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July 25, 2002

JUL 25 2002

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

Federal Communication Commission  
Bureau / Office

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 June 2002. 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 Years 1 and 2 through the May 2002 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. As noted in my July 23, 2002 letter to Ms. Dorothy Attwood, June 2002 will be the last month that performance measurement results will be reported for Alabama.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Anthony Dale", is written over a faint, larger version of the same signature.

Attachment

Without Confidential Enclosures

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

**June 2002****Definitional Status for Performance measures:**

Certain issues affect months previously reported, as noted below.

**East States:****PO-1 OSS Interface Availability**

<b>Product</b>	<b>Month(s)</b>	<b>Comment</b>
EnView - Retail PO-1-06 (ME, NH)	June 16, 2002 – June 21, 2002	A screen change on June 16, 2002 caused all EnView Retail LXR transactions to fail. Five days of June 2002 data were lost. Process was corrected June 21, 2002.

**OR-1 Order Confirmation Timeliness****OR-2 Reject Timeliness**

<b>Product</b>	<b>Month(s)</b>	<b>Comment</b>
UNE POTS – Total, Specials OR-1-02, 1-04, 1-06, OR 2-02, 2-04, 2-06 (DC, DE, MD, ME, NH, NJ, VA, WV)	February 2002 – June 2002	UNE PBX Trunks were not properly classified as a UNE POTS product. Process will be corrected with the July 2002 data month.
Trunks OR-2-12 (DC, DE, MD, ME, NH, NJ, VA, WV)	April 2001 – June 2002	Orders designated as projects are being excluded from the <= 192 Forecasted Trunks category. Process will be corrected with the July 2002 data month.

**PR-3 Completed within Specified Number of Days****PR-4 Missed Appointments****PR-5 Facility Missed Orders****PR-6 Installation Quality****PR-9 Hot Cut Loops**

<b>Product</b>	<b>Month(s)</b>	<b>Comment</b>
All (DC, MD, VA, WV)	July 2000 – June 2002	Certain Missed Appointment Codes, confirmation/reject data and channel orders associated with UNE transport are not being properly detected. Process will be corrected with the July 2002 data month.
Resale, UNE, Retail PR-3, PR-4 (NJ only)	July 2000 – June 2002	In certain instances, cumulative order intervals are not being correctly calculated. Process will be corrected with the July 2002 data month.
Resale, UNE, Retail PR-3-08, 3-09, PR-4-04, 4-05, PR-6-01(Retail POTS only) (DC, DE, MD, NJ, VA, WV)	July 2000 – June 2002	The process used to identify the dispatched and non-dispatched indicators needs to be modified to ensure that orders are correctly matched. Process will be corrected with the July 2002 data month.

UNE LNP PR- 4-07 (DC, DE, MD, ME, NH, NJ, VA, WV)	February 2001 – June 2002	In certain limited situations, LNP orders were being scored as a met when they should have been scored as a miss. Process will be corrected with the July 2002 data month.
Resale, UNE, Retail 2 Wire Digital, Platform, POTS – Bus, POTS – Res, POTS – Total, Specials PR-3, PR-4-01, 4-02, 4-04, 4-05, PR-6-01 (DC, DE, MD, ME, NH, NJ, VA, WV)	July 2000 – June 2002	In the Mid-Atlantic states, UNE Specials measures did not include both ASRs and LSRs and certain retail Specials orders are being excluded from the Retail Specials. Additionally, certain products are being incorrectly categorized as follows: In East states, certain PBX trunk circuits; and in the Mid-Atlantic states, certain ISDN orders are being incorrectly categorized between POTS and Specials. In addition in the East states LAD circuits were incorrectly categorized as digital rather than Special Services and certain DSO channels were not counted as DSOs. Process will be corrected with the July 2002 data month.
Resale, UNE, Retail Specials PR-4-01, 4-02 (DC, DE, MD, ME, NH, NJ, VA WV)	July 2000 – June 2002	Some “C” orders for disconnects are being incorrectly captured in the Specials metrics. Process will be corrected with the July 2002 data month.
UNE xDSL PR-4-14 (DC, DE, MD, ME, NH, NJ, VA, WV)	July 2000 – June 2002	Certain orders were incorrectly excluded from the measurement. Process will be corrected with the July 2002 data month.
Resale, UNE, Retail PR-3, PR-4-01, PR-4-04, PR-4-05, PR-4-14 (DC, DE, MD, ME, NH, NJ, VA, WV)	July 2000 – June 2002	Orders with a due date of Friday or the day before a holiday that were actually completed on the weekend or holiday were not counted as missed orders. Process will be corrected with the July 2002 data month.
Resale, UNE, Retail PR-3, PR-4, PR-6, PR-9 (DC, DE, MD, ME, NH, NJ, VA, WV)	July 2000 – June 2002	Certain types of administrative orders were not being excluded properly and some valid CLEC orders were being improperly excluded. Process will be corrected with the July 2002 data month.
Resale, UNE, Retail Specials PR-6-01 (DC, DE, MD, ME, NH, NJ, VA, WV)	July 2000 – June 2002	All troubles within 30 days of installation are counted as installation troubles rather than just the first trouble. Process will be corrected with the July 2002 data month.
Retail POTS PR-3, PR-4-04, 4-05, 6-01 (DE only)	July 2000 – June 2002	If a dispatch indicator is not present in WFA, all orders are incorrectly counted as dispatch. Process will be corrected with the July 2002 data month.
Resale POTS, Digital, xDSL PR-3, PR-4-02, 4-04, 4-05, 6-01 (DC, DE, MD, NJ, VA, WV)	October 2000 – June 2002	Certain migrations were not included in the metrics. Process will be corrected with July 2002 data month.

UNE LNP PR-4-07 (DC, DE, MD, NH, NJ, VA, WV)	May 2002	Performance measurement results were incorrectly reported as NA. Process was corrected with June 2002 data.
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**MR-2 Trouble Report Rate**  
**MR-5 Repeat Trouble Reports**

Product	Month(s)	Comment
Resale, Retail Specials MR-2-01 (DC, DE, MD, NJ, VA, WV)	July 2000 – June 2002	ISDN service is inventoried as 24 channels causing a trouble to be incorrectly counted as 24 troubles rather than 1 trouble. Process will be corrected with the July 2002 data month.
Resale, UNE, Retail Specials MR-5-01 (DC, DE, MD, ME, NH, NJ, VA, WV)	July 2000 – June 2002	A trouble with a disposition code of 03, 04, 05 is not scored as a repeater against initial CPE report. Process will be corrected with the July 2002 data month.

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

Product	Month(s)	Comment
UNE Platform, UNE Loop MR-2, MR-3, MR-4, MR-5, PR-6 (DC, DE, MD, ME, NH, NJ, VA, WV)	July 2000 – June 2002	Some line records and troubles were either excluded or improperly classified when a valid wire center or a valid CLEC ID was absent on a line record or a trouble. Process will be corrected with the July 2002 data month.
Resale, Retail 2 Wire Digital, POTS - Bus, POTS – Total MR-2, MR-3, MR-4, MR-5, PR-6-01 (DC, DE, MD, ME, NH, NJ, VA, WV)	July 2000 – June 2002	Certain products are being incorrectly categorized between POTS and Specials, and some designed ISDN troubles and line counts are not being included in 2 Wire Digital. Process will be corrected with the July 2002 data month.
Resale, UNE, Retail Specials MR-2-01, MR-4-01, MR-4-08, MR-5-01, PR-6-01 (DC, DE, MD, ME, NH, NJ, VA, WV)	July 2000 – June 2002	Some newly introduced services have not been captured. Process will be corrected with the July 2002 data month.

Resale, Retail Specials MR-2-01, MR-4-01, MR-5-01, PR-6-01 (DC, DE, MD, NJ, VA, WV)	July 2000 – June 2002	Some retail specials have not been included. Process will be corrected with the July 2002 data month.
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**MR-2 Trouble Report Rate**  
**MR-4 Trouble Duration Intervals**  
**PR-6 Installation Quality**

Product	Months(s)	Comment
Trunks MR-2-01, MR-4-01, 4-07, 4-08 PR-6-01 (DC, DE, MD, NJ, VA, WV)	March 2002 – June 2002	Certain reciprocal trunks were incorrectly excluded from the CLEC Aggregate and CLEC -specific reporting. Process will be corrected with the July 2002 data month.

**OR-1 Order Confirmation Timeliness**  
**OR-2 Reject Timeliness**  
**PR-4 Missed Appointments**  
**PR-5 Facility Missed Orders**  
**PR-6 Installation Quality**  
**MR-2 Trouble Report Rate**  
**MR-4 Trouble Duration Intervals**  
**MR-5 Repeat Trouble Reports**

Product	Month(s)	Comment
Trunks OR-1-12, 2-12 PR-4-01, 4-02, PR-5-03, PR-6-01 MR-2-01, MR-4-07, MR-5-01 (DC, DE, ME, MD, NH, NJ, VA, WV)	March 2001 – June 2002	CLEC 2-Way Trunks are not being identified as CLEC trunks. Process will be corrected with the July 2002 data month

**BI-2 Timeliness of Carrier Bill**

Product	Month(s)	Comment
Resale, UNE BI-2-01 (DC, DE, MD, NJ, VA, WV)	June 2000 – September 2002	CRIS corrected bills were not being included in this metric. Process will be corrected with the October 2002 data month.
Resale, UNE BI-2-01 (NJ only)	April 2002	Data from one bill period was not included in the calculation of the metric. Process will be corrected with the April 2002 rerun.