Specials - Maintenance	CLEC	SWBT	Z VALUE	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	3.45	27.30		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	3.84	7 14		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	19.50		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	8.68		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	7.71	9.75		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	2.90	1.33		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	2.30		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	16.77		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	32.06		Insufficient Sample
% Repeat Reports - VGPL	33.33%	5.57%		Insufficient Sample
% Repeat Reports - ISDN	25.00%	7.65%		Insufficient Sample
% Repeat Reports - DDS	n/a	3.23%		Insufficient Sample
% Repeat Reports - DS1	n/a	0.62%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.42%	3.07%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	0.91%	4.51%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.28%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	35.90%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	38.71%		Insufficient Sample

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	Z VALUE	COMMENTS
Mean Installation Interval	1.00	2.75		Insufficient Sample
Percent SWBT Caused Missed Due Dates	33.33%	4.93%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities	0.00%	3.66%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	2.52%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	0.17%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	7.94		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	Z VALUE	COMMENTS
% Missed Repair Commitments - Dispatch	n/a	8.25%		Insufficient Sample
% Missed Repair Commitments - No Dispatch	n/a	10.71%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch	n/a	46.53		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	n/a	20.07		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch	n/a	20.36		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch	n/a	13.52		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	n/a	85.80%		Insufficient Sample

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Unbundled Network Elements (UNE) - Provisioning

	CLEC			COMMENTS
Average Installation Interval (Days) - 8.0 dB Loop With Test Access	14.33			Insufficient Sample
Average Installation Interval (Days) - 5.0 dB Loop With Test Access	24.38			Insufficient Sample
Average Installation Interval (Days) - BRI Loop With Test Access	n/a			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop With Test Access	16.38			Insufficient Sample
% Installations Completed Within 3 Days - 8.0 dB Loop With Test Access	11.11%			Insufficient Sample
% Installations Completed Within 3 Days - 5.0 dB Loop With Test Access	0.00%			Insufficient Sample
% Installations Completed Within 3 Days - BRI Loop With Test Access	n/a			Insufficient Sample
% Installations Completed Within 2 Days - DS1 Loop With Test Access	0.00%			Insufficient Sample
	CLEC	SWBT	Z VALUE	
% SWBT Caused Missed Due Dates - 8.0 dB Loop With Test Access	10.53%	0.89%		Insufficient Sample
% SWBT Caused Missed Due Dates - 5.0 dB Loop With Test Access	0.00%	3.11%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1 Loop With Test Access	28.57%	3.03%		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - 8.0 dB Loop With Test Access	23.00	3.34		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - 5.0 dB Loop With Test Access	n/a	7.22		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop With Test Access	14.00	n/a		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - 8.0 dB Loop With Test Access	0.00%	0.02%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - 5.0 dB Loop With Test Access	0.00%	0.17%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - DS1 Loop With Test Access	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - 8.0 dB Loop With Test Access	10.53%	0.65%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - 5.0 dB Loop With Test Access	0.00%	3.11%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop With Test Access	7.14%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - 8.0 dB Loop With Test A	0.00%	2.64%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - 5.0 dB Loop With Test A	n/a	5.56%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop With Test Acc	0.00%	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - 8.0 dB Loop With Test A	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - 5.0 dB Loop With Test A	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - DS1 Loop With Test Acc	0.00%	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - 8.0 dB Loop With Test Access	23.00	8.33		Insufficient Sample
Average Delay Days due to Lack of Facilities - 5.0 dB Loop With Test Access	n/a	7.22		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop With Test Access	18.00	n/a		Insufficient Sample
% Trouble Reports on N,T,C Orders within 30 days - 8.0 dB Loop With Test Access	10.53%	2.34%		Insufficient Sample
% Trouble Reports on N,T,C Orders within 30 days - 5.0 dB Loop With Test Access	0.00%	2.56%		Insufficient Sample
% Trouble Reports on N,T,C Orders within 30 Days - DS1 Loop With Test Access	7.14%	12.50%		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance

	CLEC	SWBT	Z VALUE	COMMENTS
Trouble Report Rate (%) - 8.0 dB Loop With Test Access	2.37%	2.38%		Insufficient Sample
Trouble Report Rate (%) - 5.0 dB Loop With Test Access	0.00%	3.07%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop With Test Access	6.98%	35.90%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	71.43%	8.25%		Insufficient Sample
Mean Time to Restore - 8.0 dB Loop With Test Access	3.57	29.24		Insufficient Sample
Mean Time to Restore - 5.0 dB Loop With Test Access	n/a	27.30		Insufficient Sample
Mean Time to Restore - DS1 Loop With Test Access	2.70	8.68		Insufficient Sample
Mean Time to Restore - 8.0 dB Loop With Test Access	1.88	16.64		Insufficient Sample
Mean Time to Restore - 5.0 dB Loop With Test Access	n/a	9.75		Insufficient Sample
Mean Time to Restore - DS1 Loop With Test Access	1.24	16.77		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	28.57%	85.80%		Insufficient Sample
% Repeat Reports - 8.0 dB Loop With Test Access	14.29%	8.77%		Insufficient Sample
% Repeat Reports - 5.0 dB Loop With Test Access	n/a	5.57%		Insufficient Sample
% Repeat Reports - DS1 Loop With Test Access	33.33%	0.62%		Insufficient Sample

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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	0.41%			
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)	4.76%			
	CLEC	SWBT		COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	9.7%	90.5%	-67.07	
Percent Missed Due Dates - SWBT to CLEC Trunking	0.0%	90.5%	-48.85	
Average Delay Days for SWBT Cuased Missed Due Dates - CLEC to SWBT Trunking	23.86	29.06	-4.93	
Average Delay Days for SWBT Cuased Missed Due Dates - SWBT to CLEC Trunking	n/a	29.06		Insufficient Sample
Percent SWBT Caused Missed Due Dates >30 Days - CLEC to SWBT Trunking	3.7%	18.5%	-19.23	
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	0.0%	18.5%	-11.26	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	2.92	n/a		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	2.91	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 of Installation	n/a		
Percent Missed Due Dates	n/a		

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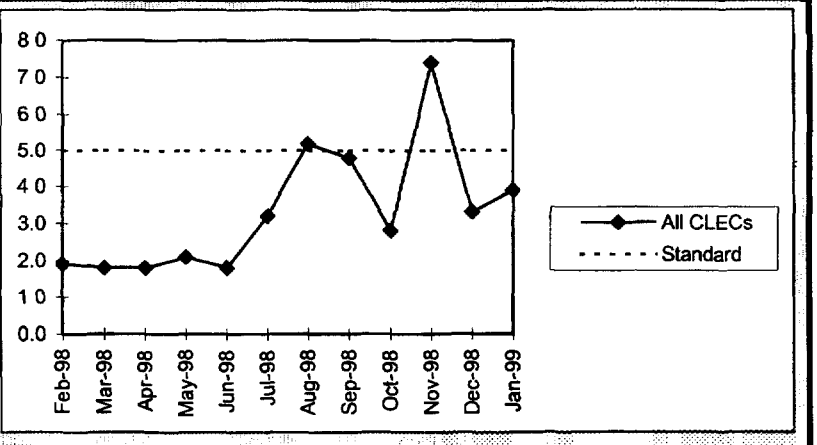
Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - DATAGATE

Measurement No. 1

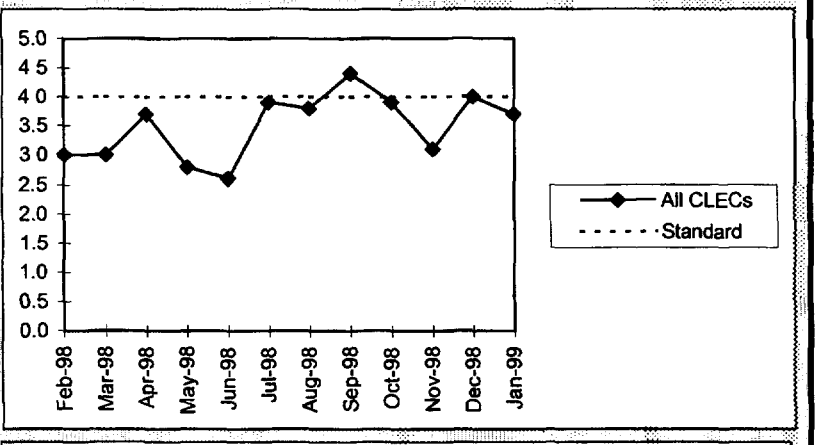
Address Verification

	No. of Transactions	Avg. Response Time (Seconds)
Feb-98	15	1.9
Mar-98	13	1.8
Apr-98	13	1.8
May-98	6	2.1
Jun-98	2	1.8
Jul-98	17	3 2
Aug-98	1	5.2
Sep-98	87	4.8
Oct-98	164	2.8
Nov-98	1,731	7 4
Dec-98	12	3.3
Jan-99	175	3.9



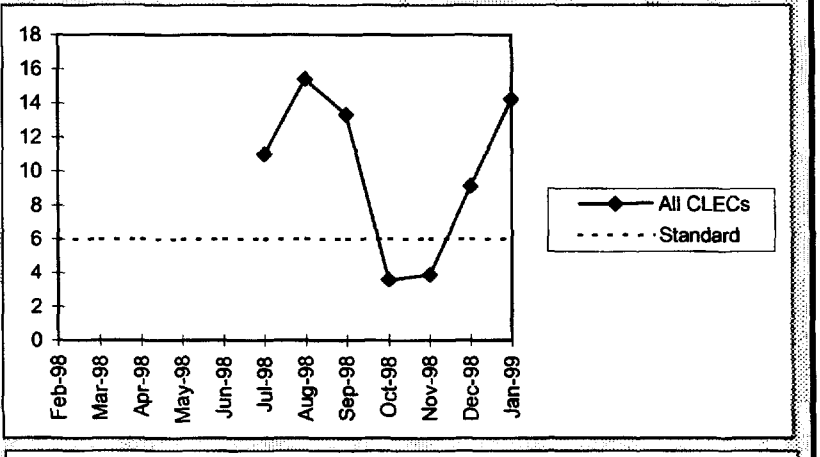
Request for Telephone Number

	No. of Transactions	Avg. Response Time (Seconds)
Feb-98	275	3.0
Mar-98	459	3 0
Apr-98	396	3 7
May-98	276	2.8
Jun-98	45	2.6
Jul-98	103	3.9
Aug-98	45	3.8
Sep-98	66	4.4
Oct-98	64	3.9
Nov-98	16	3.1
Dec-98	5	4.0
Jan-99	44	3.7



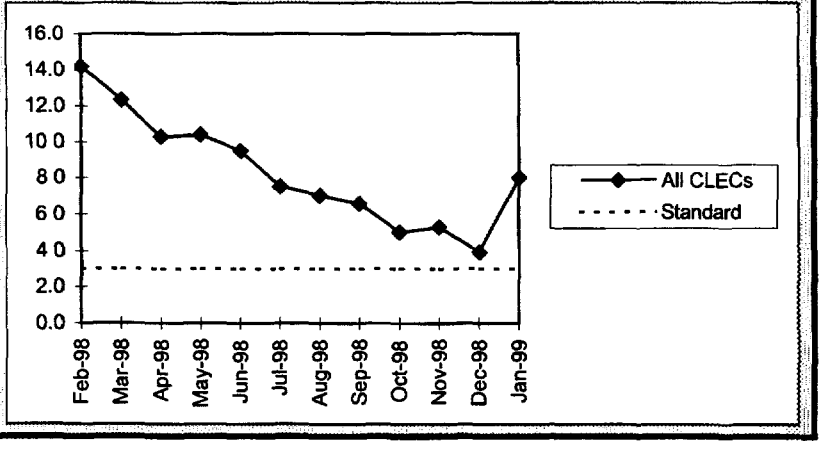
Request for CSR

	No of Transactions	Avg. Response Time (Seconds)
Feb-98	1,395	n/a
Mar-98	1,164	n/a
Apr-98	1,643	n/a
May-98	1,148	n/a
Jun-98	647	n/a
Jul-98	584	11 0
Aug-98	355	15 4
Sep-98	244	13.3
Oct-98	18,399	3.6
Nov-98	5,492	3 9
Dec-98	1,118	9 1
Jan-99	2,575	14.2



Service Availability

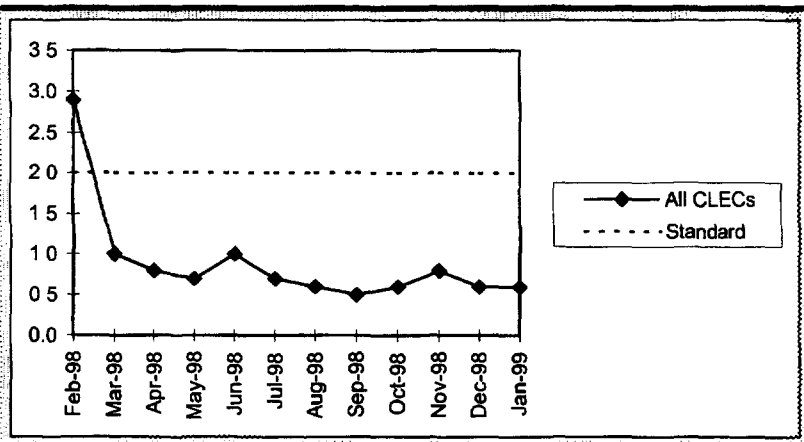
	No of Transactions	Avg Response Time (Seconds)
Feb-98	587	14 2
Mar-98	729	12.3
Apr-98	568	10.3
May-98	358	10.4
Jun-98	145	9.5
Jul-98	64	7.5
Aug-98	26	7 0
Sep-98	43	6.6
Oct-98	16,956	5.0
Nov-98	5,098	5.3
Dec-98	3	3.9
Jan-99	20	8.0



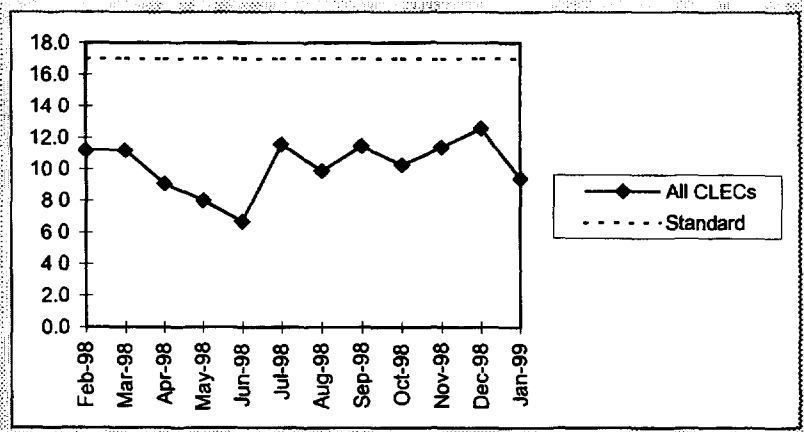
Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - DATAGATE

Measurement No. 1	Service Appointment Scheduling	
	No of Transactions	Avg. Response Time (Seconds)
Feb-98	294	2.9
Mar-98	419	1 0
Apr-98	281	0.8
May-98	84	0.7
Jun-98	53	1.0
Jul-98	51	0.7
Aug-98	33	0.6
Sep-98	47	0.5
Oct-98	16,968	0.6
Nov-98	5,154	0.8
Dec-98	72	0.6
Jan-99	23	0.6

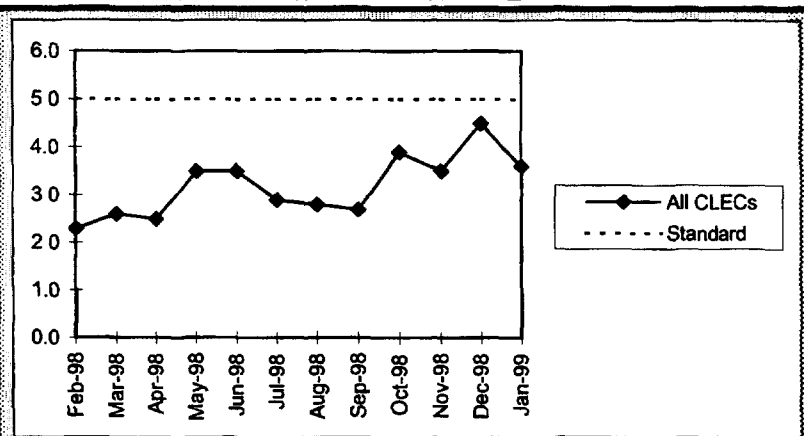


	Dispatch Required	
	No. of Transactions	Avg. Response Time (Seconds)
Feb-98	1,484	11 2
Mar-98	1,383	11.2
Apr-98	849	9.1
May-98	803	8.0
Jun-98	269	6.7
Jul-98	37	11 6
Aug-98	44	9.9
Sep-98	61	11 5
Oct-98	17,041	10.3
Nov-98	5,124	11.4
Dec-98	4	12.6
Jan-99	23	9.4

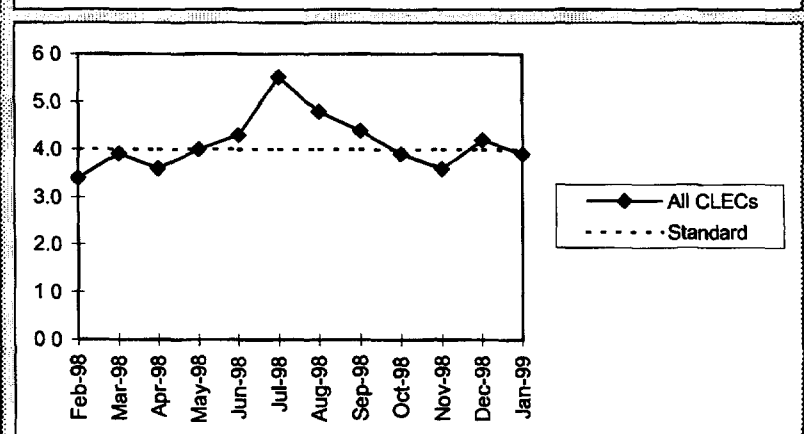


Average Response Time for OSS Pre-Order Interfaces - VERIGATE

Measurement No. 2	Address Verification	
	No of Transactions	Avg. Response Time (Seconds)
Feb-98	1,932	2 3
Mar-98	3,070	2.6
Apr-98	4,804	2.5
May-98	3,140	3 5
Jun-98	2,014	3 5
Jul-98	2,832	2.9
Aug-98	2,913	2.8
Sep-98	3,711	2.7
Oct-98	4,990	3.9
Nov-98	4,701	3.5
Dec-98	4,134	4.5
Jan-99	10,308	3.6



	Request for Telephone Number	
	No. of Transactions	Avg. Response Time (Seconds)
Feb-98	100	3.4
Mar-98	326	3.9
Apr-98	615	3.6
May-98	738	4 0
Jun-98	785	4.3
Jul-98	72	5 5
Aug-98	861	4.8
Sep-98	489	4.4
Oct-98	371	3.9
Nov-98	2,047	3.6
Dec-98	495	4.2
Jan-99	529	3.9



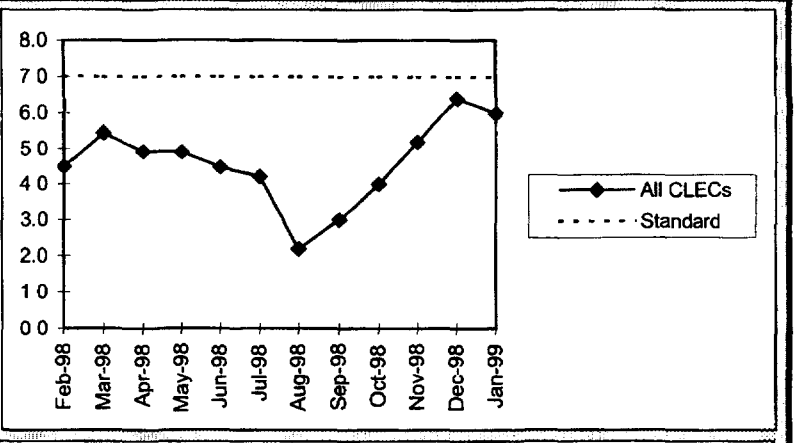
Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - VERIGATE

Measurement No. 2

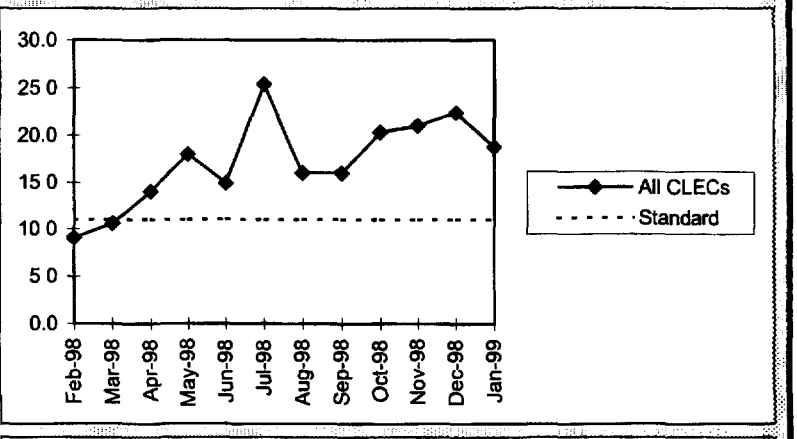
Request for CSR

	No of Transactions	Avg. Response Time (Seconds)
Feb-98	545	4.5
Mar-98	7,540	5 4
Apr-98	10,746	4.9
May-98	9,591	4 9
Jun-98	9,559	4.5
Jul-98	12,162	4 2
Aug-98	15,059	2.2
Sep-98	18,922	3.0
Oct-98	21,447	4.0
Nov-98	26,647	5 2
Dec-98	23,163	6.4
Jan-99	23,912	6.0



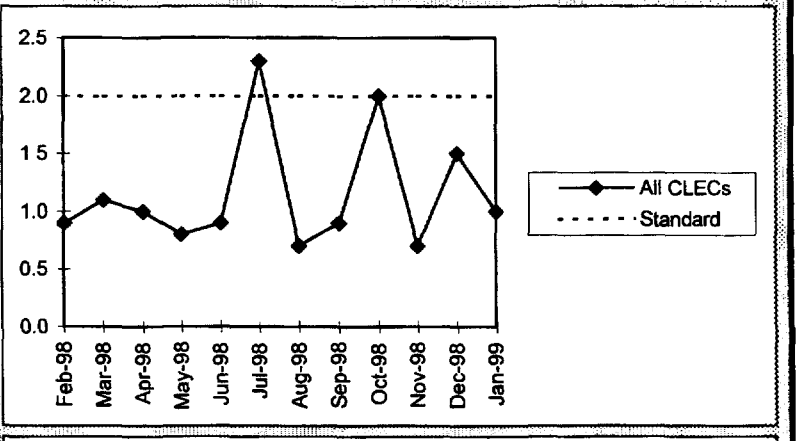
Service Availability

	No of Transactions	Avg. Response Time (Seconds)
Feb-98	23	9.1
Mar-98	112	10.6
Apr-98	379	14.0
May-98	138	18.0
Jun-98	73	14.9
Jul-98	103	25.4
Aug-98	89	16.0
Sep-98	208	16.0
Oct-98	95	20.3
Nov-98	131	21.0
Dec-98	108	22.4
Jan-99	144	18.8



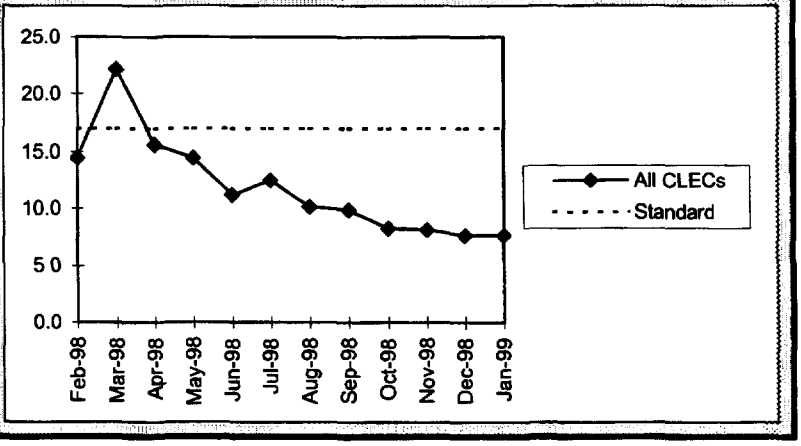
Service Appointment Scheduling

	No of Transactions	Avg. Response Time (Seconds)
Feb-98	31	0 9
Mar-98	119	1 1
Apr-98	576	1.0
May-98	1,513	0 8
Jun-98	351	0.9
Jul-98	172	2 3
Aug-98	138	0 7
Sep-98	266	0 9
Oct-98	266	2.0
Nov-98	412	0 7
Dec-98	251	1 5
Jan-99	340	1.0



Dispatch Required

	No. of Transactions	Avg. Response Time (Seconds)
Feb-98	8	14.5
Mar-98	7	22 2
Apr-98	61	15.6
May-98	50	14.5
Jun-98	30	11.2
Jul-98	33	12 5
Aug-98	36	10 2
Sep-98	279	9.9
Oct-98	172	8.3
Nov-98	206	8.2
Dec-98	193	7.7
Jan-99	256	7.7



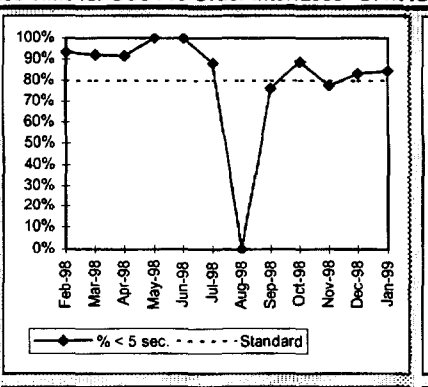
Pre-Ordering/Ordering

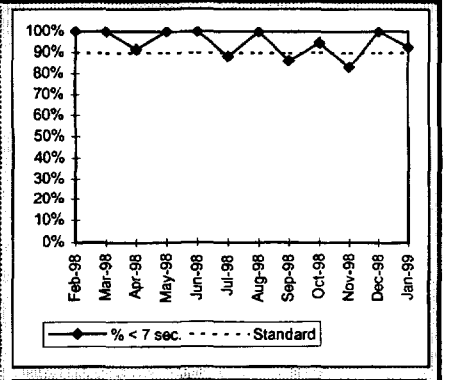
Average Response Time for OSS Pre-Order Interfaces - DATAGATE

Measurement No. 2

Address Verification

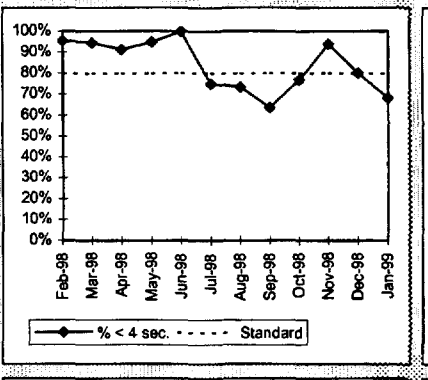
	No of Transactions	Standard = 80% % < 5 sec.	Z-value	Std. = 90% % < 7 sec.
Feb-98	15	93%	Base < 30	100%
Mar-98	13	92%	Base < 30	100%
Apr-98	13	92%	Base < 30	92%
May-98	6	100%	Base < 30	100%
Jun-98	2	100%	Base < 30	100%
Jul-98	17	88%	Base < 30	88%
Aug-98	1	0%	Base < 30	100%
Sep-98	87	76%	0 89	86%
Oct-98	164	89%	-3 68	95%
Nov-98	1,731	77%	2.59	83%
Dec-98	12	83%	Base < 30	100%
Jan-99	175	85%	-1.64	93%

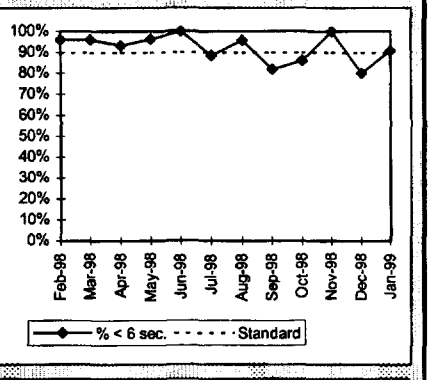




Request for Telephone Number

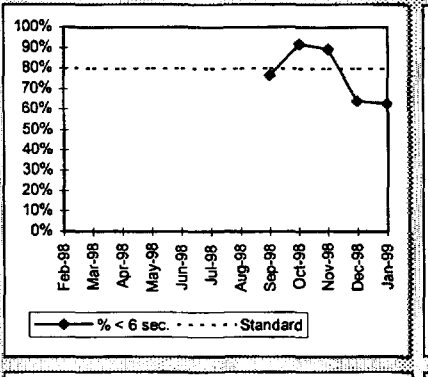
	No of Transactions	Standard = 80% % < 4 sec.	Z-value	Std. = 90% % < 6 sec.
Feb-98	275	95%	-11 99	96%
Mar-98	459	95%	-13 84	96%
Apr-98	396	91%	-7 87	93%
May-98	276	95%	-11 25	96%
Jun-98	45	100%	-3 35	100%
Jul-98	103	75%	1 22	88%
Aug-98	45	73%	1 02	96%
Sep-98	66	64%	2 77	82%
Oct-98	64	77%	0 64	86%
Nov-98	16	94%	Base < 30	100%
Dec-98	5	80%	Base < 30	80%
Jan-99	44	68%	1.68	91%

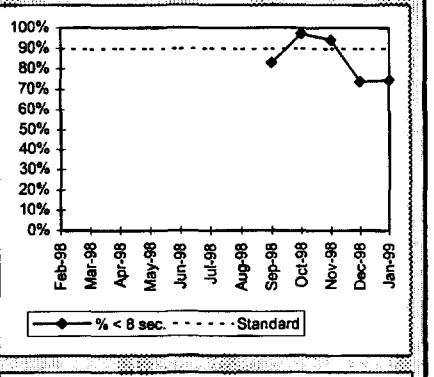




Request for CSR

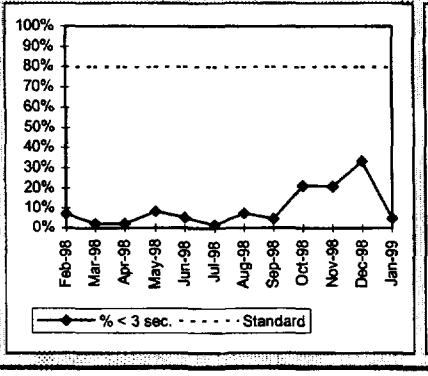
	No. of Transactions	Standard = 80% % < 6 sec.	Z-value	Std. = 90% % < 8 sec.
Feb-98	1,395	23%		43%
Mar-98	1,164	40%		64%
Apr-98	1,643	46%		66%
May-98	1,148	31%		51%
Jun-98	647	28%		36%
Jul-98	584	71%		86%
Aug-98	355	72%		78%
Sep-98	244	77%		83%
Oct-98	18,399	92%	-58 34	97%
Nov-98	5,492	90%	-22 97	94%
Dec-98	1,118	64%	11.08	74%
Jan-99	2,575	63%	17.87	74%

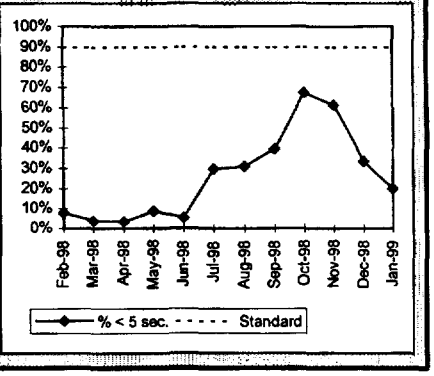




Service Availability

	No of Transactions	Standard = 80% % < 3 sec.	Z-value	Std. = 90% % < 5 sec.
Feb-98	587	7%	67 71	8%
Mar-98	729	2%	146 69	4%
Apr-98	568	2%	126 41	4%
May-98	358	8%	48 84	9%
Jun-98	145	6%	39 35	6%
Jul-98	64	2%	49 99	30%
Aug-98	26	8%	Base < 30	31%
Sep-98	43	5%	23 33	40%
Oct-98	16,956	21%	187 97	68%
Nov-98	5,098	21%	103 78	61%
Dec-98	3	33%	Base < 30	33%
Jan-99	20	5%	Base < 30	20%



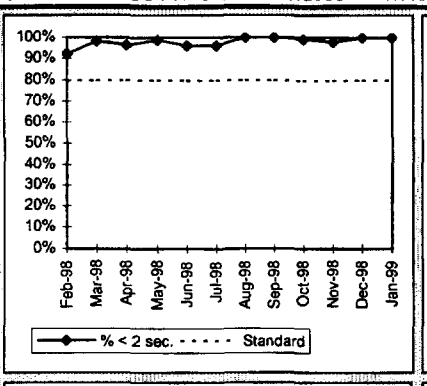


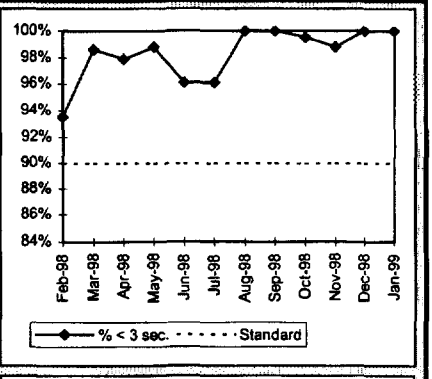
Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - DATAGATE

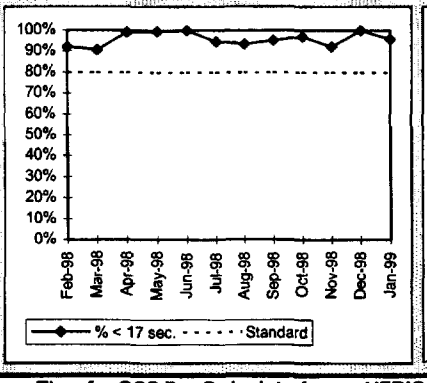
Measurement No. 2

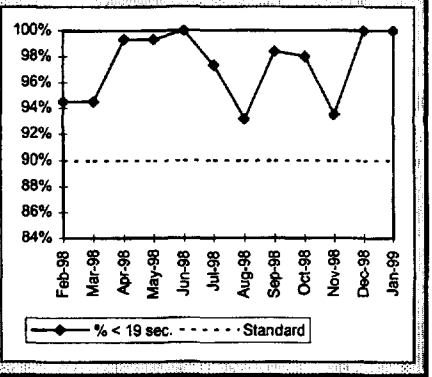
Service Appointment Scheduling				
	No of Transactions	Standard = 80% % < 2 sec.	Z-value	Std. = 90% % < 3 sec.
Feb-98	294	92%	-7 80	94%
Mar-98	419	98%	-27 14	99%
Apr-98	281	96%	-14 76	98%
May-98	84	99%	-15 82	99%
Jun-98	53	96%	-6 05	96%
Jul-98	51	96%	-5 94	96%
Aug-98	33	100%	-2 87	100%
Sep-98	47	100%	-3 43	100%
Oct-98	16,968	99%	-248 74	100%
Nov-98	5,154	98%	-92 30	99%
Dec-98	72	100%	-4 24	100%
Jan-99	23	100%	Base < 30	100%





Dispatch Required				
	No of Transactions	Standard = 80% % < 17 sec.	Z-value	Std. = 90% % < 19 sec.
Feb-98	1,484	92%	-17 28	95%
Mar-98	1,383	91%	-13.70	95%
Apr-98	849	99%	-58.93	99%
May-98	803	99%	-65.60	99%
Jun-98	269	100%	-8.20	100%
Jul-98	37	95%	-3.93	97%
Aug-98	44	93%	-3.48	93%
Sep-98	61	95%	-5 46	98%
Oct-98	17,041	97%	-133 03	98%
Nov-98	5,124	92%	-32 57	94%
Dec-98	4	100%	Base < 30	100%
Jan-99	23	96%	Base < 30	100%

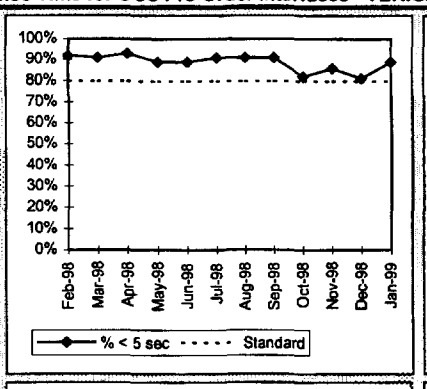


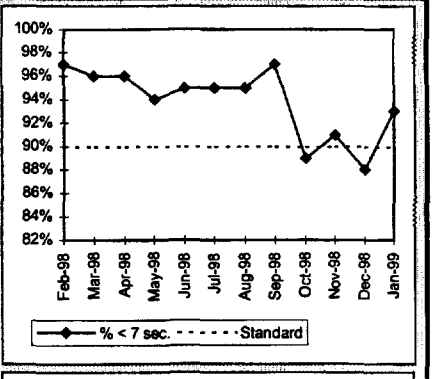


Average Response Time for OSS Pre-Order Interfaces - VERIGATE

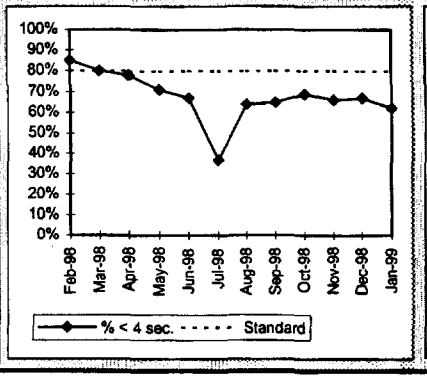
Measurement No. 2

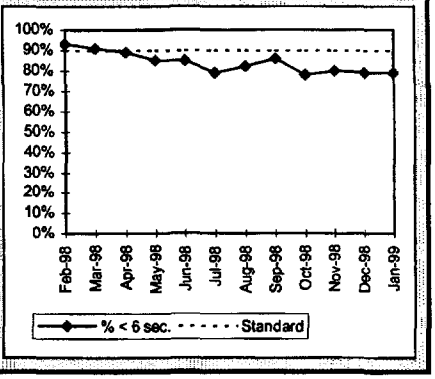
Address Verification				
	No of Transactions	Standard = 80% % < 5 sec.	Z-value	Std. = 90% % < 7 sec.
Feb-98	1,932	92%	-19.44	97%
Mar-98	3,070	91%	-21 30	96%
Apr-98	4,804	93%	-35.31	96%
May-98	3,140	89%	-16.12	94%
Jun-98	2,014	89%	-12.91	95%
Jul-98	2,832	91%	-20.45	95%
Aug-98	2,913	91%	-20 75	95%
Sep-98	3,711	91%	-23 42	97%
Oct-98	4,990	82%	-3 68	89%
Nov-98	4,701	86%	-11.86	91%
Dec-98	4,134	81%	-1.64	88%
Jan-99	10,308	89%	-29.20	93%





Request for Telephone Number				
	No of Transactions	Standard = 80% % < 4 sec.	Z-value	Std. = 90% % < 6 sec.
Feb-98	100	85%	-1 40	93%
Mar-98	326	80%	0 00	91%
Apr-98	615	78%	1 20	89%
May-98	738	71%	5 39	85%
Jun-98	785	67%	7 75	85%
Jul-98	72	37%	7 56	79%
Aug-98	861	64%	9 78	82%
Sep-98	489	65%	6 95	86%
Oct-98	371	69%	4 58	78%
Nov-98	2,047	66%	13 37	80%
Dec-98	495	67%	6 15	79%
Jan-99	529	62%	8.53	79%





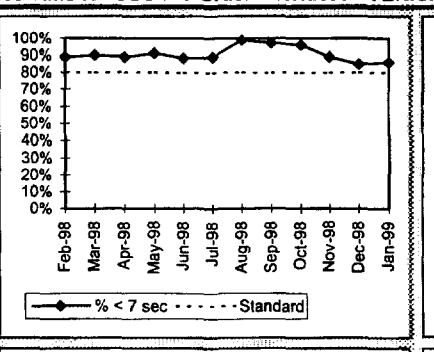
Pre-Ordering/Ordering

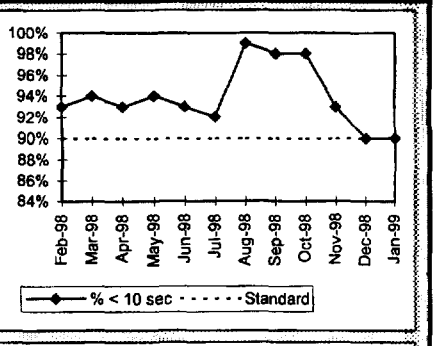
Average Response Time for OSS Pre-Order Interfaces - VERIGATE

Measurement No. 2

Request for CSR

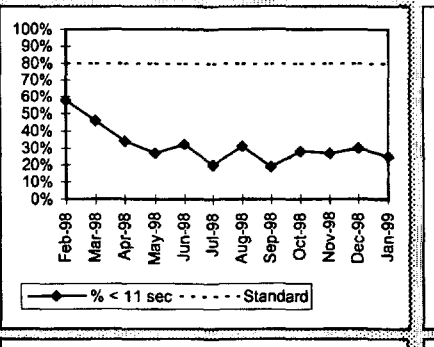
	No of Transactions	Standard = 80% % < 7 sec.	Z-value	Std. = 90% % < 10 sec.
Feb-98	545	89%	-6 72	93%
Mar-98	7,540	90%	-28 94	94%
Apr-98	10,746	89%	-29 82	93%
May-98	9,591	91%	-37 64	94%
Jun-98	9,559	88%	-24 07	93%
Jul-98	12,162	89%	-31 72	92%
Aug-98	15,059	99%	-234 33	99%
Sep-98	18,922	97%	-137 08	98%
Oct-98	21,447	96%	-119 57	98%
Nov-98	26,647	89%	-46 95	93%
Dec-98	23,163	85%	-21 31	90%
Jan-99	23,912	86%	-26.74	90%

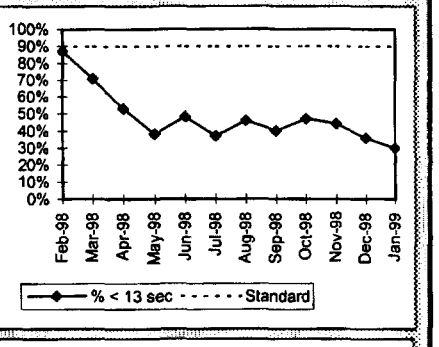




Service Availability

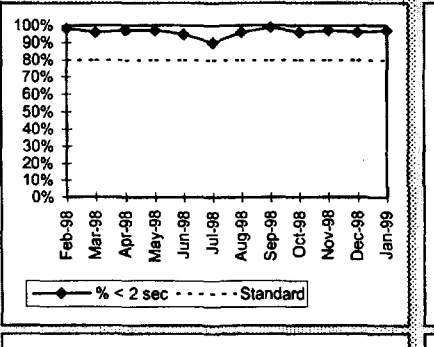
	No of Transactions	Standard = 80% % < 11 sec.	Z-value	Std. = 90% % < 13 sec.
Feb-98	23	58%	Base < 30	87%
Mar-98	112	46%	7 22	71%
Apr-98	379	34%	18 90	53%
May-98	138	27%	14 02	38%
Jun-98	73	32%	8 79	48%
Jul-98	103	20%	15 22	37%
Aug-98	89	31%	10 00	46%
Sep-98	208	19%	22 43	40%
Oct-98	95	28%	11 29	47%
Nov-98	131	27%	13 66	44%
Dec-98	108	30%	11 34	36%
Jan-99	144	25%	15.24	30%

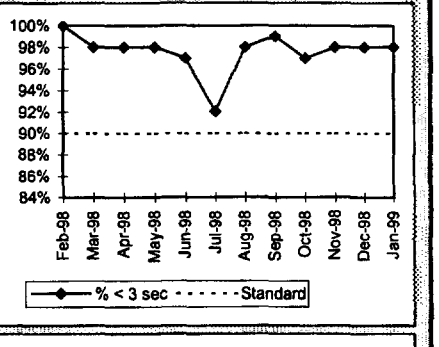




Service Appointment Scheduling

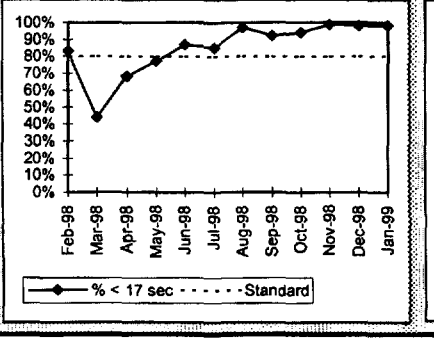
	No of Transactions	Standard = 80% % < 2 sec.	Z-value	Std. = 90% % < 3 sec.
Feb-98	31	98%	-7 16	100%
Mar-98	119	96%	-8.91	98%
Apr-98	576	97%	-23 92	98%
May-98	1,513	97%	-38 76	98%
Jun-98	351	95%	-12 89	97%
Jul-98	172	90%	-4 37	92%
Aug-98	138	96%	-9 59	98%
Sep-98	266	99%	-31 14	99%
Oct-98	266	96%	-13 32	97%
Nov-98	412	97%	-20 23	98%
Dec-98	251	96%	-12 94	98%
Jan-99	340	97%	-18.38	98%

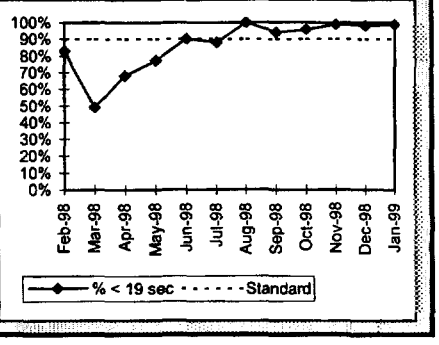




Dispatch Required

	No. of Transactions	Standard = 80% % < 17 sec.	Z-value	Std. = 90% % < 19 sec.
Feb-98	8	83%	Base < 30	83%
Mar-98	7	44%	Base < 30	49%
Apr-98	61	68%	2 01	68%
May-98	50	77%	0.50	77%
Jun-98	30	87%	-1.14	90%
Jul-98	33	85%	-0 80	88%
Aug-98	36	97%	-5 98	100%
Sep-98	279	92%	-7 39	94%
Oct-98	172	94%	-7 73	96%
Nov-98	206	99%	-27 41	99%
Dec-98	193	98%	-17 86	98%
Jan-99	256	98%	-20.57	99%

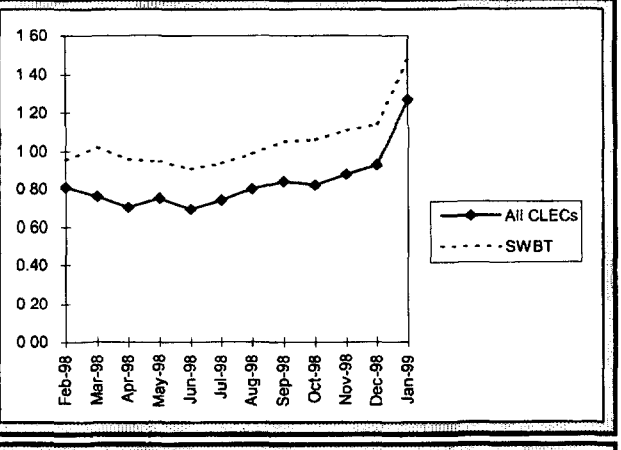




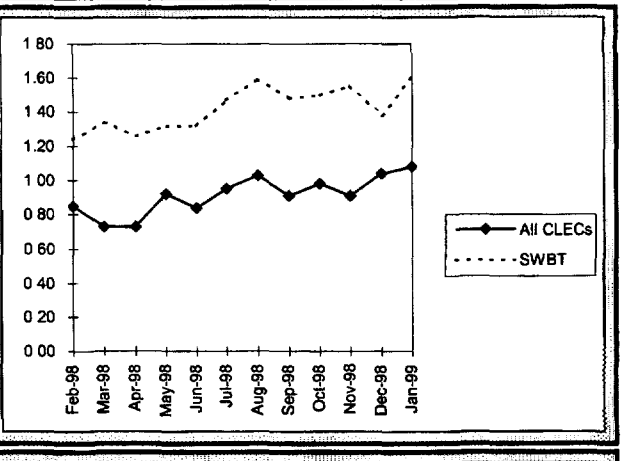
Pre-Ordering/Ordering

EASE Average Response Time (Seconds)

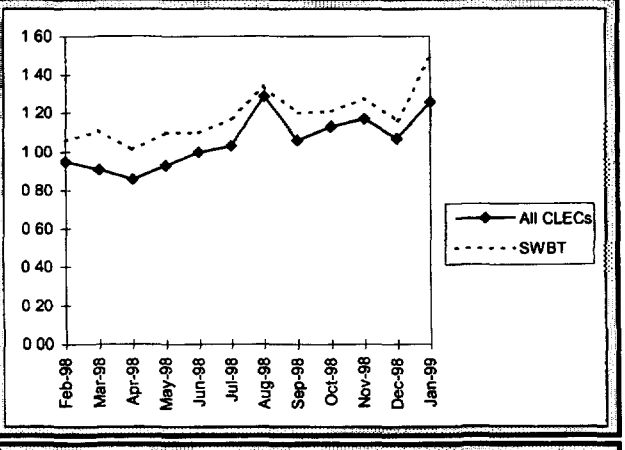
Measurement No. 3	Division - Missouri			
	All CLECs		SWBT	
	Screen Count	Avg. Resp Time (Sec.)	Screen Count	Avg Resp Time (Sec.)
Feb-98	9,473	1	3,010,002	0 96
Mar-98	101,016	0 76	3,385,825	1 02
Apr-98	94,588	0 70	3,096,312	0 96
May-98	69,542	0 75	3,018,759	0 95
Jun-98	97,692	0 69	3,808,933	0 91
Jul-98	114,874	0 74	3,918,767	0 94
Aug-98	106,428	0 80	4,096,726	0 99
Sep-98	102,665	0 84	3,825,377	1 05
Oct-98	112,196	0 82	3,729,879	1 06
Nov-98	84,539	0 88	3,355,497	1 11
Dec-98	69,323	0 93	3,490,242	1 14
Jan-99	85,683	1.27	3,529,655	1.47
12 Mo. Avg.		0.83		1.05



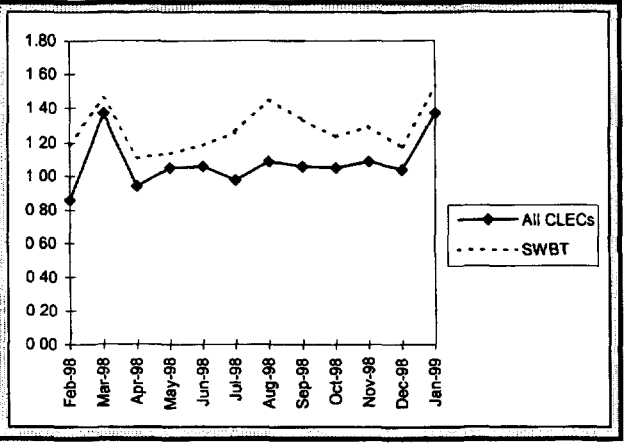
	Division - Arkansas			
	All CLECs		SWBT	
	Screen Count	Avg Resp Time (Sec.)	Screen Count	Avg Resp Time (Sec.)
Feb-98	854	1	1,425,174	1 24
Mar-98	15,711	0 73	1,584,015	1 34
Apr-98	14,068	0.73	1,640,544	1 26
May-98	9,679	0 92	1,580,907	1 32
Jun-98	15,298	0 84	1,861,996	1 32
Jul-98	18,095	0 95	1,889,047	1.47
Aug-98	12,948	1 03	1,915,214	1 59
Sep-98	11,016	0 91	1,713,799	1 48
Oct-98	9,170	0 98	1,830,861	1 50
Nov-98	6,290	0 91	1,692,881	1 55
Dec-98	4,972	1 04	1,540,509	1 38
Jan-99	11,366	1.08	1,865,237	1.60
12 Mo. Avg.		0.90		1.43



	Division - Kansas			
	All CLECs		SWBT	
	Screen Count	Avg Resp Time (Sec.)	Screen Count	Avg Resp Time (Sec.)
Feb-98	24,241	1	2,195,306	1.06
Mar-98	57,138	0 91	2,399,471	1 11
Apr-98	56,281	0 86	2,526,140	1 01
May-98	47,411	0 93	2,403,687	1 10
Jun-98	56,700	1 00	3,084,868	1 10
Jul-98	58,568	1 03	3,118,308	1 17
Aug-98	53,482	1 29	3,434,794	1 34
Sep-98	57,647	1 06	2,814,798	1 20
Oct-98	74,425	1 13	2,825,273	1 21
Nov-98	92,971	1 17	2,510,945	1 28
Dec-98	68,430	1 07	2,325,974	1 16
Jan-99	62,216	1.26	2,771,694	1.49
12 Mo. Avg.		1.07		1.19



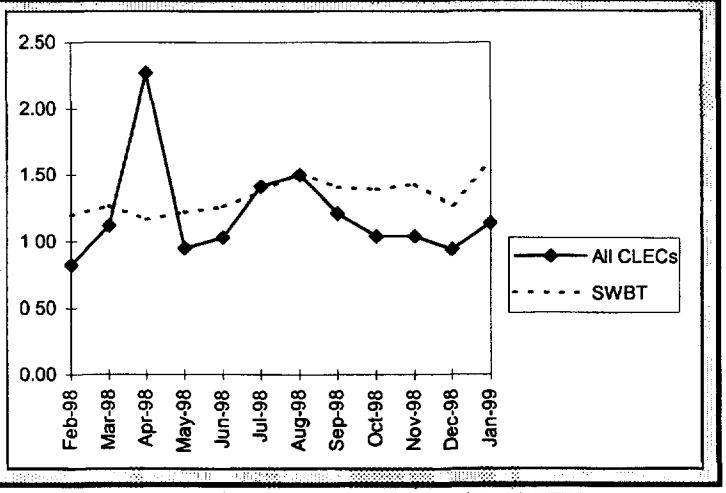
	Division - Houston			
	All CLECs		SWBT	
	Screen Count	Avg Resp Time (Sec.)	Screen Count	Avg Resp Time (Sec.)
Feb-98	128,719	1	5,475,528	1.19
Mar-98	171,882	1 37	5,954,926	1 46
Apr-98	101,099	0 94	6,257,713	1 11
May-98	81,202	1 05	6,154,876	1 14
Jun-98	114,594	1 06	7,315,736	1 19
Jul-98	233,179	0 98	7,686,326	1 26
Aug-98	341,435	1 09	7,557,383	1 45
Sep-98	363,477	1 06	7,840,667	1.33
Oct-98	342,583	1 05	7,949,232	1 24
Nov-98	373,242	1 09	6,874,396	1 29
Dec-98	372,610	1 04	6,211,190	1 18
Jan-99	401,940	1.37	7,082,331	1.53
12 Mo. Avg.		1.10		1.29



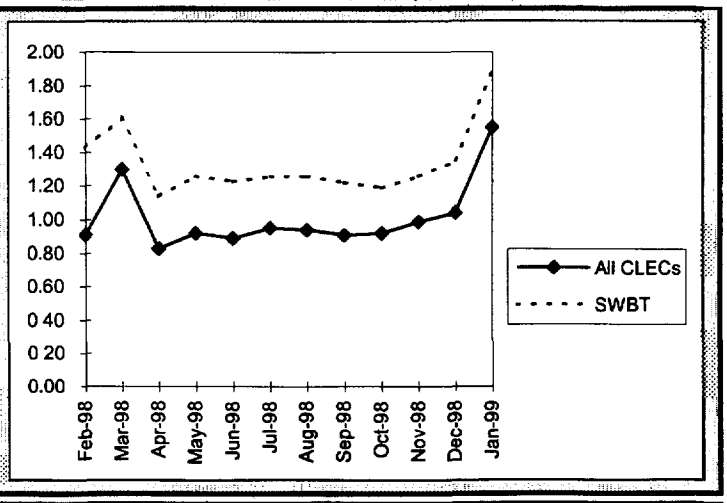
Pre-Ordering/Ordering

EASE Average Response Time (Seconds)

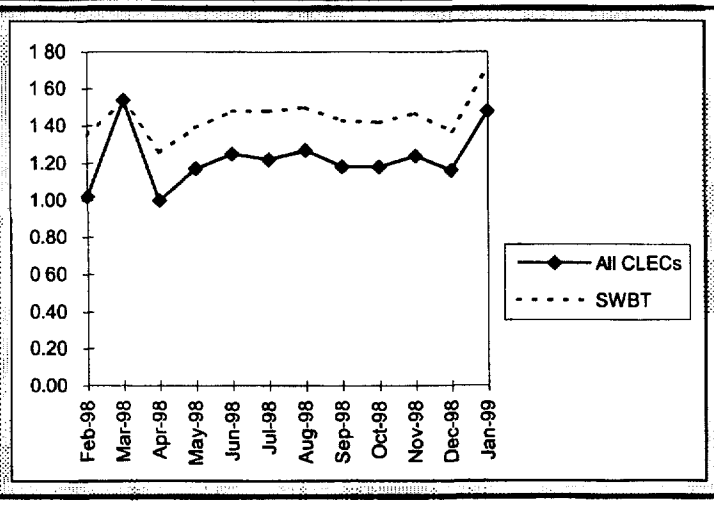
Measurement No. 3	Division - Oklahoma			
	All CLECs		SWBT	
	Screen Count	Avg. Resp. Time (Sec.)	Screen Count	Avg. Resp. Time (Sec.)
Feb-98	23,812	1	2,189,342	1.20
Mar-98	21,708	1 12	2,227,950	1 27
Apr-98	1,373	2 27	2,127,152	1 17
May-98	10,390	0.95	1,968,664	1 22
Jun-98	31,592	1.03	2,533,471	1 26
Jul-98	39,231	1.41	2,440,016	1.37
Aug-98	60,064	1 50	2,662,709	1.52
Sep-98	57,828	1 21	2,322,083	1.40
Oct-98	30,626	1.04	2,384,342	1.39
Nov-98	28,886	1.04	2,270,517	1 43
Dec-98	24,885	0.94	2,025,299	1 27
Jan-99	21,737	1.14	2,561,126	1.60
12 Mo. Avg.		1.18		1.35



	Division - Dallas			
	All CLECs		SWBT	
	Screen Count	Avg. Resp Time (Sec.)	Screen Count	Avg. Resp. Time (Sec.)
Feb-98	531,741	1	4,755,902	1.43
Mar-98	1,027,861	1 30	4,772,089	1.61
Apr-98	634,235	0.83	5,217,856	1 14
May-98	566,643	0.92	5,157,828	1.26
Jun-98	673,770	0.89	5,738,868	1.23
Jul-98	825,246	0.95	6,311,219	1.26
Aug-98	758,372	0.94	6,581,944	1.26
Sep-98	694,146	0.91	6,223,577	1.22
Oct-98	776,224	0.92	5,972,381	1.19
Nov-98	617,003	0.99	5,093,397	1 26
Dec-98	605,282	1.04	5,009,127	1.35
Jan-99	713,836	1.55	6,470,282	1.88
12 Mo. Avg.		1.03		1.34



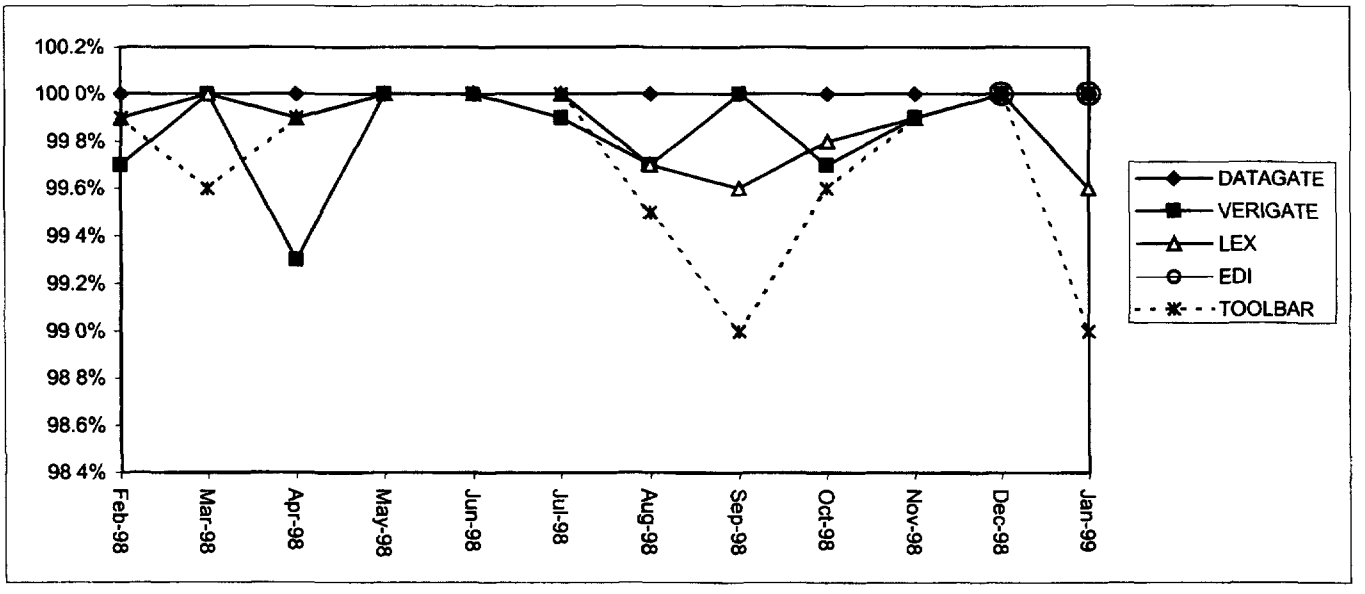
	Division - San Antonio			
	All CLECs		SWBT	
	Screen Count	Avg Resp. Time (Sec.)	Screen Count	Avg. Resp. Time (Sec.)
Feb-98	314,437	1	5,598,705	1.35
Mar-98	618,447	1.54	5,889,286	1.54
Apr-98	442,298	1 00	6,096,143	1 26
May-98	333,487	1.17	4,960,868	1 39
Jun-98	502,238	1.25	8,244,122	1.48
Jul-98	628,476	1.22	8,657,309	1 48
Aug-98	630,729	1.27	8,561,605	1.50
Sep-98	671,037	1.18	8,261,988	1.43
Oct-98	632,117	1.18	8,118,914	1 42
Nov-98	522,545	1.24	6,977,998	1.47
Dec-98	534,787	1 16	6,752,300	1.37
Jan-99	675,025	1.48	7,815,335	1.71
12 Mo. Avg.		1.25		1.46



General - System Availability

OSS Interface Availability

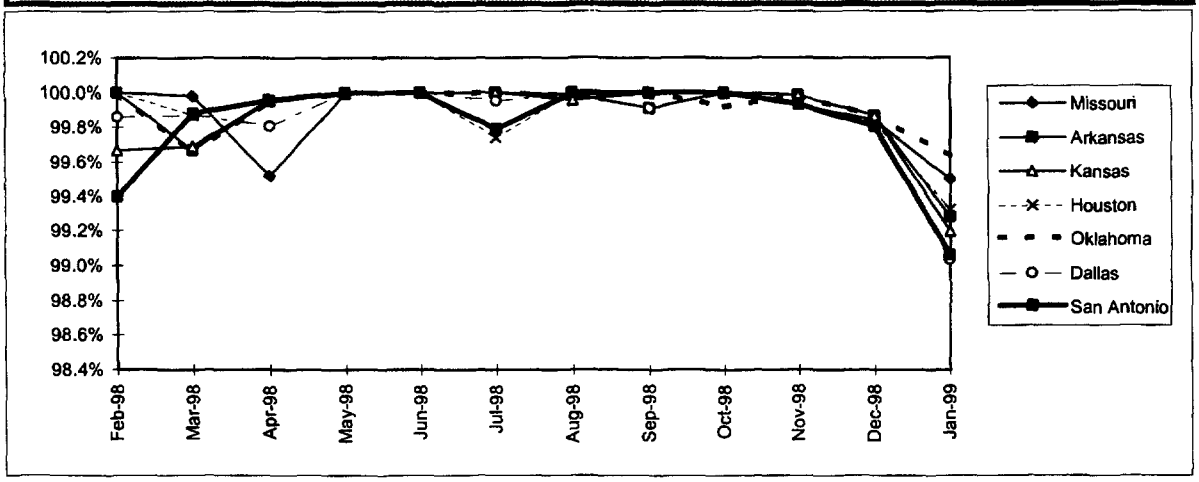
Measurement No. 4	DATAGATE	VERIGATE	LEX	EDI	TOOLBAR	RAF by CLEC
Feb-98	100.0%	99.7%	99.9%	n/a	99.9%	
Mar-98	100.0%	100 0%	100.0%	n/a	99.6%	
Apr-98	100.0%	99.3%	99.9%	n/a	99.9%	
May-98	100.0%	100.0%	100.0%	n/a	100.0%	
Jun-98	100.0%	100.0%	100 0%	n/a	100.0%	Varies by CLEC
Jul-98	100.0%	99 9%	100.0%	n/a	100.0%	
Aug-98	100 0%	99.7%	99.7%	n/a	99.5%	
Sep-98	100.0%	100 0%	99.6%	n/a	99.0%	
Oct-98	100 0%	99.7%	99.8%	100 0%	99.6%	
Nov-98	100 0%	99.9%	99 9%	100.0%	99.9%	
Dec-98	100.0%	100.0%	100 0%	100.0%	100.0%	
Jan-99	100.0%	100.0%	99.6%	100.0%	99.0%	



General - System Availability

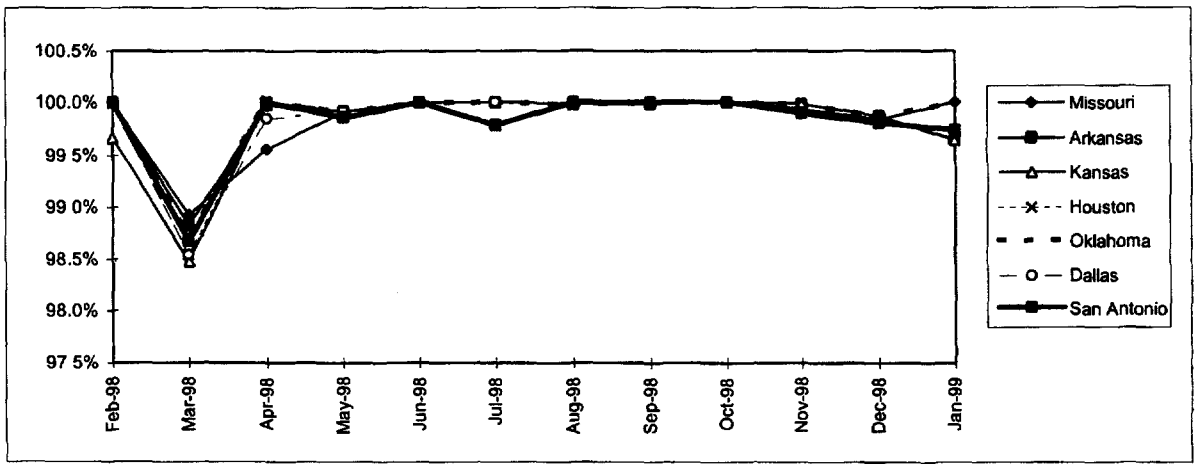
Consumer EASE Availability - By Division (CPU Platform)

Measurement No. 4	Missouri	Arkansas	Kansas	Houston	Oklahoma	Dallas	San Antonio
Feb-98	100.0%	100.0%	99 7%	100 0%	100.0%	99.9%	99.4%
Mar-98	100.0%	99.7%	99.7%	99.9%	99.7%	99.9%	99.9%
Apr-98	99.5%	100.0%	100.0%	100.0%	100.0%	99.8%	100.0%
May-98	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Jun-98	100.0%	100 0%	100.0%	100 0%	100.0%	100.0%	100 0%
Jul-98	100 0%	100.0%	100.0%	99.7%	100.0%	100.0%	99.8%
Aug-98	99.99%	99 99%	99.96%	100 00%	99.99%	100.00%	100 00%
Sep-98	100.00%	99.91%	100 00%	100 00%	100.00%	99.91%	100.00%
Oct-98	100.00%	100.00%	100.00%	100.00%	99.92%	100.00%	100.00%
Nov-98	99.93%	99.98%	99.98%	99.93%	99.98%	99.93%	99.93%
Dec-98	99.84%	99.87%	99.87%	99.83%	99.87%	99.80%	99.80%
Jan-99	99.50%	99.28%	99.20%	99.32%	99.64%	99.03%	99.06%



Business EASE Availability - By Division (CPU Platform)

Measurement No. 4	Missouri	Arkansas	Kansas	Houston	Oklahoma	Dallas	San Antonio
Feb-98	100.0%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%
Mar-98	98 9%	98.8%	98.5%	98 5%	98.7%	98.5%	98.7%
Apr-98	99.6%	100.0%	100 0%	100.0%	100.0%	99.9%	100.0%
May-98	99.9%	99.9%	99 9%	99 9%	99.9%	99.9%	99 9%
Jun-98	100.0%	100.0%	100 0%	100.0%	100.0%	100.0%	100 0%
Jul-98	100.0%	100.0%	100 0%	99.8%	100.0%	100.0%	99 8%
Aug-98	100.0%	100.0%	100.0%	100 0%	100.0%	100.0%	100.0%
Sep-98	100.0%	100.0%	100.0%	100 0%	100.0%	100 0%	100 0%
Oct-98	100.0%	100.0%	100.0%	100 0%	100.0%	100.0%	100.0%
Nov-98	99.9%	100.0%	100 0%	99 9%	100.0%	99.9%	99 9%
Dec-98	99.8%	99.9%	99.9%	99.8%	99.9%	99.8%	99.8%
Jan-99	100.0%	99.6%	99.6%	99.7%	100.0%	99.7%	99.7%



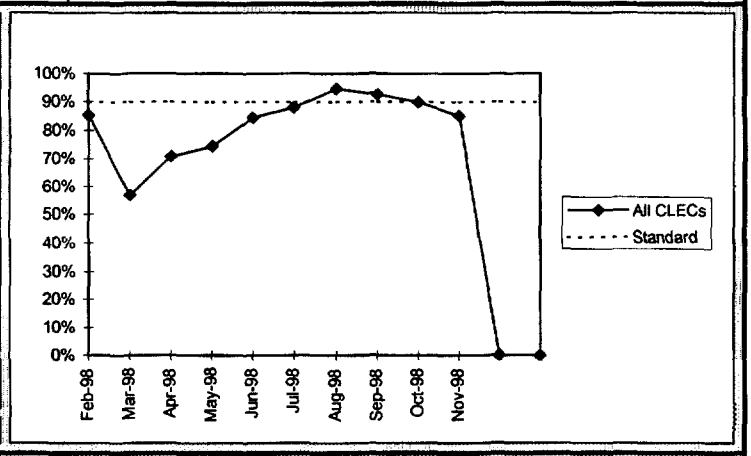
Pre-Ordering/Ordering

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

Measurement No. 5

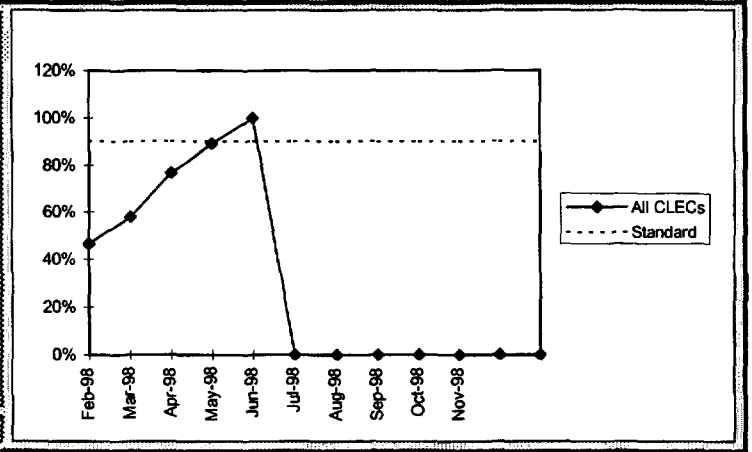
Residence and Simple Business - LEX
All CLECs

	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Z-Value
Feb-98	458	391	1	2 80
Mar-98	448	254	56 7%	14 23
Apr-98	1,252	887	70 8%	14 91
May-98	1,090	812	74 5%	11 74
Jun-98	1,506	1,273	84 5%	5 87
Jul-98	1,563	1,378	88 2%	2 25
Aug-98	2,165	2,050	94 7%	-9 73
Sep-98	1,621	1,499	92 5%	-3 78
Oct-98	1,479	1,330	89 9%	0 10
Nov-98	1,360	1,157	85 1%	5 10
12 Mo. Total	12,942	11,031	85.2%	n/a



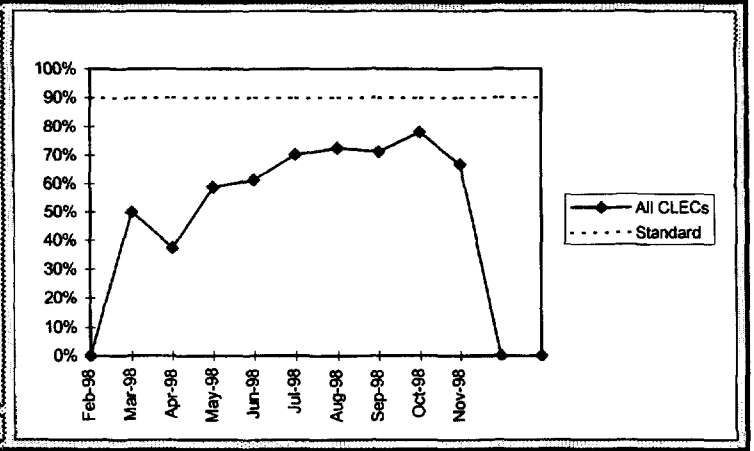
Residence and Simple Business - EDI
All CLECs

	No of Orders	# Received < 24 Hours	% Received < 24 Hours	Z-Value
Feb-98	148	69	0	10 58
Mar-98	100	58	58 0%	6 48
Apr-98	47	36	76 6%	2 17
May-98	9	8	88 9%	Base < 30
Jun-98	1	1	100 0%	Base < 30
Jul-98	0	0	n/a	Base < 30
Aug-98	0	0	n/a	Base < 30
Sep-98	0	0	n/a	Base < 30
Oct-98	0	0	n/a	Base < 30
Nov-98	0	0	n/a	Base < 30
12 Mo. Total	305	172	56.4%	n/a



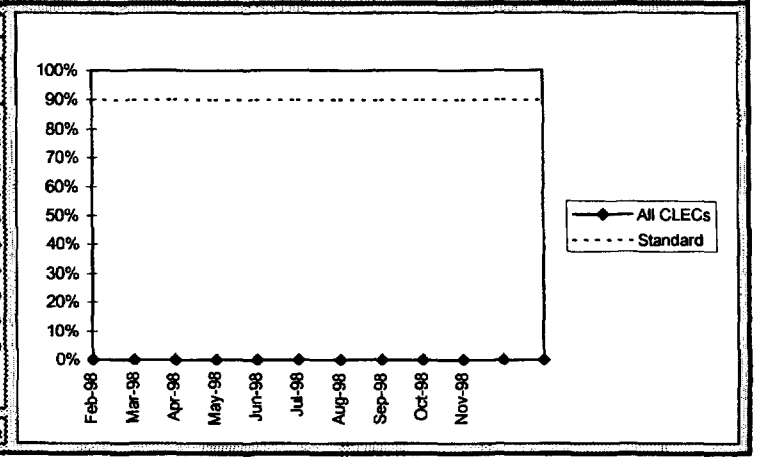
Complex Business - LEX
All CLECs

	No of Orders	# Received < 48 Hours	% Received < 48 Hours	Z-Value
Feb-98	0	0	n/a	Base < 30
Mar-98	2	1	50 0%	Base < 30
Apr-98	16	6	37 5%	Base < 30
May-98	17	10	58 8%	Base < 30
Jun-98	31	19	61 3%	3 28
Jul-98	37	26	70 3%	2 63
Aug-98	58	42	72 4%	3 00
Sep-98	45	32	71 1%	2 80
Oct-98	41	32	78 0%	1 85
Nov-98	45	30	66 7%	3 32
12 Mo. Total	292	198	67.8%	n/a



Complex Business - EDI
All CLECs

	No of Orders	# Received < 48 Hours	% Received < 48 Hours	Z-Value
Feb-98	0	0	n/a	Base < 30
Mar-98	0	0	n/a	Base < 30
Apr-98	0	0	n/a	Base < 30
May-98	0	0	n/a	Base < 30
Jun-98	0	0	n/a	Base < 30
Jul-98	0	0	n/a	Base < 30
Aug-98	0	0	n/a	Base < 30
Sep-98	0	0	n/a	Base < 30
Oct-98	0	0	n/a	Base < 30
Nov-98	0	0	n/a	Base < 30
12 Mo. Total	0	0	n/a	n/a



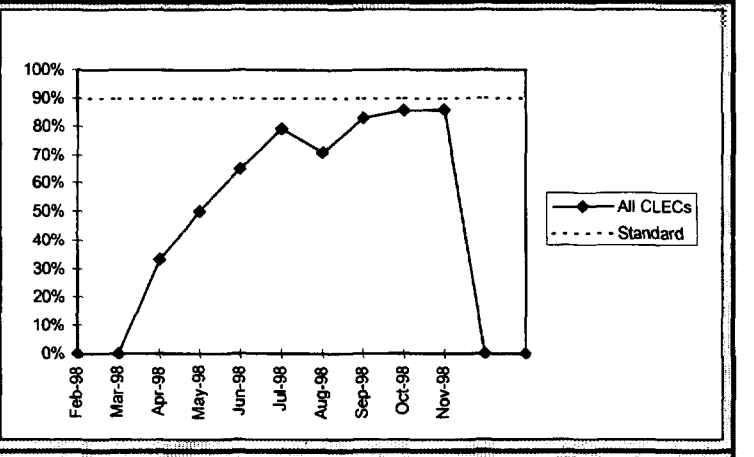
Pre-Ordering/Ordering

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

Measurement No. 5

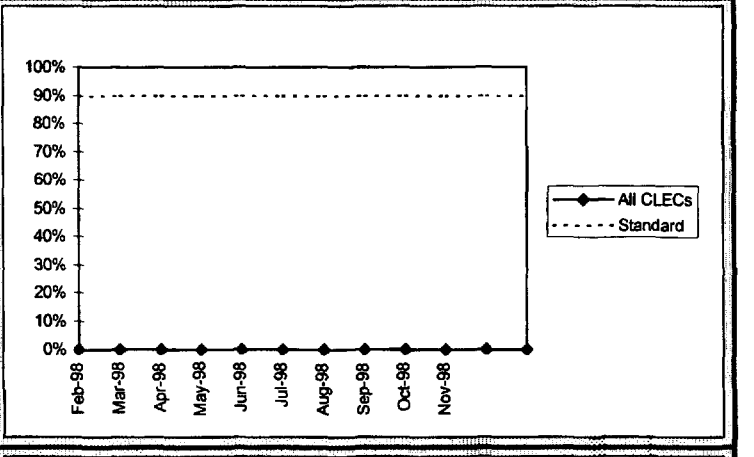
UNE Loop and Switch Ports - LEX
All CLECs

	No of Orders	# Received < 24 Hours	% Received < 24 Hours	Z-Value
Feb-98	0	0	n/a	Base < 30
Mar-98	6	0	0 0%	Base < 30
Apr-98	6	2	33 3%	Base < 30
May-98	40	20	50 0%	5 06
Jun-98	60	39	65 0%	4 06
Jul-98	67	53	79 1%	2 19
Aug-98	174	123	70 7%	5 60
Sep-98	222	184	82 9%	2 82
Oct-98	341	292	85 6%	2 30
Nov-98	379	325	85 8%	2 37
12 Mo. Total	1,295	1,038	80.2%	n/a



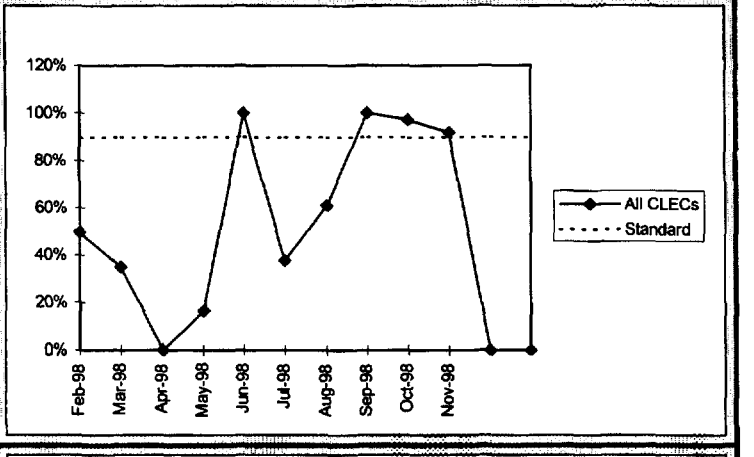
UNE Loop and Switch Ports - EDI
All CLECs

	No of Orders	# Received < 24 Hours	% Received < 24 Hours	Z-Value
Feb-98	0	0	n/a	Base < 30
Mar-98	0	0	n/a	Base < 30
Apr-98	0	0	n/a	Base < 30
May-98	0	0	n/a	Base < 30
Jun-98	0	0	n/a	Base < 30
Jul-98	0	0	n/a	Base < 30
Aug-98	0	0	n/a	Base < 30
Sep-98	0	0	n/a	Base < 30
Oct-98	0	0	n/a	Base < 30
Nov-98	0	0	n/a	Base < 30
12 Mo. Total	0	0	n/a	n/a



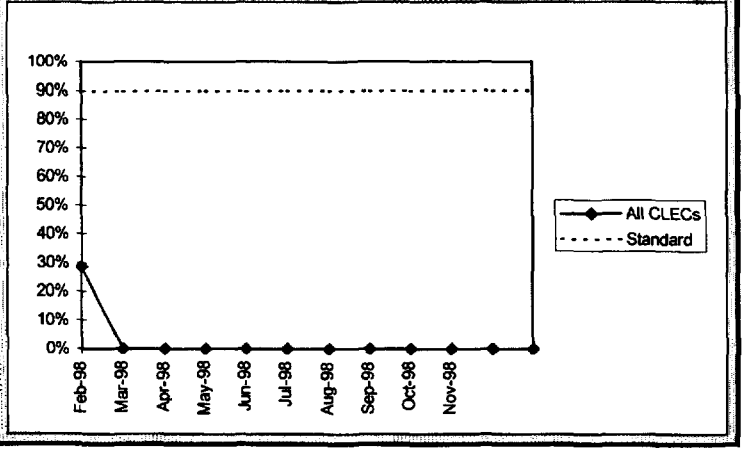
Other - LEX
All CLECs

	No of Orders	# Received < 24 Hours	% Received < 24 Hours	Z-Value
Feb-98	24	12	1	Base < 30
Mar-98	20	7	35 0%	Base < 30
Apr-98	2	0	0 0%	Base < 30
May-98	6	1	16 7%	Base < 30
Jun-98	4	4	100 0%	Base < 30
Jul-98	8	3	37 5%	Base < 30
Aug-98	18	11	61 1%	Base < 30
Sep-98	9	9	100 0%	Base < 30
Oct-98	140	136	97 1%	-5 07
Nov-98	49	45	91 8%	-0 47
12 Mo. Total	280	228	81.4%	n/a



Other - EDI
All CLECs

	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Z-Value
Feb-98	21	6	0	Base < 30
Mar-98	2	0	0.0%	Base < 30
Apr-98	0	0	n/a	Base < 30
May-98	0	0	n/a	Base < 30
Jun-98	0	0	n/a	Base < 30
Jul-98	0	0	n/a	Base < 30
Aug-98	0	0	n/a	Base < 30
Sep-98	0	0	n/a	Base < 30
Oct-98	0	0	n/a	Base < 30
Nov-98	0	0	n/a	Base < 30
12 Mo. Total	23	6	26.1%	n/a

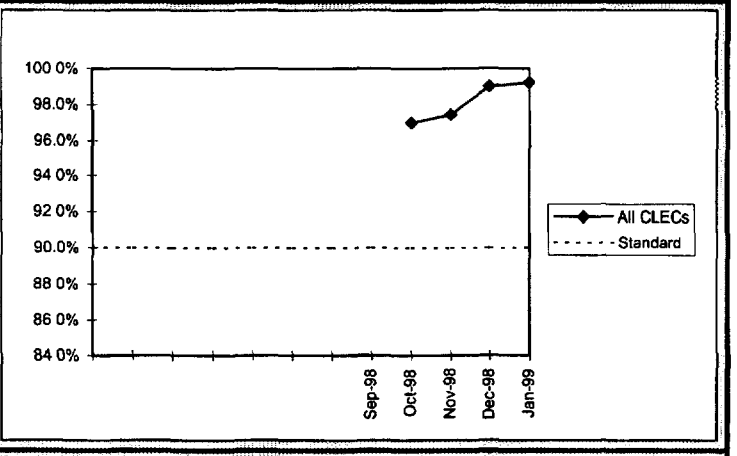


Pre-Ordering/Ordering

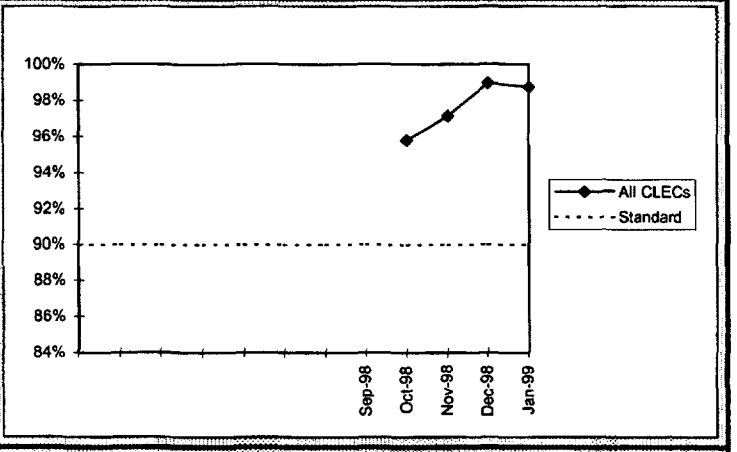
Percent Firm Order Confirmations (FOCs) received within "x" hours - Manual

Measurement No. 5

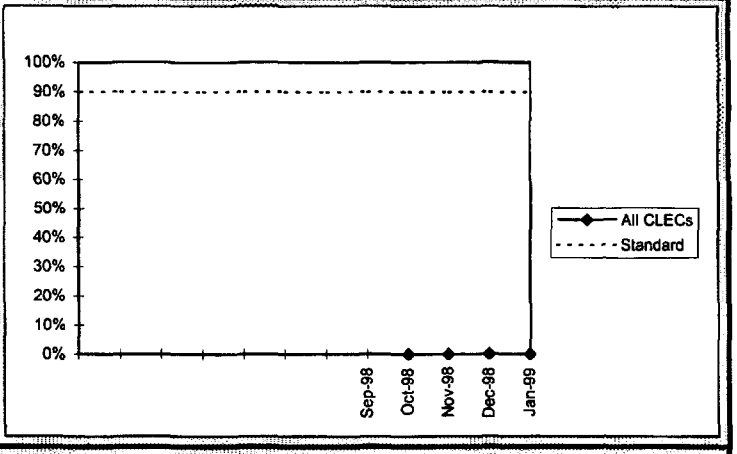
	Residence and Simple Business – All CLECs			
	No of Orders	# Received < 24 Hours	% Received < 24 Hours	Z-Value
Sep-98	76,930	73,957	96 1%	832 09
Oct-98	73,275	71,055	97 0%	-110 08
Nov-98	74,791	72,886	97 5%	-129.37
Dec-98	80,638	79,835	99.0%	-257 51
Jan-99	67,789	67,259	99.2%	-272.50
12 Mo. Total	373,423	364,992	97.7%	n/a



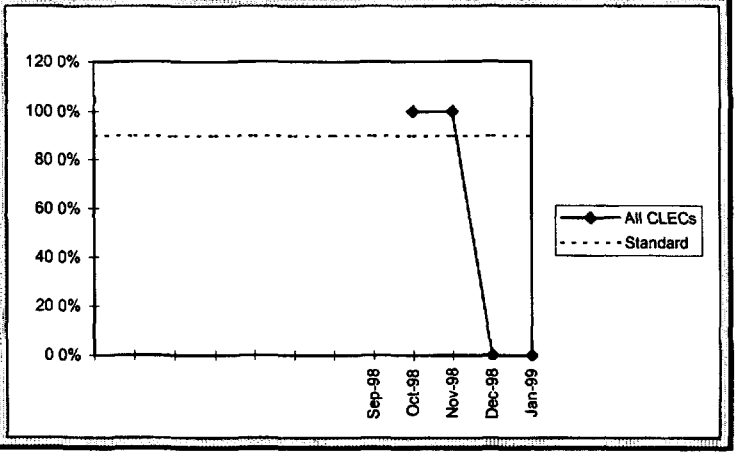
	Complex Business - Negotiated – All CLECs			
	No of Orders	# Received on Time	% Received on Time	Z-Value
Sep-98	0	0	n/a	Base < 30
Oct-98	1,808	1,732	95 8%	-12 28
Nov-98	2,752	2,673	97 1%	-22 40
Dec-98	2,650	2,622	98.9%	-45 03
Jan-99	1,573	1,553	98.7%	-30.90
12 Mo. Total	8,783	8,580	97.7%	n/a



	Complex Business - (1 - 200 Lines) – All CLECs			
	No of Orders	# Received < 48 Hours	% Received < 48 Hours	Z-Value
Sep-98	445	406	91 2%	63 29
Oct-98	0	0	n/a	Base < 30
Nov-98	0	0	n/a	Base < 30
Dec-98	0	0	n/a	Base < 30
Jan-99	0	0	n/a	Base < 30
12 Mo. Total	445	406	91.2%	n/a



	Complex Business - (200 + Lines) – All CLECs			
	No of Orders	# Received on Time	% Received on Time	Z-Value
Sep-98	3,661	3,606	98 5%	181 52
Oct-98	2	2	100 0%	Base < 30
Nov-98	4	4	100 0%	Base < 30
Dec-98	0	0	n/a	Base < 30
Jan-99	0	0	n/a	Base < 30
12 Mo. Total	3,667	3,612	98.5%	n/a

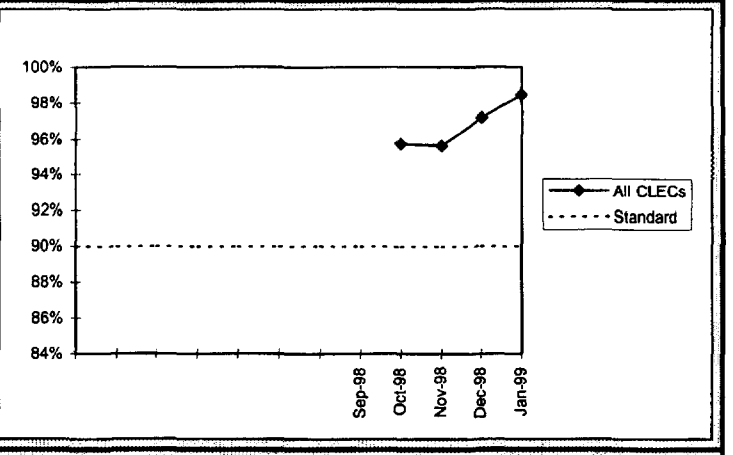


Pre-Ordering/Ordering

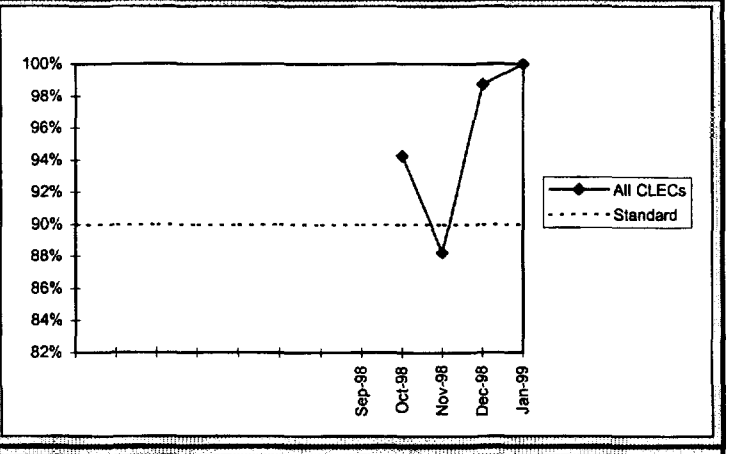
Percent Firm Order Confirmations (FOCs) received within "x" hours - Manual

Measurement No. 5

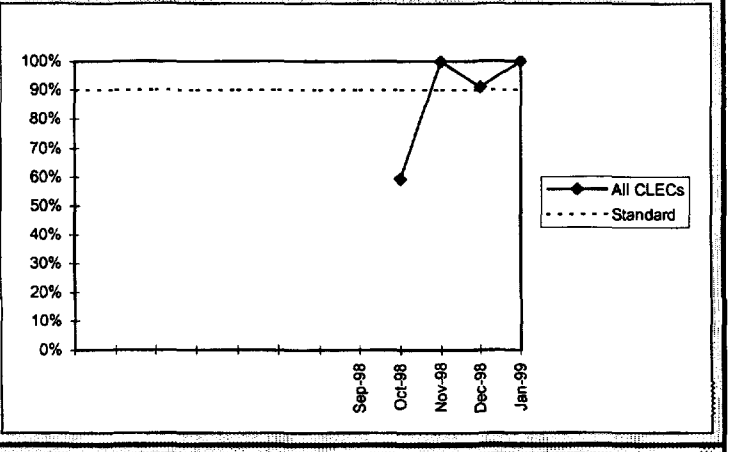
	UNE Loop (1 - 50) All CLECs			
	No of Orders	# Received < 24 Hours	% Received < 24 Hours	Z-Value
Sep-98	505	496	98.2%	67 42
Oct-98	566	542	95 8%	-6 80
Nov-98	526	503	95.6%	-6 31
Dec-98	600	583	97 2%	-10 58
Jan-99	650	640	98.5%	-17.53
12 Mo. Total	2,847	2,764	97.1%	n/a



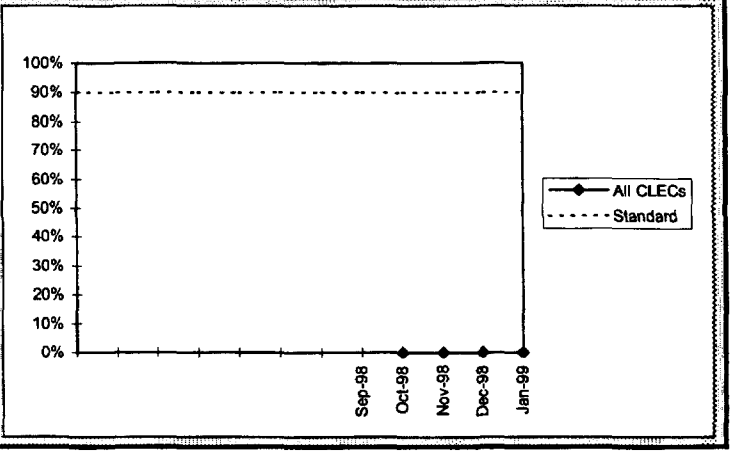
	UNE Loop (50 +) All CLECs			
	No of Orders	# Received < 48 Hours	% Received < 48 Hours	Z-Value
Sep-98	147	146	99 3%	36 37
Oct-98	87	82	94 3%	-1 70
Nov-98	102	90	88 2%	0 55
Dec-98	79	78	98 7%	-6 94
Jan-99	108	108	100.0%	-3.46
12 Mo. Total	523	504	96.4%	n/a



	Switch Ports All CLECs			
	No of Orders	# Received < 24 Hours	% Received < 24 Hours	Z-Value
Sep-98	8	5	62 5%	Base < 30
Oct-98	27	16	59 3%	Base < 30
Nov-98	3	3	100 0%	Base < 30
Dec-98	55	50	90 9%	-0 23
Jan-99	78	78	100.0%	-2.94
12 Mo. Total	171	152	88.9%	n/a



	Other All CLECs			
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Z-Value
Sep-98	0	0	n/a	Base < 30
Oct-98	0	0	n/a	Base < 30
Nov-98	0	0	n/a	Base < 30
Dec-98	0	0	n/a	Base < 30
Jan-99	0	0	n/a	Base < 30
12 Mo. Total	0	0	n/a	n/a

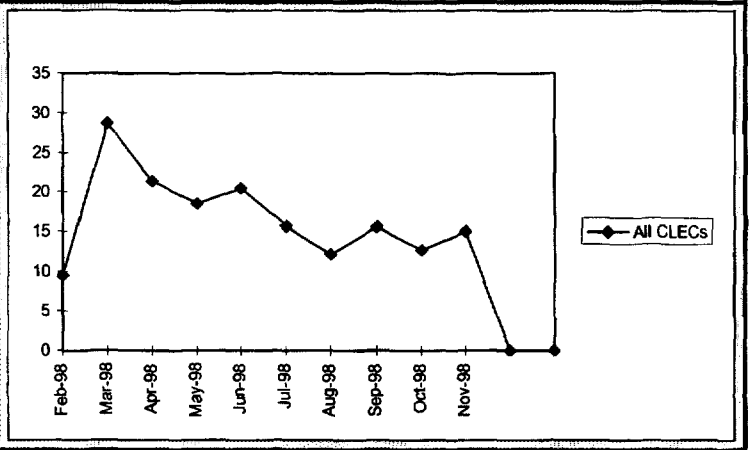


Pre-Ordering/Ordering

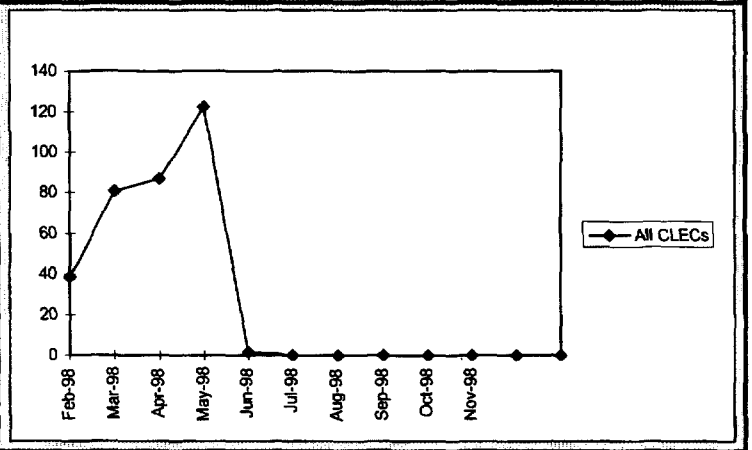
Average Time to Return FOC (Hours) - Mechanized

Measurement No. 6

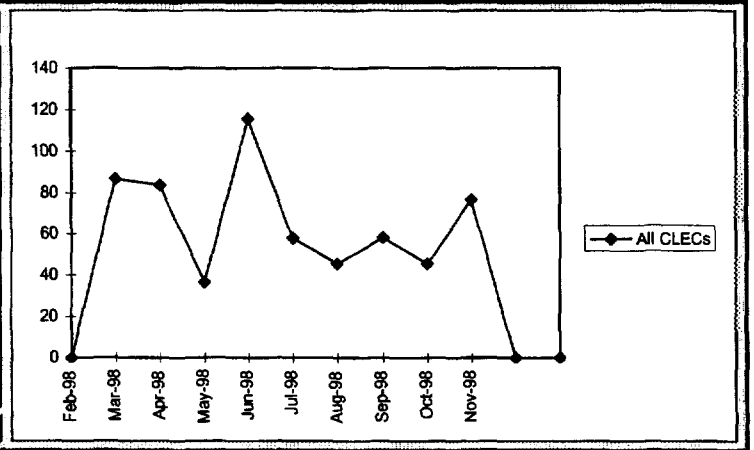
	Residence and Simple Business - LEX All CLECs	
	No of Orders	Average Time (Hours)
Feb-98	458	9.5
Mar-98	448	28 7
Apr-98	1,252	21.4
May-98	1,090	18 4
Jun-98	1,506	20 5
Jul-98	1,563	15 6
Aug-98	2,165	12 1
Sep-98	1,621	15 6
Oct-98	1,479	12 7
Nov-98	1,360	15 0
12 Mo. Total	12,942	16.2



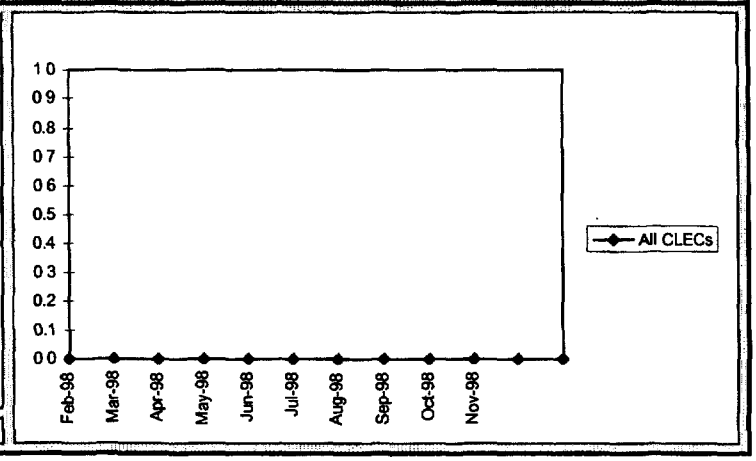
	Residence and Simple Business - EDI All CLECs	
	No of Orders	Average Time (Hours)
Feb-98	148	38 4
Mar-98	100	80.6
Apr-98	47	87 1
May-98	9	122 5
Jun-98	1	1 6
Jul-98	0	n/a
Aug-98	0	n/a
Sep-98	0	n/a
Oct-98	0	n/a
Nov-98	0	n/a
12 Mo. Total	305	62.1



	Complex Business - LEX All CLECs	
	No of Orders	Average Time (Hours)
Feb-98	0	n/a
Mar-98	2	86 6
Apr-98	16	83 5
May-98	17	36 7
Jun-98	31	115 6
Jul-98	37	57 9
Aug-98	58	45 7
Sep-98	45	58 3
Oct-98	41	45 5
Nov-98	45	76 5
12 Mo. Total	292	63.1



	Complex Business - EDI All CLECs	
	No of Orders	Average Time (Hours)
Feb-98	0	n/a
Mar-98	0	n/a
Apr-98	0	n/a
May-98	0	n/a
Jun-98	0	n/a
Jul-98	0	n/a
Aug-98	0	n/a
Sep-98	0	n/a
Oct-98	0	n/a
Nov-98	0	n/a
12 Mo. Total	0	n/a

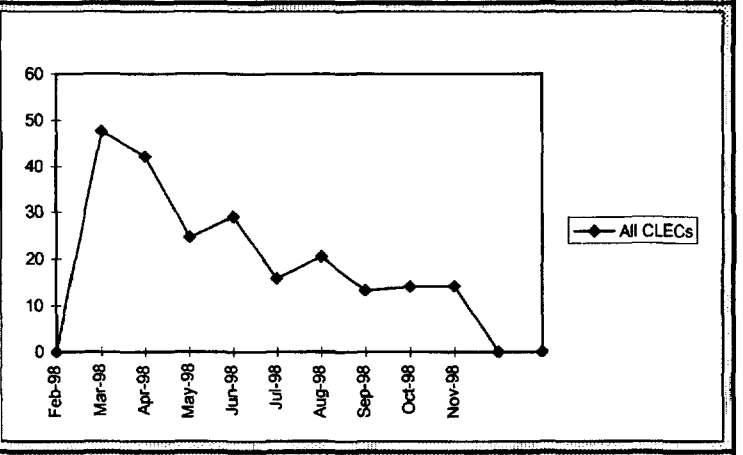


Pre-Ordering/Ordering

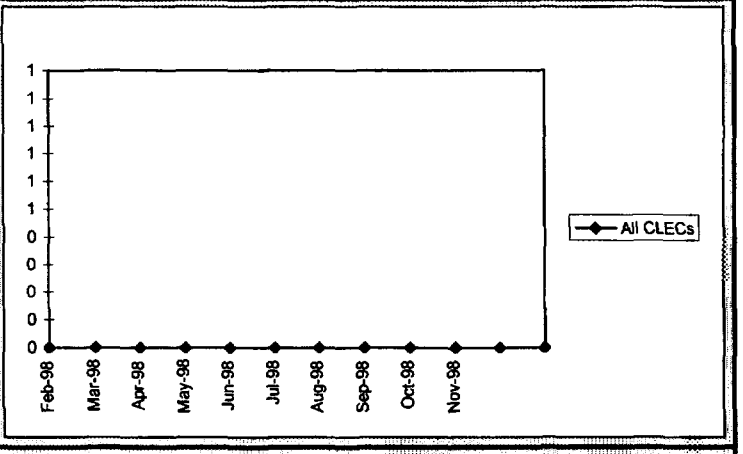
Average Time To Return FOC (Hours) - Mechanized

Measurement No. 6

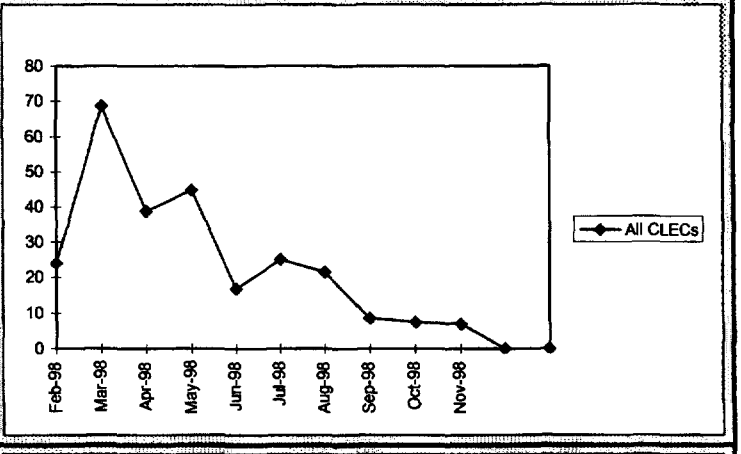
	UNE Loop and Switch Ports - LEX All CLECs	
	No of Orders	Average Time (Hours)
Feb-98	0	n/a
Mar-98	6	47 6
Apr-98	6	42 2
May-98	40	24 8
Jun-98	60	29 0
Jul-98	67	15 8
Aug-98	174	20 6
Sep-98	222	13 3
Oct-98	341	14 1
Nov-98	379	14 3
12 Mo. Total	1,295	16.3



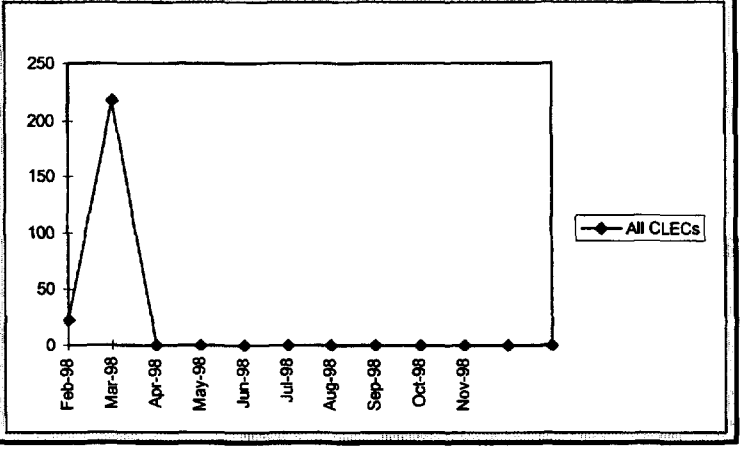
	UNE Loop and Switch Ports - EDI All CLECs	
	No of Orders	Average Time (Hours)
Feb-98	0	n/a
Mar-98	0	n/a
Apr-98	0	n/a
May-98	0	n/a
Jun-98	0	n/a
Jul-98	0	n/a
Aug-98	0	n/a
Sep-98	0	n/a
Oct-98	0	n/a
Nov-98	0	n/a
12 Mo. Total	0	n/a



	Other - LEX All CLECs	
	No of Orders	Average Time (Hours)
Feb-98	24	24 0
Mar-98	20	68.7
Apr-98	2	38.7
May-98	6	44 5
Jun-98	4	16 8
Jul-98	8	25 2
Aug-98	18	21 4
Sep-98	9	8 6
Oct-98	140	7 5
Nov-98	49	6 9
12 Mo. Total	280	15.7



	Other - EDI All CLECs	
	No of Orders	Average Time (Hours)
Feb-98	21	22 8
Mar-98	2	217 2
Apr-98	0	n/a
May-98	0	n/a
Jun-98	0	n/a
Jul-98	0	n/a
Aug-98	0	n/a
Sep-98	0	n/a
Oct-98	0	n/a
Nov-98	0	n/a
12 Mo. Total	23	39.7

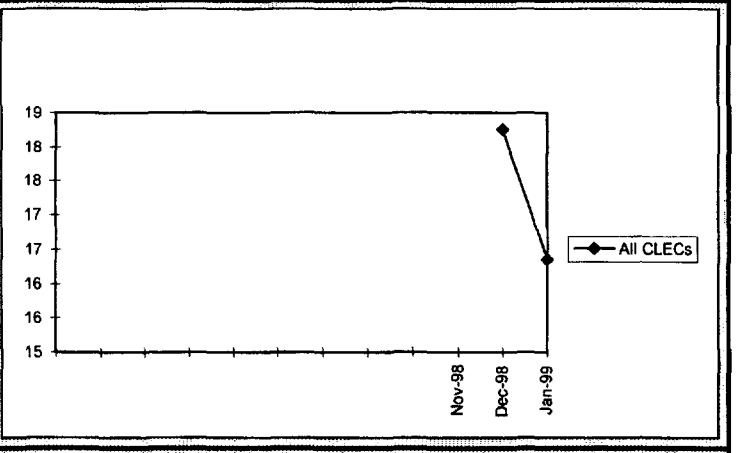


Pre-Ordering/Ordering

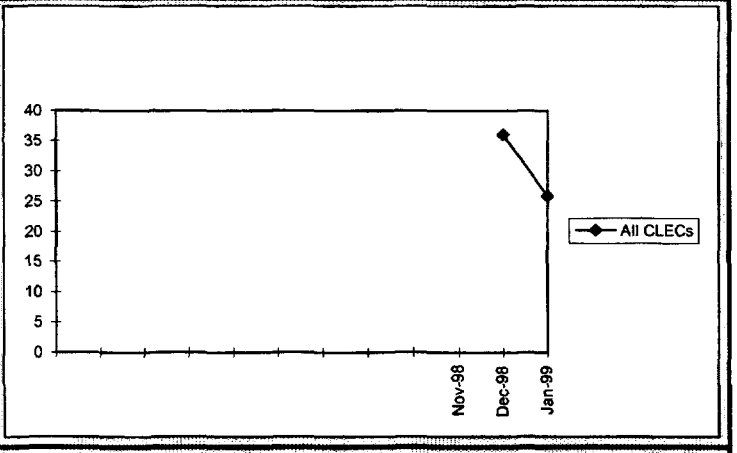
Average Time to Return FOC (Hours) - Manual

Measurement No. 5

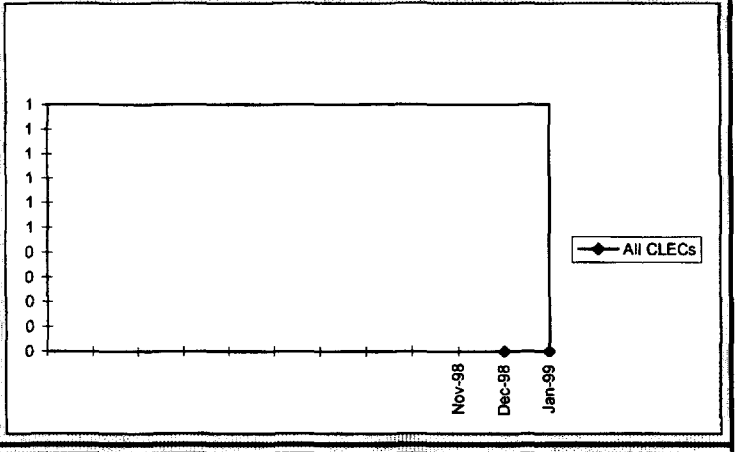
	Residence and Simple Business All CLECs	
	No of Orders	Average Time (Hours)
Nov-98	74,791	18 7
Dec-98	80,638	18 3
Jan-99	67,789	16.4
12 Mo. Total	223,218	17.8



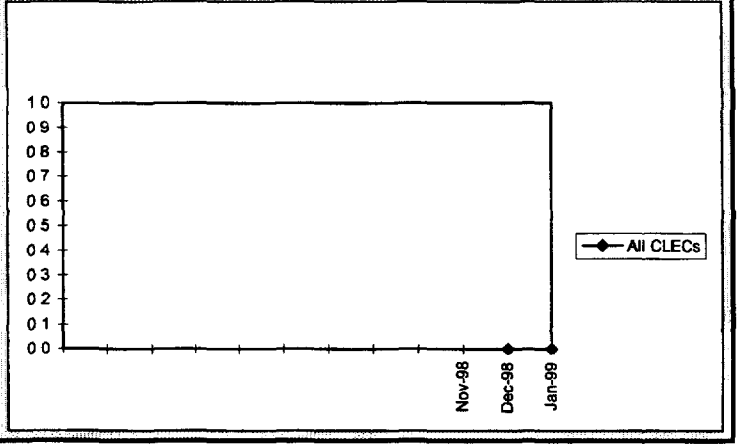
	Complex Business - Negotiated All CLECs	
	No of Orders	Average Time (Hours)
Nov-98	2,752	68 8
Dec-98	2,650	36 0
Jan-99	1,573	25.9
12 Mo. Total	6,975	46.7



	Complex Business - (1 - 200 Lines) All CLECs	
	No of Orders	Average Time (Hours)
Nov-98	0	n/a
Dec-98	0	n/a
Jan-99	0	n/a
12 Mo. Total	0	n/a



	Complex Business - (200 + Lines) All CLECs	
	No of Orders	Average Time (Hours)
Nov-98	4	0 1
Dec-98	0	n/a
Jan-99	0	n/a
12 Mo. Total	4	0.1

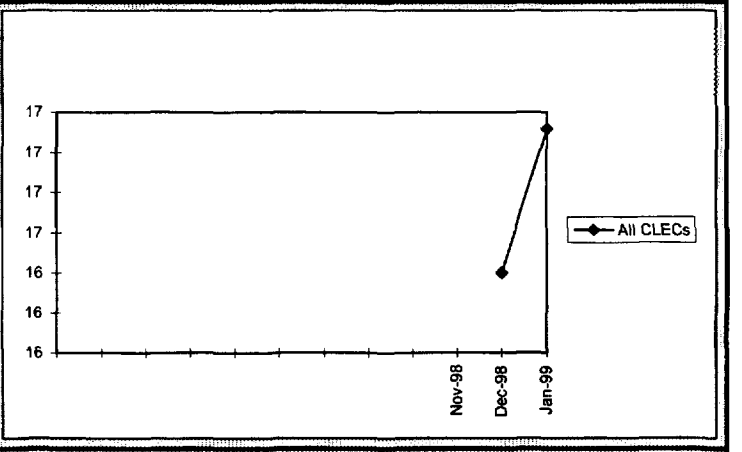


Pre-Ordering/Ordering

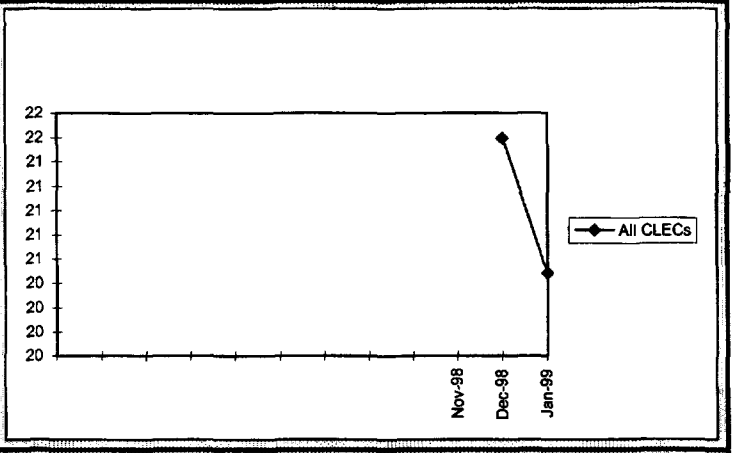
Average Time to Return FOC (Hours) - Manual

Measurement No. 5

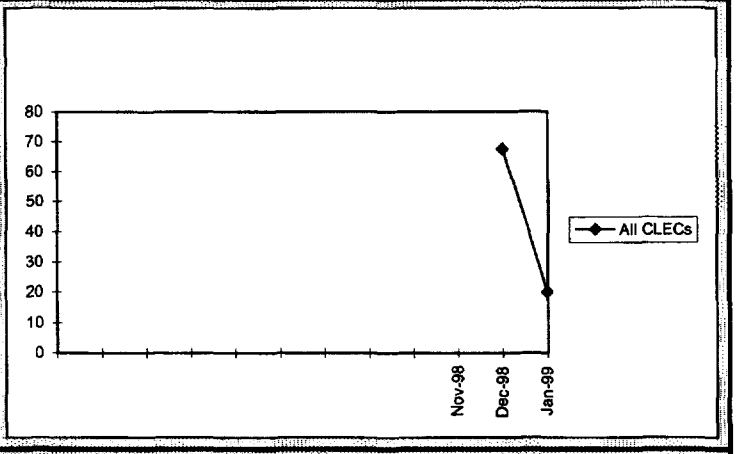
	UNE Loop (1 - 50) All CLECs	
	No of Orders	Average Time (Hours)
Nov-98	526	30 0
Dec-98	600	16 4
Jan-99	650	17.1
12 Mo. Total	1,776	20.7



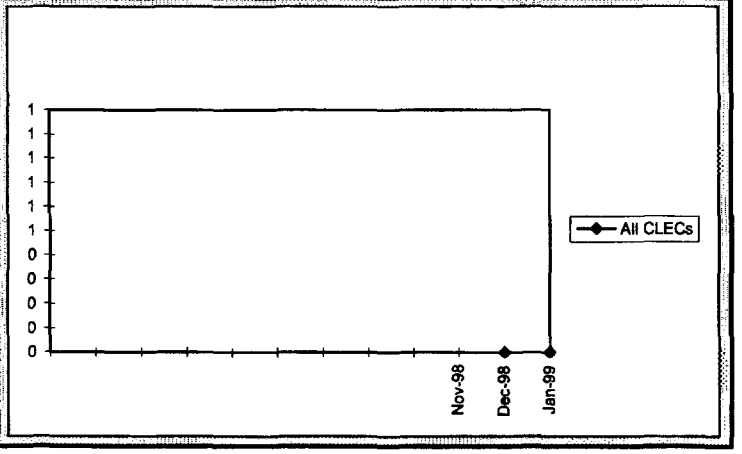
	UNE Loop (50 +) All CLECs	
	No of Orders	Average Time (Hours)
Nov-98	102	66 4
Dec-98	79	21 6
Jan-99	108	20.5
12 Mo. Total	289	37.0



	Switch Ports All CLECs	
	No of Orders	Average Time (Hours)
Nov-98	3	18 6
Dec-98	55	67.5
Jan-99	78	20.1
12 Mo. Total	136	39.2



	Other All CLECs	
	No of Orders	Average Time (Hours)
Nov-98	0	n/a
Dec-98	0	n/a
Jan-99	0	n/a
12 Mo. Total	0	n/a

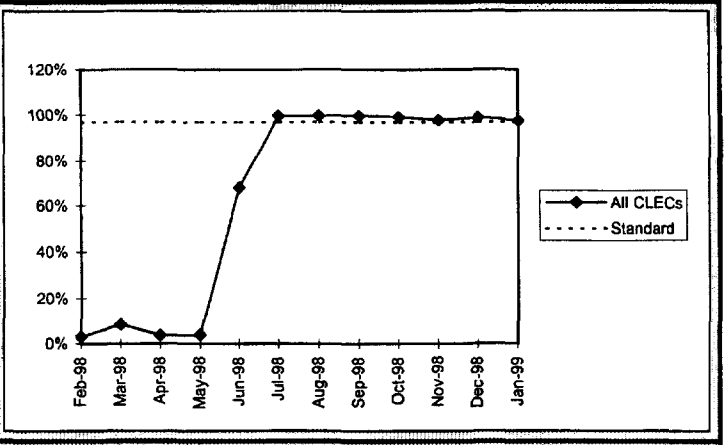


Pre-Ordering/Ordering

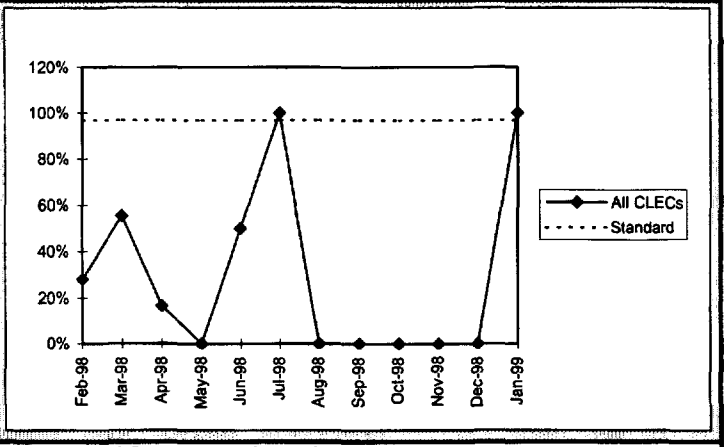
Percent Mechanized Completions Returned Within 1 hour of SORD Batch Cycle

Measurement No. 7

	LEX All CLECs			
	No of Completions	# Returned in One Hour	% Returned in One Hour	Z-Value
Feb-98	546	17	0	126 31
Mar-98	414	34	8 2%	65 80
Apr-98	1,207	43	3 6%	175.13
May-98	1,148	45	3 9%	162 51
Jun-98	1,372	934	68 1%	22 98
Jul-98	1,626	1,623	99 8%	-26 46
Aug-98	1,827	1,824	99 8%	-29.94
Sep-98	1,863	1,861	99 9%	-38 13
Oct-98	1,711	1,700	99 4%	-12 20
Nov-98	1,678	1,642	97.9%	-2 42
Dec-98	3,991	3,949	98 9%	-12 06
Jan-99	3,028	2,953	97.5%	-1.85
12 Mo. Total	20,411	16,625	81.5%	n/a



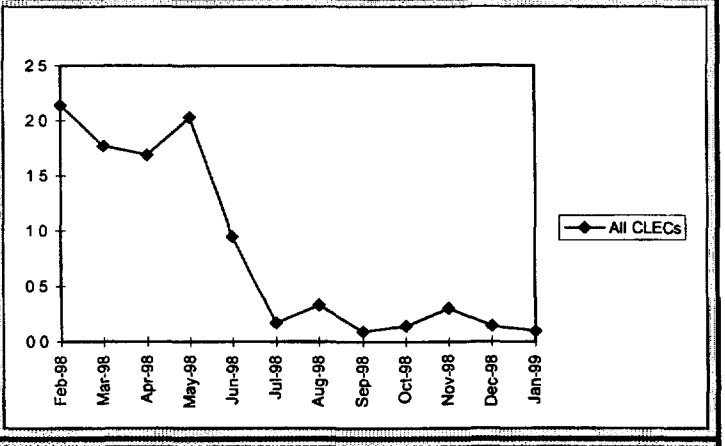
	EDI All CLECs			
	No. of Completions	# Returned in One Hour	% Returned in One Hour	Z-Value
Feb-98	168	47	0	19 93
Mar-98	99	55	55 6%	8 30
Apr-98	54	9	16 7%	15 84
May-98	7	0	0 0%	Base < 30
Jun-98	2	1	50 0%	Base < 30
Jul-98	1	1	100 0%	Base < 30
Aug-98	0	0	n/a	Base < 30
Sep-98	0	0	n/a	Base < 30
Oct-98	0	0	n/a	Base < 30
Nov-98	0	0	n/a	Base < 30
Dec-98	0	0	n/a	Base < 30
Jan-99	2	2	100.0%	Base < 30
12 Mo. Total	333	115	34.5%	n/a



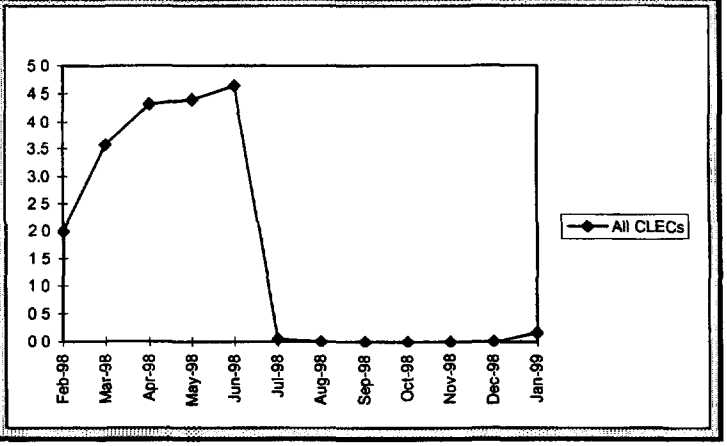
Average Time to Return Mechanized Completions (Hours)

Measurement No. 8

	LEX All CLECs	
	No of Completions	Average Time in Hours
Feb-98	546	2.14
Mar-98	414	1 77
Apr-98	1,207	1 68
May-98	1,148	2 03
Jun-98	1,372	0 95
Jul-98	1,626	0 17
Aug-98	1,827	0 34
Sep-98	1,863	0 09
Oct-98	1,711	0.14
Nov-98	1,678	0 30
Dec-98	3,991	0.14
Jan-99	3,028	0.10
12 Mo. Total	20,411	0.50



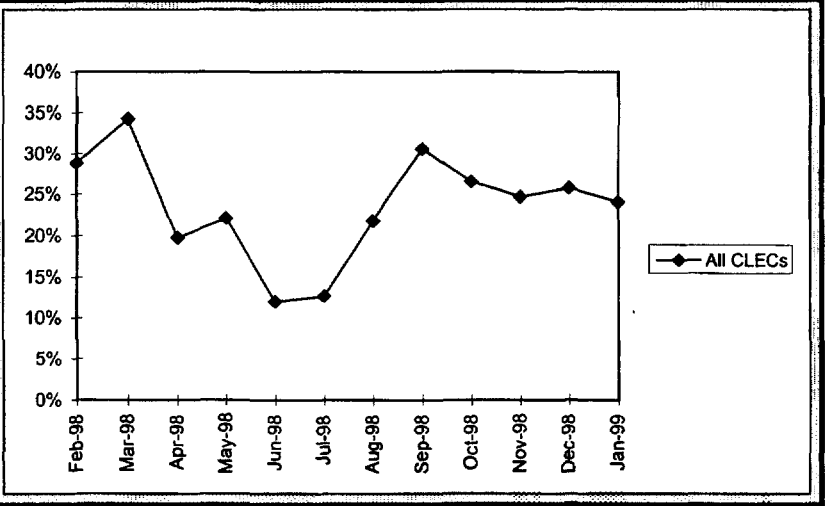
	EDI All CLECs	
	No of Completions	Average Time in Hours
Feb-98	168	1 99
Mar-98	99	3 57
Apr-98	54	4 32
May-98	7	4.40
Jun-98	2	4 64
Jul-98	1	0 05
Aug-98	0	n/a
Sep-98	0	n/a
Oct-98	0	n/a
Nov-98	0	n/a
Dec-98	0	n/a
Jan-99	2	0.17
12 Mo. Total	333	2.89



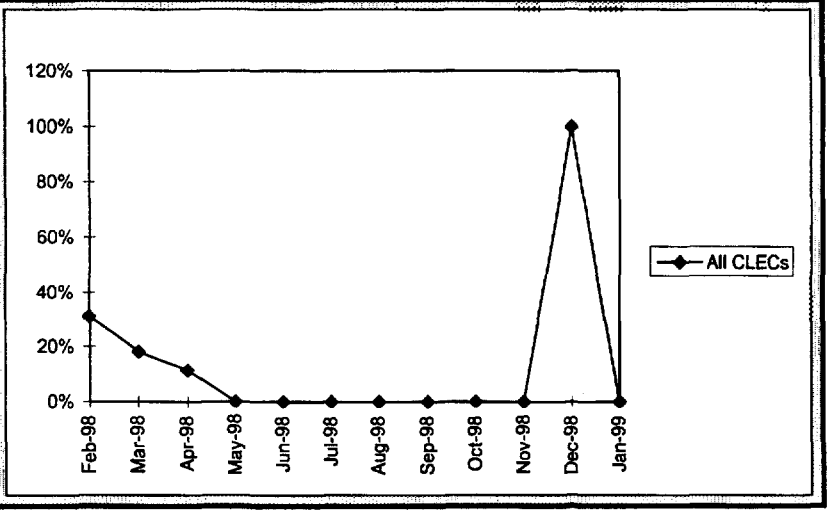
Pre-Ordering/Ordering

Percent Rejects (For the Electronic Interfaces EDI and LEX)

Measurement No. 9	LEX All CLECs No. of Orders	No. of Rejects	Percent Rejects
Feb-98	929	268	0
Mar-98	1,184	406	34.3%
Apr-98	2,435	482	19.8%
May-98	2,266	502	22 2%
Jun-98	3,469	417	12.0%
Jul-98	3,250	413	12.7%
Aug-98	4,858	1,062	21 9%
Sep-98	4,280	1,311	30.6%
Oct-98	4,163	1,105	26.5%
Nov-98	3,849	951	24.7%
Dec-98	5,630	1,450	25.8%
Jan-99	6,764	1,631	24.1%
12 Mo. Total	43,077	9,998	23.2%

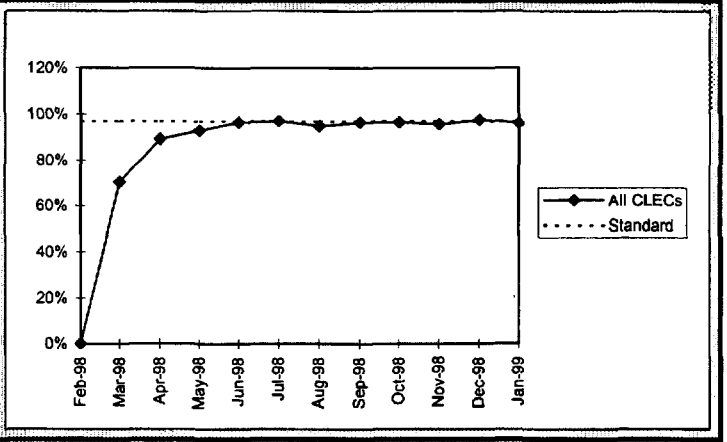


	EDI All CLECs No. of Orders	No. of Rejects	Percent Rejects
Feb-98	273	85	0
Mar-98	115	21	18 3%
Apr-98	53	6	11 3%
May-98	10	0	0.0%
Jun-98	1	0	0.0%
Jul-98	0	0	n/a
Aug-98	0	0	n/a
Sep-98	0	0	n/a
Oct-98	0	0	n/a
Nov-98	0	0	n/a
Dec-98	2	2	100 0%
Jan-99	0	0	n/a
12 Mo. Total	454	114	25.1%

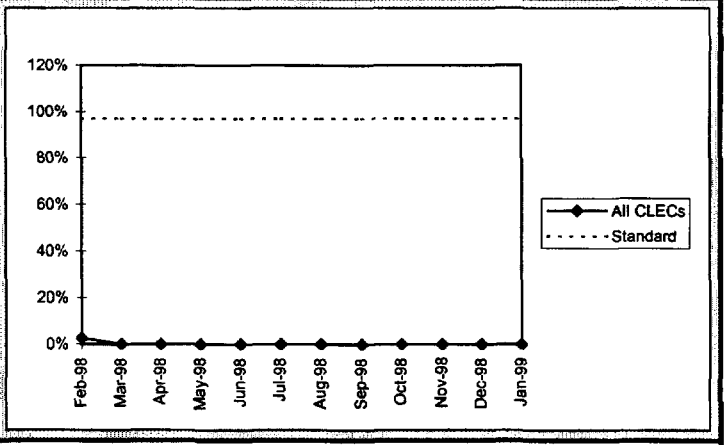


Percent Mechanized Rejects Returned within One Hour of start of EDI/LASR Batch Process

Measurement No. 10	LEX All CLECs			
	No of Rejects	# Returned in One Hour	% Returned in One Hour	Z-Value
Feb-98	1	0	0	Base < 30
Mar-98	149	105	70 5%	7 10
Apr-98	444	397	89 4%	5 20
May-98	461	428	92 8%	3.46
Jun-98	318	307	96 5%	0.45
Jul-98	290	281	96 9%	0 10
Aug-98	644	611	94 9%	2 44
Sep-98	881	850	96 5%	0.84
Oct-98	1,066	1,027	96 3%	1 15
Nov-98	907	866	95 5%	2 20
Dec-98	1,400	1,366	97 6%	-1 39
Jan-99	1,549	1,489	96.1%	1.78
12 Mo. Total	8,110	7,727	95.3%	n/a

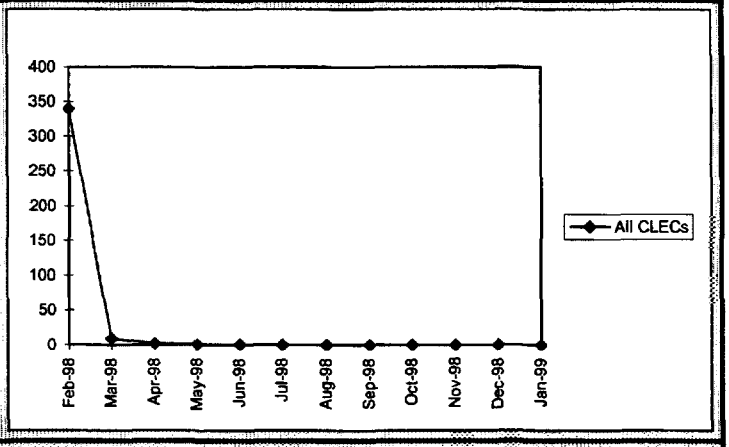


	EDI All CLECs			
	No of Rejects	# Returned in One Hour	% Returned in One Hour	Z-Value
Feb-98	84	2	0	56 88
Mar-98	10	0	0 0%	Base < 30
Apr-98	6	0	0 0%	Base < 30
May-98	0	0	n/a	Base < 30
Jun-98	0	0	n/a	Base < 30
Jul-98	0	0	n/a	Base < 30
Aug-98	0	0	n/a	Base < 30
Sep-98	0	0	n/a	Base < 30
Oct-98	0	0	n/a	Base < 30
Nov-98	0	0	n/a	Base < 30
Dec-98	0	0	n/a	Base < 30
Jan-99	0	0	n/a	Base < 30
12 Mo. Total	100	2	2.0%	n/a

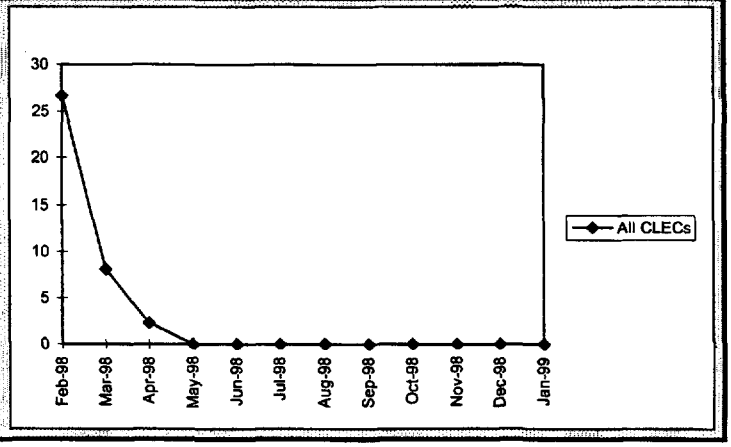


Mean Time to Return Mechanized Rejects (Hours)

Measurement No. 11	LEX All CLECs	
	No of Rejects	Mean Time To Return
Feb-98	1	340 02
Mar-98	149	9 39
Apr-98	444	1 52
May-98	461	0 50
Jun-98	318	0 46
Jul-98	290	0 17
Aug-98	644	0 12
Sep-98	881	0 12
Oct-98	1,066	0 12
Nov-98	907	0 18
Dec-98	1,400	0 08
Jan-99	1,549	0.25
12 Mo. Total	8,110	0.47



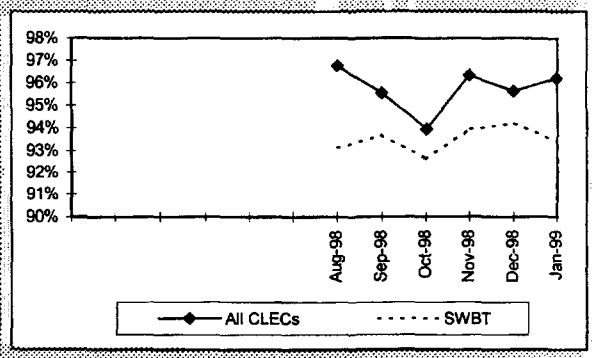
	EDI All CLECs	
	No of Rejects	Mean Time To Return
Feb-98	84	26 65
Mar-98	10	8 05
Apr-98	6	2 26
May-98	0	n/a
Jun-98	0	n/a
Jul-98	0	n/a
Aug-98	0	n/a
Sep-98	0	n/a
Oct-98	0	n/a
Nov-98	0	n/a
Dec-98	0	n/a
Jan-99	0	n/a
12 Mo. Total	100	23.33

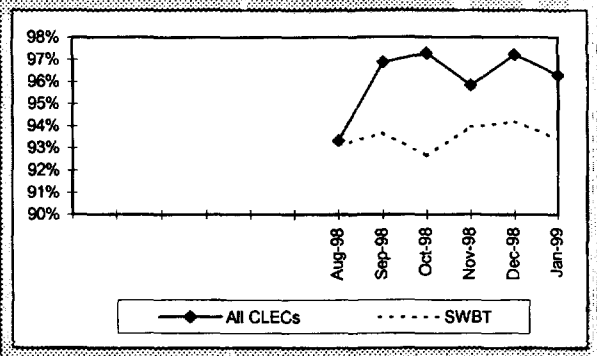


Flow Through

Order Process Flow Through (% of Flow-Through From EASE) - CLEC Typed Orders

Measurement No. 13	Through SORD Distribution				
	All CLECs			SWBT	
	No. Orders	No. Flow Thru	% Flow Thru	% Flow Thru	Z-Value
Aug-98	49,850	48,247	96 8%	93 2%	-31 79
Sep-98	53,971	51,565	95 5%	93 7%	-17 50
Oct-98	58,073	54,552	93 9%	92 6%	-11 93
Nov-98	50,069	48,238	96 3%	94 0%	-22 05
Dec-98	52,413	50,121	95 6%	94 2%	-13 86
Jan-99	49,082	47,221	96.2%	93.4%	-24.85



Order Process Flow Through (% of Flow-Through From EASE) - LSC Typed Orders

	Through SORD Distribution				
	All CLECs			SWBT	
	No. Orders	No. Flow Thru	% Flow Thru	% Flow Thru	Z-Value
Aug-98	30	28	93 3%	93 2%	-0 04
Sep-98	32	31	96 9%	93 7%	-0 74
Oct-98	37	36	97 3%	92 6%	-1 09
Nov-98	24	23	95 8%	94 0%	Base < 30
Dec-98	36	35	97.2%	94 2%	-0.78
Jan-99	27	26	96.3%	93.4%	Base < 30