

Philip J. Wood Jr.  
Director  
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April 26, 2010

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APR 26 2010

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Ms. Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2<sup>nd</sup> Floor  
Harrisburg, Pa. 17120

***Re: Performance Standards and Remedies - Docket No. M-00011468***

Dear Secretary Chiavetta:

Per Verizon PA's Carrier-to-Carrier Guidelines in Docket No. M-00011468, attached please find CLEC aggregate performance report for March 2010 results.

The attached Carrier-to-Carrier reports do not contain any UR (Under Review) metrics.

The Verizon PA retail data in the attached filings is proprietary and should be treated accordingly.

CLEC specific reports, the aggregate report and detailed data files are available to CLECs upon request through secure WISE web access.

Please do not hesitate to contact me if you have any questions regarding this matter.

Very truly yours,

A handwritten signature in cursive script that reads "Philip J. Wood, Jr. /saw".

Attachments

CARRIER TO CARRIER PERFORMANCE STANDARDS REPORTS

Verizon Pennsylvania  
March, 2010

METRIC_ID	METRIC_DESC	PRODUCT_DESC	STANDARD	VZ_PERF	CLEC_PERF	VZ_DEN	CLEC_DEN	VZ_NUM	CLEC_NUM	DIFFERENCE	STANDARD_I_Z_SCORE
PO-1-01-6020	Average Response Time - Customer Service Record (CSR)	EDI	Parity with Retail plus not more than four (4) seconds	0.15107	2.81693		21381		60228.835	2.66586	
PO-1-01-6030	Average Response Time - Customer Service Record (CSR)	CORBA	Parity with Retail plus not more than four (4) seconds	0.15107	0.90277		697		629.235	0.7517	
PO-1-01-6050	Average Response Time - Customer Service Record (CSR)	WEB GUI/LSI/W	Parity with Retail plus not more than seven (7) seconds	0.15107	0.68567		32125		22027.462	0.5346	
PO-1-02-6020	Average Response Time - Due Date Availability	EDI	Parity with Retail plus not more than four (4) seconds	0.68506	NA						
PO-1-02-6030	Average Response Time - Due Date Availability	CORBA	Parity with Retail plus not more than four (4) seconds	0.68506	1.99581		43		85.82	1.31075	
PO-1-02-6050	Average Response Time - Due Date Availability	WEB GUI/LSI/W	Parity with Retail plus not more than seven (7) seconds	0.68506	1.58425		4		6.337	0.89919	
PO-1-03-6020	Average Response Time - Address Validation	EDI	Parity with Retail plus not more than four (4) seconds	12.31334	4.56577		28486		130060.673	-7.74757	
PO-1-03-6030	Average Response Time - Address Validation	CORBA	Parity with Retail plus not more than four (4) seconds	12.31334	2.07013		2189		4531.523	-10.24321	
PO-1-03-6050	Average Response Time - Address Validation	WEB GUI/LSI/W	Parity with Retail plus not more than seven (7) seconds	12.31334	2.41284		13488		32544.499	-9.9005	
PO-1-04-6020	Average Response Time - Product & Service Availability	EDI	Parity with Retail plus not more than ten (10) seconds	15.41162	NA						
PO-1-04-6050	Average Response Time - Product & Service Availability	WEB GUI/LSI/W	Parity with Retail plus not more than ten (10) seconds	15.41162	9.43058		12		113.167	-5.98104	
PO-1-05-6020	Average Response Time - Telephone Number Availability & Reservation	EDI	Parity with Retail plus not more than four (4) seconds	13.21186	5.7483		100		574.83	-7.46356	
PO-1-05-6030	Average Response Time - Telephone Number Availability & Reservation	CORBA	Parity with Retail plus not more than four (4) seconds	13.21186	2.86668		552		1582.411	-10.34518	
PO-1-05-6050	Average Response Time - Telephone Number Availability & Reservation	WEB GUI/LSI/W	Parity with Retail plus not more than seven (7) seconds	13.21186	2.1346		562		1199.648	-11.07726	
PO-1-06-6020	Average Response Time - Mechanized Loop Qualification - xDSL	EDI	Parity with Retail plus not more than four (4) seconds	5.17775	4.90605		7445		36525.616	-0.2717	
PO-1-06-6030	Average Response Time - Mechanized Loop Qualification - xDSL	CORBA	Parity with Retail plus not more than four (4) seconds	5.17775	2.4515		362		887.445	-2.72625	
PO-1-06-6050	Average Response Time - Mechanized Loop Qualification - xDSL	WEB GUI/LSI/W	Parity with Retail plus not more than seven (7) seconds	5.17775	2.96946		1447		4296.814	-2.20829	
PO-1-07-6020	Average Response Time - Rejected Query+	EDI	Parity with Retail plus not more than four (4) seconds	1.19513	3.52974		5587		19720.67	2.33461	
PO-1-07-6030	Average Response Time - Rejected Query+	CORBA	Parity with Retail plus not more than four (4) seconds	1.19513	1.25314		7906		9907.4	0.05801	
PO-1-07-6050	Average Response Time - Rejected Query+	WEB GUI/LSI/W	Parity with Retail plus not more than seven (7) seconds	1.19513	2.44204		9682		23643.88	1.24691	
PO-1-08-6020	% Timeouts	EDI	not greater than 0.33%		0.045		87787		40		
PO-1-08-6030	% Timeouts	CORBA	not greater than 0.33%		0.073		8140		6		
PO-1-08-6050	% Timeouts	WEB GUI/LSI/W	not greater than 0.33%		0.029		76912		23		
PO-1-09-6020	Parsed CSR	EDI	Parity with Retail plus not more than 10 seconds	0.15107	2.98072		13744		40967.075	2.82965	
PO-1-09-6030	Parsed CSR	CORBA	Parity with Retail plus not more than 10 seconds	0.15107	0.85202		1438		1225.214	0.70095	
PO-2-02-6010	OSS Interface Availability - Prime Time	WPTS	>= 99.5%		100		0				
PO-2-02-6020	OSS Interface Availability - Prime Time	EDI	>=99.5%		100		0				
PO-2-02-6030	OSS Interface Availability - Prime Time	CORBA	>=99.5%		100		0				
PO-2-02-6060	OSS Interface Availability - Prime Time	Maintenance - Electronic Bonding Interface Maintenance Web GUI (RETAS) / Pre-ordering/Ordering Web GUI combined	>=99.5%		100		0				
PO-2-02-6080	OSS Interface Availability - Prime Time	WPTS	No Standard		100		0				
PO-2-03-6010	OSS Interface Availability - Non-Prime Time	EDI	No Standard		99.996		0.033				
PO-2-03-6020	OSS Interface Availability - Non-Prime Time	CORBA	No Standard		99.98		0.116				
PO-2-03-6030	OSS Interface Availability - Non-Prime Time	Maintenance - Electronic Bonding Interface Maintenance Web GUI (RETAS) / Pre-ordering/Ordering Web GUI combined	No Standard		100		0				
PO-2-03-6060	OSS Interface Availability - Non-Prime Time	WPTS	No Standard		100		0				
PO-2-03-6080	OSS Interface Availability - Non-Prime Time	EDI	No Standard		99.996		0.033				
PO-2-03-6030	OSS Interface Availability - Non-Prime Time	CORBA	No Standard		99.98		0.116				
PO-3-02-1000	% Answered within 30 Seconds - Ordering	Resale & UNE combined	80% within 30 Seconds		88.523		2466		2183		
PO-3-04-1000	% Answered within 30 Seconds - Repair	Resale & UNE combined	80% within 30 Seconds		80.991		37425		30311		
PO-4-01-6622	% Change Management Notices Sent on Time	Change Confirmation - Type 2 - Regulatory		0.95	NA						

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Verizon Pennsylvania  
March, 2010

METRIC_ID	METRIC_DESC	PRODUCT_DESC	STANDARD	VZ_PERF	CLEC_PERF	VZ_DEN	CLEC_DEN	VZ_NUM	CLEC_NUM	DIFFERENCE	STANDARD_I_Z_SCORE
PO-4-01-6661	% Change Management Notices Sent on Time	Change Notification: Type 3 - Industry Standard Type - 4 VZ Originated and Type 5 CLEC Originated (combined)		0.95	NA						
PO-4-01-6662	% Change Management Notices Sent on Time	Change Confirmation: Type 3 - Industry Standard Type 4 VZ Originated and Type 5 CLEC Originated (combined)		0.95	NA						
PO-4-01-6671	% Change Management Notices Sent on Time	Change Notification: Type 1 - Emergency Maintenance and Type 2 Regulatory (combined)		0.95	NA						
PO-4-02-6622	Change Management Notice - Delay one (1) to seven (7) days	Change Confirmation - Type 2 - Regulatory Change Notification: Type 3 - Industry Standard Type - 4 VZ Originated and Type 5 CLEC Originated (combined)	No Standard		NA						
PO-4-02-6661	Change Management Notice - Delay one (1) to seven (7) days	Change Confirmation: Type 3 - Industry Standard Type 4 VZ Originated and Type 5 CLEC Originated (combined)	No Standard		NA						
PO-4-02-6662	Change Management Notice - Delay one (1) to seven (7) days	Change Confirmation: Type 3 - Industry Standard Type 4 VZ Originated and Type 5 CLEC Originated (combined)	No Standard		NA						
PO-4-02-6671	Change Management Notice - Delay one (1) to seven (7) days	Change Notification: Type 1 - Emergency Maintenance and Type 2 Regulatory (combined)	No Standard		NA						
PO-4-03-6622	Change Management Notice - Delay eight (8) plus days	Change Confirmation - Type 2 - Regulatory Change Notification: Type 3 - Industry Standard Type - 4 VZ Originated and Type 5 CLEC Originated (combined)	No delayed notices & documentation over 8 calendar days		NA						
PO-4-03-6661	Change Management Notice - Delay eight (8) plus days	Change Confirmation: Type 3 - Industry Standard Type 4 VZ Originated and Type 5 CLEC Originated (combined)	No delayed notices & documentation over 8 calendar days		NA						
PO-4-03-6662	Change Management Notice - Delay eight (8) plus days	Change Confirmation: Type 3 - Industry Standard Type 4 VZ Originated and Type 5 CLEC Originated (combined)	No delayed notices & documentation over 8 calendar days		NA						
PO-4-03-6671	Change Management Notice - Delay eight (8) plus days	Change Notification: Type 1 - Emergency Maintenance and Type 2 Regulatory (combined)	No delayed notices & documentation over 8 calendar days		NA						
PO-5-01-6000	% On Time Notice of Interface Outage	Systems Metrics		0.95	NA						
PO-6-01-6000	Software Validation	Systems Metrics	<= 5%		R3						
PO-7-01-6000	% Software Problem Resolution Timeliness	Systems Metrics	>=95%		NA		R3				
PO-7-02-6000	Delay Hours - Software Resolution - Change - Transactions failed - no workaround	Systems Metrics	48 hours		NA						
PO-7-03-6000	Delay Hours - Software Resolution - Change - Transactions failed with workaround	Systems Metrics	10 days		NA						
PO-7-04-6000	Delay Hours - Failed/Rejected Test Deck Transactions - Transactions failed no workaround	Systems Metrics	48 hours		R3						
PO-8-01-6000	% On Time - Manual Loop Qualification	Systems Metrics	95% within 48 Hours		98.913		92		91		
PO-8-02-6000	% On Time - Engineering Record Request	Systems Metrics	95% within 72 Hours		NA						
OR-1-02-2320	% On Time LSRC - Flow Through	Resale POTS/Pre-qualified Complex	95% within 2 Hours		98.693		689		680		
OR-1-02-3331	% On Time LSRC - Flow Through	UNE Loop/Pre-qualified	95% within 2 Hours		98.438		55911		55038		
OR-1-04-2210	% On Time LSRC/ASRC - No Facility Check (Electronic - No Flow Through)	Complex/LNP	95% within 2 Hours		NA						
		Resale Specials DSO	95% within 48 Hours		NA						

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OR-1-04-2211	% On Time LSRC/ASRC - No Facility Check (Electronic - No Flow Through)	Resale Specials DS1	95% within 48 Hours		NA						
OR-1-04-2213	% On Time LSRC/ASRC - No Facility Check (Electronic - No Flow Through)	Resale Specials DS3	95% within 48 Hours		NA						
OR-1-04-2214	% On Time LSRC/ASRC - No Facility Check (Electronic - No Flow Through)	Resale Specials (Non DS0, Non DS1 & Non DS3)	95% within 48 Hours		100		1		1		
OR-1-04-2320	% On Time LSRC/ASRC - No Facility Check (Electronic - No Flow Through)	Resale POTS/Pre-qualified Complex	95% within 24 Hours		99.63		812		809		
OR-1-04-2341	% On Time LSRC/ASRC - No Facility Check (Electronic - No Flow Through)	Resale 2-Wire Digital Services	95% within 72 Hours		100		15		15		
OR-1-04-3210	% On Time LSRC/ASRC - No Facility Check (Electronic - No Flow Through)	UNE Specials DS0	95% within 48 Hours		100		6		6		
OR-1-04-3331	% On Time LSRC/ASRC - No Facility Check (Electronic - No Flow Through)	UNE Loop/Pre-qualified Complex/LNP	95% within 24 Hours		98.827		2815		2782		
OR-1-04-3341	% On Time LSRC/ASRC - No Facility Check (Electronic - No Flow Through)	UNE 2-Wire Digital Services	95% within 72 Hours		100		1		1		
OR-1-04-3342	% On Time LSRC/ASRC - No Facility Check (Electronic - No Flow Through)	UNE 2-Wire xDSL Loops	95% within 72 Hours		100		32		32		
OR-1-06-2210	% On Time LSRC/ASRC - Facility Check (Electronic - No Flow-through)	Resale Specials DS0	95% within 72 Hours		NA						
OR-1-06-2211	% On Time LSRC/ASRC - Facility Check (Electronic - No Flow-through)	Resale Specials DS1	95% within 72 Hours		NA						
OR-1-06-2213	% On Time LSRC/ASRC - Facility Check (Electronic - No Flow-through)	Resale Specials DS3	95% within 72 Hours		NA						
OR-1-06-2214	% On Time LSRC/ASRC - Facility Check (Electronic - No Flow-through)	Resale Specials (Non DS0, Non DS1 & Non DS3)	95% within 72 Hours		NA						
OR-1-06-2320	% On Time LSRC/ASRC - Facility Check (Electronic - No Flow-through)	Resale POTS/Pre-qualified Complex	95% within 72 Hours		100		37		37		
OR-1-06-2341	% On Time LSRC/ASRC - Facility Check (Electronic - No Flow-through)	Resale 2-Wire Digital Services	95% within 72 Hours		100		2		2		
OR-1-06-3210	% On Time LSRC/ASRC - Facility Check (Electronic - No Flow-through)	UNE Specials DS0	95% within 72 Hours		NA						
OR-1-06-3211	% On Time LSRC/ASRC - Facility Check (Electronic - No Flow-through)	UNE Specials DS1	95% within 72 Hours		94.482		145		137		
OR-1-06-3213	% On Time LSRC/ASRC - Facility Check (Electronic - No Flow-through)	UNE Specials DS3	95% within 72 Hours		NA						
OR-1-06-3214	% On Time LSRC/ASRC - Facility Check (Electronic - No Flow-through)	UNE Specials (Non DS0, Non DS1 & Non DS3)	95% within 72 Hours		NA						
OR-1-06-3331	% On Time LSRC/ASRC - Facility Check (Electronic - No Flow-through)	UNE Loop/Pre-qualified Complex/LNP	95% within 72 Hours		99.701		335		334		
OR-1-06-3341	% On Time LSRC/ASRC - Facility Check (Electronic - No Flow-through)	UNE 2-Wire Digital Services	95% within 72 Hours		NA						
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check (Electronic - No Flow-through)	UNE 2-Wire xDSL Loops	95% within 72 Hours		100		4		4		
OR-1-08-3210	% On Time ASRC - No Facility Check (Fax/Mail)	UNE Specials DS0	95% within 72 Hours		NA						
OR-1-10-3210	% On Time ASRC - Facility Check (Fax/Mail)	UNE Specials DS0	95% within 96 Hours		NA						
OR-1-10-3211	% On Time ASRC - Facility Check (Fax/Mail)	UNE Specials DS1	95% within 96 Hours		NA						
OR-1-10-3213	% On Time ASRC - Facility Check (Fax/Mail)	UNE Specials DS3	95% within 96 Hours		NA						
OR-1-10-3214	% On Time ASRC - Facility Check (Fax/Mail)	UNE Specials (Non DS0, Non DS1 & Non DS3)	95% within 96 Hours		NA						
OR-1-12-5020	% On Time FOC	Interconnection Trunks (CLEC) (<= 192 Forecasted Trunks)	95% on time 10 Business Days		100		24		24		
OR-1-12-5030	% On Time FOC	Interconnection Trunks (CLEC) (> 192 and Unforecasted Trunks and Projects)	Negotiated Process		100		33		33		
OR-1-13-5000	% On Time Design Layout Record (DLR)	Interconnection Trunks (CLEC)	95% on time 10 Business Days		100		50		50		
OR-1-19-5020	% On Time Response - Request for Inbound Augment Trunks	Verizon Inbound Augment Trunks (<= 192 Trunks)	95% on time		NA						
OR-1-19-5030	% On Time Response - Request for Inbound Augment Trunks	Verizon Inbound Augment Trunks (> 192 Trunks)	Negotiated Process		NA						
OR-2-02-2320	% On Time LSR Reject (Flow-Through)	Resale POTS/Pre-qualified Complex	95% within 2 Hours		99.613		518		516		
OR-2-02-3331	% On Time LSR Reject (Flow-Through)	UNE Loop/Pre-qualified Complex/LNP	95% within 2 Hours		98.623		15112		14904		

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OR-2-04-2200	% On Time LSR/ASR Reject - No Facility Check (Electronic - No Flow-through)	Resale Specials	95% within 48 Hours			100		1	1		
OR-2-04-2320	% On Time LSR/ASR Reject - No Facility Check (Electronic - No Flow-through)	Resale POTS/Pre-qualified Complex	95% within 24 Hours			100	67	67	67		
OR-2-04-2341	% On Time LSR/ASR Reject - No Facility Check (Electronic - No Flow-through)	Resale 2-Wire Digital Services	95% within 72 Hours			100	24	24	24		
OR-2-04-3200	% On Time LSR/ASR Reject - No Facility Check (Electronic - No Flow-through)	UNE Specials	95% within 48 Hours			100	7	7	7		
OR-2-04-3331	% On Time LSR/ASR Reject - No Facility Check (Electronic - No Flow-through)	UNE Loop/Pre-qualified Complex/LNP	95% within 24 Hours			99.057	743	736	736		
OR-2-04-3341	% On Time LSR/ASR Reject - No Facility Check (Electronic - No Flow-through)	UNE 2-Wire Digital Services	95% within 72 Hours			NA					
OR-2-04-3342	% On Time LSR/ASR Reject - No Facility Check (Electronic - No Flow-through)	UNE 2-Wire xDSL Loops	95% within 72 Hours			100	7	7	7		
OR-2-06-2200	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	Resale Specials	95% within 72 Hours			NA					
OR-2-06-2320	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	Resale POTS/Pre-qualified Complex	95% within 72 Hours			100	28	28	28		
OR-2-06-2341	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	Resale 2-Wire Digital Services	95% within 72 Hours			NA					
OR-2-06-3200	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	UNE Specials	95% within 72 Hours			96.551	29	28	28		
OR-2-06-3331	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	UNE Loop/Pre-qualified Complex/LNP	95% within 72 Hours			100	123	123	123		
OR-2-06-3341	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	UNE 2-Wire Digital Services	95% within 72 Hours			NA					
OR-2-06-3342	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	UNE 2-Wire xDSL Loops	95% within 72 Hours			NA					
OR-2-08-3200	% On Time Reject - No Facility Check (Fax)	UNE Specials	95% within 72 Hours			NA					
OR-2-10-3200	% On Time Reject - Facility Check (Fax)	UNE Specials	95% within 96 Hours			NA					
OR-2-12-5020	% On Time Trunk ASR Reject	Interconnection Trunks (CLEC) (<= 192 Forecasted Trunks)	95% on time less than or equal to seven (7) business days			100	7	7	7		
OR-2-12-5030	% On Time Trunk ASR Reject	Interconnection Trunks (CLEC) (> 192 and Unforecasted Trunks and Projects)	Negotiated Process			100	26	26	26		
OR-3-01-2000	% Rejects	Resale	No Standard			29.196	2240	654	654		
OR-3-01-3000	% Rejects	UNE	No Standard			21.053	76448	16095	16095		
OR-3-02-1000	% LSR Resubmission Not Rejected	Resale & UNE combined (EDI)	0.95			100	1	1	1		
OR-4-11-1000	% Completed orders with neither a PCN nor BCN sent	Resale & UNE combined (EDI)	0.25% of PONs that received neither a PCN nor a BCN within two business days from the SOP posting of the provisioning of the last service order associated with a specific PON			0.149	47421	71	71		
OR-4-16-1000	% Provisioning Completion Notifiers sent within one (1) Business Day	Resale & UNE combined (EDI)	95% of PCNs sent within one (1) business day			99.548	47421	47207	47207		
OR-4-17-1000	% Billing Completion Notifiers sent on time	Resale & UNE combined (EDI)	0.955			98.483	47421	46702	46702		
OR-5-01-2000	% Flow Through - Total	Resale	No Standard Developed			43.442	1586	689	689		
OR-5-01-3112	% Flow Through - Total	UNE POTS - Loop	No Standard Developed			84.772	5004	4242	4242		
OR-5-01-3121	% Flow Through - Total	UNE POTS - Other	No Standard Developed			95.439	54580	52091	52091		
OR-5-03-2000	% Flow Through Achieved	Resale	95% for % flow-through achieved			90.777	759	689	689		
OR-5-03-3112	% Flow Through Achieved	UNE POTS - Loop	95% for % flow through achieved			97.338	4358	4242	4242		
OR-5-03-3121	% Flow Through Achieved	UNE POTS - Other	95% for % flow through achieved			98.338	52971	52091	52091		
OR-6-01-1000	% Service Order Accuracy	Resale and UNE Loop/Complex/LNP (combined)	95% Orders without Verizon Errors			98.14	484	475	475		
OR-6-03-2000	% Accuracy - LSRC	Resale	resent due to Verizon error not more than 5% of LSRCs			0	1128	0	0		
OR-6-03-3331	% Accuracy - LSRC	UNE Loop/Complex/LNP	resent due to Verizon error			0	3596	0	0		
OR-6-04-2000	% Accuracy - LSR/DSR White Page Listing	Resale		0.98	TR		TR	TR	TR		
OR-6-04-3143	% Accuracy - LSR/DSR White Page Listing	UNE		0.98	TR		TR	TR	TR		
OR-6-04-3331	% Accuracy - LSR/DSR White Page Listing	UNE		0.98	TR		TR	TR	TR		
OR-7-01-2000	% Order Confirmation/Rejects sent within Three (3) Business Days	Resale		0.95		99.63	2165	2157	2157		
OR-7-01-3331	% Order Confirmation/Rejects sent within Three (3) Business Days	UNE Loop		0.95		99.964	73311	73285	73285		

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OR-8-01-2000	% Acknowledgements on Time	Resale	95% within two (2) hours		100		1743		1743		
OR-8-01-3000	% Acknowledgements on Time	UNE	95% within two (2) hours		100		63988		63988		
OR-9-01-2000	% Acknowledgement Completeness	Resale		0.99	100		1743		1743		
OR-9-01-3000	% Acknowledgement Completeness	UNE		0.99	100		63988		63988		
OR-10-01-100C	% of PON Exceptions Resolved Within Three (3) Business Days	Resale & UNE combined	95% resolved within three (3) Business Days		97.656		128		125		
OR-10-02-100C	% of PON Exceptions Resolved Within Ten (10) Business Days	Resale & UNE combined	99% resolved within ten (10) business days		100		128		128		
OR-11-01-200C	% Resale Provider Notifications in Days	Resale	95% in two (2) Calendar Days		75.619		484		366		
OR-13-01-3522	% of Large Job Hot Cut Project Negotiations Completed	UNE Loop - Large Job Hot Cut	98% within four business days		NA						
PR-1-01-2110	Average Interval Offered - Total No Dispatch	Resale POTS Business	Parity with VZ Retail	1.20074	1.49333	7781	75	9343	112	3.93041	-1.0087
PR-1-01-2120	Average Interval Offered - Total No Dispatch	Resale POTS Residence	Parity with VZ Retail	1.33958	0.86065	42823	488	57365	420	4.68534	5
PR-1-01-2341	Average Interval Offered - Total No Dispatch	Resale 2-Wire Digital Services	Parity with VZ Retail	0.57391	0	115	1	66	0	1.98264	SS
PR-1-01-3341	Average Interval Offered - Total No Dispatch	UNE 2-Wire Digital Services	Parity with VZ Retail	0.57391	1	115	1	66	1	1.98264	SS
PR-1-01-3342	Average Interval Offered - Total No Dispatch	UNE 2-Wire xDSL Loops	No Standard		5.72115		104		595		
PR-1-02-2341	Average Interval Offered - Total Dispatch	Resale 2-Wire Digital Services	Parity with VZ Retail	3.875	NA	32		124		2.7679	
PR-1-02-3341	Average Interval Offered - Total Dispatch	UNE 2-Wire Digital Services	Parity with VZ Retail	3.875	5.8	32	5	124	29	2.7679	SS
PR-1-02-3342	Average Interval Offered - Total Dispatch	UNE 2-Wire xDSL Loops	No Standard		5.85585		222		1300		
PR-1-03-2110	Average Interval Offered - Dispatch one (1) to five (5) Lines	Resale POTS Business	Parity with VZ Retail	4.25485	4.4074	1852	27	7880	119	4.95815	-0.3547
PR-1-03-2120	Average Interval Offered - Dispatch one (1) to five (5) Lines	Resale POTS Residence	Parity with VZ Retail	3.85842	1.80487	5234	41	20195	74	2.51211	5
PR-1-03-3112	Average Interval Offered - Dispatch one (1) to five (5) Lines	UNE POTS Loop	Parity with VZ Retail	3.96203	4.93714	7086	175	28075	864	3.33376	-2.9039
PR-1-04-2100	Average Interval Offered - Dispatch six (6) to nine (9) Lines	Resale POTS	Parity with VZ Retail	5.45454	6.5	77	10	420	65	4.96711	-0.6149
PR-1-04-3112	Average Interval Offered - Dispatch six (6) to nine (9) Lines	UNE POTS Loop	Parity with VZ Retail	5.45454	4.5	77	2	420	9	4.96711	SS
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)	Resale POTS	Parity with VZ Retail	5.5862	2.33333	29	3	162	7	7.81261	SS
PR-1-05-3112	Average Interval Offered - Dispatch (>= 10 Lines)	UNE POTS Loop	Parity with VZ Retail	5.5862	6.4	29	5	162	32	7.81261	SS
PR-1-06-2210	Average Interval Offered - Specials DS0	Resale DS0	Parity with VZ Retail	8.57894	4.33333	76	3	652	13	6.9075	SS
PR-1-06-3210	Average Interval Offered - Specials DS0	UNE DS0	Parity with VZ Retail	8.57894	5.6	76	15	652	84	6.9075	2.0377
PR-1-07-2211	Average Interval Offered - Specials DS1	Resale DS1	Parity with VZ Retail	7.44444	NA	234		1742		2.86294	
PR-1-07-3211	Average Interval Offered - Specials DS1	UNE DS1	Parity with VZ Retail	7.45493	8.28571	233	56	1737	464	2.8846	-1.8833
PR-1-08-2213	Average Interval Offered - Specials DS3	Resale DS3	Parity with VZ Retail	4.85714	NA	7		34		2.91138	
PR-1-08-3213	Average Interval Offered - Specials DS3	UNE DS3	Parity with VZ Retail	4.85714	12	7	3	34	36	2.91138	SS
PR-1-09-3511	Average Interval Offered - Total	UNE EEL Backbone	No Standard		NA						
PR-1-09-3512	Average Interval Offered - Total	UNE EEL Loop	No Standard		9			1	9		
PR-1-09-3530	Average Interval Offered - Total	UNE IOF	No Standard		12			1	12		
PR-1-09-5020	Average Interval Offered - Total	Interconnection Trunks ((CLEC) <= 192 Trunks)	Parity with VZ Retail	12.02777	NA		36		433		2.613
PR-1-09-5030	Average Interval Offered - Total	Interconnection Trunks ((CLEC) > 192 and Unforecasted Trunks)	Parity with VZ Retail	12	11.93103	10	29	120	346	1.1547	0.4303
PR-1-12-2103	Average Interval Offered - Disconnects	Resale POTS/Complex	Parity with VZ Retail	1.70871	1.71473	30379	638	51909	1094	3.9193	-0.0815
PR-1-12-2200	Average Interval Offered - Disconnects	Resale Specials	Parity with VZ Retail	8.12939	3.77777	711	9	5780	34	5.61839	3.3528
PR-1-12-3133	Average Interval Offered - Disconnects	UNE POTS & Complex	Parity with VZ Retail	1.70871	3.82161	30379	2730	51909	10433	3.9193	-5
PR-1-12-3200	Average Interval Offered - Disconnects	UNE Specials	Parity with VZ Retail	8.12939	8.22743	711	277	5780	2279	5.61839	-0.2302
PR-1-13-3525	Average Interval Offered - Hot Cuts - No Dispatch	UNE: POTS Loop - Batch Hot Cut (All Line size)	No Standard		NA						
PR-1-13-3529	Average Interval Offered - Hot Cuts - No Dispatch	UNE: POTS Loop - Basic Hot Cut (21 Lines and greater)	No Standard		9			1	9		
PR-3-01-2100	% Completed in one (1) Day one (1) to five (5) Lines - No Dispatch	Resale POTS	Parity with VZ Retail	61.776	67.526	34382	465	21240	314	2.608	
PR-3-06-2100	% Completed in three (3) Days one (1) to five (5) Lines - Dispatch	Resale POTS	Parity with VZ Retail	52.345	64.864	4732	37	2477	24	1.6962	
PR-3-06-3113	% Completed in three (3) Days one (1) to five (5) Lines - Dispatch	UNE POTS Loop New Basic Hot Cut Loops (1-10 Lines)	Parity with VZ Retail	52.345	10.4	4732	125	2477	13		-5
PR-3-08-3534	% Completed in five (5) days - No Dispatch	Resale POTS	Parity with VZ Retail	0.95	99.667		301		300		
PR-3-09-2100	% Completed in five (5) Days one (1) to five (5) Lines - Dispatch	Resale POTS	Parity with VZ Retail	83.009	89.189	4732	37	3928	33	1.2515	

CARRIER TO CARRIER PERFORMANCE STANDARDS REPORTS

METRIC_ID	METRIC_DESC	PRODUCT_DESC	STANDARD	VZ_PERF	CLEC_PERF	VZ_DEN	CLEC_DEN	VZ_NUM	CLEC_NUM	DIFFERENCE	STANDARD_I_Z_SCORE
PR-3-09-3113	% Completed in five (5) Days one (1) to five (5) Lines - Dispatch	UNE POTS Loop New	Parity with VZ Retail	83.009	82.4	4732	125	3928	103		-0.0835
PR-3-10-3341	% Completed in six (6) Days one (1) to five (5) Lines - Total	UNE 2-Wire Digital Loops	Parity with VZ Retail	97.52	100	121	4	118	4		SS
PR-3-10-3342	% Completed in six (6) Days one (1) to five (5) Lines - Total	UNE 2-Wire xDSL Loops		0.95	96.875				155		
PR-3-11-3528	% Completed in 10 Business Days	UNE: POTS Loop - Basic Hot Cut (11 to 20 Lines)		0.95	100		2		2		
PR-3-12-3531	% Completed in 15 Business Days	UNE POTS - Loop - Large Job Hot Cut (1-5 Lines)	No Standard		100		7		7		
PR-3-12-3532	% Completed in 15 Business Days	UNE POTS Loop Large Job Hot Cut (6 or more Lines)	No Standard		100		2		2		
PR-3-13-3531	% Completed in 26 Business Days	UNE POTS Loop Large Job Hot Cut (1-5 Lines)		0.98	100		7		7		
PR-3-13-3532	% Completed in 26 Business Days	UNE POTS Loop Large Job Hot Cut (6 or more lines)		0.98	100		2		2		
PR-4-01-2210	% Missed Appointment - Verizon - Total	Resale Specials DS0	Parity with VZ Retail	11.111	0	99	4	11	0		SS
PR-4-01-2211	% Missed Appointment - Verizon - Total	Resale Specials DS1	Parity with VZ Retail	4.789	NA	522		25			
PR-4-01-2213	% Missed Appointment - Verizon - Total	Resale Specials DS3	Parity with VZ Retail	0	NA	24		0			
PR-4-01-2214	% Missed Appointment - Verizon - Total	Resale Specials (Non DS0, Non DS1 & Non DS3)	Parity with VZ Retail	21.428	NA		56		12		
PR-4-01-3210	% Missed Appointment - Verizon - Total	UNE Specials DS0	Parity with VZ Retail	11.111	0	99	16	11	0		5
PR-4-01-3211	% Missed Appointment - Verizon - Total	UNE Specials DS1	Parity with VZ Retail	4.798	3.03	521	99	25	3		1.0497
PR-4-01-3213	% Missed Appointment - Verizon - Total	UNE Specials DS3	Parity with VZ Retail	0	0	24	6	0	0		SS
PR-4-01-3214	% Missed Appointment - Verizon - Total	UNE Specials (Non DS0, Non DS1 & Non DS3)	Parity with VZ Retail	21.428	NA		56		12		
PR-4-01-3510	% Missed Appointment - Verizon - Total	UNE EEL	Parity with VZ Retail	4.798	1.503	521	266	25	4		2.7068
PR-4-01-3530	% Missed Appointment - Verizon - Total	UNE IOF	Parity with VZ Retail	0	0	24	1	0	0		SS
PR-4-02-2100	Average Delay Days - Total	Resale POTS	Parity with VZ Retail	3.34875	8.2	800	5	2679	41		13.00109 SS
PR-4-02-2200	Average Delay Days - Total	Resale Specials	Parity with VZ Retail	8.35416	NA	48		401			12.79875
PR-4-02-2341	Average Delay Days - Total	Resale 2-Wire Digital Services	Parity with VZ Retail	14.875	NA	8		119			20.64279
PR-4-02-3112	Average Delay Days - Total	UNE POTS - Loop	Parity with VZ Retail	3.34875	2.8125	800	16	2679	45		13.00109
PR-4-02-3200	Average Delay Days - Total	UNE Specials	Parity with VZ Retail	8.35416	4.33333	48	3	401	13		12.79875 SS
PR-4-02-3341	Average Delay Days - Total	UNE 2-Wire Digital Services	Parity with VZ Retail	14.875	NA	8		119			20.64279
PR-4-02-3342	Average Delay Days - Total	UNE 2-Wire xDSL Loops	Parity with VZ Retail	7.90909	1.3	11	20	87	26		4.52668
PR-4-02-3510	Average Delay Days - Total	UNE EEL	Parity with VZ Retail	4.24	2.5	25	4	106	10		4.45608 SS
PR-4-02-3530	Average Delay Days - Total	UNE IOF	Parity with VZ Retail	NA	NA						
PR-4-02-5000	Average Delay Days - Total	Interconnection Trunks (CLEC)	None: Analysis Only		NA						
PR-4-03-2100	% Missed Appointment - Customer	Resale POTS	No Standard		3.989			752	30		
PR-4-03-2200	% Missed Appointment - Customer	Resale Specials	No Standard		0			4	0		
PR-4-03-2341	% Missed Appointment - Customer	Resale 2-Wire Digital Services	No Standard		0			3	0		
PR-4-03-3112	% Missed Appointment - Customer	UNE POTS - Loop	No Standard		4.533			772	35		
PR-4-03-3200	% Missed Appointment - Customer	UNE Specials	No Standard		13.223			121	16		
PR-4-03-3341	% Missed Appointment - Customer	UNE 2-Wire Digital Services	No Standard		16.666			6	1		
PR-4-03-3342	% Missed Appointment - Customer	UNE 2-Wire xDSL Loops	No Standard		7.969			527	42		
PR-4-03-3510	% Missed Appointment - Customer	UNE EEL	No Standard		1.503			266	4		
PR-4-03-3530	% Missed Appointment - Customer	UNE IOF	No Standard		0			1	0		
PR-4-03-5000	% Missed Appointment - Customer	Interconnection Trunks (CLEC)	No Standard		16.374			4104	672		
PR-4-04-2100	% Missed Appointment - Verizon - Dispatch	Resale POTS	Parity with VZ Retail	8.892	5.208	8198	96	729	5		1.5175
PR-4-04-2341	% Missed Appointment - Verizon - Dispatch	Resale 2-Wire Digital Services	Parity with VZ Retail	5.555	0	54	2	3	0		SS
PR-4-04-3113	% Missed Appointment - Verizon - Dispatch	UNE POTS Loop New	Parity with VZ Retail	8.892	6.299	8198	254	729	16		1.5973
PR-4-04-3341	% Missed Appointment - Verizon - Dispatch	UNE 2-Wire Digital Services	Parity with VZ Retail	5.555	0	54	5	3	0		SS
PR-4-05-2100	% Missed Appointment - Verizon - No Dispatch	Resale POTS	Parity with VZ Retail	0.121	0	58502	656	71	0		5
PR-4-05-2341	% Missed Appointment - Verizon - No Dispatch	Resale 2-Wire Digital Services	Parity with VZ Retail	0	0	118	1	0	0		SS
PR-4-05-3113	% Missed Appointment - Verizon - No Dispatch	UNE POTS Loop New	Parity with VZ Retail	0.121	0	58502	279	71	0		5
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	UNE 2-Wire Digital Services	Parity with VZ Retail	0	0	118	1	0	0		SS

CARRIER TO CARRIER PERFORMANCE STANDARDS REPORTS

METRIC_ID	METRIC_DESC	PRODUCT_DESC	STANDARD	VZ_PERF	CLEC_PERF	VZ_DEN	CLEC_DEN	VZ_NUM	CLEC_NUM	DIFFERENCE	STANDARD_C	Z_SCORE
PR-4-07-3540	% On Time Performance - LNP Only	UNE LNP	95% on time		99.33		8668		8610			
PR-4-08-2200	% Missed Appointment - Customer - Due to Late Order Confirmation	Resale Specials	No Standard		0		4		0			
PR-4-08-2341	% Missed Appointment - Customer - Due to Late Order Confirmation	Resale 2-Wire Digital Services	No Standard		0		3		0			
PR-4-08-3200	% Missed Appointment - Customer - Due to Late Order Confirmation	UNE Specials	No Standard		0.257		388		1			
PR-4-08-3341	% Missed Appointment - Customer - Due to Late Order Confirmation	UNE 2-Wire Digital Services	No Standard		0		6		0			
PR-4-08-3342	% Missed Appointment - Customer - Due to Late Order Confirmation	UNE 2-Wire xDSL Loops	No Standard		0		527		0			
PR-4-14-3342	% Completed On Time - 2-Wire xDSL	UNE 2-Wire xDSL Loops Interconnection Trunks (CLEC)	95% on time	97.949			439		430			
PR-4-15-5000	% On Time Provisioning - Trunks	Resale POTS	95% on time		100		4104		4104			
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	Resale POTS	Parity with VZ Retail	3.305	4.166	8198	96	271	4			-0.2674
PR-5-01-2200	% Missed Appointment - Verizon - Facilities	Resale Specials	Parity with VZ Retail	1.149	0	87	1	1	0		SS	
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	Resale 2-Wire Digital Services	Parity with VZ Retail	8.474	0	59	2	5	0		SS	
PR-5-01-3112	% Missed Appointment - Verizon - Facilities	UNE POTS Loop	Parity with VZ Retail	3.305	4.705	8198	255	271	12			-1.0469
PR-5-01-3200	% Missed Appointment - Verizon - Facilities	UNE Specials	Parity with VZ Retail	1.149	0	87	377	1	0			5
PR-5-01-3341	% Missed Appointment - Verizon - Facilities	UNE 2-Wire Digital Services	Parity with VZ Retail	8.474	0	59	5	5	0		SS	
PR-5-01-3342	% Missed Appointment - Verizon - Facilities	UNE 2-Wire xDSL Loops Interconnection Trunks (CLEC)	Parity with VAD/DSNO and Retail Line Sharing	2.775	3.571	4467	420	124	15			-0.8002
PR-5-01-5000	% Missed Appointment - Verizon - Facilities	Resale POTS	Parity with VZ Retail	0	0	3688	3456	0	0			5
PR-5-02-2100	% Orders Held for Facilities > 15 Days	Resale POTS	Parity with VZ Retail	0.158	1.041	8198	96	13	1			-1.0343
PR-5-02-2200	% Orders Held for Facilities > 15 Days	Resale Specials	Parity with VZ Retail	1.149	0	87	1	1	0		SS	
PR-5-02-2341	% Orders Held for Facilities > 15 Days	Resale 2-Wire Digital Services	Parity with VZ Retail	1.694	0	59	2	1	0		SS	
PR-5-02-3112	% Orders Held for Facilities > 15 Days	UNE POTS Loop	Parity with VZ Retail	0.158	0.392	8198	255	13	1			-0.3882
PR-5-02-3200	% Orders Held for Facilities > 15 Days	UNE Specials	Parity with VZ Retail	1.149	0	87	377	1	0			5
PR-5-02-3341	% Orders Held for Facilities > 15 Days	UNE 2-Wire Digital Services	Parity with VZ Retail	1.694	0	59	5	1	0		SS	
PR-5-02-3342	% Orders Held for Facilities > 15 Days	UNE 2-Wire xDSL Loops Interconnection Trunks (CLEC)	Parity with VAD/DSNO and Retail Line Sharing	0.089	0	4467	420	4	0			5
PR-5-02-5000	% Orders Held for Facilities > 15 Days	Resale POTS	Parity with VZ Retail	0	0	3688	3456	0	0			5
PR-5-03-5000	% Orders Held for Facilities > 60 Days	Resale POTS	Parity with VZ Retail	0	0	3688	3456	0	0			5
PR-5-04-3112	% Orders Cancelled (> five (5) days) after Due Date - Due to Facilities	UNE POTS Loop	No Standard		0		764		0			
PR-5-04-3200	% Orders Cancelled (> five (5) days) after Due Date - Due to Facilities	UNE Specials	No Standard		0		348		0			
PR-5-04-3341	% Orders Cancelled (> five (5) days) after Due Date - Due to Facilities	UNE 2-Wire Digital Services	No Standard		0		5		0			
PR-5-04-3342	% Orders Cancelled (> five (5) days) after Due Date - Due to Facilities	UNE 2-Wire xDSL Loops	No Standard		0		476		0			
PR-6-01-2100	% Installation Troubles reported within 30 Days	Resale POTS	Parity with VZ Retail for Found Troubles	7.645	2.969	62181	1044	4754	31			5
PR-6-01-2200	% Installation Troubles reported within 30 Days	Resale Specials	Parity with VZ Retail for Found Troubles	12.451	25	257	4	32	1		SS	
PR-6-01-2341	% Installation Troubles reported within 30 Days	Resale 2-Wire Digital Services	Parity with VZ Retail for Found Troubles	4.545	0	66	3	3	0		SS	
PR-6-01-3113	% Installation Troubles reported within 30 Days	UNE POTS Loop New	Parity with VZ Retail for Found Troubles	8.165	9.204	15467	880	1263	81			-1.0276
PR-6-01-3200	% Installation Troubles reported within 30 Days	UNE Specials	Parity with VZ Retail for Found Troubles	12.451	2.111	257	521	32	11			5
PR-6-01-3341	% Installation Troubles reported within 30 Days	UNE 2-Wire Digital Services	Parity with VZ Retail for Found Troubles	8.165	16.666	15467	6	1263	1			-0.2524
PR-6-01-3342	% Installation Troubles reported within 30 Days	UNE 2-Wire xDSL Loops Interconnection Trunks (CLEC)	Parity with VZ Retail for Found Troubles	8.165	7.61	15467	657	1263	50			0.5702
PR-6-01-5000	% Installation Troubles reported within 30 Days	Loop - Basic Hot Cut (all line sizes)	< = 2%	0	0	3688	4104	0	0			5
PR-6-02-3520	% Installation Troubles reported within seven (7) Days	Loop - Large Job Hot Cut (all line sizes)	< = 2%		0.707		707		5			
PR-6-02-3523	% Installation Troubles reported within seven (7) Days	Loop- Batch Hot Cut (all line sizes)	< = 2%		0		37		0			
PR-6-02-3525	% Installation Troubles reported within seven (7) Days	Loop- Batch Hot Cut (all line sizes)	< = 2%		NA							
PR-6-03-2100	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	Resale POTS	No Standard		2.298		1044		24			



CARRIER TO CARRIER PERFORMANCE STANDARDS REPORTS

Verizon Pennsylvania  
March, 2010

METRIC_ID	METRIC_DESC	PRODUCT_DESC	STANDARD	VZ_PERF	CLEC_PERF	VZ_DEN	CLEC_DEN	VZ_NUM	CLEC_NUM	DIFFERENCE	STANDARD_I	Z_SCORE
PR-6-03-2200	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	Resale Specials	No Standard			0		4		0		
PR-6-03-2341	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	Resale 2-Wire Digital Services	No Standard			0		3		0		
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	UNE POTS Loop	No Standard			6.214		1577		98		
PR-6-03-3200	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	UNE Specials	No Standard			4.222		521		22		
PR-6-03-3341	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	UNE 2-Wire Digital Services	No Standard			0		6		0		
PR-6-03-3342	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	UNE 2-Wire xDSL Loops	No Standard			11.415		657		75		
PR-6-03-5000	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	Interconnection Trunks (CLEC)	No Standard			0		4104		0		
PR-8-01-2100	Percent Open Orders in a Hold Status > 30 Days	Resale POTS	Parity with Verizon Retail	0.211	0	66700	752	141	0	0		5
PR-8-01-2200	Percent Open Orders in a Hold Status > 30 Days	Resale Specials	Parity with Verizon Retail	0	0	701	4	0	0	0	SS	
PR-8-01-2341	Percent Open Orders in a Hold Status > 30 Days	Resale 2-Wire Digital Services	Parity with Verizon Retail	0	0	177	3	0	0	0	SS	
PR-8-01-3112	Percent Open Orders in a Hold Status > 30 Days	UNE POTS - Loop	Parity with Verizon Retail	0.211	0.906	66700	772	141	7	7		-2.9359
PR-8-01-3200	Percent Open Orders in a Hold Status > 30 Days	UNE Specials	Parity with Verizon Retail	0	1.652	701	121	0	2	2		-2.0234
PR-8-01-3341	Percent Open Orders in a Hold Status > 30 Days	UNE 2-Wire Digital Services	Parity with Verizon Retail	0	0	177	6	0	0	0		5
PR-8-01-3342	Percent Open Orders in a Hold Status > 30 Days	UNE 2-Wire xDSL Loops	Parity with Verizon Retail	0	0.189	99	527	0	1	1		1.0021
PR-8-01-3510	Percent Open Orders in a Hold Status > 30 Days	UNE EEL	Parity with Verizon Retail	0	1.127	521	266	0	3	3		-1.7705
PR-8-01-3530	Percent Open Orders in a Hold Status > 30 Days	UNE IOF	Parity with Verizon Retail	0	0	24	1	0	0	0	SS	
PR-8-01-5000	Percent Open Orders in a Hold Status > 30 Days	Interconnection Trunks (CLEC)	Parity with Verizon Retail	0	0	63	63	0	0	0		5
PR-8-02-2100	Percent Open Orders in a Hold Status > 90 Days	Resale POTS	Parity with Verizon Retail	0.151	0	66700	752	101	0	0		5
PR-8-02-2200	Percent Open Orders in a Hold Status > 90 Days	Resale Specials	Parity with Verizon Retail	0	0	701	4	0	0	0	SS	
PR-8-02-2341	Percent Open Orders in a Hold Status > 90 Days	Resale 2-Wire Digital Services	Parity with Verizon Retail	0	0	177	3	0	0	0	SS	
PR-8-02-3112	Percent Open Orders in a Hold Status > 90 Days	UNE POTS - Loop	Parity with Verizon Retail	0.151	0.906	66700	772	101	7	7		-3.4738
PR-8-02-3200	Percent Open Orders in a Hold Status > 90 Days	UNE Specials	Parity with Verizon Retail	0	1.652	701	121	0	2	2		-2.0234
PR-8-02-3341	Percent Open Orders in a Hold Status > 90 Days	UNE 2-Wire Digital Services	Parity with Verizon Retail	0	0	177	6	0	0	0		5
PR-8-02-3342	Percent Open Orders in a Hold Status > 90 Days	UNE 2-Wire xDSL Loops	Parity with Verizon Retail	0	0.189	99	527	0	1	1		1.0021
PR-8-02-3510	Percent Open Orders in a Hold Status > 90 Days	UNE EEL	Parity with Verizon Retail	0	1.127	521	266	0	3	3		-1.7705
PR-8-02-3530	Percent Open Orders in a Hold Status > 90 Days	UNE IOF	Parity with Verizon Retail	0	0	24	1	0	0	0	SS	
PR-8-02-5000	Percent Open Orders in a Hold Status > 90 Days	Interconnection Trunks (CLEC)	Parity with Verizon Retail	0	0	63	63	0	0	0		5
PR-9-01-3520	% On Time Performance - Hot Cut	Loop - Basic Hot Cut (all line sizes)	95% Completed Within Window		98.987			395		391		
PR-9-01-3523	% On Time Performance - Hot Cut	Loop - Large Job Hot Cut (all line sizes)	95% Completed Within Window		100			10		10		
PR-9-01-3525	% On Time Performance - Hot Cut	Loop - Batch Hot Cut (all line sizes)	95% Completed Within Window		NA							
PR-9-04-3525	% On Time Batch Due Date	UNE Loop - Batch Hot Cut	95% within six business days		NA							
PR-9-08-3533	Average Duration of Hot Cut Installation Troubles	UNE POTS Loop - Hot Cut Total	95% within six business days		NA							
MR-1-01-6050	Average Response Time - Create Trouble	Parity with Verizon Retail	Parity with Retail plus not more than four (4) seconds	37.70735	18.34666	1445	5	3269228	5504		32.35975	SS
MR-1-02-6050	Average Response Time - Status Trouble	Parity with Retail plus not more than four (4) seconds	Parity with Retail plus not more than four (4) seconds	5.65129	3.43066			1114		3821.759		-2.22063
MR-1-03-6050	Average Response Time - Modify Trouble	Parity with Retail plus not more than four (4) seconds	Parity with Retail plus not more than four (4) seconds	5.41093	2.77927			181		503.048		-2.63166
MR-1-04-6050	Average Response Time - Request Cancellation of Trouble	Parity with Retail plus not more than four (4) seconds	Parity with Retail plus not more than four (4) seconds	5.38655	2.30448			152		350.282		-3.08207
MR-1-05-6050	Average Response Time - Trouble Report History (by TN/Circuit)	Parity with Retail plus not more than four (4) seconds	Parity with Retail plus not more than four (4) seconds	5.57036	NA							
MR-1-06-6050	Average Response Time - Test Trouble (POTS Only)	Parity with Retail plus not more than four (4) seconds	Parity with Retail plus not more than four (4) seconds	6.58424	6.5147			184		1198.706		-0.06954
MR-1-07-6060	% On-Time Ticket Closure on Bonded Open Tickets by Verizon.	Parity with Retail plus not more than four (4) seconds	Parity with Retail plus not more than four (4) seconds	68.30483	66.41222			2133		141657.266		-1.89261
MR-1-07-6095	% On-Time - Create Trouble	98% on-time	98% on-time		0			1		0		
MR-1-08-6060	% On-Time - Create Trouble	95% within 2 minutes	95% within 2 minutes		98.864			2995		2961		
MR-1-08-6095	% On-Time - Create Trouble	95% within 2 minutes	95% within 2 minutes		100			3270		3270		
MR-1-09-6060	% On-Time - Status Trouble	95% within 2 minutes	95% within 2 minutes		NA							
MR-1-09-6095	% On-Time - Status Trouble	95% within 2 minutes	95% within 2 minutes		NA							
MR-1-10-6060	% On-Time - Modify Trouble	95% within 2 minutes	95% within 2 minutes		NA							
MR-1-10-6095	% On-Time - Modify Trouble	95% within 2 minutes	95% within 2 minutes		100			1044		1044		

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MR-1-11-6060	% On-Time - Request Cancellation of Trouble	EBTA	95% within 2 minutes		NA						
MR-1-11-6095	% On-Time - Request Cancellation of Trouble	TAXI	95% within 2 minutes		100		31		31		
MR-1-12-6060	% On-Time - Test Trouble (POTS Only)	EBTA	95% within 2 minutes		NA						
MR-1-12-6095	% On-Time - Test Trouble (POTS Only)	TAXI	95% within 2 minutes		96.764		2689		2602		
MR-2-01-2200	Network Trouble Report Rate	Resale Specials	Parity with Verizon Retail	0.625	0.487	155172	1231	970	6		0.7715
MR-2-01-3200	Network Trouble Report Rate	UNE Specials	Parity with Verizon Retail	0.625	2.272	155172	18041	970	410		-5
MR-2-01-5000	Network Trouble Report Rate	Interconnection Trunks (CLEC)	Parity with Verizon Retail	0.001	0.001	479854	315319	5	4		0.0218
MR-2-02-2100	Network Trouble Report Rate - Loop	Resale POTS	Parity with Verizon Retail	1.497	0.784	2699929	19004	40440	149		5
MR-2-02-2341	Network Trouble Report Rate - Loop	Resale 2-Wire Digital Services	Parity with Verizon Retail	0.125	0	15951	470	20	0		5
MR-2-02-3112	Network Trouble Report Rate - Loop	UNE POTS Loop	Parity with Verizon Retail	1.497	0.707	2699929	148200	40440	1049		5
MR-2-02-3341	Network Trouble Report Rate - Loop	UNE 2-Wire Digital Loops	Parity with Verizon Retail	1.489	0.173	2715880	2312	40460	4		5
MR-2-02-3342	Network Trouble Report Rate - Loop	UNE 2-Wire xDSL Loops	Parity with Verizon Retail	1.489	0.908	2715880	41178	40460	374		5
MR-2-03-2100	Network Trouble Report Rate - Central Office	Resale POTS	Parity with Verizon Retail	0.084	0.01	2699929	19004	2273	2		4.6127
MR-2-03-2341	Network Trouble Report Rate - Central Office	Resale 2-Wire Digital Services	Parity with Verizon Retail	0.087	0	15951	470	14	0		5
MR-2-03-3112	Network Trouble Report Rate - Central Office	UNE POTS Loop	Parity with Verizon Retail	0.037	0.018	2699929	148200	1025	24		4.8266
MR-2-03-3341	Network Trouble Report Rate - Central Office	UNE 2-Wire Digital Loops	Parity with Verizon Retail	0.037	0	2715880	2312	1030	0		5
MR-2-03-3342	Network Trouble Report Rate - Central Office	UNE 2-Wire xDSL Loops	Parity with Verizon Retail	0.037	0.026	2715880	41178	1030	11		1.3258
MR-2-04-2100	% Subsequent Reports	Resale POTS	No Standard		18.817		186		35		
MR-2-04-2341	% Subsequent Reports	Resale 2-Wire Digital Services	No Standard		NA						
MR-2-04-3112	% Subsequent Reports	UNE POTS Loop	No Standard		22.916		1392		319		
MR-2-04-3341	% Subsequent Reports	UNE 2-Wire Digital Loops	No Standard		55.555		9		5		
MR-2-04-3342	% Subsequent Reports	UNE 2-Wire xDSL Loops	No Standard		14.201		507		72		
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	Resale POTS	No Standard		0.305		19004		58		
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	Resale Specials	No Standard		0.162		1231		2		
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	Resale 2-Wire Digital Services	No Standard		0		470		0		
MR-2-05-3112	% CPE/TOK/FOK Trouble Report Rate	UNE POTS Loop	No Standard		0.426		148200		632		
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate	UNE Specials	No Standard		1.341		18041		242		
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	UNE 2-Wire Digital Loops	No Standard		0.129		2312		3		
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	UNE 2-Wire xDSL Loops	No Standard		1.053		41178		434		
MR-3-01-2110	% Missed Repair Appointment - Loop	Resale POTS Business	Parity with VZ Retail	17.902	9.734	7636	113	1367	11		2.5384
MR-3-01-2120	% Missed Repair Appointment - Loop	Resale POTS Residence	Parity with VZ Retail	16.255	11.111	32782	36	5329	4		1.0739
MR-3-01-2341	% Missed Repair Appointment - Loop	Resale 2-Wire Digital Services	Parity with VZ Retail	65	NA	20		13			
MR-3-01-3112	% Missed Repair Appointment - Loop	UNE POTS Loop	Parity with VZ Retail	16.58	15.443	40440	1049	6705	162		1.0207
MR-3-01-3341	% Missed Repair Appointment - Loop	UNE 2-Wire Digital Loops	Parity with VZ Retail	16.604	50	40460	4	6718	2		SS
MR-3-01-3342	% Missed Repair Appointment - Loop	UNE 2-Wire xDSL Loops	Parity with VZ Retail	16.604	17.505	40460	417	6718	73		-0.4379
MR-3-02-2110	% Missed Repair Appointment - Central Office	Resale POTS Business	Parity with VZ Retail	12.117	0	751	2	91	0		SS
MR-3-02-2120	% Missed Repair Appointment - Central Office	Resale POTS Residence	Parity with VZ Retail	15.243	NA	1522		232			
MR-3-02-2341	% Missed Repair Appointment - Central Office	Resale 2-Wire Digital Services	Parity with VZ Retail	42.857	NA	14		6			
MR-3-02-3112	% Missed Repair Appointment - Central Office	UNE POTS Loop	Parity with VZ Retail	23.317	45.833	1025	24	239	11		-2.198
MR-3-02-3341	% Missed Repair Appointment - Central Office	UNE 2-Wire Digital Loops	Parity with VZ Retail	23.3	NA	1030		240			
MR-3-02-3342	% Missed Repair Appointment - Central Office	UNE 2-Wire xDSL Loops	Parity with VZ Retail	23.3	27.777	1030	18	240	5		-0.2113
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	Resale POTS	No Standard		0		58		0		
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	Resale 2-Wire Digital Services	No Standard		NA						
MR-3-03-3112	% CPE/TOK/FOK - Missed Appointment	UNE POTS Loop	No Standard		7.753		632		49		
MR-3-03-3341	% CPE/TOK/FOK - Missed Appointment	UNE 2-Wire Digital Loops	No Standard		33.333		3		1		
MR-3-03-3342	% CPE/TOK/FOK - Missed Appointment	UNE 2-Wire xDSL Loops	No Standard		14.976		434		65		
MR-4-01-2100	Mean Time To Repair - Total	Resale POTS	Parity with VZ Retail	44.84576	24.07086	42713	151	114929830	218082		44.0494

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MR-4-01-2216	Mean Time To Repair - Total	Resale Specials (Non DS0 & DS0)	Parity with VZ Retail	7.33456	10.8625	339	4	149185	2607		7.11651 SS
MR-4-01-2217	Mean Time To Repair - Total	Resale Specials (DS1 & DS3)	Parity with VZ Retail	5.56978	7.64166	631	2	210872	917		5.50974 SS
MR-4-01-2341	Mean Time To Repair - Total	Resale 2-Wire Digital Services (ISDN)	Parity with VZ Retail	30.89019	NA	34		63016			43.87637
MR-4-01-3112	Mean Time To Repair - Total	UNE POTS Loop	Parity with VZ Retail	45.76087	20.52872	41465	1073	113848492	1321639		44.15657 5
MR-4-01-3216	Mean Time To Repair - Total	UNE Specials (Non DS0 & DS0)	Parity with VZ Retail	7.33456	1.975	339	2	149185	237		7.11651 SS
MR-4-01-3217	Mean Time To Repair - Total	UNE Specials (DS1 & DS3)	Parity with VZ Retail	5.56978	6.18521	631	408	210872	151414		5.50974 -1.6138
MR-4-01-3341	Mean Time To Repair - Total	UNE 2-Wire Digital Loops	Parity with VZ Retail	45.75202	46.525	41490	4	113895089	11166		44.1589 SS
MR-4-01-5000	Mean Time To Repair - Total	Interconnection Trunks (CLEC)	Parity with VZ Retail	13.87333	0.70416	5	4	4162	169		16.9419 SS
MR-4-02-2110	Mean Time To Repair - Loop Trouble	Resale POTS Business	Parity with VZ Retail	21.10631	20.61017	7636	113	9670069	139737		25.44709 0.1564
MR-4-02-2120	Mean Time To Repair - Loop Trouble	Resale POTS Residence	Parity with VZ Retail	52.12762	35.6625	32782	36	102530876	77031		45.58201 2.4052
MR-4-02-2341	Mean Time To Repair - Loop Trouble	Resale 2-Wire Digital Services	Parity with VZ Retail	34.91416	NA	20		41897			51.38776
MR-4-02-3112	Mean Time To Repair - Loop Trouble	UNE POTS Loop	Parity with VZ Retail	46.28024	20.52961	40440	1049	112294392	1292134		44.22279 5
MR-4-02-3341	Mean Time To Repair - Loop Trouble	UNE 2-Wire Digital Loops	Parity with VZ Retail	46.27462	46.525	40460	4	112336289	11166		44.22661 SS
MR-4-02-3342	Mean Time To Repair - Loop Trouble	UNE 2-Wire xDSL Loops	Parity with VZ Retail	46.27462	29.19076	40460	417	112336289	730353		44.22661 5
MR-4-03-2110	Mean Time To Repair - Central Office Trouble	Resale POTS Business	Parity with VZ Retail	11.29642	10.95	751	2	509017	1314		18.52616 SS
MR-4-03-2120	Mean Time To Repair - Central Office Trouble	Resale POTS Residence	Parity with VZ Retail	23.28538	NA	1522		2126421			35.32543
MR-4-03-2341	Mean Time To Repair - Central Office Trouble	Resale 2-Wire Digital Services	Parity with VZ Retail	25.14166	NA	14		21119			31.09496
MR-4-03-3112	Mean Time To Repair - Central Office Trouble	UNE POTS Loop	Parity with VZ Retail	25.26991	20.48958	1025	24	1554100	29505		35.91124 0.5985
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	UNE 2-Wire Digital Loops	Parity with VZ Retail	25.2233	NA	1030		1558800			35.83345
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	UNE 2-Wire xDSL Loops	Parity with VZ Retail	25.2233	20.13611	1030	18	1558800	21747		35.83345 0.5284
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Resale POTS	Parity with VZ Retail	42.139	63.576	42713	151	17999	96		5
MR-4-04-2216	% Cleared (all troubles) within 24 Hours	Resale Specials (Non DS0 & DS0)	Parity with VZ Retail	96.87	100	339	4	325	4		SS
MR-4-04-2217	% Cleared (all troubles) within 24 Hours	Resale Specials (DS1 & DS3)	Parity with VZ Retail	97.939	100	631	2	618	2		SS
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	Resale 2-Wire Digital Services	Parity with VZ Retail	64.705	NA	34		22			
MR-4-04-3112	% Cleared (all troubles) within 24 Hours	UNE POTS Loop	Parity with VZ Retail	40.863	75.116	41465	1073	16944	806		5
MR-4-04-3216	% Cleared (all troubles) within 24 Hours	UNE Specials (Non DS0 & DS0)	Parity with VZ Retail	95.87	100	339	2	325	2		SS
MR-4-04-3217	% Cleared (all troubles) within 24 Hours	UNE Specials (DS1 & DS3)	Parity with VZ Retail	97.939	98.529	631	408	618	402		0.9267
MR-4-04-3341	% Cleared (all troubles) within 24 Hours	UNE 2-Wire Digital Loops	Parity with VZ Retail	40.879	25	41490	4	16961	1		SS
MR-4-04-3342	% Cleared (all troubles) within 24 Hours	UNE 2-Wire xDSL Loops	Parity with VZ Retail	40.879	59.77	41490	435	16961	260		5
MR-4-04-5000	% Cleared (all troubles) within 24 Hours	Interconnection Trunks (CLEC)	Parity with VZ Retail	60	100	5	4	3	4		SS
MR-4-05-5000	% Out of Service > 2 Hours	Interconnection Trunks (CLEC)	Parity with VZ Retail	60	0	5	4	3	0		SS
MR-4-06-2110	% Out of Service > 4 Hours	Resale POTS - Business	Parity with VZ Retail	74.185	69.23	6140	65	4555	45		1.0486
MR-4-06-2120	% Out of Service > 4 Hours	Resale POTS - Residence	Parity with VZ Retail	92.372	84.21	24674	19	22792	16		1.6249
MR-4-06-2216	% Out of Service > 4 Hours	Resale Specials (Non DS0 & DS0)	Parity with VZ Retail	63.939	100	330	4	211	4		SS
MR-4-06-2217	% Out of Service > 4 Hours	Resale Specials (DS1 & DS3)	Parity with VZ Retail	48.689	100	534	2	260	2		SS
MR-4-06-3216	% Out of Service > 4 Hours	UNE Specials (Non DS0 & DS0)	Parity with VZ Retail	63.939	NA	330		211			
MR-4-06-3217	% Out of Service > 4 Hours	UNE Specials (DS1 & DS3)	Parity with VZ Retail	48.689	55.086	534	403	260	222		-1.8746
MR-4-06-5000	% Out of Service > 4 Hours	Interconnection Trunks (CLEC)	Parity with VZ Retail	60	0	5	4	3	0		SS
MR-4-07-2110	% Out of Service > 12 Hours	Resale POTS - Business	Parity with VZ Retail	55	53.846	6140	65	3377	35		0.3147

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MR-4-07-2120	% Out of Service > 12 Hours	Resale POTS - Residence	Parity with VZ Retail	85.053	73.684	24674	19	20986	14		1.6167
MR-4-07-2341	% Out of Service > 12 Hours	Resale 2-Wire Digital Services	Parity with VZ Retail	63.157	NA		19		12		
MR-4-07-3112	% Out of Service > 12 Hours	UNE POTS Loop	Parity with VZ Retail	79.595	65.364	30283	768	24104	502		5
MR-4-07-3341	% Out of Service > 12 Hours	UNE 2-Wire Digital Loops	Parity with VZ Retail	79.587	100	30300	3	24115	3		SS
MR-4-07-3342	% Out of Service > 12 Hours	UNE 2-Wire xDSL Loops	Parity with VZ Retail	79.587	79.09	30300	110	24115	87		0.2691
MR-4-07-5000	% Out of Service > 12 Hours	Interconnection Trunks (CLEC)	Parity with VZ Retail	40	0	5	4	2	0		SS
MR-4-08-2110	% Out of Service > 24 Hours	Resale POTS Business	Parity with VZ Retail	26.042	27.692	6140	65	1599	18		-0.181
MR-4-08-2120	% Out of Service > 24 Hours	Resale POTS Residence	Parity with VZ Retail	63.824	57.894	24674	19	15748	11		0.7842
MR-4-08-2216	% Out of Service > 24 Hours	Resale Specials (Non DS0 & DS0)	Parity with VZ Retail	4.242	0	330	4	14	0		SS
MR-4-08-2217	% Out of Service > 24 Hours	Resale Specials (DS1 & DS3)	Parity with VZ Retail	2.434	0	534	2	13	0		SS
MR-4-08-2341	% Out of Service > 24 Hours	Resale 2-Wire Digital Services	Parity with VZ Retail	42.105	NA		19		8		
MR-4-08-3112	% Out of Service > 24 Hours	UNE POTS Loop	Parity with VZ Retail	56.893	22.786	30283	768	17229	175		5
MR-4-08-3216	% Out of Service > 24 Hours	UNE Specials (Non DS0 & DS0)	Parity with VZ Retail	4.242	NA		330		14		
MR-4-08-3217	% Out of Service > 24 Hours	UNE Specials (DS1 & DS3)	Parity with VZ Retail	2.434	1.488	534	403	13	6		1.26
MR-4-08-3341	% Out of Service > 24 Hours	UNE 2-Wire Digital Loops	Parity with VZ Retail	56.884	66.666	30300	3	17236	2		SS
MR-4-08-3342	% Out of Service > 24 Hours	UNE 2-Wire xDSL Loops	Parity with VZ Retail	56.884	48.181	30300	110	17236	53		1.9281
MR-4-08-5000	% Out of Service > 24 Hours	Interconnection Trunks (CLEC)	Parity with VZ Retail	40	0	5	4	2	0		SS
MR-5-01-2100	% Repeat Reports within 30 Days	Resale POTS	Parity with VZ Retail	19.567	9.933	42713	151	8358	15		3.3235
MR-5-01-2200	% Repeat Reports within 30 Days	Resale Specials	Parity with VZ Retail	19.072	0	970	6	185	0		5
MR-5-01-2341	% Repeat Reports within 30 Days	Resale 2-Wire Digital Services	Parity with VZ Retail	14.705	NA		34		5		
MR-5-01-3112	% Repeat Reports within 30 Days	UNE POTS Loop	Parity with VZ Retail	19.567	18.825	42713	1073	8358	202		0.6399
MR-5-01-3200	% Repeat Reports within 30 Days	UNE Specials	Parity with VZ Retail	19.072	19.268	970	410	185	79		-0.016
MR-5-01-3341	% Repeat Reports within 30 Days	UNE 2-Wire Digital Loops	Parity with VZ Retail	19.563	0	42747	4	8363	0		SS
MR-5-01-3342	% Repeat Reports within 30 Days	UNE 2-Wire xDSL Loops	Parity with VZ Retail	19.563	21.149	42747	435	8363	92		-0.7734
MR-5-01-5000	% Repeat Reports within 30 Days	Interconnection Trunks (CLEC)	Parity with VZ Retail	0	0	5	4	0	0		SS
NP-1-01-5000	% Final Trunk Groups Exceeding Blocking Standard	CLEC Trunks	See Guidelines	4.119	0.985	267	203	11	2		2.4893
NP-1-02-5000	% Final Trunk Groups Exceeding Blocking Standard (No Exceptions)	CLEC Trunks	See Guidelines	4.119	1.477	267	203	11	3		2.0165
NP-1-03-5000	Number Final Trunk Groups Exceeding Blocking Standard - Two (2) Months	CLEC Trunks	See Guidelines			1					
NP-1-04-5000	Number Final Trunk Groups Exceeding Blocking Standard - Three (3) Months	CLEC Trunks	See Guidelines			0					
NP-2-01-6701	% On Time Response to Request for Physical Collocation	Applications Collocation - New	95% on time		NA						
NP-2-01-6702	% On Time Response to Request for Physical Collocation	Applications Collocation - Augment	95% on time		100		7		7		
NP-2-02-6701	% On Time Response to Request for Virtual Collocation	Applications Collocation - New	95% on time		NA						
NP-2-02-6702	% On Time Response to Request for Virtual Collocation	Applications Collocation - Augment	95% on time		100		1		1		
NP-2-03-6701	Average Interval - Physical Collocation	Applications Collocation - New	No Standard		74.6						
NP-2-03-6711	Average Interval - Physical Collocation - 76 Days	Applications Collocation - Augment	No Standard		38						
NP-2-03-6712	Average Interval - Physical Collocation - 45 Days	Applications Collocation - Augment	No Standard		19.25						
NP-2-04-6701	Average Interval - Virtual Collocation	Applications Collocation - New	No Standard		NA						

METRIC_ID	METRIC_DESC	PRODUCT_DESC	STANDARD	VZ_PERF	CLEC_PERF	VZ_DEN	CLEC_DEN	VZ_NUM	CLEC_NUM	DIFFERENCE	STANDARD_Z_SCORE
NP-2-04-6702	Average Interval - Virtual Collocation	Collocation - Augment Applications - 45 days and 76 days combined	No Standard		NA						
NP-2-05-6701	% On Time - Physical Collocation	Collocation - Augment Applications	95% on time		100		5		5		
NP-2-05-6702	% On Time - Physical Collocation	Collocation - Augment Applications - 45 days and 76 days combined	95% on time		100		6		6		
NP-2-06-6701	% On Time - Virtual Collocation	Collocation - New Applications	95% on time		NA						
NP-2-06-6702	% On Time - Virtual Collocation	Collocation - Augment Applications - 45 days and 76 days combined	95% on time		NA						
NP-2-07-6701	Average Delay Days - Physical Collocation	Collocation - New Applications	No Standard		NA						
NP-2-07-6702	Average Delay Days - Physical Collocation	Collocation - Augment Applications	No Standard		NA						
NP-2-08-6701	Average Delay Days - Virtual Collocation	Collocation - New Applications	No Standard		NA						
NP-2-08-6702	Average Delay Days - Virtual Collocation	Collocation - Augment Applications	No Standard		NA						
BI-1-02-1000	% DUF in four (4) Business Days	Resale & UNE combined	95% in four (4) Business Days		98.854		1166602		1153238		
BI-2-01-1000	Timeliness of Carrier Bill	Resale & UNE combined	98% in 10 Business Days		99.084		1530		1516		
BI-3-04-1000	% CLEC Billing Claims Acknowledged within two (2) Business Days	Resale & UNE combined	95% within two (2) business days after receipt		100		183		183		
BI-3-05-1000	% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgment	Resale & UNE combined	95% within 28 Calendar Days after acknowledgement		100		190		190		
BI-3-07-1000	% Full or Partial Denials	Resale & UNE combined	No Standard		57.471		174		100		
BI-3-08-1000	% CLEC Billing Claim Credits Not Appearing on the Bill within 45 days	Resale & UNE combined	97.5% within 45 calendar days		91		100		91		
BI-6-01-1000	% Completeness of Usage Charges - Including Order Activity Post Completion Discrepancy Delayed Charges	Resale & UNE	No Standard		99.954		48721783		48699636		
BI-6-02-1000	% Completeness of Usage Charges - Excluding Order Activity Post Completion Discrepancy Delayed Charges	Resale & UNE	Parity with VZ Retail	99.453	99.954	1157244518	48721764	1150923120	48699617		
BI-7-01-1000	% Completeness of Fractional Recurring Charges - Including Order Activity Post Completion Discrepancy Delayed Charges	Resale & UNE	No Standard		90.5		86572.41		78348.58		
BI-7-02-1000	% Completeness of Fractional Recurring Charges - Excluding Order Activity Post Completion Discrepancy Delayed Charges	Resale & UNE	Parity with VZ Retail	88.202	91.62	2957608.95	81373.41	2608688.66	74554.91		
BI-8-01-1000	% Completeness of Non-Recuring Charges - Including Order Activity Post Completion Discrepancy Delayed Charges	Resale & UNE	No Standard		99.936		495724.58		495410.01		
BI-8-02-1000	% Completeness of Non-Recuring Charges - Excluding Order Activity Post Completion Discrepancy Delayed Charges	Resale & UNE	Parity with VZ Retail	97.024	99.963	2179172.69	488986.01	2114320.92	488808.63		
BI-9-01-1000	% Billing Completeness in Twelve Billing Cycles	Resale & UNE combined	0.96		99.898		9614645.25		9604842.27		
GE-5-01-1000	% Directory Listing Verification Reports Furnished On-Time	All	95% of DLVRs transmitted on or before the due date		TR		TR		TR		
GE-5-02-1000	% Accuracy of DSR/LSR Inclusion in DLVRs	All	98% accuracy of DLVRs		TR		TR		TR		
GE-5-03-1000	% DLVR Corrections Furnished on Time	All	98% of DLVR revisions transmitted on or before the due date		TR		TR		TR		
GE-5-04-1000	% Accuracy of DLVR Corrections	All	98% accuracy on DLVRs revisions		TR		TR		TR		
GE-5-05-1000	White Pages Errors and Omissions	All	99% accuracy of White Page Listings		TR		TR		TR		
GE-6-01-1000	Completion On Time	Resale & UNE	95% on time		TR		TR		TR		
GE-6-02-1000	Accuracy of Processing	Resale & UNE	98% of orders provisioned accurately		TR		TR		TR		

**CARRIER TO CARRIER PERFORMANCE STANDARDS REPORTS**

**VERIZON PENNSYLVANIA  
MARCH, 2010**

**Legend**

+	Enview used to report Retail and Wholesale results
(p)	Z-Score Equivalent from Permutation Test (Applicable to NJ C2C only)
RQ	Reported Quarterly
TR	Temporary Review (Currently Applicable to PA DLWP only)
UD	Performance metric is under development
UR	Performance metric is under Review
NA	No Activity or results cannot be calculated due to zero in the Denominator
NEF	No Existing Functionality
TBD	Performance standard is to be determined
R3	Run 3 times per year
For PO-1 Metrics	Retail data is obtained from Enview, and the total number of observations is 10 per hour per day.
For OD-1 Metrics in NY and CT	Retail and Resale traffic appear in the VZ Retail column. All data is NY and CT combined with the exception of Retail DA.
For OD-1 Metrics	Retail and Resale traffic appear in the VZ Retail column.
North EEL DS0	1-10 lines, 6 days. 11+ Lines, negotiated. No facilities, ECCD + 6 Days. Disconnects 2 days.
South EEL DS0	1-10 lines, 6 days. 11-20 Lines, 10 days. 21+ lines, negotiated. No facilities, 1-10 lines, ECCD + 6 Days. No facilities, 11-20 lines, ECCD + 10 Days. No facilities, 21+ lines, negotiated. Disconnects 2 days
North and South EEL DS1	1-9 lines, 9 days (includes Loop Qual / Facility check). 10+ lines, negotiated. No facilities, ECCD + 6 days. Disconnects, 1-9 lines, 4 days. Disconnects, 10+ lines, 6 days.
North and South EEL DS3	1-9 lines, 18 days (includes Loop Qual / Facility check). 10+ lines, negotiated. No facilities, ECCD + 15 days. Disconnects, 1-9 lines, 4 days. Disconnects, 10+ lines, 6 days.
North and South IOF	1-8 lines, 15 days (includes Facility check). 9+ lines, negotiated. No facilities, ECCD + 15 days. Disconnects, 1-8 lines, 4 days. Disconnects, 9+ lines, negotiated.
SS	Sample size does not meet the minimum criteria for a statistical test specified in Appendix K of the guidelines. See April 29, 2002 NYPSC Order and Appendix K of the C2C Guidelines regarding monitoring and further evaluation.
Stat Score	By default, any Z-Score greater than 5 or less than -5 is assigned a value of 5 or -5, respectively.

RT 205

770  
0.27

FZ

From: Origin ID: MDTA (717)777-3501  
Stephanie A. Ulrich  
Verizon  
303 Walnut St  
12, Room N/A  
Harrisburg, PA 17101



C 9211062 862124

Ship Date: 26APR10  
ActWgt: 1 LB  
CAD: 2881833/WBUS0200

Delivery Address Bar Code



Ref # PR9912150  
Invoice #  
PO #  
Dept #

SHIP TO: (717)705-3812

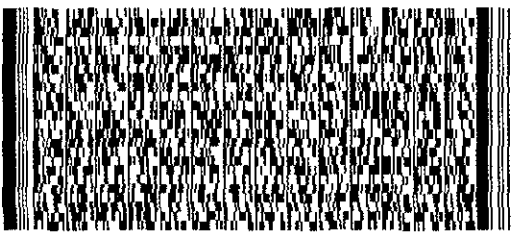
BILL THIRD PARTY

Secretary's Bureau  
PA Public Utility Commission  
400 NORTH ST  
RM N201  
HARRISBURG, PA 17120

TUE - 27AP

TRK# 7902 1107 9770  
0201

PRIORITY VERI

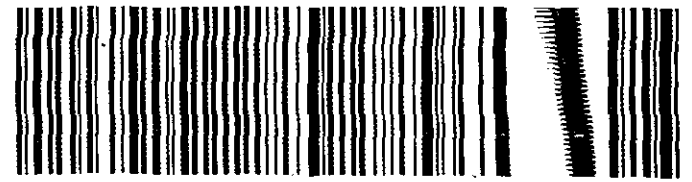


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16 MDTA



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