EXHIBIT A

SAVVIS Network Maps

North America

CONTINENTAL U.S.

ARIZONA
- Phoenix ● 2

CALIFORNIA
- Irvine ●
- Los Angeles ● 2 ■ ▲ 2
- San Diego ●
- San Francisco ● 2 ■
- Santa Clara ● ▲ 5
- Sunnyvale ●

COLORADO
- Denver ●

CONNECTICUT
- Stamford ●

FLORIDA
- Jacksonville ●
- Miami ● 2 ■ ▲
- Orlando ●
- Tampa ●

GEORGIA
- Atlanta ● 2 ■

ILLINOIS
- Chicago ● 2 ■ ▲

INDIANA
- Indianapolis ●

KENTUCKY
- Louisville ●

MASSACHUSETTS
- Boston ● 2 ▲ 2

MICHIGAN
- Detroit ●

MINNESOTA
- Minneapolis ● 2

MISSOURI
- St. Louis ● 3 ■ ▲
- Kansas City ●

NEVADA
- Las Vegas ●

NEW JERSEY
- Newark ●

NEW YORK
- New York City ● 2 ■ ▲ 2
- White Plains ●
- Buffalo ●

NORTH CAROLINA
- Charlotte ●
- Greensboro ●
- Raleigh Durham ●

OHIO
- Cincinnati ●
- Cleveland ●
- Columbus ●
- Miamisburg ●

OKLAHOMA
- Oklahoma City ●
- Tulsa ●

OREGON
- Portland ●

PENNSYLVANIA
- Pittsburgh ●
- Philadelphia ●

RHODE ISLAND
- Providence ●

TENNESSEE
- Nashville ●

TEXAS
- Dallas ● 2 ■ ▲
- Houston ●
- San Antonio ●
- Austin ●

UTAH
- Salt Lake City ●

VIRGINIA
- Herndon ●
- Richmond ●

WASHINGTON, D.C.
- Washington, D.C. ● 3 ■ ▲ 3

WISCONSIN
- Milwaukee ●

WASHINGTON
- Seattle ▲

CANADA

- Calgary ●
- Montreal ● 2
- Toronto ●
- Vancouver ●

BURMUDA

- Hamilton ●

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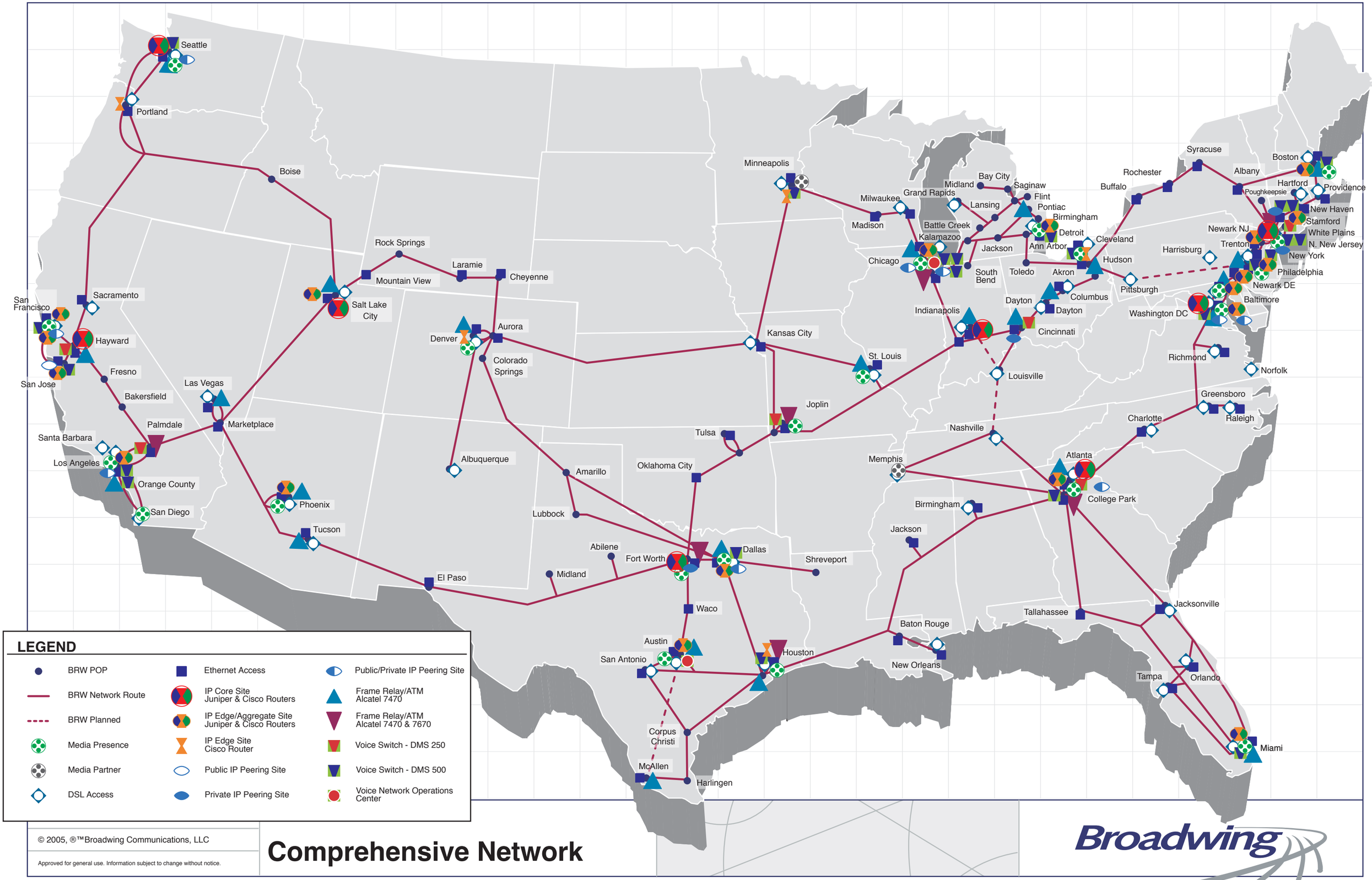
EXHIBIT B



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Comprehensive Network

EXHIBIT C

Verizon Communications Inc.

Section 272
Biennial Agreed-Upon Procedures Engagement

(Unredacted Version)

Measurement	Definition	Type of Access Reported	Result
C. Average Repair Interval	The average interval, expressed in hours to the nearest tenth based on a stopped clock, from the time of the reporting carriers receipt of the trouble report to the time of acceptance by the complaining Interexchange carrier/customer. This interval is defined as "Interval measure in clock hours, excluding only time when maintenance is delayed due to circumstances beyond the ILEC's control. Typical reasons for delay include, but are not limited to, premise access when a problem is isolated to the location or to absence of customer support to test facilities. This amount is calculated by dividing the total hours for the total trouble reports divided by the number of total trouble reports.	▪ All Special Access ▪ High Speed Special Access	Hours
D. Total Trouble Reports	The total number of circuit-specific trouble reports referred to the ILEC by Interexchange carriers/customers during the current reporting period.	▪ All Special Access ▪ High Speed Special Access	Tickets
E. Firm Order Confirmation Response TIme	The amount of elapsed time between the receipt of a valid order request (Access Service Request –ASR) from Interexchange carriers/customers and the distribution of a service order confirmation back to the customer.	▪ All Special Access	xxx%
F. PIC Change Intervals	Time measured from receipt of carrier initiated change to completion at switch	▪ Switched Access	Hours

We obtained the above-mentioned reports from management. The table below documents the details of the differences identified in the reports obtained.

Table No. 14a

272 Measure	Month	High Speed Access				All Special Access			
		Verizon		Non-Affiliate		Verizon		Non-affiliate	
		Population	Result	Population	Result	Population	Result	Population	Result
Average Installation Interval	Jan	6 Orders	17.0 Days	3,381 Orders	20.9 Days	6 Orders	17.0 Days	4,934 Orders	19.0 Days
	Feb	9 Orders	32.4 Days	3,050 Orders	20.5 Days	9 Orders	32.4 Days	4,361 Orders	19.0 Days
	March	13 Orders	15.5 Days	4,086 Orders	28.6 Days	16 Orders	15.2 Days	5,939 Orders	23.9 Days
	April	3 Orders	17.0 Days	3,477 Orders	23.8 Days	12 Orders	12.3 Days	4,713 Orders	21.4 Days
	May	11 Orders	23.2 Days	4,211 Orders	38.0 Days	11 Orders	23.2 Days	5,752 Orders	31.4 Days

272 Measure	Month	High Speed Access				All Special Access			
		Verizon		Non-Affiliate		Verizon		Non-affiliate	
		Population	Result	Population	Result	Population	Result	Population	Result
Average Installation Interval (cont.)	June	83 Orders	9.9 Days	4,073 Orders	25.3 Days	83 Orders	9.9 Days	5,464 Orders	22.5 Days
	July	2 Orders	21.0 Days	2,574 Orders	32.8 Days	4 Orders	19.0 Days	3,253 Orders	29.0 Days
	August	5 Orders	43.0 Days	1,345 Orders	38.3 Days	5 Orders	42.0 Days	1,802 Orders	32.1 Days
	Sept	7 Orders	30.0 Days	2,379 Orders	59.2 Days	7 Orders	30.0 Days	3,336 Orders	48.1 Days
Percent Commitments Met	Jan	6 Orders	66.7%	3,381 Orders	79.3%	6 Orders	66.7%	4,934 Orders	81.0%
	Feb	9 Orders	100.0%	3,050 Orders	83.9%	9 Orders	100.0%	4,361 Orders	84.4%
	March	13 Orders	92.3%	4,086 Orders	85.7%	16 Orders	93.8%	5,939 Orders	87.6%
	April	3 Orders	33.3%	3,477 Orders	86.9%	12 Orders	75.0%	4,713 Orders	87.7%
	May	11 Orders	90.9%	4,211 Orders	85.0%	11 Orders	90.9%	5,752 Orders	85.9%
	June	83 Orders	90.4%	4,073 Orders	82.2%	83 Orders	83.8%	5,464 Orders	83.8%
	July	2 Orders	100.0%	2,574 Orders	77.7%	4 Orders	75.0%	3,253 Orders	80.0%
	August	5 Orders	100.0%	1,345 Orders	72.5%	5 Orders	100.0%	1,802 Orders	72.8%
	Sept	7 Orders	86.0%	2,379 Orders	88.5%	7 Orders	86.0%	3,336 Orders	89.7%
Average Repair Interval	April	0	-	891 Trouble Tickets	6.2 Hours	0	-	1,158 Trouble Tickets	5.8 Hours
	May	0	-	1,185 Trouble Tickets	6.3 Hours	0	-	1,471 Trouble Tickets	5.8 Hours
	June	0	-	1,175 Trouble Tickets	7.7 Hours	0	-	1,514 Trouble Tickets	6.8 Hours
	July	2 Trouble Tickets	3.5 Hours	1,731 Trouble Tickets	4.9 Hours	2 Trouble Tickets	3.5 Hours	2,806 Trouble Tickets	4.8 Hours
	August	7 Trouble Tickets	2.7 Hours	1,970 Trouble Tickets	10.7 Hours	7 Trouble Tickets	2.7 Hours	3,073 Trouble Tickets	9.6 Hours
	Sept	0	-	2,121 Trouble Tickets	3.8 Hours	0	-	3,309 Trouble Tickets	4.1 Hours
Total Trouble Reports	April	0	-	891 Trouble Tickets	-	0	-	1,158 Trouble Tickets	-
	May	0	-	1,185 Trouble Tickets	-	0	-	1,471 Trouble Tickets	-
	June	0	-	1,175 Trouble Tickets	-	0	-	1,514 Trouble Tickets	-
	July	2 Trouble Tickets	-	1,731 Trouble Tickets	-	2 Trouble Tickets	-	2,806 Trouble Tickets	-
	August	7 Trouble Tickets	-	1,970 Trouble Tickets	-	7 Trouble Tickets	-	3,073 Trouble Tickets	-
	Sept	0	-	2,121 Trouble Tickets	-	0	-	3,309 Trouble Tickets	-

Table No. 14b

272 Measure	Month	All Special Access			
		Verizon		Non-affiliate	
		Population	Result	Population	Result
Firm Order Confirmation Response Time (FOC <= 1 Days)	Jan	4 Orders	25.0%	3,187 Orders	44.93%
	Feb	8 Orders	37.5%	2,824 Orders	46.92%
	March	14 Orders	35.71%	3,506 Orders	47.18%
	April	11 Orders	27.27%	3,241 Orders	45.94%
	May	10 Orders	30.0%	3,433 Orders	45.88%
	June	34 Orders	5.88%	3,391 Orders	39.87%
	July	4 Orders	0.0%	3,011 Orders	37.79%
	August	5 Orders	20.0%	1,912 Orders	34.68%
	Sept	6 Orders	33.33%	2,666 Orders	26.07%
Firm Order Confirmation Response Time (FOC <= 3 Days)	Jan	4 Orders	50.0%	3,187 Orders	66.87%
	Feb	8 Orders	62.5%	2,824 Orders	70.61%
	March	14 Orders	78.57%	3,506 Orders	71.08%
	April	11 Orders	36.36%	3,241 Orders	71.95%
	May	10 Orders	40.0%	3,433 Orders	69.24%
	June	34 Orders	8.82%	3,391 Orders	65.23%
	July	4 Orders	50.0%	3,011 Orders	65.06%
	August	5 Orders	80.0%	1,912 Orders	60.46%
	Sept	6 Orders	66.67%	2,666 Orders	48.20%
Firm Order Confirmation Response Time (FOC > 3 Days)	Jan	4 Orders	50.0%	3,187 Orders	33.13%
	Feb	8 Orders	37.5%	2,824 Orders	29.39%
	March	14 Orders	21.43%	3,506 Orders	28.92%
	April	11 Orders	63.64%	3,241 Orders	28.05%
	May	10 Orders	60.0%	3,433 Orders	30.76%
	June	34 Orders	91.18%	3,391 Orders	34.77%
	July	4 Orders	50.0%	3,011 Orders	34.94%
	August	5 Orders	20.0%	1,912 Orders	39.54%
	Sept	6 Orders	33.33%	2,666 Orders	51.80%

Table No. 14c

272 Measure	Month	Switched Access			
		Verizon		Non-affiliate	
		Population	Result	Population	Result
PIC Change Intervals (Mechanical Process)	May	3,131 Orders	3 Hours, 32 Minutes	84,016 Orders	4 Hours, 29 Minutes
	June	8,887 Orders	34 Minutes	87,991 Orders	1 Hour, 37 Minutes
	July	7,868 Orders	39 Minutes	66,655 Orders	1 Hour, 51 Minutes
	August	4,506 Orders	33 Minutes	84,084 Orders	1 Hour, 42 Minutes
	Sept	5,465 Orders	1 Hour, 35 Minutes	81,823 Orders	2 Hours, 18 Minutes

NOTE: Management indicated the ACNA (Access Carrier Name) BAX (affiliate ACNA appearing in the Verizon reports) reflects the affiliates that order exchange access services as provisioned in the special access tariff. BAGNI is the only affiliate that would order these services. No unbundled network elements were sold to Section 272 affiliates for the reporting period.

4. We inquired of management and documented the BOCs procedures for obtaining the data and executing the queries to produce the measures outlined in Procedure 3 A-F. We obtained the executed queries used to produce the six measures for the month of August 2000. Management indicated that due to data archiving procedures, underlying transaction data was unavailable (with the exception of FOC measure data). More specifically, for the installation measures (measures A & B), management indicated that data in the relevant operational support systems (TIRKS) was not archived beyond 45 days and therefore historical transaction data was no longer available when we requested it. For the PIC measure (measure F), the necessary interval data at the transactional level cannot be retrieved from the operational support system (XEA). In addition, for the maintenance measures (measures C&D), data is archived for operational purposes of the Company in a manner that allows individual trouble tickets to be selected from the archive, but did not allow for the practical extraction of tickets for a selected time period as we had requested for our procedures.

   We therefore performed the following procedures using the underlying data elements captured by the queries that were used to produce the measures:

   4A(1) We obtained and inspected the queries which were executed by the BOC and which were used by the BOC to generate the data required for the Installation Intervals report. We then obtained the query output file and compared the interval per Access Carrier Name Abbreviation ("ACNA") and order volumes from this file to the interval per ACNA and order volume on the calculation worksheet used to prepare the Installation Interval report. We noted no differences.

   4A(2) In addition, for the Section 272 affiliate, we computed the average installation interval. We compared the average installation interval for the Section 272 affiliate reflected on the Installation Interval report (42 days) to our recomputed interval (42.6 days) and noted the difference (.6 days), which appeared to be due to the rounding of the intervals by ACNA in the installation report.

   4A(3) We also performed the following procedures with respect to the order volume and interval per ACNA from the query output file and the Average Installation Interval report:

EXHIBIT D

AUDIT BY PRICEWATERHOUSECOOPERS

Verizon Communications Inc.

Section 272 Biennial Agreed Upon Procedures Report
for the engagement period January 3, 2001 to January 2, 2003

Objective VIII: Performance Measure Results

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VERIZON CONNECTICUT 272 AUDIT REPORT - 2001 PIC INTERVALS

		JUL	AUG	SEP	OCT	NOV	DEC
272 AFFILIATES	RECORDS	0	0	0	0	0	0
	INTERVAL	0:00	0:00	0:00	0:00	0:00	0:00
	STD. DEV.	0.0	0.0	0.0	0.0	0.0	0.0
NON-AFFILIATES	RECORDS	1,054	1,057	1,030	992	899	684
	INTERVAL	2:39	3:17	1:24	3:00	1:46	2:16
	STD. DEV.	2.8	8.1	1.4	12.4	1.9	2.9

NOTES:

1. This report represents data showing the Average PIC Interval for carrier initiated files sent to Verizon by the long distance carriers. This includes Verizon long distance carriers(272 Affiliates)and the top 6 carriers represented by the term Non-Affiliates. The "PIC Interval" is defined as "the time a PIC change is completed in the switch " minus "the time the request was received by XEA". Each incoming file is time stamped when XEA picks it up for processing. Intervals are measured in Hrs:Mins.

VERIZON CONNECTICUT 272 AUDIT REPORT - 2002 PIC INTERVALS

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
272 AFFILIATES	RECORDS	0	0	0	0	0	0	19	30	33	5	0	2
	INTERVAL	0:00	0:00	0:00	0:00	0:00	0:00	4:00	3:25	3:31	3:31	0:00	2:56
	STD. DEV.	0.0	0.0	0.0	0.0	0.0	0.0	0.4	1.8	0.7	0.3	0.0	0.9
NON-AFFILIATES	RECORDS	743	636	823	661	779	586	674	728	749	642	532	398
	INTERVAL	1:50	1:58	3:05	2:20	2:11	2:44	1:48	2:37	1:47	1:19	1:18	1:39
	STD. DEV.	2.0	1.8	5.8	2.7	2.1	2.8	2.4	2.4	1.4	1.0	1.0	1.5

NOTES:

1. This report represents data showing the Average PIC Interval for carrier initiated files sent to Verizon by the long distance carriers. This includes Verizon long distance carriers(272 Affiliates)and the top 6 carriers represented by the term Non-Affiliates. The "PIC Interval" is defined as "the time a PIC change is completed in the switch " minus "the time the request was received by XEA". Each incoming file is time stamped when XEA picks it up for processing. Intervals are measured in Hrs:Mins.

272 Biennial Audit Summary Template
OC Measure

Verizon -- FOC Results Data -- 2002 **DE**

Service	Customer	Measure	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
DS0	272 Affiliate	Orders									0	0	0	0
		FOC Interval									--	--	--	--
		Standard Deviation									--	--	--	--
	Non-272 Affiliates	Orders									0	0	0	0
		FOC Interval									--	--	--	--
		Standard Deviation									--	--	--	--
	Non-Affil. Carriers	Orders									27	41	27	15
		FOC Interval									0.5	0.3	0.4	0.7
		Standard Deviation									0.5	0.5	0.6	1.3
DS1	272 Affiliate	Orders									0	0	0	1
		FOC Interval									--	--	--	0.0
		Standard Deviation									--	--	--	***
	Non-272 Affiliates	Orders									8	4	2	0
		FOC Interval									0.3	0.0	0.5	--
		Standard Deviation									0.5	0.0	0.7	--
	Non-Affil. Carriers	Orders									272	152	194	139
		FOC Interval									1.7	1.4	1.3	1.3
		Standard Deviation									2.0	1.2	1.3	1.9
DS3	272 Affiliate	Orders									0	0	0	0
		FOC Interval									--	--	--	--
		Standard Deviation									--	--	--	--
	Non-272 Affiliates	Orders									0	0	0	1
		FOC Interval									--	--	--	0.0
		Standard Deviation									--	--	--	***
	Non-Affil. Carriers	Orders									8	13	10	5
		FOC Interval									1.9	1.6	1.3	1.2
		Standard Deviation									1.1	1.8	1.3	1.8
Ocn	272 Affiliate	Orders									1	0	0	0
		FOC Interval									1.0	--	--	--
		Standard Deviation									***	--	--	--
	Non-272 Affiliates	Orders									0	0	0	0
		FOC Interval									--	--	--	--
		Standard Deviation									--	--	--	--
	Non-Affil. Carriers	Orders									0	3	0	0
		FOC Interval									--	1.0	--	--
		Standard Deviation									--	1.0	--	--

Notes:

1./ Data Not Required for months shaded in grey.
2./ *** = standard deviation not defined

272 Biennial Audit Summary Template
Installation Measures

Verizon -- Access Services Installed -- 2002 **DE**

Service	Measure	Customer	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
FG D	Order Volumes	272 Affiliate									0	0	0	5
		Non-272 Affiliates									0	0	0	0
		Non-Affil. Carriers									1	4	5	7
DS0		272 Affiliate									0	0	0	0
		Non-272 Affiliates									0	0	0	0
		Non-Affil. Carriers									24	36	26	19
DS1		272 Affiliate									0	0	0	0
		Non-272 Affiliates									4	8	4	1
		Non-Affil. Carriers									201	248	174	197
DS3		272 Affiliate									0	0	0	0
		Non-272 Affiliates									0	0	0	1
		Non-Affil. Carriers									5	7	2	4
OCn		272 Affiliate									0	0	0	0
		Non-272 Affiliates									0	0	0	0
		Non-Affil. Carriers									0	0	2	0
FG D	Avg Inst. Int. (Days)	272 Affiliate									--	--	--	20.0
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									10.0	15.8	10.0	13.0
	Standard Deviation	272 Affiliate									--	--	--	2.9
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									***	3.8	1.6	6.4
DS0	Avg Inst. Int. (Days)	272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									11.7	11.8	7.7	17.8
	Standard Deviation	272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									4.6	5.6	3.2	10.3
DS1	Avg Inst. Int. (Days)	272 Affiliate									--	--	--	--
		Non-272 Affiliates									12.0	22.5	31.0	43.0
		Non-Affil. Carriers									16.2	15.9	13.6	13.7
	Standard Deviation	272 Affiliate									--	--	--	--
		Non-272 Affiliates									9.3	7.9	7.0	***
		Non-Affil. Carriers									10.9	11.0	10.8	7.5
DS3	Avg Inst. Int. (Days)	272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	26.0
		Non-Affil. Carriers									17.4	17.1	7.0	12.3
	Standard Deviation	272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	***
		Non-Affil. Carriers									12.2	12.3	2.8	7.9
OCn	Avg Inst. Int. (Days)	272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									--	--	20.5	--
	Standard Deviation	272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									--	--	20.5	--

272 Biennial Audit Summary Template
Installation Measures

Verizon -- Access Services Installed -- 2002											DE			
Service	Measure	Customer	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
FG D	Percent Met	272 Affiliate									--	--	--	100.0
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									100.0	100.0	60.0	100.0
DS0		272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									95.8	75.0	100.0	78.9
DS1		272 Affiliate									--	--	--	--
		Non-272 Affiliates									100.0	100.0	100.0	0.0
		Non-Affil. Carriers									95.0	91.9	96.0	95.9
DS3		272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	0.0
		Non-Affil. Carriers									100.0	85.7	50.0	100.0
OCn		272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									--	--	50.0	--

Notes:
1./ Data Not Required for months shaded in grey.
2./ Installation Data excludes CNRs.
3./ *** = standard deviation not defined

272 Biennial Audit Summary Template
Repair Measures

Verizon -- Access Services -- 2002											DE			
Service	Measure	Customer	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
FG D	Trouble Tickets	272 Affiliate									0	0	0	0
		Non-272 Affiliates									0	0	0	0
		Non-Affil. Carriers									0	0	0	0
DS0		272 Affiliate									0	0	0	0
		Non-272 Affiliates									0	0	0	0
		Non-Affil. Carriers									25	63	42	32
DS1		272 Affiliate									0	0	0	0
		Non-272 Affiliates									6	10	8	13
		Non-Affil. Carriers									145	162	135	113
DS3		272 Affiliate									0	0	0	0
		Non-272 Affiliates									0	0	0	0
		Non-Affil. Carriers									4	2	4	3
OCn		272 Affiliate									0	0	0	0
		Non-272 Affiliates									0	0	0	0
		Non-Affil. Carriers									0	1	0	0
FG D	Avg Repair Int. (Hours)	272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									--	--	--	--
	Standard Deviation	272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									--	--	--	--
DS0	Avg Repair Int. (Hours)	272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									2.2	3.8	2.0	3.4
	Standard Deviation	272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									2.9	3.5	2.3	4.5
DS1	Avg Repair Int. (Hours)	272 Affiliate									--	--	--	--
		Non-272 Affiliates									4.3	2.2	3.0	3.5
		Non-Affil. Carriers									3.2	3.2	2.7	4.2
	Standard Deviation	272 Affiliate									--	--	--	--
		Non-272 Affiliates									2.5	1.8	2.3	2.9
		Non-Affil. Carriers									2.8	3.7	4.1	6.5
DS3	Avg Repair Int. (Hours)	272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									1.2	2.8	1.3	2.7
	Standard Deviation	272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									0.6	1.2	1.5	3.9
OCn	Avg Repair Int. (Hours)	272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									--	1.3	--	--
	Standard Deviation	272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									--	***	--	--

Notes:
1./ Data Not Required for months shaded in grey.
2./ *** = standard deviation not defined

VERIZON DELAWARE 272 AUDIT REPORT - 2002 PIC INTERVALS

		SEP	OCT	NOV	DEC
272 AFFILIATES	RECORDS	0	333	1,240	83
	INTERVAL	0:00	8:02	4:22	1:48
	STD. DEV.	0.0	5.9	1.8	1.8
NON-AFFILIATES	RECORDS	13,107	12,612	8,864	7,671
	INTERVAL	2:15	1:42	1:34	1:44
	STD. DEV.	2.2	1.7	1.5	1.5

NOTES:

1. This report represents data showing the Average PIC Interval for carrier initiated files sent to Verizon by the long distance carriers. This includes Verizon long distance carriers(272 Affiliates)and the top 6 carriers represented by the term Non-Affiliates. The "PIC Interval" is defined as "the time a PIC change is completed in the switch " minus "the time the request was received by XEA". Each incoming file is time stamped when XEA picks it up for processing. Intervals are measured in Hrs:Mins.

272 Biennial Audit Summary Template
)C Measure

Verizon -- FOC Results Data -- 2002 **ME**

Service	Customer	Measure	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
DS0	272 Affiliate	Orders							0	0	0	0	0	0
		FOC Interval							--	--	--	--	--	--
		Standard Deviation							--	--	--	--	--	--
	Non-272 Affiliates	Orders							0	0	0	0	0	0
		FOC Interval							--	--	--	--	--	--
		Standard Deviation							--	--	--	--	--	--
	Non-Affil. Carriers	Orders							62	46	55	39	10	21
		FOC Interval							1.4	1.9	1.3	1.9	2.4	2.0
		Standard Deviation							1.0	2.1	1.6	1.8	3.1	2.1
DS1	272 Affiliate	Orders							0	0	0	0	1	0
		FOC Interval							--	--	--	--	0.0	--
		Standard Deviation							--	--	--	--	***	--
	Non-272 Affiliates	Orders							16	3	9	0	0	0
		FOC Interval							3.8	3.3	1.9	--	--	--
		Standard Deviation							2.7	2.9	0.8	--	--	--
	Non-Affil. Carriers	Orders							169	214	156	135	134	162
		FOC Interval							1.6	1.1	1.0	1.7	1.0	1.7
		Standard Deviation							2.0	1.2	1.5	3.0	2.3	3.5
DS3	272 Affiliate	Orders							0	0	0	0	0	0
		FOC Interval							--	--	--	--	--	--
		Standard Deviation							--	--	--	--	--	--
	Non-272 Affiliates	Orders							0	0	0	0	0	0
		FOC Interval							--	--	--	--	--	--
		Standard Deviation							--	--	--	--	--	--
	Non-Affil. Carriers	Orders							10	9	7	3	6	3
		FOC Interval							2.0	1.0	0.9	1.3	4.0	2.0
		Standard Deviation							1.6	1.0	1.1	1.2	4.7	1.7
OCn	272 Affiliate	Orders							0	0	0	0	0	0
		FOC Interval							--	--	--	--	--	--
		Standard Deviation							--	--	--	--	--	--
	Non-272 Affiliates	Orders							0	0	0	0	0	0
		FOC Interval							--	--	--	--	--	--
		Standard Deviation							--	--	--	--	--	--
	Non-Affil. Carriers	Orders							0	0	0	0	1	1
		FOC Interval							--	--	--	--	0.0	5.0
		Standard Deviation							--	--	--	--	***	***

Notes:

1./ Data Not Required for months shaded in grey.
2./ *** = standard deviation not defined

272 Biennial Audit Summary Template
Installation Measures

Verizon -- Access Services Installed -- 2002									ME					
Service	Measure	Customer	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
FG D	Order Volumes	272 Affiliate							0	2	0	1	7	0
		Non-272 Affiliates							0	0	0	0	0	0
		Non-Affil. Carriers							5	5	8	2	13	5
DS0		272 Affiliate							0	0	0	0	0	0
		Non-272 Affiliates							0	0	0	0	0	0
		Non-Affil. Carriers							40	49	29	40	9	14
DS1		272 Affiliate							0	0	0	0	0	1
		Non-272 Affiliates							11	9	0	3	0	3
		Non-Affil. Carriers							126	151	136	121	92	126
DS3		272 Affiliate							0	0	0	0	0	0
		Non-272 Affiliates							0	0	0	0	0	0
		Non-Affil. Carriers							0	1	5	2	5	1
OCn		272 Affiliate							0	0	0	0	0	0
		Non-272 Affiliates							0	0	0	0	0	0
		Non-Affil. Carriers							0	0	0	0	0	0
FG D	Avg Inst. Int. (Days)	272 Affiliate							--	19.0	--	4.0	38.6	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							18.6	16.6	20.1	19.5	17.3	27.2
	Standard Deviation	272 Affiliate							--	0.0	--	***	0.5	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							3.7	2.9	8.5	7.8	4.0	17.2
DS0	Avg Inst. Int. (Days)	272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							10.4	11.9	11.8	10.7	15.2	13.1
	Standard Deviation	272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							4.0	8.1	12.7	7.2	6.6	13.5
DS1	Avg Inst. Int. (Days)	272 Affiliate							--	--	--	--	--	12.0
		Non-272 Affiliates							12.7	21.9	--	19.3	--	51.0
		Non-Affil. Carriers							16.7	17.6	18.3	26.0	22.1	18.5
	Standard Deviation	272 Affiliate							--	--	--	--	--	***
		Non-272 Affiliates							3.5	7.9	--	0.6	--	0.0
		Non-Affil. Carriers							15.8	13.0	15.0	29.6	29.1	17.9
DS3	Avg Inst. Int. (Days)	272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							--	94.0	43.4	54.0	55.0	13.0
	Standard Deviation	272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							--	***	21.0	50.9	24.9	***
OCn	Avg Inst. Int. (Days)	272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							--	--	--	--	--	--
	Standard Deviation	272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							--	--	--	--	--	--

272 Biennial Audit Summary Template
Installation Measures

Verizon -- Access Services Installed -- 2002									ME					
Service	Measure	Customer	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
FG D	Percent Met	272 Affiliate							--	100.0	--	100.0	100.0	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							80.0	100.0	100.0	100.0	100.0	100.0
DS0		272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							95.0	100.0	100.0	92.5	66.7	100.0
DS1		272 Affiliate							--	--	--	--	--	100.0
		Non-272 Affiliates							100.0	100.0	--	100.0	--	100.0
		Non-Affil. Carriers							96.0	96.7	97.8	95.9	97.8	96.0
DS3		272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							--	100.0	100.0	100.0	100.0	100.0
OCn		272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							--	--	--	--	--	--

Notes:
1./ Data Not Required for months shaded in grey.
2./ Installation Data excludes CNRs.
3./ *** = standard deviation not defined

272 Biennial Audit Summary Template
Repair Measures

Verizon -- Access Services -- 2002									ME					
Service	Measure	Customer	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
FG D	Trouble Tickets	272 Affiliate							0	0	0	0	0	0
		Non-272 Affiliates							0	0	0	0	0	0
		Non-Affil. Carriers							5	5	2	2	1	0
DS0		272 Affiliate							0	0	0	0	0	0
		Non-272 Affiliates							0	0	0	0	0	0
		Non-Affil. Carriers							42	31	500	22	23	18
DS1		272 Affiliate							0	0	0	0	0	0
		Non-272 Affiliates							4	3	38	2	0	3
		Non-Affil. Carriers							51	68	1015	32	32	57
DS3		272 Affiliate							0	0	0	0	0	0
		Non-272 Affiliates							0	0	0	0	0	0
		Non-Affil. Carriers							0	0	0	0	2	2
OCn		272 Affiliate							0	0	0	0	0	0
		Non-272 Affiliates							0	0	0	0	0	0
		Non-Affil. Carriers							0	0	0	0	0	0
FG D	Avg Repair Int. (Hours)	272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							8.4	2.2	1.8	1.7	2.9	--
	Standard Deviation	272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							6.6	1.2	0.4	0.3	***	--
DS0	Avg Repair Int. (Hours)	272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							2.9	5.8	4.0	1.5	3.7	3.1
	Standard Deviation	272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							2.2	6.7	4.3	1.1	3.8	2.8
DS1	Avg Repair Int. (Hours)	272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							4.1	26.2	5.2	1.2	--	11.0
		Non-Affil. Carriers							4.7	5.0	5.5	7.4	9.5	5.9
	Standard Deviation	272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							1.1	39.3	4.6	0.9	--	12.9
		Non-Affil. Carriers							4.4	7.7	5.4	10.9	9.6	10.4
DS3	Avg Repair Int. (Hours)	272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							--	--	--	--	2.4	2.5
	Standard Deviation	272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							--	--	--	--	0.3	2.2
OCn	Avg Repair Int. (Hours)	272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							--	--	--	--	--	--
	Standard Deviation	272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							--	--	--	--	--	--

Notes:
1./ Data Not Required for months shaded in grey.
2./ *** = standard deviation not defined

VERIZON MAINE 272 AUDIT REPORT - 2002 PIC INTERVALS

		JUL	AUG	SEP	OCT	NOV	DEC
272 AFFILIATES	RECORDS	1,032	1,241	95	55	136	98
	INTERVAL	3:33	4:41	6:43	3:01	3:23	2:17
	STD. DEV.	1.7	2.1	4.0	1.2	1.1	1.7
NON-AFFILIATES	RECORDS	16,094	17,240	14,060	10,691	8,127	7,755
	INTERVAL	3:53	2:50	2:11	1:51	1:38	2:17
	STD. DEV.	6.2	2.8	1.8	1.7	1.5	1.8

NOTES:

1. This report represents data showing the Average PIC Interval for carrier initiated files sent to Verizon by the long distance carriers. This includes Verizon long distance carriers(272 Affiliates)and the top 6 carriers represented by the term Non-Affiliates. The "PIC Interval" is defined as "the time a PIC change is completed in the switch " minus "the time the request was received by XEA". Each incoming file is time stamped when XEA picks it up for processing. Intervals are measured in Hrs:Mins.

272 Biennial Audit Summary Template
)C Measure

Verizon -- FOC Results Data -- 2001 **MA**

Service	Customer	Measure	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01
DS0	272 Affiliate	Orders				0	0	0	0	1	0	1	1	0
		FOC Interval				--	--	--	--	4.0	--	1.0	1.0	--
		Standard Deviation				--	--	--	--	***	--	***	***	--
	Non-272 Affiliates	Orders				152	124	161	170	139	122	0	0	0
		FOC Interval				5.4	2.2	1.8	2.2	2.6	1.9	--	--	--
		Standard Deviation				8.7	6.4	2.1	2.4	3.0	2.6	--	--	--
	Non-Affil. Carriers	Orders				323	338	320	298	346	367	374	272	240
		FOC Interval				3.3	1.9	1.9	1.1	0.8	1.0	0.9	1.6	1.3
		Standard Deviation				3.7	8.7	7.7	3.1	2.4	2.2	2.3	4.9	2.4
DS1	272 Affiliate	Orders				2	0	2	1	0	2	0	0	0
		FOC Interval				2.0	--	1.5	2.0	--	2.5	--	--	--
		Standard Deviation				0.0	--	2.1	***	--	2.1	--	--	--
	Non-272 Affiliates	Orders				194	654	426	359	340	272	50	76	30
		FOC Interval				12.3	6.8	9.7	8.3	8.2	13.9	38.4	37.1	5.0
		Standard Deviation				22.6	14.6	21.0	24.4	25.0	28.7	70.2	51.5	15.6
	Non-Affil. Carriers	Orders				2080	2045	2098	1910	2174	1817	2133	2222	2327
		FOC Interval				12.3	9.7	10.4	7.2	6.6	6.1	6.0	6.0	6.6
		Standard Deviation				26.9	23.9	25.5	23.2	18.8	14.6	17.4	16.6	17.3
DS3	272 Affiliate	Orders				0	0	0	0	0	0	0	0	0
		FOC Interval				--	--	--	--	--	--	--	--	--
		Standard Deviation				--	--	--	--	--	--	--	--	--
	Non-272 Affiliates	Orders				12	5	8	11	9	3	0	0	1
		FOC Interval				8.7	4.6	6.4	28.8	3.4	4.0	--	--	3.0
		Standard Deviation				9.8	4.4	5.1	87.4	5.2	5.3	--	--	***
	Non-Affil. Carriers	Orders				83	157	140	164	106	65	64	91	61
		FOC Interval				17.5	11.0	10.5	5.1	9.1	9.3	14.9	11.0	8.8
		Standard Deviation				41.0	26.3	21.4	16.2	28.8	23.5	37.5	29.0	33.7
OCn	272 Affiliate	Orders				0	0	2	1	0	0	0	0	0
		FOC Interval				--	--	8.5	33.0	--	--	--	--	--
		Standard Deviation				--	--	0.7	***	--	--	--	--	--
	Non-272 Affiliates	Orders				0	2	8	6	10	6	0	0	0
		FOC Interval				--	17.5	9.0	2.3	3.4	0.5	--	--	--
		Standard Deviation				--	6.4	5.5	1.4	9.4	0.5	--	--	--
	Non-Affil. Carriers	Orders				3	2	2	7	7	3	4	3	5
		FOC Interval				20.7	0.0	29.5	2.6	2.9	9.0	10.0	9.3	9.0
		Standard Deviation				27.4	0.0	36.1	1.8	4.8	7.8	17.3	12.7	19.0

Notes:

1./ Data Not Required for months shaded in grey.
2./ *** = standard deviation not defined

272 Biennial Audit Summary Template
)C Measure

Verizon -- FOC Results Data -- 2002 **MA**

Service	Customer	Measure	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
DS0	272 Affiliate	Orders	0	1	0	1	2	0	2	1	0	0	0	5
		FOC Interval	--	1.0	--	2.0	2.5	--	1.0	2.0	--	--	--	1.4
		Standard Deviation	--	***	--	***	0.7	--	1.4	***	--	--	--	0.5
	Non-272 Affiliates	Orders	0	0	0	0	0	0	0	0	0	0	0	0
		FOC Interval	--	--	--	--	--	--	--	--	--	--	--	--
		Standard Deviation	--	--	--	--	--	--	--	--	--	--	--	--
	Non-Affil. Carriers	Orders	241	190	250	232	246	285	412	332	302	220	149	191
		FOC Interval	0.7	0.9	1.5	1.8	1.6	1.1	1.2	1.6	1.4	1.5	1.3	1.2
		Standard Deviation	1.3	1.1	2.2	1.8	1.6	1.4	1.2	1.8	1.4	1.9	1.2	1.2
DS1	272 Affiliate	Orders	0	0	0	1	4	1	0	2	8	2	9	11
		FOC Interval	--	--	--	1.0	0.8	1.0	--	1.0	1.0	0.5	1.4	1.3
		Standard Deviation	--	--	--	***	0.5	***	--	0.0	1.1	0.7	1.1	0.6
	Non-272 Affiliates	Orders	49	21	31	36	36	28	84	207	66	36	17	24
		FOC Interval	2.3	2.0	12.2	3.6	10.8	1.8	6.8	3.3	2.1	2.4	1.9	1.8
		Standard Deviation	1.8	2.7	13.7	7.2	19.8	2.8	3.7	2.2	2.2	2.2	1.7	2.4
	Non-Affil. Carriers	Orders	1728	1659	2002	1659	1678	1620	1680	1606	1473	1616	1503	1234
		FOC Interval	2.0	1.9	1.8	1.7	1.6	1.7	1.3	1.3	1.2	1.7	1.5	1.5
		Standard Deviation	2.1	2.6	2.5	3.5	3.1	4.5	2.5	2.6	2.4	4.7	2.2	2.1
DS3	272 Affiliate	Orders	0	0	1	0	0	0	9	1	4	1	1	0
		FOC Interval	--	--	2.0	--	--	--	1.6	7.0	1.3	0.0	2.0	--
		Standard Deviation	--	--	***	--	--	--	2.7	***	1.0	***	***	--
	Non-272 Affiliates	Orders	1	0	0	0	0	0	0	0	0	1	0	0
		FOC Interval	2.0	--	--	--	--	--	--	--	--	2.0	--	--
		Standard Deviation	***	--	--	--	--	--	--	--	--	***	--	--
	Non-Affil. Carriers	Orders	69	51	51	56	32	45	61	57	68	51	27	40
		FOC Interval	2.0	1.4	1.4	1.6	1.6	2.4	1.4	1.4	2.3	2.2	1.8	7.3
		Standard Deviation	2.5	1.6	1.7	2.7	1.6	3.8	1.6	2.1	6.2	3.7	3.3	17.5
OCn	272 Affiliate	Orders	0	0	0	0	0	0	0	0	0	0	0	0
		FOC Interval	--	--	--	--	--	--	--	--	--	--	--	--
		Standard Deviation	--	--	--	--	--	--	--	--	--	--	--	--
	Non-272 Affiliates	Orders	0	0	0	0	0	1	0	0	0	0	0	0
		FOC Interval	--	--	--	--	--	6.0	--	--	--	--	--	--
		Standard Deviation	--	--	--	--	--	***	--	--	--	--	--	--
	Non-Affil. Carriers	Orders	1	0	2	1	0	0	1	2	2	3	2	3
		FOC Interval	3.0	--	1.5	0.0	--	--	1.0	2.0	0.0	10.3	4.5	0.7
		Standard Deviation	***	--	0.7	***	--	--	***	2.8	0.0	8.0	2.1	1.2

Notes:

1./ Data Not Required for months shaded in grey.
2./ *** = standard deviation not defined

272 Biennial Audit Summary Template
Installation Measures

Verizon -- Access Services Installed -- 2001														MA	
Service	Measure	Customer	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01
DS0	Order Volumes	272 Affiliate				0	0	0	0	0	0	0	1	0
		Non-272 Affiliates				81	79	91	82	116	104	0	0	0
		Non-Affil. Carriers				268	205	189	147	182	227	295	160	180
DS1		272 Affiliate				0	0	0	7	0	0	2	0	0
		Non-272 Affiliates				140	213	208	187	247	176	31	26	22
		Non-Affil. Carriers				1320	1535	1103	1005	1354	1034	1263	1210	1166
DS3		272 Affiliate				0	0	0	0	0	0	0	0	0
		Non-272 Affiliates				4	1	2	5	4	2	1	0	0
		Non-Affil. Carriers				20	13	37	21	28	18	20	22	28
OCn		272 Affiliate				0	0	0	0	0	0	0	0	0
		Non-272 Affiliates				0	1	2	0	0	2	0	0	0
		Non-Affil. Carriers				0	0	1	0	0	1	0	2	2
DS0	Avg Inst. Int. (Days)	272 Affiliate				--	--	--	--	--	--	--	6.0	--
		Non-272 Affiliates				13.9	15.1	14.4	14.2	13.9	12.4	--	--	--
		Non-Affil. Carriers				14.7	18.5	17.7	17.9	17.5	15.6	17.1	15.6	22.8
	Standard Deviation	272 Affiliate				--	--	--	--	--	--	--	***	--
		Non-272 Affiliates				11.6	12.9	15.9	10.4	12.4	12.3	--	--	--
		Non-Affil. Carriers				12.4	20.7	12.8	11.9	9.8	11.4	10.0	7.2	22.2
DS1	Avg Inst. Int. (Days)	272 Affiliate				--	--	--	11.0	--	--	27.0	--	--
		Non-272 Affiliates				36.5	31.7	31.6	42.4	34.3	38.3	78.7	44.1	48.3
		Non-Affil. Carriers				38.9	37.3	33.4	38.8	32.2	28.2	29.9	25.9	35.1
	Standard Deviation	272 Affiliate				--	--	--	0.0	--	--	8.5	--	--
		Non-272 Affiliates				24.9	28.2	28.7	33.4	29.5	35.0	97.3	50.2	50.3
		Non-Affil. Carriers				42.1	38.6	40.1	44.3	34.3	30.1	31.2	25.5	47.6
DS3	Avg Inst. Int. (Days)	272 Affiliate				--	--	--	--	--	--	--	--	--
		Non-272 Affiliates				18.5	12.0	15.5	42.4	39.0	28.5	25.0	--	--
		Non-Affil. Carriers				39.4	66.7	45.7	54.2	69.3	61.5	43.9	33.6	44.3
	Standard Deviation	272 Affiliate				--	--	--	--	--	--	--	--	--
		Non-272 Affiliates				15.7	***	3.5	37.8	39.1	23.3	***	--	--
		Non-Affil. Carriers				46.1	47.4	60.0	47.6	50.7	60.6	38.2	43.5	54.1
OCn	Avg Inst. Int. (Days)	272 Affiliate				--	--	--	--	--	--	--	--	--
		Non-272 Affiliates				--	12.0	14.0	--	--	29.0	--	--	--
		Non-Affil. Carriers				--	--	79.0	--	--	88.0	--	56.0	24.5
	Standard Deviation	272 Affiliate				--	--	--	--	--	--	--	--	--
		Non-272 Affiliates				--	***	5.7	--	--	29.7	--	--	--
		Non-Affil. Carriers				--	--	***	--	--	***	--	50.9	19.1

272 Biennial Audit Summary Template
Installation Measures

Verizon -- Access Services Installed -- 2001															MA
Service	Measure	Customer	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01
DS0	Percent Met	272 Affiliate				--	--	--	--	--	--	--	100.0%	--
		Non-272 Affiliates				86.4%	81.0%	79.1%	81.7%	87.9%	85.6%	--	--	--
		Non-Affil. Carriers				85.8%	81.5%	87.3%	87.1%	82.4%	84.6%	83.4%	82.5%	82.2%
DS1		272 Affiliate				--	--	--	100.0%	--	--	100.0%	--	--
		Non-272 Affiliates				73.6%	69.5%	76.0%	64.2%	71.7%	86.9%	48.4%	65.4%	36.4%
		Non-Affil. Carriers				71.7%	75.1%	72.9%	70.1%	78.7%	83.0%	86.3%	91.9%	90.1%
DS3		272 Affiliate				--	--	--	--	--	--	--	--	--
		Non-272 Affiliates				75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	--	--
		Non-Affil. Carriers				35.0%	61.5%	83.8%	66.7%	57.1%	72.2%	55.0%	77.3%	85.7%
OCn		272 Affiliate				--	--	--	--	--	--	--	--	--
		Non-272 Affiliates				--	0.0%	100.0%	--	--	50.0%	--	--	--
		Non-Affil. Carriers				--	--	100.0%	--	--	100.0%	--	0.0%	50.0%

Notes:
1./ Data Not Required for months shaded in grey.
2./ Installation Data excludes CNRs.
3./ FG D Data Not required for 2001.
4./ *** = standard deviation not defined

272 Biennial Audit Summary Template
Installation Measures

Verizon -- Access Services Installed -- 2002														MA
Service	Measure	Customer	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
FG D		272 Affiliate	2	4	5	1	0	0	0	0	0	0	17	6
		Non-272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers	37	31	27	22	23	18	29	14	28	46	37	39
DS0		272 Affiliate	0	0	1	1	1	0	0	1	0	0	0	0
		Non-272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers	151	163	147	193	171	151	154	295	247	249	275	131
DS1		272 Affiliate	0	0	0	0	1	0	0	1	2	3	1	13
		Non-272 Affiliates	12	8	24	10	23	44	17	79	113	196	29	9
	Order Volumes	Non-Affil. Carriers	1530	1268	1422	1372	1260	1106	1159	1337	1139	1245	1062	1065
DS3		272 Affiliate	0	0	1	0	0	0	0	1	1	2	0	0
		Non-272 Affiliates	1	1	0	0	0	0	0	0	0	0	0	1
		Non-Affil. Carriers	12	16	35	10	23	20	19	20	17	13	15	17
OCn		272 Affiliate	0	0	0	0	0	0	0	0	0	0	0	0
		Non-272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers	0	0	1	0	1	0	0	0	1	0	0	0
FG D	Avg Inst. Int.	272 Affiliate	46.5	54.0	35.8	62.0	--	--	--	--	--	--	35.2	40.0
	(Days)	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	24.1	20.8	27.9	32.9	15.5	22.2	29.2	20.7	18.6	23.2	27.6	34.1
	Standard	272 Affiliate	6.4	40.3	3.5	***	--	--	--	--	--	--	3.9	10.6
	Deviation	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	15.8	8.9	19.3	10.4	9.0	7.9	9.6	12.3	10.2	11.1	42.4	24.8
DS0	Avg Inst. Int.	272 Affiliate	--	--	17.0	7.0	6.0	--	--	18	--	--	--	--
	(Days)	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	19.4	14.7	13.7	13.8	14.3	12.1	14.1	15.0	16.9	11.6	16.6	11.8
	Standard	272 Affiliate	--	--	***	***	***	--	--	***	--	--	--	--
	Deviation	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	16.6	9.4	13.7	9.3	20.2	6.0	9.2	7.7	11.1	10.9	8.5	8.2
DS1	Avg Inst. Int.	272 Affiliate	--	--	--	--	15.0	--	--	17.0	16.5	18.0	29.0	18.8
	(Days)	Non-272 Affiliates	51.6	32.9	40.7	40.7	36.6	27.3	65.1	22.5	21.9	30.8	31.3	46.8
		Non-Affil. Carriers	26.8	24.5	22.5	23.4	23.5	24.0	26.2	25.5	25.7	24.5	25.2	26.3
	Standard	272 Affiliate	--	--	--	--	***	--	--	***	4.9	8.7	***	7.5
	Deviation	Non-272 Affiliates	34.1	21.6	33.8	52.4	30.3	12.3	41.8	13.0	6.7	9.9	17.8	28.9
		Non-Affil. Carriers	23.8	21.0	24.4	18.4	20.0	21.9	24.2	20.8	24.5	28.3	25.6	22.8
DS3	Avg Inst. Int.	272 Affiliate	--	--	9.0	--	--	--	--	14	31	49	--	--
	(Days)	Non-272 Affiliates	13.0	27.0	--	--	--	--	--	--	--	--	--	55
		Non-Affil. Carriers	70.8	31.6	31.3	44.0	52.2	34.0	51.5	38.1	28.7	43.8	41.7	44.8
	Standard	272 Affiliate	--	--	***	--	--	--	--	***	***	17	--	--
	Deviation	Non-272 Affiliates	***	***	--	--	--	--	--	--	--	--	--	***
		Non-Affil. Carriers	60.2	18.8	26.4	26.6	39.3	18.2	64.4	18.2	25.9	34.2	31.9	24.7
OCn	Avg Inst. Int.	272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	--
	(Days)	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	--	--	9.0	--	40.0	--	--	--	29	--	--	--
	Standard	272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	--
	Deviation	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	--	--	***	--	***	--	--	--	***	--	--	--

272 Biennial Audit Summary Template
Installation Measures

Verizon -- Access Services Installed -- 2002														MA
Service	Measure	Customer	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
FG D	Percent Met	272 Affiliate	100.0	100.0	100.0	100.0	--	--	--	--	--	--	100.0	100.0
		Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	97.3	100.0	100.0	100.0	100.0	100.0	100.0	92.9	100.0	100.0	94.6	100.0
DS0		272 Affiliate	--	--	100.0	100.0	100.0	--	--	100	--	--	--	--
		Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	87.4	88.3	91.8	89.6	93.0	88.1	89.6	90.5	91.1	92.4	97.8	96.9
DS1		272 Affiliate	--	--	--	--	100.0	--	--	100	100	100	100	100
		Non-272 Affiliates	100.0	87.5	100.0	90.0	100.0	95.5	100.0	98.7	100.0	99.5	89.7	88.9
		Non-Affil. Carriers	91.4	92.1	93.5	94.5	95.0	95.8	92.9	95.7	95.3	99.2	98.3	96.3
DS3		272 Affiliate	--	--	100.0	--	--	--	--	100	100	50	--	--
		Non-272 Affiliates	100.0	100.0	--	--	--	--	--	--	--	--	--	0.0
		Non-Affil. Carriers	75.0	62.5	82.9	90.0	82.6	85.0	73.7	95.0	100.0	84.6	100.0	88.2
OCn		272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	--
		Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	--	--	100.0	--	100.0	--	--	--	100.0	--	--	--

Notes:
1./ Data Not Required for months shaded in grey.
2./ Installation Data excludes CNRs.
3./ FG D Data Not required for 2001.
4./ *** = standard deviation not defined

272 Biennial Audit Summary Template
Repair Measures

Verizon -- Access Services -- 2001															MA
Service	Measure	Customer	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01
DS0	Trouble Tickets	272 Affiliate				0	0	0	0	0	0	0	0	0
		Non-272 Affiliates				239	274	295	318	267	171	0	0	0
		Non-Affil. Carriers				379	368	422	428	427	272	531	252	241
DS1		272 Affiliate				0	0	0	0	1	1	3	1	0
		Non-272 Affiliates				284	361	369	325	324	199	46	30	40
		Non-Affil. Carriers				709	883	1057	929	962	590	1309	658	671
DS3		272 Affiliate				0	0	0	0	0	0	0	0	0
		Non-272 Affiliates				8	5	1	2	0	0	0	0	0
		Non-Affil. Carriers				12	9	12	8	6	10	23	17	8
OCn		272 Affiliate				0	0	0	0	0	0	0	0	0
		Non-272 Affiliates				0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers				1	0	1	0	0	0	0	0	0
DS0	Avg Repair Int. (Hours)	272 Affiliate				--	--	--	--	--	--	--	--	--
		Non-272 Affiliates				5.9	3.8	11.0	4.8	5.2	3.1	--	--	--
		Non-Affil. Carriers				4.6	4.0	7.9	4.8	6.3	4.7	5.1	5.5	5.3
	Standard Deviation	272 Affiliate				--	--	--	--	--	--	--	--	--
		Non-272 Affiliates				9.0	6.0	17.7	8.1	8.1	4.4	--	--	--
		Non-Affil. Carriers				4.8	4.3	15.8	5.8	10.8	5.0	5.6	6.2	6.9
DS1	Avg Repair Int. (Hours)	272 Affiliate				--	--	--	--	1.3	0.2	0.6	0.5	--
		Non-272 Affiliates				5.8	3.5	3.3	4.2	4.2	4.1	4.4	5.0	7.3
		Non-Affil. Carriers				4.8	4.9	4.6	6.2	5.3	4.8	4.9	4.8	5.3
	Standard Deviation	272 Affiliate				--	--	--	--	***	***	0.4	***	--
		Non-272 Affiliates				8.8	5.1	4.9	5.2	5.5	4.9	6.1	6.7	10.4
		Non-Affil. Carriers				6.9	6.5	7.3	9.4	7.5	7.2	7.6	8.5	8.3
DS3	Avg Repair Int. (Hours)	272 Affiliate				--	--	--	--	--	--	--	--	--
		Non-272 Affiliates				2.3	2.6	1.9	0.8	--	--	--	--	--
		Non-Affil. Carriers				4.2	5.4	2.2	12.6	2.3	3.7	9.2	10.5	3.3
	Standard Deviation	272 Affiliate				--	--	--	--	--	--	--	--	--
		Non-272 Affiliates				1.7	2.7	***	0.2	--	--	--	--	--
		Non-Affil. Carriers				5.0	7.7	3.0	17.5	1.5	2.7	8.8	9.9	2.8
OCn	Avg Repair Int. (Hours)	272 Affiliate				--	--	--	--	--	--	--	--	--
		Non-272 Affiliates				--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers				2.2	--	1.0	--	--	--	--	--	--
	Standard Deviation	272 Affiliate				--	--	--	--	--	--	--	--	--
		Non-272 Affiliates				--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers				***	--	***	--	--	--	--	--	--

Notes:
1./ Data Not Required for months shaded in grey.
2./ FG D Data Not Required for 2001.
3./ *** = standard deviation not defined

272 Biennial Audit Summary Template
Repair Measures

Verizon -- Access Services -- 2002														MA
Service	Measure	Customer	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
FG D		272 Affiliate	2	2	3	6	5	5	4	5	4	3	4	4
		Non-272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers	10	11	12	12	3	14	23	21	9	10	8	11
DS0		272 Affiliate	0	0	2	0	0	0	0	0	0	0	0	1
		Non-272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers	292	273	288	333	264	437	248	238	286	353	347	278
DS1		272 Affiliate	0	0	0	0	0	0	0	0	0	0	0	0
		Non-272 Affiliates	49	50	43	43	26	41	23	29	12	61	33	57
	Trouble Tickets	Non-Affil. Carriers	609	663	787	772	802	958	666	640	636	831	722	1136
DS3		272 Affiliate	0	0	0	0	0	0	0	0	0	2	0	1
		Non-272 Affiliates	0	1	0	0	0	1	0	0	0	0	0	0
		Non-Affil. Carriers	11	9	5	12	9	15	5	2	6	10	10	3
OCn		272 Affiliate	0	0	0	0	0	0	0	0	0	0	0	0
		Non-272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers	0	0	0	0	0	0	0	0	0	0	0	0
FG D	Avg Repair Int.	272 Affiliate	0.5	2.6	1.2	0.5	1.1	1.2	1.6	2.6	1.2	0.8	2.9	0.8
	(Hours)	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	3.8	2.2	3.0	1.7	1.5	2.1	2.5	3.2	2.4	2.1	4.5	6.9
	Standard	272 Affiliate	0.6	3.2	0.4	0.4	0.2	1.5	0.8	2.6	0.6	0.3	2.1	0.8
	Deviation	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	3.9	2.0	2.0	1.0	0.7	1.2	1.9	3.2	1.3	1.1	1.2	10.5
DS0	Avg Repair Int.	272 Affiliate	--	--	3.7	--	--	--	--	--	--	--	--	1.3
	(Hours)	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	5.1	4.4	4.6	4.7	4.2	4.4	4.6	3.6	4.2	3.6	4.1	4.5
	Standard	272 Affiliate	--	--	0.9	--	--	--	--	--	--	--	--	***
	Deviation	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	8.1	5.2	6.0	4.9	5.1	4.6	5.2	4.0	3.8	4.2	5.9	6.1
DS1	Avg Repair Int.	272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	--
	(Hours)	Non-272 Affiliates	3.7	4.7	6.8	8.0	5.8	6.1	6.1	9.5	4.9	6.5	8.7	7.3
		Non-Affil. Carriers	5.2	5.5	5.8	5.5	5.3	5.4	6.4	6.1	5.6	5.4	5.9	4.1
	Standard	272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	--
	Deviation	Non-272 Affiliates	4.2	6.1	8.8	8.0	5.1	7.3	5.2	10.5	3.4	7.5	7.3	8.2
		Non-Affil. Carriers	6.4	6.8	7.1	9.2	6.0	5.1	6.3	5.7	5.1	4.7	5.5	4.7
DS3	Avg Repair Int.	272 Affiliate	--	--	--	--	--	--	--	--	--	4.6	--	1.7
	(Hours)	Non-272 Affiliates	--	4.6	--	--	--	46.3	--	--	--	--	--	--
		Non-Affil. Carriers	9.5	8.2	5.6	12.8	4.9	2.4	5.7	3.4	2.7	7.3	7.8	2.1
	Standard	272 Affiliate	--	--	--	--	--	--	--	--	--	0.6	--	***
	Deviation	Non-272 Affiliates	--	***	--	--	--	***	--	--	--	--	--	--
		Non-Affil. Carriers	12.9	11.0	3.2	12.9	7.2	2.0	4.9	0.3	3.6	9.1	9.4	1.4
OCn	Avg Repair Int.	272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	--
	(Hours)	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	--	--	--	--	--	--	--	--	--	--	--	--
	Standard	272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	--
	Deviation	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	--	--	--	--	--	--	--	--	--	--	--	--

Notes:
1./ Data Not Required for months shaded in grey.
2./ FG D Data Not Required for 2001.
3./ *** = standard deviation not defined

VERIZON MASSACHUSETTS 272 AUDIT REPORT - 2001 PIC INTERVALS

		APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
272 AFFILIATES	RECORDS	107	433	295	188	596	496	1,249	3,633	1,086
	INTERVAL	1:17	0:43	0:41	0:48	0:40	1:58	0:37	2:29	1:54
	STD. DEV.	2.6	0.4	0.3	0.5	3.0	1.7	1.5	5.5	5.4
NON-AFFILIATES	RECORDS	86,031	86,658	91,209	76,034	81,065	65,019	73,877	68,106	57,677
	INTERVAL	2:09	3:01	2:23	2:27	3:37	2:26	2:29	2:28	2:15
	STD. DEV.	2.2	4.4	2.5	4.4	9.1	2.1	2.7	4.0	2.0

NOTES:

1. This report represents data showing the Average PIC Interval for carrier initiated files sent to Verizon by the long distance carriers. This includes Verizon long distance carriers(272 Affiliates)and the top 6 carriers represented by the term Non-Affiliates. The "PIC Interval" is defined as "the time a PIC change is completed in the switch " minus "the time the request was received by XEA". Each incoming file is time stamped when XEA picks it up for processing. Intervals are measured in Hrs:Mins.

VERIZON MASSACHUSETTS 272 AUDIT REPORT - 2002 PIC INTERVALS

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
272 AFFILIATES	**RECORDS**	3,942	656	1,943	1,902	1,971	2,257	4,768	5,800	2,083	2,247	1,580	472
	INTERVAL	1:49	0:52	1:40	3:16	0:56	27:55:00	5:13	4:30	3:23	1:17	6:36	7:33
	STD. DEV.	4.3	2.2	5.6	4.2	0.9	23.5	35.0	4.5	15.8	1.2	10.3	15.6
NON-AFFILIATES	**RECORDS**	63,544	62,545	67,532	64,437	60,959	49,402	57,827	53,812	49,527	50,695	45,739	38,187
	INTERVAL	2:20	2:21	3:48	2:08	5:11	2:37	4:26	3:08	3:39	1:51	1:51	2:21
	STD. DEV.	2.4	3.3	8.6	2.1	20.4	2.9	12.7	2.9	24.3	1.7	1.9	2.2

NOTES:

1. This report represents data showing the Average PIC Interval for carrier initiated files sent to Verizon by the long distance carriers. This includes Verizon long distance carriers(272 Affiliates)and the top 6 carriers represented by the term Non-Affiliates. The "PIC Interval" is defined as "the time a PIC change is completed in the switch " minus "the time the request was received by XEA". Each incoming file is time stamped when XEA picks it up for processing. Intervals are measured in Hrs:Mins.

272 Biennial Audit Summary Template
)C Measure

Verizon -- FOC Results Data -- 2002 **NH**

Service	Customer	Measure	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
DS0	272 Affiliate	Orders									0	0	0	0
		FOC Interval									--	--	--	--
		Standard Deviation									--	--	--	--
	Non-272 Affiliates	Orders									0	0	0	0
		FOC Interval									--	--	--	--
		Standard Deviation									--	--	--	--
	Non-Affil. Carriers	Orders									58	63	24	36
		FOC Interval									2.4	2.0	1.4	1.5
		Standard Deviation									6.7	1.5	1.8	1.7
DS1	272 Affiliate	Orders									0	0	1	1
		FOC Interval									--	--	1.0	0.0
		Standard Deviation									--	--	***	***
	Non-272 Affiliates	Orders									5	6	1	4
		FOC Interval									3.0	1.3	1.0	1.8
		Standard Deviation									2.2	1.5	***	1.0
	Non-Affil. Carriers	Orders									199	299	205	187
		FOC Interval									1.3	2.3	1.9	2.0
		Standard Deviation									4.8	5.4	5.0	3.4
DS3	272 Affiliate	Orders									0	0	0	1
		FOC Interval									--	--	--	3.0
		Standard Deviation									--	--	--	***
	Non-272 Affiliates	Orders									0	0	0	0
		FOC Interval									--	--	--	--
		Standard Deviation									--	--	--	--
	Non-Affil. Carriers	Orders									6	3	5	1
		FOC Interval									1.7	1.3	1.0	2.0
		Standard Deviation									1.5	1.5	1.2	***
Ocn	272 Affiliate	Orders									0	0	0	0
		FOC Interval									--	--	--	--
		Standard Deviation									--	--	--	--
	Non-272 Affiliates	Orders									0	0	0	0
		FOC Interval									--	--	--	--
		Standard Deviation									--	--	--	--
	Non-Affil. Carriers	Orders									0	0	0	0
		FOC Interval									--	--	--	--
		Standard Deviation									--	--	--	--

Notes:

1./ Data Not Required for months shaded in grey.
2./ *** = standard deviation not defined

272 Biennial Audit Summary Template
Installation Measures

Verizon -- Access Services Installed -- 2002											NH			
Service	Measure	Customer	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
FG D	Order Volumes	272 Affiliate									0	1	0	0
		Non-272 Affiliates									0	0	0	0
		Non-Affil. Carriers									8	10	4	27
DS0		272 Affiliate									0	0	0	0
		Non-272 Affiliates									0	0	0	0
		Non-Affil. Carriers									33	77	20	24
DS1		272 Affiliate									0	0	0	0
		Non-272 Affiliates									1	8	0	2
		Non-Affil. Carriers									142	147	147	170
DS3		272 Affiliate									0	0	0	0
		Non-272 Affiliates									0	0	0	0
		Non-Affil. Carriers									0	0	1	1
OCn		272 Affiliate									0	0	0	0
		Non-272 Affiliates									0	0	0	0
		Non-Affil. Carriers									0	0	0	0
FG D	Avg Inst. Int. (Days)	272 Affiliate									--	131.0	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									25.0	15.3	17.8	23.4
	Standard Deviation	272 Affiliate									--	***	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									8.2	3.5	8.2	13.4
DS0	Avg Inst. Int. (Days)	272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									26.1	10.8	27.3	20.1
	Standard Deviation	272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									27.2	6.1	17.5	20.6
DS1	Avg Inst. Int. (Days)	272 Affiliate									--	--	--	--
		Non-272 Affiliates									45.0	15.0	--	10.5
		Non-Affil. Carriers									26.5	24.4	25.4	34.0
	Standard Deviation	272 Affiliate									--	--	--	--
		Non-272 Affiliates									***	4.3	--	3.5
		Non-Affil. Carriers									37.9	32.3	40.8	52.0
DS3	Avg Inst. Int. (Days)	272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									--	--	27.0	50.0
	Standard Deviation	272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									--	--	***	***
OCn	Avg Inst. Int. (Days)	272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									--	--	--	--
	Standard Deviation	272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									--	--	--	--

272 Biennial Audit Summary Template
Installation Measures

Verizon -- Access Services Installed -- 2002											NH			
Service	Measure	Customer	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
FG D	Percent Met	272 Affiliate									--	100.0	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									100.0	100.0	100.0	100.0
DS0		272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									93.9	96.1	100.0	95.8
DS1		272 Affiliate									--	--	--	--
		Non-272 Affiliates									100.0	100.0	--	50.0
		Non-Affil. Carriers									90.1	93.2	93.2	91.2
DS3		272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									--	--	100.0	100.0
OCn		272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									--	--	--	--

Notes:
1./ Data Not Required for months shaded in grey.
2./ Installation Data excludes CNRs.
3./ *** = standard deviation not defined

272 Biennial Audit Summary Template
Repair Measures

Verizon -- Access Services -- 2002											NH			
Service	Measure	Customer	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
FG D	Trouble Tickets	272 Affiliate									1	0	0	1
		Non-272 Affiliates									0	0	0	0
		Non-Affil. Carriers									5	3	2	4
DS0		272 Affiliate									0	0	0	0
		Non-272 Affiliates									0	0	0	0
		Non-Affil. Carriers									68	40	53	25
DS1		272 Affiliate									0	0	0	0
		Non-272 Affiliates									9	8	5	9
		Non-Affil. Carriers									123	104	74	111
DS3		272 Affiliate									0	0	0	0
		Non-272 Affiliates									0	0	0	0
		Non-Affil. Carriers									0	1	0	0
OCn		272 Affiliate									0	0	0	0
		Non-272 Affiliates									0	0	0	0
		Non-Affil. Carriers									0	0	0	0
FG D	Avg Repair Int. (Hours)	272 Affiliate									18.2	--	--	2.5
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									0.9	2.6	1.6	2.3
	Standard Deviation	272 Affiliate									***	--	--	***
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									0.5	0.4	0.8	0.5
DS0	Avg Repair Int. (Hours)	272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									4.8	3.7	6.5	4.0
	Standard Deviation	272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									7.3	3.9	11.5	5.4
DS1	Avg Repair Int. (Hours)	272 Affiliate									--	--	--	--
		Non-272 Affiliates									6.2	9.9	8.6	4.6
		Non-Affil. Carriers									6.4	4.9	5.4	5.6
	Standard Deviation	272 Affiliate									--	--	--	--
		Non-272 Affiliates									8.2	7.6	5.5	2.1
		Non-Affil. Carriers									6.9	3.6	4.3	6.9
DS3	Avg Repair Int. (Hours)	272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									--	26.9	--	--
	Standard Deviation	272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									--	***	--	--
OCn	Avg Repair Int. (Hours)	272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									--	--	--	--
	Standard Deviation	272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									--	--	--	--

Notes:
1./ Data Not Required for months shaded in grey.
2./ *** = standard deviation not defined

VERIZON NEW HAMPSHIRE 272 AUDIT REPORT - 2002 PIC INTERVALS

		SEP	OCT	NOV	DEC
272 AFFILIATES	RECORDS	0	262	556	105
	INTERVAL	0:00	5:11	3:12	3:08
	STD. DEV.	0.0	4.4	1.2	1.9
NON-AFFILIATES	RECORDS	16,383	15,241	11,157	9,317
	INTERVAL	2:10	1:56	1:47	2:22
	STD. DEV.	1.9	1.7	1.7	2.0

NOTES:

1. This report represents data showing the Average PIC Interval for carrier initiated files sent to Verizon by the long distance carriers. This includes Verizon long distance carriers(272 Affiliates)and the top 6 carriers represented by the term Non-Affiliates. The "PIC Interval" is defined as "the time a PIC change is completed in the switch " minus "the time the request was received by XEA". Each incoming file is time stamped when XEA picks it up for processing. Intervals are measured in Hrs:Mins.

272 Biennial Audit Summary Template
)C Measure

Verizon -- FOC Results Data -- 2002 **NJ**

Service	Customer	Measure	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
DS0	272 Affiliate	Orders							0	0	2	0	0	0
		FOC Interval							--	--	1.0	--	--	--
		Standard Deviation							--	--	0.0	--	--	--
	Non-272 Affiliates	Orders							0	0	0	0	0	0
		FOC Interval							--	--	--	--	--	--
		Standard Deviation							--	--	--	--	--	--
	Non-Affil. Carriers	Orders							378	326	254	311	279	241
		FOC Interval							0.3	0.3	0.2	0.3	0.2	0.4
		Standard Deviation							0.6	0.6	0.7	0.8	0.6	1.3
DS1	272 Affiliate	Orders							6	1	5	10	14	17
		FOC Interval							0.0	3.0	0.8	0.6	0.6	1.0
		Standard Deviation							0.0	***	0.8	0.7	0.8	1.6
	Non-272 Affiliates	Orders							33	39	58	198	258	90
		FOC Interval							1.6	2.9	1.7	5.4	13.5	3.0
		Standard Deviation							2.5	6.0	1.3	5.6	10.0	8.1
	Non-Affil. Carriers	Orders							2477	2505	2434	2541	2427	2262
		FOC Interval							0.9	0.9	0.9	1.1	1.0	1.0
		Standard Deviation							1.4	1.3	1.5	1.3	1.1	1.2
DS3	272 Affiliate	Orders							12	4	3	9	2	3
		FOC Interval							1.4	0.0	0.3	9.1	2.0	1.0
		Standard Deviation							0.5	0.0	0.6	8.5	2.8	0.0
	Non-272 Affiliates	Orders							1	1	0	0	18	0
		FOC Interval							4.0	14.0	--	--	5.1	--
		Standard Deviation							***	***	--	--	1.4	--
	Non-Affil. Carriers	Orders							141	113	113	141	123	69
		FOC Interval							1.2	0.7	1.1	0.7	0.8	0.9
		Standard Deviation							1.5	1.0	1.2	1.0	1.3	1.2
OCn	272 Affiliate	Orders							1	0	0	1	2	2
		FOC Interval							0.0	--	--	2.0	1.0	0.0
		Standard Deviation							***	--	--	***	1.4	0.0
	Non-272 Affiliates	Orders							0	1	1	0	0	0
		FOC Interval							--	11.0	0.0	--	--	--
		Standard Deviation							--	***	***	--	--	--
	Non-Affil. Carriers	Orders							6	7	0	4	8	6
		FOC Interval							3.0	0.9	--	4.3	1.0	0.3
		Standard Deviation							3.3	1.9	--	8.5	1.7	0.5

Notes:

1./ Data Not Required for months shaded in grey.
2./ *** = standard deviation not defined

272 Biennial Audit Summary Template
Installation Measures

Verizon -- Access Services Installed -- 2002									NJ					
Service	Measure	Customer	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
FG D	Order Volumes	272 Affiliate							0	0	0	0	0	15
		Non-272 Affiliates							0	0	0	0	0	0
		Non-Affil. Carriers							46	53	35	20	49	171
DS0		272 Affiliate							0	0	0	0	0	0
		Non-272 Affiliates							0	0	0	0	0	0
		Non-Affil. Carriers							187	145	202	187	166	136
DS1		272 Affiliate							1	0	1	2	9	3
		Non-272 Affiliates							20	17	18	93	105	60
		Non-Affil. Carriers							1473	1436	1628	1967	1867	1375
DS3		272 Affiliate							3	0	0	1	0	0
		Non-272 Affiliates							26	0	0	0	0	13
		Non-Affil. Carriers							26	43	27	38	40	24
OCn		272 Affiliate							0	0	0	0	0	0
		Non-272 Affiliates							0	0	0	0	0	0
		Non-Affil. Carriers							2	2	1	1	1	0
FG D	Avg Inst. Int. (Days)	272 Affiliate							--	--	--	--	--	13.1
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							31.9	13.9	15.3	11.5	12.0	60.4
	Standard Deviation	272 Affiliate							--	--	--	--	--	2.3
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							62.4	7.4	14.8	5.2	5.7	15.4
DS0	Avg Inst. Int. (Days)	272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							15.0	14.7	12.1	14.1	13.1	12.4
	Standard Deviation	272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							20.3	21.7	8.8	13.2	15.4	7.8
DS1	Avg Inst. Int. (Days)	272 Affiliate							6.0	--	10.0	16.0	10.6	7.7
		Non-272 Affiliates							28.8	29.9	25.8	19.5	27.2	39.6
		Non-Affil. Carriers							17.9	19.5	16.6	15.7	11.5	15.3
	Standard Deviation	272 Affiliate							***	--	***	1.4	5.1	0.6
		Non-272 Affiliates							16.4	20.4	17.1	10.4	12.9	13.5
		Non-Affil. Carriers							12.6	17.3	17.8	14.5	13.1	12.0
DS3	Avg Inst. Int. (Days)	272 Affiliate							5.0	--	--	8.0	--	--
		Non-272 Affiliates							23.0	--	--	--	--	24.8
		Non-Affil. Carriers							25.6	23.1	21.3	27.5	29.3	37.9
	Standard Deviation	272 Affiliate							0.0	--	--	***	--	--
		Non-272 Affiliates							1.8	--	--	--	--	4.3
		Non-Affil. Carriers							12.4	11.8	15.4	15.5	20.3	36.5
OCn	Avg Inst. Int. (Days)	272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							24.5	33.5	53.0	63.0	2.0	--
	Standard Deviation	272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							27.6	16.3	***	***	***	--

272 Biennial Audit Summary Template
Installation Measures

Verizon -- Access Services Installed -- 2002									NJ					
Service	Measure	Customer	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
FG D	Percent Met	272 Affiliate							--	--	--	--	--	100.0
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							100.0	98.1	100.0	100.0	98.0	100.0
DS0		272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							84.0	86.9	86.1	84.5	79.5	84.6
DS1		272 Affiliate							100.0	--	100.0	100.0	100.0	100.0
		Non-272 Affiliates							85.0	76.5	100.0	93.5	84.8	85.0
		Non-Affil. Carriers							93.1	91.1	92.6	93.4	93.7	92.6
DS3		272 Affiliate							100.0	--	--	100.0	--	--
		Non-272 Affiliates							100.0	--	--	--	--	100.0
		Non-Affil. Carriers							80.8	93.0	85.2	81.6	97.5	100.0
OCn		272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							100.0	50.0	100.0	100.0	100.0	--

Notes:
1./ Data Not Required for months shaded in grey.
2./ Installation Data excludes CNRs.
3./ *** = standard deviation not defined

272 Biennial Audit Summary Template
Repair Measures

Verizon -- Access Services -- 2002									NJ					
Service	Measure	Customer	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
FG D	Trouble Tickets	272 Affiliate							14	4	2	1	0	1
		Non-272 Affiliates							0	0	0	0	0	0
		Non-Affil. Carriers							34	54	35	46	47	23
DS0		272 Affiliate							0	0	0	0	0	0
		Non-272 Affiliates							0	1	0	0	0	0
		Non-Affil. Carriers							518	485	376	408	399	395
DS1		272 Affiliate							0	0	0	0	0	0
		Non-272 Affiliates							53	63	75	50	51	56
		Non-Affil. Carriers							1149	1332	974	1060	824	906
DS3		272 Affiliate							0	0	0	0	1	0
		Non-272 Affiliates							0	0	1	1	0	0
		Non-Affil. Carriers							27	30	26	35	26	23
OCn		272 Affiliate							0	0	0	0	0	0
		Non-272 Affiliates							0	0	0	0	0	0
		Non-Affil. Carriers							1	0	1	1	0	0
FG D	Avg Repair Int. (Hours)	272 Affiliate							2.8	1.3	11.0	3.5	--	1.3
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							2.5	3.5	3.4	4.7	4.9	3.5
	Standard Deviation	272 Affiliate							5.7	0.5	9.3	***	--	***
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							3.3	4.2	3.5	5.7	7.4	3.2
DS0	Avg Repair Int. (Hours)	272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	7.6	--	--	--	--
		Non-Affil. Carriers							3.2	4.1	3.6	4.1	3.3	3.1
	Standard Deviation	272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	***	--	--	--	--
		Non-Affil. Carriers							3.6	5.4	4.0	6.0	4.1	4.7
DS1	Avg Repair Int. (Hours)	272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							2.4	3.1	3.7	2.8	2.0	4.9
		Non-Affil. Carriers							3.2	3.7	3.3	3.2	2.9	3.5
	Standard Deviation	272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							3.5	3.6	7.4	2.7	2.3	7.1
		Non-Affil. Carriers							4.2	4.6	3.9	4.2	3.7	5.3
DS3	Avg Repair Int. (Hours)	272 Affiliate							--	--	--	--	2.2	--
		Non-272 Affiliates							--	--	0.5	2.1	--	--
		Non-Affil. Carriers							3.3	4.5	2.4	6.5	3.5	3.4
	Standard Deviation	272 Affiliate							--	--	--	--	***	--
		Non-272 Affiliates							--	--	***	***	--	--
		Non-Affil. Carriers							3.6	4.2	1.4	6.4	2.6	4.7
OCn	Avg Repair Int. (Hours)	272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							1.6	--	0.2	2.4	--	--
	Standard Deviation	272 Affiliate							--	--	--	--	--	--
		Non-272 Affiliates							--	--	--	--	--	--
		Non-Affil. Carriers							***	--	***	***	--	--

Notes:
1./ Data Not Required for months shaded in grey.
2./ *** = standard deviation not defined

VERIZON NEW JERSEY 272 AUDIT REPORT - 2002 PIC INTERVALS

		JUL	AUG	SEP	OCT	NOV	DEC
272 AFFILIATES	RECORDS	2,275	7,421	1,434	4,363	3,144	1,636
	INTERVAL	3:10	3:43	2:57	3:27	3:28	2:28
	STD. DEV.	1.4	1.6	1.9	1.9	1.8	1.9
NON-AFFILIATES	RECORDS	112,347	105,700	80,367	74,889	57,785	52,621
	INTERVAL	2:19	2:18	1:58	1:42	1:37	1:47
	STD. DEV.	2.0	1.9	1.7	1.5	1.5	1.6

NOTES:

1. This report represents data showing the Average PIC Interval for carrier initiated files sent to Verizon by the long distance carriers. This includes Verizon long distance carriers(272 Affiliates)and the top 6 carriers represented by the term Non-Affiliates. The "PIC Interval" is defined as "the time a PIC change is completed in the switch " minus "the time the request was received by XEA". Each incoming file is time stamped when XEA picks it up for processing. Intervals are measured in Hrs:Mins.

272 Biennial Audit Summary Template
'C Measure

Verizon -- FOC Results Data -- 2001 **NY**

Service	Customer	Measure	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01
DS0	272 Affiliate	Orders	13	1	4	7	9	7	9	4	1	3	4	3
		FOC Interval	12.5	35.0	2.8	4.1	0.7	1.3	1.1	2.0	2.0	2.3	2.8	1.0
		Standard Deviation	35.1	***	2.4	4.9	1.0	1.9	1.6	1.8	***	2.3	0.5	1.7
	Non-272 Affiliates	Orders	252	205	180	232	229	218	216	283	161	0	0	0
		FOC Interval	6.4	4.3	7.2	5.6	3.9	2.3	1.6	2.2	2.0	--	--	--
		Standard Deviation	11.6	4.3	12.4	10.0	14.1	6.5	2.2	5.3	2.7	--	--	--
	Non-Affil. Carriers	Orders	1341	979	992	1058	1025	1255	831	855	822	1624	1330	1102
		FOC Interval	5.2	4.6	3.6	3.5	1.6	1.4	1.4	1.5	1.2	1.5	1.6	1.8
		Standard Deviation	13.6	10.7	6.9	8.9	7.7	5.3	4.7	7.3	3.0	3.4	4.6	4.5
DS1	272 Affiliate	Orders	9	2	1	3	8	9	6	4	2	1	5	0
		FOC Interval	5.4	3.0	3.0	3.0	1.3	1.3	0.7	1.0	1.0	1.0	1.0	--
		Standard Deviation	3.1	2.8	***	0.0	0.7	1.1	0.8	0.8	1.4	***	0.7	--
	Non-272 Affiliates	Orders	503	442	526	439	327	665	485	595	342	198	184	143
		FOC Interval	17.4	18.3	17.6	14.4	19.4	19.5	19.4	13.3	16.1	66.0	40.9	43.4
		Standard Deviation	32.2	35.1	40.4	32.5	36.3	34.0	38.6	29.0	34.8	67.3	59.1	67.4
	Non-Affil. Carriers	Orders	5171	3818	4589	4817	4749	6158	4488	5411	4822	5998	5007	5033
		FOC Interval	11.9	9.1	10.0	9.1	8.0	6.8	6.3	5.1	5.4	5.8	6.8	7.2
		Standard Deviation	23.2	19.6	19.5	17.7	20.1	19.5	17.8	16.6	15.9	20.0	19.8	19.0
DS3	272 Affiliate	Orders	1	3	3	2	4	5	0	1	5	3	5	2
		FOC Interval	3.0	3.0	70.0	34.5	40.0	108.4	--	13.0	0.0	7.3	11.8	2.0
		Standard Deviation	***	1.0	114.3	24.7	43.4	72.5	--	***	0.0	11.8	21.4	2.8
	Non-272 Affiliates	Orders	20	11	18	20	33	21	24	43	35	2	5	5
		FOC Interval	31.0	40.6	31.1	21.1	13.5	29.3	2.6	2.5	2.0	32.5	29.4	10.6
		Standard Deviation	58.9	62.9	57.7	31.8	35.5	56.3	3.0	3.3	3.4	14.8	23.3	14.4
	Non-Affil. Carriers	Orders	310	331	347	343	266	340	291	264	230	278	201	156
		FOC Interval	26.2	12.6	13.7	25.6	14.0	11.1	22.2	10.4	4.6	7.5	8.2	9.3
		Standard Deviation	44.4	24.8	26.2	43.5	26.4	24.9	53.6	29.4	11.8	27.0	20.5	22.2
OCn	272 Affiliate	Orders	0	0	0	0	3	1	1	1	1	6	1	0
		FOC Interval	--	--	--	--	17.0	3.0	252.0	1.0	0.0	4.3	2.0	--
		Standard Deviation	--	--	--	--	20.8	***	***	***	***	10.1	***	--
	Non-272 Affiliates	Orders	14	8	11	2	29	49	49	35	17	0	0	0
		FOC Interval	14.6	40.8	50.8	14.0	39.6	9.9	1.1	1.4	0.5	--	--	--
		Standard Deviation	14.1	40.4	27.3	18.4	36.8	15.8	1.5	3.6	0.5	--	--	--
	Non-Affil. Carriers	Orders	7	5	8	4	12	20	9	20	3	7	11	9
		FOC Interval	41.0	88.8	29.9	59.0	15.0	24.1	10.2	5.7	11.3	2.0	8.4	5.6
		Standard Deviation	73.5	89.4	34.8	69.8	13.0	22.5	6.3	8.7	3.1	2.2	9.0	5.2

Notes:

1./ Data Not Required for months shaded in grey.
2./ *** = standard deviation not defined

272 Biennial Audit Summary Template
C Measure

Verizon -- FOC Results Data -- 2002 **NY**

Service	Customer	Measure	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
DS0	272 Affiliate	Orders	3	2	0	1	2	0	0	3	2	2	1	1
		FOC Interval	1.3	2.5	--	1.0	2.0	--	--	1.3	2.0	0.5	1.0	2.0
		Standard Deviation	1.5	0.7	--	***	1.4	--	--	1.2	0.0	0.7	***	***
	Non-272 Affiliates	Orders	0	0	0	0	0	0	0	0	0	0	0	0
		FOC Interval	--	--	--	--	--	--	--	--	--	--	--	--
		Standard Deviation	--	--	--	--	--	--	--	--	--	--	--	--
	Non-Affil. Carriers	Orders	1125	1103	1100	816	910	700	758	749	619	660	540	491
		FOC Interval	0.7	1.2	1.1	1.9	1.5	1.3	1.5	1.4	1.3	1.2	1.1	1.3
		Standard Deviation	1.3	3.2	1.6	3.8	2.2	2.0	2.6	1.8	2.0	1.2	1.4	1.8
DS1	272 Affiliate	Orders	2	4	2	5	8	9	3	17	8	10	27	15
		FOC Interval	0.0	3.0	1.0	4.2	1.3	0.9	0.7	0.9	2.0	0.8	1.2	2.5
		Standard Deviation	0.0	3.6	1.4	6.6	1.7	0.8	1.2	1.2	3.7	1.3	2.6	4.9
	Non-272 Affiliates	Orders	52	81	119	103	80	45	58	75	115	149	119	92
		FOC Interval	2.1	4.6	4.9	6.9	4.2	4.2	5.6	4.5	4.8	7.6	3.4	3.7
		Standard Deviation	2.0	5.5	8.0	8.2	5.9	5.6	5.4	5.5	5.3	7.4	3.8	6.2
	Non-Affil. Carriers	Orders	3945	4052	4131	4064	3973	3474	3685	3577	3188	3629	3178	3165
		FOC Interval	1.9	3.0	3.1	3.5	3.3	3.4	3.6	4.7	3.3	3.2	3.2	3.4
		Standard Deviation	2.1	4.0	5.0	5.6	5.1	5.9	6.7	10.6	6.5	6.5	5.3	5.6
DS3	272 Affiliate	Orders	0	0	0	0	0	2	5	2	2	3	4	3
		FOC Interval	--	--	--	--	--	7.0	1.0	0.5	7.5	8.0	6.0	4.3
		Standard Deviation	--	--	--	--	--	8.5	1.7	0.7	9.2	6.1	7.1	4.5
	Non-272 Affiliates	Orders	0	0	0	6	2	1	1	1	0	0	0	0
		FOC Interval	--	--	--	4.8	5.5	17.0	0.0	0.0	--	--	--	--
		Standard Deviation	--	--	--	5.9	6.4	***	***	***	--	--	--	--
	Non-Affil. Carriers	Orders	111	121	187	144	188	128	145	176	130	130	138	123
		FOC Interval	1.5	3.5	4.3	4.7	4.5	5.8	4.4	3.3	5.1	3.8	3.2	3.7
		Standard Deviation	2.2	5.5	5.5	5.8	6.8	6.7	5.8	5.0	7.8	6.5	5.2	5.7
OCn	272 Affiliate	Orders	1	1	0	0	0	0	0	0	0	2	5	2
		FOC Interval	1.0	3.0	--	--	--	--	--	--	--	1.5	8.2	7.5
		Standard Deviation	***	***	--	--	--	--	--	--	--	2.1	8.5	9.2
	Non-272 Affiliates	Orders	0	0	0	0	0	0	0	0	0	0	0	0
		FOC Interval	--	--	--	--	--	--	--	--	--	--	--	--
		Standard Deviation	--	--	--	--	--	--	--	--	--	--	--	--
	Non-Affil. Carriers	Orders	11	20	12	7	7	6	11	12	12	6	6	2
		FOC Interval	0.1	9.4	4.9	2.4	3.4	1.5	6.0	2.3	0.9	2.0	5.5	0.5
		Standard Deviation	0.3	8.0	7.5	5.2	5.9	2.7	11.1	3.6	2.6	2.5	3.2	0.7

Notes:

1./ Data Not Required for months shaded in grey.
2./ *** = standard deviation not defined

272 Biennial Audit Summary Template
Installation Measures

Verizon -- Access Services Installed -- 2001														NY (INCL CT)
Service	Measure	Customer	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01
DS0		272 Affiliate	5	2	4	3	5	1	0	6	0	1	1	2
		Non-272 Affiliates	115	136	102	86	121	94	100	111	88	0	0	0
		Non-Affil. Carriers	593	593	574	562	584	422	413	460	305	587	667	484
DS1		272 Affiliate	6	4	3	1	4	5	3	1	15	1	3	2
		Non-272 Affiliates	275	208	261	248	192	146	190	235	217	48	80	77
		Non-Affil. Carriers	2257	2172	2561	2493	2649	2141	2213	2817	2036	2959	2387	2286
DS3		272 Affiliate	0	0	0	0	0	1	1	0	3	2	0	0
	Order Volumes	Non-272 Affiliates	3	6	5	11	7	5	3	11	10	1	0	0
		Non-Affil. Carriers	49	77	60	99	85	67	62	62	31	77	71	46
OCn		272 Affiliate	0	0	0	0	0	0	0	0	1	0	0	0
		Non-272 Affiliates	2	2	4	1	7	7	16	3	8	0	0	0
		Non-Affil. Carriers	1	0	1	5	0	1	0	4	9	6	0	5
DS0	Avg Inst. Int.	272 Affiliate	10.6	9.5	32.8	12.0	7.0	17.0	--	12.2	--	13.0	27.0	13.0
	(Days)	Non-272 Affiliates	27.4	25.1	24.3	16.7	21.2	22.2	18.0	17.4	20.2	--	--	--
		Non-Affil. Carriers	26.2	23.4	21.3	21.7	20.7	21.0	20.0	19.4	19.3	16.3	18.3	18.6
	Standard	272 Affiliate	3.0	0.7	12.5	5.3	6.4	***	--	3.9	--	***	***	9.9
	Deviation	Non-272 Affiliates	25.6	32.2	32.5	16.6	26.5	29.3	15.4	14.2	20.9	--	--	--
		Non-Affil. Carriers	21.9	23.2	21.0	21.3	19.1	16.9	18.1	14.8	50.5	16.4	19.8	17.1
DS1	Avg Inst. Int.	272 Affiliate	16.0	30.5	24.0	19.0	36.3	17.0	20.0	20.0	8.3	8.0	17.0	9.5
	(Days)	Non-272 Affiliates	39.9	38.9	37.8	31.4	35.7	40.2	45.5	38.4	23.1	89.9	78.8	93.4
		Non-Affil. Carriers	36.4	33.0	27.5	25.8	25.6	26.7	27.5	25.9	24.2	26.9	30.9	31.8
	Standard	272 Affiliate	6.4	15.3	6.2	***	1.0	3.9	7.0	***	17.9	***	6.9	0.7
	Deviation	Non-272 Affiliates	34.9	32.6	32.5	26.5	34.3	45.4	53.7	40.7	29.6	38.1	77.0	73.8
		Non-Affil. Carriers	34.6	33.8	27.7	27.2	24.4	24.1	28.6	23.8	28.1	29.1	28.8	33.4
DS3	Avg Inst. Int.	272 Affiliate	--	--	--	--	--	78.0	101.0	--	3.3	17.0	--	--
	(Days)	Non-272 Affiliates	41.3	118.8	41.4	79.2	67.4	123.0	79.3	63.8	46.2	16.0	--	--
		Non-Affil. Carriers	78.2	56.4	93.1	70.9	94.4	69.2	67.8	70.0	51.6	57.8	49.4	46.5
	Standard	272 Affiliate	--	--	--	--	--	***	***	--	3.1	0.0	--	--
	Deviation	Non-272 Affiliates	28.4	97.2	43.7	57.5	63.6	75.7	69.8	39.7	46.6	***	--	--
		Non-Affil. Carriers	47.0	55.6	65.1	50.4	70.3	45.6	52.4	81.2	63.0	61.9	42.7	36.1
OCn	Avg Inst. Int.	272 Affiliate	--	--	--	--	--	--	--	--	18.0	--	--	--
	(Days)	Non-272 Affiliates	58.0	6.0	59.8	112.0	75.0	39.6	29.1	31.0	36.3	--	--	--
		Non-Affil. Carriers	23.0	--	118.0	124.8	--	8.0	--	3.0	27.7	54.3	--	50.6
	Standard	272 Affiliate	--	--	--	--	--	--	--	--	***	--	--	--
	Deviation	Non-272 Affiliates	12.7	0.0	27.8	***	66.6	52.9	24.1	16.4	30.0	--	--	--
		Non-Affil. Carriers	***	--	***	80.4	--	***	--	0.0	1.0	46.0	--	15.9