

that the lack of parity established by C2C performance results are attributable to differences in the mixes of BA-NY retail and CLEC orders. Together with the other record evidence, KPMG's finding shows irrefutably that BA-NY has not fulfilled its statutory obligations with respect to UNE-P.

#### **VI. CHANGE CONTROL/DOCUMENTATION ISSUES STILL REMAIN**

BA-NY's unacceptable OSS documentation, combined with its failure properly to manage change to its OSS interfaces, processes, and documentation, and its lack of stable and reliable test environments creates a "Bermuda Triangle" of interface development for CLECs. AT&T April 28 Joint Affidavit, ¶¶ 36-87; Tr. [cites].

BA-NY still does not provide CLECs with clear and complete documentation of its OSS interfaces and processes. Its OSS documentation continues to be riddled with an unacceptable number of errors and inconsistencies, and its documentation remains commercially unreasonable.<sup>36</sup> In particular, BA-NY has not corrected scores of errors and inconsistencies previously identified in its documentation, despite the year-long KPMG evaluation and the release of at least eleven different versions of EDI pre-order and order documentation during that period. Indeed, BA-NY's new releases exacerbate BA-NY's documentation problems by introducing substantial numbers of new errors and inconsistencies and re-incorporating many of the old. Tr. 2281-2283 (Connolly).

The poor quality of BA-NY's OSS documentation cannot seriously be disputed, as both KPMG and Hewlett Packard concluded that it was not of commercial quality and must be significantly improved. See KPMG August Report, pp. II-7, II-8; Hewlett Packard Final Report, p. []. Moreover, the most significant commercial users of BA-NY's Web/GUI and EDI pre-order and order interfaces independently confirmed the poor quality of BA-NY's documentation and the substantial barrier to local market entry that this poor documentation erects. Tr. \_\_ (Crafton); 2284, 2302-2303 (Lichtenberg); 2300-2302 (Sivori); 2305-2306.

---

<sup>36</sup> See Tr. 2281-2283 (Connolly); 2302 (Lichtenberg); AT&T April 28 Joint Aff. ¶¶ 37-45; AT&T Joint Affidavit of July 1, 1999 ("AT&T July 1 Joint Aff.") ¶¶ 9-14; KPMG Final Report, dated August 6, 1999, Executive Summary, pp. II-7, II-8

BA-NY also still fails to properly manage change to its OSS interfaces, processes, and documentation. BA-NY continues to rely almost exclusively on emergency “Flash Announcements” to notify CLECs of even routine changes, does not adhere to the Commission's advance notification intervals, and has not implemented a mechanism to prioritize CLEC-initiated changes at parity with changes that BA-NY itself initiates. Tr. []; AT&T April 28 Joint Aff. ¶¶ 46-33; AT&T July 1 Joint Aff., ¶¶ 15-21. Thus, it was completely appropriate for KPMG to refuse to close out Exception ID No. 6 relating to BA-NY’s change management. See, KPMG Closure Report Exception ID No. 6.

BA-NY also still fails to provide reliable certification and new release test environments. Although BA-NY now offers “interim” Quality Assurance (“QA”) test environments, KPMG reported only mixed results with the “interim” new release test environment, and had no opportunity at all to substantively evaluate the “interim” certification test environment. See KPMG Closure Report Exception ID No. 21; KPMG Closure Report Exception ID No. 22; Tr. []. See Exceptions ID Nos. 21 & 22. Moreover, actual CLEC experience with the “interim” QA environments has shown that they do not mirror the production environment, reconfirming a key deficiency documented earlier by KPMG. Tr. []; AT&T July 22 Aff., ¶¶ 13-14. Most significant, BA-NY plans to replace the “interim” QA environments in October 1999 with “permanent” QA environments that were never evaluated or tested by KPMG, the Commission or CLECs -- even though the permanent QA environments will rely on new hardware and new systems. Tr. []. Thus, it is impossible to conclude that the prior documented deficiencies found in BA-NY’s test environments have been corrected.

## **VII. NDR/BILLING**

BA-NY does not deliver UNE-P billing records to CLECs in accordance with requirements negotiated and agreed to in the Network Design Request (“NDR”) process. Despite AT&T's extensive negotiation and documentation of its access and usage billing record requirements for AT&T's UNE-P, BA-NY delivered daily usage feed records to the wrong location (Mesa, Arizona rather than Kansas City, Missouri) in the wrong format (magnetic tape rather than Network Data Mover E electronic feed), and delivered access records in electronic feeds that mixed UNE-P data together with records for other

unrelated AT&T services. Tr. 2494-2495 (Crafton); AT&T July 22 Aff., ¶ 15. BA-NY conceded its errors on the record, offering no real excuse or explanation. Tr. 2421-2422 (Miller/McDermott).

Even after correction of its initial errors, BA-NY continues to deliver to AT&T billing records for UNE-P accounts that contain incorrect carrier codes, invalid billing account numbers, and inconsistent number portability surcharges that make it impossible for AT&T to correctly use and analyze billing information on the electronic basis that AT&T negotiated. July 22 Aff. ¶¶ 15-16. BA-NY has not rebutted these showings.

Respectfully submitted,

AT&T COMMUNICATIONS OF NEW YORK, INC.

Of Counsel:

Sidley & Austin  
1722 Eye Street, N.W.  
Washington, D.C. 20006  
(202) 736-8000

Harry M. Davidow  
Robert D. Mulvee  
Clifford K. Williams

Its Attorneys

32 Avenue of the Americas  
Room 2700  
New York, New York 10013  
(212) 387-5605

DATED: NEW YORK  
August 17, 1999



**C2C METRICS THAT REMAIN UNDER DEVELOPMENT  
ACCORDING TO BA-NY'S JUNE C2C PERFORMANCE REPORT**

1. **UNE METRICS THAT REMAIN UNDER DEVELOPMENT**

**Complex Services-Electronically Submitted**

OR-1-03 Average LSRC Time <10 Lines

OR-1-04 % On Time LSRC <10 Lines (Electronic)

OR-1-05 Average LSRC Time >=10 Lines

OR-1-06 % On Time LSRC >=10 Lines

OR-2-03 Average LSR Reject Time <10 Lines

OR-2-04 % On Time LSR Reject <10 Lines

OR-2-05 Average LSR Reject Time >=10 Lines

OR-2-06 % On Time LSR Reject >=10 Lines

**Complex Services – FAX/Mail Submitted**

OR-1-07 Av. LSRC Time <10 Lines Requiring Loop Qualification

OR-1-08 % On Time LSRC <10 Lines Requiring Loop Qualification

OR-1-09 Average LSRC Time >10 Lines Requiring Loop Qualification

OR-1-10 % On Time LSRC >=10 Lines Requiring Loop Qualification

OR-2-07 Average LSR Reject Time <10 Lines

OR-2-08 % On Time LSR Reject <10 Lines

OR-2-09 Average LSR Reject Time >=10 Lines

OR-2-10 % On Time LSR Reject >=10 Lines

UNE

POTS/Special Services - Aggregate

OR-6-01 % Accuracy – Orders

OR-6-02 % Accuracy – Opportunities

OR-6-04 % Accuracy LSRC (Long Term Measure)

Special Services – Electronically Submitted

OR-1-03 Average LSRC Time <10 Lines DSO

OR-1-03 Average LSRC Time <10 Lines DS1

OR-1-03 Average LSRC Time <10 Lines DS3

OR-1-04 % On Time LSRC <10 Lines DSO

OR-1-04 % On Time LSRC <10 Lines DS1

OR-1-04 % On Time LSRC <10 Lines DS3

OR-1-05 Average LSRC Time >=10 Lines DSO

OR-1-05 Average LSRC Time >=10 Lines DS1

OR-1-05 Average LSRC Time >=10 Lines DS3

OR-1-06 % On Time LSRC >=10 Lines DSO

OR-1-06 % On Time LSRC >=10 Lines DS1

OR-1-06 % On Time LSRC >=10 Lines DS3

Special Services – FAX/Mail Submitted

OR-1-07 Average LSRC Time <10 Lines DSO

OR-1-07 Average LSRC Time <10 Lines DS1

OR-1-07 Average LSRC Time <10 Lines (Fax)

OR-1-08 % On Time LSRC <10 Lines DSO

OR-1-08 % On Time LSRC <10 Lines DS1

OR-1-08 % On Time LSRC <10 Lines (Fax)

### UNE

OR-1-09 Average LSRC Time >=10 Lines DSO

OR-1-09 Average LSRC Time >=10 Lines DS1

OR-1-09 Average LSRC Time >=10 Lines (Fax)

OR-1-10 % On Time LSRC >=10 Lines DSO

OR-1-10 % On Time LSRC >=10 Lines DS1

OR-1-10 % On Time LSRC >=10 Lines (Fax)

### POTS

PR-4-08 % Missed Appt. – Customer – Due to Late Conf. – Hot Cut Loop

PR-4-08 % Missed Appt. – Customer – Due to Late Orders Confirmation (Other)

PR-4-08 % Missed Appt. – Customer – Due to Late Order Confirmation (Platform)

PR-6-02 % Installation Troubles Reported Within 7 Days – Hot Cut Loop (CLEC Aggregate)

### POTS & Complex Aggregate

PR-1-10 Average Interval Offered – Disconnects – No Dispatch

PR-1-11 Average Interval Offered – Disconnects – Dispatch

PR-2-10 Average Completed Interval – Disconnects – No Dispatch

PR-2-11 Average Completed Interval – Disconnects – Dispatch

### Complex Services

PR-4-08 % Missed App. Customer – Late Order Confirmation

### Special Services – Provisioning

PR-1-09 Av. Interval Offered – Total (Trunks) – EEL

PR-1-10 Av. Interval Offered – Disconnects – No Dispatch

PR-1-11 Av. Interval Offered – Disconnects – Dispatch

PR-2-09 Av. Interval Completed – Total – EEL

PR-2-10 Av. Interval Completed – Disconnects – No Dispatch

PR-2-11 Av. Interval Completed – Disconnects – Dispatch

PR-4-02 Average Delay Days – Total – EEL

PR-4-03 % Missed App. – Customer – EEL

PR-4-08 % Missed Appt. Late Order Conf.

PR-7-01 % Orders With Jeopardy Status – EEL

Special Services – Provisioning 132

PR1-10 Av. Interval Offered – Disconnects – No Dispatch

PR-1-11 Av. Interval Offered – Disconnects – Dispatch

PR-2-09 Av. Interval Completed – Total – EEL

PR-2-10 Av. Interval Completed – Disconnects – No Dispatch

PR-4-01 % Missed Appt. – BA – Total - EEL

PR-4-01 % Missed Appt. – BA – Total – IOF

PR-4-02 Average Delay Days – Total - EEL

PR-4-03 % Missed Appt. – Customer – EEL

PR-4-08 % Missed Appt. – Customer – Late Order Conf.

PR-7-01 % Orders With Jeopardy Status – EEL

Special Services – Provisioning Non 132

PR-1-09 Av. Interval Offered – Total (Trunks) – EEL

PR-1-10 Av. Interval Offered –Disconnects – No Dispatch

PR-1-11 Av. Interval Offered – Disconnects – Dispatch

PR-2-09 Av. Interval Completed – Total – EEL

PR-2-10 Av. Interval Completed – Disconnects – No Dispatch

PR-2-11 Av. Interval Completed – Disconnects – Dispatch

PR-4-01 % Missed Appt. – BA – Total – EEL

PR-4-02 Average Delay Days – Total - EEL

PR-4-02 Average Delay Days – Total – EEL

PR-4-03 % Missed Appt. – Customer – EEL

PR-4-08 % Missed Appt. – Customer – Late Order Conf.

PR-7-01 % Orders With Jeopardy Status - EEL

2. TRUNK METRICS THAT REMAIN UNDER DEVELOPMENT

PR-2-09 Average Interval Completed – Total

PR-5-02 % Orders Held For Facilities >15 Days

PR-5-03 % Orders Held for Facilities >60 Days

PR-6-03 % Inst. Troubles Reported w/n 30 Days – FOK/TOK/CPE

3. RESALE METRICS THAT REMAIN UNDER DEVELOPMENT

Complex Services – Electronically Submitted

OR-1-03 Average LSRC Time <10 Lines

OR-1-04 % On Time LSRC <10 Lines

OR-1-05 Average LSRC Time >=10 Lines

OR-1-06 % On Time LSRC >=10 Lines

OR-2-03 Average LSR Reject Time <10 Lines

OR-2-04 % On Time LSR Reject <10 Lines

OR-2-05 Average LSR Reject Time >=10 Lines

OR-2-06 % On Time LSR Reject >=10 Lines

POTS/Special Services – Aggregate

OR-6-01 % Accuracy Orders

OR-6-02 % Accuracy – Opportunities

Special Services – Electronically Submitted

OR-1-03 Average LSRC Time <10 Lines DSO

OR-1-03 Average LSRC Time <10 Lines DS1

OR-1-03 Average LSRC Time <10 Lines DS3

OR-1-04 % On Time LSRC <10 Lines DSO

OR-1-04 % On Time LSRC <10 Lines DS1

OR-1-04 % On Time LSRC <10 Lines DS3

OR-1-05 Average LSRC Time >=10 Lines DSO

OR-1-05 Average LSRC Time >=10 Lines DS1

OR-1-05 Average LSRC Time >=10 Lines DS3

OR-1-06 % On Time LSRC >=10 Lines DSO

OR-1-06 % On Time LSRC >=10 Lines DS1

OR-1-06 % On Time LSRC >=10 Lines DS3

POTS

PR-4-08 % Missed Appt. – Customer – Late Order Conf. (CLEC)

POTS & Complex Aggregate

PR-1-10 Average Interval Offered – Disconnects – No Dispatch

PR-1-11 Average Interval Offered – Disconnects – Dispatch

PR-2-10 Average Interval Completed – Disconnects – No Dispatch

PR-2-11 Average Interval Completed – Disconnects – Dispatch

### Complex Services

PR-4-08 % Missed Appt. – Customer – Late Order Conf. (CLEC)

### Special Services

PR-1-10 Average Interval Offered – Disconnects – No Dispatch

PR-1-11 Average Interval Offered – Disconnects – Dispatch

PR-2-10 Average Interval Completed – Disconnects – No Dispatch

PR-2-11 Average Interval Completed – Disconnects – Dispatch

PR-4-08 % Missed Appt. – Customer – Due to Late Order Conf. (CLEC)

### Special Services – Provisioning 132

PR-1-10 Average Interval Offered – Disconnects – No Dispatch

PR-1-11 Average Interval Offered – Disconnects – Dispatch

PR-2-10 Average Interval Completed – Disconnects – No Dispatch

PR-2-11 Average Interval Completed – Disconnects – Dispatch

PR-4-08 % Missed Appt. – Customer – Late Order Conf.

### Special Services – Provisioning Non 132

PR-1-10 Average Interval Offered – Disconnects – No Dispatch (CLEC)

PR-1-11 Average Interval Offered – Disconnects – Dispatch (CLEC)

PR-2-10 Average Interval Completed – Disconnects – No Dispatch

PR-2-11 Average Interval Completed – Disconnects – Dispatch

PR-4-08 % Missed Appt. – Customer – Late Order Conf.

## 4. OSS METRICS THAT REMAIN UNDER DEVELOPMENT

PO-1-06 Facility Availability (Loop Qualification)

PO-1-07 Rejected Query

MR-1-05 Trouble Report History (by TN/Circuit) (BA-NY)

**Attachment B**

**Examples of Metrics From BA-NY's C2C Reports  
Demonstrating BA-NY's Failure To Meet Absolute Standards**

UNE

Month	Metric #	Metric	Standard <sup>1</sup>	Results
April	PO-3-04	% Ans. w/n 30 Seconds Repair	80% w/n 30 seconds	69.00
May	PO-3-04	% Ans. w/n 30 Seconds Repair	80% w/n 30 seconds	[Blank] <sup>2</sup>
June	PO-3-04	% Ans. w/n 30 Seconds Repair	80% w/n 30 seconds	60.00

Month	Metric #	Metric	Standard <sup>1</sup>	Results
April	OR-1-04 (UNE POTS)	% On Time LSRC <10 Lines (Electronic)	95% w/n 24 hrs.	72.08
May	OR-1-04 (UNE POTS)	% On Time LSRC <10 Lines (Electronic)	95% w/n 24 hrs.	66.87
June	OR-1-04 (UNE POTS)	% On Time LSRC <10 Lines (Electronic)	95% w/n 24 hrs.	80.15

Month	Metric #	Metric	Standard	Results
April	OR-1-06 (UNE POTS)	% On Time LSRC >=10 Lines (Electronic)	95% w/n 72 hrs.	89.47
May	OR-1-06 (UNE POTS)	% On Time LSRC >=10 Lines	95% w/n 72 hrs.	85.41
June	OR-1-06 (UNE POTS)	% On Time LSRC >=10 Lines	95% w/n 72 hrs.	82.88

Month	Metric #	Metric	Standard	Results
May	OR-2-02 (UNE POTS)	% On Time LSR Reject – Flow-Through	95% w/n 2 hrs.	92.03
June	OR-2-02 (UNE POTS)	% On Time LSR Reject – Flow-Through	95% w/n 2 hrs.	85.79

Month	Metric #	Metric	Standard	Results
April	OR-2-04 (UNE POTS)	% On Time LSR Reject <10 Lines (Electronic)	95% w/n 24 hrs.	77.23
May	OR-2-04 (UNE POTS)	% On Time LSR Reject <10 Lines	95% w/n 24 hrs.	62.51
June	OR-2-04 (UNE POTS)	% On Time LSR Reject <10 Lines	95% w/n 24 hrs.	71.32

<sup>1</sup> The column titled “standard” refers to those metrics where an absolute standard has been established under the C2C performance guidelines.

<sup>2</sup> BA-NY reported that its May data were unavailable due to ECD failure.

**UNE (cont'd)**

Month	Metric #	Metric	Standard	Results
May	OR-2-06	% On Time LSR Reject >=10 Lines	95% w/n 72 hrs.	92.50
June	OR-2-06 (UNE)	% On Time LSR Reject >=10 Lines	95% w/n 72 hrs.	90.69

Month	Metric #	Metric	Standard	Results
April	OR-1-04 (UNE Special Services – Electronically Submitted)	% On Time LSRC <10 Lines	95% w/n 48 hrs.	87.17
May	OR-1-04 (UNE Special Services – Electronically Submitted)	% On Time LSRC <10 Lines	95% w/n 48 hrs.	76.80
June	OR-1-04 (UNE Special Services – Electronically Submitted)	% On Time LSRC <10 Lines	95% w/n 48 hrs.	75.17

Month	Metric #	Metric	Standard	Results
May	OR-1-06 (UNE Special Services – Electronically Submitted)	% On Time LSRC >=10 Lines	95% w/n 72 hrs.	84.61
June	OR-1-06 (UNE Special Services – Electronically Submitted)	% On Time LSRC >=10 Lines	95% w/n 72 hrs.	85.71

Month	Metric #	Metric	Standard	Results
June	OR-2-04 (UNE Special Services – Electronically Submitted)	% On Time LSR Reject <10 Lines	95% w/n 48 hrs.	83.33

**TRUNKS**

Month	Metric #	Metric	Standard	Results
April	OR-1-12 (Trunks <=192 forecasted trunks)	% On Time FOC	95% on time w/n 10 bus. days	75.00
May	OR-1-12 (Trunks <=192 forecasted trunks)	% On Time FOC	95% on time w/n 10 bus. days	85.71
June	OR-1-12 (Trunks <=192 forecasted trunks)	% On Time FOC	95% on time w/n 10 bus. days	60.00

**RESALE**

Month	Metric #	Metric	Standard	Results
June	PO-3-04 Resale POTS	% Answered w/n 30 seconds – Repair	80% w/n 60 seconds	70.52

Month	Metric #	Metric	Standard	Results
June	OR-1-04 (POTS & Pre- Qualified – Electronically Submitted)	% On Time LSRC <10 Lines	95% w/n 24 hours	94.24

Month	Metric #	Metric	Standard	Results
June	OR-2-04 (Special Services – Electronically Submitted)	% On Time LSR Reject <10 Lines	95% w/n 48 hrs.	94.11

**OPERATION SUPPORT SYSTEM**

Month	Metric #	Metric	Standard	BA	CLEO	Difference
April	MR-1-01	Create Trouble	Parity plus <4 seconds	9.06	17.36	8.30
May	MR-1-01	Create Trouble	Parity plus <4 seconds	8.45	17.11	8.66
June	MR-1-01	Create Trouble	Parity plus <4 seconds	8.35	16.18	7.84

**Metrics Showing Out-Of-Parity Condition  
from April-June C2C Reports<sup>1</sup>**

**RESALE**

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-3-01	Resale POTS	% Completed in 1 Day (1-5 Lines – No Dispatch)	68.70	34.54	-40.57
May	PR-3-01	Resale POTS	% Completed in 1 Day (1-5 Lines – No Dispatch)	69.86	34.03	-42.94
June	PR-3-01	Resale POTS	% Completed in 1 Day (1-5 Lines – No Dispatch)	67.50	36.44	-32.20

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-3-02	Resale POTS	% Completed in 2 Days (1-5 Lines – No Dispatch)	81.10	59.46	-30.49
May	PR-3-02	Resale POTS	% Completed in 2 Days (1-5 Lines – No Dispatch)	83.77	58.47	-37.82
June	PR-3-02	Resale POTS	% Completed in 2 Days (1-5 Lines – No Dispatch)	82.59	66.76	-20.31

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-3-03	Resale POTS	% Completed in 3 Days (1-5 Lines – No Dispatch)	84.53	64.82	-30.09
May	PR-3-03	Resale POTS	% Completed in 3 Days (1-5 Lines – No Dispatch)	87.41	66.00	-35.61
June	PR-3-03	Resale POTS	% Completed in 3 Days (-15 Lines – No Dispatch)	86.16	77.20	-12.67

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-3-04	Resale POTS	% Completed in 1 Day (1-5 Lines – Dispatch)	21.12	6.13	-10.55
May	PR-3-04	Resale POTS	% Completed in 1 Day (1-5 Lines – Dispatch)	19.38	6.57	-9.05
June	PR-3-04	Resale POTS	% Completed in 1 Day (1-5 Lines – Dispatch)	18.65	8.34	-7.52

<sup>1</sup> Source: BA-NY's Submission 2, C2C Reports April-June 1999.

**RESALE (cont'd)**

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-3-05	Resale POTS	% Completed in 2 Days (1-5 Lines – Dispatch)	53.65	24.77	-16.56
May	PR-3-05	Resale POTS	% Completed in 2 Days (1-5 Lines – Dispatch)	49.62	21.53	-15.57
June	PR-3-05	Resale POTS	% Completed in 2 Days (1-5 Lines – Dispatch)	44.30	26.09	-10.34

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-3-06	Resale POTS	% Completed in 3 Days (1-5 Lines – Dispatch)	64.40	41.67	-13.59
May	PR-3-06	Resale POTS	% Completed in 3 Days (1-5 Lines – Dispatch)	62.68	45.50	-9.86
June	PR-3-06	Resale POTS	% Completed in 3 Days (1-5 Lines – Dispatch)	57.43	47.59	-5.61

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-3-07	Resale POTS	% Completed in 4 Days (1-5 Lines – Total)	91.77	88.74	-6.90
May	PR-3-07	Resale POTS	% Completed in 4 Days (1-5 Lines – Total)	92.19	87.77	-10.24
June	PR-3-07	Resale POTS	% Completed in 4 Days (1-5 Lines – Total)	91.43	87.43	-8.11

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-3-09	Resale POTS	% Completed in 5 Days (1-5 Lines – Dispatch)	83.86	75.81	-6.30
May	PR-3-09	Resale POTS	% Completed in 5 Days (1-5 Lines – Dispatch)	85.15	78.10	-5.55
June	PR-3-09	Resale POTS	% Completed in 5 Days (1-5 Lines – Dispatch)	83.04	80.85	-1.66

**RESALE (cont'd)**

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-3-10	Resale POTS	% Completed in 6 Days (1-5 Lines – Total)	97.08	96.21	-3.24
May	PR-3-10	Resale POTS	% Completed in 6 Days (1-5 Lines – Total)	97.05	96.55	-1.84

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-4-02	Resale POTS	Average Delay Days	4.21	6.83	-4.33
May	PR-4-02	Resale POTS	Average Delay Days	3.77	4.94	-2.08
June	PR-4-02	Resale POTS	Average Delay Days	3.82	5.95	-3.74

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-1-01	Resale POTS – Business	Av. Interval Offered – Total – No Dispatch	1.55	1.93	-3.98
May	PR-1-01	Resale POTS – Business	Av. Interval Offered – Total – No Dispatch	1.69	2.16	-4.09
June	PR-1-01	Resale POTS – Business	Av. Interval Offered – Total – No Dispatch	1.35	2.11	-8.23

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-1-03	Resale POTS – Business	Av. Interval Offered – Dispatch (1-5 Lines)	2.75	3.80	-9.35
May	PR-1-03	Resale POTS – Business	Av. Interval Offered – Dispatch (1-5 Lines)	2.75	4.02	-8.41
June	PR-1-03	Resale POTS - Business	Av. Interval Offered – Dispatch (1-5 Lines)	2.81	3.85	-7.51

**RESALE (cont'd)**

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-2-01	Resale POTS – Business	Average Interval Completed – Total – No Dispatch	1.62	1.83	-1.98
May	PR-2-01	Resale POTS – Business	Average Interval Completed – Total – No Dispatch	1.70	1.93	-2.40
June	PR-2-01	Resale POTS – Business	Average Interval Completed – Total – No Dispatch	1.25	1.72	-6.63

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-2-03	Resale POTS – Business	Av. Interval Completed – Dispatch (1-5 Lines)	3.20	4.39	-8.43
May	PR-2-03	Resale POTS – Business	Av. Interval Completed – Dispatch (1-5 Lines)	3.16	4.33	-8.38
June	PR-2-03	Resale POTS - Business	Av. Interval Completed – Dispatch (1-5 Lines)	3.27	4.16	-5.72

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-1-01	Resale POTS – Residence	Av. Interval Offered – Total – No Dispatch	0.96	2.40	-29.07
May	PR-1-01	Resale POTS – Residence	Av. Interval Offered – Total – No Dispatch	0.89	2.32	-30.64
June	PR-1-01	Resale POTS - Residence	Av. Interval Offered – Total – No Dispatch	0.98	2.34	-22.89

**RESALE (cont'd)**

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-1-03	Resale POTS – Residence	Av. Interval Offered – Dispatch (1-5 Lines)	3.28	4.69	-9.57
May	PR-1-03	Resale POTS – Residence	Av. Interval Offered – Dispatch (1-5 Lines)	3.30	4.23	-5.20
June	PR-1-03	Resale POTS - Residence	Av. Interval Offered – Dispatch (1-5 Lines)	3.54	4.14	-3.39

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-2-01	Resale POTS – Residence	Av. Interval Completed – Total – No Dispatch	0.92	2.43	-39.78
May	PR-2-01	Resale POTS – Residence	Av. Interval Completed – Total – No Dispatch	0.86	2.32	-38.17
June	PR-2-01	Resale POTS - Residence	Av. Interval Completed – Total – No Dispatch	0.94	2.14	-28.27

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-2-03	Resale POTS – Residence	Av. Interval Completed – Dispatch (1-5 Lines)	3.53	4.82	-6.45
May	PR-2-03	Resale POTS – Residence	Av. Interval Completed – Dispatch (1-5 Lines)	3.59	4.45	-4.02
June	PR-2-03	Resale POTS - Residence	Av. Interval Completed – Dispatch (1-5 Lines)	3.93	4.48	-2.44

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-1-02	Resale/ Complex	Av. Interval Offered – Total – Dispatch	2.51	4.89	-2.33
June	PR-1-02	Resale/ Complex	Av. Interval Offered – Total – Dispatch	2.65	5.33	-2.47

**RESALE (cont'd)**

MONTH	METRIC #	PRODUCT	METRIC	BA	CLEC	Z-SCORE
May	PR-4-01	Resale/ Special Services	% Missed Appointments – Bell Atlantic - Total	0.67	2.20	-2.79

MONTH	METRIC #	PRODUCT	METRIC	BA	CLEC	Z-SCORE
April	MR-4-03	Resale POTS	Mean Time to Repair – Central Office Trouble	9.12	10.73	-2.23

MONTH	METRIC #	PRODUCT	METRIC	BA	CLEC	Z-SCORE
May	MR-2-01	Resale/ Special Services	Network Trouble Report Rate	0.92	1.89	-3.03
June	MR-2-01	Resale/ Special Services	Network Trouble Report Rate	0.94	3.94	-10.05

MONTH	METRIC #	PRODUCT	METRIC	BA	CLEC	Z-SCORE
June	MR-4-06	Resale/ Special Services	% Out of Service >4 hours	59.53	78.05	-2.22

MONTH	METRIC #	PRODUCT	METRIC	BA	CLEC	Z-SCORE
April	MR-2-01	Resale/ Special Services – Maintenance 132	Network Trouble Report Rate	1.01	2.93	-4.05
May	MR-2-01	Resale/ Special Services – Maintenance 132	Network Trouble Report Rate	1.09	2.78	-3.91
June	MR-2-01	Resale/ Special Services – Maintenance 132	Network Trouble Report Rate	1.10	5.96	-12.03

MONTH	METRIC #	PRODUCT	METRIC	BA	CLEC	Z-SCORE
April	MR-2-01	Resale/ Special Services – Maintenance – Non 132	Network Trouble Report Rate	0.32	1.04	-2.19

**RESALE (cont'd)**

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
May	PR-4-01	Resale/ Special Services Non 132	% Missed Appointment	0.48	3.33	-3.06

**UNE**

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-1-01	UNE POTS (Platform)	Av. Interval Offered – Total – No Dispatch – Platform	1.55	4.25	-49.53
May	PR-1-01	UNE POTS (Platform)	Av. Interval Offered – Total – No Dispatch – Platform	1.69	3.63	-29.66
June	PR-1-01	UNE POTS (Platform)	Av. Interval Offered – Total – No Dispatch – Platform	1.35	3.44	-38.93

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-1-03	UNE POTS	Av. Interval Offered – Dispatch (1-5 Lines) – Loop	2.75	4.75	-10.23
May	PR-1-03	UNE POTS	Av. Interval Offered – Dispatch (1-5 Lines) – Loop	2.75	5.31	-7.63
June	PR-1-03	UNE POTS	Av. Interval Offered – Dispatch (1-5 Lines) – Loop	2.81	5.60	-8.56

**UNE (cont'd)**

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-1-03	UNE POTS (Platform)	Av. Interval Offered – Dispatch (1-5 Lines) – Platform	2.75	5.24	-16.30
May	PR-1-03	UNE POTS (Platform)	Av. Interval Offered – Dispatch (1-5 Lines) – Platform	2.75	4.77	-10.71

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-2-01	UNE POTS (Platform)	Av. Interval Completed – Total – No Dispatch – Platform	1.62	4.24	-43.53
May	PR-2-01	UNE POTS (Platform)	Av. Interval Completed – Total – No Dispatch – Platform	1.70	3.54	-33.87
June	PR-2-01	UNE POTS (Platform)	Av. Interval Completed – Total – No Dispatch – Platform	1.25	3.44	-53.40

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-2-03	UNE POTS	Av. Interval Completed – Dispatch (1-5 Lines) – Loop	3.20	5.09	-7.81
May	PR-2-03	UNE POTS	Av. Interval Completed – Dispatch (1-5 Lines) – Loop	3.16	5.11	-6.26
June	PR-2-03	UNE POTS	Av. Interval Completed – Dispatch (1-5 Lines) – Loop	3.27	6.55	-8.73

**UNE (cont'd)**

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-2-03	UNE POTS (Platform)	Av. Completed Interval – Dispatch (1-5 Lines) – Platform	3.20	5.63	-12.37
May	PR-2-03	UNE POTS (Platform)	Av. Completed Interval – Dispatch (1-5 Lines) – Platform	3.16	5.21	-11.36

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-3-01	Platform & Other (Switch & INP)	% Completed in 1 Day (1-5 Lines) – No Dispatch	68.70	24.34	-94.16
May	PR-3-01	Platform & Other (Switch & INP)	% Completed in 1 Day (1-5 Lines) – No Dispatch	69.86	33.35	-81.32
June	PR-3-01	Platform & Other (Switch & INP)	% Completed in 1 Day (1-5 Lines) – No Dispatch	67.50	32.94	-65.96

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-3-02	Platform & Other (Switch & INP)	% Completed in 2 Days (1-5 Lines) – No Dispatch	81.10	35.72	-114.42
May	PR-3-02	Platform & Other (Switch & INP)	% Completed in 2 Days (1-5 Lines) – No Dispatch	83.77	42.42	-115.09
June	PR-3-02	Platform & Other (Switch & INP)	% Completed in 2 Days (1-5 Lines) – No Dispatch	82.59	39.02	-103.07

**UNE (cont'd)**

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-3-03	Platform & Other (Switch & INP)	% Completed in 3 Days (1-5 Lines) – No Dispatch	84.53	42.06	-116.07
May	PR-3-03	Platform & Other (Switch & INP)	% Completed in 3 days (1-5 Lines) – No Dispatch	87.41	52.13	-109.33
June	PR-3-03	Platform & Other (Switch & INP)	% Completed in 3 Days (1-5 Lines) – No Dispatch	86.18	50.34	-93.28

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-3-04	Platform & Other (Switch & INP)	% Completed in 1 Day (1-5 Lines) – Dispatch	21.12	10.75	-4.19
May	PR-3-04	Platform & Other (Switch & INP)	% Completed in 1 Day (1-5 Lines) – Dispatch	19.38	11.31	-3.63

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-3-05	Platform & Other (Switch & INP)	% Completed in 2 Days (1-5 Lines) – Dispatch	53.65	14.34	-12.96
May	PR-3-05	Platform & Other (Switch & INP)	% Completed in 2 Days (1-5 Lines) – Dispatch	49.62	14.98	-12.26

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-3-06	Platform & Other (Switch & INP)	% Completed in 3 Days (1-5 Lines) – Dispatch	64.40	26.52	-13.01
May	PR-3-06	Platform & Other (Switch & INP)	% Completed in 3 Days (1-5 Lines) – Dispatch	62.86	34.86	-10.19

**UNE (cont'd)**

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-3-07	Platform & Other (Switch & INP)	% Completed in 4 Days (1-5 Lines) – Total	91.77	54.17	-137.82
May	PR-3-07	Platform & Other (Switch & INP)	% Completed in 4 Days (1-5 Lines) – Total	92.19	67.06	-98.17
June	PR-3-07	Platform & Other (Switch & INP)	% Completed in 4 Days (1-5 Lines) - Total	91.43	72.57	-68.98

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-3-08	Platform & Other (Switch & INP)	% Completed in 5 Days (1-5 Lines) – No Dispatch	98.01	72.18	-184.45
May	PR-3-08	Platform & Other (Switch & INP)	% Completed in 5 Days (1-5 Lines) – No Dispatch	97.63	78.97	-127.16
June	PR-3-08	Platform & Other (Switch & INP)	% Completed in 5 Days (1-5 Lines) – No Dispatch	97.54	84.52	-76.05

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-3-09	Platform & Other (Switch & INP)	% Completed in 5 Days (1-5 Lines) – Dispatch	83.86	56.99	-12.06
May	PR-3-09	Platform & Other (Switch & INP)	% Completed in 5 Days (1-5 Lines) – Dispatch	85.15	67.89	-8.64

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-3-10	Platform & Other (Switch & INP)	% Completed in 6 Days (1-5 Lines) – Total	97.08	81.15	-95.65
May	PR-3-10	Platform & Other (Switch & INP)	% Completed in 6 Days (1-5 Lines) – Total	97.05	83.55	-83.97
June	PR-3-10	Platform & Other (Switch & INP)	% Completed in 6 Days (1-5 Lines) – Total	96.85	90.05	-40.02

**UNE (cont'd)**

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-4-02	UNE POTS	Average Delay Days	4.21	6.82	-2.88
May	PR-4-02	UNE POTS	Average Delay Days	3.77	8.98	-5.86
June	PR-4-02	UNE POTS	Average Delay Days	3.82	7.56	-5.49

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-1-02	UNE Complex	Av. Interval Offered – Total – Dispatch	2.51	6.44	-15.33
May	PR-1-02	UNE Complex	Av. Interval Offered – Total – Dispatch	2.57	5.83	-11.47
June	PR-1-02	UNE Complex	Av. Interval Offered – Total – Dispatch	2.65	4.75	-9.35

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-2-02	UNE Complex	Av. Interval Completed – Total – Dispatch	3.29	5.37	-5.22
May	PR-2-02	UNE Complex	Av. Interval Completed – Total – Dispatch	3.41	5.00	-2.49
June	PR-2-02	UNE Complex	Av. Interval Completed – Total - Dispatch	3.45	4.95	-3.64

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-1-01	UNE Special Services	Av. Interval Offered – Total – No Dispatch	8.16	121.00	-6.60

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
May	PR-1-02	UNE Special Services	Av. Interval Offered – Total – Dispatch	12.91	29.90	-2.39
June	PR-1-02	UNE Special Services	Av. Interval Offered – Total – Dispatch	10.61	20.11	-3.21

**UNE (cont'd)**

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-1-07	UNE Special Services	Av. Interval Offered – DS1	14.41	35.67	-2.03

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-2-07	UNE Special Services	Av. Interval Completed – DS1	21.43	56.67	-4.21
May	PR-2-07	UNE Special Services	Av. Interval Completed – DS1	21.34	30.46	-1.84

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	MR-2-03	UNE POTS	Network Trouble Report Rate – Central Office	0.15	0.18	-3.18
May	MR-2-03	UNE POTS	Network Trouble Report Rate – Central Office	0.14	0.21	-7.28
June	MR-2-03	UNE POTS	Network Trouble Report Rate – Central Office	0.16	0.19	-3.86

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
May	MR-3-01	UNE POTS	% Missed Repair Appt. – Loop	10.61	12.33	-2.12

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
May	MR-3-02	UNE POTS	% Missed Repair Appt. – Central Office	5.71	10.46	-4.03

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
May	MR-4-02	UNE POTS	Mean Time to Repair – Loop Trouble	24.13	26.25	-2.70

UNE (cont'd)

MONTH	METRIC #	PRODUCT	METRIC	BA	CLEC	Z-SCORE
April	PR-4-03	UNE POTS	Mean Time to Repair – Central Office Trouble	9.12	13.40	-4.70
May	PR-4-03	UNE POTS	Mean Time to Repair – Central Office Trouble	10.25	12.30	-2.28

MONTH	METRIC #	PRODUCT	METRIC	BA	CLEC	Z-SCORE
May	MR-4-07	UNE POTS	% Out of Service >12 hours	62.67	71.96	-6.04
June	MR-4-07	UNE POTS	% Out of Service > 12 hours	63.34	70.24	-4.88

MONTH	METRIC #	PRODUCT	METRIC	BA	CLEC	Z-SCORE
April	PR-1-01	UNE Special Services – Provisioning 132	Av. Interval Offered – Total – No Dispatch	8.37	121.00	-6.13

MONTH	METRIC #	PRODUCT	METRIC	BA	CLEC	Z-SCORE
May	PR-1-02	UNE Special Services – Provisioning 132	Av. Interval Offered – Total – Dispatch	12.92	33.63	-2.47
June	PR-1-02	UNE Special Services – Provisioning 132	Av. Interval Offered – Total - Dispatch	10.72	21.72	-2.99

MONTH	METRIC #	PRODUCT	METRIC	BA	CLEC	Z-SCORE
April	PR-1-07	UNE Special Services – Provisioning 132	Av. Interval Offered – DS1	14.82	35.67	-1.83

MONTH	METRIC #	PRODUCT	METRIC	BA	CLEC	Z-SCORE
April	PR-2-01	UNE Special Services – Provisioning 132	Av. Interval Completed – Total – No Dispatch	12.35	121.00	-7.38

**UNE (cont'd)**

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
April	PR-2-07	UNE Special Services – Provisioning 132	Av. Interval Completed – DS1	20.67	56.67	-4.42
May	PR-2-07	UNE Special Services – Provisioning 132	Av. Interval Completed – DS1	21.44	33.45	-2.19

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
June	PR-1-02	UNE Special Services – Provisioning Non 132	Av. Interval Offered – Total - Dispatch	10.07	15.29	-2.19

**TRUNKS**

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
May	NP-1-02	Trunks	% FTG Exceeding Blocking Std. (No Exceptions)	3.06	6.86	-1.85

<b>MONTH</b>	<b>METRIC #</b>	<b>PRODUCT</b>	<b>METRIC</b>	<b>BA</b>	<b>CLEC</b>	<b>Z-SCORE</b>
June	PR-4-01	Trunks	% Missed Appointment – Bell Atlantic - Total	0.46	4.54	-43.78