For each of the above service categories, except for PIC change orders, the measurements shall be those that Verizon has committed to maintain in each section 271 application as modified to be consistent with changes to Condition 19 Paragraph 53 of the BA/GTE Merger Conditions to prove compliance with these nondiscriminatory requirements, as follows:

a. Firm Order Confirmation Response Time: i.e., The amount of elapsed time between the receipt of a valid order request (Access Service Request-ASR) from each group of carriers/customers and the distribution of a service order confirmation back to the customer. Indicate the total number of order requests for each service and for each group of customers.

b. Average Installation Interval: i.e., The average interval expressed in days, between the date the service order of each group of carriers/customers was placed and the date the service order was completed for orders completed during the current reporting period. This amount is calculated by dividing the total days for all installation orders or circuits from each group of carriers/customers by the number of installation orders or circuits from carriers/customers. Business days are used in calculations for former Bell Atlantic states and calendar days are used in former GTE states. This amount excludes installation orders or circuits not completed by the commitment date because the customer was not prepared to receive the service. Example of the customer not prepared include, but are not limited to, the following situations: 1) customers not ready, 2) customers requested later date, 3) premises not ready, 4) customer not prepared to test, 5) no access to premises. Indicate the total number of service orders for each service and for each group of customers.

c. % Installation Commitments Met: i.e., The percentage of commitments met during the current reporting period. This amount is calculated by dividing the number of special access installation orders or circuits from each group of carriers/customers completed by due date by the total number of installation orders or circuits. This amount excludes installation orders or circuits not completed by the due date because the customer was not prepared to receive service on their date. Example of the customer not prepared include, but are not limited to, the following situations: 1) customers not ready, 2) customers requested later date, 3) premises not ready, 4) customer not prepared to test, 5) no access to premises. Indicate the total number of installation orders for each service and for each group of customers.

d. Total Trouble Reports: i.e., The total number of circuit-specific trouble reports referred to the BOC/ILEC by each group of carriers/customers during the current reporting period. This amount includes repeat trouble reports. Indicate the total number of circuit-specific trouble reports for each service, for each group of customers.

e. Average Repair Interval: i.e., The average interval, expressed in hours to the nearest tenth based on a stopped clock, from the time of the reporting carriers receipt of the trouble report to the time of acceptance by the complaining carrier/customer. This interval is defined as interval measure in clock hours, excluding only time when maintenance is delayed due to circumstances beyond the BOC/ILEC's control. Typical reasons for delay include, but are not limited to, premise access when a problem is isolated to the location or absence of customer support test facilities. This amount is calculated by dividing the total hours for the total trouble reports by the number of total trouble reports. Indicate the total number of trouble reports for each service, for each group of customers.

For PIC change orders, the measurements shall be as follows:

a. Average Time of PIC Change: i.e., Time measured from receipt of carrier initiated change to completion at switch. Indicate the total number of PIC change orders for each group of customers.

Note and disclose in the report differences in time in fulfilling each type of request for the same services from the section 272 affiliates, the BOC and other BOC affiliates, and nonaffiliates. Elicit explanations from Verizon where fulfillment of requests from nonaffiliates took longer than for either the section 272 affiliates or the BOC and other BOC affiliates. Provide in the report a linear graph for each state, for each performance measure, for each service, over the entire engagement period, depicting the performance for the section 272 affiliates, BOC and other BOC affiliates, and nonaffiliates.

5. Using the reported data (i.e., by state, by service, by performance measure, by month) in Procedure 4 above, randomly select one month during the engagement period for all states where Verizon has obtained authority to provide in-region interLATA services. For the selected month, apply the business rules to the underlying raw data and compare the results to those tracked and maintained by the Verizon BOCs for that performance metric. Applying the business rules must include all stages of the performance metric including definitions, exclusions, calculations, and reporting structure. Document any differences in the report.

6. Determine by inquiry, first, and then by inspection, how and where the Verizon BOC/ILEC makes available to unaffiliated entities information regarding service intervals that were experienced in providing any service to the section 272 affiliates, BOC and other BOC affiliates, and nonaffiliates. Document the results in the report.

<u>OBJECTIVE IX</u>. Determine whether or not the Bell operating company and an affiliate subject to section 251(c) of the Act have made available facilities, services, or information concerning its provision of exchange access to other providers of interLATA services on the same terms and conditions as it has to its affiliate required under section 272 that operates in the same market.

<u>STANDARDS</u>

The FCC in CC Docket No 96-149, Implementation of the Non-Accounting Safeguards of Sections 271 and 272 of the Communications Act of 1934, as amended, indicates that a BOC may not discriminate in favor of its section 272 affiliate in the following manner:

- by providing exchange access services to competing interLATA service providers at a higher rate than the rate offered to its section 272 affiliate. (See First Report and Order, para. 16)

- by not making available facilities and services to others on the same terms, conditions and prices that it provides to its section 272 affiliate. (See First Report and Order, para. 316)

<u>PROCEDURES</u>: This objective is closely related to Objective XI which contains procedures for the provision by the BOCs of interLATA facilities and services. Therefore, these procedures may be performed in conjunction with the procedures for Objective XI.

1. Obtain a list of exchange access services and facilities with their related rates offered to each section 272 affiliate and inspect to determine whether the Verizon BOC/ILECs make these services and facilities available at the same rates and on the same terms and conditions to all carriers. For this purpose, inspect brochures, advertisements of any kind, bill inserts, correspondence, or any other media used to inform carriers of the availability of these services. Using a statistically valid sample of the informational media identified above, compare rates, terms, and conditions offered to each section 272 affiliate with those offered to unaffiliated carriers. Note in the report all exceptions.

2. Obtain a listing of all invoices for exchange access services and facilities, by BAN, for one month, randomly selected, rendered by the Verizon BOC/ILECs to the section 272 affiliates and other interexchange carriers (IXCs). Using a statistically valid sample of invoices rendered to the section 272 affiliates, inspect underlying details of invoices. For each section 272 affiliate invoice, randomly select one billed item and compare the rates charged, and terms and conditions applied, to each section 272 affiliate with those charged and applied to IXCs for the same service and note any differences. For purposes of making the comparison with the IXCs, for each billed item selected obtain a list of 10 IXCs (or less, if there are fewer matches) that ordered the same billed item during the

same period. Apply a random number generator to determine which IXC to use for the comparison of rates, terms and conditions. If differences are noted, pursue the matter further through inquiry of appropriate personnel and note why any differences occurred. Disclose any differences in the audit report.

3. Using the invoices from the month selected in Procedure 2 above, determine whether the amount invoiced was the amount recorded by the Verizon BOC/ILEC and paid by each section 272 affiliate. For this purpose, inspect the Accounts Payable screen that identifies the method of payment such as check number or electronic fund transfer number, and, if needed, summaries of invoiced amounts corresponding to the amount paid. Obtain copies of the screens/summaries for the work papers. Note any differences and inquire as to why they occurred and disclose in the report. Inquire of management and document in the report how the services billed by the BOC/ILEC are recorded in the general ledger by the BOC/ILEC.

<u>OBJECTIVE X</u>. Determine whether or not the Bell operating company and an affiliate subject to section 251(c) of the Act have charged its separate affiliate under section 272, or imputed to itself (if using the access for its provision of its own services), an amount for access to its telephone exchange service and exchange access that is no less than the amount charged to any unaffiliated interexchange carriers for such service.

<u>STANDARDS</u>

The FCC has issued rules and regulations in CC Docket No. 96-149, Implementation of the Non-Accounting Safeguards of Sections 271 and 272 of the Communications Act of 1934, as amended. These rules require that,

- A BOC may not discriminate in favor of its section 272 affiliate by providing exchange access services to competing interLATA service providers at a higher rate than the rate offered to its section 272 affiliate (See First Report and Order, para. 16). This requirement is met,

    - If the affiliate purchases exchange service and exchange access service at tariffed rates. (See First Report and Order, para. 256)

    - If the affiliate acquires services or unbundled elements from a BOC at prices that are available on a nondiscriminatory basis under section 251. (See First Report and Order, para. 256)

    - If the BOC files with the State Commission a statement of generally available terms pursuant to section 271(c)(1)(B) which would include prices that are available on a nondiscriminatory basis in a manner similar to tariffing, and a BOC's section 272 affiliate obtains access or interconnection at a price set forth in the statement. (See First Report and Order, para. 256)

    - If a BOC makes volume and term discounts available on a nondiscriminatory basis to all unaffiliated interexchange carriers. (See First Report and Order, para. 257)

- BOCs are required to charge nondiscriminatory prices, and to allocate properly the costs of exchange access according to the affiliate transactions and joint cost rules. (See First Report and Order, para. 258)

- For integrated operations (for operations performed within the company and not under a separate affiliate), a BOC must impute to itself an amount for access to its telephone exchange service and exchange access that represents tariffed rates (See First Report and Order, para. 256). This tariffed rate must be the highest rate paid for access by

unaffiliated carriers. The BOC may consider the comparability of the service provided. (See CC Docket No. 96-150 Report and Order, para. 87)

PROCEDURES

1. Obtain a list of interLATA services offered by the Verizon BOCs and discuss the list with appropriate Verizon BOC employees to determine whether the list is comprehensive. Compare services appearing on the list with the interLATA services disclosed in the Verizon BOCs' Cost Allocation Manual (CAM) and note any differences in the report. Compare the nonregulated interLATA services listed in the Verizon BOCs' CAM with those defined as incidental in section 271(g) of the Act and those interLATA services allowed under FCC order (for example E911) and note any differences and disclose in the report.

2. From the list of services obtained in Procedure 1 above, by using a statistically valid sample of interLATA services offered by the Verizon BOCs and not through an affiliate, determine whether each Verizon BOC is imputing (charging) to itself an amount for access, switching, and transport. Obtain usage details and tariff rates for each of the above elements. Match rates used in calculations with the tariff rates or the highest rates charged other interexchange carriers (IXCs) and note any differences in the report. Trace the amount of the journal entry to the general ledger of the Verizon BOC. The entry should be a debit to nonregulated operating revenues (decrease) and a credit to regulated revenues (increase). If the process followed by the Verizon BOC is different from the one described above, disclose in the report.

3. For each of the following categories of services, viz., exchange access services, local exchange services, and unbundled network elements, provided by the Verizon BOC/ILECs to the section 272 affiliates during the last 12 months of the engagement period, document the total amount the section 272 affiliates have recorded for those services in their books and compare with the amount the affiliates paid to the BOC/ILECs and the amount of revenue reflected in the Verizon BOC/ILECs' books for those services. Disclose differences, if any, in the report, and the reason for these differences. Inquire of management and document in the report how the services billed by the BOC/ILECs are recorded in the general ledger by the BOC/ILECs.

<u>OBJECTIVE XI</u>. Determine whether or not the Bell operating company and an affiliate subject to section 251(c) of the Act have provided any interLATA facilities or services to its interLATA affiliate and made available such services or facilities to all carriers at the same rates and on the same terms and conditions, and allocated the associated costs appropriately.

<u>STANDARDS</u>

Valuation and recording procedures for sales or transfers of any interLATA or intraLATA facilities to each section 272 affiliate, leasing of any unbundled network elements, or provision of any service by the BOC to each section 272 affiliate are covered in Objectives V and VI of this program, under the affiliate transactions rules.

BOC services and unbundled network elements made available under section 251 to each section 272 affiliate must also be made available at the same price to unaffiliated companies. (See CC Docket No. 96-149, First Report and Order, para. 256)

<u>PROCEDURES</u>: This objective is closely related to Objective IX which contains procedures for the provision by the BOC of exchange access services. Therefore, these procedures may be performed in conjunction with the procedures for Objective IX.

1. Obtain a list from the Verizon BOC/ILECs of interLATA services and facilities with their related rates offered by the Verizon BOC/ILECs to each section 272 affiliate to determine whether the Verizon BOC/ILECs make these services and facilities available at the same rates, terms, and conditions to all carriers. For this purpose, also obtain and inspect brochures, advertisements of any kind, bill inserts, correspondence, or any other media used to inform carriers of the availability of these services.

   Compare the list of interLATA services offered obtained from the Verizon BOC/ILECs to the services found in the obtained information media and note any differences in the audit report. In addition, compare the list obtained from the Verizon BOC/ILECs to the list of interLATA services purchased by section 272 affiliates and obtained in Objective V/VI, Procedure 4, and to the list of interLATA services purchased by section 272 affiliates and obtained in Objective X, Procedure 1 (after comparison to the CAM). Document in the audit report any instance where services were found in either the list of services from Objective V/VI, Procedure 4, the list of services from Objective X, Procedure 1, or in advertising media that were not reported by the Verizon BOC/ILECs in response to this procedure. Also document in the audit report any interLATA services that are provided to any section 272 affiliate, but which are not covered by any written agreements.

2. Using the information media obtained in Procedure 1, select a statistically valid sample of such media. Compare the rates, terms, and conditions offered each section 272 affiliate with the rates, terms, and conditions offered unaffiliated carriers. Disclose any differences in the audit report.

3. Obtain an invoice for interLATA services and facilities for three different months, randomly selected, from the Audit Test Period rendered by the Verizon BOC/ILECs to the section 272 affiliates and other interexchange carriers (IXCs) that receive these services from the Verizon BOC/ILECs. Using a statistically valid sample of billed items, inspect underlying details of invoice and compare rates charged, and terms and conditions applied, to each section 272 affiliate with those charged and applied to other IXCs for the same services and note any differences. For purposes of making the comparison with the IXCs, for each billed item selected obtain a list of IXCs that ordered the same billed item during the same period. Apply a random number generator to determine which IXCs to compare with the rates, terms and conditions applied to each section 272 affiliate. If differences are noted, pursue the matter further through inquiry of appropriate personnel and note why they occurred and disclose in the report.

4. Using the invoices from the months selected in Procedure 3 above, trace the amount invoiced to each section 272 affiliate for interLATA facilities and services and determine whether the amount invoiced was the amount recorded by the Verizon BOC/ILEC and paid by the section 272 affiliate. For this purpose, inspect the Accounts Payable screen that identifies the method of payment such as check number or electronic funds transfer number, and, if needed, summaries of invoiced amounts corresponding to the amount paid. Obtain copies of the screens/summaries for the work papers. Note any differences and inquire as to why they occurred and disclose in the report.

Procedures for Subsequent Events

1. Inquire of management whether companies' processes and procedures have changed since the time of execution of these procedures and the end of the engagement period. If so, identify those changes and re-perform the related procedures to determine continued compliance with those requirements. Disclose in the report changes and results of the procedures re-performed.

2. Inquire of and obtain written representation from management as to whether they are aware of any events subsequent to the engagement period, but prior to the issuance of the report, that may affect compliance with any of the objectives described in this document. Disclose in the report any such event. (*See* Paragraph 4 within the Compliance Requirements of these agreed-upon procedures for the scope of the audit.)

Objectives V & VI; Procedure 5
Assessing Individual Web Postings

Form 1 (or electronic equivalent) required for each sample.
Sample # _____ Posting Reference _____

Col. A	Col. B	Col. C	Col. D	Col. E		Col. F	Col. G	Col. H
			Accuracy of Web Posting				Completeness of Web Posting	
Category	Is This "Category" Included in The Underlying Written Agreement?	Quantification of Columns D and E for Each Category in Column A	Total Number of Items Checked in Sample	Errors[1] Found in Sample		Quantification of Columns G and H for Each Category in Column A	Total Number of Items Checked in Sample	Errors[2] Found in Sample
T&C - Description of Service [includes title of service and what is the service]	Yes	1 per posting				1 per posting		
Rates-Level[3]	Yes	1 per rate				1 per rate		
Rate-Pricing Criterion [Tariff, PMP, FMV/FDC Designation]	Varies-- generally not included	1 per rate				1 per rate		
T&C - Parties Providing Service[4]	Yes	# of parties to agreement				1 per posting		
T&C – Parties Receiving Service[5]	Yes	# of parties to agreement				1 per posting		
T&C -Contract Period [Effective Date of Service and Termination Date of Service]	Yes	2 per posting				Generally 2 per posting		
T&C – Renewal Clause	Yes	1 per posting				1 per posting		
Frequency of Recurring Transactions	Yes	Generally 1 per rate; may be summarized for a posting				Generally 1 per rate; may be summarized for a posting		
Number of Personnel	Yes[6]	1 per rate				1 per rate		
Personnel Type	Yes[6]	1 per rate				1 per rate		
Expertise Level[7]	Yes[6]	1 per rate				1 per rate		

[1] An error is any instance where an agreement contains an item(s) that does not agree with the corresponding item on the internet.
[2] An error is any instance where the internet did not contain sufficient details.
[3] For those websites that the rate is hyperlinked to the FCC/state tariffs, the Total Number of Items Checked in Sample will be one (1) and the link must go to the correct tariff for the number of errors found in that sample to be zero (0), when comparing the agreement to the web posting.
[4] Column D – If the section 272 affiliate is providing the service, regardless of the names/numbers of other parties also providing the service in the contract, only the section 272 affiliate name need be identified on the website.
[5] Column D - If the section 272 affiliate is receiving the service, regardless of the names/numbers of other parties also receiving the service in the contract, only the section 272 affiliate name need be identified on the website.
[6] Applies to this section only if the agreement contains applicable language, otherwise N/A.
[7] Expertise level is considered the "job title" of the person doing the work.

Col. A	Col. B	Col. C	Col. D	Col. E		Col. F	Col. G	Col. H
Category	Is This "Category" Included in The Underlying Written Agreement?	Quantification of Columns D and E for Each Category in Column A	Accuracy of Web Posting			Quantification of Columns G and H for Each Category in Column A	Completeness of Web Posting	
			Total Number of Items Checked in Sample	Errors[1] Found in Sample			Total Number of Items Checked in Sample	Errors[2] Found in Sample
Special Equipment	Yes[6]	1 per posting				1 per posting		
Completion Time for Transaction	No	NA		NA		Generally 1 per rate		
Contains notation / footnote that the labor rate is a fully loaded rate	No	NA		NA		1 per posting		
Contains notation / footnote that the labor rate includes material cost	No	NA		NA		1 per posting		
Contains notation / footnote that the rate includes all direct and indirect misc. and overhead cost	No	NA		NA		1 per posting		
Assets - Quantity Transferred	Yes	Varies-quantity for each type of asset transferred				Varies-quantity for each type of asset transferred		
Assets - Quantity Transferred	Yes	Varies-quantity for each type of asset transferred				Varies-quantity for each type of asset transferred		
Total Items/Results (Move to Form 2)								

Attachment 2

Objectives V & VI; Procedure 5

Summary of Web Posting Completeness and Accuracy Results

Form 2 - These results would be developed based on the Form 1 results for each sample.

Col. A	**Col. B**	**Col. C**		**Col. D**	**Col. E**
	Accuracy of Web Postings			Completeness of Web Posting	
	Total Number of Items Checked in Sample	Errors Found in Sample		Total Number of Items Checked in Sample	Errors Found in Sample
Sample # 1					
Sample # 2					
Sample # 3					
Sample # 4					
Sample # 5					
Sample # 6					
Sample # 7					
Sample # 8					
Sample # 9					
Sample # 10					
Sample # 11					
Sample # 12					
Sample # 13					
Sample # 14					
Totals					
Error Rate as a Percentage		Col. C Total / Col. B Total x 100			Col. E Total / Col. D Total x 100

See underlying Comments from Verizon Communications Inc.

VERIZON RESPONSE TO YEARS 2003/2004 SECTION 272 AUDIT REPORT

Section 272 Audit Report Issue/Report Language	*Management Response*
APPENDIX A-	
Obj V&VI, Procedure 4 As required by the procedure, Verizon self disclosed instances where services were provided between the Verizon BOC/ILEC and section 272 affiliate at some point during the period January 3, 2003 to January 2, 2005 without a written agreement between the parties.	As noted in the report, many of the services provided without a written agreement were for minor administrative matters or for activities already disclosed in the last section 272 audit report. In other cases there were amendments to add services or features to well established agreements (e.g. billing and collection). Pursuant to the Consent Degree between Verizon and the Federal Communications Commission (FCC), released July 27, 2004, Verizon has implemented remediation procedures to minimize the provision of services without a contract, and it provides a report each quarter to the Senior Vice President for Regulatory Compliance identifying any services provided to the section 272 affiliates prior to a written contract. All of the items noted in the audit were discovered by Verizon, self-disclosed to the auditor, and corrected through the execution of written contracts. This data shows that the Consent Decree and Verizon's internal controls have been effective in minimizing the instances of services being provided prior to a written contract.
Obj V&VI, Procedure 5 The auditors sampled agreements and noted instances where the Verizon posting took place after ten days from the signing of the agreement or provision of service (whichever came first).	The report noted 13 instances, which can be broken down into the following categories: (1) Four late postings were administrative errors, three of which were associated with Section 272 affiliates that had few if any other activity. (2) Eight of the remaining nine agreements were posted more than 10 days after the services were provided but within the 10 days of the date that the agreements were executed. As written, the audit report counts the same "lateness" issue twice in the procedures for both services without a contract and contracts posted more than 10 days from execution. Five of the agreements that are listed in Procedure 5 were for the same services that were disclosed to the auditors in response to Procedure 4 concerning services provided prior to the execution of a written contract.

VERIZON RESPONSE TO YEARS 2003/2004 SECTION 272 AUDIT REPORT

Section 272 Audit Report Issue/Report Language	*Management Response*
	Verizon is focused on the timeliness and accuracy of web postings and has provided additional training for the section 272 web posting teams to stress the importance of meeting the 10 day window. The current audit results for web postings show improvements in accuracy and completeness from the last audit. In this audit, Deloitte & Touche identified no instances where the web postings contained insufficient details (0% error rate on Attachment A-2). In addition, Deloitte & Touche found no instances where an item in the sampled agreement did not agree with the corresponding item in the agreement at the public inspection site.

VERIZON RESPONSE TO YEARS 2003/2004 SECTION 272 AUDIT REPORT

Section 272 Audit Report Issue/Report Language	*Management Response*
Obj V&VI, Procedure 6(a) For 93 of the 95 transactions, we compared the unit charges in the invoice to FDC and FMV and noted for 92 transactions the unit charges were priced at the higher of either FDC or FMV. We noted one transaction where the unit charge was the lower of FDC or FMV.	The one service for which the unit charge was the lower of FDC or FMV was for the National Sales Support data processing of orders in the fGTE territories. The difference equates to an under billing of approximately $33,000 per year and adjustments will be processed for the difference.
Obj VII, Procedure 4 (a) Billing & Collection Services The sample selected included 91 items related to the Billing and Collection services provided to unaffiliated entities. A total of 22 unaffiliated parties were identified from the samples who received Billing and Collection services which were also provided to section 272 affiliates. The B&C services provided to each of the unaffiliated entities were covered by individual agreements (22 agreements in total). The B&C services were provided to only three section 272 affiliates during the Audit Test Period (VES, VSSI and VLD) and are covered by one agreement which was the common agreement for all section 272 affiliates. We examined the common section 272 B&C agreement with each of the 22 individual agreements from the unaffiliated entities to compare the rates, terms and conditions of the items purchased under the Billing and Collection contracts.	**Terms and Conditions** Terms and conditions are set forth in the various agreements are the result of arms-length negotiations by both parties. Several of the differences in the report between the affiliate contracts and the nonaffiliate contracts were the result of negotiations with the unaffiliated entity. **Rates** Rates are offered to unaffiliated entities terms and conditions that are at least as favorable as those offered to affiliated entities. Similarly, product offerings are available to all affiliates and unaffiliated entities on a nondiscriminatory basis. Some of the differences between affiliate and nonaffiliate B&C contracts are due to the fact that not all of these parties subscribe to the same services. For instance, affiliates do not subscribe to Local Pay-Per-Call Service, the SubCIC Services, or the Supplemental Services and are therefore unaffected by rate changes. Although all rates are done in lock step for both affiliates and unaffiliated parties, there also are differences between affiliate and nonaffiliate contracts due to the fact that only affiliate agreements require an amendment for rate or pricing changes. The rates in the unaffiliated agreements are changed pursuant to written notice to the party, because there is no requirement for a contract amendment. Current policy, beginning in January 2004, is to include all prices for all B&C services in all contracts, regardless of the product purchased or whether it is purchased by a nonaffiliate.

VERIZON RESPONSE TO YEARS 2003/2004 SECTION 272 AUDIT REPORT

Section 272 Audit Report Issue/Report Language	***Management Response***
Obj VIII, Procedure 5 For the randomly selected month of June 2003, Deloitte & Touche requested the underlying raw data and data file layouts, data documentation, data dictionaries and regulatory guidelines needed to replicate all the metrics for June 2003 selected for all states where Verizon has obtained authority to provide in-region interLATA services. Deloitte & Touche applied the business rules for all stages of the performance metric computation including definitions, exclusions, calculations, and reporting structure, where appropriate. Deloitte & Touche developed code to compute the denominator, numerator, performance and standard deviations (where applicable). After processing the data Deloitte & Touche ran comparisons between replicated results and the results reported by Verizon for June 2003 in all states where Verizon has obtained authority to provide in-region interLATA services. A detailed listing of all differences is included Attachment A-5.	The auditor's replication resulted in only 31 differences compared to Verizon's results. About a third of these are due to differences between how the auditor and how Verizon rounded the data, not due to differences in how the underlying data were calculated. About a third are due to differences between how the auditor and Verizon interpreted the business rules for what should be counted. Only 10 of the 871 (1.1%) results for June are data reporting errors. This low error rate does not have a material effect on the ability to use the data to evaluate Verizon's performance.

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Verizon Communications Inc.

Section 272 Biennial Agreed-Upon Procedures Report
For the Period January 3, 2003 to January 2, 2005

Volume 2

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Verizon - PIC Intervals - 2003

CT

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	0	1	2	22	55	13	39	91	50	30	9	8
	INTERVALS	0:00	3:43	0:41	2:35	1:41	3:37	2:07	3:44	3:59	0:55	3:11	0:27
	STD. DEV.	0:00	0:00	0:00	0:34	1:19	0:09	1:29	2:39	2:17	0:38	1:24	0:05
NON AFFILIATES	RECORDS	579	394	477	480	713	829	574	489	477	533	372	289
	INTERVALS	1:24	8:49	1:47	1:58	1:47	2:05	2:28	3:50	2:40	1:53	2:09	2:22
	STD. DEV.	1:23	71:24	1:21	1:32	1:20	1:36	1:49	3:27	2:10	1:21	1:55	2:36

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

CT

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	21	15	0	14	5	1	0	0	32	0	0	0
	INTERVALS	2:45	2:42	0:00	3:58	3:41	0:34	0:00	0:00	1:11	0:00	0:00	0:00
	STD. DEV.	1:32	1:07		0:01	0:01	0:00			0:04			
NON AFFILIATES	RECORDS	372	403	277	222	259	228	283	181	207	205	351	186
	INTERVALS	2:40	2:33	2:30	2:33	1:59	1:52	1:48	1:43	1:41	1:25	1:13	3:52
	STD. DEV.	1:25	1:35	1:41	1:58	1:45	2:00	1:32	1:30	1:25	1:10	0:56	3:40

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 **DE**

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	2	2	0
		FOC Interval (Days)	---	---	---	---	---	---	---	---	---	2.0	1.5	---
		Standard Deviation	---	---	---	---	---	---	---	---	---	1.4	0.7	---
	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	42	12	15	10	4	5	5	25	4	10	12	3
		FOC Interval (Days)	1.2	1.8	1.9	2.1	0.5	2.0	2.2	1.6	1.0	2.7	1.2	1.0
		Standard Deviation	1.2	0.9	1.1	1.3	0.6	0.7	0.4	0.8	0.8	0.8	1.3	1.0
DS0	272 AFFILIATE	Orders	0	0	0	0	0	0	0	1	2	0	0	0
		FOC Interval (Days)	---	---	---	---	---	---	---	1.0	0.0	---	---	---
		Standard Deviation	---	---	---	---	---	---	---	***	0.0	---	---	---
	BOC & Other Affiliate	Orders	0	0	5	0	1	0	0	0	0	0	2	0
		FOC Interval (Days)	---	---	1.0	---	0.0	---	---	---	---	---	0.0	---
		Standard Deviation	---	---	0.7	---	***	---	---	---	---	---	0.0	---
	NON-AFFIL. CARRIERS	Orders	25	21	28	17	14	31	24	17	21	37	22	38
		FOC Interval (Days)	0.4	0.9	0.9	0.7	0.9	1.0	1.1	0.8	0.6	0.9	0.3	0.4
		Standard Deviation	0.6	0.7	0.7	0.7	0.9	1.3	1.9	1.7	1.2	1.4	0.5	1.2
DS1	272 AFFILIATE	Orders	1	3	1	1	3	6	2	4	5	4	2	3
		FOC Interval (Days)	1.0	3.3	2.0	2.0	0.3	1.8	0.5	1.0	1.0	1.5	1.0	0.7
		Standard Deviation	***	2.9	***	***	0.6	1.0	0.7	2.0	0.7	1.0	0.0	0.6
	BOC & Other Affiliate	Orders	21	7	12	1	3	1	0	3	0	1	0	1
		FOC Interval (Days)	0.6	2.3	0.7	0.0	0.7	1.0	---	2.0	---	1.0	---	2.0
		Standard Deviation	0.7	5.2	0.5	***	1.2	***	---	1.7	---	***	---	***
	NON-AFFIL. CARRIERS	Orders	184	126	139	142	131	239	237	143	170	316	148	189
		FOC Interval (Days)	1.2	1.2	1.4	1.5	1.2	2.0	1.7	1.3	1.2	0.9	1.6	1.7
		Standard Deviation	1.3	1.6	1.6	1.8	2.1	2.2	2.3	2.6	1.3	1.0	1.8	1.7
DS3	272 AFFILIATE	Orders	0	0	0	0	0	0	0	4	0	0	1	0
		FOC Interval (Days)	---	---	---	---	---	---	---	2.0	---	---	1.0	---
		Standard Deviation	---	---	---	---	---	---	---	1.8	---	---	***	---
	BOC & Other Affiliate	Orders	0	2	0	0	7	2	0	0	3	3	8	2
		FOC Interval (Days)	---	0.5	---	---	1.7	1.5	---	---	0.3	3.7	1.5	8.0
		Standard Deviation	---	0.7	---	---	1.3	2.1	---	---	0.6	2.9	1.7	11.3
	NON-AFFIL. CARRIERS	Orders	13	9	12	14	8	16	19	11	12	20	11	6
		FOC Interval (Days)	1.1	0.8	2.3	3.9	1.6	1.1	2.1	1.6	1.4	3.3	1.7	0.5
		Standard Deviation	1.2	1.1	2.8	4.9	2.8	0.8	3.2	1.6	2.2	5.0	1.9	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	0	0	0	0	0	0	0	0	0	0
		FOC Interval (Days)	---	---	---	---	---	---	---	---	---	---	---	---
		Standard Deviation	---	---	---	---	---	---	---	---	---	---	---	---
	NON-AFFIL. CARRIERS	Orders	0	0	0	0	0	0	0	0	1	4	2	1
		FOC Interval (Days)	---	---	---	---	---	---	---	---	4.0	4.8	0.5	4.0
		Standard Deviation	---	---	---	---	---	---	---	---	***	7.5	0.7	***

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

Verizon – FOC Results Data – 2004 **DE**

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	0	0	31	1	34	17	9	19	24	0	2	0
		FOC Interval (Days)	---	---	1.1	0.0	3.0	4.6	0.6	1.3	1.4	---	2.5	---
		Standard Deviation	---	---	0.7	***	1.1	4.0	0.7	1.1	1.0	---	0.7	---
	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	9	6	14	5	14	2	18	5	0	29	24	6
		FOC Interval (Days)	2.0	2.7	2.6	2.0	2.0	3.0	4.4	1.0	---	1.4	0.8	2.0
		Standard Deviation	1.5	1.0	1.6	1.4	1.2	1.4	1.2	1.0	---	1.1	1.0	1.5
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	0	0	0	0	0	0	0	0	0	0	0	0
		FOC Interval (Days)	---	---	---	---	---	---	---	---	---	---	---	---
		Standard Deviation	---	---	---	---	---	---	---	---	---	---	---	---
	NON-AFFIL. CARRIERS	Orders	20	21	41	29	33	27	25	35	22	18	36	18
		FOC Interval (Days)	0.3	0.4	0.3	0.8	0.5	0.3	0.3	0.4	0.5	0.2	0.3	0.5
		Standard Deviation	0.4	0.8	0.8	1.0	1.0	1.2	0.7	0.7	0.9	0.7	0.7	1.3
DS1	272 AFFILIATE	Orders	5	2	3	2	7	6	4	1	0	11	7	13
		FOC Interval (Days)	1.0	0.0	1.3	0.0	1.3	1.0	0.8	3.0	---	0.9	2.4	2.3
		Standard Deviation	1.0	0.0	1.2	0.0	1.0	0.9	0.5	***	---	0.3	5.2	2.3
	BOC & Other Affiliate	Orders	0	11	7	0	8	11	1	3	0	22	22	7
		FOC Interval (Days)	---	0.9	0.4	---	1.9	1.2	1.0	1.0	---	0.3	0.9	0.3
		Standard Deviation	---	0.8	0.5	---	1.5	0.6	***	1.0	---	0.6	0.9	0.8
	NON-AFFIL. CARRIERS	Orders	148	155	215	272	240	347	330	226	211	213	217	250
		FOC Interval (Days)	1.7	1.1	1.2	1.2	1.4	1.1	1.1	1.2	1.3	1.2	1.1	1.1
		Standard Deviation	2.5	1.2	1.1	1.4	2.0	1.1	1.0	1.2	1.9	1.3	1.6	1.4
DS3	272 AFFILIATE	Orders	0	0	9	14	4	0	3	0	0	0	3	1
		FOC Interval (Days)	---	---	4.1	0.5	3.5	---	2.3	---	---	---	4.7	1.0
		Standard Deviation	---	---	2.6	0.9	1.0	---	1.2	---	---	---	4.0	***
	BOC & Other Affiliate	Orders	1	0	0	0	0	3	0	0	0	0	0	0
		FOC Interval (Days)	1.0	---	---	---	---	0.7	---	---	---	---	---	---
		Standard Deviation	***	---	---	---	---	0.6	---	---	---	---	---	---
	NON-AFFIL. CARRIERS	Orders	50	20	23	26	17	26	12	18	19	10	9	14
		FOC Interval (Days)	1.6	2.1	2.3	2.0	1.2	1.5	2.0	1.7	2.6	1.6	1.9	1.6
		Standard Deviation	1.6	2.0	3.1	2.8	1.9	1.5	1.9	1.4	2.2	1.1	2.1	1.7
Ocn	272 AFFILIATE	Orders	0	0	0	5	0	0	0	0	0	1	0	0
		FOC Interval (Days)	---	---	---	3.2	---	---	---	---	---	4.0	---	---
		Standard Deviation	---	---	---	2.9	---	---	---	---	---	***	---	---
	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	0	0	3	4	5	2	1	7	1	2	1	0
		FOC Interval (Days)	---	---	4.0	0.5	2.0	3.5	5.0	2.7	6.0	2.5	0.0	---
		Standard Deviation	---	---	6.1	0.6	2.8	0.7	***	2.4	***	3.5	***	---

Notes:

1./ *** = standard deviation not defined

Installation Measures

Verizon — Access Services Installed — 2003			DE											
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	0	0	0
		BOC & Other Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers	14	8	12	9	1	1	4	3	5	3	6	1
DS0		272 Affiliate	0	0	0	0	0	0	0	0	1	1	0	0
		BOC & Other Affiliates	0	0	1	1	1	0	0	0	0	0	1	0
		Non-Affil. Carriers	21	15	23	23	12	16	20	14	8	29	20	20
DS1		272 Affiliate	1	9	0	0	9	0	7	1	3	4	1	3
		BOC & Other Affiliates	13	6	5	15	15	5	0	1	1	1	0	0
		Non-Affil. Carriers	164	179	160	115	113	136	224	116	126	230	152	160
DS3		272 Affiliate	0	0	0	0	0	0	0	0	4	0	0	0
		BOC & Other Affiliates	0	0	0	0	3	3	0	2	2	2	0	3
		Non-Affil. Carriers	6	4	3	5	4	5	7	6	1	5	2	3
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	2
FG D	Avg. Inst. Int. (Days)	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	9.14	25.13	12.17	10.89	9.00	9.00	17.00	9.00	19.00	11.67	18.83	17.00
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	5.50	10.99	5.73	2.98	-	-	1.63	0.00	3.67	2.31	5.67	-
DS0	Avg. Inst. Int. (Days)	272 Affiliate	-	-	-	-	-	-	-	-	27.00	9.00	-	-
		BOC & Other Affiliates	-	-	8.00	34.00	2.00	-	-	-	-	-	8.00	-
		Non-Affil. Carriers	12.43	10.87	9.87	10.52	11.42	11.06	9.20	10.36	9.00	10.45	11.50	10.55
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	9.67	3.60	3.22	3.50	6.22	4.91	2.93	3.84	2.88	4.34	4.99	4.74
DS1	Avg. Inst. Int. (Days)	272 Affiliate	16.00	8.56	-	-	8.78	-	10.29	15.00	15.67	19.50	3.00	19.33
		BOC & Other Affiliates	9.92	12.17	36.00	32.20	33.13	11.00	-	9.00	24.00	21.00	-	-
		Non-Affil. Carriers	13.83	15.85	16.10	16.03	13.18	16.31	15.22	13.67	14.47	14.87	12.83	14.31
	Standard Deviation	272 Affiliate	-	1.24	-	-	13.31	-	5.06	-	0.58	5.92	-	14.64
		BOC & Other Affiliates	2.56	1.47	9.03	4.21	11.95	0.00	-	-	-	-	-	-
		Non-Affil. Carriers	10.02	10.06	9.65	11.80	9.85	12.90	8.60	10.15	10.69	10.66	8.75	9.51
DS3	Avg. Inst. Int. (Days)	272 Affiliate	-	-	-	-	-	-	-	-	15.75	-	-	-
		BOC & Other Affiliates	-	-	-	-	14.33	13.00	-	12.50	14.00	8.00	-	17.33
		Non-Affil. Carriers	25.00	22.75	14.33	23.60	25.25	19.40	28.71	15.00	35.00	24.20	17.5	24.67
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	-	-	2.50	-	-	-
		BOC & Other Affiliates	-	-	-	-	0.58	1.00	-	9.19	0.00	8.49	-	1.15
		Non-Affil. Carriers	21.61	16.66	10.50	14.08	4.11	13.69	12.80	5.18	-	3.03	3.54	11.55
Ocn	Avg. Inst. Int. (Days)	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	-	-	-	-	-	-	-	-	-	-	42.50
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	-	-	-	-	-	-	-	-	-	-	0.71
FG D	Percent Installation Commitments Met	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		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	-	-
		BOC & Other Affiliates	-	-	100.0	100.0	100.0	-	-	-	-	-	100.0	-
		Non-Affil. Carriers	95.2	100.0	95.7	100.0	91.7	93.8	100.0	92.9	100.0	93.1	100.0	95.0
DS1		272 Affiliate	100.0	100.0	-	-	88.9	-	100.0	100.0	100.0	100.0	100.0	100.0
		BOC & Other Affiliates	100.0	83.3	100.0	100.0	100.0	100.0	-	100.0	100.0	100.0	-	-
		Non-Affil. Carriers	97.0	97.2	93.8	91.3	94.7	89.7	88.8	82.8	87.3	95.7	90.8	94.4
DS3		272 Affiliate	-	-	-	-	-	-	-	-	100.0	-	-	-
		BOC & Other Affiliates	-	-	-	-	100.0	100.0	-	100.0	100.0	100.0	-	100.0
		Non-Affil. Carriers	83.3	100.0	100.0	80.0	100.0	100.0	85.7	100.0	100.0	100.0	100.0	100.0
Ocn		272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	-	-	-	-	-	-	-	-	-	-	100.0

Notes:
1./ Installation data excludes CNRs.

Installation Measures

Verizon — Access Services Installed — 2004														DE
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	0	11	0	0	31	19	7	0	0	22	0
		BOC & Other Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers	7	4	5	9	0	1	13	12	0	0	20	2
DS0		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	23	11	21	20	19	16	11	10	24	15	19	23
DS1		272 Affiliate	13	1	4	1	2	4	3	2	1	0	6	5
		BOC & Other Affiliates	6	0	19	10	4	15	5	7	2	0	22	25
		Non-Affil. Carriers	143	153	189	158	191	236	209	292	186	177	211	122
DS3		272 Affiliate	0	0	0	0	1	1	3	0	0	0	0	2
		BOC & Other Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers	0	15	10	9	12	5	2	1	5	5	2	3
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	1	1	1	1
FG D	Avg. Inst. Int. (Days)	272 Affiliate	-	-	10.55	-	-	16.68	26.79	43.71	-	-	9.00	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	9.57	10.00	15.20	21.00	-	14.00	12.85	11.00	-	-	14.60	14.00
	Standard Deviation	272 Affiliate	-	-	2.62	-	-	2.88	3.65	1.60	-	-	0.00	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	3.78	1.41	5.36	8.85	-	-	0.38	3.07	-	-	3.33	7.07
DS0	Avg. Inst. Int. (Days)	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	12.13	11.09	10.62	9.00	15.11	12.19	15.09	15.60	12.08	13.33	10.53	13.13
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	3.66	6.38	8.30	3.88	7.75	6.24	11.54	7.20	5.90	10.94	4.89	8.32
DS1	Avg. Inst. Int. (Days)	272 Affiliate	22.62	11.00	25.00	21.00	15.00	17.50	23.33	13.50	12.00	-	15.67	19.20
		BOC & Other Affiliates	26.00	-	18.26	24.00	6.00	5.93	39.00	16.86	14.00	-	17.18	25.80
		Non-Affil. Carriers	15.54	16.33	14.42	15.92	17.01	17.91	17.32	20.28	17.51	13.35	11.27	11.98
	Standard Deviation	272 Affiliate	16.43		8.00		11.31	6.95	5.13	4.95			7.45	12.07
		BOC & Other Affiliates	0.00		1.76	7.56	0.00	1.62	0.00	3.02	1.41		4.69	14.38
		Non-Affil. Carriers	9.94	24.42	9.68	11.24	10.86	12.44	7.50	10.80	11.52	8.86	7.66	6.93
DS3	Avg. Inst. Int. (Days)	272 Affiliate	-	-	-	-	9.00	20.00	5.67	-	-	-	-	14.50
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	22.40	17.90	18.11	14.75	22.20	18.50	4.00	26.40	13.40	34.50	19.67
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	2.31	-	-	-	-	4.95
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	8.83	5.70	15.35	16.18	8.98	0.71	-	15.76	12.97	4.95	17.01
Ocn	Avg. Inst. Int. (Days)	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	-	-	-	-	-	-	-	36.00	103.00	-	34.00
	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
DS0		272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	100.0	54.6	95.2	95.0	68.4	87.5	100.0	60.0	79.2	73.3	100.0	91.3
DS1		272 Affiliate	100.0	100.0	25.0	100.0	100.0	50.0	66.7	100.0	100.0	-	100.0	100.0
		BOC & Other Affiliates	100.0	-	100.0	100.0	100.0	100.0	100.0	85.7	100.0	-	100.0	96.0
		Non-Affil. Carriers	91.6	92.8	92.6	94.3	94.2	91.5	95.7	91.8	91.9	89.3	94.8	94.3
DS3		272 Affiliate	-	-	-	-	100.0	100.0	100.0	-	-	-	-	0.0
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	80.0	100.0	66.7	66.7	80.0	100.0	100.0	100.0	100.0	100.0	100.0
Ocn		272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	-	-	-	-	-	-	-	100.0	100.0	-	0.0

Notes:
1./ Installation data excludes CNRs.

Repair Measures

Verizon — Access Services — 2003								DE						
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	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	1	1	0	0	0	0	0
DS0		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	33	38	76	28	44	41	38	40	54	34	51	46
DS1		272 Affiliate	0	0	0	0	0	2	0	0	0	2	2	0
		BOC & Other Affiliates	8	6	20	6	8	8	19	20	23	13	8	11
		Non-Affil. Carriers	101	149	185	108	122	151	138	210	184	133	185	154
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	2	1	0	0
		Non-Affil. Carriers	3	0	2	0	1	0	2	2	0	3	3	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. Repair Int. (Hours)	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	-	-	0.52	-	5.63	4.17	-	-	-	-	-
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	-	-	-	-	-	-	-	-	-	-	-
DS0	Avg. Repair Int. (Hours)	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	2.95	3.36	1.49	3.63	3.61	4.28	4.33	2.90	2.25	2.14	5.21	2.12
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	2.52	3.31	1.70	2.79	3.33	3.65	5.30	2.84	2.47	1.95	12.78	1.94
DS1	Avg. Repair Int. (Hours)	272 Affiliate	-	-	-	-	-	0.44	-	-	-	2.78	0.41	-
		BOC & Other Affiliates	1.47	0.98	2.78	1.27	3.10	2.27	4.73	3.32	3.89	2.69	3.00	3.93
		Non-Affil. Carriers	2.56	3.96	2.89	2.85	2.65	3.86	3.17	2.95	4.29	2.97	6.10	3.03
	Standard Deviation	272 Affiliate	-	-	-	-	-	0.26	-	-	-	1.84	0.41	-
		BOC & Other Affiliates	1.61	0.53	2.13	2.29	2.58	3.10	3.12	3.24	4.13	1.82	2.74	5.17
		Non-Affil. Carriers	2.26	3.33	2.91	2.87	2.58	3.72	3.13	3.23	4.18	3.08	12.51	3.38
DS3	Avg. Repair Int. (Hours)	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	11.80	3.72	-	-
		Non-Affil. Carriers	0.36	-	0.05	-	0.15	-	0.85	0.48	-	0.92	0.67	1.27
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	8.41	-	-	-
		Non-Affil. Carriers	0.03	-	0.04	-	-	-	0.18	0.15	-	0.25	0.80	-
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														DE
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	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	1	0	0	0	0
DS0		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	62	24	34	41	44	51	61	64	32	34	38	30
DS1	Total Trouble Reports	272 Affiliate	1	1	0	0	2	0	2	4	4	4	2	1
		BOC & Other Affiliates	5	10	18	6	18	4	22	19	22	14	21	20
		Non-Affil. Carriers	114	128	124	138	146	206	173	187	143	116	116	140
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	1	0	0	0
		Non-Affil. Carriers	1	2	1	1	1	3	3	1	4	3	5	2
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	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	-	-	8.38	-	-	-	0.53	-	-	-	-
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	-	-	-	-	-	-	-	-	-	-	-
DS0	Avg. Repair Int. (Hours)	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	2.41	2.07	1.03	3.11	2.21	2.37	2.39	3.44	2.83	2.95	3.23	3.50
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	3.06	2.40	1.20	3.56	1.94	2.54	2.44	4.69	2.56	4.75	5.26	3.27
DS1	Avg. Repair Int. (Hours)	272 Affiliate	0.38	0.35	-	-	0.34	-	0.47	3.21	2.59	4.53	0.80	0.33
		BOC & Other Affiliates	1.81	0.71	1.32	6.99	5.72	0.27	1.67	3.74	3.64	1.85	2.84	1.37
		Non-Affil. Carriers	2.13	3.50	3.76	3.36	3.20	3.19	3.35	3.77	3.25	4.43	3.59	3.61
	Standard Deviation	272 Affiliate	-	-	-	-	0.01	-	0.16	2.24	3.15	4.43	0.59	-
		BOC & Other Affiliates	1.72	0.55	1.94	5.09	6.75	0.21	1.94	3.24	2.89	1.53	4.37	2.99
		Non-Affil. Carriers	2.34	3.69	4.17	3.49	3.49	3.26	3.80	3.98	3.47	5.84	3.17	3.34
DS3	Avg. Repair Int. (Hours)	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	0.03	-	-	-
		Non-Affil. Carriers	0.20	1.11	0.48	2.22	0.52	4.63	3.70	2.95	1.00	1.64	3.86	5.04
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	1.36	-	-	-	7.53	3.79	-	1.11	1.86	0.94	2.88
Ocn	Avg. Repair Int. (Hours)	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	-	-	-	-	-	-	-	-	-	-	-
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	-	-	-	-	-	-	-	-	-	-	-

Verizon - PIC Intervals - 2003

DE

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	23	33	123	265	281	155	554	198	178	29	52	142
	INTERVALS	0:32	0:32	2:12	2:29	3:09	2:45	2:18	2:29	4:00	0:37	1:23	1:05
	STD. DEV.	0:06	0:09	1:47	1:43	3:40	2:40	2:14	2:33	1:28	0:04	1:31	2:27
NON AFFILIATES	RECORDS	10029	6814	6937	16846	11164	10045	6508	6799	6331	6342	4751	4347
	INTERVALS	1:58	1:29	1:51	1:12	1:50	1:49	2:37	3:24	2:04	2:10	2:21	2:06
	STD. DEV.	1:54	1:41	1:50	1:05	1:49	1:50	2:09	3:18	1:45	2:01	2:11	1:57

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

DE

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	107	30	17	177	21	7	12	18	31	31	7	7
	INTERVALS	2:14	1:56	3:20	0:52	3:04	2:45	0:28	0:31	1:57	1:07	34:20	3:37
	STD. DEV.	3:06	1:33	1:18	0:48	3:10	2:11	0:03	0:06	3:02	2:54	57:12	0:06
NON AFFILIATES	RECORDS	4625	4200	3978	3616	2902	2908	3505	1962	1959	1387	1405	1708
	INTERVALS	2:24	2:04	7:34	2:35	2:30	1:54	5:30	2:06	1:54	1:32	32:59	3:05
	STD. DEV.	2:42	1:58	48:11	2:42	5:25	1:56	6:08	2:33	8:44	1:59	50:57	3:48

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 **ME**

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	3	0	0	0	0
		FOC Interval (Days)	---	---	---	---	---	---	---	21.3	---	---	---	---
		Standard Deviation	---	---	---	---	---	---	---	16.7	---	---	---	---
	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	26	8	7	25	53	12	6	11	9	9	8	16
		FOC Interval (Days)	7.2	18.5	8.1	10.6	43.2	5.5	3.5	3.3	5.4	4.6	2.6	4.1
		Standard Deviation	6.0	9.0	14.7	7.1	26.6	12.9	3.1	3.3	8.2	3.6	3.1	3.6
DS0	272 AFFILIATE	Orders	0	0	0	0	0	0	0	0	2	1	0	0
		FOC Interval (Days)	---	---	---	---	---	---	---	---	1.5	2.0	---	---
		Standard Deviation	---	---	---	---	---	---	---	---	0.7	***	---	---
	BOC & Other Affiliate	Orders	6	2	1	0	0	1	0	2	0	0	1	0
		FOC Interval (Days)	2.0	0.0	1.0	---	---	2.0	---	3.5	---	---	2.0	---
		Standard Deviation	0.6	0.0	***	---	---	***	---	3.5	---	---	***	---
	NON-AFFIL. CARRIERS	Orders	24	24	52	25	23	17	30	114	28	39	20	31
		FOC Interval (Days)	2.4	2.1	1.3	1.7	1.7	1.4	1.4	1.7	1.8	2.4	1.9	2.0
		Standard Deviation	2.4	2.6	1.1	1.4	0.6	1.2	0.9	1.3	1.2	3.2	2.4	1.9
DS1	272 AFFILIATE	Orders	3	0	1	1	0	1	1	8	1	2	3	0
		FOC Interval (Days)	0.3	---	1.0	0.0	---	0.0	1.0	0.8	0.0	2.5	1.0	---
		Standard Deviation	0.6	---	***	***	---	***	***	0.5	***	0.7	0.0	---
	BOC & Other Affiliate	Orders	3	8	0	11	6	4	0	0	0	2	9	10
		FOC Interval (Days)	1.0	1.9	---	0.5	5.0	1.8	---	---	---	1.0	1.6	2.0
		Standard Deviation	0.0	1.7	---	0.5	7.7	1.0	---	---	---	0.0	1.2	1.9
	NON-AFFIL. CARRIERS	Orders	194	157	174	155	135	200	210	147	164	313	139	206
		FOC Interval (Days)	1.0	1.1	0.7	1.3	1.1	1.3	1.1	1.1	1.1	0.9	1.6	1.0
		Standard Deviation	1.6	1.2	1.0	1.7	1.6	1.7	1.7	1.8	2.7	1.5	2.1	1.1
DS3	272 AFFILIATE	Orders	0	0	0	0	1	0	0	0	1	0	4	3
		FOC Interval (Days)	---	---	---	---	2.0	---	---	---	0.0	---	1.3	0.7
		Standard Deviation	---	---	---	---	***	---	---	---	***	---	1.0	1.2
	BOC & Other Affiliate	Orders	2	0	2	0	5	6	7	4	0	2	12	7
		FOC Interval (Days)	0.0	---	2.0	---	1.6	3.0	2.9	4.3	---	0.5	3.6	0.3
		Standard Deviation	0.0	---	1.4	---	1.3	2.6	1.8	6.6	---	0.7	1.2	0.8
	NON-AFFIL. CARRIERS	Orders	8	15	9	10	13	11	10	9	4	6	2	6
		FOC Interval (Days)	6.3	1.7	6.8	0.7	1.5	0.9	2.3	0.8	0.5	1.5	3.0	4.2
		Standard Deviation	13.1	0.8	13.1	0.5	1.7	0.9	4.2	1.3	0.6	1.6	2.8	10.2
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	0	0	0	0	0
		FOC Interval (Days)	---	---	---	---	---	---	---	---	---	---	---	---
		Standard Deviation	---	---	---	---	---	---	---	---	---	---	---	---
	NON-AFFIL. CARRIERS	Orders	0	0	0	0	0	0	1	1	2	1	2	1
		FOC Interval (Days)	---	---	---	---	---	---	7.0	1.0	8.0	5.0	2.5	58.0
		Standard Deviation	---	---	---	---	---	---	***	***	2.8	***	3.5	***

Notes:

1./ *** = standard deviation not defined

Verizon -- FOC Results Data -- 2004 **ME**

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	17	0	0	2	0	13	16	7	5	0	0	0
		FOC Interval (Days)	29.3	---	---	95.0	---	2.3	3.0	7.0	0.6	---	---	---
		Standard Deviation	3.2	---	---	0.0	---	6.2	5.8	15.1	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	6	12	1	2	2	10	1	8	9	5	10	13
		FOC Interval (Days)	7.3	6.3	1.0	7.5	0.0	7.2	0.0	5.9	16.3	25.2	26.8	5.7
		Standard Deviation	6.1	5.6	***	2.1	0.0	4.7	***	5.4	9.5	19.0	23.6	6.4
DS0	272 AFFILIATE	Orders	1	1	0	0	1	0	0	1	0	0	0	1
		FOC Interval (Days)	2.0	2.0	---	---	0.0	---	---	1.0	---	---	---	2.0
		Standard Deviation	***	***	---	---	***	---	---	***	---	---	---	***
	BOC & Other Affiliate	Orders	0	0	1	0	1	1	0	6	0	0	1	0
		FOC Interval (Days)	---	---	2.0	---	4.0	2.0	---	1.7	---	---	2.0	---
		Standard Deviation	---	---	***	---	***	***	---	0.5	---	---	***	---
	NON-AFFIL. CARRIERS	Orders	29	21	66	49	31	31	13	27	20	31	27	18
		FOC Interval (Days)	2.1	1.3	1.4	1.3	1.5	1.3	1.2	2.0	2.7	1.4	1.1	1.5
		Standard Deviation	3.0	0.9	2.6	1.4	1.8	0.9	0.9	1.5	2.8	0.9	1.2	1.4
DS1	272 AFFILIATE	Orders	8	10	4	4	1	2	1	1	5	1	5	4
		FOC Interval (Days)	1.4	1.5	0.3	0.8	0.0	0.5	1.0	2.0	0.4	1.0	2.0	0.8
		Standard Deviation	0.9	2.4	0.5	1.0	***	0.7	***	***	0.5	***	1.4	0.5
	BOC & Other Affiliate	Orders	11	2	17	11	6	2	2	2	1	0	0	0
		FOC Interval (Days)	7.3	1.5	2.1	1.8	1.5	1.0	1.5	1.5	0.0	---	---	---
		Standard Deviation	5.3	0.7	2.2	2.3	1.8	1.4	0.7	2.1	***	---	---	---
	NON-AFFIL. CARRIERS	Orders	126	218	315	270	315	211	213	207	194	175	174	169
		FOC Interval (Days)	0.9	0.7	1.7	1.3	1.5	1.1	0.8	1.0	1.0	0.8	0.7	1.3
		Standard Deviation	1.3	1.1	1.9	1.8	3.5	1.6	0.9	1.7	2.0	1.2	0.9	2.7
DS3	272 AFFILIATE	Orders	2	4	0	1	1	0	0	1	0	0	0	0
		FOC Interval (Days)	1.0	1.3	---	0.0	0.0	---	---	1.0	---	---	---	---
		Standard Deviation	1.4	0.5	---	***	***	---	---	***	---	---	---	---
	BOC & Other Affiliate	Orders	1	1	0	0	1	0	0	1	0	0	0	0
		FOC Interval (Days)	1.0	0.0	---	---	3.0	---	---	3.0	---	---	---	---
		Standard Deviation	***	***	---	---	***	---	---	***	---	---	---	---
	NON-AFFIL. CARRIERS	Orders	19	9	3	10	6	4	4	9	3	5	5	7
		FOC Interval (Days)	0.5	1.4	1.7	1.5	0.5	0.5	0.8	1.2	0.0	1.0	0.4	1.9
		Standard Deviation	0.7	1.0	1.5	1.4	0.8	0.6	0.5	2.3	0.0	1.0	0.9	1.9
Ocn	272 AFFILIATE	Orders	1	1	0	0	0	0	0	0	0	0	1	0
		FOC Interval (Days)	4.0	7.0	---	---	---	---	---	---	---	---	11.0	---
		Standard Deviation	***	***	---	---	---	---	---	---	---	---	***	---
	BOC & Other Affiliate	Orders	0	2	0	0	0	0	0	0	0	0	0	0
		FOC Interval (Days)	---	1.5	---	---	---	---	---	---	---	---	---	---
		Standard Deviation	---	0.7	---	---	---	---	---	---	---	---	---	---
	NON-AFFIL. CARRIERS	Orders	3	0	0	0	0	0	0	0	0	1	0	0
		FOC Interval (Days)	59.7	---	---	---	---	---	---	---	---	61.0	---	---
		Standard Deviation	48.2	---	---	---	---	---	---	---	---	***	---	---

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

Installation Measures

Verizon — Access Services Installed — 2003

ME

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	4	0	0	0
		BOC & Other Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers	10	12	19	16	25	3	3	1	8	11	7	7
DS0		272 Affiliate	0	0	0	0	0	0	0	0	1	0	1	0
		BOC & Other Affiliates	2	2	1	0	0	1	0	1	0	0	0	1
		Non-Affil. Carriers	8	30	16	51	25	35	19	80	22	29	18	22
DS1		272 Affiliate	0	2	0	0	1	1	0	0	4	0	2	1
		BOC & Other Affiliates	4	3	2	4	10	1	2	0	0	1	0	6
		Non-Affil. Carriers	147	147	146	173	126	93	132	85	85	153	105	79
DS3		272 Affiliate	0	0	0	0	0	0	0	0	0	0	0	0
		BOC & Other Affiliates	2	1	1	0	0	3	4	4	1	1	1	4
		Non-Affil. Carriers	3	1	1	1	1	3	2	3	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	1
FG D	Avg. Inst. Int. (Days)	272 Affiliate	-	-	-	-	-	-	-	-	30.50	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	20.90	18.33	11.63	20.31	25.72	32.33	17.33	28.00	19.13	15.64	21.43	15.29
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	-	-	20.37	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	12.11	4.66	7.67	7.34	7.97	21.55	0.58	-	4.16	6.44	5.29	2.96
DS0	Avg. Inst. Int. (Days)	272 Affiliate	-	-	-	-	-	-	-	-	6.00	-	10.00	-
		BOC & Other Affiliates	14.50	13.50	8.00	-	-	12.00	-	9.00	-	-	-	9.00
		Non-Affil. Carriers	9.25	9.73	11.81	16.90	20.92	15.63	9.53	10.18	12.77	8.48	10.67	9.64
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	9.19	4.95	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	3.33	5.15	8.16	16.51	18.38	5.15	2.95	3.17	8.78	6.55	7.17	4.80
DS1	Avg. Inst. Int. (Days)	272 Affiliate	-	13.00	-	-	20.00	10.00	-	-	18.25	-	18.50	54.00
		BOC & Other Affiliates	21.25	11.00	25.00	27.75	11.80	6.00	16.00	-	-	18.00	-	16.33
		Non-Affil. Carriers	20.97	16.34	18.16	16.72	17.25	13.23	14.65	21.06	25.89	18.46	20.09	14.70
	Standard Deviation	272 Affiliate	-	0.00	-	-	-	-	-	-	8.62	-	13.44	-
		BOC & Other Affiliates	10.97	7.21	0.00	17.84	4.47	-	0.00	-	-	-	-	3.72
		Non-Affil. Carriers	19.44	10.74	12.17	10.59	13.53	11.02	9.14	21.56	27.66	15.94	15.07	11.58
DS3	Avg. Inst. Int. (Days)	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	28.00	36.00	5.00	-	-	15.67	17.50	22.75	65.00	31.00	14.00	48.50
		Non-Affil. Carriers	20.00	18.00	81.00	19.00	103.00	26.33	36.00	58.00	40.00	31.00	-	-
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	2.83	-	-	-	-	2.31	8.74	22.47	-	-	-	39.97
		Non-Affil. Carriers	13.75	-	-	-	-	7.09	0.00	16.46	-	-	-	-
Ocn	Avg. Inst. Int. (Days)	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	-	-	-	-	-	-	-	-	-	-	62.00
	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	-
		BOC & Other Affiliates	100.0	100.0	100.0	-	-	100.0	-	100.0	-	-	-	100.0
		Non-Affil. Carriers	87.5	100.0	100.0	100.0	96.0	100.0	94.7	98.8	95.5	100.0	100.0	100.0
DS1		272 Affiliate	-	100.0	-	-	100.0	100.0	-	-	100.0	-	50.0	100.0
		BOC & Other Affiliates	100.0	100.0	100.0	100.0	90.0	100.0	100.0	-	-	100.0	-	100.0
		Non-Affil. Carriers	95.9	100.0	98.6	98.3	96.0	92.5	93.2	92.9	96.5	97.4	95.2	96.2
DS3		272 Affiliate	-	-	-	-		-	-	-	-	-	-	-
		BOC & Other Affiliates	100.0	100.0	100.0	-		100.0	75.0	75.0	100.0	100.0	100.0	100.0
		Non-Affil. Carriers	100.0	100.0	0.0	100.0	100.0	100.0	100.0	66.7	100.0	100.0	-	-
Ocn		272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	-	-	-	-	-	-	-	-	-	-	0.0

Notes:

1./ Installation data excludes CNRs.

Installation Measures

Verizon — Access Services Installed — 2004									ME					
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	16	0	0	0	0	9	0	16	0	0	0
		BOC & Other Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers	8	5	9	1	1	1	5	1	3	3	15	8
DS0		272 Affiliate	0	1	0	0	1	0	0	0	0	0	0	1
		BOC & Other Affiliates	0	0	1	0	0	2	0	4	0	0	1	0
		Non-Affil. Carriers	48	12	60	48	18	24	14	13	26	15	12	37
DS1		272 Affiliate	1	5	8	3	1	0	1	1	3	0	2	3
		BOC & Other Affiliates	1	2	13	20	7	2	4	4	3	0	0	0
		Non-Affil. Carriers	85	71	131	204	153	131	116	121	133	94	116	97
DS3		272 Affiliate	0	0	0	0	0	1	0	0	0	0	0	0
		BOC & Other Affiliates	3	2	1	0	0	0	1	0	0	0	0	0
		Non-Affil. Carriers	0	0	0	1	2	0	3	1	1	0	2	3
Ocn		272 Affiliate	0	0	0	0	0	0	0	0	0	0	0	0
		BOC & Other Affiliates	0	1	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	-	38.81	-	-	-	-	11.89	-	35.56	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	31.25	32.00	20.22	17.00	17.00	25.00	15.20	16.00	22.00	60.00	63.13	16.25
	Standard Deviation	272 Affiliate	-	1.80	-	-	-	-	2.80	-	9.65	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	10.14	10.56	11.24	-	-	-	6.06	-	8.66	37.24	30.83	2.05
DS0	Avg. Inst. Int. (Days)	272 Affiliate	-	9.00	-	-	19	-	-	-	-	-	-	8
		BOC & Other Affiliates	-	-	4.00	-	-	13	-	8.5	-	-	10	-
		Non-Affil. Carriers	18.88	10.08	9.22	11.35	13.17	14.04	13.64	13.46	13.23	11.93	12.83	6.76
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	7.07	-	1.29	-	-	-	-
		Non-Affil. Carriers	34.80	2.31	2.40	6.37	8.15	8.52	4.31	5.19	12.40	4.04	4.75	5.02
DS1	Avg. Inst. Int. (Days)	272 Affiliate	37.00	21.40	22.25	6.33	8.00	-	18.00	20.00	11.33	-	3.50	20.67
		BOC & Other Affiliates	7.00	15.00	11.15	23.80	17.71	34.50	17.50	74.25	91.00	-	-	-
		Non-Affil. Carriers	19.04	16.46	18.76	38.98	19.61	16.28	17.91	22.18	19.31	15.22	13.05	17.10
	Standard Deviation	272 Affiliate	-	0.89	5.97	4.62	-	-	-	-	3.21	-	0.71	8.74
		BOC & Other Affiliates	-	0.00	3.95	7.22	3.95	34.65	3.00	41.50	0.00	-	-	-
		Non-Affil. Carriers	20.11	19.02	16.65	32.76	15.39	11.68	18.54	29.41	15.23	17.70	14.29	13.07
DS3	Avg. Inst. Int. (Days)	272 Affiliate	-	-	-	-	-	20.00	-	-	-	-	-	-
		BOC & Other Affiliates	39.33	74.00	86.00	-	-	-	45.00	-	-	-	-	-
		Non-Affil. Carriers	-	-	-	55.00	43.50	-	65.33	80.00	24.00	-	15.00	10.00
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	23.35	8.49	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	-	-	-	28.99	-	57.50	-	-	-	1.41	0.00
Ocn	Avg. Inst. Int. (Days)	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	12.00	-	-	-	-	-	-	-	-	-	-
		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	-	-	-
		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
		BOC & Other Affiliates	-	-	100.0	-	-	100.0	-	100.0	-	-	100.0	-
		Non-Affil. Carriers	97.9	100.0	100.0	95.8	100.0	100.0	92.9	84.6	100.0	86.7	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
		BOC & Other Affiliates	100.0	100.0	100.0	80.0	100.0	100.0	100.0	25.0	100.0	-	-	-
		Non-Affil. Carriers	95.3	95.8	92.4	93.6	95.4	94.7	91.4	95.9	94.7	90.4	96.6	96.9
DS3		272 Affiliate	-	-	-	-	-	100.0	-	-	-	-	-	-
		BOC & Other Affiliates	66.7	50.0	0.0	-	-	-	100.0	-	-	-	-	-
		Non-Affil. Carriers	-	-	-	100.0	100.0	-	100.0	100.0	100.0	-	100.0	100.0
Ocn		272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	100.0	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	-	-	-	-	-	-	-	-	-	-	-

Notes:
1./ Installation data excludes CNRs.

Repair Measures

Verizon — Access Services — 2003														ME
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	1	0	0	0	0	0	1	0	0	0
		BOC & Other Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers	1	0	2	1	0	1	1	2	1	1	2	0
DS0		272 Affiliate	0	0	0	0	0	0	0	0	0	0	0	0
		BOC & Other Affiliates	15	13	9	1	0	2	2	2	3	2	3	4
		Non-Affil. Carriers	20	11	18	21	25	32	23	18	23	35	18	20
DS1		272 Affiliate	0	0	0	0	0	0	0	0	0	0	0	0
		BOC & Other Affiliates	32	29	12	1	5	5	3	4	11	3	7	7
		Non-Affil. Carriers	45	43	100	59	68	75	62	113	78	70	50	89
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	1	0	1
		Non-Affil. Carriers	0	1	2	0	2	3	1	3	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	0	0	0	0	0	0	0	0	0	0
FG D	Avg. Repair Int. (Hours)	272 Affiliate	-	-	1.98	-	-	-	-	-	1.15	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	1.00	-	3.54	1.45	-	4.13	3.77	2.98	1.33	1.77	2.39	-
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	-	2.51	-	-	-	-	1.12	-	-	0.11	-
DS0	Avg. Repair Int. (Hours)	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	8.46	4.36	11.91	7.00	-	2.43	2.00	0.98	1.31	3.37	7.17	4.08
		Non-Affil. Carriers	4.92	2.60	1.89	2.78	2.45	2.82	3.88	2.31	5.45	3.72	4.06	4.46
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	13.26	3.66	14.33	-	-	1.92	0.82	0.56	1.01	3.84	6.39	4.47
		Non-Affil. Carriers	3.96	1.83	1.93	2.82	2.39	2.43	7.04	2.60	5.84	3.69	4.24	6.21
DS1	Avg. Repair Int. (Hours)	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	6.96	5.31	2.03	1.80	2.24	15.68	2.43	3.31	4.25	2.22	8.17	3.54
		Non-Affil. Carriers	3.68	2.15	3.42	2.97	4.74	5.50	6.19	5.52	3.79	4.06	3.32	3.75
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	9.25	5.08	3.33	-	1.47	32.74	2.95	1.76	7.41	0.62	5.39	4.82
		Non-Affil. Carriers	6.34	2.62	5.11	3.45	6.41	8.02	8.19	6.49	3.07	4.41	2.71	4.07
DS3	Avg. Repair Int. (Hours)	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	3.43	-	2.15
		Non-Affil. Carriers	-	0.62	5.82	-	0.88	1.93	3.60	1.41	-	-	-	-
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	-	2.92	-	0.84	1.32	-	0.68	-	-	-	-
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								ME						
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	0	1	0	0	0
		BOC & Other Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers	0	1	1	1	1	3	0	1	0	1	1	0
DS0		272 Affiliate	0	0	1	1	0	0	0	0	0	0	0	0
		BOC & Other Affiliates	1	2	1	0	1	0	1	1	0	2	0	0
		Non-Affil. Carriers	36	18	12	21	17	38	13	32	19	9	10	24
DS1		272 Affiliate	0	0	0	1	1	2	0	2	1	0	1	0
		BOC & Other Affiliates	7	7	6	5	14	0	10	12	6	4	6	7
		Non-Affil. Carriers	51	59	87	114	103	123	133	108	145	116	112	94
DS3		272 Affiliate	0	0	0	0	0	0	0	0	0	1	0	0
		BOC & Other Affiliates	0	0	0	0	0	0	1	0	0	0	0	1
		Non-Affil. Carriers	2	3	1	0	0	0	2	0	2	2	2	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	-	-	-	-	-	-	-	-	5.65	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	1.48	1.05	1.57	393.67	14.77	-	4.08	-	1.33	3.37	-
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	-	-	-	-	23.87	-	-	-	-	-	-
DS0	Avg. Repair Int. (Hours)	272 Affiliate	-	-	3.35	0.85	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	2.52	5.38	0.35	-	3.30	-	0.18	4.22	-	0.30	-	-
		Non-Affil. Carriers	4.71	3.72	4.17	2.25	4.37	2.65	3.10	4.18	2.98	2.42	5.09	1.99
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	1.21	-	-	-	-	-	-	-	0.14	-	-
		Non-Affil. Carriers	6.48	4.03	4.55	3.45	5.09	2.26	2.54	6.40	3.15	1.97	4.96	2.65
DS1	Avg. Repair Int. (Hours)	272 Affiliate	-	-	-	0.32	0.82	1.90	-	2.77	0.42	-	2.83	-
		BOC & Other Affiliates	3.99	4.04	1.78	1.13	5.36	-	2.60	3.37	4.98	7.75	1.63	1.56
		Non-Affil. Carriers	3.09	2.85	2.75	3.06	2.96	3.35	3.85	3.15	3.10	3.43	3.69	3.96
	Standard Deviation	272 Affiliate	-	-	-	-	-	0.95	-	2.97	-	-	-	-
		BOC & Other Affiliates	1.24	6.47	1.32	0.82	4.10	-	3.99	2.16	3.82	12.59	2.33	0.95
		Non-Affil. Carriers	3.99	3.04	3.59	3.46	3.93	3.69	6.78	3.34	3.27	5.41	3.62	5.52
DS3	Avg. Repair Int. (Hours)	272 Affiliate	-	-	-	-	-	-	-	-	-	2.50	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	3.67	-	-	-	-	3.42
		Non-Affil. Carriers	7.22	2.28	0.12	-	-	-	2.97	-	3.58	1.36	1.18	-
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	6.79	1.68	-	-	-	-	1.61	-	4.16	0.86	0.71	-
Ocn	Avg. Repair Int. (Hours)	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	-	-	-	-	-	-	-	-	-	-	-
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	-	-	-	-	-	-	-	-	-	-	-

Verizon - PIC Intervals - 2003

ME

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	71	16	61	118	215	219	1095	185	751	81	12	460
	INTERVALS	0:46	1:16	2:17	3:27	3:13	3:12	1:59	4:20	2:25	0:50	3:27	1:07
	STD. DEV.	0:08	1:15	1:14	1:41	1:47	2:25	1:09	3:15	1:35	0:08	1:06	2:30
NON AFFILIATES	RECORDS	7579	7814	7827	9211	9172	9798	8636	7027	7123	12625	6759	5199
	INTERVALS	1:55	9:53	1:58	1:56	2:08	2:18	2:33	3:32	2:51	2:41	2:50	2:52
	STD. DEV.	1:54	71:18	1:44	1:44	1:41	1:52	1:49	2:47	1:54	1:49	2:31	2:26

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

ME

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	205	82	68	40	75	24	37	13	12	37	0	0
	INTERVALS	2:43	1:33	1:38	0:54	0:58	1:20	1:34	4:04	0:42	0:42	0:00	0:00
	STD. DEV.	1:54	1:23	1:55	0:42	0:39	1:17	1:11	1:55	1:06	0:04		
NON AFFILIATES	RECORDS	6,266	3,611	5,679	7,622	3,420	3,226	4,327	3,747	2,201	2,672	1,603	1,492
	INTERVALS	2:05	2:25	2:21	2:19	2:29	2:00	1:49	1:41	1:29	1:32	1:18	2:35
	STD. DEV.	1:40	2:02	11:50	1:32	1:56	1:45	1:35	1:32	1:50	1:53	1:33	4:25

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 **MD**

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				30	4	25	4	1	55	33	4	0
		FOC Interval (Days)				12.4	0.3	9.2	1.8	1.0	8.0	12.7	0.3	---
		Standard Deviation				3.1	0.5	3.3	1.0	***	4.1	4.6	0.5	---
	BOC & Other Affiliate	Orders				0	0	0	0	0	0	0	0	0
		FOC Interval (Days)				---	---	---	---	---	---	---	---	---
		Standard Deviation				---	---	---	---	---	---	---	---	---
	NON-AFFIL. CARRIERS	Orders				144	53	47	113	120	35	141	38	56
		FOC Interval (Days)				4.4	4.4	5.3	4.2	6.1	2.4	4.1	3.9	5.8
		Standard Deviation				3.0	4.3	6.5	6.0	9.6	2.0	2.7	4.1	4.7
DS0	272 AFFILIATE	Orders				0	0	0	0	0	4	2	0	0
		FOC Interval (Days)				---	---	---	---	---	3.0	4.0	---	---
		Standard Deviation				---	---	---	---	---	2.9	0.0	---	---
	BOC & Other Affiliate	Orders				2	0	0	2	5	1	2	0	0
		FOC Interval (Days)				2.5	---	---	1.0	1.2	1.0	0.0	---	---
		Standard Deviation				2.1	---	---	0.0	1.6	***	0.0	---	---
	NON-AFFIL. CARRIERS	Orders				142	117	165	298	114	127	142	96	149
		FOC Interval (Days)				1.2	1.2	0.5	1.5	1.6	1.9	1.6	0.5	0.5
		Standard Deviation				1.9	1.8	0.9	1.9	1.8	1.8	1.8	1.0	1.2
DS1	272 AFFILIATE	Orders				0	16	14	17	31	24	15	11	17
		FOC Interval (Days)				---	2.0	0.9	1.1	0.8	0.8	1.4	1.0	1.7
		Standard Deviation				---	1.5	0.9	1.1	0.9	0.7	1.0	0.9	1.2
	BOC & Other Affiliate	Orders				56	115	108	24	24	45	82	12	29
		FOC Interval (Days)				4.0	7.2	3.6	2.3	1.3	1.0	2.1	1.7	3.0
		Standard Deviation				3.2	5.7	6.1	1.4	1.6	1.2	2.3	1.8	8.4
	NON-AFFIL. CARRIERS	Orders				1280	1068	1292	1465	1284	1170	1248	902	1088
		FOC Interval (Days)				1.8	1.6	1.3	2.0	1.5	1.5	1.4	1.6	1.7
		Standard Deviation				1.6	1.7	1.4	2.7	2.2	2.2	1.8	1.6	1.9
DS3	272 AFFILIATE	Orders				0	2	3	2	0	2	2	2	2
		FOC Interval (Days)				---	2.5	5.0	2.5	---	1.0	5.5	4.5	2.0
		Standard Deviation				---	0.7	3.0	0.7	---	1.4	0.7	2.1	0.0
	BOC & Other Affiliate	Orders				1	24	35	18	10	18	9	13	5
		FOC Interval (Days)				2.0	2.2	1.9	2.6	1.4	3.2	3.8	1.6	2.2
		Standard Deviation				***	0.9	1.7	1.6	0.7	1.9	8.0	0.8	0.8
	NON-AFFIL. CARRIERS	Orders				76	111	99	107	73	129	163	57	106
		FOC Interval (Days)				2.1	2.3	2.3	2.6	2.2	3.0	1.5	1.8	2.4
		Standard Deviation				2.5	1.9	2.9	2.6	2.2	8.6	2.1	2.1	2.3
Ocn	272 AFFILIATE	Orders				2	0	0	0	5	2	1	2	0
		FOC Interval (Days)				2.5	---	---	---	1.4	0.0	0.0	0.0	---
		Standard Deviation				0.7	---	---	---	2.6	0.0	***	0.0	---
	BOC & Other Affiliate	Orders				0	0	0	1	0	1	4	0	1
		FOC Interval (Days)				---	---	---	4.0	---	3.0	3.3	---	0.0
		Standard Deviation				---	---	---	***	---	***	2.5	---	***
	NON-AFFIL. CARRIERS	Orders				5	8	5	6	1	1	4	3	4
		FOC Interval (Days)				4.6	2.3	0.6	7.2	1.0	7.0	2.3	3.0	2.3
		Standard Deviation				3.4	1.8	0.5	8.1	***	***	2.2	5.2	2.1

Notes:

1./ Data Not Required for months shaded in grey

2./ *** = standard deviation not defined

Verizon – FOC Results Data – 2004 **MD**

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	0	1	5	62	28	8	8	16	0	1	14	22
		FOC Interval (Days)	---	5.0	10.2	10.8	7.6	8.3	3.0	6.4	---	5.0	7.2	14.4
		Standard Deviation	---	***	3.5	5.6	4.6	5.3	1.9	2.3	---	***	4.0	1.3
	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	19	29	54	43	31	78	9	22	40	18	79	52
		FOC Interval (Days)	7.1	4.6	6.1	9.9	4.5	3.9	2.3	6.1	3.3	1.6	4.1	7.4
		Standard Deviation	8.7	8.2	4.9	10.7	3.2	3.7	2.0	3.8	2.9	2.6	3.8	9.0
DS0	272 AFFILIATE	Orders	0	2	0	3	1	0	0	0	0	2	2	0
		FOC Interval (Days)	---	0.0	---	3.0	0.0	---	---	---	---	1.5	0.0	---
		Standard Deviation	---	0.0	---	2.6	***	---	---	---	---	0.7	0.0	---
	BOC & Other Affiliate	Orders	0	0	2	3	0	2	2	1	0	0	0	4
		FOC Interval (Days)	---	---	1.0	1.0	---	0.5	0.5	0.0	---	---	---	0.3
		Standard Deviation	---	---	1.4	0.0	---	0.7	0.7	***	---	---	---	0.5
	NON-AFFIL. CARRIERS	Orders	135	103	96	131	107	148	135	130	127	105	47	61
		FOC Interval (Days)	0.9	0.7	1.0	1.3	0.8	0.7	0.8	0.7	0.9	0.8	0.8	0.6
		Standard Deviation	1.7	1.3	1.7	1.7	1.4	1.3	1.4	1.4	1.6	1.7	1.5	1.3
DS1	272 AFFILIATE	Orders	23	17	11	24	21	10	18	21	28	19	35	48
		FOC Interval (Days)	1.3	1.9	0.9	1.5	1.8	1.7	2.4	1.3	1.6	2.4	1.2	2.3
		Standard Deviation	1.0	1.6	0.5	1.5	1.2	1.1	1.4	1.4	0.9	1.9	1.2	2.2
	BOC & Other Affiliate	Orders	57	44	77	65	77	114	29	52	9	47	161	80
		FOC Interval (Days)	1.6	1.3	1.8	2.0	1.2	1.7	1.6	1.4	1.2	1.0	1.6	0.8
		Standard Deviation	3.7	1.4	2.5	1.7	1.0	1.5	3.0	1.2	0.8	0.9	1.6	2.3
	NON-AFFIL. CARRIERS	Orders	1034	1170	1381	1360	1475	1439	1670	1767	1504	1501	1195	1187
		FOC Interval (Days)	1.4	1.9	1.6	1.9	1.6	1.7	2.2	1.8	1.4	1.7	1.5	1.5
		Standard Deviation	1.5	1.9	1.8	2.2	1.9	1.7	1.8	1.7	1.9	1.9	1.8	2.1
DS3	272 AFFILIATE	Orders	4	2	4	5	5	11	21	13	20	7	9	0
		FOC Interval (Days)	1.8	3.0	4.0	3.4	2.8	3.3	2.5	5.2	2.8	5.1	1.9	---
		Standard Deviation	1.7	1.4	3.5	2.3	1.8	2.2	1.8	6.2	3.4	2.2	0.9	---
	BOC & Other Affiliate	Orders	3	42	17	10	21	33	8	12	7	1	18	10
		FOC Interval (Days)	2.0	2.2	3.9	5.5	2.3	2.1	2.0	2.2	2.3	0.0	0.9	1.4
		Standard Deviation	0.0	1.8	2.7	1.9	1.8	2.0	1.3	2.1	2.3	***	0.6	0.5
	NON-AFFIL. CARRIERS	Orders	107	100	162	124	96	94	90	138	153	98	83	115
		FOC Interval (Days)	2.4	3.3	2.9	3.0	2.8	2.7	3.2	2.2	2.9	2.0	4.1	2.4
		Standard Deviation	1.9	3.0	2.4	3.4	3.2	2.8	3.7	2.0	3.4	1.6	4.9	3.7
Ocn	272 AFFILIATE	Orders	0	0	1	2	0	0	0	2	3	1	17	2
		FOC Interval (Days)	---	---	5.0	3.0	---	---	---	2.5	2.7	2.0	4.1	4.5
		Standard Deviation	---	---	***	1.4	---	---	---	0.7	2.1	***	2.8	6.4
	BOC & Other Affiliate	Orders	0	7	0	1	0	0	1	1	4	4	2	5
		FOC Interval (Days)	---	4.0	---	1.0	---	---	0.0	0.0	0.0	0.0	0.0	2.8
		Standard Deviation	---	1.2	---	***	---	---	***	***	0.0	0.0	0.0	0.4
	NON-AFFIL. CARRIERS	Orders	12	6	6	13	7	13	3	3	4	2	3	5
		FOC Interval (Days)	1.7	1.7	3.0	2.5	4.7	2.9	1.0	1.7	1.3	2.5	6.7	2.6
		Standard Deviation	2.0	2.3	2.5	2.6	2.2	2.1	1.0	2.1	1.5	3.5	7.0	2.3

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

Installation Measures

Verizon — Access Services Installed — 2003			MD											
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	7	3	6	0	3	28	1	1
		BOC & Other Affiliates				0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers				7	25	17	10	21	19	24	13	31
DS0		272 Affiliate				0	0	0	0	0	0	0	1	0
		BOC & Other Affiliates				1	1	0	0	2	1	2	0	0
		Non-Affil. Carriers				274	153	198	184	157	183	247	72	72
DS1		272 Affiliate						10	5	10	21	6	11	11
		BOC & Other Affiliates				33	73	64	67	15	17	65	33	37
		Non-Affil. Carriers				1189	1071	983	1000	899	914	1170	693	1164
DS3		272 Affiliate				0	0	0	0	1	0	2	0	1
		BOC & Other Affiliates				1		15	15	11	13	13	4	5
		Non-Affil. Carriers				42	16	25	32	12	23	28	33	22
Ocn		272 Affiliate				0	0	0	0	0	0	0	0	0
		BOC & Other Affiliates				0	0	0	0	1	0	1	2	1
		Non-Affil. Carriers				0	3	4	3	2	0	1	1	2
FG D	Avg. Inst. Int. (Days)	272 Affiliate				-	20.71	17.33	20.17	-	10.00	26.89	4.00	7.00
		BOC & Other Affiliates				-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers				8.86	28.44	15.88	11.00	31.95	21.42	44.00	11.69	35.48
	Standard Deviation	272 Affiliate				-	1.11	0.58	2.14	-	1.73	6.20	-	-
		BOC & Other Affiliates				-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers				2.27	11.33	8.96	9.05	52.99	6.45	28.30	7.09	20.29
DS0	Avg. Inst. Int. (Days)	272 Affiliate				-	-	-	-	-	-	-	36.00	-
		BOC & Other Affiliates				11.00	8.00	-	-	9.00	16.00	4.50	-	-
		Non-Affil. Carriers				11.53	11.77	10.57	11.32	21.63	14.16	21.31	11.44	13.40
	Standard Deviation	272 Affiliate				-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates				-	-	-	-	7.07		0.71	-	-
		Non-Affil. Carriers				12.48	8.71	7.22	6.02	15.96	12.97	13.69	6.29	16.44
DS1	Avg. Inst. Int. (Days)	272 Affiliate				-	-	15.60	12.60	26.90	18.67	21.83	41.00	15.55
		BOC & Other Affiliates				21.36	20.56	34.66	41.27	46.60	17.18	23.00	34.64	85.19
		Non-Affil. Carriers				17.32	17.66	18.35	19.10	19.07	22.87	22.17	19.91	24.24
	Standard Deviation	272 Affiliate				-	-	9.47	4.62	13.14	9.30	15.11	15.71	8.82
		BOC & Other Affiliates				16.12	12.04	42.81	33.57	30.32	21.71	29.90	31.73	65.00
		Non-Affil. Carriers				16.94	14.33	16.41	16.13	14.74	16.58	19.16	18.88	22.92
DS3	Avg. Inst. Int. (Days)	272 Affiliate				-	-	-	-	18.00	-	9.00	-	7.00
		BOC & Other Affiliates				33.00	-	19.80	30.47	31.00	22.31	25.69	24.00	49.00
		Non-Affil. Carriers				27.06	27.06	28.64	26.19	28.50	33.52	26.43	32.82	21.55
	Standard Deviation	272 Affiliate				-	-	-	-	-	-	4.24	-	-
		BOC & Other Affiliates				-	-	4.11	13.23	9.90	14.26	8.19	11.46	82.23
		Non-Affil. Carriers				19.12	19.71	23.74	14.45	16.89	26.49	12.49	10.32	13.92
Ocn	Avg. Inst. Int. (Days)	272 Affiliate				-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates				-	-	-	-	25.00	-	14.00	20.50	41.00
		Non-Affil. Carriers				-	42.33	28.00	31.67	21.50	-	24.00	9.00	29.00
	Standard Deviation	272 Affiliate				-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates				-	-	-	-	-	-	-	0.71	-
		Non-Affil. Carriers				-	21.36	7.79	8.08	0.71	-	-	-	0.00
FG D	Percent Installation Commitments Met	272 Affiliate				-	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
DS0		272 Affiliate				-	-	-	-	-	-	-	0.0	-
		BOC & Other Affiliates				100.0	100.0	-	-	100.0	0.0	100.0	-	-
		Non-Affil. Carriers				98.5	94.1	98.0	92.9	93.6	94.0	96.0	93.1	91.7
DS1		272 Affiliate				-	-	100.0	100.0	90.0	81.0	83.3	54.6	81.8
		BOC & Other Affiliates				87.9	100.0	100.0	95.5	73.3	82.4	96.9	90.9	83.8
		Non-Affil. Carriers				96.6	95.5	96.6	94.3	84.9	89.9	88.6	92.2	92.3
DS3		272 Affiliate				-	-	-	-	0.0	-	50.0	-	100.0
		BOC & Other Affiliates				100.0	-	73.3	33.3	54.6	76.9	69.2	50.0	100.0
		Non-Affil. Carriers				97.6	75.0	88.0	93.8	75.0	95.7	82.1	93.9	81.8
Ocn		272 Affiliate				-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates				-	-	-	-	100.0	-	100.0	100.0	100.0
		Non-Affil. Carriers				-	100.0	100.0	100.0	0.0	-	100.0	100.0	100.0

Notes:
1./ Data not required for months shaded in grey.
2./ Installation data excludes CNRs

Installation Measures

Verizon — Access Services Installed --- 2004														MD
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	0	4	47	42	14	8	19	0	0	0	0
		BOC & Other Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers	9	8	33	26	35	13	9	11	6	17	5	10
DS0		272 Affiliate	0	0	0	3	2	1	0	0	0	0	0	0
		BOC & Other Affiliates	0	0	0	0	3	0	0	1	1	0	0	0
		Non-Affil. Carriers	98	72	73	65	93	88	96	69	67	59	36	37
DS1		272 Affiliate	23	14	14	10	15	13	5	25	20	15	10	23
		BOC & Other Affiliates	30	23	44	88	58	68	64	151	61	23	52	96
		Non-Affil. Carriers	964	764	1127	981	875	1134	1103	1169	1325	1279	892	1007
DS3		272 Affiliate	1	2	1	0	0	0	15	2	4	1	7	1
		BOC & Other Affiliates	7	2	4	6	2	3	5	5	5	1	0	0
		Non-Affil. Carriers	20	13	28	42	48	30	21	14	26	45	11	28
Ocn		272 Affiliate	0	0	0	0	0	0	0	0	1	0	1	4
		BOC & Other Affiliates	0	1	6	0	0	0	0	0	0	0	0	0
		Non-Affil. Carriers	1	1	2	6	2	3	2	3	2	0	0	2
FG D	Avg. Inst. Int. (Days)	272 Affiliate	-	-	12.00	19.53	22.83	19.00	6.38	10.84	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	30.22	8.38	27.64	19.42	11.37	77.31	25.22	14.27	8.50	12.06	13.20	13.10
	Standard Deviation	272 Affiliate	-	-	0.00	6.50	10.02	0.00	3.89	3.08	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	14.20	5.15	15.12	8.58	4.78	50.67	28.12	4.50	6.02	6.07	1.92	3.38
DS0	Avg. Inst. Int. (Days)	272 Affiliate	-	-	-	26	20.5	29	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	23.67	-	-	22	12	-	-	-
		Non-Affil. Carriers	12.03	12.72	9.95	12.26	14.68	11.52	11.36	13.84	15.96	12.10	36.69	19.76
	Standard Deviation	272 Affiliate	-	-	-	18.19	3.54	-	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	19.66	-	-	-	-	-	-	-
		Non-Affil. Carriers	5.26	9.46	5.84	5.46	7.61	6.88	6.05	8.31	11.00	8.72	73.04	32.46
DS1	Avg. Inst. Int. (Days)	272 Affiliate	25.83	14.07	19.93	16.80	14.80	15.54	17.60	15.92	11.45	14.93	12.70	12.65
		BOC & Other Affiliates	44.40	13.57	21.23	24.66	21.26	23.50	12.41	14.64	33.26	28.17	13.06	31.82
		Non-Affil. Carriers	24.26	18.76	17.18	17.50	19.33	21.03	19.30	18.52	22.10	19.04	19.35	17.23
	Standard Deviation	272 Affiliate	15.82	7.13	12.09	8.78	4.60	7.71	5.32	7.65	6.59	7.03	9.21	5.50
		BOC & Other Affiliates	54.13	7.51	9.17	36.89	13.93	17.83	13.58	9.48	12.64	25.59	10.99	37.00
		Non-Affil. Carriers	18.95	18.76	17.68	15.65	22.69	22.52	14.86	13.15	18.47	16.50	19.20	12.37
DS3	Avg. Inst. Int. (Days)	272 Affiliate	21.00	37.00	28.00	-	-	-	7.87	50.50	37.25	37.00	47.29	30.00
		BOC & Other Affiliates	50.43	21.50	29.75	20.67	31.50	40.00	33.80	32.40	36.40	68.00	-	-
		Non-Affil. Carriers	32.50	35.15	29.75	21.14	29.63	32.37	35.95	39.93	26.04	28.42	38.00	26.04
	Standard Deviation	272 Affiliate	-	0.00	-	-	-	-	2.13	2.12	2.06	-	25.70	-
		BOC & Other Affiliates	34.32	17.68	38.35	7.55	21.92	36.01	23.68	25.64	12.01	-	-	-
		Non-Affil. Carriers	21.91	19.93	28.79	12.32	18.22	23.27	18.28	40.21	14.95	9.84	46.23	18.25
Ocn	Avg. Inst. Int. (Days)	272 Affiliate	-	-	-	-	-	-	-	-	22.00	-	35.00	36.25
		BOC & Other Affiliates	-	10.00	31.00	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	23.00	31.00	24.50	66.50	23.50	16.67	72.50	22.00	4.00	-	-	49.50
	Standard Deviation	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	16.88
		BOC & Other Affiliates	-	-	1.55	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	-	33.23	71.58	17.68	13.65	43.13	16.52	2.83	-	-	4.95
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	-	-	-	33.3	100.0	100.0	-	-	-	-	-	-
		BOC & Other Affiliates	-	-	-	-	100.0	-	-	0.0	100.0	-	-	-
		Non-Affil. Carriers	87.8	91.7	86.3	89.2	88.2	86.4	85.4	84.1	91.0	94.9	86.1	78.4
DS1		272 Affiliate	87.0	100.0	100.0	90.0	100.0	84.6	100.0	80.0	100.0	86.7	50.0	73.9
		BOC & Other Affiliates	83.3	91.3	88.6	86.4	86.2	60.3	76.6	94.7	83.6	60.9	86.5	81.3
		Non-Affil. Carriers	91.7	90.5	89.9	90.1	88.6	91.9	94.9	90.8	93.2	93.1	91.0	91.0
DS3		272 Affiliate	0.0	0.0	0.0	-	-	-	66.7	50.0	50.0	100.0	100.0	0.0
		BOC & Other Affiliates	42.9	50.0	100.0	83.3	50.0	66.7	80.0	40.0	40.0	0.0	-	-
		Non-Affil. Carriers	90.0	92.3	89.3	92.9	93.8	86.7	90.5	71.4	84.6	88.9	100.0	92.9
Ocn		272 Affiliate	-	-	-	-	-	-	-	-	100.0	-	0.0	50.0
		BOC & Other Affiliates	-	100.0	50.0	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	100.0	100.0	100.0	83.3	100.0	100.0	100.0	100.0	100.0	-	-	100.0

Notes:
1./ Installation data excludes CNRs

Repair Measures

Verizon — Access Services — 2003									MD					
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				2	2	2	3	0	6	0	0	0
		BOC & Other Affiliates				0	1	0	0	0	0	0	0	0
		Non-Affil. Carriers				15	13	9	24	11	6	17	5	16
DS0		272 Affiliate				0	0	0	0	0	0	0	0	0
		BOC & Other Affiliates				8	20	24	20	16	10	1	0	0
		Non-Affil. Carriers				167	184	199	153	253	203	239	305	194
DS1		272 Affiliate				0	0	0	1	1	0	3	2	4
		BOC & Other Affiliates				165	209	310	287	248	147	67	85	69
		Non-Affil. Carriers				663	863	1090	1055	1245	1362	951	955	784
DS3		272 Affiliate				0	0	0	0	0	1	0	1	0
		BOC & Other Affiliates				5	1	4	3	2	1	2	2	1
		Non-Affil. Carriers				10	9	6	13	13	11	16	10	17
Ocn		272 Affiliate				0	0	0	0	0	0	0	0	0
		BOC & Other Affiliates				0	2	2	0	0	0	1	0	0
		Non-Affil. Carriers				0	0	1	0	3	0	1	1	0
FG D	Avg. Repair Int. (Hours)	272 Affiliate				1.60	0.66	2.09	1.34	-	3.58	-	-	-
		BOC & Other Affiliates				-	0.75	-	-	-	-	-	-	-
		Non-Affil. Carriers				2.08	3.07	1.22	3.41	3.41	9.91	6.18	1.92	5.11
	Standard Deviation	272 Affiliate				0.68	0.39	0.67	0.95	-	4.79	-	-	-
		BOC & Other Affiliates				-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers				3.20	2.65	0.91	5.95	2.69	12.45	11.21	1.41	7.79
DS0	Avg. Repair Int. (Hours)	272 Affiliate				-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates				2.57	2.97	4.75	3.03	5.57	5.07	0.08	-	-
		Non-Affil. Carriers				2.48	3.22	3.84	3.37	3.81	4.62	6.03	4.04	2.93
	Standard Deviation	272 Affiliate				-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates				2.71	2.47	6.27	3.14	4.88	3.86	-	-	-
		Non-Affil. Carriers				2.82	3.50	4.63	3.45	6.39	8.12	7.40	6.00	3.94
DS1	Avg. Repair Int. (Hours)	272 Affiliate				-	-	-	2.38	0.10	-	8.55	3.41	3.36
		BOC & Other Affiliates				4.52	3.93	4.38	4.96	4.37	6.05	4.38	4.51	2.72
		Non-Affil. Carriers				2.98	3.66	4.32	4.29	4.32	4.90	4.10	4.38	3.70
	Standard Deviation	272 Affiliate				-	-	-	-	-	-	9.79	1.15	2.31
		BOC & Other Affiliates				7.82	4.36	5.18	5.97	6.28	7.78	10.98	5.11	3.18
		Non-Affil. Carriers				3.55	4.26	6.10	8.48	6.28	8.32	5.95	5.34	4.91
DS3	Avg. Repair Int. (Hours)	272 Affiliate				-	-	-	-	-	1.78	-	0.18	-
		BOC & Other Affiliates				4.28	3.80	5.22	1.06	1.89	101.27	0.09	6.90	21.03
		Non-Affil. Carriers				3.03	2.76	3.37	4.36	3.47	2.72	3.02	2.74	2.03
	Standard Deviation	272 Affiliate				-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates				0.69	-	0.46	1.49	0.02	-	0.01	9.72	-
		Non-Affil. Carriers				4.12	1.45	4.44	5.87	4.77	1.56	3.17	2.40	2.15
Ocn	Avg. Repair Int. (Hours)	272 Affiliate				-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates				-	11.63	7.27	-	-	-	12.20	-	-
		Non-Affil. Carriers				-	-	5.67	-	9.46	-	23.45	0.13	-
	Standard Deviation	272 Affiliate				-	-	-	-	-	-	-	-	-
		BOC & Other Affiliates				-	13.07	5.02	-	-	-	-	-	-
		Non-Affil. Carriers				-	-	-	-	15.01	-	-	-	-

Repair Measures

Verizon — Access Services — 2004														MD
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	2	1	0	2	2	1	5	2	5	2	1	2
		BOC & Other Affiliates	0	0	0	1	1	0	0	0	0	0	0	1
		Non-Affil. Carriers	10	13	14	14	17	15	8	7	8	5	4	12
DS0		272 Affiliate	0	0	1	0	0	0	1	0	1	1	0	0
		BOC & Other Affiliates	1	0	0	0	0	0	1	0	1	2	1	1
		Non-Affil. Carriers	183	131	135	196	215	206	225	207	159	167	138	160
DS1	Total	272 Affiliate	6	4	1	2	4	3	2	4	3	5	3	4
	Trouble	BOC & Other Affiliates	71	38	78	61	137	143	141	106	83	96	57	73
	Reports	Non-Affil. Carriers	753	606	789	913	1156	1172	1237	1083	929	1009	865	936
DS3		272 Affiliate	0	0	0	1	0	0	2	3	0	0	1	1
		BOC & Other Affiliates	1	0	0	1	1	1	1	2	3	2	1	3
		Non-Affil. Carriers	17	16	12	17	23	22	18	12	16	17	18	21
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	2	0	1	1	1	0	0	1	0	1	0
FG D	Avg. Repair Int.	272 Affiliate	7.88	0.70	-	3.62	1.76	0.40	2.52	5.91	1.88	0.37	4.63	0.40
	(Hours)	BOC & Other Affiliates	-	-	-	2.95	4.17	-	-	-	-	-	-	1.43
		Non-Affil. Carriers	3.04	2.52	4.75	2.03	3.20	3.84	3.54	1.27	2.68	2.90	7.03	8.80
	Standard	272 Affiliate	8.00	-	-	2.29	1.31	-	2.90	6.38	0.96	0.31	-	0.19
	Deviation	BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	1.98	2.26	6.48	1.75	8.09	4.44	3.58	0.89	2.47	3.23	7.80	7.17
DS0	Avg. Repair Int.	272 Affiliate	-	-	0.08	-	-	-	0.43	-	1.65	4.40	-	-
	(Hours)	BOC & Other Affiliates	7.17	-	-	-	-	-	0.05	-	1.18	0.48	0.43	0.42
		Non-Affil. Carriers	2.71	3.81	3.87	4.07	3.07	3.08	3.34	4.25	4.09	4.25	2.48	3.57
	Standard	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
	Deviation	BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	0.15	-	-
		Non-Affil. Carriers	3.29	5.43	3.99	6.18	3.41	3.26	5.72	7.01	4.36	6.48	3.76	4.58
DS1	Avg. Repair Int.	272 Affiliate	2.36	2.07	1.73	39.68	1.42	2.18	1.56	2.25	3.44	9.78	6.59	0.43
	(Hours)	BOC & Other Affiliates	3.13	5.64	6.03	3.16	4.27	4.33	3.13	2.95	3.20	4.13	4.95	5.93
		Non-Affil. Carriers	3.41	3.96	3.64	3.96	3.97	4.03	4.42	4.58	3.98	3.91	3.80	3.97
	Standard	272 Affiliate	2.36	1.56	-	0.04	1.59	1.81	1.66	2.80	2.55	10.26	4.42	0.10
	Deviation	BOC & Other Affiliates	3.78	7.50	7.55	5.56	11.29	7.17	4.12	4.00	5.12	5.14	9.87	10.26
		Non-Affil. Carriers	3.96	5.26	4.08	4.71	6.22	5.40	5.51	6.87	4.71	4.82	5.05	5.13
DS3	Avg. Repair Int.	272 Affiliate	-	-	-	6.70	-	-	15.09	4.81	-	-	0.47	1.20
	(Hours)	BOC & Other Affiliates	0.12	-	-	4.22	3.63	0.02	0.05	1.03	0.13	0.37	3.40	3.49
		Non-Affil. Carriers	2.77	3.15	2.15	2.15	3.04	2.16	3.63	3.71	1.72	1.90	1.82	2.31
	Standard	272 Affiliate	-	-	-	-	-	-	13.56	4.46	-	-	-	-
	Deviation	BOC & Other Affiliates	-	-	-	-	-	-	-	0.29	0.06	0.00	-	3.38
		Non-Affil. Carriers	3.54	4.11	2.52	4.02	3.47	2.78	5.86	2.69	1.56	1.90	2.07	2.92
Ocn	Avg. Repair Int.	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
	(Hours)	BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	0.87	2.50	-	0.55	0.45	0.65	-	-	2.47	-	0.78	-
	Standard	272 Affiliate	-	-	-	-	-	-	-	-	-	-	-	-
	Deviation	BOC & Other Affiliates	-	-	-	-	-	-	-	-	-	-	-	-
		Non-Affil. Carriers	-	2.57	-	-	-	-	-	-	-	-	-	-

Verizon - PIC Intervals - 2003

MD

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				59	465	385	298	1305	457	96	191	9
	INTERVALS				0:36	1:37	1:04	0:58	8:53	1:06	0:56	0:54	5:18
	STD. DEV.				0:06	0:44	0:31	0:35	7:13	1:39	0:33	0:16	7:03
NON AFFILIATES	RECORDS				100309	78878	60706	51941	44439	40689	40584	30875	27460
	INTERVALS				1:31	1:50	1:52	2:23	5:24	2:00	1:50	1:59	2:02
	STD. DEV.				2:09	1:53	1:56	2:14	23:24	3:04	1:48	1:52	4:44

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. Data not required for months shaded in grey.

Verizon - PIC Intervals - 2004

MD

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	274	380	496	326	192	3,710	745	3,795	1,127	1,195	99	422
	INTERVALS	0:41	6:04	1:18	0:42	4:36	1:47	2:42	2:16	2:13	1:16	27:52	1:38
	STD. DEV.	0:13	64:28	2:16	0:05	5:51	0:55	0:37	1:19	1:48	0:35	49:19	2:11
NON AFFILIATES	RECORDS	32,160	27,408	30,769	27,601	21,916	20,806	21,895	13,362	13,812	13,069	10,768	9,557
	INTERVALS	2:29	2:05	8:47	2:27	2:43	1:57	5:29	2:17	1:37	1:47	21:30	2:07
	STD. DEV.	7:53	2:33	53:55	3:13	8:51	1:52	7:54	2:29	1:56	1:44	42:26	2:47

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 **MA**

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	1	0	38	19	18	6	2	11
		FOC Interval (Days)	---	---	---	---	6.0	---	21.2	17.3	31.7	40.2	5.5	11.5
		Standard Deviation	---	---	---	---	***	---	7.2	20.6	18.7	0.4	3.5	2.8
	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	52	55	92	101	188	69	50	46	17	25	13	27
		FOC Interval (Days)	8.4	8.2	25.8	22.9	41.7	22.2	7.6	30.1	8.6	9.5	10.1	15.0
		Standard Deviation	12.1	8.5	25.6	30.0	32.0	21.5	8.0	46.9	11.4	5.6	5.1	11.5
DS0	272 AFFILIATE	Orders	0	0	2	2	2	1	0	9	7	0	2	1
		FOC Interval (Days)	---	---	2.0	1.5	1.0	0.0	---	1.8	2.1	---	2.0	2.0
		Standard Deviation	---	---	0.0	0.7	1.4	***	---	0.4	0.4	---	0.0	***
	BOC & Other Affiliate	Orders	4	3	8	4	6	4	3	12	7	0	2	1
		FOC Interval (Days)	2.0	3.0	1.3	1.5	1.3	1.8	0.7	0.6	1.6	---	1.5	0.0
		Standard Deviation	0.0	3.6	0.7	1.3	0.8	1.7	1.2	0.8	0.8	---	0.7	***
	NON-AFFIL. CARRIERS	Orders	195	222	222	196	179	194	236	339	258	172	228	239
		FOC Interval (Days)	1.4	2.6	1.6	1.7	1.4	1.5	1.3	1.4	1.3	1.3	1.4	1.5
		Standard Deviation	1.7	7.0	3.3	1.8	1.3	0.9	1.1	1.3	1.3	1.0	1.3	1.4
DS1	272 AFFILIATE	Orders	9	15	21	16	25	28	34	31	22	24	19	22
		FOC Interval (Days)	1.9	0.7	0.8	0.8	0.6	0.6	1.3	1.0	0.9	1.0	1.3	1.4
		Standard Deviation	3.2	0.8	1.1	0.7	0.8	0.6	0.9	1.3	0.9	0.7	0.9	1.7
	BOC & Other Affiliate	Orders	104	95	26	49	68	33	13	14	18	25	4	18
		FOC Interval (Days)	3.8	2.5	1.8	1.9	2.3	3.5	6.1	5.6	2.4	1.5	3.3	4.6
		Standard Deviation	2.2	1.9	1.0	1.0	2.0	2.3	4.6	11.1	1.4	1.3	1.5	8.1
	NON-AFFIL. CARRIERS	Orders	1332	1293	1206	1808	1643	1406	1562	1170	1211	1287	1076	1309
		FOC Interval (Days)	1.2	1.5	2.0	0.9	1.4	1.3	1.2	1.1	1.3	1.2	1.1	1.2
		Standard Deviation	2.3	2.4	4.2	1.7	1.9	2.0	1.9	2.3	3.7	1.6	2.1	1.8
DS3	272 AFFILIATE	Orders	1	0	5	0	2	5	6	9	1	2	4	4
		FOC Interval (Days)	0.0	---	3.4	---	2.5	1.2	2.8	3.2	3.0	2.0	2.0	1.3
		Standard Deviation	***	---	5.1	---	0.7	1.6	2.1	4.3	***	0.0	2.0	1.3
	BOC & Other Affiliate	Orders	30	3	1	0	10	20	11	5	2	12	0	4
		FOC Interval (Days)	2.6	1.3	1.0	---	2.7	3.2	3.8	4.8	10.5	1.9	---	3.3
		Standard Deviation	3.1	1.2	***	---	0.9	2.3	3.0	4.7	13.4	0.9	---	2.6
	NON-AFFIL. CARRIERS	Orders	58	54	44	103	80	121	63	51	76	66	59	104
		FOC Interval (Days)	1.7	2.6	2.2	1.8	1.4	0.9	1.8	3.3	1.9	1.4	1.3	1.9
		Standard Deviation	2.7	4.1	2.4	2.2	1.9	1.2	2.6	8.7	2.0	1.6	1.3	3.1
Ocn	272 AFFILIATE	Orders	3	0	0	1	1	0	0	0	0	0	1	2
		FOC Interval (Days)	1.3	---	---	4.0	0.0	---	---	---	---	---	2.0	1.0
		Standard Deviation	1.5	---	---	***	***	---	---	---	---	---	***	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	0	1	1	1	1	2	3	7	0	2	2	0
		FOC Interval (Days)	---	4.0	6.0	1.0	0.0	3.0	0.7	4.1	---	1.5	3.0	---
		Standard Deviation	---	***	***	***	***	4.2	0.6	6.2	---	0.7	2.8	---

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

Verizon -- FOC Results Data -- 2004

MA

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	1	3	2	75	59	22	2	52	19	15	4	0
		FOC Interval (Days)	11.0	6.3	5.0	20.3	12.2	8.4	0.5	6.2	4.7	7.1	33.8	---
		Standard Deviation	***	4.2	0.0	9.7	8.0	10.5	0.7	4.4	4.4	4.8	67.5	---
	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	9	81	62	47	14	33	20	57	51	102	130	41
		FOC Interval (Days)	9.3	11.8	19.2	11.0	5.2	5.4	4.8	9.0	14.3	6.5	14.3	10.5
		Standard Deviation	4.6	10.2	13.9	8.9	3.7	5.5	7.7	7.5	14.3	5.9	8.3	10.2
DS0	272 AFFILIATE	Orders	7	0	2	9	4	5	2	1	0	0	0	3
		FOC Interval (Days)	1.6	---	1.0	1.0	1.3	1.4	2.0	2.0	---	---	---	2.0
		Standard Deviation	1.0	---	0.0	1.1	0.5	2.1	1.4	***	---	---	---	0.0
	BOC & Other Affiliate	Orders	4	2	1	2	5	11	9	3	7	1	0	2
		FOC Interval (Days)	2.3	2.0	2.0	2.0	1.8	1.1	0.6	0.3	2.1	1.0	---	0.0
		Standard Deviation	2.1	1.4	***	0.0	0.4	0.5	0.5	0.6	1.5	***	---	0.0
	NON-AFFIL. CARRIERS	Orders	186	156	174	170	196	189	180	282	189	180	216	421
		FOC Interval (Days)	1.5	1.4	1.3	1.3	1.2	1.4	1.3	1.3	1.4	1.6	1.1	1.4
		Standard Deviation	1.4	1.4	0.9	1.0	0.9	1.4	0.9	1.1	1.5	1.7	1.1	1.0
DS1	272 AFFILIATE	Orders	37	26	34	27	32	31	32	27	28	31	28	31
		FOC Interval (Days)	1.3	1.2	1.1	1.1	0.9	1.0	1.1	1.2	1.0	1.0	1.1	1.1
		Standard Deviation	1.5	0.8	0.9	0.7	0.9	0.8	0.8	1.3	0.9	0.8	1.0	0.7
	BOC & Other Affiliate	Orders	143	51	88	40	85	107	37	22	7	19	10	31
		FOC Interval (Days)	1.8	1.2	2.0	3.9	1.4	1.1	1.6	2.3	1.6	2.1	1.6	2.5
		Standard Deviation	2.0	1.8	2.9	4.8	1.7	1.3	1.2	2.9	1.5	2.5	2.8	3.9
	NON-AFFIL. CARRIERS	Orders	1343	1275	1795	1462	1323	1613	1855	1717	1584	1528	1442	1431
		FOC Interval (Days)	0.9	1.0	0.7	1.2	1.0	1.1	1.1	1.2	1.4	1.2	1.1	1.7
		Standard Deviation	1.2	1.7	1.2	2.7	1.1	1.4	1.8	1.4	2.2	2.1	1.6	2.7
DS3	272 AFFILIATE	Orders	6	16	36	19	14	7	6	16	15	5	6	9
		FOC Interval (Days)	2.7	3.1	1.1	1.2	1.1	2.3	2.7	1.4	0.9	1.8	3.2	1.6
		Standard Deviation	1.2	4.9	1.4	1.2	1.1	1.5	1.8	1.0	1.4	1.3	1.6	2.0
	BOC & Other Affiliate	Orders	1	2	7	0	1	1	0	1	2	4	0	1
		FOC Interval (Days)	0.0	1.5	2.4	---	9.0	2.0	---	1.0	2.0	1.3	---	2.0
		Standard Deviation	***	0.7	3.2	---	***	***	---	***	2.8	1.5	---	***
	NON-AFFIL. CARRIERS	Orders	86	79	104	75	77	111	139	165	81	113	70	98
		FOC Interval (Days)	1.6	1.1	1.3	1.7	1.2	1.6	1.1	2.4	1.7	1.2	1.5	1.7
		Standard Deviation	1.8	1.3	1.4	1.7	1.5	1.8	1.6	2.7	2.2	1.4	2.5	3.5
Ocn	272 AFFILIATE	Orders	0	1	13	5	1	4	5	1	2	1	1	1
		FOC Interval (Days)	---	0.0	2.1	2.2	3.0	1.5	2.0	2.0	2.0	0.0	0.0	3.0
		Standard Deviation	---	***	2.8	2.3	***	3.0	2.1	***	1.4	***	***	***
	BOC & Other Affiliate	Orders	0	1	0	0	0	0	0	0	0	0	1	0
		FOC Interval (Days)	---	5.0	---	---	---	---	---	---	---	---	3.0	---
		Standard Deviation	---	***	---	---	---	---	---	---	---	---	***	---
	NON-AFFIL. CARRIERS	Orders	0	0	3	4	4	1	1	0	0	5	1	1
		FOC Interval (Days)	---	---	3.7	2.8	2.0	3.0	0.0	---	---	2.4	0.0	0.0
		Standard Deviation	---	---	3.1	3.4	2.8	***	***	---	---	2.1	***	***

Notes:

1./ *** = standard deviation not defined