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EX PARTE OR LATE FILED



January 19, 1999

EX PARTE PRESENTATION

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
Portals II
445 Twelfth Street, NW
Washington, DC 20554

RECEIVED
JAN 19 1999
FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

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 November 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.

This report is designed to compare the performance experienced by competitive local exchange carriers (CLECs) for each measurement with a specific standard, or with the performance experienced by Southwestern Bell's retail operations. When a standard is not met or parity is not achieved, the "Comments" section of the report provides an explanation therefor or may indicate that, on its own, Southwestern Bell has initiated an investigation to determine the reason 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.

Please contact me should you have any questions concerning the foregoing.

Respectfully submitted,

Attachment

cc: Mr. L. Strickling (w/o attachment)
Ms. C. Matthey (w/o attachment)
Mr. M. Pryor (w/o attachment)
Ms. A.C. Wright

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November 1998

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		7.40	5.0	No	NEEDS COMMENT	
DATAGATE - Request for Telephone Number		3.10	4.0	Yes		
DATAGATE - Request for CSR		3.90	6.0	Yes		
DATAGATE - Service Availability		5.30	3.0	No	Under Investigation	
DATAGATE - Service Appointment Scheduling		0.80	2.0	Yes		
DATAGATE - Dispatch Required		11.40	17.0	Yes		
VERIGATE - Address Verification		4.50	5.0	Yes		
VERIGATE - Request for Telephone Number		4.20	4.0	No	Under Investigation	
VERIGATE - Request for CSR		6.40	7.0	Yes		
VERIGATE - Service Availability		22.40	11.0	No	Under Investigation	
VERIGATE - Service Appointment Scheduling		1.50	2.0	Yes		
VERIGATE - Dispatch Required		7.70	17.0	Yes		
Average Response Time for OSS Pre-Order Interfaces		CLEC/SWBT Standard 90%	CLEC/SWBT Standard 80%	Z Test Result	COMMENTS	
DATAGATE - Address Verification	% < 7 sec.	83%	% < 5 sec.	77%	No	Under Investigation
Request for Telephone Number	% < 6 sec.	100%	% < 4 sec.	94%	No	Under Investigation
Request for CSR	% < 8 sec.	97%	% < 6 sec.	92%	Yes	
Service Availability	% < 5 sec.	61%	% < 3 sec.	21%	No	Under Investigation
Service Appointment Scheduling	% < 3 sec.	99%	% < 2 sec.	98%	Yes	
Dispatch Required	% < 19 sec.	94%	% < 17 sec.	92%	Yes	
VERIGATE - Address Verification	% < 7 sec.	88%	% < 5 sec.	81%	Yes	
Request for Telephone Number	% < 6 sec.	79%	% < 4 sec.	67%	No	Under Investigation
Request for CSR	% < 10 sec.	90%	% < 7 sec.	85%	Yes	
Service Availability	% < 13 sec.	36%	% < 11 sec.	30%	No	Under Investigation
Service Appointment Scheduling	% < 3 sec.	98%	% < 2 sec.	96%	Yes	
Dispatch Required	% < 19 sec.	98%	% < 17 sec.	98%	Yes	
EASE Average Response Time in seconds		CLEC	SWBT	COMMENTS		
Division - Missouri		0.88	1.11			
Division - Arkansas		0.91	1.55			
Division - Kansas		1.17	1.28			
Division - Houston		1.09	1.29			
Division - Oklahoma		1.04	1.43			
Division - Dallas		0.99	1.26			
Division - San Antonio		1.24	1.47			
OSS Interface Percent Availability		CLEC/SWBT	COMMENTS			
DATAGATE		100.00%				
VERIGATE		100.00%				
LEX		100.00%				
EDI		100.00%				
TOOLBAR		100.00%				
RAF by CLEC		---	Varies by CLEC			

November 1998

PERFORMANCE MEASUREMENT REPORT

Pre-Ordering/Ordering			
Consumer EASE Availability - By Division (CPU Platform)		CLEC/SWBT	COMMENTS
Division - Missouri		99.93%	
Division - Arkansas		99.98%	
Division - Kansas		99.98%	
Division - Houston		99.93%	
Division - Oklahoma		99.98%	
Division - Dallas		99.93%	
Division - San Antonio		99.93%	
Business EASE Availability - By Division (CPU Platform)		CLEC/SWBT	COMMENTS
Division - Missouri		99.93%	
Division - Arkansas		99.98%	
Division - Kansas		99.98%	
Division - Houston		99.90%	
Division - Oklahoma		99.98%	
Division - Dallas		99.90%	
Division - San Antonio		99.90%	
% Firm Order Confirmations Received Within "x" Hours - Mechanized		CLEC	COMMENTS
Residence and Simple Business - LEX - <24 Hours		85.1%	
Residence and Simple Business - EDI - <24 Hours		n/a	Insufficient Sample
Complex Business - LEX - <48 Hours		66.7%	
Complex Business - EDI - <48 Hours		n/a	Insufficient Sample
UNE Loop and Switch Ports - LEX - <24 Hours		85.8%	
UNE Loop and Switch Ports - EDI - <24 Hours		n/a	Insufficient Sample
Other - LEX - <24 Hours		91.8%	
Other - EDI - <24 Hours		n/a	Insufficient Sample
% Firm Order Confirmations Received Within "x" Hours - Manual		CLEC	COMMENTS
Residence and Simple Business - <24 Hours		97.5%	
Complex Business - Negotiated - Recd. on Time		97.1%	
Complex Business - (1 - 200 Lines) - <48 Hours		n/a	Insufficient Sample
Complex Business - (200 + Lines) - Recd. on Time		100.0%	Insufficient Sample
UNE Loop - (1 - 50 Lines) - <24 Hours		95.6%	
UNE Loop - (50 + Lines) - <48 Hours		88.2%	
Switch Ports - <24 Hours		100.0%	Insufficient Sample
Other - <24 Hours		n/a	Insufficient Sample
Average Time to Return FOC		CLEC	COMMENTS
Residence and Simple Business - LEX		15.0	
Residence and Simple Business - EDI		n/a	Insufficient Sample
Complex Business - LEX		76.5	
Complex Business - EDI		n/a	Insufficient Sample
UNE Loop and Switch Ports - LEX		14.3	
UNE Loop and Switch Ports - EDI		n/a	Insufficient Sample
Other - LEX		6.9	
Other - EDI		n/a	Insufficient Sample

November 1998

PERFORMANCE MEASUREMENT REPORT

Pre-Ordering/Ordering				
% Mechanized Completions Returned Within 1 Hour of SORD Batch Cycle		CLEC		COMMENTS
LEX	n/a			Insufficient Sample
EDI	n/a			Insufficient Sample
Average Time to Return Mechanized Completions (Hours)		CLEC		COMMENTS
LEX	n/a			Insufficient Sample
EDI	n/a			Insufficient Sample
Percent Rejects (For the Electronic Interfaces EDI and LEX)		CLEC		COMMENTS
LEX	24.7%			
EDI	n/a			Insufficient Sample
% Mechanized Rejects Returned Within 1 Hour of start of EDI/LASR Batch Process		CLEC		COMMENTS
LEX	95.5%			
EDI	n/a			Insufficient Sample
Mean Time to Return Mechanized Rejects (Hours)		CLEC		COMMENTS
LEX	0.18			
EDI	n/a			Insufficient Sample
Order Process % Flow Through (% of Flow-Through From EASE) - CLEC Typed Orders		CLEC	SWBT	COMMENTS
Through Posting	82.9%		87.9%	
Through Completion	94.9%		92.3%	
Through SORD Distribution	96.3%		94.0%	
Order Process % Flow Through (% of Flow-Through From EASE) - LSC Typed Orders		CLEC	SWBT	COMMENTS
Through Posting	37.5%		87.9%	
Through Completion	70.8%		92.3%	
Through SORD Distribution	95.8%		94.0%	

Billing				
	CLEC	SWBT		COMMENTS
Billing Accuracy				
CRIS Usage Bill Audit (Percent Error Rate)	0.45%		0.47%	
CABS Usage Bill Audit (Percent Error Rate)	0.00%		2.61%	
CRIS Bill Audit (Percent Error Rate)	0.00%		0.01%	Insufficient Sample
Percent of Accurate and Complete Formatted Mechanized Bills	100.0%			
Percent of Billing Records Transmitted Correctly	100.0%			
Billing Completeness - Percent Complete	97.5%			
Billing Timeliness (Mechanized Bill) - Percent on Time	85.4%			
Daily Usage Feed Timeliness - Percent on Time	97.7%			
Percent Unbillable Usage - CRIS (AMA/ECS)	0.274%			
Percent Unbillable Usage - CABS	0.010%			

Miscellaneous Administrative				
LSC	Dallas	Alliance	SWBT	COMMENTS
Grade of Service - % of Calls Answered Within 20 Secs.	94.0%	97.7%	87.3%	
Average Speed of Answer (Seconds)	7.0	5.0	11.5	
Percent of Calls Offered With Busy Condition	0.0%	0.0%	17.6%	
LOC	LOC		SWBT	COMMENTS

November 1998

PERFORMANCE MEASUREMENT REPORT

Grade of Service - % of Calls Answered Within 20 Secs.	91.7%	83.3%
Average Speed of Answer (Seconds)	7.0	8.5
Percent of Calls Offered With Busy Condition	0.0%	2.0%

Directory Assistance/Operator Services		
		North Texas*
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS
% Calls Answered in < 1.5 Seconds	32.7%	
% Calls Answered in < 2.5 Seconds	46.4%	
% Calls Answered in > 7.5 Seconds	25.5%	
% Calls Answered in > 10.0 Seconds	18.0%	
% Calls Answered in > 15.0 Seconds	10.0%	
% Calls Answered in > 20.0 Seconds	5.4%	
% Calls Answered in > 25.0 Seconds	2.4%	
Average Speed of Answer (Seconds)	5.5	
		West Texas*
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS
% Calls Answered in < 1.5 Seconds	44.8%	
% Calls Answered in < 2.5 Seconds	56.8%	
% Calls Answered in > 7.5 Seconds	17.8%	
% Calls Answered in > 10.0 Seconds	12.7%	
% Calls Answered in > 15.0 Seconds	7.4%	
% Calls Answered in > 20.0 Seconds	3.7%	
% Calls Answered in > 25.0 Seconds	1.5%	
Average Speed of Answer (Seconds)	4.3	
		Southeast Texas*
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS
% Calls Answered in < 1.5 Seconds	44.7%	
% Calls Answered in < 2.5 Seconds	55.9%	
% Calls Answered in > 7.5 Seconds	20.3%	
% Calls Answered in > 10.0 Seconds	15.5%	
% Calls Answered in > 15.0 Seconds	8.8%	
% Calls Answered in > 20.0 Seconds	4.5%	
% Calls Answered in > 25.0 Seconds	2.1%	
Average Speed of Answer (Seconds)	4.8	
		South Texas*
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS
% Calls Answered in < 1.5 Seconds	39.7%	
% Calls Answered in < 2.5 Seconds	50.6%	
% Calls Answered in > 7.5 Seconds	24.6%	
% Calls Answered in > 10.0 Seconds	18.1%	
% Calls Answered in > 15.0 Seconds	10.0%	
% Calls Answered in > 20.0 Seconds	6.3%	
% Calls Answered in > 25.0 Seconds	3.3%	
Average Speed of Answer (Seconds)	5.5	

November 1998

PERFORMANCE MEASUREMENT REPORT

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

Directory Assistance/Operator Services (Continued)			
North Texas*			
Operator Services - Grade of Service:	CLEC/SWBT		COMMENTS
% Calls Answered in < 1.5 Seconds	46.7%		
% Calls Answered in < 2.5 Seconds	66.2%		
% Calls Answered in > 7.5 Seconds	6.4%		
% Calls Answered in > 10.0 Seconds	2.2%		
% Calls Answered in > 15.0 Seconds	0.2%		
% Calls Answered in > 20.0 Seconds	0.0%		
% Calls Answered in > 25.0 Seconds	0.0%		
Average Speed of Answer (Seconds)	2.6		
West Texas*			
Operator Services - Grade of Service:	CLEC/SWBT		COMMENTS
% Calls Answered in < 1.5 Seconds	35.2%		
% Calls Answered in < 2.5 Seconds	59.8%		
% Calls Answered in > 7.5 Seconds	6.4%		
% Calls Answered in > 10.0 Seconds	2.6%		
% Calls Answered in > 15.0 Seconds	0.8%		
% Calls Answered in > 20.0 Seconds	0.2%		
% Calls Answered in > 25.0 Seconds	0.0%		
Average Speed of Answer (Seconds)	2.9		
Southeast Texas*			
Operator Services - Grade of Service:	CLEC/SWBT		COMMENTS
% Calls Answered in < 1.5 Seconds	71.3%		
% Calls Answered in < 2.5 Seconds	82.2%		
% Calls Answered in > 7.5 Seconds	4.3%		
% Calls Answered in > 10.0 Seconds	2.7%		
% Calls Answered in > 15.0 Seconds	1.4%		
% Calls Answered in > 20.0 Seconds	0.7%		
% Calls Answered in > 25.0 Seconds	0.5%		
Average Speed of Answer (Seconds)	1.7		
South Texas*			
Operator Services - Grade of Service:	CLEC/SWBT		COMMENTS
% Calls Answered in < 1.5 Seconds	52.6%		
% Calls Answered in < 2.5 Seconds	68.0%		
% Calls Answered in > 7.5 Seconds	7.3%		
% Calls Answered in > 10.0 Seconds	4.1%		
% Calls Answered in > 15.0 Seconds	1.2%		
% Calls Answered in > 20.0 Seconds	0.7%		
% Calls Answered in > 25.0 Seconds	0.4%		
Average Speed of Answer (Seconds)	2.6		

November 1998

PERFORMANCE MEASUREMENT REPORT

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

Directory Assistance/Operator Services (Continued)			
* Eastern Missouri			
Operator Services - Grade of Service:	CLEC/SWBT		COMMENTS
% Calls Answered in < 1.5 Seconds	38.2%		
% Calls Answered in < 2.5 Seconds	53.5%		
% Calls Answered in > 7.5 Seconds	17.2%		
% Calls Answered in > 10.0 Seconds	12.0%		
% Calls Answered in > 15.0 Seconds	5.9%		
% Calls Answered in > 20.0 Seconds	3.2%		
% Calls Answered in > 25.0 Seconds	1.6%		
Average Speed of Answer (Seconds)	4.4		
* Kansas and Western Missouri Combined			
Operator Services - Grade of Service:	CLEC/SWBT		COMMENTS
% Calls Answered in < 1.5 Seconds	30.7%		
% Calls Answered in < 2.5 Seconds	48.9%		
% Calls Answered in > 7.5 Seconds	15.3%		
% Calls Answered in > 10.0 Seconds	9.4%		
% Calls Answered in > 15.0 Seconds	3.7%		
% Calls Answered in > 20.0 Seconds	1.6%		
% Calls Answered in > 25.0 Seconds	0.9%		
Average Speed of Answer (Seconds)	4.2		
* Eastern Missouri			
Directory Assistance - Grade of Service:	CLEC/SWBT		COMMENTS
% Calls Answered in < 1.5 Seconds	39.3%		
% Calls Answered in < 2.5 Seconds	54.9%		
% Calls Answered in > 7.5 Seconds	16.3%		
% Calls Answered in > 10.0 Seconds	11.4%		
% Calls Answered in > 15.0 Seconds	5.7%		
% Calls Answered in > 20.0 Seconds	3.1%		
% Calls Answered in > 25.0 Seconds	1.8%		
Average Speed of Answer (Seconds)	4.3		
* Kansas and Western Missouri Combined			
Directory Assistance - Grade of Service:	CLEC/SWBT		COMMENTS
% Calls Answered in < 1.5 Seconds	30.0%		
% Calls Answered in < 2.5 Seconds	48.4%		
% Calls Answered in > 7.5 Seconds	16.2%		
% Calls Answered in > 10.0 Seconds	9.8%		
% Calls Answered in > 15.0 Seconds	4.1%		
% Calls Answered in > 20.0 Seconds	2.0%		
% Calls Answered in > 25.0 Seconds	1.0%		
Average Speed of Answer (Seconds)	4.3		

November 1998

PERFORMANCE MEASUREMENT REPORT

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

Directory Assistance/Operator Services (Continued)			
		Oklahoma	COMMENTS
Operator Services - Grade of Service:	CLEC/SWBT		
% Calls Answered in < 1.5 Seconds	18.4%		
% Calls Answered in < 2.5 Seconds	29.5%		
% Calls Answered in > 7.5 Seconds	35.9%		
% Calls Answered in > 10.0 Seconds	26.0%		
% Calls Answered in > 15.0 Seconds	14.4%		
% Calls Answered in > 20.0 Seconds	7.6%		
% Calls Answered in > 25.0 Seconds	4.0%		
Average Speed of Answer (Seconds)	7.4		
		Oklahoma	COMMENTS
Directory Assistance - Grade of Service:	CLEC/SWBT		
% Calls Answered in < 1.5 Seconds	30.0%		
% Calls Answered in < 2.5 Seconds	47.7%		
% Calls Answered in > 7.5 Seconds	16.6%		
% Calls Answered in > 10.0 Seconds	8.8%		
% Calls Answered in > 15.0 Seconds	2.3%		
% Calls Answered in > 20.0 Seconds	0.3%		
% Calls Answered in > 25.0 Seconds	0.1%		
Average Speed of Answer (Seconds)	4.0		
		Arkansas	COMMENTS
Operator Services - Grade of Service:	CLEC/SWBT		
% Calls Answered in < 1.5 Seconds	27.5%		
% Calls Answered in < 2.5 Seconds	41.8%		
% Calls Answered in > 7.5 Seconds	22.5%		
% Calls Answered in > 10.0 Seconds	13.5%		
% Calls Answered in > 15.0 Seconds	6.1%		
% Calls Answered in > 20.0 Seconds	2.5%		
% Calls Answered in > 25.0 Seconds	0.9%		
Average Speed of Answer (Seconds)	5.1		
		Arkansas	COMMENTS
Directory Assistance - Grade of Service:	CLEC/SWBT		
% Calls Answered in < 1.5 Seconds	20.6%		
% Calls Answered in < 2.5 Seconds	34.9%		
% Calls Answered in > 7.5 Seconds	26.1%		
% Calls Answered in > 10.0 Seconds	16.0%		
% Calls Answered in > 15.0 Seconds	7.1%		
% Calls Answered in > 20.0 Seconds	3.6%		

November 1998

PERFORMANCE MEASUREMENT REPORT

% Calls Answered in > 25.0 Seconds	1.5%	
Average Speed of Answer (Seconds)	5.8	

POTS - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	1.82	2.45	Yes	
Mean Installation Interval - Field Work - Business	2.13	3.37		Insufficient Sample
Mean Installation Interval - No Field Work - Residence	1.41	0.63	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.61	0.86	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	99.28%	96.07%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	100.00%	91.45%		Insufficient Sample
% Installations Completed Within in 3 Days - No Field Work - Residence	97.34%	99.08%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	85.92%	96.45%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	2.24%	5.29%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	0.00%	4.76%		Insufficient Sample
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.00%	0.03%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.30%	0.86%	Yes	
Average Delay Days SWBT Caused Missed Due Dates - Residence	1.50	1.95		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	n/a	4.12		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.00%	0.09%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	0.00%	0.20%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.00%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.02%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	1.34%	3.78%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	0.00%	3.77%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	2.43%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	n/a	4.65%		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	n/a	1.55%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	7.67	9.34		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	n/a	12.40		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	3.13%	4.36%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	0.00%	1.78%		Insufficient Sample
% Trouble Reports within 10 Days - No Field Work - Residence	1.06%	1.59%	Yes	
% Trouble Reports within 10 Days - No Field Work - Business	0.60%	1.65%	Yes	

POTS - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	1.73%	2.08%	Yes	
Trouble Report Rate (%) - Business	0.13%	0.99%	Yes	
% Missed Repair Commitments - Dispatch - Residence	5.42%	5.90%	Yes	
% Missed Repair Commitments - Dispatch - Business	13.33%	10.96%		Insufficient Sample
% Missed Repair Commitments - No Dispatch - Residence	2.08%	3.20%	Yes	
% Missed Repair Commitments - No Dispatch - Business	n/a	9.09%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	25.42	18.73	No	Under Investigation
Receipt To Clear Duration - Affecting Service - Dispatch - Business	n/a	9.41		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	13.70	7.14		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	n/a	4.40		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	18.90	14.21	No	Under Investigation
Receipt To Clear Duration - Out of Service - Dispatch - Business	5.36	6.83		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	13.29	7.83		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch - Business	n/a	4.65		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	93.78%	95.57%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	92.86%	97.01%		Insufficient Sample
% Repeat Reports - Residence	4.06%	8.58%	Yes	
% Repeat Reports - Business	0.00%	6.42%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	0.50			Insufficient Sample
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%			Insufficient Sample
% 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%	5.98%		Insufficient Sample
% SWBT Caused Missed Due Dates - ISDN	0.00%	2.08%		Insufficient Sample
% 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
Average Delay days for SWBT Caused Missed Due Dates - VGPL	n/a	2.86		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	n/a	1.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	0.00%	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.43%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	n/a	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	0.00%	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	9.00		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
% Trouble Report within 30 Days - VGPL	n/a	2.20%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	200.00%	4.94%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS1	0.00%	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample

November 1998

PERFORMANCE MEASUREMENT REPORT

Arkansas Market Area

Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	4.43	8.40		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	4.50	50.21		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	6.83		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	40.05		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	55.93		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	n/a	7.67		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	13.73	15.05		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	6.65		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	9.93		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	31.01		Insufficient Sample
% Repeat Reports - VGPL	0.00%	4.87%		Insufficient Sample
% Repeat Reports - ISDN	25.00%	1.82%		Insufficient Sample
% Repeat Reports - DDS	n/a	3.03%		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	0.62%	1.46%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	2.44%	4.19%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.24%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	25.58%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	185.71%		Insufficient Sample

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval	n/a	0.96		Insufficient Sample
Percent SWBT Caused Missed Due Dates	n/a	0.69%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities	n/a	0.43%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	3.12%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	0.48%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	10.29		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	PARITY	COMMENTS
% Missed Repair Commitments - Dispatch	n/a	6.72%		Insufficient Sample
% Missed Repair Commitments - No Dispatch	n/a	3.78%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch	n/a	17.39		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	n/a	6.88		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch	n/a	12.93		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch	n/a	7.46		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	n/a	95.81%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog	8.73			
Average Installation Interval (Days) - DS1 Loop	5.00			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital	12.33			Insufficient Sample
Average Installation Interval (Days) - Analog Port	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog	6.11%		No	Under Investigation
% 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
	CLEC	SWBT	PARITY	
% SVBT Caused Missed Due Dates - BRI Loop - ISDN	0.00%	2.08%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	0.82%	5.98%	Yes	
% SWBT Caused Missed Due Dates - DS1 Loop	0.00%	n/a		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	1.00		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	1.00	2.86		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	n/a	n/a		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - ISDN	0.00%	0.00%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - VGPL	0.00%	0.00%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - DS1 Loop	0.00%	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	0.43%	Yes	
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	0.00%	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - ISDN	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - ISDN	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - 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	9.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	20.00%	4.94%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	2.52%	2.20%	Yes	
% Trouble Report within 30 Days - DS1 Loop	0.00%	0.00%		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	10.00%	4.19%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	1.00%	1.46%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop	0.00%	25.58%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	75.00%	5.90%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	0.52	50.21		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	6.67	8.40		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	n/a	40.05		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	15.05		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	6.61	7.67		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	9.93		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	25.00%	95.57%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	0.00%	1.82%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	11.54%	4.87%		Insufficient Sample
% Repeat Reports - DS1 Loop	n/a	0.00%		Insufficient Sample

Interconnection Trunks				
	Result			COMMENTS
Percent Trunk Blockage - SWBT End Office to CLEC End Office	n/a			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.03%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.00%			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.10%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	1.47%			
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%	0.4%	Yes	
Percent Missed Due Dates - SWBT to CLEC Trunking	0.0%	0.4%	Yes	
Average Delay Days for SWBT Caused Missed Due Dates - CLEC to SWBT Trunking	n/a	6.00		Insufficient Sample
Average Delay Days for SWBT Caused Missed Due Dates - SWBT to CLEC Trunking	n/a	6.00		Insufficient Sample
Percent SWBT Caused Missed Due Dates >30 Days - CLEC to SWBT Trunking	0.0%	0.0%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	0.0%	0.0%	Yes	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	0.00	1.71		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	0.00	1.71		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - CLEC to SWBT Trunking	100.0%	100.0%		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - SWBT to CLEC Trunking	100.0%	100.0%		Insufficient Sample

Interim Number Portability (INP)				
	Result			COMMENTS
Percent Installations Completed Within in 3 Days	18.73%			
Percent Installations Completed Within in 7 Days	32.85%			
Percent Installations Completed Within in 10 Days	92.22%			
Average Installation Interval (Days)	7.71			
Percent Trouble Reports within 30 Days	0.00%			
Percent Missed Due Dates	0.00%			

PERFORMANCE MEASUREMENT REPORT

POTS - Provisioning				
	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.64	3.16	Yes	
Mean Installation Interval - Field Work - Business	2.48	3.29	Yes	
Mean Installation Interval - No Field Work - Residence	2.04	0.84	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.70	1.08	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	94.82%	90.24%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	97.36%	89.20%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	85.54%	96.67%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	89.49%	95.14%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	5.12%	4.08%	No	Dec 97 - May 98, July 98 - Oct 98 in Parity
% SWBT Caused Missed Due Dates - Field Work - Business	4.44%	4.89%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.01%	0.03%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.13%	0.93%	Yes	
Average Delay Days SWBT Caused Missed Due Dates - Residence	3.38	2.91		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	1.83	4.56		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.00%	0.35%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	0.83%	0.44%	No	Under Investigation
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.00%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.35%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	3.48%	3.40%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	2.78%	3.48%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	10.58%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	30.00%	11.94%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	1.46%		Insufficient Sample
% 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	9.00	13.82		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	21.30	14.85		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	3.89%	4.63%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	3.06%	2.44%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	1.48%	2.39%	Yes	
% Trouble Reports within 10 Days - No Field Work - Business	1.26%	1.93%	Yes	

POTS - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	2.92%	3.02%	Yes	
Trouble Report Rate (%) - Business	1.18%	1.26%	Yes	
% Missed Repair Commitments - Dispatch - Residence	14.19%	15.43%	Yes	
% Missed Repair Commitments - Dispatch - Business	23.11%	23.79%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	19.14%	18.91%	Yes	
% Missed Repair Commitments - No Dispatch - Business	17.07%	25.89%	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	39.33	43.40	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	16.75	17.53	Yes	
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	26.31	21.17		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	11.23	10.91		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	36.81	36.06	Yes	
Receipt To Clear Duration - Out of Service - Dispatch - Business	17.94	16.59	No	First month out of parity
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	36.94	32.93	No	First month out of parity
Receipt To Clear Duration - Out of Service - No Dispatch - Business	15.34	22.34	Yes	
% Out of Service (OOS) <24 Hours - Residence	47.75%	54.44%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	77.10%	79.02%	Yes	
% Repeat Reports - Residence	7.97%	8.80%	Yes	
% Repeat Reports - Business	7.82%	7.54%	Yes	

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	3.68			
Average Installation Interval - ISDN	9.22			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	5.00			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	88.89%			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%	1.31%	Yes	
% SWBT Caused Missed Due Dates - ISDN	12.50%	0.86%		Insufficient Sample
% SWBT Caused Missed Due Dates - DDS	n/a	8.36%		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
Average Delay days for SWBT Caused Missed Due Dates - VGPL	n/a	1.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	2.00	2.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	36.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.00%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	8.36%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 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	n/a	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	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - 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
% Trouble Report within 30 Days - VGPL	0.00%	1.93%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	2.74%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.15%		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

PERFORMANCE MEASUREMENT REPORT

Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	8.27	11.07		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	5.67	14.60		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	6.10		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	1.78		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	6.09		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	3.56	11.12		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	n/a	6.79		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	16.14		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	0.87		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	6.41		Insufficient Sample
% Repeat Reports - VGPL	0.00%	2.47%		Insufficient Sample
% Repeat Reports - ISDN	0.00%	3.36%		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	0.24%	2.26%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	0.67%	4.46%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.14%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	11.11%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	18.87%		Insufficient Sample

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval	n/a	1.21		Insufficient Sample
Percent SWBT Caused Missed Due Dates	n/a	0.62%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities	n/a	0.41%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	11.03%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	0.98%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	14.16		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	PARITY	COMMENTS
% Missed Repair Commitments - Dispatch	n/a	16.70%		Insufficient Sample
% Missed Repair Commitments - No Dispatch	n/a	19.53%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch	n/a	40.15		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	n/a	20.23		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch	n/a	32.86		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch	n/a	31.96		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	n/a	58.10%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog	8.38			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop	3.00			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	0.00%			Insufficient Sample
% Installations Completed Within in 3 Days - BRI Loop	100.00%			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
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	0.86%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	n/a	1.31%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1 Loop	n/a	n/a		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	2.00		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	n/a	1.00		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	n/a	n/a		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	0.00%		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
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - ISDN	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - ISDN	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - 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
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	2.74%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	n/a	1.93%		Insufficient Sample
% Trouble Report within 30 Days - 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	4.46%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	n/a	2.26%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop	n/a	11.11%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	n/a	15.43%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	14.60		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	n/a	11.07		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	n/a	1.78		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	6.79		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	n/a	11.12		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	0.87		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	n/a	54.44%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	3.36%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	n/a	2.47%		Insufficient Sample
% Repeat Reports - DS1 Loop	n/a	0.00%		Insufficient Sample

Interconnection Trunks				
	Result		COMMENTS	
Percent Trunk Blockage - SWBT End Office to CLEC End Office	n/a			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.01%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.05%			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.00%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	10.42%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	0.00%			
	CLEC	SWBT		COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	n/a	30.3%		Insufficient Sample
Percent Missed Due Dates - SWBT to CLEC Trunking	0.0%	30.3%	Yes	
Average Delay Days for SWBT Caused Missed Due Dates - CLEC to SWBT Trunking	n/a	17.65		Insufficient Sample
Average Delay Days for SWBT Caused Missed Due Dates - SWBT to CLEC Trunking	n/a	17.65		Insufficient Sample
Percent SWBT Caused Missed Due Dates >30 Days - CLEC to SWBT Trunking	n/a	0.0%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	0.0%	0.0%	Yes	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	n/a	46.67		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	n/a	46.67		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - CLEC to SWBT Trunking	n/a	62.5%		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - SWBT to CLEC Trunking	n/a	62.5%		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)	0.00			
Percent Trouble Reports within 30 Days	0.00%			
Percent Missed Due Dates	0.00%			

November 1998

PERFORMANCE MEASUREMENT REPORT

Kansas City, Missouri Market Area

POTS - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.49	2.88	Yes	
Mean Installation Interval - Field Work - Business	2.13	3.14	Yes	
Mean Installation Interval - No Field Work - Residence	1.51	0.83	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.56	0.86	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	96.14%	93.64%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	97.78%	90.69%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	93.83%	96.97%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	89.70%	95.31%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	2.80%	3.32%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	1.43%	2.70%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.03%	0.13%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.36%	0.66%	Yes	
Average Delay Days SWBT Caused Missed Due Dates - Residence	18.25	3.79		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	1.00	5.95		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.35%	0.17%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	0.00%	0.10%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.08%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.03%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	1.40%	2.31%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	0.00%	1.43%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	6.06%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	n/a	6.82%		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	n/a	2.27%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	7.25	9.10		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	n/a	10.25		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	4.90%	4.13%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	0.00%	2.41%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	2.70%	2.38%	No	Under Investigation
% Trouble Reports within 10 Days - No Field Work - Business	0.91%	1.89%	Yes	

POTS - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	3.55%	3.11%	No	Under Investigation
Trouble Report Rate (%) - Business	0.69%	1.27%	Yes	
% Missed Repair Commitments - Dispatch - Residence	5.36%	9.87%	Yes	
% Missed Repair Commitments - Dispatch - Business	19.51%	16.66%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	11.11%	6.01%	No	Apr 98 - May 98, Aug 98 - Oct 98 in Parity
% Missed Repair Commitments - No Dispatch - Business	13.64%	16.47%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	39.22	47.37	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	14.37	14.57		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	19.40	20.40		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	12.08	8.43		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	34.06	33.70	Yes	
Receipt To Clear Duration - Out of Service - Dispatch - Business	11.62	14.17	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	37.91	22.03		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch - Business	4.68	16.04		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	50.70%	63.60%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	95.65%	87.15%	Yes	
% Repeat Reports - Residence	6.67%	9.39%	Yes	
% Repeat Reports - Business	4.00%	7.32%	Yes	

PERFORMANCE MEASUREMENT REPORT

POTS - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.49	2.88	Yes	
Mean Installation Interval - Field Work - Business	2.13	3.14	Yes	
Mean Installation Interval - No Field Work - Residence	1.51	0.83	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.56	0.86	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	96.14%	93.64%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	97.78%	90.69%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	93.83%	96.97%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	89.70%	95.31%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	2.80%	3.32%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	1.43%	2.70%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.03%	0.13%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.36%	0.66%	Yes	
Average Delay Days SWBT Caused Missed Due Dates - Residence	18.25	3.79		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	1.00	5.95		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.35%	0.17%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	0.00%	0.10%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.08%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.03%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	1.40%	2.31%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	0.00%	1.43%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	6.06%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	n/a	6.82%		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	n/a	2.27%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	7.25	9.10		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	n/a	10.25		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	4.90%	4.13%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	0.00%	2.41%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	2.70%	2.38%	No	Under Investigation
% Trouble Reports within 10 Days - No Field Work - Business	0.91%	1.89%	Yes	

POTS - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	3.55%	3.11%	No	Apr 98 - May 98, Aug 98 - Oct 98 in Parity
Trouble Report Rate (%) - Business	0.69%	1.27%	Yes	
% Missed Repair Commitments - Dispatch - Residence	5.36%	9.87%	Yes	
% Missed Repair Commitments - Dispatch - Business	19.51%	16.66%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	11.11%	6.01%	No	===== NEEDS COMMENT
% Missed Repair Commitments - No Dispatch - Business	13.64%	16.47%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	39.22	47.37	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	14.37	14.57		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	19.40	20.40		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	12.08	8.43		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	34.06	33.70	Yes	
Receipt To Clear Duration - Out of Service - Dispatch - Business	11.62	14.17	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	37.91	22.03		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch - Business	4.68	16.04		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	50.70%	63.60%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	95.65%	87.15%	Yes	
% Repeat Reports - Residence	6.67%	9.39%	Yes	
% Repeat Reports - Business	4.00%	7.32%	Yes	

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	3.55			Insufficient Sample
Average Installation Interval - ISDN	4.50			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%			Insufficient Sample
% 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%	6.91%	Yes	
% SWBT Caused Missed Due Dates - ISDN	10.00%	0.53%		Insufficient Sample
% SWBT Caused Missed Due Dates - DDS	n/a	0.13%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	n/a	1.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	3.00	5.50		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	2.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.00%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	n/a		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	n/a	0.53%		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%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - 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	5.50		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	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	0.00%	1.36%	Yes	
% Trouble Report within 30 Days - ISDN	22.22%	5.42%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS1	0.00%	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample

November 1998

PERFORMANCE MEASUREMENT REPORT

Kansas City, Missouri Market Area

Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	12.68	10.87		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	8.83	10.79		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	5.11		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	4.55		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	5.78	12.01		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	3.13	8.96		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	16.07		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	1.84		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	n/a		Insufficient Sample
% Repeat Reports - VGPL	14.29%	4.82%		Insufficient Sample
% Repeat Reports - ISDN	0.00%	4.08%		Insufficient Sample
% Repeat Reports - DDS	n/a	4.82%		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	0.43%	2.32%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	0.72%	5.94%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	n/a	0.38%		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

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval	n/a	1.16		Insufficient Sample
Percent SWBT Caused Missed Due Dates	n/a	0.57%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities	n/a	0.27%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	6.22%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	0.48%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	9.34		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	PARITY	COMMENTS
% Missed Repair Commitments - Dispatch	n/a	10.88%		Insufficient Sample
% Missed Repair Commitments - No Dispatch	n/a	6.84%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch	n/a	42.90		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	n/a	19.54		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch	n/a	30.62		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch	n/a	21.54		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	n/a	67.02%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog	12.28			
Average Installation Interval (Days) - DS1 Loop	5.00			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital	3.67			Insufficient Sample
Average Installation Interval (Days) - Analog Port	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog	9.38%		No	Under Investigation
% Installations Completed Within in 3 Days - DS1 Loop	0.00%			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital	33.33%			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port	n/a			Insufficient Sample
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	0.00%	0.53%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	1.52%	6.91%	Yes	
% SWBT Caused Missed Due Dates - DS1 Loop	0.00%	0.00%		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	5.50		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	5.00	1.00		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	n/a	n/a		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - ISDN	0.00%	0.00%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - VGPL	0.00%	0.00%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - DS1 Loop	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	0.00%	0.53%		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	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - DS1 Loop	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	5.50		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
% Trouble Report within 30 Days - BRI Loop - ISDN	0.00%	5.42%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	4.62%	1.36%	No	Under Investigation
% Trouble Report within 30 Days - DS1 Loop	0.00%	0.00%		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	0.00%	5.94%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	1.00%	2.32%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop	2.38%	20.90%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	50.00%	9.87%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	10.79		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	7.93	10.87		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	3.18	4.55		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	8.96		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	2.74	12.01		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	1.84		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	50.00%	63.60%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	4.08%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	18.18%	4.82%		Insufficient Sample
% Repeat Reports - DS1 Loop	0.00%	7.14%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Interconnection Trunks				
	Result			COMMENTS
Percent Trunk Blockage - SWBT End Office to CLEC End Office	n/a			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.00%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.05%			
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%	45.4%	Yes	
Percent Missed Due Dates - SWBT to CLEC Trunking	0.0%	45.4%	Yes	
Average Delay Days for SWBT Caused Missed Due Dates - CLEC to SWBT Trunking	n/a	20.82		Insufficient Sample
Average Delay Days for SWBT Caused Missed Due Dates - SWBT to CLEC Trunking	n/a	20.82		Insufficient Sample
Percent SWBT Caused Missed Due Dates >30 Days - CLEC to SWBT Trunking	0.0%	0.0%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	0.0%	0.0%	Yes	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	n/a	49.65		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	0.00	49.65		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - CLEC to SWBT Trunking	n/a	62.5%		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - SWBT to CLEC Trunking	100.0%	62.5%		Insufficient Sample

Interim Number Portability (INP)				
	Result			COMMENTS
Percent Installations Completed Within in 3 Days	12.50%			
Percent Installations Completed Within in 7 Days	12.50%			
Percent Installations Completed Within in 10 Days	100.00%			
Average Installation Interval (Days)	8.00			
Percent Trouble Reports within 30 Days	0.00%			
Percent Missed Due Dates	0.00%			

PERFORMANCE MEASUREMENT REPORT

POTS - Provisioning				
	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.42	3.00	Yes	
Mean Installation Interval - Field Work - Business	2.39	3.26	Yes	
Mean Installation Interval - No Field Work - Residence	1.70	0.69	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.91	0.91	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	98.06%	93.30%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	99.00%	90.90%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	93.98%	98.08%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	91.13%	95.69%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	5.39%	7.57%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	6.60%	6.70%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.01%	0.05%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.66%	0.25%	No	Appears CLEC Requested Due Dates Greater than Offered Date
Average Delay Days SWBT Caused Missed Due Dates - Residence	1.54	2.53		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	2.50	3.29		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.16%	0.43%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	0.00%	0.56%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.00%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.04%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	1.58%	3.99%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	0.94%	3.44%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	10.00%	10.72%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	0.00%	15.57%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.66%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	0.60%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	13.00	14.20		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	1.00	16.11		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	2.38%	4.47%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	0.94%	2.12%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	2.36%	2.07%	No	Under Investigation
% Trouble Reports within 10 Days - No Field Work - Business	0.66%	1.70%	Yes	

POTS - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	2.20%	2.76%	Yes	
Trouble Report Rate (%) - Business	0.42%	1.23%	Yes	
% Missed Repair Commitments - Dispatch - Residence	6.81%	10.77%	Yes	
% Missed Repair Commitments - Dispatch - Business	9.77%	15.99%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	4.94%	5.18%	Yes	
% Missed Repair Commitments - No Dispatch - Business	10.53%	15.13%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	22.80	31.74	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	13.08	10.96		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	13.08	10.70		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	1.53	5.55		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	19.16	23.38	Yes	
Receipt To Clear Duration - Out of Service - Dispatch - Business	10.75	10.89	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	9.79	11.52	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Business	6.77	9.72		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	77.32%	77.78%	Yes	
% Out of Service (OOS) <24 Hours - Business	92.06%	90.84%	Yes	
% Repeat Reports - Residence	5.76%	9.07%	Yes	
% Repeat Reports - Business	6.56%	8.04%	Yes	

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	1.82			
Average Installation Interval - ISDN	5.29			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	3.44			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%	0.40%	Yes	
% SWBT Caused Missed Due Dates - ISDN	49.04%	1.68%	No	First month out of Parity
% SWBT Caused Missed Due Dates - DDS	n/a	4.05%		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
Average Delay days for SWBT Caused Missed Due Dates - VGPL	n/a	2.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	4.92	5.33	Yes	
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	5.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.00%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.00%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	0.00%	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.20%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	n/a	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	0.00%	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	1.00		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
% Trouble Report within 30 Days - VGPL	0.50%	3.85%	Yes	
% Trouble Report within 30 Days - ISDN	0.00%	5.17%	Yes	
% Trouble Report within 30 Days - DDS	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS1	0.00%	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample

November 1998

PERFORMANCE MEASUREMENT REPORT

Oklahoma Market Area

Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	8.95	14.48		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	12.87	9.57		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	5.14		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)	0.68	5.52		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	n/a	15.71		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	4.17		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	0.00%	6.92%		Insufficient Sample
% Repeat Reports - ISDN	0.00%	5.97%		Insufficient Sample
% Repeat Reports - DDS	n/a	4.62%		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	0.41%	3.83%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	0.20%	6.54%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	n/a	0.27%		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

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval	n/a	1.00		Insufficient Sample
Percent SWBT Caused Missed Due Dates	n/a	0.72%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities	n/a	0.35%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	12.02%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	0.64%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	14.71		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	PARITY	COMMENTS
% Missed Repair Commitments - Dispatch	n/a	11.55%		Insufficient Sample
% Missed Repair Commitments - No Dispatch	n/a	6.04%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch	n/a	28.98		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	n/a	10.30		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch	n/a	21.39		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch	n/a	11.35		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	n/a	79.76%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog	5.80			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop	2.75			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	40.00%			Insufficient Sample
% Installations Completed Within in 3 Days - DS1 Loop	75.00%			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
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	1.68%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	9.09%	0.40%	No	First month out of Parity
% SWBT Caused Missed Due Dates - DS1 Loop	n/a	n/a		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	5.33		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	1.00	2.00		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	n/a	n/a		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - VGPL	0.00%	0.00%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	0.20%	Yes	
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - ISDN	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - ISDN	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - 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	1.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	5.17%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	0.00%	3.85%	Yes	
% Trouble Report within 30 Days - DS1 Loop	n/a	0.00%		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	0.00%	6.54%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	0.91%	3.83%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop	4.64%	0.00%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	75.00%	10.77%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	9.57		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	17.53	14.48		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	4.95	n/a		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	15.71		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	6.18	5.52		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	6.89	n/a		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	25.00%	77.78%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	5.97%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	7.14%	6.92%		Insufficient Sample
% Repeat Reports - DS1 Loop	0.00%	n/a		Insufficient Sample

Interconnection Trunks				
	Result		COMMENTS	
Percent Trunk Blockage - SWBT End Office to CLEC End Office	n/a			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.01%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.23%			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.81%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.47%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	1.06%			
	CLEC	SWBT	COMMENTS	
Percent Missed Due Dates - CLEC to SWBT Trunking	0.0%	38.0%	Yes	
Percent Missed Due Dates - SWBT to CLEC Trunking	0.0%	38.0%	Yes	
Average Delay Days for SWBT Caused Missed Due Dates - CLEC to SWBT Trunking	n/a	1.94		Insufficient Sample
Average Delay Days for SWBT Caused Missed Due Dates - SWBT to CLEC Trunking	n/a	1.94		Insufficient Sample
Percent SWBT Caused Missed Due Dates >30 Days - CLEC to SWBT Trunking	0.0%	0.0%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	0.0%	0.0%	Yes	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	n/a	11.93		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	0.00	11.93		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - CLEC to SWBT Trunking	n/a	75.0%		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - SWBT to CLEC Trunking	100.0%	75.0%		Insufficient Sample

Interim Number Portability (INP)				
	Result		COMMENTS	
Percent Installations Completed Within in 3 Days	69.53%			
Percent Installations Completed Within in 7 Days	84.55%			
Percent Installations Completed Within in 10 Days	92.27%			
Average Installation Interval (Days)	3.32			
Percent Trouble Reports within 30 Days	0.00%			
Percent Missed Due Dates	0.00%			

PERFORMANCE MEASUREMENT REPORT

POTS - Provisioning				
	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	1.87	2.45	Yes	
Mean Installation Interval - Field Work - Business	2.35	2.74	Yes	
Mean Installation Interval - No Field Work - Residence	1.23	0.71	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.27	0.91	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	100.00%	95.76%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	97.67%	92.76%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	97.87%	98.20%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	95.74%	95.91%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Residence	0.64%	2.83%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	1.75%	2.59%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.03%	0.05%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.18%	0.64%	Yes	
Average Delay Days SWBT Caused Missed Due Dates - Residence	4.00	3.36		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	32.00	7.19		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.00%	0.09%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	1.75%	0.07%	No	First month out of parity
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.03%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.21%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	0.00%	2.33%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	0.00%	2.00%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	n/a	4.26%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	n/a	4.49%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	n/a	1.12%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	n/a	8.88		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	n/a	10.04		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	8.04%	4.62%	No	Under Investigation
% Trouble Reports within 10 Days - Field Work - Business	0.00%	2.65%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	2.97%	2.04%	No	Under Investigation
% Trouble Reports within 10 Days - No Field Work - Business	0.37%	1.84%	Yes	

POTS - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	2.90%	2.03%	No	Under Investigation
Trouble Report Rate (%) - Business	0.60%	0.98%		Insufficient Sample
% Missed Repair Commitments - Dispatch - Residence	3.95%	4.98%	Yes	
% Missed Repair Commitments - Dispatch - Business	14.29%	11.46%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	8.11%	3.31%	No	Under Investigation
% Missed Repair Commitments - No Dispatch - Business	5.88%	6.27%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	15.90	22.24	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	13.68	13.36		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	0.09	5.83		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	1.27	5.39		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	15.66	15.58	Yes	
Receipt To Clear Duration - Out of Service - Dispatch - Business	7.76	10.77	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	8.88	7.80		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch - Business	2.51	5.87		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	83.40%	89.11%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	93.75%	93.66%	Yes	
% Repeat Reports - Residence	6.67%	7.82%	Yes	
% Repeat Reports - Business	2.38%	6.94%	Yes	

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	4.92			Insufficient Sample
Average Installation Interval - ISDN	8.69			Insufficient Sample
Average Installation Interval - DDS	7.00			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%			Insufficient Sample
% Installations Completed Within in 20 Days - ISDN	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	100.00%			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%	0.37%	Yes	
% SWBT Caused Missed Due Dates - ISDN	1.61%	0.30%	No	First month with sufficient sample
% SWBT Caused Missed Due Dates - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	0.00%		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	n/a	9.25		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	1.00	1.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.00%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.00%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 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	n/a	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	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - 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
% Trouble Report within 30 Days - VGPL	0.00%	2.11%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	4.41%	Yes	
% Trouble Report within 30 Days - DDS	n/a	0.08%		Insufficient Sample
% Trouble Report within 30 Days - DS1	0.00%	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	50.00%		Insufficient Sample

November 1998

PERFORMANCE MEASUREMENT REPORT

St. Louis, Missouri Market Area

Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	12.58	12.67		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	n/a	7.79		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	4.42		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	14.45		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	4.00		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	2.73	9.86		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	n/a	4.86		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	11.32		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	21.35		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	11.69		Insufficient Sample
% Repeat Reports - VGPL	0.00%	6.62%		Insufficient Sample
% Repeat Reports - ISDN	n/a	5.88%		Insufficient Sample
% Repeat Reports - DDS	n/a	2.82%		Insufficient Sample
% Repeat Reports - DS1	n/a	4.69%		Insufficient Sample
% Repeat Reports - DS3	n/a	18.18%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.80%	1.98%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	0.00%	4.74%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.31%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	42.67%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	29.73%		Insufficient Sample

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval	n/a	1.01		Insufficient Sample
Percent SWBT Caused Missed Due Dates	n/a	0.47%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities	n/a	0.30%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	4.32%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	0.31%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	9.20		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	PARITY	COMMENTS
% Missed Repair Commitments - Dispatch	n/a	5.97%		Insufficient Sample
% Missed Repair Commitments - No Dispatch	n/a	3.61%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch	n/a	21.09		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	n/a	5.79		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch	n/a	14.78		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch	n/a	7.56		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	n/a	89.85%		Insufficient Sample

November 1998

PERFORMANCE MEASUREMENT REPORT

St. Louis, Missouri Market Area

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
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	0.30%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	n/a	0.37%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1 Loop	n/a	0.00%		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	1.00		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	n/a	9.25		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	n/a	n/a		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 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	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - ISDN	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - ISDN	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - 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
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	4.41%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	n/a	2.11%		Insufficient Sample
% Trouble Report within 30 Days - DS1 Loop	n/a	0.00%		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	n/a	4.74%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	0.00%	1.98%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop	0.00%	42.67%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	n/a	4.98%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	7.79		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	n/a	12.67		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	n/a	14.45		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	4.86		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	n/a	9.86		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	21.35		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	n/a	89.11%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	5.88%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	n/a	6.62%		Insufficient Sample
% Repeat Reports - DS1 Loop	n/a	4.69%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Interconnection Trunks				
	Result		COMMENTS	
Percent Trunk Blockage - SWBT End Office to CLEC End Office	3.95%			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.06%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.07%			
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	0.2%	100.0%	Yes	
Percent Missed Due Dates - SWBT to CLEC Trunking	43.1%	100.0%	Yes	
Average Delay Days for SWBT Cuased Missed Due Dates - CLEC to SWBT Trunking	5.00	9.00		Insufficient Sample
Average Delay Days for SWBT Cuased Missed Due Dates - SWBT to CLEC Trunking	3.00	9.00	Yes	
Percent SWBT Caused Missed Due Dates >30 Days - CLEC to SWBT Trunking	0.0%	0.0%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	0.0%	0.0%	Yes	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	0.00	25.33		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	n/a	25.33		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - CLEC to SWBT Trunking	100.0%	80.0%		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - SWBT to CLEC Trunking	n/a	80.0%		Insufficient Sample

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			

PERFORMANCE MEASUREMENT REPORT

POTS - Provisioning				
	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	3.14	3.93	Yes	
Mean Installation Interval - Field Work - Business	2.71	3.94	Yes	
Mean Installation Interval - No Field Work - Residence	1.63	0.55	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.36	0.79	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	95.56%	87.59%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	98.92%	89.04%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	92.97%	98.10%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	92.85%	97.44%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	6.60%	12.31%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	4.78%	9.58%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.02%	0.05%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.14%	0.56%	Yes	
Average Delay Days SWBT Caused Missed Due Dates - Residence	8.71	5.16		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	4.67	8.92		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.46%	0.61%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	0.43%	0.75%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.00%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.23%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	3.99%	9.37%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	3.48%	6.92%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	3.85%	6.32%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	12.50%	10.20%		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%	0.87%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	11.42	11.55		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	7.25	13.42		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	6.13%	4.77%	No	Under Investigation
% Trouble Reports within 10 Days - Field Work - Business	2.17%	2.34%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	2.70%	2.47%	No	Under Investigation
% Trouble Reports within 10 Days - No Field Work - Business	0.40%	1.97%	Yes	

POTS - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	3.41%	3.24%	No	Under Investigation
Trouble Report Rate (%) - Business	0.67%	1.46%	Yes	
% Missed Repair Commitments - Dispatch - Residence	10.28%	9.59%	Yes	
% Missed Repair Commitments - Dispatch - Business	11.64%	11.40%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	7.73%	5.95%	No	Apr 98 - Oct 98 in Parity
% Missed Repair Commitments - No Dispatch - Business	14.29%	7.00%	No	Feb 98 - Oct 98 in Parity
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	59.37	75.36	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	46.64	39.61		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	32.60	30.47	Yes	
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	28.89	19.67		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	34.07	33.75	Yes	
Receipt To Clear Duration - Out of Service - Dispatch - Business	34.59	28.06	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	20.38	17.19	No	Under Investigation
Receipt To Clear Duration - Out of Service - No Dispatch - Business	13.23	12.42		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	57.01%	64.54%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	65.77%	69.73%	No	Under Investigation
% Repeat Reports - Residence	11.28%	13.05%	Yes	
% Repeat Reports - Business	10.57%	10.19%	Yes	

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	5.08			
Average Installation Interval - ISDN	8.52			Insufficient Sample
Average Installation Interval - DDS	14.00			Insufficient Sample
Average Installation Interval - DS1	3.00			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	95.65%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	100.00%			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%	4.24%	Yes	
% SWBT Caused Missed Due Dates - ISDN	15.63%	5.35%	No	Mar 98 - Oct 98 in Parity
% SWBT Caused Missed Due Dates - DDS	n/a	1.60%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	0.00%	4.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	0.00%		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	n/a	2.33		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	9.00	9.91		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	2.08		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	16.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.00%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.32%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	1.84%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	n/a	1.13%		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%	4.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	n/a	14.29%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	1.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	13.43		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	16.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	3.33%	1.83%	Yes	
% Trouble Report within 30 Days - ISDN	7.41%	5.82%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.06%		Insufficient Sample
% Trouble Report within 30 Days - DS1	0.00%	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	8.52	15.54		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	7.15	10.16		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	9.98		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	82.37		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	4.78	70.97		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	7.31	5.29		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	5.82		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	43.46		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	9.21		Insufficient Sample
% Repeat Reports - VGPL	0.00%	1.93%		Insufficient Sample
% Repeat Reports - ISDN	11.11%	5.20%		Insufficient Sample
% Repeat Reports - DDS	n/a	0.00%		Insufficient Sample
% Repeat Reports - DS1	n/a	2.74%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.94%	2.55%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	1.74%	5.90%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.20%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	31.30%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	0.00%	67.74%		Insufficient Sample

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval	2.00	1.05		Insufficient Sample
Percent SWBT Caused Missed Due Dates	n/a	1.34%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities	n/a	0.93%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	7.30%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	0.22%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	12.02		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	PARITY	COMMENTS
% Missed Repair Commitments - Dispatch	n/a	9.91%		Insufficient Sample
% Missed Repair Commitments - No Dispatch	n/a	6.05%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch	n/a	69.81		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	n/a	29.49		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch	n/a	32.73		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch	n/a	16.70		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	n/a	65.40%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog	9.83			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop	10.33			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
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	5.35%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	0.00%	4.24%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1 Loop	0.00%	4.00%		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	9.91		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	n/a	2.33		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	n/a	16.00		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - ISDN	n/a	0.32%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - VGPL	0.00%	0.00%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - DS1 Loop	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	1.13%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	1.84%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	0.00%	4.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - ISDN	n/a	14.29%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - DS1 Loop	n/a	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	13.43		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	1.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	16.00		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	5.82%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	40.00%	1.83%		Insufficient Sample
% Trouble Report within 30 Days - DS1 Loop	33.33%	0.00%		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	n/a	5.90%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	2.93%	2.55%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop	2.78%	31.30%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	87.50%	9.59%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	10.16		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	5.96	15.54		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	3.38	82.37		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	5.29		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	n/a	70.97		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	0.02	43.46		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	12.50%	64.54%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	5.20%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	12.50%	1.93%		Insufficient Sample
% Repeat Reports - DS1 Loop	0.00%	2.74%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Interconnection Trunks				
	Result	COMMENTS		
Percent Trunk Blockage - SWBT End Office to CLEC End Office	0.00%			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	1.15%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.00%			
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)	1.15%			
	CLEC	SWBT		COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	13.2%	34.1%	Yes	
Percent Missed Due Dates - SWBT to CLEC Trunking	23.1%	34.1%	Yes	
Average Delay Days for SWBT Caused Missed Due Dates - CLEC to SWBT Trunking	7.36	44.32	Yes	
Average Delay Days for SWBT Caused Missed Due Dates - SWBT to CLEC Trunking	25.13	44.32	Yes	
Percent SWBT Caused Missed Due Dates >30 Days - CLEC to SWBT Trunking	0.0%	7.2%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	9.6%	7.2%	No	First month out of Parity
Average Trunk Restoral Interval - CLEC to SWBT Trunking	0.00	2269.83		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	0.00	2269.83		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - CLEC to SWBT Trunking	100.0%	0.0%		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - SWBT to CLEC Trunking	100.0%	0.0%		Insufficient Sample

Interim Number Portability (INP)				
	Result	COMMENTS		
Percent Installations Completed Within in 3 Days	23.33%			
Percent Installations Completed Within in 7 Days	99.92%			
Percent Installations Completed Within in 10 Days	100.00%			
Average Installation Interval (Days)	4.16			
Percent Trouble Reports within 30 Days	0.00%			
Percent Missed Due Dates	0.00%			

November 1998

PERFORMANCE MEASUREMENT REPORT

Dallas / Ft. Worth Market Area

POTS - Provisioning				
	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.44	3.09	Yes	
Mean Installation Interval - Field Work - Business	2.64	3.49	Yes	
Mean Installation Interval - No Field Work - Residence	1.51	0.44	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.53	0.85	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	96.38%	94.10%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	93.69%	90.90%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	97.04%	99.14%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	93.06%	97.44%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	8.32%	10.93%	Yes	Under Investigation
% SWBT Caused Missed Due Dates - Field Work - Business	10.57%	7.93%	No	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.01%	0.18%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.12%	0.57%	Yes	
Average Delay Days SWBT Caused Missed Due Dates - Residence	4.79	5.67		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	3.00	8.62		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.07%	0.39%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	0.00%	0.59%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.00%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.06%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	6.38%	7.72%	Yes	Under Investigation
% SWBT Missed Due Dates due to Lack of Facilities - Business	9.36%	6.73%	No	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	1.09%	4.04%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	0.00%	8.03%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.05%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	0.00%	Yes	
Average Delay Days due to Lack of Facilities - Residence	4.29	6.91	Yes	
Average Delay Days due to Lack of Facilities - Business	6.69	9.05	Yes	
% Trouble Reports within 10 Days - Field Work - Residence	5.76%	5.12%	No	Dec 97 - Apr 98, Jun 98 - Oct 98 in Parity
% Trouble Reports within 10 Days - Field Work - Business	1.21%	2.26%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	1.42%	2.07%	Yes	
% Trouble Reports within 10 Days - No Field Work - Business	1.33%	1.87%	Yes	

POTS - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	2.52%	2.89%	Yes	
Trouble Report Rate (%) - Business	0.89%	1.20%	Yes	
% Missed Repair Commitments - Dispatch - Residence	9.77%	9.04%	No	Under Investigation
% Missed Repair Commitments - Dispatch - Business	14.95%	13.04%	No	Under Investigation
% Missed Repair Commitments - No Dispatch - Residence	7.69%	6.49%	Yes	
% Missed Repair Commitments - No Dispatch - Business	24.69%	13.25%	No	Under Investigation
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	46.77	52.47	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	23.44	15.60	No	Apr 98 - Oct 98 in Parity
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	15.58	17.66	Yes	
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	10.34	36.44		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	31.15	29.57	No	Under Investigation
Receipt To Clear Duration - Out of Service - Dispatch - Business	15.78	14.01	No	Under Investigation
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	12.54	11.24	No	Dec 97 - Aug 98, Oct 98 in Parity
Receipt To Clear Duration - Out of Service - No Dispatch - Business	11.27	7.63		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	68.19%	75.44%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	87.27%	90.30%	No	Under Investigation
% Repeat Reports - Residence	7.69%	8.92%	Yes	
% Repeat Reports - Business	12.10%	8.16%	No	Jun 98 - Oct 98 in Parity

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	4.31			
Average Installation Interval - ISDN	5.98			
Average Installation Interval - DDS	2.00			Insufficient Sample
Average Installation Interval - DS1	1.00			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%			
% Installations Completed Within in 20 Days - DDS	100.00%			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	0.61%	0.51%	Yes	
% SWBT Caused Missed Due Dates - ISDN	4.29%	3.80%	Yes	
% SWBT Caused Missed Due Dates - DDS	0.00%	0.52%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	1.04%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	0.00%		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	87.00	9.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	12.67	6.56		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	1.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	1.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.31%	0.05%	No	Jan 98 - Aug 98, Oct 98 in Parity
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.00%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - DDS	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 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	n/a	0.18%		Insufficient Sample
% 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	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - 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	13.00		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	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	0.00%	2.15%	Yes	
% Trouble Report within 30 Days - ISDN	4.92%	7.92%	Yes	
% Trouble Report within 30 Days - DDS	0.00%	0.33%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	1.85%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	n/a		Insufficient Sample

November 1998

PERFORMANCE MEASUREMENT REPORT

Dallas / Ft. Worth Market Area

Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	12.30	4.73		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	5.62	8.01		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	2.72	11.08		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	61.57		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	2.63		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	3.30	14.95		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	1.76	4.87		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	26.88		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	47.44		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	34.93		Insufficient Sample
% Repeat Reports - VGPL	22.22%	4.32%		Insufficient Sample
% Repeat Reports - ISDN	0.00%	5.63%		Insufficient Sample
% Repeat Reports - DDS	0.00%	3.51%		Insufficient Sample
% Repeat Reports - DS1	n/a	2.81%		Insufficient Sample
% Repeat Reports - DS3	n/a	6.06%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.29%	3.22%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	1.20%	4.79%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	2.78%	0.44%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	53.15%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	47.83%		Insufficient Sample

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval	1.71	0.83	No	Under Investigation
Percent SWBT Caused Missed Due Dates	4.99%	1.24%	No	Under Investigation
Percent SWBT Missed Due Dates due to Lack of Facilities	0.00%	0.77%	Yes	
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	5.25%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	0.04%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	7.56		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	PARITY	COMMENTS
% Missed Repair Commitments - Dispatch	6.67%	9.74%	Yes	
% Missed Repair Commitments - No Dispatch	4.26%	7.05%	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch	45.32	46.85		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	18.06	19.60		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch	37.86	26.67		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch	21.77	10.97		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	55.17%	78.06%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog	10.32			
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	1.75			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog	4.44%		No	Under Investigation
% 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
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	3.80%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	0.82%	0.51%	No	Under Investigation
% SWBT Caused Missed Due Dates - DS1 Loop	0.00%	1.04%		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	6.56		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	3.00	9.00		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	n/a	1.00		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - VGPL	0.00%	0.05%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - DS1 Loop	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	0.18%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.82%	0.00%	No	First month out of Parity
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - VGPL	0.00%	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - VGPL	0.00%	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - DS1 Loop	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	13.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	3.00	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	7.92%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	6.67%	2.15%	No	Under Investigation
% Trouble Report within 30 Days - DS1 Loop	0.00%	1.85%		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	n/a	4.79%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	2.94%	3.22%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop	0.00%	53.15%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	87.50%	9.04%	No	Under Investigation
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	8.01		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	11.05	4.73	No	Under Investigation
Mean Time to Restore - DS1 Loop (Dispatch)	n/a	61.57		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	4.87		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	4.78	14.95		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	47.44		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	12.50%	75.44%	Yes	
% Repeat Reports - BRI Loop - ISDN	n/a	5.63%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	4.96%	4.32%	Yes	
% Repeat Reports - DS1 Loop	n/a	2.81%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Interconnection Trunks				
	Result			COMMENTS
Percent Trunk Blockage - SWBT End Office to CLEC End Office	0.00%			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.00%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	6.15%			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	1.24%			
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	9.4%	70.3%	Yes	
Percent Missed Due Dates - SWBT to CLEC Trunking	13.3%	70.3%	Yes	
Average Delay Days for SWBT Cuased Missed Due Dates - CLEC to SWBT Trunking	8.75	107.93	Yes	
Average Delay Days for SWBT Cuased Missed Due Dates - SWBT to CLEC Trunking	37.33	107.93	Yes	
Percent SWBT Caused Missed Due Dates >30 Days - CLEC to SWBT Trunking	0.0%	63.4%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	6.7%	63.4%	Yes	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	0.00	n/a		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	0.00	n/a		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - CLEC to SWBT Trunking	100.0%	n/a		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - SWBT to CLEC Trunking	100.0%	n/a		Insufficient Sample

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			

POTS - Provisioning				
	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.61	3.28	Yes	
Mean Installation Interval - Field Work - Business	3.89	3.43	No	First month out of Parity
Mean Installation Interval - No Field Work - Residence	1.63	0.43	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	2.08	0.81	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	96.60%	93.14%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	89.13%	89.67%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	97.93%	99.37%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	88.05%	96.01%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	9.34%	12.41%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	9.88%	9.69%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.07%	0.13%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.13%	0.63%	Yes	
Average Delay Days SWBT Caused Missed Due Dates - Residence	5.91	5.00		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	11.25	7.01		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.07%	0.39%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	1.38%	0.60%	No	First month out of Parity
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.01%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.02%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	7.74%	10.07%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	8.30%	8.31%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.90%	3.50%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	14.29%	7.36%	No	First month out of Parity
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.04%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	0.32%	Yes	
Average Delay Days due to Lack of Facilities - Residence	4.48	6.94	Yes	
Average Delay Days due to Lack of Facilities - Business	13.02	9.75	No	First month out of Parity
% Trouble Reports within 10 Days - Field Work - Residence	7.32%	6.77%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	2.77%	3.56%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	2.86%	2.81%	Yes	
% Trouble Reports within 10 Days - No Field Work - Business	1.56%	2.50%	Yes	

POTS - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	3.71%	3.96%	Yes	
Trouble Report Rate (%) - Business	1.08%	1.91%	Yes	
% Missed Repair Commitments - Dispatch - Residence	14.26%	13.35%	No	First month out of Parity
% Missed Repair Commitments - Dispatch - Business	18.87%	17.98%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	15.91%	11.59%	No	May 98 - Oct 98 in Parity
% Missed Repair Commitments - No Dispatch - Business	9.64%	15.57%	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	70.04	81.30	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	22.28	20.18	Yes	
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	32.00	27.84	Yes	
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	3.42	11.28		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	48.54	44.93	No	Under Investigation
Receipt To Clear Duration - Out of Service - Dispatch - Business	21.08	15.15	No	Under Investigation
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	34.32	25.10	No	Under Investigation
Receipt To Clear Duration - Out of Service - No Dispatch - Business	7.52	10.44	Yes	
% Out of Service (OOS) <24 Hours - Residence	41.01%	51.10%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	80.05%	87.15%	No	Under Investigation
% Repeat Reports - Residence	7.94%	9.26%	Yes	
% Repeat Reports - Business	6.64%	8.53%	Yes	

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	3.43			
Average Installation Interval - ISDN	8.44			
Average Installation Interval - DDS	5.00			Insufficient Sample
Average Installation Interval - DS1	5.00			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	97.87%			
% Installations Completed Within in 20 Days - ISDN	97.06%			
% Installations Completed Within in 20 Days - DDS	100.00%			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%	2.86%	Yes	
% SWBT Caused Missed Due Dates - ISDN	5.92%	15.76%	Yes	
% SWBT Caused Missed Due Dates - DDS	0.00%	0.41%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	5.56%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	0.00%		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	n/a	9.41		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	18.11	9.84		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	2.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	3.25		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.26%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - ISDN	1.32%	0.95%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - DDS	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	1.30%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	n/a	5.71%		Insufficient Sample
% 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	n/a	2.78%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	40.00%	7.58%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	11.75		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	26.60	10.23		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	4.50		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	n/a	2.71%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	11.32%	13.56%	Yes	
% Trouble Report within 30 Days - DDS	0.00%	0.19%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	21.88%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample

November 1998

PERFORMANCE MEASUREMENT REPORT

Houston Market Area

Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	8.11	23.34		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	21.96	20.93		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	19.07		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	29.71		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	5.73		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	3.52	144.20		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	7.63	12.62		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	5.03		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	11.44		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	15.88		Insufficient Sample
% Repeat Reports - VGPL	7.14%	7.70%		Insufficient Sample
% Repeat Reports - ISDN	6.67%	12.89%		Insufficient Sample
% Repeat Reports - DDS	n/a	3.21%		Insufficient Sample
% Repeat Reports - DS1	n/a	1.61%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.73%	2.76%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	2.03%	5.34%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.42%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	51.62%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	30.00%		Insufficient Sample

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval	0.67	0.83		Insufficient Sample
Percent SWBT Caused Missed Due Dates	0.00%	1.34%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities	0.00%	0.97%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	4.58%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	0.12%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	7.73		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	PARITY	COMMENTS
% Missed Repair Commitments - Dispatch	n/a	14.21%		Insufficient Sample
% Missed Repair Commitments - No Dispatch	n/a	12.00%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch	n/a	71.80		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	n/a	25.60		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch	n/a	38.98		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch	n/a	23.21		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	n/a	58.13%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog	13.75			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	25.00%			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
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	15.76%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	0.00%	2.86%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1 Loop	0.00%	5.56%		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	9.84		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	n/a	9.41		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	n/a	3.25		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - ISDN	n/a	0.95%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - VGPL	0.00%	0.26%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - DS1 Loop	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	5.71%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	1.30%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	0.00%	2.78%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - ISDN	n/a	7.58%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - DS1 Loop	n/a	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	10.23		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	11.75		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	4.50		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	13.56%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	0.00%	2.71%		Insufficient Sample
% Trouble Report within 30 Days - DS1 Loop	0.00%	21.88%		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	n/a	5.34%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	0.00%	2.76%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop	0.00%	51.62%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	n/a	13.35%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	20.93		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	n/a	23.34		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	n/a	29.71		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	12.62		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	n/a	144.20		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	11.44		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	n/a	51.10%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	12.89%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	n/a	7.70%		Insufficient Sample
% Repeat Reports - DS1 Loop	n/a	1.61%		Insufficient Sample

Interconnection Trunks				
	Result			COMMENTS
Percent Trunk Blockage - SWBT End Office to CLEC End Office	0.00%			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.14%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.33%			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.08%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.07%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	0.00%			
	CLEC	SWBT		COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	45.3%	16.6%	No	Under Investigation
Percent Missed Due Dates - SWBT to CLEC Trunking	31.5%	16.6%	No	Under Investigation
Average Delay Days for SWBT Caused Missed Due Dates - CLEC to SWBT Trunking	12.63	45.62	Yes	
Average Delay Days for SWBT Caused Missed Due Dates - SWBT to CLEC Trunking	14.33	45.62	Yes	
Percent SWBT Caused Missed Due Dates >30 Days - CLEC to SWBT Trunking	0.0%	7.7%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	0.0%	7.7%	Yes	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	0.00	3.10		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	0.00	3.10		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - CLEC to SWBT Trunking	100.0%	100.0%		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - SWBT to CLEC Trunking	100.0%	100.0%		Insufficient Sample

Interim Number Portability (INP)				
	Result			COMMENTS
Percent Installations Completed Within in 3 Days	98.18%			
Percent Installations Completed Within in 7 Days	100.00%			
Percent Installations Completed Within in 10 Days	100.00%			
Average Installation Interval (Days)	0.16			
Percent Trouble Reports within 30 Days	0.00%			
Percent Missed Due Dates	0.00%			

PERFORMANCE MEASUREMENT REPORT

POTS - Provisioning				
	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	3.10	3.60	Yes	
Mean Installation Interval - Field Work - Business	3.45	3.46	Yes	
Mean Installation Interval - No Field Work - Residence	1.91	0.50	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.65	0.79	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	94.32%	91.97%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	95.60%	91.79%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	95.16%	98.78%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	91.54%	98.25%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	8.78%	10.51%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	5.36%	9.48%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.01%	0.06%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.15%	0.20%	Yes	
Average Delay Days SWBT Caused Missed Due Dates - Residence	2.80	3.73		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	2.00	15.59		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.23%	0.80%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	0.45%	0.91%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.00%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.01%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	6.53%	8.35%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	4.46%	7.99%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	3.45%	10.04%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	10.00%	10.72%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.15%		Insufficient Sample
% 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	10.76	12.70		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	12.30	13.04		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	4.73%	6.11%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	2.23%	3.69%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	2.07%	3.02%	Yes	
% Trouble Reports within 10 Days - No Field Work - Business	0.86%	2.42%	Yes	

POTS - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	3.53%	4.28%	Yes	
Trouble Report Rate (%) - Business	1.07%	1.90%	Yes	
% Missed Repair Commitments - Dispatch - Residence	11.22%	10.85%	Yes	
% Missed Repair Commitments - Dispatch - Business	17.06%	17.06%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	11.98%	9.74%	No	Jan 98 - Aug 98, Oct 98 in Parity
% Missed Repair Commitments - No Dispatch - Business	40.35%	17.50%	No	Dec 97 - Mar 98, May 98 - Sept 98 in Parity
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	75.94	89.18	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	32.71	30.19	Yes	
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	45.74	31.71		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	25.88	14.11		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	59.31	54.82	No	Dec 97 - Aug 98, Oct 98 in Parity
Receipt To Clear Duration - Out of Service - Dispatch - Business	21.51	17.17	No	Under Investigation
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	36.14	27.67	No	Dec 97 - Jul 98, Oct 98 in Parity
Receipt To Clear Duration - Out of Service - No Dispatch - Business	69.87	21.01		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	43.04%	51.09%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	85.22%	86.73%	Yes	
% Repeat Reports - Residence	10.60%	10.66%	Yes	
% Repeat Reports - Business	12.11%	10.11%	No	Dec 97 - Apr 98, Jun 98 - Oct 98 in Parity

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	5.02			
Average Installation Interval - ISDN	11.42			Insufficient Sample
Average Installation Interval - DDS	12.00			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	88.46%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	100.00%			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%	5.20%	Yes	
% SWBT Caused Missed Due Dates - ISDN	15.15%	11.03%	Yes	
% SWBT Caused Missed Due Dates - DDS	n/a	6.11%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	100.00%	22.73%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	0.00%		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	n/a	1.95		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	14.00	10.97		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	8.33		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	4.00	2.80		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.00%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - ISDN	3.03%	0.74%	No	First month out of Parity
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	3.28%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	n/a	2.21%		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%	18.18%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	2.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	6.33		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
% Trouble Report within 30 Days - VGPL	0.00%	1.12%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	5.66%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS1	0.00%	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample

November 1998

PERFORMANCE MEASUREMENT REPORT

South Texas Market Area

Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	15.20	21.37		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	3.67	7.31		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	16.61		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	13.22		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	2.02		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	14.38	15.65		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	2.24	4.07		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	2.12		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	21.45		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	25.78		Insufficient Sample
% Repeat Reports - VGPL	0.00%	6.01%		Insufficient Sample
% Repeat Reports - ISDN	0.00%	9.64%		Insufficient Sample
% Repeat Reports - DDS	n/a	4.55%		Insufficient Sample
% Repeat Reports - DS1	n/a	2.14%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.51%	3.30%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	0.46%	4.42%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.29%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	20.80%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	35.48%		Insufficient Sample

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval	4.00	0.91		Insufficient Sample
Percent SWBT Caused Missed Due Dates	n/a	1.09%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities	n/a	0.83%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	10.22%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	0.11%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	12.79		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	PARITY	COMMENTS
% Missed Repair Commitments - Dispatch	n/a	11.80%		Insufficient Sample
% Missed Repair Commitments - No Dispatch	n/a	10.39%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch	n/a	81.83		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	n/a	29.66		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch	n/a	48.60		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch	n/a	27.07		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	n/a	56.73%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog	10.21			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop	7.50			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	4.17%			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
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	11.03%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	0.00%	5.20%	Yes	
% SWBT Caused Missed Due Dates - DS1 Loop	11.11%	22.73%		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	10.97		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	n/a	1.95		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	0.00	2.80		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - ISDN	n/a	0.74%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - VGPL	0.00%	0.00%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - DS1 Loop	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	2.21%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	3.28%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	11.11%	18.18%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - DS1 Loop	0.00%	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	6.33		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	2.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	1.00	9.00		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	5.66%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	12.90%	1.12%	No	Under Investigation
% Trouble Report within 30 Days - DS1 Loop	0.00%	0.00%		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	n/a	4.42%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	1.67%	3.30%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop	7.53%	20.80%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	0.00%	10.85%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	7.31		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	3.11	21.37		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	12.74	13.22		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	4.07		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	n/a	15.65		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	1.49	21.45		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	100.00%	51.09%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	9.64%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	20.00%	6.01%		Insufficient Sample
% Repeat Reports - DS1 Loop	42.86%	2.14%		Insufficient Sample

Interconnection Trunks				
	Result	COMMENTS		
Percent Trunk Blockage - SWBT End Office to CLEC End Office	0.00%			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.04%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.11%			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.00%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.56%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	12.70%			
	CLEC	SWBT		COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	4.6%	9.7%	Yes	
Percent Missed Due Dates - SWBT to CLEC Trunking	4.1%	9.7%	Yes	
Average Delay Days for SWBT Caused Missed Due Dates - CLEC to SWBT Trunking	4.00	11.57	Yes	
Average Delay Days for SWBT Caused Missed Due Dates - SWBT to CLEC Trunking	1.00	11.57	Yes	
Percent SWBT Caused Missed Due Dates >30 Days - CLEC to SWBT Trunking	0.0%	0.1%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	0.0%	0.1%	Yes	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	0.00	1827.79		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	0.00	1827.79		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - CLEC to SWBT Trunking	100.0%	0.0%		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - SWBT to CLEC Trunking	100.0%	0.0%		Insufficient Sample

Interim Number Portability (INP)				
	Result	COMMENTS		
Percent Installations Completed Within in 3 Days	50.43%			
Percent Installations Completed Within in 7 Days	56.52%			
Percent Installations Completed Within in 10 Days	91.30%			
Average Installation Interval (Days)	5.30			
Percent Trouble Reports within 30 Days	0.00%			
Percent Missed Due Dates	0.00%			