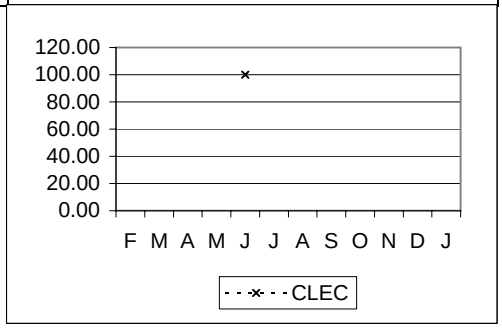
OR-1-05-2213	Average LSRC/ASRC Time Facility Check DS3				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

Special Services - Electronically Submitted cont...					
OR-1 - Order Confirmation Timeliness cont...					
OR-1-05-2214	Average LSRC/ASRC Time Facility Check (Non DS0, DS1, & DS3)				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	12.78				
Mar-02	5.20				
Apr-02	17.72				
May-02	13.66				



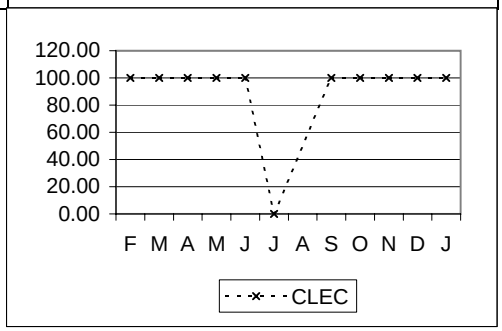
OR-1-06-2210	% On Time LSRC/ASRC Facility Check DS0				95% within 72 Hours
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				
Jun-02	#N/A				
Jul-02	#N/A				
Aug-02	#N/A				
Sep-02	#N/A				
Oct-02	#N/A				
Nov-02	#N/A				
Dec-02	#N/A				
Jan-03	#N/A				

OR-1-06-2211	% On Time LSRC/ASRC Facility Check DS1				95% within 72 Hours
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				
Jun-02	100.00	1		YES	
Jul-02	#N/A				
Aug-02	#N/A				
Sep-02	#N/A				
Oct-02	#N/A				
Nov-02	#N/A				
Dec-02	#N/A				
Jan-03	#N/A				



Special Services - Electronically Submitted cont...					
OR-1 - Order Confirmation Timeliness cont...					
OR-1-06-2213	% On Time LSRC/ASRC Facility Check DS3				95% within 72 Hours
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
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				
Dec-02	#N/A				
Jan-03	#N/A				

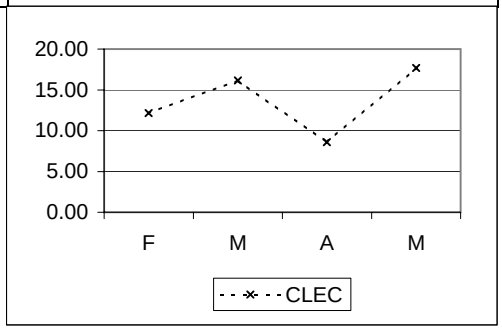
OR-1-06-2214	% On Time LSRC/ASRC Facility Check (Non DS0, DS1, & DS3)				95% within 72 Hours
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	100.00	3		YES	
Mar-02	100.00	1		YES	
Apr-02	100.00	5		YES	
May-02	100.00	7		YES	
Jun-02	100.00	1		YES	
Jul-02	0.00	1		NO	
Aug-02	#N/A				
Sep-02	100.00	5		YES	
Oct-02	100.00	2		YES	
Nov-02	100.00	1		YES	
Dec-02	100.00	2		YES	
Jan-03	100.00	6		YES	



Special Services - Electronically Submitted cont...

OR-2 - Reject Timeliness

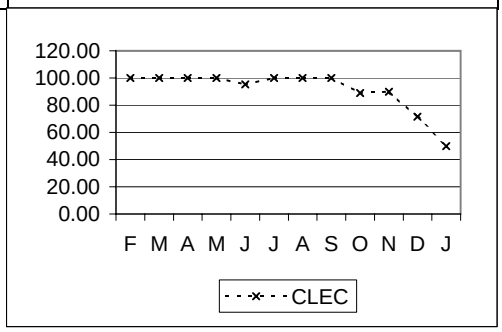
OR-2-03-2200	Average LSR/ASR Reject Time No Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**12.14**				
Mar-02	**16.16**				
Apr-02	**8.58**				
May-02	**17.67**				



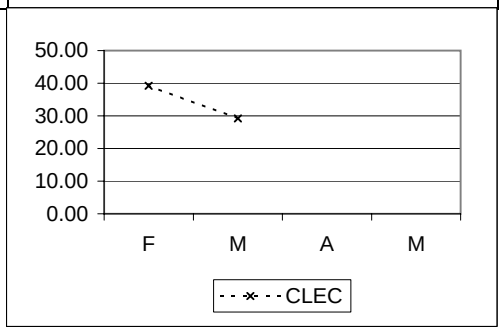
Special Services - Electronically Submitted cont...

OR-2 - Reject Timeliness cont...

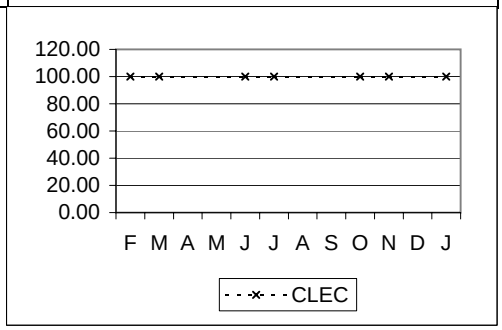
OR-2-04-2200	% On Time LSR/ASR Reject - No Facility Check				95% within 48 Hours
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**100.00**	**19**		YES	
Mar-02	**100.00**	**37**		YES	
Apr-02	**100.00**	**27**		YES	
May-02	**100.00**	**11**		YES	
Jun-02	**95.24**	**21**		YES	
Jul-02	**100.00**	**10**		YES	
Aug-02	**100.00**	**11**		YES	
Sep-02	**100.00**	**7**		YES	
Oct-02	**88.89**	**9**		NO	
Nov-02	**90.00**	**10**		NO	
Dec-02	**71.43**	**14**		NO	
Jan-03	**50.00**	**6**		NO	



OR-2-05-2200	Average LSR/ASR Reject Time Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**39.17**				
Mar-02	**29.21**				
Apr-02	**#N/A**				
May-02	**#N/A**				



OR-2-06-2200	% On Time LSR/ASR Reject Facility Check				95% within 72 Hours
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**100.00**	**2**		YES	
Mar-02	**100.00**	**4**		YES	
Apr-02	**#N/A**				
May-02	**#N/A**				
Jun-02	**100.00**	**1**		YES	
Jul-02	**100.00**	**1**		YES	
Aug-02	**#N/A**				
Sep-02	**#N/A**				
Oct-02	**100.00**	**1**		YES	
Nov-02	**100.00**	**2**		YES	
Dec-02	**#N/A**				
Jan-03	**100.00**	**6**		YES	



Legend

*	= DC/MD/VA/WV Combined Measurement
**	= Verizon East (CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VT, WV and DC)
***	= VA only
****	= Verizon South (PA, NJ, DE, MD, DC, VA, WV)
*****	= (PA, NJ, DE, MD, DC, VA, WV) Resale/UNE East Combined Measurement
&	= Resale/UNE Combined Measurement
UD	= Performance metric is under development
UR	= Performance metric is under review
NA	= No Activity
NEF	= No Existing Functionality
TBD	= Performance metric is to be determined
R3	= Run 3 times per year
1-9=5, 10+=Negotiated	= 1-9 Loops, 5 days 10+ Loops, Negotiated
95% Cmp. w/in Window	= Standard for Cut-Over Window = 1 to 9 lines: 1 hour = 10 to 49 lines: 2 hours = 50 to 99 lines: 3 hours = 100 to 199 lines: 4 hours = 200 plus lines: 8 hours
EEL	= 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
SS/Not Required	= Sample size does not meet the minimum criteria for a statistical test specified in Appendix K of the quidelines. See Appendix K of the 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 - VA

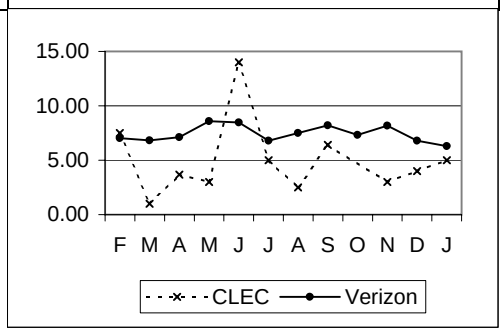
Carrier to Carrier Performance Standards and Reports Summary February 2002 - January 2003

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

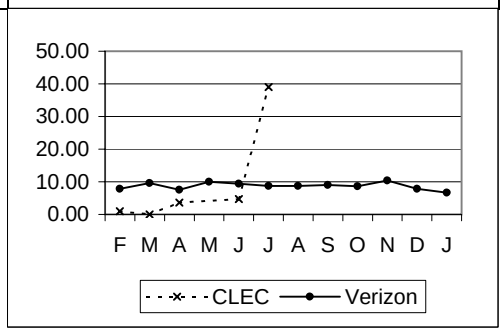
POTS - Provisioning - Total

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*	
Feb-02	**7.04**	**7.50**	196	4	7.64	3.86	-0.12	YES	
Mar-02	**6.83**	**1.00**	224	1	7.18	7.20	0.81	YES	
Apr-02	**7.13**	**3.67**	240	3	8.31	4.83	0.72	YES	
May-02	**8.60**	**3.00**	196	1	9.11	9.13	0.61	YES	
Jun-02	**8.47**	**14.00**	189	1	12.34	12.37	-0.45	YES	
Jul-02	**6.80**	**5.00**	201	1	7.49	7.51	0.24	YES	
Aug-02	**7.51**	**2.50**	183	2	7.40	5.26	0.95	YES	
Sep-02	**8.20**	**6.40**	159	5	9.12	4.14	Not Required		
Oct-02	**7.33**	**#N/A**	141		12.05				
Nov-02	**8.18**	**3.00**	131	1	12.11	12.16	Not Required		
Dec-02	**6.81**	**4.00**	136	1	7.14	7.17	Not Required		
Jan-03	**6.29**	**5.00**	133	1	6.73	6.75	Not Required		



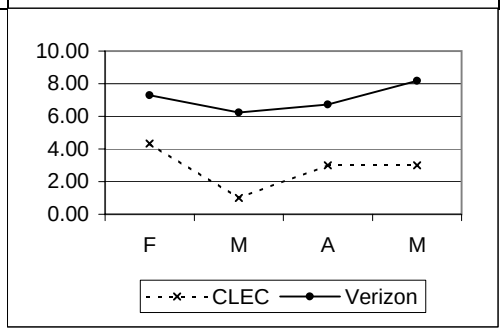
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)								Parity with Retail
	Parity with Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**7.87**	**1.00**	120	1	8.26	8.29	0.83	YES	
Mar-02	**9.60**	**0.00**	131	1	10.97	11.01	0.87	YES	
Apr-02	**7.52**	**3.67**	129	3	6.21	3.63	1.06	YES	
May-02	**9.97**	**#N/A**	116		9.59				
Jun-02	**9.38**	**4.67**	106	3	10.45	6.12	0.77	YES	
Jul-02	**8.74**	**39.00**	123	1	7.67	7.70	-3.93	SSST	
Aug-02	**8.77**	**#N/A**	111		8.40				
Sep-02	**9.05**	**#N/A**	95		9.64				
Oct-02	**8.66**	**#N/A**	90		9.35				
Nov-02	**10.35**	**#N/A**	85		9.77				
Dec-02	**7.89**	**#N/A**	70		6.62				
Jan-03	**6.63**	**#N/A**	71		5.22				



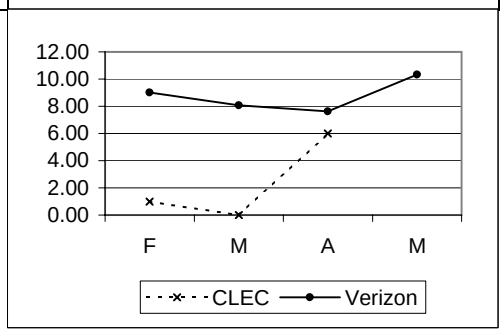
POTS - Provisioning - Total cont...

PR-2 - Average Completed Interval

PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)								Parity with Retail
	Parity with Retail POTS - Total								
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**7.29**	**4.33**	156	3	7.69	4.48	0.66	YES	
Mar-02	**6.23**	**1.00**	180	1	5.74	5.76	0.91	YES	
Apr-02	**6.73**	**3.00**	199	1	7.14	7.16	0.52	YES	
May-02	**8.18**	**3.00**	159	1	7.65	7.67	0.68	YES	

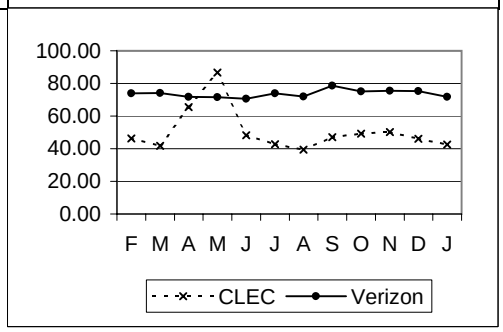


PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**9.01**	**1.00**	99	1	10.35	10.40	0.77	YES	
Mar-02	**8.06**	**0.00**	98	1	8.27	8.31	0.97	YES	
Apr-02	**7.63**	**6.00**	104	2	7.31	5.22	0.31	YES	
May-02	**10.32**	**#N/A**	81		9.43				



PR-3 - Completed within Specified Days

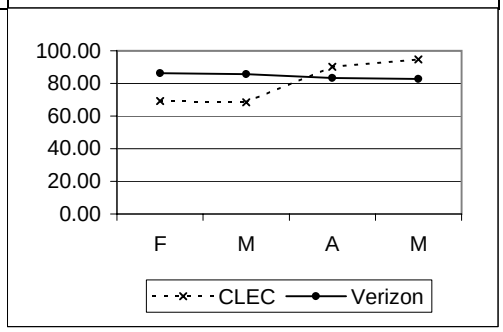
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)								Parity with Retail
	Parity with Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**73.98**	**46.20**	57434	1857		1.03	-26.85	NO	
Mar-02	**74.07**	**41.85**	61164	1823		1.04	-30.93	NO	
Apr-02	**71.77**	**65.40**	59754	3954		0.74	-8.62	NO	
May-02	**71.56**	**86.73**	59201	6579		0.59	25.88	YES	
Jun-02	**70.67**	**48.26**	53210	1556		1.17	-19.14	NO	
Jul-02	**73.95**	**42.73**	70578	2097		0.97	-32.10	NO	
Aug-02	**72.02**	**39.36**	74300	2363		0.94	-34.82	NO	
Sep-02	**78.70**	**47.15**	84622	2121		0.90	<-5.00	NO	
Oct-02	**75.11**	**49.16**	72038	2091		0.96	<-5.00	NO	
Nov-02	**75.43**	**50.21**	63048	1677		1.07	<-5.00	NO	
Dec-02	**75.31**	**45.98**	61674	1581		1.10	<-5.0000	NO	
Jan-03	**71.82**	**42.64**	79795	1937		1.03	<-5.0000	NO	



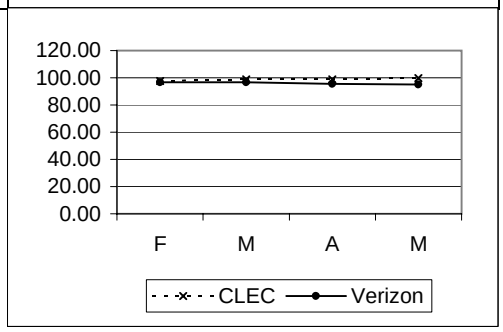
POTS - Provisioning - Total cont...

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

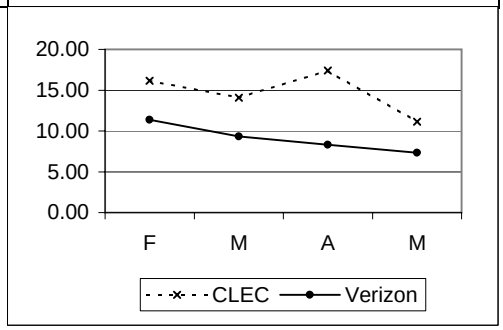
PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**86.36**	**69.14**	57434	1857		0.81	-21.28	NO	
Mar-02	**85.61**	**68.40**	61164	1823		0.83	-20.63	NO	
Apr-02	**83.38**	**90.19**	59754	3954		0.61	11.14	YES	
May-02	**82.78**	**94.70**	59201	6579		0.49	24.29	YES	



PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**96.64**	**97.58**	57434	1857		0.42	2.21	YES	
Mar-02	**96.72**	**98.79**	61164	1823		0.42	4.89	YES	
Apr-02	**95.61**	**98.76**	59754	3954		0.34	9.36	YES	
May-02	**95.13**	**99.77**	59201	6579		0.28	16.59	YES	



PR-3-04-2100	% Completed in 1 Day (1-5 Lines - Dispatch)								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**11.39**	**16.14**	13709	1679		0.82	5.78	YES	
Mar-02	**9.33**	**14.08**	13431	1236		0.86	5.49	YES	
Apr-02	**8.33**	**17.43**	13117	1004		0.90	10.06	YES	
May-02	**7.34**	**11.13**	12054	737		0.99	3.83	YES	



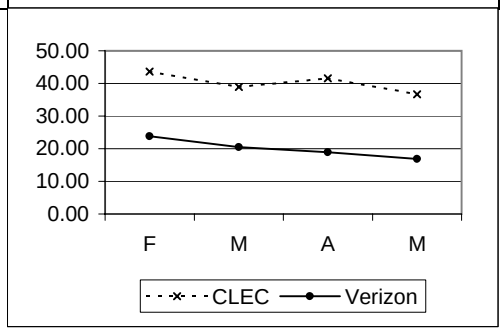
POTS - Provisioning - Total cont...

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 6/2002

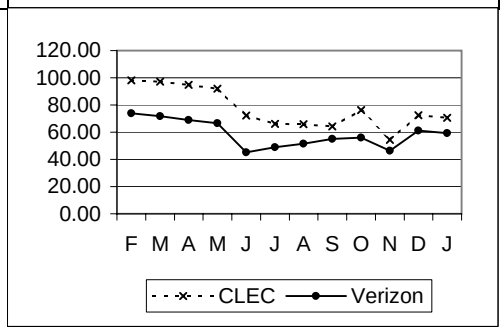
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	23.78	43.60	13709	1679		1.10	18.01	YES
Mar-02	20.50	38.92	13431	1236		1.20	15.35	YES
Apr-02	18.88	41.53	13117	1004		1.28	17.67	YES
May-02	16.83	36.64	12054	737		1.42	13.95	YES



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

Parity with Retail POTS - Total

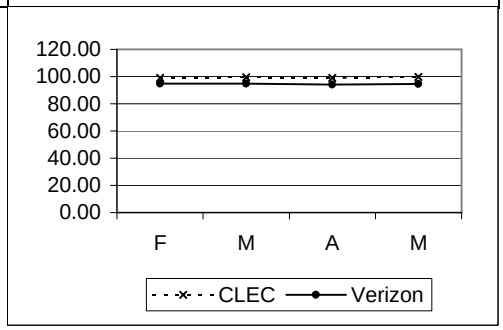
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	73.96	98.09	13709	1679		1.13	21.27	YES
Mar-02	71.82	97.25	13431	1236		1.34	19.02	YES
Apr-02	68.96	94.72	13117	1004		1.51	17.00	YES
May-02	66.69	91.99	12054	737		1.79	14.15	YES
Jun-02	45.10	72.23	11514	713		1.92	14.13	YES
Jul-02	48.83	66.15	12079	706		1.94	8.95	YES
Aug-02	51.43	65.80	12865	804		1.82	7.91	YES
Sep-02	55.07	64.12	12908	1101		1.56	>5.00	YES
Oct-02	55.91	76.19	11987	1092		1.57	>5.00	YES
Nov-02	46.46	54.29	9479	827		1.81	4.36	YES
Dec-02	61.29	72.48	9977	774		1.82	>5.0000	YES
Jan-03	59.24	70.59	13195	1071		1.56	>5.0000	YES



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

Eliminated as of 6/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	94.87	99.12	71143	3536		0.38	11.18	YES
Mar-02	94.78	99.54	74595	3059		0.41	11.60	YES
Apr-02	94.10	99.03	72871	4958		0.35	14.26	YES
May-02	94.54	99.69	71255	7316		0.28	18.46	YES



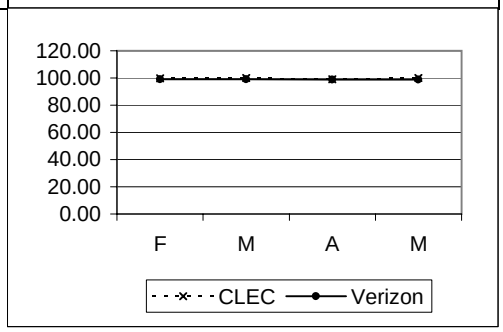
POTS - Provisioning - Total cont...

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 6/2002

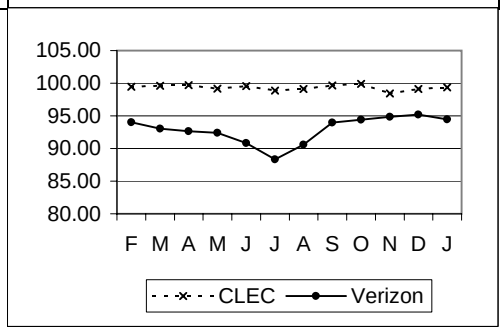
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	99.06	99.78	57434	1857		0.23	3.16	YES
Mar-02	99.04	99.89	61164	1823		0.23	3.67	YES
Apr-02	98.72	99.11	59754	3954		0.18	2.11	YES
May-02	98.80	99.89	59201	6579		0.14	7.70	YES



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

Parity with Retail POTS - Total

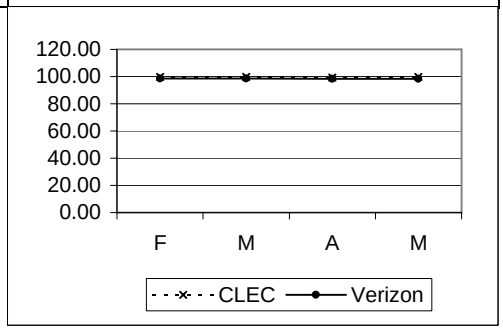
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	94.04	99.46	13709	1679		0.61	8.85	YES
Mar-02	93.06	99.60	13431	1236		0.76	8.66	YES
Apr-02	92.64	99.70	13117	1004		0.86	8.26	YES
May-02	92.38	99.19	12054	737		1.01	6.76	YES
Jun-02	90.85	99.58	11514	713		1.11	5000000.00	YES
Jul-02	88.32	98.87	12079	706		1.24	8.48	YES
Aug-02	90.58	99.13	12865	804		1.06	8.05	YES
Sep-02	93.99	99.64	12908	1101		0.75	>5.00	YES
Oct-02	94.41	99.91	11987	1092		0.73	>5.00	YES
Nov-02	94.87	98.43	9479	827		0.80	>5.00	YES
Dec-02	95.18	99.10	9977	774		0.80	>5.0000	YES
Jan-03	94.48	99.35	13195	1071		0.73	>5.0000	YES



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

Eliminated as of 6/2002

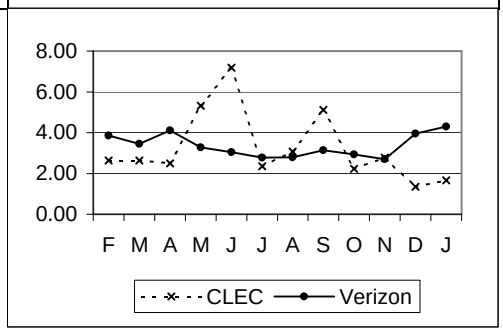
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	98.68	99.77	71143	3536		0.20	5.54	YES
Mar-02	98.59	99.77	74595	3059		0.22	5.43	YES
Apr-02	98.27	99.25	72871	4958		0.19	5.12	YES
May-02	98.32	99.82	71255	7316		0.16	9.51	YES



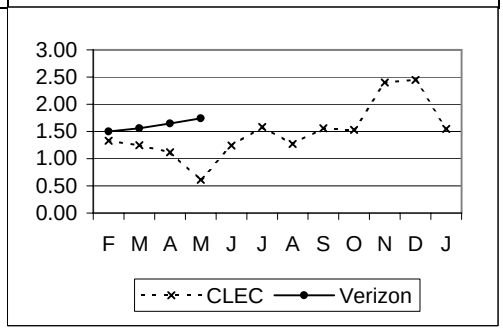
POTS - Provisioning - Total cont...

PR-4 - Missed Appointments

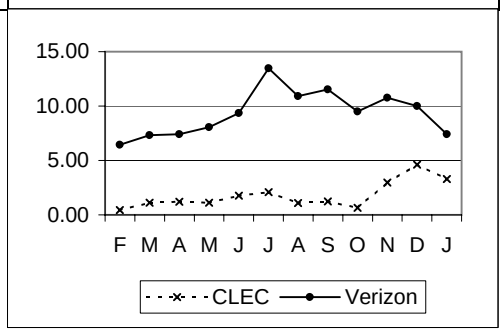
PR-4-02-2100	Average Delay Days - Total								Parity with Retail
	Parity with Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**3.86**	**2.64**	2179	14	13.91	3.73	0.33	YES	
Mar-02	**3.45**	**2.64**	2463	25	7.72	1.55	0.52	YES	
Apr-02	**4.11**	**2.50**	2581	18	14.15	3.35	0.48	YES	
May-02	**3.28**	**5.32**	2662	19	8.92	2.05	-0.99	YES	
Jun-02	**3.05**	**7.18**	2769	22	8.39	1.80	-2.30	SSST	
Jul-02	**2.77**	**2.36**	4181	22	6.28	1.34	0.31	YES	
Aug-02	**2.80**	**3.08**	4289	13	6.54	1.82	-0.15	YES	
Sep-02	**3.13**	**5.11**	3445	19	10.36	2.38	-0.83	YES	
Oct-02	**2.93**	**2.22**	2737	9	9.53	3.18	0.22	YES	
Nov-02	**2.70**	**2.78**	2834	36	9.58	1.61	-0.05	YES	
Dec-02	**3.95**	**1.35**	3699	49	12.77	1.84	1.42	YES	
Jan-03	**4.29**	**1.66**	2497	47	13.23	1.95	1.35	YES	



PR-4-03-2100	% Missed Appointment - Customer								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**1.50**	**1.33**							
Mar-02	**1.56**	**1.25**							
Apr-02	**1.65**	**1.12**							
May-02	**1.74**	**0.61**							
Jun-02		**1.24**		4180					
Jul-02		**1.58**		4613					
Aug-02		**1.27**		4812					
Sep-02		**1.56**		4885					
Oct-02		**1.53**		4918					
Nov-02		**2.40**		4003					
Dec-02		**2.45**		3679					
Jan-03		**1.55**		4256					



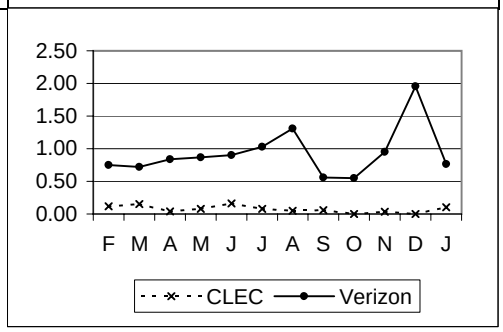
PR-4-04-2100	% Missed Appointment - Verizon - Dispatch								Parity with Retail
	Parity with Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**6.44**	**0.45**	21949	2199		0.55	10.91	YES	
Mar-02	**7.33**	**1.13**	22551	1678		0.66	9.40	YES	
Apr-02	**7.40**	**1.21**	22459	1319		0.74	8.35	YES	
May-02	**8.06**	**1.13**	21253	977		0.89	7.78	YES	
Jun-02	**9.36**	**1.76**	20269	964		0.96	7.92	YES	
Jul-02	**13.48**	**2.10**	21408	904		1.16	9.81	YES	
Aug-02	**10.92**	**1.10**	23304	998		1.01	9.74	YES	
Sep-02	**11.53**	**1.25**	22855	1357		0.89	>5.00	YES	
Oct-02	**9.50**	**0.64**	21452	1405		0.81	>5.00	YES	
Nov-02	**10.76**	**2.96**	17281	1183		0.93	>5.00	YES	
Dec-02	**10.01**	**4.61**	17728	1063		0.95	>5.0000	YES	
Jan-03	**7.42**	**3.30**	20755	1332		0.74	>5.0000	YES	



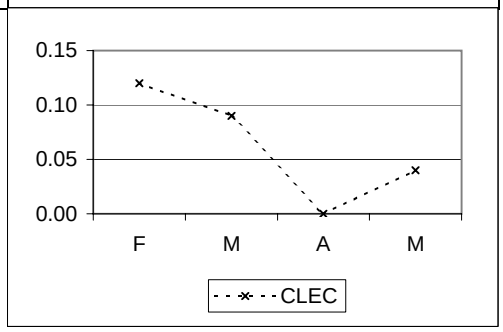
POTS - Provisioning - Total cont...

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*	
Feb-02	**0.75**	**0.12**	101534	3454		0.15	4.22	YES	
Mar-02	**0.72**	**0.15**	112815	4095		0.13	4.24	YES	
Apr-02	**0.84**	**0.04**	109030	5404		0.13	6.29	YES	
May-02	**0.87**	**0.08**	108721	10212		0.10	8.22	YES	
Jun-02	**0.90**	**0.16**	96985	3216		0.17	4.37	YES	
Jul-02	**1.03**	**0.08**	126014	3709		0.17	5000000.00	YES	
Aug-02	**1.31**	**0.05**	133345	3814		0.19	5000000.00	YES	
Sep-02	**0.56**	**0.06**	145686	3528		0.13	>5.00	YES	
Oct-02	**0.55**	**0.00**	127080	3513		0.13	>5.00	YES	
Nov-02	**0.95**	**0.04**	102407	2820		0.19	>5.00	YES	
Dec-02	**1.96**	**0.00**	98461	2616		0.27	>5.0000	YES	
Jan-03	**0.76**	**0.10**	125391	2924		0.16	>5.0000	YES	



PR-4-08-2100	% Missed Appt. - Customer - Due to Late Order Confirmation								No Standard1
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02		**0.12**		5653					
Mar-02		**0.09**		5773					
Apr-02		**0.00**		6723					
May-02		**0.04**		11189					



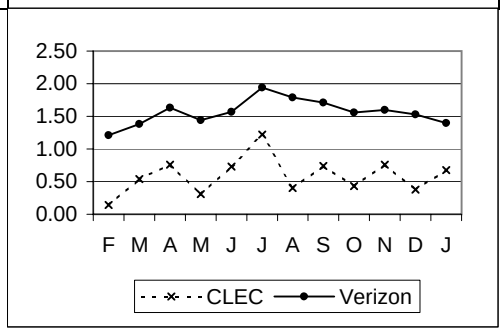
POTS - Provisioning - Total cont...

PR-5 - Facility Missed Orders

PR-5-01-2100 | **% Missed Appointment - Verizon - Facilities** | **Parity with Retail**

Parity with Retail POTS - Total

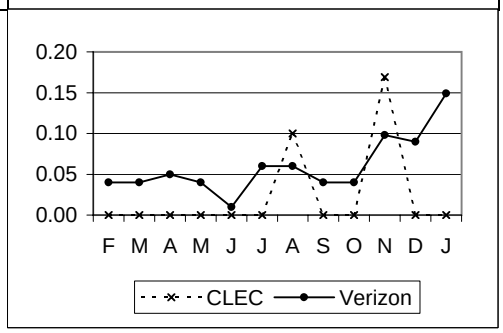
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	**1.21**	**0.14**	21949	2199		0.24	4.38	YES
Mar-02	**1.38**	**0.54**	22551	1678		0.30	2.85	YES
Apr-02	**1.63**	**0.76**	22459	1319		0.36	2.43	YES
May-02	**1.44**	**0.31**	21253	977		0.39	2.90	YES
Jun-02	**1.57**	**0.73**	20269	964		0.41	2.05	YES
Jul-02	**1.94**	**1.22**	21408	904		0.47	1.54	YES
Aug-02	**1.79**	**0.40**	23304	998		0.43	4.08	YES
Sep-02	**1.71**	**0.74**	22855	1357		0.36	3.15	YES
Oct-02	**1.56**	**0.43**	21452	1405		0.34	4.10	YES
Nov-02	**1.60**	**0.76**	17281	1183		0.38	2.60	YES
Dec-02	**1.53**	**0.38**	17728	1063		0.39	3.74	YES
Jan-03	**1.40**	**0.68**	20755	1332		0.33	2.54	YES



PR-5-02-2100 | **% Orders Held for Facilities > 15 Days** | **Parity with Retail**

Parity with Retail POTS - Total

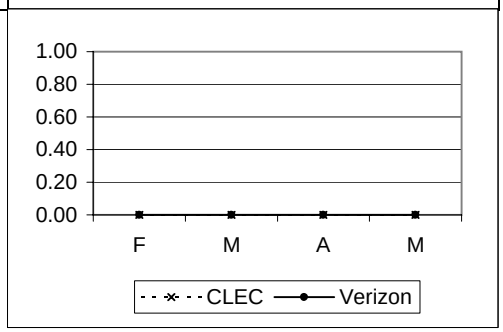
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	**0.04**	**0.00**	21949	2199		0.04	0.89	YES
Mar-02	**0.04**	**0.00**	22551	1678		0.05	0.79	YES
Apr-02	**0.05**	**0.00**	22459	1319		0.06	0.79	YES
May-02	**0.04**	**0.00**	21253	977		0.07	0.61	YES
Jun-02	**0.01**	**0.00**	20269	964		0.03	5000000.00	YES
Jul-02	**0.06**	**0.00**	21408	904		0.08	5000000.00	YES
Aug-02	**0.06**	**0.10**	23304	998		0.08	-0.08	YES
Sep-02	**0.04**	**0.00**	22855	1357		0.06	>5.00	YES
Oct-02	**0.04**	**0.00**	21452	1405		0.06	>5.00	YES
Nov-02	**0.10**	**0.17**	17281	1183		0.09	-0.40	YES
Dec-02	**0.09**	**0.00**	17728	1063		0.09	>5.0000	YES
Jan-03	**0.15**	**0.00**	20755	1332		0.11	>5.0000	YES



PR-5-03-2100 | **% Orders Held for Facilities > 60 Days** | **Parity with Retail**

Eliminated as of 6/2002

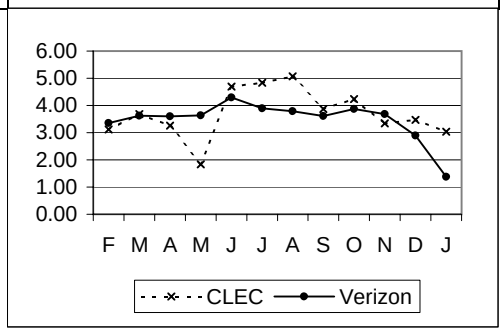
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	**0.00**	**0.00**	21949	2199		0.00		
Mar-02	**0.00**	**0.00**	22551	1678		0.00		
Apr-02	**0.00**	**0.00**	22459	1319		0.00		
May-02	**0.00**	**0.00**	21253	977		0.00		



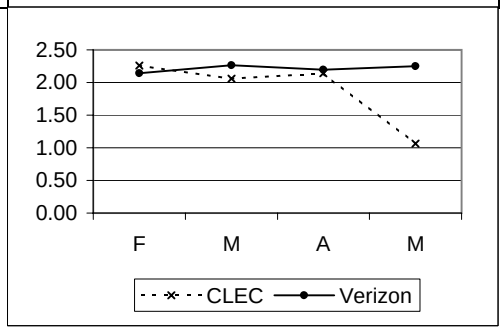
POTS - Provisioning - Total cont...

PR-6 - Installation Quality

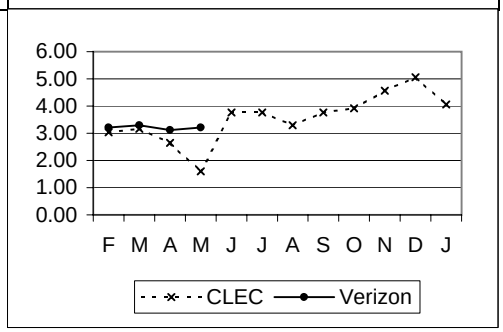
PR-6-01-2100	% Installation Troubles reported within 30 Days								Parity with Retail
	Parity with Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**3.35**	**3.11**	106875	5265		0.25	0.92	YES	
Mar-02	**3.62**	**3.68**	115672	5785		0.25	-0.23	YES	
Apr-02	**3.60**	**3.26**	114542	6771		0.23	1.44	YES	
May-02	**3.63**	**1.83**	114536	11023		0.19	9.65	YES	
Jun-02	**4.30**	**4.69**	105579	3664		0.34	-1.17	YES	
Jul-02	**3.89**	**4.83**	127912	4326		0.30	-3.15	NO	
Aug-02	**3.79**	**5.07**	138700	4592		0.29	-4.49	NO	
Sep-02	**3.61**	**3.87**	140245	4786		0.27	-0.91	YES	
Oct-02	**3.87**	**4.24**	124610	4717		0.29	-1.25	YES	
Nov-02	**3.69**	**3.34**	109523	3948		0.31	1.17	YES	
Dec-02	**2.89**	**3.47**	124768	3341		0.29	-1.89	NO	
Jan-03	**1.38**	**3.03**	262162	4090		0.18	<-5.0000	NO	



PR-6-02-2100	% Installation Troubles reported within 7 Days								Parity with Retail
	Parity with Retail POTS - Total								
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**2.14**	**2.26**	106875	5265		0.20	-0.59	YES	
Mar-02	**2.27**	**2.06**	115672	5785		0.20	1.04	YES	
Apr-02	**2.20**	**2.14**	114542	6771		0.18	0.31	YES	
May-02	**2.25**	**1.06**	114536	11023		0.15	8.03	YES	



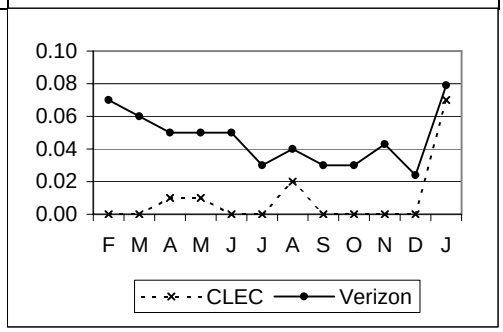
PR-6-03-2100	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**3.21**	**3.04**	106875	5265		0.25	0.69		
Mar-02	**3.30**	**3.16**	115672	5785		0.24	0.57		
Apr-02	**3.12**	**2.64**	114542	6771		0.22	2.20		
May-02	**3.21**	**1.61**	114536	11023		0.18	9.12		
Jun-02		**3.77**		3664					
Jul-02		**3.77**		4326					
Aug-02		**3.29**		4592					
Sep-02		**3.76**		4786					
Oct-02		**3.92**		4717					
Nov-02		**4.56**		3948					
Dec-02		**5.06**		3341					
Jan-03		**4.06**		4090					



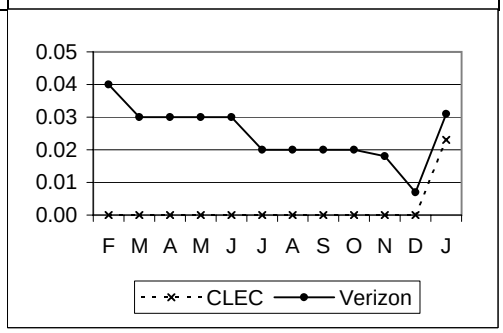
POTS - Provisioning - Total cont...

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*	
Feb-02	**0.07**	**0.00**	123483	5653		0.04	1.95	YES	
Mar-02	**0.06**	**0.00**	135366	5773		0.03	1.82	YES	
Apr-02	**0.05**	**0.01**	131489	6723		0.03	1.43	YES	
May-02	**0.05**	**0.01**	129974	11189		0.02	1.82	YES	
Jun-02	**0.05**	**0.00**	117254	4180		0.04	5000000.00	YES	
Jul-02	**0.03**	**0.00**	147422	4613		0.03	5000000.00	YES	
Aug-02	**0.04**	**0.02**	156649	4812		0.03	1.06	YES	
Sep-02	**0.03**	**0.00**	168541	4885		0.03	>5.00	YES	
Oct-02	**0.03**	**0.00**	148532	4918		0.03	>5.00	YES	
Nov-02	**0.04**	**0.00**	119688	4003		0.03	>5.00	YES	
Dec-02	**0.02**	**0.00**	116189	3679		0.03	>5.0000	YES	
Jan-03	**0.08**	**0.07**	146146	4256		0.04	0.39	YES	



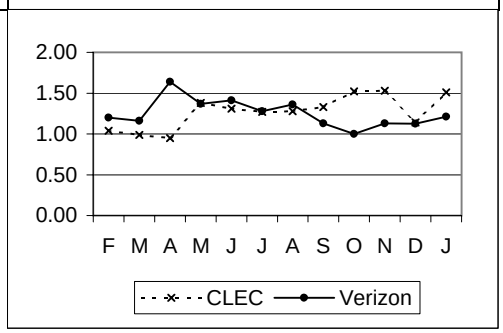
PR-8-02-2100	Open Orders in a Hold Status > 90 Days								Parity with Retail
	Parity with Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.04**	**0.00**	123483	5653		0.03	1.47	YES	
Mar-02	**0.03**	**0.00**	135366	5773		0.02	1.29	YES	
Apr-02	**0.03**	**0.00**	131489	6723		0.02	1.39	YES	
May-02	**0.03**	**0.00**	129974	11189		0.02	1.76	YES	
Jun-02	**0.03**	**0.00**	117254	4180		0.03	5000000.00	YES	
Jul-02	**0.02**	**0.00**	147422	4613		0.02	5000000.00	YES	
Aug-02	**0.02**	**0.00**	156649	4812		0.02	5000000.00	YES	
Sep-02	**0.02**	**0.00**	168541	4885		0.02	>5.00	YES	
Oct-02	**0.02**	**0.00**	148532	4918		0.02	>5.00	YES	
Nov-02	**0.02**	**0.00**	119688	4003		0.02	>5.00	YES	
Dec-02	**0.01**	**0.00**	116189	3679		0.01	>5.0000	YES	
Jan-03	**0.03**	**0.02**	146146	4256		0.03	0.62	YES	



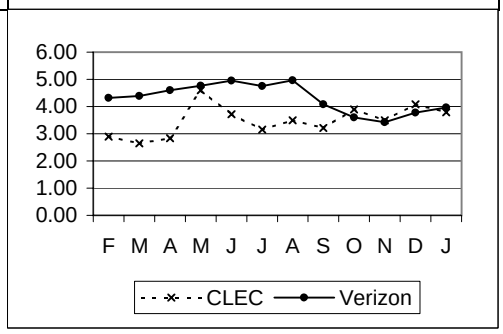
POTS - Business

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	
Feb-02	1.20	1.04	8838	333	3.14	0.18	0.91	YES	
Mar-02	1.16	0.99	11252	540	4.46	0.20	0.87	YES	
Apr-02	1.64	0.95	9610	487	8.01	0.37	1.85	YES	
May-02	1.37	1.38	9152	265	3.96	0.25	-0.04	YES	
Jun-02	1.41	1.31	8150	197	4.57	0.33	0.30	YES	
Jul-02	1.28	1.27	8861	233	3.75	0.25	0.04	YES	
Aug-02	1.36	1.28	8459	283	4.00	0.24	0.33	YES	
Sep-02	1.13	1.33	7445	332	4.12	0.23	-0.87	YES	
Oct-02	1.00	1.52	7919	230	2.60	0.17	-2.99	NO	
Nov-02	1.13	1.53	6643	144	3.49	0.29	-1.36	YES	
Dec-02	1.13	1.14	7306	269	4.31	0.27	-0.05	YES	
Jan-03	1.21	1.51	10442	183	3.07	0.23	-1.30	YES	

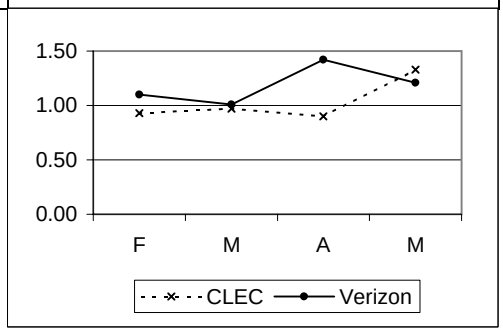


PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)								Parity with Retail
	Parity with Retail POTS - Business								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	4.32	2.90	3493	62	5.00	0.64	2.22	YES	
Mar-02	4.39	2.65	3911	40	5.06	0.80	2.16	YES	
Apr-02	4.60	2.83	3972	60	5.56	0.72	2.45	YES	
May-02	4.77	4.60	3909	30	5.87	1.08	0.16	YES	
Jun-02	4.95	3.72	3674	25	6.66	1.34	0.92	YES	
Jul-02	4.75	3.15	3583	20	4.87	1.09	1.47	YES	
Aug-02	4.96	3.50	3658	34	5.93	1.02	1.43	YES	
Sep-02	4.08	3.21	2648	39	5.14	0.83	1.05	YES	
Oct-02	3.60	3.89	2266	27	3.98	0.77	-0.38	YES	
Nov-02	3.42	3.50	2049	20	3.75	0.84	-0.09	YES	
Dec-02	3.78	4.08	1746	13	6.82	1.90	-0.16	YES	
Jan-03	3.96	3.78	3219	23	4.29	0.90	0.20	YES	

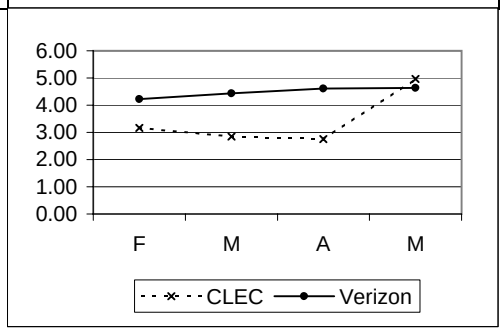


PR-2 - Average Completed Interval

PR-2-01-2110	Average Interval Completed - Total No Dispatch								Parity with Retail
	Eliminated as of 6/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	1.10	0.93	8351	312	2.33	0.13	1.27	YES	
Mar-02	1.01	0.97	10688	501	2.65	0.12	0.33	YES	
Apr-02	1.42	0.90	9105	463	6.47	0.31	1.69	YES	
May-02	1.21	1.33	8709	242	3.09	0.20	-0.60	YES	



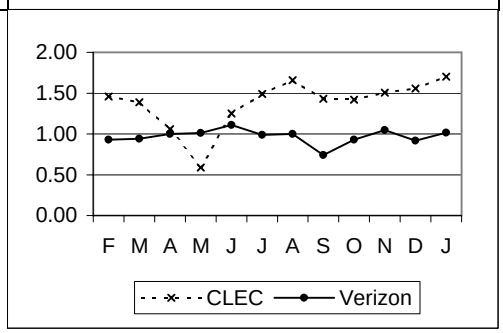
POTS - Business cont...									
PR-2 - Average Completed Interval cont...									
PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**4.22**	**3.17**	3059	53	4.01	0.56	1.89	YES	
Mar-02	**4.43**	**2.85**	3412	33	4.93	0.86	1.83	YES	
Apr-02	**4.61**	**2.75**	3450	51	4.90	0.69	2.69	YES	
May-02	**4.64**	**4.96**	3452	24	5.18	1.06	-0.30	YES	



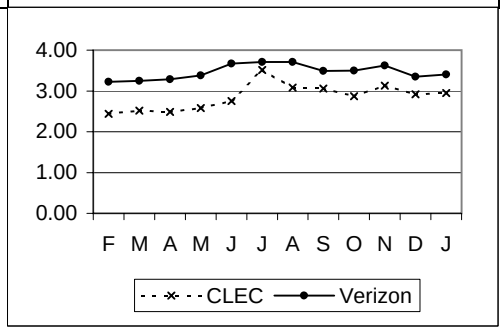
POTS - Residence

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	
Feb-02	0.93	1.46	81624	2456	1.68	0.03	-15.40	NO	
Mar-02	0.94	1.39	86084	2806	1.47	0.03	-15.96	NO	
Apr-02	1.00	1.06	83620	4433	1.88	0.03	-2.07	NO	
May-02	1.01	0.59	81915	7182	1.56	0.02	21.88	YES	
Jun-02	1.11	1.25	73768	2319	1.73	0.04	-3.84	NO	
Jul-02	0.99	1.49	101043	2737	1.71	0.03	-15.09	NO	
Aug-02	1.00	1.66	104242	2892	1.73	0.03	-20.24	NO	
Sep-02	0.74	1.43	127185	2635	1.41	0.03	-24.86	NO	
Oct-02	0.93	1.42	107135	2682	1.51	0.03	-16.60	NO	
Nov-02	1.05	1.51	83907	2175	1.74	0.04	-12.20	NO	
Dec-02	0.92	1.56	79605	2000	1.61	0.04	-17.49	NO	
Jan-03	1.02	1.70	102715	2403	1.63	0.03	-20.43	NO	

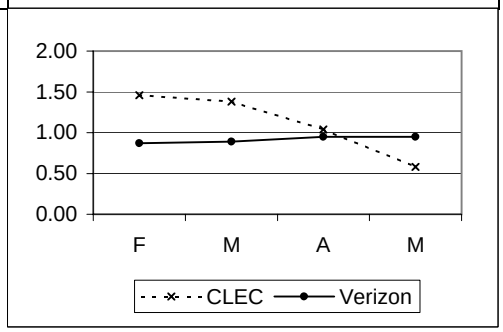


PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)								Parity with Retail
	Parity with Retail POTS - Residence								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	3.22	2.44	11503	1672	1.22	0.03	24.43	YES	
Mar-02	3.25	2.52	10886	1236	1.10	0.03	22.11	YES	
Apr-02	3.29	2.49	10535	977	1.15	0.04	20.80	YES	
May-02	3.38	2.58	9490	740	1.21	0.05	17.32	YES	
Jun-02	3.67	2.75	9121	718	1.14	0.04	20.82	YES	
Jul-02	3.71	3.51	9930	727	1.26	0.05	4.13	YES	
Aug-02	3.71	3.08	10704	807	1.16	0.04	14.88	YES	
Sep-02	3.49	3.06	11741	1121	1.16	0.04	11.86	YES	
Oct-02	3.50	2.87	11072	1122	1.19	0.04	16.90	YES	
Nov-02	3.62	3.13	8639	888	1.23	0.04	11.39	YES	
Dec-02	3.35	2.91	9495	823	1.29	0.05	9.16	YES	
Jan-03	3.40	2.95	11354	1093	1.30	0.04	10.95	YES	

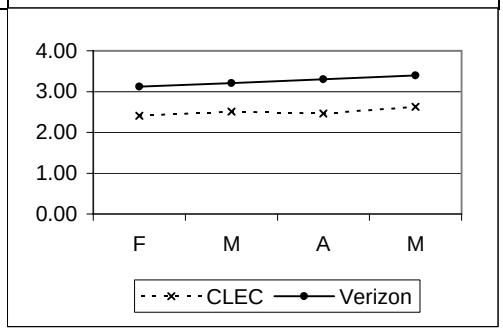


PR-2 - Average Completed Interval

PR-2-01-2120	Average Interval Completed - Total No Dispatch								Parity with Retail
	Eliminated as of 6/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	0.87	1.46	79934	2411	1.42	0.03	-20.10	NO	
Mar-02	0.89	1.38	84285	2771	1.47	0.03	-17.27	NO	
Apr-02	0.95	1.04	81938	4388	1.90	0.03	-3.06	NO	
May-02	0.95	0.58	80132	7115	1.60	0.02	18.69	YES	



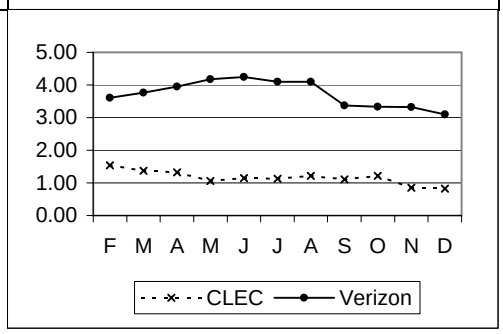
POTS - Residence cont...									
PR-2 - Average Completed Interval cont...									
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**3.12**	**2.41**	10650	1626	1.89	0.05	14.11	YES	
Mar-02	**3.21**	**2.51**	10019	1203	1.98	0.06	11.59	YES	
Apr-02	**3.30**	**2.46**	9667	953	2.11	0.07	11.73	YES	
May-02	**3.40**	**2.63**	8602	713	1.99	0.08	9.93	YES	



POTS & Complex Aggregate

PR-1 - Average Interval Offered

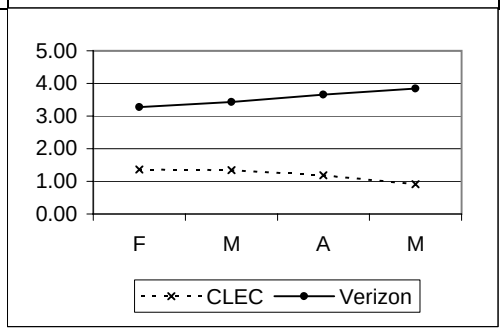
PR-1-12-2103	Average Interval Offered - Disconnects								Parity with Retail
	Parity with Retail POTS and Complex								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**3.61**	**1.54**	45517	2932	5.33	0.10	20.38	YES	
Mar-02	**3.76**	**1.37**	51719	3268	5.59	0.10	23.70	YES	
Apr-02	**3.95**	**1.32**	46067	3711	6.25	0.11	24.66	YES	
May-02	**4.18**	**1.06**	50288	3550	6.44	0.11	27.90	YES	
Jun-02	**4.25**	**1.15**	49214	3168	6.45	0.12	26.22	YES	
Jul-02	**4.10**	**1.13**	56625	3270	6.06	0.11	27.25	YES	
Aug-02	**4.10**	**1.22**	53969	3413	6.25	0.11	26.11	YES	
Sep-02	**3.37**	**1.11**	45053	3139	5.44	0.10	22.51	YES	
Oct-02	**3.33**	**1.22**	44270	2982	5.44	0.10	20.50	YES	
Nov-02	**3.33**	**0.85**	38259	2694	5.32	0.11	23.32	YES	
Dec-02	**3.10**	**0.82**	40211	2908	5.18	0.10	22.91	YES	
Jan-03	**2.86**	**0.87**	39694	2889	5.66	0.11	18.23	YES	



POTS & Complex Aggregate cont...

PR-2 - Average Completed Interval

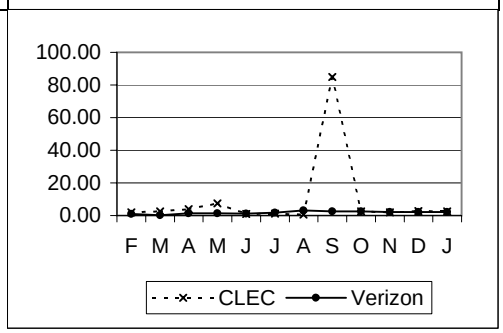
PR-2-18-2103	Average Interval Completed - Disconnects								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**3.27**	**1.36**	41678	2746	4.96	0.10	19.55	YES	
Mar-02	**3.43**	**1.34**	47456	3122	5.17	0.10	21.88	YES	
Apr-02	**3.66**	**1.19**	43319	3524	5.77	0.10	24.44	YES	
May-02	**3.84**	**0.91**	47258	3395	5.85	0.10	28.19	YES	



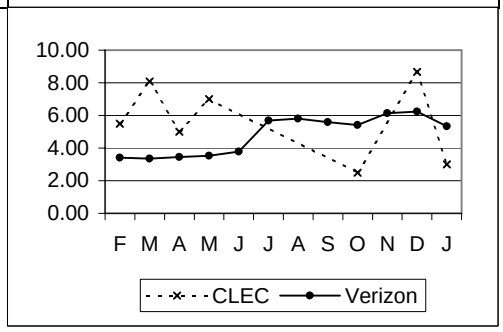
2-Wire Digital Services

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*	
Feb-02	**1.03**	**2.00**	830	3	1.57	0.91	-1.07	YES	
Mar-02	**0.25**	**2.55**	3114	20	0.89	0.20	-11.52	SSST	
Apr-02	**1.40**	**3.90**	687	10	1.53	0.49	-5.13	SSST	
May-02	**1.44**	**7.40**	597	5	1.70	0.76	-7.81	SSST	
Jun-02	**1.26**	**1.00**	484	1	1.43	1.43	0.18	YES	
Jul-02	**1.85**	**1.25**	448	4	4.09	2.05	0.29	YES	
Aug-02	**3.12**	**0.67**	525	3	7.74	4.48	0.55	YES	
Sep-02	**2.54**	**85.00**	516	1	4.89	4.89	Not Required		
Oct-02	**2.52**	**2.50**	497	4	3.98	2.00	Not Required		
Nov-02	**2.22**	**2.00**	466	1	2.49	2.49	Not Required		
Dec-02	**2.15**	**2.70**	460	10	4.46	1.42	-0.38	YES	
Jan-03	**2.15**	**2.50**	453	2	3.42	2.42	Not Required		

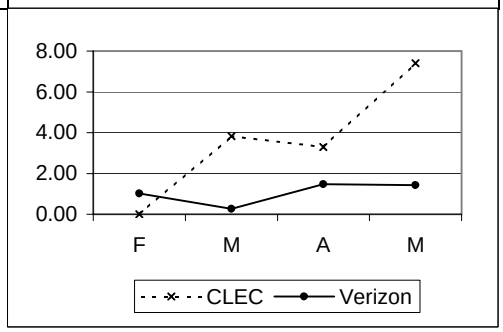


PR-1-02-2341	Average Interval Offered - Total Dispatch								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**3.41**	**5.50**	407	4	2.06	1.04	-2.02	SSST	
Mar-02	**3.35**	**8.07**	406	15	2.07	0.54	-8.67	SSST	
Apr-02	**3.46**	**5.00**	463	1	1.99	1.99	-0.77	YES	
May-02	**3.53**	**7.00**	358	1	1.89	1.89	-1.83	SSST	
Jun-02	**3.78**	**#N/A**	474		1.80				
Jul-02	**5.69**	**#N/A**	513		4.28				
Aug-02	**5.81**	**#N/A**	544		5.60				
Sep-02	**5.59**	**#N/A**	822		5.18				
Oct-02	**5.41**	**2.50**	651	4	5.24	2.63	Not Required		
Nov-02	**6.14**	**#N/A**	700		5.14				
Dec-02	**6.24**	**8.67**	482	6	5.42	2.23	-1.09	YES	
Jan-03	**5.34**	**3.00**	619	1	4.93	4.93	Not Required		



PR-2 - Average Completed Interval

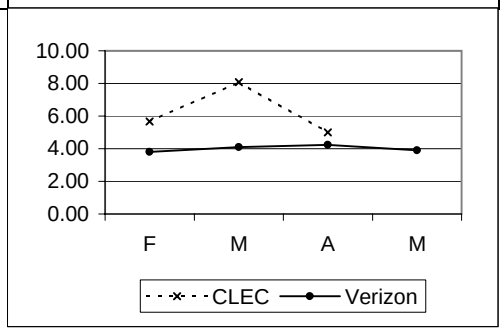
PR-2-01-2341	Average Interval Completed - Total No Dispatch								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**1.02**	**0.00**	770	1	1.58	1.58	0.65	YES	
Mar-02	**0.26**	**3.82**	3022	17	1.18	0.29	-12.40	SSST	
Apr-02	**1.47**	**3.29**	567	7	1.53	0.58	-3.13	SSST	
May-02	**1.43**	**7.40**	512	5	1.67	0.75	-7.95	SSST	



2-Wire Digital Services cont...

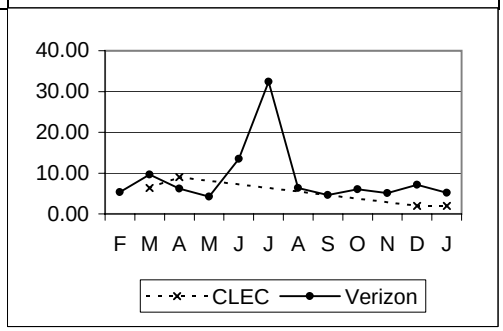
PR-2 - Average Completed Interval cont...

PR-2-02-2341	Average Interval Completed - Total Dispatch								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**3.81**	**5.67**	280	3	2.95	1.71	-1.09	YES	
Mar-02	**4.09**	**8.07**	310	15	2.82	0.75	-5.34	SSST	
Apr-02	**4.23**	**5.00**	331	1	4.74	4.75	-0.16	YES	
May-02	**3.91**	**#N/A**	295		2.67				

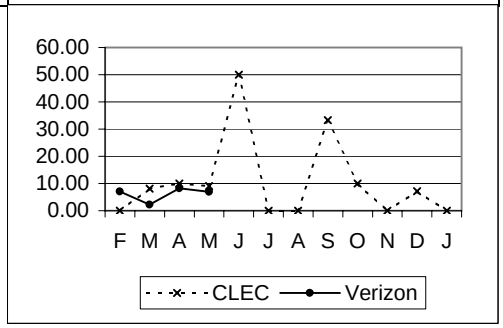


PR-4 - Missed Appointments

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*	
Feb-02	**5.34**	**#N/A**	97		5.95				
Mar-02	**9.65**	**6.33**	62	3	36.41	21.52	0.15	YES	
Apr-02	**6.23**	**9.00**	75	1	10.04	10.11	-0.27	YES	
May-02	**4.26**	**#N/A**	38		4.64				
Jun-02	**13.51**	**#N/A**	78		51.94				
Jul-02	**32.37**	**#N/A**	59		132.10				
Aug-02	**6.35**	**#N/A**	79		13.51				
Sep-02	**4.62**	**#N/A**	117		15.28				
Oct-02	**6.02**	**#N/A**	111		6.77				
Nov-02	**5.09**	**#N/A**	89		7.40				
Dec-02	**7.11**	**2.00**	89	1	9.52	9.57	Not Required		
Jan-03	**5.15**	**2.00**	143	1	10.79	10.83	Not Required		



PR-4-03-2341	% Missed Appointment - Customer								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**7.08**	**0.00**							
Mar-02	**2.28**	**8.11**							
Apr-02	**8.18**	**10.00**							
May-02	**6.90**	**9.09**							
Jun-02		**50.00**		2					
Jul-02		**0.00**		6					
Aug-02		**0.00**		12					
Sep-02		**33.33**		3					
Oct-02		**10.00**		10					
Nov-02		**0.00**		4					
Dec-02		**7.14**		14					
Jan-03		**0.00**		4					



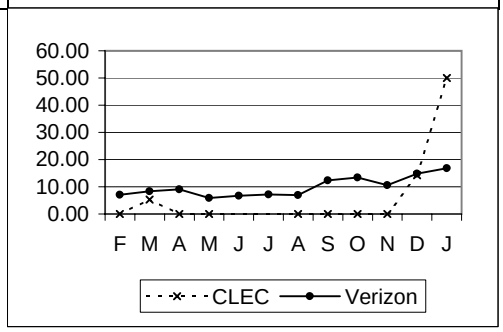
2-Wire Digital Services cont...

PR-4 - Missed Appointments cont...

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

Parity with Retail ISDN (2 Wire Digital)

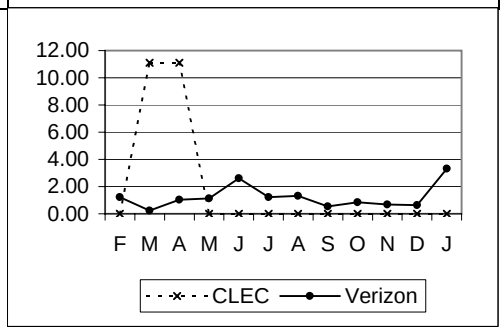
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	7.09	0.00	550	7		9.76	0.73	YES
Mar-02	8.38	5.26	537	19		6.47	0.48	YES
Apr-02	9.09	0.00	561	1		28.77	0.32	YES
May-02	5.92	0.00	507	2		16.72	0.35	YES
Jun-02	6.74	#N/A	682					
Jul-02	7.20	#N/A	528					
Aug-02	6.94	0.00	821	1		25.43	5000000.00	YES
Sep-02	12.30	0.00	854	1		32.86	SS	
Oct-02	13.44	0.00	707	5		15.31	SS	
Nov-02	10.55	0.00	739	3		17.77	SS	
Dec-02	14.84	14.29	566	7		13.52	0.46	YES
Jan-03	16.84	50.00	671	2		26.50	SS	



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

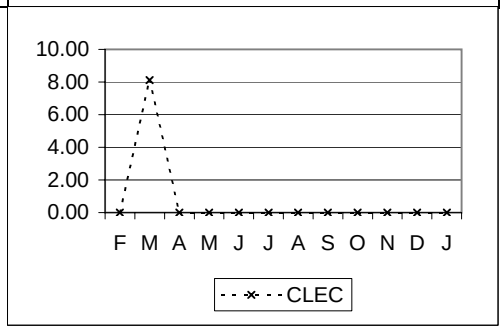
Parity with Retail ISDN (2 Wire Digital)

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	1.23	0.00	812	1		11.03	0.11	YES
Mar-02	0.23	11.11	3038	18		1.13	-9.61	SSST
Apr-02	1.04	11.11	579	9		3.41	-2.95	SSST
May-02	1.13	0.00	533	9		3.55	0.32	YES
Jun-02	2.61	0.00	460	2		11.30	5000000.00	YES
Jul-02	1.23	0.00	487	6		4.53	5000000.00	YES
Aug-02	1.32	0.00	604	11		3.47	5000000.00	YES
Sep-02	0.55	0.00	543	2		5.24	SS	
Oct-02	0.84	0.00	475	5		4.10	SS	
Nov-02	0.67	0.00	445	1		8.19	SS	
Dec-02	0.64	0.00	468	7		3.04	>5.0000	YES
Jan-03	3.31	0.00	483	2		12.68	SS	



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

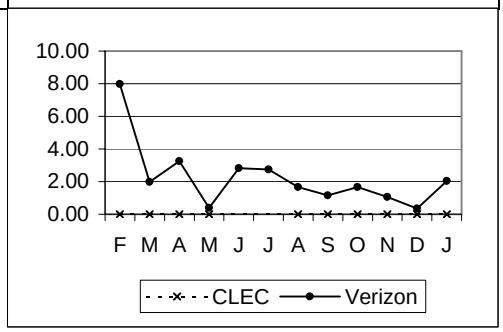
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02		0.00		8				
Mar-02		8.11		37				
Apr-02		0.00		10				
May-02		0.00		11				
Jun-02		0.00		2				
Jul-02		0.00		6				
Aug-02		0.00		12				
Sep-02		0.00		3				
Oct-02		0.00		10				
Nov-02		0.00		4				
Dec-02		0.00		14				
Jan-03		0.00		4				



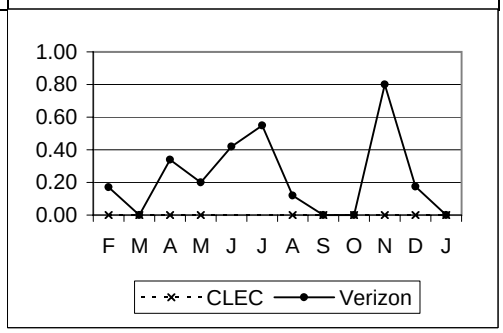
2-Wire Digital Services cont...

PR-5 - Facility Missed Orders

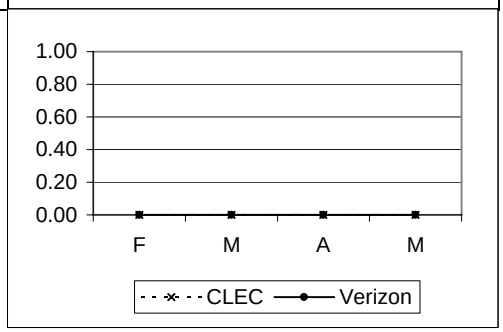
PR-5-01-2341	% Missed Appointment - Verizon - Facilities								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**7.99**	**0.00**	601	7		10.31	0.78	YES	
Mar-02	**1.99**	**0.00**	552	19		3.26	0.61	YES	
Apr-02	**3.26**	**0.00**	583	1		17.77	0.18	YES	
May-02	**0.39**	**0.00**	510	2		4.42	0.09	YES	
Jun-02	**2.82**	**#N/A**	708						
Jul-02	**2.75**	**#N/A**	545						
Aug-02	**1.67**	**0.00**	836	1		12.82	5000000.00	YES	
Sep-02	**1.16**	**0.00**	865	1		10.71	SS		
Oct-02	**1.66**	**0.00**	721	5		5.73	SS		
Nov-02	**1.07**	**0.00**	750	3		5.94	SS		
Dec-02	**0.35**	**0.00**	570	7		2.25	>5.0000	YES	
Jan-03	**2.04**	**0.00**	687	2		10.00	SS		



PR-5-02-2341	% Orders Held for Facilities > 15 Days								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.17**	**0.00**	601	7		1.57	0.11	YES	
Mar-02	**0.00**	**0.00**	552	19		0.00			
Apr-02	**0.34**	**0.00**	583	1		5.83	0.06	YES	
May-02	**0.20**	**0.00**	510	2		3.17	0.06	YES	
Jun-02	**0.42**	**#N/A**	708						
Jul-02	**0.55**	**#N/A**	545						
Aug-02	**0.12**	**0.00**	836	1		3.46	5000000.00	YES	
Sep-02	**0.00**	**0.00**	865	1		0.00	SS		
Oct-02	**0.00**	**0.00**	721	5		0.00	SS		
Nov-02	**0.80**	**0.00**	750	3		5.15	SS		
Dec-02	**0.18**	**0.00**	570	7		1.59	>5.0000	YES	
Jan-03	**0.00**	**0.00**	687	2		0.00	SS		



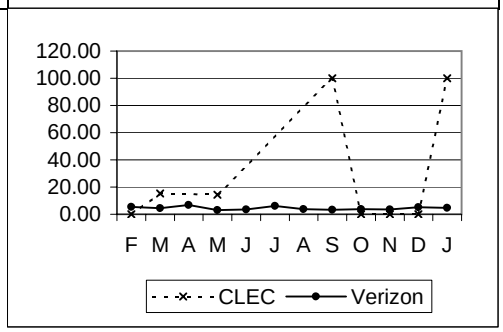
PR-5-03-2341	% Orders Held for Facilities > 60 Days								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.00**	**0.00**	601	7		0.00			
Mar-02	**0.00**	**0.00**	552	19		0.00			
Apr-02	**0.00**	**0.00**	583	1		0.00			
May-02	**0.00**	**0.00**	510	2		0.00			



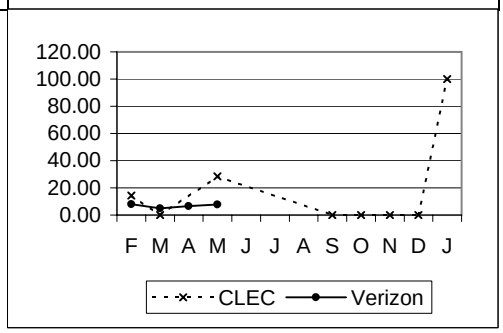
2-Wire Digital Services cont...

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	
Feb-02	5.51	0.00	490	7		8.69	0.63	YES	
Mar-02	4.45	15.38	449	13		5.80	-1.88	SSST	
Apr-02	6.90	#N/A	449						
May-02	3.07	14.29	424	7		6.57	-1.71	SSST	
Jun-02	3.45	#N/A	580						
Jul-02	6.02	#N/A	465						
Aug-02	3.80	#N/A	711						
Sep-02	3.35	100.00	657	2		12.74	SS		
Oct-02	3.66	0.00	546	2		13.31	SS		
Nov-02	3.45	0.00	609	3		10.56	SS		
Dec-02	5.21	0.00	480	6		9.13	>5.0000	YES	
Jan-03	4.78	100.00	627	1		21.36	SS		

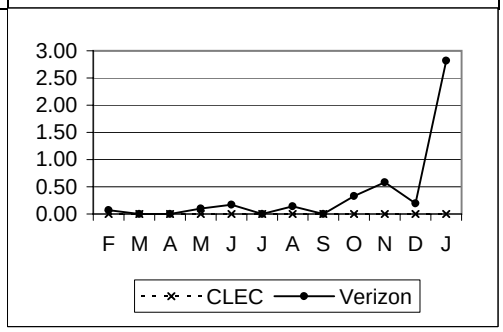


PR-6-03-2341	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE								No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	7.96	14.29	490	7		10.30	-0.61		
Mar-02	4.90	0.00	449	13		6.07	0.81		
Apr-02	6.68	#N/A	449						
May-02	7.78	28.57	424	7		10.21	-2.04		
Jun-02		#N/A							
Jul-02		#N/A							
Aug-02		#N/A							
Sep-02		0.00		2					
Oct-02		0.00		2					
Nov-02		0.00		3					
Dec-02		0.00		6					
Jan-03		100.00		1					

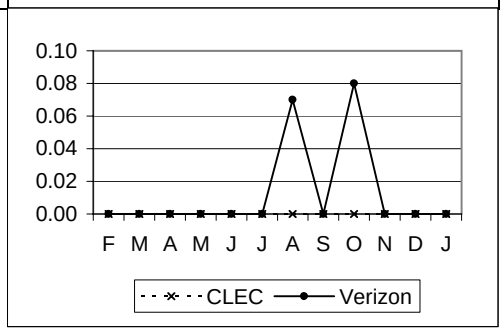


PR-8 - Open Orders in a Hold Status

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	
Feb-02	0.07	0.00	1413	8		0.94	0.07	YES	
Mar-02	0.00	0.00	3590	37		0.00			
Apr-02	0.00	0.00	1162	10		0.00			
May-02	0.10	0.00	1043	11		0.96	0.10	YES	
Jun-02	0.17	0.00	1168	2		2.92	5000000.00	YES	
Jul-02	0.00	0.00	1032	6		0.00	0.00	YES	
Aug-02	0.14	0.00	1440	12		1.08	5000000.00	YES	
Sep-02	0.00	0.00	1408	3		0.00	SS		
Oct-02	0.33	0.00	1196	10		1.82	>5.00	YES	
Nov-02	0.59	0.00	1195	4		3.82	SS		
Dec-02	0.19	0.00	1038	14		1.18	>5.0000	YES	
Jan-03	2.82	0.00	1170	4		8.29	SS		



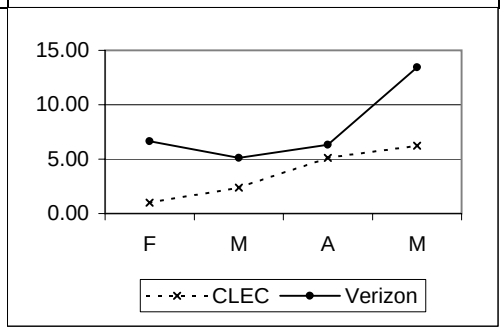
2-Wire Digital Services cont...									
PR-8 - Open Orders in a Hold Status cont...									
PR-8-02-2341	Open Orders in a Hold Status > 90 Days								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.00**	**0.00**	1413	8		0.00			
Mar-02	**0.00**	**0.00**	3590	37		0.00			
Apr-02	**0.00**	**0.00**	1162	10		0.00			
May-02	**0.00**	**0.00**	1043	11		0.00			
Jun-02	**0.00**	**0.00**	1168	2		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	1032	6		0.00	0.00	YES	
Aug-02	**0.07**	**0.00**	1440	12		0.77	5000000.00	YES	
Sep-02	**0.00**	**0.00**	1408	3		0.00	SS		
Oct-02	**0.08**	**0.00**	1196	10		0.90	>5.00	YES	
Nov-02	**0.00**	**0.00**	1195	4		0.00	SS		
Dec-02	**0.00**	**0.00**	1038	14		0.00	0.00	YES	
Jan-03	**0.00**	**0.00**	1170	4		0.00	SS		



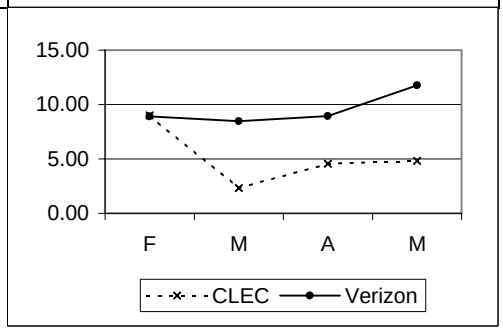
Special Services - Provisioning

PR-1 - Average Interval Offered

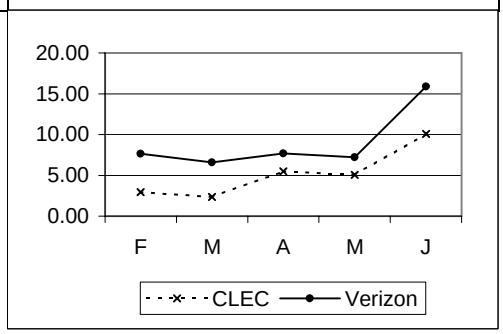
PR-1-01-2200	Average Interval Offered - Total No Dispatch								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**6.66**	**1.00**	519	17	9.10	2.24	2.52	YES	
Mar-02	**5.12**	**2.38**	623	26	4.86	0.97	2.82	YES	
Apr-02	**6.31**	**5.13**	490	23	5.98	1.28	0.92	YES	
May-02	**13.45**	**6.24**	678	21	13.89	3.08	2.34	YES	



PR-1-02-2200	Average Interval Offered - Total Dispatch								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**8.91**	**9.00**	341	8	7.76	2.78	-0.03	YES	
Mar-02	**8.46**	**2.33**	414	6	8.17	3.36	1.82	YES	
Apr-02	**8.93**	**4.57**	400	7	6.72	2.56	1.70	YES	
May-02	**11.76**	**4.83**	339	6	9.83	4.05	1.71	YES	



PR-1-06-2200	Average Interval Offered - DS0								Parity with Retail
	Parity with Retail DS0								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**7.66**	**2.95**	585	20	9.50	2.16	2.18	YES	
Mar-02	**6.60**	**2.36**	616	25	7.05	1.44	2.95	YES	
Apr-02	**7.67**	**5.48**	607	21	6.80	1.51	1.45	YES	
May-02	**7.20**	**5.06**	527	17	7.57	1.87	1.15	YES	
Jun-02	**15.89**	**10.08**	681	12	16.84	4.90	1.18	YES	

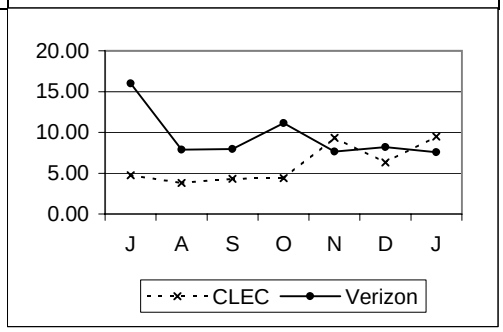


Special Services - Provisioning cont...

PR-1 - Average Interval Offered cont...

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

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Jul-02	16.01	4.76	953	17	16.76	4.10	2.74	YES
Aug-02	7.89	3.80	761	15	6.87	1.79	2.28	YES
Sep-02	7.96	4.33	823	9	8.37	2.81	1.29	YES
Oct-02	11.13	4.40	1143	10	8.77	2.79	2.42	YES
Nov-02	7.64	9.33	486	3	5.76	3.34	Not Required	
Dec-02	8.20	6.33	707	3	6.68	3.87	Not Required	
Jan-03	7.56	9.50	672	6	6.36	2.61	-0.74	YES

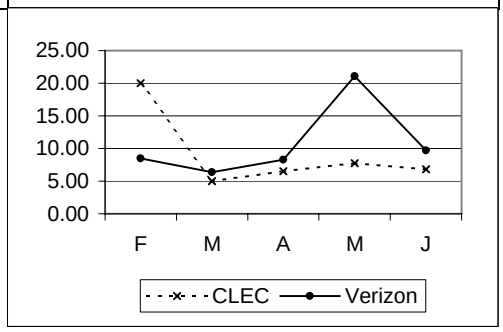


PR-1-07-2200 — **Average Interval Offered - DS1** — **Parity with Retail**

Parity with Retail DS1

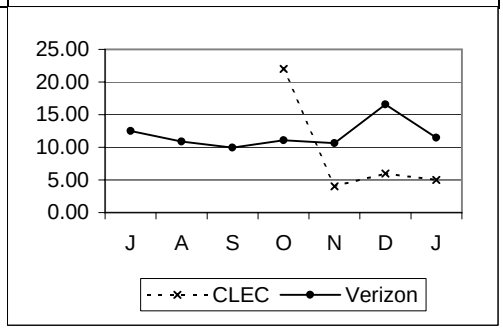
Metric being reported effective 2/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	8.46	20.00	200	1	7.04	7.06	-1.64	YES
Mar-02	6.35	5.00	365	2	5.95	4.22	0.32	YES
Apr-02	8.30	6.50	212	4	5.55	2.80	0.64	YES
May-02	21.09	7.75	430	8	13.76	4.91	2.72	YES
Jun-02	9.71	6.80	221	5	7.94	3.59	0.81	YES



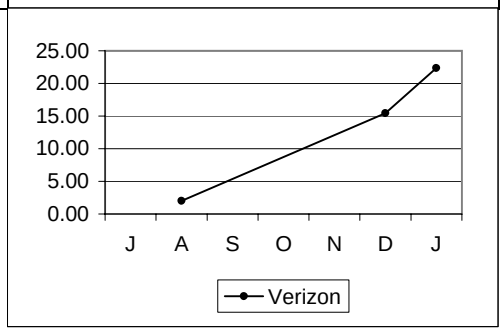
PR-1-07-2211 — **Average Interval Offered - DS1** — **Parity with Retail**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Jul-02	12.52	#N/A	198		13.19			
Aug-02	10.88	#N/A	154		11.67			
Sep-02	9.97	#N/A	232		9.18			
Oct-02	11.10	22.00	188	2	7.87	5.59	Not Required	
Nov-02	10.65	4.00	91	2	8.07	5.77	Not Required	
Dec-02	16.56	6.00	365	1	24.10	24.13	Not Required	
Jan-03	11.47	5.00	307	1	7.30	7.31	Not Required	



Special Services - Provisioning cont...									
PR-1 - Average Interval Offered cont...									
PR-1-08-2200	Average Interval Offered - DS3								Parity with Retail
	Parity with Retail DS3								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	#N/A	#N/A							
Mar-02	#N/A	#N/A							
Apr-02	#N/A	#N/A							
May-02	#N/A	#N/A							
Jun-02	#N/A	#N/A							

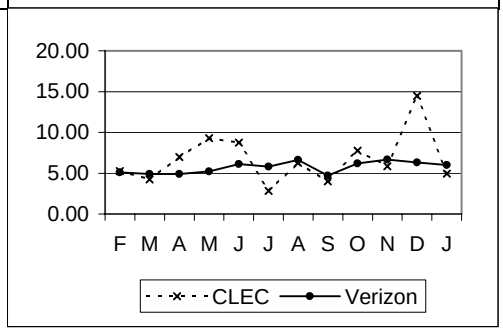
PR-1-08-2213	Average Interval Offered - DS3								Parity with Retail
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jul-02	#N/A	#N/A							
Aug-02	2.00	#N/A	1		0.00				
Sep-02	#N/A	#N/A					Not Required		
Oct-02	#N/A	#N/A					Not Required		
Nov-02	#N/A	#N/A					Not Required		
Dec-02	15.42	#N/A	33		9.70				
Jan-03	22.37	#N/A	19		17.73				



Special Services - Provisioning cont...

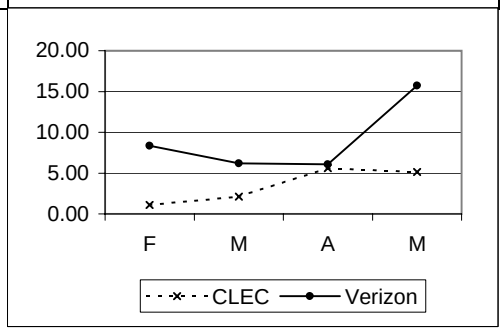
PR-1 - Average Interval Offered cont...

PR-1-12-2200	Average Interval Offered - Disconnects								Parity with Retail
	Parity with Retail Specials - Total								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**5.09**	**5.26**	458	23	5.80	1.24	-0.14	YES	
Mar-02	**4.92**	**4.22**	638	23	3.89	0.83	0.85	YES	
Apr-02	**4.90**	**7.00**	716	21	3.72	0.82	-2.55	SSST	
May-02	**5.20**	**9.29**	569	24	4.72	0.98	-4.16	SSST	
Jun-02	**6.10**	**8.74**	515	19	6.85	1.60	-1.65	SSST	
Jul-02	**5.80**	**2.83**	731	23	7.17	1.52	1.96	YES	
Aug-02	**6.64**	**6.28**	659	25	10.86	2.21	0.16	YES	
Sep-02	**4.72**	**4.00**	572	22	5.22	1.13	0.63	YES	
Oct-02	**6.20**	**7.76**	668	21	5.28	1.17	-1.33	YES	
Nov-02	**6.66**	**5.83**	598	24	5.24	1.09	0.76	YES	
Dec-02	**6.33**	**14.47**	826	30	6.21	1.15	-7.05	NO	
Jan-03	**6.00**	**4.95**	636	20	8.30	1.89	0.56	YES	

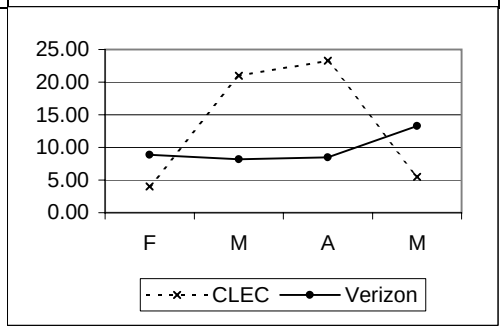


PR-2 - Average Completed Interval

PR-2-01-2200	Average Interval Completed - Total No Dispatch								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**8.35**	**1.08**	294	12	12.55	3.70	1.97	YES	
Mar-02	**6.20**	**2.10**	391	20	4.69	1.08	3.81	YES	
Apr-02	**6.07**	**5.61**	247	18	5.41	1.32	0.35	YES	
May-02	**15.74**	**5.15**	397	13	14.82	4.18	2.54	YES	



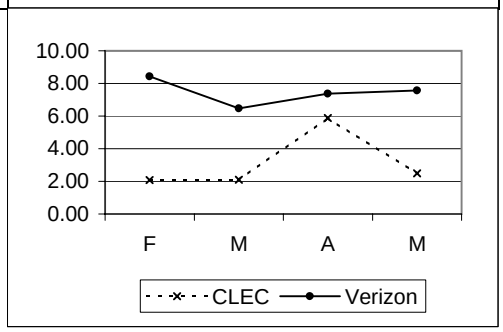
PR-2-02-2200	Average Interval Completed - Total Dispatch								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**8.88**	**4.00**	199	7	7.30	2.81	1.74	YES	
Mar-02	**8.19**	**21.00**	272	7	6.50	2.49	-5.15	SSST	
Apr-02	**8.46**	**23.29**	261	7	7.38	2.83	-5.25	SSST	
May-02	**13.28**	**5.50**	238	4	13.65	6.88	1.13	YES	



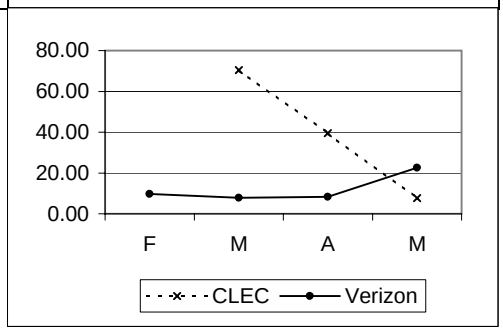
Special Services - Provisioning cont...

PR-2 - Average Completed Interval cont...

PR-2-06-2200	Average Interval Completed - DS0								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**8.44**	**2.07**	329	15	12.32	3.25	1.96	YES	
Mar-02	**6.48**	**2.10**	397	21	6.08	1.36	3.22	YES	
Apr-02	**7.38**	**5.88**	346	17	7.24	1.80	0.83	YES	
May-02	**7.57**	**2.50**	290	8	11.50	4.12	1.23	YES	

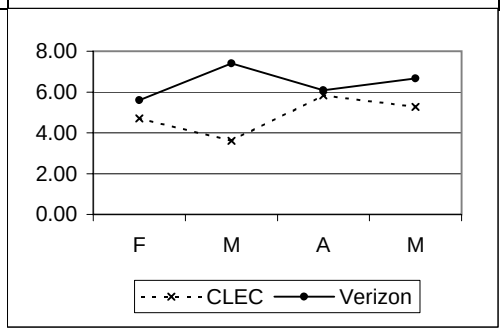


PR-2-07-2200	Average Interval Completed - DS1								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**9.70**	**#N/A**	130		6.27				
Mar-02	**7.91**	**70.50**	238	2	4.43	3.15	-19.90	SSST	
Apr-02	**8.30**	**39.50**	122	4	4.92	2.50	-12.48	SSST	
May-02	**22.51**	**7.75**	316	8	13.34	4.78	3.09	YES	



PR-2-08-2200	Average Interval Completed - DS3								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**#N/A**	**#N/A**							
Mar-02	**#N/A**	**#N/A**							
Apr-02	**#N/A**	**#N/A**							
May-02	**#N/A**	**#N/A**							

Special Services - Provisioning cont...									
PR-2-18-2200	Average Interval Completed - Disconnects								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**5.60**	**4.70**	316	10	6.87	2.21	0.41	YES	
Mar-02	**7.40**	**3.61**	340	18	11.92	2.88	1.31	YES	
Apr-02	**6.08**	**5.83**	478	18	10.79	2.59	0.10	YES	
May-02	**6.66**	**5.27**	299	11	6.34	1.95	0.71	YES	



Special Services - Provisioning cont...

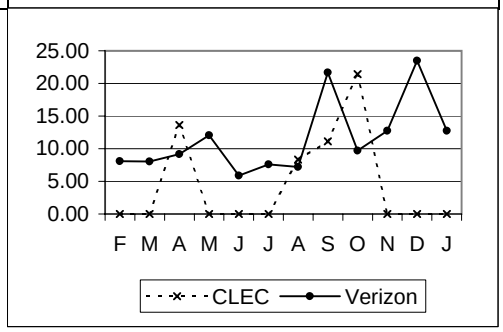
PR-4 - Missed Appointments

PR-4-01-2210 | **% Missed Appointment - Verizon - DS0** | **Parity with Retail**

Parity with Retail DS0

Metric being reported effective 2/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	8.10	0.00	543	16		6.92	1.17	YES
Mar-02	8.05	0.00	584	24		5.67	1.42	YES
Apr-02	9.19	13.64	555	22		6.28	-0.71	YES
May-02	12.07	0.00	464	14		8.84	1.37	YES
Jun-02	5.88	0.00	646	18		5.62	5000000.00	YES
Jul-02	7.59	0.00	909	15		6.89	5000000.00	YES
Aug-02	7.20	8.33	806	12		7.52	0.24	YES
Sep-02	21.68	11.11	881	9		13.81	1.22	YES
Oct-02	9.72	21.43	1101	14		7.97	-1.03	YES
Nov-02	12.75	0.00	502	6		13.70	>5.00	YES
Dec-02	23.47	0.00	652	4		21.25	SS	
Jan-03	12.76	0.00	588	8		11.87	>5.0000	YES

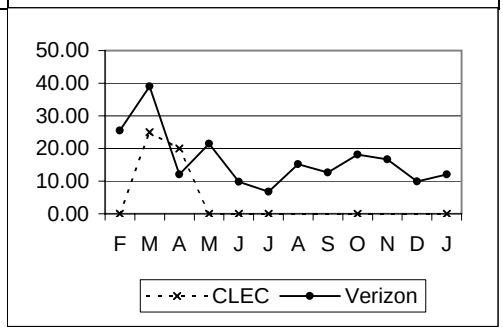


PR-4-01-2211 | **% Missed Appointment - Verizon - DS1** | **Parity with Retail**

Parity with Retail DS1

Metric being reported effective 2/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	25.50	0.00	200	2		30.97	0.82	YES
Mar-02	39.02	25.00	328	4		24.54	0.57	YES
Apr-02	12.04	20.00	191	5		14.74	-0.54	YES
May-02	21.43	0.00	406	9		13.83	1.55	YES
Jun-02	9.85	0.00	203	13		8.53	5000000.00	YES
Jul-02	6.74	0.00	178	2		17.83	5000000.00	YES
Aug-02	15.17	#N/A	178					
Sep-02	12.61	#N/A	222					
Oct-02	18.13	0.00	171	2		27.40	SS	
Nov-02	16.67	#N/A	108					
Dec-02	9.88	#N/A	324					
Jan-03	12.06	0.00	257	1		32.63	SS	

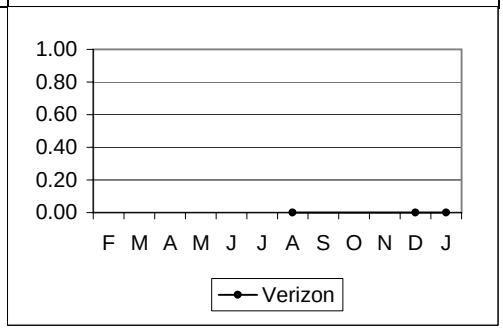


PR-4-01-2213 | **% Missed Appointment - Verizon - DS3** | **Parity with Retail**

Parity with Retail DS3

Metric being reported effective 2/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	#N/A	#N/A						
Mar-02	#N/A	#N/A						
Apr-02	#N/A	#N/A						
May-02	#N/A	#N/A						
Jun-02	#N/A	#N/A						
Jul-02	#N/A	#N/A						
Aug-02	0.00	#N/A	1					
Sep-02	#N/A	#N/A						
Oct-02	#N/A	#N/A						
Nov-02	#N/A	#N/A						
Dec-02	0.00	#N/A	29					
Jan-03	0.00	#N/A	15					



Special Services - Provisioning cont...

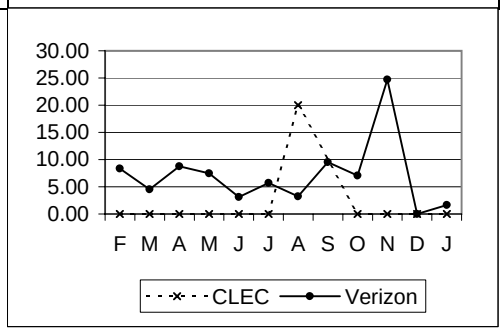
PR-4 - Missed Appointments cont...

PR-4-01-2214 | **% Missed Appointment - Verizon - Special Other** | **Parity with Retail**

Parity with Retail Specials - Other

Metric being reported effective 2/2002

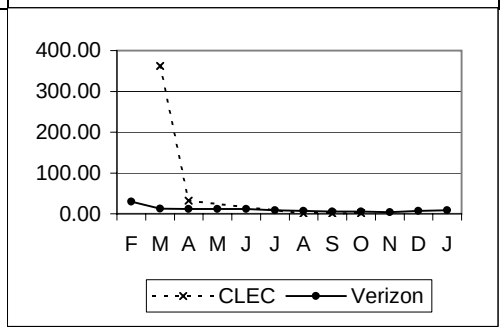
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	8.33	0.00	60	4		14.27	0.58	YES
Mar-02	4.55	0.00	44	5		9.84	0.46	YES
Apr-02	8.77	0.00	57	5		13.19	0.66	YES
May-02	7.50	0.00	40	2		19.08	0.39	YES
Jun-02	3.13	0.00	64	3		10.29	5000000.00	YES
Jul-02	5.68	0.00	88	5		10.64	5000000.00	YES
Aug-02	3.23	20.00	62	5		8.22	-0.80	YES
Sep-02	9.52	#N/A	84					
Oct-02	7.07	0.00	99	3		15.02	SS	
Nov-02	24.69	0.00	81	4		22.09	SS	
Dec-02	0.00	0.00	81	5		0.00	SS	
Jan-03	1.65	0.00	121	2		9.09	SS	



PR-4-02-2200 | **Average Delay Days - Total** | **Parity with Retail**

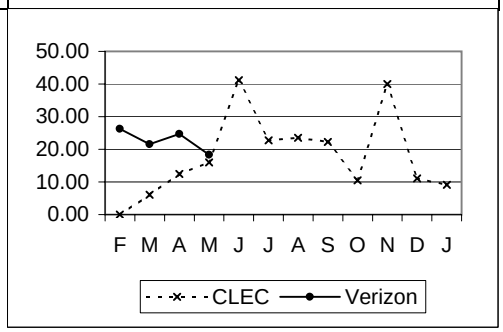
Parity with Retail Specials - Total

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	30.01	#N/A	100		95.43			
Mar-02	12.19	362.00	177	1	63.62	63.80	-5.48	SSST
Apr-02	11.70	32.00	79	4	36.65	18.78	-1.08	YES
May-02	11.49	#N/A	146		13.51			
Jun-02	11.83	#N/A	60		30.08			
Jul-02	8.62	#N/A	86		15.75			
Aug-02	6.69	1.00	87	2	7.96	5.69	1.00	YES
Sep-02	5.56	1.00	227	1	5.51	5.52	Not Required	
Oct-02	5.77	1.67	145	3	8.49	4.95	Not Required	
Nov-02	3.67	#N/A	102		4.38			
Dec-02	6.88	#N/A	185		13.17			
Jan-03	8.59	#N/A	108		25.78			



PR-4-03-2200 | **% Missed Appointment - Customer** | **No Standard**

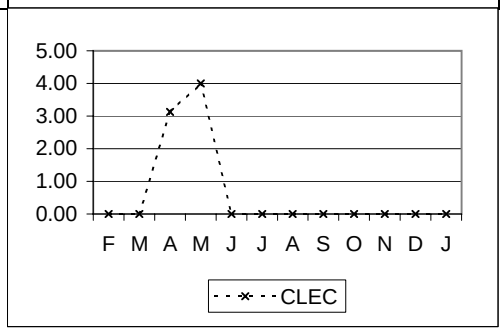
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	26.28	0.00						
Mar-02	21.55	6.06						
Apr-02	24.66	12.50						
May-02	18.35	16.00						
Jun-02		41.18		34				
Jul-02		22.73		22				
Aug-02		23.53		17				
Sep-02		22.22		9				
Oct-02		10.53		19				
Nov-02		40.00		10				
Dec-02		11.11		9				
Jan-03		9.09		11				



Special Services - Provisioning cont...

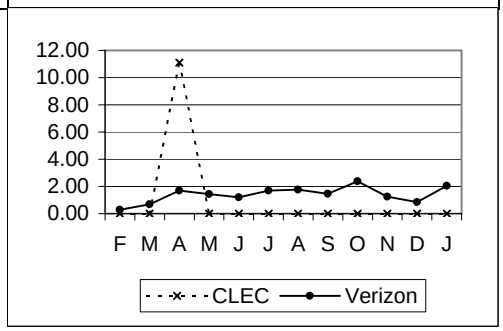
PR-4 - Missed Appointments cont...

PR-4-08-2200	% Missed Appt. - Customer - Due to Late Order Conf.								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02		**0.00**		22					
Mar-02		**0.00**		33					
Apr-02		**3.13**		32					
May-02		**4.00**		25					
Jun-02		**0.00**		34					
Jul-02		**0.00**		22					
Aug-02		**0.00**		17					
Sep-02		**0.00**		9					
Oct-02		**0.00**		19					
Nov-02		**0.00**		10					
Dec-02		**0.00**		9					
Jan-03		**0.00**		11					



PR-5 - Facility Missed Orders

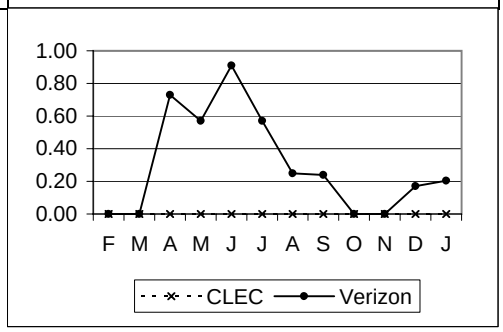
PR-5-01-2200	% Missed Appointment - Verizon - Facilities								Parity with Retail
	Parity with Retail Specials - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.28**	**0.00**	355	8		1.89	0.15	YES	
Mar-02	**0.69**	**0.00**	435	7		3.15	0.22	YES	
Apr-02	**1.69**	**11.11**	413	9		4.34	-2.17	SSST	
May-02	**1.43**	**0.00**	350	7		4.53	0.32	YES	
Jun-02	**1.21**	**0.00**	330	10		3.51	5000000.00	YES	
Jul-02	**1.70**	**0.00**	352	10		4.15	5000000.00	YES	
Aug-02	**1.76**	**0.00**	397	8		4.70	5000000.00	YES	
Sep-02	**1.46**	**0.00**	411	7		4.57	>5.00	YES	
Oct-02	**2.37**	**0.00**	337	9		5.14	>5.00	YES	
Nov-02	**1.26**	**0.00**	318	3		6.46	SS		
Dec-02	**0.86**	**0.00**	583	2		6.53	SS		
Jan-03	**2.04**	**0.00**	489	2		10.03	SS		



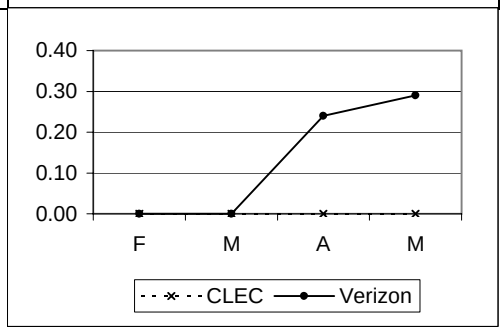
Special Services - Provisioning cont...

PR-5 - Facility Missed Orders cont...

PR-5-02-2200	% Orders Held for Facilities > 15 Days								Parity with Retail
	Parity with Retail Specials - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.00**	**0.00**	355	8		0.00			
Mar-02	**0.00**	**0.00**	435	7		0.00			
Apr-02	**0.73**	**0.00**	413	9		2.87	0.25	YES	
May-02	**0.57**	**0.00**	350	7		2.87	0.20	YES	
Jun-02	**0.91**	**0.00**	330	10		3.05	5000000.00	YES	
Jul-02	**0.57**	**0.00**	352	10		2.41	5000000.00	YES	
Aug-02	**0.25**	**0.00**	397	8		1.78	5000000.00	YES	
Sep-02	**0.24**	**0.00**	411	7		1.87	>5.00	YES	
Oct-02	**0.00**	**0.00**	337	9		0.00	0.00	YES	
Nov-02	**0.00**	**0.00**	318	3		0.00	SS		
Dec-02	**0.17**	**0.00**	583	2		2.93	SS		
Jan-03	**0.20**	**0.00**	489	2		3.20	SS		

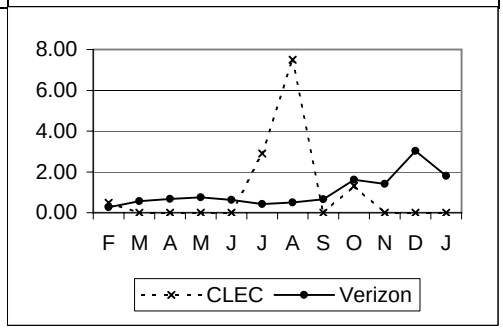


PR-5-03-2200	% Orders Held for Facilities > 60 Days								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.00**	**0.00**	355	8		0.00			
Mar-02	**0.00**	**0.00**	435	7		0.00			
Apr-02	**0.24**	**0.00**	413	9		1.65	0.15	YES	
May-02	**0.29**	**0.00**	350	7		2.05	0.14	YES	



PR-6 - Installation Quality

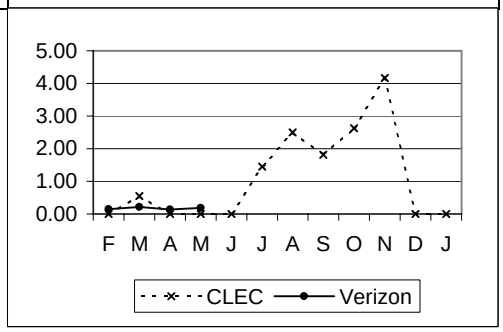
PR-6-01-2200	% Installation Troubles reported within 30 Days								Parity with Retail
	Parity with Retail Specials - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.26**	**0.49**	4923	206		0.36	-0.61	YES	
Mar-02	**0.57**	**0.00**	4242	182		0.57	1.00	YES	
Apr-02	**0.67**	**0.00**	4313	137		0.71	0.95	YES	
May-02	**0.76**	**0.00**	3165	67		1.07	0.71	YES	
Jun-02	**0.63**	**0.00**	4794	51		1.11	5000000.00	YES	
Jul-02	**0.42**	**2.90**	4060	69		0.78	-1.76	SSST	
Aug-02	**0.51**	**7.50**	3564	40		1.13	-2.97	SSST	
Sep-02	**0.65**	**0.00**	4747	55		1.09	>5.00	YES	
Oct-02	**1.62**	**1.32**	1664	76		1.48	0.57	YES	
Nov-02	**1.41**	**0.00**	1555	24		2.43	>5.00	YES	
Dec-02	**3.02**	**0.00**	926	53		2.42	>5.0000	YES	
Jan-03	**1.80**	**0.00**	1778	19		3.07	>5.0000	YES	



Special Services - Provisioning cont...

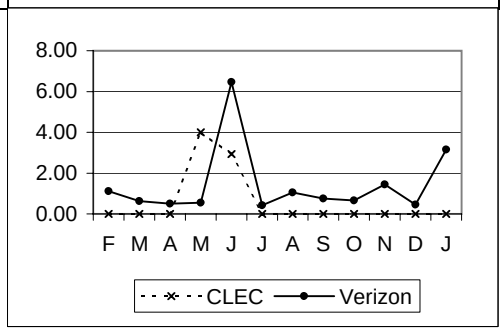
PR-6 - Installation Quality cont...

PR-6-03-2200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE								No Standard
	Parity with Retail Specials - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.14**	**0.00**	4923	206		0.27	0.53		
Mar-02	**0.21**	**0.55**	4242	182		0.35	-0.97		
Apr-02	**0.14**	**0.00**	4313	137		0.32	0.43		
May-02	**0.19**	**0.00**	3165	67		0.54	0.35		
Jun-02		**0.00**		51					
Jul-02		**1.45**		69					
Aug-02		**2.50**		40					
Sep-02		**1.82**		55					
Oct-02		**2.63**		76					
Nov-02		**4.17**		24					
Dec-02		**0.00**		53					
Jan-03		**0.00**		19					

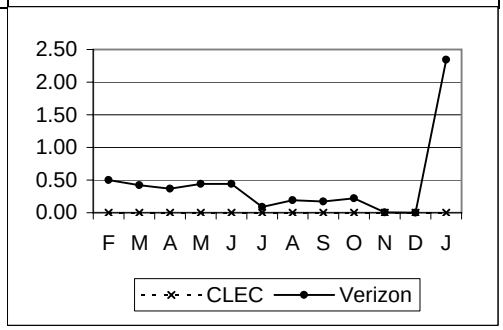


PR-8 - Open Orders in a Hold Status

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*	
Feb-02	**1.12**	**0.00**	803	22		2.27	0.49	YES	
Mar-02	**0.63**	**0.00**	956	33		1.40	0.45	YES	
Apr-02	**0.50**	**0.00**	803	32		1.27	0.39	YES	
May-02	**0.55**	**4.00**	910	25		1.50	-2.30	SSST	
Jun-02	**6.46**	**2.94**	913	34		4.29	1.26	YES	
Jul-02	**0.43**	**0.00**	1175	22		1.41	5000000.00	YES	
Aug-02	**1.05**	**0.00**	1047	17		2.49	5000000.00	YES	
Sep-02	**0.76**	**0.00**	1187	9		2.91	>5.00	YES	
Oct-02	**0.66**	**0.00**	1371	19		1.87	>5.00	YES	
Nov-02	**1.45**	**0.00**	691	10		3.80	>5.00	YES	
Dec-02	**0.46**	**0.00**	1086	9		2.26	>5.0000	YES	
Jan-03	**3.16**	**0.00**	981	11		5.30	>5.0000	YES	



PR-8-02-2200	Open Orders in a Hold Status > 90 Days								Parity with Retail
	Parity with Retail Specials - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.50**	**0.00**	803	22		1.52	0.33	YES	
Mar-02	**0.42**	**0.00**	956	33		1.15	0.37	YES	
Apr-02	**0.37**	**0.00**	803	32		1.09	0.34	YES	
May-02	**0.44**	**0.00**	910	25		1.34	0.33	YES	
Jun-02	**0.44**	**0.00**	913	34		1.16	5000000.00	YES	
Jul-02	**0.09**	**0.00**	1175	22		0.65	5000000.00	YES	
Aug-02	**0.19**	**0.00**	1047	17		1.06	5000000.00	YES	
Sep-02	**0.17**	**0.00**	1187	9		1.38	>5.00	YES	
Oct-02	**0.22**	**0.00**	1371	19		1.08	>5.00	YES	
Nov-02	**0.01**	**0.00**	691	10		0.27	>5.00	YES	
Dec-02	**0.00**	**0.00**	1086	9		0.10	>5.0000	YES	
Jan-03	**2.34**	**0.00**	981	11		4.59	>5.0000	YES	



Legend

*	= DC/MD/VA/WV Combined Measurement
**	= Verizon East (CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VT, WV and DC)
***	= VA only
****	= Verizon South (PA, NJ, DE, MD, DC, VA, WV)
*****	= (PA, NJ, DE, MD, DC, VA, WV) Resale/UNE East Combined Measurement
&	= Resale/UNE Combined Measurement
UD	= Performance metric is under development
UR	= Performance metric is under review
NA	= No Activity
NEF	= No Existing Functionality
TBD	= Performance metric is to be determined
R3	= Run 3 times per year
1-9=5, 10+=Negotiated	= 1-9 Loops, 5 days
	10+ Loops, Negotiated
95% Cmp. w/in Window	= Standard for Cut-Over Window
	= 1 to 9 lines: 1 hour
	= 10 to 49 lines: 2 hours
	= 50 to 99 lines: 3 hours
	= 100 to 199 lines: 4 hours
	= 200 plus lines: 8 hours
EEL	= 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
SS/Not Required	= Sample size does not meet the minimum criteria for a statistical test specified in Appendix K of the quidelines. See Appendix K of the 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 - VA

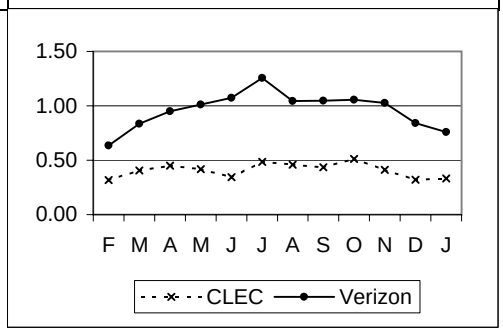
Carrier to Carrier Performance Standards and Reports Summary February 2002 - January 2003

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

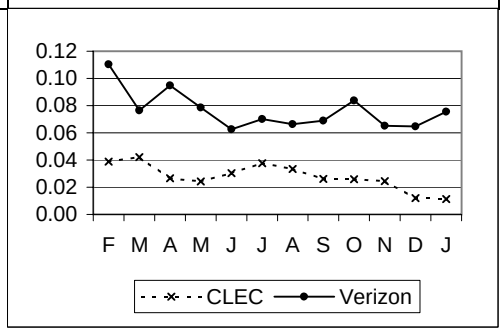
POTS - Maintenance

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*	
Feb-02	**0.64**	**0.32**	3099882	123472		0.02	13.74	YES	
Mar-02	**0.83**	**0.41**	3082228	126002		0.03	16.38	YES	
Apr-02	**0.95**	**0.45**	3069572	120716		0.03	17.58	YES	
May-02	**1.01**	**0.42**	3140665	123536		0.03	20.50	YES	
Jun-02	**1.07**	**0.34**	3120410	121530		0.03	24.22	YES	
Jul-02	**1.26**	**0.49**	3010138	119461		0.03	23.46	YES	
Aug-02	**1.04**	**0.46**	2998935	117103		0.03	19.29	YES	
Sep-02	**1.05**	**0.44**	2977900	114967		0.03	>5.00	YES	
Oct-02	**1.06**	**0.51**	2947809	112098		0.03	>5.00	YES	
Nov-02	**1.03**	**0.41**	2928538	110209		0.03	>5.00	YES	
Dec-02	**0.84**	**0.32**	2865005	108551		0.03	>5.0000	YES	
Jan-03	**0.76**	**0.33**	2841064	106892		0.03	>5.0000	YES	



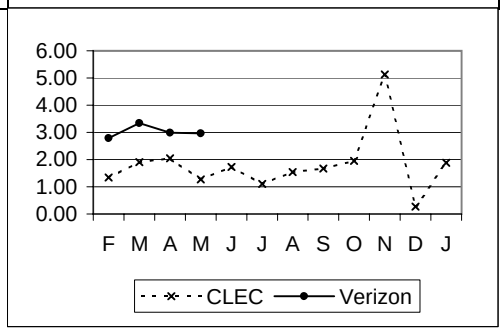
MR-2-03-2100	Network Trouble Report Rate - Central Office								Parity with Retail
	Parity with Retail POTS Total (Residence and Business)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.11**	**0.04**	3099882	123472		0.01	7.42	YES	
Mar-02	**0.08**	**0.04**	3082228	126002		0.01	4.34	YES	
Apr-02	**0.09**	**0.03**	3069572	120716		0.01	7.56	YES	
May-02	**0.08**	**0.02**	3140665	123536		0.01	6.69	YES	
Jun-02	**0.06**	**0.03**	3120410	121530		0.01	4.40	YES	
Jul-02	**0.07**	**0.04**	3010138	119461		0.01	4.16	YES	
Aug-02	**0.07**	**0.03**	2998935	117103		0.01	4.31	YES	
Sep-02	**0.07**	**0.03**	2977900	114967		0.01	>5.00	YES	
Oct-02	**0.08**	**0.03**	2947809	112098		0.01	>5.00	YES	
Nov-02	**0.07**	**0.02**	2928538	110209		0.01	>5.00	YES	
Dec-02	**0.06**	**0.01**	2865005	108551		0.01	>5.0000	YES	
Jan-03	**0.08**	**0.01**	2841064	106892		0.01	>5.0000	YES	



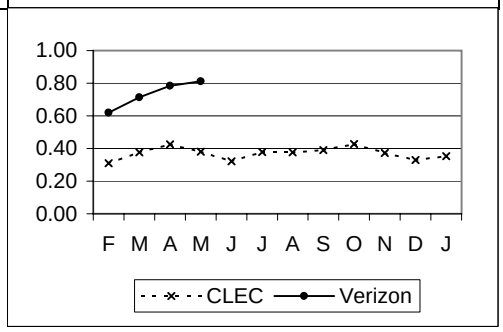
POTS - Maintenance cont...

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*	
Feb-02	**2.79**	**1.34**							
Mar-02	**3.34**	**1.91**							
Apr-02	**2.99**	**2.05**							
May-02	**2.96**	**1.27**							
Jun-02		**1.73**		462					
Jul-02		**1.11**		632					
Aug-02		**1.54**		586					
Sep-02		**1.67**		540					
Oct-02		**1.95**		616					
Nov-02		**5.13**		507					
Dec-02		**0.28**		363					
Jan-03		**1.88**		373					



MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate								None: Analysis Only
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.62**	**0.31**	3099882	123472		0.02	13.60		
Mar-02	**0.71**	**0.38**	3082228	126002		0.02	13.94		
Apr-02	**0.78**	**0.43**	3069572	120716		0.03	13.87		
May-02	**0.81**	**0.38**	3140665	123536		0.03	16.53		
Jun-02		**0.32**		121530					
Jul-02		**0.38**		119461					
Aug-02		**0.38**		117103					
Sep-02		**0.39**		114967					
Oct-02		**0.43**		112098					
Nov-02		**0.37**		110209					
Dec-02		**0.33**		108551					
Jan-03		**0.35**		106892					



POTS - Maintenance cont...

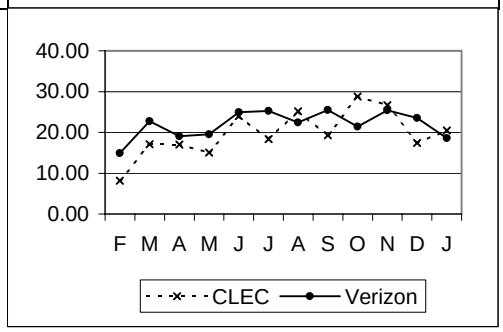
MR-3 - Missed Repair Appointments

MR-3-01-2110 | **% Missed Repair Appointment - Loop Bus.** | **Parity with Retail**

Parity with Retail POTS - Business

Metric being reported effective 2/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	14.94	8.18	2919	110		3.46	1.95	YES
Mar-02	22.71	17.11	3532	152		3.47	1.61	YES
Apr-02	19.08	16.99	3784	153		3.24	0.65	YES
May-02	19.50	15.07	4102	146		3.34	1.33	YES
Jun-02	24.94	23.97	3897	121		3.99	0.24	YES
Jul-02	25.22	18.35	4314	158		3.52	1.95	YES
Aug-02	22.47	25.20	4015	127		3.76	-0.73	YES
Sep-02	25.52	19.30	3765	114		4.14	1.65	YES
Oct-02	21.44	28.81	4057	118		3.83	-1.76	NO
Nov-02	25.38	26.67	3503	120		4.04	-0.23	YES
Dec-02	23.50	17.39	2775	69		5.17	1.35	YES
Jan-03	18.62	20.46	3072	88		4.21	-0.32	YES

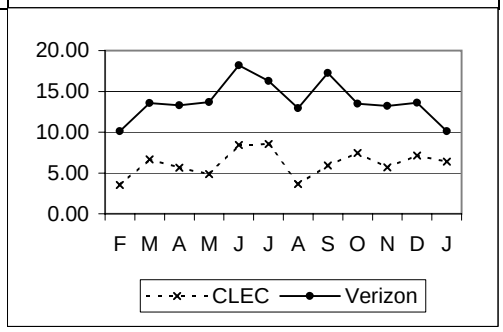


MR-3-01-2120 | **% Missed Repair Appointment - Loop Res.** | **Parity with Retail**

Parity with Retail POTS - Residence

Metric being reported effective 2/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	10.10	3.52	16743	284		1.80	3.65	YES
Mar-02	13.56	6.67	22108	360		1.82	3.79	YES
Apr-02	13.31	5.66	25257	389		1.74	4.41	YES
May-02	13.69	4.88	27564	369		1.80	4.89	YES
Jun-02	18.19	8.45	29463	296		2.25	4.32	YES
Jul-02	16.29	8.53	33387	422		1.81	4.29	YES
Aug-02	12.95	3.65	27145	411		1.67	5.57	YES
Sep-02	17.25	5.94	27303	387		1.93	>5.00	YES
Oct-02	13.51	7.44	27044	457		1.61	4.14	YES
Nov-02	13.23	5.69	26511	334		1.87	4.58	YES
Dec-02	13.61	7.14	21243	280		2.06	3.49	YES
Jan-03	10.10	6.39	18486	266		1.86	2.21	YES

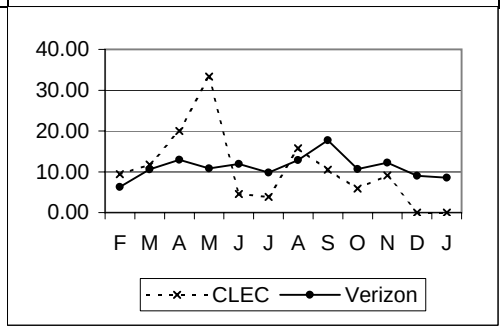


MR-3-02-2110 | **% Missed Repair Appointment - Central Office Bus.** | **Parity with Retail**

Parity with Retail POTS - Business

Metric being reported effective 2/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	6.24	9.38	945	32		4.35	-0.72	YES
Mar-02	10.60	11.76	689	34		5.41	-0.21	YES
Apr-02	12.97	20.00	825	15		8.75	-0.80	YES
May-02	10.82	33.33	730	12		9.04	-2.49	SSST
Jun-02	11.90	4.55	546	22		7.04	1.53	YES
Jul-02	9.77	3.85	532	26		5.96	1.48	YES
Aug-02	12.86	15.79	560	19		7.81	-0.11	YES
Sep-02	17.71	10.53	525	19		8.92	1.14	YES
Oct-02	10.70	5.88	682	17		7.59	1.05	YES
Nov-02	12.25	9.09	547	11		9.98	0.72	YES
Dec-02	9.01	0.00	466	8		10.21	>5.0000	YES
Jan-03	8.54	0.00	574	5		12.55	SS	



POTS - Maintenance cont...

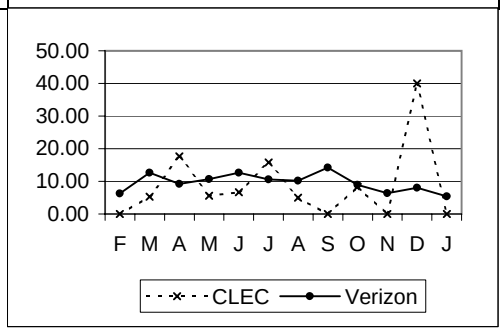
MR-3 - Missed Repair Appointments cont...

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

Parity with Retail POTS - Residence

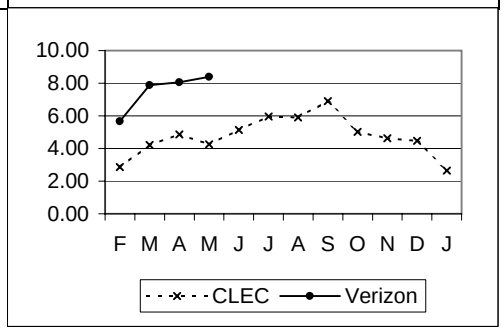
Metric being reported effective 2/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	6.27	0.00	2474	16		6.08	1.03	YES
Mar-02	12.63	5.26	1670	19		7.66	0.96	YES
Apr-02	9.18	17.65	2081	17		7.03	-1.20	YES
May-02	10.71	5.56	1737	18		7.33	0.70	YES
Jun-02	12.61	6.67	1404	15		8.62	1.11	YES
Jul-02	10.60	15.79	1575	19		7.10	-0.44	YES
Aug-02	10.16	5.00	1427	20		6.80	1.19	YES
Sep-02	14.26	0.00	1529	11		10.58	>5.00	YES
Oct-02	8.90	8.33	1787	12		8.25	0.45	YES
Nov-02	6.33	0.00	1359	16		6.12	>5.00	YES
Dec-02	8.01	40.00	1386	5		12.16	SS	
Jan-03	5.40	0.00	1573	7		8.56	>5.0000	YES



MR-3-03-2100 | **% CPE/TOK/FOK - Missed Appointment** | **No Standard**

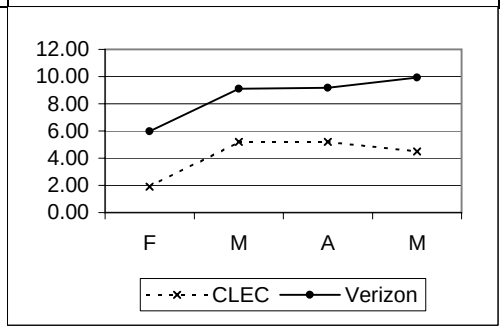
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	5.66	2.87	19216	383		1.19	2.34	
Mar-02	7.89	4.21	22023	475		1.25	2.94	
Apr-02	8.05	4.86	24093	514		1.21	2.63	
May-02	8.40	4.25	25488	471		1.29	3.22	
Jun-02		5.13		390				
Jul-02		5.96		453				
Aug-02		5.91		440				
Sep-02		6.90		449				
Oct-02		5.01		479				
Nov-02		4.63		410				
Dec-02		4.47		358				
Jan-03		2.65		378				



MR-3-04-2100 | **% Missed Repair Appointment - No Double Dispatch** | **No Standard**

Eliminated as of 6/2002

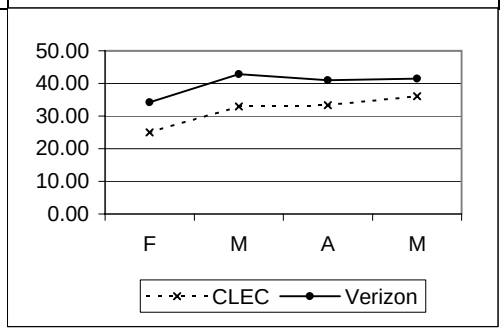
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	5.98	1.90	16793	369		1.25	3.27	
Mar-02	9.10	5.21	20479	461		1.35	2.87	
Apr-02	9.17	5.20	24008	481		1.33	2.99	
May-02	9.93	4.50	25839	467		1.40	3.89	



POTS - Maintenance cont...

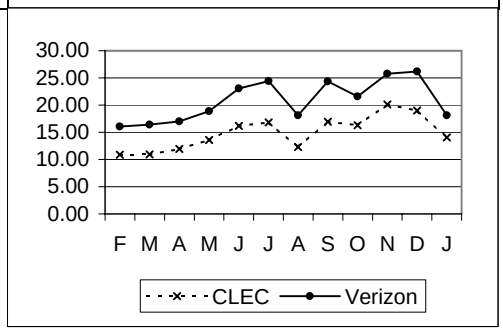
MR-3 - Missed Repair Appointments cont...

MR-3-05-2100	% Missed Repair Appointment - Double Dispatch								No Standard
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**34.17**	**25.00**	3562	60		6.17	1.49		
Mar-02	**42.86**	**32.93**	4321	82		5.52	1.80		
Apr-02	**40.97**	**33.33**	4164	57		6.56	1.16		
May-02	**41.51**	**36.07**	4385	61		6.35	0.86		



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*	
Feb-02	**16.08**	**10.86**	23143	442	27.09	1.30	4.01	YES	
Mar-02	**16.40**	**10.91**	28091	565	23.03	0.98	5.60	YES	
Apr-02	**16.97**	**11.92**	32049	574	21.03	0.89	5.71	YES	
May-02	**18.91**	**13.59**	34251	545	24.05	1.04	5.13	YES	
Jun-02	**23.05**	**16.18**	35428	454	27.02	1.28	5.38	YES	
Jul-02	**24.40**	**16.82**	39931	625	32.81	1.32	5.73	YES	
Aug-02	**18.13**	**12.31**	33272	577	23.57	0.99	5.88	YES	
Sep-02	**24.36**	**16.94**	33197	531	28.68	1.25	5.92	YES	
Oct-02	**21.56**	**16.29**	33637	604	24.26	1.00	5.29	YES	
Nov-02	**25.75**	**20.15**	31991	481	26.72	1.23	4.56	YES	
Dec-02	**26.18**	**19.00**	25920	362	35.00	1.85	3.88	YES	
Jan-03	**18.12**	**14.06**	23746	366	29.74	1.57	2.59	YES	



POTS - Maintenance cont...

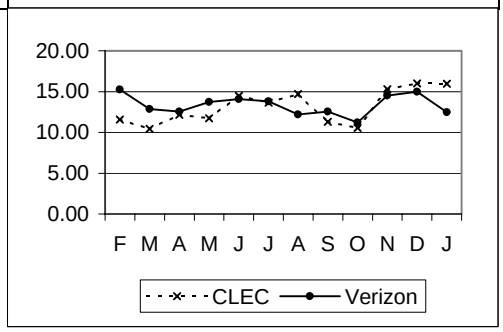
MR-4 - Trouble Duration Intervals cont...

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

Parity with Retail POTS - Business

Metric being reported effective 2/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	15.24	11.56	2919	110	20.65	2.01	1.83	YES
Mar-02	12.84	10.44	3532	152	16.97	1.41	1.71	YES
Apr-02	12.54	12.16	3784	153	19.42	1.60	0.24	YES
May-02	13.73	11.73	4102	146	27.79	2.34	0.85	YES
Jun-02	14.09	14.48	3897	121	18.64	1.72	-0.23	YES
Jul-02	13.81	13.64	4314	158	20.93	1.70	0.10	YES
Aug-02	12.18	14.72	4015	127	29.80	2.69	-0.95	YES
Sep-02	12.56	11.31	3765	114	18.83	1.79	0.70	YES
Oct-02	11.20	10.56	4057	118	17.92	1.67	0.38	YES
Nov-02	14.52	15.31	3503	120	19.30	1.79	-0.44	YES
Dec-02	14.99	16.01	2775	69	26.43	3.22	-0.31	YES
Jan-03	12.47	15.97	3072	88	51.44	5.56	-0.63	YES

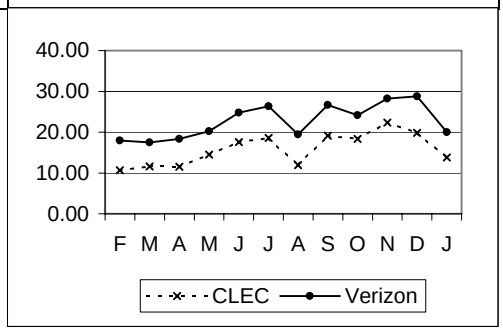


MR-4-02-2120 — **Mean Time To Repair - Loop Trouble - Res.** — **Parity with Retail**

Parity with Retail POTS - Residence

Metric being reported effective 2/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	17.93	10.68	16743	284	29.66	1.77	4.09	YES
Mar-02	17.49	11.58	22108	360	24.24	1.29	4.59	YES
Apr-02	18.35	11.52	25257	389	21.16	1.08	6.32	YES
May-02	20.26	14.50	27564	369	23.51	1.23	4.68	YES
Jun-02	24.80	17.58	29463	296	27.75	1.62	4.45	YES
Jul-02	26.32	18.56	33387	422	34.03	1.67	4.65	YES
Aug-02	19.42	11.89	27145	411	22.05	1.10	6.88	YES
Sep-02	26.63	19.15	27303	387	28.54	1.46	5.12	YES
Oct-02	24.13	18.37	27044	457	24.99	1.18	4.89	YES
Nov-02	28.20	22.39	26511	334	27.28	1.50	3.87	YES
Dec-02	28.79	19.85	21243	280	36.14	2.17	4.11	YES
Jan-03	20.04	13.81	18486	266	24.92	1.54	4.05	YES

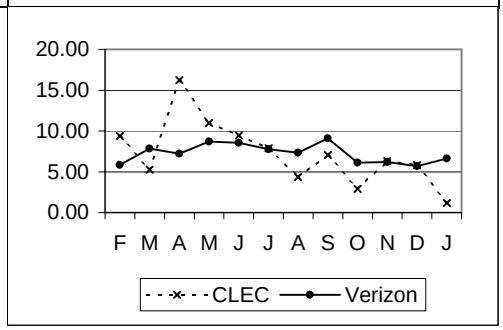


MR-4-03-2110 — **Mean Time To Repair - Central Office Trouble - Bus.** — **Parity with Retail**

Parity with Retail POTS - Business

Metric being reported effective 2/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	5.86	9.38	945	32	11.77	2.12	-1.66	NO
Mar-02	7.86	5.27	689	34	13.36	2.35	1.10	YES
Apr-02	7.23	16.23	825	15	11.70	3.05	-2.95	SSST
May-02	8.69	10.97	730	12	16.24	4.73	-0.48	YES
Jun-02	8.55	9.45	546	22	19.21	4.18	-0.22	YES
Jul-02	7.76	7.90	532	26	13.32	2.67	-0.05	YES
Aug-02	7.32	4.37	560	19	12.94	3.02	0.98	YES
Sep-02	9.10	7.04	525	19	16.70	3.90	0.53	YES
Oct-02	6.12	2.92	682	17	11.19	2.75	1.16	YES
Nov-02	6.18	6.32	547	11	11.55	3.52	-0.04	YES
Dec-02	5.68	5.82	466	8	16.20	5.78	-0.02	YES
Jan-03	6.61	1.17	574	5	12.86	5.78	Not Required	



POTS - Maintenance cont...

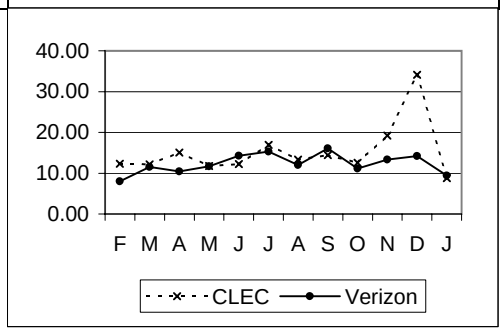
MR-4 - Trouble Duration Intervals cont...

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

Parity with Retail POTS - Residence

Metric being reported effective 2/2002

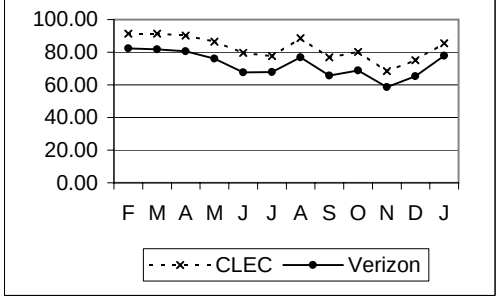
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	7.98	12.28	2474	16	14.03	3.52	-1.22	YES
Mar-02	11.55	12.19	1670	19	17.27	3.99	-0.16	YES
Apr-02	10.41	15.06	2081	17	16.48	4.01	-1.16	YES
May-02	11.67	11.77	1737	18	16.71	3.96	-0.03	YES
Jun-02	14.24	12.20	1404	15	22.54	5.85	0.35	YES
Jul-02	15.26	16.93	1575	19	22.65	5.23	-0.32	YES
Aug-02	11.97	13.36	1427	20	24.72	5.57	-0.25	YES
Sep-02	16.07	14.44	1529	11	29.69	8.98	0.18	YES
Oct-02	11.13	12.53	1787	12	16.05	4.65	-0.30	YES
Nov-02	13.33	19.20	1359	16	19.48	4.90	-1.20	YES
Dec-02	14.22	34.09	1386	5	25.59	11.46	Not Required	
Jan-03	9.39	8.76	1573	7	14.39	5.45	0.12	YES



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
Feb-02	82.27	91.40	23143	442		1.83	4.98	YES
Mar-02	81.84	91.33	28091	565		1.64	5.79	YES
Apr-02	80.58	90.24	32049	574		1.67	5.80	YES
May-02	76.00	86.42	34251	545		1.84	5.65	YES
Jun-02	67.70	79.52	35428	454		2.21	5.35	YES
Jul-02	67.85	77.60	39931	625		1.88	5.18	YES
Aug-02	76.82	88.56	33272	577		1.77	6.63	YES
Sep-02	65.70	76.84	33197	531		2.08	>5.00	YES
Oct-02	68.87	80.13	33637	604		1.90	>5.00	YES
Nov-02	58.61	68.40	31991	481		2.26	4.43	YES
Dec-02	65.29	75.14	25920	362		2.52	4.07	YES
Jan-03	77.90	85.52	23746	366		2.19	3.72	YES

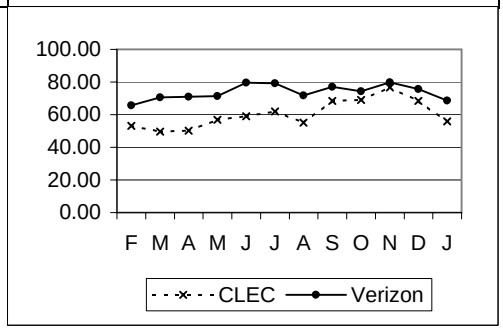


MR-4-06-2100 | **% Out of Service > 4 Hours** | **Parity with Retail**

Parity with Retail POTS Total (Residence and Business)

Metric being reported effective 2/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	65.78	53.18	13489	346		2.58	4.88	YES
Mar-02	70.60	49.64	17008	421		2.25	9.32	YES
Apr-02	70.97	50.23	19774	438		2.19	9.46	YES
May-02	71.36	56.78	21107	398		2.29	6.37	YES
Jun-02	79.59	58.96	22897	346		2.18	9.45	YES
Jul-02	79.12	61.99	24858	492		1.85	9.26	YES
Aug-02	71.70	55.04	17999	476		2.09	7.96	YES
Sep-02	77.09	68.37	17733	411		2.10	4.06	YES
Oct-02	74.39	69.01	16447	484		2.01	2.68	YES
Nov-02	79.74	76.58	17128	380		2.08	1.56	YES
Dec-02	75.60	68.38	13603	272		2.63	2.74	YES
Jan-03	68.59	55.90	12505	288		2.77	4.51	YES



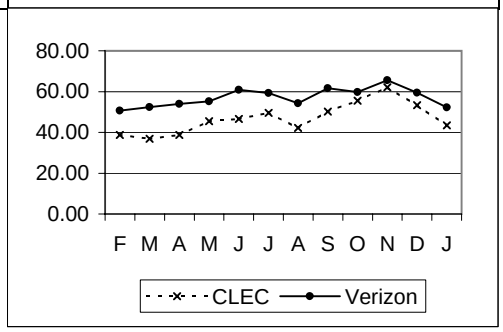
POTS - Maintenance cont...

MR-4 - Trouble Duration Intervals cont...

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
Feb-02	50.62	38.73	13489	346		2.72	4.37	YES
Mar-02	52.45	36.82	17008	421		2.46	6.34	YES
Apr-02	53.93	38.81	19774	438		2.41	6.28	YES
May-02	55.25	45.48	21107	398		2.52	3.88	YES
Jun-02	60.86	46.53	22897	346		2.64	5.42	YES
Jul-02	59.28	49.59	24858	492		2.24	4.33	YES
Aug-02	54.30	42.23	17999	476		2.31	5.22	YES
Sep-02	61.70	50.12	17733	411		2.43	4.77	YES
Oct-02	59.83	55.58	16447	484		2.26	1.92	YES
Nov-02	65.56	62.11	17128	380		2.46	1.45	YES
Dec-02	59.45	53.31	13603	272		3.01	2.09	YES
Jan-03	52.25	43.40	12505	288		2.98	3.03	YES

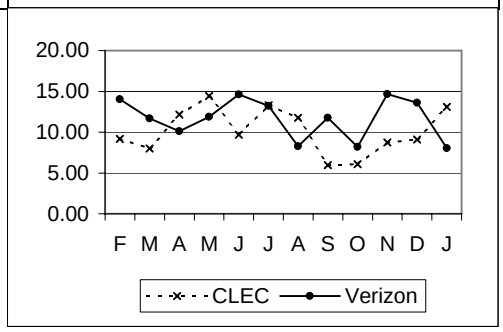


MR-4-08-2110 | **% Out of Service > 24 Hours - Bus.** | **Parity with Retail**

Parity with Retail POTS - Business

Metric being reported effective 2/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	14.05	9.18	2164	98		3.59	1.36	YES
Mar-02	11.67	8.00	2424	125		2.94	1.25	YES
Apr-02	10.10	12.15	2762	107		2.97	-0.69	YES
May-02	11.88	14.42	2879	104		3.23	-0.79	YES
Jun-02	14.61	9.68	2724	93		3.72	1.32	YES
Jul-02	13.22	13.28	2866	128		3.06	-0.02	YES
Aug-02	8.29	11.76	2498	102		2.79	-1.25	YES
Sep-02	11.75	5.95	2365	84		3.58	1.94	YES
Oct-02	8.18	6.10	2408	82		3.08	0.87	YES
Nov-02	14.66	8.75	2189	80		4.03	1.72	YES
Dec-02	13.59	9.09	1722	44		5.23	1.10	YES
Jan-03	8.04	13.12	1854	61		3.54	-1.17	YES

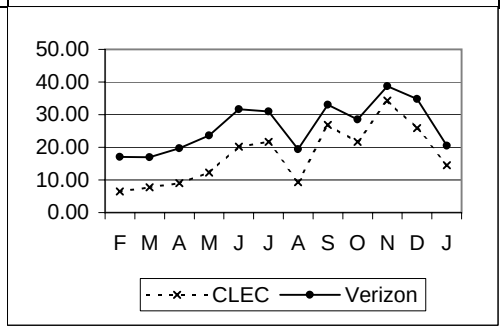


MR-4-08-2120 | **% Out of Service > 24 Hours - Res.** | **Parity with Retail**

Parity with Retail POTS - Residence

Metric being reported effective 2/2002

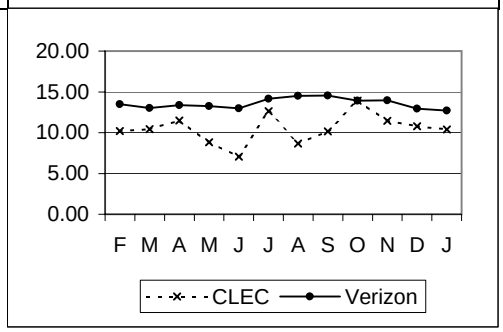
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	17.10	6.45	11281	248		2.42	4.41	YES
Mar-02	16.93	7.77	14525	296		2.20	4.16	YES
Apr-02	19.68	9.06	16947	331		2.21	4.81	YES
May-02	23.58	12.24	18150	294		2.50	4.54	YES
Jun-02	31.67	20.16	20093	253		2.94	3.91	YES
Jul-02	31.01	21.70	21914	364		2.44	3.81	YES
Aug-02	19.43	9.36	15428	374		2.07	4.86	YES
Sep-02	33.06	26.91	15324	327		2.63	2.44	YES
Oct-02	28.50	21.64	13998	402		2.28	3.14	YES
Nov-02	38.72	34.33	14896	300		2.84	1.61	YES
Dec-02	34.79	25.88	11853	228		3.18	2.93	YES
Jan-03	20.45	14.54	10623	227		2.71	2.35	YES



POTS - Maintenance cont...

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*	
Feb-02	**13.49**	**10.18**	23143	442		1.64	2.02	YES	
Mar-02	**13.01**	**10.44**	28091	565		1.43	1.80	YES	
Apr-02	**13.36**	**11.50**	32049	574		1.43	1.30	YES	
May-02	**13.25**	**8.81**	34251	545		1.46	3.03	YES	
Jun-02	**12.99**	**7.05**	35428	454		1.59	3.74	YES	
Jul-02	**14.16**	**12.64**	39931	625		1.41	1.08	YES	
Aug-02	**14.52**	**8.67**	33272	577		1.48	3.95	YES	
Sep-02	**14.53**	**10.17**	33197	531		1.54	3.02	YES	
Oct-02	**13.93**	**13.91**	33637	604		1.42	0.06	YES	
Nov-02	**13.97**	**11.44**	31991	481		1.59	1.69	YES	
Dec-02	**12.93**	**10.77**	25920	362		1.78	1.31	YES	
Jan-03	**12.71**	**10.38**	23746	366		1.75	1.43	YES	



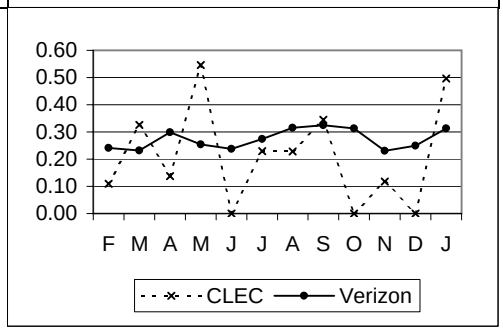
2-Wire Digital Services - Maintenance

MR-2 - Trouble Report Rate

MR-2-02-2341 — **Network Trouble Report Rate - Loop** — **Parity with Retail**

Parity with Retail ISDN (2 Wire Digital)

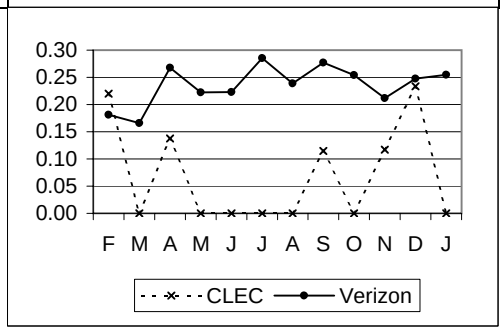
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	0.24	0.11	48543	910		0.16	0.80	YES
Mar-02	0.23	0.33	48299	920		0.16	-0.59	YES
Apr-02	0.30	0.14	48202	727		0.20	0.79	YES
May-02	0.25	0.55	48083	733		0.19	-1.56	YES
Jun-02	0.24	0.00	48055	720		0.18	5000000.00	YES
Jul-02	0.27	0.23	52545	872		0.18	0.50	YES
Aug-02	0.31	0.23	52391	875		0.19	0.71	YES
Sep-02	0.32	0.34	52386	870		0.19	0.10	YES
Oct-02	0.31	0.00	52395	863		0.19	>5.00	YES
Nov-02	0.23	0.12	52361	854		0.17	1.09	YES
Dec-02	0.25	0.00	48046	856		0.17	>5.0000	YES
Jan-03	0.31	0.50	47920	806		0.20	-0.67	YES



MR-2-03-2341 — **Network Trouble Report Rate - Central Office** — **Parity with Retail**

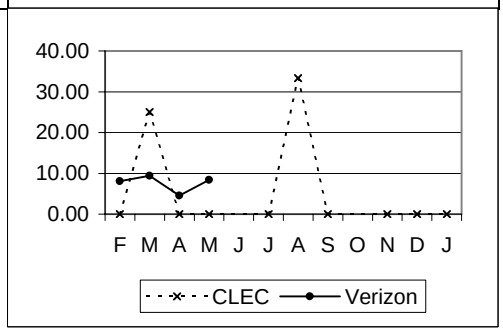
Parity with Retail ISDN (2 Wire Digital)

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	0.18	0.22	48543	910		0.14	-0.27	YES
Mar-02	0.17	0.00	48299	920		0.14	1.22	YES
Apr-02	0.27	0.14	48202	727		0.19	0.67	YES
May-02	0.22	0.00	48083	733		0.18	1.27	YES
Jun-02	0.22	0.00	48055	720		0.18	5000000.00	YES
Jul-02	0.29	0.00	52545	872		0.18	5000000.00	YES
Aug-02	0.24	0.00	52391	875		0.17	5000000.00	YES
Sep-02	0.28	0.11	52386	870		0.18	1.34	YES
Oct-02	0.25	0.00	52395	863		0.17	>5.00	YES
Nov-02	0.21	0.12	52361	854		0.16	0.98	YES
Dec-02	0.25	0.23	48046	856		0.17	0.33	YES
Jan-03	0.25	0.00	47920	806		0.18	>5.0000	YES



MR-2-04-2341 — **% Subsequent Reports** — **Assessed I/C/W MRAs**

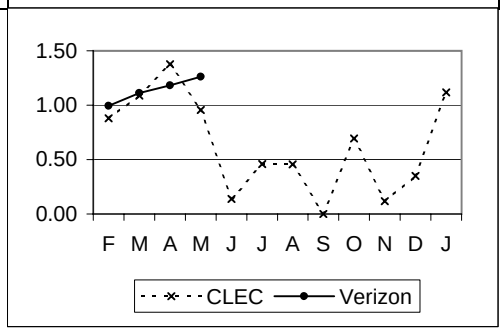
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	8.07	0.00						
Mar-02	9.43	25.00						
Apr-02	4.55	0.00						
May-02	8.40	0.00						
Jun-02		#N/A						
Jul-02		0.00		2				
Aug-02		33.33		3				
Sep-02		0.00		4				
Oct-02		#N/A						
Nov-02		0.00		2				
Dec-02		0.00		2				
Jan-03		0.00		4				



2-Wire Digital Services - Maintenance cont...

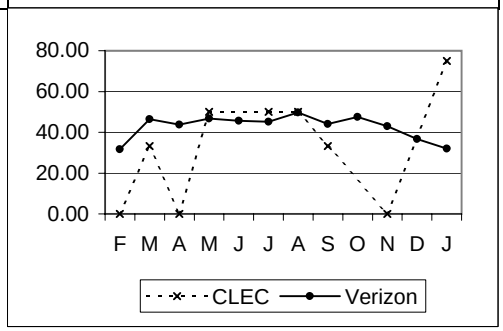
MR-2 - Trouble Report Rate cont...

MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate							None: Analysis Only
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
Feb-02	**0.99**	**0.88**	48543	910		0.33	0.34	
Mar-02	**1.11**	**1.09**	48299	920		0.35	0.07	
Apr-02	**1.18**	**1.38**	48202	727		0.40	-0.48	
May-02	**1.26**	**0.95**	48083	733		0.42	0.74	
Jun-02		**0.14**		720				
Jul-02		**0.46**		872				
Aug-02		**0.46**		875				
Sep-02		**0.00**		870				
Oct-02		**0.70**		863				
Nov-02		**0.12**		854				
Dec-02		**0.35**		856				
Jan-03		**1.12**		806				

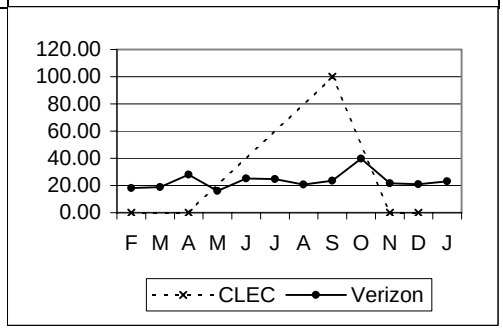


MR-3 - Missed Repair Appointments

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*
Feb-02	**31.62**	**0.00**	117	1		46.70	0.68	YES
Mar-02	**46.43**	**33.33**	112	3		29.18	0.45	YES
Apr-02	**43.75**	**0.00**	144	1		49.78	0.88	YES
May-02	**46.72**	**50.00**	122	4		25.35	-0.13	YES
Jun-02	**45.61**	**#N/A**	114					
Jul-02	**45.14**	**50.00**	144	2		35.43	0.53	YES
Aug-02	**49.70**	**50.00**	165	2		35.57	0.67	YES
Sep-02	**44.12**	**33.33**	170	3		28.92	SS	
Oct-02	**47.56**	**#N/A**	164					
Nov-02	**42.98**	**0.00**	121	1		49.71	SS	
Dec-02	**36.67**	**#N/A**	120					
Jan-03	**32.00**	**75.00**	150	4		23.63	SS	



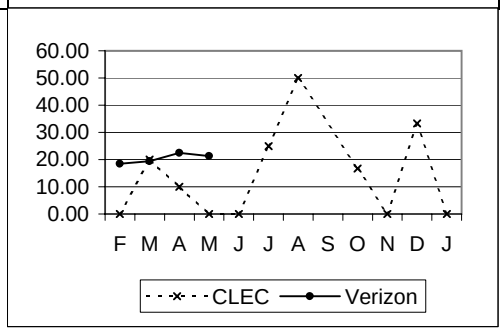
MR-3-02-2341	% Missed Repair Appointment - Central Office							Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)							
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
Feb-02	**18.18**	**0.00**	88	2		27.58	0.66	YES
Mar-02	**18.75**	**#N/A**	80					
Apr-02	**27.91**	**0.00**	129	1		45.03	0.62	YES
May-02	**15.89**	**#N/A**	107					
Jun-02	**25.23**	**#N/A**	107					
Jul-02	**24.67**	**#N/A**	150					
Aug-02	**20.80**	**#N/A**	125					
Sep-02	**23.45**	**100.00**	145	1		42.51	SS	
Oct-02	**39.85**	**#N/A**	133					
Nov-02	**21.62**	**0.00**	111	1		41.35	SS	
Dec-02	**21.01**	**0.00**	119	2		29.05	SS	
Jan-03	**22.95**	**#N/A**	122					



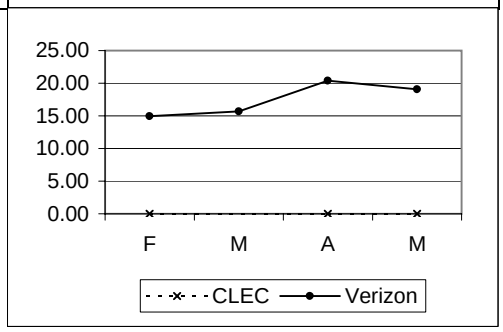
2-Wire Digital Services - Maintenance cont...

MR-3 - Missed Repair Appointments cont...

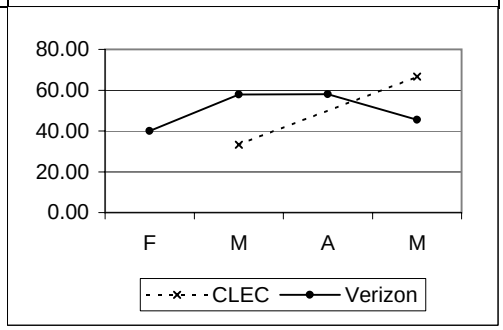
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**18.46**	**0.00**	482	8		13.83	1.33		
Mar-02	**19.37**	**20.00**	537	10		12.61	-0.05		
Apr-02	**22.46**	**10.00**	570	10		13.31	0.94		
May-02	**21.29**	**0.00**	606	7		15.56	1.37		
Jun-02		**0.00**		1					
Jul-02		**25.00**		4					
Aug-02		**50.00**		4					
Sep-02		**#N/A**							
Oct-02		**16.67**		6					
Nov-02		**0.00**		1					
Dec-02		**33.33**		3					
Jan-03		**0.00**		9					



MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch								No Standard
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**14.95**	**0.00**	107	3		20.87	0.72		
Mar-02	**15.69**	**#N/A**	102						
Apr-02	**20.39**	**0.00**	152	2		28.68	0.71		
May-02	**19.08**	**0.00**	131	1		39.44	0.48		



MR-3-05-2341	% Missed Repair Appointment - Double Dispatch								No Standard
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**40.00**	**#N/A**	90						
Mar-02	**57.95**	**33.33**	88	3		28.98	0.85		
Apr-02	**58.04**	**#N/A**	112						
May-02	**45.56**	**66.67**	90	3		29.23	-0.72		



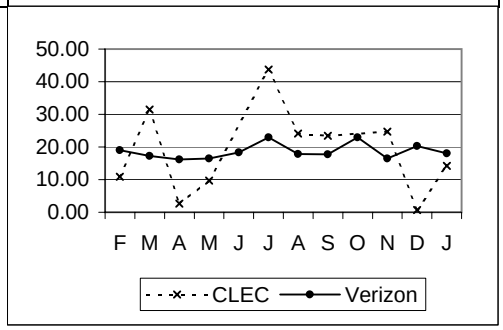
2-Wire Digital Services - Maintenance cont...

MR-4 - Trouble Duration Intervals

MR-4-01-2341 | **Mean Time To Repair - Total** | **Parity with Retail**

Parity with Retail ISDN (2 Wire Digital)

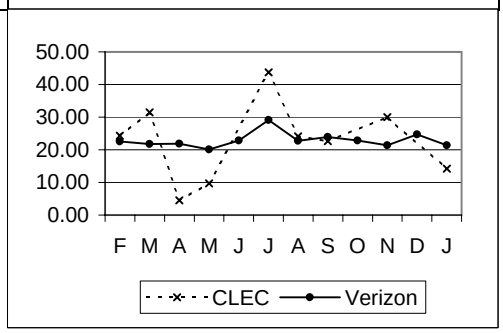
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	19.07	10.92	205	3	32.94	19.16	0.43	YES
Mar-02	17.28	31.49	192	3	19.60	11.40	-1.25	YES
Apr-02	16.22	2.68	273	2	18.66	13.25	1.02	YES
May-02	16.49	9.70	229	4	18.68	9.42	0.72	YES
Jun-02	18.29	#N/A	221		23.78			
Jul-02	22.94	43.73	294	2	36.31	25.76	-0.81	YES
Aug-02	17.82	24.16	290	2	22.67	16.09	-0.39	YES
Sep-02	17.71	23.43	315	4	23.23	11.69	Not Required	
Oct-02	22.96	#N/A	297		42.74			
Nov-02	16.49	24.69	232	2	23.36	16.59	Not Required	
Dec-02	20.32	0.73	239	2	30.86	21.91	Not Required	
Jan-03	18.01	14.25	272	4	24.34	12.26	Not Required	



MR-4-02-2341 | **Mean Time To Repair - Loop Trouble** | **Parity with Retail**

Parity with Retail ISDN (2 Wire Digital)

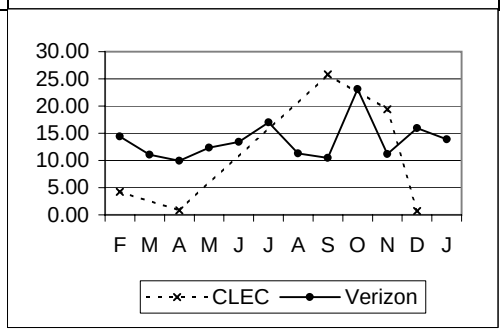
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	22.58	24.28	117	1	39.67	39.84	-0.04	YES
Mar-02	21.74	31.49	112	3	21.11	12.35	-0.79	YES
Apr-02	21.83	4.52	144	1	21.60	21.67	0.80	YES
May-02	20.10	9.70	122	4	19.38	9.85	1.06	YES
Jun-02	22.87	#N/A	114		25.05			
Jul-02	29.16	43.73	144	2	42.98	30.60	-0.48	YES
Aug-02	22.76	24.16	165	2	25.95	18.46	-0.08	YES
Sep-02	23.90	22.63	170	3	26.48	15.42	Not Required	
Oct-02	22.81	#N/A	164		38.72			
Nov-02	21.36	29.97	121	1	28.30	28.42	Not Required	
Dec-02	24.68	#N/A	120		32.84			
Jan-03	21.35	14.25	150	4	25.26	12.80	Not Required	



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
Feb-02	14.40	4.23	88	2	20.20	14.45	0.70	YES
Mar-02	11.04	#N/A	80		15.33			
Apr-02	9.95	0.85	129	1	12.01	12.06	0.75	YES
May-02	12.37	#N/A	107		17.02			
Jun-02	13.41	#N/A	107		21.41			
Jul-02	16.97	#N/A	150		27.32			
Aug-02	11.31	#N/A	125		15.22			
Sep-02	10.45	25.85	145	1	15.98	16.03	Not Required	
Oct-02	23.14	#N/A	133		47.38			
Nov-02	11.19	19.42	111	1	14.77	14.84	Not Required	
Dec-02	15.92	0.73	119	2	28.18	20.09	Not Required	
Jan-03	13.90	#N/A	122		22.60			



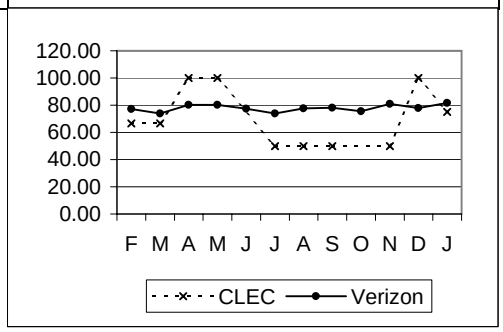
2-Wire Digital Services - Maintenance cont...

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)

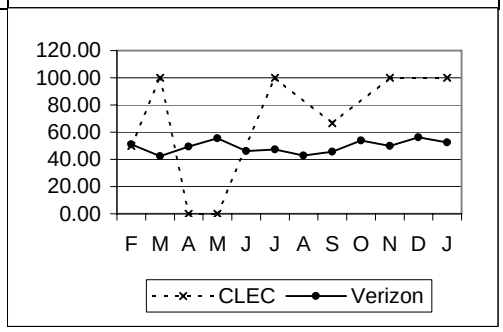
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	77.07	66.67	205	3		24.45	0.43	YES
Mar-02	73.96	66.67	192	3		25.53	-0.29	YES
Apr-02	80.22	100.00	273	2		28.27	0.70	YES
May-02	80.35	100.00	229	4		20.04	0.98	YES
Jun-02	77.38	#N/A	221					
Jul-02	73.81	50.00	294	2		31.19	-0.10	YES
Aug-02	77.59	50.00	290	2		29.59	-0.25	YES
Sep-02	78.10	50.00	315	4		20.81	SS	
Oct-02	75.42	#N/A	297					
Nov-02	81.03	50.00	232	2		27.84	SS	
Dec-02	77.82	100.00	239	2		29.50	SS	
Jan-03	81.62	75.00	272	4		19.51	SS	



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

Parity with Retail ISDN (2 Wire Digital)

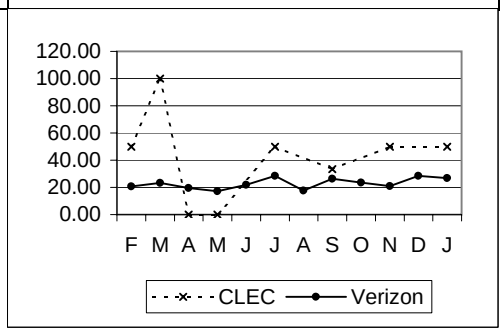
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	51.09	50.00	92	2		35.73	0.03	YES
Mar-02	42.47	100.00	73	1		49.77	-1.16	YES
Apr-02	49.51	0.00	103	1		50.24	0.99	YES
May-02	55.56	0.00	81	1		50.00	1.11	YES
Jun-02	46.15	#N/A	91					
Jul-02	47.27	100.00	165	2		35.52	-0.75	YES
Aug-02	42.94	#N/A	170					
Sep-02	45.61	66.67	171	3		29.01	SS	
Oct-02	53.85	#N/A	182					
Nov-02	50.00	100.00	124	2		35.64	SS	
Dec-02	56.15	#N/A	130					
Jan-03	52.41	100.00	145	2		35.56	SS	



MR-4-08-2341 | **% Out of Service > 24 Hours** | **Parity with Retail**

Parity with Retail ISDN (2 Wire Digital)

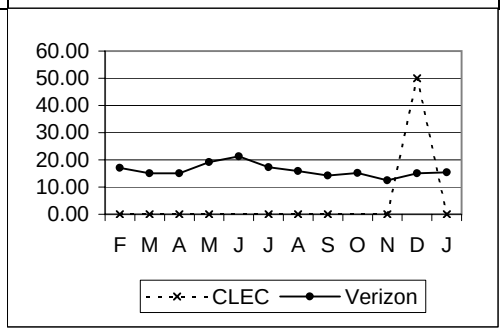
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	20.65	50.00	92	2		28.93	-1.01	YES
Mar-02	23.29	100.00	73	1		42.56	-1.80	SSST
Apr-02	19.42	0.00	103	1		39.75	0.49	YES
May-02	17.28	0.00	81	1		38.04	0.45	YES
Jun-02	21.98	#N/A	91					
Jul-02	28.48	50.00	165	2		32.11	-0.02	YES
Aug-02	17.65	#N/A	170					
Sep-02	26.32	33.33	171	3		25.65	SS	
Oct-02	23.63	#N/A	182					
Nov-02	20.97	50.00	124	2		29.02	SS	
Dec-02	28.46	#N/A	130					
Jan-03	26.90	50.00	145	2		31.57	SS	



2-Wire Digital Services - Maintenance cont...

MR-5 - Repeat Trouble Reports

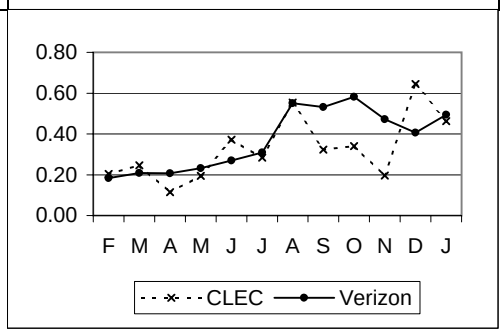
MR-5-01-2341	% Repeat Reports within 30 Days								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**17.07**	**0.00**	205	3		21.88	0.78	YES	
Mar-02	**15.10**	**0.00**	192	3		20.83	0.72	YES	
Apr-02	**15.02**	**0.00**	273	2		25.35	0.59	YES	
May-02	**19.21**	**0.00**	229	4		19.87	0.97	YES	
Jun-02	**21.27**	**#N/A**	221						
Jul-02	**17.35**	**0.00**	294	2		26.87	5000000.00	YES	
Aug-02	**15.86**	**0.00**	290	2		25.92	5000000.00	YES	
Sep-02	**14.29**	**0.00**	315	4		17.61	SS		
Oct-02	**15.15**	**#N/A**	297						
Nov-02	**12.50**	**0.00**	232	2		23.49	SS		
Dec-02	**15.06**	**50.00**	239	2		25.40	SS		
Jan-03	**15.44**	**0.00**	272	4		18.20	SS		



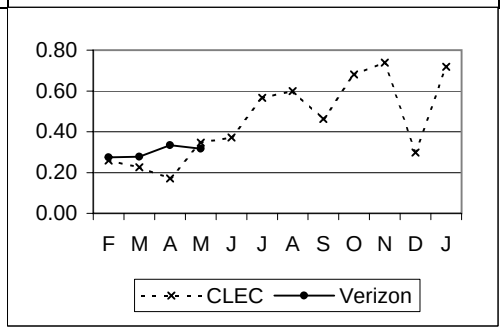
Special Services - Maintenance

MR-2 - Trouble Report Rate

MR-2-01-2200	Network Trouble Report Rate								Parity with Retail
	Parity with Retail Specials - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.18**	**0.20**	164731	5398		0.06	-0.35	YES	
Mar-02	**0.21**	**0.25**	165104	5295		0.06	-0.58	YES	
Apr-02	**0.21**	**0.11**	164470	5255		0.06	1.46	YES	
May-02	**0.23**	**0.19**	166750	4623		0.07	0.51	YES	
Jun-02	**0.27**	**0.37**	167126	4574		0.08	-1.32	YES	
Jul-02	**0.31**	**0.28**	178060	4943		0.08	0.32	YES	
Aug-02	**0.55**	**0.55**	106839	2170		0.16	-0.01	YES	
Sep-02	**0.53**	**0.32**	107414	2163		0.16	1.55	YES	
Oct-02	**0.58**	**0.34**	103201	2058		0.17	1.68	YES	
Nov-02	**0.47**	**0.20**	93688	2032		0.15	2.19	YES	
Dec-02	**0.41**	**0.64**	93615	2018		0.14	-1.42	YES	
Jan-03	**0.49**	**0.46**	93379	1947		0.16	0.32	YES	

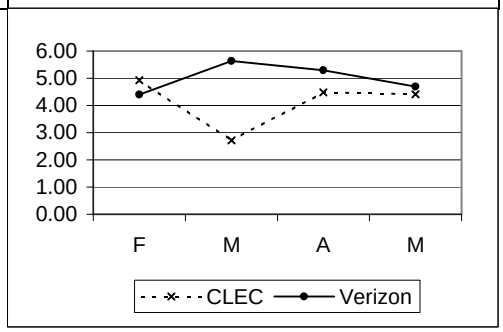


MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate								None: Analysis Only
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.27**	**0.26**	164731	5398		0.07	0.22		
Mar-02	**0.28**	**0.23**	165104	5295		0.07	0.69		
Apr-02	**0.33**	**0.17**	164470	5255		0.08	2.01		
May-02	**0.32**	**0.35**	166750	4623		0.08	-0.35		
Jun-02		**0.37**		4574					
Jul-02		**0.57**		4943					
Aug-02		**0.60**		2170					
Sep-02		**0.46**		2163					
Oct-02		**0.68**		2058					
Nov-02		**0.74**		2032					
Dec-02		**0.30**		2018					
Jan-03		**0.72**		1947					



MR-4 - Trouble Duration Intervals

MR-4-01-2200	Mean Time To Repair - Total								Parity with Retail
	Eliminated as of 6/2002, replaced by MR-4-01-2216 and MR-4-01-2217								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**4.40**	**4.93**	302	11	3.94	1.21	-0.44	YES	
Mar-02	**5.63**	**2.72**	344	13	6.84	1.93	1.51	YES	
Apr-02	**5.30**	**4.48**	341	6	4.51	1.86	0.44	YES	
May-02	**4.70**	**4.41**	386	9	3.76	1.27	0.23	YES	



Special Services - Maintenance cont...

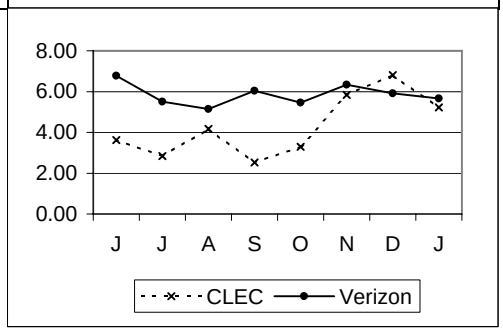
MR-4 - Trouble Duration Intervals cont...

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

Parity with Retail Specials DS0 & Below

Metric being reported effective 6/2002, replaces MR-4-01-2200

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Jun-02	6.78	3.63	400	15	11.96	3.14	1.00	YES
Jul-02	5.51	2.84	386	4	5.66	2.84	0.94	YES
Aug-02	5.14	4.18	427	7	4.41	1.68	0.57	YES
Sep-02	6.04	2.52	402	5	8.49	3.82	Not Required	
Oct-02	5.46	3.30	460	5	4.54	2.04	Not Required	
Nov-02	6.33	5.84	339	3	6.30	3.65	Not Required	
Dec-02	5.92	6.81	289	12	6.27	1.85	-0.48	YES
Jan-03	5.67	5.22	359	7	5.93	2.26	0.20	YES

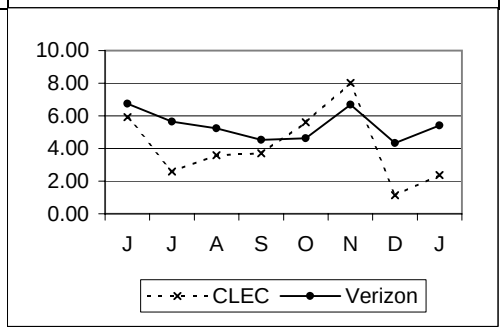


MR-4-01-2217 | **Mean Time To Repair - Total - DS1 & DS3** | **Parity with Retail**

Parity with Retail Specials DS1 & Above

Metric being reported effective 6/2002, replaces MR-4-01-2200

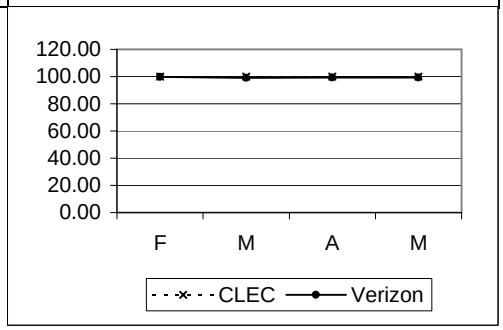
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Jun-02	6.75	5.92	50	2	18.37	13.25	0.06	YES
Jul-02	5.64	2.58	164	10	5.19	1.69	1.81	YES
Aug-02	5.24	3.59	162	5	5.21	2.37	0.70	YES
Sep-02	4.53	3.70	169	2	4.14	2.94	Not Required	
Oct-02	4.62	5.61	141	2	4.85	3.45	Not Required	
Nov-02	6.69	8.02	103	1	6.26	6.29	Not Required	
Dec-02	4.34	1.13	92	1	3.19	3.21	Not Required	
Jan-03	5.41	2.37	103	2	5.34	3.81	Not Required	



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

Eliminated as of 6/2002, replaced by MR-4-04-2216 and MR-4-04-2217

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	99.67	100.00	302	11		1.76	0.19	YES
Mar-02	99.13	100.00	344	13		2.62	0.33	YES
Apr-02	99.41	100.00	341	6		3.15	0.19	YES
May-02	99.22	100.00	386	9		2.97	0.26	YES



Special Services - Maintenance cont...

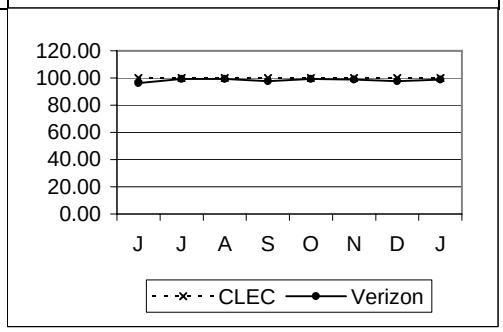
MR-4 - Trouble Duration Intervals cont...

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

Parity with Retail Specials DS0 & Below

Metric being reported effective 6/2002, replaces MR-4-04-2200

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Jun-02	96.25	100.00	400	15		5.00	5000000.00	YES
Jul-02	99.22	100.00	386	4		4.42	5000000.00	YES
Aug-02	99.30	100.00	427	7		3.18	5000000.00	YES
Sep-02	97.76	100.00	402	5		6.66	SS	
Oct-02	99.35	100.00	460	5		3.61	SS	
Nov-02	98.82	100.00	339	3		6.26	SS	
Dec-02	97.58	100.00	289	12		4.53	>5.0000	YES
Jan-03	98.89	100.00	359	7		4.00	>5.0000	YES

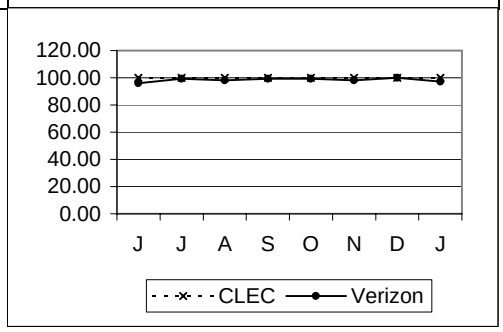


MR-4-04-2217 | **% Cleared (all troubles) within 24 Hours - DS1 & DS3** | **Parity with Retail**

Parity with Retail Specials DS1 & Above

Metric being reported effective 6/2002, replaces MR-4-04-2200

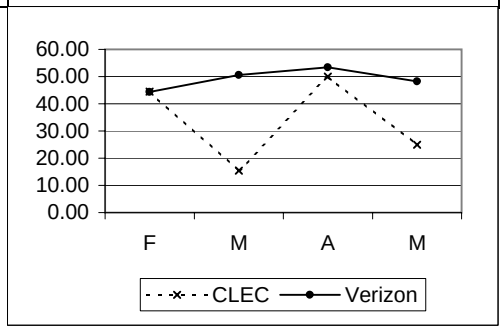
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Jun-02	96.00	100.00	50	2		14.13	5000000.00	YES
Jul-02	99.39	100.00	164	10		2.54	5000000.00	YES
Aug-02	98.15	100.00	162	5		6.12	5000000.00	YES
Sep-02	99.41	100.00	169	2		5.45	SS	
Oct-02	99.29	100.00	141	2		5.98	SS	
Nov-02	98.06	100.00	103	1		13.86	SS	
Dec-02	100.00	100.00	92	1		0.00	SS	
Jan-03	97.09	100.00	103	2		12.00	SS	



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

Eliminated as of 6/2002, replaced by MR-4-06-2216 and MR-4-06-2217

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	44.37	44.44	302	9		16.81	0.00	YES
Mar-02	50.58	15.38	344	13		14.13	2.49	YES
Apr-02	53.37	50.00	341	4		25.09	0.13	YES
May-02	48.19	25.00	386	8		17.85	1.30	YES



Special Services - Maintenance cont...

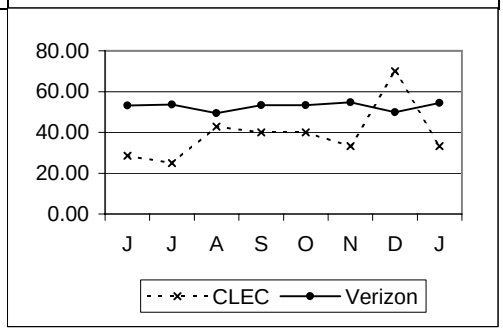
MR-4 - Trouble Duration Intervals cont...

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

Parity with Retail Specials DS0 & Below

Metric being reported effective 6/2002, replaces MR-4-06-2200

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Jun-02	53.25	28.57	400	14		13.57	2.12	YES
Jul-02	53.63	25.00	386	4		25.06	1.68	YES
Aug-02	49.41	42.86	425	7		19.05	0.72	YES
Sep-02	53.37	40.00	401	5		22.45	SS	
Oct-02	53.28	40.00	458	5		22.43	SS	
Nov-02	54.73	33.33	338	3		28.87	SS	
Dec-02	49.83	70.00	289	10		16.08	-0.93	YES
Jan-03	54.47	33.33	358	6		20.50	1.45	YES

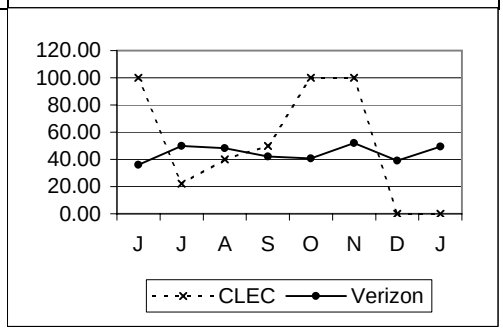


MR-4-06-2217 | **% Out of Service > 4 Hours - DS1 & DS3** | **Parity with Retail**

Parity with Retail Specials DS1 & Above

Metric being reported effective 6/2002, replaces MR-4-06-2200

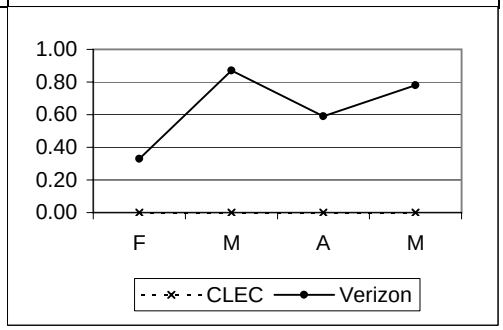
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Jun-02	36.00	100.00	50	2		34.61	-1.07	YES
Jul-02	50.00	22.22	164	9		17.12	2.03	YES
Aug-02	48.15	40.00	162	5		22.69	0.80	YES
Sep-02	42.01	50.00	169	2		35.11	SS	
Oct-02	40.71	100.00	140	1		49.30	SS	
Nov-02	51.96	100.00	102	1		50.21	SS	
Dec-02	39.13	0.00	92	1		49.07	SS	
Jan-03	49.51	0.00	103	1		50.24	SS	



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

Eliminated as of 6/2002, replaced by MR-4-08-2216 and MR-4-08-2217

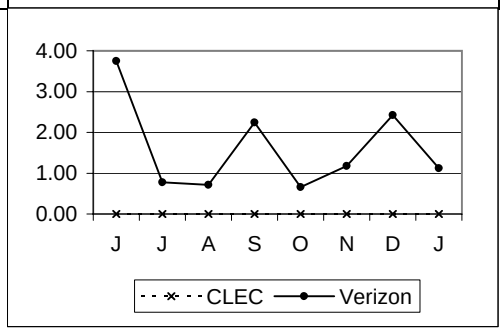
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	0.33	0.00	302	9		1.94	0.17	YES
Mar-02	0.87	0.00	344	13		2.62	0.33	YES
Apr-02	0.59	0.00	341	4		3.85	0.15	YES
May-02	0.78	0.00	386	8		3.14	0.25	YES



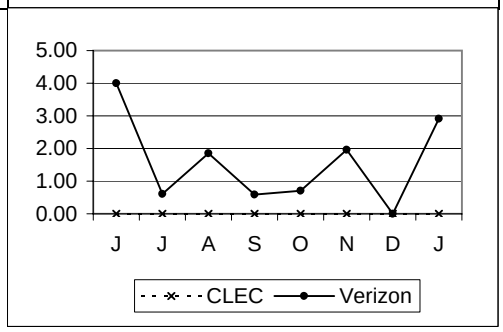
Special Services - Maintenance cont...

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								
	Metric being reported effective 6/2002, replaces MR-4-08-2200								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02	**3.75**	**0.00**	400	14		5.17	5000000.00	YES	
Jul-02	**0.78**	**0.00**	386	4		4.42	5000000.00	YES	
Aug-02	**0.71**	**0.00**	425	7		3.20	5000000.00	YES	
Sep-02	**2.24**	**0.00**	401	5		6.66	SS		
Oct-02	**0.66**	**0.00**	458	5		3.64	SS		
Nov-02	**1.18**	**0.00**	338	3		6.26	SS		
Dec-02	**2.42**	**0.00**	289	10		4.94	>5.0000	YES	
Jan-03	**1.12**	**0.00**	358	6		4.33	>5.0000	YES	

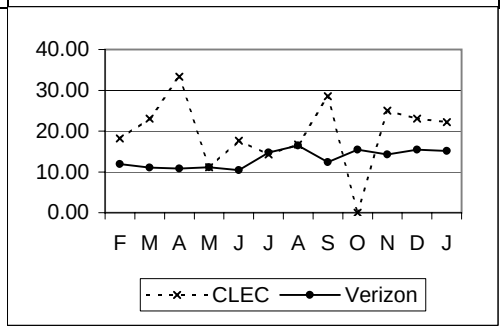


MR-4-08-2217	% Out of Service > 24 Hours - DS1 & DS3								Parity with Retail
	Parity with Retail Specials DS1 & Above								
	Metric being reported effective 6/2002, replaces MR-4-08-2200								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02	**4.00**	**0.00**	50	2		14.13	5000000.00	YES	
Jul-02	**0.61**	**0.00**	164	9		2.67	5000000.00	YES	
Aug-02	**1.85**	**0.00**	162	5		6.12	5000000.00	YES	
Sep-02	**0.59**	**0.00**	169	2		5.45	SS		
Oct-02	**0.71**	**0.00**	140	1		8.43	SS		
Nov-02	**1.96**	**0.00**	102	1		13.93	SS		
Dec-02	**0.00**	**0.00**	92	1		0.00	SS		
Jan-03	**2.91**	**0.00**	103	1		16.89	SS		



MR-5 - Repeat Trouble Reports

MR-5-01-2200	% Repeat Reports within 30 Days								Parity with Retail
	Parity with Retail Specials - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**11.92**	**18.18**	302	11		9.95	-0.63	YES	
Mar-02	**11.05**	**23.08**	344	13		8.86	-1.36	YES	
Apr-02	**10.85**	**33.33**	341	6		12.81	-1.76	SSST	
May-02	**11.14**	**11.11**	386	9		10.61	0.00	YES	
Jun-02	**10.44**	**17.65**	450	17		7.56	-0.61	YES	
Jul-02	**14.73**	**14.29**	550	14		9.59	0.35	YES	
Aug-02	**16.47**	**16.67**	589	12		10.82	0.29	YES	
Sep-02	**12.43**	**28.57**	571	7		12.55	-0.78	YES	
Oct-02	**15.47**	**0.00**	601	7		13.75	>5.00	YES	
Nov-02	**14.25**	**25.00**	442	4		17.56	SS		
Dec-02	**15.49**	**23.08**	381	13		10.20	-0.42	YES	
Jan-03	**15.15**	**22.22**	462	9		12.07	-0.22	YES	



Legend

*	= DC/MD/VA/WV Combined Measurement
**	= Verizon East (CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VT, WV and DC)
***	= VA only
****	= Verizon South (PA, NJ, DE, MD, DC, VA, WV)
*****	= (PA, NJ, DE, MD, DC, VA, WV) Resale/UNE East Combined Measurement
&	= Resale/UNE Combined Measurement
UD	= Performance metric is under development
UR	= Performance metric is under review
NA	= No Activity
NEF	= No Existing Functionality
TBD	= Performance metric is to be determined
R3	= Run 3 times per year
1-9=5, 10+=Negotiated	= 1-9 Loops, 5 days
	10+ Loops, Negotiated
95% Cmp. w/in Window	= Standard for Cut-Over Window
	= 1 to 9 lines: 1 hour
	= 10 to 49 lines: 2 hours
	= 50 to 99 lines: 3 hours
	= 100 to 199 lines: 4 hours
	= 200 plus lines: 8 hours
EEL	= 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
SS/Not Required	= Sample size does not meet the minimum criteria for a statistical test specified in Appendix K of the quidelines. See Appendix K of the 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 - VA

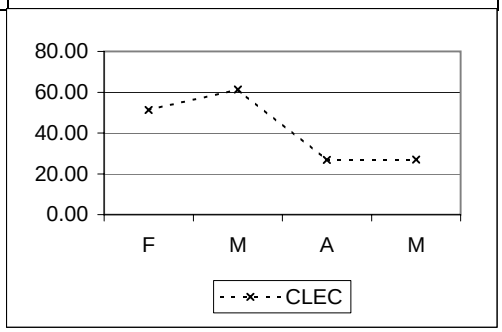
Carrier to Carrier Performance Standards and Reports Summary February 2002 - January 2003

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

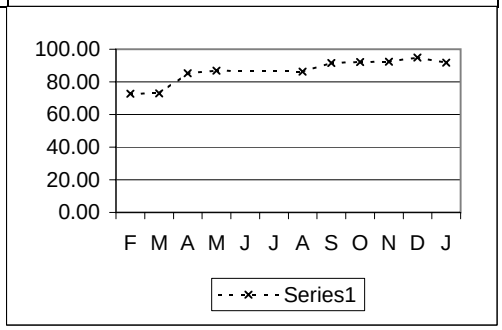
UNE Pre-ordering

PO-3 - Contact Center Availability

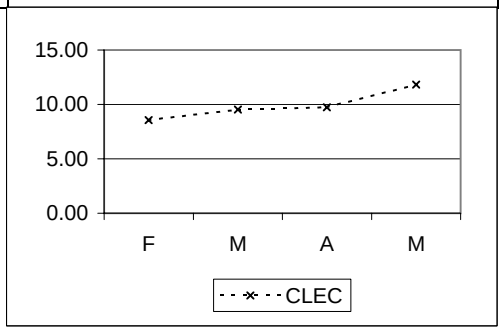
PO-3-01-3000	Average Speed of Answering - Ordering****(secs)				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	51.36				
Mar-02	61.31				
Apr-02	26.76				
May-02	27.03				



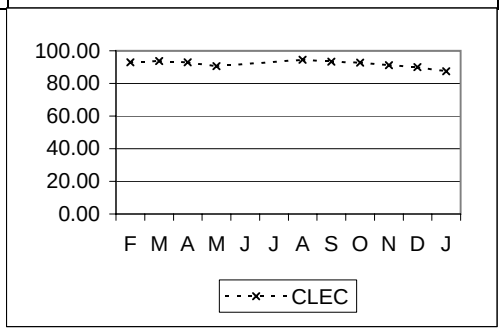
PO-3-02-3000	% Answered within 30 Seconds - Ordering*****				80% within 30 Seconds
	Eliminated as of 6/2002, combined results for Resale and UNE reported as PO-3-02-2006				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	72.79	8489		NO	
Mar-02	72.97	8784		NO	
Apr-02	85.33	8536		YES	
May-02	86.90	8340		YES	
Aug-02	86.20	15091		YES	
Sep-02	91.52	13735		YES	
Oct-02	92.22	15716		YES	
Nov-02	92.26	11808		YES	
Dec-02	94.96	11795		YES	
Jan-03	91.84	11671		YES	



PO-3-03-3000	Average Speed of Answering - Repair***** (secs)				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	8.55				
Mar-02	9.54				
Apr-02	9.73				
May-02	11.81				



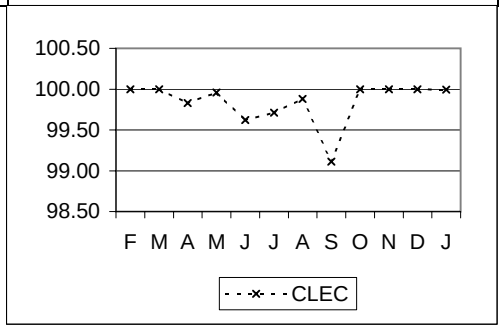
UNE Pre-ordering cont...					
PO-3 - Contact Center Availability cont...					
PO-3-04-3000	% Answered within 30 Seconds - Repair**&				80% within 30 Seconds
	Eliminated as of 6/2002, combined results for Resale and UNE reported as PO-3-04-2000				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**92.98**	**91716**		YES	
Mar-02	**93.64**	**105580**		YES	
Apr-02	**92.99**	**108416**		YES	
May-02	**90.67**	**108286**		YES	
Aug-02	**94.47**	**116235**		YES	
Sep-02	**93.40**	**119393**		YES	
Oct-02	**92.78**	**129927**		YES	
Nov-02	**91.20**	**109855**		YES	
Dec-02	**90.05**	**115686**		YES	
Jan-03	**87.44**	**114244**		YES	



UNE Ordering

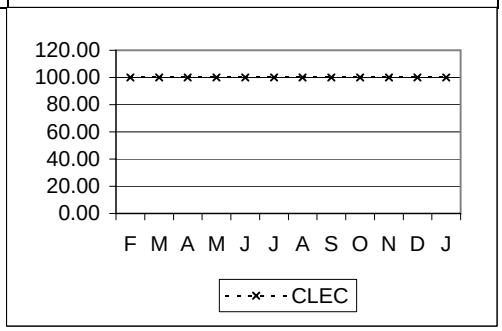
OR-8 - Acknowledgement Timeliness

OR-8-01-3000	% Acknowledgements on Time				95% within 2 Hours
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	100.00	12697		YES	
Mar-02	100.00	13086		YES	
Apr-02	99.83	15087		YES	
May-02	99.96	16602		YES	
Jun-02	99.62	14063		YES	
Jul-02	99.71	15300		YES	
Aug-02	99.88	9803		YES	
Sep-02	99.11	20897		YES	
Oct-02	100.00	37689		YES	
Nov-02	100.00	23745		YES	
Dec-02	100.00	27955		YES	
Jan-03	100.00	28741		YES	



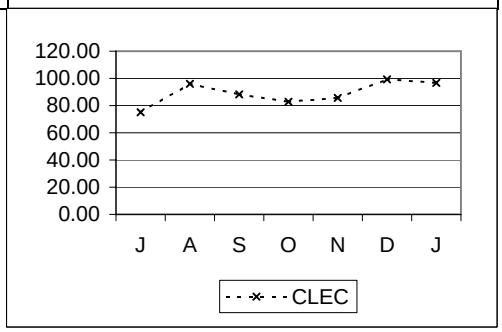
OR-9 - Order Acknowledgement Completeness

OR-9-01-3000	% Acknowledgement Completeness				99%
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	100.00	12697		YES	
Mar-02	100.00	13086		YES	
Apr-02	100.00	15087		YES	
May-02	100.00	16602		YES	
Jun-02	100.00	14063		YES	
Jul-02	100.00	15300		YES	
Aug-02	100.00	9803		YES	
Sep-02	100.00	20897		YES	
Oct-02	100.00	37689		YES	
Nov-02	100.00	23745		YES	
Dec-02	100.00	27955		YES	
Jan-03	100.00	31438		YES	

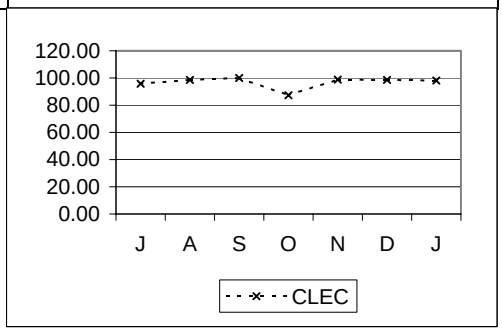


OR-10 - PON Notifier Exception Resolution Timeliness

OR-10-01-3000	% of PON Exceptions Resolved Within Three (3) Business Days				95% within 3 Business Days
	CLEC	CLEC Obs	Difference	Parity	
Jul-02	75.00	24		NO	
Aug-02	96.00	75		YES	
Sep-02	88.17	93		NO	
Oct-02	82.86	70		NO	
Nov-02	85.71	169		NO	
Dec-02	99.35	153		YES	
Jan-03	96.62	207		YES	



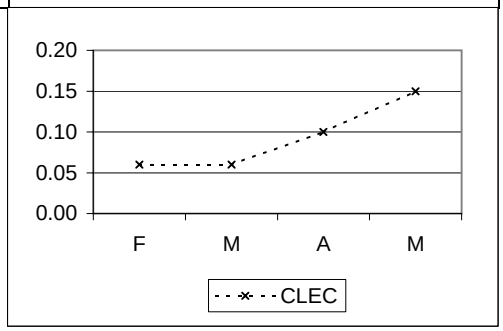
UNE Ordering cont...					
OR-10 - PON Notifier Exception Resolution Timeliness cont...					
OR-10-02-3000	% of PON Exceptions Resolved Within Ten (10) Business Days				99% within 10 Business Days
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Jul-02	**95.83**	**24**		NO	
Aug-02	**98.67**	**75**		NO	
Sep-02	**100.00**	**93**		YES	
Oct-02	**87.32**	**70**		NO	
Nov-02	**98.82**	**169**		NO	
Dec-02	**98.70**	**154**		NO	
Jan-03	**98.09**	**209**		NO	



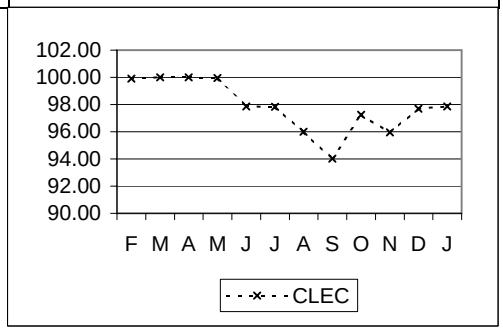
Platform

OR-1 - Order Confirmation Timeliness

OR-1-01-3143	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)				No Standard
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**0.06**				
Mar-02	**0.06**				
Apr-02	**0.10**				
May-02	**0.15**				



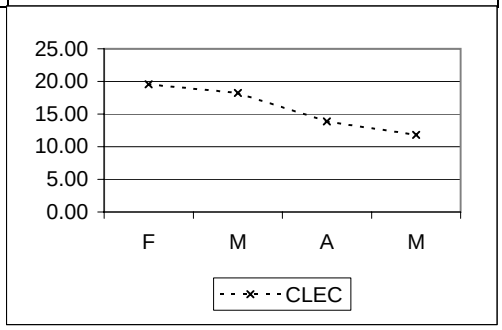
OR-1-02-3143	% On Time LSRC - Flow Through				95% within 2 Hours
	Metric being reported effective 2/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**99.90**	**1005**		YES	
Mar-02	**100.00**	**1157**		YES	
Apr-02	**100.00**	**2470**		YES	
May-02	**99.95**	**6189**		YES	
Jun-02	**97.85**	**3481**		YES	
Jul-02	**97.83**	**3410**		YES	
Aug-02	**96.00**	**5077**		YES	
Sep-02	**94.02**	**9564**		NO	
Oct-02	**97.25**	**21177**		YES	
Nov-02	**95.96**	**13721**		YES	
Dec-02	**97.70**	**18865**		YES	
Jan-03	**97.85**	**20313**		YES	



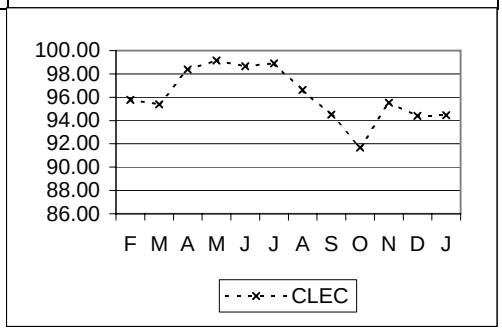
Platform cont...

OR-1 - Order Confirmation Timeliness cont...

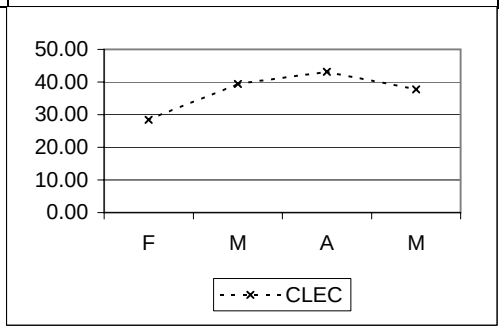
OR-1-03-3143	Average LSRC/ASRC Time No Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**19.58**				
Mar-02	**18.22**				
Apr-02	**13.87**				
May-02	**11.79**				



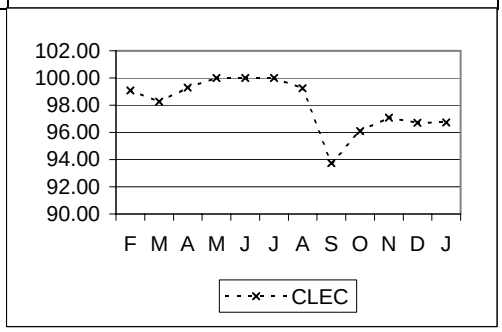
OR-1-04-3143	% On Time LSRC/ASRC - No Facility Check				95% within 24 Hours
	Metric being reported effective 2/2002.				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**95.77**	**969**		YES	
Mar-02	**95.40**	**1261**		YES	
Apr-02	**98.39**	**1305**		YES	
May-02	**99.15**	**1757**		YES	
Jun-02	**98.66**	**973**		YES	
Jul-02	**98.89**	**901**		YES	
Aug-02	**96.61**	**1239**		YES	
Sep-02	**94.50**	**1838**		NO	
Oct-02	**91.69**	**2685**		NO	
Nov-02	**95.52**	**1898**		YES	
Dec-02	**94.40**	**1697**		NO	
Jan-03	**94.45**	**2218**		NO	



OR-1-05-3143	Average LSRC/ASRC Time Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**28.47**				
Mar-02	**39.43**				
Apr-02	**43.18**				
May-02	**37.70**				



Platform cont...					
OR-1 - Order Confirmation Timeliness cont...					
OR-1-06-3143	% On Time LSRC/ASRC Facility Check				95% within 72 Hours
	Metric being reported effective 2/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**99.08**	**109**		YES	
Mar-02	**98.26**	**172**		YES	
Apr-02	**99.29**	**140**		YES	
May-02	**100.00**	**105**		YES	
Jun-02	**100.00**	**72**		YES	
Jul-02	**100.00**	**100**		YES	
Aug-02	**99.25**	**134**		YES	
Sep-02	**93.75**	**112**		NO	
Oct-02	**96.09**	**179**		YES	
Nov-02	**97.09**	**103**		YES	
Dec-02	**96.71**	**152**		YES	
Jan-03	**96.72**	**122**		YES	



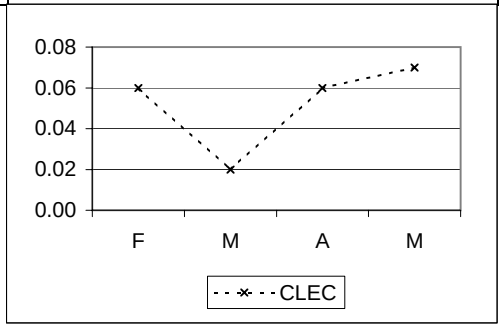
Platform cont...

OR-2 - Reject Timeliness

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

Eliminated as of 6/2002

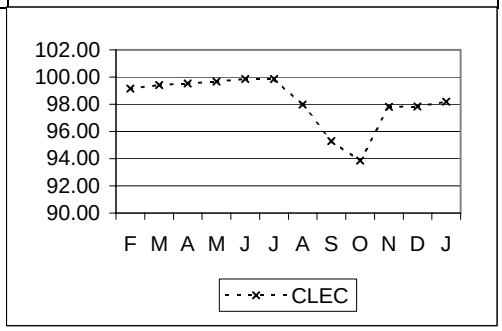
	CLEC	CLEC Obs	Difference	Parity
Feb-02	0.06			
Mar-02	0.02			
Apr-02	0.06			
May-02	0.07			



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

Metric being reported effective 2/2002

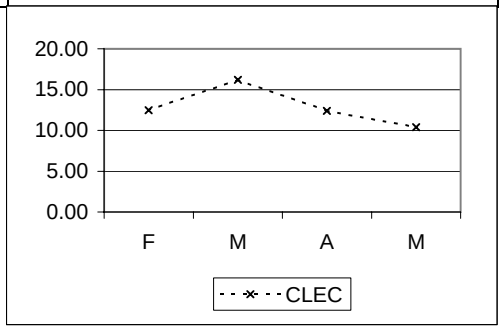
	CLEC	CLEC Obs	Difference	Parity
Feb-02	99.15	355		YES
Mar-02	99.42	345		YES
Apr-02	99.54	432		YES
May-02	99.66	886		YES
Jun-02	99.86	735		YES
Jul-02	99.87	776		YES
Aug-02	97.98	743		YES
Sep-02	95.30	1063		YES
Oct-02	93.86	3927		NO
Nov-02	97.81	2101		YES
Dec-02	97.84	2408		YES
Jan-03	98.18	2470		YES



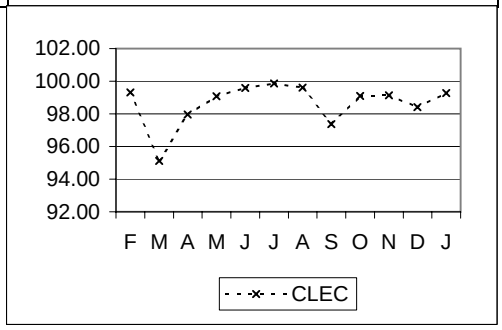
Platform cont...

OR-2 - Reject Timeliness cont...

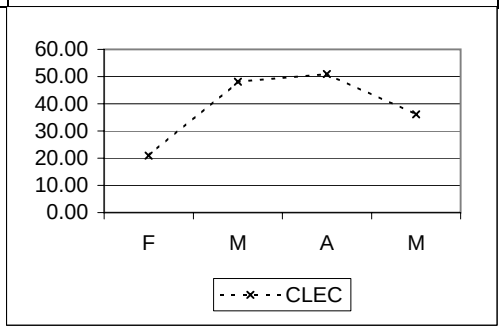
OR-2-03-3143	Average LSR/ASR Reject Time No Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	12.46				
Mar-02	16.20				
Apr-02	12.40				
May-02	10.38				



OR-2-04-3143	% On Time LSR/ASR Reject - No Facility Check				95% within 24 Hours
	Metric being reported effective 2/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	99.32	296		YES	
Mar-02	95.11	368		YES	
Apr-02	97.97	344		YES	
May-02	99.08	869		YES	
Jun-02	99.59	730		YES	
Jul-02	99.87	746		YES	
Aug-02	99.61	764		YES	
Sep-02	97.37	1447		YES	
Oct-02	99.09	2531		YES	
Nov-02	99.15	1760		YES	
Dec-02	98.40	2566		YES	
Jan-03	99.28	2352		YES	



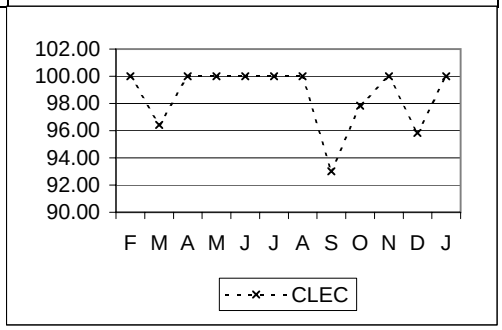
OR-2-05-3143	Average LSR/ASR Reject Time Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	20.89				
Mar-02	48.07				
Apr-02	50.96				
May-02	36.10				



Platform cont...

OR-2 - Reject Timeliness cont...

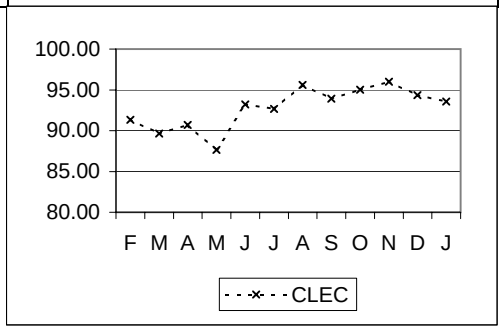
OR-2-06-3143	% On Time LSR/ASR Reject Facility Check				95% within 72 Hours
	Metric being reported effective 2/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**100.00**	**34**		YES	
Mar-02	**96.43**	**28**		YES	
Apr-02	**100.00**	**21**		YES	
May-02	**100.00**	**25**		YES	
Jun-02	**100.00**	**12**		YES	
Jul-02	**100.00**	**38**		YES	
Aug-02	**100.00**	**34**		YES	
Sep-02	**93.02**	**43**		NO	
Oct-02	**97.83**	**46**		YES	
Nov-02	**100.00**	**41**		YES	
Dec-02	**95.83**	**48**		YES	
Jan-03	**100.00**	**29**		YES	



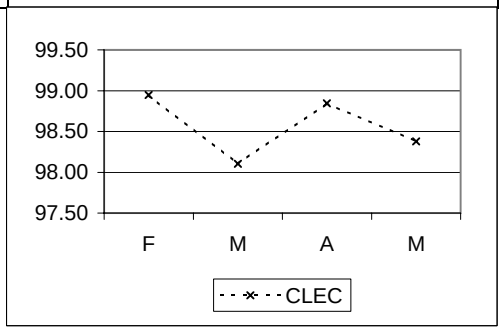
Platform cont...

OR-6 - Order Accuracy

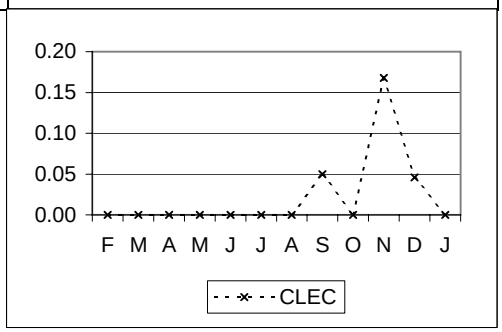
OR-6-01-3143	% Service Order Accuracy*				95% orders without errors
	Metric being reported effective 2/2002. Metric name changed to % Service Order Accuracy - Orders 6/2002.				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**91.35**	**289**		NO	
Mar-02	**89.66**	**387**		NO	
Apr-02	**90.72**	**388**		NO	
May-02	**87.63**	**396**		NO	
Jun-02	**93.21**	**383**		NO	
Jul-02	**92.67**	**423**		NO	
Aug-02	**95.60**	**432**		YES	
Sep-02	**93.93**	**379**		NO	
Oct-02	**95.02**	**422**		YES	
Nov-02	**95.99**	**349**		YES	
Dec-02	**94.35**	**407**		NO	
Jan-03	**93.58**	**405**		NO	



OR-6-02-3143	% Accuracy - Opportunities				No Standard
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**98.95**	**2565**			
Mar-02	**98.10**	**3323**			
Apr-02	**98.85**	**3991**			
May-02	**98.38**	**5244**			



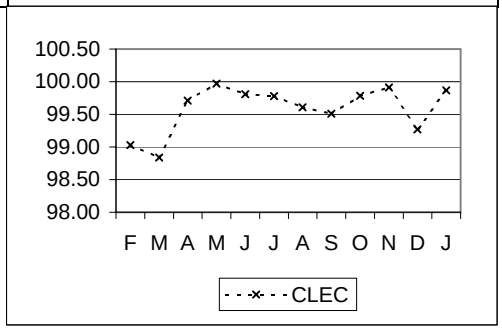
OR-6-03-3143	% Accuracy - LSRC				not more than 5%
	Metric being reported effective 2/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**0.00**	**1230**		YES	
Mar-02	**0.00**	**1626**		YES	
Apr-02	**0.00**	**1659**		YES	
May-02	**0.00**	**1965**		YES	
Jun-02	**0.00**	**1136**		YES	
Jul-02	**0.00**	**1100**		YES	
Aug-02	**0.00**	**1556**		YES	
Sep-02	**0.05**	**2177**		YES	
Oct-02	**0.00**	**3518**		YES	
Nov-02	**0.17**	**2367**		YES	
Dec-02	**0.05**	**2151**		YES	
Jan-03	**0.00**	**2870**		YES	



Platform cont...

OR-7 - Order Completeness

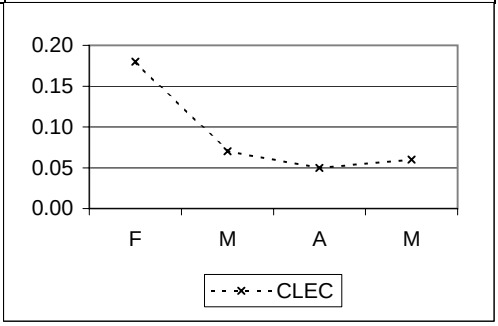
OR-7-01-3143	% Order Confirmation/Rejects sent within 3 Business Days				95%
	Metric being reported effective 2/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**99.03**	**2693**		YES	
Mar-02	**98.84**	**3193**		YES	
Apr-02	**99.71**	**4556**		YES	
May-02	**99.97**	**9400**		YES	
Jun-02	**99.81**	**5793**		YES	
Jul-02	**99.78**	**5481**		YES	
Aug-02	**99.61**	**7651**		YES	
Sep-02	**99.51**	**12771**		YES	
Oct-02	**99.78**	**27744**		YES	
Nov-02	**99.91**	**18018**		YES	
Dec-02	**99.27**	**23033**		YES	
Jan-03	**99.87**	**25260**		YES	



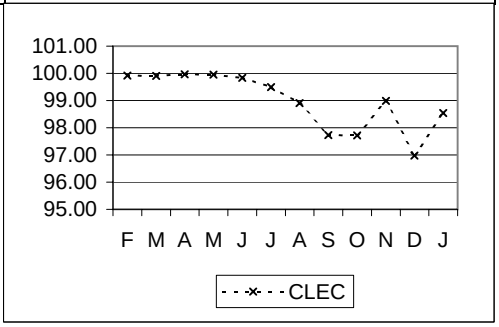
Loop/Pre-qualified Complex/LNP

OR-1 - Order Confirmation Timeliness

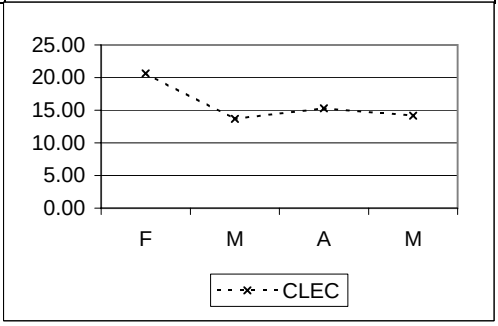
OR-1-01-3331	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	0.18				
Mar-02	0.07				
Apr-02	0.05				
May-02	0.06				



OR-1-02-3331	% On Time LSRC - Flow Through				95% within 2 Hours
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	99.92	13276		YES	
Mar-02	99.90	15847		YES	
Apr-02	99.96	16632		YES	
May-02	99.95	16921		YES	
Jun-02	99.83	15719		YES	
Jul-02	99.50	20211		YES	
Aug-02	98.90	20204		YES	
Sep-02	97.73	22508		YES	
Oct-02	97.72	27502		YES	
Nov-02	98.98	19571		YES	
Dec-02	96.97	18426		YES	
Jan-03	98.54	17332		YES	



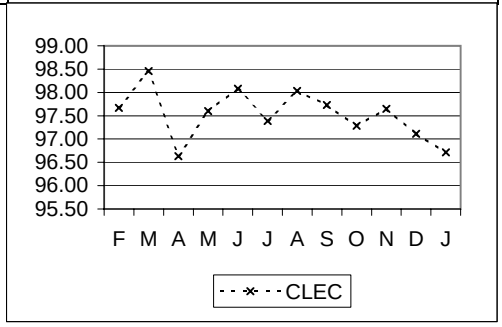
OR-1-03-3331	Average LSRC/ASRC Time No Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	20.63				
Mar-02	13.66				
Apr-02	15.30				
May-02	14.19				



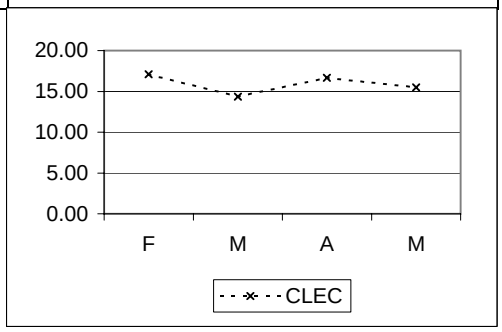
Loop/Pre-qualified Complex/LNP cont...

OR-1 - Order Confirmation Timeliness cont...

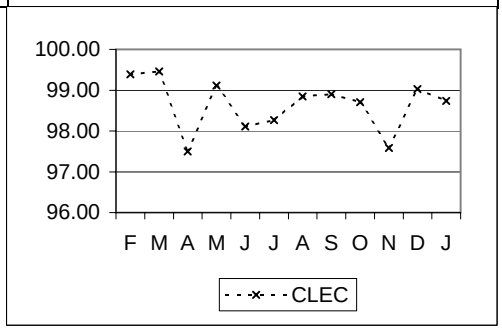
OR-1-04-3331	% On Time LSRC/ASRC - No Facility Check				95% within 24 Hours
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	97.67	8013		YES	
Mar-02	98.46	8264		YES	
Apr-02	96.63	9250		YES	
May-02	97.60	7160		YES	
Jun-02	98.08	5673		YES	
Jul-02	97.39	5792		YES	
Aug-02	98.03	6999		YES	
Sep-02	97.73	4543		YES	
Oct-02	97.28	4750		YES	
Nov-02	97.65	3997		YES	
Dec-02	97.11	3466		YES	
Jan-03	96.71	3620		YES	



OR-1-05-3331	Average LSRC/ASRC Time Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	17.11				
Mar-02	14.34				
Apr-02	16.66				
May-02	15.50				



OR-1-06-3331	% On Time LSRC/ASRC Facility Check				95% within 72 Hours
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	99.39	491		YES	
Mar-02	99.46	554		YES	
Apr-02	97.50	601		YES	
May-02	99.11	564		YES	
Jun-02	98.11	476		YES	
Jul-02	98.27	519		YES	
Aug-02	98.85	524		YES	
Sep-02	98.90	364		YES	
Oct-02	98.70	463		YES	
Nov-02	97.59	373		YES	
Dec-02	99.03	308		YES	
Jan-03	98.73	316		YES	

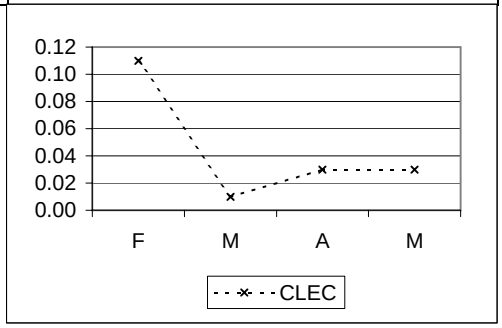


Loop/Pre-qualified Complex/LNP cont...

OR-2 - Reject Timeliness

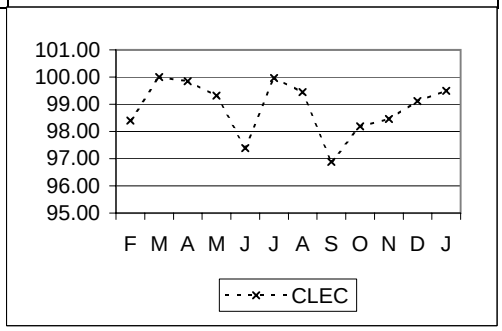
OR-2-01-3331	Average Local Service Request (LSR) Reject - Time (Flow-Through)	No Standard
	Eliminated as of 6/2002	

	CLEC	CLEC Obs	Difference	Parity
Feb-02	0.11			
Mar-02	0.01			
Apr-02	0.03			
May-02	0.03			



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

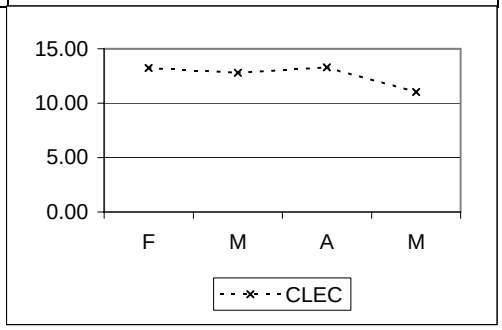
	CLEC	CLEC Obs	Difference	Parity
Feb-02	98.40	2555		YES
Mar-02	100.00	3135		YES
Apr-02	99.85	3410		YES
May-02	99.32	3383		YES
Jun-02	97.39	3106		YES
Jul-02	99.97	3252		YES
Aug-02	99.45	5620		YES
Sep-02	96.88	6533		YES
Oct-02	98.19	6460		YES
Nov-02	98.46	4286		YES
Dec-02	99.11	5293		YES
Jan-03	99.50	5604		YES



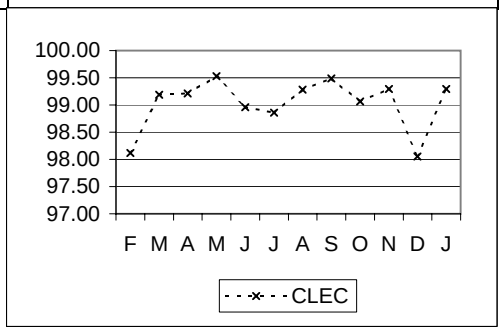
Loop/Pre-qualified Complex/LNP cont...

OR-2 - Reject Timeliness cont...

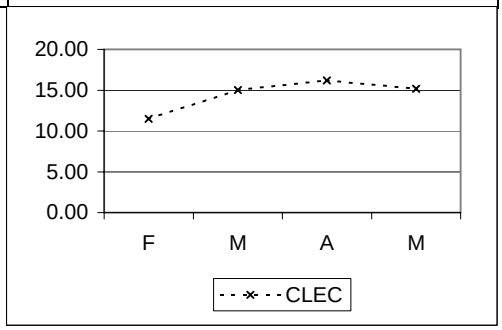
OR-2-03-3331	Average LSR/ASR Reject Time No Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	13.23				
Mar-02	12.79				
Apr-02	13.30				
May-02	11.04				



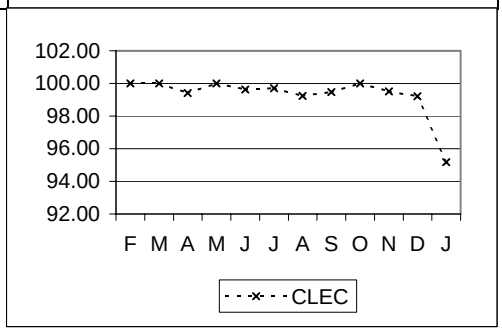
OR-2-04-3331	% On Time LSR/ASR Reject - No Facility Check				95% within 24 Hours
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	98.12	2923		YES	
Mar-02	99.19	2846		YES	
Apr-02	99.21	2919		YES	
May-02	99.53	2579		YES	
Jun-02	98.96	1829		YES	
Jul-02	98.86	1850		YES	
Aug-02	99.28	2232		YES	
Sep-02	99.49	1782		YES	
Oct-02	99.07	2144		YES	
Nov-02	99.30	1844		YES	
Dec-02	98.05	1540		YES	
Jan-03	99.30	1850		YES	



OR-2-05-3331	Average LSR/ASR Reject Time Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	11.49				
Mar-02	15.02				
Apr-02	16.18				
May-02	15.17				



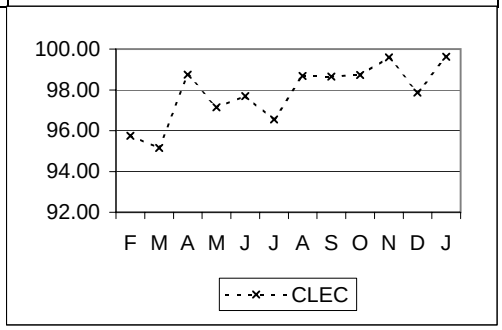
Loop/Pre-qualified Complex/LNP cont...					
OR-2 - Reject Timeliness cont...					
OR-2-06-3331	% On Time LSR/ASR Reject Facility Check				95% within 72 Hours
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**100.00**	**251**		YES	
Mar-02	**100.00**	**310**		YES	
Apr-02	**99.41**	**337**		YES	
May-02	**100.00**	**249**		YES	
Jun-02	**99.63**	**271**		YES	
Jul-02	**99.70**	**337**		YES	
Aug-02	**99.24**	**263**		YES	
Sep-02	**99.48**	**193**		YES	
Oct-02	**100.00**	**262**		YES	
Nov-02	**99.52**	**207**		YES	
Dec-02	**99.22**	**129**		YES	
Jan-03	**95.18**	**166**		YES	



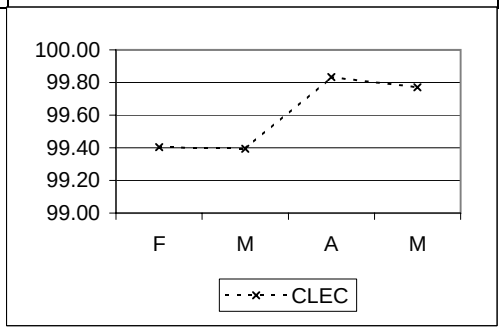
Loop/Pre-qualified Complex/LNP cont...

OR-6 - Order Accuracy

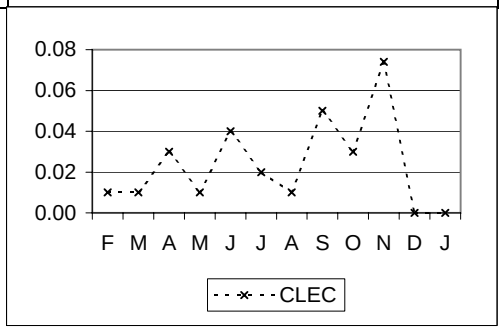
OR-6-01-3331	% Service Order Accuracy*				95% orders without errors
	Metric being reported effective 2/2002. Metric name changed to % Service Order Accuracy - Orders				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**95.75**	**235**		YES	
Mar-02	**95.16**	**351**		YES	
Apr-02	**98.75**	**320**		YES	
May-02	**97.14**	**350**		YES	
Jun-02	**97.70**	**304**		YES	
Jul-02	**96.55**	**348**		YES	
Aug-02	**98.69**	**305**		YES	
Sep-02	**98.65**	**296**		YES	
Oct-02	**98.73**	**314**		YES	
Nov-02	**99.59**	**243**		YES	
Dec-02	**97.86**	**281**		YES	
Jan-03	**99.62**	**263**		YES	



OR-6-02-3331	% Accuracy - Opportunities				No Standard
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**99.40**	**1843**			
Mar-02	**99.39**	**2806**			
Apr-02	**99.83**	**2397**			
May-02	**99.77**	**5600**			



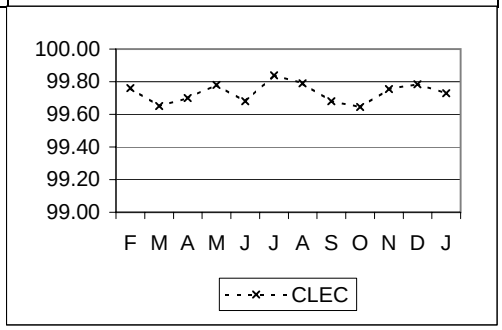
OR-6-03-3331	% Accuracy - LSRC***				not more than 5%
	Metric being reported effective 2/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**0.01**	**11749**		YES	
Mar-02	**0.01**	**11755**		YES	
Apr-02	**0.03**	**12717**		YES	
May-02	**0.01**	**10244**		YES	
Jun-02	**0.04**	**8282**		YES	
Jul-02	**0.02**	**8198**		YES	
Aug-02	**0.01**	**9321**		YES	
Sep-02	**0.05**	**6375**		YES	
Oct-02	**0.03**	**6629**		YES	
Nov-02	**0.07**	**5354**		YES	
Dec-02	**0.00**	**4797**		YES	
Jan-03	**0.00**	**5044**		YES	



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

OR-7 - Order Completeness

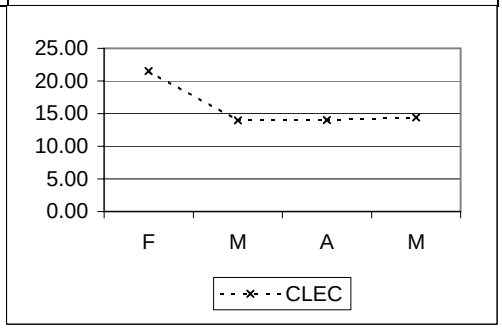
OR-7-01-3331	% Order Confirmation/Rejects sent within 3 Business Days				95%
	Metric being reported effective 2/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**99.76**	**27837**		YES	
Mar-02	**99.65**	**30875**		YES	
Apr-02	**99.70**	**33041**		YES	
May-02	**99.78**	**30706**		YES	
Jun-02	**99.68**	**27140**		YES	
Jul-02	**99.84**	**31389**		YES	
Aug-02	**99.79**	**35104**		YES	
Sep-02	**99.68**	**35701**		YES	
Oct-02	**99.65**	**40613**		YES	
Nov-02	**99.75**	**29732**		YES	
Dec-02	**99.78**	**28706**		YES	
Jan-03	**99.73**	**28249**		YES	



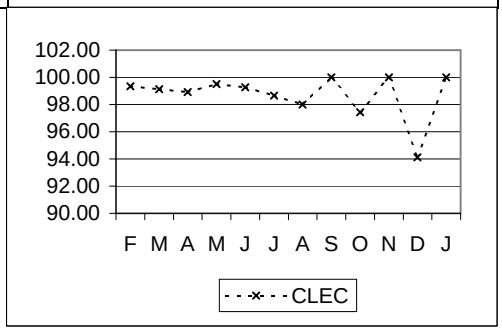
2 Wire Digital Services

OR-1 - Order Confirmation Timeliness- Requiring Loop Qualification

OR-1-03-3341	Average LSRC/ASRC Time No Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	21.50				
Mar-02	13.99				
Apr-02	14.04				
May-02	14.41				



OR-1-04-3341	% On Time LSRC/ASRC - No Facility Check				95% within 72 Hours
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	99.34	152		YES	
Mar-02	99.13	230		YES	
Apr-02	98.92	185		YES	
May-02	99.50	201		YES	
Jun-02	99.26	136		YES	
Jul-02	98.67	75		YES	
Aug-02	98.00	50		YES	
Sep-02	100.00	57		YES	
Oct-02	97.44	39		YES	
Nov-02	100.00	34		YES	
Dec-02	94.12	34		NO	
Jan-03	100.00	23		YES	



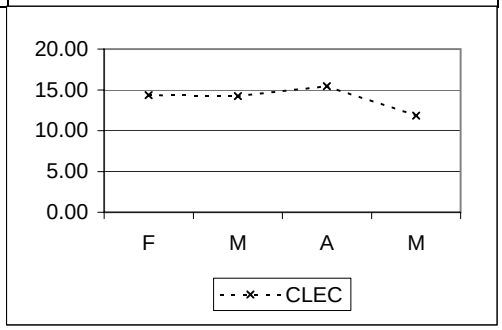
OR-1-05-3341	Average LSRC/ASRC Time Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

2 Wire Digital Services cont...					
OR-1 - Order Confirmation Timeliness- Requiring Loop Qualification cont...					
OR-1-06-3341	% On Time LSRC/ASRC Facility Check				95% within 72 Hours
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**#N/A**				
Mar-02	**#N/A**				
Apr-02	**#N/A**				
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**				
Dec-02	**#N/A**				
Jan-03	**#N/A**				

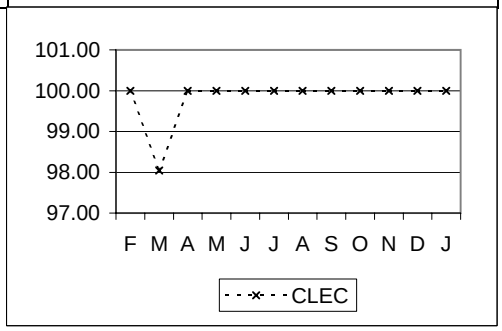
2 Wire Digital Services cont...

OR-2 - Reject Timeliness - Requiring Loop Qualification

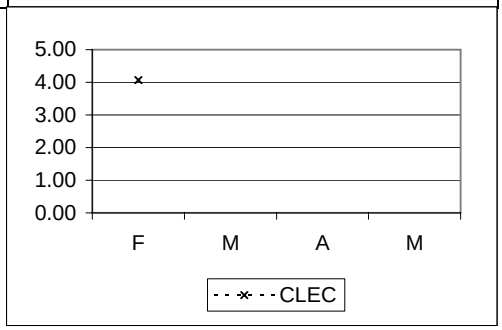
OR-2-03-3341	Average LSR/ASR Reject Time No Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	14.36				
Mar-02	14.23				
Apr-02	15.45				
May-02	11.85				



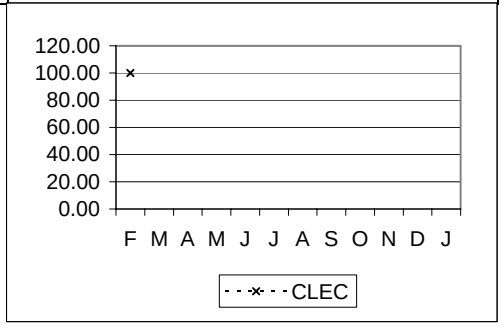
OR-2-04-3341	% On Time LSR/ASR Reject - No Facility Check				95% within 72 Hours
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	100.00	25		YES	
Mar-02	98.04	51		YES	
Apr-02	100.00	29		YES	
May-02	100.00	54		YES	
Jun-02	100.00	28		YES	
Jul-02	100.00	11		YES	
Aug-02	100.00	18		YES	
Sep-02	100.00	10		YES	
Oct-02	100.00	9		YES	
Nov-02	100.00	12		YES	
Dec-02	100.00	6		YES	
Jan-03	100.00	5		YES	



OR-2-05-3341	Average LSR/ASR Reject Time Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	4.07				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				



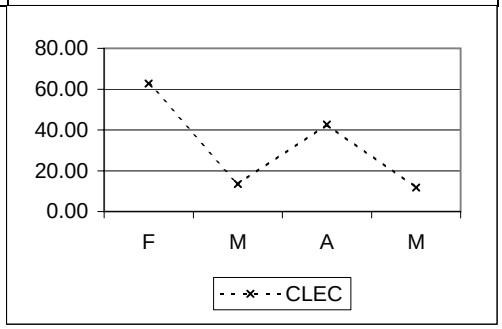
2 Wire Digital Services cont...					
OR-2 - Reject Timeliness - Requiring Loop Qualification cont...					
OR-2-06-3341	% On Time LSR/ASR Reject Facility Check				95% within 72 Hours
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	100.00	3		YES	
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				
Jun-02	#N/A				
Jul-02	#N/A				
Aug-02	#N/A				
Sep-02	#N/A				
Oct-02	#N/A				
Nov-02	#N/A				
Dec-02	#N/A				
Jan-03	#N/A				



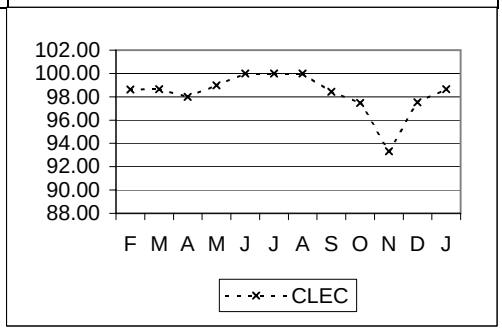
2 Wire xDSL Loops

OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification

OR-1-03-3342	Average LSRC/ASRC Time - No Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	62.73				
Mar-02	13.51				
Apr-02	42.59				
May-02	11.74				



OR-1-04-3342	% On Time LSRC/ASRC - No Facility Check				95% within 72 Hours
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	98.61	287		YES	
Mar-02	98.64	221		YES	
Apr-02	97.98	198		YES	
May-02	98.98	197		YES	
Jun-02	100.00	163		YES	
Jul-02	100.00	90		YES	
Aug-02	100.00	131		YES	
Sep-02	98.44	128		YES	
Oct-02	97.48	119		YES	
Nov-02	93.33	60		NO	
Dec-02	97.53	81		YES	
Jan-03	98.65	74		YES	



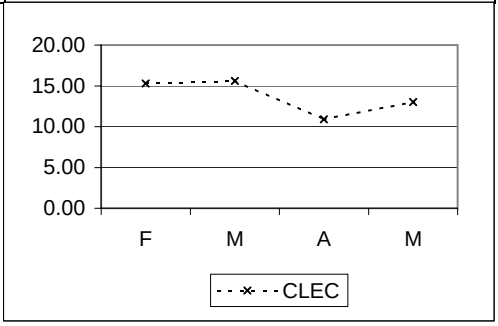
OR-1-05-3342	Average LSRC/ASRC Time - Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

2 Wire xDSL Loops cont...					
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification cont...					
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check				95% within 72 Hours
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**#N/A**				
Mar-02	**#N/A**				
Apr-02	**#N/A**				
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**				
Dec-02	**#N/A**				
Jan-03	**#N/A**				

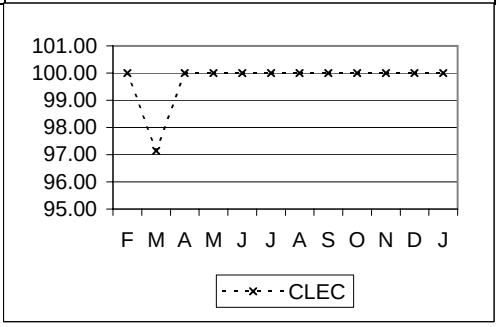
2 Wire xDSL Loops cont...

OR-2 - Reject Timeliness - Requiring Loop Qualification

OR-2-03-3342	Average LSR/ASR Reject Time - No Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**15.30**				
Mar-02	**15.60**				
Apr-02	**10.90**				
May-02	**13.02**				



OR-2-04-3342	% On Time LSR/ASR Reject - No Facility Check				95% within 72 Hours
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**100.00**	**64**		YES	
Mar-02	**97.14**	**70**		YES	
Apr-02	**100.00**	**50**		YES	
May-02	**100.00**	**82**		YES	
Jun-02	**100.00**	**44**		YES	
Jul-02	**100.00**	**16**		YES	
Aug-02	**100.00**	**27**		YES	
Sep-02	**100.00**	**51**		YES	
Oct-02	**100.00**	**32**		YES	
Nov-02	**100.00**	**16**		YES	
Dec-02	**100.00**	**20**		YES	
Jan-03	**100.00**	**23**		YES	



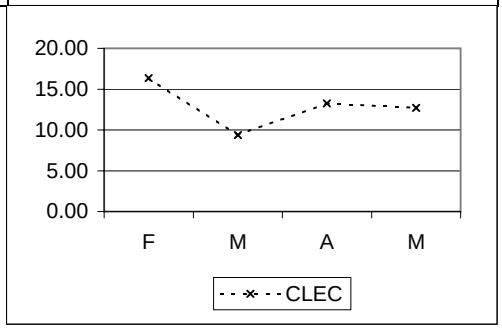
OR-2-05-3342	Average LSR/ASR Reject Time Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**#N/A**				
Mar-02	**#N/A**				
Apr-02	**#N/A**				
May-02	**#N/A**				

2 Wire xDSL Loops cont...					
OR-2 - Reject Timeliness - Requiring Loop Qualification cont...					
OR-2-06-3342	% On Time LSR/ASR Reject Facility Check				95% within 72 Hours
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**#N/A**				
Mar-02	**#N/A**				
Apr-02	**#N/A**				
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**				
Dec-02	**#N/A**				
Jan-03	**#N/A**				

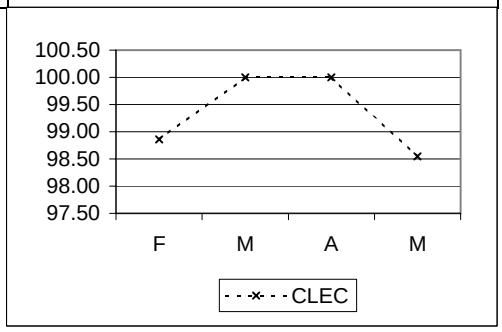
2 Wire xDSL Line Sharing

OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification

OR-1-03-3343	Average LSRC/ASRC Time - No Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	16.34				
Mar-02	9.39				
Apr-02	13.26				
May-02	12.71				



OR-1-04-3343	% On Time LSRC/ASRC- No Facility Check				95% within 72 Hours
	Effective 6/2002: Measure expanded to report line sharing and line splitting as OR-1-04-3340				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	98.86	88		YES	
Mar-02	100.00	52		YES	
Apr-02	100.00	68		YES	
May-02	98.55	69		YES	



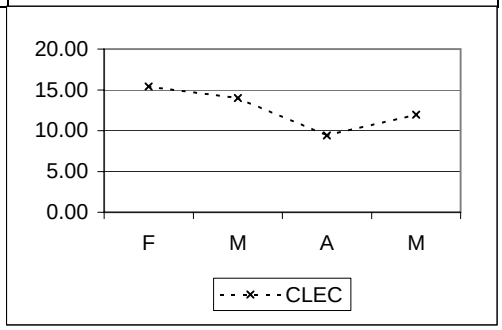
OR-1-05-3343	Average LSRC/ASRC Time - Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

OR-1-06-3343	% On Time LSRC/ASRC - Facility Check				95% within 72 Hours
	Effective 6/2002: Measure expanded to report line sharing and line splitting as OR-1-06-3340				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

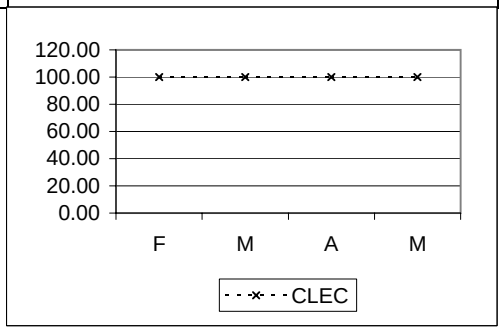
2 Wire xDSL Line Sharing cont...

OR-2 - Reject Timeliness - Requiring Loop Qualification

OR-2-03-3343	Average LSR/ASR Reject Time - No Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	15.41				
Mar-02	14.00				
Apr-02	9.40				
May-02	11.97				



OR-2-04-3343	% On Time LSR/ASR Reject- No Facility Check				95% within 72 Hours
	Effective 6/2002: Measure expanded to report line sharing and line splitting as OR-2-04-3340				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	100.00	21		YES	
Mar-02	100.00	17		YES	
Apr-02	100.00	27		YES	
May-02	100.00	29		YES	



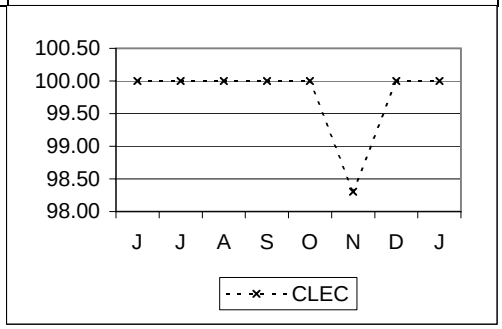
OR-2-05-3343	Average LSR/ASR Reject Time Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

OR-2-06-3343	% On Time LSR/ASR Reject Facility Check				95% within 72 Hours
	Effective 6/2002: Measure expanded to report line sharing and line splitting as OR-2-06-3340				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

2 Wire xDSL Line Sharing & Line Splitting

OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification

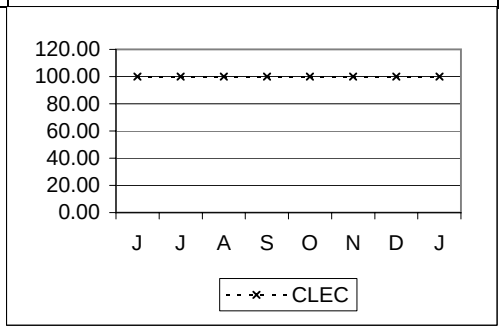
OR-1-04-3340	% On Time LSRC/ASRC - No Facility Check				95% within 72 Hours
	Metric being reported effective 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Jun-02	100.00	73		YES	
Jul-02	100.00	80		YES	
Aug-02	100.00	64		YES	
Sep-02	100.00	84		YES	
Oct-02	100.00	58		YES	
Nov-02	98.31	59		YES	
Dec-02	100.00	64		YES	
Jan-03	100.00	54		YES	



OR-1-06-3340	% On Time LSRC/ASRC - Facility Check				95% within 72 Hours
	Metric being reported effective 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Jun-02	#N/A				
Jul-02	#N/A				
Aug-02	#N/A				
Sep-02	#N/A				
Oct-02	#N/A				
Nov-02	#N/A				
Dec-02	#N/A				
Jan-03	#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
	Metric being reported effective 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Jun-02	100.00	12		YES	
Jul-02	100.00	28		YES	
Aug-02	100.00	20		YES	
Sep-02	100.00	13		YES	
Oct-02	100.00	5		YES	
Nov-02	100.00	13		YES	
Dec-02	100.00	11		YES	
Jan-03	100.00	16		YES	



2 Wire xDSL Line Sharing & Line Splitting cont...					
OR-2 - Reject Timeliness - Requiring Loop Qualification cont...					
OR-2-06-3340	% On Time LSR/ASR Reject Facility Check				95% within 72 Hours
	Metric being reported effective 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Jun-02	#N/A				
Jul-02	#N/A				
Aug-02	#N/A				
Sep-02	#N/A				
Oct-02	#N/A				
Nov-02	#N/A				
Dec-02	#N/A				
Jan-03	#N/A				

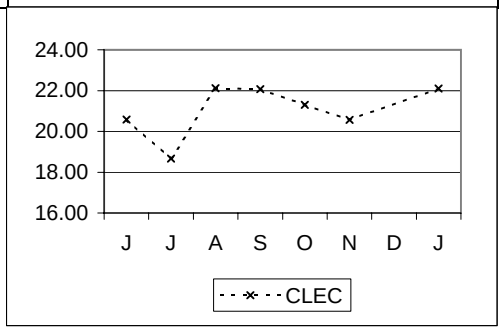
POTS / Special Services - Aggregate

OR-3 - Percent Rejects (ASRs + LSRs)

OR-3-01-3000	% Rejects (ASRs + LSRs)				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	25.24	27068			
Mar-02	24.43	30984			
Apr-02	22.93	34353			
May-02	22.93	37008			

OR-3 - Percent Rejects

OR-3-01-3000	% Rejects (ASRs + LSRs)				No Standard
	CLEC	CLEC Obs	Difference	Parity	
Jun-02	20.58	34793			
Jul-02	18.67	39138			
Aug-02	22.12	45240			
Sep-02	22.07	51335			
Oct-02	21.30	73262			
Nov-02	20.57	50976			
Jan-03	22.10	57465			

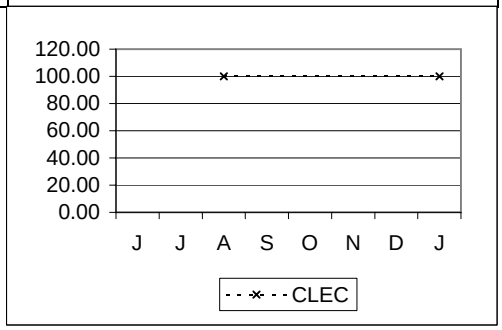


OR-3 - Percent Rejects (ASRs + LSRs)

OR-3-02-3000	% LSR Resubmission Not Rejected				95%
	Metric being reported effective 2/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

OR-3 - Percent Rejects

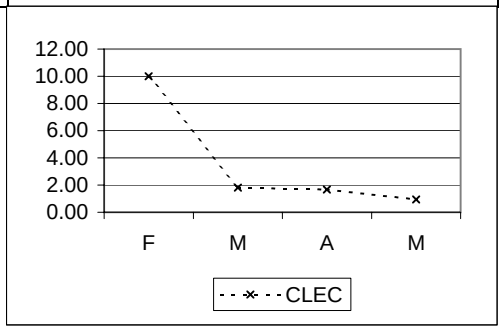
OR-3-02-3000	% LSR Resubmission Not Rejected				95%
	CLEC	CLEC Obs	Difference	Parity	
Jun-02	#N/A				
Jul-02	#N/A				
Aug-02	100.00	1		YES	
Sep-02	#N/A				
Oct-02	#N/A				
Nov-02	#N/A				
Jan-03	100.00	10		YES	



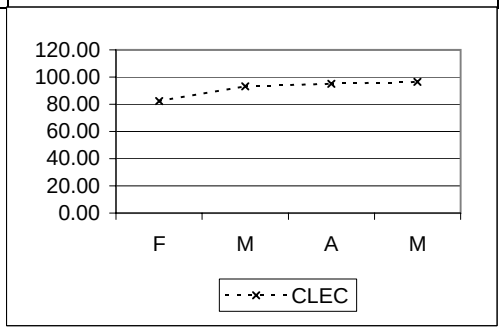
POTS / Special Services - Aggregate cont...

OR-4 - Timeliness of Completion Notification

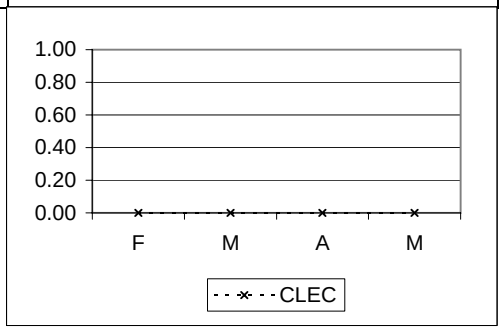
OR-4-01-3000	Completion Notice (BCN) - Average Response Time				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	9.99				
Mar-02	1.82				
Apr-02	1.67				
May-02	0.95				



OR-4-02-3000	Completion Notice (BCN) - % On Time				95% by next bus. day at noon
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	82.36	21577		NO	
Mar-02	93.19	23055		NO	
Apr-02	95.15	26423		YES	
May-02	96.57	29285		YES	



OR-4-04-3000	Work Completion Notice (PCN) - Average Response Time				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	0.00				
Mar-02	0.00				
Apr-02	0.00				
May-02	0.00				



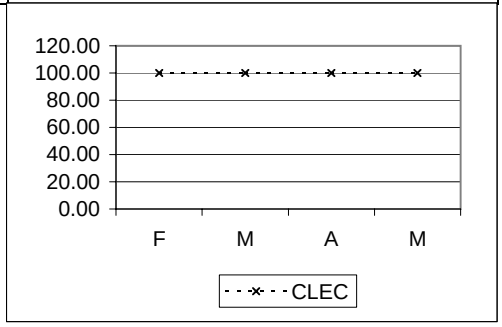
POTS / Special Services - Aggregate cont...

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

OR-4-05-3000 | **Work Completion Notice (PCN) - % On Time** | **95% by next bus. day at noon**

Eliminated as of 6/2002

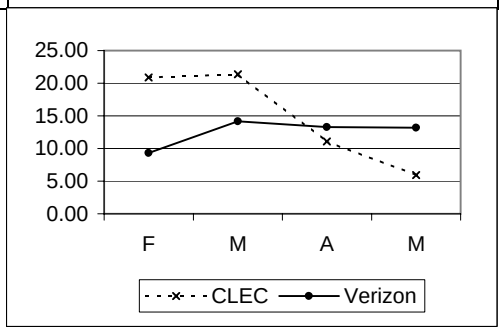
	CLEC	CLEC Obs	Difference	Parity
Feb-02	100.00	20288		YES
Mar-02	100.00	23236		YES
Apr-02	100.00	26112		YES
May-02	100.00	29303		YES



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

Eliminated as of 6/2002

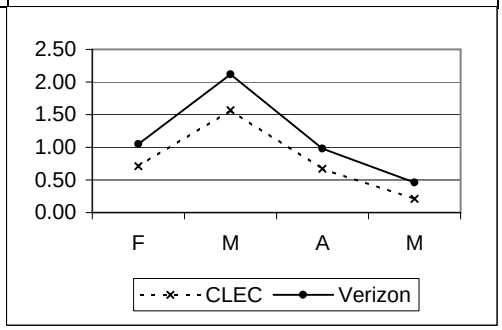
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	9.30	20.86	342132	20129	141	1.02	-11.28	NO
Mar-02	14.17	21.37	366474	15069	149	1.24	-5.81	NO
Apr-02	13.30	11.09	364053	15312	176	1.46	1.52	YES
May-02	13.18	5.93	363738	18898	231	1.72	4.21	YES



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

Eliminated as of 6/2002

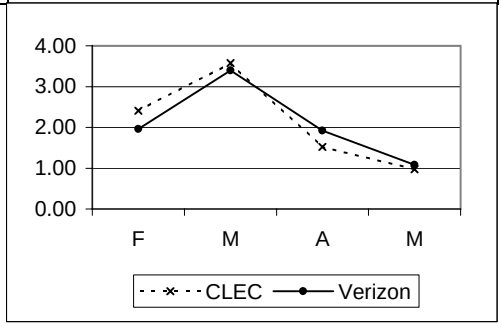
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	1.05	0.71	342132	20129		0.07	4.60	YES
Mar-02	2.12	1.57	366474	15069		0.12	4.59	YES
Apr-02	0.98	0.67	364053	15312		0.08	3.81	YES
May-02	0.46	0.21	363738	18898		0.05	4.95	YES



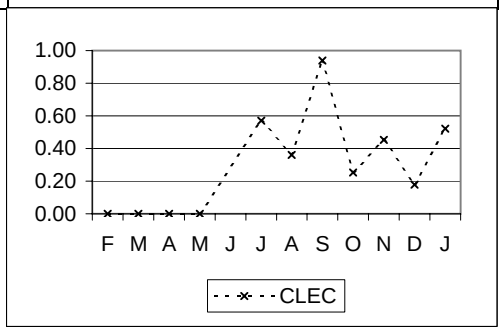
POTS / Special Services - Aggregate cont...

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

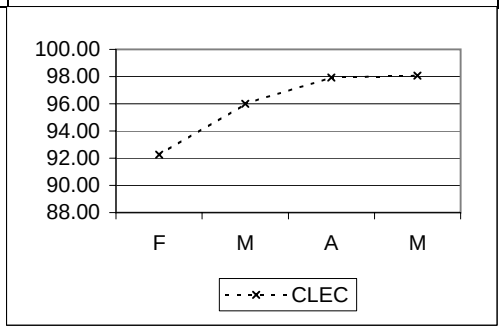
OR-4-08-3000	% SOP to Bill Completion > 1 Business Day								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**1.96**	**2.41**	342132	20129		0.10	-4.48	NO	
Mar-02	**3.40**	**3.58**	366474	15069		0.15	-1.19	YES	
Apr-02	**1.92**	**1.52**	364053	15312		0.11	3.53	YES	
May-02	**1.08**	**0.97**	363738	18898		0.08	1.43	YES	



OR-4-11-3000	% Completed orders with neither a PCN nor BCN sent				0.25%
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**0.00**	**20186**		YES	
Mar-02	**0.00**	**23133**		YES	
Apr-02	**0.00**	**25992**		YES	
May-02	**0.00**	**29235**		YES	
Jul-02	**0.57**	**8391**		NO	
Aug-02	**0.36**	**11887**		NO	
Sep-02	**0.94**	**19526**		NO	
Oct-02	**0.25**	**27301**		NO	
Nov-02	**0.45**	**19425**		NO	
Dec-02	**0.18**	**25157**		YES	
Jan-03	**0.52**	**24125**		NO	



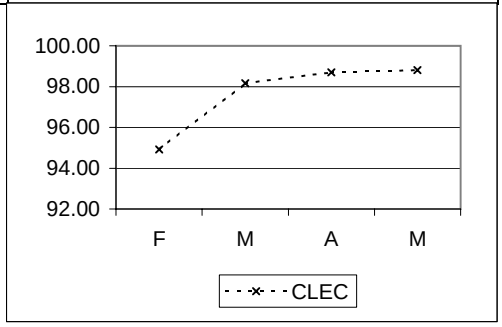
OR-4-12-3000	% Due Date to PCN within 2 Business Days				95%
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**92.27**	**20288**		NO	
Mar-02	**96.01**	**23236**		YES	
Apr-02	**97.94**	**26112**		YES	
May-02	**98.08**	**29303**		YES	



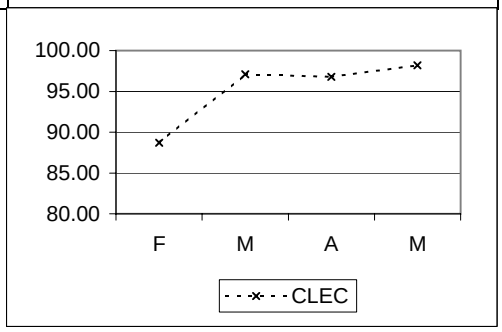
POTS / Special Services - Aggregate cont...

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

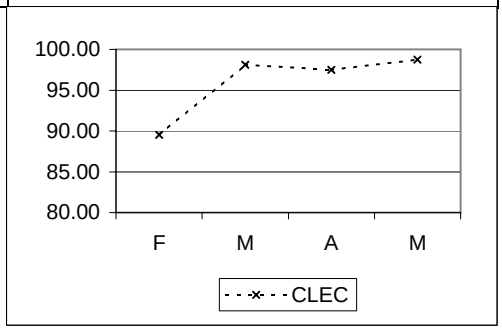
OR-4-13-3000	% Due Date to PCN within 5 Business Days				99%
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**94.91**	**20288**		NO	
Mar-02	**98.17**	**23236**		NO	
Apr-02	**98.70**	**26112**		NO	
May-02	**98.81**	**29303**		NO	



OR-4-14-3000	% Due Date to BCN within 4 Business Days				95%
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**88.71**	**21577**		NO	
Mar-02	**97.09**	**23055**		YES	
Apr-02	**96.78**	**26423**		YES	
May-02	**98.18**	**29285**		YES	



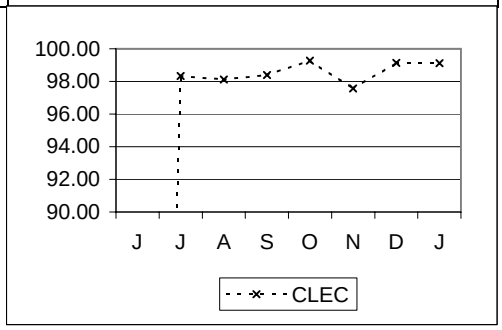
OR-4-15-3000	% Due Date to BCN within 7 Business Days				99%
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**89.53**	**21577**		NO	
Mar-02	**98.12**	**23055**		NO	
Apr-02	**97.49**	**26423**		NO	
May-02	**98.75**	**29285**		NO	



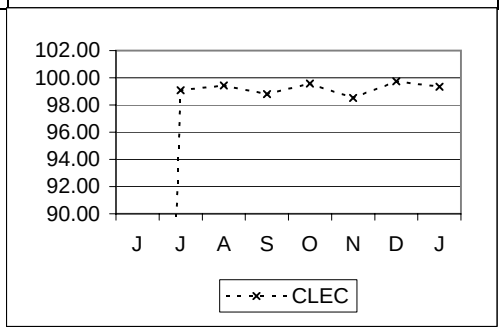
POTS / Special Services - Aggregate cont...

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

OR-4-16-3000	% Provisioning Completion Notifiers sent within one (1) Business Day				95%
	Metric being reported effective 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Jun-02	UD				
Jul-02	98.33	8391		YES	
Aug-02	98.12	11887		YES	
Sep-02	98.39	19526		YES	
Oct-02	99.28	27301		YES	
Nov-02	97.56	19425		YES	
Dec-02	99.13	25157		YES	
Jan-03	99.11	24125		YES	

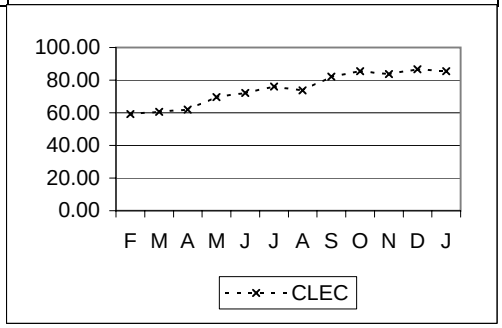


OR-4-17-3000	% Billing Completion Notifiers sent within two (2) Business Days				95%
	Metric being reported effective 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Jun-02	UD				
Jul-02	99.08	8391		YES	
Aug-02	99.44	11887		YES	
Sep-02	98.81	19526		YES	
Oct-02	99.58	27301		YES	
Nov-02	98.52	19425		YES	
Dec-02	99.74	25157		YES	
Jan-03	99.34	24125		YES	



OR-5 - Percent Flow-Through

OR-5-01-3000	% Flow Through - Total				No Standard Developed
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	59.14	25228			
Mar-02	60.51	28837			
Apr-02	62.01	32001			
May-02	69.61	34058			
Jun-02	72.22	27438			
Jul-02	76.11	31744			
Aug-02	73.80	34949			
Sep-02	82.08	39848			
Oct-02	85.51	57415			
Nov-02	83.82	40492			
Dec-02	86.63	43420			
Jan-03	85.46	44600			



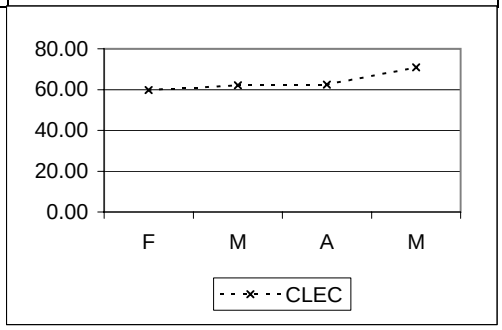
POTS / Special Services - Aggregate cont...

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

OR-5-02-3000	% Flow Through - Simple	No Standard Developed

Eliminated as of 6/2002

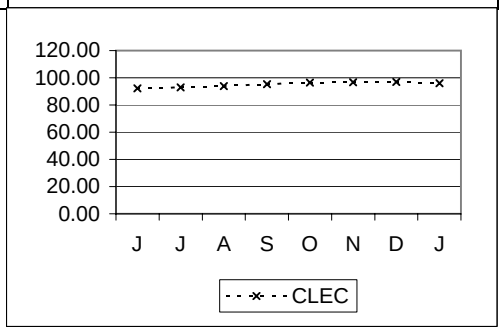
	CLEC	CLEC Obs	Difference	Parity
Feb-02	59.82	22856		
Mar-02	62.04	26114		
Apr-02	62.46	29588		
May-02	70.86	31658		



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

Metric eliminated 2/2002. Resumed reporting measure effective 6/2002.

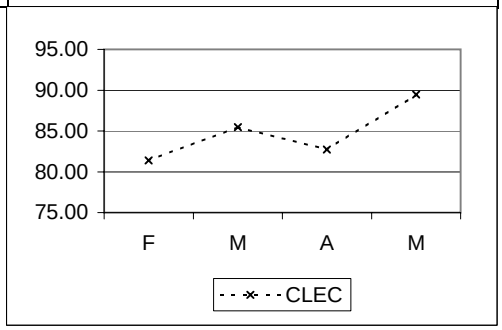
	CLEC	CLEC Obs	Difference	Parity
Jun-02	92.21	21490		NO
Jul-02	92.83	26026		NO
Aug-02	93.87	27476		NO
Sep-02	95.36	34299		YES
Oct-02	96.39	50936		YES
Nov-02	96.69	35102		YES
Dec-02	96.99	38781		YES
Jan-03	96.10	39664		YES



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

Eliminated as of 6/2002

	CLEC	CLEC Obs	Difference	Parity
Feb-02	81.38	18336		NO
Mar-02	85.45	20421		NO
Apr-02	82.71	23992		NO
May-02	89.45	26502		NO

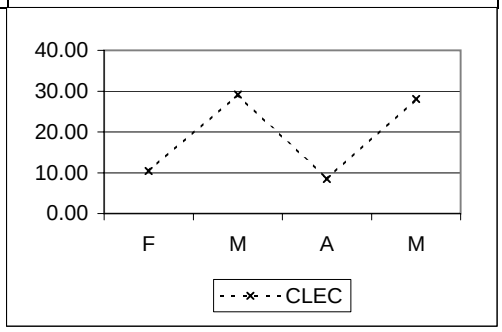


Special Services - Electronically Submitted

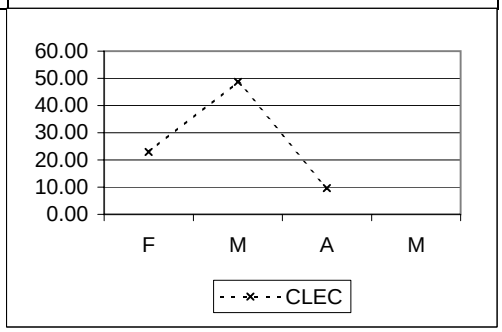
OR-1 - Order Confirmation Timeliness (ASRs + LSRs)

OR-1-03-3210	Average LSRC/ASRC Time No Facility Check DS0				No Standard
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**#N/A**				
Mar-02	**#N/A**				
Apr-02	**#N/A**				
May-02	**#N/A**				

OR-1-03-3211	Average LSRC/ASRC Time No Facility Check DS1				No Standard
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**10.43**				
Mar-02	**29.14**				
Apr-02	**8.50**				
May-02	**28.08**				



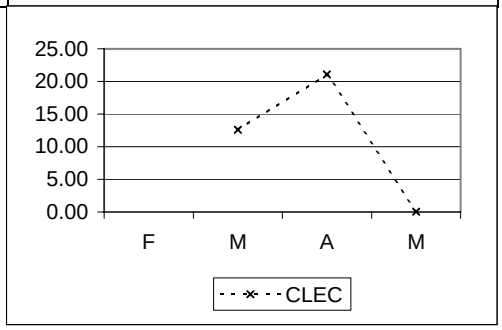
OR-1-03-3213	Average LSRC/ASRC Time No Facility Check DS3				No Standard
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**22.93**				
Mar-02	**48.71**				
Apr-02	**9.62**				
May-02	**#N/A**				



Special Services - Electronically Submitted cont...

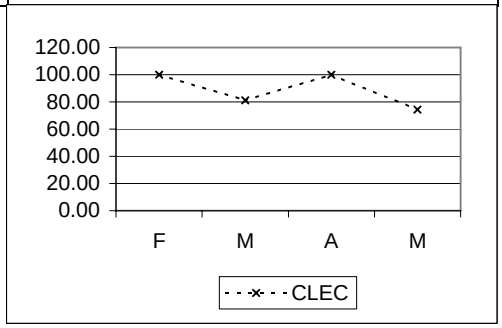
OR-1 - Order Confirmation Timeliness (ASRs + LSRs) cont...

OR-1-03-3214	Average LSRC/ASRC Time No Facility Check (Non DS0, DS1, & DS3)				No Standard
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**#N/A**				
Mar-02	**12.62**				
Apr-02	**21.09**				
May-02	**0.05**				



OR-1-04-3210	% On Time LSRC/ASRC - No Facility Check DS0				95% within 48 Hours
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**#N/A**				
Mar-02	**#N/A**				
Apr-02	**#N/A**				
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**				
Dec-02	**#N/A**				
Jan-03	**#N/A**				

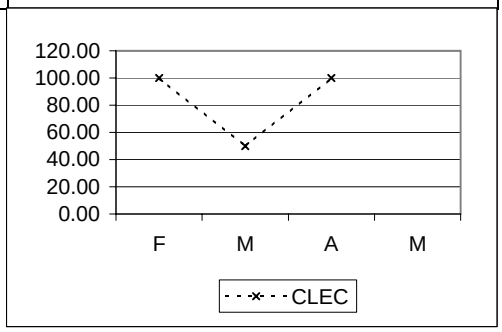
OR-1-04-3211	% On Time LSRC/ASRC No Facility Check DS1				95% within 48 Hours
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**100.00**	**19**		YES	
Mar-02	**81.25**	**32**		NO	
Apr-02	**100.00**	**41**		YES	
May-02	**74.42**	**43**		NO	



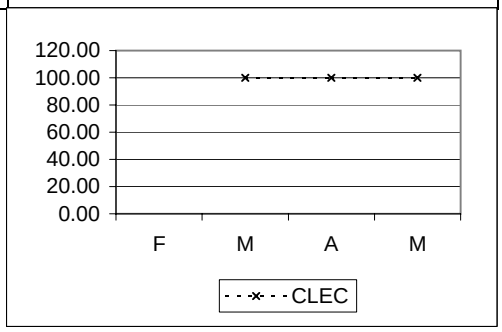
Special Services - Electronically Submitted cont...

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 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	100.00	4		YES	
Mar-02	50.00	2		NO	
Apr-02	100.00	6		YES	
May-02	#N/A				

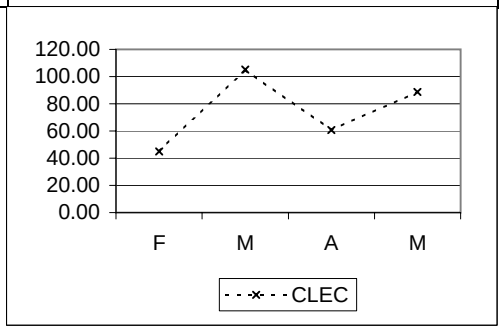


OR-1-04-3214	% On Time LSRC/ASRC No Facility Check (Non DS0, DS1, & DS3)				95% within 48 Hours
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	100.00	2		YES	
Apr-02	100.00	2		YES	
May-02	100.00	1		YES	



OR-1-05-3210	Average LSRC/ASRC Time Facility Check DS0				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

OR-1-05-3211	Average LSRC/ASRC Time Facility Check DS1				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	44.94				
Mar-02	105.17				
Apr-02	60.76				
May-02	88.75				



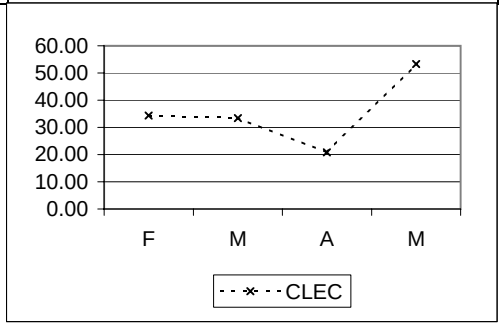
Special Services - Electronically Submitted cont...

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

OR-1-05-3213	Average LSRC/ASRC Time Facility Check DS3	No Standard

Eliminated as of 6/2002

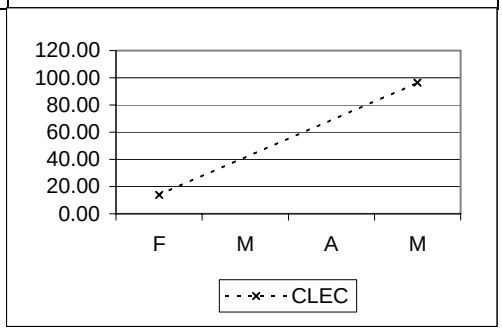
	CLEC	CLEC Obs	Difference	Parity
Feb-02	34.36			
Mar-02	33.42			
Apr-02	20.79			
May-02	53.24			



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

Eliminated as of 6/2002

	CLEC	CLEC Obs	Difference	Parity
Feb-02	13.88			
Mar-02	#N/A			
Apr-02	#N/A			
May-02	96.53			



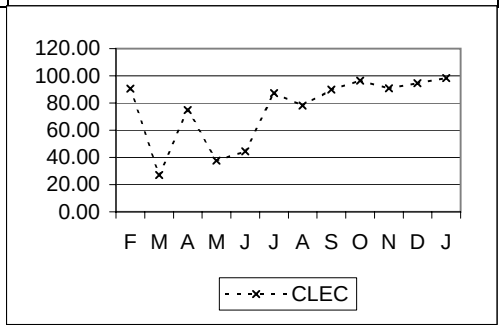
OR-1-06-3210	% On Time LSRC/ASRC Facility Check DS0	95% within 72 Hours

	CLEC	CLEC Obs	Difference	Parity
Feb-02	#N/A			
Mar-02	#N/A			
Apr-02	#N/A			
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			
Dec-02	#N/A			
Jan-03	#N/A			

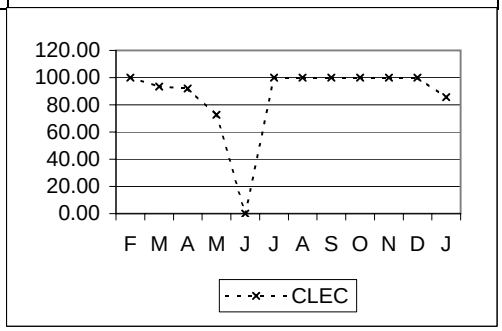
Special Services - Electronically Submitted cont...

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

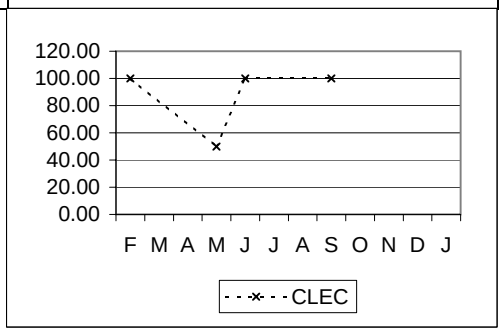
OR-1-06-3211	% On Time LSRC/ASRC Facility Check DS1				95% within 72 Hours
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**90.53**	**169**		NO	
Mar-02	**27.11**	**557**		NO	
Apr-02	**74.86**	**179**		NO	
May-02	**37.68**	**207**		NO	
Jun-02	**44.54**	**229**		NO	
Jul-02	**87.21**	**172**		NO	
Aug-02	**78.24**	**170**		NO	
Sep-02	**90.00**	**110**		NO	
Oct-02	**96.43**	**140**		YES	
Nov-02	**90.85**	**153**		NO	
Dec-02	**94.57**	**129**		NO	
Jan-03	**98.41**	**126**		YES	



OR-1-06-3213	% On Time LSRC/ASRC Facility Check DS3				95% within 72 Hours
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**100.00**	**2**		YES	
Mar-02	**93.33**	**30**		NO	
Apr-02	**92.00**	**25**		NO	
May-02	**72.73**	**11**		NO	
Jun-02	**0.00**	**2**		NO	
Jul-02	**100.00**	**4**		YES	
Aug-02	**100.00**	**1**		YES	
Sep-02	**100.00**	**4**		YES	
Oct-02	**100.00**	**8**		YES	
Nov-02	**100.00**	**4**		YES	
Dec-02	**100.00**	**3**		YES	
Jan-03	**85.71**	**7**		NO	



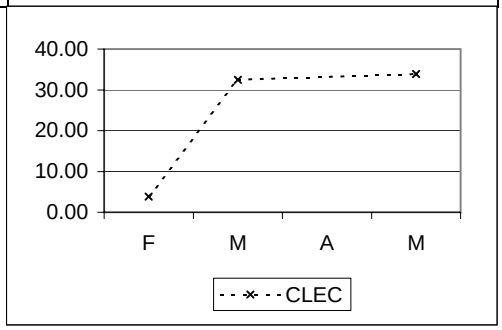
OR-1-06-3214	% On Time LSRC/ASRC Facility Check (Non DS0, Non DS1 & Non DS3)				95% within 72 Hours
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**100.00**	**2**		YES	
Mar-02	**#N/A**				
Apr-02	**#N/A**				
May-02	**50.00**	**2**		NO	
Jun-02	**100.00**	**2**		YES	
Jul-02	**#N/A**				
Aug-02	**#N/A**				
Sep-02	**100.00**	**2**		YES	
Oct-02	**#N/A**				
Nov-02	**#N/A**				
Dec-02	**#N/A**				
Jan-03	**#N/A**				



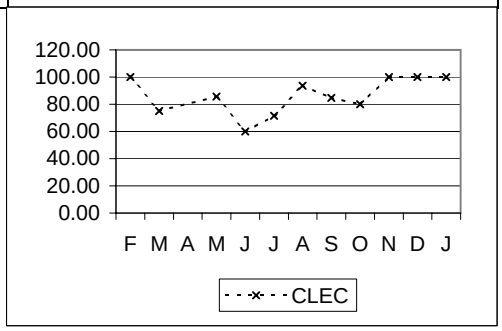
Special Services - Electronically Submitted cont...

OR-2 - Reject Timeliness (ASRs + LSRs)

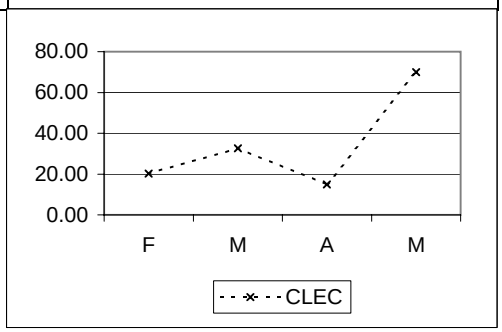
OR-2-03-3200	Average LSR/ASR Reject Time No Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**3.83**				
Mar-02	**32.51**				
Apr-02	**#N/A**				
May-02	**33.87**				



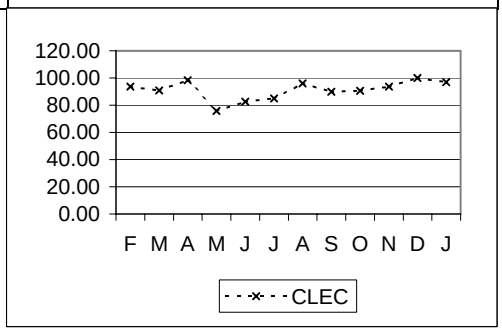
OR-2-04-3200	% On Time LSR/ASR Reject - No Facility Check				95% within 48 Hours
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**100.00**	**2**		YES	
Mar-02	**75.00**	**4**		NO	
Apr-02	**#N/A**				
May-02	**85.71**	**7**		NO	
Jun-02	**60.00**	**5**		NO	
Jul-02	**71.43**	**7**		NO	
Aug-02	**93.75**	**16**		NO	
Sep-02	**84.62**	**13**		NO	
Oct-02	**80.00**	**5**		NO	
Nov-02	**100.00**	**6**		YES	
Dec-02	**100.00**	**9**		YES	
Jan-03	**100.00**	**3**		YES	



OR-2-05-3200	Average LSR/ASR Reject Time Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**20.16**				
Mar-02	**32.58**				
Apr-02	**14.98**				
May-02	**69.91**				



Special Services - Electronically Submitted cont...					
OR-2 - Reject Timeliness (ASRs + LSRs) cont...					
OR-2-06-3200	% On Time LSR/ASR Reject Facility Check				95% within 72 Hours
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**93.62**	**47**		NO	
Mar-02	**90.74**	**108**		NO	
Apr-02	**98.31**	**59**		YES	
May-02	**75.71**	**70**		NO	
Jun-02	**82.50**	**80**		NO	
Jul-02	**85.00**	**40**		NO	
Aug-02	**96.00**	**75**		YES	
Sep-02	**89.80**	**49**		NO	
Oct-02	**90.48**	**42**		NO	
Nov-02	**93.75**	**32**		NO	
Dec-02	**100.00**	**27**		YES	
Jan-03	**96.88**	**32**		YES	

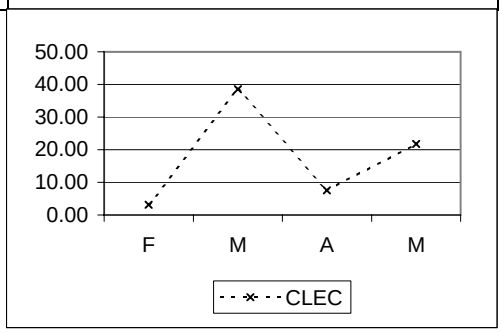


Special Services - FAX/MAIL Submitted

OR-1 - Order Confirmation Timeliness

OR-1-07-3210	Average ASRC Time No Facility Check DS0				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

OR-1-07-3211	Average ASRC Time No Facility Check DS1				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	3.10				
Mar-02	38.55				
Apr-02	7.59				
May-02	21.77				



OR-1-07-3213	Average ASRC Time No Facility Check DS3				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

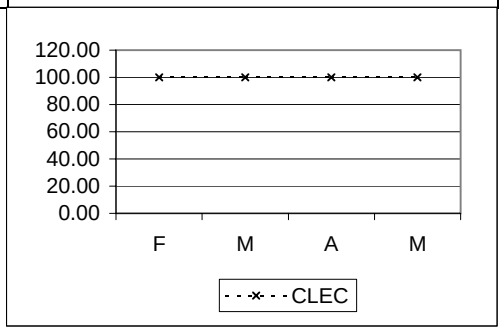
OR-1-07-3214	Average ASRC Time No Facility Check (Non DS0, DS1 & DS3)				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

Special Services - FAX/MAIL Submitted cont...

OR-1 - Order Confirmation Timeliness cont...

OR-1-08-3210	% On Time LSRC No Facility Check DS0				95% within 72 Hours
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
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				
Dec-02	#N/A				
Jan-03	#N/A				

OR-1-08-3211	% On Time ASRC No Facility Check DS1				95% within 72 Hours
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**100.00**	**7**		YES	
Mar-02	**100.00**	**2**		YES	
Apr-02	**100.00**	**10**		YES	
May-02	**100.00**	**14**		YES	

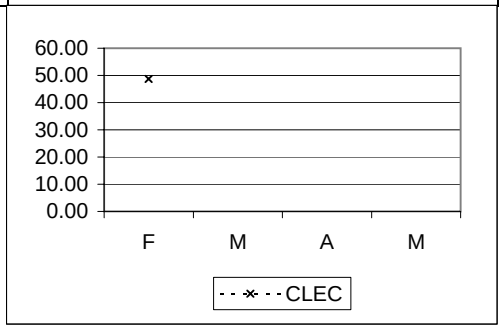


OR-1-08-3213	% On Time ASRC No Facility Check DS3				95% within 72 Hours
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

OR-1-08-3214	% On Time ASRC No Facility Check (Non DS0, DS1 & DS3)				95% within 72 Hours
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

Special Services - FAX/MAIL Submitted cont...					
OR-1 - Order Confirmation Timeliness cont...					
OR-1-09-3210	Average ASRC Time Facility Check DS0				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

OR-1-09-3211	Average ASRC Time Facility Check DS1				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	48.67				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				



OR-1-09-3213	Average ASRC Time Facility Check DS3				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

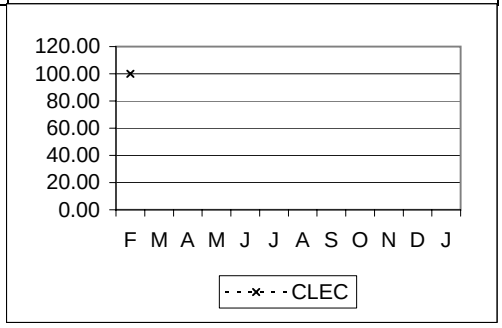
OR-1-09-3214	Average ASRC Time Facility Check (Non DS0, DS1 & DS3)				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				

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
	Metric reported inadvertently in June and July. Will resume reporting this metric in September 2002				
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				
Jun-02	#N/A				
Jul-02	#N/A				
Sep-02	#N/A				
Oct-02	#N/A				
Nov-02	#N/A				
Dec-02	#N/A				
Jan-03	#N/A				

OR-1-10-3211	% On Time ASRC Facility Check DS1				95% within 96 Hours
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	100.00	1		YES	
Mar-02	#N/A				
Apr-02	#N/A				
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				
Dec-02	#N/A				
Jan-03	#N/A				



OR-1-10-3213	% On Time ASRC Facility Check DS3				95% within 96 Hours
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
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				
Dec-02	#N/A				
Jan-03	#N/A				

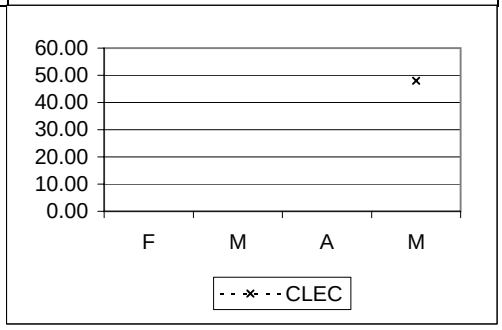
Special Services - FAX/MAIL Submitted cont...

OR-1 - Order Confirmation Timeliness cont...

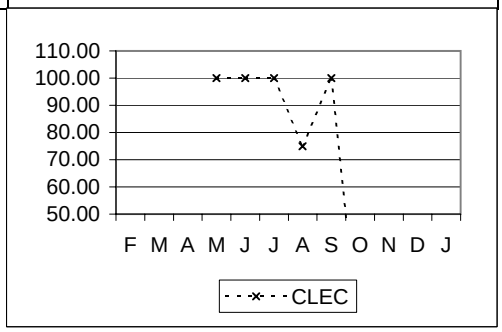
OR-1-10-3214	% On Time ASRC Facility Check (Non DS0, Non DS1 & Non DS3)				95% within 96 Hours
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**#N/A**				
Mar-02	**#N/A**				
Apr-02	**#N/A**				
May-02	**#N/A**				
Jun-02	**#N/A**				
Jul-02	**#N/A**				
Aug-02	**#N/A**				
Sep-02	**#N/A**				
Oct-02	**#N/A**				
Nov-02	**#N/A**				
Dec-02	**#N/A**				
Jan-03	**#N/A**				

OR-2 - Reject Timeliness

OR-2-07-3200	Average ASR Reject Time No Facility Check				No Standard
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**#N/A**				
Mar-02	**#N/A**				
Apr-02	**#N/A**				
May-02	**48.00**				



OR-2-08-3200	% On Time ASR Reject No Facility Check				95% within 72 Hours
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**#N/A**				
Mar-02	**#N/A**				
Apr-02	**#N/A**				
May-02	**100.00**	**1**		YES	
Jun-02	**100.00**	**1**		YES	
Jul-02	**100.00**	**2**		YES	
Aug-02	**75.00**	**4**		NO	
Sep-02	**100.00**	**4**		YES	
Oct-02	**0.00**	**4**		NO	
Nov-02	**#N/A**				
Dec-02	**#N/A**				
Jan-03	**#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 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**#N/A**				
Mar-02	**#N/A**				
Apr-02	**#N/A**				
May-02	**#N/A**				

OR-2-10-3200	% On Time ASR Reject Facility Check				95% within 96 Hours
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**#N/A**				
Mar-02	**#N/A**				
Apr-02	**#N/A**				
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**				
Dec-02	**#N/A**				
Jan-03	**#N/A**				

Legend

* = DC/MD/VA/WV Combined Measurement
** = Verizon East (CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VT, WV and DC)
*** = VA only
**** = Verizon South (PA, NJ, DE, MD, DC, VA, WV)
***** = (PA, NJ, DE, MD, DC, VA, WV) Resale/UNE East Combined Measurement
& = Resale/UNE Combined Measurement
UD = Performance metric is under development
UR = Performance metric is under review
NA = No Activity
NEF = No Existing Functionality
TBD = Performance metric is to be determined
R3 = Run 3 times per year
1-9=5, 10+=Negotiated = 1-9 Loops, 5 days
10+ Loops, Negotiated
95% Cmp. w/in Window = Standard for Cut-Over Window
= 1 to 9 lines: 1 hour
= 10 to 49 lines: 2 hours
= 50 to 99 lines: 3 hours
= 100 to 199 lines: 4 hours
= 200 plus lines: 8 hours
EEL = 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

SS/Not Required = Sample size does not meet the minimum criteria for a statistical test specified in Appendix K of the quidelines. See Appendix K of the 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 - VA

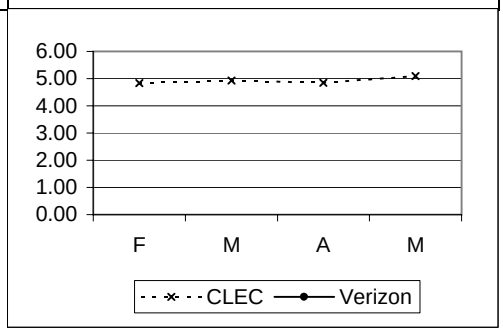
Carrier to Carrier Performance Standards and Reports Summary February 2002 - January 2003

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

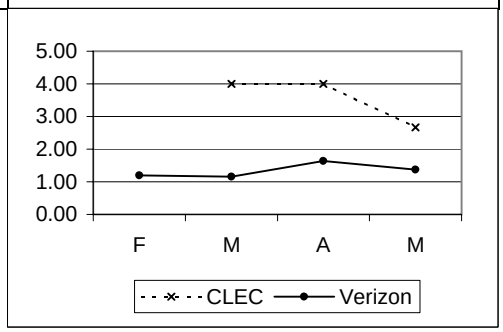
POTS - Provisioning

PR-1 - Average Interval Offered

PR-1-01-3111	Av. Interval Offered - Total No Dispatch - Hot Cut Loop							Parity with Retail
	Eliminated as of 6/2002							
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
Feb-02		**4.84**		1175				
Mar-02		**4.93**		984				
Apr-02		**4.85**		1677				
May-02		**5.09**		1523				



PR-1-01-3122	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**1.20**	**#N/A**	8838		3.14				
Mar-02	**1.16**	**4.00**	11252	1	4.46	4.46	-0.64	YES	
Apr-02	**1.64**	**4.00**	9610	1	8.01	8.01	-0.29	YES	
May-02	**1.37**	**2.67**	9152	3	3.96	2.29	-0.57	YES	



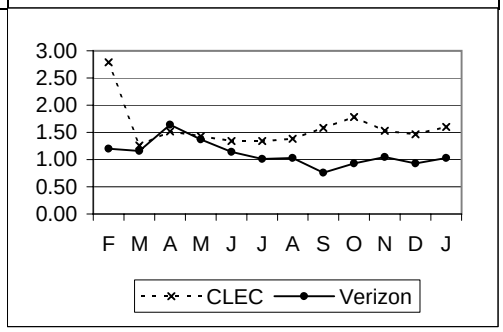
POTS - Provisioning cont...

PR-1 - Average Interval Offered cont...

PR-1-01-3140 — **Av. Interval Offered - Total No Dispatch - Platform** — **Parity with Retail**

Retail POTS - Total

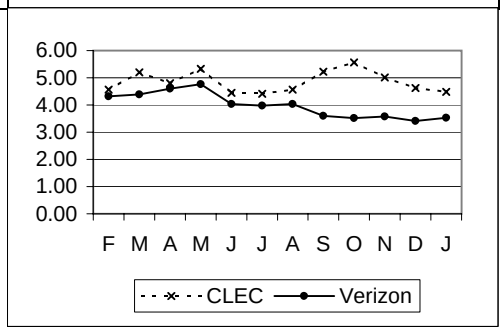
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	1.20	2.79	8838	1000	3.14	0.10	-15.18	NO
Mar-02	1.16	1.26	11252	1252	4.46	0.13	-0.75	YES
Apr-02	1.64	1.52	9610	1955	8.01	0.20	0.60	YES
May-02	1.37	1.43	9152	3695	3.96	0.08	-0.78	YES
Jun-02	1.14	1.34	81918	1949	2.19	0.05	-3.98	NO
Jul-02	1.01	1.34	109904	1870	1.96	0.05	-7.22	NO
Aug-02	1.03	1.38	112701	2323	1.99	0.04	-8.39	NO
Sep-02	0.76	1.58	134630	4026	1.68	0.03	-30.52	NO
Oct-02	0.93	1.78	115054	8005	1.61	0.02	-45.67	NO
Nov-02	1.05	1.53	90889	4994	1.92	0.03	-17.17	NO
Dec-02	0.93	1.47	87279	4380	1.98	0.03	-17.43	NO
Jan-03	1.03	1.60	113740	5731	1.81	0.02	-23.43	NO



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

Retail POTS - Total

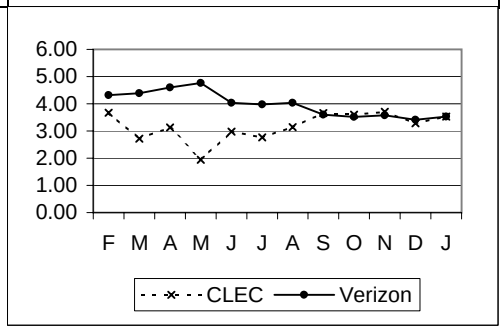
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	4.32	4.57	3493	166	5.00	0.40	-0.63	YES
Mar-02	4.39	5.20	3911	118	5.06	0.47	-1.71	NO
Apr-02	4.60	4.80	3972	338	5.56	0.32	-0.63	YES
May-02	4.77	5.33	3909	345	5.87	0.33	-1.70	NO
Jun-02	4.04	4.45	12795	260	3.74			
Jul-02	3.98	4.41	13513	342	2.77			
Aug-02	4.03	4.57	14362	499	3.20	0.15	-3.71	NO
Sep-02	3.60	5.22	14389	705	2.45	0.09	-17.14	NO
Oct-02	3.52	5.56	13338	578	1.97	0.08	-24.37	NO
Nov-02	3.58	5.01	10688	202	1.98	0.14	-10.19	NO
Dec-02	3.41	4.63	11241	150	2.94	0.24	-5.02	NO
Jan-03	3.53	4.48	14573	200	2.33	0.17	-5.75	NO



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
Feb-02	4.32	3.67	3493	110	5.00	0.48	1.34	YES
Mar-02	4.39	2.72	3911	85	5.06	0.55	3.01	YES
Apr-02	4.60	3.13	3972	63	5.56	0.71	2.08	YES
May-02	4.77	1.94	3909	54	5.87	0.80	3.52	YES
Jun-02	4.04	2.98	12795	45	3.74	0.56	1.90	YES
Jul-02	3.98	2.76	13513	34	2.77	0.48	2.56	YES
Aug-02	4.03	3.14	14362	35	3.20	0.54	1.64	YES
Sep-02	3.60	3.66	14389	83	2.45	0.27	-0.22	YES
Oct-02	3.52	3.60	13338	166	1.97	0.15	-0.52	YES
Nov-02	3.58	3.70	10688	142	1.98	0.17	-0.73	YES
Dec-02	3.41	3.29	11241	139	2.94	0.25	0.50	YES
Jan-03	3.53	3.53	14573	167	2.33	0.18	-0.01	YES



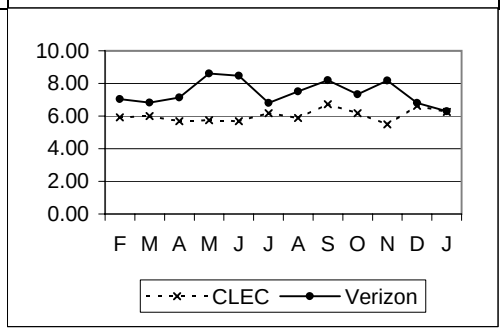
POTS - Provisioning cont...

PR-1 - Average Interval Offered cont...

PR-1-04-3112 — **Av. Interval Offered - Dispatch (6-9 Lines) - Loop** — **Parity with Retail**

Retail POTS - Total

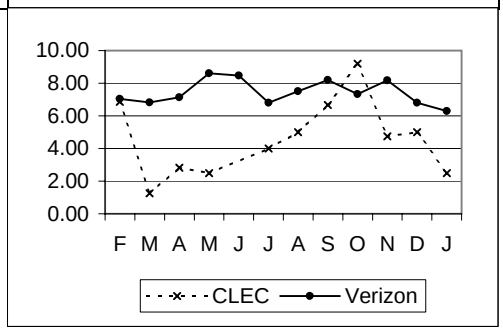
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	7.04	5.93	196	15	7.64	2.05	0.54	YES
Mar-02	6.83	6.00	224	23	7.18	1.57	0.53	YES
Apr-02	7.13	5.68	240	22	8.31	1.85	0.78	YES
May-02	8.60	5.75	196	28	9.11	1.84	1.55	YES
Jun-02	8.47	5.68	189	19	12.34	2.97	0.94	YES
Jul-02	6.80	6.18	201	28	7.49	1.51	0.41	YES
Aug-02	7.51	5.88	183	26	7.40	1.55	1.05	YES
Sep-02	8.20	6.73	159	11	9.12	2.84	0.52	YES
Oct-02	7.33	6.18	141	22	12.05	2.76	0.42	YES
Nov-02	8.18	5.50	131	12	12.11	3.65	0.73	YES
Dec-02	6.81	6.63	136	16	7.14	1.89	0.10	YES
Jan-03	6.29	6.25	133	12	6.73	2.03	0.02	YES



PR-1-04-3140 — **Av. Interval Offered - Dispatch (6-9 Lines) - Platform** — **Parity with Retail**

Retail POTS - Total

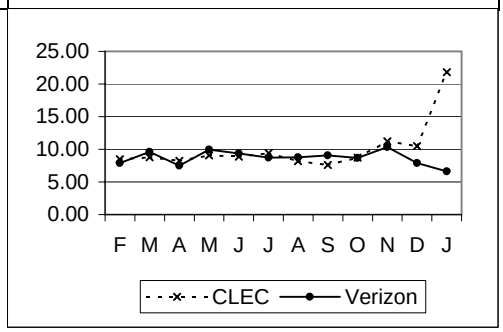
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	7.04	6.86	196	7	7.64	2.94	0.06	YES
Mar-02	6.83	1.25	224	4	7.18	3.62	1.54	YES
Apr-02	7.13	2.83	240	6	8.31	3.43	1.25	YES
May-02	8.60	2.50	196	4	9.11	4.60	1.33	YES
Jun-02	8.47	#N/A	189		12.34			
Jul-02	6.80	4.00	201	1	7.49	7.51	0.37	YES
Aug-02	7.51	5.00	183	2	7.40	5.26	0.48	YES
Sep-02	8.20	6.67	159	3	9.12	5.31	Not Required	
Oct-02	7.33	9.20	141	5	12.05	5.48	Not Required	
Nov-02	8.18	4.75	131	4	12.11	6.15	Not Required	
Dec-02	6.81	5.00	136	1	7.14	7.17	Not Required	
Jan-03	6.29	2.50	133	2	6.73	4.79	Not Required	



PR-1-05-3112 — **Av. Interval Offered - Dispatch (>= 10 Lines) - Loop** — **Parity with Retail**

Retail POTS - Total

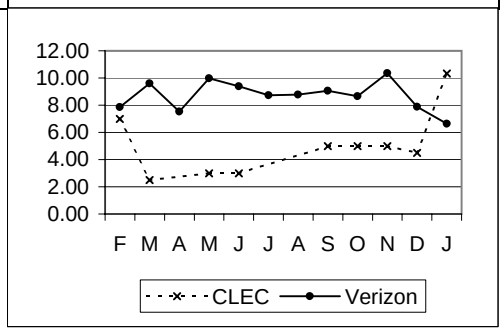
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	7.87	8.50	120	6	8.26	3.46	-0.18	YES
Mar-02	9.60	8.78	131	9	10.97	3.78	0.22	YES
Apr-02	7.52	8.23	129	13	6.21	1.81	-0.39	YES
May-02	9.97	9.05	116	19	9.59	2.37	0.39	YES
Jun-02	9.38	8.89	106	9	10.45	3.63	0.14	YES
Jul-02	8.74	9.40	123	10	7.67	2.52	-0.26	YES
Aug-02	8.77	8.20	111	15	8.40	2.31	0.25	YES
Sep-02	9.05	7.60	95	5	9.64	4.42	Not Required	
Oct-02	8.66	8.75	90	8	9.35	3.45	-0.03	YES
Nov-02	10.35	11.25	85	4	9.77	5.00	Not Required	
Dec-02	7.89	10.50	70	10	6.62	2.24	-1.17	YES
Jan-03	6.63	21.83	71	6	5.22	2.22	-6.85	SSST



POTS - Provisioning cont...

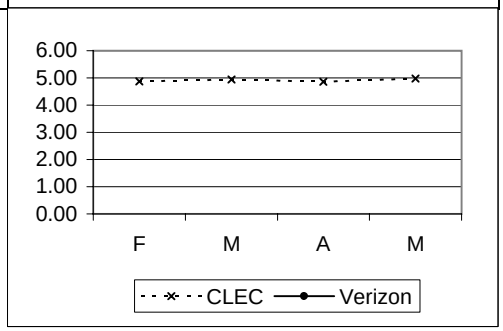
PR-1 - Average Interval Offered cont...

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*	
Feb-02	**7.87**	**7.00**	120	1	8.26	8.29	0.10	YES	
Mar-02	**9.60**	**2.50**	131	6	10.97	4.58	1.55	YES	
Apr-02	**7.52**	**#N/A**	129		6.21				
May-02	**9.97**	**3.00**	116	1	9.59	9.63	0.72	YES	
Jun-02	**9.38**	**3.00**	106	1	10.45	10.50	0.61	YES	
Jul-02	**8.74**	**#N/A**	123		7.67				
Aug-02	**8.77**	**#N/A**	111		8.40				
Sep-02	**9.05**	**5.00**	95	2	9.64	6.89	Not Required		
Oct-02	**8.66**	**5.00**	90	2	9.35	6.68	Not Required		
Nov-02	**10.35**	**5.00**	85	1	9.77	9.83	Not Required		
Dec-02	**7.89**	**4.50**	70	2	6.62	4.75	Not Required		
Jan-03	**6.63**	**10.33**	71	3	5.22	3.08	Not Required		

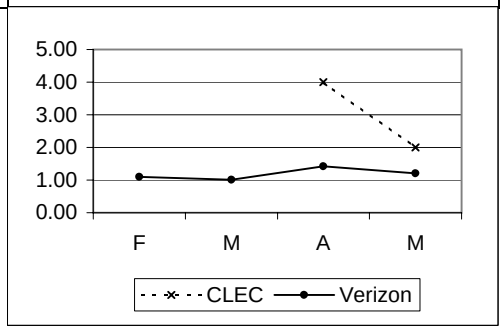


PR-2 - Average Completed Interval

PR-2-01-3111	Av. Completed Interval - Total No Dispatch - Hot Cut Loop								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02		**4.87**		1067					
Mar-02		**4.94**		887					
Apr-02		**4.86**		1547					
May-02		**4.98**		1403					



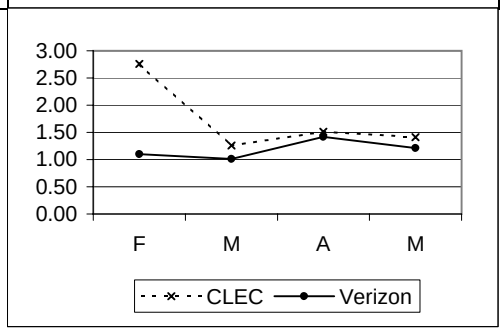
PR-2-01-3122	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**1.10**	**#N/A**	8351		2.33				
Mar-02	**1.01**	**#N/A**	10688		2.65				
Apr-02	**1.42**	**4.00**	9105	1	6.47	6.47	-0.40	YES	
May-02	**1.21**	**2.00**	8709	2	3.09	2.19	-0.36	YES	



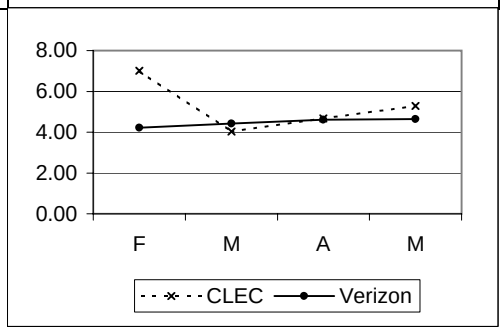
POTS - Provisioning cont...

PR-2 - Average Completed Interval cont...

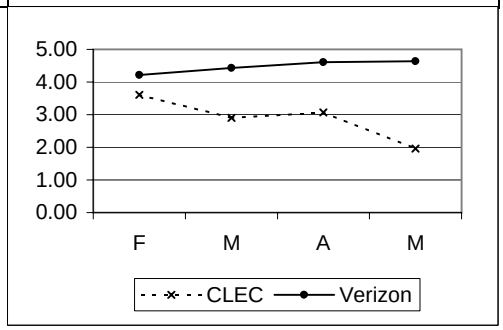
PR-2-01-3140	Av. Completed Interval - Total No Dispatch - Platform								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**1.10**	**2.76**	8351	959	2.33	0.08	-20.90	NO	
Mar-02	**1.01**	**1.26**	10688	1188	2.65	0.08	-3.08	NO	
Apr-02	**1.42**	**1.51**	9105	1897	6.47	0.16	-0.55	YES	
May-02	**1.21**	**1.41**	8709	3605	3.09	0.06	-3.27	NO	



PR-2-03-3112	Av. Completed Interval - Dispatch (1-5 Lines) - Loop								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**4.22**	**7.01**	3059	134	4.01	0.35	-7.88	NO	
Mar-02	**4.43**	**4.03**	3412	104	4.93	0.49	0.82	YES	
Apr-02	**4.61**	**4.68**	3450	297	4.90	0.30	-0.24	YES	
May-02	**4.64**	**5.28**	3452	266	5.18	0.33	-1.94	NO	



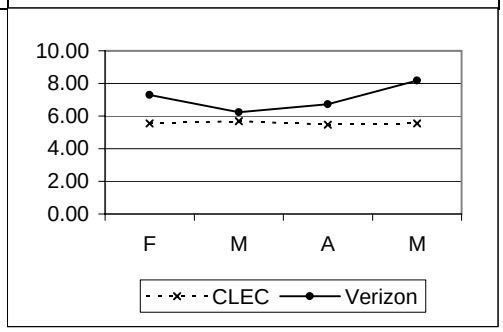
PR-2-03-3140	Av. Completed Interval - Dispatch (1-5 Lines) - Platform								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**4.22**	**3.61**	3059	105	4.01	0.40	1.53	YES	
Mar-02	**4.43**	**2.90**	3412	81	4.93	0.55	2.76	YES	
Apr-02	**4.61**	**3.07**	3450	60	4.90	0.64	2.41	YES	
May-02	**4.64**	**1.96**	3452	52	5.18	0.72	3.70	YES	



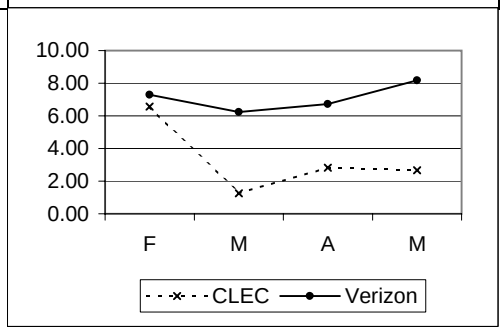
POTS - Provisioning cont...

PR-2 - Average Completed Interval cont...

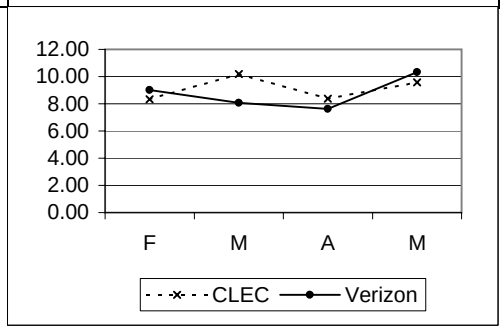
PR-2-04-3112	Av. Completed Interval - Dispatch (6-9 Lines) - Loop								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**7.29**	**5.54**	156	13	7.69	2.22	0.79	YES	
Mar-02	**6.23**	**5.69**	180	16	5.74	1.50	0.36	YES	
Apr-02	**6.73**	**5.47**	199	15	7.14	1.91	0.66	YES	
May-02	**8.18**	**5.55**	159	20	7.65	1.81	1.45	YES	



PR-2-04-3140	Av. Completed Interval - Dispatch (6-9 Lines) - Platform								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**7.29**	**6.57**	156	7	7.69	2.97	0.24	YES	
Mar-02	**6.23**	**1.25**	180	4	5.74	2.90	1.72	YES	
Apr-02	**6.73**	**2.83**	199	6	7.14	2.96	1.32	YES	
May-02	**8.18**	**2.67**	159	3	7.65	4.46	1.24	YES	



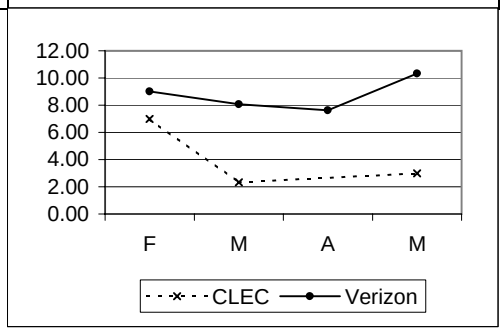
PR-2-05-3112	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**9.01**	**8.33**	99	6	10.35	4.35	0.16	YES	
Mar-02	**8.06**	**10.20**	98	5	8.27	3.79	-0.56	YES	
Apr-02	**7.63**	**8.38**	104	8	7.31	2.68	-0.28	YES	
May-02	**10.32**	**9.57**	81	7	9.43	3.72	0.20	YES	



POTS - Provisioning cont...

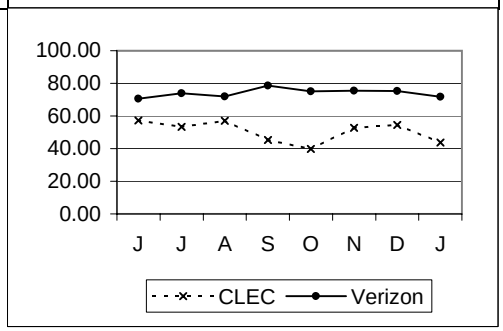
PR-2 - Average Completed Interval cont...

PR-2-05-3140	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**9.01**	**7.00**	99	1	10.35	10.40	0.19	YES	
Mar-02	**8.06**	**2.33**	98	6	8.27	3.48	1.65	YES	
Apr-02	**7.63**	**#N/A**	104		7.31				
May-02	**10.32**	**3.00**	81	1	9.43	9.49	0.77	YES	



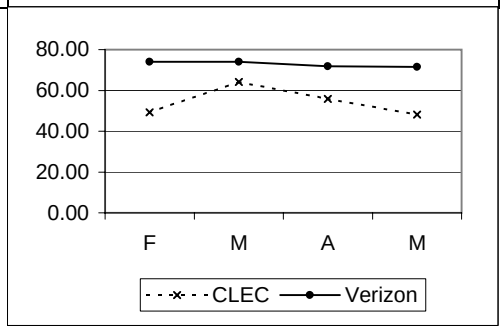
PR-3 - Completed within X Days

PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Dispatch) - Platform								Parity with Retail
	Retail POTS - Total								
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02	**70.67**	**57.28**	53210	1620		1.15	-11.66	NO	
Jul-02	**73.95**	**53.26**	70578	1489		1.15	-18.00	NO	
Aug-02	**72.02**	**56.98**	74300	1934		1.03	-14.55	NO	
Sep-02	**78.70**	**45.38**	84622	3612		0.70	<-5.00	NO	
Oct-02	**75.11**	**39.88**	72038	7270		0.53	<-5.00	NO	
Nov-02	**75.43**	**52.75**	63048	4408		0.67	<-5.00	NO	
Dec-02	**75.31**	**54.60**	61674	3802		0.72	<-5.0000	NO	
Jan-03	**71.82**	**43.69**	79795	5143		0.65	<-5.0000	NO	



PR-3 - Completed within X Days - Platform & Other (Switch & INP)

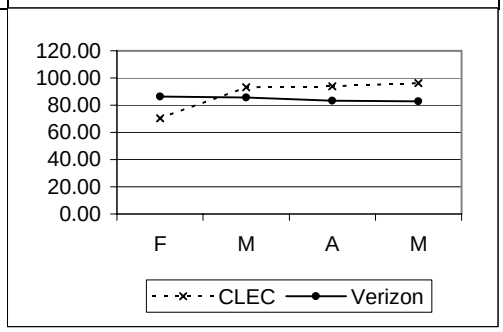
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**73.98**	**49.30**	57434	783		1.58	-15.63	NO	
Mar-02	**74.07**	**64.10**	61164	1000		1.40	-7.14	NO	
Apr-02	**71.77**	**55.89**	59754	1655		1.12	-14.16	NO	
May-02	**71.56**	**48.08**	59201	3355		0.80	-29.33	NO	



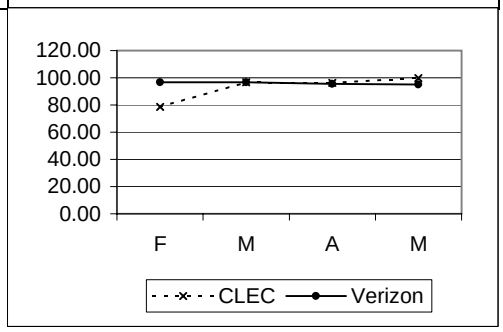
POTS - Provisioning cont...

PR-3 - Completed within X Days - Platform & Other (Switch & INP) cont...

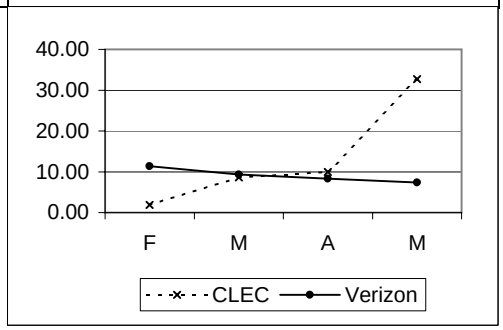
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**86.36**	**70.37**	57434	783		1.23	-12.95	NO	
Mar-02	**85.61**	**93.10**	61164	1000		1.12	6.69	YES	
Apr-02	**83.38**	**93.96**	59754	1655		0.93	11.41	YES	
May-02	**82.78**	**96.27**	59201	3355		0.67	20.13	YES	



PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**96.64**	**78.67**	57434	783		0.65	-27.72	NO	
Mar-02	**96.72**	**96.70**	61164	1000		0.57	-0.04	YES	
Apr-02	**95.61**	**96.31**	59754	1655		0.51	1.37	YES	
May-02	**95.13**	**99.82**	59201	3355		0.38	12.28	YES	



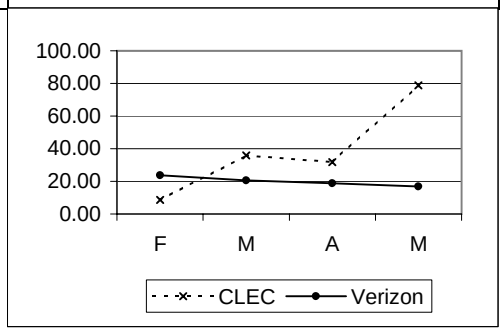
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**11.39**	**1.90**	13709	105		3.11	-3.05	SSST	
Mar-02	**9.33**	**8.64**	13431	81		3.24	-0.21	YES	
Apr-02	**8.33**	**10.00**	13117	60		3.58	0.47	YES	
May-02	**7.34**	**32.69**	12054	52		3.62	6.99	YES	



POTS - Provisioning cont...

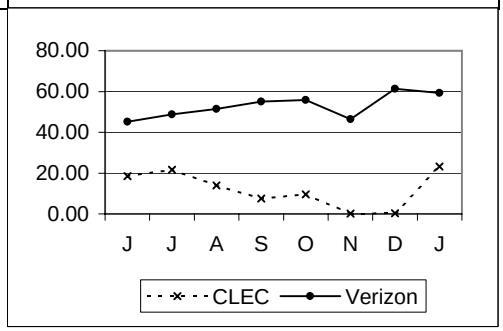
PR-3 - Completed within X Days - Platform & Other (Switch & INP) cont...

PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**23.78**	**8.57**	13709	105		4.17	-3.65	NO	
Mar-02	**20.50**	**35.80**	13431	81		4.50	3.40	YES	
Apr-02	**18.88**	**31.67**	13117	60		5.06	2.53	YES	
May-02	**16.83**	**78.85**	12054	52		5.20	11.93	YES	

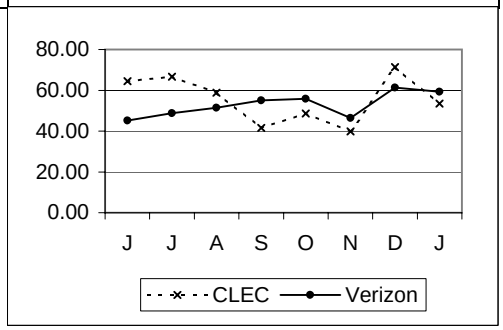


PR-3 - Completed within X Days

PR-3-06-3113	% Completed in 3 Days (1-5 Lines - Dispatch) - Loop New								Parity with Retail
	Retail POTS - Total								
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02	**45.10**	**18.55**	11514	221			-7.86	NO	
Jul-02	**48.83**	**21.69**	12079	272			-8.86	NO	
Aug-02	**51.43**	**13.99**	12865	429		2.45	-15.26	NO	
Sep-02	**55.07**	**7.52**	12908	625		2.04	<-5.00	NO	
Oct-02	**55.91**	**9.52**	11987	504		2.26	<-5.00	NO	
Nov-02	**46.46**	**0.13**	9479	167		3.89	<-5.00	SSST	
Dec-02	**61.29**	**0.28**	9977	110		4.67	<-5.0000	SSST	
Jan-03	**59.24**	**23.17**	13195	164		3.86	<-5.0000	NO	



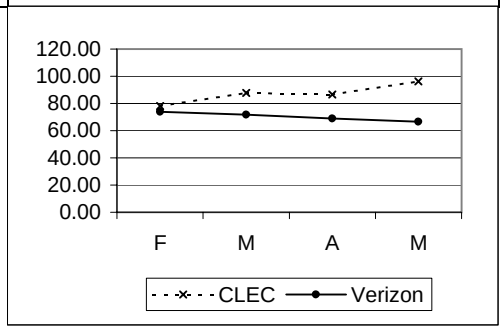
PR-3-06-3140	% Completed in 3 Days (1-5 Lines - Dispatch) - Platform								Parity with Retail
	Retail POTS - Total								
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02	**45.10**	**64.44**	11514	45		7.43	2.60	YES	
Jul-02	**48.83**	**66.67**	12079	33		8.71	2.05	YES	
Aug-02	**51.43**	**58.82**	12865	34		8.58	0.86	YES	
Sep-02	**55.07**	**41.56**	12908	77		5.69	-2.26	NO	
Oct-02	**55.91**	**48.67**	11987	150		4.08	-1.69	NO	
Nov-02	**46.46**	**39.84**	9479	123		4.53	-1.38	YES	
Dec-02	**61.29**	**71.43**	9977	126		4.37	2.46	YES	
Jan-03	**59.24**	**53.55**	13195	155		3.97	-1.35	YES	



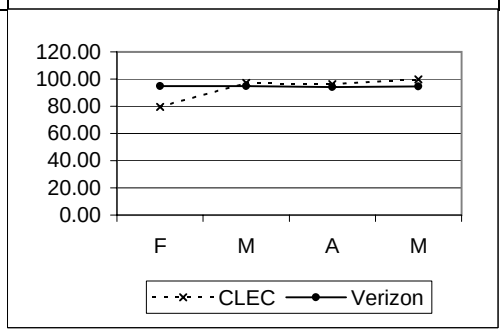
POTS - Provisioning cont...

PR-3 - Completed within X Days - Platform & Other (Switch & INP)

PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**73.96**	**78.10**	13709	105		4.30	0.96	YES	
Mar-02	**71.82**	**87.65**	13431	81		5.01	3.16	YES	
Apr-02	**68.96**	**86.67**	13117	60		5.99	2.96	YES	
May-02	**66.69**	**96.15**	12054	52		6.55	4.50	YES	

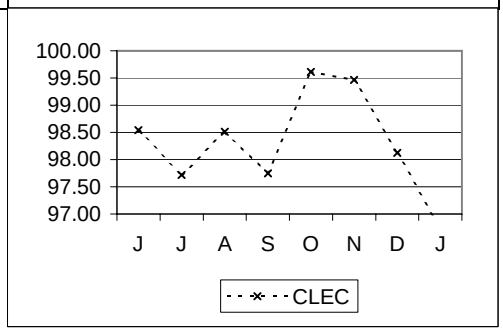


PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**94.87**	**79.50**	71143	888		0.74	-20.63	NO	
Mar-02	**94.78**	**97.22**	74595	1081		0.68	3.58	YES	
Apr-02	**94.10**	**96.15**	72871	1715		0.58	3.56	YES	
May-02	**94.54**	**99.77**	71255	3407		0.40	13.13	YES	



PR-3 - Completed within X Days

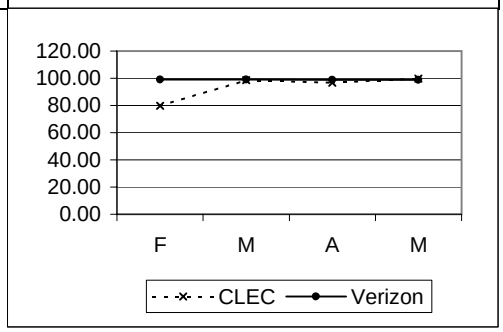
PR-3-08-3111	% Completed in 5 Days (1-5 Lines - No Dispatch) - Hot Cut Loop								95%
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02		**98.54**		753				YES	
Jul-02		**97.72**		526				YES	
Aug-02		**98.51**		738				YES	
Sep-02		**97.75**		578				YES	
Oct-02		**99.61**		255				YES	
Nov-02		**99.46**		186				YES	
Dec-02		**98.13**		160				YES	
Jan-03		**96.72**		183				YES	



POTS - Provisioning cont...

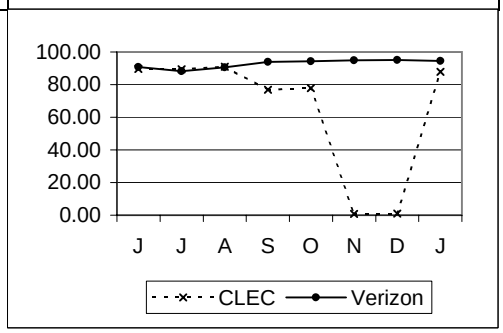
PR-3 - Completed within X Days - Platform & Other (Switch & INP)

PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**99.06**	**79.82**	57434	783		0.35	-55.42	NO	
Mar-02	**99.04**	**98.50**	61164	1000		0.31	-1.74	NO	
Apr-02	**98.72**	**96.68**	59754	1655		0.28	-7.28	NO	
May-02	**98.80**	**99.82**	59201	3355		0.19	5.28	YES	

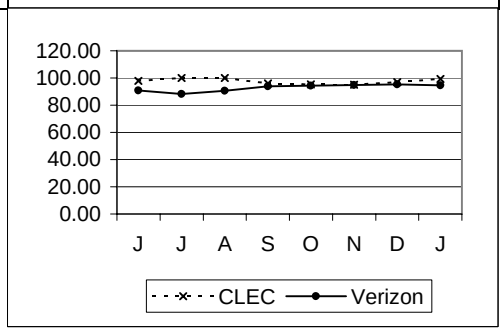


PR-3 - Completed within X Days

PR-3-09-3113	% Completed in 5 Days (1-5 Lines - Dispatch) - Loop New								Parity with Retail
	Retail POTS - Total								
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02	**90.85**	**89.59**	11514	221			-0.64	YES	
Jul-02	**88.32**	**89.34**	12079	272			0.52	YES	
Aug-02	**90.58**	**90.91**	12865	429		1.43	0.23	YES	
Sep-02	**93.99**	**76.96**	12908	625		0.97	<-5.00	NO	
Oct-02	**94.41**	**77.78**	11987	504		1.04	<-5.00	NO	
Nov-02	**94.87**	**0.81**	9479	167		1.72	<-5.00	SSST	
Dec-02	**95.18**	**0.89**	9977	110		2.05	<-5.0000	SSST	
Jan-03	**94.48**	**87.80**	13195	164		1.80	-3.13	NO	



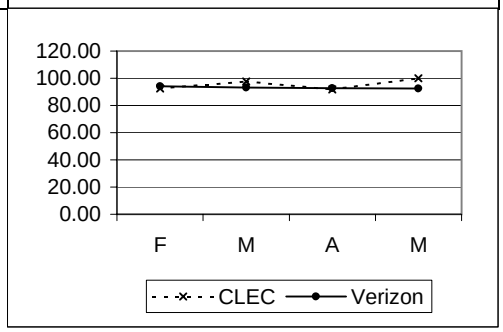
PR-3-09-3140	% Completed in 5 Days (1-5 Lines - Dispatch) - Platform								Parity with Retail
	Retail POTS - Total								
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02	**90.85**	**97.78**	11514	45		4.31	2.22	YES	
Jul-02	**88.32**	**100.00**	12079	33		5.60	5000000.00	YES	
Aug-02	**90.58**	**100.00**	12865	34		5.02	5000000.00	YES	
Sep-02	**93.99**	**96.10**	12908	77		2.72	1.03	YES	
Oct-02	**94.41**	**95.33**	11987	150		1.89	0.64	YES	
Nov-02	**94.87**	**95.12**	9479	123		2.00	0.27	YES	
Dec-02	**95.18**	**96.83**	9977	126		1.92	1.09	YES	
Jan-03	**94.48**	**99.35**	13195	155		1.85	3.61	YES	



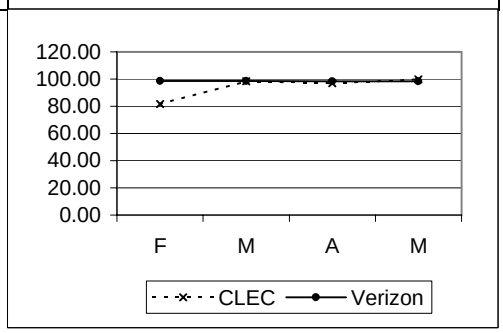
POTS - Provisioning cont...

PR-3 - Completed within X Days - Platform & Other (Switch & INP)

PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**94.04**	**92.38**	13709	105		2.32	-0.72	YES	
Mar-02	**93.06**	**97.53**	13431	81		2.83	1.58	YES	
Apr-02	**92.64**	**91.67**	13117	60		3.38	-0.29	YES	
May-02	**92.38**	**100.00**	12054	52		3.69	2.07	YES	

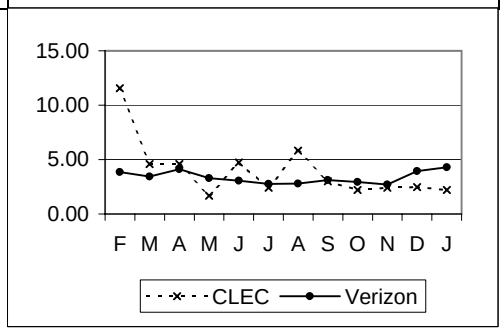


PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**98.68**	**81.53**	71143	888		0.39	-44.50	NO	
Mar-02	**98.59**	**98.43**	74595	1081		0.36	-0.44	YES	
Apr-02	**98.27**	**96.97**	72871	1715		0.32	-4.08	NO	
May-02	**98.32**	**99.82**	71255	3407		0.23	6.66	YES	



PR-4 - Missed Appointments

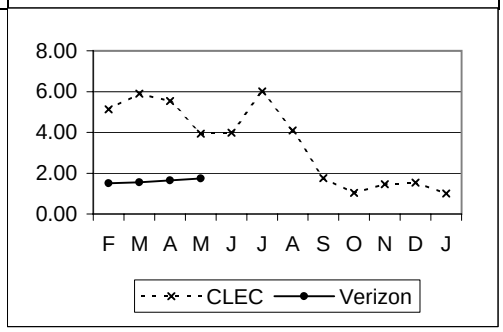
PR-4-02-3100	Average Delay Days - Total								Parity with Retail
	Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**3.86**	**11.56**	2179	18	13.91	3.29	-2.34	SSST	
Mar-02	**3.45**	**4.59**	2463	29	7.72	1.44	-0.79	YES	
Apr-02	**4.11**	**4.58**	2581	19	14.15	3.26	-0.14	YES	
May-02	**3.28**	**1.69**	2662	16	8.92	2.24	0.71	YES	
Jun-02	**3.05**	**4.75**	2769	28	8.39	1.59	-1.07	YES	
Jul-02	**2.77**	**2.42**	4181	12	6.28	1.82	0.19	YES	
Aug-02	**2.80**	**5.82**	4289	17	6.54	1.59	-1.90	SSST	
Sep-02	**3.13**	**3.00**	3445	12	10.36	3.00	0.04	YES	
Oct-02	**2.93**	**2.20**	2737	10	9.53	3.02	0.24	YES	
Nov-02	**2.70**	**2.42**	2834	19	9.58	2.21	0.13	YES	
Dec-02	**3.95**	**2.48**	3699	54	12.77	1.75	0.84	YES	
Jan-03	**4.29**	**2.20**	2497	50	13.23	1.89	1.11	YES	



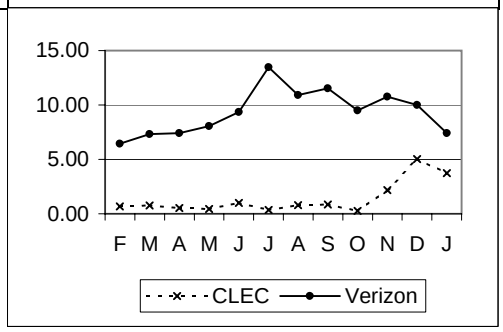
POTS - Provisioning cont...

PR-4 - Missed Appointments cont...

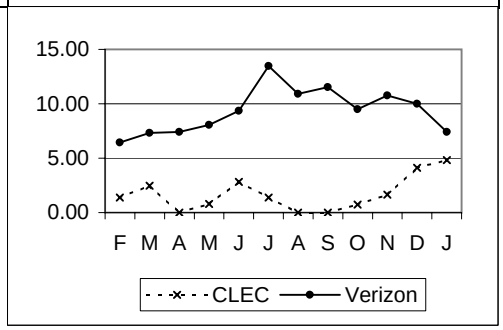
PR-4-03-3100	% Missed Appt. - Customer								No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	1.50	5.13							
Mar-02	1.56	5.90							
Apr-02	1.65	5.54							
May-02	1.74	3.94							
Jun-02		3.98		6136					
Jul-02		6.01		6178					
Aug-02		4.09		6821					
Sep-02		1.76		10949					
Oct-02		1.03		21036					
Nov-02		1.46		13814					
Dec-02		1.54		18280					
Jan-03		1.01		18327					



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	
Feb-02	6.44	0.68	21949	2062		0.57	10.19	YES	
Mar-02	7.33	0.77	22551	2333		0.57	11.57	YES	
Apr-02	7.40	0.54	22459	2611		0.54	12.67	YES	
May-02	8.06	0.45	21253	2431		0.58	13.06	YES	
Jun-02	9.36	1.00	20269	2090		0.67	12.49	YES	
Jul-02	13.48	0.36	21408	1947		0.81	16.23	YES	
Aug-02	10.92	0.80	23304	1750		0.77	13.09	YES	
Sep-02	11.53	0.85	22855	941		1.06	>5.00	YES	
Oct-02	9.50	0.26	21452	775		1.07	>5.00	YES	
Nov-02	10.76	2.18	17281	641		1.25	>5.00	YES	
Dec-02	10.01	5.02	17728	697		1.16	4.77	YES	
Jan-03	7.42	3.74	20755	749		0.97	4.23	YES	



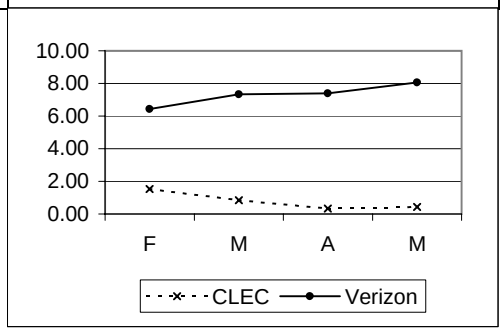
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform								Parity with Retail
	Retail POTS - Total								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	6.44	1.39	21949	144		2.05	2.46	YES	
Mar-02	7.33	2.47	22551	162		2.06	2.36	YES	
Apr-02	7.40	0.00	22459	167		2.03	3.64	YES	
May-02	8.06	0.78	21253	129		2.40	3.03	YES	
Jun-02	9.36	2.82	20269	71		3.46	2.42	YES	
Jul-02	13.48	1.37	21408	73		4.00	4.05	YES	
Aug-02	10.92	0.00	23304	106		3.04	5000000.00	YES	
Sep-02	11.53	0.00	22855	145		2.66	>5.00	YES	
Oct-02	9.50	0.73	21452	274		1.78	>5.00	YES	
Nov-02	10.76	1.65	17281	243		2.00	>5.00	YES	
Dec-02	10.01	4.10	17728	268		1.85	3.69	YES	
Jan-03	7.42	4.82	20755	353		1.41	2.06	YES	



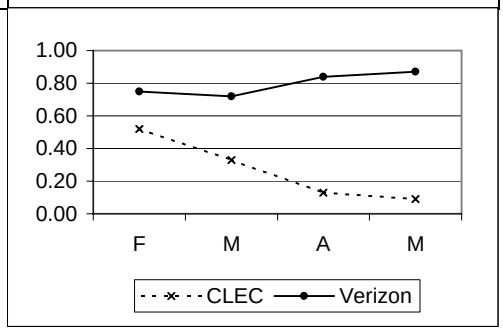
POTS - Provisioning cont...

PR-4 - Missed Appointments cont...

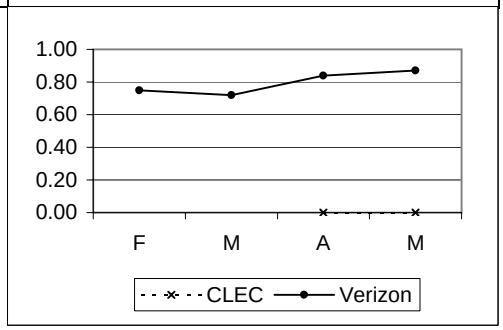
PR-4-04-3520	% Missed Appt. - Verizon - Dispatch - Hot Cut Loop								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**6.44**	**1.52**	21949	658		0.97	5.07	YES	
Mar-02	**7.33**	**0.85**	22551	704		1.00	6.50	YES	
Apr-02	**7.40**	**0.34**	22459	582		1.10	6.42	YES	
May-02	**8.06**	**0.44**	21253	458		1.29	5.93	YES	



PR-4-05-3111	% Missed Appt. - Verizon - No Dispatch - Hot Cut Loop								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.75**	**0.52**	101534	1931		0.20	1.16	YES	
Mar-02	**0.72**	**0.33**	112815	1823		0.20	1.95	YES	
Apr-02	**0.84**	**0.13**	109030	2264		0.19	3.66	YES	
May-02	**0.87**	**0.09**	108721	2316		0.20	4.00	YES	



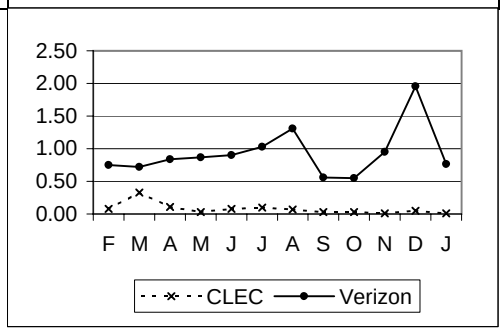
PR-4-05-3121	% Missed Appt. - Verizon - No Dispatch - Other								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.75**	**#N/A**	101534						
Mar-02	**0.72**	**#N/A**	112815						
Apr-02	**0.84**	**0.00**	109030	1		9.13	0.09	YES	
May-02	**0.87**	**0.00**	108721	3		5.36	0.16	YES	



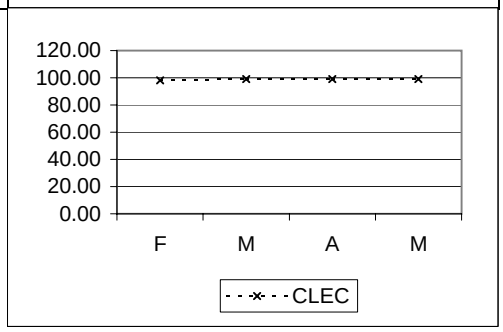
POTS - Provisioning cont...

PR-4 - Missed Appointments cont...

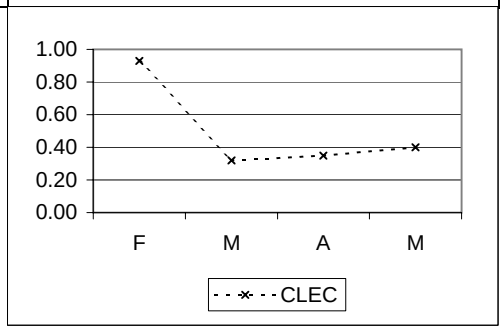
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform								Parity with Retail
	Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.75**	**0.08**	101534	1323		0.24	2.81	YES	
Mar-02	**0.72**	**0.33**	112815	1837		0.20	1.96	YES	
Apr-02	**0.84**	**0.11**	109030	2683		0.18	4.09	YES	
May-02	**0.87**	**0.03**	108721	7294		0.11	7.48	YES	
Jun-02	**0.90**	**0.08**	96985	3610		0.16	5000000.00	YES	
Jul-02	**1.03**	**0.10**	126014	3890		0.16	5000000.00	YES	
Aug-02	**1.31**	**0.07**	133345	4604		0.17	5000000.00	YES	
Sep-02	**0.56**	**0.03**	145686	9101		0.08	>5.00	YES	
Oct-02	**0.55**	**0.03**	127080	19290		0.06	>5.00	YES	
Nov-02	**0.95**	**0.01**	102407	12351		0.09	>5.00	YES	
Dec-02	**1.96**	**0.05**	98461	16556		0.12	>5.0000	YES	
Jan-03	**0.76**	**0.01**	125391	16646		0.07	>5.0000	YES	



PR-4-07-3540	% On Time Performance - LNP Only								95% on Time
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02		**98.12**		2179				YES	
Mar-02		**99.14**		2907				YES	
Apr-02		**99.16**		3352				YES	
May-02		**99.13**		2870				YES	



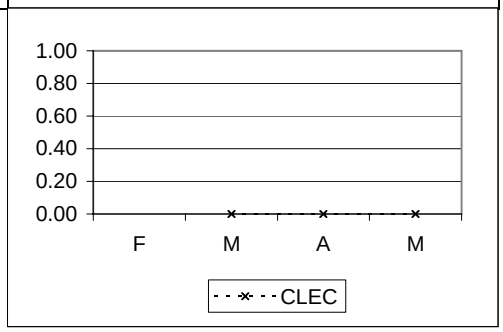
PR-4-08-3111	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop								No Standard 1
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02		**0.93**		2589					
Mar-02		**0.32**		2527					
Apr-02		**0.35**		2846					
May-02		**0.40**		2774					



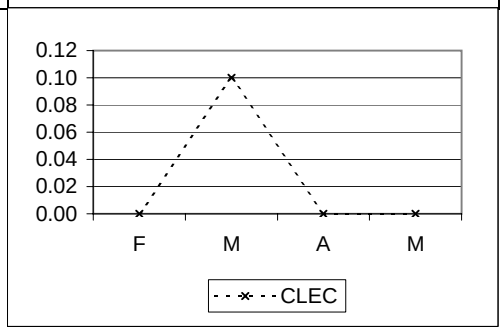
POTS - Provisioning cont...

PR-4 - Missed Appointments cont...

PR-4-08-3121	% Missed Appt. - Customer - Due to Late Order Confirmation - Other								No Standard 1
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02		**#N/A**							
Mar-02		**0.00**		2					
Apr-02		**0.00**		5					
May-02		**0.00**		4					



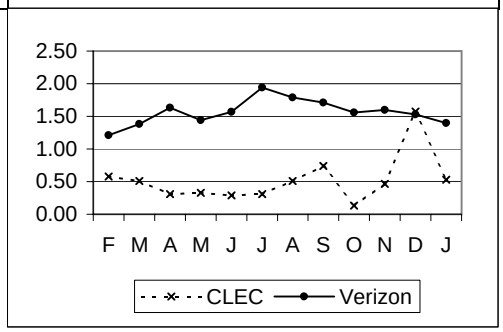
PR-4-08-3140	% Missed Appt. - Customer - Due to Late Order Confirmation- Platform								No Standard 1
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02		**0.00**		1467					
Mar-02		**0.10**		1999					
Apr-02		**0.00**		2850					
May-02		**0.00**		7423					



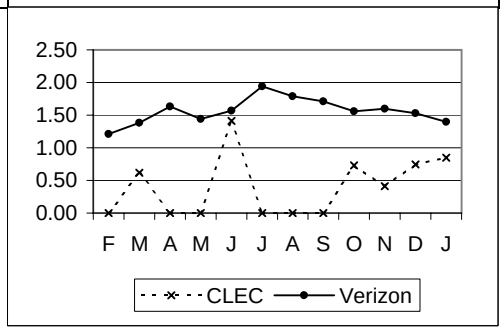
POTS - Provisioning cont...

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*	
Feb-02	**1.21**	**0.58**	21949	2062		0.25	2.50	YES	
Mar-02	**1.38**	**0.51**	22551	2333		0.25	3.43	YES	
Apr-02	**1.63**	**0.31**	22459	2612		0.26	5.04	YES	
May-02	**1.44**	**0.33**	21253	2432		0.26	4.35	YES	
Jun-02	**1.57**	**0.29**	20269	2091		0.29	4.48	YES	
Jul-02	**1.94**	**0.31**	21408	1947		0.33	4.99	YES	
Aug-02	**1.79**	**0.51**	23304	1752		0.33	3.90	YES	
Sep-02	**1.71**	**0.74**	22855	941		0.43	2.66	YES	
Oct-02	**1.56**	**0.13**	21452	775		0.45	4.38	YES	
Nov-02	**1.60**	**0.47**	17281	643		0.50	2.83	YES	
Dec-02	**1.53**	**1.58**	17728	698		0.47	0.01	YES	
Jan-03	**1.40**	**0.53**	20755	752		0.44	2.44	YES	



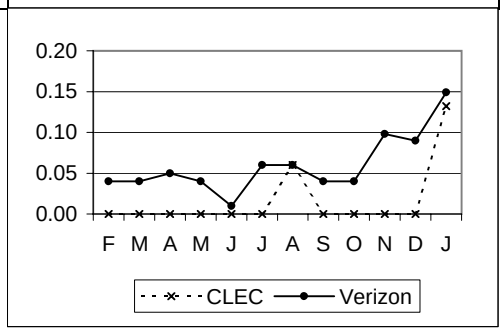
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform								Parity with Retail
	Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**1.21**	**0.00**	21949	144		0.91	1.32	YES	
Mar-02	**1.38**	**0.62**	22551	162		0.92	0.83	YES	
Apr-02	**1.63**	**0.00**	22459	167		0.98	1.66	YES	
May-02	**1.44**	**0.00**	21253	129		1.05	1.37	YES	
Jun-02	**1.57**	**1.41**	20269	71		1.48	0.45	YES	
Jul-02	**1.94**	**0.00**	21408	73		1.62	5000000.00	YES	
Aug-02	**1.79**	**0.00**	23304	106		1.29	5000000.00	YES	
Sep-02	**1.71**	**0.00**	22855	145		1.08	>5.00	YES	
Oct-02	**1.56**	**0.73**	21452	274		0.75	1.46	YES	
Nov-02	**1.60**	**0.41**	17281	243		0.81	2.05	YES	
Dec-02	**1.53**	**0.75**	17728	268		0.75	1.38	YES	
Jan-03	**1.40**	**0.85**	20755	353		0.63	1.13	YES	



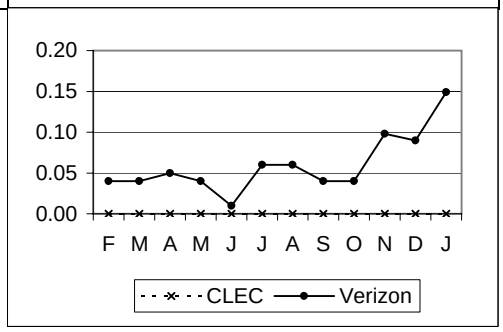
POTS - Provisioning cont...

PR-5 - Facility Missed Orders cont...

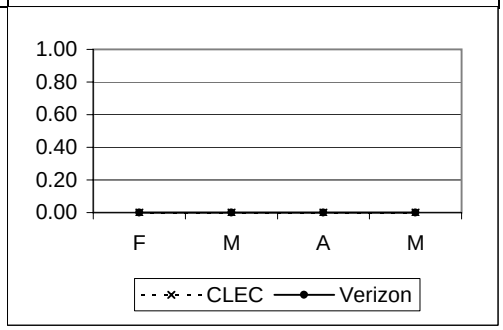
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop								Parity with Retail
	Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.04**	**0.00**	21949	2062		0.05	0.87	YES	
Mar-02	**0.04**	**0.00**	22551	2333		0.04	0.92	YES	
Apr-02	**0.05**	**0.00**	22459	2612		0.05	1.08	YES	
May-02	**0.04**	**0.00**	21253	2432		0.04	0.93	YES	
Jun-02	**0.01**	**0.00**	20269	2091		0.02	5000000.00	YES	
Jul-02	**0.06**	**0.00**	21408	1947		0.06	5000000.00	YES	
Aug-02	**0.06**	**0.06**	23304	1752		0.06	0.42	YES	
Sep-02	**0.04**	**0.00**	22855	941		0.07	>5.00	YES	
Oct-02	**0.04**	**0.00**	21452	775		0.07	>5.00	YES	
Nov-02	**0.10**	**0.00**	17281	643		0.13	>5.00	YES	
Dec-02	**0.09**	**0.00**	17728	698		0.12	>5.0000	YES	
Jan-03	**0.15**	**0.13**	20755	752		0.14	0.47	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*	
Feb-02	**0.04**	**0.00**	21949	144		0.17	0.24	YES	
Mar-02	**0.04**	**0.00**	22551	162		0.16	0.25	YES	
Apr-02	**0.05**	**0.00**	22459	167		0.17	0.29	YES	
May-02	**0.04**	**0.00**	21253	129		0.18	0.23	YES	
Jun-02	**0.01**	**0.00**	20269	71		0.12	5000000.00	YES	
Jul-02	**0.06**	**0.00**	21408	73		0.29	5000000.00	YES	
Aug-02	**0.06**	**0.00**	23304	106		0.24	5000000.00	YES	
Sep-02	**0.04**	**0.00**	22855	145		0.17	>5.00	YES	
Oct-02	**0.04**	**0.00**	21452	274		0.12	>5.00	YES	
Nov-02	**0.10**	**0.00**	17281	243		0.20	>5.00	YES	
Dec-02	**0.09**	**0.00**	17728	268		0.18	>5.0000	YES	
Jan-03	**0.15**	**0.00**	20755	353		0.21	>5.0000	YES	



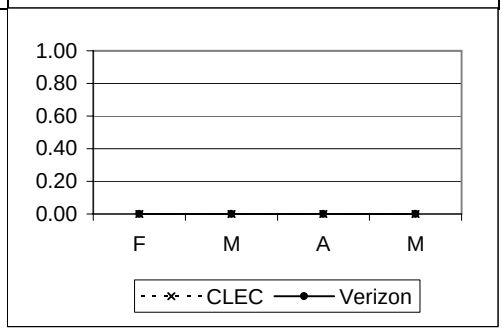
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.00**	**0.00**	21949	2062		0.00			
Mar-02	**0.00**	**0.00**	22551	2333		0.00			
Apr-02	**0.00**	**0.00**	22459	2612		0.00			
May-02	**0.00**	**0.00**	21253	2432		0.00			



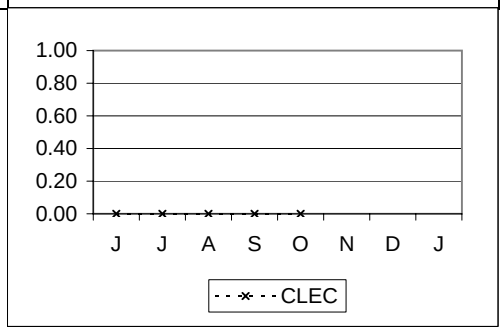
POTS - Provisioning cont...

PR-5 - Facility Missed Orders cont...

PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.00**	**0.00**	21949	144		0.00			
Mar-02	**0.00**	**0.00**	22551	162		0.00			
Apr-02	**0.00**	**0.00**	22459	167		0.00			
May-02	**0.00**	**0.00**	21253	129		0.00			

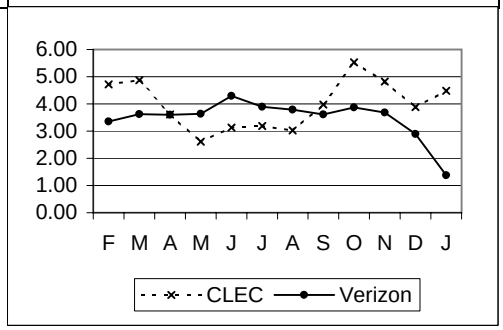


PR-5-04-3112	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities - Loop								No Standard
	Retail POTS - Total								
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02		**0.00**		2208					
Jul-02		**0.00**		1893					
Aug-02		**0.00**		1741					
Sep-02		**0.00**		1528					
Oct-02		**0.00**		1296					
Nov-02		**#N/A**							
Dec-02		**#N/A**							
Jan-03		**#N/A**							



PR-6 - Installation Quality

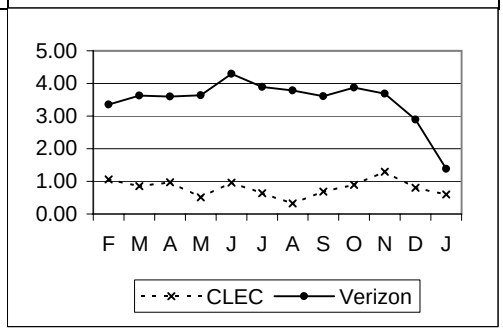
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop								Parity with Retail for Found Troubles
	Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**3.35**	**4.72**	106875	7985		0.21	-6.57	NO	
Mar-02	**3.62**	**4.87**	115672	8109		0.21	-5.81	NO	
Apr-02	**3.60**	**3.61**	114542	8399		0.21	-0.04	YES	
May-02	**3.63**	**2.61**	114536	8188		0.21	4.77	YES	
Jun-02	**4.30**	**3.13**	105579	6324		0.26	4.44	YES	
Jul-02	**3.89**	**3.19**	127912	5390		0.27	2.60	YES	
Aug-02	**3.79**	**3.02**	138700	5368		0.27	2.90	YES	
Sep-02	**3.61**	**3.98**	140245	4199		0.29	-1.22	YES	
Oct-02	**3.87**	**5.52**	124610	3313		0.34	-4.54	NO	
Nov-02	**3.69**	**4.83**	109523	2880		0.36	-3.03	NO	
Dec-02	**2.89**	**3.88**	124768	3376		0.29	-3.19	NO	
Jan-03	**1.38**	**4.49**	262162	2898		0.22	<-5.0000	NO	



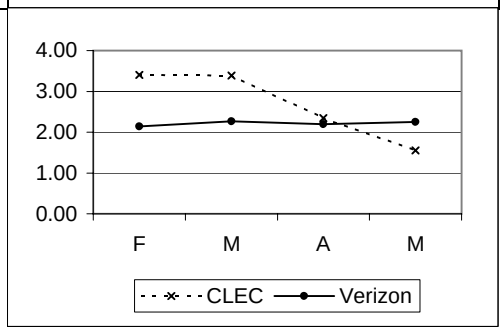
POTS - Provisioning cont...

PR-6 - Installation Quality cont...

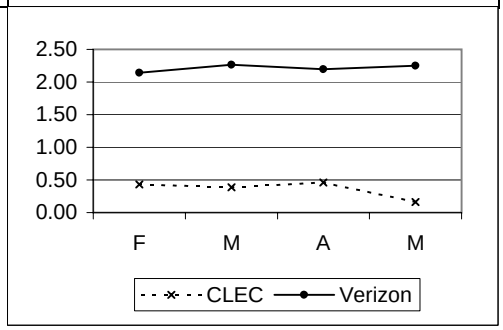
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform								Parity with Retail for Found Troubles
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**3.35**	**1.05**	106875	2560		0.36	6.38	YES	
Mar-02	**3.62**	**0.85**	115672	4107		0.30	9.34	YES	
Apr-02	**3.60**	**0.98**	114542	5641		0.25	10.33	YES	
May-02	**3.63**	**0.51**	114536	9881		0.20	15.94	YES	
Jun-02	**4.30**	**0.96**	105579	5324		0.28	11.72	YES	
Jul-02	**3.89**	**0.64**	127912	5626		0.26	12.34	YES	
Aug-02	**3.79**	**0.32**	138700	6904		0.24	14.74	YES	
Sep-02	**3.61**	**0.68**	140245	11407		0.18	>5.00	YES	
Oct-02	**3.87**	**0.89**	124610	23238		0.14	>5.00	YES	
Nov-02	**3.69**	**1.29**	109523	15012		0.16	>5.00	YES	
Dec-02	**2.89**	**0.81**	124768	19664		0.13	>5.0000	YES	
Jan-03	**1.38**	**0.60**	262162	28335		0.07	>5.0000	YES	



PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop								Parity w/Verizon Retail for Found Troubles
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**2.14**	**3.41**	106875	7985		0.17	-7.54	NO	
Mar-02	**2.27**	**3.39**	115672	8109		0.17	-6.58	NO	
Apr-02	**2.20**	**2.35**	114542	8399		0.17	-0.89	YES	
May-02	**2.25**	**1.55**	114536	8188		0.17	4.12	YES	



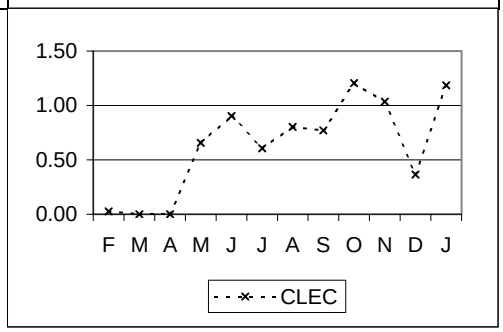
PR-6-02-3121	% Installation Troubles reported within 7 Days - Platform								Parity w/Verizon Retail for Found Troubles
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**2.14**	**0.43**	106875	2560		0.29	5.91	YES	
Mar-02	**2.27**	**0.39**	115672	4107		0.24	7.94	YES	
Apr-02	**2.20**	**0.46**	114542	5641		0.20	8.69	YES	
May-02	**2.25**	**0.16**	114536	9881		0.16	13.43	YES	



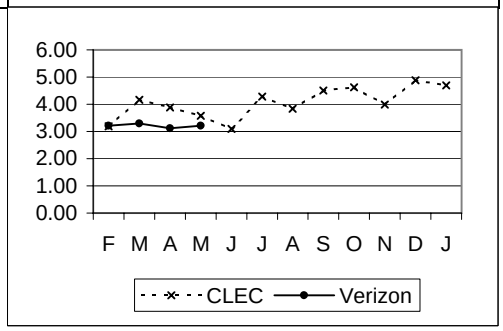
POTS - Provisioning cont...

PR-6 - Installation Quality cont...

PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop								< = 2%
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02		**0.03**		3962				YES	
Mar-02		**0.00**		3716				YES	
Apr-02		**0.00**		4138				YES	
May-02		**0.66**		4109				YES	
Jun-02		**0.90**		2995				YES	
Jul-02		**0.61**		2309				YES	
Aug-02		**0.80**		2370				YES	
Sep-02		**0.77**		1946				YES	
Oct-02		**1.21**		1161				YES	
Nov-02		**1.03**		967				YES	
Dec-02		**0.36**		1101				YES	
Jan-03		**1.19**		927				YES	



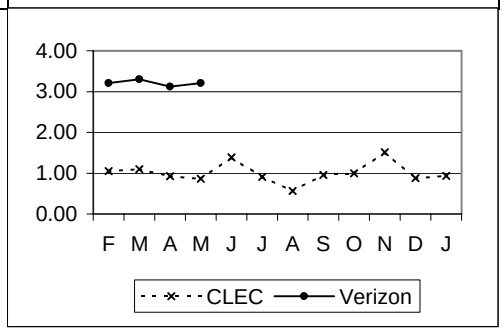
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop								No Standard
	Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**3.21**	**3.19**	106875	7985		0.20	0.09		
Mar-02	**3.30**	**4.17**	115672	8109		0.21	-4.23		
Apr-02	**3.12**	**3.88**	114542	8399		0.20	-3.87		
May-02	**3.21**	**3.58**	114536	8188		0.20	-1.83		
Jun-02		**3.10**		6324					
Jul-02		**4.29**		5390					
Aug-02		**3.84**		5368					
Sep-02		**4.50**		4199					
Oct-02		**4.62**		3313					
Nov-02		**3.99**		2880					
Dec-02		**4.89**		3376					
Jan-03		**4.69**		2898					



POTS - Provisioning cont...

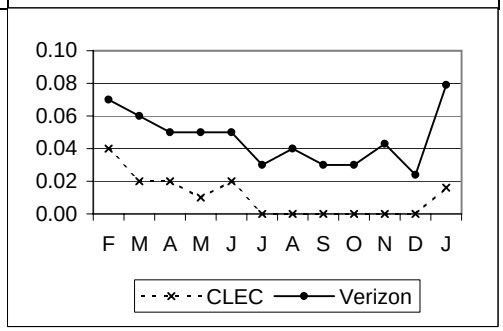
PR-6 - Installation Quality cont...

PR-6-03-3121	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Platform								No Standard
	6/2002: Metric name changed to % Inst. Troubles reported within 30 Days FOK/TOK/CPE - Platform								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**3.21**	**1.05**	106875	2560		0.35	6.12		
Mar-02	**3.30**	**1.10**	115672	4107		0.28	7.77		
Apr-02	**3.12**	**0.92**	114542	5641		0.24	9.27		
May-02	**3.21**	**0.86**	114536	9881		0.18	12.71		
Jun-02		**1.39**		5324					
Jul-02		**0.91**		5626					
Aug-02		**0.56**		6904					
Sep-02		**0.96**		11407					
Oct-02		**1.00**		23238					
Nov-02		**1.51**		15012					
Dec-02		**0.88**		19664					
Jan-03		**0.93**		28335					

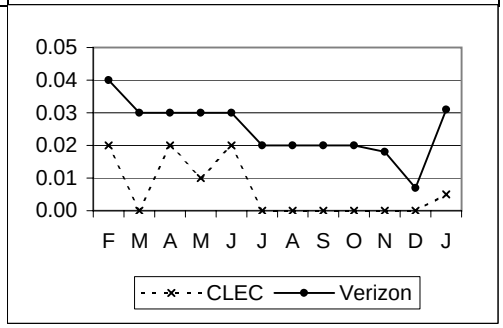


PR-8 - Open Orders in a Hold Status

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*	
Feb-02	**0.07**	**0.04**	123483	4819		0.04	0.77	YES	
Mar-02	**0.06**	**0.02**	135366	5479		0.03	1.19	YES	
Apr-02	**0.05**	**0.02**	131489	6281		0.03	1.04	YES	
May-02	**0.05**	**0.01**	129974	10572		0.02	1.77	YES	
Jun-02	**0.05**	**0.02**	117254	6136		0.03	1.68	YES	
Jul-02	**0.03**	**0.00**	147422	6178		0.02	5000000.00	YES	
Aug-02	**0.04**	**0.00**	156649	6821		0.02	5000000.00	YES	
Sep-02	**0.03**	**0.00**	168541	10949		0.02	>5.00	YES	
Oct-02	**0.03**	**0.00**	148532	21036		0.01	>5.00	YES	
Nov-02	**0.04**	**0.00**	119688	13814		0.02	>5.00	YES	
Dec-02	**0.02**	**0.00**	116189	18280		0.01	>5.0000	YES	
Jan-03	**0.08**	**0.02**	146146	18327		0.02	3.70	YES	



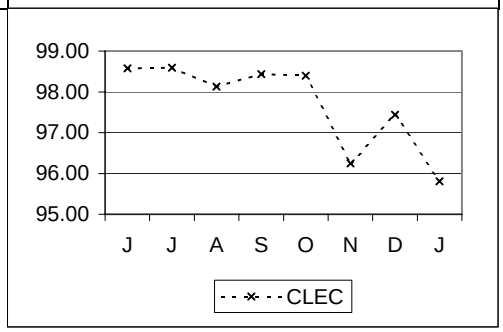
PR-8-02-3100	Open Orders in a Hold Status > 90 Days								Parity with Retail
	Retail POTS - Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.04**	**0.02**	123483	4819		0.03	0.68	YES	
Mar-02	**0.03**	**0.00**	135366	5479		0.02	1.26	YES	
Apr-02	**0.03**	**0.02**	131489	6281		0.02	0.45	YES	
May-02	**0.03**	**0.01**	129974	10572		0.02	1.14	YES	
Jun-02	**0.03**	**0.02**	117254	6136		0.02	1.00	YES	
Jul-02	**0.02**	**0.00**	147422	6178		0.02	5000000.00	YES	
Aug-02	**0.02**	**0.00**	156649	6821		0.02	5000000.00	YES	
Sep-02	**0.02**	**0.00**	168541	10949		0.01	>5.00	YES	
Oct-02	**0.02**	**0.00**	148532	21036		0.01	>5.00	YES	
Nov-02	**0.02**	**0.00**	119688	13814		0.01	>5.00	YES	
Dec-02	**0.01**	**0.00**	116189	18280		0.01	>5.0000	YES	
Jan-03	**0.03**	**0.01**	146146	18327		0.01	2.62	YES	



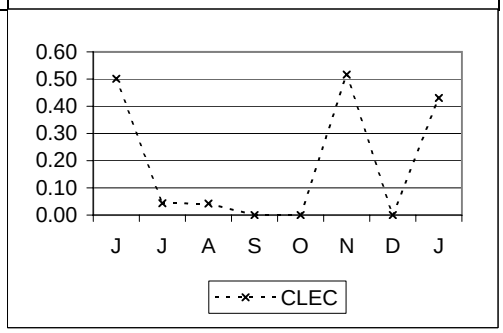
POTS - Provisioning cont...

PR-9 - Hot Cut Loops

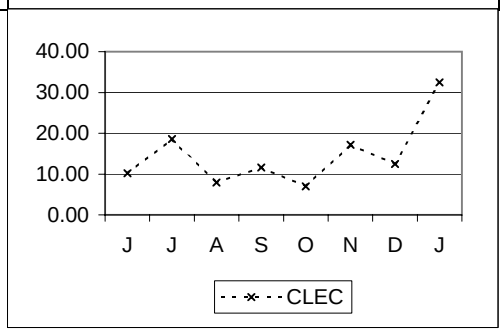
PR-9-01-3520	% On Time Performance - Hot Cut								95% Completed Within Window
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02		**98.58**		1686				YES	
Jul-02		**98.59**		1349				YES	
Aug-02		**98.13**		1285				YES	
Sep-02		**98.44**		960				YES	
Oct-02		**98.39**		498				YES	
Nov-02		**96.25**		373				YES	
Dec-02		**97.44**		390				YES	
Jan-03		**95.81**		477				YES	



PR-9-02-3520	% Early Cuts - Lines								Not More Than 1% of Lines Cut Early
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02		**0.50**		2995				YES	
Jul-02		**0.04**		2309				YES	
Aug-02		**0.04**		2370				YES	
Sep-02		**0.00**		1946				YES	
Oct-02		**0.00**		1161				YES	
Nov-02		**0.52**		967				YES	
Dec-02		**0.00**		1101				YES	
Jan-03		**0.43**		927				YES	



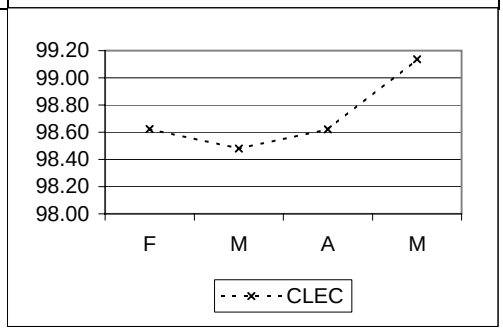
PR-9-08-3520	Average Duration of Service Interruption								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02		**10.23**		18					
Jul-02		**18.60**		12					
Aug-02		**7.94**		14					
Sep-02		**11.61**		12					
Oct-02		**6.95**		11					
Nov-02		**17.20**		7					
Dec-02		**12.45**		4					
Jan-03		**32.44**		8					



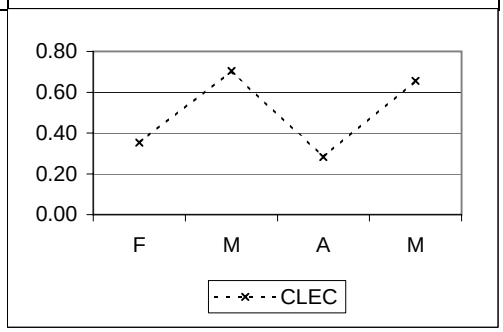
Hot Cuts

PR-9 - Hot Cut Loops

PR-9-01-3520	% On Time Performance - Hot Cut Loop								95% Completed Within Window
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02		**98.62**		2614				YES	
Mar-02		**98.48**		2502				YES	
Apr-02		**98.62**		2900				YES	
May-02		**99.14**		2778				YES	

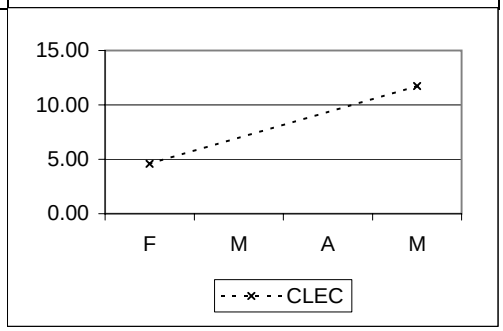


PR-9-02-3520	% Early Cuts - Lines								<= 1% of lines cut early
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02		**0.35**		3961				YES	
Mar-02		**0.70**		3691				YES	
Apr-02		**0.28**		4251				YES	
May-02		**0.66**		4118				YES	

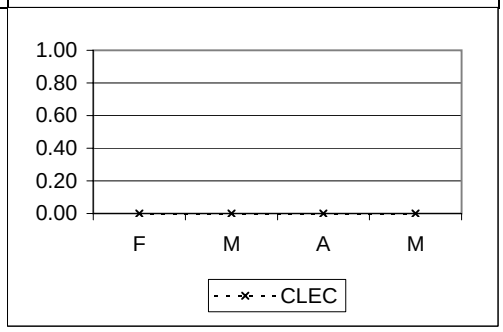


Hot Cuts cont...

PR-9-08-3520	Average Duration of Service Interruption								No Standard
	VZ	***CLEC***	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02		**4.60**		1					
Mar-02		**#N/A**							
Apr-02		**#N/A**							
May-02		**11.73**		20					



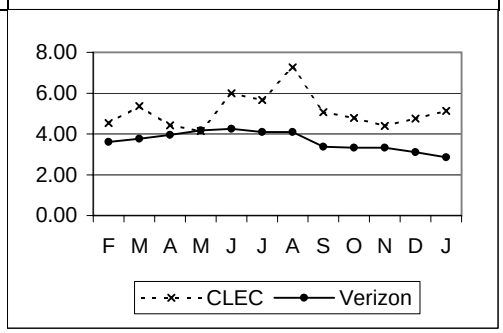
PR-9-09-3520	% Supplemented or Cancelled Orders at Verizon Request								No Standard
	Eliminated as of 6/2002								
	VZ	***CLEC***	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02		**0.00**		2614					
Mar-02		**0.00**		2502					
Apr-02		**0.00**		2900					
May-02		**0.00**		2778					



POTS & Complex Aggregate

PR-1 - Average Interval Offered

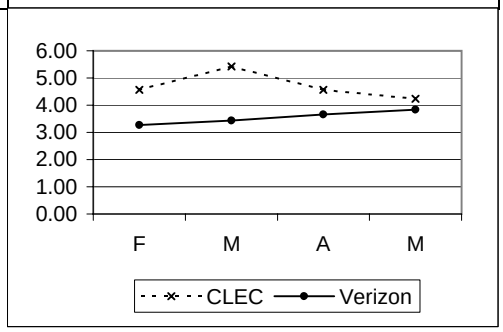
PR-1-12-3133	Av. Interval Offered - Disconnects								Parity with Retail
	Parity with Retail POTS and Complex								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**3.61**	**4.53**	45517	3772	5.33	0.09	-10.19	NO	
Mar-02	**3.76**	**5.37**	51719	4811	5.59	0.08	-19.11	NO	
Apr-02	**3.95**	**4.42**	46067	4128	6.25	0.10	-4.63	NO	
May-02	**4.18**	**4.14**	50288	3582	6.44	0.11	0.36	YES	
Jun-02	**4.25**	**6.00**	49214	5129	6.45	0.09	-18.49	NO	
Jul-02	**4.10**	**5.67**	56625	4869	6.06	0.09	-17.35	NO	
Aug-02	**4.10**	**7.26**	53969	6905	6.25	0.08	-39.56	NO	
Sep-02	**3.37**	**5.06**	45053	4084	5.44	0.09	-19.01	NO	
Oct-02	**3.33**	**4.78**	44270	6274	5.44	0.07	-19.76	NO	
Nov-02	**3.33**	**4.39**	38259	4445	5.32	0.08	-12.66	NO	
Dec-02	**3.10**	**4.75**	40211	5710	5.18	0.07	-22.61	NO	
Jan-03	**2.86**	**5.13**	39694	7473	5.66	0.07	-31.87	NO	



POTS & Complex Aggregate cont...

PR-2 - Average Completed Interval

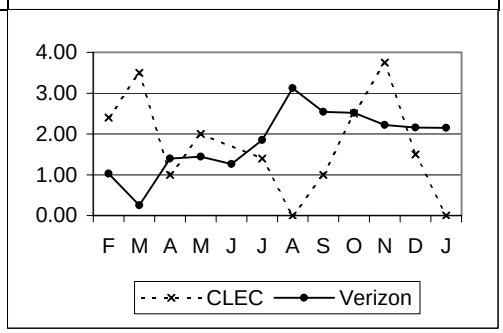
PR-2-18-3133	Av. Completed Interval - Disconnects								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**3.27**	**4.56**	41678	3372	4.96	0.09	-14.53	NO	
Mar-02	**3.43**	**5.42**	47456	4457	5.17	0.08	-24.57	NO	
Apr-02	**3.66**	**4.57**	43319	3772	5.77	0.10	-9.29	NO	
May-02	**3.84**	**4.23**	47258	3172	5.85	0.11	-3.63	NO	



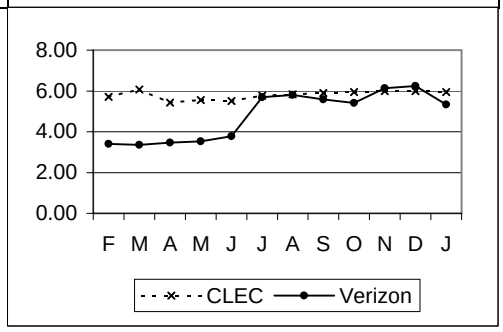
2-Wire Digital Services

PR-1 - Average Interval Offered

PR-1-01-3341	Av. Interval Offered - Total No Dispatch								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	1.03	2.40	830	5	1.57	0.70	-1.95	SSST	
Mar-02	0.25	3.50	3114	4	0.89	0.45	-7.30	SSST	
Apr-02	1.40	1.00	687	3	1.53	0.89	0.45	YES	
May-02	1.44	2.00	597	3	1.70	0.98	-0.57	YES	
Jun-02	1.26	#N/A	484		1.43				
Jul-02	1.85	1.40	448	5	4.09	1.84	0.24	YES	
Aug-02	3.12	0.00	525	2	7.74	5.48	0.57	YES	
Sep-02	2.54	1.00	516	1	4.89	4.89	Not Required		
Oct-02	2.52	2.50	497	2	3.98	2.82	Not Required		
Nov-02	2.22	3.75	466	4	2.49	1.25	Not Required		
Dec-02	2.15	1.50	460	2	4.46	3.16	Not Required		
Jan-03	2.15	0.00	453	1	3.42	3.42	Not Required		

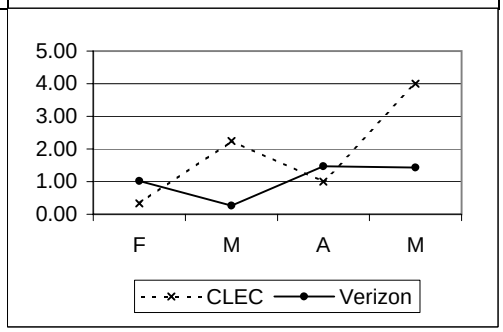


PR-1-02-3341	Av. Interval Offered - Total Dispatch								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	3.41	5.71	407	84	2.06	0.25	-9.32	NO	
Mar-02	3.35	6.07	406	90	2.07	0.24	-11.28	NO	
Apr-02	3.46	5.43	463	86	1.99	0.23	-8.43	NO	
May-02	3.53	5.56	358	16	1.89	0.48	-4.20	SSST	
Jun-02	3.78	5.50	474	14	1.80	0.49	-3.52	SSST	
Jul-02	5.69	5.78	513	60	4.28	0.58	-0.15	YES	
Aug-02	5.81	5.84	544	80	5.60	0.67	-0.04	YES	
Sep-02	5.59	5.90	822	79	5.18	0.61	-0.51	YES	
Oct-02	5.41	5.94	651	103	5.24	0.56	-0.95	YES	
Nov-02	6.14	6.00	700	70	5.14	0.64	0.22	YES	
Dec-02	6.24	5.99	482	89	5.42	0.63	0.40	YES	
Jan-03	5.34	5.95	619	59	4.93	0.67	-0.91	YES	



PR-2 - Average Completed Interval

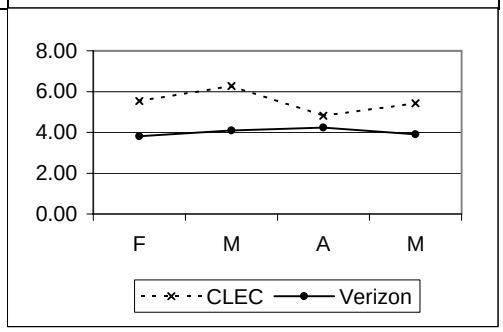
PR-2-01-3341	Av. Interval Completed - Total No Dispatch								Parity with Retail
	Eliminated as of 6/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	1.02	0.33	770	3	1.58	0.91	0.75	YES	
Mar-02	0.26	2.25	3022	4	1.18	0.59	-3.37	SSST	
Apr-02	1.47	1.00	567	2	1.53	1.08	0.43	YES	
May-02	1.43	4.00	512	3	1.67	0.97	-2.66	SSST	



2-Wire Digital Services cont...

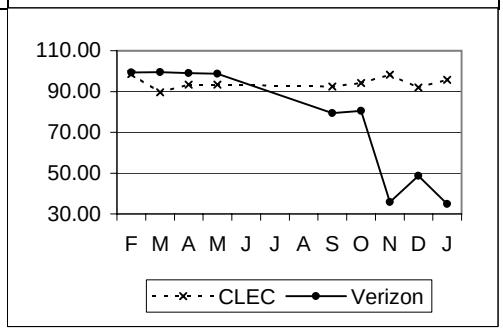
PR-2 - Average Completed Interval cont...

PR-2-02-3341	Av. Interval Completed - Total Dispatch								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**3.81**	**5.53**	280	68	2.95	0.40	-4.31	NO	
Mar-02	**4.09**	**6.27**	310	63	2.82	0.39	-5.59	NO	
Apr-02	**4.23**	**4.81**	331	73	4.74	0.61	-0.95	YES	
May-02	**3.91**	**5.42**	295	12	2.67	0.79	-1.92	SSST	



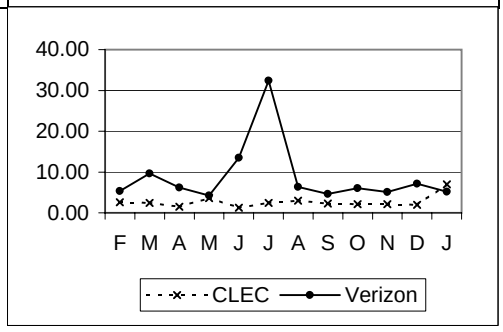
PR-3 - Completed within X Days

PR-3-10-3341	% Completed in 6 Days (1-5 Lines - Total)								Parity with VADI
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**99.39**	**98.59**	823	71		0.96	-0.83	YES	
Mar-02	**99.54**	**89.55**	3074	67		0.84	-11.95	NO	
Apr-02	**99.06**	**93.33**	640	75		1.18	-4.87	SSST	
May-02	**98.69**	**93.33**	535	15		2.98	-1.80	SSST	
Sep-02	**79.45**	**92.42**	876	66		5.16	3.00	YES	
Oct-02	**80.56**	**94.12**	612	85		4.58	3.59	YES	
Nov-02	**35.79**	**98.31**	799	59		6.47	>5.00	YES	
Dec-02	**48.71**	**91.89**	659	74		6.13	>5.0000	YES	
Jan-03	**34.80**	**95.74**	750	47		7.16	>5.0000	YES	



PR-4 - Missed Appointments

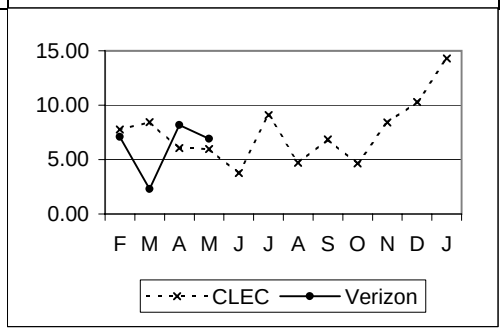
PR-4-02-3341	Average Delay Days - Total								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**5.34**	**2.60**	97	5	5.95	2.73	1.00	YES	
Mar-02	**9.65**	**2.42**	62	12	36.41	11.48	0.63	YES	
Apr-02	**6.23**	**1.50**	75	4	10.04	5.15	0.92	YES	
May-02	**4.26**	**3.63**	38	8	4.64	1.80	0.35	YES	
Jun-02	**13.51**	**1.25**	78	4	51.94	26.63	0.46	YES	
Jul-02	**32.37**	**2.45**	59	11	132.10	43.38	0.69	YES	
Aug-02	**6.35**	**3.00**	79	4	13.51	6.92	0.48	YES	
Sep-02	**4.62**	**2.29**	117	7	15.28	5.95	0.39	YES	
Oct-02	**6.02**	**2.13**	111	8	6.77	2.48	1.57	YES	
Nov-02	**5.09**	**2.10**	89	10	7.40	2.47	1.21	YES	
Dec-02	**7.11**	**2.00**	89	12	9.52	2.93	1.75	YES	
Jan-03	**5.15**	**7.00**	143	4	10.79	5.47	Not Required		



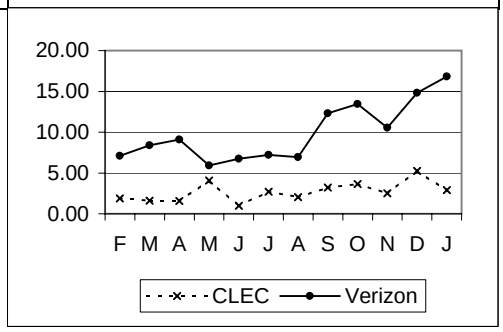
2-Wire Digital Services cont...

PR-4 - Missed Appointments cont...

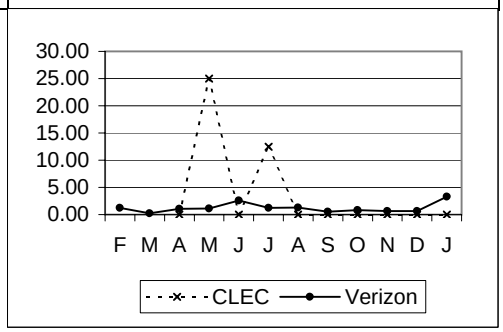
PR-4-03-3341	% Missed Appointment - Customer								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**7.08**	**7.76**							
Mar-02	**2.28**	**8.45**							
Apr-02	**8.18**	**6.06**							
May-02	**6.90**	**5.97**							
Jun-02		**3.77**		106					
Jul-02		**9.09**		132					
Aug-02		**4.72**		106					
Sep-02		**6.86**		102					
Oct-02		**4.65**		129					
Nov-02		**8.42**		95					
Dec-02		**10.28**		107					
Jan-03		**14.29**		77					



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*	
Feb-02	**7.09**	**1.87**	550	107		2.71	1.92	YES	
Mar-02	**8.38**	**1.60**	537	125		2.75	2.46	YES	
Apr-02	**9.09**	**1.57**	561	127		2.82	2.66	YES	
May-02	**5.92**	**4.07**	507	123		2.37	0.78	YES	
Jun-02	**6.74**	**1.00**	682	100		2.68	3.01	YES	
Jul-02	**7.20**	**2.70**	528	111		2.70	2.15	YES	
Aug-02	**6.94**	**2.04**	821	98		2.72	2.38	YES	
Sep-02	**12.30**	**3.23**	854	93		3.59	3.19	YES	
Oct-02	**13.44**	**3.64**	707	110		3.50	3.50	YES	
Nov-02	**10.55**	**2.50**	739	80		3.62	2.91	YES	
Dec-02	**14.84**	**5.26**	566	95		3.94	2.96	YES	
Jan-03	**16.84**	**2.90**	671	69		4.73	3.80	YES	



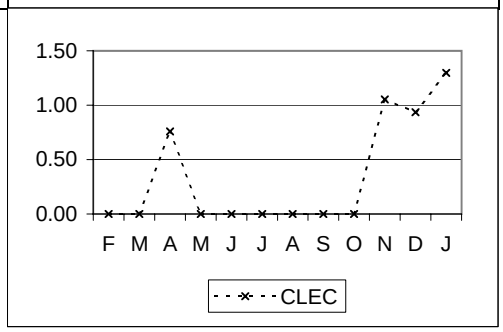
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**1.23**	**#N/A**	812						
Mar-02	**0.23**	**#N/A**	3038						
Apr-02	**1.04**	**0.00**	579	2		7.19	0.14	YES	
May-02	**1.13**	**25.00**	533	4		5.30	-4.50	SSST	
Jun-02	**2.61**	**0.00**	460	1		15.96	5000000.00	YES	
Jul-02	**1.23**	**12.50**	487	8		3.93	-1.23	YES	
Aug-02	**1.32**	**0.00**	604	3		6.61	5000000.00	YES	
Sep-02	**0.55**	**0.00**	543	1		7.40	SS		
Oct-02	**0.84**	**0.00**	475	3		5.29	SS		
Nov-02	**0.67**	**0.00**	445	4		4.11	SS		
Dec-02	**0.64**	**0.00**	468	4		4.01	SS		
Jan-03	**3.31**	**0.00**	483	1		17.91	SS		



2-Wire Digital Services cont...

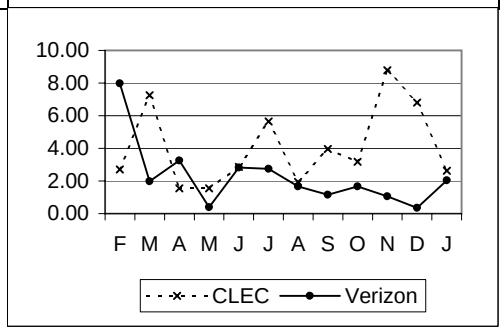
PR-4 - Missed Appointments cont...

PR-4-08-3341	% Missed Appt. - Customer - Late Order Conf.								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02		**0.00**		116					
Mar-02		**0.00**		142					
Apr-02		**0.76**		132					
May-02		**0.00**		134					
Jun-02		**0.00**		106					
Jul-02		**0.00**		132					
Aug-02		**0.00**		106					
Sep-02		**0.00**		102					
Oct-02		**0.00**		129					
Nov-02		**1.05**		95					
Dec-02		**0.93**		107					
Jan-03		**1.30**		77					



PR-5 - Facility Missed Orders

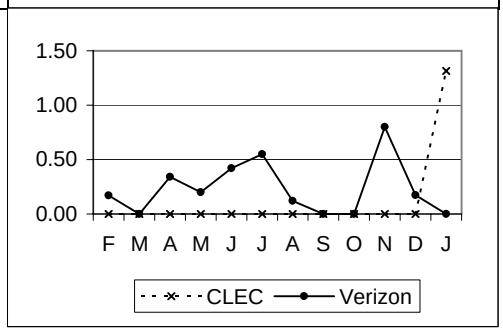
PR-5-01-3341	% Missed Appointment - Verizon Facilities								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**7.99**	**2.70**	601	111		2.80	1.89	YES	
Mar-02	**1.99**	**7.25**	552	138		1.33	-3.96	NO	
Apr-02	**3.26**	**1.54**	583	130		1.72	1.00	YES	
May-02	**0.39**	**1.54**	510	130		0.61	-1.88	SSST	
Jun-02	**2.82**	**2.86**	708	105		1.73	0.22	YES	
Jul-02	**2.75**	**5.65**	545	124		1.63	-1.78	NO	
Aug-02	**1.67**	**1.94**	836	103		1.34	0.10	YES	
Sep-02	**1.16**	**3.96**	865	101		1.13	-1.65	SSST	
Oct-02	**1.66**	**3.17**	721	126		1.23	-0.83	YES	
Nov-02	**1.07**	**8.79**	750	91		1.14	-3.75	NO	
Dec-02	**0.35**	**6.80**	570	103		0.63	-3.91	SSST	
Jan-03	**2.04**	**2.63**	687	76		1.71	-0.04	YES	



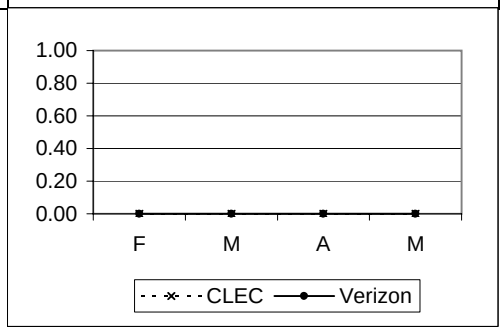
2-Wire Digital Services cont...

PR-5 - Facility Missed Orders cont...

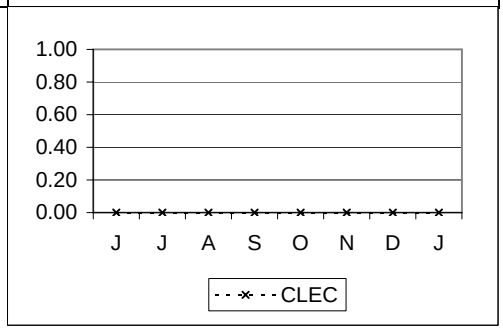
PR-5-02-3341	% Orders Held for Facilities > 15 Days								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.17**	**0.00**	601	111		0.43	0.40	YES	
Mar-02	**0.00**	**0.00**	552	138		0.00			
Apr-02	**0.34**	**0.00**	583	130		0.56	0.60	YES	
May-02	**0.20**	**0.00**	510	130		0.44	0.46	YES	
Jun-02	**0.42**	**0.00**	708	105		0.68	5000000.00	YES	
Jul-02	**0.55**	**0.00**	545	124		0.74	5000000.00	YES	
Aug-02	**0.12**	**0.00**	836	103		0.36	5000000.00	YES	
Sep-02	**0.00**	**0.00**	865	101		0.00	0.00	YES	
Oct-02	**0.00**	**0.00**	721	126		0.00	0.00	YES	
Nov-02	**0.80**	**0.00**	750	91		0.99	>5.00	YES	
Dec-02	**0.18**	**0.00**	570	103		0.45	>5.0000	YES	
Jan-03	**0.00**	**1.32**	687	76		0.00	-1.28	YES	



PR-5-03-3341	% Orders Held for Facilities > 60 Days								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.00**	**0.00**	601	111		0.00			
Mar-02	**0.00**	**0.00**	552	138		0.00			
Apr-02	**0.00**	**0.00**	583	130		0.00			
May-02	**0.00**	**0.00**	510	130		0.00			



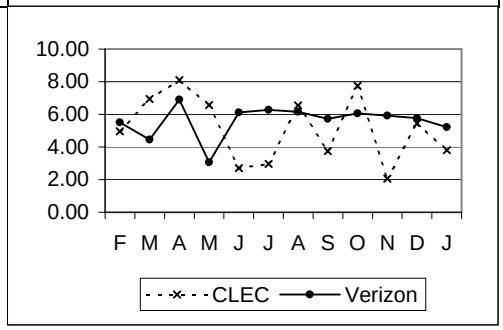
PR-5-04-3341	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities								No Standard
	Parity with Retail ISDN (2 Wire Digital)								
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02		**0.00**		100					
Jul-02		**0.00**		118					
Aug-02		**0.00**		100					
Sep-02		**0.00**		94					
Oct-02		**0.00**		118					
Nov-02		**0.00**		84					
Dec-02		**0.00**		91					
Jan-03		**0.00**		65					



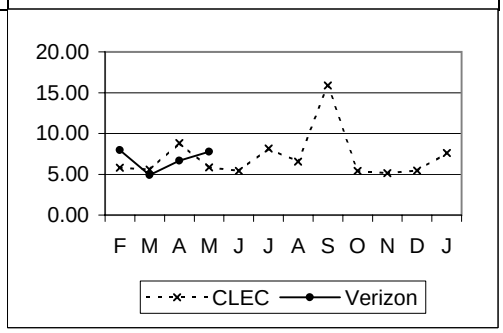
2-Wire Digital Services cont...

PR-6 - Installation Quality

PR-6-01-3341	% Install. Troubles Reported within 30 Days								Parity with Retail POTS Disp
	Parity with Retail POTS Dispatch								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**5.51**	**4.96**	490	121		2.32	0.24	YES	
Mar-02	**4.45**	**6.94**	449	144		1.98	-1.26	YES	
Apr-02	**6.90**	**8.09**	449	136		2.48	-0.48	YES	
May-02	**3.07**	**6.57**	424	137		1.69	-2.07	NO	
Jun-02	**6.12**	**2.70**	26041	111		2.28	1.87	YES	
Jul-02	**6.28**	**2.96**	27257	135		2.09	1.92	YES	
Aug-02	**6.16**	**6.54**	29245	107		2.33	-0.16	YES	
Sep-02	**5.72**	**3.74**	28322	107		2.25	1.11	YES	
Oct-02	**6.05**	**7.75**	26673	129		2.10	-0.66	YES	
Nov-02	**5.93**	**2.06**	22178	97		2.40	2.07	YES	
Dec-02	**5.76**	**5.45**	22395	110		2.23	0.29	YES	
Jan-03	**5.21**	**3.80**	25431	79		2.50	0.79	YES	

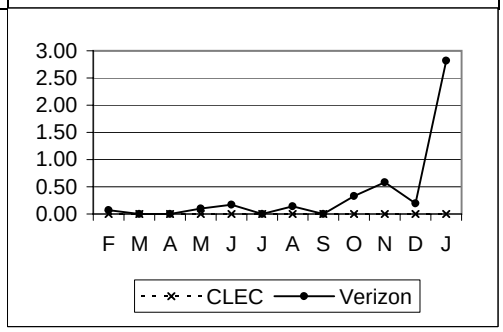


PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**7.96**	**5.79**	490	121		2.75	0.79		
Mar-02	**4.90**	**5.56**	449	144		2.07	-0.32		
Apr-02	**6.68**	**8.82**	449	136		2.44	-0.88		
May-02	**7.78**	**5.84**	424	137		2.63	0.74		
Jun-02		**5.41**		111					
Jul-02		**8.15**		135					
Aug-02		**6.54**		107					
Sep-02		**15.89**		107					
Oct-02		**5.43**		129					
Nov-02		**5.15**		97					
Dec-02		**5.45**		110					
Jan-03		**7.59**		79					

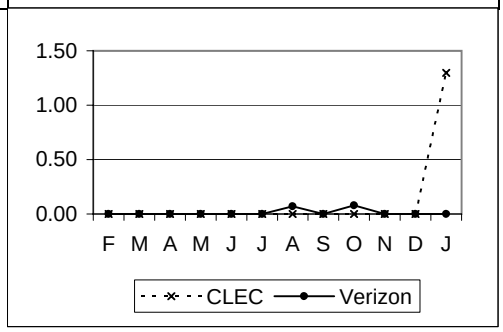


PR-8 - Open Orders in a Hold Status

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*	
Feb-02	**0.07**	**0.00**	1413	116		0.26	0.27	YES	
Mar-02	**0.00**	**0.00**	3590	142		0.00			
Apr-02	**0.00**	**0.00**	1162	132		0.00			
May-02	**0.10**	**0.00**	1043	134		0.29	0.34	YES	
Jun-02	**0.17**	**0.00**	1168	106		0.42	5000000.00	YES	
Jul-02	**0.00**	**0.00**	1032	132		0.00	0.00	YES	
Aug-02	**0.14**	**0.00**	1440	106		0.38	5000000.00	YES	
Sep-02	**0.00**	**0.00**	1408	102		0.00	0.00	YES	
Oct-02	**0.33**	**0.00**	1196	129		0.53	>5.00	YES	
Nov-02	**0.59**	**0.00**	1195	95		0.81	>5.00	YES	
Dec-02	**0.19**	**0.00**	1038	107		0.44	>5.0000	YES	
Jan-03	**2.82**	**0.00**	1170	77		1.95	>5.0000	YES	



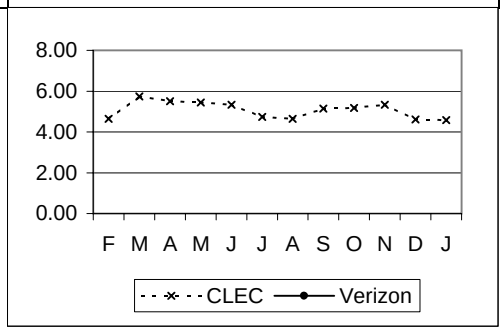
2-Wire Digital Services cont...									
PR-8 - Open Orders in a Hold Status cont...									
PR-8-02-3341	Open Orders in a Hold Status > 90 Days								Parity with Retail
	Parity with Retail ISDN (2 Wire Digital)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.00**	**0.00**	1413	116		0.00			
Mar-02	**0.00**	**0.00**	3590	142		0.00			
Apr-02	**0.00**	**0.00**	1162	132		0.00			
May-02	**0.00**	**0.00**	1043	134		0.00			
Jun-02	**0.00**	**0.00**	1168	106		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	1032	132		0.00	0.00	YES	
Aug-02	**0.07**	**0.00**	1440	106		0.27	5000000.00	YES	
Sep-02	**0.00**	**0.00**	1408	102		0.00	0.00	YES	
Oct-02	**0.08**	**0.00**	1196	129		0.26	>5.00	YES	
Nov-02	**0.00**	**0.00**	1195	95		0.00	0.00	YES	
Dec-02	**0.00**	**0.00**	1038	107		0.00	0.00	YES	
Jan-03	**0.00**	**1.30**	1170	77		0.00	-1.54	YES	



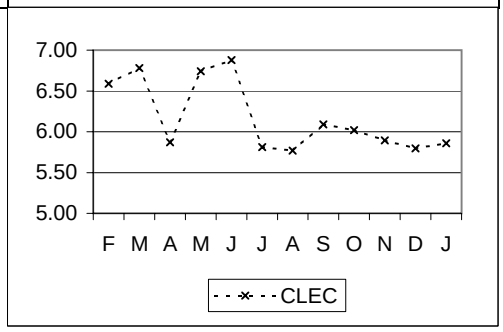
2-Wire xDSL Loops

PR-1 - Average Interval Offered

PR-1-01-3342	Av. Interval Offered - Total No Dispatch								No Standard. See Published Interval
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02		4.64		22					
Mar-02		5.74		19					
Apr-02		5.50		14					
May-02		5.44		16					
Jun-02		5.33		9					
Jul-02		4.73		11					
Aug-02		4.65		17					
Sep-02		5.14		14					
Oct-02		5.17		12					
Nov-02		5.33		9					
Dec-02		4.61		33					
Jan-03		4.59		34					

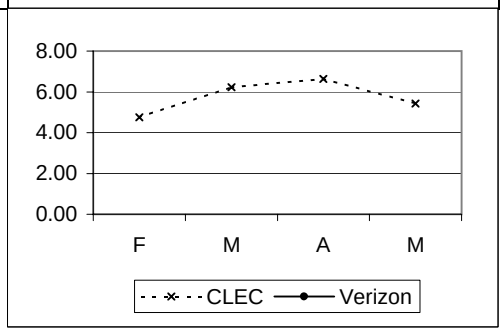


PR-1-02-3342	Av. Interval Offered - Total Dispatch								No Standard. See Published Interval
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02		6.59		187					
Mar-02		6.78		288					
Apr-02		5.87		263					
May-02		6.74		206					
Jun-02		6.88		195					
Jul-02		5.81		268					
Aug-02		5.77		306					
Sep-02		6.09		233					
Oct-02		6.02		259					
Nov-02		5.89		233					
Dec-02		5.80		212					
Jan-03		5.86		201					

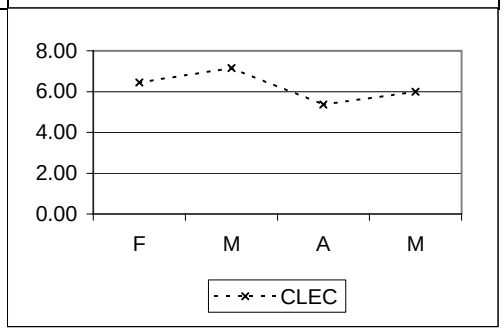


PR-2 - Average Completed Interval

PR-2-01-3342	Av. Interval Completed - Total No Dispatch								No Standard
	Eliminated as of 6/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02		4.76		17					
Mar-02		6.23		13					
Apr-02		6.64		11					
May-02		5.42		12					



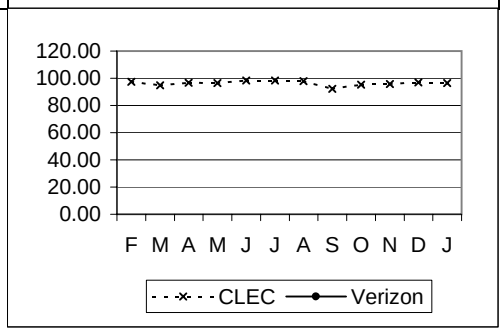
2-Wire xDSL Loops cont...									
PR-2 - Average Completed Interval cont...									
PR-2-02-3342	Av. Interval Completed - Total Dispatch								No Standard
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02		**6.44**		170					
Mar-02		**7.15**		259					
Apr-02		**5.36**		239					
May-02		**5.99**		184					



2-Wire xDSL Loops cont...

PR-3 - Completed within X Days

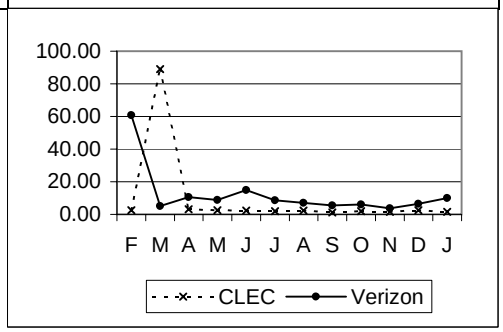
PR-3-10-3342	% Completed in 6 Days (1-5 Lines - Total)								95%
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02		**97.33**		187				YES	
Mar-02		**94.85**		272				NO	
Apr-02		**96.80**		250				YES	
May-02		**96.43**		196				YES	
Jun-02		**98.33**		180				YES	
Jul-02		**98.37**		245				YES	
Aug-02		**97.92**		288				YES	
Sep-02		**92.20**		218				NO	
Oct-02		**95.26**		232				YES	
Nov-02		**95.75**		212				YES	
Dec-02		**97.04**		203				YES	
Jan-03		**96.48**		199				YES	



PR-3-11-3342	% Completed in 9 Days (1-5 Lines - Total)								95%
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02		**99.21**		378				YES	

PR-4 - Missed Appointments

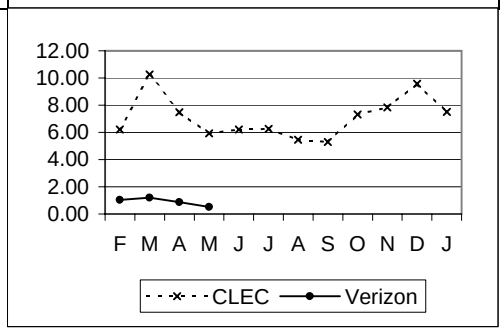
PR-4-02-3342	Average Delay Days - Total								Parity with Retail Specials(DS0)
	Parity with Retail Specials DS0								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**60.75**	**2.50**	44	6	138.57	60.30	0.97	YES	
Mar-02	**5.17**	**89.09**	47	11	5.59	1.87	-44.82	SSST	
Apr-02	**10.55**	**3.17**	51	6	30.10	12.99	0.57	YES	
May-02	**8.88**	**2.56**	56	9	20.61	7.40	0.85	YES	
Jun-02	**15.00**	**2.43**	38	7	36.81	15.14	0.83	YES	
Jul-02	**8.58**	**2.00**	69	6	17.21	7.33	0.90	YES	
Aug-02	**7.10**	**2.44**	58	9	8.32	2.98	1.56	YES	
Sep-02	**5.42**	**1.17**	191	12	4.34	1.29	3.29	YES	
Oct-02	**6.13**	**2.00**	107	14	9.11	2.59	1.60	YES	
Nov-02	**3.73**	**1.55**	64	11	4.66	1.52	1.44	YES	
Dec-02	**6.50**	**2.58**	153	12	11.76	3.52	1.11	YES	
Jan-03	**10.01**	**1.50**	75	14	30.66	8.93	0.95	YES	



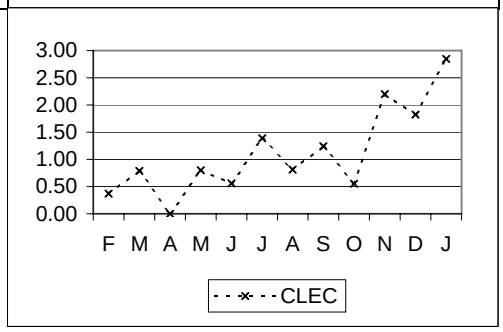
2-Wire xDSL Loops cont...

PR-4 - Missed Appointments cont...

PR-4-03-3342	% Missed Appointment - Customer								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**1.04**	**6.22**							
Mar-02	**1.20**	**10.25**							
Apr-02	**0.86**	**7.48**							
May-02	**0.52**	**5.93**							
Jun-02		**6.22**		386					
Jul-02		**6.25**		384					
Aug-02		**5.46**		403					
Sep-02		**5.29**		359					
Oct-02		**7.32**		396					
Nov-02		**7.83**		332					
Dec-02		**9.57**		376					
Jan-03		**7.51**		333					



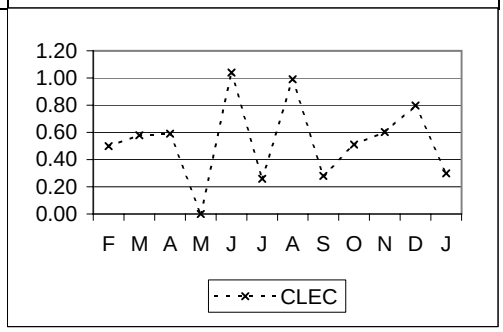
PR-4-04-3342	% Missed Appointment - Verizon - Dispatch								<=5%
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02		**0.37**		544				YES	
Mar-02		**0.79**		635				YES	
Apr-02		**0.00**		464				YES	
May-02		**0.80**		374				YES	
Jun-02		**0.56**		357				YES	
Jul-02		**1.39**		360				YES	
Aug-02		**0.81**		369				YES	
Sep-02		**1.24**		322				YES	
Oct-02		**0.55**		365				YES	
Nov-02		**2.20**		318				YES	
Dec-02		**1.82**		329				YES	
Jan-03		**2.85**		281				YES	



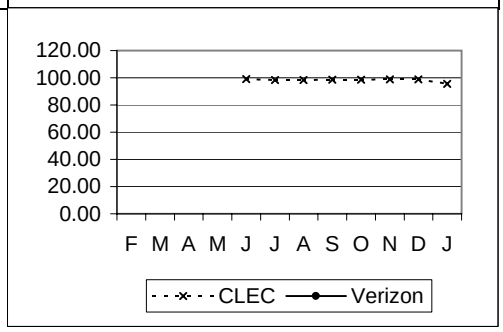
2-Wire xDSL Loops cont...

PR-4 - Missed Appointments cont...

PR-4-08-3342	% Missed Appt. - Customer - Late Order Conf.								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02		**0.50**		595					
Mar-02		**0.58**		693					
Apr-02		**0.59**		508					
May-02		**0.00**		405					
Jun-02		**1.04**		386					
Jul-02		**0.26**		384					
Aug-02		**0.99**		403					
Sep-02		**0.28**		359					
Oct-02		**0.51**		396					
Nov-02		**0.60**		332					
Dec-02		**0.80**		376					
Jan-03		**0.30**		333					



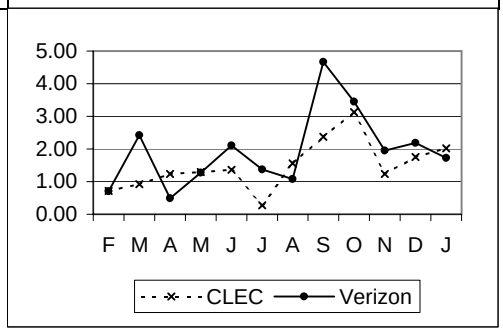
PR-4-14-3342	% Completed On Time [With Serial Number]								95%
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02		**#N/A**							
Mar-02		**#N/A**							
Apr-02		**#N/A**							
May-02		**#N/A**							
Jun-02		**99.09**		330				YES	
Jul-02		**98.31**		354				YES	
Aug-02		**98.43**		382				YES	
Sep-02		**98.69**		306				YES	
Oct-02		**98.64**		367				YES	
Nov-02		**98.75**		319				YES	
Dec-02		**98.85**		348				YES	
Jan-03		**95.55**		292				YES	



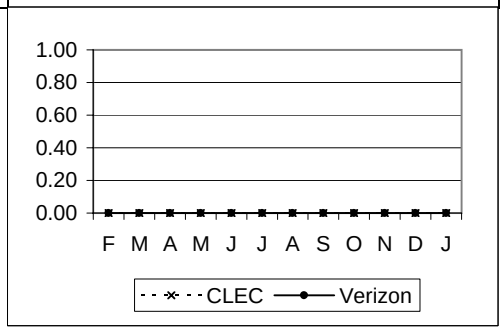
2-Wire xDSL Loops cont...

PR-5 - Facility Missed Orders

PR-5-01-3342	% Missed Appointment - Verizon Facilities								Parity with VADI
	Parity with VADI Line Sharing								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.71**	**0.72**	560	556		0.50	-0.02	YES	
Mar-02	**2.42**	**0.92**	621	655		0.86	1.74	YES	
Apr-02	**0.49**	**1.24**	608	484		0.43	-1.76	SSST	
May-02	**1.27**	**1.29**	631	388		0.72	-0.03	YES	
Jun-02	**2.11**	**1.36**	616	369		0.95	1.11	YES	
Jul-02	**1.37**	**0.27**	655	367		0.76	2.28	YES	
Aug-02	**1.08**	**1.56**	927	384		0.63	-0.77	YES	
Sep-02	**4.67**	**2.37**	943	337		1.34	2.08	YES	
Oct-02	**3.45**	**3.13**	638	383		1.18	0.44	YES	
Nov-02	**1.95**	**1.24**	666	323		0.94	1.08	YES	
Dec-02	**2.18**	**1.76**	1053	341		0.91	0.68	YES	
Jan-03	**1.72**	**2.02**	1509	297		0.83	-0.17	YES	



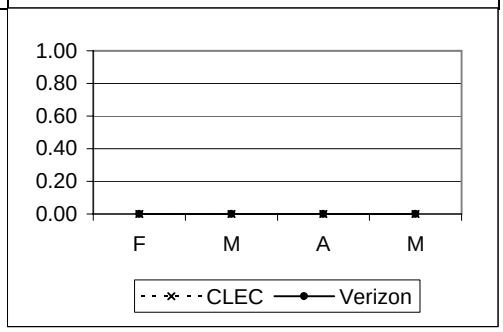
PR-5-02-3342	% Orders Held for Facilities > 15 Days								Parity with VADI
	Parity with VADI Line Sharing								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.00**	**0.00**	560	556		0.00			
Mar-02	**0.00**	**0.00**	621	655		0.00			
Apr-02	**0.00**	**0.00**	608	484		0.00			
May-02	**0.00**	**0.00**	631	388		0.00			
Jun-02	**0.00**	**0.00**	616	369		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	655	367		0.00	0.00	YES	
Aug-02	**0.00**	**0.00**	927	384		0.00	0.00	YES	
Sep-02	**0.00**	**0.00**	943	337		0.00	0.00	YES	
Oct-02	**0.00**	**0.00**	638	383		0.00	0.00	YES	
Nov-02	**0.00**	**0.00**	666	323		0.00	0.00	YES	
Dec-02	**0.00**	**0.00**	1053	341		0.00	0.00	YES	
Jan-03	**0.00**	**0.00**	1509	297		0.00	0.00	YES	



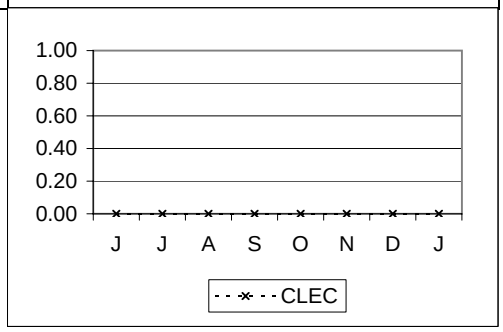
2-Wire xDSL Loops cont...

PR-5 - Facility Missed Orders cont...

PR-5-03-3342	% Orders Held for Facilities > 60 Days								Parity with VADI
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.00**	**0.00**	560	556		0.00			
Mar-02	**0.00**	**0.00**	621	655		0.00			
Apr-02	**0.00**	**0.00**	608	484		0.00			
May-02	**0.00**	**0.00**	631	388		0.00			

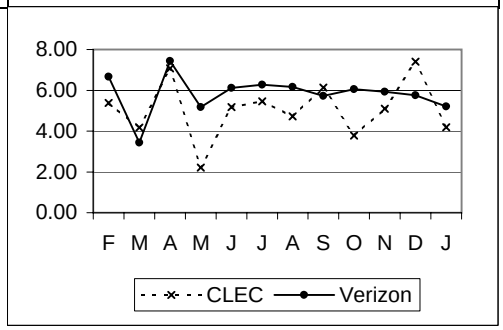


PR-5-04-3342	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities								No Standard
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02		**0.00**		349					
Jul-02		**0.00**		348					
Aug-02		**0.00**		369					
Sep-02		**0.00**		329					
Oct-02		**0.00**		346					
Nov-02		**0.00**		300					
Dec-02		**0.00**		328					
Jan-03		**0.00**		305					



PR-6 - Installation Quality

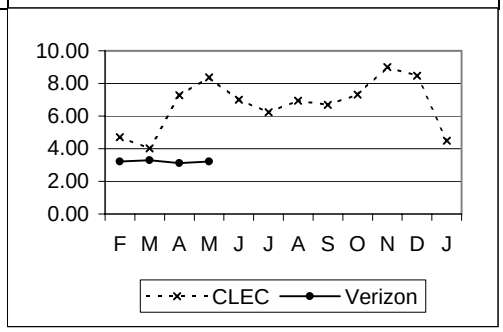
PR-6-01-3342	% Install. Troubles Reported within 30 Days								Parity with Retail POTS Disp
	Parity with Retail POTS Dispatch								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**6.66**	**5.38**	27778	595		1.03	1.24	YES	
Mar-02	**3.44**	**4.17**	28992	695		0.70	-1.05	YES	
Apr-02	**7.43**	**7.07**	28898	509		1.17	0.31	YES	
May-02	**5.18**	**2.22**	26872	406		1.11	2.67	YES	
Jun-02	**6.12**	**5.18**	26041	386		1.23	0.77	YES	
Jul-02	**6.28**	**5.45**	27257	385		1.24	0.66	YES	
Aug-02	**6.16**	**4.71**	29245	403		1.21	1.20	YES	
Sep-02	**5.72**	**6.13**	28322	359		1.23	-0.25	YES	
Oct-02	**6.05**	**3.78**	26673	397		1.21	2.11	YES	
Nov-02	**5.93**	**5.11**	22178	333		1.30	0.74	YES	
Dec-02	**5.76**	**7.41**	22395	378		1.21	-1.23	YES	
Jan-03	**5.21**	**4.19**	25431	334		1.22	0.96	YES	



2-Wire xDSL Loops cont...

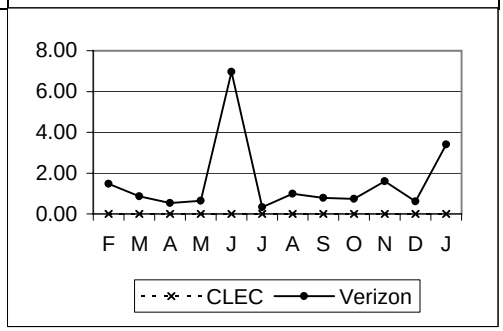
PR-6 - Installation Quality cont...

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*	
Feb-02	**3.21**	**4.71**	106875	595		0.72	-2.06		
Mar-02	**3.30**	**4.03**	115672	695		0.68	-1.07		
Apr-02	**3.12**	**7.27**	114542	509		0.77	-5.37		
May-02	**3.21**	**8.37**	114536	406		0.88	-5.89		
Jun-02		**6.99**		386					
Jul-02		**6.23**		385					
Aug-02		**6.95**		403					
Sep-02		**6.69**		359					
Oct-02		**7.30**		397					
Nov-02		**9.01**		333					
Dec-02		**8.47**		378					
Jan-03		**4.49**		334					

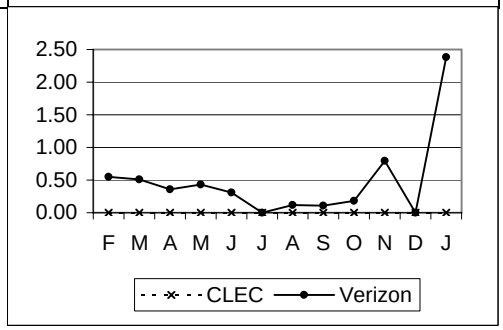


PR-8 - Open Orders in a Hold Status

PR-8-01-3342	Open Orders in a Hold Status > 30 Days								Parity with Retail
	Parity with Retail Specials DS0								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**1.47**	**0.00**	543	595		0.71	2.06	YES	
Mar-02	**0.86**	**0.00**	584	693		0.52	1.66	YES	
Apr-02	**0.54**	**0.00**	555	508		0.45	1.20	YES	
May-02	**0.65**	**0.00**	464	405		0.55	1.19	YES	
Jun-02	**6.97**	**0.00**	646	386		1.64	5000000.00	YES	
Jul-02	**0.33**	**0.00**	909	384		0.35	5000000.00	YES	
Aug-02	**0.99**	**0.00**	806	403		0.60	5000000.00	YES	
Sep-02	**0.79**	**0.00**	881	359		0.55	>5.00	YES	
Oct-02	**0.73**	**0.00**	1101	396		0.50	>5.00	YES	
Nov-02	**1.59**	**0.00**	502	332		0.89	>5.00	YES	
Dec-02	**0.61**	**0.00**	652	376		0.51	>5.0000	YES	
Jan-03	**3.40**	**0.00**	588	333		1.24	>5.0000	YES	



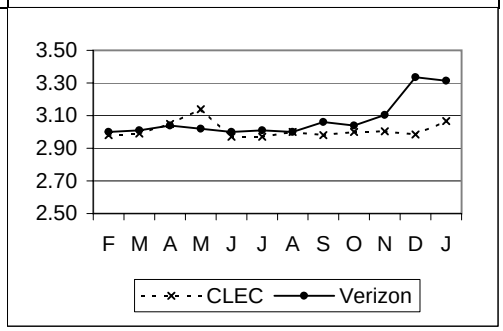
PR-8-02-3342	Open Orders in a Hold Status > 90 Days								Parity with Retail
	Parity with Retail Specials DS0								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.55**	**0.00**	543	595		0.44	1.25	YES	
Mar-02	**0.51**	**0.00**	584	693		0.40	1.27	YES	
Apr-02	**0.36**	**0.00**	555	508		0.37	0.98	YES	
May-02	**0.43**	**0.00**	464	405		0.44	0.97	YES	
Jun-02	**0.31**	**0.00**	646	386		0.36	5000000.00	YES	
Jul-02	**0.00**	**0.00**	909	384		0.00	0.00	YES	
Aug-02	**0.12**	**0.00**	806	403		0.21	5000000.00	YES	
Sep-02	**0.11**	**0.00**	881	359		0.21	>5.00	YES	
Oct-02	**0.18**	**0.00**	1101	396		0.25	>5.00	YES	
Nov-02	**0.80**	**0.00**	502	332		0.63	>5.00	YES	
Dec-02	**0.00**	**0.00**	652	376		0.00	0.00	YES	
Jan-03	**2.38**	**0.00**	588	333		1.05	>5.0000	YES	



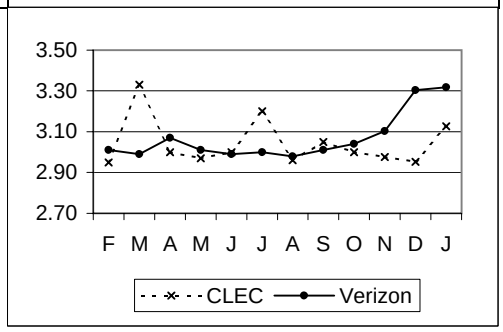
2-Wire xDSL Line Sharing

PR-1 - Average Interval Offered

PR-1-01-3343	Av. Interval Offered - Total No Dispatch							Parity with VADI
	Parity with VADI Line Sharing							
	Metric being reported effective 2/2002							
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
Feb-02	**3.00**	**2.98**	4055	144	1.08	0.09	0.22	YES
Mar-02	**3.01**	**2.99**	4692	173	0.79	0.06	0.33	YES
Apr-02	**3.04**	**3.05**	4378	208	0.44	0.03	-0.32	YES
May-02	**3.02**	**3.14**	4356	223	0.28	0.02	-6.24	NO
Jun-02	**3.00**	**2.97**	4199	191	0.23	0.02	1.76	YES
Jul-02	**3.01**	**2.97**	4682	297	0.25	0.01	2.67	YES
Aug-02	**3.00**	**3.00**	6387	243	0.20	0.01	0.00	YES
Sep-02	**3.06**	**2.98**	6267	324	0.73	0.04	1.92	YES
Oct-02	**3.04**	**3.00**	4458	419	0.43	0.02	1.82	YES
Nov-02	**3.10**	**3.00**	4410	420	0.51	0.03	3.78	YES
Dec-02	**3.33**	**2.98**	6904	317	1.09	0.06	5.57	YES
Jan-03	**3.31**	**3.07**	7417	312	0.87	0.05	4.90	YES

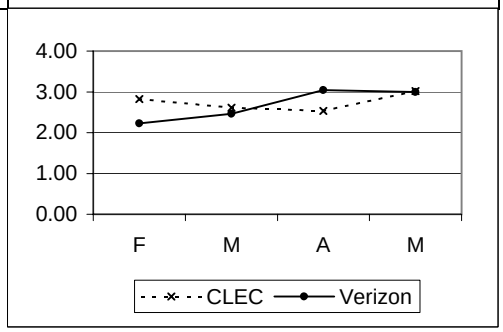


PR-1-02-3343	Av. Interval Offered - Total Dispatch							Parity with VADI
	Parity with VADI Line Sharing							
	Metric being reported effective 2/2002							
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
Feb-02	**3.01**	**2.95**	559	19	0.59	0.14	0.44	YES
Mar-02	**2.99**	**3.33**	624	36	0.21	0.04	-9.45	NO
Apr-02	**3.07**	**3.00**	608	57	0.62	0.09	0.82	YES
May-02	**3.01**	**2.97**	621	66	0.20	0.03	1.54	YES
Jun-02	**2.99**	**3.00**	587	35	0.11	0.02	-0.52	YES
Jul-02	**3.00**	**3.20**	623	59	0.17	0.02	-8.64	NO
Aug-02	**2.98**	**2.96**	931	68	0.15	0.02	1.06	YES
Sep-02	**3.01**	**3.05**	956	75	0.33	0.04	-1.01	YES
Oct-02	**3.04**	**3.00**	637	67	0.42	0.05	0.74	YES
Nov-02	**3.10**	**2.98**	669	83	0.49	0.06	2.22	YES
Dec-02	**3.30**	**2.95**	1036	42	1.08	0.17	2.07	YES
Jan-03	**3.32**	**3.13**	1330	63	0.83	0.11	1.79	YES



PR-2 - Average Completed Interval

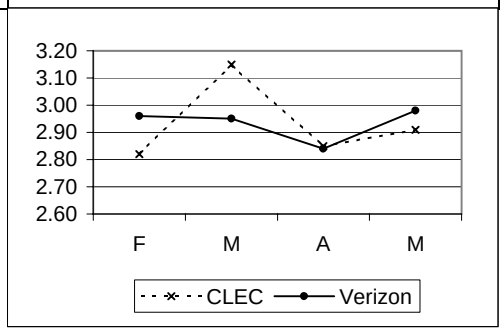
PR-2-01-3343	Av. Interval Completed - Total No Dispatch							Parity with VADI
	Eliminated as of 6/2002							
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
Feb-02	**2.23**	**2.82**	3690	130	1.22	0.11	-5.42	NO
Mar-02	**2.46**	**2.61**	4312	155	0.99	0.08	-1.85	NO
Apr-02	**3.04**	**2.53**	4040	150	0.48	0.04	12.78	YES
May-02	**3.00**	**3.02**	4038	171	0.26	0.02	-0.99	YES



2-Wire xDSL Line Sharing cont...

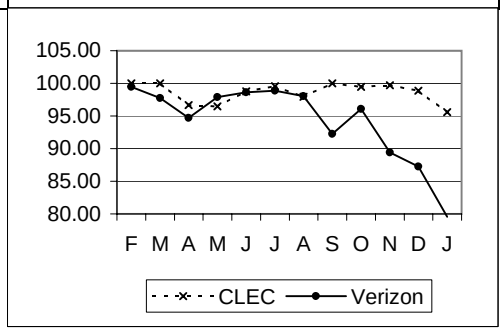
PR-2 - Average Completed Interval cont...

PR-2-02-3343	Av. Interval Completed - Total Dispatch								Parity with VADI
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**2.96**	**2.82**	507	17	0.87	0.21	0.65	YES	
Mar-02	**2.95**	**3.15**	558	33	0.42	0.08	-2.66	NO	
Apr-02	**2.84**	**2.85**	565	52	0.64	0.09	-0.11	YES	
May-02	**2.98**	**2.91**	564	57	0.27	0.04	1.87	YES	

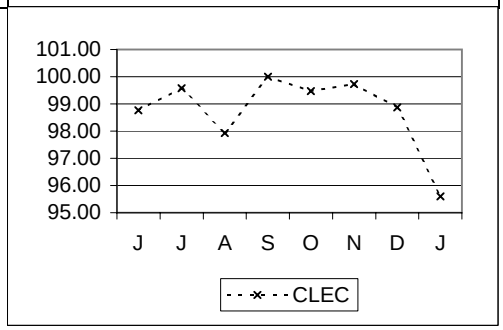


PR-3 - Completed within X Days

PR-3-03-3343	% Completed in 3 Days (1-5 Lines - No Dispatch)								Parity with VADI
	Metric being reported effective 2/2002. Metric reported with two standards: Parity with Retail or 95% within 3 Business Days								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**99.46**	**100.00**	3690	130		0.65	0.83	YES	
Mar-02	**97.75**	**100.00**	4312	155		1.21	1.86	YES	
Apr-02	**94.70**	**96.67**	4040	150		1.86	1.06	YES	
May-02	**97.87**	**96.49**	4038	171		1.13	-1.22	YES	
Jun-02	**98.62**	**98.77**	3766	162		0.94	0.41	YES	
Jul-02	**98.89**	**99.58**	4236	238		0.70	1.46	YES	
Aug-02	**98.03**	**97.93**	5731	193		1.02	0.08	YES	
Sep-02	**92.24**	**100.00**	5530	276		1.65	>5.00	YES	
Oct-02	**96.06**	**99.47**	3906	379		1.05	4.36	YES	
Nov-02	**89.43**	**99.73**	3880	371		1.67	>5.00	YES	
Dec-02	**87.24**	**98.88**	6166	267		2.09	>5.0000	YES	
Jan-03	**79.58**	**95.60**	6494	250		2.60	>5.0000	YES	



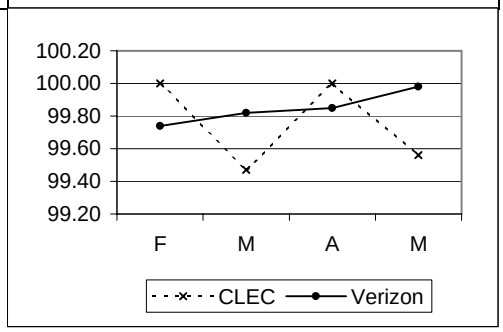
PR-3-03-3343a	% Completed in 3 Days (1-5 Lines - No Dispatch)								95% within 3 Business Days
	Metric being reported effective 6/2002. Metric reported with two standards: Parity with Retail or 95% within 3 Business Days								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02		**98.77**		162				YES	
Jul-02		**99.58**		238				YES	
Aug-02		**97.93**		193				YES	
Sep-02		**100.00**		276				YES	
Oct-02		**99.47**		379				YES	
Nov-02		**99.73**		371				YES	
Dec-02		**98.88**		267				YES	
Jan-03		**95.60**		250				YES	



2-Wire xDSL Line Sharing cont...

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

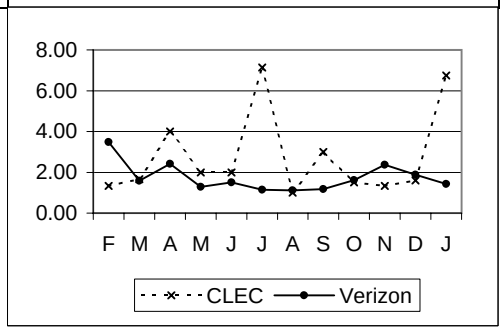
PR-3-10-3343	% Completed in six (6) Days one (1) to five (5) Lines - Total								Parity with VADI
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**99.74**	**100.00**	4197	147		0.43	0.61	YES	
Mar-02	**99.82**	**99.47**	4870	188		0.32	-1.11	YES	
Apr-02	**99.85**	**100.00**	4605	202		0.28	0.54	YES	
May-02	**99.98**	**99.56**	4602	228		0.10	-4.38	SSST	



PR-3-11-3343	% Completed in nine (9) Days one (1) to five (5) Lines - Total								Parity with VADI
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**99.90**	**100.00**	4201	176		0.24	0.41	YES	

PR-4 - Missed Appointments

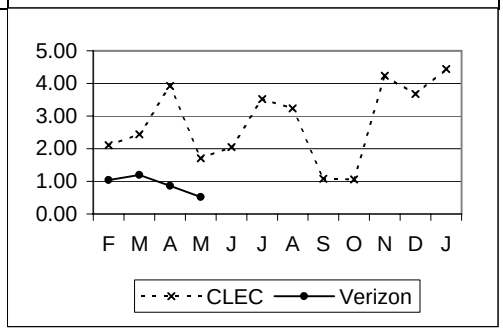
PR-4-02-3343	Average Delay Days - Total								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**3.48**	**1.33**	25	3	5.42	3.31	0.65	YES	
Mar-02	**1.58**	**1.67**	112	3	1.35	0.79	-0.11	YES	
Apr-02	**2.41**	**4.00**	51	2	5.81	4.19	-0.38	YES	
May-02	**1.29**	**2.00**	55	2	1.17	0.84	-0.84	YES	
Jun-02	**1.50**	**2.00**	42	6	1.64	0.72	-0.70	YES	
Jul-02	**1.14**	**7.13**	43	8	0.64	0.25	-24.31	SSST	
Aug-02	**1.11**	**1.00**	124	2	0.41	0.29	0.38	YES	
Sep-02	**1.17**	**3.00**	471	3	0.55	0.32	Not Required		
Oct-02	**1.61**	**1.50**	80	2	2.26	1.62	Not Required		
Nov-02	**2.37**	**1.33**	114	6	2.43	1.02	1.02	YES	
Dec-02	**1.88**	**1.60**	169	5	2.77	1.26	Not Required		
Jan-03	**1.43**	**6.75**	185	8	1.37	0.49	-10.79	SSST	



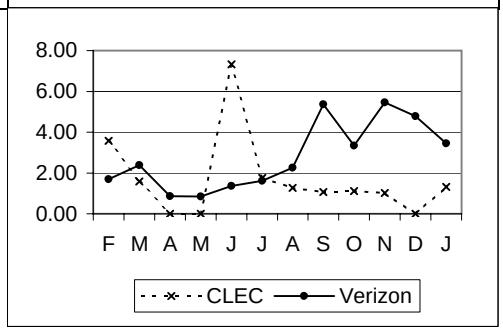
2-Wire xDSL Line Sharing cont...

PR-4 - Missed Appointments cont...

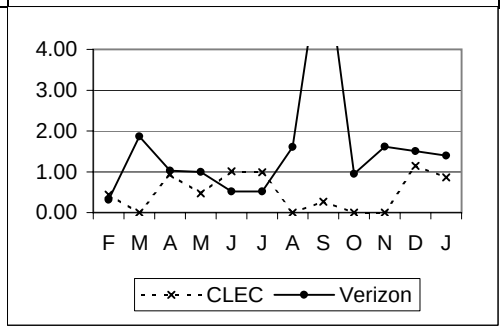
PR-4-03-3343	% Missed Appointment - Customer								No Standard
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**1.04**	**2.11**							
Mar-02	**1.20**	**2.44**							
Apr-02	**0.86**	**3.92**							
May-02	**0.52**	**1.71**							
Jun-02		**2.05**		244					
Jul-02		**3.52**		369					
Aug-02		**3.24**		340					
Sep-02		**1.08**		463					
Oct-02		**1.06**		567					
Nov-02		**4.23**		567					
Dec-02		**3.68**		408					
Jan-03		**4.44**		428					



PR-4-04-3343	% Missed Appointment - Verizon - Dispatch								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**1.69**	**3.57**	533	56		1.81	-1.04	YES	
Mar-02	**2.39**	**1.59**	587	63		2.02	0.40	YES	
Apr-02	**0.86**	**0.00**	583	85		1.07	0.80	YES	
May-02	**0.85**	**0.00**	591	70		1.16	0.73	YES	
Jun-02	**1.37**	**7.32**	583	41		1.88	-1.88	SSST	
Jul-02	**1.62**	**1.75**	617	57		1.75	0.32	YES	
Aug-02	**2.26**	**1.27**	884	79		1.75	0.98	YES	
Sep-02	**5.36**	**1.06**	877	94		2.44	2.48	YES	
Oct-02	**3.34**	**1.12**	598	89		2.04	1.63	YES	
Nov-02	**5.45**	**1.02**	642	98		2.46	2.56	YES	
Dec-02	**4.79**	**0.00**	1002	56		2.93	>5.0000	YES	
Jan-03	**3.45**	**1.32**	1448	76		2.15	1.47	YES	



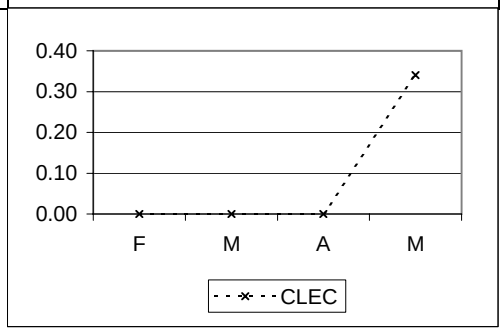
PR-4-05-3343	% Missed Appointment - Verizon - No Dispatch								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.31**	**0.44**	3854	229		0.38	-0.34	YES	
Mar-02	**1.87**	**0.00**	4442	222		0.93	2.01	YES	
Apr-02	**1.03**	**0.93**	4184	215		0.71	0.14	YES	
May-02	**1.00**	**0.47**	4182	213		0.70	0.76	YES	
Jun-02	**0.52**	**1.01**	4052	198		0.52	-0.55	YES	
Jul-02	**0.52**	**0.99**	4577	304		0.43	-0.72	YES	
Aug-02	**1.61**	**0.00**	5851	260		0.80	5000000.00	YES	
Sep-02	**6.64**	**0.27**	5719	366		1.34	>5.00	YES	
Oct-02	**0.95**	**0.00**	4005	471		0.47	>5.00	YES	
Nov-02	**1.62**	**0.00**	4081	461		0.62	>5.00	YES	
Dec-02	**1.51**	**1.15**	6497	349		0.67	0.74	YES	
Jan-03	**1.40**	**0.86**	7812	347		0.64	1.09	YES	



2-Wire xDSL Line Sharing cont...

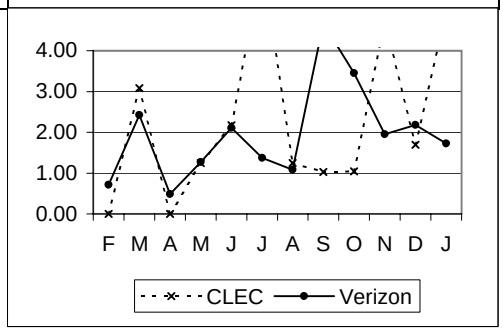
PR-4 - Missed Appointments cont...

PR-4-08-3343	% Missed Appt. - Customer - Due to Late Order Confirmation								No Standard 1
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02		**0.00**		285					
Mar-02		**0.00**		287					
Apr-02		**0.00**		306					
May-02		**0.34**		293					

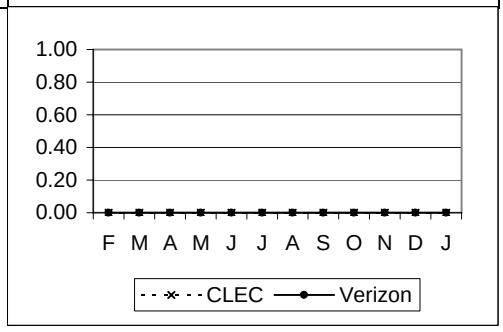


PR-5 - Facility Missed Orders

PR-5-01-3343	% Missed Appointment - Verizon Facilities								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.71**	**0.00**	560	56		1.18	0.60	YES	
Mar-02	**2.42**	**3.08**	621	65		2.00	-0.33	YES	
Apr-02	**0.49**	**0.00**	608	91		0.78	0.62	YES	
May-02	**1.27**	**1.25**	631	80		1.33	0.02	YES	
Jun-02	**2.11**	**2.17**	616	46		2.20	0.36	YES	
Jul-02	**1.37**	**6.15**	655	65		1.51	-1.99	SSST	
Aug-02	**1.08**	**1.25**	927	80		1.20	0.25	YES	
Sep-02	**4.67**	**1.03**	943	97		2.25	2.29	YES	
Oct-02	**3.45**	**1.04**	638	96		2.00	1.78	YES	
Nov-02	**1.95**	**4.72**	666	106		1.45	-1.36	YES	
Dec-02	**2.18**	**1.69**	1053	59		1.96	0.62	YES	
Jan-03	**1.72**	**4.94**	1509	81		1.48	-1.53	YES	



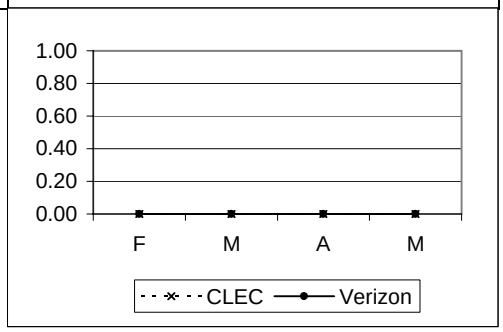
PR-5-02-3343	% Orders Held for Facilities > 15 Days								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.00**	**0.00**	560	56		0.00			
Mar-02	**0.00**	**0.00**	621	65		0.00			
Apr-02	**0.00**	**0.00**	608	91		0.00			
May-02	**0.00**	**0.00**	631	80		0.00			
Jun-02	**0.00**	**0.00**	616	46		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	655	65		0.00	0.00	YES	
Aug-02	**0.00**	**0.00**	927	80		0.00	0.00	YES	
Sep-02	**0.00**	**0.00**	943	97		0.00	0.00	YES	
Oct-02	**0.00**	**0.00**	638	96		0.00	0.00	YES	
Nov-02	**0.00**	**0.00**	666	106		0.00	0.00	YES	
Dec-02	**0.00**	**0.00**	1053	59		0.00	0.00	YES	
Jan-03	**0.00**	**0.00**	1509	81		0.00	0.00	YES	



2-Wire xDSL Line Sharing cont...

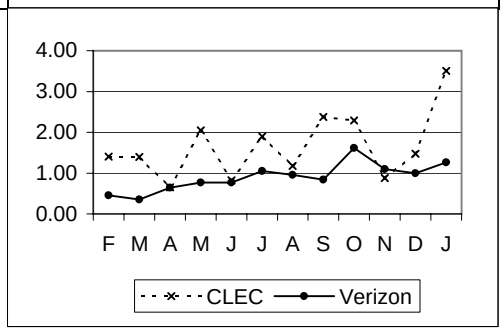
PR-5 - Facility Missed Orders cont...

PR-5-03-3343	% Orders Held for Facilities > 60 Days								Parity with VADI
	Eliminated as of 6/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	0.00	0.00	560	56		0.00			
Mar-02	0.00	0.00	621	65		0.00			
Apr-02	0.00	0.00	608	91		0.00			
May-02	0.00	0.00	631	80		0.00			

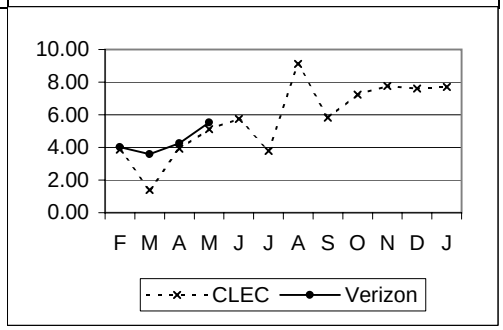


PR-6 - Installation Quality

PR-6-01-3343	% Install. Troubles Reported within 30 Days								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 2/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	0.45	1.40	4414	285		0.41	-2.32	SSST	
Mar-02	0.36	1.39	5063	287		0.36	-2.87	SSST	
Apr-02	0.65	0.65	4792	306		0.47	-0.01	YES	
May-02	0.77	2.05	4813	293		0.53	-2.43	NO	
Jun-02	0.77	0.82	4668	244		0.57	0.18	YES	
Jul-02	1.05	1.90	5235	369		0.55	-1.54	YES	
Aug-02	0.96	1.18	6781	340		0.54	-0.20	YES	
Sep-02	0.84	2.38	6664	463		0.44	-2.69	NO	
Oct-02	1.61	2.29	4650	567		0.56	-1.02	YES	
Nov-02	1.09	0.88	4752	567		0.46	0.65	YES	
Dec-02	0.99	1.47	7552	408		0.50	-0.72	YES	
Jan-03	1.27	3.50	9323	428		0.55	-3.19	NO	



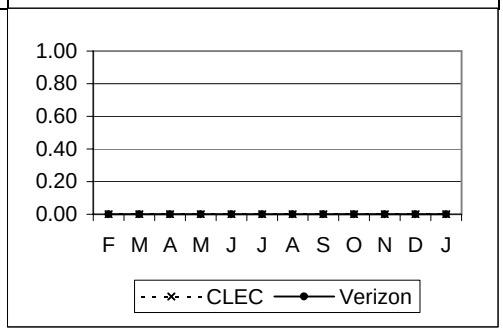
PR-6-03-3343	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE								No Standard
	Metric being reported effective 2/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	4.01	3.86	4414	285		1.20	0.13		
Mar-02	3.59	1.39	5063	287		1.13	1.95		
Apr-02	4.26	3.92	4792	306		1.19	0.28		
May-02	5.53	5.12	4813	293		1.37	0.30		
Jun-02		5.74		244					
Jul-02		3.79		369					
Aug-02		9.12		340					
Sep-02		5.83		463					
Oct-02		7.23		567					
Nov-02		7.76		567					
Dec-02		7.60		408					
Jan-03		7.71		428					



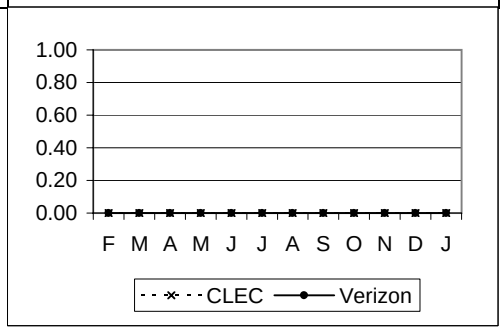
2-Wire xDSL Line Sharing cont...

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								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.00**	**0.00**	4414	285		0.00			
Mar-02	**0.00**	**0.00**	5063	287		0.00			
Apr-02	**0.00**	**0.00**	4792	306		0.00			
May-02	**0.00**	**0.00**	4813	293		0.00			
Jun-02	**0.00**	**0.00**	4668	244		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	5232	369		0.00	0.00	YES	
Aug-02	**0.00**	**0.00**	6778	340		0.00	0.00	YES	
Sep-02	**0.00**	**0.00**	6662	463		0.00	0.00	YES	
Oct-02	**0.00**	**0.00**	4643	567		0.00	0.00	YES	
Nov-02	**0.00**	**0.00**	4747	567		0.00	0.00	YES	
Dec-02	**0.00**	**0.00**	7550	408		0.00	0.00	YES	
Jan-03	**0.00**	**0.00**	9321	428		0.00	0.00	YES	



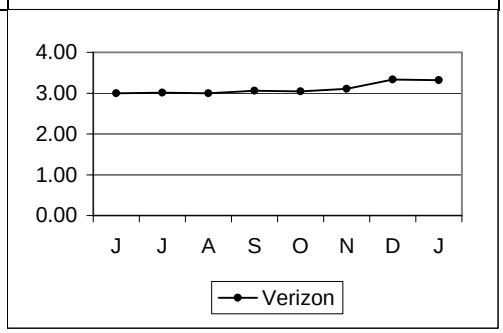
PR-8-02-3343	Open Orders in a Hold Status > 90 Days								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.00**	**0.00**	4414	285		0.00			
Mar-02	**0.00**	**0.00**	5063	287		0.00			
Apr-02	**0.00**	**0.00**	4792	306		0.00			
May-02	**0.00**	**0.00**	4813	293		0.00			
Jun-02	**0.00**	**0.00**	4668	244		0.00	0.00	YES	
Jul-02	**0.00**	**0.00**	5232	369		0.00	0.00	YES	
Aug-02	**0.00**	**0.00**	6778	340		0.00	0.00	YES	
Sep-02	**0.00**	**0.00**	6662	463		0.00	0.00	YES	
Oct-02	**0.00**	**0.00**	4643	567		0.00	0.00	YES	
Nov-02	**0.00**	**0.00**	4747	567		0.00	0.00	YES	
Dec-02	**0.00**	**0.00**	7550	408		0.00	0.00	YES	
Jan-03	**0.00**	**0.00**	9321	428		0.00	0.00	YES	



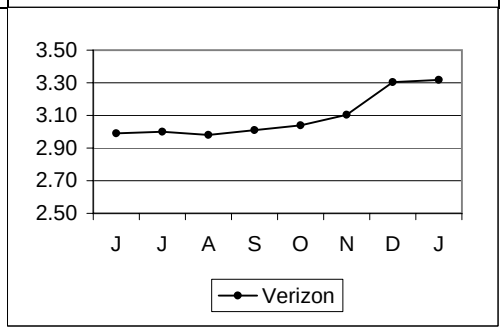
2-Wire xDSL Line Splitting

PR-1 - Average Interval Offered

PR-1-01-3345	Av. Interval Offered - Total No Dispatch								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02	**3.00**	**#N/A**	4199		0.23				
Jul-02	**3.01**	**#N/A**	4682		0.25				
Aug-02	**3.00**	**#N/A**	6387		0.20				
Sep-02	**3.06**	**#N/A**	6267		0.73				
Oct-02	**3.04**	**#N/A**	4458		0.43				
Nov-02	**3.10**	**#N/A**	4410		0.51				
Dec-02	**3.33**	**#N/A**	6904		1.09				
Jan-03	**3.31**	**#N/A**	7417		0.87				

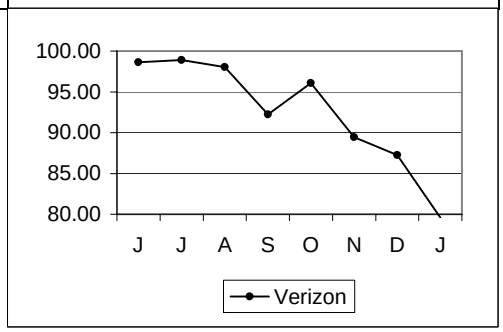


PR-1-02-3345	Av. Interval Offered - Total Dispatch								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02	**2.99**	**#N/A**	587		0.11				
Jul-02	**3.00**	**#N/A**	623		0.17				
Aug-02	**2.98**	**#N/A**	931		0.15				
Sep-02	**3.01**	**#N/A**	956		0.33				
Oct-02	**3.04**	**#N/A**	637		0.42				
Nov-02	**3.10**	**#N/A**	669		0.49				
Dec-02	**3.30**	**#N/A**	1036		1.08				
Jan-03	**3.32**	**#N/A**	1330		0.83				



PR-3 - Completed within X Days

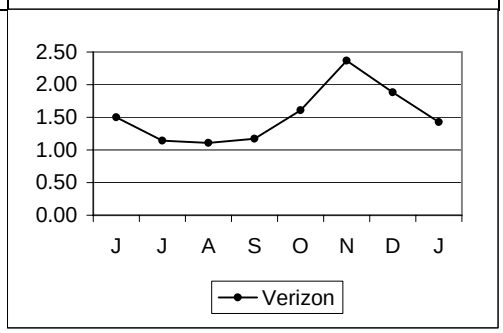
PR-3-03-3345	% Completed in 3 Days (1-5 Lines - No Dispatch)								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 6/2002. Metric reported with two standards: Parity with Retail or 95% within 3 Business Days								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02	**98.62**	**#N/A**	3766						
Jul-02	**98.89**	**#N/A**	4236						
Aug-02	**98.03**	**#N/A**	5731						
Sep-02	**92.24**	**#N/A**	5530						
Oct-02	**96.06**	**#N/A**	3906						
Nov-02	**89.43**	**#N/A**	3880						
Dec-02	**87.24**	**#N/A**	6166						
Jan-03	**79.58**	**#N/A**	6494						



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
	Metric being reported effective 6/2002. Metric reported with two standards: Parity with Retail or 95% within 3 Business Days								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02		#N/A							
Jul-02		#N/A							
Aug-02		#N/A							
Sep-02		#N/A							
Oct-02		#N/A							
Nov-02		#N/A							
Dec-02		#N/A							
Jan-03		#N/A							

PR-4 - Missed Appointments

PR-4-02-3345	Average Delay Days - Total								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02	**1.50**	#N/A	42		1.64				
Jul-02	**1.14**	#N/A	43		0.64				
Aug-02	**1.11**	#N/A	124		0.41				
Sep-02	**1.17**	#N/A	471		0.55				
Oct-02	**1.61**	#N/A	80		2.26				
Nov-02	**2.37**	#N/A	114		2.43				
Dec-02	**1.88**	#N/A	169		2.77				
Jan-03	**1.43**	#N/A	185		1.37				

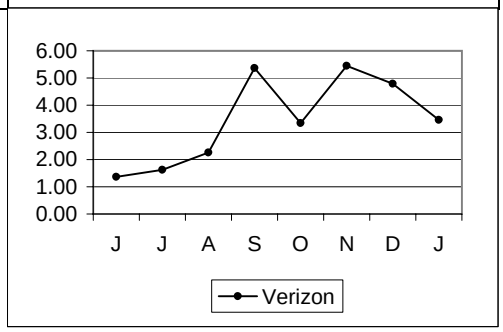


PR-4-03-3345	% Missed Appointment - Customer								No Standard
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02		#N/A							
Jul-02		#N/A							
Aug-02		#N/A							
Sep-02		#N/A							
Oct-02		#N/A							
Nov-02		#N/A							
Dec-02		#N/A							
Jan-03		#N/A							

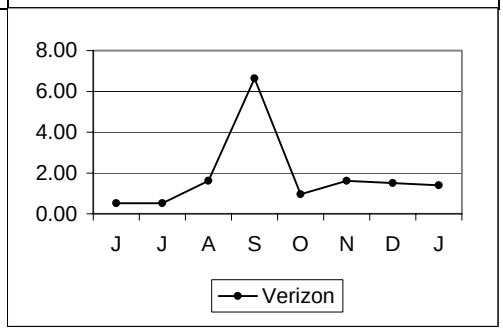
2-Wire xDSL Line Splitting cont...

PR-4 - Missed Appointments cont...

PR-4-04-3345	% Missed Appointment - Verizon - Dispatch								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02	**1.37**	**#N/A**	583						
Jul-02	**1.62**	**#N/A**	617						
Aug-02	**2.26**	**#N/A**	884						
Sep-02	**5.36**	**#N/A**	877						
Oct-02	**3.34**	**#N/A**	598						
Nov-02	**5.45**	**#N/A**	642						
Dec-02	**4.79**	**#N/A**	1002						
Jan-03	**3.45**	**#N/A**	1448						

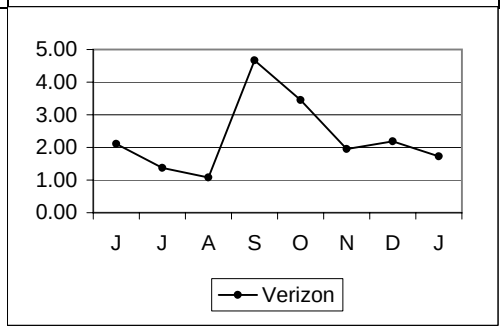


PR-4-05-3345	% Missed Appointment - Verizon - No Dispatch								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02	**0.52**	**#N/A**	4052						
Jul-02	**0.52**	**#N/A**	4577						
Aug-02	**1.61**	**#N/A**	5851						
Sep-02	**6.64**	**#N/A**	5719						
Oct-02	**0.95**	**#N/A**	4005						
Nov-02	**1.62**	**#N/A**	4081						
Dec-02	**1.51**	**#N/A**	6497						
Jan-03	**1.40**	**#N/A**	7812						



PR-5 - Facility Missed Orders

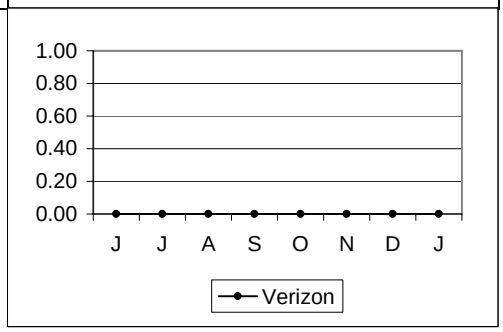
PR-5-01-3345	% Missed Appointment - Verizon Facilities								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02	**2.11**	**#N/A**	616						
Jul-02	**1.37**	**#N/A**	655						
Aug-02	**1.08**	**#N/A**	927						
Sep-02	**4.67**	**#N/A**	943						
Oct-02	**3.45**	**#N/A**	638						
Nov-02	**1.95**	**#N/A**	666						
Dec-02	**2.18**	**#N/A**	1053						
Jan-03	**1.72**	**#N/A**	1509						



2-Wire xDSL Line Splitting cont...

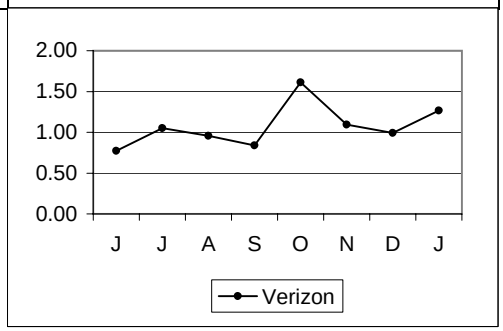
PR-5 - Facility Missed Orders cont...

PR-5-02-3345	% Orders Held for Facilities > 15 Days								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02	**0.00**	**#N/A**	616						
Jul-02	**0.00**	**#N/A**	655						
Aug-02	**0.00**	**#N/A**	927						
Sep-02	**0.00**	**#N/A**	943						
Oct-02	**0.00**	**#N/A**	638						
Nov-02	**0.00**	**#N/A**	666						
Dec-02	**0.00**	**#N/A**	1053						
Jan-03	**0.00**	**#N/A**	1509						



PR-6 - Installation Quality

PR-6-01-3345	% Install. Troubles Reported within 30 Days								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02	**0.77**	**#N/A**	4668						
Jul-02	**1.05**	**#N/A**	5235						
Aug-02	**0.96**	**#N/A**	6781						
Sep-02	**0.84**	**#N/A**	6664						
Oct-02	**1.61**	**#N/A**	4650						
Nov-02	**1.09**	**0.00**	4752	567		0.46	>5.00	YES	
Dec-02	**0.99**	**0.00**	7552	408		0.50	>5.0000	YES	
Jan-03	**1.27**	**0.00**	9323	428		0.55	>5.0000	YES	

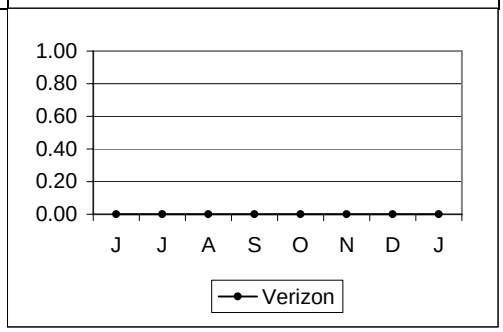


PR-6-03-3345	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE								No Standard
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02		**#N/A**							
Jul-02		**#N/A**							
Aug-02		**#N/A**							
Sep-02		**#N/A**							
Oct-02		**#N/A**							
Nov-02		**0.00**		567					
Dec-02		**0.00**		408					
Jan-03		**0.00**		428					

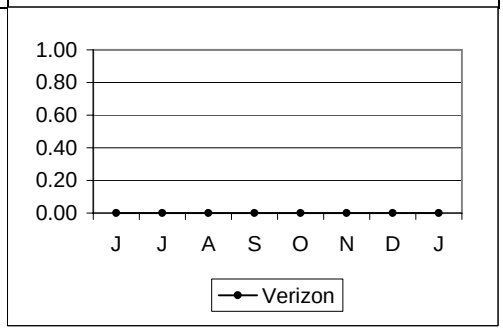
2-Wire xDSL Line Splitting cont...

PR-8 - Open Orders in a Hold Status

PR-8-01-3345	Open Orders in a Hold Status > 30 Days								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02	**0.00**	**#N/A**	4668						
Jul-02	**0.00**	**#N/A**	5232						
Aug-02	**0.00**	**#N/A**	6778						
Sep-02	**0.00**	**#N/A**	6662						
Oct-02	**0.00**	**#N/A**	4643						
Nov-02	**0.00**	**#N/A**	4747						
Dec-02	**0.00**	**#N/A**	7550						
Jan-03	**0.00**	**#N/A**	9321						



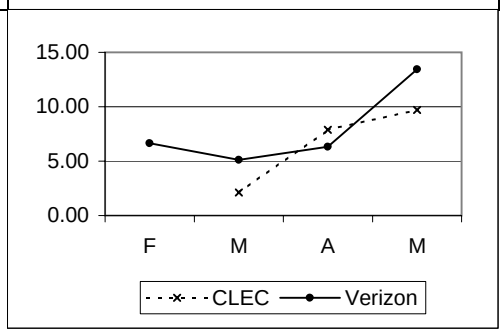
PR-8-02-3345	Open Orders in a Hold Status > 90 Days								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02	**0.00**	**#N/A**	4668						
Jul-02	**0.00**	**#N/A**	5232						
Aug-02	**0.00**	**#N/A**	6778						
Sep-02	**0.00**	**#N/A**	6662						
Oct-02	**0.00**	**#N/A**	4643						
Nov-02	**0.00**	**#N/A**	4747						
Dec-02	**0.00**	**#N/A**	7550						
Jan-03	**0.00**	**#N/A**	9321						



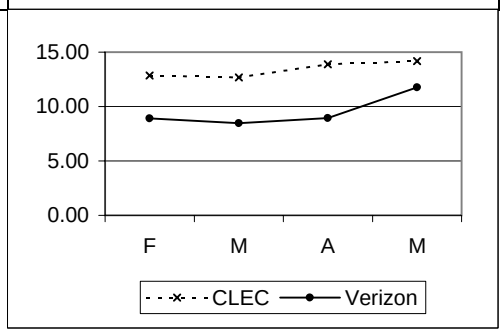
Special Services - Provisioning

PR-1 - Average Interval Offered

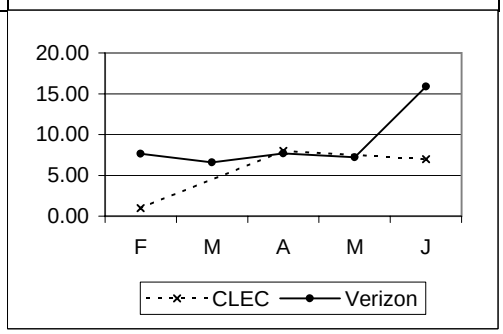
PR-1-01-3200	Av. Interval Offered - Total No Dispatch								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**6.66**	**#N/A**	519		9.10				
Mar-02	**5.12**	**2.11**	623	9	4.86	1.63	1.84	YES	
Apr-02	**6.31**	**7.88**	490	48	5.98	0.90	-1.73	NO	
May-02	**13.45**	**9.70**	678	30	13.89	2.59	1.45	YES	



PR-1-02-3200	Av. Interval Offered - Total Dispatch								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**8.91**	**12.85**	341	72	7.76	1.01	-3.91	NO	
Mar-02	**8.46**	**12.68**	414	262	8.17	0.64	-6.55	NO	
Apr-02	**8.93**	**13.88**	400	320	6.72	0.50	-9.83	NO	
May-02	**11.76**	**14.17**	339	103	9.83	1.11	-2.18	NO	



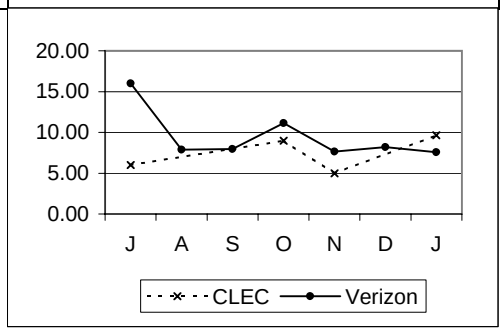
PR-1-06-3200	Av. Interval Offered - DS0								Parity with Retail
	Parity with Retail DS0								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**7.66**	**1.00**	585	1	9.50	9.51	0.70	YES	
Mar-02	**6.60**	**#N/A**	616		7.05				
Apr-02	**7.67**	**8.00**	607	5	6.80	3.05	-0.11	YES	
May-02	**7.20**	**#N/A**	527		7.57				
Jun-02	**15.89**	**7.00**	681	1	16.84	16.85	0.53	YES	



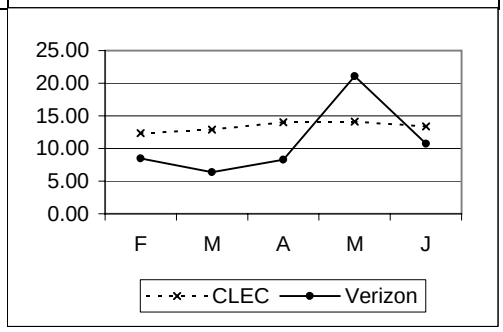
Special Services - Provisioning cont...

PR-1 - Average Interval Offered cont...

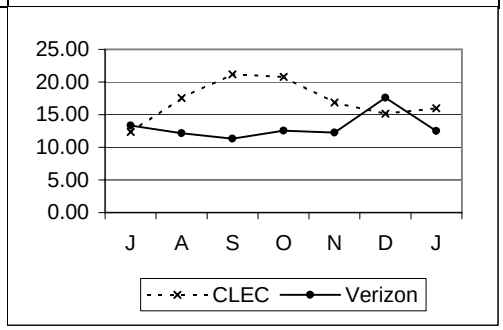
PR-1-06-3210	Av. Interval Offered - DS0								Parity with Retail
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jul-02	**16.01**	**6.00**	953	1	16.76	16.77	0.60	YES	
Aug-02	**7.89**	**#N/A**	761		6.87				
Sep-02	**7.96**	**#N/A**	823		8.37				
Oct-02	**11.13**	**9.00**	1143	1	8.77	8.77	Not Required		
Nov-02	**7.64**	**5.00**	486	2	5.76	4.08	Not Required		
Dec-02	**8.20**	**#N/A**	707		6.68				
Jan-03	**7.56**	**9.67**	672	3	6.36	3.68	Not Required		



PR-1-07-3200	Av. Interval Offered - DS1								Parity with Retail
	Parity with Retail DS1								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**8.46**	**12.33**	200	66	7.04	1.00	-3.87	NO	
Mar-02	**6.35**	**12.88**	365	252	5.95	0.49	-13.40	NO	
Apr-02	**8.30**	**14.02**	212	315	5.55	0.49	-11.60	NO	
May-02	**21.09**	**14.14**	430	101	13.76	1.52	4.57	YES	
Jun-02	**10.73**	**13.38**	187	82	8.22	1.09	-2.43	NO	



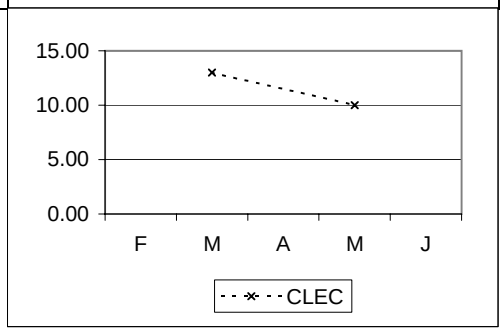
PR-1-07-3211	Av. Interval Offered - DS1								Parity with Retail
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jul-02	**13.35**	**12.37**	181	89	13.49	1.75	0.56	YES	
Aug-02	**12.18**	**17.56**	127	121	12.46	1.58	-3.40	NO	
Sep-02	**11.32**	**21.17**	182	134	9.91	1.13	-8.73	NO	
Oct-02	**12.57**	**20.80**	157	130	7.76	0.92	-8.94	NO	
Nov-02	**12.23**	**16.86**	73	90	8.22	1.30	-3.57	NO	
Dec-02	**17.60**	**15.15**	336	113	24.84	2.70	0.91	YES	
Jan-03	**12.52**	**15.98**	269	120	7.17	0.79	-4.40	NO	



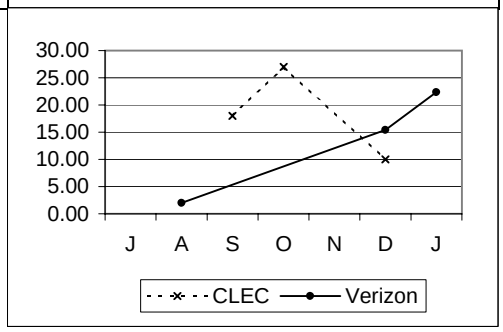
Special Services - Provisioning cont...

PR-1 - Average Interval Offered cont...

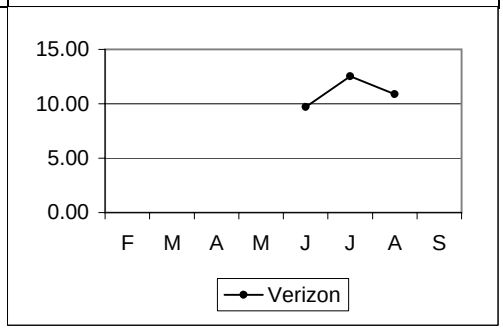
PR-1-08-3200	Av. Interval Offered - DS3								Parity with Retail
	Parity with Retail DS3								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	#N/A	#N/A							
Mar-02	#N/A	13.00		1					
Apr-02	#N/A	#N/A							
May-02	#N/A	10.00		1					
Jun-02	#N/A	#N/A							



PR-1-08-3213	Av. Interval Offered - DS3								Parity with Retail
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jul-02	#N/A	#N/A							
Aug-02	2.00	#N/A	1		0.00				
Sep-02	#N/A	18.00		1			Not Required		
Oct-02	#N/A	27.00		1			Not Required		
Nov-02	#N/A	#N/A					Not Required		
Dec-02	15.42	10.00	33	1	9.70	9.84	Not Required		
Jan-03	22.37	#N/A	19		17.73				



PR-1-09-3511	Av. Interval Offered - Total - EEL - Backbone								EEL Legend
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02		#N/A							
Mar-02		#N/A							
Apr-02		#N/A							
May-02		#N/A							
Jun-02	9.71	#N/A	221		7.94				
Jul-02	12.52	#N/A	198		13.19				
Aug-02	10.88	#N/A	154		11.67				
Sep-02		#N/A							
Oct-02		17.00		1					
Nov-02		#N/A							
Dec-02		#N/A							
Jan-03		#N/A							



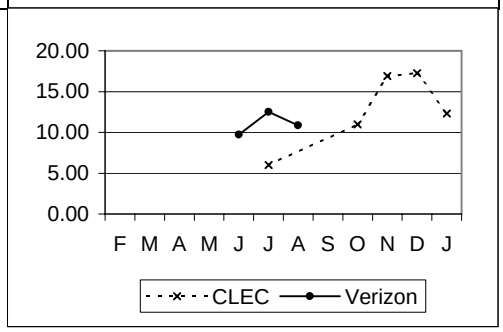
Special Services - Provisioning cont...

PR-1 - Average Interval Offered cont...

PR-1-09-3512 — **Av. Interval Offered - Total - EEL - Loop**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02		#N/A						
Mar-02		#N/A						
Apr-02		#N/A						
May-02		#N/A						
Jun-02	9.71	#N/A	221		7.94			
Jul-02	12.52	6.00	198	1	13.19	13.22	0.49	YES
Aug-02	10.88	#N/A	154		11.67			
Sep-02		#N/A						
Oct-02		11.00		2				
Nov-02		16.89		9				
Dec-02		17.25		24				
Jan-03		12.31		13				

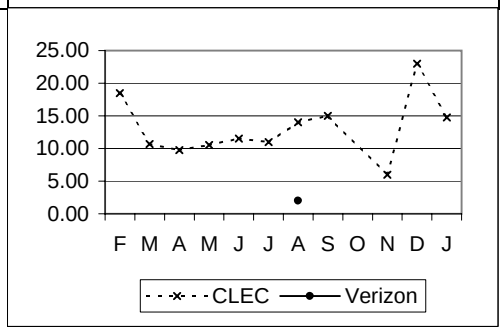
EEL Legend



PR-1-09-3530 — **Av. Interval Offered - Total - IOF**

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02		18.50		6				
Mar-02		10.67		3				
Apr-02		9.75		32				
May-02		10.54		28				
Jun-02	#N/A	11.50		4				
Jul-02	#N/A	11.00		3				
Aug-02	2.00	14.00	1	7	0.00	0.00		
Sep-02		15.00		1				
Oct-02		#N/A						
Nov-02		6.00		2				
Dec-02		23.00		1				
Jan-03		14.75		4				

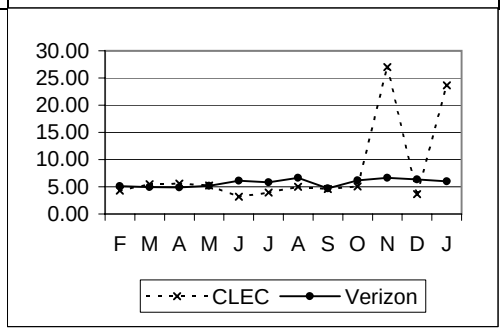
IOF Legend



Special Services - Provisioning cont...

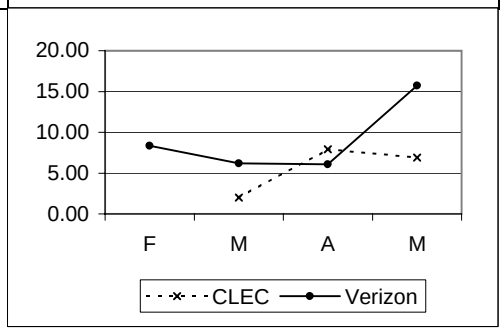
PR-1 - Average Interval Offered cont...

PR-1-12-3200	Av. Interval Offered - Disconnects								Parity with Retail
	Retail Specials - Total								
	Metric being reported effective 2/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	5.09	4.27	458	11	5.80	1.77	0.46	YES	
Mar-02	4.92	5.46	638	28	3.89	0.75	-0.72	YES	
Apr-02	4.90	5.59	716	39	3.72	0.61	-1.13	YES	
May-02	5.20	5.26	569	27	4.72	0.93	-0.06	YES	
Jun-02	6.10	3.15	515	20	6.85	1.56	1.89	YES	
Jul-02	5.80	3.93	731	60	7.17	0.96	1.94	YES	
Aug-02	6.64	5.02	659	57	10.86	1.50	1.08	YES	
Sep-02	4.72	4.59	572	125	5.22	0.52	0.25	YES	
Oct-02	6.20	5.08	668	147	5.28	0.48	2.32	YES	
Nov-02	6.66	27.00	598	4	5.24	2.63	Not Required		
Dec-02	6.33	3.67	826	3	6.21	3.59	Not Required		
Jan-03	6.00	23.67	636	3	8.30	4.81	Not Required		

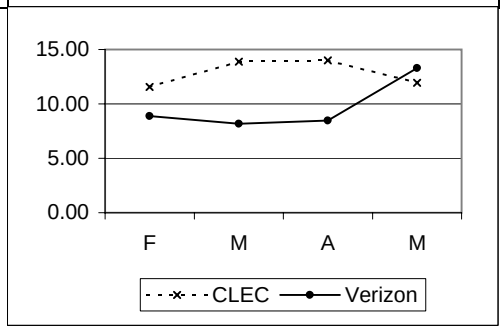


PR-2 - Average Completed Interval

PR-2-01-3200	Av. Interval Completed - Total No Dispatch								Parity with Retail
	Eliminated as of 6/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	8.35	#N/A	294		12.55				
Mar-02	6.20	2.00	391	5	4.69	2.11	1.99	YES	
Apr-02	6.07	7.91	247	33	5.41	1.00	-1.83	NO	
May-02	15.74	6.90	397	20	14.82	3.40	2.60	YES	



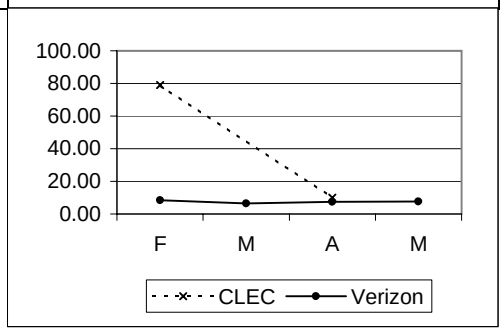
PR-2-02-3200	Av. Interval Completed - Total Dispatch								Parity with Retail
	Eliminated as of 6/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	8.88	11.56	199	41	7.30	1.25	-2.14	NO	
Mar-02	8.19	13.89	272	168	6.50	0.64	-8.93	NO	
Apr-02	8.46	14.00	261	166	7.38	0.73	-7.56	NO	
May-02	13.28	11.93	238	43	13.65	2.26	0.60	YES	



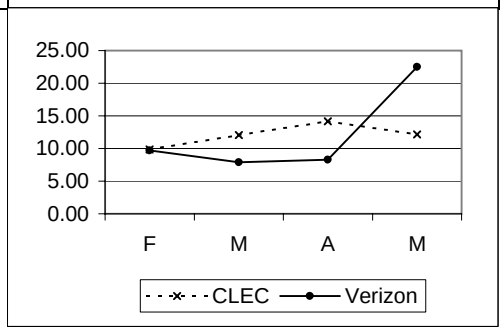
Special Services - Provisioning cont...

PR-2 - Average Completed Interval cont...

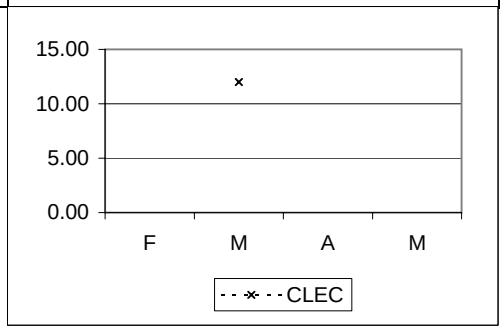
PR-2-06-3200	Av. Interval Completed - DS0								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**8.44**	**79.00**	329	2	12.32	8.74	-8.08	SSST	
Mar-02	**6.48**	**#N/A**	397		6.08				
Apr-02	**7.38**	**10.00**	346	4	7.24	3.64	-0.72	YES	
May-02	**7.57**	**#N/A**	290		11.50				



PR-2-07-3200	Av. Interval Completed - DS1								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**9.70**	**9.86**	130	35	6.27	1.19	-0.13	YES	
Mar-02	**7.91**	**12.04**	238	158	4.43	0.45	-9.08	NO	
Apr-02	**8.30**	**14.18**	122	163	4.92	0.59	-9.98	NO	
May-02	**22.51**	**12.17**	316	42	13.34	2.19	4.72	YES	



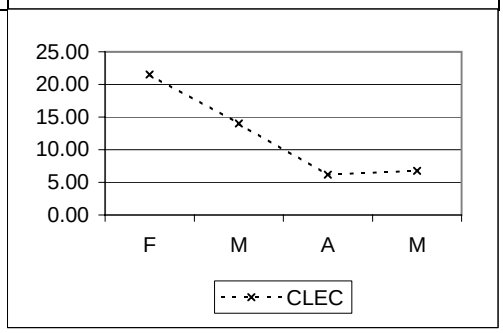
PR-2-08-3200	Av. Interval Completed - DS3								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**#N/A**	**#N/A**							
Mar-02	**#N/A**	**12.00**		1					
Apr-02	**#N/A**	**#N/A**							
May-02	**#N/A**	**#N/A**							



Special Services - Provisioning cont...								
PR-2 - Average Completed Interval cont...								
PR-2-09-3511	Av. Interval Completed - Total - EEL - Backbone							Parity with Retail
	Eliminated as of 6/2002							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02		#N/A						
Mar-02		#N/A						
Apr-02		#N/A						
May-02		#N/A						

PR-2-09-3512	Av. Interval Completed - Total - EEL - Loop							Parity with Retail
	Eliminated as of 6/2002							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02		#N/A						
Mar-02		#N/A						
Apr-02		#N/A						
May-02		#N/A						

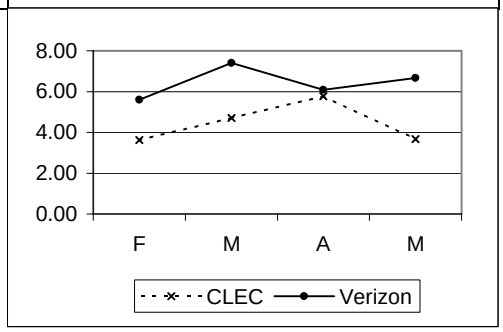
PR-2-09-3530	Av. Interval Completed - Total - IOF							Parity with Retail
	Eliminated as of 6/2002							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02		21.50		6				
Mar-02		14.00		2				
Apr-02		6.16		19				
May-02		6.78		18				



Special Services - Provisioning cont...

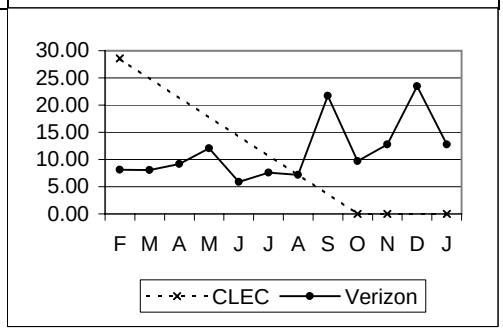
PR-2 - Average Completed Interval cont...

PR-2-18-3200	Av. Interval Completed - Disconnects								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**5.60**	**3.63**	316	8	6.87	2.46	0.80	YES	
Mar-02	**7.40**	**4.71**	340	21	11.92	2.68	1.00	YES	
Apr-02	**6.08**	**5.77**	478	35	10.79	1.89	0.16	YES	
May-02	**6.66**	**3.67**	299	3	6.34	3.68	0.81	YES	



PR-4 - Missed Appointments

PR-4-01-3210	% Missed Appointment - Verizon - DS0								Parity with Retail
	Parity with Retail DS0								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**8.10**	**28.57**	543	7		10.38	-1.97	SSST	
Mar-02	**8.05**	**#N/A**	584						
Apr-02	**9.19**	**#N/A**	555						
May-02	**12.07**	**#N/A**	464						
Jun-02	**5.88**	**#N/A**	646						
Jul-02	**7.59**	**#N/A**	909						
Aug-02	**7.20**	**#N/A**	806						
Sep-02	**21.68**	**#N/A**	881						
Oct-02	**9.72**	**0.00**	1101	2		20.97	SS		
Nov-02	**12.75**	**0.00**	502	5		14.99	SS		
Dec-02	**23.47**	**#N/A**	652						
Jan-03	**12.76**	**0.00**	588	7		12.68	>5.0000	YES	



Special Services - Provisioning cont...

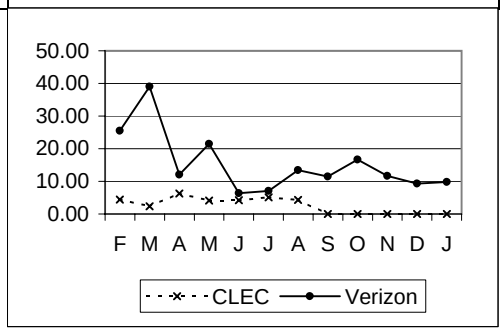
PR-4 - Missed Appointments cont...

PR-4-01-3211 | **% Missed Appointment - Verizon - DS1** | **Parity with Retail**

Parity with Retail DS1

Metric being reported effective 2/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	25.50	4.40	200	91		5.51	3.83	YES
Mar-02	39.02	2.32	328	345		3.76	9.76	YES
Apr-02	12.04	6.27	191	383		2.88	2.00	YES
May-02	21.43	4.11	406	146		3.96	4.37	YES
Jun-02	6.36	4.26	173	188		2.57	0.82	YES
Jul-02	7.02	5.06	171	158		2.82	0.70	YES
Aug-02	13.46	4.32	156	139		3.98	2.30	YES
Sep-02	11.49	0.00	174	132		3.68	>5.00	YES
Oct-02	16.67	0.03	144	125		4.56	>5.00	YES
Nov-02	11.63	0.03	86	92		4.81	>5.00	YES
Dec-02	9.33	0.05	300	110		3.24	>5.0000	YES
Jan-03	9.82	0.01	224	115		3.41	>5.0000	YES

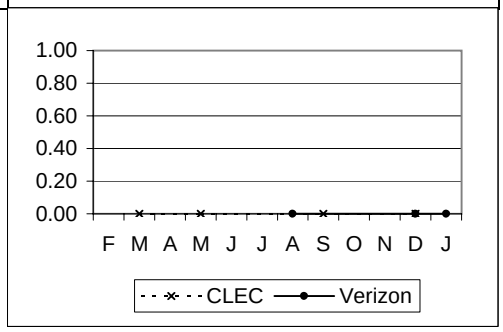


PR-4-01-3213 | **% Missed Appointment - Verizon - DS3** | **Parity with Retail**

Parity with Retail DS3

Metric being reported effective 2/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	#N/A	#N/A						
Mar-02	#N/A	0.00		1				
Apr-02	#N/A	#N/A						
May-02	#N/A	0.00		1				
Jun-02	#N/A	#N/A						
Jul-02	#N/A	#N/A						
Aug-02	0.00	#N/A	1					
Sep-02	#N/A	0.00		1				
Oct-02	#N/A	#N/A						
Nov-02	#N/A	#N/A						
Dec-02	0.00	0.00	29	1		0.00	SS	
Jan-03	0.00	#N/A	15					

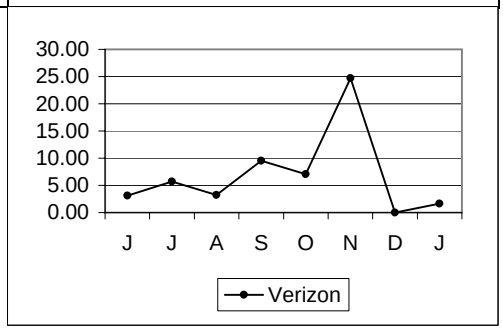


PR-4-01-3214 | **% Missed Appointment - Verizon - Special Other** | **Parity with Retail**

Parity with Retail Specials Other

Metric being reported effective 6/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Jun-02	3.13	#N/A	64					
Jul-02	5.68	#N/A	88					
Aug-02	3.23	#N/A	62					
Sep-02	9.52	#N/A	84					
Oct-02	7.07	#N/A	99					
Nov-02	24.69	#N/A	81					
Dec-02	0.00	#N/A	81					
Jan-03	1.65	#N/A	121					



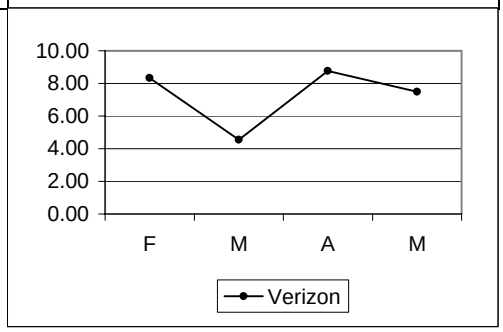
Special Services - Provisioning cont...

PR-4 - Missed Appointments cont...

PR-4-01-3215 | **% Missed Appointment - Verizon -Special Other** | **Parity with Retail**

Eliminated as of 6/2002

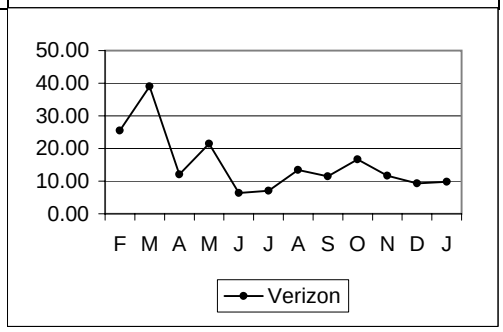
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	8.33	#N/A	60					
Mar-02	4.55	#N/A	44					
Apr-02	8.77	#N/A	57					
May-02	7.50	#N/A	40					



PR-4-01-3510 | **% Missed Appointment - Verizon - Total - EEL** | **Parity with Retail**

Parity with Retail DS1

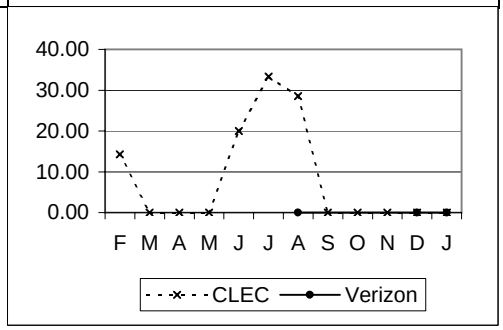
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	25.50	#N/A	200					
Mar-02	39.02	#N/A	328					
Apr-02	12.04	#N/A	191					
May-02	21.43	#N/A	406					
Jun-02	6.36	#N/A	173					
Jul-02	7.02	#N/A	171					
Aug-02	13.46	#N/A	156					
Sep-02	11.49	#N/A	174					
Oct-02	16.67	0.00	144	3		21.74	SS	
Nov-02	11.63	0.00	86	9		11.23	>5.00	YES
Dec-02	9.33	0.00	300	24		6.17	>5.0000	YES
Jan-03	9.82	7.69	224	13		8.49	0.66	YES



PR-4-01-3530 | **% Missed Appointment - Verizon - Total- IOF** | **Parity with Retail**

Parity with Retail DS3

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	#N/A	14.29		7				
Mar-02	#N/A	0.00		5				
Apr-02	#N/A	0.00		31				
May-02	#N/A	0.00		29				
Jun-02	#N/A	20.00		5				
Jul-02	#N/A	33.33		3				
Aug-02	0.00	28.57	1	7		0.00		
Sep-02	#N/A	0.00		1				
Oct-02	#N/A	0.00		1				
Nov-02	#N/A	0.00		2				
Dec-02	0.00	0.00	29	1		0.00	SS	
Jan-03	0.00	0.00	15	4		0.00	SS	



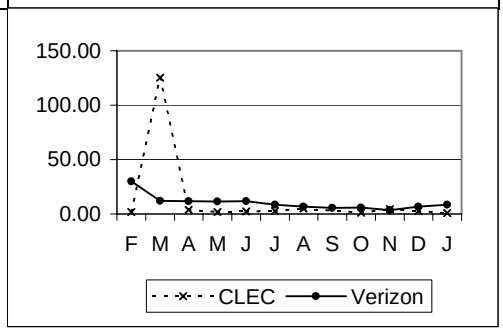
Special Services - Provisioning cont...

PR-4 - Missed Appointments cont...

PR-4-02-3200 — **Average Delay Days - Total** — **Parity with Retail**

Parity with Retail Specials Total

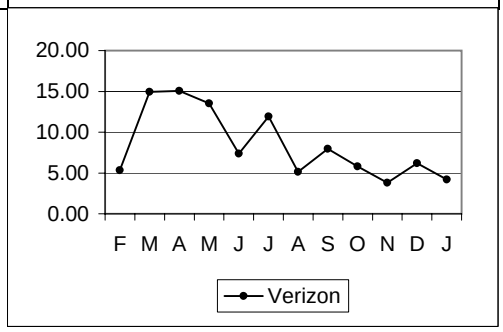
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	30.01	1.75	100	4	95.43	48.66	0.58	YES
Mar-02	12.19	125.18	177	11	63.62	19.77	-5.72	SSST
Apr-02	11.70	3.96	79	25	36.65	8.41	0.92	YES
May-02	11.49	1.83	146	6	13.51	5.63	1.72	YES
Jun-02	11.83	2.25	60	8	30.08	11.32	0.85	YES
Jul-02	8.62	2.63	86	8	15.75	5.82	1.03	YES
Aug-02	6.69	5.00	87	6	7.96	3.36	0.50	YES
Sep-02	5.56	#N/A	227		5.51			
Oct-02	5.77	1.25	145	4	8.49	4.30	Not Required	
Nov-02	3.67	4.33	102	3	4.38	2.56	Not Required	
Dec-02	6.88	2.60	185	5	13.17	5.97	Not Required	
Jan-03	8.59	1.00	108	1	25.78	25.90	Not Required	



PR-4-02-3510 — **Average Delay Days - Total - EEL** — **Parity with Retail**

Parity with Retail Specials DS1

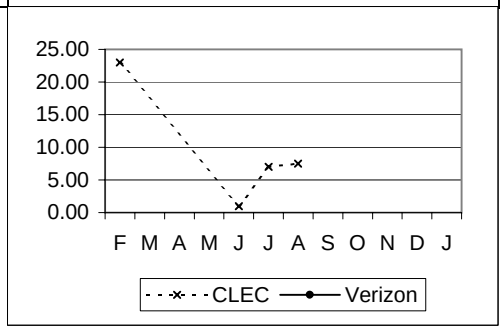
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	5.35	#N/A	51		4.38			
Mar-02	14.95	#N/A	128		74.63			
Apr-02	15.04	#N/A	23		51.72			
May-02	13.53	#N/A	87		4.86			
Jun-02	7.36	#N/A	11		14.43			
Jul-02	11.92	#N/A	12		6.93			
Aug-02	5.14	#N/A	21		7.62			
Sep-02	7.95	#N/A	20		12.53			
Oct-02	5.79	#N/A	24		7.68			
Nov-02	3.80	#N/A	10		1.97			
Dec-02	6.21	#N/A	28		18.65			
Jan-03	4.18	1.00	22	1	3.39	3.47	Not Required	



PR-4-02-3530 — **Average Delay Days - Total - IOF** — **Parity with Retail**

Parity with Retail Specials DS3

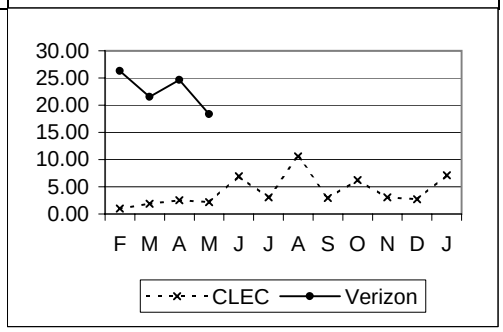
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	#N/A	23.00		1	95.43			
Mar-02	#N/A	#N/A			63.62			
Apr-02	#N/A	#N/A			36.65			
May-02	#N/A	#N/A			13.51			
Jun-02	#N/A	1.00		1				
Jul-02	#N/A	7.00		1				
Aug-02	#N/A	7.50		2				
Sep-02	#N/A	#N/A					Not Required	
Oct-02	#N/A	#N/A					Not Required	
Nov-02	#N/A	#N/A					Not Required	
Dec-02	#N/A	#N/A					Not Required	
Jan-03	#N/A	#N/A					Not Required	



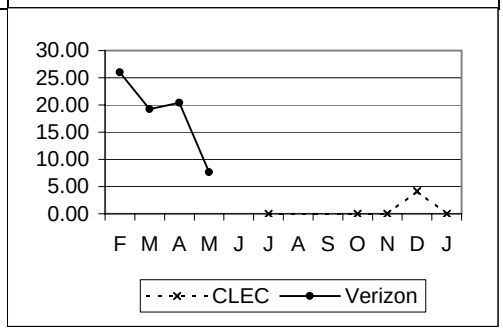
Special Services - Provisioning cont...

PR-4 - Missed Appointments cont...

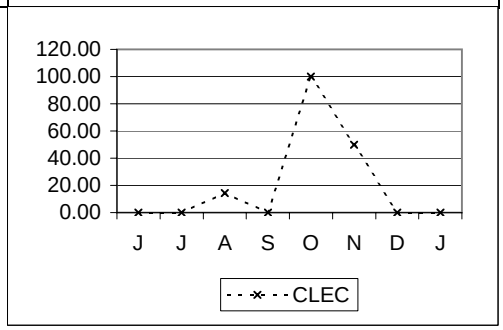
PR-4-03-3200	% Missed Appointment - Customer								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**26.28**	**1.02**							
Mar-02	**21.55**	**1.91**							
Apr-02	**24.66**	**2.51**							
May-02	**18.35**	**2.20**							
Jun-02		**6.91**		217					
Jul-02		**3.05**		164					
Aug-02		**10.60**		151					
Sep-02		**2.96**		135					
Oct-02		**6.25**		128					
Nov-02		**3.03**		99					
Dec-02		**2.68**		112					
Jan-03		**7.14**		126					



PR-4-03-3510	% Missed Appointment - Customer - EEL								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**26.00**	**#N/A**							
Mar-02	**19.21**	**#N/A**							
Apr-02	**20.42**	**#N/A**							
May-02	**7.64**	**#N/A**							
Jun-02		**#N/A**							
Jul-02		**0.00**		1					
Aug-02		**#N/A**							
Sep-02		**#N/A**							
Oct-02		**0.00**		3					
Nov-02		**0.00**		9					
Dec-02		**4.17**		24					
Jan-03		**0.00**		13					



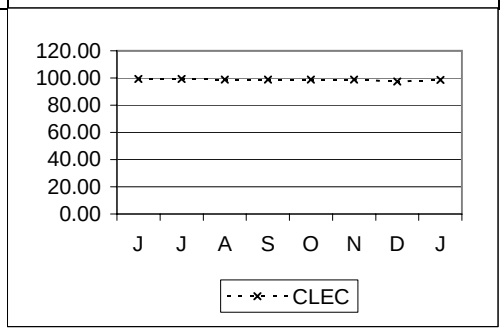
PR-4-03-3530	% Missed Appointment - Customer - IOF								No Standard
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02		**0.00**		5					
Jul-02		**0.00**		3					
Aug-02		**14.29**		7					
Sep-02		**0.00**		1					
Oct-02		**100.00**		1					
Nov-02		**50.00**		2					
Dec-02		**0.00**		1					
Jan-03		**0.00**		4					



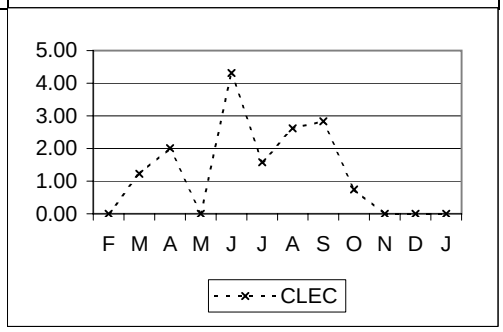
Special Services - Provisioning cont...

PR-4 - Missed Appointments cont...

PR-4-07-3540	% On Time Performance - LNP Only								95% on Time
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02		**99.23**		2337				YES	
Jul-02		**99.26**		3122				YES	
Aug-02		**98.72**		3987					
Sep-02		**98.90**		3271				YES	
Oct-02		**98.92**		4066				YES	
Nov-02		**98.87**		3103				YES	
Dec-02		**97.45**		1924				YES	
Jan-03		**98.50**		1465				YES	



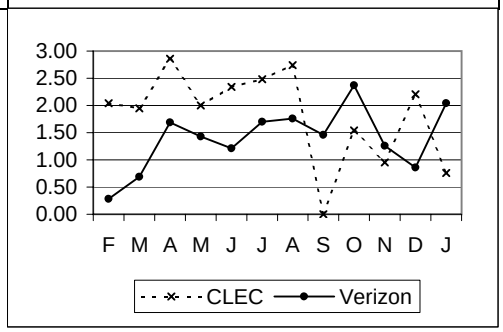
PR-4-08-3200	% Missed Appt. - Customer - Late Order Conf.								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02		**0.00**		35					
Mar-02		**1.23**		163					
Apr-02		**2.01**		299					
May-02		**0.00**		74					
Jun-02		**4.32**		139					
Jul-02		**1.57**		127					
Aug-02		**2.62**		191					
Sep-02		**2.84**		141					
Oct-02		**0.74**		135					
Nov-02		**0.00**		108					
Dec-02		**0.00**		136					
Jan-03		**0.00**		139					



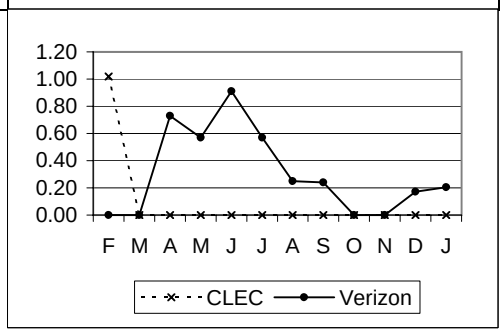
Special Services - Provisioning cont...

PR-5 - Facility Missed Orders

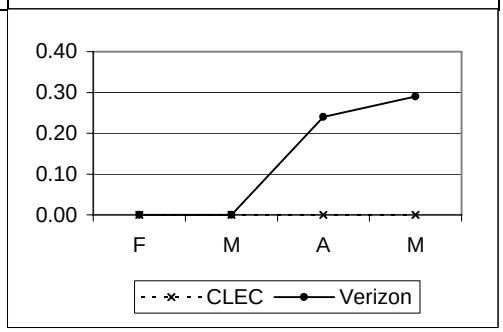
PR-5-01-3200	% Missed Appointment - Verizon - Facilities								Parity with Retail
	Parity with Retail Specials Total								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	0.28	2.04	355	98		0.60	-2.92	SSST	
Mar-02	0.69	1.95	435	359		0.59	-2.13	SSST	
Apr-02	1.69	2.86	413	385		0.91	-1.28	YES	
May-02	1.43	2.00	350	150		1.16	-0.49	YES	
Jun-02	1.21	2.34	330	171		1.03	-0.60	YES	
Jul-02	1.70	2.48	352	161		1.23	-0.29	YES	
Aug-02	1.76	2.74	397	146		1.27	-0.42	YES	
Sep-02	1.46	0.00	411	134		1.19	>5.00	YES	
Oct-02	2.37	1.54	337	130		1.57	0.90	YES	
Nov-02	1.26	0.95	318	105		1.25	0.71	YES	
Dec-02	0.86	2.21	583	136		0.88	-0.92	YES	
Jan-03	2.04	0.76	489	132		1.39	1.47	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	
Feb-02	0.00	1.02	355	98		0.00			
Mar-02	0.00	0.00	435	359		0.00			
Apr-02	0.73	0.00	413	385		0.60	1.21	YES	
May-02	0.57	0.00	350	150		0.73	0.78	YES	
Jun-02	0.91	0.00	330	171		0.89	5000000.00	YES	
Jul-02	0.57	0.00	352	161		0.72	5000000.00	YES	
Aug-02	0.25	0.00	397	146		0.48	5000000.00	YES	
Sep-02	0.24	0.00	411	134		0.49	>5.00	YES	
Oct-02	0.00	0.00	337	130		0.00	0.00	YES	
Nov-02	0.00	0.00	318	105		0.00	0.00	YES	
Dec-02	0.17	0.00	583	136		0.39	>5.0000	YES	
Jan-03	0.20	0.00	489	132		0.44	>5.0000	YES	



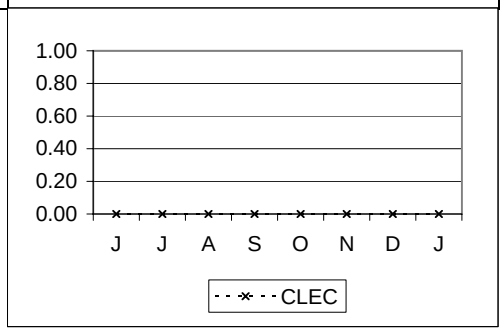
PR-5-03-3200	% Orders Held for Facilities > 60 Days								Parity with Retail
	Eliminated as of 6/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	0.00	0.00	355	98		0.00			
Mar-02	0.00	0.00	435	359		0.00			
Apr-02	0.24	0.00	413	385		0.35	0.69	YES	
May-02	0.29	0.00	350	150		0.52	0.55	YES	



Special Services - Provisioning cont...

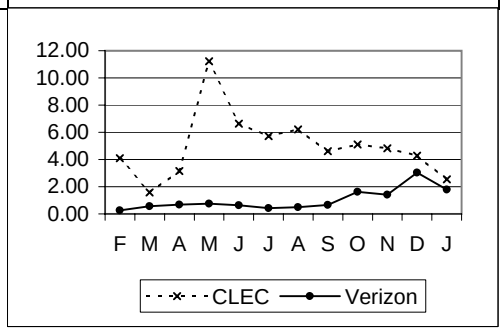
PR-5 - Facility Missed Orders cont...

PR-5-04-3200	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities								No Standard
	Parity with Retail Specials Total								
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02		**0.00**		73					
Jul-02		**0.00**		65					
Aug-02		**0.00**		48					
Sep-02		**0.00**		51					
Oct-02		**0.00**		49					
Nov-02		**0.00**		49					
Dec-02		**0.00**		69					
Jan-03		**0.00**		68					

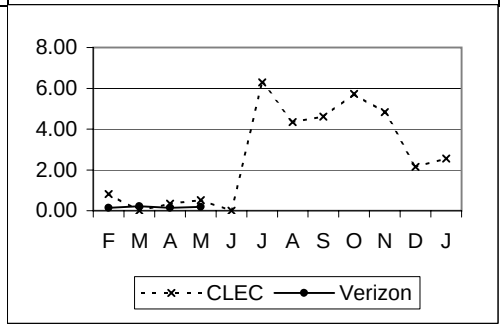


PR-6 - Installation Quality

PR-6-01-3200	% Installation Troubles reported within 30 Days								Parity with Retail for Found Troubles
	Parity with Retail Specials Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.26**	**4.10**	4923	122		0.47	-8.15	SSST	
Mar-02	**0.57**	**1.59**	4242	757		0.30	-3.44	NO	
Apr-02	**0.67**	**3.15**	4313	858		0.31	-8.10	NO	
May-02	**0.76**	**11.22**	3165	196		0.64	-16.39	NO	
Jun-02	**0.63**	**6.64**	4794	211		0.55	-10.83	NO	
Jul-02	**0.42**	**5.71**	4060	175		0.50	-10.62	NO	
Aug-02	**0.51**	**6.21**	3564	161		0.57	-9.99	NO	
Sep-02	**0.65**	**4.61**	4747	152		0.66	-3.64	NO	
Oct-02	**1.62**	**5.10**	1664	157		1.05	-2.41	NO	
Nov-02	**1.41**	**4.83**	1555	145		1.03	-2.37	NO	
Dec-02	**3.02**	**4.29**	926	140		1.55	-0.58	YES	
Jan-03	**1.80**	**2.55**	1778	196		1.00	-0.51	YES	



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*	
Feb-02	**0.14**	**0.82**	4923	122		0.35	-1.96		
Mar-02	**0.21**	**0.00**	4242	757		0.18	1.17		
Apr-02	**0.14**	**0.35**	4313	858		0.14	-1.51		
May-02	**0.19**	**0.51**	3165	196		0.32	-1.00		
Jun-02		**0.00**		211					
Jul-02		**6.29**		175					
Aug-02		**4.35**		161					
Sep-02		**4.61**		152					
Oct-02		**5.73**		157					
Nov-02		**4.83**		145					
Dec-02		**2.14**		140					
Jan-03		**2.55**		196					



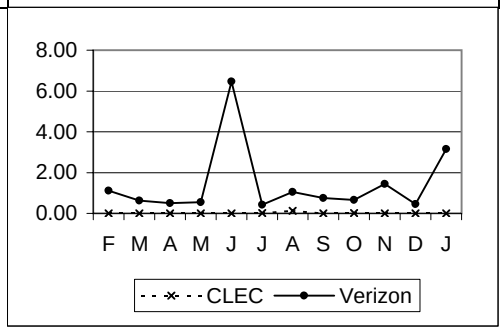
Special Services - Provisioning cont...

PR-7 - Jeopardy Reports

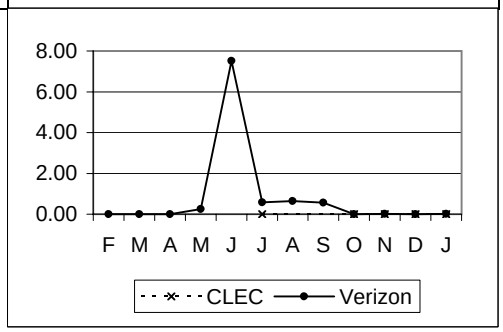
PR-7-01-3510	% Orders with Jeopardy Status - EEL								No Standard
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02		**#N/A**							
Mar-02		**#N/A**							
Apr-02		**#N/A**							
May-02		**#N/A**							

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*	
Feb-02	**1.12**	**0.00**	803	91		1.16	0.96	YES	
Mar-02	**0.63**	**0.00**	956	362		0.49	1.29	YES	
Apr-02	**0.50**	**0.00**	803	407		0.43	1.15	YES	
May-02	**0.55**	**0.00**	910	153		0.65	0.85	YES	
Jun-02	**6.46**	**0.00**	913	212		1.87	5000000.00	YES	
Jul-02	**0.43**	**0.02**	1175	161		0.55	5000000.00	YES	
Aug-02	**1.05**	**0.12**	1047	144		0.91	5000000.00	YES	
Sep-02	**0.76**	**0.00**	1187	134		0.79	>5.00	YES	
Oct-02	**0.66**	**0.01**	1371	127		0.75	>5.00	YES	
Nov-02	**1.45**	**0.00**	691	97		1.29	>5.00	YES	
Dec-02	**0.46**	**0.00**	1086	111		0.67	>5.0000	YES	
Jan-03	**3.16**	**0.00**	981	122		1.68	>5.0000	YES	



PR-8-01-3510	Open Orders in a Hold Status > 30 Days- EEL								Parity with Retail Specials (DS1)
	Parity with Retail Specials Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.00**	**#N/A**	200						
Mar-02	**0.00**	**#N/A**	328						
Apr-02	**0.00**	**#N/A**	191						
May-02	**0.25**	**#N/A**	406						
Jun-02	**7.51**	**#N/A**	173						
Jul-02	**0.58**	**0.00**	171	1		7.62	5000000.00	YES	
Aug-02	**0.64**	**#N/A**	156						
Sep-02	**0.57**	**#N/A**	174						
Oct-02	**0.00**	**0.00**	144	3		0.00	SS		
Nov-02	**0.01**	**0.00**	88	9		0.37	>5.00	YES	
Dec-02	**0.00**	**0.00**	301	24		0.00	0.00	YES	
Jan-03	**0.01**	**0.00**	225	13		0.27	>5.0000	YES	



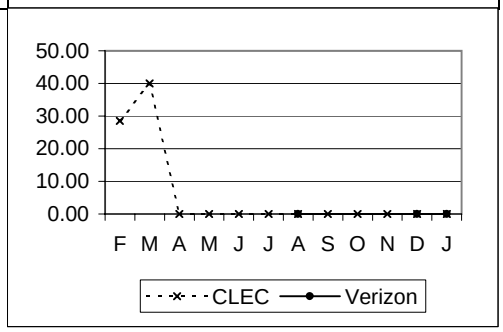
Special Services - Provisioning cont...

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

PR-8-01-3530 — **Open Orders in a Hold Status > 30 Days - IOF** — **Parity with Retail Specials (DS3)**

Parity with Retail Specials Total

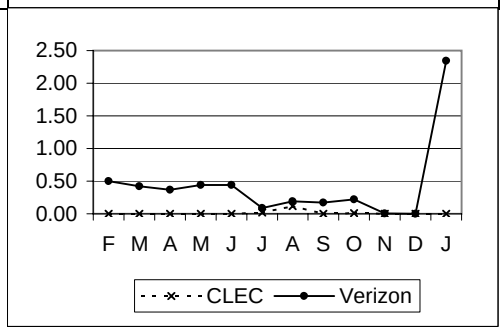
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	#N/A	28.57		7				
Mar-02	#N/A	40.00		5				
Apr-02	#N/A	0.00		31				
May-02	#N/A	0.00		29				
Jun-02	#N/A	0.00		5				
Jul-02	#N/A	0.00		3				
Aug-02	0.00	0.00	1	7		0.00	0.00	YES
Sep-02	#N/A	0.00		1				
Oct-02	#N/A	0.00		1				
Nov-02	#N/A	0.00		2				
Dec-02	0.00	0.00	29	1		0.00	SS	
Jan-03	0.00	0.00	15	4		0.00	SS	



PR-8-02-3200 — **Open Orders in a Hold Status > 90 Days** — **Parity with Retail**

Parity with Retail Specials Total

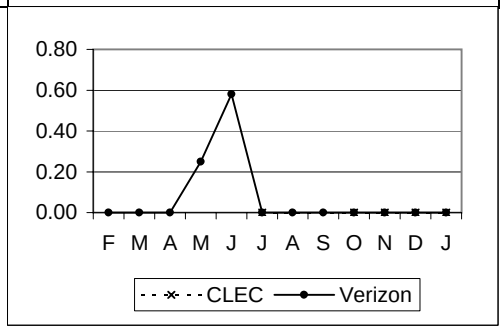
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	0.50	0.00	803	91		0.78	0.64	YES
Mar-02	0.42	0.00	956	362		0.40	1.05	YES
Apr-02	0.37	0.00	803	407		0.37	1.00	YES
May-02	0.44	0.00	910	153		0.58	0.76	YES
Jun-02	0.44	0.00	913	212		0.50	5000000.00	YES
Jul-02	0.09	0.02	1175	161		0.25	5000000.00	YES
Aug-02	0.19	0.12	1047	144		0.39	5000000.00	YES
Sep-02	0.17	0.00	1187	134		0.38	>5.00	YES
Oct-02	0.22	0.01	1371	127		0.43	>5.00	YES
Nov-02	0.01	0.00	691	97		0.09	>5.00	YES
Dec-02	0.00	0.00	1086	111		0.03	>5.0000	YES
Jan-03	2.34	0.00	981	122		1.45	>5.0000	YES



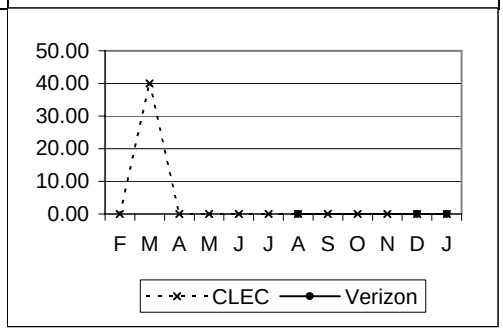
PR-8-02-3510 — **Open Orders in a Hold Status > 90 Days- EEL** — **Parity with Retail Specials (DS1)**

Parity with Retail Specials Total

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	0.00	#N/A	200					
Mar-02	0.00	#N/A	328					
Apr-02	0.00	#N/A	191					
May-02	0.25	#N/A	406					
Jun-02	0.58	#N/A	173					
Jul-02	0.00	0.00	171	1		0.00	0.00	YES
Aug-02	0.00	#N/A	156					
Sep-02	0.00	#N/A	174					
Oct-02	0.00	0.00	144	3		0.00	SS	
Nov-02	0.00	0.00	88	9		0.00	0.00	YES
Dec-02	0.00	0.00	301	24		0.00	0.00	YES
Jan-03	0.00	0.00	225	13		0.00	0.00	YES



Special Services - Provisioning cont...									
PR-8 - Open Orders in a Hold Status cont...									
PR-8-02-3530	Open Orders in a Hold Status > 90 Days - IOF								Parity with Retail Specials (DS3)
	Parity with Retail Specials Total								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**#N/A**	**0.00**		7					
Mar-02	**#N/A**	**40.00**		5					
Apr-02	**#N/A**	**0.00**		31					
May-02	**#N/A**	**0.00**		29					
Jun-02	**#N/A**	**0.00**		5					
Jul-02	**#N/A**	**0.00**		3					
Aug-02	**0.00**	**0.00**	1	7		0.00	0.00	YES	
Sep-02	**#N/A**	**0.00**		1					
Oct-02	**#N/A**	**0.00**		1					
Nov-02	**#N/A**	**0.00**		2					
Dec-02	**0.00**	**0.00**	29	1		0.00	SS		
Jan-03	**0.00**	**0.00**	15	4		0.00	SS		



Legend

*	= DC/MD/VA/WV Combined Measurement
**	= Verizon East (CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VT, WV and DC)
***	= VA only
****	= Verizon South (PA, NJ, DE, MD, DC, VA, WV)
*****	= (PA, NJ, DE, MD, DC, VA, WV) Resale/UNE East Combined Measurement
&	= Resale/UNE Combined Measurement
UD	= Performance metric is under development
UR	= Performance metric is under review
NA	= No Activity
NEF	= No Existing Functionality
TBD	= Performance metric is to be determined
R3	= Run 3 times per year
1-9=5, 10+=Negotiated	= 1-9 Loops, 5 days
	10+ Loops, Negotiated
95% Cmp. w/in Window	= Standard for Cut-Over Window
	= 1 to 9 lines: 1 hour
	= 10 to 49 lines: 2 hours
	= 50 to 99 lines: 3 hours
	= 100 to 199 lines: 4 hours
	= 200 plus lines: 8 hours
EEL	= 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
SS/Not Required	= Sample size does not meet the minimum criteria for a statistical test specified in Appendix K of the quidelines. See Appendix K of the 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 - VA

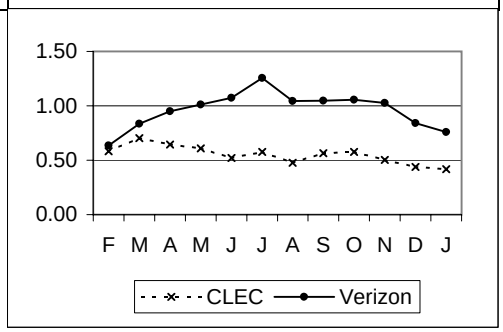
Carrier to Carrier Performance Standards and Reports Summary February 2002 - January 2003

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

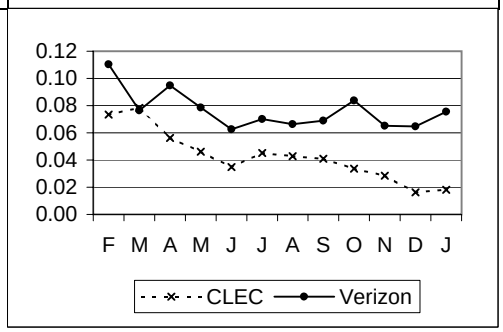
Maintenance - POTS Loop

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)								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.64**	**0.58**	3099882	170525		0.02	2.75	YES	
Mar-02	**0.83**	**0.70**	3082228	176022		0.02	5.92	YES	
Apr-02	**0.95**	**0.65**	3069572	181370		0.02	12.98	YES	
May-02	**1.01**	**0.61**	3140665	178044		0.02	16.55	YES	
Jun-02	**1.07**	**0.52**	3120410	180763		0.02	22.13	YES	
Jul-02	**1.26**	**0.58**	3010138	190392		0.03	25.86	YES	
Aug-02	**1.04**	**0.48**	2998935	189468		0.02	23.49	YES	
Sep-02	**1.05**	**0.57**	2977900	190134		0.02	>5.00	YES	
Oct-02	**1.06**	**0.58**	2947809	187550		0.02	>5.00	YES	
Nov-02	**1.03**	**0.50**	2928538	186780		0.02	>5.00	YES	
Dec-02	**0.84**	**0.44**	2865005	185864		0.02	>5.0000	YES	
Jan-03	**0.76**	**0.42**	2841064	183241		0.02	>5.0000	YES	



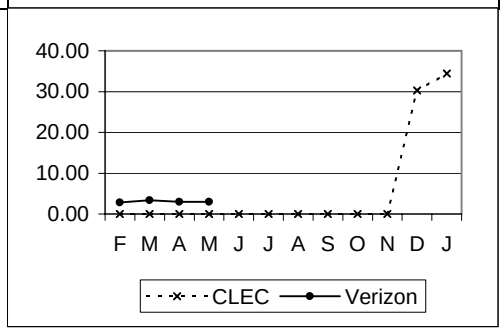
MR-2-03-3550	Network Trouble Report Rate - Central Office								Parity with Retail
	Parity with Retail POTS - Total (Business and Residence)								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.11**	**0.07**	3099882	170525		0.01	4.49	YES	
Mar-02	**0.08**	**0.08**	3082228	176022		0.01	-0.27	YES	
Apr-02	**0.09**	**0.06**	3069572	181370		0.01	5.19	YES	
May-02	**0.08**	**0.05**	3140665	178044		0.01	4.77	YES	
Jun-02	**0.06**	**0.03**	3120410	180763		0.01	4.59	YES	
Jul-02	**0.07**	**0.05**	3010138	190392		0.01	3.99	YES	
Aug-02	**0.07**	**0.04**	2998935	189468		0.01	3.87	YES	
Sep-02	**0.07**	**0.04**	2977900	190134		0.01	>5.00	YES	
Oct-02	**0.08**	**0.03**	2947809	187550		0.01	>5.00	YES	
Nov-02	**0.07**	**0.03**	2928538	186780		0.01	>5.00	YES	
Dec-02	**0.06**	**0.02**	2865005	185864		0.01	>5.0000	YES	
Jan-03	**0.08**	**0.02**	2841064	183241		0.01	>5.0000	YES	



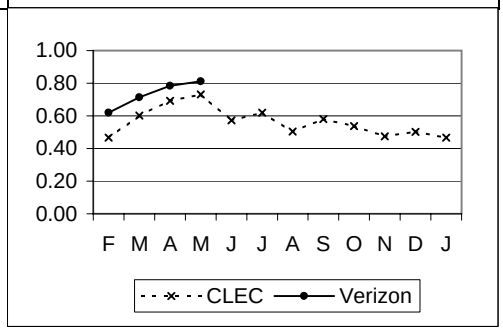
Maintenance - POTS Loop cont...

MR-2 - Trouble Report Rate cont...

MR-2-04-3550	% Subsequent Reports								Assessed I/C/W MRAs
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**2.79**	**0.00**							
Mar-02	**3.34**	**0.00**							
Apr-02	**2.99**	**0.00**							
May-02	**2.96**	**0.00**							
Jun-02		**0.00**		1005					
Jul-02		**0.00**		1182					
Aug-02		**0.00**		986					
Sep-02		**0.00**		1154					
Oct-02		**0.00**		1142					
Nov-02		**0.00**		995					
Dec-02		**30.29**		1215					
Jan-03		**34.43**		1214					

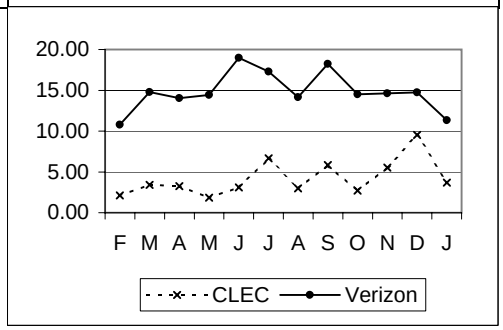


MR-2-05-3550	% CPE/TOK/FOK Trouble Report Rate								None: Analysis Only
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.62**	**0.47**	3099882	170525		0.02	7.81		
Mar-02	**0.71**	**0.60**	3082228	176022		0.02	5.44		
Apr-02	**0.78**	**0.69**	3069572	181370		0.02	4.31		
May-02	**0.81**	**0.73**	3140665	178044		0.02	3.70		
Jun-02		**0.57**		180763					
Jul-02		**0.62**		190392					
Aug-02		**0.50**		189468					
Sep-02		**0.58**		190134					
Oct-02		**0.54**		187550					
Nov-02		**0.48**		186780					
Dec-02		**0.50**		185864					
Jan-03		**0.47**		183241					



MR-3 - Missed Repair Appointments

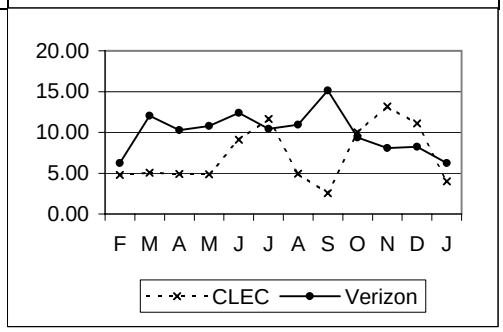
MR-3-01-3550	% Missed Repair Appointment - Loop								Parity with Retail
	Parity with Retail POTS - Total (Business and Residence)								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**10.80**	**2.12**	19721	992		1.01	8.59	YES	
Mar-02	**14.78**	**3.40**	25731	1237		1.03	11.02	YES	
Apr-02	**14.04**	**3.25**	29138	1170		1.04	10.42	YES	
May-02	**14.42**	**1.85**	31781	1083		1.09	11.58	YES	
Jun-02	**18.97**	**3.08**	33474	942		1.30	12.27	YES	
Jul-02	**17.29**	**6.66**	37820	1096		1.16	9.17	YES	
Aug-02	**14.17**	**2.98**	31281	905		1.18	9.52	YES	
Sep-02	**18.24**	**5.86**	31142	1076		1.20	>5.00	YES	
Oct-02	**14.53**	**2.69**	31166	1079		1.09	>5.00	YES	
Nov-02	**14.64**	**5.52**	30083	942		1.17	>5.00	YES	
Dec-02	**14.75**	**9.55**	24066	817		1.26	4.41	YES	
Jan-03	**11.32**	**3.67**	21597	763		1.17	>5.0000	YES	



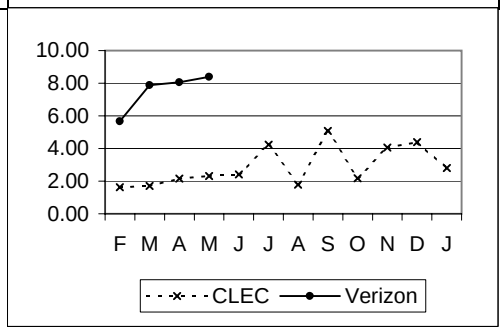
Maintenance - POTS Loop cont...

MR-3 - Missed Repair Appointments cont...

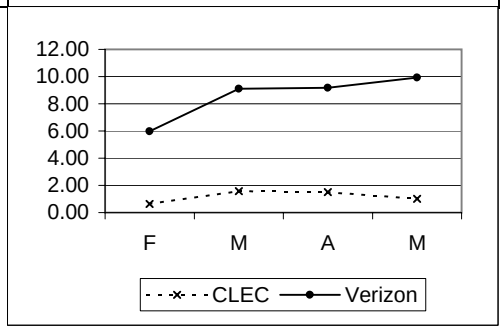
MR-3-02-3550	% Missed Repair Appointment - Central Office								Parity with Retail
	Parity with Retail POTS - Total (Business and Residence)								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**6.25**	**4.80**	3422	125		2.20	0.66	YES	
Mar-02	**12.03**	**5.07**	2360	138		2.85	2.44	YES	
Apr-02	**10.27**	**4.90**	2911	102		3.06	1.76	YES	
May-02	**10.77**	**4.88**	2470	82		3.48	1.69	YES	
Jun-02	**12.38**	**9.09**	1954	33		5.78	0.82	YES	
Jul-02	**10.42**	**11.63**	2111	86		3.36	-0.36	YES	
Aug-02	**10.95**	**4.94**	1991	81		3.54	2.07	YES	
Sep-02	**15.13**	**2.56**	2055	39		5.79	2.92	YES	
Oct-02	**9.39**	**10.00**	2471	30		5.36	0.11	YES	
Nov-02	**8.07**	**13.16**	1908	38		4.46	-0.86	YES	
Dec-02	**8.25**	**11.11**	1854	18		6.52	-0.13	YES	
Jan-03	**6.24**	**4.00**	2149	25		4.86	0.84	YES	



MR-3-03-3550	% CPE/TOK/FOK - Missed Appointment								No Standard
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**5.66**	**1.63**	19216	797		0.84	4.82		
Mar-02	**7.89**	**1.70**	22023	1060		0.85	7.30		
Apr-02	**8.05**	**2.15**	24093	1257		0.79	7.50		
May-02	**8.40**	**2.31**	25488	1301		0.79	7.72		
Jun-02		**2.42**		1035					
Jul-02		**4.23**		1181					
Aug-02		**1.78**		954					
Sep-02		**5.07**		1104					
Oct-02		**2.18**		1008					
Nov-02		**4.05**		888					
Dec-02		**4.39**		933					
Jan-03		**2.81**		854					



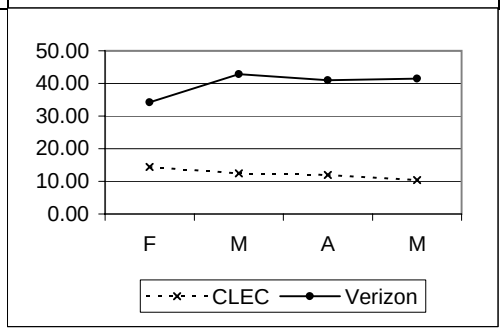
MR-3-04-3550	% Missed Repair Appointment - No Double Dispatch								No Standard
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**5.98**	**0.64**	16793	937		0.80	6.71		
Mar-02	**9.10**	**1.58**	20479	1136		0.88	8.58		
Apr-02	**9.17**	**1.50**	24008	1069		0.90	8.50		
May-02	**9.93**	**1.02**	25839	984		0.97	9.17		



Maintenance - POTS Loop cont...

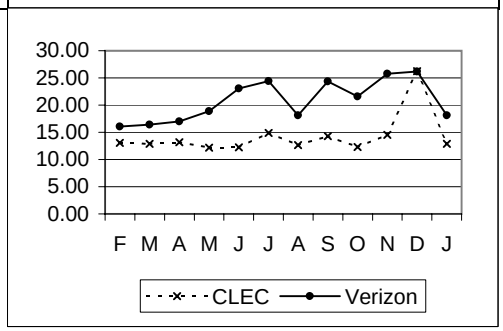
MR-3 - Missed Repair Appointments cont...

MR-3-05-3550	% Missed Repair Appointment - Double Dispatch								No Standard
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**34.17**	**14.39**	3562	139		4.10	4.82		
Mar-02	**42.86**	**12.50**	4321	176		3.81	7.98		
Apr-02	**40.97**	**12.00**	4164	150		4.09	7.09		
May-02	**41.51**	**10.37**	4385	135		4.31	7.23		

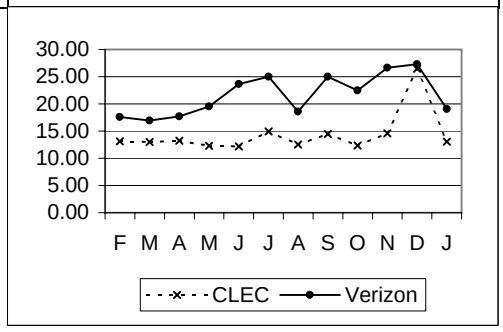


MR-4 - Trouble Duration Intervals

MR-4-01-3550	Mean Time To Repair - Total								Parity with Retail
	Parity with Retail POTS - Total (Business and Residence)								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**16.08**	**13.07**	23143	1117	27.09	0.83	3.63	YES	
Mar-02	**16.40**	**12.89**	28091	1375	23.03	0.64	5.52	YES	
Apr-02	**16.97**	**13.18**	32049	1272	21.03	0.60	6.31	YES	
May-02	**18.91**	**12.16**	34251	1165	24.05	0.72	9.43	YES	
Jun-02	**23.05**	**12.23**	35428	1005	27.02	0.86	12.51	YES	
Jul-02	**24.40**	**14.89**	39931	1182	32.81	0.97	9.82	YES	
Aug-02	**18.13**	**12.64**	33272	986	23.57	0.76	7.21	YES	
Sep-02	**24.36**	**14.30**	33197	1154	28.68	0.86	11.71	YES	
Oct-02	**21.56**	**12.32**	33637	1142	24.26	0.73	12.66	YES	
Nov-02	**25.75**	**14.56**	31991	995	26.72	0.86	13.01	YES	
Dec-02	**26.18**	**26.25**	25920	847	35.00	1.22	-0.06	YES	
Jan-03	**18.12**	**12.88**	23746	796	29.74	1.07	4.89	YES	



MR-4-02-3550	Mean Time To Repair - Loop Trouble								Parity with Retail
	Parity with Retail POTS - Total (Business and Residence)								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**17.58**	**13.13**	19721	992	28.53	0.93	4.80	YES	
Mar-02	**16.94**	**12.99**	25731	1237	23.48	0.68	5.77	YES	
Apr-02	**17.72**	**13.21**	29138	1170	21.36	0.64	7.07	YES	
May-02	**19.54**	**12.31**	31781	1083	24.42	0.75	9.58	YES	
Jun-02	**23.65**	**12.17**	33474	942	27.17	0.90	12.79	YES	
Jul-02	**25.00**	**14.92**	37820	1096	33.20	1.02	9.91	YES	
Aug-02	**18.60**	**12.51**	31281	905	23.57	0.79	7.66	YES	
Sep-02	**25.02**	**14.49**	31142	1076	28.65	0.89	11.85	YES	
Oct-02	**22.49**	**12.34**	31166	1079	24.60	0.76	13.32	YES	
Nov-02	**26.66**	**14.57**	30083	942	26.92	0.89	13.57	YES	
Dec-02	**27.27**	**26.46**	24066	817	35.48	1.26	0.64	YES	
Jan-03	**19.06**	**13.05**	21597	763	30.70	1.13	5.31	YES	



Maintenance - POTS Loop cont...

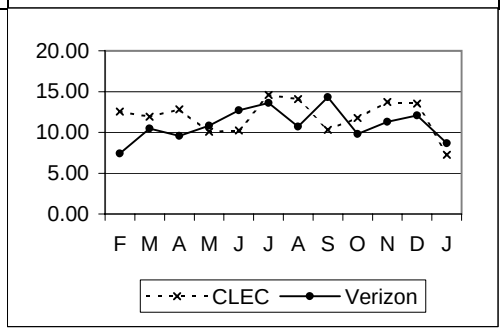
MR-4 - Trouble Duration Intervals cont...

MR-4-03-3550 | **Mean Time To Repair - Central Office Trouble** | **Parity with Retail**

Parity with Retail POTS - Total (Business and Residence)

Metric being reported effective 2/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	7.41	12.56	3422	125	13.49	1.23	-4.20	NO
Mar-02	10.47	11.91	2360	138	16.31	1.43	-1.00	YES
Apr-02	9.56	12.82	2911	102	15.44	1.56	-2.09	NO
May-02	10.83	10.07	2470	82	16.67	1.87	0.41	YES
Jun-02	12.71	10.22	1954	33	21.88	3.84	0.65	YES
Jul-02	13.59	14.57	2111	86	21.97	2.42	-0.41	YES
Aug-02	10.72	14.07	1991	81	22.27	2.52	-1.33	YES
Sep-02	14.33	10.31	2055	39	9.80	1.58	2.53	YES
Oct-02	9.81	11.78	2471	30	12.99	2.39	-0.83	YES
Nov-02	11.31	13.71	1908	38	17.18	2.81	-0.86	YES
Dec-02	12.09	13.52	1854	18	21.62	5.12	-0.28	YES
Jan-03	8.67	7.25	2149	25	8.07	1.62	0.87	YES

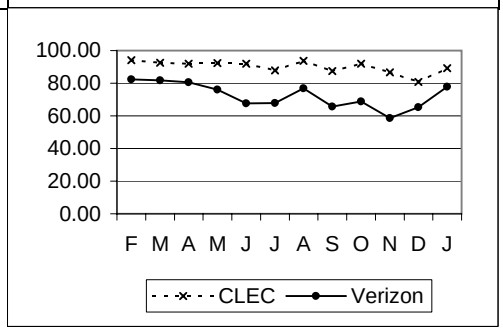


MR-4-04-3550 | **% Cleared (all troubles) within 24 Hours** | **Parity with Retail**

Parity with Retail POTS - Total (Business and Residence)

Metric being reported effective 2/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	82.27	94.09	23143	1117		1.17	10.10	YES
Mar-02	81.84	92.51	28091	1375		1.06	10.02	YES
Apr-02	80.58	91.98	32049	1272		1.13	10.08	YES
May-02	76.00	92.27	34251	1165		1.27	12.79	YES
Jun-02	67.70	92.04	35428	1005		1.50	16.27	YES
Jul-02	67.85	87.90	39931	1182		1.38	14.55	YES
Aug-02	76.82	93.71	33272	986		1.36	12.39	YES
Sep-02	65.70	87.44	33197	1154		1.42	>5.00	YES
Oct-02	68.87	92.03	33637	1142		1.39	>5.00	YES
Nov-02	58.61	86.73	31991	995		1.59	>5.00	YES
Dec-02	65.29	80.76	25920	847		1.66	>5.0000	YES
Jan-03	77.90	89.20	23746	796		1.49	>5.0000	YES

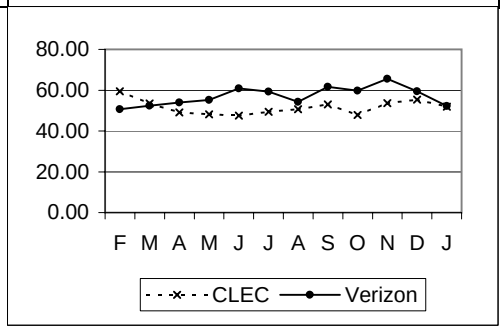


MR-4-07-3550 | **% Out of Service > 12 Hours** | **Parity with Retail**

Parity with Retail POTS - Total (Business and Residence)

Metric being reported effective 2/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	50.62	59.51	13489	852		1.77	-5.03	NO
Mar-02	52.45	53.43	17008	1050		1.59	-0.62	YES
Apr-02	53.93	49.13	19774	916		1.68	2.85	YES
May-02	55.25	48.18	21107	853		1.74	4.07	YES
Jun-02	60.86	47.50	22897	701		1.87	7.14	YES
Jul-02	59.28	49.42	24858	860		1.70	5.79	YES
Aug-02	54.30	50.70	17999	716		1.90	1.90	YES
Sep-02	61.70	53.00	17733	832		1.72	>5.00	YES
Oct-02	59.83	47.89	16447	806		1.77	>5.00	YES
Nov-02	65.56	53.68	17128	721		1.81	>5.00	YES
Dec-02	59.45	55.45	13603	624		2.01	2.02	YES
Jan-03	52.25	51.88	12505	584		2.11	0.22	YES



Maintenance - POTS Loop cont...

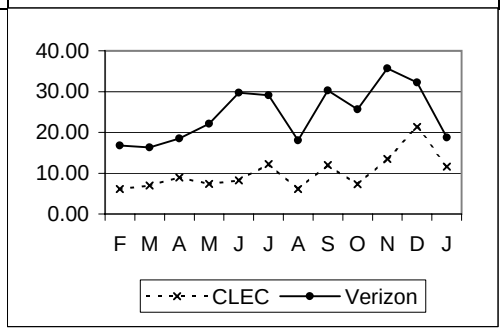
MR-4 - Trouble Duration Intervals cont...

MR-4-08-3550 | **% Out of Service > 24 Hours** | **Parity with Retail**

Parity with Retail POTS - Total (Business and Residence)

Metric being reported effective 2/2002

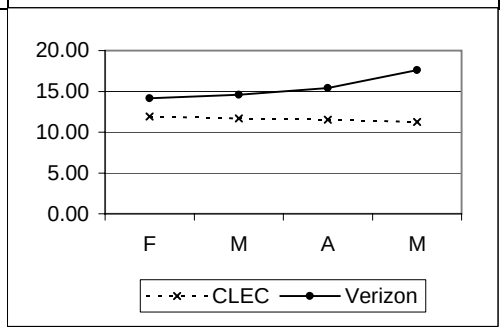
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	16.78	6.10	13489	852		1.32	8.09	YES
Mar-02	16.34	6.95	17008	1050		1.18	7.99	YES
Apr-02	18.50	8.95	19774	916		1.31	7.28	YES
May-02	22.15	7.39	21107	853		1.45	10.18	YES
Jun-02	29.76	8.27	22897	701		1.75	12.26	YES
Jul-02	29.11	12.21	24858	860		1.58	10.73	YES
Aug-02	18.05	6.15	17999	716		1.47	8.12	YES
Sep-02	30.31	12.02	17733	832		1.63	>5.00	YES
Oct-02	25.62	7.32	16447	806		1.57	>5.00	YES
Nov-02	35.70	13.45	17128	721		1.82	>5.00	YES
Dec-02	32.22	21.31	13603	624		1.91	>5.0000	YES
Jan-03	18.71	11.64	12505	584		1.65	4.62	YES



MR-4-09-3550 | **Mean Time To Repair - No Double Dispatch** | **Parity w/ Retail POTS Total**

Eliminated as of 6/2002

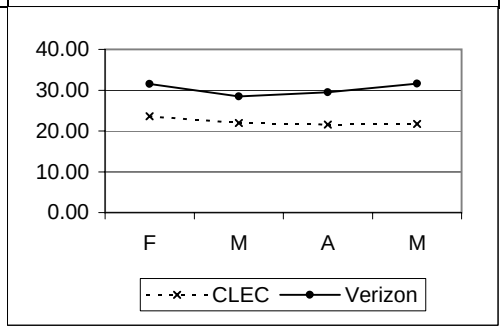
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	14.15	11.93	16793	937	19.83	0.67	3.33	YES
Mar-02	14.60	11.70	20479	1136	17.95	0.55	5.30	YES
Apr-02	15.41	11.52	24008	1069	19.19	0.60	6.50	YES
May-02	17.59	11.27	25839	984	22.41	0.73	8.69	YES



MR-4-10-3550 | **Mean Time To Repair - Double Dispatch** | **Parity w/ Retail POTS Total**

Eliminated as of 6/2002

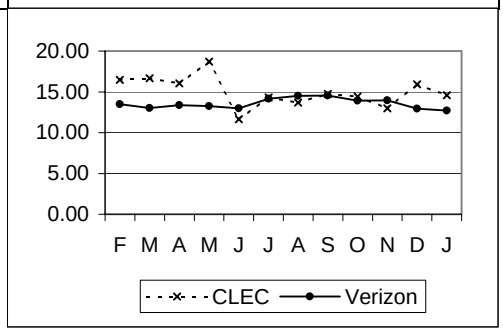
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	31.51	23.57	3562	139	49.94	4.32	1.84	YES
Mar-02	28.44	21.94	4321	176	39.43	3.03	2.14	YES
Apr-02	29.47	21.59	4164	150	26.78	2.23	3.54	YES
May-02	31.64	21.73	4385	135	28.70	2.51	3.95	YES



Maintenance - POTS Loop cont...

MR-5 - Repeat Trouble Reports

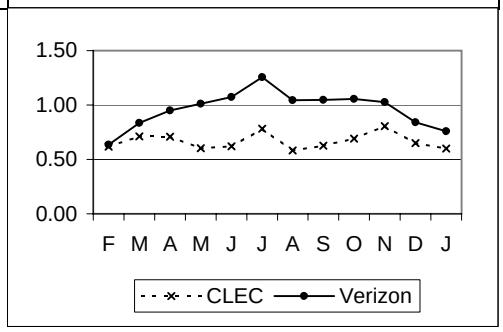
MR-5-01-3550	% Repeat Reports within 30 Days								Parity with Retail
	Parity with Retail POTS - Total (Business and Residence)								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**13.49**	**16.47**	23143	1117		1.05	-2.85	NO	
Mar-02	**13.01**	**16.65**	28091	1375		0.93	-3.92	NO	
Apr-02	**13.36**	**16.04**	32049	1272		0.97	-2.76	NO	
May-02	**13.25**	**18.71**	34251	1165		1.01	-5.41	NO	
Jun-02	**12.99**	**11.64**	35428	1005		1.08	1.26	YES	
Jul-02	**14.16**	**14.30**	39931	1182		1.03	-0.14	YES	
Aug-02	**14.52**	**13.69**	33272	986		1.14	0.73	YES	
Sep-02	**14.53**	**14.73**	33197	1154		1.06	-0.16	YES	
Oct-02	**13.93**	**14.45**	33637	1142		1.04	-0.47	YES	
Nov-02	**13.97**	**12.97**	31991	995		1.12	0.95	YES	
Dec-02	**12.93**	**15.94**	25920	847		1.17	-2.45	NO	
Jan-03	**12.71**	**14.57**	23746	796		1.20	-1.48	YES	



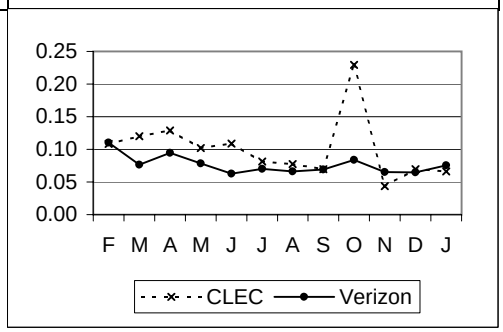
Maintenance - POTS Platform

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	
Feb-02	0.64	0.62	3099882	6462		0.10	0.17	YES	
Mar-02	0.83	0.71	3082228	9142		0.10	1.30	YES	
Apr-02	0.95	0.71	3069572	12417		0.09	2.76	YES	
May-02	1.01	0.60	3140665	18601		0.07	5.57	YES	
Jun-02	1.07	0.62	3120410	21101		0.07	6.35	YES	
Jul-02	1.26	0.78	3010138	23408		0.07	6.49	YES	
Aug-02	1.04	0.58	2998935	25749		0.06	7.24	YES	
Sep-02	1.05	0.63	2977900	34595		0.06	>5.00	YES	
Oct-02	1.06	0.69	2947809	53183		0.04	>5.00	YES	
Nov-02	1.03	0.81	2928538	61990		0.04	>5.00	YES	
Dec-02	0.84	0.65	2865005	74491		0.03	>5.0000	YES	
Jan-03	0.76	0.60	2841064	84524		0.03	>5.0000	YES	



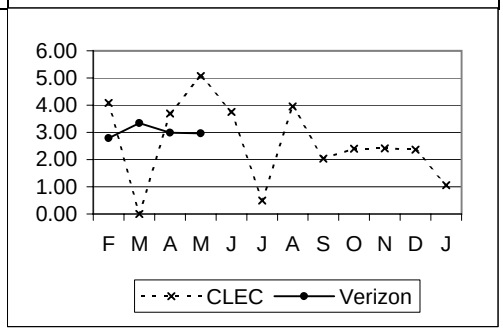
MR-2-03-3140	Network Trouble Report Rate - Central Office								Parity with Retail
	Parity with Retail POTS - Total (Business and Residence)								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	0.11	0.11	3099882	6462		0.04	0.05	YES	
Mar-02	0.08	0.12	3082228	9142		0.03	-1.51	YES	
Apr-02	0.09	0.13	3069572	12417		0.03	-1.23	YES	
May-02	0.08	0.10	3140665	18601		0.02	-1.14	YES	
Jun-02	0.06	0.11	3120410	21101		0.02	-2.68	NO	
Jul-02	0.07	0.08	3010138	23408		0.02	-0.64	YES	
Aug-02	0.07	0.08	2998935	25749		0.02	-0.70	YES	
Sep-02	0.07	0.07	2977900	34595		0.01	0.04	YES	
Oct-02	0.08	0.23	2947809	53183		0.01	<-5.00	NO	
Nov-02	0.07	0.04	2928538	61990		0.01	2.29	YES	
Dec-02	0.06	0.07	2865005	74491		0.01	-0.48	YES	
Jan-03	0.08	0.07	2841064	84524		0.01	1.05	YES	



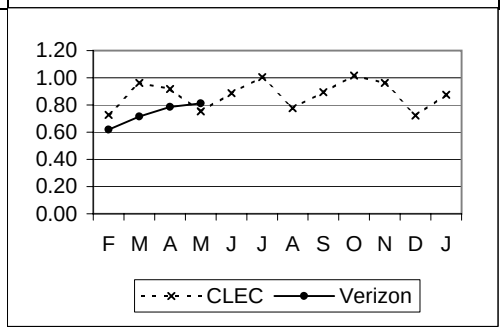
Maintenance - POTS Platform cont...

MR-2 - Trouble Report Rate cont...

MR-2-04-3140	% Subsequent Reports								Assessed I/C/W MRAs
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**2.79**	**4.08**							
Mar-02	**3.34**	**0.00**							
Apr-02	**2.99**	**3.70**							
May-02	**2.96**	**5.07**							
Jun-02		**3.75**		160					
Jul-02		**0.49**		203					
Aug-02		**3.95**		177					
Sep-02		**2.03**		246					
Oct-02		**2.40**		501					
Nov-02		**2.41**		540					
Dec-02		**2.36**		550					
Jan-03		**1.05**		569					



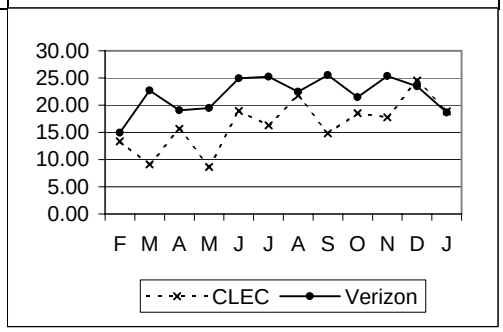
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate								None: Analysis Only
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.62**	**0.73**	3099882	6462		0.10	-1.10		
Mar-02	**0.71**	**0.96**	3082228	9142		0.09	-2.81		
Apr-02	**0.78**	**0.92**	3069572	12417		0.08	-1.68		
May-02	**0.81**	**0.75**	3140665	18601		0.07	0.89		
Jun-02		**0.89**		21101					
Jul-02		**1.00**		23408					
Aug-02		**0.78**		25749					
Sep-02		**0.89**		34595					
Oct-02		**1.02**		53183					
Nov-02		**0.96**		61990					
Dec-02		**0.72**		74491					
Jan-03		**0.88**		84524					



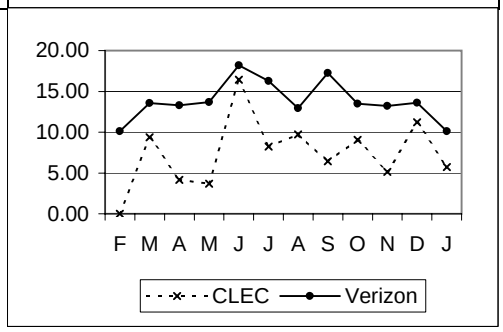
Maintenance - POTS Platform cont...

MR-3 - Missed Repair Appointments

MR-3-01-3144	% Missed Repair Appointment - Platform Bus.								Parity with Retail
	Parity with Retail POTS - Business								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**14.94**	**13.33**	2919	15		9.23	0.17	YES	
Mar-02	**22.71**	**9.09**	3532	33		7.33	1.86	YES	
Apr-02	**19.08**	**15.63**	3784	64		4.95	0.70	YES	
May-02	**19.50**	**8.62**	4102	58		5.24	2.08	YES	
Jun-02	**24.94**	**18.97**	3897	58		5.72	1.04	YES	
Jul-02	**25.22**	**16.28**	4314	86		4.73	1.89	YES	
Aug-02	**22.47**	**21.79**	4015	78		4.77	0.14	YES	
Sep-02	**25.52**	**14.81**	3765	108		4.25	2.78	YES	
Oct-02	**21.44**	**18.52**	4057	135		3.59	0.92	YES	
Nov-02	**25.38**	**17.75**	3503	169		3.43	2.40	YES	
Dec-02	**23.50**	**24.55**	2775	110		4.12	-0.16	YES	
Jan-03	**18.62**	**18.86**	3072	175		3.03	0.00	YES	



MR-3-01-3145	% Missed Repair Appointment - Platform Res.								Parity with Retail
	Parity with Retail POTS - Residence								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**10.10**	**0.00**	16743	25		6.03	1.67	YES	
Mar-02	**13.56**	**9.38**	22108	32		6.06	0.69	YES	
Apr-02	**13.31**	**4.17**	25257	24		6.94	1.32	YES	
May-02	**13.69**	**3.70**	27564	54		4.68	2.13	YES	
Jun-02	**18.19**	**16.44**	29463	73		4.52	0.39	YES	
Jul-02	**16.29**	**8.25**	33387	97		3.75	2.14	YES	
Aug-02	**12.95**	**9.72**	27145	72		3.96	0.82	YES	
Sep-02	**17.25**	**6.42**	27303	109		3.63	3.48	YES	
Oct-02	**13.51**	**9.05**	27044	232		2.25	2.17	YES	
Nov-02	**13.23**	**5.14**	26511	331		1.87	>5.00	YES	
Dec-02	**13.61**	**11.20**	21243	375		1.79	1.45	YES	
Jan-03	**10.10**	**5.72**	18486	332		1.67	2.92	YES	



Maintenance - POTS Platform cont...

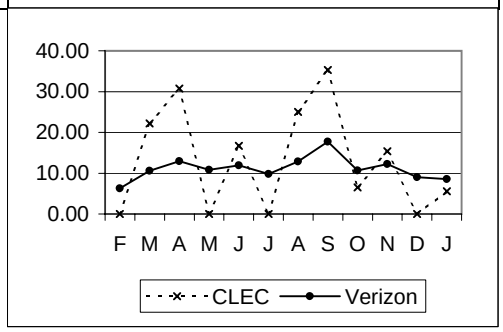
MR-3 - Missed Repair Appointments cont...

MR-3-02-3144 | **% Missed Repair Appointment - Central Office Bus.** | **Parity with Retail**

Parity with Retail POTS - Business

Metric being reported effective 2/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	6.24	0.00	945	5		10.85	0.58	YES
Mar-02	10.60	22.22	689	9		10.33	-1.13	YES
Apr-02	12.97	30.77	825	13		9.39	-1.90	SSST
May-02	10.82	0.00	730	7		11.80	0.92	YES
Jun-02	11.90	16.67	546	12		9.45	-0.17	YES
Jul-02	9.77	0.00	532	11		9.04	5000000.00	YES
Aug-02	12.86	25.00	560	16		8.49	-1.05	YES
Sep-02	17.71	35.29	525	17		9.41	-1.47	YES
Oct-02	10.70	6.52	682	46		4.71	1.18	YES
Nov-02	12.25	15.39	547	13		9.20	-0.02	YES
Dec-02	9.01	0.00	466	16		7.28	>5.0000	YES
Jan-03	8.54	5.56	574	18		6.69	0.84	YES

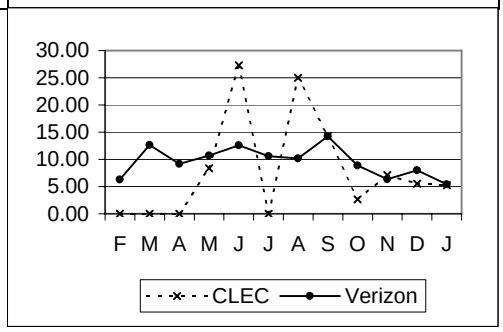


MR-3-02-3145 | **% Missed Repair Appointment - Central Office Res.** | **Parity with Retail**

Parity with Retail POTS - Residence

Metric being reported effective 2/2002

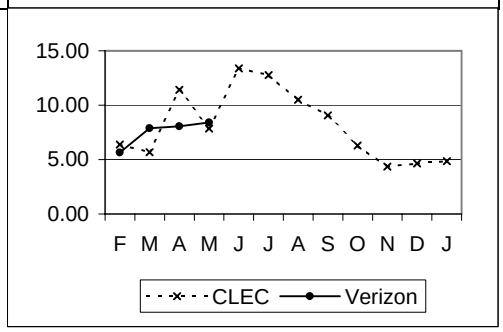
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	6.27	0.00	2474	2		17.15	0.37	YES
Mar-02	12.63	0.00	1670	2		23.50	0.54	YES
Apr-02	9.18	0.00	2081	3		16.68	0.55	YES
May-02	10.71	8.33	1737	12		8.96	0.27	YES
Jun-02	12.61	27.27	1404	11		10.05	-1.02	YES
Jul-02	10.60	0.00	1575	8		10.91	5000000.00	YES
Aug-02	10.16	25.00	1427	4		15.13	-0.39	YES
Sep-02	14.26	14.29	1529	7		13.25	0.41	YES
Oct-02	8.90	2.63	1787	76		3.33	2.43	YES
Nov-02	6.33	7.14	1359	14		6.54	0.26	YES
Dec-02	8.01	5.56	1386	36		4.58	0.83	YES
Jan-03	5.40	5.26	1573	38		3.71	0.30	YES



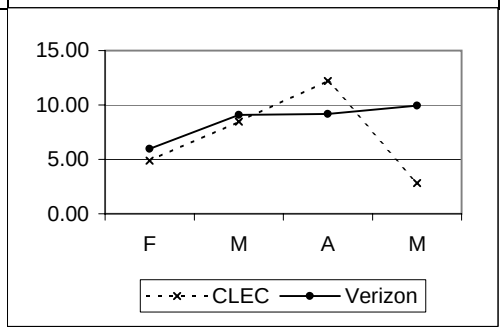
Maintenance - POTS Platform cont...

MR-3 - Missed Repair Appointments cont...

MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**5.66**	**6.38**	19216	47		3.37	-0.21		
Mar-02	**7.89**	**5.68**	22023	88		2.88	0.77		
Apr-02	**8.05**	**11.40**	24093	114		2.55	-1.31		
May-02	**8.40**	**7.86**	25488	140		2.35	0.23		
Jun-02		**13.37**		187					
Jul-02		**12.77**		235					
Aug-02		**10.50**		200					
Sep-02		**9.06**		309					
Oct-02		**6.29**		541					
Nov-02		**4.36**		597					
Dec-02		**4.65**		538					
Jan-03		**4.87**		740					



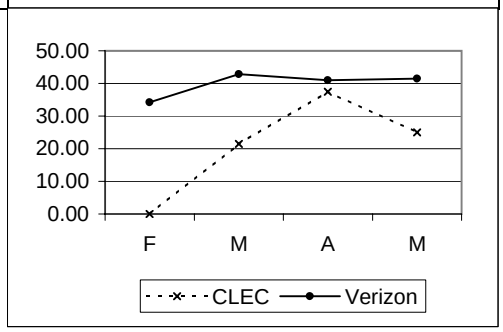
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch								No Standard
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**5.98**	**4.88**	16793	41		3.71	0.30		
Mar-02	**9.10**	**8.47**	20479	59		3.75	0.17		
Apr-02	**9.17**	**12.22**	24008	90		3.05	-1.00		
May-02	**9.93**	**2.83**	25839	106		2.91	2.44		



Maintenance - POTS Platform cont...

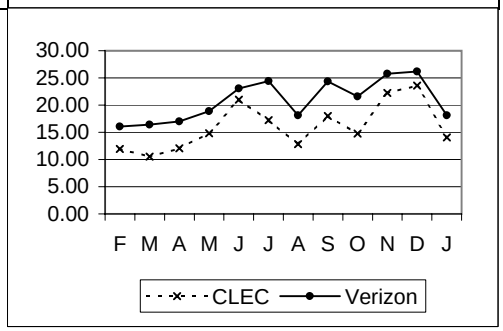
MR-3 - Missed Repair Appointments cont...

MR-3-05-3140	% Missed Repair Appointment - Double Dispatch								No Standard
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**34.17**	**0.00**	3562	4		23.73	1.44		
Mar-02	**42.86**	**21.43**	4321	14		13.25	1.62		
Apr-02	**40.97**	**37.50**	4164	8		17.40	0.20		
May-02	**41.51**	**25.00**	4385	16		12.34	1.34		



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*	
Feb-02	**16.08**	**11.96**	23143	47	27.09	3.95	1.04	YES	
Mar-02	**16.40**	**10.52**	28091	76	23.03	2.65	2.22	YES	
Apr-02	**16.97**	**12.03**	32049	104	21.03	2.07	2.39	YES	
May-02	**18.91**	**14.83**	34251	131	24.05	2.11	1.94	YES	
Jun-02	**23.05**	**21.03**	35428	154	27.02	2.18	0.92	YES	
Jul-02	**24.40**	**17.22**	39931	202	32.81	2.31	3.11	YES	
Aug-02	**18.13**	**12.84**	33272	170	23.57	1.81	2.92	YES	
Sep-02	**24.36**	**17.99**	33197	241	28.68	1.85	3.44	YES	
Oct-02	**21.56**	**14.74**	33637	489	24.26	1.11	6.17	YES	
Nov-02	**25.75**	**22.21**	31991	527	26.72	1.17	3.01	YES	
Dec-02	**26.18**	**23.57**	25920	537	35.00	1.53	1.71	YES	
Jan-03	**18.12**	**14.06**	23746	563	29.74	1.27	3.20	YES	



Maintenance - POTS Platform cont...

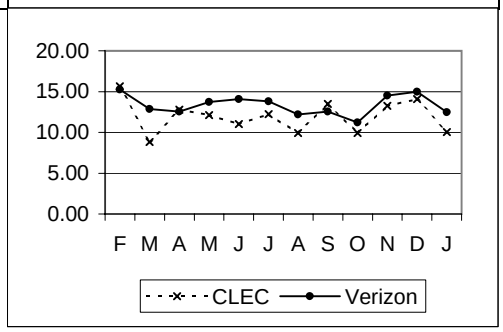
MR-4 - Trouble Duration Intervals cont...

MR-4-02-3144 | **Mean Time To Repair - Loop Trouble - Platform - Bus.** | **Parity with Retail**

Parity with Retail POTS - Business

Metric being reported effective 2/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	15.24	15.63	2919	15	20.65	5.35	-0.07	YES
Mar-02	12.84	8.82	3532	33	16.97	2.97	1.36	YES
Apr-02	12.54	12.78	3784	64	19.42	2.45	-0.10	YES
May-02	13.73	12.10	4102	58	27.79	3.68	0.44	YES
Jun-02	14.09	11.03	3897	58	18.64	2.47	1.24	YES
Jul-02	13.81	12.24	4314	86	20.93	2.28	0.69	YES
Aug-02	12.18	9.94	4015	78	29.80	3.41	0.66	YES
Sep-02	12.56	13.50	3765	108	18.83	1.84	-0.51	YES
Oct-02	11.20	9.92	4057	135	17.92	1.57	0.82	YES
Nov-02	14.52	13.26	3503	169	19.30	1.52	0.83	YES
Dec-02	14.99	14.07	2775	110	26.43	2.57	0.36	YES
Jan-03	12.47	10.04	3072	175	51.44	4.00	0.61	YES

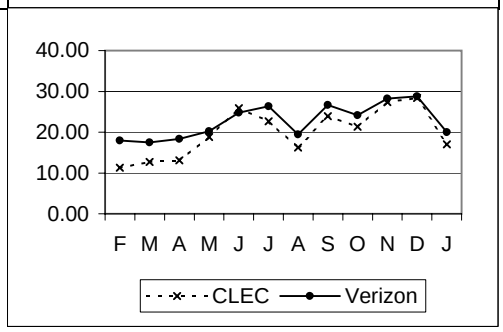


MR-4-02-3145 | **Mean Time To Repair - Loop Trouble - Platform - Res.** | **Parity with Retail**

Parity with Retail POTS - Residence

Metric being reported effective 2/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	17.93	11.26	16743	25	29.66	5.94	1.12	YES
Mar-02	17.49	12.70	22108	32	24.24	4.29	1.12	YES
Apr-02	18.35	13.10	25257	24	21.16	4.32	1.22	YES
May-02	20.26	18.84	27564	54	23.51	3.20	0.44	YES
Jun-02	24.80	25.86	29463	73	27.75	3.25	-0.33	YES
Jul-02	26.32	22.66	33387	97	34.03	3.46	1.06	YES
Aug-02	19.42	16.23	27145	72	22.05	2.60	1.23	YES
Sep-02	26.63	23.88	27303	109	28.54	2.74	1.00	YES
Oct-02	24.13	21.32	27044	232	24.99	1.65	1.71	YES
Nov-02	28.20	27.40	26511	331	27.28	1.51	0.53	YES
Dec-02	28.79	28.39	21243	375	36.14	1.88	0.21	YES
Jan-03	20.04	16.98	18486	332	24.92	1.38	2.21	YES



Maintenance - POTS Platform cont...

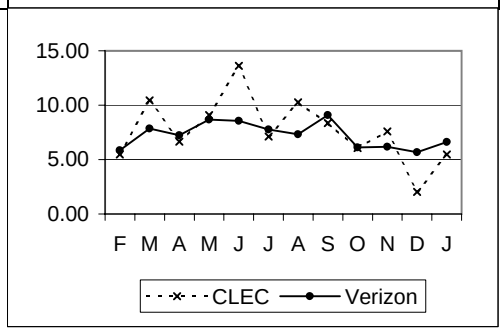
MR-4 - Trouble Duration Intervals cont...

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

Parity with Retail POTS - Business

Metric being reported effective 2/2002

	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
Feb-02	**5.86**	**5.48**	945	5	11.77	5.28	0.07	YES
Mar-02	**7.86**	**10.43**	689	9	13.36	4.48	-0.57	YES
Apr-02	**7.23**	**6.66**	825	13	11.70	3.27	0.17	YES
May-02	**8.69**	**9.09**	730	7	16.24	6.17	-0.06	YES
Jun-02	**8.55**	**13.62**	546	12	19.21	5.60	-0.91	YES
Jul-02	**7.76**	**7.13**	532	11	13.32	4.06	0.16	YES
Aug-02	**7.32**	**10.26**	560	16	12.94	3.28	-0.89	YES
Sep-02	**9.10**	**8.34**	525	17	16.70	4.12	0.18	YES
Oct-02	**6.12**	**6.06**	682	46	11.19	1.70	0.04	YES
Nov-02	**6.18**	**7.58**	547	13	11.55	3.24	-0.43	YES
Dec-02	**5.68**	**2.02**	466	16	16.20	4.12	0.89	YES
Jan-03	**6.61**	**5.48**	574	18	12.86	3.08	0.37	YES

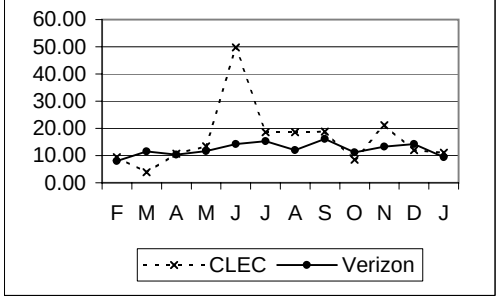


MR-4-03-3145 | **Mean Time To Repair - Central Office Trouble - Res.** | **Parity with Retail**

Parity with Retail POTS - Residence

Metric being reported effective 2/2002

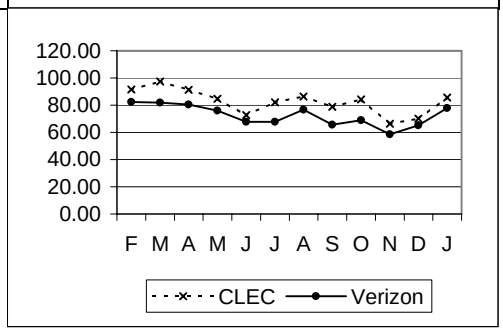
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
Feb-02	**7.98**	**9.44**	2474	2	14.03	9.92	-0.15	YES
Mar-02	**11.55**	**3.94**	1670	2	17.27	12.22	0.62	YES
Apr-02	**10.41**	**10.71**	2081	3	16.48	9.52	-0.03	YES
May-02	**11.67**	**13.37**	1737	12	16.71	4.84	-0.35	YES
Jun-02	**14.24**	**49.73**	1404	11	22.54	6.82	-5.20	SSST
Jul-02	**15.26**	**18.58**	1575	8	22.65	8.03	-0.41	YES
Aug-02	**11.97**	**18.58**	1427	4	24.72	12.38	-0.53	YES
Sep-02	**16.07**	**18.84**	1529	7	29.69	11.25	-0.25	YES
Oct-02	**11.13**	**8.49**	1787	76	16.05	1.88	1.41	YES
Nov-02	**13.33**	**21.23**	1359	14	19.48	5.23	-1.51	YES
Dec-02	**14.22**	**12.01**	1386	36	25.59	4.32	0.51	YES
Jan-03	**9.39**	**11.11**	1573	38	14.39	2.36	-0.73	YES



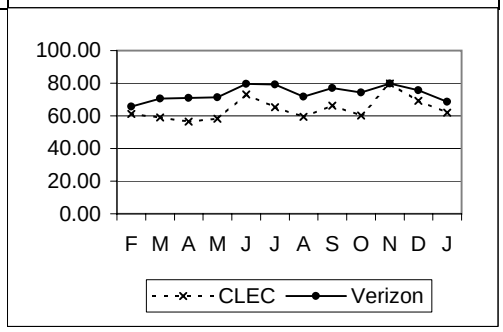
Maintenance - POTS Platform cont...

MR-4 - Trouble Duration Intervals cont...

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*	
Feb-02	**82.27**	**91.49**	23143	47		5.58	-1.65	SSST	
Mar-02	**81.84**	**97.37**	28091	76		4.43	3.51	YES	
Apr-02	**80.58**	**91.35**	32049	104		3.89	2.77	YES	
May-02	**76.00**	**84.73**	34251	131		3.74	2.34	YES	
Jun-02	**67.70**	**72.73**	35428	154		3.78	1.33	YES	
Jul-02	**67.85**	**82.18**	39931	202		3.29	4.35	YES	
Aug-02	**76.82**	**86.47**	33272	170		3.24	2.97	YES	
Sep-02	**65.70**	**78.84**	33197	241		3.07	4.54	YES	
Oct-02	**68.87**	**84.25**	33637	489		2.11	>5.00	YES	
Nov-02	**58.61**	**66.41**	31991	527		2.16	3.69	YES	
Dec-02	**65.29**	**70.02**	25920	537		2.08	2.35	YES	
Jan-03	**77.90**	**85.61**	23746	563		1.77	4.62	YES	



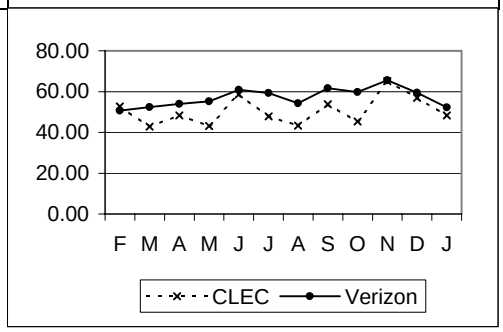
MR-4-06-3140	% Out of Service > 4 Hours								Parity with Retail
	Parity with Retail POTS - Total (Business and Residence)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**65.78**	**61.11**	13489	36		7.92	0.59	YES	
Mar-02	**70.60**	**58.93**	17008	56		6.10	1.91	YES	
Apr-02	**70.97**	**56.45**	19774	62		5.77	2.51	YES	
May-02	**71.36**	**58.33**	21107	72		5.34	2.44	YES	
Jun-02	**79.59**	**73.08**	22897	104		3.96	1.64	YES	
Jul-02	**79.12**	**65.22**	24858	138		3.47	4.01	YES	
Aug-02	**71.70**	**59.46**	17999	111		4.29	2.85	YES	
Sep-02	**77.09**	**66.30**	17733	184		3.11	3.40	YES	
Oct-02	**74.39**	**60.28**	16447	355		2.34	>5.00	YES	
Nov-02	**79.74**	**79.85**	17128	402		2.03	0.02	YES	
Dec-02	**75.60**	**69.29**	13603	407		2.16	2.91	YES	
Jan-03	**68.59**	**62.02**	12505	387		2.40	2.76	YES	



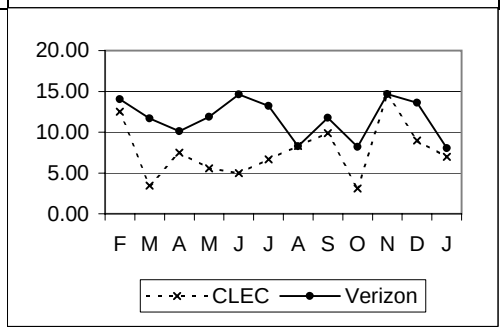
Maintenance - POTS Platform cont...

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*	
Feb-02	**50.62**	**52.78**	13489	36		8.34	-0.26	YES	
Mar-02	**52.45**	**42.86**	17008	56		6.68	1.43	YES	
Apr-02	**53.93**	**48.39**	19774	62		6.34	0.87	YES	
May-02	**55.25**	**43.06**	21107	72		5.87	2.08	YES	
Jun-02	**60.86**	**58.65**	22897	104		4.80	0.46	YES	
Jul-02	**59.28**	**47.83**	24858	138		4.19	2.73	YES	
Aug-02	**54.30**	**43.24**	17999	111		4.74	2.33	YES	
Sep-02	**61.70**	**53.80**	17733	184		3.60	2.25	YES	
Oct-02	**59.83**	**45.35**	16447	355		2.63	>5.00	YES	
Nov-02	**65.56**	**65.17**	17128	402		2.40	0.22	YES	
Dec-02	**59.45**	**57.00**	13603	407		2.47	1.04	YES	
Jan-03	**52.25**	**48.32**	12505	387		2.58	1.58	YES	



MR-4-08-3144	% Out of Service > 24 Hours - Bus.								Parity with Retail
	Parity with Retail POTS - Business								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**14.05**	**12.50**	2164	16		8.72	0.18	YES	
Mar-02	**11.67**	**3.45**	2424	29		6.00	1.37	YES	
Apr-02	**10.10**	**7.50**	2762	40		4.80	0.54	YES	
May-02	**11.88**	**5.56**	2879	36		5.43	1.16	YES	
Jun-02	**14.61**	**5.00**	2724	40		5.63	2.18	YES	
Jul-02	**13.22**	**6.67**	2866	60		4.42	1.80	YES	
Aug-02	**8.29**	**8.33**	2498	60		3.60	0.16	YES	
Sep-02	**11.75**	**9.89**	2365	91		3.44	0.69	YES	
Oct-02	**8.18**	**3.10**	2408	129		2.48	2.51	YES	
Nov-02	**14.66**	**14.60**	2189	137		3.12	0.12	YES	
Dec-02	**13.59**	**8.99**	1722	89		3.72	1.45	YES	
Jan-03	**8.04**	**6.98**	1854	129		2.48	0.57	YES	



Maintenance - POTS Platform cont...

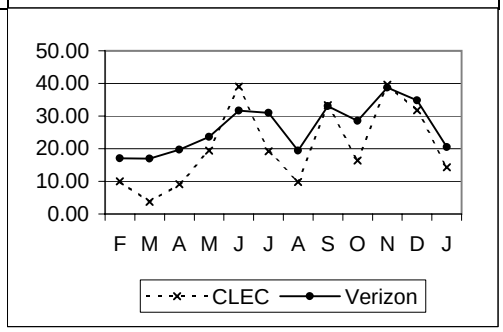
MR-4 - Trouble Duration Intervals cont...

MR-4-08-3145 | **% Out of Service > 24 Hours - Res.** | **Parity with Retail**

Parity with Retail POTS - Residence

Metric being reported effective 2/2002

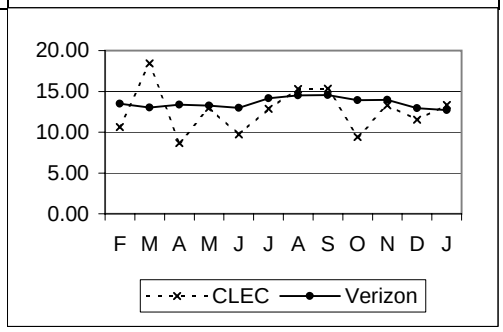
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
Feb-02	**17.10**	**10.00**	11281	20		8.43	0.84	YES
Mar-02	**16.93**	**3.70**	14525	27		7.22	1.83	YES
Apr-02	**19.68**	**9.09**	16947	22		8.48	1.25	YES
May-02	**23.58**	**19.44**	18150	36		7.08	0.58	YES
Jun-02	**31.67**	**39.06**	20093	64		5.82	-1.27	YES
Jul-02	**31.01**	**19.23**	21914	78		5.25	2.25	YES
Aug-02	**19.43**	**9.80**	15428	51		5.55	2.05	YES
Sep-02	**33.06**	**33.33**	15324	93		4.89	0.04	YES
Oct-02	**28.50**	**16.37**	13998	226		3.03	4.30	YES
Nov-02	**38.72**	**39.62**	14896	265		3.02	-0.24	YES
Dec-02	**34.79**	**31.76**	11853	318		2.71	1.18	YES
Jan-03	**20.45**	**14.34**	10623	258		2.54	2.58	YES



MR-5-01-3140 | **% Repeat Reports within 30 Days** | **Parity with Retail**

Parity with Retail POTS - Total (Business and Residence)

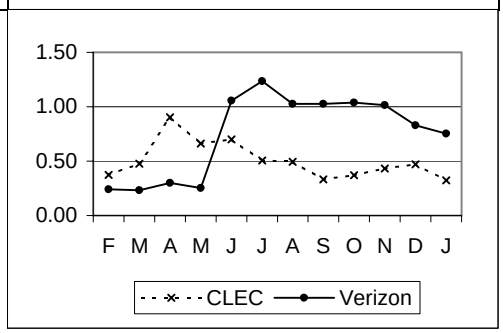
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
Feb-02	**13.49**	**10.64**	23143	47		4.99	0.57	YES
Mar-02	**13.01**	**18.42**	28091	76		3.86	-1.40	YES
Apr-02	**13.36**	**8.65**	32049	104		3.34	1.41	YES
May-02	**13.25**	**12.98**	34251	131		2.97	0.09	YES
Jun-02	**12.99**	**9.74**	35428	154		2.72	1.20	YES
Jul-02	**14.16**	**12.87**	39931	202		2.46	0.52	YES
Aug-02	**14.52**	**15.29**	33272	170		2.71	-0.28	YES
Sep-02	**14.53**	**15.35**	33197	241		2.28	-0.29	YES
Oct-02	**13.93**	**9.41**	33637	489		1.58	3.08	YES
Nov-02	**13.97**	**13.28**	31991	527		1.52	0.51	YES
Dec-02	**12.93**	**11.55**	25920	537		1.46	1.01	YES
Jan-03	**12.71**	**13.32**	23746	563		1.42	-0.38	YES



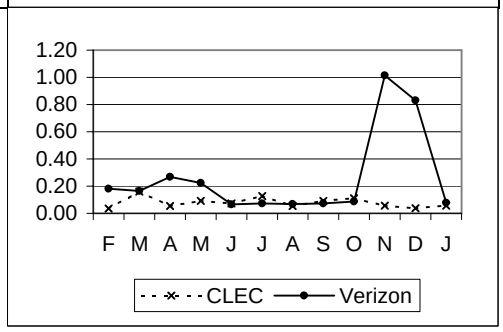
2-Wire Digital Services - Maintenance

MR-2 - Trouble Report Rate

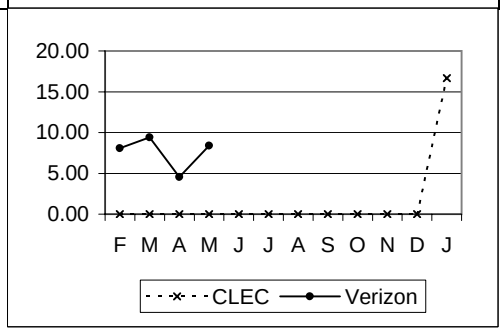
MR-2-02-3341	Network Trouble Report Rate - Loop								Parity with Retail
	Parity with Retail POTS - Total (ALL)								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	0.24	0.37	48543	5643		0.07	-1.90	NO	
Mar-02	0.23	0.48	48299	5654		0.07	-3.63	NO	
Apr-02	0.30	0.90	48202	5640		0.08	-7.88	NO	
May-02	0.25	0.66	48083	5446		0.07	-5.66	NO	
Jun-02	1.06	0.70	3182204	5425		0.14	2.56	YES	
Jul-02	1.23	0.51	3076556	5534		0.15	4.90	YES	
Aug-02	1.03	0.49	3066629	5469		0.14	3.90	YES	
Sep-02	1.03	0.33	3047493	5423		0.14	>5.00	YES	
Oct-02	1.04	0.37	3018714	5378		0.14	>5.00	YES	
Nov-02	1.01	0.43	2980770	5334		0.14	4.92	YES	
Dec-02	0.83	0.47	2913051	5305		0.12	3.20	YES	
Jan-03	0.75	0.32	2888984	5248		0.12	4.13	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	
Feb-02	0.18	0.04	48543	5643		0.06	2.44	YES	
Mar-02	0.17	0.16	48299	5654		0.06	0.11	YES	
Apr-02	0.27	0.05	48202	5640		0.07	2.95	YES	
May-02	0.22	0.09	48083	5446		0.07	1.94	YES	
Jun-02	0.06	0.07	3182204	5425		0.03	-0.08	YES	
Jul-02	0.07	0.13	3076556	5534		0.04	-1.45	YES	
Aug-02	0.07	0.05	3066629	5469		0.04	0.60	YES	
Sep-02	0.07	0.09	3047493	5423		0.04	-0.37	YES	
Oct-02	0.09	0.11	3018714	5378		0.04	-0.46	YES	
Nov-02	1.01	0.06	2980770	5334		0.14	>5.00	YES	
Dec-02	0.83	0.04	2913051	5305		0.12	>5.0000	YES	
Jan-03	0.08	0.06	2888984	5248		0.04	0.77	YES	



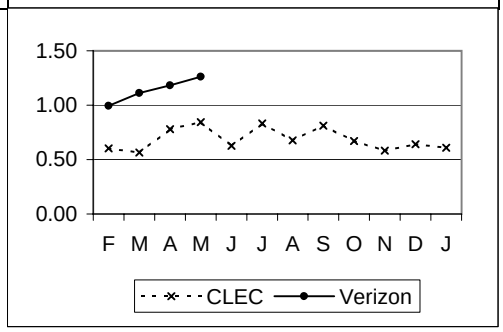
MR-2-04-3341	% Subsequent Reports								Assessed I/C/W MRAs
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	8.07	0.00							
Mar-02	9.43	0.00							
Apr-02	4.55	0.00							
May-02	8.40	0.00							
Jun-02		0.00		42					
Jul-02		0.00		35					
Aug-02		0.00		30					
Sep-02		0.00		23					
Oct-02		0.00		26					
Nov-02		0.00		26					
Dec-02		0.00		27					
Jan-03		16.67		24					



2-Wire Digital Services - Maintenance cont...

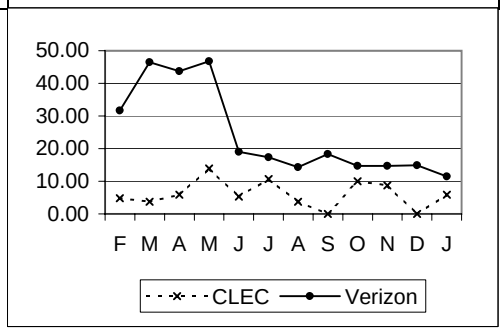
MR-2 - Trouble Report Rate cont...

MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate							None: Analysis Only
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
Feb-02	**0.99**	**0.60**	48543	5643		0.14	2.80	
Mar-02	**1.11**	**0.57**	48299	5654		0.15	3.70	
Apr-02	**1.18**	**0.78**	48202	5640		0.15	2.65	
May-02	**1.26**	**0.84**	48083	5446		0.16	2.61	
Jun-02		**0.63**		5425				
Jul-02		**0.83**		5534				
Aug-02		**0.68**		5469				
Sep-02		**0.81**		5423				
Oct-02		**0.67**		5378				
Nov-02		**0.58**		5334				
Dec-02		**0.64**		5305				
Jan-03		**0.61**		5248				

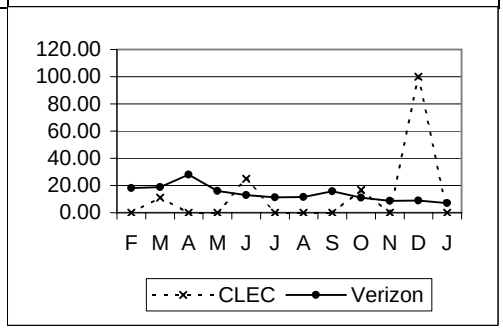


MR-3 - Missed Repair Appointments

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*
Feb-02	**31.62**	**4.76**	117	21		11.02	2.44	YES
Mar-02	**46.43**	**3.70**	112	27		10.69	4.00	YES
Apr-02	**43.75**	**5.88**	144	51		8.08	4.68	YES
May-02	**46.72**	**13.89**	122	36		9.46	3.47	YES
Jun-02	**19.06**	**5.26**	33588	38		6.38	2.72	YES
Jul-02	**17.40**	**10.71**	37964	28		7.17	1.22	YES
Aug-02	**14.36**	**3.70**	31446	27		6.75	2.16	YES
Sep-02	**18.38**	**0.00**	31312	18		9.13	>5.00	YES
Oct-02	**14.70**	**10.00**	31330	20		7.92	0.90	YES
Nov-02	**14.75**	**8.70**	30204	23		7.40	1.14	YES
Dec-02	**14.86**	**0.00**	24186	25		7.12	>5.0000	YES
Jan-03	**11.46**	**5.88**	21747	17		7.73	1.14	YES



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*
Feb-02	**18.18**	**0.00**	88	2		27.58	0.66	YES
Mar-02	**18.75**	**11.11**	80	9		13.72	0.56	YES
Apr-02	**27.91**	**0.00**	129	3		26.20	1.07	YES
May-02	**15.89**	**0.00**	107	5		16.73	0.95	YES
Jun-02	**13.05**	**25.00**	2061	4		16.86	-0.18	YES
Jul-02	**11.37**	**0.00**	2261	7		12.02	5000000.00	YES
Aug-02	**11.53**	**0.00**	2116	3		18.45	5000000.00	YES
Sep-02	**15.68**	**0.00**	2200	5		16.28	SS	
Oct-02	**10.95**	**16.67**	2604	6		12.76	0.00	YES
Nov-02	**8.82**	**0.00**	2019	3		16.38	SS	
Dec-02	**9.02**	**100.00**	1973	2		20.27	SS	
Jan-03	**7.13**	**0.00**	2271	3		14.87	SS	

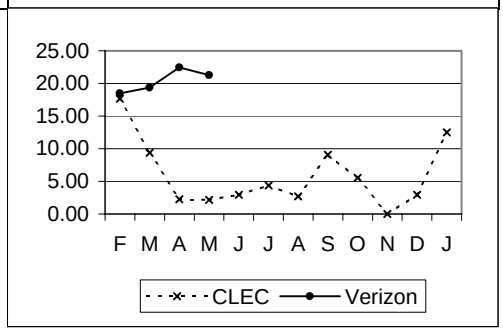


2-Wire Digital Services - Maintenance cont...

MR-3 - Missed Repair Appointments cont...

MR-3-03-3341 | **% CPE/TOK/FOK - Missed Appointment** | **No Standard**

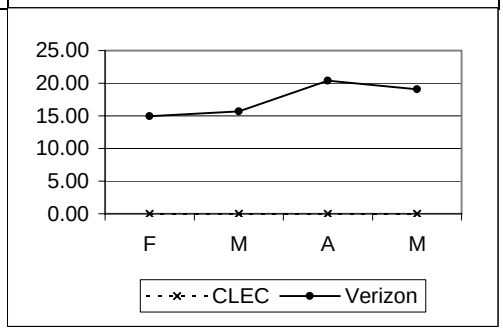
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	**18.46**	**17.65**	482	34		6.88	0.12	
Mar-02	**19.37**	**9.38**	537	32		7.19	1.39	
Apr-02	**22.46**	**2.27**	570	44		6.53	3.09	
May-02	**21.29**	**2.17**	606	46		6.26	3.05	
Jun-02		**2.94**		34				
Jul-02		**4.35**		46				
Aug-02		**2.70**		37				
Sep-02		**9.09**		44				
Oct-02		**5.56**		36				
Nov-02		**0.00**		31				
Dec-02		**2.94**		34				
Jan-03		**12.50**		32				



MR-3-04-3341 | **% Missed Repair Appointment - No Double Dispatch** | **No Standard**

Eliminated as of 6/2002

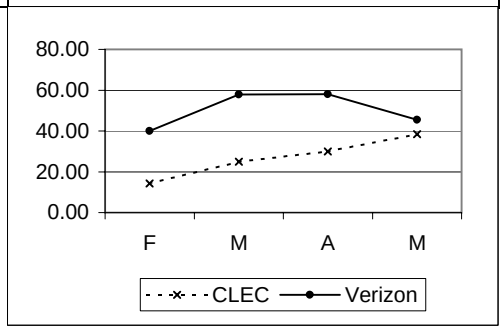
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	**14.95**	**0.00**	107	16		9.56	1.56	
Mar-02	**15.69**	**0.00**	102	27		7.87	1.99	
Apr-02	**20.39**	**0.00**	152	41		7.09	2.88	
May-02	**19.08**	**0.00**	131	27		8.30	2.30	



MR-3-05-3341 | **% Missed Repair Appointment - Double Dispatch** | **No Standard**

Eliminated as of 6/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	**40.00**	**14.29**	90	7		19.22	1.34	
Mar-02	**57.95**	**25.00**	88	8		18.23	1.81	
Apr-02	**58.04**	**30.00**	112	10		16.29	1.72	
May-02	**45.56**	**38.46**	90	13		14.78	0.48	



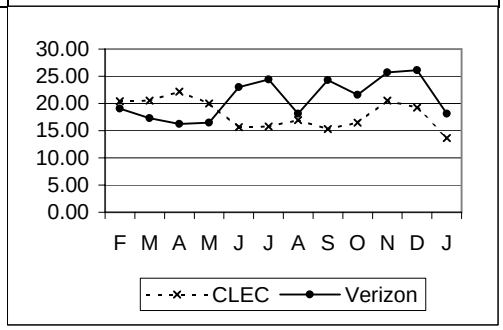
2-Wire Digital Services - Maintenance cont...

MR-4 - Trouble Duration Intervals

MR-4-01-3341 — **Mean Time To Repair - Total** — **Parity with Retail**

Parity with Retail POTS - Total (ALL)

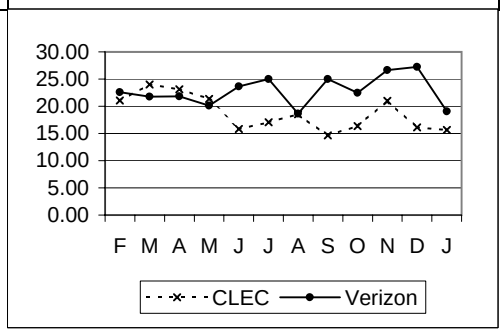
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	**19.07**	**20.41**	205	23	32.94	7.24	-0.19	YES
Mar-02	**17.28**	**20.51**	192	36	19.60	3.56	-0.91	YES
Apr-02	**16.22**	**22.19**	273	54	18.66	2.78	-2.15	NO
May-02	**16.49**	**19.97**	229	41	18.68	3.17	-1.10	YES
Jun-02	**23.02**	**15.62**	35649	42	27.01	4.17	1.77	YES
Jul-02	**24.39**	**15.75**	40225	35	32.83	5.55	1.56	YES
Aug-02	**18.13**	**16.92**	33562	30	23.56	4.30	0.28	YES
Sep-02	**24.30**	**15.30**	33512	23	28.64	5.97	1.51	YES
Oct-02	**21.57**	**16.48**	33934	26	24.49	4.80	1.06	YES
Nov-02	**25.68**	**20.53**	32223	26	26.71	5.24	0.98	YES
Dec-02	**26.13**	**19.23**	26159	27	34.97	6.73	1.02	YES
Jan-03	**18.11**	**13.66**	24018	20	29.68	6.64	0.67	YES



MR-4-02-3341 — **Mean Time To Repair - Loop Trouble** — **Parity with Retail**

Parity with Retail POTS - Total (ALL)

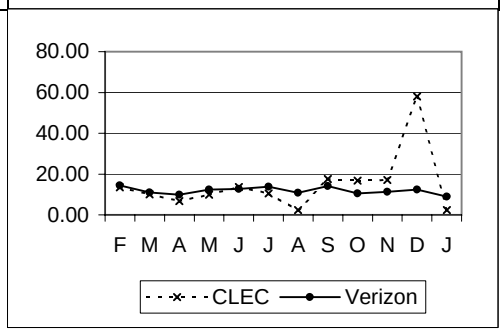
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	**22.58**	**21.08**	117	21	39.67	9.40	0.16	YES
Mar-02	**21.74**	**23.99**	112	27	21.11	4.53	-0.50	YES
Apr-02	**21.83**	**23.10**	144	51	21.60	3.52	-0.36	YES
May-02	**20.10**	**21.38**	122	36	19.38	3.68	-0.35	YES
Jun-02	**23.65**	**15.82**	33588	38	27.17	4.41	1.77	YES
Jul-02	**25.02**	**17.08**	37964	28	33.25	6.29	1.26	YES
Aug-02	**18.62**	**18.53**	31446	27	23.58	4.54	0.02	YES
Sep-02	**25.02**	**14.66**	31312	18	28.64	6.75	1.53	YES
Oct-02	**22.49**	**16.38**	31330	20	24.70	5.52	1.11	YES
Nov-02	**26.64**	**20.97**	30204	23	26.93	5.62	1.01	YES
Dec-02	**27.25**	**16.12**	24186	25	35.47	7.10	1.57	YES
Jan-03	**19.07**	**15.66**	21747	17	30.67	7.44	0.46	YES



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
Feb-02	**14.40**	**13.42**	88	2	20.20	14.45	0.07	YES
Mar-02	**11.04**	**10.07**	80	9	15.33	5.39	0.18	YES
Apr-02	**9.95**	**6.74**	129	3	12.01	7.01	0.46	YES
May-02	**12.37**	**9.84**	107	5	17.02	7.79	0.32	YES
Jun-02	**12.74**	**13.72**	2061	4	21.85	10.93	-0.09	YES
Jul-02	**13.81**	**10.44**	2261	7	22.37	8.47	0.40	YES
Aug-02	**10.75**	**2.34**	2116	3	21.91	12.66	0.66	YES
Sep-02	**14.07**	**17.58**	2200	5	26.61	11.91	Not Required	
Oct-02	**10.49**	**16.79**	2604	6	18.47	7.55	-0.84	YES
Nov-02	**11.30**	**17.14**	2019	3	17.76	10.26	Not Required	
Dec-02	**12.32**	**58.09**	1973	2	24.15	17.09	Not Required	
Jan-03	**8.96**	**2.29**	2271	3	14.74	8.52	Not Required	



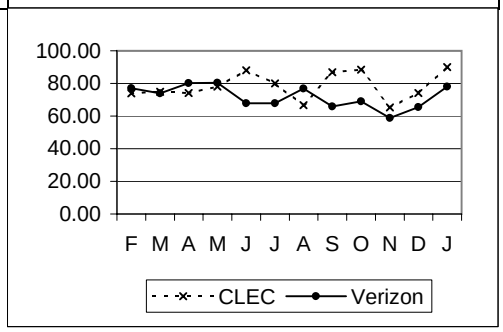
2-Wire Digital Services - Maintenance cont...

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)

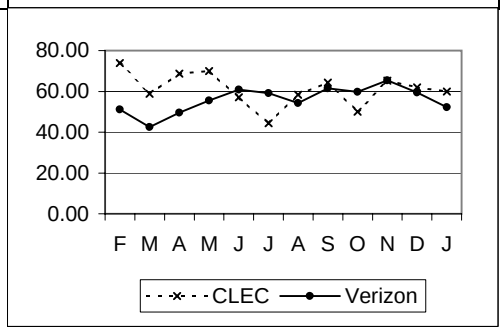
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	77.07	73.91	205	23		9.24	0.34	YES
Mar-02	73.96	75.00	192	36		7.97	0.13	YES
Apr-02	80.22	74.07	273	54		5.93	-1.04	YES
May-02	80.35	78.05	229	41		6.74	-0.34	YES
Jun-02	67.76	88.10	35649	42		7.22	3.25	YES
Jul-02	67.89	80.00	40225	35		7.90	1.53	YES
Aug-02	76.83	66.67	33562	30		7.71	-1.32	YES
Sep-02	65.82	86.96	33512	23		9.89	2.55	YES
Oct-02	68.93	88.46	33934	26		9.08	2.58	YES
Nov-02	58.78	65.39	32223	26		9.66	0.88	YES
Dec-02	65.40	74.07	26159	27		9.16	1.16	YES
Jan-03	77.95	90.00	24018	20		9.27	1.69	YES



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

Parity with Retail POTS - Total (ALL)

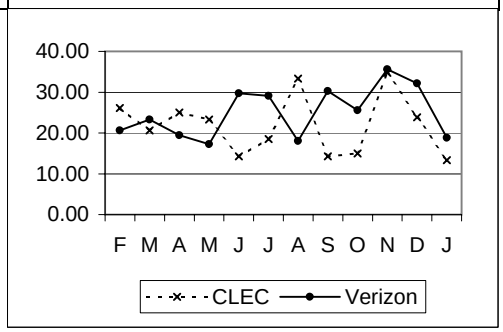
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	51.09	73.91	92	23		11.65	-1.96	SSST
Mar-02	42.47	58.82	73	34		10.26	-1.59	YES
Apr-02	49.51	68.75	103	48		8.74	-2.20	NO
May-02	55.56	70.00	81	30		10.62	-1.36	YES
Jun-02	60.80	57.14	22988	35		8.26	0.44	YES
Jul-02	59.20	44.44	25023	27		9.46	1.56	YES
Aug-02	54.20	58.33	18169	24		10.18	-0.41	YES
Sep-02	61.55	64.29	17904	14		13.01	0.09	YES
Oct-02	59.76	50.00	16629	20		10.97	1.12	YES
Nov-02	65.45	65.22	17252	23		9.92	0.26	YES
Dec-02	59.42	61.91	13733	21		10.72	0.00	YES
Jan-03	52.25	60.00	12650	15		12.90	-0.34	YES



MR-4-08-3341 | **% Out of Service > 24 Hours** | **Parity with Retail**

Parity with Retail POTS - Total (ALL)

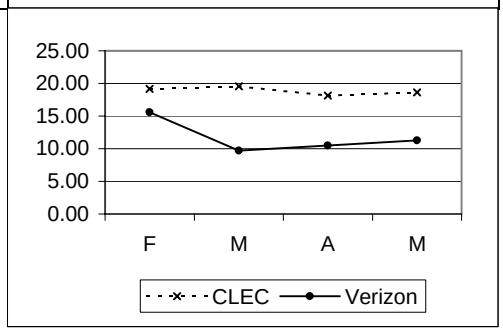
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	20.65	26.09	92	23		9.44	-0.58	YES
Mar-02	23.29	20.59	73	34		8.78	0.31	YES
Apr-02	19.42	25.00	103	48		6.91	-0.81	YES
May-02	17.28	23.33	81	30		8.08	-0.75	YES
Jun-02	29.73	14.29	22988	35		7.73	2.33	YES
Jul-02	29.10	18.52	25023	27		8.75	1.46	YES
Aug-02	18.05	33.33	18169	24		7.86	-1.95	NO
Sep-02	30.27	14.29	17904	14		12.28	1.69	YES
Oct-02	25.59	15.00	16629	20		9.76	1.39	YES
Nov-02	35.60	34.78	17252	23		9.99	0.28	YES
Dec-02	32.19	23.81	13733	21		10.20	1.06	YES
Jan-03	18.81	13.33	12650	15		10.10	0.85	YES



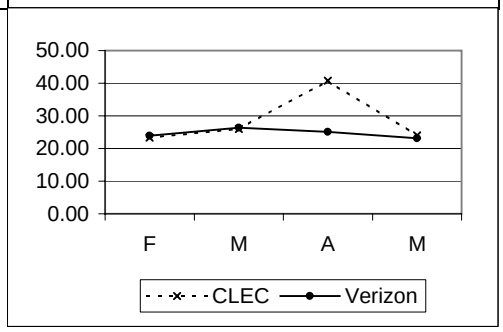
2-Wire Digital Services - Maintenance cont...

MR-4 - Trouble Duration Intervals cont...

MR-4-09-3341	Mean Time To Repair - No Double Dispatch								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**15.58**	**19.15**	107	16	40.69	10.91	-0.33	YES	
Mar-02	**9.70**	**19.58**	102	27	13.50	2.92	-3.38	SSST	
Apr-02	**10.47**	**18.13**	152	41	12.80	2.25	-3.40	NO	
May-02	**11.30**	**18.62**	131	27	15.66	3.31	-2.21	SSST	

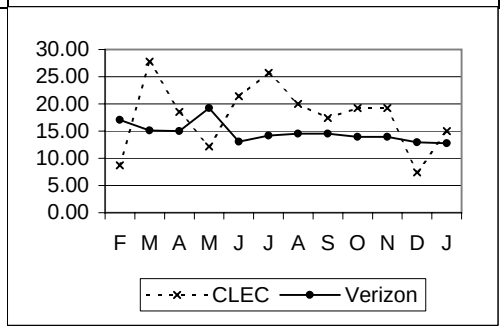


MR-4-10-3341	Mean Time To Repair - Double Dispatch								Parity with Retail
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**23.97**	**23.30**	90	7	21.41	8.40	0.08	YES	
Mar-02	**26.39**	**26.01**	88	8	21.82	8.06	0.05	YES	
Apr-02	**25.14**	**40.81**	112	10	22.12	7.30	-2.15	SSST	
May-02	**23.10**	**24.07**	90	13	21.01	6.23	-0.16	YES	



MR-5 - Repeat Trouble Reports

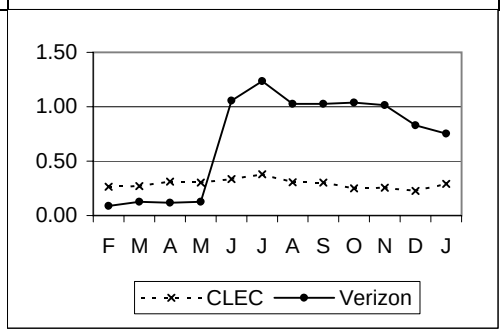
MR-5-01-3341	% Repeat Reports within 30 Days								Parity with Retail
	Parity with Retail POTS - Total (ALL)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**17.07**	**8.70**	205	23		8.27	1.01	YES	
Mar-02	**15.10**	**27.78**	192	36		6.50	-1.95	NO	
Apr-02	**15.02**	**18.52**	273	54		5.32	-0.66	YES	
May-02	**19.21**	**12.20**	229	41		6.68	1.05	YES	
Jun-02	**13.04**	**21.43**	35649	42		5.20	-1.61	YES	
Jul-02	**14.18**	**25.71**	40225	35		5.90	-1.95	NO	
Aug-02	**14.53**	**20.00**	33562	30		6.44	-0.63	YES	
Sep-02	**14.52**	**17.39**	33512	23		7.35	-0.17	YES	
Oct-02	**13.94**	**19.23**	33934	26		6.79	-0.55	YES	
Nov-02	**13.96**	**19.23**	32223	26		6.80	-0.54	YES	
Dec-02	**12.95**	**7.41**	26159	27		6.46	1.18	YES	
Jan-03	**12.74**	**15.00**	24018	20		7.46	-0.06	YES	



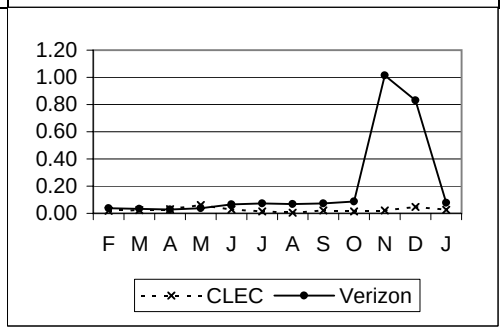
2-Wire xDSL Loops - Maintenance

MR-2 - Trouble Report Rate

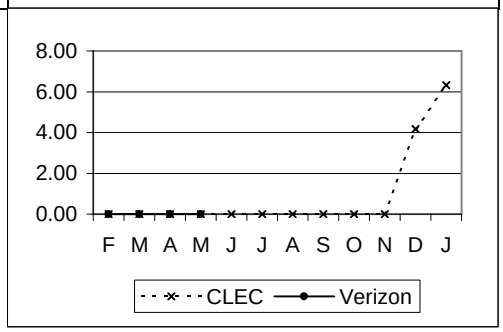
MR-2-02-3342	Network Trouble Report Rate - Loop								Parity with Retail
	Parity with Retail POTS - Total (ALL)								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	0.09	0.26	46900	21592		0.02	-7.09	NO	
Mar-02	0.13	0.27	46935	22145		0.03	-4.91	NO	
Apr-02	0.12	0.31	44942	22162		0.03	-6.87	NO	
May-02	0.13	0.30	44234	21528		0.03	-5.93	NO	
Jun-02	1.06	0.33	3182204	21501		0.07	10.31	YES	
Jul-02	1.23	0.38	3076556	22197		0.07	11.50	YES	
Aug-02	1.03	0.31	3066629	22201		0.07	10.60	YES	
Sep-02	1.03	0.30	3047493	22429		0.07	>5.00	YES	
Oct-02	1.04	0.25	3018714	22721		0.07	>5.00	YES	
Nov-02	1.01	0.26	2980770	23116		0.07	>5.00	YES	
Dec-02	0.83	0.23	2913051	23373		0.06	>5.0000	YES	
Jan-03	0.75	0.29	2888984	23583		0.06	>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	
Feb-02	0.04	0.02	46900	21592		0.02	1.23	YES	
Mar-02	0.03	0.02	46935	22145		0.01	0.64	YES	
Apr-02	0.03	0.03	44942	22162		0.01	-0.19	YES	
May-02	0.04	0.06	44234	21528		0.02	-1.35	YES	
Jun-02	0.06	0.03	3182204	21501		0.02	2.12	YES	
Jul-02	0.07	0.01	3076556	22197		0.02	4.21	YES	
Aug-02	0.07	0.00	3066629	22201		0.02	5000000.00	YES	
Sep-02	0.07	0.02	3047493	22429		0.02	3.39	YES	
Oct-02	0.09	0.01	3018714	22721		0.02	4.77	YES	
Nov-02	1.01	0.02	2980770	23116		0.07	>5.00	YES	
Dec-02	0.83	0.05	2913051	23373		0.06	>5.0000	YES	
Jan-03	0.08	0.03	2888984	23583		0.02	3.51	YES	



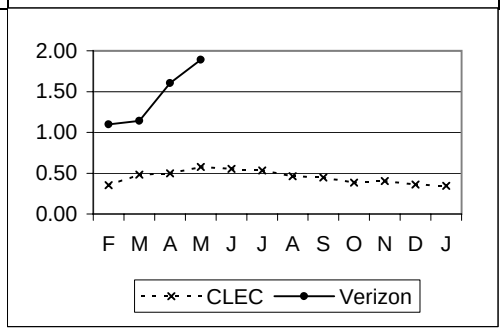
MR-2-04-3342	% Subsequent Reports								Assessed I/C/W MRAs
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	0.00	0.00	80	93		0.00			
Mar-02	0.00	0.00	93	94		0.00			
Apr-02	0.00	0.00	97	112		0.00			
May-02	0.00	0.00	110	104		0.00			
Jun-02		0.00		98					
Jul-02		0.00		108					
Aug-02		0.00		88					
Sep-02		0.00		95					
Oct-02		0.00		75					
Nov-02		0.00		81					
Dec-02		4.17		96					
Jan-03		6.32		95					



2-Wire xDSL Loops - Maintenance cont...

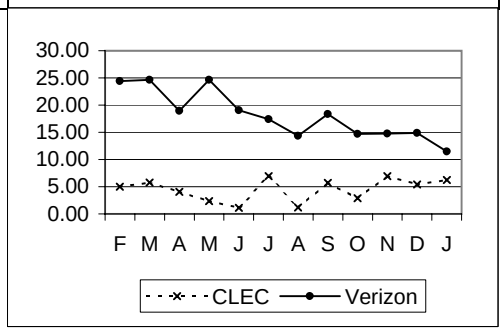
MR-2 - Trouble Report Rate cont...

MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate								None: Analysis Only
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**1.10**	**0.35**	46900	21592		0.09	8.71		
Mar-02	**1.14**	**0.48**	46935	22145		0.09	7.59		
Apr-02	**1.60**	**0.50**	44942	22162		0.10	10.73		
May-02	**1.89**	**0.58**	44234	21528		0.11	11.61		
Jun-02		**0.55**		21501					
Jul-02		**0.53**		22197					
Aug-02		**0.46**		22201					
Sep-02		**0.45**		22429					
Oct-02		**0.38**		22721					
Nov-02		**0.40**		23116					
Dec-02		**0.36**		23373					
Jan-03		**0.34**		23583					

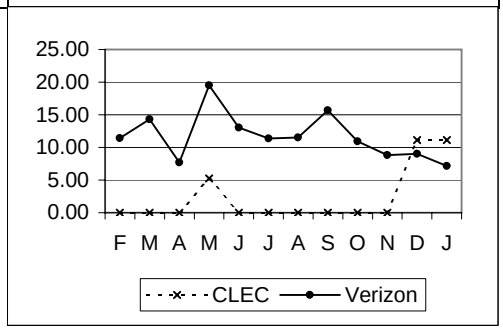


MR-3 - Missed Repair Appointments

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*	
Feb-02	**24.44**	**5.00**	45	80		8.01	2.43	YES	
Mar-02	**24.62**	**5.75**	65	87		7.06	2.67	YES	
Apr-02	**18.97**	**4.08**	58	98		6.50	2.29	YES	
May-02	**24.64**	**2.35**	69	85		6.98	3.19	YES	
Jun-02	**19.06**	**1.12**	33588	89		4.17	5000000.00	YES	
Jul-02	**17.40**	**6.93**	37964	101		3.78	2.77	YES	
Aug-02	**14.36**	**1.20**	31446	83		3.85	4.54	YES	
Sep-02	**18.38**	**5.68**	31312	88		4.13	3.65	YES	
Oct-02	**14.70**	**2.86**	31330	70		4.24	3.55	YES	
Nov-02	**14.75**	**6.94**	30204	72		4.18	2.21	YES	
Dec-02	**14.86**	**5.41**	24186	74		4.14	2.75	YES	
Jan-03	**11.46**	**6.25**	21747	80		3.57	1.74	YES	



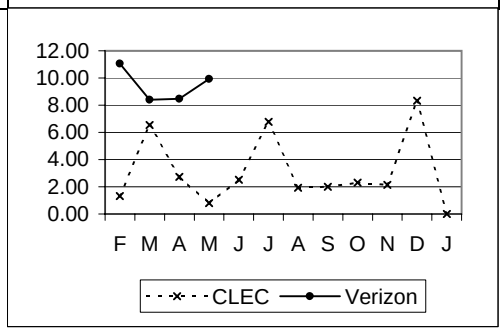
MR-3-02-3342	% Missed Repair Appointment - Central Office								Parity with Retail
	Parity with Retail POTS - Total (ALL)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**11.43**	**0.00**	35	13		10.33	1.11	YES	
Mar-02	**14.29**	**0.00**	28	7		14.79	0.97	YES	
Apr-02	**7.69**	**0.00**	39	14		8.30	0.93	YES	
May-02	**19.51**	**5.26**	41	19		11.00	1.30	YES	
Jun-02	**13.05**	**0.00**	2061	9		11.25	5000000.00	YES	
Jul-02	**11.37**	**0.00**	2261	7		12.02	5000000.00	YES	
Aug-02	**11.53**	**0.00**	2116	5		14.30	5000000.00	YES	
Sep-02	**15.68**	**0.00**	2200	7		13.77	>5.00	YES	
Oct-02	**10.95**	**0.00**	2604	5		13.98	SS		
Nov-02	**8.82**	**0.00**	2019	9		9.47	>5.00	YES	
Dec-02	**9.02**	**11.11**	1973	18		6.78	-0.01	YES	
Jan-03	**7.13**	**11.11**	2271	9		8.60	-0.03	YES	



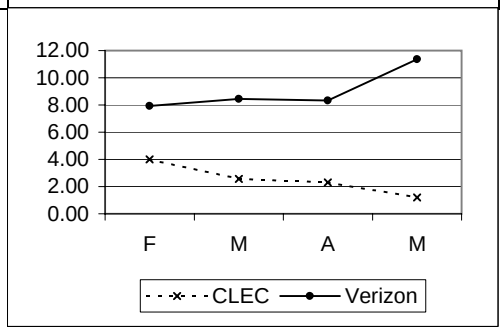
2-Wire xDSL Loops - Maintenance cont...

MR-3 - Missed Repair Appointments cont...

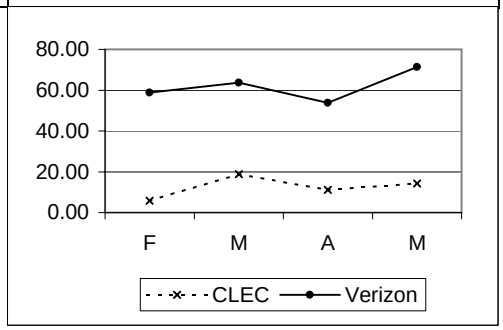
MR-3-03-3342	%CPE/TOK/FOK - Missed Appointment								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**11.07**	**1.32**	515	76		3.86	2.53		
Mar-02	**8.41**	**6.54**	535	107		2.94	0.64		
Apr-02	**8.47**	**2.73**	720	110		2.85	2.01		
May-02	**9.93**	**0.81**	836	124		2.88	3.17		
Jun-02		**2.52**		119					
Jul-02		**6.78**		118					
Aug-02		**1.94**		103					
Sep-02		**2.00**		100					
Oct-02		**2.30**		87					
Nov-02		**2.15**		93					
Dec-02		**8.33**		84					
Jan-03		**0.00**		81					



MR-3-04-3342	% Missed Repair Appointment - No Double Dispatch								Parity with VADI
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**7.94**	**4.00**	63	75		4.62	0.85	YES	
Mar-02	**8.45**	**2.56**	71	78		4.56	1.29	YES	
Apr-02	**8.33**	**2.30**	84	87		4.23	1.43	YES	
May-02	**11.36**	**1.20**	88	83		4.86	2.09	YES	



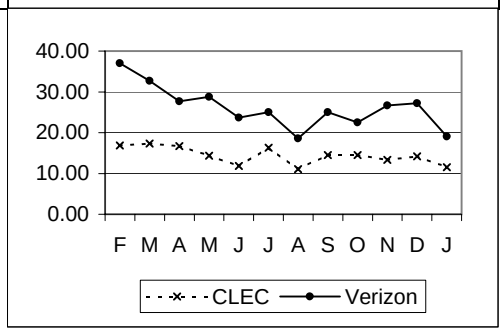
MR-3-05-3342	% Missed Repair Appointment - Double Dispatch								Parity with VADI
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**58.82**	**5.88**	17	17		16.88	3.14	YES	
Mar-02	**63.64**	**18.75**	22	16		15.81	2.84	YES	
Apr-02	**53.85**	**11.11**	13	18		18.14	2.36	YES	
May-02	**71.43**	**14.29**	21	14		15.59	3.67	YES	



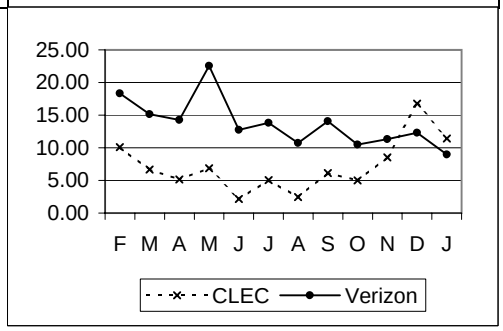
2-Wire xDSL Loops - Maintenance cont...

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*	
Feb-02	**37.03**	**16.84**	45	80	30.19	5.62	3.59	YES	
Mar-02	**32.69**	**17.37**	65	87	23.35	3.83	4.00	YES	
Apr-02	**27.67**	**16.68**	58	98	16.97	2.81	3.91	YES	
May-02	**28.77**	**14.33**	69	85	20.67	3.35	4.31	YES	
Jun-02	**23.65**	**11.82**	33588	89	27.17	2.88	4.10	YES	
Jul-02	**25.02**	**16.34**	37964	101	33.25	3.31	2.62	YES	
Aug-02	**18.62**	**11.09**	31446	83	23.58	2.59	2.90	YES	
Sep-02	**25.02**	**14.51**	31312	88	28.64	3.06	3.44	YES	
Oct-02	**22.49**	**14.47**	31330	70	24.70	2.96	2.71	YES	
Nov-02	**26.64**	**13.34**	30204	72	26.93	3.18	4.19	YES	
Dec-02	**27.25**	**14.16**	24186	74	35.47	4.13	3.17	YES	
Jan-03	**19.07**	**11.50**	21747	80	30.67	3.44	2.20	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*	
Feb-02	**18.32**	**10.10**	35	13	18.09	5.88	1.40	YES	
Mar-02	**15.17**	**6.65**	28	7	18.13	7.66	1.11	YES	
Apr-02	**14.29**	**5.16**	39	14	17.53	5.46	1.67	YES	
May-02	**22.56**	**6.88**	41	19	20.49	5.69	2.76	YES	
Jun-02	**12.74**	**2.18**	2061	9	21.85	7.30	1.45	YES	
Jul-02	**13.81**	**5.05**	2261	7	22.37	8.47	1.03	YES	
Aug-02	**10.75**	**2.47**	2116	5	21.91	9.81	0.84	YES	
Sep-02	**14.07**	**6.12**	2200	7	26.61	10.07	0.79	YES	
Oct-02	**10.49**	**4.98**	2604	5	18.47	8.27	Not Required		
Nov-02	**11.30**	**8.52**	2019	9	17.76	5.93	0.47	YES	
Dec-02	**12.32**	**16.77**	1973	18	24.15	5.72	-0.78	YES	
Jan-03	**8.96**	**11.41**	2271	9	14.74	4.92	-0.50	YES	



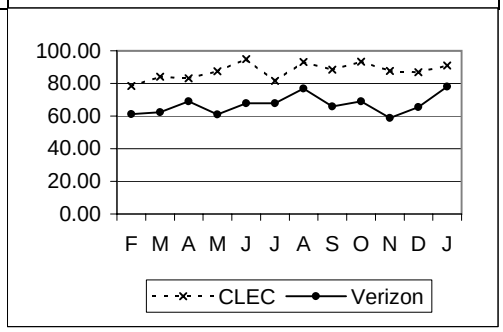
2-Wire xDSL Loops - Maintenance cont...

MR-4 - Trouble Duration Intervals cont...

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

Parity with Retail POTS - Total (ALL)

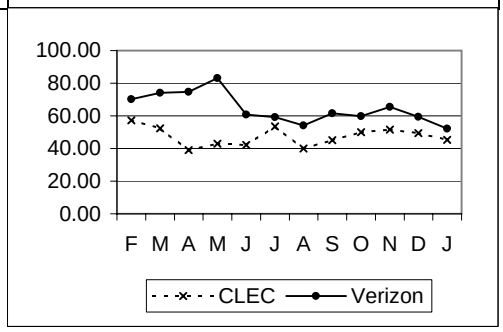
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	61.25	78.49	80	93		7.43	-2.32	NO
Mar-02	62.37	84.04	93	94		7.09	3.06	YES
Apr-02	69.07	83.04	97	112		6.41	2.18	YES
May-02	60.91	87.50	110	104		6.67	3.98	YES
Jun-02	67.76	94.90	35649	98		4.73	5000000.00	YES
Jul-02	67.89	81.48	40225	108		4.50	3.02	YES
Aug-02	76.83	93.18	33562	88		4.50	3.63	YES
Sep-02	65.82	88.42	33512	95		4.87	>5.00	YES
Oct-02	68.93	93.33	33934	75		5.35	>5.00	YES
Nov-02	58.78	87.65	32223	81		5.48	>5.00	YES
Dec-02	65.40	86.96	26159	92		4.97	4.77	YES
Jan-03	77.95	91.01	24018	89		4.40	3.40	YES



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

Parity with Retail POTS - Total (ALL)

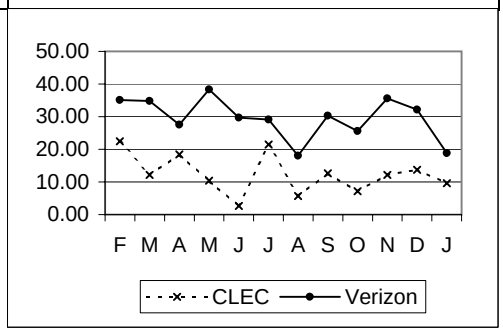
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	70.27	57.30	74	89		7.19	1.80	YES
Mar-02	74.16	52.44	89	82		6.70	3.24	YES
Apr-02	74.71	39.08	87	87		6.59	5.41	YES
May-02	83.18	42.86	107	77		5.59	7.21	YES
Jun-02	60.80	42.11	22988	76		5.61	3.33	YES
Jul-02	59.20	53.57	25023	84		5.37	1.05	YES
Aug-02	54.20	40.00	18169	70		5.97	2.38	YES
Sep-02	61.55	45.07	17904	71		5.78	2.93	YES
Oct-02	59.76	50.00	16629	56		6.56	1.61	YES
Nov-02	65.45	51.52	17252	66		5.86	2.45	YES
Dec-02	59.42	49.32	13733	73		5.76	1.86	YES
Jan-03	52.25	45.21	12650	73		5.86	1.32	YES



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

Parity with Retail POTS - Total (ALL)

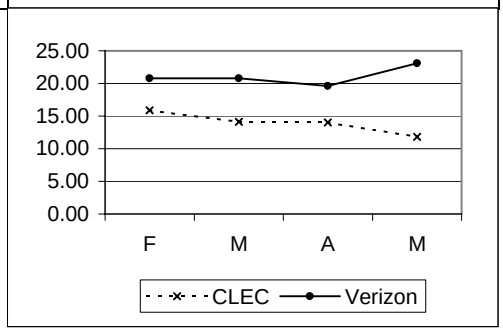
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	35.14	22.47	74	89		7.51	1.69	YES
Mar-02	34.83	12.20	89	82		7.29	3.10	YES
Apr-02	27.59	18.39	87	87		6.78	1.36	YES
May-02	38.32	10.39	107	77		7.27	3.84	YES
Jun-02	29.73	2.63	22988	76		5.25	5000000.00	YES
Jul-02	29.10	21.43	25023	84		4.96	1.55	YES
Aug-02	18.05	5.71	18169	70		4.61	3.22	YES
Sep-02	30.27	12.68	17904	71		5.46	3.63	YES
Oct-02	25.59	7.14	16629	56		5.84	3.75	YES
Nov-02	35.60	12.12	17252	66		5.90	4.47	YES
Dec-02	32.19	13.70	13733	73		5.48	3.77	YES
Jan-03	18.81	9.59	12650	73		4.59	2.32	YES



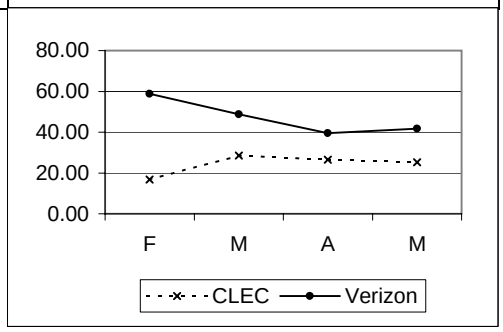
2-Wire xDSL Loops - Maintenance cont...

MR-4 - Trouble Duration Intervals cont...

MR-4-09-3342	Mean Time To Repair - No Double Dispatch								Parity with VADI
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**20.78**	**15.88**	63	75	17.60	3.01	1.63	YES	
Mar-02	**20.79**	**14.11**	71	78	17.29	2.84	2.36	YES	
Apr-02	**19.61**	**14.02**	84	87	14.62	2.24	2.50	YES	
May-02	**23.09**	**11.80**	88	83	17.80	2.72	4.14	YES	

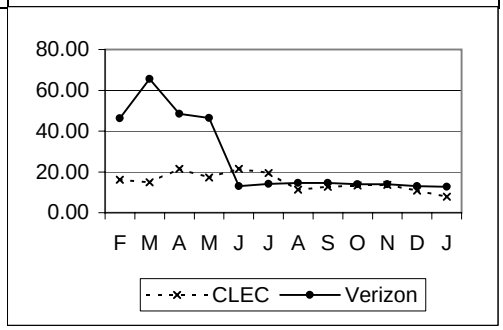


MR-4-10-3342	Mean Time To Repair - Double Dispatch								Parity with VADI
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**58.75**	**16.72**	17	17	35.00	12.00	3.50	YES	
Mar-02	**48.79**	**28.58**	22	16	27.33	8.98	2.25	YES	
Apr-02	**39.60**	**26.48**	13	18	28.93	10.53	1.25	YES	
May-02	**41.70**	**25.18**	21	14	25.33	8.74	1.89	YES	



MR-5 - Repeat Trouble Reports

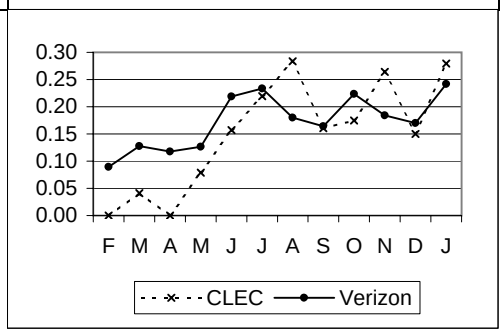
MR-5-01-3342	% Repeat Reports within 30 Days								Parity with Retail
	Parity with Retail POTS - Total (ALL)								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**46.25**	**16.13**	80	93		7.60	3.96	YES	
Mar-02	**65.59**	**14.89**	93	94		6.95	7.30	YES	
Apr-02	**48.45**	**21.43**	97	112		6.93	3.90	YES	
May-02	**46.36**	**17.31**	110	104		6.82	4.26	YES	
Jun-02	**13.04**	**21.43**	35649	98		3.41	-2.46	NO	
Jul-02	**14.18**	**19.44**	40225	108		3.36	-1.56	YES	
Aug-02	**14.53**	**11.36**	33562	88		3.76	0.84	YES	
Sep-02	**14.52**	**12.63**	33512	95		3.62	0.65	YES	
Oct-02	**13.94**	**13.33**	33934	75		4.00	0.28	YES	
Nov-02	**13.96**	**13.58**	32223	81		3.86	0.22	YES	
Dec-02	**12.95**	**10.87**	26159	92		3.51	0.73	YES	
Jan-03	**12.74**	**7.87**	24018	89		3.54	1.61	YES	



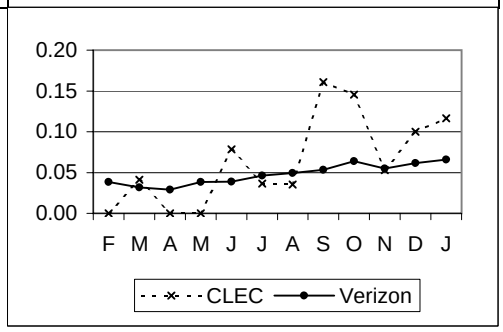
2-Wire xDSL Line Sharing - Maintenance

MR-2 - Trouble Report Rate

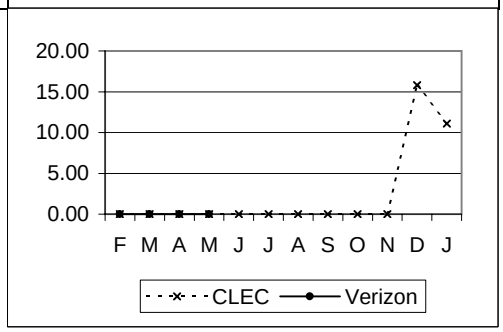
MR-2-02-3343	Network Trouble Report Rate - Loop								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 2/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	0.09	0.00	46900	2240		0.06	1.38	YES	
Mar-02	0.13	0.04	46935	2424		0.07	1.16	YES	
Apr-02	0.12	0.00	44942	2493		0.07	1.67	YES	
May-02	0.13	0.08	44234	2528		0.07	0.65	YES	
Jun-02	0.22	0.16	43880	2546		0.10	0.86	YES	
Jul-02	0.23	0.22	45431	2735		0.09	0.15	YES	
Aug-02	0.18	0.28	46604	2822		0.08	-1.26	YES	
Sep-02	0.16	0.16	46956	3108		0.07	0.21	YES	
Oct-02	0.22	0.17	45242	3439		0.08	0.76	YES	
Nov-02	0.18	0.26	45681	3782		0.07	-0.91	YES	
Dec-02	0.17	0.15	48851	4006		0.07	0.45	YES	
Jan-03	0.24	0.28	50033	4299		0.08	-0.35	YES	



MR-2-03-3343	Network Trouble Report Rate - Central Office								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 2/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	0.04	0.00	46900	2240		0.04	0.91	YES	
Mar-02	0.03	0.04	46935	2424		0.04	-0.25	YES	
Apr-02	0.03	0.00	44942	2493		0.03	0.83	YES	
May-02	0.04	0.00	44234	2528		0.04	0.96	YES	
Jun-02	0.04	0.08	43880	2546		0.04	-0.58	YES	
Jul-02	0.05	0.04	45431	2735		0.04	0.59	YES	
Aug-02	0.05	0.04	46604	2822		0.04	0.69	YES	
Sep-02	0.05	0.16	46956	3108		0.04	-1.80	NO	
Oct-02	0.06	0.15	45242	3439		0.04	-1.35	YES	
Nov-02	0.05	0.05	45681	3782		0.04	0.31	YES	
Dec-02	0.06	0.10	48851	4006		0.04	-0.66	YES	
Jan-03	0.07	0.12	50033	4299		0.04	-0.92	YES	



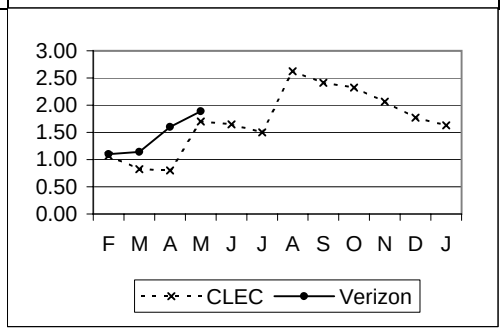
MR-2-04-3343	% Subsequent Reports								Assessed I/C/W MRAs
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	0.00	0.00	80	4		0.00			
Mar-02	0.00	0.00	93	6		0.00			
Apr-02	0.00	0.00	97	2		0.00			
May-02	0.00	0.00	110	8		0.00			
Jun-02	#N/A	0.00		8					
Jul-02	#N/A	0.00		14					
Aug-02	#N/A	0.00		13					
Sep-02	#N/A	0.00		21					
Oct-02	#N/A	0.00		24					
Nov-02	#N/A	0.00		17					
Dec-02	#N/A	15.79		19					
Jan-03	#N/A	11.11		36					



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

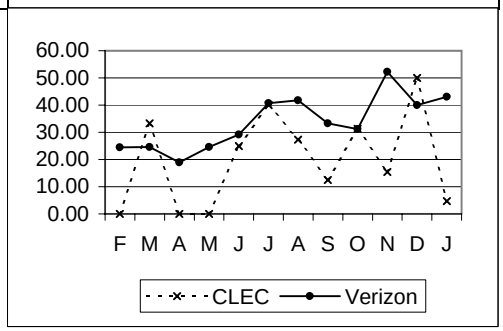
MR-2 - Trouble Report Rate cont...

MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate								None: Analysis Only
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**1.10**	**1.07**	46900	2240		0.23	0.12		
Mar-02	**1.14**	**0.83**	46935	2424		0.22	1.42		
Apr-02	**1.60**	**0.80**	44942	2493		0.26	3.10		
May-02	**1.89**	**1.70**	44234	2528		0.28	0.68		
Jun-02	**#N/A**	**1.65**		2546					
Jul-02	**#N/A**	**1.50**		2735					
Aug-02	**#N/A**	**2.62**		2822					
Sep-02	**#N/A**	**2.41**		3108					
Oct-02	**#N/A**	**2.33**		3439					
Nov-02	**#N/A**	**2.06**		3782					
Dec-02	**#N/A**	**1.77**		4006					
Jan-03	**#N/A**	**1.63**		4299					

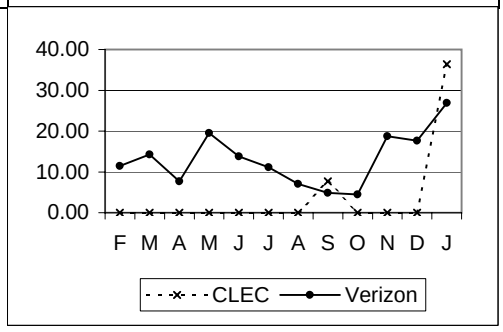


MR-3 - Missed Repair Appointments

MR-3-01-3343	% Missed Repair Appointment - Loop								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**24.44**	**0.00**	45	1		43.45	0.56	YES	
Mar-02	**24.62**	**33.33**	65	3		25.44	-0.34	YES	
Apr-02	**18.97**	**0.00**	58	1		39.54	0.48	YES	
May-02	**24.64**	**0.00**	69	5		19.96	1.23	YES	
Jun-02	**29.17**	**25.00**	120	4		23.10	0.68	YES	
Jul-02	**40.65**	**40.00**	155	10		16.03	0.35	YES	
Aug-02	**41.74**	**27.27**	115	11		15.56	1.27	YES	
Sep-02	**33.33**	**12.50**	96	8		17.35	1.74	YES	
Oct-02	**31.16**	**31.25**	138	16		12.23	0.25	YES	
Nov-02	**52.21**	**15.39**	113	13		14.63	2.96	YES	
Dec-02	**40.00**	**50.00**	120	10		16.12	-0.30	YES	
Jan-03	**43.02**	**4.76**	179	21		11.42	4.17	YES	



MR-3-02-3343	% Missed Repair Appointment - Central Office								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**11.43**	**0.00**	35	3		19.14	0.60	YES	
Mar-02	**14.29**	**0.00**	28	3		21.26	0.67	YES	
Apr-02	**7.69**	**0.00**	39	1		26.98	0.28	YES	
May-02	**19.51**	**0.00**	41	3		23.70	0.82	YES	
Jun-02	**13.79**	**0.00**	29	4		18.39	5000000.00	YES	
Jul-02	**11.11**	**0.00**	27	4		16.84	5000000.00	YES	
Aug-02	**7.02**	**0.00**	57	2		18.38	5000000.00	YES	
Sep-02	**4.84**	**7.69**	62	13		6.55	0.10	YES	
Oct-02	**4.48**	**0.00**	67	8		7.74	>5.00	YES	
Nov-02	**18.75**	**0.00**	48	4		20.31	SS		
Dec-02	**17.65**	**0.00**	68	6		16.24	>5.0000	YES	
Jan-03	**26.88**	**36.36**	93	11		14.14	-0.34	YES	



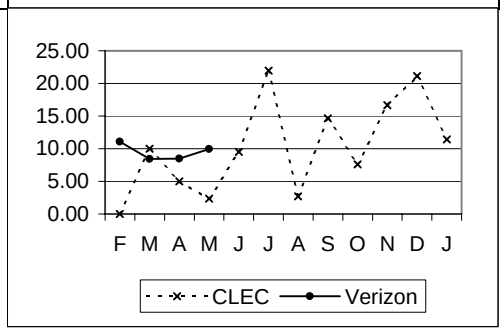
2-Wire xDSL Line Sharing - Maintenance cont...

MR-3 - Missed Repair Appointments cont...

MR-3-03-3343 | **%CPE/TOK/FOK - Missed Appointment** | **No Standard**

Metric being reported effective 2/2002

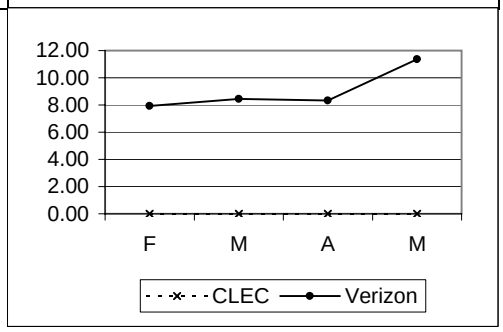
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	11.07	0.00	515	24		6.55	1.69	
Mar-02	8.41	10.00	535	20		6.32	-0.25	
Apr-02	8.47	5.00	720	20		6.31	0.55	
May-02	9.93	2.33	836	43		4.68	1.63	
Jun-02		9.52		42				
Jul-02		21.95		41				
Aug-02		2.70		74				
Sep-02		14.67		75				
Oct-02		7.60		79				
Nov-02		16.67		78				
Dec-02		21.13		71				
Jan-03		11.43		70				



MR-3-04-3343 | **% Missed Repair Appointment - No Double Dispatch** | **Parity with VADI**

Eliminated as of 6/2002

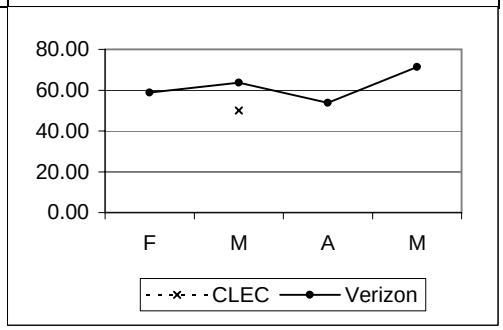
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	7.94	0.00	63	4		13.94	0.57	YES
Mar-02	8.45	0.00	71	3		16.39	0.52	YES
Apr-02	8.33	0.00	84	2		19.77	0.42	YES
May-02	11.36	0.00	88	8		11.72	0.97	YES



MR-3-05-3343 | **% Missed Repair Appointment - Double Dispatch** | **Parity with VADI**

Eliminated as of 6/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	58.82	#N/A	17					
Mar-02	63.64	50.00	22	2		35.53	0.38	YES
Apr-02	53.85	#N/A	13					
May-02	71.43	#N/A	21					



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

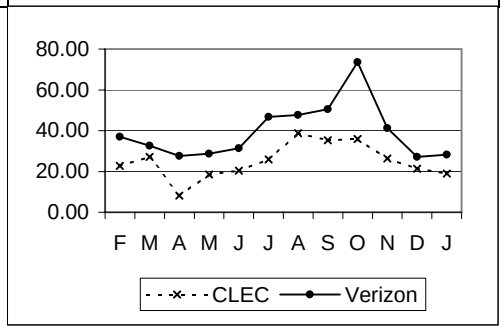
MR-4 - Trouble Duration Intervals

MR-4-02-3343 | **Mean Time To Repair - Loop Trouble** | **Parity with VADI**

Parity with VADI Line Sharing

Metric being reported effective 2/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	37.03	22.73	45	1	30.19	30.52	0.47	YES
Mar-02	32.69	27.21	65	3	23.35	13.79	0.40	YES
Apr-02	27.67	8.15	58	1	16.97	17.12	1.14	YES
May-02	28.77	18.54	69	5	20.67	9.57	1.07	YES
Jun-02	31.35	20.40	120	4	27.64	14.05	0.78	YES
Jul-02	46.81	25.91	155	10	50.95	16.62	1.26	YES
Aug-02	47.66	38.72	115	11	68.23	21.53	0.42	YES
Sep-02	50.58	35.22	96	8	66.90	24.62	0.62	YES
Oct-02	73.64	35.85	138	16	62.73	16.57	2.28	YES
Nov-02	41.26	26.29	113	13	40.90	11.98	1.25	YES
Dec-02	27.17	21.31	120	10	20.17	6.64	0.88	YES
Jan-03	28.28	19.02	179	21	23.33	5.38	1.72	YES

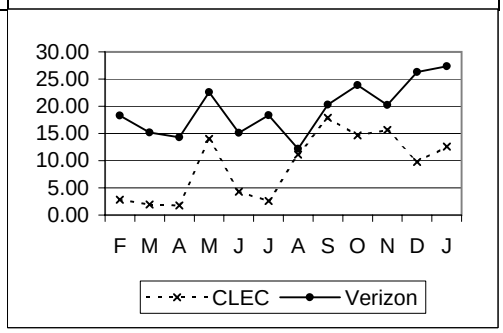


MR-4-03-3343 | **Mean Time To Repair - Central Office Trouble** | **Parity with VADI**

Parity with VADI Line Sharing

Metric being reported effective 2/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	18.32	2.85	35	3	18.09	10.88	1.42	YES
Mar-02	15.17	1.93	28	3	18.13	11.02	1.20	YES
Apr-02	14.29	1.75	39	1	17.53	17.76	0.71	YES
May-02	22.56	14.02	41	3	20.49	12.25	0.70	YES
Jun-02	15.15	4.28	29	4	11.97	6.39	1.70	YES
Jul-02	18.36	2.58	27	4	17.50	9.38	1.68	YES
Aug-02	12.18	11.12	57	2	14.42	10.38	0.10	YES
Sep-02	20.31	17.88	62	13	21.61	6.59	0.37	YES
Oct-02	23.86	14.63	67	8	26.42	9.88	0.93	YES
Nov-02	20.21	15.65	48	4	24.37	12.68	Not Required	
Dec-02	26.28	9.74	68	6	31.07	13.23	1.25	YES
Jan-03	27.37	12.59	93	11	24.02	7.66	1.93	YES

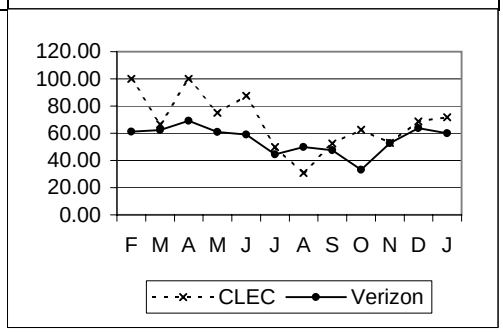


MR-4-04-3343 | **% Cleared (all troubles) within 24 Hours** | **Parity with VADI**

Parity with VADI Line Sharing

Metric being reported effective 2/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	61.25	100.00	80	4		24.96	-1.55	YES
Mar-02	62.37	66.67	93	6		20.41	0.21	YES
Apr-02	69.07	100.00	97	2		33.02	0.94	YES
May-02	60.91	75.00	110	8		17.87	0.79	YES
Jun-02	59.06	87.50	149	8		17.85	2.15	YES
Jul-02	44.51	50.00	182	14		13.78	0.68	YES
Aug-02	50.00	30.77	172	13		14.38	-1.05	YES
Sep-02	47.47	52.38	158	21		11.60	0.66	YES
Oct-02	33.17	62.50	205	24		10.16	2.99	YES
Nov-02	52.80	52.94	161	17		12.73	0.26	YES
Dec-02	63.83	68.75	188	16		12.51	0.65	YES
Jan-03	59.93	71.88	272	32		9.16	1.52	YES



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

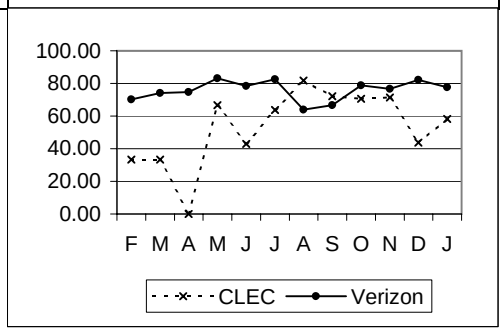
MR-4 - Trouble Duration Intervals cont...

MR-4-07-3343 | **% Out of Service > 12 Hours** | **Parity with VADI**

Parity with VADI Line Sharing

Metric being reported effective 2/2002

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	**70.27**	**33.33**	74	3		26.92	1.37	YES
Mar-02	**74.16**	**33.33**	89	6		18.46	2.21	YES
Apr-02	**74.71**	**0.00**	87	1		43.72	1.71	YES
May-02	**83.18**	**66.67**	107	6		15.69	1.05	YES
Jun-02	**78.36**	**42.86**	134	7		15.97	2.41	YES
Jul-02	**82.58**	**63.64**	155	11		11.83	1.83	YES
Aug-02	**63.89**	**81.82**	144	11		15.03	-0.86	YES
Sep-02	**66.67**	**72.22**	120	18		11.92	-0.18	YES
Oct-02	**78.74**	**70.59**	174	17		10.40	1.08	YES
Nov-02	**76.76**	**71.43**	142	14		11.83	0.80	YES
Dec-02	**82.18**	**43.75**	174	16		10.00	3.56	YES
Jan-03	**77.73**	**58.33**	247	24		8.90	2.26	YES

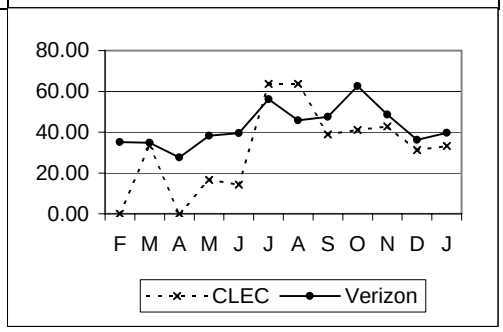


MR-4-08-3343 | **% Out of Service > 24 Hours** | **Parity with VADI**

Parity with VADI Line Sharing

Metric being reported effective 2/2002

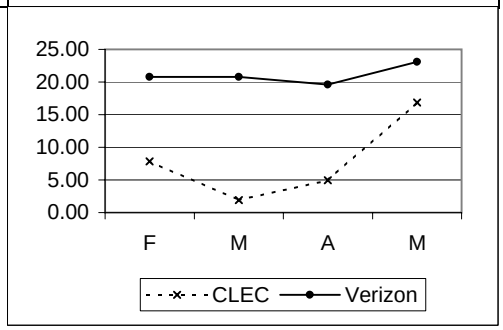
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	**35.14**	**0.00**	74	3		28.12	1.25	YES
Mar-02	**34.83**	**33.33**	89	6		20.10	0.07	YES
Apr-02	**27.59**	**0.00**	87	1		44.95	0.61	YES
May-02	**38.32**	**16.67**	107	6		20.40	1.06	YES
Jun-02	**39.55**	**14.29**	134	7		18.96	1.87	YES
Jul-02	**56.13**	**63.64**	155	11		15.48	-0.16	YES
Aug-02	**45.83**	**63.64**	144	11		15.59	-0.83	YES
Sep-02	**47.50**	**38.89**	120	18		12.62	0.94	YES
Oct-02	**62.64**	**41.18**	174	17		12.29	1.97	YES
Nov-02	**48.59**	**42.86**	142	14		14.00	0.69	YES
Dec-02	**36.21**	**31.25**	174	16		12.56	0.65	YES
Jan-03	**39.68**	**33.33**	247	24		10.46	0.82	YES



MR-4-09-3343 | **Mean Time To Repair - No Double Dispatch** | **Parity with VADI**

Eliminated as of 6/2002

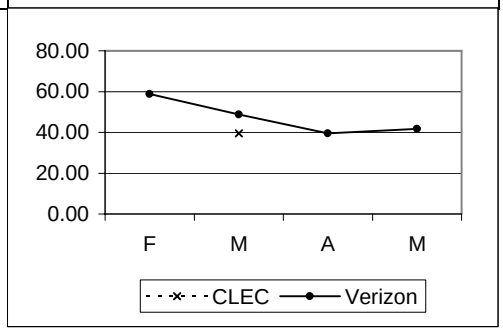
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	**20.78**	**7.82**	63	4	17.60	9.07	1.43	YES
Mar-02	**20.79**	**1.93**	71	3	17.29	10.19	1.85	YES
Apr-02	**19.61**	**4.95**	84	2	14.62	10.46	1.40	YES
May-02	**23.09**	**16.84**	88	8	17.80	6.57	0.95	YES



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

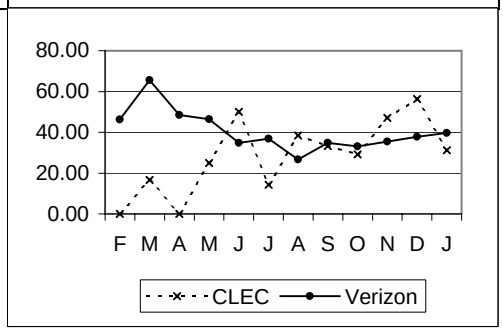
MR-4 - Trouble Duration Intervals cont...

MR-4-10-3343	Mean Time To Repair - Double Dispatch								Parity with VADI
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**58.75**	**#N/A**	17		35.00				
Mar-02	**48.79**	**39.60**	22	2	27.33	20.19	0.46	YES	
Apr-02	**39.60**	**#N/A**	13		28.93				
May-02	**41.70**	**#N/A**	21		25.33				



MR-5 - Repeat Trouble Reports

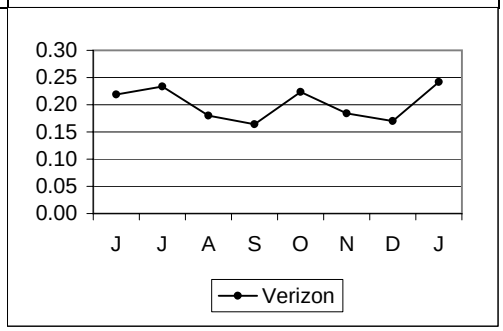
MR-5-01-3343	% Repeat Reports within 30 Days								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**46.25**	**0.00**	80	4		25.55	1.81	YES	
Mar-02	**65.59**	**16.67**	93	6		20.01	2.44	YES	
Apr-02	**48.45**	**0.00**	97	2		35.70	1.36	YES	
May-02	**46.36**	**25.00**	110	8		18.26	1.17	YES	
Jun-02	**34.90**	**50.00**	149	8		17.30	-0.51	YES	
Jul-02	**36.81**	**14.29**	182	14		13.38	2.13	YES	
Aug-02	**26.74**	**38.46**	172	13		12.73	-0.62	YES	
Sep-02	**34.81**	**33.33**	158	21		11.06	0.36	YES	
Oct-02	**33.17**	**29.17**	205	24		10.16	0.61	YES	
Nov-02	**35.40**	**47.06**	161	17		12.20	-0.69	YES	
Dec-02	**37.77**	**56.25**	188	16		12.63	-1.18	YES	
Jan-03	**39.71**	**31.25**	272	32		9.14	1.12	YES	



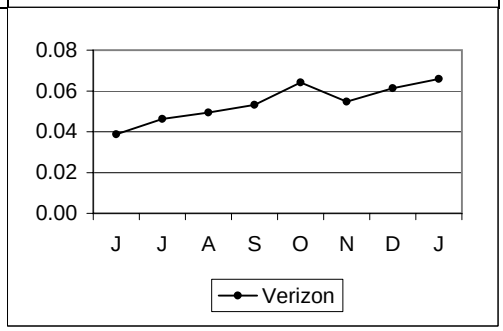
2-Wire xDSL Line Splitting - Maintenance

MR-2 - Trouble Report Rate

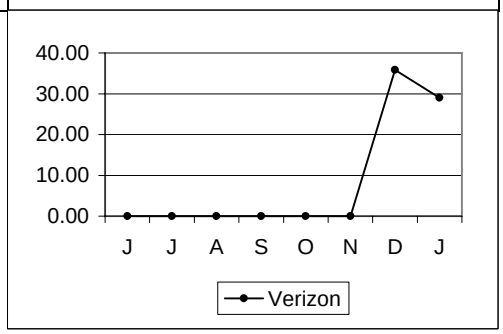
MR-2-02-3345	Network Trouble Report Rate - Loop								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 6/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Jun-02	0.22	#N/A	43880						
Jul-02	0.23	#N/A	45431						
Aug-02	0.18	#N/A	46604						
Sep-02	0.16	#N/A	46956						
Oct-02	0.22	#N/A	45242						
Nov-02	0.18	#N/A	45681						
Dec-02	0.17	#N/A	48851						
Jan-03	0.24	#N/A	50033						



MR-2-03-3345	Network Trouble Report Rate - Central Office								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 6/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Jun-02	0.04	#N/A	43880						
Jul-02	0.05	#N/A	45431						
Aug-02	0.05	#N/A	46604						
Sep-02	0.05	#N/A	46956						
Oct-02	0.06	#N/A	45242						
Nov-02	0.05	#N/A	45681						
Dec-02	0.06	#N/A	48851						
Jan-03	0.07	#N/A	50033						



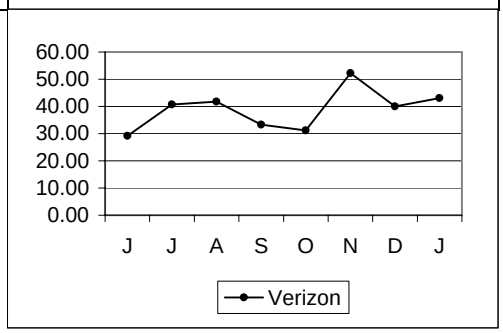
MR-2-04-3345	% Subsequent Reports								Assessed I/C/W MRAs
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Jun-02	0.00	#N/A	149						
Jul-02	0.00	#N/A	182						
Aug-02	0.00	#N/A	172						
Sep-02	0.00	#N/A	158						
Oct-02	0.00	#N/A	205						
Nov-02	0.00	#N/A	161						
Dec-02	35.84	#N/A	293						
Jan-03	28.98	#N/A	383						



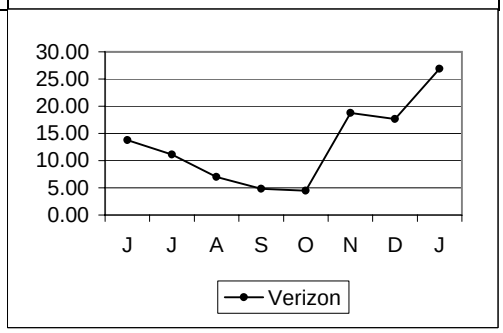
2-Wire xDSL Line Splitting - Maintenance cont...									
MR-2 - Trouble Report Rate cont...									
MR-2-05-3345	% CPE/TOK/FOK Trouble Report Rate								None: Analysis Only
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Jun-02	#N/A	#N/A							
Jul-02	#N/A	#N/A							
Aug-02	#N/A	#N/A							
Sep-02	#N/A	#N/A							
Oct-02	#N/A	#N/A							
Nov-02	#N/A	#N/A							
Dec-02	#N/A	#N/A							
Jan-03	#N/A	#N/A							

MR-3 - Missed Repair Appointments

MR-3-01-3345	% Missed Repair Appointment - Loop								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 6/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Jun-02	29.17	#N/A	120						
Jul-02	40.65	#N/A	155						
Aug-02	41.74	#N/A	115						
Sep-02	33.33	#N/A	96						
Oct-02	31.16	#N/A	138						
Nov-02	52.21	#N/A	113						
Dec-02	40.00	#N/A	120						
Jan-03	43.02	#N/A	179						



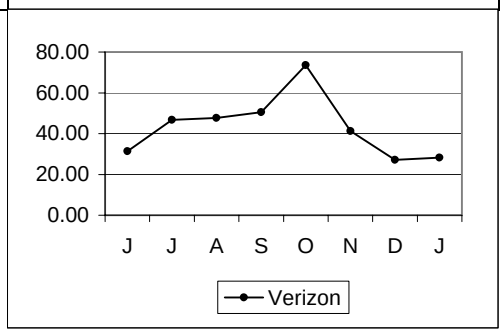
MR-3-02-3345	% Missed Repair Appointment - Central Office								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 6/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Jun-02	13.79	#N/A	29						
Jul-02	11.11	#N/A	27						
Aug-02	7.02	#N/A	57						
Sep-02	4.84	#N/A	62						
Oct-02	4.48	#N/A	67						
Nov-02	18.75	#N/A	48						
Dec-02	17.65	#N/A	68						
Jan-03	26.88	#N/A	93						



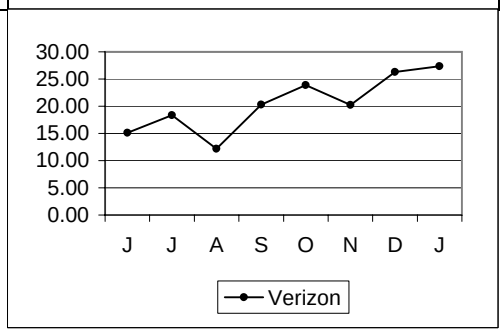
2-Wire xDSL Line Splitting - Maintenance cont...								
MR-3 - Missed Repair Appointments cont...								
MR-3-03-3345	%CPE/TOK/FOK - Missed Appointment							No Standard
	Metric being reported effective 6/2002							
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Jun-02		#N/A						
Jul-02		#N/A						
Aug-02		#N/A						
Sep-02		#N/A						
Oct-02		0.00		1				
Nov-02		#N/A						
Dec-02		#N/A						
Jan-03		#N/A						

MR-4 - Trouble Duration Intervals

MR-4-02-3345	Mean Time To Repair - Loop Trouble								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 6/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Jun-02	31.35	#N/A	120		27.64				
Jul-02	46.81	#N/A	155		50.95				
Aug-02	47.66	#N/A	115		68.23				
Sep-02	50.58	#N/A	96		66.90				
Oct-02	73.64	#N/A	138		62.73				
Nov-02	41.26	#N/A	113		40.90				
Dec-02	27.17	#N/A	120		20.17				
Jan-03	28.28	#N/A	179		23.33				



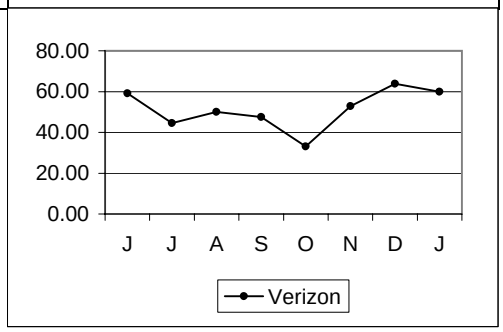
MR-4-03-3345	Mean Time To Repair - Central Office Trouble								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 6/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Jun-02	15.15	#N/A	29		11.97				
Jul-02	18.36	#N/A	27		17.50				
Aug-02	12.18	#N/A	57		14.42				
Sep-02	20.31	#N/A	62		21.61				
Oct-02	23.86	#N/A	67		26.42				
Nov-02	20.21	#N/A	48		24.37				
Dec-02	26.28	#N/A	68		31.07				
Jan-03	27.37	#N/A	93		24.02				



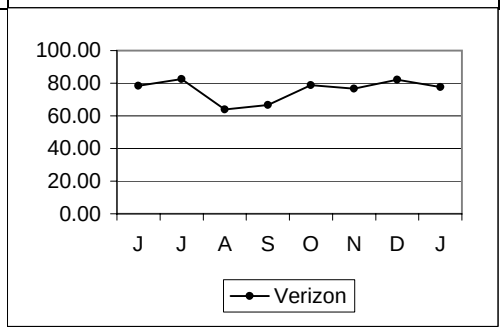
2-Wire xDSL Line Splitting - Maintenance cont...

MR-4 - Trouble Duration Intervals cont...

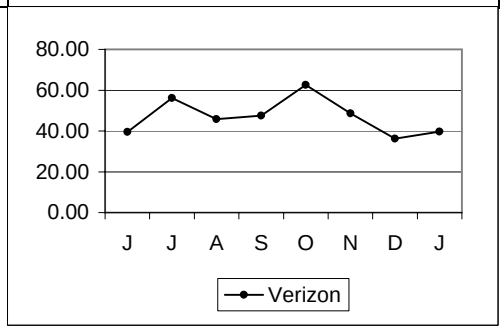
MR-4-04-3345	% Cleared (all troubles) within 24 Hours								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02	**59.06**	**#N/A**	149						
Jul-02	**44.51**	**#N/A**	182						
Aug-02	**50.00**	**#N/A**	172						
Sep-02	**47.47**	**#N/A**	158						
Oct-02	**33.17**	**#N/A**	205						
Nov-02	**52.80**	**#N/A**	161						
Dec-02	**63.83**	**#N/A**	188						
Jan-03	**59.93**	**#N/A**	272						



MR-4-07-3345	% Out of Service > 12 Hours								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02	**78.36**	**#N/A**	134						
Jul-02	**82.58**	**#N/A**	155						
Aug-02	**63.89**	**#N/A**	144						
Sep-02	**66.67**	**#N/A**	120						
Oct-02	**78.74**	**#N/A**	174						
Nov-02	**76.76**	**#N/A**	142						
Dec-02	**82.18**	**#N/A**	174						
Jan-03	**77.73**	**#N/A**	247						



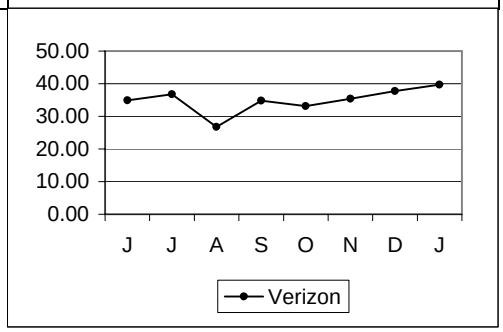
MR-4-08-3345	% Out of Service > 24 Hours								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02	**39.55**	**#N/A**	134						
Jul-02	**56.13**	**#N/A**	155						
Aug-02	**45.83**	**#N/A**	144						
Sep-02	**47.50**	**#N/A**	120						
Oct-02	**62.64**	**#N/A**	174						
Nov-02	**48.59**	**#N/A**	142						
Dec-02	**36.21**	**#N/A**	174						
Jan-03	**39.68**	**#N/A**	247						



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

MR-5 - Repeat Trouble Reports

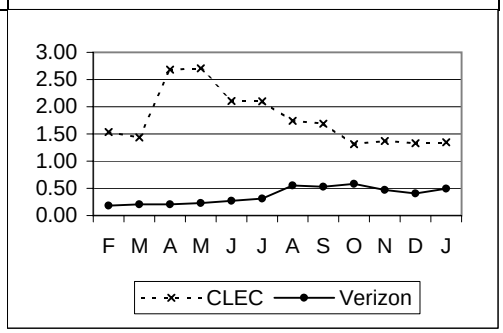
MR-5-01-3345	% Repeat Reports within 30 Days								Parity with VADI
	Parity with VADI Line Sharing								
	Metric being reported effective 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02	**34.90**	**#N/A**	149						
Jul-02	**36.81**	**#N/A**	182						
Aug-02	**26.74**	**#N/A**	172						
Sep-02	**34.81**	**#N/A**	158						
Oct-02	**33.17**	**#N/A**	205						
Nov-02	**35.40**	**#N/A**	161						
Dec-02	**37.77**	**#N/A**	188						
Jan-03	**39.71**	**#N/A**	272						



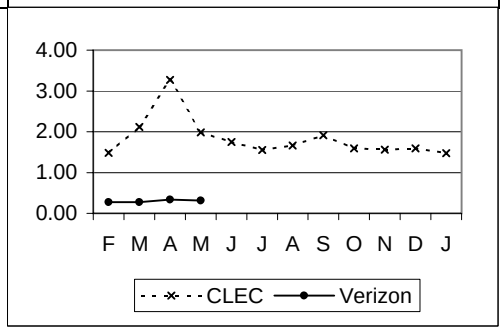
Special Services - Maintenance

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*	
Feb-02	**0.18**	**1.54**	164731	1889		0.10	-13.66	NO	
Mar-02	**0.21**	**1.44**	165104	2507		0.09	-13.38	NO	
Apr-02	**0.21**	**2.68**	164470	2570		0.09	-27.40	NO	
May-02	**0.23**	**2.71**	166750	2771		0.09	-26.89	NO	
Jun-02	**0.27**	**2.11**	167126	3036		0.09	-19.38	NO	
Jul-02	**0.31**	**2.10**	178060	3475		0.10	-18.85	NO	
Aug-02	**0.55**	**1.74**	106839	3617		0.13	-9.51	NO	
Sep-02	**0.53**	**1.69**	107414	3608		0.12	<-5.00	NO	
Oct-02	**0.58**	**1.31**	103201	3587		0.13	-4.77	NO	
Nov-02	**0.47**	**1.37**	93688	3650		0.12	<-5.00	NO	
Dec-02	**0.41**	**1.33**	93615	3767		0.11	<-5.0000	NO	
Jan-03	**0.49**	**1.35**	93379	3856		0.12	<-5.0000	NO	

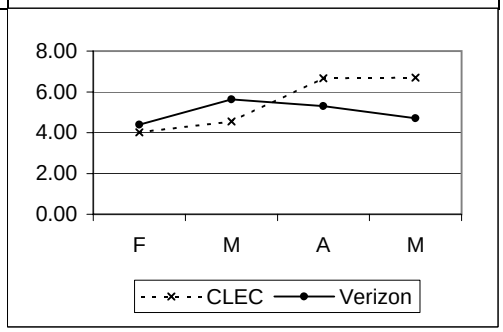


MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate								None: Analysis Only
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.27**	**1.48**	164731	1889		0.12	-9.96		
Mar-02	**0.28**	**2.11**	165104	2507		0.11	-17.35		
Apr-02	**0.33**	**3.27**	164470	2570		0.11	-25.59		
May-02	**0.32**	**1.98**	166750	2771		0.11	-15.50		
Jun-02		**1.75**		3036					
Jul-02		**1.55**		3475					
Aug-02		**1.66**		3617					
Sep-02		**1.91**		3608					
Oct-02		**1.59**		3587					
Nov-02		**1.56**		3650					
Dec-02		**1.59**		3767					
Jan-03		**1.48**		3856					



MR-4 - Trouble Duration Intervals

MR-4-01-3200	Mean Time To Repair - Total								Parity with Retail
	Eliminated as of 6/2002, replaced by MR-4-01-3216 and MR-4-01-3217								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**4.40**	**4.01**	302	29	3.94	0.77	0.51	YES	
Mar-02	**5.63**	**4.55**	344	36	6.84	1.20	0.90	YES	
Apr-02	**5.30**	**6.67**	341	69	4.51	0.60	-2.30	NO	
May-02	**4.70**	**6.70**	386	75	3.76	0.47	-4.22	NO	



Special Services - Maintenance cont...

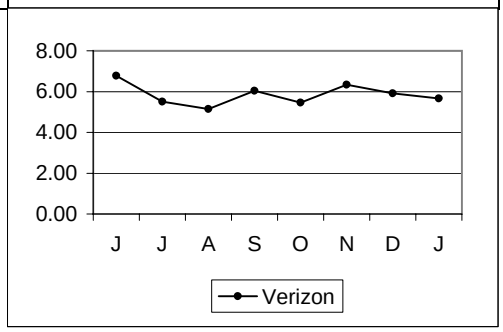
MR-4 - Trouble Duration Intervals cont...

MR-4-01-3216 | **Mean Time To Repair - Total - Non DS0 & DS0** | **Parity with Retail**

Parity with Retail Specials DS0 & below

Metric being reported effective 6/2002, replaces MR-4-01-3200

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Jun-02	6.78	#N/A	400		11.96			
Jul-02	5.51	#N/A	386		5.66			
Aug-02	5.14	#N/A	427		4.41			
Sep-02	6.04	#N/A	402		8.49			
Oct-02	5.46	#N/A	460		4.54			
Nov-02	6.33	#N/A	339		6.30			
Dec-02	5.92	#N/A	289		6.27			
Jan-03	5.67	#N/A	359		5.93			

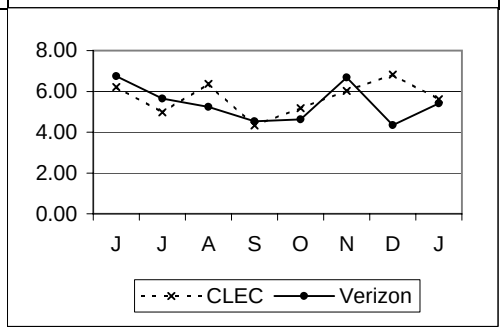


MR-4-01-3217 | **Mean Time To Repair - Total - DS1 & DS3** | **Parity with Retail**

Parity with Retail Specials DS1 & above

Metric being reported effective 6/2002, replaces MR-4-01-3200

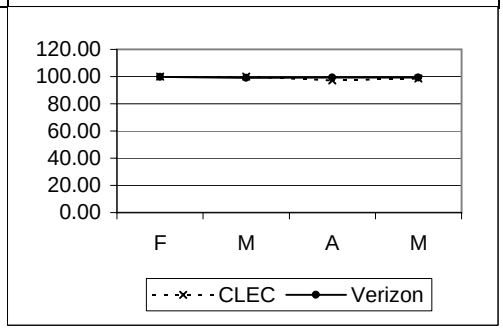
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Jun-02	6.75	6.21	50	64	18.37	3.47	0.16	YES
Jul-02	5.64	4.97	164	73	5.19	0.73	0.92	YES
Aug-02	5.24	6.37	162	63	5.21	0.77	-1.46	YES
Sep-02	4.53	4.33	169	60	4.14	0.62	0.32	YES
Oct-02	4.62	5.17	141	47	4.85	0.82	-0.67	YES
Nov-02	6.69	6.03	103	50	6.26	1.08	0.61	YES
Dec-02	4.34	6.83	92	50	3.19	0.56	-4.44	NO
Jan-03	5.41	5.62	103	51	5.34	0.91	-0.23	YES



MR-4-04-3200 | **% Cleared (all troubles) within 24 Hours** | **Parity with Retail**

Eliminated as of 6/2002, replaced by MR-4-04-3216 and MR-4-04-3217

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	99.67	100.00	302	29		1.11	-0.30	YES
Mar-02	99.13	100.00	344	36		1.63	0.53	YES
Apr-02	99.41	97.10	341	69		1.01	-2.28	SSST
May-02	99.22	98.67	386	75		1.11	-0.50	YES



Special Services - Maintenance cont...

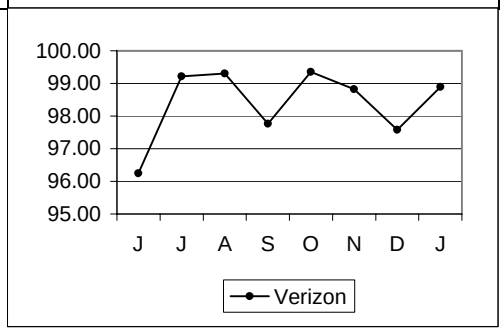
MR-4 - Trouble Duration Intervals cont...

MR-4-04-3216 | **% Cleared (all troubles) within 24 Hours - Non DS0 & DS0** | **Parity with Retail**

Parity with Retail Specials DS0 & below

Metric being reported effective 6/2002, replaces MR-4-04-3200

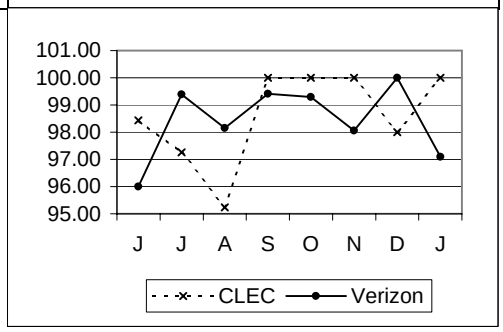
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Jun-02	96.25	#N/A	400					
Jul-02	99.22	#N/A	386					
Aug-02	99.30	#N/A	427					
Sep-02	97.76	#N/A	402					
Oct-02	99.35	#N/A	460					
Nov-02	98.82	#N/A	339					
Dec-02	97.58	#N/A	289					
Jan-03	98.89	#N/A	359					



MR-4-04-3217 | **% Cleared (all troubles) within 24 Hours - DS1 & DS3** | **Parity with Retail**

Metric being reported effective 6/2002, replaces MR-4-04-3200

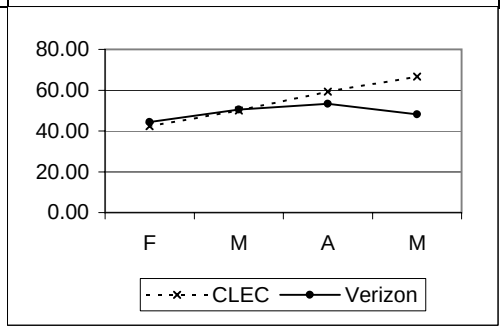
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Jun-02	96.00	98.44	50	64		3.70	1.39	YES
Jul-02	99.39	97.26	164	73		1.10	-0.75	YES
Aug-02	98.15	95.24	162	63		2.00	-0.78	YES
Sep-02	99.41	100.00	169	60		1.15	>5.00	YES
Oct-02	99.29	100.00	141	47		1.41	>5.00	YES
Nov-02	98.06	100.00	103	50		2.38	>5.00	YES
Dec-02	100.00	98.00	92	50		0.00	-0.38	YES
Jan-03	97.09	100.00	103	51		2.88	>5.0000	YES



MR-4-06-3200 | **% Out of Service > 4 Hours** | **Parity with Retail**

Eliminated as of 6/2002, replaced by MR-4-06-3216 and MR-4-06-3217

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	44.37	42.31	302	26		10.15	0.20	YES
Mar-02	50.58	50.00	344	28		9.83	0.06	YES
Apr-02	53.37	59.32	341	59		7.03	-0.85	YES
May-02	48.19	66.67	386	69		6.53	-2.83	NO



Special Services - Maintenance cont...

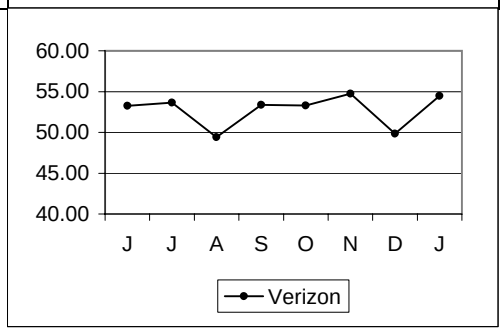
MR-4 - Trouble Duration Intervals cont...

MR-4-06-3216 | **% Out of Service > 4 Hours - Non DS0 & DS0** | **Parity with Retail**

Parity with Retail Specials DS0 & below

Metric being reported effective 6/2002, replaces MR-4-06-3200

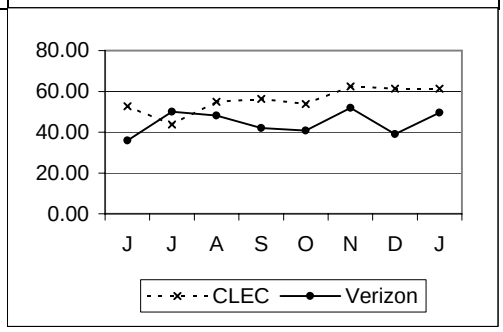
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Jun-02	53.25	#N/A	400					
Jul-02	53.63	#N/A	386					
Aug-02	49.41	#N/A	425					
Sep-02	53.37	#N/A	401					
Oct-02	53.28	#N/A	458					
Nov-02	54.73	#N/A	338					
Dec-02	49.83	#N/A	289					
Jan-03	54.47	#N/A	358					



MR-4-06-3217 | **% Out of Service > 4 Hours - DS1 & DS3** | **Parity with Retail**

Metric being reported effective 6/2002, replaces MR-4-06-3200

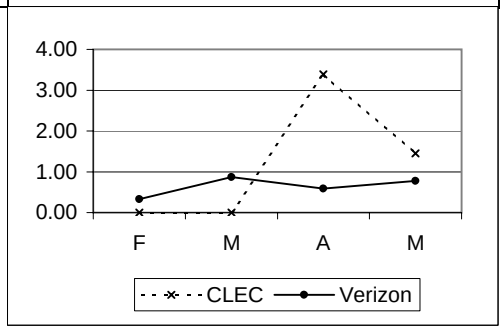
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Jun-02	36.00	52.63	50	57		9.30	-1.79	NO
Jul-02	50.00	43.75	164	64		7.37	0.85	YES
Aug-02	48.15	54.90	162	51		8.02	-0.84	YES
Sep-02	42.01	56.36	169	55		7.66	-1.70	NO
Oct-02	40.71	53.85	140	39		8.90	-1.28	YES
Nov-02	51.96	62.50	102	48		8.75	-1.04	YES
Dec-02	39.13	61.36	92	44		8.95	-2.25	NO
Jan-03	49.51	61.36	103	44		9.00	-1.14	YES



MR-4-08-3200 | **% Out of Service > 24 Hours** | **Parity with Retail**

Eliminated as of 6/2002, replaced by MR-4-08-3216 and MR-4-08-3217

	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	0.33	0.00	302	26		1.17	0.28	YES
Mar-02	0.87	0.00	344	28		1.83	0.48	YES
Apr-02	0.59	3.39	341	59		1.08	-2.59	SSST
May-02	0.78	1.45	386	69		1.15	-0.58	YES



Special Services - Maintenance cont...

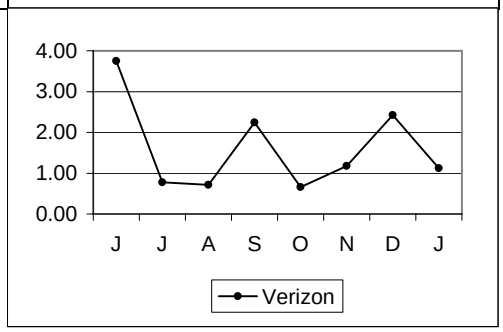
MR-4 - Trouble Duration Intervals cont...

MR-4-08-3216 | **% Out of Service > 24 Hours - Non DS0 & DS0** | **Parity with Retail**

Parity with Retail Specials DS0 & below

Metric being reported effective 6/2002, replaces MR-4-08-3200

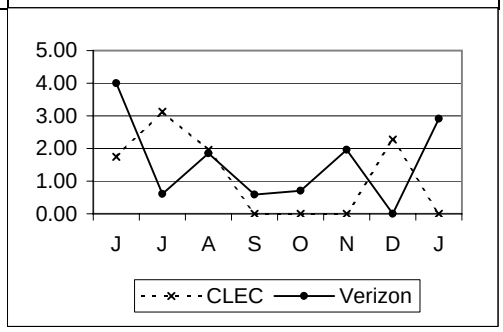
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
Jun-02	**3.75**	**#N/A**	400					
Jul-02	**0.78**	**#N/A**	386					
Aug-02	**0.71**	**#N/A**	425					
Sep-02	**2.24**	**#N/A**	401					
Oct-02	**0.66**	**#N/A**	458					
Nov-02	**1.18**	**#N/A**	338					
Dec-02	**2.42**	**#N/A**	289					
Jan-03	**1.12**	**#N/A**	358					



MR-4-08-3217 | **% Out of Service > 24 Hours - DS1 & DS3** | **Parity with Retail**

Metric being reported effective 6/2002, replaces MR-4-08-3200

	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*
Jun-02	**4.00**	**1.75**	50	57		3.80	1.29	YES
Jul-02	**0.61**	**3.13**	164	64		1.15	-0.87	YES
Aug-02	**1.85**	**1.96**	162	51		2.16	0.44	YES
Sep-02	**0.59**	**0.00**	169	55		1.19	>5.00	YES
Oct-02	**0.71**	**0.00**	140	39		1.52	>5.00	YES
Nov-02	**1.96**	**0.00**	102	48		2.43	>5.00	YES
Dec-02	**0.00**	**2.27**	92	44		0.00	-0.46	YES
Jan-03	**2.91**	**0.00**	103	44		3.03	>5.0000	YES

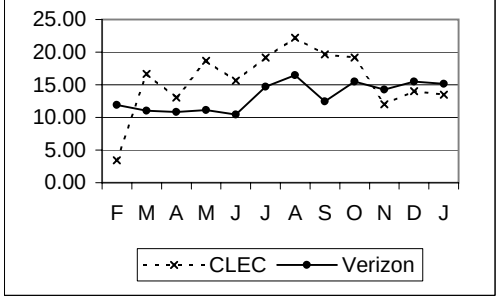


MR-5 - Repeat Trouble Reports

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*
Feb-02	**11.92**	**3.45**	302	29		6.30	1.34	YES
Mar-02	**11.05**	**16.67**	344	36		5.49	-1.02	YES
Apr-02	**10.85**	**13.04**	341	69		4.11	-0.53	YES
May-02	**11.14**	**18.67**	386	75		3.97	-1.90	NO
Jun-02	**10.44**	**15.63**	450	64		4.09	-1.27	YES
Jul-02	**14.73**	**19.18**	550	73		4.41	-1.01	YES
Aug-02	**16.47**	**22.22**	589	63		4.92	-1.17	YES
Sep-02	**12.43**	**19.67**	571	61		4.44	-1.36	YES
Oct-02	**15.47**	**19.15**	601	47		5.48	-0.49	YES
Nov-02	**14.25**	**12.00**	442	50		5.22	0.62	YES
Dec-02	**15.49**	**14.00**	381	50		5.44	0.45	YES
Jan-03	**15.15**	**13.46**	462	52		5.24	0.50	YES



Legend

*	= DC/MD/VA/WV Combined Measurement
**	= Verizon East (CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VT, WV and DC)
***	= VA only
****	= Verizon South (PA, NJ, DE, MD, DC, VA, WV)
*****	= (PA, NJ, DE, MD, DC, VA, WV) Resale/UNE East Combined Measurement
&	= Resale/UNE Combined Measurement
UD	= Performance metric is under development
UR	= Performance metric is under review
NA	= No Activity
NEF	= No Existing Functionality
TBD	= Performance metric is to be determined
R3	= Run 3 times per year
1-9=5, 10+=Negotiated	= 1-9 Loops, 5 days
	10+ Loops, Negotiated
95% Cmp. w/in Window	= Standard for Cut-Over Window
	= 1 to 9 lines: 1 hour
	= 10 to 49 lines: 2 hours
	= 50 to 99 lines: 3 hours
	= 100 to 199 lines: 4 hours
	= 200 plus lines: 8 hours
EEL	= 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
SS/Not Required	= Sample size does not meet the minimum criteria for a statistical test specified in Appendix K of the quidelines. See Appendix K of the 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 - VA

Carrier to Carrier Performance Standards and Reports Summary February 2002 - January 2003

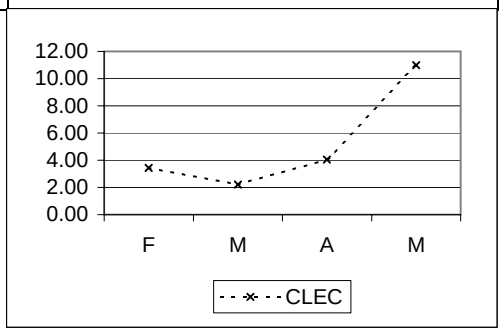
CLEC Aggregate Performance

Trunks (Aggregate) - POTS/Special Services

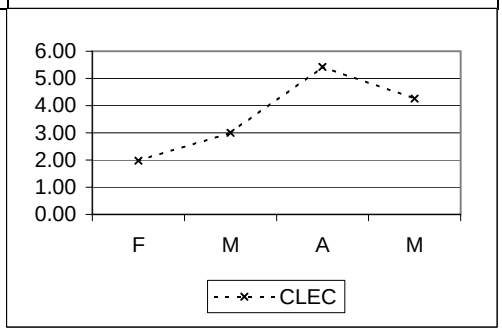
ORDERING

OR 1 - Order Confirmation Timeliness

OR-1-11-5020	Av. FOC Time (<= 192 Forecasted Trunks)				No Standard
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**3.43**				
Mar-02	**2.20**				
Apr-02	**4.04**				
May-02	**11.00**				



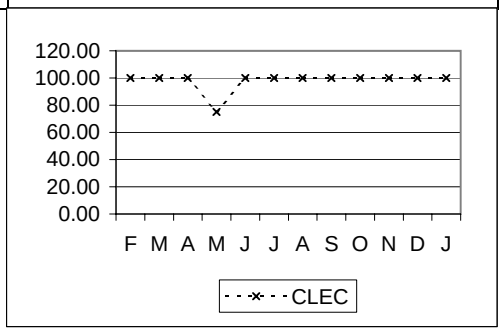
OR-1-11-5030	Av. FOC Time (> 192 and Unforecasted Trunks)				No Standard
	Eliminated as of 6/2002				
	CLEC	*CLEC Obs*		*Parity*	
Feb-02	**1.98**				
Mar-02	**3.00**				
Apr-02	**5.42**				
May-02	**4.26**				



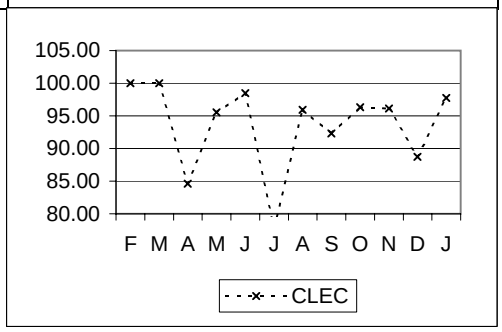
ORDERING cont...

OR 1 - Order Confirmation Timeliness cont...

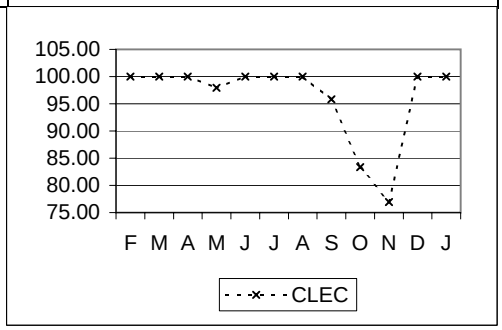
OR-1-12-5020	% On Time FOC (<= 192 Forecasted Trunks)				95% on time: 10 Business Days
	CLEC	*CLEC Obs*	*Difference*	*Parity*	
Feb-02	**100.00**	7		YES	
Mar-02	**100.00**	5		YES	
Apr-02	**100.00**	24		YES	
May-02	**75.00**	4		NO	
Jun-02	**100.00**	6		YES	
Jul-02	**100.00**	20		YES	
Aug-02	**100.00**	27		YES	
Sep-02	**100.00**	18		YES	
Oct-02	**100.00**	8		YES	
Nov-02	**100.00**	12		YES	
Dec-02	**100.00**	4		YES	
Jan-03	**100.00**	5		YES	



OR-1-12-5030	% On Time FOC (> 192 and Unforecasted Trunks and Projects)				Negotiated Process
	Metric being reported effective 2/2002				
	CLEC	*CLEC Obs*		*Parity*	
Feb-02	**100.00**	47		YES	
Mar-02	**100.00**	30		YES	
Apr-02	**84.62**	52		NO	
May-02	**95.56**	90		YES	
Jun-02	**98.48**	66			
Jul-02	**77.78**	72			
Aug-02	**95.93**	123			
Sep-02	**92.31**	91			
Oct-02	**96.33**	109			
Nov-02	**96.12**	103			
Dec-02	**88.73**	71			
Jan-03	**97.73**	88			



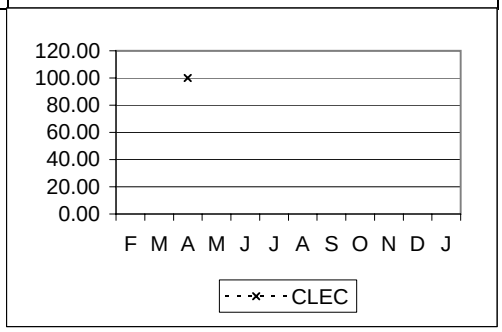
OR-1-13-5020	% On Time Design Layout Record (DLR)				95% on time
	Metric being reported effective 2/2002				
	CLEC	*CLEC Obs*		*Parity*	
Feb-02	**100.00**	28		YES	
Mar-02	**100.00**	22		YES	
Apr-02	**100.00**	30		YES	
May-02	**97.96**	49		YES	
Jun-02	**100.00**	17		YES	
Jul-02	**100.00**	15		YES	
Aug-02	**100.00**	21		YES	
Sep-02	**95.83**	24		YES	
Oct-02	**83.33**	18		NO	
Nov-02	**76.92**	26		NO	
Dec-02	**100.00**	18		YES	
Jan-03	**100.00**	45		YES	



ORDERING cont...

OR 1 - Order Confirmation Timeliness cont...

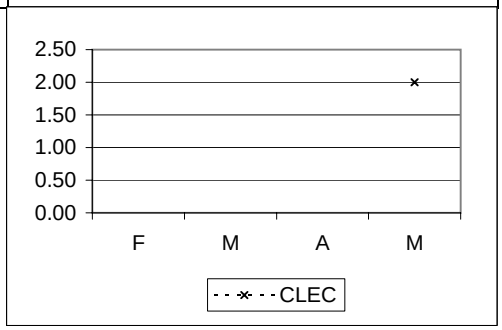
OR-1-19-5020	% On Time Resp. - Request for Inbound Augment Trunks (<= 192 Forecasted Trunks)				95% on time
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	100.00	1		YES	
May-02	#N/A				
Jun-02	#N/A				
Jul-02	#N/A				
Aug-02	#N/A				
Sep-02	#N/A				
Oct-02	#N/A				
Nov-02	#N/A				
Dec-02	#N/A				
Jan-03	#N/A				



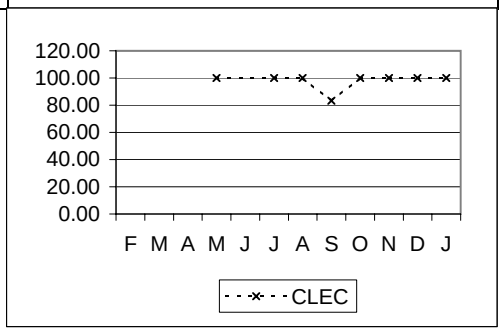
OR-1-19-5030	% On Time Resp. - Request for Inbound Augment Trunks (> 192 Forecasted Trunks)				Negotiated Process
	CLEC	CLEC Obs	Difference	Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	#N/A				
Jun-02	#N/A				
Jul-02	#N/A				
Aug-02	#N/A				
Sep-02	#N/A				
Oct-02	#N/A				
Nov-02	#N/A				
Dec-02	#N/A				
Jan-03	#N/A				

OR-2 - Reject Timeliness

OR-2-11-5000	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)				No Standard
	Eliminated as of 6/2002				
	CLEC	CLEC Obs		Parity	
Feb-02	#N/A				
Mar-02	#N/A				
Apr-02	#N/A				
May-02	2.00				



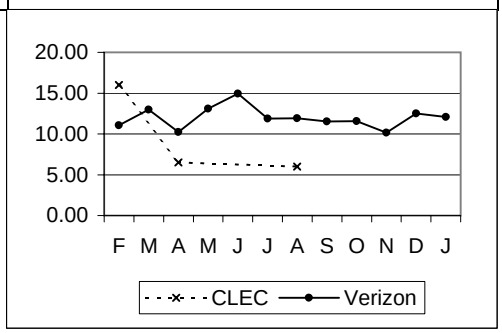
ORDERING cont...				
OR-2 - Reject Timeliness cont...				
OR-2-12-5000	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)			95% on time <= 7 Business Days
	Metric being reported effective 2/2002			
	CLEC	*CLEC Obs*	*Parity*	
Feb-02	**#N/A**			
Mar-02	**#N/A**			
Apr-02	**#N/A**			
May-02	**100.00**	1	YES	
Jun-02	**#N/A**			
Jul-02	**100.00**	3	YES	
Aug-02	**100.00**	6	YES	
Sep-02	**83.33**	12	NO	
Oct-02	**100.00**	2	YES	
Nov-02	**100.00**	1	YES	
Dec-02	**100.00**	3	YES	
Jan-03	**100.00**	3	YES	



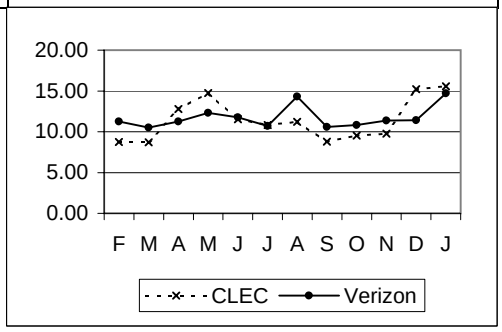
PROVISIONING

PR-1 - Average Interval Offered

PR-1-09-5020	Av. Interval Offered - Total (<= 192 Forecasted Trunks)								Parity with Retail
	Parity with IXC Feature Group D Trunks								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	11.05	16.00	19	2	2.34	1.74	-2.85	SSST	
Mar-02	12.97	#N/A	35		2.99				
Apr-02	10.22	6.50	9	2	3.60	2.81	1.32	YES	
May-02	13.11	#N/A	19		3.68				
Jun-02	14.94	#N/A	35		5.97				
Jul-02	11.89	#N/A	37		5.44				
Aug-02	11.93	6.00	14	2	3.50	2.65	2.24	YES	
Sep-02	11.53	#N/A	15		2.90				
Oct-02	11.57	#N/A	28		4.40				
Nov-02	10.14	#N/A	21		1.85				
Dec-02	12.50	#N/A	4		2.38		Not Required		
Jan-03	12.09	#N/A	23		4.96				

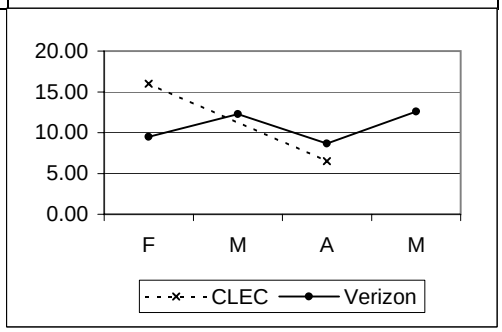


PR-1-09-5030	Av. Interval Offered - Total (> 192 & Unforecasted Trunks)								Parity with Retail
	Parity with IXC Feature Group D Trunks								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	11.24	8.73	38	15	4.25	1.30	1.94	YES	
Mar-02	10.52	8.71	29	17	7.05	2.15	0.84	YES	
Apr-02	11.24	12.79	105	34	3.95	0.78	-1.99	NO	
May-02	12.32	14.76	56	37	4.90	1.04	-2.35	NO	
Jun-02	11.75	11.54	56	26	3.96	0.94	0.22	YES	
Jul-02	10.70	10.81	53	43	4.09	0.84	-0.13	YES	
Aug-02	14.30	11.23	43	60	5.54	1.11	2.77	YES	
Sep-02	10.58	8.79	60	39	3.63	0.75	2.40	YES	
Oct-02	10.80	9.53	87	51	2.89	0.51	2.50	YES	
Nov-02	11.36	9.78	55	55	4.56	0.87	1.82	YES	
Dec-02	11.40	15.22	35	41	6.47	1.49	-2.57	NO	
Jan-03	14.73	15.59	51	63	8.09	1.52	-0.57	YES	



PR-2 - Average Interval Completed

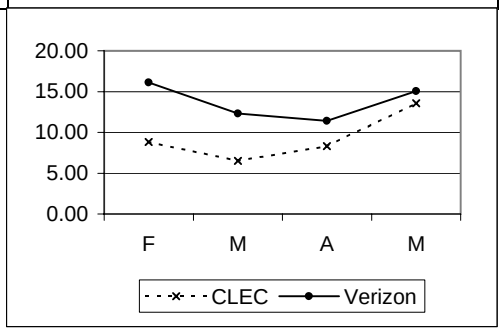
PR-2-09-5020	Av. Interval Completed - Total (<= 192 Forecasted Trunks)								Parity with Retail
	Parity with IXC Feature Group D Trunks								
	Eliminated as of 6/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	9.50	16.00	14	2	2.68	2.03	-3.21	SSST	
Mar-02	12.29	#N/A	21		3.94				
Apr-02	8.67	6.50	6	2	5.50	4.49	0.48	YES	
May-02	12.57	#N/A	14		3.46				



PROVISIONING cont...

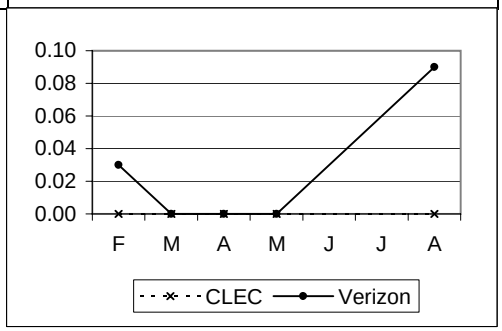
PR-2 - Average Interval Completed cont...

PR-2-09-5030	Av. Interval Completed - Total (> 192 Forecasted Trunks)								Parity with Retail
	Parity with IXC Feature Group D Trunks								
	Eliminated as of 6/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**16.12**	**8.83**	25	6	14.13	6.42	1.13	YES	
Mar-02	**12.31**	**6.50**	13	6	5.07	2.50	2.32	YES	
Apr-02	**11.40**	**8.33**	47	6	3.79	1.64	1.87	YES	
May-02	**15.04**	**13.57**	24	23	5.84	1.70	0.86	YES	

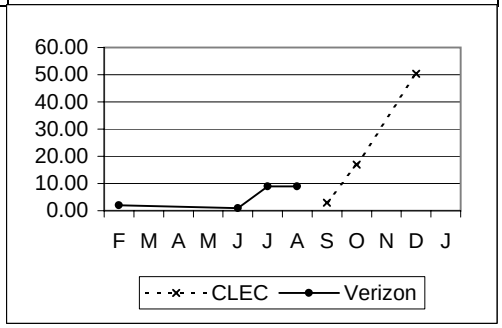


PR-4 - Missed Appointment

PR-4-01-5000	% Missed Appointment - Verizon - Total								Parity with IXC / FGD
	Parity with IXC Feature Group D Trunks								
	Metric inadvertently not reported in June and July 2002. See ad-hoc results for those months								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.03**	**0.00**	9670	3404		0.03	0.87	YES	
Mar-02	**0.00**	**0.00**	4794	3791		0.00			
Apr-02	**0.00**	**0.00**	12813	5515		0.00			
May-02	**0.00**	**0.00**	4636	2634		0.00			
Aug-02	**0.09**	**0.00**	3275	10233		0.06	5000000.00	YES	



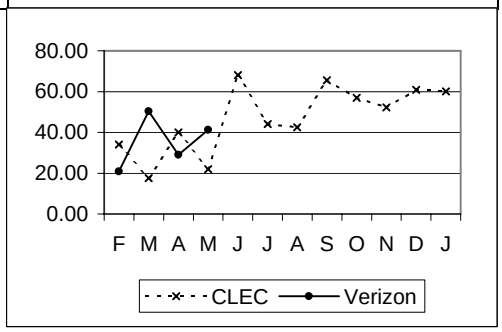
PR-4-02-5000	Average Delay Days - Total								None - Analysis Only
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**2.00**	**#N/A**	3		0.00				
Mar-02	**#N/A**	**#N/A**							
Apr-02	**#N/A**	**#N/A**							
May-02	**#N/A**	**#N/A**							
Jun-02	**1.00**	**#N/A**	144		0.00				
Jul-02	**9.00**	**#N/A**	4		0.00				
Aug-02	**9.00**	**#N/A**	3		0.00				
Sep-02		**3.00**		21					
Oct-02		**17.00**		8					
Nov-02		**#N/A**							
Dec-02		**50.40**		360					
Jan-03		**#N/A**							



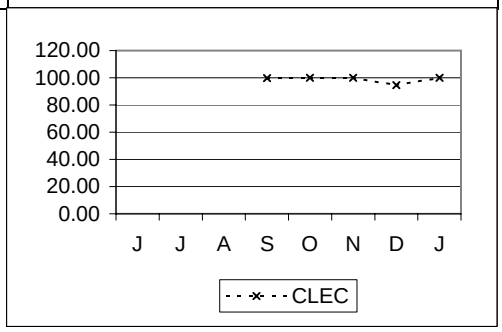
PROVISIONING cont...

PR-4 - Missed Appointment cont...

PR-4-03-5000	% Missed Appointment - Customer								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**20.86**	**34.05**							
Mar-02	**50.35**	**17.54**							
Apr-02	**29.00**	**40.07**							
May-02	**41.18**	**21.91**							
Jun-02		**68.09**		1216					
Jul-02		**44.15**		3223					
Aug-02		**42.47**		10233					
Sep-02		**65.62**		7870					
Oct-02		**56.99**		8177					
Nov-02		**52.23**		6984					
Dec-02		**60.86**		6684					
Jan-03		**60.03**		10448					



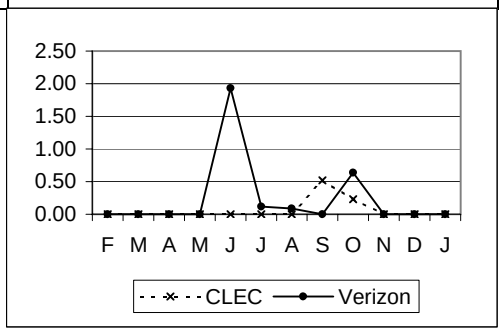
PR-4-15-5000	% On Time Provisioning - Trunks								95% on Time
	Metric reported inadvertently in June and July. Will resume reporting this metric in September 2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Jun-02		**#N/A**							
Jul-02		**#N/A**							
Sep-02		**99.73**		7870				YES	
Oct-02		**99.90**		8177				YES	
Nov-02		**100.00**		6984				YES	
Dec-02		**94.61**		6684				YES	
Jan-03		**100.00**		10448				YES	



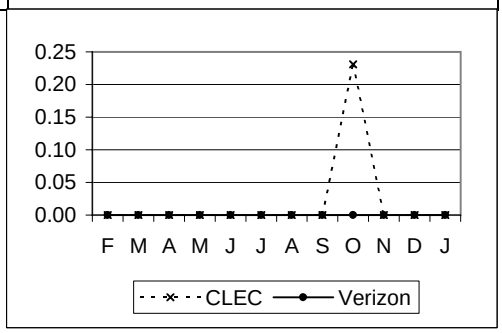
PROVISIONING cont...

PR-5 - Facility Missed Orders

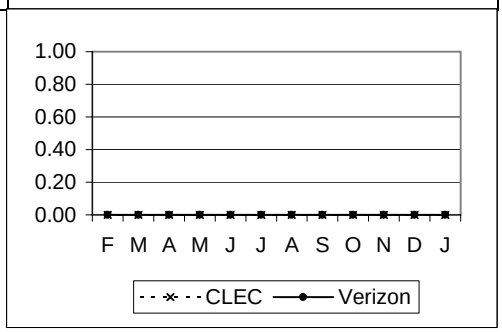
PR-5-01-5000	% Missed Appointment - Verizon - Facilities								Parity with Retail
	Parity with IXC Feature Group D Trunks								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	0.00	0.00	9670	2084		0.00			
Mar-02	0.00	0.00	4794	767		0.00			
Apr-02	0.00	0.00	12813	1555		0.00			
May-02	0.00	0.00	4636	2634		0.00			
Jun-02	1.93	0.00	6204	1216		0.43	5000000.00	YES	
Jul-02	0.12	0.00	3319	3223		0.09	5000000.00	YES	
Aug-02	0.09	0.00	3275	4689		0.07	5000000.00	YES	
Sep-02	0.00	0.52	3372	4054		0.00	-4.54	SSST	
Oct-02	0.64	0.23	7502	3449		0.16	3.13	YES	
Nov-02	0.00	0.00	4488	3480		0.00	0.00	YES	
Dec-02	0.00	0.00	3408	3876		0.00	0.00	YES	
Jan-03	0.00	0.00	5357	6080		0.00	0.00	YES	



PR-5-02-5000	% Orders Held for Facilities > 15 Days								Parity with Retail
	Parity with IXC Feature Group D Trunks								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	0.00	0.00	9670	2084		0.00			
Mar-02	0.00	0.00	4794	767		0.00			
Apr-02	0.00	0.00	12813	1555		0.00			
May-02	0.00	0.00	4636	2634		0.00			
Jun-02	0.00	0.00	6204	1216		0.00	0.00	YES	
Jul-02	0.00	0.00	3319	3223		0.00	0.00	YES	
Aug-02	0.00	0.00	3275	4689		0.00	0.00	YES	
Sep-02	0.00	0.00	3372	4054		0.00	0.00	YES	
Oct-02	0.00	0.23	7502	3449		0.00	-3.73	SSST	
Nov-02	0.00	0.00	4488	3480		0.00	0.00	YES	
Dec-02	0.00	0.00	3408	3876		0.00	0.00	YES	
Jan-03	0.00	0.00	5357	6080		0.00	0.00	YES	



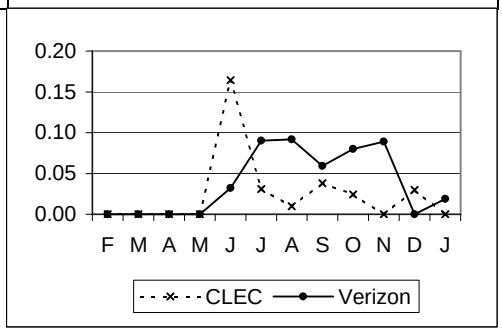
PR-5-03-5000	% Orders Held for Facilities > 60 Days								Parity with Retail
	Parity with IXC Feature Group D Trunks								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	0.00	0.00	9670	2084		0.00			
Mar-02	0.00	0.00	4794	767		0.00			
Apr-02	0.00	0.00	12813	1555		0.00			
May-02	0.00	0.00	4636	2634		0.00			
Jun-02	0.00	0.00	6204	1216		0.00	0.00	YES	
Jul-02	0.00	0.00	3319	3223		0.00	0.00	YES	
Aug-02	0.00	0.00	3275	4689		0.00	0.00	YES	
Sep-02	0.00	0.00	3372	4054		0.00	0.00	YES	
Oct-02	0.00	0.00	7502	3449		0.00	0.00	YES	
Nov-02	0.00	0.00	4488	3480		0.00	0.00	YES	
Dec-02	0.00	0.00	3408	3876		0.00	0.00	YES	
Jan-03	0.00	0.00	5357	6080		0.00	0.00	YES	



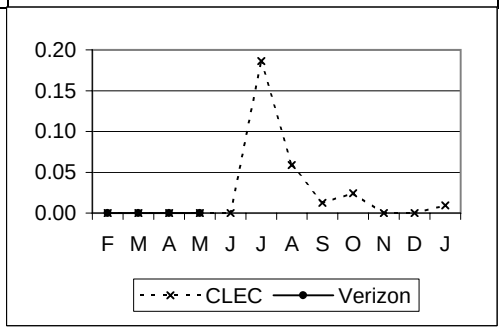
PROVISIONING cont...

PR-6 - Installation Quality

PR-6-01-5000	% Installation Troubles reported within 30 Days								Parity with VZ Retail for Found Troubles
	Parity with IXC Feature Group D Trunks								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.00**	**0.00**	9670	3404		0.00			
Mar-02	**0.00**	**0.00**	4794	3791		0.00			
Apr-02	**0.00**	**0.00**	12813	5515		0.00			
May-02	**0.00**	**0.00**	4636	2634		0.00			
Jun-02	**0.03**	**0.16**	6204	1216		0.06	-1.14	YES	
Jul-02	**0.09**	**0.03**	3319	3223		0.07	1.50	YES	
Aug-02	**0.09**	**0.01**	3275	10233		0.06	2.70	YES	
Sep-02	**0.06**	**0.04**	3372	7870		0.05	0.98	YES	
Oct-02	**0.08**	**0.02**	7502	8177		0.05	1.93	YES	
Nov-02	**0.09**	**0.00**	4488	6984		0.06	>5.00	YES	
Dec-02	**0.00**	**0.03**	3408	6684		0.00	-0.15	YES	
Jan-03	**0.02**	**0.00**	5357	10448		0.02	>5.0000	YES	

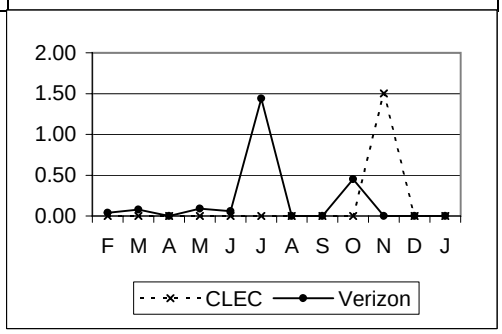


PR-6-03-5000	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE								No Standard
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.00**	**0.00**	9670	3404		0.00			
Mar-02	**0.00**	**0.00**	4794	3791		0.00			
Apr-02	**0.00**	**0.00**	12813	5515		0.00			
May-02	**0.00**	**0.00**	4636	2634		0.00			
Jun-02		**0.00**		1216					
Jul-02		**0.19**		3223					
Aug-02		**0.06**		10233					
Sep-02		**0.01**		7870					
Oct-02		**0.02**		8177					
Nov-02		**0.00**		6984					
Dec-02		**0.00**		6684					
Jan-03		**0.01**		10448					



PR-8 - Open Orders in a Hold Status

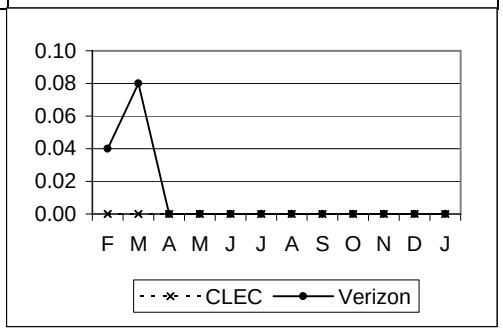
PR-8-01-5000	Open Orders in a Hold Status > 30 Days								Parity with Retail
	Parity with IXC Feature Group D Trunks								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.04**	**0.00**	9670	3404		0.04	1.00	YES	
Mar-02	**0.08**	**0.00**	4794	3791		0.06	1.30	YES	
Apr-02	**0.00**	**0.00**	12813	5515		0.00			
May-02	**0.09**	**0.00**	4636	2634		0.07	1.23	YES	
Jun-02	**0.06**	**0.00**	6204	1216		0.08	0.78	YES	
Jul-02	**1.44**	**0.00**	139	53		1.92	0.75	YES	
Aug-02	**0.00**	**0.00**	100	175		0.00	0.00	YES	
Sep-02	**0.00**	**0.00**	109	128		0.00	0.00	YES	
Oct-02	**0.45**	**0.00**	221	151		0.71	>5.00	YES	
Nov-02	**0.00**	**1.50**	112	133		0.00	-0.54	YES	
Dec-02	**0.00**	**0.00**	81	112		0.00	0.00	YES	
Jan-03	**0.00**	**0.00**	102	165		0.00	0.00	YES	



PROVISIONING cont...

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

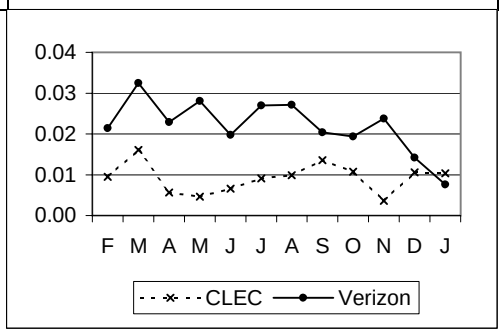
PR-8-02-5000	Open Orders in a Hold Status > 90 Days								Parity with Retail
	Parity with IXC Feature Group D Trunks								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**0.04**	**0.00**	9670	3404		0.04	1.00	YES	
Mar-02	**0.08**	**0.00**	4794	3791		0.06	1.30	YES	
Apr-02	**0.00**	**0.00**	12813	5515		0.00			
May-02	**0.00**	**0.00**	4636	2634		0.00			
Jun-02	**0.00**	**0.00**	6204	1216		0.00			
Jul-02	**0.00**	**0.00**	139	53		0.00			
Aug-02	**0.00**	**0.00**	100	175		0.00	0.00	YES	
Sep-02	**0.00**	**0.00**	109	128		0.00	0.00	YES	
Oct-02	**0.00**	**0.00**	221	151		0.00	0.00	YES	
Nov-02	**0.00**	**0.00**	112	133		0.00	0.00	YES	
Dec-02	**0.00**	**0.00**	81	112		0.00	0.00	YES	
Jan-03	**0.00**	**0.00**	102	165		0.00	0.00	YES	



MAINTENANCE

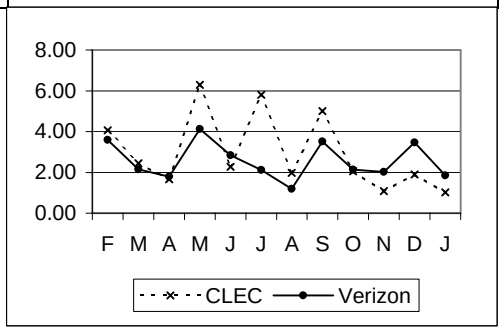
MR-2 - Trouble Report Rate

MR-2-01-5000	Network Trouble Report Rate								Parity with IXC / FGD
	Parity with IXC Feature Group D Trunks								
	Metric being reported effective 2/2002								
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity	
Feb-02	0.02	0.01	261290	189619		0.00	2.70	YES	
Mar-02	0.03	0.02	268137	192851		0.01	3.05	YES	
Apr-02	0.02	0.01	266514	194930		0.00	3.83	YES	
May-02	0.03	0.00	260055	194318		0.01	4.67	YES	
Jun-02	0.02	0.01	258390	196517		0.00	3.12	YES	
Jul-02	0.03	0.01	218737	230267		0.00	3.64	YES	
Aug-02	0.03	0.01	217468	233299		0.00	3.52	YES	
Sep-02	0.02	0.01	215576	236309		0.00	1.89	YES	
Oct-02	0.02	0.01	217184	242475		0.00	2.52	YES	
Nov-02	0.02	0.00	219027	249122		0.00	>5.00	YES	
Dec-02	0.01	0.01	218629	254443		0.00	1.24	YES	
Jan-03	0.01	0.01	223272	259923		0.00	-0.85	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	
Feb-02	3.59	4.06	56	18	398.52	107.98	0.00	YES	
Mar-02	2.15	2.44	87	31	141.77	29.65	-0.01	YES	
Apr-02	1.79	1.67	61	11	134.95	44.21	0.00	YES	
May-02	4.13	6.29	73	9	8.38	2.96	-0.73	YES	
Jun-02	2.84	2.28	51	13	3.85	1.20	0.47	YES	
Jul-02	2.11	5.80	59	21	3.78	0.96	-3.84	SSST	
Aug-02	1.20	1.97	59	23	1.20	0.29	-2.61	SSST	
Sep-02	3.52	5.01	44	32	10.57	2.46	-0.61	YES	
Oct-02	2.13	2.05	42	26	3.20	0.80	0.10	YES	
Nov-02	2.02	1.09	52	9	3.00	1.08	0.86	YES	
Dec-02	3.47	1.90	31	27	3.70	0.97	1.61	YES	
Jan-03	1.85	1.02	17	27	2.71	0.84	0.99	YES	



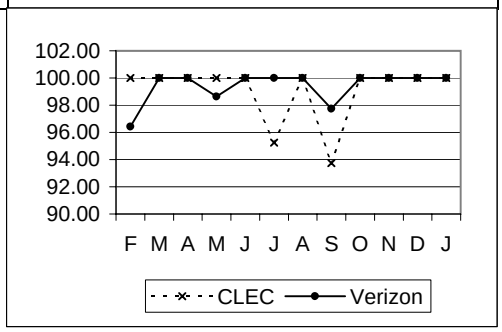
MAINTENANCE cont...

MR-4 - Trouble Duration Intervals cont...

MR-4-04-5000 | **% Cleared (all troubles) within 24 Hours** | **Parity with IXC / FGD**

Parity with IXC Feature Group D Trunks

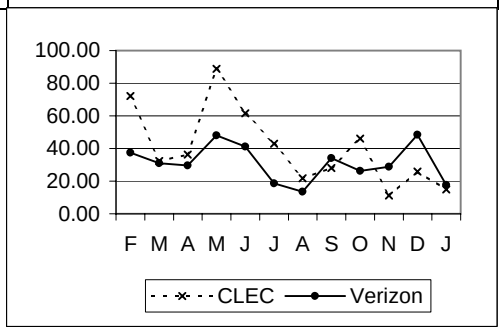
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	96.43	100.00	56	18		5.03	-0.71	YES
Mar-02	100.00	100.00	87	31		0.00		
Apr-02	100.00	100.00	61	11		0.00		
May-02	98.63	100.00	73	9		4.11	0.33	YES
Jun-02	100.00	100.00	51	13		0.00	0.00	YES
Jul-02	100.00	95.24	59	21		0.00	-0.64	YES
Aug-02	100.00	100.00	59	23		0.00	0.00	YES
Sep-02	97.73	93.75	44	32		3.46	-0.30	YES
Oct-02	100.00	100.00	42	26		0.00	0.00	YES
Nov-02	100.00	100.00	52	9		0.00	0.00	YES
Dec-02	100.00	100.00	31	27		0.00	0.00	YES
Jan-03	100.00	100.00	17	27		0.00	0.00	YES



MR-4-05-5000 | **% Out of Service > 2 Hours** | **Parity with IXC / FGD**

Parity with IXC Feature Group D Trunks

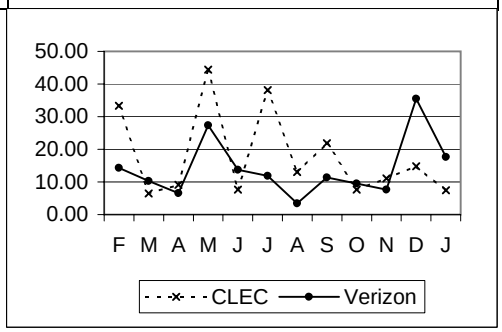
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	37.50	72.22	56	18		13.12	-2.65	SSST
Mar-02	31.03	32.26	87	31		9.68	-0.13	YES
Apr-02	29.51	36.36	61	11		14.94	-0.46	YES
May-02	47.95	88.89	73	9		17.65	-2.32	SSST
Jun-02	41.18	61.54	51	13		15.29	-1.00	YES
Jul-02	18.64	42.86	59	21		9.90	-2.45	NO
Aug-02	13.56	21.74	59	23		8.42	-0.60	YES
Sep-02	34.09	28.13	44	32		11.01	0.80	YES
Oct-02	26.19	46.15	42	26		10.97	-1.42	YES
Nov-02	28.85	11.11	52	9		16.36	1.63	YES
Dec-02	48.39	25.93	31	27		13.16	2.05	YES
Jan-03	17.65	14.81	17	27		11.80	0.68	YES



MR-4-06-5000 | **% Out of Service > 4 Hours** | **Parity with IXC / FGD**

Parity with IXC Feature Group D Trunks

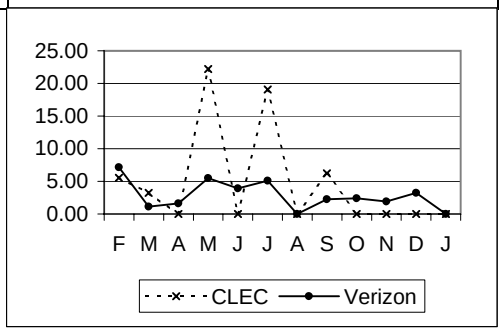
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	Parity
Feb-02	14.29	33.33	56	18		9.48	-2.01	SSST
Mar-02	10.34	6.45	87	31		6.37	0.61	YES
Apr-02	6.56	9.09	61	11		8.11	-0.31	YES
May-02	27.40	44.44	73	9		15.76	-1.08	YES
Jun-02	13.73	7.69	51	13		10.69	1.06	YES
Jul-02	11.86	38.10	59	21		8.22	-2.23	SSST
Aug-02	3.39	13.04	59	23		4.45	-1.12	YES
Sep-02	11.36	21.88	44	32		7.37	-0.92	YES
Oct-02	9.52	7.69	42	26		7.32	0.67	YES
Nov-02	7.69	11.11	52	9		9.62	0.16	YES
Dec-02	35.48	14.81	31	27		12.59	2.13	YES
Jan-03	17.65	7.41	17	27		11.80	1.52	YES



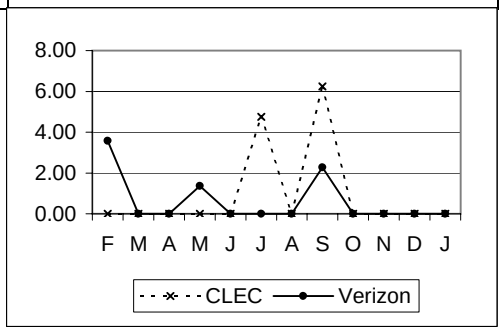
MAINTENANCE cont...

MR-4 - Trouble Duration Intervals cont...

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*	
Feb-02	**7.14**	**5.56**	56	18		6.98	0.23	YES	
Mar-02	**1.15**	**3.23**	87	31		2.23	-0.93	YES	
Apr-02	**1.64**	**0.00**	61	11		4.16	0.39	YES	
May-02	**5.48**	**22.22**	73	9		8.04	-2.08	SSST	
Jun-02	**3.92**	**0.00**	51	13		6.03	5000000.00	YES	
Jul-02	**5.08**	**19.05**	59	21		5.58	-1.45	YES	
Aug-02	**0.00**	**0.00**	59	23		0.00	0.00	YES	
Sep-02	**2.27**	**6.25**	44	32		3.46	-0.30	YES	
Oct-02	**2.38**	**0.00**	42	26		3.80	>5.00	YES	
Nov-02	**1.92**	**0.00**	52	9		4.95	>5.00	YES	
Dec-02	**3.23**	**0.00**	31	27		4.65	>5.0000	YES	
Jan-03	**0.00**	**0.00**	17	27		0.00	0.00	YES	

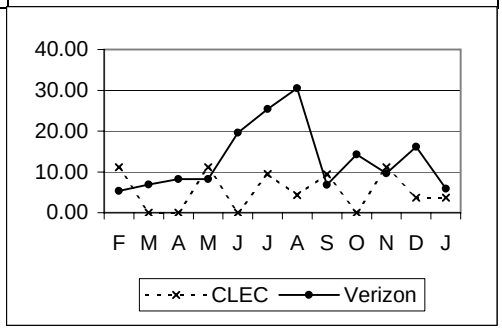


MR-4-08-5000	% Out of Service > 24 Hours								Parity with IXC / FGD
	Parity with IXC Feature Group D Trunks								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**3.57**	**0.00**	56	18		5.03	0.71	YES	
Mar-02	**0.00**	**0.00**	87	31		0.00			
Apr-02	**0.00**	**0.00**	61	11		0.00			
May-02	**1.37**	**0.00**	73	9		4.11	0.33	YES	
Jun-02	**0.00**	**0.00**	51	13		0.00	0.00	YES	
Jul-02	**0.00**	**4.76**	59	21		0.00	-0.64	YES	
Aug-02	**0.00**	**0.00**	59	23		0.00	0.00	YES	
Sep-02	**2.27**	**6.25**	44	32		3.46	-0.30	YES	
Oct-02	**0.00**	**0.00**	42	26		0.00	0.00	YES	
Nov-02	**0.00**	**0.00**	52	9		0.00	0.00	YES	
Dec-02	**0.00**	**0.00**	31	27		0.00	0.00	YES	
Jan-03	**0.00**	**0.00**	17	27		0.00	0.00	YES	



MR-5 - Repeat Trouble Report Rates

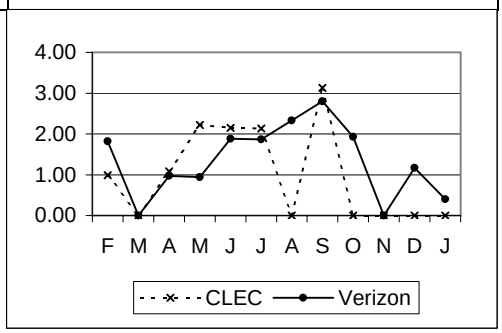
MR-5-01-5000	% Repeat Reports within 30 Days								Parity with IXC / FGD
	Parity with IXC Feature Group D Trunks								
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**5.36**	**11.11**	56	18		6.10	-0.94	YES	
Mar-02	**6.90**	**0.00**	87	31		5.30	1.30	YES	
Apr-02	**8.20**	**0.00**	61	11		8.99	0.91	YES	
May-02	**8.22**	**11.11**	73	9		9.70	-0.30	YES	
Jun-02	**19.61**	**0.00**	51	13		12.34	5000000.00	YES	
Jul-02	**25.42**	**9.52**	59	21		11.06	1.95	YES	
Aug-02	**30.51**	**4.35**	59	23		11.32	3.19	YES	
Sep-02	**6.82**	**9.38**	44	32		5.86	0.00	YES	
Oct-02	**14.29**	**0.00**	42	26		8.73	>5.00	YES	
Nov-02	**9.62**	**11.11**	52	9		10.65	0.34	YES	
Dec-02	**16.13**	**3.70**	31	27		9.68	2.09	YES	
Jan-03	**5.88**	**3.70**	17	27		7.28	1.06	YES	



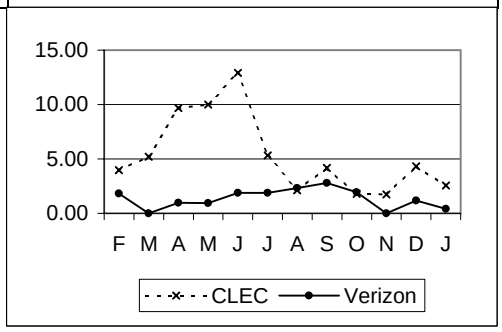
NETWORK PERFORMANCE

NP-1 - Percent Final Trunk Group Blockage

NP-1-01-5000	% Final Trunk Groups Exceeding Blocking Standard								See Guidelines
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**1.82**	**0.99**	165	101		1.69	0.49		
Mar-02	**0.00**	**0.00**	187	96		0.00			
Apr-02	**0.97**	**1.08**	207	93		1.22	-0.09		
May-02	**0.94**	**2.22**	212	90		1.21	-1.05		
Jun-02	**1.88**	**2.15**	213	93		1.69	0.23		
Jul-02	**1.87**	**2.13**	214	94		1.68	0.23		
Aug-02	**2.33**	**0.00**	215	95		1.86	5000000.00		
Sep-02	**2.80**	**3.13**	214	96		2.03	0.16		
Oct-02	**1.93**	**0.00**	259	111		1.56	>5.00		
Nov-02	**0.00**	**0.00**	256	114		0.00	0.00		
Dec-02	**1.17**	**0.00**	256	116		1.20	>5.0000		
Jan-03	**0.40**	**0.00**	250	117		0.71	>5.0000		



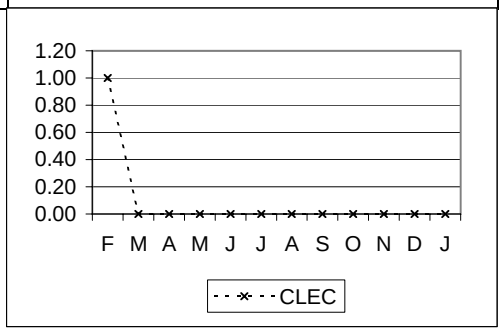
NP-1-02-5000	% FTG Exceeding Blocking Std. -(No Exceptions)								See Guidelines
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02	**1.82**	**3.96**	165	101		1.69	-1.27		
Mar-02	**0.00**	**5.21**	187	96		0.00			
Apr-02	**0.97**	**9.68**	207	93		1.22	-7.12		
May-02	**0.94**	**10.00**	212	90		1.21	-7.46		
Jun-02	**1.88**	**12.90**	213	93		1.69	-3.53		
Jul-02	**1.87**	**5.32**	214	94		1.68	-1.27		
Aug-02	**2.33**	**2.11**	215	95		1.86	0.49		
Sep-02	**2.80**	**4.17**	214	96		2.03	-0.32		
Oct-02	**1.93**	**1.80**	259	111		1.56	0.45		
Nov-02	**0.00**	**1.75**	256	114		0.00	-1.31		
Dec-02	**1.17**	**4.31**	256	116		1.20	-1.51		
Jan-03	**0.40**	**2.56**	250	117		0.71	-1.30		



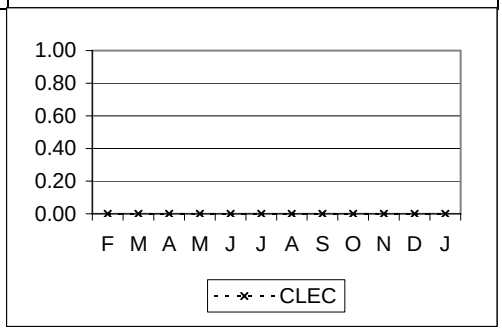
NETWORK PERFORMANCE cont...

NP-1 - Percent Final Trunk Group Blockage cont...

NP-1-03-5000	Number FTG Exceeding Blocking Std. - 2 Months								See Guidelines
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02		**1.00**		101					
Mar-02		**0.00**		96					
Apr-02		**0.00**		93					
May-02		**0.00**		90					
Jun-02		**0.00**		93					
Jul-02		**0.00**		94					
Aug-02		**0.00**		95					
Sep-02		**0.00**		96					
Oct-02		**0.00**		111					
Nov-02		**0.00**		114					
Dec-02		**0.00**		116					
Jan-03		**0.00**							



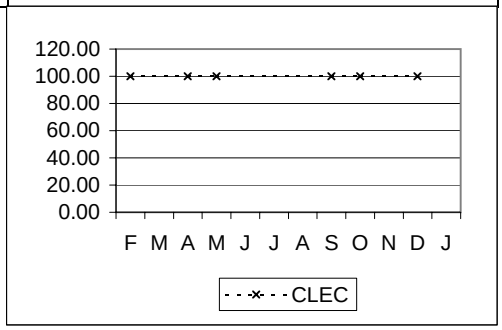
NP-1-04-5000	Number FTG Exceeding Blocking Std. - 3 Months								See Guidelines
	Metric being reported effective 2/2002								
	VZ	*CLEC*	*VZ Vol*	*CLEC Vol*	*StDev*	*SampErr*	*ZScore*	*Parity*	
Feb-02		**0.00**		101					
Mar-02		**0.00**		96					
Apr-02		**0.00**		93					
May-02		**0.00**		90					
Jun-02		**0.00**		93					
Jul-02		**0.00**		94					
Aug-02		**0.00**		95					
Sep-02		**0.00**		96					
Oct-02		**0.00**		111					
Nov-02		**0.00**		114					
Dec-02		**0.00**		116					
Jan-03		**0.00**							



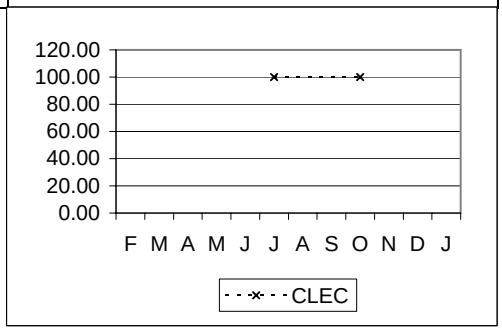
NETWORK PERFORMANCE cont...

NP-2 - Collocation Performance - New

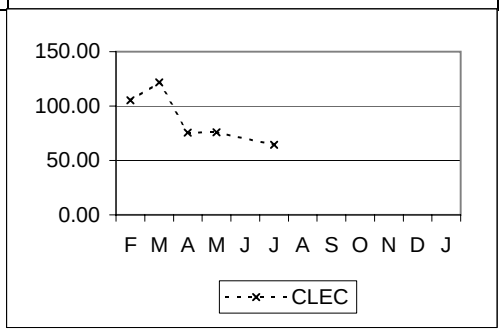
NP-2-01-6701	% On Time Response to Request for Physical Collocation			95% on time
	Metric being reported effective 2/2002			
	CLEC	CLEC Obs	Parity	
Feb-02	100.00	3	YES	
Mar-02	#N/A			
Apr-02	100.00	1	YES	
May-02	100.00	1	YES	
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	100.00	1	YES	
Oct-02	100.00	6	YES	
Nov-02	#N/A			
Dec-02	100.00	1	YES	
Jan-03	#N/A			



NP-2-02-6701	% On Time Response to Request for Virtual Collocation			95% on time
	Metric being reported effective 2/2002			
	CLEC	CLEC Obs	Parity	
Feb-02	#N/A			
Mar-02	#N/A			
Apr-02	#N/A			
May-02	#N/A			
Jun-02	#N/A			
Jul-02	100.00	1	YES	
Aug-02	#N/A			
Sep-02	#N/A			
Oct-02	100.00	1	YES	
Nov-02	#N/A			
Dec-02	#N/A			
Jan-03	#N/A			



NP-2-03-6701	Average Interval - Physical Collocation			No Standard
	Metric being reported effective 2/2002			
	CLEC	CLEC Obs	Parity	
Feb-02	105.38			
Mar-02	121.68			
Apr-02	75.67			
May-02	75.75			
Jun-02	#N/A			
Jul-02	64.50			
Aug-02	#N/A			
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			
Dec-02	#N/A			
Jan-03	#N/A			



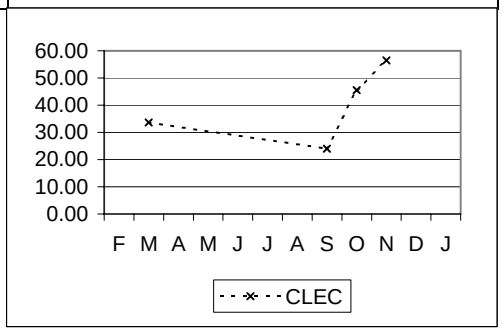
NETWORK PERFORMANCE cont...

NP-2 - Collocation Performance - New cont...

NP-2-04-6701	Average Interval - Virtual Collocation	No Standard

Metric being reported effective 2/2002

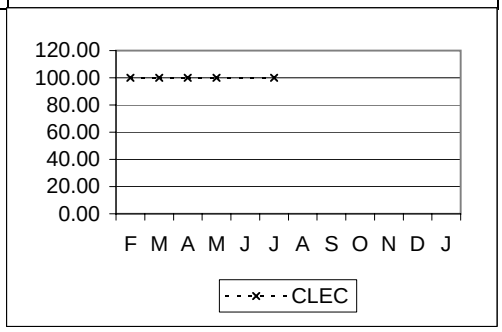
	CLEC	CLEC Obs	Parity
Feb-02	#N/A		
Mar-02	33.67		
Apr-02	#N/A		
May-02	#N/A		
Jun-02	#N/A		
Jul-02	#N/A		
Aug-02	#N/A		
Sep-02	24.00		
Oct-02	45.50		
Nov-02	56.50		
Dec-02	#N/A		
Jan-03	#N/A		



NP-2-05-6701	% On Time - Physical Collocation	95% on time

Metric being reported effective 2/2002

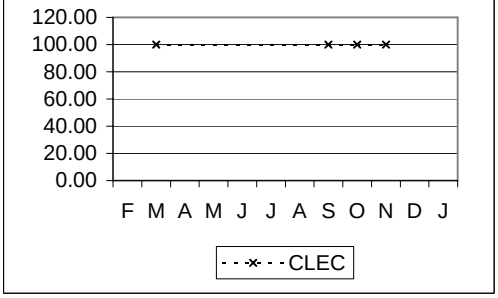
	CLEC	CLEC Obs	Parity
Feb-02	100.00	16	YES
Mar-02	100.00	25	YES
Apr-02	100.00	9	YES
May-02	100.00	8	YES
Jun-02	#N/A		
Jul-02	100.00	2	YES
Aug-02	#N/A		
Sep-02	#N/A		
Oct-02	#N/A		
Nov-02	#N/A		
Dec-02	#N/A		
Jan-03	#N/A		



NP-2-06-6701	% On Time - Virtual Collocation	95% on time

Metric being reported effective 2/2002

	CLEC	CLEC Obs	Parity
Feb-02	#N/A		
Mar-02	100.00	3	YES
Apr-02	#N/A		
May-02	#N/A		
Jun-02	#N/A		
Jul-02	#N/A		
Aug-02	#N/A		
Sep-02	100.00	1	YES
Oct-02	100.00	4	YES
Nov-02	100.00	2	YES
Dec-02	#N/A		
Jan-03	#N/A		

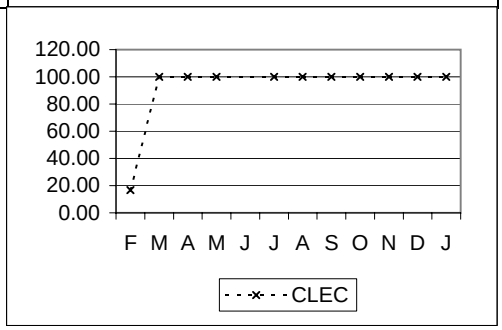


NETWORK PERFORMANCE cont...				
NP-2 - Collocation Performance - New cont...				
NP-2-07-6701	Average Delay Days - Physical Collocation			No Standard
	Metric being reported effective 2/2002			
	CLEC	CLEC Obs	Parity	
Feb-02	#N/A			
Mar-02	#N/A			
Apr-02	#N/A			
May-02	#N/A			
Jun-02	#N/A			
Jul-02	#N/A			
Aug-02	#N/A			
Sep-02	#N/A			
Oct-02	#N/A			
Nov-02	#N/A			
Dec-02	#N/A			
Jan-03	#N/A			

NP-2-08-6701	Average Delay Days - Virtual Collocation			No Standard
	Metric being reported effective 2/2002			
	CLEC	CLEC Obs	Parity	
Feb-02	#N/A			
Mar-02	#N/A			
Apr-02	#N/A			
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			
Dec-02	#N/A			
Jan-03	#N/A			

NP-2 - Collocation Performance - Augment

NP-2-01-6702	% On Time Response to Request for Physical Collocation			95% on time
	Metric being reported effective 2/2002			
	CLEC	CLEC Obs	Parity	
Feb-02	16.67	6	NO	
Mar-02	100.00	21	YES	
Apr-02	100.00	6	YES	
May-02	100.00	8	YES	
Jun-02	#N/A			
Jul-02	100.00	9	YES	
Aug-02	100.00	9	YES	
Sep-02	100.00	8	YES	
Oct-02	100.00	8	YES	
Nov-02	100.00	23	YES	
Dec-02	100.00	17	YES	
Jan-03	100.00	3	YES	



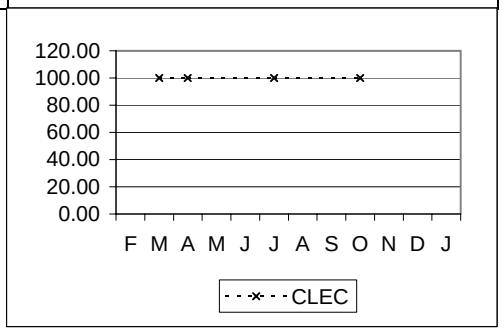
NETWORK PERFORMANCE cont...

NP-2 - Collocation Performance - Augment cont...

NP-2-02-6702	% On Time Response to Request for Virtual Collocation	95% on time

Metric being reported effective 2/2002

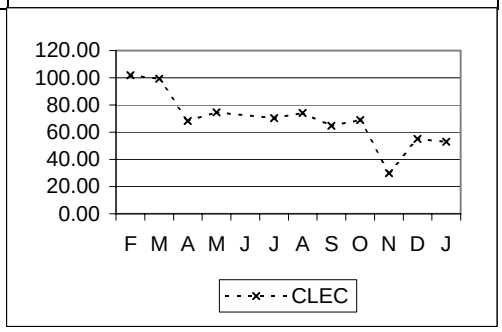
	CLEC	CLEC Obs	Parity
Feb-02	#N/A		
Mar-02	100.00	1	YES
Apr-02	100.00	1	YES
May-02	#N/A		
Jun-02	#N/A		
Jul-02	100.00	2	YES
Aug-02	#N/A		
Sep-02	#N/A		
Oct-02	100.00	1	YES
Nov-02	#N/A		
Dec-02	#N/A		
Jan-03	#N/A		



NP-2-03-6702	Average Interval - Physical Collocation	No Standard

Effective 6/2002, metric name changed to Average Interval - Physical Collocation - 76 Days

	CLEC	CLEC Obs	Parity
Feb-02	102.00		
Mar-02	99.29		
Apr-02	68.18		
May-02	74.57		
Jun-02	#N/A		
Jul-02	70.44		
Aug-02	74.22		
Sep-02	64.73		
Oct-02	69.00		
Nov-02	30.00		
Dec-02	55.14		
Jan-03	53.06		



NP-2-03-6712	Average Interval - Physical Collocation - 45 days	No Standard

Metric being reported effective 6/2002

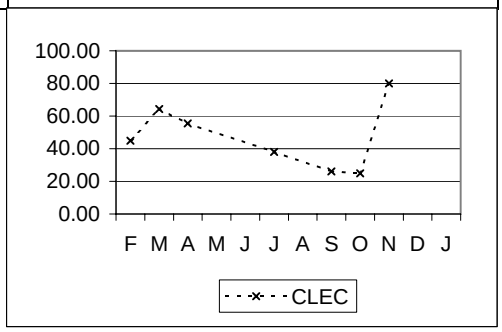
	CLEC	CLEC Obs	Parity
Jun-02	#N/A		
Jul-02	#N/A		
Aug-02	#N/A		

NETWORK PERFORMANCE cont...

NP-2 - Collocation Performance - Augment cont...

NP-2-04-6702	Average Interval - Virtual Collocation	No Standard

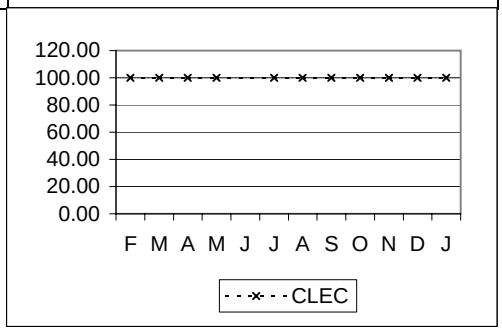
	CLEC	CLEC Obs	Parity
Feb-02	45.00		
Mar-02	64.25		
Apr-02	55.50		
May-02	#N/A		
Jun-02	#N/A		
Jul-02	38.00		
Aug-02	#N/A		
Sep-02	26.00		
Oct-02	25.00		
Nov-02	80.00		
Dec-02	#N/A		
Jan-03	#N/A		



NP-2-05-6702	% On Time - Physical Collocation	95% on time

Effective 6/2002 metric name changed to % On Time - Physical Collocation - 76 Days

	CLEC	CLEC Obs	Parity
Feb-02	100.00	8	YES
Mar-02	100.00	24	YES
Apr-02	100.00	11	YES
May-02	100.00	23	YES
Jun-02	#N/A		
Jul-02	100.00	18	YES
Aug-02	100.00	9	YES
Sep-02	100.00	11	YES
Oct-02	100.00	10	YES
Nov-02	100.00	5	YES
Dec-02	100.00	7	YES
Jan-03	100.00	18	YES



NP-2-05-6712	% On Time - Physical Collocation - 45 days	95% on time

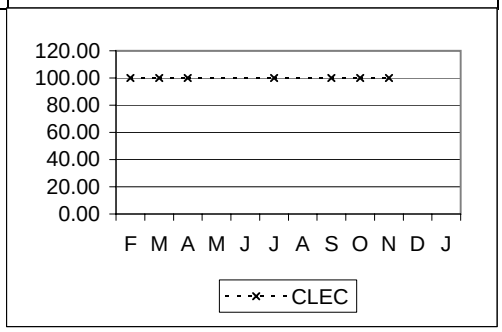
Metric being reported effective 6/2002

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

NETWORK PERFORMANCE cont...

NP-2 - Collocation Performance - Augment cont...

NP-2-06-6702	% On Time - Virtual Collocation			95% on time
	Metric being reported effective 2/2002			
	CLEC	*CLEC Obs*	*Parity*	
Feb-02	**100.00**	1	YES	
Mar-02	**100.00**	4	YES	
Apr-02	**100.00**	2	YES	
May-02	**#N/A**			
Jun-02	**#N/A**			
Jul-02	**100.00**	1	YES	
Aug-02	**#N/A**			
Sep-02	**100.00**	1	YES	
Oct-02	**100.00**	5	YES	
Nov-02	**100.00**	1	YES	
Dec-02	**#N/A**			
Jan-03	**#N/A**			



NP-2-07-6702	Average Delay Days - Physical Collocation			No Standard
	Metric being reported effective 2/2002			
	CLEC	*CLEC Obs*	*Parity*	
Feb-02	**#N/A**			
Mar-02	**#N/A**			
Apr-02	**#N/A**			
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**			
Dec-02	**#N/A**			
Jan-03	**#N/A**			

NP-2-08-6702	Average Delay Days - Virtual Collocation			No Standard
	Metric being reported effective 2/2002			
	CLEC	*CLEC Obs*	*Parity*	
Feb-02	**#N/A**			
Mar-02	**#N/A**			
Apr-02	**#N/A**			
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**			
Dec-02	**#N/A**			
Jan-03	**#N/A**			

Legend

*	= DC/MD/VA/WV Combined Measurement
**	= Verizon East (CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VT, WV and DC)
***	= VA only
****	= Verizon South (PA, NJ, DE, MD, DC, VA, WV)
*****	= (PA, NJ, DE, MD, DC, VA, WV) Resale/UNE East Combined Measurement
&	= Resale/UNE Combined Measurement
UD	= Performance metric is under development
UR	= Performance metric is under review
NA	= No Activity
NEF	= No Existing Functionality
TBD	= Performance metric is to be determined
R3	= Run 3 times per year
1-9=5, 10+=Negotiated	= 1-9 Loops, 5 days
	10+ Loops, Negotiated
95% Cmp. w/in Window	= Standard for Cut-Over Window
	= 1 to 9 lines: 1 hour
	= 10 to 49 lines: 2 hours
	= 50 to 99 lines: 3 hours
	= 100 to 199 lines: 4 hours
	= 200 plus lines: 8 hours
EEL	= 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
SS/Not Required	= Sample size does not meet the minimum criteria for a statistical test specified in Appendix K of the quidelines. See Appendix K of the 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