

Appendix B

New Jersey Performance Metrics

All data included here are taken from the New Jersey 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
<i>Preorder and OSS Availability:</i>	
PO-1-01	Ave Resp Tm – Customer Service Record
PO-1-02	Ave Resp Tm – Due Date Availability
PO-1-03	Ave Resp Tm – Address Validation
PO-1-04	Ave Resp Tm – Product and Service Availability
PO-1-05	Ave Resp Tm – Tel Number Availability and Reservation
PO-1-06	Ave Resp Tm – Facility Availability – (ADSL Loop Qual)
PO-1-07	Ave Resp Tm – Rejected Query
PO-1-09	Parsed CSR
PO-1-10	Parsed CSR – CLEC Total
PO-2-01	OSS Interface Availability – Total
PO-2-02	OSS Interface Availability – Prime Time
PO-2-03	OSS Interface Availability – Non-Prime Time
PO-8-01	% On-Time – Manual Loop Qualification
PO-8-02	% On-Time – Engineering Record Request
OR-1-02	% On Time LSRC – Flow-Through
OR-1-04	% On Time LSRC < 6 Lines – Electronic – No Flow-Through
OR-1-06	% On Time LSRC >= 6 Lines – Electronic – No Flow-Through
OR-1-08	% On Time LSRC < 6 Lines – Fax
OR-1-10	% On Time LSRC >= 6 Lines – Fax
OR-1-11	Average Firm Order Confirmation (FOC) Time <=192 Forecasted Trunks
OR-1-12	% On Time FOC <= 192 Forecasted Trunks
OR-1-13	% On Time Design Layout Record (DLR)

Metric No.	Metric Name
OR-1-19	% On Time Response – Request for inbound (VZ-CLEC augment)
MR-1-01	Average Response Time – Create Trouble
MR-1-02	Average Response Time – Status Trouble
MR-1-03	Average Response Time – Modify Trouble
MR-1-04	Average Response Time – Request Cancellation of Trouble
MR-1-05	Average Response Time – Trouble Report History (by TN/Circuit)
MR-1-06	Average Response Time – Test Trouble (POTS Only)
<i>Change Management, Billing, OS/DA, Interconnection and Collocation:</i>	
PO-4-01	% Chng Mngmnt Ntcs & Chng Mngmnt Cnfrmtns sent on Time – (Combined Types 1–5)
BI-1-02	% DUF in 4 Business Days
BI-2-01	Timeliness of Carrier Bill
BI-3-01	% Billing Adjustments – Including Charges Adjusted Due to PCDs
BI-3-03	% Billing Adjustments – Excluding Charges Adjusted Due to PCDs
BI-4-01	% Usage Accuracy
BI-4-02	% Corrected Usage Records Delivered on Time
BI-5-01	% Accuracy of Mechanized Bill Feed
BI-6-01	% Completeness of Usage Charges – Including PCD Delayed Charges
BI-6-02	% Completeness of Usage Charges – Excluding PCD Delayed Charges
BI-7-01	% Completeness of Fractional Recurring Charges – Including PCD Delayed Charges

Federal Communications Commission

FCC 02-189

Metric No.	Metric Name
BI-7-02	% Completeness of Fractional Recurring Charges – Excluding PCD Delayed Charges
BI-8-01	% Completeness of Non-Recurring Charges – Including PCD Delayed Charges
BI-8-02	% Completeness of Non-Recurring Charges – Excluding PCD Delayed Charges
NP-1-01	% FTG Exceeding Blocking Standard
NP-1-02	% FTG Exceeding Blocking Standard (No Exceptions)
NP-1-03	Number Dedicated FTG Exceeding Blocking Standard – 2 Months
NP-1-04	Number Dedicated FTG Exceeding Blocking Standard – 3 Months
NP-2-01	% On Time Response to Request for Collocation (Physical, SCOPE, CCOE, Virtual)
NP-2-02	Average Interval – Physical Collocation
NP-2-03	Average Interval – SCOPE
NP-2-04	Average Interval – CCOE – VZ Equipment is Secure
NP-2-05	Average Interval – CCOE – VZ Equipment is Unsecured
NP-2-06	Average Interval – Virtual Collocation
NP-2-07	% On Time (Physical, SCOPE, CCOE, Virtual)
NP-2-08	Average Delay Days (Physical, SCOPE, CCOE, Virtual)
<i>Ordering:</i>	
OR-2-02	% On Time LSR Reject – Flow-Through
OR-2-04	% On Time LSR Reject < 6 Lines – Electronic – No Flow Through
OR-2-06	% On Time LSR Reject >= 6 Lines – Electronic – No Flow-Through
OR-2-08	% On Time LSR Reject < 6 Lines – Fax
OR-2-10	% On Time LSR Reject >= 6 Lines – Fax
OR-2-11	Average Trunk ASR Reject Time <= 192 Forecasted Trunks
OR-2-12	% On Time Trunk ASR Reject <= 192 Forecasted Trunks
OR-3-01	% Rejects
OR-4-02	Completion Notice – % On Time

Metric No.	Metric Name
OR-4-05	Work Completion Notice – % On Time
OR-4-09	% SOP to Bill Completion w/in 3 Business Days
OR-5-01	% Flow Through – Total
OR-5-02	% Flow Through – Simple
OR-5-03	% Flow Through – Achieved
OR-6-01	% Accuracy – Orders
OR-6-02	% Accuracy – Opportunities
OR-6-03	% Accuracy – LSRC
<i>Provisioning:</i>	
PR-1-09	Average Interval Offered – Total
PR-2-01	Average Interval Completed – Total No Dispatch
PR-2-02	Average Interval Completed – Total Dispatch
PR-2-03	Average Interval Completed – Dispatch (1–5 Lines)
PR-2-04	Average Interval Completed – Dispatch (6–9 Lines)
PR-2-05	Average Interval Completed – Dispatch (>= 10 Lines)
PR-2-06	Average Interval Completed – DS0
PR-2-07	Average Interval Completed – DS1
PR-2-08	Average Interval Completed – DS3
PR-2-09	Average Interval Completed
PR-2-18	Average Interval Completed – Disconnects
PR-4-01	% Missed Appointment – Verizon
PR-4-02	Average Delay Days
PR-4-04	% Missed Appt. – VZ – Dispatch
PR-4-05	% Missed Appt. – VZ – No Dispatch
PR-4-07	% On Time Performance – LNP
PR-4-09	% Missed Appt. – VZ – Standard Interval (W Coded) Orders – Total
PR-4-10	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – Dispatch
PR-4-11	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – No Dispatch
PR-4-14	% Completed On Time – With DD-2 Test Rslts, with 800 # & Serial#
PR-4-15	% Completed On Time – With DD-2 Test Rslts, with 800 # & with/without Serial #

Metric No.	Metric Name
PR-4-16	% Completed On Time – Without DD–2 Test, with 800 # & Serial #
PR-4-17	% Completed On Time – Without DD–2 Test Rslts, with 800 # & with/without Serial #
PR-4-18	% Completed On Time – Without DD–2 Test Rslts, without 800 # & without Serial #
PR-5-01	% Missed Appointment – Verizon – Facilities
PR-5-02	% Orders Held for Facilities > 15 Days
PR-5-03	% Orders Held for Facilities > 60 Days
PR-6-01	% Installation Troubles reported within 30 Days
PR-6-02	% Installation Troubles reported within 7 Days
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE
PR-8-01	% Open Orders in a Hold Status > 30 Days
PR-8-02	% Open Orders in a Hold Status > 90 Days
PR-9-08	Average Duration of Service Interruption
<i>Maintenance and Repair:</i>	
MR-2-01	Network Trouble Report Rate
MR-2-02	Network Trouble Report Rate – Loop
MR-2-03	Network Trouble Report Rate – Central Office
MR-2-04	% Subsequent Reports
MR-2-05	% CPE/TOK/FOK Trouble Report Rate
MR-3-01	% Missed Repair Appointment – Loop
MR-3-02	% Missed Repair Appointment – Central Office
MR-3-03	% Missed Repair Appointment — CPE /TOK/FOK
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-4-04	% Cleared (all troubles) within 24 Hours
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	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
<i>PRE-ORDERING & OSS AVAILABILITY</i>												
PO-1 - Response Time OSS Pre-Ordering Interface												
PO-1-01-6020	Ave Resp Tm – Customer Service Record – EDI	1.24	2.98	0.22	3.08	0.18	3.05	0.17	2.95	0.18	2.93	
PO-1-01-6030	Ave Resp Tm – Customer Service Record – CORBA	1.24	0.97	0.22	0.98	0.18	1.28	0.17	1.00	0.18	0.95	
PO-1-01-6050	Ave Resp Tm – Customer Service Record – Web GUI	1.24	2.84	0.22	2.67	0.18	2.69	0.17	2.61	0.18	2.69	
PO-1-02-6020	Ave Resp Tm – Due Date Availability – EDI	2.36	4.70	2.03	4.60	2.04	4.58	2.05	4.73	2.05	4.64	
PO-1-02-6030	Ave Resp Tm – Due Date Availability – CORBA	2.36	NA	2.03	NA	2.04	2.73	2.05	NA	2.05	2.72	
PO-1-02-6050	Ave Resp Tm – Due Date Availability – Web GUI	2.36	4.74	2.03	4.53	2.04	4.72	2.05	4.49	2.05	4.61	
PO-1-03-6020	Ave Resp Tm – Address Validation – EDI	5.84	6.71	5.53	7.58	5.85	7.20	5.77	6.06	5.59	6.25	
PO-1-03-6030	Ave Resp Tm – Address Validation – CORBA	5.84	6.18	5.53	6.30	5.85	5.57	5.77	5.42	5.59	3.72	
PO-1-03-6050	Ave Resp Tm – Address Validation – Web GUI	5.84	5.94	5.53	5.58	5.85	5.79	5.77	5.70	5.59	5.77	
PO-1-04-6020	Ave Resp Tm – Product and Service Availability – EDI	15.92	NA	10.82	NA	11.47	NA	11.25	NA	11.14	NA	
PO-1-04-6030	Ave Resp Tm – Product and Service Availability – CORBA	15.92	NA	10.82	NA	11.47	NA	11.25	NA	11.14	NA	
PO-1-04-6050	Ave Resp Tm – Product and Service Availability – Web GUI	15.92	13.55	10.82	13.41	11.47	13.71	11.25	13.57	11.14	14.10	
PO-1-05-6020	Ave Resp Tm – Tel Number Availability and Reservation – EDI	8.27	7.79	6.33	8.29	6.66	9.73	6.58	5.66	6.36	8.52	
PO-1-05-6030	Ave Resp Tm – Tel Number Availability and Reservation – CORBA	8.27	6.23	6.33	NA	6.66	3.27	6.58	NA	6.36	3.88	
PO-1-05-6050	Ave Resp Tm – Tel Number Availability and Reservation – Web GUI	8.27	6.67	6.33	6.39	6.66	6.38	6.58	6.27	6.36	6.44	
PO-1-06-6020	Ave Resp Tm – Facility Availability – (ADSL Loop Qual) – EDI	13.30	4.03	12.55	4.17	12.57	3.93	12.49	4.11	12.36	4.06	

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PO-1-06-6030	Ave Resp Tm – Facility Availability – (ADSL Loop Qual) – CORBA	13.30	NA	12.55	NA	12.57	NA	12.49	2.37	12.36	2.58	
PO-1-06-6050	Ave Resp Tm – Facility Availability – (ADSL Loop Qual) – Web GUI	13.30	4.47	12.55	4.30	12.57	4.43	12.49	4.21	12.36	4.32	
PO-1-07-6020	Ave Resp Tm – Rejected Query – EDI	0.26	2.15	0.03	2.17	0.02	2.26	0.02	2.30	0.02	2.31	
PO-1-07-6030	Ave Resp Tm – Rejected Query – CORBA	0.26	0.67	0.03	0.64	0.02	0.59	0.02	0.58	0.02	0.61	
PO-1-07-6050	Ave Resp Tm – Rejected Query – Web GUI	0.26	2.94	0.03	2.70	0.02	2.83	0.02	2.83	0.02	2.70	
PO-1-09-6020	Parsed CSR – EDI	1.24	2.02	0.22	2.09	0.18	2.06	0.17	1.96	0.18	1.99	
PO-1-09-6030	Parsed CSR – CORBA	1.24	0.33	0.22	0.31	0.18	0.34	0.17	0.34	0.18	0.36	
PO-2 - OSS Interface Availability												
PO-2-01-6030	OSS Interface Availability – Total – CORBA – Pre-Ordering		99.99		99.94		100.0		100.0		99.99	
PO-2-01-6040	OSS Interface Availability – Total – Web – GUI – Maintenance		99.43		99.48		99.39		99.45		99.15	
PO-2-01-6060	OSS Interface Availability – Total – Electronic Bonding – Maintenance		100.0		100.0		100.0		100.0		100.0	
PO-2-02-6020	OSS Interface Availability – Prime Time – EDI – Pre-Ordering		100.0		99.99		100.0		99.84		99.99	
PO-2-02-6030	OSS Interface Availability – Prime Time – CORBA – Pre-Ordering		100.0		99.90		100.0		100.0		100.0	
PO-2-02-6040	OSS Interface Availability – Prime Time – Web GUI – Maintenance		99.87		100.0		99.83		99.84		99.50	
PO-2-02-6050	OSS Interface Availability – Prime Time – Web GUI – Pre-Ordering		99.92		100.0		99.80		99.82		99.65	
PO-2-02-6060	OSS Interface Availability – Prime Time – Electronic Bonding – Maintenance		100.0		100.0		100.0		100.0		100.0	
PO-2-03-6030	OSS Interface Availability – Non-Prime Time – CORBA – Pre-Ordering		99.97		99.99		100.0		100.0		99.99	
PO-2-03-6040	OSS Interface Availability – Non-Prime Time – Web GUI – Maintenance		98.70		98.67		98.66		98.75		98.55	
PO-2-03-6060	OSS Interface Availability – Non-Prime Time – Electronic Bonding – Maintenance		100.0		100.0		100.0		100.0		100.0	

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PO-4 - Timeliness of Chng Mngmnt Notices & Confirmations												
PO-4-01-6600	% Chng Mngmnt Ntes & Chng Mngmnt Cnfrmtns sent on Time – (Combined Types 1–5)		100.0		100.0		100.0		100.0		100.0	1
PO-8 - Manual Loop Qualification												
PO-8-01-2000	% On–Time – Manual Loop Qualification		99.76		100.0		99.61		100.0		66.67	1
PO-8-02-2000	% On–Time – Engineering Record Request		NA		NA		NA		NA		NA	
Trouble Reporting (OSS)												
MR-1 - Response Time OSS Maintenance Interface												
MR-1-01-6040	Average Response Time – Create Trouble – Web GUI	7.12	3.95	8.55	4.18	11.22	3.84	8.19	3.71	8.62	3.82	
MR-1-01-6060	Average Response Time – Create Trouble – Electronic Bonding	7.12	9.07	8.55	11.92	11.22	11.77	8.19	13.18	8.62	15.89	
MR-1-02-6040	Average Response Time – Status Trouble – Web GUI	1.01	0.45	1.27	0.41	1.88	0.39	3.94	3.42	4.41	4.21	
MR-1-02-6060	Average Response Time – Status Trouble – Electronic Bonding	1.01	0.21	1.27	0.20	1.88	0.21	3.94	0.20	4.41	0.23	
MR-1-03-6040	Average Response Time – Modify Trouble – Web GUI	7.12	NA	8.55	0.44	11.22	7.85	8.19	NA	8.40	3.97	
MR-1-03-6060	Average Response Time – Modify Trouble – Electronic Bonding	7.12	6.30	8.55	6.74	11.22	7.27	8.19	6.82	8.40	8.36	
MR-1-04-6040	Average Response Time – Request Cancellation of Trouble – Web GUI	8.73	5.38	10.06	4.13	12.61	7.55	9.49	8.16	9.77	5.75	
MR-1-04-6060	Average Response Time – Request Cancellation of Trouble – Electronic Bonding	8.73	NA	10.06	NA	12.61	NA	9.49	NA	9.77	NA	
MR-1-05-6040	Average Response Time – Trouble Report History (by TN/Circuit) – Web GUI	0.52	1.56	0.45	1.67	0.42	1.34	0.34	1.12	0.34	1.06	
MR-1-05-6060	Average Response Time – Trouble Report History (by TN/Circuit) – Electronic Bonding	NEF	NEF	NEF	NEF	NEF	NEF	NEF	NEF	NEF	NEF	
MR-1-06-6040	Average Response Time – Test Trouble (POTS Only) – Web Gui	48.07	48.81	50.11	41.11	51.56	42.78	52.05	41.15	53.37	43.48	
MR-1-06-6060	Average Response Time – Test Trouble (POTS Only) – Electronic Bonding	48.07	51.77	50.11	59.10	51.56	48.00	52.05	59.92	53.37	47.76	

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
BILLING												
BI-1 - Timeliness of Daily Usage Feed												
BI-1-02-2030	% DUF in 4 Business Days		99.16		99.07		99.37		99.37		75.99	
BI-2 - Timeliness of Carrier Bill												
BI-2-01-2030	Timeliness of Carrier Bill		100.0		100.0		100.0		100.0		100.0	
BI-2-01-2000	Timeliness of Carrier Bill											
BI-3 - Billing Accuracy												
BI-3-01-2030	% Billing Adjustments – Including Charges Adjusted Due to PCDs	1.64	0.93	1.22	1.15	1.24	10.88	0.81	0.72	1.48	0.62	
BI-3-03-2030	% Billing Adjustments – Excluding Charges Adjusted Due to PCDs	1.60	0.92	1.16	1.15	1.19	10.88	0.79	0.72	1.43	0.62	
BI-4 - DUF Accuracy												
BI-4-01-2030	% Usage Accuracy		100.0		100.0		100.0		100.0		100.0	
BI-4-02-2030	% Corrected Usage Records Delivered on Time		NA		NA		NA		NA		NA	
BI-5 - Accuracy of Mechanized Bill Feed												
BI-5-01-2030	% Accuracy of Mechanized Bill Feed		100.0		100.0		100.0		100.0		100.0	
BI-6 - Completeness of Usage Charges												
BI-6-01-2030	% Completeness of Usage Charges – Including PCD Delayed Charges	99.85	99.78	99.30	99.90	99.99	99.99	100.0	100.0	99.99	100.0	
BI-6-02-2030	% Completeness of Usage Charges – Excluding PCD Delayed Charges	99.85	99.78	99.32	99.90	99.99	99.99	100.0	100.0	99.99	100.0	
BI-7 - Completeness of Fractional Recurring Charges												
BI-7-01-2030	% Completeness of Fractional Recurring Charges – Including PCD Delayed Charges	66.94	93.81	74.62	93.04	97.15	97.98	37.38	93.92	58.89	35.80	
BI-7-02-2030	% Completeness of Fractional Recurring Charges – Excluding PCD Delayed Charges	68.13	95.96	76.53	93.71	97.84	99.45	34.04	93.46	60.08	33.83	
BI-8 - Non-recurring Charge Completeness												
BI-8-01-2030	% Completeness of Non-Recurring Charges – Including PCD Delayed Charges	86.99	99.10	90.32	99.73	99.94	99.99	99.54	99.91	98.32	99.50	
BI-8-02-2030	% Completeness of Non-Recurring Charges – Excluding PCD Delayed Charges	86.76	99.35	92.42	99.87	99.93	99.99	99.53	99.91	98.54	99.48	

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
POTS & Pre-qualified Complex												
OR-1 - Order Confirmation Timeliness												
OR-1-02-2320	% On Time LSRC – Flow–Through		96.88		99.33		99.99		99.47		98.48	
OR-1-04-2320	% On Time LSRC < 6 Lines – Electronic – No Flow–Through		97.98		98.17		98.59		98.40		99.18	
OR-1-06-2320	% On Time LSRC >=6 Lines – Electronic – No Flow–Through		99.67		98.74		99.74		99.66		99.76	
OR-1-08-2320	% On Time LSRC < 6 Lines – Fax		NA		NA		NA		NA		NA	
OR-1-10-2320	% On Time LSRC >= 6 Lines – Fax		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness												
OR-2-02-2320	% On Time LSR Reject – Flow–Through		98.36		99.72		99.93		99.55		99.56	
OR-2-04-2320	% On Time LSR Reject < 6 Lines – Electronic – No Flow–Through		99.23		98.92		99.45		99.66		99.65	
OR-2-06-2320	% On Time LSR Reject >= 6 Lines – Electronic – No Flow–Through		99.65		100.0		100.0		99.68		100.0	
OR-2-08-2320	% On Time LSR Reject < 6 Lines – Fax		NA		NA		NA		NA		NA	
OR-2-10-2320	% On Time LSR Reject >=6 Lines – Fax		NA		NA		NA		NA		NA	
Complex Services - 2 Wire Digital												
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification												
OR-1-04-2341	% On Time LSRC < 6 Lines – Electronic – No Flow–Through		100.0		100.0		100.0		100.0		100.0	
OR-1-06-2341	% On Time LSRC >= 6 Lines – Electronic – No Flow–Through		100.0		100.0		100.0		100.0		100.0	2,3,4,5
OR-1-08-2341	% On Time LSRC < 6 Lines – Fax		NA		NA		NA		NA		NA	
OR-1-10-2341	% On Time LSRC >= 6 Lines – Fax		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness - Requiring Loop Qualification												
OR-2-04-2341	% On Time LSR Reject < 6 Lines – Electronic – No Flow–Through		100.0		100.0		100.0		100.0		100.0	
OR-2-06-2341	% On Time LSR Reject >= 6 Lines – Electronic – No Flow–Through		100.0		100.0		88.89		100.0		100.0	4,5
OR-2-08-2341	% On Time LSR Reject < 6 Lines – Fax		NA		NA		NA		NA		NA	
OR-2-10-2341	% On Time LSR Reject >= 6 Lines – Fax		NA		NA		NA		NA		NA	

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
Complex Services - 2 Wire xDSL												
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification												
OR-1-04-2342	% On Time LSRC < 6 Lines – Electronic – No Flow-Through		NA		NA		NA		NA		NA	
OR-1-06-2342	% On Time LSRC >= 6 Lines – Electronic – No Flow-Through		NA		NA		NA		NA		NA	
OR-1-08-2342	% On Time LSRC < 6 Lines – Fax		NA		NA		NA		NA		NA	
OR-1-10-2342	% On Time LSRC >= 6 Lines – Fax		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness - Requiring Loop Qualification												
OR-2-04-2342	% On Time LSR Reject < 6 Lines – Electronic – No Flow-Through		NA		NA		NA		NA		NA	
OR-2-06-2342	% On Time LSR Reject >= 6 Lines – Electronic – No Flow-Through		NA		NA		NA		NA		NA	
OR-2-08-2342	% On Time LSR Reject < 6 Lines – Fax		NA		NA		NA		NA		NA	
OR-2-10-2342	% On Time LSR Reject >= 6 Lines – Fax		NA		NA		NA		NA		NA	
Special Services												
OR-1 - Order Confirmation Timeliness												
OR-1-04-2214	% On Time LSRC < 6 Lines – Non DS0, DS1, DS3 – Electronic – No Flow-Through		100.0		100.0		100.0		100.0		100.0	
OR-1-06-2210	% On Time LSRC >=6 Lines –DS0 – Electronic – No Flow-Through		NA		NA		NA		NA		NA	
OR-1-06-2211	% On Time LSRC >=6 Lines –DS1 – Electronic – No Flow-Through		NA		NA		NA		NA		100.0	5
OR-1-06-2213	% On Time LSRC >=6 Lines –DS3 – Electronic – No Flow-Through		NA		NA		NA		NA		NA	
OR-1-06-2214	% On Time LSRC >=6 Lines – Non DS0, DS1, DS3 – Electronic – No Flow-Through		100.0		87.50		100.0		100.0		100.0	1,2,3
OR-1-08-2214	% On Time LSRC < 6 Lines – Non DS0,DS1, & DS3 – Fax		NA		NA		NA		NA		NA	
OR-1-10-2210	% On Time LSRC >= 6 Lines –DS0– – Fax		NA		NA		NA		NA		NA	
OR-1-10-2211	% On Time LSRC >= 6 Lines –DS1– – Fax		NA		NA		NA		NA		NA	
OR-1-10-2213	% On Time LSRC >= 6 Lines –DS3– – Fax		NA		NA		NA		NA		NA	
OR-1-10-2214	% On Time LSRC >= 6 Lines – Non DS0, DS1, DS3 – Fax		NA		NA		NA		NA		NA	

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-2 - Reject Timeliness												
OR-2-04-2200	% On Time LSR Reject < 6 Lines – Electronic – No Flow-Through		100.0		100.0		100.0		99.10		100.0	
OR-2-06-2200	% On Time LSR Reject >= 6 Lines – Electronic – No Flow-Through		100.0		100.0		100.0		100.0		100.0	
OR-2-08-2200	% On Time LSR Reject < 6 Lines – Fax		NA		NA		NA		NA		NA	
OR-2-10-2200	% On Time LSR Reject >=6 Lines – Fax		NA		NA		NA		NA		NA	
POTS / Special Services - Aggregate												
OR-3 - Percent Rejects												
OR-3-01-2000	% Rejects		24.78		21.53		19.48		22.05		19.91	
OR-4 - Timeliness of Completion Notification												
OR-4-02-2000	Completion Notice – % On Time		97.38		99.05		99.22		99.19		99.07	
OR-4-05-2000	Work Completion Notice – % On Time		99.91		100.0		100.0		99.92		100.0	
OR-5 - Percent Flow-Through												
OR-5-01-2000	% Flow Through – Total		80.90		79.79		82.79		80.08		80.03	
OR-5-03-2000	% Flow Through – Achieved		94.20		93.81		94.77		93.98		94.66	
OR-6 - Order Accuracy												
OR-6-01-2000	% Accuracy – Orders		96.06		96.14		97.70		96.66		98.75	
OR-6-02-2000	% Accuracy – Opportunities		99.66		99.62		99.64		99.72		99.90	
OR-6-03-2000	% Accuracy – LSRC		0.08		0.09		0.00		0.02		0.02	
POTS - Provisioning - Total												
PR-2 - Average Completed Interval												
PR-2-04-2100	Average Interval Completed – Dispatch (6–9 Lines)	6.45	3.75	5.52	1.60	7.06	2.22	6.01	2.00	5.84	2.00	1,2,4,5
PR-2-05-2100	Average Interval Completed – Dispatch (>= 10 Lines)	7.41	3.20	7.23	2.00	7.59	4.33	6.14	3.80	6.18	1.00	1,2,3,4,5
PR-4 - Missed Appointments												
PR-4-02-2100	Average Delay Days – Total	3.50	2.66	3.36	1.93	2.24	5.04	3.58	2.07	2.48	1.77	
PR-4-04-2100	% Missed Appt. – VZ – Dispatch	11.27	2.97	11.86	3.37	10.74	3.83	11.55	5.88	11.08	4.20	
PR-4-05-2100	% Missed Appt. – VZ – No Dispatch	0.65	0.26	0.99	0.61	0.66	0.15	0.79	0.17	0.73	0.22	
PR-4-10-2100	% Missed Appt. – VZ – Standard Interval (W Coded) Orders – Dispatch	11.38	3.28	11.81	2.74	10.62	3.38	11.57	5.77	11.40	4.71	

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-4-11-2100	% Missed Appt. – VZ – Standard Interval (W Coded) Orders – No Dispatch	0.63	0.22	0.73	0.63	0.66	0.11	0.64	0.17	0.71	0.18	
PR-6 - Installation Quality												
PR-6-01-2100	% Installation Troubles reported within 30 Days	5.40	5.28	5.57	4.98	4.61	6.00	4.72	5.23	4.86	5.06	
PR-6-02-2100	% Installation Troubles reported within 7 Days	3.63	3.46	3.70	3.43	3.12	4.19	3.12	3.48	3.23	3.25	
PR-6-03-2100	% Installation Troubles reported within 30 Days – FOK/TOK/CPE	3.96	3.26	3.72	2.51	3.12	3.17	3.23	3.16	3.35	3.02	
PR-8 - Open Orders in a Hold Status												
PR-8-01-2100	% Open Orders in a Hold Status > 30 Days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
PR-8-02-2100	% Open Orders in a Hold Status > 90 Days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
POTS - Business												
PR-2 - Average Completed Interval												
PR-2-01-2110	Average Interval Completed – Total No Dispatch	2.62	1.20	3.66	0.99	2.44	1.05	1.82	1.20	2.75	1.32	
PR-2-03-2110	Average Interval Completed – Dispatch (1–5 Lines)	4.24	2.37	4.41	2.78	4.35	2.89	4.18	2.26	4.33	3.38	
POTS - Residence												
PR-2 - Average Completed Interval												
PR-2-01-2120	Average Interval Completed – Total No Dispatch	1.07	1.18	1.23	1.11	0.98	1.00	0.88	0.54	0.78	1.34	
PR-2-03-2120	Average Interval Completed – Dispatch (1–5 Lines)	4.11	2.55	4.26	2.51	4.10	2.61	4.08	2.64	4.04	2.74	
Complex Services - 2 Wire Digital												
PR-2 - Average Completed Interval												
PR-2-01-2341	Average Interval Completed – Total No Dispatch	6.00	NA	6.00	NA	6.00	NA	6.00	NA	6.20	NA	
PR-2-02-2341	Average Interval Completed – Total Dispatch	6.03	6.00	6.48	10.50	6.04	NA	6.17	NA	6.18	6.00	1,2,5
PR-4 - Missed Appointment												
PR-4-02-2341	Average Delay Days – Total	2.33	NA	3.73	1.00	2.57	3.00	1.77	NA	2.53	NA	2,3
PR-4-04-2341	% Missed Appt. – VZ – Dispatch	8.04	0.00	7.38	18.18	6.45	0.00	8.74	0.00	7.36	0.00	1,4,5
PR-4-05-2341	% Missed Appt. – VZ – No Dispatch	0.21	0.00	1.10	0.00	0.79	12.50	0.30	0.00	1.80	0.00	1,3,4
PR-4-10-2341	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – Dispatch	9.56	0.00	9.23	12.50	7.99	0.00	10.88	0.00	10.52	0.00	1,2,4,5

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-4-11-2341	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – No Dispatch	0.24	0.00	1.32	0.00	0.86	6.67	0.36	0.00	2.02	0.00	
PR-6 - Installation Quality												
PR-6-01-2341	% Installation Troubles reported within 30 Days	5.58	27.27	4.76	8.33	4.93	0.00	5.21	0.00	5.22	14.29	4,5
PR-6-03-2341	% Inst. Troubles reported w/ in 30 Days – FOK/TOK/CPE	5.19	0.00	3.96	8.33	3.01	35.71	4.08	0.00	6.29	42.86	4,5
PR-8 - Open Orders in a Hold Status												
PR-8-01-2341	% Open Orders in a Hold Status > 30 Days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4
PR-8-02-2341	% Open Orders in a Hold Status > 90 Days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4
Complex Services - 2 Wire xDSL												
PR-2 - Average Completed Interval												
PR-2-01-2342	Average Interval Completed – Total No Dispatch	4.62	NA	4.20	NA	3.98	NA	3.33	NA	3.21	NA	
PR-2-02-2342	Average Interval Completed – Total Dispatch	4.74	NA	5.25	NA	4.65	NA	3.63	NA	3.50	NA	
PR-4 - Missed Appointment												
PR-4-02-2342	Average Delay Days – Total	7.74	3.00	7.72	NA	2.92	NA	8.83	NA	1.76	NA	1
PR-4-04-2342	% Missed Appt. – VZ – Dispatch	7.47	100.0	6.12	NA	5.92	0.00	4.09	NA	5.41	NA	1,3
PR-4-05-2342	% Missed Appt. – VZ – No Dispatch	0.52	0.00	1.46	0.00	0.22	0.00	0.28	0.00	0.06	0.00	1,2,3,5
PR-4-10-2342	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – Dispatch	8.39	100.0	7.95	NA	7.54	NA	6.04	NA	7.36	NA	1
PR-4-11-2342	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – No Dispatch	0.45	0.00	0.44	0.00	0.49	0.00	0.35	0.00	0.07	0.00	1,2,3,4,5
PR-6 - Installation Quality												
PR-6-01-2342	% Installation Troubles reported within 30 Days	12.84	0.00	11.58	7.14	6.95	0.00	3.59	0.96	3.16	2.27	
PR-6-03-2342	% Inst. Troubles reported w/ in 30 Days – FOK/TOK/CPE	10.11	0.00	8.93	0.00	5.67	2.00	2.85	3.85	2.66	0.00	
PR-8 - Open Orders in a Hold Status												
PR-8-01-2342	% Open Orders in a Hold Status > 30 Days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,2,3,5
PR-8-02-2342	% Open Orders in a Hold Status > 90 Days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,2,3,5
POTS & Complex Aggregate												
PR-2 - Average Completed Interval												

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-2-18-2103	Average Interval Completed – Disconnects	3.29	1.10	3.37	1.20	2.82	1.23	3.23	1.59	3.53	1.82	

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
Special Services - Provisioning												
PR-2 - Average Completed Interval												
PR-2-01-2200	Average Interval Completed – Total No Dispatch	7.50	17.24	7.97	3.00	7.89	NA	10.92	5.25	14.71	13.20	4
PR-2-02-2200	Average Interval Completed – Total Dispatch	6.80	7.00	8.87	5.00	9.35	8.00	9.45	5.00	17.06	15.20	1,2,3,4,5
PR-2-06-2210	Average Interval Completed – DSO	5.58	NA	7.60	2.00	8.10	NA	13.44	NA	16.33	NA	2
PR-2-07-2211	Average Interval Completed – DS1	7.43	20.27	9.21	3.00	9.04	NA	9.58	6.00	15.01	30.20	2,4,5
PR-2-08-2213	Average Interval Completed – DS3	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
PR-2-18-2200	Average Interval Completed – Disconnects	11.49	4.72	8.23	4.10	7.16	6.80	11.45	5.00	15.11	4.81	4
PR-4 - Missed Appointments												
PR-4-01-2200	% Missed Appt. – VZ – Total	8.86	13.43	2.52	4.35	4.25	12.12	3.85	6.90	4.01	7.44	
PR-4-02-2200	Average Delay Days – Total	7.26	2.33	3.88	2.00	6.97	2.38	7.87	11.50	6.77	2.33	2,3,4
PR-4-09-2200	% Missed Appt. – VZ – Standard Interval (W Coded) Orders –Total	8.82	0.00	3.21	0.00	4.30	7.14	3.96	0.00	4.01	0.00	
PR-6- Installation Quality												
PR-6-01-2200	% Installation Troubles reported within 30 Days	2.14	0.00	1.71	4.17	1.89	1.79	2.92	5.88	3.18	0.00	
PR-6-03-2200	% Installation Troubles reported within 30 Days – FOK/TOK/CPE	1.02	0.00	1.32	0.00	0.90	1.79	0.73	0.00	1.63	0.00	
PR-8 - Open Orders in a Hold Status												
PR-8-01-2200	% Open Orders in a Hold Status > 30 Days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
PR-8-02-2200	% Open Orders in a Hold Status > 90 Days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
POTS - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-2100	Network Trouble Report Rate – Loop	0.90	0.87	0.98	0.86	0.95	1.01	0.83	0.85	1.00	1.01	
MR-2-03-2100	Network Trouble Report Rate – Central Office	0.11	0.07	0.15	0.07	0.12	0.10	0.10	0.07	0.10	0.08	
MR-2-04-2100	% Subsequent Reports	8.04	6.01	8.12	8.43	6.24	6.98	5.90	10.22	5.91	8.16	
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	0.81	0.55	0.86	0.52	0.82	0.59	0.69	0.52	0.77	0.59	
MR-3 - Missed Repair Appointments												
MR-3-01-2100	% Missed Repair Appointment – Loop	16.52	8.65	19.89	12.07	17.70	12.18	18.87	12.17	19.87	13.51	
MR-3-02-2100	% Missed Repair Appointment – Central Office	14.50	24.37	23.47	29.66	10.81	16.48	7.73	8.62	6.71	8.09	

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-3-03-2100	% Missed Repair Appointment — CPE /TOK/FOK	9.83	11.90	15.05	14.35	9.26	9.27	9.01	6.36	9.03	8.47	
MR-4 - Trouble Duration Intervals												
MR-4-01-2100	Mean Time To Repair – Total	20.58	16.84	23.43	19.71	20.55	17.75	21.97	18.38	22.69	19.58	
MR-4-02-2100	Mean Time to Repair – Loop Trouble	21.77	16.93	24.94	19.85	22.02	18.18	23.71	18.99	24.28	20.32	
MR-4-03-2100	Mean Time To Repair – Central Office Trouble	10.80	15.77	13.45	17.91	9.30	13.62	7.97	11.02	7.50	10.39	
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	74.46	82.99	67.39	75.95	73.54	78.95	71.00	79.92	68.13	76.97	
MR-4-06-2100	% Out of Service > 4 hours	78.07	69.63	80.76	74.68	77.65	69.91	79.46	74.53	83.50	81.79	
MR-4-07-2100	% Out of Service > 12 hours	61.11	58.86	64.89	64.44	62.08	59.01	64.31	63.40	68.31	68.34	
MR-4-08-2100	% Out of Service > 24 Hours	23.64	16.08	29.39	21.99	23.90	20.17	25.85	18.61	29.05	22.82	
MR-5 - Repeat Trouble Reports												
MR-5-01-2100	% Repeat Reports within 30 Days	17.82	20.48	18.88	20.75	17.83	20.73	17.22	20.47	17.91	18.64	
Complex Services - 2 Wire Digital												
MR-2 - Trouble Report Rate												
MR-2-02-2341	Network Trouble Report Rate – Loop	0.52	0.41	0.48	0.32	0.47	0.38	0.48	0.31	0.52	0.18	
MR-2-03-2341	Network Trouble Report Rate – Central Office	0.14	0.14	0.15	0.05	0.15	0.20	0.15	0.07	0.15	0.04	
MR-2-04-2341	% Subsequent Reports	14.62	20.00	10.97	27.27	11.56	10.34	11.71	5.56	14.75	16.67	
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	0.88	0.36	0.86	0.43	0.88	1.35	0.79	0.29	0.86	0.38	
MR-3 - Missed Repair Appointments												
MR-3-01-2341	% Missed Repair Appointment – Loop	43.14	83.33	45.80	64.29	47.27	70.59	48.35	71.43	39.74	50.00	5
MR-3-02-2341	% Missed Repair Appointment – Central Office	41.12	50.00	32.20	0.00	34.48	55.56	30.63	33.33	31.86	50.00	1,2,4,5
MR-3-03-2341	% Missed Repair Appointment — CPE /TOK/FOK	34.95	37.50	26.28	26.32	32.50	30.00	30.65	46.15	29.26	17.65	
MR-4 - Trouble Duration Intervals												
MR-4-01-2341	Mean Time To Repair – Total	23.67	38.52	23.87	33.50	25.73	20.24	25.45	27.22	21.72	15.07	
MR-4-02-2341	Mean Time to Repair – Loop Trouble	25.24	43.35	26.82	35.90	29.26	23.05	26.80	30.90	24.15	4.38	5
MR-4-03-2341	Mean Time To Repair – Central Office Trouble	17.80	24.03	14.64	16.66	14.59	14.94	21.05	10.03	13.32	57.83	1,2,4,5
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	63.19	58.33	64.89	56.25	63.49	61.54	65.68	64.71	69.58	90.00	
MR-4-07-2341	% Out of Service > 12 hours	53.87	73.33	61.78	87.50	62.72	73.33	60.69	76.92	52.69	0.00	2,5
MR-4-08-2341	% Out of Service > 24 Hours	35.92	33.33	35.91	50.00	34.49	46.67	35.11	38.46	27.96	0.00	2,5

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-5 - Repeat Trouble Reports												
MR-5-01-2341	% Repeat Reports within 30 Days	13.78	16.67	14.99	12.50	14.73	19.23	16.84	11.76	17.10	0.00	

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
Complex Services - 2 Wire xDSL												
MR-2 - Trouble Report Rate												
MR-2-02-2342	Network Trouble Report Rate – Loop	1.68	2.71	1.73	2.60	1.73	0.92	1.51	0.87	1.72	0.85	
MR-2-03-2342	Network Trouble Report Rate – Central Office	0.28	0.34	0.33	0.65	0.34	0.00	0.25	0.00	0.26	0.00	
MR-2-04-2342	% Subsequent Reports	13.52	10.00	10.85	0.00	9.29	0.00	7.77	0.00	8.07	25.00	3,4,5
MR-2-05-2342	% CPE/TOK/FOK Trouble Report Rate	1.82	1.02	1.77	0.32	1.75	1.83	1.43	1.45	1.61	0.85	
MR-3 - Missed Repair Appointments												
MR-3-01-2342	% Missed Repair Appointment – Loop	20.82	37.50	24.15	37.50	21.13	0.00	21.50	0.00	23.15	33.33	1,2,3,4,5
MR-3-02-2342	% Missed Repair Appointment – Central Office	25.95	0.00	30.51	0.00	20.51	NA	14.25	NA	14.21	NA	1,2
MR-3-03-2342	% Missed Repair Appointment — CPE /TOK/FOK	13.77	0.00	19.51	0.00	13.59	16.67	11.87	0.00	12.54	33.33	1,2,3,4,5
MR-4 - Trouble Duration Intervals												
MR-4-01-2342	Mean Time To Repair – Total											
MR-4-02-2342	Mean Time to Repair – Loop Trouble	25.73	24.48	29.61	26.08	26.72	15.43	27.21	29.91	27.96	26.29	1,2,3,4,5
MR-4-03-2342	Mean Time To Repair – Central Office Trouble	21.37	21.82	19.91	8.09	18.22	NA	14.36	NA	13.18	NA	1,2
MR-4-04-2342	% Cleared (all troubles) within 24 Hours	65.07	55.56	59.27	80.00	66.18	100.0	63.74	66.67	62.15	66.67	3,4,5
MR-4-07-2342	% Out of Service > 12 hours	72.56	75.00	75.53	77.78	73.58	66.67	74.91	100.0	77.67	66.67	1,3,4,5
MR-4-08-2342	% Out of Service > 24 Hours	33.04	37.50	39.38	22.22	32.29	0.00	34.52	33.33	35.11	33.33	1,3,4,5
MR-5 - Repeat Trouble Reports												
MR-5-01-2342	% Repeat Reports within 30 Days	21.43	0.00	22.13	0.00	20.23	0.00	19.99	0.00	21.08	33.33	3,4,5
Special Services - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-01-2200	Network Trouble Report Rate – Total	0.17	0.00	0.16	0.43	0.20	0.30	0.17	0.41	0.17	0.08	
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	0.24	0.33	0.24	0.82	0.24	0.97	0.22	0.70	0.25	0.42	
MR-4 - Trouble Duration Intervals												
MR-4-01-2200	Mean Time To Repair – Total	5.09	NA	5.90	3.14	5.26	4.92	5.02	4.01	5.36	2.96	3,5
MR-4-02-2200	Mean Time to Repair – Loop Trouble – Specials	6.29	NA	7.98	4.19	6.74	3.20	6.71	4.55	7.03	3.92	2,3,4,5
MR-4-04-2200	% Cleared (all troubles) within 24 Hours	98.72	NA	97.26	100.0	98.06	100.0	98.36	100.0	97.92	100.0	3,5

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-4-06-2200	% Out of Service > 4 hours – Specials	46.47	NA	49.31	33.33	48.54	50.00	46.71	25.00	48.08	0.00	3,4,5
MR-4-07-2200	% Out of Service > 12 hours – Specials	5.77	NA	11.17	0.00	7.91	16.67	6.91	0.00	7.85	0.00	3,4,5
MR-4-08-2200	% Out of Service > 24 Hours – Specials	1.28	NA	2.75	0.00	1.94	0.00	1.64	0.00	2.08	0.00	3,4,5
MR-5 - Repeat Trouble Reports												
MR-5-01-2200	% Repeat Reports within 30 Days	19.39	NA	15.61	30.00	18.31	42.86	15.60	20.00	18.27	0.00	3,5
UNBUNDLED NETWORK ELEMENTS (UNEs)												
POTS Loop/Pre-Qualified Complex/LNP												
OR-1 - Order Confirmation Timeliness												
OR-1-02-3331	% On Time LSRC – Flow-Through		98.87		99.95		99.71		99.14		99.61	
OR-1-04-3331	% On Time LSRC < 6 Lines – Electronic – No Flow-Through		97.03		99.23		97.44		98.36		98.23	
OR-1-06-3331	% On Time LSRC >=6 Lines – Electronic		98.36		99.28		99.44		99.78		99.21	
OR-1-08-3331	% On Time LSRC < 6 Lines – Fax		NA		NA		NA		NA		NA	
OR-1-10-3331	% On Time LSRC >= 6 Lines – Fax		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness												
OR-2-02-3331	% On Time LSR Reject – Flow-Through		99.19		99.74		100.0		100.0		99.75	
OR-2-04-3331	% On Time LSR Reject < 6 Lines – Electronic – No Flow-Through		97.82		97.70		99.06		98.59		98.82	
OR-2-06-3331	% On Time LSR Reject >= 6 Lines – Electronic		98.72		100.0		100.0		100.0		99.54	
OR-2-08-3331	% On Time LSR Reject < 6 Lines – Fax		NA		NA		NA		NA		NA	
OR-2-10-3331	% On Time LSR Reject >=6 Lines – Fax		NA		NA		NA		NA		NA	
POTS Platform												
OR-1 - Order Confirmation Timeliness												
OR-1-02-3140	% On Time LSRC – Flow-Through		99.50		99.44		100.0		99.56		99.80	
OR-1-04-3140	% On Time LSRC < 6 Lines – Electronic – No Flow-Through		97.58		98.64		98.16		98.03		98.14	
OR-1-06-3140	% On Time LSRC >=6 Lines – Electronic – No Flow-Through		100.0		99.64		100.0		100.0		99.66	
OR-1-08-3140	% On Time LSRC < 6 Lines – Fax		NA		NA		NA		NA		NA	
OR-1-10-3140	% On Time LSRC >= 6 Lines – Fax		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness												
OR-2-02-3140	% On Time LSR Reject – Flow-Through		98.72		100.0		100.0		98.10		99.16	

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-2-04-3140	% On Time LSR Reject < 6 Lines – Electronic – No Flow–Through		98.88		99.00		98.71		98.68		99.26	
OR-2-06-3140	% On Time LSR Reject >= 6 Lines – Electronic – No Flow–Through		100.0		100.0		99.66		100.0		100.0	
OR-2-08-3140	% On Time LSR Reject < 6 Lines – Fax		NA		NA		NA		NA		NA	
OR-2-10-3140	% On Time LSR Reject >=6 Lines – Fax		NA		NA		NA		NA		NA	
Complex Services - 2 Wire Digital												
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification												
OR-1-04-3341	% On Time LSRC < 6 Lines – Electronic – No Flow –Through		99.31		100.0		100.0		100.0		98.82	
OR-1-06-3341	% On Time LSRC >=6 Lines – Electronic – No Flow–Through		NA		NA		NA		NA		NA	
OR-1-08-3341	% On Time LSRC < 6 Lines – Fax		NA		NA		NA		NA		NA	
OR-1-10-3341	% On Time LSRC >= 6 Lines – Fax		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness - Requiring Loop Qualification												
OR-2-04-3341	% On Time LSR Reject < 6 Lines – Electronic – No Flow–Through		100.0		100.0		100.0		100.0		100.0	
OR-2-06-3341	% On Time LSR Reject >= 6 Lines – Electronic – No Flow–Through		NA		NA		NA		NA		NA	
OR-2-08-3341	% On Time LSR Reject < 6 Lines – Fax		NA		NA		NA		NA		NA	
OR-2-10-3341	% On Time LSR Reject >=6 Lines – Fax		NA		NA		NA		NA		NA	
Complex Services - 2 Wire xDSL												
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification												
OR-1-04-3342	% On Time LSRC < 6 Lines – Electronic – No Flow –Through		99.42		100.0		97.87		99.17		97.67	
OR-1-04-3343	% On Time LSRC < 6 Lines - Electronic - No Flow -Through		97.37		96.88		100.0		100.0		100.0	
OR-1-06-3342	% On Time LSRC >=6 Lines – Electronic – No Flow–Through		NA		NA		NA		NA		NA	
OR-1-06-3343	% On Time LSRC >=6 Lines - Electronic - No Flow-Through		NA		NA		NA		NA		NA	
OR-1-08-3342	% On Time LSRC < 6 Lines – Fax		NA		NA		NA		NA		NA	
OR-1-10-3342	% On Time LSRC >= 6 Lines – Fax		NA		NA		NA		NA		NA	

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-2 - Reject Timeliness - Requiring Loop Qualification												
OR-2-04-3342	% On Time LSR Reject < 6 Lines – Electronic – No Flow-Through		100.0		100.0		100.0		100.0		100.0	
OR-2-04-3343	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through		100.0		100.0		100.0		100.0		100.0	3
OR-2-06-3342	% On Time LSR Reject >= 6 Lines – Electronic – No Flow-Through		NA		NA		NA		NA		NA	
OR-2-06-3343	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through		NA		NA		NA		NA		NA	
OR-2-08-3342	% On Time LSR Reject < 6 Lines – Fax		NA		NA		NA		NA		NA	
OR-2-10-3342	% On Time LSR Reject >=6 Lines – Fax		NA		NA		NA		NA		NA	
Special Services												
OR-1 - Order Confirmation Timeliness												
OR-1-04-3214	% On Time LSRC < 6 Lines – Non DS0, DS1, DS3 – Electronic – No Flow-Through		95.35		100.0		100.0		100.0		100.0	4,5
OR-1-06-3210	% On Time LSRC >=6 Lines –DS0 – Electronic – No Flow-Through		NA		NA		NA		NA		NA	
OR-1-06-3211	% On Time LSRC >=6 Lines –DS1 – Electronic – No Flow-Through		100.0		100.0		NA		NA		76.77	1,2
OR-1-06-3213	% On Time LSRC >=6 Lines –DS3 – Electronic – No Flow-Through		NA		NA		NA		NA		89.13	
OR-1-06-3214	% On Time LSRC >=6 Lines – Non DS0, DS1, DS3 – Electronic – No Flow-Through		100.0		100.0		100.0		100.0		NA	1,2,3,4
OR-1-08-3214	% On Time LSRC < 6 Lines – Non DS0,DS1, & DS3 – Fax		NA		NA		NA		NA		NA	
OR-1-10-3210	% On Time LSRC >= 6 Lines –DS0 – Fax		NA		NA		NA		NA		NA	
OR-1-10-3211	% On Time LSRC >= 6 Lines –DS1 – Fax		NA		NA		NA		NA		NA	
OR-1-10-3213	% On Time LSRC >= 6 Lines –DS3 – Fax		NA		NA		NA		NA		NA	
OR-1-10-3214	% On Time LSRC >= 6 Lines – Non DS0, DS1, DS3 – Fax		NA		NA		NA		NA		NA	

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-2 - Reject Timeliness												
OR-2-04-3200	% On Time LSR Reject < 6 Lines – Electronic – No Flow Through		85.93		85.00		72.35		91.94		100.0	5
OR-2-06-3200	% On Time LSR Reject >= 6 Lines – Electronic – No Flow–Through		100.0		100.0		100.0		NA		95.27	1,2
OR-2-08-3200	% On Time LSR Reject < 6 Lines – Fax		NA		NA		NA		NA		NA	
OR-2-10-3200	% On Time LSR Reject >=6 Lines – Fax		NA		NA		NA		NA		NA	
POTS / Special Services - Aggregate												
OR-3 - Percent Rejects												
OR-3-01-3000	% Rejects		47.22		40.86		35.55		38.39		40.21	
OR-4 - Timeliness of Completion Notification												
OR-4-02-3000	Completion Notice – % On Time		95.24		97.30		96.00		97.11		95.10	
OR-4-05-3000	Work Completion Notice – % On Time		100.0		100.0		100.0		100.0		100.0	
OR-4-09-3000	% SOP to Bill Completion w/in 3 Business Days		94.52		97.94		91.12		95.43		91.88	
OR-5 - Percent Flow-Through												
OR-5-01-3000	% Flow Through – Total		47.84		51.35		35.78		53.95		52.72	
OR-5-02-3000	% Flow Through – Simple		47.06		51.01		31.29		52.00		51.16	
OR-5-03-3000	% Flow Through – Achieved		82.83		77.93		85.34		89.82		90.50	
OR-6 - Order Accuracy												
OR-6-01-3000	% Accuracy – Orders		97.71		97.92		96.85		96.65		97.25	
OR-6-02-3000	% Accuracy – Opportunities		97.29		99.26		99.32		99.80		99.88	
OR-6-03-3000	% Accuracy – Local Service Request Confirmation		0.02		0.02		0.02		0.00		0.00	
POTS - Provisioning												
PR-2 - Average Completed Interval												
PR-2-01-3111	Average Interval Completed – Total No Dispatch – Hot Cut Loop	2.62	6.23	3.66	5.47	2.44	5.36	1.82	4.94	2.75	5.10	
PR-2-01-3122	Average Interval Completed – Total No Dispatch – Other (Switch & INP)	2.62	0.00	3.66	NA	2.44	3.08	1.82	3.21	2.75	2.46	1
PR-2-01-3140	Average Interval Completed – Total No Dispatch – Platform	2.62	1.59	3.66	1.54	2.44	1.64	1.82	1.42	2.75	1.49	

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-2-03-3112	Average Interval Completed – Dispatch (1–5 Lines) – Loop	4.24	4.56	4.41	5.86	4.35	5.59	4.18	6.33	4.33	5.20	2,4,5
PR-2-03-3140	Average Interval Completed – Dispatch (1–5 Lines) – Platform	4.24	2.75	4.41	2.39	4.35	3.08	4.18	2.41	4.33	3.53	
PR-2-04-3112	Average Interval Completed – Dispatch (6–9 Lines) – Loop	6.45	NA	5.52	NA	7.06	6.00	6.01	18.00	5.84	6.00	3,4,5
PR-2-04-3140	Average Interval Completed – Dispatch (6–9 Lines) – Platform	6.45	2.00	5.52	1.50	7.06	3.50	6.01	1.57	5.84	1.67	1,2,3,4,5
PR-2-05-3112	Average Interval Completed – Dispatch (>= 10 Lines) – Loop	7.41	NA	7.23	9.00	7.59	NA	6.14	8.50	6.18	NA	2,4
PR-2-05-3140	Average Interval Completed – Dispatch (>= 10 Lines) – Platform	7.41	2.00	7.23	2.00	7.59	2.25	6.14	2.83	6.18	2.00	1,2,3,4,5
PR-4 - Missed Appointments												
PR-4-02-3100	Average Delay Days – Total	3.50	3.50	3.36	4.13	2.24	14.05	3.58	3.73	2.48	1.91	
PR-4-04-3113	% Missed Appointment – Verizon – Dispatch – Loop New	11.27	3.03	11.86	2.38	10.74	1.82	11.55	1.11	11.08	1.50	
PR-4-04-3140	% Missed Appointment – Verizon – Dispatch – Platform	11.27	3.49	11.86	8.24	10.74	5.19	11.55	3.18	11.08	8.05	
PR-4-05-3123	% Missed Appointment – Verizon – No Dispatch – Other than Platform & Hot Cut	0.65	0.00	0.99	0.00	0.66	0.00	0.79	0.79	0.73	0.00	
PR-4-05-3140	% Missed Appointment – Verizon – No Dispatch – Platform	0.65	0.25	0.99	0.22	0.66	0.44	0.79	0.33	0.73	0.23	
PR-4-07-3540	% On Time Performance – LNP		97.80		98.62		95.59		96.43		95.82	
PR-4-10-3113	% MA – VZ – Std. Interval (W Coded) Orders – Disp. – Loop New	11.38	0.00	11.81	0.00	10.62	3.13	11.57	7.14	11.40	0.00	
PR-4-10-3140	% MA – VZ – Std. Interval (W Coded) Orders – Disp. – Platform	11.38	4.55	11.81	7.89	10.62	7.69	11.57	2.04	11.40	2.86	
PR-4-11-3123	% MA – VZ – Std. Interval (W Coded) Orders – No Disp. – Other than Platform & Hot Cut	0.63	0.00	0.73	0.00	0.66	0.00	0.64	2.50	0.71	0.00	2
PR-4-11-3140	% MA – VZ – Std. Interval (W Coded) Orders – No Disp. – Platform	0.63	0.44	0.73	0.28	0.66	0.53	0.64	0.35	0.71	0.18	
PR-6 - Installation Quality												
PR-6-01-3112	% Installation Troubles reported within 30 Days – Loop	5.40	1.97	5.57	2.25	4.61	2.18	4.72	1.90	4.86	2.37	

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-6-01-3140	% Installation Troubles reported within 30 Days – Platform	5.40	1.10	5.57	0.68	4.61	0.97	4.72	1.02	4.86	1.33	
PR-6-02-3112	% Installation Troubles reported within 7 Days – Loop	3.63	0.90	3.70	1.19	3.12	1.28	3.12	1.23	3.23	1.31	
PR-6-02-3140	% Installation Troubles reported within 7 Days – Platform	3.63	0.37	3.70	0.32	3.12	0.28	3.12	0.40	3.23	0.62	
PR-6-03-3112	% Installation Troubles reported within 30 Days – FOK/TOK/CPE – Loop	3.96	3.60	3.72	3.85	3.12	3.08	3.23	2.01	3.35	2.42	
PR-6-03-3121	% Installation Troubles reported within 30 Days – FOK/TOK/CPE – Other	3.96	NA	3.72	2350	3.12	38.82	3.23	70.41	3.35	70.09	2
PR-8 - Open Orders in a Hold Status												
PR-8-01-3100	% Open Orders in a Hold Status > 30 Days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
PR-8-02-3100	% Open Orders in a Hold Status > 90 Days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
PR-9 - Hot Cuts												
PR-9-08-3520	Average Duration of Service Interruption		11.56		18.63		19.59		22.43		8.01	5
Complex Services - 2 Wire Digital												
PR-2 - Average Completed Interval												
PR-2-01-3341	Average Interval Completed – Total No Dispatch	6.00	NA	6.00	NA	6.00	NA	6.00	NA	6.20	0.00	5
PR-2-02-3341	Average Interval Completed – Total Dispatch	6.03	5.57	6.48	5.00	6.04	5.00	6.17	5.60	6.18	16.50	1,2,3,4,5
PR-4 - Missed Appointments												
PR-4-02-3341	Average Delay Days – Total	2.33	2.00	3.73	3.50	2.57	2.00	1.77	NA	2.53	1.50	1,2,3,5
PR-4-04-3341	% MA – VZ – Dispatch	8.04	0.00	7.38	1.75	6.45	1.30	8.74	0.00	7.36	0.00	
PR-4-05-3341	% MA – VZ – No Dispatch	0.21	NA	1.10	NA	0.79	NA	0.30	NA	1.80	NA	
PR-4-10-3341	% MA – VZ – Std. Interval (W Coded) Orders – Dispatch	9.56	8.93	9.23	2.50	7.99	1.72	10.88	0.00	10.52	1.82	
PR-6 - Installation Quality												
PR-6-01-3341	% Installation Troubles reported within 30 Days	5.58	5.19	4.76	8.62	4.93	6.33	5.21	5.56	5.22	5.68	
PR-6-03-3341	% Inst. Troubles reported w/ in 30 Days – FOK/TOK/CPE	5.19	10.39	3.96	6.90	3.01	5.06	4.08	8.33	6.29	0.00	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3341	% Open Orders in a Hold Status > 30 Days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-8-02-3341	% Open Orders in a Hold Status > 90 Days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
Complex Services - 2 Wire xDSL												
PR-2 - Average Completed Interval												
PR-2-01-3342	Average Interval Completed – Total No Dispatch	4.62	5.83	4.20	3.60	3.98	4.25	3.33	6.00	3.21	5.40	1,2,3,4,5
PR-2-01-3343	Average Interval Completed – Total No Dispatch		3.12	4.20	3.04	3.98	3.02	3.33	3.01	3.21	3.48	
PR-2-02-3342	Average Interval Completed – Total Dispatch	4.74	5.72	5.25	5.57	4.65	5.44	3.63	5.59	3.50	5.65	
PR-2-02-3343	Average Interval Completed – Total Dispatch		3.22	5.25	3.14	4.65	3.09	3.63	3.00	3.50	3.11	2
PR-4 - Missed Appointments												
PR-4-02-3342	Average Delay Days – Total	9.02	1.70	3.00	2.50	8.95	1.25	11.32	1.20	7.60	2.00	2,3,4,5
PR-4-02-3343	Average Delay Days – Total		1.00	7.72	1.00	2.92	6.00	8.83	4.50	1.76	NA	1,2,3,4
PR-4-04-3342	% MA – VZ – Dispatch	7.47	0.00	6.12	0.00	5.92	0.31	4.09	0.00	5.41	0.24	
PR-4-04-3343	% MA – VZ – Dispatch		3.57	6.12	6.25	5.92	5.88	4.09	0.00	5.41	0.00	
PR-4-05-3342	% MA – VZ – No Dispatch											
PR-4-05-3343	% MA – VZ – No Dispatch		NA	1.46	0.00	0.22	0.00	0.28	2.25	0.06	0.00	
PR-4-10-3342	% MA – VZ – Std. Interval (W Coded) Orders – Dispatch		3.14	7.95	1.97	7.53	1.79	6.04	1.27	7.36	0.33	
PR-4-11-3342	% MA – VZ – Std. Interval (W Coded) Orders – No Dispatch		1.49	0.44	0.00	0.49	0.00	0.35	3.30	0.07	0.00	
PR-4-14-3342	% Completed On Time – With DD–2 Test Rslts, with 800 #& Serial#		100.0		99.70		98.72		97.27		97.88	
PR-6 - Installation Quality												
PR-6-01-3342	% Installation Troubles reported within 30 Days	10.42	8.36	10.19	4.06	9.87	6.93	9.60	7.43	9.20	5.05	
PR-6-01-3343	% Installation Troubles reported within 30 Days		1.23	11.58	0.00	6.95	1.15	3.59	0.56	3.16	0.47	
PR-6-03-3342	% Inst. Troubles reported w/ in 30 Days – FOK/TOK/CPE	10.11	5.79	8.93	6.67	5.67	4.82	2.85	8.11	2.66	7.34	
PR-6-03-3343	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	10.11	7.41	8.93	10.53	5.67	4.60	2.85	3.35	2.66	6.13	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3342	% Open Orders in a Hold Status > 30 Days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
PR-8-01-3343	% Open Orders in a Hold Status > 30 Days		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
PR-8-02-3342	% Open Orders in a Hold Status > 90 Days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-8-02-3343	% Open Orders in a Hold Status > 90 Days		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
POTS & Complex Aggregate												
Special Services - Provisioning												
PR-2 - Average Completed Interval												
PR-2-01-3200	Average Interval Completed – Total No Dispatch	7.50	NA	7.97	NA	7.89	NA	10.92	NA	14.71	NA	
PR-2-02-3200	Average Interval Completed – Total Dispatch	6.80	13.25	8.87	14.00	9.35	15.29	9.45	11.00	17.06	13.86	1,2,3
PR-2-06-3210	Average Interval Completed – DS0	5.58	NA	7.60	NA	8.10	6.67	13.44	7.00	16.33	6.00	3,4,5
PR-2-07-3211	Average Interval Completed – DS1	7.43	13.00	9.21	14.00	9.04	13.00	9.58	9.33	15.01	14.67	1,2,3,5
PR-2-08-3213	Average Interval Completed – DS3	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
PR-2-09-3510	Average Interval Completed – EEL	7.43	13.33		12.00		19.00		12.75		13.14	1,2,3,4,5
PR-4 - Missed Appointments												
PR-4-01-3200	% Missed Appointment – Verizon – Specials	8.86	0.00	2.52	4.76	4.25	5.56	3.85	4.76	4.01	8.82	
PR-4-01-3510	% Missed Appointment – Verizon – EEL	8.80	4.35	2.99	0.00	3.06	8.00	2.19	1.82	3.53	15.22	
PR-4-01-3530	% Missed Appointment – Verizon – IOF	NA	0.00	NA	0.00	NA	0.00	NA	0.00	NA	0.00	1,2,3,5
PR-4-02-3200	Average Delay Days – Specials	7.26	NA	3.88	1.00	6.97	11.00	7.87	1.00	6.77	3.67	2,3,4,5
PR-4-02-3510	Average Delay Days – EEL	5.10	2.00	4.24	NA	2.63	4.50	4.05	4.00	6.79	2.71	1,3,4,5
PR-4-02-3530	Average Delay Days – IOF	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
PR-4-09-3200	% MA – Verizon – Standard Interval (W Coded) Orders – Specials	8.82	0.00	3.21	0.00	4.30	0.00	3.96	6.25	4.01	20.00	1,2
PR-4-09-3510	% MA – Verizon – Standard Interval (W Coded) Orders – EEL	9.80	16.67	4.40	0.00	3.03	25.00	0.81	9.09	2.46	17.65	1,2,3
PR-4-09-3530	% MA – Verizon – Standard Interval (W Coded) Orders – IOF	NA	NA	NA	0.00	NA	0.00	NA	0.00	NA	0.00	2,3,4,5
PR-6 - Installation Quality												
PR-6-01-3200	% Installation Troubles reported within 30 Days	2.14	11.11	1.71	6.90	1.89	8.96	2.92	4.07	3.18	7.41	
PR-6-03-3200	% Installation Troubles reported within 30 Days – FOK/TOK/CPE	1.02	0.00	1.32	3.45	0.90	0.00	0.73	2.44	1.63	0.93	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3200	% Open Orders in a Hold Status > 30 Days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
PR-8-02-3200	% Open Orders in a Hold Status > 90 Days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
POTS - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-3112	Network Trouble Report Rate – Loop	0.90	0.63	0.98	0.59	0.95	0.61	0.83	0.55	1.00	0.60	
MR-2-02-3140	Network Trouble Report Rate – Platform	0.90	0.80	0.98	0.76	0.95	0.83	0.83	0.69	1.00	0.77	
MR-2-03-3112	Network Trouble Report Rate – Central Office – Loop	0.11	0.03	0.15	0.06	0.12	0.02	0.10	0.04	0.10	0.05	
MR-2-03-3140	Network Trouble Report Rate – Central Office – Platform	0.11	0.28	0.15	0.25	0.12	0.24	0.10	0.22	0.10	0.16	
MR-2-04-3112	% Subsequent Reports – Loop	8.04	0.00	8.12	0.00	6.24	0.00	5.90	0.00	5.91	0.00	
MR-2-04-3140	% Subsequent Reports – Platform	8.04	5.29	8.12	4.59	6.24	6.69	5.90	13.43	5.91	19.92	
MR-2-05-3112	% CPE/TOK/FOK Trouble Report Rate – Loop	0.81	0.98	0.86	0.90	0.82	0.83	0.69	0.68	0.77	0.70	
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate – Platform	0.81	0.82	0.86	0.71	0.82	0.65	0.69	0.57	0.77	0.58	
MR-3 - Missed Repair Appointments												
MR-3-01-3112	% Missed Repair Appointment – Loop	16.52	9.29	19.89	6.69	17.70	10.51	18.87	7.94	19.87	6.74	
MR-3-01-3140	% Missed Repair Appointment – Platform	16.52	18.05	19.89	27.39	17.70	27.78	18.87	20.87	19.87	22.61	
MR-3-02-3112	% Missed Repair Appointment – Central Office – Loop	14.50	13.33	23.47	34.62	10.81	25.00	7.73	5.26	6.71	8.33	3
MR-3-02-3140	% Missed Repair Appointment – Central Office – Platform	14.50	21.74	23.47	39.22	10.81	23.81	7.73	2.74	6.71	12.50	
MR-3-03-3112	% Missed Repair Appointment — CPE /TOK/FOK – Loop	9.83	6.18	15.05	9.76	9.26	6.90	9.01	2.86	9.03	3.34	
MR-3-03-3140	% Missed Repair Appointment — CPE /TOK/FOK – Platform	9.83	22.79	15.05	31.29	9.26	20.24	9.01	11.11	9.03	10.68	
MR-4 - Trouble Duration Intervals												
MR-4-01-3112	Mean Time To Repair – Total – Loop	20.58	19.39	23.43	18.25	20.55	17.13	21.97	15.54	22.69	15.92	
MR-4-01-3140	Mean Time To Repair – Total – Platform	20.58	21.69	23.43	25.01	20.55	23.51	21.97	17.53	22.69	19.01	
MR-4-02-3112	Mean Time to Repair – Loop Trouble – Loop	21.77	19.76	24.94	18.13	22.02	17.30	23.71	16.06	24.28	16.38	
MR-4-02-3140	Mean Time to Repair – Loop Trouble – Platform	21.77	23.61	24.94	26.03	22.02	25.07	23.71	20.57	24.28	20.83	
MR-4-03-3112	Mean Time To Repair – Central Office Trouble – Loop	10.80	12.50	13.45	19.48	9.30	11.26	7.97	8.63	7.50	10.51	3

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-4-03-3140	Mean Time To Repair – Central Office Trouble – Platform	10.80	16.12	13.45	21.86	9.30	18.17	7.97	7.92	7.50	10.10	
MR-4-04-3112	% Cleared (all troubles) within 24 Hours – Loop	74.46	79.66	67.39	80.68	73.54	85.21	71.00	85.98	68.13	82.68	
MR-4-04-3140	% Cleared (all troubles) within 24 Hours – Platform	74.46	75.42	67.39	62.50	73.54	69.89	71.00	77.23	68.13	77.25	
MR-4-06-3140	% Out of Service > 4 hours – Platform	78.07	77.05	80.76	82.44	77.65	78.95	79.46	74.76	83.50	80.88	
MR-4-07-3112	% Out of Service > 12 hours – Loop	61.11	59.91	64.89	59.56	62.08	53.47	64.31	47.98	68.31	55.65	
MR-4-07-3140	% Out of Service > 12 hours – Platform	61.11	68.03	64.89	70.99	62.08	64.74	64.31	60.00	68.31	63.24	
MR-4-08-3112	% Out of Service > 24 Hours – Loop	23.64	17.97	29.39	19.56	23.90	13.86	25.85	15.66	29.05	18.83	
MR-4-08-3140	% Out of Service > 24 Hours – Platform	23.64	24.59	29.39	35.88	23.90	28.95	25.85	26.67	29.05	21.69	
MR-5 - Repeat Trouble Reports												
MR-5-01-3112	% Repeat Reports within 30 Days – Loop	17.82	25.76	18.88	26.44	17.83	24.30	17.22	18.08	17.91	18.95	
MR-5-01-3140	% Repeat Reports within 30 Days – Platform	17.82	12.29	18.88	18.75	17.83	17.20	17.22	13.86	17.91	16.93	
Complex Services - 2 Wire Digital												
MR-2 - Trouble Report Rate												
MR-2-02-3341	Network Trouble Report Rate – Loop	0.52	0.81	0.48	0.67	0.47	1.05	0.48	0.64	0.52	0.67	
MR-2-03-3341	Network Trouble Report Rate – Central Office	0.14	0.12	0.15	0.19	0.15	0.14	0.15	0.10	0.15	0.03	
MR-2-04-3341	% Subsequent Reports	14.62	0.00	10.97	0.00	11.56	0.00	11.71	0.00	14.75	0.00	
MR-3 - Missed Repair Appointments												
MR-3-01-3341	% Missed Repair Appointment – Loop	43.14	14.29	45.80	4.76	47.27	6.45	48.35	5.26	39.74	5.00	
MR-3-02-3341	% Missed Repair Appointment – Central Office	41.12	0.00	32.20	16.67	34.48	25.00	30.63	0.00	31.86	0.00	1,2,3,4,5
MR-4 - Trouble Duration Intervals												
MR-4-01-3341	Mean Time To Repair – Total	23.67	27.89	23.87	17.06	25.73	21.50	25.45	20.71	21.72	21.29	
MR-4-02-3341	Mean Time to Repair – Loop Trouble	25.24	30.95	26.82	16.99	29.26	20.43	26.80	21.76	24.15	21.52	
MR-4-03-3341	Mean Time To Repair – Central Office Trouble	17.80	6.46	14.64	17.30	14.59	29.77	21.05	14.08	13.32	16.77	1,2,3,4,5
MR-4-07-3341	% Out of Service > 12 hours	53.87	76.67	61.78	44.00	62.72	69.70	60.69	73.68	52.69	63.16	
MR-4-08-3341	% Out of Service > 24 Hours	35.92	36.67	35.91	20.00	34.49	27.27	35.11	31.58	27.96	21.05	
MR-5 - Repeat Trouble Reports												
MR-5-01-3341	% Repeat Reports within 30 Days	13.78	21.88	14.99	14.81	14.73	14.29	16.84	40.91	17.10	9.52	

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
Complex Services - 2 Wire xDSL												
MR-2 - Trouble Report Rate												
MR-2-02-3342	Network Trouble Report Rate – Loop		0.79	1.21	0.72	1.28	0.80	1.10	0.58	1.27	0.72	
MR-2-02-3343	Network Trouble Report Rate – Loop		0.00	1.21	0.00	1.28	0.00	1.10	0.00	1.27	0.05	
MR-2-03-3342	Network Trouble Report Rate – Central Office		0.06	0.17	0.06	0.20	0.11	0.15	0.05	0.15	0.05	
MR-2-03-3343	Network Trouble Report Rate – Central Office		0.13	0.17	0.00	0.20	0.06	0.15	0.06	0.15	0.00	
MR-3 - Missed Repair Appointments												
MR-3-01-3342	% Missed Repair Appointment – Loop		9.93	24.15	7.21	21.13	11.54	21.50	10.20	23.15	12.07	
MR-3-01-3343	% Missed Repair Appointment – Loop		NA	24.15	NA	21.13	NA	21.50	NA	23.15	0.00	5
MR-3-02-3342	% Missed Repair Appointment – Central Office		33.33	30.51	20.00	20.51	13.33	14.25	0.00	14.21	0.00	4
MR-3-02-3343	% Missed Repair Appointment – Central Office		25.00	30.51	NA	20.51	0.00	14.25	0.00	14.21	0.00	1,3,4,5
MR-4 - Trouble Duration Intervals												
MR-4-01-3342	Mean Time To Repair – Total											
MR-4-02-3342	Mean Time to Repair – Loop Trouble		22.82	29.61	21.20	26.72	24.57	27.21	20.45	27.96	20.79	
MR-4-02-3343	Mean Time to Repair - Loop Trouble		NA	29.61	NA	26.72	NA	27.21	NA	27.96	75.92	5
MR-4-03-3342	Mean Time To Repair – Central Office Trouble		14.57	19.91	21.30	18.22	13.46	14.36	9.48	13.18	12.95	4
MR-4-03-3343	Mean Time To Repair – Central Office Trouble		19.98	19.91	NA	18.22	11.43	14.36	7.50	13.18	1.03	1,3,4,5
MR-4-04-3343	% Cleared (all troubles) within 24 Hours		50.00	59.27	NA	66.18	66.67	63.74	100.0	62.15	50.00	1,3,4,5
MR-4-07-3342	% Out of Service > 12 hours		62.76	75.53	53.70	73.58	62.96	74.91	51.65	77.67	61.32	
MR-4-07-3343	% Out of Service > 12 hours		66.67	75.53	NA	73.58	33.33	74.91	0.00	77.67	0.00	1,3,4,5
MR-4-08-3342	% Out of Service > 24 Hours		25.52	39.38	28.70	32.29	31.85	34.52	20.88	35.11	26.42	
MR-4-08-3343	% Out of Service > 24 Hours		33.33	39.38	NA	32.29	33.33	34.52	0.00	35.11	0.00	1,3,4,5
MR-5 - Repeat Trouble Reports												
MR-5-01-3342	% Repeat Reports within 30 Days		14.00	22.13	14.05	20.23	13.10	19.99	16.98	21.08	28.00	
MR-5-01-3343	% Repeat Reports within 30 Days		0.00	22.13	NA	20.23	0.00	19.99	0.00	21.08	50.00	1,3,4,5
Special Services - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-01-3200	Network Trouble Report Rate	0.17	2.59	0.16	1.70	0.20	1.42	0.17	2.22	0.17	2.72	
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate	0.24	2.22	0.24	2.04	0.24	2.07	0.22	2.41	0.25	3.43	

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-4 - Trouble Duration Intervals												
MR-4-01-3200	Mean Time To Repair – Total	5.09	8.40	5.90	8.70	5.26	4.39	5.02	5.70	5.36	8.80	1
MR-4-02-3200	Mean Time to Repair – Loop Trouble	6.29	7.58	7.98	8.99	6.74	4.94	6.71	5.58	7.03	13.34	1,2
MR-4-04-3200	% Cleared (all troubles) within 24 Hours	98.72	90.48	97.26	93.33	98.06	100.0	98.36	95.65	97.92	93.55	1
MR-4-06-3200	% Out of Service > 4 hours	46.47	60.00	49.31	46.15	48.54	50.00	46.71	37.50	48.08	45.83	1
MR-4-07-3200	% Out of Service > 12 hours	5.77	15.00	11.17	23.08	7.91	0.00	6.91	6.25	7.85	12.50	1
MR-4-08-3200	% Out of Service > 24 Hours	1.28	10.00	2.75	7.69	1.94	0.00	1.64	0.00	2.08	8.33	1
MR-5 - Repeat Trouble Reports												
MR-5-01-3200	% Repeat Reports within 30 Days	19.39	9.52	15.61	26.67	18.31	15.38	15.60	17.39	18.27	16.13	1
TRUNKING												
Ordering												
OR 1 - Order Confirmation Timeliness												
OR-1-11-5020	Average Firm Order Confirmation (FOC) Time <=192 Forecasted Trunks		5.78		0.67		3.56		5.73		3.47	
OR-1-12-5020	% On Time FOC <= 192 Forecasted Trunks		77.78		100.0		100.0		90.91		98.25	2
OR-1-13-5000	% On Time Design Layout Record (DLR)		37.50		0.00		60.00		100.0		100.0	1,2,3,5
OR-1-19-5020	% On Time Response – Request for inbound (VZ–CLEC augment) <=192 Forecasted Trunks		100.0		100.0		100.0		100.0		NA	1,2,3,4
OR-1-19-5030	% On Time Response – Request for inbound (VZ–CLEC augment) > 192 Forecasted Trunks		100.0		NA		100.0		NA		NA	1,3
OR-2 - Reject Timeliness												
OR-2-11-5020	Average Trunk ASR Reject Time <= 192 Forecasted Trunks		5.20		2.50		2.00		2.00		NA	
OR-2-12-5020	% On Time Trunk ASR Reject <= 192 Forecasted Trunks		100.0		100.0		100.0		100.0		NA	1,2,3,4
Provisioning												
PR-1 - Average Interval Offered												
PR-1-09-5020	Average Interval Offered – Total <= 192 Forecasted Trunks	12.44	12.33	13.72	12.00	13.08	11.17	12.44	12.50	10.45	9.00	1,2,3,5
PR-1-09-5030	Average Interval Offered – Total > 192 Forecasted & Unforecasted	10.32	7.12	13.03	10.45	11.16	10.45	12.24	7.63	12.28	11.57	5
PR-2 - Average Interval Completed												

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-2-09-5020	Average Interval Completed – Total <= 192 Forecasted Trunks	8.67	17.00	13.88	NA	14.45	14.00	10.67	12.50	13.09	NA	1,3,4
PR-2-09-5030	Average Interval Completed – Total > 192 Forecasted & Unforecasted	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-4 - Missed Appointment												
PR-4-01-5000	% Missed Appointment – Verizon – Total	1.25	0.06	0.75	0.00	0.00	0.92	0.90	0.92	1.53	0.64	
PR-4-02-5000	Average Delay Days – Total	22.80	1.00	2.67	NA	NA	1.33	3.80	2.00	5.25	2.00	1
PR-4-09-5000	% MA – VZ – Std. Interval (W Coded) Orders –Total	0.00	0.00	0.00	NA	0.00	0.00	0.00	0.00	12.50	NA	
PR-5 - Facility Missed Orders												
PR-5-01-5000	% Missed Appointment – Verizon – Facilities	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
PR-5-02-5000	% Orders Held for Facilities > 15 Days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
PR-5-03-5000	% Orders Held for Facilities > 60 Days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
PR-6 - Installation Quality												
PR-6-01-5000	% Installation Troubles reported within 30 Days	0.02	0.02	0.06	0.00	0.02	0.00	0.07	0.00	0.02	0.00	
PR-6-03-5000	% Inst. Troubles reported within 30 Days – FOK/TOK/CPE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
PR-8 - Average Days Held on Pending Orders												
PR-8-01-5000	% Open Orders in a Hold Status > 30 Days	0.25	0.00	0.25	0.00	0.42	0.00	0.01	0.00	0.00	0.00	
PR-8-02-5000	% Open Orders in a Hold Status > 90 Days	0.00	0.00	0.25	0.00	0.10	0.00	0.00	0.00	0.00	0.00	
Maintenance												
MR-2 - Trouble Report Rate												
MR-2-01-5400	Network Trouble Report Rate – Total	0.01	0.01	0.01	0.02	0.01	0.01	0.02	0.00	0.01	0.01	
MR-4 - Trouble Duration Intervals												
MR-4-01-5000	Mean Time To Repair – Total	2.19	1.73	3.14	2.27	9.56	3.80	2.87	3.22	3.03	2.94	
MR-4-04-5000	% Cleared (all troubles) within 24 Hours	100.0	100.0	100.0	100.0	91.38	100.0	100.0	100.0	94.74	96.43	
MR-4-05-5000	% Out of Service > 2 Hours	31.58	37.50	68.42	39.29	58.62	40.74	33.80	28.57	26.32	17.86	
MR-4-06-5000	% Out of Service > 4 hours	13.16	6.25	15.79	12.50	34.48	29.63	22.54	21.43	10.53	7.14	
MR-4-07-5000	% Out of Service > 12 hours	0.00	0.00	0.00	1.79	17.24	7.41	4.23	14.29	5.26	3.57	
MR-4-08-5000	% Out of Service > 24 Hours	0.00	0.00	0.00	0.00	8.62	0.00	0.00	0.00	5.26	3.57	
MR-5 - Repeat Trouble Report Rates												
MR-5-01-5400	% Repeat Reports within 30 Days	5.26	9.38	10.53	7.14	17.24	18.52	25.35	21.43	18.42	7.14	

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
NETWORK PERFORMANCE												
NP-1 - Percent Final Trunk Group Blockage												
NP-1-01-5000	% FTG Exceeding Blocking Standard – Common Final Trunks		1.47		0.98		1.71		0.98		0.98	
NP-1-01-5400	% FTG Exceeding Blocking Standard – Dedicated Final Trunks		0.70		0.00		0.00		1.34		0.00	
NP-1-02-5000	% FTG Exceeding Blocking Standard (No Exceptions) – Common Final Trunks		1.47		0.98		1.71		0.98		0.98	
NP-1-02-5400	% FTG Exceeding Blocking Standard (No Exceptions) – Dedicated Final Trunks		11.27		10.96		9.40		10.74		6.25	
NP-1-03-5400	Number Dedicated FTG Exceeding Blocking Standard – 2 Months		0.00		1.00		0.00		0.00		0.00	
NP-1-04-5400	Number Dedicated FTG Exceeding Blocking Standard – 3 Months		0.00		0.00		0.00		0.00		0.00	
NP-2 - Collocation Performance												
NP-2-01-6110	% On Time Response to Request for Collocation (Physical, SCOPE, CCOE, Virtual) –New		NA		100.0		100.0		NA		100.0	2,3,5
NP-2-01-6120	% On Time Response to Request for Collocation (Physical, SCOPE, CCOE, Virtual) – Augment		100.0		100.0		100.0		100.0		100.0	1,2,3,5
NP-2-02-6110	Average Interval – Physical Collocation – New		96.00		NA		105.00		NA		NA	1,3
NP-2-02-6120	Average Interval – Physical Collocation – Augment		99.25		105.00		NA		6.92		72.50	1,2,5
NP-2-03-6110	Average Interval – SCOPE – New		93.25		NA		105.00		104.57		NA	1,3,4
NP-2-03-6120	Average Interval – SCOPE – Augment		104.50		105.00		NA		67.00		29.00	1,2,4,5
NP-2-04-6110	Average Interval – CCOE – VZ Equipment is Secure – New		NA		NA		NA		NA		NA	
NP-2-04-6120	Average Interval – CCOE – VZ Equipment is Secure – Augment		NA		64.00		NA		NA		73.00	2,5

Federal Communications Commission

FCC 02-189

Metric Number	Metric Name	November		December		January		February		March		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
NP-2-05-6110	Average Interval – CCOE – VZ Equipment is Unsecured – New		NA		NA		NA		NA		NA	
NP-2-05-6120	Average Interval – CCOE – VZ Equipment is Unsecured – Augment		NA		NA		NA		NA		NA	
NP-2-06-6110	Average Interval – Virtual Collocation – New		NA		43.00		39.00		NA		NA	2,3
NP-2-06-6120	Average Interval – Virtual Collocation – Augment		75.00		38.00		47.50		68.50		NA	1,2,3,4
NP-2-07-6110	% On Time (Physical, SCOPE, CCOE, Virtual) – New		100.0		100.0		100.0		100.0		NA	1,2,4
NP-2-07-6120	% On Time (Physical, SCOPE, CCOE, Virtual) – Augment		100.0		100.0		100.0		100.0		100.0	2,3,5
NP-2-08-6110	Average Delay Days (Physical, SCOPE, CCOE, Virtual) – New		NA		NA		NA		NA		NA	
NP-2-08-6120	Average Delay Days (Physical, SCOPE, CCOE, Virtual) – Augment		NA		NA		NA		NA		NA	

Abbreviations: NA = No Activity.
 UD = Under Development.
 NEF = No Existing Functionality
 blank cell = No data provided.
 VZ = Verizon retail analog. If no data was provided, the metric may have a benchmark.

Notes: 1 = Sample Size under 10 for November.
 2 = Sample Size under 10 for December.
 3 = Sample Size under 10 for January.
 4 = Sample Size under 10 for February.
 5 = Sample Size under 10 for March.