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June 30, 1998

EX PARTE PRESENTATION

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
1919 M Street, NW
Washington, DC 20554

Re: *In the Matter of Application by SBC Communications Inc., Southwestern Bell Telephone Company, and Southwestern Bell Communications Services, Inc. d/b/a Southwestern Bell Long Distance for Provision of In-Region, InterLATA Services in Oklahoma, CC Docket No. 97-121*

Dear Ms. Salas:

Enclosed herewith are the Southwestern Bell performance measurement results for the month of May 1998. In an ex parte letter dated May 13, 1998, Southwestern Bell submitted its first set of operations support systems (OSS) performance measurement results and solicited the Staff's input regarding the format of the data to be filed going forward. Furthermore, as requested in the May 13 correspondence, Southwestern Bell invites the Staff to identify any areas of concern based upon its review of these results.

In accordance with the Commission's rules regarding ex parte communications, an original and two copies of this letter and the attachment are provided for the official record. Please contact me should you have any questions concerning the foregoing.

Respectfully submitted,

Todd F. Silbergeld

Attachment

cc: Ms. Mattey
Mr. Pryor
Ms. Karmarkar
Mr. Jennings
Mr. Olson
Ms. Wright

No. of Copies rec'd 0+1
List A B C D E

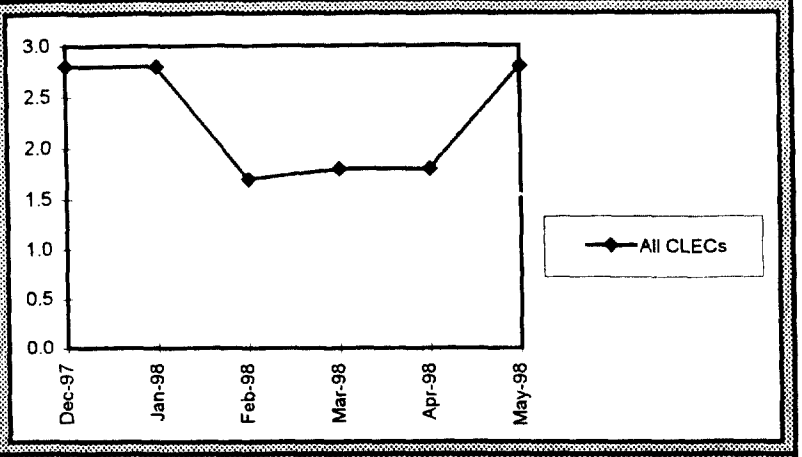
Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - DATAGATE

Measurement No. 1

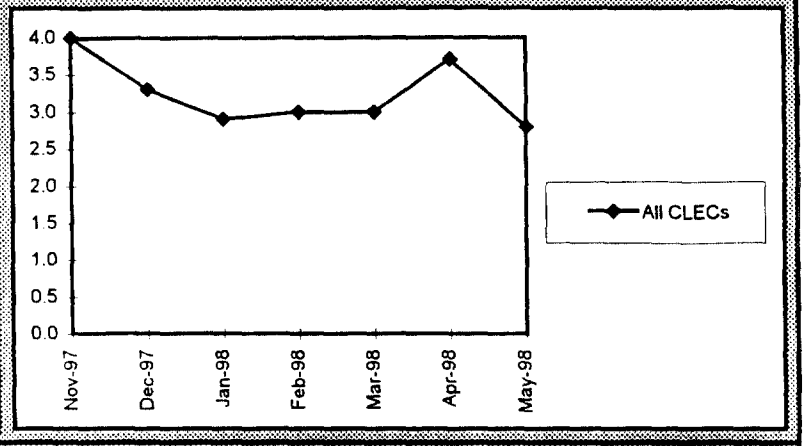
Address Verification

	No. of Trans-actions	Average Response Time Seconds
Jun-97		
Jul-97		
Aug-97		
Sep-97		
Oct-97		
Nov-97	248	n/a
Dec-97	130	2.8
Jan-98	44	2.8
Feb-98	15	1.7
Mar-98	13	1.8
Apr-98	14	1.8
May-98	368	2.8



Request for Telephone Number

	No. of Trans-actions	Average Response Time Seconds
Jun-97		
Jul-97		
Aug-97		
Sep-97		
Oct-97		
Nov-97	55	4.0
Dec-97	21	3.3
Jan-98	187	2.9
Feb-98	275	3.0
Mar-98	459	3.0
Apr-98	395	3.7
May-98	279	2.8

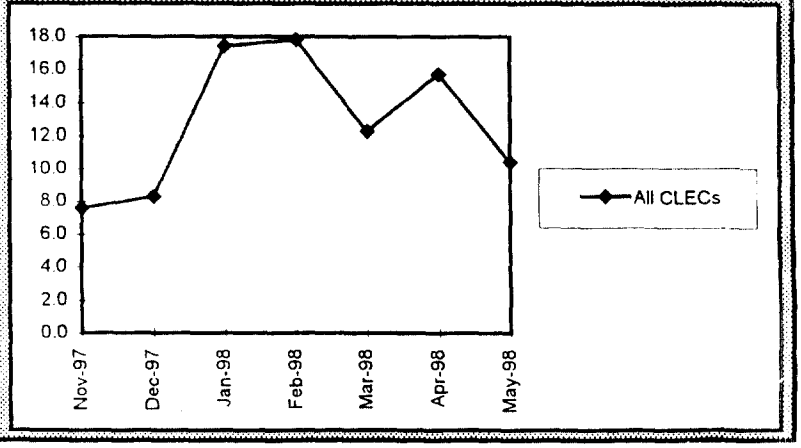


Request for CSR

	No. of Trans-actions	Average Response Time Seconds
Jun-97		
Jul-97		
Aug-97		
Sep-97		
Oct-97		
Nov-97	73	n/a
Dec-97	127	n/a
Jan-98	408	n/a
Feb-98	1,395	n/a
Mar-98	1,163	n/a
Apr-98	1,565	n/a
May-98	1,156	n/a

Service Availability

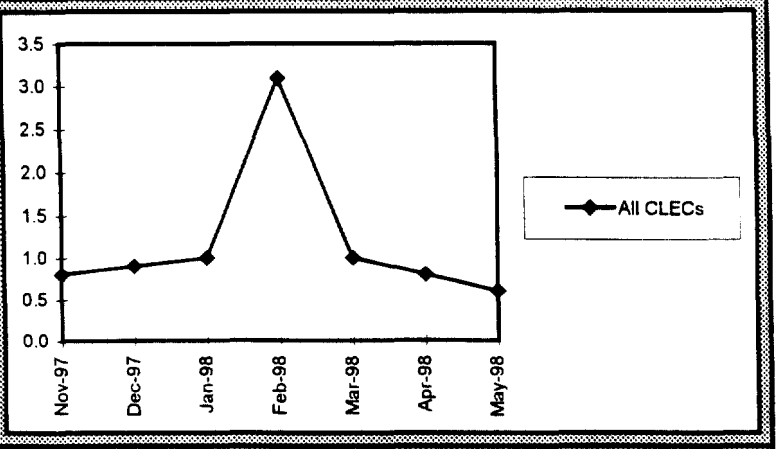
	No. of Trans-actions	Average Response Time Seconds
Jun-97		
Jul-97		
Aug-97		
Sep-97		
Oct-97		
Nov-97	23	7.6
Dec-97	23	8.3
Jan-98	202	17.4
Feb-98	587	17.8
Mar-98	729	12.3
Apr-98	528	15.7
May-98	359	10.4



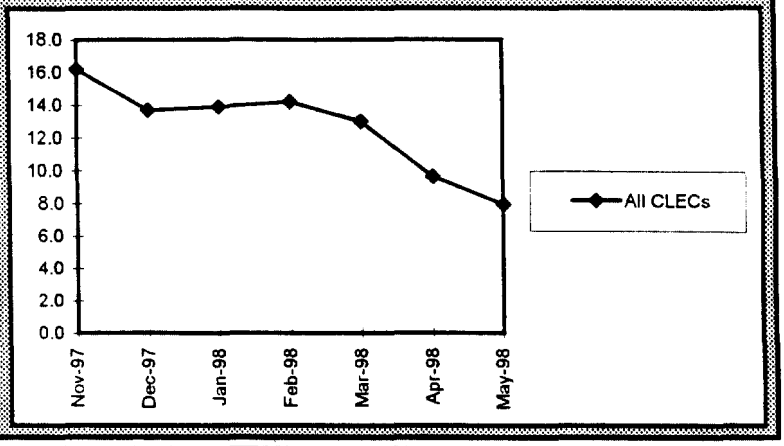
Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - DATAGATE

Measurement No. 1	Service Appointment Scheduling: No. of Trans-actions	Average Response Time Seconds
Jun-97		
Jul-97		
Aug-97		
Sep-97		
Oct-97		
Nov-97	28	0.8
Dec-97	39	0.9
Jan-98	133	1.0
Feb-98	294	3.1
Mar-98	418	1.0
Apr-98	278	0.8
May-98	89	0.6

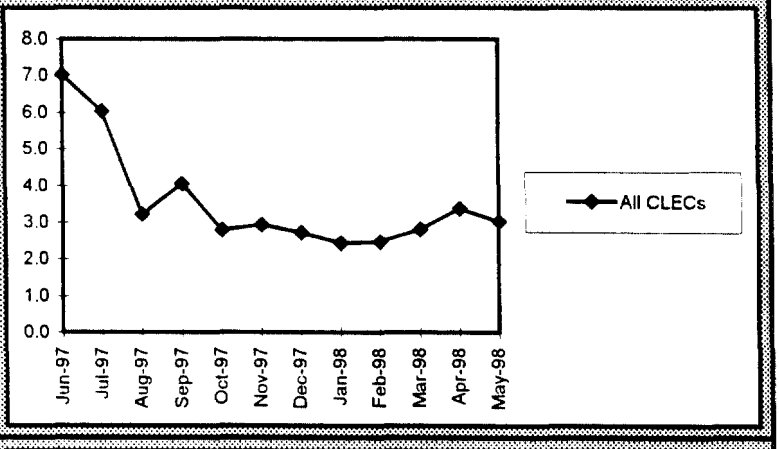


	Dispatch Required: No. of Trans-actions	Average Response Time Seconds
Jun-97		
Jul-97		
Aug-97		
Sep-97		
Oct-97		
Nov-97	25	16.2
Dec-97	89	13.7
Jan-98	606	13.9
Feb-98	1,488	14.2
Mar-98	1,380	13.0
Apr-98	804	9.6
May-98	804	7.9

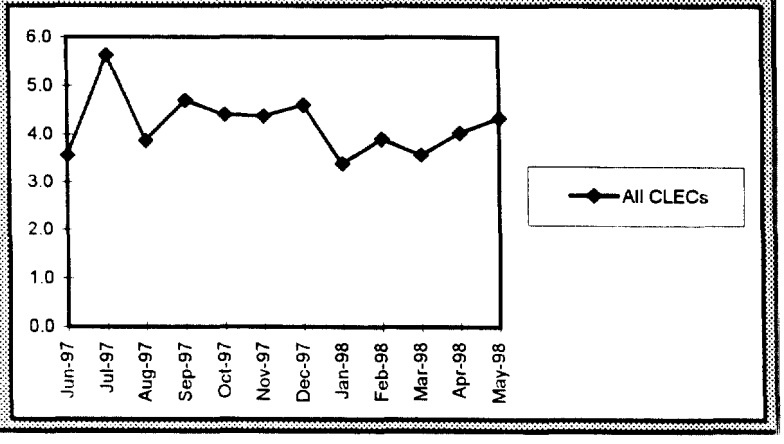


Average Response Time for OSS Pre-Order Interfaces - VERIGATE

Measurement No. 1	Address Verification: No. of Trans-actions	Average Response Time Seconds
Jun-97	961	7.02
Jul-97	1,653	6.02
Aug-97	1,551	3.21
Sep-97	1,374	4.04
Oct-97	1,569	2.78
Nov-97	1,537	2.93
Dec-97	1,648	2.71
Jan-98	1,932	2.43
Feb-98	3,070	2.46
Mar-98	4,804	2.81
Apr-98	3,140	3.37
May-98	2,014	3.01



	Request for Telephone Number: No. of Trans-actions	Average Response Time Seconds
Jun-97	31	3.55
Jul-97	99	5.63
Aug-97	91	3.86
Sep-97	67	4.69
Oct-97	108	4.40
Nov-97	24	4.38
Dec-97	79	4.59
Jan-98	100	3.38
Feb-98	326	3.90
Mar-98	615	3.57
Apr-98	738	4.02
May-98	785	4.33



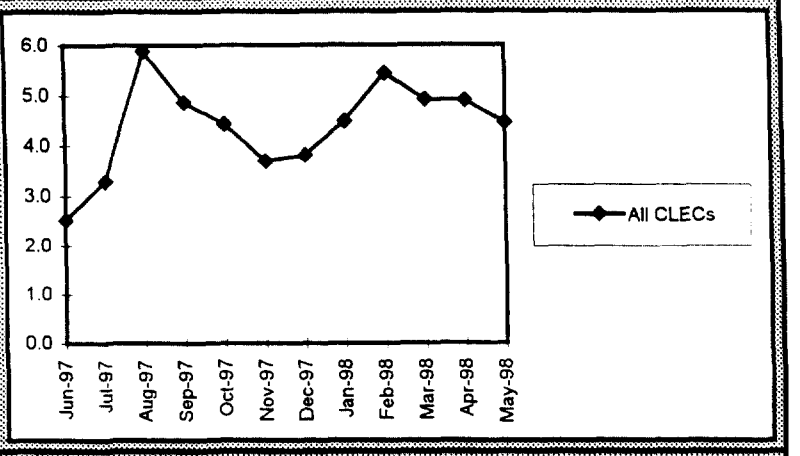
Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - VERIGATE

Measurement No. 1

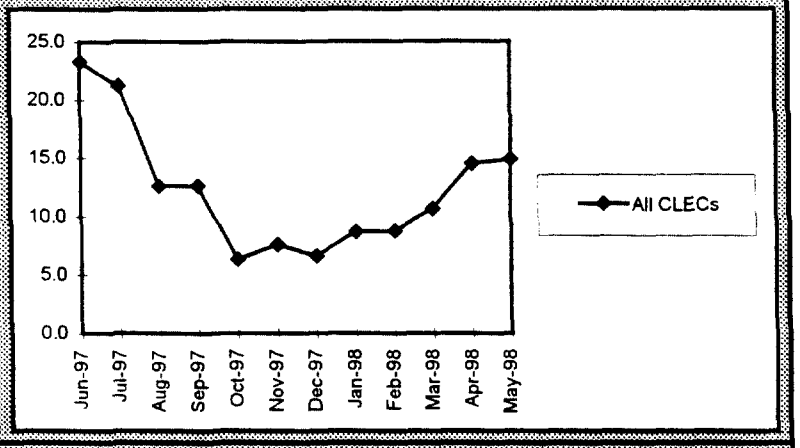
Request for CSR

	No. of Trans-actions	Average Response Time Seconds
Jun-97	453	2.52
Jul-97	1,495	3.29
Aug-97	4,761	5.89
Sep-97	2,973	4.87
Oct-97	4,865	4.43
Nov-97	3,154	3.70
Dec-97	4,849	3.82
Jan-98	545	4.49
Feb-98	7,540	5.44
Mar-98	10,746	4.92
Apr-98	9,591	4.91
May-98	9,559	4.46



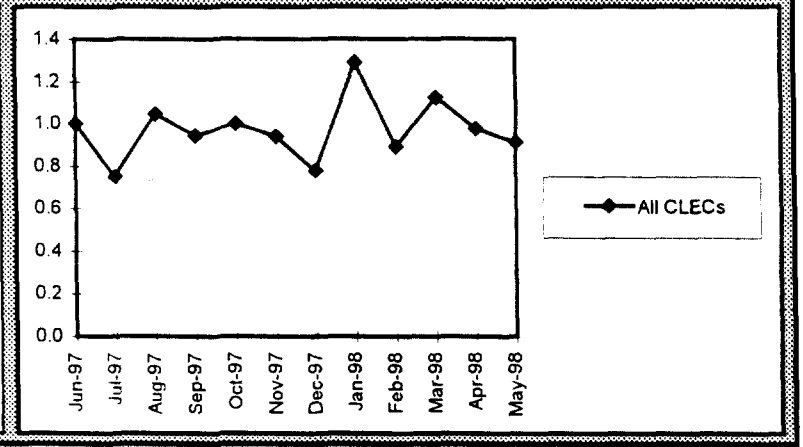
Service Availability

	No. of Trans-actions	Average Response Time Seconds
Jun-97	10	23.30
Jul-97	9	21.22
Aug-97	38	12.61
Sep-97	30	12.67
Oct-97	49	6.31
Nov-97	99	7.59
Dec-97	45	6.60
Jan-98	23	8.70
Feb-98	112	8.76
Mar-98	379	10.65
Apr-98	138	14.53
May-98	73	14.90



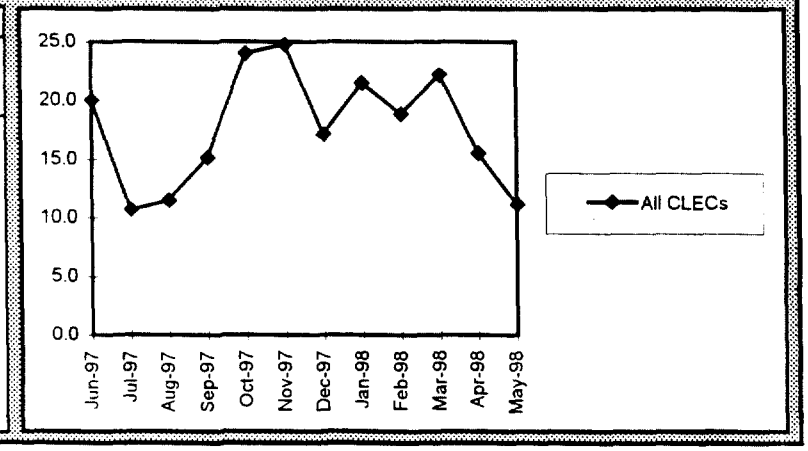
Service Appointment Scheduling

	No. of Trans-actions	Average Response Time Seconds
Jun-97	9	1.00
Jul-97	4	0.75
Aug-97	44	1.05
Sep-97	17	0.94
Oct-97	26	1.00
Nov-97	84	0.94
Dec-97	9	0.78
Jan-98	31	1.29
Feb-98	119	0.89
Mar-98	576	1.12
Apr-98	1,513	0.98
May-98	351	0.91



Dispatch Required

	No. of Trans-actions	Average Response Time Seconds
Jun-97	3	20.00
Jul-97	11	10.64
Aug-97	30	11.47
Sep-97	13	15.15
Oct-97	10	24.00
Nov-97	34	24.76
Dec-97	6	17.17
Jan-98	8	21.50
Feb-98	7	18.86
Mar-98	61	22.20
Apr-98	50	15.56
May-98	30	11.17

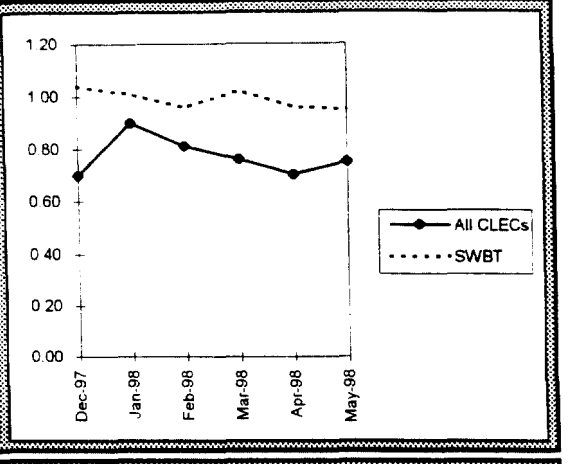


Pre-Ordering/Ordering

EASE Average Response Time (Seconds)

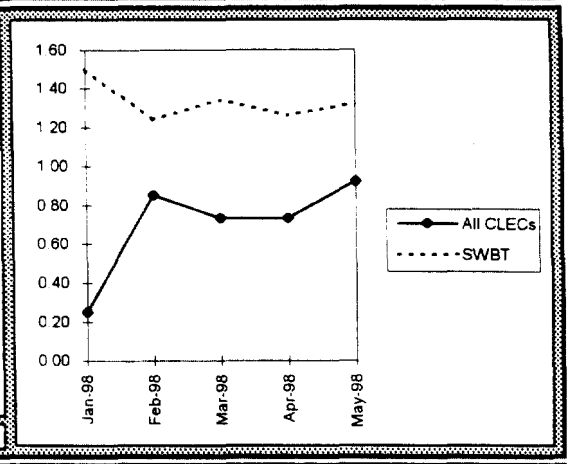
Division - Missouri

Measurement No. 2	All CLECs Screen Count	All CLECs Avg. Resp. Time (Sec.)	SWBT Screen Count	SWBT Avg. Resp. Time (Sec.)
Jun-97				
Jul-97				
Aug-97				
Sep-97				
Oct-97				
Nov-97				
Dec-97	602	0.70	3,061,470	1.04
Jan-98	4,469	0.90	3,130,648	1.01
Feb-98	9,473	0.81	3,010,002	0.96
Mar-98	101,016	0.76	3,385,825	1.02
Apr-98	94,588	0.70	3,096,312	0.96
May-98	69,542	0.75	3,018,759	0.95
12 Mo. Avg.		0.74		0.99



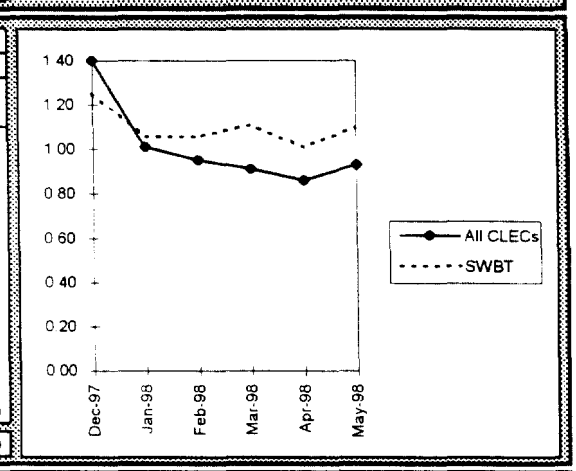
Division - Arkansas

	All CLECs Screen Count	All CLECs Avg. Resp. Time (Sec.)	SWBT Screen Count	SWBT Avg. Resp. Time (Sec.)
Jun-97				
Jul-97				
Aug-97				
Sep-97				
Oct-97				
Nov-97				
Dec-97	0	0.00	1,293,949	1.57
Jan-98	11	0.25	1,419,537	1.50
Feb-98	854	0.85	1,425,174	1.24
Mar-98	15,711	0.73	1,584,015	1.34
Apr-98	14,068	0.73	1,640,544	1.26
May-98	9,679	0.92	1,580,907	1.32
12 Mo. Avg.		0.78		1.36



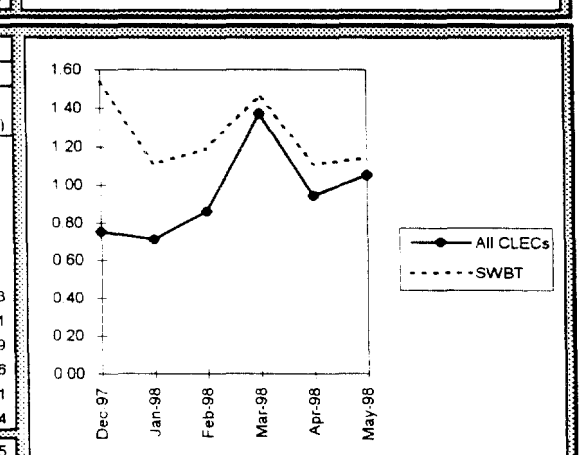
Division - Kansas

	All CLECs Screen Count	All CLECs Avg. Resp. Time (Sec.)	SWBT Screen Count	SWBT Avg. Resp. Time (Sec.)
Jun-97				
Jul-97				
Aug-97				
Sep-97				
Oct-97				
Nov-97				
Dec-97	24,839	1.40	2,007,618	1.25
Jan-98	30,235	1.01	2,393,628	1.06
Feb-98	24,241	0.95	2,195,306	1.06
Mar-98	57,138	0.91	2,399,471	1.11
Apr-98	56,281	0.86	2,526,140	1.01
May-98	47,411	0.93	2,403,687	1.10
12 Mo. Avg		0.97		1.09



Division - Houston

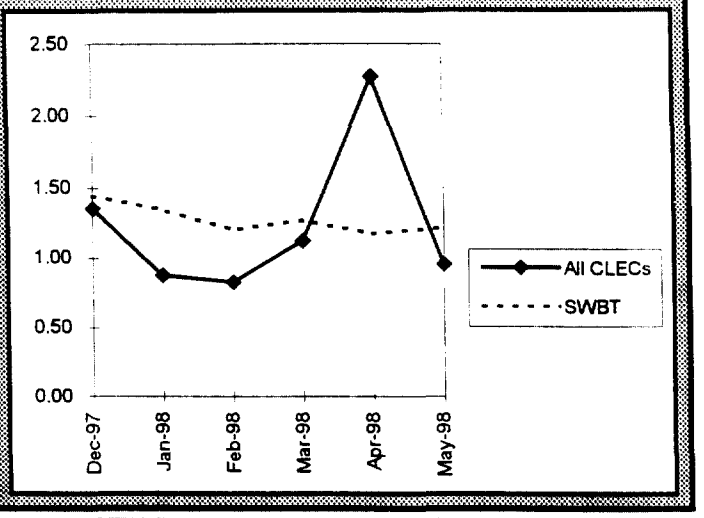
	All CLECs Screen Count	All CLECs Avg. Resp. Time (Sec.)	SWBT Screen Count	SWBT Avg. Resp. Time (Sec.)
Jun-97				
Jul-97				
Aug-97				
Sep-97				
Oct-97				
Nov-97				
Dec-97	278,592	0.75	5,085,380	1.53
Jan-98	170,022	0.71	5,586,277	1.11
Feb-98	128,719	0.86	5,475,528	1.19
Mar-98	171,882	1.37	5,954,926	1.46
Apr-98	101,099	0.94	6,257,713	1.11
May-98	81,202	1.05	6,154,876	1.14
12 Mo. Avg.		0.92		1.25



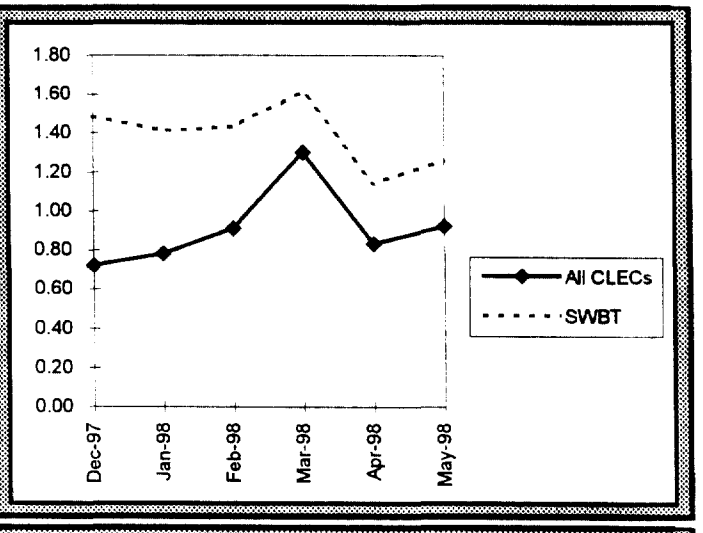
Pre-Ordering/Ordering

EASE Average Response Time (Seconds)

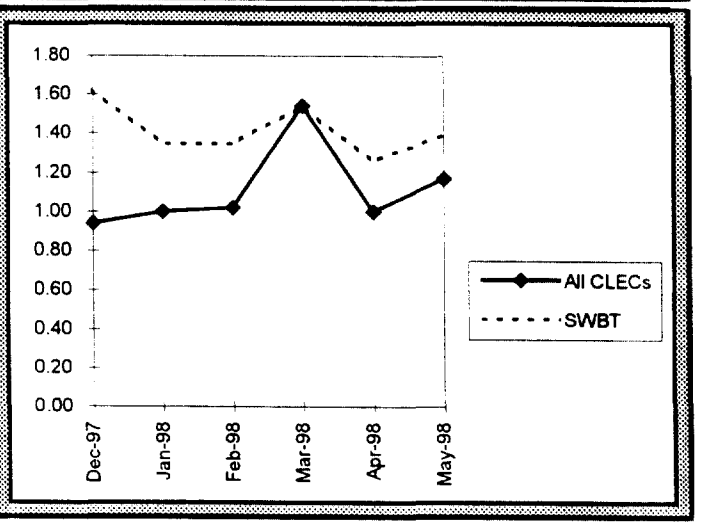
Measurement No. 2	Division - Oklahoma			
	All CLECs		SWBT	
	Screen Count	Avg. Resp. Time (Sec.)	Screen Count	Avg. Resp. Time (Sec.)
Jun-97				
Jul-97				
Aug-97				
Sep-97				
Oct-97				
Nov-97				
Dec-97	11,742	1.35	2,476,614	1.44
Jan-98	18,842	0.87	2,397,382	1.34
Feb-98	23,812	0.82	2,189,342	1.20
Mar-98	21,708	1.12	2,227,950	1.27
Apr-98	1,373	2.27	2,127,152	1.17
May-98	10,390	0.95	1,968,664	1.22
12 Mo. Avg.		1.01		1.28



	Division - Dallas			
	All CLECs		SWBT	
	Screen Count	Avg. Resp. Time (Sec.)	Screen Count	Avg. Resp. Time (Sec.)
Jun-97				
Jul-97				
Aug-97				
Sep-97				
Oct-97				
Nov-97				
Dec-97	600,482	0.72	4,750,428	1.48
Jan-98	508,825	0.78	4,966,624	1.41
Feb-98	531,741	0.91	4,755,902	1.43
Mar-98	1,027,861	1.30	4,772,089	1.61
Apr-98	634,235	0.83	5,217,856	1.14
May-98	566,643	0.92	5,157,828	1.26
12 Mo. Avg.		0.96		1.38



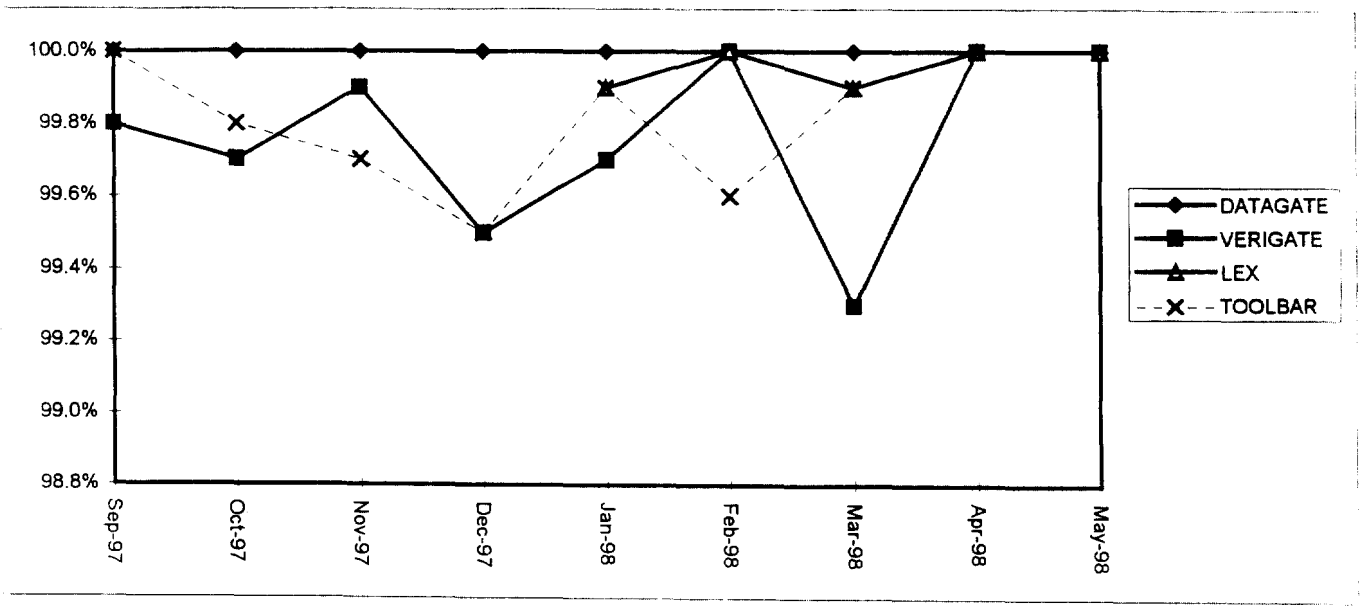
	Division - San Antonio			
	All CLECs		SWBT	
	Screen Count	Avg. Resp. Time (Sec.)	Screen Count	Avg. Resp. Time (Sec.)
Jun-97				
Jul-97				
Aug-97				
Sep-97				
Oct-97				
Nov-97				
Dec-97	556,290	0.94	5,210,297	1.62
Jan-98	214,542	1.00	5,803,862	1.35
Feb-98	314,437	1.02	5,598,705	1.35
Mar-98	618,447	1.54	5,889,286	1.54
Apr-98	442,298	1.00	6,096,143	1.26
May-98	333,487	1.17	4,960,868	1.39
12 Mo. Avg.		1.15		1.41



General - System Availability

OSS Interface Availability

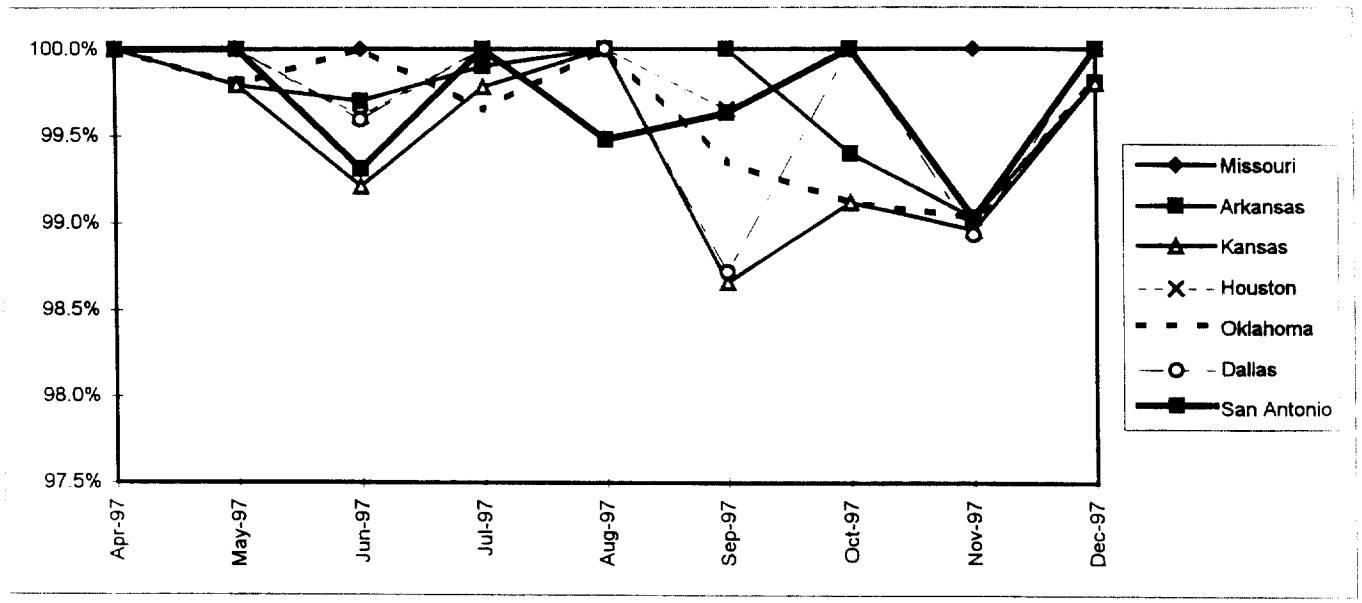
Measurement No. 3	DATAGATE	VERIGATE	LEX	EDI	TOOLBAR	RAF by CLEC
Jun-97						
Jul-97						
Aug-97						
Sep-97	100.0%	99.8%	n/a	n/a	100.0%	
Oct-97	100.0%	99.7%	n/a	n/a	99.8%	Varies by CLEC
Nov-97	100.0%	99.9%	99.9%	n/a	99.7%	
Dec-97	100.0%	99.5%	99.6%	n/a	99.5%	
Jan-98	100.0%	99.7%	99.9%	n/a	99.9%	
Feb-98	100.0%	100.0%	100.0%	n/a	99.6%	
Mar-98	100.0%	99.3%	99.9%	n/a	99.9%	
Apr-98	100.0%	100.0%	100.0%	n/a	100.0%	
May-98	100.0%	100.0%	100.0%	n/a	100.0%	



General - System Availability

EASE Availability - By Division (CPU Platform)

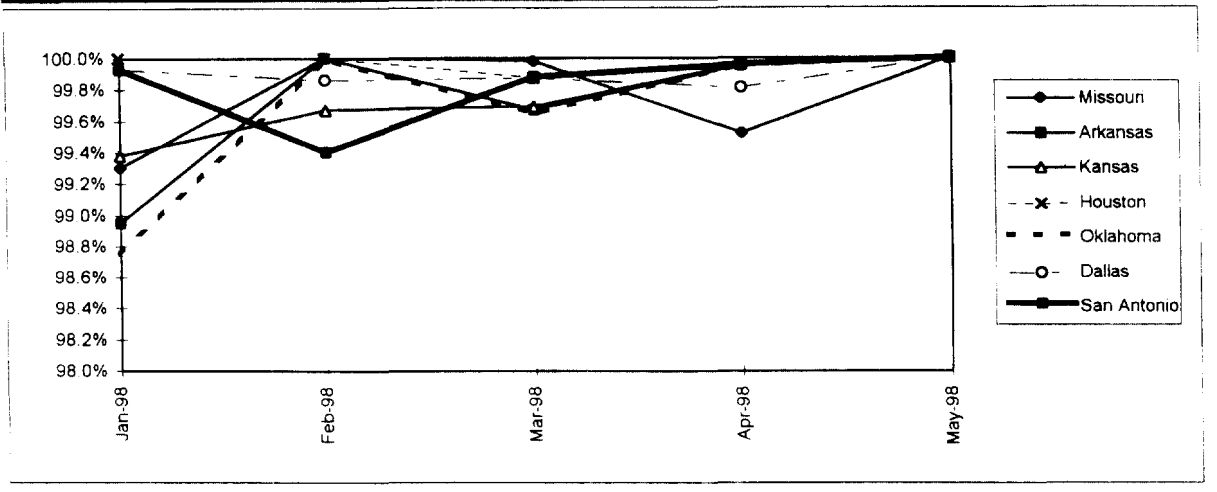
Measurement No. 3	Missouri	Arkansas	Kansas	Houston	Oklahoma	Dallas	San Antonio
Apr-97	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
May-97	100.0%	99.8%	99.8%	100.0%	99.8%	100.0%	100.0%
Jun-97	100.0%	99.7%	99.2%	99.6%	100.0%	99.6%	99.3%
Jul-97	100.0%	99.9%	99.8%	100.0%	99.7%	100.0%	100.0%
Aug-97	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.5%
Sep-97	100.0%	100.0%	98.7%	99.7%	99.4%	98.7%	99.6%
Oct-97	100.0%	99.4%	99.1%	100.0%	99.1%	100.0%	100.0%
Nov-97	100.0%	99.0%	99.0%	99.0%	99.0%	98.9%	99.0%
Dec-97	100.0%	99.8%	99.8%	100.0%	99.8%	100.0%	100.0%



General - System Availability

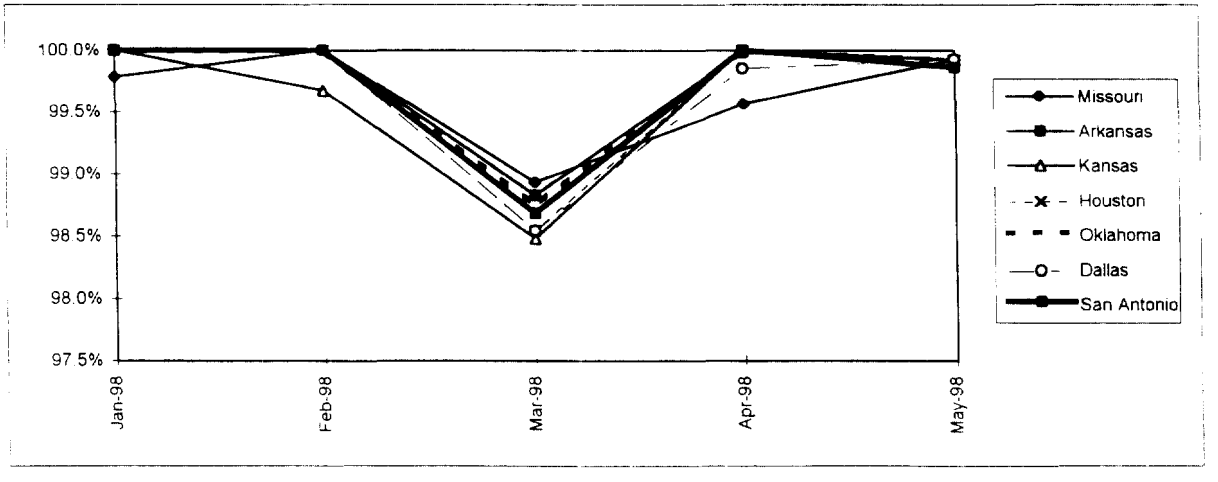
Consumer EASE Availability - By Division (CPU Platform)

Measurement No. 3	Missouri	Arkansas	Kansas	Houston	Oklahoma	Dallas	San Antonio
Jun-97							
Jul-97							
Aug-97							
Sep-97							
Oct-97							
Nov-97							
Dec-97							
Jan-98	99.30%	98.95%	99.38%	100.00%	98.75%	99.93%	99.93%
Feb-98	100.00%	100.00%	99.67%	100.00%	100.00%	99.86%	99.40%
Mar-98	99.98%	99.67%	99.69%	99.87%	99.65%	99.87%	99.88%
Apr-98	99.52%	99.95%	99.96%	99.96%	99.96%	99.81%	99.96%
May-98	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%



Business EASE Availability - By Division (CPU Platform)

Measurement No. 3	Missouri	Arkansas	Kansas	Houston	Oklahoma	Dallas	San Antonio
Jun-97							
Jul-97							
Aug-97							
Sep-97							
Oct-97							
Nov-97							
Dec-97							
Jan-98	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Feb-98	100.0%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%
Mar-98	98.9%	98.8%	98.5%	98.5%	98.7%	98.5%	98.7%
Apr-98	99.6%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%
May-98	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%



Pre-Ordering/Ordering

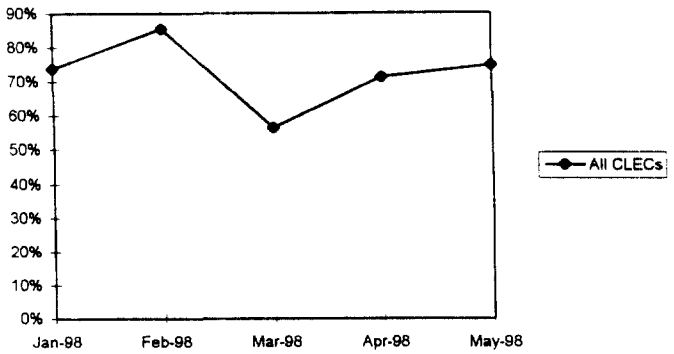
Percent Firm Order Confirmations (FOCs) received within "x" hours

Measurement No. 4

Residence and Simple Business - LEX

All CLECs

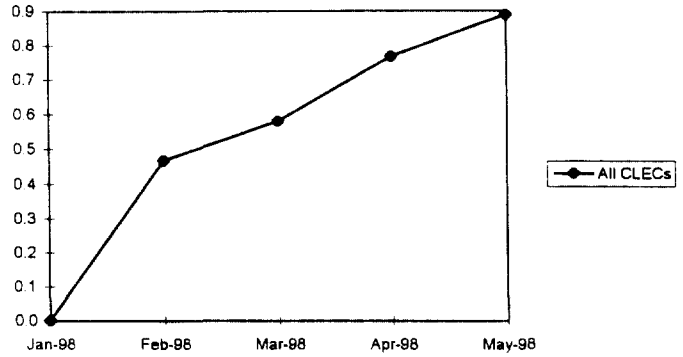
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours
Jan-98	19	14	73.7%
Feb-98	458	391	85.4%
Mar-98	464	262	56.5%
Apr-98	1,282	912	71.1%
May-98	1,106	825	74.6%
12 Mo. Total	3,329	2,404	72.2%



Residence and Simple Business - EDI

All CLECs

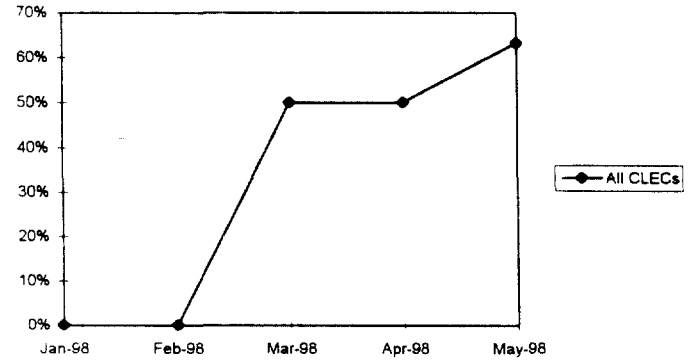
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours
Jan-98	4	0	0.0%
Feb-98	148	69	46.6%
Mar-98	100	58	58.0%
Apr-98	47	36	76.6%
May-98	9	8	88.9%
12 Mo. Total	308	171	55.5%



Complex Business - LEX

All CLECs

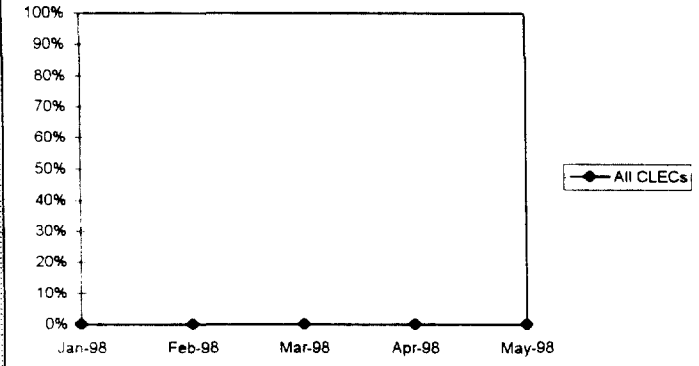
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours
Jan-98	0	0	n/a
Feb-98	0	0	n/a
Mar-98	2	1	50.0%
Apr-98	20	10	50.0%
May-98	19	12	63.2%
12 Mo. Total	41	23	56.1%



Complex Business - EDI

All CLECs

	No. of Orders	# Received < 48 Hours	% Received < 48 Hours
Jan-98	0	0	n/a
Feb-98	0	0	n/a
Mar-98	0	0	n/a
Apr-98	0	0	n/a
May-98	0	0	n/a
12 Mo. Total	0	0	n/a



NOTE: These results are preliminary and subject to change upon further validation.

Pre-Ordering/Ordering

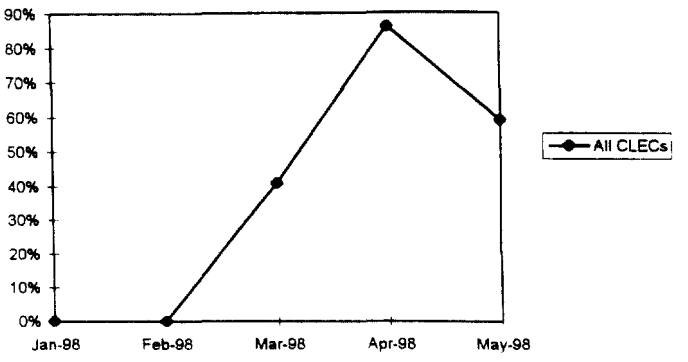
Percent Firm Order Confirmations (FOCs) received within "x" hours

Measurement No. 4

UNE Loop and Switch Ports - LEX

All CLECs

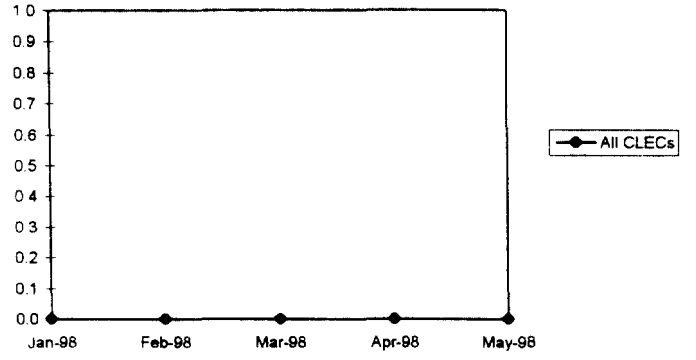
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours
Jan-98	0	0	n/a
Feb-98	0	0	n/a
Mar-98	22	9	40.9%
Apr-98	43	37	86.0%
May-98	56	33	58.9%
12 Mo. Total	121	79	65.3%



UNE Loop and Switch Ports - EDI

All CLECs

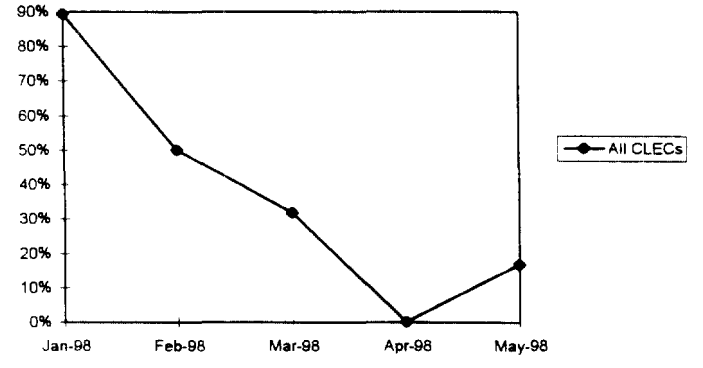
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours
Jan-98	0	0	n/a
Feb-98	0	0	n/a
Mar-98	0	0	n/a
Apr-98	0	0	n/a
May-98	0	0	n/a
12 Mo. Total	0	0	n/a



Other - LEX

All CLECs

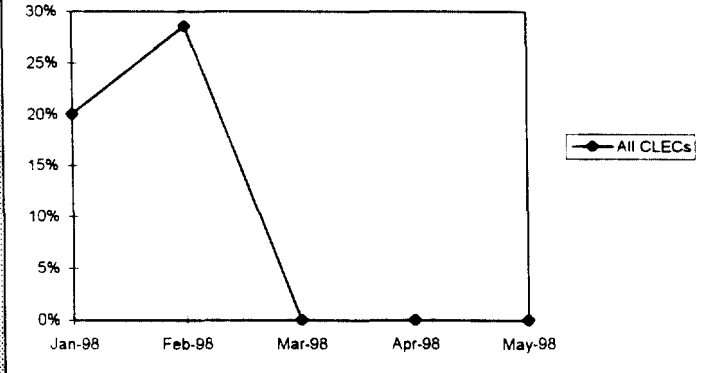
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours
Jan-98	318	284	89.3%
Feb-98	24	12	50.0%
Mar-98	22	7	31.8%
Apr-98	2	0	0.0%
May-98	6	1	16.7%
12 Mo. Total	372	304	81.7%



Other - EDI

All CLECs

	No. of Orders	# Received < 24 Hours	% Received < 24 Hours
Jan-98	5	1	20.0%
Feb-98	21	6	28.6%
Mar-98	2	0	0.0%
Apr-98	0	0	n/a
May-98	0	0	n/a
12 Mo. Total	28	7	25.0%



NOTE: These results are preliminary and subject to change upon further validation.

Pre-Ordering/Ordering

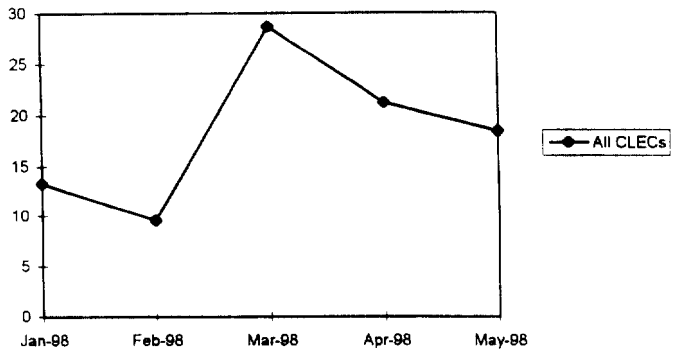
Average Time to Return FOC (Hours)

Measurement No. 5

Residence and Simple Business - LEX

All CLECs

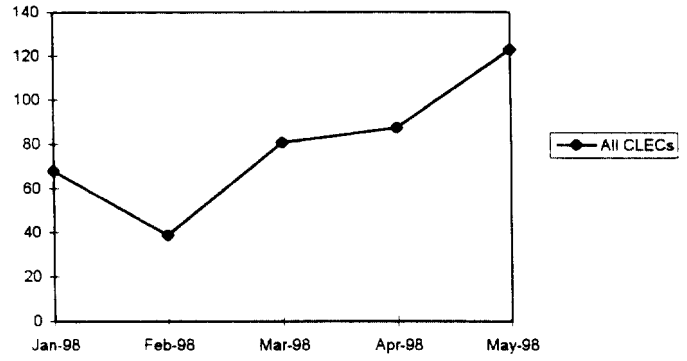
	No. of Orders	Average Time (Hours)
Jan-98	0	13.2
Feb-98	17	9.5
Mar-98	34	28.6
Apr-98	43	21.2
May-98	45	18.4
12 Mo. Total	139	19.7



Residence and Simple Business - EDI

All CLECs

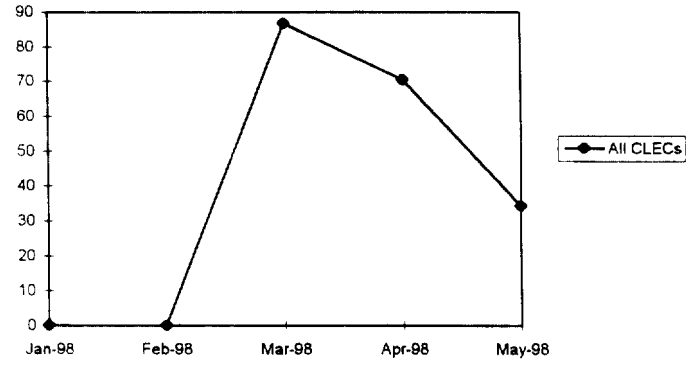
	No. of Orders	Average Time (Hours)
Jan-98	4	67.9
Feb-98	148	38.4
Mar-98	100	80.6
Apr-98	47	87.1
May-98	9	122.5
12 Mo. Total	308	62.4



Complex Business - LEX

All CLECs

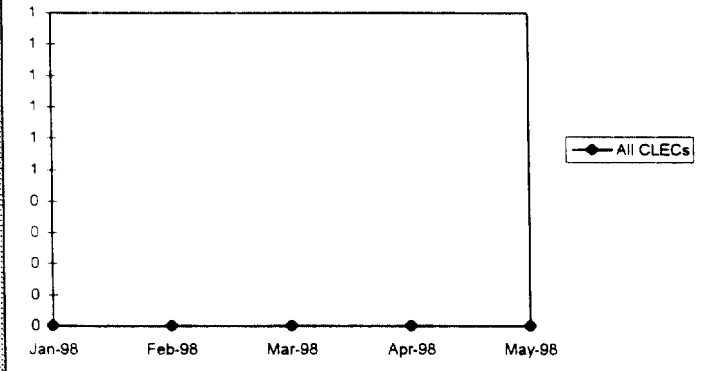
	No. of Orders	Average Time (Hours)
Jan-98	0	n/a
Feb-98	0	n/a
Mar-98	2	86.6
Apr-98	20	70.5
May-98	19	34.2
12 Mo. Total	41	54.5



Complex Business - EDI

All CLECs

	No. of Orders	Average Time (Hours)
Jan-98	0	n/a
Feb-98	0	n/a
Mar-98	0	n/a
Apr-98	0	n/a
May-98	0	n/a
12 Mo. Total	0	n/a



NOTE: These results are preliminary and subject to change upon further validation.

Pre-Ordering/Ordering

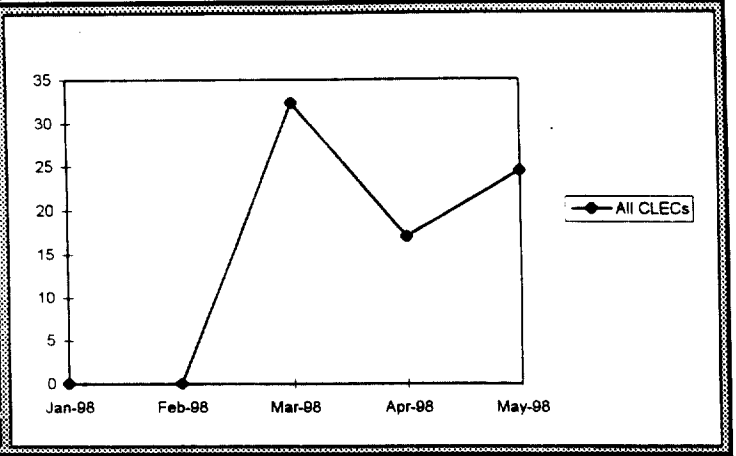
Average Time To Return FOC (Hours)

Measurement No. 5

UNE Loop and Switch Ports - LEX

All CLECs

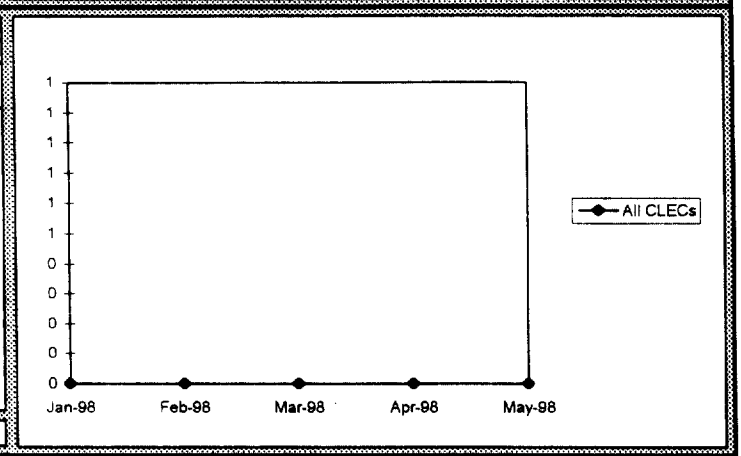
	No. of Orders	Average Time (Hours)
Jan-98	0	n/a
Feb-98	0	n/a
Mar-98	22	32.3
Apr-98	43	17.0
May-98	56	24.5
12 Mo. Total	121	23.2



UNE Loop and Switch Ports - EDI

All CLECs

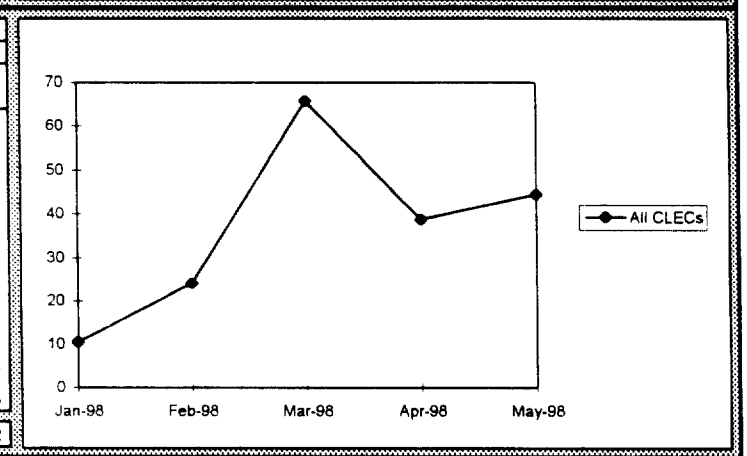
	No. of Orders	Average Time (Hours)
Jan-98	0	n/a
Feb-98	0	n/a
Mar-98	0	n/a
Apr-98	0	n/a
May-98	0	n/a
12 Mo. Total	0	n/a



Other - LEX

All CLECs

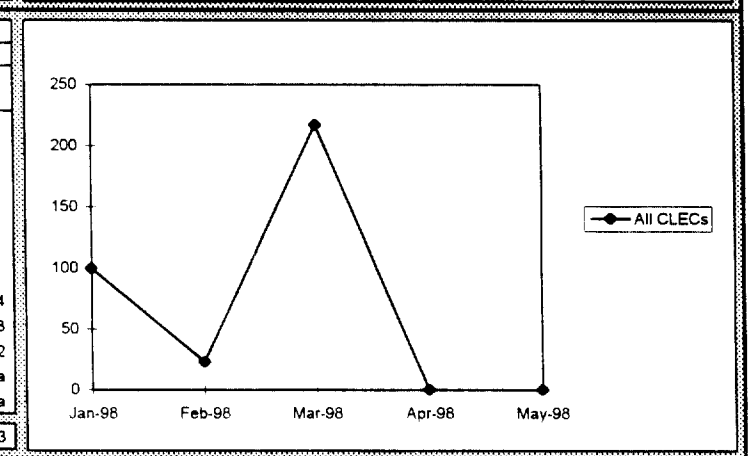
	No. of Orders	Average Time (Hours)
Jan-98	318	10.4
Feb-98	24	24.0
Mar-98	22	65.7
Apr-98	2	38.7
May-98	6	44.5
12 Mo. Total	372	15.2



Other - EDI

All CLECs

	No. of Orders	Average Time (Hours)
Jan-98	5	99.4
Feb-98	21	22.8
Mar-98	2	217.2
Apr-98	0	n/a
May-98	0	n/a
12 Mo. Total	28	50.3



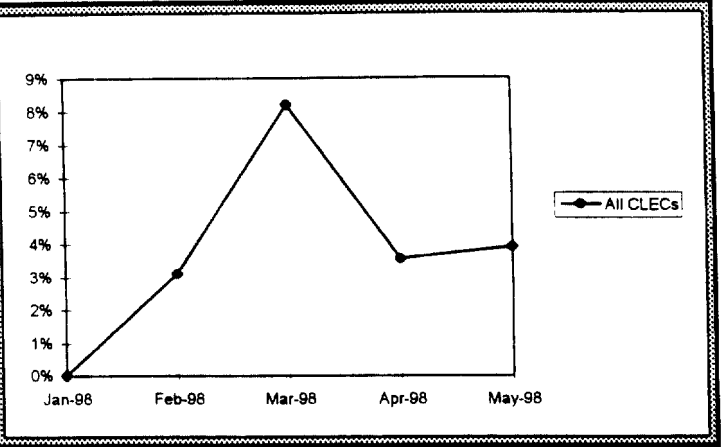
NOTE: These results are preliminary and subject to change upon further validation.

Pre-Ordering/Ordering

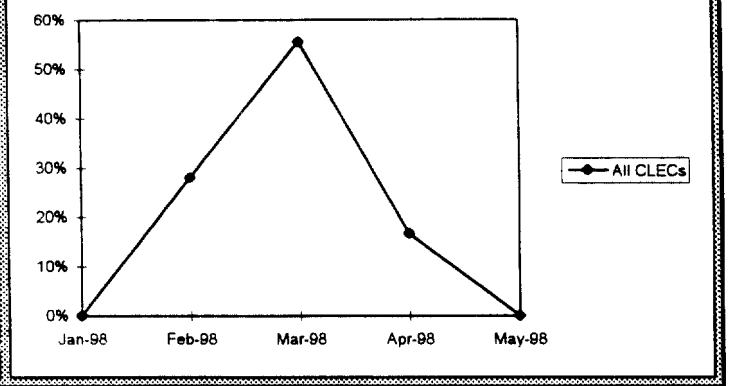
Percent Mechanized Completions Returned Within 1 hour of SORD Batch Cycle

Measurement No. 6

	LEX All CLECs		
	No. of Orders	# Returned in One Hour	% Returned in One Hour
Jan-98	217	0	0.0%
Feb-98	546	17	3.1%
Mar-98	414	34	8.2%
Apr-98	1,207	43	3.6%
May-98	1,148	45	3.9%
12 Mo. Total	3,532	139	3.9%



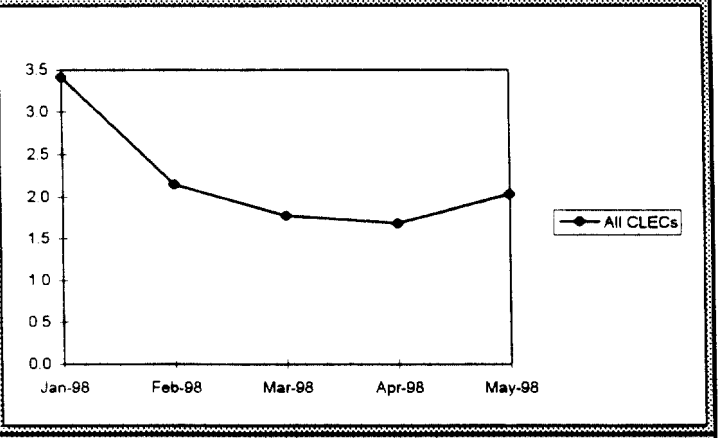
	EDI All CLECs		
	No. of Orders	# Returned in One Hour	% Returned in One Hour
Jan-98	9	0	0.0%
Feb-98	168	47	28.0%
Mar-98	99	55	55.6%
Apr-98	54	9	16.7%
May-98	7	0	0.0%
12 Mo. Total	337	111	32.9%



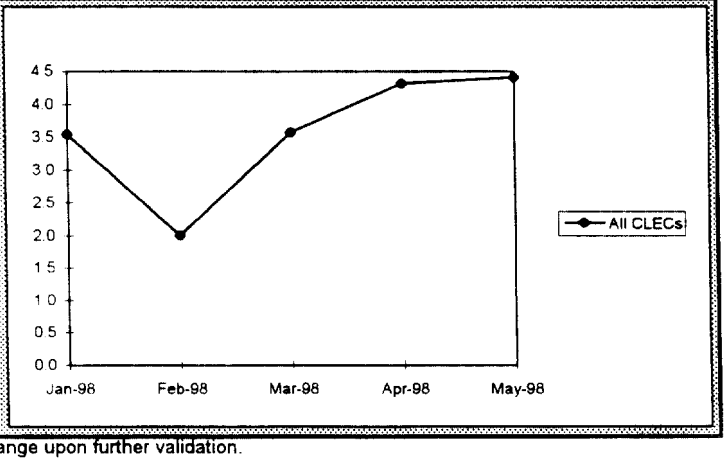
Average Time to Return Mechanized Completions (Hours)

Measurement No. 7

	LEX All CLECs	
	No. of Orders	Average Time in Hours
Jan-98	217	3.41
Feb-98	546	2.14
Mar-98	414	1.77
Apr-98	1,207	1.68
May-98	1,148	2.03
12 Mo. Total	3,532	1.98



	EDI All CLECs	
	No. of Orders	Average Time in Hours
Jan-98	9	3.54
Feb-98	168	1.99
Mar-98	99	3.57
Apr-98	54	4.32
May-98	7	4.40
12 Mo. Total	337	2.92

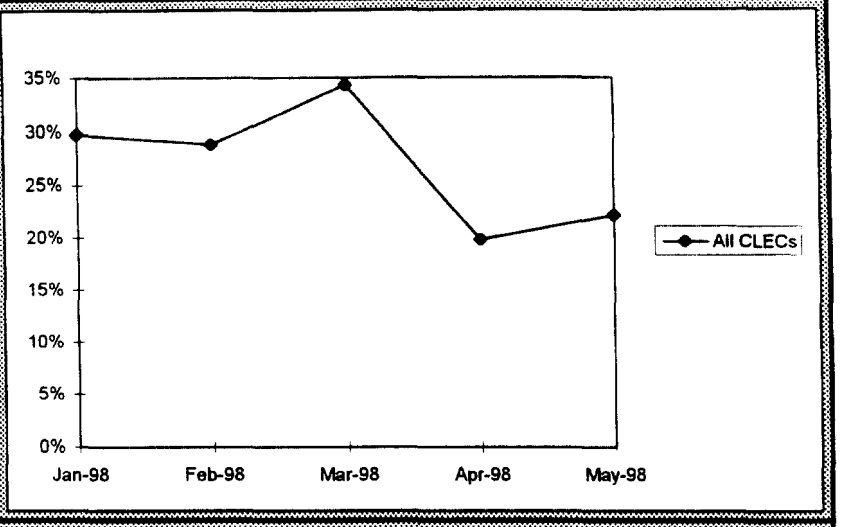


NOTE: These results are preliminary and subject to change upon further validation.

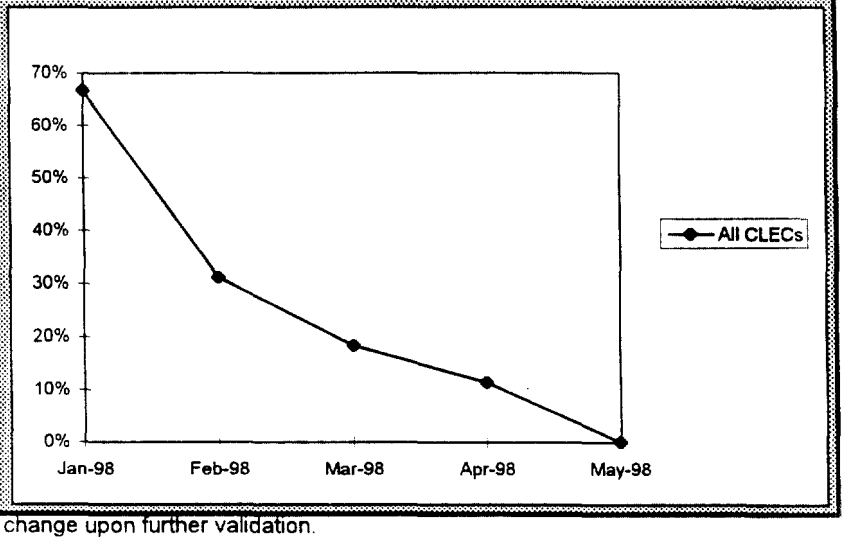
Pre-Ordering/Ordering

Percent Rejects (For the Electronic Interfaces EDI and LEX)

Measurement No. 8	LEX All CLECs No. of Orders	No. of Rejects	Percent Rejects
Jan-98	524	156	29.8%
Feb-98	929	268	28.8%
Mar-98	1,184	406	34.3%
Apr-98	2,435	482	19.8%
May-98	2,266	502	22.2%
12 Mo. Total	7,338	1,814	24.7%



	EDI All CLECs No. of Orders	No. of Rejects	Percent Rejects
Jan-98	27	18	66.7%
Feb-98	273	85	31.1%
Mar-98	115	21	18.3%
Apr-98	53	6	11.3%
May-98	10	0	0.0%
12 Mo. Total	478	130	27.2%



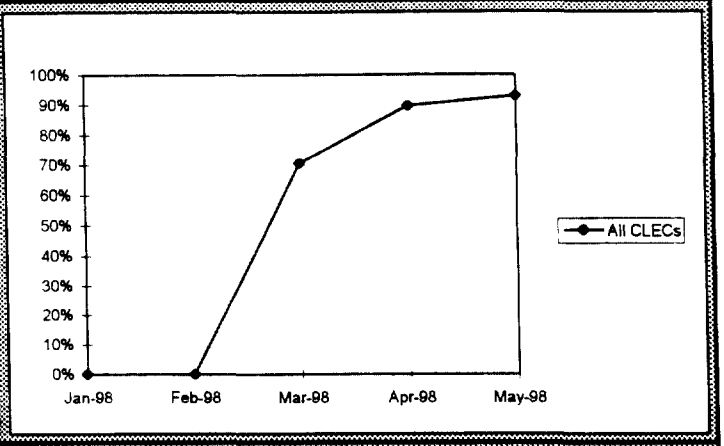
NOTE: These results are preliminary and subject to change upon further validation.

Pre-Ordering/Ordering

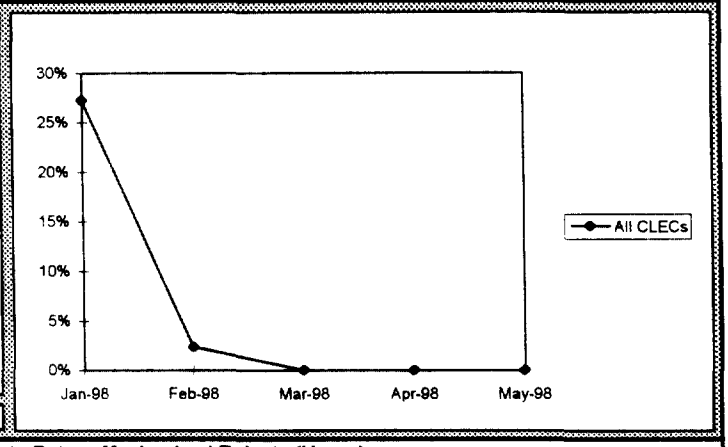
Percent Mechanized Rejects Returned within One Hour of start of EDI/LASR Batch Process

Measurement No. 9

	LEX All CLECs		
	No. of Rejects	# Returned in One Hour	% Returned in One Hour
Jan-98	0	0	n/a
Feb-98	1	0	0.0%
Mar-98	149	105	70.5%
Apr-98	444	397	89.4%
May-98	461	428	92.8%
12 Mo. Total	1,055	930	88.2%



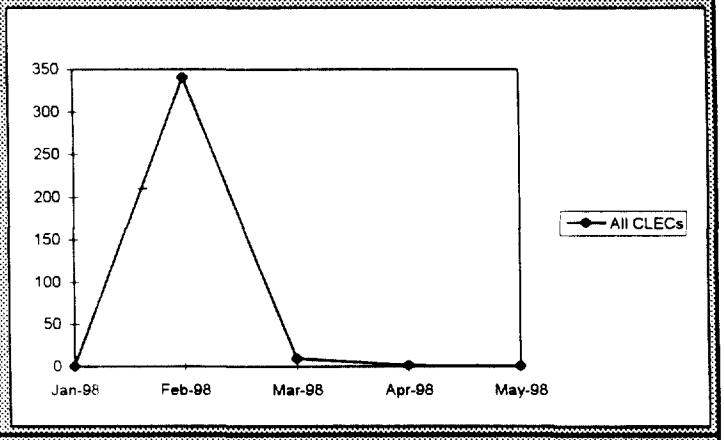
	EDI All CLECs		
	No. of Rejects	# Returned in One Hour	% Returned in One Hour
Jan-98	11	3	27.3%
Feb-98	84	2	2.4%
Mar-98	10	0	0.0%
Apr-98	6	0	0.0%
May-98	0	0	n/a
12 Mo. Total	111	5	4.5%



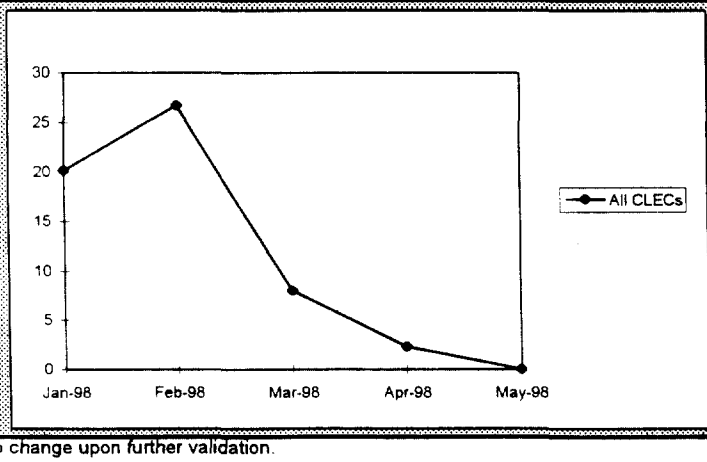
Mean Time to Return Mechanized Rejects (Hours)

Measurement No. 10

	LEX All CLECs	
	No. of Rejects	Mean Time To Return
Jan-98	0	n/a
Feb-98	1	340.02
Mar-98	149	9.39
Apr-98	444	1.52
May-98	461	0.50
12 Mo. Total	1,055	2.50



	EDI All CLECs	
	No. of Rejects	Mean Time To Return
Jan-98	11	20.18
Feb-98	84	26.65
Mar-98	10	8.05
Apr-98	6	2.26
May-98	0	n/a
12 Mo. Total	111	23.02

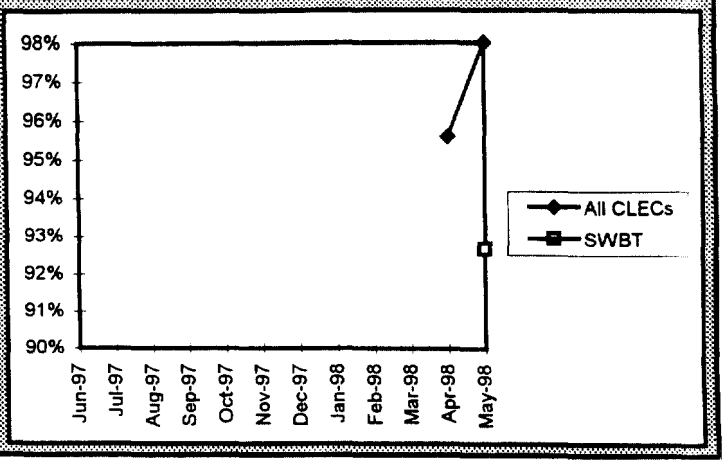


NOTE: These results are preliminary and subject to change upon further validation.

Flow Through

Order Process Flow Through

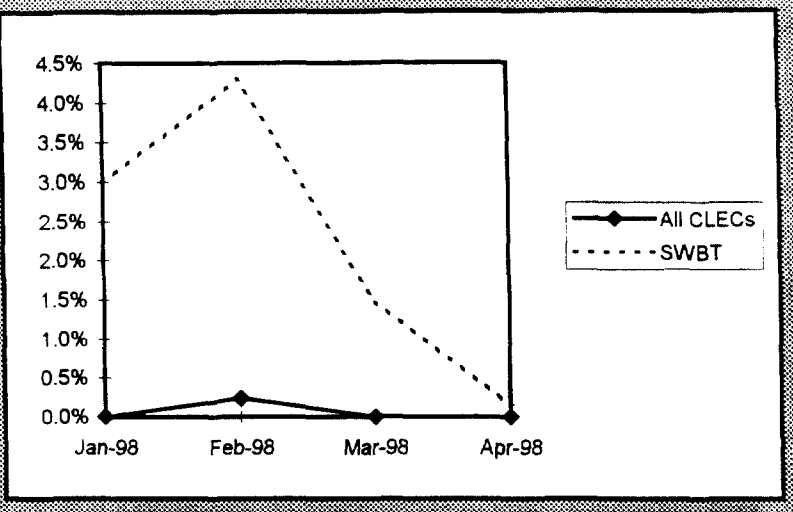
Measurement No. 12	Percent of Orders that Flow Through		
	EASE		
	CLEC	All CLECs	SWBT
Jun-97			
Jul-97			
Aug-97			
Sep-97			
Oct-97			
Nov-97			
Dec-97			
Jan-98			
Feb-98			
Mar-98			
Apr-98		95.6%	
May-98		98.0%	92.7%



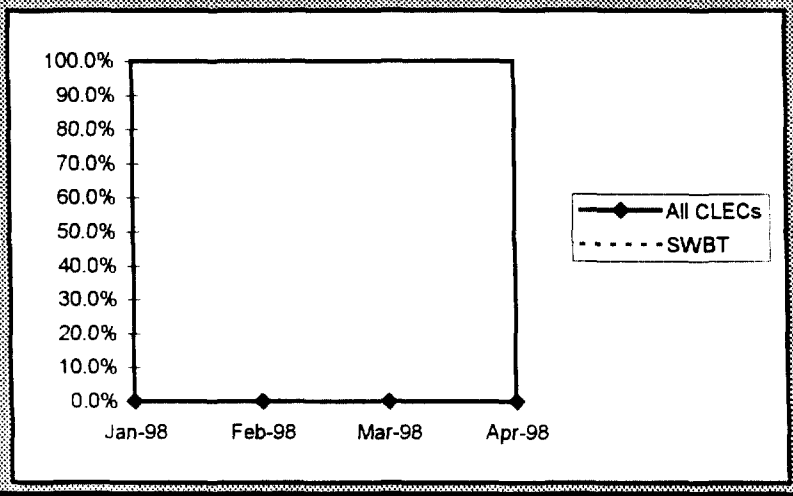
Billing

Billing Accuracy

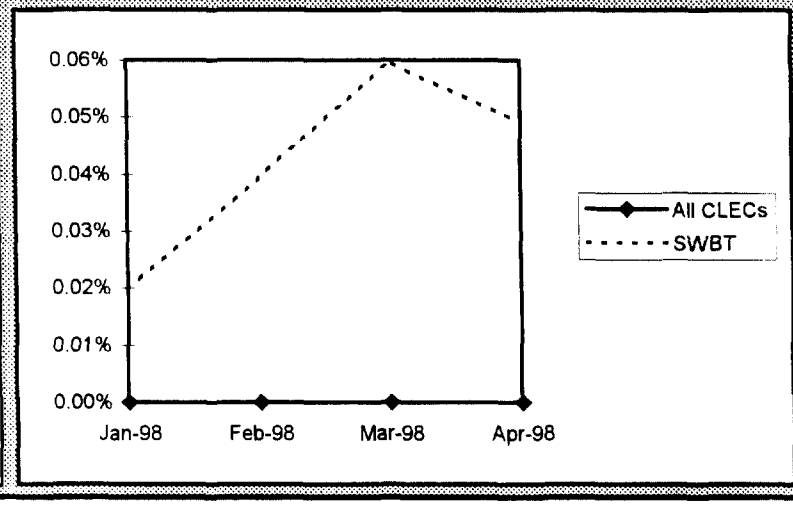
Measurement No. 13	CRIS Usage Bill Audit	
	All CLECs Percent Error Rate	SWBT Percent Error Rate
May-97		
Jun-97		
Jul-97		
Aug-97		
Sep-97		
Oct-97		
Nov-97		
Dec-97		
Jan-98	0.00%	3.00%
Feb-98	0.24%	4.30%
Mar-98	0.00%	1.48%
Apr-98	0.00%	0.15%



	CABS Usage Bill Audit	
	All CLECs Percent Error Rate	SWBT Percent Error Rate
May-97		
Jun-97		
Jul-97		
Aug-97		
Sep-97		
Oct-97		
Nov-97		
Dec-97		
Jan-98	0.00%	0.00%
Feb-98	0.00%	0.00%
Mar-98	0.00%	0.00%
Apr-98	0.00%	0.00%



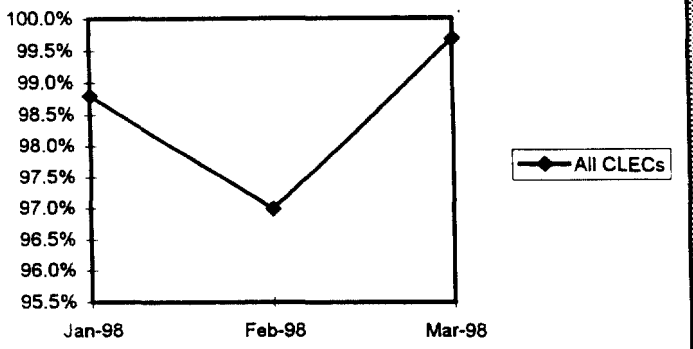
	CRIS Bill Audit	
	All CLECs Percent Error Rate	SWBT Percent Error Rate
May-97		
Jun-97		
Jul-97		
Aug-97		
Sep-97		
Oct-97		
Nov-97		
Dec-97		
Jan-98	0.00%	0.02%
Feb-98	0.00%	0.04%
Mar-98	0.00%	0.06%
Apr-98	0.00%	0.05%



Billing

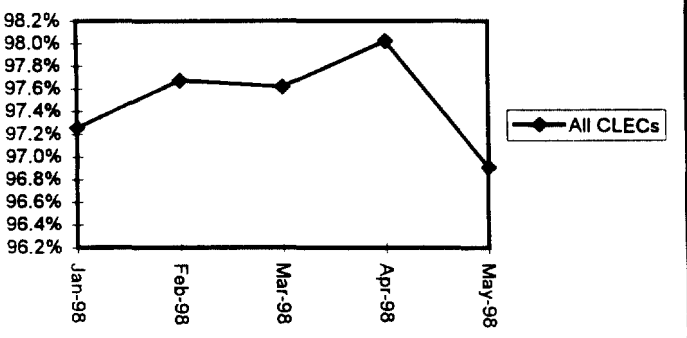
Percent of Billing Records Transmitted Correctly

Measurement No. 15	All CLECs		
	No. of Usage Records	No. in Error	Percent Correct
Jan-98	1,719,732	20,725	98.8%
Feb-98	2,074,261	62,412	97.0%
Mar-98	3,000,086	9,702	99.7%
Apr-98	0	0	n/a
May-98	0	0	n/a
12 Mo. Total	6,794,079	92,839	98.6%



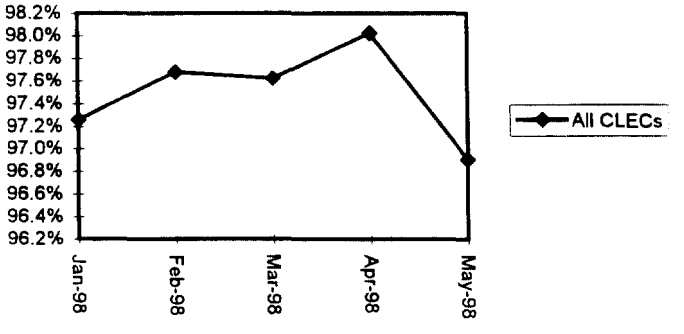
Billing Completeness

Measurement No. 16	All CLECs		
	No. of Service Orders Billed	No. in Correct Billing Period	Percent Complete
Jan-98	98,245	95,545	97.3%
Feb-98	98,388	96,104	97.7%
Mar-98	112,692	110,009	97.6%
Apr-98	114,884	112,612	98.0%
May-98	106,294	103,007	96.9%
12 Mo. Total	530,503	517,277	97.5%



Billing Timeliness

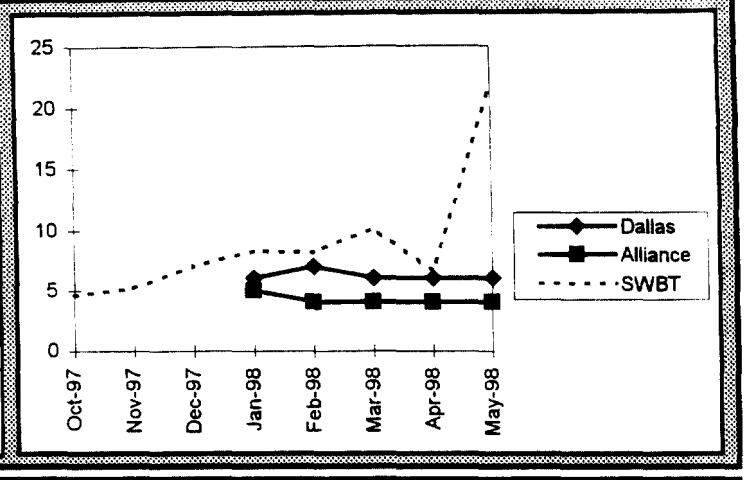
Measurement No. 17	All CLECs		
	Total Bills	No. Billed Within 6 Days	Percent On-Time
Jan-98	1,719,732	1,656,668	96.3%
Feb-98	2,074,261	1,998,647	96.4%
Mar-98	3,000,086	2,869,103	95.6%
Apr-98	0	0	n/a
May-98	0	0	n/a
12 Mo. Total	6,794,079	6,524,418	96.0%



General - Center Responsiveness

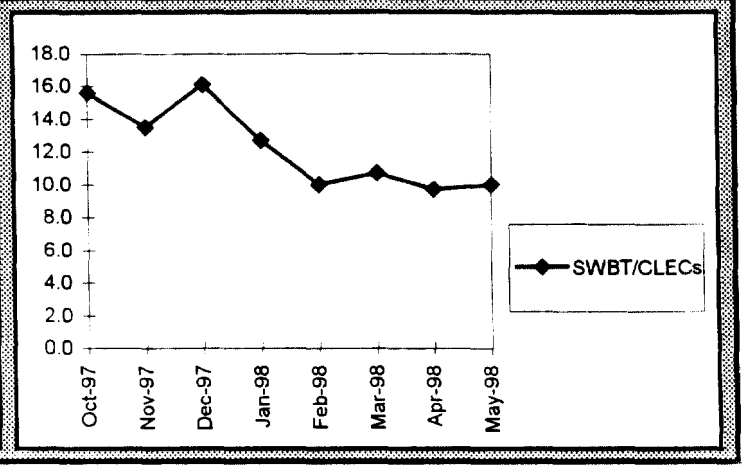
LSC Average Speed of Answer

Measurement No. 20	Average Number of Seconds: LSC Dallas	LSC Alliance	Southwestern Bell SOC/SRC
Jun-97			
Jul-97			
Aug-97			
Sep-97			
Oct-97	n/a	n/a	4.6
Nov-97	n/a	n/a	5.2
Dec-97	n/a	n/a	7.0
Jan-98	6.0	5.0	8.3
Feb-98	7.0	4.0	8.2
Mar-98	6.0	4.0	10.1
Apr-98	6.0	4.0	6.6
May-98	6.0	4.0	21.7



LOC Average Speed of Answer

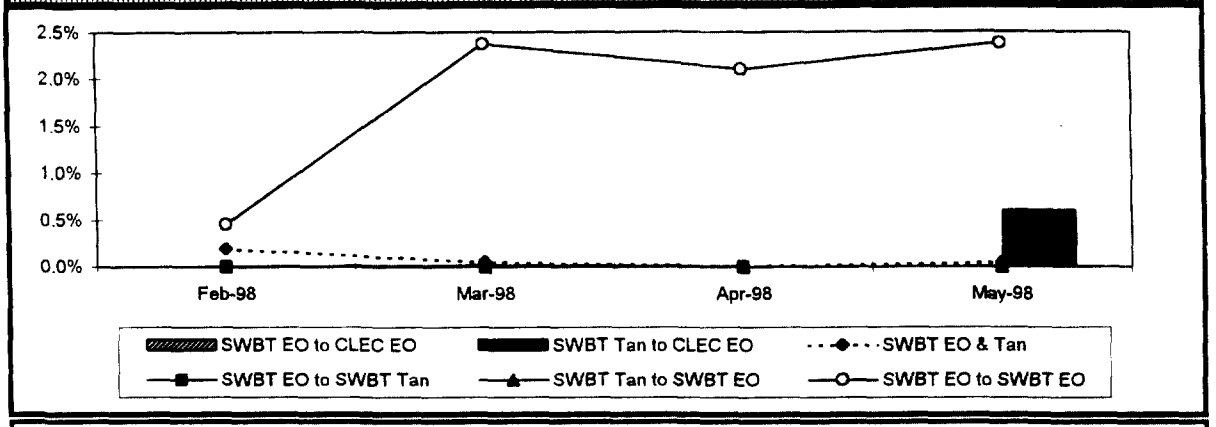
Measurement No. 21		Avg. No. of Seconds: SWBT and CLEC Combined
Jun-97		
Jul-97		
Aug-97		
Sep-97		
Oct-97		15.6
Nov-97		13.5
Dec-97		16.1
Jan-98		12.7
Feb-98		10.0
Mar-98		10.7
Apr-98		9.7
May-98		10.0



Interconnection Trunks

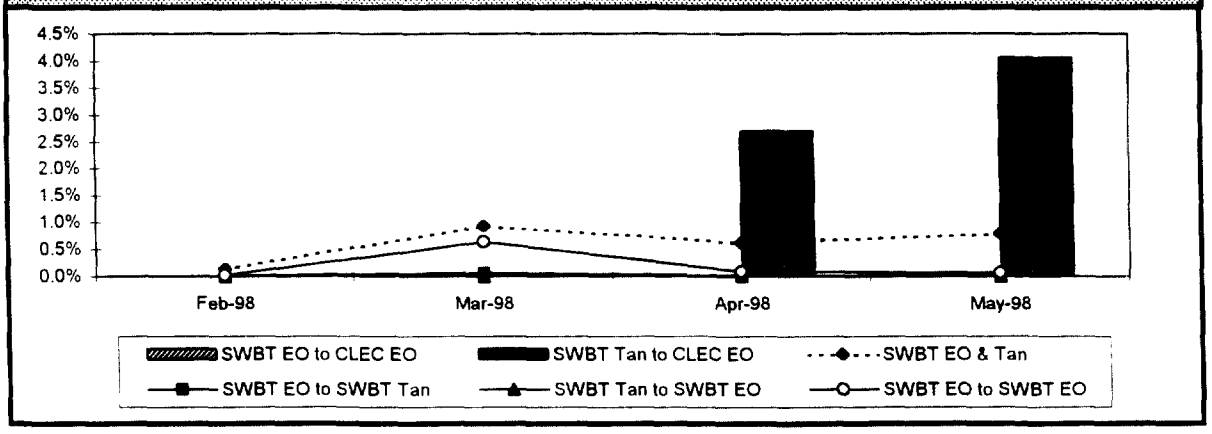
Percent Trunk Blockage — Arkansas

Measurement No. 53	SWBT End Office to CLEC End Office	SWBT Tandem to CLEC End Office	SWBT End Office to SWBT End Office	Between SWBT End Office and Tandem (2 Way)	SWBT End Office to SWBT Tandem	SWBT Tandem to SWBT End Office
Feb-98	n/a	0.00%	0.45%	0.19%	n/a	n/a
Mar-98	n/a	0.00%	2.37%	0.05%	0.02%	0.00%
Apr-98	n/a	0.00%	2.10%	0.01%	0.00%	0.00%
May-98	n/a	0.60%	2.38%	0.04%	0.00%	0.00%



Percent Trunk Blockage — Kansas City

Measurement No. 53	SWBT End Office to CLEC End Office	SWBT Tandem to CLEC End Office	SWBT End Office to SWBT End Office	Between SWBT End Office and Tandem (2 Way)	SWBT End Office to SWBT Tandem	SWBT Tandem to SWBT End Office
Feb-98	n/a	0.01%	0.02%	0.13%	n/a	n/a
Mar-98	n/a	n/a	0.64%	0.93%	0.06%	0.00%
Apr-98	n/a	2.71%	0.08%	0.62%	0.01%	0.01%
May-98	n/a	4.06%	0.06%	0.79%	0.00%	0.00%

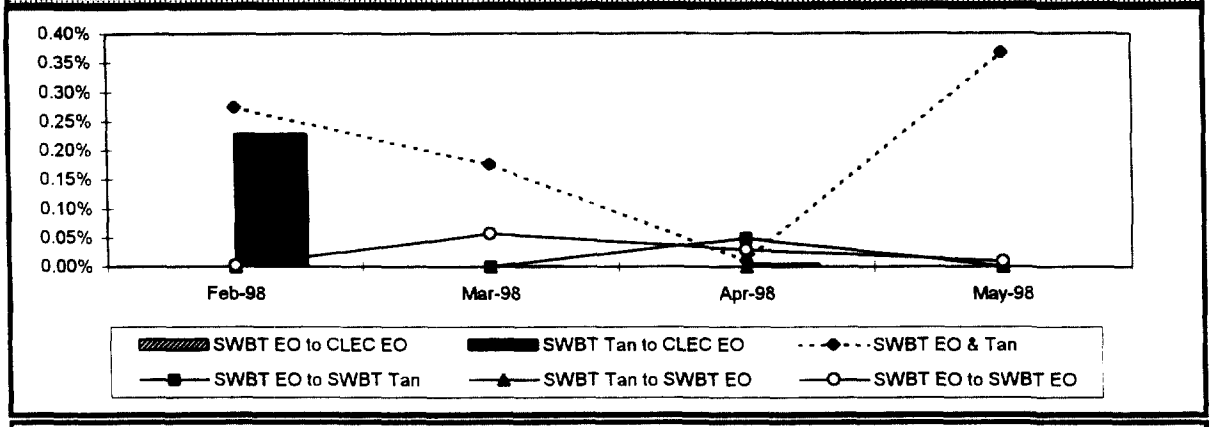


Note: SWBT EO & Tan includes trunks in which the direction of the traffic cannot be distinguished at this time.

Interconnection Trunks

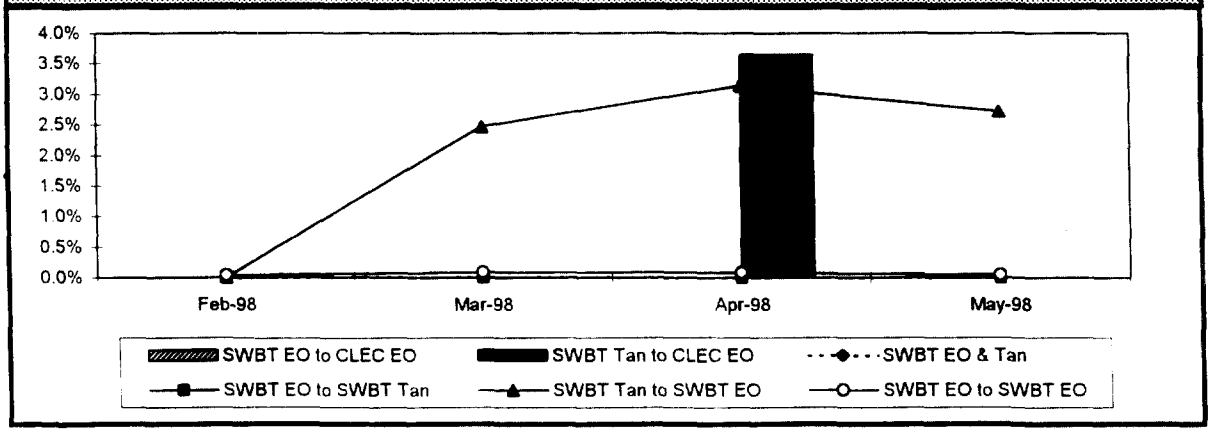
Percent Trunk Blockage — Oklahoma

Measurement No. 53	SWBT End Office to CLEC End Office	SWBT Tandem to CLEC End Office	SWBT End Office to SWBT End Office	Between SWBT End Office and Tandem (2 Way)	SWBT End Office to SWBT Tandem	SWBT Tandem to SWBT End Office
Feb-98	n/a	0.23%	0.00%	0.27%	n/a	n/a
Mar-98	n/a	0.00%	0.06%	0.18%	0.00%	0.00%
Apr-98	n/a	0.01%	0.03%	0.01%	0.05%	0.00%
May-98	n/a	0.00%	0.01%	0.37%	0.00%	0.00%



Percent Trunk Blockage — St. Louis

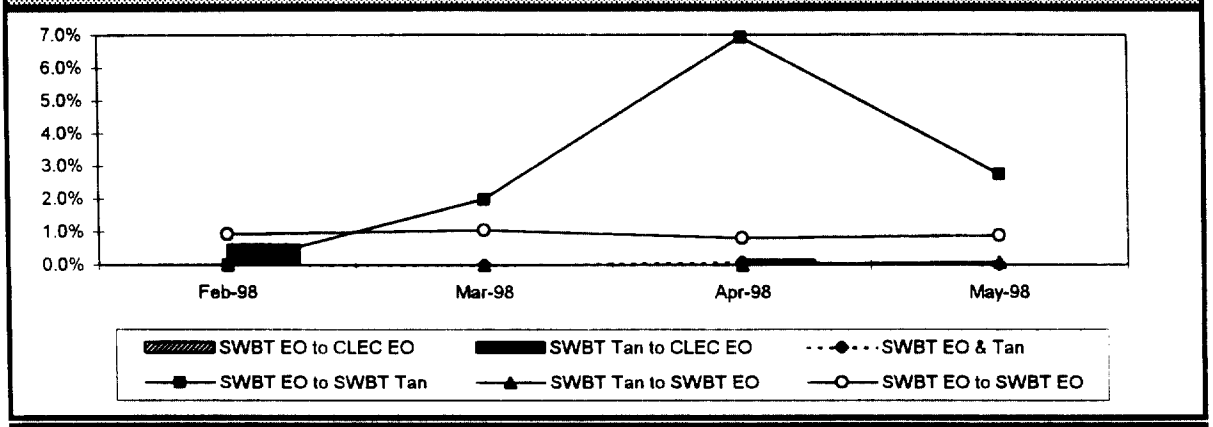
Measurement No. 53	SWBT End Office to CLEC End Office	SWBT Tandem to CLEC End Office	SWBT End Office to SWBT End Office	Between SWBT End Office and Tandem (2 Way)	SWBT End Office to SWBT Tandem	SWBT Tandem to SWBT End Office
Feb-98	0.00%	0.00%	0.03%	0.00%	n/a	n/a
Mar-98	0.00%	0.00%	0.08%	0.01%	n/a	2.47%
Apr-98	0.00%	3.65%	0.08%	0.00%	n/a	3.14%
May-98	0.00%	0.00%	0.05%	0.00%	n/a	2.71%



Interconnection Trunks

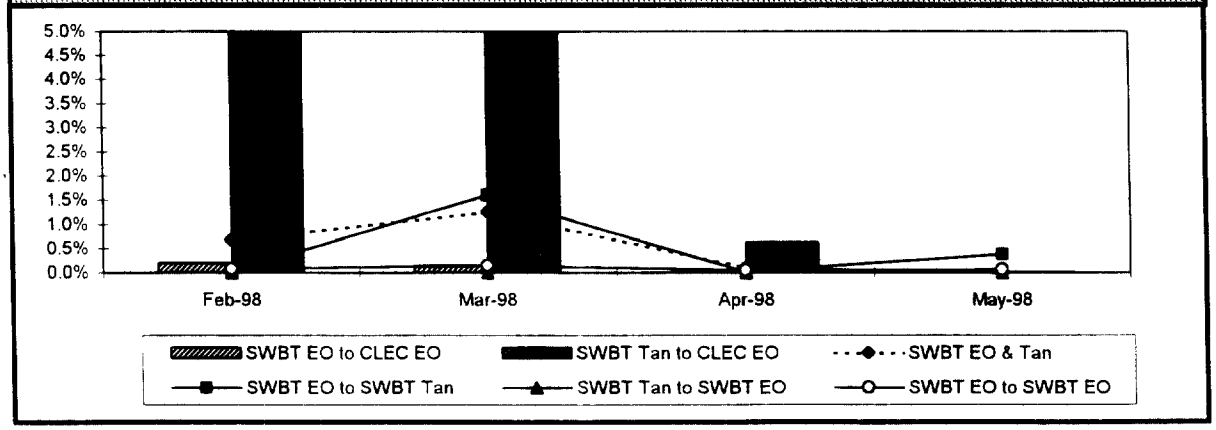
Percent Trunk Blockage — Central & West Texas

Measurement No. 53	SWBT End Office to CLEC End Office	SWBT Tandem to CLEC End Office	SWBT End Office to SWBT End Office	Between SWBT End Office and Tandem (2 Way)	SWBT End Office to SWBT Tandem	SWBT Tandem to SWBT End Office
Feb-98	n/a	0.63%	0.92%	0.00%	n/a	n/a
Mar-98	n/a	0.00%	1.04%	0.00%	1.99%	0.00%
Apr-98	n/a	0.16%	0.80%	0.07%	6.91%	0.00%
May-98	n/a	0.00%	0.89%	0.01%	2.75%	0.08%



Percent Trunk Blockage — Dallas/Ft. Worth

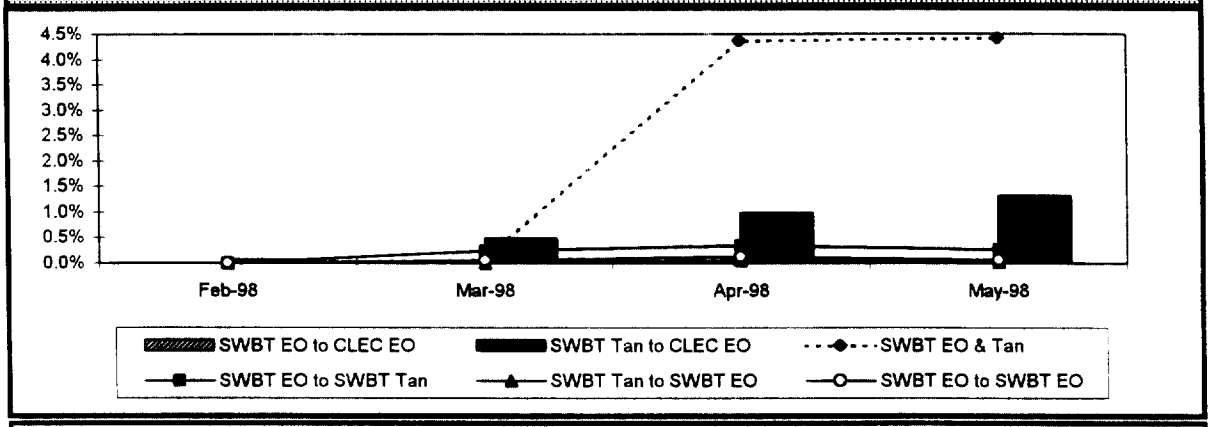
Measurement No. 53	SWBT End Office to CLEC End Office	SWBT Tandem to CLEC End Office	SWBT End Office to SWBT End Office	Between SWBT End Office and Tandem (2 Way)	SWBT End Office to SWBT Tandem	SWBT Tandem to SWBT End Office
Feb-98	0.2%	5.0%	0.1%	0.7%	n/a	n/a
Mar-98	0.1%	5.0%	0.1%	1.2%	1.6%	0.0%
Apr-98	0.0%	0.6%	0.0%	0.1%	0.0%	0.0%
May-98	0.0%	0.0%	0.1%	0.0%	0.4%	0.0%



Interconnection Trunks

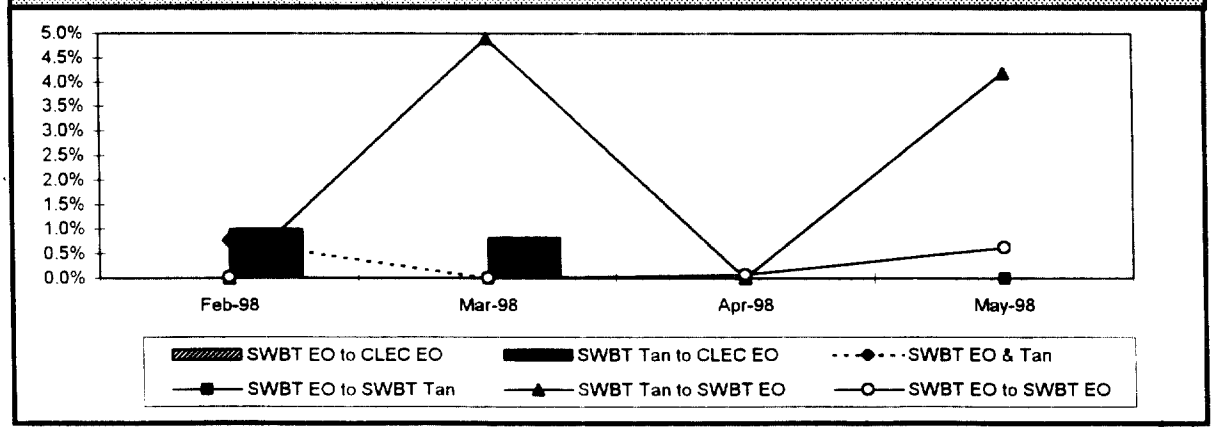
Percent Trunk Blockage — Houston

Measurement No. 53	SWBT End Office to CLEC End Office	SWBT Tandem to CLEC End Office		SWBT End Office to SWBT End Office	Between SWBT End Office and Tandem (2 Way)	SWBT End Office to SWBT Tandem	SWBT Tandem to SWBT End Office
Feb-98	n/a	0.1%	0%	n/a	n/a	n/a	n/a
Mar-98	n/a	0.5%		0.0%	0.1%	0.2%	0.0%
Apr-98	n/a	1.0%		0.1%	4.4%	0.3%	0.1%
May-98	n/a	1.3%		0.1%	4.4%	0.3%	0.0%



Percent Trunk Blockage — South Texas

Measurement No. 53	SWBT End Office to CLEC End Office	SWBT Tandem to CLEC End Office		SWBT End Office to SWBT End Office	Between SWBT End Office and Tandem (2 Way)	SWBT End Office to SWBT Tandem	SWBT Tandem to SWBT End Office
Feb-98	n/a	1.0%	0%	0.0%	0.8%	n/a	n/a
Mar-98	n/a	0.8%		0.0%	0.0%	0.0%	4.9%
Apr-98	n/a	0.0%		0.1%	0.0%	0.0%	0.0%
May-98	n/a	0.0%		0.6%	0.0%	0.0%	4.2%

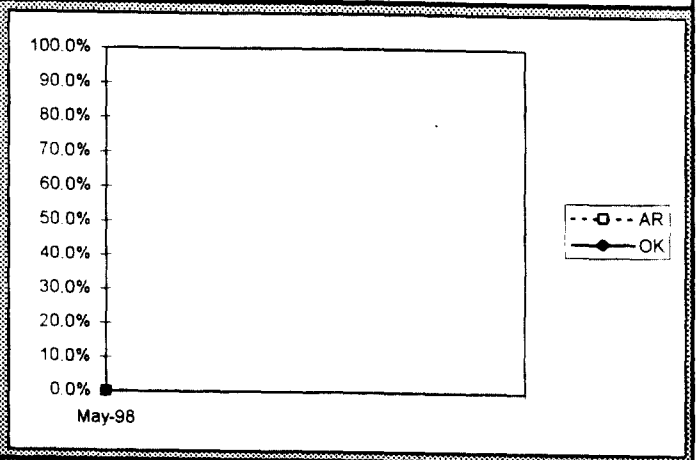


Interconnection Trunks

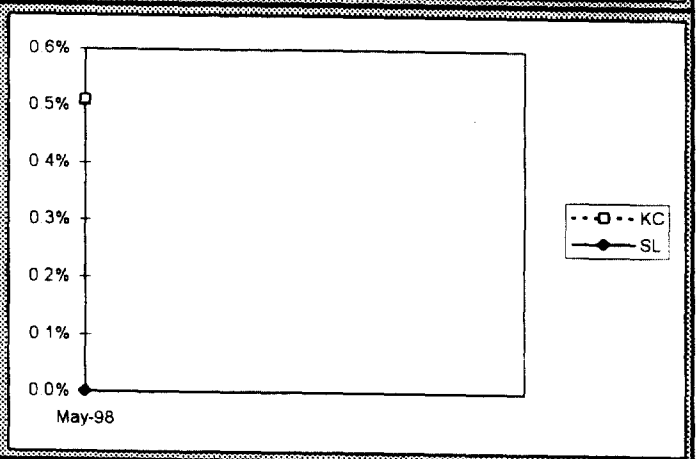
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)

Measurement No. 54

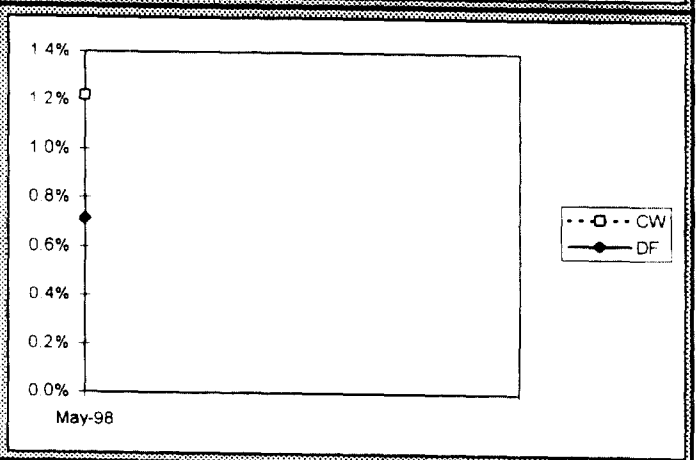
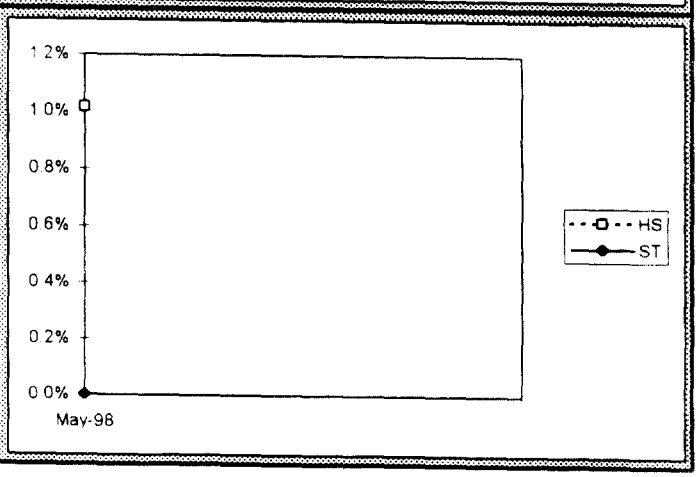
	Arkansas # Trunk Groups	Arkansas # Groups >2%	Arkansas % Groups >2%	Oklahoma # Trunk Groups	Oklahoma # Groups >2%	Oklahoma % Groups >2%
May-98	56	0	0.0%	93	0	0.0%
12 Mo. Total	56	0	0.0%	93	0	0.0%



	Kansas City # Trunk Groups	Kansas City # Groups >2%	Kansas City % Groups >2%	St. Louis # Trunk Groups	St. Louis # Groups >2%	St. Louis % Groups >2%
May-98	196	1	0.5%	74	0	0.0%
12 Mo. Total	196	1	0.5%	74	0	0.0%



	Central & West Texas # Trunk Groups	Central & West Texas # Groups >2%	Central & West Texas % Groups >2%	Dallas/Ft. Worth # Trunk Groups	Dallas/Ft. Worth # Groups >2%	Dallas/Ft. Worth % Groups >2%
May-98	82	1	1.2%	280	2	0.7%
12 Mo. Total	82	1	1.2%	280	2	0.7%



	Houston # Trunk Groups	Houston # Groups >2%	Houston % Groups >2%	South Texas # Trunk Groups	South Texas # Groups >2%	South Texas % Groups >2%
May-98	197	2	1.0%	64	0	0.0%
12 Mo. Total	197	2	1.0%	64	0	0.0%