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DEC 26 2001

Federal Communication Commission
Bureau/Office

December 26, 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 November 2001. We are providing you with disks containing ASCII files of the results in the format you requested. An additional disk provides two reports that were requested by CCB staff. One report summarizes the voluntary payments for Performance Plan Year 1 through the October 2001 performance month by state and the other report provides a summary by metric for the same time period.

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 Attachment A-2a. The Attachment to this letter describes those instances in which there are variations. Verizon had previously reported that Electronic Bonding was incorrectly included in the total of the PO-2 metric. Further analysis has revealed that this metric has, in fact, been reported in accordance with the guidelines since July 2000.

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

Sincerely,

A handwritten signature in cursive script that reads "Dee May".

Without Confidential Enclosures

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

November 2001

Definitional Status for Performance measures:

Certain issues affect months previously reported, as noted below.

East States:**PO-1 OSS Response Time****PO-2 OSS Interface Availability**

| Product | Month(s) | Comment |
|--|--|---|
| EDI – Resale, UNE and Retail PO-2, (PO-1 UNE only) | May 2001 – November 2001 | Enview transactions run on a new pair of servers implemented in May 2001 were not included in the metric calculations. Process has been corrected with the December 2001 data month. |
| EDI – Resale, UNE PO-1-01, PO-1-02 (NJ only), PO-1-03, PO-1-06, PO-2-02 | November 2001 – December 11, 2001 | Due to an EDI Enview process error, certain transactions failed, and failed transactions were incorrectly marked as successful. Process has been corrected effective December 12, 2001. |

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

| Product | Month(s) | Comment |
|---|---|--|
| UNE OR-2-04, 2-06, OR-1-06, OR-1-04 | July 2000- July 2001 | Issue previously documented in the July 25, 2001 cover letter omitted OR-2-04, OR-2-06 and OR-1-06. |
| UNE Complex, POTS-Total, Specials OR-1-02, OR- 1- 04, OR- 1-06, OR- 2-02, OR-2-04, OR- 2-06 | July 2000 – September 2001 | A small number of UNE Loop orders were erroneously classified as either Specials or POTS rather than Complex. Process has been corrected with the October 2001 data month. |
| UNE OR-1, OR-2, OR-5 | June 2001- July 2001 (fBA-North) April 2001- July 2001 (fBA-South) | Issue previously documented in the September 25, 2001 cover letter incorrectly reported months affected for the South. The months affected in the South were April 2001 – July 2001 not June 2001 – July 2001. |

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 |
|--|---------------------------------------|--|
| Resale, UNE, Retail POTS- Total PR-3-08, PR-3-09 (NH, VT, RI, ME only) | January 2001 – November 2001 | Due to logic flaw in system design, some order intervals are not adjusted for after 5pm-receipt time. Process will be corrected with the December 2001 data month. |
| Resale, UNE, Retail POTS- Total PR-3-08, PR-3-09 | July 2000 – October 2001 | The PR-3 metrics incorrectly included orders that have customer delays. Process has been corrected with the November 2001 data month. |
| Resale 2 Wire Digital PR-6-01 (NJ only) | July 2000 – October 2001 | The data used in the calculation of the Numerator of PR-6-01 captures I codes for the 201 area code only, rather than all area codes in the state. Process has been corrected with the November 2001 data month. |
| Resale, UNE, Retail 2 Wire Digital, Platform, POTS- Total, xDSL PR-3, PR-4-02, PR-4-04, PR-4-05, PR-4-10, PR-5, PR-6 (MD, VA, DC, WV only) | July 2000 – October 2001 | ExpressTrak orders that were identified by a Class of Service USOC Code were not included in the metric results. Process has been corrected with the November 2001 data month. |
| UNE 2 Wire Digital, xDSL PR-4-10 | October 2001 | Issue previously documented in the November 26, 2001 cover letter incorrectly reported months affected as October and ongoing, when only October was affected. Process has been corrected with the November 2001 data month. |
| UNE Trunks PR-4-02, PR-5-03 (fBA-North only) | January 2001- December 2001 | Customer caused delays are incorrectly included in both numerator and denominator. Process will be corrected with January 2002 data month. |
| UNE, Resale, Retail PR-3-08, PR-3-09 | July 2000 – August 2001 | Issue previously documented in September 25, 2001 cover letter, incorrectly reported UNE as the impacted product when in fact UNE, Resale and Retail were impacted. |