

Philip J. Wood Jr.
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May 25, 2010

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
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 April 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. / djw".

Attachments

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CARRIER TO CARRIER PERFORMANCE STANDARDS REPORTS

Verizon Pennsylvania
April, 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	NA	2.80897		17231		48401.44		
PO-1-01-6030	Average Response Time - Customer Service Record (CSR) ++	CORBA	Parity with Retail plus not more than four (4) seconds	NA	0.95894		548		525.5		
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	NA	0.6729		34060		22919.249		
PO-1-02-6020	Average Response Time - Due Date Availability	EDI	Parity with Retail plus not more than four (4) seconds	0.72283	NA						
PO-1-02-6030	Average Response Time - Due Date Availability	CORBA	Parity with Retail plus not more than four (4) seconds	0.72283	3.06481		43		131.787	2.34198	
PO-1-02-6050	Average Response Time - Due Date Availability	WEB GUI/LSI/W	Parity with Retail plus not more than seven (7) seconds	0.72283	1.3295		6		7.977	0.60667	
PO-1-03-6020	Average Response Time - Address Validation	EDI	Parity with Retail plus not more than four (4) seconds	13.21119	4.59109		25725		118105.841	-8.6201	
PO-1-03-6030	Average Response Time - Address Validation	CORBA	Parity with Retail plus not more than four (4) seconds	13.21119	2.09468		1916		4013.421	-11.11651	
PO-1-03-6050	Average Response Time - Address Validation	WEB GUI/LSI/W	Parity with Retail plus not more than seven (7) seconds	13.21119	2.20043		14729		32410.162	-11.01076	
PO-1-04-6020	Average Response Time - Product & Service Availability	EDI	Parity with Retail plus not more than ten (10) seconds	16.35948	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	16.35948	11.3522		10		113.522	-5.00728	
PO-1-05-6020	Average Response Time - Telephone Number Availability & Reservation	EDI	Parity with Retail plus not more than four (4) seconds	14.26642	5.74489		116		666.408	-8.52153	
PO-1-05-6030	Average Response Time - Telephone Number Availability & Reservation	CORBA	Parity with Retail plus not more than four (4) seconds	14.26642	3.59437		539		1937.37	-10.67205	
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	14.26642	2.12977		471		1003.125	-12.13665	
PO-1-06-6020	Average Response Time - Mechanized Loop Qualification - xDSL	EDI	Parity with Retail plus not more than four (4) seconds	5.27113	5.02446		6517		32744.413	-0.24667	
PO-1-06-6030	Average Response Time - Mechanized Loop Qualification - xDSL	CORBA	Parity with Retail plus not more than four (4) seconds	5.27113	2.68025		249		667.383	-2.59088	
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	5.27113	3.15524		1318		4158.614	-2.11589	
PO-1-07-6020	Average Response Time - Rejected Query+	EDI	Parity with Retail plus not more than four (4) seconds	1.17268	3.50856		5349		18767.31	2.33588	
PO-1-07-6030	Average Response Time - Rejected Query+	CORBA	Parity with Retail plus not more than four (4) seconds	1.17268	1.24639		7578		9445.19	0.07371	
PO-1-07-6050	Average Response Time - Rejected Query+	WEB GUI/LSI/W	Parity with Retail plus not more than seven (7) seconds	1.17268	2.46707		9233		22778.5	1.29439	
PO-1-08-6020	% Timeouts	EDI	not greater than 0.33%		0.008		80009		7		
PO-1-08-6030	% Timeouts	CORBA	not greater than 0.33%		0.029		6883		2		
PO-1-08-6050	% Timeouts	WEB GUI/LSI/W	not greater than 0.33%		0.005		92290		5		
PO-1-09-6020	Parsed CSR ++	EDI	Parity with Retail plus not more than 10 seconds	NA	2.98117		13659		40719.882		
PO-1-09-6030	Parsed CSR ++	CORBA	Parity with Retail plus not more than 10 seconds	NA	0.90424		971		878.019		
PO-2-02-6010	OSS Interface Availability - Prime Time	WPTS	>= 99.5%		100		0		0		
PO-2-02-6020	OSS Interface Availability - Prime Time	EDI	>=99.5%		100		0		0		
PO-2-02-6030	OSS Interface Availability - Prime Time	CORBA	>=99.5%		100		0		0		
PO-2-02-6060	OSS Interface Availability - Prime Time	Maintenance - Electronic Bonding Interface	>=99.5%		100		0		0		
PO-2-02-6080	OSS Interface Availability - Prime Time	Maintenance Web GUI (RETAS) / Pre-ordering/Ordering Web GUI combined	>=99.5%		100		0		0		
PO-2-03-6010	OSS Interface Availability - Non-Prime Time	WPTS	No Standard		100		0		0		
PO-2-03-6020	OSS Interface Availability - Non-Prime Time	EDI	No Standard		100		0		0		
PO-2-03-6030	OSS Interface Availability - Non-Prime Time	CORBA	No Standard		99.985		0.1				
PO-2-03-6060	OSS Interface Availability - Non-Prime Time	Maintenance - Electronic Bonding Interface	No Standard		100		0		0		
PO-2-03-6080	OSS Interface Availability - Non-Prime Time	Maintenance Web GUI (RETAS) / Pre-ordering/Ordering Web GUI combined	No Standard		100		0		0		
PO-3-02-1000	% Answered within 30 Seconds - Ordering	Resale & UNE combined	80% within 30 Seconds		86.237		1940		1673		
PO-3-04-1000	% Answered within 30 Seconds - Repair	Resale & UNE combined	80% within 30 Seconds		81.544		28988		23638		
PO-4-01-6622	% Change Management Notices Sent on Time	Change Confirmation - Type 2 - Regulatory		0.95	NA						

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CARRIER TO CARRIER PERFORMANCE STANDARDS REPORTS

Verizon Pennsylvania
April, 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	100		3		3		
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	100		1		1		
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			R3						
PO-7-01-6000	% Software Problem Resolution Timeliness	Systems Metrics	<= 5%		R3		R3				
PO-7-02-6000	Delay Hours - Software Resolution - Change - Transactions failed - no workaround	Systems Metrics	>=95%		R3				R3		
PO-7-03-6000	Delay Hours - Software Resolution - Change - Transactions failed with workaround	Systems Metrics	48 hours		R3						
PO-7-04-6000	Delay Hours - Failed/Rejected Test Deck Transactions - Transactions failed no workaround	Systems Metrics	10 days		R3						
PO-8-01-6000	% On Time - Manual Loop Qualification	Systems Metrics	48 hours		R3						
PO-8-02-6000	% On Time - Engineering Record Request	Systems Metrics	95% within 48 Hours		95.18		83		79		
OR-1-02-2320	% On Time LSRC - Flow Through	Resale POTS/Pre-qualified Complex UNE Loop/Pre-qualified	95% within 72 Hours		NA						
OR-1-02-3331	% On Time LSRC - Flow Through	Complex/LNP	95% within 2 Hours		99.634		547		545		
OR-1-04-2210	% On Time LSRC/ASRC - No Facility Check (Electronic - No Flow Through)	Resale Specials DS0	95% within 2 Hours		99.019		51834		51326		

METRIC_ID	METRIC_DESC	PRODUCT_DESC	STANDARD	VZ_PERF	CLEC_PERF	VZ_DEN	CLEC_DEN	VZ_NUM	CLEC_NUM	DIFFERENCE	STANDARD_I_Z_SCORE
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		6		6		
OR-1-04-2320	% On Time LSRC/ASRC - No Facility Check (Electronic - No Flow Through)	Resale POTS/Pre-qualified Complex	95% within 24 Hours		99.859		712		711		
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		4		4		
OR-1-04-3210	% On Time LSRC/ASRC - No Facility Check (Electronic - No Flow Through)	UNE Specials DS0	95% within 48 Hours		NA						
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		98.991		2380		2356		
OR-1-04-3341	% On Time LSRC/ASRC - No Facility Check (Electronic - No Flow Through)	UNE 2-Wire Digital Services	95% within 72 Hours		NA						
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		16		16		
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		52		52		
OR-1-06-2341	% On Time LSRC/ASRC - Facility Check (Electronic - No Flow-through)	Resale 2-Wire Digital Services	95% within 72 Hours		100		3		3		
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		97.5		160		156		
OR-1-06-3213	% On Time LSRC/ASRC - Facility Check (Electronic - No Flow-through)	UNE Specials DS3	95% within 72 Hours		100		4		4		
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		99.096		332		329		
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		2		2		
OR-1-10-3210	% On Time ASRC - Facility Check (Fax/Mail)	UNE Specials DS0	95% within 72 Hours		NA						
OR-1-10-3211	% On Time ASRC - Facility Check (Fax/Mail)	UNE Specials DS0	95% within 96 Hours		NA						
OR-1-10-3212	% 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		46		46		
OR-1-12-5030	% On Time FOC	Interconnection Trunks (CLEC) (> 192 and Unforecasted Trunks and Projects)	Negotiated Process		100		46		46		
OR-1-13-5000	% On Time Design Layout Record (DLR)	Interconnection Trunks (CLEC)	95% on time 10 Business Days		100		43		43		
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		100		469		469		
OR-2-02-3331	% On Time LSR Reject (Flow-Through)	UNE Loop/Pre-qualified Complex/LNP	95% within 2 Hours		99.273		14719		14612		

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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		98.701			77	76			
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			5	5			
OR-2-04-3200	% On Time LSR/ASR Reject - No Facility Check (Electronic - No Flow-through)	UNE Specials	95% within 48 Hours		100			39	39			
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		99.532			855	851			
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			1	1			
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			58	58			
OR-2-06-2341	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	Resale 2-Wire Digital Services	95% within 72 Hours		100			1	1			
OR-2-06-3200	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	UNE Specials	95% within 72 Hours		92.105			38	35			
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			96	96			
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 - No Facility Check (Fax)	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			14	14			
OR-2-12-5030	% On Time Trunk ASR Reject	Interconnection Trunks (CLEC) (> 192 and Unforecasted Trunks and Projects)	Negotiated Process		100			19	19			
OR-3-01-2000	% Rejects	Resale	No Standard		31.632			1960	620			
OR-3-01-3000	% Rejects	UNE	No Standard		21.699			72863	15811			
OR-3-02-1000	% LSR Resubmission Not Rejected	Resale & UNE combined (EDI)	0.95		100			1	1			
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												
OR-4-11-1000	% Completed orders with neither a PCN nor BCN sent	Resale & UNE combined (EDI)			0.247			42478	105			
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		99.409			42478	42227			
OR-4-17-1000	% Billing Completion Notifiers sent on time	Resale & UNE combined (EDI)	0.955		97.12			42478	41255			
OR-5-01-2000	% Flow Through - Total	Resale	No Standard Developed		40.875			1348	551			
OR-5-01-3112	% Flow Through - Total	UNE POTS - Loop	No Standard Developed		88.981			4456	3965			
OR-5-01-3121	% Flow Through - Total	UNE POTS - Other	No Standard Developed		95.36			50608	48260			
OR-5-03-2000	% Flow Through Achieved	Resale	95% for % flow-through achieved		94.027			586	551			
OR-5-03-3112	% Flow Through Achieved	UNE POTS - Loop	95% for % flow through achieved		98.143			4040	3965			
OR-5-03-3121	% Flow Through Achieved	UNE POTS - Other	95% for % flow through achieved		98.451			49019	48260			
OR-6-01-1000	% Service Order Accuracy	Resale and UNE Loop/Complex/LNP (combined)	95% Orders without Verizon Errors		97.285			442	430			
OR-6-03-2000	% Accuracy - LSRC	Resale	not more than 5% of LSRCs resent due to Verizon error		0			1088	0			
OR-6-03-3331	% Accuracy - LSRC	UNE Loop/Complex/LNP	resent due to Verizon error		0			3091	0			
OR-6-04-2000	% Accuracy - LSR/DSR White Page Listing	Resale	0.98	TR			TR		TR			
OR-6-04-3143	% Accuracy - LSR/DSR White Page Listing	UNE	0.98	TR			TR		TR			
OR-6-04-3331	% Accuracy - LSR/DSR White Page Listing	UNE	0.98	TR			TR		TR			
OR-7-01-2000	% Order Confirmation/Rejects sent within Three (3) Business Days	Resale	0.95		99.573			1877	1869			
OR-7-01-3331	% Order Confirmation/Rejects sent within Three (3) Business Days	UNE Loop	0.95		99.934			68735	68690			

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OR-8-01-2000	% Acknowledgements on Time	Resale	95% within two (2) hours		100		1581		1581			
OR-8-01-3000	% Acknowledgements on Time	UNE	95% within two (2) hours		100		60618		60618			
OR-9-01-2000	% Acknowledgement Completeness	Resale		0.99	100		1581		1581			
OR-9-01-3000	% Acknowledgement Completeness	UNE		0.99	100		60618		60618			
	% of PON Exceptions Resolved Within Three (3) Business Days		95% resolved within three (3) Business Days									
OR-10-01-100C	% of PON Exceptions Resolved Within Ten (10) Business Days	Resale & UNE combined	99% resolved within ten (10) business days		98.29		117		115			
OR-10-02-100C	% Resale Provider Notifications in Days	Resale & UNE combined			100		117		117			
OR-11-01-200C	% Resale Provider Notifications in Days	Resale	95% in two (2) Calendar Days		83.278		1226		1021			
	% 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	1.32173	1.60317	6440	63	8512	101		3.26552	-0.7768
PR-1-01-2120	Average Interval Offered - Total No Dispatch	Resale POTS Residence	Parity with VZ Retail	1.57296	0.89058	29293	393	46077	350		7.00595	3.9565
PR-1-01-2341	Average Interval Offered - Total No Dispatch	Resale 2-Wire Digital Services	Parity with VZ Retail	2.6	2	40	2	104	4		5.0322	SS
PR-1-01-3341	Average Interval Offered - Total No Dispatch	UNE 2-Wire Digital Services	Parity with VZ Retail	2.6	NA	40		104			5.0322	
PR-1-01-3342	Average Interval Offered - Total No Dispatch	UNE 2-Wire xDSL Loops	No Standard		5.78461			65			376	
PR-1-02-2341	Average Interval Offered - Total Dispatch	Resale 2-Wire Digital Services	Parity with VZ Retail	5.05263	NA		38		192		3.17887	
PR-1-02-3341	Average Interval Offered - Total Dispatch	UNE 2-Wire Digital Services	Parity with VZ Retail	5.05263	5.75	38	4	192	23		3.17887	SS
PR-1-02-3342	Average Interval Offered - Total Dispatch	UNE 2-Wire xDSL Loops	No Standard		5.9162		179		1059			
PR-1-03-2110	Average Interval Offered - Dispatch one (1) to five (5) Lines	Resale POTS Business	Parity with VZ Retail	3.86366	5.28571	1555	14	6008	74		4.0865	-1.2083
PR-1-03-2120	Average Interval Offered - Dispatch one (1) to five (5) Lines	Resale POTS Residence	Parity with VZ Retail	3.79383	2.53333	4506	30	17095	76		2.65146	3.4192
PR-1-03-3112	Average Interval Offered - Dispatch six (6) to nine (9) Lines	UNE POTS Loop	Parity with VZ Retail	3.81174	4.54794	6061	146	23103	664		3.08376	-2.5273
PR-1-04-2100	Average Interval Offered - Dispatch six (6) to nine (9) Lines	Resale POTS	Parity with VZ Retail	5.04285	4.90909	70	22	353	108		6.50626	-0.022
PR-1-04-3112	Average Interval Offered - Dispatch (>= 10 Lines)	UNE POTS Loop	Parity with VZ Retail	5.04285	5	70	3	353	15		6.50626	SS
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)	Resale POTS	Parity with VZ Retail	7.4074	NA	27		200			6.96838	
PR-1-05-3112	Average Interval Offered - Dispatch (>= 10 Lines)	UNE POTS Loop	Parity with VZ Retail	7.4074	7.33333	27	3	200	22		6.96838	SS
PR-1-06-2210	Average Interval Offered - Specials DS0	Resale DS0	Parity with VZ Retail	9.26153	4	65	1	602	4		8.56824	SS
PR-1-06-3210	Average Interval Offered - Specials DS0	UNE DS0	Parity with VZ Retail	9.26153	4.72727	65	22	602	104		8.56824	2.9837
PR-1-07-2211	Average Interval Offered - Specials DS1	Resale DS1	Parity with VZ Retail	6.91616	NA	167		1155			3.64445	
PR-1-07-3211	Average Interval Offered - Specials DS1	UNE DS1	Parity with VZ Retail	6.9878	8.23684	164	38	1146	313		3.63349	-1.9361
PR-1-08-2213	Average Interval Offered - Specials DS3	Resale DS3	Parity with VZ Retail	3.57142	NA	7		25			1.98805	
PR-1-08-3213	Average Interval Offered - Specials DS3	UNE DS3	Parity with VZ Retail	3.57142	NA	7		25			1.98805	
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		NA							
PR-1-09-3530	Average Interval Offered - Total	UNE IOF	No Standard		NA							
PR-1-09-5020	Average Interval Offered - Total	Interconnection Trunks ((CLEC) <= 192 Trunks)	Parity with VZ Retail	15.33333	14.75	6	4	92	59		2.73252	SS
		Interconnection Trunks ((CLEC) > 192 and Unforecasted Trunks)	Parity with VZ Retail	12.18181	11.17857	66	28	804	313		2.3331	1.7986
PR-1-12-2103	Average Interval Offered - Disconnects	Resale POTS/Complex	Parity with VZ Retail	1.99297	1.83164	28047	493	55897	903		4.34293	0.8297
PR-1-12-2200	Average Interval Offered - Disconnects	Resale Specials	Parity with VZ Retail	8.37781	4.7	622	10	5211	47		6.8687	2.2511
PR-1-12-3133	Average Interval Offered - Disconnects	UNE POTS & Complex	Parity with VZ Retail	1.99297	3.71626	28047	2386	55897	8867		4.34293	-5
PR-1-12-3200	Average Interval Offered - Disconnects	UNE Specials	Parity with VZ Retail	8.37781	10.2405	622	474	5211	4854		6.8687	-4.5462
		UNE: POTS Loop - Batch Hot Cut (All Line size)	No Standard		NA							
PR-1-13-3525	Average Interval Offered - Hot Cuts - No Dispatch	UNE: POTS Loop - Basic Hot Cut (21 Lines and greater)	No Standard		NA							
PR-3-01-2100	% Completed in one (1) Day one (1) to five (5) Lines - No Dispatch	Resale POTS	Parity with VZ Retail	61.277	72.122	23697	391	14521	282			4.5172
PR-3-06-2100	% Completed in three (3) Days one (1) to five (5) Lines - Dispatch	Resale POTS	Parity with VZ Retail	55.143	38.095	3937	21	2171	8			-1.3446
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	55.143	18	3937	100	2171	18			-5
PR-3-08-3534	% Completed in five (5) days - No Dispatch			0.95	100			229	229			
PR-3-09-2100	% Completed in five (5) Days one (1) to five (5) Lines - Dispatch	Resale POTS	Parity with VZ Retail	85.191	85.714	3937	21	3354	18			0.3072

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PR-3-09-3113	% Completed in five (5) Days one (1) to five (5) Lines - Dispatch	UNE POTS Loop New	Parity with VZ Retail	85.191	81	3937	100	3354	81		-1.0203
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	81.481	100	54	1	44	1		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		125		120		
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		NA						
PR-3-12-3532	% Completed in 15 Business Days	UNE POTS Loop Large Job Hot Cut (6 or more Lines)	No Standard		NA						
PR-3-13-3531	% Completed in 26 Business Days	UNE POTS Loop Large Job Hot Cut (1-5 Lines)		0.98	NA						
PR-3-13-3532	% Completed in 26 Business Days	UNE POTS Loop Large Job Hot Cut (6 or more lines)		0.98	NA						
PR-4-01-2210	% Missed Appointment - Verizon - Total	Resale Specials DS0	Parity with VZ Retail	9.21	0	76	3	7	0		SS
PR-4-01-2211	% Missed Appointment - Verizon - Total	Resale Specials DS1	Parity with VZ Retail	4.578	0	546	2	25	0		SS
PR-4-01-2213	% Missed Appointment - Verizon - Total	Resale Specials DS3	Parity with VZ Retail	11.111	NA	27		3			
PR-4-01-2214	% Missed Appointment - Verizon - Total	Resale Specials (Non DS0, Non DS1 & Non DS3)	Parity with VZ Retail	13.333	NA	75		10			
PR-4-01-3210	% Missed Appointment - Verizon - Total	UNE Specials DS0	Parity with VZ Retail	9.21	0	76	26	7	0		5
PR-4-01-3211	% Missed Appointment - Verizon - Total	UNE Specials DS1	Parity with VZ Retail	4.587	0	545	63	25	0		5
PR-4-01-3213	% Missed Appointment - Verizon - Total	UNE Specials DS3	Parity with VZ Retail	11.111	NA	27		3			
PR-4-01-3214	% Missed Appointment - Verizon - Total	UNE Specials (Non DS0, Non DS1 & Non DS3)	Parity with VZ Retail	13.333	0	75	1	10	0		SS
PR-4-01-3510	% Missed Appointment - Verizon - Total	UNE EEL	Parity with VZ Retail	4.587	1.298	545	77	25	1		1.8832
PR-4-01-3530	% Missed Appointment - Verizon - Total	UNE IOF	Parity with VZ Retail	11.111	0	27	1	3	0		SS
PR-4-02-2100	Average Delay Days - Total	Resale POTS	Parity with VZ Retail	4.05629	1.83333	675	6	2738	11	13.56443	0.4915
PR-4-02-2200	Average Delay Days - Total	Resale Specials	Parity with VZ Retail	7.95555	NA	45		358		12.50082	
PR-4-02-2341	Average Delay Days - Total	Resale 2-Wire Digital Services	Parity with VZ Retail	3.625	NA	8		29		3.20434	
PR-4-02-3112	Average Delay Days - Total	UNE POTS - Loop	Parity with VZ Retail	4.05629	3.93333	675	15	2738	59	13.56443	-0.4321
PR-4-02-3200	Average Delay Days - Total	UNE Specials	Parity with VZ Retail	7.95555	NA	45		358		12.50082	
PR-4-02-3341	Average Delay Days - Total	UNE 2-Wire Digital Services	Parity with VZ Retail	3.625	NA	8		29		3.20434	
PR-4-02-3342	Average Delay Days - Total	UNE 2-Wire xDSL Loops	Parity with VZ Retail	5.85714	3.36363	7	11	41	37	6.69399	SS
PR-4-02-3510	Average Delay Days - Total	UNE EEL	Parity with VZ Retail	4.84	1	25	1	121	1	8.97069	SS
PR-4-02-3530	Average Delay Days - Total	UNE IOF	Parity with VZ Retail	18.33333	NA	3		55		7.09459	
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		2.657			602	16		
PR-4-03-2200	% Missed Appointment - Customer	Resale Specials	No Standard		0			5	0		
PR-4-03-2341	% Missed Appointment - Customer	Resale 2-Wire Digital Services	No Standard		0			2	0		
PR-4-03-3112	% Missed Appointment - Customer	UNE POTS - Loop	No Standard		3.234			742	24		
PR-4-03-3200	% Missed Appointment - Customer	UNE Specials	No Standard		8.888			90	8		
PR-4-03-3341	% Missed Appointment - Customer	UNE 2-Wire Digital Services	No Standard		50			2	1		
PR-4-03-3342	% Missed Appointment - Customer	UNE 2-Wire xDSL Loops	No Standard		8.719			367	32		
PR-4-03-3510	% Missed Appointment - Customer	UNE EEL	No Standard		2.597			77	2		
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		26.451			3720	984		
PR-4-04-2100	% Missed Appointment - Verizon - Dispatch	Resale POTS	Parity with VZ Retail	8.394	9.09	7326	66	615	6		-0.0423
PR-4-04-2341	% Missed Appointment - Verizon - Dispatch	Resale 2-Wire Digital Services	Parity with VZ Retail	7.017	NA	57		4			
PR-4-04-3113	% Missed Appointment - Verizon - Dispatch	UNE POTS Loop New	Parity with VZ Retail	8.394	6.19	7326	210	615	13		1.2913
PR-4-04-3341	% Missed Appointment - Verizon - Dispatch	UNE 2-Wire Digital Services	Parity with VZ Retail	7.017	0	57	2	4	0		SS
PR-4-05-2100	% Missed Appointment - Verizon - No Dispatch	Resale POTS	Parity with VZ Retail	0.117	0	51281	536	60	0		5
PR-4-05-2341	% Missed Appointment - Verizon - No Dispatch	Resale 2-Wire Digital Services	Parity with VZ Retail	0	0	43	2	0	0		SS
PR-4-05-3113	% Missed Appointment - Verizon - No Dispatch	UNE POTS Loop New	Parity with VZ Retail	0.117	0	51281	234	60	0		5
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	UNE 2-Wire Digital Services	Parity with VZ Retail	0	NA	43		0			

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PR-4-07-3540	% On Time Performance - LNP Only	UNE LNP	95% on time		99.21		5323		5281		
PR-4-08-2200	% Missed Appointment - Customer - Due to Late Order Confirmation	Resale Specials	No Standard		0		5		0		
PR-4-08-2341	% Missed Appointment - Customer - Due to Late Order Confirmation	Resale 2-Wire Digital Services	No Standard		0		2		0		
PR-4-08-3200	% Missed Appointment - Customer - Due to Late Order Confirmation	UNE Specials	No Standard		0		168		0		
PR-4-08-3341	% Missed Appointment - Customer - Due to Late Order Confirmation	UNE 2-Wire Digital Services	No Standard		0		2		0		
PR-4-08-3342	% Missed Appointment - Customer - Due to Late Order Confirmation	UNE 2-Wire xDSL Loops	No Standard		0		367		0		
PR-4-14-3342	% Completed On Time - 2-Wire xDSL	UNE 2-Wire xDSL Loops	95% on time		98.045		307		301		
PR-4-15-5000	% On Time Provisioning - Trunks	Interconnection Trunks (CLEC)	95% on time		100		3720		3720		
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	Resale POTS	Parity with VZ Retail	2.784	6.06	7326	66	204	4		-1.2032
PR-5-01-2200	% Missed Appointment - Verizon - Facilities	Resale Specials	Parity with VZ Retail	4.761	0	63	4	3	0		SS
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	Resale 2-Wire Digital Services	Parity with VZ Retail	6.557	NA	61		4			
PR-5-01-3112	% Missed Appointment - Verizon - Facilities	UNE POTS Loop	Parity with VZ Retail	2.784	5.714	7326	210	204	12		-2.1106
PR-5-01-3200	% Missed Appointment - Verizon - Facilities	UNE Specials	Parity with VZ Retail	4.761	0.689	63	145	3	1		2.4152
PR-5-01-3341	% Missed Appointment - Verizon - Facilities	UNE 2-Wire Digital Services	Parity with VZ Retail	6.557	0	61		4	0		SS
PR-5-01-3342	% Missed Appointment - Verizon - Facilities	Parity with VAD/DSNO and Retail Line Sharing									
PR-5-01-5000	% Missed Appointment - Verizon - Facilities	UNE 2-Wire xDSL Loops	Retail Line Sharing	2.325	2.666	3999	300	93	8		-0.2311
PR-5-02-2100	% Orders Held for Facilities > 15 Days	Interconnection Trunks (CLEC)	Parity with VZ Retail	0	0	3878	2832	0	0		5
PR-5-02-2200	% Orders Held for Facilities > 15 Days	Resale POTS	Parity with VZ Retail	0.136	0	7326	66	10	0		5
PR-5-02-2341	% Orders Held for Facilities > 15 Days	Resale Specials	Parity with VZ Retail	0	0	63	4	0	0		SS
PR-5-02-3112	% Orders Held for Facilities > 15 Days	Resale 2-Wire Digital Services	Parity with VZ Retail	0	NA	61		0			
PR-5-02-3200	% Orders Held for Facilities > 15 Days	UNE POTS Loop	Parity with VZ Retail	0.136	0.476	7326	210	10	1		-0.6208
PR-5-02-3341	% Orders Held for Facilities > 15 Days	UNE Specials	Parity with VZ Retail	0	0	63	145	0	0		5
PR-5-02-3342	% Orders Held for Facilities > 15 Days	UNE 2-Wire Digital Services	Parity with VZ Retail	0	0	61		0	0		SS
PR-5-02-5000	% Orders Held for Facilities > 15 Days	Parity with VAD/DSNO and Retail Line Sharing									
PR-5-03-5000	% Orders Held for Facilities > 60 Days	UNE 2-Wire xDSL Loops	Retail Line Sharing	0.025	0.333	3999	300	1	1		-1.1044
PR-5-04-3112	% Orders Cancelled (> five (5) days) after Due Date - Due to Facilities	Interconnection Trunks (CLEC)	Parity with VZ Retail	0	0	3878	2832	0	0		5
PR-5-04-3200	% Orders Cancelled (> five (5) days) after Due Date - Due to Facilities	Interconnection Trunks (CLEC)	Parity with VZ Retail	0	0	3878	2832	0	0		5
PR-5-04-3341	% Orders Cancelled (> five (5) days) after Due Date - Due to Facilities	UNE POTS Loop	No Standard		0		738		0		
PR-5-04-3342	% Orders Cancelled (> five (5) days) after Due Date - Due to Facilities	UNE Specials	No Standard		0		147		0		
PR-6-01-2100	% Installation Troubles reported within 30 Days	UNE 2-Wire Digital Services	No Standard		0		2		0		
PR-6-01-2200	% Installation Troubles reported within 30 Days	UNE 2-Wire xDSL Loops	No Standard		0		334		0		
PR-6-01-2341	% Installation Troubles reported within 30 Days	Parity with VZ Retail for Found Troubles									
PR-6-01-3113	% Installation Troubles reported within 30 Days	Resale POTS	Parity with VZ Retail for Found Troubles	7.379	2.311	55495	822	4095	19		5
PR-6-01-3200	% Installation Troubles reported within 30 Days	Resale Specials	Parity with VZ Retail for Found Troubles	13.259	0	181	18	24	0		5
PR-6-01-3341	% Installation Troubles reported within 30 Days	Resale 2-Wire Digital Services	Parity with VZ Retail for Found Troubles	3.448	NA	58		2			
PR-6-01-3342	% Installation Troubles reported within 30 Days	UNE POTS Loop New	Parity with VZ Retail for Found Troubles	8.836	9.897	13987	778	1236	77		-0.9486
PR-6-01-5000	% Installation Troubles reported within 30 Days	UNE Specials	Parity with VZ Retail for Found Troubles	13.259	1.818	181	275	24	5		5
PR-6-02-3520	% Installation Troubles reported within seven (7) Days	UNE 2-Wire Digital Services	Parity with VZ Retail for Found Troubles	8.836	0	13987	2	1236	0		SS
PR-6-02-3523	% Installation Troubles reported within seven (7) Days	Parity with VZ Retail for Found Troubles									
PR-6-02-3525	% Installation Troubles reported within seven (7) Days	UNE 2-Wire xDSL Loops	Troubles	8.836	8.577	13987	443	1236	38		0.2536
PR-6-03-2100	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	Interconnection Trunks (CLEC)	Parity with VZ Retail for Found Troubles	0	0	3878	3720	0	0		5
		Loop - Basic Hot Cut (all line sizes)	< = 2%		1.088		551		6		
		Loop - Large Job Hot Cut (all line sizes)	< = 2%		NA						
		Loop - Batch Hot Cut (all line sizes)	< = 2%		NA						
		Resale POTS	No Standard		1.946		822		16		

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		18		0		
PR-6-03-2341	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	Resale 2-Wire Digital Services	No Standard		NA						
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	UNE POTS Loop	No Standard		7.536		1287		97		
PR-6-03-3200	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	UNE Specials	No Standard		2.181		275		6		
PR-6-03-3341	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	UNE 2-Wire Digital Services	No Standard		0		2		0		
PR-6-03-3342	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	UNE 2-Wire xDSL Loops	No Standard		16.027		443		71		
PR-6-03-5000	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	Interconnection Trunks (CLEC)	No Standard		0		3720		0		
PR-8-01-2100	Percent Open Orders in a Hold Status > 30 Days	Resale POTS	Parity with Verizon Retail	0.226	0	58607	602	133	0		5
PR-8-01-2200	Percent Open Orders in a Hold Status > 30 Days	Resale Specials	Parity with Verizon Retail	0	0	724	5	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	5.769	0	104	2	6	0		SS
PR-8-01-3112	Percent Open Orders in a Hold Status > 30 Days	UNE POTS - Loop	Parity with Verizon Retail	0.226	0.943	58607	742	133	7		-2.8797
PR-8-01-3200	Percent Open Orders in a Hold Status > 30 Days	UNE Specials	Parity with Verizon Retail	0	2.222	724	90	0	2		-2.2538
PR-8-01-3341	Percent Open Orders in a Hold Status > 30 Days	UNE 2-Wire Digital Services	Parity with Verizon Retail	5.769	0	104	2	6	0		SS
PR-8-01-3342	Percent Open Orders in a Hold Status > 30 Days	UNE 2-Wire xDSL Loops	Parity with Verizon Retail	0	0	76	367	0	0		5
PR-8-01-3510	Percent Open Orders in a Hold Status > 30 Days	UNE EEL	Parity with Verizon Retail	0	3.896	545	77	0	3		-2.9056
PR-8-01-3530	Percent Open Orders in a Hold Status > 30 Days	UNE IOF	Parity with Verizon Retail	0	0	27	1	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	86	58	0	0		5
PR-8-02-2100	Percent Open Orders in a Hold Status > 90 Days	Resale POTS	Parity with Verizon Retail	0.158	0	58607	602	93	0		5
PR-8-02-2200	Percent Open Orders in a Hold Status > 90 Days	Resale Specials	Parity with Verizon Retail	0	0	724	5	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	104	2	0	0		SS
PR-8-02-3112	Percent Open Orders in a Hold Status > 90 Days	UNE POTS - Loop	Parity with Verizon Retail	0.158	0.943	58607	742	93	7		-3.4582
PR-8-02-3200	Percent Open Orders in a Hold Status > 90 Days	UNE Specials	Parity with Verizon Retail	0	2.222	724	90	0	2		-2.2538
PR-8-02-3341	Percent Open Orders in a Hold Status > 90 Days	UNE 2-Wire Digital Services	Parity with Verizon Retail	0	0	104	2	0	0		SS
PR-8-02-3342	Percent Open Orders in a Hold Status > 90 Days	UNE 2-Wire xDSL Loops	Parity with Verizon Retail	0	0	76	367	0	0		5
PR-8-02-3510	Percent Open Orders in a Hold Status > 90 Days	UNE EEL	Parity with Verizon Retail	0	3.896	545	77	0	3		-2.9056
PR-8-02-3530	Percent Open Orders in a Hold Status > 90 Days	UNE IOF	Parity with Verizon Retail	0	0	27	1	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	86	58	0	0		5
PR-9-01-3520	% On Time Performance - Hot Cut	Loop - Basic Hot Cut (all line sizes)	95% Completed Within Window		98.422		317		312		
PR-9-01-3523	% On Time Performance - Hot Cut	Loop - Large Job Hot Cut (all line sizes)	95% Completed Within Window		NA						
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	Parity with Verizon Retail	35.39646	29.2	1338	6	2841628	10512	29.74968	0.4353
MR-1-01-6050	Average Response Time - Create Trouble	LSI-TA	Parity with Retail plus not more than four (4) seconds	5.56374	3.53888		980		3468.11	-2.02486	
MR-1-02-6050	Average Response Time - Status Trouble	LSI-TA	Parity with Retail plus not more than four (4) seconds	5.40133	3.30118		195		643.732	-2.10015	
MR-1-03-6050	Average Response Time - Modify Trouble	LSI-TA	Parity with Retail plus not more than four (4) seconds	5.30004	2.40681		177		426.007	-2.89323	
MR-1-04-6050	Average Response Time - Request Cancellation of Trouble	LSI-TA	Parity with Retail plus not more than four (4) seconds	5.57501	NA						
MR-1-05-6050	Average Response Time - Trouble Report History (by TN/Circuit)	LSI-TA	Parity with Retail plus not more than four (4) seconds	6.30635	8.08121		96		775.797	1.77486	
MR-1-06-6050	Average Response Time - Test Trouble (POTS Only)	LSI-TA	Parity with Retail plus not more than four (4) seconds	67.17681	67.70937		1720		116460.122	0.53276	
MR-1-07-6060	% On-Time Ticket Closure on Bonded Open Tickets by Verizon.	EBTA	98% on-time		NA						
MR-1-07-6095	% On-Time Ticket Closure on Bonded Open Tickets by Verizon.	TAXI	98% on-time		98.817		2452		2423		
MR-1-08-6060	% On-Time - Create Trouble	EBTA	95% within 2 minutes		NA						
MR-1-08-6095	% On-Time - Create Trouble	TAXI	95% within 2 minutes		100		2455		2455		
MR-1-09-6060	% On-Time - Status Trouble	EBTA	95% within 2 minutes		NA						
MR-1-09-6095	% On-Time - Status Trouble	TAXI	95% within 2 minutes		NA						
MR-1-10-6060	% On-Time - Modify Trouble	EBTA	95% within 2 minutes		NA						
MR-1-10-6095	% On-Time - Modify Trouble	TAXI	95% within 2 minutes		100		835		835		

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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		23		23			
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		96.715		1979		1914			
MR-2-01-2200	Network Trouble Report Rate	Resale Specials	Parity with Verizon Retail	0.547	0.325	154921	1230	848	4			1.3012
MR-2-01-3200	Network Trouble Report Rate	UNE Specials	Parity with Verizon Retail	0.547	1.703	154921	17493	848	298			-5
MR-2-01-5000	Network Trouble Report Rate	Interconnection Trunks (CLEC)	Parity with Verizon Retail	0	0	479090	313666	3	0			5
MR-2-02-2100	Network Trouble Report Rate - Loop	Resale POTS	Parity with Verizon Retail	1.208	0.64	2671014	18110	32270	116			5
MR-2-02-2341	Network Trouble Report Rate - Loop	Resale 2-Wire Digital Services	Parity with Verizon Retail	0.138	0.428	15869	467	22	2			-1.0395
MR-2-02-3112	Network Trouble Report Rate - Loop	UNE POTS Loop	Parity with Verizon Retail	1.208	0.57	2671014	146514	32270	836			5
MR-2-02-3341	Network Trouble Report Rate - Loop	UNE 2-Wire Digital Loops	Parity with Verizon Retail	1.201	0.086	2686883	2300	32292	2			5
MR-2-02-3342	Network Trouble Report Rate - Loop	UNE 2-Wire xDSL Loops	Parity with Verizon Retail	1.201	0.671	2686883	40683	32292	273			5
MR-2-03-2100	Network Trouble Report Rate - Central Office	Resale POTS	Parity with Verizon Retail	0.07	0.011	2671014	18110	1896	2			3.9619
MR-2-03-2341	Network Trouble Report Rate - Central Office	Resale 2-Wire Digital Services	Parity with Verizon Retail	0.05	0	15869	467	8	0			5
MR-2-03-3112	Network Trouble Report Rate - Central Office	UNE POTS Loop	Parity with Verizon Retail	0.028	0.015	2671014	146514	755	23			3.1271
MR-2-03-3341	Network Trouble Report Rate - Central Office	UNE 2-Wire Digital Loops	Parity with Verizon Retail	0.028	0	2686883	2300	757	0			5
MR-2-03-3342	Network Trouble Report Rate - Central Office	UNE 2-Wire xDSL Loops	Parity with Verizon Retail	0.028	0.019	2686883	40683	757	8			1.1914
MR-2-04-2100	% Subsequent Reports	Resale POTS	No Standard		18.62		145		27			
MR-2-04-2341	% Subsequent Reports	Resale 2-Wire Digital Services	No Standard		33.333		3		1			
MR-2-04-3112	% Subsequent Reports	UNE POTS Loop	No Standard		21.838		1099		240			
MR-2-04-3341	% Subsequent Reports	UNE 2-Wire Digital Loops	No Standard		33.333		3		1			
MR-2-04-3342	% Subsequent Reports	UNE 2-Wire xDSL Loops	No Standard		15.159		376		57			
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	Resale POTS	No Standard		0.265		18110		48			
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	Resale Specials	No Standard		0.325		1230		4			
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	Resale 2-Wire Digital Services	No Standard		0.642		467		3			
MR-2-05-3112	% CPE/TOK/FOK Trouble Report Rate	UNE POTS Loop	No Standard		0.363		146514		533			
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate	UNE Specials	No Standard		1.074		17493		188			
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	UNE 2-Wire Digital Loops	No Standard		0.086		2300		2			
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	UNE 2-Wire xDSL Loops	No Standard		-1.012		40683		412			
MR-3-01-2110	% Missed Repair Appointment - Loop	Resale POTS Business	Parity with VZ Retail	17.319	14.444	5849	90	1013	13			0.8487
MR-3-01-2120	% Missed Repair Appointment - Loop	Resale POTS Residence	Parity with VZ Retail	15.907	0	26403	26	4200	0			5
MR-3-01-2341	% Missed Repair Appointment - Loop	Resale 2-Wire Digital Services	Parity with VZ Retail	50	0	22	2	11	0		SS	
MR-3-01-3112	% Missed Repair Appointment - Loop	UNE POTS Loop	Parity with VZ Retail	16.191	14.593	32270	836	5225	122			1.2946
MR-3-01-3341	% Missed Repair Appointment - Loop	UNE 2-Wire Digital Loops	Parity with VZ Retail	16.214	0	32292	2	5236	0		SS	
MR-3-01-3342	% Missed Repair Appointment - Loop	UNE 2-Wire xDSL Loops	Parity with VZ Retail	16.214	15.857	32292	309	5236	49			0.2307
MR-3-02-2110	% Missed Repair Appointment - Central Office	Resale POTS Business	Parity with VZ Retail	9.887	50	708	2	70	1		SS	
MR-3-02-2120	% Missed Repair Appointment - Central Office	Resale POTS Residence	Parity with VZ Retail	10.185	NA	1188		121				
MR-3-02-2341	% Missed Repair Appointment - Central Office	Resale 2-Wire Digital Services	Parity with VZ Retail	25	NA	8		2				
MR-3-02-3112	% Missed Repair Appointment - Central Office	UNE POTS Loop	Parity with VZ Retail	13.907	21.739	755	23	105	5			-0.7889
MR-3-02-3341	% Missed Repair Appointment - Central Office	UNE 2-Wire Digital Loops	Parity with VZ Retail	14.002	NA	757		106				
MR-3-02-3342	% Missed Repair Appointment - Central Office	UNE 2-Wire xDSL Loops	Parity with VZ Retail	14.002	40	757	10	106	4			-1.7265
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	Resale POTS	No Standard		10.416		48		5			
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	Resale 2-Wire Digital Services	No Standard		33.333		3		1			
MR-3-03-3112	% CPE/TOK/FOK - Missed Appointment	UNE POTS Loop	No Standard		7.317		533		39			
MR-3-03-3341	% CPE/TOK/FOK - Missed Appointment	UNE 2-Wire Digital Loops	No Standard		0		2		0			
MR-3-03-3342	% CPE/TOK/FOK - Missed Appointment	UNE 2-Wire xDSL Loops	No Standard		10.679		412		44			
MR-4-01-2100	Mean Time To Repair - Total	Resale POTS	Parity with VZ Retail	40.19505	25.44548	34166	118	82398257	180154		37.74553	4.8368

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MR-4-01-2216	Mean Time To Repair - Total	Resale Specials (Non DS0 & DS0)	Parity with VZ Retail	7.11913	3.31666	405	4	172995	796		8.78904 SS
MR-4-01-2217	Mean Time To Repair - Total	Resale Specials (DS1 & DS3)	Parity with VZ Retail	5.75158	NA		443	152877			7.45698
MR-4-01-2341	Mean Time To Repair - Total	Resale 2-Wire Digital Services (ISDN)	Parity with VZ Retail	29.60722	13.71666	30	2	53293	1646		37.70452 SS
MR-4-01-3112	Mean Time To Repair - Total	UNE POTS Loop	Parity with VZ Retail	41.05712	20.83934	33025	859	81354686	1074060		37.79504 5
MR-4-01-3216	Mean Time To Repair - Total	UNE Specials (Non DS0 & DS0)	Parity with VZ Retail	7.11913	NA	405		172995			8.78904
MR-4-01-3217	Mean Time To Repair - Total	UNE Specials (DS1 & DS3)	Parity with VZ Retail	5.75158	5.7831	443	298	152877	103402		7.45698 -0.0766
MR-4-01-3341	Mean Time To Repair - Total	UNE 2-Wire Digital Loops	Parity with VZ Retail	41.05014	39.33333	33049	2	81399971	4720		37.79737 SS
MR-4-01-5000	Mean Time To Repair - Total	Interconnection Trunks (CLEC)	Parity with VZ Retail	2.73333	NA	3		492			2.03722
MR-4-02-2110	Mean Time To Repair - Loop Trouble	Resale POTS Business	Parity with VZ Retail	19.87688	20.66351	5849	90	6975593	111583		24.14315 -0.3595
MR-4-02-2120	Mean Time To Repair - Loop Trouble	Resale POTS Residence	Parity with VZ Retail	46.21452	36.48012	26403	26	73212133	56909		38.61832 1.3392
MR-4-02-2341	Mean Time To Repair - Loop Trouble	Resale 2-Wire Digital Services	Parity with VZ Retail	30.19696	13.71666	22	2	39860	1646		41.51586 SS
MR-4-02-3112	Mean Time To Repair - Loop Trouble	UNE POTS Loop	Parity with VZ Retail	41.46253	20.78261	32270	836	80279767	1042456		37.85352 5
MR-4-02-3341	Mean Time To Repair - Loop Trouble	UNE 2-Wire Digital Loops	Parity with VZ Retail	41.45486	39.33333	32292	2	80319627	4720		37.85657 SS
MR-4-02-3342	Mean Time To Repair - Loop Trouble	UNE 2-Wire xDSL Loops	Parity with VZ Retail	41.45486	26.86715	32292	309	80319627	498117		37.85657 5
MR-4-03-2110	Mean Time To Repair - Central Office Trouble	Resale POTS Business	Parity with VZ Retail	10.48935	97.18333	708	2	445588	11662		17.14493 SS
MR-4-03-2120	Mean Time To Repair - Central Office Trouble	Resale POTS Residence	Parity with VZ Retail	23.46944	NA	1188		1672902			32.07374
MR-4-03-2341	Mean Time To Repair - Central Office Trouble	Resale 2-Wire Digital Services	Parity with VZ Retail	27.98541	NA	8		13433			26.736
MR-4-03-3112	Mean Time To Repair - Central Office Trouble	UNE POTS Loop	Parity with VZ Retail	23.72889	22.90144	755	23	1074919	31604		30.55077 0.0597
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	UNE 2-Wire Digital Loops	Parity with VZ Retail	23.78564	NA	757		1080344			30.55783
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	UNE 2-Wire xDSL Loops	Parity with VZ Retail	23.78564	27.11833	757	10	1080344	16271		30.55783 -0.432
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Resale POTS	Parity with VZ Retail	44.315	66.949	34166	118	15141	79		5
MR-4-04-2216	% Cleared (all troubles) within 24 Hours	Resale Specials (Non DS0 & DS0)	Parity with VZ Retail	96.049	100	405	4	389	4		SS
MR-4-04-2217	% Cleared (all troubles) within 24 Hours	Resale Specials (DS1 & DS3)	Parity with VZ Retail	98.645	NA	443		437			
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	Resale 2-Wire Digital Services	Parity with VZ Retail	60	100	30	2	18	2		SS
MR-4-04-3112	% Cleared (all troubles) within 24 Hours	UNE POTS Loop	Parity with VZ Retail	43.006	74.155	33025	859	14203	637		5
MR-4-04-3216	% Cleared (all troubles) within 24 Hours	UNE Specials (Non DS0 & DS0)	Parity with VZ Retail	96.049	NA	405		389			
MR-4-04-3217	% Cleared (all troubles) within 24 Hours	UNE Specials (DS1 & DS3)	Parity with VZ Retail	98.645	98.657	443	298	437	294		0.3165
MR-4-04-3341	% Cleared (all troubles) within 24 Hours	UNE 2-Wire Digital Loops	Parity with VZ Retail	43.014	50	33049	2	14216	1		SS
MR-4-04-3342	% Cleared (all troubles) within 24 Hours	UNE 2-Wire xDSL Loops	Parity with VZ Retail	43.014	62.068	33049	319	14216	198		5
MR-4-04-5000	% Cleared (all troubles) within 24 Hours	Interconnection Trunks (CLEC)	Parity with VZ Retail	100	NA	3		3			
MR-4-05-5000	% Out of Service > 2 Hours	Interconnection Trunks (CLEC)	Parity with VZ Retail	33.333	NA	3		1			
MR-4-06-2110	% Out of Service > 4 Hours	Resale POTS - Business	Parity with VZ Retail	72.191	71.83	4646	71	3354	51		0.2189
MR-4-06-2120	% Out of Service > 4 Hours	Resale POTS - Residence	Parity with VZ Retail	92.258	95	19892	20	18352	19		0.0869
MR-4-06-2216	% Out of Service > 4 Hours	Resale Specials (Non DS0 & DS0)	Parity with VZ Retail	58.987	25	395	4	233	1		SS
MR-4-06-2217	% Out of Service > 4 Hours	Resale Specials (DS1 & DS3)	Parity with VZ Retail	50.797	NA	376		191			
MR-4-06-3216	% Out of Service > 4 Hours	UNE Specials (Non DS0 & DS0)	Parity with VZ Retail	58.987	NA	395		233			
MR-4-06-3217	% Out of Service > 4 Hours	UNE Specials (DS1 & DS3)	Parity with VZ Retail	50.797	52.961	376	287	191	152		-0.4739
MR-4-06-5000	% Out of Service > 4 Hours	Interconnection Trunks (CLEC)	Parity with VZ Retail	33.333	NA	3		1			
MR-4-07-2110	% Out of Service > 12 Hours	Resale POTS - Business	Parity with VZ Retail	52.453	60.563	4646	71	2437	43		-1.2402

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MR-4-07-2120	% Out of Service > 12 Hours	Resale POTS - Residence	Parity with VZ Retail	84.998	95	19892	20	16908	19		-0.9319
MR-4-07-2341	% Out of Service > 12 Hours	Resale 2-Wire Digital Services	Parity with VZ Retail	63.636	50	11	2	7	1		SS
MR-4-07-3112	% Out of Service > 12 Hours	UNE POTS Loop	Parity with VZ Retail	79.277	64.8	24104	625	19109	405		5
MR-4-07-3341	% Out of Service > 12 Hours	UNE 2-Wire Digital Loops	Parity with VZ Retail	79.272	NA	24113		19115			
MR-4-07-3342	% Out of Service > 12 Hours	UNE 2-Wire xDSL Loops Interconnection Trunks (CLEC)	Parity with VZ Retail	79.272	80.487	24113	82	19115	66		-0.1081
MR-4-07-5000	% Out of Service > 12 Hours			0	NA	3		0			
MR-4-08-2110	% Out of Service > 24 Hours	Resale POTS Business	Parity with VZ Retail	24.149	29.577	4646	71	1122	21		-0.9238
MR-4-08-2120	% Out of Service > 24 Hours	Resale POTS Residence	Parity with VZ Retail	62.13	60	19892	20	12359	12		0.4409
MR-4-08-2216	% Out of Service > 24 Hours	Resale Specials (Non DS0 & DS0)	Parity with VZ Retail	4.05	0	395	4	16	0		SS
MR-4-08-2217	% Out of Service > 24 Hours	Resale Specials (DS1 & DS3)	Parity with VZ Retail	1.595	NA	376		6			
MR-4-08-2341	% Out of Service > 24 Hours	Resale 2-Wire Digital Services	Parity with VZ Retail	36.363	0	11	2	4	0		SS
MR-4-08-3112	% Out of Service > 24 Hours	UNE POTS Loop	Parity with VZ Retail	55.463	25.6	24104	625	13369	160		5
MR-4-08-3216	% Out of Service > 24 Hours	UNE Specials (Non DS0 & DS0)	Parity with VZ Retail	4.05	NA	395		16			
MR-4-08-3217	% Out of Service > 24 Hours	UNE Specials (DS1 & DS3)	Parity with VZ Retail	1.595	1.393	376	287	6	4		0.5185
MR-4-08-3341	% Out of Service > 24 Hours	UNE 2-Wire Digital Loops	Parity with VZ Retail	55.459	NA	24113		13373			
MR-4-08-3342	% Out of Service > 24 Hours	UNE 2-Wire xDSL Loops Interconnection Trunks (CLEC)	Parity with VZ Retail	55.459	51.219	24113	82	13373	42		0.8832
MR-4-08-5000	% Out of Service > 24 Hours			0	NA	3		0			
MR-5-01-2100	% Repeat Reports within 30 Days	Resale POTS	Parity with VZ Retail	19.967	16.949	34166	118	6822	20		0.9317
MR-5-01-2200	% Repeat Reports within 30 Days	Resale Specials	Parity with VZ Retail	19.457	25	848	4	165	1		SS
MR-5-01-2341	% Repeat Reports within 30 Days	Resale 2-Wire Digital Services	Parity with VZ Retail	13.333	50	30	2	4	1		SS
MR-5-01-3112	% Repeat Reports within 30 Days	UNE POTS Loop	Parity with VZ Retail	19.967	14.318	34166	859	6822	123		4.3
MR-5-01-3200	% Repeat Reports within 30 Days	UNE Specials	Parity with VZ Retail	19.457	17.114	848	298	165	51		0.9755
MR-5-01-3341	% Repeat Reports within 30 Days	UNE 2-Wire Digital Loops	Parity with VZ Retail	19.967	0	34196	2	6828	0		SS
MR-5-01-3342	% Repeat Reports within 30 Days	UNE 2-Wire xDSL Loops Interconnection Trunks (CLEC)	Parity with VZ Retail	19.967	19.749	34196	319	6828	63		0.1538
MR-5-01-5000	% Repeat Reports within 30 Days			0	NA	3		0			
NP-1-01-5000	% Final Trunk Groups Exceeding Blocking Standard	CLEC Trunks	See Guidelines	7.755	1.98	245	202	19	4		3.1181
NP-1-02-5000	% Final Trunk Groups Exceeding Blocking Standard (No Exceptions)	CLEC Trunks	See Guidelines	7.755	2.97	245	202	19	6		2.4678
NP-1-03-5000	Number Final Trunk Groups Exceeding Blocking Standard - Two (2) Months	CLEC Trunks	See Guidelines		0						
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	Collocation - New Applications	95% on time		NA						
NP-2-01-6702	% On Time Response to Request for Physical Collocation	Collocation - Augment Applications	95% on time		100		3		3		
NP-2-02-6701	% On Time Response to Request for Virtual Collocation	Collocation - New Applications	95% on time		NA						
NP-2-02-6702	% On Time Response to Request for Virtual Collocation	Collocation - Augment Applications	95% on time		NA						
NP-2-03-6701	Average Interval - Physical Collocation	Collocation - New Applications	No Standard		NA						
NP-2-03-6711	Average Interval - Physical Collocation - 76 Days	Collocation Augment Applications not subject to the 45 business day interval (76 Days)	No Standard		31.5						
NP-2-03-6712	Average Interval - Physical Collocation - 45 Days	Collocation Augment Applications subject to the 45 business day interval	No Standard		22.6						
NP-2-04-6701	Average Interval - Virtual Collocation	Collocation - New Applications	No Standard		NA						

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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 - New Applications	95% on time		NA						
NP-2-05-6702	% On Time - Physical Collocation	Collocation - Augment Applications - 45 days and 76 days combined	95% on time		100		7		7		
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		98.266		1068342		1049825		
BI-2-01-1000	Timeliness of Carrier Bill	Resale & UNE combined	98% in 10 Business Days		99.259		1351		1341		
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		160		160		
BI-3-05-1000	% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgment	Resale & UNE combined	95% within 28 Calendar Days after acknowledgement		96.551		174		168		
BI-3-07-1000	% Full or Partial Denials	Resale & UNE combined	No Standard		53.804		184		99		
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		95.402		87		83		
BI-6-01-1000	% Completeness of Usage Charges - Including Order Activity Post Completion Discrepancy Delayed Charges	Resale & UNE	No Standard		99.994		51952150		51949348		
BI-6-02-1000	% Completeness of Usage Charges - Excluding Order Activity Post Completion Discrepancy Delayed Charges	Resale & UNE	Parity with VZ Retail	99.766	99.994	1237587370	51952147	1234700299	51949345		
BI-7-01-1000	% Completeness of Fractional Recurring Charges - Including Order Activity Post Completion Discrepancy Delayed Charges	Resale & UNE	No Standard		94.651		56200.95		53194.93		
BI-7-02-1000	% Completeness of Fractional Recurring Charges - Excluding Order Activity Post Completion Discrepancy Delayed Charges	Resale & UNE	Parity with VZ Retail	92.102	95.896	3464964.03	53171.23	3191333.92	50989.3		
BI-8-01-1000	% Completeness of Non-Recurring Charges - Including Order Activity Post Completion Discrepancy Delayed Charges	Resale & UNE	No Standard		99.877		386177.14		385702.29		
BI-8-02-1000	% Completeness of Non-Recurring Charges - Excluding Order Activity Post Completion Discrepancy Delayed Charges	Resale & UNE	Parity with VZ Retail	96.84	99.98	2413125.83	384094.71	2336887.13	384019.99		
BI-9-01-1000	% Billing Completeness in Twelve Billing Cycles	Resale & UNE combined	0.96		99.999		8863954.29		8863898.17		
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
 APRIL, 2010

Legend

+	Enview used to report Retail and Wholesale results For PA and DE PO-1-01 and PO-1-09 metrics, the NA reported reflects that there were no Customer Service Records returned in response to the simulated retail Pre-Order queries that were placed throughout the month of April.
++	
(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.