

## Appendix B

### **New York Performance Metrics**

All data included here is taken from the New York Carrier-to-Carrier Reports. This table is provided as a reference tool for the convenience of the reader. No conclusions are to be drawn from the raw data contained in this table. Our analysis is based on the totality of the circumstances, such that we may use non-metric evidence, and may rely more heavily on some metrics more than others, in making our determination. The inclusion of these particular metrics in this table does not necessarily mean that we relied on all of these metrics, nor that other metrics may not also be important in our analysis. Some metrics that we have relied on in the past and may rely on for a future application were not included here because there was no data provided for them (usually either because there was no activity, or because the metrics are still under development). Metrics with no retail analog provided are usually compared with a benchmark. Note that for some metrics during the period provided there may be changes in the metric definition, or changes in the retail analog applied, making it difficult to compare the data over time.

## AGGREGATE METRICS

Metric No.	Metric Name
<b><i>Preorder and OSS Availability:</i></b>	
PO-1-01	OSS Response Times - Customer Service Record
PO-1-02	OSS Response Times - Due Date Availability
PO-1-03	OSS Response Times - Address Validation
PO-1-04	OSS Response Times - Product & Service Availability
PO-1-05	OSS Response Times - Telephone No. Avail & Reservation
PO-1-06	OSS Response Times - Facility Avail (Loop Qualification)
PO-1-07	OSS Response Times - Rejected Query
PO-1-08	OSS Response Times - % Timeouts
PO-1-09	OSS Response Times - Parsed CSR
PO-8-01	Average Response Time - Manual Loop Qualification
PO-8-02	Average Response Time - Engineering Record Request
PO-2-01	OSS Interf. Avail. – Total
PO-2-02	OSS Interf. Avail. – Prime Time
PO-2-03	OSS Interf. Avail. – Non-Prime
MR-1-01	OSS M&R Response Times - Create Trouble
MR-1-02	OSS M&R Response Times - Status Trouble
MR-1-03	OSS M&R Response Times - Modify Trouble
MR-1-04	OSS M&R Response Times - Request Cancellation of Trbl
MR-1-05	OSS M&R Response Times -Trbl Reprt History (by TN/Circ)
MR-1-06	OSS M&R Response Times - Test Trouble (POTS Only)

***Change Management, Billing, OS/DA:***

PO-4-01	Change Man. Notices: % Notices Sent on Time
PO-4-01	Change Man. Confirmations: % Notices Sent on Time
BI-1-02	Billing - % DUF in 4 Business Days
BI-2-01	Timeliness of Carrier Bill

Metric No.	Metric Name
BI-3-01	% Billing Adjustments - Dollars Adjusted
BI-3-02	% Billing Adjustments - Number of Adjustments
OD-1-01	Average Speed of Answer – Operator Services
OD-1-02	Average Speed of Answer – Directory Assistance

***Interconnection and Collocation:***

NP-1-01	% Final Trunk Groups Exceeding Blocking Standard
NP-1-03	Number FTG Exceeding Blocking Std. – 2 Months
NP-1-04	Number FTG Exceeding Blocking Std. – 3 Months
NP-2-01	% On Time Response to Request for Physical Collocation
NP-2-02	% On Time Response to Request for Virtual Collocation
NP-2-05	% On Time – Physical Collocation
NP-2-06	% On Time – Virtual Collocation
NP-2-07	Average Delay Days – Physical Collocation
NP-2-08	Average Delay Days – Virtual Collocation

***Ordering:***

OR-1-02	% On Time LSRC – Flow Through
OR-1-04	% On Time LSRC/ASRC No Facility Check
OR-1-06	% On Time LSRC/ASRC Facility Check
OR-1-10	% On Time ASRC Facility Check DS1&DS3
OR-1-12	% On Time FOC
OR-2-02	% On Time LSR Reject – Flow Through
OR-2-04	% On Time LSR/ASR Reject No Facility Check
OR-2-06	% On Time LSR/ASR Reject Facility Check
OR-2-08	% On Time LSR Reject No Facility Check
OR-2-10	% On Time LSR Reject Facility Check
OR-2-12	% On Time Trunk ASR Reject

Metric No.	Metric Name
OR-3-01	% Rejects
OR-4-02	Completion Notice – % On Time
OR-4-05	Work Completion Notice – % On Time
OR-4-07	% SOP to Bill Completion $\geq$ 5 Business Days
OR-4-08	% SOP to Bill Completion $>$ 1 Business Day
OR-5-01	% Flow Through - Total
OR-5-03	% Flow Through Achieved
OR-6-01	% Accuracy - Orders*
OR-6-02	% Accuracy – Opportunities*
OR-6-03	% Accuracy – LSRC**
OR-7-01	% Order Confirmation/Rejects sent within 3 Business Days
OR-8-01	% Acknowledgements onTime
OR-9-01	% Acknowledgement Completeness

**Provisioning:**

PR-2-01	Av. Completed Interval - Total No Dispatch
PR-2-02	Average Interval Completed – Total Dispatch
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines)
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines)
PR-2-05	Av. Completed Interval - Dispatch ( $\geq$ 10 Lines)
PR-2-06	Av. Interval Completed – DS0
PR-2-07	Av. Interval Completed – DS1
PR-2-08	Av. Interval Completed – DS3
PR-2-09	Av. Interval Completed – Total
PR-4-01	% Missed Appointment – Verizon – Total
PR-4-02	Average Delay Days – Total
PR-4-04	% Missed Appointment – Verizon – Dispatch
PR-4-05	% Missed Appointment – Verizon – No Dispatch
PR-4-14	% Completed On Time [With Serial Number]
PR-6-01	% Install. Troubles Reported within 30 Days
PR-6-02	% Installation Troubles reported within 7 Days

Metric No.	Metric Name
PR-8-01	Open Orders in a Hold Status $>$ 30 Days
PR-8-02	Open Orders in a Hold Status $>$ 90 Days
PR-9-01	% On Time Performance – Hot Cut Loop

**Maintenance and Repair:**

MR-2-01	Network Trouble Report Rate – Total
MR-2-02	Network Trouble Report Rate – Loop
MR-2-03	Network Trouble Report Rate – Central Office
MR-3-01	% Missed Repair Appointment – Loop
MR-3-02	% Missed Repair Appointment – Central Office
MR-4-01	Mean Time To Repair – Total
MR-4-02	Mean Time To Repair – Loop Trouble
MR-4-03	Mean Time To Repair – Central Office Trouble
MR-4-05	% Out of Service $>$ 2 Hours
MR-4-06	% Out of Service $>$ 4 Hours
MR-4-07	% Out of Service $>$ 12 Hours
MR-4-08	% Out of Service $>$ 24 Hours
MR-5-01	% Repeat Reports within 30 Days

## DISAGGREGATED METRICS

Metric Number	Metric Name	January		February		March		April		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
<b><i>Preorder and OSS Interface Availability</i></b>										
<b>OSS Response Times</b>										
PO-1-01	Customer Service Record - EDI	2.75	2.42	2.76	2.37	2.69	2.38	2.70	2.85	
PO-1-01	Customer Service Record - CORBA	2.75	1.19	2.76	1.03	2.69	1.08	2.70	1.23	
PO-1-01	Customer Service Record - Web GUI	2.75	5.59	2.76	3.50	2.69	1.62	2.70	3.20	
PO-1-02	Due Date Availability - EDI	0.12	3.67	0.14	2.62	0.12	2.48	0.13	2.77	
PO-1-02	Due Date Availability - CORBA	0.12	1.97	0.14	0.71	0.12	NA	0.13	NA	
PO-1-02	Due Date Availability - Web GUI	0.12	5.39	0.14	2.47	0.12	1.22	0.13	2.35	
PO-1-03	Address Validation - EDI	4.72	3.65	4.46	3.67	4.48	4.29	4.33	4.93	
PO-1-03	Address Validation - CORBA	4.72	2.16	4.46	2.30	4.48	2.68	4.33	2.35	
PO-1-03	Address Validation - Web GUI	4.72	6.72	4.46	5.35	4.48	2.45	4.33	5.27	
PO-1-04	Product & Service Availability - EDI	0.18	3.66	7.40	9.93	8.97	9.16	8.33	10.81	4a
PO-1-04	Product & Service Availability - CORBA	0.18	6.15	7.40	0.00	8.97	NA	8.33	NA	
PO-1-04	Product & Service Availability - Web GUI	0.18	14.99	7.40	8.80	8.97	4.93	8.33	9.23	
PO-1-05	Telephone No. Avail. & Reservation - EDI	7.08	6.40	5.57	8.73	5.99	7.41	5.36	8.04	
PO-1-05	Telephone No. Avail. & Reservation - CORBA	7.08	4.92	5.57	5.26	5.99	6.27	5.36	5.94	
PO-1-05	Telephone No. Avail. & Reservation - Web GUI	7.08	9.55	5.57	7.88	5.99	3.49	5.36	7.99	
PO-1-06	Facility Available (Loop Qualification) - EDI	13.17	3.06	11.00	2.41	13.75	5.82	13.47	3.14	4b
PO-1-06	Facility Available (Loop Qualification) - CORBA	13.17	2.42	11.00	2.36	13.75	2.71	13.47	2.62	
PO-1-06	Facility Available (Loop Qualification) - Web GUI	13.17	6.35	11.00	5.65	13.75	2.70	13.47	4.96	
PO-1-07	Rejected Query – EDI	0.13	2.85	0.16	2.45	0.10	2.52	0.10	2.26	
PO-1-07	Rejected Query – CORBA	0.13	1.05	0.16	4.29	0.10	1.26	0.10	1.17	
PO-1-07	Rejected Query – Web GUI	0.13	5.74	0.16	4.80	0.10	3.65	0.10	3.51	
PO-1-08	OSS Interface - % Timeouts - EDI		0.10		0.25		1.53		0.64	
PO-1-08	OSS Interface - % Timeouts - CORBA		0.12		0.36		0.40		0.12	
PO-1-08	OSS Interface - % Timeouts - Web GUI				0.54		0.21		0.37	
PO-1-09	Parsed CSR – EDI	2.75	3.17	2.76	4.12	2.69	2.36	2.70	2.41	
PO-1-09	Parsed CSR – CORBA	2.75	1.47	2.76	1.12	2.69	0.47	2.70	0.46	
PO-8-01	Avg Response Time - Manual Loop Qualification		UD		UD		UD		UD	

Metric Number	Metric Name	January		February		March		April		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PO-8-02	Avg Response Time - Engineering Record Request		UD		UD		NA		NA	
<b>OSS Interface Availability</b>										
PO-2-01	Total – EDI		99.96		99.77		99.88		99.66	
PO-2-01	Total – CORBA		100.00		99.79		99.95		99.83	
PO-2-01	Total – Maintenance Web GUI (RETAS)		99.36		99.00		98.61		99.14	
PO-2-01	Total - Pre-order/Order WEB GUI		99.36		99.00		98.61		99.14	
PO-2-01	Total - Electronic Bonding		99.84		98.94		100.00		98.78	
PO-2-02	Prime Time – EDI		99.99		99.75		99.86		99.91	
PO-2-02	Prime Time – CORBA		100.00		99.73		100.00		100.00	
PO-2-02	Prime Time – Maintenance Web GUI (RETAS)		99.20		99.61		99.21		100.00	
PO-2-02	Prime Time - Pre-order/Order WEB GUI		99.20		99.61		99.21		100.00	
PO-2-02	Prime Time - Electronic Bonding		99.75		98.38		100.00		99.22	
PO-2-03	Non-Prime – EDI		99.89		99.81		99.91		99.26	
PO-2-03	Non-Prime – CORBA		100.00		99.90		99.86		99.55	
PO-2-03	Non-Prime - Maintenance Web GUI (RETAS)		99.62		97.92		97.45		97.70	
PO-2-03	Non-Prime - Pre-order/Order WEB GUI		99.62		97.92		97.45		97.70	
PO-2-03	Non-Prime - Electronic Bonding		100.00		99.97		100.00		98.05	
<b>OSS Maintenance Interface Response Times</b>										
MR-1-01	Create Trouble	6.67	5.39	6.97	5.72	6.61	6.42	6.57	6.79	
MR-1-02	Status Trouble	4.52	2.38	4.63	2.78	4.60	3.34	4.62	3.83	
MR-1-03	Modify Trouble	6.67	5.26	6.97	5.94	6.61	6.33	6.57	6.40	1c,2b,3c,4c
MR-1-04	Request Cancellation of Trouble	7.80	6.25	8.12	6.51	7.79	8.08	7.75	7.50	
MR-1-05	Trouble Report History (by TN/Circuit)	0.82	1.02	1.49	2.04	1.10	2.74	0.57	3.42	
MR-1-06	Test Trouble (POTS Only)	58.24	57.97	57.23	49.32	57.60	49.36	57.74	48.51	
<b><i>Change Management, Billing, OS/DA</i></b>										
<b>Change Management Notices</b>										
PO-4-01	% Notices Sent on Time - Emergency Maint.		100		100		100		100	1a,2a,3a,4a
PO-4-01	% Notices Sent on Time - Regulatory		NA		NA		NA		100	4b
PO-4-01	% Notices Sent on Time - Industry Standard		NA		NA		NA		NA	
PO-4-01	% Notices Sent on Time - Verizon Orig.		NA		NA		100		100	3a,4a
PO-4-01	% Notices Sent on Time - TC Orig.		NA		NA		NA		NA	

Metric Number	Metric Name	January		February		March		April		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
<b>Change Management Confirmation</b>										
PO-4-01	% Notices Sent on Time - Regulatory		100		NA		NA		NA	1a
PO-4-01	% Notices Sent on Time - Industry Standard		NA		NA		NA		NA	
PO-4-01	% Notices Sent on Time - Verizon Orig.		100		NA		NA		NA	1a
PO-4-01	% Notices Sent on Time - TC Orig.		100		NA		NA		NA	1a
<b>Billing</b>										
BI-1-02	Billing - % DUF in 4 Business Days		99.20		97.45		99.34		99.80	
BI-2-01	Timeliness of Carrier Bill		98.16		99.96		99.12		96.89	
BI-3-01	% Billing Adjustments - Dollars Adjusted	0.04	2.38	0.03	1.73	0.05	0.15	0.03	2.63	
BI-3-02	% Billing Adjustments - Number of Adjustments	0.21	2.80	0.17	0.15	0.22	0.02	0.16	0.00	
<b>OS/DA Average Speed of Answer</b>										
OD-1-01	Operator Services - NY OSC		1.6	0.17	1.96	1.86	0.17	1.84	0.18	
OD-1-02	Directory Assistance - NY/MA OSC			1.53	4.97	4.85	2.66	4.41	3.48	
OD-1-02	Directory Assistance - NY OSC		4.0							
OD-1-02	Directory Assistance - MA OSC		1.4							
<b>Resale: Ordering</b>										
<b>All Resale Orders</b>										
OR-7-01	% Order Confirm./Rejects sent w/in 3 Business Days		97.61		98.38		99.51		99.39	
OR-8-01	% Acknowledgements on Time		99.17		99.94		99.74		99.68	
OR-9-01	% Acknowledgement Completeness		98.10		99.98		99.81		99.88	
OR-3-01	% Rejects Orders		51.11		54.81		51.65		49.20	
OR-4-02	Completion Notice – % On Time Orders		98.79		95.69		98.43		97.94	
OR-4-05	Work Completion Notice – % On Time Orders		99.89		99.91		99.80		99.95	
OR-4-07	% SOP to Bill Completion >= 5 Business Days Orders	UD	2.37	UD	0.72	UD	0.41	4.63	9.22	
OR-4-08	% SOP to Bill Completion > 1 Business Day Orders		11.30	UD	12.05	UD	10.09	13.98	21.42	
OR-5-01	% Flow Through - Total Orders		48.85		54.72		54.49		49.97	
OR-5-03	% Flow Through Achieved Orders		76.24		84.34		83.02		83.79	
OR-6-01	% Accuracy - Orders* Orders		88.26		89.30		85.44		91.71	
OR-6-02	% Accuracy – Opportunities* Orders		99.19		99.00		96.80		99.00	
OR-6-03	% Accuracy – LSRC** Orders		94.00		93.68		95.01		96.64	
<b>Resale POTS &amp; Pre-qualified Complex</b>										

Metric Number	Metric Name	January		February		March		April		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-1-02	% On Time LSRC – Flow Through		98.22		98.06		98.26		99.16	
OR-1-04	% On Time LSRC/ASRC No Facility Check		98.93		97.08		98.67		99.13	
OR-1-06	% On Time LSRC/ASRC Facility Check		99.30		100.00		95.38		99.27	
OR-2-02	% On Time LSR Reject – Flow Through		99.91		99.63		99.35		99.72	
OR-2-04	% On Time LSR/ASR Reject No Facility Check		99.30		98.54		98.59		99.18	
OR-2-06	% On Time LSR/ASR Reject Facility Check		88.89		100.00		100.00		100.00	1a,2b,4b
<b>Resale 2 Wire Digital Services</b>										
OR-1-04	% On Time LSRC/ASRC No Facility Check		87.07		90.62		97.92		81.58	
OR-1-06	% On Time LSRC/ASRC Facility Check		100.00		100.00		85.71		100.00	1a,2a,3a,4a
OR-2-04	% On Time LSR/ASR Reject No Facility Check		100.00		98.61		100.00		100.00	4c
OR-2-06	% On Time LSR/ASR Reject Facility Check		NA		100.00		NA		NA	2a
<b>Resale Specials - Electronically Subm.</b>										
OR-1-04	% On Time LSRC/ASRC No Fac. Check (Non DS0, DS1, & DS3)		96.77		96.93		94.43		97.12	
OR-1-06	% On Time LSRC/ASRC Fac. Check (Non DS0, DS1, & DS3)		90.91		100.00		80.77		86.36	1b,2b,3c,4c
OR-2-04	% On Time LSR/ASR Reject No Facility Check		97.42		95.69		97.47		98.14	
OR-2-06	% On Time LSR/ASR Reject Facility Check		100.00		100.00		100.00		100.00	1a,2a,3a,4a
<b>Resale: Provisioning</b>										
<b>Resale POTS</b>										
PR-2-04	Avg. Interval Completed - Dispatch (6-9 Lines)	8.72	14.39	8.77	7.29	7.98	7.33	8.40	3.17	1b,2a,3a,4a
PR-2-05	Avg. Interval Completed - Dispatch (>= 10 Lines)	10.21	9.44	9.93	14.50	10.59	11.83	10.49	7.50	1a,2a,3a,4a,2n,3n
PR-2-01	Avg. Int. Completed – Total No Dispatch - Business	1.06	1.57	1.07	2.56	0.99	1.44	0.72	1.57	
PR-2-03	Avg. Int. Completed – Dispatch (1-5 Lines) - Bus.	5.72	5.90	6.07	5.75	5.28	5.25	3.66	4.71	1n
PR-2-01	Avg. Int. Completed – Total No Dispatch - Residence	0.70	1.95	0.86	1.72	0.78	1.56	0.74	1.36	
PR-2-03	Avg. Int. Completed – Dispatch (1-5 Lines) - Res.	7.25	6.97	7.99	6.78	8.84	9.46	7.58	8.93	3n
PR-4-02	Average Delay Days – Total	6.10	9.10	6.20	8.34	6.10	7.54	6.13	5.28	3n
PR-4-04	% Missed Appointment – Verizon – Dispatch	14.58	9.10	13.91	8.38	14.54	7.80	12.86	0.00	
PR-4-05	% Missed Appointment – Verizon – No Dispatch	0.08	0.04	0.11	0.09	0.07	0.04	0.09	0.02	
PR-6-01	% Installation Troubles reported within 30 Days	4.28	2.19	4.28	2.27	4.27	2.67	5.02	2.30	
PR-6-02	% Installation Troubles reported within 7 Days	2.52	1.16	2.43	1.07	2.41	1.44	2.89	1.02	

Metric Number	Metric Name	January		February		March		April		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-8-01	Open Orders in a Hold Status > 30 Days	0.10	0.28	0.08	0.19	0.04	0.07	0.00	0.00	
PR-8-02	Open Orders in a Hold Status > 90 Days	0.03	0.10	0.03	0.08	0.01	0.00	0.00	0.00	
<b>Resale 2-Wire Digital Services</b>										
PR-2-01	Average Int. Completed – Total No Dispatch	1.25	3.07	1.28	1.98	1.61	1.16	1.18	2.00	4c
PR-2-02	Average Int. Completed – Total Dispatch	9.70	8.00	7.53	10.88	6.59	8.50	5.01	9.55	1a,2c,3b,4b,3n
PR-4-02	Average Delay Days – Total	7.67	16.00	9.67	6.14	8.19	9.00	5.56	NA	1a,2a,3a,3n
PR-4-04	% Missed Appointment – Verizon – Dispatch	19.56	16.67	5.34	9.30	5.52	5.88	5.06	0.00	1a,2n,3n
PR-4-05	% Missed Appointment – Verizon – No Dispatch	0.15	2.63	0.17	0.00	0.38	0.00	0.14	0.00	
PR-6-01	% Install. Troubles Reported within 30 Days	4.28	0.48	1.63	0.54	1.95	1.27	1.90	1.18	
PR-8-01	Open Orders in a Hold Status > 30 Days	1.01	0.00	1.07	0.00	1.09	0.00	1.33	0.00	
PR-8-02	Open Orders in a Hold Status > 90 Days	0.60	0.00	0.69	0.00	0.77	0.00	0.83	0.00	
<b>Resale Special Services</b>										
PR-2-01	Average Interval Completed – Total No Dispatch	2.04	1.41	2.02	1.72	1.81	2.51	24.78	1.67	4a,3n
PR-2-02	Average Interval Completed – Total Dispatch	11.62	10.40	10.79	5.11	9.18	5.11	24.79	8.00	1b,2a,3a,4a
PR-2-06	Average Interval Completed – DS0	3.00	3.07	3.28	1.55	3.04	2.95	6.82	4.00	4a,1x
PR-2-07	Average Interval Completed – DS1	16.19	7.44	18.04	2.75	13.40	4.00	25.02	NA	1a,2a,3a
PR-2-08	Average Interval Completed – DS3	31.80	NA	16.88	NA	20.33	NA	50.49	NA	
PR-4-01	% Missed Appointment – Verizon – Total	2.39	0.65	6.60	1.94	4.30	0.88	2.30	0.00	4b
PR-4-01	% Missed Appointment – Verizon – DS0	1.66	1.41	1.61	1.67	1.75	1.56	1.39	0.00	4a,2n
PR-4-01	% Missed Appointment – Verizon – DS1	4.59	0.00	3.69	0.00	1.18	0.00	30.51	NA	1b,2a,3a
PR-4-01	% Missed Appointment – Verizon – DS3	0.00	NA	8.33	NA	0.00	NA	33.67	NA	
PR-4-01	% Missed Appointment – Verizon – Spec. Other	2.13	0.00	2.44	2.78	1.84	0.00	21.69	0.00	4a,2n
PR-4-02	Average Delay Days – Total	16.19	2.00	17.92	6.50	7.50	41.00	20.96	NA	1a,2a,3a
PR-6-01	% Installation Troubles reported within 30 Days	2.47	0.14	3.63	0.27	2.85	0.55	10.22	7.78	
PR-8-01	Open Orders in a Hold Status > 30 Days	0.55	0.65	0.36	0.97	0.27	0.00	0.00	0.00	4b,1n,2n
PR-8-02	Open Orders in a Hold Status > 90 Days	0.03	0.00	0.04	0.00	0.04	0.00	0.00	0.00	4b
<b>Resale: Maintenance and Repair</b>										
<b>Resale POTS</b>										
MR-2-02	Network Trouble Report Rate – Loop	1.45	0.70	1.24	0.68	1.50	0.83	1.45	0.71	
MR-2-03	Network Trouble Report Rate – Central Office	0.21	0.18	0.21	0.17	0.20	0.18	0.19	0.15	
MR-3-01	% Missed Repair Appointment – Loop Bus.	13.10	8.62	13.36	8.47	13.46	7.60	12.92	8.55	



Metric Number	Metric Name	January		February		March		April		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-3-01	% Missed Repair Appointment – Loop Res.	9.21	7.93	8.85	7.13	8.00	4.78	8.82	8.41	
MR-3-02	% Missed Repair Appointment – Central Office Bus.	7.52	5.73	8.82	2.73	8.05	1.97	7.40	4.98	
MR-3-02	% Missed Repair Appointment – Central Office Res.	5.30	1.69	4.45	3.38	4.56	0.88	4.76	3.80	
MR-4-01	Mean Time To Repair – Total	24.10	20.13	24.77	21.60	23.58	18.87	23.37	20.25	
MR-4-02	Mean Time To Repair – Loop Trouble- Bus.	22.43	21.65	23.08	23.92	21.05	20.07	20.65	20.98	2n,4n
MR-4-02	Mean Time To Repair – Loop Trouble - Res.	26.68	24.53	27.85	25.07	26.27	21.77	26.02	26.47	4n
MR-4-03	Mean Time To Repair – Central Office Trouble - Bus.	11.85	11.97	12.38	11.72	10.70	11.57	10.02	11.00	1n,3n,4n
MR-4-03	Mean Time To Repair – Central Office Trouble - Res.	11.37	9.48	11.05	10.12	11.12	11.35	10.77	14.18	3n,4n
MR-4-06	% Out of Service > 4 Hours	81.27	76.46	82.19	76.28	81.83	76.94	79.97	73.58	
MR-4-07	% Out of Service > 12 Hours	63.12	56.50	65.89	59.04	63.46	55.25	62.29	53.94	
MR-4-08	% Out of Service > 24 Hours - Bus.	24.46	21.90	25.75	23.05	23.26	20.12	22.33	20.64	
MR-4-08	% Out of Service > 24 Hours - Res.	27.24	23.45	28.30	22.46	25.75	18.58	25.11	22.16	
MR-5-01	% Repeat Reports within 30 Days	20.77	22.00	20.39	19.91	20.60	21.04	20.78	19.41	3n
<b>Resale 2-Wire Digital Services</b>										
MR-2-02	Network Trouble Report Rate – Loop	0.39	0.84	0.34	0.47	0.46	0.48	0.49	0.75	2n,3n
MR-2-03	Network Trouble Report Rate – Central Office	0.28	0.23	0.25	0.24	0.32	0.27	0.28	0.42	4n
MR-3-01	% Missed Repair Appointment – Loop	25.91	6.90	24.87	6.25	25.87	25.00	17.60	24.00	1c,2b,3b,4c,4n
MR-3-02	% Missed Repair Appointment – Central Office	19.75	12.50	26.48	12.50	18.48	22.22	18.21	28.57	1a,2a,3a,4b,3n,4n
MR-4-01	Mean Time To Repair – Total	30.55	21.33	31.97	28.40	26.12	22.43	21.42	23.28	2c,3c,4n
MR-4-02	Mean Time To Repair – Loop Trouble	35.57	20.58	37.63	29.97	29.58	17.55	24.25	24.77	1c,2b,3b,4c,4n
MR-4-03	Mean Time To Repair – Central Office Trouble	23.77	24.05	24.28	25.25	21.25	31.10	16.43	20.67	1a,2a,3a,4b,1n,2n,3n,4n
MR-4-07	% Out of Service > 12 Hours	68.40	50.00	73.17	72.22	64.71	63.64	53.99	68.75	2b,3c,4n
MR-4-08	% Out of Service > 24 Hours	43.87	25.00	50.61	33.33	41.02	45.45	29.73	34.38	2b,3c,3n,4n
MR-5-01	% Repeat Reports within 30 Days	23.04	13.51	20.09	16.67	19.19	20.00	19.56	38.46	2c,3c,3n
<b>Resale Special Services</b>										
MR-2-01	Network Trouble Report Rate	0.83	1.53	0.81	0.97	0.90	1.12	1.04	1.33	2n,3n
MR-4-01	Mean Time To Repair – Total	6.97	6.55	6.20	7.80	5.82	7.68	5.73	7.53	2n
MR-4-06	% Out of Service > 4 Hours	59.31	67.31	57.19	61.54	55.67	63.46	50.21	66.67	1n,2n,3n
MR-4-08	% Out of Service > 24 Hours	2.15	0.00	2.46	5.13	1.90	1.92	2.05	3.51	2n,3n,4n
MR-5-01	% Repeat Reports within 30 Days	22.13	25.00	24.32	28.89	24.56	26.92	27.28	25.81	1n,2n,3n

Metric Number	Metric Name	January		February		March		April		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
<b>UNEs: Ordering</b>										
<b>All UNE Orders</b>										
OR-8-01	% Acknowledgements on Time		99.49		98.21		99.05		98.22	
OR-9-01	% Acknowledgement Completeness		96.67		99.90		99.23		99.64	
OR-3-01	% Rejects		21.73		23.25		21.87		21.09	
OR-4-02	Completion Notice – % On Time		99.58		97.18		99.43		99.59	
OR-4-05	Work Completion Notice – % On Time		100.00		99.99		99.95		99.92	
OR-4-07	% SOP to Bill Completion >= 5 Business Days	UD	0.90	UD	0.51	UD	0.59		3.98	
OR-4-08	% SOP to Bill Completion > 1 Business Day		9.47	UD	12.38	UD	9.32		12.65	
OR-5-01	% Flow Through - Total (ASRs + LSRs)		83.36		83.73		82.58		80.55	
OR-5-03	% Flow Through Achieved		91.72		91.65		91.12		92.67	
<b>UNE Platform</b>										
OR-1-02	% On Time LSRC – Flow Through		98.03		96.16		98.42		97.91	
OR-1-04	% On Time LSRC/ASRC No Facility Check		99.32		97.78		98.48		98.88	
OR-1-06	% On Time LSRC/ASRC Facility Check		98.61		98.97		97.22		98.93	
OR-2-02	% On Time LSR Reject – Flow Through		99.45		97.10		98.15		96.61	
OR-2-04	% On Time LSR/ASR Reject No Facility Check		99.75		99.33		99.70		99.74	
OR-2-06	% On Time LSR/ASR Reject Facility Check		100.00		100.00		100.00		100.00	1a,2b,3b,4b
OR-6-01	% Accuracy - Orders*		87.09		92.31		93.26		92.38	
OR-6-02	% Accuracy – Opportunities*		98.51		99.36		99.46		99.09	
OR-6-03	% Accuracy – LSRC*		98.62		97.37		98.19		98.81	
OR-7-01	% Order Confirm./Rejects sent w/in 3 Business Days		96.06		97.17		99.93		99.45	
<b>UNE Loop/Pre-qualified Complex/LNP</b>										
OR-1-02	% On Time LSRC – Flow Through		98.57		99.24		99.31		99.58	
OR-1-04	% On Time LSRC/ASRC No Facility Check		95.03		92.05		95.59		96.55	
OR-1-06	% On Time LSRC/ASRC Facil. Check		98.29		98.32		98.70		99.25	
OR-2-02	% On Time LSR Reject – Flow Through		99.86		99.39		99.34		99.38	
OR-2-04	% On Time LSR/ASR Reject No Facility Check		94.98		92.61		94.96		95.39	
OR-2-06	% On Time LSR/ASR Reject Facility Check		98.54		99.14		98.98		98.94	
OR-6-01	% Accuracy - Orders*		87.01		95.63		96.11		96.00	
OR-6-02	% Accuracy – Opportunities*		98.20		99.43		99.46		99.41	

Metric Number	Metric Name	January		February		March		April		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-6-03	% Accuracy – LSRC*		95.45		95.79		95.93		97.14	
OR-7-01	% Order Confirm./Rejects sent w/in 3 Business Days		96.60		96.33		99.44		99.14	
<b>UNE 2 Wire Digital Services</b>										
OR-1-04	% On Time LSRC/ASRC No Facil. Check (Electr.)		63.64		100.00		99.13		97.51	2c
OR-1-06	% On Time LSRC/ASRC Facility Check		NA		NA		NA		NA	
OR-2-04	% On Time LSR/ASR Reject No Facility Check		100.00		100.00		98.98		95.52	1a,2c
OR-2-06	% On Time LSR/ASR Reject Facility Check		NA		NA		NA		NA	
<b>UNE xDSL Loops</b>										
OR-1-04	% On Time LSRC/ASRC- No Facility Check		97.95		98.03		97.79		97.96	
OR-1-06	% On Time LSRC/ASRC - Facility Check		NA		NA		NA		100.00	4a
OR-2-04	% On Time LSR/ASR Reject- No Facility Check		97.35		98.08		96.16		98.55	
OR-2-06	% On Time LSR/ASR Reject Facility Check		NA		NA		NA		NA	
<b>UNE 2 Wire xDSL Line Sharing</b>										
OR-1-04	% On Time LSRC/ASRC- No Facility Check		NA		NA		NA		0.00	4a
OR-1-06	% On Time LSRC/ASRC - Facility Check		NA		NA		NA		NA	
OR-2-04	% On Time LSR/ASR Reject- No Facility Check		NA		NA		100.00		NA	3a
OR-2-06	% On Time LSR/ASR Reject Facility Check		NA		NA		NA		NA	
<b>UNE Specials Electr. Submitted</b>										
OR-1-04	% On Time LSRC/ASRC No Facility Check DS0		100.00		NA		NA		NA	1a
OR-1-04	% On Time LSRC/ASRC No Facility Check DS1		NA		NA		NA		NA	
OR-1-04	% On Time LSRC/ASRC No Facility Check DS3		100.00		NA		NA		NA	1a
OR-1-04	% On Time LSRC/ASRC No Facil. Check (Non DS0, DS1, & DS3)		98.66		98.16		96.20		96.37	
OR-1-06	% On Time LSRC/ASRC Facility Check DS0		100.00		NA		NA		NA	1a
OR-1-06	% On Time LSRC/ASRC Facility Check DS1		70.98		79.46		83.36		80.00	
OR-1-06	% On Time LSRC/ASRC Facility Check DS3		73.53		84.00		47.37		52.00	2c,4c
OR-1-06	% On Time LSRC/ASRC Fac. Check (Non DS0, DS1 & DS3)		96.21		96.26		98.20		97.56	
OR-2-04	% On Time LSR/ASR Reject No Facility Check		99.61		98.01		98.80		100.00	
OR-2-06	% On Time LSR/ASR Reject Facility Check		87.65		97.61		94.52		93.17	
<b>UNE Specials Fax/Mail Submitted</b>										
OR-1-10	% On Time ASRC Facility Check DS1		82.86		86.96		100.00		57.14	2c,3a,4a
OR-1-10	% On Time ASRC Facility Check DS3		48.00		65.71		76.92		58.33	1c,4b

Metric Number	Metric Name	January		February		March		April		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-2-08	% On Time LSR Reject No Facility Check		NA		NA		NA		NA	
OR-2-10	% On Time LSR Reject Facility Check		84.21		93.10		92.00		38.46	1b,2c,3c,4b
<b>UNEs: Provisioning</b>										
<b>UNE Platform</b>										
PR-2-01	Av. Completed Interval - Total No Dispatch	1.06	0.98	1.07	1.26	0.99	1.36	0.72	1.24	
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines)	5.72	8.33	6.07	10.29	5.28	10.62	3.66	11.85	
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines)	8.72	8.75	8.77	26.50	7.98	8.00	8.40	6.50	1a,2a,3a,4a,1n,3n
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines)	10.21	7.83	9.93	12.57	10.59	10.10	10.49	6.00	1a,2a,3b,4a,2n
PR-4-04	% Missed Appt. – Verizon – Dispatch	14.58	6.85	13.91	8.09	14.54	7.73	12.86	7.28	
PR-4-05	% Missed Appt. – Verizon – No Dispatch	0.08	0.02	0.11	0.02	0.07	0.05	0.09	0.01	
PR-6-01	% Installation Troubles reported within 30 Days	4.28	1.82	4.28	1.96	4.27	2.08	5.02	2.79	
PR-6-02	% Installation Troubles reported within 7 Days	2.52	0.76	2.43	0.83	2.41	0.90	2.89	1.22	
<b>UNE Hot Cut POTS Loops</b>										
PR-2-01	Av. Completed Interval - No Dispatch		11.48		10.24		8.49		15.57	
PR-4-04	% Missed Appt. – Verizon – Dispatch	14.58	6.30	13.91	3.81	14.54	0.67	12.86	3.30	
PR-4-05	% Missed Appt. – Verizon – No Dispatch	0.08	0.93	0.11	0.80	0.07	0.25	0.09	2.15	
PR-6-02	% Install. Troubles reported within 7 Days		0.83		0.46		0.30		0.23	
PR-9-01	% On Time Performance		96.23		98.19		98.79		98.46	
<b>UNE POTS Loops and Other POTS</b>										
PR-2-03	Av. Completed Int. - Dispatch (1-5 Lines) – Loop	5.72	9.35	6.07	5.94	5.28	9.59	3.66	10.76	
PR-2-04	Av. Completed Int. - Dispatch (6-9 Lines) – Loop	8.72	6.14	8.77	9.00	7.98	9.50	8.40	9.50	1a,2b,3a,4b,2n,3n,4n
PR-2-05	Av. Completed Int. - Dispatch (>= 10 Lines) – Loop	10.21	9.33	9.93	10.00	10.59	14.50	10.49	9.40	1a,2a,3a,4a,2n,3n
PR-2-01	Av. Compl. Int. – Total No Dispatch - Other (UNE Switch & INP)	1.06	NA	1.07	NA	0.99	1.50	0.72	1.00	3a,4a,3n,4n
PR-4-04	% Missed Appt. – Verizon – Dispatch - Loop New	14.58	10.84	13.91	8.02	14.54	6.94	12.86	5.79	
PR-4-05	% Missed Appt. – Verizon – No Dispatch – Other	0.08	NA	0.11	0.00	0.07	0.00	0.09	0.00	2a,3a,4a
PR-6-01	% Install. Troubles reported within 30 Days - Loop	4.28	2.02	4.28	1.37	4.27	1.39	5.02	1.16	
PR-6-02	% Install. Troubles reported within 7 Days - Loop	2.52	0.93	2.43	0.76	2.41	0.71	2.89	0.52	
<b>All UNE POTS</b>										
PR-4-02	Average Delay Days – Total	6.10	7.67	6.20	8.29	6.10	8.70	6.13	8.80	
PR-8-01	Open Orders in a Hold Status > 30 Days	0.10	0.18	0.08	0.18	0.04	0.16	0.00	0.19	4x

Metric Number	Metric Name	January		February		March		April		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-8-02	Open Orders in a Hold Status > 90 Days	0.03	0.02	0.03	0.02	0.01	0.03	0.00	0.04	4x
<b>UNE 2-Wire Digital Loops</b>										
PR-2-01	Av. Interval Completed – Total No Dispatch	1.25	5.00	1.28	NA	1.61	NA	1.18	NA	1a
PR-2-02	Av. Interval Completed – Total Dispatch	9.70	15.19	7.53	8.44	6.59	8.50	5.01	6.50	1b,2a,3b,4b,1n,2n,3n,4n
PR-4-02	Average Delay Days – Total	7.67	6.96	9.67	8.37	8.19	8.17	5.56	9.22	
PR-4-04	% Missed Appointment – Verizon – Dispatch	19.56	4.44	5.34	0.50	5.52	1.84	5.06	0.46	
PR-4-05	% Missed Appointment – Verizon – No Dispatch	0.15	8.33	0.17	50.00	0.38	0.00	0.14	1.54	1b,2a,3a,4n
PR-6-01	% Install. Troubles Reported within 30 Days	4.28	9.40	1.63	12.84	1.95	12.57	1.90	11.01	
PR-8-01	Open Orders in a Hold Status > 30 Days	1.01	9.09	1.07	10.10	1.09	15.48	1.33	7.32	
PR-8-02	Open Orders in a Hold Status > 90 Days	0.60	0.76	0.69	0.96	0.77	1.19	0.83	0.91	1n,2n,3n,4n
<b>UNE xDSL Loops</b>										
PR-2-01	Av. Interval Completed – Total No Dispatch		13.60		10.75		17.81		12.08	1b,2a
PR-2-02	Av. Interval Completed – Total Dispatch		9.67		9.46		6.69		5.58	
PR-4-02	Average Delay Days – Total	3.29	6.65	9.55	7.72	5.08	14.19	9.00	8.24	4x
PR-4-04	% Missed Appointment – Verizon – Dispatch		8.80		4.33		2.96		0.66	
PR-4-05	% Missed Appointment – Verizon – No Dispatch	0.46	2.49	0.88	11.54	0.73	3.85	0.53	1.41	2c
PR-4-14	% Completed On Time [With Serial Number]		85.70		86.98		90.59		94.72	
PR-6-01	% Install. Troubles Reported within 30 Days	4.28	8.59	4.28	8.45	4.27	5.31	5.02	3.99	
PR-8-01	Open Orders in a Hold Status > 30 Days	0.33	3.75	0.15	4.07	0.15	1.59	0.00	1.17	
PR-8-02	Open Orders in a Hold Status > 90 Days	0.33	0.84	0.00	1.22	0.00	0.48	0.00	0.29	
<b>UNE 2 Wire xDSL Line Sharing</b>										
PR-2-01	Av. Interval Completed – Total No Dispatch	4.23	4.90	3.86	3.98		3.85		4.98	
PR-2-02	Av. Interval Completed – Total Dispatch	4.75	4.73	NA	19.00		24.00		0.00	1b,2a,3a,4a
PR-4-02	Average Delay Days – Total	5.41	7.24	5.71	10.17	26.16	19.50	5.35	11.23	1c,2c,3a,4b,1n
PR-4-04	% Missed Appointment – Verizon – Dispatch	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1c,2a,3a,4a
PR-4-05	% Missed Appointment – Verizon – No Dispatch	0.46	2.21	0.88	3.34	0.73	0.38	0.53	1.08	
PR-6-01	% Install. Troubles Reported within 30 Days	0.54	1.03	0.87	0.95	0.56	1.20	0.37	0.17	2n
PR-8-01	Open Orders in a Hold Status > 30 Days	0.33	0.00	0.38	0.12	0.02	0.15	0.01	0.00	
PR-8-02	Open Orders in a Hold Status > 90 Days	0.33	0.00	0.37	0.00	0.02	0.00	0.01	0.00	
<b>UNE Specials</b>										
PR-2-01	Av. Interval Completed – Total No Dispatch	2.04	42.00	2.02	31.80	1.81	47.22	24.78	40.25	1a,2b,3a,4a,4n
PR-2-02	Av. Interval Completed – Total Dispatch	11.62	31.07	10.79	26.30	9.18	24.79	24.79	25.53	1c,4n

Metric Number	Metric Name	January		February		March		April		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-2-06	Av. Interval Completed – DS0	3.00	NA	3.28	NA	3.04	NA	6.82	NA	
PR-2-07	Av. Interval Completed – DS1	16.19	31.80	18.04	26.44	13.40	25.48	25.02	28.55	4n
PR-2-08	Av. Interval Completed – DS3	31.80	31.00	16.88	30.27	20.33	42.63	50.49	19.96	1a,2b,3a,4c,2n
PR-4-01	% Missed Appointment – Verizon – Total	8.50	24.14	6.60	14.88	4.30	22.66	2.30	22.35	
PR-4-01	% Missed Appointment – Verizon – DS0	1.66	NA	1.61	NA	1.75	NA	1.39	NA	
PR-4-01	% Missed Appointment – Verizon – DS1	4.59	25.00	3.69	14.95	1.18	21.88	30.51	21.23	
PR-4-01	% Missed Appointment – Verizon – DS3	0.00	0.00	8.33	14.29	0.00	36.36	33.67	28.13	1a,2c,3b,2n,3x
PR-4-01	% Missed Appointment – Verizon – Special Other	2.13	NA	2.44	NA	1.84	NA	21.69	0.00	4a
PR-4-02	Average Delay Days – Total	16.19	17.71	17.92	20.56	7.50	13.43	20.96	21.63	1b,1n,2n,4n
PR-6-01	% Installation Troubles reported within 30 Days	2.47	24.49	3.63	9.82	2.85	14.12	10.22	10.17	
PR-8-01	Open Orders in a Hold Status > 30 Days	0.55	6.90	0.36	0.93	0.27	0.99	0.00	0.56	2n,3n,4x
PR-8-02	Open Orders in a Hold Status > 90 Days	0.03	6.90	0.04	0.93	0.04	0.99	0.00	0.56	4x
<b>Interoffice Facilities (Transport)</b>										
PR-2-09	Av. Interval Completed – Total - IOF		55.47		30.93		29.79		37.20	1b
PR-4-01	% Missed Appointment – Verizon – Total- IOF	12.50	20.00	10.60	14.45	3.09	19.57	0.99	23.60	1n,2n
PR-4-02	Average Delay Days – Total - IOF	16.19	61.88	16.00	35.92	NA	19.48	46.70	45.14	1a,2c,3c,4c,2x,3x
PR-8-01	Open Orders in a Hold Status > 30 Days - IOF	0.55	10.00	0.36	1.16	0.27	0.72	0.00	1.12	2n,3n,4x
PR-8-02	Open Orders in a Hold Status > 90 Days - IOF	0.03	0.00	0.04	0.00	0.04	0.00	0.00	0.00	
<b>UNEs: Maintenance and Repair</b>										
<b>UNE POTS Loops</b>										
MR-2-02	Network Trouble Report Rate – Loop	1.45	1.07	1.24	0.92	1.50	0.93	1.45	0.85	
MR-2-03	Network Trouble Report Rate – Central Office	0.21	0.26	0.21	0.18	0.20	0.19	0.19	0.19	
MR-3-01	% Missed Repair Appointment – Loop	10.02	13.47	9.76	12.12	9.19	9.43	9.64	12.31	3n
MR-3-02	% Missed Repair Appointment – Central Office	6.05	5.95	5.68	4.63	5.95	10.07	5.61	8.03	
MR-4-01	Mean Time To Repair – Total	24.10	22.50	24.77	22.17	23.58	21.28	23.37	20.92	
MR-4-02	Mean Time To Repair – Loop Trouble	25.88	24.78	26.98	23.95	25.30	23.18	25.05	22.63	
MR-4-03	Mean Time To Repair – Central Office Trouble	11.58	13.00	11.48	13.10	11.23	11.80	10.60	13.18	1n,3n
MR-4-07	% Out of Service > 12 Hours	24.46	67.54	65.89	69.38	63.46	65.91	62.29	61.48	
MR-4-08	% Out of Service > 24 Hours	26.70	28.47	27.80	26.15	25.39	24.26	24.66	25.28	4n
MR-5-01	% Repeat Reports within 30 Days	20.77	35.21	20.39	36.53	20.60	37.23	20.78	37.36	
<b>UNE Platform</b>										

Metric Number	Metric Name	January		February		March		April		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-2-02	Network Trouble Report Rate – Platform	1.45	1.26	1.24	1.13	1.50	1.34	1.45	1.34	
MR-2-03	Network Trouble Report Rate – Central Office	0.21	0.15	0.21	0.13	0.20	0.16	0.19	0.14	
MR-3-01	% Missed Repair Appointment – Bus.	13.10	8.05	13.36	10.59	13.46	9.47	12.92	8.86	
MR-3-01	% Missed Repair Appointment – Res.	9.21	8.05	8.85	6.69	8.00	5.95	8.82	6.24	
MR-3-02	% Missed Repair Appointment – Central Office Bus.	7.52	3.02	8.82	3.14	8.05	2.18	7.40	4.91	
MR-3-02	% Missed Repair Appointment – Central Office Res.	5.30	2.63	4.45	2.29	4.56	2.45	4.76	3.93	
MR-4-01	Mean Time To Repair – Total	24.10	23.08	24.77	24.73	23.58	23.32	23.37	22.93	
MR-4-02	Mean Time To Repair – Loop Trouble - Bus.	22.43	21.15	23.08	24.50	21.05	22.05	20.65	21.75	3n,4n
MR-4-02	Mean Time To Repair – Loop Trouble - Res.	26.68	24.75	27.85	26.50	26.27	24.98	26.02	24.42	
MR-4-03	Mean Time To Repair – Central Office Trouble - Bus.	11.85	12.42	12.38	10.07	10.70	9.48	10.02	10.92	1n,4n
MR-4-03	Mean Time To Repair – Central Office Trouble - Res.	11.37	10.92	11.05	10.75	11.12	10.82	10.77	10.75	
MR-4-06	% Out of Service > 4 Hours	81.27	82.48	82.19	82.88	81.83	82.82	79.97	80.22	4n
MR-4-07	% Out of Service > 12 Hours	63.12	67.25	65.89	70.05	63.46	68.39	62.29	65.29	
MR-4-08	% Out of Service > 24 Hours - Bus.	24.46	19.88	25.75	27.95	23.26	23.94	22.33	21.38	3n
MR-4-08	% Out of Service > 24 Hours - Res.	27.24	24.41	28.30	25.03	25.75	22.40	25.11	21.90	
MR-5-01	% Repeat Reports within 30 Days	20.77	22.63	20.39	22.05	20.60	21.74	20.78	20.61	
<b>UNE 2-Wire Digital Loops</b>										
MR-2-02	Network Trouble Report Rate - Loop	0.39	1.89	0.34	1.79	0.46	2.10	0.49	1.72	
MR-2-03	Network Trouble Report Rate - Central Office	0.28	0.81	0.25	0.65	0.32	0.56	0.28	0.57	
MR-3-01	% Missed Repair Appointment – Loop	25.91	17.07	24.87	12.50	25.87	11.70	17.60	10.13	
MR-3-02	% Missed Repair Appointment – Central Office	19.75	8.57	26.48	17.24	18.48	12.00	18.21	3.85	2c,3c,4c
MR-4-01	Mean Time To Repair - Total	30.55	35.77	31.97	24.45	26.12	27.28	21.42	21.55	1n,3n,4n
MR-4-02	Mean Time To Repair - Loop Trouble	35.57	41.25	37.63	27.60	29.58	29.28	24.25	25.58	1n,4n
MR-4-03	Mean Time To Repair - Central Office Trouble	23.77	22.90	24.28	15.55	21.25	19.77	16.43	9.28	2c,3c,4c
MR-4-07	% Out of Service > 12 Hours	68.40	72.06	73.17	59.49	64.71	62.50	53.99	52.94	1n
MR-4-08	% Out of Service > 24 Hours	43.87	41.18	50.61	29.11	41.02	37.50	29.73	24.71	
MR-5-01	% Repeat Reports within 30 Days	23.04	41.88	20.09	43.12	19.19	41.18	19.56	22.86	4n
<b>UNE xDSL Loops</b>										
MR-2-02	Network Trouble Report Rate - Loop	0.18	1.56	0.06	1.38	0.09	1.44	0.11	1.11	
MR-2-03	Network Trouble Report Rate - Central Office	0.20	0.33	0.11	0.27	0.11	0.28	0.09	0.32	
MR-3-01	% Missed Repair Appointment – Loop	26.29	17.49	34.44	12.35	19.70	10.89	39.53	11.01	
MR-3-02	% Missed Repair Appointment – Central Office	13.36	15.91	6.87	6.52	10.53	6.21	21.57	8.41	1n
MR-4-02	Mean Time To Repair - Loop Trouble	37.73	36.88	34.52	24.28	29.10	25.48	38.80	27.52	

Metric Number	Metric Name	January		February		March		April		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-4-03	Mean Time To Repair - Central Office Trouble	21.63	21.37	12.32	11.88	11.85	12.63	21.83	11.62	3n
MR-4-07	% Out of Service > 12 Hours	92.86	74.31	72.22	63.18	81.82	62.17	58.88	62.27	4n
MR-4-08	% Out of Service > 24 Hours	53.57	50.24	22.22	30.99	54.55	34.11	33.64	30.92	
MR-5-01	% Repeat Reports within 30 Days	42.59	36.00	29.41	36.33	45.34	34.01	43.35	28.07	
<b>UNE 2 Wire xDSL Line Sharing</b>										
MR-2-02	Network Trouble Report Rate - Loop	0.18	0.10	0.06	0.03	0.09	0.03	0.11	0.00	
MR-2-03	Network Trouble Report Rate - Central Office	0.20	0.35	0.11	0.23	0.11	0.31	0.09	0.25	
MR-3-01	% Missed Repair Appointment – Loop	26.29	0.00	34.44	0.00	19.70	0.00	39.53	NA	1a,2a,3a
MR-3-02	% Missed Repair Appointment – Central Office	13.36	10.00	6.87	12.50	10.53	7.14	21.57	20.00	1c,2b,3c,4b,2n
MR-4-02	Mean Time To Repair - Loop Trouble	37.73	17.35	34.52	10.65	29.10	3.50	38.80	NA	1a,2a,3a
MR-4-03	Mean Time To Repair - Central Office Trouble	21.63	56.72	12.32	20.38	11.85	8.23	21.83	16.92	1c,2b,3c,4b,1n,2n
MR-4-07	% Out of Service > 12 Hours	92.86	50.00	72.22	0.00	81.82	50.00	58.88	80.00	1a,2a,3a,4a,4n
MR-4-08	% Out of Service > 24 Hours	53.57	25.00	22.22	0.00	54.55	0.00	33.64	40.00	1a,2a,3a,4a,4n
MR-5-01	% Repeat Reports within 30 Days	42.59	21.74	29.41	22.22	45.34	27.59	43.35	66.67	1c,2b,3c,4b,4n
<b>UNE Specials</b>										
MR-2-01	Network Trouble Report Rate	0.83	2.00	0.81	2.70	0.90	2.84	1.04	2.34	
MR-4-01	Mean Time To Repair – Total	6.97	8.32	6.20	6.50	5.82	6.35	5.73	6.30	1n,2n,3n,4n
MR-4-06	% Out of Service > 4 Hours	59.31	61.33	57.19	58.41	55.67	61.54	50.21	57.52	1n,2n,3n,4n
MR-4-08	% Out of Service > 24 Hours	2.15	5.33	2.46	1.77	1.90	0.77	2.05	2.65	1n,4n
MR-5-01	% Repeat Reports within 30 Days	22.13	21.43	24.32	17.36	24.56	14.18	27.28	15.83	
<b>Interconnection</b>										
<b>Interconnection Trunks Delivered to CLECs</b>										
OR-1-12	% On Time FOC (<= 192 Forecasted)		86.96		100.00		92.59		96.88	1c,2b,3c
OR-1-12	% On Time FOC (> 192 and Unforecasted)				64.33		75.72		62.86	
OR-2-12	% On Time Trunk ASR Reject (<= 192 Forecasted)		81.25		87.50		94.12		100.00	1b,2a,3b,4c
PR-2-09	Avg. Interval Completed – Total (<= 192 Forecasted)	26.67	22.14	17.25	18.25	39.93	34.38	31.56	33.33	1a,2a,3a,4b,2n,4n
PR-2-09	Avg. Interval Completed – Total (> 192 Forecasted)	NA	18.00	NA	NA	NA	31.00	NA	18.00	1a,3a,4a,1x,3x,4x
PR-4-01	% Missed Appointment – Verizon – Total	3.62	1.95	2.98	1.15	2.90	2.21	1.64	0.89	
PR-4-02	Average Delay Days - Total	54.77	7.32	29.52	34.81	49.92	11.32	48.85	5.29	
MR-4-05	% Out of Service > 2 Hours	25.00	29.73	50.00	28.95	31.82	21.31	38.10	27.66	1n
MR-4-06	% Out of Service > 4 Hours	12.50	0.00	22.73	18.42	9.09	11.48	23.81	12.77	3n



Metric Number	Metric Name	January		February		March		April		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-4-07	% Out of Service > 12 Hours	6.25	0.00	0.00	5.26	0.00	3.28	4.76	4.26	2x,3x
MR-4-08	% Out of Service > 24 Hours	0.00	0.00	0.00	0.00	0.00	1.64	0.00	0.00	3x
PR-6-01	% Installation Troubles reported within 30 Days	0.01	0.01	0.00	0.01	0.01	0.01	0.02	0.01	1n,2x
PR-8-01	Open Orders in a Hold Status > 30 Days	NA	NA	UD	UD	UD	UD	5.49	2.52	
PR-8-02	Open Orders in a Hold Status > 90 Days	NA	NA	UD	UD	UD	UD	1.96	1.18	
MR-2-01	Network Trouble Report Rate	0.01	0.01	0.00	0.01	0.00	0.01	0.00	0.01	2n
MR-4-01	Mean Time To Repair – Total	2.20	1.62	2.70	3.30	1.78	2.12	2.92	2.27	1x,2n,3n
MR-5-01	% Repeat Reports within 30 Days	6.25	0.00	9.09	5.26	4.55	6.56	0.00	6.38	3n,4x
<b>Interconnection Trunk Blockage</b>										
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard	15.73	4.69	4.55	1.70	5.41	3.06	1.25	0.99	
NP-1-03	Number FTG Exceeding Blocking Std. – 2 Months		0.0		0.0		0.0		0.0	
NP-1-04	Number FTG Exceeding Blocking Std. – 3 Months		0.0		0.0		0.0		0.0	
<b>Collocation</b>										
NP-2-01	% On Time Resp. to Request for Physical Coll. – New		100.00		100.00		100.00		100.00	2a,3b,4b
NP-2-02	% On Time Resp. to Request for Virtual Coll. – New		NA		NA		NA		NA	
NP-2-05	% On Time – Physical Coll. – New		96.92		90.24		100.00		100.00	3c,4b
NP-2-06	% On Time – Virtual Coll. – New		NA		NA		NA		NA	
NP-2-07	Average Delay Days – Physical Coll. – New		23.50		50.00		NA		NA	1a,2a
NP-2-08	Average Delay Days – Virtual Coll. – New		NA		NA		NA		NA	
NP-2-01	% On Time Resp. to Request for Phys. Coll. – Aug.		100.00		98.59		100.00		100.00	
NP-2-02	% On Time Resp. to Request for Virtual Coll. – Aug.		NA		NA		NA		NA	
NP-2-05	% On Time – Physical Coll. – Augment		97.20		98.88		95.60		94.55	
NP-2-06	% On Time – Virtual Coll. – Augment		100.00		100.00		100.00		NA	1a,2a,3a
NP-2-07	Average Delay Days – Physical Coll. – Augment		7.25		145.00		9.50		14.00	1a,2a,3a,4a
NP-2-08	Average Delay Days – Virtual Coll. – Augment		NA		NA		NA		NA	

**Abbreviations:**

NA = No Activity.

UD = Under Development.

blank cell = No data provided.

VZ = Verizon retail analog. If no data was provided, the metric may have a benchmark.

**Notes:**

1a = Sample Size under 10 for January.

2a = Sample Size under 10 for February.

3a = Sample Size under 10 for March.

4a = Sample Size under 10 for April.

1b = Sample Size between 10 and 19 for January.

2b = Sample Size between 10 and 19 for February.

3b = Sample Size between 10 and 19 for March.

4b = Sample Size between 10 and 19 for April.

1c = Sample Size between 20 and 29 for January.

2c = Sample Size between 20 and 29 for February.

3c = Sample Size between 20 and 29 for March.

4c = Sample Size between 20 and 29 for April.

1n = Poorer performance received by CLECs in January was not statistically significant.

2n = Poorer performance received by CLECs in February was not statistically significant.

3n = Poorer performance received by CLECs in March was not statistically significant.

4n = Poorer performance received by CLECs in April was not statistically significant.

The tests used to determine if a difference in performance between CLEC and Verizon retail is statistically significant were the one-tailed modified t-test for metrics that were averages or measured, the modified z-test for metrics that were proportions or counted that had large sample sizes ( $n \cdot p \cdot (1-p) > 5$  for both ILEC and CLEC data), and the binomial test for metrics that were proportions or counted that had small sample sizes. All tests were conducted at the 95% confidence level. The modified t-tests and modified z-tests performed for this appendix used the modified z-statistic score that was provided in the C2C reports, and for the modified t-tests the degrees of freedom were set equal to the number of Verizon retail observations minus one. The modified t-test and modified z-test differ from the standard t-test and modified z-test in that they rely solely on the ILEC standard deviation for calculation of the standard error. These tests were adopted for use in the New York Commission C2C proceeding for the C2C reports. *New York State Carrier-to-Carrier Guidelines Performance Standards and Reports: Bell Atlantic Reports, February 2000*, Appendix K, in Verizon Application, Appendix F, Tab 0001, and *New York State Carrier-to-Carrier Guidelines Performance Standards and Reports: Verizon Reports, January 2001*, Appendix K, in Verizon Application, Appendix F, Tab 0002. They were previously determined by the Commission to be a reasonable method of determining if a detected difference is statistically significant in *NY 271 Order*, Appendix B. The test for statistical significance was only done when a parity comparison was available, z-scores were provided in the C2C reports, and the reported CLEC performance was worse than the reported Verizon retail performance. Note that a modified t-test was used for average or measured metrics instead of a modified z-test because sometimes small sample sizes were involved. For large sample sizes the tests will yield the same results, because for large sample sizes the distribution of Student's t, which the t-test relies on, is virtually identical to the normal distribution, on which the z-test relies. *NY 271 Order*, Appendix B, at 4, n. 17 and at 6, n. 31. No non-parametric test results (such as the results of a permutation test or the hypergeometric test) were provided in the C2C reports. Use of a non-parametric test is a more reliable method of testing for statistical significance when the data is not normally distributed and the sample size is small. See *NY 271 Order*, Appendix B at 6.

Use of the modified t, modified z, and binomial test results in this appendix does not preclude the use of other theoretically-sound statistical test methodologies

for future 271 applications.

1x = No retail data or z-score was available for January.

2x = No retail data or z-score was available for February.

3x = No retail data or z-score was available for March.

4x = No retail data or z-score was available for April.