Flowthrough

	Total Orders (current day)	Percent Flow through (current day)	Total order (rolling 4 weeks)	Percent Flow Through (rolling 4 weeks)
Retail POTS				
Retail xDSL				
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				
QB - Isdn Bri/Pri Service				
SB - LIDB Verizon Added				

	Percent dial tone installed within 3 days for new service
Retail POTS	

Retail POTS (Orders requiring a dispatch)	Total Orders	Valid rejects	Service Complete	Unsubmitted	Service Pending (Total Orders)	Service Pending (not late)	Service Pending (late)	Average Delay Days (provisioned date - committed date)	Number of orders >20 days from order receipt to current date.	Percent of orders complete within standard (not extended) interval
Add										
Delete										
Move and Migrate										
Record										
Resume and Suspend										
Update (change ordes)										

Retail POTS (Orders not requiring a dispatch)	Total Orders	Valid rejects	Service Complete	Unsubmitted	Service Pending (Total Orders)	Service Pending (not late)	Service Pending (late)	Average Delay Days (provisioned date - committed date)	Number of orders >20 days from order receipt to current date.	Percent of orders complete within standard (not extended) interval
Add										
Delete										
Move and Migrate										
Record										
Resume and Suspend										
Update (change ordes)										

Retail xDSL (Orders requiring a dispatch)	Total Orders	Valid rejects	Service Complete	Unsubmitted	Service Pending (Total Orders)	Service Pending (not late)	Service Pending (late)	Average Delay Days (provisioned date - committed date)	Number of orders >20 days from order receipt to current date.	Percent of orders complete within standard (not extended) interval				
Add														
Delete														
Move and Migrate														
Record														
Resume and Suspend														
Update (change ordes)														

Retail xDSL (Orders not requiring a dispatch)	Total Orders	Valid rejects	Service Complete	Unsubmitted	Service Pending (Total Orders)	Service Pending (not late)	Service Pending (late)	Average Delay Days (provisioned date - committed date)	Number of orders >20 days from order receipt to current date.	Percent of orders complete within standard (not extended) interval				
Add														
Delete														
Move and Migrate														
Record														
Resume and Suspend														
Update (change ordes)														

All other product types (Orders requiring a dispatch)	Total Orders	Valid rejects	Service Complete	Unsubmitted	Service Pending (Total Orders)	Service Pending (not late)	Service Pending (late)	Average Delay Days (provisioned date - committed date)	Number of orders >20 days from order receipt to current date.	Percent of orders complete within standard (not extended) interval				
Add														
Delete														
Move and Migrate														
Record														
Resume and Suspend														
Update (change ordes)														

All other product types (Orders not requiring a dispatch)	Total Orders	Valid rejects	Service Complete	Unsubmitted	Service Pending (Total Orders)	Service Pending (not late)	Service Pending (late)	Average Delay Days (provisioned date - committed date)	Number of orders >20 days from order receipt to current date.	Percent of orders complete within standard (not extended) interval				
Add														
Delete														
Move and Migrate														
Record														
Resume and Suspend														

Update (change ordes)														
Wholesale	Total Orders	Valid rejects	Service Complete	Unsubmitted	Service Pending (Total Orders)	Service Pending (not late)	Service Pending (late)	Average Delay Days (provisioned date - FOC due date)	Number of orders >20 days from order receipt to current date.	Percent of orders complete within standard (not extended) interval				
LSR Dispatch 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														
QB - Isdn Bri/Pri Service														
SB - LIDB Verizon Added														

Wholesale LSRs not requiring a dispatch	Total Orders	Valid rejects	Service Complete	Unsubmitted	Service Pending (Total Orders)	Service Pending (not late)	Service Pending (late)	Average Delay Days (provisioned date - FOC due date)	Number of orders >20 days from order receipt to current date.	Percent of orders complete within standard (not extended) interval				
LSR Non-Dispatch 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														
QB - Isdn Bri/Pri Service														
SB - LIDB Verizon Added														
Wholesale ASRs (Orders requiring a dispatch)	Total Orders	Valid rejects	Service Complete	Unsubmitted	Service Pending (Total Orders)	Service Pending (not late)	Service Pending (late)	Average Delay Days (provisioned date - FOC due date)	Number of orders >20 days from order receipt to current date.	Percent of orders complete within standard (not extended) 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 Firm Order														
SA – Special Access Manual/Mechanized Service Request														
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														
Wholesale ASRs (Orders not requiring a dispatch)	Total Orders	Valid rejects	Service Complete	Unsubmitted	Service Pending (Total Orders)	Service Pending (not late)	Service Pending (late)	Average Delay Days (provisioned date - FOC due date)	Number of orders >20 days from order receipt to current date.	Percent of orders complete within standard (not extended) 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 Firm Order														
SA – Special Access Manual/Mechanized Service Request														

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						
Wholesale orders entered into Wisor prior to Feb 9 cutover	Total orders still pending completion					
LSR						
ASR						

Mean Time to Repair and Trouble Report Rate	Total trouble reports	Mean time to repair	Trouble report rate (total trouble reports/total lines in-service)	Percent repair appoinitments met	Percent out of service cleared within 24 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					

Billing	Percent of bills known to be in error (excluding format errors)	Daily $ amount of billing adjustments
Retail		
Wholesale (Resale)		
Wholesale (all other)		
Access bills		

									Week to date average (Monday to Friday)		
Call Centers	Calls offered	Calls handled	Calls Answered <20 seconds	Calls Answered >20 seconds	Calls Abandoned	Percent Abandoned	Service Level	AHT (in minutes)	Average Wait Time	Percent Abandoned	Service Level	Average wait time
CSSC											
BSSC											
Repair											

Daily System Defect Management	Total Defects since cutover	Total Open Defects - high priority	Total Open Defects - medium priority	Total Open Defects - low priority
Pre-order (wholesale)				
Wisor				
Ordering and provisioning				
Maintenance and Repair				

Billing wholesale												
Billing Retail												
Other												