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ORIGINAL

February 11, 2000

Ex Parte Submission

EX PARTE OR LATE FILED

RECEIVED
FEB 11 2000
FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Magalie Roman Salas, Esq.
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: *Application of SBC Communications Inc. Pursuant to Section 271 of the Telecommunications Act of 1996 to Provide In-Region, InterLATA Services in Texas*, CC Docket No. 00-4

Dear Ms. Salas:

Enclosed for filing please find an original and one copy of a "Hit or Miss Report" for the months of August, September, and October 1999, with performance data presented on a state-wide basis for Texas to the extent possible. This document is being provided at the direct request of Commission staff.

It should be noted that SWBT's performance reports generated and filed with the Commission after February 1, 2000, reflect a correction to certain DSL-related measures. In response to concerns raised recently by a data CLEC, SWBT found that, when a new service code was implemented for DSL offerings in October 1999, the code was incorrectly reported as resold DSL service instead of xDSL-capable UNE loops. This resulted in a decrease in the number of occurrences for a single measurement (Measurement 55.1 – average installation interval), while the number of observations for the relevant resold DSL measurements (Measurements 43-02 and 44-02) was increased. The performance results did not significantly change when the correction was made.

Please let me know if you have any questions about this matter.

Sincerely,

Austin C. Schlick

0+1

cc: Mr. Stanley
Ms. Stephens
Ms. Wright
Ms. Farroba, Texas PUC
Ms. Heisler, DOJ
ITS

Texas Aggregated Performance Measures

			Payment Level		Aug-99					Sep-99					Oct-99					Overall Result
								% Yes -	87%				% Yes -	87%				% Yes -	83%	
PM	Description	Area	Tier 1	Tier 2	CLEC	SWBT	Bench-mark	Z-Value	Result	CLEC	SWBT	Bench-mark	Z-Value	Result	CLEC	SWBT	Bench-mark	Z-Value	Result	89%
1-01	Avg. Resp. for OSS Pre-Order - Address Verification - DATAGATE	CO	L	M	2.6		4.7	(2.10)	Yes	3.3		4.7	(1.40)	Yes	2.1		4.7	(2.60)	Yes	HIT
1-02	Avg. Resp. for OSS Pre-Order - Req. for Telephone Number - DATAGATE	CO	L	M	3.3		4.5	(1.20)	Yes	4.3		4.5	(0.20)	Yes	2.9		4.5	(1.60)	Yes	HIT
1-03	Avg. Resp. for OSS Pre-Order - Req. for CSR - DATAGATE	CO	L	M	4.5		6.6	(2.10)	Yes	4.4		6.6	(2.20)	Yes	3.3		6.6	(3.30)	Yes	HIT
1-04	Avg. Resp. for OSS Pre-Order - Serv. Availability - DATAGATE	CO	L	M	1.0		6.6	(5.60)	Yes	1.1		6.6	(5.50)	Yes	2.2		6.6	(4.40)	Yes	HIT
1-05	Avg. Resp. for OSS Pre-Order - Serv. Appointment Scheduling - DATAGATE	CO	L	M	0.6		1.0	(0.40)	Yes	0.6		1.0	(0.40)	Yes	0.7		1.0	(0.30)	Yes	HIT
1-06	Avg. Resp. for OSS Pre-Order - Dispatch Required - DATAGATE	CO	L	M	9.0		12.6	(3.60)	Yes	12.5		12.6	(0.10)	Yes	8.3		12.6	(4.30)	Yes	HIT
1-07	Avg. Resp. for OSS Pre-Order - PIC - DATAGATE	CO	L	M	24.1		28.0	(3.90)	Yes	32.5		28.0	4.50	No	20.3		28.0	(7.70)	Yes	HIT
1-08	Avg. Resp. for OSS Pre-Order - Address Verification -VERIGATE	CO	L	M	5.0		4.7	0.32	Yes	6.4		4.7	1.73	No	5.7		4.7	0.98	Yes	HIT
1-09	Avg. Resp. for OSS Pre-Order - Req. for Telephone Number - VERIGATE	CO	L	M	2.4		4.5	(2.06)	Yes	2.8		4.5	(1.75)	Yes	2.7		4.5	(1.80)	Yes	HIT
1-10	Avg. Resp. for OSS Pre-Order - Req. for CSR - VERIGATE	CO	L	M	3.6		6.6	(2.97)	Yes	3.1		6.6	(3.50)	Yes	2.4		6.6	(4.16)	Yes	HIT
1-11	Avg. Resp. for OSS Pre-Order - Serv. Availability - VERIGATE	CO	L	M	14.2		6.6	7.62	No	4.6		6.6	(2.00)	Yes	5.8		6.6	(0.84)	Yes	HIT
1-12	Avg. Resp. for OSS Pre-Order - Serv. Appointment Scheduling - VERIGATE	CO	L	M	0.7		1.0	(0.34)	Yes	0.6		1.0	(0.44)	Yes	0.7		1.0	(0.33)	Yes	HIT
1-13	Avg. Resp. for OSS Pre-Order - Dispatch Required - VERIGATE	CO	L	M	4.4		12.6	(8.18)	Yes	5.8		12.6	(6.81)	Yes	4.8		12.6	(7.85)	Yes	HIT
1-14	Avg. Resp. for OSS Pre-Order - PIC - VERIGATE	CO	L	M	22.8		0.0	n/a	-	17.7		0.0	n/a	-	18.9		0.0	n/a	-	-
2-01	Avg. Resp. Rec. within "x" sec. - Address Verification - DATAGATE	CO	L	M	98.5%		95.0%	(3.50)	Yes	96.7%		95.0%	(1.70)	Yes	99.6%		95.0%	(4.60)	Yes	HIT
2-02	Avg. Resp. Rec. within "x" sec. - Req. for Telephone Number - DATAGATE	CO	L	M	96.8%		95.0%	(1.80)	Yes	92.4%		95.0%	2.60	No	99.1%		95.0%	(4.10)	Yes	HIT
2-03	Avg. Resp. Rec. within "x" sec. - Req. for CSR - DATAGATE	CO	L	M	97.4%		95.0%	(2.40)	Yes	98.7%		95.0%	(3.70)	Yes	99.3%		95.0%	(4.30)	Yes	HIT
2-04	Avg. Resp. Rec. within "x" sec. - Service Availability - DATAGATE	CO	L	M	100.0%		95.0%	(5.00)	Yes	100.0%		95.0%	(5.00)	Yes	98.0%		95.0%	(3.00)	Yes	HIT
2-05	Avg. Resp. Rec. within "x" sec. - Serv. Appointment Scheduling - DATAGATE	CO	L	M	98.3%		95.0%	(3.30)	Yes	98.7%		95.0%	(3.70)	Yes	98.6%		95.0%	(3.60)	Yes	HIT
2-06	Avg. Resp. Rec. within "x" sec. - Dispatch Required - DATAGATE	CO	L	M	99.1%		95.0%	(4.10)	Yes	83.5%		90.0%	6.50	No	99.8%		95.0%	(4.80)	Yes	HIT
2-07	Avg. Resp. Rec. within "x" sec. - PIC - DATAGATE	CO	L	M	96.6%		95.0%	(1.60)	Yes	84.2%		90.0%	5.80	No	99.3%		95.0%	(4.30)	Yes	HIT
2-08	Avg. Resp. Rec. within "x" sec. - Address Verification - VERIGATE	CO	L	M	86.0%		90.0%	3.97	No	82.9%		90.0%	7.09	No	83.0%		90.0%	7.04	No	MISS
2-09	Avg. Resp. Rec. within "x" sec. - Req. for Telephone Number - VERIGATE	CO	L	M	84.7%		80.0%	(4.67)	Yes	77.8%		80.0%	2.20	No	79.1%		80.0%	0.87	Yes	HIT
2-10	Avg. Resp. Rec. within "x" sec. - Req. for CSR - VERIGATE	CO	L	M	97.7%		90.0%	(7.67)	Yes	98.6%		90.0%	(8.64)	Yes	99.4%		90.0%	(9.38)	Yes	HIT
2-11	Avg. Resp. Rec. within "x" sec. - Service Availability - VERIGATE	CO	L	M	68.7%		90.0%	21.29	No	89.9%		90.0%	0.14	Yes	97.4%		90.0%	(7.35)	Yes	HIT
2-12	Avg. Resp. Rec. within "x" sec. - Service Appointment Scheduling - VERIGATE	CO	L	M	98.5%		90.0%	(8.45)	Yes	99.1%		90.0%	(9.09)	Yes	99.4%		90.0%	(9.40)	Yes	HIT
2-13	Avg. Resp. Rec. within "x" sec. - Dispatch Required - VERIGATE	CO	L	M	99.6%		90.0%	(9.57)	Yes	97.4%		90.0%	(7.43)	Yes	100.0%		90.0%	(10.00)	Yes	HIT
2-14	Avg. Resp. Rec. within "x" sec. - PIC - VERIGATE	CO	L	M	n/a		0.0%	n/a	-	n/a		0.0%	n/a	-	n/a		0.0%	n/a	-	-
3-01	EASE Average Response Time	TX	-	-	1.20	1.29		0.00	Yes	1.18	1.26		0.00	Yes	1.01	1.14		0.00	Yes	HIT
4-01.1	OSS Interface Availability - DATAGATE	CO	-	H	100.0%		99.5%	(0.50)	Yes	100.0%		99.5%	(0.50)	Yes	100.0%		99.5%	(0.50)	Yes	HIT
4-01.2	OSS Interface Availability - VERIGATE	CO	-	H	100.0%		99.5%	(0.50)	Yes	100.0%		99.5%	(0.50)	Yes	100.0%		99.5%	(0.50)	Yes	HIT
4-01.3	OSS Interface Availability - LEX	CO	-	H	98.5%		99.5%	1.00	Yes	100.0%		99.5%	(0.50)	Yes	99.9%		99.5%	(0.40)	Yes	HIT
4-01.4	OSS Interface Availability - EDI	CO	-	H	100.0%		99.5%	(0.50)	Yes	100.0%		99.5%	(0.50)	Yes	100.0%		99.5%	(0.50)	Yes	HIT
4-01.5	OSS Interface Availability - TOOLBAR	CO	-	H	99.3%		99.5%	0.20	Yes	99.9%		99.5%	(0.40)	Yes	100.0%		99.5%	(0.50)	Yes	HIT
4-01.6	OSS Interface Availability - LRAF	CO	-	H	100.0%		99.5%	(0.50)	Yes	100.0%		99.5%	(0.50)	Yes	100.0%		99.5%	(0.50)	Yes	HIT
4-02	Consumer EASE Availability	TX	-	H	100.0%		99.5%	0.00	Yes	100.0%		99.5%	0.00	Yes	100.0%		99.5%	0.00	Yes	HIT
4-03	Business EASE Availability	TX	-	H	100.0%		99.5%	0.00	Yes	100.0%		99.5%	0.00	Yes	100.0%		99.5%	0.00	Yes	HIT
5-01	% FOCs Rec. Within "X" Hours - Residence and Simple Business - LEX	TX	L	M	99.0%		95.0%	(4.03)	Yes	95.4%		95.0%	(0.36)	Yes	93.9%		95.0%	1.13	Yes	HIT
5-02	% FOCs Rec. Within "X" Hours - Complex Business (1 - 200 Lines) - LEX	TX	L	M	96.2%		94.0%	(2.15)	Yes	96.5%		94.0%	(2.54)	Yes	88.8%		94.0%	5.21	No	HIT
5-03	% FOCs Rec. Within "X" Hours - Complex Business (200+ Lines) - LEX	TX	L	M	n/a		94.0%	Base < 10	-	n/a		94.0%	Base < 10	-	n/a		94.0%	Base < 10	-	-
5-04	% FOCs Rec. Within "X" Hours - UNE Loop (1-50) - LEX	TX	L	M	90.2%		95.0%	4.83	No	94.1%		95.0%	0.95	Yes	90.1%		95.0%	4.87	No	MISS
5-05	% FOCs Rec. Within "X" Hours - UNE Loop (50 +) - LEX	TX	L	M	n/a		94.0%	Base < 10	-	n/a		94.0%	Base < 10	-	n/a		94.0%	Base < 10	-	-
5-06	% FOCs Rec. Within "X" Hours - Switch Ports - LEX	TX	L	M	88.9%		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	-
5-07	% FOCs Rec. Within "X" Hours - Residence and Simple Business - EDI	TX	L	M	94.0%		95.0%	0.97	Yes	99.5%		95.0%	(4.50)	Yes	99.1%		95.0%	(4.06)	Yes	HIT
5-08	% FOCs Rec. Within "X" Hours - Complex Business (1 - 200 Lines) - EDI	TX	L	M	n/a		94.0%	Base < 10	-	n/a		94.0%	Base < 10	-	n/a		94.0%	Base < 10	-	-
5-09	% FOCs Rec. Within "X" Hours - Complex Business (200+ Lines) - EDI	TX	L	M	n/a		94.0%	Base < 10	-	n/a		94.0%	Base < 10	-	n/a		94.0%	Base < 10	-	-
5-10	% FOCs Rec. Within "X" Hours - UNE Loop (1-50) - EDI	TX	L	M	99.4%		95.0%	(4.41)	Yes	96.3%		95.0%	(1.30)	Yes	88.1%		95.0%	6.86	No	HIT
5-11	% FOCs Rec. Within "X" Hours - UNE Loop (50 +) - EDI	TX	L	M	n/a		94.0%	Base < 10	-	n/a		94.0%	Base < 10	-	n/a		94.0%	Base < 10	-	-
5-12	% FOCs Rec. Within "X" Hours - Switch Ports - EDI	TX	L	M	n/a		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	-
5-13	% FOCs Rec. Within "X" Hours - Residence and Simple Business - Man.	TX	L	M	98.3%		95.0%	(3.32)	Yes	94.1%		95.0%	0.94	Yes	96.4%		95.0%	(1.38)	Yes	HIT
5-14	% FOCs Rec. Within "X" Hours - Complex Business (1 - 200 Lines) - Man.	TX	L	M	n/a		94.0%	Base < 10	-	n/a		94.0%	Base < 10	-	83.9%		94.0%	10.11	No	-
5-15	% FOCs Rec. Within "X" Hours - Complex Business (200+ Lines) - Man.	TX	L	M	n/a		94.0%	Base < 10	-	n/a		94.0%	Base < 10	-	n/a		94.0%	Base < 10	-	-
5-16	% FOCs Rec. Within "X" Hours - UNE Loop (1-50) - Man.	TX	L	M	91.9%		95.0%	3.13	No	94.7%		95.0%	0.31	Yes	88.7%		95.0%	6.28	No	MISS
5-17	% FOCs Rec. Within "X" Hours - UNE Loop (50 +) - Man.	TX	L	M	72.3%		94.0%	21.66	No	96.7%		94.0%	(2.67)	Yes	n/a		94.0%	Base < 10	-	-
5-18	% FOCs Rec. Within "X" Hours - Switch Ports - Man.	TX	L	M	92.3%		94.0%	1.67	Yes	89.0%		94.0%	5.01	No	87.0%		94.0%	7.03	No	MISS
6-01	Average Time to Return FOC (Hours) - Residence and Simple Business - LEX	TX	-	-	1.2			n/a	-	1.8			n/a	-	2.0			n/a	-	-

Texas Aggregated Performance Measures

			Payment Level		Aug-99					Sep-99					Oct-99					Overall Result
								% Yes -	87%				% Yes -	87%				% Yes -	83%	
PM	Description	Area	Tier 1	Tier 2	CLEC	SWBT	Bench-mark	Z-Value	Result	CLEC	SWBT	Bench-mark	Z-Value	Result	CLEC	SWBT	Bench-mark	Z-Value	Result	89%
6-02	Average Time to Return FOC (Hours) - Complex Business (1 - 200 Lines) - LEX	TX	-	-	10.4			n/a	-	11.0			n/a	-	10.6			n/a	-	-
6-03	Average Time to Return FOC (Hours) - Complex Business (200+ Lines) - LEX	TX	-	-	n/a			n/a	-	n/a			n/a	-	n/a			n/a	-	-
6-04	Average Time to Return FOC (Hours) - UNE Loop (1-50) - LEX	TX	-	-	3.3			n/a	-	1.8			n/a	-	2.1			n/a	-	-
6-05	Average Time to Return FOC (Hours) - UNE Loop (50 +) - LEX	TX	-	-	n/a			n/a	-	n/a			n/a	-	n/a			n/a	-	-
6-06	Average Time to Return FOC (Hours) - Switch Ports - LEX	TX	-	-	2.9			n/a	-	n/a			n/a	-	n/a			n/a	-	-
6-07	Average Time to Return FOC (Hours) - Residence and Simple Business - EDI	TX	-	-	2.4			n/a	-	0.3			n/a	-	0.6			n/a	-	-
6-08	Average Time to Return FOC (Hours) - Complex Business (1 - 200 Lines) - EDI	TX	-	-	n/a			n/a	-	n/a			n/a	-	n/a			n/a	-	-
6-09	Average Time to Return FOC (Hours) - Complex Business (200+ Lines) - EDI	TX	-	-	n/a			n/a	-	n/a			n/a	-	n/a			n/a	-	-
6-10	Average Time to Return FOC (Hours) - UNE Loop (1-50) - EDI	TX	-	-	0.6			n/a	-	1.9			n/a	-	2.1			n/a	-	-
6-11	Average Time to Return FOC (Hours) - UNE Loop (50 +) - EDI	TX	-	-	n/a			n/a	-	n/a			n/a	-	n/a			n/a	-	-
6-12	Average Time to Return FOC (Hours) - Switch Ports - EDI	TX	-	-	n/a			n/a	-	n/a			n/a	-	n/a			n/a	-	-
6-13	Average Time to Return FOC (Hours) - Residence and Simple Business - Man.	TX	-	-	16.3			n/a	-	14.9			n/a	-	18.2			n/a	-	-
6-14	Average Time to Return FOC (Hours) - Complex Business (1 - 200 Lines) - Man.	TX	-	-	n/a			n/a	-	n/a			n/a	-	45.9			n/a	-	-
6-15	Average Time to Return FOC (Hours) - Complex Business (200+ Lines) - Man.	TX	-	-	n/a			n/a	-	n/a			n/a	-	n/a			n/a	-	-
6-16	Average Time to Return FOC (Hours) - UNE Loop (1-50) - Man.	TX	-	-	27.7			n/a	-	25.8			n/a	-	37.2			n/a	-	-
6-17	Average Time to Return FOC (Hours) - UNE Loop (50 +) - Man.	TX	-	-	39.8			n/a	-	25.0			n/a	-	n/a			n/a	-	-
6-18	Average Time to Return FOC (Hours) - Switch Ports - Man.	TX	-	-	148.9			n/a	-	49.3			n/a	-	68.6			n/a	-	-
7-01	% Mech. Comp.s Returned with One Hour - LEX	TX	L	-	99.4%		97.0%	(2.37)	Yes	99.8%		97.0%	(2.84)	Yes	100.0%		97.0%	(2.99)	Yes	HIT
7-02	% Mech. Comp.s Returned with One Hour - EDI	TX	L	-	99.5%		97.0%	(2.47)	Yes	91.9%		97.0%	5.13	No	99.8%		97.0%	(2.78)	Yes	HIT
7.1-01	% Mech. Comp.s Returned Within One Day - LEX	TX	-	-	76.7%		97.0%	20.32	No	77.2%		97.0%	19.80	No	86.1%		97.0%	10.88	No	MISS
7.1-02	% Mech. Comp.s Returned Within One Day - EDI	TX	-	-	98.4%		97.0%	(1.38)	Yes	98.4%		97.0%	(1.36)	Yes	96.5%		97.0%	0.53	Yes	HIT
8-01	Average Time to Return Mechanized Completions (Hours) - LEX	TX	L	-	0.05			n/a	-	0.04			n/a	-	0.02			n/a	-	-
8-02	Average Time to Return Mechanized Completions (Hours) - EDI	TX	L	-	0.27			n/a	-	0.67			n/a	-	0.36			n/a	-	-
9-01	Percent Rejects - LEX	CO	-	-	24.0%			n/a	-	25.0%			n/a	-	42.8%			n/a	-	-
9-02	Percent Rejects - EDI	CO	-	-	19.8%			n/a	-	16.9%			n/a	-	24.0%			n/a	-	-
10-01	% Mech. Rejects Ret. with One Hour of Batch Process - LEX	CO	L	-	100.0%		97.0%	(2.98)	Yes	100.0%		97.0%	(2.96)	Yes	100.0%		97.0%	(3.00)	Yes	HIT
10-02	% Mech. Rejects Ret. with One Hour of Batch Process - EDI	CO	L	-	99.1%		97.0%	(2.14)	Yes	99.7%		97.0%	(2.71)	Yes	99.7%		97.0%	(2.74)	Yes	HIT
10.1-01	% Manual Rejects Received and Returned Within Five Hours	CO	L	-	76.1%		97.0%	20.92	No	69.6%		97.0%	27.35	No	59.5%		97.0%	37.48	No	MISS
11-01	Mean Time to Return Mechanized Rejects (Hours) - LEX	CO	-	-	0.24			n/a	-	0.25			n/a	-	0.43			n/a	-	-
11-02	Mean Time to Return Mechanized Rejects (Hours) - EDI	CO	-	-	0.20			n/a	-	0.17			n/a	-	0.24			n/a	-	-
11.1-01	Mean Time to Return Manual Rejects Received via LEX or EDI	CO	-	-	6.2		5.0	1.17	Yes	8.1		5.0	3.13	No	10.1		5.0	5.10	No	MISS
12-01	Mechanized Provisioning Accuracy	CO	L	L	98.3%	91.6%		(56.74)	Yes	98.7%	92.3%		(74.12)	Yes	99.2%	92.6%		(74.94)	Yes	HIT
13-01	Order Process % Flow Through - EASE	CO	L	H	96.8%	91.3%		(46.71)	Yes	97.6%	91.3%		(52.20)	Yes	97.8%	91.0%		(64.68)	Yes	HIT
13-02	Order Process % Flow Through - LEX	CO	L	H	82.7%	91.3%		36.83	No	87.6%	91.3%		16.40	No	87.5%	91.0%		18.35	No	MISS
13-03	Order Process % Flow Through - EDI	CO	L	H	97.5%	91.3%		(45.35)	Yes	99.1%	91.3%		(92.70)	Yes	97.6%	91.0%		(50.17)	Yes	HIT
14-01	Billing Accuracy - CRIS Usage Bill Audit	CO	-	-	0.00%	0.22%		(1.61)	Yes	0.00%	0.29%		(1.85)	Yes	0.00%	0.18%		(1.52)	Yes	HIT
14-02	Billing Accuracy - CABS Usage Bill Audit	CO	-	-	0.00%	0.00%		0.00	Yes	0.00%	0.00%		0.00	Yes	0.00%	0.00%		0.00	Yes	HIT
14-03	Billing Accuracy - CRIS Bill Audit	CO	-	-	0.00%	0.02%		(0.22)	Yes	0.00%	0.03%		(0.28)	Yes	0.33%	0.03%		2.79	No	HIT
15-01	% of Accurate and Complete Formatted Mech. Bills	CO	L	H	100.0%		99.0%	(0.99)	Yes	100.0%		99.0%	(1.00)	Yes	100.0%		99.0%	(1.00)	Yes	HIT
16-01	% of Billing Records Transmitted Correctly	CO	L	-	100.0%		95.0%	(5.00)	Yes	100.0%		95.0%	(5.00)	Yes	100.0%		95.0%	(5.00)	Yes	HIT
17-01	Billing Completeness	CO	L	M	98.2%	98.9%		26.49	No	98.5%	99.0%		23.78	No	98.0%	99.2%		60.51	No	MISS
18-01	Billing Timeliness	CO	L	H	96.7%		95.0%	(1.71)	Yes	99.0%		95.0%	(4.00)	Yes	94.6%		95.0%	0.36	Yes	HIT
19-01	Daily Usage Feed Timeliness	CO	-	-	95.6%		95.0%	(0.55)	Yes	95.9%		95.0%	(0.87)	Yes	97.4%		95.0%	(2.36)	Yes	HIT
20-01	Percent Unbillable Usage - CRIS (AMA/ECS)	CO	-	-	0.11%			n/a	-	0.08%			n/a	-	0.16%			n/a	-	-
20-02	Percent Unbillable Usage - CABS	CO	-	-	0.02%			n/a	-	0.03%			n/a	-	0.06%			n/a	-	-
21-01	LSC Average Speed of Answer (SOA) - Seconds - Dallas	CO	-	-	4.0	35.7		(31.70)	Yes	4.0	15.4		(11.40)	Yes	4.0	15.2		(11.21)	Yes	HIT
21-02	LSC Average Speed of Answer (SOA) - Seconds - Alliance	CO	-	-	5.0	35.7		(30.70)	Yes	5.0	15.4		(10.40)	Yes	6.0	15.2		(9.21)	Yes	HIT
22-01	LSC Grade of Service (GOS) - Dallas	CO	-	H	99.0%	67.7%		(70.78)	Yes	99.0%	86.5%		(37.93)	Yes	99.0%	86.5%		(36.68)	Yes	HIT
22-02	LSC Grade of Service (GOS) - Alliance	CO	-	H	98.9%	67.7%		(119.86)	Yes	98.4%	86.5%		(62.18)	Yes	97.1%	86.5%		(55.92)	Yes	HIT
23-01	% Busy in the LSC - Dallas	CO	-	L	0.0%	27.0%		(64.33)	Yes	0.0%	8.6%		(31.91)	Yes	0.0%	9.2%		(31.94)	Yes	HIT
23-02	% Busy in the LSC - Alliance	CO	-	L	0.0%	27.0%		(109.33)	Yes	0.0%	8.6%		(55.00)	Yes	0.0%	9.2%		(57.52)	Yes	HIT
24-01	LOC Average Speed of Answer (SOA) - Seconds	CO	-	-	11.2	15.7		(4.50)	Yes	13.2	10.0		3.20	No	11.0	7.9		3.10	No	MISS
25-01	LOC Grade of Service	CO	-	H	89.7%	83.8%		(31.55)	Yes	87.4%	87.1%		(1.84)	Yes	91.4%	90.8%		(4.23)	Yes	HIT
26-01	% Busy in the LOC	CO	-	L	0.0%	0.4%		(12.64)	Yes	0.0%	0.7%		(17.61)	Yes	0.0%	0.2%		(8.24)	Yes	HIT
27-01	Mean Install. Interval-Field Work-Res.	TX	H	H	3.2	3.8		(8.91)	Yes	3.1	3.9		(9.13)	Yes	2.5	3.4		(12.22)	Yes	HIT
27-02	Mean Install. Interval-Field Work-Bus.	TX	H	H	4.4	3.9		2.77	No	3.5	3.9		(1.90)	Yes	2.9	3.7		(4.59)	Yes	HIT

Texas Aggregated Performance Measures

			Payment Level		Aug-99					Sep-99					Oct-99					Overall Result
								% Yes -	87%				% Yes -	87%				% Yes -	83%	
PM	Description	Area	Tier 1	Tier 2	CLEC	SWBT	Bench-mark	Z-Value	Result	CLEC	SWBT	Bench-mark	Z-Value	Result	CLEC	SWBT	Bench-mark	Z-Value	Result	89%
27-03	Mean Install. Interval-No Field Work-Res.	TX	H	H	0.1	0.5		(44.55)	Yes	0.1	0.5		(48.60)	Yes	0.1	0.5		(55.51)	Yes	HIT
27-04	Mean Install. Interval-No Field Work-Bus.	TX	H	H	0.2	1.0		(6.52)	Yes	0.2	0.9		(5.40)	Yes	0.1	0.8		(7.29)	Yes	HIT
27-05	Mean Install. Interval-Field Work-UNEs	TX	H	H	2.8	3.8		(3.53)	Yes	2.6	3.9		(5.99)	Yes	3.1	3.5		(1.89)	Yes	HIT
27-06	Mean Install. Interval-No Field Work- UNEs	TX	H	H	0.2	0.6		(19.56)	Yes	0.1	0.5		(27.84)	Yes	0.1	0.5		(13.46)	Yes	HIT
28-01	% Install. within 5 days-Field Work-Res.	TX	-	-	92.6%	90.0%		(5.12)	Yes	92.6%	88.7%		(7.17)	Yes	96.5%	91.6%		(10.26)	Yes	HIT
28-02	% Install. within 5 days-Field Work-Bus.	TX	-	-	87.7%	88.7%		1.07	Yes	91.3%	88.0%		(3.31)	Yes	94.7%	88.1%		(6.45)	Yes	HIT
28-03	% Install. within 3 days-No Field Work-Res.	TX	-	-	100.0%	98.2%		(21.05)	Yes	100.0%	98.3%		(20.05)	Yes	100.0%	98.9%		(17.16)	Yes	HIT
28-04	% Install. within 3 days-No Field Work-Bus.	TX	-	-	100.0%	96.4%		(5.42)	Yes	100.0%	97.3%		(5.00)	Yes	100.0%	97.2%		(5.97)	Yes	HIT
28-05	% Install. within 5 days-Field Work-UNEs	TX	-	-	100.0%	89.7%		(5.88)	Yes	100.0%	88.5%		(8.53)	Yes	97.5%	90.5%		(5.72)	Yes	HIT
28-06	% Install. within 3 days-No Field Work- UNEs	TX	-	-	100.0%	97.9%		(14.07)	Yes	100.0%	98.2%		(16.25)	Yes	100.0%	98.6%		(6.40)	Yes	HIT
29-01	% SWBT Missed Due Dates - Field Work-Res.	TX	H	H	8.8%	12.3%		(6.94)	Yes	8.7%	13.0%		(8.07)	Yes	8.7%	12.4%		(6.96)	Yes	HIT
29-02	% SWBT Missed Due Dates - Field Work-Bus.	TX	H	H	14.2%	10.1%		5.03	No	6.7%	9.8%		(3.85)	Yes	8.6%	9.3%		(0.95)	Yes	HIT
29-03	% SWBT Missed Due Dates - No Field Work-Res.	TX	H	H	0.1%	0.3%		(9.80)	Yes	0.1%	0.3%		(8.56)	Yes	0.1%	0.3%		(10.10)	Yes	HIT
29-04	% SWBT Missed Due Dates - No Field Work-Bus	TX	H	H	0.2%	0.3%		(1.01)	Yes	0.1%	0.5%		(4.78)	Yes	0.1%	0.2%		(2.69)	Yes	HIT
29-05	% SWBT Missed Due Dates - Field Work-UNEs	TX	H	H	7.1%	11.7%		(2.86)	Yes	6.6%	12.0%		(4.32)	Yes	2.2%	11.4%		(8.24)	Yes	HIT
29-06	% SWBT Missed Due Dates - No Field Work- UNEs	TX	H	H	0.7%	0.3%		8.46	No	0.3%	0.3%		(1.10)	Yes	0.0%	0.3%		(8.15)	Yes	HIT
30-01	% SWBT Missed Due Dates Due to LOF - Res.	TX	L	-	6.6%	8.4%		(4.13)	Yes	6.8%	8.8%		(4.64)	Yes	6.3%	8.5%		(4.97)	Yes	HIT
30-02	% SWBT Missed Due Dates Due to LOF - Bus.	TX	L	-	12.6%	7.9%		6.45	No	5.1%	7.4%		(3.23)	Yes	7.5%	7.0%		0.77	Yes	HIT
30-03	% SWBT Missed Due Dates Due to LOF - UNEs	TX	L	-	0.0%	8.2%		(5.96)	Yes	0.0%	8.4%		(7.85)	Yes	1.7%	8.0%		(6.61)	Yes	HIT
30-04	% SWBT Missed Due Dates Due to LOF - Res. > than 30 Days	TX	L	-	3.1%	8.1%		(3.03)	Yes	6.5%	9.7%		(1.83)	Yes	5.1%	9.0%		(2.13)	Yes	HIT
30-05	% SWBT Missed Due Dates Due to LOF - Bus. > than 30 Days	TX	L	-	11.9%	10.4%		0.64	Yes	14.3%	14.9%		(0.14)	Yes	4.3%	12.5%		(2.40)	Yes	HIT
30-06	% SWBT Missed Due Dates Due to LOF - UNEs > than 30 Days	TX	L	-	n/a	8.7%		Base < 10	-	n/a	11.1%		Base < 10	-	0.0%	10.0%		(1.25)	Yes	-
30-07	% SWBT Missed Due Dates Due to LOF - Res. > than 90 Days	TX	L	-	0.0%	0.3%		(0.95)	Yes	0.7%	0.5%		0.62	Yes	0.4%	0.4%		(0.06)	Yes	HIT
30-08	% SWBT Missed Due Dates Due to LOF - Bus. > than 90 Days	TX	L	-	2.3%	0.9%		1.78	No	0.0%	0.9%		(0.81)	Yes	1.1%	1.3%		(0.20)	Yes	HIT
30-09	% SWBT Missed Due Dates Due to LOF - UNEs > than 90 Days	TX	L	-	n/a	0.5%		Base < 10	-	n/a	0.6%		Base < 10	-	0.0%	0.7%		(0.31)	Yes	-
31-01	Avg. Delay Days due to LOF - Res.	TX	-	-	6.9	10.5		(4.26)	Yes	8.5	11.5		(3.32)	Yes	7.1	11.2		(4.38)	Yes	HIT
31-02	Avg. Delay Days due to LOF - Bus.	TX	-	-	14.0	13.1		0.69	Yes	12.4	14.4		(0.91)	Yes	9.2	13.6		(2.26)	Yes	HIT
31-03	Avg. Delay Days due to LOF - UNEs	TX	-	-	n/a	11.2		Base < 10	-	n/a	12.3		Base < 10	-	8.2	11.9		(0.86)	Yes	-
32-01	Avg. Delay Days for SWBT Caused Missed Due Dates - Res.-Field Work	TX	M	-	5.1	5.8		(0.95)	Yes	4.8	6.4		(1.76)	Yes	6.1	5.8		0.39	Yes	HIT
32-02	Avg. Delay Days for SWBT Caused Missed Due Dates - Bus.-Field Work	TX	M	-	9.2	7.4		0.69	Yes	10.9	8.7		0.70	Yes	4.0	9.1		(1.01)	Yes	HIT
32-03	Avg. Delay Days for SWBT Caused Missed Due Dates - Res.-No Field Work	TX	M	-	4.1	6.5		(1.00)	Yes	4.1	5.4		(1.05)	Yes	3.4	5.1		(1.80)	Yes	HIT
32-04	Avg. Delay Days for SWBT Caused Missed Due Dates - Bus.-No Field Work	TX	M	-	11.0	30.4		(2.91)	Yes	7.2	45.3		Base < 10	-	8.5	40.3		Base < 10	-	-
32-05	Avg. Delay Days for SWBT Caused Missed Due Dates - UNEs-Field Work	TX	M	-	7.7	6.1		0.95	Yes	7.9	6.8		0.71	Yes	4.8	6.5		Base < 10	-	HIT
32-06	Avg. Delay Days for SWBT Caused Missed Due Dates - UNEs-No Field Work	TX	M	-	7.0	9.2		(1.18)	Yes	8.1	13.6		(2.16)	Yes	n/a	9.2		Base < 10	-	HIT
33-01	% SWBT Caused Missed Due Dates > 30 Days - Res.-Field Work	TX	L	-	0.3%	0.7%		(3.56)	Yes	0.4%	0.9%		(3.32)	Yes	0.3%	0.8%		(3.37)	Yes	HIT
33-02	% SWBT Caused Missed Due Dates > 30 Days - Bus.-Field Work	TX	L	-	1.6%	0.9%		2.72	No	0.8%	1.2%		(1.33)	Yes	0.3%	1.0%		(2.38)	Yes	HIT
33-03	% SWBT Caused Missed Due Dates > 30 Days - Res.-No Field Work	TX	L	-	0.0%	0.0%		(2.38)	Yes	0.0%	0.0%		(1.67)	Yes	0.0%	0.0%		(1.70)	Yes	HIT
33-04	% SWBT Caused Missed Due Dates > 30 Days - Bus.-No Field Work	TX	L	-	0.0%	0.1%		(2.23)	Yes	0.0%	0.3%		(4.63)	Yes	0.0%	0.1%		(2.48)	Yes	HIT
33-05	% SWBT Caused Missed Due Dates > 30 Days - UNEs-Field Work	TX	L	-	0.3%	0.8%		(1.16)	Yes	0.3%	1.0%		(1.82)	Yes	0.0%	0.9%		(2.67)	Yes	HIT
33-06	% SWBT Caused Missed Due Dates > 30 Days - UNEs-No Field Work	TX	L	-	0.0%	0.0%		(0.69)	Yes	0.0%	0.0%		(1.52)	Yes	0.0%	0.0%		(1.77)	Yes	HIT
35-01	% Trouble Reports Within 10 Days of Install. - Res.-N&T Orders-Field Work	TX	H	H	3.9%	4.7%		(2.36)	Yes	5.0%	4.7%		0.85	Yes	4.5%	4.7%		(0.77)	Yes	HIT
35-02	% Trouble Reports Within 10 Days of Install. - Bus.-N&T Orders-Field Work	TX	H	H	2.7%	2.9%		(0.59)	Yes	2.7%	2.9%		(0.47)	Yes	2.2%	2.8%		(1.32)	Yes	HIT
35-03	% Trouble Reports Within 10 Days of Install. - Res.-N&T Orders-No Field Work	TX	H	H	5.8%	7.0%		(5.72)	Yes	6.2%	7.5%		(5.99)	Yes	6.0%	7.0%		(5.19)	Yes	HIT
35-04	% Trouble Reports Within 10 Days of Install. - Bus.-N&T Orders-No Field Work	TX	H	H	0.4%	4.0%		(11.27)	Yes	0.6%	4.4%		(10.63)	Yes	0.6%	3.9%		(10.17)	Yes	HIT
35-05	% Trouble Reports Within 10 Days of Install. - Res.-C Orders-Field Work	TX	H	H	7.1%	4.7%		0.79	Yes	2.6%	4.7%		(0.87)	Yes	6.9%	4.7%		0.70	Yes	HIT
35-06	% Trouble Reports Within 10 Days of Install. - Bus.-C Orders-Field Work	TX	H	H	2.0%	2.5%		(0.22)	Yes	3.2%	2.6%		0.29	Yes	5.7%	2.5%		1.71	No	HIT
35-07	% Trouble Reports Within 10 Days of Install. - Res.-C Orders-No Field Work	TX	H	H	0.5%	1.3%		(14.35)	Yes	0.6%	1.2%		(12.10)	Yes	0.5%	1.2%		(13.81)	Yes	HIT
35-08	% Trouble Reports Within 10 Days of Install. - Bus.-C Orders-No Field Work	TX	H	H	1.3%	1.6%		(1.85)	Yes	1.2%	1.5%		(1.85)	Yes	1.1%	1.5%		(2.14)	Yes	HIT
35-09	% Trouble Reports Within 10 Days of Install. - UNE-N&T Orders-Field Work	TX	H	H	n/a	4.2%		Base < 10	-	n/a	4.2%		Base < 10	-	n/a	4.1%		Base < 10	-	-
35-10	% Trouble Reports Within 10 Days of Install. - UNE-N&T Orders-No Field Work	TX	H	H	0.0%	6.8%		Base < 10	-	100.0%	7.3%		Base < 10	-	0.0%	6.7%		Base < 10	-	-
35-11	% Trouble Reports Within 10 Days of Install. - UNE-C Orders-Field Work	TX	H	H	0.0%	2.6%		(2.94)	Yes	0.0%	2.5%		(3.80)	Yes	0.0%	2.6%		(5.22)	Yes	HIT
35-12	% Trouble Reports Within 10 Days of Install. - UNE-C Orders-No Field Work	TX	H	H	1.5%	1.4%		1.62	Yes	1.3%	1.3%		1.16	Yes	1.8%	1.3%		7.65	No	HIT
36-01	% No Access - Field Work - Res.	TX	-	-	3.5%	3.4%		0.59	Yes	3.4%	3.9%		(1.60)	Yes	3.1%	3.6%		(1.54)	Yes	HIT
36-02	% No Access - Field Work - Bus.	TX	-	-	2.1%	2.7%		(1.30)	Yes	2.6%	2.3%		0.55	Yes	3.3%	2.2%		2.64	No	HIT
36-03	% No Access - Field Work - UNEs	TX	-	-	0.0%	3.2%		(3.60)	Yes	0.1%	3.4%		(4.63)	Yes	0.1%	3.1%		(4.92)	Yes	HIT
37-01	Trouble Report Rate - Res.	TX	H	H	2.7%	3.0%		(7.95)	Yes	2.9%	2.7%		4.05	No	2.5%	2.4%		3.57	No	MISS

Texas Aggregated Performance Measures

			Payment Level		Aug-99			% Yes - 87%		Sep-99			% Yes - 87%		Oct-99			% Yes - 83%		Overall Result
PM	Description	Area	Tier 1	Tier 2	CLEC	SWBT	Bench-mark	Z-Value	Result	CLEC	SWBT	Bench-mark	Z-Value	Result	CLEC	SWBT	Bench-mark	Z-Value	Result	89%
37-02	Trouble Report Rate - Bus	TX	H	H	0.9%	1.5%		(20.41)	Yes	0.8%	1.4%		(20.11)	Yes	0.8%	1.3%		(19.20)	Yes	HIT
37-03	Trouble Report Rate - UNE Loop and Port Combinations	TX	H	H	2.7%	2.5%		1.61	Yes	2.3%	2.3%		(0.23)	Yes	2.2%	2.1%		2.49	No	HIT
38-01	% Missed Repair - Res -Dispatch	TX	H	H	6.9%	8.8%		(5.59)	Yes	6.7%	7.5%		(2.42)	Yes	5.2%	6.7%		(4.19)	Yes	HIT
38-02	% Missed Repair - Bus -Dispatch	TX	H	H	10.7%	14.8%		(4.96)	Yes	11.3%	14.1%		(3.40)	Yes	9.4%	12.9%		(4.17)	Yes	HIT
38-03	% Missed Repair - Res -No Dispatch	TX	H	H	2.8%	2.2%		0.70	Yes	1.4%	2.2%		(1.03)	Yes	2.7%	2.1%		0.65	Yes	HIT
38-04	% Missed Repair - Bus -No Dispatch	TX	H	H	3.2%	5.0%		(0.83)	Yes	1.2%	5.9%		(1.83)	Yes	8.1%	6.4%		0.52	Yes	HIT
38-05	% Missed Repair - UNEs- Dispatch	TX	H	H	15.6%	9.9%		5.86	No	14.0%	8.7%		7.76	No	9.8%	7.9%		3.60	No	MISS
38-06	% Missed Repair - UNEs- No Dispatch	TX	H	H	7.1%	2.5%		3.07	No	2.0%	2.6%		(0.59)	Yes	4.1%	2.6%		1.56	Yes	HIT
39-01	Receipt to Clear Duration - Res.-Affecting Service-Dispatch	TX	H	H	17.0	51.4		(19.62)	Yes	16.8	45.2		(16.64)	Yes	18.7	34.9		(9.42)	Yes	HIT
39-02	Receipt to Clear Duration - Bus.-Affecting Service-Dispatch	TX	H	H	13.3	19.4		(3.80)	Yes	14.3	18.0		(2.10)	Yes	12.9	16.6		(1.58)	Yes	HIT
39-03	Receipt to Clear Duration - Res.-Affecting Service-No Dispatch	TX	H	H	11.4	19.0		(2.59)	Yes	5.4	16.8		(3.56)	Yes	5.8	13.0		(1.64)	Yes	HIT
39-04	Receipt to Clear Duration - Bus.-Affecting Service-No Dispatch	TX	H	H	8.9	10.3		(0.08)	Yes	5.1	8.8		(0.51)	Yes	4.2	7.8		(0.89)	Yes	HIT
39-05	Receipt to Clear Duration - Res.-Out of Service-Dispatch	TX	H	H	13.9	23.4		(24.69)	Yes	13.6	20.1		(17.89)	Yes	14.0	18.9		(10.97)	Yes	HIT
39-06	Receipt to Clear Duration - Bus.-Out of Service-Dispatch	TX	H	H	11.0	12.9		(3.16)	Yes	11.3	11.7		(0.69)	Yes	11.6	11.0		0.86	Yes	HIT
39-07	Receipt to Clear Duration - Res.-Out of Service-No Dispatch	TX	H	H	10.3	15.7		(4.05)	Yes	9.6	12.2		(0.91)	Yes	6.4	11.0		(2.84)	Yes	HIT
39-08	Receipt to Clear Duration - Bus.-Out of Service-No Dispatch	TX	H	H	5.0	9.6		(2.25)	Yes	5.0	8.2		(1.13)	Yes	6.7	8.6		(0.55)	Yes	HIT
39-09	Receipt to Clear Duration - UNEs-Affecting Service-Dispatch	TX	H	H	12.9	46.3		(11.51)	Yes	16.5	40.8		(11.38)	Yes	13.4	31.7		(11.18)	Yes	HIT
39-10	Receipt to Clear Duration - UNEs-Affecting Service-No Dispatch	TX	H	H	6.3	18.0		(2.18)	Yes	6.7	15.9		(2.89)	Yes	7.2	12.5		(1.53)	Yes	HIT
39-11	Receipt to Clear Duration - UNEs-Out of Service-Dispatch	TX	H	H	14.7	21.4		(5.86)	Yes	14.7	18.5		(4.75)	Yes	14.9	17.3		(3.42)	Yes	HIT
39-12	Receipt to Clear Duration - UNEs-Out of Service-No Dispatch	TX	H	H	13.7	15.1		(0.40)	Yes	7.0	11.8		(0.90)	Yes	9.3	10.8		(0.66)	Yes	HIT
40-01	% Out of Service Less than 24 Hours - Res.	TX	M	-	94.2%	79.6%		(25.64)	Yes	95.5%	86.9%		(17.76)	Yes	95.1%	89.5%		(11.60)	Yes	HIT
40-02	% Out of Service Less than 24 Hours - Bus.	TX	M	-	94.6%	90.4%		(5.24)	Yes	96.5%	93.5%		(4.41)	Yes	93.1%	94.1%		1.46	Yes	HIT
40-03	% Out of Service Less than 24 Hours - UNEs	TX	M	-	90.9%	81.7%		(5.70)	Yes	93.6%	88.2%		(5.46)	Yes	92.8%	90.4%		(3.18)	Yes	HIT
41-01	% Repeat Reports - Res.	TX	H	H	7.0%	9.0%		(5.06)	Yes	6.9%	8.7%		(4.75)	Yes	6.2%	8.7%		(5.71)	Yes	HIT
41-02	% Repeat Reports - Bus	TX	H	H	9.4%	8.7%		1.00	Yes	8.9%	8.4%		0.61	Yes	9.0%	8.3%		0.90	Yes	HIT
41-03	% Repeat Reports - UNEs	TX	H	H	13.8%	8.9%		5.01	No	13.4%	8.7%		6.54	No	10.2%	8.7%		2.46	No	MISS
42-01	% of Trouble Reports with No Access Status - Res	TX	-	-	7.2%	10.6%		(8.08)	Yes	7.2%	10.6%		(8.07)	Yes	9.3%	11.6%		(4.71)	Yes	HIT
42-02	% of Trouble Reports with No Access Status - Bus.	TX	-	-	3.4%	4.8%		(2.51)	Yes	3.6%	4.4%		(1.32)	Yes	3.7%	4.6%		(1.50)	Yes	HIT
42-03	% of Trouble Reports with No Access Status - UNEs	TX	-	-	4.6%	9.6%		(3.91)	Yes	5.2%	9.5%		(4.52)	Yes	5.9%	10.3%		(5.59)	Yes	HIT
43-01	Avg. Install. Interval - VGPL	TX	H	H	5.3	9.1		(6.76)	Yes	4.0	10.2		(12.70)	Yes	5.5	9.4		(8.26)	Yes	HIT
43-02	Avg. Install. Interval - DSL	TX	H	H	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	-
43-03	Avg. Install. Interval - DDS	TX	H	H	14.0	8.7		Base < 10	-	1.0	6.4		Base < 10	-	32.0	7.6		Base < 10	-	-
43-04	Avg. Install. Interval - DS1	TX	H	H	6.0	13.5		(2.12)	Yes	n/a	10.5		Base < 10	-	5.0	12.4		(2.30)	Yes	HIT
43-05	Avg. Install. Interval - DS3	TX	H	H	n/a	14.4		Base < 10	-	n/a	7.2		Base < 10	-	n/a	7.0		Base < 10	-	-
43-06	Avg. Install. Interval - ISDN/BRI	TX	H	H	9.5	12.1		(1.85)	Yes	10.1	10.3		(0.18)	Yes	11.2	9.8		1.81	No	HIT
43-07	Avg. Install. Interval - ISDN/PRI	TX	H	H	13.0	13.2		Base < 10	-	10.6	12.5		(2.31)	Yes	11.6	13.4		(2.14)	Yes	HIT
43-08	Avg. Install. Interval - ISDN/Combo	TX	H	H	n/a	12.1		Base < 10	-	n/a	10.3		Base < 10	-	n/a	9.8		Base < 10	-	-
44-01	% Installs Completed Within 20 Days - VGPL	TX	-	-	97.0%	92.2%		(2.84)	Yes	100.0%	88.9%		(8.18)	Yes	95.9%	88.4%		(5.23)	Yes	HIT
44-02	% Installs Completed Within 20 Days - DSL	TX	-	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	-
44-03	% Installs Completed Within 20 Days - DDS	TX	-	-	100.0%	93.3%		Base < 10	-	100.0%	100.0%		Base < 10	-	0.0%	88.9%		Base < 10	-	-
44-04	% Installs Completed Within 20 Days - DS1	TX	-	-	100.0%	87.3%		(1.86)	Yes	n/a	90.3%		Base < 10	-	100.0%	87.6%		(1.82)	Yes	HIT
44-05	% Installs Completed Within 20 Days - DS3	TX	-	-	n/a	75.0%		Base < 10	-	n/a	100.0%		Base < 10	-	n/a	100.0%		Base < 10	-	-
44-06	% Installs Completed Within 20 Days - ISDN/BRI	TX	-	-	91.2%	86.5%		(1.10)	Yes	93.1%	91.7%		(0.59)	Yes	96.7%	92.3%		(2.01)	Yes	HIT
44-07	% Installs Completed Within 20 Days - ISDN/PRI	TX	-	-	100.0%	86.9%		Base < 10	-	87.8%	83.6%		(1.54)	Yes	100.0%	83.6%		(5.34)	Yes	HIT
44-08	% Installs Completed Within 20 Days - ISDN/Combo	TX	-	-	n/a	86.5%		Base < 10	-	n/a	91.7%		Base < 10	-	n/a	92.3%		Base < 10	-	-
45-01	% SWBT Caused Missed Due Dates - VGPL	TX	H	H	0.5%	4.4%		(4.47)	Yes	3.8%	5.3%		(1.82)	Yes	0.5%	5.9%		(6.89)	Yes	HIT
45-02	% SWBT Caused Missed Due Dates - DSL	TX	H	H	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	-
45-03	% SWBT Caused Missed Due Dates - DDS	TX	H	H	11.8%	14.3%		(0.27)	Yes	20.0%	8.0%		Base < 10	-	7.1%	12.5%		(0.52)	Yes	HIT
45-04	% SWBT Caused Missed Due Dates - DS1	TX	H	H	46.2%	12.9%		4.59	No	4.8%	7.1%		(0.40)	Yes	2.5%	5.2%		(0.75)	Yes	HIT
45-05	% SWBT Caused Missed Due Dates - DS3	TX	H	H	29.6%	12.5%		1.29	Yes	6.3%	0.0%		0.63	Yes	10.5%	6.3%		0.51	Yes	HIT
45-06	% SWBT Caused Missed Due Dates - ISDN/BRI	TX	H	H	19.2%	18.3%		0.31	Yes	18.4%	16.0%		1.34	Yes	15.8%	15.7%		0.06	Yes	HIT
45-07	% SWBT Caused Missed Due Dates - ISDN/PRI	TX	H	H	0.0%	2.1%		(2.13)	Yes	11.3%	2.0%		16.35	No	0.0%	4.4%		(3.87)	Yes	HIT
45-08	% SWBT Caused Missed Due Dates - ISDN/Combo	TX	H	H	n/a	18.3%		Base < 10	-	n/a	16.0%		Base < 10	-	n/a	15.7%		Base < 10	-	-
46-01	% Trouble Reports within 30 Days - VGPL	TX	H	H	0.0%	2.8%		(1.62)	Yes	0.8%	2.1%		(0.96)	Yes	1.3%	2.8%		(0.84)	Yes	HIT
46-02	% Trouble Reports within 30 Days - DSL	TX	H	H	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	-
46-03	% Trouble Reports within 30 Days - DDS	TX	H	H	2.9%	9.5%		(1.04)	Yes	0.0%	8.0%		Base < 10	-	8.3%	12.5%		(0.38)	Yes	HIT

Texas Aggregated Performance Measures

					Aug-99					Sep-99					Oct-99					Overall Result
			Payment Level					% Yes -	87%				% Yes -	87%				% Yes -	83%	
PM	Description	Area	Tier 1	Tier 2	CLEC	SWBT	Bench-mark	Z-Value	Result	CLEC	SWBT	Bench-mark	Z-Value	Result	CLEC	SWBT	Bench-mark	Z-Value	Result	89%
46-04	% Trouble Reports within 30 Days - DS1	TX	H	H	4.0%	8.6%		(0.81)	Yes	0.0%	9.5%		(1.48)	Yes	5.1%	10.1%		(0.99)	Yes	HIT
46-05	% Trouble Reports within 30 Days - DS3	TX	H	H	0.0%	6.3%		(1.27)	Yes	0.0%	16.7%		(2.34)	Yes	0.0%	18.8%		(3.25)	Yes	HIT
46-06	% Trouble Reports within 30 Days - ISDN/BRI	TX	H	H	3.1%	5.1%		(1.14)	Yes	3.3%	5.1%		(1.38)	Yes	7.9%	5.1%		1.88	No	HIT
46-07	% Trouble Reports within 30 Days - ISDN/PRI	TX	H	H	n/a	0.1%		Base < 10	-	n/a	0.0%		Base < 10	-	n/a	0.1%		Base < 10	-	-
46-08	% Trouble Reports within 30 Days - ISDN/Combo	TX	H	H	n/a	5.1%		Base < 10	-	n/a	5.1%		Base < 10	-	n/a	5.1%		Base < 10	-	-
47-01	% Missed Due Dates Due to LOF - VGPL	TX	L	-	0.2%	1.5%		(2.59)	Yes	0.0%	0.7%		(2.53)	Yes	0.0%	1.6%		(3.92)	Yes	HIT
47-02	% Missed Due Dates Due to LOF - DSL	TX	L	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	-
47-03	% Missed Due Dates Due to LOF - DDS	TX	L	-	11.8%	4.8%		0.88	Yes	20.0%	4.0%		Base < 10	-	0.0%	12.5%		(1.38)	Yes	HIT
47-04	% Missed Due Dates Due to LOF - DS1	TX	L	-	3.8%	3.0%		0.23	Yes	0.0%	3.2%		(0.83)	Yes	0.0%	1.7%		(0.84)	Yes	HIT
47-05	% Missed Due Dates Due to LOF - DS3	TX	L	-	0.0%	6.3%		(1.31)	Yes	3.1%	0.0%		0.44	Yes	0.0%	6.3%		(1.90)	Yes	HIT
47-06	% Missed Due Dates Due to LOF - ISDN/BRI	TX	L	-	0.5%	2.9%		(2.13)	Yes	2.3%	1.8%		0.80	Yes	1.9%	2.2%		(0.41)	Yes	HIT
47-07	% Missed Due Dates Due to LOF - ISDN/PRI	TX	L	-	0.0%	0.1%		(0.52)	Yes	0.0%	0.0%		0.00	Yes	0.0%	0.0%		0.00	Yes	HIT
47-08	% Missed Due Dates Due to LOF - ISDN/Combo	TX	L	-	n/a	2.9%		Base < 10	-	n/a	1.8%		Base < 10	-	n/a	2.2%		Base < 10	-	-
47-09	% Missed Due Dates Due to LOF > 30 Days - VGPL	TX	L	-	0.0%	5.1%		Base < 10	-	n/a	2.3%		Base < 10	-	n/a	10.0%		Base < 10	-	-
47-10	% Missed Due Dates Due to LOF > 30 Days - DSL	TX	L	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	-
47-11	% Missed Due Dates Due to LOF > 30 Days - DDS	TX	L	-	0.0%	0.0%		Base < 10	-	0.0%	0.0%		Base < 10	-	n/a	33.3%		Base < 10	-	-
47-12	% Missed Due Dates Due to LOF > 30 Days - DS1	TX	L	-	0.0%	41.7%		Base < 10	-	n/a	0.0%		Base < 10	-	n/a	0.0%		Base < 10	-	-
47-13	% Missed Due Dates Due to LOF > 30 Days - DS3	TX	L	-	n/a	0.0%		Base < 10	-	0.0%	n/a		Base < 10	-	n/a	0.0%		Base < 10	-	-
47-14	% Missed Due Dates Due to LOF > 30 Days - ISDN/BRI	TX	L	-	0.0%	17.4%		Base < 10	-	0.0%	11.4%		(1.06)	Yes	0.0%	8.7%		(1.02)	Yes	HIT
47-15	% Missed Due Dates Due to LOF > 30 Days - ISDN/PRI	TX	L	-	n/a	0.0%		Base < 10	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	-
47-16	% Missed Due Dates Due to LOF > 30 Days - ISDN/Combo	TX	L	-	n/a	17.4%		Base < 10	-	n/a	11.4%		Base < 10	-	n/a	8.7%		Base < 10	-	-
47-17	% Missed Due Dates Due to LOF > 90 Days - VGPL	TX	L	-	0.0%	1.0%		Base < 10	-	n/a	0.0%		Base < 10	-	n/a	0.0%		Base < 10	-	-
47-18	% Missed Due Dates Due to LOF > 90 Days - DSL	TX	L	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	-
47-19	% Missed Due Dates Due to LOF > 90 Days - DDS	TX	L	-	0.0%	0.0%		Base < 10	-	0.0%	0.0%		Base < 10	-	n/a	0.0%		Base < 10	-	-
47-20	% Missed Due Dates Due to LOF > 90 Days - DS1	TX	L	-	0.0%	0.0%		Base < 10	-	n/a	0.0%		Base < 10	-	n/a	0.0%		Base < 10	-	-
47-21	% Missed Due Dates Due to LOF > 90 Days - DS3	TX	L	-	n/a	0.0%		Base < 10	-	0.0%	n/a		Base < 10	-	n/a	0.0%		Base < 10	-	-
47-22	% Missed Due Dates Due to LOF > 90 Days - ISDN/BRI	TX	L	-	0.0%	0.0%		Base < 10	-	0.0%	0.0%		0.00	Yes	0.0%	0.0%		0.00	Yes	HIT
47-23	% Missed Due Dates Due to LOF > 90 Days - ISDN/PRI	TX	L	-	n/a	0.0%		Base < 10	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	-
47-24	% Missed Due Dates Due to LOF > 90 Days - ISDN/Combo	TX	L	-	n/a	0.0%		Base < 10	-	n/a	0.0%		Base < 10	-	n/a	0.0%		Base < 10	-	-
48-01	Avg. Delay Days Due to LOF - VGPL	TX	-	-	1.0	13.4		Base < 10	-	n/a	10.9		Base < 10	-	n/a	11.8		Base < 10	-	-
48-02	Avg. Delay Days Due to LOF - DSL	TX	-	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	-
48-03	Avg. Delay Days Due to LOF - DDS	TX	-	-	9.0	17.0		Base < 10	-	28.0	7.0		Base < 10	-	n/a	21.0		Base < 10	-	-
48-04	Avg. Delay Days Due to LOF - DS1	TX	-	-	10.0	21.3		Base < 10	-	n/a	14.1		Base < 10	-	n/a	11.2		Base < 10	-	-
48-05	Avg. Delay Days Due to LOF - DS3	TX	-	-	n/a	1.0		Base < 10	-	22.0	n/a		Base < 10	-	n/a	2.0		Base < 10	-	-
48-06	Avg. Delay Days due to LOF - ISDN/BRI	TX	-	-	52.0	16.1		Base < 10	-	22.5	13.7		2.04	No	8.4	12.2		(1.03)	Yes	-
48-07	Avg. Delay Days due to LOF - ISDN/PRI	TX	-	-	n/a	12.0		Base < 10	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	-
48-08	Avg. Delay Days due to LOF - ISDN/Combo	TX	-	-	n/a	16.1		Base < 10	-	n/a	13.7		Base < 10	-	n/a	12.2		Base < 10	-	-
49-01	Avg. Delay Days for SWBT Caused Missed Due Dates - VGPL	TX	M	-	1.0	7.9		Base < 10	-	7.1	16.4		(2.71)	Yes	2.8	15.3		Base < 10	-	-
49-02	Avg. Delay Days for SWBT Caused Missed Due Dates - DSL	TX	M	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	-
49-03	Avg. Delay Days for SWBT Caused Missed Due Dates - DDS	TX	M	-	9.0	10.0		Base < 10	-	28.0	4.0		Base < 10	-	16.0	21.0		Base < 10	-	-
49-04	Avg. Delay Days for SWBT Caused Missed Due Dates - DS1	TX	M	-	7.7	10.1		(0.57)	Yes	4.0	14.8		Base < 10	-	5.0	13.1		Base < 10	-	-
49-05	Avg. Delay Days for SWBT Caused Missed Due Dates - DS3	TX	M	-	12.6	1.0		Base < 10	-	16.0	n/a		Base < 10	-	28.8	2.0		Base < 10	-	-
49-06	Avg. Delay Days for SWBT Caused Missed Due Dates - ISDN/BRI	TX	M	-	12.1	12.2		(0.01)	Yes	12.0	9.5		1.07	Yes	11.4	9.0		1.20	Yes	HIT
49-07	Avg. Delay Days for SWBT Caused Missed Due Dates - ISDN/PRI	TX	M	-	n/a	24.9		Base < 10	-	15.6	8.6		4.81	No	n/a	9.6		Base < 10	-	-
49-08	Avg. Delay Days for SWBT Caused Missed Due Dates - ISDN/Combo	TX	M	-	n/a	12.2		Base < 10	-	n/a	9.5		Base < 10	-	n/a	9.0		Base < 10	-	-
50-01	% SWBT Caused Missed Due Dates > 30 Days - VGPL	TX	L	-	0.0%	0.2%		(0.93)	Yes	0.0%	1.1%		(3.21)	Yes	0.0%	0.4%		(1.83)	Yes	HIT
50-02	% SWBT Caused Missed Due Dates > 30 Days - DSL	TX	L	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	-
50-03	% SWBT Caused Missed Due Dates > 30 Days - DDS	TX	L	-	0.0%	0.0%		0.00	Yes	0.0%	0.0%		Base < 10	-	0.0%	4.2%		(0.77)	Yes	HIT
50-04	% SWBT Caused Missed Due Dates > 30 Days - DS1	TX	L	-	0.0%	1.5%		(0.63)	Yes	0.0%	0.7%		(0.39)	Yes	0.0%	0.3%		(0.37)	Yes	HIT
50-05	% SWBT Caused Missed Due Dates > 30 Days - DS3	TX	L	-	0.0%	0.0%		0.00	Yes	0.0%	0.0%		0.00	Yes	3.5%	0.0%		0.76	Yes	HIT
50-06	% SWBT Caused Missed Due Dates > 30 Days - ISDN/BRI	TX	L	-	2.3%	1.9%		0.44	Yes	1.4%	1.1%		0.63	Yes	1.6%	0.8%		1.81	No	HIT
50-07	% SWBT Caused Missed Due Dates > 30 Days - ISDN/PRI	TX	L	-	0.0%	0.6%		(1.11)	Yes	0.0%	0.4%		(1.56)	Yes	0.0%	0.1%		(0.55)	Yes	HIT
50-08	% SWBT Caused Missed Due Dates > 30 Days - ISDN/Combo	TX	L	-	n/a	1.9%		Base < 10	-	n/a	1.1%		Base < 10	-	n/a	0.8%		Base < 10	-	-
52-01	Mean Time to Restore - VGPL - Dispatch	TX	H	H	7.0	6.8		0.15	Yes	7.6	6.3		0.87	Yes	6.7	5.2		0.98	Yes	HIT
52-02	Mean Time to Restore - DSL - Dispatch	TX	H	H	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	-
52-03	Mean Time to Restore - DDS - Dispatch	TX	H	H	3.5	15.8		Base < 10	-	3.5	3.8		Base < 10	-	4.2	7.6		Base < 10	-	-

Texas Aggregated Performance Measures

			Payment Level		Aug-99			% Yes - 87%		Sep-99			% Yes - 87%		Oct-99			% Yes - 83%		Overall Result
PM	Description	Area	Tier 1	Tier 2	CLEC	SWBT	Bench-mark	Z-Value	Result	CLEC	SWBT	Bench-mark	Z-Value	Result	CLEC	SWBT	Bench-mark	Z-Value	Result	89%
52-04	Mean Time to Restore - DS1 - Dispatch	TX	H	H	5.8	4.1		Base < 10	-	5.7	7.6		Base < 10	-	5.2	3.4		Base < 10	-	-
52-05	Mean Time to Restore - DS3 - Dispatch	TX	H	H	n/a	9.5		Base < 10	-	n/a	15.2		Base < 10	-	2.1	4.7		Base < 10	-	-
52-06	Mean Time to Restore - ISDN/BRI - Dispatch	TX	H	H	9.2	16.2		(0.65)	Yes	5.1	11.6		(0.72)	Yes	6.5	8.5		(0.64)	Yes	HIT
52-07	Mean Time to Restore - ISDN/PRI - Dispatch	TX	H	H	6.2	11.6		Base < 10	-	2.1	5.2		Base < 10	-	1.4	4.0		Base < 10	-	-
52-08	Mean Time to Restore - ISDN/Combo - Dispatch	TX	H	H	n/a	16.2		Base < 10	-	n/a	11.6		Base < 10	-	n/a	8.5		Base < 10	-	-
52-09	Mean Time to Restore - VGPL - No Dispatch	TX	H	H	n/a	3.1		Base < 10	-	0.8	2.6		Base < 10	-	1.3	3.0		Base < 10	-	-
52-10	Mean Time to Restore - DSL - No Dispatch	TX	H	H	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	-
52-11	Mean Time to Restore - DDS - No Dispatch	TX	H	H	n/a	0.9		Base < 10	-	n/a	0.4		Base < 10	-	n/a	3.4		Base < 10	-	-
52-12	Mean Time to Restore - DS1 - No Dispatch	TX	H	H	n/a	1.7		Base < 10	-	n/a	5.1		Base < 10	-	1.1	1.1		Base < 10	-	-
52-13	Mean Time to Restore - DS3 - No Dispatch	TX	H	H	n/a	1.2		Base < 10	-	n/a	0.2		Base < 10	-	n/a	6.8		Base < 10	-	-
52-14	Mean Time to Restore - ISDN/BRI - No Dispatch	TX	H	H	0.0	9.2		(0.49)	Yes	0.4	7.1		(0.53)	Yes	0.2	3.9		(0.29)	Yes	HIT
52-15	Mean Time to Restore - ISDN/PRI - No Dispatch	TX	H	H	n/a	2.8		Base < 10	-	1.1	2.6		Base < 10	-	2.3	4.0		Base < 10	-	-
52-16	Mean Time to Restore - ISDN/Combo - No Dispatch	TX	H	H	n/a	9.2		Base < 10	-	n/a	7.1		Base < 10	-	n/a	3.9		Base < 10	-	-
53-01	% Repeat Reports - VGPL	TX	H	H	3.8%	12.1%		(1.82)	Yes	10.9%	13.2%		(0.50)	Yes	17.3%	11.4%		1.33	Yes	HIT
53-02	% Repeat Reports - DSL	TX	H	H	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	-
53-03	% Repeat Reports - DDS	TX	H	H	33.3%	6.3%		Base < 10	-	0.0%	22.5%		Base < 10	-	0.0%	10.5%		Base < 10	-	-
53-04	% Repeat Reports - DS1	TX	H	H	0.0%	18.9%		Base < 10	-	0.0%	21.1%		Base < 10	-	45.5%	18.8%		2.21	No	-
53-05	% Repeat Reports - DS3	TX	H	H	n/a	36.4%		Base < 10	-	n/a	0.0%		Base < 10	-	0.0%	0.0%		Base < 10	-	-
53-06	% Repeat Reports - ISDN/BRI	TX	H	H	2.6%	3.2%		(0.22)	Yes	8.8%	2.8%		2.72	No	12.7%	2.7%		4.93	No	MISS
53-07	% Repeat Reports - ISDN/PRI	TX	H	H	0.0%	0.1%		Base < 10	-	25.0%	0.0%		Base < 10	-	0.0%	0.1%		Base < 10	-	-
53-08	% Repeat Reports - ISDN/Combo	TX	H	H	n/a	3.2%		Base < 10	-	n/a	2.8%		Base < 10	-	n/a	2.7%		Base < 10	-	-
54-01	Failure Frequency - VGPL	TX	L	-	0.4%	0.7%		(3.62)	Yes	0.4%	0.7%		(3.07)	Yes	0.4%	0.7%		(4.02)	Yes	HIT
54-02	Failure Frequency - DSL	TX	L	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	-
54-03	Failure Frequency - DDS	TX	L	-	2.6%	2.3%		0.20	Yes	1.7%	2.0%		(0.23)	Yes	2.9%	1.9%		0.86	Yes	HIT
54-04	Failure Frequency - DS1	TX	L	-	5.7%	5.8%		(0.02)	Yes	1.8%	5.5%		(1.65)	Yes	7.5%	5.8%		0.86	Yes	HIT
54-05	Failure Frequency - DS3	TX	L	-	0.0%	5.1%		(1.90)	Yes	0.0%	4.2%		(2.09)	Yes	1.3%	4.0%		(1.55)	Yes	HIT
54-06	Failure Frequency - ISDN/BRI	TX	L	-	2.0%	3.2%		(2.99)	Yes	2.6%	2.8%		(0.62)	Yes	2.6%	2.7%		(0.11)	Yes	HIT
54-07	Failure Frequency - ISDN/PRI	TX	L	-	0.1%	0.1%		(0.08)	Yes	0.1%	0.0%		1.79	No	0.1%	0.1%		(0.02)	Yes	HIT
54-08	Failure Frequency - ISDN/Combo	TX	L	-	n/a	3.2%		Base < 10	-	n/a	2.8%		Base < 10	-	n/a	2.7%		Base < 10	-	-
55-01.1	Avg. Install. Interval - 8.0 dB Loop (1-10 Loops)	TX	-	-	3.0		3.0	(0.03)	Yes	2.9		3.0	(0.07)	Yes	2.9		3.0	(0.05)	Yes	HIT
55-01.2	Avg. Install. Interval - 8.0 dB Loop (11-20 Loops)	TX	-	-	6.1		7.0	(0.90)	Yes	4.2		7.0	(2.82)	Yes	n/a		7.0	Base < 10	-	HIT
55-01.3	Avg. Install. Interval - 8.0 dB Loop (Over 20 Loops)	TX	-	-	n/a		10.0	Base < 10	-	n/a		10.0	Base < 10	-	n/a		10.0	Base < 10	-	-
55-02.1	Avg. Install. Interval - 5.0 dB Loop (1-10 Loops)	TX	-	-	n/a		3.0	Base < 10	-	n/a		3.0	Base < 10	-	2.2		3.0	(0.80)	Yes	-
55-02.2	Avg. Install. Interval - 5.0 dB Loop (11-20 Loops)	TX	-	-	n/a		7.0	Base < 10	-	n/a		7.0	Base < 10	-	n/a		7.0	Base < 10	-	-
55-02.3	Avg. Install. Interval - 5.0 dB Loop (Over 20 Loops)	TX	-	-	n/a		10.0	Base < 10	-	n/a		10.0	Base < 10	-	n/a		10.0	Base < 10	-	-
55-03.1	Avg. Install. Interval - BRI Loop (1-10 Loops)	TX	-	-	4.7		3.0	1.73	No	2.9		3.0	(0.06)	Yes	5.2		3.0	2.24	No	MISS
55-03.2	Avg. Install. Interval - BRI Loop (11-20 Loops)	TX	-	-	n/a		7.0	Base < 10	-	n/a		7.0	Base < 10	-	n/a		7.0	Base < 10	-	-
55-03.3	Avg. Install. Interval - BRI Loop (Over 20 Loops)	TX	-	-	n/a		10.0	Base < 10	-	n/a		10.0	Base < 10	-	n/a		10.0	Base < 10	-	-
55-04.1	Avg. Install. Interval - DS1 Loop (All Orders)	TX	-	-	n/a		3.0	Base < 10	-	n/a		3.0	Base < 10	-	n/a		3.0	Base < 10	-	-
55-05.1	Avg. Install. Interval - Analog Line Port (All Orders)	TX	-	-	n/a		2.0	Base < 10	-	n/a		2.0	Base < 10	-	1.5		2.0	(0.48)	Yes	-
55-06.1	Avg. Install. Interval - Analog Trunk Port (All Orders)	TX	-	-	n/a		3.0	Base < 10	-	n/a		3.0	Base < 10	-	2.2		3.0	(0.80)	Yes	-
55-07.1	Avg. Install. Interval - DS1 Dedicated Circuit (1-10 Circuits)	TX	-	-	n/a		3.0	Base < 10	-	n/a		3.0	Base < 10	-	n/a		3.0	Base < 10	-	-
55-07.2	Avg. Install. Interval - DS1 Dedicated Circuit (11-20 Circuits)	TX	-	-	n/a		5.0	Base < 10	-	n/a		5.0	Base < 10	-	n/a		5.0	Base < 10	-	-
55-07.3	Avg. Install. Interval - DS1 Dedicated Circuit (Over 20 Circuits)	TX	-	-	n/a		0.0	Base < 10	-	n/a		0.0	Base < 10	-	n/a		0.0	Base < 10	-	-
55-08.1	Avg. Install. Interval - DS3 Dedicated Circuit (1-10 Circuits)	TX	-	-	n/a		3.0	Base < 10	-	n/a		3.0	Base < 10	-	n/a		3.0	Base < 10	-	-
55-08.2	Avg. Install. Interval - DS3 Dedicated Circuit (11-20 Circuits)	TX	-	-	n/a		5.0	Base < 10	-	n/a		5.0	Base < 10	-	n/a		5.0	Base < 10	-	-
55-08.3	Avg. Install. Interval - DS3 Dedicated Circuit (Over 20 Circuits)	TX	-	-	n/a		0.0	Base < 10	-	n/a		0.0	Base < 10	-	n/a		0.0	Base < 10	-	-
55.1-01	Avg. Installation Interval - DSL - No Conditioning	TX	Y	Y	n/a	n/a		Base < 10	-	9.5	7.8		Base < 10	-	6.8	5.8		0.88	Yes	-
55.1-02	Avg. Installation Interval - DSL - Conditioning	TX	Y	Y	n/a	n/a		Base < 10	-	9.5	12.0		(1.25)	Yes	16.4	9.5		4.14	No	-
56-01.1	% Installed Within "x" Days - 8.0 dB Loop (1-10 Loops)	TX	H	H	90.5%		95.0%	4.50	No	98.7%		95.0%	(3.68)	Yes	98.4%		95.0%	(3.37)	Yes	HIT
56-01.2	% Installed Within "x" Days - 8.0 dB Loop (11-20 Loops)	TX	H	H	80.0%		95.0%	15.00	No	100.0%		95.0%	(5.00)	Yes	100.0%		95.0%	Base < 10	-	-
56-01.3	% Installed Within "x" Days - 8.0 dB Loop (Over 20 Loops)	TX	H	H	100.0%		95.0%	Base < 10	-	100.0%		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	-
56-02.1	% Installed Within "x" Days - 5.0 dB Loop (1-10 Loops)	TX	H	H	100.0%		95.0%	Base < 10	-	83.3%		95.0%	Base < 10	-	100.0%		95.0%	(5.00)	Yes	-
56-02.2	% Installed Within "x" Days - 5.0 dB Loop (11-20 Loops)	TX	H	H	100.0%		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	50.0%		95.0%	Base < 10	-	-
56-02.3	% Installed Within "x" Days - 5.0 dB Loop (Over 20 Loops)	TX	H	H	n/a		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	-
56-03.1	% Installed Within "x" Days - BRI Loop (1-10 Loops)	TX	H	H	66.7%		95.0%	28.33	No	93.9%		95.0%	1.06	Yes	80.0%		95.0%	15.00	No	MISS

Texas Aggregated Performance Measures

PM	Description	Area	Payment Level Tier 1	Payment Level Tier 2	Aug-99 CLEC	Aug-99 SWBT	Aug-99 Bench-mark	Aug-99 Z-Value (% Yes - 87%)	Aug-99 Result	Sep-99 CLEC	Sep-99 SWBT	Sep-99 Bench-mark	Sep-99 Z-Value (% Yes - 87%)	Sep-99 Result	Oct-99 CLEC	Oct-99 SWBT	Oct-99 Bench-mark	Oct-99 Z-Value (% Yes - 83%)	Oct-99 Result	Overall Result 89%
56-03 2	% Installed Within "x" Days - BRI Loop (11-20 Loops)	TX	H	H	n/a		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	-
56-03 3	% Installed Within "x" Days - BRI Loop (Over 20 Loops)	TX	H	H	n/a		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	-
56-04 1	% Installed Within "x" Days - DS1 Loop (All Orders)	TX	H	H	16.7%		95.0%	Base < 10	-	85.7%		95.0%	9.29	No	68.0%		95.0%	27.00	No	MISS
56-05 1	% Installed Within "x" Days - Analog Line Port (All Orders)	TX	H	H	83.3%		95.0%	Base < 10	-	100.0%		95.0%	Base < 10		90.5%		95.0%	4.52	No	-
56-06 1	% Installed Within "x" Days - Analog Trunk Port (All Orders)	TX	H	H	88.9%		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	0.0%		95.0%	Base < 10	-	-
56-07 1	% Installed Within "x" Days - DS1 Dedicated Circuit (1-10 Circuits)	TX	H	H	0.0%		95.0%	Base < 10	-	0.0%		95.0%	Base < 10	-	0.0%		95.0%	Base < 10	-	-
56-07 2	% Installed Within "x" Days - DS1 Dedicated Circuit (11-20 Circuits)	TX	H	H	n/a		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	-
56-08 1	% Installed Within "x" Days - DS3 Dedicated Circuit (1-10 Circuits)	TX	H	H	n/a		95.0%	Base < 10	-	0.0%		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	-
56-08 2	% Installed Within "x" Days - DS3 Dedicated Circuit (11-20 Circuits)	TX	H	H	n/a		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	-
57-01	Avg. Response Time for Loop Make-Up Information	TX	L	M	4.5	2.7		Base < 10	-	3.0	3.2		(0.92)	Yes	2.7	3.3		(5.72)	Yes	HIT
58-01	% SWBT Missed Dates Due - 8.0 dB Loop Field Work	TX	H	H	2.9%	11.7%		(3.60)	Yes	0.3%	12.0%		(6.85)	Yes	0.5%	11.4%		(7.19)	Yes	HIT
58-02	% SWBT Missed Dates Due - 8.0 dB Loop No Field Work	TX	H	H	0.5%	0.3%		1.73	No	0.4%	0.3%		0.89	Yes	0.5%	0.3%		1.46	Yes	HIT
58-03	% SWBT Missed Dates Due - 5.0 dB Loop	TX	H	H	5.5%	4.4%		1.36	Yes	2.0%	5.3%		(2.94)	Yes	1.2%	5.9%		(3.13)	Yes	HIT
58-04	% SWBT Missed Dates Due - BRI Loop	TX	H	H	21.2%	18.3%		1.02	Yes	5.2%	16.0%		(4.57)	Yes	11.2%	15.7%		(2.01)	Yes	HIT
58-05	% SWBT Missed Dates Due - ISDN BRI Port	TX	H	H	n/a	18.3%		Base < 10	-	n/a	16.0%		Base < 10	-	0.0%	15.7%		Base < 10	-	-
58-06	% SWBT Missed Dates Due - DS1 Loop with Test Access	TX	H	H	19.0%	12.9%		1.76	No	3.1%	7.1%		(1.56)	Yes	12.5%	5.2%		2.93	No	MISS
58-07	% SWBT Missed Dates Due - DS1 Dedicated Transport	TX	H	H	0.0%	12.9%		Base < 10	-	0.0%	7.1%		Base < 10	-	31.6%	5.2%		5.54	No	-
58-08	% SWBT Missed Dates Due - ISDN/PRI	TX	H	H	n/a	2.1%		Base < 10	-	n/a	2.0%		Base < 10	-	0.0%	4.4%		(3.06)	Yes	-
58-09	% SWBT Missed Dates Due - DSL	TX	H	H	n/a	n/a		Base < 10	-	15.8%	4.1%		2.52	No	9.4%	3.4%		3.52	No	MISS
58-10	% SWBT Missed Dates Due - Analog Trunk Port	TX	H	H	0.0%	4.4%		Base < 10	-	0.0%	5.3%		Base < 10	-	0.0%	5.9%		Base < 10	-	-
58-11	% SWBT Missed Dates Due - Subtending DD Combination Trunks	TX	H	H	n/a	4.4%		Base < 10	-	n/a	5.3%		Base < 10	-	100.0%	5.9%		Base < 10	-	-
58-12	% SWBT Missed Dates Due - DS3 Dedicated Transport	TX	H	H	14.3%	12.5%		Base < 10	-	0.0%	0.0%		0.00	Yes	36.4%	6.3%		1.98	No	-
58-13	% SWBT Missed Dates Due - Dark Fiber	TX	H	H	32.7%	12.5%		1.58	Yes	68.3%	0.0%		3.30	No	66.7%	6.3%		3.39	No	MISS
58-14	% SWBT Missed Dates Due - Analog Line Port	TX	H	H	0.0%	4.4%		Base < 10	-	12.5%	5.3%		Base < 10	-	18.2%	5.9%		2.95	No	-
59-01	% Trouble Reports within 30 Days - 8.0 dB Loop	TX	H	H	2.6%	3.6%		(4.03)	Yes	4.2%	3.4%		3.47	No	5.3%	3.3%		7.46	No	MISS
59-02	% Trouble Reports within 30 Days - 5.0 dB Loop	TX	H	H	3.5%	2.8%		0.97	Yes	2.3%	2.1%		0.26	Yes	3.6%	2.8%		0.73	Yes	HIT
59-03	% Trouble Reports within 30 Days - BRI Loop	TX	H	H	5.6%	5.1%		0.30	Yes	4.6%	5.1%		(0.32)	Yes	10.2%	5.1%		3.63	No	HIT
59-04	% Trouble Reports within 30 Days - ISDN BRI Port	TX	H	H	n/a	5.1%		Base < 10	-	n/a	5.1%		Base < 10	-	0.0%	5.1%		Base < 10	-	-
59-05	% Trouble Reports within 30 Days - DS1 Loop	TX	H	H	4.3%	8.6%		(1.64)	Yes	2.4%	9.5%		(2.51)	Yes	3.3%	10.1%		(2.92)	Yes	HIT
59-06	% Trouble Reports within 30 Days - DS1 Dedicated Transport	TX	H	H	0.0%	8.6%		Base < 10	-	0.0%	9.5%		Base < 10	-	0.0%	10.1%		(2.05)	Yes	-
59-07	% Trouble Reports within 30 Days - ISDN/PRI	TX	H	H	n/a	0.1%		Base < 10	-	n/a	0.0%		Base < 10	-	0.0%	0.1%		(0.46)	Yes	-
59-08	% Trouble Reports within 30 Days - DSL	TX	H	H	n/a	n/a		Base < 10	-	0.0%	8.3%		(1.31)	Yes	5.6%	9.1%		(1.35)	Yes	HIT
59-09	% Trouble Reports within 30 Days - Analog Trunk Port	TX	H	H	0.0%	2.8%		Base < 10	-	11.1%	2.1%		Base < 10	-	0.0%	2.8%		Base < 10	-	-
59-10	% Trouble Reports within 30 Days - Subtending DD Combination Trunks	TX	H	H	n/a	2.8%		Base < 10	-	n/a	2.1%		Base < 10	-	0.0%	2.8%		Base < 10	-	-
59-11	% Trouble Reports within 30 Days - DS3 Dedicated Transport	TX	H	H	0.0%	6.3%		Base < 10	-	0.0%	16.7%		(1.40)	Yes	0.0%	18.8%		(1.46)	Yes	HIT
59-12	% Trouble Reports within 30 Days - Dark Fiber	TX	H	H	0.0%	6.3%		(1.87)	Yes	0.0%	16.7%		(3.26)	Yes	0.0%	18.8%		(1.59)	Yes	HIT
59-13	% Trouble Reports within 30 Days - Analog Line Port	TX	H	H	0.0%	2.8%		Base < 10	-	0.0%	2.1%		Base < 10	-	12.1%	2.8%		3.17	No	-
60-01	% Missed Due Dates Due to LOF - 8.0 dB Loop	TX	L	-	0.2%	8.2%		(12.55)	Yes	0.1%	8.4%		(13.22)	Yes	0.1%	8.0%		(12.34)	Yes	HIT
60-02	% Missed Due Dates Due to LOF - 5.0 dB Loop	TX	L	-	0.0%	1.5%		(3.37)	Yes	0.7%	0.7%		0.05	Yes	1.2%	1.6%		(0.51)	Yes	HIT
60-03	% Missed Due Dates Due to LOF - BRI Loop	TX	L	-	6.6%	2.9%		3.01	No	2.4%	1.8%		0.71	Yes	4.5%	2.2%		2.46	No	MISS
60-04	% Missed Due Dates Due to LOF - ISDN BRI Port	TX	L	-	n/a	2.9%		Base < 10	-	n/a	1.8%		Base < 10	-	0.0%	2.2%		Base < 10	-	-
60-05	% Missed Due Dates Due to LOF - DS1 Loop	TX	L	-	4.2%	3.0%		0.67	Yes	0.8%	3.2%		(1.45)	Yes	1.4%	1.7%		(0.31)	Yes	HIT
60-06	% Missed Due Dates Due to LOF - DS1 Dedicated Transport	TX	L	-	0.0%	3.0%		Base < 10	-	0.0%	3.2%		Base < 10	-	0.0%	1.7%		(0.82)	Yes	-
60-07	% Missed Due Dates Due to LOF - ISDN/PRI	TX	L	-	n/a	0.1%		Base < 10	-	n/a	0.0%		Base < 10	-	0.0%	0.0%		0.00	Yes	-
60-08	% Missed Due Dates Due to LOF - DSL	TX	L	-	n/a	n/a		Base < 10	-	0.0%	0.9%		(0.41)	Yes	3.9%	1.0%		3.17	No	-
60-09	% Missed Due Dates Due to LOF - Analog Trunk Port	TX	L	-	0.0%	1.5%		Base < 10	-	0.0%	0.7%		Base < 10	-	0.0%	1.6%		Base < 10	-	-
60-10	% Missed Due Dates Due to LOF - Subtending DDC Trunks	TX	L	-	n/a	1.5%		Base < 10	-	n/a	0.7%		Base < 10	-	0.0%	1.6%		Base < 10	-	-
60-11	% Missed Due Dates Due to LOF - DS3 Dedicated Transport	TX	L	-	0.0%	6.3%		Base < 10	-	0.0%	0.0%		0.00	Yes	0.0%	6.3%		(0.84)	Yes	HIT
60-12	% Missed Due Dates Due to LOF - Dark Fiber	TX	L	-	0.0%	6.3%		(1.87)	Yes	0.0%	0.0%		0.00	Yes	0.0%	6.3%		(0.88)	Yes	HIT
60-13	% Missed Due Dates Due to LOF - Analog Line Port	TX	L	-	0.0%	1.5%		Base < 10	-	0.0%	0.7%		Base < 10	-	0.0%	1.6%		(0.74)	Yes	-
60-14	% Missed Due Dates Due to LOF - 8.0 dB Loop > 30 Days	TX	L	-	33.3%	8.7%		Base < 10	-	0.0%	11.1%		Base < 10	-	0.0%	10.0%		Base < 10	-	-
60-15	% Missed Due Dates Due to LOF - 5.0 dB Loop > 30 Days	TX	L	-	n/a	5.1%		Base < 10	-	0.0%	2.3%		Base < 10	-	0.0%	10.0%		Base < 10	-	-
60-16	% Missed Due Dates Due to LOF - BRI Loop > 30 Days	TX	L	-	0.0%	17.4%		(1.64)	Yes	33.3%	11.4%		Base < 10	-	8.3%	8.7%		(0.04)	Yes	HIT
60-17	% Missed Due Dates Due to LOF - ISDN BRI Port > 30 Days	TX	L	-	n/a	17.4%		Base < 10	-	n/a	11.4%		Base < 10	-	n/a	8.7%		Base < 10	-	-
60-18	% Missed Due Dates Due to LOF - DS1 Loop > 30 Days	TX	L	-	0.0%	41.7%		Base < 10	-	0.0%	0.0%		Base < 10	-	0.0%	0.0%		Base < 10	-	-
60-19	% Missed Due Dates Due to LOF - DS1 Dedicated Transport > 30 Days	TX	L	-	n/a	41.7%		Base < 10	-	n/a	0.0%		Base < 10	-	n/a	0.0%		Base < 10	-	-

Texas Aggregated Performance Measures

			Payment Level		Aug-99			% Yes - 87%		Sep-99			% Yes - 87%		Oct-99			% Yes - 83%		Overall Result
PM	Description	Area	Tier 1	Tier 2	CLEC	SWBT	Bench-mark	Z-Value	Result	CLEC	SWBT	Bench-mark	Z-Value	Result	CLEC	SWBT	Bench-mark	Z-Value	Result	89%
60-20	% Missed Due Dates Due to LOF - ISDN/PRI > 30 Days	TX	L	-	n/a	0.0%		Base < 10	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	-
60-21	% Missed Due Dates Due to LOF - DSL > 30 Days	TX	L	-	n/a	n/a		Base < 10	-	n/a	10.0%		Base < 10	-	0.0%	7.9%		Base < 10	-	-
60-22	% Missed Due Dates Due to LOF - Analog Trunk Port > 30 Days	TX	L	-	n/a	5.1%		Base < 10	-	n/a	2.3%		Base < 10	-	n/a	10.0%		Base < 10	-	-
60-23	% Missed Due Dates Due to LOF - Subtending DDC Trunks > 30 Days	TX	L	-	n/a	5.1%		Base < 10	-	n/a	2.3%		Base < 10	-	n/a	10.0%		Base < 10	-	-
60-24	% Missed Due Dates Due to LOF - DS3 Dedicated Transport > 30 Days	TX	L	-	n/a	0.0%		Base < 10	-	n/a	n/a		Base < 10	-	n/a	0.0%		Base < 10	-	-
60-25	% Missed Due Dates Due to LOF - Dark Fiber > 30 Days	TX	L	-	n/a	0.0%		Base < 10	-	n/a	n/a		Base < 10	-	n/a	0.0%		Base < 10	-	-
60-26	% Missed Due Dates Due to LOF - Analog Line Port > 30 Days	TX	L	-	n/a	5.1%		Base < 10	-	n/a	2.3%		Base < 10	-	n/a	10.0%		Base < 10	-	-
60-27	% Missed Due Dates Due to LOF - 8.0 dB Loop > 90 Days	TX	L	-	0.0%	0.5%		Base < 10	-	0.0%	0.6%		Base < 10	-	0.0%	0.7%		Base < 10	-	-
60-28	% Missed Due Dates Due to LOF - 5.0 dB Loop > 90 Days	TX	L	-	n/a	1.0%		Base < 10	-	0.0%	0.0%		Base < 10	-	0.0%	0.0%		Base < 10	-	-
60-29	% Missed Due Dates Due to LOF - BRI Loop > 90 Days	TX	L	-	0.0%	0.0%		0.00	Yes	0.0%	0.0%		Base < 10	-	0.0%	0.0%		0.00	Yes	HIT
60-30	% Missed Due Dates Due to LOF - ISDN BRI Port > 90 Days	TX	L	-	n/a	0.0%		Base < 10	-	n/a	0.0%		Base < 10	-	n/a	0.0%		Base < 10	-	-
60-31	% Missed Due Dates Due to LOF - DS1 Loop > 90 Days	TX	L	-	0.0%	0.0%		Base < 10	-	0.0%	0.0%		Base < 10	-	0.0%	0.0%		Base < 10	-	-
60-32	% Missed Due Dates Due to LOF - DS1 Dedicated Transport > 90 Days	TX	L	-	n/a	0.0%		Base < 10	-	n/a	0.0%		Base < 10	-	n/a	0.0%		Base < 10	-	-
60-33	% Missed Due Dates Due to LOF - ISDN/PRI > 90 Days	TX	L	-	n/a	0.0%		Base < 10	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	-
60-34	% Missed Due Dates Due to LOF - DSL > 90 Days	TX	L	-	n/a	n/a		Base < 10	-	n/a	0.0%		Base < 10	-	0.0%	0.0%		Base < 10	-	-
60-35	% Missed Due Dates Due to LOF - Analog Trunk Port > 90 Days	TX	L	-	n/a	1.0%		Base < 10	-	n/a	0.0%		Base < 10	-	n/a	0.0%		Base < 10	-	-
60-36	% Missed Due Dates Due to LOF - Subtending DDC Trunks > 90 Days	TX	L	-	n/a	1.0%		Base < 10	-	n/a	0.0%		Base < 10	-	n/a	0.0%		Base < 10	-	-
60-37	% Missed Due Dates Due to LOF - DS3 Dedicated Transport > 90 Days	TX	L	-	n/a	0.0%		Base < 10	-	n/a	n/a		Base < 10	-	n/a	0.0%		Base < 10	-	-
60-38	% Missed Due Dates Due to LOF - Dark Fiber > 90 Days	TX	L	-	n/a	0.0%		Base < 10	-	n/a	n/a		Base < 10	-	n/a	0.0%		Base < 10	-	-
60-39	% Missed Due Dates Due to LOF - Analog Line Port > 90 Days	TX	L	-	n/a	1.0%		Base < 10	-	n/a	0.0%		Base < 10	-	n/a	0.0%		Base < 10	-	-
61-01	Avg. Delay Days Due to LOF - 8.0 dB Loop	TX	-		22.7	11.2		Base < 10	-	0.0	12.3		Base < 10	-	27.0	11.9		Base < 10	-	-
61-02	Avg. Delay Days Due to LOF - 5.0 dB Loop	TX	-	-	n/a	13.4		Base < 10	-	6.0	10.9		Base < 10	-	2.0	11.8		Base < 10	-	-
61-03	Avg. Delay Days Due to LOF - BRI Loop	TX	-	-	12.8	16.1		(0.89)	Yes	24.5	13.7		Base < 10	-	13.4	12.2		0.35	Yes	HIT
61-04	Avg. Delay Days Due to LOF - ISDN BRI Port	TX	-	-	n/a	16.1		Base < 10	-	n/a	13.7		Base < 10	-	n/a	12.2		Base < 10	-	-
61-05	Avg. Delay Days Due to LOF - DS1 Loop	TX	-	-	9.3	21.3		Base < 10	-	12.0	14.1		Base < 10	-	10.0	11.2		Base < 10	-	-
61-06	Avg. Delay Days Due to LOF - DS1 Dedicated Transport	TX	-	-	n/a	21.3		Base < 10	-	n/a	14.1		Base < 10	-	n/a	11.2		Base < 10	-	-
61-07	Avg. Delay Days Due to LOF - ISDN/PRI	TX	-	-	n/a	12.0		Base < 10	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	-
61-08	Avg. Delay Days Due to LOF - DSL	TX	-	-	n/a	n/a		Base < 10	-	n/a	14.0		Base < 10	-	7.4	9.6		Base < 10	-	-
61-09	Avg. Delay Days Due to LOF - Analog Trunk Port	TX	-	-	n/a	13.4		Base < 10	-	n/a	10.9		Base < 10	-	n/a	11.8		Base < 10	-	-
61-10	Avg. Delay Days Due to LOF - Subtending DDC Trunks	TX	-	-	n/a	13.4		Base < 10	-	n/a	10.9		Base < 10	-	n/a	11.8		Base < 10	-	-
61-11	Avg. Delay Days Due to LOF - DS3 Dedicated Transport	TX	-	-	n/a	1.0		Base < 10	-	n/a	n/a		Base < 10	-	n/a	2.0		Base < 10	-	-
61-12	Avg. Delay Days Due to LOF - Dark Fiber	TX	-	-	n/a	1.0		Base < 10	-	n/a	n/a		Base < 10	-	n/a	2.0		Base < 10	-	-
61-13	Avg. Delay Days Due to LOF - Analog Line Port	TX	-	-	n/a	13.4		Base < 10	-	n/a	10.9		Base < 10	-	n/a	11.8		Base < 10	-	-
62-01	Avg. Delay Days for SWBT Missed Due Dates - 8.0 dB Loop Field Work	TX	M	-	15.2	6.1		Base < 10	-	3.0	6.8		Base < 10	-	14.0	6.5		Base < 10	-	-
62-02	Avg. Delay Days for SWBT Missed Due Dates - 8.0 dB Loop No Field Work	TX	M	-	11.4	9.2		Base < 10	-	3.3	13.6		Base < 10	-	14.4	9.2		Base < 10	-	-
62-03	Avg. Delay Days for SWBT Missed Due Dates - 5.0 dB Loop	TX	M	-	4.3	7.9		(1.08)	Yes	6.0	16.4		Base < 10	-	2.0	15.3		Base < 10	-	-
62-04	Avg. Delay Days for SWBT Missed Due Dates - BRI Loop	TX	M	-	10.8	12.2		(0.45)	Yes	20.4	9.5		1.95	No	10.4	9.0		0.43	Yes	HIT
62-05	Avg. Delay Days for SWBT Missed Due Dates - ISDN BRI Port	TX	M	-	n/a	12.2		Base < 10	-	n/a	9.5		Base < 10	-	n/a	9.0		Base < 10		-
62-06	Avg. Delay Days for SWBT Missed Due Dates - DS1 Loop	TX	M	-	6.4	10.1		(1.16)	Yes	17.0	14.8		Base < 10	-	8.6	13.1		(0.70)	Yes	HIT
62-07	Avg. Delay Days for SWBT Missed Due Dates - DS1 Dedicated Transport	TX	M	-	n/a	10.1		Base < 10	-	n/a	14.8		Base < 10	-	13.5	13.1		0.06	Yes	-
62-08	Avg. Delay Days for SWBT Missed Due Dates - ISDN/PRI	TX	M	-	n/a	24.9		Base < 10	-	n/a	8.6		Base < 10	-	n/a	9.6		Base < 10	-	-
62-09	Avg. Delay Days for SWBT Missed Due Dates - DSL	TX	M	-	n/a	n/a		Base < 10	-	2.7	7.5		Base < 10	-	9.3	6.4		1.00	Yes	-
62-10	Avg. Delay Days for SWBT Missed Due Dates - Analog Trunk Port	TX	M	-	n/a	7.9		Base < 10	-	n/a	16.4		Base < 10	-	n/a	15.3		Base < 10	-	-
62-11	Avg. Delay Days for SWBT Missed Due Dates - Subtending DDC Trunks	TX	M	-	n/a	7.9		Base < 10	-	n/a	16.4		Base < 10	-	136.0	15.3		Base < 10	-	-
62-12	Avg. Delay Days for SWBT Missed Due Dates - DS3 Dedicated Transport	TX	M	-	22.0	1.0		Base < 10	-	n/a	n/a		Base < 10	-	10.3	2.0		Base < 10	-	-
62-13	Avg. Delay Days for SWBT Missed Due Dates - Dark Fiber	TX	M	-	10.9	1.0		13.34	No	31.6	n/a		n/a	-	45.1	2.0		Base < 10	-	-
62-14	Avg. Delay Days for SWBT Missed Due Dates - Analog Line Port	TX	M	-	n/a	7.9		Base < 10	-	4.0	16.4		Base < 10	-	3.8	15.3		Base < 10	-	-
63-01	% SWBT Caused Missed Due Dates > 30 Days - 8.0 dB Loop Field Work	TX	L	-	0.6%	0.8%		(0.27)	Yes	0.0%	1.0%		(1.91)	Yes	0.0%	0.9%		(1.95)	Yes	HIT
63-02	% SWBT Caused Missed Due Dates > 30 Days - 8.0 dB Loop No Field Work	TX	L	-	0.1%	0.0%		0.95	Yes	0.0%	0.0%		(0.80)	Yes	0.1%	0.0%		4.09	No	HIT
63-03	% SWBT Caused Missed Due Dates > 30 Days - 5.0 dB Loop	TX	L	-	0.0%	0.2%		(1.07)	Yes	0.0%	1.1%		(2.18)	Yes	0.0%	0.4%		(0.94)	Yes	HIT
63-04	% SWBT Caused Missed Due Dates > 30 Days - BRI Loop	TX	L	-	1.0%	1.9%		(0.89)	Yes	1.2%	1.1%		0.21	Yes	0.4%	0.8%		(0.81)	Yes	HIT
63-05	% SWBT Caused Missed Due Dates > 30 Days - ISDN BRI Port	TX	L	-	n/a	1.9%		Base < 10	-	n/a	1.1%		Base < 10	-	0.0%	0.8%		Base < 10	-	-
63-06	% SWBT Caused Missed Due Dates > 30 Days - DS1 Loop	TX	L	-	0.0%	1.5%		(1.48)	Yes	0.8%	0.7%		0.09	Yes	0.9%	0.3%		0.84	Yes	HIT
63-07	% SWBT Caused Missed Due Dates > 30 Days - DS1 Dedicated Transport	TX	L	-	0.0%	1.5%		Base < 10	-	0.0%	0.7%		Base < 10	-	0.0%	0.3%		(0.36)	Yes	-
63-08	% SWBT Caused Missed Due Dates > 30 Days - ISDN/PRI	TX	L	-	n/a	0.6%		Base < 10	-	n/a	0.4%		Base < 10	-	0.0%	0.1%		(0.43)	Yes	-
63-09	% SWBT Caused Missed Due Dates > 30 Days - DSL	TX	L	-	n/a	n/a		Base < 10	-	0.0%	0.2%		(0.20)	Yes	0.8%	0.1%		1.88	No	-

Texas Aggregated Performance Measures

			Payment Level		Aug-99					Sep-99					Oct-99					Overall Result
								% Yes -	87%				% Yes -	87%				% Yes	83%	
PM	Description	Area	Tier 1	Tier 2	CLEC	SWBT	Bench-mark	Z-Value	Result	CLEC	SWBT	Bench-mark	Z-Value	Result	CLEC	SWBT	Bench-mark	Z-Value	Result	89%
63-10	% SWBT Caused Missed Due Dates > 30 Days - Analog Trunk Port	TX	L	-	0.0%	0.2%		Base < 10	-	0.0%	1.1%		Base < 10	-	0.0%	0.4%		Base < 10	-	-
63-11	% SWBT Caused Missed Due Dates > 30 Days - Subtending DDC Trunks	TX	L	-	n/a	0.2%		Base < 10	-	n/a	1.1%		Base < 10	-	100.0%	0.4%		Base < 10	-	-
63-12	% SWBT Caused Missed Due Dates > 30 Days - DS3 Dedicated Transport	TX	L	-	0.0%	0.0%		Base < 10	-	0.0%	0.0%		0.00	Yes	0.0%	0.0%		0.00	Yes	HIT
63-13	% SWBT Caused Missed Due Dates > 30 Days - Dark Fiber	TX	L	-	1.8%	0.0%		0.54	Yes	39.7%	0.0%		1.93	No	58.3%	0.0%		3.53	No	MISS
63-14	% SWBT Caused Missed Due Dates > 30 Days - Analog Line Port	TX	L	-	0.0%	0.2%		Base < 10	-	0.0%	1.1%		Base < 10	-	0.0%	0.4%		(0.35)	Yes	-
65-01	Trouble Report Rate - 8.0 dB Loop with Test Access	TX	H	H	2.0%	2.5%		(3.49)	Yes	2.5%	2.3%		1.52	Yes	2.2%	2.1%		0.87	Yes	HIT
65-02	Trouble Report Rate - 5.0 dB Loop with Test Access	TX	H	H	2.0%	0.7%		7.41	No	1.6%	0.7%		5.72	No	2.4%	0.7%		10.34	No	MISS
65-03	Trouble Report Rate - BRI Loop with Test Access	TX	H	H	2.8%	3.2%		(0.17)	Yes	2.2%	2.8%		(0.39)	Yes	5.4%	2.7%		2.60	No	HIT
65-04	Trouble Report Rate - ISDN BRI Port	TX	H	H	0.0%	3.2%		Base < 10	-	0.0%	2.8%		Base < 10	-	n/a	2.7%		Base < 10	-	-
65-05	Trouble Report Rate - DS1 Loop with Test Access	TX	H	H	3.2%	5.8%		(2.81)	Yes	3.6%	5.5%		(2.37)	Yes	2.6%	5.8%		(4.15)	Yes	HIT
65-06	Trouble Report Rate - DS1 Dedicated Transport	TX	H	H	5.7%	5.8%		(0.02)	Yes	0.0%	5.5%		(1.65)	Yes	3.8%	5.8%		(0.75)	Yes	HIT
65-07	Trouble Report Rate - ISDN/PRI	TX	H	H	1.4%	0.1%		4.17	No	0.0%	0.0%		(0.19)	Yes	0.0%	0.1%		(0.39)	Yes	HIT
65-08	Trouble Report Rate - DSL	TX	H	H	n/a	n/a		Base < 10	-	0.0%	8.0%		(1.41)	Yes	4.5%	8.4%		(1.78)	Yes	HIT
65-09	Trouble Report Rate - Analog Trunk Port	TX	H	H	0.0%	0.7%		(0.30)	Yes	4.5%	0.7%		2.22	No	0.0%	0.7%		(0.46)	Yes	HIT
65-10	Trouble Report Rate - Subtending DDC Trunks	TX	H	H	1.9%	0.7%		1.01	Yes	0.0%	0.7%		(0.60)	Yes	0.0%	0.7%		(0.62)	Yes	HIT
65-11	Trouble Report Rate - DS3 Dedicated Transport	TX	H	H	2.7%	5.1%		(0.82)	Yes	1.2%	4.2%		(1.28)	Yes	0.0%	4.0%		(1.93)	Yes	HIT
65-12	Trouble Report Rate - Dark Fiber	TX	H	H	0.3%	5.1%		(3.98)	Yes	0.5%	4.2%		(3.23)	Yes	0.0%	4.0%		(4.02)	Yes	HIT
65-13	Trouble Report Rate - Analog Line Port	TX	H	H	0.0%	0.7%		(0.27)	Yes	0.0%	0.7%		(0.32)	Yes	16.7%	0.7%		12.31	No	HIT
66-01	% Missed Repair Commitment - 8 dB Loop	TX	H	H	5.1%	9.9%		(2.15)	Yes	1.1%	8.7%		(4.52)	Yes	3.9%	7.9%		(2.47)	Yes	HIT
67-01	Mean Time to Restore - 8.0 dB Loop with Test Access-Dispatch	TX	H	H	7.3	29.0		(7.44)	Yes	4.4	25.7		(9.63)	Yes	6.3	22.0		(7.40)	Yes	HIT
67-02	Mean Time to Restore - 5.0 dB Loop with Test Access-Dispatch	TX	H	H	11.4	6.8		2.80	No	5.4	6.3		(0.60)	Yes	6.9	5.2		1.26	Yes	HIT
67-03	Mean Time to Restore - BRI Loop with Test Access-Dispatch	TX	H	H	1.4	16.2		Base < 10	-	3.1	11.6		Base < 10	-	4.8	8.5		(0.61)	Yes	-
67-04	Mean Time to Restore - ISDN BRI Port-Dispatch	TX	H	H	n/a	16.2		Base < 10	-	n/a	11.6		Base < 10	-	n/a	8.5		Base < 10	-	-
67-05	Mean Time to Restore - DS1 Loop with Test Access-Dispatch	TX	H	H	6.9	4.1		2.09	No	4.7	7.6		(0.27)	Yes	3.8	3.4		0.50	Yes	HIT
67-06	Mean Time to Restore - DS1 Dedicated Transport-Dispatch	TX	H	H	13.6	4.1		Base < 10	-	n/a	7.6		Base < 10	-	n/a	3.4		Base < 10	-	-
67-07	Mean Time to Restore - ISDN/PRI -Dispatch	TX	H	H	5.2	11.6		Base < 10	-	n/a	5.2		Base < 10	-	n/a	4.0		Base < 10	-	-
67-08	Mean Time to Restore - DSL -Dispatch	TX	H	H	n/a	n/a		Base < 10	-	n/a	33.1		Base < 10	-	25.9	17.5		Base < 10	-	-
67-09	Mean Time to Restore - Analog Trunk Port-Dispatch	TX	H	H	n/a	6.8		Base < 10	-	0.1	6.3		Base < 10	-	n/a	5.2		Base < 10	-	-
67-10	Mean Time to Restore - Subtending DDC Trunks-Dispatch	TX	H	H	6.5	6.8		Base < 10	-	n/a	6.3		Base < 10	-	n/a	5.2		Base < 10	-	-
67-11	Mean Time to Restore - DS3 Dedicated Transport-Dispatch	TX	H	H	6.0	9.5		Base < 10	-	0.2	15.2		Base < 10	-	n/a	4.7		Base < 10	-	-
67-12	Mean Time to Restore - Dark Fiber-Dispatch	TX	H	H	7.5	9.5		Base < 10	-	n/a	15.2		Base < 10	-	n/a	4.7		Base < 10	-	-
67-13	Mean Time to Restore - Analog Line Port-Dispatch	TX	H	H	n/a	6.8		Base < 10	-	n/a	6.3		Base < 10	-	10.1	5.2		Base < 10	-	-
67-14	Mean Time to Restore - 8.0 dB Loop with Test Access-No Dispatch	TX	H	H	n/a	16.7		Base < 10	-	0.0	14.2		Base < 10	-	2.3	11.8		(1.01)	Yes	-
67-15	Mean Time to Restore - 5.0 dB Loop with Test Access-No Dispatch	TX	H	H	10.0	3.1		Base < 10	-	n/a	2.6		Base < 10	-	n/a	3.0		Base < 10	-	-
67-16	Mean Time to Restore - BRI Loop with Test Access-No Dispatch	TX	H	H	n/a	9.2		Base < 10	-	n/a	7.1		Base < 10	-	n/a	3.9		Base < 10	-	-
67-17	Mean Time to Restore - ISDN BRI Port-No Dispatch	TX	H	H	n/a	9.2		Base < 10	-	n/a	7.1		Base < 10	-	n/a	3.9		Base < 10	-	-
67-18	Mean Time to Restore - DS1 Loop with Test Access-No Dispatch	TX	H	H	0.7	1.7		Base < 10	-	0.3	5.1		Base < 10	-	0.0	1.1		Base < 10	-	-
67-19	Mean Time to Restore - DS1 Dedicated Transport-No Dispatch	TX	H	H	n/a	1.7		Base < 10	-	n/a	5.1		Base < 10	-	1.6	1.1		Base < 10	-	-
67-20	Mean Time to Restore - ISDN/PRI - No Dispatch	TX	H	H	n/a	2.8		Base < 10	-	n/a	2.6		Base < 10	-	n/a	4.0		Base < 10	-	-
67-21	Mean Time to Restore - DSL -No Dispatch	TX	H	H	n/a	n/a		Base < 10	-	n/a	15.7		Base < 10	-	n/a	5.3		Base < 10	-	-
67-22	Mean Time to Restore - Analog Trunk Port-No Dispatch	TX	H	H	n/a	3.1		Base < 10	-	n/a	2.6		Base < 10	-	n/a	3.0		Base < 10	-	-
67-23	Mean Time to Restore - Subtending DDC Trunks-No Dispatch	TX	H	H	n/a	3.1		Base < 10	-	n/a	2.6		Base < 10	-	n/a	3.0		Base < 10	-	-
67-24	Mean Time to Restore - DS3 Dedicated Transport-No Dispatch	TX	H	H	n/a	1.2		Base < 10	-	n/a	0.2		Base < 10	-	n/a	6.8		Base < 10	-	-
67-25	Mean Time to Restore - Dark Fiber-No Dispatch	TX	H	H	n/a	1.2		Base < 10	-	0.0	0.2		Base < 10	-	n/a	6.8		Base < 10	-	-
67-26	Mean Time to Restore - Analog Line Port-No Dispatch	TX	H	H	n/a	3.1		Base < 10	-	n/a	2.6		Base < 10	-	0.8	3.0		Base < 10	-	-
68-01	% Out of Service < 24 Hours - 8.0 dB Loop	TX	M	-	94.9%	81.7%		(4.56)	Yes	98.9%	88.2%		(5.57)	Yes	96.1%	90.4%		(3.23)	Yes	HIT
69-01	% Repeat Reports - 8.0 dB Loop with Test Access	TX	H	H	4.5%	12.5%		(3.21)	Yes	8.9%	12.2%		(1.67)	Yes	10.3%	12.0%		(0.91)	Yes	HIT
69-02	% Repeat Reports - 5.0 dB Loop with Test Access	TX	H	H	4.1%	12.1%		(1.72)	Yes	11.6%	13.2%		(0.30)	Yes	15.2%	11.4%		0.95	Yes	HIT
69-03	% Repeat Reports - BRI Loop with Test Access	TX	H	H	0.0%	15.2%		Base < 10	-	33.3%	15.0%		Base < 10	-	15.4%	14.3%		0.11	Yes	-
69-04	% Repeat Reports - ISDN BRI Port	TX	H	H	n/a	15.2%		Base < 10	-	n/a	15.0%		Base < 10	-	n/a	14.3%		Base < 10	-	-
69-05	% Repeat Reports - DS1 Loop with Test Access	TX	H	H	16.7%	18.9%		(0.27)	Yes	16.1%	21.1%		(0.66)	Yes	11.1%	18.8%		(1.00)	Yes	HIT
69-06	% Repeat Reports - DS1 Dedicated Transport	TX	H	H	50.0%	18.9%		Base < 10	-	n/a	21.1%		Base < 10	-	0.0%	18.8%		Base < 10	-	-
69-07	% Repeat Reports - ISDN/PRI	TX	H	H	100.0%	7.2%		Base < 10	-	n/a	7.0%		Base < 10	-	n/a	5.5%		Base < 10	-	-
69-08	% Repeat Reports - DSL	TX	H	H					No	n/a	15.4%		Base < 10	-	0.0%	18.7%		Base < 10	-	-
69-09	% Repeat Reports - Analog Trunk Port	TX	H	H	n/a	12.1%		Base < 10	-	0.0%	13.2%		Base < 10	-	n/a	11.4%		Base < 10	-	-
69-10	% Repeat Reports - Subtending DDC Trunks	TX	H	H	100.0%	12.1%		Base < 10	-	n/a	13.2%		Base < 10	-	n/a	11.4%		Base < 10	-	-

Texas Aggregated Performance Measures

			Payment Level		Aug-99					Sep-99					Oct-99					Overall Result
								% Yes -	87%				% Yes -	87%				% Yes -	83%	
PM	Description	Area	Tier 1	Tier 2	CLEC	SWBT	Bench-mark	Z-Value	Result	CLEC	SWBT	Bench-mark	Z-Value	Result	CLEC	SWBT	Bench-mark	Z-Value	Result	89%
69-11	% Repeat Reports - DS3 Dedicated Transport	TX	H	H	0.0%	36.4%		Base < 10		0.0%	0.0%		Base < 10	-	n/a	0.0%		Base < 10	-	
69-12	% Repeat Reports - Dark Fiber	TX	H	H	0.0%	36.4%		Base < 10	-	0.0%	0.0%		Base < 10	-	n/a	0.0%		Base < 10	-	-
69-13	% Repeat Reports - Analog Line Port	TX	H	H	n/a	12.1%		Base < 10	-	n/a	13.2%		Base < 10	-	0.0%	11.4%		Base < 10	-	-
70-01	% Trunk Blockage - SWBT End Office to CLEC	TX	H	H	4.5%		1.0%	3.53	No	5.5%		1.0%	4.53	No	0.0%		1.0%	(0.99)	Yes	MISS
70-02	% Trunk Blockage - SWBT Tandem to CLEC	TX	H	H	0.0%		1.0%	(0.97)	Yes	0.1%		1.0%	(0.95)	Yes	0.2%		1.0%	(0.84)	Yes	HIT
71-01	Common Transport Block > 2%	TX	-	H	1.0%		3.0%	(1.98)	Yes	0.5%		3.0%	(2.47)	Yes	1.0%		3.0%	(1.96)	Yes	HIT
73-01	% Missed Due Dates - Interconnection Trunks	TX	M	-	8.6%	31.8%		(69.21)	Yes	7.7%	20.3%		(42.63)	Yes	13.6%	34.5%		(56.37)	Yes	HIT
74-01	Avg. Delay Days for Missed Due Dates	TX	L	-	39.7	63.2		(21.62)	Yes	12.0	43.5		(25.49)	Yes	16.9	96.0		(57.97)	Yes	HIT
75-01	% SWBT Missed Due Dates > 30 Days	TX	L	-	3.4%		3.4%	1.41	Yes	0.7%		0.7%	(1.34)	Yes	3.1%		3.1%	1.06	Yes	HIT
76-01	Avg Trunk Restoral Interval	TX	L	-	5.7	3736.7		(0.03)	Yes	7.4	67.1		(0.02)	Yes	8.5	2709.1		(0.02)	Yes	HIT
77-01	Avg Restoration Interval - Tandem Trunk Groups	TX	H	H	n/a		1.0	Base < 10	-	n/a		1.0	Base < 10	-	n/a		1.0	Base < 10	-	-
77-02	Avg Restoration Interval - NonTandem Trunk Groups	TX	H	H	n/a		2.0	Base < 10	-	n/a		2.0	Base < 10	-	n/a		2.0	Base < 10	-	-
78-01	Avg. Interconnection Trunk Install. Interval - Interconnection Trunks	TX	H	H	15.6		20.0	(4.36)	Yes	16.0		20.0	(4.04)	Yes	17.9		20.0	(2.06)	Yes	HIT
78-02	Avg. Interconnection Trunk Install. Interval - SS7	TX	H	H	n/a		20.0	Base < 10	-	n/a		20.0	Base < 10	-	n/a		20.0	Base < 10	-	-
78-03	Avg. Interconnection Trunk Install. Interval - OS/DA	TX	H	H	n/a		20.0	Base < 10	-	n/a		20.0	Base < 10	-	n/a		20.0	Base < 10	-	-
78-04	Avg. Interconnection Trunk Install. Interval - E-911	TX	H	H	n/a		20.0	Base < 10	-	n/a		20.0	Base < 10	-	n/a		20.0	Base < 10	-	-
80-01-NT	DA Avg. Speed of Answer - North Texas	NT	-	L	5.4		5.9	(0.50)	Yes	5.1		5.9	(0.80)	Yes	5.9		5.9	0.00	Yes	HIT
80-01-WT	DA Avg. Speed of Answer - West Texas	WT	-	L	6.2		5.9	0.30	Yes	5.0		5.9	(0.90)	Yes	5.9		5.9	0.00	Yes	HIT
80-01-SE	DA Avg. Speed of Answer - Southeast Texas	SE	-	L	5.2		5.9	(0.70)	Yes	5.5		5.9	(0.40)	Yes	5.1		5.9	(0.80)	Yes	HIT
82-01-NT	OS Avg. Speed of Answer - North Texas	NT	-	L	2.7		3.3	(0.60)	Yes	2.9		3.3	(0.40)	Yes	3.4		3.3	0.10	Yes	HIT
82-01-WT	OS Avg. Speed of Answer - West Texas	WT	-	L	2.7		3.3	(0.60)	Yes	2.4		3.3	(0.90)	Yes	2.5		3.3	(0.80)	Yes	HIT
82-01-SE	OS Avg. Speed of Answer - Southeast Texas	SE	-	L	2.6		3.3	(0.70)	Yes	3.0		3.3	(0.30)	Yes	2.8		3.3	(0.50)	Yes	HIT
87-01	% Install. Completed - < 10 Numbers per Order, Within 3 Bus. Days	TX	-	-	90.0%		90.0%	0.00	Yes	100.0%		100.0%	(10.00)	Yes	100.0%		100.0%	(10.00)	Yes	HIT
87-02	% Install. Completed - 11 through 20 Numbers per Order, Within 7 Bus. Days	TX	-	-	n/a		n/a	Base < 10	-	n/a		n/a	Base < 10	-	n/a		n/a	Base < 10	-	-
87-03	% Install. Completed - > 20 Numbers per Order, Within 7 Bus. Days	TX	-	-	n/a		n/a	Base < 10	-	n/a		n/a	Base < 10	-	n/a		n/a	Base < 10	-	-
88-01.1	Avg. INP Install. Interval < 10 Numbers per Order	TX	L	-	11.4		3.0	8.40	No	0.0		3.0	(3.00)	Yes	0.2		3.0	(2.82)	Yes	HIT
88-01.2	Avg. INP Install. Interval - 11 through 20 Numbers per Order	TX	L	-	n/a		7.0	Base < 10	-	n/a		7.0	Base < 10	-	n/a		7.0	Base < 10	-	-
88-01.3	Avg. INP Install. Interval > 20 numbers per Order	TX	L	-	n/a		10.0	Base < 10	-	n/a		10.0	Base < 10	-	n/a		10.0	Base < 10	-	-
89-01	% Trouble Reports Received Within 30 Days of Install.	TX	M	-	0.0%	3.3%		(0.59)	Yes	0.0%	3.1%		(0.82)	Yes	0.0%	3.0%		(0.58)	Yes	HIT
90-01	% SWBT Caused Missed Due Dates > 30	TX	M	-	0.0%	0.3%		(0.18)	Yes	0.0%	0.3%		(0.26)	Yes	0.0%	0.3%		(0.18)	Yes	HIT
91-01	% of LNP Only Due Dates within Industry Guidelines	TX	-	-	n/a		96.5%	n/a		n/a		96.5%	n/a	-	n/a		96.5%	n/a	-	-
92-01	% of Time the OSP Releases Prior to the Exp. of the T2 Timer	TX	-	-	96.5%		96.5%	(0.03)	Yes	99.7%		96.5%	(3.24)	Yes	96.7%		96.5%	(0.19)	Yes	HIT
94-01	LNP % FOCs Rec. Within 5 Hours - Res/Bus LNP Only (1-19) - LEX	TX	L	M	92.3%		95.0%	2.66	No	88.9%		95.0%	6.15	No	89.4%		95.0%	5.64	No	MISS
94-02	LNP % FOCs Rec. Within 5 Hours - Res/Bus Loop (1-19) - LEX	TX	L	M	90.1%		95.0%	4.91	No	85.8%		95.0%	9.21	No	87.6%		95.0%	7.41	No	MISS
94-03	LNP % FOCs Rec. Within 48 Hours - LNP Only (20+) - LEX	TX	L	M	n/a		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	-
94-04	LNP % FOCs Rec. Within 48 Hours - LNP with Loop (20+) - LEX	TX	L	M	100.0%		95.0%	Base < 10	-	75.0%		95.0%	Base < 10	-	100.0%		95.0%	Base < 10	-	-
94-05	LNP % FOCs Rec. Within 24 Hours - LNP Comp Bus (1-19) - LEX	TX	L	M	95.3%		95.0%	(0.33)	Yes	93.8%		95.0%	1.17	Yes	89.5%		95.0%	5.47	No	HIT
94-06	LNP % FOCs Rec. Within 48 Hours - LNP Comp Bus (20-49) - LEX	TX	L	M	100.0%		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	100.0%		95.0%	Base < 10	-	-
94-07	LNP % FOCs Rec. On Time - LNP Comp Bus (50+) - LEX	TX	L	M	100.0%		95.0%	(5.00)	Yes	58.1%		95.0%	36.94	No	71.0%		95.0%	24.03	No	MISS
94-08	LNP % FOCs Rec. Within 5 Hours - Res/Bus LNP Only (1-19) - EDI	TX	L	M	100.0%		95.0%	Base < 10	-	100.0%		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	-
94-09	LNP % FOCs Rec. Within 5 Hours - Res/Bus Loop (1-19) - EDI	TX	L	M	100.0%		95.0%	Base < 10	-	80.6%		95.0%	14.42	No	73.7%		95.0%	21.34	No	MISS
94-10	LNP % FOCs Rec. Within 48 Hours - LNP Only (20+) - EDI	TX	L	M	n/a		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	-
94-11	LNP % FOCs Rec. Within 48 Hours - LNP with Loop (20+) - EDI	TX	L	M	n/a		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	66.7%		95.0%	Base < 10	-	-
94-12	LNP % FOCs Rec. Within 24 Hours - LNP Comp Bus (1-19) - EDI	TX	L	M	n/a		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	-
94-13	LNP % FOCs Rec. Within 48 Hours - LNP Comp Bus (20-49) - EDI	TX	L	M	n/a		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	-
94-14	LNP % FOCs Rec. On Time - LNP Comp Bus (50+) - EDI	TX	L	M	n/a		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	n/a		95.0%	Base < 10	-	-
95-01	Avg. Response Time for Non-Mech Rejects Returned - LNP Only	TX	L	-	n/a		5.0	n/a	-	n/a		5.0	n/a	-	n/a		5.0	n/a	-	-
95-02	Avg. Response Time for Non-Mech Rejects Returned - LNP With Loop	TX	L	-	n/a		5.0	n/a	-	n/a		5.0	n/a	-	n/a		5.0	n/a	-	-
100-01	Avg. Time of Out of Service for LNP Conversions	TX	H	H	5.4		60.0	(54.65)	Yes	64.0		60.0	4.04	No	65.4		60.0	5.44	No	MISS
101-01	% Out of Service less than 60 Minutes	TX	M	M	99.1%		96.5%	(2.63)	Yes	84.4%		96.5%	12.08	No	86.6%		96.5%	9.88	No	MISS
103-01	% Errors for E-911 Database Updates	TX	L	-	0.0%	0.0%		0.00	Yes	0.0%	0.0%		0.00	Yes	0.0%	0.0%		0.00	Yes	HIT
104-01	Avg. Time Req. to Update 911 Database	TX	L	-	0.2	5.7		(8.49)	Yes	1.2	6.3		(7.76)	Yes	9.3	30.6		(1.68)	Yes	HIT
105-01	% of Request Processed within 35 Days	TX	L	-	100.0%		90.0%	(10.00)	Yes	100.0%		90.0%	(10.00)	Yes	91.3%		90.0%	(1.30)	Yes	HIT
106-01	Average Days Required to Process a Request	TX	-	-	8.3			n/a	-	16.1			n/a	-	11.5			n/a	-	-
107-01	% Missed Collocation Due Dates - Caged - Initial	TX	H	H	0.0%		5.0%	(5.00)	Yes	0.0%		5.0%	(5.00)	Yes	0.0%		5.0%	(5.00)	Yes	HIT
107-02	% Missed Collocation Due Dates - Caged - Augments	TX	H	H	0.0%		5.0%	(5.00)	Yes	0.0%		5.0%	(5.00)	Yes	0.0%		5.0%	(5.00)	Yes	HIT

Texas Aggregated Performance Measures

			Payment Level		Aug-99			% Yes - 87%		Sep-99			% Yes - 87%		Oct-99			% Yes - 83%		Overall Result
PM	Description	Area	Tier 1	Tier 2	CLEC	SWBT	Bench-mark	Z-Value	Result	CLEC	SWBT	Bench-mark	Z-Value	Result	CLEC	SWBT	Bench-mark	Z-Value	Result	89%
107-03	% Missed Collocation Due Dates - Cageless - Initial	TX	H	H	0.0%		5.0%	(5.00)	Yes	0.0%		5.0%	(5.00)	Yes	0.0%		5.0%	(5.00)	Yes	HIT
107-04	% Missed Collocation Due Dates - Cageless - Augments	TX	H	H	n/a		5.0%	Base < 10	-	0.0%		5.0%	(5.00)	Yes	n/a		5.0%	Base < 10	-	-
107-05	% Missed Collocation Due Dates - Shared Caged - Initial	TX	H	H	n/a		5.0%	Base < 10	-	n/a		5.0%	Base < 10	-	n/a		5.0%	Base < 10	-	-
107-06	% Missed Collocation Due Dates - Shared Caged - Augments	TX	H	H	n/a		5.0%	Base < 10	-	n/a		5.0%	Base < 10	-	n/a		5.0%	Base < 10	-	-
107-07	% Missed Collocation Due Dates - Virtual - Initial	TX	H	H	n/a		5.0%	Base < 10	-	n/a		5.0%	Base < 10	-	n/a		5.0%	Base < 10	-	-
107-08	% Missed Collocation Due Dates - Virtual - Augments	TX	H	H	n/a		5.0%	Base < 10	-	n/a		5.0%	Base < 10	-	n/a		5.0%	Base < 10	-	-
108-01	Avg. Delay Days - Caged - Initial	TX	L	-	n/a		n/a	Base < 10	-	n/a		n/a	Base < 10	-	n/a		n/a	Base < 10	-	-
108-02	Avg. Delay Days - Caged - Augments	TX	L	-	n/a		n/a	Base < 10	-	n/a		n/a	Base < 10	-	n/a		n/a	Base < 10	-	-
108-03	Avg. Delay Days - Cageless - Initial	TX	L	-	n/a		n/a	Base < 10	-	n/a		n/a	Base < 10	-	n/a		n/a	Base < 10	-	-
108-04	Avg. Delay Days - Cageless - Augments	TX	L	-	n/a		n/a	Base < 10	-	n/a		n/a	Base < 10	-	n/a		n/a	Base < 10	-	-
108-05	Avg. Delay Days - Shared Caged - Initial	TX	L	-	n/a		n/a	Base < 10	-	n/a		n/a	Base < 10	-	n/a		n/a	Base < 10	-	-
108-06	Avg. Delay Days - Shared Caged - Augments	TX	L	-	n/a		n/a	Base < 10	-	n/a		n/a	Base < 10	-	n/a		n/a	Base < 10	-	-
108-07	Avg. Delay Days - Virtual - Initial	TX	L	-	n/a		n/a	Base < 10	-	n/a		n/a	Base < 10	-	n/a		n/a	Base < 10	-	-
108-08	Avg. Delay Days - Virtual - Augments	TX	L	-	n/a		n/a	Base < 10	-	n/a		n/a	Base < 10	-	n/a		n/a	Base < 10	-	-
109-01	% of Collocations Requests within Guidelines - Caged - Initial	TX	L	-	92.5%		90.0%	(2.50)	Yes	92.3%		90.0%	(2.31)	Yes	100.0%		90.0%	Base < 10	-	HIT
109-02	% of Collocations Requests within Guidelines - Caged - Augments	TX	L	-	100.0%		90.0%	Base < 10	-	90.9%		90.0%	(0.91)	Yes	100.0%		90.0%	Base < 10	-	-
109-03	% of Collocations Requests within Guidelines - Cageless - Initial	TX	L	-	97.6%		90.0%	(7.62)	Yes	100.0%		90.0%	(10.00)	Yes	100.0%		90.0%	(10.00)	Yes	HIT
109-04	% of Collocations Requests within Guidelines - Cageless - Augments	TX	L	-	100.0%		90.0%	Base < 10	-	100.0%		90.0%	Base < 10	-	n/a		90.0%	Base < 10	-	-
109-05	% of Collocations Requests within Guidelines - Shared Caged - Initial	TX	L	-	n/a		90.0%	Base < 10	-	100.0%		90.0%	Base < 10	-	100.0%		90.0%	Base < 10	-	-
109-06	% of Collocations Requests within Guidelines - Shared Caged - Augments	TX	L	-	n/a		90.0%	Base < 10	-	n/a		90.0%	Base < 10	-	n/a		90.0%	Base < 10	-	-
109-07	% of Collocations Requests within Guidelines - Virtual - Initial	TX	L	-	n/a		90.0%	Base < 10	-	n/a		90.0%	Base < 10	-	n/a		90.0%	Base < 10	-	-
109-08	% of Collocations Requests within Guidelines - Virtual - Augments	TX	L	-	n/a		90.0%	Base < 10	-	n/a		90.0%	Base < 10	-	n/a		90.0%	Base < 10	-	-
110-01	Percent of Updates into DA Database within 72 Hours	TX	L	-	100.00%		95.0%	(5.00)	Yes	100.00%		95.0%	(5.00)	Yes	99.90%		95.0%	(4.90)	Yes	HIT
111-01	Average Update Interval for DA Database	TX	L	-	24.2		48.0	(23.81)	Yes	19.8		48.0	(28.20)	Yes	26.5		48.0	(21.52)	Yes	HIT
112-01	% of Database Accuracy for Manual Updates	TX	L	-	100.0%		97.0%	(0.03)	Yes	100.0%		97.0%	(0.03)	Yes	100.0%		97.0%	(0.03)	Yes	HIT
114-01	% of Premature Disconnects - LNP	TX	H	H	0.1%		2.0%	(1.91)	Yes	0.0%		2.0%	(2.00)	Yes	0.0%		2.0%	(2.00)	Yes	HIT
114-02	% of Premature Disconnects - LNP with Loop	TX	H	H	0.6%		2.0%	(1.39)	Yes	0.1%		2.0%	(1.88)	Yes	0.1%		2.0%	(1.90)	Yes	HIT
114-03	% of Premature Disconnects - INP	TX	H	H	0.0%		2.0%	(2.00)	Yes	n/a		2.0%	Base < 10	-	n/a		2.0%	Base < 10	-	-
114-04	% of Premature Disconnects - INP with Loop	TX	H	H	0.0%		2.0%	(2.00)	Yes	n/a		2.0%	Base < 10	-	n/a		2.0%	Base < 10	-	-
115-01	% SWBT Caused Delayed Coordinated Cutovers - LNP	TX	L	-	0.0%		0.0%	(0.96)	Yes	0.0%		0.0%	(1.00)	Yes	0.0%		0.0%	(1.00)	Yes	HIT
115-02	% SWBT Caused Delayed Coordinated Cutovers - LNP with Loop	TX	L	-	2.4%		0.0%	0.58	Yes	1.5%		0.0%	0.35	Yes	0.0%		0.0%	(0.97)	Yes	HIT
115-03	% SWBT Caused Delayed Coordinated Cutovers - INP	TX	L	-	3.7%		0.0%	2.70	No	n/a		0.0%	Base < 10	-	n/a		0.0%	Base < 10	-	-
115-04	% SWBT Caused Delayed Coordinated Cutovers - INP with Loop	TX	L	-	0.0%		0.0%	(1.00)	Yes	n/a		0.0%	Base < 10	-	n/a		0.0%	Base < 10	-	-
116-01	% Missed Mech. INP Conversions	TX	M	-	0.0%		0.0%	Base < 10	-	57.1%		0.0%	56.14	No	48.6%		0.0%	43.29	No	MISS
117-01	% NXXs Loaded/Tested Prior to LERG	TX	H	H	100.0%	100.0%		Base < 10	-	100.0%	n/a		Base < 10	-	33.3%	35.8%		Base < 10	-	-
118-01	Avg. Delay Days for NXX Loading and Testing	TX	L	-	n/a	n/a		Base < 10	-	n/a	n/a		Base < 10	-	5.5	7.4		Base < 10	-	-
119-01	Mean Time to Restore (Hours)	TX	H	H	n/a	n/a		n/a	-	n/a	n/a		n/a	-	n/a	n/a		n/a	-	-
120-01	% of Requests Processed within 30 Business Days	TX	-	-	100.0%		90.0%	Base < 10	-	n/a		90.0%	Base < 10	-	100.0%		90.0%	Base < 10	-	-
121-01	% of Quotes Provided for Authorized BFRs Within 10 Business Days	TX	H	H	n/a		90.0%	Base < 10	-	n/a		90.0%	Base < 10	-	n/a		90.0%	Base < 10	-	-
121-02	% of Quotes Provided for Authorized BFRs Within 30 Business Days	TX	H	H	n/a		90.0%	Base < 10	-	n/a		90.0%	Base < 10	-	n/a		90.0%	Base < 10	-	-
121-03	% of Quotes Provided for Authorized BFRs Within 90 Business Days	TX	H	H	100.0%		90.0%	Base < 10	-	n/a		90.0%	Base < 10	-	100.0%		90.0%	Base < 10	-	-

	Aug-99	Sep-99	Oct-99	Overall
Total # Submeasures	601	601	601	
# with Z Scores	295	300	328	
# with "Base < 10" or Blank	305	301	273	
Critical Z Value	1.70	1.70	1.70	
Number of Submeasures Met	258	261	272	267
Number of Submeasures Missed	38	39	56	32
Success Ratio	87.2%	87.0%	82.9%	89.3%