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RECEIPT



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SEP 25 2001

Federal Communication Commission
Bureau/Office

September 25, 2001

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 August 2001. We are providing you with disks containing ASCII files of the results in the format you requested with one change. In order to clarify which information is confidential, we have added a new column titled, "VADI as Parity." If a "Y," (representing Yes) appears, it means that the row contains VADI information. The information in that row which should be treated confidentially consistent with the terms of the Merger Order, Appendix D, ¶ 9 are the ILEC numerator and ILEC denominator which include VADI volume data. As we have previously discussed with you, the performance results for VADI and the z-score where VADI is the retail comparison are not confidential. If an "N" (representing No) appears, the row does not contain any VADI information and none of the information in the row is confidential.

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.

CONFIDENTIAL - NOT FOR PUBLIC INSPECTION

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

Sincerely,



Dee May

Attachment

Without Confidential Enclosures

cc: Mark Stone (Without Confidential Enclosures)
Ellen Becker (With Confidential Enclosures)
Frank Hopwood (With Confidential Enclosures)
Whitey Thayer (With Confidential Enclosures)

August 2001

Definitional Status for Performance measures:

Certain issues affect months previously reported, as noted below.

East States:**BI-2 Timeliness of Carrier Bill**

Product	Month(s)	Comment
UNE, Resale (fBA-South only)	July 2000 – June 2001	The metric has been calculated based on paper bills only and it should be calculated based on both paper and electronic bills. Process has been corrected with July 2001 data month.

MR-2– Trouble Report Rate**MR-3– Missed Repair Appointments****MR-4 – Trouble Duration Intervals****MR-5 - % Repeat Reports**

Product	Month(s)	Comment
UNE MR-2-01, MR-4-01, MR-4-08, MR-5-01, PR-6-01	May 2001	Issue previously documented in the August 24 2001 cover letter, incorrectly reported metric MR-6-01 on the list of impacted metrics when in fact PR-6-01 was impacted.
Retail MR-2-01, MR-4-01, MR-4-08, MR-5-01 (fBA-North only)	May 2001	Issue previously documented in the August 24 2001 cover letter, incorrectly reported UNE and Resale products as impacted when in fact only the retail product was impacted.
UNE MR-2-02, MR-2-03 (MD, VA, WV, DC only)	January 2001	Results incorrectly reflected December 2000 numbers. Process has been corrected with February 2001 data month.
UNE MR-2 (MD, VA, WV, DC only)	January 2001	Line count numbers incorrectly reflected December 2000 numbers. Process has been corrected with February 2001 data month.
UNE - xDSL MR-2-02, MR-2-03, MR-3-01, MR-3-02, MR-4-08, MR-5-01 (PA only)	November 2000 – August 2001	Trouble reports with no wire frame information on the trouble ticket are not being captured in the metrics. Process will be corrected for September 2001 data month.
UNE MR-2-01, MR-4-01, MR-4-08, MR-5-01	July 2000 – August 2001	Dark Fiber is not considered a UNE Loop, EEL or IOF product and should be removed from inclusion in specified metrics. Process will be corrected for September 2001 data month.

OR-1 Order Confirmation Timeliness**OR-2 Reject Timeliness****OR-5 Percent Flow Through**

Product	Month(s)	Comment
UNE, Resale OR-1-04, OR-1-06, OR-5-01	July 2000 – April 2001	Issue previously documented in the August 24 2001 cover letter, incorrectly reported process was corrected in the April 2001 data month when in fact process was corrected for the May 2001 data month.
UNE, Resale OR-1, OR-2	July 2000 – Sept 2001	A small number of UNE Loop orders are not being classified properly in the Complex, Specials and POTs categories due to inadequate combinations of Network Channel, Network Channel Interface and Secondary Network Channel Interface codes. Process will be corrected with the October 2001 data month.
UNE, Resale OR-1, OR-2 (PA, RI, VA, only)	March 2001	3 duplicate orders were incorrectly included in the results. Process has been corrected in the April 2001 data month.
UNE, Resale OR-1, OR-2 (CT NJ, PA, DC only)	April 2001	16 duplicate orders were incorrectly included in the results. Process has been corrected in the May 2001 data month.
UNE, Resale OR-1, OR-2 (MD, NJ, PA, VA, DC only)	May 2001	17 duplicate orders were incorrectly included in the results. Process has been corrected in the June 2001 data month.
UNE, Resale OR-1, OR-2 (NH, NJ, PA, RI, VA, DC only)	June 2001	23 duplicate orders were incorrectly included in the results. Process has been corrected in the July 2001 data month.
UNE, Resale OR-1	January 1, 2001 – January 12, 2001	It was determined that the formatting of the Confirm Due Time field caused a misclassification of some PONs as Specials instead of POTS. Process has been corrected as of January 13, 2001.
UNE, Resale OR-5	July 2000 – August 18, 2001	Recent analysis has revealed that a number of flow through orders were included in the denominator but were erroneously excluded from the numerator thus reducing the performance results. Process has been corrected with an August 18, 2001 system release.
UNE OR-1, OR-2, OR-5	June 2001 – July 2001	Due to a system release in June 2001, standalone directory listings for certain types of orders have been incorrectly omitted from the results. Process has been corrected for the August 2001 data month.

PR-3 – Completed within 5 Days
PR-4 - Missed Appointments
PR-5 – Facility Missed Orders
PR-6 – Installation Quality
PR-9 - Coordinated Conversions

Product	Month(s)	Comment
Resale, Retail PR-4-02 (NH only)	May 2001	Interim data for retail and resale observations and performance were incorrectly manually mapped in reverse. Process has been corrected with June 2001 data month.
UNE PR-4-01, PR-4-02, PR-5-03, PR-6-01 (NE, NH, RI, VT only)	July 2000 – August 2001	Dark Fiber is not considered a UNE Loop, EEL or IOF product and should be removed from inclusion in specified metrics. Process will be corrected for September 2001 data month.
UNE, Resale, Trunks PR-3, PR-4, PR-5, PR-6, PR-9 (MD, PA, DE, VA, DC only)	January 2001 – August 2001	Certain orders are being counted in results for multiple months instead of in the month the orders complete in CRIS. Process will be corrected for the September 2001 data month.
UNE, Resale PR-3-08, PR-3-09 (PA only)	July 2000 – August 2001	The process used to automatically populate Appointment Type Code (ATC) on orders based upon comparing the requested due dates and match them against offered intervals by product is using an outdated interval table. Process will be corrected for the September 2001 data month.
UNE PR-3-08, PR-3-09	February 2001 – August 2001	For orders received on a weekend with a due date in the same weekend, a review of interval metrics revealed that intervals are being incorrectly calculated as negative rather than as 0 when a service order has an Application (APP) date and due date (DD) within the same weekend. Process will be changed for September 2001 data month.
UNE PR-3-08, PR-3-09	July 2000 – August 2001	Data provider incorrectly determined exclusions for PR-3-08 and PR-3-09 in error. Process will be corrected for September 2001 data month.
Resale, Retail PR-5-03	April 2001	Outdated input file was used to populate CT in error. Process has been corrected with May 2001 data month.
UNE PR-4-01, PR-4-02, PR-6-01 (ME, NJ, PA, VA only)	June 2001	A system processing logic error caused the ASRs to be doubled affecting the CLEC Performance and the CLEC Observation. Process has been corrected with July 2001 data month.

UNE, Resale, Retail PR-4, PR-5, PR-9 (MD, VA, WV, DC only)	July 2000 – September 2001	An automated process was created to apply a Company Other (CO) Missed Appointment Code (MAC) to backlogged orders in the Awaiting Provisioning Complete Step. This automation incorrectly assumed that all orders in the Awaiting Provisioning Complete Step were missed for company reasons. Additionally, this automation was only implemented against Wholesale, not Retail, orders creating an apparent disparity in performance. Process will be corrected for October 2001 data month.
Resale, Retail PR-6-01	July 2000 – July 2001	A source file used to score installation trouble reports contained inconsistent circuit data for retail and resale 2-wire digital products. This resulted in some repeat installation trouble reports not being scored. Process has been corrected with the August 2001 data month.

All Domains

Product	Month(s)	Comment
UNE Dedicated Transport, Trunks	July 2000 – February 2001	Issue previously documented in the August 24, 2001 cover letter, incorrectly documented the affected months to be from July 2000 – March 2001 when in fact the affected months were through February 2001. Process has been corrected for the March 2001 data month.

West States:**MR-2– Trouble Report Rate****MR-3– Missed Repair Appointments****MR-4 – Trouble Duration Intervals****MR-5 - % Repeat Reports**

Product	Month(s)	Comment
UNE, Resale MR-2-01, MR-3-01, MR-4-01, MR-5-01, PR-6	July 2000 – September 2001	Some CLEC trouble report activity was not reported because certain OCNs did not correctly correspond to the state in which the trouble was reported. Process will be corrected for the October 2001 data month.
UNE, Resale MR-2-01	July 2000 – April 2001	Count of POTS total access lines was incorrectly overstated. Process has been corrected for the May 2001 data month.
UNE MR-2-01, MR-3-01, MR-4-01, MR-4-07, MR-4-08, MR-5-01	July 2000 – August 2001	Issue previously documented in the August 24 2001 cover letter to be corrected in the August 2001 data month will be corrected in the September 2001 data month.

PR-3 – Completed within 5 Days**PR-4 - Missed Appointments****PR-5 – Facility Missed Orders****PR-6 – Installation Quality**

Product	Month(s)	Comment
UNE, Resale PR-6	July 2000 – Sept 2001	In some instances, some CLEC trouble report activity was not reported due to the fact that certain OCNs were not correctly tabled to correspond to the state in which the trouble was reported. Process will be corrected for the October 2001 data month.
UNE PR-3, PR-4, PR-5, PR-6	Fall 2000 – September 2001	A system change prevented the proper extraction of the circuit number. Process will be corrected for the October 2001 data month.