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	80.0%	50.0%	50.0%	100.0%	100.0%	100.0%	--	66.7%	--	100.0%	100.0%	100.0%
		Non-272 Affiliates	71.3%	74.3%	73.5%	84.9%	81.0%	79.8%	74.0%	78.4%	79.5%	--	--	--
		Non-Affil. Carriers	68.0%	77.1%	75.1%	81.0%	74.1%	73.7%	81.1%	76.7%	83.6%	82.1%	81.3%	76.7%
DS1		272 Affiliate	83.3%	75.0%	0.0%	0.0%	100.0%	60.0%	66.7%	100.0%	86.7%	100.0%	33.3%	50.0%
		Non-272 Affiliates	57.1%	66.3%	64.8%	77.4%	71.4%	71.2%	79.5%	77.0%	36.4%	58.3%	81.3%	79.2%
		Non-Affil. Carriers	56.3%	64.0%	68.3%	74.5%	73.6%	70.9%	74.1%	76.0%	75.2%	78.3%	73.5%	74.1%
DS3		272 Affiliate	--	--	--	--	--	100.0%	0.0%	--	100.0%	100.0%	--	--
	Percent Met	Non-272 Affiliates	0.0%	16.7%	60.0%	72.7%	42.9%	40.0%	66.7%	45.5%	50.0%	0.0%	--	--
		Non-Affil. Carriers	32.7%	58.4%	28.3%	35.4%	31.8%	22.4%	41.9%	45.2%	54.8%	41.6%	53.5%	54.3%
OCn		272 Affiliate	--	--	--	--	--	--	--	--	0.0%	--	--	--
		Non-272 Affiliates	100.0%	100.0%	25.0%	0.0%	57.1%	57.1%	81.3%	66.7%	25.0%	--	--	--
		Non-Affil. Carriers	0.0%	--	0.0%	20.0%	--	0.0%	--	100.0%	0.0%	33.3%	--	60.0%

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									NY (INCL CT)					
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	15	10	23	25	8	3	10	37	34	0	6	0
		Non-272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers	94	82	140	156	109	102	83	107	79	72	70	88
DS0		272 Affiliate	3	0	2	0	2	0	0	4	0	1	2	0
		Non-272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers	647	615	676	643	510	442	411	376	500	438	368	397
DS1		272 Affiliate	1	1	3	1	0	3	10	4	11	6	5	5
		Non-272 Affiliates	61	71	71	149	109	72	43	110	107	186	101	128
	Order Volumes	Non-Affil. Carriers	3204	2900	3307	2891	2835	2562	2434	2357	2334	2916	2214	2446
DS3		272 Affiliate	2	0	0	0	0	1	2	4	0	4	0	0
		Non-272 Affiliates	0	1	0	2	9	0	0	1	0	1	1	0
		Non-Affil. Carriers	50	55	68	39	57	69	53	55	55	60	52	52
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	4	2	1	4	2	1	1	1	4	4	3	2
FG D	Avg Inst. Int.	272 Affiliate	54.9	81.8	50.8	45.3	25.1	35.0	26.3	28.4	36.0	--	17.0	--
	(Days)	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	31.7	28.9	24.0	28.5	28.2	39.7	34.8	31.6	30.4	22.7	31.0	23.2
	Standard	272 Affiliate	17.9	22.4	42.2	43.2	13.9	0.0	1.8	4.2	7.2	--	12.4	--
	Deviation	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	30.8	37.7	14.7	21.7	19.1	50.1	23.9	22.5	20.9	17.3	35.6	16.2
DS0	Avg Inst. Int.	272 Affiliate	34.0	--	15.5	--	11.0	--	--	11.3	--	19.0	9.5	--
	(Days)	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	20.7	17.0	16.9	17.2	15.4	14.9	14.0	20.5	18.9	15.9	14.8	16.2
	Standard	272 Affiliate	8.7	--	4.9	--	5.7	--	--	4.6	--	***	0.7	--
	Deviation	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	17.6	20.2	16.0	13.0	12.8	11.2	9.5	73.1	14.9	13.5	11.8	19.7
DS1	Avg Inst. Int.	272 Affiliate	2.0	8.0	7.3	22.0	--	21.0	16.0	11.5	18.8	13.0	12.6	20.2
	(Days)	Non-272 Affiliates	120.4	88.9	63.1	65.4	82.8	54.7	86.6	49.6	45.7	33.0	45.4	44.7
		Non-Affil. Carriers	27.9	25.6	28.9	26.6	25.3	27.4	27.0	25.1	25.4	25.3	27.9	26.0
	Standard	272 Affiliate	***	***	6.0	***	--	13.7	26.5	2.5	5.9	1.5	5.7	11.6
	Deviation	Non-272 Affiliates	120.4	74.3	57.2	54.6	80.9	42.3	75.1	61.5	51.2	35.5	51.2	32.4
		Non-Affil. Carriers	25.7	26.0	34.7	28.6	27.6	30.7	28.9	24.6	23.5	22.6	31.8	25.7
DS3	Avg Inst. Int.	272 Affiliate	32.5	--	--	--	--	15.0	18.5	14.5	--	13.0	--	--
	(Days)	Non-272 Affiliates	--	124.0	--	19.0	30.6	--	--	79.0	--	106.0	129.0	--
		Non-Affil. Carriers	60.9	47.7	54.7	43.7	41.9	36.2	34.1	47.7	42.1	40.1	39.8	37.0
	Standard	272 Affiliate	2.1	--	--	--	--	***	6.4	0.6	--	11.8	--	--
	Deviation	Non-272 Affiliates	--	***	--	0.0	2.4	--	--	***	--	***	***	--
		Non-Affil. Carriers	40.4	43.8	67.8	32.9	27.7	24.8	23.2	36.5	30.2	22.2	30.4	29.3
OCn	Avg Inst. Int.	272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	--
	(Days)	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	31.0	25.5	4.0	24.5	53.5	22.0	12.0	23.0	35.5	14.5	34.3	16.0
	Standard	272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	--
	Deviation	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	15.7	0.7	***	32.4	26.2	***	***	***	18.3	20.0	39.8	4.2

272 Biennial Audit Summary Template
Installation Measures

Verizon -- Access Services Installed -- 2002									NY (INCL CT)					
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	100.0	100.0	100.0	100.0	100.0	100.0	100.0	97.3	100.0	--	100.0	--
		Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	97.9	98.8	95.0	100.0	97.2	97.1	98.8	99.1	98.7	100.0	98.6	100.0
DS0		272 Affiliate	100.0	--	100.0	--	100.0	--	--	100.0	--	100.0	100.0	--
		Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	70.8	76.9	79.4	82.7	82.0	82.8	83.2	80.3	83.8	81.3	82.9	87.4
DS1		272 Affiliate	100.0	100.0	66.7	100.0	--	100.0	100.0	75.0	81.8	100.0	80.0	40.0
		Non-272 Affiliates	67.2	90.1	84.5	92.6	95.4	95.8	90.7	100.0	96.3	94.6	95.0	94.5
	Percent Met	Non-Affil. Carriers	78.8	82.7	83.4	88.7	89.0	87.5	86.7	87.3	88.0	87.6	84.8	83.1
DS3		272 Affiliate	0.0	--	--	--	--	100.0	100.0	100.0	--	100.0	--	--
		Non-272 Affiliates	--	100.0	--	100.0	33.3	--	--	100.0	--	100.0	100.0	--
		Non-Affil. Carriers	36.0	65.5	64.7	74.4	57.9	79.7	79.3	70.9	80.0	76.7	76.9	76.9
OCn		272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	--
		Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	25.0	100.0	100.0	100.0	50.0	0.0	100.0	100.0	75.0	100.0	100.0	100.0

Notes:

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

272 Biennial Audit Summary Template
Repair Measures

Verizon -- Access Services -- 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	4	0	0	0	6	1	3	4	3	11	4	2
		Non-272 Affiliates	515	446	388	515	443	373	423	388	335	0	0	0
		Non-Affil. Carriers	1247	942	1033	1285	1272	1025	1117	1205	908	1241	923	996
DS1		272 Affiliate	2	0	6	4	1	5	6	4	13	11	8	3
		Non-272 Affiliates	667	618	793	885	803	819	737	887	586	174	139	188
		Non-Affil. Carriers	2177	1975	2531	2625	2917	2846	2534	3054	3431	4933	2907	2790
DS3		272 Affiliate	0	0	0	0	1	0	0	1	0	4	1	0
	Trouble Tickets	Non-272 Affiliates	9	10	3	5	4	5	15	10	11	0	1	3
		Non-Affil. Carriers	51	41	40	61	54	62	55	84	108	215	75	59
OCn		272 Affiliate	0	0	0	0	0	0	0	0	1	0	0	0
		Non-272 Affiliates	0	3	1	4	0	5	4	4	6	0	0	0
		Non-Affil. Carriers	0	2	0	1	1	1	0	4	1	3	1	0
DS0	Avg Repair Int.	272 Affiliate	4.0	--	--	--	4.0	0.1	4.6	2.0	13.9	1.3	10.1	5.9
	(Hours)	Non-272 Affiliates	7.8	7.3	5.9	7.1	5.4	16.2	7.5	5.0	3.5	--	--	--
		Non-Affil. Carriers	5.6	6.1	5.1	5.5	5.0	12.5	5.3	5.5	8.4	20.3	18.8	15.8
	Standard	272 Affiliate	2.7	--	--	--	7.7	***	4.0	3.0	4.7	2.6	16.0	8.0
	Deviation	Non-272 Affiliates	9.9	8.4	9.0	8.2	7.5	29.6	15.5	10.5	5.6	--	--	--
		Non-Affil. Carriers	7.6	10.0	6.3	6.8	6.7	24.5	9.1	7.7	15.5	84.3	63.9	67.4
DS1	Avg Repair Int.	272 Affiliate	1.1	--	3.6	3.9	0.0	1.0	15.6	4.3	2.4	2.1	7.2	9.4
	(Hours)	Non-272 Affiliates	3.3	3.8	3.8	3.6	4.2	4.4	4.5	4.7	7.6	6.0	8.0	17.9
		Non-Affil. Carriers	3.9	5.2	5.2	4.7	4.7	5.2	5.7	6.9	4.2	61.6	8.1	14.4
	Standard	272 Affiliate	0.4	--	4.3	1.7	***	1.4	23.0	3.1	3.2	2.7	11.3	8.7
	Deviation	Non-272 Affiliates	5.3	6.1	6.8	5.8	6.8	6.4	7.1	9.4	20.1	14.4	39.9	40.2
		Non-Affil. Carriers	5.1	9.0	7.3	7.5	6.6	7.9	8.5	10.6	7.7	164.9	26.3	90.4
DS3	Avg Repair Int.	272 Affiliate	--	--	--	--	0.8	--	--	1.4	--	0.8	13.5	--
	(Hours)	Non-272 Affiliates	3.5	3.4	5.3	1.2	1.0	5.2	2.8	4.7	42.9	--	9.3	13.0
		Non-Affil. Carriers	3.4	3.4	3.9	3.3	3.3	4.4	5.2	5.1	2.9	110.0	13.1	12.6
	Standard	272 Affiliate	--	--	--	--	***	--	--	***	--	1.5	***	--
	Deviation	Non-272 Affiliates	4.9	2.5	2.4	0.8	0.5	4.8	3.2	5.1	77.9	--	***	11.2
		Non-Affil. Carriers	4.1	5.7	4.9	4.8	4.6	7.5	7.5	5.4	7.1	220.4	41.2	29.3
OCn	Avg Repair Int.	272 Affiliate	--	--	--	--	--	--	--	--	0.0	--	--	--
	(Hours)	Non-272 Affiliates	--	11.1	1.3	8.1	--	0.3	7.2	3.9	4.8	--	--	--
		Non-Affil. Carriers	--	3.7	--	2.7	2.8	4.0	--	16.9	2.0	2.7	55.8	--
	Standard	272 Affiliate	--	--	--	--	--	--	--	--	***	--	--	--
	Deviation	Non-272 Affiliates	--	16.4	***	14.6	--	0.4	8.8	5.3	4.7	--	--	--
		Non-Affil. Carriers	--	0.2	--	***	***	***	--	17.2	***	2.3	***	--

Notes:
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272 Biennial Audit Summary Template
Repair Measures

Verizon -- Access Services -- 2002									NY (INCL CT)					
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	8	8	10	10	8	4	3	6	2	0	12	4
		Non-272 Affiliates	0	0	0	0	0	0	0	1	1	0	0	0
		Non-Affil. Carriers	71	29	41	32	34	31	26	33	27	17	37	51
DS0		272 Affiliate	0	0	3	5	1	6	10	5	2	4	1	3
		Non-272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers	964	797	918	1136	1123	1188	1033	958	831	1067	851	1014
DS1		272 Affiliate	11	4	2	2	0	1	3	3	3	16	11	11
		Non-272 Affiliates	193	139	203	215	219	230	204	258	225	249	247	255
	Trouble Tickets	Non-Affil. Carriers	2900	2498	2786	2775	2854	3120	2798	3322	2873	3345	2958	2698
DS3		272 Affiliate	0	2	2	1	0	0	0	0	0	1	5	4
		Non-272 Affiliates	0	0	0	0	0	0	3	0	5	0	0	0
		Non-Affil. Carriers	47	43	47	38	38	33	36	60	50	76	54	42
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	2	0	1	2	0	3	1	3
FG D	Avg Repair Int.	272 Affiliate	3.9	4.2	1.2	6.4	3.3	4.6	1.8	1.5	1.9	--	4.6	1.8
	(Hours)	Non-272 Affiliates	--	--	--	--	--	--	--	0.6	0.5	--	--	--
		Non-Affil. Carriers	1.2	2.0	1.6	2.4	2.0	2.6	3.4	2.3	3.4	2.1	1.9	2.4
	Standard	272 Affiliate	6.4	6.6	1.2	13.8	5.5	6.9	1.4	0.7	1.0	--	4.1	0.8
	Deviation	Non-272 Affiliates	--	--	--	--	--	--	--	***	***	--	--	--
		Non-Affil. Carriers	0.9	1.7	1.1	3.5	1.3	3.3	4.6	3.0	9.1	1.2	1.7	3.2
DS0	Avg Repair Int.	272 Affiliate	--	--	4.8	2.7	0.1	4.2	1.2	2.0	3.1	4.8	1.6	12.9
	(Hours)	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	11.6	8.6	6.4	6.3	5.7	6.6	5.1	5.8	5.8	5.5	6.1	6.3
	Standard	272 Affiliate	--	--	3.9	2.6	***	2.9	2.7	1.7	4.2	3.9	***	5.4
	Deviation	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	31.8	15.6	9.5	9.4	10.2	10.0	7.2	7.4	8.2	6.5	8.2	8.1
DS1	Avg Repair Int.	272 Affiliate	1.4	0.5	1.2	0.1	--	1.5	4.5	6.1	4.7	2.9	7.3	24.6
	(Hours)	Non-272 Affiliates	5.8	6.8	7.7	7.5	4.9	7.8	7.4	8.1	8.7	9.5	9.7	8.7
		Non-Affil. Carriers	7.3	6.4	5.5	5.9	7.1	7.2	6.8	6.4	6.9	8.3	7.5	7.6
	Standard	272 Affiliate	1.9	0.8	0.4	0.0	--	***	5.2	8.8	2.4	2.2	7.6	62.3
	Deviation	Non-272 Affiliates	10.1	11.1	11.9	11.6	6.4	10.9	10.2	9.9	10.5	13.8	13.8	11.3
		Non-Affil. Carriers	25.3	10.7	6.8	7.7	13.3	9.5	7.9	6.9	8.2	10.1	9.0	9.0
DS3	Avg Repair Int.	272 Affiliate	--	3.4	2.2	0.7	--	--	--	--	--	42.2	7.7	19.4
	(Hours)	Non-272 Affiliates	--	--	--	--	--	--	7.0	--	12.5	--	--	--
		Non-Affil. Carriers	5.4	5.4	4.5	10.7	4.0	7.2	6.4	5.2	5.8	9.5	7.3	6.2
	Standard	272 Affiliate	--	0.4	3.0	***	--	--	--	--	--	***	11.6	18.7
	Deviation	Non-272 Affiliates	--	--	--	--	--	--	0.0	--	16.5	--	--	--
		Non-Affil. Carriers	5.8	6.9	6.6	17.9	5.7	8.4	7.6	5.0	7.3	16.0	7.6	6.0
OCn	Avg Repair Int.	272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	--
	(Hours)	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	--	--	9.3	--	25.1	--	2.0	11.7	--	9.9	7.4	17.8
	Standard	272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	--
	Deviation	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	--	--	***	--	23.8	--	***	7.0	--	8.0	***	25.5

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

VERIZON NEW YORK 272 AUDIT REPORT - 2001 PIC INTERVALS

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
272 AFFILIATES	**RECORDS**	6,986	187	279	400	493	968	280	244	249	296	567	665
	INTERVAL	1:03	1:16	0:48	0:53	0:59	1:37	0:54	1:32	1:10	0:46	1:06	0:41
	STD. DEV.	0.6	1.4	0.7	0.9	1.1	2.8	1.1	5.1	1.7	0.7	2.5	1.0
NON-AFFILIATES	**RECORDS**	99,287	81,857	101,827	114,812	121,102	104,098	98,380	103,480	97,058	102,838	105,797	85,628
	INTERVAL	2:02	2:31	2:13	4:24	3:01	2:55	2:32	3:22	2:29	2:29	2:16	2:09
	STD. DEV.	1.8	2.3	4.0	12.6	7.0	4.3	5.6	7.6	3.0	3.1	3.3	2.4

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 NEW YORK 272 AUDIT REPORT - 2002 PIC INTERVALS

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
272 AFFILIATES	RECORDS	1,695	1,497	244	1,123	1,438	3,436	1,094	2,866	1,859	2,125	3,393	6,306
	INTERVAL	1:11	2:12	0:33	3:28	0:44	2:13	2:40	5:16	2:46	2:48	2:34	5:08
	STD. DEV.	1.4	3.0	0.4	7.8	0.9	12.2	1.6	5.2	1.9	2.2	3.8	3.8
NON-AFFILIATES	RECORDS	89,832	83,747	90,290	94,908	89,611	63,931	80,445	68,266	62,433	69,693	62,169	60,859
	INTERVAL	7:22	2:09	3:25	2:22	2:13	2:28	3:48	3:07	2:21	1:53	1:44	1:43
	STD. DEV.	52.3	3.8	8.2	7.9	2.2	6.4	13.6	3.2	7.6	2.0	2.1	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 — **PA (BA)**

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
		FOC Interval									--	--	--	--
		Standard Deviation									--	--	--	--
	Non-272 Affiliates	Orders									51	0	0	0
		FOC Interval									1.3	--	--	--
		Standard Deviation									2.0	--	--	--
	Non-Affil. Carriers	Orders									346	517	360	314
		FOC Interval									1.1	1.2	1.1	1.4
		Standard Deviation									1.6	2.6	2.1	2.2
DS1	272 Affiliate	Orders									0	0	0	0
		FOC Interval									--	--	--	--
		Standard Deviation									--	--	--	--
	Non-272 Affiliates	Orders									163	42	21	98
		FOC Interval									3.5	1.8	0.6	2.4
		Standard Deviation									6.3	4.7	1.0	2.2
	Non-Affil. Carriers	Orders									2333	2731	2557	2228
		FOC Interval									2.8	2.3	2.0	2.3
		Standard Deviation									5.4	3.7	2.8	4.4
DS3	272 Affiliate	Orders									2	0	0	0
		FOC Interval									2.0	--	--	--
		Standard Deviation									1.4	--	--	--
	Non-272 Affiliates	Orders									17	1	1	2
		FOC Interval									4.5	0.0	0.0	15.5
		Standard Deviation									7.3	***	***	0.7
	Non-Affil. Carriers	Orders									145	111	107	79
		FOC Interval									2.4	2.1	2.4	2.3
		Standard Deviation									4.6	4.8	3.7	3.3
OCn	272 Affiliate	Orders									1	1	1	1
		FOC Interval									2.0	19.0	18.0	1.0
		Standard Deviation									***	***	***	***
	Non-272 Affiliates	Orders									4	0	1	1
		FOC Interval									5.8	--	7.0	13.0
		Standard Deviation									6.6	--	***	***
	Non-Affil. Carriers	Orders									7	4	11	13
		FOC Interval									77.1	14.5	5.8	4.2
		Standard Deviation									78.1	20.5	5.5	8.2

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			PA (BA)											
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	0	0	0	5	1	2	6	4	2
		FOC Interval	--	1.0	--	--	--	--	0.6	0.0	0.5	0.5	0.8	1.0
		Standard Deviation	--	***	--	--	--	--	0.5	***	0.7	0.5	0.5	0.0
	Non-272 Affiliates	Orders	0	0	0	0	0	0	0	0	0	0	0	0
		FOC Interval	--	--	--	--	--	--	--	--	--	--	--	--
		Standard Deviation	--	--	--	--	--	--	--	--	--	--	--	--
	Non-Affil. Carriers	Orders	306	330	392	278	374	341	597	346	309	363	210	208
		FOC Interval	1.3	1.3	0.9	1.0	0.9	0.8	0.9	1.2	0.7	0.7	0.7	0.6
		Standard Deviation	1.5	1.5	1.3	1.5	1.1	1.1	1.2	4.9	1.5	1.1	0.9	1.1
DS1	272 Affiliate	Orders	0	0	2	0	1	1	5	5	5	5	3	11
		FOC Interval	--	--	2.0	--	1.0	3.0	1.4	3.4	0.8	1.4	1.3	1.5
		Standard Deviation	--	--	1.4	--	***	***	1.5	4.3	0.8	1.1	0.6	2.3
	Non-272 Affiliates	Orders	24	25	25	77	67	60	32	49	96	47	30	33
		FOC Interval	2.0	3.4	2.7	1.5	2.9	1.2	1.0	1.6	0.9	1.1	0.7	0.8
		Standard Deviation	2.0	3.9	1.8	1.3	9.2	2.0	2.2	2.4	1.3	1.7	0.7	1.7
	Non-Affil. Carriers	Orders	2310	2433	2427	2267	2292	2442	2557	2315	2264	2506	2044	2210
		FOC Interval	2.9	2.7	1.9	1.9	1.9	1.9	1.5	2.0	1.3	1.3	1.2	1.3
		Standard Deviation	2.6	2.7	2.1	2.4	1.9	1.9	1.7	2.1	1.4	1.7	1.3	1.5
DS3	272 Affiliate	Orders	0	0	0	0	0	0	13	2	2	2	0	0
		FOC Interval	--	--	--	--	--	--	2.2	1.0	1.0	1.5	--	--
		Standard Deviation	--	--	--	--	--	--	1.3	0.0	1.4	0.7	--	--
	Non-272 Affiliates	Orders	3	0	1	0	0	0	2	5	0	0	7	3
		FOC Interval	3.7	--	3.0	--	--	--	2.0	2.2	--	--	1.3	4.7
		Standard Deviation	2.9	--	***	--	--	--	0.0	4.4	--	--	1.8	7.2
	Non-Affil. Carriers	Orders	75	65	79	72	77	89	128	100	87	83	60	65
		FOC Interval	2.6	2.4	1.8	2.1	2.3	1.6	1.8	2.4	1.5	1.4	1.8	1.6
		Standard Deviation	2.9	3.3	2.2	3.0	3.4	1.9	2.1	4.9	1.6	1.4	2.2	1.9
OCn	272 Affiliate	Orders	0	0	0	0	0	0	1	0	2	0	0	0
		FOC Interval	--	--	--	--	--	--	8.0	--	2.5	--	--	--
		Standard Deviation	--	--	--	--	--	--	***	--	3.5	--	--	--
	Non-272 Affiliates	Orders	0	0	0	2	0	0	0	0	0	2	0	0
		FOC Interval	--	--	--	10.5	--	--	--	--	--	2.5	--	--
		Standard Deviation	--	--	--	0.7	--	--	--	--	--	2.1	--	--
	Non-Affil. Carriers	Orders	2	7	2	3	2	0	0	10	14	12	3	5
		FOC Interval	1.0	3.9	2.5	5.7	0.0	--	--	7.2	2.1	4.2	0.3	2.4
		Standard Deviation	0.0	4.1	2.1	9.0	0.0	--	--	9.7	3.1	3.2	0.6	2.3

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			PA (BA)											
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									0	0	0	0
		Non-272 Affiliates									40	0	0	0
		Non-Affil. Carriers									302	373	342	310
DS1		272 Affiliate									0	0	0	0
		Non-272 Affiliates									122	52	46	24
		Non-Affil. Carriers									1997	2320	2112	2175
DS3		272 Affiliate									2	0	0	0
	Order Volumes	Non-272 Affiliates									10	1	0	0
		Non-Affil. Carriers									46	77	77	58
OCn		272 Affiliate									0	0	0	0
		Non-272 Affiliates									18	0	0	0
		Non-Affil. Carriers									0	1	2	2
DS0	Avg Inst. Int.	272 Affiliate									--	--	--	--
	(Days)	Non-272 Affiliates									11.3	--	--	--
		Non-Affil. Carriers									15.5	12.9	11.2	11.3
	Standard	272 Affiliate									--	--	--	--
	Deviation	Non-272 Affiliates									4.7	--	--	--
		Non-Affil. Carriers									8.1	7.0	6.0	7.1
DS1	Avg Inst. Int.	272 Affiliate									--	--	--	--
	(Days)	Non-272 Affiliates									18.9	23.7	21.7	14.0
		Non-Affil. Carriers									16.5	15.2	14.6	15.1
	Standard	272 Affiliate									--	--	--	--
	Deviation	Non-272 Affiliates									17.0	18.5	18.4	6.2
		Non-Affil. Carriers									13.1	10.6	9.2	9.4
DS3	Avg Inst. Int.	272 Affiliate									14.5	--	--	--
	(Days)	Non-272 Affiliates									18.8	18.0	--	--
		Non-Affil. Carriers									23.3	25.7	23.1	29.5
	Standard	272 Affiliate									19.1	--	--	--
	Deviation	Non-272 Affiliates									18.0	***	--	--
		Non-Affil. Carriers									19.9	17.8	16.7	19.0
OCn	Avg Inst. Int.	272 Affiliate									--	--	--	--
	(Days)	Non-272 Affiliates									22.8	--	--	--
		Non-Affil. Carriers									--	107.0	83.5	10.0
	Standard	272 Affiliate									--	--	--	--
	Deviation	Non-272 Affiliates									13.6	--	--	--
		Non-Affil. Carriers									--	***	4.9	0.0

272 Biennial Audit Summary Template
Installation Measures

Verizon -- Access Services Installed -- 2001			PA (BA)											
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									--	--	--	--
		Non-272 Affiliates									85.0	--	--	--
		Non-Affil. Carriers									87.8	92.2	92.7	89.5
DS1		272 Affiliate									--	--	--	--
		Non-272 Affiliates									84.4	92.3	82.6	87.5
		Non-Affil. Carriers									90.3	94.0	94.1	94.3
DS3		272 Affiliate									100.0	--	--	--
		Non-272 Affiliates									90.0	0.0	--	--
		Non-Affil. Carriers									84.8	93.5	90.9	94.8
OCn		272 Affiliate									--	--	--	--
		Non-272 Affiliates									100.0	--	--	--
		Non-Affil. Carriers									--	100.0	0.0	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
Installation Measures

Verizon -- Access Services Installed -- 2002									PA (BA)					
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	0	19	0	4	24	0	18	1	50	16	20	0
		Non-272 Affiliates	1	0	0	0	0	0	0	1	0	0	0	1
		Non-Affil. Carriers	126	57	163	51	109	29	48	44	45	66	76	56
DS0		272 Affiliate	0	1	0	0	0	0	2	0	2	1	2	1
		Non-272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers	248	233	338	283	309	243	339	412	333	729	394	274
DS1		272 Affiliate	0	0	0	1	1	0	2	0	3	4	0	6
		Non-272 Affiliates	78	23	17	42	48	52	25	23	49	56	23	7
	Order Volumes	Non-Affil. Carriers	2176	2216	2246	2289	2400	2073	2589	2402	2246	2923	1953	1862
DS3		272 Affiliate	0	0	0	0	0	0	2	7	0	3	0	0
		Non-272 Affiliates	1	2	0	1	0	0	0	2	1	0	0	2
		Non-Affil. Carriers	43	40	90	74	81	46	48	60	39	39	49	24
OCn		272 Affiliate	0	0	0	0	0	0	0	0	0	0	0	0
		Non-272 Affiliates	1	0	0	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers	0	2	1	1	2	1	0	0	3	2	4	3
FG D	Avg Inst. Int.	272 Affiliate	--	25.7	--	8.8	25.7	--	18.8	10.0	31.1	13.9	23.0	--
	(Days)	Non-272 Affiliates	9.0	--	--	--	--	--	--	36.0	--	--	--	12.0
		Non-Affil. Carriers	26.0	17.6	15.7	14.6	11.9	17.9	17.7	13.3	13.5	12.7	17.3	16.1
	Standard	272 Affiliate	--	1.7	--	0.5	6.2	--	4.1	***	4.3	2.4	3.5	--
	Deviation	Non-272 Affiliates	***	--	--	--	--	--	--	***	--	--	--	***
		Non-Affil. Carriers	17.5	15.1	6.1	8.2	5.9	6.6	5.7	5.7	5.0	6.1	12.5	7.1
DS0	Avg Inst. Int.	272 Affiliate	--	4.0	--	--	--	--	3.5	--	4.5	9.0	12.0	3.0
	(Days)	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	13.0	12.4	12.3	11.6	11.7	13.8	13.2	13.5	10.6	19.2	7.1	8.5
	Standard	272 Affiliate	--	***	--	--	--	--	0.7	--	2.1	***	5.7	***
	Deviation	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	7.4	17.9	6.3	5.5	7.0	17.0	7.7	6.9	5.3	9.5	6.7	7.7
DS1	Avg Inst. Int.	272 Affiliate	--	--	--	14.0	10.0	--	4.0	--	16.7	11.8	--	9.7
	(Days)	Non-272 Affiliates	25.2	26.0	31.5	13.2	19.0	21.7	20.0	19.6	14.5	27.6	27.3	34.9
		Non-Affil. Carriers	16.0	15.3	15.0	16.5	15.8	15.1	15.5	15.4	14.0	13.2	13.8	13.4
	Standard	272 Affiliate	--	--	--	***	***	--	0.0	--	1.2	2.1	--	5.3
	Deviation	Non-272 Affiliates	5.5	10.7	28.6	10.3	23.4	11.8	12.9	14.7	9.2	14.9	15.2	29.5
		Non-Affil. Carriers	13.5	13.6	12.9	13.7	10.4	10.4	11.0	10.5	10.1	10.5	10.9	9.2
DS3	Avg Inst. Int.	272 Affiliate	--	--	--	--	--	--	8.0	9.3	--	14.0	--	--
	(Days)	Non-272 Affiliates	19.0	44.0	--	30.0	--	--	--	20.5	14.0	--	--	24.5
		Non-Affil. Carriers	23.1	22.7	21.3	15.4	21.8	17.7	19.0	21.1	23.4	16.7	27.1	22.6
	Standard	272 Affiliate	--	--	--	--	--	--	4.2	5.6	--	13.9	--	--
	Deviation	Non-272 Affiliates	***	49.5	--	***	--	--	--	12.0	***	--	--	0.7
		Non-Affil. Carriers	13.5	13.5	32.3	10.1	13.5	13.9	10.2	10.7	14.9	13.2	20.2	14.6
OCn	Avg Inst. Int.	272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	--
	(Days)	Non-272 Affiliates	9.0	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	--	81.0	18.0	38.0	21.0	45.0	--	--	22.0	33.0	20.5	85.7
	Standard	272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	--
	Deviation	Non-272 Affiliates	***	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	--	89.1	***	***	29.7	***	--	--	4.4	21.2	13.2	31.5

272 Biennial Audit Summary Template
Installation Measures

Verizon -- Access Services Installed -- 2002									PA (BA)					
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	100.0	100.0	--
		Non-272 Affiliates	100.0	--	--	--	--	--	--	100.0	--	--	--	100.0
		Non-Affil. Carriers	100.0	100.0	99.4	100.0	100.0	96.6	100.0	100.0	100.0	100.0	98.7	100.0
DS0		272 Affiliate	--	100.0	--	--	--	--	100.0	--	100.0	100.0	100.0	100.0
		Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	94.0	91.4	93.5	92.6	94.2	91.8	86.7	91.7	94.0	97.1	95.7	94.9
DS1		272 Affiliate	--	--	--	100.0	100.0	--	100.0	--	100.0	100.0	--	100.0
		Non-272 Affiliates	94.9	87.0	70.6	88.1	89.6	92.3	92.0	100.0	95.9	92.9	95.7	71.4
		Non-Affil. Carriers	95.0	94.6	95.7	94.8	96.3	95.5	93.1	94.0	94.5	95.6	94.9	94.6
DS3		272 Affiliate	--	--	--	--	--	--	100.0	100.0	--	66.7	--	--
		Non-272 Affiliates	0.0	50.0	--	100.0	--	--	--	100.0	100.0	--	--	100.0
		Non-Affil. Carriers	83.7	80.0	87.8	91.9	87.7	80.4	85.4	86.7	79.5	92.3	89.8	83.3
OCn		272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	--
		Non-272 Affiliates	100.0	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	--	100.0	100.0	0.0	50.0	100.0	--	--	100.0	100.0	50.0	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			PA (BA)											
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									0	0	0	0
		Non-272 Affiliates									110	0	0	0
		Non-Affil. Carriers									405	455	331	346
DS1		272 Affiliate									0	0	0	0
		Non-272 Affiliates									340	53	40	69
		Non-Affil. Carriers									1201	1327	977	1052
DS3		272 Affiliate									0	0	0	0
	Trouble Tickets	Non-272 Affiliates									10	4	1	1
		Non-Affil. Carriers									34	20	30	22
OCn		272 Affiliate									0	0	0	0
		Non-272 Affiliates									0	0	0	0
		Non-Affil. Carriers									0	1	0	0
DS0	Avg Repair Int.	272 Affiliate									--	--	--	--
	(Hours)	Non-272 Affiliates									1.6	--	--	--
		Non-Affil. Carriers									2.0	2.3	2.0	2.5
	Standard	272 Affiliate									--	--	--	--
	Deviation	Non-272 Affiliates									2.0	--	--	--
		Non-Affil. Carriers									2.6	2.4	2.5	4.1
DS1	Avg Repair Int.	272 Affiliate									--	--	--	--
	(Hours)	Non-272 Affiliates									1.8	2.2	2.0	3.6
		Non-Affil. Carriers									2.2	2.2	2.4	2.9
	Standard	272 Affiliate									--	--	--	--
	Deviation	Non-272 Affiliates									2.4	3.0	2.9	5.3
		Non-Affil. Carriers									2.7	2.5	3.0	3.5
DS3	Avg Repair Int.	272 Affiliate									--	--	--	--
	(Hours)	Non-272 Affiliates									1.1	0.1	0.2	0.4
		Non-Affil. Carriers									1.5	1.1	1.9	1.1
	Standard	272 Affiliate									--	--	--	--
	Deviation	Non-272 Affiliates									0.9	0.3	***	***
		Non-Affil. Carriers									2.9	1.5	2.3	1.1
OCn	Avg Repair Int.	272 Affiliate									--	--	--	--
	(Hours)	Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									--	0.0	--	--
	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

272 Biennial Audit Summary Template
Repair Measures

Verizon -- Access Services -- 2002									PA (BA)					
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	3	3	1	0	1	0	0	0	1	0	0	0
		Non-272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers	8	4	3	6	5	2	4	3	2	1	0	1
DS0		272 Affiliate	0	0	0	0	0	0	0	1	0	1	0	0
		Non-272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers	443	421	458	454	399	426	419	398	350	456	393	301
DS1		272 Affiliate	0	0	0	0	0	0	1	1	1	2	0	2
		Non-272 Affiliates	65	51	49	59	56	72	55	70	53	53	44	59
	Trouble Tickets	Non-Affil. Carriers	1158	1113	1060	1081	1102	1464	1323	1390	1195	1281	1113	1177
DS3		272 Affiliate	0	0	1	0	0	0	1	0	0	2	0	0
		Non-272 Affiliates	0	0	2	0	2	0	0	0	0	0	0	0
		Non-Affil. Carriers	26	21	21	16	12	12	14	26	13	20	18	21
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	1	0	1	1	0	0	0	0	0	1	0	0
FG D	Avg Repair Int.	272 Affiliate	0.9	1.9	0.5	--	2.6	--	--	--	1.9	--	--	--
	(Hours)	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	0.8	1.4	0.5	1.6	0.8	0.2	0.4	1.1	0.7	2.4	--	0.0
	Standard	272 Affiliate	1.0	1.0	***	--	***	--	--	--	***	--	--	--
	Deviation	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	0.4	0.9	0.1	1.6	0.5	0.2	0.1	1.1	0.1	***	--	***
DS0	Avg Repair Int.	272 Affiliate	--	--	--	--	--	--	--	1.0	--	0.2	--	--
	(Hours)	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	2.2	2.2	2.6	2.8	2.4	3.2	2.9	3.0	2.8	2.5	2.1	3.9
	Standard	272 Affiliate	--	--	--	--	--	--	--	***	--	***	--	--
	Deviation	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	2.3	3.2	3.4	3.2	2.5	4.6	3.9	3.9	3.1	3.7	2.4	5.9
DS1	Avg Repair Int.	272 Affiliate	--	--	--	--	--	--	0.1	0.1	1.6	2.1	--	0.6
	(Hours)	Non-272 Affiliates	2.2	2.2	2.6	1.5	3.8	3.3	3.5	3.2	3.1	2.5	3.7	4.1
		Non-Affil. Carriers	2.2	2.2	2.6	3.2	3.3	3.6	3.4	3.2	3.1	2.9	2.8	3.9
	Standard	272 Affiliate	--	--	--	--	--	--	***	***	***	0.2	--	0.1
	Deviation	Non-272 Affiliates	2.8	2.6	3.0	1.8	4.7	3.5	5.7	3.5	5.5	2.4	4.3	7.1
		Non-Affil. Carriers	2.6	3.1	3.0	3.6	3.6	4.1	3.8	4.0	3.5	3.3	3.4	5.9
DS3	Avg Repair Int.	272 Affiliate	--	--	0.3	--	--	--	1.6	--	--	1.8	--	--
	(Hours)	Non-272 Affiliates	--	--	3.5	--	0.3	--	--	--	--	--	--	--
		Non-Affil. Carriers	1.1	0.6	1.5	1.6	2.0	1.3	1.9	1.1	1.1	0.8	1.5	1.7
	Standard	272 Affiliate	--	--	***	--	--	--	***	--	--	2.0	--	--
	Deviation	Non-272 Affiliates	--	--	0.0	--	0.3	--	--	--	--	--	--	--
		Non-Affil. Carriers	1.9	0.5	2.2	1.2	2.6	1.5	2.8	1.3	1.6	0.8	2.0	2.0
OCn	Avg Repair Int.	272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	--
	(Hours)	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	2.1	--	1.0	9.5	--	--	--	--	--	0.4	--	--
	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 PENNSYLVANIA 272 AUDIT REPORT - 2001 PIC INTERVALS

		SEP	OCT	NOV	DEC
272 AFFILIATES	RECORDS	0	23	316	240
	INTERVAL	0:00	1:29	0:47	0:52
	STD. DEV.	0.0	1.3	0.4	1.2
NON-AFFILIATES	RECORDS	79,258	95,119	89,325	75,122
	INTERVAL	2:12	2:36	2:19	2:22
	STD. DEV.	2.4	4.8	2.3	2.6

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.

VERIZON PENNSYLVANIA 272 AUDIT REPORT - 2002 PIC INTERVALS

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
272 AFFILIATES	RECORDS	205	187	105	938	573	2,073	7,437	1,973	2,800	1,646	841	615
	INTERVAL	0:43	3:39	0:38	1:31	1:25	9:39	12:07	3:44	3:03	2:34	2:40	3:32
	STD. DEV.	0.5	9.1	0.3	2.1	2.9	7.6	17.1	1.4	1.6	2.6	1.6	6.7
NON-AFFILIATES	RECORDS	77,718	80,118	84,708	85,012	83,435	70,352	65,481	60,202	52,270	51,951	44,555	92,043
	INTERVAL	2:11	4:33	3:24	2:04	2:33	2:59	2:48	2:34	2:11	1:43	1:35	1:29
	STD. DEV.	1.7	9.7	6.9	1.7	3.5	2.8	8.2	2.1	2.1	1.5	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 -- 2001 — **PA (GTE)**

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
		FOC Interval									--	--	--	--
		Standard Deviation									--	--	--	--
	Non-272 Affiliates	Orders									0	0	0	0
		FOC Interval									--	--	--	--
		Standard Deviation									--	--	--	--
	Non-Affil. Carriers	Orders									53	100	46	34
		FOC Interval									8.7	8.5	8.9	9.4
		Standard Deviation									3.3	2.9	2.9	3.0
DS1	272 Affiliate	Orders									0	0	1	0
		FOC Interval									--	--	9.2	--
		Standard Deviation									--	--	***	--
	Non-272 Affiliates	Orders									5	4	2	6
		FOC Interval									10.0	8.8	9.8	11.8
		Standard Deviation									2.9	0.7	3.1	2.9
	Non-Affil. Carriers	Orders									177	354	263	227
		FOC Interval									10.1	9.6	9.4	10.1
		Standard Deviation									2.9	2.7	2.8	3.0
DS3	272 Affiliate	Orders									0	0	0	0
		FOC Interval									--	--	--	--
		Standard Deviation									--	--	--	--
	Non-272 Affiliates	Orders									0	0	3	0
		FOC Interval									--	--	11.0	--
		Standard Deviation									--	--	2.7	--
	Non-Affil. Carriers	Orders									23	10	7	9
		FOC Interval									9.2	10.2	8.2	8.0
		Standard Deviation									2.4	2.5	2.4	3.0
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	3	0
		FOC Interval									--	--	12.2	--
		Standard Deviation									--	--	2.7	--

Notes:

1./ Data Not Required for months shaded in grey.

2./ *** = standard deviation not defined

272 Biennial Audit Summary Template

FOC Measure

Verizon -- FOC Results Data -- 2002 — **PA (GTE)**

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	0	0	0	0	0	0
		FOC Interval	--	--	--	--	--	--	--	--	--	--	--	--
		Standard Deviation	--	--	--	--	--	--	--	--	--	--	--	--
	Non-272 Affiliates	Orders	0	0	0	0	0	0	0	0	0	0	0	0
		FOC Interval	--	--	--	--	--	--	--	--	--	--	--	--
		Standard Deviation	--	--	--	--	--	--	--	--	--	--	--	--
	Non-Affil. Carriers	Orders	38	29	84	47	46	25	41	28	45	32	38	38
		FOC Interval	1.2	0.3	0.0	0.3	0.7	0.2	0.1	0.8	0.6	0.2	0.2	0.3
		Standard Deviation	2.4	0.8	0.2	0.6	1.7	0.5	0.3	1.6	2.0	0.5	0.4	0.6
DS1	272 Affiliate	Orders	0	0	0	0	0	0	0	0	0	0	2	0
		FOC Interval	--	--	--	--	--	--	--	--	--	--	0.5	--
		Standard Deviation	--	--	--	--	--	--	--	--	--	--	0.7	--
	Non-272 Affiliates	Orders	4	9	29	11	28	4	1	11	3	2	2	0
		FOC Interval	1.0	1.4	0.2	0.4	0.1	1.8	0.0	0.8	0.3	0.5	0.0	--
		Standard Deviation	1.4	2.1	0.9	0.9	0.4	2.4	***	1.2	0.6	0.7	0.0	--
	Non-Affil. Carriers	Orders	222	355	226	251	232	277	223	224	182	184	96	119
		FOC Interval	1.2	0.4	0.5	0.3	0.5	0.4	0.4	0.4	0.5	0.4	0.5	0.4
		Standard Deviation	2.4	1.0	1.1	0.9	1.2	1.1	1.1	1.0	1.3	1.1	1.8	1.0
DS3	272 Affiliate	Orders	0	0	0	0	0	0	0	2	0	0	0	0
		FOC Interval	--	--	--	--	--	--	--	0.5	--	--	--	--
		Standard Deviation	--	--	--	--	--	--	--	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	8	7	14	11	5	4	10	12	8	17	4	3
		FOC Interval	2.0	1.9	1.7	2.9	0.8	2.3	2.1	0.8	1.4	1.5	1.0	0.0
		Standard Deviation	2.7	2.1	2.8	5.2	1.3	2.6	2.2	1.0	1.8	1.0	1.4	0.0
OCn	272 Affiliate	Orders	0	0	0	0	0	0	0	0	0	0	0	0
		FOC Interval	--	--	--	--	--	--	--	--	--	--	--	--
		Standard Deviation	--	--	--	--	--	--	--	--	--	--	--	--
	Non-272 Affiliates	Orders	1	0	0	0	0	0	0	0	0	0	0	0
		FOC Interval	0.0	--	--	--	--	--	--	--	--	--	--	--
		Standard Deviation	***	--	--	--	--	--	--	--	--	--	--	--
	Non-Affil. Carriers	Orders	0	0	1	0	1	1	1	3	1	0	1	0
		FOC Interval	--	--	0.0	--	1.0	0.0	1.0	0.0	0.0	--	0.0	--
		Standard Deviation	--	--	***	--	***	***	***	0.0	***	--	***	--

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 -- 2001			PA (GTE)											
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									0	0	0	0
		Non-272 Affiliates									2	0	0	0
		Non-Affil. Carriers									39	37	26	53
DS1		272 Affiliate									0	0	0	0
		Non-272 Affiliates									15	7	1	1
		Non-Affil. Carriers									112	165	125	116
DS3		272 Affiliate									0	0	0	0
	Order Volumes	Non-272 Affiliates									0	0	0	0
		Non-Affil. Carriers									2	3	4	0
OCn		272 Affiliate									0	0	0	0
		Non-272 Affiliates									0	0	0	0
		Non-Affil. Carriers									0	0	0	0
DS0	Avg Inst. Int.	272 Affiliate									--	--	--	--
	(Days)	Non-272 Affiliates									11.5	--	--	--
		Non-Affil. Carriers									26.0	19.0	18.4	21.3
	Standard	272 Affiliate									--	--	--	--
	Deviation	Non-272 Affiliates									4.9	--	--	--
		Non-Affil. Carriers									14.4	8.7	12.2	7.1
DS1	Avg Inst. Int.	272 Affiliate									--	--	--	--
	(Days)	Non-272 Affiliates									31.5	38.3	15.0	45.0
		Non-Affil. Carriers									23.4	23.4	22.2	32.4
	Standard	272 Affiliate									--	--	--	--
	Deviation	Non-272 Affiliates									22.1	47.0	***	***
		Non-Affil. Carriers									16.8	22.1	12.4	16.6
DS3	Avg Inst. Int.	272 Affiliate									--	--	--	--
	(Days)	Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									60.5	21.0	9.5	--
	Standard	272 Affiliate									--	--	--	--
	Deviation	Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									44.5	12.1	10.8	--
OCn	Avg Inst. Int.	272 Affiliate									--	--	--	--
	(Days)	Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									--	--	--	--
	Standard	272 Affiliate									--	--	--	--
	Deviation	Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									--	--	--	--

272 Biennial Audit Summary Template
Installation Measures

Verizon -- Access Services Installed -- 2001			PA (GTE)											
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									--	--	--	--
		Non-272 Affiliates									100.0	--	--	--
		Non-Affil. Carriers									94.9	91.9	92.3	100.0
DS1		272 Affiliate									--	--	--	--
		Non-272 Affiliates									93.3	100.0	100.0	100.0
		Non-Affil. Carriers									83.9	79.4	91.2	91.4
DS3		272 Affiliate									--	--	--	--
		Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									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./ FG D Data Not Required for 2001.
4./ *** = standard deviation not defined

272 Biennial Audit Summary Template
Installation Measures

Verizon -- Access Services Installed -- 2002										PA (GTE)				
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	0	0	0	10	0	1	0	3	2	2	1	2
		Non-272 Affiliates	38	44	21	32	12	3	0	2	0	5	0	10
		Non-Affil. Carriers	123	110	185	149	112	151	118	232	155	180	132	73
DS0		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	32	26	48	25	38	25	58	36	28	42	24	23
DS1		272 Affiliate	0	0	0	0	0	0	0	0	0	0	0	2
		Non-272 Affiliates	2	4	27	7	19	6	8	3	8	10	3	0
	Order Volumes	Non-Affil. Carriers	184	210	268	161	164	188	182	201	180	135	105	107
DS3		272 Affiliate	0	0	0	0	0	0	0	2	0	0	0	0
		Non-272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers	4	7	5	3	4	3	2	3	4	13	3	0
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 Inst. Int.	272 Affiliate	--	--	--	13.1	--	9.0	--	29.0	37.0	18.0	42.0	42.0
	(Days)	Non-272 Affiliates	20.6	15.9	12.4	16.4	10.8	18.0	--	7.0	--	14.0	--	11.7
		Non-Affil. Carriers	17.5	29.2	21.8	20.0	22.3	21.6	17.4	24.8	19.8	16.5	17.9	20.1
	Standard	272 Affiliate	--	--	--	4.3	--	***	--	1.7	0.0	5.7	***	7.1
	Deviation	Non-272 Affiliates	15.3	7.4	5.8	13.5	4.6	5.2	--	0.0	--	0.0	--	4.8
		Non-Affil. Carriers	14.6	27.8	17.6	14.8	31.9	10.8	13.0	13.9	14.8	7.2	8.9	14.2
DS0	Avg Inst. Int.	272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	--
	(Days)	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	22.7	17.0	20.3	16.6	19.3	14.5	23.0	15.8	15.3	14.9	17.8	21.8
	Standard	272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	--
	Deviation	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	13.2	11.8	14.6	8.3	18.6	8.6	17.3	9.2	10.0	8.8	10.1	13.3
DS1	Avg Inst. Int.	272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	18.0
	(Days)	Non-272 Affiliates	15.0	49.8	14.6	40.7	21.6	69.7	7.0	40.7	29.3	45.2	46.3	--
		Non-Affil. Carriers	30.5	26.2	23.6	21.7	22.8	25.0	22.0	19.2	20.6	16.2	17.0	17.9
	Standard	272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	2.8
	Deviation	Non-272 Affiliates	21.2	20.5	17.0	27.8	25.2	31.4	0.0	25.9	13.9	27.3	48.2	--
		Non-Affil. Carriers	22.3	24.7	25.2	20.7	15.8	20.1	16.5	17.7	15.7	13.3	14.6	13.3
DS3	Avg Inst. Int.	272 Affiliate	--	--	--	--	--	--	--	7.0	--	--	--	--
	(Days)	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	19.0	38.7	48.2	40.3	18.0	47.0	64.5	31.3	40.0	13.8	37.0	--
	Standard	272 Affiliate	--	--	--	--	--	--	--	0.0	--	--	--	--
	Deviation	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	8.3	20.4	36.0	16.7	17.5	55.5	2.1	19.0	39.5	2.1	19.1	--
OCn	Avg Inst. Int.	272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	--
	(Days)	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	--	--	--	--	--	--	--	--	--	--	--	--
	Standard	272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	--
	Deviation	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	--	--	--	--	--	--	--	--	--	--	--	--

272 Biennial Audit Summary Template
Installation Measures

Verizon -- Access Services Installed -- 2002											PA (GTE)			
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	--	--	--	100.0	--	100.0	--	100.0	100.0	100.0	0.0	100.0
		Non-272 Affiliates	84.2	90.9	81.0	78.1	91.7	33.3	--	100.0	--	100.0	--	100.0
		Non-Affil. Carriers	87.0	85.5	85.4	74.5	90.2	98.0	99.2	96.6	98.7	91.7	91.7	98.6
DS0		272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	--
		Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	78.1	84.6	81.3	96.0	94.7	100.0	98.3	77.8	89.3	95.2	79.2	87.0
DS1		272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	50.0
		Non-272 Affiliates	100.0	50.0	88.9	71.4	84.2	66.7	100.0	100.0	100.0	90.0	100.0	--
	Percent Met	Non-Affil. Carriers	77.7	83.3	78.0	84.5	84.1	81.9	78.6	83.1	86.1	85.9	91.4	86.0
DS3		272 Affiliate	--	--	--	--	--	--	--	100.0	--	--	--	--
		Non-272 Affiliates	--	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	100.0	71.4	80.0	33.3	100.0	33.3	50.0	66.7	50.0	100.0	66.7	--
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./ FG D Data Not Required for 2001.
4./ *** = standard deviation not defined

272 Biennial Audit Summary Template
Repair Measures

Verizon -- Access Services -- 2001			PA (GTE)											
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									0	0	0	0
		Non-272 Affiliates									0	0	0	0
		Non-Affil. Carriers									37	62	62	41
DS1		272 Affiliate									0	0	0	0
		Non-272 Affiliates									7	2	2	4
		Non-Affil. Carriers									46	65	71	36
DS3		272 Affiliate									0	0	0	0
	Trouble Tickets	Non-272 Affiliates									0	0	0	0
		Non-Affil. Carriers									1	0	0	1
OCn		272 Affiliate									0	0	0	0
		Non-272 Affiliates									0	0	0	0
		Non-Affil. Carriers									0	0	0	0
DS0	Avg Repair Int.	272 Affiliate									--	--	--	--
	(Hours)	Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									2.7	4.5	2.6	4.2
	Standard	272 Affiliate									--	--	--	--
	Deviation	Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									2.2	5.3	2.6	4.2
DS1	Avg Repair Int.	272 Affiliate									--	--	--	--
	(Hours)	Non-272 Affiliates									3.2	1.3	1.1	6.4
		Non-Affil. Carriers									3.5	4.6	4.7	4.5
	Standard	272 Affiliate									--	--	--	--
	Deviation	Non-272 Affiliates									3.9	1.2	0.6	0.6
		Non-Affil. Carriers									3.5	5.3	8.8	3.9
DS3	Avg Repair Int.	272 Affiliate									--	--	--	--
	(Hours)	Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									3.7	--	--	0.5
	Standard	272 Affiliate									--	--	--	--
	Deviation	Non-272 Affiliates									--	--	--	--
		Non-Affil. Carriers									***	--	--	***
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

272 Biennial Audit Summary Template
Repair Measures

Verizon -- Access Services -- 2002									PA (GTE)					
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	0	0	0	0	0	0	0	0	0	0	0	0
		Non-272 Affiliates	0	0	1	1	0	0	0	0	0	0	0	1
		Non-Affil. Carriers	11	3	1	5	5	4	3	27	12	10	11	10
DS0		272 Affiliate	0	0	0	0	0	0	0	0	0	0	0	0
		Non-272 Affiliates	1	0	0	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers	46	45	54	73	84	104	83	88	56	53	44	28
DS1		272 Affiliate	0	0	0	0	0	0	0	0	0	0	0	0
		Non-272 Affiliates	2	0	2	2	3	9	5	4	4	4	5	2
	Trouble Tickets	Non-Affil. Carriers	48	36	38	47	64	67	99	145	78	67	87	76
DS3		272 Affiliate	0	0	0	0	0	0	0	0	0	0	1	0
		Non-272 Affiliates	0	0	0	0	0	0	0	0	0	1	0	0
		Non-Affil. Carriers	0	0	0	0	0	0	2	2	1	0	1	1
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	--	--	--	--	--	--	--	--	--	--	--	--
	(Hours)	Non-272 Affiliates	--	--	4.7	14.3	--	--	--	--	--	--	--	3.6
		Non-Affil. Carriers	140.0	11.3	1.3	2.4	13.7	5.2	8.0	7.6	3.1	37.4	6.5	29.0
	Standard	272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	--
	Deviation	Non-272 Affiliates	--	--	***	***	--	--	--	--	--	--	--	***
		Non-Affil. Carriers	439.5	16.7	***	1.1	16.4	4.9	4.1	9.5	3.0	97.7	12.3	54.9
DS0	Avg Repair Int.	272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	--
	(Hours)	Non-272 Affiliates	1.6	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	2.2	2.7	3.0	3.3	3.5	3.1	3.2	3.7	3.0	2.4	3.9	4.8
	Standard	272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	--
	Deviation	Non-272 Affiliates	***	--	--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers	1.7	1.7	2.8	4.0	2.7	3.7	2.8	2.8	2.6	1.6	4.0	6.6
DS1	Avg Repair Int.	272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	--
	(Hours)	Non-272 Affiliates	16.1	--	2.9	2.6	2.9	5.2	6.5	3.4	2.5	7.1	4.9	8.0
		Non-Affil. Carriers	4.2	4.1	3.8	4.0	3.4	3.4	5.4	4.0	4.2	3.3	3.9	6.1
	Standard	272 Affiliate	--	--	--	--	--	--	--	--	--	--	--	--
	Deviation	Non-272 Affiliates	13.5	--	1.9	2.5	1.2	3.8	7.3	3.9	1.9	5.8	4.5	9.9
		Non-Affil. Carriers	5.8	7.8	3.3	7.4	3.3	3.2	9.4	4.4	4.1	4.5	3.1	9.1
DS3	Avg Repair Int.	272 Affiliate	--	--	--	--	--	--	--	--	--	--	14.5	--
	(Hours)	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	6.5	--	--
		Non-Affil. Carriers	--	--	--	--	--	--	2.1	4.7	0.9	--	4.1	3.0
	Standard	272 Affiliate	--	--	--	--	--	--	--	--	--	--	***	--
	Deviation	Non-272 Affiliates	--	--	--	--	--	--	--	--	--	***	--	--
		Non-Affil. Carriers	--	--	--	--	--	--	1.8	2.2	***	--	***	***
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 PENNSYLVANIA (fGTE) 272 AUDIT REPORT - 2001 PIC INTERVALS

		SEP	OCT	NOV	DEC
272 AFFILIATES	RECORDS	0	1,943	10,057	13,869
	PERCENT	100.00%	100.00%	100.00%	100.00%
NON-AFFILIATES	RECORDS	12,523	15,227	14,021	11,773
	PERCENT	100.00%	100.00%	100.00%	100.00%

NOTES:

1. This report represents data showing the Percent of Orders processed within a 24 hour period for carrier initiated files sent to Verizon by the Top 7 Long Distance carriers. This includes Verizon long distance carriers (272 Affiliates) and the other Top 6 carriers represented by the term Non-Affiliate. The "Percent of Orders" is defined as "the date in which the processed order is sent to the carrier" minus "the time the request was processed by SS". Intervals are measured in percentages.

VERIZON PENNSYLVANIA (fGTE) 272 AUDIT REPORT - 2002 PIC INTERVALS

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
272 AFFILIATES	RECORDS	9,970	6,661	5,952	4,929	7,873	5,300	2,338	1,365	1,894	1,989	1,229	943
	PERCENT	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	94.44%	100.00%	100.00%	100.00%	100.00%	100.00%
NON-AFFILIATES	RECORDS	11,882	10,098	12,184	12,434	12,856	11,154	11,853	11,200	8,960	9,383	6,818	7,878
	PERCENT	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

NOTES:

1. This report represents data showing the Percent of Orders processed within a 24 hour period for carrier initiated files sent to Verizon by the Top 7 Long Distance carriers. This includes Verizon long distance carriers (272 Affiliates) and the other Top 6 carriers represented by the term Non-Affiliate. The "Percent of Orders" is defined as "the date in which the processed order is sent to the carrier" minus "the time the request was processed by SS". Intervals are measured in percentages.

272 Biennial Audit Summary Template
)C Measure

Verizon -- FOC Results Data -- 2002 — **RI**

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	0	0	0	1	0	0	2
		FOC Interval			--	1.0	--	--	--	--	2.0	--	--	1.5
		Standard Deviation			--	***	--	--	--	--	***	--	--	0.7
	Non-272 Affiliates	Orders			0	0	0	0	0	0	0	0	0	0
		FOC Interval			--	--	--	--	--	--	--	--	--	--
		Standard Deviation			--	--	--	--	--	--	--	--	--	--
	Non-Affil. Carriers	Orders			28	31	26	74	53	25	44	25	19	18
		FOC Interval			1.9	1.9	2.0	1.4	1.4	1.0	1.7	1.9	1.8	1.9
		Standard Deviation			2.3	2.4	1.4	0.9	1.4	1.0	2.7	2.1	1.4	1.6
DS1	272 Affiliate	Orders			1	0	1	2	0	0	3	2	3	3
		FOC Interval			1.0	--	2.0	1.0	--	--	0.3	1.0	1.3	0.7
		Standard Deviation			***	--	***	0.0	--	--	0.6	1.4	1.2	0.6
	Non-272 Affiliates	Orders			7	2	1	0	2	8	12	7	6	0
		FOC Interval			13.3	2.5	1.0	--	2.0	1.3	3.0	0.1	8.7	--
		Standard Deviation			13.8	2.1	***	--	0.0	1.0	1.0	0.4	15.9	--
	Non-Affil. Carriers	Orders			255	198	122	138	174	167	111	142	149	111
		FOC Interval			2.0	3.8	1.5	2.4	2.1	1.2	1.3	1.9	2.1	1.3
		Standard Deviation			2.5	4.7	1.9	7.4	2.6	4.0	1.3	6.9	4.1	2.3
DS3	272 Affiliate	Orders			0	0	0	0	0	0	0	0	1	0
		FOC Interval			--	--	--	--	--	--	--	--	1.0	--
		Standard Deviation			--	--	--	--	--	--	--	--	***	--
	Non-272 Affiliates	Orders			1	0	0	0	0	0	0	1	0	0
		FOC Interval			4.0	--	--	--	--	--	--	3.0	--	--
		Standard Deviation			***	--	--	--	--	--	--	***	--	--
	Non-Affil. Carriers	Orders			4	5	8	2	5	6	2	1	0	4
		FOC Interval			3.0	3.8	3.0	12.5	1.4	1.7	3.0	0.0	--	1.3
		Standard Deviation			2.4	3.3	3.1	17.7	1.1	0.8	2.8	***	--	0.5
OCn	272 Affiliate	Orders			0	0	0	0	0	0	0	0	0	0
		FOC Interval			--	--	--	--	--	--	--	--	--	--
		Standard Deviation			--	--	--	--	--	--	--	--	--	--
	Non-272 Affiliates	Orders			0	0	0	0	0	0	0	0	0	0
		FOC Interval			--	--	--	--	--	--	--	--	--	--
		Standard Deviation			--	--	--	--	--	--	--	--	--	--
	Non-Affil. Carriers	Orders			0	0	0	0	0	0	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														RI
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			11	0	0	0	0	0	0	0	11	1
		Non-272 Affiliates			0	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers			6	2	0	0	1	2	3	14	6	5
DS0		272 Affiliate			0	1	0	0	0	0	0	1	0	0
		Non-272 Affiliates			0	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers			22	27	18	29	67	30	13	31	16	13
DS1		272 Affiliate			1	0	0	1	0	0	0	3	0	3
		Non-272 Affiliates			6	4	1	0	0	2	6	6	2	0
	Order Volumes	Non-Affil. Carriers			148	146	195	88	104	101	106	87	99	115
DS3		272 Affiliate			0	0	0	0	0	0	0	0	0	0
		Non-272 Affiliates			0	1	0	0	0	0	0	0	0	0
		Non-Affil. Carriers			2	0	2	1	0	3	1	1	1	0
OCn		272 Affiliate			0	0	0	0	0	0	0	0	0	0
		Non-272 Affiliates			0	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers			0	0	0	0	0	0	0	0	0	0
FG D	Avg Inst. Int.	272 Affiliate			30.3	--	--	--	--	--	--	--	30.3	44.0
	(Days)	Non-272 Affiliates			--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers			50.5	12.5	--	--	24.0	39.0	23.3	19.3	16.0	21.6
	Standard	272 Affiliate			0.5	--	--	--	--	--	--	--	0.5	***
	Deviation	Non-272 Affiliates			--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers			60.4	4.9	--	--	***	15.6	10.1	8.9	1.8	11.2
DS0	Avg Inst. Int.	272 Affiliate			--	7.0	--	--	--	--	--	19.0	--	--
	(Days)	Non-272 Affiliates			--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers			12.6	11.8	10.9	10.6	14.2	11.9	11.6	18.7	9.2	12.2
	Standard	272 Affiliate			--	***	--	--	--	--	--	***	--	--
	Deviation	Non-272 Affiliates			--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers			12.1	4.6	4.0	4.3	7.2	6.6	7.2	10.3	3.2	9.0
DS1	Avg Inst. Int.	272 Affiliate			18.0	--	--	7.0	--	--	--	10.0	--	26.7
	(Days)	Non-272 Affiliates			26.3	26.0	3.0	--	--	18.0	28.7	25.5	44.0	--
		Non-Affil. Carriers			24.9	25.2	30.5	30.6	28.2	31.1	27.0	32.9	30.8	23.8
	Standard	272 Affiliate			***	--	--	***	--	--	--	0.0	--	9.8
	Deviation	Non-272 Affiliates			10.3	19.7	***	--	--	0.0	8.8	10.5	43.8	--
		Non-Affil. Carriers			17.1	19.7	22.2	23.0	18.9	29.1	17.3	22.2	38.2	13.1
DS3	Avg Inst. Int.	272 Affiliate			--	--	--	--	--	--	--	--	--	--
	(Days)	Non-272 Affiliates			--	19.0	--	--	--	--	--	--	--	--
		Non-Affil. Carriers			25.5	--	17.5	21.0	--	39.0	15.0	38.0	8.0	--
	Standard	272 Affiliate			--	--	--	--	--	--	--	--	--	--
	Deviation	Non-272 Affiliates			--	***	--	--	--	--	--	--	--	--
		Non-Affil. Carriers			3.5	--	0.7	***	--	29.6	***	***	***	--
OCn	Avg Inst. Int.	272 Affiliate			--	--	--	--	--	--	--	--	--	--
	(Days)	Non-272 Affiliates			--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers			--	--	--	--	--	--	--	--	--	--
	Standard	272 Affiliate			--	--	--	--	--	--	--	--	--	--
	Deviation	Non-272 Affiliates			--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers			--	--	--	--	--	--	--	--	--	--

272 Biennial Audit Summary Template
Installation Measures

Verizon -- Access Services Installed -- 2002														RI
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			83.3	100.0	--	--	100.0	100.0	100.0	100.0	100.0	100.0
DS0		272 Affiliate			--	100.0	--	--	--	--	--	100.0	--	--
		Non-272 Affiliates			--	--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers			100.0	100.0	94.4	100.0	98.5	96.7	92.3	96.8	100.0	92.3
DS1		272 Affiliate			100.0	--	--	100.0	--	--	--	100.0	--	100.0
		Non-272 Affiliates			100.0	75.0	100.0	--	--	100.0	100.0	100.0	100.0	--
		Non-Affil. Carriers			99.3	98.6	96.4	97.7	98.1	96.0	93.2	97.7	98.0	98.3
DS3		272 Affiliate			--	--	--	--	--	--	--	--	--	--
		Non-272 Affiliates			--	100.0	--	--	--	--	--	--	--	--
		Non-Affil. Carriers			100.0	--	100.0	100.0	--	66.7	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															RI
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	2	0	0	0	0	1	4	
		Non-272 Affiliates			0	0	0	0	0	0	0	0	0	0	
		Non-Affil. Carriers			0	0	1	0	4	0	1	0	0	0	
DS0		272 Affiliate			0	0	0	0	0	0	0	0	0	1	
		Non-272 Affiliates			0	0	0	0	0	0	0	0	0	0	
		Non-Affil. Carriers			28	38	38	31	43	35	46	30	16	28	
DS1		272 Affiliate			0	0	1	0	0	0	0	0	0	0	
		Non-272 Affiliates			6	5	2	7	7	9	7	2	4	12	
		Non-Affil. Carriers			87	95	72	85	95	97	143	54	49	86	
DS3		272 Affiliate			0	0	0	0	0	0	0	0	0	0	
		Non-272 Affiliates			0	0	0	0	1	0	0	0	0	0	
		Non-Affil. Carriers			1	0	0	0	1	0	1	1	0	0	
OCn		272 Affiliate			0	0	0	0	0	0	0	0	0	0	
		Non-272 Affiliates			0	0	0	0	0	0	0	0	0	0	
		Non-Affil. Carriers			0	0	0	0	0	0	0	1	0	0	
FG D	Avg Repair Int. (Hours)	272 Affiliate			--	--	--	1.2	--	--	--	--	1.2	5.7	
		Non-272 Affiliates			--	--	--	--	--	--	--	--	--	--	
		Non-Affil. Carriers			--	--	2.7	--	3.3	--	3.4	--	--	--	
	Standard Deviation	272 Affiliate			--	--	--	0.2	--	--	--	--	***	7.1	
		Non-272 Affiliates			--	--	--	--	--	--	--	--	--	--	
		Non-Affil. Carriers			--	--	***	--	2.3	--	***	--	--	--	
DS0	Avg Repair Int. (Hours)	272 Affiliate			--	--	--	--	--	--	--	--	--	6.7	
		Non-272 Affiliates			--	--	--	--	--	--	--	--	--	--	
		Non-Affil. Carriers			3.6	4.5	3.5	6.8	3.9	2.5	4.3	4.3	3.5	4.7	
	Standard Deviation	272 Affiliate			--	--	--	--	--	--	--	--	--	***	
		Non-272 Affiliates			--	--	--	--	--	--	--	--	--	--	
		Non-Affil. Carriers			3.5	5.4	3.6	7.9	4.6	3.1	3.5	7.0	3.8	4.0	
DS1	Avg Repair Int. (Hours)	272 Affiliate			--	--	0.5	--	--	--	--	--	--	--	
		Non-272 Affiliates			5.8	3.5	11.7	7.3	3.4	3.3	4.9	4.4	9.0	2.5	
		Non-Affil. Carriers			5.0	4.5	4.4	6.0	3.7	4.6	4.6	4.9	6.4	3.4	
	Standard Deviation	272 Affiliate			--	--	***	--	--	--	--	--	--	--	
		Non-272 Affiliates			3.5	5.0	12.6	6.9	2.6	3.0	2.3	0.4	12.8	2.0	
		Non-Affil. Carriers			6.9	4.9	4.2	6.9	3.5	4.6	4.5	3.8	6.4	4.2	
DS3	Avg Repair Int. (Hours)	272 Affiliate			--	--	--	--	--	--	--	--	--	--	
		Non-272 Affiliates			--	--	--	--	3.2	--	--	--	--	--	
		Non-Affil. Carriers			1.4	--	--	--	4.7	--	1.1	0.9	--	--	
	Standard Deviation	272 Affiliate			--	--	--	--	--	--	--	--	--	--	
		Non-272 Affiliates			--	--	--	--	***	--	--	--	--	--	
		Non-Affil. Carriers			***	--	--	--	***	--	***	***	--	--	
OCn	Avg Repair Int. (Hours)	272 Affiliate			--	--	--	--	--	--	--	--	--	--	
		Non-272 Affiliates			--	--	--	--	--	--	--	--	--	--	
		Non-Affil. Carriers			--	--	--	--	--	--	--	0.0	--	--	
	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 RHODE ISLAND 272 AUDIT REPORT - 2002 PIC INTERVALS

		MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
272 AFFILIATES	**RECORDS**	29	13	64	7	411	270	799	80	125	79
	INTERVAL	0:47	0:30	2:39	18:34	1:38	2:18	2:03	3:12	1:01	1:01
	STD. DEV.	0.5	0.1	4.4	6.0	1.7	2.3	1.9	1.5	1.9	1.6
NON-AFFILIATES	**RECORDS**	11,874	12,929	12,751	9,691	9,332	8,965	8,400	6,948	5,786	5,099
	INTERVAL	3:56	2:10	2:50	2:42	3:59	2:58	2:26	1:57	1:55	2:45
	STD. DEV.	7.7	2.1	2.6	3.0	6.2	2.7	2.2	1.8	1.9	2.4

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 — **VT**

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	0	0	0
		FOC Interval				--	--	--	--	--	--	--	--	--
		Standard Deviation				--	--	--	--	--	--	--	--	--
	Non-272 Affiliates	Orders				0	0	0	0	0	0	0	0	0
		FOC Interval				--	--	--	--	--	--	--	--	--
		Standard Deviation				--	--	--	--	--	--	--	--	--
	Non-Affil. Carriers	Orders				20	33	13	33	25	50	14	14	10
		FOC Interval				2.1	1.3	1.2	1.5	1.1	1.3	1.4	3.1	1.0
		Standard Deviation				1.2	1.1	1.0	1.1	0.9	0.8	1.6	3.0	1.3
DS1	272 Affiliate	Orders				0	0	0	0	0	0	0	0	0
		FOC Interval				--	--	--	--	--	--	--	--	--
		Standard Deviation				--	--	--	--	--	--	--	--	--
	Non-272 Affiliates	Orders				0	1	7	1	2	5	5	2	1
		FOC Interval				--	0.0	2.4	0.0	1.5	2.0	0.8	2.5	10.0
		Standard Deviation				--	***	2.0	***	0.7	1.6	0.8	0.7	***
	Non-Affil. Carriers	Orders				151	109	109	98	97	122	84	60	81
		FOC Interval				1.8	2.3	0.9	2.4	1.2	0.8	2.1	1.8	1.9
		Standard Deviation				2.0	4.6	0.9	8.5	1.8	1.0	5.0	2.3	5.2
DS3	272 Affiliate	Orders				0	0	0	0	0	0	0	0	0
		FOC Interval				--	--	--	--	--	--	--	--	--
		Standard Deviation				--	--	--	--	--	--	--	--	--
	Non-272 Affiliates	Orders				0	0	0	0	0	0	0	0	0
		FOC Interval				--	--	--	--	--	--	--	--	--
		Standard Deviation				--	--	--	--	--	--	--	--	--
	Non-Affil. Carriers	Orders				2	3	1	2	2	1	2	0	4
		FOC Interval				0.0	3.0	3.0	1.0	1.5	1.0	3.0	--	2.8
		Standard Deviation				0.0	0.0	***	0.0	0.7	***	0.0	--	1.3
OCn	272 Affiliate	Orders				0	0	0	0	0	0	0	0	0
		FOC Interval				--	--	--	--	--	--	--	--	--
		Standard Deviation				--	--	--	--	--	--	--	--	--
	Non-272 Affiliates	Orders				0	0	0	0	0	0	0	0	0
		FOC Interval				--	--	--	--	--	--	--	--	--
		Standard Deviation				--	--	--	--	--	--	--	--	--
	Non-Affil. Carriers	Orders				0	0	0	0	0	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														VT
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				0	0	0	0	0	0	0	0	0
		Non-272 Affiliates				0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers				5	7	6	0	6	8	15	3	6
DS0		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				20	25	13	13	14	37	15	11	10
DS1		272 Affiliate				0	0	0	0	0	0	0	0	0
		Non-272 Affiliates				2	2	0	3	0	1	6	2	1
	Order Volumes	Non-Affil. Carriers				75	64	46	68	77	47	78	39	51
DS3		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				0	1	0	1	0	2	0	0	0
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				0	0	0	0	0	0	0	0	0
FG D	Avg Inst. Int.	272 Affiliate				--	--	--	--	--	--	--	--	--
	(Days)	Non-272 Affiliates				--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers				23.4	68.7	30.0	--	18.2	21.5	16.5	32.7	21.2
	Standard	272 Affiliate				--	--	--	--	--	--	--	--	--
	Deviation	Non-272 Affiliates				--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers				3.2	81.4	21.3	--	3.4	8.8	5.3	28.9	9.7
DS0	Avg Inst. Int.	272 Affiliate				--	--	--	--	--	--	--	--	--
	(Days)	Non-272 Affiliates				--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers				14.6	10.6	12.7	9.3	13.2	13.2	15.5	13.3	9.6
	Standard	272 Affiliate				--	--	--	--	--	--	--	--	--
	Deviation	Non-272 Affiliates				--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers				6.6	5.9	2.9	2.1	8.3	5.6	7.3	11.5	3.4
DS1	Avg Inst. Int.	272 Affiliate				--	--	--	--	--	--	--	--	--
	(Days)	Non-272 Affiliates				51.0	53.0	--	47.0	--	7.0	46.0	15.0	15.0
		Non-Affil. Carriers				19.8	20.8	19.6	19.9	34.9	22.5	29.4	30.0	25.0
	Standard	272 Affiliate				--	--	--	--	--	--	--	--	--
	Deviation	Non-272 Affiliates				5.7	8.5	--	53.7	--	***	34.3	0.0	***
		Non-Affil. Carriers				16.4	18.5	18.1	27.0	35.8	20.4	32.7	46.7	35.1
DS3	Avg Inst. Int.	272 Affiliate				--	--	--	--	--	--	--	--	--
	(Days)	Non-272 Affiliates				--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers				--	21.0	--	40.0	--	11.5	--	--	--
	Standard	272 Affiliate				--	--	--	--	--	--	--	--	--
	Deviation	Non-272 Affiliates				--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers				--	***	--	***	--	8.4	--	--	--
OCn	Avg Inst. Int.	272 Affiliate				--	--	--	--	--	--	--	--	--
	(Days)	Non-272 Affiliates				--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers				--	--	--	--	--	--	--	--	--
	Standard	272 Affiliate				--	--	--	--	--	--	--	--	--
	Deviation	Non-272 Affiliates				--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers				--	--	--	--	--	--	--	--	--

272 Biennial Audit Summary Template
Installation Measures

Verizon -- Access Services Installed -- 2002										VT				
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				--	--	--	--	--	--	--	--	--
		Non-272 Affiliates				--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers				100.0	100.0	100.0	--	100.0	100.0	100.0	100.0	100.0
DS0		272 Affiliate				--	--	--	--	--	--	--	--	--
		Non-272 Affiliates				--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers				100.0	100.0	76.9	100.0	92.9	97.3	86.7	90.9	100.0
DS1		272 Affiliate				--	--	--	--	--	--	--	--	--
		Non-272 Affiliates				100.0	100.0	--	100.0	--	100.0	100.0	100.0	100.0
		Non-Affil. Carriers				92.0	92.2	97.8	91.2	92.2	89.4	97.4	100.0	100.0
DS3		272 Affiliate				--	--	--	--	--	--	--	--	--
		Non-272 Affiliates				--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers				--	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						VT								
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	0	0	0
		Non-272 Affiliates				0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers				0	0	0	1	3	1	1	1	0
DS0		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				11	13	35	22	12	306	21	13	20
DS1		272 Affiliate				0	0	0	0	0	0	0	0	0
		Non-272 Affiliates				4	2	2	7	3	0	3	0	4
		Non-Affil. Carriers				47	53	45	46	30	0	40	35	25
DS3		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	2	0	0	0	0	0	0	0
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				0	0	0	0	0	0	0	0	0
FG D	Avg Repair Int. (Hours)	272 Affiliate				--	--	--	--	--	--	--	--	--
		Non-272 Affiliates				--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers				--	--	--	1.3	2.4	1.3	3.4	2.2	--
	Standard Deviation	272 Affiliate				--	--	--	--	--	--	--	--	--
		Non-272 Affiliates				--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers				--	--	--	***	0.7	***	***	***	--
DS0	Avg Repair Int. (Hours)	272 Affiliate				--	--	--	--	--	--	--	--	--
		Non-272 Affiliates				--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers				3.7	4.0	3.7	2.8	4.5	4.1	4.8	2.8	5.2
	Standard Deviation	272 Affiliate				--	--	--	--	--	--	--	--	--
		Non-272 Affiliates				--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers				4.4	7.8	3.7	3.0	4.0	4.8	5.1	2.5	5.5
DS1	Avg Repair Int. (Hours)	272 Affiliate				--	--	--	--	--	--	--	--	--
		Non-272 Affiliates				3.7	0.6	4.4	4.6	2.5	--	6.1	--	2.8
		Non-Affil. Carriers				3.4	5.5	4.0	7.0	5.4	--	4.6	4.1	6.6
	Standard Deviation	272 Affiliate				--	--	--	--	--	--	--	--	--
		Non-272 Affiliates				6.5	0.8	4.5	4.5	0.7	--	3.8	--	2.6
		Non-Affil. Carriers				3.1	6.3	3.7	18.7	6.4	--	3.3	5.2	15.6
DS3	Avg Repair Int. (Hours)	272 Affiliate				--	--	--	--	--	--	--	--	--
		Non-272 Affiliates				--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers				46.1	9.9	--	--	--	--	--	--	--
	Standard Deviation	272 Affiliate				--	--	--	--	--	--	--	--	--
		Non-272 Affiliates				--	--	--	--	--	--	--	--	--
		Non-Affil. Carriers				***	4.0	--	--	--	--	--	--	--
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 VERMONT 272 AUDIT REPORT - 2002 PIC INTERVALS

		APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
272 AFFILIATES	**RECORDS**	0	0	26	22	231	483	167	51	115
	INTERVAL	0:00	0:00	0:31	3:33	3:28	5:03	3:40	1:55	0:56
	STD. DEV.	0.0	0.0	0.1	4.9	0.9	22.5	0.4	1.6	0.6
NON-AFFILIATES	**RECORDS**	11,610	12,619	6,800	9,497	9,387	7,667	7,574	6,773	6,655
	INTERVAL	1:56	2:11	2:47	3:37	2:55	14:00	2:02	1:46	2:02
	STD. DEV.	1.8	2.0	4.5	6.3	2.8	73.8	2.0	1.6	1.7

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 **VA**

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
		FOC Interval										--	--	--
		Standard Deviation										--	--	--
	Non-272 Affiliates	Orders										0	0	0
		FOC Interval										--	--	--
		Standard Deviation										--	--	--
	Non-Affil. Carriers	Orders										312	247	193
		FOC Interval										1.6	1.3	1.3
		Standard Deviation										1.9	1.8	1.6
DS1	272 Affiliate	Orders										2	0	1
		FOC Interval										2.5	--	3.0
		Standard Deviation										2.1	--	***
	Non-272 Affiliates	Orders										194	39	21
		FOC Interval										5.4	2.4	1.3
		Standard Deviation										5.0	2.6	1.2
	Non-Affil. Carriers	Orders										1903	1390	1445
		FOC Interval										2.4	2.0	2.1
		Standard Deviation										2.3	1.7	1.9
DS3	272 Affiliate	Orders										1	1	1
		FOC Interval										0.0	0.0	1.0
		Standard Deviation										***	***	***
	Non-272 Affiliates	Orders										2	1	0
		FOC Interval										4.5	7.0	--
		Standard Deviation										0.7	***	--
	Non-Affil. Carriers	Orders										116	46	79
		FOC Interval										4.0	2.7	2.2
		Standard Deviation										3.0	3.3	2.3
Ocn	272 Affiliate	Orders										1	1	2
		FOC Interval										7.0	3.0	0.5
		Standard Deviation										***	***	0.7
	Non-272 Affiliates	Orders										0	0	0
		FOC Interval										--	--	--
		Standard Deviation										--	--	--
	Non-Affil. Carriers	Orders										6	6	8
		FOC Interval										1.7	4.2	8.5
		Standard Deviation										3.6	2.9	10.2

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 -- 2002			VA											
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	1
		Non-272 Affiliates										8	4	1
		Non-Affil. Carriers										77	44	21
DS0		272 Affiliate										0	0	0
		Non-272 Affiliates										0	0	0
		Non-Affil. Carriers										513	497	563
DS1		272 Affiliate										0	0	0
		Non-272 Affiliates										96	63	29
		Non-Affil. Carriers										1908	1275	1819
DS3		272 Affiliate										5	0	0
		Non-272 Affiliates										1	0	0
		Non-Affil. Carriers										37	36	42
OCn		272 Affiliate										0	0	0
		Non-272 Affiliates										0	0	0
		Non-Affil. Carriers										0	3	4
FG D	Avg Inst. Int. (Days)	272 Affiliate										--	--	14.0
		Non-272 Affiliates										19.5	0.0	6.0
		Non-Affil. Carriers										28.5	15.2	14.0
	Standard Deviation	272 Affiliate										--	--	***
		Non-272 Affiliates										6.5	0.6	***
		Non-Affil. Carriers										16.1	11.8	5.8
DS0	Avg Inst. Int. (Days)	272 Affiliate										--	--	--
		Non-272 Affiliates										--	--	--
		Non-Affil. Carriers										11.7	11.7	24.3
	Standard Deviation	272 Affiliate										--	--	--
		Non-272 Affiliates										--	--	--
		Non-Affil. Carriers										11.4	9.3	20.2
DS1	Avg Inst. Int. (Days)	272 Affiliate										--	--	--
		Non-272 Affiliates										18.5	22.5	31.6
		Non-Affil. Carriers										14.5	15.0	20.0
	Standard Deviation	272 Affiliate										--	--	--
		Non-272 Affiliates										11.1	16.7	17.3
		Non-Affil. Carriers										10.9	9.4	17.6
DS3	Avg Inst. Int. (Days)	272 Affiliate										34.6	--	--
		Non-272 Affiliates										18.0	--	--
		Non-Affil. Carriers										50.5	24.4	38.3
	Standard Deviation	272 Affiliate										3.1	--	--
		Non-272 Affiliates										***	--	--
		Non-Affil. Carriers										50.6	16.0	39.2
OCn	Avg Inst. Int. (Days)	272 Affiliate										--	--	--
		Non-272 Affiliates										--	--	--
		Non-Affil. Carriers										--	29.0	26.3
	Standard Deviation	272 Affiliate										--	--	--
		Non-272 Affiliates										--	--	--
		Non-Affil. Carriers										--	22.1	25.5

272 Biennial Audit Summary Template
Installation Measures

Verizon -- Access Services Installed -- 2002			VA											
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										100.0	47.1	100.0
		Non-Affil. Carriers										94.8	88.6	100.0
DS0		272 Affiliate										--	--	--
		Non-272 Affiliates										--	--	--
		Non-Affil. Carriers										96.7	96.8	97.0
DS1		272 Affiliate										--	--	--
		Non-272 Affiliates										95.8	84.1	89.7
		Non-Affil. Carriers										97.8	96.8	97.4
DS3		272 Affiliate										0.0	--	--
		Non-272 Affiliates										100.0	--	--
		Non-Affil. Carriers										97.3	88.9	95.2
OCn		272 Affiliate										--	--	--
		Non-272 Affiliates										--	--	--
		Non-Affil. Carriers										--	100.0	75.0

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			VA												
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										1	1	1
		Non-272 Affiliates										3	2	1
		Non-Affil. Carriers										28	37	22
DS0		272 Affiliate										0	0	0
		Non-272 Affiliates										0	0	0
		Non-Affil. Carriers										333	421	644
DS1		272 Affiliate										0	0	0
		Non-272 Affiliates										69	0	104
	Trouble Tickets	Non-Affil. Carriers										979	955	2003
DS3		272 Affiliate										1	0	0
		Non-272 Affiliates										1	0	1
		Non-Affil. Carriers										21	15	54
OCn		272 Affiliate										0	0	0
		Non-272 Affiliates										0	0	0
		Non-Affil. Carriers										2	3	1
FG D	Avg Repair Int.	272 Affiliate										4.7	0.1	3.6
	(Hours)	Non-272 Affiliates										2.2	0.8	0.0
		Non-Affil. Carriers										2.3	1.7	3.1
	Standard	272 Affiliate										***	***	***
	Deviation	Non-272 Affiliates										0.4	0.4	***
		Non-Affil. Carriers										2.7	3.3	2.5
DS0	Avg Repair Int.	272 Affiliate										--	--	--
	(Hours)	Non-272 Affiliates										--	--	--
		Non-Affil. Carriers										2.8	4.6	2.8
	Standard	272 Affiliate										--	--	--
	Deviation	Non-272 Affiliates										--	--	--
		Non-Affil. Carriers										3.9	5.6	3.4
DS1	Avg Repair Int.	272 Affiliate										--	--	--
	(Hours)	Non-272 Affiliates										2.7	--	3.2
		Non-Affil. Carriers										3.2	3.4	3.2
	Standard	272 Affiliate										--	--	--
	Deviation	Non-272 Affiliates										5.1	--	3.7
		Non-Affil. Carriers										4.6	4.6	3.9
DS3	Avg Repair Int.	272 Affiliate										3.5	--	--
	(Hours)	Non-272 Affiliates										0.0	--	1.0
		Non-Affil. Carriers										3.1	2.4	2.0
	Standard	272 Affiliate										***	--	--
	Deviation	Non-272 Affiliates										***	--	***
		Non-Affil. Carriers										3.7	3.3	2.8
OCn	Avg Repair Int.	272 Affiliate										--	--	--
	(Hours)	Non-272 Affiliates										--	--	--
		Non-Affil. Carriers										0.4	0.9	10.3
	Standard	272 Affiliate										--	--	--
	Deviation	Non-272 Affiliates										--	--	--
		Non-Affil. Carriers										0.3	0.8	***

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

VERIZON VIRGINIA 272 AUDIT REPORT - 2002 PIC INTERVALS

		NOV	DEC
272 AFFILIATES	RECORDS	35	86
	INTERVAL	0:41	0:36
	STD. DEV.	0.2	0.2
NON-AFFILIATES	RECORDS	78,565	75,138
	INTERVAL	1:41	1:49
	STD. DEV.	1.7	1.9

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.