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Executive Director
Federal Regulatory

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APR 25 2001

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April 25, 2001

Mr. Anthony Dale
Federal Communications Commission
455 12th Street, S.W.
Washington, DC 20554

Dear Mr. Dale:

Enclosed, pursuant to Condition V, Paragraph 16 and Attachment A of Appendix D to the order approving the merger between Bell Atlantic and GTE ("Merger Order"), are Verizon's performance measurement results for March 2001. We are providing you with disks containing files of the results in the format you requested.

Individual CLEC results for both the former GTE states and Bell Atlantic states are available on the web site. These CLEC-specific reports should be treated confidentially in accordance with the terms of the Merger Order, Appendix D, Attachment A, ¶ 1.

As we have previously mentioned, Verizon has discovered that, for some measurements, the level of disaggregation called for in Attachments A-2a and A-2b of Appendix D differs from the level of disaggregation specified in Attachments A-5a and A-5b. The enclosed performance measurement results provide data at the more disaggregated level specified in Attachments A-5a and A-5b. In addition, in a few instances, the measurements reported do not precisely match the definitions stated in Attachments A-2a and A-2b. The Attachment to this letter describes those instances in which there are variations.

If you have any questions, please do not hesitate to call me.

Sincerely,

A handwritten signature in cursive script that reads "Dee May". Below the signature, the word "Attachment" is printed in a simple, sans-serif font.

Without Confidential Enclosures

cc: Mark Stone (w/confidential enclosures)
Frank Hopwood (w/confidential enclosures)
Whitey Thayer (w/confidential enclosures)

UNE, Resale (North only) (OR-1 only)	August 2000 – February 2001	Since the implementation of an IT system release on 8/19/00, complex orders were no longer being correctly identified as such and daily confirmation information was no longer being provided. Process has been corrected for March 2001 data month.
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OR-1-Order Confirmation Timeliness and OR-2-Reject Timeliness

Product	Month	Comment
UNE, Resale (South only)	February 2001	Incorrectly applied revised SOP downtime exclusions. Process was corrected with March 2001 data month.

MR-2-01 - Network Trouble Report Rate

MR-4-07 - % Out of Service > 12 Hours

MR-5-01 - % Repeat Reports w/I 30 days

Product	Month(s)	Comment
Trunk	February 2001	Due to a mapping error, CLEC aggregate numbers were incorrectly mapped as CLEC specific numbers. Process has been corrected for the March 2001 data month.

MR-2 - Network Trouble Report Rate

Product	Month(s)	Comment
UNE, Resale, Retail	July 2000 – December 15 th , 2000	A LMOS upgrade that took place in mid December 2000 provided product disaggregation of the denominator.

MR-4 - Trouble Duration Intervals

Product	Month(s)	Comment
UNE, Resale	July 2000 – February 2001	A system change to NORD was required to start using the manually entered Receipt Date/Time in NSDB allowing more accurate intervals when Vendor meets and other specific required changes in Receipt Date/Time have been made. Process has been corrected for the March 2001 data month.

PR-3 - Completed within Specified Number of Days (1-5 Lines)

PR-4 - Missed Appointments

PR-5 - Facility Missed Orders

PR-6 - Installation Quality

Product	Month(s)	Comment
UNE, Resale	July 2000 – February 2001	Administrative orders that are part of programmed translation orders for LNP and Hot Cuts had been incorrectly included in provisioning metrics. Administrative orders should be excluded as per the guidelines. Process has been corrected for the March 2001 data month.

PR-3-08 - Completed within Specified Number of Days (1-5 Lines)

PR-3-09 - Completed within Specified Number of Days (1-5 Lines)

Product	Month(s)	Comment
UNE, Resale (New Jersey only)	November 2000- January 2001	Based upon written permission from the CLEC, orders identified as part of a special project are to be excluded from the metrics. However, all NJ orders for one CLEC were excluded between 11/29/00 and 1/30/01. Process has been corrected beginning 1/31/01.

PR-4-01 - % Missed Appointments

PR-4-02 - Average Delay Days

Product	Month(s)	Comment
UNE (South only)	July 2000 - January 2001	Three EEL products ordered via a LSR and billed in CRIS had not been included in the PR metrics captured by SORD. Process has been corrected with the February 2001 data month.
Trunk (New Jersey only)	July 2000	Due to human error, 1 order in July did not have a Missed Function Code entered and therefore was excluded from the metric. Process has been corrected for the August 2000 data month.
UNE, Resale (PR-4-02 only)	February 2001	Not all Customer Not Ready Missed Function Codes had been removed from the numerator of PR-4-02. Process has been corrected with the March 2001 data month.

PR-6-01 - % Installation Troubles reported w/i 30 Days

PR-6-02 - % Installation Troubles reported w/i 7 Days

Product	Month(s)	Comment
UNE	July 2000 - February 2001	2 Wire Digital and 2 Wire xDSL orders are included in the metric in error. Process has been corrected with the March 2001 data month.
UNE (PR- 6-01 only)	July 2000 - January 2001	SORD implemented the metric incorrectly for UNE Specials. SORD did not aggregate I codes in the denominator as required for PR-6-01. Process has been corrected with the February 2001 data month.

PR-5-03 - % Orders Held For Facility

Product	Month(s)	Comment
UNE	February 2001	The numerator for PR-5-03 must include Missed Function Codes beginning with G and H. Process has been corrected with the March 2001 data month.

West States:**OR-2 – Reject Timeliness**

Product	Month(s)	Comment
UNE, Resale	November 2000 – February 2001	New manual error codes established in the system in October 2000 were not incorporated correctly into the program that generates the reject data feed. Process has been corrected with the March 2001 data month.

OR-1-12 – ASR Confirmation Timeliness

Product	Month(s)	Comment
Trunks	January 2001 – February 2001	The wrong numerator calculation was used in Jan and Feb 2001. The calculation has been corrected with the March 2001 data month.

MR-2 - Network Trouble Report Rate**MR-3 – Missed Repair Commitments****MR-4 – Trouble Duration Intervals****MR-5 – Repeat Trouble Reports****PR-6 – Installation Quality**

Product	Month(s)	Comment
UNE, Resale	November 2000 – January 2001	Due to a TAS system change in Nov 2000, the warehouse loading program was not extracting all CCNAs correctly. Process has been corrected with the March 2001 data month.

NP-2-05 – % On Time – Physical Collocation

Product	Month(s)	Comment
(Texas Only)	October 2000	Two entries from two CLECs for the state of Texas were omitted. Process has been corrected with the November 2000 data month.
	January 2001 – February 2001	CLEC override indicator was not being captured correctly in the data feed. CLEC override is used to identify due date extensions resulting from CLEC milestone misses. Process has been corrected with the March 2001 data month.