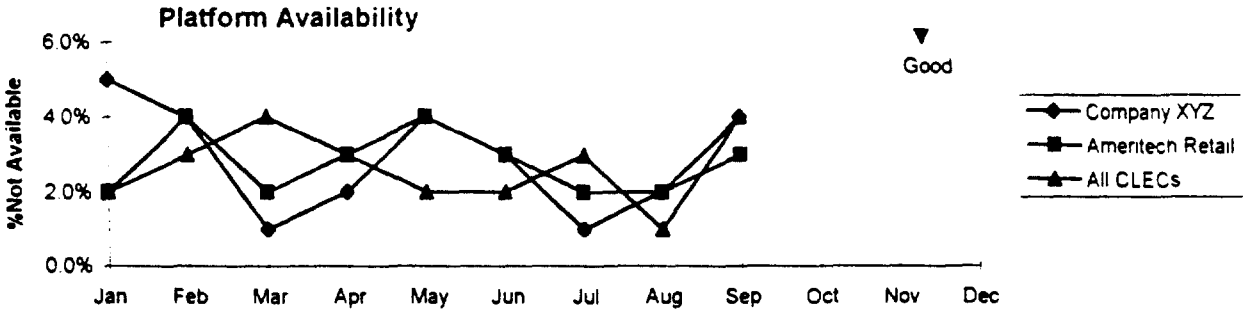
COMPANY "XYZ"

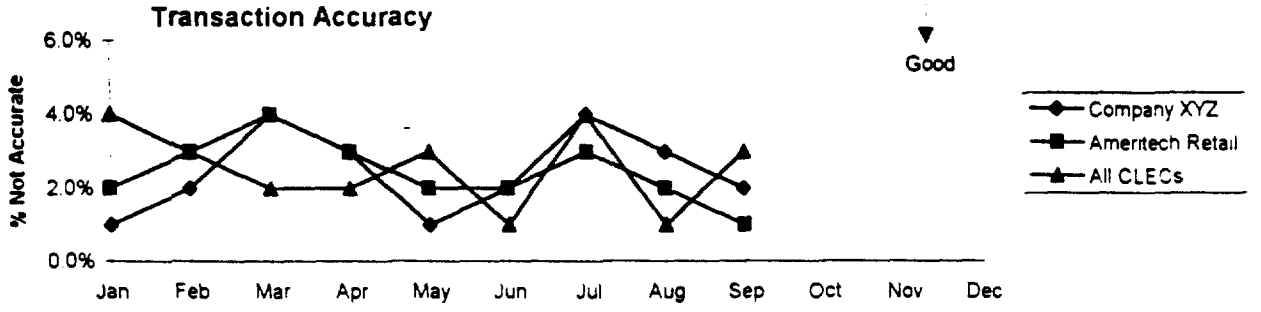
OPERATIONAL SUPPORT SYSTEMS QUALITY INITIATIVE ANALYSIS REPORT

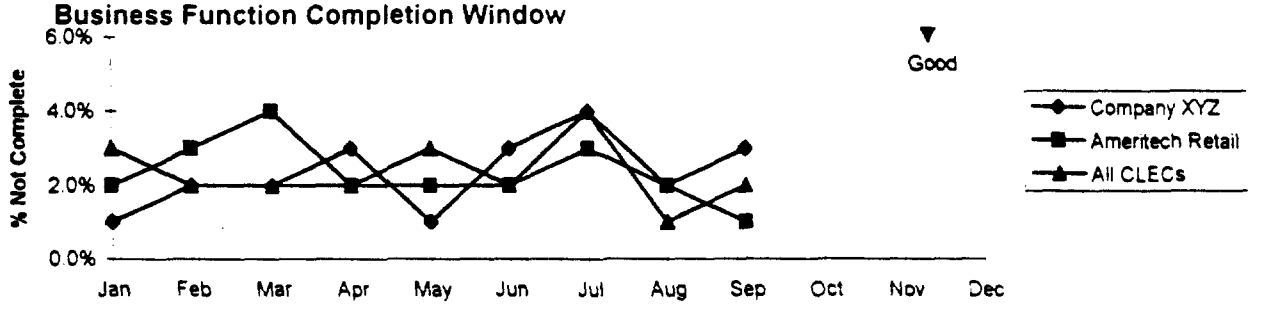
FOR

SEPTEMBER 1996

COMPANY "XYZ"
Operational Support Systems for 1/1/96 to 9/30/96







This Section Will Display
Customer Specific Data

Operational Support Systems Glossary and Calculation Data

GLOSSARY

Platform Availability	The % of time that the OSS interfaces have not met the target availability.
Transaction Accuracy	The % of time that on-line transactions are not completed or errored.
Bus Function Completion	The % of time that on-line transactions were not completed in the target interval.

CALCULATIONS

Platform Availability	Platform Availability is calculated by dividing the time the OSS interfaces are not available by the total time available.
Transaction Accuracy	The Transaction Accuracy is calculated by dividing the total on-line transaction error time by the total on-line transaction time.
Bus Functn Compl Window	The Business Function Completion Window is calculated by the time transactions were not completed within the targeted interrval by the total transaction time .

This Report Does Not Represent Actual Results.
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Schedule 6
Unbundled Loops

COMPANY "XYZ"

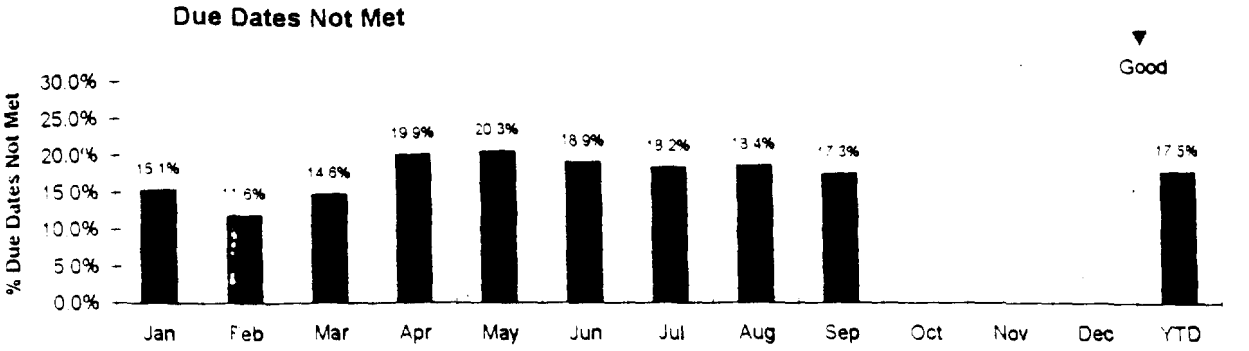
UNBUNDLED LOOPS
QUALITY INITIATIVE ANALYSIS REPORT

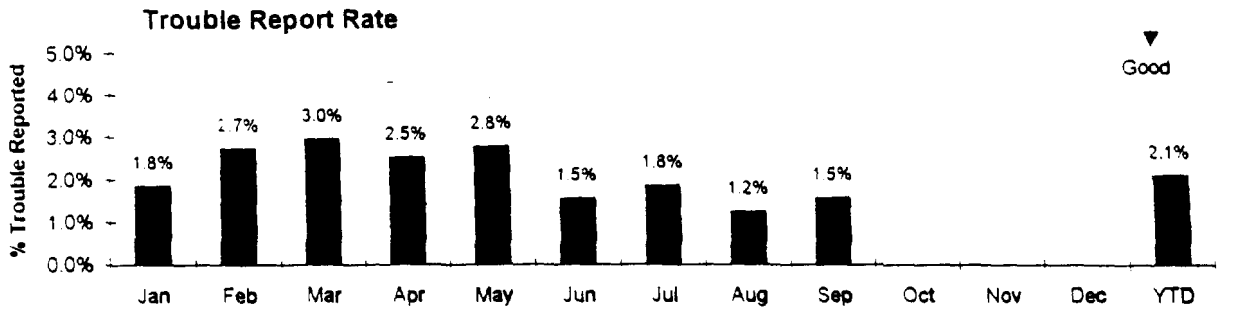
FOR

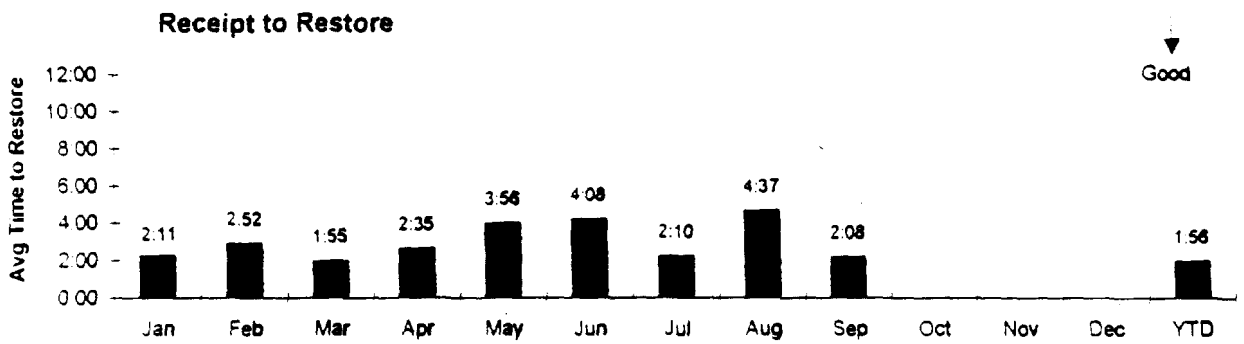
SEPTEMBER 1996

COMPANY "XYZ"

Unbundled Loops Performance for 1/1/96 to 9/30/96







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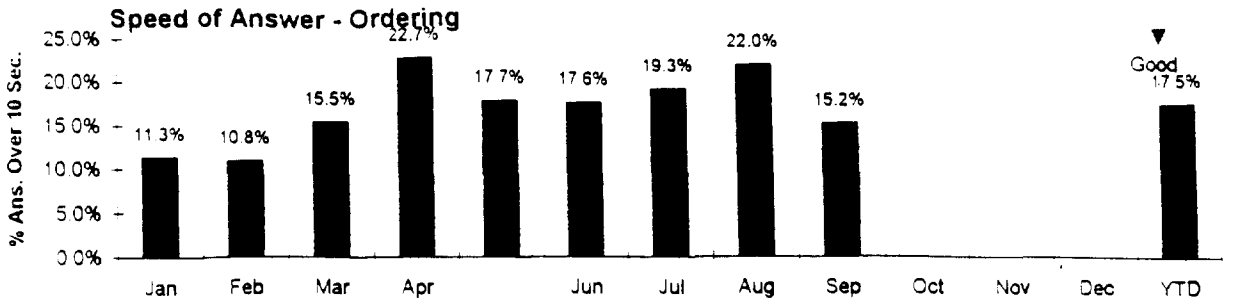
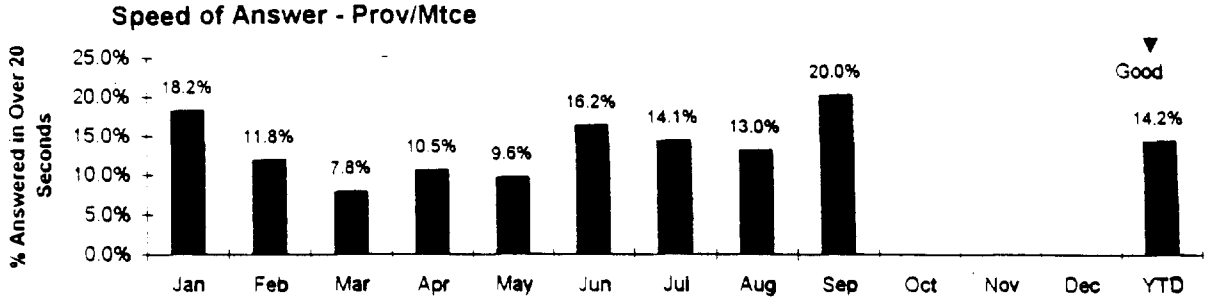
COMPANY "XYZ"

Unbundled Loops Performance for 1/1/96 to 9/30/96

SERVICE PERFORMANCE MEASURES





This Report Does Not Represent Actual Results.
Displayed For Illustrative Purposes Only.

This Section Will Display
Customer Specific Data

Unbundled Loops Glossary and Calculation Data

GLOSSARY

Service Due Dates	The agreed-upon date when service order is due.
Trouble Report	Trouble reported by the customer on a service.

CALCULATIONS

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.
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.
Receipt to Restore	The Receipt to Restore time is calculated by dividing the total service outage time by the number of trouble reports for the reporting period. Results are displayed as the average hours:minutes.
Speed of Answer - Ordering	The Percent of Speed of Answer - Ordering is calculated by dividing the number of ordering calls not answered within 10 seconds by the total number of ordering calls in the reporting period.
Speed of Answer - Prov/Mtce	The Percent of Speed of Answer - Prov/Mtce is calculated by dividing the number of Prov/Mtce calls not answered in 20 seconds by the total number of Prov/Mtce calls in the reporting period.

This Report Does Not Represent Actual Results.
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Schedule 7
Number Portability

COMPANY "XYZ"

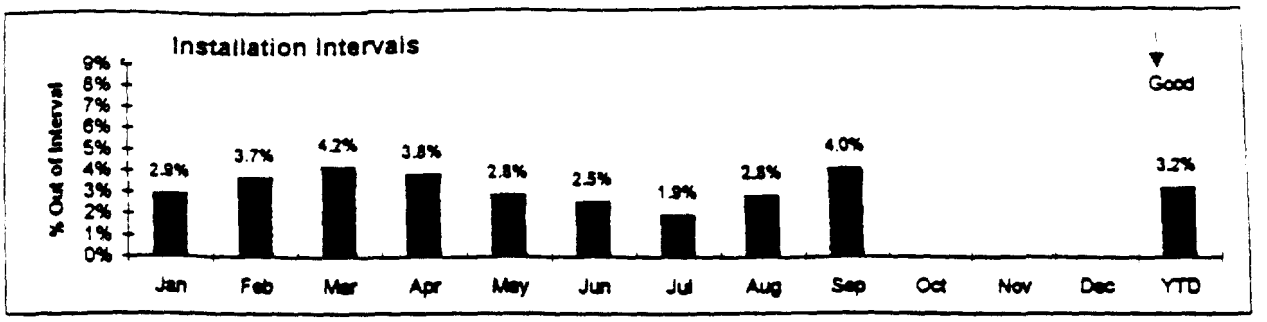
NUMBER PORTABILITY QUALITY INITIATIVE ANALYSIS REPORT

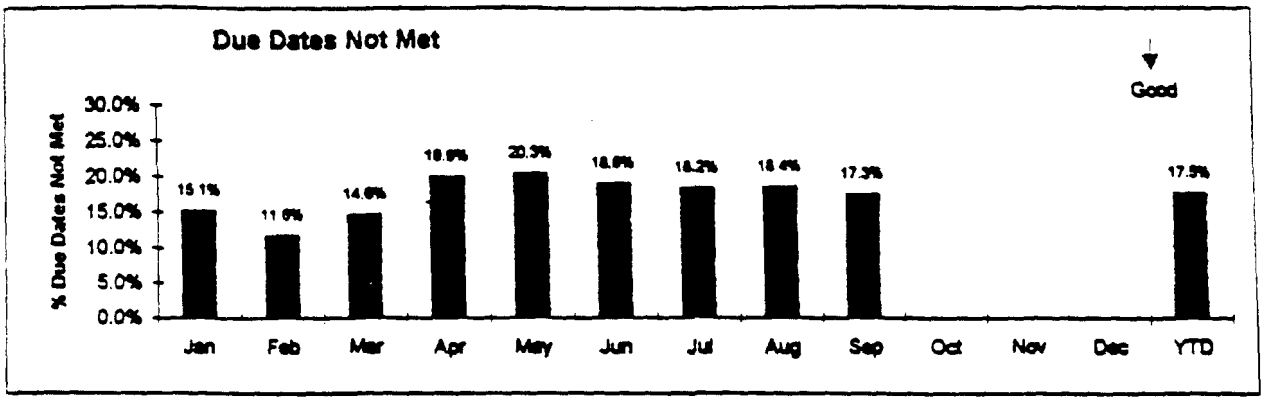
FOR

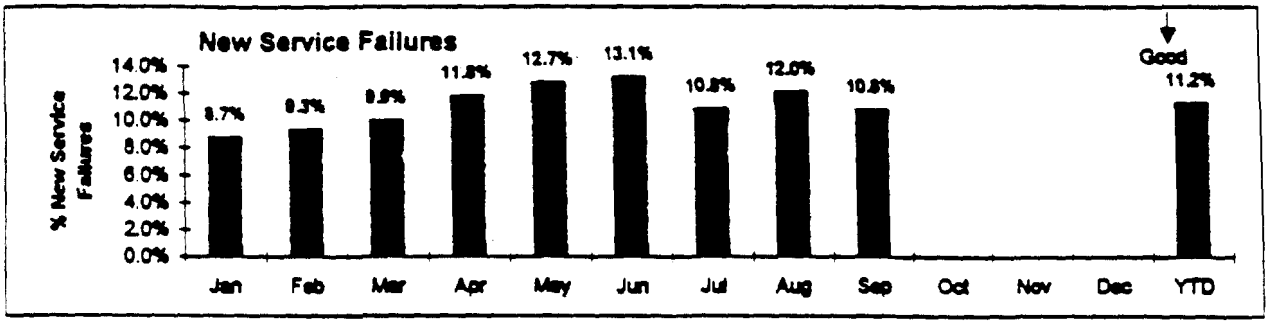
SEPTEMBER 1996

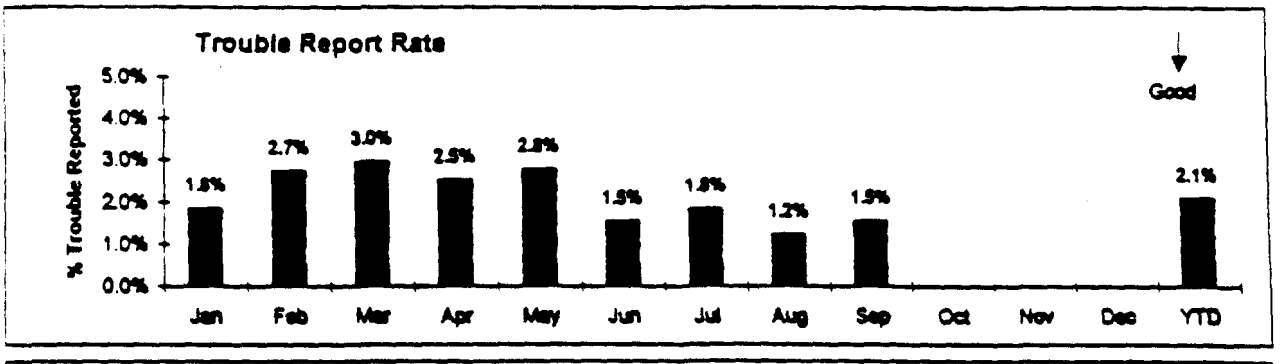
COMPANY "XYZ"

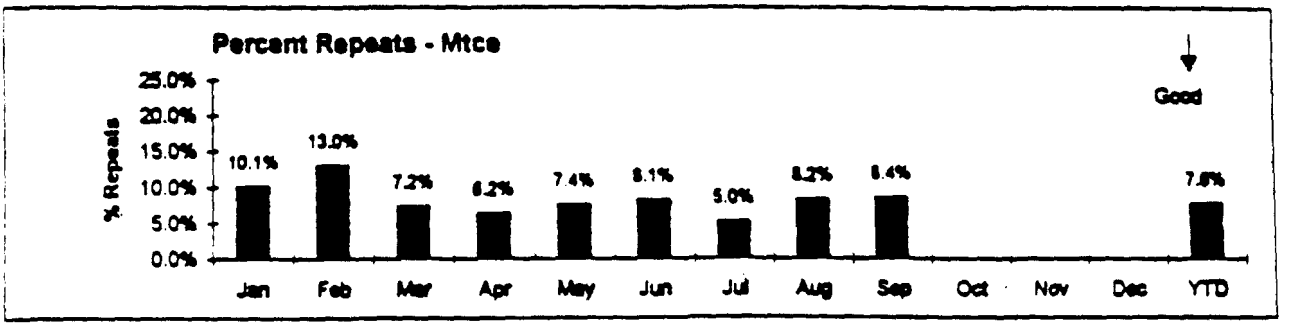
Number Portability Performance for 1/1/96 to 9/30/96







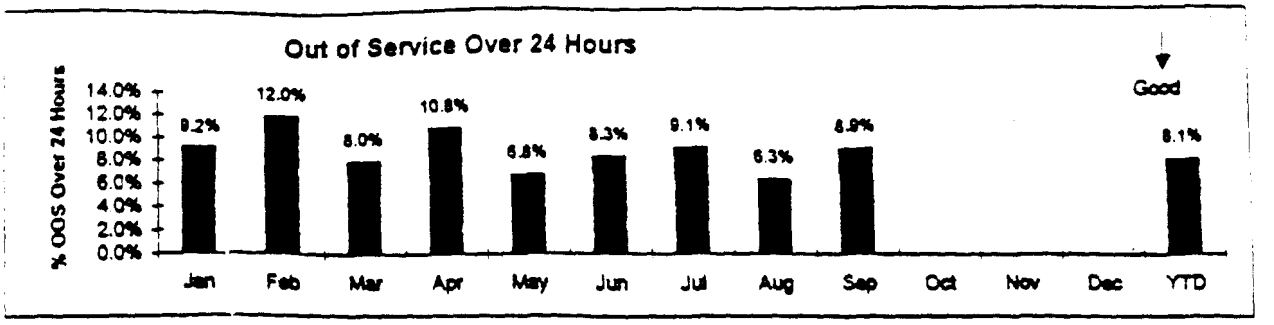


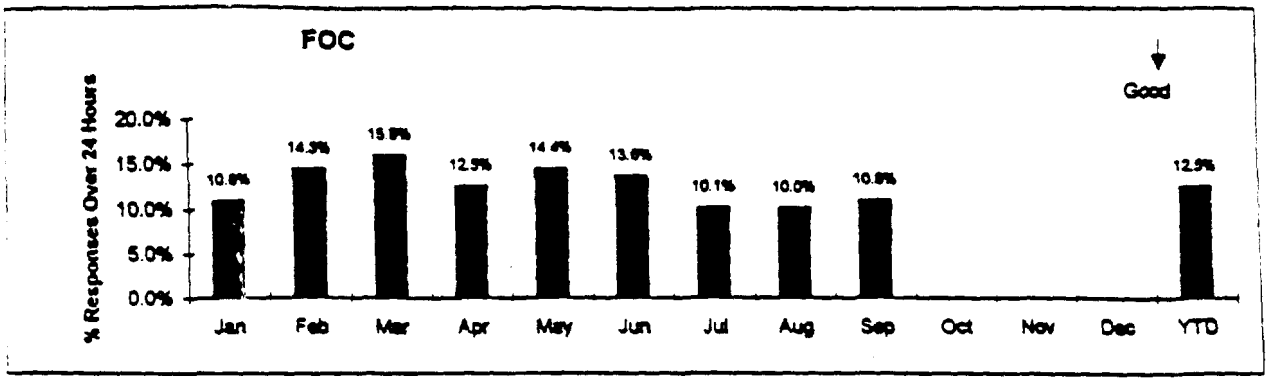


This Report Does Not Represent Actual Results.
Datapoints For Illustrative Purposes Only

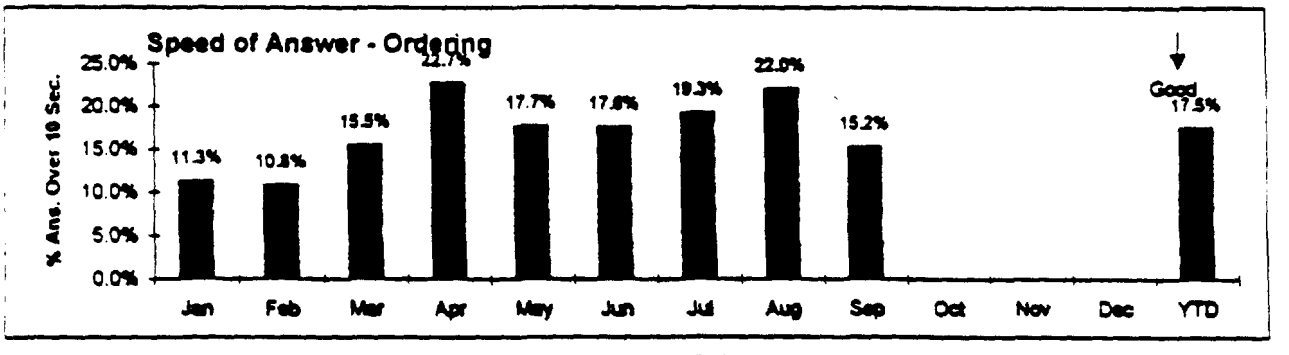
COMPANY "XYZ"

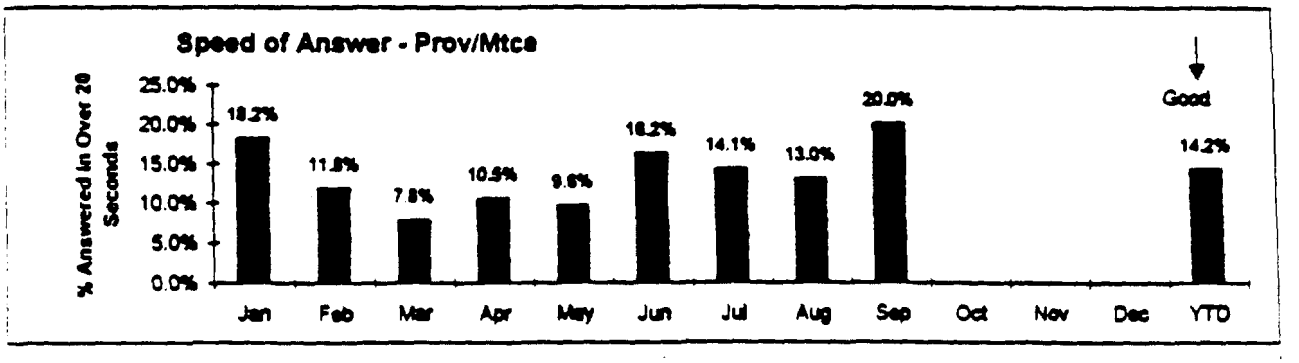
Number Portability Performance for 1/1/96 to 9/30/96





SERVICE PERFORMANCE MEASURES





This Report Does Not Represent Actual Results.
Displayed For Illustrative Purposes Only.

This Section Will Display
Customer Specific Data

Number Portability Glossary and Calculation Data

GLOSSARY

Installation Intervals	The agreed-upon interval of time alloted 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 the 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 - Ordering	The Percent of Speed of Answer - Ordering is calculated by dividing the number of ordering calls not answered within 10 seconds by the total number of ordering calls in the reporting period.
Speed of Answer - Prov/Mtce	The Percent of Speed of Answer - Prov/Mtce is calculated by dividing the number of Prov/Mtce calls not answered in 20 seconds by the total number of Prov/Mtce calls in the reporting period.

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Schedule 8

Operator Services

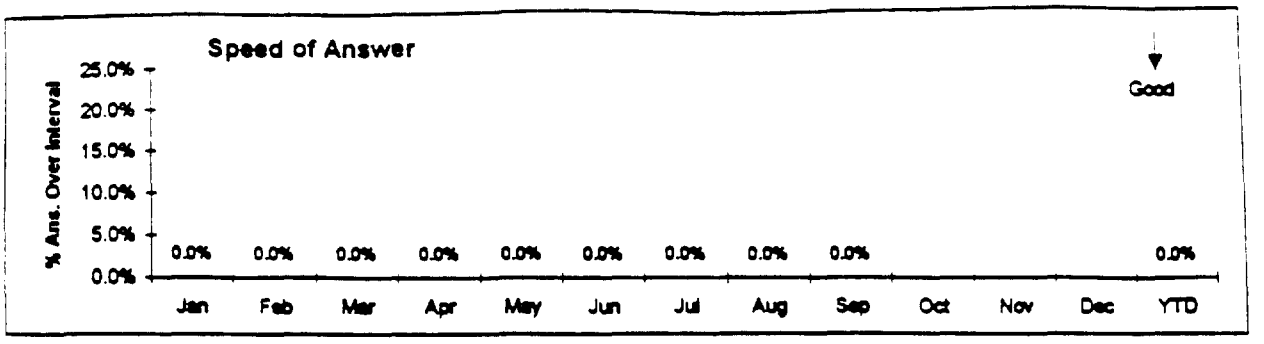
COMPANY "XYZ"

OPERATOR SERVICES QUALITY INITIATIVE ANALYSIS REPORT

FOR

SEPTEMBER 1996

COMPANY "XYZ"
Operator Services for 1/1/96 to 9/30/96



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This Section Will Display
Customer Specific Data

Operator Services Glossary and Calculation Data

GLOSSARY

Answer Interval	The maximum amount of time an operator has to answer a call.

CALCULATIONS

Speed of Answer	The Speed of Answer is calculated by dividing the number of calls not answered within the answer interval by the total number of calls in the reporting period.

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