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RECEIPT

November 25, 2002

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

RECEIVED - FCC

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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 October 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 September 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.

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" followed by a stylized set of initials.

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)

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

Certain issues affect months previously reported, as noted below.

**East States:****OR-1 Order Confirmation Timeliness****OR-2 Reject Timeliness**

<b>Product</b>	<b>Month(s)</b>	<b>Comment</b>
Trunks OR-2-12	July 2000 – September 2002	Issue previously documented in the September 25, 2002 cover letter, was corrected with the October 2002 data month instead of the September 2002 data month.
Resale, UNE OR-1-02, 1-04, 1-06, OR-2-02, 2-04, 2-06	June 2002 – August 2002	A small number of PONS initially submitted through Web GUI was incorrectly marked as EDI. Process will be corrected with the November 2002 data month.
Resale, UNE OR-1-02, 1-04, 1-06, OR-2-02, 2-04, 2-06	December 2001 – September 2002	Some Netlink/EDI notifications were time stamped after successful transmission instead of after the first attempt to transmit. Process was corrected with the October 2002 data month.

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

<b>Product</b>	<b>Month(s)</b>	<b>Comment</b>
UNE Platform, Specials PR-3-08, 3-09, PR-4-01, 4-02, 4-04, 4-05, Denominator PR-6-01	July 2000 – October 2002	Some Specials orders are either being counted in UNE POTS Platform or excluded instead of being counted in Specials. Process will be corrected with the November 2002 data month.
Resale, Retail Specials Denominator PR-6-01	December 2000 – September 2002	Some PRI ISDN line counts were overstated. Process was corrected with the October 2002 data month.
Resale, UNE, Retail 2 Wire Digital, Platform, Specials PR-3-08, 3-09, PR-4-01, 4-02, 4-04, 4-05, PR-6-01, 6-02 (fBA North, MD)	July 2000 – September 2002  January 2002	Issue previously documented in the October 25, 2002 incorrectly stated that certain Retail/Resale 2 Wire Digital orders were double-counted in Specials and 2 Wire Digital for MD. For MD, UNE 2 Wire Digital Platform orders were included in POTS Platform and Specials instead of UNE 2 Wire Digital. Also, the month affected for MD was only January 2002 instead of July 2000 – September 2002.
UNE Specials PR-4-01 (fBA South only)	April 2002 – September 2002	Issue previously documented in the October 25, 2002 cover letter incorrectly included PR-4-02 and PR-6-01 as affected metrics.

Retail PRI ISDN PR-4-01	July 2002 – October 2002	Some PRI ISDN feature change orders were incorrectly included in Specials DS1 retail compare for UNE EEL. Process will be corrected with the November 2002 data month.
Retail Specials PR-4-01, 4-02 (fBA South only)	July 2000 – October 2002	The intervals and delay days for Retail Special Access orders were calculated incorrectly. The process will be corrected with the November 2002 data month.

**MR-5 Repeat Trouble Reports**

Product	Month(s)	Comment
Resale, UNE, Retail Specials, Trunks MR-5-01	July 2000 - June 2002	Issue previously documented in the July 25, 2002 cover letter did not include Trunks.

**BI-2 Timeliness of Carrier Bill**

Product	Month(s)	Comment
Resale, UNE BI-2-01 (fBA North only)	July 2002 – September 2002	Zero balance summary bill master accounts were incorrectly counted in the metric. Process was corrected with the October 2002 data month.
Resale, UNE BI-2-01 (fBA North only)	January 2002 – September 2002	Issue previously documented in the July 25, 2002 cover letter incorrectly reported months affected as July 2000 – September 2002 instead of January 2002 – September 2002.

**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
Resale, Retail 2 Wire Digital, xDSL, UNE Platform, UNE Loop MR-2, MR-3, MR-4, MR-5, PR-6	July 2000 – June 2002	Issue previously documented in the July 25, 2002 cover letter did not include Resale, Retail 2 Wire Digital and xDSL products or that some troubles in VA were improperly categorized due to an invalid Wire Center.
Resale, Retail Specials MR-2-01, MR-4-01, 4- 08, MR-5-01, Numerator PR-6-01	July 2000 – October 2002	Issue previously documented in the July 25, 2002 cover letter to be corrected with the July data month will be corrected with the November data month.

**West States:****OR-1 Order Confirmation Timeliness****OR-2 Reject Timeliness**

<b>Product</b>	<b>Month(s)</b>	<b>Comment</b>
Resale, UNE OR-1, OR-2	July 2000 - September 2002	The time stamp of the last related PON is not being used as the received date/time stamp. Process was corrected with the October 2002 data month.

**MR-2 Trouble Report Rate**

<b>Product</b>	<b>Month(s)</b>	<b>Comment</b>
Retail Specials MR-2-01	July 2000 - October 2002	Duplicate circuits records have been incorrectly reported in the denominator. Process will be corrected with the November 2002 data month.