**Installation Measures**

| Verizon — Access Services Installed — 2003 | | | | | | | | | | | | | | MA |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service | Measure | Customer | Jan-03 | Feb-03 | Mar-03 | Apr-03 | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 |
| FG D | Order Volumes | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 15 | 19 | 7 | 6 | 11 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 60 | 48 | 25 | 34 | 66 | 16 | 43 | 39 | 32 | 2 | 11 | 35 |
| DS0 | | 272 Affiliate | 3 | 1 | 1 | 0 | 4 | 1 | 1 | 0 | 6 | 0 | 2 | 1 |
| | | BOC & Other Affiliates | 5 | 2 | 2 | 5 | 3 | 2 | 1 | 3 | 7 | 0 | 1 | 3 |
| | | Non-Affil. Carriers | 222 | 160 | 200 | 177 | 175 | 137 | 380 | 156 | 205 | 133 | 117 | 171 |
| DS1 | | 272 Affiliate | 10 | 7 | 18 | 20 | 10 | 26 | 15 | 34 | 16 | 19 | 14 | 8 |
| | | BOC & Other Affiliates | 21 | 17 | 136 | 36 | 34 | 41 | 26 | 20 | 19 | 23 | 11 | 6 |
| | | Non-Affil. Carriers | 1154 | 964 | 1071 | 1000 | 1097 | 1036 | 1092 | 655 | 980 | 1153 | 817 | 1045 |
| DS3 | | 272 Affiliate | 1 | 0 | 0 | 1 | 0 | 1 | 2 | 5 | 2 | 1 | 1 | 2 |
| | | BOC & Other Affiliates | 10 | 8 | 1 | 0 | 0 | 8 | 6 | 5 | 3 | 1 | 0 | 1 |
| | | Non-Affil. Carriers | 12 | 21 | 16 | 14 | 19 | 11 | 14 | 10 | 19 | 19 | 20 | 7 |
| Ocn | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 3 | 1 | 1 | 0 | 1 |
| FG D | Avg. Inst. Int. (Days) | 272 Affiliate | - | - | - | - | - | - | 26.00 | 13.20 | 26.63 | 66.57 | 50.67 | 17.55 |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 40.55 | 37.56 | 21.16 | 21.82 | 20.79 | 15.56 | 21.67 | 26.36 | 22.78 | 24.00 | 27.91 | 41.83 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | 11.64 | 16.90 | 1.27 | 18.77 | 2.34 |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 27.02 | 22.87 | 9.70 | 14.84 | 9.86 | 7.94 | 15.89 | 11.97 | 11.40 | 0.00 | 10.24 | 16.17 |
| DS0 | Avg. Inst. Int. (Days) | 272 Affiliate | 11.00 | 40.00 | 8.00 | - | 20.50 | 10.00 | 15.00 | - | 14.00 | - | 6.00 | 15.00 |
| | | BOC & Other Affiliates | 13.60 | 6.50 | 8.50 | 8.60 | 14.67 | 16.50 | 7.00 | 12.00 | 11.86 | - | 8.00 | 15.00 |
| | | Non-Affil. Carriers | 14.13 | 13.81 | 9.93 | 12.38 | 21.82 | 12.02 | 22.58 | 10.81 | 13.15 | 14.84 | 9.92 | 15.13 |
| | Standard Deviation | 272 Affiliate | 3.46 | - | - | - | 9.11 | - | - | - | 5.87 | - | 1.41 | - |
| | | BOC & Other Affiliates | 11.37 | 0.71 | 2.12 | 2.07 | 10.69 | 13.44 | - | 4.58 | 6.62 | - | - | 4.58 |
| | | Non-Affil. Carriers | 20.07 | 27.88 | 5.61 | 10.39 | 23.76 | 7.87 | 10.33 | 5.49 | 18.97 | 17.82 | 4.96 | 16.29 |
| DS1 | Avg. Inst. Int. (Days) | 272 Affiliate | 28.80 | 17.14 | 16.00 | 11.40 | 13.90 | 11.19 | 14.27 | 15.68 | 15.44 | 19.05 | 13.64 | 14.00 |
| | | BOC & Other Affiliates | 44.43 | 18.06 | 38.60 | 33.36 | 30.50 | 25.98 | 30.96 | 49.30 | 66.32 | 14.52 | 91.64 | 21.00 |
| | | Non-Affil. Carriers | 22.81 | 20.62 | 19.66 | 20.67 | 19.67 | 21.16 | 24.62 | 20.78 | 32.32 | 43.96 | 30.68 | 29.65 |
| | Standard Deviation | 272 Affiliate | 9.81 | 6.41 | 11.84 | 7.54 | 7.42 | 3.89 | 3.69 | 4.74 | 4.94 | 9.91 | 5.21 | 4.21 |
| | | BOC & Other Affiliates | 25.98 | 10.35 | 66.10 | 14.75 | 36.14 | 10.46 | 21.06 | 23.59 | 29.76 | 5.23 | 50.54 | 19.05 |
| | | Non-Affil. Carriers | 20.70 | 20.97 | 20.61 | 21.36 | 17.56 | 17.72 | 23.73 | 17.97 | 31.81 | 42.02 | 36.87 | 34.01 |
| DS3 | Avg. Inst. Int. (Days) | 272 Affiliate | 42.00 | - | - | 24.00 | - | 12.00 | 16.50 | 17.60 | 14.50 | 16.00 | 18.00 | 28.00 |
| | | BOC & Other Affiliates | 16.50 | 16.13 | 10.00 | - | - | 15.38 | 18.50 | 22.80 | 19.33 | 98.00 | - | 6.00 |
| | | Non-Affil. Carriers | 31.25 | 31.62 | 41.31 | 40.00 | 30.05 | 49.00 | 30.00 | 53.40 | 42.58 | 37.11 | 18.75 | 45.86 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | 16.26 | 9.29 | 2.12 | - | - | 16.97 |
| | | BOC & Other Affiliates | 5.40 | 6.29 | - | - | - | 3.07 | 5.09 | 10.64 | 8.39 | - | - | - |
| | | Non-Affil. Carriers | 15.63 | 26.74 | 38.48 | 25.91 | 28.69 | 65.42 | 30.81 | 52.60 | 46.60 | 33.47 | 16.29 | 40.12 |
| Ocn | Avg. Inst. Int. (Days) | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | 10.00 | - | - | - | 21.67 | 15.00 | 7.00 | - | 17.00 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | 14.01 | - | - | - | - |
| FG D | Percent Installation Commitments Met | 272 Affiliate | - | - | - | - | - | - | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| DS0 | | 272 Affiliate | 100.0 | 100.0 | 100.0 | | 100.0 | 100.0 | 100.0 | - | 100.0 | - | 100.0 | 100.0 |
| | | BOC & Other Affiliates | 60.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 66.7 | 71.4 | - | 100.0 | 100.0 |
| | | Non-Affil. Carriers | 96.0 | 100.0 | 99.5 | 100.0 | 98.9 | 98.5 | 98.4 | 92.3 | 92.2 | 99.3 | 95.7 | 98.3 |
| DS1 | | 272 Affiliate | 90.0 | 100.0 | 100.0 | 95.0 | 80.0 | 96.2 | 100.0 | 91.2 | 100.0 | 100.0 | 100.0 | 100.0 |
| | | BOC & Other Affiliates | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 82.9 | 76.9 | 95.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| | | Non-Affil. Carriers | 98.0 | 97.2 | 96.0 | 96.7 | 96.3 | 96.0 | 97.1 | 91.6 | 95.1 | 96.3 | 97.8 | 96.0 |
| DS3 | | 272 Affiliate | 100.0 | - | - | 100.0 | - | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| | | BOC & Other Affiliates | 100.0 | 100.0 | 100.0 | - | - | 87.5 | 83.3 | 80.0 | 66.7 | 100.0 | - | 100.0 |
| | | Non-Affil. Carriers | 100.0 | 100.0 | 100.0 | 92.9 | 94.7 | 100.0 | 100.0 | 70.0 | 100.0 | 89.5 | 90.0 | 100.0 |
| Ocn | | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | 100.0 | - | - | - | 100.0 | 100.0 | 100.0 | - | 0.0 |

**Notes:**
1./ Installation data excludes CNRs

**Installation Measures**

| Verizon — Access Services Installed — 2004 | | | | | | | | | | | | | | MA |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service | Measure | Customer | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 |
| FG D | Order Volumes | 272 Affiliate | 0 | 14 | 0 | 13 | 54 | 36 | 7 | 18 | 49 | 31 | 2 | 1 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 25 | 21 | 77 | 33 | 50 | 22 | 25 | 24 | 54 | 26 | 20 | 35 |
| DS0 | | 272 Affiliate | 1 | 0 | 1 | 3 | 2 | 2 | 2 | 2 | 0 | 0 | 0 | 1 |
| | | BOC & Other Affiliates | 1 | 1 | 1 | 1 | 3 | 4 | 1 | 0 | 5 | 2 | 0 | 0 |
| | | Non-Affil. Carriers | 139 | 110 | 158 | 139 | 82 | 126 | 80 | 127 | 91 | 126 | 89 | 103 |
| DS1 | | 272 Affiliate | 25 | 24 | 22 | 17 | 13 | 21 | 16 | 20 | 19 | 15 | 27 | 24 |
| | | BOC & Other Affiliates | 22 | 75 | 71 | 76 | 39 | 58 | 55 | 27 | 8 | 26 | 17 | 2 |
| | | Non-Affil. Carriers | 847 | 958 | 1134 | 1043 | 1090 | 946 | 980 | 1150 | 1154 | 976 | 902 | 713 |
| DS3 | | 272 Affiliate | 2 | 2 | 3 | 3 | 1 | 0 | 2 | 2 | 4 | 2 | 4 | 1 |
| | | BOC & Other Affiliates | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 1 |
| | | Non-Affil. Carriers | 11 | 8 | 7 | 19 | 21 | 20 | 15 | 7 | 26 | 17 | 20 | 13 |
| Ocn | | 272 Affiliate | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 1 | 1 | 1 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| | | Non-Affil. Carriers | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 1 | 0 |
| FG D | Avg. Inst. Int. (Days) | 272 Affiliate | - | 13.50 | - | 27.38 | 18.94 | 31.39 | 27.71 | 10.78 | 24.53 | 21.55 | 22.00 | 34.00 |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 94.32 | 22.52 | 24.73 | 32.85 | 48.18 | 22.86 | 32.72 | 25.38 | 18.91 | 39.38 | 31.25 | 29.46 |
| | Standard Deviation | 272 Affiliate | - | 0.52 | - | 4.91 | 15.76 | 10.77 | 15.92 | 2.56 | 3.52 | 6.23 | 7.07 | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 165.08 | 9.66 | 6.63 | 23.01 | 18.94 | 13.97 | 14.79 | 20.71 | 9.63 | 15.37 | 22.97 | 11.37 |
| DS0 | Avg. Inst. Int. (Days) | 272 Affiliate | 50.00 | - | 9.00 | 14.33 | 7 | 30 | 9 | 12 | - | - | - | 6 |
| | | BOC & Other Affiliates | 11.00 | 10.00 | 9.00 | 21 | 11 | 9 | 13 | - | 12.4 | 10 | - | - |
| | | Non-Affil. Carriers | 10.67 | 11.66 | 12.97 | 21.82 | 12.26 | 13.20 | 13.89 | 15.14 | 14.10 | 14.09 | 14.40 | 13.58 |
| | Standard Deviation | 272 Affiliate | - | - | - | 11.93 | 4.24 | 15.56 | 7.07 | 15.56 | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | 3.00 | 0.82 | - | - | 3.65 | 1.41 | - | - |
| | | Non-Affil. Carriers | 5.18 | 7.77 | 9.73 | 19.12 | 8.65 | 11.11 | 8.15 | 7.27 | 8.69 | 8.67 | 8.47 | 7.82 |
| DS1 | Avg. Inst. Int. (Days) | 272 Affiliate | 27.28 | 14.67 | 17.55 | 12.35 | 17.62 | 18.29 | 13.50 | 15.85 | 14.95 | 16.13 | 11.00 | 11.13 |
| | | BOC & Other Affiliates | 23.00 | 18.73 | 23.59 | 24.66 | 19.28 | 28.66 | 23.36 | 38.93 | 34.63 | 12.19 | 73.82 | 26.50 |
| | | Non-Affil. Carriers | 25.79 | 19.46 | 18.00 | 19.41 | 20.91 | 16.76 | 17.27 | 21.42 | 20.46 | 17.89 | 17.96 | 19.03 |
| | Standard Deviation | 272 Affiliate | 18.40 | 5.81 | 8.92 | 7.34 | 10.15 | 6.25 | 8.81 | 9.19 | 11.78 | 9.55 | 6.56 | 5.20 |
| | | BOC & Other Affiliates | 48.30 | 5.64 | 10.35 | 15.33 | 4.35 | 19.48 | 8.60 | 14.49 | 15.91 | 7.44 | 26.33 | 20.51 |
| | | Non-Affil. Carriers | 30.90 | 18.98 | 16.78 | 14.43 | 36.27 | 13.65 | 36.32 | 19.33 | 15.14 | 14.32 | 17.03 | 42.07 |
| DS3 | Avg. Inst. Int. (Days) | 272 Affiliate | 10.00 | 13.50 | 21.67 | 31.67 | 10.00 | - | 16.00 | 11.50 | 48.50 | 31.00 | 10.75 | 24.00 |
| | | BOC & Other Affiliates | - | - | 36.00 | - | - | 16.00 | - | - | 6.00 | 13.00 | - | 6.00 |
| | | Non-Affil. Carriers | 24.45 | 39.00 | 34.57 | 21.11 | 25.43 | 28.20 | 20.53 | 45.71 | 24.46 | 31.35 | 48.80 | 23.77 |
| | Standard Deviation | 272 Affiliate | 7.07 | 10.61 | 14.01 | 11.15 | - | - | 2.83 | 3.54 | 53.33 | 0.00 | 6.80 | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 23.65 | 21.33 | 31.68 | 14.84 | 13.16 | 16.14 | 11.11 | 41.23 | 12.32 | 19.77 | 30.38 | 21.24 |
| Ocn | Avg. Inst. Int. (Days) | 272 Affiliate | - | - | - | 24.00 | 37.50 | - | - | - | 21.00 | 17.00 | 21.00 | - |
| | | BOC & Other Affiliates | - | - | 20.00 | - | - | - | - | - | - | - | - | 10.00 |
| | | Non-Affil. Carriers | - | - | - | - | 30.00 | 48.00 | - | - | - | - | 4.00 | - |
| | Standard Deviation | 272 Affiliate | - | - | - | 19.80 | 0.71 | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | 0.00 | - | - | - | - | - | - | - | - | 0.00 |
| | | Non-Affil. Carriers | - | - | - | - | 0.00 | - | - | - | - | - | - | - |
| FG D | Percent Installation Commitments Met | 272 Affiliate | - | 100.0 | - | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 90.0 | 100.0 |
| DS0 | | 272 Affiliate | 100.0 | - | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | - | - | - | 100.0 |
| | | BOC & Other Affiliates | 100.0 | 0.0 | 100.0 | 100.0 | 33.3 | 100.0 | 100.0 | - | 80.0 | 100.0 | - | - |
| | | Non-Affil. Carriers | 96.4 | 96.4 | 98.7 | 97.8 | 96.3 | 95.2 | 96.3 | 97.6 | 94.5 | 96.0 | 93.3 | 99.0 |
| DS1 | | 272 Affiliate | 96.0 | 91.7 | 100.0 | 100.0 | 100.0 | 95.2 | 100.0 | 95.0 | 100.0 | 100.0 | 92.6 | 91.7 |
| | | BOC & Other Affiliates | 100.0 | 97.3 | 97.2 | 97.4 | 100.0 | 100.0 | 94.6 | 96.3 | 100.0 | 100.0 | 94.1 | 100.0 |
| | | Non-Affil. Carriers | 94.3 | 96.7 | 94.9 | 95.9 | 92.5 | 92.6 | 94.2 | 91.7 | 91.3 | 92.9 | 94.0 | 94.4 |
| DS3 | | 272 Affiliate | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | - | 100.0 | 100.0 | 50.0 | 100.0 | 75.0 | 100.0 |
| | | BOC & Other Affiliates | - | - | 100.0 | - | - | 100.0 | - | - | 100.0 | 100.0 | - | 100.0 |
| | | Non-Affil. Carriers | 72.7 | 75.0 | 85.7 | 79.0 | 100.0 | 85.0 | 100.0 | 100.0 | 92.3 | 82.4 | 80.0 | 100.0 |
| Ocn | | 272 Affiliate | - | - | - | 100.0 | 100.0 | - | - | - | 100.0 | 100.0 | 100.0 | - |
| | | BOC & Other Affiliates | - | - | 100.0 | - | - | - | - | - | - | - | - | 100.0 |
| | | Non-Affil. Carriers | - | - | - | - | 0.0 | 100.0 | - | - | - | - | 100.0 | - |

**Notes:**
1./ Installation data excludes CNRs

**Repair Measures**

| Verizon — Access Services — 2003 | | | | | | | | | | | | | | MA |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service | Measure | Customer | Jan-03 | Feb-03 | Mar-03 | Apr-03 | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 |
| FG D | Total Trouble Reports | 272 Affiliate | 6 | 0 | 2 | 5 | 1 | 1 | 0 | 3 | 2 | 1 | 2 | 2 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 19 | 0 | 24 | 14 | 7 | 7 | 16 | 17 | 20 | 9 | 15 | 16 |
| DS0 | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| | | BOC & Other Affiliates | 67 | 49 | 33 | 7 | 7 | 10 | 10 | 2 | 14 | 11 | 4 | 13 |
| | | Non-Affil. Carriers | 247 | 195 | 230 | 186 | 218 | 205 | 196 | 253 | 200 | 285 | 161 | 211 |
| DS1 | | 272 Affiliate | 0 | 1 | 0 | 0 | 2 | 2 | 2 | 2 | 3 | 1 | 4 | 3 |
| | | BOC & Other Affiliates | 149 | 135 | 78 | 36 | 27 | 20 | 42 | 54 | 32 | 28 | 37 | 42 |
| | | Non-Affil. Carriers | 776 | 722 | 1009 | 750 | 803 | 852 | 832 | 800 | 711 | 808 | 652 | 844 |
| DS3 | | 272 Affiliate | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| | | BOC & Other Affiliates | 2 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 7 | 10 | 11 | 4 | 7 | 5 | 5 | 7 | 6 | 7 | 4 | 9 |
| Ocn | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| FG D | Avg. Repair Int. (Hours) | 272 Affiliate | 2.41 | - | 0.37 | 5.26 | 1.83 | 2.58 | - | 2.88 | 9999.98 | 0.70 | 4.15 | 10.88 |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 5.41 | - | 3.23 | 49.85 | 10.25 | 2.11 | 2.92 | 59.62 | 1456.27 | 1.76 | 9.94 | 7.37 |
| | Standard Deviation | 272 Affiliate | 1.23 | - | 0.45 | 6.82 | - | - | - | 1.60 | 0.00 | - | 3.94 | 5.82 |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 5.59 | - | 3.06 | 133.33 | 16.91 | 0.92 | 3.38 | 226.23 | 3554.77 | 0.98 | 9.90 | 5.95 |
| DS0 | Avg. Repair Int. (Hours) | 272 Affiliate | - | - | - | - | - | - | 0.48 | - | - | - | - | - |
| | | BOC & Other Affiliates | 8.13 | 8.23 | 5.92 | 6.11 | 3.31 | 4.13 | 3.26 | 0.43 | 2.80 | 2.84 | 11.49 | 3.12 |
| | | Non-Affil. Carriers | 3.15 | 4.76 | 4.76 | 4.89 | 4.78 | 4.75 | 4.80 | 4.91 | 5.25 | 4.90 | 5.31 | 5.42 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | 13.25 | 8.32 | 6.19 | 5.16 | 3.56 | 9.74 | 4.34 | 0.06 | 3.25 | 3.00 | 14.70 | 4.10 |
| | | Non-Affil. Carriers | 3.36 | 7.28 | 5.80 | 4.18 | 4.71 | 5.77 | 5.38 | 6.32 | 6.12 | 5.08 | 6.68 | 6.10 |
| DS1 | Avg. Repair Int. (Hours) | 272 Affiliate | - | 0.50 | - | - | 2.82 | 10.61 | 1.14 | 4.45 | 5.66 | 10.50 | 2.37 | 19.39 |
| | | BOC & Other Affiliates | 8.28 | 9.00 | 5.25 | 4.83 | 5.73 | 6.85 | 4.44 | 4.98 | 8.21 | 5.61 | 4.06 | 3.69 |
| | | Non-Affil. Carriers | 4.27 | 4.62 | 3.73 | 4.69 | 5.30 | 5.56 | 5.88 | 6.02 | 5.17 | 5.05 | 4.58 | 4.91 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | 0.19 | 8.03 | 0.37 | 5.76 | 4.28 | - | 1.78 | 24.26 |
| | | BOC & Other Affiliates | 15.93 | 11.76 | 6.29 | 4.43 | 9.02 | 7.62 | 3.56 | 4.63 | 6.92 | 4.14 | 4.64 | 4.11 |
| | | Non-Affil. Carriers | 4.29 | 4.81 | 4.16 | 4.01 | 5.35 | 6.72 | 5.86 | 6.11 | 5.21 | 4.74 | 5.74 | 4.57 |
| DS3 | Avg. Repair Int. (Hours) | 272 Affiliate | - | - | 1.00 | - | - | - | - | 2.12 | - | - | - | 1.95 |
| | | BOC & Other Affiliates | 5.42 | - | - | - | - | 9.22 | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 2.01 | 3.62 | 4.17 | 3.79 | 5.14 | 2.13 | 11.21 | 7.06 | 7.49 | 4.52 | 2.05 | 5.63 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | 2.38 | - | - | - | - | 9.85 | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 1.08 | 3.95 | 2.79 | 2.49 | 6.05 | 1.45 | 10.01 | 7.57 | 6.17 | 4.81 | 1.46 | 3.40 |
| Och | Avg. Repair Int. (Hours) | 272 Affiliate | - | - | - | - | - | - | - | - | - | 7.27 | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | 6.37 | - | - | - | - | - | - |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | - | - | - | - | - |

***Repair Measures***

| Verizon — Access Services — 2004 | | | | | | | | | | | | | | MA |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service | Measure | Customer | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 |
| FG D | | 272 Affiliate | 0 | 1 | 0 | 1 | 4 | 0 | 0 | 1 | 0 | 0 | 1 | 2 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 15 | 6 | 10 | 4 | 10 | 1 | 7 | 7 | 4 | 3 | 1 | 7 |
| DS0 | | 272 Affiliate | 1 | 0 | 1 | 1 | 1 | 3 | 1 | 1 | 1 | 0 | 0 | 1 |
| | | BOC & Other Affiliates | 4 | 4 | 10 | 4 | 10 | 4 | 6 | 6 | 9 | 10 | 4 | 2 |
| | | Non-Affil. Carriers | 224 | 227 | 201 | 221 | 229 | 210 | 175 | 174 | 201 | 173 | 181 | 168 |
| DS1 | Total | 272 Affiliate | 1 | 3 | 4 | 13 | 5 | 9 | 6 | 10 | 5 | 9 | 2 | 8 |
| | Trouble | BOC & Other Affiliates | 29 | 38 | 66 | 66 | 66 | 57 | 49 | 82 | 69 | 43 | 54 | 50 |
| | Reports | Non-Affil. Carriers | 667 | 660 | 831 | 1197 | 1148 | 956 | 1122 | 1025 | 988 | 850 | 912 | 928 |
| DS3 | | 272 Affiliate | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 2 | 1 | 0 | 0 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 |
| | | Non-Affil. Carriers | 5 | 8 | 7 | 6 | 9 | 8 | 14 | 10 | 15 | 6 | 10 | 10 |
| Ocn | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| FG D | Avg. Repair Int. | 272 Affiliate | - | 4.57 | - | 12.63 | 35.96 | - | - | 1201.33 | - | - | 3.50 | 7.84 |
| | (Hours) | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 21.09 | 7.76 | 19.99 | 229.58 | 37.83 | 11.65 | 295.12 | 28.20 | 84.46 | 11.97 | 18.67 | 21.00 |
| | Standard | 272 Affiliate | - | - | - | - | 60.84 | - | - | - | - | - | - | 0.81 |
| | Deviation | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 37.43 | 3.55 | 27.68 | 432.31 | 61.13 | - | 560.62 | 52.33 | 144.37 | 13.47 | - | 28.37 |
| DS0 | Avg. Repair Int. | 272 Affiliate | 2.05 | - | 1.98 | 2.20 | 2.98 | 8.72 | 5.12 | 0.22 | 0.25 | - | - | 0.28 |
| | (Hours) | BOC & Other Affiliates | 3.08 | 1.89 | 2.21 | 5.59 | 2.03 | 1.03 | 1.44 | 3.43 | 3.33 | 1.18 | 0.87 | 4.86 |
| | | Non-Affil. Carriers | 4.41 | 3.84 | 3.44 | 3.85 | 4.77 | 4.62 | 4.67 | 4.51 | 3.62 | 4.69 | 3.90 | 5.22 |
| | Standard | 272 Affiliate | - | - | - | - | - | 7.33 | - | - | - | - | - | - |
| | Deviation | BOC & Other Affiliates | 2.67 | 2.39 | 2.05 | 2.85 | 2.04 | 1.78 | 2.69 | 4.80 | 4.66 | 2.01 | 0.88 | 4.40 |
| | | Non-Affil. Carriers | 5.53 | 7.05 | 3.92 | 3.85 | 5.96 | 5.00 | 4.60 | 4.35 | 4.35 | 6.23 | 5.36 | 5.09 |
| DS1 | Avg. Repair Int. | 272 Affiliate | 5.98 | 3.73 | 3.01 | 2.94 | 3.51 | 1.12 | 2.92 | 1.69 | 2.12 | 2.48 | 1.97 | 1.19 |
| | (Hours) | BOC & Other Affiliates | 1.80 | 3.44 | 3.10 | 4.22 | 3.87 | 3.44 | 2.91 | 5.15 | 5.23 | 2.69 | 3.67 | 6.35 |
| | | Non-Affil. Carriers | 3.92 | 4.23 | 3.54 | 4.52 | 4.01 | 3.94 | 4.04 | 4.52 | 4.07 | 3.71 | 4.27 | 4.07 |
| | Standard | 272 Affiliate | - | 2.83 | 3.80 | 4.82 | 4.41 | 1.85 | 2.92 | 1.52 | 3.28 | 2.17 | 0.92 | 1.23 |
| | Deviation | BOC & Other Affiliates | 1.88 | 4.22 | 3.49 | 4.59 | 3.36 | 5.22 | 2.92 | 4.40 | 5.72 | 2.90 | 3.92 | 10.43 |
| | | Non-Affil. Carriers | 3.79 | 5.47 | 3.64 | 4.96 | 4.83 | 4.52 | 4.47 | 4.60 | 4.11 | 4.13 | 4.68 | 4.11 |
| DS3 | Avg. Repair Int. | 272 Affiliate | - | - | - | - | 3.85 | 0.20 | - | 1.33 | 6.92 | - | - | - |
| | (Hours) | BOC & Other Affiliates | - | - | 0.52 | - | - | 0.50 | - | - | - | - | 1.65 | - |
| | | Non-Affil. Carriers | 6.57 | 2.76 | 4.79 | 1.15 | 3.59 | 2.19 | 2.61 | 3.19 | 1.32 | 1.45 | 2.54 | 2.85 |
| | Standard | 272 Affiliate | - | - | - | - | - | - | - | 0.25 | - | - | - | - |
| | Deviation | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | 0.07 | - |
| | | Non-Affil. Carriers | 3.93 | 2.50 | 6.06 | 1.00 | 3.95 | 1.54 | 2.36 | 2.81 | 0.95 | 1.12 | 1.47 | 2.69 |
| Ocn | Avg. Repair Int. | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | (Hours) | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | 1.22 | - | - | 8.90 | 1.18 | - | - | - | - | - |
| | Standard | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | Deviation | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | - | - | - | - | - |

**Verizon - PIC Intervals - 2003**

**MA**

| Customer | Measure | Jan-03 | Feb-03 | Mar-03 | Apr-03 | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 272 AFFILIATE | RECORDS | 583 | 691 | 1656 | 689 | 661 | 509 | 1030 | 801 | 1005 | 767 | 139 | 460 |
| | INTERVALS | 0:53 | 11:01 | 1:36 | 2:01 | 2:31 | 4:27 | 1:14 | 2:28 | 1:46 | 1:17 | 1:30 | 1:14 |
| | STD. DEV. | 1:46 | 14:42 | 6:59 | 1:46 | 1:58 | 35:26 | 1:32 | 2:42 | 1:50 | 1:24 | 1:58 | 2:18 |
| NON AFFILIATES | RECORDS | 44223 | 41223 | 68756 | 48839 | 46949 | 44187 | 42233 | 31461 | 27205 | 27563 | 24357 | 18665 |
| | INTERVALS | 2:01 | 17:28 | 1:45 | 2:06 | 1:58 | 2:03 | 2:17 | 3:26 | 2:43 | 2:21 | 2:35 | 3:08 |
| | STD. DEV. | 2:07 | 86:37 | 2:02 | 2:09 | 1:40 | 2:21 | 1:58 | 3:02 | 2:07 | 1:54 | 2:17 | 17:42 |

NOTES:

1. This report provides the number of records processed and the average PIC Interval for carrier initiated files sent to Verizon by the 272 affiliate and non-affiliates in the state indicated and for each month of the year. The standard deviation is also provided. 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 - PIC Intervals - 2004**

**MA**

| Customer | Measure | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 272 AFFILIATE | RECORDS | 251 | 503 | 799 | 151 | 201 | 227 | 238 | 414 | 795 | 394 | 2454 | 147 |
| | INTERVALS | 2:23 | 1:49 | 22:21 | 0:55 | 1:43 | 1:30 | 3:41 | 1:27 | 3:16 | 2:20 | 7:35 | 8:12 |
| | STD. DEV. | 1:51 | 2:04 | 100:54 | 0:51 | 1:35 | 1:24 | 3:47 | 1:29 | 1:26 | 3:32 | 6:17 | 7:44 |
| NON AFFILIATES | RECORDS | 17,424 | 19,404 | 18,756 | 17,375 | 16,600 | 16,230 | 16,452 | 11,533 | 10,686 | 10,015 | 10,359 | 7,542 |
| | INTERVALS | 2:24 | 2:26 | 2:56 | 2:38 | 2:24 | 2:17 | 2:09 | 9:35 | 5:09 | 5:03 | 1:33 | 2:16 |
| | STD. DEV. | 1:59 | 2:11 | 14:49 | 2:08 | 1:57 | 2:09 | 1:57 | 31:58 | 27:04 | 42:29 | 1:39 | 3:11 |

NOTES:

1. This report represents data showing the Average PIC Interval for carrier initiated files sent to Verizon by the entire carrier community, including Verizon LD. 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. The report also indicates the number of records processed each month for the affilate and non-affiliates.

**Verizon -- FOC Results Data -- 2003** **NH**

| SERVICE | CUSTOMER | Measure | Jan-03 | Feb-03 | Mar-03 | Apr-03 | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FGD | 272 AFFILIATE | Orders | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 6 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | --- | --- | --- | 16.4 | 33.0 | --- | --- | --- | --- |
| | | Standard Deviation | --- | --- | --- | --- | --- | --- | 5.8 | 0.0 | --- | --- | --- | --- |
| | BOC & Other Affiliate | Orders | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | NON-AFFIL. CARRIERS | Orders | 8 | 8 | 4 | 38 | 17 | 6 | 15 | 6 | 5 | 6 | 14 | 11 |
| | | FOC Interval (Days) | 11.3 | 9.0 | 18.0 | 62.3 | 28.5 | 2.8 | 22.8 | 1.3 | 7.8 | 29.7 | 6.6 | 4.1 |
| | | Standard Deviation | 19.2 | 10.2 | 11.8 | 28.1 | 14.9 | 4.4 | 21.7 | 2.0 | 14.2 | 50.5 | 5.1 | 3.7 |
| DS0 | 272 AFFILIATE | Orders | 0 | 0 | 2 | 2 | 0 | 2 | 0 | 3 | 0 | 0 | 0 | 1 |
| | | FOC Interval (Days) | --- | --- | 2.0 | 1.0 | --- | 3.0 | --- | 1.3 | --- | --- | --- | 2.0 |
| | | Standard Deviation | --- | --- | 0.0 | 1.4 | --- | 2.8 | --- | 1.2 | --- | --- | --- | *** |
| | BOC & Other Affiliate | Orders | 1 | 4 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 3 | 2 | 1 |
| | | FOC Interval (Days) | 2.0 | 2.5 | 2.0 | --- | --- | --- | --- | 2.0 | 0.0 | 0.7 | 0.5 | 2.0 |
| | | Standard Deviation | *** | 1.0 | *** | --- | --- | --- | --- | *** | *** | 0.6 | 0.7 | *** |
| | NON-AFFIL. CARRIERS | Orders | 34 | 22 | 38 | 44 | 30 | 25 | 46 | 61 | 29 | 38 | 28 | 30 |
| | | FOC Interval (Days) | 1.7 | 1.1 | 1.1 | 1.7 | 1.5 | 1.4 | 1.6 | 1.7 | 1.1 | 1.3 | 2.2 | 2.1 |
| | | Standard Deviation | 1.6 | 1.1 | 0.8 | 1.0 | 1.1 | 0.9 | 1.9 | 1.5 | 1.0 | 0.9 | 3.0 | 1.6 |
| DS1 | 272 AFFILIATE | Orders | 2 | 1 | 1 | 2 | 14 | 3 | 6 | 6 | 9 | 0 | 9 | 6 |
| | | FOC Interval (Days) | 0.5 | 4.0 | 0.0 | 0.5 | 0.9 | 0.3 | 1.5 | 0.7 | 1.1 | --- | 1.3 | 1.3 |
| | | Standard Deviation | 0.7 | *** | *** | 0.7 | 0.9 | 0.6 | 1.0 | 0.5 | 1.2 | --- | 1.5 | 1.5 |
| | BOC & Other Affiliate | Orders | 5 | 8 | 2 | 4 | 1 | 1 | 0 | 5 | 3 | 5 | 1 | 1 |
| | | FOC Interval (Days) | 1.2 | 1.8 | 0.5 | 1.0 | 1.0 | 2.0 | --- | 1.2 | 1.7 | 1.4 | 1.0 | 2.0 |
| | | Standard Deviation | 0.4 | 1.8 | 0.7 | 0.8 | *** | *** | --- | 1.1 | 1.5 | 0.5 | *** | *** |
| | NON-AFFIL. CARRIERS | Orders | 230 | 193 | 315 | 238 | 217 | 298 | 228 | 205 | 215 | 283 | 218 | 222 |
| | | FOC Interval (Days) | 1.6 | 1.7 | 1.5 | 1.4 | 1.0 | 1.3 | 1.8 | 1.3 | 1.0 | 1.2 | 1.2 | 1.5 |
| | | Standard Deviation | 2.9 | 2.0 | 3.0 | 2.2 | 1.0 | 1.8 | 5.2 | 2.6 | 1.4 | 1.2 | 1.5 | 1.8 |
| DS3 | 272 AFFILIATE | Orders | 2 | 0 | 1 | 0 | 0 | 1 | 0 | 2 | 1 | 4 | 1 | 2 |
| | | FOC Interval (Days) | 2.0 | --- | 5.0 | --- | --- | 55.0 | --- | 1.0 | 1.0 | 1.3 | 2.0 | 2.5 |
| | | Standard Deviation | 0.0 | --- | *** | --- | --- | *** | --- | 1.4 | *** | 0.5 | *** | 2.1 |
| | BOC & Other Affiliate | Orders | 4 | 0 | 0 | 1 | 3 | 6 | 16 | 8 | 10 | 5 | 2 | 1 |
| | | FOC Interval (Days) | 0.3 | --- | --- | 0.0 | 2.7 | 2.0 | 2.6 | 3.5 | 0.8 | 8.6 | 2.5 | 5.0 |
| | | Standard Deviation | 0.5 | --- | --- | *** | 1.5 | 2.4 | 1.6 | 2.8 | 1.1 | 17.0 | 0.7 | *** |
| | NON-AFFIL. CARRIERS | Orders | 12 | 6 | 5 | 9 | 16 | 5 | 6 | 6 | 4 | 14 | 9 | 8 |
| | | FOC Interval (Days) | 2.5 | 1.3 | 2.4 | 1.0 | 1.9 | 1.6 | 1.7 | 6.3 | 2.0 | 0.3 | 1.4 | 1.8 |
| | | Standard Deviation | 2.1 | 2.0 | 1.1 | 0.7 | 1.3 | 1.1 | 2.0 | 9.4 | 1.4 | 0.7 | 0.9 | 4.6 |
| Ocn | 272 AFFILIATE | Orders | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | --- | 23.0 | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | --- | --- | --- | --- | *** | --- | --- | --- | --- | --- | --- | --- |
| | BOC & Other Affiliate | Orders | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | 1.0 | 2.0 | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | --- | --- | --- | *** | *** | --- | --- | --- | --- | --- | --- | --- |
| | NON-AFFIL. CARRIERS | Orders | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 1 |
| | | FOC Interval (Days) | --- | --- | --- | --- | --- | 3.0 | --- | 7.0 | --- | --- | 0.0 | 2.0 |
| | | Standard Deviation | --- | --- | --- | --- | --- | *** | --- | *** | --- | --- | *** | *** |

**Notes:**
1./ *** = standard deviation not defined

**Verizon – FOC Results Data – 2004** **NH**

| SERVICE | CUSTOMER | Measure | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FGD | 272 AFFILIATE | Orders | 7 | 1 | 0 | 0 | 0 | 4 | 17 | 3 | 2 | 1 | 3 | 2 |
| | | FOC Interval (Days) | 15.4 | 1.0 | --- | --- | --- | 13.5 | 14.0 | 5.7 | 3.5 | 1.0 | 8.0 | 6.5 |
| | | Standard Deviation | 7.4 | *** | --- | --- | --- | 3.0 | 4.1 | 6.4 | 3.5 | *** | 9.2 | 7.8 |
| | *BOC & Other Affiliate* | *Orders* | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | NON-AFFIL. CARRIERS | Orders | 8 | 6 | 7 | 3 | 1 | 5 | 5 | 21 | 19 | 5 | 3 | 14 |
| | | FOC Interval (Days) | 10.5 | 8.0 | 10.0 | 3.7 | 5.0 | 5.2 | 8.8 | 7.1 | 16.2 | 23.8 | 54.7 | 10.8 |
| | | Standard Deviation | 9.1 | 5.3 | 9.1 | 0.6 | *** | 5.4 | 6.3 | 6.4 | 11.4 | 19.9 | 21.5 | 10.9 |
| DS0 | 272 AFFILIATE | Orders | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 0 | 0 | 1 | 1 | 0 |
| | | FOC Interval (Days) | --- | 2.0 | 1.5 | --- | --- | 2.0 | 0.0 | --- | --- | 1.0 | 2.0 | --- |
| | | Standard Deviation | --- | 0.0 | 0.7 | --- | --- | *** | 0.0 | --- | --- | *** | *** | --- |
| | BOC & Other Affiliate | Orders | 4 | 0 | 1 | 0 | 1 | 1 | 1 | 9 | 0 | 1 | 0 | 0 |
| | | FOC Interval (Days) | 1.8 | --- | 2.0 | --- | 2.0 | 2.0 | 1.0 | 1.1 | --- | 2.0 | --- | --- |
| | | Standard Deviation | 1.0 | --- | *** | --- | *** | *** | *** | 0.8 | --- | *** | --- | --- |
| | NON-AFFIL. CARRIERS | Orders | 30 | 30 | 30 | 22 | 24 | 28 | 11 | 50 | 22 | 34 | 38 | 23 |
| | | FOC Interval (Days) | 2.0 | 1.3 | 1.2 | 1.2 | 1.0 | 1.3 | 1.5 | 1.9 | 1.7 | 1.5 | 1.0 | 1.0 |
| | | Standard Deviation | 2.2 | 0.9 | 1.1 | 1.0 | 0.9 | 0.8 | 1.2 | 1.8 | 1.7 | 1.2 | 0.8 | 0.9 |
| DS1 | 272 AFFILIATE | Orders | 4 | 7 | 8 | 11 | 4 | 5 | 2 | 0 | 5 | 3 | 5 | 4 |
| | | FOC Interval (Days) | 0.5 | 1.0 | 0.9 | 1.4 | 1.5 | 1.2 | 1.0 | --- | 1.0 | 1.3 | 1.2 | 1.5 |
| | | Standard Deviation | 0.6 | 0.8 | 0.6 | 0.9 | 0.6 | 0.4 | 0.0 | --- | 0.0 | 1.5 | 0.8 | 1.3 |
| | BOC & Other Affiliate | Orders | 12 | 29 | 26 | 11 | 12 | 11 | 18 | 10 | 16 | 9 | 4 | 4 |
| | | FOC Interval (Days) | 2.3 | 1.1 | 2.8 | 1.5 | 1.9 | 0.3 | 2.0 | 0.1 | 2.0 | 2.3 | 2.0 | 2.0 |
| | | Standard Deviation | 0.8 | 2.1 | 3.0 | 1.8 | 1.2 | 0.9 | 1.9 | 0.3 | 1.5 | 1.8 | 1.4 | 0.8 |
| | NON-AFFIL. CARRIERS | Orders | 206 | 322 | 261 | 231 | 213 | 305 | 271 | 345 | 243 | 218 | 236 | 277 |
| | | FOC Interval (Days) | 1.2 | 0.8 | 1.2 | 1.2 | 1.1 | 1.2 | 1.2 | 1.2 | 1.3 | 1.2 | 1.2 | 1.6 |
| | | Standard Deviation | 1.8 | 1.3 | 2.4 | 1.7 | 1.4 | 1.4 | 1.4 | 1.5 | 1.5 | 1.8 | 1.4 | 2.6 |
| DS3 | 272 AFFILIATE | Orders | 1 | 5 | 1 | 0 | 2 | 2 | 5 | 4 | 2 | 2 | 3 | 3 |
| | | FOC Interval (Days) | 4.0 | 2.2 | 1.0 | --- | 2.0 | 0.5 | 0.2 | 2.5 | 2.5 | 1.0 | 1.3 | 3.7 |
| | | Standard Deviation | *** | 2.7 | *** | --- | 1.4 | 0.7 | 0.4 | 1.3 | 2.1 | 1.4 | 1.5 | 3.5 |
| | BOC & Other Affiliate | Orders | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 1 | 0 | 4 |
| | | FOC Interval (Days) | 1.0 | 2.0 | --- | --- | --- | --- | --- | 1.5 | 1.0 | 2.0 | --- | 4.5 |
| | | Standard Deviation | 0.0 | *** | --- | --- | --- | --- | --- | 0.7 | 1.4 | *** | --- | 3.3 |
| | NON-AFFIL. CARRIERS | Orders | 9 | 12 | 17 | 6 | 16 | 19 | 23 | 13 | 11 | 18 | 16 | 6 |
| | | FOC Interval (Days) | 4.9 | 0.8 | 2.1 | 3.7 | 0.9 | 1.0 | 0.8 | 0.8 | 1.0 | 1.0 | 1.2 | 1.2 |
| | | Standard Deviation | 13.6 | 1.2 | 2.4 | 2.0 | 1.2 | 1.3 | 2.2 | 1.0 | 1.5 | 1.8 | 3.1 | 0.8 |
| Ocn | 272 AFFILIATE | Orders | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 3 | 0 | 1 | 2 |
| | | FOC Interval (Days) | --- | --- | --- | --- | --- | --- | 0.5 | 0.0 | 1.3 | --- | 5.0 | 3.0 |
| | | Standard Deviation | --- | --- | --- | --- | --- | --- | 0.7 | *** | 2.3 | --- | *** | 4.2 |
| | BOC & Other Affiliate | Orders | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | 3.0 | --- |
| | | Standard Deviation | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | *** | --- |
| | NON-AFFIL. CARRIERS | Orders | 1 | 4 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 1 | 0 |
| | | FOC Interval (Days) | 1.0 | 2.5 | 30.0 | --- | --- | --- | --- | --- | 4.5 | 1.0 | 5.0 | --- |
| | | Standard Deviation | *** | 3.3 | *** | --- | --- | --- | --- | --- | 0.7 | *** | *** | --- |

**Notes:**

1./ *** = standard deviation not defined

**Installation Measures**

| Verizon — Access Services Installed — 2003 | | | | | | | | | NH | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service | Measure | Customer | Jan-03 | Feb-03 | Mar-03 | Apr-03 | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 |
| FG D | Order Volumes | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 6 | 10 | 0 | 6 | 6 | 0 | 9 | 8 | 2 | 4 | 2 | 20 |
| DS0 | | 272 Affiliate | 0 | 0 | 1 | 1 | 1 | 0 | 2 | 1 | 2 | 0 | 0 | 1 |
| | | BOC & Other Affiliates | 2 | 1 | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 0 |
| | | Non-Affil. Carriers | 18 | 25 | 25 | 39 | 74 | 15 | 32 | 49 | 22 | 30 | 21 | 18 |
| DS1 | | 272 Affiliate | 1 | 0 | 0 | 0 | 2 | 8 | 2 | 1 | 4 | 5 | 0 | 1 |
| | | BOC & Other Affiliates | 2 | 5 | 0 | 10 | 2 | 0 | 0 | 1 | 1 | 1 | 3 | 1 |
| | | Non-Affil. Carriers | 164 | 139 | 202 | 241 | 167 | 142 | 151 | 124 | 148 | 162 | 150 | 114 |
| DS3 | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | BOC & Other Affiliates | 2 | 0 | 0 | 1 | 0 | 2 | 2 | 7 | 4 | 5 | 2 | 1 |
| | | Non-Affil. Carriers | 0 | 1 | 2 | 0 | 2 | 3 | 0 | 1 | 1 | 1 | 1 | 1 |
| Ocn | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | BOC & Other 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. (Days) | 272 Affiliate | - | - | - | - | - | - | - | 39.67 | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 28.50 | 17.90 | - | 33.00 | 22.33 | - | 42.67 | 20.50 | 11.50 | 12.75 | 15.00 | 20.65 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | 4.62 | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 14.39 | 9.86 | - | 4.69 | 7.71 | - | 18.43 | 17.18 | 7.78 | 5.38 | 2.83 | 6.59 |
| DS0 | Avg. Inst. Int. (Days) | 272 Affiliate | - | - | 7.00 | 17.00 | 31.00 | - | 22.50 | 14.00 | 17.00 | - | - | 18.00 |
| | | BOC & Other Affiliates | 19.00 | 11.00 | 20.50 | - | - | - | - | 7.00 | - | - | 21.50 | - |
| | | Non-Affil. Carriers | 18.61 | 11.72 | 11.92 | 8.59 | 34.69 | 15.07 | 9.72 | 11.96 | 14.73 | 23.27 | 12.29 | 12.11 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | 7.78 | - | 11.31 | - | - | - |
| | | BOC & Other Affiliates | 12.73 | - | 3.54 | - | - | - | - | - | - | - | 21.92 | - |
| | | Non-Affil. Carriers | 18.19 | 6.32 | 7.01 | 6.22 | 18.75 | 9.04 | 3.93 | 3.04 | 8.74 | 20.66 | 14.53 | 5.50 |
| DS1 | Avg. Inst. Int. (Days) | 272 Affiliate | 11.00 | - | - | - | 15.00 | 18.75 | 11.00 | 9.00 | 19.25 | 39.00 | - | 8.00 |
| | | BOC & Other Affiliates | 9.00 | 10.80 | - | 25.40 | 1.00 | - | - | 16.00 | 10.00 | 17.00 | 27.33 | 11.00 |
| | | Non-Affil. Carriers | 25.31 | 17.94 | 20.48 | 19.29 | 21.14 | 20.35 | 18.10 | 23.23 | 27.06 | 18.71 | 19.28 | 15.68 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | 5.66 | 4.03 | 7.07 | - | 6.18 | 22.67 | - | - |
| | | BOC & Other Affiliates | 0.00 | 3.35 | - | 13.61 | 0.00 | - | - | - | - | - | 11.59 | |
| | | Non-Affil. Carriers | 35.89 | 26.26 | 43.19 | 13.41 | 19.52 | 18.38 | 12.50 | 18.07 | 23.19 | 23.06 | 14.70 | 14.22 |
| DS3 | Avg. Inst. Int. (Days) | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | 18.00 | - | - | 14.00 | - | 16.00 | 19.00 | 30.86 | 16.75 | 48.60 | 35.50 | 22.00 |
| | | Non-Affil. Carriers | - | 94.00 | 20.50 | - | 29.00 | 38.00 | - | 31.00 | 41.00 | 98.00 | 87.00 | 24.00 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | 9.90 | - | - | - | - | 2.83 | 1.41 | 21.61 | 13.60 | 23.60 | 30.41 | - |
| | | Non-Affil. Carriers | - | - | 21.92 | - | 29.70 | 12.00 | - | - | - | - | - | - |
| Ocn | Avg. Inst. Int. (Days) | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | - | - | - | - | - |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | - | - | - | - | - |
| FG D | Percent Installation Commitments Met | 272 Affiliate | | | - | - | - | - | - | 100.0 | - | - | - | - |
| | | BOC & Other Affiliates | | | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 100.0 | 100.0 | - | 100.0 | 100.0 | - | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| DS0 | | 272 Affiliate | - | - | 100.0 | 100.0 | 100.0 | - | 100.0 | 100.0 | 100.0 | - | - | 100.0 |
| | | BOC & Other Affiliates | 50.0 | 100.0 | 100.0 | - | - | - | - | 100.0 | - | - | 50.0 | - |
| | | Non-Affil. Carriers | 100.0 | 100.0 | 96.0 | 100.0 | 98.7 | 100.0 | 93.8 | 93.9 | 100.0 | 100.0 | 90.5 | 94.4 |
| DS1 | | 272 Affiliate | 100.0 | - | - | - | 100.0 | 87.5 | 100.0 | 100.0 | 50.0 | 100.0 | - | 100.0 |
| | | BOC & Other Affiliates | 100.0 | 100.0 | - | 80.0 | 100.0 | - | - | 0.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| | | Non-Affil. Carriers | 95.7 | 91.4 | 92.1 | 89.2 | 88.6 | 93.0 | 82.8 | 85.5 | 90.5 | 92.6 | 92.7 | 93.0 |
| DS3 | | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | 100.0 | - | - | 100.0 | - | 100.0 | 100.0 | 100.0 | 100.0 | 40.0 | 100.0 | 100.0 |
| | | Non-Affil. Carriers | - | 0.0 | 50.0 | - | 100.0 | 100.0 | - | 0.0 | 0.0 | 100.0 | 0.0 | 100.0 |
| Ocn | | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | - | - | - | - | - |

**Notes:**
1./ Installation data excludes CNRs.

***Installation Measures***

| Verizon — Access Services Installed — 2004 | | | | | | | | | | | | | | NH |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service | Measure | Customer | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 |
| FG D | Order Volumes | 272 Affiliate | 3 | 2 | 0 | 0 | 0 | 9 | 0 | 9 | 2 | 0 | 0 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 15 | 9 | 16 | 4 | 3 | 1 | 5 | 15 | 9 | 4 | 3 | 1 |
| DS0 | | 272 Affiliate | 0 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 1 |
| | | BOC & Other Affiliates | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 6 | 0 | 1 | 0 | 0 |
| | | Non-Affil. Carriers | 11 | 31 | 13 | 41 | 34 | 25 | 9 | 5 | 38 | 15 | 15 | 17 |
| DS1 | | 272 Affiliate | 3 | 4 | 3 | 6 | 7 | 3 | 1 | 1 | 2 | 1 | 6 | 3 |
| | | BOC & Other Affiliates | 0 | 2 | 20 | 4 | 3 | 18 | 10 | 11 | 9 | 9 | 8 | 7 |
| | | Non-Affil. Carriers | 161 | 104 | 255 | 160 | 253 | 142 | 174 | 197 | 231 | 205 | 153 | 177 |
| DS3 | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| | | BOC & Other Affiliates | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 0 | 2 | 0 | 4 | 1 | 3 | 1 | 2 | 1 | 0 | 1 | 1 |
| Ocn | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| | | BOC & Other 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. (Days) | 272 Affiliate | 19.67 | 12.50 | - | - | - | 25.00 | - | 26.44 | 39.50 | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 22.80 | 26.22 | 53.75 | 20.00 | 20.00 | 22.00 | 19.60 | 30.93 | 27.89 | 22.25 | 56.67 | 16.00 |
| | Standard Deviation | 272 Affiliate | 5.03 | 6.36 | - | - | - | 3.12 | - | 3.61 | 7.78 | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 13.16 | 17.96 | 29.51 | 8.04 | 5.20 | - | 5.18 | 1.83 | 9.44 | 9.91 | 19.63 | - |
| DS0 | Avg. Inst. Int. (Days) | 272 Affiliate | - | 9.00 | 22.00 | 22 | - | - | 19 | 18 | 21 | - | - | 28 |
| | | BOC & Other Affiliates | 10.00 | 14.00 | 9.00 | - | 9 | - | 10 | 9 | - | 8 | - | - |
| | | Non-Affil. Carriers | 35.45 | 9.77 | 16.23 | 28.41 | 22.94 | 10.32 | 11.44 | 7.60 | 12.37 | 11.67 | 12.47 | 13.59 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | 1.41 | - | - | - | - |
| | | Non-Affil. Carriers | 59.80 | 3.36 | 15.27 | 13.85 | 16.52 | 4.23 | 5.34 | 1.82 | 5.19 | 5.85 | 7.07 | 8.65 |
| DS1 | Avg. Inst. Int. (Days) | 272 Affiliate | 25.33 | 22.75 | 17.00 | 18.50 | 21.00 | 15.00 | 11.00 | 16.00 | 10.50 | 9.00 | 10.67 | 17.00 |
| | | BOC & Other Affiliates | - | 13.00 | 18.90 | 34.75 | 26.33 | 50.94 | 20.20 | 38.00 | 10.22 | 21.22 | 42.00 | 16.00 |
| | | Non-Affil. Carriers | 21.04 | 23.40 | 21.37 | 22.92 | 21.23 | 16.75 | 15.21 | 21.23 | 24.71 | 23.36 | 17.22 | 20.50 |
| | Standard Deviation | 272 Affiliate | 16.44 | 24.86 | 1.00 | 5.09 | 4.76 | 7.94 | - | - | 2.12 | - | 4.76 | 12.49 |
| | | BOC & Other Affiliates | - | 8.49 | 5.78 | 11.38 | 2.31 | 27.03 | 17.88 | 29.22 | 2.64 | 14.81 | 41.32 | 2.65 |
| | | Non-Affil. Carriers | 63.62 | 44.54 | 18.54 | 20.11 | 12.81 | 18.56 | 10.39 | 25.73 | 16.98 | 20.03 | 18.60 | 15.40 |
| DS3 | Avg. Inst. Int. (Days) | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | 11.00 | 37.00 |
| | | BOC & Other Affiliates | 120.00 | - | - | - | - | - | - | - | 9.00 | - | - | - |
| | | Non-Affil. Carriers | - | 59.00 | - | 32.00 | 30.00 | 14.67 | 18.00 | 3.50 | 21.00 | - | 42.00 | 31.00 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | 0.00 | - | 22.99 | - | 2.89 | - | 0.71 | - | - | - | - |
| Ocn | Avg. Inst. Int. (Days) | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | 78.00 | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | - | - | - | - | - |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | - | - | - | - | - |
| FG D | Percent Installation Commitments Met | 272 Affiliate | 100.0 | 100.0 | - | - | - | 100.0 | - | 100.0 | 100.0 | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| DS0 | | 272 Affiliate | - | 100.0 | 100.0 | 100.0 | - | - | 100.0 | 100.0 | 100.0 | - | - | 100.0 |
| | | BOC & Other Affiliates | 100.0 | 100.0 | 100.0 | - | 100.0 | - | 100.0 | 100.0 | - | 100.0 | - | - |
| | | Non-Affil. Carriers | 100.0 | 96.8 | 84.6 | 100.0 | 100.0 | 92.0 | 100.0 | 100.0 | 97.4 | 100.0 | 100.0 | 100.0 |
| DS1 | | 272 Affiliate | 100.0 | 100.0 | 66.7 | 83.3 | 85.7 | 66.7 | 100.0 | 100.0 | 100.0 | 100.0 | 83.3 | 66.7 |
| | | BOC & Other Affiliates | - | 100.0 | 95.0 | 75.0 | 100.0 | 100.0 | 100.0 | 90.9 | 66.7 | 77.8 | 75.0 | 100.0 |
| | | Non-Affil. Carriers | 93.8 | 86.5 | 92.9 | 90.0 | 95.3 | 89.4 | 91.4 | 93.9 | 88.7 | 93.2 | 92.2 | 88.1 |
| DS3 | | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | 100.0 | 100.0 |
| | | BOC & Other Affiliates | 100.0 | - | - | - | - | - | - | - | 100.0 | - | - | - |
| | | Non-Affil. Carriers | - | 100.0 | - | 50.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | - | 100.0 | 100.0 |
| Ocn | | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | 100.0 | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | - | - | - | - | - |

**Notes:**
1./ Installation data excludes CNRs.

**Repair Measures**

| Verizon — Access Services — 2003 | | | | | | | | | NH | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service | Measure | Customer | Jan-03 | Feb-03 | Mar-03 | Apr-03 | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 |
| FG D | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 2 | 0 | 6 | 6 | 4 | 7 | 2 | 5 | 2 | 6 | 2 | 1 |
| DS0 | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | BOC & Other Affiliates | 48 | 37 | 20 | 3 | 4 | 2 | 0 | 5 | 5 | 0 | 0 | 1 |
| | | Non-Affil. Carriers | 52 | 48 | 22 | 38 | 24 | 39 | 60 | 41 | 39 | 33 | 37 | 36 |
| DS1 | Total | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 1 | 2 | 0 |
| | Trouble | BOC & Other Affiliates | 43 | 46 | 20 | 11 | 12 | 8 | 12 | 11 | 5 | 4 | 2 | 9 |
| | Reports | Non-Affil. Carriers | 93 | 120 | 153 | 142 | 150 | 120 | 151 | 188 | 142 | 153 | 117 | 104 |
| DS3 | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | BOC & Other Affiliates | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 2 | 1 | 0 | 0 | 0 | 1 | 1 | 2 | 1 | 1 | 0 | 0 |
| Ocn | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | BOC & Other 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) | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 2.44 | - | 3.08 | 21.53 | 7.81 | 2.86 | 1.29 | 4.31 | 1.65 | 2.56 | 2.18 | 2.43 |
| | Standard | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | Deviation | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 2.30 | - | 3.26 | 37.37 | 7.99 | 1.35 | 0.44 | 1.96 | 0.33 | 1.94 | 0.04 | - |
| DS0 | Avg. Repair Int. | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | (Hours) | BOC & Other Affiliates | 4.27 | 8.12 | 4.72 | 8.10 | 3.64 | 4.91 | - | 1.34 | 4.28 | - | - | 0.88 |
| | | Non-Affil. Carriers | 4.28 | 4.18 | 3.10 | 3.85 | 3.72 | 4.60 | 4.18 | 7.13 | 3.75 | 2.70 | 3.64 | 3.56 |
| | Standard | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | Deviation | BOC & Other Affiliates | 3.86 | 10.12 | 6.36 | 12.06 | 4.26 | 1.66 | - | 1.07 | 4.44 | - | - | - |
| | | Non-Affil. Carriers | 3.24 | 5.62 | 2.12 | 3.04 | 2.70 | 4.53 | 3.93 | 11.40 | 3.33 | 2.67 | 4.78 | 4.45 |
| DS1 | Avg. Repair Int. | 272 Affiliate | - | - | - | - | - | 22.10 | 4.52 | - | - | 11.20 | 2.70 | - |
| | (Hours) | BOC & Other Affiliates | 9.28 | 7.89 | 5.55 | 10.56 | 4.91 | 8.59 | 7.55 | 6.38 | 2.81 | 2.01 | 4.86 | 3.08 |
| | | Non-Affil. Carriers | 3.64 | 4.25 | 3.32 | 4.69 | 5.07 | 6.58 | 5.46 | 5.45 | 4.09 | 4.22 | 4.71 | 4.24 |
| | Standard | 272 Affiliate | - | - | - | - | - | - | 1.41 | - | - | - | 0.74 | - |
| | Deviation | BOC & Other Affiliates | 13.75 | 12.63 | 4.78 | 21.60 | 3.49 | 5.89 | 11.78 | 5.44 | 2.70 | 2.04 | 2.79 | 1.69 |
| | | Non-Affil. Carriers | 3.42 | 4.40 | 4.00 | 4.13 | 5.35 | 8.55 | 5.72 | 5.75 | 4.70 | 3.35 | 5.58 | 4.88 |
| DS3 | Avg. Repair Int. | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | (Hours) | BOC & Other Affiliates | 8.28 | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 4.45 | 0.97 | - | - | - | 1.93 | 1.83 | 3.29 | 7.55 | 2.77 | - | - |
| | Standard | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | Deviation | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 4.00 | - | - | - | - | - | - | 1.26 | - | - | - | - |
| Ocn | Avg. Repair Int. | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | (Hours) | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | - | - | - | - | - |
| | Standard | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | Deviation | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | - | - | - | - | - |

**Repair Measures**

| Verizon — Access Services — 2004 | | | | | | | | | | | | | | NH |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service | Measure | Customer | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 |
| FG D | Total Trouble Reports | 272 Affiliate | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 4 | 3 | 1 | 4 | 1 | 0 | 4 | 0 | 0 | 2 | 2 | 2 |
| DS0 | | 272 Affiliate | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| | | BOC & Other Affiliates | 1 | 5 | 3 | 1 | 2 | 0 | 4 | 1 | 2 | 2 | 1 | 1 |
| | | Non-Affil. Carriers | 26 | 33 | 55 | 52 | 76 | 39 | 20 | 36 | 27 | 32 | 35 | 26 |
| DS1 | | 272 Affiliate | 2 | 0 | 2 | 1 | 3 | 1 | 0 | 3 | 7 | 2 | 0 | 4 |
| | | BOC & Other Affiliates | 7 | 2 | 4 | 14 | 13 | 15 | 8 | 18 | 14 | 14 | 4 | 4 |
| | | Non-Affil. Carriers | 122 | 125 | 160 | 241 | 283 | 223 | 191 | 188 | 151 | 153 | 141 | 179 |
| DS3 | | 272 Affiliate | 1 | 0 | 0 | 2 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| | | BOC & Other Affiliates | 1 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 |
| | | Non-Affil. Carriers | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 0 | 2 | 0 | 0 |
| Ocn | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| FG D | Avg. Repair Int. (Hours) | 272 Affiliate | - | - | 44.05 | - | - | - | - | 2.90 | - | - | 4.58 | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 5.45 | 4.69 | 2.90 | 341.12 | 1.73 | - | 11.83 | - | - | 3.80 | 8.78 | 9.23 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | 1.18 | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 1.21 | 2.01 | - | 251.35 | - | - | 14.09 | - | - | 4.41 | 8.79 | 7.37 |
| DS0 | Avg. Repair Int. (Hours) | 272 Affiliate | - | - | - | - | 8.72 | - | - | - | 0.02 | - | - | - |
| | | BOC & Other Affiliates | 16.63 | 4.74 | 2.16 | 0.10 | 2.18 | - | 1.32 | 0.32 | 1.58 | 0.48 | 0.20 | 0.28 |
| | | Non-Affil. Carriers | 3.14 | 3.99 | 4.14 | 2.57 | 3.10 | 3.98 | 3.52 | 3.10 | 3.21 | 3.57 | 3.27 | 4.58 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | 4.48 | 1.42 | - | 1.13 | - | 1.56 | - | 1.66 | 0.32 | - | - |
| | | Non-Affil. Carriers | 2.64 | 4.24 | 5.28 | 3.00 | 3.11 | 3.11 | 2.26 | 4.49 | 3.19 | 3.07 | 3.75 | 4.49 |
| DS1 | Avg. Repair Int. (Hours) | 272 Affiliate | 4.82 | - | 0.41 | 10.25 | 7.66 | 5.78 | - | 3.97 | 2.17 | 1.58 | - | 1.20 |
| | | BOC & Other Affiliates | 2.64 | 5.54 | 6.63 | 2.05 | 1.73 | 3.79 | 4.20 | 1.81 | 3.51 | 2.83 | 4.66 | 5.17 |
| | | Non-Affil. Carriers | 3.54 | 4.09 | 4.06 | 3.64 | 3.58 | 3.51 | 3.69 | 3.30 | 3.53 | 3.14 | 3.35 | 3.51 |
| | Standard Deviation | 272 Affiliate | 0.40 | - | 0.08 | - | 7.49 | - | - | 2.59 | 2.37 | 0.78 | - | 0.96 |
| | | BOC & Other Affiliates | 2.18 | 0.12 | 5.27 | 2.73 | 1.96 | 2.66 | 5.28 | 2.43 | 4.11 | 4.56 | 6.52 | 1.97 |
| | | Non-Affil. Carriers | 4.79 | 4.15 | 4.54 | 4.87 | 5.20 | 4.24 | 4.06 | 3.33 | 3.56 | 3.70 | 3.82 | 3.76 |
| DS3 | Avg. Repair Int. (Hours) | 272 Affiliate | 0.17 | - | - | 12.55 | - | 0.57 | 0.02 | - | - | - | - | - |
| | | BOC & Other Affiliates | 2.12 | - | 1.32 | 2.08 | - | - | - | - | - | 3.71 | - | - |
| | | Non-Affil. Carriers | - | 1.52 | 1.32 | 0.93 | 6.52 | 0.55 | 0.83 | 0.79 | - | 1.82 | - | - |
| | Standard Deviation | 272 Affiliate | - | - | - | 16.72 | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | 0.09 | - | - | - | - | - | - | 0.04 | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | 0.83 | - | 1.70 | - | - |
| Ocn | Avg. Repair Int. (Hours) | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 4.05 | - | - | - | - | - | - | - | - | - | - | - |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | - | - | - | - | - |

**Verizon - PIC Intervals - 2003**

NH

| Customer | Measure | Jan-03 | Feb-03 | Mar-03 | Apr-03 | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 272 AFFILIATE | RECORDS | 43 | 37 | 108 | 151 | 107 | 214 | 755 | 310 | 446 | 16 | 22 | 297 |
| | INTERVALS | 1:08 | 0:50 | 2:02 | 3:00 | 2:56 | 6:00 | 3:09 | 3:45 | 3:49 | 2:33 | 2:33 | 1:25 |
| | STD. DEV. | 2:08 | 0:31 | 1:26 | 2:03 | 1:24 | 3:55 | 1:22 | 2:48 | 0:57 | 3:08 | 1:37 | 2:47 |
| NON AFFILIATES | RECORDS | 11309 | 10118 | 11039 | 12330 | 12110 | 11708 | 9970 | 9118 | 9032 | 11426 | 7692 | 6595 |
| | INTERVALS | 2:02 | 11:38 | 2:08 | 2:33 | 2:08 | 2:21 | 2:34 | 3:48 | 3:04 | 2:36 | 2:56 | 3:07 |
| | STD. DEV. | 2:04 | 78:59 | 2:01 | 2:38 | 1:42 | 2:06 | 1:50 | 3:15 | 2:01 | 1:51 | 2:22 | 2:38 |

NOTES:

1.This report provides the number of records processed and the average PIC Interval for carrier initiated files sent to Verizon by the 272 affiliate and non-affiliates in the state indicated and for each month of the year. The standard deviation is also provided. 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 - PIC Intervals - 2004**

NH

| Customer | Measure | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 272 AFFILIATE | RECORDS | 263 | 48 | 176 | 159 | 58 | 17 | 5 | 1 | 5 | 239 | 29 | 22 |
| | INTERVALS | 2:08 | 1:41 | 1:19 | 0:53 | 1:06 | 2:40 | 0:41 | 0:34 | 0:58 | 1:08 | 1:22 | 10:19 |
| | STD. DEV. | 2:09 | 1:28 | 1:14 | 0:48 | 1:06 | 1:35 | 0:03 | 0:00 | 0:13 | 0:27 | 1:02 | 17:44 |
| NON AFFILIATES | RECORDS | 8,492 | 6,128 | 5,744 | 5,665 | 4,852 | 4,278 | 3,205 | 2,370 | 2,159 | 2,068 | 1,366 | 1,212 |
| | INTERVALS | 2:26 | 2:32 | 3:16 | 2:37 | 2:22 | 2:13 | 2:59 | 3:46 | 1:54 | 1:30 | 1:29 | 2:18 |
| | STD. DEV. | 2:03 | 2:03 | 16:38 | 1:57 | 2:02 | 1:58 | 2:23 | 16:08 | 11:47 | 1:55 | 2:05 | 3:21 |

NOTES:

1. This report represents data showing the Average PIC Interval for carrier initiated files sent to Verizon by the entire carrier community, including Verizon LD. 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. The report also indicates the number of records processed each month for the affilate and non-affiliates.

**Verizon – FOC Results Data -- 2003** **NJ**

| SERVICE | CUSTOMER | Measure | Jan-03 | Feb-03 | Mar-03 | Apr-03 | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FGD | 272 AFFILIATE | Orders | 82 | 126 | 2 | 31 | 0 | 9 | 30 | 19 | 30 | 27 | 2 | 0 |
| | | FOC Interval (Days) | 6.8 | 7.5 | 15.0 | 2.6 | --- | 3.2 | 5.7 | 16.7 | 4.5 | 0.9 | 2.0 | --- |
| | | Standard Deviation | 3.3 | 3.4 | 12.7 | 1.5 | --- | 1.3 | 1.8 | 17.5 | 1.5 | 0.6 | 1.4 | --- |
| | BOC & Other Affiliate | Orders | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | NON-AFFIL. CARRIERS | Orders | 49 | 33 | 36 | 90 | 52 | 48 | 432 | 230 | 95 | 87 | 53 | 65 |
| | | FOC Interval (Days) | 13.1 | 6.0 | 9.8 | 6.6 | 5.3 | 3.8 | 3.4 | 6.3 | 2.4 | 3.0 | 3.9 | 3.6 |
| | | Standard Deviation | 12.7 | 5.2 | 6.2 | 3.7 | 4.2 | 4.3 | 3.0 | 8.8 | 2.7 | 2.0 | 3.4 | 3.1 |
| DS0 | 272 AFFILIATE | Orders | 2 | 2 | 1 | 3 | 0 | 1 | 1 | 15 | 22 | 6 | 2 | 2 |
| | | FOC Interval (Days) | 0.0 | 0.0 | 0.0 | 0.3 | --- | 0.0 | 1.0 | 0.9 | 1.0 | 0.2 | 0.5 | 1.0 |
| | | Standard Deviation | 0.0 | 0.0 | *** | 0.6 | --- | *** | *** | 1.9 | 1.4 | 0.4 | 0.7 | 1.4 |
| | BOC & Other Affiliate | Orders | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 1 |
| | | FOC Interval (Days) | --- | --- | --- | --- | --- | --- | --- | --- | --- | 0.5 | 0.0 | 0.0 |
| | | Standard Deviation | --- | --- | --- | --- | --- | --- | --- | --- | --- | 0.7 | *** | *** |
| | NON-AFFIL. CARRIERS | Orders | 280 | 201 | 274 | 183 | 210 | 319 | 327 | 244 | 228 | 260 | 186 | 214 |
| | | FOC Interval (Days) | 0.4 | 0.3 | 0.4 | 0.6 | 0.6 | 0.4 | 0.5 | 0.4 | 0.4 | 0.7 | 1.1 | 0.9 |
| | | Standard Deviation | 2.4 | 0.9 | 1.0 | 1.9 | 1.5 | 1.0 | 1.0 | 1.2 | 0.8 | 1.4 | 1.8 | 1.9 |
| DS1 | 272 AFFILIATE | Orders | 22 | 12 | 31 | 48 | 36 | 35 | 57 | 50 | 25 | 44 | 42 | 35 |
| | | FOC Interval (Days) | 0.8 | 0.3 | 1.1 | 0.6 | 0.9 | 0.6 | 0.9 | 1.1 | 2.5 | 0.7 | 0.9 | 0.9 |
| | | Standard Deviation | 0.9 | 0.7 | 1.3 | 1.0 | 1.0 | 0.8 | 1.5 | 1.5 | 3.4 | 0.7 | 0.9 | 0.9 |
| | BOC & Other Affiliate | Orders | 79 | 134 | 81 | 125 | 65 | 32 | 90 | 73 | 126 | 97 | 83 | 78 |
| | | FOC Interval (Days) | 2.3 | 1.7 | 1.2 | 4.4 | 3.3 | 1.1 | 3.3 | 1.6 | 1.4 | 1.6 | 1.6 | 0.7 |
| | | Standard Deviation | 7.4 | 2.4 | 1.7 | 3.8 | 6.4 | 1.3 | 6.1 | 1.5 | 2.0 | 4.2 | 2.2 | 1.0 |
| | NON-AFFIL. CARRIERS | Orders | 2548 | 2196 | 2012 | 2031 | 1853 | 2351 | 2539 | 1981 | 1914 | 2442 | 1789 | 2139 |
| | | FOC Interval (Days) | 0.9 | 0.9 | 1.0 | 1.0 | 1.0 | 0.8 | 1.2 | 0.9 | 0.9 | 1.0 | 1.2 | 1.2 |
| | | Standard Deviation | 5.1 | 1.3 | 1.4 | 1.3 | 4.5 | 1.2 | 1.4 | 1.8 | 1.9 | 1.5 | 1.9 | 2.2 |
| DS3 | 272 AFFILIATE | Orders | 2 | 14 | 4 | 7 | 12 | 7 | 5 | 7 | 12 | 8 | 10 | 7 |
| | | FOC Interval (Days) | 1.5 | 0.9 | 2.0 | 1.6 | 0.8 | 1.1 | 1.6 | 1.0 | 3.2 | 2.4 | 0.5 | 1.4 |
| | | Standard Deviation | 0.7 | 1.1 | 1.2 | 1.5 | 0.9 | 0.9 | 1.1 | 1.2 | 5.5 | 2.3 | 1.0 | 1.4 |
| | BOC & Other Affiliate | Orders | 2 | 10 | 72 | 14 | 13 | 36 | 64 | 52 | 40 | 58 | 13 | 53 |
| | | FOC Interval (Days) | 12.0 | 1.7 | 1.7 | 0.7 | 1.8 | 2.0 | 3.2 | 1.8 | 1.0 | 1.1 | 1.7 | 4.2 |
| | | Standard Deviation | 7.1 | 2.1 | 1.3 | 0.6 | 1.3 | 1.9 | 2.8 | 1.5 | 1.1 | 1.3 | 0.8 | 4.0 |
| | NON-AFFIL. CARRIERS | Orders | 131 | 142 | 136 | 178 | 132 | 240 | 191 | 130 | 144 | 191 | 191 | 212 |
| | | FOC Interval (Days) | 1.9 | 0.9 | 1.1 | 1.2 | 1.8 | 1.5 | 1.7 | 4.2 | 1.9 | 1.6 | 2.5 | 3.1 |
| | | Standard Deviation | 3.5 | 1.3 | 1.1 | 1.9 | 4.9 | 2.3 | 2.1 | 8.7 | 2.3 | 1.7 | 2.5 | 3.9 |
| Ocn | 272 AFFILIATE | Orders | 1 | 0 | 1 | 3 | 2 | 0 | 2 | 3 | 5 | 6 | 4 | 12 |
| | | FOC Interval (Days) | 1.0 | --- | 0.0 | 5.0 | 1.5 | --- | 1.5 | 2.3 | 6.2 | 3.2 | 10.8 | 2.6 |
| | | Standard Deviation | *** | --- | *** | 8.7 | 2.1 | --- | 2.1 | 1.2 | 3.9 | 2.8 | 4.9 | 4.2 |
| | BOC & Other Affiliate | Orders | 3 | 0 | 9 | 4 | 1 | 0 | 5 | 3 | 14 | 10 | 1 | 1 |
| | | FOC Interval (Days) | 17.3 | --- | 4.3 | 2.0 | 0.0 | --- | 4.4 | 6.0 | 5.9 | 0.5 | 11.0 | 0.0 |
| | | Standard Deviation | 28.3 | --- | 2.1 | 3.4 | *** | --- | 9.8 | 8.7 | 4.1 | 1.0 | *** | *** |
| | NON-AFFIL. CARRIERS | Orders | 2 | 6 | 4 | 22 | 8 | 3 | 3 | 10 | 4 | 6 | 2 | 2 |
| | | FOC Interval (Days) | 0.0 | 4.7 | 0.5 | 2.6 | 1.3 | 4.7 | 1.3 | 8.6 | 9.8 | 3.8 | 6.0 | 12.0 |
| | | Standard Deviation | 0.0 | 7.4 | 0.6 | 1.0 | 2.4 | 4.0 | 0.6 | 13.4 | 8.3 | 6.4 | 4.2 | 7.1 |

**Notes:**

1./ *** = standard deviation not defined

**Verizon -- FOC Results Data -- 2004** **NJ**

| SERVICE | CUSTOMER | Measure | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FGD | 272 AFFILIATE | Orders | 2 | 19 | 81 | 43 | 20 | 51 | 90 | 12 | 3 | 34 | 53 | 3 |
| | | FOC Interval (Days) | 3.0 | 1.8 | 2.9 | 2.8 | 2.9 | 2.8 | 1.7 | 0.8 | 1.0 | 1.5 | 1.5 | 3.3 |
| | | Standard Deviation | 0.0 | 1.2 | 1.4 | 1.2 | 2.1 | 2.0 | 1.6 | 0.8 | 0.0 | 1.5 | 1.4 | 3.2 |
| | BOC & Other Affiliate | Orders | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | NON-AFFIL. CARRIERS | Orders | 95 | 90 | 78 | 54 | 35 | 20 | 46 | 49 | 64 | 44 | 17 | 49 |
| | | FOC Interval (Days) | 2.4 | 1.8 | 1.7 | 2.1 | 3.7 | 3.8 | 3.3 | 2.2 | 2.1 | 1.7 | 2.5 | 1.6 |
| | | Standard Deviation | 3.9 | 1.5 | 1.6 | 1.9 | 3.2 | 2.3 | 2.5 | 1.9 | 2.0 | 1.8 | 3.2 | 1.8 |
| DS0 | 272 AFFILIATE | Orders | 5 | 1 | 5 | 4 | 4 | 6 | 10 | 0 | 12 | 7 | 1 | 1 |
| | | FOC Interval (Days) | 0.4 | 1.0 | 2.8 | 6.3 | 4.8 | 1.0 | 1.1 | --- | 1.2 | 7.0 | 0.0 | 7.0 |
| | | Standard Deviation | 0.5 | *** | 6.3 | 4.9 | 3.8 | 0.6 | 1.6 | --- | 1.6 | 8.2 | *** | *** |
| | BOC & Other Affiliate | Orders | 2 | 0 | 6 | 23 | 4 | 0 | 5 | 0 | 0 | 3 | 1 | 3 |
| | | FOC Interval (Days) | 0.5 | --- | 2.2 | 0.9 | 1.8 | --- | 7.2 | --- | --- | 0.0 | 0.0 | 0.7 |
| | | Standard Deviation | 0.7 | --- | 3.5 | 0.7 | 2.2 | --- | 8.6 | --- | --- | 0.0 | *** | 0.6 |
| | NON-AFFIL. CARRIERS | Orders | 211 | 324 | 354 | 337 | 253 | 260 | 279 | 245 | 262 | 293 | 538 | 389 |
| | | FOC Interval (Days) | 0.6 | 0.5 | 0.6 | 0.8 | 0.8 | 0.7 | 0.6 | 0.7 | 0.6 | 0.9 | 0.8 | 1.3 |
| | | Standard Deviation | 1.4 | 1.2 | 1.5 | 1.6 | 1.6 | 4.0 | 1.5 | 2.2 | 1.6 | 1.8 | 1.2 | 1.9 |
| DS1 | 272 AFFILIATE | Orders | 71 | 65 | 53 | 52 | 59 | 68 | 87 | 77 | 73 | 92 | 89 | 76 |
| | | FOC Interval (Days) | 1.1 | 1.1 | 1.5 | 0.9 | 0.8 | 0.9 | 0.9 | 1.2 | 1.1 | 1.3 | 1.1 | 1.3 |
| | | Standard Deviation | 0.8 | 0.9 | 3.5 | 0.9 | 0.7 | 0.8 | 1.0 | 1.9 | 1.0 | 1.1 | 1.8 | 2.3 |
| | BOC & Other Affiliate | Orders | 317 | 174 | 234 | 469 | 357 | 262 | 259 | 103 | 105 | 77 | 406 | 231 |
| | | FOC Interval (Days) | 2.5 | 2.3 | 2.0 | 1.8 | 1.5 | 1.4 | 1.0 | 4.3 | 0.9 | 1.2 | 0.8 | 1.2 |
| | | Standard Deviation | 3.3 | 6.7 | 5.3 | 4.0 | 3.8 | 5.1 | 2.9 | 14.0 | 2.0 | 1.4 | 1.5 | 2.3 |
| | NON-AFFIL. CARRIERS | Orders | 2179 | 2498 | 2649 | 3028 | 3100 | 2760 | 3175 | 3189 | 2934 | 2832 | 2176 | 2033 |
| | | FOC Interval (Days) | 1.0 | 0.9 | 1.0 | 1.1 | 0.9 | 1.0 | 1.2 | 1.4 | 1.2 | 1.2 | 1.0 | 1.3 |
| | | Standard Deviation | 1.5 | 1.7 | 1.9 | 1.9 | 1.9 | 2.2 | 2.3 | 2.0 | 2.0 | 1.8 | 1.8 | 2.6 |
| DS3 | 272 AFFILIATE | Orders | 10 | 18 | 11 | 14 | 12 | 22 | 28 | 35 | 24 | 31 | 14 | 22 |
| | | FOC Interval (Days) | 2.3 | 1.2 | 1.8 | 2.1 | 1.9 | 2.4 | 2.8 | 2.4 | 3.1 | 3.6 | 3.7 | 4.5 |
| | | Standard Deviation | 1.1 | 0.8 | 1.9 | 1.9 | 1.6 | 2.4 | 1.8 | 1.6 | 2.8 | 4.6 | 3.5 | 3.8 |
| | BOC & Other Affiliate | Orders | 12 | 24 | 41 | 23 | 5 | 22 | 2 | 27 | 14 | 5 | 36 | 2 |
| | | FOC Interval (Days) | 3.8 | 2.1 | 3.4 | 3.0 | 2.2 | 4.3 | 23.0 | 3.0 | 4.6 | 5.2 | 2.3 | 1.5 |
| | | Standard Deviation | 2.9 | 1.0 | 4.7 | 2.3 | 1.3 | 4.7 | 0.0 | 1.6 | 6.2 | 7.1 | 2.0 | 0.7 |
| | NON-AFFIL. CARRIERS | Orders | 231 | 204 | 210 | 225 | 189 | 233 | 239 | 214 | 212 | 156 | 138 | 173 |
| | | FOC Interval (Days) | 2.3 | 1.4 | 2.5 | 1.5 | 1.9 | 3.2 | 2.1 | 2.8 | 3.6 | 4.3 | 2.0 | 2.4 |
| | | Standard Deviation | 2.4 | 2.4 | 6.1 | 1.9 | 2.4 | 3.8 | 2.7 | 5.0 | 6.4 | 9.5 | 2.1 | 2.5 |
| Ocn | 272 AFFILIATE | Orders | 4 | 3 | 14 | 11 | 13 | 3 | 5 | 0 | 9 | 2 | 2 | 2 |
| | | FOC Interval (Days) | 2.8 | 27.7 | 2.6 | 5.1 | 7.2 | 1.0 | 3.6 | --- | 5.8 | 4.5 | 6.5 | 15.0 |
| | | Standard Deviation | 3.6 | 43.7 | 2.2 | 7.2 | 3.7 | 1.0 | 3.8 | --- | 4.8 | 4.9 | 6.4 | 21.2 |
| | BOC & Other Affiliate | Orders | 4 | 1 | 0 | 0 | 0 | 1 | 4 | 2 | 0 | 0 | 1 | 0 |
| | | FOC Interval (Days) | 3.3 | 5.0 | --- | --- | --- | 0.0 | 1.3 | 0.0 | --- | --- | 48.0 | --- |
| | | Standard Deviation | 0.5 | *** | --- | --- | --- | *** | 1.3 | 0.0 | --- | --- | *** | --- |
| | NON-AFFIL. CARRIERS | Orders | 5 | 5 | 4 | 15 | 3 | 9 | 6 | 9 | 8 | 9 | 8 | 3 |
| | | FOC Interval (Days) | 7.4 | 4.0 | 2.0 | 4.1 | 4.0 | 5.7 | 7.8 | 6.3 | 4.5 | 3.4 | 3.4 | 11.3 |
| | | Standard Deviation | 6.1 | 4.6 | 0.0 | 4.7 | 3.6 | 6.0 | 4.4 | 4.9 | 4.0 | 5.4 | 3.2 | 5.1 |

**Notes:**
1./ *** = standard deviation not defined

**Installation Measures**

| Verizon — Access Services Installed — 2003 | | | | | | | | | | | | | | NJ |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service | Measure | Customer | Jan-03 | Feb-03 | Mar-03 | Apr-03 | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 |
| FG D | Order Volumes | 272 Affiliate | 2 | 30 | 13 | 21 | 9 | 9 | 6 | 6 | 2 | 7 | 2 | 2 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 65 | 9 | 20 | 31 | 29 | 25 | 28 | 27 | 43 | 47 | 76 | 22 |
| DS0 | | 272 Affiliate | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 8 | 6 | 1 | 1 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 1 | 1 |
| | | Non-Affil. Carriers | 216 | 264 | 402 | 774 | 411 | 385 | 220 | 137 | 352 | 453 | 114 | 300 |
| DS1 | | 272 Affiliate | 16 | 12 | 9 | 43 | 34 | 29 | 26 | 34 | 33 | 11 | 27 | 29 |
| | | BOC & Other Affiliates | 133 | 80 | 52 | 231 | 121 | 105 | 28 | 46 | 60 | 68 | 20 | 60 |
| | | Non-Affil. Carriers | 2028 | 2020 | 1838 | 1466 | 1581 | 1462 | 1525 | 1465 | 1542 | 1572 | 1503 | 2287 |
| DS3 | | 272 Affiliate | 1 | 4 | 5 | 2 | 5 | 4 | 0 | 3 | 4 | 0 | 1 | 3 |
| | | BOC & Other Affiliates | 1 | 0 | 7 | 45 | 18 | 6 | 14 | 13 | 5 | 8 | 4 | 4 |
| | | Non-Affil. Carriers | 20 | 40 | 60 | 35 | 39 | 32 | 42 | 20 | 31 | 26 | 23 | 44 |
| Ocn | | 272 Affiliate | 0 | 0 | 8 | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 2 | 0 |
| | | BOC & Other Affiliates | 2 | 2 | 2 | 7 | 1 | 0 | 1 | 1 | 0 | 6 | 1 | 0 |
| | | Non-Affil. Carriers | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 2 | 0 | 0 |
| FG D | Avg. Inst. Int. (Days) | 272 Affiliate | 17.00 | 21.83 | 20.92 | 10.57 | 20.67 | 20.67 | 20.17 | 21.33 | 21.00 | 15.29 | 21.00 | 21.00 |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 36.34 | 17.11 | 21.25 | 14.65 | 9.52 | 15.44 | 13.79 | 27.07 | 15.19 | 26.85 | 25.86 | 13.18 |
| | Standard Deviation | 272 Affiliate | 2.83 | 2.18 | 1.98 | 9.11 | 2.35 | 2.35 | 2.86 | 4.23 | 0.00 | 3.90 | 0.00 | 0.00 |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 14.60 | 18.98 | 17.46 | 10.94 | 12.28 | 25.62 | 13.16 | 19.06 | 15.70 | 12.18 | 13.88 | 13.35 |
| DS0 | Avg. Inst. Int. (Days) | 272 Affiliate | - | 14.00 | - | - | 13.50 | - | - | - | 8.38 | 35.33 | 11.00 | 7.00 |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | 0.00 | 9.00 | 5.00 |
| | | Non-Affil. Carriers | 14.22 | 8.15 | 6.92 | 3.42 | 12.06 | 6.30 | 11.00 | 12.30 | 6.88 | 12.55 | 12.24 | 36.80 |
| | Standard Deviation | 272 Affiliate | - | 2.83 | - | - | 3.54 | - | - | - | 4.17 | 29.19 | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | 0.00 | - | - |
| | | Non-Affil. Carriers | 18.49 | 8.51 | 7.56 | 4.80 | 20.99 | 5.99 | 7.09 | 8.85 | 7.25 | 6.26 | 7.08 | 32.27 |
| DS1 | Avg. Inst. Int. (Days) | 272 Affiliate | 9.75 | 13.33 | 10.33 | 12.79 | 17.50 | 17.93 | 16.77 | 17.44 | 15.00 | 18.73 | 16.93 | 15.79 |
| | | BOC & Other Affiliates | 50.99 | 53.43 | 35.15 | 29.66 | 31.01 | 31.83 | 41.39 | 29.20 | 37.18 | 26.46 | 23.05 | 26.82 |
| | | Non-Affil. Carriers | 14.12 | 13.54 | 14.87 | 16.97 | 15.31 | 16.25 | 17.11 | 16.39 | 19.90 | 17.64 | 15.11 | 12.86 |
| | Standard Deviation | 272 Affiliate | 5.70 | 5.14 | 6.44 | 6.54 | 9.76 | 9.11 | 5.80 | 8.13 | 8.04 | 11.64 | 5.97 | 5.90 |
| | | BOC & Other Affiliates | 19.10 | 28.22 | 27.35 | 17.62 | 15.30 | 19.02 | 31.78 | 12.79 | 17.62 | 16.22 | 17.91 | 19.56 |
| | | Non-Affil. Carriers | 13.25 | 11.52 | 12.28 | 13.54 | 14.59 | 14.60 | 11.74 | 13.34 | 14.83 | 16.99 | 12.17 | 16.05 |
| DS3 | Avg. Inst. Int. (Days) | 272 Affiliate | 37.00 | 16.25 | 17.40 | 5.50 | 17.80 | 33.50 | - | 23.00 | 10.00 | - | 22.00 | 32.00 |
| | | BOC & Other Affiliates | 29.00 | - | 19.29 | 21.24 | 25.50 | 19.17 | 20.21 | 20.77 | 16.80 | 24.13 | 26.50 | 15.25 |
| | | Non-Affil. Carriers | 24.25 | 46.93 | 28.38 | 22.91 | 24.79 | 18.09 | 23.69 | 21.70 | 24.84 | 24.00 | 23.52 | 29.16 |
| | Standard Deviation | 272 Affiliate | - | 12.31 | 7.16 | 4.95 | 13.22 | 12.15 | - | 3.46 | 6.98 | - | - | 26.23 |
| | | BOC & Other Affiliates | - | - | 0.49 | 4.02 | 11.38 | 7.94 | 3.79 | 1.83 | 3.63 | 9.25 | 18.06 | 9.39 |
| | | Non-Affil. Carriers | 16.42 | 42.21 | 35.72 | 13.39 | 14.86 | 11.64 | 10.51 | 12.58 | 14.41 | 21.96 | 10.22 | 21.54 |
| Ocn | Avg. Inst. Int. (Days) | 272 Affiliate | - | - | 54.00 | - | 36.50 | - | - | - | - | 51.00 | 56.00 | - |
| | | BOC & Other Affiliates | 22.00 | 13.00 | 17.00 | 19.57 | 46.00 | - | 15.00 | 23.00 | - | 29.00 | 7.00 | - |
| | | Non-Affil. Carriers | - | 59.00 | - | - | 12.00 | - | - | 8.00 | - | 15.50 | - | - |
| | Standard Deviation | 272 Affiliate | - | - | 2.14 | - | 47.38 | - | - | - | - | - | 11.31 | - |
| | | BOC & Other Affiliates | 2.83 | 0.00 | 0.00 | 2.30 | - | - | - | - | - | 6.00 | - | - |
| | | Non-Affil. Carriers | - | - | - | - | 0.00 | - | - | 0.00 | - | 4.95 | - | - |
| FG D | Percent Installation Commitments Met | 272 Affiliate | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 100.0 | 100.0 | 100.0 | 96.8 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 95.5 |
| DS0 | | 272 Affiliate | - | 100.0 | - | - | 100.0 | - | - | - | 100.0 | 83.3 | 100.0 | 100.0 |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | 100.0 | 100.0 | 100.0 |
| | | Non-Affil. Carriers | 94.0 | 96.2 | 93.8 | 97.4 | 90.8 | 95.3 | 88.2 | 86.9 | 94.0 | 91.6 | 64.0 | 90.3 |
| DS1 | | 272 Affiliate | 100.0 | 100.0 | 88.9 | 100.0 | 97.1 | 93.1 | 96.2 | 94.1 | 100.0 | 100.0 | 88.9 | 89.7 |
| | | BOC & Other Affiliates | 99.3 | 97.5 | 100.0 | 99.6 | 99.2 | 97.1 | 100.0 | 56.5 | 75.0 | 97.1 | 95.0 | 73.3 |
| | | Non-Affil. Carriers | 95.6 | 96.9 | 96.5 | 95.1 | 95.4 | 94.3 | 94.8 | 94.5 | 92.5 | 94.1 | 91.0 | 94.5 |
| DS3 | | 272 Affiliate | 100.0 | 100.0 | 100.0 | 100.0 | 60.0 | 75.0 | - | 100.0 | 75.0 | - | 0.0 | 33.3 |
| | | BOC & Other Affiliates | 0.0 | - | 100.0 | 88.9 | 77.8 | 66.7 | 92.9 | 92.3 | 80.0 | 100.0 | 25.0 | 100.0 |
| | | Non-Affil. Carriers | 95.0 | 85.0 | 90.0 | 74.3 | 79.5 | 71.9 | 90.5 | 80.0 | 80.7 | 88.5 | 91.3 | 75.0 |
| Ocn | | 272 Affiliate | - | - | 100.0 | - | 100.0 | - | - | - | - | 100.0 | 0.0 | - |
| | | BOC & Other Affiliates | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | - | 100.0 | 100.0 | - | 100.0 | 100.0 | - |
| | | Non-Affil. Carriers | - | 0.0 | - | - | 100.0 | - | - | 0.0 | - | 100.0 | - | - |

**Notes:**
*1./ Installation data excludes CNRs.*

**Installation Measures**

| Verizon — Access Services Installed — 2004 | | | | | | | | | NJ | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service | Measure | Customer | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 |
| FG D | Order Volumes | 272 Affiliate | 2 | 0 | 4 | 31 | 17 | 30 | 40 | 61 | 2 | 0 | 28 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 103 | 32 | 29 | 30 | 54 | 20 | 23 | 43 | 27 | 49 | 12 | 12 |
| DS0 | | 272 Affiliate | 2 | 2 | 1 | 2 | 0 | 3 | 4 | 0 | 1 | 3 | 3 | 0 |
| | | BOC & Other Affiliates | 1 | 0 | 1 | 17 | 2 | 1 | 1 | 0 | 0 | 1 | 0 | 0 |
| | | Non-Affil. Carriers | 141 | 310 | 441 | 196 | 171 | 747 | 506 | 267 | 109 | 154 | 162 | 277 |
| DS1 | | 272 Affiliate | 50 | 38 | 43 | 26 | 28 | 36 | 39 | 46 | 32 | 50 | 55 | 45 |
| | | BOC & Other Affiliates | 41 | 66 | 207 | 153 | 265 | 181 | 123 | 122 | 52 | 56 | 89 | 177 |
| | | Non-Affil. Carriers | 2037 | 1797 | 2139 | 1722 | 2671 | 2370 | 1921 | 1838 | 1885 | 2220 | 1699 | 1221 |
| DS3 | | 272 Affiliate | 3 | 5 | 2 | 3 | 2 | 0 | 4 | 9 | 3 | 5 | 5 | 8 |
| | | BOC & Other Affiliates | 1 | 9 | 10 | 1 | 1 | 1 | 5 | 0 | 4 | 4 | 1 | 2 |
| | | Non-Affil. Carriers | 28 | 23 | 25 | 35 | 22 | 41 | 27 | 44 | 58 | 45 | 41 | 23 |
| Ocn | | 272 Affiliate | 3 | 1 | 3 | 1 | 2 | 0 | 1 | 2 | 0 | 0 | 0 | 1 |
| | | BOC & Other Affiliates | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 1 | 3 | 0 | 1 | 0 | 1 | 1 | 1 | 6 | 0 | 2 | 3 |
| FG D | Avg. Inst. Int. (Days) | 272 Affiliate | 21.00 | - | 33.00 | 18.65 | 17.00 | 29.83 | 13.05 | 22.98 | 2.00 | - | 10.00 | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 32.87 | 15.72 | 26.41 | 37.80 | 35.31 | 17.85 | 18.83 | 17.49 | 14.00 | 14.53 | 22.42 | 12.00 |
| | Standard Deviation | 272 Affiliate | 0.00 | - | 0.00 | 7.79 | 5.51 | 7.31 | 6.61 | 7.88 | 0.00 | - | 3.87 | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 13.02 | 8.22 | 8.42 | 22.19 | 9.87 | 7.21 | 10.44 | 5.81 | 9.63 | 5.68 | 16.71 | 4.11 |
| DS0 | Avg. Inst. Int. (Days) | 272 Affiliate | 8.50 | 12.00 | 187.00 | 4 | - | 13.33 | 14.75 | - | 5 | 11.33 | 21.33 | - |
| | | BOC & Other Affiliates | 18.00 | - | 4.00 | 8.94 | 6.5 | 35 | 4 | - | - | 1 | - | - |
| | | Non-Affil. Carriers | 14.42 | 11.46 | 17.05 | 15.46 | 12.71 | 11.01 | 4.60 | 12.00 | 10.70 | 12.68 | 19.85 | 18.38 |
| | Standard Deviation | 272 Affiliate | 9.19 | 7.07 | - | 1.41 | - | 9.29 | 2.50 | - | - | 6.81 | 17.16 | - |
| | | BOC & Other Affiliates | - | - | - | 2.88 | 4.95 | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 12.63 | 14.83 | 8.61 | 8.87 | 10.76 | 27.60 | 6.37 | 5.85 | 9.16 | 8.21 | 32.80 | 6.71 |
| DS1 | Avg. Inst. Int. (Days) | 272 Affiliate | 13.66 | 14.21 | 13.00 | 19.69 | 21.14 | 19.03 | 16.82 | 15.74 | 17.69 | 15.22 | 14.56 | 9.56 |
| | | BOC & Other Affiliates | 31.85 | 33.41 | 36.28 | 39.63 | 29.85 | 31.64 | 29.15 | 37.52 | 42.71 | 20.13 | 15.07 | 13.94 |
| | | Non-Affil. Carriers | 11.88 | 12.30 | 16.89 | 15.03 | 14.22 | 19.38 | 14.24 | 16.95 | 18.48 | 14.27 | 16.55 | 14.80 |
| | Standard Deviation | 272 Affiliate | 13.08 | 6.63 | 6.83 | 7.23 | 17.51 | 7.02 | 6.62 | 5.62 | 11.52 | 7.27 | 8.23 | 6.42 |
| | | BOC & Other Affiliates | 22.36 | 16.45 | 12.30 | 22.18 | 23.70 | 17.36 | 21.38 | 27.32 | 44.69 | 19.85 | 12.97 | 9.24 |
| | | Non-Affil. Carriers | 11.34 | 10.76 | 15.63 | 11.38 | 13.84 | 21.26 | 12.96 | 11.15 | 12.77 | 12.93 | 12.57 | 10.46 |
| DS3 | Avg. Inst. Int. (Days) | 272 Affiliate | 14.67 | 22.60 | 22.00 | 10.67 | 22.00 | - | 31.25 | 21.00 | 15.67 | 16.80 | 13.00 | 17.13 |
| | | BOC & Other Affiliates | 39.00 | 30.67 | 22.40 | 34.00 | 10.00 | 6.00 | 21.60 | - | 9.75 | 17.25 | 31.00 | 25.00 |
| | | Non-Affil. Carriers | 27.11 | 15.96 | 24.16 | 24.49 | 24.14 | 25.24 | 24.00 | 25.98 | 28.14 | 21.89 | 25.95 | 23.43 |
| | Standard Deviation | 272 Affiliate | 11.24 | 10.31 | 12.73 | 5.51 | 2.83 | - | 7.80 | 13.73 | 14.50 | 10.71 | 7.18 | 6.10 |
| | | BOC & Other Affiliates | - | 13.39 | 0.70 | - | - | - | 6.02 | - | 1.50 | 9.84 | - | 5.66 |
| | | Non-Affil. Carriers | 13.95 | 11.32 | 13.64 | 14.27 | 11.34 | 14.35 | 16.56 | 19.70 | 15.42 | 10.54 | 18.32 | 12.90 |
| Ocn | Avg. Inst. Int. (Days) | 272 Affiliate | 18.33 | 40.00 | 14.67 | 7.00 | 31.00 | - | 4.00 | 21.50 | - | - | - | 15.00 |
| | | BOC & Other Affiliates | 35.00 | 35.00 | 9.00 | - | - | - | - | 25.67 | - | - | - | 0.00 |
| | | Non-Affil. Carriers | 49.00 | 49.67 | - | 35.00 | - | 4.00 | 41.00 | 55.00 | 33.83 | - | 3.50 | 21.67 |
| | Standard Deviation | 272 Affiliate | 26.56 | - | 20.43 | - | 18.38 | - | - | 24.75 | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | 7.51 | - | - | - | - |
| | | Non-Affil. Carriers | - | 19.04 | - | - | - | - | - | - | 28.75 | - | 2.12 | 10.60 |
| FG D | Percent Installation Commitments Met | 272 Affiliate | 100.0 | - | 100.0 | 100.0 | 88.2 | 100.0 | 100.0 | 100.0 | 100.0 | - | 100.0 | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 100.0 | 100.0 | 100.0 | 100.0 | 98.2 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| DS0 | | 272 Affiliate | 100.0 | 100.0 | 100.0 | 100.0 | - | 100.0 | 100.0 | - | 100.0 | 66.7 | 66.7 | - |
| | | BOC & Other Affiliates | 100.0 | - | 100.0 | 35.3 | 50.0 | 0.0 | 100.0 | - | - | 100.0 | - | - |
| | | Non-Affil. Carriers | 80.9 | 91.3 | 88.0 | 70.9 | 74.3 | 94.2 | 96.6 | 95.5 | 89.9 | 89.0 | 85.8 | 95.0 |
| DS1 | | 272 Affiliate | 96.0 | 94.7 | 97.7 | 73.1 | 85.7 | 91.7 | 94.9 | 95.7 | 90.6 | 96.0 | 81.8 | 100.0 |
| | | BOC & Other Affiliates | 100.0 | 100.0 | 97.1 | 92.8 | 97.0 | 97.2 | 91.9 | 99.2 | 67.3 | 83.9 | 93.3 | 97.7 |
| | | Non-Affil. Carriers | 94.8 | 94.7 | 95.3 | 91.7 | 95.1 | 94.4 | 96.6 | 93.7 | 94.7 | 94.8 | 95.4 | 96.6 |
| DS3 | | 272 Affiliate | 33.3 | 40.0 | 50.0 | 100.0 | 100.0 | - | 75.0 | 44.4 | 66.7 | 80.0 | 80.0 | 87.5 |
| | | BOC & Other Affiliates | 0.0 | 22.2 | 90.0 | 100.0 | 100.0 | 100.0 | 40.0 | - | 100.0 | 75.0 | 0.0 | 0.0 |
| | | Non-Affil. Carriers | 75.0 | 100.0 | 84.0 | 82.9 | 81.8 | 73.2 | 70.4 | 90.9 | 91.4 | 84.4 | 78.1 | 87.0 |
| Ocn | | 272 Affiliate | 100.0 | 100.0 | 100.0 | 0.0 | 50.0 | - | 100.0 | 100.0 | - | - | - | 100.0 |
| | | BOC & Other Affiliates | 100.0 | 100.0 | 100.0 | - | - | - | - | 100.0 | - | - | - | 0.0 |
| | | Non-Affil. Carriers | 100.0 | 33.3 | - | 100.0 | - | 100.0 | 100.0 | 100.0 | 66.7 | - | 100.0 | 100.0 |

**Notes:**

1./ Installation data excludes CNRs.

**Repair Measures**

| Verizon — Access Services — 2003 | | | | | | | | | NJ | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service | Measure | Customer | Jan-03 | Feb-03 | Mar-03 | Apr-03 | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 |
| FG D | | 272 Affiliate | 0 | 12 | 8 | 9 | 5 | 6 | 9 | 4 | 6 | 6 | 2 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 59 | 112 | 54 | 53 | 34 | 33 | 67 | 34 | 50 | 39 | 57 | 57 |
| DS0 | | 272 Affiliate | 0 | 0 | 0 | 1 | 0 | 4 | 1 | 2 | 1 | 0 | 6 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 4 | 9 | 4 |
| | | Non-Affil. Carriers | 541 | 361 | 501 | 486 | 435 | 864 | 455 | 425 | 801 | 426 | 793 | 647 |
| DS1 | Total Trouble Reports | 272 Affiliate | 0 | 3 | 0 | 3 | 4 | 30 | 9 | 11 | 6 | 7 | 10 | 5 |
| | | BOC & Other Affiliates | 80 | 32 | 34 | 61 | 101 | 172 | 111 | 127 | 78 | 78 | 105 | 85 |
| | | Non-Affil. Carriers | 1007 | 951 | 1013 | 1002 | 1130 | 2218 | 1318 | 1308 | 1259 | 1254 | 1222 | 1132 |
| DS3 | | 272 Affiliate | 1 | 0 | 0 | 6 | 0 | 2 | 0 | 2 | 2 | 4 | 3 | 0 |
| | | BOC & Other Affiliates | 1 | 1 | 0 | 1 | 0 | 0 | 1 | 2 | 0 | 1 | 0 | 3 |
| | | Non-Affil. Carriers | 32 | 10 | 37 | 37 | 34 | 38 | 21 | 20 | 22 | 24 | 22 | 35 |
| Ocn | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 0 | 1 | 2 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| FG D | Avg. Repair Int. (Hours) | 272 Affiliate | - | 6.70 | 7.16 | 6.69 | 5.28 | 19.44 | 12.00 | 2.33 | 4.19 | 6.08 | 20.73 | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 4.02 | 3.69 | 4.58 | 3.82 | 5.93 | 2.73 | 4.13 | 3.31 | 7.17 | 4.83 | 7.67 | 10.88 |
| | Standard Deviation | 272 Affiliate | - | 9.06 | 7.34 | 9.25 | 4.79 | 19.59 | 21.15 | 2.63 | 4.59 | 7.54 | 2.62 | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 5.83 | 3.95 | 10.11 | 3.96 | 9.18 | 2.90 | 5.91 | 3.63 | 7.27 | 11.77 | 11.56 | 18.78 |
| DS0 | Avg. Repair Int. (Hours) | 272 Affiliate | - | - | - | 8.63 | - | 1.31 | 1.42 | 10.92 | 0.72 | - | 3.34 | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | 1.73 | - | 2.55 | 2.38 | 4.29 | 1.60 |
| | | Non-Affil. Carriers | 2.72 | 3.10 | 4.32 | 3.35 | 3.34 | 4.06 | 4.08 | 4.54 | 5.14 | 3.17 | 2.74 | 3.18 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | 0.85 | - | 14.94 | - | - | 5.86 | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | 0.01 | - | - | 3.72 | 4.63 | 0.29 |
| | | Non-Affil. Carriers | 3.56 | 4.19 | 6.01 | 4.28 | 4.23 | 5.08 | 6.08 | 5.62 | 7.10 | 4.38 | 3.80 | 6.30 |
| DS1 | Avg. Repair Int. (Hours) | 272 Affiliate | - | 3.79 | - | 2.36 | 1.24 | 1.92 | 0.98 | 2.04 | 1.60 | 2.09 | 1.43 | 1.35 |
| | | BOC & Other Affiliates | 2.16 | 3.62 | 2.38 | 2.59 | 2.98 | 2.80 | 3.68 | 2.76 | 4.67 | 2.23 | 2.97 | 2.34 |
| | | Non-Affil. Carriers | 3.00 | 3.35 | 2.95 | 2.94 | 3.05 | 3.26 | 3.81 | 4.10 | 3.73 | 2.96 | 3.56 | 3.13 |
| | Standard Deviation | 272 Affiliate | - | 2.94 | - | 1.75 | 0.56 | 4.07 | 0.80 | 1.65 | 1.86 | 1.56 | 1.03 | 1.60 |
| | | BOC & Other Affiliates | 3.08 | 3.99 | 2.02 | 2.61 | 3.42 | 4.23 | 4.88 | 4.60 | 4.23 | 3.00 | 2.80 | 4.97 |
| | | Non-Affil. Carriers | 3.39 | 3.96 | 3.54 | 3.43 | 3.51 | 4.53 | 5.04 | 4.93 | 5.22 | 4.17 | 5.03 | 4.45 |
| DS3 | Avg. Repair Int. (Hours) | 272 Affiliate | 5.62 | - | - | 2.99 | - | 1.60 | - | 8.19 | 8.20 | 2.53 | 1.43 | - |
| | | BOC & Other Affiliates | 0.52 | 0.92 | - | 3.30 | - | - | 2.02 | 2.41 | - | 2.65 | - | 1.80 |
| | | Non-Affil. Carriers | 3.88 | 2.17 | 3.41 | 3.06 | 3.59 | 4.07 | 3.10 | 4.44 | 3.61 | 5.21 | 3.42 | 4.53 |
| | Standard Deviation | 272 Affiliate | - | - | - | 4.99 | - | 0.00 | - | 9.00 | 4.38 | 1.95 | 0.48 | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | 1.22 | - | - | - | 2.00 |
| | | Non-Affil. Carriers | 5.42 | 1.59 | 2.49 | 2.51 | 3.75 | 4.18 | 2.29 | 8.47 | 4.75 | 6.71 | 2.79 | 4.12 |
| Ocn | Avg. Repair Int. (Hours) | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | 5.93 | 6.59 | - | 3.15 | - | 28.07 | - | - | - | - | - |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | 1.33 | - | - | - | - | - | - | - | - | - |

**Repair Measures**

| Verizon — Access Services — 2004 | | | | | | | | | NJ | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service | Measure | Customer | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 |
| FG D | | 272 Affiliate | 1 | 1 | 2 | 2 | 2 | 3 | 0 | 2 | 0 | 3 | 3 | 2 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 59 | 23 | 46 | 36 | 52 | 35 | 34 | 59 | 28 | 22 | 12 | 23 |
| DS0 | | 272 Affiliate | 3 | 0 | 1 | 2 | 1 | 1 | 3 | 1 | 1 | 0 | 2 | 0 |
| | | BOC & Other Affiliates | 2 | 1 | 7 | 6 | 7 | 12 | 4 | 5 | 10 | 2 | 4 | 5 |
| | | Non-Affil. Carriers | 348 | 243 | 381 | 476 | 431 | 509 | 459 | 366 | 394 | 394 | 385 | 390 |
| DS1 | Total | 272 Affiliate | 8 | 10 | 12 | 11 | 10 | 17 | 10 | 20 | 21 | 23 | 26 | 7 |
| | Trouble | BOC & Other Affiliates | 84 | 70 | 132 | 99 | 156 | 150 | 148 | 123 | 137 | 135 | 114 | 134 |
| | Reports | Non-Affil. Carriers | 940 | 887 | 1105 | 1203 | 1412 | 1322 | 1434 | 1181 | 1318 | 1252 | 1327 | 1415 |
| DS3 | | 272 Affiliate | 5 | 3 | 2 | 0 | 0 | 0 | 2 | 4 | 6 | 7 | 5 | 2 |
| | | BOC & Other Affiliates | 2 | 2 | 3 | 5 | 3 | 1 | 1 | 0 | 3 | 5 | 2 | 5 |
| | | Non-Affil. Carriers | 23 | 20 | 33 | 31 | 38 | 27 | 21 | 29 | 29 | 38 | 25 | 38 |
| Ocn | | 272 Affiliate | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | | Non-Affil. Carriers | 2 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 2 | 3 | 0 | 1 |
| FG D | Avg. Repair Int. | 272 Affiliate | 1.48 | 6.15 | 9.30 | 1.28 | 13.02 | 1.90 | - | 1.05 | - | 1.08 | 7.28 | 13.23 |
| | (Hours) | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 4.41 | 3.81 | 2.10 | 2.94 | 3.13 | 4.13 | 6.74 | 4.54 | 5.87 | 2.50 | 6.76 | 8.42 |
| | Standard | 272 Affiliate | - | - | 12.26 | 0.58 | 1.70 | 0.83 | - | 0.49 | - | 0.52 | 9.89 | 1.89 |
| | Deviation | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 7.94 | 3.96 | 5.92 | 4.20 | 5.07 | 7.93 | 17.30 | 11.98 | 12.00 | 3.21 | 15.92 | 18.36 |
| DS0 | Avg. Repair Int. | 272 Affiliate | 1.99 | - | 0.68 | 4.87 | 0.18 | 3.77 | 4.32 | 5.48 | 0.18 | - | 0.65 | - |
| | (Hours) | BOC & Other Affiliates | 13.02 | 4.40 | 1.53 | 2.44 | 3.88 | 3.42 | 0.35 | 5.29 | 7.03 | 3.31 | 2.10 | 2.48 |
| | | Non-Affil. Carriers | 3.74 | 2.88 | 3.21 | 3.61 | 3.79 | 3.20 | 4.23 | 3.26 | 3.12 | 3.25 | 4.31 | 3.51 |
| | Standard | 272 Affiliate | 0.84 | - | - | 6.41 | - | - | 3.94 | - | - | - | 0.04 | - |
| | Deviation | BOC & Other Affiliates | 7.07 | - | 1.81 | 1.48 | 7.35 | 2.41 | 0.17 | 2.96 | 8.35 | 0.98 | 3.37 | 1.59 |
| | | Non-Affil. Carriers | 5.52 | 3.75 | 4.58 | 4.84 | 5.87 | 3.20 | 5.06 | 4.18 | 4.17 | 4.03 | 6.67 | 4.39 |
| DS1 | Avg. Repair Int. | 272 Affiliate | 3.36 | 2.84 | 2.87 | 2.20 | 1.41 | 2.56 | 2.27 | 2.81 | 3.22 | 2.90 | 2.73 | 2.41 |
| | (Hours) | BOC & Other Affiliates | 2.95 | 2.22 | 2.78 | 3.91 | 2.04 | 3.33 | 3.01 | 2.18 | 2.80 | 3.88 | 2.39 | 2.96 |
| | | Non-Affil. Carriers | 2.91 | 2.86 | 2.93 | 3.45 | 3.35 | 3.35 | 3.87 | 3.25 | 3.32 | 4.06 | 3.59 | 3.38 |
| | Standard | 272 Affiliate | 2.92 | 3.00 | 3.71 | 1.94 | 1.90 | 3.36 | 2.77 | 2.63 | 1.68 | 3.19 | 3.30 | 3.60 |
| | Deviation | BOC & Other Affiliates | 3.54 | 3.22 | 3.29 | 5.79 | 2.68 | 4.73 | 4.44 | 2.79 | 5.41 | 7.32 | 3.46 | 3.32 |
| | | Non-Affil. Carriers | 4.41 | 4.06 | 4.42 | 5.33 | 4.09 | 4.09 | 4.24 | 3.64 | 3.89 | 5.84 | 4.71 | 4.38 |
| DS3 | Avg. Repair Int. | 272 Affiliate | 4.28 | 1.82 | 14.29 | - | - | - | 2.56 | 3.49 | 2.40 | 5.87 | 13.42 | 1.67 |
| | (Hours) | BOC & Other Affiliates | 2.85 | 2.53 | 0.80 | 4.10 | 5.24 | 8.02 | 6.00 | - | 4.82 | 4.37 | 1.08 | 2.83 |
| | | Non-Affil. Carriers | 4.09 | 3.53 | 4.15 | 2.99 | 2.68 | 3.74 | 4.48 | 3.81 | 2.47 | 4.49 | 3.41 | 3.85 |
| | Standard | 272 Affiliate | 4.59 | 1.76 | 4.33 | - | - | - | 1.36 | 2.85 | 1.56 | 4.99 | 11.61 | 0.21 |
| | Deviation | BOC & Other Affiliates | 2.33 | 2.40 | 0.41 | 4.70 | 4.45 | - | - | - | 4.50 | 5.91 | 0.49 | 2.41 |
| | | Non-Affil. Carriers | 4.47 | 3.66 | 5.50 | 3.21 | 2.31 | 3.30 | 4.34 | 5.88 | 3.06 | 6.35 | 4.22 | 3.27 |
| Ocn | Avg. Repair Int. | 272 Affiliate | - | - | - | - | 0.57 | - | 10.72 | - | - | - | - | - |
| | (Hours) | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | 0.57 |
| | | Non-Affil. Carriers | 1.01 | 5.47 | - | 3.88 | - | 5.10 | - | - | 2.41 | 7.23 | - | 2.55 |
| | Standard | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | Deviation | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 0.30 | - | - | - | - | - | - | - | 2.25 | 5.71 | - | - |

**Verizon - PIC Intervals - 2003**

NJ

| Customer | Measure | Jan-03 | Feb-03 | Mar-03 | Apr-03 | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| *272 AFFILIATE* | *RECORDS* | *1441* | *989* | *1633* | *1899* | *2362* | *910* | *679* | *242* | *436* | *613* | *3957* | *1242* |
| | INTERVALS | 1:58 | 1:22 | 3:01 | 2:44 | 2:53 | 2:45 | 1:11 | 3:56 | 1:38 | 0:57 | 3:31 | 0:36 |
| | STD. DEV. | 4:26 | 1:40 | 2:02 | 1:44 | 2:40 | 2:00 | 1:13 | 3:26 | 1:38 | 2:08 | 3:17 | 0:42 |
| NON AFFILIATES | RECORDS | 92314 | 63866 | 61970 | 62459 | 77482 | 68224 | 57821 | 45242 | 48798 | 47967 | 36514 | 32896 |
| | INTERVALS | 1:25 | 1:22 | 1:50 | 1:33 | 1:47 | 1:46 | 2:25 | 3:22 | 2:03 | 2:08 | 2:07 | 2:02 |
| | STD. DEV. | 1:36 | 1:33 | 2:53 | 1:38 | 1:55 | 4:13 | 2:08 | 3:17 | 4:11 | 9:09 | 1:55 | 2:05 |

NOTES:

1. This report provides the number of records processed and the average PIC Interval for carrier initiated files sent to Verizon by the 272 affiliate and non-affiliates in the state indicated and for each month of the year. The standard deviation is also provided. 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 - PIC Intervals - 2004**

NJ

| Customer | Measure | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 272 AFFILIATE | RECORDS | 671 | 220 | 302 | 626 | 1849 | 555 | 823 | 456 | 919 | 440 | 618 | 565 |
| | INTERVALS | 1:37 | 2:48 | 18:02 | 0:45 | 1:57 | 0:54 | 6:06 | 1:34 | 1:07 | 0:58 | 23:40 | 1:23 |
| | STD. DEV. | 1:31 | 1:52 | 83:05 | 1:19 | 1:28 | 1:38 | 13:52 | 1:43 | 1:04 | 1:16 | 34:30 | 2:31 |
| NON AFFILIATES | RECORDS | 38,123 | 36,021 | 37,391 | 32,905 | 26,996 | 23,139 | 35,610 | 23,099 | 19,169 | 22,832 | 13,735 | 14,392 |
| | INTERVALS | 1:56 | 2:04 | 11:41 | 2:48 | 2:24 | 2:00 | 5:52 | 3:00 | 3:29 | 1:54 | 23:59 | 2:18 |
| | STD. DEV. | 1:55 | 2:10 | 64:21 | 2:23 | 4:16 | 1:56 | 7:41 | 3:20 | 20:47 | 2:04 | 46:11 | 2:54 |

NOTES:

1. This report represents data showing the Average PIC Interval for carrier initiated files sent to Verizon by the entire carrier community, including Verizon LD. 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. The report also indicates the number of records processed each month for the affilate and non-affiliates.

**Verizon – FOC Results Data – 2003** **NY (including CT)**

| SERVICE | CUSTOMER | Measure | Jan-03 | Feb-03 | Mar-03 | Apr-03 | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FGD | 272 AFFILIATE | Orders | 89 | 97 | 2 | 2 | 15 | 10 | 2 | 15 | 3 | 27 | 14 | 2 |
| | | FOC Interval (Days) | 17.1 | 28.9 | 33.5 | 19.0 | 14.0 | 3.5 | 25.5 | 4.3 | 4.3 | 56.4 | 32.8 | 5.0 |
| | | Standard Deviation | 5.0 | 8.6 | 24.7 | 0.0 | 0.7 | 3.0 | 3.5 | 3.3 | 2.9 | 17.9 | 34.9 | 0.0 |
| | BOC & Other Affiliate | Orders | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | NON-AFFIL. CARRIERS | Orders | 121 | 93 | 141 | 142 | 121 | 95 | 104 | 74 | 91 | 106 | 58 | 42 |
| | | FOC Interval (Days) | 7.6 | 10.6 | 10.8 | 18.2 | 14.0 | 7.2 | 13.8 | 21.6 | 6.8 | 9.1 | 32.8 | 7.6 |
| | | Standard Deviation | 8.0 | 9.4 | 11.1 | 27.1 | 17.2 | 9.5 | 17.0 | 27.8 | 9.5 | 8.5 | 47.7 | 11.4 |
| DS0 | 272 AFFILIATE | Orders | 6 | 3 | 5 | 7 | 1 | 3 | 1 | 16 | 3 | 6 | 3 | 4 |
| | | FOC Interval (Days) | 2.0 | 1.3 | 1.6 | 0.7 | 0.0 | 1.0 | 0.0 | 1.7 | 3.3 | 2.7 | 1.0 | 2.8 |
| | | Standard Deviation | 0.6 | 1.2 | 0.9 | 1.0 | *** | 1.0 | *** | 1.0 | 2.1 | 2.8 | 1.0 | 3.6 |
| | BOC & Other Affiliate | Orders | 4 | 7 | 7 | 3 | 3 | 9 | 10 | 15 | 12 | 11 | 4 | 5 |
| | | FOC Interval (Days) | 7.0 | 4.0 | 2.6 | 2.0 | 7.0 | 1.4 | 1.6 | 0.8 | 1.5 | 1.1 | 0.5 | 0.4 |
| | | Standard Deviation | 10.7 | 5.2 | 2.1 | 1.0 | 4.4 | 1.2 | 1.8 | 1.0 | 1.1 | 0.8 | 0.6 | 0.9 |
| | NON-AFFIL. CARRIERS | Orders | 551 | 416 | 417 | 408 | 429 | 471 | 554 | 592 | 474 | 471 | 416 | 437 |
| | | FOC Interval (Days) | 1.6 | 1.6 | 1.5 | 1.6 | 1.2 | 1.3 | 1.5 | 1.5 | 1.3 | 1.6 | 1.5 | 1.9 |
| | | Standard Deviation | 2.0 | 1.8 | 1.5 | 1.5 | 1.1 | 1.1 | 2.3 | 1.7 | 1.7 | 2.1 | 1.6 | 2.8 |
| DS1 | 272 AFFILIATE | Orders | 25 | 27 | 58 | 46 | 54 | 46 | 93 | 66 | 62 | 49 | 55 | 54 |
| | | FOC Interval (Days) | 3.4 | 1.7 | 1.8 | 1.5 | 1.8 | 1.5 | 2.7 | 1.7 | 2.1 | 2.4 | 1.3 | 1.5 |
| | | Standard Deviation | 6.0 | 3.4 | 3.6 | 3.5 | 3.5 | 3.1 | 5.0 | 4.0 | 3.8 | 4.2 | 1.4 | 2.7 |
| | BOC & Other Affiliate | Orders | 74 | 87 | 131 | 61 | 72 | 72 | 72 | 78 | 229 | 88 | 139 | 84 |
| | | FOC Interval (Days) | 6.6 | 2.8 | 2.2 | 2.8 | 1.9 | 3.5 | 2.7 | 1.8 | 1.7 | 2.5 | 3.3 | 2.6 |
| | | Standard Deviation | 7.8 | 3.2 | 2.6 | 5.4 | 5.6 | 7.6 | 7.0 | 2.4 | 2.6 | 5.0 | 4.6 | 3.8 |
| | NON-AFFIL. CARRIERS | Orders | 3311 | 2782 | 2789 | 2872 | 3003 | 2944 | 3135 | 2783 | 3083 | 3294 | 2754 | 3359 |
| | | FOC Interval (Days) | 3.2 | 3.5 | 3.0 | 2.8 | 2.2 | 2.6 | 2.4 | 2.2 | 1.8 | 2.4 | 2.1 | 2.6 |
| | | Standard Deviation | 5.6 | 7.9 | 8.3 | 8.6 | 4.5 | 5.3 | 4.5 | 4.4 | 3.8 | 4.7 | 3.7 | 4.6 |
| DS3 | 272 AFFILIATE | Orders | 7 | 5 | 6 | 6 | 13 | 10 | 7 | 17 | 4 | 5 | 11 | 9 |
| | | FOC Interval (Days) | 5.9 | 4.0 | 1.8 | 4.7 | 7.9 | 5.3 | 9.1 | 9.8 | 6.5 | 9.2 | 6.2 | 9.9 |
| | | Standard Deviation | 7.1 | 8.4 | 1.3 | 7.4 | 8.4 | 7.1 | 6.8 | 14.3 | 7.9 | 6.9 | 8.1 | 8.7 |
| | BOC & Other Affiliate | Orders | 16 | 6 | 2 | 4 | 4 | 14 | 28 | 55 | 34 | 16 | 10 | 6 |
| | | FOC Interval (Days) | 2.9 | 3.5 | 0.5 | 1.8 | 1.8 | 1.6 | 3.7 | 1.8 | 1.5 | 0.8 | 6.3 | 1.3 |
| | | Standard Deviation | 4.4 | 3.8 | 0.7 | 1.3 | 0.5 | 1.3 | 5.0 | 2.0 | 1.8 | 1.0 | 5.1 | 1.9 |
| | NON-AFFIL. CARRIERS | Orders | 171 | 166 | 128 | 191 | 205 | 182 | 179 | 180 | 161 | 205 | 193 | 191 |
| | | FOC Interval (Days) | 3.2 | 2.9 | 4.4 | 2.8 | 2.9 | 3.6 | 3.5 | 3.5 | 3.0 | 3.0 | 3.3 | 4.1 |
| | | Standard Deviation | 4.5 | 4.6 | 7.6 | 6.6 | 5.2 | 4.9 | 5.5 | 9.7 | 4.8 | 4.6 | 5.2 | 6.4 |
| Ocn | 272 AFFILIATE | Orders | 2 | 0 | 1 | 3 | 2 | 2 | 3 | 4 | 4 | 2 | 3 | 5 |
| | | FOC Interval (Days) | 5.0 | --- | 3.0 | 41.0 | 0.5 | 4.5 | 26.0 | 2.0 | 3.0 | 2.5 | 4.3 | 2.0 |
| | | Standard Deviation | 7.1 | --- | *** | 34.6 | 0.7 | 0.7 | 18.2 | 1.8 | 1.4 | 3.5 | 2.1 | 3.9 |
| | BOC & Other Affiliate | Orders | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | 1.0 | --- | --- | --- | --- | --- | 1.5 | 3.0 | --- | --- | --- | --- |
| | | Standard Deviation | *** | --- | --- | --- | --- | --- | 0.7 | *** | --- | --- | --- | --- |
| | NON-AFFIL. CARRIERS | Orders | 2 | 6 | 1 | 2 | 11 | 13 | 13 | 10 | 1 | 2 | 1 | 2 |
| | | FOC Interval (Days) | 30.5 | 14.2 | 8.0 | 0.5 | 2.5 | 1.9 | 3.5 | 3.1 | 0.0 | 4.0 | 1.0 | 5.5 |
| | | Standard Deviation | 41.7 | 14.0 | *** | 0.7 | 3.4 | 2.5 | 6.5 | 3.5 | *** | 5.7 | *** | 0.7 |

**Notes:**

1./ *** = standard deviation not defined

**Verizon -- FOC Results Data -- 2004** **NY (including CT)**

| SERVICE | CUSTOMER | Measure | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FGD | 272 AFFILIATE | Orders | 28 | 35 | 6 | 2 | 28 | 3 | 16 | 16 | 26 | 26 | 0 | 4 |
| | | FOC Interval (Days) | 12.0 | 9.6 | 1.7 | 44.5 | 8.3 | 2.7 | 11.4 | 11.1 | 14.8 | 15.6 | --- | 4.5 |
| | | Standard Deviation | 3.5 | 5.1 | 2.2 | 62.9 | 4.6 | 1.5 | 7.9 | 5.2 | 5.3 | 7.0 | --- | 5.2 |
| | BOC & Other Affiliate | Orders | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | NON-AFFIL. CARRIERS | Orders | 57 | 143 | 137 | 129 | 92 | 128 | 192 | 103 | 121 | 56 | 103 | 147 |
| | | FOC Interval (Days) | 7.4 | 11.3 | 10.3 | 9.4 | 6.2 | 11.7 | 10.1 | 15.2 | 16.4 | 7.6 | 9.3 | 8.0 |
| | | Standard Deviation | 6.9 | 7.8 | 11.0 | 6.2 | 8.6 | 13.8 | 8.6 | 14.3 | 12.8 | 10.4 | 10.6 | 8.1 |
| DS0 | 272 AFFILIATE | Orders | 10 | 2 | 9 | 11 | 5 | 6 | 2 | 2 | 4 | 7 | 1 | 1 |
| | | FOC Interval (Days) | 1.5 | 0.0 | 1.2 | 2.5 | 1.4 | 1.0 | 1.0 | 0.0 | 1.0 | 1.1 | 0.0 | 2.0 |
| | | Standard Deviation | 1.8 | 0.0 | 0.8 | 2.2 | 0.9 | 0.9 | 1.4 | 0.0 | 1.2 | 1.1 | *** | *** |
| | BOC & Other Affiliate | Orders | 9 | 4 | 5 | 4 | 5 | 3 | 3 | 3 | 2 | 1 | 2 | 10 |
| | | FOC Interval (Days) | 1.2 | 0.3 | 1.4 | 0.5 | 1.2 | 0.3 | 1.0 | 1.0 | 1.0 | 1.0 | 0.5 | 3.2 |
| | | Standard Deviation | 0.8 | 0.5 | 0.5 | 1.0 | 0.8 | 0.6 | 0.0 | 1.0 | 0.0 | *** | 0.7 | 4.1 |
| | NON-AFFIL. CARRIERS | Orders | 498 | 466 | 625 | 513 | 427 | 447 | 490 | 711 | 621 | 546 | 479 | 521 |
| | | FOC Interval (Days) | 2.1 | 1.2 | 1.3 | 1.2 | 1.3 | 1.3 | 1.5 | 1.4 | 1.3 | 1.4 | 1.3 | 1.5 |
| | | Standard Deviation | 3.7 | 1.2 | 1.2 | 1.2 | 1.4 | 1.2 | 1.2 | 1.3 | 1.4 | 1.3 | 1.5 | 1.4 |
| DS1 | 272 AFFILIATE | Orders | 96 | 93 | 64 | 59 | 110 | 228 | 229 | 502 | 150 | 304 | 180 | 229 |
| | | FOC Interval (Days) | 1.8 | 1.7 | 2.1 | 2.7 | 1.4 | 2.3 | 2.4 | 2.6 | 1.1 | 0.9 | 0.9 | 1.3 |
| | | Standard Deviation | 3.6 | 3.0 | 4.1 | 4.9 | 2.4 | 3.7 | 3.1 | 2.1 | 1.1 | 1.2 | 1.0 | 1.0 |
| | BOC & Other Affiliate | Orders | 102 | 204 | 222 | 213 | 150 | 141 | 91 | 92 | 65 | 124 | 113 | 104 |
| | | FOC Interval (Days) | 3.0 | 2.2 | 2.6 | 2.0 | 3.5 | 3.8 | 2.3 | 2.2 | 2.5 | 2.5 | 1.7 | 2.3 |
| | | Standard Deviation | 6.4 | 3.9 | 4.9 | 3.2 | 7.3 | 7.7 | 4.5 | 2.8 | 3.0 | 8.4 | 3.1 | 5.6 |
| | NON-AFFIL. CARRIERS | Orders | 3411 | 3630 | 3928 | 4037 | 4129 | 4462 | 3999 | 4152 | 3979 | 3764 | 3816 | 3096 |
| | | FOC Interval (Days) | 2.0 | 1.6 | 2.0 | 2.1 | 1.9 | 1.7 | 2.0 | 1.5 | 1.6 | 1.4 | 1.2 | 1.7 |
| | | Standard Deviation | 3.8 | 3.3 | 3.9 | 4.1 | 3.8 | 3.6 | 3.9 | 2.7 | 2.3 | 1.9 | 2.3 | 3.2 |
| DS3 | 272 AFFILIATE | Orders | 9 | 17 | 28 | 22 | 7 | 18 | 32 | 15 | 24 | 21 | 29 | 14 |
| | | FOC Interval (Days) | 4.2 | 3.5 | 4.4 | 7.7 | 10.7 | 4.9 | 3.8 | 2.8 | 2.7 | 1.8 | 1.3 | 1.4 |
| | | Standard Deviation | 7.1 | 4.6 | 5.4 | 7.8 | 8.4 | 6.1 | 5.5 | 1.9 | 5.1 | 1.7 | 1.7 | 1.4 |
| | BOC & Other Affiliate | Orders | 6 | 12 | 8 | 3 | 4 | 7 | 12 | 13 | 17 | 13 | 12 | 21 |
| | | FOC Interval (Days) | 3.0 | 2.2 | 7.6 | 1.7 | 2.0 | 2.6 | 6.9 | 3.8 | 5.2 | 2.2 | 1.4 | 1.4 |
| | | Standard Deviation | 5.4 | 1.9 | 10.4 | 2.9 | 2.3 | 3.1 | 13.1 | 5.5 | 7.6 | 2.6 | 2.0 | 1.8 |
| | NON-AFFIL. CARRIERS | Orders | 194 | 203 | 244 | 243 | 177 | 240 | 235 | 298 | 232 | 212 | 186 | 255 |
| | | FOC Interval (Days) | 4.4 | 2.7 | 2.7 | 3.6 | 3.6 | 3.2 | 2.7 | 1.8 | 1.7 | 1.7 | 1.5 | 2.5 |
| | | Standard Deviation | 7.3 | 4.7 | 4.7 | 7.8 | 5.5 | 5.2 | 4.8 | 2.6 | 2.8 | 2.8 | 3.1 | 4.0 |
| Ocn | 272 AFFILIATE | Orders | 0 | 0 | 11 | 6 | 8 | 4 | 7 | 6 | 4 | 6 | 8 | 6 |
| | | FOC Interval (Days) | --- | --- | 2.3 | 2.0 | 3.8 | 3.3 | 8.0 | 1.7 | 3.5 | 1.2 | 0.6 | 7.7 |
| | | Standard Deviation | --- | --- | 2.2 | 2.0 | 3.4 | 2.1 | 13.9 | 1.9 | 4.7 | 1.5 | 0.9 | 12.8 |
| | BOC & Other Affiliate | Orders | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | NON-AFFIL. CARRIERS | Orders | 7 | 0 | 2 | 2 | 2 | 3 | 2 | 4 | 3 | 7 | 6 | 10 |
| | | FOC Interval (Days) | 0.9 | --- | 8.0 | 12.0 | 5.5 | 3.3 | 0.0 | 5.8 | 3.3 | 4.0 | 2.5 | 2.2 |
| | | Standard Deviation | 0.4 | --- | 0.0 | 7.1 | 6.4 | 1.2 | 0.0 | 4.2 | 4.9 | 3.2 | 2.9 | 1.7 |

**Notes:**
1./ *** = standard deviation not defined

**Installation Measures**

| Verizon — Access Services Installed — 2003 | | | NY (including CT) | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service | Measure | Customer | Jan-03 | Feb-03 | Mar-03 | Apr-03 | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 |
| FG D | Order Volumes | 272 Affiliate | 0 | 32 | 40 | 10 | 9 | 6 | 9 | 8 | 7 | 5 | 25 | 41 |
| | | BOC & Other Affiliates | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| | | Non-Affil. Carriers | 48 | 41 | 49 | 46 | 80 | 58 | 69 | 43 | 52 | 92 | 46 | 62 |
| DS0 | | 272 Affiliate | 4 | 2 | 3 | 1 | 4 | 2 | 2 | 1 | 14 | 4 | 0 | 5 |
| | | BOC & Other Affiliates | 1 | 5 | 6 | 3 | 1 | 1 | 3 | 10 | 3 | 4 | 2 | 4 |
| | | Non-Affil. Carriers | 434 | 362 | 356 | 404 | 404 | 338 | 459 | 450 | 342 | 378 | 233 | 349 |
| DS1 | | 272 Affiliate | 14 | 17 | 25 | 32 | 56 | 39 | 66 | 79 | 43 | 37 | 34 | 54 |
| | | BOC & Other Affiliates | 173 | 135 | 145 | 177 | 83 | 90 | 158 | 105 | 148 | 239 | 103 | 126 |
| | | Non-Affil. Carriers | 2584 | 2252 | 2536 | 2454 | 2267 | 2504 | 2591 | 1952 | 2397 | 2529 | 2018 | 2809 |
| DS3 | | 272 Affiliate | 1 | 1 | 5 | 3 | 4 | 8 | 5 | 8 | 7 | 3 | 2 | 6 |
| | | BOC & Other Affiliates | 16 | 2 | 2 | 0 | 2 | 3 | 17 | 6 | 46 | 13 | 6 | 3 |
| | | Non-Affil. Carriers | 57 | 47 | 40 | 37 | 38 | 40 | 55 | 29 | 56 | 56 | 49 | 36 |
| Ocn | | 272 Affiliate | 1 | 0 | 4 | 0 | 0 | 0 | 1 | 3 | 0 | 0 | 0 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 1 | 2 | 0 | 1 | 2 | 4 | 3 | 3 | 3 | 3 | 1 | 0 |
| FG D | Avg. Inst. Int. (Days) | 272 Affiliate | - | 33.38 | 43.65 | 39.40 | 51.00 | 41.67 | 41.11 | 40.75 | 56.14 | 39.00 | 63.20 | 67.95 |
| | | BOC & Other Affiliates | 17.00 | - | - | - | - | - | - | - | - | - | - | 11.67 |
| | | Non-Affil. Carriers | 26.79 | 24.95 | 25.78 | 22.83 | 32.50 | 36.41 | 24.65 | 28.40 | 23.08 | 19.72 | 18.50 | 20.79 |
| | Standard Deviation | 272 Affiliate | - | 5.82 | 8.72 | 5.54 | 34.30 | 6.31 | 5.23 | 5.47 | 59.25 | 14.00 | 18.79 | 50.24 |
| | | BOC & Other Affiliates | 0.00 | - | - | - | - | - | - | - | - | - | - | 0.58 |
| | | Non-Affil. Carriers | 14.08 | 17.14 | 16.54 | 16.25 | 21.64 | 20.97 | 13.84 | 13.35 | 19.50 | 10.03 | 7.93 | 14.00 |
| DS0 | Avg. Inst. Int. (Days) | 272 Affiliate | 12.00 | 13.00 | 17.00 | 25.00 | 16.50 | 16.50 | 6.00 | 26.00 | 22.14 | 19.75 | - | 44.40 |
| | | BOC & Other Affiliates | 13.00 | 8.80 | 12.33 | 10.00 | 6.00 | 25.00 | 10.67 | 25.80 | 18.00 | 8.50 | 26.00 | 6.75 |
| | | Non-Affil. Carriers | 28.54 | 27.03 | 15.64 | 23.28 | 13.15 | 11.84 | 12.53 | 13.91 | 17.08 | 16.02 | 17.39 | 14.46 |
| | Standard Deviation | 272 Affiliate | 6.73 | 5.66 | 5.20 | - | 5.45 | 16.26 | 4.24 | - | 8.50 | 16.96 | - | 32.63 |
| | | BOC & Other Affiliates | - | 6.98 | 4.63 | 1.00 | - | - | 7.23 | 20.23 | 19.05 | 5.80 | 21.21 | 2.50 |
| | | Non-Affil. Carriers | 104.44 | 113.63 | 13.50 | 97.13 | 12.86 | 7.69 | 7.09 | 9.04 | 11.12 | 12.31 | 21.23 | 10.04 |
| DS1 | Avg. Inst. Int. (Days) | 272 Affiliate | 22.14 | 17.00 | 16.88 | 17.94 | 16.16 | 17.90 | 16.48 | 19.09 | 21.72 | 19.43 | 19.88 | 16.74 |
| | | BOC & Other Affiliates | 62.18 | 53.44 | 43.21 | 47.57 | 75.43 | 31.51 | 33.84 | 44.11 | 43.32 | 28.21 | 50.50 | 24.97 |
| | | Non-Affil. Carriers | 28.86 | 23.94 | 24.68 | 24.30 | 23.78 | 24.45 | 21.59 | 25.90 | 26.50 | 23.11 | 22.13 | 22.61 |
| | Standard Deviation | 272 Affiliate | 12.29 | 12.37 | 12.23 | 13.63 | 7.82 | 21.40 | 8.59 | 9.23 | 11.45 | 11.66 | 12.40 | 8.20 |
| | | BOC & Other Affiliates | 23.63 | 37.55 | 38.28 | 41.87 | 76.98 | 28.00 | 21.22 | 47.70 | 46.68 | 31.53 | 67.88 | 20.51 |
| | | Non-Affil. Carriers | 49.20 | 18.96 | 20.94 | 24.93 | 28.73 | 29.82 | 20.20 | 27.83 | 31.26 | 25.23 | 19.42 | 24.17 |
| DS3 | Avg. Inst. Int. (Days) | 272 Affiliate | 36.00 | 29.00 | 57.40 | 30.00 | 33.50 | 19.50 | 33.60 | 25.38 | 33.43 | 33.67 | 24.00 | 31.50 |
| | | BOC & Other Affiliates | 18.81 | 18.50 | 17.50 | | 18.50 | 15.00 | 23.41 | 26.00 | 22.00 | 26.31 | 20.83 | 18.67 |
| | | Non-Affil. Carriers | 44.58 | 28.40 | 42.50 | 51.03 | 35.34 | 32.98 | 36.22 | 39.59 | 36.68 | 28.36 | 35.61 | 27.86 |
| | Standard Deviation | 272 Affiliate | - | - | 38.02 | 19.05 | 4.36 | 13.28 | 14.48 | 12.01 | 21.45 | 14.05 | 7.07 | 23.38 |
| | | BOC & Other Affiliates | 7.14 | 6.36 | 7.78 | - | 6.36 | 1.00 | 19.80 | 8.00 | 6.95 | 11.10 | 2.32 | 1.53 |
| | | Non-Affil. Carriers | 25.12 | 19.36 | 33.21 | 41.57 | 39.55 | 20.13 | 23.55 | 27.31 | 21.16 | 25.27 | 22.98 | 20.96 |
| Ocn | Avg. Inst. Int. (Days) | 272 Affiliate | 31.00 | - | 34.00 | - | - | - | 17.00 | 16.00 | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | 20.00 | 26.00 | - | - | - |
| | | Non-Affil. Carriers | 43.00 | 70.50 | - | 40.00 | 50.50 | 20.25 | 18.00 | 29.33 | 15.33 | 68.00 | 59.00 | - |
| | Standard Deviation | 272 Affiliate | - | - | 0.00 | - | - | - | - | 0.00 | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | 4.24 | - | - | - | - |
| | | Non-Affil. Carriers | - | 17.68 | - | - | 9.19 | 14.57 | 1.73 | 25.15 | 8.08 | 26.96 | - | - |
| FG D | Percent Installation Commitments Met | 272 Affiliate | - | 100.0 | 95.0 | 100.0 | 77.8 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| | | BOC & Other Affiliates | 100.0 | - | - | - | - | - | - | - | - | - | - | 100.0 |
| | | Non-Affil. Carriers | 97.9 | 97.6 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 96.7 | 100.0 | 100.0 |
| DS0 | | 272 Affiliate | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 50.0 | 100.0 | 100.0 | 78.6 | 50.0 | - | 40.0 |
| | | BOC & Other Affiliates | 100.0 | 80.0 | 100.0 | 100.0 | 100.0 | 100.0 | 66.7 | 60.0 | 100.0 | 75.0 | 50.0 | 75.0 |
| | | Non-Affil. Carriers | 81.3 | 83.2 | 81.2 | 87.4 | 83.9 | 87.0 | 87.4 | 82.4 | 78.1 | 73.8 | 85.0 | 84.8 |
| DS1 | | 272 Affiliate | 85.7 | 82.4 | 88.0 | 93.8 | 96.4 | 82.1 | 84.9 | 86.1 | 72.1 | 81.1 | 91.2 | 94.4 |
| | | BOC & Other Affiliates | 96.0 | 92.6 | 98.6 | 95.5 | 95.2 | 96.7 | 97.5 | 88.6 | 83.1 | 92.9 | 89.3 | 78.6 |
| | | Non-Affil. Carriers | 75.6 | 87.4 | 89.7 | 90.2 | 87.0 | 86.3 | 84.2 | 72.4 | 77.2 | 83.8 | 86.6 | 86.5 |
| DS3 | | 272 Affiliate | 0.0 | 100.0 | 80.0 | 100.0 | 100.0 | 75.0 | 20.0 | 50.0 | 57.1 | 66.7 | 100.0 | 33.3 |
| | | BOC & Other Affiliates | 81.3 | 100.0 | 100.0 | - | 100.0 | 100.0 | 70.6 | 100.0 | 71.7 | 53.9 | 66.7 | 66.7 |
| | | Non-Affil. Carriers | 70.2 | 89.4 | 80.0 | 94.6 | 79.0 | 87.5 | 69.1 | 72.4 | 42.9 | 76.8 | 79.6 | 83.3 |
| Ocn | | 272 Affiliate | 0.0 | - | 100.0 | - | - | - | 0.0 | 100.0 | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | 50.0 | 0.0 | - | - | - |
| | | Non-Affil. Carriers | 0.0 | 50.0 | - | 100.0 | 50.0 | 75.0 | 100.0 | 100.0 | 0.0 | 33.3 | 0.0 | - |

**Notes:**
1 / Installation data excludes CNRs.

**Installation Measures**

| Verizon — Access Services Installed — 2004 | | | | | | | | | | | | | | NY (including CT) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service | Measure | Customer | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 |
| FG D | Order Volumes | 272 Affiliate | 27 | 4 | 32 | 0 | 6 | 14 | 4 | 14 | 8 | 30 | 18 | 1 |
| | | BOC & Other Affiliates | 0 | 0 | 3 | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 |
| | | Non-Affil. Carriers | 30 | 38 | 95 | 126 | 43 | 123 | 134 | 119 | 69 | 72 | 47 | 99 |
| DS0 | | 272 Affiliate | 4 | 6 | 4 | 3 | 4 | 1 | 2 | 0 | 3 | 3 | 1 | 1 |
| | | BOC & Other Affiliates | 3 | 2 | 3 | 1 | 2 | 3 | 0 | 2 | 2 | 2 | 0 | 4 |
| | | Non-Affil. Carriers | 291 | 654 | 553 | 489 | 227 | 629 | 412 | 357 | 425 | 377 | 267 | 275 |
| DS1 | | 272 Affiliate | 80 | 67 | 66 | 52 | 51 | 144 | 145 | 197 | 186 | 247 | 122 | 120 |
| | | BOC & Other Affiliates | 160 | 212 | 328 | 257 | 277 | 192 | 174 | 176 | 117 | 155 | 132 | 223 |
| | | Non-Affil. Carriers | 2615 | 2672 | 3333 | 3039 | 3023 | 3231 | 2921 | 3028 | 2732 | 2940 | 2660 | 2525 |
| DS3 | | 272 Affiliate | 7 | 6 | 3 | 9 | 1 | 5 | 3 | 6 | 4 | 5 | 8 | 6 |
| | | BOC & Other Affiliates | 1 | 1 | 0 | 0 | 0 | 0 | 5 | 0 | 2 | 2 | 3 | 3 |
| | | Non-Affil. Carriers | 48 | 44 | 50 | 63 | 68 | 54 | 59 | 58 | 77 | 61 | 58 | 48 |
| Ocn | | 272 Affiliate | 1 | 0 | 0 | 1 | 1 | 0 | 4 | 2 | 1 | 1 | 1 | 2 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 2 | 2 | 1 | 0 | 9 |
| FG D | Avg. Inst. Int. (Days) | 272 Affiliate | 28.85 | 12.25 | 29.84 | - | 31.83 | 19.57 | 18.75 | 22.79 | 24.13 | 29.57 | 33.28 | 0.00 |
| | | BOC & Other Affiliates | - | - | 18.00 | - | - | - | 19.00 | - | - | 29.00 | - | - |
| | | Non-Affil. Carriers | 19.93 | 21.76 | 22.81 | 29.21 | 23.44 | 28.39 | 28.98 | 30.87 | 33.43 | 28.54 | 30.64 | 29.73 |
| | Standard Deviation | 272 Affiliate | 29.73 | 3.50 | 4.36 | - | 34.16 | 6.01 | 9.60 | 8.40 | 10.78 | 6.05 | 11.35 | - |
| | | BOC & Other Affiliates | - | - | 0.00 | - | - | - | 0.00 | - | - | - | - | - |
| | | Non-Affil. Carriers | 9.81 | 11.07 | 14.50 | 19.18 | 13.21 | 15.01 | 15.72 | 13.72 | 13.72 | 15.58 | 17.92 | 15.28 |
| DS0 | Avg. Inst. Int. (Days) | 272 Affiliate | 29.75 | 11.67 | 6.75 | 12 | 14 | 18 | 18.5 | - | 24.33 | 12.33 | 20 | 13 |
| | | BOC & Other Affiliates | 26.00 | 18.00 | 11.00 | 9 | 10.5 | 122 | - | 14 | 7.5 | 10 | - | 14.75 |
| | | Non-Affil. Carriers | 16.98 | 8.54 | 17.18 | 12.28 | 13.45 | 20.82 | 23.77 | 13.77 | 13.87 | 13.62 | 11.77 | 13.21 |
| | Standard Deviation | 272 Affiliate | 23.61 | 5.85 | 1.50 | 10.44 | 6.38 | - | 7.78 | - | 15.31 | 11.93 | - | - |
| | | BOC & Other Affiliates | 28.69 | 14.14 | 1.00 | - | 3.54 | 96.60 | - | 1.41 | 0.71 | 1.41 | - | 3.77 |
| | | Non-Affil. Carriers | 11.57 | 7.61 | 110.94 | 10.51 | 7.23 | 11.90 | 14.53 | 9.40 | 10.76 | 10.08 | 8.77 | 8.32 |
| DS1 | Avg. Inst. Int. (Days) | 272 Affiliate | 23.90 | 14.27 | 16.85 | 19.50 | 14.33 | 11.52 | 14.79 | 14.04 | 26.21 | 19.64 | 14.93 | 14.69 |
| | | BOC & Other Affiliates | 34.29 | 25.39 | 43.26 | 27.37 | 38.64 | 47.67 | 43.41 | 44.23 | 35.72 | 25.65 | 28.92 | 41.82 |
| | | Non-Affil. Carriers | 22.40 | 26.41 | 22.59 | 20.65 | 19.69 | 22.06 | 22.05 | 22.22 | 19.91 | 20.71 | 21.32 | 22.27 |
| | Standard Deviation | 272 Affiliate | 14.05 | 8.31 | 8.53 | 12.79 | 11.23 | 7.10 | 9.27 | 7.73 | 11.66 | 11.94 | 12.45 | 12.36 |
| | | BOC & Other Affiliates | 31.43 | 22.05 | 64.93 | 19.05 | 24.26 | 36.15 | 29.83 | 34.25 | 30.18 | 26.46 | 39.02 | 36.79 |
| | | Non-Affil. Carriers | 25.02 | 34.82 | 23.93 | 20.12 | 15.23 | 23.19 | 21.80 | 24.36 | 18.81 | 18.04 | 18.93 | 28.36 |
| DS3 | Avg. Inst. Int. (Days) | 272 Affiliate | 29.00 | 29.00 | 20.00 | 34.44 | 16.00 | 21.40 | 21.67 | 17.50 | 16.50 | 11.40 | 13.38 | 43.33 |
| | | BOC & Other Affiliates | 63.00 | 45.00 | - | - | - | - | 22.20 | - | 34.00 | 42.00 | 27.33 | 31.33 |
| | | Non-Affil. Carriers | 30.52 | 34.23 | 30.76 | 27.71 | 27.93 | 26.26 | 31.98 | 28.98 | 28.39 | 29.10 | 31.97 | 37.65 |
| | Standard Deviation | 272 Affiliate | 13.72 | 20.87 | 26.85 | 27.04 | - | 6.69 | 5.86 | 14.15 | 14.18 | 11.99 | 8.07 | 43.46 |
| | | BOC & Other Affiliates | - | - | - | - | - | - | 16.15 | - | 35.36 | 41.01 | 28.31 | 28.50 |
| | | Non-Affil. Carriers | 17.79 | 22.52 | 25.67 | 17.21 | 15.89 | 21.51 | 20.20 | 18.95 | 18.38 | 15.77 | 23.76 | 20.68 |
| Ocn | Avg. Inst. Int. (Days) | 272 Affiliate | 45.00 | - | - | 13.00 | 20.00 | - | 18.50 | 23.50 | 15.00 | 5.00 | 48.00 | 30.50 |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | 39.00 | 52.50 | - | - | 47.00 | 57.50 | 30.00 | - | 18.78 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | 15.09 | 0.71 | - | - | - | 23.33 |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | 0.71 | - | - | 8.49 | 28.99 | - | - | 17.49 |
| FG D | Percent Installation Commitments Met | 272 Affiliate | 100.0 | 100.0 | 100.0 | - | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| | | BOC & Other Affiliates | - | - | 100.0 | - | - | - | 100.0 | - | - | 100.0 | - | - |
| | | Non-Affil. Carriers | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 99.3 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| DS0 | | 272 Affiliate | 75.0 | 66.7 | 100.0 | 66.7 | 75.0 | 100.0 | 50.0 | - | 100.0 | 100.0 | 100.0 | 0.0 |
| | | BOC & Other Affiliates | 66.7 | 100.0 | 100.0 | 100.0 | 50.0 | 66.7 | - | 50.0 | 100.0 | 100.0 | - | 100.0 |
| | | Non-Affil. Carriers | 85.6 | 94.0 | 91.7 | 90.2 | 82.8 | 91.4 | 92.2 | 86.6 | 91.5 | 95.5 | 92.1 | 89.1 |
| DS1 | | 272 Affiliate | 92.5 | 85.1 | 92.4 | 94.2 | 88.2 | 95.8 | 95.2 | 93.9 | 90.9 | 96.4 | 83.6 | 93.3 |
| | | BOC & Other Affiliates | 93.1 | 88.2 | 88.7 | 91.1 | 82.7 | 87.0 | 83.9 | 91.5 | 98.3 | 98.1 | 99.2 | 95.5 |
| | | Non-Affil. Carriers | 88.3 | 92.1 | 91.7 | 91.7 | 89.0 | 91.1 | 92.1 | 90.8 | 90.8 | 92.3 | 91.3 | 91.1 |
| DS3 | | 272 Affiliate | 85.7 | 83.3 | 100.0 | 88.9 | 100.0 | 80.0 | 33.3 | 100.0 | 50.0 | 80.0 | 87.5 | 50.0 |
| | | BOC & Other Affiliates | 100.0 | 0.0 | - | - | - | - | 40.0 | - | 100.0 | 50.0 | 0.0 | 33.3 |
| | | Non-Affil. Carriers | 79.2 | 86.4 | 88.0 | 93.7 | 92.7 | 88.9 | 74.6 | 74.1 | 77.9 | 88.5 | 91.4 | 75.0 |
| Ocn | | 272 Affiliate | 100.0 | - | - | 100.0 | 100.0 | - | 50.0 | 0.0 | 0.0 | 100.0 | 0.0 | 100.0 |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | 100.0 | 0.0 | - | - | 100.0 | 100.0 | 0.0 | - | 77.8 |

**Notes:**
1./ Installation data excludes CNRs.

**Repair Measures**

| Verizon — Access Services — 2003 | | | | | | | | NY (including CT) | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service | Measure | Customer | Jan-03 | Feb-03 | Mar-03 | Apr-03 | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 |
| FG D | | 272 Affiliate | 7 | 22 | 17 | 15 | 9 | 11 | 12 | 10 | 17 | 2 | 7 | 8 |
| | | BOC & Other Affiliates | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 107 | 182 | 49 | 47 | 85 | 69 | 47 | 40 | 48 | 43 | 42 | 64 |
| DS0 | | 272 Affiliate | 6 | 2 | 2 | 0 | 2 | 8 | 3 | 1 | 5 | 0 | 1 | 1 |
| | | BOC & Other Affiliates | 197 | 126 | 152 | 4 | 4 | 5 | 6 | 7 | 9 | 8 | 8 | 3 |
| | | Non-Affil. Carriers | 1140 | 748 | 1058 | 876 | 772 | 806 | 836 | 1044 | 751 | 801 | 597 | 995 |
| DS1 | Total Trouble Reports | 272 Affiliate | 5 | 20 | 13 | 16 | 9 | 18 | 18 | 25 | 31 | 21 | 17 | 18 |
| | | BOC & Other Affiliates | 436 | 398 | 462 | 278 | 267 | 369 | 262 | 329 | 293 | 223 | 198 | 233 |
| | | Non-Affil. Carriers | 2820 | 2622 | 3068 | 2838 | 2922 | 3569 | 3214 | 4350 | 3279 | 3243 | 2890 | 3023 |
| DS3 | | 272 Affiliate | 7 | 0 | 1 | 5 | 1 | 1 | 1 | 2 | 6 | 5 | 3 | 3 |
| | | BOC & Other Affiliates | 1 | 2 | 1 | 1 | 0 | 3 | 1 | 6 | 0 | 3 | 0 | 3 |
| | | Non-Affil. Carriers | 62 | 54 | 48 | 50 | 46 | 56 | 58 | 62 | 49 | 52 | 35 | 28 |
| Ocn | | 272 Affiliate | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 4 | 1 | 2 | 2 | 4 | 4 | 2 | 2 | 5 | 4 | 1 | 1 |
| FG D | Avg. Repair Int. (Hours) | 272 Affiliate | 4.68 | 2.20 | 2.73 | 2.24 | 3.31 | 2.42 | 2.67 | 1.66 | 2.16 | 1.93 | 1.51 | 8.18 |
| | | BOC & Other Affiliates | - | - | 116.03 | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 2.72 | 2.43 | 8.08 | 7.49 | 2.28 | 3.09 | 11.53 | 3.42 | 4.22 | 7.42 | 3.02 | 9.17 |
| | Standard Deviation | 272 Affiliate | 5.43 | 1.75 | 1.63 | 3.36 | 2.10 | 1.11 | 2.03 | 1.34 | 1.89 | 1.34 | 0.61 | 13.63 |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 4.83 | 5.05 | 36.68 | 27.47 | 1.96 | 3.64 | 25.57 | 4.29 | 6.23 | 18.26 | 3.64 | 35.48 |
| DS0 | Avg. Repair Int. (Hours) | 272 Affiliate | 2.66 | 3.69 | 1.10 | - | 3.58 | 1.61 | 4.73 | 12.02 | 3.01 | - | 11.83 | 0.18 |
| | | BOC & Other Affiliates | 5.12 | 5.32 | 4.08 | 16.98 | 9.99 | 2.13 | 2.37 | 25.63 | 4.66 | 6.22 | 3.98 | 12.12 |
| | | Non-Affil. Carriers | 5.42 | 5.81 | 6.62 | 5.48 | 5.22 | 6.71 | 8.17 | 12.01 | 6.53 | 5.95 | 7.32 | 6.45 |
| | Standard Deviation | 272 Affiliate | 2.70 | 0.45 | 0.60 | - | 0.98 | 3.01 | 4.02 | - | 4.02 | - | - | - |
| | | BOC & Other Affiliates | 8.04 | 7.10 | 5.52 | 12.55 | 5.75 | 2.25 | 2.54 | 36.13 | 4.45 | 6.62 | 4.50 | 15.11 |
| | | Non-Affil. Carriers | 6.84 | 7.39 | 8.29 | 7.58 | 5.62 | 8.27 | 12.48 | 17.28 | 8.36 | 8.32 | 9.81 | 9.03 |
| DS1 | Avg. Repair Int. (Hours) | 272 Affiliate | 4.84 | 3.27 | 2.64 | 5.07 | 2.80 | 5.01 | 3.05 | 7.57 | 3.13 | 5.53 | 3.47 | 4.13 |
| | | BOC & Other Affiliates | 7.29 | 6.80 | 6.73 | 6.66 | 7.18 | 7.16 | 6.50 | 9.43 | 7.16 | 6.31 | 6.40 | 5.62 |
| | | Non-Affil. Carriers | 6.91 | 6.79 | 6.90 | 6.55 | 6.09 | 7.14 | 7.55 | 10.58 | 6.71 | 5.88 | 5.70 | 5.89 |
| | Standard Deviation | 272 Affiliate | 3.21 | 3.45 | 3.35 | 4.44 | 2.57 | 4.91 | 3.15 | 10.39 | 5.20 | 6.82 | 3.88 | 4.45 |
| | | BOC & Other Affiliates | 10.95 | 8.58 | 7.97 | 7.99 | 11.41 | 11.75 | 6.71 | 13.47 | 9.27 | 8.33 | 7.92 | 6.95 |
| | | Non-Affil. Carriers | 8.64 | 7.74 | 8.06 | 7.80 | 6.15 | 8.33 | 8.42 | 15.14 | 8.76 | 7.35 | 7.57 | 7.65 |
| DS3 | Avg. Repair Int. (Hours) | 272 Affiliate | 18.40 | - | 7.15 | 4.54 | 13.30 | 11.97 | 2.70 | 0.59 | 1.64 | 4.47 | 2.15 | 6.37 |
| | | BOC & Other Affiliates | 10.60 | 3.30 | 12.35 | 201.25 | - | 5.26 | 2.65 | 3.90 | - | 2.48 | - | 2.39 |
| | | Non-Affil. Carriers | 7.60 | 6.26 | 7.32 | 7.92 | 6.27 | 6.59 | 7.42 | 7.20 | 6.48 | 6.24 | 5.04 | 3.49 |
| | Standard Deviation | 272 Affiliate | 19.04 | - | - | 4.00 | - | - | - | 0.30 | 1.32 | 1.69 | 2.18 | 6.99 |
| | | BOC & Other Affiliates | - | 1.94 | - | - | - | 4.47 | - | 3.29 | - | 0.84 | - | 1.35 |
| | | Non-Affil. Carriers | 8.53 | 7.23 | 7.40 | 8.58 | 6.85 | 7.16 | 9.73 | 10.53 | 8.56 | 8.01 | 6.33 | 3.23 |
| Ocn | Avg. Repair Int. (Hours) | 272 Affiliate | 39.48 | - | - | - | 40.39 | - | - | - | - | - | 9.25 | - |
| | | BOC & Other Affiliates | - | - | - | 3.50 | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 5.50 | 22.42 | 43.25 | 5.88 | 10.34 | 10.24 | 9.78 | 8.80 | 4.27 | 5.02 | 2.88 | 14.87 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | 3.90 | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 2.99 | - | 42.67 | 3.32 | 12.57 | 4.64 | 2.55 | 7.10 | 2.68 | 1.31 | - | - |

**Repair Measures**

| Verizon — Access Services — 2004 | | | NY (including CT) | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service | Measure | Customer | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 |
| FG D | Total Trouble Reports | 272 Affiliate | 2 | 4 | 9 | 9 | 2 | 8 | 12 | 4 | 11 | 4 | 8 | 6 |
| | | BOC & Other Affiliates | 3 | 0 | 0 | 2 | 1 | 1 | 0 | 2 | 0 | 0 | 0 | 1 |
| | | Non-Affil. Carriers | 60 | 42 | 47 | 53 | 37 | 46 | 41 | 45 | 54 | 36 | 45 | 55 |
| DS0 | | 272 Affiliate | 4 | 3 | 1 | 6 | 5 | 4 | 5 | 11 | 2 | 5 | 3 | 3 |
| | | BOC & Other Affiliates | 5 | 6 | 6 | 4 | 2 | 4 | 8 | 6 | 9 | 5 | 6 | 10 |
| | | Non-Affil. Carriers | 931 | 665 | 827 | 771 | 753 | 669 | 792 | 851 | 745 | 687 | 600 | 617 |
| DS1 | | 272 Affiliate | 15 | 16 | 19 | 31 | 27 | 29 | 36 | 52 | 46 | 58 | 42 | 18 |
| | | BOC & Other Affiliates | 280 | 267 | 388 | 318 | 386 | 359 | 437 | 401 | 288 | 299 | 279 | 321 |
| | | Non-Affil. Carriers | 2927 | 3072 | 3237 | 3470 | 3769 | 3391 | 4052 | 4190 | 3856 | 3166 | 3049 | 3199 |
| DS3 | | 272 Affiliate | 9 | 2 | 2 | 1 | 3 | 11 | 2 | 8 | 3 | 2 | 7 | 2 |
| | | BOC & Other Affiliates | 7 | 5 | 2 | 4 | 0 | 9 | 1 | 2 | 3 | 5 | 6 | 3 |
| | | Non-Affil. Carriers | 38 | 55 | 27 | 47 | 40 | 41 | 54 | 70 | 59 | 61 | 62 | 53 |
| Ocn | | 272 Affiliate | 0 | 1 | 0 | 0 | 1 | 2 | 4 | 0 | 0 | 1 | 1 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 1 | 3 | 2 | 2 | 1 | 0 | 2 | 1 | 1 | 1 | 3 | 2 |
| FG D | Avg. Repair Int. (Hours) | 272 Affiliate | 1.18 | 1.34 | 2.46 | 7.31 | 2.08 | 2.02 | 35.42 | 1.29 | 8.74 | 18.28 | 3.93 | 1.64 |
| | | BOC & Other Affiliates | 2.58 | - | - | 2.21 | 0.75 | 4.00 | - | 1.09 | - | - | - | 3.18 |
| | | Non-Affil. Carriers | 5.07 | 5.91 | 2.67 | 2.85 | 1.79 | 4.88 | 9.83 | 6.19 | 1.51 | 3.29 | 2.88 | 3.34 |
| | Standard Deviation | 272 Affiliate | 0.46 | 0.72 | 1.33 | 6.84 | 0.07 | 1.84 | 116.38 | 0.47 | 21.78 | 33.17 | 6.65 | 0.67 |
| | | BOC & Other Affiliates | 0.21 | - | - | 2.02 | - | - | - | 0.37 | - | - | - | - |
| | | Non-Affil. Carriers | 10.69 | 12.66 | 4.20 | 4.49 | 1.45 | 9.63 | 42.87 | 16.73 | 1.09 | 3.68 | 4.40 | 6.54 |
| DS0 | Avg. Repair Int. (Hours) | 272 Affiliate | 0.59 | 0.52 | 0.30 | 1.18 | 5.75 | 3.53 | 1.68 | 2.39 | 2.50 | 7.26 | 2.37 | 2.90 |
| | | BOC & Other Affiliates | 2.82 | 6.33 | 4.44 | 8.60 | 6.17 | 7.23 | 2.98 | 1.25 | 2.22 | 1.98 | 4.30 | 3.65 |
| | | Non-Affil. Carriers | 4.93 | 5.61 | 5.82 | 6.12 | 6.14 | 5.19 | 5.59 | 5.56 | 5.87 | 5.11 | 5.54 | 6.04 |
| | Standard Deviation | 272 Affiliate | 0.56 | 0.45 | - | 1.03 | 6.11 | 2.26 | 3.35 | 3.00 | 3.51 | 9.25 | 3.34 | 4.72 |
| | | BOC & Other Affiliates | 2.04 | 6.93 | 2.38 | 16.70 | 2.74 | 7.48 | 3.86 | 1.45 | 2.57 | 2.98 | 4.34 | 2.53 |
| | | Non-Affil. Carriers | 7.75 | 6.96 | 7.98 | 9.36 | 9.26 | 7.74 | 8.19 | 7.40 | 7.80 | 6.77 | 7.65 | 9.01 |
| DS1 | Avg. Repair Int. (Hours) | 272 Affiliate | 1.65 | 3.08 | 4.36 | 3.00 | 2.71 | 3.47 | 3.90 | 3.82 | 4.08 | 1.89 | 4.51 | 6.09 |
| | | BOC & Other Affiliates | 5.65 | 7.19 | 6.00 | 5.38 | 5.97 | 5.85 | 6.26 | 4.86 | 4.97 | 4.92 | 4.39 | 6.09 |
| | | Non-Affil. Carriers | 5.16 | 6.06 | 5.51 | 6.11 | 5.92 | 6.58 | 6.99 | 6.22 | 6.54 | 5.69 | 5.46 | 5.88 |
| | Standard Deviation | 272 Affiliate | 2.25 | 4.23 | 3.96 | 5.70 | 6.10 | 6.48 | 6.42 | 5.09 | 6.03 | 2.74 | 5.13 | 8.50 |
| | | BOC & Other Affiliates | 8.47 | 10.52 | 9.61 | 8.90 | 8.59 | 7.78 | 9.16 | 6.52 | 6.85 | 7.39 | 5.63 | 11.10 |
| | | Non-Affil. Carriers | 6.77 | 8.19 | 7.42 | 8.04 | 7.64 | 8.47 | 9.38 | 8.01 | 8.21 | 7.31 | 7.58 | 8.77 |
| DS3 | Avg. Repair Int. (Hours) | 272 Affiliate | 3.29 | 4.04 | 3.25 | 4.03 | 1.62 | 6.64 | 1.68 | 4.89 | 3.70 | 10.01 | 2.18 | 37.79 |
| | | BOC & Other Affiliates | 3.71 | 3.14 | 1.88 | 17.01 | - | 5.07 | 4.12 | 11.12 | 2.82 | 2.13 | 5.71 | 1.57 |
| | | Non-Affil. Carriers | 3.84 | 4.28 | 5.92 | 3.40 | 4.77 | 6.10 | 5.13 | 4.15 | 3.67 | 4.36 | 3.91 | 6.01 |
| | Standard Deviation | 272 Affiliate | 3.42 | 4.72 | 1.80 | - | 0.72 | 6.70 | 2.26 | 4.34 | 0.81 | 9.72 | 2.95 | 53.05 |
| | | BOC & Other Affiliates | 6.55 | 2.56 | 0.28 | 7.84 | - | 2.85 | - | 1.51 | 1.54 | 2.40 | 3.52 | 1.43 |
| | | Non-Affil. Carriers | 4.72 | 5.96 | 6.30 | 5.06 | 6.00 | 5.48 | 8.92 | 5.17 | 3.84 | 5.86 | 5.53 | 9.56 |
| Ocn | Avg. Repair Int. (Hours) | 272 Affiliate | - | 0.65 | - | - | 6.58 | 7.25 | 7.72 | - | - | 3.35 | 1.75 | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 4.05 | 8.88 | 3.63 | 3.58 | 4.65 | - | 2.72 | 4.13 | 2.30 | 1.77 | 6.27 | 3.02 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | 5.16 | 6.67 | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | 3.43 | 0.86 | 0.57 | - | - | 2.10 | - | - | - | 10.31 | 3.61 |

**Verizon - PIC Intervals - 2003**

NY

| Customer | Measure | Jan-03 | Feb-03 | Mar-03 | Apr-03 | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 272 AFFILIATE | RECORDS | 4566 | 4145 | 6839 | 8217 | 1514 | 2580 | 2746 | 1352 | 3065 | 19175 | 3125 | 792 |
| | INTERVALS | 4:38 | 4:59 | 4:47 | 2:42 | 1:50 | 2:32 | 1:58 | 3:10 | 5:03 | 3:21 | 1:31 | 1:56 |
| | STD. DEV. | 6:01 | 4:56 | 5:25 | 2:05 | 1:48 | 3:51 | 2:36 | 3:34 | 5:14 | 2:44 | 1:43 | 3:13 |
| NON AFFILIATES | RECORDS | 70701 | 70463 | 74124 | 79102 | 70793 | 71999 | 65610 | 64448 | 65658 | 66147 | 52538 | 45421 |
| | INTERVALS | 1:45 | 16:06 | 1:54 | 2:29 | 1:55 | 1:51 | 2:39 | 3:31 | 2:29 | 2:33 | 2:32 | 2:34 |
| | STD. DEV. | 2:05 | 95:54 | 2:04 | 4:23 | 2:36 | 2:02 | 3:00 | 3:28 | 2:01 | 8:35 | 2:32 | 3:35 |

NOTES:

1. This report provides the number of records processed and the average PIC Interval for *carrier initiated files sent to Verizon* by the 272 affiliate and non-affiliates in the state indicated and for each month of the year. The standard deviation is also provided. 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 - PIC Intervals - 2004**

NY

| Customer | Measure | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 272 AFFILIATE | RECORDS | 564 | 676 | 667 | 562 | 463 | 537 | 2105 | 2,272 | 10,844 | 1,310 | 705 | 894 |
| | INTERVALS | 2:08 | 1:58 | 3:01 | 1:02 | 0:58 | 1:36 | 2:36 | 2:06 | 4:44 | 1:48 | 2:42 | 3:38 |
| | STD. DEV. | 1:58 | 1:57 | 2:09 | 1:03 | 0:53 | 1:50 | 2:26 | 1:45 | 6:59 | 2:42 | 4:42 | 7:12 |
| NON AFFILIATES | RECORDS | 47,315 | 44,833 | 45,108 | 41,276 | 36,129 | 32,917 | 40,193 | 27,482 | 26,753 | 35,479 | 22,184 | 20,670 |
| | INTERVALS | 2:09 | 2:11 | 2:37 | 2:26 | 2:22 | 2:02 | 2:17 | 2:33 | 1:34 | 1:53 | 1:56 | 2:42 |
| | STD. DEV. | 2:27 | 2:07 | 14:07 | 6:10 | 7:13 | 2:09 | 2:08 | 2:41 | 1:44 | 1:53 | 2:07 | 4:05 |

NOTES:

1. This report represents data showing the Average PIC Interval for carrier initiated files sent to Verizon by the entire carrier community, including Verizon LD. 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. The report also indicates the number of records processed each month for the affilate and non-affiliates.

**Verizon – *FOC Results Data – 2003*** **PA (fBA)**

| SERVICE | CUSTOMER | Measure | Jan-03 | Feb-03 | Mar-03 | Apr-03 | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FGD | 272 AFFILIATE | Orders | 0 | 46 | 69 | 3 | 47 | 2 | 1 | 14 | 96 | 103 | 35 | 6 |
| | | FOC Interval (Days) | --- | 1.8 | 1.8 | 0.0 | 0.1 | 0.5 | 1.0 | 0.7 | 1.5 | 1.5 | 1.4 | 3.7 |
| | | Standard Deviation | --- | 1.2 | 1.1 | 0.0 | 0.3 | 0.7 | *** | 0.7 | 1.0 | 1.1 | 1.3 | 0.5 |
| | BOC & Other Affiliate | Orders | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | NON-AFFIL. CARRIERS | Orders | 165 | 38 | 60 | 74 | 43 | 94 | 198 | 62 | 59 | 103 | 66 | 96 |
| | | FOC Interval (Days) | 1.0 | 1.8 | 1.7 | 1.7 | 1.3 | 2.5 | 1.8 | 1.3 | 1.6 | 2.2 | 1.6 | 1.2 |
| | | Standard Deviation | 1.7 | 1.3 | 1.3 | 1.4 | 1.2 | 1.5 | 1.1 | 0.9 | 1.3 | 1.3 | 1.3 | 1.1 |
| DS0 | 272 AFFILIATE | Orders | 2 | 4 | 4 | 1 | 0 | 2 | 1 | 6 | 2 | 1 | 7 | 1 |
| | | FOC Interval (Days) | 1.0 | 0.5 | 0.8 | 1.0 | --- | 2.0 | 0.0 | 0.3 | 3.0 | 0.0 | 1.0 | 0.0 |
| | | Standard Deviation | 0.0 | 0.6 | 0.5 | *** | --- | 1.4 | *** | 0.8 | 2.8 | *** | 1.8 | *** |
| | BOC & Other Affiliate | Orders | 6 | 9 | 9 | 5 | 0 | 8 | 15 | 3 | 0 | 4 | 0 | 1 |
| | | FOC Interval (Days) | 1.0 | 1.6 | 0.8 | 1.8 | --- | 1.0 | 0.5 | 0.3 | --- | 0.5 | --- | 1.0 |
| | | Standard Deviation | 0.9 | 3.2 | 0.4 | 1.9 | --- | 1.2 | 0.5 | 0.6 | --- | 0.6 | --- | *** |
| | NON-AFFIL. CARRIERS | Orders | 238 | 177 | 336 | 234 | 219 | 269 | 286 | 212 | 481 | 305 | 204 | 221 |
| | | FOC Interval (Days) | 0.7 | 0.9 | 1.2 | 1.4 | 0.7 | 1.5 | 1.3 | 0.7 | 0.6 | 0.7 | 0.5 | 0.6 |
| | | Standard Deviation | 1.5 | 1.4 | 1.5 | 2.6 | 1.3 | 2.0 | 2.0 | 1.4 | 1.2 | 1.5 | 1.1 | 1.2 |
| DS1 | 272 AFFILIATE | Orders | 11 | 10 | 7 | 14 | 15 | 24 | 35 | 30 | 21 | 22 | 26 | 48 |
| | | FOC Interval (Days) | 0.7 | 1.5 | 1.7 | 0.5 | 1.4 | 1.2 | 1.2 | 0.9 | 1.6 | 1.2 | 1.3 | 1.0 |
| | | Standard Deviation | 0.6 | 1.3 | 0.8 | 0.5 | 1.1 | 1.7 | 1.0 | 1.0 | 2.0 | 1.4 | 1.2 | 0.6 |
| | BOC & Other Affiliate | Orders | 60 | 35 | 59 | 56 | 25 | 24 | 25 | 32 | 70 | 65 | 41 | 44 |
| | | FOC Interval (Days) | 0.8 | 0.6 | 2.3 | 0.8 | 1.6 | 1.5 | 2.1 | 2.5 | 2.0 | 1.8 | 3.0 | 1.4 |
| | | Standard Deviation | 1.4 | 0.7 | 3.5 | 1.3 | 2.4 | 2.0 | 1.6 | 4.8 | 2.7 | 1.5 | 3.6 | 1.5 |
| | NON-AFFIL. CARRIERS | Orders | 2080 | 1729 | 1707 | 1917 | 1780 | 1996 | 2259 | 1850 | 1948 | 2366 | 1775 | 2095 |
| | | FOC Interval (Days) | 1.2 | 1.3 | 1.4 | 1.5 | 1.3 | 1.3 | 2.0 | 1.3 | 1.1 | 1.1 | 1.3 | 1.3 |
| | | Standard Deviation | 1.9 | 1.4 | 1.6 | 1.7 | 1.6 | 1.7 | 2.7 | 2.3 | 1.2 | 1.5 | 1.5 | 1.5 |
| DS3 | 272 AFFILIATE | Orders | 0 | 7 | 3 | 2 | 2 | 5 | 9 | 12 | 19 | 11 | 6 | 11 |
| | | FOC Interval (Days) | --- | 2.4 | 2.3 | 4.5 | 9.5 | 2.8 | 5.3 | 2.1 | 1.7 | 1.5 | 3.3 | 2.8 |
| | | Standard Deviation | --- | 1.6 | 2.3 | 3.5 | 9.2 | 5.2 | 5.3 | 3.1 | 2.3 | 1.6 | 3.4 | 2.8 |
| | BOC & Other Affiliate | Orders | 9 | 4 | 39 | 12 | 18 | 5 | 27 | 23 | 21 | 20 | 10 | 3 |
| | | FOC Interval (Days) | 1.4 | 1.0 | 3.3 | 3.2 | 1.1 | 9.0 | 4.6 | 1.7 | 2.8 | 6.3 | 2.3 | 1.7 |
| | | Standard Deviation | 1.3 | 0.8 | 2.2 | 1.5 | 0.9 | 11.0 | 3.2 | 2.1 | 2.1 | 11.0 | 2.5 | 2.1 |
| | NON-AFFIL. CARRIERS | Orders | 142 | 112 | 116 | 114 | 122 | 118 | 164 | 110 | 123 | 148 | 150 | 175 |
| | | FOC Interval (Days) | 1.9 | 2.8 | 2.8 | 2.8 | 2.9 | 2.1 | 4.9 | 1.8 | 2.9 | 2.1 | 2.8 | 2.9 |
| | | Standard Deviation | 2.4 | 4.0 | 3.1 | 2.9 | 4.0 | 2.3 | 7.3 | 2.5 | 4.1 | 2.7 | 2.9 | 4.9 |
| Ocn | 272 AFFILIATE | Orders | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 2 | 4 | 2 | 1 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | --- | --- | 5.0 | 12.0 | 3.5 | 12.5 | 3.5 | 10.0 | --- |
| | | Standard Deviation | --- | --- | --- | --- | --- | *** | *** | 3.5 | 22.4 | 4.9 | *** | --- |
| | BOC & Other Affiliate | Orders | 3 | 0 | 0 | 1 | 2 | 1 | 0 | 9 | 2 | 7 | 1 | 1 |
| | | FOC Interval (Days) | 4.0 | --- | --- | 9.0 | 5.5 | 8.0 | --- | 1.7 | 1.0 | 13.7 | 18.0 | 2.0 |
| | | Standard Deviation | 2.0 | --- | --- | *** | 6.4 | *** | --- | 1.6 | 1.4 | 33.6 | *** | *** |
| | NON-AFFIL. CARRIERS | Orders | 0 | 3 | 2 | 0 | 2 | 4 | 9 | 12 | 7 | 5 | 7 | 6 |
| | | FOC Interval (Days) | --- | 3.3 | 11.5 | --- | 105.0 | 3.8 | 3.0 | 2.3 | 1.7 | 1.8 | 3.4 | 10.7 |
| | | Standard Deviation | --- | 4.2 | 9.2 | --- | 0.0 | 2.4 | 2.4 | 3.4 | 2.9 | 2.0 | 5.1 | 10.3 |

**Notes:**

1./ *** = standard deviation not defined

**Verizon -- FOC Results Data -- 2004** **PA (fBA)**

| SERVICE | CUSTOMER | Measure | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FGD | 272 AFFILIATE | Orders | 13 | 6 | 8 | 63 | 108 | 32 | 24 | 24 | 8 | 27 | 56 | 28 |
| | | FOC Interval (Days) | 1.7 | 2.0 | 0.9 | 2.7 | 2.2 | 2.4 | 3.5 | 1.6 | 1.9 | 3.1 | 2.3 | 2.2 |
| | | Standard Deviation | 1.0 | 1.5 | 0.4 | 1.5 | 1.4 | 1.6 | 1.9 | 1.1 | 1.6 | 1.8 | 1.8 | 1.4 |
| | BOC & Other Affiliate | Orders | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | NON-AFFIL. CARRIERS | Orders | 76 | 52 | 113 | 78 | 138 | 253 | 138 | 90 | 55 | 172 | 95 | 54 |
| | | FOC Interval (Days) | 1.9 | 2.3 | 2.3 | 2.2 | 2.0 | 2.8 | 3.6 | 2.1 | 2.3 | 2.1 | 1.6 | 2.2 |
| | | Standard Deviation | 1.9 | 1.5 | 1.3 | 1.5 | 1.3 | 1.5 | 3.0 | 1.9 | 1.8 | 2.3 | 1.4 | 1.6 |
| DS0 | 272 AFFILIATE | Orders | 7 | 2 | 4 | 3 | 2 | 0 | 1 | 1 | 3 | 2 | 0 | 1 |
| | | FOC Interval (Days) | 0.1 | 1.0 | 0.3 | 0.3 | 1.0 | --- | 0.0 | 0.0 | 7.0 | 1.0 | --- | 1.0 |
| | | Standard Deviation | 0.4 | 1.4 | 0.5 | 0.6 | 0.0 | --- | *** | *** | 0.0 | 1.4 | --- | *** |
| | BOC & Other Affiliate | Orders | 3 | 4 | 1 | 5 | 5 | 8 | 2 | 2 | 6 | 1 | 4 | 7 |
| | | FOC Interval (Days) | 0.0 | 0.0 | 0.0 | 0.4 | 1.0 | 0.9 | 0.5 | 1.5 | 0.3 | 0.0 | 0.3 | 0.4 |
| | | Standard Deviation | 0.0 | 0.0 | *** | 0.5 | 0.7 | 1.7 | 0.7 | 2.1 | 0.5 | *** | 0.5 | 0.8 |
| | NON-AFFIL. CARRIERS | Orders | 243 | 199 | 356 | 309 | 268 | 345 | 236 | 247 | 238 | 268 | 451 | 213 |
| | | FOC Interval (Days) | 0.5 | 0.4 | 0.6 | 0.9 | 0.7 | 0.5 | 0.6 | 0.7 | 0.7 | 0.8 | 0.7 | 0.9 |
| | | Standard Deviation | 1.0 | 0.7 | 1.0 | 1.4 | 1.2 | 0.9 | 1.2 | 1.1 | 1.2 | 2.3 | 1.0 | 1.4 |
| DS1 | 272 AFFILIATE | Orders | 52 | 37 | 36 | 45 | 45 | 41 | 23 | 21 | 25 | 38 | 36 | 30 |
| | | FOC Interval (Days) | 1.1 | 0.9 | 0.9 | 1.3 | 1.1 | 1.0 | 0.9 | 1.4 | 1.0 | 1.4 | 1.5 | 1.2 |
| | | Standard Deviation | 0.9 | 0.7 | 0.8 | 1.0 | 1.8 | 0.9 | 0.7 | 1.6 | 0.9 | 1.4 | 1.6 | 1.1 |
| | BOC & Other Affiliate | Orders | 85 | 50 | 138 | 105 | 143 | 114 | 219 | 105 | 46 | 77 | 78 | 41 |
| | | FOC Interval (Days) | 1.7 | 0.9 | 1.1 | 1.7 | 1.0 | 1.1 | 0.9 | 2.0 | 1.2 | 1.6 | 1.1 | 1.5 |
| | | Standard Deviation | 2.2 | 1.3 | 2.5 | 2.5 | 1.1 | 1.5 | 1.2 | 4.4 | 1.6 | 7.0 | 1.2 | 3.5 |
| | NON-AFFIL. CARRIERS | Orders | 2180 | 2446 | 2250 | 2220 | 1958 | 2335 | 2555 | 2755 | 2458 | 2537 | 2188 | 2154 |
| | | FOC Interval (Days) | 1.1 | 1.0 | 1.1 | 1.3 | 1.1 | 1.1 | 1.3 | 1.3 | 1.4 | 1.6 | 1.2 | 1.3 |
| | | Standard Deviation | 1.4 | 1.3 | 1.2 | 1.8 | 1.8 | 1.5 | 1.8 | 2.3 | 1.9 | 1.7 | 1.4 | 1.9 |
| DS3 | 272 AFFILIATE | Orders | 17 | 16 | 49 | 18 | 17 | 6 | 2 | 10 | 5 | 8 | 7 | 2 |
| | | FOC Interval (Days) | 2.9 | 2.6 | 3.9 | 1.8 | 1.8 | 2.2 | 5.5 | 1.7 | 2.2 | 2.6 | 1.7 | 2.0 |
| | | Standard Deviation | 2.0 | 2.4 | 3.2 | 1.6 | 1.5 | 1.5 | 0.7 | 1.8 | 2.9 | 3.3 | 2.2 | 1.4 |
| | BOC & Other Affiliate | Orders | 9 | 3 | 11 | 11 | 9 | 11 | 22 | 39 | 25 | 12 | 5 | 4 |
| | | FOC Interval (Days) | 2.7 | 1.0 | 7.7 | 10.1 | 3.8 | 1.9 | 2.4 | 1.0 | 0.8 | 4.2 | 1.4 | 3.3 |
| | | Standard Deviation | 3.3 | 0.0 | 5.9 | 9.1 | 3.7 | 3.1 | 2.4 | 2.0 | 0.9 | 6.3 | 1.3 | 3.6 |
| | NON-AFFIL. CARRIERS | Orders | 238 | 135 | 170 | 169 | 188 | 227 | 227 | 180 | 229 | 259 | 182 | 230 |
| | | FOC Interval (Days) | 2.6 | 2.3 | 3.1 | 2.5 | 3.0 | 2.2 | 2.9 | 2.5 | 2.2 | 3.0 | 2.4 | 3.1 |
| | | Standard Deviation | 3.8 | 2.6 | 3.7 | 3.7 | 3.3 | 2.8 | 5.0 | 2.8 | 2.5 | 2.4 | 2.7 | 4.3 |
| Ocn | 272 AFFILIATE | Orders | 0 | 4 | 16 | 9 | 4 | 6 | 6 | 3 | 0 | 2 | 1 | 5 |
| | | FOC Interval (Days) | --- | 3.5 | 1.8 | 6.0 | 0.8 | 2.7 | 0.5 | 1.0 | --- | 1.5 | 1.0 | 9.0 |
| | | Standard Deviation | --- | 1.9 | 2.2 | 8.3 | 0.5 | 2.8 | 0.8 | 1.0 | --- | 0.7 | *** | 4.4 |
| | BOC & Other Affiliate | Orders | 1 | 2 | 5 | 3 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 |
| | | FOC Interval (Days) | 2.0 | 4.0 | 1.0 | 2.0 | --- | --- | --- | --- | 5.0 | --- | --- | --- |
| | | Standard Deviation | *** | 1.4 | 1.2 | 1.0 | --- | --- | --- | --- | 0.0 | --- | --- | --- |
| | NON-AFFIL. CARRIERS | Orders | 3 | 9 | 4 | 6 | 5 | 9 | 18 | 3 | 3 | 6 | 3 | 7 |
| | | FOC Interval (Days) | 8.0 | 1.6 | 2.0 | 22.8 | 8.6 | 5.1 | 30.9 | 5.0 | 3.3 | 3.5 | 4.3 | 4.3 |
| | | Standard Deviation | 13.9 | 2.3 | 1.8 | 54.5 | 12.3 | 7.4 | 66.5 | 2.6 | 3.1 | 4.3 | 2.5 | 5.4 |

**Notes:**

1./ *** = standard deviation not defined

**Installation Measures**

| Verizon — Access Services Installed — 2003 | | | PA (fBA) | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service | Measure | Customer | Jan-03 | Feb-03 | Mar-03 | Apr-03 | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 |
| FG D | Order Volumes | 272 Affiliate | 1 | 1 | 2 | 41 | 24 | 1 | 0 | 1 | 23 | 43 | 17 | 4 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 39 | 50 | 41 | 57 | 51 | 20 | 114 | 40 | 23 | 94 | 102 | 19 |
| DS0 | | 272 Affiliate | 1 | 1 | 2 | 2 | 0 | 1 | 1 | 1 | 4 | 1 | 6 | 2 |
| | | BOC & Other Affiliates | 1 | 7 | 5 | 3 | 1 | 2 | 8 | 6 | 0 | 1 | 1 | 1 |
| | | Non-Affil. Carriers | 233 | 147 | 221 | 283 | 177 | 203 | 278 | 159 | 287 | 372 | 165 | 180 |
| DS1 | | 272 Affiliate | 10 | 6 | 6 | 14 | 13 | 12 | 20 | 29 | 30 | 17 | 16 | 26 |
| | | BOC & Other Affiliates | 55 | 22 | 47 | 34 | 64 | 44 | 24 | 45 | 42 | 71 | 54 | 37 |
| | | Non-Affil. Carriers | 2273 | 1666 | 1912 | 1752 | 1789 | 1850 | 1835 | 1279 | 1737 | 1873 | 1690 | 2049 |
| DS3 | | 272 Affiliate | 0 | 3 | 3 | 4 | 0 | 0 | 2 | 5 | 4 | 8 | 5 | 1 |
| | | BOC & Other Affiliates | 0 | 9 | 2 | 30 | 14 | 4 | 11 | 51 | 53 | 38 | 7 | 8 |
| | | Non-Affil. Carriers | 27 | 36 | 27 | 29 | 24 | 24 | 46 | 32 | 21 | 40 | 32 | 29 |
| Ocn | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 |
| | | BOC & Other Affiliates | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 2 | 0 | 3 | 2 |
| | | Non-Affil. Carriers | 1 | 0 | 1 | 1 | 0 | 1 | 3 | 1 | 1 | 1 | 1 | 1 |
| FG D | Avg. Inst. Int (Days) | 272 Affiliate | 32.00 | 19.00 | 17.50 | 30.17 | 30.79 | 10.00 | - | 16.00 | 12.30 | 15.40 | 11.65 | 10.50 |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 14.74 | 14.84 | 14.39 | 23.96 | 16.63 | 16.65 | 12.39 | 11.43 | 12.78 | 17.95 | 15.66 | 14.05 |
| | Standard Deviation | 272 Affiliate | - | - | 13.44 | 4.66 | 14.51 | - | - | - | 6.77 | 8.50 | 6.92 | 4.65 |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 11.86 | 4.87 | 6.07 | 12.55 | 7.88 | 7.14 | 5.70 | 7.15 | 7.89 | 7.98 | 6.13 | 7.34 |
| DS0 | Avg. Inst. Int (Days) | 272 Affiliate | 1.00 | 11.00 | 13.50 | 11.50 | - | 7.00 | 23.00 | 12.00 | 16.75 | 34.00 | 6.67 | 24.00 |
| | | BOC & Other Affiliates | 5.00 | 11.00 | 9.20 | 17.67 | 14.00 | 21.50 | 9.50 | 12.17 | - | 6.00 | 4.00 | 8.00 |
| | | Non-Affil. Carriers | 8.66 | 10.71 | 8.81 | 12.63 | 11.94 | 10.29 | 9.23 | 11.82 | 9.08 | 10.08 | 8.31 | 17.25 |
| | Standard Deviation | 272 Affiliate | - | - | 2.12 | 3.54 | - | - | - | - | 9.81 | - | 2.25 | 9.90 |
| | | BOC & Other Affiliates | - | 3.56 | 3.70 | 4.73 | - | 24.75 | 3.82 | 4.40 | - | - | - | - |
| | | Non-Affil. Carriers | 7.65 | 4.57 | 6.05 | 6.07 | 5.94 | 6.25 | 5.94 | 5.72 | 5.42 | 4.13 | 5.10 | 10.49 |
| DS1 | Avg. Inst. Int. (Days) | 272 Affiliate | 6.60 | 14.50 | 16.33 | 13.93 | 13.00 | 13.17 | 14.45 | 15.59 | 18.03 | 19.65 | 14.00 | 10.81 |
| | | BOC & Other Affiliates | 20.29 | 20.77 | 12.85 | 25.47 | 26.08 | 31.91 | 12.25 | 17.91 | 22.95 | 19.10 | 17.50 | 15.81 |
| | | Non-Affil. Carriers | 15.04 | 15.05 | 14.89 | 13.75 | 14.08 | 15.48 | 14.20 | 15.06 | 18.50 | 14.39 | 14.36 | 14.57 |
| | Standard Deviation | 272 Affiliate | 4.90 | 2.17 | 8.94 | 6.88 | 9.55 | 8.14 | 7.13 | 9.62 | 5.55 | 8.72 | 5.14 | 5.67 |
| | | BOC & Other Affiliates | 16.51 | 8.91 | 8.15 | 12.13 | 11.09 | 13.83 | 8.81 | 9.42 | 21.24 | 10.27 | 8.79 | 7.58 |
| | | Non-Affil. Carriers | 12.73 | 11.63 | 10.43 | 12.46 | 9.24 | 10.83 | 9.53 | 10.90 | 15.03 | 10.71 | 10.11 | 9.17 |
| DS3 | Avg. Inst. Int. (Days) | 272 Affiliate | - | 15.00 | 14.00 | 6.00 | - | - | 24.50 | 23.00 | 11.75 | 17.75 | 20.60 | 10.00 |
| | | BOC & Other Affiliates | - | 32.22 | 13.00 | 14.67 | 14.50 | 33.00 | 21.64 | 17.55 | 16.51 | 14.95 | 10.71 | 17.25 |
| | | Non-Affil. Carriers | 21.15 | 21.00 | 22.11 | 25.41 | 20.04 | 17.50 | 21.43 | 18.06 | 21.19 | 33.33 | 18.47 | 24.93 |
| | Standard Deviation | 272 Affiliate | - | 0.00 | 0.00 | 0.00 | - | - | 12.02 | 4.74 | 5.44 | 8.08 | 11.24 | - |
| | | BOC & Other Affiliates | - | 31.96 | 0.00 | 3.11 | 2.03 | 5.35 | 10.64 | 5.95 | 5.83 | 3.22 | 4.11 | 7.76 |
| | | Non-Affil. Carriers | 12.71 | 10.33 | 12.68 | 14.44 | 14.72 | 8.90 | 9.04 | 10.80 | 12.53 | 79.28 | 9.90 | 12.78 |
| Ocn | Avg. Inst. Int. (Days) | 272 Affiliate | - | - | - | - | - | - | - | - | - | 31.00 | - | - |
| | | BOC & Other Affiliates | - | 25.00 | 43.00 | 24.00 | 17.00 | - | - | 30.00 | 22.50 | - | 24.00 | 20.00 |
| | | Non-Affil. Carriers | 34.00 | - | 1.00 | 36.00 | - | 31.00 | 27.67 | 7.00 | 63.00 | 25.00 | 5.00 | 24.00 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | 1.41 | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | 3.54 | - | 1.73 | 0.00 |
| | | Non-Affil. Carriers | - | - | - | - | - | - | 10.12 | - | - | - | - | - |
| FG D | Percent Installation Commitments Met | 272 Affiliate | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | - | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| DS0 | | 272 Affiliate | 100.0 | 100.0 | 100.0 | 100.0 | - | 100.0 | 100.0 | 100.0 | 50.0 | 0.0 | 100.0 | 100.0 |
| | | BOC & Other Affiliates | 100.0 | 57.1 | 80.0 | 66.7 | 100.0 | 100.0 | 75.0 | 83.3 | - | 100.0 | 100.0 | 100.0 |
| | | Non-Affil. Carriers | 91.0 | 91.8 | 95.5 | 87.6 | 91.0 | 91.6 | 88.1 | 87.4 | 95.1 | 96.0 | 95.2 | 90.0 |
| DS1 | | 272 Affiliate | 100.0 | 100.0 | 100.0 | 100.0 | 92.3 | 100.0 | 95.0 | 86.2 | 93.3 | 94.1 | 93.8 | 100.0 |
| | | BOC & Other Affiliates | 90.9 | 95.5 | 95.7 | 76.5 | 98.4 | 84.1 | 91.7 | 84.4 | 100.0 | 100.0 | 85.2 | 83.8 |
| | | Non-Affil. Carriers | 94.7 | 92.6 | 94.0 | 95.2 | 96.0 | 94.0 | 89.6 | 86.3 | 92.1 | 93.9 | 93.4 | 90.5 |
| DS3 | | 272 Affiliate | - | 100.0 | 100.0 | 100.0 | - | - | 100.0 | 80.0 | 100.0 | 87.5 | 60.0 | 0.0 |
| | | BOC & Other Affiliates | - | 77.8 | 100.0 | 100.0 | 100.0 | 100.0 | 90.9 | 80.4 | 96.2 | 94.7 | 100.0 | 100.0 |
| | | Non-Affil. Carriers | 70.4 | 91.7 | 88.9 | 86.2 | 95.8 | 91.7 | 89.1 | 81.3 | 90.5 | 97.5 | 90.6 | 86.2 |
| Ocn | | 272 Affiliate | - | - | - | - | - | - | - | - | - | 100.0 | - | - |
| | | BOC & Other Affiliates | - | 100.0 | 100.0 | - | 100.0 | - | - | 0.0 | 100.0 | - | 100.0 | 100.0 |
| | | Non-Affil. Carriers | 100.0 | - | 100.0 | 100.0 | - | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |

**Notes:**

1./ *Installation data excludes CNRs.*

**Installation Measures**

| Verizon — Access Services Installed — 2004 | | | PA (fBA) | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service | Measure | Customer | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 |
| FG D | Order Volumes | 272 Affiliate | 0 | 32 | 23 | 44 | 48 | 44 | 36 | 32 | 8 | 14 | 32 | 13 |
| | | BOC & Other Affiliates | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 104 | 38 | 103 | 57 | 40 | 62 | 206 | 74 | 56 | 68 | 152 | 55 |
| DS0 | | 272 Affiliate | 0 | 3 | 1 | 3 | 1 | 1 | 0 | 1 | 1 | 1 | 0 | 1 |
| | | BOC & Other Affiliates | 1 | 1 | 4 | 1 | 1 | 5 | 1 | 3 | 2 | 2 | 1 | 5 |
| | | Non-Affil. Carriers | 181 | 218 | 296 | 330 | 198 | 239 | 187 | 204 | 286 | 223 | 180 | 332 |
| DS1 | | 272 Affiliate | 34 | 36 | 28 | 26 | 27 | 36 | 33 | 14 | 15 | 15 | 32 | 25 |
| | | BOC & Other Affiliates | 71 | 85 | 105 | 163 | 69 | 162 | 93 | 176 | 60 | 184 | 49 | 70 |
| | | Non-Affil. Carriers | 1725 | 1946 | 2575 | 2304 | 1719 | 2003 | 1842 | 2299 | 2465 | 2314 | 2402 | 1927 |
| DS3 | | 272 Affiliate | 3 | 3 | 2 | 2 | 8 | 4 | 1 | 2 | 4 | 3 | 4 | 2 |
| | | BOC & Other Affiliates | 0 | 0 | 1 | 0 | 2 | 0 | 6 | 8 | 4 | 4 | 3 | 1 |
| | | Non-Affil. Carriers | 19 | 38 | 34 | 38 | 35 | 41 | 24 | 34 | 44 | 38 | 27 | 27 |
| Ocn | | 272 Affiliate | 0 | 2 | 6 | 0 | 0 | 0 | 0 | 2 | 2 | 1 | 0 | 1 |
| | | BOC & Other Affiliates | 1 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 0 |
| FG D | Avg. Inst. Int. (Days) | 272 Affiliate | - | 13.94 | 14.26 | 12.02 | 16.83 | 18.93 | 33.22 | 14.25 | 12.88 | 11.36 | 9.91 | 10.23 |
| | | BOC & Other Affiliates | 41.00 | - | - | - | - | - | - | 4.00 | - | - | - | - |
| | | Non-Affil. Carriers | 16.33 | 10.29 | 19.40 | 13.70 | 18.53 | 16.44 | 15.23 | 14.86 | 17.50 | 10.56 | 13.20 | 13.24 |
| | Standard Deviation | 272 Affiliate | - | 4.92 | 7.55 | 5.48 | 6.85 | 9.50 | 11.47 | 6.17 | 2.47 | 2.13 | 4.55 | 3.63 |
| | | BOC & Other Affiliates | 0.00 | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 6.71 | 7.30 | 7.43 | 7.49 | 8.56 | 6.38 | 6.70 | 7.61 | 7.58 | 6.31 | 7.70 | 4.85 |
| DS0 | Avg. Inst. Int. (Days) | 272 Affiliate | - | 17.00 | 5.00 | 13.33 | 10 | 4 | - | 0 | 39 | 9 | - | 4 |
| | | BOC & Other Affiliates | 5.00 | 28.00 | 10.75 | 4 | 3 | 23 | 8 | 20 | 7 | 14.5 | 4 | 9.6 |
| | | Non-Affil. Carriers | 11.17 | 8.17 | 9.48 | 10.79 | 11.90 | 10.91 | 12.49 | 12.75 | 10.47 | 9.79 | 13.17 | 16.54 |
| | Standard Deviation | 272 Affiliate | - | 9.00 | - | 12.34 | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | 0.50 | - | - | 11.42 | - | 16.64 | 1.41 | 9.19 | - | 2.97 |
| | | Non-Affil. Carriers | 6.02 | 6.12 | 4.34 | 5.24 | 5.50 | 5.74 | 6.97 | 8.89 | 7.15 | 7.08 | 7.32 | 7.15 |
| DS1 | Avg. Inst. Int. (Days) | 272 Affiliate | 23.15 | 13.33 | 13.46 | 14.81 | 18.15 | 16.53 | 15.76 | 14.93 | 14.40 | 13.53 | 12.41 | 10.32 |
| | | BOC & Other Affiliates | 21.85 | 17.60 | 18.23 | 15.79 | 15.88 | 16.91 | 20.11 | 17.46 | 25.15 | 10.07 | 18.57 | 18.00 |
| | | Non-Affil. Carriers | 14.62 | 11.84 | 15.04 | 16.68 | 13.85 | 13.76 | 13.98 | 14.68 | 16.26 | 16.34 | 13.16 | 14.74 |
| | Standard Deviation | 272 Affiliate | 15.33 | 3.69 | 5.17 | 6.11 | 7.19 | 9.53 | 6.11 | 5.24 | 8.32 | 7.02 | 8.87 | 5.84 |
| | | BOC & Other Affiliates | 14.22 | 6.29 | 12.80 | 8.72 | 11.95 | 13.86 | 18.76 | 10.33 | 17.89 | 11.48 | 13.28 | 16.37 |
| | | Non-Affil. Carriers | 10.47 | 13.03 | 12.59 | 12.37 | 9.29 | 8.59 | 10.79 | 9.55 | 10.42 | 10.39 | 9.87 | 13.82 |
| DS3 | Avg. Inst. Int. (Days) | 272 Affiliate | 14.33 | 26.33 | 13.50 | 15.50 | 14.00 | 21.25 | 18.00 | 5.50 | 15.25 | 10.00 | 12.25 | 18.50 |
| | | BOC & Other Affiliates | - | - | 6.00 | - | 14.00 | - | 17.17 | 15.25 | 28.50 | 28.00 | 31.67 | 15.00 |
| | | Non-Affil. Carriers | 20.74 | 25.37 | 28.24 | 23.03 | 20.11 | 21.37 | 25.58 | 23.47 | 14.77 | 20.39 | 23.74 | 23.33 |
| | Standard Deviation | 272 Affiliate | 6.66 | 31.21 | 9.19 | 3.54 | 5.07 | 10.53 | - | 3.54 | 2.50 | 11.27 | 11.41 | 16.26 |
| | | BOC & Other Affiliates | - | - | - | - | 0.00 | - | 14.02 | 4.06 | 12.66 | 16.47 | 39.37 | - |
| | | Non-Affil. Carriers | 11.74 | 13.40 | 50.42 | 9.66 | 15.72 | 19.63 | 30.67 | 18.24 | 12.38 | 11.20 | 12.83 | 15.32 |
| Ocn | Avg. Inst. Int. (Days) | 272 Affiliate | - | 0.50 | 3.67 | - | - | - | - | 5.00 | 14.00 | 5.00 | - | 10.00 |
| | | BOC & Other Affiliates | 14.00 | 17.00 | 3.00 | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | 52.00 | - | 34.00 | - | - | - | - | 27.00 | 18.50 | - | - |
| | Standard Deviation | 272 Affiliate | - | 0.71 | 0.52 | - | - | - | - | 2.83 | 1.41 | - | - | - |
| | | BOC & Other Affiliates | - | 0.00 | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | 12.73 | - | - | - | - | - | 10.61 | - | - |
| FG D | Percent Installation Commitments Met | 272 Affiliate | - | 100.0 | 100.0 | 100.0 | 100.0 | 90.9 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| | | BOC & Other Affiliates | 100.0 | - | - | - | - | - | - | 100.0 | - | - | - | - |
| | | Non-Affil. Carriers | 100.0 | 100.0 | 100.0 | 100.0 | 95.0 | 100.0 | 100.0 | 100.0 | 98.2 | 97.1 | 100.0 | 96.4 |
| DS0 | | 272 Affiliate | - | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | - | 100.0 | 100.0 | 100.0 | - | 100.0 |
| | | BOC & Other Affiliates | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 80.0 | 100.0 | 33.3 | 100.0 | 50.0 | 100.0 | 100.0 |
| | | Non-Affil. Carriers | 89.4 | 95.0 | 92.6 | 90.6 | 87.4 | 89.5 | 88.2 | 83.3 | 85.3 | 87.4 | 83.3 | 94.3 |
| DS1 | | 272 Affiliate | 97.1 | 94.4 | 100.0 | 100.0 | 96.3 | 94.4 | 97.0 | 100.0 | 93.3 | 86.7 | 93.8 | 92.0 |
| | | BOC & Other Affiliates | 100.0 | 90.6 | 91.4 | 89.6 | 94.2 | 91.4 | 76.3 | 92.6 | 63.3 | 89.7 | 83.7 | 80.0 |
| | | Non-Affil. Carriers | 90.7 | 89.9 | 94.6 | 94.4 | 92.3 | 91.6 | 89.7 | 89.0 | 91.0 | 91.2 | 92.8 | 92.3 |
| DS3 | | 272 Affiliate | 66.7 | 33.3 | 0.0 | 50.0 | 62.5 | 100.0 | 100.0 | 100.0 | 50.0 | 66.7 | 100.0 | 100.0 |
| | | BOC & Other Affiliates | - | - | 100.0 | - | 100.0 | - | 66.7 | 100.0 | 100.0 | 50.0 | 66.7 | 100.0 |
| | | Non-Affil. Carriers | 84.2 | 89.5 | 67.7 | 79.0 | 82.9 | 82.9 | 83.3 | 79.4 | 81.8 | 71.1 | 66.7 | 77.8 |
| Ocn | | 272 Affiliate | - | 100.0 | 100.0 | - | - | - | - | 100.0 | 100.0 | 100.0 | - | 100.0 |
| | | BOC & Other Affiliates | 100.0 | 100.0 | 100.0 | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | 0.0 | - | 100.0 | - | - | - | - | 100.0 | 50.0 | - | - |

**Notes:**
1./ Installation data excludes CNRs.

**Repair Measures**

| Verizon — Access Services — 2003 | | | PA (fBA) | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service | Measure | Customer | Jan-03 | Feb-03 | Mar-03 | Apr-03 | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 |
| FG D | Total Trouble Reports | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 1 | 0 | 0 | 5 | 3 | 4 | 3 | 3 | 1 | 3 | 4 | 2 |
| DS0 | | 272 Affiliate | 0 | 0 | 0 | 0 | 1 | 3 | 1 | 3 | 0 | 1 | 0 | 0 |
| | | BOC & Other Affiliates | 1 | 1 | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 338 | 346 | 332 | 295 | 322 | 346 | 386 | 366 | 368 | 388 | 333 | 331 |
| DS1 | | 272 Affiliate | 3 | 2 | 1 | 2 | 1 | 1 | 2 | 2 | 2 | 7 | 8 | 1 |
| | | BOC & Other Affiliates | 61 | 40 | 54 | 40 | 60 | 85 | 100 | 87 | 66 | 44 | 46 | 66 |
| | | Non-Affil. Carriers | 1094 | 1047 | 1259 | 966 | 1112 | 1368 | 1752 | 1666 | 1780 | 1279 | 1274 | 1106 |
| DS3 | | 272 Affiliate | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 1 |
| | | BOC & Other Affiliates | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 2 | 1 | 1 | 3 | 0 |
| | | Non-Affil. Carriers | 12 | 18 | 17 | 15 | 21 | 12 | 10 | 12 | 11 | 3 | 15 | 14 |
| Ocn | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | | Non-Affil. Carriers | 1 | 0 | 1 | 1 | 1 | 1 | 2 | 0 | 1 | 1 | 0 | 0 |
| FG D | Avg. Repair Int. (Hours) | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | 2.04 | 1.52 |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 0.30 | - | - | 0.51 | 1.43 | 1.35 | 3.19 | 3.33 | 0.87 | 12.28 | 1.68 | 1.12 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | 0.98 | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | 0.27 | 1.22 | 0.96 | 2.54 | 4.66 | - | 15.51 | 2.45 | 1.20 |
| DS0 | Avg. Repair Int. (Hours) | 272 Affiliate | - | - | - | - | 0.20 | 0.10 | 0.32 | 0.75 | - | 0.35 | - | - |
| | | BOC & Other Affiliates | 6.22 | 0.32 | 4.70 | 4.96 | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 2.45 | 2.93 | 2.71 | 2.48 | 2.69 | 2.48 | 3.32 | 2.85 | 2.85 | 2.65 | 2.82 | 2.67 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | 0.04 | - | 0.75 | - | - | - | - |
| | | BOC & Other Affiliates | - | - | 3.11 | 0.48 | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 2.75 | 4.70 | 3.80 | 3.38 | 3.28 | 2.72 | 4.20 | 3.71 | 3.21 | 2.83 | 3.23 | 2.93 |
| DS1 | Avg. Repair Int. (Hours) | 272 Affiliate | 1.66 | 5.54 | 12.98 | 2.60 | 0.15 | 2.93 | 0.39 | 1.45 | 0.39 | 1.85 | 1.23 | 0.30 |
| | | BOC & Other Affiliates | 2.11 | 1.75 | 3.48 | 3.72 | 2.75 | 2.61 | 3.62 | 3.60 | 3.89 | 2.47 | 2.94 | 4.08 |
| | | Non-Affil. Carriers | 3.04 | 3.51 | 3.36 | 3.00 | 3.11 | 3.28 | 3.79 | 3.64 | 3.46 | 3.19 | 3.49 | 3.28 |
| | Standard Deviation | 272 Affiliate | 1.97 | 2.77 | - | 0.31 | - | - | 0.01 | 1.41 | 0.02 | 2.14 | 1.21 | - |
| | | BOC & Other Affiliates | 1.93 | 1.99 | 3.63 | 5.48 | 3.02 | 2.98 | 4.15 | 4.93 | 4.45 | 2.64 | 3.40 | 4.78 |
| | | Non-Affil. Carriers | 3.33 | 4.41 | 3.85 | 3.25 | 3.16 | 3.35 | 3.93 | 4.19 | 3.71 | 3.36 | 4.06 | 3.35 |
| DS3 | Avg. Repair Int. (Hours) | 272 Affiliate | - | - | 1.83 | - | - | - | 0.18 | - | - | 0.17 | 0.15 | 0.42 |
| | | BOC & Other Affiliates | - | - | 0.93 | - | - | 4.48 | - | 0.22 | 0.12 | 0.60 | 2.66 | - |
| | | Non-Affil. Carriers | 1.60 | 1.12 | 1.72 | 2.38 | 2.13 | 1.42 | 1.83 | 1.69 | 2.45 | 2.27 | 2.55 | 1.05 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | 0.21 | - | - | 1.44 | - |
| | | Non-Affil. Carriers | 2.41 | 1.05 | 1.10 | 2.76 | 2.10 | 1.93 | 2.70 | 1.89 | 3.32 | 2.18 | 3.25 | 0.85 |
| Ocn | Avg. Repair Int. (Hours) | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | 1.17 | - | - | - | - | - | - | - | 0.38 |
| | | Non-Affil. Carriers | 1.68 | - | 1.97 | 0.27 | 6.70 | 0.02 | 1.27 | - | 4.32 | 0.57 | - | - |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | - | 1.58 | - | - | - | - | - |

**Repair Measures**

| Verizon — Access Services — 2004 | | | PA (fBA) | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service | Measure | Customer | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 |
| FG D | Total Trouble Reports | 272 Affiliate | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 4 | 0 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 5 | 1 | 4 | 6 | 3 | 0 | 1 | 5 | 1 | 4 | 0 | 3 |
| DS0 | | 272 Affiliate | 0 | 0 | 1 | 2 | 0 | 2 | 2 | 1 | 0 | 1 | 0 | 1 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 1 | 0 | 3 | 3 | 1 |
| | | Non-Affil. Carriers | 248 | 241 | 325 | 367 | 379 | 347 | 422 | 498 | 420 | 377 | 301 | 389 |
| DS1 | | 272 Affiliate | 7 | 1 | 11 | 8 | 12 | 4 | 3 | 6 | 14 | 2 | 3 | 10 |
| | | BOC & Other Affiliates | 79 | 73 | 78 | 99 | 137 | 107 | 136 | 221 | 132 | 144 | 84 | 102 |
| | | Non-Affil. Carriers | 1105 | 1121 | 1315 | 1413 | 1834 | 1564 | 1807 | 2050 | 1842 | 1400 | 1357 | 1562 |
| DS3 | | 272 Affiliate | 4 | 3 | 4 | 1 | 3 | 2 | 4 | 0 | 3 | 2 | 0 | 2 |
| | | BOC & Other Affiliates | 0 | 2 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 2 | 1 | 0 |
| | | Non-Affil. Carriers | 28 | 16 | 22 | 15 | 13 | 16 | 15 | 10 | 10 | 25 | 12 | 24 |
| Ocn | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 0 | 0 | 0 | 1 | 2 | 1 | 0 | 2 | 0 | 3 | 2 | 1 |
| FG D | Avg. Repair Int. (Hours) | 272 Affiliate | - | - | - | 0.79 | - | - | - | - | 0.65 | 0.09 | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 1.58 | 0.33 | 1.53 | 2.01 | 6.32 | - | 3.55 | 2.43 | 3.47 | 6.28 | - | 1.72 |
| | Standard Deviation | 272 Affiliate | - | - | - | 0.29 | - | - | - | - | - | 0.06 | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 1.57 | - | 1.32 | 2.08 | 5.19 | - | - | 3.76 | - | 5.96 | - | 1.69 |
| DS0 | Avg. Repair Int. (Hours) | 272 Affiliate | - | - | 0.17 | 3.27 | - | 12.47 | 3.59 | 1.82 | - | 0.45 | - | 10.47 |
| | | BOC & Other Affiliates | - | - | - | - | 2.30 | - | 1.23 | 0.73 | - | 4.62 | 3.85 | 1.23 |
| | | Non-Affil. Carriers | 2.78 | 2.66 | 2.09 | 2.96 | 3.12 | 2.82 | 2.95 | 3.80 | 3.33 | 3.47 | 2.80 | 2.66 |
| | Standard Deviation | 272 Affiliate | - | - | - | 2.62 | - | 16.85 | 5.04 | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | 1.73 | - | - | - | - | 3.32 | 3.70 | - |
| | | Non-Affil. Carriers | 3.55 | 3.19 | 2.19 | 2.88 | 3.75 | 2.95 | 3.72 | 4.26 | 4.47 | 4.73 | 4.24 | 3.36 |
| DS1 | Avg. Repair Int. (Hours) | 272 Affiliate | 2.59 | 0.37 | 1.95 | 1.33 | 1.48 | 3.40 | 2.33 | 2.05 | 2.82 | 1.90 | 0.71 | 7.91 |
| | | BOC & Other Affiliates | 3.64 | 1.37 | 2.25 | 2.16 | 3.66 | 4.02 | 4.32 | 3.87 | 3.66 | 3.70 | 3.35 | 2.40 |
| | | Non-Affil. Carriers | 2.79 | 3.14 | 2.88 | 3.33 | 3.80 | 3.52 | 3.90 | 4.26 | 3.84 | 3.81 | 3.23 | 3.30 |
| | Standard Deviation | 272 Affiliate | 4.03 | | 2.08 | 1.60 | 1.51 | 3.56 | 1.76 | 1.92 | 3.85 | 0.75 | 0.84 | 7.61 |
| | | BOC & Other Affiliates | 3.87 | 1.80 | 2.82 | 2.85 | 4.41 | 5.72 | 5.33 | 4.23 | 4.43 | 4.57 | 4.57 | 2.81 |
| | | Non-Affil. Carriers | 3.14 | 3.77 | 3.19 | 3.68 | 4.19 | 4.01 | 4.69 | 4.75 | 4.34 | 4.42 | 3.76 | 4.03 |
| DS3 | Avg. Repair Int. (Hours) | 272 Affiliate | 4.70 | 0.28 | 0.41 | 0.08 | 0.77 | 0.70 | 3.61 | - | 2.66 | 7.00 | - | 8.38 |
| | | BOC & Other Affiliates | - | 0.31 | 0.07 | - | - | 0.48 | - | - | - | 3.77 | 4.78 | - |
| | | Non-Affil. Carriers | 0.82 | 2.28 | 2.12 | 1.15 | 1.38 | 1.53 | 1.67 | 0.72 | 2.47 | 2.70 | 2.02 | 4.98 |
| | Standard Deviation | 272 Affiliate | 6.29 | 0.09 | 0.36 | - | 0.73 | 0.46 | 5.32 | - | 3.12 | 2.23 | - | 2.05 |
| | | BOC & Other Affiliates | - | 0.11 | - | - | - | - | - | - | - | 4.01 | - | - |
| | | Non-Affil. Carriers | 0.98 | 4.32 | 3.01 | 1.89 | 1.95 | 1.27 | 1.90 | 1.27 | 3.65 | 4.49 | 2.07 | 5.55 |
| Och | Avg. Repair Int. (Hours) | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | 1.06 | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | 0.22 | 0.85 | 2.22 | - | 0.47 | - | 2.03 | 0.45 | 1.45 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | 1.44 | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | 0.57 | - | - | 0.62 | - | 1.75 | 0.46 | - |

**Verizon - PIC Intervals - 2003**

PA (fBA)

| Customer | Measure | Jan-03 | Feb-03 | Mar-03 | Apr-03 | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 272 AFFILIATE | RECORDS | 447 | 566 | 865 | 808 | 1428 | 2374 | 1474 | 1139 | 309 | 973 | 236 | 472 |
| | INTERVALS | 7:33 | 0:47 | 1:46 | 2:48 | 2:07 | 1:11 | 1:00 | 1:47 | 2:06 | 0:55 | 0:45 | 0:47 |
| | STD. DEV. | 11:38 | 1:07 | 1:50 | 1:42 | 1:54 | 1:37 | 1:12 | 2:02 | 1:27 | 1:31 | 1:50 | 0:36 |
| NON AFFILIATES | RECORDS | 70474 | 48033 | 47763 | 47572 | 44884 | 45973 | 42755 | 45909 | 38471 | 37799 | 29644 | 27729 |
| | INTERVALS | 1:38 | 1:30 | 2:00 | 1:37 | 2:11 | 1:55 | 2:36 | 3:51 | 2:18 | 2:10 | 2:15 | 2:07 |
| | STD. DEV. | 1:55 | 1:35 | 2:08 | 1:41 | 3:19 | 1:41 | 2:15 | 3:16 | 1:47 | 2:02 | 2:05 | 2:01 |

NOTES:

1. This report provides the number of records processed and the average PIC Interval for carrier initiated files sent to Verizon by the 272 affiliate and non-affiliates in the state indicated and for each *month of the year. The standard deviation* is also provided. 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 - PIC Intervals - 2004**

**PA (fBA)**

| Customer | Measure | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| *272 AFFILIATE* | *RECORDS* | *713* | *254* | *474* | *5122* | *430* | *438* | *447* | *76* | *451* | *267* | *78* | *1,552* |
| | INTERVALS | 1:17 | 2:17 | 5:06 | 2:36 | 1:25 | 0:52 | 2:41 | 2:41 | 2:00 | 1:57 | 47:49 | 1:17 |
| | STD. DEV. | 1:44 | 1:52 | 42:33 | 1:02 | 2:27 | 1:08 | 4:09 | 1:42 | 1:36 | 1:47 | 56:20 | 0:23 |
| NON AFFILIATES | RECORDS | 31,290 | 27,403 | 27,134 | 25,051 | 24,449 | 22,061 | 32,691 | 20,677 | 16,417 | 15,860 | 12,443 | 16,649 |
| | INTERVALS | 2:21 | 2:20 | 10:29 | 2:38 | 5:00 | 2:12 | 12:10 | 3:07 | 2:40 | 1:41 | 27:45 | 3:13 |
| | STD. DEV. | 13:53 | 3:26 | 59:02 | 2:32 | 20:33 | 2:20 | 35:35 | 3:14 | 15:22 | 2:30 | 46:38 | 26:13 |

NOTES:

1. This report represents data showing the Average PIC Interval for carrier initiated files sent to Verizon by the entire carrier community, including Verizon LD. *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. The report also indicates the number of records processed each month for the affilate and non-affiliates.

**Verizon -- FOC Results Data -- 2003** **PA (fGTE)**

| SERVICE | CUSTOMER | Measure | Jan-03 | Feb-03 | Mar-03 | Apr-03 | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FGD | 272 AFFILIATE | Orders | 0 | 7 | 2 | 1 | 2 | 0 | 0 | 0 | 0 | 1 | 3 | 1 |
| | | FOC Interval (Days) | --- | 1.1 | 3.0 | 1.0 | 2.5 | --- | --- | --- | --- | 3.0 | 1.7 | 4.0 |
| | | Standard Deviation | --- | 0.4 | 0.0 | *** | 3.5 | --- | --- | --- | --- | *** | 2.1 | *** |
| | BOC & Other Affiliate | Orders | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | NON-AFFIL. CARRIERS | Orders | 8 | 13 | 4 | 11 | 7 | 14 | 34 | 8 | 30 | 35 | 29 | 33 |
| | | FOC Interval (Days) | 0.8 | 1.6 | 1.0 | 1.6 | 1.4 | 1.1 | 2.0 | 1.3 | 1.7 | 2.1 | 1.0 | 1.4 |
| | | Standard Deviation | 0.7 | 1.9 | 1.4 | 1.4 | 0.5 | 0.9 | 1.5 | 0.5 | 1.4 | 1.8 | 1.0 | 1.1 |
| DS0 | 272 AFFILIATE | Orders | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| | | FOC Interval (Days) | 1.0 | --- | 0.0 | --- | --- | --- | --- | --- | --- | --- | 3.0 | --- |
| | | Standard Deviation | *** | --- | 0.0 | --- | --- | --- | --- | --- | --- | --- | *** | --- |
| | BOC & Other Affiliate | Orders | 1 | 5 | 0 | 6 | 3 | 4 | 5 | 0 | 4 | 0 | 0 | 21 |
| | | FOC Interval (Days) | 0.0 | 1.2 | --- | 0.0 | 1.0 | 0.3 | 0.0 | --- | 0.3 | --- | --- | 0.0 |
| | | Standard Deviation | *** | 1.6 | --- | 0.0 | 1.0 | 0.5 | 0.0 | --- | 0.5 | --- | --- | 0.0 |
| | NON-AFFIL. CARRIERS | Orders | 19 | 18 | 21 | 27 | 28 | 23 | 35 | 8 | 24 | 25 | 15 | 22 |
| | | FOC Interval (Days) | 0.6 | 1.4 | 0.3 | 0.2 | 0.3 | 0.3 | 0.4 | 0.5 | 0.2 | 0.2 | 0.5 | 0.5 |
| | | Standard Deviation | 1.6 | 3.0 | 0.6 | 0.4 | 0.6 | 0.7 | 1.2 | 1.1 | 0.5 | 0.5 | 1.6 | 1.1 |
| DS1 | 272 AFFILIATE | Orders | 1 | 0 | 0 | 0 | 0 | 1 | 6 | 1 | 1 | 1 | 1 | 0 |
| | | FOC Interval (Days) | 0.0 | --- | --- | --- | --- | 1.0 | 1.2 | 1.0 | 0.0 | 0.0 | 0.0 | --- |
| | | Standard Deviation | *** | --- | --- | --- | --- | *** | 0.8 | *** | *** | *** | *** | --- |
| | BOC & Other Affiliate | Orders | 13 | 16 | 11 | 27 | 32 | 20 | 20 | 18 | 11 | 8 | 2 | 7 |
| | | FOC Interval (Days) | 0.5 | 0.3 | 0.6 | 0.3 | 0.4 | 0.1 | 0.2 | 0.3 | 1.3 | 0.3 | 1.0 | 0.0 |
| | | Standard Deviation | 0.5 | 0.4 | 1.5 | 1.0 | 1.1 | 0.3 | 0.4 | 0.8 | 2.3 | 0.5 | 0.0 | 0.0 |
| | NON-AFFIL. CARRIERS | Orders | 118 | 155 | 170 | 200 | 156 | 154 | 139 | 206 | 223 | 201 | 132 | 133 |
| | | FOC Interval (Days) | 0.2 | 0.4 | 0.3 | 0.3 | 0.3 | 0.4 | 0.4 | 0.2 | 0.3 | 0.3 | 0.6 | 0.3 |
| | | Standard Deviation | 0.6 | 0.8 | 1.0 | 0.7 | 0.9 | 1.0 | 0.8 | 0.8 | 0.8 | 0.8 | 1.3 | 1.0 |
| DS3 | 272 AFFILIATE | Orders | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 4 | 2 | 1 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | 1.0 | --- | --- | --- | --- | 1.5 | 0.0 | 2.0 | --- |
| | | Standard Deviation | --- | --- | --- | *** | --- | --- | --- | --- | 1.3 | 0.0 | *** | --- |
| | BOC & Other Affiliate | Orders | 3 | 1 | 4 | 1 | 1 | 4 | 9 | 13 | 6 | 6 | 21 | 7 |
| | | FOC Interval (Days) | 1.0 | 0.0 | 1.0 | 0.0 | 1.0 | 0.8 | 0.8 | 0.8 | 0.8 | 1.7 | 0.0 | 0.3 |
| | | Standard Deviation | 0.0 | *** | 0.0 | *** | *** | 0.5 | 0.7 | 1.0 | 0.8 | 1.4 | 0.2 | 0.8 |
| | NON-AFFIL. CARRIERS | Orders | 4 | 10 | 28 | 14 | 21 | 9 | 8 | 8 | 3 | 11 | 24 | 9 |
| | | FOC Interval (Days) | 1.8 | 0.5 | 0.3 | 0.5 | 0.4 | 0.3 | 0.0 | 0.6 | 1.7 | 0.8 | 0.9 | 1.2 |
| | | Standard Deviation | 1.3 | 0.7 | 0.8 | 0.9 | 0.7 | 0.7 | 0.0 | 1.1 | 0.6 | 1.0 | 2.9 | 1.3 |
| Ocn | 272 AFFILIATE | Orders | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | BOC & Other Affiliate | Orders | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | --- | --- | --- | --- | 0.0 | --- | --- | --- | --- |
| | | Standard Deviation | --- | --- | --- | --- | --- | --- | --- | *** | --- | --- | --- | --- |
| | NON-AFFIL. CARRIERS | Orders | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | 0.0 | --- | 3.0 | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | --- | --- | 0.0 | --- | *** | --- | --- | --- | --- | --- | --- | --- |

**Notes:**
1./ *** = standard deviation not defined

**Verizon -- FOC Results Data -- 2004** **PA (fGTE)**

| SERVICE | CUSTOMER | Measure | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FGD | 272 AFFILIATE | Orders | 2 | 23 | 18 | 9 | 1 | 4 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | 1.0 | 2.1 | 2.0 | 3.0 | 1.0 | 2.8 | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | 1.4 | 1.4 | 3.2 | 2.3 | *** | 1.5 | --- | --- | --- | --- | --- | --- |
| | BOC & Other Affiliate | Orders | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | NON-AFFIL. CARRIERS | Orders | 34 | 21 | 6 | 7 | 43 | 11 | 3 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | 1.2 | 2.0 | 2.8 | 2.9 | 2.6 | 2.5 | 3.7 | --- | --- | --- | --- | --- |
| | | Standard Deviation | 0.9 | 1.1 | 2.0 | 2.0 | 2.0 | 2.6 | 1.2 | --- | --- | --- | --- | --- |
| DS0 | 272 AFFILIATE | Orders | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | BOC & Other Affiliate | Orders | 1 | 3 | 3 | 3 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | 0.0 | 0.0 | 0.3 | 0.0 | 0.0 | 1.0 | 1.0 | --- | --- | --- | --- | --- |
| | | Standard Deviation | *** | 0.0 | 0.6 | 0.0 | *** | *** | *** | --- | --- | --- | --- | --- |
| | NON-AFFIL. CARRIERS | Orders | 23 | 12 | 27 | 29 | 12 | 17 | 16 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | 0.2 | 0.1 | 0.5 | 0.2 | 0.3 | 0.6 | 0.1 | --- | --- | --- | --- | --- |
| | | Standard Deviation | 0.5 | 0.3 | 0.9 | 0.5 | 0.5 | 1.0 | 0.3 | --- | --- | --- | --- | --- |
| DS1 | 272 AFFILIATE | Orders | 2 | 1 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | 0.0 | 0.0 | --- | 1.5 | 0.5 | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | 0.0 | *** | --- | 0.7 | 0.7 | --- | --- | --- | --- | --- | --- | --- |
| | BOC & Other Affiliate | Orders | 11 | 14 | 15 | 13 | 11 | 7 | 4 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | 0.3 | 0.4 | 0.1 | 0.5 | 1.0 | 0.3 | 0.5 | --- | --- | --- | --- | --- |
| | | Standard Deviation | 0.6 | 0.9 | 0.4 | 0.7 | 1.6 | 0.8 | 0.6 | --- | --- | --- | --- | --- |
| | NON-AFFIL. CARRIERS | Orders | 156 | 146 | 174 | 158 | 127 | 105 | 30 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | 0.3 | 0.6 | 0.4 | 0.5 | 0.5 | 0.3 | 0.6 | --- | --- | --- | --- | --- |
| | | Standard Deviation | 0.7 | 1.1 | 1.0 | 0.9 | 1.0 | 0.6 | 1.7 | --- | --- | --- | --- | --- |
| DS3 | 272 AFFILIATE | Orders | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | 2.0 | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | *** | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | BOC & Other Affiliate | Orders | 1 | 1 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | 1.0 | 0.0 | 3.0 | 0.5 | 1.0 | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | *** | *** | 1.4 | 0.7 | *** | --- | --- | --- | --- | --- | --- | --- |
| | NON-AFFIL. CARRIERS | Orders | 15 | 11 | 15 | 21 | 11 | 10 | 4 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | 0.5 | 0.4 | 0.6 | 0.3 | 0.5 | 1.4 | 0.3 | --- | --- | --- | --- | --- |
| | | Standard Deviation | 1.0 | 0.7 | 1.3 | 0.6 | 1.0 | 1.4 | 0.5 | --- | --- | --- | --- | --- |
| Ocn | 272 AFFILIATE | Orders | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | BOC & Other Affiliate | Orders | 0 | 0 | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | 1.7 | 0.0 | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | --- | --- | 1.5 | 0.0 | --- | --- | --- | --- | --- | --- | --- | --- |
| | NON-AFFIL. CARRIERS | Orders | 0 | 3 | 4 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | 0.3 | 1.5 | 0.0 | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | --- | 0.6 | 1.7 | 0.0 | --- | --- | --- | --- | --- | --- | --- | --- |

**Notes:**

1./ *** = standard deviation not defined

2./ fGTE-PA is combined with fBA-PA for the period from August 2004 through December 2004, consistent with merger obligations to combine underlying systems.

**Installation Measures**

| Verizon — Access Services Installed — 2003 | | | | | | | | PA (fGTE) | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service | Measure | Customer | Jan-03 | Feb-03 | Mar-03 | Apr-03 | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 |
| FG D | Order Volumes | 272 Affiliate | 0 | 0 | 10 | 6 | 2 | 1 | 0 | 0 | 0 | 1 | 4 | 0 |
| | | BOC & Other Affiliates | 0 | 10 | 1 | 5 | 1 | 0 | 1 | 1 | 0 | 56 | 18 | 2 |
| | | Non-Affil. Carriers | 124 | 72 | 91 | 190 | 165 | 86 | 57 | 40 | 56 | 71 | 119 | 77 |
| DS0 | | 272 Affiliate | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | BOC & Other Affiliates | 1 | 5 | 1 | 0 | 3 | 2 | 5 | 0 | 1 | 3 | 1 | 0 |
| | | Non-Affil. Carriers | 22 | 32 | 20 | 38 | 36 | 25 | 35 | 19 | 28 | 37 | 22 | 18 |
| DS1 | | 272 Affiliate | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 3 | 1 | 0 | 0 | 4 |
| | | BOC & Other Affiliates | 17 | 14 | 13 | 13 | 11 | 24 | 18 | 12 | 13 | 22 | 8 | 7 |
| | | Non-Affil. Carriers | 106 | 103 | 198 | 131 | 132 | 163 | 114 | 106 | 127 | 164 | 167 | 170 |
| DS3 | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | BOC & Other 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 |
| Ocn | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| FG D | Avg. Inst. Int. (Days) | 272 Affiliate | - | - | 16.50 | 32.17 | 11.00 | 40.00 | - | - | - | 18.00 | 15.75 | - |
| | | BOC & Other Affiliates | - | 6.50 | 7.00 | 12.00 | 39.00 | - | 28.00 | 32.00 | - | 9.64 | 16.06 | 43.00 |
| | | Non-Affil. Carriers | 39.81 | 24.60 | 19.43 | 19.71 | 23.06 | 19.42 | 26.56 | 24.55 | 37.64 | 32.89 | 39.24 | 32.43 |
| | Standard Deviation | 272 Affiliate | - | - | 3.98 | 13.51 | 9.90 | - | - | - | - | - | 6.99 | - |
| | | BOC & Other Affiliates | - | 5.25 | 9.90 | 3.31 | - | - | 9.07 | 14.19 | - | 5.67 | 6.81 | 11.31 |
| | | Non-Affil. Carriers | 45.28 | 31.42 | 11.77 | 8.18 | 12.82 | 6.25 | 16.95 | 14.45 | 31.45 | 26.99 | 17.22 | 23.39 |
| DS0 | Avg. Inst. Int. (Days) | 272 Affiliate | 7.00 | - | - | 8.00 | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | 7.00 | 10.80 | 6.00 | - | 16.00 | 49.50 | 23.00 | - | 3.00 | 12.33 | 5.00 | - |
| | | Non-Affil. Carriers | 15.82 | 10.22 | 12.50 | 16.45 | 13.11 | 15.72 | 15.63 | 14.74 | 13.71 | 15.54 | 12.95 | 16.11 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | 4.71 | - | - | 3.61 | 19.09 | 14.78 | - | - | 4.04 | - | - |
| | | Non-Affil. Carriers | 10.05 | 4.98 | 8.23 | 7.58 | 8.89 | 8.65 | 7.66 | 5.03 | 6.71 | 9.09 | 4.43 | 9.95 |
| DS1 | Avg. Inst. Int. (Days) | 272 Affiliate | 6.00 | - | - | - | - | 16.00 | 6.00 | 17.67 | 6.00 | - | - | 42.00 |
| | | BOC & Other Affiliates | 23.47 | 12.43 | 16.77 | 18.69 | 19.73 | 29.63 | 24.56 | 20.50 | 40.38 | 36.14 | 24.63 | 47.86 |
| | | Non-Affil. Carriers | 18.54 | 16.37 | 19.13 | 19.37 | 16.36 | 26.01 | 21.34 | 18.10 | 22.34 | 26.94 | 26.52 | 24.14 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | 5.03 | - | - | - | 0.00 |
| | | BOC & Other Affiliates | 27.70 | 6.73 | 10.22 | 7.64 | 8.98 | 21.87 | 19.79 | 10.66 | 35.49 | 28.17 | 29.45 | 39.50 |
| | | Non-Affil. Carriers | 14.88 | 8.10 | 10.33 | 11.24 | 7.82 | 16.56 | 14.54 | 11.46 | 17.33 | 18.12 | 14.59 | 15.59 |
| DS3 | Avg. Inst. Int. (Days) | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | - | - | - | - | - |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | - | - | - | - | - |
| Ocn | Avg. Inst. Int. (Days) | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | 2.00 | - | - | - | - | - | - | - | - | - |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | - | - | - | - | - |
| FG D | Percent Installation Commitments Met | 272 Affiliate | - | - | 100.0 | 83.3 | 100.0 | 100.0 | - | - | - | 100.0 | 100.0 | - |
| | | BOC & Other Affiliates | - | 100.0 | 100.0 | 100.0 | 0.0 | - | 100.0 | 100.0 | - | 100.0 | 100.0 | 50.0 |
| | | Non-Affil. Carriers | 87.1 | 95.8 | 95.6 | 96.3 | 92.1 | 86.0 | 87.7 | 82.5 | 64.3 | 85.9 | 88.2 | 72.7 |
| DS0 | | 272 Affiliate | 100.0 | - | - | 100.0 | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | 100.0 | 100.0 | 100.0 | - | 100.0 | 100.0 | 80.0 | - | 0.0 | 100.0 | 100.0 | - |
| | | Non-Affil. Carriers | 81.8 | 96.9 | 90.0 | 84.2 | 94.4 | 68.0 | 85.7 | 89.5 | 89.3 | 83.8 | 90.9 | 83.3 |
| DS1 | | 272 Affiliate | 100.0 | - | - | - | - | 100.0 | 100.0 | 33.3 | 100.0 | - | - | 100.0 |
| | | BOC & Other Affiliates | 94.1 | 92.9 | 100.0 | 84.6 | 81.8 | 70.8 | 88.9 | 75.0 | 38.5 | 63.6 | 87.5 | 42.9 |
| | | Non-Affil. Carriers | 87.7 | 93.2 | 87.4 | 93.1 | 87.9 | 84.0 | 73.7 | 75.5 | 85.0 | 86.6 | 91.0 | 81.2 |
| DS3 | | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | - | - | - | - | - |
| Ocn | | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | 100.0 | - | - | - | - | - | - | - | - | - |

**Notes:**
1./ Installation data excludes CNRs.

**Installation Measures**

| Verizon — Access Services Installed — 2004 | | | | | | | | | PA (fGTE) | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service | Measure | Customer | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 |
| FG D | Order Volumes | 272 Affiliate | 1 | 4 | 77 | 57 | 2 | 18 | 0 | | | | | |
| | | BOC & Other Affiliates | 6 | 5 | 0 | 9 | 2 | 11 | 4 | | | | | |
| | | Non-Affil. Carriers | 92 | 37 | 66 | 42 | 41 | 79 | 31 | | | | | |
| DS0 | | 272 Affiliate | 1 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | |
| | | BOC & Other Affiliates | 4 | 5 | 3 | 4 | 4 | 0 | 0 | | | | | |
| | | Non-Affil. Carriers | 25 | 38 | 29 | 34 | 20 | 22 | 12 | | | | | |
| DS1 | | 272 Affiliate | 0 | 1 | 1 | 2 | 0 | 2 | 0 | | | | | |
| | | BOC & Other Affiliates | 8 | 9 | 25 | 14 | 4 | 11 | 5 | | | | | |
| | | Non-Affil. Carriers | 180 | 162 | 150 | 147 | 118 | 101 | 74 | | | | | |
| DS3 | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | |
| | | Non-Affil. Carriers | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | |
| Ocn | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | |
| | | Non-Affil. Carriers | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | |
| FG D | Avg. Inst. Int. (Days) | 272 Affiliate | 17.00 | 17.75 | 36.55 | 37.60 | 21.00 | 19.22 | - | | | | | |
| | | BOC & Other Affiliates | 16.33 | 65.00 | - | 35.33 | 7.00 | 10.36 | 19.00 | | | | | |
| | | Non-Affil. Carriers | 32.98 | 35.62 | 32.48 | 18.83 | 17.24 | 21.94 | 41.39 | | | | | |
| | Standard Deviation | 272 Affiliate | - | 4.86 | 10.24 | 10.54 | 9.90 | 12.04 | - | | | | | |
| | | BOC & Other Affiliates | 0.82 | 38.34 | - | 5.77 | 0.00 | 3.26 | 0.00 | | | | | |
| | | Non-Affil. Carriers | 19.74 | 40.69 | 45.07 | 7.96 | 11.13 | 11.26 | 81.70 | | | | | |
| DS0 | Avg. Inst. Int. (Days) | 272 Affiliate | 15.00 | - | - | - | - | - | - | | | | | |
| | | BOC & Other Affiliates | 14.75 | 52.80 | 64.33 | 40 | 6.75 | - | - | | | | | |
| | | Non-Affil. Carriers | 17.40 | 19.21 | 21.34 | 23.79 | 14.90 | 17.77 | 36.42 | | | | | |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | | | | | |
| | | BOC & Other Affiliates | 3.10 | 11.82 | 19.40 | 31.78 | 2.87 | - | - | | | | | |
| | | Non-Affil. Carriers | 8.72 | 9.72 | 47.15 | 51.92 | 8.32 | 13.75 | 79.91 | | | | | |
| DS1 | Avg. Inst. Int. (Days) | 272 Affiliate | - | 7.00 | 31.00 | 14.00 | - | 22.00 | - | | | | | |
| | | BOC & Other Affiliates | 26.13 | 18.56 | 30.04 | 30.79 | 24.25 | 15.55 | 87.20 | | | | | |
| | | Non-Affil. Carriers | 24.36 | 19.06 | 20.78 | 17.81 | 16.15 | 16.93 | 19.47 | | | | | |
| | Standard Deviation | 272 Affiliate | - | - | - | 9.90 | - | 7.07 | - | | | | | |
| | | BOC & Other Affiliates | 24.47 | 4.13 | 14.85 | 17.33 | 19.77 | 6.71 | 121.95 | | | | | |
| | | Non-Affil. Carriers | 32.42 | 18.06 | 21.71 | 13.68 | 9.97 | 13.29 | 12.04 | | | | | |
| DS3 | Avg. Inst. Int. (Days) | 272 Affiliate | - | - | - | - | - | - | - | | | | | |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | | | | | |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | | | | | |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | | | | | |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | | | | | |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | | | | | |
| Ocn | Avg. Inst. Int. (Days) | 272 Affiliate | - | - | - | - | - | - | - | | | | | |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | | | | | |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | | | | | |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | | | | | |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | | | | | |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | | | | | |
| FG D | Percent Installation Commitments Met | 272 Affiliate | 100.0 | 100.0 | 57.1 | 100.0 | 100.0 | 88.9 | - | | | | | |
| | | BOC & Other Affiliates | 100.0 | 0.0 | - | 66.7 | 100.0 | 100.0 | 100.0 | | | | | |
| | | Non-Affil. Carriers | 90.2 | 83.8 | 81.8 | 90.5 | 92.7 | 96.2 | 61.3 | | | | | |
| DS0 | | 272 Affiliate | 100.0 | - | - | - | - | - | - | | | | | |
| | | BOC & Other Affiliates | 75.0 | 60.0 | 0.0 | 75.0 | 100.0 | - | - | | | | | |
| | | Non-Affil. Carriers | 76.0 | 47.4 | 89.7 | 76.5 | 85.0 | 86.4 | 83.3 | | | | | |
| DS1 | | 272 Affiliate | - | 100.0 | 0.0 | 100.0 | - | 100.0 | - | | | | | |
| | | BOC & Other Affiliates | 75.0 | 100.0 | 64.0 | 57.1 | 75.0 | 72.7 | 40.0 | | | | | |
| | | Non-Affil. Carriers | 86.1 | 86.4 | 82.0 | 87.8 | 91.5 | 90.1 | 60.8 | | | | | |
| DS3 | | 272 Affiliate | - | - | - | - | - | - | - | | | | | |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | | | | | |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | | | | | |
| Ocn | | 272 Affiliate | - | - | - | - | - | - | - | | | | | |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | | | | | |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | | | | | |

**Notes:**

1./ fGTE-PA is combined with fBA-PA for the period from August 2004 through December 2004, consistent with merger obligations to combine underlying systems.

2./ Installation data excludes CNRs

**Repair Measures**

| Verizon — Access Services — 2003 | | | PA (fGTE) | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service | Measure | Customer | Jan-03 | Feb-03 | Mar-03 | Apr-03 | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 |
| FG D | Total Trouble Reports | 272 Affiliate | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 |
| | | Non-Affil. Carriers | 12 | 18 | 11 | 18 | 7 | 10 | 13 | 14 | 12 | 8 | 10 | 15 |
| DS0 | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 49 | 50 | 51 | 43 | 56 | 62 | 96 | 119 | 82 | 60 | 53 | 31 |
| DS1 | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | BOC & Other Affiliates | 7 | 7 | 6 | 13 | 4 | 1 | 5 | 29 | 11 | 1 | 14 | 10 |
| | | Non-Affil. Carriers | 48 | 80 | 78 | 64 | 141 | 110 | 162 | 254 | 161 | 106 | 148 | 105 |
| DS3 | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 1 | 0 | 0 | 0 | 2 | 0 | 1 | 8 | 2 | 1 | 3 | 0 |
| Ocn | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | BOC & Other 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. (Hours) | 272 Affiliate | - | - | - | 1.90 | - | - | 2.10 | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | 36.57 | - | - |
| | | Non-Affil. Carriers | 15.70 | 6.06 | 33.92 | 67.73 | 22.78 | 43.90 | 21.65 | 10.96 | 67.98 | 8.98 | 5.07 | 23.28 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | 9.71 | - | - |
| | | Non-Affil. Carriers | 20.02 | 3.79 | 54.57 | 252.32 | 46.42 | 102.94 | 27.26 | 8.93 | 191.89 | 8.29 | 5.55 | 38.66 |
| DS0 | Avg. Repair Int. (Hours) | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | 1.13 |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 4.00 | 12.06 | 3.43 | 3.73 | 3.23 | 4.30 | 5.94 | 5.52 | 6.90 | 5.11 | 4.05 | 4.59 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 4.79 | 53.68 | 3.79 | 3.30 | 3.62 | 4.16 | 8.34 | 9.49 | 11.38 | 7.32 | 4.23 | 4.61 |
| DS1 | Avg. Repair Int. (Hours) | 272 Affiliate | | | | | | | | | | | | |
| | | BOC & Other Affiliates | 3.18 | 4.61 | 8.35 | 3.77 | 11.05 | 4.70 | 6.78 | 5.53 | 8.86 | 4.95 | 4.63 | 6.95 |
| | | Non-Affil. Carriers | 3.86 | 4.01 | 5.70 | 4.07 | 3.83 | 5.21 | 6.78 | 9.69 | 5.45 | 4.02 | 4.27 | 3.86 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | 2.53 | 2.86 | 6.10 | 4.39 | 3.83 | - | 5.82 | 4.44 | 6.94 | - | 4.34 | 8.90 |
| | | Non-Affil. Carriers | 3.40 | 4.43 | 8.76 | 5.97 | 4.53 | 4.72 | 9.96 | 48.23 | 6.87 | 4.70 | 4.04 | 5.57 |
| DS3 | Avg. Repair Int. (Hours) | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 3.83 | - | - | - | 6.84 | - | 0.33 | 9.56 | 6.41 | 1.07 | 5.69 | - |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | 8.05 | - | - | 8.57 | 4.84 | - | 5.81 | - |
| Ocn | Avg. Repair Int. (Hours) | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | - | - | - | - | - |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | - | - | - | - | - |

**Repair Measures**

| Verizon — Access Services — 2004 | | | PA (fGTE) | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service | Measure | Customer | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 |
| FG D | Total Trouble Reports | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 1 | 0 | 1 | 2 | | | | | |
| | | Non-Affil. Carriers | 5 | 16 | 10 | 3 | 9 | 5 | 3 | | | | | |
| DS0 | | 272 Affiliate | 0 | 0 | 0 | 2 | 0 | 0 | 0 | | | | | |
| | | BOC & Other Affiliates | 1 | 0 | 1 | 1 | 0 | 0 | 1 | | | | | |
| | | Non-Affil. Carriers | 61 | 49 | 27 | 44 | 62 | 44 | 38 | | | | | |
| DS1 | | 272 Affiliate | 0 | 0 | 1 | 0 | 0 | 0 | 0 | | | | | |
| | | BOC & Other Affiliates | 4 | 3 | 13 | 15 | 18 | 10 | 7 | | | | | |
| | | Non-Affil. Carriers | 97 | 113 | 125 | 116 | 121 | 71 | 65 | | | | | |
| DS3 | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | |
| | | Non-Affil. Carriers | 1 | 0 | 1 | 0 | 1 | 0 | 0 | | | | | |
| Ocn | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | |
| | | Non-Affil. Carriers | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | |
| FG D | Avg. Repair Int. (Hours) | 272 Affiliate | - | - | - | - | - | - | - | | | | | |
| | | BOC & Other Affiliates | - | - | - | 1.00 | - | 23.45 | 3.98 | | | | | |
| | | Non-Affil. Carriers | 19.04 | 6.49 | 9.81 | 5.25 | 2.14 | 1.57 | 4.17 | | | | | |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | | | | | |
| | | BOC & Other Affiliates | - | - | - | - | - | - | 2.29 | | | | | |
| | | Non-Affil. Carriers | 10.48 | 5.53 | 10.10 | 4.86 | 1.38 | 0.91 | 3.25 | | | | | |
| DS0 | Avg. Repair Int. (Hours) | 272 Affiliate | - | - | - | 2.39 | - | - | - | | | | | |
| | | BOC & Other Affiliates | 9.43 | - | 3.00 | 7.52 | - | - | 21.07 | | | | | |
| | | Non-Affil. Carriers | 5.29 | 4.25 | 3.80 | 4.93 | 6.56 | 4.15 | 6.10 | | | | | |
| | Standard Deviation | 272 Affiliate | - | - | - | 0.39 | - | - | - | | | | | |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | | | | | |
| | | Non-Affil. Carriers | 9.49 | 3.56 | 3.35 | 4.80 | 9.87 | 5.18 | 7.94 | | | | | |
| DS1 | Avg. Repair Int. (Hours) | 272 Affiliate | - | - | 1.47 | - | - | - | - | | | | | |
| | | BOC & Other Affiliates | 5.25 | 8.81 | 5.42 | 4.39 | 4.23 | 2.99 | 9.54 | | | | | |
| | | Non-Affil. Carriers | 8.66 | 5.32 | 5.64 | 5.83 | 6.35 | 8.00 | 5.93 | | | | | |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | | | | | |
| | | BOC & Other Affiliates | 3.57 | 4.17 | 8.46 | 4.40 | 3.82 | 1.49 | 7.47 | | | | | |
| | | Non-Affil. Carriers | 17.99 | 8.12 | 10.55 | 5.93 | 10.59 | 11.85 | 7.09 | | | | | |
| DS3 | Avg. Repair Int. (Hours) | 272 Affiliate | - | - | - | - | - | - | - | | | | | |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | | | | | |
| | | Non-Affil. Carriers | 1.33 | - | 6.42 | - | 4.35 | - | - | | | | | |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | | | | | |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | | | | | |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | | | | | |
| Ocn | Avg. Repair Int. (Hours) | 272 Affiliate | - | - | - | - | - | - | - | | | | | |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | | | | | |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | | | | | |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | | | | | |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | | | | | |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | | | | | |

**Notes:**
1./ fGTE-PA is combined with fBA-PA for the period from August 2004 through December 2004, consistent with merger obligations to combine underlying systems.

**Verizon - PIC Intervals - 2003**

**PA (fGTE)**

| Customer | Measure | Jan-03 | Feb-03 | Mar-03 | Apr-03 | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 272 AFFILIATE | RECORDS | 3,269 | 932 | 1,010 | 7,344 | 1,614 | 3,471 | 1,143 | 1,093 | 388 | 1,663 | 1,753 | 689 |
| | INTERVALS | 5:22 | 6:20 | 5:10 | 5:22 | 4:49 | 4:29 | 4:08 | 4:11 | 4:32 | 8:41 | 10:37 | 8:41 |
| | STD. DEV. | 1:48 | 4:09 | 1:10 | 3:18 | 3:21 | 0:50 | 0:44 | 0:48 | 1:34 | 2:40 | 2:15 | 2:43 |
| BOC & OTHER AFFILIATES | RECORDS | 53 | 70 | 109 | 90 | 30 | 35 | 25 | 50 | 730 | 1,695 | 37 | 8607 |
| | INTERVALS | 4:56 | 5:11 | 5:00 | 4:27 | 4:01 | 4:17 | 4:16 | 4:11 | 4:14 | 9:29 | 10:39 | 11:05 |
| | STD. DEV. | 0:21 | 1:01 | 0:15 | 1:07 | 0:02 | 1:48 | 0:16 | 0:11 | 0:27 | 1:42 | 2:45 | 1:30 |
| NON AFFILIATES | RECORDS | 14,955 | 14,362 | 16,117 | 17,715 | 14,115 | 12,401 | 15,670 | 13,955 | 13,880 | 13,441 | 11,018 | 10,059 |
| | INTERVALS | 5:21 | 6:07 | 5:25 | 5:24 | 4:10 | 4:14 | 4:16 | 4:12 | 4:23 | 9:10 | 12:38 | 11:56 |
| | STD. DEV. | 1:45 | 3:53 | 1:41 | 3:39 | 1:07 | 1:03 | 0:57 | 1:07 | 1:05 | 4:28 | 4:28 | 3:45 |

NOTES:

1.This report provides the number of records processed and the average PIC Interval for carrier initiated files sent to Verizon by the 272 affiliate and non-affiliates in the state indicated and for each month of the year. The standard deviation is also provided. The "PIC Interval" is defined as "the time a PIC change is completed in the switch" minus "the time the request was received by SS". Each incoming file is time stamped when SS picks it up for processing. Intervals are measured in Hrs:Mins.

**Verizon - PIC Intervals - 2004**

PA (fGTE)

| Customer | Measure | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 272 AFFILIATE | RECORDS | 735 | 13,888 | 3,320 | 6,327 | 928 | 762 | 98 | | | | | |
| | INTERVALS | 10:36 | 17:51 | 10:43 | 8:40 | 8:55 | 8:37 | 11:10 | | | | | |
| | STD. DEV. | 4:59 | 7:05 | 2:33 | 2:18 | 2:58 | 2:56 | 3:48 | | | | | |
| BOC & OTHER AFFILIATES | RECORDS | 3,999 | 28 | 40 | 63 | 14 | 0 | 0 | | | | | |
| | INTERVALS | 12:37 | 11:36 | 8:40 | 7:53 | 7:44 | 0:00 | 0:00 | | | | | |
| | STD. DEV. | 6:11 | 8:14 | 1:47 | 1:21 | 0:14 | | | | | | | |
| NON AFFILIATES | RECORDS | 11,961 | 11,303 | 12,191 | 11,594 | 8,122 | 6,364 | 1,869 | | | | | |
| | INTERVALS | 13:26 | 13:36 | 11:35 | 11:05 | 10:48 | 10:56 | 11:12 | | | | | |
| | STD. DEV. | 7:48 | 7:32 | 2:59 | 5:05 | 3:36 | 3:54 | 5:04 | | | | | |

NOTES:

1. This report represents data showing the Average PIC Interval for carrier initiated files sent to Verizon by the entire carrier community, including Verizon LD. The "PIC Interval" is defined as "the time a PIC change is completed in the switch" minus "the time the request was received by SS". Each incoming file is time stamped when SS picks it up for processing. Intervals are measured in Hrs:Mins. The report also indicates the number of records processed each month for the affilate and non-affiliates.

2. fGTE-PA is combined with fBA-PA for the period from August 2004 through December 2004, consistent with merger obligations to combine underlying systems.

**Verizon -- FOC Results Data -- 2003** **RI**

| SERVICE | CUSTOMER | Measure | Jan-03 | Feb-03 | Mar-03 | Apr-03 | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FGD | 272 AFFILIATE | Orders | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | BOC & Other Affiliate | Orders | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | NON-AFFIL. CARRIERS | Orders | 17 | 5 | 3 | 4 | 8 | 7 | 4 | 6 | 3 | 4 | 1 | 3 |
| | | FOC Interval (Days) | 4.8 | 8.8 | 15.3 | 7.0 | 3.4 | 2.7 | 9.3 | 9.0 | 4.3 | 4.3 | 0.0 | 10.0 |
| | | Standard Deviation | 2.4 | 8.9 | 17.1 | 5.0 | 2.6 | 6.3 | 11.6 | 16.9 | 4.0 | 5.2 | *** | 11.8 |
| DS0 | 272 AFFILIATE | Orders | 0 | 0 | 0 | 0 | 1 | 5 | 1 | 6 | 0 | 0 | 2 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | --- | 2.0 | 1.2 | 4.0 | 0.3 | --- | --- | 0.5 | --- |
| | | Standard Deviation | --- | --- | --- | --- | *** | 0.8 | *** | 0.8 | --- | --- | 0.7 | --- |
| | BOC & Other Affiliate | Orders | 1 | 3 | 2 | 1 | 0 | 0 | 2 | 1 | 2 | 2 | 0 | 0 |
| | | FOC Interval (Days) | 2.0 | 2.7 | 5.5 | 0.0 | --- | --- | 1.0 | 1.0 | 0.5 | 1.0 | --- | --- |
| | | Standard Deviation | *** | 1.2 | 4.9 | *** | --- | --- | 1.4 | *** | 0.7 | 1.4 | --- | --- |
| | NON-AFFIL. CARRIERS | Orders | 18 | 30 | 20 | 30 | 27 | 15 | 36 | 34 | 10 | 39 | 44 | 27 |
| | | FOC Interval (Days) | 1.6 | 3.2 | 1.3 | 1.4 | 0.9 | 0.8 | 1.7 | 1.8 | 1.5 | 1.7 | 1.6 | 1.5 |
| | | Standard Deviation | 1.7 | 8.1 | 1.0 | 1.1 | 1.0 | 0.8 | 1.7 | 1.4 | 1.5 | 1.4 | 1.2 | 1.8 |
| DS1 | 272 AFFILIATE | Orders | 0 | 1 | 3 | 3 | 6 | 3 | 5 | 11 | 2 | 6 | 9 | 6 |
| | | FOC Interval (Days) | --- | 1.0 | 1.0 | 1.7 | 0.0 | 1.3 | 1.4 | 2.2 | 0.5 | 1.3 | 1.2 | 1.0 |
| | | Standard Deviation | --- | *** | 1.0 | 1.2 | 0.0 | 0.6 | 0.5 | 1.5 | 0.7 | 1.4 | 1.0 | 0.6 |
| | BOC & Other Affiliate | Orders | 4 | 6 | 1 | 7 | 2 | 6 | 5 | 4 | 5 | 3 | 0 | 1 |
| | | FOC Interval (Days) | 1.8 | 2.0 | 2.0 | 1.4 | 6.0 | 1.5 | 0.4 | 0.5 | 1.4 | 1.0 | --- | 0.0 |
| | | Standard Deviation | 1.0 | 1.5 | *** | 0.5 | 5.7 | 1.9 | 0.5 | 0.6 | 1.3 | 1.0 | --- | *** |
| | NON-AFFIL. CARRIERS | Orders | 140 | 140 | 124 | 143 | 92 | 108 | 149 | 126 | 127 | 143 | 156 | 124 |
| | | FOC Interval (Days) | 0.9 | 1.5 | 1.3 | 1.1 | 1.2 | 1.7 | 1.4 | 1.1 | 1.4 | 1.4 | 1.5 | 1.2 |
| | | Standard Deviation | 1.0 | 2.0 | 1.0 | 1.6 | 1.4 | 2.2 | 1.6 | 1.9 | 1.5 | 1.3 | 2.8 | 1.3 |
| DS3 | 272 AFFILIATE | Orders | 1 | 0 | 1 | 1 | 1 | 1 | 2 | 0 | 1 | 2 | 1 | 2 |
| | | FOC Interval (Days) | 6.0 | --- | 10.0 | 2.0 | 1.0 | 0.0 | 2.0 | --- | 0.0 | 1.0 | 1.0 | 0.5 |
| | | Standard Deviation | *** | --- | *** | *** | *** | *** | 0.0 | --- | *** | 1.4 | *** | 0.7 |
| | BOC & Other Affiliate | Orders | 3 | 1 | 1 | 0 | 3 | 1 | 2 | 1 | 0 | 0 | 1 | 0 |
| | | FOC Interval (Days) | 1.0 | 13.0 | 0.0 | --- | 3.0 | 0.0 | 2.5 | 1.0 | --- | --- | 8.0 | --- |
| | | Standard Deviation | 1.7 | *** | *** | --- | 2.6 | *** | 0.7 | *** | --- | --- | *** | --- |
| | NON-AFFIL. CARRIERS | Orders | 4 | 1 | 3 | 4 | 8 | 10 | 6 | 3 | 2 | 3 | 4 | 8 |
| | | FOC Interval (Days) | 6.5 | 1.0 | 0.7 | 0.5 | 1.0 | 12.1 | 1.8 | 2.7 | 1.5 | 1.7 | 2.0 | 1.3 |
| | | Standard Deviation | 8.3 | *** | 1.2 | 0.6 | 0.8 | 22.7 | 1.0 | 3.8 | 0.7 | 2.1 | 1.4 | 1.4 |
| Ocn | 272 AFFILIATE | Orders | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | 0.0 | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | *** | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | BOC & Other Affiliate | Orders | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | 10.0 | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | *** | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | NON-AFFIL. CARRIERS | Orders | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |

**Notes:**
1./ *** = standard deviation not defined

**Verizon -- FOC Results Data -- 2004** **RI**

| SERVICE | CUSTOMER | Measure | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FGD | 272 AFFILIATE | Orders | 21 | 8 | 4 | 1 | 0 | 0 | 11 | 11 | 0 | 0 | 1 | 1 |
| | | FOC Interval (Days) | 15.9 | 1.6 | 24.8 | 0.0 | --- | --- | 1.6 | 0.4 | --- | --- | 0.0 | 12.0 |
| | | Standard Deviation | 10.4 | 4.6 | 22.3 | *** | --- | --- | 0.5 | 0.9 | --- | --- | *** | *** |
| | BOC & Other Affiliate | Orders | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | NON-AFFIL. CARRIERS | Orders | 2 | 3 | 1 | 4 | 2 | 2 | 5 | 4 | 23 | 2 | 3 | 4 |
| | | FOC Interval (Days) | 12.5 | 8.0 | 1.0 | 9.3 | 15.0 | 17.5 | 17.2 | 8.8 | 18.8 | 29.5 | 8.7 | 16.0 |
| | | Standard Deviation | 12.0 | 6.1 | *** | 8.8 | 5.7 | 13.4 | 13.9 | 9.4 | 9.1 | 6.4 | 2.9 | 16.2 |
| DS0 | 272 AFFILIATE | Orders | 0 | 0 | 1 | 7 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | 2.0 | 6.4 | --- | --- | --- | --- | 1.0 | --- | --- | --- |
| | | Standard Deviation | --- | --- | *** | 15.7 | --- | --- | --- | --- | *** | --- | --- | --- |
| | BOC & Other Affiliate | Orders | 0 | 0 | 1 | 4 | 0 | 1 | 5 | 2 | 2 | 1 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | 4.0 | 1.3 | --- | 3.0 | 1.0 | 1.5 | 0.5 | 2.0 | --- | --- |
| | | Standard Deviation | --- | --- | *** | 1.0 | --- | *** | 0.7 | 0.7 | 0.7 | *** | --- | --- |
| | NON-AFFIL. CARRIERS | Orders | 27 | 17 | 19 | 17 | 21 | 13 | 16 | 27 | 17 | 24 | 23 | 25 |
| | | FOC Interval (Days) | 1.8 | 0.8 | 1.2 | 1.6 | 1.5 | 1.2 | 0.8 | 1.7 | 1.7 | 1.8 | 1.1 | 1.3 |
| | | Standard Deviation | 1.5 | 0.8 | 1.0 | 1.1 | 0.7 | 0.7 | 1.6 | 1.0 | 1.8 | 2.6 | 1.1 | 1.1 |
| DS1 | 272 AFFILIATE | Orders | 8 | 7 | 4 | 3 | 8 | 9 | 5 | 5 | 5 | 1 | 3 | 7 |
| | | FOC Interval (Days) | 2.0 | 0.6 | 1.0 | 1.0 | 1.1 | 1.7 | 1.4 | 1.8 | 1.0 | 1.0 | 1.0 | 1.4 |
| | | Standard Deviation | 1.3 | 1.1 | 0.8 | 1.0 | 0.4 | 0.7 | 0.5 | 1.3 | 1.2 | *** | 0.0 | 0.8 |
| | BOC & Other Affiliate | Orders | 30 | 6 | 13 | 2 | 18 | 18 | 3 | 3 | 40 | 8 | 3 | 6 |
| | | FOC Interval (Days) | 2.7 | 2.0 | 3.5 | 2.0 | 1.6 | 0.9 | 2.3 | 1.7 | 2.6 | 3.0 | 3.7 | 1.3 |
| | | Standard Deviation | 1.7 | 1.5 | 4.6 | 0.0 | 1.2 | 1.2 | 3.2 | 1.2 | 1.8 | 3.4 | 1.5 | 2.0 |
| | NON-AFFIL. CARRIERS | Orders | 84 | 154 | 151 | 147 | 142 | 170 | 166 | 182 | 182 | 130 | 115 | 134 |
| | | FOC Interval (Days) | 2.0 | 1.5 | 1.1 | 1.3 | 1.1 | 1.4 | 1.8 | 1.2 | 1.6 | 1.4 | 0.8 | 2.1 |
| | | Standard Deviation | 4.8 | 2.0 | 1.0 | 1.4 | 1.1 | 1.1 | 2.3 | 1.0 | 1.9 | 2.0 | 1.2 | 3.4 |
| DS3 | 272 AFFILIATE | Orders | 0 | 2 | 7 | 4 | 0 | 2 | 1 | 8 | 1 | 4 | 0 | 3 |
| | | FOC Interval (Days) | --- | 1.5 | 2.4 | 0.3 | --- | 2.0 | 1.0 | 1.5 | 0.0 | 2.8 | --- | 2.3 |
| | | Standard Deviation | --- | 2.1 | 2.1 | 0.5 | --- | 0.0 | *** | 1.5 | *** | 1.9 | --- | 0.6 |
| | BOC & Other Affiliate | Orders | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 2 | 0 | 2 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | --- | 2.0 | --- | --- | 2.0 | 10.0 | --- | 1.5 | --- |
| | | Standard Deviation | --- | --- | --- | --- | *** | --- | --- | *** | 2.8 | --- | 2.1 | --- |
| | NON-AFFIL. CARRIERS | Orders | 5 | 2 | 4 | 4 | 11 | 7 | 4 | 13 | 18 | 11 | 16 | 7 |
| | | FOC Interval (Days) | 2.2 | 0.5 | 4.0 | 0.8 | 2.2 | 2.9 | 1.5 | 1.8 | 2.2 | 0.5 | 0.6 | 4.7 |
| | | Standard Deviation | 1.3 | 0.7 | 3.7 | 1.0 | 2.0 | 2.8 | 1.0 | 1.5 | 2.6 | 0.9 | 1.1 | 10.4 |
| Ocn | 272 AFFILIATE | Orders | 1 | 0 | 5 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 5 |
| | | FOC Interval (Days) | 3.0 | --- | 1.0 | 3.0 | --- | --- | --- | --- | --- | --- | 6.0 | 1.8 |
| | | Standard Deviation | *** | --- | 1.4 | 2.8 | --- | --- | --- | --- | --- | --- | *** | 1.8 |
| | BOC & Other Affiliate | Orders | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | NON-AFFIL. CARRIERS | Orders | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | FOC Interval (Days) | --- | --- | 2.5 | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Standard Deviation | --- | --- | 2.1 | --- | --- | --- | --- | --- | --- | --- | --- | --- |

**Notes:**
1./ *** = standard deviation not defined

**Installation Measures**

| Verizon — Access Services Installed — 2003 | | | RI | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service | Measure | Customer | Jan-03 | Feb-03 | Mar-03 | Apr-03 | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 | Dec-03 |
| FG D | Order Volumes | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 5 | 3 | 3 | 2 | 4 | 2 | 1 | 3 | 5 | 2 | 1 | 2 |
| DS0 | | 272 Affiliate | 1 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 0 |
| | | BOC & Other Affiliates | 2 | 0 | 4 | 0 | 1 | 0 | 1 | 1 | 1 | 1 | 0 | 0 |
| | | Non-Affil. Carriers | 15 | 24 | 23 | 22 | 26 | 9 | 25 | 22 | 17 | 25 | 19 | 32 |
| DS1 | | 272 Affiliate | 3 | 0 | 3 | 3 | 1 | 11 | 1 | 4 | 2 | 10 | 0 | 2 |
| | | BOC & Other Affiliates | 3 | 4 | 6 | 0 | 3 | 0 | 1 | 2 | 1 | 7 | 2 | 0 |
| | | Non-Affil. Carriers | 105 | 85 | 136 | 144 | 124 | 60 | 79 | 56 | 74 | 87 | 81 | 93 |
| DS3 | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | BOC & Other Affiliates | 2 | 0 | 0 | 1 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 |
| Ocn | | 272 Affiliate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | BOC & Other 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. (Days) | 272 Affiliate | - | - | - | - | - | - | - | - | - | 53.00 | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 12.60 | 12.33 | 14.67 | 17.00 | 20.75 | 20.50 | 32.00 | 29.67 | 20.60 | 20.00 | 8.00 | 7.00 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 0.55 | 1.53 | 25.40 | 0.00 | 4.92 | 6.36 | - | 31.01 | 6.84 | 0.00 | - | 0.00 |
| DS0 | Avg. Inst. Int. (Days) | 272 Affiliate | 13.00 | 41.00 | - | - | 9.00 | - | 15.00 | - | 22.00 | - | - | - |
| | | BOC & Other Affiliates | 7.50 | - | 8.75 | - | 9.00 | - | 8.00 | 5.00 | 9.00 | 13.00 | - | - |
| | | Non-Affil. Carriers | 8.80 | 10.00 | 10.91 | 8.05 | 10.19 | 14.56 | 9.60 | 11.77 | 13.94 | 9.04 | 9.79 | 13.94 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | 2.12 | - | 6.95 | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 3.67 | 3.27 | 7.64 | 3.79 | 6.74 | 11.61 | 2.92 | 5.29 | 5.88 | 5.29 | 2.68 | 8.41 |
| DS1 | Avg. Inst. Int. (Days) | 272 Affiliate | 14.67 | - | 12.33 | 14.00 | 12.00 | 14.82 | 19.00 | 16.50 | 12.00 | 16.30 | - | 23.50 |
| | | BOC & Other Affiliates | 28.00 | 22.75 | 30.67 | - | 19.00 | - | 33.00 | 16.50 | 12.00 | 96.14 | 17.00 | - |
| | | Non-Affil. Carriers | 29.33 | 23.38 | 27.37 | 27.38 | 19.91 | 27.03 | 14.48 | 29.41 | 18.03 | 26.86 | 15.06 | 19.43 |
| | Standard Deviation | 272 Affiliate | 6.35 | - | 5.51 | 0.00 | - | 1.47 | - | 4.36 | 5.66 | 5.36 | - | 4.95 |
| | | BOC & Other Affiliates | 9.64 | 17.54 | 9.16 | - | 0.00 | - | - | 9.19 | - | 48.71 | 1.41 | - |
| | | Non-Affil. Carriers | 29.49 | 17.10 | 21.79 | 29.87 | 12.73 | 35.90 | 16.23 | 28.25 | 20.82 | 41.97 | 11.66 | 17.21 |
| DS3 | Avg. Inst. Int. (Days) | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | 17.00 | - | - | 20.00 | - | 16.00 | - | 12.00 | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | 9.50 | - | 3.00 | - | - | 17.00 | 57.00 | - | - |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | 0.00 | - | - | - | - | 2.83 | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | 3.54 | - | - | - | - | - | - | - | - |
| Ocn | Avg. Inst. Int. (Days) | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | - | - | - | - | - |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | - | - | - | - | - |
| FG D | Percent Installation Commitments Met | 272 Affiliate | - | - | - | - | - | - | - | - | - | 100.0 | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| DS0 | | 272 Affiliate | 100.0 | 100.0 | - | - | 100.0 | - | 100.0 | - | 100.0 | - | - | - |
| | | BOC & Other Affiliates | 100.0 | - | 100.0 | - | 100.0 | - | 100.0 | 100.0 | 100.0 | 100.0 | - | - |
| | | Non-Affil. Carriers | 100.0 | 100.0 | 100.0 | 100.0 | 92.3 | 100.0 | 96.0 | 100.0 | 88.2 | 100.0 | 100.0 | 96.9 |
| DS1 | | 272 Affiliate | 100.0 | - | 100.0 | 100.0 | 100.0 | 100.0 | 0.0 | 75.0 | 100.0 | 90.0 | - | 100.0 |
| | | BOC & Other Affiliates | 100.0 | 100.0 | 100.0 | - | 100.0 | - | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | - |
| | | Non-Affil. Carriers | 97.1 | 98.8 | 97.8 | 98.6 | 100.0 | 98.3 | 92.4 | 92.9 | 90.5 | 94.3 | 98.8 | 91.4 |
| DS3 | | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | 100.0 | - | - | 100.0 | - | 100.0 | - | 100.0 | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | 100.0 | - | 100.0 | - | - | 100.0 | 100.0 | - | - |
| Ocn | | 272 Affiliate | - | - | - | - | - | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | - | - | - | - | - |

**Notes:**
1./ Installation data excludes CNRs.

**Installation Measures**

| Verizon — Access Services Installed — 2004 | | | | | | | | | | | | | | RI |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service | Measure | Customer | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 | Nov-04 | Dec-04 |
| FG D | Order Volumes | 272 Affiliate | 0 | 7 | 12 | 1 | 0 | 0 | 0 | 14 | 0 | 0 | 0 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 2 | 2 | 2 | 0 | 0 | 1 | 6 | 11 | 4 | 1 | 0 | 1 |
| DS0 | | 272 Affiliate | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 2 | 1 | 1 | 0 | 0 |
| | | Non-Affil. Carriers | 17 | 29 | 15 | 12 | 22 | 24 | 6 | 11 | 17 | 9 | 13 | 20 |
| DS1 | | 272 Affiliate | 8 | 2 | 5 | 2 | 5 | 9 | 4 | 5 | 0 | 4 | 3 | 3 |
| | | BOC & Other Affiliates | 4 | 5 | 18 | 3 | 0 | 11 | 8 | 12 | 13 | 21 | 6 | 1 |
| | | Non-Affil. Carriers | 66 | 67 | 102 | 91 | 92 | 103 | 84 | 90 | 204 | 101 | 83 | 128 |
| DS3 | | 272 Affiliate | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 |
| | | BOC & Other Affiliates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Non-Affil. Carriers | 2 | 1 | 1 | 1 | 0 | 0 | 1 | 0 | 2 | 3 | 0 | 1 |
| Ocn | | 272 Affiliate | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | BOC & Other 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. (Days) | 272 Affiliate | - | 7.43 | 12.75 | 20.00 | - | - | - | 10.21 | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 13.50 | 29.50 | 12.00 | - | - | 30.00 | 25.67 | 19.09 | 60.50 | 17.00 | - | 17.00 |
| | Standard Deviation | 272 Affiliate | - | 7.70 | 3.67 | - | - | - | - | 5.04 | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 4.95 | 31.82 | 2.83 | - | - | - | 6.71 | 6.32 | 8.66 | - | - | - |
| DS0 | Avg. Inst. Int. (Days) | 272 Affiliate | - | - | - | 13 | - | - | - | - | - | 14 | - | - |
| | | BOC & Other Affiliates | - | - | - | 15.5 | - | 4 | - | 13 | 7 | 11 | - | - |
| | | Non-Affil. Carriers | 22.53 | 10.07 | 11.80 | 9.33 | 12.23 | 126.50 | 26.00 | 19.45 | 11.24 | 12.33 | 12.31 | 12.10 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | 8.49 | - | - |
| | | BOC & Other Affiliates | - | - | - | 9.19 | - | - | - | 5.66 | - | - | - | - |
| | | Non-Affil. Carriers | 9.56 | 3.67 | 5.39 | 1.72 | 6.46 | 98.57 | 15.82 | 16.92 | 2.77 | 10.06 | 5.81 | 3.48 |
| DS1 | Avg. Inst. Int. (Days) | 272 Affiliate | 16.38 | 18.00 | 14.80 | 13.00 | 13.20 | 15.44 | 20.25 | 13.80 | - | 28.00 | 9.00 | 10.33 |
| | | BOC & Other Affiliates | 18.00 | 23.00 | 28.89 | 45.00 | - | 35.45 | 29.38 | 105.83 | 19.38 | 19.62 | 22.17 | 70.00 |
| | | Non-Affil. Carriers | 19.44 | 19.76 | 18.85 | 19.58 | 19.08 | 16.09 | 16.67 | 22.94 | 29.85 | 22.70 | 19.86 | 40.58 |
| | Standard Deviation | 272 Affiliate | 9.52 | 7.07 | 5.63 | 11.31 | 2.39 | 3.09 | 6.55 | 3.11 | - | 10.89 | 2.00 | 4.04 |
| | | BOC & Other Affiliates | 1.15 | 10.89 | 6.92 | 33.42 | - | 20.18 | 9.36 | 26.62 | 10.10 | 4.58 | 16.13 | - |
| | | Non-Affil. Carriers | 19.76 | 34.07 | 16.65 | 28.04 | 14.67 | 16.68 | 13.01 | 20.26 | 20.29 | 20.32 | 17.63 | 32.87 |
| DS3 | Avg. Inst. Int. (Days) | 272 Affiliate | - | - | 20.00 | 11.00 | - | - | - | - | - | 52.00 | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 56.50 | 25.00 | 8.00 | 40.00 | - | - | 72.00 | - | 26.00 | 34.33 | - | 7.00 |
| | Standard Deviation | 272 Affiliate | - | - | - | - | - | - | - | - | - | 26.85 | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 24.75 | - | - | - | - | - | - | - | 5.66 | 4.73 | - | - |
| Ocn | Avg. Inst. Int. (Days) | 272 Affiliate | - | - | - | - | 11.00 | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | - | - | - | - | - |
| | Standard Deviation | 272 Affiliate | - | - | - | - | 4.24 | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | - | - | - | - | - |
| FG D | Percent Installation Commitments Met | 272 Affiliate | - | 100.0 | 100.0 | 100.0 | - | - | - | 100.0 | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 100.0 | 100.0 | 100.0 | - | - | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | - | 100.0 |
| DS0 | | 272 Affiliate | - | - | - | 100.0 | - | - | - | - | - | 100.0 | - | - |
| | | BOC & Other Affiliates | - | - | - | 100.0 | - | 100.0 | - | 100.0 | 100.0 | 100.0 | - | - |
| | | Non-Affil. Carriers | 100.0 | 100.0 | 93.3 | 91.7 | 90.9 | 100.0 | 100.0 | 81.8 | 100.0 | 100.0 | 100.0 | 100.0 |
| DS1 | | 272 Affiliate | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | - | 100.0 | 100.0 | 100.0 |
| | | BOC & Other Affiliates | 100.0 | 100.0 | 94.4 | 66.7 | - | 81.8 | 75.0 | 91.7 | 100.0 | 100.0 | 100.0 | 100.0 |
| | | Non-Affil. Carriers | 95.5 | 97.0 | 94.1 | 87.9 | 93.5 | 88.4 | 94.1 | 95.6 | 90.2 | 94.1 | 88.0 | 99.2 |
| DS3 | | 272 Affiliate | - | - | 0.0 | 100.0 | - | - | - | - | - | 66.7 | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | 0.0 | 100.0 | 100.0 | 0.0 | - | - | 100.0 | - | 50.0 | 100.0 | - | 100.0 |
| Ocn | | 272 Affiliate | - | - | - | - | 100.0 | - | - | - | - | - | - | - |
| | | BOC & Other Affiliates | - | - | - | - | - | - | - | - | - | - | - | - |
| | | Non-Affil. Carriers | - | - | - | - | - | - | - | - | - | - | - | - |

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