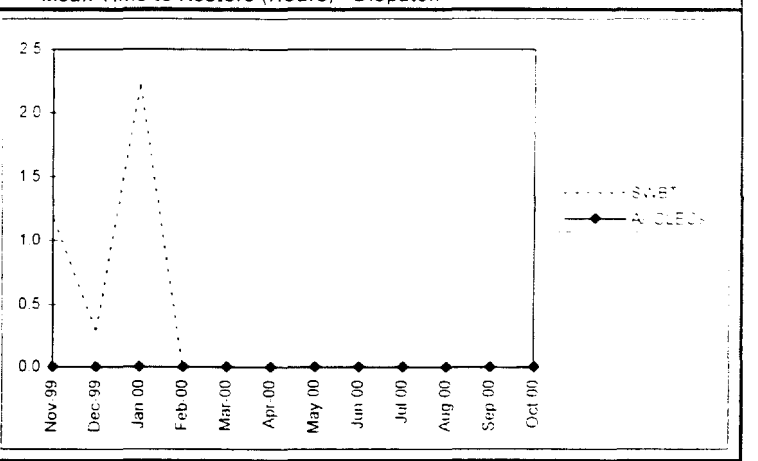
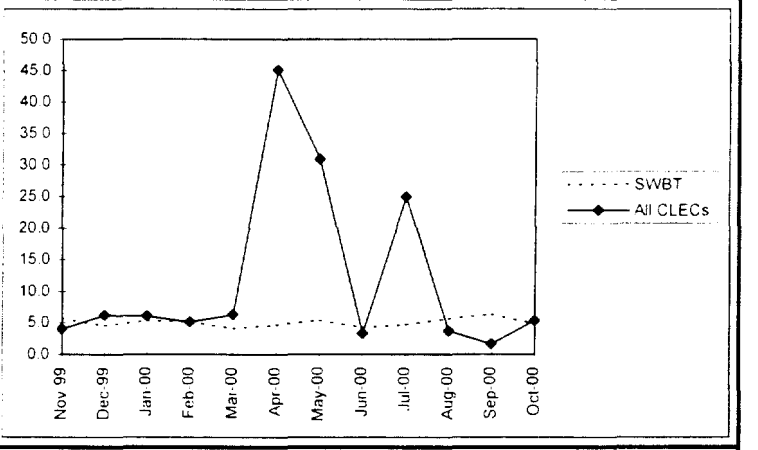
Maintenance - Specials (Resale)

Mean Time to Restore (Hours) - Dispatch

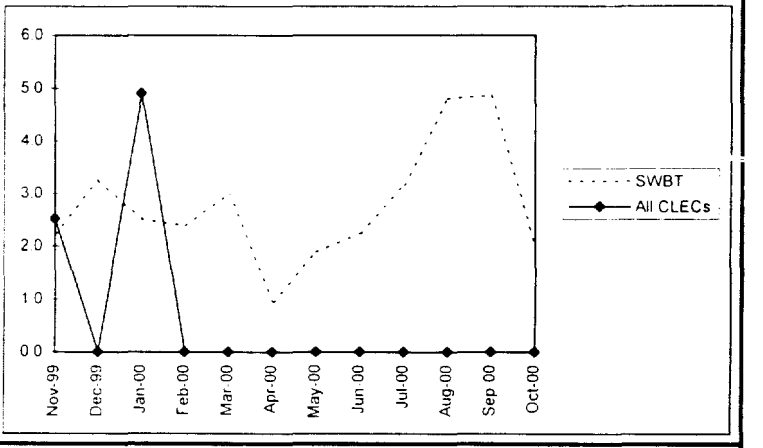
Measurement 52 - 05	DS3			
	All CLECs		SWBT	
	# Trouble Reports	Mean Time to Restore	Mean Time to Restore	Z-Value
Nov-99	0	n/a	1.17	n/a
Dec-99	0	n/a	0.30	n/a
Jan-00	0	n/a	2.22	n/a
Feb-00	0	n/a	n/a	n/a
Mar-00	0	n/a	n/a	n/a
Apr-00	0	n/a	n/a	n/a
May-00	0	n/a	n/a	n/a
Jun-00	0	n/a	n/a	n/a
Jul-00	0	n/a	n/a	n/a
Aug-00	0	n/a	n/a	n/a
Sep-00	0	n/a	n/a	n/a
Oct-00	0	n/a	n/a	n/a
12 Mo. Total	0	n/a	1.21	



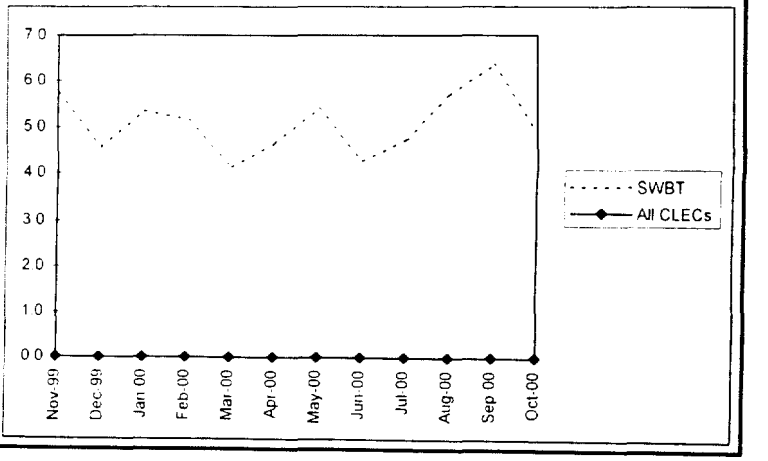
Measurement 52 - 06	ISDN - BRI			
	All CLECs		SWBT	
	# Trouble Reports	Mean Time to Restore	Mean Time to Restore	Z-Value
Nov-99	1	4.02	5.74	-0.18
Dec-99	3	6.18	4.57	0.57
Jan-00	4	6.08	5.35	0.19
Feb-00	4	5.14	5.16	0.00
Mar-00	4	6.30	4.12	1.27
Apr-00	4	45.08	4.65	12.31
May-00	2	30.89	5.40	6.67
Jun-00	3	3.28	4.25	-0.52
Jul-00	2	24.90	4.73	8.70
Aug-00	10	3.71	5.70	-0.86
Sep-00	6	1.61	6.36	-0.78
Oct-00	8	5.30	4.88	0.29
12 Mo. Total	51	9.48	5.24	



Measurement 52 - 07	ISDN - PRI			
	All CLECs		SWBT	
	# Trouble Reports	Mean Time to Restore	Mean Time to Restore	Z-Value
Nov-99	1	2.52	2.23	0.26
Dec-99	0	n/a	3.26	n/a
Jan-00	1	4.90	2.52	1.21
Feb-00	0	n/a	2.38	n/a
Mar-00	0	n/a	3.01	n/a
Apr-00	0	n/a	0.95	n/a
May-00	0	n/a	1.89	n/a
Jun-00	0	n/a	2.24	n/a
Jul-00	0	n/a	3.16	n/a
Aug-00	0	n/a	4.80	n/a
Sep-00	0	n/a	4.87	n/a
Oct-00	0	n/a	2.00	n/a
12 Mo. Total	2	3.71	2.94	



Measurement 52 - 08	UNE Loop and Port Combination - ISDN			
	All CLECs		SWBT	
	# Trouble Reports	Mean Time to Restore	Mean Time to Restore	Z-Value
Nov-99	0	n/a	5.74	n/a
Dec-99	0	n/a	4.57	n/a
Jan-00	0	n/a	5.35	n/a
Feb-00	0	n/a	5.16	n/a
Mar-00	0	n/a	4.12	n/a
Apr-00	0	n/a	4.65	n/a
May-00	0	n/a	5.40	n/a
Jun-00	0	n/a	4.25	n/a
Jul-00	0	n/a	4.73	n/a
Aug-00	0	n/a	5.70	n/a
Sep-00	0	n/a	6.36	n/a
Oct-00	0	n/a	4.88	n/a
12 Mo. Total	0	n/a	5.24	

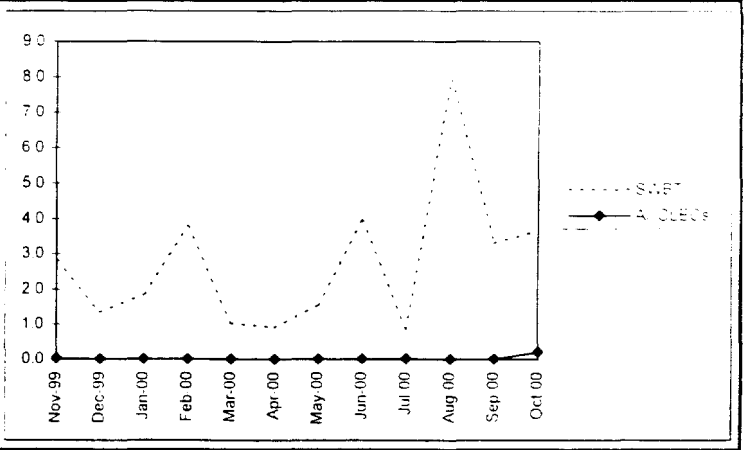


Maintenance - Specials (Resale)

Mean Time to Restore (Hours) - No Dispatch

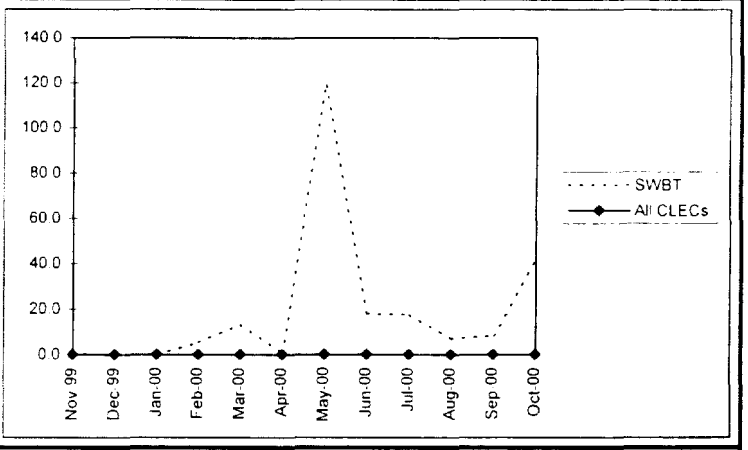
VGPL

Measurement 52 - 09	All CLECs # Trouble Reports	All CLECs Mean Time to Restore	SWBT Mean Time to Restore	Z-Value
Nov-99	1	0.02	2.82	-0.77
Dec-99	0	n/a	1.34	n/a
Jan-00	0	n/a	1.85	n/a
Feb-00	0	n/a	3.79	n/a
Mar-00	0	n/a	1.04	n/a
Apr-00	0	n/a	0.91	n/a
May-00	0	n/a	1.56	n/a
Jun-00	0	n/a	3.98	n/a
Jul-00	1	0.02	0.87	-1.84
Aug-00	0	n/a	7.94	n/a
Sep-00	0	n/a	3.31	n/a
Oct-00	1	0.20	3.67	-0.51
12 Mo. Total	3	0.08	3.41	



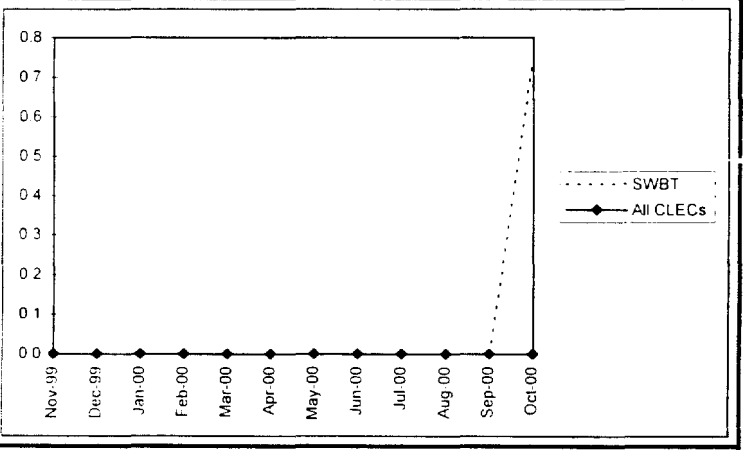
DSL (Digital Subscriber Line)

Measurement 52 - 10	All CLECs # Trouble Reports	All CLECs Mean Time to Restore	SWBT/ASI Mean Time to Restore	Z-Value
Nov-99	0	n/a	0.53	n/a
Dec-99	0	n/a	0.03	n/a
Jan-00	0	n/a	0.02	n/a
Feb-00	0	n/a	5.25	n/a
Mar-00	0	n/a	13.47	n/a
Apr-00	0	n/a	0.42	n/a
May-00	0	n/a	118.88	n/a
Jun-00	0	n/a	18.06	n/a
Jul-00	0	n/a	17.80	n/a
Aug-00	0	n/a	6.89	n/a
Sep-00	0	n/a	8.13	n/a
Oct-00	0	n/a	41.56	n/a
12 Mo. Total	0	n/a	36.78	



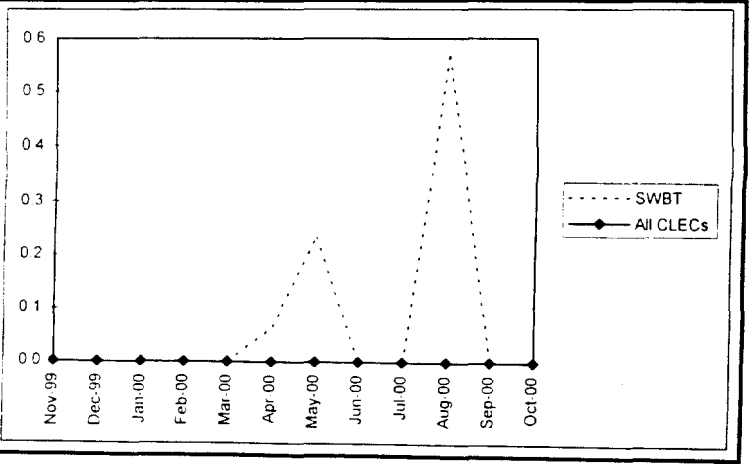
DDS

Measurement 52 - 11	All CLECs # Trouble Reports	All CLECs Mean Time to Restore	SWBT Mean Time to Restore	Z-Value
Nov-99	0	n/a	n/a	n/a
Dec-99	0	n/a	n/a	n/a
Jan-00	0	n/a	n/a	n/a
Feb-00	0	n/a	n/a	n/a
Mar-00	0	n/a	n/a	n/a
Apr-00	0	n/a	n/a	n/a
May-00	0	n/a	n/a	n/a
Jun-00	0	n/a	n/a	n/a
Jul-00	0	n/a	n/a	n/a
Aug-00	0	n/a	n/a	n/a
Sep-00	0	n/a	n/a	n/a
Oct-00	0	n/a	0.75	n/a
12 Mo. Total	0	n/a	0.75	



DS1

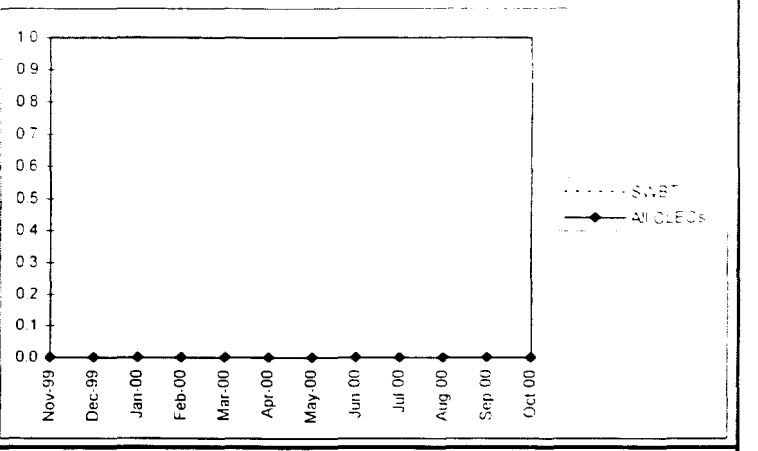
Measurement 52 - 12	All CLECs # Trouble Reports	All CLECs Mean Time to Restore	SWBT Mean Time to Restore	Z-Value
Nov-99	0	n/a	n/a	n/a
Dec-99	0	n/a	n/a	n/a
Jan-00	0	n/a	n/a	n/a
Feb-00	0	n/a	n/a	n/a
Mar-00	0	n/a	n/a	n/a
Apr-00	0	n/a	0.07	n/a
May-00	0	n/a	0.23	n/a
Jun-00	0	n/a	n/a	n/a
Jul-00	0	n/a	n/a	n/a
Aug-00	0	n/a	0.57	n/a
Sep-00	0	n/a	n/a	n/a
Oct-00	0	n/a	n/a	n/a
12 Mo. Total	0	n/a	0.29	



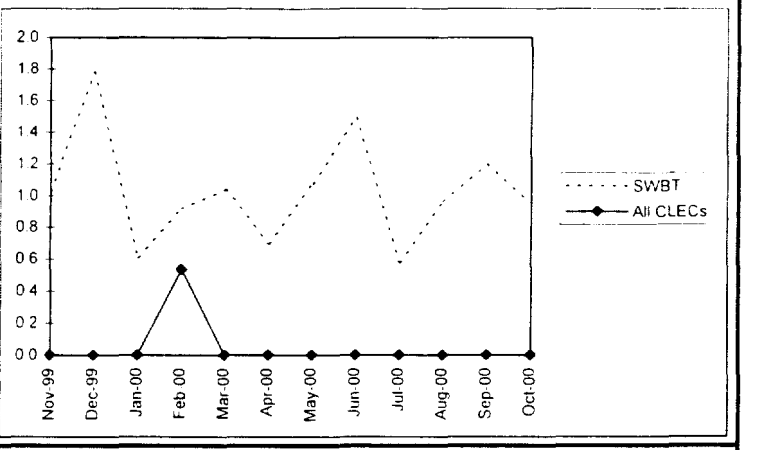
Maintenance - Specials (Resale)

Mean Time to Restore (Hours) - No Dispatch

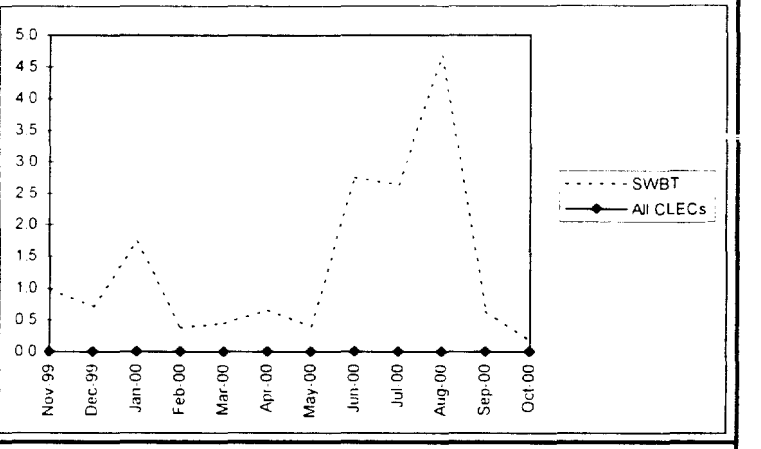
Measurement 52 - 13	DS3			
	All CLECs		SWBT	
	# Trouble Reports	Mean Time to Restore	Mean Time to Restore	Z-Value
Nov-99	0	n/a	n/a	n/a
Dec-99	0	n/a	n/a	n/a
Jan-00	0	n/a	n/a	n/a
Feb-00	0	n/a	n/a	n/a
Mar-00	0	n/a	n/a	n/a
Apr-00	0	n/a	n/a	n/a
May-00	0	n/a	n/a	n/a
Jun-00	0	n/a	n/a	n/a
Jul-00	0	n/a	n/a	n/a
Aug-00	0	n/a	n/a	n/a
Sep-00	0	n/a	n/a	n/a
Oct-00	0	n/a	n/a	n/a
12 Mo. Total	0	n/a	n/a	



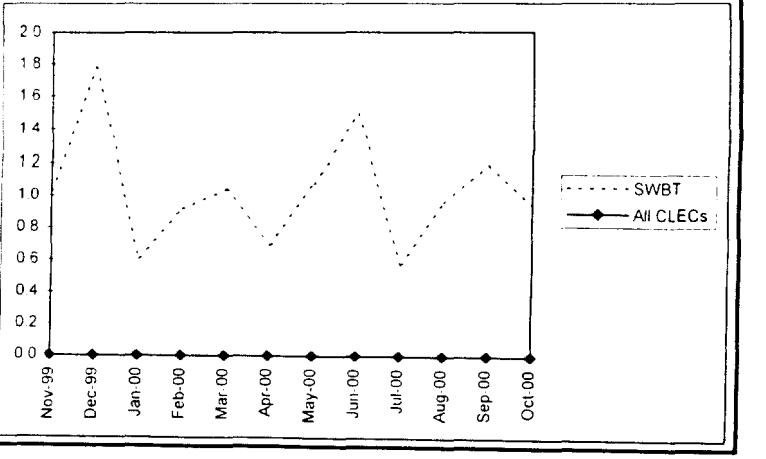
Measurement 52 - 14	ISDN - BRI			
	All CLECs		SWBT	
	# Trouble Reports	Mean Time to Restore	Mean Time to Restore	Z-Value
Nov-99	0	n/a	1.02	n/a
Dec-99	0	n/a	1.78	n/a
Jan-00	0	n/a	0.61	n/a
Feb-00	1	0.53	0.92	-0.20
Mar-00	0	n/a	1.04	n/a
Apr-00	0	n/a	0.70	n/a
May-00	0	n/a	1.08	n/a
Jun-00	0	n/a	1.49	n/a
Jul-00	0	n/a	0.58	n/a
Aug-00	0	n/a	0.96	n/a
Sep-00	0	n/a	1.20	n/a
Oct-00	0	n/a	0.95	n/a
12 Mo. Total	1	0.53	1.03	



Measurement 52 - 15	ISDN - PRI			
	All CLECs		SWBT	
	# Trouble Reports	Mean Time to Restore	Mean Time to Restore	Z-Value
Nov-99	0	n/a	0.98	n/a
Dec-99	0	n/a	0.71	n/a
Jan-00	0	n/a	1.73	n/a
Feb-00	0	n/a	0.38	n/a
Mar-00	0	n/a	0.45	n/a
Apr-00	0	n/a	0.65	n/a
May-00	0	n/a	0.40	n/a
Jun-00	0	n/a	2.76	n/a
Jul-00	0	n/a	2.64	n/a
Aug-00	0	n/a	4.68	n/a
Sep-00	0	n/a	0.64	n/a
Oct-00	0	n/a	0.18	n/a
12 Mo. Total	0	n/a	1.10	



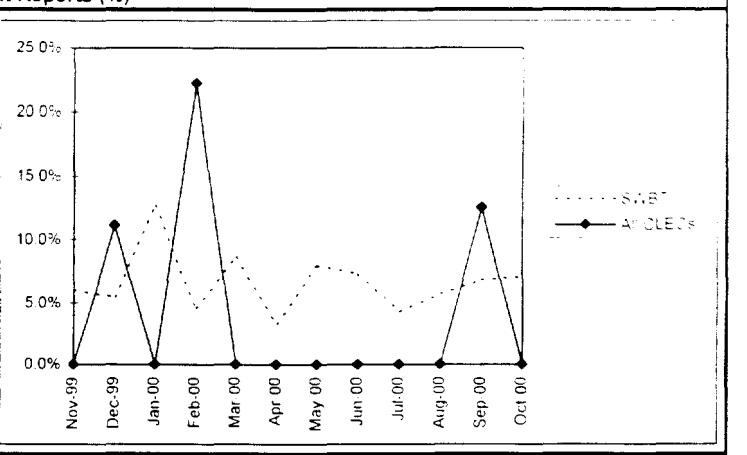
Measurement 52 - 16	UNE Loop and Port Combination - ISDN			
	All CLECs		SWBT	
	# Trouble Reports	Mean Time to Restore	Mean Time to Restore	Z-Value
Nov-99	0	n/a	1.02	n/a
Dec-99	0	n/a	1.78	n/a
Jan-00	0	n/a	0.61	n/a
Feb-00	0	n/a	0.92	n/a
Mar-00	0	n/a	1.04	n/a
Apr-00	0	n/a	0.70	n/a
May-00	0	n/a	1.08	n/a
Jun-00	0	n/a	1.49	n/a
Jul-00	0	n/a	0.58	n/a
Aug-00	0	n/a	0.96	n/a
Sep-00	0	n/a	1.20	n/a
Oct-00	0	n/a	0.95	n/a
12 Mo. Total	0	n/a	1.03	



Repeat Reports (%)

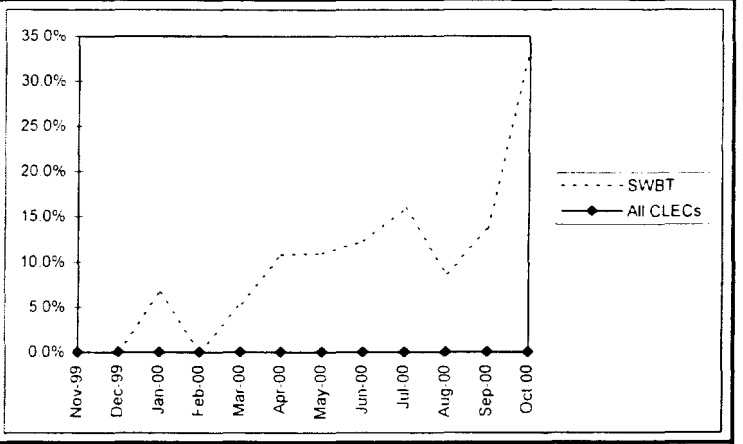
VGPL

Measurement 53 - 01	All CLECs # Trouble Reports	All CLECs # Repeat Reports	All CLECs % Repeat Reports	SWBT % Repeat Reports	Z-Value
Nov-99	4	0	0.00%	6.06%	-0.51
Dec-99	9	1	11.11%	5.45%	0.65
Jan-00	8	0	0.00%	12.68%	-1.07
Feb-00	9	2	22.22%	4.60%	2.08
Mar-00	4	0	0.00%	8.60%	-0.61
Apr-00	17	0	0.00%	3.33%	-0.76
May-00	2	0	0.00%	8.00%	-0.42
Jun-00	5	0	0.00%	7.41%	-0.63
Jul-00	2	0	0.00%	4.29%	-0.30
Aug-00	7	0	0.00%	5.73%	-0.65
Sep-00	8	1	12.50%	6.88%	0.60
Oct-00	4	0	0.00%	7.10%	-0.55
12 Mo. Total	79	4	5.06%	6.69%	



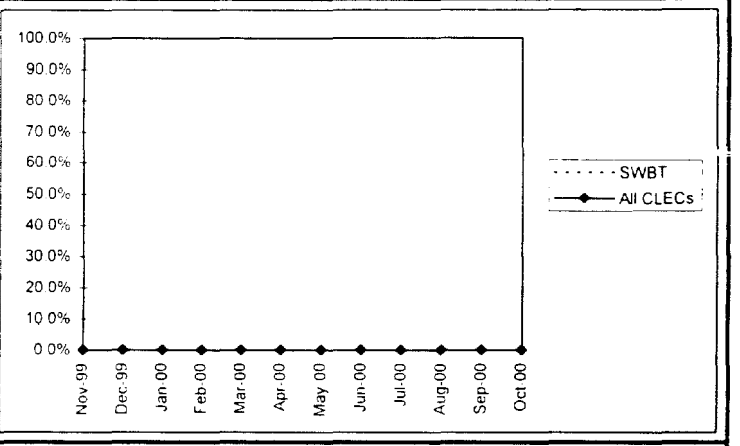
DSL (Digital Subscriber Line)

Measurement 53 - 02	All CLECs # Trouble Reports	All CLECs # Repeat Reports	All CLECs % Repeat Reports	SWBT/ASI % Repeat Reports	Z-Value
Nov-99	0	0	n/a	0.00%	n/a
Dec-99	0	0	n/a	0.00%	n/a
Jan-00	0	0	n/a	6.67%	n/a
Feb-00	0	0	n/a	0.00%	n/a
Mar-00	0	0	n/a	5.41%	n/a
Apr-00	0	0	n/a	10.81%	n/a
May-00	0	0	n/a	10.99%	n/a
Jun-00	0	0	n/a	12.33%	n/a
Jul-00	0	0	n/a	15.91%	n/a
Aug-00	0	0	n/a	8.70%	n/a
Sep-00	0	0	n/a	13.62%	n/a
Oct-00	0	0	n/a	33.33%	n/a
12 Mo. Total	0	0	n/a	16.31%	



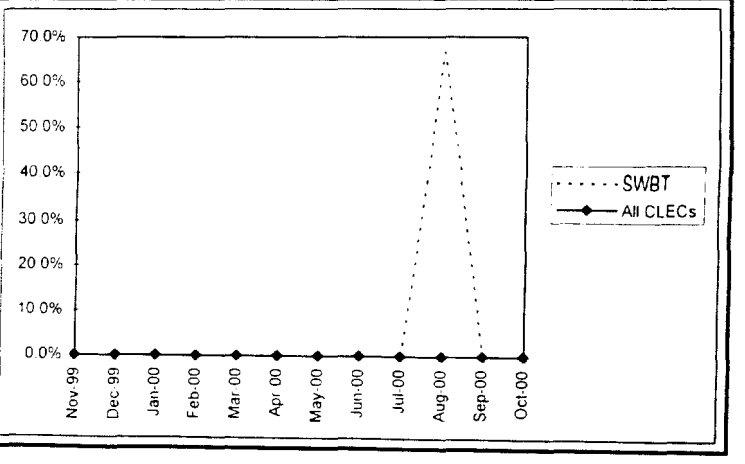
DDS

Measurement 53 - 03	All CLECs # Trouble Reports	All CLECs # Repeat Reports	All CLECs % Repeat Reports	SWBT % Repeat Reports	Z-Value
Nov-99	0	0	n/a	n/a	n/a
Dec-99	0	0	n/a	n/a	n/a
Jan-00	0	0	n/a	n/a	n/a
Feb-00	0	0	n/a	0.00%	n/a
Mar-00	0	0	n/a	n/a	n/a
Apr-00	0	0	n/a	n/a	n/a
May-00	0	0	n/a	0.00%	n/a
Jun-00	0	0	n/a	n/a	n/a
Jul-00	0	0	n/a	n/a	n/a
Aug-00	0	0	n/a	n/a	n/a
Sep-00	0	0	n/a	n/a	n/a
Oct-00	0	0	n/a	0.00%	n/a
12 Mo. Total	0	0	n/a	0.00%	



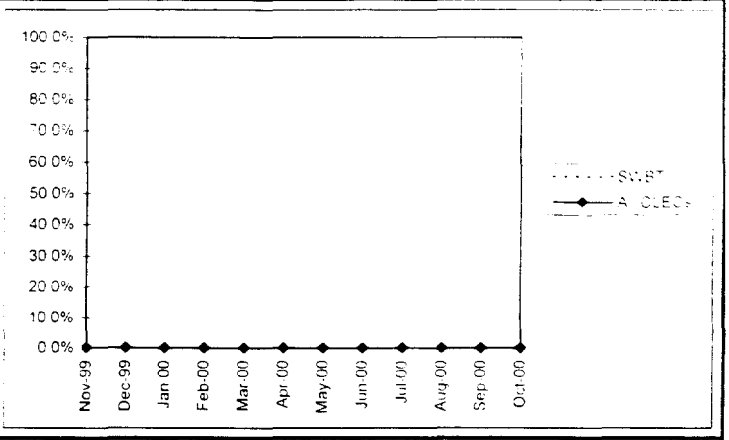
DS1

Measurement 53 - 04	All CLECs # Trouble Reports	All CLECs # Repeat Reports	All CLECs % Repeat Reports	SWBT % Repeat Reports	Z-Value
Nov-99	0	0	n/a	0.00%	n/a
Dec-99	0	0	n/a	0.00%	n/a
Jan-00	0	0	n/a	0.00%	n/a
Feb-00	0	0	n/a	n/a	n/a
Mar-00	0	0	n/a	n/a	n/a
Apr-00	0	0	n/a	0.00%	n/a
May-00	0	0	n/a	0.00%	n/a
Jun-00	0	0	n/a	n/a	n/a
Jul-00	0	0	n/a	0.00%	n/a
Aug-00	1	0	0.00%	66.67%	-1.15
Sep-00	0	0	n/a	0.00%	n/a
Oct-00	0	0	n/a	0.00%	n/a
12 Mo. Total	1	0	0.00%	15.38%	

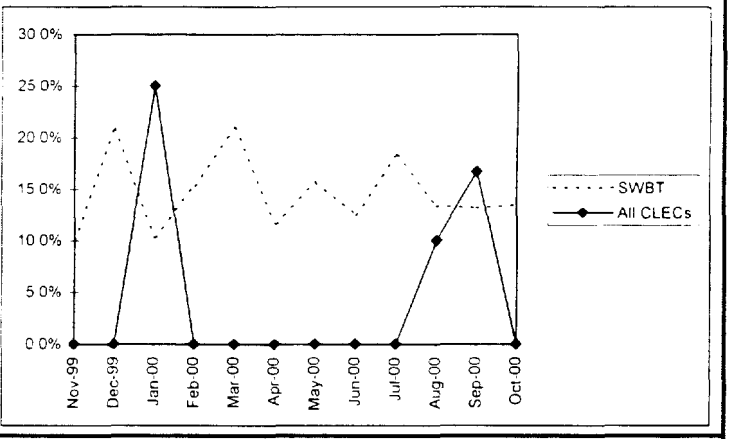


Repeat Reports (%)

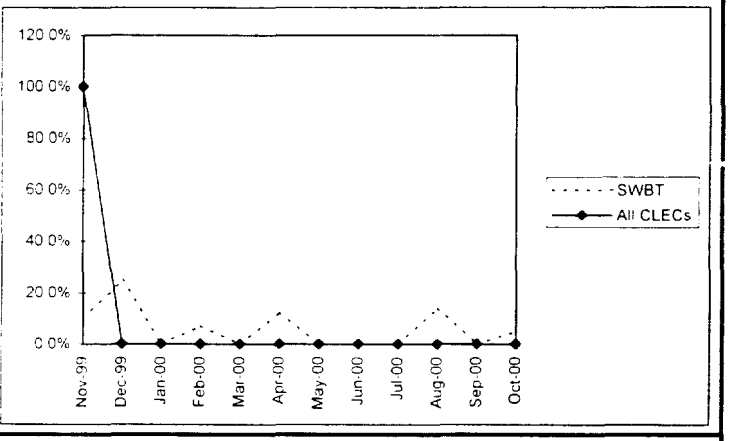
Measurement 53 - 05	DS3				
	All CLECs			SWBT	
	# Trouble Reports	# Repeat Reports	% Repeat Reports	% Repeat Reports	Z-Value
Nov-99	0	0	n/a	0.00%	n/a
Dec-99	0	0	n/a	0.00%	n/a
Jan-00	0	0	n/a	0.00%	n/a
Feb-00	0	0	n/a	n/a	n/a
Mar-00	0	0	n/a	n/a	n/a
Apr-00	0	0	n/a	n/a	n/a
May-00	0	0	n/a	n/a	n/a
Jun-00	0	0	n/a	n/a	n/a
Jul-00	0	0	n/a	n/a	n/a
Aug-00	0	0	n/a	n/a	n/a
Sep-00	0	0	n/a	n/a	n/a
Oct-00	0	0	n/a	n/a	n/a
12 Mo Total	0	0	n/a	0.00%	



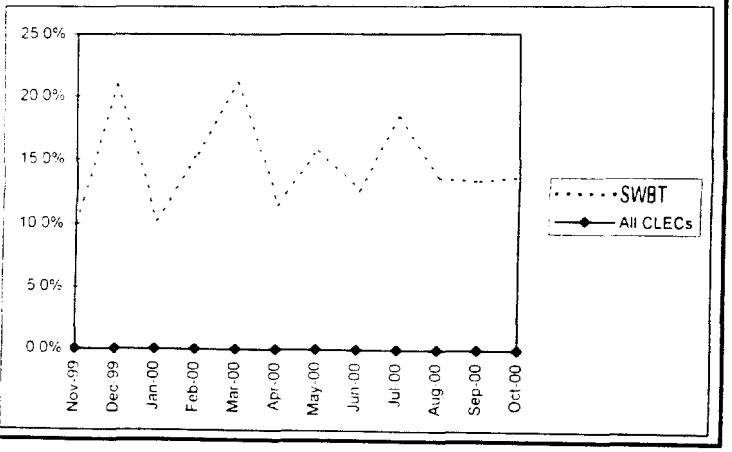
Measurement 53 - 06	ISDN - BRI				
	All CLECs			SWBT	
	# Trouble Reports	# Repeat Reports	% Repeat Reports	% Repeat Reports	Z-Value
Nov-99	1	0	0.00%	10.00%	-0.33
Dec-99	3	0	0.00%	20.90%	-0.89
Jan-00	4	1	25.00%	10.29%	0.91
Feb-00	5	0	0.00%	15.38%	-0.95
Mar-00	4	0	0.00%	21.05%	-1.03
Apr-00	4	0	0.00%	11.59%	-0.72
May-00	2	0	0.00%	15.71%	-0.61
Jun-00	3	0	0.00%	12.50%	-0.65
Jul-00	2	0	0.00%	18.29%	-0.67
Aug-00	10	1	10.00%	13.40%	-0.31
Sep-00	6	1	16.67%	13.16%	0.25
Oct-00	8	0	0.00%	13.47%	-1.11
12 Mo Total	52	3	5.77%	14.26%	



Measurement 53 - 07	ISDN - PRI				
	All CLECs			SWBT	
	# Trouble Reports	# Repeat Reports	% Repeat Reports	% Repeat Reports	Z-Value
Nov-99	1	1	100.00%	10.00%	2.22
Dec-99	0	0	n/a	25.00%	n/a
Jan-00	1	0	0.00%	0.00%	0.00
Feb-00	0	0	n/a	7.14%	n/a
Mar-00	0	0	n/a	0.00%	n/a
Apr-00	0	0	n/a	12.50%	n/a
May-00	0	0	n/a	0.00%	n/a
Jun-00	0	0	n/a	0.00%	n/a
Jul-00	0	0	n/a	0.00%	n/a
Aug-00	0	0	n/a	14.29%	n/a
Sep-00	0	0	n/a	0.00%	n/a
Oct-00	0	0	n/a	5.00%	n/a
12 Mo Total	2	1	50.00%	6.82%	



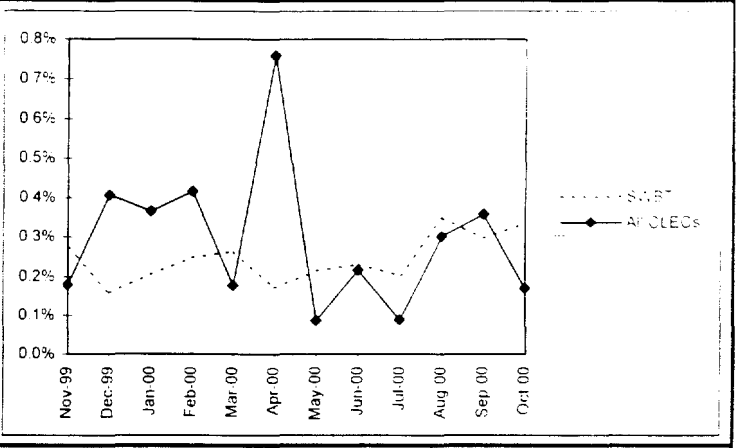
Measurement 53 - 08	UNE Loop and Port Combination - ISDN				
	All CLECs			SWBT	
	# Trouble Reports	# Repeat Reports	% Repeat Reports	% Repeat Reports	Z-Value
Nov-99	0	0	n/a	10.00%	n/a
Dec-99	0	0	n/a	20.90%	n/a
Jan-00	0	0	n/a	10.29%	n/a
Feb-00	0	0	n/a	15.38%	n/a
Mar-00	0	0	n/a	21.05%	n/a
Apr-00	0	0	n/a	11.59%	n/a
May-00	0	0	n/a	15.71%	n/a
Jun-00	0	0	n/a	12.50%	n/a
Jul-00	0	0	n/a	18.29%	n/a
Aug-00	0	0	n/a	13.40%	n/a
Sep-00	0	0	n/a	13.16%	n/a
Oct-00	0	0	n/a	13.47%	n/a
12 Mo Total	0	0	n/a	14.26%	



Failure Frequency (Trouble Report Rate) (%)

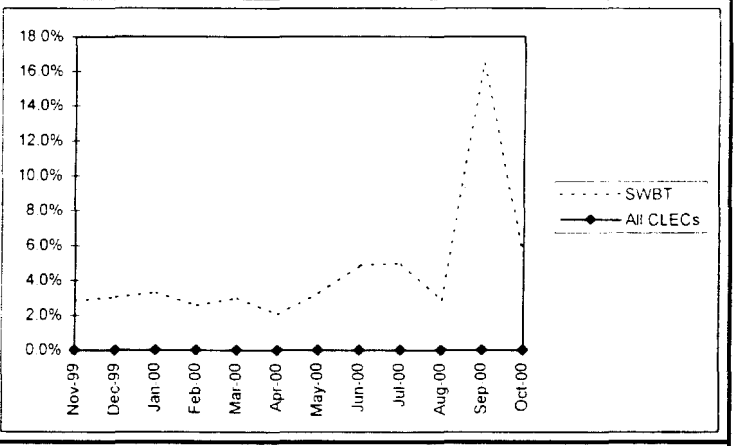
VGPL

Measurement 54 - 01	All CLECs No of Circuits	All CLECs # Trouble Reports	All CLECs Trouble Report Rate	SWBT Trouble Report Rate	Z-Value
Nov-99	2,243	4	0.18%	0.27%	-0.85
Dec-99	2,213	9	0.41%	0.16%	2.72
Jan-00	2,195	8	0.36%	0.21%	1.55
Feb-00	2,161	9	0.42%	0.25%	1.48
Mar-00	2,243	4	0.18%	0.27%	-0.79
Apr-00	2,236	17	0.76%	0.17%	5.90
May-00	2,327	2	0.09%	0.22%	-1.33
Jun-00	2,300	5	0.22%	0.23%	-0.15
Jul-00	2,261	2	0.09%	0.20%	-1.20
Aug-00	2,327	7	0.30%	0.35%	-0.39
Sep-00	2,234	8	0.36%	0.30%	0.51
Oct-00	2,362	4	0.17%	0.34%	-1.39
12 Mo. Total	27,102	79	0.29%	0.26%	



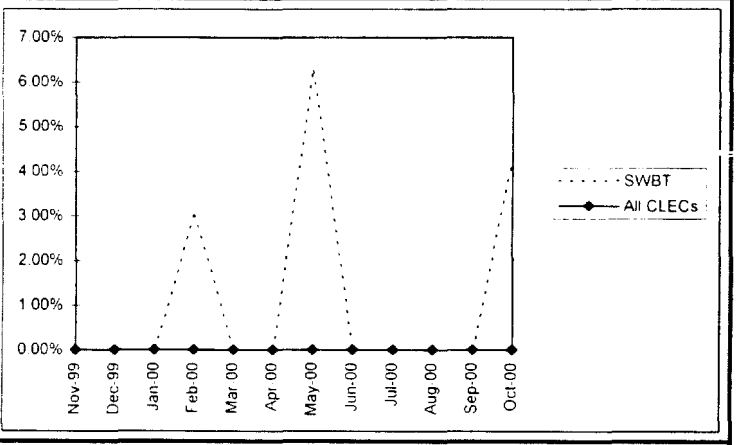
DSL (Digital Subscriber Line)

Measurement 54 - 02	All CLECs No of Circuits	All CLECs # Trouble Reports	All CLECs Trouble Report Rate	SWBT/ASI Trouble Report Rate	Z-Value
Nov-99	0	0	n/a	2.84%	n/a
Dec-99	0	0	n/a	3.03%	n/a
Jan-00	0	0	n/a	3.32%	n/a
Feb-00	0	0	n/a	2.56%	n/a
Mar-00	0	0	n/a	3.00%	n/a
Apr-00	1	0	0.00%	2.07%	-0.14
May-00	1	0	0.00%	3.26%	-0.18
Jun-00	0	0	n/a	4.85%	n/a
Jul-00	0	0	n/a	5.00%	n/a
Aug-00	0	0	n/a	2.86%	n/a
Sep-00	0	0	n/a	16.45%	n/a
Oct-00	0	0	n/a	5.37%	n/a
12 Mo. Total	2	0	0.00%	4.53%	



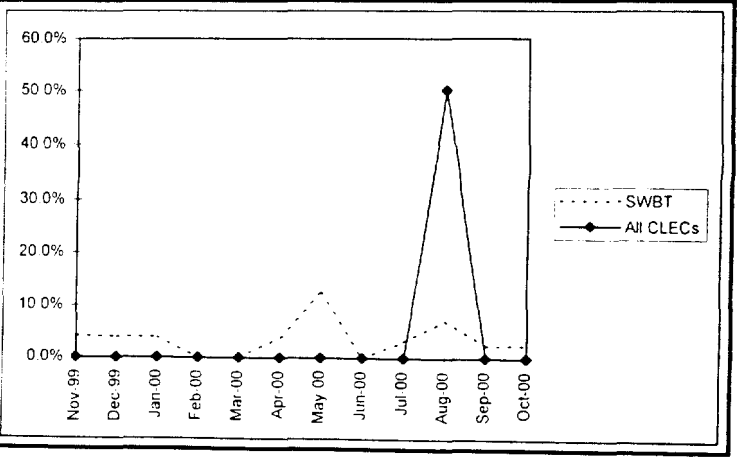
DDS

Measurement 54 - 03	All CLECs No of Circuits	All CLECs # Trouble Reports	All CLECs Trouble Report Rate	SWBT Trouble Report Rate	Z-Value
Nov-99	0	0	n/a	0.00%	n/a
Dec-99	0	0	n/a	0.00%	n/a
Jan-00	0	0	n/a	0.00%	n/a
Feb-00	0	0	n/a	3.03%	n/a
Mar-00	0	0	n/a	0.00%	n/a
Apr-00	1	0	0.00%	0.00%	0.00
May-00	1	0	0.00%	6.25%	-0.25
Jun-00	1	0	0.00%	0.00%	0.00
Jul-00	1	0	0.00%	0.00%	0.00
Aug-00	1	0	0.00%	0.00%	0.00
Sep-00	1	0	0.00%	0.00%	0.00
Oct-00	1	0	0.00%	4.26%	-0.21
12 Mo. Total	7	0	0.00%	1.17%	



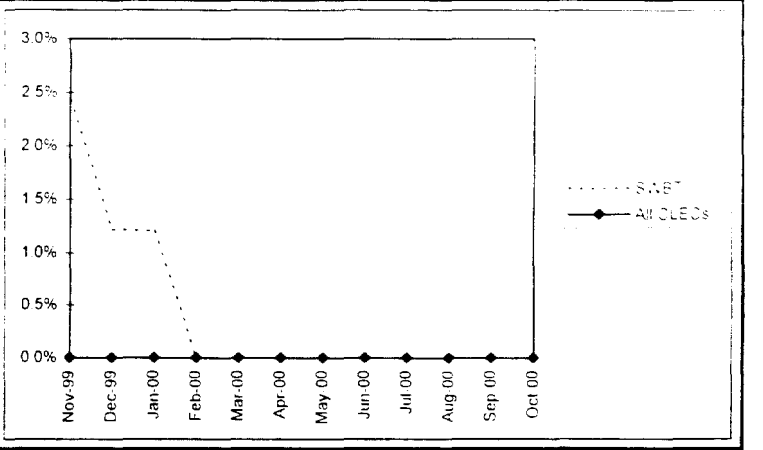
DS1

Measurement 54 - 04	All CLECs No of Circuits	All CLECs # Trouble Reports	All CLECs Trouble Report Rate	SWBT Trouble Report Rate	Z-Value
Nov-99	0	0	n/a	4.17%	n/a
Dec-99	0	0	n/a	4.00%	n/a
Jan-00	0	0	n/a	4.00%	n/a
Feb-00	0	0	n/a	0.00%	n/a
Mar-00	0	0	n/a	0.00%	n/a
Apr-00	0	0	n/a	4.00%	n/a
May-00	0	0	n/a	12.50%	n/a
Jun-00	0	0	n/a	0.00%	n/a
Jul-00	0	0	n/a	3.23%	n/a
Aug-00	2	1	50.00%	7.32%	1.93
Sep-00	2	0	0.00%	2.44%	-0.22
Oct-00	8	0	0.00%	2.50%	-0.45
12 Mo. Total	12	1	8.33%	3.62%	

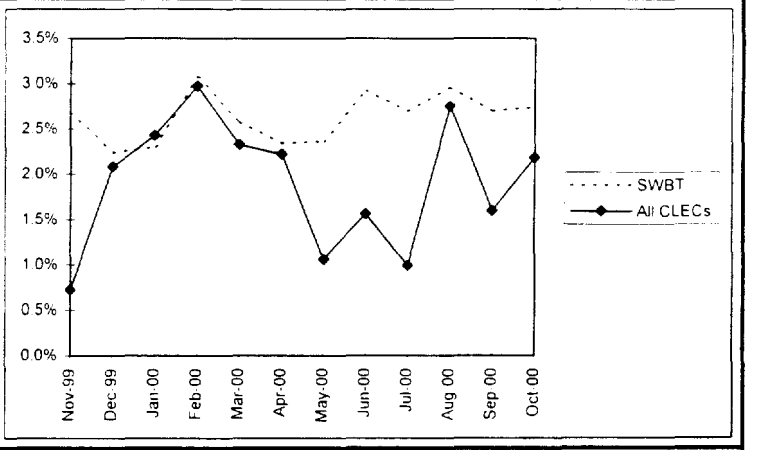


Failure Frequency (Trouble Report Rate) (%)

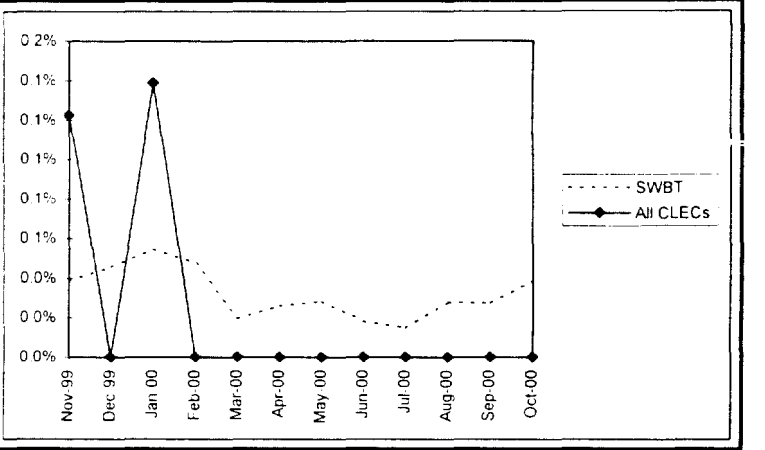
Measurement 54 - 05	DS3				
	All CLECs			SWBT	
	No. of Circuits	# Trouble Reports	Trouble Report Rate	Trouble Report Rate	Z-Value
Nov-99	0	0	n/a	2.44%	n/a
Dec-99	0	0	n/a	1.22%	n/a
Jan-00	0	0	n/a	1.20%	n/a
Feb-00	0	0	n/a	0.00%	n/a
Mar-00	0	0	n/a	0.00%	n/a
Apr-00	0	0	n/a	0.00%	n/a
May-00	0	0	n/a	0.00%	n/a
Jun-00	0	0	n/a	0.00%	n/a
Jul-00	0	0	n/a	0.00%	n/a
Aug-00	0	0	n/a	0.00%	n/a
Sep-00	0	0	n/a	0.00%	n/a
Oct-00	0	0	n/a	0.00%	n/a
12 Mo. Total	0	0	n/a	0.58%	



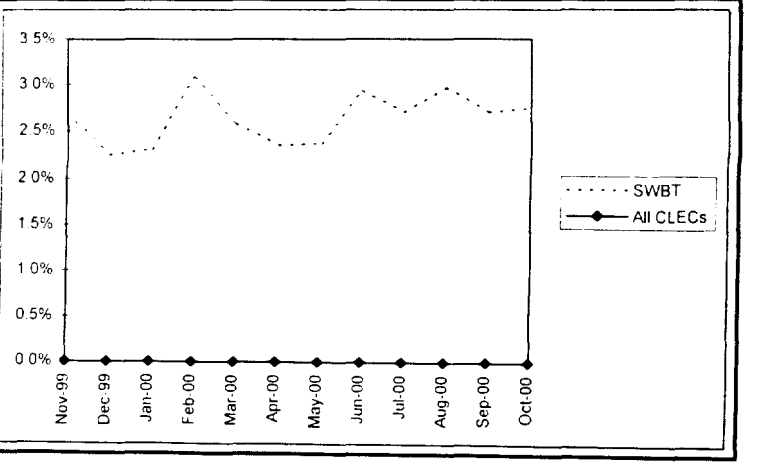
Measurement 54 - 06	ISDN - BRI				
	All CLECs			SWBT	
	No. of Circuits	# Trouble Reports	Trouble Report Rate	Trouble Report Rate	Z-Value
Nov-99	139	1	0.72%	2.69%	-1.41
Dec-99	144	3	2.08%	2.24%	-0.12
Jan-00	165	4	2.42%	2.31%	0.10
Feb-00	168	5	2.98%	3.08%	-0.07
Mar-00	172	4	2.33%	2.58%	-0.20
Apr-00	180	4	2.22%	2.35%	-0.10
May-00	189	2	1.06%	2.36%	-1.15
Jun-00	192	3	1.56%	2.93%	-1.09
Jul-00	202	2	0.99%	2.70%	-1.46
Aug-00	363	10	2.75%	2.97%	-0.23
Sep-00	376	6	1.60%	2.70%	-1.28
Oct-00	367	8	2.18%	2.74%	-0.64
12 Mo. Total	2,657	52	1.96%	2.68%	



Measurement 54 - 07	ISDN - PRI				
	All CLECs			SWBT	
	No. of Circuits	# Trouble Reports	Trouble Report Rate	Trouble Report Rate	Z-Value
Nov-99	816	1	0.12%	0.04%	1.16
Dec-99	720	0	0.00%	0.05%	-0.57
Jan-00	720	1	0.14%	0.05%	0.93
Feb-00	720	0	0.00%	0.05%	-0.59
Mar-00	672	0	0.00%	0.02%	-0.36
Apr-00	624	0	0.00%	0.03%	-0.40
May-00	647	0	0.00%	0.03%	-0.43
Jun-00	647	0	0.00%	0.02%	-0.34
Jul-00	623	0	0.00%	0.02%	-0.31
Aug-00	837	0	0.00%	0.03%	-0.48
Sep-00	861	0	0.00%	0.03%	-0.49
Oct-00	789	0	0.00%	0.04%	-0.55
12 Mo. Total	8,676	2	0.02%	0.03%	



Measurement 54 - 08	UNE Loop and Port Combinations - ISDN				
	All CLECs			SWBT	
	No. of Circuits	# Trouble Reports	Trouble Report Rate	Trouble Report Rate	Z-Value
Nov-99	0	0	n/a	2.69%	n/a
Dec-99	0	0	n/a	2.24%	n/a
Jan-00	0	0	n/a	2.31%	n/a
Feb-00	0	0	n/a	3.08%	n/a
Mar-00	0	0	n/a	2.58%	n/a
Apr-00	0	0	n/a	2.35%	n/a
May-00	0	0	n/a	2.36%	n/a
Jun-00	0	0	n/a	2.93%	n/a
Jul-00	0	0	n/a	2.70%	n/a
Aug-00	0	0	n/a	2.97%	n/a
Sep-00	0	0	n/a	2.70%	n/a
Oct-00	0	0	n/a	2.74%	n/a
12 Mo. Total	0	0	n/a	2.68%	

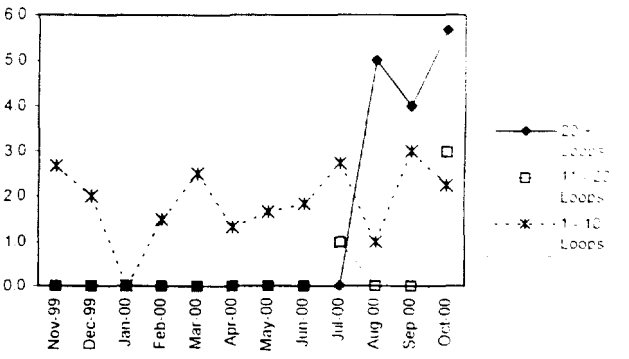


Average Installation Interval (Days)

All Data and Charts - All CLECs Combined

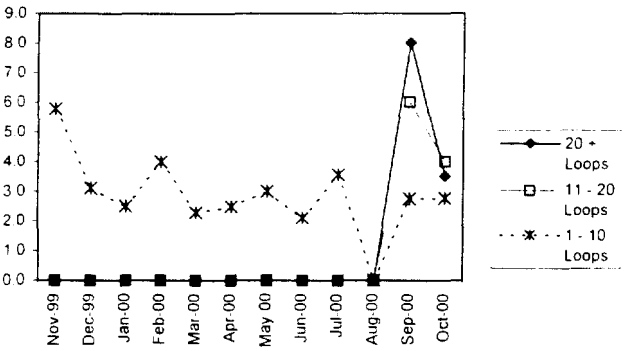
Measurement 55 - 01 — 8.0 dB Loop

	1 - 10 Loops (Target = 3 Days)		11-20 Loops (Target = 7 Days)		20 + Loops (Target = 10 Days)	
	# Orders	Avg Days	# Orders	Avg Days	# Orders	Avg Days
Nov-99	3	2.7	0	n/a	0	n/a
Dec-99	2	2.0	0	n/a	0	n/a
Jan-00	0	n/a	0	n/a	0	n/a
Feb-00	4	1.5	0	n/a	0	n/a
Mar-00	2	2.5	0	n/a	0	n/a
Apr-00	3	1.3	0	n/a	0	n/a
May-00	6	1.7	0	n/a	0	n/a
Jun-00	6	1.8	0	n/a	0	n/a
Jul-00	11	2.7	1	1.0	0	n/a
Aug-00	4	1.0	0	n/a	1	5.0
Sep-00	1	3.0	0	n/a	1	4.0
Oct-00	12	2.3	3	3.0	9	5.7
12 Mo. Total	54	2.1	4	2.5	11	5.5



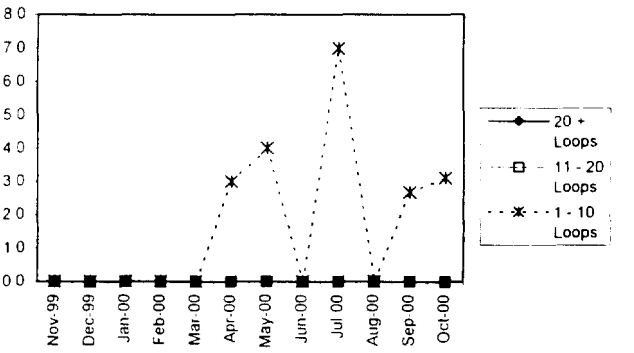
Measurement 55 - 02 — 5.0 dB Loop

	1 - 10 Loops (Target = 3 Days)		11-20 Loops (Target = 7 Days)		20 + Loops (Target = 10 Days)	
	# Orders	Avg Days	# Orders	Avg Days	# Orders	Avg Days
Nov-99	22	5.8	0	n/a	0	n/a
Dec-99	10	3.1	0	n/a	0	n/a
Jan-00	4	2.5	0	n/a	0	n/a
Feb-00	2	4.0	0	n/a	0	n/a
Mar-00	7	2.3	0	n/a	0	n/a
Apr-00	12	2.5	0	n/a	0	n/a
May-00	5	3.0	0	n/a	0	n/a
Jun-00	10	2.1	0	n/a	0	n/a
Jul-00	7	3.6	0	n/a	0	n/a
Aug-00	0	n/a	0	n/a	0	n/a
Sep-00	4	2.8	1	6.0	1	8.0
Oct-00	17	2.8	1	4.0	6	3.5
12 Mo. Total	100	3.4	2	5.0	7	4.1



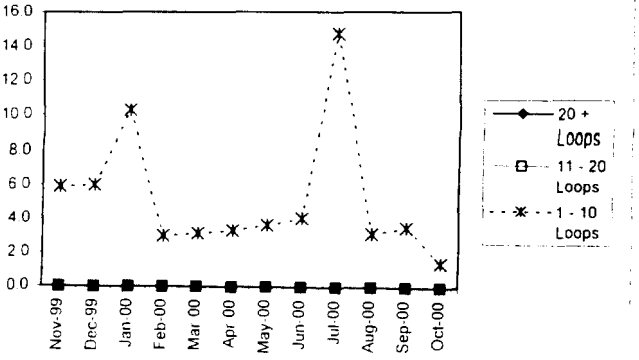
Measurement 55 - 03 — BRI Loop

	1 - 10 Loops (Target = 3 Days)		11-20 Loops (Target = 7 Days)		20 + Loops (Target = 10 Days)	
	# Orders	Avg Days	# Orders	Avg Days	# Orders	Avg Days
Nov-99	0	n/a	0	n/a	0	n/a
Dec-99	0	n/a	0	n/a	0	n/a
Jan-00	0	n/a	0	n/a	0	n/a
Feb-00	0	n/a	0	n/a	0	n/a
Mar-00	0	n/a	0	n/a	0	n/a
Apr-00	1	3.0	0	n/a	0	n/a
May-00	3	4.0	0	n/a	0	n/a
Jun-00	0	n/a	0	n/a	0	n/a
Jul-00	1	7.0	0	n/a	0	n/a
Aug-00	0	n/a	0	n/a	0	n/a
Sep-00	3	2.7	0	n/a	0	n/a
Oct-00	9	3.1	0	n/a	0	n/a
12 Mo. Total	17	3.4	0	n/a	0	n/a



Measurement 55 - 04 — DS1 Loop

	1 - 10 Loops (Target = 3 Days)		11-20 Loops (Target = 7 Days)		20 + Loops (Target = 10 Days)	
	# Orders	Avg Days	# Orders	Avg Days	# Orders	Avg Days
Nov-99	11	5.9	0	n/a	0	n/a
Dec-99	15	6.0	0	n/a	0	n/a
Jan-00	13	10.2	0	n/a	0	n/a
Feb-00	1	3.0	0	n/a	0	n/a
Mar-00	7	3.1	0	n/a	0	n/a
Apr-00	12	3.3	0	n/a	0	n/a
May-00	11	3.6	0	n/a	0	n/a
Jun-00	15	4.1	0	n/a	0	n/a
Jul-00	10	14.7	0	n/a	0	n/a
Aug-00	14	3.1	0	n/a	0	n/a
Sep-00	10	3.5	0	n/a	0	n/a
Oct-00	12	1.4	0	n/a	0	n/a
12 Mo. Total	131	5.3	0	n/a	0	n/a

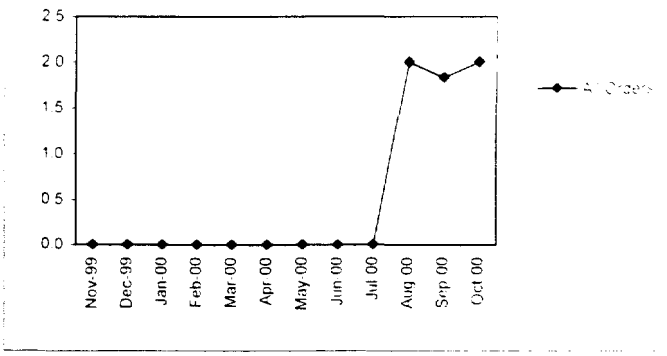


Average Installation Interval (Days)

All Data and Charts - All CLECs Combined

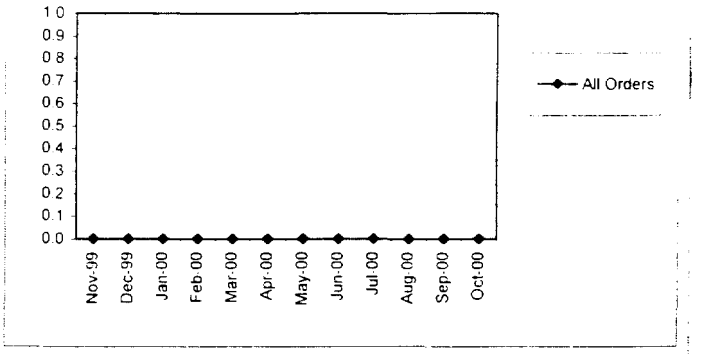
Measurement 55 - 05 — Analog Line Port

	All Orders (Target = 2 Days)	
	# Orders	Avg. Days
Nov-99	0	n/a
Dec-99	0	n/a
Jan-00	0	n/a
Feb-00	0	n/a
Mar-00	0	n/a
Apr-00	0	n/a
May-00	0	n/a
Jun-00	0	n/a
Jul-00	0	n/a
Aug-00	2	2.0
Sep-00	6	1.8
Oct-00	1	2.0
12 Mo. Total	9	1.9



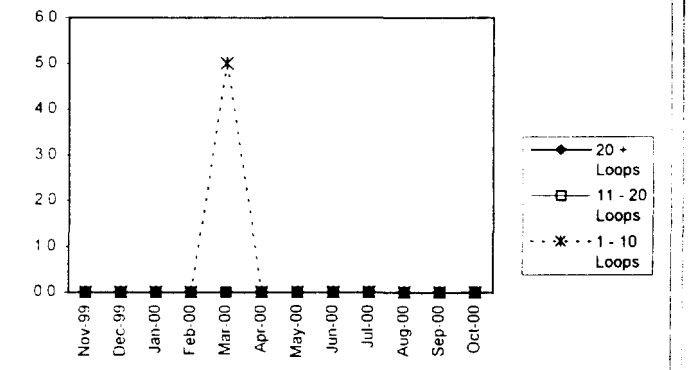
Measurement 55 - 06 — Analog Trunk Port

	All Orders (Target = 3 Days)	
	# Orders	Avg. Days
Nov-99	0	n/a
Dec-99	0	n/a
Jan-00	0	n/a
Feb-00	0	n/a
Mar-00	0	n/a
Apr-00	0	n/a
May-00	0	n/a
Jun-00	0	n/a
Jul-00	0	n/a
Aug-00	0	n/a
Sep-00	0	n/a
Oct-00	0	n/a
12 Mo. Total	0	n/a



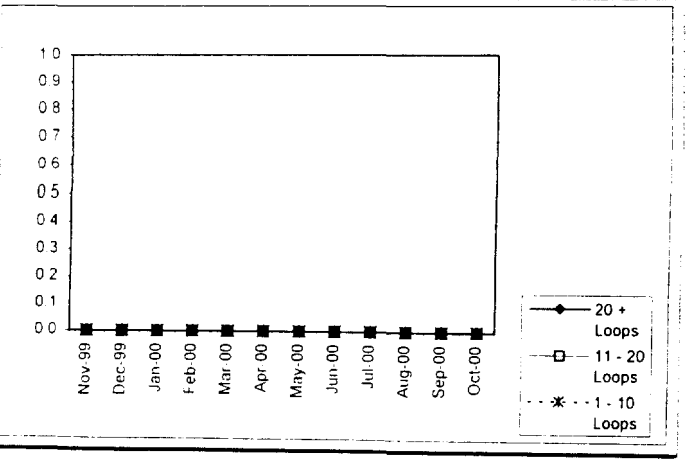
Measurement 55 - 07 — DS1 Dedicated Transport

	1 - 10 Circuits (Target = 3 Days)		11-20 Circuits (Target = 5 Days)		20 + Circuits (Negotiated Target)	
	# Orders	Avg. Days	# Orders	Avg. Days	# Orders	Avg. Days
Nov-99	0	n/a	0	n/a	0	n/a
Dec-99	0	n/a	0	n/a	0	n/a
Jan-00	0	n/a	0	n/a	0	n/a
Feb-00	0	n/a	0	n/a	0	n/a
Mar-00	5	5.0	0	n/a	0	n/a
Apr-00	0	n/a	0	n/a	0	n/a
May-00	0	n/a	0	n/a	0	n/a
Jun-00	0	n/a	0	n/a	0	n/a
Jul-00	0	n/a	0	n/a	0	n/a
Aug-00	0	n/a	0	n/a	0	n/a
Sep-00	0	n/a	0	n/a	0	n/a
Oct-00	0	n/a	0	n/a	0	n/a
12 Mo. Total	5	5.0	0	n/a	0	n/a



Measurement 55 - 08 — DS3 Dedicated Transport

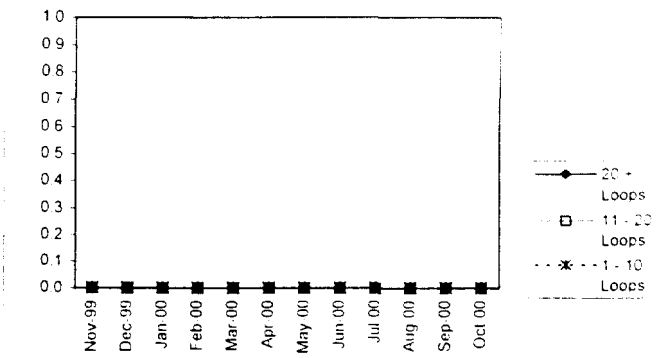
	1 - 10 Circuits (Target = 3 Days)		11-20 Circuits (Target = 5 Days)		20 + Circuits (Negotiated Target)	
	# Orders	Avg. Days	# Orders	Avg. Days	# Orders	Avg. Days
Nov-99	0	n/a	0	n/a	0	n/a
Dec-99	0	n/a	0	n/a	0	n/a
Jan-00	0	n/a	0	n/a	0	n/a
Feb-00	0	n/a	0	n/a	0	n/a
Mar-00	0	n/a	0	n/a	0	n/a
Apr-00	0	n/a	0	n/a	0	n/a
May-00	0	n/a	0	n/a	0	n/a
Jun-00	0	n/a	0	n/a	0	n/a
Jul-00	0	n/a	0	n/a	0	n/a
Aug-00	0	n/a	0	n/a	0	n/a
Sep-00	0	n/a	0	n/a	0	n/a
Oct-00	0	n/a	0	n/a	0	n/a
12 Mo. Total	0	n/a	0	n/a	0	n/a



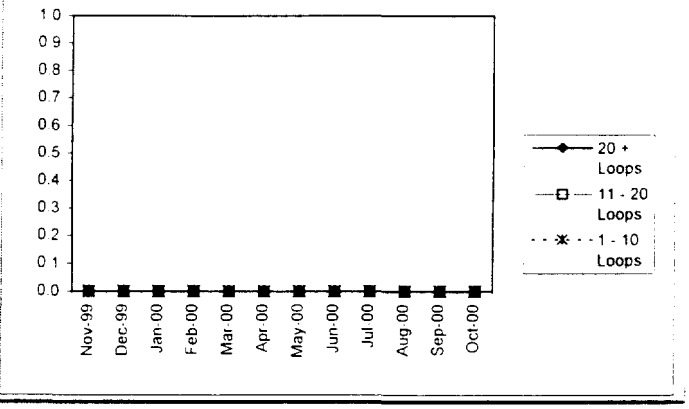
Average Installation Interval (Days)

All Data and Charts - All CLECs Combined

Measurement 55 - 09	ISDN - PRI					
	1 - 10 Loops (Target = 3 Days)		11-20 Loops (Target = 7 Days)		20 + Loops (Target = 10 Days)	
	# Orders	Avg. Days	# Orders	Avg. Days	# Orders	Avg. Days
Nov-99	0	n/a	0	n/a	0	n/a
Dec-99	0	n/a	0	n/a	0	n/a
Jan-00	0	n/a	0	n/a	0	n/a
Feb-00	0	n/a	0	n/a	0	n/a
Mar-00	0	n/a	0	n/a	0	n/a
Apr-00	0	n/a	0	n/a	0	n/a
May-00	0	n/a	0	n/a	0	n/a
Jun-00	0	n/a	0	n/a	0	n/a
Jul-00	0	n/a	0	n/a	0	n/a
Aug-00	0	n/a	0	n/a	0	n/a
Sep-00	0	n/a	0	n/a	0	n/a
Oct-00	0	n/a	0	n/a	0	n/a
12 Mo. Total	0	n/a	0	n/a	0	n/a



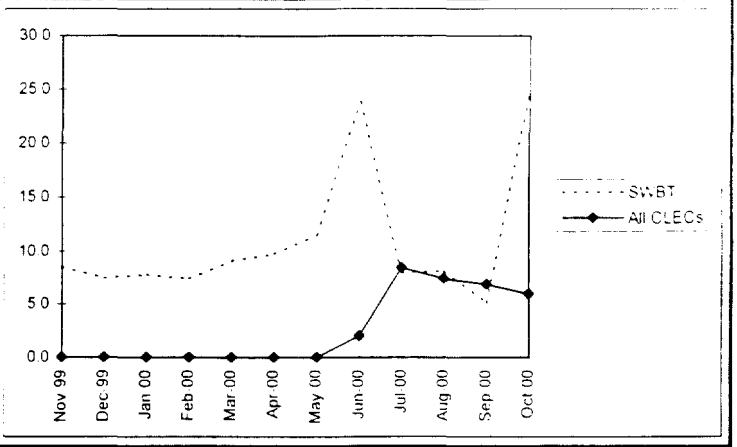
Measurement 55 - 10	Dark Fiber					
	1 - 10 Circuits (Target = 3 Days)		11-20 Circuits (Target = 5 Days)		20 + Circuits (Negotiated Target)	
	# Orders	Avg. Days	# Orders	Avg. Days	# Orders	Avg. Days
Nov-99	0	n/a	0	n/a	0	n/a
Dec-99	0	n/a	0	n/a	0	n/a
Jan-00	0	n/a	0	n/a	0	n/a
Feb-00	0	n/a	0	n/a	0	n/a
Mar-00	0	n/a	0	n/a	0	n/a
Apr-00	0	n/a	0	n/a	0	n/a
May-00	0	n/a	0	n/a	0	n/a
Jun-00	0	n/a	0	n/a	0	n/a
Jul-00	0	n/a	0	n/a	0	n/a
Aug-00	0	n/a	0	n/a	0	n/a
Sep-00	0	n/a	0	n/a	0	n/a
Oct-00	0	n/a	0	n/a	0	n/a
12 Mo. Total	0	n/a	0	n/a	0	n/a



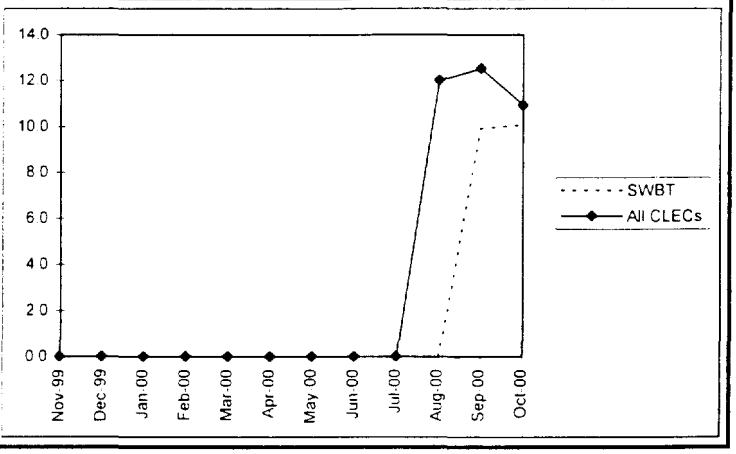
Average Installation Interval - DSL

For May 2000, the retail comparison for parity is SWBT and ASI combined

Measurement 55.1 - 01	Requires No Conditioning			
	All CLECs		SWBT/ASI	
	No. of Orders	Avg. Interval (Days)	Avg. Interval (Days)	Z-Value
Nov-99	0	n/a	8.52	n/a
Dec-99	0	n/a	7.46	n/a
Jan-00	0	n/a	7.82	n/a
Feb-00	0	n/a	7.42	n/a
Mar-00	0	n/a	9.11	n/a
Apr-00	3	0.00	9.78	-2.68
May-00	0	n/a	11.57	n/a
Jun-00	1	2.00	23.89	-1.50
Jul-00	4	8.50	8.02	0.09
Aug-00	9	7.44	8.20	-0.22
Sep-00	55	6.87	5.12	1.10
Oct-00	66	5.97	24.67	-3.10
12 Mo. Total	138	6.34	11.61	



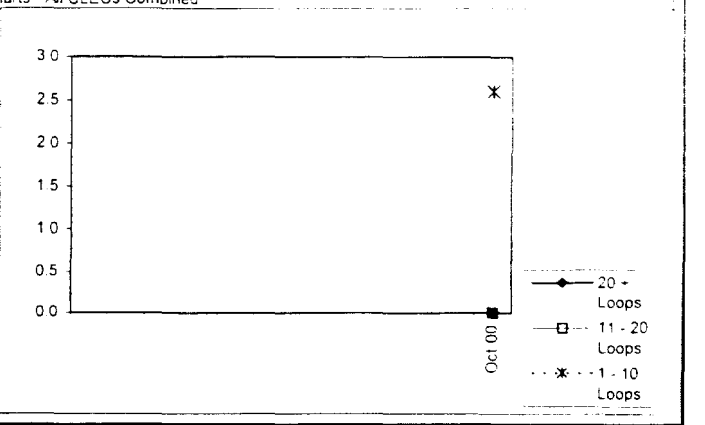
Measurement 55.1 - 02	Requires Conditioning			
	All CLECs		SWBT/ASI	
	No. of Orders	Avg. Interval (Days)	Avg. Interval (Days)	Z-Value
Nov-99	0	n/a	n/a	n/a
Dec-99	0	n/a	n/a	n/a
Jan-00	0	n/a	n/a	n/a
Feb-00	0	n/a	n/a	n/a
Mar-00	0	n/a	n/a	n/a
Apr-00	0	n/a	n/a	n/a
May-00	0	n/a	n/a	n/a
Jun-00	0	n/a	n/a	n/a
Jul-00	0	n/a	n/a	n/a
Aug-00	2	12.00	n/a	n/a
Sep-00	15	12.53	9.93	2.55
Oct-00	11	10.91	10.08	0.50
12 Mo. Total	28	11.86	9.98	



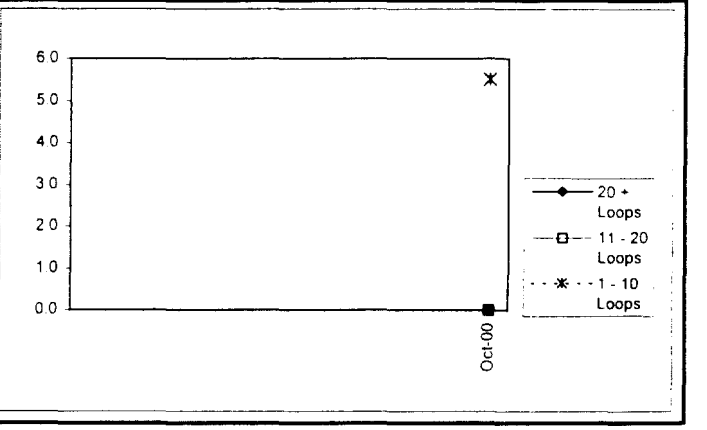
Average Installation Interval for Loop with LNP

All Data and Charts - All CLECs Combined

Measurement 55.2 - 01	Coordinate Hot Cuts (CHC)					
	1 - 10 Loops		11-20 Loops		20 + Loops	
	# Orders	Avg. Days	# Orders	Avg. Days	# Orders	Avg. Days
Oct-00	5	2.6	0	n/a	0	n/a
12 Mo. Total	5	2.6	0	n/a	0	n/a



Measurement 55.2 - 02	Frame Due Time (FDT)					
	1 - 10 Loops		11-20 Loops		20 + Loops	
	# Orders	Avg. Days	# Orders	Avg. Days	# Orders	Avg. Days
Oct-00	8	5.5	0	n/a	0	n/a
12 Mo. Total	8	5.5	0	n/a	0	n/a

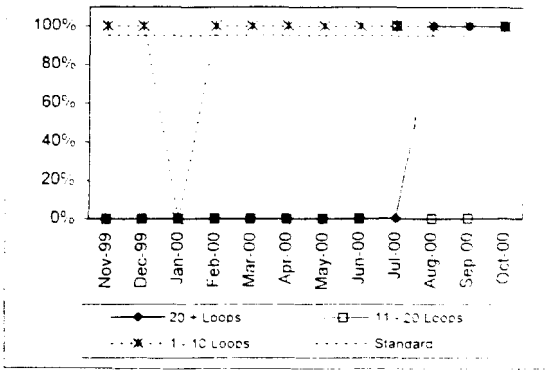


Percent Installed Within "X" Days

All Data and Charts - All CLECs Combined

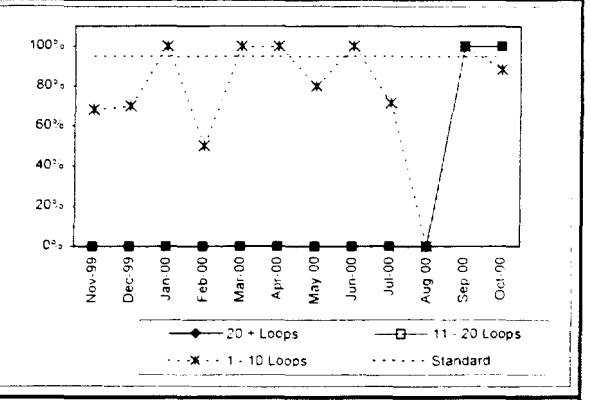
Measurement 56 - 01 — 8.0 dB Loop

	1 - 10 Loops			11-20 Loops			20 + Loops		
	No Orders	% Install 3 Days	Benchmark "Z - Value"	No Orders	% Install 7 Days	Benchmark "Z - Value"	No Orders	% Install 10 Days	Benchmark "Z - Value"
Nov-99	3	100.0%	-5.00	0	n/a	n/a	0	n/a	n/a
Dec-99	2	100.0%	-5.00	0	n/a	n/a	0	n/a	n/a
Jan-00	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
Feb-00	4	100.0%	-5.00	0	n/a	n/a	0	n/a	n/a
Mar-00	2	100.0%	-5.00	0	n/a	n/a	0	n/a	n/a
Apr-00	3	100.0%	-5.00	0	n/a	n/a	0	n/a	n/a
May-00	6	100.0%	-5.00	0	n/a	n/a	0	n/a	n/a
Jun-00	6	100.0%	-5.00	0	n/a	n/a	0	n/a	n/a
Jul-00	11	100.0%	-5.00	1	100.0%	-5.00	0	n/a	n/a
Aug-00	4	100.0%	-5.00	0	n/a	n/a	1	100.0%	-5.00
Sep-00	1	100.0%	-5.00	0	n/a	n/a	1	100.0%	-5.00
Oct-00	12	100.0%	-5.00	3	100.0%	-5.00	9	100.0%	-5.00
12 Mo. Total	54	100.0%		4	100.0%		11	100.0%	



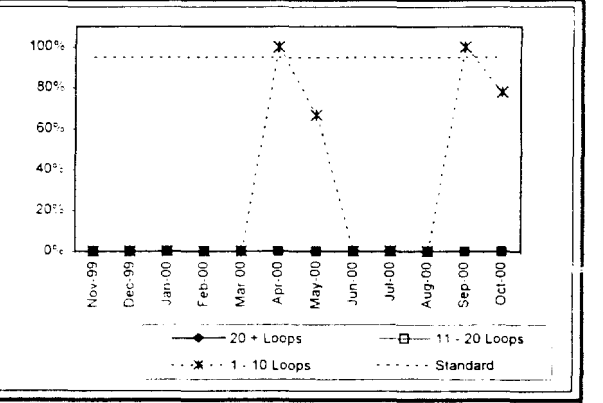
Measurement 56 - 02 — 5.0 dB Loop

	1 - 10 Loops			11-20 Loops			20 + Loops		
	No Orders	% Install 3 Days	Benchmark "Z - Value"	No Orders	% Install 7 Days	Benchmark "Z - Value"	No Orders	% Install 10 Days	Benchmark "Z - Value"
Nov-99	22	68.2%	26.82	0	n/a	n/a	0	n/a	n/a
Dec-99	10	70.0%	25.00	0	n/a	n/a	0	n/a	n/a
Jan-00	4	100.0%	-5.00	0	n/a	n/a	0	n/a	n/a
Feb-00	2	50.0%	45.00	0	n/a	n/a	0	n/a	n/a
Mar-00	7	100.0%	-5.00	0	n/a	n/a	0	n/a	n/a
Apr-00	12	100.0%	-5.00	0	n/a	n/a	0	n/a	n/a
May-00	5	80.0%	15.00	0	n/a	n/a	0	n/a	n/a
Jun-00	10	100.0%	-5.00	0	n/a	n/a	0	n/a	n/a
Jul-00	7	71.4%	23.57	0	n/a	n/a	0	n/a	n/a
Aug-00	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
Sep-00	4	100.0%	-5.00	1	100.0%	-5.00	1	100.0%	-5.00
Oct-00	17	88.2%	6.76	1	100.0%	-5.00	6	100.0%	-5.00
12 Mo. Total	100	84.0%		2	100.0%		7	100.0%	



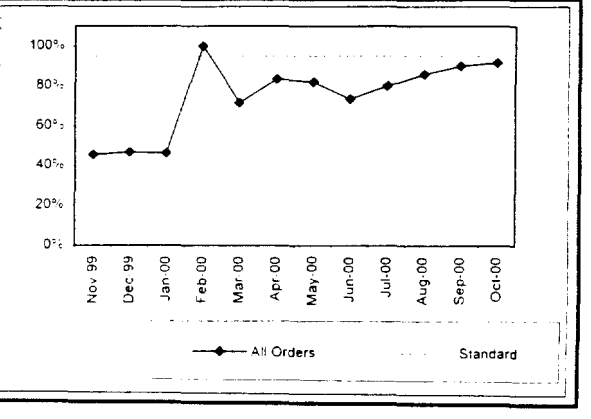
Measurement 56 - 03 — BRI Loop

	1 - 10 Loops			11-20 Loops			20 + Loops		
	No Orders	% Install 3 Days	Benchmark "Z - Value"	No Orders	% Install 7 Days	Benchmark "Z - Value"	No Orders	% Install 10 Days	Benchmark "Z - Value"
Nov-99	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
Dec-99	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
Jan-00	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
Feb-00	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
Mar-00	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
Apr-00	1	100.0%	-5.00	0	n/a	n/a	0	n/a	n/a
May-00	3	66.7%	28.33	0	n/a	n/a	0	n/a	n/a
Jun-00	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
Jul-00	1	0.0%	95.00	0	n/a	n/a	0	n/a	n/a
Aug-00	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
Sep-00	3	100.0%	-5.00	0	n/a	n/a	0	n/a	n/a
Oct-00	9	77.8%	17.22	0	n/a	n/a	0	n/a	n/a
12 Mo. Total	17	76.5%		0	n/a		0	n/a	



Measurement 56 - 04 — DS1 Loop

	1 - 10 Loops			11-20 Loops			20 + Loops		
	No Orders	% Install 3 Days	Benchmark "Z - Value"	No Orders	% Install 7 Days	Benchmark "Z - Value"	No Orders	% Install 10 Days	Benchmark "Z - Value"
Nov-99	11	45.5%	49.55	0	n/a	n/a	0	n/a	n/a
Dec-99	15	46.7%	48.33	0	n/a	n/a	0	n/a	n/a
Jan-00	13	46.2%	48.85	0	n/a	n/a	0	n/a	n/a
Feb-00	1	100.0%	-5.00	0	n/a	n/a	0	n/a	n/a
Mar-00	7	71.4%	23.57	0	n/a	n/a	0	n/a	n/a
Apr-00	12	83.3%	11.67	0	n/a	n/a	0	n/a	n/a
May-00	11	81.8%	13.18	0	n/a	n/a	0	n/a	n/a
Jun-00	15	73.3%	21.67	0	n/a	n/a	0	n/a	n/a
Jul-00	10	80.0%	15.00	0	n/a	n/a	0	n/a	n/a
Aug-00	14	85.7%	9.29	0	n/a	n/a	0	n/a	n/a
Sep-00	10	90.0%	5.00	0	n/a	n/a	0	n/a	n/a
Oct-00	12	91.7%	3.33	0	n/a	n/a	0	n/a	n/a
12 Mo. Total	131	71.8%		0	n/a		0	n/a	

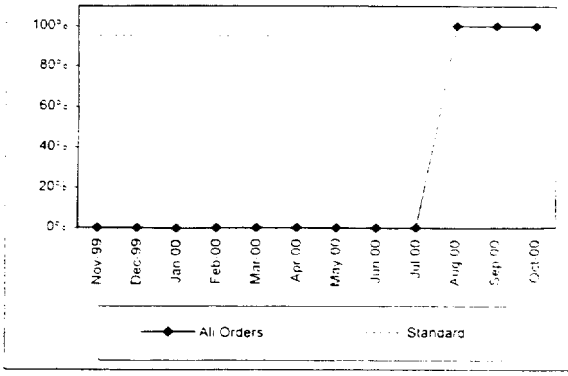


Percent Installed in "X" Days

All Data and Charts - All CLECs Combined

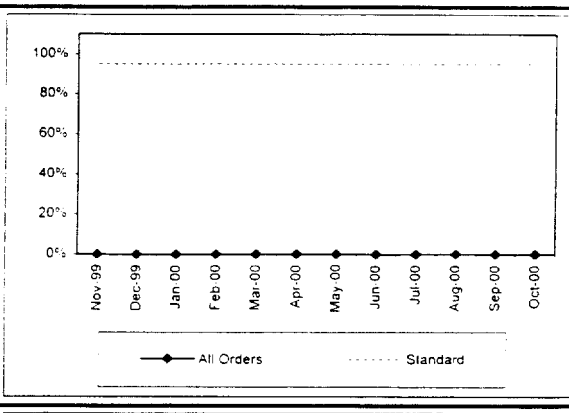
Analog Line Port

Measurement 56 - 05	All Orders		
	No Orders	% Install 2 Days	Benchmark "Z - Value"
Nov-99	0	n/a	n/a
Dec-99	0	n/a	n/a
Jan-00	0	n/a	n/a
Feb-00	0	n/a	n/a
Mar-00	0	n/a	n/a
Apr-00	0	n/a	n/a
May-00	0	n/a	n/a
Jun-00	0	n/a	n/a
Jul-00	0	n/a	n/a
Aug-00	2	100.0%	-5.00
Sep-00	6	100.0%	-5.00
Oct-00	1	100.0%	-5.00
12 Mo. Total	9	100.0%	



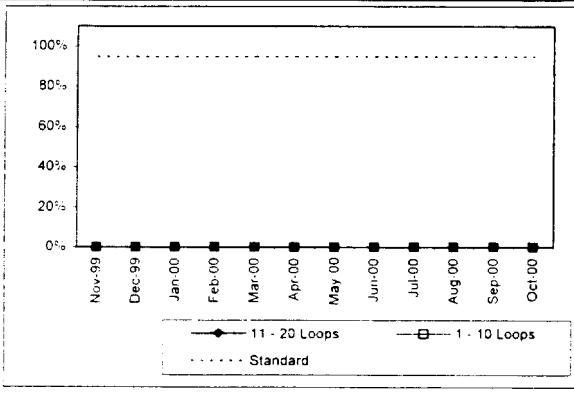
Analog Trunk Port

Measurement 56 - 06	All Orders		
	No Orders	% Install 2 Days	Benchmark "Z - Value"
Nov-99	0	n/a	n/a
Dec-99	0	n/a	n/a
Jan-00	0	n/a	n/a
Feb-00	0	n/a	n/a
Mar-00	0	n/a	n/a
Apr-00	0	n/a	n/a
May-00	0	n/a	n/a
Jun-00	0	n/a	n/a
Jul-00	0	n/a	n/a
Aug-00	0	n/a	n/a
Sep-00	0	n/a	n/a
Oct-00	0	n/a	n/a
12 Mo. Total	0	n/a	



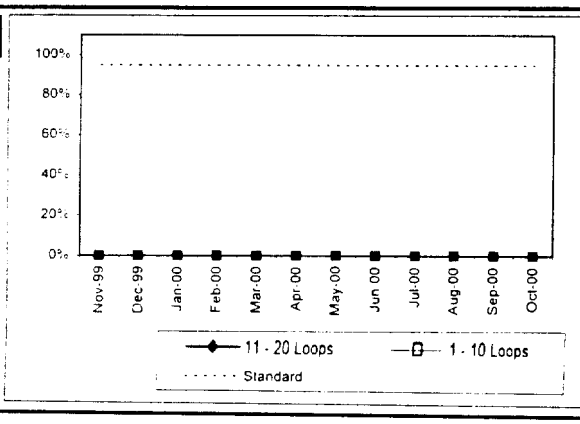
DS1 Dedicated Transport

Measurement 56 - 07	1 - 10 Circuits			11-20 Circuits			20 + Circuits
	No Orders	% Install in 3 Days	Benchmark "Z - Value"	No Orders	% Install in 5 Days	Benchmark "Z - Value"	No Orders
Nov-99	0	n/a	n/a	0	n/a	n/a	0
Dec-99	0	n/a	n/a	0	n/a	n/a	0
Jan-00	0	n/a	n/a	0	n/a	n/a	0
Feb-00	0	n/a	n/a	0	n/a	n/a	0
Mar-00	5	0.0%	95.00	0	n/a	n/a	0
Apr-00	0	n/a	n/a	0	n/a	n/a	0
May-00	0	n/a	n/a	0	n/a	n/a	0
Jun-00	0	n/a	n/a	0	n/a	n/a	0
Jul-00	0	n/a	n/a	0	n/a	n/a	0
Aug-00	0	n/a	n/a	0	n/a	n/a	0
Sep-00	0	n/a	n/a	0	n/a	n/a	0
Oct-00	0	n/a	n/a	0	n/a	n/a	0
12 Mo. Total	5	0.0%		0	n/a		0



DS3 Dedicated Transport

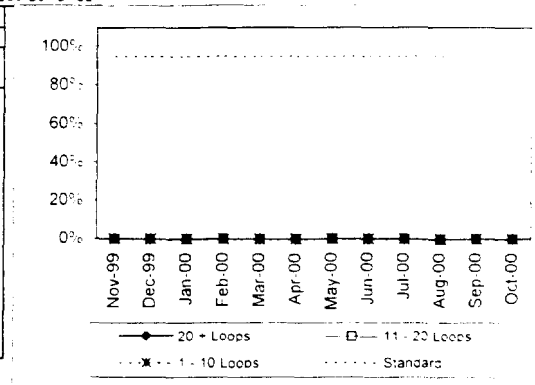
Measurement 56 - 08	1 - 10 Circuits			11-20 Circuits			20 + Circuits
	No Orders	% Install in 3 Days	Benchmark "Z - Value"	No Orders	% Install in 5 Days	Benchmark "Z - Value"	No Orders
Nov-99	0	n/a	n/a	0	n/a	n/a	0
Dec-99	0	n/a	n/a	0	n/a	n/a	0
Jan-00	0	n/a	n/a	0	n/a	n/a	0
Feb-00	0	n/a	n/a	0	n/a	n/a	0
Mar-00	0	n/a	n/a	0	n/a	n/a	0
Apr-00	0	n/a	n/a	0	n/a	n/a	0
May-00	0	n/a	n/a	0	n/a	n/a	0
Jun-00	0	n/a	n/a	0	n/a	n/a	0
Jul-00	0	n/a	n/a	0	n/a	n/a	0
Aug-00	0	n/a	n/a	0	n/a	n/a	0
Sep-00	0	n/a	n/a	0	n/a	n/a	0
Oct-00	0	n/a	n/a	0	n/a	n/a	0
12 Mo. Total	0	n/a		0	n/a		0



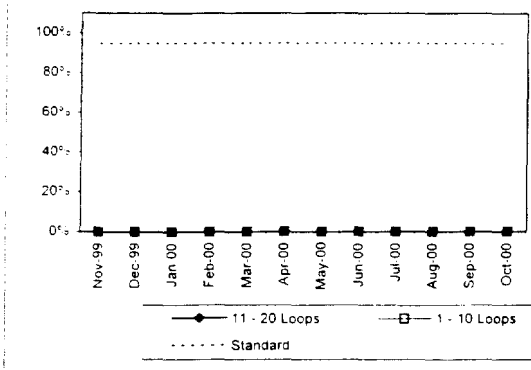
Percent Installed Within "X" Days

All Data and Charts - All CLECs Combined

Measurement 56 - 09	ISDN - PRI								
	1 - 10 Loops			11-20 Loops			20 + Loops		
	No Orders	% Install 3 Days	Benchmark "Z - Value"	No Orders	% Install 7 Days	Benchmark "Z - Value"	No Orders	% Install 10 Days	Benchmark "Z - Value"
Nov-99	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
Dec-99	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
Jan-00	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
Feb-00	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
Mar-00	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
Apr-00	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
May-00	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
Jun-00	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
Jul-00	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
Aug-00	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
Sep-00	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
Oct-00	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
12 Mo Total	0	n/a		0	n/a		0	n/a	



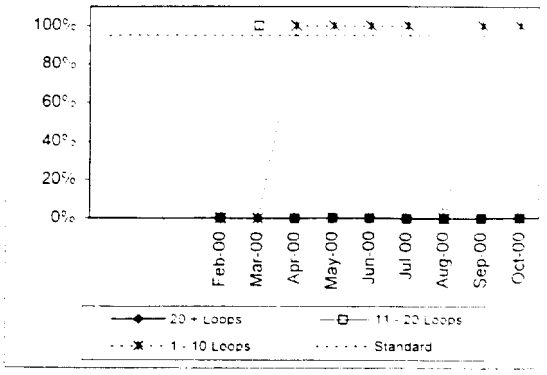
Measurement 56 - 10	Dark Fiber						
	1 - 10 Circuits			11-20 Circuits			20 + Circuits
	No Orders	% Install in 3 Days	Benchmark "Z - Value"	No Orders	% Install in 5 Days	Benchmark "Z - Value"	No Orders
Nov-99	0	n/a	n/a	0	n/a	n/a	0
Dec-99	0	n/a	n/a	0	n/a	n/a	0
Jan-00	0	n/a	n/a	0	n/a	n/a	0
Feb-00	0	n/a	n/a	0	n/a	n/a	0
Mar-00	0	n/a	n/a	0	n/a	n/a	0
Apr-00	0	n/a	n/a	0	n/a	n/a	0
May-00	0	n/a	n/a	0	n/a	n/a	0
Jun-00	0	n/a	n/a	0	n/a	n/a	0
Jul-00	0	n/a	n/a	0	n/a	n/a	0
Aug-00	0	n/a	n/a	0	n/a	n/a	0
Sep-00	0	n/a	n/a	0	n/a	n/a	0
Oct-00	0	n/a	n/a	0	n/a	n/a	0
12 Mo Total	0	n/a		0	n/a		0



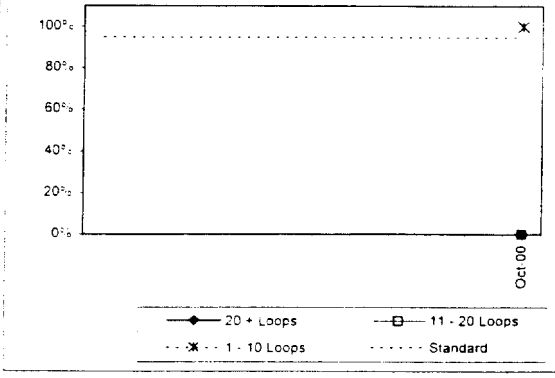
Percent Installations completed within the Customer Requested Due Date (CDDD)for LNP With Loop

A - Data and Charts - All CLECs Combined

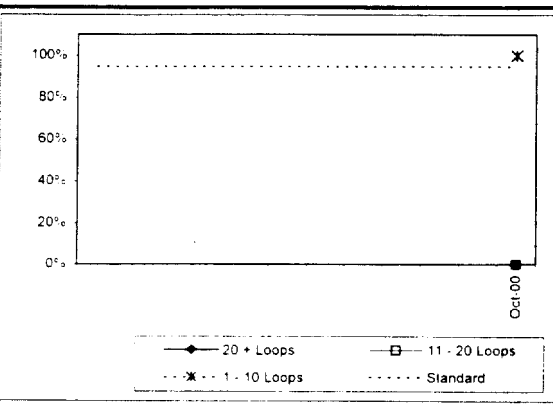
Measurement 56.1 - 01	Coordinated Hot Cuts (CHC) and Frame Due Time (FDT) Combined								
	1 - 10 Loops			11-20 Loops			20 + Loops		
	No Orders	% Install by CDDD	Benchmark "Z - Value"	No Orders	% Install by CDDD	Benchmark "Z - Value"	No Orders	% Install by CDDD	Benchmark "Z - Value"
Feb-00	0	n.a	n.a	0	n.a	n.a	0	n.a	n.a
Mar-00	0	n.a	n.a	1	100.0%	-5.00	0	n.a	n.a
Apr-00	9	100.0%	-5.00	0	n/a	n.a	0	n.a	n.a
May-00	24	100.0%	-5.00	0	n/a	n/a	0	n.a	n.a
Jun-00	7	100.0%	-5.00	0	n/a	n/a	0	n.a	n.a
Jul-00	7	100.0%	-5.00	0	n/a	n/a	0	n.a	n.a
Aug-00	0	n.a	n.a	0	n.a	n.a	0	n.a	n.a
Sep-00	1	100.0%	-5.00	0	n/a	n/a	0	n/a	n.a
Oct-00	13	100.0%	-5.00	0	n.a	n/a	0	n.a	n.a
12 Mo. Total	61	100.0%		1	100.0%		0	n.a	



Measurement 56.1 - 02	Coordinated Hot Cuts (CHC)					
	1 - 10 Loops		11-20 Loops		20 + Loops	
	No Orders	% Install by CDDD	No Orders	% Install by CDDD	No Orders	% Install by CDDD
Oct-00	5	100.0%	0	n.a	0	n/a
12 Mo. Total	5	100.0%	0	n/a	0	n/a



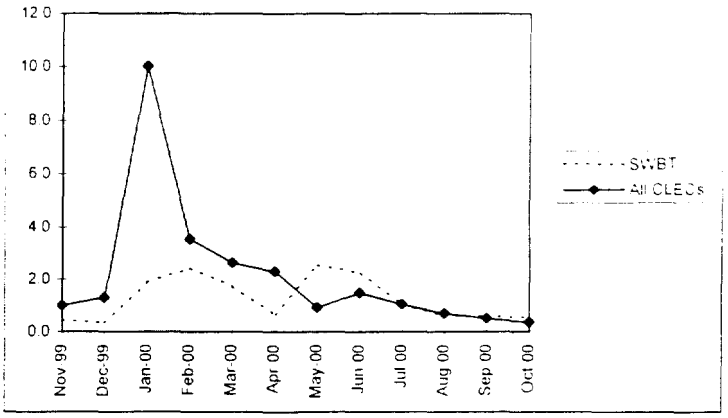
Measurement 56.1 - 03	Frame Due Time (FDT)					
	1 - 10 Loops		11-20 Loops		20 + Loops	
	No Orders	% Install by CDDD	No Orders	% Install by CDDD	No Orders	% Install by CDDD
Oct-00	8	100.0%	0	n.a	0	n/a
12 Mo. Total	8	100.0%	0	n/a	0	n/a



Average Response Time for Loop Make-Up Information

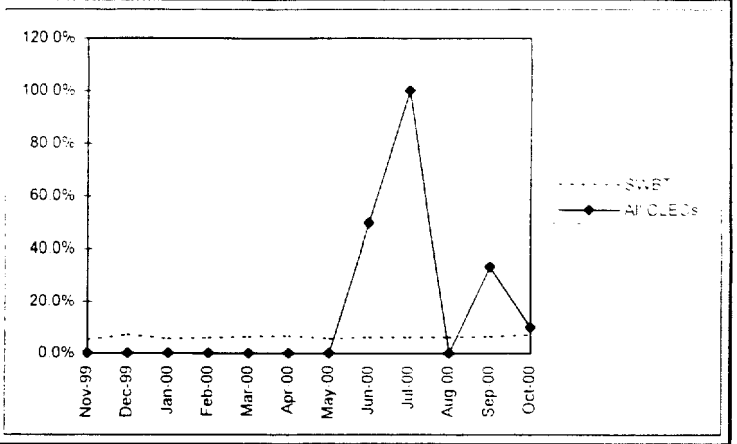
For May 2000, the retail comparison for parity is SWBT and ASI combined

Measurement 57 - 01	All CLECs		SWBT/ASI	Z-Value
	No. of Loop Qualifications	Average Response Time	Average Response Time	
Nov-99	1	1.00	0.44	0.62
Dec-99	40	1.30	0.33	9.29
Jan-00	1	10.00	1.87	1.52
Feb-00	80	3.54	2.43	2.75
Mar-00	73	2.64	1.75	2.70
Apr-00	124	2.31	0.66	20.18
May-00	234	0.92	2.56	-2.74
Jun-00	136	1.48	2.27	-1.35
Jul-00	50	1.04	1.05	-0.02
Aug-00	49	0.70	0.61	0.58
Sep-00	20	0.49	0.59	-0.54
Oct-00	45	0.35	0.54	-1.61
12 Mo. Total	853	1.59	1.24	

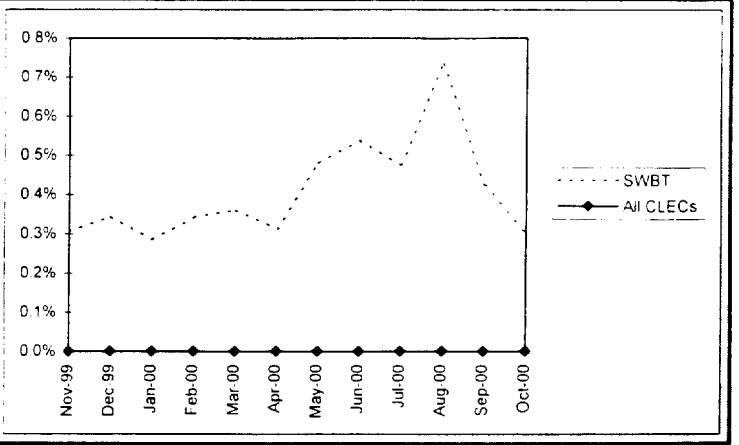


Percent SWBT Caused Missed Due Dates

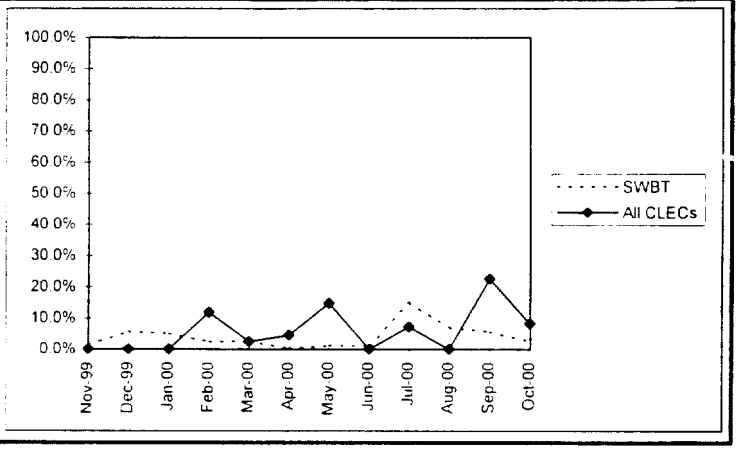
Measurement 58 - 01	8.0 dB Loop - Field Work				
	All CLECs			SWBT	
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	Z-Value
Nov-99	0	0	n/a	5.2%	n/a
Dec-99	0	0	n/a	7.3%	n/a
Jan-00	0	0	n/a	5.7%	n/a
Feb-00	0	0	n/a	6.1%	n/a
Mar-00	0	0	n/a	6.5%	n/a
Apr-00	0	0	n/a	6.8%	n/a
May-00	5	0	0.0%	5.8%	-0.56
Jun-00	2	1	50.0%	6.3%	2.55
Jul-00	1	1	100.0%	6.2%	3.88
Aug-00	5	0	0.0%	6.2%	-0.58
Sep-00	3	1	33.3%	6.6%	1.87
Oct-00	10	1	10.0%	7.1%	0.36
12 Mo. Total	26	4	15.4%		



Measurement 58 - 02	8.0 dB Loop - No Field Work				
	All CLECs			SWBT	
	No. of Orders	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	Z-Value
Nov-99	10	0	0.0%	0.3%	-0.18
Dec-99	13	0	0.0%	0.3%	-0.21
Jan-00	9	0	0.0%	0.3%	-0.16
Feb-00	12	0	0.0%	0.3%	-0.20
Mar-00	20	0	0.0%	0.4%	-0.27
Apr-00	18	0	0.0%	0.3%	-0.24
May-00	38	0	0.0%	0.5%	-0.43
Jun-00	23	0	0.0%	0.5%	-0.35
Jul-00	26	0	0.0%	0.5%	-0.35
Aug-00	14	0	0.0%	0.7%	-0.32
Sep-00	8	0	0.0%	0.4%	-0.18
Oct-00	44	0	0.0%	0.3%	-0.37
12 Mo. Total	235	0	0.0%		

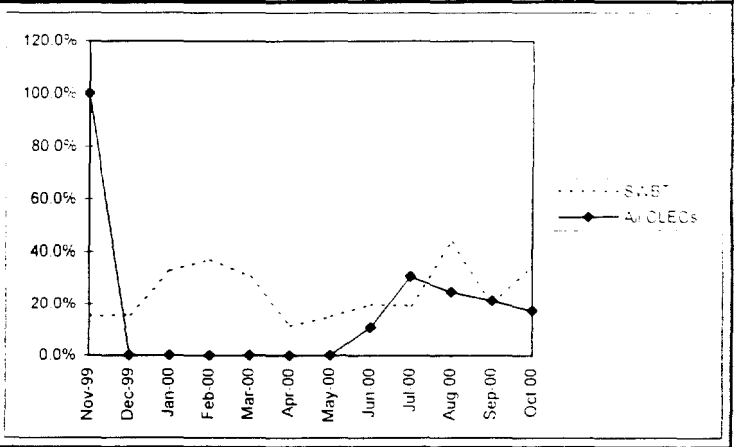


Measurement 58 - 03	5.0 dB Loop				
	All CLECs			SWBT	
	No. of Circuits	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	Z-Value
Nov-99	42	0	0.0%	1.4%	-0.76
Dec-99	74	0	0.0%	5.7%	-2.10
Jan-00	6	0	0.0%	5.0%	-0.56
Feb-00	17	2	11.8%	2.5%	2.37
Mar-00	40	1	2.5%	2.6%	-0.04
Apr-00	22	1	4.5%	0.3%	3.15
May-00	27	4	14.8%	1.3%	5.46
Jun-00	62	0	0.0%	1.1%	-0.85
Jul-00	42	3	7.1%	15.1%	-1.35
Aug-00	18	0	0.0%	7.0%	-1.16
Sep-00	31	7	22.6%	5.6%	3.86
Oct-00	73	6	8.2%	2.6%	2.70
12 Mo. Total	454	24	5.3%	3.6%	

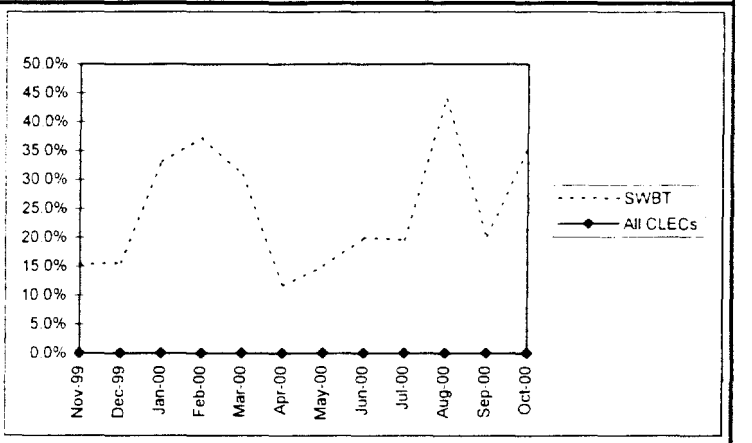


Percent SWBT Caused Missed Due Dates

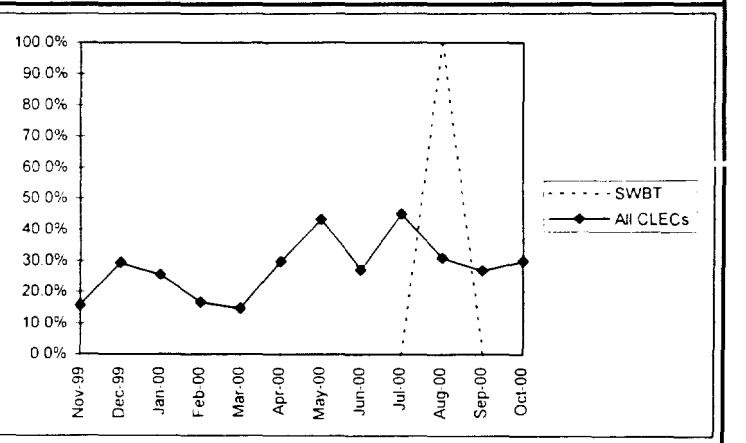
Measurement 58 - 04	BRI Loop				
	All CLECs			SWBT	
	No. of Circuits	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	Z-Value
Nov-99	1	1	100.0%	15.3%	2.30
Dec-99	0	0	n/a	15.6%	n/a
Jan-00	1	0	0.0%	33.1%	-0.70
Feb-00	0	0	n/a	37.3%	n/a
Mar-00	0	0	n/a	30.9%	n/a
Apr-00	1	0	0.0%	11.6%	-0.36
May-00	9	0	0.0%	15.1%	-1.26
Jun-00	46	5	10.9%	20.0%	-1.43
Jul-00	29	9	31.0%	19.6%	1.37
Aug-00	40	10	25.0%	43.9%	-2.31
Sep-00	70	15	21.4%	20.1%	0.24
Oct-00	40	7	17.5%	35.1%	-2.22
12 Mo. Total	237	47	19.8%		



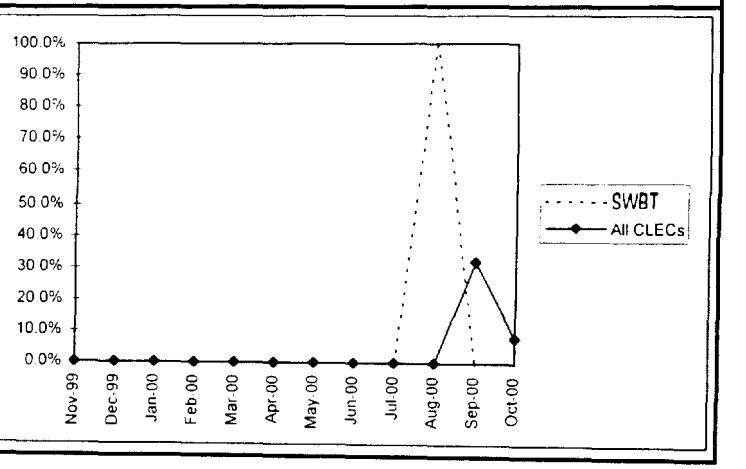
Measurement 58 - 05	ISDN BRI Port				
	All CLECs			SWBT	
	No. of Circuits	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	Z-Value
Nov-99	0	0	n/a	15.3%	n/a
Dec-99	0	0	n/a	15.6%	n/a
Jan-00	0	0	n/a	33.1%	n/a
Feb-00	0	0	n/a	37.3%	n/a
Mar-00	0	0	n/a	30.9%	n/a
Apr-00	0	0	n/a	11.6%	n/a
May-00	0	0	n/a	15.1%	n/a
Jun-00	0	0	n/a	20.0%	n/a
Jul-00	0	0	n/a	19.6%	n/a
Aug-00	0	0	n/a	43.9%	n/a
Sep-00	0	0	n/a	20.1%	n/a
Oct-00	0	0	n/a	35.1%	n/a
12 Mo. Total	0	0	n/a		



Measurement 58 - 06	DS1 Loop				
	All CLECs			SWBT	
	No. of Circuits	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	Z-Value
Nov-99	32	5	15.6%	0.0%	0.61
Dec-99	68	20	29.4%	0.0%	1.11
Jan-00	59	15	25.4%	0.0%	0.58
Feb-00	30	5	16.7%	0.0%	0.45
Mar-00	75	11	14.7%	0.0%	0.41
Apr-00	54	16	29.6%	0.0%	0.65
May-00	37	16	43.2%	n/a	n/a
Jun-00	48	13	27.1%	0.0%	1.34
Jul-00	60	27	45.0%	0.0%	1.26
Aug-00	52	16	30.8%	100.0%	-1.47
Sep-00	41	11	26.8%	n/a	n/a
Oct-00	57	17	29.8%	0.0%	0.65
12 Mo. Total	613	172	28.1%	5.6%	

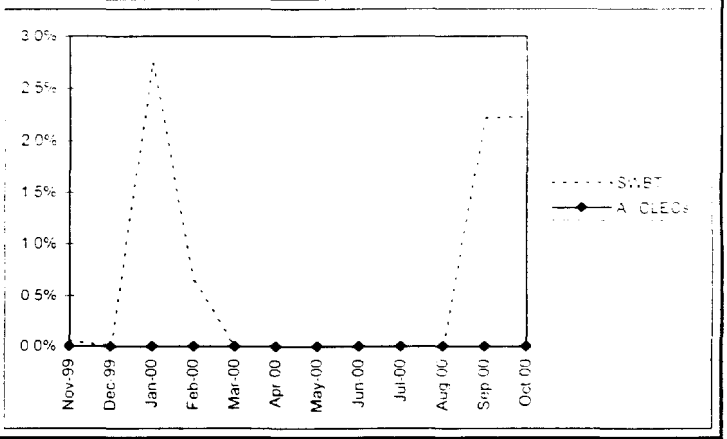


Measurement 58 - 07	DS1 Dedicated Transport				
	All CLECs			SWBT	
	No. of Circuits	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	Z-Value
Nov-99	0	0	n/a	0.0%	n/a
Dec-99	0	0	n/a	0.0%	n/a
Jan-00	0	0	n/a	0.0%	n/a
Feb-00	0	0	n/a	0.0%	n/a
Mar-00	8	0	0.0%	0.0%	0.00
Apr-00	0	0	n/a	0.0%	n/a
May-00	0	0	n/a	n/a	n/a
Jun-00	0	0	n/a	0.0%	n/a
Jul-00	0	0	n/a	0.0%	n/a
Aug-00	0	0	n/a	100.0%	n/a
Sep-00	31	10	32.3%	n/a	n/a
Oct-00	25	2	8.0%	0.0%	0.29
12 Mo. Total	64	12	18.8%	5.6%	

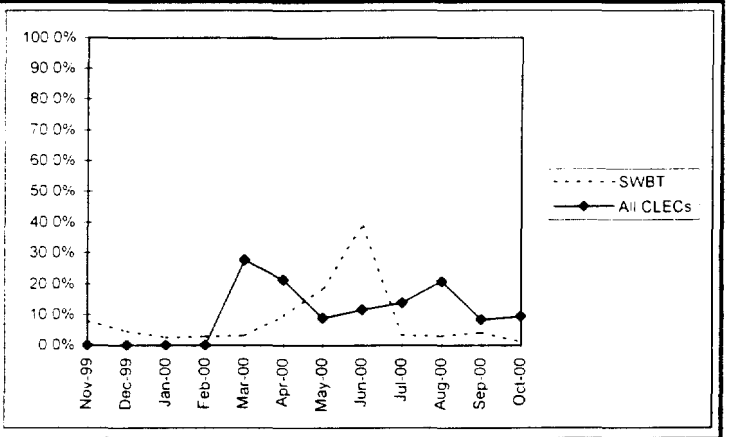


Percent SWBT Caused Missed Due Dates

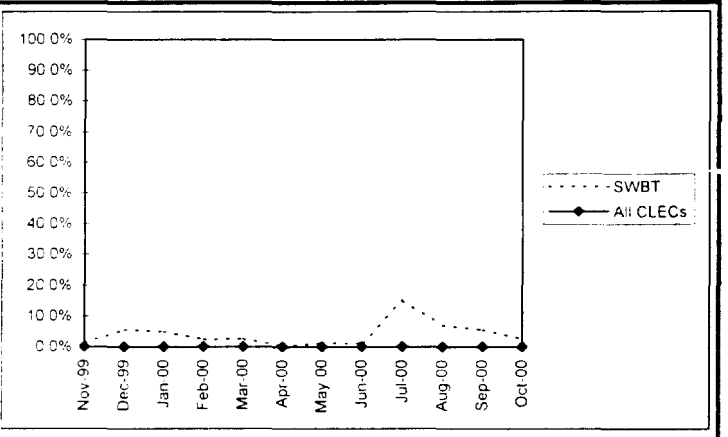
Measurement 58 - 08	ISDN - PRI				
	All CLECs			SWBT	
	No of Circuits	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	Z-Value
Nov-99	0	0	n/a	0.1%	n/a
Dec-99	0	0	n/a	0.0%	n/a
Jan-00	0	0	n/a	2.7%	n/a
Feb-00	0	0	n/a	0.6%	n/a
Mar-00	0	0	n/a	0.0%	n/a
Apr-00	0	0	n/a	0.0%	n/a
May-00	0	0	n/a	0.0%	n/a
Jun-00	0	0	n/a	0.0%	n/a
Jul-00	0	0	n/a	0.0%	n/a
Aug-00	0	0	n/a	0.0%	n/a
Sep-00	0	0	n/a	2.2%	n/a
Oct-00	0	0	n/a	2.2%	n/a
12 Mo Total	0	0	n/a		



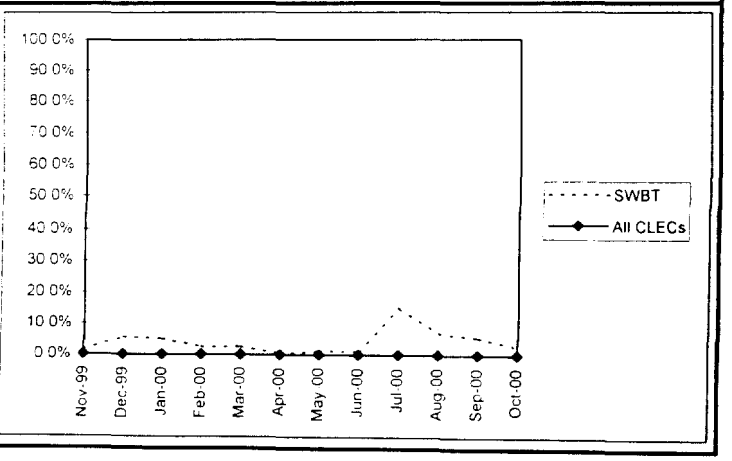
Measurement 58 - 09	DSL (May-00 Retail is SWBT/ASI Combined)				
	All CLECs			SWBT/ASI	
	No of Circuits	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	Z-Value
Nov-99	0	0	n/a	7.9%	n/a
Dec-99	0	0	n/a	4.6%	n/a
Jan-00	0	0	n/a	2.6%	n/a
Feb-00	0	0	n/a	2.9%	n/a
Mar-00	36	10	27.8%	3.2%	6.99
Apr-00	84	18	21.4%	9.6%	3.30
May-00	68	6	8.8%	18.7%	-2.06
Jun-00	87	10	11.5%	38.8%	-5.01
Jul-00	73	10	13.7%	3.3%	4.14
Aug-00	72	15	20.8%	3.1%	7.39
Sep-00	121	10	8.3%	4.3%	2.00
Oct-00	224	21	9.4%	1.2%	7.68
12 Mo Total	765	100	13.1%	8.6%	



Measurement 58 - 10	Analog Trunk Port				
	All CLECs			SWBT	
	No of Circuits	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	Z-Value
Nov-99	0	0	n/a	1.4%	n/a
Dec-99	0	0	n/a	5.7%	n/a
Jan-00	0	0	n/a	5.0%	n/a
Feb-00	0	0	n/a	2.5%	n/a
Mar-00	0	0	n/a	2.6%	n/a
Apr-00	0	0	n/a	0.3%	n/a
May-00	0	0	n/a	1.3%	n/a
Jun-00	0	0	n/a	1.1%	n/a
Jul-00	0	0	n/a	15.1%	n/a
Aug-00	0	0	n/a	7.0%	n/a
Sep-00	0	0	n/a	5.6%	n/a
Oct-00	0	0	n/a	2.6%	n/a
12 Mo Total	0	0	n/a	3.6%	

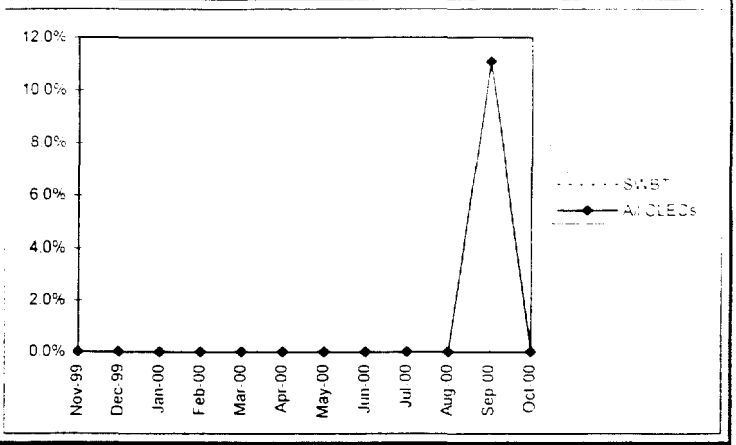


Measurement 58 - 11	Subtending Digital Direct Combination Trunks				
	All CLECs			SWBT	
	No of Circuits	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	Z-Value
Nov-99	0	0	n/a	1.4%	n/a
Dec-99	0	0	n/a	5.7%	n/a
Jan-00	0	0	n/a	5.0%	n/a
Feb-00	0	0	n/a	2.5%	n/a
Mar-00	0	0	n/a	2.6%	n/a
Apr-00	0	0	n/a	0.3%	n/a
May-00	0	0	n/a	1.3%	n/a
Jun-00	0	0	n/a	1.1%	n/a
Jul-00	0	0	n/a	15.1%	n/a
Aug-00	0	0	n/a	7.0%	n/a
Sep-00	0	0	n/a	5.6%	n/a
Oct-00	0	0	n/a	2.6%	n/a
12 Mo Total	0	0	n/a	3.6%	

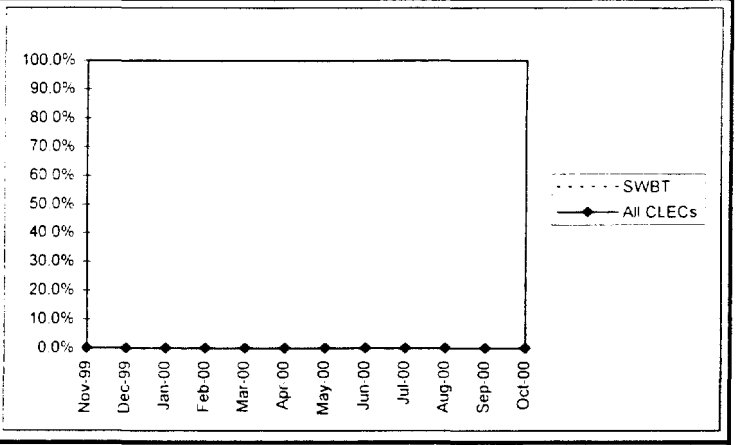


Percent SWBT Caused Missed Due Dates

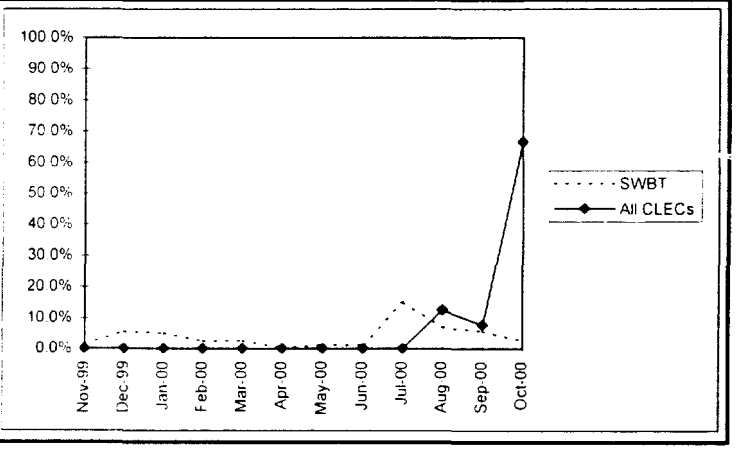
Measurement 58 - 12	DS3 Dedicated Transport				
	All CLECs			SWBT	
	No. of Circuits	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	Z-Value
Nov-99	0	0	n/a	0.0%	n/a
Dec-99	0	0	n/a	0.0%	n/a
Jan-00	0	0	n/a	n/a	n/a
Feb-00	0	0	n/a	n/a	n/a
Mar-00	0	0	n/a	n/a	n/a
Apr-00	0	0	n/a	n/a	n/a
May-00	0	0	n/a	n/a	n/a
Jun-00	0	0	n/a	n/a	n/a
Jul-00	0	0	n/a	n/a	n/a
Aug-00	0	0	n/a	n/a	n/a
Sep-00	9	1	11.1%	n/a	n/a
Oct-00	12	0	0.0%	n/a	n/a
12 Mo. Total	21	1	4.8%	0.0%	



Measurement 58 - 13	Dark Fiber				
	All CLECs			SWBT	
	No. of Circuits	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	Z-Value
Nov-99	0	0	n/a	0.0%	n/a
Dec-99	0	0	n/a	0.0%	n/a
Jan-00	0	0	n/a	n/a	n/a
Feb-00	0	0	n/a	n/a	n/a
Mar-00	0	0	n/a	n/a	n/a
Apr-00	0	0	n/a	n/a	n/a
May-00	0	0	n/a	n/a	n/a
Jun-00	0	0	n/a	n/a	n/a
Jul-00	0	0	n/a	n/a	n/a
Aug-00	0	0	n/a	n/a	n/a
Sep-00	0	0	n/a	n/a	n/a
Oct-00	0	0	n/a	n/a	n/a
12 Mo. Total	0	0	n/a	0.0%	



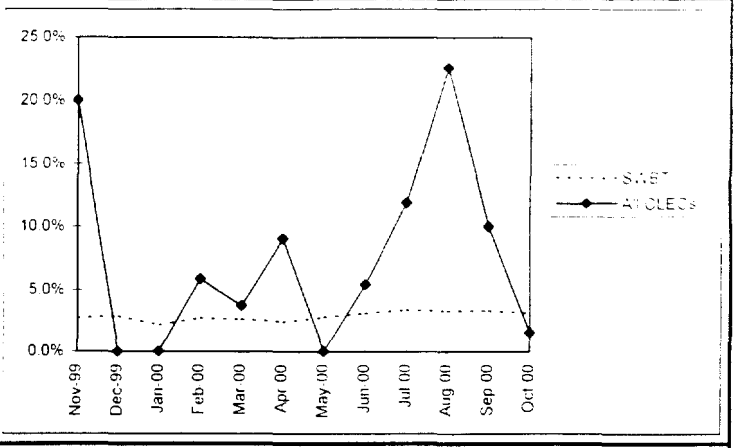
Measurement 58 - 14	Analog Line Port				
	All CLECs			SWBT	
	No. of Circuits	# Missed Due Dates	% Missed Due Dates	% Missed Due Dates	Z-Value
Nov-99	0	0	n/a	1.4%	n/a
Dec-99	0	0	n/a	5.7%	n/a
Jan-00	0	0	n/a	5.0%	n/a
Feb-00	0	0	n/a	2.5%	n/a
Mar-00	0	0	n/a	2.6%	n/a
Apr-00	0	0	n/a	0.3%	n/a
May-00	0	0	n/a	1.3%	n/a
Jun-00	0	0	n/a	1.1%	n/a
Jul-00	8	0	0.0%	15.1%	-1.19
Aug-00	32	4	12.5%	7.0%	1.20
Sep-00	26	2	7.7%	5.6%	0.45
Oct-00	6	4	66.7%	2.6%	9.13
12 Mo. Total	72	10	13.9%	3.6%	



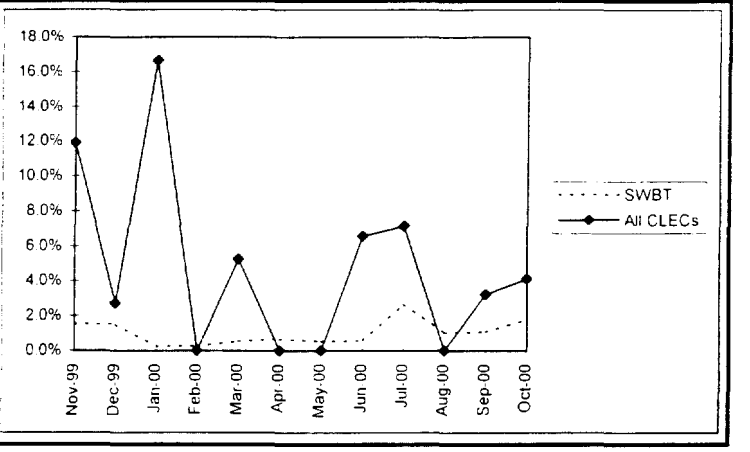
Provisioning - Unbundled Network Elements (UNE)

Percent Trouble Reports on N.T.C Orders within 30 days

Measurement 59 - 01	8.0 dB Loop				
	All CLECs			SWBT	
	No. of Circuits	# Trouble Reports	% Trouble Reports	% Trouble Reports	Z-Value
Nov-99	5	1	20.0%	2.7%	2.39
Dec-99	52	0	0.0%	2.9%	-1.24
Jan-00	5	0	0.0%	2.1%	-0.33
Feb-00	17	1	5.9%	2.7%	0.81
Mar-00	54	2	3.7%	2.6%	0.50
Apr-00	33	3	9.1%	2.4%	2.49
May-00	86	0	0.0%	2.8%	-1.57
Jun-00	55	3	5.5%	3.1%	1.01
Jul-00	42	5	11.9%	3.4%	3.04
Aug-00	31	7	22.6%	3.3%	6.00
Sep-00	20	2	10.0%	3.3%	1.67
Oct-00	133	2	1.5%	3.1%	-1.08
12 Mo. Total	533	26	4.9%	2.9%	



Measurement 59 - 02	5.0 dB Loop				
	All CLECs			SWBT	
	No. of Circuits	# Trouble Reports	% Trouble Reports	% Trouble Reports	Z-Value
Nov-99	42	5	11.9%	1.6%	4.28
Dec-99	74	2	2.7%	1.5%	0.73
Jan-00	6	1	16.7%	0.3%	6.58
Feb-00	17	0	0.0%	0.3%	-0.22
Mar-00	38	2	5.3%	0.5%	3.23
Apr-00	14	0	0.0%	0.7%	-0.31
May-00	27	0	0.0%	0.5%	-0.38
Jun-00	61	4	6.6%	0.6%	4.06
Jul-00	42	3	7.1%	2.7%	1.42
Aug-00	18	0	0.0%	1.0%	-0.44
Sep-00	31	1	3.2%	1.1%	1.10
Oct-00	73	3	4.1%	1.8%	1.36
12 Mo. Total	443	21	4.7%	0.9%	

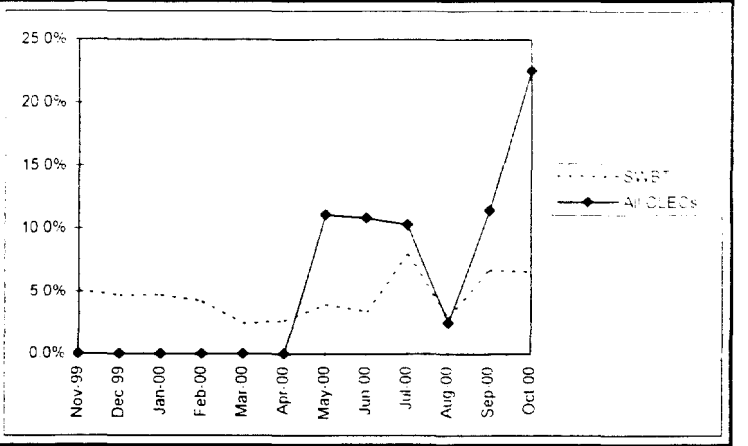


Provisioning - Unbundled Network Elements (UNE)

Percent Trouble Reports on N.T.C Orders within 30 days

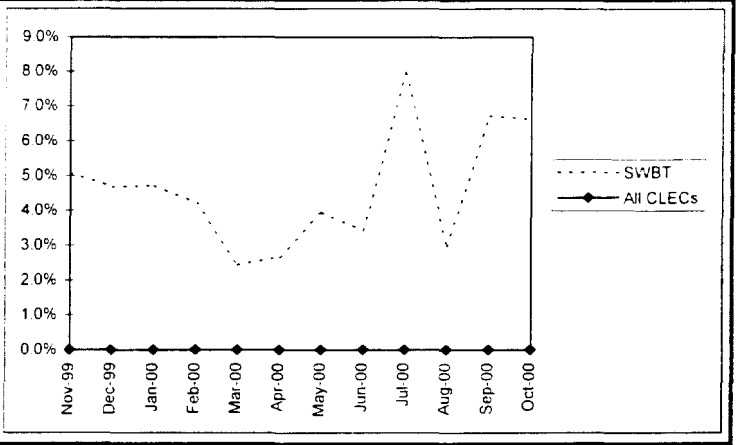
BRI Loop

Measurement 59 - 03	All CLECs No. of Circuits	All CLECs # Trouble Reports	All CLECs % Trouble Reports	SWBT % Trouble Reports	Z-Value
Nov-99	1	0	0.0%	5.1%	-0.23
Dec-99	0	0	n/a	4.7%	n/a
Jan-00	1	0	0.0%	4.7%	-0.22
Feb-00	0	0	n/a	4.2%	n/a
Mar-00	0	0	n/a	2.4%	n/a
Apr-00	1	0	0.0%	2.7%	-0.17
May-00	9	1	11.1%	4.0%	1.00
Jun-00	46	5	10.9%	3.4%	2.06
Jul-00	29	3	10.3%	8.0%	0.42
Aug-00	40	1	2.5%	3.0%	-0.17
Sep-00	70	8	11.4%	6.7%	1.32
Oct-00	40	9	22.5%	6.6%	3.39
12 Mo. Total	237	27	11.4%		



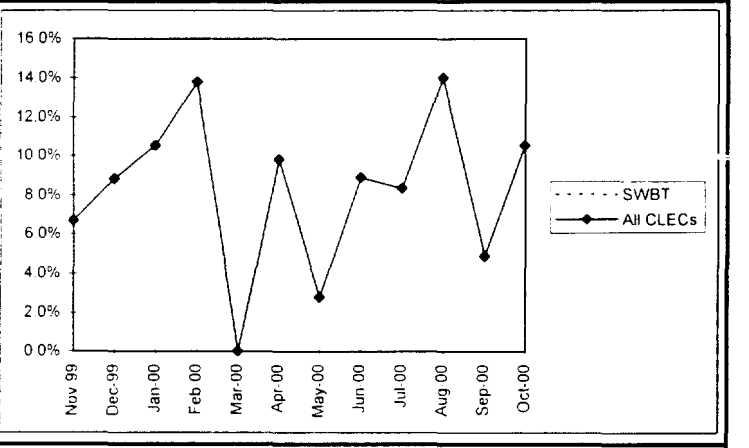
ISDN BRI Port

Measurement 59 - 04	All CLECs No. of Circuits	All CLECs # Trouble Reports	All CLECs % Trouble Reports	SWBT % Trouble Reports	Z-Value
Nov-99	0	0	n/a	5.1%	n/a
Dec-99	0	0	n/a	4.7%	n/a
Jan-00	0	0	n/a	4.7%	n/a
Feb-00	0	0	n/a	4.2%	n/a
Mar-00	0	0	n/a	2.4%	n/a
Apr-00	0	0	n/a	2.7%	n/a
May-00	0	0	n/a	4.0%	n/a
Jun-00	0	0	n/a	3.4%	n/a
Jul-00	0	0	n/a	8.0%	n/a
Aug-00	0	0	n/a	3.0%	n/a
Sep-00	0	0	n/a	6.7%	n/a
Oct-00	0	0	n/a	6.6%	n/a
12 Mo. Total	0	0	n/a		



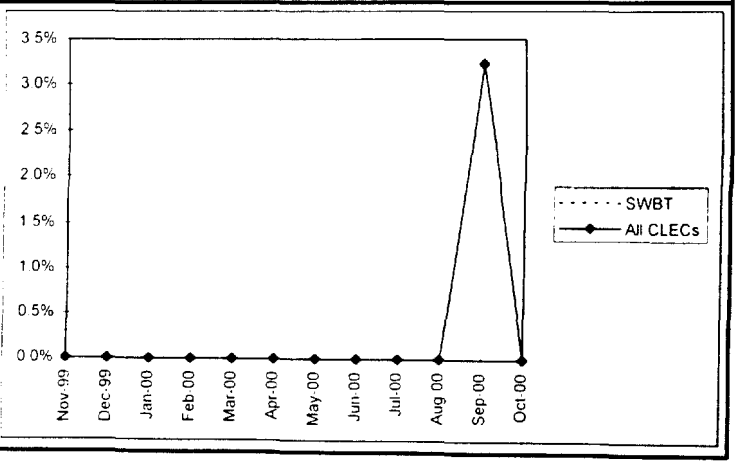
DS1 Loop

Measurement 59 - 05	All CLECs No. of Circuits	All CLECs # Trouble Reports	All CLECs % Trouble Reports	SWBT % Trouble Reports	Z-Value
Nov-99	30	2	6.7%	0.0%	0.38
Dec-99	68	6	8.8%	0.0%	0.54
Jan-00	57	6	10.5%	0.0%	0.34
Feb-00	29	4	13.8%	0.0%	0.40
Mar-00	73	0	0.0%	0.0%	0.00
Apr-00	51	5	9.8%	0.0%	0.33
May-00	36	1	2.8%	n/a	n/a
Jun-00	45	4	8.9%	0.0%	0.70
Jul-00	60	5	8.3%	0.0%	0.43
Aug-00	50	7	14.0%	0.0%	0.40
Sep-00	41	2	4.9%	n/a	n/a
Oct-00	57	6	10.5%	0.0%	0.34
12 Mo. Total	597	48	8.0%	0.0%	



DS1 Dedicated Transport

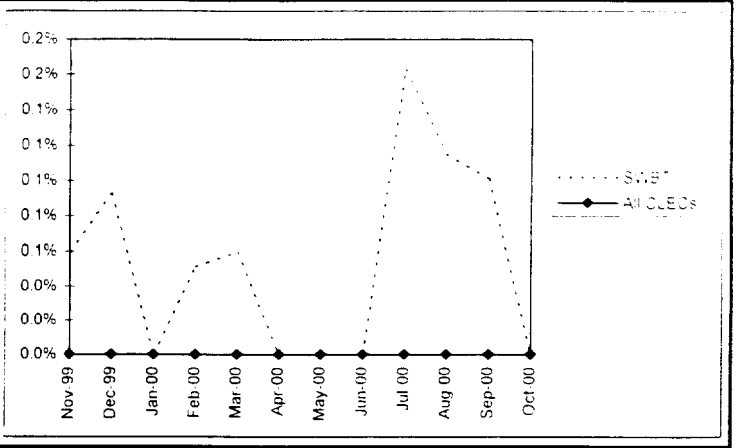
Measurement 59 - 06	All CLECs No. of Circuits	All CLECs # Trouble Reports	All CLECs % Trouble Reports	SWBT % Trouble Reports	Z-Value
Nov-99	0	0	n/a	0.0%	n/a
Dec-99	0	0	n/a	0.0%	n/a
Jan-00	0	0	n/a	0.0%	n/a
Feb-00	0	0	n/a	0.0%	n/a
Mar-00	8	0	0.0%	0.0%	0.00
Apr-00	0	0	n/a	0.0%	n/a
May-00	0	0	n/a	n/a	n/a
Jun-00	0	0	n/a	0.0%	n/a
Jul-00	0	2	n/a	0.0%	n/a
Aug-00	0	0	n/a	0.0%	n/a
Sep-00	31	1	3.2%	n/a	n/a
Oct-00	25	0	0.0%	0.0%	0.00
12 Mo. Total	64	3	4.7%	0.0%	



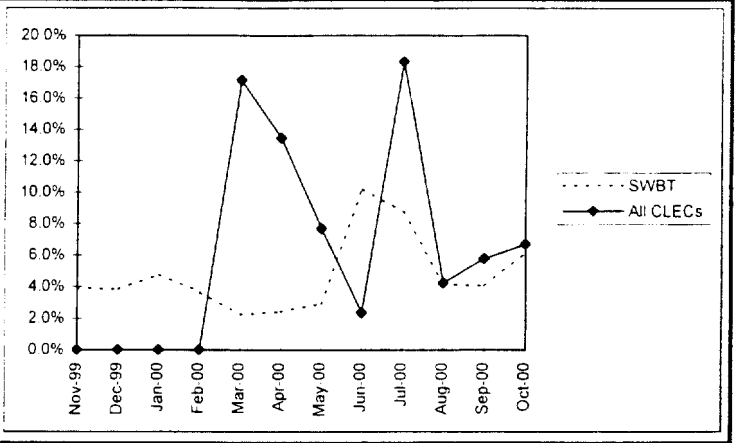
Provisioning - Unbundled Network Elements (UNE)

Percent Trouble Reports on N.T.C Orders within 30 days

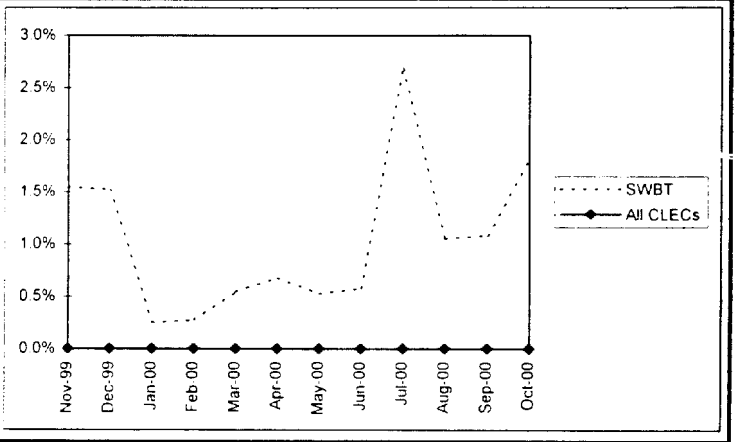
Measurement 59 - 07	ISDN - PRI				
	All CLECs			SWBT	
	No. of Circuits	# Trouble Reports	% Trouble Reports	% Trouble Reports	Z-Value
Nov-99	0	0	n/a	0.1%	n/a
Dec-99	0	0	n/a	0.1%	n/a
Jan-00	0	0	n/a	0.0%	n/a
Feb-00	0	0	n/a	0.1%	n/a
Mar-00	0	0	n/a	0.1%	n/a
Apr-00	0	0	n/a	0.0%	n/a
May-00	0	0	n/a	0.0%	n/a
Jun-00	0	0	n/a	0.0%	n/a
Jul-00	0	0	n/a	0.2%	n/a
Aug-00	0	0	n/a	0.1%	n/a
Sep-00	0	0	n/a	0.1%	n/a
Oct-00	0	0	n/a	0.0%	n/a
12 Mo. Total	0	0	n/a	4.6%	



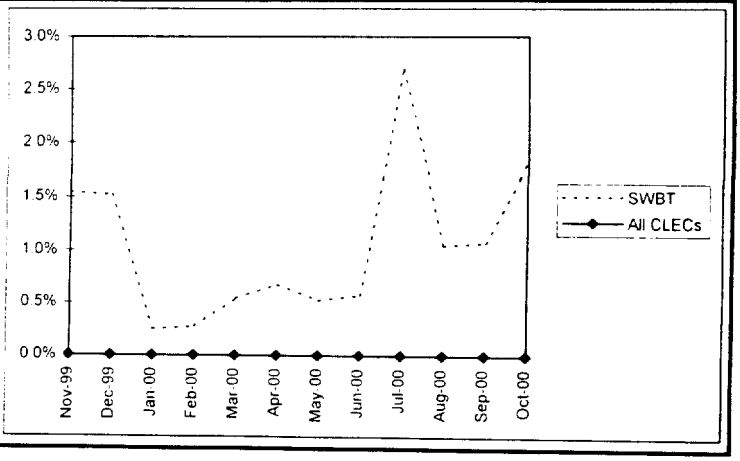
Measurement 59 - 08	DSL (May-00 Retail is SWBT/ASI Combined)				
	All CLECs			SWBT/ASI	
	No. of Circuits	# Trouble Reports	% Trouble Reports	% Trouble Reports	Z-Value
Nov-99	0	0	n/a	3.9%	n/a
Dec-99	0	0	n/a	3.8%	n/a
Jan-00	0	0	n/a	4.8%	n/a
Feb-00	0	0	n/a	3.7%	n/a
Mar-00	35	6	17.1%	2.3%	5.08
Apr-00	82	11	13.4%	2.4%	5.06
May-00	65	5	7.7%	2.9%	2.13
Jun-00	85	2	2.4%	10.2%	-2.35
Jul-00	71	13	18.3%	8.8%	2.58
Aug-00	71	3	4.2%	4.2%	0.03
Sep-00	121	7	5.8%	4.1%	0.90
Oct-00	224	15	6.7%	6.2%	0.29
12 Mo. Total	754	62	8.2%	4.8%	



Measurement 59 - 09	Analog Trunk Port				
	All CLECs			SWBT	
	No. of Circuits	# Trouble Reports	% Trouble Reports	% Trouble Reports	Z-Value
Nov-99	0	0	n/a	1.6%	n/a
Dec-99	0	0	n/a	1.5%	n/a
Jan-00	0	0	n/a	0.3%	n/a
Feb-00	0	0	n/a	0.3%	n/a
Mar-00	0	0	n/a	0.5%	n/a
Apr-00	0	0	n/a	0.7%	n/a
May-00	0	0	n/a	0.5%	n/a
Jun-00	0	0	n/a	0.6%	n/a
Jul-00	0	0	n/a	2.7%	n/a
Aug-00	0	0	n/a	1.0%	n/a
Sep-00	0	0	n/a	1.1%	n/a
Oct-00	0	0	n/a	1.8%	n/a
12 Mo. Total	0	0	n/a	0.9%	



Measurement 59 - 10	Subtending Digital Direct Combination Trunks				
	All CLECs			SWBT	
	No. of Circuits	# Trouble Reports	% Trouble Reports	% Trouble Reports	Z-Value
Nov-99	0	0	n/a	1.6%	n/a
Dec-99	0	0	n/a	1.5%	n/a
Jan-00	0	0	n/a	0.3%	n/a
Feb-00	0	0	n/a	0.3%	n/a
Mar-00	0	0	n/a	0.5%	n/a
Apr-00	0	0	n/a	0.7%	n/a
May-00	0	0	n/a	0.5%	n/a
Jun-00	0	0	n/a	0.6%	n/a
Jul-00	0	0	n/a	2.7%	n/a
Aug-00	0	0	n/a	1.0%	n/a
Sep-00	0	0	n/a	1.1%	n/a
Oct-00	0	0	n/a	1.8%	n/a
12 Mo. Total	0	0	n/a	0.9%	

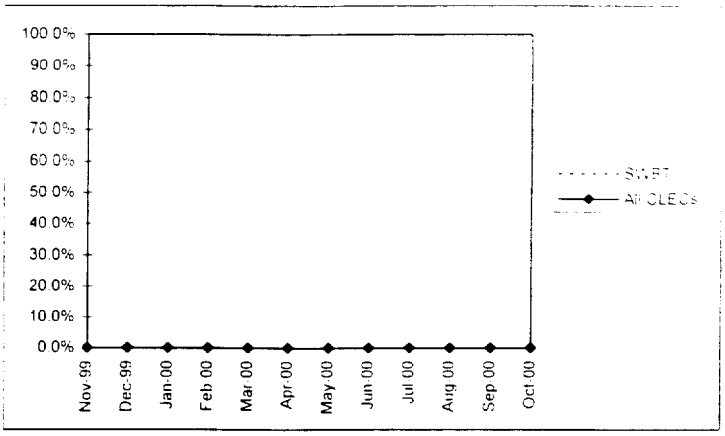


Provisioning - Unbundled Network Elements (UNE)

Percent Trouble Reports on N.T.C Orders within 30 days

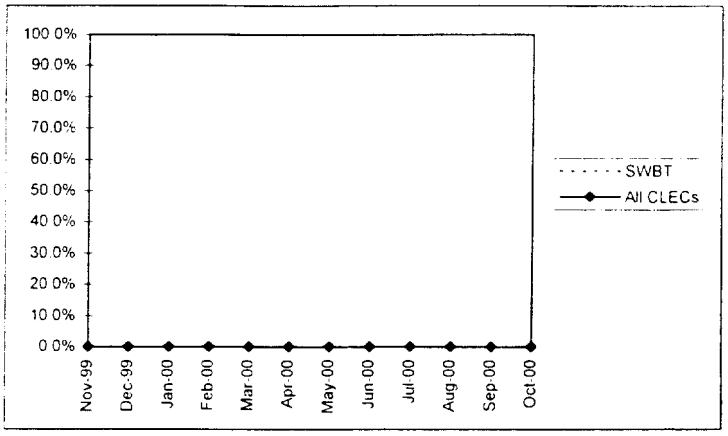
Measurement 59 - 11 — DS3 Dedicated Transport

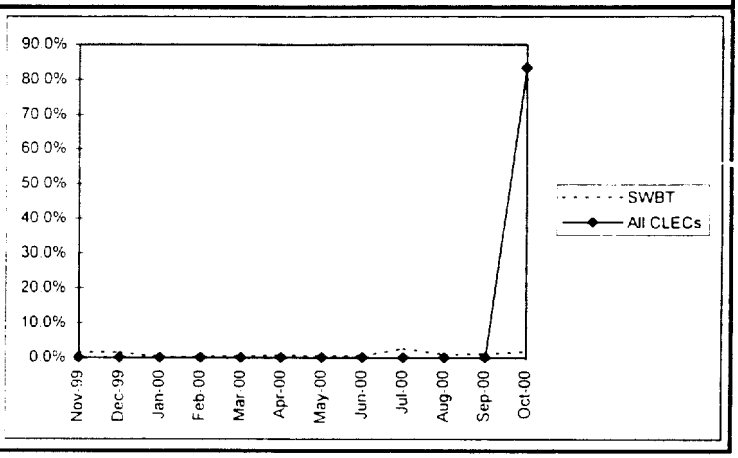
	All CLECs			SWBT	
	No. of Circuits	# Trouble Reports	% Trouble Reports	% Trouble Reports	Z-Value
Nov-99	0	0	n/a	0.0%	n/a
Dec-99	0	0	n/a	0.0%	n/a
Jan-00	0	0	n/a	n/a	n/a
Feb-00	0	0	n/a	n/a	n/a
Mar-00	0	0	n/a	n/a	n/a
Apr-00	0	0	n/a	n/a	n/a
May-00	0	0	n/a	n/a	n/a
Jun-00	0	1	n/a	n/a	n/a
Jul-00	0	0	n/a	n/a	n/a
Aug-00	0	0	n/a	n/a	n/a
Sep-00	9	0	0.0%	n/a	n/a
Oct-00	12	0	0.0%	n/a	n/a
12 Mo. Total	21	1	4.8%	0.0%	



Measurement 59 - 12 — Dark Fiber

	All CLECs			SWBT	
	No. of Circuits	# Trouble Reports	% Trouble Reports	% Trouble Reports	Z-Value
Nov-99	0	0	n/a	0.0%	n/a
Dec-99	0	0	n/a	0.0%	n/a
Jan-00	0	0	n/a	n/a	n/a
Feb-00	0	0	n/a	n/a	n/a
Mar-00	0	0	n/a	n/a	n/a
Apr-00	0	0	n/a	n/a	n/a
May-00	0	0	n/a	n/a	n/a
Jun-00	0	0	n/a	n/a	n/a
Jul-00	0	0	n/a	n/a	n/a
Aug-00	0	0	n/a	n/a	n/a
Sep-00	0	0	n/a	n/a	n/a
Oct-00	0	0	n/a	n/a	n/a
12 Mo. Total	0	0	n/a	0.0%	



Measurement 59 - 13 — Analog Line Port

	All CLECs			SWBT	
	No. of Circuits	# Trouble Reports	% Trouble Reports	% Trouble Reports	Z-Value
Nov-99	0	0	n/a	1.6%	n/a
Dec-99	0	0	n/a	1.5%	n/a
Jan-00	0	0	n/a	0.3%	n/a
Feb-00	0	0	n/a	0.3%	n/a
Mar-00	0	0	n/a	0.5%	n/a
Apr-00	0	0	n/a	0.7%	n/a
May-00	0	0	n/a	0.5%	n/a
Jun-00	0	0	n/a	0.6%	n/a
Jul-00	8	0	0.0%	2.7%	-0.47
Aug-00	32	0	0.0%	1.0%	-0.58
Sep-00	26	0	0.0%	1.1%	-0.53
Oct-00	6	5	83.3%	1.8%	13.13
12 Mo. Total	72	5	6.9%	0.9%