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October 13, 1998

EX PARTE PRESENTATION

EX PARTE OR LATA RECEIVED

OCT 13 1998

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

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 August 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.

Please note a recent change in the reporting methodology for Missouri and Kansas. Missouri has been separated into the St. Louis and Kansas City, Missouri areas. Kansas is now shown as the Kansas City, Kansas area. We have also begun to produce an additional document each month called the "Performance Measurement Report", which is designed to compare the performance results for each measurement. In those cases where the objective is to meet a specific standard, a comparison of the performance results with the standard is shown. In other cases where the objective is parity, a side-by-side comparison of the performance results experienced by the CLECs and Southwestern Bell is shown. Where a standard is not met or parity is not achieved, an explanation is given in the "Comments" section of the report or there may an indication that Southwestern Bell has initiated an investigation into the reasons for the disparity.

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.

Ms. Magalie Roman Salas
October 13, 1998
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Please contact me should you have any questions concerning the foregoing.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Todd F. Silbergeld", with a long, sweeping flourish extending to the right.

Todd F. Silbergeld
Director-Federal Regulatory

Attachment

cc: Ms. K. Brown (letter only)
Ms. C. Matthey (letter only)
Mr. M. Pryor (letter only)
Ms. A. Wright

PERFORMANCE MEASUREMENT REPORT

Pre-Ordering/Ordering					
Average Response Time for OSS Pre-Order Interfaces in seconds	CLEC/SWBT	Standard	Within Standard	COMMENTS	
DATAGATE - Address Verification	5.20	5.0	No	Under Investigation	
DATAGATE - Request for Telephone Number	3.80	4.0	Yes		
DATAGATE - Request for CSR	n/a	6.0	n/a	Under Investigation	
DATAGATE - Service Availability	7.00	3.0	No		
DATAGATE - Service Appointment Scheduling	0.60	2.0	Yes		
DATAGATE - Dispatch Required	9.90	17.0	Yes		
VERIGATE - Address Verification	2.70	5.0	Yes		
VERIGATE - Request for Telephone Number	4.40	4.0	No	Under Investigation	
VERIGATE - Request for CSR	3.00	7.0	Yes		
VERIGATE - Service Availability	16.00	11.0	No	Under Investigation	
VERIGATE - Service Appointment Scheduling	0.90	2.0	Yes		
VERIGATE - Dispatch Required	9.90	17.0	Yes		
EASE Average Response Time in seconds	CLEC	SWBT	COMMENTS		
Division - Missouri	0.80	0.99			
Division - Arkansas	1.03	1.59			
Division - Kansas	1.29	1.34			
Division - Houston	1.09	1.45			
Division - Oklahoma	1.50	1.52			
Division - Dallas	0.94	1.26			
Division - San Antonio	1.27	1.50			
OSS Interface Percent Availability	CLEC/SWBT	COMMENTS			
DATAGATE	100.00%	Varies by CLEC			
VERIGATE	100.00%				
LEX	99.60%				
EDI	n/a				
TOOLBAR	99.00%				
RAF by CLEC	---				
Consumer EASE Availability - By Division (CPU Platform)	CLEC/SWBT	COMMENTS			
Division - Missouri	99.99%				
Division - Arkansas	99.99%				
Division - Kansas	99.96%				
Division - Houston	100.00%				
Division - Oklahoma	99.99%				
Division - Dallas	100.00%				
Division - San Antonio	100.00%				
Business EASE Availability - By Division (CPU Platform)	CLEC/SWBT	COMMENTS			
Division - Missouri	99.99%				
Division - Arkansas	99.99%				
Division - Kansas	99.99%				
Division - Houston	100.00%				
Division - Oklahoma	99.99%				
Division - Dallas	100.00%				
Division - San Antonio	100.00%				

PERFORMANCE MEASUREMENT REPORT

Pre-Ordering/Ordering				
% Firm Order Confirmations Received Within "x" Hours - Mechanized		CLEC	COMMENTS	
Residence and Simple Business - LEX - <24 Hours		Not Available		
Residence and Simple Business - EDI - <24 Hours		Not Available		
Complex Business - LEX - <48 Hours		Not Available		
Complex Business - EDI - <48 Hours		Not Available		
UNE Loop and Switch Ports - LEX - <24 Hours		Not Available		
UNE Loop and Switch Ports - EDI - <24 Hours		Not Available		
Other - LEX - <24 Hours		Not Available		
Other - EDI - <24 Hours		Not Available		
% Firm Order Confirmations Received Within "x" Hours - Manual		CLEC	COMMENTS	
Residence and Simple Business - <24 Hours		97.5%		
Complex Business - Negotiated - Recd. on Time		n/a		Insufficient Sample
Complex Business - (1 - 200 Lines) - <48 Hours		93.9%		
Complex Business - (200 + Lines) - Recd. on Time		98.3%		
UNE Loop - (1 - 50 Lines) - <24 Hours		93.3%		
UNE Loop - (50 + Lines) - <48 Hours		94.4%		
Switch Ports - <24 Hours		26.8%		
Other - <24 Hours		n/a		Insufficient Sample
Average Time to Return FOC		CLEC	COMMENTS	
Residence and Simple Business - LEX		Not Available		
Residence and Simple Business - EDI		Not Available		
Complex Business - LEX		Not Available		
Complex Business - EDI		Not Available		
UNE Loop and Switch Ports - LEX		Not Available		
UNE Loop and Switch Ports - EDI		Not Available		
Other - LEX		Not Available		
Other - EDI		Not Available		
% Mechanized Completions Returned Within 1 Hour of SORD Batch Cycle		CLEC	COMMENTS	
LEX		Not Available		
EDI		Not Available		
Average Time to Return Mechanized Completions (Hours)		CLEC	COMMENTS	
LEX		Not Available		
EDI		Not Available		
Percent Rejects (For the Electronic Interfaces EDI and LEX)		CLEC	COMMENTS	
LEX		Not Available		
EDI		Not Available		
% Mechanized Rejects Returned Within 1 Hour of start of ED/LASR Batch Process		CLEC	COMMENTS	
LEX		Not Available		
EDI		Not Available		
Mean Time to Return Mechanized Rejects (Hours)		CLEC	COMMENTS	
LEX		Not Available		
EDI		Not Available		
Order Process % Flow Through - EASE		CLEC	SWBT	COMMENTS
Through Posting		83.3%	86.6%	
Through Completion		95.4%	91.4%	
Through SORD Distribution		96.8%	93.2%	

PERFORMANCE MEASUREMENT REPORT

Billing				
	CLEC	SWBT		COMMENTS
Billing Accuracy				
CRIS Usage Bill Audit (Percent Error Rate)	0.00%	0.16%		Insufficient Sample
CABS Usage Bill Audit (Percent Error Rate)	0.00%	0.00%		
CRIS Bill Audit (Percent Error Rate)	0.00%	0.01%		
CLEC				
Percent of Accurate and Complete Formatted Mechanized Bills	100.0%			
Percent of Billing Records Transmitted Correctly	100.0%			
Billing Completeness - Percent Complete	97.0%			
Billing Timeliness (Mechanized Bill) - Percent on Time	54.5%			
Daily Usage Feed Timeliness - Percent on Time	95.8%			
Percent Unbillable Usage - CRIS (AMAVECS)	0.070%			
Percent Unbillable Usage - CABS	0.015%			

Miscellaneous Administrative				
	Dallas	Alliance	SWBT	COMMENTS
LSC Average Speed of Answer (Seconds)	7.0	4.0	30.79	
LOC				
LOC Average Speed of Answer (Seconds)	7.0		n/a	

PERFORMANCE MEASUREMENT REPORT

Directory Assistance/Operator Services		North Texas*		COMMENTS
Directory Assistance - Grade of Service:	CLEC/SWBT			
% Calls Answered in < 1.5 Seconds	28.9%			
% Calls Answered in < 2.5 Seconds	41.6%			
% Calls Answered in > 7.5 Seconds	26.8%			
% Calls Answered in > 10.0 Seconds	18.6%			
% Calls Answered in > 15.0 Seconds	10.2%			
% Calls Answered in > 20.0 Seconds	5.0%			
% Calls Answered in > 25.0 Seconds	2.4%			
Average Speed of Answer (Seconds)	5.8			
		West Texas*		COMMENTS
Directory Assistance - Grade of Service:	CLEC/SWBT			
% Calls Answered in < 1.5 Seconds	33.4%			
% Calls Answered in < 2.5 Seconds	46.6%			
% Calls Answered in > 7.5 Seconds	24.6%			
% Calls Answered in > 10.0 Seconds	17.6%			
% Calls Answered in > 15.0 Seconds	10.0%			
% Calls Answered in > 20.0 Seconds	5.5%			
% Calls Answered in > 25.0 Seconds	2.4%			
Average Speed of Answer (Seconds)	5.5			
		Southeast Texas*		COMMENTS
Directory Assistance - Grade of Service:	CLEC/SWBT			
% Calls Answered in < 1.5 Seconds	40.9%			
% Calls Answered in < 2.5 Seconds	55.7%			
% Calls Answered in > 7.5 Seconds	16.4%			
% Calls Answered in > 10.0 Seconds	11.4%			
% Calls Answered in > 15.0 Seconds	5.9%			
% Calls Answered in > 20.0 Seconds	2.4%			
% Calls Answered in > 25.0 Seconds	1.0%			
Average Speed of Answer (Seconds)	4.2			
		South Texas*		COMMENTS
Directory Assistance - Grade of Service:	CLEC/SWBT			
% Calls Answered in < 1.5 Seconds	28.2%			
% Calls Answered in < 2.5 Seconds	43.0%			
% Calls Answered in > 7.5 Seconds	22.9%			
% Calls Answered in > 10.0 Seconds	16.4%			
% Calls Answered in > 15.0 Seconds	8.5%			
% Calls Answered in > 20.0 Seconds	4.3%			
% Calls Answered in > 25.0 Seconds	2.1%			
Average Speed of Answer (Seconds)	5.5			

NOTE: * These geographic designations are aligned by Operator Services operational responsibilities and do not match SWBT market areas.

PERFORMANCE MEASUREMENT REPORT

Directory Assistance/Operator Services (Continued)			
North Texas*			
Operator Services - Grade of Service:	CLEC/SWBT		COMMENTS
% Calls Answered in < 1.5 Seconds	39.9%		
% Calls Answered in < 2.5 Seconds	60.5%		
% Calls Answered in > 7.5 Seconds	6.7%		
% Calls Answered in > 10.0 Seconds	2.5%		
% Calls Answered in > 15.0 Seconds	0.5%		
% Calls Answered in > 20.0 Seconds	0.1%		
% Calls Answered in > 25.0 Seconds	0.0%		
Average Speed of Answer (Seconds)	2.8		
West Texas*			
Operator Services - Grade of Service:	CLEC/SWBT		COMMENTS
% Calls Answered in < 1.5 Seconds	35.3%		
% Calls Answered in < 2.5 Seconds	58.1%		
% Calls Answered in > 7.5 Seconds	6.3%		
% Calls Answered in > 10.0 Seconds	2.7%		
% Calls Answered in > 15.0 Seconds	0.6%		
% Calls Answered in > 20.0 Seconds	0.2%		
% Calls Answered in > 25.0 Seconds	0.1%		
Average Speed of Answer (Seconds)	3		
Southeast Texas*			
Operator Services - Grade of Service:	CLEC/SWBT		COMMENTS
% Calls Answered in < 1.5 Seconds	57.9%		
% Calls Answered in < 2.5 Seconds	73.4%		
% Calls Answered in > 7.5 Seconds	6.5%		
% Calls Answered in > 10.0 Seconds	4.4%		
% Calls Answered in > 15.0 Seconds	1.8%		
% Calls Answered in > 20.0 Seconds	1.0%		
% Calls Answered in > 25.0 Seconds	0.6%		
Average Speed of Answer (Seconds)	2.4		
South Texas*			
Operator Services - Grade of Service:	CLEC/SWBT		COMMENTS
% Calls Answered in < 1.5 Seconds	42.4%		
% Calls Answered in < 2.5 Seconds	62.9%		
% Calls Answered in > 7.5 Seconds	9.0%		
% Calls Answered in > 10.0 Seconds	5.4%		
% Calls Answered in > 15.0 Seconds	2.5%		
% Calls Answered in > 20.0 Seconds	1.8%		
% Calls Answered in > 25.0 Seconds	1.2%		
Average Speed of Answer (Seconds)	3.3		

NOTE: * These geographic designations are aligned by Operator Services operational responsibilities and do not match SWBT market areas.

PERFORMANCE MEASUREMENT REPORT

Directory Assistance/Operator Services (Continued)		Eastern Missouri		COMMENTS
Operator Services - Grade of Service:		CLEC/SWBT		
% Calls Answered in < 1.5 Seconds		32.3%		
% Calls Answered in < 2.5 Seconds		46.8%		
% Calls Answered in > 7.5 Seconds		19.9%		
% Calls Answered in > 10.0 Seconds		13.3%		
% Calls Answered in > 15.0 Seconds		5.3%		
% Calls Answered in > 20.0 Seconds		2.9%		
% Calls Answered in > 25.0 Seconds		1.7%		
Average Speed of Answer (Seconds)		4.9		
Operator Services - Grade of Service:		CLEC/SWBT		COMMENTS
% Calls Answered in < 1.5 Seconds		29.9%		
% Calls Answered in < 2.5 Seconds		49.5%		
% Calls Answered in > 7.5 Seconds		11.0%		
% Calls Answered in > 10.0 Seconds		5.9%		
% Calls Answered in > 15.0 Seconds		1.7%		
% Calls Answered in > 20.0 Seconds		0.6%		
% Calls Answered in > 25.0 Seconds		0.3%		
Average Speed of Answer (Seconds)		3.6		
Directory Assistance - Grade of Service:		CLEC/SWBT		COMMENTS
% Calls Answered in < 1.5 Seconds		29.6%		
% Calls Answered in < 2.5 Seconds		43.4%		
% Calls Answered in > 7.5 Seconds		22.0%		
% Calls Answered in > 10.0 Seconds		14.6%		
% Calls Answered in > 15.0 Seconds		6.1%		
% Calls Answered in > 20.0 Seconds		3.1%		
% Calls Answered in > 25.0 Seconds		1.6%		
Average Speed of Answer (Seconds)		5.1		
Directory Assistance - Grade of Service:		CLEC/SWBT		COMMENTS
% Calls Answered in < 1.5 Seconds		30.0%		
% Calls Answered in < 2.5 Seconds		52.0%		
% Calls Answered in > 7.5 Seconds		9.8%		
% Calls Answered in > 10.0 Seconds		5.0%		
% Calls Answered in > 15.0 Seconds		1.3%		
% Calls Answered in > 20.0 Seconds		0.6%		
% Calls Answered in > 25.0 Seconds		0.2%		
Average Speed of Answer (Seconds)		3.4		

NOTE: * These geographic designations are aligned by Operator Services operational responsibilities and do not match SWBT market areas.

PERFORMANCE MEASUREMENT REPORT

Directory Assistance/Operator Services (Continued)		Oklahoma		COMMENTS
Operator Services - Grade of Service:	CLEC/SWBT			
% Calls Answered in < 1.5 Seconds	30.1%			
% Calls Answered in < 2.5 Seconds	48.7%			
% Calls Answered in > 7.5 Seconds	11.9%			
% Calls Answered in > 10.0 Seconds	5.1%			
% Calls Answered in > 15.0 Seconds	0.8%			
% Calls Answered in > 20.0 Seconds	0.1%			
% Calls Answered in > 25.0 Seconds	0.1%			
Average Speed of Answer (Seconds)	3.5			
Directory Assistance - Grade of Service:		Oklahoma		COMMENTS
CLEC/SWBT				
% Calls Answered in < 1.5 Seconds	16.1%			
% Calls Answered in < 2.5 Seconds	29.5%			
% Calls Answered in > 7.5 Seconds	31.8%			
% Calls Answered in > 10.0 Seconds	22.0%			
% Calls Answered in > 15.0 Seconds	10.6%			
% Calls Answered in > 20.0 Seconds	4.3%			
% Calls Answered in > 25.0 Seconds	1.4%			
Average Speed of Answer (Seconds)	6.6			
Operator Services - Grade of Service:		Arkansas		COMMENTS
CLEC/SWBT				
% Calls Answered in < 1.5 Seconds	17.9%			
% Calls Answered in < 2.5 Seconds	32.7%			
% Calls Answered in > 7.5 Seconds	23.2%			
% Calls Answered in > 10.0 Seconds	14.9%			
% Calls Answered in > 15.0 Seconds	5.9%			
% Calls Answered in > 20.0 Seconds	2.5%			
% Calls Answered in > 25.0 Seconds	1.0%			
Average Speed of Answer (Seconds)	5.4			
Directory Assistance - Grade of Service:		Arkansas		COMMENTS
CLEC/SWBT				
% Calls Answered in < 1.5 Seconds	22.7%			
% Calls Answered in < 2.5 Seconds	38.1%			
% Calls Answered in > 7.5 Seconds	22.5%			
% Calls Answered in > 10.0 Seconds	14.7%			
% Calls Answered in > 15.0 Seconds	5.8%			
% Calls Answered in > 20.0 Seconds	2.3%			
% Calls Answered in > 25.0 Seconds	0.9%			
Average Speed of Answer (Seconds)	5.2			

POTS - Provisioning				
	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	1.80	2.46	Yes	
Mean Installation Interval - Field Work - Business	2.00	3.14		Insufficient Sample
Mean Installation Interval - No Field Work - Residence	1.38	0.69	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	0.80	1.34	Yes	
Mean Installation Interval - UNE Combos	n/a	2.66		Insufficient Sample
% Installations Completed Within in 5 Days - Field Work - Residence	98.89%	95.84%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	100.00%	90.76%		Insufficient Sample
% Installations Completed Within in 3 Days - No Field Work - Residence	99.04%	99.11%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Business	93.06%	96.01%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	4.62%	5.17%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	0.00%	5.89%		Insufficient Sample
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.01%	0.03%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.00%	0.29%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	1.68%	3.70%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	0.00%	4.29%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	2.45%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	n/a	10.63%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.61%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	n/a	2.50%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	5.50	9.91		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	n/a	14.30		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	5.25%	4.49%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	0.00%	2.44%		Insufficient Sample
% Trouble Reports within 10 Days - No Field Work - Residence	0.79%	1.70%	Yes	
% Trouble Reports within 10 Days - No Field Work - Business	0.23%	1.57%	Yes	

POTS - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	2.57%	3.09%	Yes	
Trouble Report Rate (%) - Business	0.37%	1.40%	Yes	
% Missed Repair Commitments - Dispatch - Residence	6.34%	6.94%	Yes	
% Missed Repair Commitments - Dispatch - Business	29.41%	13.57%		Insufficient Sample
% Missed Repair Commitments - No Dispatch - Residence	3.70%	3.91%	Yes	
% Missed Repair Commitments - No Dispatch - Business	40.00%	7.80%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	32.10	19.32	No	Under Investigation
Receipt To Clear Duration - Affecting Service - Dispatch - Business	1.59	9.23		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	1.52	7.04		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	n/a	3.34		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	17.84	14.04	No	Aug 97 - June 98 within parity
Receipt To Clear Duration - Out of Service - Dispatch - Business	5.12	7.70		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	7.06	7.42		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch - Business	1.23	9.89		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	89.39%	96.34%	No	Oct 97 - May 98 within parity
% Out of Service (OOS) <24 Hours - Business	100.00%	98.23%		Insufficient Sample
% Repeat Reports - Residence	6.21%	8.96%	Yes	
% Repeat Reports - Business	0.00%	7.20%		Insufficient Sample

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	9.03			
Average Installation Interval - ISDN	n/a			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	n/a			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	0.00%	1.99%		Insufficient Sample
% SWBT Caused Missed Due Dates - ISDN	0.00%	4.35%		Insufficient Sample
% SWBT Caused Missed Due Dates - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - VGPL	n/a	1.20%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	n/a	14.89%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	n/a		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%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	n/a	4.35%		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	n/a		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)	n/a	8.28		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	n/a	11.74		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	3.67		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	4.52		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	n/a	16.65		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	n/a	4.36		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	7.17		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	5.67		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	n/a		Insufficient Sample
% Repeat Reports - VGPL	n/a	10.60%		Insufficient Sample
% Repeat Reports - ISDN	n/a	7.89%		Insufficient Sample
% Repeat Reports - DDS	n/a	5.56%		Insufficient Sample
% Repeat Reports - DS1	n/a	0.00%		Insufficient Sample
% Repeat Reports - DS3	n/a	n/a		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.00%	2.17%	Yes	
Failure Frequency (Trouble Report Rate) - ISDN	0.00%	5.80%	Yes	
Failure Frequency (Trouble Report Rate) - DDS	n/a	0.26%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	n/a	37.21%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	0.00%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog *	5.83			
Average Installation Interval (Days) - DS1 Loop *	8.00			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital *	7.00			Insufficient Sample
Average Installation Interval (Days) - Analog Port *	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog *	4.80%			
% Installations Completed Within in 3 Days - DS1 Loop *	0.00%			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital *	0.00%			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	0.00%	4.35%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	1.92%	1.99%	Yes	
% SWBT Caused Missed Due Dates - DS1 Loop	14.29%	n/a		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	0.00%	14.89%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	6.41%	1.20%	No	Under Investigation
% Trouble Report within 30 Days - DS1 Loop	7.14%	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	0.00%	4.35%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	0.00%	Yes	
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	6.67%	n/a		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	15.00	n/a		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	0.00%	5.80%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	1.22%	2.17%	Yes	
Trouble Report Rate (%) - DS1 Loop	3.45%	37.21%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	57.89%	6.94%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	11.74		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	7.73	8.28		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	n/a	4.52		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	4.36		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	5.36	16.65		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	3.18	5.67		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	42.11%	96.34%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	7.89%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	0.00%	10.60%		Insufficient Sample
% Repeat Reports - DS1 Loop	0.00%	0.00%		Insufficient Sample

Interim Number Portability (INP)			
	Result	COMMENTS	
Percent Installations Completed Within in 3 Days	42.11%		
Percent Installations Completed Within in 7 Days	69.88%		
Percent Installations Completed Within in 10 Days	81.49%		
Average Installation Interval (Days)	5.68		
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	2.79%		
Percent Trunk Blockage - Between SWBT End Office and Tandem (2 Way)	n/a		
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.09%		
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.15%		
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%	15.0%	
Percent Missed Due Dates - SWBT to CLEC Trunking	0.0%	15.0%	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	n/a	n/a	Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	n/a	n/a	Insufficient Sample

POTS - Provisioning				
	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.13	2.93	Yes	
Mean Installation Interval - Field Work - Business	2.20	3.19	Yes	
Mean Installation Interval - No Field Work - Residence	1.46	0.96	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.24	0.72	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - UNE Combos	n/a	3.00		Insufficient Sample
% Installations Completed Within in 5 Days - Field Work - Residence	97.94%	93.87%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	97.56%	92.77%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	97.45%	97.43%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Business	97.48%	97.51%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Residence	5.55%	5.51%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	3.92%	6.12%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.11%	0.03%	No	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.64%	0.25%	No	Under Investigation Sept 97 - Arl 98, Jun 98, Jul 98 within parity
% SWBT Missed Due Dates due to Lack of Facilities - Residence	4.03%	4.41%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	2.35%	5.26%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	9.21%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	16.67%	13.11%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.19%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	1.23%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	6.38	11.02		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	15.50	15.28		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	3.03%	4.66%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	3.14%	2.71%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	2.02%	2.19%	Yes	
% Trouble Reports within 10 Days - No Field Work - Business	0.32%	1.70%	Yes	

POTS - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	2.61%	2.93%	Yes	
Trouble Report Rate (%) - Business	0.98%	1.26%	Yes	
% Missed Repair Commitments - Dispatch - Residence	7.03%	7.94%	Yes	
% Missed Repair Commitments - Dispatch - Business	7.51%	12.88%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	7.75%	4.84%	No	Under Investigation
% Missed Repair Commitments - No Dispatch - Business	10.53%	8.10%	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	20.22	23.51	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	11.56	18.35	Yes	
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	3.53	6.03		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	n/a	4.48		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	18.20	17.27	Yes	
Receipt To Clear Duration - Out of Service - Dispatch - Business	10.49	12.31	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	8.65	9.15	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Business	6.26	4.05		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	84.39%	89.65%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	92.84%	93.84%	Yes	
% Repeat Reports - Residence	7.30%	7.14%	Yes	
% Repeat Reports - Business	7.62%	6.78%	Yes	

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	4.27			
Average Installation Interval - ISDN	7.00			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	0.00%	0.00%	Yes	
% SWBT Caused Missed Due Dates - ISDN	0.00%	0.70%		Insufficient Sample
% SWBT Caused Missed Due Dates - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - VGPL	n/a	1.32%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	6.62%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	12.50%		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%	0.70%		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%	n/a		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)	1.73	18.82		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	1.99	16.12		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	13.70		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	13.83	18.85		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	n/a	10.99		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	14.64		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	1.53		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	10.00		Insufficient Sample
% Repeat Reports - VGPL	0.00%	4.50%		Insufficient Sample
% Repeat Reports - ISDN	0.00%	3.80%		Insufficient Sample
% Repeat Reports - DDS	n/a	0.00%		Insufficient Sample
% Repeat Reports - DS1	n/a	0.00%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.34%	1.86%	Yes	
Failure Frequency (Trouble Report Rate) - ISDN	3.92%	5.93%	Yes	
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.18%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	5.56%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	30.19%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog *	4.33			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop *	n/a			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital *	5.00			Insufficient Sample
Average Installation Interval (Days) - Analog Port *	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog *	66.67%			Insufficient Sample
% Installations Completed Within in 3 Days - DS1 Loop *	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital *	0.00%			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	0.70%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1 Loop	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	6.62%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	n/a	1.32%		Insufficient Sample
% Trouble Report within 30 Days - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	0.70%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	n/a	n/a		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	5.93%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	n/a	1.86%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop	n/a	5.56%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	n/a	7.94%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	16.12		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	n/a	18.82		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	10.99		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	n/a	18.85		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	1.53		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	n/a	89.65%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	3.80%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	n/a	4.50%		Insufficient Sample
% Repeat Reports - DS1 Loop	n/a	0.00%		Insufficient Sample

Interim Number Portability (INP)			
	Result		COMMENTS
Percent Installations Completed Within in 3 Days	100.00%		
Percent Installations Completed Within in 7 Days	100.00%		
Percent Installations Completed Within in 10 Days	100.00%		
Average Installation Interval (Days)	0.20		
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	0.22%		
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	0.00%		
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%	47.7%	
Percent Missed Due Dates - SWBT to CLEC Trunking	n/a	47.7%	Insufficient Sample
Average Trunk Restoral Interval - CLEC to SWBT Trunking	n/a	n/a	Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	n/a	n/a	Insufficient Sample

POTS - Provisioning				
	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.02	2.75	Yes	
Mean Installation Interval - Field Work - Business	2.31	3.26	Yes	
Mean Installation Interval - No Field Work - Residence	1.41	0.86	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.26	0.84	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - UNE Combos	n/a	2.90		Insufficient Sample
% Installations Completed Within in 5 Days - Field Work - Residence	98.32%	95.53%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	98.15%	90.94%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	94.63%	36.95%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	91.15%	96.87%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	4.19%	4.10%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	3.33%	4.93%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.11%	0.04%	No	Sept 97 - Dec 98, Feb 98 - May 98, Jul 98 within parity
% SWBT Caused Missed Due Dates - No Field Work - Business	0.52%	0.35%	Yes	Under Investigation
% SWBT Missed Due Dates due to Lack of Facilities - Residence	0.90%	2.51%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	3.33%	2.90%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	5.12%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	0.00%	21.78%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	1.98%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	5.33	7.58		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	3.50	16.16		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	3.59%	3.39%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	0.00%	1.75%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	2.52%	1.35%	No	
% Trouble Reports within 10 Days - No Field Work - Business	0.34%	0.76%	Yes	Under Investigation

POTS - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	4.10%	3.49%	No	Under Investigation
Trouble Report Rate (%) - Business	0.35%	1.65%	Yes	
% Missed Repair Commitments - Dispatch - Residence	6.19%	11.44%	Yes	
% Missed Repair Commitments - Dispatch - Business	15.38%	13.31%		Insufficient Sample
% Missed Repair Commitments - No Dispatch - Residence	0.00%	7.14%	Yes	
% Missed Repair Commitments - No Dispatch - Business	0.00%	8.72%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	25.46	35.06	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	12.44	18.58		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	0.74	8.96		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	n/a	3.92		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	21.72	21.97	Yes	
Receipt To Clear Duration - Out of Service - Dispatch - Business	15.88	14.42		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	7.18	10.89		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch - Business	7.48	9.04		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	75.71%	81.58%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	81.82%	89.09%		Insufficient Sample
% Repeat Reports - Residence	5.71%	7.86%	Yes	
% Repeat Reports - Business	20.00%	7.28%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	3.25			
Average Installation Interval - ISDN	8.00			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	4.00			
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%			
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	0.00%	1.85%	Yes	
% SWBT Caused Missed Due Dates - ISDN	0.00%	0.85%		Insufficient Sample
% SWBT Caused Missed Due Dates - DDS	n/a	1.07%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	n/a	1.48%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	3.87%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.09%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	1.28%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	0.00%	0.63%		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	n/a		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)	6.92	16.28		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	n/a	12.20		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	15.45		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	5.73		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	0.69	18.95		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	n/a	13.54		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	16.95		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	8.57		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	n/a		Insufficient Sample
% Repeat Reports - VGPL	0.00%	3.77%		Insufficient Sample
% Repeat Reports - ISDN	n/a	3.38%		Insufficient Sample
% Repeat Reports - DDS	n/a	0.00%		Insufficient Sample
% Repeat Reports - DS1	n/a	7.14%		Insufficient Sample
% Repeat Reports - DS3	n/a	n/a		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.82%	3.17%	Yes	
Failure Frequency (Trouble Report Rate) - ISDN	0.00%	5.38%	Yes	
Failure Frequency (Trouble Report Rate) - DDS	n/a	0.41%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	20.90%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	0.00%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog *	4.55			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 *	40.91%			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	0.85%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	0.00%	1.85%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1 Loop	0.00%	0.00%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	3.87%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	11.76%	1.48%		Insufficient Sample
% Trouble Report within 30 Days - DS1 Loop	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	0.63%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	1.28%	Yes	
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	0.00%	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	2.13%	5.38%	Yes	
Trouble Report Rate (%) - BRI Loop - VGPL	2.30%	3.17%	Yes	
Trouble Report Rate (%) - DS1 Loop	0.00%	20.90%	Yes	
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	50.00%	11.44%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	0.08	12.20		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	11.46	16.28	Yes	
Mean Time to Restore - DS1 Loop (Dispatch)	n/a	5.73		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	13.54		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	7.48	18.95		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	8.57		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	50.00%	81.58%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	0.00%	3.38%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	14.58%	3.77%	No	First Month out of parity
% Repeat Reports - DS1 Loop	n/a	7.14%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Interim Number Portability (INP)			
	Result		COMMENTS
Percent Installations Completed Within in 3 Days	41.03%		
Percent Installations Completed Within in 7 Days	79.49%		
Percent Installations Completed Within in 10 Days	79.49%		
Average Installation Interval (Days)	56.79		
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	0.45%		
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	0.00%		
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.00%		
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%	75.5%	
Percent Missed Due Dates - SWBT to CLEC Trunking	0.0%	75.5%	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	n/a	n/a	Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	23.98	n/a	Insufficient Sample

POTS - Provisioning				
	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	1.96	2.76	Yes	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - Field Work - Business	1.76	3.19	Yes	
Mean Installation Interval - No Field Work - Residence	1.41	0.94	No	
Mean Installation Interval - No Field Work - Business	1.32	1.28	Yes	
Mean Installation Interval - UNE Combos	n/a	2.88		
% Installations Completed Within in 5 Days - Field Work - Residence	98.18%	94.47%	Yes	Insufficient Sample
% Installations Completed Within in 5 Days - Field Work - Business	100.00%	88.41%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	98.12%	97.60%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Business	98.85%	94.61%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Residence	5.34%	6.24%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	2.17%	6.09%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.06%	0.10%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.19%	0.50%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	1.66%	3.60%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	0.00%	3.70%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	11.11%	7.69%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	n/a	15.76%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.19%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	n/a	1.97%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	15.44	12.96		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	n/a	16.82		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	4.24%	4.28%	Yes	First month out of parity Under Investigation
% Trouble Reports within 10 Days - Field Work - Business	5.43%	2.39%	No	
% Trouble Reports within 10 Days - No Field Work - Residence	3.09%	1.82%	No	
% Trouble Reports within 10 Days - No Field Work - Business	0.08%	1.47%	Yes	

POTS - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	6.51%	2.49%	No	Under Investigation
Trouble Report Rate (%) - Business	0.38%	1.35%	Yes	
% Missed Repair Commitments - Dispatch - Residence	2.35%	6.20%	Yes	Insufficient Sample
% Missed Repair Commitments - Dispatch - Business	11.39%	13.18%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	4.69%	5.12%	Yes	
% Missed Repair Commitments - No Dispatch - Business	0.00%	12.86%		
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	15.90	20.36		
Receipt To Clear Duration - Affecting Service - Dispatch - Business	8.41	10.41		
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	7.81	8.64		
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	3.97	4.00		
Receipt To Clear Duration - Out of Service - Dispatch - Residence	13.83	17.25	Yes	
Receipt To Clear Duration - Out of Service - Dispatch - Business	8.15	10.59	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	7.89	9.31		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch - Business	3.79	8.93		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	91.49%	89.41%	Yes	
% Out of Service (OOS) <24 Hours - Business	97.37%	93.35%	Yes	
% Repeat Reports - Residence	5.20%	7.94%	Yes	
% Repeat Reports - Business	5.63%	7.13%	Yes	

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	2.03			
Average Installation Interval - ISDN	7.26			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	0.00%	2.20%		
% SWBT Caused Missed Due Dates - ISDN	0.00%	3.45%	Yes	
% SWBT Caused Missed Due Dates - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	0.00%	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	0.00%	5.88%		
% Trouble Report within 30 Days - ISDN	3.13%	11.49%	Yes	
% Trouble Report within 30 Days - DDS	n/a	0.13%		Insufficient Sample
% Trouble Report within 30 Days - DS1	0.00%	n/a		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	1.26%		
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	0.00%	1.15%	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%	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	n/a		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)	n/a	13.85		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	4.33	16.01		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	19.24		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	n/a	14.23		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	4.67	4.43		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	23.69		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	n/a		Insufficient Sample
% Repeat Reports - VGPL	n/a	9.41%		Insufficient Sample
% Repeat Reports - ISDN	0.00%	7.69%		Insufficient Sample
% Repeat Reports - DDS	n/a	3.06%		Insufficient Sample
% Repeat Reports - DS1	n/a	n/a		Insufficient Sample
% Repeat Reports - DS3	n/a	n/a		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.00%	4.23%	Yes	
Failure Frequency (Trouble Report Rate) - ISDN	0.80%	6.98%	Yes	
Failure Frequency (Trouble Report Rate) - DDS	n/a	0.41%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	0.00%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog *	7.70			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop *	9.68			
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 *	11.11%			Insufficient Sample
% Installations Completed Within in 3 Days - DS1 Loop *	10.81%			
% 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	3.45%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	0.00%	2.20%	Yes	
% SWBT Caused Missed Due Dates - DS1 Loop	0.00%	n/a		
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	11.49%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	4.35%	5.88%	Yes	
% Trouble Report within 30 Days - DS1 Loop	7.50%	n/a		
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	1.15%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	1.26%	Yes	
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	0.00%	n/a		
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	0.00%	6.98%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	0.59%	4.23%	Yes	
Trouble Report Rate (%) - DS1 Loop	8.39%	0.00%	No	Under Investigation
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	66.67%	6.20%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	16.01		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	3.43	13.65		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	4.00	n/a		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	4.43		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	5.35	14.23		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	2.42	n/a		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	33.33%	89.41%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	7.69%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	0.00%	9.41%		Insufficient Sample
% Repeat Reports - DS1 Loop	53.85%	n/a		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Interim Number Portability (INP)		Result	COMMENTS
Percent Installations Completed Within in 3 Days		4.96%	
Percent Installations Completed Within in 7 Days		66.33%	
Percent Installations Completed Within in 10 Days		67.70%	
Average Installation Interval (Days)		8.16	
Percent Trouble Reports within 30 Days		0.06%	
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		1.46%	
Percent Trunk Blockage - SWBT End Office to SWBT End Office		0.01%	
Percent Trunk Blockage - Between SWBT End Office and Tandem (2 Way)		n/a	
Percent Trunk Blockage - SWBT End Office to SWBT Tandem		0.21%	
Percent Trunk Blockage - SWBT Tandem to SWBT End Office		0.10%	
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)		1.09%	
		CLEC	SWBT
Percent Missed Due Dates - CLEC to SWBT Trunking		0.0%	6.1%
Percent Missed Due Dates - SWBT to CLEC Trunking		n/a	6.1%
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
			Insufficient Sample