

PERFORMANCE MEASUREMENT REPORT

POTS - Provisioning

	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	1.65	2.36	Yes	
Mean Installation Interval - Field Work - Business	2.11	2.92		Insufficient Sample
Mean Installation Interval - No Field Work - Residence	1.43	0.83	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.61	0.81	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - UNE Combos	n/a	2.53		Insufficient Sample
% Installations Completed Within in 5 Days - Field Work - Residence	98.59%	95.95%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	94.44%	93.21%		Insufficient Sample
% Installations Completed Within in 3 Days - No Field Work - Residence	99.47%	98.23%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Business	92.31%	96.80%	No	Under Investigation
% SWBT Caused Missed Due Dates - Field Work - Residence	1.44%	3.20%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	4.35%	2.98%		Insufficient Sample
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.11%	0.02%	No	Under Investigation
% SWBT Caused Missed Due Dates - No Field Work - Business	0.18%	0.36%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	0.29%	2.34%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	0.00%	2.33%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	4.94%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	n/a	2.52%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.38%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	n/a	0.84%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	6.00	9.26		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	n/a	7.44		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	5.48%	4.40%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	0.00%	2.59%		Insufficient Sample
% Trouble Reports within 10 Days - No Field Work - Residence	2.42%	1.53%	No	Under Investigation
% Trouble Reports within 10 Days - No Field Work - Business	0.53%	1.42%	Yes	

POTS - Maintenance

	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	4.50%	3.25%	No	Under Investigation
Trouble Report Rate (%) - Business	16.53%	1.67%	No	Under Investigation
% Missed Repair Commitments - Dispatch - Residence	5.80%	8.09%	Yes	
% Missed Repair Commitments - Dispatch - Business	10.53%	15.47%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	5.08%	5.79%	Yes	
% Missed Repair Commitments - No Dispatch - Business	0.00%	9.96%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	20.33	22.68	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	4.20	22.28		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	7.75	5.19		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	0.07	14.68		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	21.63	18.97	No	Under Investigation
Receipt To Clear Duration - Out of Service - Dispatch - Business	12.19	15.98	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	10.44	12.43		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch - Business	13.08	6.41		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	72.76%	82.84%	No	July 97 - May 98 within parity
% Out of Service (OOS) <24 Hours - Business	84.62%	86.53%	Yes	
% Repeat Reports - Residence	7.53%	7.91%	Yes	
% Repeat Reports - Business	21.62%	7.22%	No	First month out of parity

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	3.74			
Average Installation Interval - ISDN	8.00			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	n/a			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			
% Installations Completed Within in 20 Days - ISDN	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	22.22%	3.14%	No	First month out of parity
% SWBT Caused Missed Due Dates - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	40.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - VGPL	0.00%	1.36%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	4.41%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.00%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	17.25	23.38		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	n/a	12.98		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	2.55		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	47.92		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	4.00		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	n/a	51.23		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	n/a	14.86		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	20.87		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	6.28		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	2.43		Insufficient Sample
% Repeat Reports - VGPL	0.00%	4.89%		Insufficient Sample
% Repeat Reports - ISDN	n/a	6.47%		Insufficient Sample
% Repeat Reports - DDS	n/a	2.78%		Insufficient Sample
% Repeat Reports - DS1	n/a	9.52%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.57%	3.03%	Yes	
Failure Frequency (Trouble Report Rate) - ISDN	0.00%	4.57%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.47%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	n/a	14.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	16.22%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog *	4.00			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop *	n/a			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital *	n/a			Insufficient Sample
Average Installation Interval (Days) - Analog Port *	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog *	0.00%			Insufficient Sample
% Installations Completed Within in 3 Days - DS1 Loop *	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital *	n/a			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port *	n/a			Insufficient Sample
* NOTE: These results are preliminary and subject to change upon further validation.				
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	0.00%	3.14%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1 Loop	n/a	40.00%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	4.41%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	0.00%	1.36%		Insufficient Sample
% Trouble Report within 30 Days - DS1 Loop	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	n/a	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	n/a	4.57%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	0.00%	3.03%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop	0.00%	14.00%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	n/a	8.09%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	12.98		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	n/a	23.38		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	n/a	47.92		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	14.86		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	n/a	51.23		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	6.28		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	n/a	82.84%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	6.47%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	n/a	4.89%		Insufficient Sample
% Repeat Reports - DS1 Loop	n/a	9.52%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Interim Number Portability (INP)			
	Result	COMMENTS	
Percent Installations Completed Within in 3 Days	n/a		
Percent Installations Completed Within in 7 Days	n/a		
Percent Installations Completed Within in 10 Days	n/a		
Average Installation Interval (Days)	n/a		
Percent Trouble Reports within 30 Days	n/a		
Percent Missed Due Dates	n/a		

Interconnection Trunks			
	Result	COMMENTS	
Percent Trunk Blockage - SWBT End Office to CLEC End Office	0.00%		
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.51%		
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.04%		
Percent Trunk Blockage - Between SWBT End Office and Tandem (2 Way)	n/a		
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.00%		
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.01%		
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	0.00%		
	CLEC	SWBT	COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	0.0%	79.1%	
Percent Missed Due Dates - SWBT to CLEC Trunking	21.7%	79.1%	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	2.73	882.74	
Average Trunk Restoral Interval - SWBT to CLEC Trunking	27.27	882.74	

POTS - Provisioning				
	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	3.74	4.49	Yes	
Mean Installation Interval - Field Work - Business	3.69	4.08	Yes	
Mean Installation Interval - No Field Work - Residence	1.84	0.76	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	2.81	0.78	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - UNE Combos	n/a	4.37		Insufficient Sample
% Installations Completed Within in 5 Days - Field Work - Residence	86.89%	80.03%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	95.78%	87.95%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	79.99%	95.89%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	76.93%	95.84%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	6.51%	10.31%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	7.88%	9.67%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.04%	0.06%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.38%	0.81%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	3.97%	7.79%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	1.97%	7.24%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	5.18%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	25.00%	5.98%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.07%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	25.00%	0.18%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	6.76	10.22		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	43.25	11.56		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	3.97%	3.94%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	0.49%	1.92%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	1.37%	1.60%	Yes	
% Trouble Reports within 10 Days - No Field Work - Business	0.30%	1.23%	Yes	

POTS - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	2.77%	3.01%	Yes	
Trouble Report Rate (%) - Business	0.74%	1.55%	Yes	
% Missed Repair Commitments - Dispatch - Residence	6.15%	7.35%	Yes	
% Missed Repair Commitments - Dispatch - Business	7.09%	7.46%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	6.89%	5.89%	Yes	
% Missed Repair Commitments - No Dispatch - Business	12.96%	10.16%	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	36.55	53.75	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	48.13	21.32		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	12.13	18.35		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	10.13	12.33		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	23.68	25.09	Yes	
Receipt To Clear Duration - Out of Service - Dispatch - Business	14.45	15.33	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	12.95	12.17	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Business	17.61	11.21		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	78.06%	80.32%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	83.75%	88.68%	No	Under Investigation
% Repeat Reports - Residence	8.55%	9.81%	Yes	
% Repeat Reports - Business	13.24%	7.43%	No	

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	2.12			
Average Installation Interval - ISDN	7.00			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	19.58			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			
% Installations Completed Within in 20 Days - ISDN	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	0.00%	3.62%	Yes	
% SWBT Caused Missed Due Dates - ISDN	2.78%	9.94%	Yes	
% SWBT Caused Missed Due Dates - DDS	0.00%	0.96%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	0.00%	13.33%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - VGPL	0.00%	2.06%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	9.20%		Insufficient Sample
% Trouble Report within 30 Days - DDS	0.00%	0.04%		Insufficient Sample
% Trouble Report within 30 Days - DS1	0.00%	5.66%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.62%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	0.00%	0.73%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - DDS	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	0.00%	3.33%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	6.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	9.60		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	17.50		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	4.64	23.18		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	12.31	9.12		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	10.23		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	15.83		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	10.49	33.31		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	28.95	9.68		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	15.13		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	34.47		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	3.33		Insufficient Sample
% Repeat Reports - VGPL	16.67%	4.28%		Insufficient Sample
% Repeat Reports - ISDN	0.00%	7.83%		Insufficient Sample
% Repeat Reports - DDS	n/a	2.73%		Insufficient Sample
% Repeat Reports - DS1	n/a	2.02%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.49%	2.21%	Yes	
Failure Frequency (Trouble Report Rate) - ISDN	1.29%	7.40%	Yes	
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.29%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	18.89%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	6.45%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog *	13.60			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop *	7.67			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital *	n/a			Insufficient Sample
Average Installation Interval (Days) - Analog Port *	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog *	0.00%			Insufficient Sample
% Installations Completed Within in 3 Days - DS1 Loop *	0.00%			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital *	n/a			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port *	n/a			Insufficient Sample
* NOTE: These results are preliminary and subject to change upon further validation.				
	CLEC	SWBT	PARITY	COMMENTS
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	9.94%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	17.78%	3.62%	No	Under Investigation
% SWBT Caused Missed Due Dates - DS1 Loop	0.00%	13.33%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	9.20%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	4.44%	2.06%	No	First Month out of Parity
% Trouble Report within 30 Days - DS1 Loop	0.00%	5.66%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	0.73%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	0.62%	Yes	
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	0.00%	3.33%		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	9.60		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	6.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	17.50		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	n/a	7.40%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	3.16%	2.21%	Yes	
Trouble Report Rate (%) - DS1 Loop	2.63%	18.89%	Yes	
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	60.00%	7.35%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	9.12		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	7.29	23.18		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	n/a	15.83		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	9.68		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	3.84	33.31		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	34.47		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	40.00%	80.32%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	7.83%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	40.00%	4.28%		Insufficient Sample
% Repeat Reports - DS1 Loop	40.00%	2.02%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Interim Number Portability (INP)		Result	COMMENTS
Percent Installations Completed Within in 3 Days		3.78%	
Percent Installations Completed Within in 7 Days		33.42%	
Percent Installations Completed Within in 10 Days		99.87%	
Average Installation Interval (Days)		6.89	
Percent Trouble Reports within 30 Days		0.00%	
Percent Missed Due Dates		0.00%	

Interconnection Trunks		Result	COMMENTS
Percent Trunk Blockage - SWBT End Office to CLEC End Office		n/a	
Percent Trunk Blockage - SWBT Tandem to CLEC End Office		0.00%	
Percent Trunk Blockage - SWBT End Office to SWBT End Office		0.97%	
Percent Trunk Blockage - Between SWBT End Office and Tandem (2 Way)		n/a	
Percent Trunk Blockage - SWBT End Office to SWBT Tandem		0.81%	
Percent Trunk Blockage - SWBT Tandem to SWBT End Office		0.00%	
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)		1.10%	
		CLEC	SWBT
Percent Missed Due Dates - CLEC to SWBT Trunking		38.8%	24.0%
Percent Missed Due Dates - SWBT to CLEC Trunking		0.0%	24.0%
Average Trunk Restoral Interval - CLEC to SWBT Trunking		1.78	n/a
Average Trunk Restoral Interval - SWBT to CLEC Trunking		1.74	n/a
			Insufficient Sample
			Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

POTS - Provisioning				
	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.51	3.04	Yes	
Mean Installation Interval - Field Work - Business	3.27	3.24	Yes	
Mean Installation Interval - No Field Work - Residence	1.46	0.61	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	2.20	0.70	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - UNE Combos	2.82	3.10	Yes	
% Installations Completed Within in 5 Days - Field Work - Residence	97.35%	94.23%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	91.12%	91.92%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	95.30%	98.58%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	84.68%	97.44%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	7.23%	10.37%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	7.74%	7.31%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.04%	0.14%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.38%	0.65%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	5.97%	8.17%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	2.88%	6.01%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	3.51%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	7.69%	5.66%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.20%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	4.77	7.15	Yes	
Average Delay Days due to Lack of Facilities - Business	7.38	8.44		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	3.62%	4.31%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	1.11%	2.51%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	1.51%	1.36%	No	Under Investigation
% Trouble Reports within 10 Days - No Field Work - Business	0.43%	1.43%	Yes	

POTS - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	2.51%	2.61%	Yes	
Trouble Report Rate (%) - Business	1.41%	1.34%	Yes	
% Missed Repair Commitments - Dispatch - Residence	5.60%	6.04%	Yes	
% Missed Repair Commitments - Dispatch - Business	8.64%	8.47%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	4.78%	5.65%	Yes	
% Missed Repair Commitments - No Dispatch - Business	10.23%	10.60%	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	30.83	33.27	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	7.58	13.37	Yes	
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	8.99	15.98	Yes	
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	3.60	34.47		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	18.88	20.75	Yes	
Receipt To Clear Duration - Out of Service - Dispatch - Business	10.74	13.42	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	11.32	10.14	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Business	8.09	10.69	Yes	
% Out of Service (OOS) <24 Hours - Residence	89.47%	89.92%	Yes	
% Out of Service (OOS) <24 Hours - Business	94.87%	93.55%	Yes	
% Repeat Reports - Residence	7.02%	8.09%	Yes	
% Repeat Reports - Business	7.79%	7.33%	Yes	

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	6.44			
Average Installation Interval - ISDN	10.19			
Average Installation Interval - DDS	4.00			Insufficient Sample
Average Installation Interval - DS1	4.75			
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	95.51%			
% Installations Completed Within in 20 Days - ISDN	84.47%			
% Installations Completed Within in 20 Days - DDS	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	100.00%			
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	0.13%	1.36%	Yes	
% SWBT Caused Missed Due Dates - ISDN	1.51%	4.14%	Yes	
% SWBT Caused Missed Due Dates - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	0.00%	0.93%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - VGPL	7.58%	3.84%	No	Jan 98 - Jun 98 within parity
% Trouble Report within 30 Days - ISDN	0.88%	8.21%	Yes	
% Trouble Report within 30 Days - DDS	n/a	0.16%		Insufficient Sample
% Trouble Report within 30 Days - DS1	0.00%	2.04%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.60%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	0.00%	0.44%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	0.00%	0.93%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	5.08		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	5.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	1.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	5.00	9.01		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	n/a	7.63		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	6.29		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	36.96		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	2.47	24.46		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	2.72	6.96		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	10.22		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	8.41		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	12.23		Insufficient Sample
% Repeat Reports - VGPL	20.00%	4.41%	No	Second month with sufficient sample
% Repeat Reports - ISDN	0.00%	6.81%		Insufficient Sample
% Repeat Reports - DDS	n/a	1.55%		Insufficient Sample
% Repeat Reports - DS1	n/a	5.28%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.71%	3.73%	Yes	
Failure Frequency (Trouble Report Rate) - ISDN	1.06%	4.91%	Yes	
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.38%	Yes	
Failure Frequency (Trouble Report Rate) - DS1	0.00%	23.55%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	4.35%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog *	6.25			
Average Installation Interval (Days) - DS1 Loop *	n/a			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital *	n/a			Insufficient Sample
Average Installation Interval (Days) - Analog Port *	4.00			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog *	5.48%			
% Installations Completed Within in 3 Days - DS1 Loop *	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital *	n/a			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port *	n/a			Insufficient Sample
* NOTE: These results are preliminary and subject to change upon further validation.				
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	4.14%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	0.00%	1.36%	Yes	
% SWBT Caused Missed Due Dates - DS1 Loop	0.00%	0.93%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	8.21%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	1.30%	3.84%	Yes	
% Trouble Report within 30 Days - DS1 Loop	0.00%	2.04%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	0.44%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	0.60%	Yes	
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	0.00%	0.93%		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	5.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	5.08		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	1.00		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	n/a	4.91%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	0.95%	3.73%	Yes	
Trouble Report Rate (%) - DS1 Loop	0.94%	23.55%	Yes	
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	60.00%	6.04%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	7.63		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	7.82	9.01		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	n/a	36.96		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	6.96		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	n/a	24.46		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	8.41		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	40.00%	89.92%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	6.81%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	0.00%	4.41%		Insufficient Sample
% Repeat Reports - DS1 Loop	0.00%	5.28%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Interim Number Portability (INP)		Result	COMMENTS
Percent Installations Completed Within in 3 Days		81.21%	
Percent Installations Completed Within in 7 Days		81.82%	
Percent Installations Completed Within in 10 Days		100.00%	
Average Installation Interval (Days)		2.88	
Percent Trouble Reports within 30 Days		0.00%	
Percent Missed Due Dates		0.00%	

Interconnection Trunks		Result	COMMENTS
Percent Trunk Blockage - SWBT End Office to CLEC End Office		0.00%	
Percent Trunk Blockage - SWBT Tandem to CLEC End Office		1.10%	
Percent Trunk Blockage - SWBT End Office to SWBT End Office		0.02%	
Percent Trunk Blockage - Between SWBT End Office and Tandem (2 Way)		n/a	
Percent Trunk Blockage - SWBT End Office to SWBT Tandem		0.01%	
Percent Trunk Blockage - SWBT Tandem to SWBT End Office		0.00%	
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)		0.36%	
		CLEC	SWBT
Percent Missed Due Dates - CLEC to SWBT Trunking		0.1%	28.6%
Percent Missed Due Dates - SWBT to CLEC Trunking		27.2%	28.6%
Average Trunk Restoral Interval - CLEC to SWBT Trunking		2.80	2857.05
Average Trunk Restoral Interval - SWBT to CLEC Trunking		14.75	2857.05
			COMMENTS
			Insufficient Sample
			Insufficient Sample

POTS - Provisioning				
	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.34	2.94	Yes	
Mean Installation Interval - Field Work - Business	3.35	3.13	Yes	
Mean Installation Interval - No Field Work - Residence	1.29	0.54	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	2.25	0.98	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - UNE Combos	6.57	3.00		Insufficient Sample
% Installations Completed Within in 5 Days - Field Work - Residence	97.40%	94.23%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	91.90%	90.93%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	98.81%	99.23%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	82.95%	94.95%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	6.47%	10.19%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	8.87%	9.46%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.07%	0.10%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.11%	0.73%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	4.54%	8.13%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	7.65%	7.60%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	1.15%	4.53%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	4.00%	6.44%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.00%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	0.89%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	5.16	7.64	Yes	
Average Delay Days due to Lack of Facilities - Business	5.64	10.30		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	4.85%	5.56%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	3.36%	3.24%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	2.12%	1.89%	No	Under Investigation
% Trouble Reports within 10 Days - No Field Work - Business	0.58%	1.85%	Yes	

POTS - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	3.35%	3.95%	Yes	
Trouble Report Rate (%) - Business	0.98%	2.13%	Yes	
% Missed Repair Commitments - Dispatch - Residence	7.76%	8.92%	Yes	
% Missed Repair Commitments - Dispatch - Business	8.72%	7.80%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	4.41%	7.99%	Yes	
% Missed Repair Commitments - No Dispatch - Business	2.82%	11.29%	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	39.84	52.36	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	26.48	18.79		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	15.90	23.78	Yes	
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	1.33	10.98		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	19.50	20.99	Yes	
Receipt To Clear Duration - Out of Service - Dispatch - Business	13.46	12.13	No	Under Investigation
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	12.00	11.34	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Business	6.28	8.48		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	81.77%	84.81%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	89.94%	93.90%	No	Under Investigation
% Repeat Reports - Residence	6.00%	8.53%	Yes	
% Repeat Reports - Business	10.62%	8.20%	No	Under Investigation

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	4.20			
Average Installation Interval - ISDN	8.71			
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	7.47			
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			
% Installations Completed Within in 20 Days - ISDN	100.00%			
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	100.00%			
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	0.00%	4.80%	Yes	
% SWBT Caused Missed Due Dates - ISDN	66.67%	24.74%	No	First month out of parity
% SWBT Caused Missed Due Dates - DDS	n/a	0.70%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	9.28%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	33.33%		Insufficient Sample
% Trouble Report within 30 Days - VGPL	0.00%	2.88%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	11.34%	Yes	
% Trouble Report within 30 Days - DDS	n/a	0.35%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	6.98%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	1.15%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	0.00%	3.38%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	n/a	3.09%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	13.88		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	11.78		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	6.33		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	5.77	23.69		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	n/a	11.22		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	6.43		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	25.89		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	51.51		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	3.80	21.03		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	0.86	2.96		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	3.65		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	10.06		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	10.93		Insufficient Sample
% Repeat Reports - VGPL	7.69%	6.53%		Insufficient Sample
% Repeat Reports - ISDN	0.00%	10.65%		Insufficient Sample
% Repeat Reports - DDS	n/a	4.90%		Insufficient Sample
% Repeat Reports - DS1	n/a	5.28%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.73%	3.81%	Yes	
Failure Frequency (Trouble Report Rate) - ISDN	0.49%	5.81%	Yes	
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.41%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	22.16%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	8.33%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog *	n/a			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop *	n/a			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital *	n/a			Insufficient Sample
Average Installation Interval (Days) - Analog Port *	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog *	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - DS1 Loop *	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital *	n/a			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port *	n/a			Insufficient Sample
* NOTE: These results are preliminary and subject to change upon further validation.				
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	24.74%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	n/a	4.80%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1 Loop	n/a	9.28%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	11.34%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	n/a	2.88%		Insufficient Sample
% Trouble Report within 30 Days - DS1 Loop	n/a	6.98%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	3.38%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	n/a	1.15%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	n/a	3.09%		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	11.78		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	13.88		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	6.33		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	n/a	5.81%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	n/a	3.81%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop	0.00%	22.16%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	n/a	8.92%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	11.22		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	n/a	23.69		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	n/a	25.89		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	2.96		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	n/a	21.03		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	10.06		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	n/a	84.81%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	10.65%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	n/a	6.53%		Insufficient Sample
% Repeat Reports - DS1 Loop	n/a	5.28%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Interim Number Portability (INP)			
	Result	COMMENTS	
Percent Installations Completed Within in 3 Days	1.10%		
Percent Installations Completed Within in 7 Days	4.13%		
Percent Installations Completed Within in 10 Days	4.81%		
Average Installation Interval (Days)	10.76		
Percent Trouble Reports within 30 Days	0.00%		
Percent Missed Due Dates	0.00%		

Interconnection Trunks			
	Result	COMMENTS	
Percent Trunk Blockage - SWBT End Office to CLEC End Office	n/a		
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.06%		
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.09%		
Percent Trunk Blockage - Between SWBT End Office and Tandem (2 Way)	n/a		
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	7.52%		
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.04%		
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	0.00%		
	CLEC	SWBT	COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	29.6%	8.7%	
Percent Missed Due Dates - SWBT to CLEC Trunking	0.0%	8.7%	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	1.62	3.65	Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	2.75	3.65	Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

POTS - Provisioning				
	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.68	2.99	Yes	
Mean Installation Interval - Field Work - Business	3.40	3.57	Yes	
Mean Installation Interval - No Field Work - Residence	1.17	0.55	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.89	0.58	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - UNE Combos	n/a	3.14		Insufficient Sample
% Installations Completed Within in 5 Days - Field Work - Residence	96.73%	94.62%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	96.99%	93.68%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	99.55%	99.41%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Business	91.23%	97.43%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	4.57%	7.66%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	4.74%	6.84%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.01%	0.05%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.00%	0.34%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	4.57%	6.35%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	3.79%	5.32%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	28.57%	8.13%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	0.00%	7.41%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	4.76%	0.74%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	0.28%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	19.00	11.78		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	3.13	11.89		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	3.48%	4.14%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	0.47%	2.96%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	1.37%	1.42%	Yes	
% Trouble Reports within 10 Days - No Field Work - Business	0.26%	1.45%	Yes	

POTS - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	2.29%	2.63%	Yes	
Trouble Report Rate (%) - Business	0.68%	1.69%	Yes	
% Missed Repair Commitments - Dispatch - Residence	6.07%	8.52%	Yes	
% Missed Repair Commitments - Dispatch - Business	12.69%	17.42%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	6.83%	7.28%	Yes	
% Missed Repair Commitments - No Dispatch - Business	14.55%	14.01%	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	32.99	38.17	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	29.21	17.34		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	11.71	13.03		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	0.57	7.94		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	20.19	19.65	Yes	
Receipt To Clear Duration - Out of Service - Dispatch - Business	12.08	11.79	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	8.50	7.92	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Business	8.00	5.57	No	Under Investigation
% Out of Service (OOS) <24 Hours - Residence	87.06%	90.57%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	95.45%	94.65%	Yes	
% Repeat Reports - Residence	5.34%	7.30%	Yes	
% Repeat Reports - Business	8.73%	7.04%	Yes	

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	3.79			
Average Installation Interval - ISDN	9.46			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	n/a			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			
% Installations Completed Within in 20 Days - ISDN	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	45.10%	2.36%	No	First Month out of Parity
% SWBT Caused Missed Due Dates - ISDN	14.29%	6.27%		Insufficient Sample
% SWBT Caused Missed Due Dates - DDS	n/a	5.89%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	0.00%	22.78%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - VGPL	0.00%	3.00%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	7.77%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.14%		Insufficient Sample
% Trouble Report within 30 Days - DS1	0.00%	7.69%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.14%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	0.00%	0.78%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	0.00%	1.27%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	56.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	18.50		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	9.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	10.68	35.99		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	5.52	8.52		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	6.45		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	89.50		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	58.13		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	3.67	5.96		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	n/a	20.99		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	6.22		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	37.06		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	1.28		Insufficient Sample
% Repeat Reports - VGPL	33.33%	4.01%		Insufficient Sample
% Repeat Reports - ISDN	0.00%	5.93%		Insufficient Sample
% Repeat Reports - DDS	n/a	2.90%		Insufficient Sample
% Repeat Reports - DS1	n/a	2.89%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.31%	3.29%	Yes	
Failure Frequency (Trouble Report Rate) - ISDN	0.31%	4.08%	Yes	
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.31%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	17.95%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	12.90%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog *	8.00			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop *	6.00			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital *	n/a			Insufficient Sample
Average Installation Interval (Days) - Analog Port *	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog *	0.00%			Insufficient Sample
% Installations Completed Within in 3 Days - DS1 Loop *	0.00%			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital *	n/a			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port *	n/a			Insufficient Sample
* NOTE: These results are preliminary and subject to change upon further validation.				
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	6.27%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	0.00%	2.36%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1 Loop	7.14%	22.78%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	7.77%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	0.00%	3.00%		Insufficient Sample
% Trouble Report within 30 Days - DS1 Loop	7.69%	7.69%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	0.78%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	0.14%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	7.14%	1.27%		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	18.50		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	56.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	4.00	9.00		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	n/a	4.08%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	0.00%	3.29%	Yes	
Trouble Report Rate (%) - DS1 Loop	1.83%	17.95%	Yes	
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	n/a	8.52%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	8.52		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	n/a	35.99		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	2.43	89.50		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	20.99		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	n/a	5.96		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	0.05	37.06		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	n/a	90.57%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	5.93%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	n/a	4.01%		Insufficient Sample
% Repeat Reports - DS1 Loop	0.00%	2.89%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

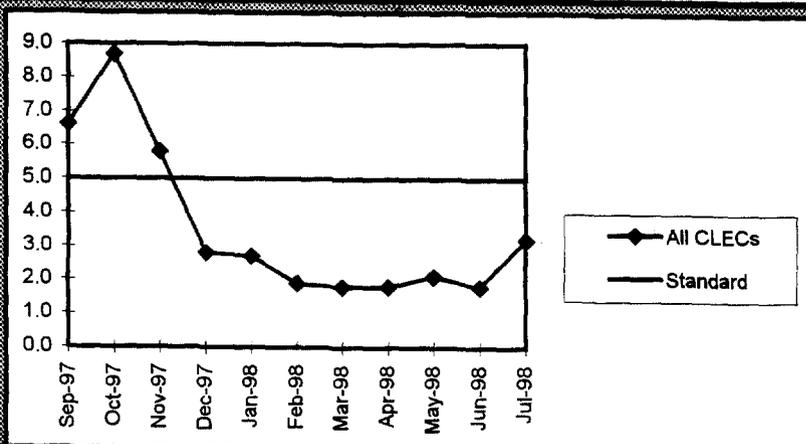
Interim Number Portability (INP)		Result	COMMENTS
Percent Installations Completed Within in 3 Days		11.53%	
Percent Installations Completed Within in 7 Days		25.36%	
Percent Installations Completed Within in 10 Days		33.14%	
Average Installation Interval (Days)		12.71	
Percent Trouble Reports within 30 Days		0.00%	
Percent Missed Due Dates		0.00%	

Interconnection Trunks		Result	COMMENTS
Percent Trunk Blockage - SWBT End Office to CLEC End Office		0.00%	
Percent Trunk Blockage - SWBT Tandem to CLEC End Office		0.00%	
Percent Trunk Blockage - SWBT End Office to SWBT End Office		0.44%	
Percent Trunk Blockage - Between SWBT End Office and Tandem (2 Way)		n/a	
Percent Trunk Blockage - SWBT End Office to SWBT Tandem		0.00%	
Percent Trunk Blockage - SWBT Tandem to SWBT End Office		1.32%	
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)		1.56%	
		CLEC	SWBT
Percent Missed Due Dates - CLEC to SWBT Trunking		0.0%	89.7%
Percent Missed Due Dates - SWBT to CLEC Trunking		0.0%	89.7%
Average Trunk Restoral Interval - CLEC to SWBT Trunking		n/a	n/a
Average Trunk Restoral Interval - SWBT to CLEC Trunking		n/a	n/a
			COMMENTS
			Insufficient Sample
			Insufficient Sample

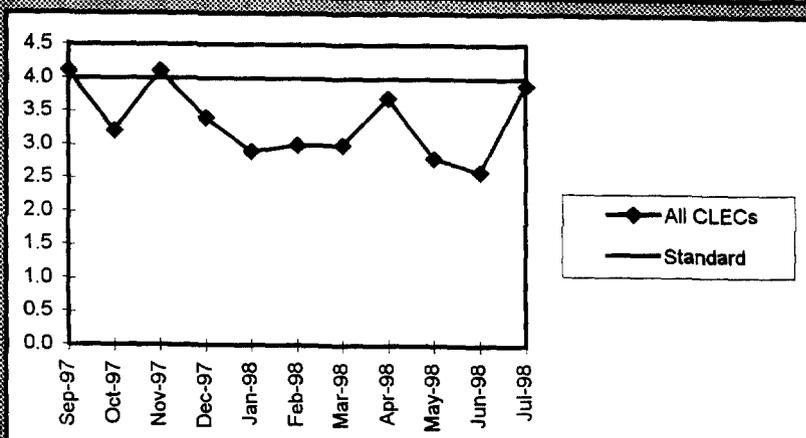
Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - DATAGATE

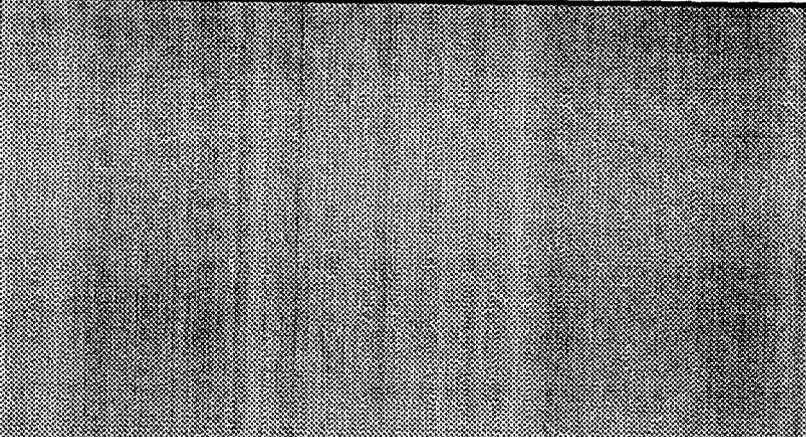
Measurement No. 1	Address Verification	
	No. of Transactions	Avg. Response Time (Seconds)
Aug-97		
Sep-97	6,828	6.6
Oct-97	2,705	8.7
Nov-97	248	5.8
Dec-97	137	2.8
Jan-98	44	2.7
Feb-98	15	1.9
Mar-98	15	1.8
Apr-98	13	1.8
May-98	368	2.1
Jun-98	780	1.8
Jul-98	294	3.2



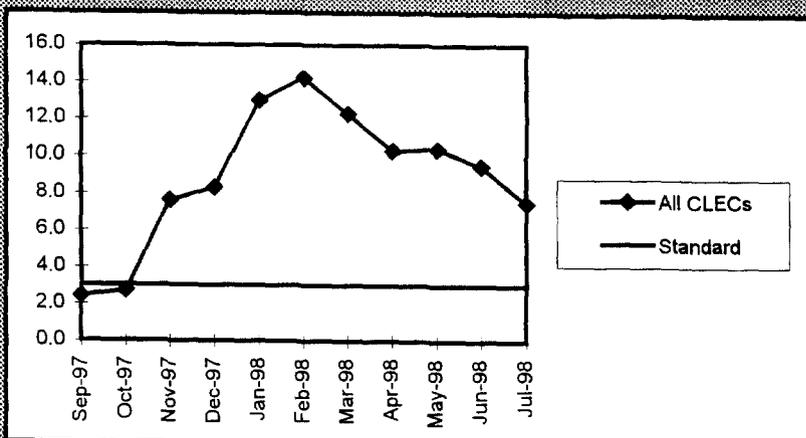
Measurement No. 1	Request for Telephone Number	
	No. of Transactions	Avg. Response Time (Seconds)
Aug-97		
Sep-97	978	4.1
Oct-97	507	3.2
Nov-97	55	4.1
Dec-97	20	3.4
Jan-98	187	2.9
Feb-98	275	3.0
Mar-98	459	3.0
Apr-98	396	3.7
May-98	279	2.8
Jun-98	45	2.6
Jul-98	103	3.9



Measurement No. 1	Request for CSR	
	No. of Transactions	Avg. Response Time (Seconds)
Aug-97		
Sep-97	5,773	n/a
Oct-97	2,332	n/a
Nov-97	73	n/a
Dec-97	133	n/a
Jan-98	408	n/a
Feb-98	1,395	n/a
Mar-98	1,138	n/a
Apr-98	1,650	n/a
May-98	1,151	n/a
Jun-98	652	n/a
Jul-98	604	n/a



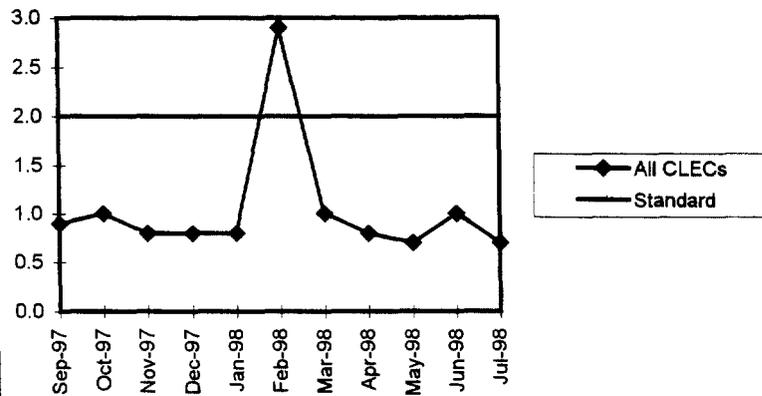
Measurement No. 1	Service Availability	
	No. of Transactions	Avg. Response Time (Seconds)
Aug-97		
Sep-97	942	2.4
Oct-97	426	2.7
Nov-97	24	7.6
Dec-97	23	8.3
Jan-98	202	13.0
Feb-98	587	14.2
Mar-98	729	12.3
Apr-98	568	10.3
May-98	358	10.4
Jun-98	37,651	9.5
Jul-98	40,632	7.5



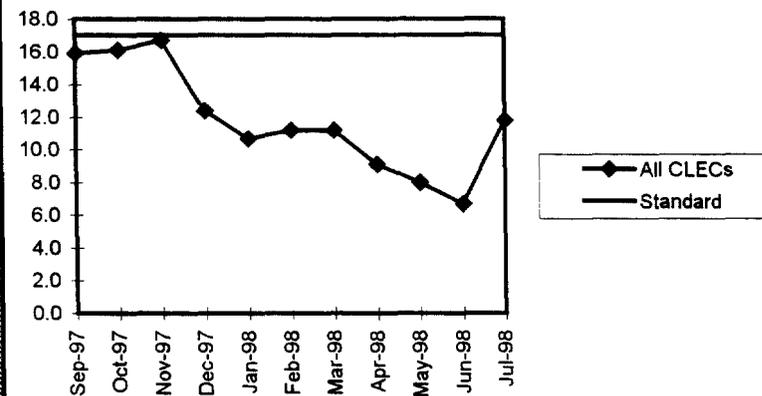
Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - DATAGATE

Measurement No. 1	Service Appointment Scheduling	
	No. of Transactions	Avg. Response Time (Seconds)
Aug-97		
Sep-97	1,016	0.9
Oct-97	461	1.0
Nov-97	29	0.8
Dec-97	39	0.8
Jan-98	133	0.8
Feb-98	294	2.9
Mar-98	419	1.0
Apr-98	281	0.8
May-98	89	0.7
Jun-98	54	1.0
Jul-98	60	0.7

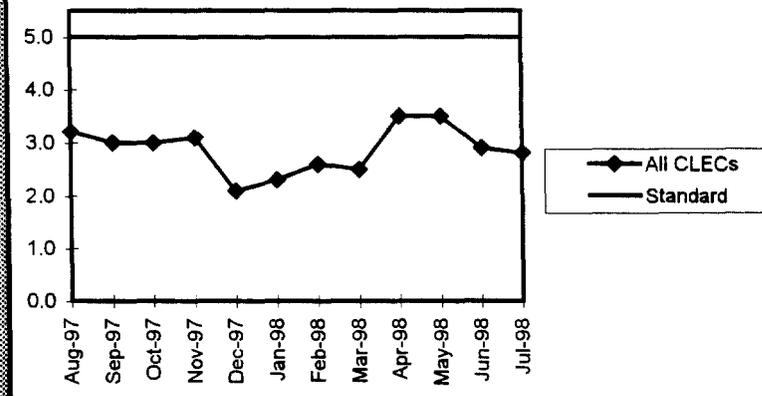


Measurement No. 1	Dispatch Required	
	No. of Transactions	Avg. Response Time (Seconds)
Aug-97		
Sep-97	1,046	15.9
Oct-97	515	16.1
Nov-97	26	16.7
Dec-97	89	12.4
Jan-98	606	10.7
Feb-98	1,484	11.2
Mar-98	1,385	11.2
Apr-98	856	9.1
May-98	804	8.0
Jun-98	270	6.7
Jul-98	45	11.8

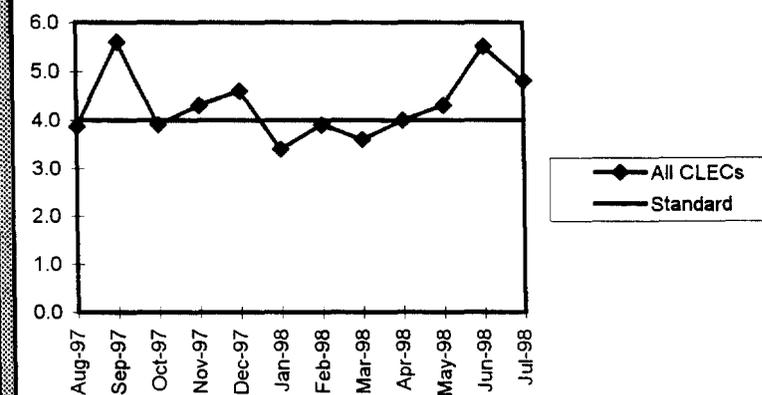


Average Response Time for OSS Pre-Order Interfaces - VERIGATE

Measurement No. 1	Address Verification	
	No. of Transactions	Avg. Response Time (Seconds)
Aug-97	1,551	3.2
Sep-97	1,374	3.0
Oct-97	1,569	3.0
Nov-97	1,537	3.1
Dec-97	1,648	2.1
Jan-98	1,932	2.3
Feb-98	3,070	2.6
Mar-98	4,804	2.5
Apr-98	3,140	3.5
May-98	2,014	3.5
Jun-98	2,832	2.9
Jul-98	2,913	2.8



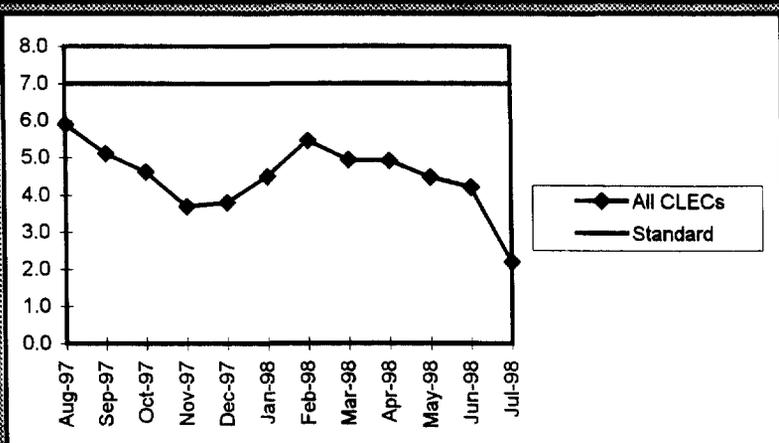
Measurement No. 1	Request for Telephone Number	
	No. of Transactions	Avg. Response Time (Seconds)
Aug-97	91	3.9
Sep-97	67	5.6
Oct-97	108	3.9
Nov-97	24	4.3
Dec-97	79	4.6
Jan-98	100	3.4
Feb-98	326	3.9
Mar-98	615	3.6
Apr-98	738	4.0
May-98	785	4.3
Jun-98	72	5.5
Jul-98	861	4.8



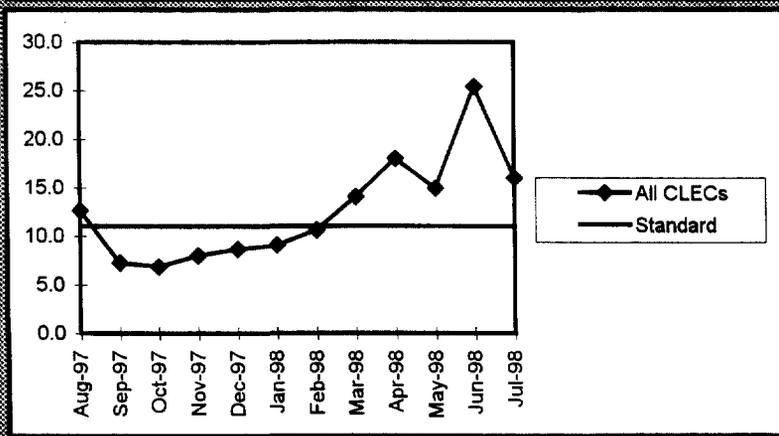
Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - VERIGATE

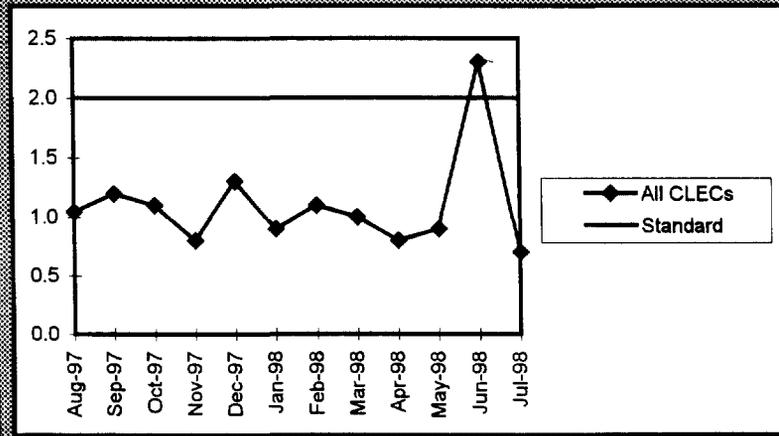
Measurement No. 1	Request for CSR	
	No. of Transactions	Avg. Response Time (Seconds)
Aug-97	4,761	5.9
Sep-97	2,973	5.1
Oct-97	4,865	4.6
Nov-97	3,154	3.7
Dec-97	4,849	3.8
Jan-98	545	4.5
Feb-98	7,540	5.4
Mar-98	10,746	4.9
Apr-98	9,591	4.9
May-98	9,559	4.5
Jun-98	12,162	4.2
Jul-98	15,059	2.2



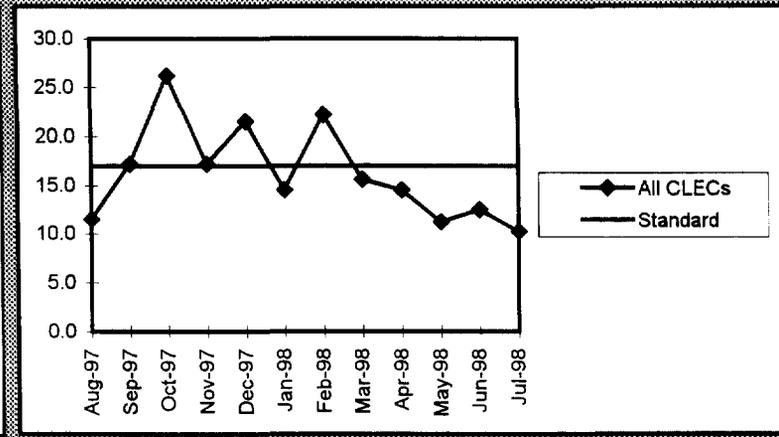
Measurement No. 1	Service Availability	
	No. of Transactions	Avg. Response Time (Seconds)
Aug-97	38	12.6
Sep-97	30	7.3
Oct-97	49	6.9
Nov-97	99	8.0
Dec-97	45	8.7
Jan-98	23	9.1
Feb-98	112	10.6
Mar-98	379	14.0
Apr-98	138	18.0
May-98	73	14.9
Jun-98	103	25.4
Jul-98	89	16.0



Measurement No. 1	Service Appointment Scheduling	
	No. of Transactions	Avg. Response Time (Seconds)
Aug-97	44	1.0
Sep-97	17	1.2
Oct-97	26	1.1
Nov-97	84	0.8
Dec-97	9	1.3
Jan-98	31	0.9
Feb-98	119	1.1
Mar-98	576	1.0
Apr-98	1,513	0.8
May-98	351	0.9
Jun-98	172	2.3
Jul-98	138	0.7

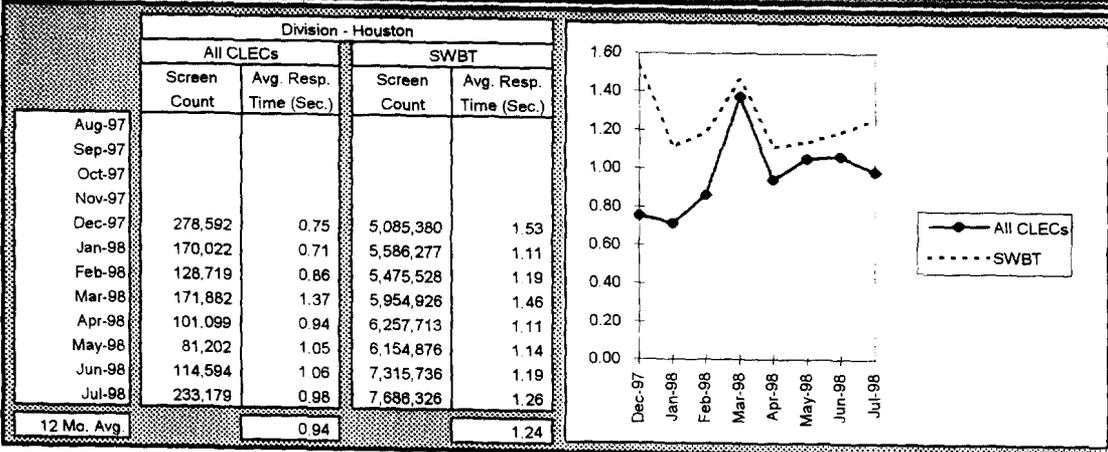
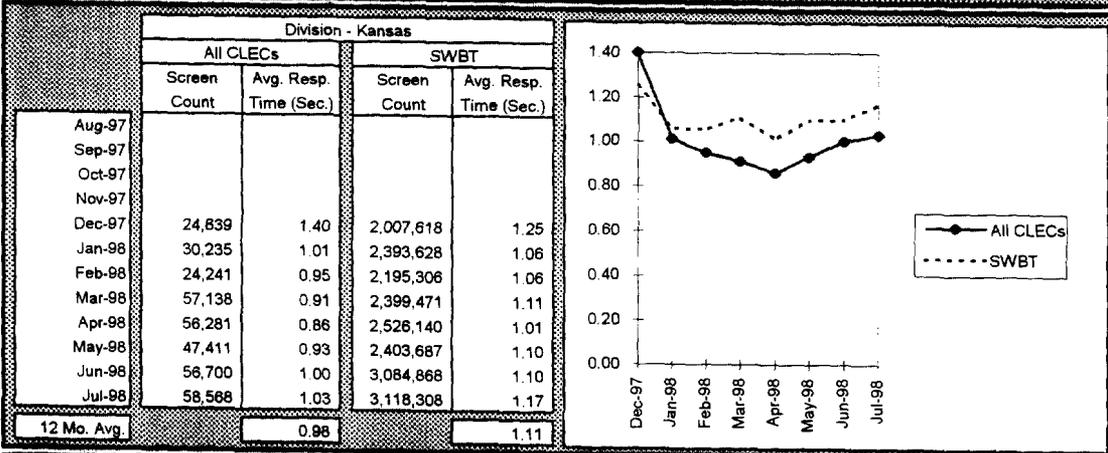
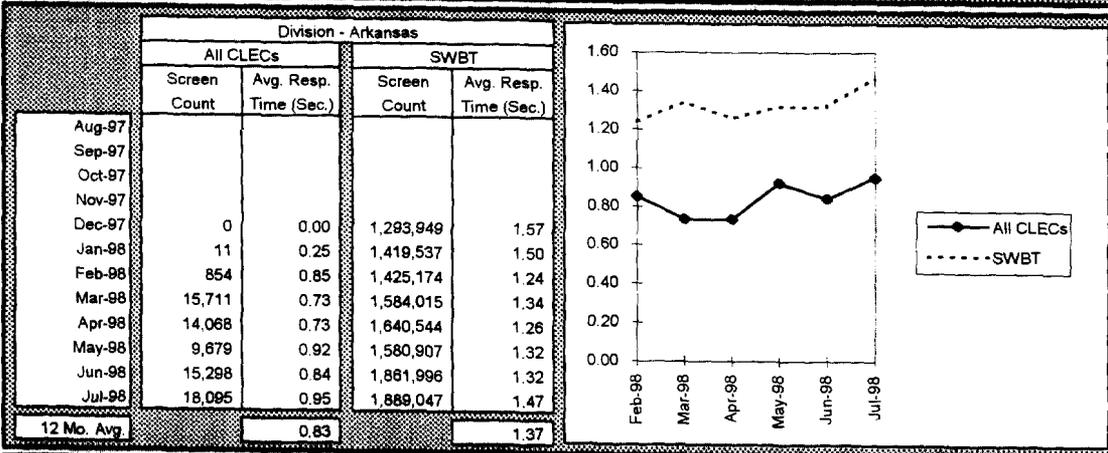
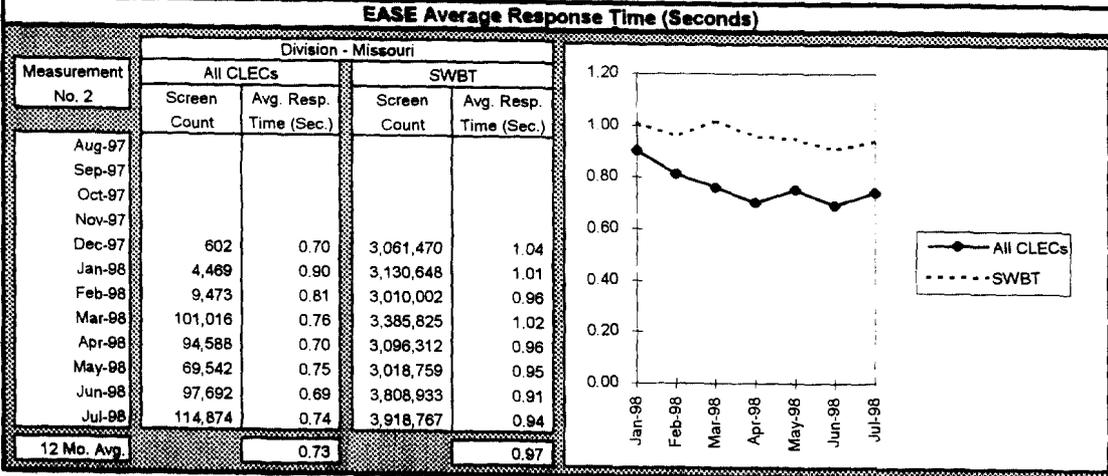


Measurement No. 1	Dispatch Required	
	No. of Transactions	Avg. Response Time (Seconds)
Aug-97	30	11.5
Sep-97	13	17.2
Oct-97	10	26.2
Nov-97	34	17.2
Dec-97	6	21.5
Jan-98	8	14.5
Feb-98	7	22.2
Mar-98	61	15.6
Apr-98	50	14.5
May-98	30	11.2
Jun-98	33	12.5
Jul-98	36	10.2



Pre-Ordering/Ordering

EASE Average Response Time (Seconds)



Pre-Ordering/Ordering

EASE Average Response Time (Seconds)

