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Federal Communication Commission
Bureau / Office

December 24, 2002

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 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 October 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,

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)

November 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**

Product	Month(s)	Comment
Resale, UNE OR-1-02, OR-1-04, OR-1-06, OR-2-02, OR-2-04, OR-2-06	June 2002 - November 2002	Some notifications were not included in the data. Process will be corrected with the December data month.

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

Product	Month(s)	Comment
Resale, UNE, Retail PR-3-08, 3-09 (fBA South states)	July 2000 – October 2002	Issue previously documented in the July 25, 2002 and October 25, 2002 cover letters was not implemented correctly for the September 2002 data month for PR-3-08 and PR-3-09 as described in October 25, 2002 cover letter. In addition the October 25, 2002 cover letter incorrectly stated affected states as Mid-Atlantic rather than fBA South states. Process was corrected with the November 2002 data month.
UNE Specials PR-4-01 (MD only)	April 2002 – September 2002	Issue previously documented in the October 25, 2002 and November 25, 2002 cover letter incorrectly stated affected states as fBA South instead of MD only.

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, POTS- Residence, POTS- Business, MR-2-02, 2-03, MR-3-01, 3-02, MR-4-02, 4-03, 4-08, MR-5-01, Numerator PR-6-01, 6-02 (fBA East, except NJ)	July 2000 – November 2002	Official company service circuits were included in metrics in error. Process will be corrected with the December 2002 data month.

West States:**PR-4 Missed Due Dates****PR-5 Facility Missed Orders****PR-6 Installation Quality**

Product	Month(s)	Comment
Trunks PR-4-01, PR-4-02, PR-5-03, PR-6-01	July 2000 – November 2002	Some trunks other than Interconnection Trunks were incorrectly included in the CLEC numerator. Process will be corrected with the December 2002 data month.

MR-2 Trouble Report Rate

Product	Month(s)	Comment
Resale, Retail Specials Denominator MR-2-01	July 2000 – November 2002	Circuit segments were counted individually rather than the entire circuit. Process will be corrected with the December 2002 data month
Trunks Denominator MR-2-01	July 2000 – November 2002	Some trunks were incorrectly included in the ILEC and CLEC denominator. Process will be corrected with the December 2002 data month.