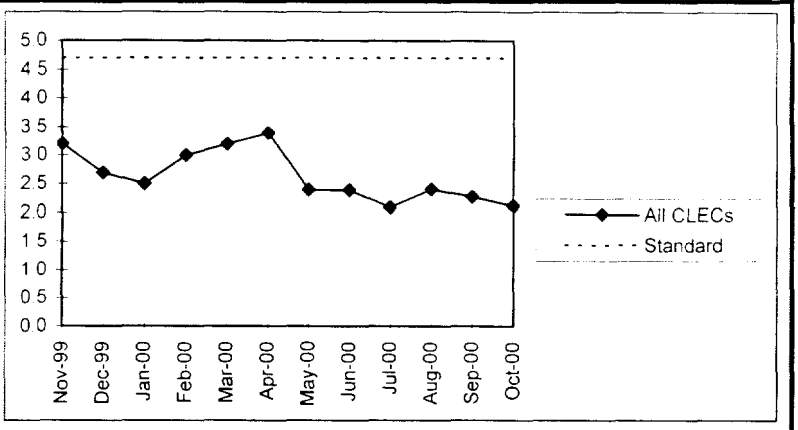
Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - DATAGATE

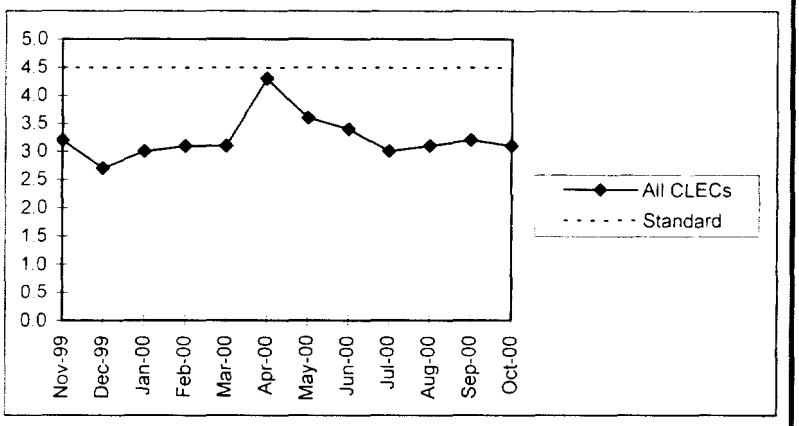
Measurement 1 - 01 — Address Verification

	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Nov-99	42,080	3.2	-1.50
Dec-99	59,643	2.7	-2.00
Jan-00	63,316	2.5	-2.20
Feb-00	120,677	3.0	-1.70
Mar-00	182,358	3.2	-1.50
Apr-00	149,665	3.4	-1.30
May-00	155,838	2.4	-2.30
Jun-00	181,611	2.4	-2.30
Jul-00	162,598	2.1	-2.60
Aug-00	255,762	2.4	-2.29
Sep-00	219,972	2.3	-2.42
Oct-00	294,616	2.1	-2.58



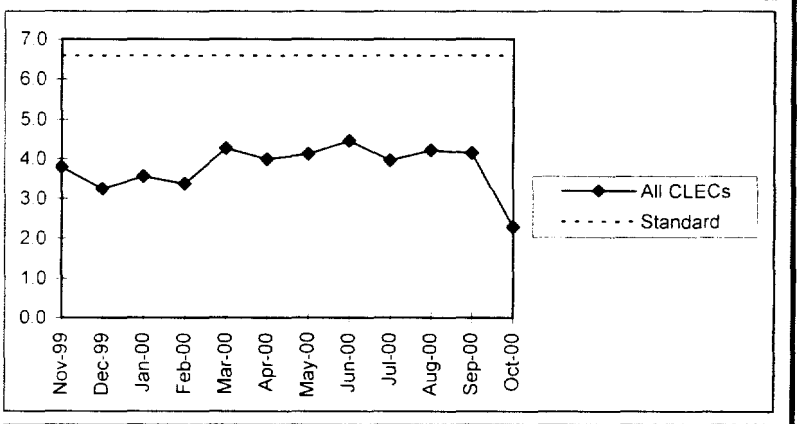
Measurement 1 - 02 — Request for Telephone Number

	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Nov-99	30,548	3.2	-1.30
Dec-99	44,662	2.7	-1.80
Jan-00	42,774	3.0	-1.50
Feb-00	49,883	3.1	-1.40
Mar-00	54,721	3.1	-1.40
Apr-00	63,904	4.3	-0.20
May-00	82,349	3.6	-0.90
Jun-00	94,527	3.4	-1.10
Jul-00	92,266	3.0	-1.50
Aug-00	152,387	3.1	-1.40
Sep-00	130,001	3.2	-1.30
Oct-00	117,090	3.1	-1.40



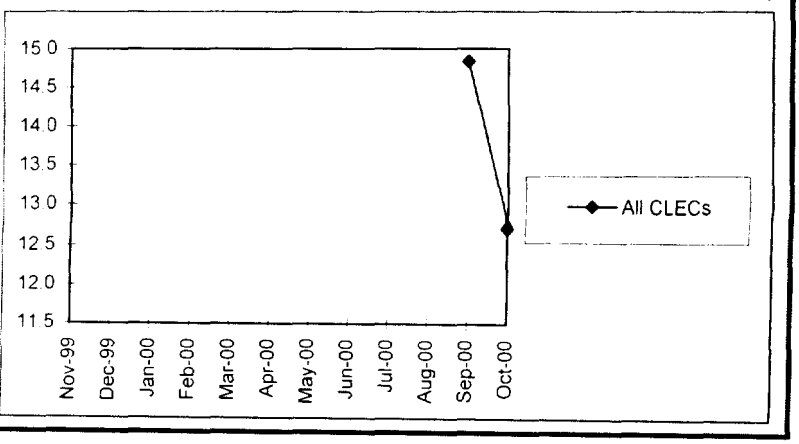
Measurement 1 - 03 — Request for CSR (< 30 WTNs)

	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Nov-99	30,951	3.8	-2.81
Dec-99	56,030	3.2	-3.35
Jan-00	28,859	3.6	-3.04
Feb-00	63,087	3.4	-3.23
Mar-00	77,577	4.3	-2.34
Apr-00	87,439	4.0	-2.61
May-00	144,684	4.1	-2.47
Jun-00	245,811	4.5	-2.14
Jul-00	231,878	4.0	-2.64
Aug-00	325,493	4.2	-2.38
Sep-00	277,807	4.1	-2.46
Oct-00	361,825	2.3	-4.32



Measurement 1 - 04 — Request for CSR (> 30 WTNs)

	No. of Transactions	Avg. Time (Seconds)
Nov-99	n/a	n/a
Dec-99	n/a	n/a
Jan-00	n/a	n/a
Feb-00	n/a	n/a
Mar-00	n/a	n/a
Apr-00	n/a	n/a
May-00	n/a	n/a
Jun-00	n/a	n/a
Jul-00	n/a	n/a
Aug-00	2,094	16.8
Sep-00	1,436	14.8
Oct-00	1,742	12.7

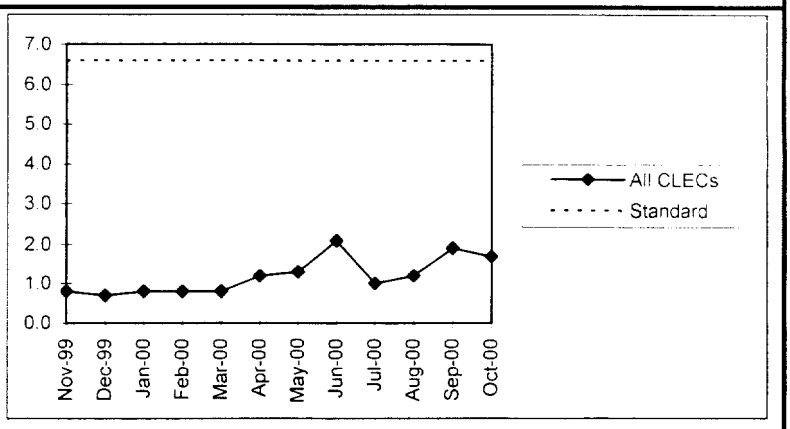


Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - DATAGATE

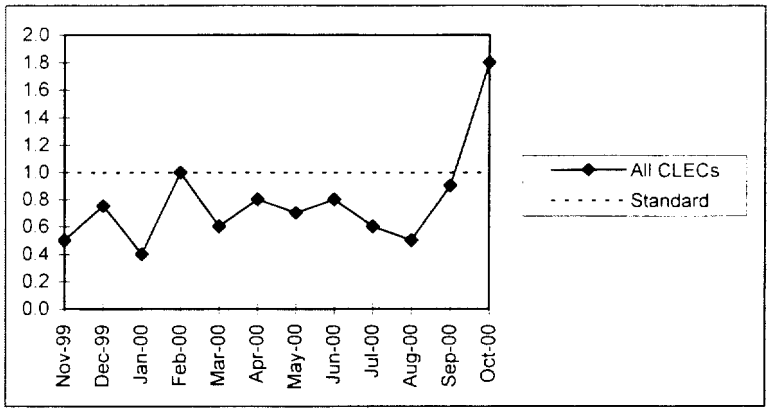
Measurement 1 - 05

	Service Availability		
	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Nov-99	113,695	0.8	-5.80
Dec-99	157,653	0.7	-5.90
Jan-00	245,234	0.8	-5.80
Feb-00	228,643	0.8	-5.80
Mar-00	288,265	0.8	-5.80
Apr-00	233,701	1.2	-5.40
May-00	290,175	1.3	-5.30
Jun-00	328,629	2.1	-4.50
Jul-00	245,148	1.0	-5.60
Aug-00	371,213	1.2	-5.40
Sep-00	331,230	1.9	-4.70
Oct-00	336,494	1.7	-4.90



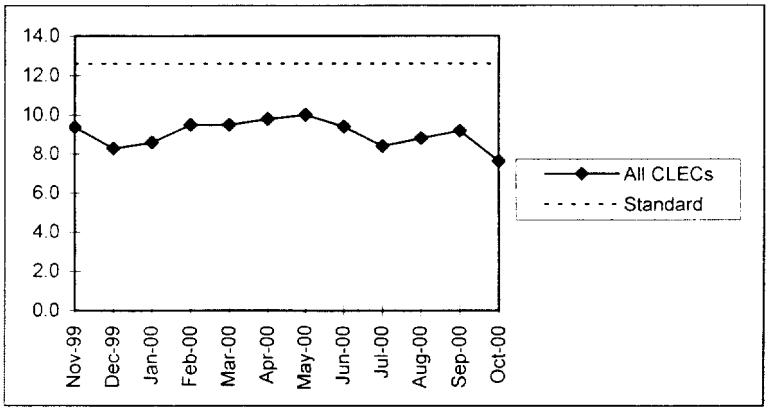
Measurement 1 - 06

	Service Appointment Scheduling		
	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Nov-99	86,501	0.5	-0.50
Dec-99	140,439	0.8	-0.25
Jan-00	134,854	0.4	-0.60
Feb-00	160,741	1.0	0.00
Mar-00	205,511	0.6	-0.40
Apr-00	206,123	0.8	-0.20
May-00	253,901	0.7	-0.30
Jun-00	282,813	0.8	-0.20
Jul-00	211,759	0.6	-0.40
Aug-00	327,503	0.5	-0.50
Sep-00	290,664	0.9	-0.10
Oct-00	295,488	1.8	0.80



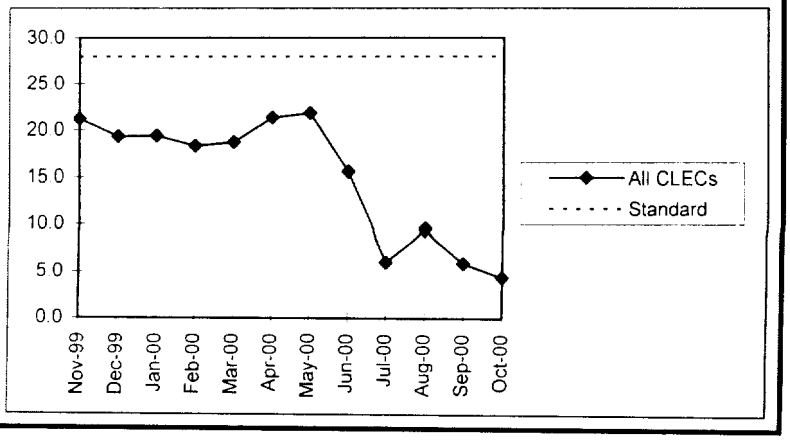
Measurement 1 - 07

	Dispatch Required		
	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Nov-99	2,433	9.4	-3.22
Dec-99	3,933	8.3	-4.31
Jan-00	4,780	8.6	-4.01
Feb-00	6,949	9.5	-3.11
Mar-00	9,329	9.5	-3.10
Apr-00	9,607	9.8	-2.80
May-00	13,806	10.0	-2.60
Jun-00	18,411	9.4	-3.20
Jul-00	21,668	8.4	-4.20
Aug-00	43,963	8.8	-3.80
Sep-00	39,070	9.2	-3.41
Oct-00	44,476	7.6	-5.00



Measurement 1 - 08

	PIC		
	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Nov-99	45,575	21.2	-6.80
Dec-99	70,211	19.3	-8.70
Jan-00	69,465	19.4	-8.60
Feb-00	80,972	18.3	-9.70
Mar-00	116,181	18.7	-9.30
Apr-00	150,558	21.3	-6.70
May-00	167,415	21.8	-6.20
Jun-00	179,153	15.5	-12.50
Jul-00	148,711	6.0	-22.00
Aug-00	237,971	9.4	-18.60
Sep-00	197,602	5.9	-22.10
Oct-00	196,539	4.4	-23.60

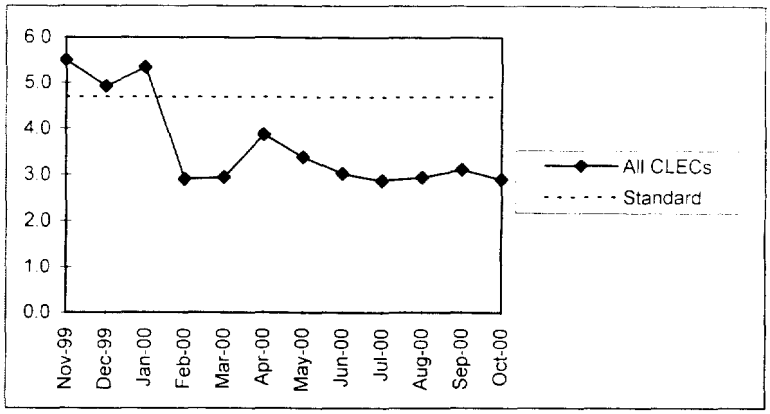


Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - VERIGATE

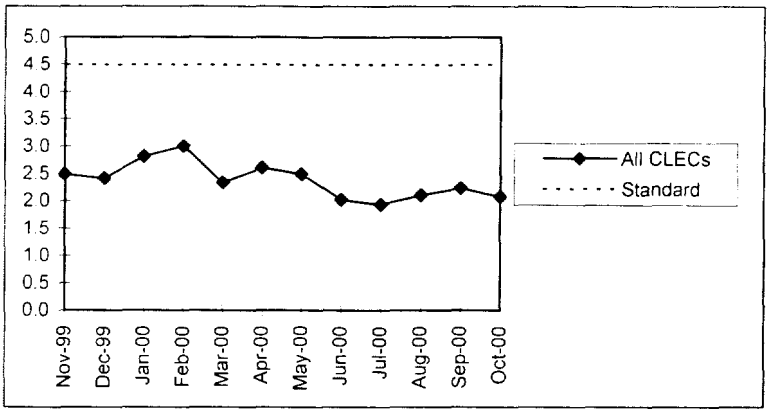
Measurement 1 - 09

	Address Verification		
	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Nov-99	12,530	5.5	0.79
Dec-99	16,473	4.9	0.23
Jan-00	20,510	5.3	0.64
Feb-00	31,196	2.9	-1.80
Mar-00	55,464	2.9	-1.75
Apr-00	70,712	3.9	-0.83
May-00	119,070	3.4	-1.32
Jun-00	108,361	3.0	-1.67
Jul-00	97,432	2.9	-1.82
Aug-00	122,268	2.9	-1.75
Sep-00	194,852	3.1	-1.58
Oct-00	121,801	2.9	-1.80



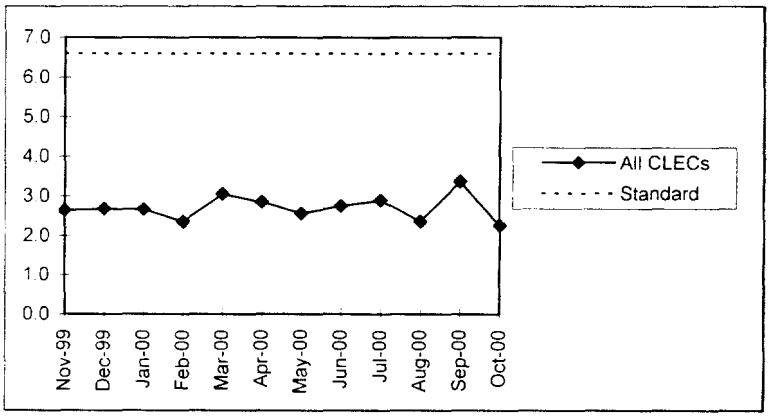
Measurement 1 - 10

	Request for Telephone Number		
	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Nov-99	4,831	2.5	-2.01
Dec-99	6,610	2.4	-2.09
Jan-00	8,915	2.8	-1.69
Feb-00	9,820	3.0	-1.50
Mar-00	11,092	2.3	-2.17
Apr-00	15,034	2.6	-1.89
May-00	19,606	2.5	-2.01
Jun-00	28,097	2.0	-2.48
Jul-00	31,431	1.9	-2.56
Aug-00	50,202	2.1	-2.40
Sep-00	58,642	2.2	-2.27
Oct-00	44,189	2.1	-2.43



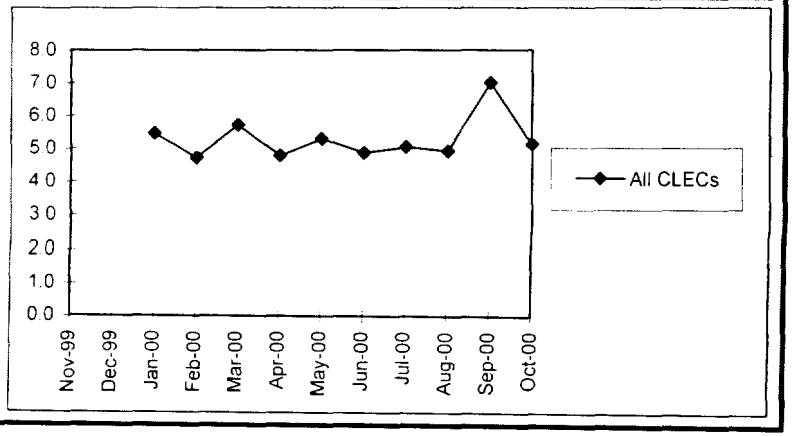
Measurement 1 - 11

	Request for CSR (< 30 WTNs)		
	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Nov-99	96,797	2.6	-3.96
Dec-99	113,560	2.7	-3.92
Jan-00	127,029	2.7	-3.94
Feb-00	145,847	2.3	-4.26
Mar-00	183,295	3.1	-3.54
Apr-00	231,239	2.9	-3.75
May-00	287,785	2.6	-4.05
Jun-00	325,521	2.8	-3.85
Jul-00	290,536	2.9	-3.71
Aug-00	329,018	2.4	-4.25
Sep-00	412,399	3.4	-3.24
Oct-00	257,020	2.3	-4.35



Measurement 1 - 12

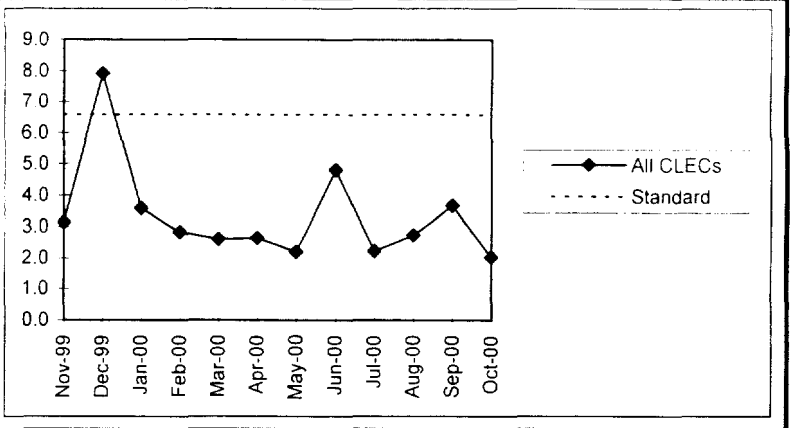
	Request for CSR (> 30 WTNs)	
	No. of Transactions	Avg. Time (Seconds)
Nov-99	n/a	n/a
Dec-99	3,666	5.4
Jan-00	3,712	5.5
Feb-00	4,355	4.7
Mar-00	4,539	5.7
Apr-00	5,178	4.8
May-00	5,631	5.3
Jun-00	6,312	4.9
Jul-00	5,595	5.0
Aug-00	6,843	4.9
Sep-00	8,011	7.0
Oct-00	4,958	5.1



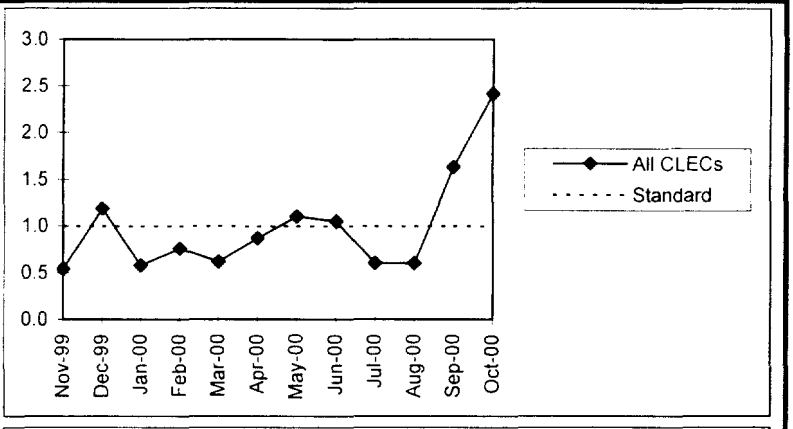
Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - VERIGATE

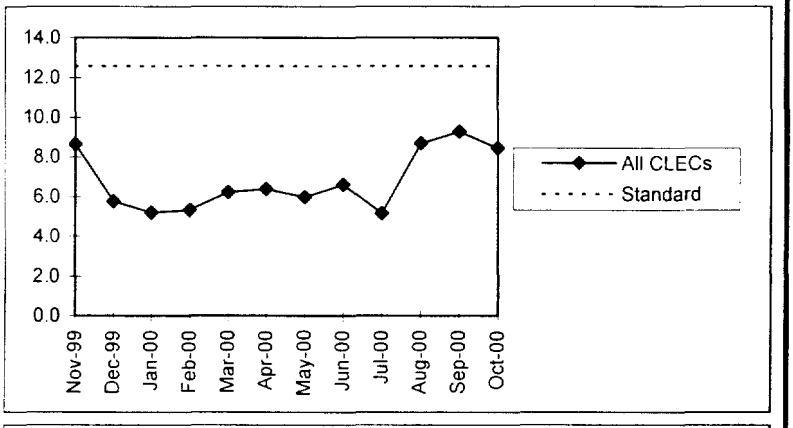
Measurement 1 - 13	Service Availability		
	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Nov-99	233	3.1	-3.46
Dec-99	314	7.9	1.32
Jan-00	409	3.6	-3.01
Feb-00	408	2.8	-3.76
Mar-00	545	2.6	-3.99
Apr-00	585	2.7	-3.95
May-00	634	2.2	-4.40
Jun-00	781	4.8	-1.79
Jul-00	723	2.2	-4.37
Aug-00	1,105	2.7	-3.85
Sep-00	2,029	3.7	-2.91
Oct-00	1,009	2.0	-4.57



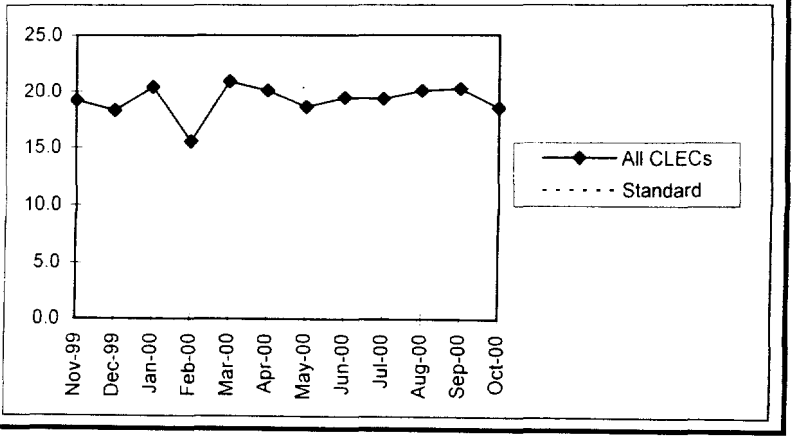
Measurement 1 - 14	Service Appointment Scheduling		
	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Nov-99	1,210	0.5	-0.46
Dec-99	1,702	1.2	0.18
Jan-00	1,963	0.6	-0.43
Feb-00	2,499	0.8	-0.25
Mar-00	3,427	0.6	-0.39
Apr-00	4,341	0.9	-0.13
May-00	5,463	1.1	0.10
Jun-00	8,693	1.0	0.05
Jul-00	9,742	0.6	-0.40
Aug-00	18,804	0.6	-0.40
Sep-00	25,583	1.6	0.63
Oct-00	20,491	2.4	1.41



Measurement 1 - 15	Dispatch Required		
	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Nov-99	393	8.6	-3.97
Dec-99	579	5.8	-6.85
Jan-00	588	5.2	-7.41
Feb-00	460	5.3	-7.29
Mar-00	678	6.2	-6.40
Apr-00	891	6.4	-6.23
May-00	2,042	6.0	-6.64
Jun-00	6,518	6.6	-6.01
Jul-00	6,431	5.1	-7.46
Aug-00	11,106	8.7	-3.93
Sep-00	13,738	9.3	-3.34
Oct-00	10,658	8.4	-4.18



Measurement 1 - 16	PIC		
	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Nov-99	28	19.2	n/a
Dec-99	42	18.2	n/a
Jan-00	43	20.4	n/a
Feb-00	55	15.5	n/a
Mar-00	68	20.8	n/a
Apr-00	129	20.0	n/a
May-00	190	18.5	n/a
Jun-00	240	19.4	n/a
Jul-00	217	19.2	n/a
Aug-00	331	20.0	n/a
Sep-00	485	20.2	n/a
Oct-00	295	18.4	n/a

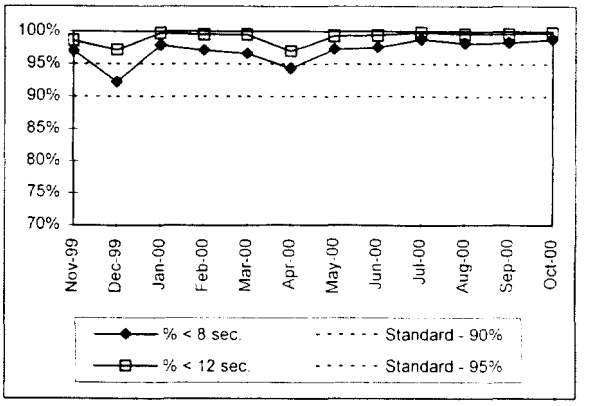


Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - DATAGATE

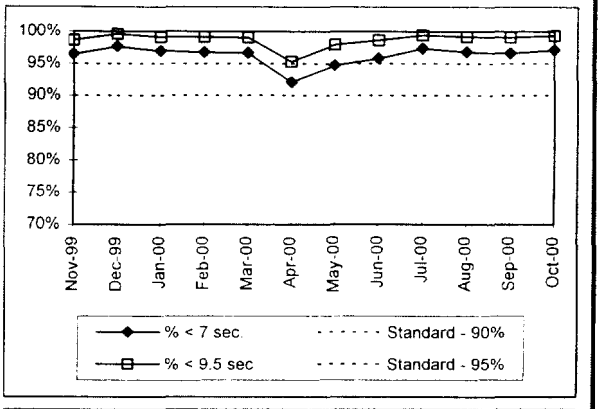
Measurement 2 - 01 — Address Verification

	No. of Transactions	Standard = 90% % < 8 sec.	Standard = 90% Z-value	Standard = 95% % < 12 sec.	Standard = 95% Z-value	Benchmark "Z - Value"
Nov-99	42,080	97%	-7.00	99%	-3.60	-3.60
Dec-99	59,643	92%	-2.20	97%	-2.20	-2.20
Jan-00	63,316	98%	-7.90	100%	-4.70	-4.70
Feb-00	120,677	97%	-7.10	100%	-4.50	-4.50
Mar-00	182,358	97%	-6.60	100%	-4.50	-4.50
Apr-00	149,665	94%	-4.30	97%	-2.00	-2.00
May-00	155,838	97%	-7.30	99%	-4.30	-4.30
Jun-00	181,611	98%	-7.60	99%	-4.40	-4.40
Jul-00	162,598	99%	-8.80	100%	-4.80	-4.80
Aug-00	255,762	98%	-8.24	100%	-4.61	-4.61
Sep-00	219,972	98%	-8.36	100%	-4.60	-4.60
Oct-00	294,616	99%	-8.88	100%	-4.82	-4.82



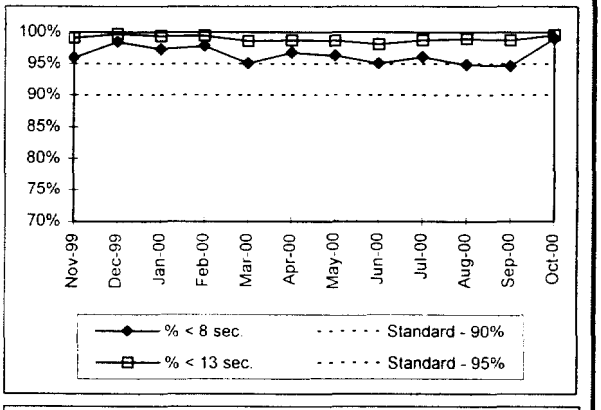
Measurement 2 - 02 — Request for Telephone Number

	No. of Transactions	Standard = 90% % < 7 sec.	Standard = 90% Z-value	Standard = 95% % < 9.5 sec.	Standard = 95% Z-value	Benchmark "Z - Value"
Nov-99	30,548	96%	-6.40	99%	-3.60	-3.60
Dec-99	44,662	98%	-7.60	100%	-4.60	-4.60
Jan-00	42,774	97%	-6.90	99%	-4.10	-4.10
Feb-00	49,883	97%	-6.70	99%	-4.10	-4.10
Mar-00	54,721	97%	-6.60	99%	-4.00	-4.00
Apr-00	63,904	92%	-2.00	95%	-0.30	-0.30
May-00	82,349	95%	-4.70	98%	-2.90	-2.90
Jun-00	94,527	96%	-5.80	99%	-3.60	-3.60
Jul-00	92,266	97%	-7.30	99%	-4.40	-4.40
Aug-00	152,387	97%	-6.78	99%	-4.15	-4.15
Sep-00	130,001	97%	-6.58	99%	-4.05	-4.05
Oct-00	117,090	97%	-7.09	99%	-4.33	-4.33



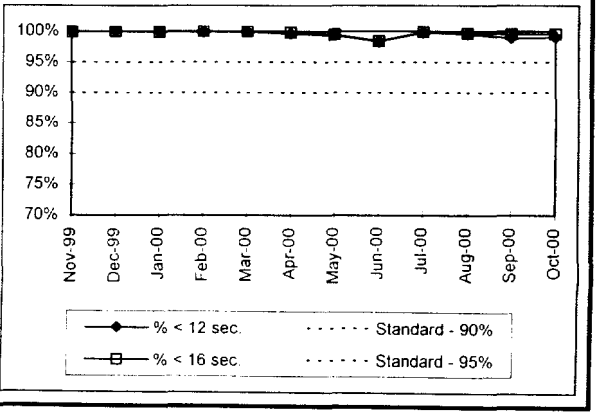
Measurement 2 - 03 — Request for CSR

	No. of Transactions	Standard = 90% % < 8 sec.	Standard = 90% Z-value	Standard = 95% % < 13 sec.	Standard = 95% Z-value	Benchmark "Z - Value"
Nov-99	30,951	96%	-5.88	99%	-4.08	-4.08
Dec-99	56,030	98%	-8.43	100%	-4.70	-4.70
Jan-00	28,859	97%	-7.26	99%	-4.37	-4.37
Feb-00	63,087	98%	-7.78	99%	-4.43	-4.43
Mar-00	77,577	95%	-5.05	99%	-3.60	-3.60
Apr-00	87,439	97%	-6.73	99%	-3.67	-3.67
May-00	144,684	96%	-6.23	99%	-3.64	-3.64
Jun-00	245,811	95%	-5.05	98%	-3.08	-3.08
Jul-00	231,878	96%	-6.07	99%	-3.74	-3.74
Aug-00	325,493	95%	-4.84	99%	-3.92	-3.92
Sep-00	277,807	95%	-4.58	99%	-3.70	-3.70
Oct-00	361,825	99%	-8.93	100%	-4.56	-4.56



Measurement 2 - 04 — Service Availability

	No. of Transactions	Standard = 90% % < 12 sec.	Standard = 90% Z-value	Standard = 95% % < 16 sec.	Standard = 95% Z-value	Benchmark "Z - Value"
Nov-99	113,695	100%	-9.90	100%	-4.90	-4.90
Dec-99	157,653	100%	-10.00	100%	-5.00	-5.00
Jan-00	245,234	100%	-9.90	100%	-4.90	-4.90
Feb-00	228,643	100%	-9.90	100%	-5.00	-5.00
Mar-00	288,265	100%	-9.90	100%	-5.00	-5.00
Apr-00	233,701	100%	-9.60	100%	-4.80	-4.80
May-00	290,175	99%	-9.30	100%	-4.50	-4.50
Jun-00	328,629	98%	-8.30	98%	-3.40	-3.40
Jul-00	245,148	100%	-9.80	100%	-4.90	-4.90
Aug-00	371,213	100%	-9.54	100%	-4.62	-4.62
Sep-00	331,230	99%	-8.84	100%	-4.55	-4.55
Oct-00	336,494	99%	-8.94	100%	-4.51	-4.51

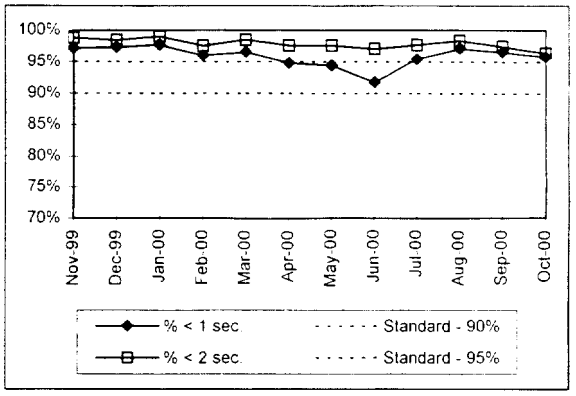


Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - DATAGATE

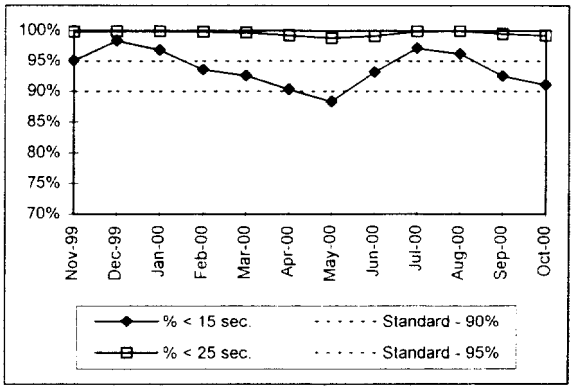
Measurement 2 - 05 — Service Appointment Scheduling

	No. of Transactions	Standard = 90% % < 1 sec	Standard = 90% Z-value	Standard = 95% % < 2 sec.	Standard = 95% Z-value	Benchmark "Z - Value"
Nov-99	86,501	97%	-7.20	99%	-3.81	-3.81
Dec-99	140,439	97%	-7.38	98%	-3.44	-3.44
Jan-00	134,854	98%	-7.70	99%	-4.00	-4.00
Feb-00	160,741	96%	-6.00	98%	-2.59	-2.59
Mar-00	205,511	97%	-6.60	99%	-3.50	-3.50
Apr-00	206,123	95%	-4.80	98%	-2.60	-2.60
May-00	253,901	94%	-4.40	98%	-2.60	-2.60
Jun-00	282,813	92%	-1.80	97%	-2.10	-1.80
Jul-00	211,759	95%	-5.40	98%	-2.70	-2.70
Aug-00	327,503	97%	-7.13	98%	-3.36	-3.36
Sep-00	290,664	97%	-6.59	97%	-2.45	-2.45
Oct-00	295,488	96%	-5.81	96%	-1.49	-1.49



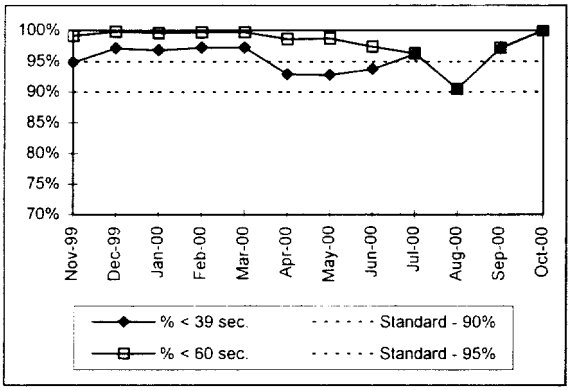
Measurement 2 - 06 — Dispatch Required

	No. of Transactions	Standard = 90% % < 15 sec	Standard = 90% Z-value	Standard = 95% % < 25 sec.	Standard = 95% Z-value	Benchmark "Z - Value"
Nov-99	2,433	95%	-5.01	100%	-4.80	-4.80
Dec-99	3,933	98%	-8.30	100%	-4.90	-4.90
Jan-00	4,780	97%	-6.80	100%	-4.90	-4.90
Feb-00	6,949	94%	-3.50	100%	-4.80	-3.50
Mar-00	9,329	93%	-2.50	100%	-4.70	-2.50
Apr-00	9,607	90%	-0.30	99%	-4.20	-0.30
May-00	13,806	88%	1.70	99%	-3.80	1.70
Jun-00	18,411	93%	-3.11	99%	-4.10	-3.11
Jul-00	21,668	97%	-7.10	100%	-4.90	-4.90
Aug-00	43,963	96%	-6.15	100%	-4.92	-4.92
Sep-00	39,070	92%	-2.46	99%	-4.48	-2.46
Oct-00	44,476	91%	-1.05	99%	-4.20	-1.05



Measurement 2 - 07 — PIC

	No. of Transactions	Standard = 90% % < 39 sec	Standard = 90% Z-value	Standard = 95% % < 60 sec.	Standard = 95% Z-value	Benchmark "Z - Value"
Nov-99	45,575	95%	-4.80	99%	-4.10	-4.10
Dec-99	70,211	97%	-7.10	100%	-4.80	-4.80
Jan-00	69,465	97%	-6.80	100%	-4.60	-4.60
Feb-00	80,972	97%	-7.20	100%	-4.70	-4.70
Mar-00	116,181	97%	-7.20	100%	-4.70	-4.70
Apr-00	150,558	93%	-2.90	99%	-3.60	-2.90
May-00	167,415	93%	-2.80	99%	-3.70	-2.80
Jun-00	179,153	94%	-3.70	97%	-2.40	-2.40
Jul-00	148,711	96%	-6.20	96%	-1.30	-1.30
Aug-00	237,971	90%	-0.49	90%	4.50	4.50
Sep-00	197,602	97%	-7.07	97%	-2.19	-2.19
Oct-00	196,539	100%	-9.97	100%	-4.99	-4.99

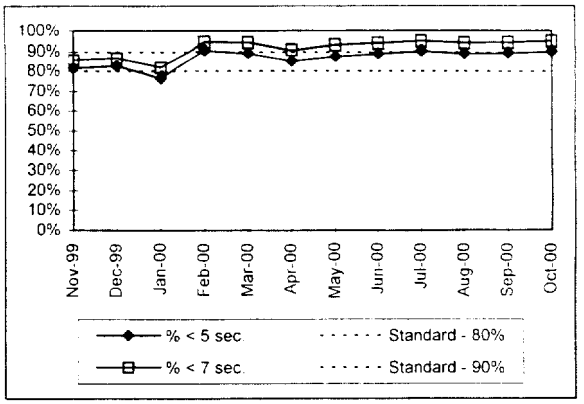


Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - VERIGATE

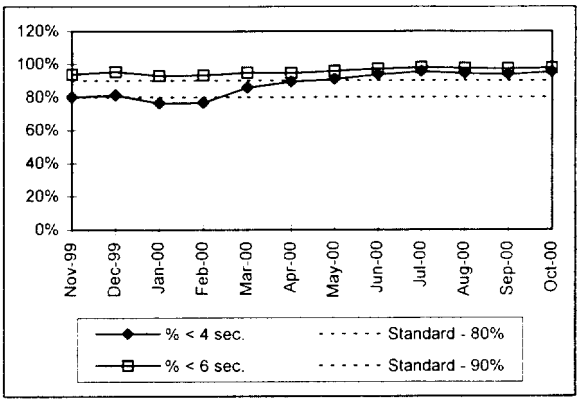
Measurement 2 - 08 — Address Verification

	No. of Transactions	Standard = 80% % < 5 sec.	Standard = 80% Z-value	Standard = 90% % < 7 sec.	Standard = 90% Z-value	Benchmark "Z - Value"
Nov-99	12,530	81%	-1.42	86%	4.25	4.25
Dec-99	16,473	83%	-2.66	87%	3.38	3.38
Jan-00	20,510	77%	3.48	82%	8.12	8.12
Feb-00	31,196	91%	-10.56	95%	-4.52	-4.52
Mar-00	55,464	89%	-9.17	94%	-4.24	-4.24
Apr-00	70,712	85%	-5.01	91%	-0.68	-0.68
May-00	119,070	88%	-7.57	93%	-3.20	-3.20
Jun-00	108,361	89%	-8.89	94%	-4.05	-4.05
Jul-00	97,432	90%	-10.35	95%	-5.04	-5.04
Aug-00	122,268	89%	-9.17	94%	-4.22	-4.22
Sep-00	194,852	89%	-9.38	94%	-4.34	-4.34
Oct-00	121,801	90%	-10.26	95%	-4.93	-4.93



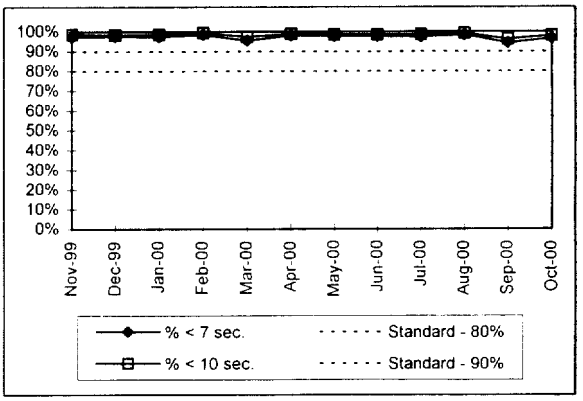
Measurement 2 - 09 — Request for Telephone Number

	No. of Transactions	Standard = 80% % < 4 sec.	Standard = 80% Z-value	Standard = 90% % < 6 sec.	Standard = 90% Z-value	Benchmark "Z - Value"
Nov-99	4,831	80%	0.02	94%	-3.77	0.02
Dec-99	6,610	81%	-1.17	95%	-5.38	-1.17
Jan-00	8,915	76%	3.58	93%	-3.02	3.58
Feb-00	9,820	77%	3.23	93%	-3.24	3.23
Mar-00	11,092	86%	-5.69	95%	-4.93	-4.93
Apr-00	15,034	89%	-9.34	95%	-4.75	-4.75
May-00	19,606	91%	-10.90	96%	-5.89	-5.89
Jun-00	28,097	94%	-13.61	97%	-7.13	-7.13
Jul-00	31,431	96%	-15.54	98%	-7.89	-7.89
Aug-00	50,202	94%	-14.34	98%	-7.59	-7.59
Sep-00	58,642	94%	-13.73	97%	-7.34	-7.34
Oct-00	44,189	95%	-15.35	98%	-7.80	-7.80



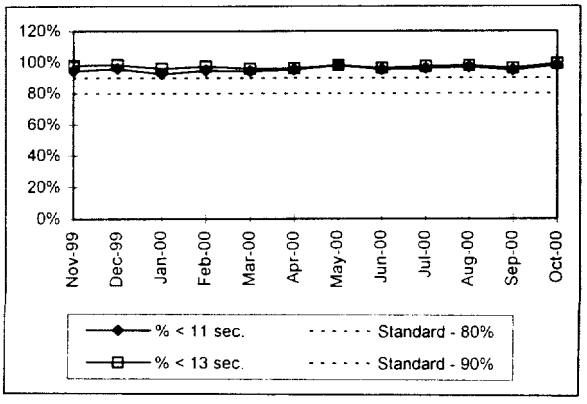
Measurement 2 - 10 — Request for CSR

	No. of Transactions	Standard = 80% % < 7 sec.	Standard = 80% Z-value	Standard = 90% % < 10 sec.	Standard = 90% Z-value	Benchmark "Z - Value"
Nov-99	96,797	97%	-17.22	98%	-8.49	-8.49
Dec-99	113,560	98%	-17.58	98%	-8.44	-8.44
Jan-00	127,029	97%	-17.39	99%	-8.54	-8.54
Feb-00	145,847	98%	-18.44	99%	-9.37	-9.37
Mar-00	183,295	95%	-15.42	97%	-7.46	-7.46
Apr-00	231,239	98%	-18.07	99%	-8.79	-8.79
May-00	287,785	98%	-17.73	99%	-8.53	-8.53
Jun-00	325,521	98%	-17.79	99%	-8.54	-8.54
Jul-00	290,536	97%	-17.45	98%	-8.49	-8.49
Aug-00	329,018	98%	-18.33	99%	-9.13	-9.13
Sep-00	412,399	94%	-14.32	96%	-6.31	-6.31
Oct-00	257,020	97%	-16.55	98%	-7.97	-7.97



Measurement 2 - 11 — Service Availability

	No. of Transactions	Standard = 80% % < 11 sec.	Standard = 80% Z-value	Standard = 90% % < 13 sec.	Standard = 90% Z-value	Benchmark "Z - Value"
Nov-99	233	94%	-14.42	98%	-7.85	-7.85
Dec-99	314	96%	-15.86	98%	-8.41	-8.41
Jan-00	409	92%	-12.42	96%	-5.85	-5.85
Feb-00	408	95%	-14.61	97%	-7.30	-7.30
Mar-00	545	94%	-14.31	96%	-5.96	-5.96
Apr-00	585	95%	-15.21	96%	-6.07	-6.07
May-00	634	98%	-17.95	98%	-8.11	-8.11
Jun-00	781	95%	-15.26	96%	-6.29	-6.29
Jul-00	723	96%	-15.85	97%	-7.23	-7.23
Aug-00	1,105	97%	-16.92	98%	-7.83	-7.83
Sep-00	2,029	95%	-14.92	96%	-6.35	-6.35
Oct-00	1,009	98%	-17.92	99%	-9.11	-9.11

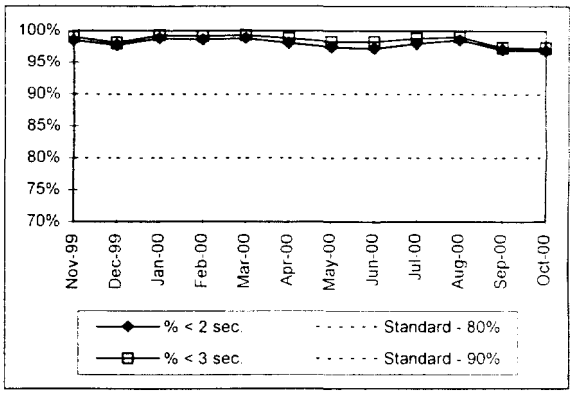


Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - VERIGATE

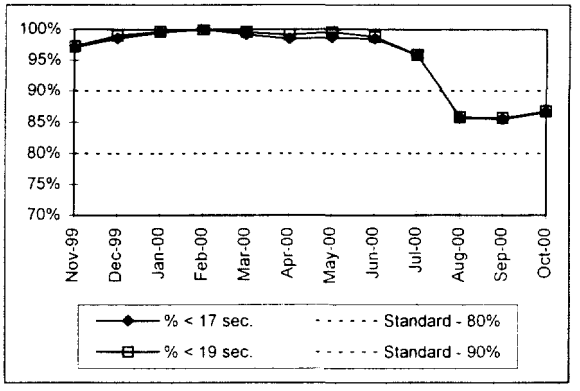
Measurement 2 - 12

	Service Appointment Scheduling					
	No. of Transactions	Standard = 80%		Standard = 90%		Benchmark
		% < 2 sec	Z-value	% < 3 sec	Z-value	"Z - Value"
Nov-99	1,210	98%	-18.43	99%	-9.01	-9.01
Dec-99	1,702	98%	-17.71	98%	-8.06	-8.06
Jan-00	1,963	99%	-18.78	99%	-9.29	-9.29
Feb-00	2,499	99%	-18.56	99%	-9.12	-9.12
Mar-00	3,427	99%	-18.80	99%	-9.27	-9.27
Apr-00	4,341	98%	-18.04	99%	-8.80	-8.80
May-00	5,463	97%	-17.42	98%	-8.23	-8.23
Jun-00	8,693	97%	-17.23	98%	-8.23	-8.23
Jul-00	9,742	98%	-18.00	99%	-8.79	-8.79
Aug-00	18,804	99%	-18.54	99%	-9.03	-9.03
Sep-00	25,583	97%	-17.05	97%	-7.36	-7.36
Oct-00	20,491	97%	-16.93	97%	-7.32	-7.32



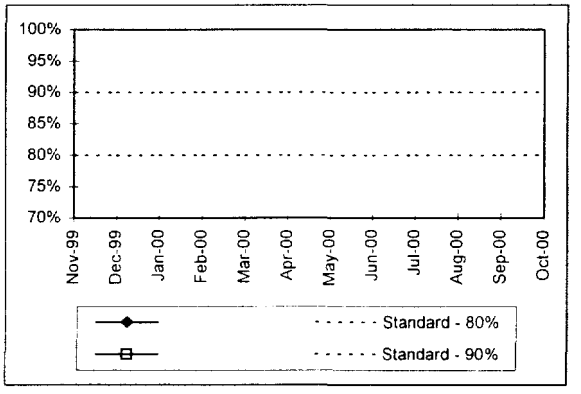
Measurement 2 - 13

	Dispatch Required					
	No. of Transactions	Standard = 80%		Standard = 90%		Benchmark
		% < 17 sec	Z-value	% < 19 sec	Z-value	"Z - Value"
Nov-99	393	97%	-16.95	97%	-7.20	-7.20
Dec-99	579	98%	-18.45	99%	-8.96	-8.96
Jan-00	588	99%	-19.49	100%	-9.66	-9.66
Feb-00	460	100%	-20.00	100%	-10.00	-10.00
Mar-00	678	99%	-19.12	100%	-9.56	-9.56
Apr-00	891	98%	-18.43	99%	-9.10	-9.10
May-00	2,042	99%	-18.63	100%	-9.56	-9.56
Jun-00	6,518	98%	-18.40	99%	-8.77	-8.77
Jul-00	6,431	96%	-15.77	96%	-5.87	-5.87
Aug-00	11,106	86%	-5.62	86%	4.19	4.19
Sep-00	13,738	85%	-5.48	86%	4.29	4.29
Oct-00	10,658	87%	-6.58	87%	3.30	3.30



Measurement 2 - 14

	PIC					
	No. of Transactions	Standard = 80%		Standard = 90%		Benchmark
			Z-value		Z-value	"Z - Value"
Nov-99	28	n/a	n/a	n/a	n/a	n/a
Dec-99	42	n/a	n/a	n/a	n/a	n/a
Jan-00	43	n/a	n/a	n/a	n/a	n/a
Feb-00	55	n/a	n/a	n/a	n/a	n/a
Mar-00	68	n/a	n/a	n/a	n/a	n/a
Apr-00	129	n/a	n/a	n/a	n/a	n/a
May-00	190	n/a	n/a	n/a	n/a	n/a
Jun-00	240	n/a	n/a	n/a	n/a	n/a
Jul-00	217	n/a	n/a	n/a	n/a	n/a
Aug-00	331	n/a	n/a	n/a	n/a	n/a
Sep-00	485	n/a	n/a	n/a	n/a	n/a
Oct-00	295	n/a	n/a	n/a	n/a	n/a



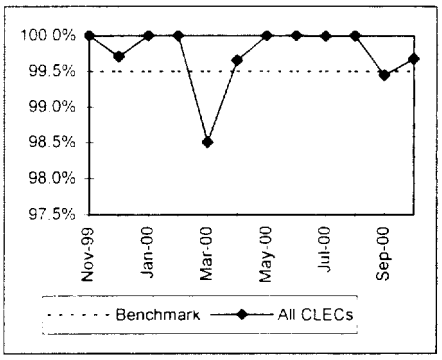
General System Availability

OSS Interface Availability

Measurement 4 - 01.1 4 - 01.2

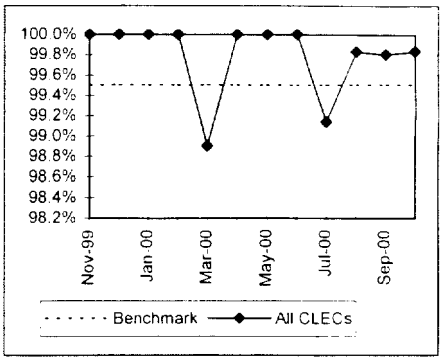
DataGate

	ALL CLECs % Avail.	In Parity (Yes = 0) (No = 2)
Nov-99	100.0%	0
Dec-99	99.7%	0
Jan-00	100.0%	0
Feb-00	100.0%	0
Mar-00	98.5%	2
Apr-00	99.7%	0
May-00	100.0%	0
Jun-00	100.0%	0
Jul-00	100.0%	0
Aug-00	100.0%	0
Sep-00	99.4%	2
Oct-00	99.7%	0



VeriGate

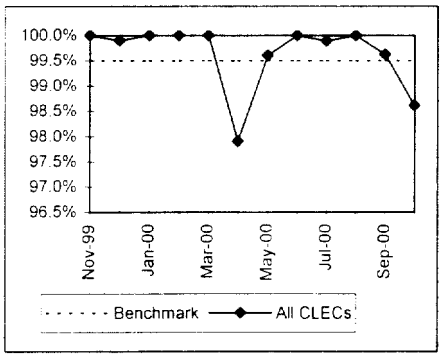
	ALL CLECs % Avail.	In Parity (Yes = 0) (No = 2)
Nov-99	100.0%	0
Dec-99	100.0%	0
Jan-00	100.0%	0
Feb-00	100.0%	0
Mar-00	98.9%	2
Apr-00	100.0%	0
May-00	100.0%	0
Jun-00	100.0%	0
Jul-00	99.1%	2
Aug-00	99.8%	0
Sep-00	99.8%	0
Oct-00	99.8%	0



Measurement 4 - 01.3

LEX

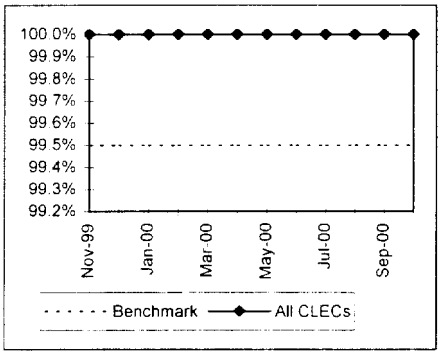
	ALL CLECs % Avail.	In Parity (Yes = 0) (No = 2)
Nov-99	100.0%	0
Dec-99	99.9%	0
Jan-00	100.0%	0
Feb-00	100.0%	0
Mar-00	100.0%	0
Apr-00	97.9%	2
May-00	99.6%	0
Jun-00	100.0%	0
Jul-00	99.9%	0
Aug-00	100.0%	0
Sep-00	99.6%	0
Oct-00	98.6%	2



Measurement 4 - 01.4 4 - 01.5

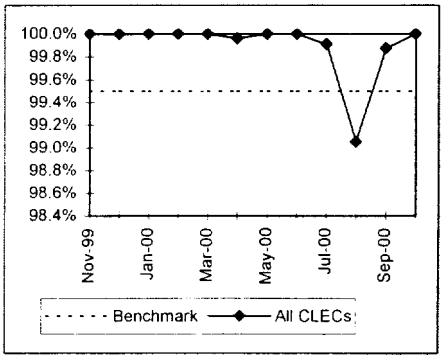
Toolbar

	ALL CLECs % Avail.	In Parity (Yes = 0) (No = 2)
Nov-99	100.0%	0
Dec-99	100.0%	0
Jan-00	100.0%	0
Feb-00	100.0%	0
Mar-00	100.0%	0
Apr-00	100.0%	0
May-00	100.0%	0
Jun-00	100.0%	0
Jul-00	100.0%	0
Aug-00	100.0%	0
Sep-00	100.0%	0
Oct-00	100.0%	0



LRAF

	ALL CLECs % Avail.	In Parity (Yes = 0) (No = 2)
Nov-99	100.0%	0
Dec-99	100.0%	0
Jan-00	100.0%	0
Feb-00	100.0%	0
Mar-00	100.0%	0
Apr-00	100.0%	0
May-00	100.0%	0
Jun-00	100.0%	0
Jul-00	99.9%	0
Aug-00	99.1%	2
Sep-00	99.9%	0
Oct-00	100.0%	0



EASE Availability is reported in state specific reports

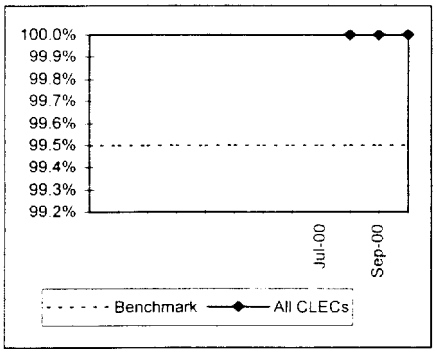
General System Availability

OSS Interface Availability

EDI - FTP

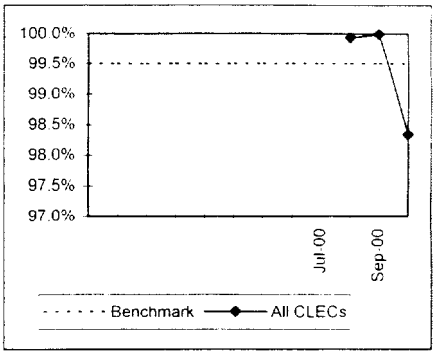
Measurement 4 - 01.6, 4 - 01.7

	ALL CLECs % Avail.	In Parity (Yes = 0) (No = 2)
Jul-00	100.00%	0
Aug-00	100.00%	0
Sep-00	100.00%	0
Oct-00	100.00%	0



EDI - IA (SSL3)

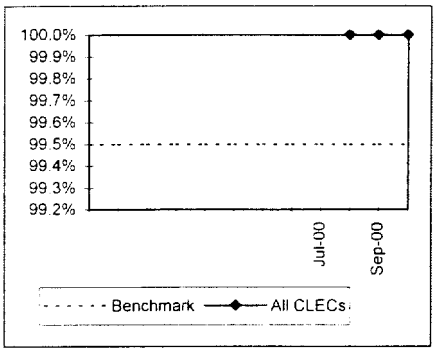
	ALL CLECs % Avail.	In Parity (Yes = 0) (No = 2)
Jul-00	99.97%	0
Aug-00	99.93%	0
Sep-00	99.99%	0
Oct-00	98.33%	2



EDI - NDM

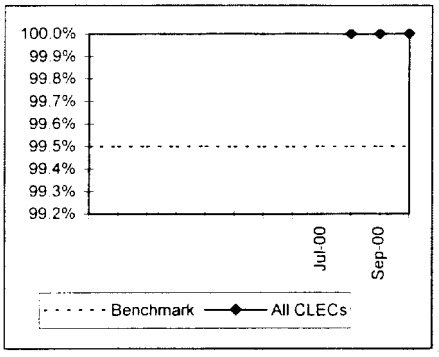
Measurement 4 - 01.8, 4 - 01.9

	ALL CLECs % Avail.	In Parity (Yes = 0) (No = 2)
Jul-00	100.00%	0
Aug-00	100.00%	0
Sep-00	100.00%	0
Oct-00	100.00%	0



EDI - VAN

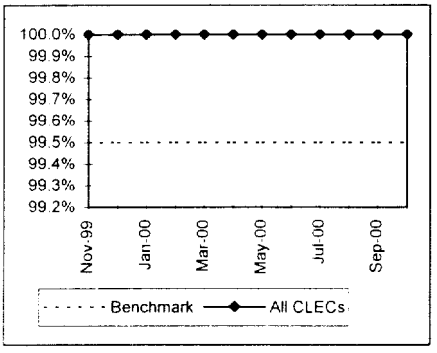
	ALL CLECs % Avail.	In Parity (Yes = 0) (No = 2)
Jul-00	100.00%	0
Aug-00	100.00%	0
Sep-00	100.00%	0
Oct-00	100.00%	0



EDI

Measurement 4 - 01.10

	ALL CLECs % Avail.	In Parity (Yes = 0) (No = 2)
Nov-99	100.0%	0
Dec-99	100.0%	0
Jan-00	100.0%	0
Feb-00	100.0%	0
Mar-00	100.0%	0
Apr-00	100.0%	0
May-00	100.0%	0
Jun-00	100.0%	0
Jul-00	100.0%	0
Aug-00	100.0%	0
Sep-00	100.0%	0
Oct-00	100.0%	0

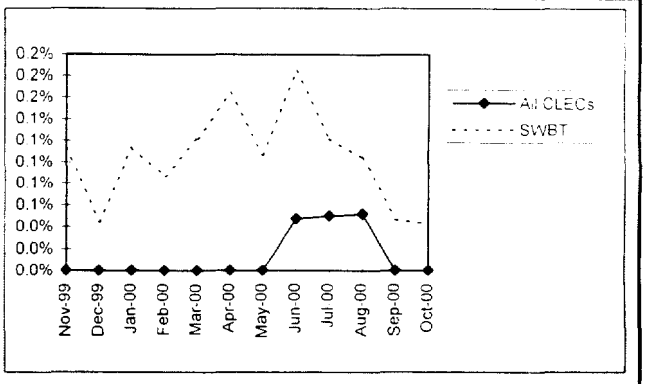


EASE Availability is reported in state specific reports

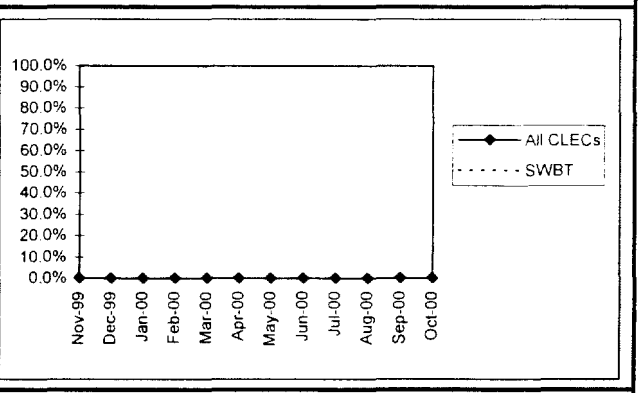
Billing

Billing Accuracy

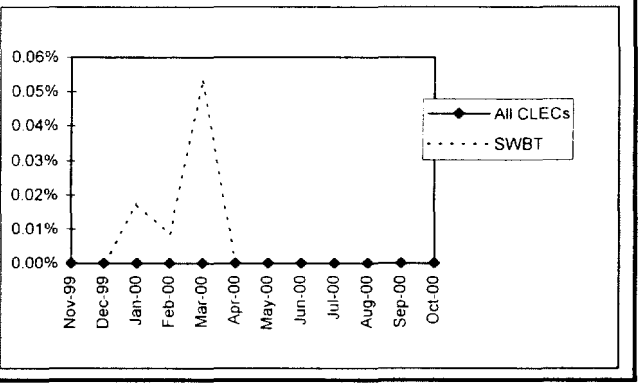
Measurement 14 - 01	CRIS Usage Bill Audit				
	All CLECs			SWBT	Z-Value
	No. of Accts. Audited	No. of Errors Detected	Percent Error Rate	Percent Error Rate	
Nov-99	1292	0	0.00%	0.11%	-1.21
Dec-99	1617	0	0.00%	0.04%	-0.84
Jan-00	1450	0	0.00%	0.11%	-1.28
Feb-00	1779	0	0.00%	0.09%	-1.24
Mar-00	2003	0	0.00%	0.12%	-1.56
Apr-00	2292	0	0.00%	0.16%	-1.94
May-00	2297	0	0.00%	0.11%	-1.56
Jun-00	2116	1	0.05%	0.18%	-1.46
Jul-00	2004	1	0.05%	0.12%	-0.91
Aug-00	1931	1	0.05%	0.10%	-0.70
Sep-00	1967	0	0.00%	0.05%	-0.96
Oct-00	1708	0	0.00%	0.04%	-0.86



Measurement 14 - 02	CABS Usage Bill Audit				
	All CLECs			SWBT	Z-Value
	No. of Accts. Audited	No. of Errors Detected	Percent Error Rate	Percent Error Rate	
Nov-99	41	0	0.00%	0.00%	0.00
Dec-99	47	0	0.00%	0.00%	0.00
Jan-00	45	0	0.00%	0.00%	0.00
Feb-00	49	0	0.00%	0.00%	0.00
Mar-00	48	0	0.00%	0.00%	0.00
Apr-00	53	0	0.00%	0.00%	0.00
May-00	58	0	0.00%	0.00%	0.00
Jun-00	60	0	0.00%	0.00%	0.00
Jul-00	59	0	0.00%	0.00%	0.00
Aug-00	58	0	0.00%	0.00%	0.00
Sep-00	60	0	0.00%	0.00%	0.00
Oct-00	64	0	0.00%	0.00%	0.00



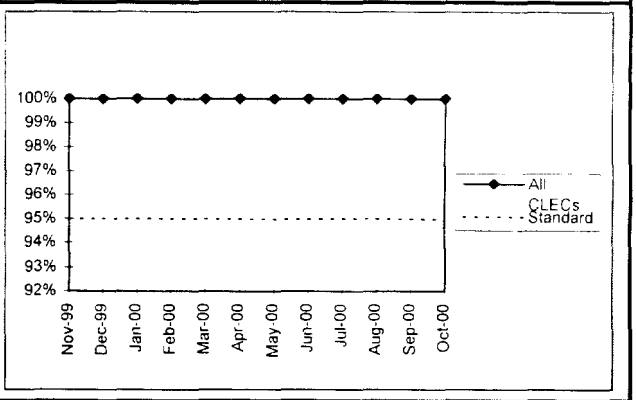
Measurement 14 - 03	CRIS Bill Audit				
	All CLECs			SWBT	Z-Value
	No. of Accts. Audited	No. of Errors Detected	Percent Error Rate	Percent Error Rate	
Nov-99	293	0	0.00%	0.00%	0.00
Dec-99	337	0	0.00%	0.00%	0.00
Jan-00	339	0	0.00%	0.02%	-0.24
Feb-00	316	0	0.00%	0.01%	-0.16
Mar-00	330	0	0.00%	0.05%	-0.42
Apr-00	351	0	0.00%	0.00%	0.00
May-00	298	0	0.00%	0.00%	0.00
Jun-00	236	0	0.00%	0.00%	0.00
Jul-00	262	0	0.00%	0.00%	0.00
Aug-00	270	0	0.00%	0.00%	0.00
Sep-00	290	0	0.00%	0.00%	0.00
Oct-00	277	0	0.00%	0.00%	0.00



Billing

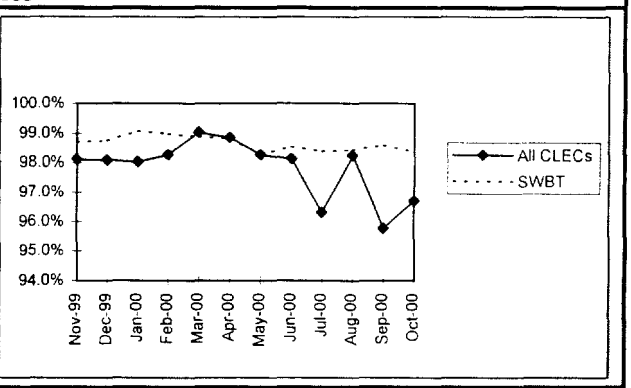
Percent of Billing Records Transmitted Correctly

Measurement 16 - 01	All CLECs No. of Usage Records	No. in Error	Percent Correct	Z- Value
Nov-99	45,893,730	0	100.0%	-5.00
Dec-99	64,679,436	0	100.0%	-5.00
Jan-00	73,915,313	0	100.0%	-5.00
Feb-00	99,467,200	0	100.0%	-5.00
Mar-00	112,359,765	0	100.0%	-5.00
Apr-00	124,252,155	0	100.0%	-5.00
May-00	187,326,605	0	100.0%	-5.00
Jun-00	206,562,929	0	100.0%	-5.00
Jul-00	202,081,118	0	100.0%	-5.00
Aug-00	306,413,586	0	100.0%	-5.00
Sep-00	325,828,193	0	100.0%	-5.00
Oct-00	358,627,920	0	100.0%	-5.00
12 Mo. Total	2,107,407,950	0	100.0%	



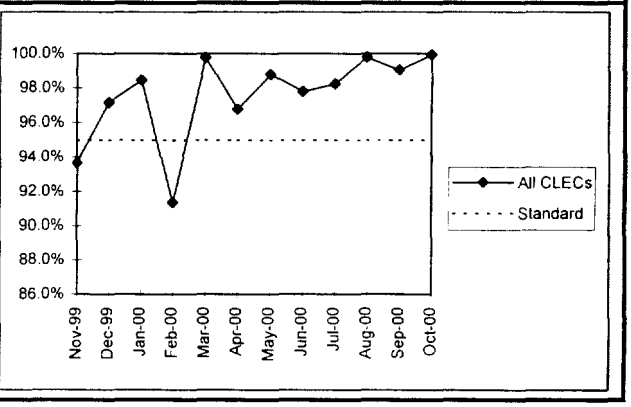
Billing Completeness

Measurement 17 - 01	All CLECs No. of Service Orders Billed	No. in Correct Billing Period	Percent Complete	SWBT Percent Complete	Z- Value
Nov-99	227,860	223,549	98.1%	98.7%	24.21
Dec-99	239,252	234,681	98.1%	98.8%	27.73
Jan-00	217,809	213,543	98.0%	99.1%	47.15
Feb-00	247,461	243,171	98.3%	99.0%	33.14
Mar-00	284,289	281,561	99.0%	98.9%	-7.32
Apr-00	302,223	298,782	98.9%	98.8%	-0.83
May-00	368,178	361,778	98.3%	98.3%	1.14
Jun-00	423,743	415,834	98.1%	98.5%	20.25
Jul-00	410,796	395,660	96.3%	98.4%	90.03
Aug-00	557,307	547,541	98.2%	98.4%	10.44
Sep-00	494,640	473,726	95.8%	98.6%	134.78
Oct-00	560,424	541,855	96.7%	98.4%	82.42
12 Mo. Total	4,333,982	4,231,681	97.6%	98.6%	



Daily Usage Feed Timeliness

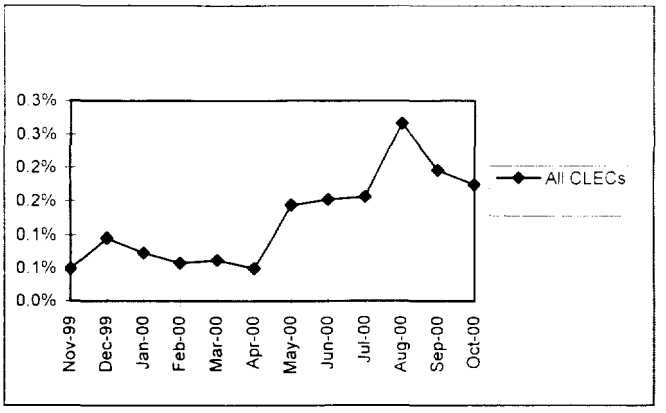
Measurement 19 - 01	All CLECs Total Bills	No. Billed Late	Percent On-Time	Z-Value
Nov-99	45,893,730	2,922,962	93.6%	1.37
Dec-99	64,679,436	1,844,147	97.1%	-2.15
Jan-00	73,915,313	1,153,771	98.4%	-3.44
Feb-00	99,467,200	8,636,159	91.3%	3.68
Mar-00	112,359,765	276,346	99.8%	-4.75
Apr-00	124,252,155	4,029,041	96.8%	-1.76
May-00	187,326,605	2,298,878	98.8%	-3.77
Jun-00	206,562,929	4,592,955	97.8%	-2.78
Jul-00	202,081,118	3,569,050	98.2%	-3.23
Aug-00	306,413,586	666,200	99.8%	-4.78
Sep-00	325,828,193	3,131,683	99.0%	-4.04
Oct-00	358,627,930	277,863	99.9%	-4.92
12 Mo. Total	2,107,407,960	33,399,055	98.4%	



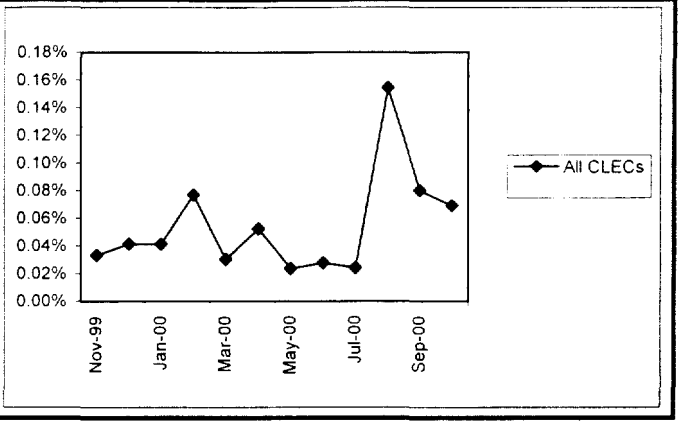
Billing

Percent Unbillable Usage

Measurement 20 - 01	All CLECs - CRIS (AMA/ECS) Total Billing ($)	Total Unbillable ($)	Percent Unbillable
Nov-99	43,165,644	21,108	0.049%
Dec-99	41,940,189	39,969	0.095%
Jan-00	39,840,599	29,243	0.073%
Feb-00	43,151,463	25,071	0.058%
Mar-00	40,812,500	25,467	0.062%
Apr-00	37,893,360	18,833	0.050%
May-00	36,462,821	52,470	0.144%
Jun-00	36,639,236	55,655	0.152%
Jul-00	36,792,067	57,506	0.156%
Aug-00	37,400,075	99,559	0.266%
Sep-00	35,937,373	70,581	0.196%
Oct-00	33,389,080	58,097	0.174%
12 Mo. Total	463,424,408	553,559	0.119%



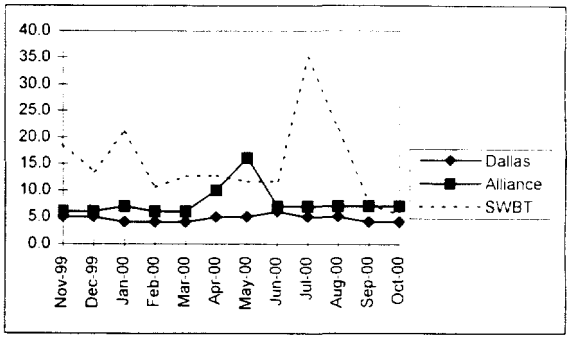
Measurement 20 - 02	All CLECs - CABS Total Billing ($)	Total Unbillable ($)	Percent Unbillable
Nov-99	235,468,468	78,411	0.033%
Dec-99	325,285,714	134,343	0.041%
Jan-00	268,189,320	110,494	0.041%
Feb-00	262,653,696	202,506	0.077%
Mar-00	249,306,931	75,540	0.030%
Apr-00	139,798,095	73,394	0.053%
May-00	257,264,706	61,229	0.024%
Jun-00	293,938,406	81,127	0.028%
Jul-00	281,867,769	68,212	0.024%
Aug-00	248,258,252	383,559	0.155%
Sep-00	283,986,301	228,041	0.080%
Oct-00	323,826,590	224,088	0.069%
12 Mo. Total	3,169,844,249	1,720,944	0.054%



General - Center Responsiveness

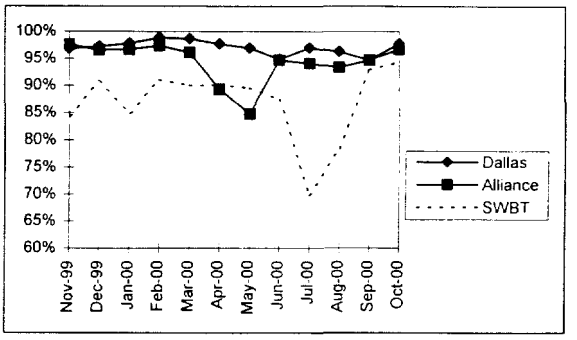
LSC Average Speed of Answer (SOA) - Seconds

Measurement 21 - 01 / 02	LSC Dallas Calls Answered	LSC Dallas Speed of Answer	LSC Alliance Calls Answered	LSC Alliance Speed of Answer	SWBT SOC/SRC SOA
Nov-99	10,168	5.0	33,555	6.0	18.7
Dec-99	10,759	5.0	32,695	6.0	13.6
Jan-00	10,478	4.0	31,498	7.0	21.0
Feb-00	11,435	4.0	36,238	6.0	10.6
Mar-00	12,150	4.0	44,186	6.0	12.7
Apr-00	10,275	5.0	40,827	10.0	12.8
May-00	11,947	5.0	48,259	16.0	11.6
Jun-00	22,072	6.0	60,996	7.0	11.6
Jul-00	21,669	5.0	63,341	7.0	35.0
Aug-00	25,118	5.0	77,766	7.0	21.6
Sep-00	20,145	4.0	75,000	7.0	7.5
Oct-00	21,112	4.0	83,593	7.0	5.3



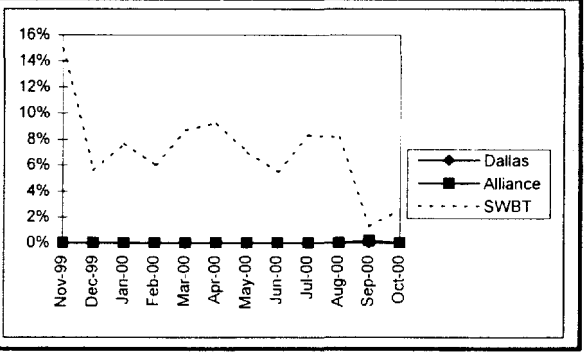
LSC Grade of Service (GOS) - % of Calls Answered within 20 Seconds

Measurement 22 - 01 / 02	LSC Dallas Calls Answered	LSC Dallas Grade of Service	LSC Dallas Z - Value	LSC Alliance Calls Answered	LSC Alliance Grade of Service	LSC Alliance Z - Value	SWBT SOC/SRC GOS
Nov-99	10,168	96.8%	-34.53	33,555	97.6%	-66.66	84.3%
Dec-99	10,759	97.2%	-23.20	32,695	96.6%	-36.63	90.7%
Jan-00	10,478	97.8%	-36.80	31,498	96.7%	-58.25	84.9%
Feb-00	11,435	98.9%	-29.48	36,238	97.4%	-42.40	91.0%
Mar-00	12,150	98.7%	-31.86	44,186	96.1%	-42.64	90.0%
Apr-00	10,275	97.7%	-25.92	40,827	89.3%	4.77	90.0%
May-00	11,947	97.0%	-26.60	48,259	84.7%	33.38	89.5%
Jun-00	22,072	94.9%	-33.43	60,996	94.7%	-54.07	87.4%
Jul-00	21,669	97.0%	-86.65	63,341	94.1%	-131.57	69.9%
Aug-00	25,118	96.3%	-68.83	77,766	93.4%	-100.57	78.4%
Sep-00	20,145	94.7%	-10.15	75,000	94.7%	-19.34	92.8%
Oct-00	21,112	97.7%	-21.11	83,593	96.7%	-29.16	94.3%



Percent Busy in the LSC - (Percent of Calls with Busy Condition)

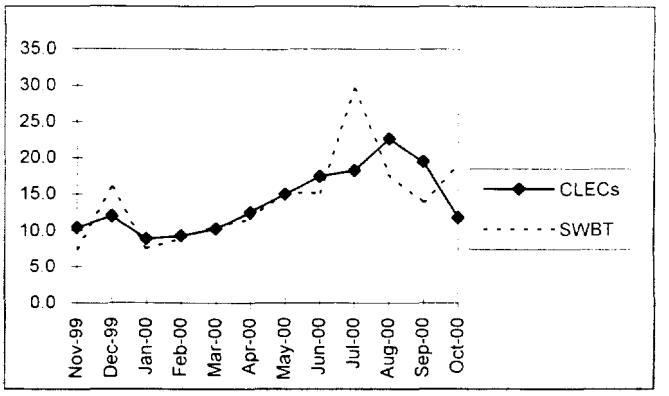
Measurement 23 - 01 / 02	LSC Dallas Calls Offered	LSC Dallas Percent Busy	LSC Dallas Z - Value	LSC Alliance Calls Offered	LSC Alliance Percent Busy	LSC Alliance Z - Value	SWBT SOC/SRC % Busy
Nov-99	10,329	0.0%	-42.61	33,674	0.0%	-76.87	15.0%
Dec-99	11,422	0.0%	-26.04	34,721	0.0%	-45.38	5.6%
Jan-00	10,538	0.0%	-29.69	31,674	0.0%	-51.46	7.7%
Feb-00	11,455	0.0%	-27.09	36,370	0.0%	-48.26	6.0%
Mar-00	12,172	0.0%	-34.03	44,600	0.0%	-65.09	8.7%
Apr-00	10,333	0.0%	-32.43	42,648	0.0%	-65.83	9.2%
May-00	12,066	0.0%	-30.20	52,180	0.0%	-62.76	7.0%
Jun-00	22,528	0.0%	-36.28	61,870	0.0%	-60.10	5.5%
Jul-00	21,874	0.0%	-44.47	64,390	0.0%	-76.22	8.3%
Aug-00	25,439	0.0%	-47.44	79,111	0.0%	-83.57	8.1%
Sep-00	20,326	0.0%	-16.32	76,490	0.2%	-27.15	1.3%
Oct-00	21,462	0.0%	-23.88	84,284	0.0%	-47.29	2.6%



General - Center Responsiveness

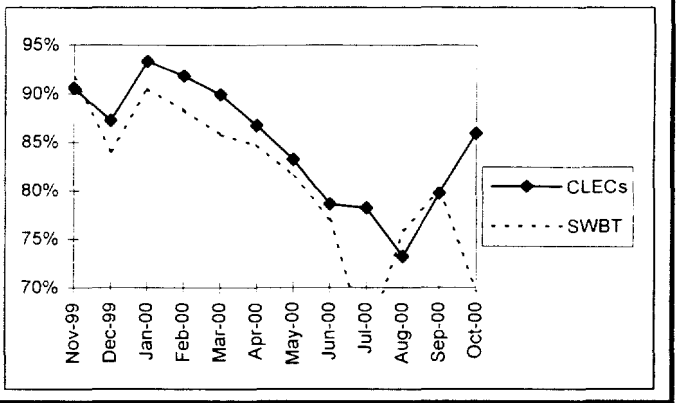
LOC Average Speed of Answer (SOA) - Seconds

Measurement 24 - 01	LOC Calls Answered	LOC Speed of Answer	SWBT CSB SOA
Nov-99	35,684	10.4	7.5
Dec-99	41,860	12.0	16.0
Jan-00	40,645	8.9	7.6
Feb-00	43,729	9.3	8.9
Mar-00	53,517	10.3	10.7
Apr-00	50,555	12.5	11.6
May-00	65,341	15.0	15.3
Jun-00	76,472	17.4	15.2
Jul-00	76,619	18.2	29.5
Aug-00	87,534	22.6	17.7
Sep-00	83,210	19.5	13.9
Oct-00	102,785	11.8	18.9



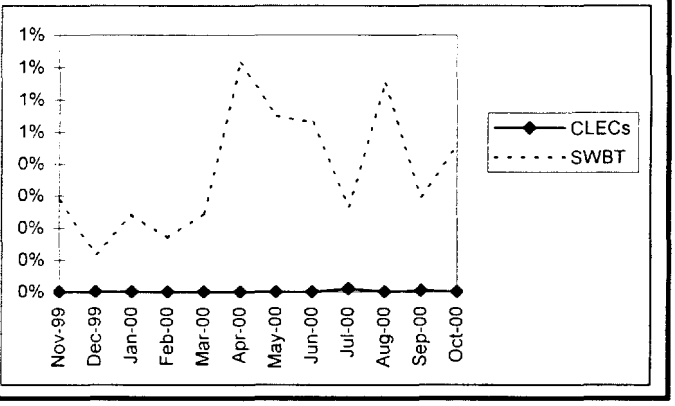
LOC Grade of Service (GOS) - % of Calls Answered within 20 Seconds

Measurement 25 - 01	Local Operations Center (LOC) Calls Answered	Grade of Service	Z - Value	SWBT CSB GOS
Nov-99	35,684	90.6%	7.38	91.7%
Dec-99	41,860	87.2%	-17.56	84.0%
Jan-00	40,645	93.3%	-18.97	90.5%
Feb-00	43,729	91.8%	-22.41	88.3%
Mar-00	53,517	89.9%	-26.71	85.8%
Apr-00	50,555	86.7%	-12.24	84.7%
May-00	65,341	83.2%	-10.94	81.5%
Jun-00	76,472	78.6%	-10.26	77.0%
Jul-00	76,619	78.2%	-79.48	64.1%
Aug-00	87,534	73.2%	18.04	75.9%
Sep-00	83,210	79.7%	2.09	80.0%
Oct-00	102,785	85.9%	-110.04	69.7%



Percent Busy in the LOC - (Percent of Calls with Busy Condition)

Measurement 26 - 01	Local Operations Center (LOC) Calls Offered	Percent Busy	Z - Value	SWBT CSB % Busy
Nov-99	43,874	0.0%	-11.22	0.3%
Dec-99	50,693	0.0%	-7.74	0.1%
Jan-00	48,905	0.0%	-10.85	0.2%
Feb-00	51,911	0.0%	-9.39	0.2%
Mar-00	62,200	0.0%	-12.36	0.2%
Apr-00	55,722	0.0%	-20.02	0.7%
May-00	70,291	0.0%	-19.72	0.6%
Jun-00	82,374	0.0%	-20.95	0.5%
Jul-00	81,657	0.0%	-14.18	0.3%
Aug-00	93,926	0.0%	-24.79	0.7%
Sep-00	88,012	0.0%	-15.95	0.3%
Oct-00	107,579	0.0%	-22.14	0.5%



October Version 1.6 Performance Measures – Kansas Specific

Kansas Performance Measures

Version 1.6

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Aug-00 CLEC	Aug-00 SWBT/ Benchmark	Aug-00 % Yes - Z-Value	Aug-00 87% Result	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 87% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 87% Result	Overall Result 90%
Avg. Resp. for OSS Pre-Order - Address Verification - DATAGATE	1-01	L	M	M	CO	B	2.4	4.7	(2.29)	Yes	2.3	4.7	(2.42)	Yes	2.1	4.7	(2.58)	Yes	HIT
Avg. Resp. for OSS Pre-Order - Req. for Telephone Number - DATAGATE	1-02	L	M	M	CO	B	3.1	4.5	(1.40)	Yes	3.2	4.5	(1.30)	Yes	3.1	4.5	(1.40)	Yes	HIT
Avg. Resp. for OSS Pre-Order - Req. for CSR (< 30 WTN) - DATAGATE	1-03	L	M	M	CO	B	4.2	6.6	(2.38)	Yes	4.1	6.6	(2.46)	Yes	2.3	6.6	(4.32)	Yes	HIT
Avg. Resp. for OSS Pre-Order - Req. for CSR (> 30 WTN) - DATAGATE	1-04	-	-	-	CO	-	16.8		n/a	-	14.8		n/a	-	12.7		n/a	-	-
Avg. Resp. for OSS Pre-Order - Serv. Availability - DATAGATE	1-05	L	M	M	CO	B	1.2	6.6	(5.40)	Yes	1.9	6.6	(4.70)	Yes	1.7	6.6	(4.90)	Yes	HIT
Avg. Resp. for OSS Pre-Order - Serv. Appointment Scheduling - DATAGATE	1-06	L	M	M	CO	B	0.5	1.0	(0.50)	Yes	0.9	1.0	(0.10)	Yes	1.8	1.0	0.80	Yes	HIT
Avg. Resp. for OSS Pre-Order - Dispatch Required - DATAGATE	1-07	L	M	M	CO	B	8.8	12.6	(3.80)	Yes	9.2	12.6	(3.41)	Yes	7.6	12.6	(5.00)	Yes	HIT
Avg. Resp. for OSS Pre-Order - PIC - DATAGATE	1-08	L	M	-	CO	B	9.4	28.0	(18.60)	Yes	5.9	28.0	(22.10)	Yes	4.4	28.0	(23.60)	Yes	HIT
Avg. Resp. for OSS Pre-Order - Address Verification -VERIGATE	1-09	L	M	M	CO	B	2.9	4.7	(1.75)	Yes	3.1	4.7	(1.58)	Yes	2.9	4.7	(1.80)	Yes	HIT
Avg. Resp. for OSS Pre-Order - Req. for Telephone Number - VERIGATE	1-10	L	M	M	CO	B	2.1	4.5	(2.40)	Yes	2.2	4.5	(2.27)	Yes	2.1	4.5	(2.43)	Yes	HIT
Avg. Resp. for OSS Pre-Order - Req. for CSR (< 30 WTN) - VERIGATE	1-11	L	M	M	CO	B	2.4	6.6	(4.25)	Yes	3.4	6.6	(3.24)	Yes	2.3	6.6	(4.35)	Yes	HIT
Avg. Resp. for OSS Pre-Order - Req. for CSR (> 30 WTN) - VERIGATE	1-12	-	-	-	CO	-	4.9		n/a	-	7.0		n/a	-	5.1		n/a	-	-
Avg. Resp. for OSS Pre-Order - Serv. Availability - VERIGATE	1-13	L	M	M	CO	B	2.7	6.6	(3.85)	Yes	3.7	6.6	(2.91)	Yes	2.0	6.6	(4.57)	Yes	HIT
Avg. Resp. for OSS Pre-Order - Serv. Appointment Scheduling - VERIGATE	1-14	L	M	M	CO	B	0.6	1.0	(0.40)	Yes	1.6	1.0	0.63	Yes	2.4	1.0	1.41	Yes	HIT
Avg. Resp. for OSS Pre-Order - Dispatch Required - VERIGATE	1-15	L	M	M	CO	B	8.7	12.6	(3.93)	Yes	9.3	12.6	(3.34)	Yes	8.4	12.6	(4.18)	Yes	HIT
Avg. Resp. for OSS Pre-Order - PIC - VERIGATE	1-16	L	M	-	CO	B	20.0		n/a	-	20.2		n/a	-	18.4		n/a	-	-
Avg. Resp. Rec. within "x" sec. - Address Verification - DATAGATE	2-01	L	M	-	CO	B	99.6%	95.0%	(4.61)	Yes	99.6%	95.0%	(4.60)	Yes	99.8%	95.0%	(4.82)	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Req. for Telephone Number - DATAGATE	2-02	L	M	-	CO	B	99.2%	95.0%	(4.15)	Yes	99.1%	95.0%	(4.05)	Yes	99.3%	95.0%	(4.33)	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Req. for CSR - DATAGATE	2-03	L	M	-	CO	B	98.9%	95.0%	(3.92)	Yes	98.7%	95.0%	(3.70)	Yes	99.6%	95.0%	(4.56)	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Service Availability - DATAGATE	2-04	L	M	-	CO	B	99.6%	95.0%	(4.62)	Yes	99.6%	95.0%	(4.55)	Yes	99.5%	95.0%	(4.51)	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Serv. Appointment Scheduling - DATAGATE	2-05	L	M	-	CO	B	98.4%	95.0%	(3.36)	Yes	97.5%	95.0%	(2.45)	Yes	96.5%	95.0%	(1.49)	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Dispatch Required - DATAGATE	2-06	L	M	-	CO	B	99.9%	95.0%	(4.92)	Yes	92.5%	90.0%	(2.46)	Yes	91.0%	90.0%	(1.05)	Yes	HIT
Avg. Resp. Rec. within "x" sec. - PIC - DATAGATE	2-07	L	M	-	CO	B	90.5%	95.0%	4.50	No	97.2%	95.0%	(2.19)	Yes	100.0%	95.0%	(4.99)	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Address Verification - VERIGATE	2-08	L	M	-	CO	B	94.2%	90.0%	(4.22)	Yes	94.3%	90.0%	(4.34)	Yes	94.9%	90.0%	(4.93)	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Req. for Telephone Number - VERIGATE	2-09	L	M	-	CO	B	97.6%	90.0%	(7.59)	Yes	97.3%	90.0%	(7.34)	Yes	97.8%	90.0%	(7.80)	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Req. for CSR - VERIGATE	2-10	L	M	-	CO	B	99.1%	90.0%	(9.13)	Yes	96.3%	90.0%	(6.31)	Yes	98.0%	90.0%	(7.97)	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Service Availability - VERIGATE	2-11	L	M	-	CO	B	97.8%	90.0%	(7.83)	Yes	96.4%	90.0%	(6.35)	Yes	99.1%	90.0%	(9.11)	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Service Appointment Scheduling - VERIGATE	2-12	L	M	-	CO	B	99.0%	90.0%	(9.03)	Yes	97.4%	90.0%	(7.36)	Yes	97.3%	90.0%	(7.32)	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Dispatch Required - VERIGATE	2-13	L	M	-	CO	B	85.8%	90.0%	4.19	No	85.7%	90.0%	4.29	No	86.7%	90.0%	3.30	No	**MISS**
Avg. Resp. Rec. within "x" sec. - PIC - VERIGATE	2-14	L	M	-	CO	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
EASE Average Response Time	3-01	-	-	-	KS	P	0.69	0.72	0.00	Yes	0.57	0.58	0.00	Yes	0.00	0.50	0.00	Base<10	HIT
OSS Interface Availability - DATAGATE	4-01.1	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	99.4%	99.5%	2.00	No	99.7%	99.5%	0.00	Yes	HIT
OSS Interface Availability - VERIGATE	4-01.2	-	H	M	CO	B	99.8%	99.5%	0.00	Yes	99.8%	99.5%	0.00	Yes	99.8%	99.5%	0.00	Yes	HIT
OSS Interface Availability - LEX	4-01.3	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	99.6%	99.5%	0.00	Yes	98.6%	99.5%	2.00	No	HIT
OSS Interface Availability - TOOLBAR	4-01.4	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
OSS Interface Availability - LRAF	4-01.5	-	H	M	CO	B	99.1%	99.5%	2.00	No	99.9%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
OSS Interface Availability - EDI - FTP	4-01.6	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
OSS Interface Availability - EDI - IA (SSL3)	4-01.7	-	H	M	CO	B	99.9%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	98.3%	99.5%	2.00	No	HIT
OSS Interface Availability - EDI - NDM	4-01.8	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
OSS Interface Availability - EDI - VAN	4-01.9	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
OSS Interface Availability - EDI	4-01.10	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
Consumer EASE Availability	4-02	-	H	M	KS	B	99.5%	99.5%	2.00	No	99.9%	99.5%	0.00	Yes	99.9%	99.5%	0.00	Yes	HIT
Business EASE Availability	4-03	-	H	M	KS	B	99.8%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
% FOCs Rec. Within 5 Hours - Residence and Simple Business - LEX	5-01	L	M	M	KS	B	95.1%	95.0%	(0.07)	Yes	94.2%	95.0%	0.82	Yes	98.1%	95.0%	(3.12)	Yes	HIT
% FOCs Rec. Within 24 Hours - Complex Business (1-200 Lines) - LEX	5-02	L	M	M	KS	B	93.7%	94.0%	0.26	Yes	91.0%	94.0%	2.98	No	97.1%	94.0%	(3.14)	Yes	HIT
% FOCs Rec. Within 48 Hours - Complex Business (200+ Lines) - LEX	5-03	L	M	M	KS	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	-
% FOCs Rec. Within 5 Hours - UNE Loop (1-49) - LEX	5-04	L	M	M	KS	B	96.1%	95.0%	(1.10)	Yes	95.1%	95.0%	(0.05)	Yes	97.3%	95.0%	(2.34)	Yes	HIT
% FOCs Rec. Within 48 Hours - UNE Loop (50+) - LEX	5-05	L	M	M	KS	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	-
% FOCs Rec. Within 5 Hours - Switch Ports - LEX	5-06	L	M	M	KS	B	100.0%	95.0%	(5.00)	Yes	92.3%	95.0%	2.69	No	100.0%	95.0%	(5.00)	Base<10	-
% FOCs Rec. Within 5 Hours - Residence and Simple Business - EDI	5-07	L	M	M	KS	B	100.0%	95.0%	(5.00)	Yes	96.6%	95.0%	(1.55)	Yes	97.6%	95.0%	(2.62)	Yes	HIT
% FOCs Rec. Within 24 Hours - Complex Business (1-200 Lines) - EDI	5-08	L	M	M	KS	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	-
% FOCs Rec. Within 48 Hours - Complex Business (200+ Lines) - EDI	5-09	L	M	M	KS	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	-
% FOCs Rec. Within 5 Hours - UNE Loop (1-49) - EDI	5-10	L	M	M	KS	B	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	n/a	95.0%	n/a	-	-
% FOCs Rec. Within 48 Hours - UNE Loop (50+) - EDI	5-11	L	M	M	KS	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	
% FOCs Rec. Within 5 Hours - Switch Ports - EDI	5-12	L	M	M	KS	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% FOCs Rec. Within 24 Hours - Residence and Simple Business - Man.	5-13	L	M	M	KS	B	95.2%	95.0%	(0.17)	Yes	98.0%	95.0%	(2.96)	Yes	98.8%	95.0%	(3.84)	Yes	HIT
% FOCs Rec. Within 24 Hours - Complex Business (1-200 Lines) - Man.	5-14	L	M	M	KS	B	100.0%	94.0%	(6.00)	Yes	92.9%	94.0%	1.14	Yes	94.7%	94.0%	(0.67)	Yes	HIT
% FOCs Rec. Within 48 Hours - Complex Business (200+ Lines) - Man.	5-15	L	M	M	KS	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	-
% FOCs Rec. Within 24 Hours - UNE Loop (1-49) - Man.	5-16	L	M	M	KS	B	100.0%	95.0%	(5.00)	Base<10	88.2%	95.0%	6.76	No	100.0%	95.0%	(5.00)	Base<10	
% FOCs Rec. Within 48 Hours - UNE Loop (50+) - Man.	5-17	L	M	M	KS	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	
% FOCs Rec. Within 24 Hours - Switch Ports - Man.	5-18	L	M	M	KS	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	100.0%	94.0%	(6.00)	Base<10	-
% FOCs Rec. Within 24 Hours - xDSL-capable Loops - LEX (1-20 Loops)	5.1-01	L	M	-	KS	B	100.0%	95.0%	(5.00)	Yes	99.5%	95.0%	(4.50)	Yes	99.6%	95.0%	(4.56)	Yes	HIT
% FOCs Rec. Within 48 Hours - xDSL-capable Loops - LEX (Over 20 Loops)	5.1-02	L	M	-	KS	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	
% FOCs Rec. Within 24 Hours - xDSL-capable Loops - EDI (1-20 Loops)	5.1-03	L	M	-	KS	B	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	97.5%	95.0%	(2.53)	Yes	HIT
% FOCs Rec. Within 48 Hours - xDSL-capable Loops - EDI (Over 20 Loops)	5.1-04	L	M	-	KS	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	n/a	94.0%	n/a		
% FOCs Rec. Within 24 Hours - xDSL-capable Loops - Manual (1-20 Loops)	5.1-05	L	M	-	KS	B	96.6%	95.0%	(1.55)	Yes	84.2%	95.0%	10.79	No	94.1%	95.0%	0.88	Yes	HIT

Version 1.6

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Aug-00 CLEC	Aug-00 SWBT/ Benchmark	Aug-00 % Yes - Z-Value	Aug-00 87% Result	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 87% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 87% Result	Overall Result 90%
% FOCs Rec. Within 48 Hours - xDSL-capable Loops - Manual (Over 20 Loops)	5 1-06	L	M	-	KS	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	-
Average Time to Return FOC (Hours) - Residence and Simple Business - LEX	6-01	-	-	-	KS	-	1.4		n/a	-	2.3		n/a	-	0.8		n/a	-	-
Average Time to Return FOC (Hours) - Complex Business (1-200 Lines) - LEX	6-02	-	-	-	KS	-	7.3		n/a	-	20.8		n/a	-	4.0		n/a	-	-
Average Time to Return FOC (Hours) - Complex Business (200+ Lines) - LEX	6-03	-	-	-	KS	-	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
Average Time to Return FOC (Hours) - UNE Loop (1-49) - LEX	6-04	-	-	-	KS	-	1.6		n/a	-	1.7		n/a	-	1.8		n/a	-	-
Average Time to Return FOC (Hours) - UNE Loop (50+) - LEX	6-05	-	-	-	KS	-	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
Average Time to Return FOC (Hours) - Switch Ports - LEX	6-06	-	-	-	KS	-	3.9		n/a	-	7.7		n/a	-	0.9		n/a	-	-
Average Time to Return FOC (Hours) - Residence and Simple Business - EDI	6-07	-	-	-	KS	-	1.1		n/a	-	1.2		n/a	-	1.9		n/a	-	-
Average Time to Return FOC (Hours) - Complex Business (1 - 200 Lines) - EDI	6-08	-	-	-	KS	-	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
Average Time to Return FOC (Hours) - Complex Business (200+ Lines) - EDI	6-09	-	-	-	KS	-	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
Average Time to Return FOC (Hours) - UNE Loop (1-49) - EDI	6-10	-	-	-	KS	-	n/a		n/a	-	0.2		n/a	-	n/a		n/a	-	-
Average Time to Return FOC (Hours) - UNE Loop (50+) - EDI	6-11	-	-	-	KS	-	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
Average Time to Return FOC (Hours) - Switch Ports - EDI	6-12	-	-	-	KS	-	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
Average Time to Return FOC (Hours) - Residence and Simple Business - Man	6-13	-	-	-	KS	-	14.1		n/a	-	12.3		n/a	-	11.5		n/a	-	-
Average Time to Return FOC (Hours) - Complex Business (1-200 Lines) - Man	6-14	-	-	-	KS	-	10.4		n/a	-	12.8		n/a	-	13.6		n/a	-	-
Average Time to Return FOC (Hours) - Complex Business (200+ Lines) - Man	6-15	-	-	-	KS	-	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
Average Time to Return FOC (Hours) - UNE Loop (1-49) - Man.	6-16	-	-	-	KS	-	12.1		n/a	-	12.1		n/a	-	12.5		n/a	-	-
Average Time to Return FOC (Hours) - UNE Loop (50+) - Man.	6-17	-	-	-	KS	-	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
Average Time to Return FOC (Hours) - Switch Ports - Man.	6-18	-	-	-	KS	-	n/a		n/a	-	n/a		n/a	-	9.2		n/a	-	-
% Mech. Completions Returned Within One Hour - LEX	7-01	L	-	-	KS	B	99.8%	97.0%	(2.83)	Yes	99.7%	97.0%	(2.71)	Yes	99.2%	97.0%	(2.24)	Yes	HIT
% Mech. Completions Returned Within One Hour - EDI	7-02	L	-	-	KS	B	98.6%	97.0%	(1.55)	Yes	94.5%	97.0%	2.50	No	100.0%	97.0%	(3.00)	Yes	HIT
% Mech. Completions Returned Within One Day - LEX	7 1-01	-	-	L	KS	B	98.2%	97.0%	(1.21)	Yes	97.6%	97.0%	(0.56)	Yes	97.8%	97.0%	(0.79)	Yes	HIT
% Mech. Completions Returned Within One Day - EDI	7 1-02	-	-	L	KS	B	92.6%	97.0%	4.35	No	78.7%	97.0%	18.30	No	88.6%	97.0%	8.38	No	MISS
Average Time to Return Mechanized Completions (Hours) - LEX	8-01	L	-	-	KS	-	0.02		n/a	-	0.04		n/a	-	0.07		n/a	-	-
Average Time to Return Mechanized Completions (Hours) - EDI	8-02	L	-	-	KS	-	0.18		n/a	-	0.37		n/a	-	0.11		n/a	-	-
Percent Rejects - LEX	9-01	-	-	-	KS	-	31.1%		n/a	-	32.1%		n/a	-	38.7%		n/a	-	-
Percent Rejects - EDI	9-02	-	-	-	KS	-	40.5%		n/a	-	46.0%		n/a	-	45.4%		n/a	-	-
% Mech. Rejects Retd within One Hour of Receipt in LASR - LEX	10-01	L	-	-	KS	B	99.8%	97.0%	(2.84)	Yes	100.0%	97.0%	(3.00)	Yes	99.0%	97.0%	(2.01)	Yes	HIT
% Mech. Rejects Retd within One Hour of Receipt in LASR - EDI	10-02	L	-	-	KS	B	100.0%	97.0%	(3.00)	Yes	98.8%	97.0%	(1.78)	Yes	100.0%	97.0%	(3.00)	Yes	HIT
% Manual Rejects Recd Electronically and Retd Within Five Hours	10 1-01	L	-	-	KS	B	75.1%	97.0%	21.88	No	82.9%	97.0%	14.07	No	93.1%	97.0%	3.91	No	MISS
Mean Time to Return Mechanized Rejects (Hours) - LEX	11-01	-	-	-	KS	-	0.32		n/a	-	0.02		n/a	-	0.07		n/a	-	-
Mean Time to Return Mechanized Rejects (Hours) - EDI	11-02	-	-	-	KS	-	0.62		n/a	-	0.30		n/a	-	0.24		n/a	-	-
Mean Time to Return Manual Rejects Recd via LEX or EDI	11 1-01	-	-	-	KS	B	8.3	5.0	3.32	No	8.7	5.0	3.69	No	3.2	5.0	(1.78)	Yes	MISS
Mechanized Provisioning Accuracy	12-01	L	L	-	KS	P	99.2%	94.2%	(113.76)	Yes	98.1%	93.3%	(21.73)	Yes	98.3%	92.5%	(23.63)	Yes	HIT
Order Process % Flow Through - EASE	13-01	L	H	H	KS	P	93.0%	92.0%	(3.03)	Yes	95.4%	91.5%	(11.66)	Yes	95.2%	91.0%	(11.85)	Yes	HIT
Order Process % Flow Through - LEX	13-02	L	H	H	KS	P	91.1%	92.0%	4.46	No	88.7%	91.5%	10.95	No	86.8%	91.0%	14.82	No	MISS
Order Process % Flow Through - EDI	13-03	L	H	H	KS	P	54.1%	92.0%	10.94	No	78.1%	91.5%	6.26	No	78.5%	91.0%	4.50	No	MISS
Billing Accuracy - CRIS Usage Bill Audit	14-01	-	-	-	CO	P	0.05%	0.10%	(0.70)	Yes	0.00%	0.05%	(0.96)	Yes	0.00%	0.04%	(0.86)	Yes	HIT
Billing Accuracy - CABS Usage Bill Audit	14-02	-	-	-	CO	P	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	HIT
Billing Accuracy - CRIS Bill Audit	14-03	-	-	-	CO	P	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	0.00%	0.00%	0.00	Yes	HIT
% of Accurate and Complete Formatted Mech. Bills	15-01	L	H	-	KS	B	100.0%	99.0%	(1.00)	Base<10	100.0%	99.0%	(1.00)	Base<10	100.0%	99.0%	(1.00)	Base<10	-
% of Billing Records Transmitted Correctly	16-01	L	-	-	CO	B	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	HIT
Billing Completeness	17-01	L	M	-	CO	P	98.2%	98.4%	10.44	No	95.8%	98.6%	134.78	No	96.7%	98.4%	82.42	No	MISS
Billing Timeliness	18-01	L	H	M	KS	B	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	-
Daily Usage Feed Timeliness	19-01	-	-	-	CO	B	99.8%	95.0%	(4.78)	Yes	99.0%	95.0%	(4.04)	Yes	99.9%	95.0%	(4.92)	Yes	HIT
Percent Unbillable Usage - CRIS (AMA/ECS)	20-01	-	-	-	CO	-	0.27%		n/a	-	0.20%		n/a	-	0.17%		n/a	-	-
Percent Unbillable Usage - CABS	20-02	-	-	-	CO	-	0.15%		n/a	-	0.08%		n/a	-	0.07%		n/a	-	-
LSC Average Speed of Answer (SOA) - Seconds - Dallas	21-01	-	-	-	CO	P	5.0	21.6	(16.56)	Yes	4.0	7.5	(3.47)	Yes	4.0	5.3	(1.32)	Yes	HIT
LSC Average Speed of Answer (SOA) - Seconds - Alliance	21-02	-	-	-	CO	P	7.0	21.6	(14.56)	Yes	7.0	7.5	(0.47)	Yes	7.0	5.3	1.68	No	HIT
LSC Grade of Service (GOS) - Dallas	22-01	-	H	-	CO	P	96.3%	78.4%	(68.83)	Yes	94.7%	92.8%	(10.15)	Yes	97.7%	94.3%	(21.11)	Yes	HIT
LSC Grade of Service (GOS) - Alliance	22-02	-	H	-	CO	P	93.4%	78.4%	(100.57)	Yes	94.7%	92.8%	(19.34)	Yes	96.7%	94.3%	(29.16)	Yes	HIT
% Busy in the LSC - Dallas	23-01	-	L	-	CO	P	0.0%	8.1%	(47.44)	Yes	0.0%	1.3%	(16.32)	Yes	0.0%	2.6%	(23.88)	Yes	HIT
% Busy in the LSC - Alliance	23-02	-	L	-	CO	P	0.0%	8.1%	(83.57)	Yes	0.2%	1.3%	(27.15)	Yes	0.0%	2.6%	(47.29)	Yes	HIT
LOC Average Speed of Answer (SOA) - Seconds	24-01	-	-	-	CO	P	22.6	17.7	4.90	No	19.5	13.9	5.60	No	11.8	18.9	(7.10)	Yes	MISS
LOC Grade of Service	25-01	-	H	-	CO	P	73.2%	75.9%	18.04	No	79.7%	80.0%	2.09	No	85.9%	69.7%	(110.04)	Yes	MISS
% Busy in the LOC	26-01	-	L	-	CO	P	0.0%	0.7%	(24.79)	Yes	0.0%	0.3%	(15.95)	Yes	0.0%	0.5%	(22.14)	Yes	HIT
Mean Install. Interval-Field Work-Res.	27-01	H	H	H	KK	P	2.3	3.0	(4.80)	Yes	2.6	3.0	(2.94)	Yes	2.5	2.9	(2.45)	Yes	HIT
Mean Install. Interval-Field Work-Bus.	27-02	H	H	H	KK	P	3.1	3.6	(0.94)	Yes	2.6	3.7	(3.08)	Yes	2.7	3.5	(2.51)	Yes	HIT
Mean Install. Interval-No Field Work-Res.	27-03	H	H	H	KK	P	0.14	0.92	(26.84)	Yes	0.12	0.79	(20.27)	Yes	0.06	0.71	(23.77)	Yes	HIT
Mean Install. Interval-No Field Work-Bus.	27-04	H	H	H	KK	P	0.06	0.91	(9.82)	Yes	0.06	0.85	(8.87)	Yes	0.23	1.52	(7.30)	Yes	HIT
Mean Install. Interval-Field Work-UNEs	27-05	H	H	H	KK	P	3.2	3.1	0.26	Yes	2.5	3.3	(1.81)	Yes	2.6	3.1	(1.52)	Yes	HIT
Mean Install. Interval-No Field Work- UNEs	27-06	H	H	H	KK	P	0.44	0.92	(3.83)	Yes	0.33	0.80	(4.09)	Yes	0.44	0.82	(3.65)	Yes	HIT
% Install. within 5 days-Field Work-Res.	28-01	-	-	-	KK	P	95.4%	92.6%	(2.75)	Yes	96.2%	93.4%	(2.56)	Yes	94.4%	93.0%	(1.38)	Yes	HIT
% Install. within 5 days-Field Work-Bus.	28-02	-	-	-	KK	P	89.5%	87.5%	(1.00)	Yes	96.1%	87.0%	(4.51)	Yes	92.6%	88.8%	(2.12)	Yes	HIT
% Install. within 3 days-No Field Work-Res.	28-03	-	-	-	KK	P	99.8%	96.8%	(13.78)	Yes	99.8%	97.7%	(10.13)	Yes	99.9%	97.9%	(10.04)	Yes	HIT
% Install. within 3 days-No Field Work-Bus.	28-04	-	-	-	KK	P	100.0%	95.1%	(7.47)	Yes	99.8%	94.8%	(7.19)	Yes	98.6%	92.3%	(7.16)	Yes	HIT

Kansas Performance Measures

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Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Aug-00 CLEC	Aug-00 SWBT/ Benchmark	Aug-00 % Yes - Z Value	Aug-00 87% Result	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 87% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 87% Result	Overall Result 90%
% Install within 5 days-Field Work-UNEs	28-05	-	-	-	KK	P	82.2%	91.2%	4.02	No	98.3%	91.4%	(2.71)	Yes	93.9%	91.6%	(1.07)	Yes	HIT
% Install within 3 days-No Field Work- UNEs	28-06	-	-	-	KK	P	98.2%	96.6%	(1.57)	Yes	98.8%	97.4%	(1.88)	Yes	98.2%	97.1%	(1.64)	Yes	HIT
% SWBT Missed Due Dates - Field Work-Res	29-01	H	H	H	KK	P	6.6%	6.5%	0.13	Yes	5.5%	6.4%	(0.94)	Yes	5.6%	6.9%	(1.22)	Yes	HIT
% SWBT Missed Due Dates - Field Work-Bus	29-02	H	H	H	KK	P	11.9%	5.6%	5.02	No	2.1%	6.9%	(3.33)	Yes	4.4%	7.6%	(2.36)	Yes	HIT
% SWBT Missed Due Dates - No Field Work-Res	29-03	H	H	H	KK	P	0.31%	0.80%	(5.58)	Yes	0.33%	0.44%	(1.51)	Yes	0.38%	0.32%	0.92	Yes	HIT
% SWBT Missed Due Dates - No Field Work-Bus	29-04	H	H	H	KK	P	0.07%	0.18%	(0.91)	Yes	1.07%	0.34%	4.12	No	3.39%	0.20%	16.64	No	MISS
% SWBT Missed Due Dates - Field Work-UNEs	29-05	H	H	H	KK	P	27.9%	6.2%	10.64	No	2.0%	6.6%	(2.28)	Yes	6.3%	7.1%	(0.46)	Yes	HIT
% SWBT Missed Due Dates - No Field Work-UNEs	29-06	H	H	H	KK	P	0.42%	0.73%	(2.15)	Yes	0.13%	0.43%	(2.73)	Yes	1.26%	0.30%	9.37	No	HIT
% SWBT Missed Due Dates Due to LOF - Res	30-01	L	-	-	KK	P	3.0%	3.5%	(0.68)	Yes	2.2%	3.9%	(2.17)	Yes	2.1%	4.2%	(2.66)	Yes	HIT
% SWBT Missed Due Dates Due to LOF - Bus	30-02	L	-	-	KK	P	8.1%	4.4%	3.21	No	2.5%	5.2%	(2.17)	Yes	3.2%	5.9%	(2.27)	Yes	HIT
% SWBT Missed Due Dates Due to LOF - UNEs	30-03	L	-	-	KK	P	0.0%	3.8%	(2.39)	Yes	1.3%	4.3%	(1.82)	Yes	2.9%	4.7%	(1.24)	Yes	HIT
% SWBT Missed Due Dates Due to LOF - Res. > 30 Days	30-04	L	-	-	KK	P	9.1%	7.7%	0.24	Yes	14.3%	12.6%	0.18	Yes	7.1%	3.9%	0.59	Yes	HIT
% SWBT Missed Due Dates Due to LOF - Bus. > 30 Days	30-05	L	-	-	KK	P	3.2%	15.2%	(1.81)	Yes	0.0%	9.6%	(0.92)	Base<10	0.0%	12.6%	(1.36)	Yes	HIT
% SWBT Missed Due Dates Due to LOF - UNEs > 30 Days	30-06	L	-	-	KK	P	n/a	10.1%	n/a	-	0.0%	11.4%	(0.51)	Base<10	0.0%	7.5%	(0.70)	Base<10	-
% SWBT Missed Due Dates Due to LOF - Res. > 90 Days	30-07	L	-	-	KK	P	0.0%	0.0%	0.00	Yes	0.0%	1.0%	(0.38)	Yes	0.0%	0.0%	0.00	Yes	HIT
% SWBT Missed Due Dates Due to LOF - Bus. > 90 Days	30-08	L	-	-	KK	P	0.0%	0.0%	0.00	Yes	0.0%	1.0%	(0.29)	Base<10	0.0%	0.9%	(0.35)	Yes	HIT
% SWBT Missed Due Dates Due to LOF - UNEs > 90 Days	30-09	L	-	-	KK	P	n/a	0.0%	n/a	-	0.0%	1.0%	(0.14)	Base<10	0.0%	0.4%	(0.15)	Base<10	-
Avg. Delay Days due to LOF - Res	31-01	-	-	-	KK	P	7.8	10.5	(1.20)	Yes	9.9	13.7	(0.92)	Yes	11.1	9.7	0.57	Yes	HIT
Avg. Delay Days due to LOF - Bus	31-02	-	-	-	KK	P	9.6	16.6	(1.88)	Yes	23.0	15.4	1.11	Base<10	14.5	15.1	(0.12)	Yes	HIT
Avg. Delay Days due to LOF - UNEs	31-03	-	-	-	KK	P	n/a	12.4	n/a	-	8.5	14.4	(0.49)	Base<10	9.0	11.9	(0.55)	Base<10	-
Avg. Delay Days for SWBT Caused Missed Due Dates - Res.-Field Work	32-01	M	-	L	KK	P	3.7	4.8	(1.37)	Yes	3.9	6.0	(1.84)	Yes	3.6	6.1	(1.35)	Yes	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - Bus.-Field Work	32-02	M	-	L	KK	P	5.1	11.5	(0.61)	Yes	3.8	16.8	(2.22)	Yes	5.3	11.6	(2.41)	Yes	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - Res.-No Field Work	32-03	M	-	L	KK	P	0.7	4.5	(3.13)	Yes	0.9	5.8	(2.89)	Yes	0.9	6.7	(3.29)	Yes	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - Bus.-No Field Work	32-04	M	-	L	KK	P	45.0	8.1	4.96	Base<10	0.0	8.6	(3.49)	Yes	1.6	19.8	(2.03)	Yes	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - UNEs-Field Work	32-05	M	-	L	KK	P	4.7	5.6	(0.49)	Yes	7.3	8.7	(0.25)	Base<10	6.6	7.4	(0.38)	Yes	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - UNEs-No Field Work	32-06	M	-	L	KK	P	0.0	4.6	(2.54)	Yes	0.0	6.0	(1.55)	Base<10	2.6	8.0	(2.04)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - Res.-Field Work	33-01	L	-	-	KK	P	0.28%	0.24%	0.22	Yes	0.16%	0.52%	(1.25)	Yes	0.15%	0.26%	(0.56)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - Bus.-Field Work	33-02	L	-	-	KK	P	0.26%	0.70%	(1.01)	Yes	0.00%	0.84%	(1.66)	Yes	0.00%	0.79%	(1.81)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - Res.-No Field Work	33-03	L	-	-	KK	P	0.00%	0.01%	(1.10)	Yes	0.01%	0.01%	0.24	Yes	0.00%	0.01%	(0.96)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - Bus.-No Field Work	33-04	L	-	-	KK	P	0.07%	0.00%	3.19	No	0.00%	0.02%	(0.50)	Yes	0.21%	0.03%	2.93	No	MISS
% SWBT Caused Missed Due Dates > 30 Days - UNEs-Field Work	33-05	L	-	-	KK	P	0.00%	0.36%	(0.73)	Yes	0.00%	0.62%	(0.98)	Yes	0.48%	0.44%	0.10	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - UNEs-No Field Work	33-06	L	-	-	KK	P	0.00%	0.01%	(0.60)	Yes	0.00%	0.01%	(0.61)	Yes	0.03%	0.01%	0.81	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Res.-N&T Orders-Field Work	35-01	H	H	H	KK	P	3.2%	4.2%	(1.24)	Yes	3.2%	4.0%	(1.03)	Yes	4.7%	3.6%	1.33	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Bus.-N&T Orders-Field Work	35-02	H	H	H	KK	P	0.6%	2.5%	(2.25)	Yes	1.7%	2.3%	(0.66)	Yes	1.9%	2.5%	(0.79)	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Res.-N&T Orders-No Field Work	35-03	H	H	H	KK	P	4.5%	5.4%	(2.04)	Yes	4.3%	6.6%	(4.12)	Yes	5.4%	6.3%	(1.72)	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Bus.-N&T Orders-No Field Work	35-04	H	H	H	KK	P	0.7%	1.3%	(0.87)	Yes	1.0%	1.5%	(0.72)	Yes	1.0%	0.5%	1.18	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Res.-C Orders-Field Work	35-05	H	H	H	KK	P	7.7%	2.5%	1.17	Yes	25.0%	2.0%	4.40	Base<10	10.0%	2.4%	1.52	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Bus.-C Orders-Field Work	35-06	H	H	H	KK	P	7.1%	3.9%	1.05	Yes	3.3%	2.1%	0.46	Yes	8.6%	3.1%	1.75	No	HIT
% Trouble Reports Within 10 Days of Install. - Res.-C Orders-No Field Work	35-07	H	H	H	KK	P	1.1%	1.1%	0.49	Yes	0.9%	1.1%	(1.70)	Yes	1.0%	1.1%	(0.40)	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Bus.-C Orders-No Field Work	35-08	H	H	H	KK	P	2.5%	1.2%	3.81	No	2.3%	1.3%	2.74	No	3.0%	1.1%	4.97	No	MISS
% Trouble Reports Within 10 Days of Install. - UNE-N&T Orders-Field Work	35-09	H	H	H	KK	P	n/a	3.8%	n/a	-	n/a	3.4%	n/a	-	n/a	3.3%	n/a	-	-
% Trouble Reports Within 10 Days of Install. - UNE-N&T Orders-No Field Work	35-10	H	H	H	KK	P	n/a	5.0%	n/a	-	n/a	6.1%	n/a	-	n/a	5.1%	n/a	-	-
% Trouble Reports Within 10 Days of Install. - UNE-C Orders-Field Work	35-11	H	H	H	KK	P	2.7%	2.9%	(0.15)	Yes	2.0%	2.1%	(0.07)	Yes	1.4%	2.7%	(1.06)	Yes	HIT
% Trouble Reports Within 10 Days of Install. - UNE-C Orders-No Field Work	35-12	H	H	H	KK	P	0.1%	1.1%	(5.37)	Yes	0.2%	1.2%	(5.67)	Yes	0.3%	1.1%	(4.07)	Yes	HIT
% No Access - Field Work - Res	36-01	-	-	-	KK	P	0.7%	2.1%	(2.66)	Yes	1.1%	2.2%	(1.86)	Yes	1.6%	1.9%	(0.46)	Yes	HIT
% No Access - Field Work - Bus	36-02	-	-	-	KK	P	3.1%	2.2%	1.10	Yes	0.9%	3.0%	(2.20)	Yes	1.5%	1.9%	(0.68)	Yes	HIT
% No Access - Field Work - UNEs	36-03	-	-	-	KK	P	0.7%	2.2%	(1.23)	Yes	0.0%	2.5%	(1.96)	Yes	0.5%	1.9%	(1.49)	Yes	HIT
Trouble Report Rate - Res	37-01	H	H	H	KK	P	2.3%	2.5%	(2.55)	Yes	2.0%	2.2%	(3.02)	Yes	2.5%	2.3%	2.92	No	HIT
Trouble Report Rate - Bus	37-02	H	H	H	KK	P	0.9%	0.9%	(0.05)	Yes	0.9%	0.7%	3.29	No	1.0%	0.8%	4.45	No	MISS
Trouble Report Rate - UNE Loop and Port Combinations	37-03	H	H	H	KK	P	0.3%	2.0%	(17.88)	Yes	0.2%	1.8%	(19.59)	Yes	0.2%	1.9%	(21.30)	Yes	HIT
% Missed Repair - Res.-Dispatch	38-01	H	H	H	KK	P	3.3%	6.1%	(4.23)	Yes	2.7%	4.4%	(2.71)	Yes	2.6%	6.9%	(6.39)	Yes	HIT
% Missed Repair - Bus.-Dispatch	38-02	H	H	H	KK	P	8.2%	11.1%	(2.05)	Yes	8.1%	12.3%	(2.67)	Yes	9.3%	11.7%	(1.70)	Yes	HIT
% Missed Repair - Res.-No Dispatch	38-03	H	H	H	KK	P	0.0%	0.8%	(0.76)	Yes	1.7%	0.4%	1.42	Yes	0.0%	0.8%	(0.82)	Yes	HIT
% Missed Repair - Bus.-No Dispatch	38-04	H	H	H	KK	P	3.0%	1.1%	0.96	Yes	4.0%	1.6%	0.86	Yes	2.2%	2.6%	(0.16)	Yes	HIT
% Missed Repair - UNEs - Dispatch	38-05	H	H	H	KK	P	11.7%	6.7%	1.73	No	12.7%	5.4%	2.68	No	7.9%	7.5%	0.12	Yes	MISS
% Missed Repair - UNEs - No Dispatch	38-06	H	H	H	KK	P	0.0%	0.8%	(0.30)	Yes	0.0%	0.5%	(0.14)	Base<10	0.0%	1.0%	(0.22)	Base<10	-
Receipt to Clear Duration - Res.-Affecting Service-Dispatch	39-01	H	H	H	KK	P	13.7	20.7	(4.48)	Yes	13.2	20.7	(3.74)	Yes	15.2	22.5	(4.57)	Yes	HIT
Receipt to Clear Duration - Bus.-Affecting Service-Dispatch	39-02	H	H	H	KK	P	9.8	10.5	(0.29)	Yes	11.9	10.2	1.02	Yes	8.7	9.8	(0.73)	Yes	HIT
Receipt to Clear Duration - Res.-Affecting Service-No Dispatch	39-03	H	H	H	KK	P	7.0	5.5	0.42	Yes	6.8	5.4	0.37	Yes	4.4	5.4	(0.21)	Yes	HIT
Receipt to Clear Duration - Bus.-Affecting Service-No Dispatch	39-04	H	H	H	KK	P	5.3	4.0	0.27	Yes	6.8	5.2	0.25	Yes	2.0	4.3	(0.56)	Yes	HIT
Receipt to Clear Duration - Res.-Out of Service-Dispatch	39-05	H	H	H	KK	P	14.2	18.4	(5.67)	Yes	13.3	17.6	(6.58)	Yes	14.6	18.5	(6.79)	Yes	HIT
Receipt to Clear Duration - Bus.-Out of Service-Dispatch	39-06	H	H	H	KK	P	9.3	8.6	0.89	Yes	8.8	9.1	(0.28)	Yes	8.4	9.2	(1.03)	Yes	HIT
Receipt to Clear Duration - Res.-Out of Service-No Dispatch	39-07	H	H	H	KK	P	7.7	7.6	0.04	Yes	6.9	6.4	0.15	Yes	6.7	6.1	0.38	Yes	HIT
Receipt to Clear Duration - Bus.-Out of Service-No Dispatch	39-08	H	H	H	KK	P	6.7	5.2	0.50	Yes	3.3	5.0	(0.25)	Yes	4.3	3.3	0.60	Yes	HIT
Receipt to Clear Duration - UNEs-Affecting Service-Dispatch	39-09	H	H	H	KK	P	7.7	19.5	(2.15)	Yes	14.7	19.5	(0.86)	Yes	8.3	20.9	(2.23)	Yes	HIT
Receipt to Clear Duration - UNEs-Affecting Service-No Dispatch	39-10	H	H	H	KK	P	9.1	5.4	0.37	Base<10	0.2	5.4	(0.38)	Base<10	12.5	5.3	0.73	Base<10	-

Kansas Performance Measures

Version 1.6

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Aug-00 CLEC	Aug-00 SWBT/ Benchmark	Aug-00 % Yes - Z-Value	Aug-00 87% Result	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 87% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 87% Result	Overall Result 90%
Receipt to Clear Duration - UNEs-Out of Service-Dispatch	39-11	H	H	H	KK	P	7.9	17.0	(3.02)	Yes	9.4	16.4	(2.58)	Yes	12.1	17.2	(2.23)	Yes	HIT
Receipt to Clear Duration - UNEs-Out of Service-No Dispatch	39-12	H	H	H	KK	P	5.3	7.5	(0.38)	Base<10	0.3	6.3	(0.40)	Base<10	n/a	5.9	n/a	-	-
% Out of Service Less than 24 Hours - Res.	40-01	M	-	-	KK	P	89.9%	83.9%	(5.06)	Yes	91.6%	87.5%	(3.60)	Yes	88.8%	83.2%	(4.83)	Yes	HIT
% Out of Service Less than 24 Hours - Bus.	40-02	M	-	-	KK	P	98.0%	95.4%	(2.34)	Yes	97.3%	94.9%	(1.91)	Yes	97.3%	94.4%	(2.43)	Yes	HIT
% Out of Service Less than 24 Hours - UNEs	40-03	M	-	-	KK	P	100.0%	85.5%	(3.02)	Yes	97.9%	88.5%	(2.01)	Yes	90.0%	84.8%	(1.13)	Yes	HIT
% Repeat Reports - Res.	41-01	H	H	H	KK	P	6.7%	9.0%	(2.52)	Yes	6.3%	8.9%	(2.64)	Yes	6.7%	9.5%	(3.11)	Yes	HIT
% Repeat Reports - Bus.	41-02	H	H	H	KK	P	6.7%	7.4%	(0.57)	Yes	9.0%	7.4%	1.13	Yes	8.0%	7.4%	0.44	Yes	HIT
% Repeat Reports - UNEs	41-03	H	H	H	KK	P	11.1%	8.8%	0.65	Yes	10.0%	8.7%	0.32	Yes	3.0%	9.2%	(1.76)	Yes	HIT
% of Trouble Reports with No Access Status - Res.	42-01	-	-	-	KK	P	8.0%	7.2%	1.01	Yes	5.5%	6.8%	(1.55)	Yes	6.6%	7.2%	(0.74)	Yes	HIT
% of Trouble Reports with No Access Status - Bus.	42-02	-	-	-	KK	P	4.3%	3.4%	0.90	Yes	3.4%	3.9%	(0.47)	Yes	3.4%	2.8%	0.69	Yes	HIT
% of Trouble Reports with No Access Status - UNEs	42-03	-	-	-	KK	P	10.3%	6.7%	1.12	Yes	1.9%	6.4%	(1.35)	Yes	8.7%	6.6%	0.71	Yes	HIT
Avg. Install. Interval - VGPL	43-01	H	H	H	KK	P	3.9	10.2	(3.83)	Yes	5.1	10.3	(2.01)	Yes	8.4	8.6	(0.07)	Yes	HIT
Avg. Install. Interval - DSL	43-02	H	H	H	KK	P	n/a	15.9	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Install. Interval - DDS	43-03	H	H	H	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Install. Interval - DS1	43-04	H	H	H	KK	P	n/a	8.0	n/a	-	n/a	18.0	n/a	-	7.5	6.0	1.39	Base<10	-
Avg. Install. Interval - DS3	43-05	H	H	H	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Install. Interval - ISDN/BRI	43-06	H	H	H	KK	P	8.8	7.7	0.80	Yes	9.0	8.7	0.09	Yes	6.0	7.9	(0.44)	Base<10	HIT
Avg. Install. Interval - ISDN/PRI	43-07	H	H	H	KK	P	n/a	7.8	n/a	-	n/a	6.3	n/a	-	35.0	4.6	5.79	Base<10	-
Avg. Install. Interval - ISDN/Combo	43-08	H	H	H	KK	P	n/a	7.7	n/a	-	n/a	8.7	n/a	-	n/a	7.9	n/a	-	-
% Installations Completed Within 20 Days - VGPL	44-01	-	-	-	KK	P	100.0%	85.9%	(2.13)	Yes	100.0%	91.7%	(1.56)	Yes	100.0%	94.8%	(1.45)	Yes	HIT
% Installations Completed Within 20 Days - DSL	44-02	-	-	-	KK	P	n/a	98.1%	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Installations Completed Within 20 Days - DDS	44-03	-	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Installations Completed Within 20 Days - DS1	44-04	-	-	-	KK	P	n/a	100.0%	n/a	-	n/a	100.0%	n/a	-	100.0%	100.0%	0.00	Base<10	-
% Installations Completed Within 20 Days - DS3	44-05	-	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Installations Completed Within 20 Days - ISDN/BRI	44-06	-	-	-	KK	P	87.5%	97.4%	2.08	No	92.3%	94.0%	0.24	Yes	100.0%	97.1%	(0.24)	Base<10	-
% Installations Completed Within 20 Days - ISDN/PRI	44-07	-	-	-	KK	P	n/a	100.0%	n/a	-	n/a	100.0%	n/a	-	0.0%	100.0%	16.94	Base<10	-
% Installations Completed Within 20 Days - ISDN/Combo	44-08	-	-	-	KK	P	n/a	97.4%	n/a	-	n/a	94.0%	n/a	-	n/a	97.1%	n/a	-	-
% SWBT Caused Missed Due Dates - VGPL	45-01	H	H	H	KK	P	16.2%	7.0%	2.13	No	4.8%	5.6%	(0.26)	Yes	21.9%	2.6%	9.33	No	MISS
% SWBT Caused Missed Due Dates - DSL	45-02	H	H	H	KK	P	n/a	3.1%	n/a	-	n/a	4.3%	n/a	-	n/a	1.2%	n/a	-	-
% SWBT Caused Missed Due Dates - DDS	45-03	H	H	H	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% SWBT Caused Missed Due Dates - DS1	45-04	H	H	H	KK	P	100.0%	100.0%	0.00	Base<10	n/a	n/a	n/a	-	66.7%	0.0%	1.25	Base<10	-
% SWBT Caused Missed Due Dates - DS3	45-05	H	H	H	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% SWBT Caused Missed Due Dates - ISDN/BRI	45-06	H	H	H	KK	P	13.6%	43.9%	(2.80)	Yes	15.8%	20.1%	(0.46)	Yes	8.3%	35.1%	(1.92)	Yes	HIT
% SWBT Caused Missed Due Dates - ISDN/PRI	45-07	H	H	H	KK	P	n/a	0.0%	n/a	-	0.0%	2.2%	(0.74)	Yes	0.0%	2.2%	(0.74)	Yes	HIT
% SWBT Caused Missed Due Dates - ISDN/Combo	45-08	H	H	H	KK	P	n/a	43.9%	n/a	-	n/a	20.1%	n/a	-	n/a	35.1%	n/a	-	-
% Trouble Reports within 30 Days - VGPL	46-01	H	H	H	KK	P	0.0%	1.0%	(0.63)	Yes	0.0%	1.1%	(0.82)	Yes	0.8%	1.8%	(0.84)	Yes	HIT
% Trouble Reports within 30 Days - DSL	46-02	H	H	H	KK	P	n/a	4.2%	n/a	-	n/a	4.1%	n/a	-	n/a	6.2%	n/a	-	-
% Trouble Reports within 30 Days - DDS	46-03	H	H	H	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Trouble Reports within 30 Days - DS1	46-04	H	H	H	KK	P	50.0%	0.0%	0.87	Base<10	n/a	n/a	n/a	-	0.0%	0.0%	0.00	Base<10	-
% Trouble Reports within 30 Days - DS3	46-05	H	H	H	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Trouble Reports within 30 Days - ISDN/BRI	46-06	H	H	H	KK	P	0.0%	3.0%	(0.82)	Yes	0.0%	6.7%	(1.17)	Yes	16.7%	6.6%	1.34	Yes	HIT
% Trouble Reports within 30 Days - ISDN/PRI	46-07	H	H	H	KK	P	n/a	0.1%	n/a	-	0.0%	0.1%	(0.16)	Yes	0.0%	0.0%	0.00	Yes	HIT
% Trouble Reports within 30 Days - ISDN/Combo	46-08	H	H	H	KK	P	n/a	3.0%	n/a	-	n/a	6.7%	n/a	-	n/a	6.6%	n/a	-	-
% Missed Due Dates Due to LOF - VGPL	47-01	L	-	-	KK	P	10.8%	0.0%	10.66	No	1.6%	0.1%	2.55	No	0.0%	1.5%	(1.38)	Yes	MISS
% Missed Due Dates Due to LOF - DSL	47-02	L	-	-	KK	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF - DDS	47-03	L	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF - DS1	47-04	L	-	-	KK	P	100.0%	100.0%	0.00	Base<10	n/a	n/a	n/a	-	0.0%	0.0%	0.00	Base<10	-
% Missed Due Dates Due to LOF - DS3	47-05	L	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF - ISDN/BRI	47-06	L	-	-	KK	P	4.5%	2.0%	0.81	Yes	0.0%	1.1%	(0.46)	Yes	0.0%	1.7%	(0.45)	Yes	HIT
% Missed Due Dates Due to LOF - ISDN/PRI	47-07	L	-	-	KK	P	n/a	0.0%	n/a	-	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Yes	HIT
% Missed Due Dates Due to LOF - ISDN/Combo	47-08	L	-	-	KK	P	n/a	2.0%	n/a	-	n/a	1.1%	n/a	-	n/a	1.7%	n/a	-	-
% Missed Due Dates Due to LOF > 30 Days - VGPL	47-09	L	-	-	KK	P	0.0%	n/a	n/a	-	0.0%	0.0%	0.00	Base<10	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF > 30 Days - DSL	47-10	L	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF > 30 Days - DDS	47-11	L	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF > 30 Days - DS1	47-12	L	-	-	KK	P	0.0%	0.0%	0.00	Base<10	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF > 30 Days - DS3	47-13	L	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF > 30 Days - ISDN/BRI	47-14	L	-	-	KK	P	0.0%	0.0%	0.00	Base<10	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF > 30 Days - ISDN/PRI	47-15	L	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF > 30 Days - ISDN/Combo	47-16	L	-	-	KK	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF > 90 Days - VGPL	47-17	L	-	-	KK	P	0.0%	n/a	n/a	-	0.0%	0.0%	0.00	Base<10	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF > 90 Days - DSL	47-18	L	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF > 90 Days - DDS	47-19	L	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF > 90 Days - DS1	47-20	L	-	-	KK	P	0.0%	0.0%	0.00	Base<10	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF > 90 Days - DS3	47-21	L	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF > 90 Days - ISDN/BRI	47-22	L	-	-	KK	P	0.0%	0.0%	0.00	Base<10	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF > 90 Days - ISDN/PRI	47-23	L	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-

Kansas Performance Measures

Version 1.6

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Aug-00 CLEC	Aug-00 SWBT/ Benchmark	Aug-00 % Yes - Z-Value	Aug-00 87% Result	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 87% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 87% Result	Overall Result 90%
% Missed Due Dates Due to LOF > 90 Days - ISDN/Combo	47-24	L	-	-	KK	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
Avg. Delay Days Due to LOF - VGPL	48-01	-	-	-	KK	P	6.0	n/a	n/a	-	3.0	18.0	(10.61)	Base<10	n/a	1.7	n/a	-	-
Avg. Delay Days Due to LOF - DSL	48-02	-	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days Due to LOF - DDS	48-03	-	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days Due to LOF - DS1	48-04	-	-	-	KK	P	3.0	10.0	(5.72)	Base<10	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days Due to LOF - DS3	48-05	-	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days due to LOF - ISDN/BRI	48-06	-	-	-	KK	P	1.0	3.6	(0.84)	Base<10	n/a	7.3	n/a	-	n/a	9.0	n/a	-	-
Avg. Delay Days due to LOF - ISDN/PRI	48-07	-	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days due to LOF - ISDN/Combo	48-08	-	-	-	KK	P	n/a	3.6	n/a	-	n/a	7.3	n/a	-	n/a	9.0	n/a	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - VGPL	49-01	M	-	L	KK	P	18.3	14.5	1.40	Base<10	1.7	1.5	0.09	Base<10	3.8	2.2	4.80	No	-
Avg. Delay Days for SWBT Caused Missed Due Dates - DSL	49-02	M	-	L	KK	P	n/a	41.8	n/a	-	n/a	110.5	n/a	-	n/a	21.2	n/a	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - DDS	49-03	M	-	L	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - DS1	49-04	M	-	L	KK	P	3.0	10.0	(5.72)	Base<10	n/a	n/a	n/a	-	1.3	n/a	n/a	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - DS3	49-05	M	-	L	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - ISDN/BRI	49-06	M	-	L	KK	P	8.3	8.9	(0.17)	Base<10	16.3	13.3	0.22	Base<10	6.0	13.9	(0.44)	Base<10	-
Avg. Delay Days for SWBT Caused Missed Due Dates - ISDN/PRI	49-07	M	-	L	KK	P	n/a	n/a	n/a	-	n/a	1.0	n/a	-	n/a	3.0	n/a	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - ISDN/Combo	49-08	M	-	L	KK	P	n/a	8.9	n/a	-	n/a	13.3	n/a	-	n/a	13.9	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - VGPL	50-01	L	-	-	KK	P	2.7%	0.0%	5.32	No	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - DSL	50-02	L	-	-	KK	P	n/a	1.5%	n/a	-	n/a	4.0%	n/a	-	n/a	0.1%	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - DDS	50-03	L	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - DS1	50-04	L	-	-	KK	P	0.0%	0.0%	0.00	Base<10	n/a	n/a	n/a	-	0.0%	0.0%	0.00	Base<10	-
% SWBT Caused Missed Due Dates > 30 Days - DS3	50-05	L	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - ISDN/BRI	50-06	L	-	-	KK	P	0.0%	0.5%	(0.33)	Yes	0.0%	3.4%	(0.81)	Yes	0.0%	8.3%	(1.04)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - ISDN/PRI	50-07	L	-	-	KK	P	n/a	0.0%	n/a	-	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - ISDN/Combo	50-08	L	-	-	KK	P	n/a	0.5%	n/a	-	n/a	3.4%	n/a	-	n/a	8.3%	n/a	-	-
Mean Time to Restore - VGPL - Dispatch	52-01	H	H	H	KK	P	6.3	13.1	(1.11)	Base<10	5.0	14.5	(1.50)	Base<10	2.3	9.5	(1.18)	Base<10	-
Mean Time to Restore - DSL - Dispatch	52-02	H	H	H	KK	P	n/a	26.7	n/a	-	n/a	25.6	n/a	-	n/a	33.3	n/a	-	-
Mean Time to Restore - DDS - Dispatch	52-03	H	H	H	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	0.7	n/a	-	-
Mean Time to Restore - DS1 - Dispatch	52-04	H	H	H	KK	P	0.1	2.3	(0.90)	Base<10	n/a	2.9	n/a	-	n/a	4.5	n/a	-	-
Mean Time to Restore - DS3 - Dispatch	52-05	H	H	H	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Mean Time to Restore - ISDN/BRI - Dispatch	52-06	H	H	H	KK	P	3.7	5.7	(0.86)	Yes	1.6	6.4	(0.78)	Base<10	5.3	4.9	0.29	Base<10	-
Mean Time to Restore - ISDN/PRI - Dispatch	52-07	H	H	H	KK	P	n/a	4.8	n/a	-	n/a	4.9	n/a	-	n/a	2.0	n/a	-	-
Mean Time to Restore - ISDN/Combo - Dispatch	52-08	H	H	H	KK	P	n/a	5.7	n/a	-	n/a	6.4	n/a	-	n/a	4.9	n/a	-	-
Mean Time to Restore - VGPL - No Dispatch	52-09	H	H	H	KK	P	n/a	7.9	n/a	-	n/a	3.3	n/a	-	0.2	3.7	(0.51)	Base<10	-
Mean Time to Restore - DSL - No Dispatch	52-10	H	H	H	KK	P	n/a	6.9	n/a	-	n/a	8.1	n/a	-	n/a	41.6	n/a	-	-
Mean Time to Restore - DDS - No Dispatch	52-11	H	H	H	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	0.8	n/a	-	-
Mean Time to Restore - DS1 - No Dispatch	52-12	H	H	H	KK	P	n/a	0.6	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Mean Time to Restore - DS3 - No Dispatch	52-13	H	H	H	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Mean Time to Restore - ISDN/BRI - No Dispatch	52-14	H	H	H	KK	P	n/a	1.0	n/a	-	n/a	1.2	n/a	-	n/a	0.9	n/a	-	-
Mean Time to Restore - ISDN/PRI - No Dispatch	52-15	H	H	H	KK	P	n/a	4.7	n/a	-	n/a	0.6	n/a	-	n/a	0.2	n/a	-	-
Mean Time to Restore - ISDN/Combo - No Dispatch	52-16	H	H	H	KK	P	n/a	1.0	n/a	-	n/a	1.2	n/a	-	n/a	0.9	n/a	-	-
% Repeat Reports - VGPL	53-01	H	H	H	KK	P	0.0%	5.7%	(0.65)	Base<10	12.5%	6.9%	0.60	Base<10	0.0%	7.1%	(0.55)	Base<10	-
% Repeat Reports - DSL	53-02	H	H	H	KK	P	n/a	8.7%	n/a	-	n/a	13.6%	n/a	-	n/a	33.3%	n/a	-	-
% Repeat Reports - DDS	53-03	H	H	H	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-
% Repeat Reports - DS1	53-04	H	H	H	KK	P	0.0%	66.7%	(1.15)	Base<10	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% Repeat Reports - DS3	53-05	H	H	H	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Repeat Reports - ISDN/BRI	53-06	H	H	H	KK	P	10.0%	13.4%	(0.31)	Yes	16.7%	13.2%	0.25	Base<10	0.0%	13.5%	(1.11)	Base<10	-
% Repeat Reports - ISDN/PRI	53-07	H	H	H	KK	P	n/a	14.3%	n/a	-	n/a	0.0%	n/a	-	n/a	5.0%	n/a	-	-
% Repeat Reports - ISDN/Combo	53-08	H	H	H	KK	P	n/a	13.4%	n/a	-	n/a	13.2%	n/a	-	n/a	13.5%	n/a	-	-
Failure Frequency - VGPL	54-01	L	-	L	KK	P	0.3%	0.3%	(0.39)	Yes	0.4%	0.3%	0.51	Yes	0.2%	0.3%	(1.39)	Yes	HIT
Failure Frequency - DSL	54-02	L	-	L	KK	P	n/a	2.9%	n/a	-	n/a	16.4%	n/a	-	n/a	5.4%	n/a	-	-
Failure Frequency - DDS	54-03	L	-	L	KK	P	0.0%	0.0%	0.00	Base<10	0.0%	0.0%	0.00	Base<10	0.0%	4.3%	(0.21)	Base<10	-
Failure Frequency - DS1	54-04	L	-	L	KK	P	50.0%	7.3%	1.93	Base<10	0.0%	2.4%	(0.22)	Base<10	0.0%	2.5%	(0.45)	Base<10	-
Failure Frequency - DS3	54-05	L	-	L	KK	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
Failure Frequency - ISDN/BRI	54-06	L	-	L	KK	P	2.8%	3.0%	(0.23)	Yes	1.6%	2.7%	(1.28)	Yes	2.2%	2.7%	(0.64)	Yes	HIT
Failure Frequency - ISDN/PRI	54-07	L	-	L	KK	P	0.0%	0.0%	(0.48)	Yes	0.0%	0.0%	(0.49)	Yes	0.0%	0.0%	(0.55)	Yes	HIT
Failure Frequency - ISDN/Combo	54-08	L	-	L	KK	P	n/a	3.0%	n/a	-	n/a	2.7%	n/a	-	n/a	2.7%	n/a	-	-
Avg. Install. Interval - 8.0 dB Loop (1-10 Loops)	55-01.1	-	-	-	KK	B	1.0	3.0	(2.00)	Base<10	3.0	3.0	0.00	Base<10	2.3	3.0	(0.75)	Yes	-
Avg. Install. Interval - 8.0 dB Loop (11-20 Loops)	55-01.2	-	-	-	KK	B	n/a	7.0	n/a	-	n/a	7.0	n/a	-	3.0	7.0	(4.00)	Base<10	-
Avg. Install. Interval - 8.0 dB Loop (Over 20 Loops)	55-01.3	-	-	-	KK	B	5.0	10.0	(5.00)	Base<10	4.0	10.0	(6.00)	Base<10	5.7	10.0	(4.33)	Base<10	-
Avg. Install. Interval - 5.0 dB Loop (1-10 Loops)	55-02.1	-	-	-	KK	B	n/a	3.0	n/a	-	2.8	3.0	(0.25)	Base<10	2.8	3.0	(0.24)	Yes	-
Avg. Install. Interval - 5.0 dB Loop (11-20 Loops)	55-02.2	-	-	-	KK	B	n/a	7.0	n/a	-	6.0	7.0	(1.00)	Base<10	4.0	7.0	(3.00)	Base<10	-
Avg. Install. Interval - 5.0 dB Loop (Over 20 Loops)	55-02.3	-	-	-	KK	B	n/a	10.0	n/a	-	8.0	10.0	(2.00)	Base<10	3.5	10.0	(6.50)	Base<10	-
Avg. Install. Interval - BRI Loop (1-10 Loops)	55-03.1	-	-	-	KK	B	n/a	3.0	n/a	-	2.7	3.0	(0.33)	Base<10	3.1	3.0	0.11	Base<10	-
Avg. Install. Interval - BRI Loop (11-20 Loops)	55-03.2	-	-	-	KK	B	n/a	7.0	n/a	-	n/a	7.0	n/a	-	n/a	7.0	n/a	-	-
Avg. Install. Interval - BRI Loop (Over 20 Loops)	55-03.3	-	-	-	KK	B	n/a	10.0	n/a	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	-
Avg. Install. Interval - DS1 Loop (1-10 Loops)	55-04.1	-	-	-	KK	B	3.1	3.0	0.14	Yes	3.5	3.0	0.50	Yes	1.4	3.0	(1.58)	Yes	HIT

Kansas Performance Measures

Version 1.6

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Aug-00 CLEC	Aug-00 SWBT/ Benchmark	Aug-00 % Yes - Z-Value	Aug-00 87% Result	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 87% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 87% Result	Overall Result 90%
Avg. Install. Interval - DS1 Loop (11-20 Loops)	55-04.2	-	-	-	KK	B	n/a	7.0	n/a	-	n/a	7.0	n/a	-	n/a	7.0	n/a	-	-
Avg. Install. Interval - DS1 Loop (Over 20 Loops)	55-04.3	-	-	-	KK	B	n/a	10.0	n/a	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	-
Avg. Install. Interval - Analog Line Port (All Orders)	55-05.1	-	-	-	KK	B	2.0	2.0	0.00	Base<10	1.8	2.0	(0.17)	Base<10	2.0	2.0	0.00	Base<10	-
Avg. Install. Interval - Analog Trunk Port (All Orders)	55-06.1	-	-	-	KK	B	n/a	3.0	n/a	-	n/a	3.0	n/a	-	n/a	3.0	n/a	-	-
Avg. Install. Interval - DS1 Dedicated Circuit (1-10 Circuits)	55-07.1	-	-	-	KK	B	n/a	3.0	n/a	-	n/a	3.0	n/a	-	n/a	3.0	n/a	-	-
Avg. Install. Interval - DS1 Dedicated Circuit (11-20 Circuits)	55-07.2	-	-	-	KK	B	n/a	5.0	n/a	-	n/a	5.0	n/a	-	n/a	5.0	n/a	-	-
Avg. Install. Interval - DS1 Dedicated Circuit (Over 20 Circuits)	55-07.3	-	-	-	KK	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
Avg. Install. Interval - DS3 Dedicated Circuit (1-10 Circuits)	55-08.1	-	-	-	KK	B	n/a	3.0	n/a	-	n/a	3.0	n/a	-	n/a	3.0	n/a	-	-
Avg. Install. Interval - DS3 Dedicated Circuit (11-20 Circuits)	55-08.2	-	-	-	KK	B	n/a	5.0	n/a	-	n/a	5.0	n/a	-	n/a	5.0	n/a	-	-
Avg. Install. Interval - DS3 Dedicated Circuit (Over 20 Circuits)	55-08.3	-	-	-	KK	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
Avg. Install. Interval - ISDN-PRI (1-10 Loops)	55-09.1	-	-	-	KK	B	n/a	3.0	n/a	-	n/a	3.0	n/a	-	n/a	3.0	n/a	-	-
Avg. Install. Interval - ISDN-PRI (11-20 Loops)	55-09.2	-	-	-	KK	B	n/a	7.0	n/a	-	n/a	7.0	n/a	-	n/a	7.0	n/a	-	-
Avg. Install. Interval - ISDN-PRI (Over 20 Loops)	55-09.3	-	-	-	KK	B	n/a	10.0	n/a	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	-
Avg. Install. Interval - Dark Fiber (1-10 Loops)	55-10.1	-	-	-	KK	B	n/a	3.0	n/a	-	n/a	3.0	n/a	-	n/a	3.0	n/a	-	-
Avg. Install. Interval - Dark Fiber (11-20 Loops)	55-10.2	-	-	-	KK	B	n/a	5.0	n/a	-	n/a	5.0	n/a	-	n/a	5.0	n/a	-	-
Avg. Install. Interval - Dark Fiber (Over 20 Loops)	55-10.3	-	-	-	KK	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
Avg. Installation Interval - DSL - No Conditioning	55.1-01	Y	Y	H	KK	P	7.4	8.2	(0.22)	Base<10	6.9	5.1	1.10	Yes	6.0	24.7	(3.10)	Yes	HIT
Avg. Installation Interval - DSL - Conditioning	55.1-02	Y	Y	H	KK	P	12.0	n/a	n/a	-	12.5	9.9	2.55	No	10.9	10.1	0.50	Yes	-
Avg. Installation Interval for Loop with LNP - CHC (1-10 Loops)	55.2-01.1	-	-	-	KK	B	n/a		n/a	-	n/a		n/a	-	2.6		n/a	-	-
Avg. Installation Interval for Loop with LNP - CHC (11-20 Loops)	55.2-01.2	-	-	-	KK	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
Avg. Installation Interval for Loop with LNP - CHC (Over 20 Loops)	55.2-01.3	-	-	-	KK	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
Avg. Installation Interval for Loop with LNP - FDT (1-10 Loops)	55.2-02.1	-	-	-	KK	B	n/a		n/a	-	n/a		n/a	-	5.5		n/a	-	-
Avg. Installation Interval for Loop with LNP - FDT (11-20 Loops)	55.2-02.2	-	-	-	KK	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
Avg. Installation Interval for Loop with LNP - FDT (Over 20 Loops)	55.2-02.3	-	-	-	KK	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
% Installed Within 3 Days - 8.0 dB Loop (1-10 Loops)	56-01.1	H	H	M	KK	B	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Yes	-
% Installed Within 7 Days - 8.0 dB Loop (11-20 Loops)	56-01.2	H	H	M	KK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	-
% Installed Within 10 Days - 8.0 dB Loop (Over 20 Loops)	56-01.3	H	H	M	KK	B	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	-
% Installed Within 3 Days - 5.0 dB Loop (1-10 Loops)	56-02.1	H	H	M	KK	B	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	88.2%	95.0%	6.76	No	-
% Installed Within 7 Days - 5.0 dB Loop (11-20 Loops)	56-02.2	H	H	M	KK	B	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	-
% Installed Within 10 Days - 5.0 dB Loop (Over 20 Loops)	56-02.3	H	H	M	KK	B	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	-
% Installed Within 3 Days - BRI Loop (1-10 Loops)	56-03.1	H	H	M	KK	B	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	77.8%	95.0%	17.22	Base<10	-
% Installed Within 7 Days - BRI Loop (11-20 Loops)	56-03.2	H	H	M	KK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	
% Installed Within 10 Days - BRI Loop (Over 20 Loops)	56-03.3	H	H	M	KK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	
% Installed Within 3 Days - DS1 Loop (1-10 Loops)	56-04.1	H	H	M	KK	B	85.7%	95.0%	9.29	No	90.0%	95.0%	5.00	No	91.7%	95.0%	3.33	No	MISS
% Installed Within 7 Days - DS1 Loop (11-20 Loops)	56-04.2	H	H	M	KK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 10 Days - DS1 Loop (Over 20 Loops)	56-04.3	H	H	M	KK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 2 Days - Analog Line Port (All Orders)	56-05.1	H	H	M	KK	B	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	-
% Installed Within 2 Days - Analog Trunk Port (All Orders)	56-06.1	H	H	M	KK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 3 Days - DS1 Dedicated Circuit (1-10 Circuits)	56-07.1	H	H	M	KK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 5 Days - DS1 Dedicated Circuit (11-20 Circuits)	56-07.2	H	H	M	KK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed On Time - DS1 Dedicated Circuit (Over 20 Circuits)	56-07.3	H	H	M	KK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 3 Days - DS3 Dedicated Circuit (1-10 Circuits)	56-08.1	H	H	M	KK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 5 Days - DS3 Dedicated Circuit (11-20 Circuits)	56-08.2	H	H	M	KK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed On Time - DS3 Dedicated Circuit (Over 20 Circuits)	56-08.3	H	H	M	KK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 3 Days - ISDN-PRI (1-10 Loops)	56-09.1	H	H	M	KK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 7 Days - ISDN-PRI (11-20 Loops)	56-09.2	H	H	M	KK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 10 Days - ISDN-PRI (Over 20 Loops)	56-09.3	H	H	M	KK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 3 Days - Dark Fiber (1-10 Circuits)	56-10.1	H	H	M	KK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 5 Days - Dark Fiber (11-20 Circuits)	56-10.2	H	H	M	KK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed On Time - Dark Fiber (Over 20 Circuits)	56-10.3	H	H	M	KK	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
% Installed Within Cust Req Due Date - LNP with Loop - CHC/FDT (1-10 Loops)	56.1-01.1	H	H	-	KK	B	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Yes	-
% Installed Within Cust Req Due Date - LNP with Loop - CHC/FDT (11-20 Loops)	56.1-01.2	H	H	-	KK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within Cust Req Due Date - LNP with Loop - CHC/FDT (Over 20 Loops)	56.1-01.3	H	H	-	KK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within Cust Req Due Date - LNP with Loop - CHC (1-10 Loops)	56.1-02.1	H	H	-	KK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	100.0%	95.0%	0.00	Base<10	-
% Installed Within Cust Req Due Date - LNP with Loop - CHC(11-20 Loops)	56.1-02.2	H	H	-	KK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	0.00	Base<10	-
% Installed Within Cust Req Due Date - LNP with Loop - CHC (Over 20 Loops)	56.1-02.3	H	H	-	KK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	0.00	Base<10	-
% Installed Within Cust Req Due Date - LNP with Loop - FDT (1-10 Loops)	56.1-03.1	H	H	-	KK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	100.0%	95.0%	0.00	Base<10	-
% Installed Within Cust Req Due Date - LNP with Loop - FDT (11-20 Loops)	56.1-03.2	H	H	-	KK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	0.0%	0.00	Base<10	-
% Installed Within Cust Req Due Date - LNP with Loop - FDT (Over 20 Loops)	56.1-03.3	H	H	-	KK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	0.0%	0.00	Base<10	-
Avg. Response Time for Loop Make-Up Information	57-01	L	M	M	KK	P	0.7	0.6	0.58	Yes	0.5	0.6	(0.54)	Yes	0.4	0.5	(1.61)	Yes	HIT
% SWBT Missed Dates Due - 8.0 dB Loop Field Work	58-01	H	H	H	KK	P	0.0%	6.2%	(0.58)	Base<10	33.3%	6.6%	1.87	Base<10	10.0%	7.1%	0.36	Yes	
% SWBT Missed Dates Due - 8.0 dB Loop No Field Work	58-02	H	H	H	KK	P	0.0%	0.7%	(0.32)	Yes	0.0%	0.4%	(0.18)	Base<10	0.0%	0.3%	(0.37)	Yes	HIT
% SWBT Missed Dates Due - 5.0 dB Loop	58-03	H	H	H	KK	P	0.0%	7.0%	(1.16)	Yes	22.6%	5.6%	3.86	No	8.2%	2.6%	2.70	No	MISS
% SWBT Missed Dates Due - BRI Loop	58-04	H	H	H	KK	P	25.0%	43.9%	(2.31)	Yes	21.4%	20.1%	0.24	Yes	17.5%	35.1%	(2.22)	Yes	HIT
% SWBT Missed Dates Due - ISDN BRI Port	58-05	H	H	H	KK	P	n/a	43.9%	n/a	-	n/a	20.1%	n/a	-	n/a	35.1%	n/a	-	
% SWBT Missed Dates Due - DS1 Loop with Test Access	58-06	H	H	H	KK	P	30.8%	100.0%	(1.47)	Yes	26.8%	n/a	n/a	-	29.8%	0.0%	0.65	Yes	HIT

Kansas Performance Measures

Version 1.6

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Aug-00 CLEC	Aug-00 SWBT/ Benchmark	Aug-00 % Yes - Z-Value	Aug-00 87% Result	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 87% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 87% Result	Overall Result 90%
% SWBT Missed Dates Due - DS1 Dedicated Transport	58-07	H	H	H	KK	P	n/a	100.0%	n/a	-	32.3%	n/a	n/a	-	8.0%	0.0%	0.29	Yes	-
% SWBT Missed Dates Due - ISDN/PRI	58-08	H	H	H	KK	P	n/a	0.0%	n/a	-	n/a	2.2%	n/a	-	n/a	2.2%	n/a	-	-
% SWBT Missed Dates Due - DSL	58-09	H	H	H	KK	P	20.8%	3.1%	7.39	No	8.3%	4.3%	2.00	No	9.4%	1.2%	7.68	No	MISS
% SWBT Missed Dates Due - Analog Trunk Port	58-10	H	H	H	KK	P	n/a	7.0%	n/a	-	n/a	5.6%	n/a	-	n/a	2.6%	n/a	-	-
% SWBT Missed Dates Due - Subtending DD Combination Trunks	58-11	H	H	H	KK	P	n/a	7.0%	n/a	-	n/a	5.6%	n/a	-	n/a	2.6%	n/a	-	-
% SWBT Missed Dates Due - DS3 Dedicated Transport	58-12	H	H	H	KK	P	n/a	n/a	n/a	-	11.1%	n/a	n/a	-	0.0%	n/a	n/a	-	-
% SWBT Missed Dates Due - Dark Fiber	58-13	H	H	H	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% SWBT Missed Dates Due - Analog Line Port	58-14	H	H	H	KK	P	12.5%	7.0%	1.20	Yes	7.7%	5.6%	0.45	Yes	66.7%	2.6%	9.13	Base<10	HIT
% Trouble Reports within 30 Days - 8.0 dB Loop	59-01	H	H	H	KK	P	22.6%	3.3%	6.00	No	10.0%	3.3%	1.67	Yes	1.5%	3.1%	(1.08)	Yes	HIT
% Trouble Reports within 30 Days - 5.0 dB Loop	59-02	H	H	H	KK	P	0.0%	1.0%	(0.44)	Yes	3.2%	1.1%	1.10	Yes	4.1%	1.8%	1.36	Yes	HIT
% Trouble Reports within 30 Days - BRI Loop	59-03	H	H	H	KK	P	2.5%	3.0%	(0.17)	Yes	11.4%	6.7%	1.32	Yes	22.5%	6.6%	3.39	No	HIT
% Trouble Reports within 30 Days - ISDN BRI Port	59-04	H	H	H	KK	P	n/a	3.0%	n/a	-	n/a	6.7%	n/a	-	n/a	6.6%	n/a	-	-
% Trouble Reports within 30 Days - DS1 Loop	59-05	H	H	H	KK	P	14.0%	0.0%	0.40	Yes	4.9%	n/a	n/a	-	10.5%	0.0%	0.34	Yes	HIT
% Trouble Reports within 30 Days - DS1 Dedicated Transport	59-06	H	H	H	KK	P	n/a	0.0%	n/a	-	3.2%	n/a	n/a	-	0.0%	0.0%	0.00	Yes	-
% Trouble Reports within 30 Days - ISDN/PRI	59-07	H	H	H	KK	P	n/a	0.1%	n/a	-	n/a	0.1%	n/a	-	n/a	0.0%	n/a	-	-
% Trouble Reports within 30 Days - DSL	59-08	H	H	H	KK	P	4.2%	4.2%	0.03	Yes	5.8%	4.1%	0.90	Yes	6.7%	6.2%	0.29	Yes	HIT
% Trouble Reports within 30 Days - Analog Trunk Port	59-09	H	H	H	KK	P	n/a	1.0%	n/a	-	n/a	1.1%	n/a	-	n/a	1.8%	n/a	-	-
% Trouble Reports within 30 Days - Subtending DD Combination Trunks	59-10	H	H	H	KK	P	n/a	1.0%	n/a	-	n/a	1.1%	n/a	-	n/a	1.8%	n/a	-	-
% Trouble Reports within 30 Days - DS3 Dedicated Transport	59-11	H	H	H	KK	P	n/a	n/a	n/a	-	0.0%	n/a	n/a	-	0.0%	n/a	n/a	-	-
% Trouble Reports within 30 Days - Dark Fiber	59-12	H	H	H	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Trouble Reports within 30 Days - Analog Line Port	59-13	H	H	H	KK	P	0.0%	1.0%	(0.58)	Yes	0.0%	1.1%	(0.53)	Yes	83.3%	1.8%	13.13	Base<10	HIT
% Missed Due Dates Due to LOF - 8.0 dB Loop	60-01	L	-	-	KK	P	0.0%	3.8%	(0.86)	Yes	0.0%	4.3%	(0.70)	Yes	0.0%	4.7%	(1.64)	Yes	HIT
% Missed Due Dates Due to LOF - 5.0 dB Loop	60-02	L	-	-	KK	P	0.0%	0.0%	0.00	Yes	19.4%	0.1%	12.36	No	0.0%	1.5%	(1.04)	Yes	HIT
% Missed Due Dates Due to LOF - BRI Loop	60-03	L	-	-	KK	P	7.5%	2.0%	2.14	No	11.4%	1.1%	4.33	No	15.0%	1.7%	4.50	No	MISS
% Missed Due Dates Due to LOF - ISDN BRI Port	60-04	L	-	-	KK	P	n/a	2.0%	n/a	-	n/a	1.1%	n/a	-	n/a	1.7%	n/a	-	-
% Missed Due Dates Due to LOF - DS1 Loop	60-05	L	-	-	KK	P	25.0%	100.0%	(1.69)	Yes	22.0%	n/a	n/a	-	17.5%	0.0%	0.46	Yes	HIT
% Missed Due Dates Due to LOF - DS1 Dedicated Transport	60-06	L	-	-	KK	P	n/a	100.0%	n/a	-	3.2%	n/a	n/a	-	0.0%	0.0%	0.00	Yes	-
% Missed Due Dates Due to LOF - ISDN/PRI	60-07	L	-	-	KK	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF - DSL	60-08	L	-	-	KK	P	6.9%	0.0%	9.24	No	0.0%	0.0%	0.00	Yes	3.1%	0.0%	6.75	No	MISS
% Missed Due Dates Due to LOF - Analog Trunk Port	60-09	L	-	-	KK	P	n/a	0.0%	n/a	-	n/a	0.1%	n/a	-	n/a	1.5%	n/a	-	-
% Missed Due Dates Due to LOF - Subtending DDC Trunks	60-10	L	-	-	KK	P	n/a	0.0%	n/a	-	n/a	0.1%	n/a	-	n/a	1.5%	n/a	-	-
% Missed Due Dates Due to LOF - DS3 Dedicated Transport	60-11	L	-	-	KK	P	n/a	n/a	n/a	-	0.0%	n/a	n/a	-	0.0%	n/a	n/a	-	-
% Missed Due Dates Due to LOF - Dark Fiber	60-12	L	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF - Analog Line Port	60-13	L	-	-	KK	P	0.0%	0.0%	0.00	Yes	0.0%	0.1%	(0.17)	Yes	0.0%	1.5%	(0.30)	Base<10	HIT
% Missed Due Dates Due to LOF - 8.0 dB Loop > 30 Days	60-14	L	-	-	KK	P	n/a	10.1%	n/a	-	n/a	11.4%	n/a	-	n/a	7.5%	n/a	-	
% Missed Due Dates Due to LOF - 5.0 dB Loop > 30 Days	60-15	L	-	-	KK	P	n/a	n/a	n/a	-	0.0%	0.0%	0.00	Base<10	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF - BRI Loop > 30 Days	60-16	L	-	-	KK	P	33.3%	0.0%	1.71	Base<10	12.5%	0.0%	0.64	Base<10	0.0%	0.0%	0.00	Base<10	-
% Missed Due Dates Due to LOF - ISDN BRI Port > 30 Days	60-17	L	-	-	KK	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF - DS1 Loop > 30 Days	60-18	L	-	-	KK	P	0.0%	0.0%	0.00	Yes	0.0%	n/a	n/a	-	0.0%	n/a	n/a	-	-
% Missed Due Dates Due to LOF - DS1 Dedicated Transport > 30 Days	60-19	L	-	-	KK	P	n/a	0.0%	n/a	-	0.0%	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF - ISDN/PRI > 30 Days	60-20	L	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF - DSL > 30 Days	60-21	L	-	-	KK	P	20.0%	n/a	n/a	-	n/a	n/a	n/a	-	14.3%	n/a	n/a	-	-
% Missed Due Dates Due to LOF - Analog Trunk Port > 30 Days	60-22	L	-	-	KK	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF - Subtending DDC Trunks > 30 Days	60-23	L	-	-	KK	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF - DS3 Dedicated Transport > 30 Days	60-24	L	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF - Dark Fiber > 30 Days	60-25	L	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF - Analog Line Port > 30 Days	60-26	L	-	-	KK	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF - 8.0 dB Loop > 90 Days	60-27	L	-	-	KK	P	n/a	0.0%	n/a	-	n/a	1.0%	n/a	-	n/a	0.4%	n/a	-	-
% Missed Due Dates Due to LOF - 5.0 dB Loop > 90 Days	60-28	L	-	-	KK	P	n/a	n/a	n/a	-	0.0%	0.0%	0.00	Base<10	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF - BRI Loop > 90 Days	60-29	L	-	-	KK	P	0.0%	0.0%	0.00	Base<10	0.0%	0.0%	0.00	Base<10	0.0%	0.0%	0.00	Base<10	-
% Missed Due Dates Due to LOF - ISDN BRI Port > 90 Days	60-30	L	-	-	KK	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF - DS1 Loop > 90 Days	60-31	L	-	-	KK	P	0.0%	0.0%	0.00	Yes	0.0%	n/a	n/a	-	0.0%	n/a	n/a	-	-
% Missed Due Dates Due to LOF - DS1 Dedicated Transport > 90 Days	60-32	L	-	-	KK	P	n/a	0.0%	n/a	-	0.0%	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF - ISDN/PRI > 90 Days	60-33	L	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF - DSL > 90 Days	60-34	L	-	-	KK	P	0.0%	n/a	n/a	-	n/a	n/a	n/a	-	0.0%	n/a	n/a	-	-
% Missed Due Dates Due to LOF - Analog Trunk Port > 90 Days	60-35	L	-	-	KK	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF - Subtending DDC Trunks > 90 Days	60-36	L	-	-	KK	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF - DS3 Dedicated Transport > 90 Days	60-37	L	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF - Dark Fiber > 90 Days	60-38	L	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF - Analog Line Port > 90 Days	60-39	L	-	-	KK	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
Avg. Delay Days Due to LOF - 8.0 dB Loop	61-01	-	-	-	KK	P	n/a	12.4	n/a	-	n/a	14.4	n/a	-	n/a	11.9	n/a	-	-
Avg. Delay Days Due to LOF - 5.0 dB Loop	61-02	-	-	-	KK	P	n/a	n/a	n/a	-	3.0	18.0	(13.89)	Base<10	n/a	1.7	n/a		-
Avg. Delay Days Due to LOF - BRI Loop	61-03	-	-	-	KK	P	35.3	3.6	15.85	Base<10	13.5	7.3	2.22	Base<10	7.8	9.0	(0.26)	Base<10	-
Avg. Delay Days Due to LOF - ISDN BRI Port	61-04	-	-	-	KK	P	n/a	3.6	n/a	-	n/a	7.3	n/a	-	n/a	9.0	n/a	-	-
Avg. Delay Days Due to LOF - DS1 Loop	61-05	-	-	-	KK	P	9.2	10.0	(0.82)	Yes	6.4	n/a	n/a	-	6.1	n/a	n/a	-	-
Avg. Delay Days Due to LOF - DS1 Dedicated Transport	61-06	-	-	-	KK	P	n/a	10.0	n/a	-	2.0	n/a	n/a	-	n/a	n/a	n/a		-

Version 1.6

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Aug-00 CLEC	Aug-00 SWBT/ Benchmark	Aug-00 % Yes - Z-Value	Aug-00 87% Result	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 87% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 87% Result	Overall Result 90%
Avg. Delay Days Due to LOF - ISDN/PRI	61-07	-	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days Due to LOF - DSL	61-08	-	-	-	KK	P	21.4	n/a	n/a	-	n/a	n/a	n/a	-	13.0	n/a	n/a	-	-
Avg. Delay Days Due to LOF - Analog Trunk Port	61-09	-	-	-	KK	P	n/a	n/a	n/a	-	n/a	18.0	n/a	-	n/a	1.7	n/a	-	-
Avg. Delay Days Due to LOF - Subtending DDC Trunks	61-10	-	-	-	KK	P	n/a	n/a	n/a	-	n/a	18.0	n/a	-	n/a	1.7	n/a	-	-
Avg. Delay Days Due to LOF - DS3 Dedicated Transport	61-11	-	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days Due to LOF - Dark Fiber	61-12	-	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days Due to LOF - Analog Line Port	61-13	-	-	-	KK	P	n/a	n/a	n/a	-	n/a	18.0	n/a	-	n/a	1.7	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - 8.0 dB Loop Field Work	62-01	M	-	L	KK	P	n/a	5.6	n/a	-	2.0	8.7	(0.50)	Base<10	3.0	7.4	(0.36)	Base<10	-
Avg. Delay Days for SWBT Missed Due Dates - 8.0 dB Loop No Field Work	62-02	M	-	L	KK	P	n/a	4.6	n/a	-	n/a	6.0	n/a	-	n/a	8.0	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - 5.0 dB Loop	62-03	M	-	L	KK	P	n/a	14.5	n/a	-	3.0	1.5	1.44	Base<10	3.3	2.2	2.17	Base<10	-
Avg. Delay Days for SWBT Missed Due Dates - BRI Loop	62-04	M	-	L	KK	P	15.8	8.9	3.71	No	18.9	13.3	0.81	Yes	6.9	13.9	(1.02)	Base<10	-
Avg. Delay Days for SWBT Missed Due Dates - ISDN BRI Port	62-05	M	-	L	KK	P	n/a	8.9	n/a	-	n/a	13.3	n/a	-	n/a	13.9	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - DS1 Loop	62-06	M	-	L	KK	P	7.8	10.0	(2.18)	Yes	5.6	n/a	n/a	-	5.0	n/a	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - DS1 Dedicated Transport	62-07	M	-	L	KK	P	n/a	10.0	n/a	-	4.3	n/a	n/a	-	1.0	n/a	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - ISDN/PRI	62-08	M	-	L	KK	P	n/a	n/a	n/a	-	n/a	1.0	n/a	-	n/a	3.0	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - DSL	62-09	M	-	L	KK	P	14.1	41.8	(2.37)	Yes	5.5	110.5	(7.36)	Yes	16.6	21.2	(0.68)	Yes	HIT
Avg. Delay Days for SWBT Missed Due Dates - Analog Trunk Port	62-10	M	-	L	KK	P	n/a	14.5	n/a	-	n/a	1.5	n/a	-	n/a	2.2	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - Subtending DDC Trunks	62-11	M	-	L	KK	P	n/a	14.5	n/a	-	n/a	1.5	n/a	-	n/a	2.2	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - DS3 Dedicated Transport	62-12	M	-	L	KK	P	n/a	n/a	n/a	-	5.0	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - Dark Fiber	62-13	M	-	L	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - Analog Line Port	62-14	M	-	L	KK	P	8.5	14.5	(1.83)	Base<10	12.0	1.5	5.76	Base<10	22.5	2.2	32.16	Base<10	-
% SWBT Caused Missed Due Dates > 30 Days - 8.0 dB Loop Field Work	63-01	L	-	-	KK	P	0.0%	0.4%	(0.13)	Base<10	0.0%	0.6%	(0.14)	Base<10	0.0%	0.4%	(0.21)	Yes	-
% SWBT Caused Missed Due Dates > 30 Days - 8.0 dB Loop No Field Work	63-02	L	-	-	KK	P	0.0%	0.0%	(0.04)	Yes	0.0%	0.0%	(0.03)	Base<10	0.0%	0.0%	(0.08)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - 5.0 dB Loop	63-03	L	-	-	KK	P	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - BRI Loop	63-04	L	-	-	KK	P	2.5%	0.5%	1.47	Yes	4.3%	3.4%	0.37	Yes	0.0%	8.3%	(1.89)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - ISDN BRI Port	63-05	L	-	-	KK	P	n/a	0.5%	n/a	-	n/a	3.4%	n/a	-	n/a	8.3%	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - DS1 Loop	63-06	L	-	-	KK	P	0.0%	0.0%	0.00	Yes	0.0%	n/a	n/a	-	0.0%	0.0%	0.00	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - DS1 Dedicated Transport	63-07	L	-	-	KK	P	n/a	0.0%	n/a	-	0.0%	n/a	n/a	-	0.0%	0.0%	0.00	Yes	-
% SWBT Caused Missed Due Dates > 30 Days - ISDN/PRI	63-08	L	-	-	KK	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - DSL	63-09	L	-	-	KK	P	2.8%	1.5%	0.88	Yes	0.0%	4.0%	(2.24)	Yes	1.3%	0.1%	3.63	No	HIT
% SWBT Caused Missed Due Dates > 30 Days - Analog Trunk Port	63-10	L	-	-	KK	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - Subtending DDC Trunks	63-11	L	-	-	KK	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - DS3 Dedicated Transport	63-12	L	-	-	KK	P	n/a	n/a	n/a	-	0.0%	n/a	n/a	-	0.0%	n/a	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - Dark Fiber	63-13	L	-	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - Analog Line Port	63-14	L	-	-	KK	P	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Yes	33.3%	0.0%	17.20	Base<10	HIT
Trouble Report Rate - 8.0 dB Loop with Test Access	65-01	H	H	H	KK	P	1.3%	2.0%	(2.00)	Yes	0.8%	1.8%	(2.77)	Yes	1.2%	1.9%	(1.69)	Yes	HIT
Trouble Report Rate - 5.0 dB Loop with Test Access	65-02	H	H	H	KK	P	1.8%	0.3%	8.38	No	0.5%	0.3%	1.55	Yes	1.0%	0.3%	3.83	No	**MISS**
Trouble Report Rate - BRI Loop with Test Access	65-03	H	H	H	KK	P	4.8%	3.0%	1.34	Yes	6.4%	2.7%	3.21	No	5.6%	2.7%	2.67	No	**MISS**
Trouble Report Rate - ISDN BRI Port	65-04	H	H	H	KK	P	n/a	3.0%	n/a	-	n/a	2.7%	n/a	-	n/a	2.7%	n/a	-	-
Trouble Report Rate - DS1 Loop with Test Access	65-05	H	H	H	KK	P	2.2%	7.3%	(1.99)	Yes	3.6%	2.4%	0.37	Yes	3.4%	2.5%	0.30	Yes	HIT
Trouble Report Rate - DS1 Dedicated Transport	65-06	H	H	H	KK	P	2.5%	7.3%	(1.22)	Yes	2.0%	2.4%	(0.15)	Yes	0.8%	2.5%	(0.84)	Yes	HIT
Trouble Report Rate - ISDN/PRI	65-07	H	H	H	KK	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
Trouble Report Rate - DSL	65-08	H	H	H	KK	P	1.7%	2.9%	(1.46)	Yes	2.0%	16.4%	(8.20)	Yes	3.1%	5.4%	(2.53)	Yes	HIT
Trouble Report Rate - Analog Trunk Port	65-09	H	H	H	KK	P	n/a	0.3%	n/a	-	n/a	0.3%	n/a	-	n/a	0.3%	n/a	-	-
Trouble Report Rate - Subtending DDC Trunks	65-10	H	H	H	KK	P	n/a	0.3%	n/a	-	n/a	0.3%	n/a	-	n/a	0.3%	n/a	-	-
Trouble Report Rate - DS3 Dedicated Transport	65-11	H	H	H	KK	P	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Yes	HIT
Trouble Report Rate - Dark Fiber	65-12	H	H	H	KK	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
Trouble Report Rate - Analog Line Port	65-13	H	H	H	KK	P	0.0%	0.3%	(0.37)	Yes	3.3%	0.3%	4.24	No	10.8%	0.3%	14.22	No	**MISS**
% Missed Repair Commitment - 8 dB Loop	66-01	H	H	H	KK	P	5.9%	6.7%	(0.14)	Yes	0.0%	5.4%	(0.76)	Yes	5.9%	7.5%	(0.26)	Yes	HIT
Mean Time to Restore - 8.0 dB Loop with Test Access-Dispatch	67-01	H	H	H	KK	P	13.8	17.9	(0.73)	Yes	2.0	17.4	(2.27)	Yes	3.6	18.5	(2.79)	Yes	HIT
Mean Time to Restore - 5.0 dB Loop with Test Access-Dispatch	67-02	H	H	H	KK	P	4.6	13.1	(2.45)	Yes	4.2	14.5	(1.51)	Base<10	2.4	9.5	(2.35)	Yes	HIT
Mean Time to Restore - BRI Loop with Test Access-Dispatch	67-03	H	H	H	KK	P	2.6	5.7	(1.20)	Base<10	1.8	6.4	(1.10)	Yes	1.3	4.9	(3.14)	Yes	HIT
Mean Time to Restore - ISDN BRI Port-Dispatch	67-04	H	H	H	KK	P	n/a	5.7	n/a	-	n/a	6.4	n/a	-	n/a	4.9	n/a	-	-
Mean Time to Restore - DS1 Loop with Test Access-Dispatch	67-05	H	H	H	KK	P	2.1	2.3	(0.09)	Yes	1.5	2.9	(1.35)	Yes	3.8	4.5	(0.70)	Yes	HIT
Mean Time to Restore - DS1 Dedicated Transport-Dispatch	67-06	H	H	H	KK	P	1.9	2.3	(0.18)	Base<10	2.4	2.9	(0.44)	Base<10	0.1	4.5	(3.11)	Base<10	-
Mean Time to Restore - ISDN/PRI -Dispatch	67-07	H	H	H	KK	P	n/a	4.8	n/a	-	n/a	4.9	n/a	-	n/a	2.0	n/a	-	-
Mean Time to Restore - DSL -Dispatch	67-08	H	H	H	KK	P	3.0	26.7	(0.75)	Base<10	2.0	25.6	(2.89)	Yes	18.8	33.3	(1.95)	Yes	HIT
Mean Time to Restore - Analog Trunk Port-Dispatch	67-09	H	H	H	KK	P	n/a	13.1	n/a	-	n/a	14.5	n/a	-	n/a	9.5	n/a	-	-
Mean Time to Restore - Subtending DDC Trunks-Dispatch	67-10	H	H	H	KK	P	n/a	13.1	n/a	-	n/a	14.5	n/a	-	n/a	9.5	n/a	-	-
Mean Time to Restore - DS3 Dedicated Transport-Dispatch	67-11	H	H	H	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Mean Time to Restore - Dark Fiber-Dispatch	67-12	H	H	H	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Mean Time to Restore - Analog Line Port-Dispatch	67-13	H	H	H	KK	P	n/a	13.1	n/a	-	3.5	14.5	(0.88)	Base<10	10.7	9.5	0.28	Base<10	-
Mean Time to Restore - 8.0 dB Loop with Test Access-No Dispatch	67-14	H	H	H	KK	P	n/a	6.1	n/a	-	n/a	5.8	n/a	-	0.3	5.6	(0.31)	Base<10	-
Mean Time to Restore - 5.0 dB Loop with Test Access-No Dispatch	67-15	H	H	H	KK	P	n/a	7.9	n/a	-	n/a	3.3	n/a	-	n/a	3.7	n/a	-	-
Mean Time to Restore - BRI Loop with Test Access-No Dispatch	67-16	H	H	H	KK	P	n/a	1.0	n/a	-	n/a	1.2	n/a	-	n/a	0.9	n/a	-	-
Mean Time to Restore - ISDN BRI Port-No Dispatch	67-17	H	H	H	KK	P	n/a	1.0	n/a	-	n/a	1.2	n/a	-	n/a	0.9	n/a	-	-

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Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Aug-00 CLEC	Aug-00 SWBT/ Benchmark	Aug-00 % Yes - Z-Value	Aug-00 87% Result	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 87% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 87% Result	Overall Result 90%
Mean Time to Restore - DS1 Loop with Test Access-No Dispatch	67-18	H	H	H	KK	P	0.3	0.6	(0.22)	Base<10	0.5	n/a	n/a	-	16.5	n/a	n/a	-	-
Mean Time to Restore - DS1 Dedicated Transport-No Dispatch	67-19	H	H	H	KK	P	n/a	0.6	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Mean Time to Restore - ISDN/PRI - No Dispatch	67-20	H	H	H	KK	P	n/a	4.7	n/a	-	n/a	0.6	n/a	-	n/a	0.2	n/a	-	-
Mean Time to Restore - DSL -No Dispatch	67-21	H	H	H	KK	P	n/a	6.9	n/a	-	n/a	8.1	n/a	-	n/a	41.6	n/a	-	-
Mean Time to Restore - Analog Trunk Port-No Dispatch	67-22	H	H	H	KK	P	n/a	7.9	n/a	-	n/a	3.3	n/a	-	n/a	3.7	n/a	-	-
Mean Time to Restore - Subtending DDC Trunks-No Dispatch	67-23	H	H	H	KK	P	n/a	7.9	n/a	-	n/a	3.3	n/a	-	n/a	3.7	n/a	-	-
Mean Time to Restore - DS3 Dedicated Transport-No Dispatch	67-24	H	H	H	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Mean Time to Restore - Dark Fiber-No Dispatch	67-25	H	H	H	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Mean Time to Restore - Analog Line Port-No Dispatch	67-26	H	H	H	KK	P	n/a	7.9	n/a	-	n/a	3.3	n/a	-	n/a	3.7	n/a	-	-
% Out of Service < 24 Hours - 8.0 dB Loop	68-01	M	-	-	KK	P	94.1%	85.5%	(1.01)	Yes	100.0%	88.5%	(1.14)	Yes	94.1%	84.8%	(1.07)	Yes	HIT
% Repeat Reports - 8.0 dB Loop with Test Access	69-01	H	H	H	KK	P	5.9%	12.5%	(0.82)	Yes	0.0%	11.8%	(1.16)	Yes	5.9%	12.8%	(0.86)	Yes	HIT
% Repeat Reports - 5.0 dB Loop with Test Access	69-02	H	H	H	KK	P	4.2%	5.7%	(0.32)	Yes	0.0%	6.9%	(0.72)	Base<10	0.0%	7.1%	(0.99)	Yes	HIT
% Repeat Reports - BRI Loop with Test Access	69-03	H	H	H	KK	P	50.0%	13.4%	2.87	Base<10	21.4%	13.2%	0.87	Yes	0.0%	13.5%	(1.47)	Yes	HIT
% Repeat Reports - ISDN BRI Port	69-04	H	H	H	KK	P	n/a	13.4%	n/a	-	n/a	13.2%	n/a	-	n/a	13.5%	n/a	-	-
% Repeat Reports - DS1 Loop with Test Access	69-05	H	H	H	KK	P	18.8%	66.7%	(1.73)	Yes	11.5%	0.0%	0.36	Yes	7.7%	0.0%	0.29	Yes	HIT
% Repeat Reports - DS1 Dedicated Transport	69-06	H	H	H	KK	P	0.0%	66.7%	(1.49)	Base<10	0.0%	0.0%	0.00	Base<10	0.0%	0.0%	0.00	Base<10	-
% Repeat Reports - ISDN/PRI	69-07	H	H	H	KK	P	n/a	14.3%	n/a	-	n/a	0.0%	n/a	-	n/a	5.0%	n/a	-	-
% Repeat Reports - DSL	69-08	H	H	H	KK	P	0.0%	8.7%	(0.87)	Base<10	0.0%	13.6%	(1.31)	Yes	0.0%	33.3%	(3.32)	Yes	HIT
% Repeat Reports - Analog Trunk Port	69-09	H	H	H	KK	P	n/a	5.7%	n/a	-	n/a	6.9%	n/a	-	n/a	7.1%	n/a	-	-
% Repeat Reports - Subtending DDC Trunks	69-10	H	H	H	KK	P	n/a	5.7%	n/a	-	n/a	6.9%	n/a	-	n/a	7.1%	n/a	-	-
% Repeat Reports - DS3 Dedicated Transport	69-11	H	H	H	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Repeat Reports - Dark Fiber	69-12	H	H	H	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Repeat Reports - Analog Line Port	69-13	H	H	H	KK	P	n/a	5.7%	n/a	-	0.0%	6.9%	(0.38)	Base<10	0.0%	7.1%	(0.73)	Base<10	-
% Trunk Blockage - SWBT End Office to CLEC	70-01	H	H	M	KK	B	0.0%	1.0%	(1.00)	Yes	0.0%	1.0%	(1.00)	Yes	0.0%	1.0%	(1.00)	Yes	HIT
% Trunk Blockage - SWBT Tandem to CLEC	70-02	H	H	M	KK	B	0.0%	1.0%	(1.00)	Yes	0.0%	1.0%	(1.00)	Yes	0.0%	1.0%	(1.00)	Yes	HIT
Common Transport Block > 2%	71-01	-	H	M	KK	B	0.8%	3.0%	(2.16)	Yes	0.0%	3.0%	(3.00)	Yes	0.8%	3.0%	(2.16)	Yes	HIT
% Missed Due Dates - Interconnection Trunks	73-01	M	-	-	KK	P	0.0%	18.5%	(5.90)	Yes	0.0%	10.5%	(10.63)	Yes	11.3%	99.6%	(31.27)	Yes	HIT
% Held Interconnection Trunks > 30 Days due to Lack of Facilities	73.1-01	H	-	-	KK	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	44.0%	n/a	n/a	-	-
% Held Interconnection Trunks > 60 Days due to Lack of Facilities	73.1-02	H	-	-	KK	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	0.0%	n/a	n/a	-	-
% Held Interconnection Trunks > 90 Days due to Lack of Facilities	73.1-03	H	-	-	KK	B	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	0.0%	0.0%	0.00	Yes	-
Avg. Delay Days for Missed Due Dates	74-01	L	-	-	KK	P	n/a	20.0	n/a	-	n/a	28.3	n/a	-	39.0	24.1	4.85	No	-
% SWBT Missed Due Dates > 30 Days	75-01	L	-	-	KK	B	0.0%	2.0%	(2.00)	Yes	0.0%	2.0%	(2.00)	Yes	11.3%	2.0%	9.29	No	HIT
Avg. Trunk Restoral Interval	76-01	L	-	-	KK	P	1.2	20.0	(0.78)	Base<10	n/a	10.2	n/a	-	0.2	16.5	(1.12)	Base<10	-
Avg. Restoration Interval - Tandem Trunk Groups	77-01	H	H	M	KK	B	n/a	1.0	n/a	-	n/a	1.0	n/a	-	n/a	1.0	n/a	-	-
Avg. Restoration Interval - Non-Tandem Trunk Groups	77-02	H	H	M	KK	B	n/a	2.0	n/a	-	n/a	2.0	n/a	-	n/a	2.0	n/a	-	-
Avg. Interconnection Trunk Install. Interval - Interconnection Trunks	78-01	H	H	-	KK	B	n/a	20.0	n/a	-	18.5	20.0	(1.50)	Base<10	78.9	20.0	58.93	No	-
Avg. Interconnection Trunk Install. Interval - SS7	78-02	H	H	-	KK	B	n/a	20.0	n/a	-	n/a	20.0	n/a	-	n/a	20.0	n/a	-	-
Avg. Interconnection Trunk Install. Interval - OS/DA	78-03	H	H	-	KK	B	n/a	20.0	n/a	-	n/a	20.0	n/a	-	n/a	20.0	n/a	-	-
Avg. Interconnection Trunk Install. Interval - E-911	78-04	H	H	-	KK	B	n/a	20.0	n/a	-	n/a	20.0	n/a	-	20.0	20.0	0.00	Base<10	-
DA Avg. Speed of Answer	80-01	-	L	-	KS	B	5.7	n/a	n/a	-	4.6	n/a	n/a	-	6.5	n/a	n/a	-	-
OS Avg. Speed of Answer	82-01	-	L	-	KS	B	7.2	n/a	n/a	-	5.3	n/a	n/a	-	4.7	n/a	n/a	-	-
% Install. Completed - < 10 Numbers per Order, Within 3 Bus. Days	87-01.1	-	-	-	KK	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	-
% Install. Completed - 11-20 Numbers per Order, Within 7 Bus. Days	87-01.2	-	-	-	KK	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Install. Completed - > 20 Numbers per Order, Within 10 Bus. Days	87-01.3	-	-	-	KK	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. INP Install. Interval < 10 Numbers per Order	88-01.1	L	-	-	KK	B	n/a	3.0	n/a	-	n/a	3.0	n/a	-	n/a	3.0	n/a	-	-
Avg. INP Install. Interval - 11-20 Numbers per Order	88-01.2	L	-	-	KK	B	n/a	7.0	n/a	-	n/a	7.0	n/a	-	n/a	7.0	n/a	-	-
Avg. INP Install. Interval > 20 numbers per Order	88-01.3	L	-	-	KK	B	n/a	10.0	n/a	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	-
% Trouble Reports Received Within 30 Days of Install.	89-01	M	-	-	KK	P	n/a	3.0%	n/a	-	n/a	3.1%	n/a	-	n/a	2.9%	n/a	-	-
% SWBT Caused Missed Due Dates	90-01	M	-	-	KK	P	n/a	0.7%	n/a	-	n/a	0.4%	n/a	-	n/a	0.3%	n/a	-	-
% of LNP Only Due Dates within Industry Guidelines	91-01	-	-	-	KS	B	100.0%	96.5%	(3.50)	Yes	61.4%	96.5%	35.05	No	100.0%	96.5%	(3.50)	Yes	HIT
% of Time the OSP Releases Prior to the Exp.of the T2 Timer	92-01	-	-	-	KS	B	99.2%	96.5%	(2.73)	Yes	98.6%	96.5%	(2.12)	Yes	99.2%	96.5%	(2.67)	Yes	HIT
% of Customer Accounts Restructured Prior to LNP Due Date	93-01	L	-	-	KS	B	62.5%	96.5%	34.00	Base<10	100.0%	96.5%	(3.50)	Base<10	100.0%	96.5%	(3.50)	Yes	-
LNP % FOCs Rec. Within 5 Hours - Res/Bus LNP Only (1-19) - LEX	94-01	L	M	M	KS	B	97.2%	95.0%	(2.22)	Yes	95.9%	95.0%	(0.95)	Yes	99.1%	95.0%	(4.12)	Yes	HIT
LNP % FOCs Rec. Within 5 Hours - Res/Bus Loop (1-19) - LEX	94-02	L	M	M	KS	B	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Yes	97.2%	95.0%	(2.25)	Yes	HIT
LNP % FOCs Rec. Within 48 Hours - LNP Only (20+) - LEX	94-03	L	M	M	KS	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
LNP % FOCs Rec. Within 48 Hours - LNP with Loop (20+) - LEX	94-04	L	M	M	KS	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
LNP % FOCs Rec. Within 24 Hours - LNP Comp Bus (1-19) - LEX	94-05	L	M	M	KS	B	90.0%	95.0%	5.00	No	91.7%	95.0%	3.33	No	100.0%	95.0%	(5.00)	Yes	MISS
LNP % FOCs Rec. Within 48 Hours - LNP Comp Bus (20-50) - LEX	94-06	L	M	M	KS	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
LNP % FOCs Rec. On Time - LNP Comp Bus (51+) - LEX	94-07	L	M	M	KS	B	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	-
LNP % FOCs Rec. Within 5 Hours - Res/Bus LNP Only (1-19) - EDI	94-08	L	M	M	KS	B	100.0%	95.0%	(5.00)	Base<10	91.5%	95.0%	3.51	No	98.8%	95.0%	(3.82)	Yes	-
LNP % FOCs Rec. Within 5 Hours - Res/Bus Loop (1-19) - EDI	94-09	L	M	M	KS	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
LNP % FOCs Rec. Within 48 Hours - LNP Only (20+) - EDI	94-10	L	M	M	KS	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
LNP % FOCs Rec. Within 48 Hours - LNP with Loop (20+) - EDI	94-11	L	M	M	KS	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
LNP % FOCs Rec. Within 24 Hours - LNP Comp Bus (1-19) - EDI	94-12	L	M	M	KS	B	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	-
LNP % FOCs Rec. Within 48 Hours - LNP Comp Bus (20-50) - EDI	94-13	L	M	M	KS	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
LNP % FOCs Rec. On Time - LNP Comp Bus (51+) - EDI	94-14	L	M	M	KS	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-

Kansas Performance Measures

Version 1.6

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Aug-00 CLEC	Aug-00 SWBT/ Benchmark	Aug-00 % Yes - Z-Value	Aug-00 87% Result	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 87% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 87% Result	Overall Result 90%
LNP % FOCs Rec. Within 24 Hours - Res/Bus LNP Only (1-19) - Manual	94-15	L	M	M	KS	B	68.3%	95.0%	26.75	No	94.1%	95.0%	0.93	Yes	94.3%	95.0%	0.69	Yes	HIT
LNP % FOCs Rec. Within 24 Hours - Res/Bus Loop (1-19) - Manual	94-16	L	M	M	KS	B	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	-
LNP % FOCs Rec. Within 48 Hours - LNP Only (20+) - Manual	94-17	L	M	M	KS	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
LNP % FOCs Rec. Within 48 Hours - LNP with Loop (20+) - Manual	94-18	L	M	M	KS	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
LNP % FOCs Rec. Within 24 Hours - LNP Comp Bus (1-19) - Manual	94-19	L	M	M	KS	B	0.0%	95.0%	95.00	Base<10	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	-
LNP % FOCs Rec. Within 48 Hours - LNP Comp Bus (20-50) - Manual	94-20	L	M	M	KS	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
LNP % FOCs Rec. On Time - LNP Comp Bus (51+) - Manual	94-21	L	M	M	KS	B	0.0%	95.0%	95.00	Base<10	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
Avg. Response Time for Non-Mech Rejects Returned - LNP Only	95-01	L	-	-	KS	B	4.0	5.0	(1.00)	Base<10	2.6	5.0	(2.40)	Base<10	4.5	5.0	(0.45)	Base<10	-
Avg. Response Time for Non-Mech Rejects Returned - LNP With Loop	95-02	L	-	-	KS	B	2.0	5.0	(2.99)	Base<10	4.5	5.0	(0.50)	Base<10	n/a	5.0	n/a	-	-
% Premature Disconnects for LNP Orders - LNP Only	96-01	L	-	-	KS	B	13.1%	2.0%	11.13	No	0.0%	2.0%	(2.00)	Yes	12.6%	2.0%	10.64	No	MISS
% Premature Disconnects for LNP Orders - LNP with Loop	96-02	L	-	-	KS	B	n/a	2.0%	n/a	-	0.0%	2.0%	(2.00)	Yes	0.0%	2.0%	(2.00)	Yes	HIT
% of Time SWBT applies 10 digit trigger prior to Due Date - LNP Only	97-01	H	H	-	KS	B	94.9%	96.5%	1.65	Yes	100.0%	96.5%	(3.50)	Yes	99.8%	96.5%	(3.34)	Yes	HIT
% of Time SWBT applies 10 digit trigger prior to Due Date - LNP with Loop	97-02	H	H	-	KS	B	96.7%	96.5%	(0.17)	Yes	100.0%	96.5%	(3.50)	Yes	100.0%	96.5%	(3.50)	Yes	HIT
Percent LNP I-Reports in 10 Days	98-01	H	H	-	KS	P	0.0%	2.0%	(2.49)	Yes	0.0%	1.9%	(2.76)	Yes	0.0%	1.8%	(2.89)	Yes	HIT
Avg. Delay Days for SWBT Missed Due Dates - LNP	99-01	M	M	-	KS	P	2.6	4.6	(0.92)	Yes	2.8	6.0	(1.98)	Yes	3.8	8.0	(1.36)	Yes	HIT
Avg. Time of Out of Service for LNP Conversions	100-01	H	H	-	KS	B	8.2	60.0	(51.78)	Yes	5.0	60.0	(55.04)	Yes	20.5	60.0	(39.54)	Yes	HIT
% Out of Service less than 60 Minutes	101-01	M	M	-	KS	B	97.6%	96.5%	(1.13)	Yes	100.0%	96.5%	(3.47)	Yes	100.0%	96.5%	(3.50)	Yes	HIT
% Errors for E-911 Database Updates	103-01	L	-	-	KS	P	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Yes	HIT
Avg. Time Req. to Update 911 Database	104-01	L	-	-	KS	P	0.0	1.4	(4.95)	Yes	0.1	1.1	(4.69)	Yes	0.0	1.7	(6.41)	Yes	HIT
% of Request Processed within 35 Days	105-01	L	-	-	KK	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	100.0%	90.0%	(10.00)	Yes	-
Average Days Required to Process a Request	106-01	-	-	-	KK	B	n/a		n/a	-	n/a		n/a	-	24.3		n/a	-	-
% Missed Collocation Due Dates - Caged - Initial	107-01	H	H	M	KK	B	0.0%	5.0%	(5.00)	Base<10	12.5%	5.0%	7.50	Base<10	0.0%	5.0%	(5.00)	Base<10	-
% Missed Collocation Due Dates - Caged - Augments	107-02	H	H	M	KK	B	0.0%	5.0%	(5.00)	Base<10	0.0%	5.0%	(5.00)	Base<10	0.0%	5.0%	(5.00)	Base<10	-
% Missed Collocation Due Dates - Cageless - Initial	107-03	H	H	M	KK	B	0.0%	5.0%	(5.00)	Yes	0.0%	5.0%	(5.00)	Yes	0.0%	5.0%	(5.00)	Base<10	HIT
% Missed Collocation Due Dates - Cageless - Augments	107-04	H	H	M	KK	B	0.0%	5.0%	(5.00)	Base<10	0.0%	5.0%	(5.00)	Yes	n/a	5.0%	n/a	-	-
% Missed Collocation Due Dates - Shared Caged - Initial	107-05	H	H	M	KK	B	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	-
% Missed Collocation Due Dates - Shared Caged - Augments	107-06	H	H	M	KK	B	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	-
% Missed Collocation Due Dates - Virtual - Initial	107-07	H	H	M	KK	B	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	-
% Missed Collocation Due Dates - Virtual - Augments	107-08	H	H	M	KK	B	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	-
Avg. Delay Days - Caged - Initial	108-01	L	-	-	KK	B	n/a	n/a	n/a	-	26.0	9.0	17.00	Base<10	n/a	n/a	n/a	-	-
Avg. Delay Days - Caged - Augments	108-02	L	-	-	KK	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days - Cageless - Initial	108-03	L	-	-	KK	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days - Cageless - Augments	108-04	L	-	-	KK	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days - Shared Caged - Initial	108-05	L	-	-	KK	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days - Shared Caged - Augments	108-06	L	-	-	KK	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days - Virtual - Initial	108-07	L	-	-	KK	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days - Virtual - Augments	108-08	L	-	-	KK	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% of Collocation Requests within Guidelines - Caged - Initial	109-01	L	-	-	KK	B	100.0%	90.0%	(10.00)	Base<10	100.0%	90.0%	(10.00)	Base<10	100.0%	90.0%	(10.00)	Base<10	-
% of Collocation Requests within Guidelines - Caged - Augments	109-02	L	-	-	KK	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	100.0%	90.0%	(10.00)	Base<10	-
% of Collocation Requests within Guidelines - Cageless - Initial	109-03	L	-	-	KK	B	100.0%	90.0%	(10.00)	Base<10	0.0%	90.0%	90.00	Base<10	100.0%	90.0%	(10.00)	Base<10	-
% of Collocation Requests within Guidelines - Cageless - Augments	109-04	L	-	-	KK	B	0.0%	90.0%	90.00	Base<10	100.0%	90.0%	(10.00)	Base<10	n/a	90.0%	n/a	-	-
% of Collocation Requests within Guidelines - Shared Caged - Initial	109-05	L	-	-	KK	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	-
% of Collocation Requests within Guidelines - Shared Caged - Augments	109-06	L	-	-	KK	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	-
% of Collocation Requests within Guidelines - Virtual - Initial	109-07	L	-	-	KK	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	-
% of Collocation Requests within Guidelines - Virtual - Augments	109-08	L	-	-	KK	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	-
Percent of Updates into DA Database within 72 Hours	110-01	L	-	-	KS	B	100.00%	95.0%	(5.00)	Yes	100.00%	95.0%	(5.00)	Yes	100.00%	95.0%	(5.00)	Yes	HIT
Average Update Interval for DA Database	111-01	L	-	-	KS	B	41.4	48.0	(6.63)	Yes	54.5	48.0	6.55	No	38.9	48.0	(9.05)	Yes	HIT
% of Database Accuracy for Manual Updates	112-01	L	-	-	KS	B	100.0%	97.0%	(3.00)	Yes	100.0%	97.0%	(3.00)	Yes	100.0%	97.0%	(3.00)	Yes	HIT
% of Premature Disconnects - Coordinated Hot Cuts - LNP	114-01	H	H	-	KK	B	0.0%	2.0%	(2.00)	Yes	0.0%	2.0%	(2.00)	Yes	0.0%	2.0%	(2.00)	Yes	HIT
% of Premature Disconnects - Coordinated Hot Cuts - LNP with Loop	114-02	H	H	-	KK	B	0.0%	2.0%	(2.00)	Yes	0.0%	2.0%	(2.00)	Yes	8.1%	2.0%	6.05	No	HIT
% of Premature Disconnects - Frame Due Time - LNP	114-03	H	H	-	KK	B	0.0%	2.0%	(2.00)	Yes	0.0%	2.0%	(2.00)	Yes	n/a	2.0%	n/a	-	HIT
% of Premature Disconnects - Frame Due Time - LNP with Loop	114-04	H	H	-	KK	B	n/a	2.0%	n/a	-	n/a	2.0%	n/a	-	0.0%	2.0%	(2.00)	Yes	-
Loop Disconnect/Cross Connect Interval - Coor. Hot Cuts - LNP	114.1-01	H	-	-	KK	B	100.0%	100.0%	0.00	Yes	100.0%	100.0%	0.00	Yes	100.0%	100.0%	0.00	Yes	HIT
Loop Disconnect/Cross Connect Interval - Coor. Hot Cuts - LNP with Loop	114.1-02	H	-	-	KK	B	100.0%	100.0%	0.00	Yes	100.0%	100.0%	0.00	Yes	100.0%	100.0%	0.00	Yes	HIT
Loop Disconnect/Cross Connect Interval - Frame Due Time - LNP	114.1-03	H	-	-	KK	B	100.0%	100.0%	0.00	Yes	100.0%	100.0%	0.00	Yes	n/a	100.0%	n/a	-	HIT
Loop Disconnect/Cross Connect Interval - Frame Due Time - LNP with Loop	114.1-04	H	-	-	KK	B	n/a	100.0%	n/a	-	n/a	100.0%	n/a	-	100.0%	100.0%	0.00	Yes	
% SWBT Caused Delayed Coor. Cutovers - Coor. Hot Cuts - LNP	115-01	L	-	-	KK	B	0.0%	1.0%	(1.00)	Yes	0.0%	1.0%	(1.00)	Yes	0.0%	1.0%	(1.00)	Yes	HIT
% SWBT Caused Delayed Coor. Cutovers - Coor. Hot Cuts - LNP with Loop	115-02	L	-	-	KK	B	0.0%	1.0%	(1.00)	Yes	0.0%	1.0%	(1.00)	Yes	0.0%	1.0%	(1.00)	Yes	HIT
% SWBT Caused Delayed Coor. Cutovers - Frame Due Time - LNP	115-03	L	-	-	KK	B	0.0%	1.0%	(1.00)	Yes	0.0%	1.0%	(1.00)	Yes	n/a	1.0%	n/a	-	HIT
% SWBT Caused Delayed Coor. Cutovers - Frame Due Time - LNP with Loop	115-04	L	-	-	KK	B	n/a	1.0%	n/a	-	n/a	1.0%	n/a	-	0.0%	1.0%	(1.00)	Yes	-
% Missed Mech. INP Conversions	116-01	M	-	-	KK	B	n/a	1.0%	n/a	-	n/a	1.0%	n/a	-	n/a	1.0%	n/a	-	
% NXXs Loaded/Tested Prior to LERG	117-01	H	H	-	KK	P	n/a	n/a	n/a	-	95.2%	50.0%	(2.17)	Yes	n/a	n/a	n/a	-	
Avg. Delay Days for NXX Loading and Testing	118-01	L	-	-	KK	P	n/a	n/a	n/a	-	3.0	1.0	1.41	Base<10	n/a	n/a	n/a	-	
Mean Time to Restore (Hours)	119-01	H	H	-	KK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	6.2	n/a	-	
% of Requests Processed within 30 Business Days	120-01	-	-	-	KS	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	
% of Quotes Provided for Authorized BFRs Within 1.0 Business Days	121-01	H	H	-	KS	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	

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Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Aug-00 CLEC	Aug-00 SWBT/ Benchmark	Aug-00 % Yes - Z-Value	Aug-00 87% Result	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 87% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 87% Result	Overall Result
																			90%
% of Quotes Provided for Authorized BFRs Within 30 Business Days	121-02	H	H	-	KS	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	-
% of Quotes Provided for Authorized BFRs Within 90 Business Days	121-03	H	H	-	KS	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	-

Version 1.6

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Aug-00 CLEC	Aug-00 SWBT/ Benchmark	Aug-00 % Yes - Z-Value	Aug-00 87% Result	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 87% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 87% Result	Overall Result 90%
Total # Submeasures									663				663				663		
# Counted (with z-score and sample size of 10 or more)									253				249				267		
# Not Counted (Base < 10 or n/a)									410				414				396		
Critical Z Value									1.68				1.68				1.68		
Number of Submeasures Met									220				217				233		229
Number of Submeasures Missed									33				32				34		26
Success Ratio - All Measures									**87.0%**				**87.1%**				**87.3%**		**89.8%**
Total # Tier 2 Submeasures									346				346				346		
# Counted (with z-score and sample size of 10 or more)									156				160				165		
# Not Counted (Base < 10 or n/a)									190				186				181		
Number of Submeasures Met									137				138				142		143
Number of Submeasures Missed									19				22				23		17
Success Ratio - Tier 2 Measures Only									**87.8%**				**86.3%**				**86.1%**		**89.4%**
Total # Tier 1 and/or Tier 2 Submeasures									543				543				543		
# Counted (with z-score and sample size of 10 or more)									222				220				237		
# Not Counted (Base < 10 or n/a)									321				323				306		
Number of Submeasures Met									194				192				205		203
Number of Submeasures Missed									28				28				32		23
Success Ratio - Tier 1 and/or Tier 2 Measures									**87.4%**				**87.3%**				**86.5%**		**89.8%**
Total # Tier 3 Submeasures (FCC 20)									323				323				323		
# Counted (with z-score and sample size of 10 or more)									135				136				142		
# Not Counted (Base < 10 or n/a)									188				187				181		
Number of Submeasures Met									118				117				121		123
Number of Submeasures Missed									17				19				21		15
Success Ratio - Tier 3 Measures (FCC 20)									**87.4%**				**86.0%**				**85.2%**		**89.1%**

Notes:

(1) Overall HIT or MISS is determined by the Yes or No results for two out of the last three months. Two or more results of Yes = HIT; two or more results of No = MISS. A dash means the result is neither a hit nor a miss and is not counted.

(2) A Critical Z Value of 1.68 is now being used for counting hits and misses on all HOMR reports, regardless of the number of measures reported. This is the lowest possible critical Z value on the table. Remedy payment calculations may use a slightly higher critical Z.