Texas Version 1.7

Texas Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Aug-00 CLEC	Aug-00 SWBT/ Benchmark	Aug-00 % Yes - Z-Value	Aug-00 85% 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 83% Result	Z	Overall Result 88%
Avg. Resp. for OSS Pre-Order - Address Verification - DATAGATE	1-01	-	-	M	CO	B	2.4	4.7	(2.29)	Yes	2.3	4.7	0.00	Yes	2.1	4.7	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Req. for Telephone Number - DATAGATE	1-02	-	-	M	CO	B	3.1	4.5	(1.40)	Yes	3.2	4.5	0.00	Yes	3.1	4.5	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Req. for CSR (< 30 WTN) - DATAGATE	1-03	-	-	M	CO	B	4.2	6.6	(2.38)	Yes	4.1	6.6	0.00	Yes	2.3	6.6	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Req. for CSR (> 30 WTN) - DATAGATE	1-04	-	-	M	CO	B	16.8		n/a	-	14.8		n/a	-	12.7		n/a	-	N	-
Avg. Resp. for OSS Pre-Order - Serv. Availability - DATAGATE	1-05	-	-	M	CO	B	1.2	6.6	(5.40)	Yes	1.9	6.6	0.00	Yes	1.7	6.6	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Serv. Appointment Scheduling - DATAGATE	1-06	-	-	M	CO	B	0.5	1.0	(0.50)	Yes	0.9	1.0	0.00	Yes	1.8	1.0	2.00	No	N	HIT
Avg. Resp. for OSS Pre-Order - Dispatch Required - DATAGATE	1-07	-	-	M	CO	B	8.8	12.6	(3.80)	Yes	9.2	12.6	0.00	Yes	7.6	12.6	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - PIC - DATAGATE	1-08	-	-	M	CO	B	9.4	28.0	(18.60)	Yes	5.9	19.1	0.00	Yes	4.4	19.1	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Actual Loop Makeup-Actual Returned	1-09	-	-	M	CO	B	n/a	12.6	n/a	-	24.4	12.6	0.00	Yes	27.1	12.6	2.00	No	N	-
Avg. Resp. for OSS Pre-Order - Actual Loop Makeup-Design Returned	1-10	-	-	M	CO	B	n/a	13.0	n/a	-	n/a	13.0	n/a	-	n/a	13.0	n/a	-	N	-
Avg. Resp. for OSS Pre-Order - Design Loop Makeup-Design Returned	1-11	-	-	M	CO	B	n/a	10.0	n/a	-	9.0	10.0	0.00	Yes	8.5	10.0	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Protocol Translation - EDI Input	1-12	-	-	M	CO	B	n/a		n/a	-	111.9		n/a	-	47.5		n/a	-	N	-
Avg. Resp. for OSS Pre-Order - Protocol Translation - EDI Output	1-13	-	-	M	CO	B	n/a		n/a	-	14.7		n/a	-	15.9		n/a	-	N	-
Avg. Resp. for OSS Pre-Order - Protocol Translation - CORBA Input	1-14	-	-	M	CO	B	n/a		n/a	-	0.3		n/a	-	0.2		n/a	-	N	-
Avg. Resp. for OSS Pre-Order - Protocol Translation - CORBA Output	1-15	-	-	M	CO	B	n/a		n/a	-	0.2		n/a	-	0.2		n/a	-	N	-
Avg. Resp. for OSS Pre-Order - Address Verification -VERIGATE	1-16	-	-	M	CO	B	2.9	4.7	(1.75)	Yes	3.1	4.7	0.00	Yes	2.9	4.7	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Req. for Telephone Number - VERIGATE	1-17	-	-	M	CO	B	2.1	4.5	(2.40)	Yes	2.2	4.5	0.00	Yes	2.1	4.5	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Req. for CSR (< 30 WTM) - VERIGATE	1-18	-	-	M	CO	B	2.4	6.6	(4.25)	Yes	3.4	6.6	0.00	Yes	2.3	6.6	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Req. for CSR (> 30 WTM) - VERIGATE	1-19	-	-	M	CO	B	4.9		n/a	-	7.0		n/a	-	5.1		n/a	-	N	-
Avg. Resp. for OSS Pre-Order - Serv. Availability - VERIGATE	1-20	-	-	M	CO	B	2.7	6.6	(3.85)	Yes	3.7	6.6	0.00	Yes	2.0	6.6	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Serv. Appointment Scheduling - VERIGATE	1-21			M	CO	B	0.6	1.0	(0.40)	Yes	1.6	1.0	2.00	No	2.4	1.0	2.00	No	N	MISS
Avg. Resp. for OSS Pre-Order - Dispatch Required - VERIGATE	1-22	-	-	M	CO	B	8.7	12.6	(3.93)	Yes	9.3	12.6	0.00	Yes	8.4	12.6	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - PIC - VERIGATE	1-23	-	-	M	CO	B	20.0	19.1	n/a	-	20.2	19.1	2.00	No	18.4	19.1	0.00	Yes	N	-
Avg. Response Time for Loop Make-Up Information	1.1-01	L	M	M	TX	B	1.3	1.8	(1.69)	Yes	1.7	1.9	(1.32)	Yes	2.0	2.2	(1.00)	Yes	Y	HIT
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%	0.00	Yes	99.8%	95.0%	0.00	Yes	N	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%	0.00	Yes	99.3%	95.0%	0.00	Yes	N	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%	0.00	Yes	99.6%	95.0%	0.00	Yes	N	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%	0.00	Yes	99.5%	95.0%	0.00	Yes	N	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%	0.00	Yes	96.5%	95.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Dispatch Required - DATAGATE	2-06	L	M	-	CO	B	99.9%	95.0%	(4.92)	Yes	99.5%	95.0%	0.00	Yes	99.2%	95.0%	0.00	Yes	N	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%	0.00	Yes	100.0%	95.0%	0.00	Yes	N	HIT
Actual Loop Makeup - Actual Data Returned	2-08	L	M	-	CO	B	n/a	n/a	n/a	-	69.6%	95.0%	2.00	No	68.2%	95.0%	2.00	No	N	MISS
Actual Loop Makeup - Design Data Returned	2-09	L	M	-	CO	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	N	-
Design Loop Makeup - Design Data Returned	2-10	L	M	-	CO	B	n/a	n/a	n/a	-	83.4%	95.0%	2.00	No	81.8%	95.0%	2.00	No	N	MISS
Avg. Resp. Rec. within "x" sec. - Address Verification - VERIGATE	2-11	L	M	-	CO	B	94.2%	90.0%	(4.22)	Yes	94.3%	90.0%	0.00	Yes	94.9%	90.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Req. for Telephone Number - VERIGATE	2-12	L	M	-	CO	B	97.6%	90.0%	(7.59)	Yes	97.3%	90.0%	0.00	Yes	97.8%	90.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Req. for CSR - VERIGATE	2-13	L	M	-	CO	B	99.1%	90.0%	(9.13)	Yes	96.3%	90.0%	0.00	Yes	98.0%	90.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Service Availability - VERIGATE	2-14	L	M	-	CO	B	97.8%	90.0%	(7.83)	Yes	96.4%	90.0%	0.00	Yes	99.1%	90.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Service Appointment Scheduling - VERIGATE	2-15	L	M	-	CO	B	99.0%	90.0%	(9.03)	Yes	97.4%	90.0%	0.00	Yes	97.3%	90.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Dispatch Required - VERIGATE	2-16	L	M	-	CO	B	85.8%	90.0%	4.19	No	85.7%	90.0%	2.00	No	86.7%	90.0%	2.00	No	N	MISS
Avg. Resp. Rec. within "x" sec. - PIC - VERIGATE	2-17	L	M	-	CO	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	N	-
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	N	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	N	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	N	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	N	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	N	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	N	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	N	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	N	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	N	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	N	HIT
OSS Interface Availability - EDI - CORBA	4-01.11	-	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	N	HIT
OSS Interface Availability - Order Status	4-01.12	-	H	M	CO	B	99.8%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	99.7%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - Trouble Administration	4-01.13	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	99.6%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - Provisioning Order Status	4-01.14	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	99.8%	99.5%	0.00	Yes	N	HIT
Consumer EASE Availability	4-02	-	H	M	TX	B	99.6%	99.5%	0.00	Yes	99.4%	99.5%	2.00	No	99.9%	99.5%	0.00	Yes	N	HIT
Business EASE Availability	4-03	-	H	M	TX	B	99.8%	99.5%	0.00	Yes	99.5%	99.5%	2.00	No	100.0%	99.5%	0.00	Yes	N	HIT
Pre-Order Backend System Database Query Availability - PREMIS	4.1-01	-	-	-	CO	-	100.0%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	-	-
Pre-Order Backend System Database Query Availability - CRIS	4.1-02	-	-	-	CO	-	100.0%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	-	-
Pre-Order Backend System Database Query Availability - SORD	4.1-03	-	-	-	CO	-	100.0%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	-	-
Pre-Order Backend System Database Query Availability - LFACS	4.1-04	-	-	-	CO	-	100.0%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	-	-
Pre-Order Backend System Database Query Availability - LOOPQUAL	4.1-05	-	-	-	CO	-	100.0%		n/a	-	99.4%		n/a	-	99.5%		n/a	-		
% FOCs Rec. Within 5 Hours - Residence and Simple Business - LEX	5-01	L	M	M	TX	B	91.9%	95.0%	3.07	No	92.3%	95.0%	2.73	No	98.0%	95.0%	(3.02)	Yes	Y	MISS
% FOCs Rec. Within 24 Hours - Complex Business (1-200 Lines) - LEX	5-02	L	M	M	TX	B	91.8%	94.0%	2.23	No	91.6%	94.0%	2.45	No	96.5%	94.0%	(2.50)	Yes	Y	MISS
% FOCs Rec. Within 48 Hours - Complex Business (200+ Lines) - LEX	5-03	L	M	M	TX	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	Y	-
% FOCs Rec. Within 5 Hours - UNE Loop (1-49) - LEX	5-04	L	M	M	TX	B	98.1%	95.0%	(3.11)	Yes	98.8%	95.0%	(3.75)	Yes	98.8%	95.0%	(3.81)	Yes	Y	HIT

Texas Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Aug-00 CLEC	Aug-00 SWBT/ Benchmark	Aug-00 % Yes - Z-Value	Aug-00 85% 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 83% Result	Z	Overall Result 88%
% FOCs Rec. Within 48 Hours - UNE Loop (50+) - LEX	5-05	L	M	M	TX	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	Y	-
% FOCs Rec. Within 5 Hours - Switch Ports - LEX	5-06	L	M	M	TX	B	84.4%	95.0%	10.63	No	90.0%	95.0%	5.00	No	97.8%	95.0%	(2.83)	Yes	Y	MISS
% FOCs Rec. Within 5 Hours - Residence and Simple Business - EDI	5-07	L	M	M	TX	B	91.9%	95.0%	3.10	No	92.1%	95.0%	2.88	No	99.3%	95.0%	(4.33)	Yes	Y	MISS
% FOCs Rec. Within 24 Hours - Complex Business (1-200 Lines) - EDI	5-08	L	M	M	TX	B	100.0%	94.0%	(6.00)	Base<10	n/a	94.0%	n/a	-	100.0%	94.0%	(6.00)	Base<10	Y	-
% FOCs Rec. Within 48 Hours - Complex Business (200+ Lines) - EDI	5-09	L	M	M	TX	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	Y	-
% FOCs Rec. Within 5 Hours - UNE Loop (1-49) - EDI	5-10	L	M	M	TX	B	95.9%	95.0%	(0.87)	Yes	96.9%	95.0%	(1.95)	Yes	99.1%	95.0%	(4.10)	Yes	Y	HIT
% FOCs Rec. Within 48 Hours - UNE Loop (50+) - EDI	5-11	L	M	M	TX	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	Y	-
% FOCs Rec. Within 5 Hours - Switch Ports - EDI	5-12	L	M	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% FOCs Rec. Within 24 Hours - Residence and Simple Business - Man	5-13	L	M	M	TX	B	95.8%	95.0%	(0.80)	Yes	98.2%	95.0%	(3.22)	Yes	98.7%	95.0%	(3.69)	Yes	Y	HIT
% FOCs Rec. Within 24 Hours - Complex Business (1-200 Lines) - Man	5-14	L	M	M	TX	B	97.7%	94.0%	(3.67)	Yes	98.3%	94.0%	(4.31)	Yes	98.6%	94.0%	(4.58)	Yes	Y	HIT
% FOCs Rec. Within 48 Hours - Complex Business (200+ Lines) - Man.	5-15	L	M	M	TX	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	Y	-
% FOCs Rec. Within 24 Hours - UNE Loop (1-49) - Man	5-16	L	M	M	TX	B	86.8%	95.0%	8.24	No	90.4%	95.0%	4.62	No	97.4%	95.0%	(2.44)	Yes	Y	MISS
% FOCs Rec. Within 48 Hours - UNE Loop (50+) - Man.	5-17	L	M	M	TX	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	Y	-
% FOCs Rec. Within 24 Hours - Switch Ports - Man.	5-18	L	M	M	TX	B	100.0%	94.0%	(6.00)	Base<10	100.0%	94.0%	(6.00)	Yes	100.0%	94.0%	(6.00)	Base<10	Y	-
% FOCs Rec. Within 24 Hours - xDSL-capable Loops - LEX (1-20 Loops)	5.1-01	L	M	-	TX	B	98.3%	95.0%	(3.29)	Yes	98.4%	95.0%	(3.44)	Yes	98.7%	95.0%	(3.69)	Yes	Y	HIT
% FOCs Rec. Within 48 Hours - xDSL-capable Loops - LEX (Over 20 Loops)	5.1-02	L	M	-	TX	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	Y	-
% FOCs Rec. Within 24 Hours - xDSL-capable Loops - EDI (1-20 Loops)	5.1-03	L	M	-	TX	B	96.4%	95.0%	(1.39)	Yes	97.2%	95.0%	(2.25)	Yes	97.8%	95.0%	(2.82)	Yes	Y	HIT
% FOCs Rec. Within 48 Hours - xDSL-capable Loops - EDI (Over 20 Loops)	5.1-04	L	M	-	TX	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	Y	-
% FOCs Rec. Within 24 Hours - xDSL-capable Loops - Manual (1-20 Loops)	5.1-05	L	M	-	TX	B	95.9%	95.0%	(0.90)	Yes	93.9%	95.0%	1.06	Yes	99.6%	95.0%	(4.63)	Yes	Y	HIT
% FOCs Rec. Within 48 Hours - xDSL-capable Loops - Manual (Over 20 Loops)	5.1-06	L	M	-	TX	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	Y	-
Average Time to Return FOC (Hours) - Residence and Simple Business - LEX	6-01	-	-	-	TX	-	2.0		n/a	-	2.7		n/a	-	1.2		n/a		-	-
Average Time to Return FOC (Hours) - Complex Business (1-200 Lines) - LEX	6-02	-	-	-	TX	-	7.9		n/a	-	13.0		n/a	-	5.0		n/a	-	-	-
Average Time to Return FOC (Hours) - Complex Business (200+ Lines) - LEX	6-03	-	-	-	TX	-	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	-	-	-	TX	-	1.1		n/a	-	1.0		n/a	-	0.9		n/a	-	-	-
Average Time to Return FOC (Hours) - UNE Loop (50+) - LEX	6-05	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-	-
Average Time to Return FOC (Hours) - Switch Ports - LEX	6-06	-	-	-	TX	-	4.7		n/a	-	3.8		n/a	-	3.3		n/a	-	-	-
Average Time to Return FOC (Hours) - Residence and Simple Business - EDI	6-07	-	-	-	TX	-	2.3		n/a	-	2.4		n/a	-	0.9		n/a	-	-	-
Average Time to Return FOC (Hours) - Complex Business (1 - 200 Lines) - EDI	6-08	-	-	-	TX	-	9.8		n/a	-	n/a		n/a	-	2.9		n/a	-	-	-
Average Time to Return FOC (Hours) - Complex Business (200+ Lines) - EDI	6-09	-	-	-	TX	-	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	-	-	-	TX	-	1.4		n/a	-	1.4		n/a	-	1.1		n/a	-	-	-
Average Time to Return FOC (Hours) - UNE Loop (50+) - EDI	6-11	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-	-
Average Time to Return FOC (Hours) - Switch Ports - EDI	6-12	-	-	-	TX	-	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	-	-	-	TX	-	14.4		n/a	-	12.2		n/a	-	10.4		n/a	-	-	-
Average Time to Return FOC (Hours) - Complex Business (1-200 Lines) - Man	6-14	-	-	-	TX	-	13.1		n/a	-	12.4		n/a	-	13.9		n/a	-	-	-
Average Time to Return FOC (Hours) - Complex Business (200+ Lines) - Man	6-15	-	-	-	TX	-	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	-	-	-	TX	-	31.7		n/a	-	28.7		n/a	-	17.2		n/a	-	-	-
Average Time to Return FOC (Hours) - UNE Loop (50+) - Man	6-17	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-	-
Average Time to Return FOC (Hours) - Switch Ports - Man	6-18	-	-	-	TX	-	22.9		n/a	-	11.8		n/a	-	9.8		n/a	-	-	-
% Mech. Completions Returned Within One Day - LEX	7.1-01	L	-	L	TX	B	98.0%	97.0%	0.00	Yes	97.1%	97.0%	0.00	Yes	97.5%	97.0%	0.00	Yes	N	HIT
% Mech. Completions Returned Within One Day - EDI	7.1-02	L	-	L	TX	B	98.8%	97.0%	0.00	Yes	98.1%	97.0%	0.00	Yes	99.0%	97.0%	0.00	Yes	N	HIT
Percent Rejects - LEX	9-01	-	-	-	TX	-	34.3%		n/a	-	33.5%		n/a	-	36.9%		n/a	-	-	-
Percent Rejects - EDI	9-02	-	-	-	TX	-	18.6%		n/a	-	19.2%		n/a	-	18.1%		n/a	-	-	-
% Mech. Rejects Retd within One Hour of Receipt in LASR - LEX	10-01	L	-	-	TX	B	97.5%	97.0%	(0.49)	Yes	100.0%	97.0%	(2.97)	Yes	98.6%	97.0%	(1.56)	Yes	Y	HIT
% Mech. Rejects Retd within One Hour of Receipt in LASR - EDI	10-02	L	-	-	TX	B	92.9%	97.0%	4.08	No	94.9%	97.0%	2.07	No	99.0%	97.0%	(1.97)	Yes	Y	MISS
% Manual Rejects Recd Electronically and Retd Within Five Hours	10.1-01	L	-	-	TX	B	76.9%	97.0%	2.00	No	80.6%	97.0%	2.00	No	97.9%	97.0%	2.00	No	N	MISS
% Orders That Recd SWBT Caused Jeopardy Notificaiton - Jeopardies Prev Called	10.2-01	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	1.5%		n/a	-	-	-
% Orders That Recd SWBT Caused Jeopardy Notificaiton - Facilities Jeopardies	10.2-02	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	0.8%		n/a	-	-	-
% Orders That Recd SWBT Caused Jeopardy Notificaiton - Other SWBT Caused Je	10.2-03	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	0.0%		n/a	-	-	-
% Orders That Recd SWBT Caused Jeopardy Notificaiton - CLEC/EU Caused Jeopa	10.2-04	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	1.8%		n/a	-	-	-
Ave SWB-caused Jeopardy Notification Interval - Jeopardies Prev Called Rejects	11.2-01	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	0.4		n/a	-	-	-
Ave SWB-caused Jeopardy Notification Interval - Facilities Jeopardies	11.2-02	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	2.1		n/a	-	-	-
Ave SWB-caused Jeopardy Notification Interval - Other SWBT Caused Jeopardies	11.2-03	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	2.8		n/a	-	-	-
Ave SWB-caused Jeopardy Notification Interval - CLEC/EU Caused Jeopardies	11.2-04	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	0.8		n/a	-	-	-
Mean Time to Return Mechanized Rejects (Hours) - LEX	11-01	-	-	-	TX	-	0.26		n/a	-	0.03		n/a	-	0.41		n/a	-	-	-
Mean Time to Return Mechanized Rejects (Hours) - EDI	11-02	-	-	-	TX	-	1.18		n/a	-	0.44		n/a	-	0.31		n/a	-	-	-
Mean Time to Return Manual Rejects Recd via LEX or EDI	11.1-01	-	-	-	TX	B	8.9	6.0	2.00	No	9.2	6.0	2.00	No	2.9	6.0	0.00	Yes	N	MISS
Mechanized Provisioning Accuracy	12-01	L	L	-	TX	P	99.2%	94.2%	(113.76)	Yes	99.2%	94.6%	(92.88)	Yes	98.9%	93.0%	(110.88)	Yes	-	HIT
Order Process % Flow Through - EASE	13-01	L	H	H	TX	P	97.9%	88.7%	(75.30)	Yes	98.2%	88.3%	(78.95)	Yes	97.3%	87.4%	(78.96)	Yes	-	HIT
Order Process % Flow Through - LEX	13-02	L	H	H	TX	P	88.3%	88.7%	3.61	No	86.3%	88.3%	16.63	No	83.0%	87.4%	35.03	No		MISS
Order Process % Flow Through - EDI	13-03	L	H	H	TX	P	94.4%	88.7%	(96.35)	Yes	93.1%	88.3%	(75.22)	Yes	91.8%	87.4%	(64.75)	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	-	TX	B	100.0%	99.0%	(0.97)	Yes	100.0%	99.0%	(0.98)	Yes	100.0%	99.0%	(0.99)	Yes	Y	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	Y	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

Texas Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Aug-00 CLEC	Aug-00 SWBT/ Benchmark	Aug-00 % Yes - Z-Value	Aug-00 85% 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 83% Result	Z	Overall Result 88%
Billing Timeliness	18-01	L	H	M	TX	B	100.0%	95.0%	(5.00)	Yes	99.7%	95.0%	(4.72)	Yes	100.0%	95.0%	(5.00)	Yes	Y	HIT
Daily Usage Feed Timeliness	19-01	-	-	-	CO	B	99.8%	95.0%	0.00	Yes	99.0%	95.0%	0.00	Yes	99.9%	95.0%	0.00	Yes	N	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 Grade of Service - Maintenance	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
LOC Grade of Service - Provisioning-DSL	25-02	-	H	-	CO	B	71.5%	90.0%	18.52	No	94.9%	90.0%	(4.85)	Yes	97.2%	90.0%	(7.22)	Yes	Y	HIT
LOC Grade of Service - Provisioning-Other	25-03	-	H	-	CO	B	89.5%	90.0%	0.53	Yes	98.8%	90.0%	(8.76)	Yes	98.9%	90.0%	(8.92)	Yes	Y	HIT
% Busy in the LOC - Maintenance	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
% Busy in the LOC - Provisioning-DSL	26-02	-	L	-	CO	B	0.0%	1.0%	(1.00)	Yes	0.0%	1.0%	(1.00)	Yes	0.0%	1.0%	(1.00)	Yes	Y	HIT
% Busy in the LOC - Provisioning-Other	26-03	-	L	-	CO	B	0.0%	1.0%	(0.96)	Yes	0.0%	1.0%	(1.00)	Yes	0.0%	1.0%	(1.00)	Yes	Y	HIT
Mean Install. Interval-Field Work-Res.	27-01	H	H	H	TX	P	3.7	4.4	(12.45)	Yes	4.2	4.6	(6.24)	Yes	3.8	4.2	(6.63)	Yes	-	HIT
Mean Install. Interval-Field Work-Bus.	27-02	H	H	H	TX	P	4.1	4.4	(1.71)	Yes	4.2	4.4	(0.86)	Yes	3.8	4.5	(3.10)	Yes	-	HIT
Mean Install. Interval-No Field Work-Res.	27-03	H	H	H	TX	P	0.07	0.61	(79.99)	Yes	0.05	0.63	(77.22)	Yes	0.04	0.59	(86.98)	Yes	-	HIT
Mean Install. Interval-No Field Work-Bus.	27-04	H	H	H	TX	P	0.14	0.98	(21.58)	Yes	0.14	0.97	(18.59)	Yes	0.09	1.46	(19.83)	Yes	-	HIT
Mean Install. Interval-Field Work-UNEs	27-05	H	H	H	TX	P	3.7	4.4	(10.39)	Yes	3.8	4.5	(10.62)	Yes	3.9	4.3	(5.39)	Yes	-	HIT
Mean Install. Interval-No Field Work- UNEs	27-06	H	H	H	TX	P	0.52	0.68	(13.56)	Yes	0.50	0.69	(15.09)	Yes	0.41	0.73	(24.33)	Yes	-	HIT
% Install. within Customer Requested Due Date-Field Work-Res.	28-01	-	-	-	TX	P	91.3%	86.8%	(9.12)	Yes	91.7%	84.0%	(14.12)	Yes	89.3%	84.4%	(9.47)	Yes	-	HIT
% Install. within Customer Requested Due Date-Field Work-Bus.	28-02	-	-	-	TX	P	87.3%	84.8%	(2.29)	Yes	87.2%	87.5%	0.31	Yes	89.7%	87.3%	(2.49)	Yes	-	HIT
% Install. within Customer Requested Due Date-No Field Work-Res.	28-03	-	-	-	TX	P	100.0%	97.0%	(40.10)	Yes	100.0%	99.6%	(13.20)	Yes	100.0%	99.7%	(13.52)	Yes	-	HIT
% Install. within Customer Requested Due Date-No Field Work-Bus.	28-04	-	-	-	TX	P	100.0%	95.3%	(14.62)	Yes	100.0%	99.6%	(3.63)	Yes	100.0%	99.3%	(4.77)	Yes	-	HIT
% Install. within Customer Requested Due Date-Field Work-UNEs	28-05	-	-	-	TX	P	97.5%	86.2%	(24.04)	Yes	95.4%	85.1%	(25.53)	Yes	95.6%	85.3%	(29.43)	Yes	-	HIT
% Install. within Customer Requested Due Date-No Field Work- UNEs	28-06	-	-	-	TX	P	100.0%	96.7%	(27.75)	Yes	100.0%	99.6%	(9.14)	Yes	100.0%	99.6%	(9.53)	Yes	-	HIT
% POTS/UNE-P Installs Confirmed by FOC within CRDD - Resale - Field Work	28-07	-	-	-	TX	-	16.0%		n/a	-	11.9%		n/a	-	12.5%		n/a	-	-	-
% POTS/UNE-P Installs Confirmed by FOC within CRDD - Resale - No Field Work	28-08	-	-	-	TX	-	2.9%		n/a	-	2.5%		n/a	-	2.3%		n/a	-	-	-
% POTS/UNE-P Installs Confirmed by FOC within CRDD - UNE Combo - Field Work	28-09	-	-	-	TX	-	10.4%		n/a	-	8.7%		n/a	-	3.9%		n/a	-	-	-
% POTS/UNE-P Installs Confirmed by FOC within CRDD - UNE Combo - No Field W	28-10	-	-	-	TX	-	9.0%		n/a	-	7.8%		n/a	-	2.0%		n/a	-	-	-
% SWBT Missed Due Dates - Field Work-Res	29-01	H	H	H	TX	P	7.5%	13.7%	(14.18)	Yes	7.3%	14.2%	(14.26)	Yes	9.5%	13.9%	(9.53)	Yes	-	HIT
% SWBT Missed Due Dates - Field Work-Bus.	29-02	H	H	H	TX	P	11.8%	11.0%	0.95	Yes	11.0%	10.5%	0.51	Yes	9.2%	10.8%	(1.98)	Yes	-	HIT
% SWBT Missed Due Dates - No Field Work-Res.	29-03	H	H	H	TX	P	0.23%	0.37%	(6.35)	Yes	0.30%	0.34%	(1.77)	Yes	0.40%	0.29%	5.01	No	-	HIT
% SWBT Missed Due Dates - No Field Work-Bus.	29-04	H	H	H	TX	P	0.31%	0.31%	(0.06)	Yes	0.51%	0.30%	3.41	No	0.30%	0.44%	(2.13)	Yes	-	HIT
% SWBT Missed Due Dates - Field Work-UNEs	29-05	H	H	H	TX	P	3.1%	13.0%	(26.07)	Yes	3.9%	13.1%	(25.32)	Yes	4.2%	12.9%	(27.44)	Yes	-	HIT
% SWBT Missed Due Dates - No Field Work-UNEs	29-06	H	H	H	TX	P	0.08%	0.36%	(17.22)	Yes	0.26%	0.33%	(3.78)	Yes	0.37%	0.32%	3.40	No	-	HIT
% SWBT Missed Due Dates Due to LOF - Res.	30-01	-	-	-	TX	P	5.0%	8.9%	(10.71)	Yes	5.2%	9.0%	(9.68)	Yes	5.2%	9.4%	(10.71)	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - Bus.	30-02	-	-	-	TX	P	9.5%	8.2%	1.74	No	8.1%	8.1%	0.07	Yes	6.7%	8.6%	(2.55)	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - UNEs	30-03	-	-	-	TX	P	2.2%	8.7%	(20.41)	Yes	2.7%	8.7%	(19.84)	Yes	2.6%	9.1%	(23.96)	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - Res. > 30 Days	30-04	-	-	-	TX	P	1.9%	7.2%	(3.59)	Yes	2.8%	7.6%	(3.04)	Yes	1.6%	7.1%	(3.73)	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - Bus. > 30 Days	30-05	-	-	-	TX	P	6.6%	11.4%	(1.76)	Yes	12.6%	11.0%	0.54	Yes	8.2%	15.5%	(1.99)	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - UNEs > 30 Days	30-06	-	-	-	TX	P	5.6%	8.3%	(1.32)	Yes	3.4%	8.5%	(2.81)	Yes	4.0%	9.5%	(3.26)	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - Res. > 90 Days	30-07	-	-	-	TX	P	0.3%	0.1%	0.95	Yes	0.3%	0.2%	0.34	Yes	1.0%	0.2%	2.80	No	-	HIT
% SWBT Missed Due Dates Due to LOF - Bus. > 90 Days	30-08	-	-	-	TX	P	0.7%	0.5%	0.46	Yes	0.0%	0.3%	(0.55)	Yes	2.0%	0.6%	1.66	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - UNEs > 90 Days	30-09	-	-	-	TX	P	0.6%	0.2%	0.99	Yes	0.0%	0.3%	(0.78)	Yes	0.0%	0.3%	(0.99)	Yes	-	HIT
Avg. Delay Days due to LOF - Res.	31-01	-	-	-	TX	P	5.8	10.3	(6.56)	Yes	6.9	10.7	(5.06)	Yes	7.0	10.2	(4.44)	Yes	-	HIT
Avg. Delay Days due to LOF - Bus.	31-02	-	-	-	TX	P	11.9	13.7	(1.28)	Yes	12.8	13.5	(0.49)	Yes	13.0	15.5	(1.42)	Yes	-	HIT
Avg. Delay Days due to LOF - UNEs	31-03	-	-	-	TX	P	7.9	11.3	(3.31)	Yes	6.9	11.5	(5.33)	Yes	6.7	11.8	(6.07)	Yes	-	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - Res -Field Work	32-01	M	-	L	TX	P	8.1	7.6	0.67	Yes	8.5	8.2	0.24	Yes	6.6	8.1	(2.01)	Yes	-	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - Bus -Field Work	32-02	M	-	L	TX	P	12.6	11.0	0.41	Yes	22.0	11.8	3.55	No	11.1	12.7	(0.35)	Yes	-	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - Res -No Field Work	32-03	M	-	L	TX	P	5.8	7.2	(0.99)	Yes	6.8	7.1	(0.19)	Yes	3.5	6.8	(2.92)	Yes	-	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - Bus -No Field Work	32-04	M	-	L	TX	P	12.8	9.9	0.67	Yes	15.3	9.1	1.93	No	24.4	9.7	3.59	No	-	MISS
Avg. Delay Days for SWBT Caused Missed Due Dates - UNEs-Field Work	32-05	M	-	L	TX	P	7.9	8.2	(0.22)	Yes	16.0	8.8	5.72	No	11.9	8.9	2.44	No	-	MISS
Avg. Delay Days for SWBT Caused Missed Due Dates - UNEs-No Field Work	32-06	M	-	L	TX	P	36.4	7.6	12.48	No	21.3	7.4	10.62	No	15.6	7.4	7.46	No	-	MISS
% Trouble Reports Within 10 Days of Install. - Res.-N&T Orders-Field Work	35-01	H	H	H	TX	P	3.3%	5.0%	(5.88)	Yes	3.7%	5.3%	(4.99)	Yes	4.0%	5.1%	(3.86)	Yes	-	HIT
% Trouble Reports Within 10 Days of Install. - Bus.-N&T Orders -Field Work	35-02	H	H	H	TX	P	3.1%	3.4%	(0.67)	Yes	3.3%	3.3%	(0.08)	Yes	2.4%	3.6%	(2.38)	Yes	-	HIT
% Trouble Reports Within 10 Days of Install. - Res.-N&T Orders -No Field Work	35-03	H	H	H	TX	P	5.1%	6.2%	(6.83)	Yes	5.5%	6.2%	(3.63)	Yes	5.8%	6.5%	(3.70)	Yes	-	HIT
% Trouble Reports Within 10 Days of Install. - Bus.-N&T Orders -No Field Work	35-04	H	H	H	TX	P	0.6%	1.4%	(4.02)	Yes	0.5%	1.5%	(4.79)	Yes	0.4%	1.1%	(3.78)	Yes	-	HIT
% Trouble Reports Within 10 Days of Install. - Res.-C Orders-Field Work	35-05	H	H	H	TX	P	31.0%	3.7%	9.15	No	21.4%	5.0%	3.95	No	44.4%	4.4%	9.91	No	-	MISS
% Trouble Reports Within 10 Days of Install. - Bus.-C Orders -Field Work	35-06	H	H	H	TX	P	2.2%	5.4%	(1.35)	Yes	4.9%	5.5%	(0.24)	Yes	4.8%	5.5%	(0.22)	Yes	-	HIT
% Trouble Reports Within 10 Days of Install. - Res.-C Orders-No Field Work	35-07	H	H	H	TX	P	0.9%	1.5%	(11.95)	Yes	0.9%	1.6%	(12.52)	Yes	0.8%	1.6%	(16.21)	Yes	-	HIT
% Trouble Reports Within 10 Days of Install. - Bus.-C Orders-No Field Work	35-08	H	H	H	TX	P	2.1%	1.6%	2.77	No	1.6%	1.6%	(0.14)	Yes	1.1%	1.8%	(4.28)	Yes	-	HIT
% Trouble Reports Within 10 Days of Install. - UNE-N&T Orders-Field Work	35-09	H	H	H	TX	P	n/a	4.6%	n/a	-	n/a	4.7%	n/a	-	n/a	4.7%	n/a	-	-	-
% Trouble Reports Within 10 Days of Install. - UNE-N&T Orders-No Field Work	35-10	H	H	H	TX	P	n/a	5.6%	n/a	-	n/a	5.5%	n/a	-	n/a	5.5%	n/a	-	-	-
% Trouble Reports Within 10 Days of Install. - UNE-C Orders-Field Work	35-11	H	H	H	TX	P	3.5%	4.4%	(3.25)	Yes	3.7%	5.2%	(5.11)	Yes	4.0%	4.8%	(3.20)	Yes	-	HIT
% Trouble Reports Within 10 Days of Install. - UNE-C Orders-No Field Work	35-12	H	H	H	TX	P	0.9%	1.6%	(19.88)	Yes	1.0%	1.6%	(15.05)	Yes	1.1%	1.6%	(15.39)	Yes	-	HIT
% No Access - Field Work - Res.	36-01	-	-	-	TX	P	2.6%	3.5%	(3.75)	Yes	3.5%	4.0%	(1.61)	Yes	3.4%	3.9%	(1.94)	Yes	-	HIT
% No Access - Field Work - Bus	36-02	-	-	-	TX	P	2.7%	3.0%	(0.63)	Yes	2.9%	2.9%	(0.08)	Yes	2.4%	2.7%	(0.69)	Yes	-	HIT

Texas Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Aug-00 CLEC	Aug-00 SWBT/ Benchmark	Aug-00 % Yes - Z-Value	Aug-00 85% 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 83% Result	Z	Overall Result 88%
% No Access - Field Work - UNEs	36-03	-	-	-	TX	P	0.4%	3.4%	(14.52)	Yes	0.5%	3.6%	(15.92)	Yes	0.7%	3.5%	(16.08)	Yes	-	HIT
Trouble Report Rate - Res.	37-01	-	-	H	TX	P	3.1%	3.3%	(6.02)	Yes	2.8%	3.0%	(5.77)	Yes	3.3%	3.5%	(3.40)	Yes	-	HIT
Trouble Report Rate - Bus	37-02	-	-	H	TX	P	1.1%	1.6%	(15.59)	Yes	0.9%	1.4%	(17.24)	Yes	1.2%	1.6%	(16.39)	Yes	-	HIT
Trouble Report Rate - UNE Loop and Port Combinations	37-03	-	-	H	TX	P	2.0%	2.8%	(33.49)	Yes	2.0%	2.5%	(26.11)	Yes	2.2%	2.9%	(33.92)	Yes	-	HIT
Trouble Report Rate Net of Install. & Repeat Rpts. - Res	37.1-01	H	H	-	TX	P	1.8%	2.4%	(18.26)	Yes	1.7%	2.3%	(17.75)	Yes	2.1%	2.7%	(14.45)	Yes	-	HIT
Trouble Report Rate Net of Install. & Repeat Rpts. - Bus.	37.1-02	H	H	-	TX	P	0.9%	1.2%	(12.78)	Yes	0.7%	1.1%	(15.12)	Yes	0.9%	1.3%	(13.41)	Yes	-	HIT
Trouble Report Rate Net of Install. & Repeat Rpts. - UNE Loop and Port Comb	37.1-03	H	H	-	TX	P	1.5%	2.1%	(27.88)	Yes	1.5%	1.9%	(21.92)	Yes	1.7%	2.2%	(29.30)	Yes	-	HIT
% Missed Repair - Res.-Dispatch	38-01	H	H	H	TX	P	8.3%	8.9%	(1.81)	Yes	7.9%	7.9%	(0.19)	Yes	6.6%	7.9%	(4.17)	Yes	-	HIT
% Missed Repair - Bus.-Dispatch	38-02	H	H	H	TX	P	11.0%	13.4%	(3.51)	Yes	10.4%	12.0%	(2.15)	Yes	7.2%	9.9%	(4.62)	Yes	-	HIT
% Missed Repair - Res.-No Dispatch	38-03	H	H	H	TX	P	1.4%	1.6%	(0.28)	Yes	6.0%	2.2%	5.55	No	2.9%	1.5%	2.69	No	-	MISS
% Missed Repair - Bus.-No Dispatch	38-04	H	H	H	TX	P	3.7%	3.6%	0.09	Yes	5.4%	3.9%	0.78	Yes	8.8%	3.3%	3.76	No	-	HIT
% Missed Repair - UNEs - Dispatch	38-05	H	H	H	TX	P	11.1%	9.7%	5.25	No	9.4%	8.6%	3.05	No	6.5%	8.3%	(9.07)	Yes	-	MISS
% Missed Repair - UNEs - No Dispatch	38-06	H	H	H	TX	P	1.8%	1.8%	(0.06)	Yes	4.2%	2.3%	4.84	No	2.2%	1.7%	1.63	Yes	-	HIT
Receipt to Clear Duration - Res.-Affecting Service-Dispatch	39-01	H	H	H	TX	P	24.4	59.9	(14.18)	Yes	23.1	53.6	(13.87)	Yes	24.4	56.9	(15.29)	Yes	-	HIT
Receipt to Clear Duration - Bus.-Affecting Service-Dispatch	39-02	H	H	H	TX	P	20.1	28.2	(3.05)	Yes	20.3	27.4	(3.41)	Yes	20.4	27.6	(3.91)	Yes	-	HIT
Receipt to Clear Duration - Res.-Affecting Service-No Dispatch	39-03	H	H	H	TX	P	8.1	13.1	(1.67)	Yes	8.5	12.2	(1.05)	Yes	9.1	11.4	(0.93)	Yes	-	HIT
Receipt to Clear Duration - Bus.-Affecting Service-No Dispatch	39-04	H	H	H	TX	P	7.1	7.9	(0.19)	Yes	7.4	9.2	(0.18)	Yes	41.2	8.7	4.51	No	-	HIT
Receipt to Clear Duration - Res.-Out of Service-Dispatch	39-05	H	H	H	TX	P	19.4	25.4	(12.94)	Yes	18.1	23.2	(10.41)	Yes	19.5	28.1	(22.29)	Yes	-	HIT
Receipt to Clear Duration - Bus.-Out of Service-Dispatch	39-06	H	H	H	TX	P	15.5	16.7	(1.77)	Yes	14.5	16.3	(2.64)	Yes	16.6	19.2	(3.37)	Yes	-	HIT
Receipt to Clear Duration - Res.-Out of Service-No Dispatch	39-07	H	H	H	TX	P	8.0	12.6	(2.15)	Yes	8.7	10.8	(1.63)	Yes	11.6	14.9	(1.87)	Yes	-	HIT
Receipt to Clear Duration - Bus.-Out of Service-No Dispatch	39-08	H	H	H	TX	P	6.3	9.3	(1.34)	Yes	7.9	9.8	(0.52)	Yes	17.4	12.5	1.09	Yes	-	HIT
Receipt to Clear Duration - UNEs-Affecting Service-Dispatch	39-09	H	H	H	TX	P	24.8	55.1	(22.21)	Yes	22.1	49.6	(27.20)	Yes	23.4	52.3	(30.40)	Yes	-	HIT
Receipt to Clear Duration - UNEs-Affecting Service-No Dispatch	39-10	H	H	H	TX	P	8.4	12.6	(2.78)	Yes	12.3	11.9	0.26	Yes	11.5	11.1	0.31	Yes	-	HIT
Receipt to Clear Duration - UNEs-Out of Service-Dispatch	39-11	H	H	H	TX	P	19.1	23.6	(12.83)	Yes	18.2	21.8	(11.01)	Yes	20.5	26.4	(22.27)	Yes	-	HIT
Receipt to Clear Duration - UNEs-Out of Service-No Dispatch	39-12	H	H	H	TX	P	10.5	12.2	(1.16)	Yes	9.7	10.7	(1.32)	Yes	13.3	14.7	(1.27)	Yes	-	HIT
% Out of Service Less than 24 Hours - Res.	40-01	M	-	-	TX	P	84.5%	76.0%	(15.25)	Yes	88.1%	82.4%	(10.93)	Yes	83.0%	72.6%	(18.82)	Yes	-	HIT
% Out of Service Less than 24 Hours - Bus.	40-02	M	-	-	TX	P	87.5%	85.9%	(1.94)	Yes	89.8%	87.3%	(3.03)	Yes	85.8%	81.9%	(4.59)	Yes	-	HIT
% Out of Service Less than 24 Hours - UNEs	40-03	M	-	-	TX	P	86.8%	77.9%	(21.29)	Yes	89.8%	83.3%	(18.45)	Yes	83.3%	74.3%	(24.99)	Yes	-	HIT
% Repeat Reports - Res.	41-01	H	H	H	TX	P	7.0%	9.9%	(7.46)	Yes	6.4%	9.8%	(8.33)	Yes	7.2%	9.4%	(6.13)	Yes	-	HIT
% Repeat Reports - Bus	41-02	H	H	H	TX	P	8.7%	9.2%	(0.72)	Yes	8.6%	8.7%	(0.10)	Yes	9.9%	8.9%	1.66	Yes	-	HIT
% Repeat Reports - UNEs	41-03	H	H	H	TX	P	8.5%	9.8%	(4.38)	Yes	8.5%	9.6%	(3.93)	Yes	8.6%	9.3%	(3.12)	Yes	-	HIT
Avg. Install. Interval - VGPL	43-01	H	H	H	TX	P	4.7	8.4	(9.35)	Yes	4.9	10.9	(9.75)	Yes	5.0	9.6	(12.61)	Yes	-	HIT
Avg. Install. Interval - DSL	43-02	H	H	H	TX	P	n/a	15.7	n/a	-	4.0	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Install. Interval - DDS	43-03	H	H	H	TX	P	n/a	4.3	n/a	-	n/a	7.2	n/a	-	7.0	6.2	0.21	Base<10	-	-
Avg. Install. Interval - DS1	43-04	H	H	H	TX	P	n/a	22.0	n/a	-	n/a	15.1	n/a	-	6.0	18.4	(0.64)	Base<10	-	-
Avg. Install. Interval - DS3	43-05	H	H	H	TX	P	n/a	17.5	n/a	-	n/a	15.5	n/a	-	n/a	12.0	n/a	-	-	-
Avg. Install. Interval - ISDN/BRI	43-06	H	H	H	TX	P	6.2	10.1	(4.28)	Yes	8.8	10.7	(2.64)	Yes	6.4	10.2	(4.75)	Yes	-	HIT
Avg. Install. Interval - ISDN/PRI	43-07	H	H	H	TX	P	5.6	15.2	(14.57)	Yes	9.8	13.2	(5.49)	Yes	7.8	11.1	(6.11)	Yes	-	HIT
Avg. Install. Interval - ISDN/Combo	43-08	H	H	H	TX	P	n/a	10.1	n/a	-	n/a	10.7	n/a	-	n/a	10.2	n/a	-	-	-
% Installations Completed Within 20 Days - VGPL	44-01	-	-	-	TX	P	99.5%	94.3%	(5.32)	Yes	97.5%	55.2%	(22.95)	Yes	95.0%	72.8%	(14.75)	Yes	-	HIT
% Installations Completed Within 20 Days - DSL	44-02	-	-	-	TX	P	n/a	97.2%	n/a	-	50.0%	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Installations Completed Within 20 Days - DDS	44-03	-	-	-	TX	P	n/a	100.0%	n/a	-	n/a	81.8%	n/a	-	100.0%	61.5%	(0.77)	Base<10	-	-
% Installations Completed Within 20 Days - DS1	44-04	-	-	-	TX	P	n/a	59.8%	n/a	-	n/a	47.9%	n/a	-	100.0%	61.0%	(1.13)	Base<10	-	-
% Installations Completed Within 20 Days - DS3	44-05	-	-	-	TX	P	n/a	75.0%	n/a	-	n/a	27.3%	n/a	-	n/a	75.0%	n/a	-	-	-
% Installations Completed Within 20 Days - ISDN/BRI	44-06	-	-	-	TX	P	96.9%	89.4%	(3.57)	Yes	74.4%	52.2%	(6.94)	Yes	82.7%	56.7%	(8.54)	Yes	-	HIT
% Installations Completed Within 20 Days - ISDN/PRI	44-07	-	-	-	TX	P	100.0%	77.9%	(13.60)	Yes	93.7%	60.8%	(12.85)	Yes	88.4%	57.6%	(12.49)	Yes	-	HIT
% Installations Completed Within 20 Days - ISDN/Combo	44-08	-	-	-	TX	P	n/a	89.4%	n/a	-	n/a	52.2%	n/a	-	n/a	56.7%	n/a	-	-	-
% SWBT Caused Missed Due Dates - VGPL	45-01	H	H	H	TX	P	1.8%	6.8%	(7.05)	Yes	2.5%	10.3%	(7.79)	Yes	0.8%	4.2%	(6.88)	Yes	-	HIT
% SWBT Caused Missed Due Dates - DSL	45-02	H	H	H	TX	P	0.0%	5.3%	(0.33)	Base<10	50.0%	1.7%	5.24	Base<10	n/a	1.5%	n/a	-	-	-
% SWBT Caused Missed Due Dates - DDS	45-03	H	H	H	TX	P	0.0%	0.0%	0.00	Base<10	n/a	10.5%	n/a	-	0.0%	12.5%	(0.53)	Base<10	-	-
% SWBT Caused Missed Due Dates - DS1	45-04	H	H	H	TX	P	0.0%	14.7%	(0.59)	Base<10	n/a	17.5%	n/a	-	0.0%	12.9%	(0.38)	Base<10	-	-
% SWBT Caused Missed Due Dates - DS3	45-05	H	H	H	TX	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-	-
% SWBT Caused Missed Due Dates - ISDN/BRI	45-06	H	H	H	TX	P	12.4%	30.0%	(7.88)	Yes	16.6%	24.8%	(3.97)	Yes	12.8%	27.0%	(6.68)	Yes	-	HIT
% SWBT Caused Missed Due Dates - ISDN/PRI	45-07	H	H	H	TX	P	9.4%	3.9%	9.08	No	4.6%	9.4%	(5.09)	Yes	4.0%	4.2%	(0.48)	Yes	-	HIT
% SWBT Caused Missed Due Dates - ISDN/Combo	45-08	H	H	H	TX	P	0.0%	30.0%	(1.60)	Base<10	0.0%	24.8%	(1.41)	Base<10	0.0%	27.0%	(1.36)	Base<10	-	-
% Trouble Reports within 30 Days - VGPL	46-01	H	H	H	TX	P	1.0%	2.5%	(3.36)	Yes	0.2%	2.5%	(4.63)	Yes	0.6%	2.5%	(4.94)	Yes	-	HIT
% Trouble Reports within 30 Days - DSL	46-02	H	H	H	TX	P	0.0%	8.0%	(0.42)	Base<10	0.0%	6.5%	(0.37)	Base<10	n/a	7.9%	n/a	-	-	-
% Trouble Reports within 30 Days - DDS	46-03	H	H	H	TX	P	0.0%	7.7%	(0.29)	Base<10	n/a	5.3%	n/a	-	0.0%	20.8%	(0.72)	Base<10	-	-
% Trouble Reports within 30 Days - DS1	46-04	H	H	H	TX	P	0.0%	8.2%	(0.42)	Base<10	n/a	11.9%	n/a	-	0.0%	7.0%	(0.27)	Base<10	-	-
% Trouble Reports within 30 Days - DS3	46-05	H	H	H	TX	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-	-
% Trouble Reports within 30 Days - ISDN/BRI	46-06	H	H	H	TX	P	1.4%	3.7%	(2.58)	Yes	3.0%	4.5%	(1.51)	Yes	1.8%	4.1%	(2.50)	Yes	-	HIT
% Trouble Reports within 30 Days - ISDN/PRI	46-07	H	H	H	TX	P	0.2%	0.2%	(0.26)	Yes	0.2%	0.1%	1.39	Yes	0.1%	0.1%	(0.26)	Yes	-	HIT
% Trouble Reports within 30 Days - ISDN/Combo	46-08	H	H	H	TX	P	0.0%	3.7%	(0.48)	Base<10	16.7%	4.5%	1.43	Base<10	40.0%	4.1%	4.01	Base<10	-	-
% Missed Due Dates Due to LOF - VGPL	47-01	-	-	-	TX	P	0.1%	1.8%	(4.78)	Yes	0.0%	1.3%	(3.54)	Yes	0.0%	0.7%	(3.55)	Yes	-	HIT
% Missed Due Dates Due to LOF - DSL	47-02	-	-	-	TX	P	0.0%	0.5%	(0.10)	Base<10	0.0%	0.2%	(0.06)	Base<10	n/a	0.6%	n/a	-	-	-
% Missed Due Dates Due to LOF - DDS	47-03	-	-	-	TX	P	0.0%	0.0%	0.00	Base<10	n/a	0.0%	n/a	-	0.0%	4.2%	(0.29)	Base<10	-	-

Texas Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Aug-00 CLEC	Aug-00 SWBT/ Benchmark	Aug-00 % Yes - Z-Value	Aug-00 85% 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 83% Result	Z	Overall Result 88%
% Missed Due Dates Due to LOF - DS1	47-04	-	-	-	TX	P	0.0%	6.7%	(0.38)	Base<10	n/a	5.9%	n/a	-	0.0%	5.9%	(0.25)	Base<10	-	-
% Missed Due Dates Due to LOF - DS3	47-05	-	-	-	TX	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 - ISDN/BRI	47-06	-	-	-	TX	P	1.1%	2.2%	(1.51)	Yes	2.2%	2.7%	(0.65)	Yes	1.8%	2.8%	(1.26)	Yes	-	HIT
% Missed Due Dates Due to LOF - ISDN/PRI	47-07	-	-	-	TX	P	0.0%	0.0%	0.00	Yes	0.0%	0.0%	(0.21)	Yes	0.0%	0.0%	0.00	Yes	-	HIT
% Missed Due Dates Due to LOF - ISDN/Combo	47-08	-	-	-	TX	P	0.0%	2.2%	(0.37)	Base<10	0.0%	2.7%	(0.41)	Base<10	0.0%	2.8%	(0.38)	Base<10	-	-
% Missed Due Dates Due to LOF > 30 Days - VGPL	47-09	-	-	-	TX	P	0.0%	13.1%	(0.39)	Base<10	n/a	4.5%	n/a	-	n/a	45.5%	n/a	-	-	-
% Missed Due Dates Due to LOF > 30 Days - DSL	47-10	-	-	-	TX	P	n/a	17.5%	n/a	-	n/a	13.8%	n/a	-	n/a	10.2%	n/a	-	-	-
% Missed Due Dates Due to LOF > 30 Days - DDS	47-11	-	-	-	TX	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF > 30 Days - DS1	47-12	-	-	-	TX	P	n/a	30.0%	n/a	-	n/a	31.3%	n/a	-	n/a	23.5%	n/a	-	-	-
% Missed Due Dates Due to LOF > 30 Days - DS3	47-13	-	-	-	TX	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	-	-	-	TX	P	0.0%	23.1%	(1.22)	Base<10	10.0%	24.2%	(1.03)	Yes	0.0%	17.5%	(1.30)	Base<10	-	-
% Missed Due Dates Due to LOF > 30 Days - ISDN/PRI	47-15	-	-	-	TX	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF > 30 Days - ISDN/Combo	47-16	-	-	-	TX	P	n/a	23.1%	n/a	-	n/a	24.2%	n/a	-	n/a	17.5%	n/a	-	-	-
% Missed Due Dates Due to LOF > 90 Days - VGPL	47-17	-	-	-	TX	P	0.0%	0.0%	0.00	Base<10	n/a	0.0%	n/a	-	n/a	18.2%	n/a	-	-	-
% Missed Due Dates Due to LOF > 90 Days - DSL	47-18	-	-	-	TX	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	2.0%	n/a	-	-	-
% Missed Due Dates Due to LOF > 90 Days - DDS	47-19	-	-	-	TX	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF > 90 Days - DS1	47-20	-	-	-	TX	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 - DS3	47-21	-	-	-	TX	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	-	-	-	TX	P	0.0%	0.0%	0.00	Base<10	10.0%	1.3%	1.95	No	0.0%	1.7%	(0.37)	Base<10	-	-
% Missed Due Dates Due to LOF > 90 Days - ISDN/PRI	47-23	-	-	-	TX	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF > 90 Days - ISDN/Combo	47-24	-	-	-	TX	P	n/a	0.0%	n/a	-	n/a	1.3%	n/a	-	n/a	1.7%	n/a	-	-	-
Avg. Delay Days Due to LOF - VGPL	48-01	-	-	-	TX	P	18.0	12.4	0.50	Base<10	n/a	9.8	n/a	-	n/a	36.8	n/a	-	-	-
Avg. Delay Days Due to LOF - DSL	48-02	-	-	-	TX	P	n/a	16.2	n/a	-	n/a	10.0	n/a	-	n/a	12.9	n/a	-	-	-
Avg. Delay Days Due to LOF - DDS	48-03	-	-	-	TX	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	6.0	n/a	-	-	-
Avg. Delay Days Due to LOF - DS1	48-04	-	-	-	TX	P	n/a	21.4	n/a	-	n/a	23.3	n/a	-	n/a	18.6	n/a	-	-	-
Avg. Delay Days Due to LOF - DS3	48-05	-	-	-	TX	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	-	-	-	TX	P	9.2	21.8	(1.61)	Base<10	19.5	21.5	(0.31)	Yes	15.5	18.8	(0.44)	Base<10	-	-
Avg. Delay Days due to LOF - ISDN/PRI	48-07	-	-	-	TX	P	n/a	n/a	n/a	-	n/a	13.0	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days due to LOF - ISDN/Combo	48-08	-	-	-	TX	P	n/a	21.8	n/a	-	n/a	21.5	n/a	-	n/a	18.8	n/a	-	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - VGPL	49-01	M	-	L	TX	P	11.2	16.6	(0.53)	Yes	9.6	9.1	0.18	Yes	1.9	16.4	(1.81)	Yes	-	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - DSL	49-02	M	-	L	TX	P	n/a	24.0	n/a	-	8.0	35.4	(0.66)	Base<10	n/a	17.0	n/a	-	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - DDS	49-03	M	-	L	TX	P	n/a	n/a	n/a	-	n/a	6.5	n/a	-	n/a	48.3	n/a	-	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - DS1	49-04	M	-	L	TX	P	n/a	19.7	n/a	-	n/a	29.1	n/a	-	n/a	16.6	n/a	-	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - DS3	49-05	M	-	L	TX	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	TX	P	11.7	8.7	1.37	Yes	26.3	11.7	5.30	No	14.6	13.1	0.52	Yes	-	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - ISDN/PRI	49-07	M	-	L	TX	P	4.3	54.9	(7.40)	Yes	146.9	24.2	21.97	No	6.4	9.3	(2.26)	Yes	-	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - ISDN/Combo	49-08	M	-	L	TX	P	n/a	8.7	n/a	-	n/a	11.7	n/a	-	n/a	13.1	n/a	-	-	-
Mean Time to Restore - VGPL - Dispatch	52-01	H	H	H	TX	P	7.9	9.4	(0.53)	Yes	2.7	10.2	(2.58)	Yes	5.9	8.8	(1.80)	Yes	-	HIT
Mean Time to Restore - DSL - Dispatch	52-02	H	H	H	TX	P	n/a	36.6	n/a	-	n/a	30.8	n/a	-	n/a	44.8	n/a	-	-	-
Mean Time to Restore - DDS - Dispatch	52-03	H	H	H	TX	P	n/a	5.5	n/a	-	n/a	4.0	n/a	-	n/a	3.5	n/a	-	-	-
Mean Time to Restore - DS1 - Dispatch	52-04	H	H	H	TX	P	5.7	4.0	0.37	Base<10	n/a	3.4	n/a	-	3.7	3.6	0.02	Base<10	-	-
Mean Time to Restore - DS3 - Dispatch	52-05	H	H	H	TX	P	n/a	1.2	n/a	-	n/a	0.8	n/a	-	n/a	2.4	n/a	-	-	-
Mean Time to Restore - ISDN/BRI - Dispatch	52-06	H	H	H	TX	P	6.0	11.8	(1.82)	Yes	5.6	11.0	(1.60)	Yes	3.1	9.3	(2.88)	Yes	-	HIT
Mean Time to Restore - ISDN/PRI - Dispatch	52-07	H	H	H	TX	P	1.9	6.3	(1.10)	Base<10	0.5	5.6	(1.22)	Base<10	0.2	5.3	(1.00)	Base<10	-	-
Mean Time to Restore - ISDN/Combo - Dispatch	52-08	H	H	H	TX	P	0.4	11.8	(0.67)	Base<10	2.5	11.0	(0.34)	Base<10	3.0	9.3	(0.59)	Base<10	-	-
Mean Time to Restore - VGPL - No Dispatch	52-09	H	H	H	TX	P	0.1	2.0	(0.26)	Base<10	1.1	1.2	(0.14)	Base<10	n/a	1.3	n/a	-	-	-
Mean Time to Restore - DSL - No Dispatch	52-10	H	H	H	TX	P	n/a	23.4	n/a	-	n/a	31.2	n/a	-	n/a	43.0	n/a	-	-	-
Mean Time to Restore - DDS - No Dispatch	52-11	H	H	H	TX	P	n/a	0.4	n/a	-	n/a	0.4	n/a	-	n/a	1.3	n/a	-	-	-
Mean Time to Restore - DS1 - No Dispatch	52-12	H	H	H	TX	P	n/a	0.6	n/a	-	n/a	0.8	n/a	-	n/a	0.4	n/a	-	-	-
Mean Time to Restore - DS3 - No Dispatch	52-13	H	H	H	TX	P	n/a	n/a	n/a	-	n/a	1.0	n/a	-	n/a	0.0	n/a	-	-	-
Mean Time to Restore - ISDN/BRI - No Dispatch	52-14	H	H	H	TX	P	0.3	3.1	(0.09)	Base<10	0.9	0.8	0.06	Base<10	1.5	0.9	0.21	Base<10	-	-
Mean Time to Restore - ISDN/PRI - No Dispatch	52-15	H	H	H	TX	P	0.6	1.5	(0.14)	Base<10	n/a	1.0	n/a	-	0.2	0.6	(0.38)	Base<10	-	-
Mean Time to Restore - ISDN/Combo - No Dispatch	52-16	H	H	H	TX	P	n/a	3.1	n/a	-	n/a	0.8	n/a	-	n/a	0.9	n/a	-	-	-
% Repeat Reports - VGPL	53-01	H	H	H	TX	P	6.0%	11.8%	(1.65)	Yes	6.3%	12.0%	(1.21)	Yes	5.1%	13.0%	(2.06)	Yes	-	HIT
% Repeat Reports - DSL	53-02	H	H	H	TX	P	n/a	17.6%	n/a	-	n/a	15.6%	n/a	-	n/a	35.1%	n/a	-	-	-
% Repeat Reports - DDS	53-03	H	H	H	TX	P	n/a	31.4%	n/a	-	n/a	13.5%	n/a	-	n/a	17.3%	n/a	-	-	-
% Repeat Reports - DS1	53-04	H	H	H	TX	P	33.3%	18.1%	0.68	Base<10	n/a	17.8%	n/a	-	20.0%	20.2%	(0.01)	Base<10	-	-
% Repeat Reports - DS3	53-05	H	H	H	TX	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-		
% Repeat Reports - ISDN/BRI	53-06	H	H	H	TX	P	11.7%	15.3%	(0.77)	Yes	5.2%	15.9%	(2.23)	Yes	12.7%	17.0%	(0.83)	Yes		HIT
% Repeat Reports - ISDN/PRI	53-07	H	H	H	TX	P	0.0%	6.8%	(0.66)	Base<10	25.0%	4.3%	1.92	Base<10	0.0%	10.4%	(0.59)	Base<10	-	-
% Repeat Reports - ISDN/Combo	53-08	H	H	H	TX	P	0.0%	15.3%	(0.60)	Base<10	0.0%	15.9%	(0.44)	Base<10	0.0%	17.0%	(0.64)	Base<10	-	-
Failure Frequency - VGPL	54-01	L	-	L	TX	P	0.6%	0.7%	(1.95)	Yes	0.3%	0.7%	(5.21)	Yes	0.5%	0.7%	(3.55)	Yes	-	HIT
Failure Frequency - DSL	54-02	L	-	L	TX	P	0.0%	3.6%	(0.33)	Base<10	0.0%	20.5%	(0.78)	Base<10	0.0%	8.0%	(0.49)	Base<10		
Failure Frequency - DDS	54-03	L	-	L	TX	P	0.0%	2.8%	(0.50)	Base<10	0.0%	2.0%	(0.43)	Base<10	0.0%	2.8%	(0.56)	Yes		
Failure Frequency - DS1	54-04	L	-	L	TX	P	7.0%	7.1%	(0.04)	Yes	0.0%	6.5%	(1.67)	Yes	11.9%	6.6%	1.34	Yes		HIT
Failure Frequency - DS3	54-05	L	-	L	TX	P	n/a	0.7%	n/a	-	n/a	2.5%	n/a	-	n/a	1.6%	n/a	-	-	-

Texas Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Aug-00 CLEC	Aug-00 SWBT/ Benchmark	Aug-00 % Yes - Z-Value	Aug-00 85% 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 83% Result	Z	Overall Result 88%
Failure Frequency - ISDN/BRI	54-06	L	-	L	TX	P	1.5%	2.9%	(5.14)	Yes	1.4%	2.6%	(4.92)	Yes	1.3%	3.0%	(6.67)	Yes	-	HIT
Failure Frequency - ISDN/PRI	54-07	L	-	L	TX	P	0.1%	0.0%	0.59	Yes	0.0%	0.0%	0.15	Yes	0.0%	0.0%	(1.05)	Yes	-	HIT
Failure Frequency - ISDN/Combo	54-08	L	-	L	TX	P	3.9%	2.9%	0.43	Yes	1.8%	2.6%	(0.41)	Yes	3.2%	3.0%	0.06	Yes	-	HIT
Avg. Install. Interval - 8.0 dB Loop (1-10 Loops)	55-01.1	-	-	-	TX	B	2.9	3.0	(0.14)	Yes	2.8	3.0	(0.21)	Yes	3.0	3.0	(0.02)	Yes	Y	HIT
Avg. Install. Interval - 8.0 dB Loop (11-20 Loops)	55-01.2	-	-	-	TX	B	4.2	7.0	(2.81)	Yes	3.8	7.0	(3.25)	Yes	3.8	7.0	(3.25)	Yes	Y	HIT
Avg. Install. Interval - 8.0 dB Loop (Over 20 Loops)	55-01.3	-	-	-	TX	B	4.8	10.0	(5.25)	Yes	4.3	10.0	(5.71)	Yes	5.2	10.0	(4.84)	Yes	Y	HIT
Avg. Install. Interval - 5.0 dB Loop (1-10 Loops)	55-02.1	-	-	-	TX	B	2.7	3.0	(0.28)	Yes	2.8	3.0	(0.25)	Yes	2.9	3.0	(0.11)	Yes	Y	HIT
Avg. Install. Interval - 5.0 dB Loop (11-20 Loops)	55-02.2	-	-	-	TX	B	2.7	7.0	(4.33)	Base<10	3.0	7.0	(4.00)	Base<10	4.0	7.0	(3.00)	Base<10	Y	-
Avg. Install. Interval - 5.0 dB Loop (Over 20 Loops)	55-02.3	-	-	-	TX	B	4.2	10.0	(5.83)	Base<10	7.6	10.0	(2.44)	Base<10	4.7	10.0	(5.29)	Yes	Y	-
Avg. Install. Interval - BRI Loop (1-10 Loops)	55-03.1	-	-	-	TX	B	5.0	3.0	1.99	No	6.5	3.0	3.48	No	4.8	3.0	1.84	No	Y	MISS
Avg. Install. Interval - BRI Loop (11-20 Loops)	55-03.2	-	-	-	TX	B	n/a	7.0	n/a	-	3.0	7.0	(4.00)	Base<10	7.5	7.0	0.50	Base<10	Y	-
Avg. Install. Interval - BRI Loop (Over 20 Loops)	55-03.3	-	-	-	TX	B	n/a	10.0	n/a	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	Y	-
Avg. Install. Interval - DS1 Loop (1-10 Loops)	55-04.1	-	-	-	TX	B	4.2	3.0	1.18	Yes	5.3	3.0	2.34	No	6.5	3.0	3.48	No	Y	MISS
Avg. Install. Interval - DS1 Loop (11-20 Loops)	55-04.2	-	-	-	TX	B	n/a	7.0	n/a	-	n/a	7.0	n/a	-	n/a	7.0	n/a	-	Y	-
Avg. Install. Interval - DS1 Loop (Over 20 Loops)	55-04.3	-	-	-	TX	B	n/a	10.0	n/a	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	Y	-
Avg. Install. Interval - Analog Line Port (All Orders)	55-05.1	-	-	-	TX	B	1.3	2.0	(0.67)	Base<10	1.5	2.0	(0.50)	Base<10	1.1	2.0	(0.90)	Yes	Y	-
Avg. Install. Interval - Analog Trunk Port (All Orders)	55-06.1	-	-	-	TX	B	n/a	3.0	n/a	-	n/a	3.0	n/a	-	2.0	3.0	(1.00)	Base<10	Y	-
Avg. Install. Interval - DS1 Dedicated Circuit (1-10 Circuits)	55-07.1	-	-	-	TX	B	n/a	3.0	n/a	-	n/a	3.0	n/a	-	n/a	3.0	n/a	-	Y	-
Avg. Install. Interval - DS1 Dedicated Circuit (11-20 Circuits)	55-07.2	-	-	-	TX	B	n/a	5.0	n/a	-	n/a	5.0	n/a	-	n/a	5.0	n/a	-	Y	-
Avg. Install. Interval - DS1 Dedicated Circuit (Over 20 Circuits)	55-07.3	-	-	-	TX	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	Y	-
Avg. Install. Interval - DS3 Dedicated Circuit (1-10 Circuits)	55-08.1	-	-	-	TX	B	n/a	3.0	n/a	-	n/a	3.0	n/a	-	n/a	3.0	n/a	-	Y	-
Avg. Install. Interval - DS3 Dedicated Circuit (11-20 Circuits)	55-08.2	-	-	-	TX	B	n/a	5.0	n/a	-	n/a	5.0	n/a	-	n/a	5.0	n/a	-	Y	-
Avg. Install. Interval - DS3 Dedicated Circuit (Over 20 Circuits)	55-08.3	-	-	-	TX	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	Y	-
Avg. Install. Interval - ISDN-PRI (1-10 Loops)	55-09.1	-	-	-	TX	B	n/a	3.0	n/a	-	n/a	3.0	n/a	-	0.0	3.0	(3.00)	Base<10	Y	-
Avg. Install. Interval - ISDN-PRI (11-20 Loops)	55-09.2	-	-	-	TX	B	n/a	7.0	n/a	-	n/a	7.0	n/a	-	2.5	7.0	(4.50)	Base<10	Y	-
Avg. Install. Interval - ISDN-PRI (Over 20 Loops)	55-09.3	-	-	-	TX	B	n/a	10.0	n/a	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	Y	-
Avg. Install. Interval - Dark Fiber (1-10 Loops)	55-10.1	-	-	-	TX	B	45.0	3.0	42.00	Base<10	n/a	3.0	n/a	-	n/a	3.0	n/a	-	Y	-
Avg. Install. Interval - Dark Fiber (11-20 Loops)	55-10.2	-	-	-	TX	B	n/a	5.0	n/a	-	n/a	5.0	n/a	-	n/a	5.0	n/a	-	Y	-
Avg. Install. Interval - Dark Fiber (Over 20 Loops)	55-10.3	-	-	-	TX	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	Y	-
Avg. INP Install. Interval (1-10 Numbers per Order)	55-11.1	-	-	-	TX	B	n/a	3.0	n/a	-	39.0	3.0	36.00	Base<10	n/a	3.0	n/a	-	Y	-
Avg. INP Install. Interval (11-20 Numbers per Order)	55-11.2	-	-	-	TX	B	n/a	7.0	n/a	-	n/a	7.0	n/a	-	n/a	7.0	n/a	-	Y	-
Avg. INP Install. Interval (Over 20 numbers per Order)	55-11.3	-	-	-	TX	B	n/a	10.0	n/a	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	Y	-
Avg. Installation Interval - DSL - No Line Sharing - No Conditioning	55.1-01	H	H	H	TX	B	5.9	5.0	n/a	-	6.5	5.0	1.53	Yes	5.9	5.0	0.94	Yes	Y	HIT
Avg. Installation Interval - DSL - No Line Sharing - Conditioning Required	55.1-02	H	H	H	TX	B	12.3	10.0	n/a	-	10.4	10.0	0.37	Yes	10.7	10.0	0.72	Yes	Y	HIT
Avg. Installation Interval - DSL - Line Sharing - No Conditioning	55.1-03	H	H	H	TX	P	n/a	n/a	n/a	-	3.4	4.7	0.00	Yes	3.5	4.7	(4.98)	Yes	-	HIT
Avg. Installation Interval - DSL - Line Sharing - Conditioning Required	55.1-04	H	H	H	TX	P	n/a	n/a	n/a	-	8.8	11.1	0.00	Yes	9.8	9.6	0.17	Yes	-	HIT
Avg. Installation Interval for Loop with LNP - 8.0 dB Loop (1-10 Loops)	55.2-01.1	-	-	-	TX	B	n/a		n/a	-	n/a		n/a	-	4.0		n/a	-	Y	-
Avg. Installation Interval for Loop with LNP - 8.0 dB Loop (11-20 Loops)	55.2-01.2	-	-	-	TX	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	Y	-
Avg. Installation Interval for Loop with LNP - 8.0 dB Loop (Over 20 Loops)	55.2-01.3	-	-	-	TX	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	Y	-
Avg. Installation Interval for Loop with LNP - 5.0 dB Loop (1-10 Loops)	55.2-02.1	-	-	-	TX	B	n/a		n/a	-	n/a		n/a	-	3.7		n/a	-	Y	-
Avg. Installation Interval for Loop with LNP - 5.0 dB Loop (11-20 Loops)	55.2-02.2	-	-	-	TX	B	n/a		n/a	-	n/a		n/a	-	6.8		n/a	-	Y	-
Avg. Installation Interval for Loop with LNP - 5.0 dB Loop (Over 20 Loops)	55.2-02.3	-	-	-	TX	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	Y	-
% Installed Within 3 Days - 8.0 dB Loop (1-10 Loops)	56-01.1	-	-	M	TX	B	98.8%	95.0%	(3.82)	Yes	98.5%	95.0%	(3.51)	Yes	98.4%	95.0%	(3.36)	Yes	Y	HIT
% Installed Within 7 Days - 8.0 dB Loop (11-20 Loops)	56-01.2	-	-	M	TX	B	96.9%	95.0%	(1.88)	Yes	100.0%	95.0%	(5.00)	Yes	98.6%	95.0%	(3.55)	Yes	Y	HIT
% Installed Within 10 Days - 8.0 dB Loop (Over 20 Loops)	56-01.3	-	-	M	TX	B	98.3%	95.0%	(3.33)	Yes	98.9%	95.0%	(3.94)	Yes	98.0%	95.0%	(2.96)	Yes	Y	HIT
% Installed Within 3 Days - 5.0 dB Loop (1-10 Loops)	56-02.1	-	-	M	TX	B	96.9%	95.0%	(1.88)	Yes	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	Y	HIT
% Installed Within 7 Days - 5.0 dB Loop (11-20 Loops)	56-02.2	-	-	M	TX	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	Y	-
% Installed Within 10 Days - 5.0 dB Loop (Over 20 Loops)	56-02.3	-	-	M	TX	B	100.0%	95.0%	(5.00)	Base<10	88.9%	95.0%	6.11	Base<10	100.0%	95.0%	(5.00)	Yes	Y	-
% Installed Within 3 Days - BRI Loop (1-10 Loops)	56-03.1	-	-	M	TX	B	73.3%	95.0%	21.70	No	70.9%	95.0%	24.08	No	79.7%	95.0%	15.35	No	Y	MISS
% Installed Within 7 Days - BRI Loop (11-20 Loops)	56-03.2	-	-	M	TX	B	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	50.0%	95.0%	45.00	Base<10	Y	-
% Installed Within 10 Days - BRI Loop (Over 20 Loops)	56-03.3	-	-	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 3 Days - DS1 Loop (1-10 Loops)	56-04.1	-	-	M	TX	B	75.9%	95.0%	19.07	No	70.5%	95.0%	24.55	No	70.3%	95.0%	24.66	No	Y	MISS
% Installed Within 7 Days - DS1 Loop (11-20 Loops)	56-04.2	-	-	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 10 Days - DS1 Loop (Over 20 Loops)	56-04.3	-	-	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 2 Days - Analog Line Port (All Orders)	56-05.1	-	-	M	TX	B	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Yes	Y	-
% Installed Within 2 Days - Analog Trunk Port (All Orders)	56-06.1	-	-	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	Y	-
% Installed Within 3 Days - DS1 Dedicated Circuit (1-10 Circuits)	56-07.1	-	-	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 5 Days - DS1 Dedicated Circuit (11-20 Circuits)	56-07.2	-	-	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed On Time - DS1 Dedicated Circuit (Over 20 Circuits)	56-07.3	-	-	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 3 Days - DS3 Dedicated Circuit (1-10 Circuits)	56-08.1	-	-	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 5 Days - DS3 Dedicated Circuit (11-20 Circuits)	56-08.2	-	-	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed On Time - DS3 Dedicated Circuit (Over 20 Circuits)	56-08.3	-	-	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 3 Days - ISDN-PRI (1-10 Loops)	56-09.1	-	-	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	Y	-
% Installed Within 7 Days - ISDN-PRI (11-20 Loops)	56-09.2	-	-	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	Y	-
% Installed Within 10 Days - ISDN-PRI (Over 20 Loops)	56-09.3	-	-	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 3 Days - Dark Fiber (1-10 Circuits)	56-10.1	-	-	M	TX	B	0.0%	95.0%	95.00	Base<10	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-

Texas Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Aug-00 CLEC	Aug-00 SWBT/ Benchmark	Aug-00 % Yes - Z-Value	Aug-00 85% 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 83% Result	Z	Overall Result 88%
% Installed Within 5 Days - Dark Fiber (11-20 Circuits)	56-10.2	-	-	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed On Time - Dark Fiber (Over 20 Circuits)	56-10.3	-	-	M	TX	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	Y	-
% Installed Within 3 Days - INP (1-10 Numbers)	56-11.1	-	-	M	TX	B	n/a	95.0%	n/a	-	0.0%	95.0%	95.00	Base<10	n/a	95.0%	n/a	-	Y	-
% Installed Within 7 Days - INP (11-20 Numbers)	56-11.2	-	-	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 10 Days - INP (Over 20 Numbers)	56-11.3	-	-	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 4 Days for LNP with Loop - 8.0 dB Loop (1-10 Loops)	56.1-01.1	H	H	-	TX	B	99.4%	95.0%	(4.44)	Yes	100.0%	95.0%	(5.00)	Yes	97.2%	95.0%	(2.21)	Yes	Y	HIT
% Installed Within 8 Days for LNP with Loop - 8.0 dB Loop (11-20 Loops)	56.1-01.2	H	H		TX	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	Y	-
% Installed Within 11 Days for LNP with Loop - 8.0 dB Loop (Over 20 Loops)	56.1-01.3	H	H	-	TX	B	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	n/a	95.0%	n/a	-	Y	-
% Installed Within 4 Days for LNP with Loop - 5.0 dB Loop (1-10 Loops)	56.1-02.1	H	H	-	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	96.6%	95.0%	n/a	-	Y	-
% Installed Within 8 Days for LNP with Loop - 5.0 dB Loop (11-20 Loops)	56.1-02.2	H	H	-	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 11 Days for LNP with Loop - 5.0 dB Loop (Over 20 Loops)	56.1-02.3	H	H	-	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 4 Days for LNP with Loop - BRI Loop (1-10 Loops)	56.1-03.1	H	H	-	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	97.4%	95.0%	n/a	-	Y	-
% Installed Within 8 Days for LNP with Loop - BRI Loop (11-20 Loops)	56.1-03.2	H	H	-	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	100.0%	95.0%	n/a	-	Y	-
% Installed Within 11 Days for LNP with Loop - BRI Loop (Over 20 Loops)	56.1-03.3	H	H	-	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% SWBT Missed Due Dates - 8.0 dB Loop Field Work	58-01	H	H	H	TX	P	3.5%	13.0%	(10.47)	Yes	5.1%	13.1%	(7.15)	Yes	2.9%	12.9%	(9.20)	Yes	-	HIT
% SWBT Missed Due Dates - 8.0 dB Loop No Field Work	58-02	H	H	H	TX	P	0.4%	0.4%	0.74	Yes	0.0%	0.3%	(2.38)	Yes	0.9%	0.3%	5.20	No	-	HIT
% SWBT Missed Due Dates - 5.0 dB Loop	58-03	H	H	H	TX	P	0.0%	6.8%	(3.73)	Yes	6.1%	10.3%	(1.99)	Yes	10.2%	4.2%	4.25	No	-	HIT
% SWBT Missed Due Dates - BRI Loop	58-04	H	H	H	TX	P	15.5%	30.0%	(11.51)	Yes	17.8%	24.8%	(5.81)	Yes	17.3%	27.0%	(8.37)	Yes	-	HIT
% SWBT Missed Due Dates - ISDN BRI Port	58-05	H	H	H	TX	P	n/a	30.0%	n/a	-	n/a	24.8%	n/a	-	n/a	27.0%	n/a	-	-	-
% SWBT Missed Due Dates - DS1 Loop with Test Access	58-06	H	H	H	TX	P	22.0%	14.7%	2.43	No	26.8%	17.5%	2.57	No	19.7%	12.9%	2.21	No	-	MISS
% SWBT Missed Due Dates - DS1 Dedicated Transport	58-07	H	H	H	TX	P	n/a	14.7%	n/a	-	1.1%	17.5%	(3.95)	Yes	9.8%	12.9%	(0.77)	Yes	-	HIT
% SWBT Missed Due Dates - ISDN/PRI	58-08	H	H	H	TX	P	0.0%	3.9%	(4.31)	Yes	0.8%	9.4%	(3.28)	Yes	17.0%	4.2%	12.39	No	-	HIT
% SWBT Missed Due Dates - DSL - No Line Sharing	58-09	H	H	H	TX	B	7.1%	5.0%	n/a	-	8.1%	5.0%	2.00	No	9.6%	5.0%	2.00	No	N	MISS
% SWBT Missed Due Dates - DSL - Line Sharing	58-10	H	H	H	TX	P	n/a	n/a	n/a	-	2.1%	1.0%	2.20	No	1.8%	1.4%	0.71	Yes	-	-
% SWBT Missed Due Dates - Analog Trunk Port	58-11	H	H	H	TX	P	33.3%	6.8%	3.15	Base<10	n/a	10.3%	n/a	-	n/a	4.2%	n/a	-	-	-
% SWBT Missed Due Dates - Subtending DD Combination Trunks	58-12	H	H	H	TX	P	0.0%	6.8%	(1.32)	Yes	0.0%	10.3%	(1.66)	Yes	0.0%	4.2%	(0.21)	Base<10	-	HIT
% SWBT Missed Due Dates - DS3 Dedicated Transport	58-13	H	H	H	TX	P	100.0%	0.0%	4.12	Base<10	11.5%	n/a	n/a	-	13.8%	0.0%	0.88	Yes	-	-
% SWBT Missed Due Dates - Dark Fiber	58-14	H	H	H	TX	P	66.7%	0.0%	3.45	Base<10	n/a	n/a	n/a	-	92.9%	0.0%	4.68	No	-	-
% SWBT Missed Due Dates - Analog Line Port	58-15	H	H	H	TX	P	7.4%	6.8%	0.12	Yes	10.0%	10.3%	(0.04)	Yes	38.5%	4.2%	10.39	No	-	HIT
% SWBT Missed Due Dates - INP	58-16	H	H	H	TX	P	n/a	0.4%	n/a	-	0.0%	0.3%	(0.06)	Base<10	n/a	0.3%	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - 8.0 dB Loop	59-01	H	H	H	TX	P	6.7%	3.7%	11.07	No	4.7%	3.9%	2.34	No	6.9%	6.6%	0.80	Yes	-	MISS
% Trouble Reports within 30 Days of Install. - 5.0 dB Loop	59-02	H	H	H	TX	P	14.4%	2.5%	9.67	No	6.1%	2.5%	3.14	No	4.2%	2.5%	1.63	Yes	-	MISS
% Trouble Reports within 30 Days of Install. - BRI Loop	59-03	H	H	H	TX	P	8.8%	3.7%	8.44	No	10.4%	4.5%	8.73	No	12.1%	4.1%	11.61	No	-	MISS
% Trouble Reports within 30 Days of Install. - ISDN BRI Port	59-04	H	H	H	TX	P	n/a	3.7%	n/a	-	n/a	4.5%	n/a	-	n/a	4.1%	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - DS1 Loop	59-05	H	H	H	TX	P	9.8%	8.2%	0.70	Yes	7.1%	11.9%	(1.87)	Yes	12.0%	7.0%	2.04	No	-	HIT
% Trouble Reports within 30 Days of Install. - DS1 Dedicated Transport	59-06	H	H	H	TX	P	n/a	8.2%	n/a	-	4.4%	11.9%	(2.04)	Yes	8.5%	7.0%	0.48	Yes	-	HIT
% Trouble Reports within 30 Days of Install. - ISDN/PRI	59-07	H	H	H	TX	P	0.0%	0.2%	(0.94)	Yes	0.0%	0.1%	(0.30)	Yes	0.0%	0.1%	(0.79)	Yes	-	HIT
% Trouble Reports within 30 Days of Install. - DSL - No Line Sharing	59-08	H	H	H	TX	B	4.8%	6.0%	n/a	-	5.7%	6.0%	0.00	Yes	6.8%	6.0%	2.00	No	N	-
% Trouble Reports within 30 Days of Install. - DSL - Line Sharing	59-09	H	H	H	TX	P	n/a	n/a	n/a	-	2.6%	6.8%	(3.26)	Yes	4.4%	8.0%	(3.24)	Yes	-	HIT
% Trouble Reports within 30 Days of Install. - Analog Trunk Port	59-10	H	H	H	TX	P	12.5%	2.5%	1.83	Base<10	n/a	2.5%	n/a	-	n/a	2.5%	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - Subtending DD Combination Trunks	59-11	H	H	H	TX	P	0.0%	2.5%	(0.78)	Yes	0.0%	2.5%	(0.79)	Yes	0.0%	2.5%	(0.16)	Base<10	-	HIT
% Trouble Reports within 30 Days of Install. - DS3 Dedicated Transport	59-12	H	H	H	TX	P	0.0%	0.0%	0.00	Base<10	0.0%	n/a	n/a	-	0.0%	0.0%	0.00	Yes	-	-
% Trouble Reports within 30 Days of Install. - Dark Fiber	59-13	H	H	H	TX	P	0.0%	0.0%	0.00	Base<10	n/a	n/a	n/a	-	0.0%	0.0%	0.00	Yes	-	-
% Trouble Reports within 30 Days of Install. - Analog Line Port	59-14	H	H	H	TX	P	7.4%	2.5%	1.65	Yes	10.0%	2.5%	2.11	No	2.6%	2.5%	0.04	Yes	-	HIT
% Trouble Reports within 30 Days of Install. - INP	59-15	H	H	H	TX	P	n/a	3.4%	n/a	-	0.0%	3.5%	(0.19)	Base<10	n/a	3.7%	n/a	-	-	-
% Missed Due Dates Due to LOF - 8.0 dB Loop	60-01	-	-	-	TX	P	0.5%	8.7%	(18.64)	Yes	0.5%	8.7%	(16.47)	Yes	0.4%	9.1%	(17.90)	Yes	-	HIT
% Missed Due Dates Due to LOF - 5.0 dB Loop	60-02	-	-	-	TX	P	0.0%	1.8%	(1.90)	Yes	5.1%	1.3%	4.75	No	0.0%	0.7%	(1.23)	Yes	-	HIT
% Missed Due Dates Due to LOF - BRI Loop	60-03	-	-		TX	P	10.2%	2.2%	14.88	No	11.6%	2.7%	14.94	No	11.7%	2.8%	15.78	No	-	MISS
% Missed Due Dates Due to LOF - ISDN BRI Port	60-04	-	-	-	TX	P	n/a	2.2%	n/a	-	n/a	2.7%	n/a	-	n/a	2.8%	n/a	-	-	-
% Missed Due Dates Due to LOF - DS1 Loop	60-05	-	-	-	TX	P	10.6%	6.7%	1.80	No	13.0%	5.9%	2.76	No	9.2%	5.9%	1.46	Yes	-	MISS
% Missed Due Dates Due to LOF - DS1 Dedicated Transport	60-06	-	-	-	TX	P	n/a	6.7%	n/a	-	0.0%	5.9%	(2.37)	Yes	0.0%	5.9%	(2.26)	Yes	-	HIT
% Missed Due Dates Due to LOF - ISDN/PRI	60-07	-	-	-	TX	P	0.0%	0.0%	0.00	Yes	0.0%	0.0%	(0.07)	Yes	0.0%	0.0%	0.00	Yes	-	HIT
% Missed Due Dates Due to LOF - DSL - No Line Sharing	60-08	-	-	-	TX	-	4.8%	n/a	n/a	-	4.4%	n/a	n/a	-	5.5%	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - DSL - Line Sharing	60-09	-	-	-	TX	P	n/a	n/a	n/a	-	0.3%	0.2%	0.23	Yes	0.3%	0.6%	(0.88)	Yes	-	HIT
% Missed Due Dates Due to LOF - Analog Trunk Port	60-10	-	-	-	TX	P	0.0%	1.8%	(0.41)	Base<10	n/a	1.3%	n/a	-	n/a	0.7%	n/a	-	-	-
% Missed Due Dates Due to LOF - Subtending DDC Trunks	60-11	-	-	-	TX	P	0.0%	1.8%	(0.67)	Yes	0.0%	1.3%	(0.55)	Yes	0.0%	0.7%	(0.08)	Base<10	-	HIT
% Missed Due Dates Due to LOF - DS3 Dedicated Transport	60-12	-	-	-	TX	P	0.0%	0.0%	0.00	Base<10	0.0%	n/a	n/a	-	3.4%	0.0%	0.42	Yes	-	-
% Missed Due Dates Due to LOF - Dark Fiber	60-13	-	-	-	TX	P	33.3%	0.0%	2.37	Base<10	n/a	n/a	n/a	-	78.6%	0.0%	3.43	No		
% Missed Due Dates Due to LOF - Analog Line Port	60-14	-	-	-	TX	P	0.0%	1.8%	(0.71)	Yes	0.0%	1.3%	(0.50)	Yes	0.0%	0.7%	(0.53)	Yes	-	HIT
% Missed Due Dates Due to LOF - 8.0 dB Loop > 30 Days	60-15	-	-	-	TX	P	0.0%	8.3%	(1.35)	Yes	0.0%	8.5%	(1.22)	Yes	46.7%	9.5%	4.89	No	-	HIT
% Missed Due Dates Due to LOF - 5.0 dB Loop > 30 Days	60-16	-	-	-	TX	P	n/a	13.1%	n/a	-	54.5%	4.5%	4.82	No	n/a	45.5%	n/a	-	-	-
% Missed Due Dates Due to LOF - BRI Loop > 30 Days	60-17	-	-	-	TX	P	5.7%	23.1%	(4.32)	Yes	15.4%	24.2%	(2.01)	Yes	12.6%	17.5%	(1.36)	Yes	-	HIT
% Missed Due Dates Due to LOF - ISDN BRI Port > 30 Days	60-18	-	-	-	TX	P	n/a	23.1%	n/a	-	n/a	24.2%	n/a	-	n/a	17.5%	n/a	-	-	-
% Missed Due Dates Due to LOF - DS1 Loop > 30 Days	60-19	-	-	-	TX	P	4.0%	30.0%	(2.49)	Yes	3.0%	31.3%	(2.83)	Yes	19.2%	23.5%	(0.34)	Yes	-	HIT
% Missed Due Dates Due to LOF - DS1 Dedicated Transport > 30 Days	60-20	-	-	-	TX	P	n/a	30.0%	n/a	-	n/a	31.3%	n/a	-	n/a	23.5%	n/a	-	-	-
% Missed Due Dates Due to LOF - ISDN/PRI > 30 Days	60-21	-	-	-	TX	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	-	-

Texas Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Aug-00 CLEC	Aug-00 SWBT/ Benchmark	Aug-00 % Yes - Z-Value	Aug-00 85% 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 83% Result	Z	Overall Result 88%
% Missed Due Dates Due to LOF - DSL - No Line Sharing > 30 Days	60-22	-	-	-	TX	-	4.1%	n/a	n/a	-	6.1%	n/a	n/a	-	6.1%	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - DSL - Line Sharing > 30 Days	60-23	-	-	-	TX	P	n/a	n/a	n/a	-	0.0%	13.8%	(0.40)	Base<10	0.0%	10.2%	(0.48)	Base<10	-	-
% Missed Due Dates Due to LOF - Analog Trunk Port > 30 Days	60-24	-	-	-	TX	P	n/a	13.1%	n/a	-	n/a	4.5%	n/a	-	n/a	45.5%	n/a	-	-	-
% Missed Due Dates Due to LOF - Subtending DDC Trunks > 30 Days	60-25	-	-	-	TX	P	n/a	13.1%	n/a	-	n/a	4.5%	n/a	-	n/a	45.5%	n/a	-	-	-
% Missed Due Dates Due to LOF - DS3 Dedicated Transport > 30 Days	60-26	-	-	-	TX	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	100.0%	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - Dark Fiber > 30 Days	60-27	-	-	-	TX	P	100.0%	n/a	n/a	-	n/a	n/a	n/a	-	90.9%	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - Analog Line Port > 30 Days	60-28	-	-	-	TX	P	n/a	13.1%	n/a	-	n/a	4.5%	n/a	-	n/a	45.5%	n/a	-	-	-
% Missed Due Dates Due to LOF - 8.0 dB Loop > 90 Days	60-29	-	-	-	TX	P	0.0%	0.2%	(0.21)	Yes	0.0%	0.3%	(0.20)	Yes	0.0%	0.3%	(0.22)	Yes	-	HIT
% Missed Due Dates Due to LOF - 5.0 dB Loop > 90 Days	60-30	-	-	-	TX	P	n/a	0.0%	n/a	-	0.0%	0.0%	0.00	Yes	n/a	18.2%	n/a	-	-	-
% Missed Due Dates Due to LOF - BRI Loop > 90 Days	60-31	-	-	-	TX	P	0.0%	0.0%	0.00	Yes	0.5%	1.3%	(0.76)	Yes	0.5%	1.7%	(1.17)	Yes	-	HIT
% Missed Due Dates Due to LOF - ISDN BRI Port > 90 Days	60-32	-	-	-	TX	P	n/a	0.0%	n/a	-	n/a	1.3%	n/a	-	n/a	1.7%	n/a	-	-	-
% Missed Due Dates Due to LOF - DS1 Loop > 90 Days	60-33	-	-	-	TX	P	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Yes	3.8%	0.0%	0.82	Yes	-	HIT
% Missed Due Dates Due to LOF - DS1 Dedicated Transport > 90 Days	60-34	-	-	-	TX	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 - ISDN/PRI > 90 Days	60-35	-	-	-	TX	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - DSL - No Line Sharing > 90 Days	60-36	-	-	-	TX	-	0.0%	n/a	n/a	-	0.0%	n/a	n/a	-	0.0%	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - DSL - Line Sharing > 90 Days	60-37	-	-	-	TX	P	n/a	n/a	n/a	-	0.0%	0.0%	0.00	Base<10	0.0%	2.0%	(0.20)	Base<10	-	-
% Missed Due Dates Due to LOF - Analog Trunk Port > 90 Days	60-38	-	-	-	TX	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	18.2%	n/a	-	-	-
% Missed Due Dates Due to LOF - Subtending DDC Trunks > 90 Days	60-39	-	-	-	TX	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	18.2%	n/a	-	-	-
% Missed Due Dates Due to LOF - DS3 Dedicated Transport > 90 Days	60-40	-	-	-	TX	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	60-41	-	-	-	TX	P	0.0%	n/a	n/a	-	n/a	n/a	n/a	-	68.2%	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - Analog Line Port > 90 Days	60-42	-	-	-	TX	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	18.2%	n/a	-	-	-
Avg. Delay Days Due to LOF - 8.0 dB Loop	61-01	-	-	-	TX	P	6.5	11.3	(1.60)	Yes	8.8	11.5	(0.81)	Yes	13.1	11.8	0.37	Yes	-	HIT
Avg. Delay Days Due to LOF - 5.0 dB Loop	61-02	-	-	-	TX	P	n/a	12.4	n/a	-	27.5	9.8	5.10	No	n/a	36.8	n/a	-	-	-
Avg. Delay Days Due to LOF - BRI Loop	61-03	-	-	-	TX	P	9.6	21.8	(6.15)	Yes	15.7	21.5	(2.66)	Yes	n/a	18.8	(1.54)	Yes	-	HIT
Avg. Delay Days Due to LOF - ISDN BRI Port	61-04	-	-	-	TX	P	n/a	21.8	n/a	-	n/a	21.5	n/a	-	14.2	18.8	n/a	-	-	-
Avg. Delay Days Due to LOF - DS1 Loop	61-05	-	-	-	TX	P	7.2	21.4	(2.62)	Yes	14.5	23.3	(1.11)	Yes	14.2	18.6	(0.77)	Yes	-	HIT
Avg. Delay Days Due to LOF - DS1 Dedicated Transport	61-06	-	-	-	TX	P	n/a	21.4	n/a	-	n/a	23.3	n/a	-	n/a	18.6	n/a	-	-	-
Avg. Delay Days Due to LOF - ISDN/PRI	61-07	-	-	-	TX	P	n/a	n/a	n/a	-	n/a	13.0	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - DSL - No Line Sharing	61-08	-	-	-	TX	-	7.9	n/a	n/a	-	9.6	n/a	n/a	-	10.8	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - DSL - Line Sharing	61-09	-	-	-	TX	P	n/a	n/a	n/a	-	7.0	10.0	(0.20)	Base<10	9.0	12.9	(0.28)	Base<10	-	-
Avg. Delay Days Due to LOF - Analog Trunk Port	61-10	-	-	-	TX	P	n/a	12.4	n/a	-	n/a	9.8	n/a	-	n/a	36.8	n/a	-	-	-
Avg. Delay Days Due to LOF - Subtending DDC Trunks	61-11	-	-	-	TX	P	n/a	12.4	n/a	-	n/a	9.8	n/a	-	n/a	36.8	n/a	-	-	-
Avg. Delay Days Due to LOF - DS3 Dedicated Transport	61-12	-	-	-	TX	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	39.0	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - Dark Fiber	61-13	-	-	-	TX	P	36.0	n/a	n/a	-	n/a	n/a	n/a	-	86.0	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - Analog Line Port	61-14	-	-	-	TX	P	n/a	12.4	n/a	-	n/a	9.8	n/a	-	n/a	36.8	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - 8.0 dB Loop Field Work	62-01	M	-	L	TX	P	8.9	8.2	0.41	Yes	8.9	8.8	0.06	Yes	7.5	8.9	(0.51)	Yes	-	HIT
Avg. Delay Days for SWBT Missed Due Dates - 8.0 dB Loop No Field Work	62-02	M	-	L	TX	P	26.2	7.6	4.53	No	n/a	7.4	n/a	-	12.4	7.4	1.66	Yes	-	-
Avg. Delay Days for SWBT Missed Due Dates - 5.0 dB Loop	62-03	M	-	L	TX	P	n/a	16.6	n/a	-	29.9	9.1	5.59	No	1.1	16.4	(2.21)	Yes	-	-
Avg. Delay Days for SWBT Missed Due Dates - BRI Loop	62-04	M	-	L	TX	P	9.3	8.7	0.57	Yes	15.8	11.7	2.67	No	13.4	13.1	0.22	Yes	-	HIT
Avg. Delay Days for SWBT Missed Due Dates - ISDN BRI Port	62-05	M	-	L	TX	P	n/a	8.7	n/a	-	n/a	11.7	n/a	-	n/a	13.1	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - DS1 Loop	62-06	M	-	L	TX	P	6.4	19.7	(3.69)	Yes	10.8	29.1	(2.19)	Yes	12.0	16.6	(1.00)	Yes	-	HIT
Avg. Delay Days for SWBT Missed Due Dates - DS1 Dedicated Transport	62-07	M	-	L	TX	P	n/a	19.7	n/a	-	1.0	29.1	(0.63)	Base<10	6.6	16.6	(1.18)	Base<10	-	-
Avg. Delay Days for SWBT Missed Due Dates - ISDN/PRI	62-08	M	-	L	TX	P	n/a	54.9	n/a	-	14.0	24.2	(0.27)	Base<10	36.2	9.3	18.84	No	-	-
Avg. Delay Days for SWBT Missed Due Dates - DSL - No Line Sharing	62-09	M	-	L	TX	B	7.1	6.5	n/a	-	8.2	6.5	2.00	No	9.6	6.5	2.00	No	N	MISS
Avg. Delay Days for SWBT Missed Due Dates - DSL - Line Sharing	62-10	M	-	L	TX	P	n/a	n/a	n/a	-	7.3	25.5	(2.05)	Base<10	12.1	17.3	(0.81)	Yes	-	-
Avg. Delay Days for SWBT Missed Due Dates - Analog Trunk Port	62-11	M	-	L	TX	P	1.0	16.6	(0.55)	Base<10	n/a	9.1	n/a	-	n/a	16.4	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - Subtending DDC Trunks	62-12	M	-	L	TX	P	n/a	16.6	n/a	-	n/a	9.1	n/a	-	n/a	16.4	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - DS3 Dedicated Transport	62-13	M	-	L	TX	P	110.0	n/a	n/a	-	27.7	n/a	n/a	-	16.3	n/a	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - Dark Fiber	62-14	M	-	L	TX	P	38.0	n/a	n/a	-	n/a	n/a	n/a	-	86.4	n/a	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - Analog Line Port	62-15	M	-	L	TX	P	63.0	16.6	1.34	Base<10	1.5	9.1	(0.81)	Base<10	4.5	16.4	(1.53)	Yes	-	-
% SWBT Caused Missed Due Dates > 30 Days - 8.0 dB Loop Field Work	63-01	-	-	-	TX	P	0.1%	0.8%	(2.87)	Yes	0.1%	0.9%	(2.46)	Yes	0.0%	1.0%	(3.08)	Yes	-	HIT
% SWBT Caused Missed Due Dates > 30 Days - 8.0 dB Loop No Field Work	63-02	-	-	-	TX	P	0.1%	0.0%	2.52	No	0.0%	0.0%	(0.54)	Yes	0.1%	0.0%	2.89	No	-	MISS
% SWBT Caused Missed Due Dates > 30 Days - 5.0 dB Loop	63-03	-	-	-	TX	P	0.0%	0.8%	(1.21)	Yes	3.3%	0.5%	5.21	No	0.0%	0.5%	(1.03)	Yes	-	HIT
% SWBT Caused Missed Due Dates > 30 Days - BRI Loop	63-04	-	-	-	TX	P	1.0%	2.0%	(2.57)	Yes	2.7%	2.2%	1.28	Yes	1.8%	3.6%	(3.72)	Yes	-	HIT
% SWBT Caused Missed Due Dates > 30 Days - ISDN BRI Port	63-05	-	-	-	TX	P	n/a	2.0%	n/a	-	n/a	2.2%	n/a	-	n/a	3.6%	n/a	-	-	-
% SWBT Caused Missed Due Dates > 30 Days - DS1 Loop	63-06	-	-	-	TX	P	0.8%	4.2%	(2.44)	Yes	1.2%	4.8%	(2.42)	Yes	2.8%	2.4%	0.28	Yes	-	HIT
% SWBT Caused Missed Due Dates > 30 Days - DS1 Dedicated Transport	63-07	-	-	-	TX	P	n/a	4.2%	n/a	-	0.0%	4.8%	(2.12)	Yes	1.2%	2.4%	(0.67)	Yes	-	HIT
% SWBT Caused Missed Due Dates > 30 Days - ISDN/PRI	63-08	-	-	-	TX	P	0.0%	1.8%	(2.91)	Yes	0.0%	3.1%	(2.00)	Yes	10.6%	0.1%	35.34	No	-	HIT
% SWBT Caused Missed Due Dates > 30 Days - DSL - No Line Sharing	63-09	-	-	-	TX	-	0.3%	n/a	n/a	-	0.3%	n/a	n/a	-	0.4%	n/a	n/a	-	-	-
% SWBT Caused Missed Due Dates > 30 Days - DSL - Line Sharing	63-10	-	-	-	TX	P	n/a	n/a	n/a	-	0.0%	0.3%	(1.16)	Yes	0.2%	0.3%	(0.44)	Yes	-	HIT
% SWBT Caused Missed Due Dates > 30 Days - Analog Trunk Port	63-11	-	-	-	TX	P	0.0%	0.8%	(0.26)	Base<10	n/a	0.5%	n/a	-	n/a	0.5%	n/a	-	-	-
% SWBT Caused Missed Due Dates > 30 Days - Subtending DDC Trunks	63-12	-	-	-	TX	P	0.0%	0.8%	(0.43)	Yes	0.0%	0.5%	(0.34)	Yes	0.0%	0.5%	(0.07)	Base<10	-	HIT
% SWBT Caused Missed Due Dates > 30 Days - DS3 Dedicated Transport	63-13	-	-	-	TX	P	100.0%	0.0%	4.12	Base<10	7.7%	n/a	n/a	-	3.4%	0.0%	0.42	Yes	-	-
% SWBT Caused Missed Due Dates > 30 Days - Dark Fiber	63-14	-	-	-	TX	P	66.7%	0.0%	3.45	Base<10	n/a	n/a	n/a	-	82.1%	0.0%	3.68	No	-	-
% SWBT Caused Missed Due Dates > 30 Days - Analog Line Port	63-15	-	-	-	TX	P	7.4%	0.8%	3.91	No	0.0%	0.5%	(0.31)	Yes	0.0%	0.5%	(0.44)	Yes	-	HIT
Trouble Report Rate - 8.0 dB Loop with Test Access	65-01	-	-	H	TX	P	1.7%	2.8%	(11.79)	Yes	1.3%	2.5%	(13.93)	Yes	1.8%	1.6%	2.71	No	-	HIT

Texas Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Aug-00 CLEC	Aug-00 SWBT/ Benchmark	Aug-00 % Yes - Z-Value	Aug-00 85% 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 83% Result	Z	Overall Result 88%
Trouble Report Rate - 5.0 dB Loop with Test Access	65-02	-		H	TX	P	1.6%	0.7%	6.16	No	1.1%	0.7%	3.25	No	1.1%	0.7%	2.44	No	-	MISS
Trouble Report Rate - BRI Loop with Test Access	65-03	-		H	TX	P	4.0%	2.9%	4.70	No	3.8%	2.6%	5.69	No	3.8%	3.0%	3.80	No	-	MISS
Trouble Report Rate - ISDN BRI Port	65-04	-	-	H	TX	P	0.0%	2.9%	(0.72)	Yes	0.0%	2.6%	(0.69)	Yes	0.0%	3.0%	(0.74)	Yes	-	HIT
Trouble Report Rate - DS1 Loop with Test Access	65-05	-	-	H	TX	P	2.5%	7.1%	(8.84)	Yes	2.6%	6.5%	(7.79)	Yes	4.3%	6.6%	(4.09)	Yes	-	HIT
Trouble Report Rate - DS1 Dedicated Transport	65-06	-	-	H	TX	P	0.3%	7.1%	(6.15)	Yes	1.1%	6.5%	(5.30)	Yes	2.4%	6.6%	(4.24)	Yes	-	HIT
Trouble Report Rate - ISDN/PRI	65-07	-	-	H	TX	P	0.0%	0.0%	(1.45)	Yes	0.0%	0.0%	(0.47)	Yes	0.1%	0.0%	0.29	Yes	-	HIT
Trouble Report Rate - DSL - No Line Sharing	65-08	-	-	H	TX	B	2.4%	3.0%	n/a	-	2.4%	3.0%	0.00	Yes	11.0%	3.0%	0.00	Yes	N	HIT
Trouble Report Rate - DSL - Line Sharing	65-09	-	-	H	TX	P	n/a	n/a	n/a	-	18.4%	0.6%	(1.55)	Yes	11.0%	8.0%	3.30	No	-	-
Trouble Report Rate - Analog Trunk Port	65-10	H	H	H	TX	P	4.3%	0.7%	4.13	No	0.0%	0.7%	(0.77)	Yes	0.0%	0.7%	(0.81)	Yes	-	HIT
Trouble Report Rate - Subtending DDC Trunks	65-11	H	H	H	TX	P	0.0%	0.7%	(1.18)	Yes	0.0%	0.7%	(1.22)	Yes	0.5%	0.7%	(0.49)	Yes	-	HIT
Trouble Report Rate - DS3 Dedicated Transport	65-12	H	H	H	TX	P	0.9%	0.7%	0.12	Yes	0.2%	2.5%	(2.76)	Yes	0.2%	1.6%	(2.08)	Yes	-	HIT
Trouble Report Rate - Dark Fiber	65-13	H	H	H	TX	P	0.0%	0.7%	(2.70)	Yes	0.1%	2.5%	(4.15)	Yes	3.4%	1.6%	1.04	Yes	-	HIT
Trouble Report Rate - Analog Line Port	65-14	H	H	H		P	1.0%	0.7%	0.77	Yes	0.5%	0.7%	(0.60)	Yes	0.3%	0.7%	(1.29)	Yes	-	HIT
% Missed Repair Commitment - 8 dB Loop	66-01	H	H	H	TX	P	5.0%	9.7%	(3.66)	Yes	0.5%	8.6%	(5.78)	Yes	0.5%	8.3%	(6.89)	Yes	-	HIT
Mean Time to Restore - 8.0 dB Loop with Test Access-Dispatch	67-01	H	H	H	TX	P	4.9	32.8	(12.85)	Yes	2.2	29.4	(12.64)	Yes	2.5	21.1	(12.75)	Yes	-	HIT
Mean Time to Restore - 5.0 dB Loop with Test Access-Dispatch	67-02	H	H	H	TX	P	9.0	9.4	(0.10)	Yes	2.2	10.2	(2.51)	Yes	2.1	8.8	(2.93)	Yes	-	HIT
Mean Time to Restore - BRI Loop with Test Access-Dispatch	67-03	H	H	H	TX	P	3.7	11.8	(4.93)	Yes	2.7	11.0	(4.98)	Yes	3.0	9.3	(6.67)	Yes	-	HIT
Mean Time to Restore - ISDN BRI Port-Dispatch	67-04	H	H	H	TX	P	n/a	11.8	n/a	-	n/a	11.0	n/a	-	n/a	9.3	(1.28)	Base<10	-	-
Mean Time to Restore - DS1 Loop with Test Access-Dispatch	67-05	H	H	H	TX	P	2.7	4.0	(1.31)	Yes	2.5	3.4	(1.89)	Yes	3.7	3.6	0.16	Yes	-	HIT
Mean Time to Restore - DS1 Dedicated Transport-Dispatch	67-06	H	H	H	TX	P	0.7	4.0	(0.43)	Base<10	2.1	3.4	(0.84)	Base<10	2.5	3.6	(0.79)	Yes	-	-
Mean Time to Restore - ISDN/PRI -Dispatch	67-07	H	H	H	TX	P	n/a	6.3	n/a	-	3.1	5.6	(0.30)	Base<10	3.5	5.3	(0.34)	Base<10	-	-
Mean Time to Restore - DSL -Dispatch - No Line Sharing	67-08	H	H	H	TX	B	3.1	9.0	n/a	-	3.1	9.0	n/a	-	3.7	9.0	0.00	Yes	N	-
Mean Time to Restore - DSL -Dispatch - Line Sharing	67-09	H	H	H	TX	P	n/a	n/a	n/a	-	29.8	30.9	(0.21)	Yes	55.5	45.9	0.45	Base<10	-	-
Mean Time to Restore - Analog Trunk Port-Dispatch	67-10	H	H	H	TX	P	1.2	9.4	(0.66)	Base<10	n/a	10.2	n/a	-	n/a	8.8	n/a	-	-	-
Mean Time to Restore - Subtending DDC Trunks-Dispatch	67-11	H	H	H	TX	P	n/a	9.4	n/a	-	n/a	10.2	n/a	-	1.8	8.8	(0.50)	Base<10	-	-
Mean Time to Restore - DS3 Dedicated Transport-Dispatch	67-12	H	H	H	TX	P	5.3	1.2	3.71	Base<10	2.7	0.8	1.30	Base<10	0.1	2.4	(1.65)	Base<10	-	-
Mean Time to Restore - Dark Fiber-Dispatch	67-13	H	H	H	TX	P	n/a	1.2	n/a	-	2.7	0.8	1.36	Base<10	19.9	2.4	15.16	Base<10	-	-
Mean Time to Restore - Analog Line Port-Dispatch	67-14	H	H	H	TX	P	1.1	9.4	(0.82)	Base<10	0.1	10.2	(0.92)	Base<10	2.0	8.8	(0.69)	Base<10	-	-
Mean Time to Restore - 8.0 dB Loop with Test Access-No Dispatch	67-15	H	H	H	TX	P	1.5	12.4	(0.32)	Base<10	1.1	11.4	(0.42)	Base<10	2.8	10.3	(0.36)	Base<10	-	-
Mean Time to Restore - 5.0 dB Loop with Test Access-No Dispatch	67-16	H	H	H	TX	P	0.2	2.0	(0.25)	Base<10	n/a	1.2	n/a	-	n/a	1.3	n/a	-	-	-
Mean Time to Restore - BRI Loop with Test Access-No Dispatch	67-17	H	H	H	TX	P	n/a	3.1	n/a	-	0.1	0.8	(0.27)	Base<10	n/a	0.9	n/a	-	-	-
Mean Time to Restore - ISDN BRI Port-No Dispatch	67-18	H	H	H	TX	P	n/a	3.1	n/a	-	n/a	0.8	n/a	-	n/a	0.9	n/a	-	-	-
Mean Time to Restore - DS1 Loop with Test Access-No Dispatch	67-19	H	H	H	TX	P	0.7	0.6	0.24	Base<10	3.5	0.8	2.15	Base<10	0.4	0.4	0.10	Base<10	-	-
Mean Time to Restore - DS1 Dedicated Transport-No Dispatch	67-20	H	H	H	TX	P	0.4	0.6	(0.23)	Base<10	0.3	0.8	(0.24)	Base<10	0.5	0.4	0.39	Base<10	-	-
Mean Time to Restore - ISDN/PRI - No Dispatch	67-21	H	H	H	TX	P	n/a	1.5	n/a	-	n/a	1.0	n/a	-	n/a	0.6	n/a	-	-	-
Mean Time to Restore - DSL -No Dispatch - No Line Sharing	67-22	H	H	H	TX	B	1.2	9.0	n/a	-	42.1	9.0	n/a	-	14.2	9.0	2.00	No	N	-
Mean Time to Restore - DSL -No Dispatch - Line Sharing	67-23	H	H	H	TX	P	n/a	n/a	n/a	-	0.1	31.2	(0.20)	Base<10	37.9	43.0	(0.98)	Yes	-	-
Mean Time to Restore - Analog Trunk Port-No Dispatch	67-24	H	H	H	TX	P	n/a	2.0	n/a	-	n/a	1.2	n/a	-	n/a	1.3	n/a	-	-	-
Mean Time to Restore - Subtending DDC Trunks-No Dispatch	67-25	H	H	H	TX	P	n/a	2.0	n/a	-	n/a	1.2	n/a	-	n/a	1.3	n/a	-	-	-
Mean Time to Restore - DS3 Dedicated Transport-No Dispatch	67-26	H	H	H	TX	P	n/a	n/a	n/a	-	n/a	1.0	n/a	-	n/a	0.0	n/a	-	-	-
Mean Time to Restore - Dark Fiber-No Dispatch	67-27	H	H	H	TX	P	n/a	n/a	n/a	-	n/a	1.0	n/a	-	2.0	0.0	1.99	No	-	-
Mean Time to Restore - Analog Line Port-No Dispatch	67-28	H	H	H	TX	P	n/a	2.0	n/a	-	n/a	1.2	n/a	-	n/a	1.3	n/a	-	-	-
% Repeat Reports - 8.0 dB Loop with Test Access	69-01	H	H	H	TX	P	6.1%	13.2%	(4.85)	Yes	9.8%	13.0%	(1.91)	Yes	10.7%	12.3%	(1.17)	Yes	-	HIT
% Repeat Reports - 5.0 dB Loop with Test Access	69-02	H	H	H	TX	P	3.8%	11.8%	(1.77)	Yes	27.8%	12.0%	2.88	No	8.1%	13.0%	(0.88)	Yes	-	HIT
% Repeat Reports - BRI Loop with Test Access	69-03	H	H	H	TX	P	17.5%	15.3%	0.91	Yes	11.5%	15.9%	(1.53)	Yes	13.5%	17.0%	(1.53)	Yes	-	HIT
% Repeat Reports - ISDN BRI Port	69-04	H	H	H	TX	P	n/a	15.3%	n/a	-	n/a	15.9%	n/a	-	n/a	17.0%	n/a	-	-	-
% Repeat Reports - DS1 Loop with Test Access	69-05	H	H	H	TX	P	11.1%	18.1%	(1.49)	Yes	12.7%	17.8%	(1.13)	Yes	12.9%	20.2%	(1.75)	Yes	-	HIT
% Repeat Reports - DS1 Dedicated Transport	69-06	H	H	H	TX	P	0.0%	18.1%	(0.73)	Base<10	0.0%	17.8%	n/a	-	0.0%	20.2%	n/a	-	-	-
% Repeat Reports - ISDN/PRI	69-07	H	H	H	TX	P	n/a	6.8%	n/a	-	0.0%	4.3%	0.0%	Base<10	0.0%	10.4%	0.0%	Base<10	-	-
% Repeat Reports - DSL - No Line Sharing	69-08	H	H	H	TX	B	5.5%	12.0%	5.5%	Yes	8.1%	12.0%	8.1%	Yes	8.4%	12.0%	8.4%	Yes	N	HIT
% Repeat Reports - DSL - Line Sharing	69-09	H	H	H	TX	P	n/a		n/a	-	19.7%	15.6%	n/a	-	n/a	35.2%	n/a	-	-	-
% Repeat Reports - Analog Trunk Port	69-10	H	H	H	TX	P	0.0%	11.8%	(0.73)	Base<10	n/a	12.0%	n/a	-	n/a	13.0%	n/a	-	-	-
% Repeat Reports - Subtending DDC Trunks	69-11	H	H	H	TX	P	n/a	11.8%	n/a	-	n/a	12.0%	n/a	-	0.0%	13.0%	(0.39)	Base<10	-	-
% Repeat Reports - DS3 Dedicated Transport	69-12	H	H	H	TX	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	-	-
% Repeat Reports - Dark Fiber	69-13	H	H	H	TX	P	n/a	0.0%	n/a	-	0.0%	0.0%	0.00	Base<10	0.0%	0.0%	0.00	Yes	-	-
% Repeat Reports - Analog Line Port	69-14	H	H	H	TX	P	0.0%	11.8%	(0.90)	Base<10	0.0%	12.0%	(0.64)	Base<10	0.0%	13.0%	(0.55)	Base<10	-	-
% Trunk Blockage - SWBT End Office to CLEC	70-01	H	H	M	TX	B	0.0%	1.0%	(0.95)	Yes	0.0%	1.0%	(1.00)	Yes	0.1%	1.0%	(0.92)	Yes	Y	HIT
% Trunk Blockage - SWBT Tandem to CLEC	70-02	H	H	M	TX	B	0.0%	1.0%	(1.00)	Yes	0.1%	1.0%	(0.90)	Yes	0.0%	1.0%	(0.96)	Yes	Y	HIT
Common Transport Block > 2%	71-01	-	H	M	TX	B	0.4%	3.0%	(2.64)	Yes	0.6%	3.0%	(2.44)	Yes	1.1%	3.0%	(1.93)	Yes	Y	HIT
% Missed Due Dates - Interconnection Trunks	73-01	M	-	-	TX	P	2.5%	26.1%	(67.48)	Yes	7.2%	28.8%	(63.65)	Yes	8.7%	41.3%	(89.29)	Yes	-	HIT
% Held Interconnection Trunks > 30 Days due to Lack of Facilities	73.1-01	H	-	-	TX	B	n/a	n/a	n/a	-	0.0%	n/a	n/a	-	0.0%	n/a	n/a	-	Y	-
% Held Interconnection Trunks > 60 Days due to Lack of Facilities	73.1-02	H	-	-	TX	B	n/a	n/a	n/a	-	0.0%	n/a	n/a	-	0.0%	n/a	n/a	-	Y	-
% Held Interconnection Trunks > 90 Days due to Lack of Facilities	73.1-03	H	-	-	TX	B	n/a	0.0%	n/a	-	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Yes	Y	HIT
Avg. Delay Days for Missed Due Dates	74-01	L	-	-	TX	P	33.1	43.4	(3.82)	Yes	28.9	51.1	(15.25)	Yes	15.8	16.8	(1.44)	Yes		HIT
% SWBT Missed Due Dates > 30 Days	75-01	L	-	-	TX	B	1.5%	2.0%	(0.49)	Yes	2.6%	2.0%	0.65	Yes	1.3%	2.0%	(0.68)	Yes	Y	HIT
Avg. Trunk Restoral Interval	76-01	L	-	-	TX	P	4.8	8.9	(1.90)	Yes	2.9	471.3	(1.30)	Yes	6.7	61.7	(2.21)	Yes		HIT

Texas Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Aug-00 CLEC	Aug-00 SWBT/ Benchmark	Aug-00 % Yes - Z-Value	Aug-00 85% 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 83% Result	Z	Overall Result 88%
Avg. Restoration Interval - Tandem Trunk Groups	77-01	H	H	M	TX	B	1.2	1.0	n/a	-	n/a	1.0	n/a	-	n/a	1.0	n/a	-	Y	-
Avg. Restoration Interval - Non-Tandem Trunk Groups	77-02	H	H	M	TX	B	0.3	2.0	(1.75)	Base<10	n/a	2.0	n/a	-	n/a	2.0	n/a	-	Y	-
Avg. Interconnection Trunk Install. Interval - Interconnection Trunks	78-01	H	H	-	TX	B	19.3	20.0	(0.75)	Base<10	19.6	20.0	(0.44)	Base<10	29.1	20.0	9.06	No	Y	-
Avg. Interconnection Trunk Install. Interval - SS7	78-02	H	H	-	TX	B	n/a	20.0	n/a	-	n/a	20.0	n/a	-	n/a	20.0	n/a	-	Y	-
Avg. Interconnection Trunk Install. Interval - OS/DA	78-03	H	H	-	TX	B	n/a	20.0	n/a	-	n/a	20.0	n/a	-	64.0	20.0	44.00	Base<10	Y	-
Avg. Interconnection Trunk Install. Interval - E-911	78-04	H	H	-	TX	B	27.8	20.0	7.75	Base<10	7.0	20.0	(13.00)	Base<10	49.7	20.0	29.69	No	Y	-
DA Avg. Speed of Answer	80-01	-	L	-	TX	B	4.7	5.9	0.00	Yes	4.8	5.9	0.00	Yes	5.3	5.9	0.00	Yes	N	HIT
OS Avg. Speed of Answer	82-01	-	L	-	TX	B	3.2	3.3	0.00	Yes	3.0	3.3	0.00	Yes	4.9	3.3	2.00	No	N	HIT
% of LNP Only Due Dates within Industry Guidelines	91-01	-	-	-	TX	B	99.7%	96.5%	(3.24)	Yes	95.7%	96.5%	0.79	Yes	93.8%	96.5%	2.65	No	Y	HIT
% of Time the OSP Releases Prior to the Exp.of the T2 Timer	92-01	-	-	-	TX	B	97.6%	96.5%	(1.08)	Yes	95.4%	96.5%	1.06	Yes	91.1%	96.5%	5.37	No	Y	HIT
% of Customer Accounts Restructured Prior to LNP Due Date	93-01	L		-	TX	B	88.1%	96.5%	8.36	No	82.1%	96.5%	14.45	No	88.1%	96.5%	8.36	No	Y	MISS
LNP % FOCs Rec. Within 5 Hours - Res/Bus LNP Only (1-19) - LEX	94-01	L	M	M	TX	B	95.7%	95.0%	(0.74)	Yes	97.0%	95.0%	(2.01)	Yes	97.8%	95.0%	(2.82)	Yes	Y	HIT
LNP % FOCs Rec. Within 5 Hours - Res/Bus Loop (1-19) - LEX	94-02	L	M	M	TX	B	95.0%	95.0%	(0.01)	Yes	95.6%	95.0%	(0.58)	Yes	95.7%	95.0%	(0.71)	Yes	Y	HIT
LNP % FOCs Rec. Within 48 Hours - LNP Only (20+) - LEX	94-03	L	M	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
LNP % FOCs Rec. Within 48 Hours - LNP with Loop (20+) - LEX	94-04	L	M	M	TX	B	100.0%	95.0%	(5.00)	Base<10	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
LNP % FOCs Rec. Within 24 Hours - LNP Comp Bus (1-19) - LEX	94-05	L	M	M	TX	B	93.3%	95.0%	1.67	Yes	97.9%	95.0%	(2.87)	Yes	98.7%	95.0%	(3.70)	Yes	Y	HIT
LNP % FOCs Rec. Within 48 Hours - LNP Comp Bus (20-50) - LEX	94-06	L	M	M	TX	B	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	Y	HIT
LNP % FOCs Rec. On Time - LNP Comp Bus (51+) - LEX	94-07	L	M	M	TX	B	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Yes	Y	HIT
LNP % FOCs Rec. Within 5 Hours - Res/Bus LNP Only (1-19) - EDI	94-08	L	M	M	TX	B	96.5%	95.0%	(1.47)	Yes	96.4%	95.0%	(1.36)	Yes	99.4%	95.0%	(4.39)	Yes	Y	HIT
LNP % FOCs Rec. Within 5 Hours - Res/Bus Loop (1-19) - EDI	94-09	L	M	M	TX	B	92.4%	95.0%	2.62	No	98.4%	95.0%	(3.39)	Yes	96.8%	95.0%	(1.80)	Yes	Y	HIT
LNP % FOCs Rec. Within 48 Hours - LNP Only (20+) - EDI	94-10	L	M	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
LNP % FOCs Rec. Within 48 Hours - LNP with Loop (20+) - EDI	94-11	L	M	M	TX	B	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	n/a	95.0%	n/a	-	Y	-
LNP % FOCs Rec. Within 24 Hours - LNP Comp Bus (1-19) - EDI	94-12	L	M	M	TX	B	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	97.2%	95.0%	(2.22)	Yes	Y	HIT
LNP % FOCs Rec. Within 48 Hours - LNP Comp Bus (20-50) - EDI	94-13	L	M	M	TX	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	Y	-
LNP % FOCs Rec. On Time - LNP Comp Bus (51+) - EDI	94-14	L	M	M	TX	B	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	Y	HIT
LNP % FOCs Rec. Within 24 Hours - Res/Bus LNP Only (1-19) - Manual	94-15	L	M	M	TX	B	94.2%	95.0%	0.82	Yes	90.3%	95.0%	4.68	No	97.0%	95.0%	(2.00)	Yes	Y	HIT
LNP % FOCs Rec. Within 24 Hours - Res/Bus Loop (1-19) - Manual	94-16	L	M	M	TX	B	86.7%	95.0%	8.33	No	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	Y	-
LNP % FOCs Rec. Within 48 Hours - LNP Only (20+) - Manual	94-17	L	M	M	TX	B	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	n/a	95.0%	n/a	-	Y	-
LNP % FOCs Rec. Within 48 Hours - LNP with Loop (20+) - Manual	94-18	L	M	M	TX	B	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	n/a	95.0%	n/a	-	Y	-
LNP % FOCs Rec. Within 24 Hours - LNP Comp Bus (1-19) - Manual	94-19	L	M	M	TX	B	84.2%	95.0%	10.79	No	95.0%	95.0%	0.00	Yes	75.0%	95.0%	20.00	No	Y	MISS
LNP % FOCs Rec. Within 48 Hours - LNP Comp Bus (20-50) - Manual	94-20	L	M	M	TX	B	50.0%	95.0%	45.00	Base<10	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	Y	-
LNP % FOCs Rec. On Time - LNP Comp Bus (51+) - Manual	94-21	L	M	M	TX	B	100.0%	95.0%	(5.00)	Yes	90.9%	95.0%	4.09	No	100.0%	95.0%	(5.00)	Base<10	Y	-
% Premature Disconnects for LNP Orders - LNP Only	96-01	L	-	-	TX	B	3.0%	2.0%	0.96	Yes	0.1%	2.0%	(1.87)	Yes	2.0%	2.0%	(0.04)	Yes	Y	HIT
% Premature Disconnects for LNP Orders - LNP with Loop	96-02	L	-	-	TX	B	1.4%	2.0%	(0.64)	Yes	0.0%	2.0%	(2.00)	Yes	1.9%	2.0%	(0.11)	Yes	Y	HIT
% of Time SWBT applies 10 digit trigger prior to Due Date - LNP Only	97-01	H	H	-	TX	B	92.6%	96.5%	3.90	No	99.2%	96.5%	(2.67)	Yes	99.8%	96.5%	(3.26)	Yes	Y	HIT
% of Time SWBT applies 10 digit trigger prior to Due Date - LNP with Loop	97-02	H	H	-	TX	B	89.6%	96.5%	6.94	No	98.4%	96.5%	(1.94)	Yes	97.1%	96.5%	(0.62)	Yes	Y	HIT
Percent LNP I-Reports in 10 Days	98-01	H	H	M	TX	P	0.1%	2.1%	(10.69)	Yes	0.1%	2.1%	(11.38)	Yes	0.0%	2.2%	(11.88)	Yes	-	HIT
Avg. Delay Days for SWBT Missed Due Dates - LNP	99-01	M	M	-	TX	P	5.5	7.6	(1.47)	Yes	3.5	7.4	(4.23)	Yes	6.7	7.4	(0.47)	Yes	-	HIT
Avg. Time of Out of Service for LNP Conversions	100-01	H	H	-	TX	B	23.8	60.0	(36.20)	Yes	4.5	60.0	(55.51)	Yes	4.2	60.0	(55.76)	Yes	Y	HIT
% Out of Service less than 60 Minutes	101-01	M	M	-	TX	B	92.6%	96.5%	3.93	No	100.0%	96.5%	(3.50)	Yes	99.6%	96.5%	(3.08)	Yes	Y	HIT
% Errors for E-911 Database Updates	103-01	L	-	-	TX	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	-	-	TX	P	0.5	9.4	(8.65)	Yes	0.2	9.2	(10.46)	Yes	0.1	9.4	(13.13)	Yes	-	HIT
% of Request Processed within 35 Days	105-01	L	-	-	TX	B	100.0%	90.0%	0.00	Yes	100.0%	90.0%	0.00	Yes	100.0%	90.0%	0.00	Yes	N	HIT
Average Days Required to Process a Request	106-01		-		Tx	B	16.3	14.0	2.00	No	21.0	14.0	2.00	No	20.8	14.0	2.00	No	N	MISS
% Missed Collocation Due Dates - Caged - Initial	107-01	H	H	M	TX	B	0.0%	5.0%	0.00	Yes	14.3%	5.0%	2.00	Base<10	0.0%	5.0%	0.00	Base<10	N	-
% Missed Collocation Due Dates - Caged - Augments	107-02	H	H	M	TX	B	0.0%	5.0%	0.00	Yes	0.0%	5.0%	0.00	Yes	16.7%	5.0%	2.00	No	N	HIT
% Missed Collocation Due Dates - Cageless - Initial	107-03	H	H	M	TX	B	0.0%	5.0%	0.00	Yes	14.3%	5.0%	2.00	No	20.0%	5.0%	2.00	Base<10	N	-
% Missed Collocation Due Dates - Cageless - Augments	107-04	H	H	M	TX	B	0.0%	5.0%	0.00	Yes	0.0%	5.0%	0.00	Yes	0.0%	5.0%	0.00	Yes	N	HIT
% Missed Collocation Due Dates - Shared Caged - Initial	107-05	H	H	M	TX	B	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	N	-
% Missed Collocation Due Dates - Shared Caged - Augments	107-06	H	H	M	TX	B	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	N	-
% Missed Collocation Due Dates - Virtual - Initial	107-07	H	H	M	TX	B	0.0%	5.0%	0.00	Base<10	0.0%	5.0%	0.00	Base<10	n/a	5.0%	n/a	-	N	-
% Missed Collocation Due Dates - Virtual - Augments	107-08	H	H	M	TX	B	n/a	5.0%	n/a	-	0.0%	5.0%	0.00	Yes	n/a	5.0%	n/a	-	N	-
Avg. Delay Days - Caged - Initial	108-01	L	-	-	TX	B	n/a	n/a	n/a	-	59.0	9.0	2.00	Base<10	n/a	n/a	n/a	-	N	-
Avg. Delay Days - Caged - Augments	108-02	L	-	-	TX	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	85.0	5.1	2.00	Base<10	N	-
Avg. Delay Days - Cageless - Initial	108-03	L	-	-	TX	B	n/a	n/a	n/a	-	70.5	7.0	2.00	Base<10	41.0	12.0	2.00	Base<10	N	-
Avg. Delay Days - Cageless - Augments	108-04	L	-	-	TX	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	N	-
Avg. Delay Days - Shared Caged - Initial	108-05	L	-	-	TX	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	N	-
Avg. Delay Days - Shared Caged - Augments	108-06	L	-	-	TX	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	N	-
Avg. Delay Days - Virtual - Initial	108-07	L	-	-	TX	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	N	-
Avg. Delay Days - Virtual - Augments	108-08	L	-	-	TX	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	N	-
% of Collocation Requests within Guidelines - Caged - Initial	109-01	L	-	-	TX	B	84.6%	90.0%	2.00	No	75.7%	90.0%	2.00	No	100.0%	90.0%	0.00	Base<10	N	MISS
% of Collocation Requests within Guidelines - Caged - Augments	109-02	L	-	-	TX	B	92.9%	90.0%	0.00	Yes	94.4%	90.0%	0.00	Yes	100.0%	90.0%	0.00	Yes	N	HIT
% of Collocation Requests within Guidelines - Cageless - Initial	109-03	L	-	-	TX	B	100.0%	90.0%	0.00	Base<10	100.0%	90.0%	0.00	Yes	100.0%	90.0%	0.00	Yes	N	HIT
% of Collocation Requests within Guidelines - Cageless - Augments	109-04	L	-	-	TX	B	97.6%	90.0%	0.00	Yes	95.0%	90.0%	0.00	Yes	100.0%	90.0%	0.00	Base<10	N	HIT
% of Collocation Requests within Guidelines - Shared Caged - Initial	109-05	L	-	-	TX	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	N	
% of Collocation Requests within Guidelines - Shared Caged - Augments	109-06	L	-	-	TX	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	N	

Texas Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Aug-00 CLEC	Aug-00 SWBT/ Benchmark	Aug-00 % Yes - Z-Value	Aug-00 85% 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 83% Result	Z	Overall Result 88%
% of Collocation Requests within Guidelines - Virtual - Initial	109-07	L	-	-	TX	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	N	-
% of Collocation Requests within Guidelines - Virtual - Augments	109-08	L	-	-	TX	B	100.0%	90.0%	0.00	Base<10	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	N	-
Percent of Updates into DA Database within 72 Hours	110-01	L	-	-	TX	B	100.00%	95.0%	(5.00)	Yes	100.00%	95.0%	(5.00)	Yes	100.00%	95.0%	(5.00)	Yes	Y	HIT
Average Update Interval for DA Database	111-01	L	-	-	TX	B	58.8	48.0	10.81	No	66.6	48.0	18.57	No	43.3	48.0	(4.70)	Yes	Y	MISS
% of Database Accuracy for Manual Updates	112-01	L	-	-	TX	B	100.0%	97.0%	(3.00)	Yes	100.0%	97.0%	(3.00)	Yes	100.0%	97.0%	(3.00)	Yes	Y	HIT
% of Premature Disconnects - Coordinated Hot Cuts - LNP	114-01	H	H	-	TX	B	1.1%	2.0%	(0.91)	Yes	0.0%	2.0%	(2.00)	Yes	0.1%	2.0%	(1.89)	Yes	Y	HIT
% of Premature Disconnects - Coordinated Hot Cuts - LNP with Loop	114-02	H	H	-	TX	B	2.3%	2.0%	0.31	Yes	0.0%	2.0%	(2.00)	Yes	1.8%	2.0%	(0.25)	Yes	Y	HIT
% of Premature Disconnects - Frame Due Time - LNP	114-03	H	H	-	TX	B	0.2%	2.0%	(1.77)	Yes	0.0%	2.0%	(2.00)	Yes	n/a	2.0%	n/a	-	Y	HIT
% of Premature Disconnects - Frame Due Time - LNP with Loop	114-04	H	H	-	TX	B	0.4%	2.0%	(1.64)	Yes	0.0%	2.0%	(2.00)	Yes	0.0%	2.0%	(2.00)	Yes	Y	HIT
CHC/FDT LNP with Loop Provisioning Interval - Coor. Hot Cuts (<10 Lines)	114.1-01	-	-	M	TX	B	97.8%		n/a	-	98.8%		n/a	-	95.0%		n/a	-	Y	-
CHC/FDT LNP with Loop Provisioning Interval - Coor. Hot Cuts (10-24 Lines)	114.1-02	-	-	M	TX	B	96.1%		n/a	-	99.0%		n/a	-	100.0%		n/a	-	Y	-
CHC/FDT LNP with Loop Provisioning Interval - Frame Due Time (<10 Lines)	114.1-03	-	-	M	TX	B	96.6%		n/a	-	95.2%		n/a	-	94.6%		n/a	-	Y	-
CHC/FDT LNP with Loop Provisioning Interval - Frame Due Time (10-24 Lines)	114.1-04	-	-	M	TX	B	100.0%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	Y	-
% Privisioning Trouble Reports (PTR) - CHC	115-01	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	0.1%		n/a	-	-	-
% Privisioning Trouble Reports (PTR) - FDT	115-02	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	0.7%		n/a	-	-	-
Meant Time to Restore - PTR - CHC	115.1-01	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	12300.0%		n/a	-	-	-
Meant Time to Restore - PTR - FDT	115.1-02	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	3277.8%		n/a	-	-	-
% NXXs Loaded/Tested Prior to LERG	117-01	H	H	-	TX	P	100.0%	37.3%	(3.52)	Base<10	59.1%	9.3%	(5.80)	Yes	97.7%	38.0%	(9.13)	Yes	-	HIT
Avg. Delay Days for NXX Loading and Testing	118-01	L	-	-	TX	P	n/a	3.0	n/a	-	19.6	22.2	(3.68)	Yes	24.3	10.6	5.96	Base<10	-	-
% of Requests Processed within 30 Business Days	120-01	-	-	-	TX	B	100.0%	90.0%	0.00	Base<10	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	N	-
% of Quotes Provided for Authorized BFRs Within 10 Business Days	121-01	H	H	-	TX	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	N	-
% of Quotes Provided for Authorized BFRs Within 30 Business Days	121-02	H	H	-	TX	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	N	-
% of Quotes Provided for Authorized BFRs Within 90 Business Days	121-03	H	H	-	TX	B	n/a	90.0%	n/a	-	100.0%	90.0%	0.00	Base<10	n/a	90.0%	n/a	-	N	-
% of Timely and Compliant Change Management Notices	123-01	-	-	-	CO	-	n/a		n/a	-	69.2%		n/a	-	50.0%		n/a	-	-	-

Texas Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Aug-00 CLEC	Aug-00 SWBT/ Benchmark	Aug-00 % Yes - Z-Value	Aug-00 85% 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 83% Result	Z	Overall Result 88%
Total # Submeasures									684				684				684			
# Counted (with z-score and sample size of 10 or more)									316				350				357			
# Not Counted (Base < 10 or n/a)									368				334				327			
Critical Z Value									1.68				1.68				1.68			
Number of Submeasures Met									270				289				298			292
Number of Submeasures Missed									46				61				59			41
Success Ratio - All Measures									**85.4%**				**82.6%**				**83.5%**			**87.7%**
Total # Tier 2 Submeasures									317				317				317			
# Counted (with z-score and sample size of 10 or more)									179				194				199			
# Not Counted (Base < 10 or n/a)									138				123				118			
Number of Submeasures Met									152				164				168			168
Number of Submeasures Missed									27				30				31			20
Success Ratio - Tier 2 Measures Only									**84.9%**				**84.5%**				**84.4%**			**89.4%**
Total # Tier 1 and/or Tier 2 Submeasures									396				396				396			
# Counted (with z-score and sample size of 10 or more)									222				241				248			
# Not Counted (Base < 10 or n/a)									174				155				148			
Number of Submeasures Met									188				197				210			204
Number of Submeasures Missed									34				44				38			29
Success Ratio - Tier 1 and/or Tier 2 Measures									**84.7%**				**81.7%**				**84.7%**			**87.6%**
Total # Tier 3 Submeasures (FCC 20)									357				357				357			
# Counted (with z-score and sample size of 10 or more)									184				202				213			
# Not Counted (Base < 10 or n/a)									173				155				144			
Number of Submeasures Met									159				162				175			168
Number of Submeasures Missed									25				40				38			24
Success Ratio - Tier 3 Measures (FCC 20)									**86.4%**				**80.2%**				**82.2%**			**87.5%**

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.

(3) Beginning with August 2000 data, T2A Version 1.7 rules, some measures no longer use the critical Z allowance to determine compliance. The column headed "Z" shows "Y" if the critical Z is allowed and "N" if it is not allowed. Measures marked "N" for "critical Z not allowed" will have a z-score of either 0 or 2. (0=Hit, 2=Miss). All measures involved have benchmarks rather than parity comparisons.