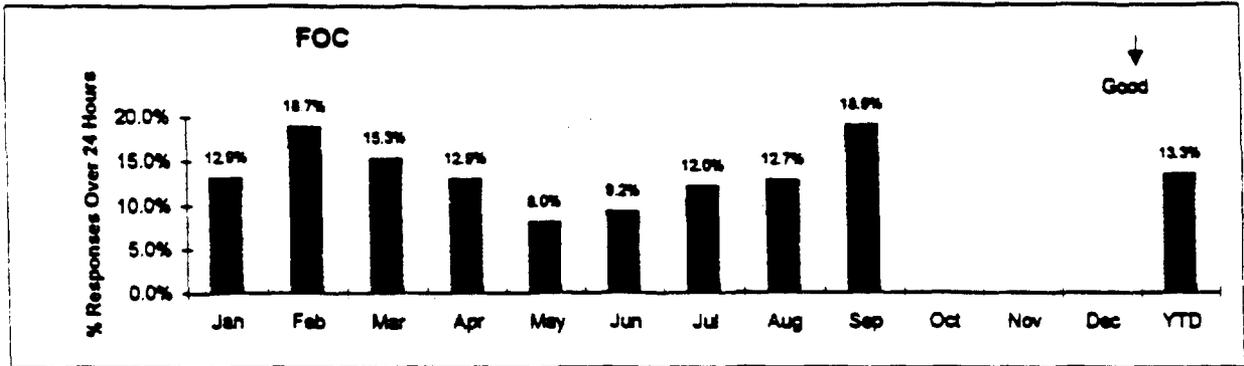
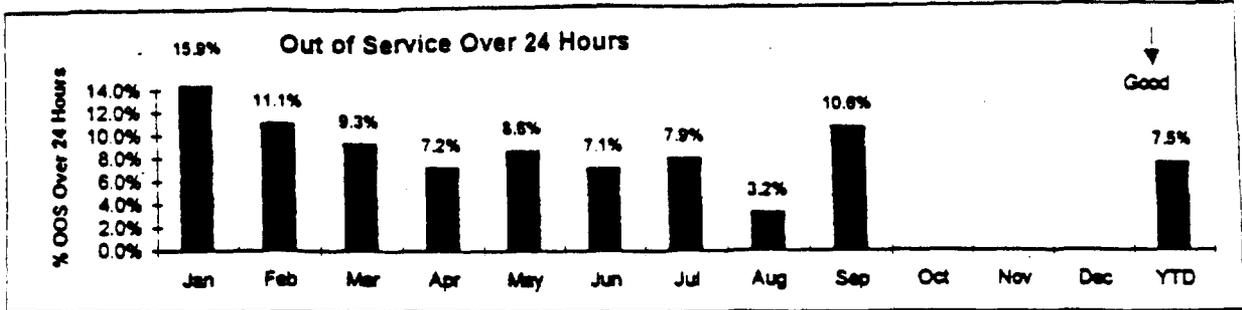
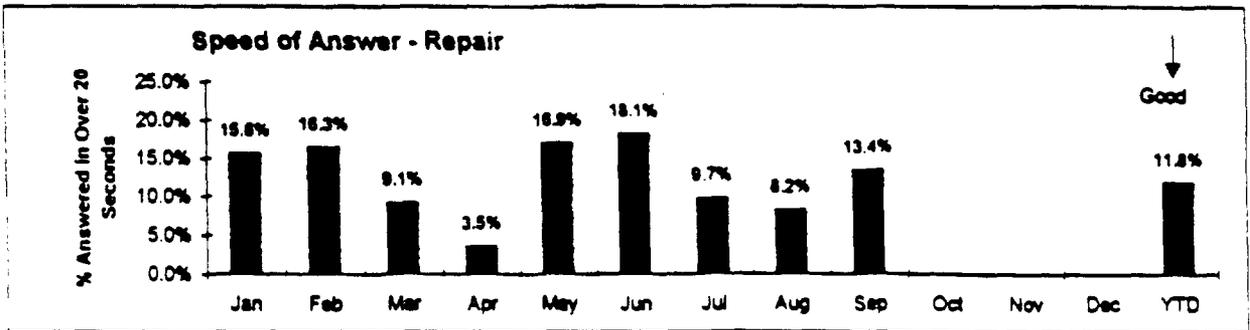
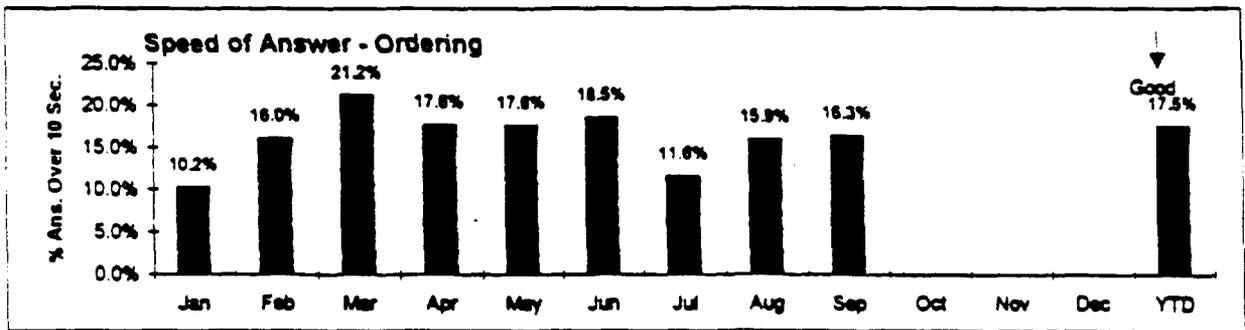


COMPANY "XYZ"
Wholesale Resale Performance for 1/1/96 to 9/30/96

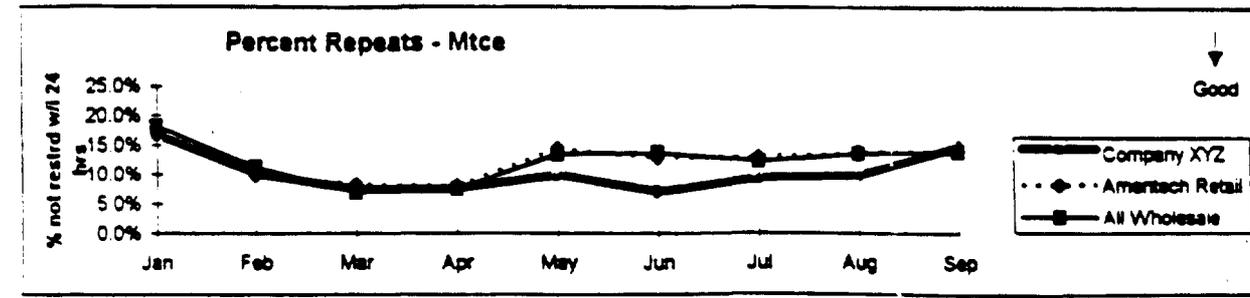
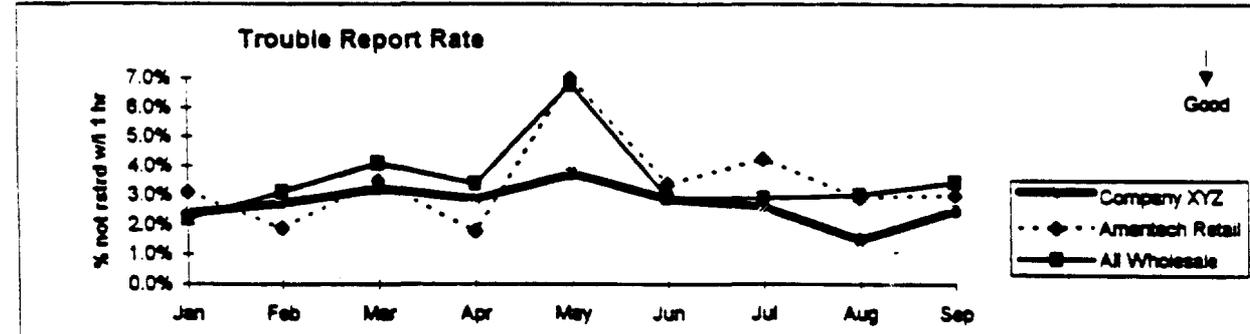
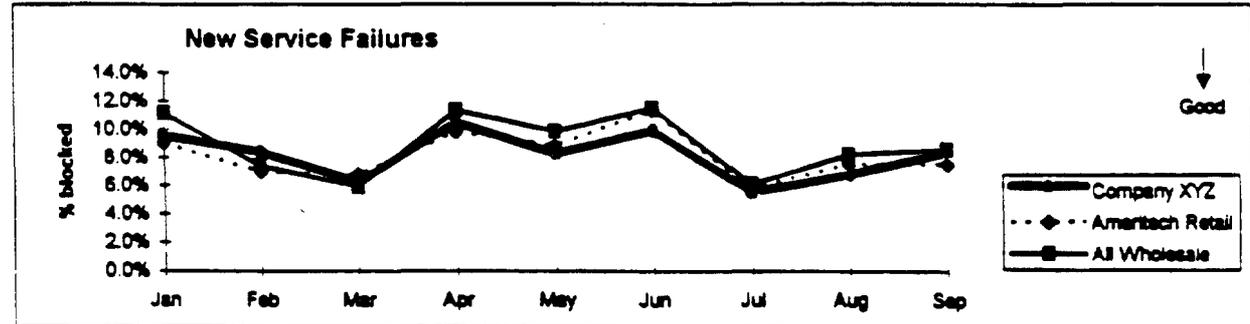
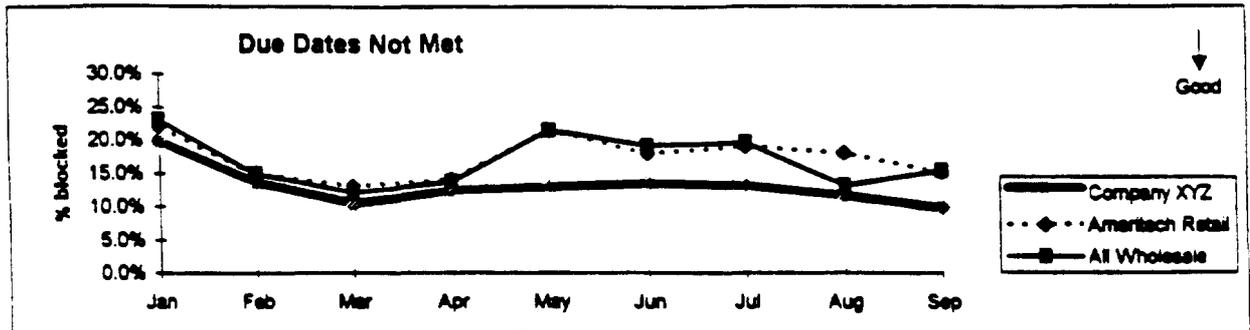
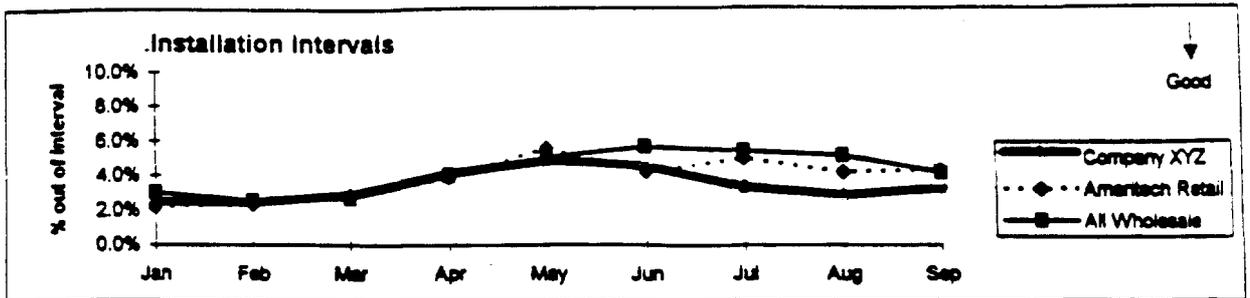


SERVICE PERFORMANCE MEASURES

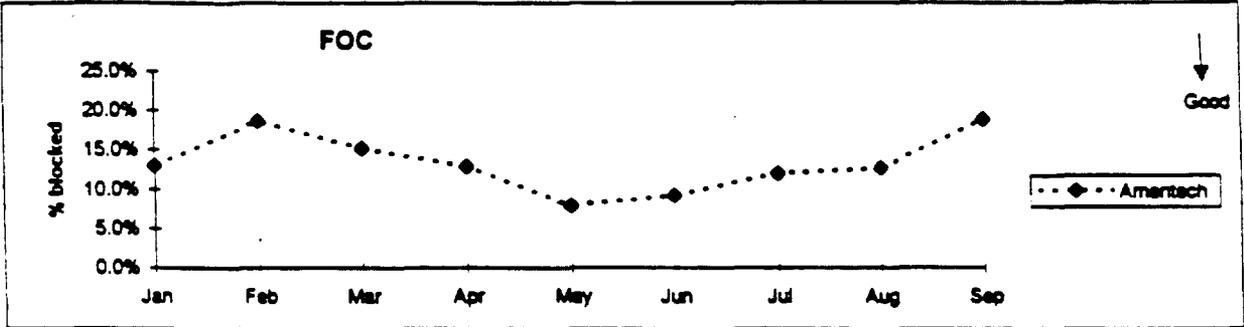
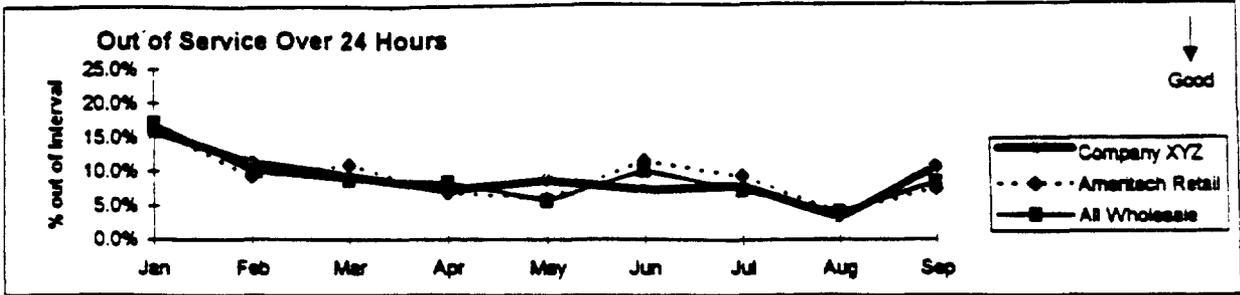


COMPANY "XYZ"

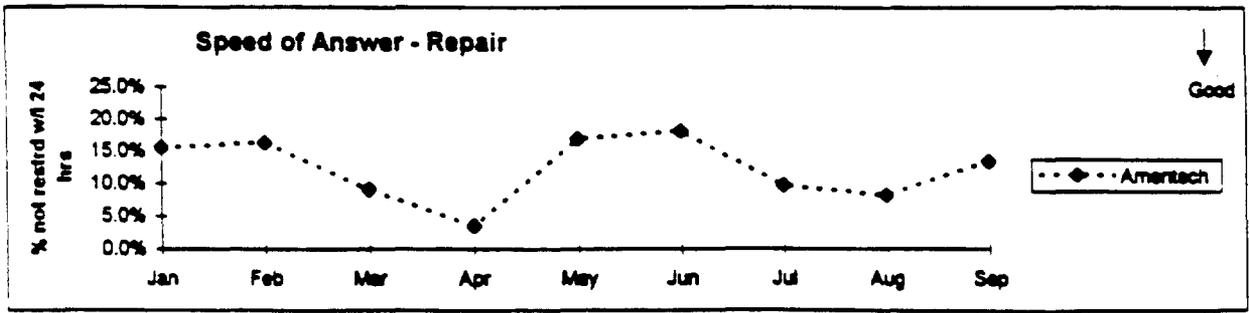
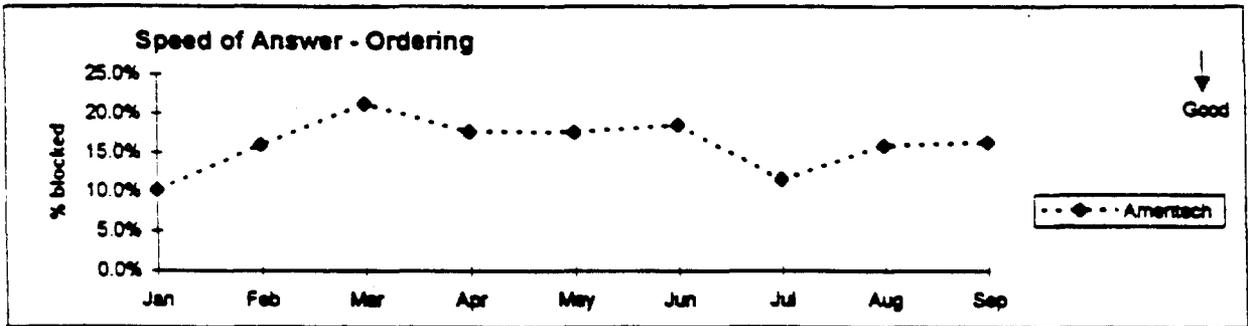
Wholesale Resale Performance for 1/1/96 to 9/30/96



COMPANY "XYZ"
Wholesale Resale Performance for 1/1/96 to 9/30/96



SERVICE PERFORMANCE MEASURES



**This Section Will Display
Customer Specific Data**

COMPANY "XYZ"
Wholesale Resale Performance for 1/1/96 to 9/30/96

GLOSSARY

Installation Intervals	The agreed-upon interval of time allotted for installation to be performed.
Service Due Dates	The agreed-upon date when service order is due.
New Service Failures	Trouble reported on an installation within 30 days after the original installation is complete.
Trouble Report	Trouble reported by a customer on a service.
Mtce Repeats	Trouble reported on a service within 30 days after the original maintenance work is performed.
FOC	Firm Order Confirmation. An acknowledgement to a customer confirming circuit number, order number, and various critical dates. FOC response times vary based on the type of service ordered.

CALCULATIONS

Installations Outside of Interval	The Percent of Installations Outside of Interval is calculated by dividing the number of installations not completed within the agreed upon time interval by the total number of installations in the reporting period.
Due Dates Not Met	The Percent of Due Dates Not Met is calculated by dividing the number of missed appointments by the total number of appointments in the reporting period.
New Service Failures	The Percent of New Service Failures is calculated by dividing the number of lines that failed within thirty days after installation by the the total number of installations in the reporting period.
Trouble Report Rate	The Trouble Report Rate is calculated by dividing the number of lines reported with trouble by the total number of lines in service in the reporting period.
Percent Repeats - Mtce	The Percent Repeats - Mtce is calculated by dividing the number of repeat reports by the total number of lines in service in the reporting period.
OOS Over 24	The Percent of OOS Over 24 is calculated by dividing the number of lines not restored within 24 hours by the total number of lines reported out of service in the reporting period.
FOC	The Percent of FOC is calculated by dividing the number of requests for service not provided within the agreed upon interval by the total number of requests for service in the reporting period.
Speed of Answer	The Percent of Speed of Answer is calculated by dividing the number of calls not answered within 10 seconds by the total number of calls in the reporting period.
Speed of Answer - Repair	The Percent of Speed of Answer - Repair is calculated by dividing the number of repair calls not answered in 20 seconds by the total number of repair calls in the reporting period.

Schedule 3
Resale Hicap

COMPANY "XYZ"

WHOLESALE RESALE

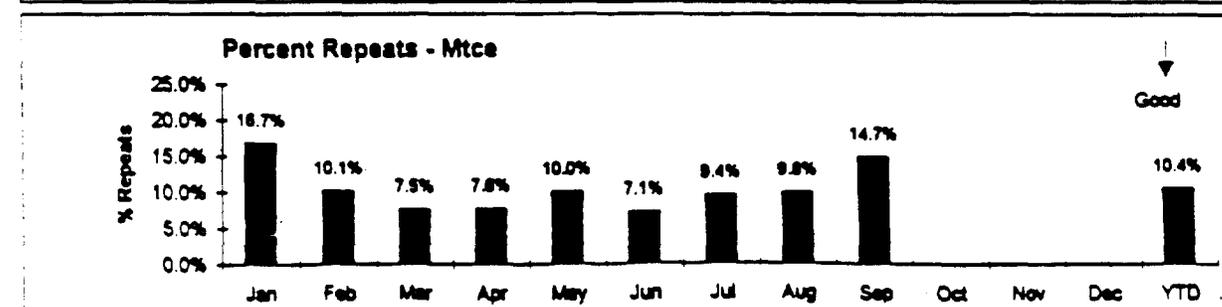
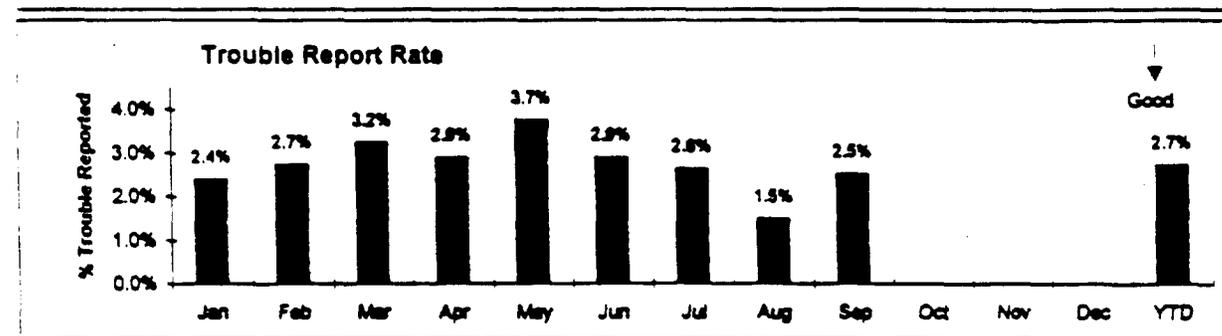
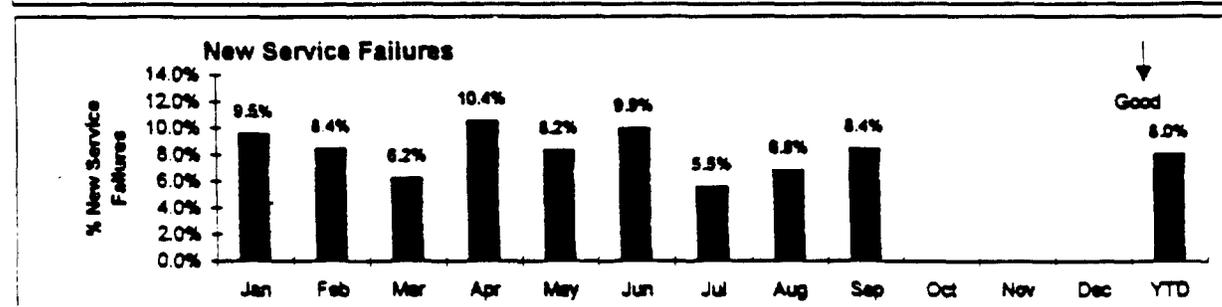
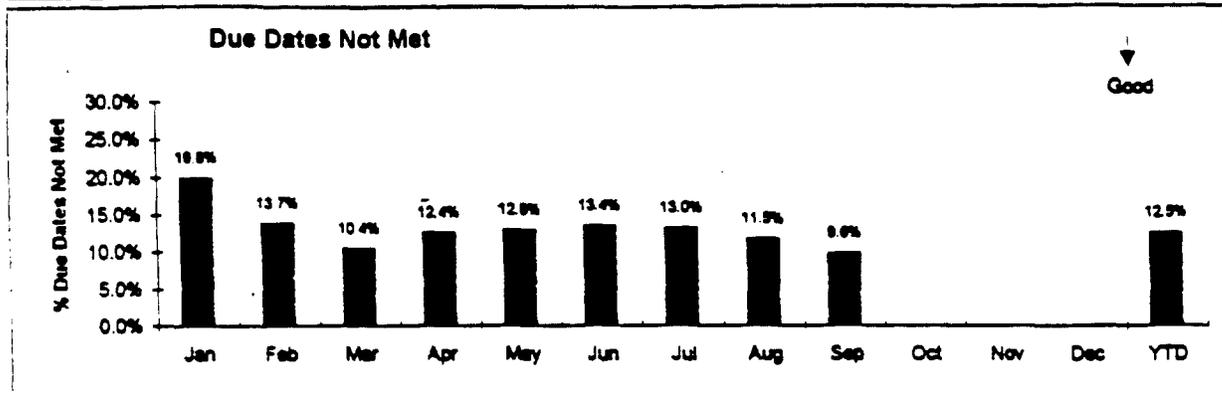
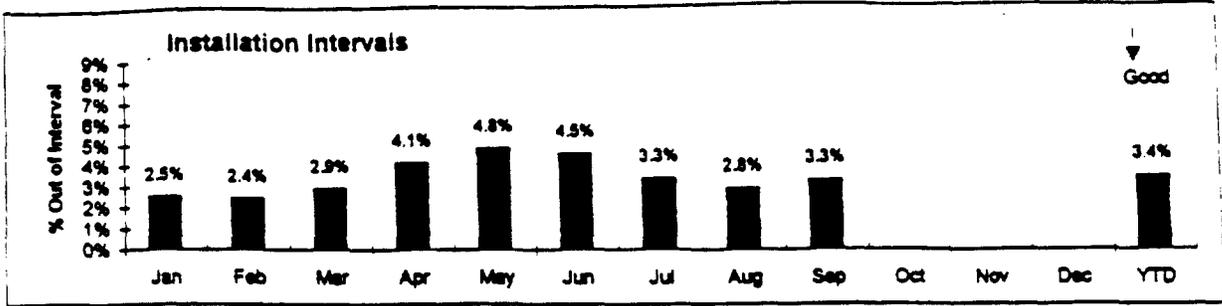
QUALITY INITIATIVE ANALYSIS REPORT

HICAP

FOR

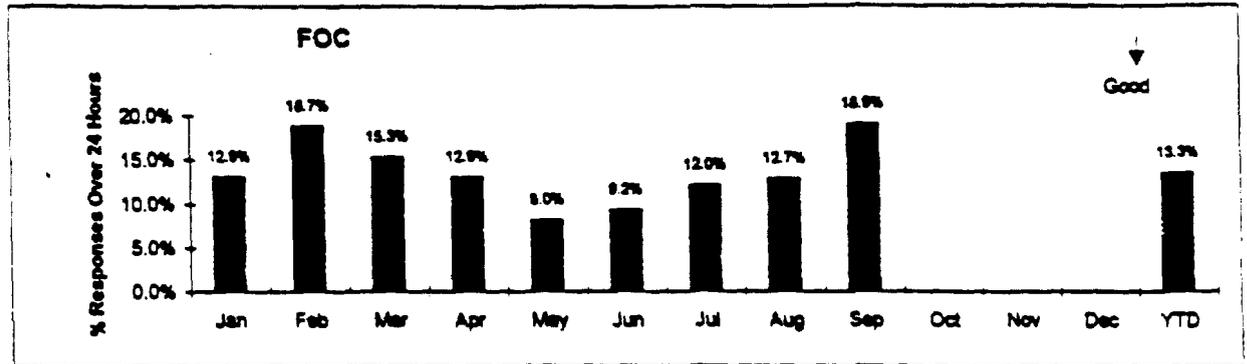
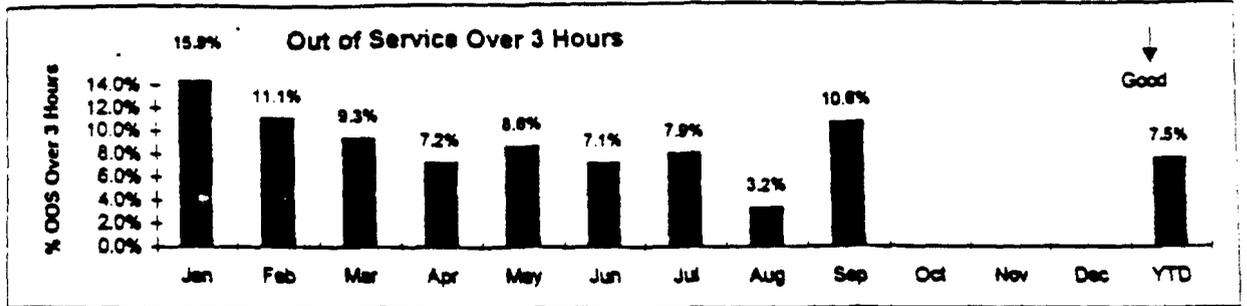
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COMPANY "XYZ"
Wholesale Resale Performance for 1/1/96 to 9/30/96

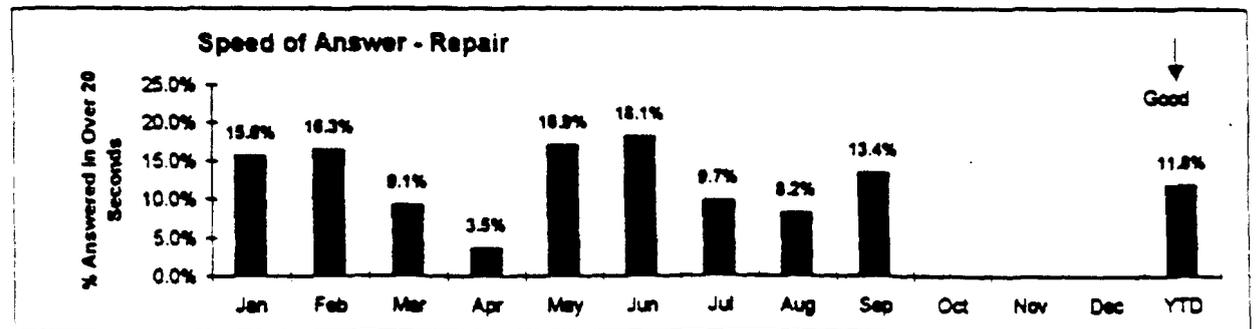
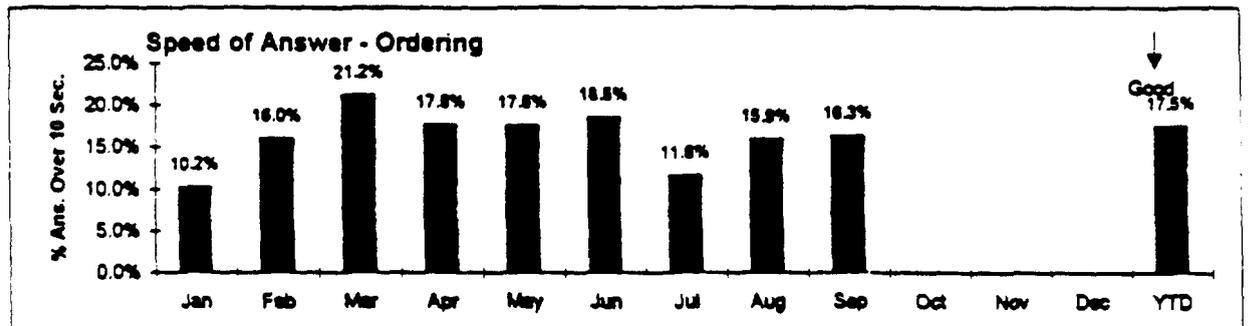


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COMPANY "XYZ"
Wholesale Resale Performance for 1/1/96 to 9/30/96

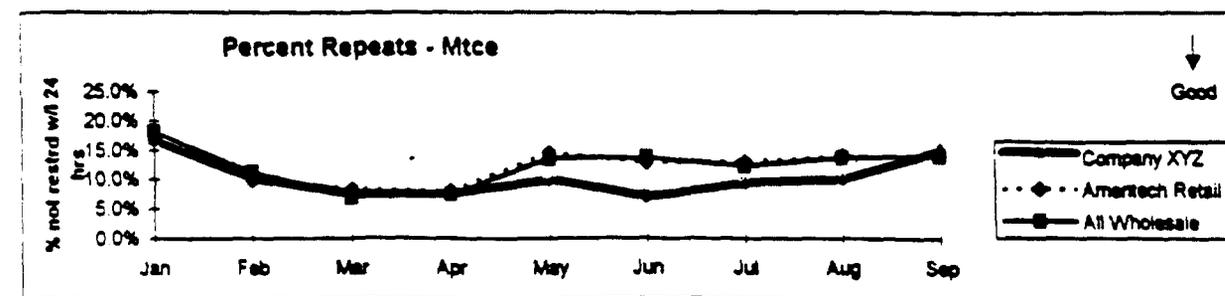
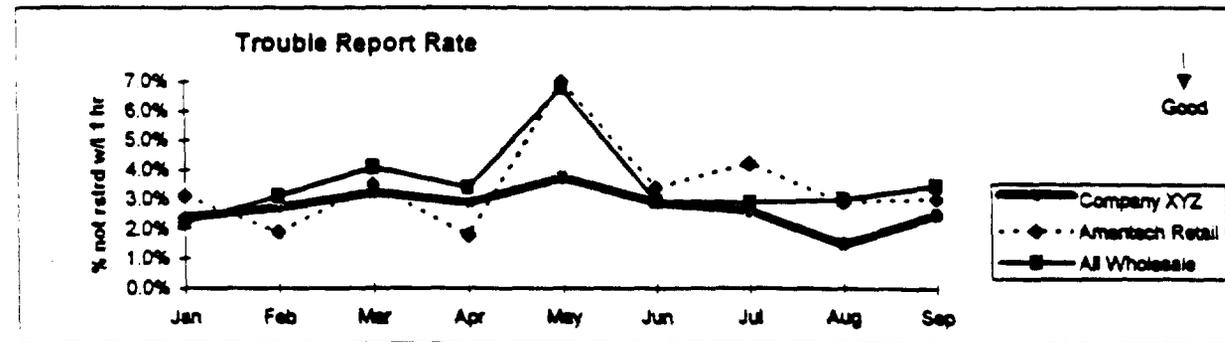
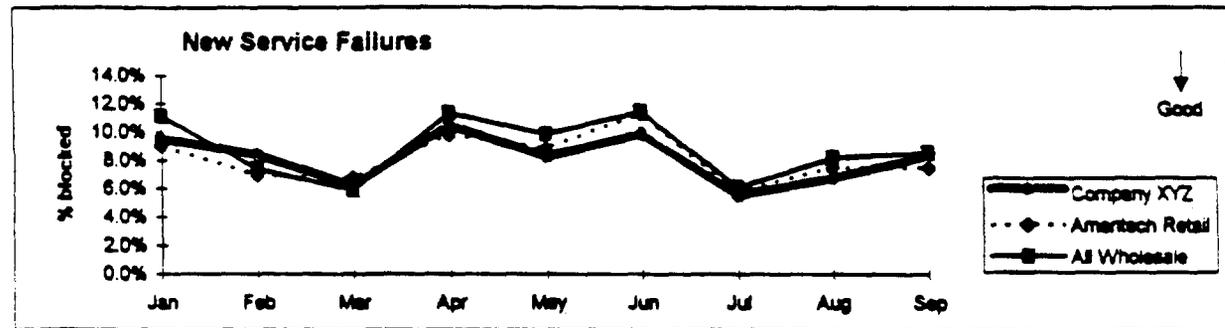
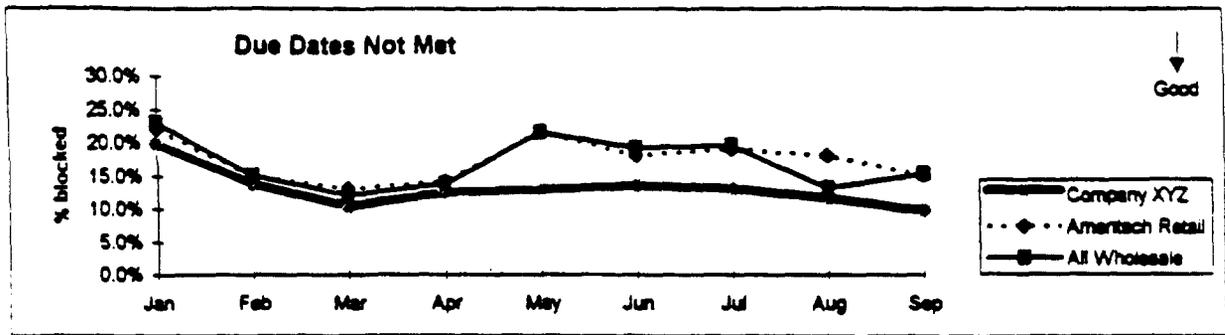
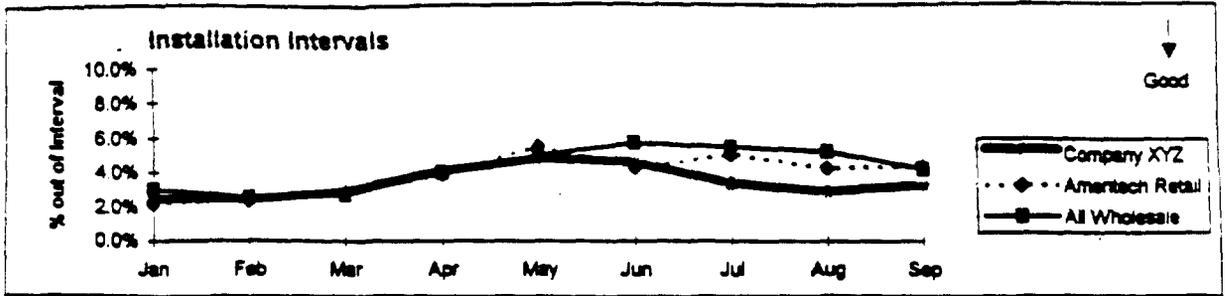


SERVICE PERFORMANCE MEASURES



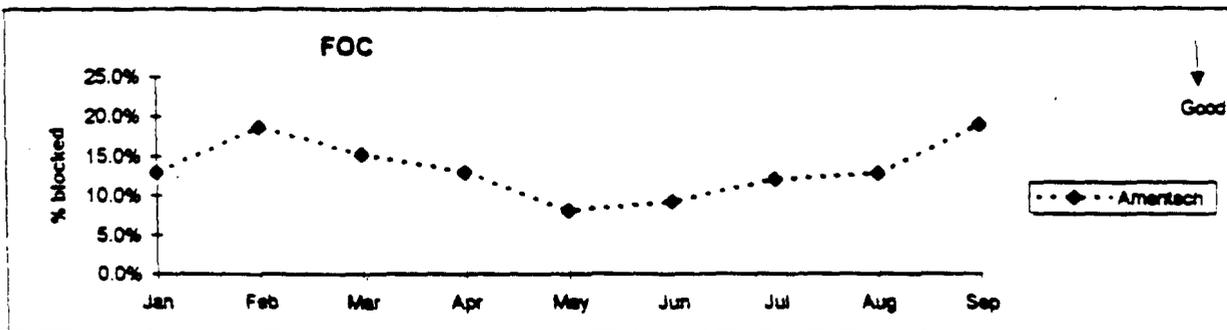
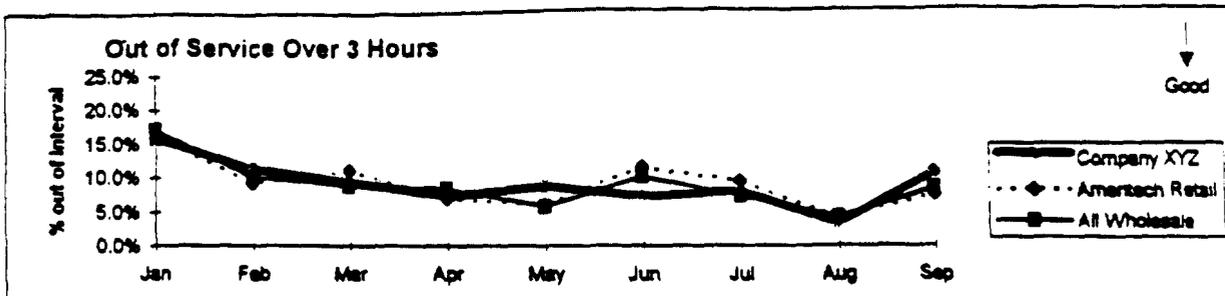
COMPANY "XYZ"

Wholesale Resale Performance for 1/1/96 to 9/30/96

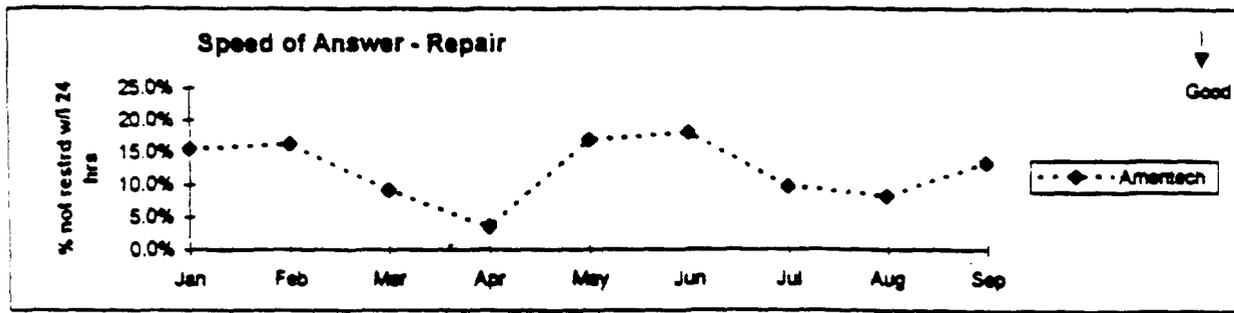
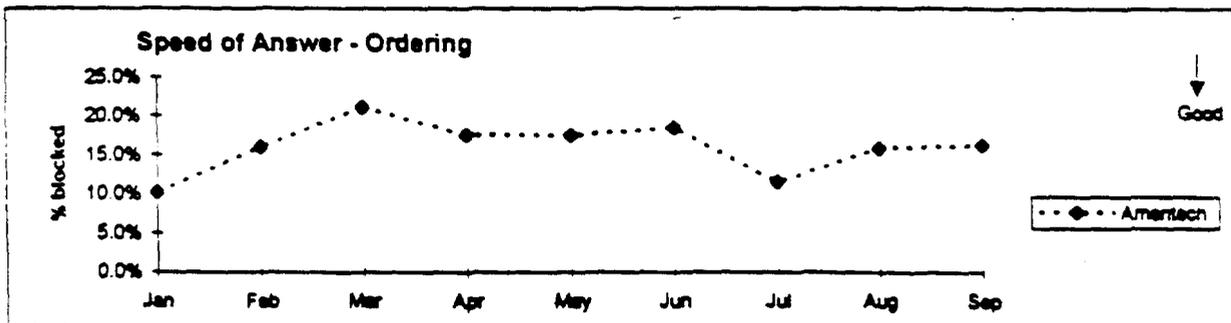


COMPANY "XYZ"

Wholesale Resale Performance for 1/1/96 to 9/30/96



SERVICE PERFORMANCE MEASURES



**This Section Will Display
Customer Specific Data**

Wholesale Resale Glossary and Calculation Data

GLOSSARY

Installation Intervals	The agreed-upon interval of time allotted for installation to be performed.
Service Due Dates	The agreed-upon date when service order is due.
New Service Failures	Trouble reported on an installation within 30 days after the original installation is complete.
Trouble Report	Trouble reported by a customer on a service.
Mtce Repeats	Trouble reported on a service within 30 days after the original maintenance work is performed.
FOC	Firm Order Confirmation. An acknowledgement to a customer confirming circuit number, order number, and various critical dates. FOC response times vary based on the type of service ordered.

CALCULATIONS

Installations Outside of Interval	The Percent of Installations Outside of Interval is calculated by dividing the number of installations not completed within the agreed upon time interval by the total number of installations in the reporting period.
Due Dates Not Met	The Percent of Due Dates Not Met is calculated by dividing the number of missed appointments by the total number of appointments in the reporting period.
New Service Failures	The Percent of New Service Failures is calculated by dividing the number of lines that failed within thirty days after installation by the the total number of installations in the reporting period.
Trouble Report Rate	The Trouble Report Rate is calculated by dividing the number of lines reported with trouble by the total number of lines in service in the reporting period.
Percent Repeats - Mtce	The Percent Repeats - Mtce is calculated by dividing the number of repeat reports by the total number of lines in service in the reporting period.
OOS Over 3 Hrs	The Percent of OOS Over 3 is calculated by dividing the number of lines not restored within 3 hours by the total number of lines reported out of service in the reporting period.
FOC	The Percent of FOC is calculated by dividing the number of requests for service not provided within the agreed upon interval by the total number of requests for service in the reporting period.
Speed of Answer	The Percent of Speed of Answer is calculated by dividing the number of calls not answered within 10 seconds by the total number of calls in the reporting period.
Speed of Answer - Repair	The Percent of Speed of Answer - Repair is calculated by dividing the number of repair calls not answered in 20 seconds by the total number of repair calls in the reporting period.

Schedule 4
Resale Subrate

COMPANY "XYZ"

WHOLESALE RESALE

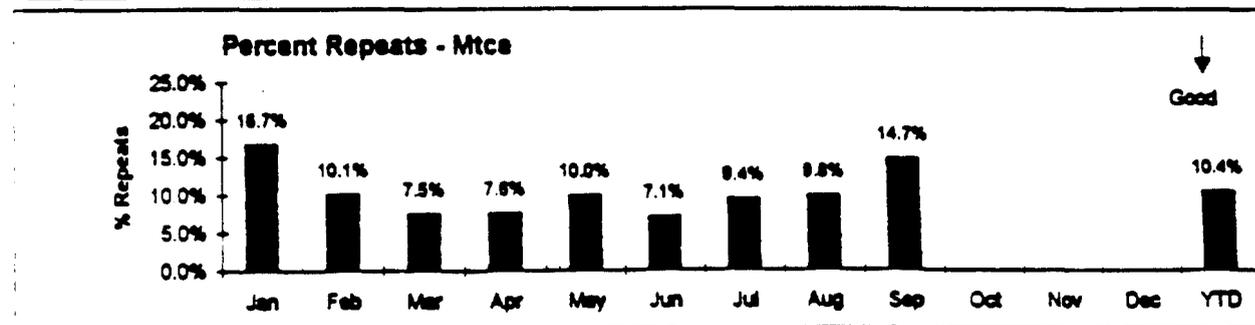
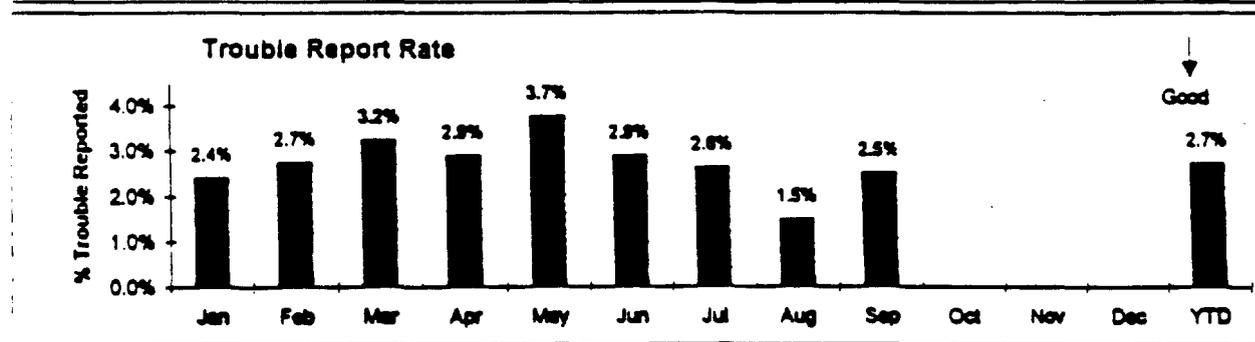
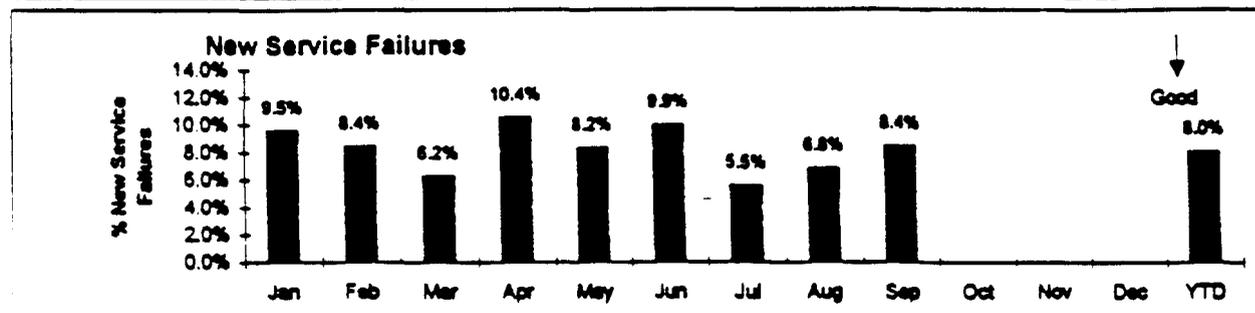
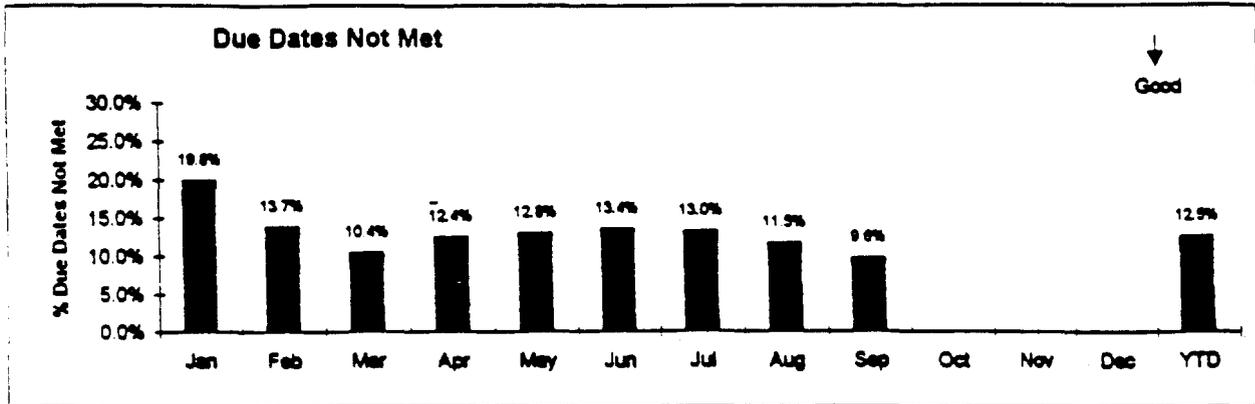
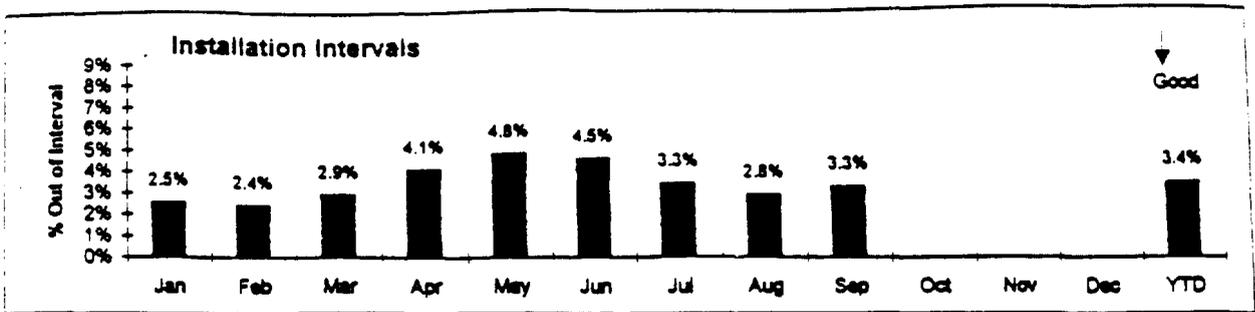
QUALITY INITIATIVE ANALYSIS REPORT

SUBRATE

FOR

SEPTEMBER 1996

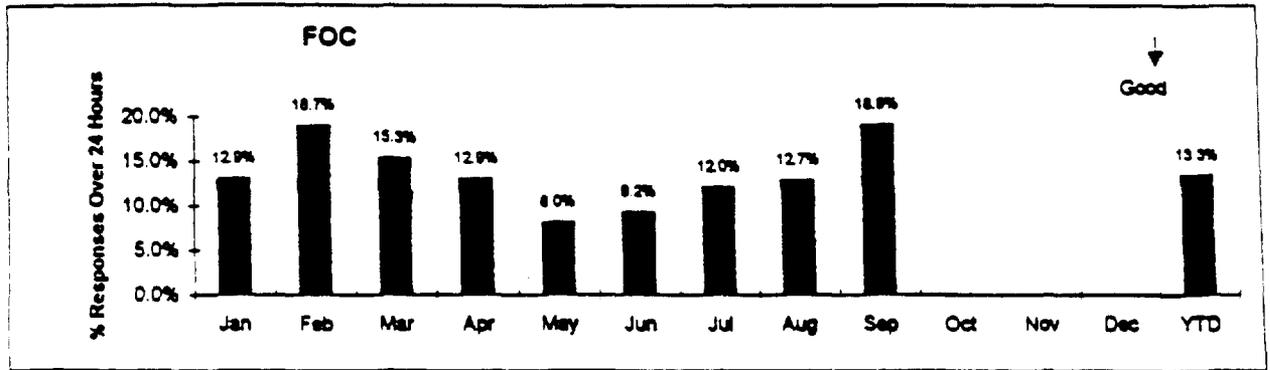
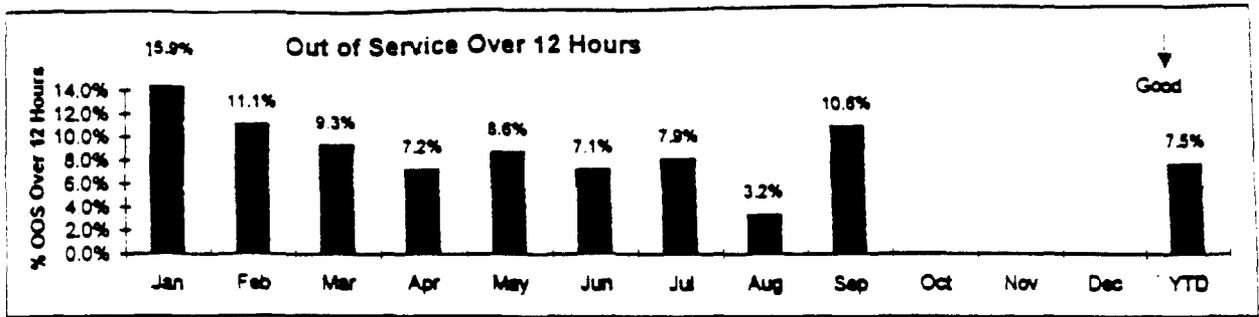
COMPANY "XYZ"
Wholesale Resale Performance for 1/1/96 to 9/30/96



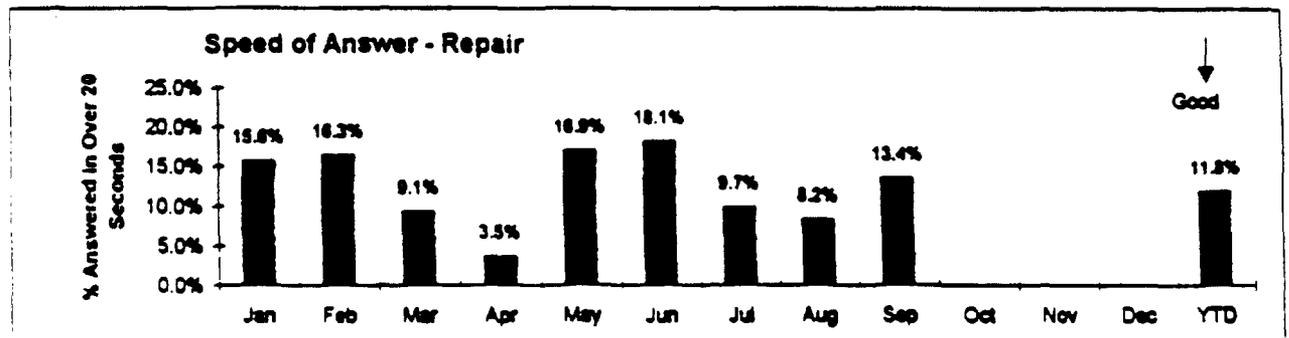
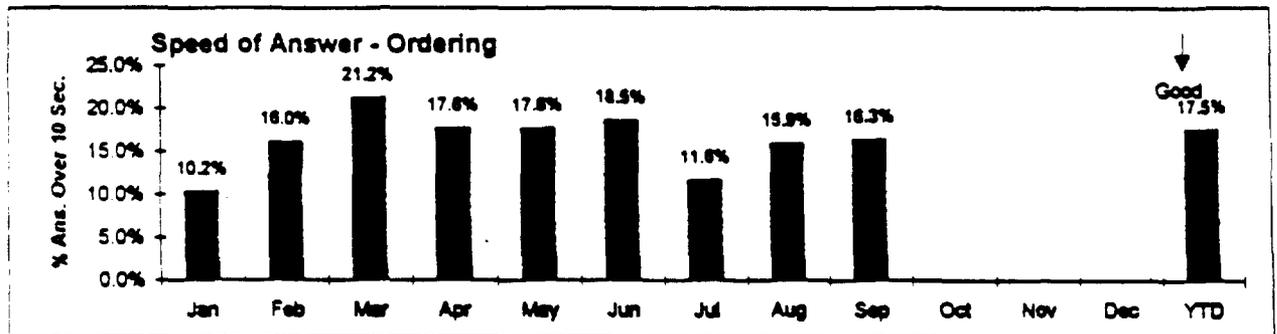
This Report Does Not Represent Actual Results.
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COMPANY "XYZ"

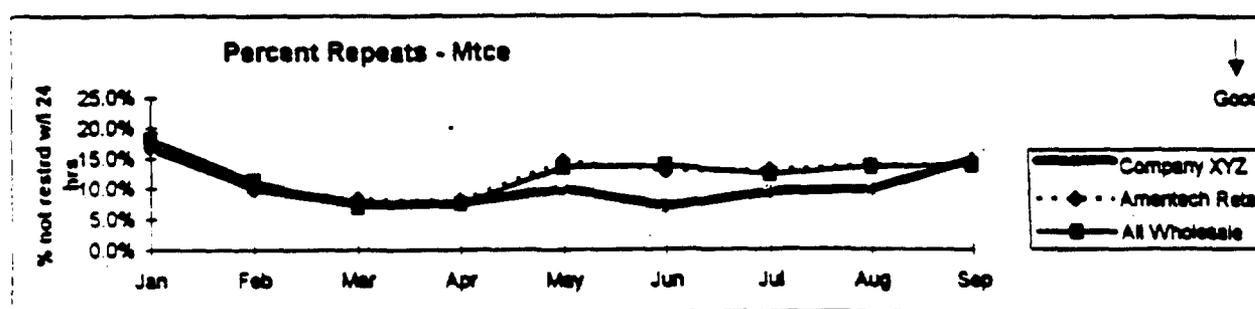
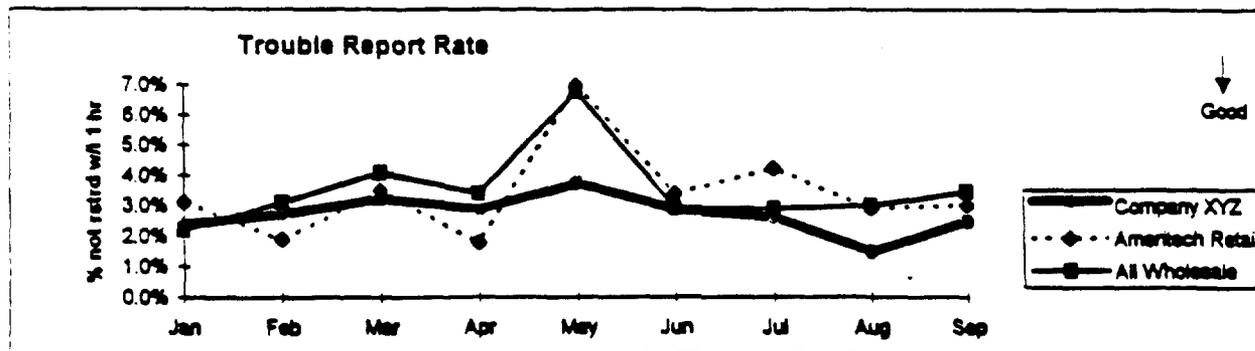
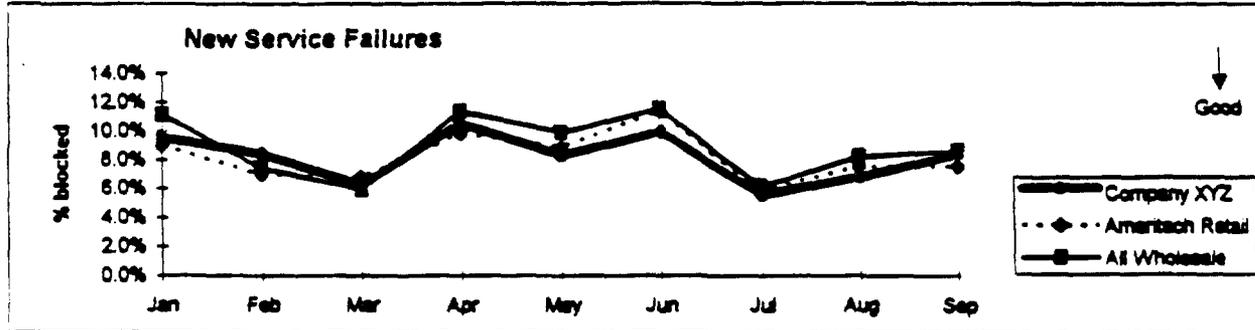
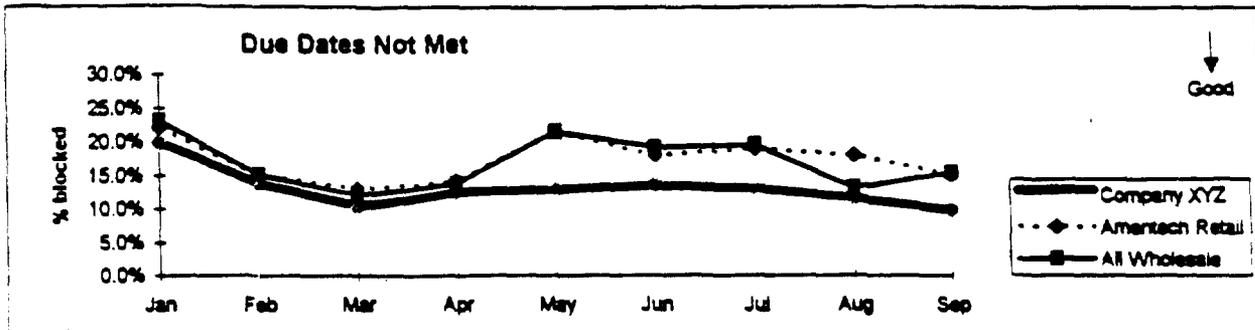
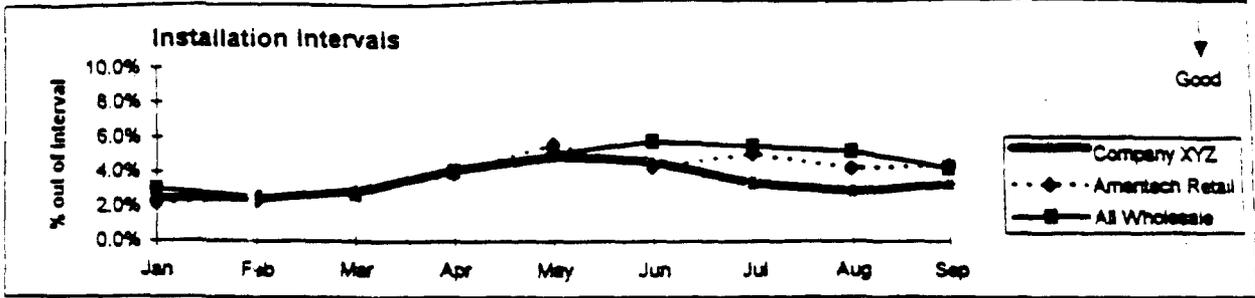
Wholesale Resale Performance for 1/1/96 to 9/30/96



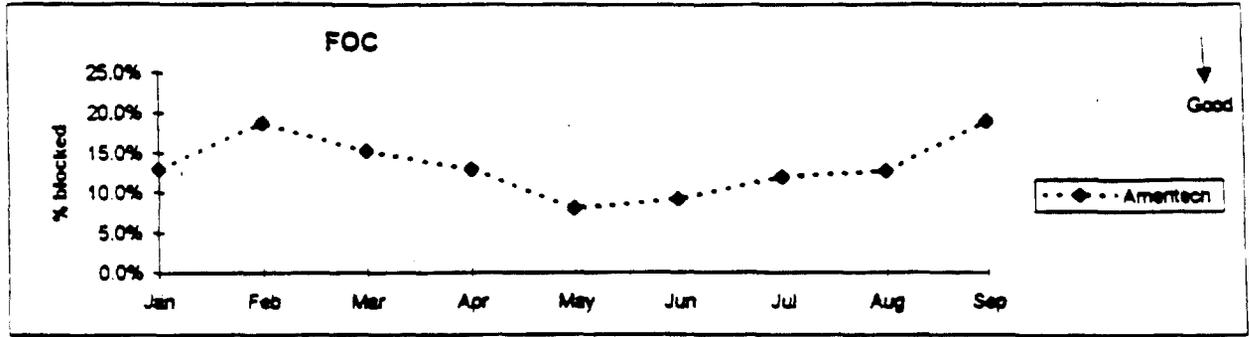
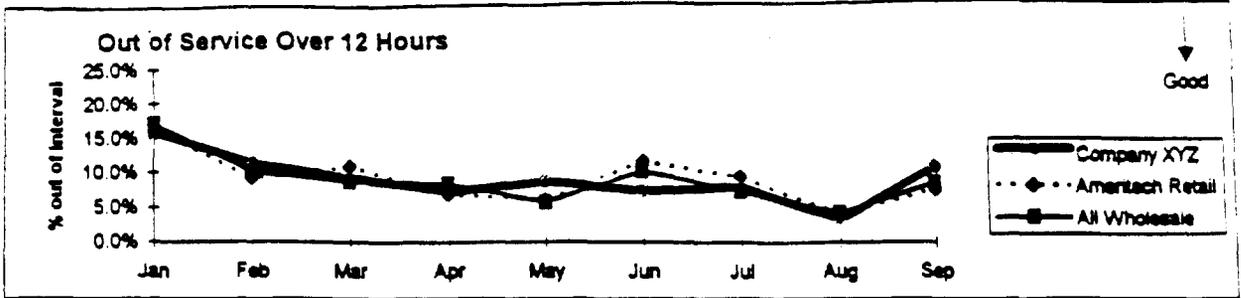
SERVICE PERFORMANCE MEASURES



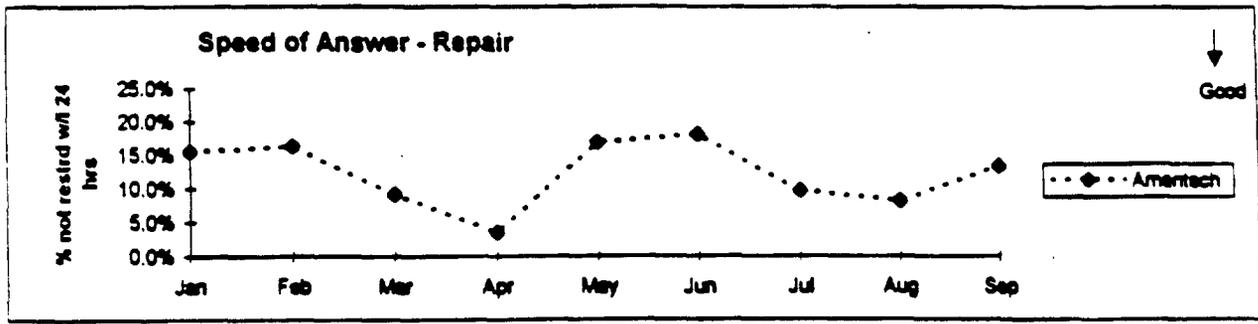
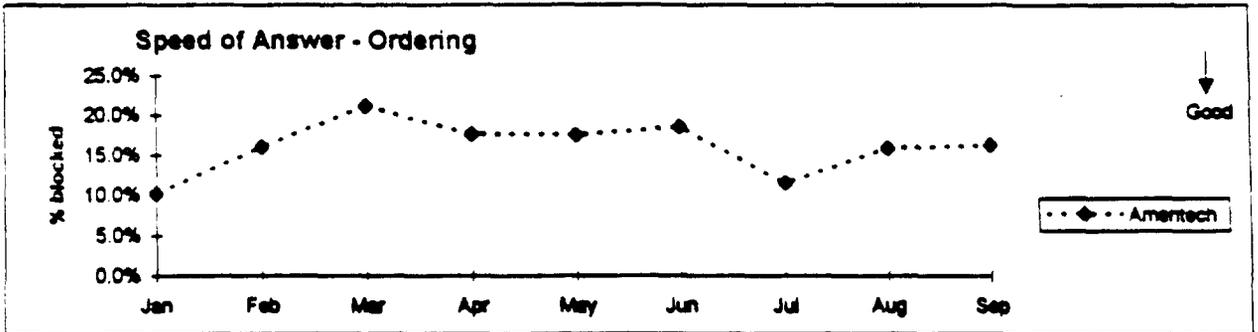
COMPANY "XYZ"
Wholesale Resale Performance for 1/1/96 to 9/30/96



COMPANY "XYZ"
Wholesale Resale Performance for 1/1/96 to 9/30/96



SERVICE PERFORMANCE MEASURES



**This Section Will Display
Customer Specific Data**

Wholesale Resale Glossary and Calculation Data

GLOSSARY

Installation Intervals	The agreed-upon interval of time allotted for installation to be performed.
Service Due Dates	The agreed-upon date when service order is due.
New Service Failures	Trouble reported on an installation within 30 days after the original installation is complete.
Trouble Report	Trouble reported by a customer on a service.
Mtce Repeats	Trouble reported on a service within 30 days after the original maintenance work is performed
FOC	Firm Order Confirmation. An acknowledgement to a customer confirming circuit number, order number, and various critical dates. FOC response times vary based on the type of service ordered.

CALCULATIONS

Installations Outside of Interval	The Percent of Installations Outside of Interval is calculated by dividing the number of installations not completed within the agreed upon time interval by the total number of installations in the reporting period.
Due Dates Not Met	The Percent of Due Dates Not Met is calculated by dividing the number of missed appointments by the total number of appointments in the reporting period.
New Service Failures	The Percent of New Service Failures is calculated by dividing the number of lines that failed within thirty days after installation by the the total number of installations in the reporting period.
Trouble Report Rate	The Trouble Report Rate is calculated by dividing the number of lines reported with trouble by the total number of lines in service in the reporting period.
Percent Repeats - Mtce	The Percent Repeats - Mtce is calculated by dividing the number of repeat reports by the total number of lines in service in the reporting period.
OOS Over 12	The Percent of OOS Over 12 is calculated by dividing the number of lines not restored within 12 hours by the total number of lines reported out of service in the reporting period.
FOC	The Percent of FOC is calculated by dividing the number of requests for service not provided within the agreed upon interval by the total number of requests for service in the reporting period.
Speed of Answer	The Percent of Speed of Answer is calculated by dividing the number of calls not answered within 10 seconds by the total number of calls in the reporting period.
Speed of Answer - Repair	The Percent of Speed of Answer - Repair is calculated by dividing the number of repair calls not answered in 20 seconds by the total number of repair calls in the reporting period.



Schedule 5

Operating Support Systems