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September 25, 2002

RECEIPT

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

SEP 25 2002

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 August 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 July 2002 performance month by state and the other report provides a summary by metric for the same time period. Please note that when Verizon provided the January 2002 rerun results, we reported two instances where the complete correction was complex and could not be made due to the unavailability of some retroactive data. The partial correction of the impacted metrics has resulted in a decrease in the amount owed of \$3,187.00. However, Verizon is not reducing today's voluntary payment since it is not a certainty that the partial corrections reflect the total impact to the payment amount.

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.

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. As noted in my September 24, 2002 letter to Mr. William Maher, August 2002 will be the last month that performance measurement results will be reported for Missouri.

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

Sincerely,

Attachment

Without Confidential Enclosures

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

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

Certain issues affect months previously reported, as noted below.

**East States:****OR-2 Reject Timeliness**

<b>Product</b>	<b>Month(s)</b>	<b>Comment</b>
Trunks OR-2-12 (DC, DE, MD, NH, VA, WV)	July 2000 – August 2002	The calculation of the numerator is excluding all subsequent rejects when it should be including all rejects where the PON is not unique and the metric is measuring orders completed during the reporting calendar month instead of orders rejected. Process will be corrected with the September 2002 data month.
Trunks OR-2-12 (DC, DE, MD, NH, VA, WV)	July 2000 – June 2002	Issue previously documented in the July 25, 2002 cover letter incorrectly reported months affected as April 2001 – June 2002 instead of July 2000 – June 2002.

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

<b>Product</b>	<b>Month(s)</b>	<b>Comment</b>
Resale, Retail xDSL PR-4-01-2342 (DC, DE, MD, VA, WV)	January 2002 – July 2002	The metric is being reported in decimal format rather than as a percentage. Process was corrected with the August 2002 data month.
Resale, UNE, Retail Platform, POTS-Total PR-3-08, 3-09 (DC, DE, MD, NH, VA, WV)	July 2000 – August 2002	Orders with less than the standard interval are being excluded in error. Process will be corrected with the September 2002 data month.
UNE 2 Wire Digital PR-4-04 (DC, DE, MD, NH, VA, WV)	March 2002 – August 2002	Non-dispatched 2 Wire Digital orders have been incorrectly reported in this metric. Process will be corrected with the September 2002 data month.
Retail 2 Wire Digital PR-4-02, 4-04, 4-05, Denominator PR-6-01 (DC, MD, VA, WV)	July 2000 – August 2002	Certain Retail ISDN (2 Wire Digital) orders with fictitious billing numbers are being excluded. Process will be corrected with the September 2002 data month.
UNE LNP PR-4-07 (DC, DE, MD, NH, VA, WV)	January 2002 – July 2002	Issue previously documented in the July 25, 2002 cover letter incorrectly reported months affected as February 2001 – June 2002 instead of January 2002 – July 2002 and that the process was corrected with the July 2002 data month instead of August 2002.

Resale POTs, Digital, xDSL PR-4-02, 4-05 (DC, DE, MD, VA, WV)	July 2000 – June 2002	Issue previously documented in the July 25, 2002 cover letter incorrectly reported months affected as October 2000 – June 2002 instead of July 2000 – June 2002 and incorrectly listed impacted metrics PR-3, PR-4-04, PR-6-01.
UNE, Resale, Retail PR-4, PR-5 (DC, MD, VA, WV only)	July 2000 – September 2001	Issue previously documented in the September 25, 2001 cover letter incorrectly reported PR-9 as an affected metric.
Resale, Retail PR-6-01 (NJ only)	July 2000 – July 2001	Issue previously documented in the September 25, 2001 cover letter did not state that this problem affected only the state of NJ and incorrectly stated that some repeat installation trouble reports not be scored. The description should not have included the word repeat.

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

<b>Product</b>	<b>Month(s)</b>	<b>Comment</b>
Resale, UNE, Retail 2 Wire Digital MR-2-02, 2-03, 3-01, 3-02, MR-4-08, MR-5-01, Numerator PR-6-01 (DC, DE, MD, NH, VA, WV)	April 2002 – June 2002	Issue previously documented in the July 25, 2002 cover letter incorrectly reported months affected as July 2000 – June 2002 instead of April 2002 – July 2002 and incorrectly stated affected sub metrics MR-2-01, MR-4-02, 4-03, 4-07. Additionally it did not include UNE as a mode of entry. Completion of the NJ issue affecting the POTS and Specials products, that was added as a correction in the August 23, 2002 cover letter, is under development.
Resale, UNE Specials MR-2-01, Mr-4-01, MR-4-08, MR-5-01, Numerator PR-6-01 (DC, DE, MD, NH, VA, WV)	May 2002 – June 2002	Issue previously documented in the August 23, 2002 cover letter incorrectly reported months affected as July 2000 – June 2002 instead of May 2002 – June 2002 and did not state the product involved as Specials.
Retail Specials MR-2-01, MR-4-01, 4-08, MR-5-01, Numerator PR-6-01 (DC, DE, MD, NH, VA, WV)	August 2000 – July 2002	Issue previously documented in the August 23, 2002 cover letter incorrectly reported months affected as August 2000 – June 2002 instead of August 2000 – July 2002 and that the process would be corrected with the July 2002 data month, instead of August 2002, data month.

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

<b>Product</b>	<b>Month(s)</b>	<b>Comment</b>
Web GUI Retail Queries for Telephone Number Reservation PO-1-05	March 2002 – July 2002	An incorrect retail system was used to capture retail activity causing the retail transactions reported to be incorrect. Process was corrected with the August 2002 data month.

**OR-5 Percent Flow Through**

<b>Product</b>	<b>Month(s)</b>	<b>Comment</b>
Resale, UNE LNP OR-5-01, 5-03	July 2000 – August 2002	Issue previously documented in the August 23, 2002 cover letter incorrectly reported months affected as July 2002 – August 2002 instead of July 2000 – August 2002.
UNE OR-5-01, 5-03	July 2000 – August 2002	Issue previously documented in the August 23, 2002 cover letter incorrectly reported months affected as July 2000 – June 2002 instead of July 2000 – August 2002 and the process was corrected with the July 2002 data month instead that it would be corrected with the September 2002 data month.