

## Appendix B

### Pennsylvania Performance Metrics

All data included here is taken from the Pennsylvania Carrier-to-Carrier Reports. We note that certain data were revised by Verizon in *ex parte* filings during the course of this proceeding. 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>Preorder and OSS Availability:</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-8-01	% On Time - Manual Loop Qualification
PO-8-02	% On 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/Confirmations Sent on Time
BI-1-02	Billing - % DUF in 4 Business Days
BI-2-01	Timeliness of Carrier Bill
BI-3-01	% Billing Adjustments - Dollars Adjusted
BI-3-02	% Billing Adjustments - Number of Adjustments
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 –incl. PCD Delayed Char.

Metric No.	Metric Name
BI-6-02	% Compl. of Usage Charges – excl. PCD Delay. Charges
BI-7-01	% Compl. of Fractional Recurring Charges – incl. PCD Delay.
BI-7-02	% Compl. of Fractional Recurring Charges – excl. PCD Delay
BI-8-01	% Compl. of Non-recurring Charges – incl. PCD Delayed Ch.
BI-8-02	% Compl. of Non-recurring Charges – excl. PCD Delayed Ch.
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-1-02	% Final Trunk Groups Exc. Block. Stand. – (No Exceptions)
NP-1-03	Number FTG Exceeding Blocking Std. – 2 Months
NP-1-04	Number FTG Exceeding Blocking Std. – 3 Months
NP-7-01	Timeliness of Resp. to Request to Order VZ to CLEC Trunks

**Ordering:**

OR-1-02	% On Time LSRC – Flow Through
OR-1-04	% On Time LSRC <10 Lines (Electronic – No Flow Through)
OR-1-06	% On Time LSRC ≥10 Lines (Electronic – No Flow Through)
OR-1-10	% on Time LSRC ≥10 Lines (Fax)
OR-1-11	Average FOC Time
OR-1-12	% On Time FOC
OR-1-13	% On Time DLR
OR-2-02	% On Time LSR Reject – Flow Through
OR-2-04	% On Time LSR Reject < 10 Lines (Electronic – No Flow Through)
OR-2-06	% On Time LSR Reject ≥10 Lines (Electronic – No Flow Through)
OR-2-08	% On Time LSR Reject < 10 Lines (Fax)
OR-2-10	% On Time LSR Reject ≥10 Lines (Fax)

Metric No.	Metric Name
OR-2-11	Average Trunk ASR Reject Time
OR-2-12	% On Time Trunk ASR Reject
OR-3-01	% Rejects
OR-4-02	Completion Notice – % On Time
OR-5-01	% Flow Through – Total
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-1-01	Average Interval Offered – Total – No Dispatch
PR-1-02	Average Interval Offered – Total – Dispatch
PR-1-03	Average Interval Offered – Dispatch (1-5 Lines)
PR-1-07	Average Interval Offered – DS1
PR-1-09	Average Interval Offered – Total
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 (≥ 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-4-09	% Missed Appoint. - VZ-Standard Interval (W Coded)- Total
PR-4-14	% Completed On Time – 2 Wire xDSL Loops

Metric No.	Metric Name
PR-5-01	% Missed Appointment – VZ – Facilities
PR-5-02	% Orders Held for Facilities > 15 Days
PR-5-03	% Orders Held for Facilities > 60 Days
PR-6-01	% Install. Troubles Reported within 30 Days
PR-6-02	% Installation Troubles reported within 7 Days
PR-6-03	% Install. Troubles reported within 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-9-01	% 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-4-04	% 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	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
<b><i>Pre-order and OSS Interface Availability</i></b>												
<b>OSS Response Time</b>												
PO-1-01-6022	Customer Service Record - EDI - PA/DE	0.67	3.18	0.92	2.57	0.67	4.01	0.72	3.58	0.75	3.48	
PO-1-01-6052	Customer Service Record - Web GUI - PA/DE	0.67	4.81	0.92	2.34	0.67	4.15	0.72	4.89	0.75	4.43	
PO-1-02-6022	Due Date Availability - EDI - PA/DE	0.96	2.58	0.93	2.95	1.03	2.68	1.02	2.77	1.12	4.36	
PO-1-02-6052	Due Date Availability - Web GUI - PA/DE	0.96	4.30	0.93	2.08	1.03	3.93	1.02	4.65	1.12	4.04	
PO-1-03-6022	Address Validation - EDI - PA/DE	6.27	4.89	6.15	5.08	6.80	4.47	6.62	6.25	7.13	5.66	
PO-1-03-6052	Address Validation - Web GUI - PA/DE	6.27	7.49	6.15	2.89	6.80	7.05	6.62	8.29	7.13	7.41	
PO-1-04-6022	Product and Service Availability - EDI - PA/DE	13.49	13.29	13.45	12.36	14.42	NA	13.61	NA	14.46	NA	
PO-1-04-6052	Product and Service Availability - Web GUI - PA/DE	13.49	13.39	13.45	6.26	14.42	13.15	13.61	14.07	14.46	12.68	
PO-1-05-6022	Telephone Number Availability and Reservation - EDI - PA/DE	0.93	5.73	0.89	5.77	0.99	10.12	0.96	7.25	1.02	8.75	
PO-1-05-6052	Telephone Number Availability and Reservation - Web GUI - PA/DE	0.93	5.67	0.89	2.60	0.99	5.57	0.96	6.20	1.02	6.06	
PO-1-06-6022	Facility Availability - (ADSL Loop Qualification) - EDI - PA/DE	14.76	NA	15.28	NA	15.57	NA	15.48	4.59	15.95	4.58	
PO-1-06-6052	Facility Availability - (ADSL Loop Qualification) - Web GUI - PA/DE	14.76	5.77	15.28	2.32	15.57	5.02	15.48	6.55	15.95	6.13	
PO-1-07-6022	Rejected Query - EDI - PA/DE	0.19	2.87	0.19	3.72	0.19	2.91	0.20	3.20	0.21	3.23	
PO-1-07-6052	Rejected Query - Web GUI - PA/DE	0.19	6.39	0.19	5.13	0.19	6.60	0.20	5.97	0.21	5.30	
<b>OSS Interface Availability</b>												
PO-2-01-6040	Total - Web - GUI Maintenance		99.53		98.77		99.65		99.42		99.63	
PO-2-01-6060	Total - Electronic Bonding - Maintenance		98.94		100.00		98.79		100.00		100.00	
PO-2-02-6020	Prime Time - EDI - Pre-Ordering		99.99		99.82		99.89		100.00		99.93	
PO-2-02-6050	Prime Time - Web GUI - Pre-Ordering		99.89		99.14		99.92		99.25		99.88	
PO-2-02-6040	Prime Time - Web GUI - Maintenance		99.90		99.18		99.85		99.34		99.89	

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PO-2-02-6060	Prime Time - Electronic Bonding – Maintenance		98.38		100.00		99.22		100.00		100.00	
PO-2-03-6040	Non-Prime Time - Web GUI – Maintenance		98.85		97.98		99.32		99.58		99.14	
PO-2-03-6060	Non-Prime Time - Electronic Bonding – Maintenance		99.97		100.00		98.05		100.00		100.00	
<b>Manual Loop Qualification</b>												
PO-8-01-3300	% On Time - Manual Loop Qualification						UD		UD		UD	
PO-8-02-3300	% On Time - Engineering Record Request						NA		NA		NA	
<b>OSS Maintenance Response Times</b>												
MR-1-01-6040	Create Trouble – Web GUI	6.93	5.70	6.84	6.07	6.94	6.21	6.79	6.05	6.87	7.29	
MR-1-01-6060	Create Trouble – Electronic Bonding	6.93	12.24	6.84	10.39	6.94	10.49	6.79	16.26	6.87	10.21	1b,2c
MR-1-02-6040	Status Trouble - Web GUI	1.86	2.89	1.73	3.38	1.89	4.11	1.83	3.65	2.02	3.80	
MR-1-02-6060	Status Trouble – Electronic Bonding	1.86	0.21	1.73	1.62	1.89	0.20	1.83	0.26	2.02	0.23	
MR-1-03-6040	Modify Trouble - Web GUI	6.93	5.33	6.84	6.00	6.94	5.00	6.79	5.50	6.87	5.20	1a,2a,3a,4a,5a
MR-1-03-6060	Modify Trouble – Electronic Bonding	6.93	9.12	6.84	21.67	6.94	9.68	6.79	7.47	6.87	18.60	1b
MR-1-04-6040	Request Cancellation of Trouble – Web GUI	8.45	5.69	8.36	5.95	8.43	5.78	8.34	6.54	8.50	14.96	2b,3c,4c,5c
MR-1-04-6060	Request Cancellation of Trouble – Electronic Bonding	8.45	NA	8.36	5.90	NA	NA	8.34	3.40	NA	NA	2a,4a
MR-1-05-6040	Trouble Report History (by TN/Circuit) - Web GUI	0.78	1.59	0.66	2.96	0.68	7.62	0.68	2.17	0.68	2.38	
MR-1-05-6060	Trouble Report History (by TN/Circuit) - Electronic Bonding	NEF	NEF	NEF	NEF	NEF	NEF	NEF	NEF	NEF	NEF	
MR-1-06-6040	Test Trouble (POTS Only) - Web GUI	45.79	44.34	45.74	41.00	47.16	44.55	47.31	48.16	47.81	38.21	
MR-1-06-6060	Test Trouble (POTS Only) - Electronic Bonding	45.79	60.17	45.74	53.35	47.16	70.75	47.31	37.90	47.81	78.20	2c,3c,4b,5a
<b>Change Management, Billing, OS/DA</b>												
<b>Timeliness of Change Management Notice</b>												
PO-4-01-6611	% Change Management Notices sent on Time - Type 1 - Emergency Maintenance		100.00		100.00		100.00		100.00		100.00	1a,2a,3a,4a,5a
PO-4-01-6621	% Notices/Confirmations Sent on Time - Regulatory		100.00		NA		NA		NA		100.00	1a,5c

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PO-4-01-6631	% Notices/Confirmations Sent on Time - Industry Standard		100.00		NA		NA		NA		100.00	1a,5a
PO-4-01-6641	% Notices/Confirmations Sent on Time - VZ Originated		100.00		NA		NA		NA		100.00	1a,5a
PO-4-01-6651	% Notices/Confirmations Sent on Time - CLEC Originated		100.00		NA		NA		NA		NA	1a
<b>Billing</b>												
BI-1-02-2030	% DUF in 4 Business Days		99.46		98.87		98.84		89.74		97.33	
BI-2-01-2000	Timeliness of Carrier Bill		100.00		100.00		100.00		100.00		100.00	
BI-3-01-2030	% Billing Adjustments - Dollars Adjusted	0.20	9.01	0.34	0.24	0.26	2.60	0.53	3.06	0.26	9.31	
BI-3-02-2030	% Billing Adjustments - Number of Adjustments	0.53	0.00	0.61	0.00	0.47	0.01	0.57	0.01	0.53	0.00	
BI-4-01-2030	% Usage Accuracy		100.00		100.00		100.00		100.00		100.00	
BI-4-02-2030	% Corrected Usage Records Delivered on Time		NA		NA		NA		NA		NA	
BI-5-01-2030	% Accuracy of Mechanized Bill Feed		100.00		100.00		100.00		100.00		100.00	2b
BI-6-01-2030	% Completeness of Usage Charges - Including PCD Delayed Charges	99.99	100.00	99.86	99.04	99.63	99.27	99.86	99.89	99.66	99.75	
BI-6-02-2030	% Completeness of Usage Charges - Excluding PCD Delayed Charges	UR	UR	UR	UR	99.65	99.32	99.87	99.89	99.70	99.76	
BI-7-01-2030	% Completeness of Fractional Recurring Charges - Including PCD Delayed Charges	UR	UR	UR	UR	56.66	90.22	64.72	60.25	50.14	98.03	
BI-7-02-2030	% Completeness of Fractional Recurring Charges - Excluding PCD Delayed Charges	UR	UR	UR	UR	92.21	99.39	89.18	98.73	93.48	99.45	
BI-8-01-2030	% Completeness of Non-Recurring Charges - Including PCD Delayed Charges	97.76	100.01	96.40	99.32	97.21	99.67	99.38	99.42	98.23	99.80	
BI-8-02-2030	% Completeness of Non-Recurring Charges - Excluding PCD Delayed Charges	UR	UR	UR	UR	99.04	99.94	99.73	99.83	99.47	99.90	
<b>Operator Services - Speed of Answer</b>												

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OD-1-01-1020	Average Speed of Answer – Operator Services	4.13	0.42	3.81	0.41	4.10	0.44	3.36	0.41	3.72	0.44	
OD-1-02-1020	Average Speed of Answer – Directory Assistance	7.29	0.11	5.17	1.11	6.97	2.65	5.25	1.96	7.70	2.86	
<b>Resale: Ordering</b>												
<b>Resale POTS &amp; Pre-qualified Complex</b>												
OR-1-02-2320	% On Time LSRC – Flow-Through		99.37		98.71		99.33		99.76		99.77	
OR-1-04-2320	% On Time LSRC < 10 Lines - Electronic (No Flow-Through)		99.39		99.32		98.76		99.46		98.86	
OR-1-06-2320	% On Time LSRC ≥ 10 Lines - Electronic		100.00		100.00		100.00		100.00		99.48	
OR-2-02-2320	% On Time LSR Reject - Flow-Through		99.82		98.64		99.60		100.00		99.91	
OR-2-04-2320	% On Time LSR Reject < 10 Lines - Electronic (No Flow-Through)		99.46		99.22		99.45		99.66		98.95	
OR-2-06-2320	% On Time LSR Reject ≥ 10 Lines - Electronic		100.00		100.00		100.00		100.00		100.00	
OR-7-01-2100	% Order Confirmations/Rejects Sent Within 3 Business Days		100.00		100.00		99.96		100.00		99.93	
<b>Complex Services - 2 Wire Digital</b>												
OR-1-04-2341	% On Time LSRC < 6 Lines - Electronic		100.00		91.67		98.28		100.00		100.00	1b,2b,4c,5c
OR-1-06-2341	% On Time LSRC ≥ 6 Lines - Electronic		NA		100.00		100.00		NA		100.00	2a,3a,5a
OR-2-04-2341	% On Time LSR Reject < 6 Lines – Electronic		100.00		100.00		100.00		100.00		100.00	1b,2a,4c
OR-2-06-2341	% On Time LSR Reject ≥ 6 Lines – Electronic		NA		NA		100.00		100.00		100.00	3a,4a,5a
<b>Complex Services - 2 Wire xDSL</b>												
OR-1-04-2342	% On Time LSRC < 6 Lines - Electronic		NA		NA		NA		100.00		NA	4a
OR-1-06-2342	% On Time LSRC ≥ 6 Lines - Electronic		NA		NA		NA		100.00		NA	4a
OR-2-04-2342	% On Time LSR Reject < 6 Lines – Electronic		100.00		NA		NA		NA		NA	1a
OR-2-06-2342	% On Time LSR Reject ≥ 6 Lines – Electronic		NA		NA		NA		NA		NA	
<b>Special Services</b>												
OR-1-04-2214	% On Time LSRC < 10 Lines - Non-DS0, DS1, & DS3 – Electronic		100.00		99.00		100.00		97.10		97.22	

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-1-06-2214	% On Time LSRC ≥10 Lines - Non-DS0, DS1, & DS3 - Electronic		100.00		100.00		100.00		93.33		100.00	5c
OR-2-04-2200	% On Time LSR Reject < 10 Lines - Electronic (No Flow-Through)		99.53		99.59		99.54		100.00		100.00	
OR-2-06-2200	% On Time LSR Reject ≥ 10 Lines - Electronic		100.00		100.00		100.00		100.00		100.00	1b,2b,3a,4a,5a
<b>POTS / Special Services - Aggregate</b>												
OR-3-01-2000	% Rejects		31.28		37.20		36.55		36.32		40.52	
OR-4-02-2000	Completion Notice – % On Time		100.00		100.00		100.00		100.00		100.00	
OR-5-01-2000	% Flow Through - Total		46.50		49.33		56.26		58.80		54.14	
OR-6-01-2000	% Accuracy - Orders		94.28		95.88		95.85		98.39		95.89	
OR-6-02-2000	% Accuracy – Opportunities		98.73		99.45		99.28		99.73		99.47	
OR-6-03-2000	% Accuracy – LSRC		99.72		99.51		98.54		99.19		98.87	
OR-8-01-2000	% Acknowledgements On Time		100.00		100.00		100.00		100.00		99.95	
OR-9-01-2000	% Acknowledgement Completeness		100.00		100.00		100.00		100.00		100.00	
<b>Resale: Provisioning</b>												
<b>POTS- Total</b>												
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)	5.99	2.25	6.04	3.50	6.97	3.25	7.84	5.00	6.54	2.00	1a,2a,3a,4a,5a
PR-2-05-2100	Average Interval Completed - Dispatch (≥ 10 Lines)	9.06	3.80	10.34	4.33	7.42	2.33	7.38	2.20	7.69	7.25	1a,2a,3a,4a,5a
PR-4-02-2100	Average Delay Days – Total	3.26	2.50	3.82	2.44	3.12	2.93	2.80	2.21	2.87	2.27	3c,4b,5b
PR-4-04-2100	% Missed Appt. – VZ – Dispatch	8.26	5.31	7.44	4.09	6.82	5.60	6.37	2.94	6.99	3.44	
PR-4-05-2100	% Missed Appt. – VZ – No Dispatch	0.27	0.24	0.40	0.15	0.11	0.02	0.06	0.04	0.08	0.04	
PR-6-01-2100	% Installation Troubles reported within 30 Days	1.69	1.90	1.64	1.56	1.83	1.48	1.86	1.38	1.91	1.82	
PR-6-02-2100	% Installation Troubles reported within 7 Days	1.11	1.46	1.08	1.12	1.17	0.98	1.19	0.93	1.28	1.20	
PR-8-01-2100	% Open Orders in a Hold Status > 30 Days	0.01	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	
<b>POTS – Business</b>												



Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-2-01-2110	Average Interval Completed – Total No Dispatch	1.49	1.68	1.94	1.49	2.12	1.51	1.66	1.45	1.95	1.43	
PR-2-03-2110	Average Interval Completed – Dispatch (1-5 Lines)	4.31	3.65	4.41	3.68	4.55	3.15	5.17	3.72	4.45	3.19	
<b>POTS - Residence</b>												
PR-2-01-2120	Average Interval Completed – Total No Dispatch	0.88	1.15	0.90	1.17	0.84	1.36	0.84	1.60	0.88	1.56	
PR-2-03-2120	Average Interval Completed – Dispatch (1-5 Lines)	3.73	3.86	3.79	4.52	3.76	2.66	3.59	2.83	3.63	3.16	1c,2c
<b>Complex Services - 2 Wire Digital</b>												
PR-2-01-2341	Average Interval Completed – Total No Dispatch	3.39	3.75	2.91	1.00	2.64	1.81	2.25	1.60	3.65	2.00	1a,2a,4a,5a
PR-2-02-2341	Average Interval Completed – Total Dispatch	7.40	5.00	6.24	NA	6.64	NA	7.04	28.00	6.06	26.00	1a,4a,5a
PR-4-02-2341	Average Delay Days – Total	6.05	NA	3.43	NA	3.45	NA	6.36	NA	4.50	2.00	5a
PR-4-04-2341	% Missed Appt. – VZ – Dispatch	9.51	0.00	9.37	0.00	1.78	0.00	2.17	0.00	2.18	25.00	1a,2a,3a,4a,5a
PR-4-05-2341	% Missed Appt. – VZ – No Dispatch	4.85	0.00	0.15	0.00	0.00	0.00	0.63	0.00	0.14	0.00	1a,2b,4b,5a
PR-6-01-2341	% Installation Troubles reported within 30 Days	0.90	0.00	2.24	0.00	2.34	0.00	3.39	0.00	3.23	0.00	1b,2a,3a,4b,5a
PR-8-01-2341	% Open Orders in a Hold Status > 30 Days	0.00	0.00	0.00	0.00	0.00	0.00	0.78	0.00	0.07	0.00	1b,2b,4b,5b
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	1b,2b,4b,5b
<b>Complex Services - 2 Wire xDSL</b>												
PR-2-01-2342	Average Interval Completed – Total No Dispatch	0.86	0.25	3.73	1.00	1.24	NA	0.33	1.00	0.46	NA	1a,2a,4a
PR-2-02-2342	Average Interval Completed – Total Dispatch	9.59	NA	5.94	NA	5.72	NA	NA	NA	NA	NA	
PR-4-02-2342	Average Delay Days – Total	1.00	NA	41.00	NA	1.00	NA	NA	NA	1.00	NA	
PR-4-04-2342	% Missed Appt. – VZ – Dispatch	3.28	NA	1.49	NA	1.75	NA	0.00	NA	NA	NA	
PR-4-05-2342	% Missed Appt. – VZ – No Dispatch	0.00	0.00	0.82	0.00	0.86	NA	0.00	0.00	0.89	NA	1a,2a,4a
PR-6-01-2342	% Installation Troubles reported within 30 Days	4.55	0.00	7.06	0.00	14.48	NA	10.40	0.00	11.11	NA	1a,2a,4a
PR-8-01-2342	% Open Orders in a Hold Status > 30 Days	0.00	0.00	0.00	0.00	0.00	NA	0.00	0.00	0.00	NA	1a,2a,4a

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-8-02-2342	% Open Orders in a Hold Status > 90 Days	0.00	0.00	0.00	0.00	0.00	NA	0.00	0.00	0.00	NA	1a,2a,4a
<b>Special Services</b>												
PR-2-01-2200	Average Interval Completed – Total No Dispatch	5.21	3.41	2.92	1.35	8.44	6.00	8.35	7.75	6.29	4.00	3a,4a,5a
PR-2-02-2200	Average Interval Completed – Total Dispatch	20.85	7.92	10.14	8.20	7.73	7.17	9.64	5.89	7.86	4.20	1b,2a,3a,4b,5a
PR-2-06-2210	Average Interval Completed - DSO	7.32	3.25	3.24	1.35	6.81	5.00	7.03	6.00	6.86	4.67	3a,4a,5a
PR-2-07-2211	Average Interval Completed – DS1	44.02	7.50	10.23	6.83	8.37	7.60	10.00	6.23	7.87	4.00	1a,2a,3a,4c,5a
PR-2-08-2213	Average Interval Completed – DS3	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
PR-4-01-2200	% Missed Appt. – VZ – Total	4.98	3.45	1.24	0.77	1.09	0.00	2.39	0.00	1.80	10.00	5c
PR-4-02-2200	Average Delay Days – Total	63.20	1.75	22.76	2.00	25.38	NA	14.35	NA	7.31	1.00	1a,2a,5a
PR-6-01-2200	% Installation Troubles reported within 30 Days	0.70	0.00	0.72	0.00	4.50	1.52	3.26	9.09	3.74	0.00	5c
PR-8-01-2200	% Open Orders in a Hold Status > 30 Days	2.65	0.00	1.12	0.00	1.90	0.00	1.69	0.00	0.14	0.00	5c
PR-8-02-2200	% Open Orders in a Hold Status > 90 Days	0.46	0.00	0.18	0.00	0.27	0.00	0.00	0.00	0.00	0.00	5c
<b>Resale: Maintenance</b>												
<b>POTS</b>												
MR-2-02-2100	Network Trouble Report Rate – Loop	0.81	0.74	0.79	0.67	0.85	0.69	0.92	0.70	1.02	0.60	
MR-2-03-2100	Network Trouble Report Rate – Central Office	0.09	0.10	0.10	0.10	0.15	0.16	0.11	0.10	0.09	0.05	
MR-3-01-2100	% Missed Repair Appointment – Loop	14.19	14.11	10.90	11.55	13.13	13.07	11.93	11.48	14.73	15.53	
MR-3-02-2100	% Missed Repair Appointment – Central Office	5.03	2.30	4.33	8.05	8.24	9.93	5.75	2.25	6.60	11.59	
MR-4-01-2100	Mean Time To Repair – Total	20.35	15.88	16.50	14.12	18.62	16.38	17.57	15.84	19.52	17.17	
MR-4-02-2100	Mean Time to Repair - Loop Trouble	21.63	17.00	17.48	15.02	20.45	17.97	18.58	16.70	20.47	17.39	
MR-4-03-2100	Mean Time To Repair – Central Office Trouble	8.63	7.48	8.42	8.13	7.98	9.65	8.86	10.08	9.26	14.69	
MR-4-06-2100	% Out of Service > 4 hours					78.78	75.44	78.13	73.36	81.19	74.30	
MR-4-07-2100	% Out of Service > 12 hours	62.13	56.63	59.87	49.50	59.78	56.23	60.12	56.76	62.37	56.34	
MR-4-08-2100	% Out of Service > 24 Hours	28.28	17.56	19.40	14.65	23.59	18.86	23.05	17.18	27.46	21.58	

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-5-01-2100	% Repeat Reports within 30 Days	14.94	17.21	15.17	17.39	14.63	18.02	14.06	18.70	15.39	16.28	
<b>Complex Services - 2 Wire Digital</b>												
MR-2-02-2341	Network Trouble Report Rate – Loop	0.31	0.00	0.35	1.58	0.30	0.00	0.34	0.00	0.30	0.00	
MR-2-03-2341	Network Trouble Report Rate – Central Office	0.23	0.47	0.16	0.79	0.13	0.38	0.12	0.38	0.16	0.16	
MR-3-01-2341	% Missed Repair Appointment – Loop	51.52	NA	40.00	50.00	60.47	NA	40.69	NA	49.61	NA	2a
MR-3-02-2341	% Missed Repair Appointment – Central Office	13.40	0.00	22.06	0.00	24.56	0.00	13.46	100.00	10.45	0.00	1a,2a,3a,4a,5a
MR-4-01-2341	Mean Time To Repair – Total	30.12	27.25	26.40	20.83	31.83	0.50	28.82	71.78	23.93	20.72	1a,2a,3a,4a,5a
MR-4-02-2341	Mean Time to Repair - Loop Trouble	33.42	NA	31.08	30.18	36.52	NA	34.49	NA	28.56	NA	2a
MR-4-03-2341	Mean Time To Repair – Central Office Trouble	25.63	27.25	16.05	2.15	21.25	0.50	13.02	71.78	15.00	20.72	1a,2a,3a,4a,5a
MR-4-07-2341	% Out of Service > 12 hours	75.88	100.00	66.88	33.33	71.72	NA	64.84	100.00	64.22	100.00	1a,2a,4a,5a
MR-4-08-2341	% Out of Service > 24 Hours	47.06	100.00	37.66	33.33	46.46	NA	30.77	100.00	39.45	0.00	1a,2a,4a,5a
MR-5-01-2341	% Repeat Reports within 30 Days	27.51	0.00	19.27	33.33	19.35	0.00	24.87	100.00	25.51	100.00	1a,2a,3a,4a,5a
<b>Complex Services - 2 Wire xDSL</b>												
MR-2-02-2342	Network Trouble Report Rate – Loop	0.05	2.82	0.05	1.92	0.05	0.00	0.06	0.00	0.05	0.00	
MR-2-03-2342	Network Trouble Report Rate – Central Office	0.09	2.82	0.05	0.00	0.06	0.00	0.04	0.00	0.03	0.00	
MR-3-01-2342	% Missed Repair Appointment – Loop	6.25	0.00	16.13	0.00	23.33	NA	25.64	NA	33.33	NA	1a,2a
MR-3-02-2342	% Missed Repair Appointment – Central Office	16.67	0.00	25.93	NA	10.53	NA	13.79	NA	3.70	NA	1a
MR-4-01-2342	Mean Time To Repair – Total	18.02	17.30	23.03	25.85	20.78	NA	24.18	NA	24.26	NA	1a,2a
MR-4-02-2342	Mean Time to Repair - Loop Trouble	16.47	14.67	31.32	25.85	26.97	NA	29.34	NA	30.09	NA	1a,2a
MR-4-03-2342	Mean Time To Repair – Central Office Trouble	18.83	19.93	13.52	NA	15.92	NA	17.24	NA	15.19	NA	1a
MR-4-07-2342	% Out of Service > 12 hours	100.00	66.67	50.00	NA	64.29	NA	77.61	NA	78.46	NA	1a
MR-4-08-2342	% Out of Service > 24 Hours	0.00	0.00	0.00	NA	35.71	NA	34.33	NA	33.85	NA	1a
MR-5-01-2342	% Repeat Reports within 30 Days	28.26	50.00	46.55	50.00	38.24	NA	52.94	NA	53.62	NA	1a,2a
<b>Special Services</b>												
MR-2-01-2200	Network Trouble Report Rate – Total	0.15	0.10	0.17	0.14	0.22	0.25	0.23	0.56	0.21	0.67	

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-4-01-2200	Mean Time To Repair – Total	5.05	4.77	3.90	2.52	4.42	3.13	4.14	3.65	5.00	3.07	1a,2a,3a,4b,5c
MR-4-06-2200	% Out of Service > 4 hours - Specials	42.65	100.00	35.80	25.00	39.89	14.29	38.05	25.00	50.07	23.08	1a,2a,3a,4b,5c
MR-4-08-2200	% Out of Service > 24 Hours – Specials	1.63	0.00	0.71	0.00	0.28	0.00	0.69	0.00	0.74	0.00	1a,2a,3a,4b,5c
MR-5-01-2200	% Repeat Reports within 30 Days	17.52	0.00	15.70	25.00	16.48	14.29	15.64	25.00	15.13	3.85	1a,2a,3a,4b,5c
<b>UNE: Ordering</b>												
<b>POTS Loop/Pre-Qualified Complex/LNP</b>												
OR-1-02-3331	% On Time LSRC – Flow-Through		98.92		98.57		99.43		99.49		99.34	
OR-1-04-3331	% On Time LSRC < 10 Lines - Electronic ( No Flow-Through)		99.00		98.92		97.83		98.34		97.26	
OR-1-06-3331	% On Time LSRC ≥ 10 Lines - Electronic		99.36		99.45		97.64		98.48		98.28	
OR-2-02-3331	% On Time LSR Reject – Flow-Through		99.71		98.78		99.13		99.80		99.51	
OR-2-04-3331	% On Time LSR Reject < 10 Lines - Electronic (No Flow-Through)		97.62		97.60		96.78		96.92		94.97	
OR-2-06-3331	% On Time LSR Reject ≥ 10 Lines - Electronic		99.15		98.37		100.00		100.00		100.00	
OR-7-01-3331	% Order Confirmations/Rejects Sent Within 3 Business Days		99.75		99.69		99.83		99.67		99.76	
<b>POTS Platform</b>												
OR-1-02-3140	% On Time LSRC – Flow-Through		95.46		96.31		95.65		99.41		99.55	
OR-1-04-3140	% On Time LSRC < 10 Lines - Electronic ( No Flow-Through)		98.78		99.12		99.10		99.20		98.92	
OR-1-06-3140	% On Time LSRC ≥ 10 Lines - Electronic		100.00		97.83		100.00		100.00		97.22	
OR-2-02-3140	% On Time LSR Reject – Flow-Through		94.08		96.65		95.65		97.83		99.57	
OR-2-04-3140	% On Time LSR Reject < 10 Lines - Electronic (No Flow-Through)		99.24		99.30		99.78		99.96		99.86	
OR-2-06-3140	% On Time LSR Reject ≥ 10 Lines - Electronic		100.00		100.00		100.00		100.00		100.00	1a,2a,3a,4a,5a
OR-7-01-3140	% Order Confirmations/Rejects Sent Within 3 Business Days		99.80		99.97		99.98		100.00		100.00	
<b>Complex Services - 2 Wire Digital</b>												
OR-1-04-3341	% On Time LSRC < 6 Lines - Electronic ( No Flow –Through)		99.00		100.00		100.00		99.12		97.87	
OR-1-06-3341	% On Time LSRC ≥ 6 Lines – Electronic		NA		NA		100.00		NA		NA	3a

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-2-04-3341	% On Time LSR Reject < 6 Lines – Electronic ( No Flow-Through)		100.00		98.24		100.00		100.00		100.00	3c,4c
OR-2-06-3341	% On Time LSR Reject ≥ 6 Lines – Electronic		NA		NA		NA		NA		NA	
<b>Complex Services - 2 Wire xDSL Loops</b>												
OR-1-04-3342	% On Time LSRC < 6 Lines – Electronic ( No Flow –Through)		99.14		99.25		97.66		99.37		98.32	
OR-1-06-3342	% On Time LSRC ≥ 6 Lines – Electronic		NA		100.00		0.00		NA		NA	2a,3a
OR-2-04-3342	% On Time LSR Reject < 6 Lines – Electronic ( No Flow-Through)		100.00		98.96		100.00		100.00		98.18	
OR-2-06-3342	% On Time LSR Reject ≥ 6 Lines – Electronic		NA		NA		0.00		NA		NA	3a
<b>Complex Services - 2 Wire xDSL Line Sharing</b>												
OR-1-04-3343	% On Time LSRC < 6 Lines - Electronic ( No Flow –Through)		100.00		NA		NA		100.00		NA	1a,4a
OR-1-06-3343	% On Time LSRC ≥ 6 Lines – Electronic		NA		NA		NA		NA		NA	
OR-2-04-3343	% On Time LSR Reject < 6 Lines - Electronic ( No Flow-Through)		NA		NA		100.00		NA		NA	3a
OR-2-06-3343	% On Time LSR Reject ≥ 6 Lines – Electronic		NA		NA		NA		NA		NA	
<b>Special Services</b>												
OR-1-04-3214	% On Time LSRC < 10 Lines - Non DS0, DS1, DS3 – Electronic (No Flow-Through)		99.80		99.62		98.62		99.06		99.46	
OR-1-06-3210	% On Time LSRC ≥10 Lines (DS0) – Electronic		NA		NA		NA		NA		NA	
OR-1-06-3211	% On Time LSRC ≥ 10 Lines (DS1) - Electronic		NA		NA		NA		NA		NA	
OR-1-06-3213	% On Time LSRC ≥ 10 Lines (DS3) – Electronic		NA		NA		NA		NA		NA	
OR-1-06-3214	% On Time LSRC ≥ 10 Lines - Non DS0, DS1, DS3 - Electronic		99.24		99.54		99.44		98.90		100.00	
OR-1-10-3211	% On Time LSRC ≥ 10 Lines (DS1) – Fax		NA		NA		NA		NA		NA	
OR-1-10-3213	% On Time LSRC ≥ 10 Lines (DS3) – Fax		NA		NA		NA		NA		NA	

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-2-04-3214	% On Time LSR Reject < 10 Lines - Electronic (No Flow Through)		96.12		92.64		91.01		89.54		69.42	
OR-2-06-3214	% On Time LSR Reject ≥ 10 Lines - Electronic		92.31		100.00		96.67		100.00		100.00	1b,4b,5b
OR-2-08-3214	% On Time LSR Reject < 10 Lines - Fax		52.00		71.43		75.00		100.00		66.67	1c,2a,3a,4a,5a
OR-2-10-3214	% On Time LSR Reject ≥ 10 Lines - Fax		NA		NA		NA		NA		NA	
<b>POTS / Special Services – Aggregate</b>												
OR-3-01-3000	% Rejects		22.06		23.73		21.43		24.53		23.67	
OR-4-02-3000	Completion Notification - % On Time		100.00		100.00		100.00		100.00		100.00	
OR-5-01-3000	% Flow Through – Total		55.50		58.97		54.02		64.65		66.54	
OR-6-01-3000	% Accuracy - Orders		84.72		93.58		93.35		92.22		95.21	
OR-6-02-3000	% Accuracy - Opportunities		96.88		98.92		98.79		98.86		99.35	
OR-6-03-3000	% Accuracy – Local Service Request Confirmation		97.01		97.14		95.60		97.87		98.88	
OR-8-01-3000	% Acknowledgements On Time		95.22		99.12		98.35		99.67		99.98	
OR-9-01-3000	% Acknowledgement Completeness		99.26		99.33		99.63		99.95		100.00	
<b>UNE: Provisioning</b>												
<b>UNE Platform</b>												
PR-1-01-3140	Average Interval Offered – Total No Dispatch - Platform	1.70	1.16	2.11	1.22	2.43	1.19	2.03	1.48	2.18	1.45	
PR-1-03-3140	Average Interval Offered – Dispatch (1-5 Lines) - Platform	4.22	3.62	4.31	3.26	4.52	4.14	5.51	3.61	4.57	3.56	
PR-2-01-3140	Average Interval Completed – Total No Dispatch - Platform	1.49	1.14	1.94	1.17	2.12	1.15	1.66	1.46	1.95	1.43	
PR-2-03-3140	Average Interval Completed – Dispatch (1-5 Lines) - Platform	4.31	4.21	4.41	3.51	4.55	4.28	5.17	3.55	4.45	3.74	
PR-2-04-3140	Average Interval Completed - Dispatch (6-9 Lines) - Platform	5.99	7.50	6.04	1.00	6.97	1.67	7.84	NA	6.54	2.00	1a,2a,3a,5a
PR-2-05-3140	Average Interval Completed - Dispatch (≥ 10 Lines) - Platform	9.06	6.00	10.34	7.80	7.42	NA	7.38	7.00	7.69	3.00	1a,2a,4a,5a
PR-4-04-3140	% Missed Appointment – Verizon – Dispatch - Platform	8.26	8.97	7.44	8.01	6.82	2.72	6.37	3.41	6.99	2.72	
PR-4-05-3140	% Missed Appointment – Verizon – No Dispatch - Platform	0.27	0.13	0.40	0.66	0.11	0.33	0.06	0.01	0.08	0.01	

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-5-01-3140	% Missed Appointment - Verizon Facilities - Platform	0.28	0.02	0.27	0.05	0.30	0.03	0.28	0.04	0.32	0.03	
PR-6-01-3140	% Installation Troubles reported within 30 Days - Platform	1.69	1.58	1.64	1.59	1.83	1.52	1.86	1.60	1.91	1.83	
PR-6-02-3140	% Installation Troubles reported within 7 Days - Platform	1.11	0.74	1.08	0.81	1.17	0.67	1.19	0.78	1.28	0.78	
<b>UNE Hot Cut Loops</b>												
PR-1-01-3111	Average Interval Offered – Total No Dispatch - Hot Cut Loop	0.95	6.41	1.01	7.54	0.98	6.81	0.96	6.78	1.01	6.82	
PR-2-01-3111	Average Interval Completed – Total No Dispatch - Hot Cut Loop	0.92	6.23	0.98	7.29	0.93	6.59	0.90	6.64	0.97	6.54	
PR-9-01-3520	% On Time Performance - Hot Cuts		96.22		96.81		97.30		97.30		97.31	
<b>UNE POTS Loops and Other POTS</b>												
PR-1-01-3122	Average Interval Offered – Total No Dispatch - Other (Switch & INP)	1.70	2.67	2.11	3.13	2.43	10.33	2.03	4.00	2.18	5.00	1a,2b,3a,4a,5a
PR-1-03-3112	Average Interval Offered – Dispatch (1-5 Lines) – Loop	4.22	6.09	4.31	6.17	4.52	6.25	5.51	5.07	4.57	4.79	
PR-2-01-3122	Average Interval Completed – Total No Dispatch – Other (Switch & INP)	1.49	0.00	1.94	2.93	2.12	18.00	1.66	4.75	1.95	4.00	1a,2b,3a,4a,5a
PR-2-03-3112	Average Interval Completed – Dispatch (1-5 Lines) – Loop	4.31	5.99	4.41	5.91	4.55	6.19	5.17	4.99	4.45	5.53	
PR-2-04-3112	Average Interval Completed - Dispatch (6-9 Lines) – Loop	5.99	5.00	6.04	5.42	6.97	5.60	7.84	7.43	6.54	7.00	1a,2b,3a,4a,5c
PR-2-05-3112	Average Interval Completed - Dispatch (≥ 10 Lines) - Loop	9.06	5.67	10.34	7.44	7.42	10.20	7.38	11.67	7.69	8.13	1a,2a,3a,4a,5a
PR-4-04-3113	% Missed Appointment – Verizon – Dispatch - Loop New	8.26	5.20	7.44	4.02	6.82	2.59	6.37	3.45	6.99	4.57	
PR-4-05-3123	% Missed Appointment – Verizon – No Dispatch - Other	0.27	0.36	0.40	0.55	0.11	0.44	0.06	0.00	0.08	0.00	
PR-5-01-3112	% Missed Appointment - Verizon Facilities - Loop	0.28	0.60	0.27	1.27	0.30	0.46	0.28	1.48	0.32	2.26	
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	1.69	3.21	1.64	2.10	1.83	2.29	1.86	2.97	1.91	2.41	
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	1.11	1.83	1.08	1.10	1.17	1.28	1.19	1.73	1.28	1.43	

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
<b>All UNE POTS</b>												
PR-4-02-3100	Average Delay Days – Total	3.26	5.65	3.82	2.60	3.12	3.16	2.80	2.69	2.87	2.24	
PR-8-01-3100	% Open Orders in a Hold Status > 30 Days (All UNE POTS)	0.01	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 (All UNE POTS)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Complex Services - 2 Wire Digital</b>												
PR-1-01-3341	Average Interval Offered – Total No Dispatch	3.90	6.05	3.09	4.00	3.10	5.29	2.70	5.79	4.19	5.86	1c,2a,3b,4b,5a
PR-1-02-3341	Average Interval Offered – Total Dispatch	7.09	6.30	6.27	5.94	6.42	5.39	6.68	6.15	6.55	5.91	2b,3c,4c
PR-2-01-3341	Average Interval Completed – Total No Dispatch	3.39	6.00	2.91	6.00	2.64	5.00	2.25	4.50	3.65	5.50	1a,2a,3a,4a,5a
PR-2-02-3341	Average Interval Completed – Total Dispatch	7.40	8.59	6.24	6.18	6.64	4.84	7.04	5.74	6.06	5.40	2b,3b,4b
PR-4-02-3341	Average Delay Days – Total	6.05	7.81	3.43	9.24	3.45	6.16	6.36	4.53	4.50	5.89	1c,2c,3b,4b,5a
PR-4-04-3341	% MA – VZ – Dispatch	9.51	15.95	9.37	16.29	1.78	2.50	2.17	0.00	2.18	1.56	
PR-4-05-3341	% MA – VZ – No Dispatch	4.85	NA	0.15	NA	0.00	NA	0.63	NA	0.14	NA	
PR-6-01-3341	% Installation Troubles reported within 30 Days	0.90	7.65	2.24	2.14	2.34	6.01	3.39	8.29	3.23	8.54	
PR-8-01-3341	% Open Orders in a Hold Status > 30 Days	0.00	2.45	0.00	0.56	0.00	0.43	0.78	0.46	0.07	0.00	
PR-8-02-3341	% Open Orders in a Hold Status > 90 Days	0.00	0.61	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Complex Services - 2 Wire xDSL Loops</b>												
PR-1-01-3342	Average Interval Offered – Total No Dispatch	8.50	6.40	2.71	5.77	3.58	5.34	2.97	5.89	2.99	5.97	1a,5c
PR-2-01-3342	Average Interval Completed – Total No Dispatch	4.86	6.00	2.80	6.00	3.14	5.26	2.89	5.36	2.96	6.00	1a,2a,4b,5a
PR-2-02-3342	Average Interval Completed – Total Dispatch	NA	6.00	NA	5.93	NA	5.43	2.90	5.82	2.95	5.64	
PR-4-02-3342	Average Delay Days – Total	61.90	4.90	22.76	3.68	2.40	4.35	2.25	6.32	2.50	4.56	3c,4c,5c
PR-4-04-3342	% MA – VZ – Dispatch		3.27		4.21		1.52		0.62		1.49	
PR-4-05-3342	% MA – VZ – No Dispatch	2.96	0.00	2.24	0.00	0.48	0.00	0.12	2.04	0.11	0.00	1b,2a,5b



Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-4-14-3342	% Completed on Time		87.44		86.30		90.84		94.38		94.95	
PR-5-01-3342	% Missed Appointment – Verizon – Facilities	0.00	3.06	0.00	2.49	0.05	0.80	0.12	1.42	0.05	1.71	
PR-6-01-3342	% Installation Troubles reported within 30 Days	1.69	7.48	1.64	6.65	1.83	4.27	1.86	5.25	1.91	3.25	
PR-8-01-3342	% Open Orders in a Hold Status > 30 Days	8.05	0.58	1.12	0.12	1.45	0.00	1.61	0.00	0.00	0.00	
PR-8-02-3342	% Open Orders in a Hold Status > 90 Days	1.27	0.12	0.18	0.12	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Complex Services - 2 Wire xDSL Line sharing</b>												
PR-1-01-3343	Average Interval Offered – Total No Dispatch	8.50	3.49	2.71	3.11	3.58	2.93	2.97	2.99	2.99	2.94	2c,3b
PR-2-01-3343	Average Interval Completed – Total No Dispatch	4.86	3.81	2.80	3.09	3.14	6.11	2.89	2.81	2.96	2.91	2c,3a
PR-2-02-3343	Average Interval Completed – Total Dispatch	NA	6.00	NA	4.00	NA	NA	2.90	2.75	2.95	3.00	1a,2a,4a,5a
PR-4-02-3343	Average Delay Days – Total	4.64	13.82	4.65	22.27	24.33	20.75	6.82	NA	3.85	32.75	1b,2b,3a,5a
PR-4-04-3343	% MA – VZ – Dispatch	14.29	0.00	10.00	0.00	0.00	0.00	4.21	0.00	2.16	0.00	1a,2a,3a,4a,5b
PR-4-05-3343	% MA – VZ – No Dispatch	2.96	3.83	2.24	4.40	0.48	2.58	0.12	0.00	0.11	1.89	
PR-5-01-3343	% Missed Appointment – Verizon – Facilities	0.00	0.00	0.00	0.40	0.05	0.00	0.12	0.00	0.05	0.00	1a
PR-6-01-3343	% Installation Troubles reported within 30 Days	0.14	1.04	0.14	0.40	0.25	1.27	0.19	0.00	0.20	1.35	
PR-8-01-3343	% Open Orders in a Hold Status > 30 Days	0.00	NA	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.00	
PR-8-02-3343	% Open Orders in a Hold Status > 90 Days	0.00	NA	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Special Services</b>												
PR-1-07-3211	Average Interval Offered – DS1	14.58	19.38	8.19	18.58	9.81	18.00	16.50	16.20	8.76	17.80	1c
PR-2-01-3200	Average Interval Completed – Total No Dispatch	5.21	NA	2.92	26.50	8.44	24.00	8.35	NA	6.29	NA	2a,3a
PR-2-02-3200	Average Interval Completed – Total Dispatch	20.85	19.00	10.14	18.39	7.73	19.23	9.64	19.30	7.86	19.57	1c
PR-2-06-3210	Average Interval Completed - DS0	7.32	13.00	3.24	NA	6.81	NA	7.03	NA	6.86	NA	1a

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-2-07-3211	Average Interval Completed – DS1	44.02	19.00	10.23	18.86	8.37	19.76	10.00	17.95	7.87	18.66	1c
PR-2-08-3213	Average Interval Completed – DS3	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
PR-4-01-3200	% MA – Verizon – Total	4.98	39.66	1.24	29.27	1.09	35.29	2.39	31.79	1.80	33.33	
PR-4-01-3510	% Missed Appointment – Verizon – Total - EEL	4.98	31.58	1.24	16.67	1.09	39.13	2.39	40.20	1.80	31.50	1b,2b
PR-4-01-3530	% Missed Appointment – Verizon – Total - IOF	4.98	14.29	1.24	15.79	1.09	9.38	2.39	21.05	1.80	3.57	1b,2b
PR-4-02-3200	Average Delay Days – Total	63.20	2.55	22.76	0.91	25.38	2.44	14.35	6.20	7.31	6.98	
PR-4-02-3510	Average Delay Days – Total - EEL	63.20	2.62	22.76	1.21	25.38	3.26	14.35	5.85	7.31	8.45	1b,2b
PR-4-02-3530	Average Delay Days – Total - IOF	63.20	1.43	22.76	0.58	25.38	0.38	14.35	6.08	7.31	1.67	1b,2b,4b,5a
PR-6-01-3200	% Installation Troubles reported within 30 Days	0.70	0.00	0.72	0.00	4.50	3.13	3.26	0.00	3.74	0.19	
PR-8-01-3200	% Open Orders in a Hold Status > 30 Days	2.65	8.62	1.12	19.51	1.90	63.24	1.69	0.00	0.14	1.92	
PR-8-01-3510	% Open Orders in a Hold Status > 30 Days - EEL	2.65	10.53	1.12	38.89	1.90	32.61	1.69	0.98	0.14	0.79	1b,2b
PR-8-01-3530	% Open Orders in a Hold Status > 30 Days - IOF	2.65	35.71	1.12	52.63	1.90	50.00	1.69	0.00	0.14	0.00	1b,2b
PR-8-02-3200	% Open Orders in a Hold Status > 90 Days	0.46	1.72	0.18	2.44	0.27	7.35	0.00	0.00	0.00	0.00	
PR-8-02-3510	% Open Orders in a Hold Status > 90 Days - EEL	0.46	0.00	0.18	0.00	0.27	4.35	0.00	0.00	0.00	0.00	1b,2b
PR-8-02-3530	% Open Orders in a Hold Status > 90 Days - IOF	0.46	21.43	0.18	26.32	0.27	18.75	0.00	0.00	0.00	0.00	1b,2b
<b>UNE: Maintenance</b>												
<b>UNE POTS Loop</b>												
MR-2-02-3112	Network Trouble Report Rate – Loop	0.81	0.63	0.79	0.60	0.85	0.72	0.92	0.67	1.02	0.68	
MR-2-03-3112	Network Trouble Report Rate – Central Office - Loop	0.09	0.12	0.10	0.10	0.15	0.11	0.11	0.11	0.09	0.09	
MR-3-01-3112	% Missed Repair Appointment - Loop - Loop	14.19	8.83	10.90	7.77	13.13	8.27	11.93	5.77	14.73	7.78	
MR-3-02-3112	% Missed Repair Appointment - Central Office - Loop	5.03	7.59	4.33	4.65	8.24	4.49	5.75	6.37	6.60	9.09	
MR-4-01-3112	Mean Time To Repair – Total - Loop	20.35	19.83	16.50	17.67	18.62	17.78	17.57	15.68	19.52	15.99	

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	21.63	20.97	17.48	18.58	20.45	18.62	18.58	16.50	20.47	16.43	
MR-4-03-3112	Mean Time To Repair – Central Office Trouble - Loop	8.63	13.57	8.42	12.00	7.98	12.37	8.86	10.61	9.26	12.79	
MR-4-07-3112	% Out of Service > 12 hours - Loop	62.13	65.55	59.87	59.13	59.78	63.12	60.12	58.65	62.37	57.88	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	28.28	17.86	19.40	17.12	23.59	22.02	23.05	13.74	27.46	15.76	
MR-5-01-3112	% Repeat Reports within 30 Days - Loop	14.94	22.89	15.17	21.88	14.63	19.57	14.06	20.21	15.39	20.84	

<b>UNE POTS Platform</b>												
MR-2-02-3140	Network Trouble Report Rate – Platform	0.81	0.99	0.79	0.99	0.85	1.04	0.92	1.09	1.02	1.08	
MR-2-03-3140	Network Trouble Report Rate – Central Office - Platform	0.09	0.21	0.10	0.22	0.15	0.18	0.11	0.18	0.09	0.14	
MR-3-01-3140	% Missed Repair Appointment - Loop - Platform	14.19	8.31	10.90	7.31	13.13	9.52	11.93	8.35	14.73	10.61	
MR-3-02-3140	% Missed Repair Appointment - Central Office - Platform	5.03	1.99	4.33	1.87	8.24	3.28	5.75	3.00	6.60	4.46	
MR-4-01-3140	Mean Time To Repair – Total - Platform	20.35	17.23	16.50	14.75	18.62	17.83	17.57	16.54	19.52	18.83	
MR-4-02-3140	Mean Time to Repair - Loop Trouble - Platform	21.63	19.28	17.48	16.40	20.45	19.37	18.58	17.98	20.47	19.76	
MR-4-03-3140	Mean Time To Repair – Central Office Trouble - Platform	8.63	7.33	8.42	7.27	7.98	8.78	8.86	7.91	9.26	11.72	
MR-4-06-3140	% Out of Service > 4 hours - Platform	79.96	78.27	76.75	76.66	78.78	80.30	78.13	74.65	81.19	80.65	
MR-4-07-3140	% Out of Service > 12 hours - Platform	62.13	65.73	59.87	61.19	59.78	66.33	60.12	61.85	62.37	65.92	
MR-4-08-3140	% Out of Service > 24 Hours - Platform	28.28	22.27	19.40	16.36	23.59	22.43	23.05	20.51	27.46	24.99	
MR-5-01-3140	% Repeat Reports within 30 Days - Platform	14.94	16.72	15.17	15.20	14.63	15.96	14.06	14.32	15.39	15.26	
<b>Complex Services - 2 Wire Digital</b>												
MR-2-02-3341	Network Trouble Report Rate – Loop	0.31	1.03	0.35	0.93	0.30	1.08	0.34	1.08	0.30	1.57	
MR-2-03-3341	Network Trouble Report Rate – Central Office	0.23	0.46	0.16	0.24	0.13	0.29	0.12	0.32	0.16	0.36	
MR-3-01-3341	% Missed Repair Appointment – Loop	51.52	13.79	40.00	14.81	60.47	24.24	40.69	8.82	49.61	11.36	1c,2c
MR-3-02-3341	% Missed Repair Appointment – Central Office	13.40	0.00	22.06	14.29	24.56	11.11	13.46	0.00	10.45	0.00	1b,2a,3a,4b,5b
MR-4-01-3341	Mean Time To Repair – Total	30.12	19.48	26.40	24.25	31.83	21.88	28.82	22.63	23.93	21.64	
MR-4-02-3341	Mean Time to Repair - Loop Trouble	33.42	23.15	31.08	25.45	36.52	21.90	34.49	26.53	28.56	23.16	1c,2c
MR-4-03-3341	Mean Time To Repair – Central Office Trouble	25.63	11.58	16.05	19.63	21.25	21.83	13.02	9.38	15.00	14.98	1b,2a,3a,4b,5b
MR-4-07-3341	% Out of Service > 12 hours	75.88	68.75	66.88	80.95	71.72	75.86	64.84	67.57	64.22	73.33	2c,3c
MR-4-08-3341	% Out of Service > 24 Hours	47.06	25.00	37.66	33.33	46.46	27.59	30.77	29.73	39.45	26.67	2c,3c
MR-5-01-3341	% Repeat Reports within 30 Days	27.51	40.48	19.27	29.41	19.35	26.19	24.87	34.09	25.51	42.59	
<b>Complex Services - 2 Wire xDSL Loops</b>												
MR-2-02-3342	Network Trouble Report Rate – Loop	0.03	0.56	0.05	0.56	0.04	0.43	0.05	0.57	0.05	0.69	
MR-2-03-3342	Network Trouble Report Rate – Central Office	0.05	0.11	0.03	0.11	0.04	0.04	0.04	0.09	0.03	0.14	
MR-3-01-3342	% Missed Repair Appointment – Loop	6.25	11.72	16.13	11.36	23.33	14.88	25.64	11.19	33.33	6.06	

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-3-02-3342	% Missed Repair Appointment – Central Office	16.67	0.00	25.96	0.00	10.53	0.00	13.79	7.69	3.70	0.00	3c,4c,5c
MR-4-02-3342	Mean Time to Repair - Loop Trouble	16.47	22.67	31.32	21.53	26.97	30.92	29.34	23.64	30.09	25.14	
MR-4-03-3342	Mean Time To Repair – Central Office Trouble	18.83	7.77	13.52	11.12	15.92	11.37	17.24	11.75	15.19	11.97	3c,4c,5c
MR-4-07-3342	% Out of Service > 12 hours	100.00	63.11	50.00	70.80	64.29	75.21	77.61	66.01	78.46	66.91	
MR-4-08-3342	% Out of Service > 24 Hours	0.00	26.23	0.00	29.93	35.71	36.75	34.33	33.33	33.85	32.35	
MR-5-01-3342	% Repeat Reports within 30 Days	28.26	23.75	44.83	15.76	38.24	19.15	52.94	23.67	53.62	22.93	
<b>Complex Services - 2 Wire xDSL Line Sharing</b>												
MR-2-02-3343	Network Trouble Report Rate – Loop	0.03	0.13	0.15	0.00	0.04	0.00	0.05	0.00	0.05	0.00	
MR-2-03-3343	Network Trouble Report Rate – Central Office	0.05	0.40	0.03	0.22	0.04	0.00	0.04	0.18	0.03	0.09	
MR-3-01-3343	% Missed Repair Appointment – Loop	6.25	0.00	6.13	NA	23.33	NA	25.64	NA	33.33	0.00	1a,5a
MR-3-02-3343	% Missed Repair Appointment – Central Office	16.67	0.00	25.93	0.00	10.53	0.00	13.79	0.00	3.70	0.00	1a,2a,3a,4a,5a
MR-4-02-3343	Mean Time to Repair - Loop Trouble	16.47	1.37	31.32	NA	26.97	NA	29.34	NA	30.09	18.98	1a,5a
MR-4-03-3343	Mean Time To Repair – Central Office Trouble	18.83	3.03	13.52	8.02	15.92	2.40	17.24	13.72	15.19	2.34	1a,2a,3a,4a,5a
MR-4-07-3343	% Out of Service > 12 hours	82.61	100.00	70.69	100.00	64.29	0.00	77.61	NA	78.46	25.00	1a,2a,3a,5a
MR-4-08-3343	% Out of Service > 24 Hours	0.00	0.00	0.00	0.00	35.71	0.00	34.33	NA	33.85	0.00	1a,2a,3a,5a
MR-5-01-3343	% Repeat Reports within 30 Days	28.26	14.29	44.83	0.00	38.24	0.00	52.94	100.00	53.62	25.00	1a,2a,3a,4a,5a
<b>Special Services</b>												
MR-2-01-3200	Network Trouble Report Rate	0.15	1.39	0.17	1.35	0.22	1.28	0.23	0.87	0.21	2.86	
MR-4-01-3200	Mean Time To Repair – Total	5.05	2.23	3.90	11.48	4.42	5.10	4.14	8.25	5.00	6.56	1a,2a,3a,4a,5b
MR-4-02-3200	Mean Time to Repair - Loop Trouble	5.58	2.37	4.38	13.05	5.37	5.03	5.01	8.90	5.48	6.79	1a,2a,3a,4a,5b
MR-4-06-3200	% Out of Service > 4 hours	42.65	0.00	35.80	71.43	39.89	71.43	38.05	100.00	50.07	80.00	1a,2a,3a,4a,5b
MR-4-08-3200	% Out of Service > 24 Hours	1.63	0.00	0.71	0.00	0.28	0.00	0.69	0.00	0.74	0.00	1a,2a,3a,4a,5b
MR-5-01-3200	% Repeat Reports within 30 Days	17.52	0.00	15.70	0.00	16.48	0.00	15.64	20.00	15.13	17.65	1a,2a,3a,4a,5b
<b>Interconnection</b>												
<b>Ordering and Provisioning</b>												
OR-1-11-5020	Average Firm Order Confirmation (FOC) Time ≤192 Forecasted Trunks		2.00		5.65		1.15		2.25		1.80	

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-1-12-5020	% On Time FOC ≤ 192 Forecasted Trunks		100.00		88.24		100.00		100.00		100.00	1b,2b,3b,4a,5b
OR-1-13-5000	% On Time Design Layout Record (DLR)		87.50		88.24		100.00		75.00		100.00	1b,2b,3b,4a,5b
OR-2-11-5020	Average Trunk ASR Reject Time ≤ 192 Forecasted Trunks		5.00		1.00		0.75		3.00		1.00	
OR-2-12-5020	% On Time Trunk ASR Reject ≤ 192 Forecasted Trunks		100.00		100.00		100.00		100.00		100.00	1a,2a,3a,4a,5a
PR-1-09-5020	Average Interval Offered – Total ≤ 192 Forecasted Trunks	13.36	13.86	14.57	10.33	12.73	10.11	12.83	10.50	12.33	10.60	1a,2a,3a,4a,5a
PR-1-09-5030	Average Interval Offered – Total > 192 Forecasted & Unforecasted	12.63	12.52	10.35	11.90	10.87	13.11	11.25	10.36	12.58	9.05	1c,5c
PR-2-09-5020	Average Interval Completed – Total ≤ 192 Forecasted Trunks	13.63	12.57	14.41	9.50	13.67	9.29	11.89	9.00	12.81	10.00	1a,2a,3a,4a,5a
PR-2-09-5030	Average Interval Completed – Total > 192 Forecasted & Unforecasted	NA	NA	NA	18.00	NA	9.67	NA	NA	NA	9.00	2a,3a,5a
PR-4-01-5000	% Missed Appointment – Verizon – Total	0.93	1.01	1.37	0.76	7.08	1.47	0.62	0.32	4.49	1.01	
PR-4-02-5000	Average Delay Days – Total	1.59	4.68	3.00	9.71	3.59	3.09	1.33	3.60	2.17	3.25	
PR-4-09-5000	% MA – VZ – Std. Interval (W Coded) Orders – Total	2.33	0.00	10.62	0.00	4.26	0.00	5.88	0.00	0.00	0.00	
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-6-01-5000	% Installation Troubles reported within 30 Days	0.00	0.00	0.03	0.00	0.02	0.01	0.01	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-8-01-5400	% Open Orders in a Hold Status > 30 Days	0.00	0.00	0.00	0.00	0.00	0.00	0.03	0.00	0.00	0.00	
PR-8-02-5400	% 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	
<b>Maintenance</b>												
MR-2-01-5000	Network Trouble Report Rate – Total	0.01	0.00	0.01	0.00	0.00	0.00	0.01	0.00	0.00	0.00	
MR-4-01-5000	Mean Time To Repair – Total	1.10	0.73	1.17	1.12	12.55	0.93	12.68	1.42	0.85	3.65	1b,2b,3b,4a,5a

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-4-04-5000	% Cleared (all troubles) within 24 Hours	100.00	100.00	100.00	100.00	90.00	100.00	94.44	100.00	100.00	100.00	1b,2b,3b,4a,5a
MR-4-05-5000	% Out of Service > 2 Hours	9.09	0.00	16.67	9.09	30.00	20.00	11.11	12.50	8.33	14.29	1b,2b,3b,4a,5a
MR-4-06-5000	% Out of Service > 4 hours	2.27	0.00	4.17	0.00	20.00	0.00	5.56	12.50	0.00	14.29	1b,2b,3b,4a,5a
MR-4-07-5000	% Out of Service > 12 hours	0.00	0.00	0.00	0.00	10.00	0.00	5.56	0.00	0.00	14.29	1b,2b,3b,4a,5a
MR-4-08-5000	% Out of Service > 24 Hours	0.00	0.00	0.00	0.00	10.00	0.00	5.56	0.00	0.00	0.00	1b,2b,3b,4a,5a
MR-5-01-5000	% Repeat Reports within 30 Days	4.55	0.00	0.00	0.00	0.00	10.00	16.67	12.50	0.00	0.00	1b,2b,3b,4a,5a
<b>Interconnection Trunk Blockage</b>												
NP-1-01-5120	% FTG Exceeding Blocking Standard - Common Final Trunks		4.21		4.19		3.27		0.84		0.42	
NP-1-01-5400	% FTG Exceeding Blocking Standard - Dedicated Final Trunks		4.90		4.08		2.88		0.00		1.92	
NP-1-02-5120	% FTG Exceeding Blocking Standard (No Exceptions) - Common Final Trunks		4.21		4.19		3.27		0.84		0.42	
NP-1-02-5400	% FTG Exceeding Blocking Standard (No Exceptions) - Dedicated Final Trunks		4.90		5.44		4.32		0.68		3.85	
NP-1-03-5400	Number Dedicated FTG Exceeding Blocking Standard – 2 Months		1.00		0.00		1.00		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	
<b>Timeliness of Response to Request to Order VZ to CLEC Trunks</b>												
NP-7-01-5000	% On-Time Response to Requests to Order VZ to CLEC Trunks		1.00		NA		NA		1.00		100.00	1a,4a,5a

**Abbreviations:**

- NA = No Activity.
- NEF = No Existing Functionality.
- UD = Under Development.
- UR = Under Review
- 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 February.
- 2a = Sample Size under 10 for March.
- 3a = Sample Size under 10 for April.
- 4a = Sample Size under 10 for May.
- 5a = Sample Size under 10 for June.
- 1b = Sample Size between 10 and 19 for February.

- 2b = Sample Size between 10 and 19 for March.
- 3b = Sample Size between 10 and 19 for April.
- 4b = Sample Size between 10 and 19 for May.
- 5b = Sample Size between 10 and 19 for June.
- 1c = Sample Size between 20 and 29 for February.
- 2c = Sample Size between 20 and 29 for March.
- 3c = Sample Size between 20 and 29 for April.
- 4c = Sample Size between 20 and 29 for May.
- 5c = Sample Size between 20 and 29 for June.