PERFORMANCE METRICS CATAGORIES

Metric Number	Metric Name
Preorder and OSS Availability:	
OR-1-02	% On Time LSRC – Flow Through
OR-1-04	% On Time LSRC.No Facility Check
OR-1-06	% On Time LSRC/ASRC Facility Check
OR-1-08	% On Time ASRC No Facility Check
OR-1-10	% On Time ASRC Facility Check
OR-1-12	% On Time FOC
OR-1-13	% On Time Design Layout Record (DLR)
OR-1-19	% On Time Resp. - Request for Inbound Augment Trunks
PO-1-01	Customer Service Record
PO-1-02	Due Date Availability
PO-1-03	Address Validation
PO-1-04	Product & Service Availability
PO-1-05	Telephone Number Availability & Reservation
PO-1-06	Average Response Time - Mechanized Loop Qualification - DSL
PO- 1-07	Rejected Query
PO-1-08	% Timeouts
PO-1-09	Parsed CSR
PO-2-02	OSS Interf. Avail. – Prime Time
PO-2-03	OSS Interf. Avail. – Non-Prime
PO-4-01	% Notices Sent on Time
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days
PO-4-03	Change Mgmt. Notice - Delay 8+ Days
PO-8-01	% On Time - Manual Loop Qualification
PO-8-02	% On Time - Engineering Record Request
MR-1-01	Create Trouble

Metric Number	Metric Name
Change Management, Billing, OS/DA, Interconnection and Collocation:	
BI-1-02	% DUF in 4 Business Days
BI-2-01	Timeliness of Carrier Bill
BI-3-04	% CLEC Billing Claims Acknowledged Within Two Business
BI-3-05	% CLEC Billing Claims Resolved Within 28 Calendar Days After Acknowledgement
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard
NP-1-02	% FTG Exceeding Blocking Std. –(No Exceptions)
NP-2-01	% On Time Response to Request for Physical Collocation
NP-2-02	% On Time Response to Request for Virtual Collocation
NP-2-03	Average Interval – Physical Collocation
NP-2-04	Average Interval – Virtual Collocation
NP-2-05	% On Time – Physical Collocation
NP-2-06	% On Time – Virtual Collocation
NP-2-07	Average Delay Days – Physical Collocation
NP-2-08	Average Delay Days – Virtual Collocation
OR-2-02	% On Time LSR Reject– Flow Through
OR-2-04	% On Time LSR Reject < 6 Lines - Electronic · No Flow-Through
OR-2-06	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-
OR-2.08	% On Time LSR Reject < 6 Lines - Fax
OR-2-10	% On Time ASR Reject Facility Check
OR-2-12	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)
OR-3-01	% Rejects

PERFORMANCE METRICS CATAGORIES

Metric Number	Metric Name
OR-4-17	% Billing Completion Notifier sent within two Business Days
PR-5-03	% Orders Held for Facilities > 60 Days
OR-5-01	% Flow Through - Total
OR-5-03	% Flow Through Achieved
OR-6-01	% Accuracy - Orders
OR-6-03	% Accuracy – LSRC
OR-7-01	% Order Confirmation/Rejects sent within 3 Business Days

Metric Number	Metric Name
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE
PR-8-01	Open Orders in a Hold Stalus > 30 Days
02	C de in a d us > 90 D
01	% On m er n n - Hot Cut
08	Average Duration of Service Interruption

Provisioning:

PR- 1-09	Av. Interval Offered - Total
PR-4-01	% Missed Appointment - Verizon
PR-4-02	Average Delay Days – Total
PR-4-03	% Missed Appointment – Customer
PR-4-04	% Missed Appointment – Verizon – Dispatch
PR-4-05	% Missed Appointment – Verizon – No Dispatch
PR-4-07	% On Time Performance – LNP Only
PR-4-08	% Missed Appt. – Customer – Late Order Conf.
PR-4-14	% Completed On Time [With Serial Number]
PR-4-15	% Completed On Time -DD-2 Test Total
PR-5-01	% Missed Appointment – Verizon – Facilities
PR-5-02	% Orders Held for Facilities > 15 Days
MR-5-01	% Repeat Reports within 30 Days
PR-6-01	% Installation Troubles reported within 30 Days
PR-6-02	% Installation Troubles reported within 7 Days

Maintenance arid Repair:

MK-2-01	N k T ble R t Rate
MK-2-02	Network Trouble Report Rate
MR-2-03	Network Trouble Report Rate - Central Office
MR-2-04	% Subsequent Reports
MR-2-05	% CPE/TOK/FOK Trouble Report Rate
MR-3-01	% Missed Repair Appointment – Loop
MR-3-02	% Missed Repair Appointment – Central Office
MR-3-03	% CPE/TOK/FOK - Missed Appointment
MR-4-01	Mean Time To Repair
MR-4-02	Mean Time To Repair – Loop Trouble
MR-4-03	Mean Time To Repair – Central Office Trouble
MR-4-04	% Cleared (all troubles) within 24 Hours
MR-4-05	% Out of Service > 2 Hours
MR-4-06	% Out of Service > 4 Hours
MR-4-07	% Out of Service > 12 Hours
MR-4-08	% Out of Service > 24 Hours

WEST VIRGINIA PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
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	0.89	2.57	0.32	2.56	0.22	NA	0.25	NA	0.21	NA	1,2
PO-1-01-6030	Customer Service Record - CORBA	0.89	0.77	0.32	0.81	0.22	0.94	0.25	1.12	0.21	0.94	
PO-1-01-6050	Customer Service Record -Web GUI	0.89	2.4	0.32	2.43	0.22	5.55	0.25	2.61	0.21	2.6	
PO-1-02-6020	Due Date Availability - EDI	1.15	NA	1.3	NA	1.02	NA	1.09	NA	1.05	2.96	5
PO-1-02-6030	Due Date Availability - CORBA	1.15	NA	1.3	NA	1.02	NA	1.09	1.53	1.05	NA	4
PO-1-02-6050	Due Date Availability - Web GUI	1.15	4.22	1.3	4.5	1.02	3.8	1.09	4.29	1.05	4	
PO-1-03-6020	Address Validation - EDI	4.58	NA	4.83	7.15	4.04	NA	4.05	8.02	4.02	7.32	2
PO-1-03-6030	Address Validation - CORBA	4.58	3.25	4.83	5.07	4.04	3.81	4.05	4.36	4.02	3.4	1,2,3
PO-1-03-6050	Address Validation - Web GUI	4.58	6.19	4.83	6.22	4.04	6.18	4.05	6.18	4.02	5.7	
PO-1-04-6020	Product & Service Availability - EDI	10.02	NA	10.93	NA	9.12	NA	9.07	NA	9.07	NA	
PO-1-04-6030	Product & Service Availability - CORBA	10.02	NA	10.93	NA	9.12	NA	9.07	NA	9.07	NA	
PO-1-04-6050	Product & Service Availability - Web GUI	10.02	18.72	10.93	13.43	9.12	14.83	9.07	14.14	9.07	15.43	1,2,3,4,5
PO-1-05-6020	Telephone Number Availability & Reservation - EDI	5.64	NA	5.92	NA	4.94	NA	4.97	5.04	4.96	7.75	4,5
PO-1-05-6030	Telephone Number Availability & Reservation - CORBA	5.64	NA	5.92	NA	4.94	14.89	4.97	NA	4.96	NA	3
PO-1-05-6050	Telephone Number Availability & Reservation - Web GUI	5.64	7.76	5.92	8.61	4.94	7.73	4.97	7.82	4.96	7.54	
PO-1-06-6020	Average Response Time - Mechanized Loop Qualification - DSL - EDI	14.25	NA	16.02	NA	14.49	NA	13.9	NA	13.89	NA	
PO-1-06-6030	Average Response Time - Mechanized Loop Qualification - DSL - CORBA	14.25	NA	16.02	NA	14.49	NA	13.9	NA	13.89	NA	
PO-1-06-6050	Average Response Time - Mechanized Loop Qualification - DSL - Web GUI	14.25	4.71	16.02	5.07	14.49	4.65	13.9	5.36	13.89	4.16	
PO-1-07-6020	Rejected Query - EDI	0.85	2.9	0.17	3.04	0.17	3.31	0.18	3.29	0.2	3.02	
PO-1-07-6030	Rejected Query - CORBA	0.85	0.81	0.17	0.76	0.17	0.91	0.18	0.87	0.2	0.97	
PO-1-07-6050	Rejected Query - Web GUI	0.85	2.94	0.17	2.94	0.17	3.14	0.18	3.1	0.2	2.92	
PO-1-08-6020	% Timeouts - EDI		0		0		0.88		0.55		0.55	
PO-1-08-6030	% Timeouts - CORBA		0		0		0		0		0	
PO-1-08-6050	% Timeouts - Web GUI		0.26		0.66		0.22		0.36		0.35	
PO-1-09-6020	Parsed CSR - EDI	0.89	1.97	0.32	2.98	0.22	2.01	0.25	1.99	0.21	2.1	

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PO-1-09-6030	Parsed CSR - CORBA	0.89	0.24	0.32	0.37	0.22	0.36	0.25	0.31	0.21	0.43	1,2
PO-2 - OSS Interface Availability												
PO-2-02-6020	OSS Interf. Avail. – Prime Time – EDI		99.89		99.98		99.99		99.9		99.98	1,4,5
PO-2-02-6030	OSS Interf. Avail. – Prime Time – CORBA		99.96		100		100		99.96		100	
PO-2-02-6060	OSS Interf. Avail. – Prime Time – Electronic Bonding		100		100		99.82		100		100	3
PO-2-03-6020	OSS Interf. Avail. – Non-Prime – EDI		99.96		99.98		99.98		100		99.86	5
PO-2-03-6030	OSS Interf. Avail. – Non-Prime – CORBA		100		99.97		99.98		99.98		100	
PO-2-03-6060	OSS Interf. Avail – Non-Prime – Electronic Bonding		100		100		100		100		100	
PO-2-03-6080	OSS Interf. Avail. – Non Prime – Maintenance Web GUI/ Pre Order/Ordering Web GUI		100		99.72		99.61		98.96		100	2,3,4
PO-8 - Manual Loop Qualification												
PO-8-01-2000	% On Time - Manual Loop Qualification		NA		NA		83.33		100		50	3,4,5
PO-8-02-2000	% On Time - Engineering Record Request		NA		NA		NA		NA		NA	
Change Notification												
PO-4 - Timeliness of Change Management Notice												
PO-4-01-6660	% Notices Sent on Time - Industry Standard, Verizon Orig. & CLEC Orig.		100		100		NA		100		100	2,4
PO-4-01-6671	% Notices Sent on Time - Emergency Maint. & Regulatory		100		100		100		100		100	2,4,5
PO-4-02-6660	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std., Verizon Orig, & CLEC Orig.		NA		NA		NA		NA		NA	
PO-4-02-6671	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint. & Regulatory		NA		NA		NA		NA		NA	
PO-4-03-6660	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.,		NA		NA		NA		NA		NA	
PO-4-03-6671	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint. & Regulatory		NA		NA		NA		NA		NA	
Change Confirmation												
PO-4 - Timeliness of Change Management Notice												
PO-4-01-6622	% Notices Sent on Time - Regulatory		NA		100		NA		NA		NA	
PO-4-01-6662	% Notices Sent on Time - Ind. Std., Verizon Orig. & CLEC Orig.		33.33		100		100		NA		NA	2,3
PO-4-02-6622	Change Mgmt. Notice - Delay 1-7 Days - Regulatory		NA		NA		NA		NA		NA	

WEST VIRGINIA PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PO-4-02-6662	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std., Verizon Orig. & CLEC Orig.		NA		NA		NA		NA		NA	
PO-4-03-6622	Change Mgmt. Notice - Delay 8+ Days - Regulatory		NA		NA		NA		NA		NA	
PO-4-03-6662	Change Mgmt. Notice - Delay 8+ Days - Ind. Std., Verizon Orig. & CLEC Orig.		228		NA		NA		NA		NA	
TROUBLE REPORTING (OSS)												
MR-1 - Response Time OSS Maintenance Interface												
MR-1-01-2000	Create Trouble	10.17	3.78	8.91	3.62	9.16	3.63	5.02	2.32	4.47	2.21	
BILLING												
BI-1 - Timeliness of Daily Usage Feed												
BI-1-02-2030	% DUF in 4 Business Days		99.89		99.79		99.87		99.84		99.78	
BI-2 - Timeliness of Carrier Bill												
BI-2-01-2030	Timeliness of Carrier Bill		100		100		100		100		100	
BI-3 - Billing Accuracy & Claims Processing												
BI-3-04-2030	% CLEC Billing Claims Acknowledged Within Two Business Days		100		77.14		97.1		100		100	
BI-3-05-2030	% CLEC Billing Claims Resolved Within 28 Calendar Days After Acknowledgement		68.24		87.23		100		98.18		96.88	
RESALE												
RESALE Ordering												
POTS & Pre-qualified Complex - Electronically Submitted												
OR-1 - Order Confirmation Timeliness												
OR-1-02-2320	% On Time LSRC – Flow Through		99.87		100		100		100		99.85	
OR-1-04-2100	% On Time LSRC/ASRC - No Facility Check		97.17		94.69		96.73		96.16		96.66	
OR-1-06-2320	% On Time LSRC/ASRC Facility Check		100		100		100		100		100	4,5
OR-2 - Reject Timeliness												
OR-2-02-2320	% On Time LSR Reject – Flow Through		99.31		99.58		100		100		100	
OR-2-04-2320	% On Time LSR/ASR Reject No Facility Check		99.27		97.55		97.6		98.28		97.53	
OR-2-06-2320	% On Time LSR/ASR Reject Facility Check		100		100		100		100		100	5
2 Wire Digital Services												
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualifica												
OR-1-04-2341	% On Time LSRC/ASRC - No Facility Check		50		NA		NA		100		100	1,4,5
OR-1-06-2341	% On Time LSRC/ASRC Facility Check		NA		NA		100		NA		100	3,5

WEST VIRGINIA PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-2 - Reject Timeliness - Requiring Loop Qualification												
OR-2-04-2341	% On Time LSR/ASR Reject No Facility Check		100		NA		100		NA		100	1,3,5
OR-2-06-2341	% On Time LSR/ASR Reject Facility Check		NA		100		NA		100		NA	2,4
POTS / Special Services - Aggregate												
OR-3 - Percent Rejects												
OR-3-01-2000	% Rejects		21.76		19		19.89		19.75		13.91	
OR-4 - Timeliness of Completion Notification												
OR-5 - Percent Flow-Through												
OR-5-01-2000	% Flow Through - Total		72.39		69.86		73.93		68.66		79.34	
OR-5-03-2000	% Flow Through Achieved		93.61		98.15		96.64		90.72		95.89	
OR-6 - Order Accuracy												
OR-6-01-2000	%Service Order Accuracy		93.1		96.13		93.81		94.81		95.37	
OR-6-03-2000	% Accuracy – LSRC		0		0		0		0		0	
OR-7 - Order Completeness												
OR-7-01-2000	% Order Confirmation/Rejects sent within 3 Business Days		99.62		99.75		99.71		99.95		99.69	
Special Services - Electronically Submitted												
OR-1 - Order Confirmation Timeliness												
OR-1-04-2210	% On Time LSRC/ASRC - No Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-04-2211	% On Time LSRC/ASRC - No Facility Check DS1		NA		NA		NA		NA		NA	
OR-1-04-2213	% On Time LSRC/ASRC - No Facility Check DS3		NA		NA		NA		NA		NA	
OR-1-04-2214	% On Time LSRC/ASRC - No Facility Check (Non DS0, DS1, & DS3)		100		100		100		100		92.31	1,2,4
OR-1-06-2210	% On Time LSRC/ASRC Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-06-2211	% On Time LSRC/ASRC Facility Check DS1		NA		NA		NA		NA		NA	
OR-1-06-2213	% On Time LSRC/ASRC Facility Check DS3		NA		NA		NA		NA		NA	
OR-1-06-2214	% On Time LSRC/ASRC Facility Check (Non DS0, DS1, & DS3)		NA		NA		NA		100		NA	4
OR-2 - Reject Timeliness												
OR-2-04-2200	% On Time LSR/ASR Reject No Facility Check		100		NA		100		100		100	1,3,4,5
OR-2-06-2200	% On Time LSR/ASR Reject Facility Check		NA		NA		NA		100		100	4,5

WEST VIRGINIA PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		Nove	mber	December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
Resale (Provisioning) - POTS/Special Services												
POTS - Provisioning - Total												
PR-4 - Missed Appointments												
PR-4-02-2100	Average Delay Days – Total	4.45	6	4.41	2.6	3.65	1.31	4.36	3.19	6.89	1.1	I
PR-4-03-2100	% Missed Appointment – Customer		3.13		2.98		3.87		3.59		5.01	
PR-4-04-2100	% Missed Appointment – Verizon – Dispatch	12.55	2.99	13.61	3.07	14	5.78	15.95	8.54	14.45	8.13	
PR-4-05-2100	% Missed Appointment – Verizon – No Dispatch	0.98	0.12	0.88	0.39	0.79	0.55	1.22	0.4	0.76	0	
PR-5 - Facility Missed Orders												
PR-5-01-2100	% Missed Appointment – Verizon – Facilities	2.18	0	2.42	0.44	2.84	0	4.17	3.66	3.8	0.81	
PR-6 - Installation Quality												
PR-6-01-2100	% Installation Troubles reported within 30 Days	3.1	3.79	2.63	2.77	2.88	4.95	2.89	5.16	2.13	3.59	
PR-6-03-2100	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE		1.65		0.67		2.47		1.77		1.63	
PR-8 - Open Orders in a Hold Status												
PR-8-01-2100	Open Orders in a Hold Status > 30 Days	0.11	0	0.12	0	0.13	0	0.18	0	0.15	0	
PR-8-02-2100	Open Orders in a Hold Status > 90 Days	0.05	0	0.05	0	0.07	0	0.07	0	0.05	0	
POTS & Complex Aggregate												
2-Wire Digital Services												
PR-4 - Missed Appointments												
PR-4-02-2341	Average Delay Days – Total	2.9	NA	5.44	NA	1.71	NA	2.25	NA			
PR-4-03-2341	% Missed Appointment – Customer		NA		NA		100		NA		33.33	3,5
PR-4-04-2341	% Missed Appointment – Verizon – Dispatch	10.89	NA	9.33	NA	2.6	NA	10	NA			
PR-4-05-2341	% Missed Appointment – Verizon – No Dispatch	6.67	NA	1.85	NA	6.58	0	23.08	NA	2.04	0	3,5
PR-4-08-2341	% Missed Appt. – Customer – Late Order Conf.		NA		NA		0		NA		0	3,5
PR-5 - Facility Missed Orders												
PR-5-01-2341	% Missed Appointment – Verizon – Facilities	6.48	NA	0	NA	0	NA	0	NA	0	NA	
PR-6 - Installation Quality												
PR-6-01-2341	% Install. Troubles Reported within 30 Days	1.27	NA	7.55	NA	3.92	NA	2.04	NA	0	NA	
PR-6-03-2341	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE		NA		NA		NA		NA		NA	
PR-8 - Open Orders in a Hold Status												
PR-8-01-2341	Open Orders in a Hold Status > 30 Days	0	NA	0	NA	0	0	0	NA	0	0	3,5
PR-8-02-2341	Open Orders in a Hold Status > 90 Days	0	NA	0	NA	0	0	0	NA	0	0	3,5

WEST VIRGINIA PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
Special Services - Provisioning												
PR-4 - Missed Appointments												
PR-4-01-2210	% Missed Appointment – Verizon – DS0	12.5	0	9.9	0	19.27	0	5.33	6.67	7.06	0	1,2,3,5
PR-4-01-2211	% Missed Appointment – Verizon – DS1	21.18	0	20.37	NA	5	0	13.04	NA	14.63	NA	1,3
PR-4-01-2213	% Missed Appointment – Verizon – DS3	NA	NA	0	NA	NA	NA	NA	NA	NA	NA	
PR-4-01-2214	% Missed Appointment – Verizon – Special Other	6.25	0	7.14	NA	0	0	0	0	25	NA	1,3,4
PR-4-02-2200	Average Delay Days – Total	4.73	NA	3.41	NA	4.25	NA	5.4	10	8.08	NA	4
PR-4-03-2200	% Missed Appointment – Customer		16.67		12.5		0		0		0	1,2,5
[illegible]	% Missed Appt. – Customer – Due to Late Order		[illegible]		[illegible]		[illegible]		[illegible]		[illegible]	[illegible]
PR-5 - Facility Missed Orders												
PR-5-01-2200	% Missed Appointment – Verizon – Facilities	1.98	0	1.18	0	0	0	0	0	4.11	0	1,2,3,5
PR-6 - Installation Quality												
PR-6-01-2200	% Installation Troubles reported within 30 Days	2.32	0	3.78	0	4.64	14.29	2.69	0	3	0	1
PR-6-03-2200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE		12.5		0		0		0		6.25	1
PR-8 - Open Orders in a Hold Status												
PR-8-01-2200	Open Orders in a Hold Status > 30 Days	2.82	0	1.18	0	1.73	0	2.4	0	1.54	0	1,2,5
PR-8-02-2200	Open Orders in a Hold Status > 90 Days	0.94	0	1.18	0	1.16	0	1.6	0	1.54	0	1,2,5
Resale (Maintenance) - POTS/Special Services												
POTS - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-2100	Network Trouble Report Rate – Loop	1.9	0.95	1.5	0.78	2.08	1.03	1.56	0.79	1.17	0.66	
MR-2-03-2100	Network Trouble Report Rate – Central Office	0.26	0.08	0.09	0.04	0.09	0.06	0.07	0.04	0.06	0.03	
MR-2-04-2100	% Subsequent Reports		3.7		0		4.38		0.89		0	
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate		0.42		0.29		0.46		0.26		0.29	
MR-3 - Missed Repair Appointments												
MR-3-01-2110	% Missed Repair Appointment – Loop Bus.	29.93	37.74	34.21	22.92	36.72	28.21	34.65	25.71	25.45	39.13	
MR-3-01-2120	% Missed Repair Appointment – Loop Res.	16.8	13.19	17.72	7.94	16.76	10.48	16.56	8.33	13.77	7.69	
MR-3-02-2110	% Missed Repair Appointment – Central Office Bus.	29.74	33.33	13.87	0	13.57	40	17.76	0	10.26	0	2,3,4,5
MR-3-02-2120	% Missed Repair Appointment – Central Office Res.	3.87	0	8.46	25	7.12	0	6.71	33.33	6.09	0	1,2,3,4,5
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment		12.7		0		6.25		2.86		7.89	

WEST VIRGINIA PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-4 - Trouble Duration Intervals												
MR-4-01-2100	Mean Time To Repair – Total	22.33	20.7	25.24	23	33.46	30.74	29.34	44.26	20.79	19.75	
MR-4-02-2110	Mean Time To Repair – Loop Trouble - Bus.	12.31	11.38	11.71	18.19	14.59	10.81	13.15	17.93	11.89	12.7	
MR-4-02-2120	Mean Time To Repair – Loop Trouble - Res.	25.31	27.59	27.28	26.74	35.87	39.04	31.45	57.86	22.1	23.39	
MR-4-03-2110	Mean Time To Repair – Central Office Trouble - Bus.	5.29	7.95	6.95	2.15	6.16	7.51	6.67	1.65	5.96	0.8	2,3,4,5
MR-4-03-2120	Mean Time To Repair – Central Office Trouble - Res.	7.53	14.63	13.44	32.16	13.3	36.43	12.58	53.49	10.93	1.26	1,2,3,4,5
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	61.39	67.31	57.98	64.96	43.24	47.06	50.73	58.04	68.9	79.35	
MR-4-06-2100	% Out of Service > 4 Hours	82.76	85.95	86.01	85.88	89.59	84.07	88.56	85.19	82.99	76.06	
MR-4-07-2100	% Out of Service > 12 Hours	61.2	65.29	67.89	74.12	76.24	71.68	74.99	76.54	64.63	59.16	
MR-5 - Repeat Trouble Reports												
MR-5-01-2100	% Repeat Reports within 30 Days	17.02	12.18	16.24	15.38	18.66	11.77	18.58	10.71	16.93	7.61	
2-Wire Digital Services - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-2341	Network Trouble Report Rate – Loop	0.2	0	0.2	4.65	0.1	2.5	0.12	0	0.18	0	
MR-2-03-2341	Network Trouble Report Rate – Central Office	0.29	0	0.26	0	0.33	0	0.17	0	0.18	0	
MR-2-04-2341	% Subsequent Reports		NA		0		0		NA		NA	2,3
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate		0		0		0		0		0	
MR-3 - Missed Repair Appointments												
MR-3-01-2341	% Missed Repair Appointment – Loop	57.14	NA	78.57	100	57.14	0	62.5	NA	63.64	NA	2,3
MR-3-02-2341	% Missed Repair Appointment – Central Office	25	NA	16.67	NA	26.09	NA	16.67	NA	45.46	NA	
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment		NA		NA		NA		NA		NA	
MR-4 - Trouble Duration Intervals												
MR-4-01-2341	Mean Time To Repair – Total	16.8	NA	16.21	46.77	17.34	3.3	16.52	NA	22.35	NA	2,3
MR-4-02-2341	Mean Time To Repair – Loop Trouble	21.86	NA	21.6	46.77	28.43	3.3	33.74	NA	24.44	NA	2,3
MR-4-03-2341	Mean Time To Repair – Central Office Trouble	13.25	NA	12.02	NA	13.96	NA	5.04	NA	20.26	NA	
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	85.29	NA	84.38	0	76.67	100	85	NA	68.18	NA	2,3
MR-4-07-2341	% Out of Service > 12 Hours	33.33	NA	50	100	72.73	NA	36.36	NA	41.67	NA	2
MR-4-08-2341	% Out of Service > 24 Hours	19.05	NA	16.67	100	45.46	NA	18.18	NA	25	NA	2
MR-5 - Repeat Trouble Reports												
MR-5-01-2341	% Repeat Reports within 30 Days	14.71	NA	25	0	33.33	100	10	NA	9.09	NA	2,3
Special Services - Maintenance												

WEST VIRGINIA PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-2 - Trouble Report Rate												
MR-2-01-2200	Network Trouble Report Rate	0.79	0	0.7	0	0.66	1.83	0.5	0	0.52	3.17	
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate		0.49		0.97		0.46		0.91		2.26	
MR-4 - Trouble Duration Intervals												
MR-4-01-2216	Mean Time To Repair – Total - Non DS0 & DS0	6.42	NA	6.18	NA	6.26	4.82	7.16	NA	6.09	3.07	3,5
MR-4-01-2217	Mean Time To Repair – Total - DS1 & DS3	7.34	NA	6.19	NA	4.58	NA	5.34	NA	5.91	NA	
MR-4-04-2216	% Cleared (all troubles) within 24 Hours - Non DS0 & DS0	99.05	NA	98.73	NA	97.56	100	100	NA	100	100	3,5
MR-4-04-2217	% Cleared (all troubles) within 24 Hours - DS1 & DS3	95.83	NA	98.25	NA	100	NA	100	NA	100	NA	
MR-4-06-2216	% Out of Service > 4 Hours - Non DS0 & DS0	65.71	NA	60.76	NA	59.76	50	63.04	NA	63.49	14.29	3,5
MR-4-06-2217	% Out of Service > 4 Hours - DS1 & DS3	54.17	NA	50.88	NA	45.65	NA	38.46	NA	61.54	NA	
MR-4-08-2216	% Out of Service > 24 Hours - Non DS0 & DS0	0.95	NA	1.27	NA	2.44	0	0	NA	0	0	3,5
MR-4-08-2217	% Out of Service > 24 Hours - DS1 & DS3	4.17	NA	1.75	NA	0	NA	0	NA	0	NA	
MR-5 - Repeat Trouble Reports												
MR-5-01-2200	% Repeat Reports within 30 Days	23.53	NA	16.91	NA	17.19	50	18.6	NA	17.98	42.86	3,5
UNBUNDLED NETWORK ELEMENTS (UNEs)												
UNE (Ordering) - POTS/Special Services												
Platform												
OR-1 - Order Confirmation Timeliness												
OR-1-02-3143	% On Time LSRC – Flow Through		100		100		100		99.03		100	
OR-1-04-3143	% On Time LSRC/ASRC - No Facility Check		89.71		97.92		97.59		96.92		99.38	
OR-1-06-3143	% On Time LSRC/ASRC Facility Check		100		100		100		100		93.75	1,2,4
OR-2 - Reject Timeliness												
OR-2-02-3143	% On Time LSR Reject – Flow Through		98.78		100		100		100		100	
OR-2-04-3143	% On Time LSR/ASR Reject No Facility Check		100		100		97.87		96.15		96	
OR-2-06-3143	% On Time LSR/ASR Reject Facility Check		100		100		100		100		100	1,2,3,5
OR-6 - Order Accuracy												
OR-6-01-3143	%Service Order Accuracy		95.6		93.93		95.02		95.99		94.35	
OR-6-03-3143	% Accuracy – LSRC		0		0		0		0		0	

WEST VIRGINIA PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-7 • Order Completeness												
OR-7-01-3143	A Order Confirmation/Rejects sent within 3 Business Days		99.69		99.04		98.19		100		99.59	
Loop/Pre-qualified Complex/LNP												
OR-1 • Order Confirmation Timeliness												
OR-1-02-3331	% On Time LSRC – Flow Through		99.45		99.7		98.14		98.83		99.2	
OR-1-04-3331	% On Time LSRClASRC - No Facility Check		95.41		95.66		96.25		91.93		94.23	
OR-1-06-3331	% On Time LSRClASRC Facility Check		98.32		96.59		96.67		97.87		97.94	
OR-2 - Reject Timeliness												
OR-2-02-3331	% On Time LSR Reject – Flow Through		98.32		100		100		100		100	
OR-2-04-3331	% On Time LSR/ASR Reject No Facility Check		98.42		97.37		97.4		98.72		98.19	
OR-2-06-3331	% On Time LSR/ASR Reject Facility Check		100		100		100		100		98.15	
OR-6 - Order Accuracy												
OR-6-01-3331	%Service Order Accuracy		98.69		98.65		98.73		99.59		97.86	
OR-6-03-3331	% Accuracy – LSRC		0.11		0		0.15		0		0.14	
OR-7 - Order Completeness												
OR-7-01-3331	% Order Confirmation/Rejects sent within 3 Business Days		99.24		99.1		98.36		98.59		98.94	
2 Wire Digital Services												
OR-1 • Order Confirmalion Timeliness • Requiring Loop Qualifica												
OR-1-04-3341	% On Time LSRClASRC - No Facility Check		100		100		100		100		NA	1,2,3,4
OR-1-06-3341	% On Time LSRClASRC Facility Check		NA		NA		NA		NA		NA	
OR-2 • Reject Timeliness • Requiring Loop Qualification												
OR-2-04 3341	% On Time LSR/ASR Reject No Facility Check		100		NA		100		NA		NA	1,3
OR-2-06 3341	% Time LSR/ASR Reject Facility Check		NA		NA		NA		NA		NA	
2 Wire xDSL Loops												
OR-1 • Order Confirmation Timeliness • Requiring Loop Qualifica												
OR-144-3342	% On Time LSRClASRC - No Facility Check		100		100		100		100		100	2,3,4,5
OR-1-06-3342	% On Time LSRC/ASRC - Facilily Check		NA		NA		NA		NA		NA	
OR-2 • Reject Timeliness • Requiring Loop Qualification												
OR-2-04-3342	% On Time LSR/ASR Reject- No Facility Check		100		100		100		100		100	1,2,3,4,5
OR-2-06-3342	% On Time LSR/ASR Reject Facility Check		NA		NA		NA		NA		NA	

WEST VIRGINIA PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
2 Wire xDSL Line Sharing & Line Splitting												
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualifica												
OR-1-04-3340	% On Time LSRC/ASRC - No Facility Check		100		100		NA		100		100	1,2,4,5
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness - Requiring Loop Qualification												
OR-2-04-3340	% On Time LSR/ASR Reject- No Facility Check		NA		NA		100		NA		NA	3
OR-2-06-3340	% On Time LSR/ASR Reject Facility Check		NA		NA		NA		NA		NA	
POTS / Special Services - Aggregate												
OR-3 - Percent Rejects												
OR-3-01-3000	% Rejects (ASRs + LSRs)		30.16		28.61		30.43		23.01		21.56	
OR-4 - Timeliness of Completion Notification												
OR-4-17-3000	% Billing Completion Notifier sent within two (2) Business Days		99.13		99.71		100		99.34		99.73	
OR-5 - Percent Flow-Through												
OR-5-01-3000	% Flow Through - Total		32.81		45.5		44.99		55.53		60.41	
OR-5-03-3000	% Flow Through Achieved		59.16		84.2		88.7		86.93		93.7	
Special Services - Electronically Submitted												
OR-1 - Order Confirmation Timeliness (ASRs + LSRs)												
OR-1-04-3210	% On Time LSRC/ASRC - No Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-04-3211	% On Time LSRC No Facility Check DS1		NA		NA		NA		NA		NA	
OR-1-04-3213	% On Time LSRC No Facility Check DS3		NA		NA		NA		NA		NA	
OR-1-04-3214	% On Time LSRC No Facility Check (Non DS0, DS1, & DS3)		NA		NA		NA		NA		NA	
OR-1-06-3210	% On Time LSRC/ASRC Facility Check DS0		NA		NA		100		0		75.9	3,4
OR-1-06-3211	% On Time LSRC/ASRC Facility Check DS1		90		95.83		96.97		67.65		80.77	
OR-1-06-3213	% On Time LSRC/ASRC Facility Check DS3		NA		NA		NA		NA		NA	
OR-1-06-3214	% On Time LSRC/ASRC Facility Check (Non DS0, Non DS1 & Non DS3)		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness (ASRs + LSRs)												
OR-244-3200	% On Time LSR/ASR Reject No Facilily Check		NA		NA		NA		NA		NA	
OR-2-06-3200	% On Time LSIUASR Reject Facility Check		75		75		87.5		85.71		84.85	1,4

WEST VIRGINIA PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
Special Services - FAX/MAIL Submitted												
OR-1 - Order Confirmation Timeliness												
OR-1-08-3210	% On Time LSRC No Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-10-3210	% On Time ASRC - Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-10-3211	% On Time ASRC Facility Check DS1		NA		NA		NA		NA		NA	
OR-1-10-3213	% On Time ASRC Facility Check DS3		NA		NA		NA		NA		NA	
OR-1-10-3214	% On Time ASRC Facility Check (Non DS0, Non DS1 & Non DS3)		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness												
OR-2-08-3200	% On Time ASR Reject No Facility Check		NA		NA		NA		NA		NA	
OR-2-10-3200	% On Time ASR Reject Facility Check		NA		NA		NA		NA		NA	
UNE (Provisioning) - POTS/Special Services												
PR-4 - Missed Appointments												
PR-4-02-3100	Average Delay Days – Total	4.45	1.33	4.41	10.8	3.65	2.5	4.36	3.25	6.89	1.33	1,2,3,4,5
PR-4-03-3100	% Missed Appt. – Customer		3.19		4.24		5.16		5.76		5.28	
PR-4-04-3113	% Missed Appt. – Verizon – Dispatch - Loop New	12.55	1.39	13.61	5.63	14	2.44	15.95	2.13	14.45	1.05	
PR-4-04-3140	% Missed Appt. – Verizon – Dispatch - Platform	12.55	9.09	13.61	5	14	0	15.95	8.33	14.45	18.18	
PR-4-05-3140	% Missed Appt. – Verizon – No Dispatch - Platform	0.98	0.4	0.88	0	0.79	0.55	1.22	0	0.76	0	
PR-5 - Facility Missed Orders												
PR-5-01-3112	% Missed Appointment – Verizon – Facilities - Loop	2.18	0	2.42	2.67	2.84	0.81	4.17	0	3.8	0	
PR-5-01-3140	% Missed Appointment – Verizon – Facilities - Platform	2.18	9.09	2.42	5	2.84	0	4.17	0	3.8	0	
PR-6 - Installation Quality												
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	3.1	4.01	2.63	2.92	2.88	4.13	2.89	3.74	2.13	3.99	
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	3.1	0.18	2.63	1.79	2.88	1.21	2.89	1.53	2.13	2.87	
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop		0.91		0.92		1.45		2.06		1.64	
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE – Loop		2.01		2.15		1.55		1.35		1.33	
PR-6-03-3121	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE – Platform		0.55		0.9		1.66		1.15		1.2	
PR-8 - Open Orders in a Hold Status												

WEST VIRGINIA PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	0.11	0	0.12	0	0.13	0	0.18	0	0.15	0	
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	0.05	0	0.05	0	0.07	0	0.07	0	0.05	0	
PR-9 - Hot Cut Loops												
PR-9-01-3520	% On Time Performance – Hot Cut		96.74		98.88		98.14		99.39		98.71	
PR-9-08-3520	Average Duration of Service Interruption		16.86		8.95		14.12		7.76		13.4	1,2,3,4,5
POTS & Complex Aggregate												
2-Wire Digital Services												
PR-4 - Missed Appointments												
PR-4-02-3341	Average Delay Days – Total	2.9	1	5.44	2	1.71	1	2.25	1	4.17	1	1,2,3,4,5
PR-4-03-3341	% Missed Appointment – Customer		12.82		0		2.86		0		0	
PR-4-04-3341	% Missed Appointment – Verizon – Dispatch	10.89	5.88	9.33	0	2.6	3.13	10	4.17	6.94	7.69	
PR-4-05-3341	% Missed Appointment – Verizon – No Dispatch	6.67	0	1.85	NA	6.58	0	23.08	NA	2.04	0	1,3,5
PR-5 - Facility Missed Orders												
PR-5-01-3341	% Missed Appointment - Verizon Facilities	6.48	0	0	0	0	0	0	0	0	0	
PR-6 - Installation Quality												
PR-6-01-3341	% Install. Troubles Reported within 30 Days	6.29	0	6.07	4.76	6.38	1.47	5.97	8.7	5.99	4.65	
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE		4		4.76		0		4.35		6.98	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3341	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	
PR-8-02-3341	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	
2-Wire xDSL Loops												
PR-4 - Missed Appointments												
PR-4-02-3342	Average Delay Days – Total	3.29	2	2.7	NA	4.33	NA	4	NA	10	NA	1
PR-4-03-3342	% Missed Appointment – Customer		20		20		0		20		0	1,2,3,4,5
PR-4-04-3342	% Missed Appointment – Verizon – Dispatch		0		0		0		0		0	1,2,3,4,5
PR-4-14-3342	% Completed On Time [With Serial Number]		100		100		100		80		100	1,2,3,4,5
PR-5 - Facility Missed Orders												
PR-5-01-3342	% Missed Appointment - Verizon Facilities	0	0	0	0	0	0	0	0	0	0	1,2,3,4,5

WEST VIRGINIA PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-6 - Installation Quality												
PR-6-01-3342	% Install. Troubles Reported within 30 Days	6.29	0	6.07	0	6.38	0	5.97	0	5.99	25	1,2,3,4,5
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE		0		20		0		20		37.5	1,2,3,4,5
PR-8 - Open Orders in a Hold Status												
PR-8-01-3342	Open Orders in a Hold Status > 30 Days	0.89	0	0	0	0.92	0	2.4	0	0	0	1,2,3,4,5
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	1,2,3,4,5
2-Wire xDSL Line Sharing												
PR-4 - Missed Appointments												
PR-4-02-3343	Average Delay Days – Total	2	NA	1	NA	1	NA	1.86	NA	1.86	NA	
PR-4-03-3343	% Missed Appointment – Customer		0		0		0		0		0	1,2,3,4,5
PR-4-04-3343	% Missed Appointment – Verizon – Dispatch	3.57	NA	0	NA	0	NA	0	NA	2.38	NA	
PR-4-05-3343	% Missed Appointment – Verizon – No Dispatch	0	0	0.17	0	0.2	0	0.65	0	0.41	0	1,2,3,4,5
PR-5 - Facility Missed Orders												
PR-5-01-3343	% Missed Appointment - Verizon Facilities	0	NA	0	NA	0	NA	0	NA	0	NA	
PR-6 - Installation Quality												
PR-6-01-3343	% Install. Troubles Reported within 30 Days	0.69	0	0.8	0	1.53	0	0.98	0	0.6	0	1,2,3,4,5
PR-6-03-3343	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE		0		0		0		0		0	1,2,3,4,5
PR-8 - Open Orders in a Hold Status												
PR-8-01-3343	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	1,2,3,4,5
PR-8-02-3343	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	1,2,3,4,5
2-Wire xDSL Line Splitting												
PR-4 - Missed Appointments												
PR-4-03-3345	% Missed Appointment – Customer		NA		NA		NA		NA		NA	
PR-4-04-3345	% Missed Appointment – Verizon – Dispatch	3.57	NA	0	NA	0	NA	0	NA	2.38	NA	
PR-4-05-3345	% Missed Appointment – Verizon – No Dispatch	0	NA	0.17	NA	0.2	NA	0.65	NA	0.41	NA	
PR-5 - Facility Missed Orders												
PR-5-01-3345	% Missed Appointment - Verizon Facilities	0	NA	0	NA	0	NA	0	NA	0	NA	
PR-5-02-3345	% Orders Held for Facilities > 15 Days	0	NA	0	NA	0	NA	0	NA	0	NA	
PR-6 - Installation Quality												
PR-6-01-3345	% Install. Troubles Reported within 30 Days	0.69	NA	0.8	NA	1.53	NA	0.98	NA	0.6	NA	
PR-6-03-3345	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE		NA		NA		NA		NA		NA	

WEST VIRGINIA PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-8 - Open Orders in a Hold Status												
Special Services - Provisioning												
PR-4 - Missed Appointments												
PR-4-01-3210	% Missed Appointment – Verizon – DS0	12.5	NA	9.9	NA	19.27	NA	5.33	NA	7.06	6.78	
PR-4-01-3211	% Missed Appointment – Verizon – DS1	20.24	0	22.45	0	5	0.06	12.2	0	15.79	0.09	1
PR-4-01-3213	% Missed Appointment – Verizon – DS3	NA	NA	0	NA	NA	NA	NA	NA	NA	NA	
PR-4-01-3510	% Missed Appointment – Verizon – Total - EEL	20.24	NA	22.45	NA	5	0	12.2	0	15.79	5.05	3
PR-4-01-3530	% Missed Appointment – Verizon – Total- IOF	NA	0	0	NA	NA	NA	NA	0	NA	NA	1,4
PR-4-02-3200	Average Delay Days – Total	4.73	NA	3.41	NA	4.25	1	5.4	NA	8.08	1	3,5
PR-4-02-3510	Average Delay Days – Total - EEL	5.24	NA	4.09	NA	3.67	NA	6.33	NA	5.17	1.2	5
PR-4-02-3530	Average Delay Days – Total -IOF	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
PR-4-03-3200	% Missed Appointment – Customer		0		0		11.11		9.09		0	1
PR-4-03-3510	% Missed Appointment – Customer - EEL		NA		NA		0		0		1.01	3
PR-4-03-3530	% Missed Appointment – Customer - IOF		0		NA		NA		0		NA	1,4
PR-4-07-3540	% On Time Performance – LNP Only		92.77		97.73		98.36		95.92		97.01	
PR-4-08-3200	% Missed Appt. – Customer – Late Order Conf.		0		0		0		0		0	
PR-5 - Facility Missed Orders												
PR-5-01-3200	% Missed Appointment – Verizon – Facilities	1.98	0	1.18	0	0	4	0	0	4.11	2.48	
PR-6 - Installation Quality												
PR-6-01-3200	% Installation Troubles reported within 30 Days	2.32	0	3.78	16.67	4.64	0	2.69	0	3	0	
PR-6-03-3200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE		11.11		0		0		0		1.81	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3200	Open Orders in a Hold Status > 30 Days	2.82	0	1.18	0	1.73	0	2.4	0	1.54	0	1
PR-8-02-3200	Open Orders in a Hold Status > 90 Days	0.94	0	1.18	0	1.16	0	1.6	0	1.54	0	1
UNE (Maintenance) - POTS/Special Services												
MR-2 - Trouble Report Rate												
MR-2-02-3550	Network Trouble Report Rate – Loop	1.9	0.58	1.5	0.38	2.08	0.55	1.56	0.43	1.17	0.43	
MR-2-03-3550	Network Trouble Report Rate – Central Office	0.26	0.01	0.09	0.03	0.09	0.03	0.07	0.06	0.06	0	
MR-2-05-3550	% CPE/TOK/FOK Trouble Report Rate		0.3		0.24		0.24		0.16		0.15	
MR-3 - Missed Repair Appointments												
MR-3-01-3550	% Missed Repair Appointment – Loop	17.78	0.78	19.04	6.98	18.15	5.56	17.83	6	14.63	5.83	
MR-3-02-3550	% Missed Repair Appointment – Central Office	6.38	0	9.5	14.29	8.41	12.5	8.85	23.08	6.78	0	1,2,3,5
MR-3-03-3550	% CPE/TOK/FOK - Missed Appointment		1.49		5.56		12.73		7.89		5.56	

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Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-4 - Trouble Duration Intervals												
MR-4-01-3550	Mean Time To Repair – Total	22.33	14.71	25.24	14.48	33.46	14.58	29.34	13.29	20.79	14.36	
MR-4-02-3550	Mean Time To Repair – Loop Trouble	24.37	14.69	26.04	14.11	34.4	14.62	30.16	13.58	21.36	14.44	
MR-4-03-3550	Mean Time To Repair – Central Office Trouble	7.33	15.59	12.2	19.03	11.87	13.87	11.44	11.09	10.11	6.47	1,2,3,5
MR-4-04-3550	% Cleared (all troubles) within 24 Hours	61.39	92.37	57.98	91.4	43.24	87.31	50.73	88.5	68.9	86.54	
MR-4-07-3550	% Out of Service > 12 Hours	61.2	63.04	67.89	64.62	76.24	53.57	74.99	49.38	64.63	50.65	
MR-4-08-3550	% Out of Service > 24 Hours	33.28	7.61	36.99	7.69	50.98	15.48	44.85	9.88	27	10.39	
MR-5 - Repeat Trouble Reports												
MR-5-01-3550	% Repeat Reports within 30 Days	17.02	15.27	16.24	9.68	18.66	16.42	18.58	11.5	16.93	8.65	
Maintenance - POTS Platform												
MR-2 - Trouble Report Rate												
MR-2-02-3140	Network Trouble Report Rate – Platform	1.9	0.21	1.5	0.51	2.08	0.98	1.56	0.85	1.17	0.89	
MR-2-03-3140	Network Trouble Report Rate – Central Office	0.26	0.42	0.09	0.31	0.09	0.09	0.07	0.12	0.06	0.07	
MR-2-04-3140	% Subsequent Reports		18.18		5.88		3.85		0		3.57	
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate		0.56		0.46		0.68		0.5		0.46	
MR-3 - Missed Repair Appointments												
MR-3-01-3144	% Missed Repair Appointment – Platform Bus.	29.93	0	34.21	28.57	36.72	30	34.65	42.86	25.45	29.41	1,2
MR-3-01-3145	% Missed Repair Appointment – Platform Res.	16.8	NA	17.72	0	16.76	0	16.56	0	13.77	0	2,3,4,5
MR-3-02-3144	% Missed Repair Appointment – Central Office Bus.	29.74	0	13.87	33.33	13.57	0	17.76	0	10.26	0	1,2,3,4,5
MR-3-02-3145	% Missed Repair Appointment – Central Office Res.	3.87	NA	8.46	NA	7.12	NA	6.71	0	6.09	0	4,5
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform		12.5		22.22		18.75		23.08		0	1
MR-4 - Trouble Duration Intervals												
MR-4-01-3140	Mean Time To Repair – Total	22.33	9.7	25.24	14.62	33.46	13.96	29.34	15.16	20.79	11.62	
MR-4-04-3140	% Cleared (all troubles) within 24 Hours	61.39	100	57.98	81.25	43.24	88	50.73	80	68.9	92.59	
MR-4-06-3140	% Out of Service > 4 Hours	82.76	57.14	86.01	100	89.59	60	88.56	68.75	82.99	66.67	1,2
MR-4-07-3140	% Out of Service > 12 Hours	61.2	42.86	67.89	100	76.24	33.33	74.99	56.25	64.63	50	1,2
MR-4-08-3144	% Out of Service > 24 Hours - Bus.	9.09	0	9.41	50	10.06	0	15.2	0	8.33	8.33	1,2
MR-4-08-3145	% Out of Service > 24 Hours - Res.	35.3	NA	39.75	0	54.32	0	47.29	33.33	28.51	0	2,3,4,5
MR-5 - Repeat Trouble Reports												
MR-5-01-3140	% Repeat Reports within 30 Days	17.02	0	16.24	12.5	18.66	4	18.58	12	16.93	7.41	

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Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
2-Wire Digital Services - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-3341	Network Trouble Report Rate - Loop	1.88	0.36	1.49	0.82	2.06	0.26	1.54	0.65	1.17	0.38	
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.26	0.07	0.09	0.21	0.09	0	0.07	0.2	0.06	0	
MR-2-04-3341	% Subsequent Reports		0		0		0		0		0	1,3,5
MR-3 - Missed Repair Appointments												
MR-3-01-3341	% Missed Repair Appointment – Loop	17.82	0	19.11	16.67	18.17	0	17.86	0	14.7	0	1,3,5
MR-3-02-3341	% Missed Repair Appointment – Central Office	6.56	0	9.67	0	8.97	NA	9.01	0	7.66	NA	1,2,4
MR-4 - Trouble Duration Intervals												
MR-4-01-3341	Mean Time To Repair - Total	22.32	15.99	25.22	18.53	33.43	25.2	29.32	16.15	20.8	12.29	1,3,5
MR-4-02-3341	Mean Time To Repair - Loop Trouble	24.37	18.93	26.04	22.3	34.4	25.2	30.16	16.1	21.37	12.29	1,3,5
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	7.39	1.33	12.2	3.45	11.94	NA	11.31	16.32	10.34	NA	1,2,4
MR-4-07-3341	% Out of Service > 12 Hours	61.15	40	67.84	60	76.23	66.67	74.93	50	64.59	40	1,3,4,5
MR-4-08-3341	% Out of Service > 24 Hours	33.26	20	36.93	33.33	50.98	33.33	44.81	25	26.99	20	1,3,4,5
MR-5 - Repeat Trouble Reports												
MR-5-01-3341	% Repeat Reports within 30 Days	17.02	0	16.26	33.33	18.69	0	18.57	15.39	16.91	50	1,3,5
2-Wire xDSL Loops - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-3342	Network Trouble Report Rate - Loop	1.88	0.39	1.49	0.39	2.06	0.39	1.54	0	1.17	0.58	
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.26	0	0.09	0	0.09	0	0.07	0	0.06	0	
MR-3 - Missed Repair Appointments												
MR-3-01-3342	% Missed Repair Appointment – Loop	17.82	0	19.11	0	18.17	0	17.86	NA	14.7	25	1,2,3,5
MR-3-02-3342	% Missed Repair Appointment – Central Office	6.56	NA	9.67	NA	8.97	NA	9.01	NA	7.66	0	5
MR-4 - Trouble Duration Intervals												
MR-4-02-3342	Mean Time To Repair - Loop Trouble	24.37	12.36	26.04	3.33	34.4	14.97	30.16	NA	21.37	23.38	1,2,3,5
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	7.39	NA	12.2	NA	11.94	NA	11.31	NA	10.34	18.05	5
MR-4-07-3342	% Out of Service > 12 Hours	61.15	0	67.84	0	76.23	100	74.93	NA	64.59	60	1,2,3,5
MR-4-08-3342	% Out of Service > 24 Hours	33.26	0	36.93	0	50.98	0	44.81	NA	26.99	20	1,2,3,5
MR-5 - Repeat Trouble Reports												
MR-5-01-3342	% Repeat Reports within 30 Days	17.02	0	16.26	50	18.69	0	18.57	NA	16.91	0	1,2,3,5
2-Wire xDSL Line Sharing - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-3343	Network Trouble Report Rate - Loop	0.26	0	0.12	0	0.25	3.23	0.2	0	0.21	0	
MR-2-03-3343	Network Trouble Report Rate - Central Office	0.06	0	0	0	0	0	0.03	0	0.04	0	

WEST VIRGINIA PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-3 - Missed Repair Appointments												
MR-3-01-3343	% Missed Repair Appointment – Loop	20	NA	33.33	NA	15.39	0	30.77	NA	6.25	NA	3
MR-3-02-3343	% Missed Repair Appointment – Central Office	0	NA	0	NA	0	NA	14.29	NA	60	NA	
MR-4 - Trouble Duration Intervals												
MR-4-02-3343	Mean Time To Repair - Loop Trouble	19.37	NA	38.69	NA	56.75	49.62	32.35	NA	17.89	NA	3
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	7.68	NA	11.53	NA	52.7	NA	26.22	NA	53.98	NA	
MR-4-04-3343	% Cleared (all troubles) within 24 Hours	78.57	NA	66.67	NA	12.5	0	65	NA	61.91	NA	3
MR-4-07-3343	% Out of Service > 12 Hours	63.64	NA	75	NA	100	100	82.35	NA	94.44	NA	3
MR-4-08-3343	% Out of Service > 24 Hours	27.27	NA	37.5	NA	91.67	100	35.29	NA	38.89	NA	3
MR-5 - Repeat Trouble Reports												
MR-5-01-3343	% Repeat Reports within 30 Days	35.71	NA	44.44	NA	18.75	0	35	NA	38.1	NA	3
2-Wire xDSL Line Splitting - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-3345	Network Trouble Report Rate - Loop	0.26	NA	0.12	NA	0.25	NA	0.2	NA	0.21	NA	
MR-2-03-3345	Network Trouble Report Rate - Central Office	0.06	NA	0	NA	0	NA	0.03	NA	0.04	NA	
MR-2-04-3345	% Subsequent Reports		NA		NA		NA		NA		NA	
MR-2-05-3345	% CPE/TOK/FOK Trouble Report Rate		NA		NA		NA		NA		NA	
MR-3 - Missed Repair Appointments												
MR-3-01-3345	% Missed Repair Appointment – Loop	20	NA	33.33	NA	15.39	NA	30.77	NA	6.25	NA	
MR-3-02-3345	% Missed Repair Appointment – Central Office	0	NA	0	NA	0	NA	14.29	NA	60	NA	
MR-3-03-3345	%CPE/TOK/FOK - Missed Appointment		NA		NA		NA		NA		NA	
MR-4 - Trouble Duration Intervals												
MR-4-02-3345	Mean Time To Repair - Loop Trouble	19.37	NA	38.69	NA	56.75	NA	32.35	NA	17.89	NA	
MR-4-03-3345	Mean Time To Repair - Central Office Trouble	7.68	NA	11.53	NA	52.7	NA	26.22	NA	53.98	NA	
MR-4-04-3345	% Cleared (all troubles) within 24 Hours	78.57	NA	66.67	NA	12.5	NA	65	NA	61.91	NA	
MR-4-07-3345	% Out of Service > 12 Hours	63.64	NA	75	NA	100	NA	82.35	NA	94.44	NA	
MR-4-08-3345	% Out of Service > 24 Hours	27.27	NA	37.5	NA	91.67	NA	35.29	NA	38.89	NA	
MR-5 - Repeat Trouble Reports												
MR-5-01-3345	% Repeat Reports within 30 Days	35.71	NA	44.44	NA	18.75	NA	35	NA	38.1	NA	
Special Services - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-01-3200	Network Trouble Report Rate	0.79	1.52	0.7	2.36	0.66	2.24	0.5	0.39	0.52	0.63	
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate		1.73		2.15		1.43		0.78		1.27	

WEST VIRGINIA PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-4 - Trouble Duration Intervals												
MR-4-04-3216	%Cleared (all troubles) within 24 Hours - Non DS0 & DSO	99.05	NA	98.73	100	97.56	NA	100	NA	100	NA	2
MR-4-04-3217	% Cleared (all troubles) within 24 Hours - DS1 & DS3	95.83	100	98.25	100	100	90.91	100	100	100	100	1,4,5
MR-4-06-3216	% Out of Service > 4 Hours - Non DS0 & DS0	65.71	NA	60.76	0	59.76	NA	63.04	NA	63.49	NA	2
MR-4-06-3217	% Out of Service > 4 Hours - DS1 & DS3	54.17	66.67	50.88	66.67	45.65	22.22	38.46	50	61.54	75	1,4,5
MR-4-08-3216	% Out of Service > 24 Hours - Non DS0 & DS0	0.95	NA	1.27	0	2.44	NA	0	NA	0	NA	2
MR-4-08-3217	% Out of Service > 24 Hours - DS1 & DS3	4.17	0	1.75	0	0	0	0	0	0	0	1,4,5
MR-5 - Repeat Trouble Reports												
MR-5-01-3200	% Repeat Reports within 30 Days	23.53	28.57	16.91	36.36	17.19	27.27	18.6	0	17.98	25	1,4,5
Trunks (Aggregate) - POTS/Special Services												
ORDERING												
OR 1 - Order Confirmation Timeliness												
OR-1-12-5020	% On Time FOC (<= 192 Forecasted Trunks)		100		NA		NA		NA		100	1,5
OR-1-12-5030	% On Time FOC (> 192 and Unforecasted Trunks and Projects)		100		100		100		100		96.55	2
OR-1-13-5020	% On Time Design Layout Record (DLR)		100		100		100		100		100	2,3,4,5
OR-1-19-5020	% On Time Resp. - Request for Inbound Augment Trunks (<= 192 Forecasted Trunks)		NA		NA		NA		NA		NA	
OR-1-19-5030	% On Time Resp. - Request for Inbound Augment Trunks (> 192 Forecasted Trunks)		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness												
OR-2-12-5000	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)		100		NA		NA		100		NA	1,4
PROVISIONING												
PR-1-09-5020	Av. Interval Offered – Total (<= 192 Forecasted Trunks)	11.75	14.33	11	NA	12.7	NA	10.67	NA	19.43	NA	1
PR-1-09-5030	Av. Interval Offered – Total (> 192 & Unforecasted Trunks)	12	8.8	13.6	10.25	6.5	9.58	NA	9.33	20.67	9.67	1,2,4

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Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-4 - Missed Appointment												
PR-4-02-5000	Average Delay Days - Total	3	NA	2	NA	NA	NA		NA		NA	
PR-4-03-5000	% Missed Appointment – Customer		50.47		48.57		30.61		33.33		89.25	
PR-4-07-3540	% On Time Performance – LNP Only		92.77		97.73		98.36		95.92		97.01	
PR-4-15-5000	% On Time Provisioning - Trunks		100		100		100		100		100	
PR-5 - Facility Missed Orders												
PR-5-01-5000	% Missed Appointment – Verizon – Facilities	0	0	1.06	0	0	0	0	0	0	0	
PR-5-02-5000	% Orders Held for Facilities > 15 Days	0	0	0	0	0	0	0	0	0	0	
PR-5-03-5000	% Orders Held for Facilities > 60 Days	0	0	0	0	0	0	0	0	0	0	
PR-6 - Installation Quality												
PR-6-01-5000	% Installation Troubles reported within 30 Days	0	0	0	0	0	0.09	0.14	0	0	0	
PR-6-03-5000	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE		0.07		0		0		0		0	
PR-8 - Open Orders in a Hold Status												
PR-8-01-5000	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	
PR-8-02-5000	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	
MAINTENANCE												
MR-2 - Trouble Report Rate												
MR-2-01-5000	Network Trouble Report Rate	0.02	0	0.01	0.01	0.01	0.01	0.01	0	0.01	0	
MR-4 - Trouble Duration Intervals												
MR-4-01-5000	Mean Time To Repair – Total	0.57	NA	2.09	0.52	1.63	0.75	3.25	1.05	3.35	NA	2,3,4
MR-4-04-5000	% Cleared (all troubles) within 24 Hours	100	NA	100	100	100	100	100	100	100	NA	2,3,4
MR-4-05-5000	% Out of Service > 2 Hours	8.33	NA	50	0	16.67	0	16.67	0	66.67	NA	2,3,4
MR-4-06-5000	% Out of Service > 4 Hours	0	NA	16.67	0	0	0	16.67	0	33.33	NA	2,3,4
MR-4-07-5000	% Out of Service > 12 Hours	0	NA	0	0	0	0	16.67	0	0	NA	2,3,4
MR-4-08-5000	% Out of Service > 24 Hours	0	NA	0	0	0	0	0	0	0	NA	2,3,4
MR-5 - Repeat Trouble Report Rates												
MR-5-01-5000	% Repeat Reports within 30 Days	0	NA	0	66.67	0	0	0	0	0	NA	2,3,4
NETWORK PERFORMANCE												
NP-1 - Percent Final Trunk Group Blockage												
NP-1-01-5000	% Final Trunk Groups Exceeding Blocking Standard	0	0	0	0	0	0	0	0	0	0	
NP-1-02-5000	% FTG Exceeding Blocking Std. –(No Exceptions)	0	1.89	0	1.79	0	3.45	0	3.45	0	0	

WEST VIRGINIA PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
NP-2 - Collocation Performance - New												
NP-2-01-6701	% On Time Response to Request for Physical Collocation		NA		NA		100		NA		NA	3
NP-2-02-6701	% On Time Response to Request for Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-03-6701	Average Interval – Physical Collocation		NA		51		NA		NA		NA	
NP-2-04-6701	Average Interval – Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-05-6701	% On Time – Physical Collocation		NA		100		NA		NA		NA	2
NP-2-06-6701	% On Time – Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-07-6701	Average Delay Days – Physical Collocation		NA		NA		NA		NA		NA	
NP-2-08-6701	Average Delay Days – Virtual Collocation		NA		NA		NA		NA		NA	
NP-2 - Collocation Performance - Augment												
NP-2-01-6702	% On Time Response to Request for Physical Collocation		NA		100		100		NA		100	2,3,5
NP-2-02-6702	% On Time Response to Request for Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-03-6702	Average Interval – Physical Collocation		40		36.33		7		NA		41	
NP-2-04-6702	Average Interval – Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-05-6702	% On Time – Physical Collocation		100		100		100		NA		100	1,2,3,5
NP-2-06-6702	% On Time – Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-07-6702	Average Delay Days – Physical Collocation		NA		NA		NA		NA		NA	
NP-2-08-6702	Average Delay Days – Virtual Collocation		NA		NA		NA		NA		NA	

Abbreviations: **NA** = No Activity.
blank cell = No data provided.
VZ = Verizon retail analog. If **no** data was provided, the metric may have **a** benchmark.

Notes:
1 = Sample Size under 10 for August.
2 = Sample Size under 10 for September.
3 = Sample Size under 10 **for** October.
4 = Sample Size under 10 for Novemebr.
5 = Sample Size under 10 for December.

Appendix E

Virginia Performance Metrics

All data included here are taken from the Virginia Carrier-to-Carrier Reports. This table is provided as a reference tool for the convenience of the reader. No conclusions are to be drawn from the raw data contained in this table. Our analysis is based on the totality of the circumstances, such that we may use non-metric evidence, and may rely more heavily on some metrics more than others, in making our determination. The inclusion of these particular metrics in this table does not necessarily mean that we relied on all of these metrics nor that other metrics may not also be important in our analysis. Some metrics that we have relied on in the past and may rely on for a future application were not included here because there was no data provided for them (usually either because there was no activity, **or** because the metrics are still under development). Metrics with no retail analog provided are usually compared with a benchmark. Note that for some metrics during the period provided, there may be changes in the metric definition, **or** changes in the retail analog applied, making it difficult to compare the data over time.