October Version 1.6 Performance Measures – Oklahoma Specific

Oklahoma 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 89% Result	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 83% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 88% Result	Overall Result 89%
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	-	-	-	OK	P	0.73	0.74	0.00	Yes	0.67	0.58	2.00	No	0.00	0.52	0.00	Base<10	-
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	OK	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	OK	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	OK	B	90.8%	95.0%	4.21	No	91.9%	95.0%	3.13	No	97.1%	95.0%	(2.15)	Yes	MISS
% FOCs Rec. Within 24 Hours - Complex Business (1-200 Lines) - LEX	5-02	L	M	M	OK	B	93.8%	94.0%	0.18	Yes	94.1%	94.0%	(0.12)	Yes	96.9%	94.0%	(2.93)	Yes	HIT
% FOCs Rec. Within 48 Hours - Complex Business (200+ Lines) - LEX	5-03	L	M	M	OK	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	OK	B	99.2%	95.0%	(4.16)	Yes	95.8%	95.0%	(0.80)	Yes	96.2%	95.0%	(1.20)	Yes	HIT
% FOCs Rec. Within 48 Hours - UNE Loop (50+) - LEX	5-05	L	M	M	OK	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	OK	B	88.4%	95.0%	6.63	No	50.0%	95.0%	45.00	Base<10	n/a	95.0%	n/a	-	-
% FOCs Rec. Within 5 Hours - Residence and Simple Business - EDI	5-07	L	M	M	OK	B	99.2%	95.0%	(4.21)	Yes	98.1%	95.0%	(3.08)	Yes	100.0%	95.0%	(5.00)	Yes	HIT
% FOCs Rec. Within 24 Hours - Complex Business (1-200 Lines) - EDI	5-08	L	M	M	OK	B	n/a	94.0%	n/a	-	100.0%	94.0%	(6.00)	Base<10	100.0%	94.0%	(6.00)	Base<10	-
% FOCs Rec. Within 48 Hours - Complex Business (200+ Lines) - EDI	5-09	L	M	M	OK	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	OK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% FOCs Rec. Within 48 Hours - UNE Loop (50+) - EDI	5-11	L	M	M	OK	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	OK	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	OK	B	96.2%	95.0%	(1.18)	Yes	98.4%	95.0%	(3.43)	Yes	98.6%	95.0%	(3.58)	Yes	HIT
% FOCs Rec. Within 24 Hours - Complex Business (1-200 Lines) - Man.	5-14	L	M	M	OK	B	93.5%	94.0%	0.52	Yes	100.0%	94.0%	(6.00)	Yes	97.4%	94.0%	(3.44)	Yes	HIT
% FOCs Rec. Within 48 Hours - Complex Business (200+ Lines) - Man.	5-15	L	M	M	OK	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	OK	B	86.4%	95.0%	8.64	No	93.8%	95.0%	1.25	Yes	100.0%	95.0%	(5.00)	Yes	HIT
% FOCs Rec. Within 48 Hours - UNE Loop (50+) - Man.	5-17	L	M	M	OK	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	OK	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 - LEX (1-20 Loops)	5.1-01	L	M	-	OK	B	98.9%	95.0%	(3.91)	Yes	97.1%	95.0%	(2.12)	Yes	97.9%	95.0%	(2.94)	Yes	HIT
% FOCs Rec. Within 48 Hours - xDSL-capable Loops - LEX (Over 20 Loops)	5.1-02	L	M	-	OK	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	-	OK	B	100.0%	95.0%	(5.00)	Yes	97.5%	95.0%	(2.50)	Yes	97.3%	95.0%	(2.30)	Yes	HIT
% FOCs Rec. Within 48 Hours - xDSL-capable Loops - EDI (Over 20 Loops)	5.1-04	L	M	-	OK	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	-	OK	B	92.0%	95.0%	3.00	No	81.8%	95.0%	13.18	No	97.6%	95.0%	(2.56)	Yes	MISS

Oklahoma 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 89% Result	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 83% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 88% Result	Overall Result 89%
% FOCs Rec. Within 48 Hours - xDSL-capable Loops - Manual (Over 20 Loops)	5.1-06	L	M	-	OK	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	-	-	-	OK	-	2.5		n/a	-	4.8		n/a	-	1.1		n/a	-	-
Average Time to Return FOC (Hours) - Complex Business (1-200 Lines) - LEX	6-02	-	-	-	OK	-	5.2		n/a	-	5.0		n/a	-	3.8		n/a	-	-
Average Time to Return FOC (Hours) - Complex Business (200+ Lines) - LEX	6-03	-	-	-	OK	-	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	-	-	-	OK	-	0.9		n/a	-	1.4		n/a	-	2.3		n/a	-	-
Average Time to Return FOC (Hours) - UNE Loop (50+) - LEX	6-05	-	-	-	OK	-	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
Average Time to Return FOC (Hours) - Switch Ports - LEX	6-06	-	-	-	OK	-	4.9		n/a	-	4.6		n/a	-	n/a		n/a	-	-
Average Time to Return FOC (Hours) - Residence and Simple Business - EDI	6-07	-	-	-	OK	-	0.5		n/a	-	1.8		n/a	-	0.5		n/a	-	-
Average Time to Return FOC (Hours) - Complex Business (1 - 200 Lines) - EDI	6-08	-	-	-	OK	-	n/a		n/a	-	23.3		n/a	-	1.6		n/a	-	-
Average Time to Return FOC (Hours) - Complex Business (200+ Lines) - EDI	6-09	-	-	-	OK	-	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	-	-	-	OK	-	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
Average Time to Return FOC (Hours) - UNE Loop (50+) - EDI	6-11	-	-	-	OK	-	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
Average Time to Return FOC (Hours) - Switch Ports - EDI	6-12	-	-	-	OK	-	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	-	-	-	OK	-	13.6		n/a	-	12.7		n/a	-	12.2		n/a	-	-
Average Time to Return FOC (Hours) - Complex Business (1-200 Lines) - Man	6-14	-	-	-	OK	-	18.0		n/a	-	9.7		n/a	-	13.1		n/a	-	-
Average Time to Return FOC (Hours) - Complex Business (200+ Lines) - Man	6-15	-	-	-	OK	-	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	-	-	-	OK	-	20.3		n/a	-	13.6		n/a	-	20.4		n/a	-	-
Average Time to Return FOC (Hours) - UNE Loop (50+) - Man	6-17	-	-	-	OK	-	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
Average Time to Return FOC (Hours) - Switch Ports - Man	6-18	-	-	-	OK	-	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
% Mech. Completions Returned Within One Hour - LEX	7-01	L	-	-	OK	B	99.5%	97.0%	(2.50)	Yes	99.8%	97.0%	(2.75)	Yes	98.4%	97.0%	(1.43)	Yes	HIT
% Mech. Completions Returned Within One Hour - EDI	7-02	L	-	-	OK	B	96.4%	97.0%	0.63	Yes	92.1%	97.0%	4.94	No	100.0%	97.0%	(3.00)	Yes	HIT
% Mech. Completions Returned Within One Day - LEX	7.1-01	-	-	L	OK	B	97.6%	97.0%	(0.62)	Yes	95.4%	97.0%	1.63	Yes	96.6%	97.0%	0.40	Yes	HIT
% Mech. Completions Returned Within One Day - EDI	7.1-02	-	-	L	OK	B	98.4%	97.0%	(1.39)	Yes	85.6%	97.0%	11.40	No	91.8%	97.0%	5.23	No	MISS
Average Time to Return Mechanized Completions (Hours) - LEX	8-01	L	-	-	OK	-	0.03		n/a	-	0.02		n/a	-	0.08		n/a	-	-
Average Time to Return Mechanized Completions (Hours) - EDI	8-02	L	-	-	OK	-	0.33		n/a	-	0.51		n/a	-	0.14		n/a	-	-
Percent Rejects - LEX	9-01	-	-	-	OK	-	38.7%		n/a	-	40.3%		n/a	-	38.5%		n/a	-	-
Percent Rejects - EDI	9-02	-	-	-	OK	-	38.6%		n/a	-	49.8%		n/a	-	41.1%		n/a	-	-
% Mech. Rejects Retd within One Hour of Receipt in LASR - LEX	10-01	L	-	-	OK	B	100.0%	97.0%	(3.00)	Yes	100.0%	97.0%	(3.00)	Yes	99.0%	97.0%	(1.96)	Yes	HIT
% Mech. Rejects Retd within One Hour of Receipt in LASR - EDI	10-02	L	-	-	OK	B	100.0%	97.0%	(3.00)	Yes	100.0%	97.0%	(3.00)	Yes	100.0%	97.0%	(3.00)	Yes	HIT
% Manual Rejects Recd Electronically and Retd Within Five Hours	10.1-01	L	-	-	OK	B	80.2%	97.0%	16.82	No	82.9%	97.0%	14.08	No	94.5%	97.0%	2.50	No	MISS
Mean Time to Return Mechanized Rejects (Hours) - LEX	11-01	-	-	-	OK	-	0.09		n/a	-	0.03		n/a	-	0.09		n/a	-	-
Mean Time to Return Mechanized Rejects (Hours) - EDI	11-02	-	-	-	OK	-	0.32		n/a	-	0.23		n/a	-	2.03		n/a	-	-
Mean Time to Return Manual Rejects Recd via LEX or EDI	11.1-01	-	-	-	OK	B	6.8	5.0	1.76	No	10.7	5.0	5.72	No	3.6	5.0	(1.39)	Yes	MISS
Mechanized Provisioning Accuracy	12-01	L	L	-	OK	P	99.2%	94.2%	(113.76)	Yes	97.9%	93.6%	(12.04)	Yes	98.6%	92.8%	(16.53)	Yes	HIT
Order Process % Flow Through - EASE	13-01	L	H	H	OK	P	96.4%	90.5%	(13.89)	Yes	97.6%	90.1%	(15.69)	Yes	97.1%	88.0%	(18.60)	Yes	HIT
Order Process % Flow Through - LEX	13-02	L	H	H	OK	P	79.5%	90.5%	25.46	No	86.6%	90.1%	6.83	No	75.5%	88.0%	24.95	No	MISS
Order Process % Flow Through - EDI	13-03	L	H	H	OK	P	95.3%	90.5%	(2.60)	Yes	93.3%	90.1%	(1.11)	Yes	92.7%	88.0%	(1.77)	Yes	HIT
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	-	OK	B	100.0%	99.0%	(1.00)	Yes	100.0%	99.0%	(1.00)	Yes	100.0%	99.0%	(1.00)	Yes	HIT
% 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	OK	B	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	HIT
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	OK	P	2.7	3.4	(5.26)	Yes	2.4	2.8	(3.35)	Yes	2.5	2.8	(1.98)	Yes	HIT
Mean Install. Interval-Field Work-Bus	27-02	H	H	H	OK	P	3.0	4.2	(2.51)	Yes	2.1	3.9	(2.06)	Yes	2.4	3.2	(1.57)	Yes	HIT
Mean Install. Interval-No Field Work-Res.	27-03	H	H	H	OK	P	0.05	0.75	(23.03)	Yes	0.04	0.71	(17.96)	Yes	0.08	0.69	(16.75)	Yes	HIT
Mean Install. Interval-No Field Work-Bus	27-04	H	H	H	OK	P	0.03	0.77	(4.42)	Yes	0.06	0.73	(5.03)	Yes	0.19	0.93	(6.28)	Yes	HIT
Mean Install. Interval-Field Work-UNEs	27-05	H	H	H	OK	P	4.1	3.6	1.05	Yes	2.8	3.1	(0.42)	Yes	2.7	2.9	(0.46)	Yes	HIT
Mean Install. Interval-No Field Work- UNEs	27-06	H	H	H	OK	P	0.37	0.75	(3.60)	Yes	0.67	0.71	(0.41)	Yes	0.34	0.73	(3.37)	Yes	HIT
% Install. within 5 days-Field Work-Res.	28-01	-	-	-	OK	P	91.6%	87.8%	(3.26)	Yes	97.7%	93.7%	(4.39)	Yes	97.0%	94.0%	(3.37)	Yes	HIT
% Install. within 5 days-Field Work-Bus.	28-02	-	-	-	OK	P	95.5%	80.1%	(4.41)	Yes	98.0%	88.0%	(3.06)	Yes	95.5%	90.6%	(1.57)	Yes	HIT
% Install. within 3 days-No Field Work-Res	28-03	-	-	-	OK	P	99.9%	97.4%	(9.60)	Yes	100.0%	98.4%	(7.12)	Yes	99.6%	98.5%	(5.53)	Yes	HIT
% Install. within 3 days-No Field Work-Bus	28-04	-	-	-	OK	P	100.0%	95.4%	(4.32)	Yes	99.8%	96.3%	(3.76)	Yes	99.4%	96.8%	(3.42)	Yes	HIT

Oklahoma 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 89% Result	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 83% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 88% Result	Overall Result 89%
% Install within 5 days-Field Work-UNEs	28-05	-	-	-	OK	P	87.2%	85.9%	(0.31)	Yes	98.6%	92.2%	(1.96)	Yes	98.8%	92.9%	(2.03)	Yes	HIT
% Install within 3 days-No Field Work- UNEs	28-06	-	-	-	OK	P	98.9%	97.2%	(2.01)	Yes	99.2%	98.1%	(1.59)	Yes	99.5%	98.1%	(1.89)	Yes	HIT
% SWBT Missed Due Dates - Field Work-Res	29-01	H	H	H	OK	P	5.1%	9.8%	(4.78)	Yes	4.5%	8.8%	(4.33)	Yes	5.7%	8.6%	(2.94)	Yes	HIT
% SWBT Missed Due Dates - Field Work-Bus	29-02	H	H	H	OK	P	4.3%	8.3%	(1.97)	Yes	3.4%	8.5%	(2.00)	Yes	7.5%	8.5%	(0.36)	Yes	HIT
% SWBT Missed Due Dates - No Field Work-Res.	29-03	H	H	H	OK	P	0.13%	0.52%	(4.88)	Yes	0.12%	0.35%	(3.28)	Yes	0.72%	0.32%	5.82	No	HIT
% SWBT Missed Due Dates - No Field Work-Bus.	29-04	H	H	H	OK	P	0.60%	0.15%	3.46	No	0.60%	0.25%	1.90	No	1.94%	0.73%	3.81	No	MISS
% SWBT Missed Due Dates - Field Work-UNEs	29-05	H	H	H	OK	P	9.6%	9.4%	0.07	Yes	5.4%	8.7%	(1.10)	Yes	4.1%	8.6%	(1.56)	Yes	HIT
% SWBT Missed Due Dates - No Field Work-UNEs	29-06	H	H	H	OK	P	0.44%	0.48%	(0.21)	Yes	0.40%	0.34%	0.34	Yes	0.94%	0.38%	3.05	No	HIT
% SWBT Missed Due Dates Due to LOF - Res.	30-01	L	-	-	OK	P	2.5%	5.6%	(4.06)	Yes	3.2%	5.4%	(2.83)	Yes	2.9%	5.6%	(3.31)	Yes	HIT
% SWBT Missed Due Dates Due to LOF - Bus.	30-02	L	-	-	OK	P	3.8%	6.5%	(1.49)	Yes	2.5%	6.8%	(1.84)	Yes	2.8%	5.4%	(1.16)	Yes	HIT
% SWBT Missed Due Dates Due to LOF - UNEs	30-03	L	-	-	OK	P	6.0%	5.8%	0.08	Yes	3.3%	5.8%	(1.04)	Yes	1.0%	5.5%	(1.94)	Yes	HIT
% SWBT Missed Due Dates Due to LOF - Res. > 30 Days	30-04	L	-	-	OK	P	4.2%	6.6%	(0.47)	Yes	0.0%	8.1%	(1.54)	Yes	8.0%	10.3%	(0.38)	Yes	HIT
% SWBT Missed Due Dates Due to LOF - Bus. > 30 Days	30-05	L	-	-	OK	P	57.1%	12.2%	3.48	Base<10	0.0%	14.2%	(0.71)	Base<10	0.0%	12.2%	(0.64)	Base<10	-
% SWBT Missed Due Dates Due to LOF - UNEs > 30 Days	30-06	L	-	-	OK	P	0.0%	8.1%	(0.67)	Base<10	0.0%	10.1%	(0.58)	Base<10	0.0%	10.9%	(0.35)	Base<10	-
% SWBT Missed Due Dates Due to LOF - Res. > 90 Days	30-07	L	-	-	OK	P	0.0%	0.2%	(0.23)	Yes	0.0%	0.1%	(0.20)	Yes	0.0%	0.9%	(0.49)	Yes	HIT
% SWBT Missed Due Dates Due to LOF - Bus. > 90 Days	30-08	L	-	-	OK	P	0.0%	0.6%	(0.20)	Base<10	0.0%	3.7%	(0.34)	Base<10	0.0%	0.7%	(0.14)	Base<10	-
% SWBT Missed Due Dates Due to LOF - UNEs > 90 Days	30-09	L	-	-	OK	P	0.0%	0.3%	(0.13)	Base<10	0.0%	1.3%	(0.20)	Base<10	0.0%	0.9%	(0.09)	Base<10	-
Avg. Delay Days due to LOF - Res.	31-01	-	-	-	OK	P	6.8	10.0	(1.31)	Yes	5.2	11.0	(2.37)	Yes	10.2	11.6	(0.38)	Yes	HIT
Avg. Delay Days due to LOF - Bus.	31-02	-	-	-	OK	P	19.6	13.9	0.92	Base<10	2.3	19.1	(0.85)	Base<10	6.7	13.2	(0.65)	Base<10	-
Avg. Delay Days due to LOF - UNEs	31-03	-	-	-	OK	P	20.2	11.1	1.55	Base<10	1.0	13.6	(0.98)	Base<10	3.0	12.1	(0.52)	Base<10	-
Avg. Delay Days for SWBT Caused Missed Due Dates - Res.-Field Work	32-01	M	-	L	OK	P	7.5	5.4	1.65	Yes	4.6	5.5	(0.34)	Yes	4.1	5.3	(0.84)	Yes	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - Bus.-Field Work	32-02	M	-	L	OK	P	15.0	8.9	0.51	Base<10	2.8	11.7	(0.94)	Base<10	13.3	4.7	5.97	No	-
Avg. Delay Days for SWBT Caused Missed Due Dates - Res.-No Field Work	32-03	M	-	L	OK	P	0.3	4.5	(2.05)	Yes	3.1	4.9	(0.88)	Base<10	0.9	4.8	(2.83)	Yes	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - Bus.-No Field Work	32-04	M	-	L	OK	P	16.2	6.3	3.11	Base<10	6.4	18.0	(0.81)	Base<10	0.5	13.6	(3.05)	Yes	-
Avg. Delay Days for SWBT Caused Missed Due Dates - UNEs-Field Work	32-05	M	-	L	OK	P	2.3	5.9	(1.74)	Yes	26.6	6.5	4.18	Base<10	3.7	5.1	(0.47)	Base<10	-
Avg. Delay Days for SWBT Caused Missed Due Dates - UNEs-No Field Work	32-06	M	-	L	OK	P	0.0	4.6	(1.72)	Base<10	1.8	6.1	(0.76)	Base<10	3.3	7.6	(1.11)	Yes	-
% SWBT Caused Missed Due Dates > 30 Days - Res.-Field Work	33-01	L	-	-	OK	P	0.11%	0.37%	(1.33)	Yes	0.00%	0.44%	(1.94)	Yes	0.35%	0.61%	(0.93)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - Bus.-Field Work	33-02	L	-	-	OK	P	0.00%	0.72%	(1.16)	Yes	0.00%	0.88%	(1.03)	Yes	0.00%	0.67%	(0.85)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - Res.-No Field Work	33-03	L	-	-	OK	P	0.00%	0.01%	(0.71)	Yes	0.00%	0.00%	(0.39)	Yes	0.00%	0.00%	(0.58)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - Bus.-No Field Work	33-04	L	-	-	OK	P	0.00%	0.00%	0.00	Yes	0.00%	0.03%	(0.54)	Yes	0.26%	0.08%	1.60	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - UNEs-Field Work	33-05	L	-	-	OK	P	0.00%	0.46%	(0.62)	Yes	0.00%	0.56%	(0.72)	Yes	0.00%	0.63%	(0.78)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - UNEs-No Field Work	33-06	L	-	-	OK	P	0.00%	0.01%	(0.28)	Yes	0.10%	0.01%	3.58	No	0.00%	0.02%	(0.45)	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Res.-N&T Orders-Field Work	35-01	H	H	H	OK	P	3.6%	4.5%	(1.20)	Yes	3.8%	4.7%	(1.21)	Yes	4.6%	5.3%	(0.78)	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Bus.-N&T Orders-Field Work	35-02	H	H	H	OK	P	2.9%	3.2%	(0.21)	Yes	2.8%	3.0%	(0.14)	Yes	1.0%	2.5%	(1.00)	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Res.-N&T Orders-No Field Work	35-03	H	H	H	OK	P	4.0%	6.8%	(6.49)	Yes	4.0%	7.6%	(7.36)	Yes	4.6%	7.6%	(6.42)	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Bus.-N&T Orders-No Field Work	35-04	H	H	H	OK	P	1.1%	1.4%	(0.38)	Yes	0.7%	1.5%	(1.07)	Yes	0.5%	0.7%	(0.35)	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Res.-C Orders-Field Work	35-05	H	H	H	OK	P	0.0%	2.3%	(0.43)	Base<10	0.0%	2.6%	(0.33)	Base<10	0.0%	2.1%	(0.39)	Base<10	-
% Trouble Reports Within 10 Days of Install. - Bus.-C Orders-Field Work	35-06	H	H	H	OK	P	15.4%	3.7%	2.15	No	10.0%	4.1%	0.92	Yes	0.0%	2.6%	(0.23)	Base<10	-
% Trouble Reports Within 10 Days of Install. - Res.-C Orders-No Field Work	35-07	H	H	H	OK	P	0.7%	1.2%	(3.00)	Yes	0.4%	1.2%	(4.50)	Yes	0.8%	1.6%	(3.79)	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Bus.-C Orders-No Field Work	35-08	H	H	H	OK	P	1.2%	1.3%	(0.14)	Yes	1.6%	1.4%	0.42	Yes	1.4%	1.2%	0.45	Yes	HIT
% Trouble Reports Within 10 Days of Install. - UNE-N&T Orders-Field Work	35-09	H	H	H	OK	P	n/a	4.2%	n/a	-	n/a	4.3%	n/a	-	n/a	4.4%	n/a	-	-
% Trouble Reports Within 10 Days of Install. - UNE-N&T Orders-No Field Work	35-10	H	H	H	OK	P	n/a	6.2%	n/a	-	n/a	6.9%	n/a	-	n/a	6.4%	n/a	-	-
% Trouble Reports Within 10 Days of Install. - UNE-C Orders-Field Work	35-11	H	H	H	OK	P	3.6%	2.9%	0.41	Yes	2.2%	3.3%	(0.58)	Yes	3.1%	2.3%	0.50	Yes	HIT
% Trouble Reports Within 10 Days of Install. - UNE-C Orders-No Field Work	35-12	H	H	H	OK	P	1.9%	1.2%	2.47	No	2.3%	1.2%	3.10	No	1.7%	1.5%	0.55	Yes	MISS
% No Access - Field Work - Res.	36-01	-	-	-	OK	P	1.5%	2.0%	(1.05)	Yes	1.3%	2.4%	(2.13)	Yes	0.4%	2.3%	(3.70)	Yes	HIT
% No Access - Field Work - Bus.	36-02	-	-	-	OK	P	0.0%	1.8%	(1.83)	Yes	2.5%	2.2%	0.20	Yes	0.0%	1.7%	(1.34)	Yes	HIT
% No Access - Field Work - UNEs	36-03	-	-	-	OK	P	0.0%	1.9%	(1.27)	Yes	2.2%	2.4%	(0.13)	Yes	1.0%	2.1%	(0.71)	Yes	HIT
Trouble Report Rate - Res.	37-01	H	H	H	OK	P	2.0%	2.9%	(10.95)	Yes	1.8%	2.8%	(11.05)	Yes	2.6%	3.5%	(9.44)	Yes	HIT
Trouble Report Rate - Bus.	37-02	H	H	H	OK	P	0.9%	1.3%	(4.62)	Yes	0.8%	1.2%	(5.02)	Yes	1.2%	1.5%	(3.58)	Yes	HIT
Trouble Report Rate - UNE Loop and Port Combinations	37-03	H	H	H	OK	P	1.6%	2.5%	(4.42)	Yes	1.6%	2.3%	(4.16)	Yes	2.0%	3.0%	(5.59)	Yes	HIT
% Missed Repair - Res.-Dispatch	38-01	H	H	H	OK	P	2.8%	5.3%	(3.29)	Yes	2.0%	5.4%	(4.18)	Yes	3.4%	8.6%	(6.42)	Yes	HIT
% Missed Repair - Bus.-Dispatch	38-02	H	H	H	OK	P	8.8%	12.3%	(1.51)	Yes	11.5%	12.5%	(0.39)	Yes	12.5%	14.9%	(1.08)	Yes	HIT
% Missed Repair - Res.-No Dispatch	38-03	H	H	H	OK	P	4.2%	0.9%	1.67	Yes	3.0%	0.8%	1.43	Yes	0.0%	0.9%	(0.66)	Yes	HIT
% Missed Repair - Bus.-No Dispatch	38-04	H	H	H	OK	P	0.0%	2.2%	(0.37)	Base<10	0.0%	1.7%	(0.40)	Base<10	12.5%	1.3%	3.75	No	-
% Missed Repair - UNEs - Dispatch	38-05	H	H	H	OK	P	4.1%	6.4%	(1.05)	Yes	6.3%	6.4%	(0.06)	Yes	4.3%	9.5%	(2.70)	Yes	HIT
% Missed Repair - UNEs - No Dispatch	38-06	H	H	H	OK	P	0.0%	1.0%	(0.30)	Base<10	0.0%	0.9%	(0.34)	Yes	0.0%	0.9%	(0.38)	Yes	HIT
Receipt to Clear Duration - Res.-Affecting Service-Dispatch	39-01	H	H	H	OK	P	17.3	25.5	(2.54)	Yes	18.3	24.5	(2.12)	Yes	19.6	37.8	(4.90)	Yes	HIT
Receipt to Clear Duration - Bus.-Affecting Service-Dispatch	39-02	H	H	H	OK	P	10.8	12.5	(0.33)	Yes	10.8	12.1	(0.29)	Yes	8.3	14.4	(1.30)	Yes	HIT
Receipt to Clear Duration - Res.-Affecting Service-No Dispatch	39-03	H	H	H	OK	P	17.4	8.1	1.28	Yes	16.1	6.7	1.35	Yes	8.1	7.6	0.11	Yes	HIT
Receipt to Clear Duration - Bus.-Affecting Service-No Dispatch	39-04	H	H	H	OK	P	n/a	5.7	n/a	-	n/a	3.8	n/a	-	7.8	4.9	0.26	Base<10	
Receipt to Clear Duration - Res.-Out of Service-Dispatch	39-05	H	H	H	OK	P	11.2	16.7	(7.95)	Yes	10.5	16.1	(8.08)	Yes	18.1	28.8	(12.21)	Yes	HIT
Receipt to Clear Duration - Bus.-Out of Service-Dispatch	39-06	H	H	H	OK	P	7.4	9.4	(1.79)	Yes	10.7	8.7	1.83	No	11.2	12.5	(1.02)	Yes	HIT
Receipt to Clear Duration - Res.-Out of Service-No Dispatch	39-07	H	H	H	OK	P	6.0	8.5	(0.62)	Yes	6.6	8.1	(0.56)	Yes	12.0	15.4	(0.98)	Yes	HIT
Receipt to Clear Duration - Bus.-Out of Service-No Dispatch	39-08	H	H	H	OK	P	6.0	6.0	(0.01)	Base<10	6.3	6.2	0.02	Base<10	11.3	6.4	1.33	Yes	-
Receipt to Clear Duration - UNEs-Affecting Service-Dispatch	39-09	H	H	H	OK	P	11.7	23.6	(2.77)	Yes	14.8	22.7	(2.40)	Yes	18.9	34.1	(2.78)	Yes	HIT
Receipt to Clear Duration - UNEs-Affecting Service-No Dispatch	39-10	H	H	H	OK	P	1.8	7.9	(0.61)	Base<10	8.0	6.4	0.14	Base<10	6.3	7.4	(0.13)	Base<10	-

Oklahoma 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 89% Result	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 83% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 88% Result	Overall Result 89%
Receipt to Clear Duration - UNEs-Out of Service-Dispatch	39-11	H	H	H	OK	P	13.5	15.5	(0.94)	Yes	11.1	15.0	(2.18)	Yes	15.4	26.3	(4.75)	Yes	HIT
Receipt to Clear Duration - UNEs-Out of Service-No Dispatch	39-12	H	H	H	OK	P	7.8	8.3	(0.08)	Base<10	18.0	7.9	2.38	Base<10	7.2	14.7	(1.19)	Base<10	-
% Out of Service Less than 24 Hours - Res.	40-01	M	-	-	OK	P	95.2%	87.7%	(6.12)	Yes	96.7%	89.9%	(5.73)	Yes	79.6%	66.1%	(8.86)	Yes	HIT
% Out of Service Less than 24 Hours - Bus.	40-02	M	-	-	OK	P	96.5%	94.6%	(1.07)	Yes	95.7%	95.6%	(0.05)	Yes	87.0%	88.4%	0.60	Yes	HIT
% Out of Service Less than 24 Hours - UNEs	40-03	M	-	-	OK	P	96.0%	88.8%	(1.98)	Yes	94.2%	90.7%	(1.21)	Yes	83.3%	69.4%	(3.71)	Yes	HIT
% Repeat Reports - Res.	41-01	H	H	H	OK	P	6.2%	9.8%	(3.28)	Yes	5.2%	8.2%	(2.87)	Yes	5.6%	9.2%	(3.84)	Yes	HIT
% Repeat Reports - Bus.	41-02	H	H	H	OK	P	6.9%	7.5%	(0.32)	Yes	6.5%	7.5%	(0.48)	Yes	5.9%	8.2%	(1.24)	Yes	HIT
% Repeat Reports - UNEs	41-03	H	H	H	OK	P	9.2%	9.5%	(0.11)	Yes	13.4%	8.1%	2.25	No	16.5%	9.1%	3.52	No	MISS
% of Trouble Reports with No Access Status - Res.	42-01	-	-	-	OK	P	8.4%	8.4%	(0.00)	Yes	8.0%	7.9%	0.03	Yes	8.7%	7.8%	1.11	Yes	HIT
% of Trouble Reports with No Access Status - Bus.	42-02	-	-	-	OK	P	1.3%	3.8%	(1.70)	Yes	4.5%	3.7%	0.53	Yes	0.4%	3.8%	(2.66)	Yes	HIT
% of Trouble Reports with No Access Status - UNEs	42-03	-	-	-	OK	P	6.7%	7.7%	(0.34)	Yes	4.5%	7.3%	(1.01)	Yes	1.5%	7.1%	(2.57)	Yes	HIT
Avg. Install. Interval - VGPL	43-01	H	H	H	OK	P	5.4	10.9	(1.28)	Base<10	7.4	9.4	(2.38)	Yes	10.0	8.9	1.20	Yes	HIT
Avg. Install. Interval - DSL	43-02	H	H	H	OK	P	n/a	16.5	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Install. Interval - DDS	43-03	H	H	H	OK	P	n/a	n/a	n/a	-	n/a	0.0	n/a	-	n/a	4.8	n/a	-	-
Avg. Install. Interval - DS1	43-04	H	H	H	OK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Install. Interval - DS3	43-05	H	H	H	OK	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	OK	P	5.5	8.9	(0.38)	Base<10	4.0	9.0	(1.21)	Base<10	5.3	8.7	(1.17)	Yes	-
Avg. Install. Interval - ISDN/PRI	43-07	H	H	H	OK	P	5.0	16.5	(4.10)	Yes	12.9	11.4	1.28	Yes	12.0	11.8	0.31	Yes	HIT
Avg. Install. Interval - ISDN/Combo	43-08	H	H	H	OK	P	n/a	8.9	n/a	-	n/a	9.0	n/a	-	n/a	8.7	n/a	-	-
% Installations Completed Within 20 Days - VGPL	44-01	-	-	-	OK	P	100.0%	91.4%	(0.81)	Base<10	100.0%	87.4%	(3.59)	Yes	100.0%	97.1%	(1.50)	Yes	HIT
% Installations Completed Within 20 Days - DSL	44-02	-	-	-	OK	P	n/a	98.4%	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Installations Completed Within 20 Days - DDS	44-03	-	-	-	OK	P	n/a	n/a	n/a	-	n/a	100.0%	n/a	-	n/a	100.0%	n/a	-	-
% Installations Completed Within 20 Days - DS1	44-04	-	-	-	OK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Installations Completed Within 20 Days - DS3	44-05	-	-	-	OK	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	-	-	-	OK	P	100.0%	95.9%	(0.29)	Base<10	100.0%	95.5%	(0.38)	Base<10	100.0%	94.4%	(0.77)	Yes	-
% Installations Completed Within 20 Days - ISDN/PRI	44-07	-	-	-	OK	P	100.0%	74.7%	(3.06)	Yes	100.0%	84.9%	(3.50)	Yes	100.0%	100.0%	0.00	Yes	HIT
% Installations Completed Within 20 Days - ISDN/Combo	44-08	-	-	-	OK	P	n/a	95.9%	n/a	-	n/a	95.5%	n/a	-	n/a	94.4%	n/a	-	-
% SWBT Caused Missed Due Dates - VGPL	45-01	H	H	H	OK	P	34.1%	7.1%	6.53	No	0.0%	2.8%	(1.88)	Yes	10.4%	3.6%	4.50	No	MISS
% SWBT Caused Missed Due Dates - DSL	45-02	H	H	H	OK	P	n/a	5.8%	n/a	-	n/a	1.3%	n/a	-	n/a	0.3%	n/a	-	-
% SWBT Caused Missed Due Dates - DDS	45-03	H	H	H	OK	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% SWBT Caused Missed Due Dates - DS1	45-04	H	H	H	OK	P	100.0%	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% SWBT Caused Missed Due Dates - DS3	45-05	H	H	H	OK	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	OK	P	50.0%	21.1%	0.99	Base<10	0.0%	16.8%	(0.90)	Base<10	14.3%	20.0%	(0.52)	Yes	-
% SWBT Caused Missed Due Dates - ISDN/PRI	45-07	H	H	H	OK	P	0.0%	1.3%	(0.80)	Yes	75.8%	0.0%	33.47	No	n/a	3.9%	n/a	-	-
% SWBT Caused Missed Due Dates - ISDN/Combo	45-08	H	H	H	OK	P	n/a	21.1%	n/a	-	n/a	16.8%	n/a	-	n/a	20.0%	n/a	-	-
% Trouble Reports within 30 Days - VGPL	46-01	H	H	H	OK	P	0.0%	1.0%	(0.67)	Yes	0.0%	0.6%	(0.84)	Yes	0.9%	0.8%	0.17	Yes	HIT
% Trouble Reports within 30 Days - DSL	46-02	H	H	H	OK	P	n/a	5.9%	n/a	-	n/a	5.1%	n/a	-	n/a	7.1%	n/a	-	-
% Trouble Reports within 30 Days - DDS	46-03	H	H	H	OK	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% Trouble Reports within 30 Days - DS1	46-04	H	H	H	OK	P	0.0%	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Trouble Reports within 30 Days - DS3	46-05	H	H	H	OK	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	OK	P	0.0%	4.1%	(0.29)	Base<10	25.0%	2.3%	2.87	Base<10	7.1%	4.3%	0.50	Yes	-
% Trouble Reports within 30 Days - ISDN/PRI	46-07	H	H	H	OK	P	0.0%	0.1%	(0.16)	Yes	1.1%	0.0%	3.85	No	n/a	0.0%	n/a	-	-
% Trouble Reports within 30 Days - ISDN/Combo	46-08	H	H	H	OK	P	n/a	4.1%	n/a	-	n/a	2.3%	n/a	-	n/a	4.3%	n/a	-	-
% Missed Due Dates Due to LOF - VGPL	47-01	L	-	-	OK	P	0.0%	0.1%	(0.18)	Yes	0.0%	0.0%	0.00	Yes	0.0%	0.1%	(0.42)	Yes	HIT
% Missed Due Dates Due to LOF - DSL	47-02	L	-	-	OK	P	n/a	0.3%	n/a	-	n/a	0.1%	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF - DDS	47-03	L	-	-	OK	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	47-04	L	-	-	OK	P	0.0%	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF - DS3	47-05	L	-	-	OK	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	-	-	OK	P	0.0%	3.0%	(0.25)	Base<10	0.0%	1.4%	(0.24)	Base<10	7.1%	3.1%	0.81	Yes	-
% Missed Due Dates Due to LOF - ISDN/PRI	47-07	L	-	-	OK	P	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Yes	n/a	0.0%	n/a	-	HIT
% Missed Due Dates Due to LOF - ISDN/Combo	47-08	L	-	-	OK	P	n/a	3.0%	n/a	-	n/a	1.4%	n/a	-	n/a	3.1%	n/a	-	-
% Missed Due Dates Due to LOF > 30 Days - VGPL	47-09	L	-	-	OK	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF > 30 Days - DSL	47-10	L	-	-	OK	P	n/a	100.0%	n/a	-	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF > 30 Days - DDS	47-11	L	-	-	OK	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	-	-	OK	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 - DS3	47-13	L	-	-	OK	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	-	-	OK	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	0.0%	0.0%	0.00	Base<10	-
% Missed Due Dates Due to LOF > 30 Days - ISDN/PRI	47-15	L	-	-	OK	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	-	-	OK	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	-	-	OK	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF > 90 Days - DSL	47-18	L	-	-	OK	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF > 90 Days - DDS	47-19	L	-	-	OK	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	-	-	OK	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 - DS3	47-21	L	-	-	OK	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	-	-	OK	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	0.0%	0.0%	0.00	Base<10	-
% Missed Due Dates Due to LOF > 90 Days - ISDN/PRI	47-23	L	-	-	OK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-

Oklahoma 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 89% Result	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 83% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 88% Result	Overall Result 89%
% Missed Due Dates Due to LOF > 90 Days - ISDN/Combo	47-24	L	-	-	OK	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	-	-	-	OK	P	n/a	2.0	n/a	-	n/a	n/a	n/a	-	n/a	1.0	n/a	-	-
Avg. Delay Days Due to LOF - DSL	48-02	-	-	-	OK	P	n/a	43.6	n/a	-	n/a	1.0	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days Due to LOF - DDS	48-03	-	-	-	OK	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	-	-	-	OK	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 - DS3	48-05	-	-	-	OK	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	-	-	-	OK	P	n/a	6.3	n/a	-	n/a	5.6	n/a	-	8.0	8.6	(0.11)	Base<10	-
Avg. Delay Days due to LOF - ISDN/PRI	48-07	-	-	-	OK	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	-	-	-	OK	P	n/a	6.3	n/a	-	n/a	5.6	n/a	-	n/a	8.6	n/a	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - VGPL	49-01	M	-	L	OK	P	12.4	7.0	1.50	Yes	n/a	6.6	n/a	-	5.0	3.9	0.53	Yes	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - DSL	49-02	M	-	L	OK	P	n/a	56.8	n/a	-	n/a	63.5	n/a	-	n/a	20.5	n/a	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - DDS	49-03	M	-	L	OK	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	OK	P	2.0	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 - DS3	49-05	M	-	L	OK	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	OK	P	4.0	10.7	(0.27)	Base<10	n/a	7.3	n/a	-	6.0	7.5	(0.21)	Base<10	-
Avg. Delay Days for SWBT Caused Missed Due Dates - ISDN/PRI	49-07	M	-	L	OK	P	n/a	33.0	n/a	-	9.4	n/a	n/a	-	n/a	14.1	n/a	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - ISDN/Combo	49-08	M	-	L	OK	P	n/a	10.7	n/a	-	n/a	7.3	n/a	-	n/a	7.5	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - VGPL	50-01	L	-	-	OK	P	0.0%	0.1%	(0.25)	Yes	0.0%	0.0%	0.00	Yes	0.0%	0.2%	(0.59)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - DSL	50-02	L	-	-	OK	P	n/a	3.9%	n/a	-	n/a	0.8%	n/a	-	n/a	0.1%	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - DDS	50-03	L	-	-	OK	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 - DS1	50-04	L	-	-	OK	P	0.0%	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - DS3	50-05	L	-	-	OK	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	-	-	OK	P	0.0%	0.7%	(0.12)	Base<10	0.0%	0.9%	(0.19)	Base<10	0.0%	0.8%	(0.33)	Yes	-
% SWBT Caused Missed Due Dates > 30 Days - ISDN/PRI	50-07	L	-	-	OK	P	0.0%	1.3%	(0.80)	Yes	0.0%	0.0%	0.00	Yes	n/a	0.0%	n/a	-	HIT
% SWBT Caused Missed Due Dates > 30 Days - ISDN/Combo	50-08	L	-	-	OK	P	n/a	0.7%	n/a	-	n/a	0.9%	n/a	-	n/a	0.8%	n/a	-	-
Mean Time to Restore - VGPL - Dispatch	52-01	H	H	H	OK	P	1.4	6.0	(0.60)	Base<10	0.1	5.4	(0.85)	Base<10	4.7	5.5	(0.26)	Base<10	-
Mean Time to Restore - DSL - Dispatch	52-02	H	H	H	OK	P	n/a	22.4	n/a	-	n/a	24.0	n/a	-	n/a	38.2	n/a	-	-
Mean Time to Restore - DDS - Dispatch	52-03	H	H	H	OK	P	n/a	3.2	n/a	-	n/a	4.3	n/a	-	n/a	4.7	n/a	-	-
Mean Time to Restore - DS1 - Dispatch	52-04	H	H	H	OK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Mean Time to Restore - DS3 - Dispatch	52-05	H	H	H	OK	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	OK	P	n/a	6.6	n/a	-	1.5	6.7	(1.14)	Base<10	3.5	6.7	(0.37)	Base<10	-
Mean Time to Restore - ISDN/PRI - Dispatch	52-07	H	H	H	OK	P	n/a	4.5	n/a	-	0.0	3.6	(2.28)	Base<10	n/a	1.9	n/a	-	-
Mean Time to Restore - ISDN/Combo - Dispatch	52-08	H	H	H	OK	P	n/a	6.6	n/a	-	n/a	6.7	n/a	-	n/a	6.7	n/a	-	-
Mean Time to Restore - VGPL - No Dispatch	52-09	H	H	H	OK	P	n/a	1.0	n/a	-	n/a	6.6	n/a	-	0.2	0.5	(0.23)	Base<10	-
Mean Time to Restore - DSL - No Dispatch	52-10	H	H	H	OK	P	n/a	8.9	n/a	-	n/a	17.0	n/a	-	n/a	35.8	n/a	-	-
Mean Time to Restore - DDS - No Dispatch	52-11	H	H	H	OK	P	n/a	0.7	n/a	-	n/a	1.5	n/a	-	n/a	1.0	n/a	-	-
Mean Time to Restore - DS1 - No Dispatch	52-12	H	H	H	OK	P	n/a	n/a	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	OK	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	OK	P	n/a	1.0	n/a	-	n/a	1.3	n/a	-	n/a	0.8	n/a	-	-
Mean Time to Restore - ISDN/PRI - No Dispatch	52-15	H	H	H	OK	P	n/a	1.4	n/a	-	n/a	1.3	n/a	-	n/a	1.0	n/a	-	-
Mean Time to Restore - ISDN/Combo - No Dispatch	52-16	H	H	H	OK	P	n/a	1.0	n/a	-	n/a	1.3	n/a	-	n/a	0.8	n/a	-	-
% Repeat Reports - VGPL	53-01	H	H	H	OK	P	0.0%	15.6%	(0.43)	Base<10	0.0%	14.9%	(0.42)	Base<10	0.0%	16.7%	(1.00)	Base<10	-
% Repeat Reports - DSL	53-02	H	H	H	OK	P	n/a	18.1%	n/a	-	n/a	10.2%	n/a	-	n/a	34.4%	n/a	-	-
% Repeat Reports - DDS	53-03	H	H	H	OK	P	n/a	12.5%	n/a	-	n/a	11.1%	n/a	-	n/a	20.0%	n/a	-	-
% Repeat Reports - DS1	53-04	H	H	H	OK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Repeat Reports - DS3	53-05	H	H	H	OK	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	OK	P	n/a	14.4%	n/a	-	0.0%	12.5%	(0.65)	Base<10	0.0%	18.4%	(0.47)	Base<10	-
% Repeat Reports - ISDN/PRI	53-07	H	H	H	OK	P	n/a	13.3%	n/a	-	0.0%	10.0%	(0.33)	Base<10	n/a	0.0%	n/a	-	-
% Repeat Reports - ISDN/Combo	53-08	H	H	H	OK	P	n/a	14.4%	n/a	-	n/a	12.5%	n/a	-	n/a	18.4%	n/a	-	-
Failure Frequency - VGPL	54-01	L	-	L	OK	P	0.1%	0.8%	(2.41)	Yes	0.1%	0.6%	(2.00)	Yes	0.4%	0.8%	(1.56)	Yes	HIT
Failure Frequency - DSL	54-02	L	-	L	OK	P	n/a	3.1%	n/a	-	n/a	17.2%	n/a	-	n/a	5.2%	n/a	-	-
Failure Frequency - DDS	54-03	L	-	L	OK	P	n/a	2.3%	n/a	-	n/a	2.7%	n/a	-	n/a	3.0%	n/a	-	-
Failure Frequency - DS1	54-04	L	-	L	OK	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	-
Failure Frequency - DS3	54-05	L	-	L	OK	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	OK	P	0.0%	3.3%	(1.72)	Yes	3.4%	2.8%	0.36	Yes	1.0%	3.8%	(1.45)	Yes	HIT
Failure Frequency - ISDN/PRI	54-07	L	-	L	OK	P	0.0%	0.0%	(0.38)	Yes	0.1%	0.0%	2.69	No	0.0%	0.0%	(0.47)	Yes	HIT
Failure Frequency - ISDN/Combo	54-08	L	-	L	OK	P	n/a	3.3%	n/a	-	n/a	2.8%	n/a	-	n/a	3.8%	n/a	-	-
Avg. Install. Interval - 8.0 dB Loop (1-10 Loops)	55-01.1	-	-	-	OK	B	2.0	3.0	(1.00)	Base<10	n/a	3.0	n/a	-	3.3	3.0	0.33	Base<10	-
Avg. Install. Interval - 8.0 dB Loop (11-20 Loops)	55-01.2	-	-	-	OK	B	n/a	7.0	n/a	-	2.0	7.0	(5.00)	Base<10	4.5	7.0	(2.50)	Base<10	-
Avg. Install. Interval - 8.0 dB Loop (Over 20 Loops)	55-01.3	-	-	-	OK	B	4.0	10.0	(6.00)	Base<10	18.0	10.0	8.00	Base<10	4.4	10.0	(5.60)	Base<10	-
Avg. Install. Interval - 5.0 dB Loop (1-10 Loops)	55-02.1	-	-	-	OK	B	n/a	3.0	n/a	-	n/a	3.0	n/a	-	n/a	3.0	n/a	-	-
Avg. Install. Interval - 5.0 dB Loop (11-20 Loops)	55-02.2	-	-	-	OK	B	n/a	7.0	n/a	-	n/a	7.0	n/a	-	n/a	7.0	n/a	-	-
Avg. Install. Interval - 5.0 dB Loop (Over 20 Loops)	55-02.3	-	-	-	OK	B	n/a	10.0	n/a	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	-
Avg. Install. Interval - BRI Loop (1-10 Loops)	55-03.1	-	-	-	OK	B	n/a	3.0	n/a	-	n/a	3.0	n/a	-	n/a	3.0	n/a	-	-
Avg. Install. Interval - BRI Loop (11-20 Loops)	55-03.2	-	-	-	OK	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	-	-	-	OK	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	-	-	-	OK	B	6.7	3.0	3.71	Base<10	6.3	3.0	3.25	Base<10	4.5	3.0	1.50	Base<10	-

Oklahoma 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 89% Result	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 83% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 88% Result	Overall Result 89%
Avg. Install. Interval - DS1 Loop (11-20 Loops)	55-04.2	-	-	-	OK	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	-	-	-	OK	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	-	-	-	OK	B	6.0	2.0	4.00	Base<10	2.0	2.0	0.00	Base<10	39.0	2.0	37.00	Base<10	-
Avg. Install. Interval - Analog Trunk Port (All Orders)	55-06.1	-	-	-	OK	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	-	-	-	OK	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	-	-	-	OK	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	-	-	-	OK	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	-	-	-	OK	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	-	-	-	OK	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	-	-	-	OK	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
Avg. Install. Interval - ISDN-PRI (1-10 Loops)	55-09.1	-	-	-	OK	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	-	-	-	OK	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	-	-	-	OK	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	-	-	-	OK	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	-	-	-	OK	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	-	-	-	OK	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	OK	P	6.5	8.7	(1.40)	Yes	7.4	4.5	3.42	No	6.1	9.9	(1.55)	Yes	HIT
Avg. Installation Interval - DSL - Conditioning	55.1-02	Y	Y	H	OK	P	16.7	n/a	n/a	-	16.0	11.2	22.77	Base<10	12.7	6.9	2.64	No	-
Avg. Installation Interval for Loop with LNP - CHC (1-10 Loops)	55.2-01.1	-	-	-	OK	B	n/a		n/a	-	n/a		n/a	-	2.5		n/a	-	-
Avg. Installation Interval for Loop with LNP - CHC (11-20 Loops)	55.2-01.2	-	-	-	OK	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	-	-	-	OK	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	-	-	-	OK	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
Avg. Installation Interval for Loop with LNP - FDT (11-20 Loops)	55.2-02.2	-	-	-	OK	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	-	-	-	OK	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	OK	B	100.0%	95.0%	(5.00)	Base<10	n/a	95.0%	n/a	-	83.3%	95.0%	11.67	Base<10	-
% Installed Within 7 Days - 8.0 dB Loop (11-20 Loops)	56-01.2	H	H	M	OK	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 - 8.0 dB Loop (Over 20 Loops)	56-01.3	H	H	M	OK	B	100.0%	95.0%	(5.00)	Base<10	50.0%	95.0%	45.00	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	OK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 7 Days - 5.0 dB Loop (11-20 Loops)	56-02.2	H	H	M	OK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 10 Days - 5.0 dB Loop (Over 20 Loops)	56-02.3	H	H	M	OK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 3 Days - BRI Loop (1-10 Loops)	56-03.1	H	H	M	OK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 7 Days - BRI Loop (11-20 Loops)	56-03.2	H	H	M	OK	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	OK	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	OK	B	14.3%	95.0%	80.71	Base<10	50.0%	95.0%	45.00	Base<10	50.0%	95.0%	45.00	Base<10	-
% Installed Within 7 Days - DS1 Loop (11-20 Loops)	56-04.2	H	H	M	OK	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	OK	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	OK	B	0.0%	95.0%	95.00	Base<10	66.7%	95.0%	28.33	Base<10	0.0%	95.0%	95.00	Base<10	-
% Installed Within 2 Days - Analog Trunk Port (All Orders)	56-06.1	H	H	M	OK	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	OK	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	OK	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	OK	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	OK	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	OK	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	OK	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	OK	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	OK	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	OK	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	OK	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	OK	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	OK	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	-	OK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	-
% Installed Within Cust Req Due Date - LNP with Loop - CHC/FDT (11-20 Loops)	56.1-01.2	H	H	-	OK	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	-	OK	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	-	OK	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	-	OK	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	-	OK	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	-	OK	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 (11-20 Loops)	56.1-03.2	H	H	-	OK	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	-	OK	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	OK	P	1.0	1.1	(0.78)	Yes	2.0	1.6	2.77	No	2.9	3.2	(1.33)	Yes	HIT
% SWBT Missed Dates Due - 8.0 dB Loop Field Work	58-01	H	H	H	OK	P	7.1%	9.4%	(0.29)	Yes	16.7%	8.7%	0.69	Base<10	12.5%	8.6%	0.56	Yes	HIT
% SWBT Missed Dates Due - 8.0 dB Loop No Field Work	58-02	H	H	H	OK	P	6.3%	0.5%	3.34	No	7.1%	0.3%	4.36	No	2.6%	0.4%	2.24	No	MISS
% SWBT Missed Dates Due - 5.0 dB Loop	58-03	H	H	H	OK	P	0.0%	7.1%	(0.48)	Base<10	0.0%	2.8%	(0.78)	Yes	0.0%	3.6%	(0.34)	Base<10	
% SWBT Missed Dates Due - BRI Loop	58-04	H	H	H	OK	P	11.9%	21.1%	(1.70)	Yes	14.8%	16.8%	(0.40)	Yes	30.6%	20.0%	1.45	Yes	HIT
% SWBT Missed Dates Due - ISDN BRI Port	58-05	H	H	H	OK	P	n/a	21.1%	n/a	-	n/a	16.8%	n/a	-	n/a	20.0%	n/a	-	-
% SWBT Missed Dates Due - DS1 Loop with Test Access	58-06	H	H	H	OK	P	52.8%	n/a	n/a	-	64.5%	n/a	n/a	-	43.3%	n/a	n/a	-	

Oklahoma 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 89% Result	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 83% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes Z-Value	Oct-00 88% Result	Overall Result 89%
% SWBT Missed Dates Due - DS1 Dedicated Transport	58-07	H	H	H	OK	P	n/a	n/a	n/a	-	23.1%	n/a	n/a	-	33.3%	n/a	n/a	-	-
% SWBT Missed Dates Due - ISDN/PRI	58-08	H	H	H	OK	P	0.0%	1.3%	(0.97)	Yes	n/a	0.0%	n/a	-	n/a	3.9%	n/a	-	-
% SWBT Missed Dates Due - DSL	58-09	H	H	H	OK	P	17.2%	5.8%	5.08	No	12.7%	1.3%	8.78	No	10.1%	0.3%	11.56	No	MISS
% SWBT Missed Dates Due - Analog Trunk Port	58-10	H	H	H	OK	P	n/a	7.1%	n/a	-	n/a	2.8%	n/a	-	n/a	3.6%	n/a	-	-
% SWBT Missed Dates Due - Subtending DD Combination Trunks	58-11	H	H	H	OK	P	n/a	7.1%	n/a	-	n/a	2.8%	n/a	-	n/a	3.6%	n/a	-	-
% SWBT Missed Dates Due - DS3 Dedicated Transport	58-12	H	H	H	OK	P	n/a	n/a	n/a	-	15.8%	n/a	n/a	-	30.0%	n/a	n/a	-	-
% SWBT Missed Dates Due - Dark Fiber	58-13	H	H	H	OK	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	OK	P	23.5%	7.1%	3.60	No	28.3%	2.8%	9.35	No	0.0%	3.6%	(0.61)	Yes	MISS
% Trouble Reports within 30 Days - 8.0 dB Loop	59-01	H	H	H	OK	P	5.1%	3.4%	0.74	Yes	12.8%	3.6%	3.38	No	5.6%	4.0%	0.94	Yes	HIT
% Trouble Reports within 30 Days - 5.0 dB Loop	59-02	H	H	H	OK	P	0.0%	1.0%	(0.17)	Base<10	0.0%	0.6%	(0.35)	Yes	0.0%	0.8%	(0.15)	Base<10	-
% Trouble Reports within 30 Days - BRI Loop	59-03	H	H	H	OK	P	10.6%	4.1%	2.11	No	8.2%	2.3%	2.44	No	14.3%	4.3%	2.42	No	MISS
% Trouble Reports within 30 Days - ISDN BRI Port	59-04	H	H	H	OK	P	n/a	4.1%	n/a	-	n/a	2.3%	n/a	-	n/a	4.3%	n/a	-	-
% Trouble Reports within 30 Days - DS1 Loop	59-05	H	H	H	OK	P	19.4%	n/a	n/a	-	12.9%	n/a	n/a	-	10.0%	n/a	n/a	-	-
% Trouble Reports within 30 Days - DS1 Dedicated Transport	59-06	H	H	H	OK	P	n/a	n/a	n/a	-	7.7%	n/a	n/a	-	0.0%	n/a	n/a	-	-
% Trouble Reports within 30 Days - ISDN/PRI	59-07	H	H	H	OK	P	0.0%	0.1%	(0.20)	Yes	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% Trouble Reports within 30 Days - DSL	59-08	H	H	H	OK	P	6.9%	5.9%	0.45	Yes	4.5%	5.1%	(0.32)	Yes	6.2%	7.1%	(0.55)	Yes	HIT
% Trouble Reports within 30 Days - Analog Trunk Port	59-09	H	H	H	OK	P	n/a	1.0%	n/a	-	n/a	0.6%	n/a	-	n/a	0.8%	n/a	-	-
% Trouble Reports within 30 Days - Subtending DD Combination Trunks	59-10	H	H	H	OK	P	n/a	1.0%	n/a	-	n/a	0.6%	n/a	-	n/a	0.8%	n/a	-	-
% Trouble Reports within 30 Days - DS3 Dedicated Transport	59-11	H	H	H	OK	P	n/a	n/a	n/a	-	5.3%	n/a	n/a	-	5.0%	n/a	n/a	-	-
% Trouble Reports within 30 Days - Dark Fiber	59-12	H	H	H	OK	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	OK	P	0.0%	1.0%	(0.59)	Yes	0.0%	0.6%	(0.51)	Yes	90.0%	0.8%	23.69	No	HIT
% Missed Due Dates Due to LOF - 8.0 dB Loop	60-01	L	-	-	OK	P	0.0%	5.8%	(1.36)	Yes	5.0%	5.8%	(0.15)	Yes	1.9%	5.5%	(1.18)	Yes	HIT
% Missed Due Dates Due to LOF - 5.0 dB Loop	60-02	L	-	-	OK	P	0.0%	0.1%	(0.05)	Base<10	0.0%	0.0%	0.00	Yes	0.0%	0.1%	(0.05)	Base<10	-
% Missed Due Dates Due to LOF - BRI Loop	60-03	L	-	-	OK	P	3.0%	3.0%	0.01	Yes	6.6%	1.4%	2.53	No	19.4%	3.1%	4.14	No	MISS
% Missed Due Dates Due to LOF - ISDN BRI Port	60-04	L	-	-	OK	P	n/a	3.0%	n/a	-	n/a	1.4%	n/a	-	n/a	3.1%	n/a	-	-
% Missed Due Dates Due to LOF - DS1 Loop	60-05	L	-	-	OK	P	16.7%	n/a	n/a	-	19.4%	n/a	n/a	-	6.7%	n/a	n/a	-	-
% Missed Due Dates Due to LOF - DS1 Dedicated Transport	60-06	L	-	-	OK	P	n/a	n/a	n/a	-	11.5%	n/a	n/a	-	0.0%	n/a	n/a	-	-
% Missed Due Dates Due to LOF - ISDN/PRI	60-07	L	-	-	OK	P	0.0%	0.0%	0.00	Yes	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF - DSL	60-08	L	-	-	OK	P	3.0%	0.3%	4.18	No	5.2%	0.1%	8.59	No	3.3%	0.0%	7.11	No	MISS
% Missed Due Dates Due to LOF - Analog Trunk Port	60-09	L	-	-	OK	P	n/a	0.1%	n/a	-	n/a	0.0%	n/a	-	n/a	0.1%	n/a	-	-
% Missed Due Dates Due to LOF - Subtending DDC Trunks	60-10	L	-	-	OK	P	n/a	0.1%	n/a	-	n/a	0.0%	n/a	-	n/a	0.1%	n/a	-	-
% Missed Due Dates Due to LOF - DS3 Dedicated Transport	60-11	L	-	-	OK	P	n/a	n/a	n/a	-	0.0%	n/a	n/a	-	15.0%	n/a	n/a	-	-
% Missed Due Dates Due to LOF - Dark Fiber	60-12	L	-	-	OK	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	-	-	OK	P	0.0%	0.1%	(0.16)	Yes	0.0%	0.0%	0.00	Yes	0.0%	0.1%	(0.09)	Yes	HIT
% Missed Due Dates Due to LOF - 8.0 dB Loop > 30 Days	60-14	L	-	-	OK	P	n/a	8.1%	n/a	-	100.0%	10.1%	2.97	Base<10	0.0%	10.9%	(0.35)	Base<10	-
% Missed Due Dates Due to LOF - 5.0 dB Loop > 30 Days	60-15	L	-	-	OK	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF - BRI Loop > 30 Days	60-16	L	-	-	OK	P	0.0%	0.0%	0.00	Base<10	0.0%	0.0%	0.00	Base<10	14.3%	0.0%	1.11	Base<10	-
% Missed Due Dates Due to LOF - ISDN BRI Port > 30 Days	60-17	L	-	-	OK	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	-	-	OK	P	0.0%	n/a	n/a	-	16.7%	n/a	n/a	-	0.0%	n/a	n/a	-	-
% Missed Due Dates Due to LOF - DS1 Dedicated Transport > 30 Days	60-19	L	-	-	OK	P	n/a	n/a	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	-	-	OK	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	-	-	OK	P	0.0%	100.0%	(3.00)	Base<10	28.6%	0.0%	0.62	Base<10	0.0%	n/a	n/a	-	-
% Missed Due Dates Due to LOF - Analog Trunk Port > 30 Days	60-22	L	-	-	OK	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF - Subtending DDC Trunks > 30 Days	60-23	L	-	-	OK	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF - DS3 Dedicated Transport > 30 Days	60-24	L	-	-	OK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	66.7%	n/a	n/a	-	-
% Missed Due Dates Due to LOF - Dark Fiber > 30 Days	60-25	L	-	-	OK	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	-	-	OK	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF - 8.0 dB Loop > 90 Days	60-27	L	-	-	OK	P	n/a	0.3%	n/a	-	0.0%	1.3%	(0.11)	Base<10	0.0%	0.9%	(0.09)	Base<10	-
% Missed Due Dates Due to LOF - 5.0 dB Loop > 90 Days	60-28	L	-	-	OK	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF - BRI Loop > 90 Days	60-29	L	-	-	OK	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	-	-	OK	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	-	-	OK	P	0.0%	n/a	n/a	-	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	-	-	OK	P	n/a	n/a	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	-	-	OK	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	-	-	OK	P	0.0%	0.0%	0.00	Base<10	0.0%	0.0%	0.00	Base<10	0.0%	n/a	n/a	-	-
% Missed Due Dates Due to LOF - Analog Trunk Port > 90 Days	60-35	L	-	-	OK	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF - Subtending DDC Trunks > 90 Days	60-36	L	-	-	OK	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF - DS3 Dedicated Transport > 90 Days	60-37	L	-	-	OK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	0.0%	n/a	n/a	-	-
% Missed Due Dates Due to LOF - Dark Fiber > 90 Days	60-38	L	-	-	OK	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	-	-	OK	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-
Avg. Delay Days Due to LOF - 8.0 dB Loop	61-01	-	-	-	OK	P	n/a	11.1	n/a	-	42.0	13.6	1.27	Base<10	1.0	12.1	(0.64)	Base<10	-
Avg. Delay Days Due to LOF - 5.0 dB Loop	61-02	-	-	-	OK	P	n/a	2.0	n/a	-	n/a	n/a	n/a	-	n/a	1.0	n/a	-	-
Avg. Delay Days Due to LOF - BRI Loop	61-03	-	-	-	OK	P	5.0	6.3	(0.22)	Base<10	16.0	5.6	4.05	Base<10	13.0	8.6	1.60	Base<10	-
Avg. Delay Days Due to LOF - ISDN BRI Port	61-04	-	-	-	OK	P	n/a	6.3	n/a	-	n/a	5.6	n/a	-	n/a	8.6	n/a	-	-
Avg. Delay Days Due to LOF - DS1 Loop	61-05	-	-	-	OK	P	8.2	n/a	n/a	-	13.7	n/a	n/a	-	3.5	n/a	n/a	-	-
Avg. Delay Days Due to LOF - DS1 Dedicated Transport	61-06	-	-	-	OK	P	n/a	n/a	n/a	-	11.3	n/a	n/a	-	n/a	n/a	n/a	-	-

Oklahoma 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 89% Result	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 83% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 88% Result	Overall Result 89%
Avg. Delay Days Due to LOF - ISDN/PRI	61-07	-	-	-	OK	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	-	-	-	OK	P	4.0	43.6	(5.16)	Base<10	27.1	1.0	24.45	Base<10	8.2	n/a	n/a	-	-
Avg. Delay Days Due to LOF - Analog Trunk Port	61-09	-	-	-	OK	P	n/a	2.0	n/a	-	n/a	n/a	n/a	-	n/a	1.0	n/a	-	-
Avg. Delay Days Due to LOF - Subtending DDC Trunks	61-10	-	-	-	OK	P	n/a	2.0	n/a	-	n/a	n/a	n/a	-	n/a	1.0	n/a	-	-
Avg. Delay Days Due to LOF - DS3 Dedicated Transport	61-11	-	-	-	OK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	38.7	n/a	n/a	-	-
Avg. Delay Days Due to LOF - Dark Fiber	61-12	-	-	-	OK	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	-	-	-	OK	P	n/a	2.0	n/a	-	n/a	n/a	n/a	-	n/a	1.0	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - 8.0 dB Loop Field Work	62-01	M	-	L	OK	P	12.0	5.9	0.78	Base<10	42.0	6.5	3.32	Base<10	3.0	5.1	(0.33)	Base<10	-
Avg. Delay Days for SWBT Missed Due Dates - 8.0 dB Loop No Field Work	62-02	M	-	L	OK	P	27.0	4.6	3.41	Base<10	7.0	6.1	0.08	Base<10	1.0	7.6	(0.52)	Base<10	-
Avg. Delay Days for SWBT Missed Due Dates - 5.0 dB Loop	62-03	M	-	L	OK	P	n/a	7.0	n/a	-	n/a	6.6	n/a	-	n/a	3.9	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - BRI Loop	62-04	M	-	L	OK	P	4.0	10.7	(0.73)	Base<10	16.0	7.3	1.77	Base<10	10.0	7.5	0.73	Yes	-
Avg. Delay Days for SWBT Missed Due Dates - ISDN BRI Port	62-05	M	-	L	OK	P	n/a	10.7	n/a	-	n/a	7.3	n/a	-	n/a	7.5	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - DS1 Loop	62-06	M	-	L	OK	P	6.9	n/a	n/a	-	9.7	n/a	n/a	-	10.6	n/a	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - DS1 Dedicated Transport	62-07	M	-	L	OK	P	n/a	n/a	n/a	-	8.7	n/a	n/a	-	24.1	n/a	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - ISDN/PRI	62-08	M	-	L	OK	P	n/a	33.0	n/a	-	n/a	n/a	n/a	-	n/a	14.1	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - DSL	62-09	M	-	L	OK	P	4.9	56.8	(5.64)	Yes	16.9	63.5	(2.68)	Yes	8.0	20.5	(1.98)	Yes	HIT
Avg. Delay Days for SWBT Missed Due Dates - Analog Trunk Port	62-10	M	-	L	OK	P	n/a	7.0	n/a	-	n/a	6.6	n/a	-	n/a	3.9	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - Subtending DDC Trunks	62-11	M	-	L	OK	P	n/a	7.0	n/a	-	n/a	6.6	n/a	-	n/a	3.9	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - DS3 Dedicated Transport	62-12	M	-	L	OK	P	n/a	n/a	n/a	-	16.0	n/a	n/a	-	35.8	n/a	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - Dark Fiber	62-13	M	-	L	OK	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	OK	P	3.6	7.0	(0.70)	Base<10	23.4	6.6	6.71	No	n/a	3.9	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - 8.0 dB Loop Field Work	63-01	L	-	-	OK	P	0.0%	0.5%	(0.25)	Yes	16.7%	0.6%	5.25	Base<10	0.0%	0.6%	(0.32)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - 8.0 dB Loop No Field Work	63-02	L	-	-	OK	P	0.0%	0.0%	(0.03)	Yes	0.0%	0.0%	(0.03)	Yes	0.0%	0.0%	(0.08)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - 5.0 dB Loop	63-03	L	-	-	OK	P	0.0%	0.1%	(0.07)	Base<10	0.0%	0.0%	0.00	Yes	0.0%	0.2%	(0.07)	Base<10	-
% SWBT Caused Missed Due Dates > 30 Days - BRI Loop	63-04	L	-	-	OK	P	0.0%	0.7%	(0.71)	Yes	1.6%	0.9%	0.58	Yes	2.8%	0.8%	1.11	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - ISDN BRI Port	63-05	L	-	-	OK	P	n/a	0.7%	n/a	-	n/a	0.9%	n/a	-	n/a	0.8%	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - DS1 Loop	63-06	L	-	-	OK	P	0.0%	n/a	n/a	-	3.2%	n/a	n/a	-	10.0%	n/a	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - DS1 Dedicated Transport	63-07	L	-	-	OK	P	n/a	n/a	n/a	-	0.0%	n/a	n/a	-	4.2%	n/a	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - ISDN/PRI	63-08	L	-	-	OK	P	0.0%	1.3%	(0.97)	Yes	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - DSL	63-09	L	-	-	OK	P	0.0%	3.9%	(2.34)	Yes	2.2%	0.8%	1.71	No	0.3%	0.1%	1.27	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - Analog Trunk Port	63-10	L	-	-	OK	P	n/a	0.1%	n/a	-	n/a	0.0%	n/a	-	n/a	0.2%	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - Subtending DDC Trunks	63-11	L	-	-	OK	P	n/a	0.1%	n/a	-	n/a	0.0%	n/a	-	n/a	0.2%	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - DS3 Dedicated Transport	63-12	L	-	-	OK	P	n/a	n/a	n/a	-	0.0%	n/a	n/a	-	20.0%	n/a	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - Dark Fiber	63-13	L	-	-	OK	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	-	-	OK	P	0.0%	0.1%	(0.22)	Yes	13.0%	0.0%	15.15	No	0.0%	0.2%	(0.12)	Yes	HIT
Trouble Report Rate - 8.0 dB Loop with Test Access	65-01	H	H	H	OK	P	0.8%	2.5%	(5.62)	Yes	1.3%	2.3%	(3.47)	Yes	1.3%	3.0%	(4.88)	Yes	HIT
Trouble Report Rate - 5.0 dB Loop with Test Access	65-02	H	H	H	OK	P	0.2%	0.8%	(1.36)	Yes	0.7%	0.6%	0.25	Yes	0.2%	0.8%	(1.36)	Yes	HIT
Trouble Report Rate - BRI Loop with Test Access	65-03	H	H	H	OK	P	5.5%	3.3%	1.44	Yes	3.1%	2.8%	0.24	Yes	3.6%	3.8%	(0.15)	Yes	HIT
Trouble Report Rate - ISDN BRI Port	65-04	H	H	H	OK	P	0.0%	3.3%	(0.48)	Base<10	0.0%	2.8%	(0.44)	Base<10	0.0%	3.8%	(0.51)	Base<10	-
Trouble Report Rate - DS1 Loop with Test Access	65-05	H	H	H	OK	P	9.0%	0.0%	0.42	Yes	7.0%	0.0%	0.37	Yes	4.5%	0.0%	0.30	Yes	HIT
Trouble Report Rate - DS1 Dedicated Transport	65-06	H	H	H	OK	P	0.8%	0.0%	0.13	Yes	3.4%	0.0%	0.26	Yes	2.4%	0.0%	0.22	Yes	HIT
Trouble Report Rate - ISDN/PRI	65-07	H	H	H	OK	P	0.0%	0.0%	(0.19)	Yes	0.0%	0.0%	(0.15)	Yes	0.0%	0.0%	(0.23)	Yes	HIT
Trouble Report Rate - DSL	65-08	H	H	H	OK	P	2.9%	3.1%	(0.19)	Yes	1.3%	17.2%	(8.88)	Yes	3.2%	5.2%	(2.43)	Yes	HIT
Trouble Report Rate - Analog Trunk Port	65-09	H	H	H	OK	P	n/a	0.8%	n/a	-	n/a	0.6%	n/a	-	n/a	0.8%	n/a	-	-
Trouble Report Rate - Subtending DDC Trunks	65-10	H	H	H	OK	P	n/a	0.8%	n/a	-	n/a	0.6%	n/a	-	n/a	0.8%	n/a	-	-
Trouble Report Rate - DS3 Dedicated Transport	65-11	H	H	H	OK	P	0.0%	0.0%	0.00	Yes	4.7%	0.0%	0.22	Yes	1.6%	0.0%	0.13	Yes	HIT
Trouble Report Rate - Dark Fiber	65-12	H	H	H	OK	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	OK	P	0.0%	0.8%	(0.65)	Yes	8.0%	0.6%	8.91	No	17.7%	0.8%	17.94	No	MISS
% Missed Repair Commitment - 8 dB Loop	66-01	H	H	H	OK	P	0.0%	6.4%	(1.17)	Yes	0.0%	6.4%	(1.53)	Yes	0.0%	9.5%	(1.94)	Yes	HIT
Mean Time to Restore - 8.0 dB Loop with Test Access-Dispatch	67-01	H	H	H	OK	P	3.1	18.2	(2.88)	Yes	3.6	17.2	(3.56)	Yes	1.7	28.6	(4.64)	Yes	HIT
Mean Time to Restore - 5.0 dB Loop with Test Access-Dispatch	67-02	H	H	H	OK	P	1.2	6.0	(0.62)	Base<10	1.5	5.4	(1.07)	Base<10	0.8	5.5	(0.71)	Base<10	-
Mean Time to Restore - BRI Loop with Test Access-Dispatch	67-03	H	H	H	OK	P	6.8	6.6	0.03	Base<10	1.8	6.7	(1.50)	Base<10	2.7	6.7	(1.28)	Base<10	-
Mean Time to Restore - ISDN BRI Port-Dispatch	67-04	H	H	H	OK	P	n/a	6.6	n/a	-	n/a	6.7	n/a	-	n/a	6.7	n/a	-	-
Mean Time to Restore - DS1 Loop with Test Access-Dispatch	67-05	H	H	H	OK	P	2.0	n/a	n/a	-	2.5	n/a	n/a	-	4.6	n/a	n/a	-	-
Mean Time to Restore - DS1 Dedicated Transport-Dispatch	67-06	H	H	H	OK	P	n/a	n/a	n/a	-	1.5	n/a	n/a	-	2.4	n/a	n/a	-	-
Mean Time to Restore - ISDN/PRI -Dispatch	67-07	H	H	H	OK	P	n/a	4.5	n/a	-	n/a	3.6	n/a	-	n/a	1.9	n/a	-	-
Mean Time to Restore - DSL -Dispatch	67-08	H	H	H	OK	P	4.2	22.4	(2.26)	Yes	1.9	24.0	(2.47)	Base<10	4.2	38.2	(2.81)	Yes	HIT
Mean Time to Restore - Analog Trunk Port-Dispatch	67-09	H	H	H	OK	P	n/a	6.0	n/a	-	n/a	5.4	n/a	-	n/a	5.5	n/a	-	-
Mean Time to Restore - Subtending DDC Trunks-Dispatch	67-10	H	H	H	OK	P	n/a	6.0	n/a	-	n/a	5.4	n/a	-	n/a	5.5	n/a	-	-
Mean Time to Restore - DS3 Dedicated Transport-Dispatch	67-11	H	H	H	OK	P	n/a	n/a	n/a	-	2.6	n/a	n/a	-	n/a	n/a	n/a	-	-
Mean Time to Restore - Dark Fiber-Dispatch	67-12	H	H	H	OK	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	OK	P	n/a	6.0	n/a	-	0.4	5.4	(2.10)	Base<10	13.1	5.5	4.50	No	-
Mean Time to Restore - 8.0 dB Loop with Test Access-No Dispatch	67-14	H	H	H	OK	P	0.0	8.0	(0.40)	Base<10	5.7	7.0	(0.14)	Base<10	2.9	10.5	(0.55)	Base<10	-
Mean Time to Restore - 5.0 dB Loop with Test Access-No Dispatch	67-15	H	H	H	OK	P	n/a	1.0	n/a	-	n/a	6.6	n/a	-	n/a	0.5	n/a	-	-
Mean Time to Restore - BRI Loop with Test Access-No Dispatch	67-16	H	H	H	OK	P	n/a	1.0	n/a	-	n/a	1.3	n/a	-	n/a	0.8	n/a	-	-
Mean Time to Restore - ISDN BRI Port-No Dispatch	67-17	H	H	H	OK	P	n/a	1.0	n/a	-	n/a	1.3	n/a	-	n/a	0.8	n/a	-	-

Oklahoma 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 89% Result	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 83% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 88% Result	Overall Result 89%
Mean Time to Restore - DS1 Loop with Test Access-No Dispatch	67-18	H	H	H	OK	P	0.2	n/a	n/a	-	0.4	n/a	n/a	-	n/a	n/a	n/a	-	-
Mean Time to Restore - DS1 Dedicated Transport-No Dispatch	67-19	H	H	H	OK	P	0.4	n/a	n/a	-	0.2	n/a	n/a	-	n/a	n/a	n/a	-	-
Mean Time to Restore - ISDN/PRI - No Dispatch	67-20	H	H	H	OK	P	n/a	1.4	n/a	-	n/a	1.3	n/a	-	n/a	1.0	n/a	-	-
Mean Time to Restore - DSL -No Dispatch	67-21	H	H	H	OK	P	n/a	8.9	n/a	-	n/a	17.0	n/a	-	n/a	35.8	n/a	-	-
Mean Time to Restore - Analog Trunk Port-No Dispatch	67-22	H	H	H	OK	P	n/a	1.0	n/a	-	n/a	6.6	n/a	-	n/a	0.5	n/a	-	-
Mean Time to Restore - Subtending DDC Trunks-No Dispatch	67-23	H	H	H	OK	P	n/a	1.0	n/a	-	n/a	6.6	n/a	-	n/a	0.5	n/a	-	-
Mean Time to Restore - DS3 Dedicated Transport-No Dispatch	67-24	H	H	H	OK	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	0.5	n/a	n/a	-	-
Mean Time to Restore - Dark Fiber-No Dispatch	67-25	H	H	H	OK	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	OK	P	n/a	1.0	n/a	-	n/a	6.6	n/a	-	n/a	0.5	n/a	-	-
% Out of Service < 24 Hours - 8.0 dB Loop	68-01	M	-	-	OK	P	100.0%	88.8%	(1.59)	Yes	100.0%	90.7%	(1.86)	Yes	100.0%	69.4%	(3.99)	Yes	HIT
% Repeat Reports - 8.0 dB Loop with Test Access	69-01	H	H	H	OK	P	0.0%	13.4%	(1.76)	Yes	2.9%	11.8%	(1.60)	Yes	5.6%	12.7%	(1.28)	Yes	HIT
% Repeat Reports - 5.0 dB Loop with Test Access	69-02	H	H	H	OK	P	0.0%	15.6%	(0.43)	Base<10	0.0%	14.9%	(0.72)	Base<10	0.0%	16.7%	(0.45)	Base<10	-
% Repeat Reports - BRI Loop with Test Access	69-03	H	H	H	OK	P	22.2%	14.4%	0.65	Base<10	16.7%	12.5%	0.30	Base<10	0.0%	18.4%	(1.34)	Base<10	-
% Repeat Reports - ISDN BRI Port	69-04	H	H	H	OK	P	n/a	14.4%	n/a	-	n/a	12.5%	n/a	-	n/a	18.4%	n/a	-	-
% Repeat Reports - DS1 Loop with Test Access	69-05	H	H	H	OK	P	7.7%	n/a	n/a	-	16.7%	n/a	n/a	-	0.0%	n/a	n/a	-	-
% Repeat Reports - DS1 Dedicated Transport	69-06	H	H	H	OK	P	0.0%	n/a	n/a	-	20.0%	n/a	n/a	-	25.0%	n/a	n/a	-	-
% Repeat Reports - ISDN/PRI	69-07	H	H	H	OK	P	n/a	13.3%	n/a	-	n/a	10.0%	n/a	-	n/a	0.0%	n/a	-	-
% Repeat Reports - DSL	69-08	H	H	H	OK	P	7.7%	18.1%	(0.97)	Yes	14.3%	10.2%	0.35	Base<10	3.8%	34.4%	(3.21)	Yes	HIT
% Repeat Reports - Analog Trunk Port	69-09	H	H	H	OK	P	n/a	15.6%	n/a	-	n/a	14.9%	n/a	-	n/a	16.7%	n/a	-	-
% Repeat Reports - Subtending DDC Trunks	69-10	H	H	H	OK	P	n/a	15.6%	n/a	-	n/a	14.9%	n/a	-	n/a	16.7%	n/a	-	-
% Repeat Reports - DS3 Dedicated Transport	69-11	H	H	H	OK	P	n/a	n/a	n/a	-	0.0%	n/a	n/a	-	0.0%	n/a	n/a	-	-
% Repeat Reports - Dark Fiber	69-12	H	H	H	OK	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	OK	P	n/a	15.6%	n/a	-	0.0%	14.9%	(1.11)	Base<10	11.8%	16.7%	(0.54)	Yes	-
% Trunk Blockage - SWBT End Office to CLEC	70-01	H	H	M	OK	B	n/a	1.0%	n/a	-	n/a	1.0%	n/a	-	n/a	1.0%	n/a	-	-
% Trunk Blockage - SWBT Tandem to CLEC	70-02	H	H	M	OK	B	0.0%	1.0%	(0.97)	Yes	0.0%	1.0%	(0.99)	Yes	0.1%	1.0%	(0.92)	Yes	HIT
Common Transport Block > 2%	71-01	-	H	M	OK	B	0.0%	3.0%	(3.00)	Yes	0.0%	3.0%	(3.00)	Yes	1.1%	3.0%	(1.92)	Yes	HIT
% Missed Due Dates - Interconnection Trunks	73-01	M	-	-	OK	P	0.0%	78.4%	(31.09)	Yes	15.8%	23.2%	(3.79)	Yes	49.9%	16.2%	7.84	No	HIT
% Held Interconnection Trunks > 30 Days due to Lack of Facilities	73.1-01	H	-	-	OK	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	0.0%	n/a	n/a	-	-
% Held Interconnection Trunks > 60 Days due to Lack of Facilities	73.1-02	H	-	-	OK	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	-	-	OK	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	-	-	OK	P	n/a	90.3	n/a	-	62.3	18.0	27.19	No	94.5	1.0	450.76	No	MISS
% SWBT Missed Due Dates > 30 Days	75-01	L	-	-	OK	B	0.0%	2.0%	(2.00)	Yes	15.8%	2.0%	13.75	No	49.9%	2.0%	47.93	No	MISS
Avg. Trunk Restoral Interval	76-01	L	-	-	OK	P	0.7	1087.9	(0.98)	Base<10	n/a	1501.8	n/a	-	0.1	22.5	(0.81)	Base<10	-
Avg. Restoration Interval - Tandem Trunk Groups	77-01	H	H	M	OK	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	OK	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	-	OK	B	19.0	20.0	(1.00)	Base<10	n/a	20.0	n/a	-	98.8	20.0	78.75	Base<10	-
Avg. Interconnection Trunk Install. Interval - SS7	78-02	H	H	-	OK	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	-	OK	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	-	OK	B	n/a	20.0	n/a	-	n/a	20.0	n/a	-	n/a	20.0	n/a	-	-
DA Avg. Speed of Answer	80-01	-	L	-	OK	B	8.4	n/a	n/a	-	8.1	n/a	n/a	-	8.2	n/a	n/a	-	-
OS Avg. Speed of Answer	82-01	-	L	-	OK	B	4.5	n/a	n/a	-	4.4	n/a	n/a	-	4.5	n/a	n/a	-	-
% Install. Completed - < 10 Numbers per Order, Within 3 Bus. Days	87-01.1	-	-	-	OK	B	100.0%	90.0%	(10.00)	Base<10	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	-	-	-	OK	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	-	-	-	OK	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	-	-	OK	B	0.0	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	-	-	OK	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	-	-	OK	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	-	-	OK	P	0.0%	3.1%	(0.18)	Base<10	n/a	3.3%	n/a	-	n/a	3.7%	n/a	-	-
% SWBT Caused Missed Due Dates	90-01	M	-	-	OK	P	0.0%	0.5%	(0.07)	Base<10	n/a	0.3%	n/a	-	n/a	0.4%	n/a	-	-
% of LNP Only Due Dates within Industry Guidelines	91-01	-	-	-	OK	B	99.6%	96.5%	(3.12)	Yes	100.0%	96.5%	(3.50)	Yes	100.0%	96.5%	(3.50)	Yes	HIT
% of Time the OSP Releases Prior to the Exp of the T2 Timer	92-01	-	-	-	OK	B	100.0%	96.5%	(3.46)	Yes	98.7%	96.5%	(2.19)	Yes	99.2%	96.5%	(2.74)	Yes	HIT
% of Customer Accounts Restructured Prior to LNP Due Date	93-01	L	-	-	OK	B	n/a	96.5%	n/a	-	n/a	96.5%	n/a	-	100.0%	96.5%	(3.50)	Base<10	-
LNP % FOCs Rec. Within 5 Hours - Res/Bus LNP Only (1-19) - LEX	94-01	L	M	M	OK	B	95.6%	95.0%	(0.58)	Yes	98.8%	95.0%	(3.75)	Yes	98.8%	95.0%	(3.78)	Yes	HIT
LNP % FOCs Rec. Within 5 Hours - Res/Bus Loop (1-19) - LEX	94-02	L	M	M	OK	B	80.0%	95.0%	15.00	No	97.3%	95.0%	(2.30)	Yes	95.8%	95.0%	(0.79)	Yes	HIT
LNP % FOCs Rec. Within 48 Hours - LNP Only (20+) - LEX	94-03	L	M	M	OK	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	OK	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	OK	B	91.7%	95.0%	3.33	No	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Yes	-
LNP % FOCs Rec. Within 48 Hours - LNP Comp Bus (20-50) - LEX	94-06	L	M	M	OK	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. On Time - LNP Comp Bus (51+) - LEX	94-07	L	M	M	OK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
LNP % FOCs Rec. Within 5 Hours - Res/Bus LNP Only (1-19) - EDI	94-08	L	M	M	OK	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 5 Hours - Res/Bus Loop (1-19) - EDI	94-09	L	M	M	OK	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	OK	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	OK	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	OK	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 Comp Bus (20-50) - EDI	94-13	L	M	M	OK	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	OK	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-

Oklahoma 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 89% Result	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 83% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 88% Result	Overall Result 89%
LNP % FOCs Rec. Within 24 Hours - Res/Bus LNP Only (1-19) - Manual	94-15	L	M	M	OK	B	97.3%	95.0%	(2.34)	Yes	97.9%	95.0%	(2.91)	Yes	99.7%	95.0%	(4.65)	Yes	HIT
LNP % FOCs Rec. Within 24 Hours - Res/Bus Loop (1-19) - Manual	94-16	L	M	M	OK	B	100.0%	95.0%	(5.00)	Base<10	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
LNP % FOCs Rec. Within 48 Hours - LNP Only (20+) - Manual	94-17	L	M	M	OK	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	OK	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	OK	B	100.0%	95.0%	(5.00)	Base<10	0.0%	95.0%	95.00	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	OK	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	OK	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	-
Avg. Response Time for Non-Mech Rejects Returned - LNP Only	95-01	L	-	-	OK	B	7.0	5.0	1.96	No	6.8	5.0	1.80	No	5.8	5.0	0.83	Yes	MISS
Avg. Response Time for Non-Mech Rejects Returned - LNP With Loop	95-02	L	-	-	OK	B	2.2	5.0	(2.78)	Base<10	7.5	5.0	2.50	Base<10	n/a	5.0	n/a	-	-
% Premature Disconnects for LNP Orders - LNP Only	96-01	L	-	-	OK	B	6.6%	2.0%	4.59	No	0.0%	2.0%	(2.00)	Yes	11.7%	2.0%	9.74	No	MISS
% Premature Disconnects for LNP Orders - LNP with Loop	96-02	L	-	-	OK	B	0.0%	2.0%	(2.00)	Yes	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	-	OK	B	99.0%	96.5%	(2.48)	Yes	99.0%	96.5%	(2.45)	Yes	99.4%	96.5%	(2.93)	Yes	HIT
% of Time SWBT applies 10 digit trigger prior to Due Date - LNP with Loop	97-02	H	H	-	OK	B	100.0%	96.5%	(3.50)	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	-	OK	P	0.0%	2.0%	(6.31)	Yes	0.1%	2.0%	(5.28)	Yes	0.0%	2.2%	(6.27)	Yes	HIT
Avg. Delay Days for SWBT Missed Due Dates - LNP	99-01	M	M	-	OK	P	2.1	4.6	(0.99)	Base<10	1.0	6.1	(0.78)	Base<10	2.3	7.6	(1.58)	Yes	-
Avg. Time of Out of Service for LNP Conversions	100-01	H	H	-	OK	B	1.5	60.0	(58.48)	Yes	3.8	60.0	(56.15)	Yes	1.5	60.0	(58.51)	Yes	HIT
% Out of Service less than 60 Minutes	101-01	M	M	-	OK	B	99.4%	96.5%	(2.86)	Yes	98.0%	96.5%	(1.54)	Yes	99.8%	96.5%	(3.35)	Yes	HIT
% Errors for E-911 Database Updates	103-01	L	-	-	OK	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	-	-	OK	P	0.2	1.2	(3.61)	Yes	0.3	1.0	(2.92)	Yes	0.2	1.8	(4.76)	Yes	HIT
% of Request Processed within 35 Days	105-01	L	-	-	OK	B	n/a	90.0%	n/a	-	100.0%	90.0%	(10.00)	Base<10	100.0%	90.0%	(10.00)	Base<10	-
Average Days Required to Process a Request	106-01	-	-	-	OK	B	n/a		n/a	-	22.6		n/a	-	30.8		n/a	-	-
% Missed Collocation Due Dates - Caged - Initial	107-01	H	H	M	OK	B	n/a	5.0%	n/a	-	0.0%	5.0%	(5.00)	Yes	0.0%	5.0%	(5.00)	Base<10	-
% Missed Collocation Due Dates - Caged - Augments	107-02	H	H	M	OK	B	n/a	5.0%	n/a	-	0.0%	5.0%	(5.00)	Base<10	n/a	5.0%	n/a	-	-
% Missed Collocation Due Dates - Cageless - Initial	107-03	H	H	M	OK	B	0.0%	5.0%	(5.00)	Base<10	20.0%	5.0%	15.00	No	14.3%	5.0%	9.29	Base<10	-
% Missed Collocation Due Dates - Cageless - Augments	107-04	H	H	M	OK	B	n/a	5.0%	n/a	-	5.6%	5.0%	0.56	Yes	0.0%	5.0%	(5.00)	Base<10	-
% Missed Collocation Due Dates - Shared Caged - Initial	107-05	H	H	M	OK	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	OK	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	OK	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	OK	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	-	-	OK	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days - Caged - Augments	108-02	L	-	-	OK	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	-	-	OK	B	n/a	n/a	n/a	-	57.3	6.9	50.43	Base<10	74.0	7.0	67.00	Base<10	-
Avg. Delay Days - Cageless - Augments	108-04	L	-	-	OK	B	n/a	n/a	n/a	-	104.0	9.0	95.00	Base<10	n/a	n/a	n/a	-	-
Avg. Delay Days - Shared Caged - Initial	108-05	L	-	-	OK	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	-	-	OK	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	-	-	OK	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	-	-	OK	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	-	-	OK	B	100.0%	90.0%	(10.00)	Base<10	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	-
% of Collocation Requests within Guidelines - Caged - Augments	109-02	L	-	-	OK	B	n/a	90.0%	n/a	-	100.0%	90.0%	(10.00)	Base<10	n/a	90.0%	n/a	-	-
% of Collocation Requests within Guidelines - Cageless - Initial	109-03	L	-	-	OK	B	100.0%	90.0%	(10.00)	Base<10	n/a	90.0%	n/a	-	100.0%	90.0%	(10.00)	Yes	-
% of Collocation Requests within Guidelines - Cageless - Augments	109-04	L	-	-	OK	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 - Shared Caged - Initial	109-05	L	-	-	OK	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	-	-	OK	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	-	-	OK	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	-	-	OK	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	-	-	OK	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	-	-	OK	B	38.1	48.0	(9.87)	Yes	33.5	48.0	(14.50)	Yes	46.0	48.0	(2.01)	Yes	HIT
% of Database Accuracy for Manual Updates	112-01	L	-	-	OK	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	-	OK	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	-	OK	B	0.0%	2.0%	(2.00)	Yes	0.0%	2.0%	(2.00)	Yes	0.6%	2.0%	(1.36)	Yes	HIT
% of Premature Disconnects - Frame Due Time - LNP	114-03	H	H	-	OK	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	-	OK	B	0.0%	2.0%	(2.00)	Base<10	0.0%	2.0%	(2.00)	Base<10	n/a	2.0%	n/a	-	
Loop Disconnect/Cross Connect Interval - Coor. Hot Cuts - LNP	114.1-01	H	-	-	OK	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	-	-	OK	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	-	-	OK	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	-	-	OK	B	100.0%	100.0%	0.00	Base<10	100.0%	100.0%	0.00	Base<10	n/a	100.0%	n/a	-	
% SWBT Caused Delayed Coor. Cutovers - Coor. Hot Cuts - LNP	115-01	L	-	-	OK	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	-	-	OK	B	0.0%	1.0%	(1.00)	Yes	14.3%	1.0%	13.29	No	0.0%	1.0%	(1.00)	Yes	HIT
% SWBT Caused Delayed Coor. Cutovers - Frame Due Time - LNP	115-03	L	-	-	OK	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	-	-	OK	B	0.0%	1.0%	(1.00)	Base<10	0.0%	1.0%	(1.00)	Base<10	n/a	1.0%	n/a	-	
% Missed Mech. INP Conversions	116-01	M	-	-	OK	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	-	OK	P	100.0%	97.9%	(1.07)	Yes	n/a	100.0%	n/a	-	n/a	100.0%	n/a	-	
Avg. Delay Days for NXX Loading and Testing	118-01	L	-	-	OK	P	n/a	1.0	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	
Mean Time to Restore (Hours)	119-01	H	H	-	OK	P	n/a	9.2	n/a	-	n/a	23.2	n/a	-	n/a	14.4	n/a		
% of Requests Processed within 30 Business Days	120-01	-	-	-	OK	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 10 Business Days	121-01	H	H	-	OK	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	n/a	90.0%	n/a		

Oklahoma 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 89% Result	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 83% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 88% Result	Overall Result 89%
% of Quotes Provided for Authorized BFRs Within 30 Business Days	121-02	H	H	-	OK	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	-	OK	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	-

Oklahoma 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 89% Result	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 83% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 88% Result	Overall Result 89%
Total # Submeasures									663				663				663		
# Counted (with z-score and sample size of 10 or more)									235				233				241		
# Not Counted (Base < 10 or n/a)									428				430				422		
Critical Z Value									1.68				1.68				1.68		
Number of Submeasures Met									208				194				213		202
Number of Submeasures Missed									27				39				28		25
Success Ratio - All Measures									**88.5%**				**83.3%**				**88.4%**		**89.0%**
Total # Tier 2 Submeasures									346				346				346		
# Counted (with z-score and sample size of 10 or more)									148				147				151		
# Not Counted (Base < 10 or n/a)									198				199				195		
Number of Submeasures Met									127				125				133		127
Number of Submeasures Missed									21				22				18		15
Success Ratio - Tier 2 Measures Only									**85.8%**				**85.0%**				**88.1%**		**89.4%**
Total # Tier 1 and/or Tier 2 Submeasures									543				543				543		
# Counted (with z-score and sample size of 10 or more)									208				205				213		
# Not Counted (Base < 10 or n/a)									335				338				330		
Number of Submeasures Met									183				170				187		178
Number of Submeasures Missed									25				35				26		22
Success Ratio - Tier 1 and/or Tier 2 Measures									**88.0%**				**82.9%**				**87.8%**		**89.0%**
Total # Tier 3 Submeasures (FCC 20)									323				323				323		
# Counted (with z-score and sample size of 10 or more)									123				121				130		
# Not Counted (Base < 10 or n/a)									200				202				193		
Number of Submeasures Met									107				100				112		105
Number of Submeasures Missed									16				21				18		12
Success Ratio - Tier 3 Measures (FCC 20)									**87.0%**				**82.6%**				**86.2%**		**89.7%**

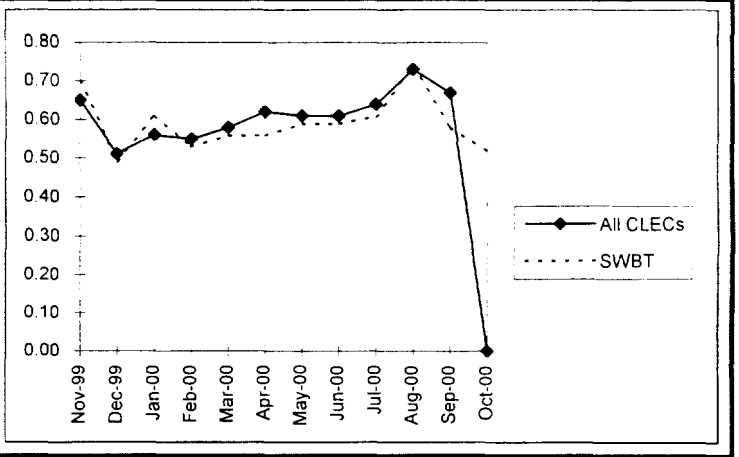
Notes:

(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

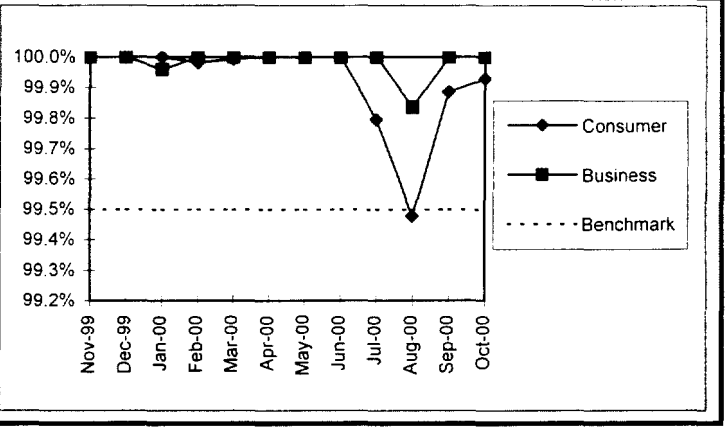
EASE Average Response Time (Seconds) - By Division (CPU Platform)

Measurement 3 - 01	All CLECs Screen Count	All CLECs Avg. Resp. Time (Sec.)	SWBT Avg. Resp. Time (Sec.)	In Parity (Yes = 0) (No = 2)
Nov-99	95,299	0.65	0.70	0
Dec-99	80,199	0.51	0.49	0
Jan-00	68,623	0.56	0.61	0
Feb-00	72,249	0.55	0.53	0
Mar-00	72,922	0.58	0.56	0
Apr-00	81,980	0.62	0.56	2
May-00	95,548	0.61	0.59	0
Jun-00	111,768	0.61	0.59	0
Jul-00	126,514	0.64	0.61	0
Aug-00	139,182	0.73	0.74	0
Sep-00	51,386	0.67	0.58	2
Oct-00	0	0.00	0.52	0



EASE Availability - By Division (CPU Platform)

Measurement 4 - 02 / 03	Consumer Percent Availability	Consumer In Parity (Yes = 0) (No = 2)	Business Percent Availability	Business In Parity (Yes = 0) (No = 2)
Nov-99	100.0%	0	100.0%	0
Dec-99	100.0%	0	100.0%	0
Jan-00	100.0%	0	100.0%	0
Feb-00	100.0%	0	100.0%	0
Mar-00	100.0%	0	100.0%	0
Apr-00	100.0%	0	100.0%	0
May-00	100.0%	0	100.0%	0
Jun-00	100.0%	0	100.0%	0
Jul-00	99.8%	0	100.0%	0
Aug-00	99.5%	2	99.8%	0
Sep-00	99.9%	0	100.0%	0
Oct-00	99.9%	0	100.0%	0

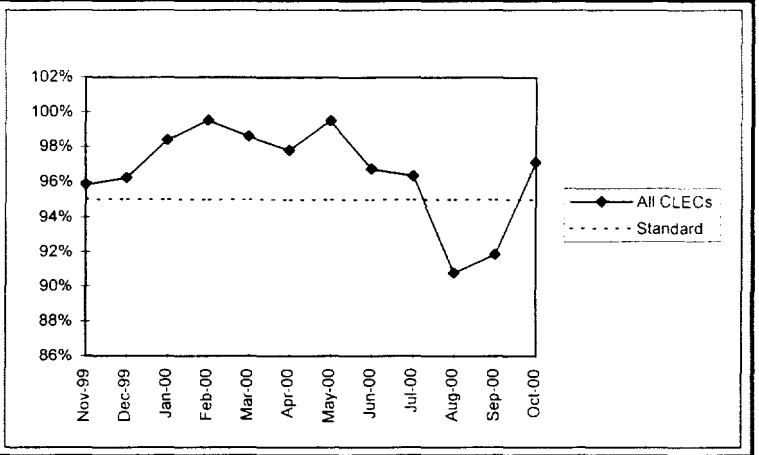


Percent Firm Order Confirmations (FOCs) received within "x" hours - Mechanized - LEX

XXXXX - - - NOTE: All data through November 1999 is a 5 state total; all data after November 1999 is state specific. - - - XXXXX

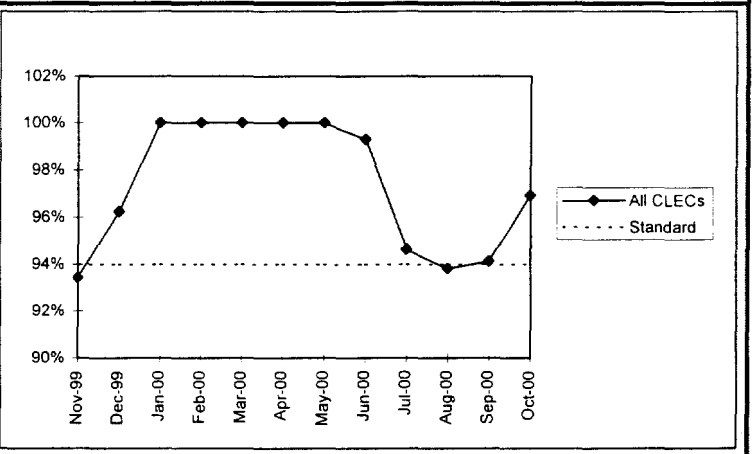
Measurement 5 - 01

	Residence and Simple Business			
	All CLECs			
	No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Z-Value
Nov-99	8,326	7,980	95.8%	-0.84
Dec-99	132	127	96.2%	-1.21
Jan-00	125	123	98.4%	-3.40
Feb-00	214	213	99.5%	-4.53
Mar-00	291	287	98.6%	-3.63
Apr-00	230	225	97.8%	-2.83
May-00	430	428	99.5%	-4.53
Jun-00	588	569	96.8%	-1.77
Jul-00	823	793	96.4%	-1.35
Aug-00	1,173	1,065	90.8%	4.21
Sep-00	1,144	1,051	91.9%	3.13
Oct-00	1,297	1,260	97.1%	-2.15
12 Mo. Total	14,773	14,121	95.6%	



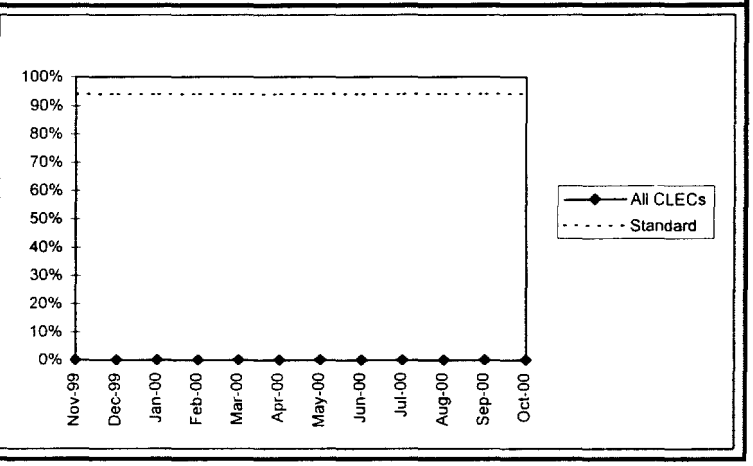
Measurement 5 - 02

	Complex Business (1 - 200 Lines)			
	All CLECs			
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Z-Value
Nov-99	2,261	2,112	93.4%	0.59
Dec-99	53	51	96.2%	-2.23
Jan-00	49	49	100.0%	-6.00
Feb-00	45	45	100.0%	-6.00
Mar-00	71	71	100.0%	-6.00
Apr-00	60	60	100.0%	-6.00
May-00	165	165	100.0%	-6.00
Jun-00	285	283	99.3%	-5.30
Jul-00	428	405	94.6%	-0.63
Aug-00	453	425	93.8%	0.18
Sep-00	340	320	94.1%	-0.12
Oct-00	424	411	96.9%	-2.93
12 Mo. Total	4,634	4,397	94.9%	



Measurement 5 - 03

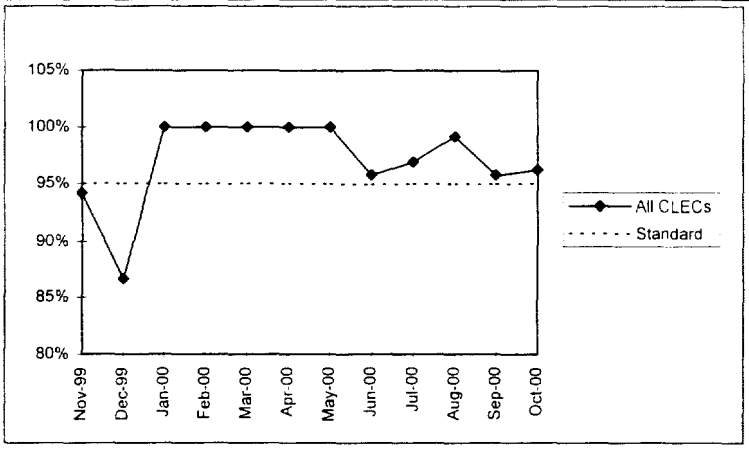
	Complex Business (200+ Lines)			
	All CLECs			
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Z-Value
Nov-99	0	0	n/a	n/a
Dec-99	0	0	n/a	n/a
Jan-00	0	0	n/a	n/a
Feb-00	0	0	n/a	n/a
Mar-00	0	0	n/a	n/a
Apr-00	0	0	n/a	n/a
May-00	0	0	n/a	n/a
Jun-00	0	0	n/a	n/a
Jul-00	0	0	n/a	n/a
Aug-00	0	0	n/a	n/a
Sep-00	0	0	n/a	n/a
Oct-00	0	0	n/a	n/a
12 Mo. Total	0	0	n/a	



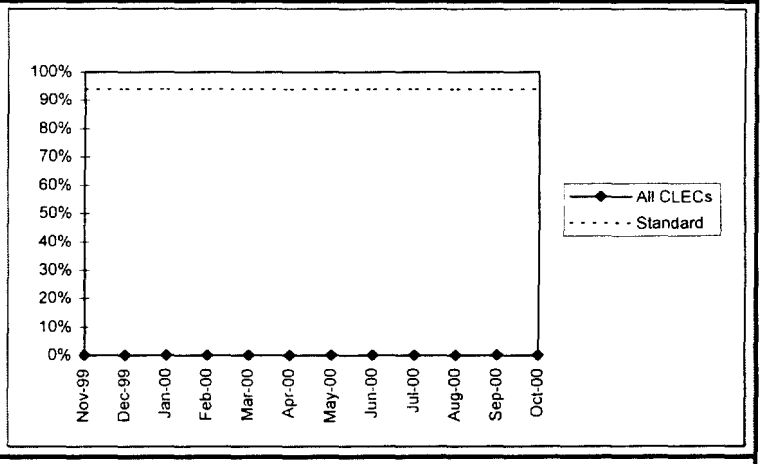
Percent Firm Order Confirmations (FOCs) received within "x" hours - Mechanized - LEX

XXXXX - - - NOTE: All data through November 1999 is a 5 state total; all data after November 1999 is state specific. - - - XXXXX

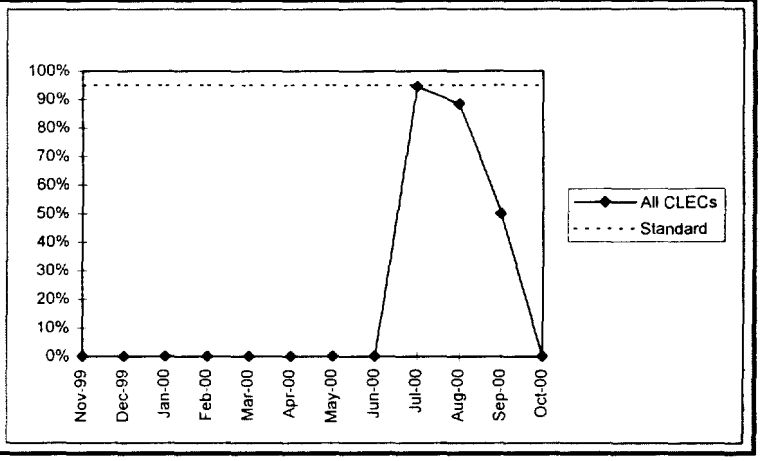
Measurement 5 - 04	UNE Loop (1 - 49) All CLECs			
	No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Z-Value
Nov-99	2,546	2,397	94.1%	0.85
Dec-99	15	13	86.7%	8.33
Jan-00	21	21	100.0%	-5.00
Feb-00	12	12	100.0%	-5.00
Mar-00	19	19	100.0%	-5.00
Apr-00	24	24	100.0%	-5.00
May-00	73	73	100.0%	-5.00
Jun-00	120	115	95.8%	-0.83
Jul-00	130	126	96.9%	-1.92
Aug-00	239	237	99.2%	-4.16
Sep-00	119	114	95.8%	-0.80
Oct-00	158	152	96.2%	-1.20
12 Mo. Total	3,476	3,303	95.0%	



Measurement 5 - 05	UNE Loop (50 +) All CLECs			
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Z-Value
Nov-99	0	0	n/a	n/a
Dec-99	0	0	n/a	n/a
Jan-00	0	0	n/a	n/a
Feb-00	0	0	n/a	n/a
Mar-00	0	0	n/a	n/a
Apr-00	0	0	n/a	n/a
May-00	0	0	n/a	n/a
Jun-00	0	0	n/a	n/a
Jul-00	0	0	n/a	n/a
Aug-00	0	0	n/a	n/a
Sep-00	0	0	n/a	n/a
Oct-00	0	0	n/a	n/a
12 Mo. Total	0	0	n/a	



Measurement 5 - 06	Switch Ports All CLECs			
	No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Z-Value
Nov-99	0	0	n/a	n/a
Dec-99	0	0	n/a	n/a
Jan-00	0	0	n/a	n/a
Feb-00	0	0	n/a	n/a
Mar-00	0	0	n/a	n/a
Apr-00	0	0	n/a	n/a
May-00	0	0	n/a	n/a
Jun-00	0	0	n/a	n/a
Jul-00	18	17	94.4%	0.56
Aug-00	43	38	88.4%	6.63
Sep-00	2	1	50.0%	45.00
Oct-00	0	0	n/a	n/a
12 Mo. Total	63	56	88.9%	



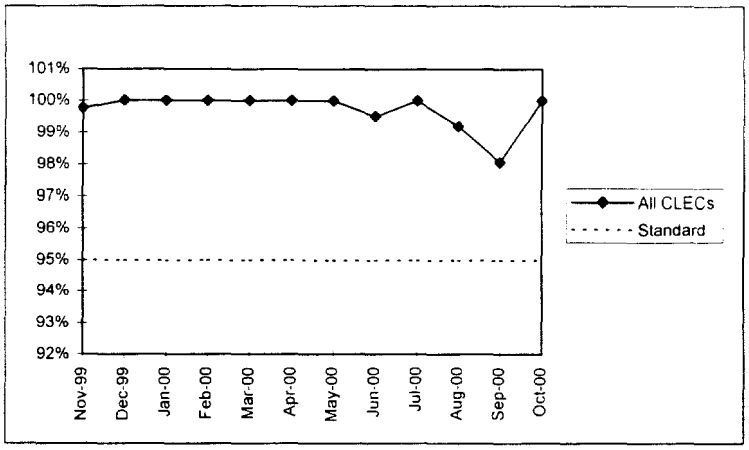
Percent Firm Order Confirmations (FOCs) received within "x" hours - Mechanized - EDI

XXXXX - - - NOTE: All data through November 1999 is a 5 state total; all data after November 1999 is state specific. - - - XXXXX

Measurement 5 - 07

Residence and Simple Business — All CLECs

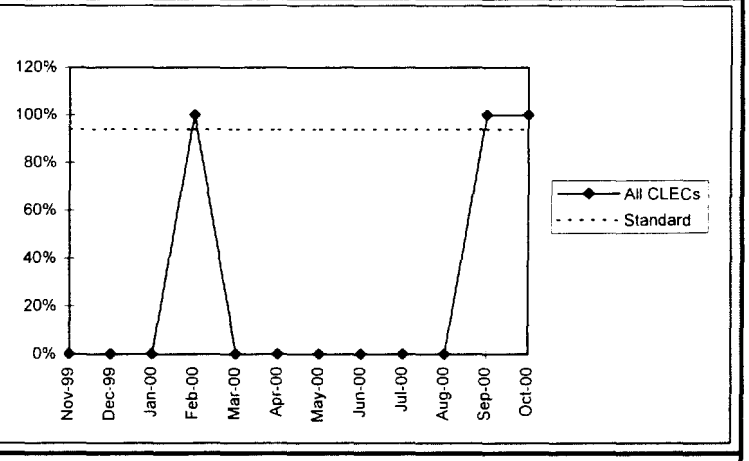
	No of Orders	# Received < 5 Hours	% Received < 5 Hours	Z-Value
Nov-99	18,170	18,129	99.8%	-4.77
Dec-99	119	119	100.0%	-5.00
Jan-00	130	130	100.0%	-5.00
Feb-00	120	120	100.0%	-5.00
Mar-00	198	198	100.0%	-5.00
Apr-00	115	115	100.0%	-5.00
May-00	181	181	100.0%	-5.00
Jun-00	213	212	99.5%	-4.53
Jul-00	201	201	100.0%	-5.00
Aug-00	252	250	99.2%	-4.21
Sep-00	104	102	98.1%	-3.08
Oct-00	134	134	100.0%	-5.00
12 Mo. Total	19,937	19,891	99.8%	



Measurement 5 - 08

Complex Business (1 - 200 Lines) — All CLECs

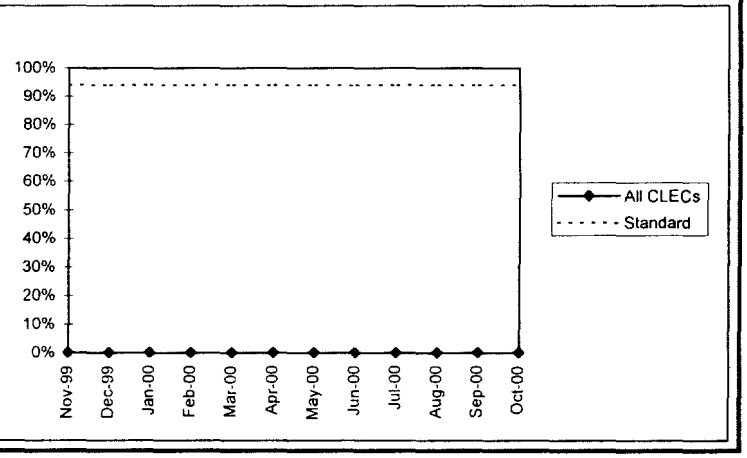
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Z-Value
Nov-99	0	0	n/a	n/a
Dec-99	0	0	n/a	n/a
Jan-00	0	0	n/a	n/a
Feb-00	1	1	100.0%	-6.00
Mar-00	0	0	n/a	n/a
Apr-00	0	0	n/a	n/a
May-00	0	0	n/a	n/a
Jun-00	0	0	n/a	n/a
Jul-00	0	0	n/a	n/a
Aug-00	0	0	n/a	n/a
Sep-00	1	1	100.0%	-6.00
Oct-00	1	1	100.0%	-6.00
12 Mo. Total	3	3	100.0%	



Measurement 5 - 09

Complex Business (200+ Lines) — All CLECs

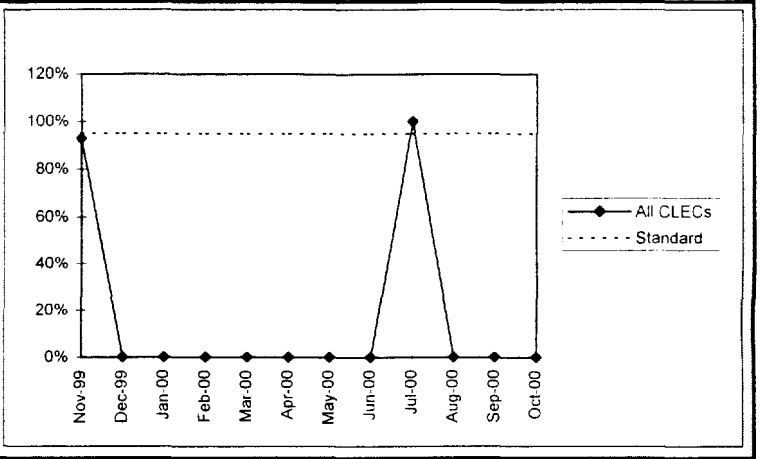
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Z-Value
Nov-99	0	0	n/a	n/a
Dec-99	0	0	n/a	n/a
Jan-00	0	0	n/a	n/a
Feb-00	0	0	n/a	n/a
Mar-00	0	0	n/a	n/a
Apr-00	0	0	n/a	n/a
May-00	0	0	n/a	n/a
Jun-00	0	0	n/a	n/a
Jul-00	0	0	n/a	n/a
Aug-00	0	0	n/a	n/a
Sep-00	0	0	n/a	n/a
Oct-00	0	0	n/a	n/a
12 Mo. Total	0	0	n/a	



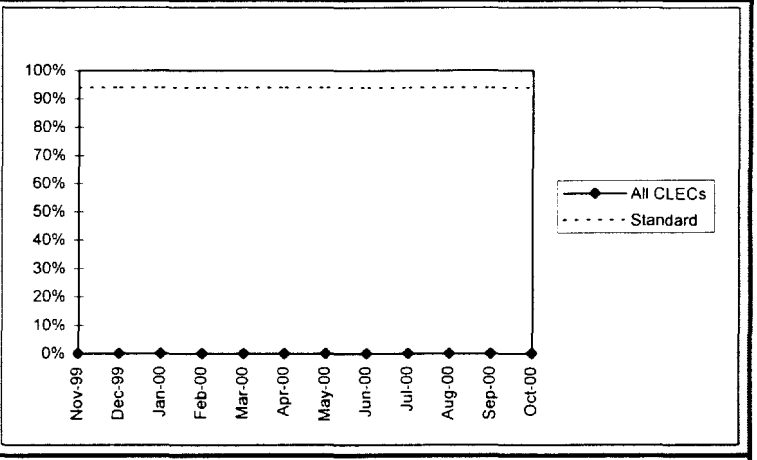
Percent Firm Order Confirmations (FOCs) received within "x" hours - Mechanized - EDI

XXXXX - - - NOTE: All data through November 1999 is a 5 state total; all data after November 1999 is state specific. - - - XXXXX

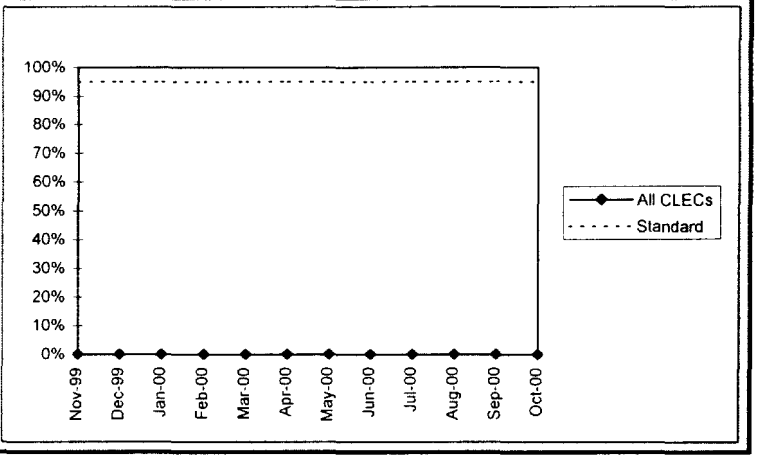
Measurement 5 - 10	UNE Loop (1 - 49) All CLECs			
	No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Z-Value
Nov-99	179	166	92.7%	2.26
Dec-99	0	0	n/a	n/a
Jan-00	0	0	n/a	n/a
Feb-00	0	0	n/a	n/a
Mar-00	0	0	n/a	n/a
Apr-00	0	0	n/a	n/a
May-00	0	0	n/a	n/a
Jun-00	0	0	n/a	n/a
Jul-00	3	3	100.0%	-5.00
Aug-00	0	0	n/a	n/a
Sep-00	0	0	n/a	n/a
Oct-00	0	0	n/a	n/a
12 Mo. Total	182	169	92.9%	



Measurement 5 - 11	UNE Loop (50 +) All CLECs			
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Z-Value
Nov-99	0	0	n/a	n/a
Dec-99	0	0	n/a	n/a
Jan-00	0	0	n/a	n/a
Feb-00	0	0	n/a	n/a
Mar-00	0	0	n/a	n/a
Apr-00	0	0	n/a	n/a
May-00	0	0	n/a	n/a
Jun-00	0	0	n/a	n/a
Jul-00	0	0	n/a	n/a
Aug-00	0	0	n/a	n/a
Sep-00	0	0	n/a	n/a
Oct-00	0	0	n/a	n/a
12 Mo. Total	0	0	n/a	



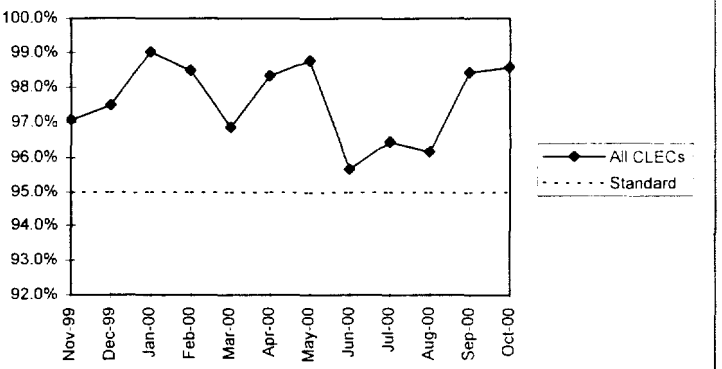
Measurement 5 - 12	Switch Ports All CLECs			
	No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Z-Value
Nov-99	0	0	n/a	n/a
Dec-99	0	0	n/a	n/a
Jan-00	0	0	n/a	n/a
Feb-00	0	0	n/a	n/a
Mar-00	0	0	n/a	n/a
Apr-00	0	0	n/a	n/a
May-00	0	0	n/a	n/a
Jun-00	0	0	n/a	n/a
Jul-00	0	0	n/a	n/a
Aug-00	0	0	n/a	n/a
Sep-00	0	0	n/a	n/a
Oct-00	0	0	n/a	n/a
12 Mo. Total	0	0	n/a	



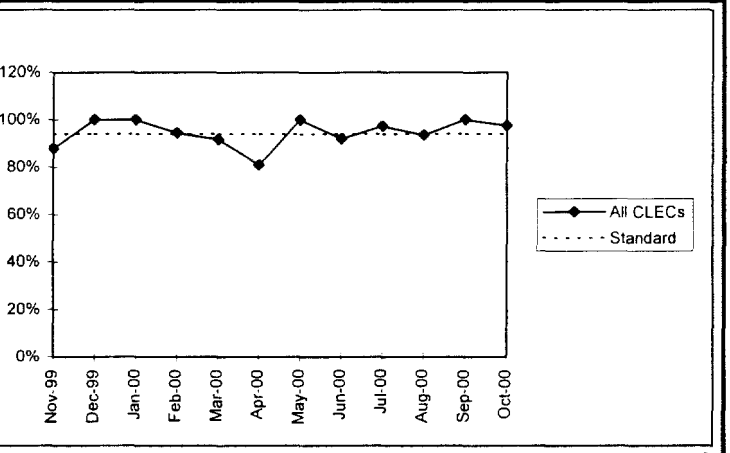
Percent Firm Order Confirmations (FOCs) received within "x" hours - Manual

XXXXX - - - NOTE: All data through November 1999 is a 5 state total; all data after November 1999 is state specific. - - - XXXXX

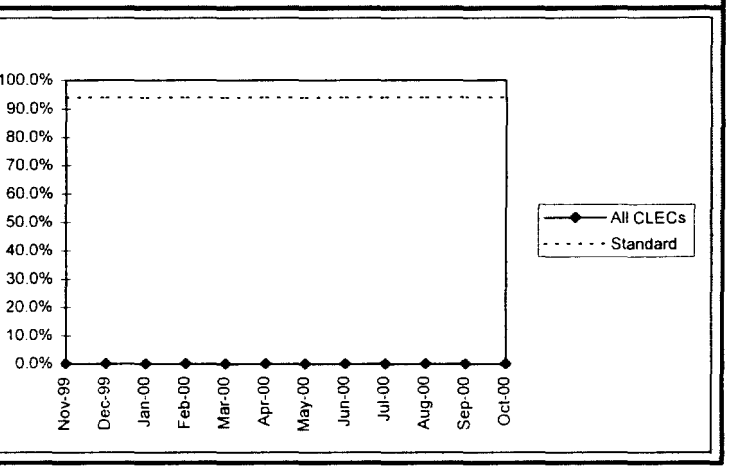
Measurement 5 - 13	Residence and Simple Business All CLECs			
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Z-Value
Nov-99	84,580	82,105	97.1%	-2.07
Dec-99	8,425	8,215	97.5%	-2.51
Jan-00	9,618	9,524	99.0%	-4.02
Feb-00	10,881	10,716	98.5%	-3.48
Mar-00	9,638	9,337	96.9%	-1.88
Apr-00	8,211	8,075	98.3%	-3.34
May-00	9,807	9,687	98.8%	-3.78
Jun-00	9,128	8,733	95.7%	-0.67
Jul-00	8,893	8,578	96.5%	-1.46
Aug-00	9,441	9,080	96.2%	-1.18
Sep-00	8,475	8,342	98.4%	-3.43
Oct-00	9,501	9,366	98.6%	-3.58
12 Mo. Total	186,598	181,758	97.4%	



Measurement 5 - 14	Complex Business (1 - 200 Lines) All CLECs			
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Z-Value
Nov-99	1,640	1,441	87.9%	6.13
Dec-99	33	33	100.0%	-6.00
Jan-00	23	23	100.0%	-6.00
Feb-00	36	34	94.4%	-0.44
Mar-00	12	11	91.7%	2.33
Apr-00	21	17	81.0%	13.05
May-00	8	8	100.0%	-6.00
Jun-00	25	23	92.0%	2.00
Jul-00	37	36	97.3%	-3.30
Aug-00	46	43	93.5%	0.52
Sep-00	37	37	100.0%	-6.00
Oct-00	39	38	97.4%	-3.44
12 Mo. Total	1,957	1,744	89.1%	



Measurement 5 - 15	Complex Business (200+ Lines) All CLECs			
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Z-Value
Nov-99	0	0	n/a	n/a
Dec-99	0	0	n/a	n/a
Jan-00	0	0	n/a	n/a
Feb-00	0	0	n/a	n/a
Mar-00	0	0	n/a	n/a
Apr-00	0	0	n/a	n/a
May-00	0	0	n/a	n/a
Jun-00	0	0	n/a	n/a
Jul-00	0	0	n/a	n/a
Aug-00	0	0	n/a	n/a
Sep-00	0	0	n/a	n/a
Oct-00	0	0	n/a	n/a
12 Mo. Total	0	0	n/a	

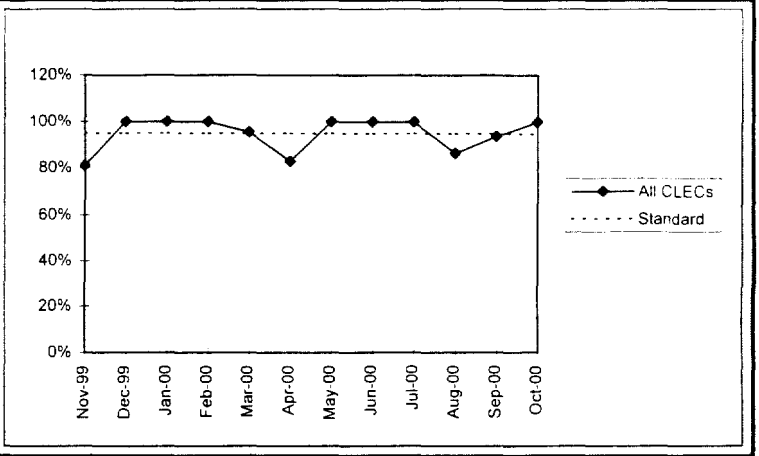


Percent Firm Order Confirmations (FOCs) received within "x" hours - Manual

XXXXX - - - NOTE: All data through November 1999 is a 5 state total; all data after November 1999 is state specific. - - - XXXXX

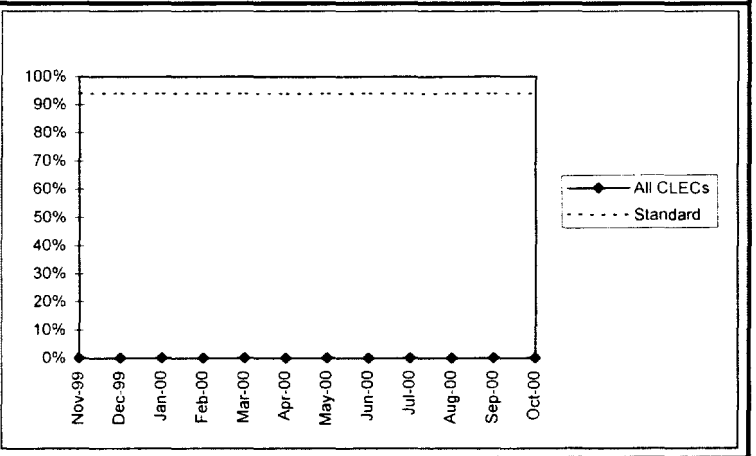
Measurement 5 - 16 — UNE Loop (1 - 49) — All CLECs

	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Z-Value
Nov-99	1,028	830	80.7%	14.26
Dec-99	78	78	100.0%	-5.00
Jan-00	48	48	100.0%	-5.00
Feb-00	66	66	100.0%	-5.00
Mar-00	44	42	95.5%	-0.45
Apr-00	29	24	82.8%	12.24
May-00	20	20	100.0%	-5.00
Jun-00	18	18	100.0%	-5.00
Jul-00	11	11	100.0%	-5.00
Aug-00	22	19	86.4%	8.64
Sep-00	16	15	93.8%	1.25
Oct-00	11	11	100.0%	-5.00
12 Mo. Total	1,391	1,182	85.0%	



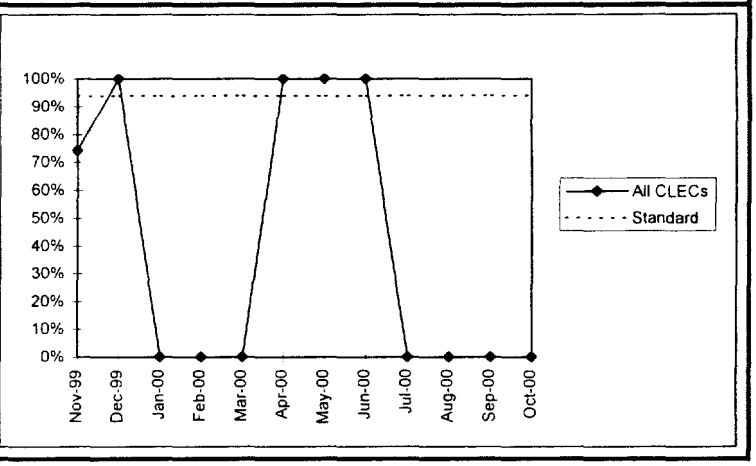
Measurement 5 - 17 — UNE Loop (50 +) — All CLECs

	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Z-Value
Nov-99	0	0	n/a	n/a
Dec-99	0	0	n/a	n/a
Jan-00	0	0	n/a	n/a
Feb-00	0	0	n/a	n/a
Mar-00	0	0	n/a	n/a
Apr-00	0	0	n/a	n/a
May-00	0	0	n/a	n/a
Jun-00	0	0	n/a	n/a
Jul-00	0	0	n/a	n/a
Aug-00	0	0	n/a	n/a
Sep-00	0	0	n/a	n/a
Oct-00	0	0	n/a	n/a
12 Mo. Total	0	0	n/a	



Measurement 5 - 18 — Switch Ports — All CLECs

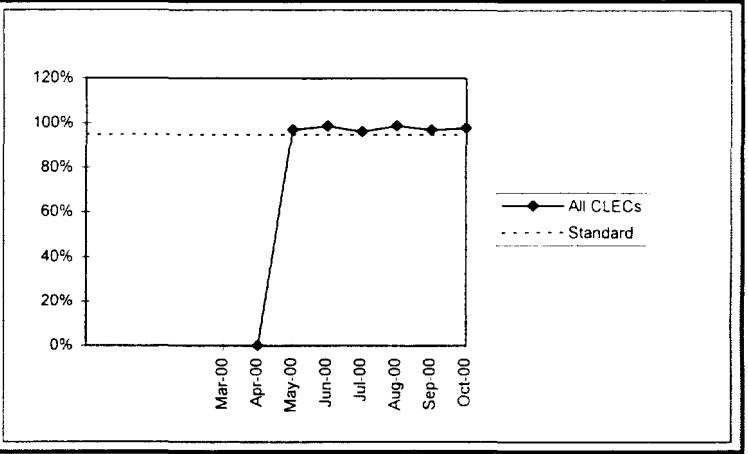
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Z-Value
Nov-99	310	230	74.2%	19.81
Dec-99	4	4	100.0%	-6.00
Jan-00	0	0	n/a	n/a
Feb-00	0	0	n/a	n/a
Mar-00	0	0	n/a	n/a
Apr-00	1	1	100.0%	-6.00
May-00	2	2	100.0%	-6.00
Jun-00	19	19	100.0%	-6.00
Jul-00	0	0	n/a	n/a
Aug-00	0	0	n/a	n/a
Sep-00	0	0	n/a	n/a
Oct-00	0	0	n/a	n/a
12 Mo. Total	336	256	76.2%	



Percent Firm Order Confirmations (FOCs) Relating to xDSL-capable Loops Returned within "x" Hours

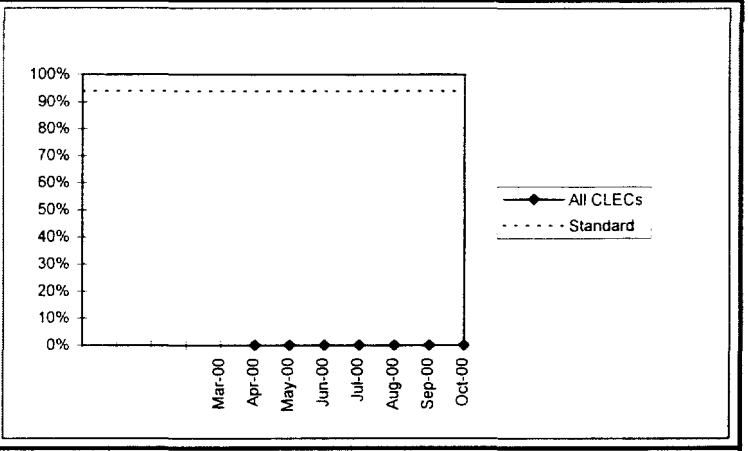
Measurement 5.1 - 01

	Mechanized LSRs - LEX (1 - 20 Loops) All CLECs			
	No. of FOCs	# Returned < 24 Hours	% Returned < 24 Hours	Z-Value
Mar-00	0	0	n/a	n/a
Apr-00	0	0	n/a	n/a
May-00	69	67	97.1%	-2.10
Jun-00	178	176	98.9%	-3.88
Jul-00	131	126	96.2%	-1.18
Aug-00	183	181	98.9%	-3.91
Sep-00	139	135	97.1%	-2.12
Oct-00	291	285	97.9%	-2.94
12 Mo. Total	991	970	97.9%	



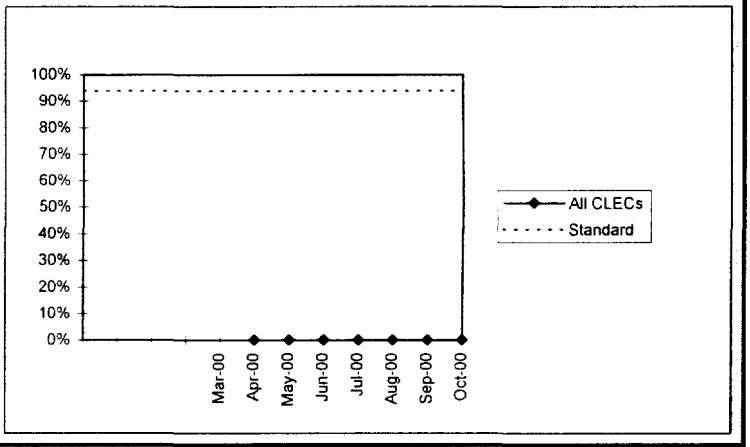
Measurement 5.1 - 02

	Mechanized LSRs - LEX (> 20 Loops) All CLECs			
	No. of FOCs	# Returned < 48 Hours	% Returned < 48 Hours	Z-Value
Mar-00	0	0	n/a	n/a
Apr-00	0	0	n/a	n/a
May-00	0	0	n/a	n/a
Jun-00	0	0	n/a	n/a
Jul-00	0	0	n/a	n/a
Aug-00	0	0	n/a	n/a
Sep-00	0	0	n/a	n/a
Oct-00	0	0	n/a	n/a
12 Mo. Total	0	0	n/a	



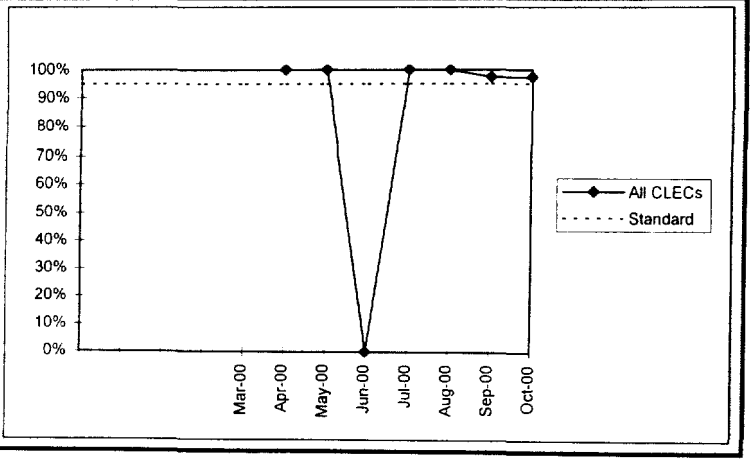
Measurement 5.1 - 03

	Mechanized LSRs - EDI (1 - 20 Loops) All CLECs			
	No. of FOCs	# Returned < 24 Hours	% Returned < 24 Hours	Z-Value
Mar-00	0	0	n/a	n/a
Apr-00	9	9	100.0%	-5.00
May-00	12	12	100.0%	-5.00
Jun-00	1	0	0.0%	95.00
Jul-00	19	19	100.0%	-5.00
Aug-00	45	45	100.0%	-5.00
Sep-00	40	39	97.5%	-2.50
Oct-00	37	36	97.3%	-2.30
12 Mo. Total	163	160	98.2%	



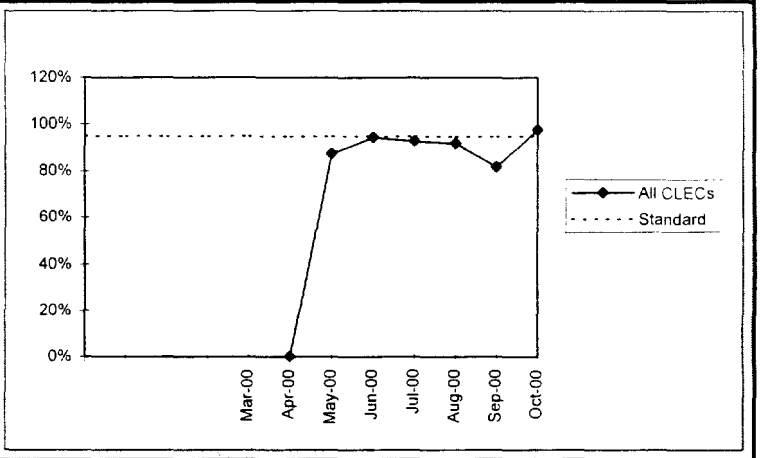
Measurement 5.1 - 04

	Mechanized LSRs - EDI (> 20 Loops) All CLECs			
	No. of FOCs	# Returned < 48 Hours	% Returned < 48 Hours	Z-Value
Mar-00	0	0	n/a	n/a
Apr-00	0	0	n/a	n/a
May-00	0	0	n/a	n/a
Jun-00	0	0	n/a	n/a
Jul-00	0	0	n/a	n/a
Aug-00	0	0	n/a	n/a
Sep-00	0	0	n/a	n/a
Oct-00	0	0	n/a	n/a
12 Mo. Total	0	0	n/a	

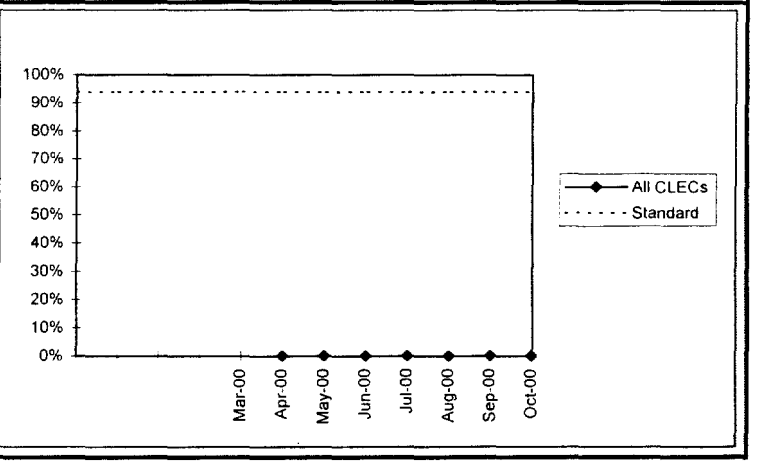


Percent Firm Order Confirmations (FOCs) Relating to xDSL-capable Loops Returned within "x" Hours

Measurement 5.1 - 05	Manual LSRs (1 - 20 Loops) All CLECs			
	No. of FOCs	# Returned < 24 Hours	% Returned < 24 Hours	Z-Value
Mar-00	0	0	n/a	n/a
Apr-00	0	0	n/a	n/a
May-00	8	7	87.5%	7.50
Jun-00	18	17	94.4%	0.56
Jul-00	14	13	92.9%	2.14
Aug-00	25	23	92.0%	3.00
Sep-00	33	27	81.8%	13.18
Oct-00	41	40	97.6%	-2.56
12 Mo. Total	139	127	91.4%	



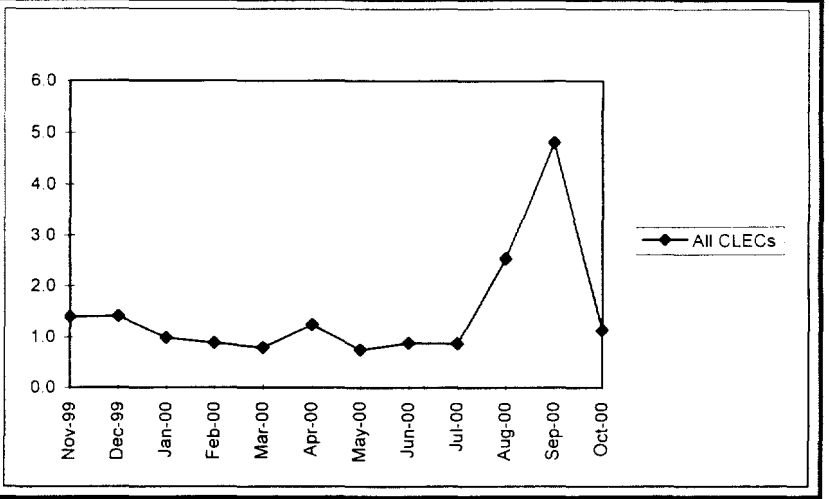
Measurement 5.1 - 06	Manual LSRs (> 20 Loops) All CLECs			
	No. of FOCs	# Returned < 48 Hours	% Returned < 48 Hours	Z-Value
Mar-00	0	0	n/a	n/a
Apr-00	0	0	n/a	n/a
May-00	0	0	n/a	n/a
Jun-00	0	0	n/a	n/a
Jul-00	0	0	n/a	n/a
Aug-00	0	0	n/a	n/a
Sep-00	0	0	n/a	n/a
Oct-00	0	0	n/a	n/a
12 Mo. Total	0	0	n/a	



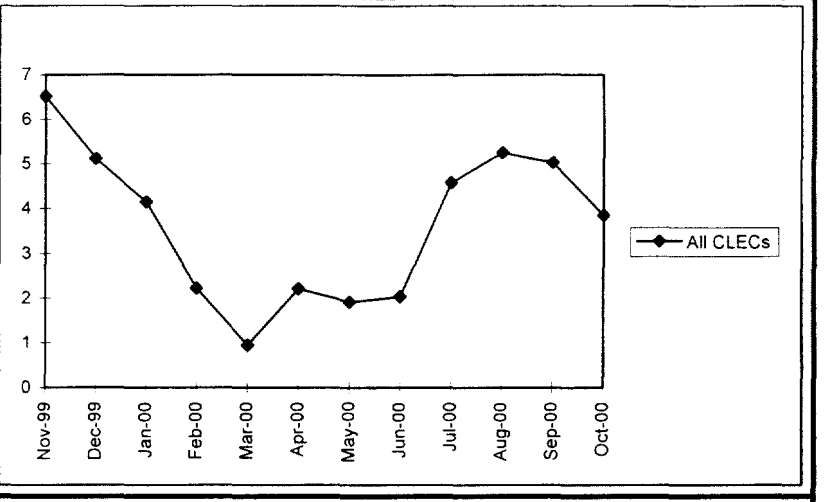
Average Time to Return FOC (Hours) - Mechanized - LEX

XXXXX - - - NOTE: All data through November 1999 is a 5 state total; all data after November 1999 is state specific. - - - XXXXX

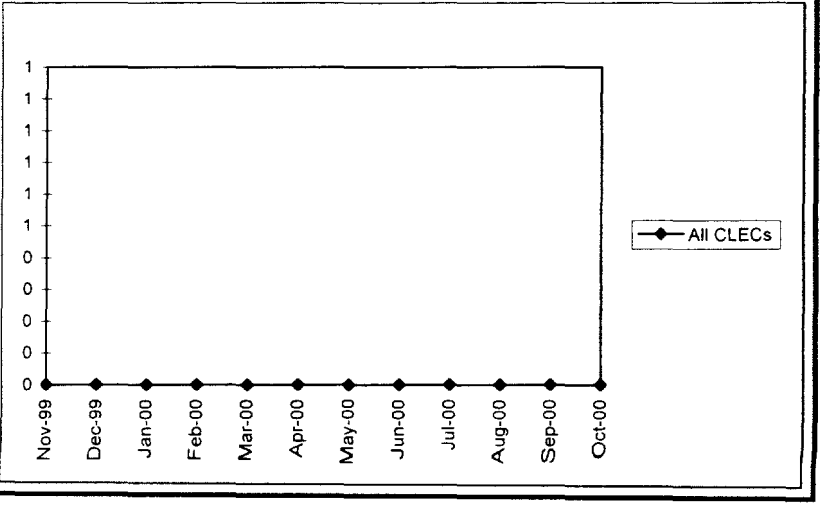
Measurement 6 - 01	Residence and Simple Business	
	All CLECs	
	No. of Orders	Average Time (Hours)
Nov-99	8,326	1.4
Dec-99	132	1.4
Jan-00	125	1.0
Feb-00	214	0.9
Mar-00	291	0.8
Apr-00	230	1.2
May-00	430	0.8
Jun-00	588	0.9
Jul-00	823	0.9
Aug-00	1,173	2.5
Sep-00	1,144	4.8
Oct-00	1,297	1.1
12 Mo. Total	14,773	1.6



Measurement 6 - 02	Complex Business (1 - 200 Lines)	
	All CLECs	
	No. of Orders	Average Time (Hours)
Nov-99	2,261	6.5
Dec-99	53	5.1
Jan-00	49	4.2
Feb-00	45	2.2
Mar-00	71	0.9
Apr-00	60	2.2
May-00	165	1.9
Jun-00	285	2.0
Jul-00	428	4.6
Aug-00	453	5.2
Sep-00	340	5.0
Oct-00	424	3.8
12 Mo. Total	4,634	5.2



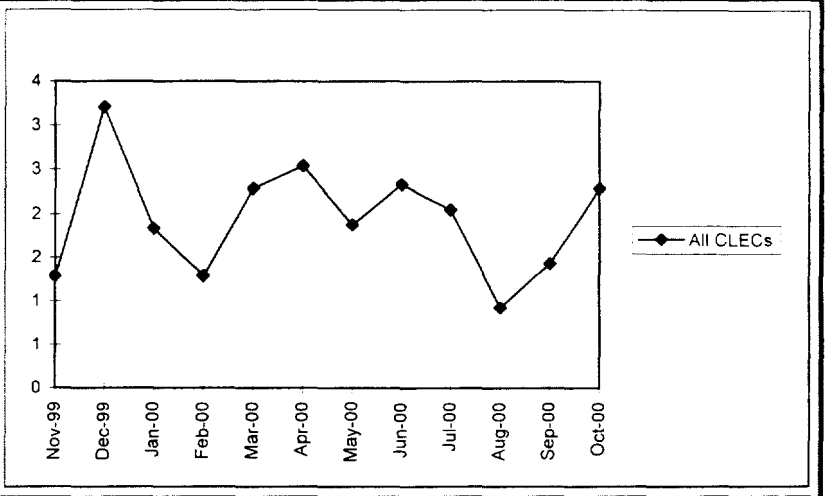
Measurement 6 - 03	Complex Business (200 + Lines)	
	All CLECs	
	No. of Orders	Average Time (Hours)
Nov-99	0	n/a
Dec-99	0	n/a
Jan-00	0	n/a
Feb-00	0	n/a
Mar-00	0	n/a
Apr-00	0	n/a
May-00	0	n/a
Jun-00	0	n/a
Jul-00	0	n/a
Aug-00	0	n/a
Sep-00	0	n/a
Oct-00	0	n/a
12 Mo. Total	0	n/a



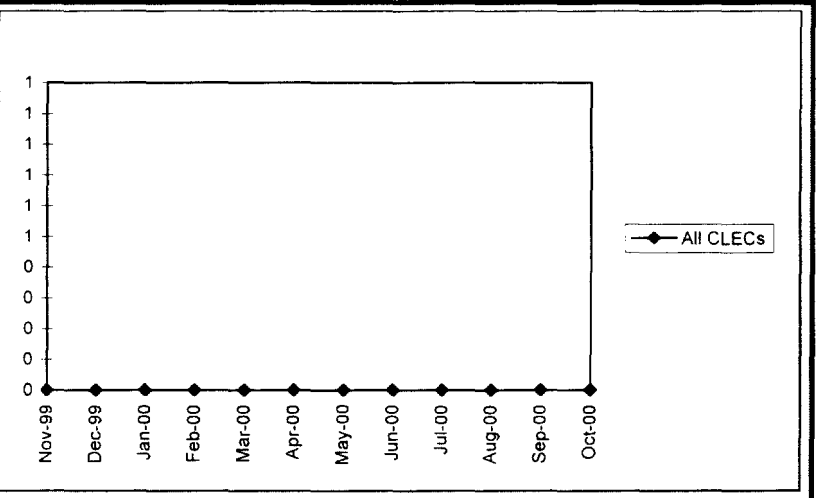
Average Time To Return FOC (Hours) - Mechanized - LEX

XXXXX - - - NOTE: All data through November 1999 is a 5 state total; all data after November 1999 is state specific. - - - XXXXX

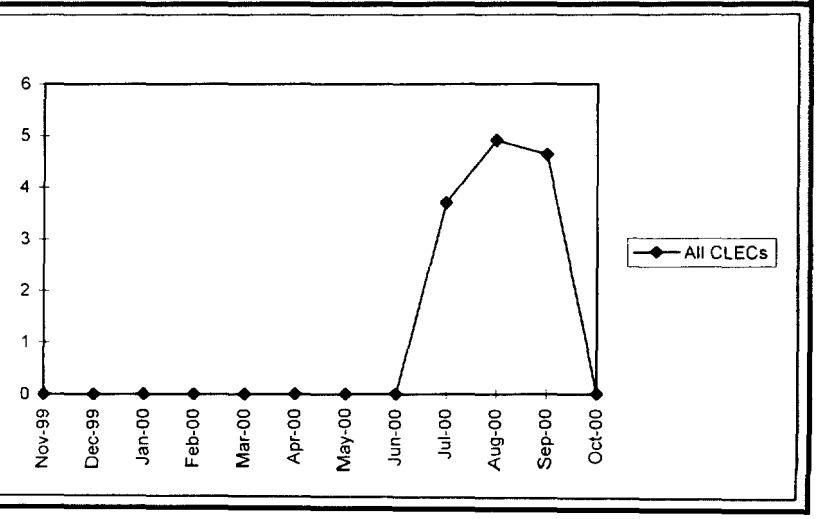
Measurement 6 - 04	UNE Loop (1 - 49) All CLECs	
	No. of Orders	Average Time (Hours)
Nov-99	2,546	1.3
Dec-99	15	3.2
Jan-00	21	1.8
Feb-00	12	1.3
Mar-00	19	2.3
Apr-00	24	2.5
May-00	73	1.9
Jun-00	120	2.3
Jul-00	130	2.0
Aug-00	239	0.9
Sep-00	119	1.4
Oct-00	158	2.3
12 Mo. Total	3,476	1.4



Measurement 6 - 05	UNE Loop (50 +) All CLECs	
	No. of Orders	Average Time (Hours)
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



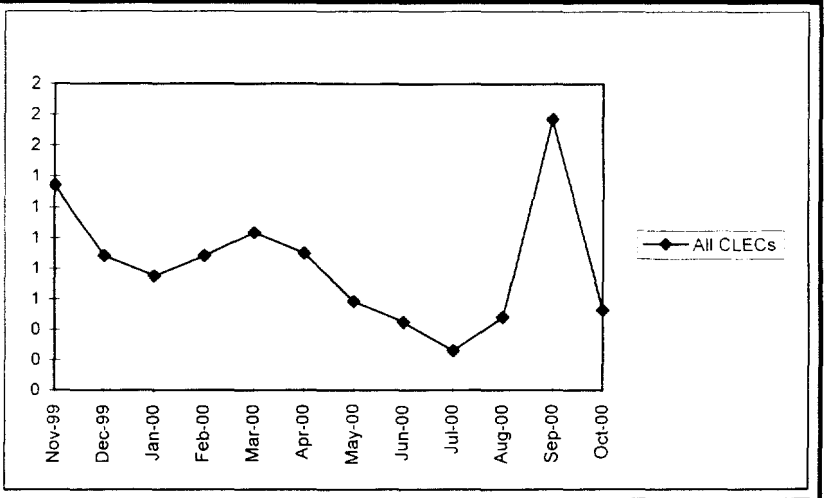
Measurement 6 - 06	Switch Ports All CLECs	
	No. of Orders	Average Time (Hours)
Nov-99	0	n/a
Dec-99	0	n/a
Jan-00	0	n/a
Feb-00	0	n/a
Mar-00	0	n/a
Apr-00	0	n/a
May-00	0	n/a
Jun-00	0	n/a
Jul-00	18	3.7
Aug-00	43	4.9
Sep-00	2	4.6
Oct-00	0	n/a
12 Mo. Total	63	4.6



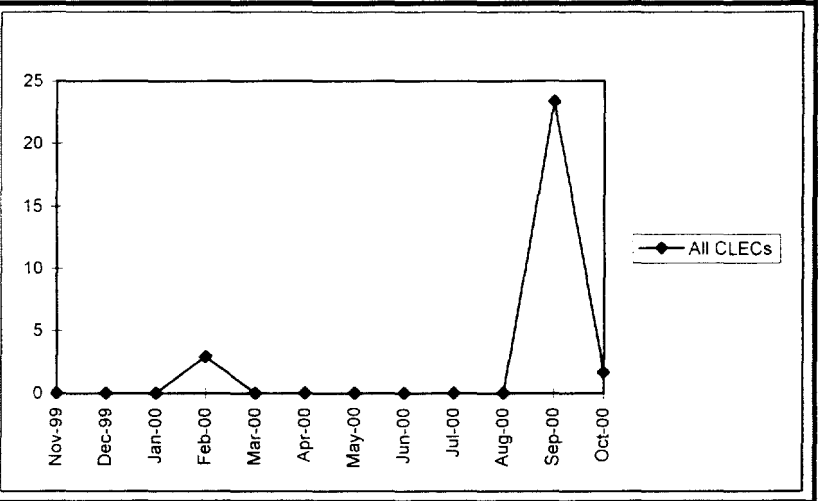
Average Time to Return FOC (Hours) - Mechanized - EDI

XXXXX - - - NOTE: All data through November 1999 is a 5 state total; all data after November 1999 is state specific. - - - XXXXX

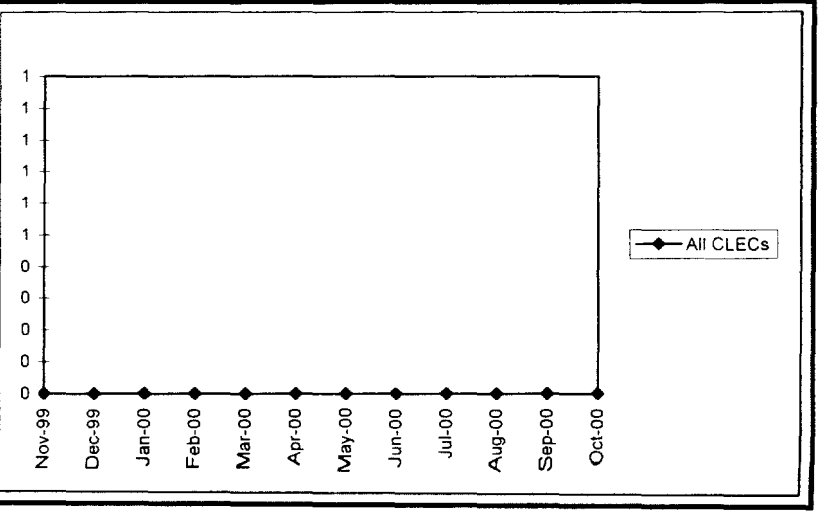
Measurement 6 - 07	Residence and Simple Business All CLECs	
	No. of Orders	Average Time (Hours)
Nov-99	18,170	1.3
Dec-99	119	0.9
Jan-00	130	0.8
Feb-00	120	0.9
Mar-00	198	1.0
Apr-00	115	0.9
May-00	181	0.6
Jun-00	213	0.4
Jul-00	201	0.3
Aug-00	252	0.5
Sep-00	104	1.8
Oct-00	134	0.5
12 Mo. Total	19,937	1.3



Measurement 6 - 08	Complex Business (1 - 200 Lines) All CLECs	
	No. of Orders	Average Time (Hours)
Nov-99	0	n/a
Dec-99	0	n/a
Jan-00	0	n/a
Feb-00	1	2.9
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	1	23.3
Oct-00	1	1.6
12 Mo. Total	3	9.3



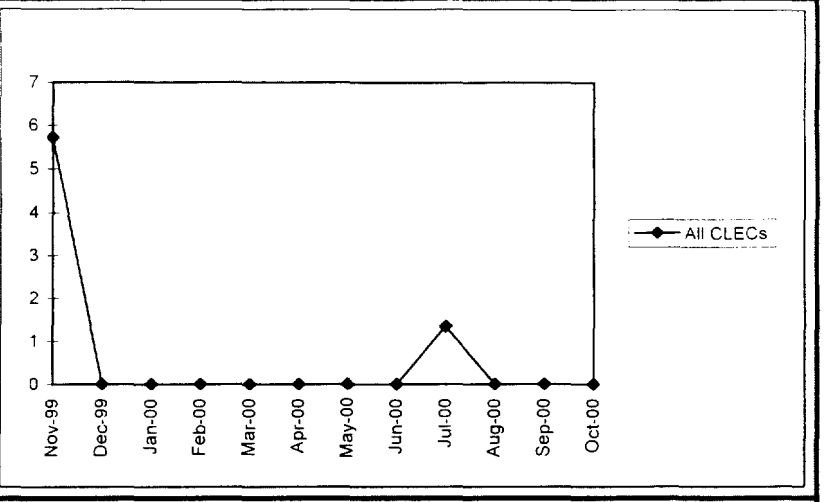
Measurement 6 - 09	Complex Business (200 + Lines) All CLECs	
	No. of Orders	Average Time (Hours)
Nov-99	0	n/a
Dec-99	0	n/a
Jan-00	0	n/a
Feb-00	0	n/a
Mar-00	0	n/a
Apr-00	0	n/a
May-00	0	n/a
Jun-00	0	n/a
Jul-00	0	n/a
Aug-00	0	n/a
Sep-00	0	n/a
Oct-00	0	n/a
12 Mo. Total	0	n/a



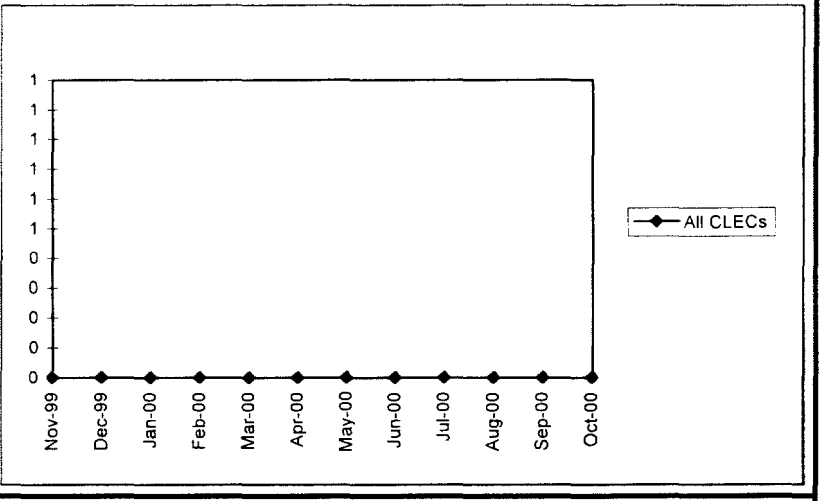
Average Time To Return FOC (Hours) - Mechanized - EDI

XXXXX - - - NOTE: All data through November 1999 is a 5 state total; all data after November 1999 is state specific. - - - XXXXX

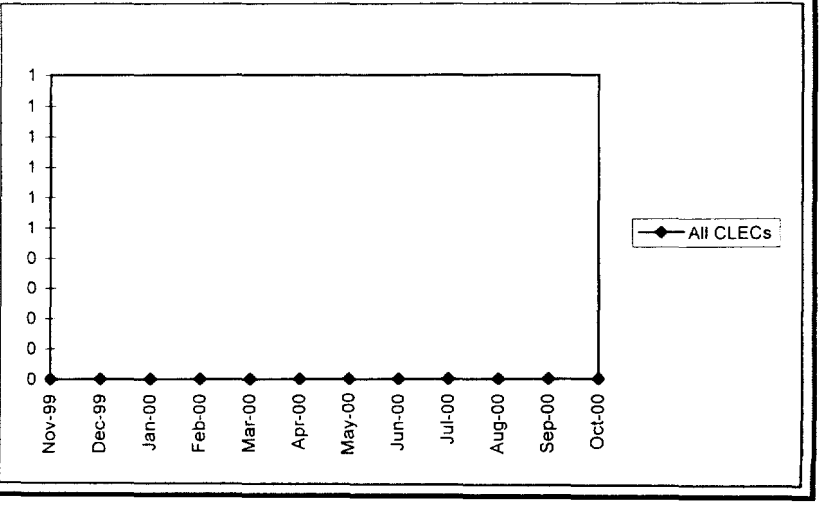
Measurement 6 - 10	UNE Loop (1 - 49) All CLECs	
	No. of Orders	Average Time (Hours)
Nov-99	179	5.7
Dec-99	0	n/a
Jan-00	0	n/a
Feb-00	0	n/a
Mar-00	0	n/a
Apr-00	0	n/a
May-00	0	n/a
Jun-00	0	n/a
Jul-00	3	1.4
Aug-00	0	n/a
Sep-00	0	n/a
Oct-00	0	n/a
12 Mo. Total	182	5.6



Measurement 6 - 11	UNE Loop (50 +) All CLECs	
	No. of Orders	Average Time (Hours)
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



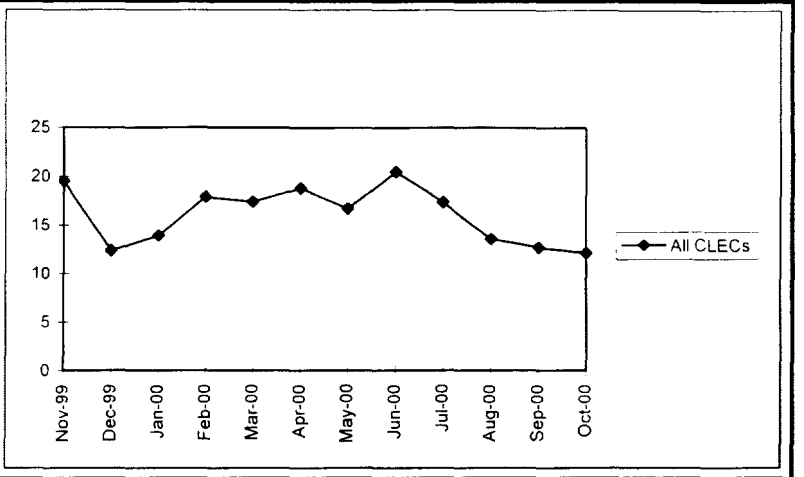
Measurement 6 - 12	Switch Ports All CLECs	
	No. of Orders	Average Time (Hours)
Nov-99	0	n/a
Dec-99	0	n/a
Jan-00	0	n/a
Feb-00	0	n/a
Mar-00	0	n/a
Apr-00	0	n/a
May-00	0	n/a
Jun-00	0	n/a
Jul-00	0	n/a
Aug-00	0	n/a
Sep-00	0	n/a
Oct-00	0	n/a
12 Mo. Total	0	n/a



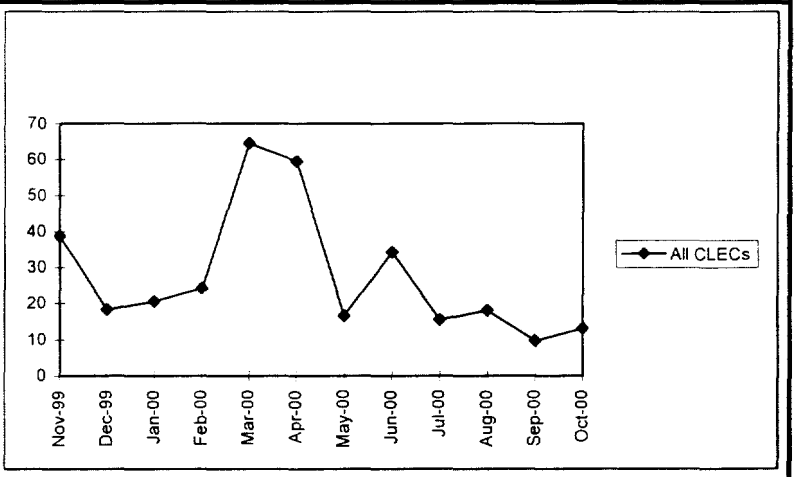
Average Time to Return FOC (Hours) - Manual

XXXXX - - - NOTE: All data through November 1999 is a 5 state total; all data after November 1999 is state specific. - - - XXXXX

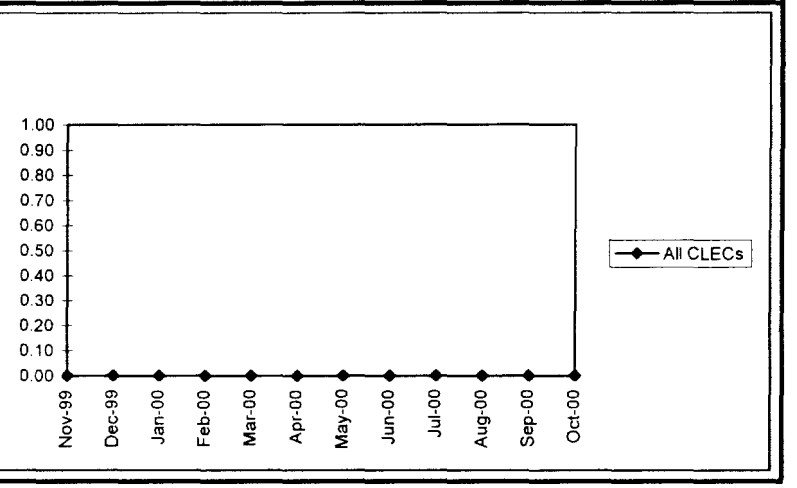
Measurement 6 - 13	Residence and Simple Business All CLECs No. of Orders	Average Time (Hours)
Nov-99	84,580	19.5
Dec-99	8,425	12.3
Jan-00	9,618	13.9
Feb-00	10,881	17.9
Mar-00	9,638	17.5
Apr-00	8,211	18.8
May-00	9,807	16.7
Jun-00	9,128	20.5
Jul-00	8,893	17.4
Aug-00	9,441	13.6
Sep-00	8,475	12.7
Oct-00	9,501	12.2
12 Mo. Total	186,598	17.5



Measurement 6 - 14	Complex Business (1 - 200 Lines) All CLECs No. of Orders	Average Time (Hours)
Nov-99	1,640	38.8
Dec-99	33	18.2
Jan-00	23	20.6
Feb-00	36	24.2
Mar-00	12	64.4
Apr-00	21	59.4
May-00	8	16.6
Jun-00	25	34.3
Jul-00	37	15.5
Aug-00	46	18.0
Sep-00	37	9.7
Oct-00	39	13.1
12 Mo. Total	1,957	36.2



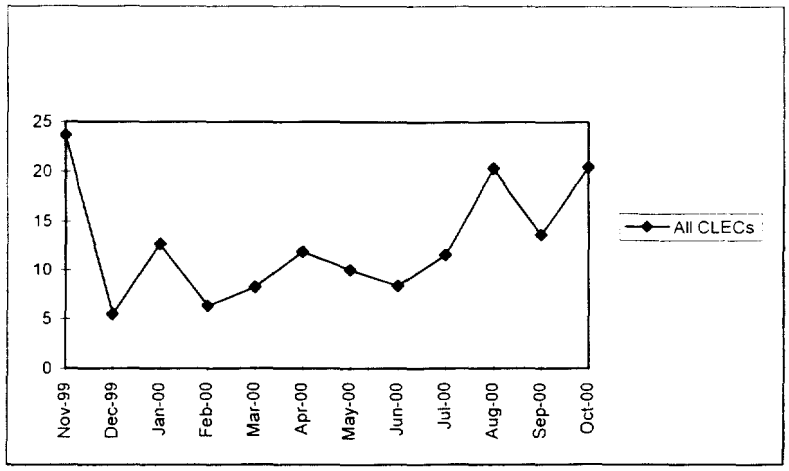
Measurement 6 - 15	Complex Business (200 + Lines) All CLECs No. of Orders	Average Time (Hours)
Nov-99	0	n/a
Dec-99	0	n/a
Jan-00	0	n/a
Feb-00	0	n/a
Mar-00	0	n/a
Apr-00	0	n/a
May-00	0	n/a
Jun-00	0	n/a
Jul-00	0	n/a
Aug-00	0	n/a
Sep-00	0	n/a
Oct-00	0	n/a
12 Mo. Total	0	n/a



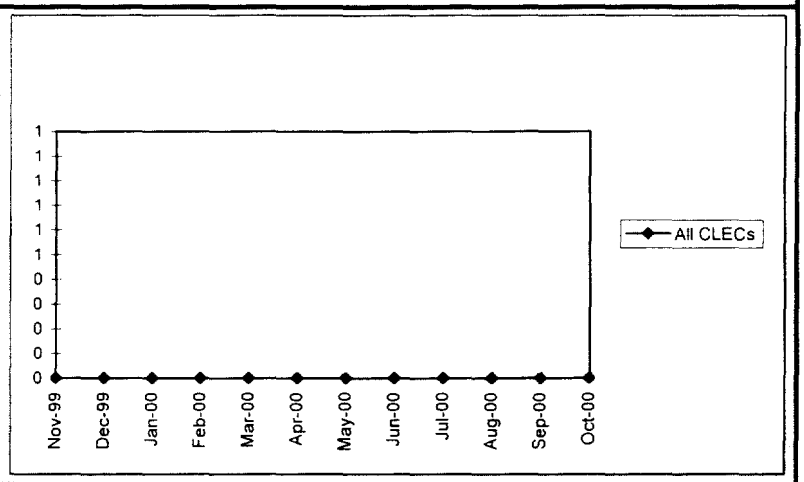
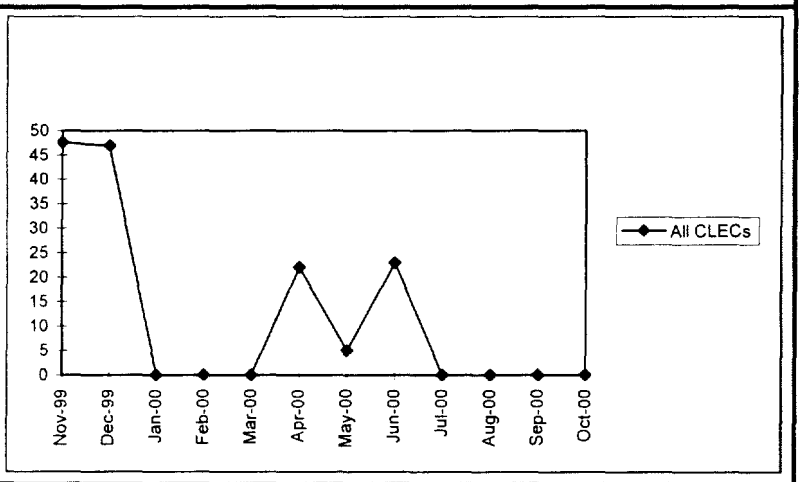
Average Time to Return FOC (Hours) - Manual

XXXXX - - - NOTE: All data through November 1999 is a 5 state total; all data after November 1999 is state specific. - - - XXXXX

Measurement 6 - 16	UNE Loop (1 - 49) All CLECs No. of Orders	Average Time (Hours)
Nov-99	1,028	23.6
Dec-99	78	5.5
Jan-00	48	12.7
Feb-00	66	6.3
Mar-00	44	8.2
Apr-00	29	11.9
May-00	20	10.0
Jun-00	18	8.4
Jul-00	11	11.5
Aug-00	22	20.3
Sep-00	16	13.6
Oct-00	11	20.4
12 Mo. Total	1,391	20.0



Measurement 6 - 17	UNE Loop (50 +) All CLECs No. of Orders	Average Time (Hours)
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 6 - 18	Switch Ports All CLECs No. of Orders	Average Time (Hours)
Nov-99	310	47.6
Dec-99	4	46.9
Jan-00	0	n/a
Feb-00	0	n/a
Mar-00	0	n/a
Apr-00	1	22.0
May-00	2	5.0
Jun-00	19	23.0
Jul-00	0	n/a
Aug-00	0	n/a
Sep-00	0	n/a
Oct-00	0	n/a
12 Mo. Total	336	45.9