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April 26, 2021

e-DOCKET

Ms. Brinda Westbrook-Sedgwick
Commission Secretary
The Public Service Commission of the District of Columbia
1325 G Street, NW, Suite 800
Washington, DC 20005

**RE: Formal Case No. 990 – Verizon Washington, DC Inc.’s Performance Assurance
Plan Aggregate Report for March 2021**

Dear Ms. Westbrook-Sedgwick:

Enclosed is Verizon Washington, DC Inc.’s Performance Assurance Plan Aggregate Report for March 2021.

If you have any questions regarding this filing, please contact me or Stephanie Ulrich at Stephanie.a.ulrich@verizon.com.

Respectfully,

A handwritten signature in blue ink that reads "Karl Tucker / san".

cc: See Certificate of Service (w/o enclosures)

CERTIFICATE OF SERVICE

I hereby certify that on this 26th day of April, 2021, a copy of the foregoing was served electronically or by first-class mail, postage prepaid, on the parties listed below.

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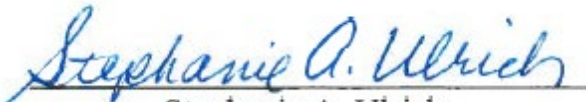
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Stephanie A. Ulrich

March-21

Performance Assurance Plan - Verizon DC

Section	Mode	Weighted Score	Market Adjustment
MOE	Loop	-0.0152	\$0
MOE	Resale	-0.0207	\$0
MOE	Trunks	0.0000	\$0
MOE	Total		\$0
Critical Measure	Loop		\$0
Critical Measure	Resale		\$0
Critical Measure	Trunks		\$0
Critical Measure	Specials		\$0
Critical Measure	Other		\$0
Critical Measure	Total		\$0
Individual Rule	Total		\$120
All	Grand Total		\$120

Performance Assurance Plan - Verizon DC

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Blank Stat. Score = Insufficient activity or no activity to perform a statistical test

Perf. Score	Wgt.	Wgtd. Score	Metric #	Metric Description	Product	VZ Perf.	CLEC Perf.	VZ Obs.	CLEC Obs.	VZ Std.Dev.	Difference or Stat. Score	Bill Credit
-1	330	-0.0152	MOE-Loop	Loop Based Mode of Entry Totals								\$ -
0	2	0.0000	PO-1-01-6020	Average Response Time - Customer Service Record (CSR)	EDI	0.99	3.33		30		2.3333	
0	2	0.0000	PO-1-01-6030	Average Response Time - Customer Service Record (CSR)	CORBA	0.99			0			
0	5	0.0000	PO-1-01-6050	Average Response Time - Customer Service Record (CSR)	WEB GUI/LSI/W	0.99	1.41		63		0.4192	
0	2	0.0000	PO-1-03-6020	Average Response Time - Address Validation	EDI	2.55	5.30		106		2.7448	
0	2	0.0000	PO-1-03-6030	Average Response Time - Address Validation	CORBA	2.55			0			
0	5	0.0000	PO-1-03-6050	Average Response Time - Address Validation	WEB GUI/LSI/W	2.55	3.78		20		1.2215	
0	2	0.0000	PO-1-06-6020	Average Response Time - Mechanized Loop Qualification - xDSL	EDI	1.60			0			
0	2	0.0000	PO-1-06-6050	Average Response Time - Mechanized Loop Qualification - xDSL	WEB GUI/LSI/W	1.60	2.07		1		0.4681	
0	5	0.0000	PO-2-02-6010	OSS Interface Availability - Prime-Time	WPTS		100.00					
0	5	0.0000	PO-2-02-6020	OSS Interface Availability - Prime Time	EDI		99.97					
0	5	0.0000	PO-2-02-6030	OSS Interface Availability - Prime Time	CORBA		100.00					
0	5	0.0000	PO-2-02-6080	OSS Interface Availability - Prime Time	Web GUI		100.00					
0	2	0.0000	PO-8-01-6000	% On Time - Manual Loop Qualification	Systems Metrics				0			
0	10	0.0000	OR-1-02-3331	% On Time LSRC - Flow-through	UNE-L/Pre-qual Complx/LNP		99.24		525			
0	5	0.0000	OR-1-04-3331	% On Time LSRC/ASRC - No Facil Chk (Electr. No Flow-through)	UNE-L/Pre-qual Complx/LNP		100.00		42			
0	5	0.0000	OR-1-06-3331	% On Time LSRC/ASRC - Facil Chk (Electr. No Flow-through)	UNE-L/Pre-qual Complx/LNP		96.77		31			
0	5	0.0000	OR-2-02-3331	% On Time LSR Reject - Flow-through	UNE-L/Pre-qual Complx/LNP		98.77		162			
0	5	0.0000	OR-2-04-3331	% On Time LSR/ASR Rej - No Facil Chk (Electr. No Flow-through)	UNE-L/Pre-qual Complx/LNP		100.00		24			
0	2	0.0000	OR-2-04-3341	% On Time LSR/ASR Rej - No Facil Chk (Electr. No Flow-through)	UNE 2W Digital				0			
0	2	0.0000	OR-2-04-3342	% On Time LSR/ASR Rej - No Facil Chk (Electr. No Flow-through)	UNE 2W xDSL Loops				0			
0	2	0.0000	OR-2-06-3331	% On Time LSR/ASR Rej - Facil Chk (Electr. No Flow-through)	UNE-L/Pre-qual Complx/LNP		100.00		23			
0	2	0.0000	OR-2-06-3341	% On Time LSR/ASR Rej - Facil Chk (Electr. No Flow-through)	UNE 2W Digital				0			
-1	5	-0.0152	OR-4-16-1000	% Provisioning Comp. Notifiers sent - 1 Business Day	Resale/UNE (EDI)		93.18		381			
0	5	0.0000	OR-5-03-3112	% Flow Through Achieved	UNE-L		95.56		45			
0	5	0.0000	OR-6-03-3331	% Accuracy - LSRC	UNE-L/Complex/LNP		0.00		92			
0	5	0.0000	PR-3-10-3342	% Completed in six (6) Days one (1) to five (5) Lines - Total	UNE 2W xDSL Loops		100.00		2			
0	10	0.0000	PR-4-02-3112	Average Delay Days - Total	UNE-L	2.14		7	0	1.46		
0	2	0.0000	PR-4-02-3341	Average Delay Days - Total	UNE 2W Digital			0	0			
0	5	0.0000	PR-4-02-3342	Average Delay Days - Total	UNE 2W xDSL Loops			0	0			
0	5	0.0000	PR-4-04-3113	% Missed Appointment - Verizon - Dispatch	UNE-L New	0.00		41	0			
0	2	0.0000	PR-4-04-1341	% Missed Appointment - Verizon - Dispatch	Resale/UNE 2W Digital			0	0			
0	2	0.0000	PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	UNE 2W Digital	0.00		53	0			
0	2	0.0000	PR-4-14-3342	% Completed On Time - 2-Wire xDSL	UNE 2W xDSL Loops		100.00		5			
0	5	0.0000	PR-5-01-3112	% Missed Appointment - Verizon - Facilities	UNE-L	0.00		41	0			
0	5	0.0000	PR-5-02-3112	% Orders Held for Facilities > 15 Days	UNE-L	0.00		41	0			
0	10	0.0000	PR-6-01-3113	% Installation Troubles reported within 30 Days	UNE-L New	0.00		116	0			
0	2	0.0000	PR-6-01-3341	% Installation Troubles reported within 30 Days	UNE 2W Digital	0.00		116	0			
0	10	0.0000	PR-6-01-3342	% Installation Troubles reported within 30 Days	UNE 2W xDSL Loops	0.00	0.00	116	55		5.0000	
0	20	0.0000	PR-6-02-3520	% Installation Troubles reported within seven (7) Days	UNE-L Basic HC				0			
0	10	0.0000	PR-6-02-3523	% Installation Troubles reported within seven (7) Days	UNE-L Large Job HC				0			
0	2	0.0000	PR-8-01-3341	Percent Open Orders in a Hold Status > 30 Days	UNE 2W Digital	0.00		53	0			
0	5	0.0000	PR-8-01-3342	Percent Open Orders in a Hold Status > 30 Days	UNE 2W xDSL Loops	0.00	0.00	16	7			
0	20	0.0000	PR-9-01-3520	% On Time Performance - Hot Cut	UNE-L Basic HC				0			
0	10	0.0000	PR-9-01-3523	% On Time Performance - Hot Cut	UNE-L Large Job HC				0			
0	10	0.0000	PR-9-08-3533	Average Duration of Hot Cut Installation Troubles	UNE-L Total HC			0	0			
0	2	0.0000	MR-1-01-6050	Average Response Time - Create Trouble	LSI-TA	3.74	3.18		449		-0.5646	
0	10	0.0000	MR-3-01-3112	% Missed Repair Appointment - Loop	UNE-L	9.00	0.00	411	1			
0	2	0.0000	MR-3-01-3341	% Missed Repair Appointment - Loop	UNE 2W Digital	9.00		411	0			
0	5	0.0000	MR-3-01-3342	% Missed Repair Appointment - Loop	UNE 2W xDSL Loops	9.00	0.00	411	3			
0	10	0.0000	MR-3-02-3112	% Missed Repair Appointment - Central Office	UNE-L	10.34		29	0			
0	2	0.0000	MR-3-02-3341	% Missed Repair Appointment - Central Office	UNE 2W Digital	10.34		29	0			
0	5	0.0000	MR-3-02-3342	% Missed Repair Appointment - Central Office	UNE 2W xDSL Loops	10.34	0.00	29	1			
0	5	0.0000	MR-4-02-3112	Mean Time To Repair - Loop Trouble	UNE-L	31.07	17.35	411	1	133.45		
0	2	0.0000	MR-4-02-3341	Mean Time To Repair - Loop Trouble	UNE 2W Digital	31.07		411	0	133.45		
0	2	0.0000	MR-4-02-3342	Mean Time To Repair - Loop Trouble	UNE 2W xDSL Loops	31.07	8.10	411	3	133.45		
0	5	0.0000	MR-4-03-3112	Mean Time To Repair - Central Office Trouble	UNE-L	15.69		29	0	36.88		
0	2	0.0000	MR-4-03-3341	Mean Time To Repair - Central Office Trouble	UNE 2W Digital	15.69		29	0	36.88		
0	2	0.0000	MR-4-03-3342	Mean Time To Repair - Central Office Trouble	UNE 2W xDSL Loops	15.69	0.82	29	1	36.88		
0	2	0.0000	MR-4-04-3341	% Cleared (all troubles) within 24 Hours	UNE 2W Digital	72.95		440	0			
0	2	0.0000	MR-4-04-3342	% Cleared (all troubles) within 24 Hours	UNE 2W xDSL Loops	72.95	100.00	440	4			
0	5	0.0000	MR-4-07-3112	% Out of Service > 12 Hours	UNE-L	56.88	100.00	320	1			
0	2	0.0000	MR-4-07-3341	% Out of Service > 12 Hours	UNE 2W Digital	56.88		320	0			
0	2	0.0000	MR-4-07-3342	% Out of Service > 12 Hours	UNE 2W xDSL Loops	56.88	25.00	320	4			
0	10	0.0000	MR-4-08-3112	% Out of Service > 24 Hours	UNE-L	22.50	0.00	320	1			
0	10	0.0000	MR-5-01-3112	% Repeat Reports within 30 Days	UNE-L	18.92	0.00	465	1			
0	2	0.0000	MR-5-01-3341	% Repeat Reports within 30 Days	UNE 2W Digital	18.92		465	0			
0	2	0.0000	MR-5-01-3342	% Repeat Reports within 30 Days	UNE 2W xDSL Loops	18.92	25.00	465	4			

Performance Assurance Plan - Verizon DC

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Blank Stat. Score = Insufficient activity or no activity to perform a statistical test

Perf. Score	Wgt.	Wgtd. Score	Metric #	Metric Description	Product	VZ Perf.	CLEC Perf.	VZ Obs.	CLEC Obs.	VZ Std.Dev.	Difference or Stat. Score	Bill Credit
-1	241	-0.0207	MOE-Resale	Resale Mode of Entry Totals								\$ -
0	2	0.0000	PO-1-01-6020	Average Response Time - Customer Service Record (CSR)	EDI	0.99	3.33		30		2.3333	
0	2	0.0000	PO-1-01-6050	Average Response Time - Customer Service Record (CSR)	WEB GUI/LSI/W	0.99	1.41		63		0.4192	
0	2	0.0000	PO-1-03-6020	Average Response Time - Address Validation	EDI	2.55	5.30		106		2.7448	
0	2	0.0000	PO-1-03-6050	Average Response Time - Address Validation	WEB GUI/LSI/W	2.55	3.78		20		1.2215	
0	5	0.0000	PO-2-02-6020	OSS Interface Availability - Prime Time	EDI	99.97						
0	5	0.0000	PO-2-02-6080	OSS Interface Availability - Prime Time	Web GUI	100.00						
0	10	0.0000	OR-1-02-2320	% On Time LSRC - Flow-through	Resale POTS/Pre-qual Complx	100.00			7			
0	5	0.0000	OR-1-04-2320	% On Time LSRC/ASRC - No Facil Chk (Electr. No Flow-through)	Resale POTS/Pre-qual Complx	100.00			3			
0	5	0.0000	OR-2-02-2320	% On Time LSR Reject - Flow-through	Resale POTS/Pre-qual Complx	100.00			8			
0	2	0.0000	OR-2-04-2320	% On Time LSR/ASR Rej - No Facil Chk (Electr. No Flow-through)	Resale POTS/Pre-qual Complx	100.00			8			
0	2	0.0000	OR-2-06-2320	% On Time LSR/ASR Rej - Facil Chk (Electr. No Flow-through)	Resale POTS/Pre-qual Complx				0			
-1	5	-0.0207	OR-4-16-1000	% Provisioning Comp. Notifiers sent - 1 Business Day	Resale/UNE (EDI)	93.18			381			
0	10	0.0000	OR-5-03-2000	% Flow Through Achieved	Resale	100.00			7			
0	10	0.0000	OR-6-03-2000	% Accuracy - LSRC	Resale	0.00			7			
0	5	0.0000	PR-3-01-2100	% Completed in 1 Day - one (1) to five (5) Lines - No Dispatch	Resale POTS	74.91	100.00	283	1			
0	15	0.0000	PR-4-02-2100	Average Delay Days - Total	Resale POTS	2.14		7	0	1.46		
0	10	0.0000	PR-4-04-2100	% Missed Appointment - Verizon - Dispatch	Resale POTS	0.00		41	0			
0	20	0.0000	PR-4-05-2100	% Missed Appointment - Verizon - No Dispatch	Resale POTS	1.07	0.00	654	3			
0	5	0.0000	PR-5-01-2100	% Missed Appointment - Verizon - Facilities	Resale POTS	0.00		41	0			
0	5	0.0000	PR-5-02-2100	% Orders Held for Facilities > 15 Days	Resale POTS	0.00		41	0			
0	15	0.0000	PR-6-01-2100	% Installation Troubles reported within 30 Days	Resale POTS	0.00	0.00	501	8		5.0000	
0	2	0.0000	MR-1-01-6050	Average Response Time - Create Trouble	LSI-TA	3.74	3.18		449		-0.5646	
0	2	0.0000	MR-1-06-6050	Average Response Time - Test Trouble (POTS Only)	LSI-TA	74.53	49.34		369		-25.1880	
0	10	0.0000	MR-3-01-2110	% Missed Repair Appointment - Loop	Resale POTS Bus	5.79	0.00	121	1			
0	10	0.0000	MR-3-01-2120	% Missed Repair Appointment - Loop	Resale POTS Res	10.34		290	0			
0	10	0.0000	MR-3-02-2110	% Missed Repair Appointment - Central Office	Resale POTS Bus	10.00		10	0			
0	10	0.0000	MR-3-02-2120	% Missed Repair Appointment - Central Office	Resale POTS Res	6.82		44	0			
0	5	0.0000	MR-4-02-2110	Mean Time To Repair - Loop Trouble	Resale POTS Bus	20.17	187.28	121	1	21.81		
0	5	0.0000	MR-4-02-2120	Mean Time To Repair - Loop Trouble	Resale POTS Res	35.62		290	0	158.11		
0	5	0.0000	MR-4-03-2110	Mean Time To Repair - Central Office Trouble	Resale POTS Bus	3.69		10	0	4.99		
0	5	0.0000	MR-4-03-2120	Mean Time To Repair - Central Office Trouble	Resale POTS Res	17.41		44	0	35.39		
0	5	0.0000	MR-4-07-2110	% Out of Service > 12 Hours	Resale POTS - Bus	51.61	100.00	93	1			
0	5	0.0000	MR-4-07-2120	% Out of Service > 12 Hours	Resale POTS - Res	57.74		239	0			
0	5	0.0000	MR-4-08-2110	% Out of Service > 24 Hours	Resale POTS Bus	18.28	100.00	93	1			
0	5	0.0000	MR-4-08-2120	% Out of Service > 24 Hours	Resale POTS Res	23.43		239	0			
0	10	0.0000	MR-5-01-2100	% Repeat Reports within 30 Days	Resale POTS	18.92	0.00	465	1			
0	5	0.0000	BI-1-02-1000	% DUF in four (4) Business Days	Resale & UNE		100.00		16,681			
0	140	0.0000	MOE-Trunks	Trunks Mode of Entry Totals								\$ -
0	5	0.0000	OR-1-12-5020	% On Time FOC	Interconnect Trunks(<=192 Forecast)		100.00		5			
0	10	0.0000	OR-1-13-5000	% On Time Design Layout Record (DLR)	Interconnect Trunks		100.00		2			
0	5	0.0000	OR-1-19-5020	% On Time Response - Request for Inbound Augment Trunks	VZ Inbound Aug Trunks(<=192)				0			
0	5	0.0000	OR-2-12-5020	% On Time Trunk ASR Reject	Interconnect. Trunks		100.00		2			
0	20	0.0000	PR-4-07-3540	% On Time Performance - LNP Only	UNE LNP		98.02		101			
0	20	0.0000	PR-4-15-5000	% On Time Provisioning - Trunks	Interconnect Trunks		100.00		192			
0	5	0.0000	PR-5-01-5000	% Missed Appointment - Verizon - Facilities	Interconnect Trunks	0.00	0.00	1,320	192		5.0000	
0	5	0.0000	PR-5-02-5000	% Orders Held for Facilities > 15 Days	Interconnect Trunks	0.00	0.00	1,320	192		5.0000	
0	10	0.0000	PR-6-01-5000	% Installation Troubles reported within 30 Days	Interconnect Trunks	0.00	0.00	1,320	192		5.0000	
0	5	0.0000	PR-8-01-5000	Percent Open Orders in a Hold Status > 30 Days	Interconnect Trunks	28.57	25.00	14	4			
0	5	0.0000	MR-4-01-5000	Mean Time To Repair - Total	Interconnect Trunks	6.97		1	0	0.00		
0	5	0.0000	MR-4-05-5000	% Out of Service > 2 Hours	Interconnect Trunks			0	0			
0	5	0.0000	MR-4-06-5000	% Out of Service > 4 Hours	Interconnect Trunks			0	0			
0	5	0.0000	MR-4-07-5000	% Out of Service > 12 Hours	Interconnect Trunks			0	0			
0	5	0.0000	MR-4-08-5000	% Out of Service > 24 Hours	Interconnect Trunks			0	0			
0	10	0.0000	MR-5-01-5000	% Repeat Reports within 30 Days	Interconnect Trunks	0.00		1	0			
0	5	0.0000	NP-1-03-5000	# of Final Trunk Groups Blocked 2 months	CLEC Trunks		0.00					
0	10	0.0000	NP-1-04-5000	# of Final Trunk Groups Blocked 3 months	CLEC Trunks		0.00					

Performance Assurance Plan - Verizon DC

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Perf. Score	Wgt. Score	Metric #	Metric Description	Product	VZ Perf.	CLEC Perf.	VZ Obs.	CLEC Obs.	VZ Std.Dev.	Difference or Stat. Score	Bill Credit
		CM-ALL	Critical Measures Totals								\$
0	10	OR-1-02-3331	% On Time LSRC - Flow-through	UNE-L/Pre-qual Complx/LNP		99.24		525			\$0
0	5	OR-1-04-3331	% On Time LSRC/ASRC - No Facil Chk (Electr. No Flow-through)	UNE-L/Pre-qual Complx/LNP		100.00		42			\$0
0	5	OR-1-06-3331	% On Time LSRC/ASRC - Facil Chk (Electr. No Flow-through)	UNE-L/Pre-qual Complx/LNP		96.77		31			\$0
0	2	PR-4-04-1341	% Missed Appointment - Verizon - Dispatch	Resale/UNE 2W Digital			0	0			\$0
0	10	PR-4-04-3113	% Missed Appointment - Verizon - Dispatch	UNE-L New	0.00		41	0			\$0
0	2	PR-4-14-3342	% Completed On Time - 2-Wire xDSL	UNE 2W xDSL Loops		100.00		5			\$0
0	10	PR-6-01-3113	% Installation Troubles reported within 30 Days	UNE-L New	0.00		116	0			\$0
0	2	PR-6-01-3342	% Installation Troubles reported within 30 Days	UNE 2W xDSL Loops	0.00	0.00	116	55	5.0000		\$0
0	20	PR-6-02-3520	% Installation Troubles reported within seven (7) Days	UNE-L Basic HC				0			\$0
0	10	PR-6-02-3523	% Installation Troubles reported within seven (7) Days	UNE-L Large Job HC				0			\$0
0	20	PR-9-01-3520	% On Time Performance - Hot Cut	UNE-L Basic HC				0			\$0
0	10	PR-9-01-3523	% On Time Performance - Hot Cut	UNE-L Large Job HC				0			\$0
0	2	MR-3-01-3112	% Missed Repair Appointment - Loop	UNE-L	9.00	0.00	411	1			\$0
0	2	MR-3-01-3342	% Missed Repair Appointment - Loop	UNE 2W xDSL Loops	9.00	0.00	411	3			\$0
0	10	MR-4-08-3112	% Out of Service > 24 Hours	UNE-L	22.50	0.00	320	1			\$0
0	10	OR-1-02-2320	% On Time LSRC - Flow-through	Resale POTS/Pre-qual Complx		100.00		7			\$0
0	5	OR-1-04-2320	% On Time LSRC/ASRC - No Facil Chk (Electr. No Flow-through)	Resale POTS/Pre-qual Complx		100.00		3			\$0
0	10	PR-4-04-2100	% Missed Appointment - Verizon - Dispatch	Resale POTS	0.00		41	0			\$0
0	20	PR-4-05-2100	% Missed Appointment - Verizon - No Dispatch	Resale POTS	1.07	0.00	654	3			\$0
0	15	PR-6-01-2100	% Installation Troubles reported within 30 Days	Resale POTS	0.00	0.00	501	8	5.0000		\$0
0	1	MR-3-01-2110	% Missed Repair Appointment - Loop	Resale POTS Bus	5.79	0.00	121	1			\$0
0	1	MR-3-01-2120	% Missed Repair Appointment - Loop	Resale POTS Res	10.34		290	0			\$0
0	5	MR-4-08-2110	% Out of Service > 24 Hours	Resale POTS Bus	18.28	100.00	93	1			\$0
0	5	MR-4-08-2120	% Out of Service > 24 Hours	Resale POTS Res	23.43		239	0			\$0
0	5	OR-1-12-5020	% On Time FOC	Interconnect Trunks(<=192 Forecast)		100.00		5			\$0
0	10	OR-1-13-5000	% On Time Design Layout Record (DLR)	Interconnect Trunks		100.00		2			\$0
0	20	PR-4-07-3540	% On Time Performance - LNP Only	UNE LNP		98.02		101			\$0
0	20	PR-4-15-5000	% On Time Provisioning - Trunks	Interconnect Trunks		100.00		192			\$0
0	10	NP-1-04-5000	# of Final Trunk Groups Blocked 3 months	CLEC Trunks		0.00					\$0
0	2	OR-1-06-3211	% On Time LSRC/ASRC - Facil Chk (Electr. No Flow-through)	UNE Specials DS1		100.00		0			\$0
0	2	OR-2-04-1200	% On Time LSR/ASR Rej - No Facil Chk (Electr. No Flow-through)	UNE/RES Specials				1			\$0
0	2	OR-2-06-1200	% On Time LSR/ASR Rej - Facil Chk (Electr. No Flow-through)	UNE/RES Specials				0			\$0
0	2	PR-4-01-1210	% Missed Appointment - Verizon - Total	UNE/RES Specials DS0	0.00		16	0			\$0
0	2	PR-4-01-1211	% Missed Appointment - Verizon - Total	UNE/RES Specials DS1	0.00		3	0			\$0
0	2	PR-4-01-1213	% Missed Appointment - Verizon - Total	UNE/RES Specials DS3			0	0			\$0
0	2	PR-4-01-3530	% Missed Appointment - Verizon - Total	UNE IOF			0	0			\$0
0	2	PR-4-02-1200	Average Delay Days - Total	UNE/RES Specials			0	0			\$0
0	5	PR-4-02-3530	Average Delay Days - Total	UNE IOF			0	0			\$0
0	5	PR-5-01-1200	% Missed Appointment - Verizon - Facilities	UNE/RES Specials			0	0			\$0
0	5	PR-5-02-1200	% Orders Held for Facilities > 15 Days	UNE/RES Specials			0	0			\$0
0	5	PR-6-01-1200	% Installation Troubles reported within 30 Days	UNE/RES Specials	0.00		7	0			\$0
0	2	MR-4-01-1216	Mean Time To Repair - Total	UNE/RES Specials (Non DS0/DS0)	16.51		12	0	30.51		\$0
0	2	MR-4-01-1217	Mean Time To Repair - Total	UNE/RES Specials (DS1/DS3)	5.33	8.99	13	2	4.74		\$0
0	2	MR-4-08-1216	% Out of Service > 24 Hours	UNE/RES Specials (Non DS0/DS0)	9.09		11	0			\$0
0	2	MR-4-08-1217	% Out of Service > 24 Hours	UNE/RES Specials (DS1/DS3)	0.00	0.00	8	2			\$0
0	2	PO-2-02-6010	OSS Interface Availability - Prime-Time	WPTS		100.00					\$0
0	5	PO-2-02-6020	OSS Interface Availability - Prime Time	EDI		99.97					\$0
0	5	PO-2-02-6080	OSS Interface Availability - Prime Time	Web GUI		100.00					\$0
0	10	PO-4-01-6660	% Change Management Notices Sent on Time	Change Notif./Conf. (Type 3,4,5)				0			\$0
0	25	BI-9-01-1000	% Billing Completeness in Twelve Billing Cycles	Resale/UNE		99.88		414,550			\$0