									1	1	1	1	
				Percent Flow									
		Percent Flow	Total order	Through									
	Total Orders		(rolling 4	(rolling 4									
Flowthrough		(current day)		(rolling 4 weeks)									
Retail POTS	(current day)	(current day)	WEERS)	weeks)				-					
Retail POTS				1				-					
Retail all other product types													
Wholesale LSRs (Total)													
AB - Loop													
BB - Loop with Number Portability (hot cuts)									-				
CB - Number Portability									-				
DB - Ret/Bnld Loop & Port w/o Cage Platfm													
EB - Resale													
FB - Unbundled Loc Switching (Port)													
JB - Standalone DL only VZ Added													
KB - Resale Private Line													
MB - Loop&UnbnldLocSwitchPortw/Cage													
NB - DID/DOD/PBX													
PB - CENTREX Resale									1				
QB - Isdn Bri/Pri Service													
SB - LIDB Verizon Added									1				
	Percent dial												
	tone installed												
	within 3 days												
	for new												
	service												
Retail POTS	0011100			1									
					1	1		1		Percent of	1		
									Number of				
								Average		complete			
								Delay Days					
					Service			(provisioned					
					Pending	Service	Service	date -	receipt to				
			Service		(Total	Pending (not		committed	current	extended)			
Retail POTS (Orders requiring a dispatch)	Total Orders	Valid rejects		Unsubmitted	Orders)	late)	(late)	date)	date.	interval			
Add	. otal Olders	- una rejecto	Complete				(1010)						
Delete				1									
Move and Migrate				1					-				
Record				1					-				
Resume and Suspend				1					-				
Update (change ordes)							+		1		+		
							+		1		+		
					l		1	1	1	Percent of			
									Number of				
								Average		complete			
								Delay Days					
					Service			(provisioned					
					Pending	Service	Service	date -	receipt to				
			Service		(Total	Pending (not		committed	current	extended)			
	1	Valid as is sta		Unsubmitted	Orders)	late)	(late)	date)	date.	interval			
Retail POTS (Orders not requiring a dispatch)	Total Orders				010013/	iaio)	(iaic)	uaio)	date.	interval			
Retail POTS (Orders not requiring a dispatch)	Total Orders	valid rejects	Complete										
Add	Total Orders	valid rejects	Complete										
Add Delete	Total Orders		Complete										
Add Delete Move and Migrate	Total Orders												
Add Delete Move and Migrate Record	Total Orders												
Add Delete Move and Migrate	Total Orders												

	1	1	1			1	1	1				
				1	<u> </u>		1					
										Percent of		
									Number of			
								Average	orders	complete		
								Delay Days	>20 days	within		
					Service			(provisioned				
					Pending	Service	Service	date -	receipt to			
			Service		(Total	Pending (not		committed	current	extended)		
Retail xDSL (Orders requiring a dispatch)	Total Orders			Unsubmitted	Orders)	late)	(late)	date)	date.	interval		
Add	Total Orders	valid rejects	Complete	Unsubmitted	Orders)	iate)	(late)	date)		Interval		
Delete												
Move and Migrate												
Record												
Resume and Suspend												
Update (change ordes)												
										Percent of		
									Number of	orders		
								Average	orders	complete		
								Delay Days				
					Service			(provisioned				
					Pending	Service	Service	date -	receipt to			
			Service		(Total	Pending (not		committed	current	extended)		
Retail xDSL (Orders not requiring a dispatch)	Total Ordara	Valid raiaata		Unsubmitted	Orders)	late)	(late)	date)	date.	interval		
	Total Orders	valid rejects	Complete	Unsubmitted	Orders)	iate)	(late)	date)	date.	Interval		
Add												
Delete												
Move and Migrate												
Record												
Resume and Suspend												
Update (change ordes)												
										Percent of		
									Number of	orders		
								Average	orders	complete		
								Delay Days	>20 days	within		
					Service			(provisioned	from order	standard		
					Pending	Service	Service	date -	receipt to			
			Service		(Total	Pending (not		committed	current	extended)		
All other product types (Orders requiring a dispatch)	Total Orders	Valid rojecte		Unsubmitted	Orders)	late)	(late)	date)	date.	interval		
Add	Total Orders	valiu rejects	Complete	Onsubmitted	Olders)	iate)		uale)		Interval		
Delete												
Move and Migrate												
Record												
Resume and Suspend												
Update (change ordes)												
										Percent of		
	1								Number of			
			1					Average	orders	complete		
								Delay Days	>20 days	within		
								Delay Days				
					Service					standard		
					Service	Service	Service	(provisioned	from order			
			Service		Pending		Service Pending	(provisioned date -	from order receipt to	(not		
All other product types (Orders not convicing a dispetably	Total Ordera	Valid roisets	Service	Unsubmitted	Pending (Total	Pending (not	Pending	(provisioned date - committed	from order receipt to current	(not extended)		
	Total Orders	Valid rejects		Unsubmitted	Pending			(provisioned date -	from order receipt to	(not		
All other product types (Orders not requiring a dispatch)	Total Orders	Valid rejects		Unsubmitted	Pending (Total	Pending (not	Pending	(provisioned date - committed	from order receipt to current	(not extended)		
Add Delete	Total Orders	Valid rejects		Unsubmitted	Pending (Total	Pending (not	Pending	(provisioned date - committed	from order receipt to current	(not extended)		
Add Delete Move and Migrate	Total Orders	Valid rejects		Unsubmitted	Pending (Total	Pending (not	Pending	(provisioned date - committed	from order receipt to current	(not extended)		
Add Delete	Total Orders	Valid rejects		Unsubmitted	Pending (Total	Pending (not	Pending	(provisioned date - committed	from order receipt to current	(not extended)		

Update (change ordes)												
			Service		(Total	Pending (not	Service Pending	Average Delay Days (provisioned date - FOC	>20 days from order receipt to current	complete within standard (not extended)		
Wholesale	Total Orders	Valid rejects	Complete	Unsubmitted	Orders)	late)	(late)	due date)	date.	interval		
LSR Dispatch Total												
AB - Loop												
BB - Loop with Number Portability (hot cuts)												r i
CB - Number Portability												r i
DB - Ret/Bnld Loop & Port w/o Cage Platfm												
EB - Resale												
FB - Unbundled Loc Switching (Port)												
JB - Standalone DL only VZ Added												
KB - Resale Private Line												
MB - Loop&UnbnldLocSwitchPortw/Cage												
NB - DID/DOD/PBX												
PB - CENTREX Resale												
QB - Isdn Bri/Pri Service												
SB - LIDB Verizon Added												

	1	1	1	1	1	1		1		1		1
	-									L		
										Percent of		
									Number of	orders		
									orders	complete		
								Average	>20 days	within		
					Service			Delay Days	from order			
					Pending	Service	Service	(provisioned				
			Service		(Total			date - FOC		extended)		
Whelesels I SDe net requiring a dispetch	Total Ordana	Valid rejects		Unsubmitted	Orders)	late)	(late)	due date)	date.	interval		
Wholesale LSRs not requiring a dispatch LSR Non-Dispatch Total	Total Orders	valiu rejects	Complete	Unsubmitted	Olders)	iale)	(late)	uue uale)	uale.	interval		
AB - Loop												
BB - Loop with Number Portability (hot cuts)												
CB - Number Portability												
DB - Ret/Bnld Loop & Port w/o Cage Platfm												
EB - Resale												
FB - Unbundled Loc Switching (Port)												
JB - Standalone DL only VZ Added												
KB - Resale Private Line												
MB - Loop&UnbnldLocSwitchPortw/Cage												
NB - DID/DOD/PBX	1	1								1		
PB - CENTREX Resale				1			1		1			
QB - Isdn Bri/Pri Service									1			
SB - LIDB Verizon Added	1			1	+		-		-	1		-
				+								
										Percent of		
									N			
									Number of			
									orders	complete		
								Average	>20 days			
					Service			Delay Days				
					Pending	Service		(provisioned	receipt to			
			Service		(Total	Pending (not	Pending	date - FOC	current	extended)		
Wholesale ASRs (Orders requiring a dispatch)	Total Orders	Valid rejects	Complete	Unsubmitted	Orders)	late)	(late)	due date)	date.	interval		
EA – End User Special Access Manual/Mechanized Service Request						,						
ED – End User Special Access Manual/Mechanized Firm Order												
LD – CCS Link Manual/Mechanized Firm Order												
MA – Trunking Manual/Mechanized Service Request												
MD – Trunking Manual/Mechanized Service Request												
SA – Special Access Manual/Mechanized Service Request												
SC - Not Defined												
SD – Special Access Manual/Mechanized Firm Order	1						1			1		
SG – Special Access - Access Service Request										1		
VD – Broadband Services Manual/Mechanized Firm Order										1		
XD – Broadband End User Services Manual/Mechanized Firm Order												
Other							1		1	1	-	
										Percent of		
		1							Number of			
		1							orders	complete		
								Average	>20 days			
					Service			Delay Days				
		1	1		Pending	Service	Service	(provisioned				
					renuing							
			Sonica		(Toto)	Donding (r - 1		data FOO	ourrent			
Whater Is ADD (Order and comiting a dispatch)	Tatal Ord	Validação (	Service	Line des Martin	(Total	Pending (not			current	extended)		
Wholesale ASRs (Orders not requiring a dispatch)	Total Orders	Valid rejects		Unsubmitted	(Total Orders)	Pending (not late)	Pending (late)	date - FOC due date)	current date.	extended) interval		
EA – End User Special Access Manual/Mechanized Service Request	Total Orders	Valid rejects		Unsubmitted								
EA – End User Special Access Manual/Mechanized Service Request ED – End User Special Access Manual/Mechanized Firm Order	Total Orders	Valid rejects		Unsubmitted								
EA – End User Special Access Manual/Mechanized Service Request ED – End User Special Access Manual/Mechanized Firm Order LD – CCS Link Manual/Mechanized Firm Order	Total Orders	Valid rejects										
EA – End User Special Access Manual/Mechanized Service Request ED – End User Special Access Manual/Mechanized Firm Order	Total Orders	Valid rejects										
EA – End User Special Access Manual/Mechanized Service Request ED – End User Special Access Manual/Mechanized Firm Order LD – CCS Link Manual/Mechanized Firm Order	Total Orders	Valid rejects		Unsubmitted								
EA – End User Special Access Manual/Mechanized Service Request ED – End User Special Access Manual/Mechanized Firm Order LD – CCS Link Manual/Mechanized Firm Order MA – Trunking Manual/Mechanized Service Request	Total Orders	Valid rejects		Unsubmitted								

SC - Not Defined													
SD – Special Access Manual/Mechanized Firm Order													
SG – Special Access - Access Service Request													
VD – Broadband Services Manual/Mechanized Firm Order													
XD – Broadband End User Services Manual/Mechanized Firm Order													
Other													
	Total orders												
	still pending												
Wholesale orders entered into Wisor prior to Feb 9 cutover	completion												
LSR													
ASR													
			Trouble										
			report rate		Percent out								
			(total trouble		of service								
					cleared								
	Total trouble Mea	an time to		appoinitments	within 24								
Mean Time to Repair and Trouble Report Rate													
	reports repa	air	service)	met	hours								
Retail POTS													
Retail xDSL													
Retail all other services													
Resale POTS													
Resale all other services													
Wholesale Advantage POTS													
Wholesale Advantage all other services													
UNE- L < DS1													
UNE- L > or equal to DS1													
Special Access < DS1													
Special Access > or equal to DS1													
Switched Access trunks													
	Percent of												
	bills known to Dail	lv \$											
		ount of											
	(excluding billing												
Billing	format errors) adju												
Retail													
Wholesale (Resale)													
Wholesale (all other)													
Access bills													
										Wook to da	to avorage	(Monday to Friday)	1
			Calla							WEEK ID US	lie average	(wonday to Thuay)	
			Calls	0-11-									
			Answered	Calls	0 "		. ·	AL 17 (C		<b>D</b> (			
	Call		<20	Answered >20				AHT (in		Percent	Service	Average	
Call Centers	Calls offered han	dled	seconds	seconds	Abandoned	Abandoned	Level	minutes)	wait Time	Abandoned	Level	wait time	
CSSC													
BSSC													
Repair													
							<u> </u>						
			Total Open										
	Tota	al Open	Defects -	Total Open					1				
	Total Defects Defe	ects -	medium	Defects - low					1				
Daily System Defect Management	since cutover high	n priority	priority	priority					1				
Pre-order (wholesale)									1		1		
Wisor										1			
Ordering and provisioning				1									1
	+				1	1	1		+	1	1		
Maintenance and Repair													

Billing wholesale						
Billing Retail						
Other						