ORIGINAL

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May 17, 2002

Ms. Blanca Bayo, Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Ms. Bayo:

Re: Docket No. 000121C-TP

Please find enclosed Verizon Florida Inc.'s response to Ms. Lisa Harvey's April 12, 2002, request for information in the above-referenced docket. I believe you will find this response to be consistent with Verizon's April 29, 2002, discussion with Staff and the above-mentioned written request.

If there are any questions regarding this material, please contact me or David Christian at 850-224-3963.

Sincerely,

Michelle A. Robinson/dm

AUS ___
CAF ___
CMP ___
COM 5
CTR ___
ECR ___
GCL ___
OPC ___
MMS ___
SEC 1
OTH ___

Michelle A. Robinson

MAR:dm
Enclosures

c: Lisa Harvey (w/e)

SUMMARY

Verizon Florida Inc. (Verizon) proposes to implement performance measures based upon the Carrier-to-Carrier Performance Assurance Plan required under the Federal Communications Commission (FCC) order approving the merger of Bell Atlantic and GTE. [1] This comprehensive set of measurements (listed in Attachment A entitled "Florida Carrier-to-Carrier Guidelines and Performance Standards") address all unbundled network elements, resale and local interconnection services that alternative local exchange carriers (ALECs) purchase from Verizon. Measurements are reported for all key transaction areas including: Pre-Ordering, Ordering, Provisioning, Maintenance, Network Performance (Collocation and Trunk blockage) and Billing.

In addition, the attached guidelines require Verizon to report, on a monthly basis, its performance in 17 measurement categories (with sub-measurements) that address functions that may have a particularly direct effect on Verizon's local competitors and their customers. This information will be made available on an Internet web-site and will provide the Florida Public Service Commission (FPSC) and ALECs tools to understand Verizon's performance in these measurement and sub-measurement categories.

Performance is reported on a monthly basis, within twenty-five days after the end of each month (or, if the 25th day of the month is a Saturday, Sunday or Verizon holiday, the next Verizon business day). The measurement results will be available to the FPSC and ALECs on a secure Verizon Internet website.

[1] *See* Application of GTE Corporation, Transferor, and Bell Atlantic Corporation, Transferee, for Consent to Transfer Control of Domestic and International Sections 214 and 310 Authorizations and Application to Transfer Control of a Submarine Cable Landing License, Memorandum Opinion and Order, 15 FCC Rcd 14032 (2000) ("Merger Order"), at paras. 279-80.

CONFIDENTIALITY

To the extent that Verizon makes available Verizon affiliate information in the performance reports, such information is confidential and proprietary to Verizon, and shall be used by the FPSC and ALECs solely for internal performance assessment purposes, for joint ALEC and Verizon assessments of service performance, and for reporting to the FPSC or courts of competent jurisdiction, in accordance with an agreed-upon protective agreement (and order, if necessary), for the sole purpose of representing Verizon's obligations. No one shall disclose the Verizon affiliate information in the performance reports to third persons. ALEC-specific data will be provided to that ALEC and will be considered proprietary to that ALEC.

If the FCC makes any modification to the Carrier-to-Carrier Performance Assurance Plan set out in its merger approval order, Verizon proposes those modifications shall also apply to this proposed Florida plan.

REMEDIES

Verizon is subject to incentive payments established in the FCC Plan. Under this Plan, the former Bell Atlantic and GTE agreed to make voluntary incentive payments to the United States Treasury if wholesale service provided by the combined entity fails to meet the FCC's performance standards. Payment amounts are subject to monthly state-specific caps. Verizon has not proposed any additional, state-specific penalties.

AUDITS

The FCC requires an independent oversight program, with an independent auditor to conduct an annual audit in order to provide a thorough and systematic evaluation of Verizon's compliance with the conditions and the sufficiency of its internal controls. A separate, state-specific audit requirement would thus be redundant and unnecessary, and Verizon has not proposed one.

Attachment A

FLORIDA
Carrier-To-Carrier Guidelines
And Performance Standards

Verizon Florida, Inc.

May 17, 2002

INTRODUCTION

This document provides the metrics and performance standards that will be applicable to Verizon Florida, Inc. ("Verizon") as a comprehensive Carrier – to – Carrier Performance Measurement Plan. The measurement methodologies, reporting levels, and applicable geography covered are defined and explained. In addition, this document includes a glossary that provides a definition of terms related to the metrics and standards. The appendix also includes descriptions of measurement report formats and reporting.

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* Represents the total number of reportable items, e.g., products and services by each submeasure.

Function:

PO-1 Response Time OSS Ordering Interface

Methodology:

Verizon measures average response time for mechanized Pre-Order queries by capturing information on CLEC queries and Verizon system responses as they occur. When a CLEC initiates a Pre-Order Query, the exact date and time that query is received is captured and assigned a unique transaction ID. When the Verizon response is available for the CLEC online, the exact date and time of the response is stored with the transaction ID of the initial CLEC query. A response interval for each transaction can then be computed by subtracting the query date/time from the response availability date/time. Dispatch information is included in address verification queries.

Queries requesting customer service inquiries (CSIs) can also be processed via fax (Manual CSIs). The date and time the fax is received from the CLEC is captured. The Verizon service representatives fax a response back to the CLEC from their desktop using Viscom software. The date and time this fax is sent to the CLEC is also captured. A response interval for each fax can then be computed by subtracting the receive date/time from the sent date/time. Manual CSIs are measured in clock hours, CSI metrics are expressed as a percent successful within the performance standard.

Definition:

The response interval for each pre-ordering query is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC.

- Address Verification/Dispatch Required
- Request for Telephone Number
- Request for Customer Service Inquiry (CSI)
- Service Availability
- Service Appointment Scheduling (due date)
- Mechanized Loop Qualification

Notes:

- Fully electronic pre-order query response times will be measured for WISE/CORBA/EDI systems based on published system hours.
- Pre-order query transaction time intervals are measured as total transaction time.
- Verizon does not support manual engineering queries for loop qualification.

Exclusions:

excluded from WISE response time calculations.

- Transactions where the received date is greater than the sent date are excluded from Manual response time calculations.
- Transactions not associated with address verification/dispatch required, telephone number, service availability, service due date scheduling, or mechanized loop qualification queries are excluded from OSS response time calculations.
- Queries outside of published system hours for fully electronic sub-metrics are not tracked.
- Manual CSIs exclude non-business days.
- Excludes queries not completed within the reporting period.
- Verizon affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).

Performance Standard:

Electronic (excluding CSI):

- For PO-1-02 through PO-1-05 parity with retail plus not more than 5 seconds.
- PO-1-06 (Loop Qualification) to be determined in next review period with the Florida Commission.

CSIs:

- PO-1-07: Fully Manual: 95% in 24 hours
- PO-1-08: WISE: 95% in 4 hours

Formula:		
CLEC: Σ Response Times for each transaction/Number of Transactions Returned to CLEC Retail: Σ Response Times of Legacy System for each transaction/Number of Transactions Returned to Legacy System		
Report Dimensions		
Company: • Verizon Retail (PO-1-02 thru PO-1-05) • Individual CLEC • CLECs in the aggregate		**Geography:** • Statewide
Sub-Metrics		
Products: PO-1-02 thru PO-1-06	• Electronic Interface (Combined performance for all existing electronic interfaces)	
PO-1-01	**[Intentionally Omitted]**	
PO-1-02	**Average Response Time – Service Appointment Scheduling**	
Calculation	**Numerator**	**Denominator**
	Sum of the elapsed time from query receipt to response sent for service appointment scheduling	Number of Service Appointment Scheduling Queries Returned in Reporting Period
PO-1-03	**Average Response Time – Address Verification/Dispatch Required**	
Calculation	**Numerator**	**Denominator**
	Sum of the elapsed time from query receipt to response sent for address verification/dispatch required	Number of Address Validation/Dispatch Required Queries Returned in Reporting Period
PO-1-04	**Average Response Time – Service Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of the elapsed time from query receipt to response sent for service availability	Number of Service Availability Queries Returned in Reporting Period
PO-1-05	**Average Response Time – Request for Telephone Number**	
Calculation	**Numerator**	**Denominator**
	Sum of the elapsed time from query receipt to response sent for TN request	Number of TN Queries Returned in Reporting Period
PO-1-06	**Average Response Time – Mechanized Loop Qualification**	
Calculation	**Numerator**	**Denominator**
	Sum of the elapsed time from query receipt to response sent for loop qualification	Number of Loop Qualification Queries Returned in Reporting Period
PO-1-07	**% CSI Queries On Time – Manual**	
Products:	• Manual CSI Interface (fax)	
Calculation	**Numerator**	**Denominator**
	Count of manual CSI queries where elapsed time from query receipt to response sent is less than or equal to 24 hours	Count of Manual CSI Queries returned in reporting period
PO-1-08	**% CSI Queries On Time – WISE**	
Products:	• WISE CSI Interface	
Calculation	**Numerator**	**Denominator**
	Count of electronic CSI queries where elapsed time from query receipt to response sent is less than or equal to 4 hours	Count of Electronic CSI Queries returned in reporting period

Function:

PO-2 OSS Interface Availability

Methodology:

Verizon measures "Percent of Time Interface is Available" within scheduled hours of availability for WISE Pre-Ordering, WISE Ordering, WISE CSI and WISE Repair interfaces. If a system becomes unavailable to a CLEC during scheduled hours of availability and prevents the CLEC from completing the electronic interface transaction, the period of time that system is unavailable is recorded via Verizon's Infoman problem tracking system. The start date/time a system becomes unavailable is recorded in Infoman as well as the date/time the system is back fully functional to the CLEC's. The difference between those periods is considered "unavailable" interface time. The ratio of Available hours to scheduled hours of availability is called "Percent Interfaces Available".

Definition:

Measures percent of time an OSS interface is actually available compared to scheduled availability.

Business Rules:

- **Outage hours** are obtained from outage reports
- **Scheduled** hours for WISE Pre-Ordering, Ordering, CSI and Repair interfaces are subject to change and are posted on the Verizon WISE Support Web site. Any changes to interface availability during the reporting period are included in the scheduled hours.
- Verizon captures data on nationwide basis and report national results at a state level. (A single interface is used in all states)

Exclusions:

- Interface for WISE Performance Measures.
- Scheduled system downtime.
- Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).

Performance Standard:

Standard: 99.25%

Report Dimensions:

Company:	**Geography:**
• CLECs in the aggregate	• Statewide (Same performance is reported for each state)

Sub-Metrics:

PO-2-01	**[Intentionally Omitted]**	
PO-2-02	**OSS Interface Availability – Scheduled Hours**	
Products:	• WISE Pre-Ordering Interface • WISE Ordering Interface • WISE Repair Interface • WISE CSI Interface	
Calculation	**Numerator**	**Denominator**
	Number of scheduled interface available hours minus unscheduled interface unavailable hours	Sum of total scheduled interface available hours

Function:

OR-1 Order Confirmation Timeliness

Definition:

Measures the percentage of mechanized orders confirmed within the agreed upon timeframes as specified in the Performance Standards.

Business Rules:

- The start time of requests received after the end of the business day will be the beginning of the next business day.
- Business day is defined as Monday through Friday, excluding weekends and Verizon published holidays.
- Business hours are the published hours of operation for Verizon ordering centers for the Business days of Monday through Friday.
- Elapsed time for fully electronic sub-metrics is tracked during published system hours.

Exclusions:

- Excludes non-business days.
- Excludes delays caused for customer reasons.
- Excludes orders where type of service cannot be determined.
- Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).

Local Service Requests:

- Exclude non-stand-alone records for Directory Assistance/Listing
- Exclude records where the Local Service Request (LSR) received date is greater than the Local Service Confirmation (LSC) sent date on manual LSRs (date keying errors).
- Excludes projects for Resale/UNE with projects defined as CLEC negotiated, where the CLEC provides the appropriate project indicator for orders placed.
- Exclude invalid records.

Access Service Requests:

- Exclude invalid records.
- Exclude records with invalid dates.
- Excludes projects for Interconnection Trunks (defined as more than 192 trunks).

Performance Standard:

95% On Time

- Fully Electronic/Flow Through: 2 system hours
- Resale POTS/UNE (non-designed) <10 lines: 24 clock hours
- Resale POTS/UNE (non-designed) >= 10 lines: 72 clock hours
- Resale Special/UNE designed Services < 10 lines: 48 clock hours
- Resale Special/UNE designed Services >= 10 lines: 72 clock hours
- Interconnection Trunks/UNE Transport: 10 business days

Report Dimensions:

Company:	Geography:
• Individual CLEC • CLECs in the aggregate	• Statewide

Sub-Metrics – Order Confirmation Timeliness		
OR-1-01	**[Intentionally Omitted]**	
OR-1-02	**% On time LSC – Flow Through**	
Products	• Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Port Non-Designed • UNE Platform • UNE 2 wire xDSL Loop	
Calculation	**Numerator**	**Denominator**
	Number of electronic LSCs for flow through orders where the sent date/time minus received date/time is within the standard for specified products	Number of electronic LSCs for flow through orders where a Local Service Confirmation was sent for specified products
OR-1-03	**[Intentionally Omitted]**	
OR-1-04	**% On Time LSC < 10 Lines (Non-Designed-No Flow Through)**	
Products	• Resale POTS • UNE Loop Non-Designed • UNE Port Non-Designed • UNE Platform • UNE 2 wire xDSL Loop	
Calculation	**Numerator**	**Denominator**
	Number of LSCs with less than 10 lines where the sent date/time minus received date/time is within the standard for specified products	Number of LSCs with less than 10 lines where a Local Service Confirmation was sent for specified products
OR-1-05	**% On Time LSC < 10 Lines (Designed - No Flow Through)**	
Products	• Resale Specials • UNE Loop Designed	
Calculation	**Numerator**	**Denominator**
	Number of LSCs with less than 10 lines where the sent date/time minus received date/time is within the standard for specified products	Number of LSCs with less than 10 lines where a Local Service Confirmation was sent for specified products
OR-1-06	**% On Time LSC >= 10 Lines (Non-Designed-No Flow Through)**	
Products	• Resale POTS • UNE Loop Non-Designed • UNE Port Non-Designed • UNE Platform • UNE 2 wire xDSL Loop	
Calculation	**Numerator**	**Denominator**
	Number of LSCs with 10 or more lines where the sent date/time minus received date/time is within the standard for specified products	Number of LSCs with 10 or more lines where a Local Service Confirmation was sent for specified products

[1] Reported where flow-through capability exists

OR-1-07	**% On Time LSC >= 10 Lines (Designed -No Flow Through)**	
Products	• Resale Specials • UNE Loop Designed	
Calculation	**Numerator**	**Denominator**
	Number of LSCs with 10 or more lines where the sent date/time minus received date/time is within the standard for specified products	Number of LSCs with 10 or more lines where a Local Service Confirmation was sent for specified products
OR-1-08 through OR-1-11	**[Intentionally Omitted]**	
OR-1-12	**% On Time FOC (Trunks and Transport)**	
Products	• UNE Transport • Interconnection Trunks	
Calculation	**Numerator**	**Denominator**
	Number of FOCs where the sent date/time minus received date/time is within the standard for specified products	Number of FOCs where a Firm Order Confirmation was sent for specified products

Function:

OR-2 Reject Timeliness

Definition:

The percentage of mechanized orders rejected within the agreed-upon timeframes as specified in the Performance Standards.

Business Rules:

- The start time of requests received after the end of the business day will be the beginning of the next business day.
- Business day is defined as Monday through Friday, excluding weekends and Verizon published holidays.
- Business hours are the published hours of operation for Verizon ordering centers for the Business days of Monday through Friday.
- Elapsed time for fully electronic sub-metrics tracked during published system hours.

Exclusions:

- Excludes non-business days.
- Excludes delays caused for customer reasons.
- Excludes rejects where type of service cannot be determined.
- Excludes non stand-alone Directory Assistance/Listing.
- Excludes rejects with an interval > 30 days on manually received LSRs (date keying errors).
- Verizon affiliate data (where it exists) or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).
- Excludes projects for Resale/UNE with projects defined as CLEC negotiated, where the CLEC provides the appropriate project indicator for orders placed.

Performance Standard:

95% On Time

- Fully Electronic/Flow Through: 2 system hours
- Resale POTS/UNE (non-designed) <10 lines: 24 clock hours
- Resale POTS/UNE >= (non-designed) 10 lines: 72 clock hours
- Resale Special/UNE designed Services < 10 lines: 48 clock hours
- Resale Special Services/UNE designed >= 10 lines: 72 clock hours

Report Dimensions:

Company:	Geography:
• Individual CLEC • CLECs in the aggregate	• Statewide

Sub-Metrics

OR-2-01	**[Intentionally Omitted]**	
OR-2-02	**% On Time LSR Reject – Flow Through**	
Products[2]	• Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Port Non-Designed • UNE Platform • UNE 2 wire xDSL Loop	
Calculation		
	Number of electronic rejects sent where sent date/time minus received date/time is within the standard for the specified products	Number of Flow Through Orders Rejected

[2] Reported where flow-through capability exists

OR-2-03	**[Intentionally Omitted]**	
OR-2-04	**% On Time LSR Reject < 10 Lines (Non-Designed - No Flow Through)**	
Products	• Resale POTS • UNE Loop Non-Designed • UNE Port Non-Designed • UNE Platform • UNE 2 wire xDSL Loop	
Calculation	**Numerator**	**Denominator**
	Number of rejects sent for Orders less than 10 lines where sent date/time minus received date/time is within the standard for specified products	Number of Orders for specified products Rejected with less than 10 lines
OR-2-05	**% On Time LSR Reject < 10 Lines (Designed - No Flow Through)**	
Products	• Resale Specials • UNE Loop Designed	
Calculation	**Numerator**	**Denominator**
	Number of rejects sent for Orders less than 10 lines where sent date/time minus received date/time is within the standard for specified products	Number of Orders for specified products Rejected with less than 10 lines
OR-2-06	**% On Time LSR Reject >= 10 Lines (Non-Designed - No Flow Through)**	
Products	• Resale POTS • UNE Loop Non-Designed • UNE Port Non-Designed • UNE Platform • UNE 2 wire xDSL Loop	
Calculation	**Numerator**	**Denominator**
	Number of rejects sent for Orders with 10 or more lines where sent date/time minus received date/time is within the standard for specified products	Number of Orders Rejected with 10 or more lines for specified products
OR-2-07	**% On Time LSR Reject >= 10 Lines (Designed - No Flow Through)**	
Products	• Resale Specials • UNE Loop Designed	
Calculation	**Numerator**	**Denominator**
	Number of rejects sent for Orders with 10 or more lines where sent date/time minus received date/time is within the standard for specified products	Number of Orders Rejected with 10 or more lines for specified products

Function:	
OR-3 Intentionally Omitted	
Definition:	
Exclusions:	
Performance Standard:	
Report Dimensions:	

Function:	
OR-4 Intentionally Omitted	
Definition:	
Exclusions:	
Performance Standard:	
Report Dimensions:	

Function:

OR-5 Percent Flow-Through

Definition:

Total Flow-Through (OR-5-01): The percent of valid orders received through electronic ordering interfaces and processed directly to the legacy service order system without manual intervention. These service orders require no action by a service representative to type an order into the service order system. This is also known as "ordering" flow-through. (This measure will be reported on a **diagnostic** basis only with no standard applied.)

% Flow Through Achieved (OR-5-03): The percent of valid orders received through the electronic ordering Gateway that are designed to flow through and actually flow through, but excluding those orders that do not flow through due to CLEC errors or a pending order status.

Exclusions:

- Rejected LSRs
- Orders received manually
- Exclude records for Directory Assistance/Listing
- Verizon affiliate data (where it exists) or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).

Performance Standard (for OR-5-03):

Metric OR-5-03 Resale: ≥ 50%
Metric OR-5-03 UNE Loop: ≥ 30%
Metric OR-5-03 UNE Platform: ≥ 10%

Report Dimensions

Company:	Geography:
• Individual CLEC • CLEC Aggregate	• State

Sub-Metrics

OR 5-01	**% Flow Through – Total**	
Products	• Resale • UNE	
Calculation	**Numerator**	**Denominator**
	Number of valid mechanized LSRs that qualify for flow-through and actually flow through without manual intervention for specified products.	Total number of electronically received LSRs for specified products.
OR 5-02	**[Intentionally Omitted]**	
OR 5-03	**% Flow – Through - Achieved**	
Products	• Resale • UNE	
Calculation	**Numerator**	**Denominator**
	Number of valid mechanized LSRs that qualify for flow-through and actually flow through without manual intervention for specified products.	Total number of electronically received LSRs that qualify for flow-through for specified products.

Function:
PR-1 Intentionally Omitted
Definition:
Exclusions:
Performance Standard:
Report Dimensions:

Function:		
PR-2 Intentionally Omitted		
Definition:		
Exclusions:		
Performance Standard:		
Report Dimensions:		
Company:	Geography:	
Sub-Metrics		
Products		
Calculation	Numerator	Denominator

Function:

PR-3 Completed within 5 Days

Definition:

Measures the percent of valid, accepted new, move, and change orders where the number of days from the creation date to the billing effective date is less than or equal to 5 business days.

Exclusions:

- Excludes customer requested due dates beyond interval offered.
- Excludes orders delayed for customer reasons.
- Excludes 'Out'/Disconnect orders.
- Excludes temporary Disconnect orders.
- Excludes 'records only' orders.
- Excludes Verizon company official orders
- Excludes LNP orders
- Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)

Performance Standard:

Parity with Verizon Retail

Report Dimensions:

Company:	**Geography:**
• Individual CLEC • CLECs in the aggregate • Verizon Retail (if analog applies)	• Statewide

Sub-Metrics

PR-3-01 Through PR-3-07	**[Intentionally Omitted]**	
PR-3-08	**% Completed in 5 Days – No Dispatch**	
Products	• Resale POTS • UNE Loop Non-Designed	
Calculation	**Numerator**	**Denominator**
	Number of valid new, move, and change non-dispatched orders where the billing effective date minus the application date is less than or equal to 5 business days for specified products	Total valid new, move and change non-dispatched orders for specified products
PR-3-09	**% Completed in 5 Days – Dispatch**	
Products	• Resale POTS • UNE Loop Non-Designed	
Calculation	**Numerator**	**Denominator**
	Number of new, move, and change dispatched orders where the billing effective date minus the application date is less than or equal to 5 business days for specified products	Total new, move and change dispatched orders for specified products

Function:

PR-4 Missed Due Dates

Definition:

Measures the percent of new, move and change orders where installation was not completed by the due date for Verizon reasons.

Business Rules:

- Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons.
- Completed date is defined as the Billing Effective Date.

Exclusions:

- Excludes 'Out'/Disconnect orders except when associated with LNP only.
- Excludes temporary Disconnect orders.
- Excludes 'records only' orders.
- Excludes Verizon company official orders.
- Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)
- For PR-4-05 Linesharing – SDA or separate office or division providing xDSL – exclude orders that are ordered by the SDA, separate office or division providing DSL and used to provide resold xDSL.

Performance Standard:

Parity with Verizon Retail

Note: Where the SDA or separate office or division providing DSL is using line sharing for PR-4-05 Line Share – Parity with provision of Line Sharing to SDA or separate office or division providing DSL as applicable.

Report Dimensions:

Company:	**Geography:**
• Individual CLEC • CLECs in the aggregate • Verizon Retail (if analog applies) • Verizon affiliate where it exists (for DSL and line sharing)	• Statewide

Sub-Metrics:

PR-4-01	**% Missed Due Dates – Designed Services**	
Products:	• Resale Specials • UNE Loop Designed • UNE Transport • Interconnection Trunks	
Calculation	**Numerator**	**Denominator**
	Total number of due dates missed for company reasons for New, Move and change orders for specified products	Total number of New, Move and Change orders for specified products

PR-4-02	**Average Delay Days – Total**	
Products:	• Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Port Non-designed • UNE Platform • UNE 2 wire xDSL Loop • UNE Transport • Interconnection Trunks • LNP Only	
Calculation	**Numerator**	**Denominator**
	Sum of the billing effective date minus due date for orders missed due to company reasons by specified products (business days)	Total number of New, Move and Change orders missed for company reasons, by specified products

PR-4-03	**[Intentionally Omitted]**	
PR-4-04	**% Missed Due Dates – Dispatch**	
Products	• Resale POTS • UNE Loop Non-Designed • UNE Platform • UNE 2 wire xDSL Loop	
Calculation	**Numerator**	**Denominator**
	Total number of due dates missed for company reasons for New, Move and change dispatched orders for specified products	Total number of New, Move and Change dispatched orders for specified products
PR-4-05	**% Missed Due Dates – No Dispatch**	
Products	• Resale POTS • UNE Loop Non-Designed • UNE Port Non-Designed • UNE Platform • UNE 2 wire xDSL Loop • UNE Line sharing • LNP Only	
Calculation	**Numerator**	**Denominator**
	Total number of due dates missed for company reasons for New, Move and change non-dispatched orders for specified products	Total number of New, Move and Change non-dispatched orders for specified products

Function:

PR-5 Facility Missed Orders

Definition:

Measures the percent of new, move and change orders missed due to lack of facilities.

Business Rules:

- **Due date is** defined as either original due date or final due date if the original due date was missed due to **customer** reasons.
- **Completed** date is defined as the Billing Effective Date.
- **Lack of facilities** is defined to be those orders with DR suffixes for LSR order activity and lack of facility jeopardy codes for ASR order activity.

Notes:

1. Results also included in Measure "Percent Missed Due Dates"

Exclusions:

- Excludes 'records only' orders.
- Excludes 'Out' orders.
- Excludes temporary disconnect orders.
- **Excludes Verizon company official orders.**
- **Verizon affiliate data (where it exists)** or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).
- For Retail 2-wire xDSL where the SDA or separate office or division providing xDSL via Line Sharing – exclude orders that are ordered by the SDA, separate office or division providing DSL and used to provide resold DSL.

Performance Standard:

Parity with Verizon Retail

Report Dimensions:

Company:	**Geography:**
• Individual CLEC • CLECs in the aggregate • **Verizon Retail (if analog applies)** • Verizon affiliate (for xDSL)	• Statewide

Sub-Metrics

PR-5-01 Through PR-5-02	**[Intentionally Omitted]**	
PR-5-03	**% Orders Held for Facilities > 60 Days**	
Products	• Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Port Non-Designed • UNE Platform • UNE 2 wire xDSL Loop • UNE Transport • Interconnection Trunks	
Calculation	**Numerator**	**Denominator**
	Total number of New, Move and change orders where the billing effective date minus the due date is more than 60 days for Company Facility Reasons for specified products	Total number of New, Move and Change completed orders for specified products

Function:

PR-6 Installation Quality

Definition:

Measures the percent of New, Change, Move completed service orders which received a network customer trouble reports received within 30 calendar days for designed services (and within 7 calendar days for POTS/Non-Designed services) of service order completion.

Network customer troubles include the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/ Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15).

Exclusions:

Excludes the following types of trouble:

- CPE and CLEC caused troubles
- Customer error
- Coin
- Invalid, non-service affecting
- Enhanced products and services
- Referred to other vendors
- Received on the Due Date
- Subsequent reports
- Verizon employee generated
- Verizon company official orders
- Verizon affiliate data (where it exists) or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).
- For Retail 2 wire xDSL where the SDA or separate office or division providing xDSL via Line Sharing – exclude orders that are ordered by the SDA, separate office or division providing DSL and used to provide resold DSL

Performance Standard:

Parity with Verizon Retail

Report Dimensions:

Company:	Geography:
• Individual CLEC • CLECs in the aggregate • Verizon Retail (if analog applies)	• Statewide

Sub-Metrics

PR-6-01	**% Installation Troubles reported within 30 Days**	
Products:	• Resale Specials • UNE Loop Designed • UNE 2 wire xDSL Loop • UNE Transport • Interconnection Trunks	
Calculation	**Numerator**	**Denominator**
	Total number of orders that received network customer trouble reports within 30 calendar days of completion for specified products.	Total number of new, move and change orders completed within the calendar month for specified products.
PR-6-02	**% Installation Troubles reported within 7 Days**	
Products:	• Resale POTS • UNE Loop Non-Designed • UNE Port Non-Designed • UNE Platform • LNP Only	
Calculation	**Numerator**	**Denominator**

	Total number of orders that received network customer trouble reports within 7 calendar days of order completion for specified products.	Total number of new, move and change orders completed within the calendar month for specified products.

Function:		
PR-7 Intentionally Omitted		
Definition:		
Exclusions:		
Performance Standard:		
Report Dimensions:		
Company:	**Geography:**	
Sub-Metrics		
Products		
Calculation	**Numerator**	**Denominator**

Function:
PR-8 Intentionally Omitted
Definition:
Exclusions:
Performance Standard:
Report Dimensions:

Function:

PR-9 Coordinated Conversions

Methodology:

Verizon captures the data used to measure coordinated conversion activity from its legacy system, NOCV.

A coordinated conversion consists of a CLEC provider in contact with Verizon prior to and upon completion of a service order request.
A coordinated hot cut conversion consists of a CLEC provider in contact with Verizon from the start to the completion of a service order request.

Three types of formatted remarks are placed on the NOCV order:

- Coordinated customer conversion/coordinated hot cut identifier
- The committed due date/due time
- The actual conversion completion date

If the conversion completion date/completion time is no greater than the committed completion interval plus one hour, the conversion is considered to be on time.

Definition:

Measures the percentage of coordinated orders completed by committed time* for all orders where CLEC has requested coordination (including LNP).

*"Committed time" means the actual conversion completion time is no greater than the committed completion interval plus one-hour.

Business Rules:

- Applies to CLEC requested coordinated orders only (including Number Portability orders where coordination is requested by the CLEC).

Exclusions:

- Excludes CLEC caused misses
- Excludes 'records only' orders
- Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).

Performance Standard:

90% on time
Coordinated Conversions:

Line Size	Committed Completion Interval
1 to 49 lines	1 work hour
50 to 99 lines	2 work hours
100 to 199 lines	3 work hours
200 plus lines	4 work hours

Coordinated Hot Cuts:

1 to 20 lines	1 work hours
21 to 30 lines	1.5 work hours
31 to 40 lines	2 work hours
41 to 50 lines	2.5 work hours
51 to 60 lines	3 work hours
61 to 70 lines	3.5 work hours
71 to 80 lines	4 work hours
81 to 90 lines	4.5 work hours
91 to 100 lines	5 work hours*

*Add an additional 0.5 work hours for each additional 10 lines or increments thereof.

Report Dimensions:

Company:	**Geography:**
• Individual CLEC • CLECs in the aggregate	• Statewide

Sub-Metrics:

PR-9-01	**% On Time Performance**

Products	• Coordinated Conversions/Coordinated Hot Cuts, including LNP	
Calculation	**Numerator**	**Denominator**
	Number of coordinated conversions/hot cuts completed by committed due time	Number of coordinated conversion/hot cuts completed in reporting period

Function:
MR-1 Intentionally Omitted
Definition:
Exclusions:
Performance Standard:
Report Dimensions:

Function:

MR-2 Trouble Report Rate

Definition:

Measures the total number of network customer trouble reports received within a calendar month per 100 local lines/circuits/UNEs/trunks.

Business Rules:

- **Access line**/circuit count taken from previous month.
- **Network Trouble** includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)

Exclusions:

Excludes the following types of trouble:

- CPE
- Customer error
- Coin
- Invalid, non-service affecting
- Enhanced products and services
- Referred to other vendors
- Received on the Due Date
- Subsequent reports
- Provisioning trouble reports
- Verizon employee generated
- Verizon company official orders
- **Verizon affiliate data (where it exists)**, or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).

Performance Standard:

Parity with Verizon Retail

Report Dimensions:

Company:	**Geography:**
• Individual CLEC • CLECs in the aggregate • Verizon Retail (if analog applies)	• Statewide

Sub-Metrics

Products	• Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Port Non-Designed • UNE Transport • UNE Platform • UNE 2 wire xDSL Loop • Interconnection Trunks • LNP Only
MR-2-01	**Network Trouble Report Rate (result is multiplied by 100)**

Calculation	**Numerator**	**Denominator**
	Total number of customer initial and repeat network trouble reports for specified products	Number of access lines/circuits/UNEs/trunks in service at the end of the prior reporting period

Function:

MR-3 Missed Repair Commitments

Definition:

Measures the percent of network trouble reports not cleared by the commitment date and time.

Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)

Exclusions:

Excludes the following types of trouble:

- CPE
- Customer error
- Coin
- Invalid, non-service affecting
- Enhanced products and services
- Referred to other vendors
- Received on the Due Date
- Subsequent reports
- Provisioning trouble reports
- Verizon employee generated
- Verizon company official orders
- Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).

Performance Standard:

Parity with Verizon Retail

Report Dimensions:

Company:	**Geography:**
• Individual CLEC • CLECs in the aggregate • Verizon Retail (if analog applies)	• Statewide

Sub-Metrics

MR-3-01	**% Missed Repair Commitment**	
Products	• Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Port Non-Designed • UNE Transport • UNE Platform • **UNE 2 wire xDSL Loop** • Interconnection Trunks • LNP Only	
Calculation	**Numerator**	**Denominator**
	Total network trouble reports not cleared by commitment date/time for specified products for Verizon reasons	Total network trouble reports completed for specified products

Function:

MR-4 Trouble Duration Intervals

Definition:

Measures the average duration (in hours) of customer network trouble reports. Duration is defined to be the elapsed hours from the date and time the trouble is created to the date and time the trouble is cleared.

Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)

Exclusions:

Excludes the following types of trouble:

- CPE, Coin
- Customer error
- Invalid, non-service affecting
- Enhanced products and services
- Referred to other vendors
- Received on the Due Date
- Subsequent reports
- Provisioning trouble reports
- Verizon employee generated
- Verizon company official orders
- Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).

Performance Standard:

Parity with Verizon Retail

Report Dimensions:

Company:	**Geography:**
• Individual CLEC • CLECs in the aggregate • Verizon Retail (if analog applies)	• Statewide

Sub-Metrics

MR-4-01	**Mean Time to Repair**	
Products	• Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Port Non-Designed • UNE Transport • UNE Platform • UNE 2 wire xDSL Loop • Interconnection Trunks • LNP Only	
	created date and time for customer network trouble reports for specified products (Designed Troubles – excludes interrupt time)	specified products

MR-4-08	% POTS Out of Service > 24 Hours	
Products	• Resale POTS • UNE Loop Non-Designed • UNE Port Non-Designed • UNE Platform	
Calculation	**Numerator**	**Denominator**
	Number of troubles out of service, where the trouble cleared date/time minus the created date/time is greater than 24 hours for specified products	Total out of service customer network trouble reports for specified products

Function:

MR-5 Repeat Trouble Reports

Definition:

Measures the percent of customer network trouble reports received within 30 calendar days of a previous customer network trouble report.

Any trouble, regardless of the original disposition code, that repeats as the following dispositions, will be classified as a repeat report: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)

Exclusions:

Excludes the following types of trouble:

- CPE
- Customer error
- Coin
- Invalid, non-service affecting
- Enhanced products and services
- Referred to other vendors
- Received on the Due Date
- Subsequent reports
- Verizon employee generated
- Verizon company official orders
- Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).

Performance Standard:

Parity with Verizon Retail

Report Dimensions :

Company:	**Geography:**
• Individual CLEC • CLECs in the aggregate • Verizon Retail (if analog applies)	• Statewide

Sub-Metrics

MR-5-01	**% Repeat Reports within 30 Days**	
Products	• Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Transport • UNE Platform • UNE 2 wire xDSL Loop • Interconnection Trunks • LNP Only	
Calculation	**Numerator**	**Denominator**
	Total customer network trouble reports received within 30 calendar days of a previous network trouble report for specified products	Total customer network trouble reports for specified products

Function:

NP-1 Percent Final Trunk Group Blockage

Definition:

Measures the number of final trunk groups exceeding 2% Blocking standard for 3 consecutive months.

Notes:

- Applies to those trunks where the ILEC has augmentation control.
- Does not apply when trunks are provisioned as two-way trunks.

Business Rules:

- **Only measured** on trunks where ILEC has outgoing traffic to CLECs, and where ILEC controls trunk capacity.
- **Exception** Reporting Only (Only reporting data for those trunk groups exceeding the 2% blockage threshold for 3 consecutive months.) (Trunks terminating at a Tandem are engineered at the B.005 level. Trunks terminating at the End office are engineered at the B.01 level)

Exclusions:

- **IXC Dedicated Trunks are not included**
- Abnormal blockage exclusions:
- Network Failures; Switch Outages
- **Acts of God; Storms, Tornadoes,** etc.
- National Holidays
- Media Stimulated Mass Calling
- Cable/Fiber cuts
- Microwave Failures
- Power Outages
- **Verizon affiliate data (where it exists)** will be excluded from all CLEC aggregate performance (in all measures).

Performance Standard:

Final trunk groups will not exceed 2% blockage threshold for 3 consecutive months.

Report Dimensions:

Company:	**Geography:**
• Individual CLEC • CLECs in the aggregate	• Statewide

Sub-Metrics:

NP-1-01 Through NP-1-03	**[Intentionally Omitted]**	
NP-1-04	**Number Final Trunk Groups Exceeding 2% Blocking Standard – 3 Months**	
Products:	• CLEC Trunks	
Calculation	**Numerator**	**Denominator**
	Count of final trunk groups that exceed 2% blocking threshold for three consecutive months, exclusive of trunks that block due to CLEC network problems	Not applicable

Function:

NP-2 Collocation Performance

Definition:

Measures the percent of collocation arrangements responded to and completed (built) on time.

Business Rules:

- Applies to all requests for physical collocation space
- Interval begins when ILEC approves the application and has received, from CLEC, financial payment or bond.

Interval: The number of days between order application date and completion or between order application date and response (notification of space availability) date. The application date is the date that a valid service request is received. The interval begins when Verizon has received a completed application and the associated fee.

Per Florida State Tariff, 19. COLLOCATION SERVICE, Verizon reserves the right to postpone the interval start day for a proposed collocation arrangement by no more than 60 calendar days in the event a CLEC fails to provide an accurate forecast at least two months prior to the application date.

To complete provisioning of a collocation arrangement, Verizon must finish construction in accordance with the requesting CLEC's application and turn functional space over to the CLEC.

A "New Arrangement" is the first occurrence of a collocation by a company in a Verizon central office, regardless of type (includes physical, caged, cageless, and adjacent).

All requests for an addition or change to an existing premise collocation arrangement that has been inspected and turned over to the collocator are considered an augmentation.

Exclusions:

- Verizon Affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures).
- Excludes orders canceled by the CLEC.
- If the CLEC makes a change to size, location, additional AC or DC or HVAC (heating, ventilating, air conditioning) in their application, the order application clock is restarted from the revised application receipt date.
- The following are items that may extend the interval:
  - BDFB (battery distribution fuse board)/rectifier/battery additions;
  - Minor building modifications;
  - HVAC duct modifications.
- Where unconditioned space has to be converted to conditioned space for collocation, the interval is extended and negotiated on an individual case basis with the CLEC and vendors. This may include the following:
  - HVAC Upgrades - Changing the existing cooling unit to a larger one; adding an additional cooling unit; or replacing the existing HVAC duct system to obtain additional capacity from existing units.
  - Major Building Modifications - Construction activity that is required to convert space that is not suitable for housing telecommunications equipment (administrative and unconditioned space) into space that is suitable for telecommunications equipment and meets local building code. Examples of Major Building Modifications construction activities follow:
    1. Asbestos abatement on a room or floor of a building;
    2. Construction of new interior partitions (walls) and doors to accommodate new HVAC system;
    3. Construction required to accommodate restroom access or modifications per code;
    4. Construction or modification of building to facilitate proper emergency egress from the space per code;
    5. Electrical wiring of space per code requirements.

Formula:

% On Time: Number of Responses provided within standard or Arrangements completed on Due Date (adjusted for CLEC milestone misses)/Number of Responses provided or Arrangements completed x 100

Performance Standard:

Physical Space Notification: 95% (within specified interval per intrastate tariff)
Physical Completion: 95% on time (within specified interval per intrastate tariff)

Report Dimensions

Company:	Geography:
• Individual CLECs • CLECs in the aggregate	• Statewide

Sub-Metrics		
NP-2-01	**% On Time Response to Request for Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Count of requests for physical collocation arrangements where response to request is answered within 15 calendar days (or date specified in intrastate tariff).	Count of requests for physical collocation arrangements received in the reporting period.
NP-2-02 Through NP-2-04	**[Intentionally Omitted]**	
NP-2-05	**% On Time – Physical Collocation**	
Products	• New Arrangement • Augment	
Calculation	**Numerator**	**Denominator**
	Number of physical collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses). Note: Due date calculated using intervals specified in intrastate tariff.	Count of physical collocation arrangements completed in the reporting period.

Function:
NP-3 Through NP-6 Intentionally Omitted
Definition:
Exclusions:
Performance Standard:
Report Dimensions:

Function:
BI-1 Intentionally Omitted
Definition:
Exclusions:
Performance Standard:
Report Dimensions:

Function:

BI-2 Timeliness of Carrier Bill

Definition:

This measure captures the percent of invoices transmitted successfully to the CLEC within 10 business days of the scheduled close of a Bill Cycle.

Business Rules:

- Includes only mechanized bills.

Exclusions:

- Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.
- Verizon affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures).

Performance Standard:

98% within 10 business days

Report Dimensions:

Company:	**Geography:**
• Individual CLECs • CLECs in the aggregate	• Statewide

Sub-Metrics

BI-2-01	**Timeliness of Carrier Bill**	
Calculation	**Numerator**	**Denominator**
	Count of invoices transmitted within 10 business days of the scheduled Bill Cycle close date	Count of total invoices transmitted in reporting period.

GLOSSARY OF TERMS	
TERM	**DEFINITION**
Coordinated Customer Conversion	Orders that have a due date negotiated between the ILEC, the CLEC, and the customer so that work activities can be performed on a coordinated basis under the direction of the receiving carrier.
Customer Requested Due Date	A specific due date requested by the customer which is either shorter or longer than the standard interval or the interval offered by the ILEC.
Customer Trouble Reports	A report that the carrier providing the underlying service opens when notified that a customer has a problem with their service. Once resolved, the disposition of the trouble is changed to closed.
Directory Assistance Database	A database that contains subscriber records used to provide live or automated operator-assisted directory assistance. Including 411, 555-1212, NPA-555-1212.
Directory Listings	Subscriber information used for DA and/or telephone directory publishing, including name and telephone number, and optionally, the customer's address.
Due Date	The date provided on the FOC the ILEC sends the CLEC identifying the planned completion date for the order.
Firm Order Confirmation (FOC)	Notice the ILEC sends to the CLEC to notify the CLEC that it has received the CLECs service order, created a service request, and assigned it a due date.
Flow-Through	The term used to describe whether a LSR electronically is passed from the OSS interface system to the ILEC legacy system to automatically create a service order. LSRs that do not flow through require manual intervention for the service order to be created in the ILEC legacy system.
Held Order	An order for which the ILEC has issued a FOC, but whose due date has passed without it being completed.
Installation	The activity performed to activate a service.
Installation Troubles	A trouble, which is identified after service order activity and installation, has completed on a customer's line. It is likely attributable to the service activity (within a defined time period).
Inside Wiring	The telecommunications wiring located at a customer's premises that extends beyond the demarcation point.
Interconnection Trunks	A network facility that is used to interconnect two switches generally of different local exchange carriers
Interval	The interval that it will take to provision a service request. POTS services do not have standard intervals; their installation intervals are based on force available and workload. They may change as frequently as twice a day.
Jeopardy	A failure in the service provisioning process which results potentially in the inability of a carrier to meet the committed due date on a service order.
Jeopardy Notice	The actual notice that the ILEC sends to the CLEC when a jeopardy condition has been identified.
Lack of Facilities	A shortage of cable facilities identified after a due date has been committed to a customer, including the CLEC. The facilities shortage may be identified during the inventory assignment process, or during the service installation process. If no facilities are available, the ILEC will issue a jeopardy.
Local Exchange Routing Guide (LERG)	A Bellcore master file that is used by the telecom industry to identify NPA-NXX routing and homing information, as well as network element and equipment designations. The file also includes scheduled network changes associated with activity within the North American Numbering Plan (NANP).

GLOSSARY OF TERMS	
TERM	**DEFINITION**
Local Exchange Traffic	Traffic originated on the network of a LEC in a local calling area that terminates to another LEC in a local calling area.
Local Number Portability	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting."
Local Service Confirmation	OBF term for a FOC
Mechanized Bill	A bill that is delivered via electronic transmission.
Non-Recurring Charge	A rate charged for a product or a service that is assessed on a one-time basis.
NXX, NXX Code or Central Office Code	The three-digit switch entity indicator that is defined by the "D", "E", and "F" digits of a 10-digit telephone number within the NANP. Each NXX Code contains 10,000 station numbers.
Permanent Number Portability (also known as Local or Long Term Number Portability)	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting".
Physical Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.
Plain Old Telephone Service (POTS)	Refers to basic 2-wire analog residential and business services. Can include feature capabilities (e.g., CLASS features).
Product	The designation used to identify a category of similar services; e.g., UNE loops
Projects	Service requests that exceed the line size and/or level of complexity which would allow for the use of standard ordering and provisioning processes. Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.
Provisioning Troubles	A trouble report that is opened for a customer's existing or new service for a trouble identified between the time of the service order creation to the time of order completion. Provisioning troubles that are associated with a CLEC's customers include troubles that occur and are reported during the conversion of an ILEC customer to a CLEC.
Query Types	Pre-ordering information that is available to a CLEC that is categorized according to standards issued by OBF, the FCC and/or the state regulatory commission.
Recurring Charge	A rate charged for a product or service that is assessed each successive billing period.
Reject	A status that can occur to a CLEC submitted local service request (LSR) when it does not meet certain criteria. There are two types of rejects: syntax, which occur if required fields are not included in the LSR: and content, which occur if invalid data is provided in a field. A rejected service request must be corrected and re-submitted before provisioning can begin.
Repeat Report	Any trouble report that is a second (or greater) report on the same telephone number/circuit ID and at the same premises address within 30 days. The original report can be any category, including excluded reports, and can carry any disposition code.
Service Order	The work order created and distributed in ILECs systems and to ILEC work groups in response to a complete, valid service request.
Service Request	The transaction sent from the CLEC to the ILEC to order services or to request a change(s) be made to existing services.
Subsequent Reports	A trouble report that is taken on a previously reported trouble prior to the date and time the initial report has a status of "cleared."

GLOSSARY OF TERMS	
TERM	**DEFINITION**
Trouble Disposition	A code identifying the end result of diagnostic and/or repair activities on a customer trouble report.
Usage Records	The individual call records created in a switch to report the date, time, duration, calling and called numbers associated with a given call.

Appendix A

Measurement Report Format

Each individual performance measurement within the Carrier-To-Carrier Guidelines, regardless of category, includes the:

- Function. This includes both the function that the performance measure addresses as well as the title of the performance measure.
- Definition. This is a description of what is being measured; applicable business rules are also included within the Definition.
- Exclusions. Applicable exclusions, if applicable, are listed for each measure.
- Performance Standard. This area lists the measurement standard, in terms of parity or benchmark. If the performance standard is a benchmark, the specific benchmark standard is listed.
- Report Dimensions. This area lists the report structure (for example, by individual CLEC, CLECs in the aggregate, Verizon Retail, etc.) as well as geography (e.g., statewide).
- Sub-Metric Products. This area lists the specific products (or level of disaggregation) of each sub-measure.
- Sub-Metric Calculations. For each sub-measure, the specific calculation in terms of a numerator and denominator are listed.

Performance Measurement Reporting

Verizon's performance measure reporting is detailed below:

- Verizon will make available to CLECs and the Commission Staff monthly performance measurement reports, no later than the 25th of the subsequent month, via Verizon's WISE (Wholesale Internet Service Engine) Performance Measure's website.
- Each performance measurement report will include all reportable measures on file for which there is activity.
- Each performance measure reported will include information that allows for a determination of parity or benchmark achievement.
- When reporting begins on a new measure or for a new CLEC, Verizon is only required to report results after a full calendar month of data is available.
- All performance measurement reports will be placed on Verizon's WISE Performance Measures website. Each CLEC will have access to its own data, aggregate CLEC data, and Verizon ILEC data. Verizon affiliate data will not be included in the CLEC aggregate data. The Florida Public Utility Commission and Commission Staff will have access to reports for all CLEC entities.
- The results of Verizon's affiliates' performance measurements will be reported to CLECs under strict confidential nondisclosure agreements.
- Raw data supporting the performance measurement results for Verizon and the CLECs will be available to the CLECs, and the Commission Staff. Raw data will be archived by Verizon for a period of twenty-four (24) months. Raw data will be retained with sufficient detail so that the requesting party can reasonably reconcile the data captured by Verizon (for the CLEC) with the internal data of a CLEC.

Performance Metric	Benchmark / Retail Comparison
PO-1 Response Time OSS Ordering Interface **Sub-Metrics:** PO-1-02 Average Response Time - Service Appointment Scheduling PO-1-03 Average Response Time - Address Verification PO-1-04 Average Response Time - Service Availability PO-1-05 Average Response Time - Request for Telephone Number PO-1-06 Average Response Time - Mechanized Loop Qualification PO-1-07 % CSI Queries on Time – Manual (fax) PO-1-08 % CSI Queries on Time - WISE	**Benchmark:** Electronic (excluding CSIs): For PO-1-02 through PO-1-05 parity with retail plus not more than 5 seconds. PO-1-06 (Loop Qualification) to be determined in a future review period CSIs: PO-1-07: Fully Manual: 95% in 24 hours PO-1-08: WISE: 95% in 4 hours
PO-2 OSS Interface Availability **Sub-Metrics:** • WISE Pre-Ordering Interface • WISE Ordering Interface • WISE Repair Interface • WISE CSI Interface	**Benchmark:** Standard: 99.25%
OR-1 Order Confirmation Timeliness **Sub-Metrics:** OR-1-02 % On time LSC – Flow Through OR-1-04 % On Time LSC < 10 Lines (Non-Designed-No Flow Through) OR-1-05 % On Time LSC < 10 Lines (Designed - No Flow Through) OR-1-06 % On Time LSC >= 10 Lines (Non-Designed-No Flow Through) OR-1-07 % On Time LSC >= 10 Lines (Designed -No Flow Through) OR-1-12 % On Time FOC (Trunks and Transport)	**Benchmark:** Standard: 95% On Time • Fully Electronic/Flow Through: 2 system hours • Resale POTS/UNE (non-designed) < 10 Lines: 24 clock hours • Resale POTS/UNE (non-designed) >= 10 Lines: 72 clock hours • Resale Special/UNE designed Services < 10 Lines: 48 clock hours • Resale Special/UNE designed Services >= 10 Lines: 72 clock hours • Interconnection Trunks/UNE Transport: 10 business days
OR-2 Reject Timeliness **Sub-Metrics:** OR-2-02 % On Time LSR Reject – Flow Through OR-2-04 % On Time LSR Reject < 10 Lines (Non-Designed - No Flow Through) OR-2-05 % On Time LSR Reject < 10 Lines (Designed - No Flow Through) OR-2-06 % On Time LSR Reject >= 10 Lines (Non-Designed - No Flow Through) OR-2-07 % On Time LSR Reject >= 10 Lines (Designed - No Flow Through)	**Benchmark:** Standard: 95% On Time • Fully Electronic/Flow Through: 2 system hours • Resale POTS/UNE (non-designed) < 10 Lines: 24 clock hours • Resale POTS/UNE (non-designed) >= 10 Lines: 72 clock hours • Resale Special/UNE designed Services < 10 Lines: 48 clock hours • Resale Special/UNE designed Services >= 10 Lines: 72 clock hours
OR-5 Percent Flow Through **Sub-Metric:**	**Benchmark:**

Performance Metric	Benchmark / Retail Comparison
OR-5-01 % Flow Through - Total OR-5-03 % Flow Through Achieved	Diagnostic basis only with no standard applied. Metric OR-5-03 Resale: ≥ 50% Metric OR-5-03 UNE Loop: ≥ 30% Metric OR-5-03 UNE Platform: ≥ 10%
PR-3 Completed within 5 Days **Sub-Metrics:** PR-3-08 % Completed in 5 Days - No Dispatch • Resale POTS • UNE Loop Non-Designed PR-3-09 % Completed in 5 Days - Dispatch • Resale POTS • UNE Loop Non-Designed	**Retail Comparison:** • Retail POTS No Dispatch • Retail Business POTS Dispatched • Retail POTS Dispatched • Retail Business POTS Dispatched
PR-4 Missed Due Dates **Sub-Metrics:** PR-4-01 % Missed Due Dates - Designed Services • Resale Specials • UNE Loop Designed • UNE Transport • Interconnection Trunks PR-4-02 Average Delay Days - Total • Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Port Non-Designed • UNE Platform • UNE 2 wire xDSL Loop • UNE Transport • Interconnection Trunks • LNP Only PR-4-04 % Missed Due Dates - Dispatch • Resale POTS • UNE Loop Non-Designed • UNE Platform • UNE 2 wire xDSL Loop PR-4-05 % Missed Due Dates - No Dispatch • Resale POTS • UNE Loop Non-Designed • UNE Port Non-Designed • UNE Platform • UNE 2 wire xDSL Loop • UNE Line Sharing • LNP Only	**Retail Comparison:** • Retail Specials • Dispatched Designed Service (excludes HICAPS) • HICAP Designed • Verizon Dedicated Trunks • Retail POTS • Retail Specials • Retail Business POTS Dispatched • Dispatched Designed Service (excludes HICAPS) • Retail CentraNet/Centrex • Retail POTS • Retail xDSL • HICAP Designed • Verizon Dedicated Trunks • Retail POTS Non-Dispatched • Retail POTS • Retail Business POTS Dispatched • Retail POTS • Retail xDSL • Retail POTS • Retail Business POTS Dispatched • Retail CentraNet/Centrex • Retail POTS • Retail xDSL • Retail xDSL • Retail POTS Non-Dispatched
PR-5 Facility Missed Orders **Sub-Metrics:**	**Retail Comparison:**

Performance Metric	Benchmark / Retail Comparison
PR-5-03 % Orders Held for Facilities > 60 Days • Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Port Non-Designed • UNE Platform • UNE 2 wire xDSL Loop • UNE Transport • Interconnection Trunks	 • Retail POTS • Retail Specials • Retail Business POTS Dispatched • Dispatched Designed Service (excludes HICAPS) • CentraNet/Centrex • Retail POTS • Retail xDSL • HICAP Designed • Verizon Dedicated Trunks
PR-6 Installation Quality **Sub-Metrics**: PR-6-01 % Installation Troubles Reported within 30 Days • Resale Specials • UNE Loop Designed • UNE 2 wire xDSL Loop • UNE Transport • Interconnection Trunks PR-6-02 % Installation Troubles Reported within 7 Days • Resale POTS • UNE Loop Non-Designed • UNE Port Non-Designed • UNE Platform • LNP Only	**Retail Comparison:** • Retail Specials • Dispatched Designed Service (excludes HICAPS) • Retail xDSL • HICAP Designed • Verizon Dedicated Trunks • Retail POTS • Retail Business POTS Dispatched • Retail CentraNet/Centrex • Retail POTS • Retail POTS Non-Dispatched
PR-9 Coordinated Conversions: **Sub-Metrics:** PR-9-01 % On Time Performance • Coordinated Conversions/Hot Cuts, including LNP	**Benchmark** Standard: 90% On time • By line size
MR-2 Trouble Report Rate **Sub-Metrics**: MR-2-01 Network Trouble Report Rate • Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Port Non-Designed • UNE Transport • UNE Platform • UNE 2 wire xDSL Loop • Interconnection Trunks • LNP Only	**Retail Comparison:** • Retail POTS • Retail Specials • Retail POTS Dispatched • Retail POTS Dispatched • Retail CentraNet/Centrex • HICAP Designed • Retail POTS • Retail xDSL • Verizon Dedicated Trunks • Retail POTS Non-Dispatched
MR-3 Missed Repair Commitments **Sub-Metrics:** MR-3-01 % Missed Repair Commitments • Resale POTS • Resale Specials • UNE Loop Non-Designed	**Retail Comparison:** • Retail POTS • Retail Specials • Retail POTS Dispatched

Performance Metric	Benchmark / Retail Comparison
• UNE Loop Designed • UNE Port Non-Designed • UNE Transport • UNE Platform • UNE 2 wire xDSL Loop • Interconnection Trunks • LNP Only	• Retail POTS Dispatched • Retail CentraNet/Centrex • HICAP Designed • Retail POTS • Retail xDSL • Verizon Dedicated Trunks • Retail POTS Non-Dispatched
MR-4 Trouble Duration Intervals **Sub-Metrics:** MR-4-01 Mean Time to Repair • Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Port Non-Designed • UNE Transport • UNE Platform • UNE 2 wire xDSL Loop • Interconnection Trunks • LNP Only MR-4-08 % POTS Out of Service > 24 Hours • Resale POTS • UNE Loop Non-Designed • UNE Port Non-Designed • UNE Platform	**Retail Comparison:** • Retail POTS • Retail Specials • Retail POTS Dispatched • Retail POTS Dispatched • Retail CentraNet/Centrex • HICAP Designed • Retail POTS • Retail xDSL • Verizon Dedicated Trunks • Retail POTS Non-Dispatched • Retail POTS • Retail POTS Dispatched • Retail CentraNet/Centrex • Retail POTS
MR-5 Repeat Trouble Reports **Sub-Metrics:** MR-5-01% Repeat Reports within 30 Days • Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Transport • UNE Platform • UNE 2 wire xDSL Loop • Interconnection Trunks • LNP Only	**Retail Comparison:** • Retail POTS • Retail Specials • Retail POTS Dispatched • Retail POTS Dispatched • HICAP Designed • Retail POTS • Retail xDSL • Verizon Dedicated Trunks • Retail POTS Non-Dispatched
NP-1 Percent Final Trunk Group Blockage **Sub-Metrics:** NP-1-04 Number Final Trunk Groups Exceeding 2% Blocking Standard - 3 Months	**Benchmark:** Standard: Final trunk groups will not exceed 2% blockage threshold for 3 consecutive months.
NP-2 Collocation Performance **Sub-Metrics**: NP-2-01 % On Time Response to Request for Physical Collocation NP-2-05 % On Time - Physical Collocation	**Benchmark:** Standard: Physical Space Notification: 95% on time Physical Completion: 95% on time

Performance Metric	Benchmark / Retail Comparison
BI-2 Timeliness of Carrier Bill **Sub-Metric**: BI-2-01 Timeliness of Carrier Bill	**Benchmark:** Standard: 98% within 10 business days

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MONTH	MEASUREMENT	PRODUCT	CLEC AGG NUM	CLEC AGG DENOM	CLEC AGG RESULT	BENCH MARK	ILEC AGG NUM	ILEC AGG DENOM	ILEC AGG RESULT	Z SCORE	SAMPLE ERROR	ILEC STANDARD DEV
Jan-02	BI-2-01 Timeliness of Carrier Bill		1060	1060	100	98						
Jan-02	MR-2-01 Network Trouble Report Rate	ICN		97397			10	386470				
Jan-02	MR-2-01 Network Trouble Report Rate	Resale POTS	478	37662	1.27		33871	2257102	1.5	3 66329893	0.063	0.122
Jan-02	MR-2-01 Network Trouble Report Rate	Spc		573			497	157293	0.32			
Jan-02	MR-2-01 Network Trouble Report Rate	UNE Loop Des	53	3651	1 45		245	17139	1.43	-0.10260271	0 216	0.119
Jan-02	MR-2-01 Network Trouble Report Rate	UNE Loop NonDes	164	20433	0 8		2187	473852	0 46	-7.0436705	0 048	0 068
Jan-02	MR-2-01 Network Trouble Report Rate	UNE Loop xDSL Capable	17	984	1 73							
Jan-02	MR-2-01 Network Trouble Report Rate	UNE Platform	7	511	1 37		33871	2257102	1 5	0.24298956	0.538	0.122
Jan-02	MR-2-01 Network Trouble Report Rate	UNE Transport Des	1	3491	0.03		2	40844		-0.77857073	0 012	
Jan-02	MR-3-01 % Missed Repair Commitment	Resale POTS	14	482	2.9		2075	33871	6 13	2 92859304	1 1	0 24
Jan-02	MR-3-01 % Missed Repair Commitment	Spc	2	5	40		202	497	40 64			
Jan-02	MR-3-01 % Missed Repair Commitment	UNE Loop Des	13	56	23.21		87	245	35 51	1 73473067	7 088	0.479
Jan-02	MR-3-01 % Missed Repair Commitment	UNE Loop NonDes	20	167	11 98		115	2187	5 26	-3.74892486	1.792	0 223
Jan-02	MR-3-01 % Missed Repair Commitment	UNE Loop xDSL Capable	4	21	19 05		14	51	27 45			
Jan-02	MR-3-01 % Missed Repair Commitment	UNE Platform		8			2075	33871	6 13			
Jan-02	MR-3-01 % Missed Repair Commitment	UNE Transport Des	1	1	100		1	2	50	0.4307273	61 237	
Jan-02	MR-4-01 Mean Time to Repair	Resale POTS	8008	482	16.61		521878	33871	15.41	-1.83134922	0 658	14 35
Jan-02	MR-4-01 Mean Time to Repair	Spc	35	5	6 97		3287	497	6 61	-0 58006911	8 068	17.951
Jan-02	MR-4-01 Mean Time to Repair	UNE Loop Des	258	56	4 6		2028	245	8 28	1.03642507	3.549	23 963
Jan-02	MR-4-01 Mean Time to Repair	UNE Loop NonDes	1508	167	9 03		16640	2187	7 61	-2.19084523	0 649	8.086
Jan-02	MR-4-01 Mean Time to Repair	UNE Loop xDSL Capable	194	21	9.23		530	51	10 4	0.32499675	3 61	13.924
Jan-02	MR-4-01 Mean Time to Repair	UNE Platform	107	8	13 39		521878	33871	15.41	0.39767188	5 074	14.35
Jan-02	MR-4-01 Mean Time to Repair	UNE Transport Des	4	1	3 85		192	2	95.95	0.5673094	162 336	132 547
Jan-02	MR-4-08 % Out of Service > 24 Hours	Resale POTS	11	482	2 28		2168	33871	6 4	3 66818822	1 123	0.245
Jan-02	MR-4-08 % Out of Service > 24 Hours	UNE Loop NonDes	5	167	2 99		16	2187	0 73	-2 20986825	0 684	
Jan-02	MR-4-08 % Out of Service > 24 Hours	UNE Platform		8			2168	33871	6 4			
Jan-02	MR-5-01 % Repeat Reports within 30 Days	Resale POTS	42	482	8 71		3042	33871	8.98	0.20388536	1.312	0.286
Jan-02	MR-5-01 % Repeat Reports within 30 Days	Spc		5			43	497	8 65			

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Jan-02 MR-5-01 % Repeat Reports within 30 Days	UNE Loop Des	4	56	7 14		19	245	7 76			
Jan-02 MR-5-01 % Repeat Reports within 30 Days	UNE Loop NonDes	6	167	3.59		200	2187	9 14	2.39923364	2 314	0 288
Jan-02 MR-5-01 % Repeat Reports within 30 Days	UNE Loop xDSL Capable	2	21	9 52		7	51	13 73			
Jan-02 MR-5-01 % Repeat Reports within 30 Days	UNE Platform		8			3042	33871	8 98			
Jan-02 MR-5-01 % Repeat Reports within 30 Days	UNE Transport Des		1				2				
Jan-02 NP-2-01 % On Time Response to Request for Physical Collocation		25	25	100	95						
Jan-02 NP-2-05 % On Time - Physical Collocation		2	2	100	95						
Jan-02 OR-1-02 % On Time LSC-Flow Through	Resale POTS	3975	3980	99.87	95						
Jan-02 OR-1-02 % On Time LSC-Flow Through	Spc	1	1	100	95						
Jan-02 OR-1-02 % On Time LSC-Flow Through	UNE Loop Des	1	1	100	95						
Jan-02 OR-1-02 % On Time LSC-Flow Through	UNE Loop NonDes	197	200	98 5	95						
Jan-02 OR-1-02 % On Time LSC-Flow Through	UNE Loop xDSL Capable	44	49	89 8	95						
Jan-02 OR-1-02 % On Time LSC-Flow Through	UNE Platform	20	20	100	95						
Jan-02 OR-1-04 % On Time LSC < 10 Lines (No Flow Through)	Resale POTS w/ < 10 Lines	2231	2231	100	95						
Jan-02 OR-1-04 % On Time LSC < 10 Lines (No Flow Through)	UNE Loop Des w/ < 10 Lines	65	65	100	95						
Jan-02 OR-1-04 % On Time LSC < 10 Lines (No Flow Through)	UNE Loop NonDes w/ < 10 Lines	1011	1012	99.9	95						
Jan-02 OR-1-04 % On Time LSC < 10 Lines (No Flow Through)	UNE Loop xDSL Capable w/ < 10 Lines	221	221	100	95						
Jan-02 OR-1-04 % On Time LSC < 10 Lines (No Flow Through)	UNE Platform w/ < 10 Lines	26	26	100	95						
Jan-02 OR-1-05 % On Time LSC < 10 Lines (Specials-No Flow Through)	Spc w/ < 10 Lines	21	21	100	95						
Jan-02 OR-1-06 % On Time LSC >= 10 Lines (No Flow Through)	Resale POTS w/ 10+ Lines	110	110	100	95						
Jan-02 OR-1-06 % On Time LSC >= 10 Lines (No Flow Through)	Spc w/ 10+ Lines	1	1	100	95						
Jan-02 OR-1-06 % On Time LSC >= 10 Lines (No Flow Through)	UNE Loop NonDes w/ 10+ Lines	30	30	100	95						
Jan-02 OR-1-06 % On Time LSC >= 10 Lines (No Flow Through)	UNE Platform w/ 10+ Lines	1	1	100	95						
Jan-02 OR-1-12 % On Time FOC	ICN	161	163	98 77	95						
Jan-02 OR-1-12 % On Time FOC	UNE Transport Des	5	5	100	95						
Jan-02 OR-2-02 % On Time LSR Reject-Flow Through	Resale POTS	1228	1234	99.51	95						
Jan-02 OR-2-02 % On Time LSR Reject-Flow Through	Spc	18	19	94 74	95						
Jan-02 OR-2-02 % On Time LSR Reject-Flow Through	UNE Loop Des	36	36	100	95						
Jan-02 OR-2-02 % On Time LSR Reject-Flow Through	UNE Loop NonDes	245	247	99.19	95						

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Jan-02 OR-2-02 % On Time LSR Reject-Flow Through	UNE Loop xDSL Capable	50	50	100	95
Jan-02 OR-2-02 % On Time LSR Reject-Flow Through	UNE Platform	23	23	100	95
Jan-02 OR-2-04 % On Time LSR Reject < 10 Lines (No Flow Through)	Resale POTS w/ < 10 Lines	850	850	100	95
Jan-02 OR-2-04 % On Time LSR Reject < 10 Lines (No Flow Through)	UNE Loop Des w/ < 10 Lines	15	15	100	95
Jan-02 OR-2-04 % On Time LSR Reject < 10 Lines (No Flow Through)	UNE Loop NonDes w/ < 10 Lines	244	244	100	95
Jan-02 OR-2-04 % On Time LSR Reject < 10 Lines (No Flow Through)	UNE Loop xDSL Capable w/ < 10 Lines	31	31	100	95
Jan-02 OR-2-04 % On Time LSR Reject < 10 Lines (No Flow Through)	UNE Platform w/ < 10 Lines	14	14	100	95
Jan-02 OR-2-05 % On Time LSR Reject < 10 Lines (Specials-No Flow Through)	Spc w/ < 10 Lines	8	10	80	95
Jan-02 OR-2-06 % On Time LSR Reject >= 10 Lines (No Flow Through)	Resale POTS w/ 10+ Lines	58	58	100	95
Jan-02 OR-2-06 % On Time LSR Reject >= 10 Lines (No Flow Through)	Spc w/ 10+ Lines	1	1	100	95
Jan-02 OR-2-06 % On Time LSR Reject >= 10 Lines (No Flow Through)	UNE Loop NonDes w/ 10+ Lines	7	7	100	95
Jan-02 OR-2-06 % On Time LSR Reject >= 10 Lines (No Flow Through)	UNE Platform w/ 10+ Lines	2	2	100	95
Jan-02 OR-5-01 % Flow Through-Total	Resale	3977	6148	64 69	
Jan-02 OR-5-01 % Flow Through-Total	UNE	270	1592	16.96	
Jan-02 OR-5-03 % Flow Through-Achieved	Resale	3977	4920	80.83	
Jan-02 OR-5-03 % Flow Through-Achieved	UNE	270	601	44.93	
Jan-02 PO-1-02 Avg Response Time-Service Appointment Scheduling		629	818	0.77	
Jan-02 PO-1-03 Avg Response Time-Address Verification		6434	5506	1.17	
Jan-02 PO-1-04 Avg Response Time-Service Availability		30	34	0.88	
Jan-02 PO-1-05 Avg Response Time-Request for Telephone Number		16820	7556	2.23	
Jan-02 PO-1-06 Avg Response Time-Facility Availability		5907	424	13.93	
Jan-02 PO-1-07 % CSR Queries On Time-Manual		870	877	99 2	95
Jan-02 PO-1-08 % CSR Queries On Time-WISE		4020	4020	100	95
Jan-02 PO-2-02 OSS Interface Availability - Scheduled Hours	WISE CSR Requests	475	476	99.85	99 5

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Jan-02 PO-2-02 OSS Interface Availability - Scheduled Hours	WISE Ordering	392	393	99 82	99 5					
Jan-02 PO-2-02 OSS Interface Availability - Scheduled Hours	WISE Pre-Ordering	392	393	99.82	99.5					
Jan-02 PO-2-02 OSS Interface Availability - Scheduled Hours	WISE Repair	661	662	99.89	99.5					
Jan-02 PR-3-08 % Completed in 5 Days - No Dispatch	Resale POTS NonDisp	1048	1053	99.53		33801	34786	97.17		
Jan-02 PR-3-08 % Completed in 5 Days - No Dispatch	UNE Loop NonDes NonDisp	5	26	19.23		1744	2125	82 07	-6 73067653	7.569
Jan-02 PR-3-09 % Completed in 5 Days - Dispatch	Resale POTS Disp	175	185	94.59		4359	6612	65 93	8 11456124	3.533
Jan-02 PR-3-09 % Completed in 5 Days - Dispatch	UNE Loop NonDes Disp	28	53	52.83		1744	2125	82 07	-5.48144538	5 334
Jan-02 PR-4-01 % Missed Due Dates - Designed Services	ICN	3	149	2.01		7	170	4 12		
Jan-02 PR-4-01 % Missed Due Dates - Designed Services	Spc	2	18	11 11		79	801	9.86	0 11521979	7.106
Jan-02 PR-4-01 % Missed Due Dates - Designed Services	UNE Loop Des	13	157	8 28						
Jan-02 PR-4-02 Average Delay Days - Total	ICN	11	3	3.67		55	7	7.86	0 42606146	9 835
Jan-02 PR-4-02 Average Delay Days - Total	Resale POTS	72	45	1 6		6852	2775	2.47	1 46066462	0.595
Jan-02 PR-4-02 Average Delay Days - Total	Spc	8	2	4		455	79	5.76	0 2987796	5.889
Jan-02 PR-4-02 Average Delay Days - Total	UNE 2 Wire xDSL Loop	3	3	1		68	13	5.23	0.81807566	5.172
Jan-02 PR-4-02 Average Delay Days - Total	UNE Loop Des	94	13	7.23						
Jan-02 PR-4-02 Average Delay Days - Total	UNE Loop NonDes	26	17	1.53		888	247	3.6	1.52924736	1 351
Jan-02 PR-4-04 % Missed Due Dates - Dispatch	Resale POTS Disp	30	555	5 41		2444	19033	12.84	5.16132427	1 441
Jan-02 PR-4-04 % Missed Due Dates - Dispatch	UNE 2 Wire xDSL Loop	3	78	3.85		13	69	18.84		
Jan-02 PR-4-04 % Missed Due Dates - Dispatch	UNE Loop NonDes Disp	15	169	8.88		247	2942	8 4	-0.21885796	2 194
Jan-02 PR-4-05 % Missed Due Dates - No Dispatch	Linesharing NonDisp		9			2	5818	0.03		
Jan-02 PR-4-05 % Missed Due Dates - No Dispatch	Resale POTS NonDisp	15	2965	0.51		331	136895	0.24	-2.89684548	0.091
Jan-02 PR-4-05 % Missed Due Dates - No Dispatch	UNE 2 Wire xDSL Loop NonDisp		1				23			
Jan-02 PR-4-05 % Missed Due Dates - No Dispatch	UNE Loop NonDes NonDisp	2	338	0.59		247	2942	8.4		
Jan-02 PR-4-05 % Missed Due Dates - No Dispatch	UNE Platform NonDisp		35			331	136895	0 24		
Jan-02 PR-5-03 % Orders Held for Facilities > 60 Days	ICN		149				170			
Jan-02 PR-5-03 % Orders Held for Facilities > 60 Days	Resale POTS		3521				155928			
Jan-02 PR-5-03 % Orders Held for Facilities > 60 Days	Spc		18				801			
Jan-02 PR-5-03 % Orders Held for Facilities > 60 Days	UNE 2 Wire xDSL Loop		79				92			
Jan-02 PR-5-03 % Orders Held for Facilities > 60 Days	UNE Loop Des		157							
Jan-02 PR-5-03 % Orders Held for Facilities > 60 Days	UNE Loop NonDes		507				2942			

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Jan-02 PR-5-03 % Orders Held for Facilities > 60 Days	UNE Platform		35			155928				
Jan-02 PR-6-01 % Installation Troubles reported within 30 Days	ICN		168			208				
Jan-02 PR-6-01 % Installation Troubles reported within 30 Days	Spc		17		9	656	1 37			
Jan-02 PR-6-01 % Installation Troubles reported within 30 Days	UNE Loop Des	1	147	0.68		2				
Jan-02 PR-6-02 % Installation Troubles reported within 7 Days	Resale POTS	145	3521	4 12	4471	155928	2 87	-4.39797485	0.284	0.167
Jan-02 PR-6-02 % Installation Troubles reported within 7 Days	UNE Loop NonDes	9	507	1.78	130	2942	4.42	2 67517672	0 988	0.206
Jan-02 PR-6-02 % Installation Troubles reported within 7 Days	UNE Platform		35		4471	155928	2 87			
Jan-02 PR-9-01 % On time Performance		592	637	92.94	90					
Feb-02 BI-2-01 Timeliness of Carrier Bill		1035	1035	100	98					
Feb-02 MR-2-01 Network Trouble Report Rate	Interconnection Trunk	5	99362	0.01	14	380036		-0.36737521	0 002	
Feb-02 MR-2-01 Network Trouble Report Rate	LNP	1	3935	0 03	8325	2253684	0 37			
Feb-02 MR-2-01 Network Trouble Report Rate	Resale POTS	496	34931	1.42	32257	2253684	1 43	0 17800641	0 064	0 119
Feb-02 MR-2-01 Network Trouble Report Rate	Resale Special	2	566	0 35	729	161683	0.45			
Feb-02 MR-2-01 Network Trouble Report Rate	UNE 2 Wire xDSL Loop	29	986	2 94	464	49959	0.93	-6.5234004	0 308	0.096
Feb-02 MR-2-01 Network Trouble Report Rate	UNE Loop Des	67	3738	1 79	23932	2253684	1.06	-4 35367905	0 168	0 102
Feb-02 MR-2-01 Network Trouble Report Rate	UNE Loop NonDes	200	20486	0.98	23932	2253684	1 06	1 18990915	0 072	0 102
Feb-02 MR-2-01 Network Trouble Report Rate	UNE Platform	8	572	1 4	32257	2253684	1.43	0.06583484	0.497	0 119
Feb-02 MR-2-01 Network Trouble Report Rate	UNE Transport		3608			41331				
Feb-02 MR-3-01 % Missed Repair Commitment	Interconnection Trunk	1	6	16 67	3	14	21.43			
Feb-02 MR-3-01 % Missed Repair Commitment	LNP		1		421	8325	5.06			
Feb-02 MR-3-01 % Missed Repair Commitment	Resale POTS	26	498	5 22	1561	32257	4 84	-0.39380038	0.969	0 215
Feb-02 MR-3-01 % Missed Repair Commitment	Resale Special	1	3	33.33	269	729	36 9			
Feb-02 MR-3-01 % Missed Repair Commitment	UNE 2 Wire xDSL Loop	7	29	24.14	63	464	13 58	-1.61059416	6 557	0.343
Feb-02 MR-3-01 % Missed Repair Commitment	UNE Loop Des	22	69	31.88	1140	23932	4 76	-10 561701	2 568	0.213
Feb-02 MR-3-01 % Missed Repair Commitment	UNE Loop NonDes	25	200	12 5	1140	23932	4 76	-5 11549387	1 512	0 213
Feb-02 MR-3-01 % Missed Repair Commitment	UNE Platform	2	8	25	1561	32257	4 84	-1.60676557	7.588	
Feb-02 MR-4-01 Mean Time to Repair	Interconnection Trunk	31	6	5.12	86	14	6 17	0.28352102	3 7	7.583
Feb-02 MR-4-01 Mean Time to Repair	LNP	5	1	5 47	70350	8325	8 45	0.25623558	11.632	11.631

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Feb-02 MR-4-01 Mean Time to Repair	Resale POTS	5469	498	10 98	385272	32257	11 94	1 64785484	0 584	12.933
Feb-02 MR-4-01 Mean Time to Repair	Resale Special	11	3	3.51	5084	729	6 97	0 29104404	11.915	20 596
Feb-02 MR-4-01 Mean Time to Repair	UNE 2 Wire xDSL Loop	165	29	5 7	7812	464	16 84	1 96728259	5.66	29.571
Feb-02 MR-4-01 Mean Time to Repair	UNE Loop Des	421	69	6.1	314922	23932	13 16	4 45905603	1.584	13.14
Feb-02 MR-4-01 Mean Time to Repair	UNE Loop NonDes	1710	200	8 55	314922	23932	13 16	4 94089924	0.933	13.14
Feb-02 MR-4-01 Mean Time to Repair	UNE Platform	111	8	13 85	385272	32257	11.94	-0.54266566	4.573	12.933
Feb-02 MR-4-08 % POTS Out of Service > 24 Hours	Resale POTS	15	309	4 85	1643	20860	7.88	1.9575799	1.544	0.269
Feb-02 MR-4-08 % POTS Out of Service > 24 Hours	UNE Loop NonDes	6	147	4.08	1315	15830	8.31	1 84769013	2.287	0.276
Feb-02 MR-4-08 % POTS Out of Service > 24 Hours	UNE Platform		5		1643	20860	7 88			
Feb-02 MR-5-01 % Repeat Reports within 30 Days	Interconnection Trunk		6			14				
Feb-02 MR-5-01 % Repeat Reports within 30 Days	LNP		1		807	8325	9 69			
Feb-02 MR-5-01 % Repeat Reports within 30 Days	Resale POTS	41	498	8 23	3644	32257	11.3	2.1434585	1.429	0.317
Feb-02 MR-5-01 % Repeat Reports within 30 Days	Resale Special	2	3	66 67	113	729	15.5	-1 50691436	20 938	
Feb-02 MR-5-01 % Repeat Reports within 30 Days	UNE 2 Wire xDSL Loop	6	29	20 69	35	464	7 54	-1 95165378	5 055	
Feb-02 MR-5-01 % Repeat Reports within 30 Days	UNE Loop Des	7	69	10.14	2837	23932	11.85	0.43866034	3 897	0.323
Feb-02 MR-5-01 % Repeat Reports within 30 Days	UNE Loop NonDes	10	200	5	2837	23932	11 85	2.98632571	2 295	0 323
Feb-02 MR-5-01 % Repeat Reports within 30 Days	UNE Platform	1	8	12 5	3644	32257	11.3	0.29701737	11.193	
Feb-02 NP-2-05 % On Time - Physical Collocation		39	39	100	95					
Feb-02 OR-1-02 % On Time LSC-Flow Through	Resale POTS	3853	3858	99 87	95					
Feb-02 OR-1-02 % On Time LSC-Flow Through	Spc	8	8	100	95					
Feb-02 OR-1-02 % On Time LSC-Flow Through	UNE Loop NonDes	178	178	100	95					
Feb-02 OR-1-02 % On Time LSC-Flow Through	UNE Loop xDSL Capable	54	54	100	95					
Feb-02 OR-1-02 % On Time LSC-Flow Through	UNE Platform	17	17	100	95					
Feb-02 OR-1-04 % On Time LSC < 10 Lines (No Flow Through)	Resale POTS w/ < 10 Lines	1962	1962	100	95					
Feb-02 OR-1-04 % On Time LSC < 10 Lines (No Flow Through)	UNE Loop Des w/ < 10 Lines	79	79	100	95					
Feb-02 OR-1-04 % On Time LSC < 10 Lines (No Flow Through)	UNE Loop NonDes w/ < 10 Lines	620	620	100	95					
Feb-02 OR-1-04 % On Time LSC < 10 Lines (No Flow Through)	UNE Loop xDSL Capable w/ < 10 Lines	128	128	100	95					
Feb-02 OR-1-04 % On Time LSC < 10 Lines (No Flow Through)	UNE Platform w/ < 10 Lines	50	50	100	95					
Feb-02 OR-1-05 % On Time LSC < 10 Lines (Specials-No Flow Through)	Spc w/ < 10 Lines	57	57	100	95					
Feb-02 OR-1-06 % On Time LSC >= 10 Lines (No Flow Through)	Resale POTS w/ 10+ Lines	92	92	100	95					

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Feb-02 OR-1-06 % On Time LSC >= 10 Lines (No Flow Through)	Spc w/ 10+ Lines	10	10	100	95			
Feb-02 OR-1-06 % On Time LSC >= 10 Lines (No Flow Through)	UNE Loop NonDes w/ 10+ Lines	25	25	100	95			
Feb-02 OR-1-06 % On Time LSC >= 10 Lines (No Flow Through)	UNE Platform w/ 10+ Lines	2	2	100	95			
Feb-02 OR-1-12 % On Time FOC	ICN	242	242	100	95			
Feb-02 OR-1-12 % On Time FOC	UNE Transport Des	1	1	100	95			
Feb-02 OR-2-02 % On Time LSR Reject-Flow Through	Resale POTS	1937	1941	99.79	95			
Feb-02 OR-2-02 % On Time LSR Reject-Flow Through	Spc	51	51	100	95			
Feb-02 OR-2-02 % On Time LSR Reject-Flow Through	UNE Loop Des	98	99	98 99	95			
Feb-02 OR-2-02 % On Time LSR Reject-Flow Through	UNE Loop NonDes	485	487	99.59	95			
Feb-02 OR-2-02 % On Time LSR Reject-Flow Through	UNE Loop xDSL Capable	87	88	98.86	95			
Feb-02 OR-2-02 % On Time LSR Reject-Flow Through	UNE Platform	51	51	100	95			
Feb-02 OR-2-04 % On Time LSR Reject < 10 Lines (No Flow Through)	Resale POTS w/ < 10 Lines	649	650	99 85	95			
Feb-02 OR-2-04 % On Time LSR Reject < 10 Lines (No Flow Through)	UNE Loop Des w/ < 10 Lines	37	37	100	95			
Feb-02 OR-2-04 % On Time LSR Reject < 10 Lines (No Flow Through)	UNE Loop NonDes w/ < 10 Lines	173	174	99 43	95			
Feb-02 OR-2-04 % On Time LSR Reject < 10 Lines (No Flow Through)	UNE Loop xDSL Capable w/ < 10 Lines	30	30	100	95			
Feb-02 OR-2-04 % On Time LSR Reject < 10 Lines (No Flow Through)	UNE Platform w/ < 10 Lines	14	14	100	95			
Feb-02 OR-2-05 % On Time LSR Reject < 10 Lines (Specials-No Flow Through)	Spc w/ < 10 Lines	36	36	100	95			
Feb-02 OR-2-06 % On Time LSR Reject >= 10 Lines (No Flow Through)	Resale POTS w/ 10+ Lines	58	58	100	95			
Feb-02 OR-2-06 % On Time LSR Reject >= 10 Lines (No Flow Through)	Spc w/ 10+ Lines	22	22	100	95			
Feb-02 OR-2-06 % On Time LSR Reject >= 10 Lines (No Flow Through)	UNE Loop NonDes w/ 10+ Lines	12	12	100	95			
Feb-02 OR-2-06 % On Time LSR Reject >= 10 Lines (No Flow Through)	UNE Platform w/ 10+ Lines	1	1	100	95			
Feb-02 OR-5-01 % Flow Through-Total	Resale	3721	5854	63 56				
Feb-02 OR-5-01 % Flow Through-Total	UNE	249	1135	21 94				
Feb-02 OR-5-03 % Flow Through-Achieved	Resale	3721	4383	84 9				
Feb-02 OR-5-03 % Flow Through-Achieved	UNE	249	534	46.63				
Feb-02 PO-1-02 Avg Response Time-Service Appointment Scheduling	Svc Appt Scheduling	785	624	1 26		202	28	7.23
Feb-02 PO-1-03 Avg Response Time-Address Verification	Address Verification	7591	5984	1 27		158	28	5 66

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Feb-02 PO-1-04 Avg Response Time-Service Availability	Svc Availability	39	59	0 66		194	28	6 94			
Feb-02 PO-1-05 Avg Response Time-Request for Telephone Number		25742	8294	3.1							
Feb-02 PO-1-06 Avg Response Time-Mechanized Loop Qualification		209676	460	455.82							
Feb-02 PO-1-07 % CSI Queries On Time-Manual	Manual CSI Interface (fax)	773	773	100	95						
Feb-02 PO-1-08 % CSI Queries On Time-WISE	WISE CSI Interface	3740	3740	100	95						
Feb-02 PO-1-09 Avg Response Time-Reject/Failed	Reject/Failed Inquiries	2712	1734	1.56							
Feb-02 PO-2-02 OSS Interface Availability - Scheduled Hours	WISE CSI Interface	428	428	99 97	99.25						
Feb-02 PO-2-02 OSS Interface Availability - Scheduled Hours	WISE Ordering Interface	348	348	100	99.25						
Feb-02 PO-2-02 OSS Interface Availability - Scheduled Hours	WISE Pre-Ordering Interface	348	348	99 97	99 25						
Feb-02 PO-2-02 OSS Interface Availability - Scheduled Hours	WISE Repair Interface	595	595	100	99.25						
Feb-02 PR-3-08 % Completed in 5 Days - No Dispatch	Resale POTS NonDisp	1204	1217	98 93		69555	70322	98.91	0.07492569	0.3	0.104
Feb-02 PR-3-08 % Completed in 5 Days - No Dispatch	UNE Loop NonDes NonDisp	5	16	31 25		1567	1812	86.48	-4.80827838	8 586	
Feb-02 PR-3-09 % Completed in 5 Days - Dispatch	Resale POTS Disp	135	151	89.4		6599	8466	77.95	3.36576544	3 404	0.415
Feb-02 PR-3-09 % Completed in 5 Days - Dispatch	UNE Loop NonDes Disp	19	29	65.52		1567	1812	86.48	-3.27506586	6.4	0.342
Feb-02 PR-4-01 % Missed Due Dates - Designed Services	ICN	2	133	1.5		3	169	1.78			
Feb-02 PR-4-01 % Missed Due Dates - Designed Services	Spc	1	12	8.33		107	688	15.55			
Feb-02 PR-4-01 % Missed Due Dates - Designed Services	UNE Loop Des	21	108	19.44							
Feb-02 PR-4-02 Average Delay Days - Total	ICN	34	2	17		3	3	1			0
Feb-02 PR-4-02 Average Delay Days - Total	Resale POTS	178	67	2 66		5526	2020	2 74	0.12249077	0.644	5 189
Feb-02 PR-4-02 Average Delay Days - Total	Spc	17	1	17		872	107	8 15	-1.00813847	15 688	15 616
Feb-02 PR-4-02 Average Delay Days - Total	UNE 2 Wire xDSL Loop	24	9	2 67		67	21	3.19	0.49474651	1 059	2 657
Feb-02 PR-4-02 Average Delay Days - Total	UNE Loop Des	65	21	3 1							
Feb-02 PR-4-02 Average Delay Days - Total	UNE Loop NonDes	12	12	1		791	198	3 99	1.66324916	1 801	6.057
Feb-02 PR-4-02 Average Delay Days - Total	UNE Platform	2	2	1		5526	2020	2.74	0.47280902	3 671	5 189
Feb-02 PR-4-04 % Missed Due Dates - Dispatch	Resale POTS Disp	53	595	8.91		1697	16277	10 43	1.19026922	1 276	0.306

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Feb-02 PR-4-04 % Missed Due Dates - Dispatch	UNE 2 Wire xDSL Loop	9	59	15 25		21	54	38 89	2.5743102	9.181	0.487
Feb-02 PR-4-04 % Missed Due Dates - Dispatch	UNE Loop NonDes Disp	11	123	8.94		198	2589	7 65	-0.52818778	2.453	0.266
Feb-02 PR-4-04 % Missed Due Dates - Dispatch	UNE Platform Disp	1	7	14 29		1697	16277	10.43	0 09400642	11.553	
Feb-02 PR-4-05 % Missed Due Dates - No Dispatch	Linesharing NonDisp		10			3	5611	0.05			
Feb-02 PR-4-05 % Missed Due Dates - No Dispatch	Resale POTS NonDisp	14	3210	0 44		323	110934	0 29	-1.5019804	0 096	0.054
Feb-02 PR-4-05 % Missed Due Dates - No Dispatch	UNE Loop NonDes NonDisp	1	242	0.41		198	2589	7.65			
Feb-02 PR-4-05 % Missed Due Dates - No Dispatch	UNE Platform NonDisp	1	41	2 44		323	110934	0 29	-1.21077775	0 842	
Feb-02 PR-5-03 % Orders Held for Facilities > 60 Days	ICN		133				169				
Feb-02 PR-5-03 % Orders Held for Facilities > 60 Days	Resale POTS		3805				127211				
Feb-02 PR-5-03 % Orders Held for Facilities > 60 Days	Spc		12				688				
Feb-02 PR-5-03 % Orders Held for Facilities > 60 Days	UNE 2 Wire xDSL Loop		59				67				
Feb-02 PR-5-03 % Orders Held for Facilities > 60 Days	UNE Loop Des		108								
Feb-02 PR-5-03 % Orders Held for Facilities > 60 Days	UNE Loop NonDes		365				2589				
Feb-02 PR-5-03 % Orders Held for Facilities > 60 Days	UNE Platform		48				127211				
Feb-02 PR-6-01 % Installation Troubles reported within 30 Days	ICN		149				170				
Feb-02 PR-6-01 % Installation Troubles reported within 30 Days	Spc	1	18	5 56		30	801	3 75	0.01105366	4.525	
Feb-02 PR-6-01 % Installation Troubles reported within 30 Days	UNE Loop Des	3	157	1.91							
Feb-02 PR-6-02 % Installation Troubles reported within 7 Days	Resale POTS	182	3805	4 78		3678	127211	2 89	-6 86277918	0 276	0.168
Feb-02 PR-6-02 % Installation Troubles reported within 7 Days	UNE Loop NonDes	7	365	1 92		94	2589	3.63	1.63785212	1.046	0.187
Feb-02 PR-6-02 % Installation Troubles reported within 7 Days	UNE Platform	1	48	2 08		3678	127211	2.89			
Feb-02 PR-9-01 % On time Performance		453	486	93 21	90						
Mar-02 BI-2-01 Timeliness of Carrier Bill		1047	1047	100	98						
Mar-02 MR-2-01 Network Trouble Report Rate	Interconnection Trunk	4	98278			11	377202		-0.31327659	0.002	
Mar-02 MR-2-01 Network Trouble Report Rate	LNP	1	4629	0 02		10099	2251137	0.45			
Mar-02 MR-2-01 Network Trouble Report Rate	Resale POTS	527	35116	1.5		34374	2251137	1 53	0 3988127	0.066	0 123
Mar-02 MR-2-01 Network Trouble Report Rate	Resale Special	1	550	0 18		851	163399	0 52			
Mar-02 MR-2-01 Network Trouble Report Rate	UNE 2 Wire xDSL Loop	25	997	2.51		550	50916	1.08	-4 31775722	0.331	0 103
Mar-02 MR-2-01 Network Trouble Report Rate	UNE Loop Des	52	4060	1.28		24275	2251137	1.08	-1.24819137	0 162	0 103

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Mar-02 MR-2-01 Network Trouble Report Rate	UNE Loop NonDes	171	21908	0 78	24275	2251137	1 08	4 24724602	0 07	0 103
Mar-02 MR-2-01 Network Trouble Report Rate	UNE Platform	7	1760	0 4	34374	2251137	1 53	3 86204966	0.292	0 123
Mar-02 MR-2-01 Network Trouble Report Rate	UNE Transport		3704		1	41595				
Mar-02 MR-3-01 % Missed Repair Commitment	Interconnection Trunk	3	4	75	6	11	54.55	-0 09655862	29.073	
Mar-02 MR-3-01 % Missed Repair Commitment	LNP	2	3	66 67	578	10099	5.72	-2.34566916	13.413	
Mar-02 MR-3-01 % Missed Repair Commitment	Resale POTS	25	527	4 74	1775	34374	5 16	0.43239327	0.971	0 221
Mar-02 MR-3-01 % Missed Repair Commitment	Resale Special	13	14	92.86	314	851	36 9	-4.05100025	13.002	
Mar-02 MR-3-01 % Missed Repair Commitment	UNE 2 Wire xDSL Loop	7	25	28	72	550	13 09	-2.16148127	6.898	0.337
Mar-02 MR-3-01 % Missed Repair Commitment	UNE Loop Des	17	52	32 69	1197	24275	4 93	-9.236126	3.006	0 217
Mar-02 MR-3-01 % Missed Repair Commitment	UNE Loop NonDes	17	171	9 94	1197	24275	4 93	-3.0155593	1 662	0.217
Mar-02 MR-3-01 % Missed Repair Commitment	UNE Platform		7		1775	34374	5 16			
Mar-02 MR-4-01 Mean Time to Repair	Interconnection Trunk	41	4	10 2	192	11	17 42	0 42288604	17.07	29 237
Mar-02 MR-4-01 Mean Time to Repair	LNP	53	3	17.55	81771	10099	8.1	-1.31388768	7 698	13.331
Mar-02 MR-4-01 Mean Time to Repair	Resale POTS	5240	527	9 94	361802	34374	10.53	1 12575064	0 518	11.799
Mar-02 MR-4-01 Mean Time to Repair	Resale Special	65	14	4 65	4947	851	5 81	0.36431047	3 189	11.837
Mar-02 MR-4-01 Mean Time to Repair	UNE 2 Wire xDSL Loop	205	25	8 21	8964	550	16.3	2 51248288	3.22	15.745
Mar-02 MR-4-01 Mean Time to Repair	UNE Loop Des	400	52	7 69	280031	24275	11 54	2.52979287	1 519	10.942
Mar-02 MR-4-01 Mean Time to Repair	UNE Loop NonDes	1501	171	8.78	280031	24275	11 54	3.28276307	0.84	10.942
Mar-02 MR-4-01 Mean Time to Repair	UNE Platform	24	7	3 42	361802	34374	10.53	1 59348913	4 46	11.799
Mar-02 MR-4-08 % POTS Out of Service > 24 Hours	Resale POTS	8	340	2 35	1442	23323	6 18	2.91100067	1.316	0.241
Mar-02 MR-4-08 % POTS Out of Service > 24 Hours	UNE Loop NonDes	4	125	3.2	893	16384	5 45			
Mar-02 MR-4-08 % POTS Out of Service > 24 Hours	UNE Platform		1		1442	23323	6 18			
Mar-02 MR-5-01 % Repeat Reports within 30 Days	Interconnection Trunk	1	4	25		11		-0.62292572		
Mar-02 MR-5-01 % Repeat Reports within 30 Days	LNP		3		891	10099	8 82			
Mar-02 MR-5-01 % Repeat Reports within 30 Days	Resale POTS	32	527	6 07	3907	34374	11.37	3.79996573	1.393	0.317
Mar-02 MR-5-01 % Repeat Reports within 30 Days	Resale Special	8	14	57 14	181	851	21 27	-2.65114079	11 026	
Mar-02 MR-5-01 % Repeat Reports within 30 Days	UNE 2 Wire xDSL Loop	1	25	4	44	550	8			
Mar-02 MR-5-01 % Repeat Reports within 30 Days	UNE Loop Des	7	52	13 46	3016	24275	12 42	-0.22650185	4.579	0.33
Mar-02 MR-5-01 % Repeat Reports within 30 Days	UNE Loop NonDes	4	171	2 34	3016	24275	12 42			
Mar-02 MR-5-01 % Repeat Reports within 30 Days	UNE Platform	3	7	42 86	3907	34374	11 37	-1.7972281	11 998	
Mar-02 NP-2-01 % On Time Response to Request for Physical Collocation		1	1	100	95					

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Mar-02 NP-2-05 % On Time - Physical Collocation		11	11	100	95
Mar-02 OR-1-02 % On Time LSC-Flow Through	Resale POTS	4543	4554	99.76	95
Mar-02 OR-1-02 % On Time LSC-Flow Through	Resale Special	17	17	100	95
Mar-02 OR-1-02 % On Time LSC-Flow Through	UNE 2 Wire xDSL Loop	82	83	98.8	95
Mar-02 OR-1-02 % On Time LSC-Flow Through	UNE Loop Des	2	2	100	95
Mar-02 OR-1-02 % On Time LSC-Flow Through	UNE Loop NonDes	248	249	99.6	95
Mar-02 OR-1-02 % On Time LSC-Flow Through	UNE Platform	107	107	100	95
Mar-02 OR-1-04 % On Time LSC < 10 Lines (Non-Designed-No Flow Through)	Resale POTS w/ < 10 Lines	1280	1280	100	95
Mar-02 OR-1-04 % On Time LSC < 10 Lines (Non-Designed-No Flow Through)	UNE 2 Wire xDSL Loop w/ < 10 Lines	132	132	100	95
Mar-02 OR-1-04 % On Time LSC < 10 Lines (Non-Designed-No Flow Through)	UNE Loop NonDes w/ < 10 Lines	672	672	100	95
Mar-02 OR-1-04 % On Time LSC < 10 Lines (Non-Designed-No Flow Through)	UNE Platform w/ < 10 Lines	74	74	100	95
Mar-02 OR-1-05 % On Time LSC < 10 Lines (Designed-No Flow Through)	Resale Special w/ < 10 Lines	94	94	100	95
Mar-02 OR-1-05 % On Time LSC < 10 Lines (Designed-No Flow Through)	UNE Loop Des w/ < 10 Lines	130	130	100	95
Mar-02 OR-1-06 % On Time LSC >= 10 Lines (Non-Designed-No Flow Through)	Resale POTS w/ 10+ Lines	36	36	100	95
Mar-02 OR-1-06 % On Time LSC >= 10 Lines (Non-Designed-No Flow Through)	UNE Loop NonDes w/ 10+ Lines	18	18	100	95
Mar-02 OR-1-06 % On Time LSC >= 10 Lines (Non-Designed-No Flow Through)	UNE Platform w/ 10+ Lines	11	11	100	95
Mar-02 OR-1-07 % On Time LSC >= 10 Lines (Designed-No Flow Through)	Resale Special w/ 10+ Lines	7	7	100	95
Mar-02 OR-1-12 % On Time FOC (Trunks and Transport)	Interconnection Trunk	96	96	100	95
Mar-02 OR-1-12 % On Time FOC (Trunks and Transport)	UNE Transport	2	2	100	95
Mar-02 OR-2-02 % On Time LSR Reject-Flow Through	Resale POTS	2158	2163	99.77	95
Mar-02 OR-2-02 % On Time LSR Reject-Flow Through	Resale Special	52	52	100	95
Mar-02 OR-2-02 % On Time LSR Reject-Flow Through	UNE 2 Wire xDSL Loop	77	77	100	95
Mar-02 OR-2-02 % On Time LSR Reject-Flow Through	UNE Loop Des	68	68	100	95
Mar-02 OR-2-02 % On Time LSR Reject-Flow Through	UNE Loop NonDes	448	450	99.56	95
Mar-02 OR-2-02 % On Time LSR Reject-Flow Through	UNE Platform	134	134	100	95
Mar-02 OR-2-04 % On Time LSR Reject < 10 Lines (No Flow Through)	Resale POTS w/ < 10 Lines	525	525	100	95
Mar-02 OR-2-04 % On Time LSR Reject < 10 Lines (No Flow Through)	UNE 2 Wire xDSL Loop w/ < 10 Lines	31	31	100	95
Mar-02 OR-2-04 % On Time LSR Reject < 10 Lines (No Flow Through)	UNE Loop NonDes w/ < 10 Lines	147	147	100	95
Mar-02 OR-2-04 % On Time LSR Reject < 10 Lines (No Flow Through)	UNE Platform w/ < 10 Lines	20	20	100	95

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Mar-02 OR-2-05 % On Time LSR Reject < 10 Lines (Specials-No Flow Through)	Resale Special w/ < 10 Lines	33	33	100	95			
Mar-02 OR-2-05 % On Time LSR Reject < 10 Lines (Specials-No Flow Through)	UNE Loop Des w/ < 10 Lines	37	37	100	95			
Mar-02 OR-2-06 % On Time LSR Reject >= 10 Lines (No Flow Through)	Resale POTS w/ 10+ Lines	9	9	100	95			
Mar-02 OR-2-06 % On Time LSR Reject >= 10 Lines (No Flow Through)	UNE Loop NonDes w/ 10+ Lines	6	6	100	95			
Mar-02 OR-2-06 % On Time LSR Reject >= 10 Lines (No Flow Through)	UNE Platform w/ 10+ Lines	1	1	100	95			
Mar-02 OR-2-07 % On Time LSR Reject >= 10 Lines (Designed-No Flow Through)	Resale Special w/ 10+ Lines	8	8	100	95			
Mar-02 OR-5-01 % Flow Through-Total	Resale	4419	5793	76.28				
Mar-02 OR-5-01 % Flow Through-Total	UNE	441	1493	29 54				
Mar-02 OR-5-03 % Flow Through-Achieved	Resale	4419	5066	87.23				
Mar-02 OR-5-03 % Flow Through-Achieved	UNE	441	833	52.94				
Mar-02 PO-1-02 Avg Response Time-Service Appointment Scheduling	Svc Appt Scheduling	693	343	2.02		249	31	8.02
Mar-02 PO-1-03 Avg Response Time-Address Verification	Address Verification	8963	5053	1.77		195	31	6 28
Mar-02 PO-1-04 Avg Response Time-Service Availability	Svc Availability	12	11	1 09		237	31	7 66
Mar-02 PO-1-05 Avg Response Time-Request for Telephone Number	Request for TN	47050	6194	7 6		198	31	6 4
Mar-02 PO-1-06 Avg Response Time-Mechanized Loop Qualification		690181	632	1092 06				
Mar-02 PO-1-07 % CSI Queries On Time-Manual	Manual CSI Interface (fax)	590	590	100	95			
Mar-02 PO-1-08 % CSI Queries On Time-WISE	WISE CSI Interface	3857	3857	100	95			
Mar-02 PO-1-09 Avg Response Time-Reject/Failed	Reject/Failed Inquiries	2992	1399	2 14				
Mar-02 PO-2-02 OSS Interface Availability - Scheduled Hours	WISE CSI Interface	467	467	100	99 25			
Mar-02 PO-2-02 OSS Interface Availability - Scheduled Hours	WISE Ordering Interface	373	373	100	99.25			
Mar-02 PO-2-02 OSS Interface Availability - Scheduled Hours	WISE Pre-Ordering Interface	372	373	99 8	99 25			
Mar-02 PO-2-02 OSS Interface Availability - Scheduled Hours	WISE Repair Interface	657	657	99 98	99 25			

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Mar-02 PR-3-08 % Completed in 5 Days - No Dispatch	Resale POTS NonDisp	1384	1391	99 5	111367	111446	99 93	-6 01985696	0 072	0.027
Mar-02 PR-3-08 % Completed in 5 Days - No Dispatch	UNE Loop NonDes NonDisp	4	5	80	1447	1460	99 11	-1 67527724	4 208	
Mar-02 PR-3-09 % Completed in 5 Days - Dispatch	Resale POTS Disp	220	223	98 65	8167	8521	95 85			
Mar-02 PR-3-09 % Completed in 5 Days - Dispatch	UNE Loop NonDes Disp	4	4	100	1447	1460	99 11			
Mar-02 PR-4-01 % Missed Due Dates - Designed Services	Interconnection Trunk	2	117	1 71	4	279	1 43	0.179627	1.309	
Mar-02 PR-4-01 % Missed Due Dates - Designed Services	Resale Special		6		129	717	17.99			
Mar-02 PR-4-01 % Missed Due Dates - Designed Services	UNE Loop Des	30	134	22 39	108	416	25.96	0 82055115	4.355	0.438
Mar-02 PR-4-02 Average Delay Days - Total	Interconnection Trunk	20	2	10	17	4	4 25	-0 58773828	2 773	3 202
Mar-02 PR-4-02 Average Delay Days - Total	LNP	15	7	2.14	1144	320	3 58	0.25592591	5 596	14.646
Mar-02 PR-4-02 Average Delay Days - Total	Resale POTS	87	40	2.18	7429	2086	3 56	0.75168348	1 844	11 554
Mar-02 PR-4-02 Average Delay Days - Total	UNE 2 Wire xDSL Loop	16	9	1 78	56	47	1 19	-1.05677123	0 377	1 035
Mar-02 PR-4-02 Average Delay Days - Total	UNE Loop Des	357	30	11.9	1254	108	11.61	-0 06688636	4.319	20.928
Mar-02 PR-4-02 Average Delay Days - Total	UNE Loop NonDes	35	18	1 94	1480	186	7.96	0 94450184	6 366	25 789
Mar-02 PR-4-02 Average Delay Days - Total	UNE Platform	3	3	1	7429	2086	3 56	0 3836829	6 676	11 554
Mar-02 PR-4-04 % Missed Due Dates - Dispatch	Resale POTS Disp	29	541	5 36	1766	16826	10.5	3 83587846	1.339	0.306
Mar-02 PR-4-04 % Missed Due Dates - Dispatch	UNE 2 Wire xDSL Loop	9	82	10 98	46	426	10 8	-0 04742611	3 743	0.31
Mar-02 PR-4-04 % Missed Due Dates - Dispatch	UNE Loop NonDes Disp	14	187	7 49	186	2626	7 08	-0.20786351	1 942	0 257
Mar-02 PR-4-04 % Missed Due Dates - Dispatch	UNE Platform Disp	1	37	2 7	1766	16826	10.5			
Mar-02 PR-4-05 % Missed Due Dates - No Dispatch	Linesharing NonDisp		14		1	5314	0.02			
Mar-02 PR-4-05 % Missed Due Dates - No Dispatch	LNP NonDisp	6	241	2 49	320	140945	0.23	-7.37436623	0 307	0 048
Mar-02 PR-4-05 % Missed Due Dates - No Dispatch	Resale POTS NonDisp	11	2776	0 4	320	140945	0 23	-1.85614529	0.091	0.048
Mar-02 PR-4-05 % Missed Due Dates - No Dispatch	UNE 2 Wire xDSL Loop NonDisp		1		1	5314	0.02			
Mar-02 PR-4-05 % Missed Due Dates - No Dispatch	UNE Loop NonDes NonDisp	4	337	1 19	186	2626	7.08			
Mar-02 PR-4-05 % Missed Due Dates - No Dispatch	UNE Platform NonDisp	2	151	1 32	320	140945	0 23	-1 67387586	0.387	
Mar-02 PR-5-03 % Orders Held for Facilities > 60 Days	Interconnection Trunk		117			279				
Mar-02 PR-5-03 % Orders Held for Facilities > 60 Days	Resale POTS		3317			157771				
Mar-02 PR-5-03 % Orders Held for Facilities > 60 Days	Resale Special		6			717				
Mar-02 PR-5-03 % Orders Held for Facilities > 60 Days	UNE 2 Wire xDSL Loop		83			5740				
Mar-02 PR-5-03 % Orders Held for Facilities > 60 Days	UNE Loop Des		134			416				
Mar-02 PR-5-03 % Orders Held for Facilities > 60 Days	UNE Loop NonDes		524			2626				
Mar-02 PR-5-03 % Orders Held for Facilities > 60 Days	UNE Platform		188			157771				

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Mar-02 PR-6-01 % Installation Troubles reported within 30 Days	Interconnection Trunk		133				169				
Mar-02 PR-6-01 % Installation Troubles reported within 30 Days	Resale Special		6			29	688	4 22			
Mar-02 PR-6-01 % Installation Troubles reported within 30 Days	UNE 2 Wire xDSL Loop	11	59	18.64		265	6153	4.31	-5.39887437	2.656	0.203
Mar-02 PR-6-01 % Installation Troubles reported within 30 Days	UNE Loop Des	5	108	4 63		17	371	4 58	0.19678103	2.286	
Mar-02 PR-6-02 % Installation Troubles reported within 7 Days	LNP		266			3206	140945	2.27			
Mar-02 PR-6-02 % Installation Troubles reported within 7 Days	Resale POTS	172	3317	5 19		3956	157771	2.51	-9.76264879	0 274	0.156
Mar-02 PR-6-02 % Installation Troubles reported within 7 Days	UNE Loop NonDes	10	524	1.91		91	2626	3 47	1.77912434	0 875	0.183
Mar-02 PR-6-02 % Installation Troubles reported within 7 Days	UNE Platform	3	188	1 6		3956	157771	2 51			
Mar-02 PR-9-01 % On time Performance	Coordinated Conversions	260	278	93 53	90						
Mar-02 PR-9-01 % On time Performance	Coordinated Hot Cuts	333	343	97 08	90						