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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Ms. Magalie Roman Salas
Office of the Secretary
Federal Communications Commission
445 12th Street S.W. Room TW A325
Washington D.C. 20554

Ex-Parte

Re: Application by SBC Communications Inc. for Authorization Under Section 271 of the Communications Act to Provide In-Region Interlata Service in the States of Kansas and Oklahoma. Docket No. 00-217

Dear. Ms. Salas:

Please find enclosed an original and one copy of SWBT's performance measures for the month of November. Full sets of the detailed reports for Kansas, Oklahoma, and Texas in both the 1.6 and 1.7 versions are included. Both version 1.6 and version 1.7 Performance Measurement Hit or Miss Reports (HOMR) are included for these states as well.

Sincerely,

Edwardo Rodriguez Jr.

Edwardo (Eddie) Rodriguez
Director – Federal Regulatory

No. of Copies rec'd 0+1
List A B C D E

Attachments

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FEDERAL COMMUNICATIONS COMMISSION
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Texas Aggregated Performance Measures

Version 1.6

Description	PM	Tier 1	Tier 2	Tier 3	Area	P/B	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 87% Result	Nov-00 CLEC	Nov-00 SWBT/ Benchmark	Nov-00 % Yes - Z-Value	Nov-00 88% Result	Overall Result 91%
Avg Resp for OSS Pre-Order - Address Verification - DATAGATE	1-01	L	M	M	CO	B	2.3	4.7	(2.42)	Yes	2.1	4.7	(2.58)	Yes	2.1	4.7	(2.62)	Yes	HIT
Avg Resp for OSS Pre-Order - Req for Telephone Number - DATAGATE	1-02	L	M	M	CO	B	3.2	4.5	(1.30)	Yes	3.1	4.5	(1.40)	Yes	3.0	4.5	(1.50)	Yes	HIT
Avg Resp for OSS Pre-Order - Req for CSR (< 30 WTN) - DATAGATE	1-03	L	M	M	CO	B	4.1	6.6	(2.46)	Yes	2.3	6.6	(4.32)	Yes	3.0	6.6	(3.57)	Yes	HIT
Avg Resp for OSS Pre-Order - Req for CSR (> 30 WTN) - DATAGATE	1-04		-	-	CO	-	14.8		n/a	-	12.7		n/a	-	14.1		n/a	-	-
Avg Resp for OSS Pre-Order - Serv Availability - DATAGATE	1-05	L	M	M	CO	B	1.9	6.6	(4.70)	Yes	1.7	6.6	(4.90)	Yes	2.1	6.6	(4.50)	Yes	HIT
Avg Resp for OSS Pre-Order - Serv Appointment Scheduling - DATAGATE	1-06	L	M	M	CO	B	0.9	1.0	(0.10)	Yes	1.8	1.0	0.80	Yes	0.4	1.0	(0.60)	Yes	HIT
Avg Resp for OSS Pre-Order - Dispatch Required - DATAGATE	1-07	L	M	M	CO	B	9.2	12.6	(3.41)	Yes	7.6	12.6	(5.00)	Yes	7.6	12.6	(5.00)	Yes	HIT
Avg Resp for OSS Pre-Order - PIC - DATAGATE	1-08	L	M	-	CO	B	5.9	28.0	(22.10)	Yes	4.4	28.0	(23.60)	Yes	11.1	28.0	(16.90)	Yes	HIT
Avg Resp for OSS Pre-Order - Address Verification -VERIGATE	1-09	L	M	M	CO	B	3.1	4.7	(1.58)	Yes	2.9	4.7	(1.80)	Yes	2.9	4.7	(1.79)	Yes	HIT
Avg Resp for OSS Pre-Order - Req for Telephone Number - VERIGATE	1-10	L	M	M	CO	B	2.2	4.5	(2.27)	Yes	2.1	4.5	(2.43)	Yes	2.0	4.5	(2.55)	Yes	HIT
Avg Resp for OSS Pre-Order - Req for CSR (< 30 WTN) - VERIGATE	1-11	L	M	M	CO	B	3.4	6.6	(3.24)	Yes	2.3	6.6	(4.35)	Yes	4.0	6.6	(2.56)	Yes	HIT
Avg Resp for OSS Pre-Order - Req for CSR (> 30 WTN) - VERIGATE	1-12	-	-	-	CO	-	7.0		n/a	-	5.1		n/a	-	8.5		n/a	-	
Avg Resp for OSS Pre-Order - Serv Availability - VERIGATE	1-13	L	M	M	CO	B	3.7	6.6	(2.91)	Yes	2.0	6.6	(4.57)	Yes	2.7	6.6	(3.89)	Yes	HIT
Avg Resp for OSS Pre-Order - Serv Appointment Scheduling - VERIGATE	1-14	L	M	M	CO	B	1.6	1.0	0.63	Yes	2.4	1.0	1.41	Yes	0.4	1.0	(0.57)	Yes	HIT
Avg Resp for OSS Pre-Order - Dispatch Required - VERIGATE	1-15	L	M	M	CO	B	9.3	12.6	(3.34)	Yes	8.4	12.6	(4.18)	Yes	7.9	12.6	(4.72)	Yes	HIT
Avg Resp for OSS Pre-Order - PIC - VERIGATE	1-16	L	M	-	CO	B	20.2		n/a	-	18.4		n/a	-	18.7		n/a	-	-
Avg Resp Rec within "x" sec - Address Verification - DATAGATE	2-01	L	M	-	CO	B	99.6%	95.0%	(4.60)	Yes	99.8%	95.0%	(4.82)	Yes	99.6%	95.0%	(4.60)	Yes	HIT
Avg Resp Rec within "x" sec - Req for Telephone Number - DATAGATE	2-02	L	M	-	CO	B	99.1%	95.0%	(4.05)	Yes	99.3%	95.0%	(4.33)	Yes	99.1%	95.0%	(4.13)	Yes	HIT
Avg Resp Rec within "x" sec - Req for CSR - DATAGATE	2-03	L	M	-	CO	B	98.7%	95.0%	(3.70)	Yes	99.6%	95.0%	(4.56)	Yes	98.5%	95.0%	(3.49)	Yes	HIT
Avg Resp Rec within "x" sec - Service Availability - DATAGATE	2-04	L	M	-	CO	B	99.6%	95.0%	(4.55)	Yes	99.5%	95.0%	(4.51)	Yes	99.2%	95.0%	(4.21)	Yes	HIT
Avg Resp Rec within "x" sec - Serv Appointment Scheduling - DATAGATE	2-05	L	M	-	CO	B	97.5%	95.0%	(2.45)	Yes	96.5%	95.0%	(1.49)	Yes	98.5%	95.0%	(3.46)	Yes	HIT
Avg Resp Rec within "x" sec - Dispatch Required - DATAGATE	2-06	L	M	-	CO	B	92.5%	90.0%	(2.46)	Yes	91.0%	90.0%	(1.05)	Yes	91.6%	90.0%	(1.57)	Yes	HIT
Avg Resp Rec within "x" sec - PIC - DATAGATE	2-07	L	M	-	CO	B	97.2%	95.0%	(2.19)	Yes	100.0%	95.0%	(4.99)	Yes	88.6%	95.0%	6.43	No	HIT
Avg Resp Rec within "x" sec - Address Verification - VERIGATE	2-08	L	M	-	CO	B	94.3%	90.0%	(4.34)	Yes	94.9%	90.0%	(4.93)	Yes	95.1%	90.0%	(5.12)	Yes	HIT
Avg Resp Rec within "x" sec - Req for Telephone Number - VERIGATE	2-09	L	M	-	CO	B	97.3%	90.0%	(7.34)	Yes	97.8%	90.0%	(7.80)	Yes	97.8%	90.0%	(7.81)	Yes	HIT
Avg Resp Rec within "x" sec - Req for CSR - VERIGATE	2-10	L	M	-	CO	B	96.3%	90.0%	(6.31)	Yes	98.0%	90.0%	(7.97)	Yes	96.5%	90.0%	(6.51)	Yes	HIT
Avg Resp Rec within "x" sec - Service Availability - VERIGATE	2-11	L	M	-	CO	B	96.4%	90.0%	(6.35)	Yes	99.1%	90.0%	(9.11)	Yes	98.0%	90.0%	(7.96)	Yes	HIT
Avg Resp Rec within "x" sec - Service Appointment Scheduling - VERIGATE	2-12	L	M	-	CO	B	97.4%	90.0%	(7.36)	Yes	97.3%	90.0%	(7.32)	Yes	98.7%	90.0%	(8.74)	Yes	HIT
Avg Resp Rec within "x" sec - Dispatch Required - VERIGATE	2-13	-	M	-	CO	B	85.7%	90.0%	4.29	No	86.7%	90.0%	3.30	No	90.8%	90.0%	(0.75)	Yes	MISS
Avg Resp Rec within "x" sec - PIC - VERIGATE	2-14	L	M	-	CO	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
EASE Average Response Time	3-01	-	-	-	TX	P	0.49	0.49	0.00	Yes	0.00	0.55	0.00	Base<10	0.49	0.53	0.00	Yes	HIT
OSS Interface Availability - DATAGATE	4-01.1	-	H	M	CO	B	99.4%	99.5%	2.00	No	99.7%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
OSS Interface Availability - VERIGATE	4-01.2	-	H	M	CO	B	99.8%	99.5%	0.00	Yes	99.8%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
OSS Interface Availability - LEX	4-01.3	-	H	M	CO	B	99.6%	99.5%	0.00	Yes	98.6%	99.5%	2.00	No	99.2%	99.5%	2.00	No	MISS
OSS Interface Availability - TOOLBAR	4-01.4	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
OSS Interface Availability - LRAF	4-01.5	-	H	M	CO	B	99.9%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
OSS Interface Availability - EDI - FTP	4-01.6	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
OSS Interface Availability - EDI - IA (SSL3)	4-01.7	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	98.3%	99.5%	2.00	No	100.0%	99.5%	0.00	Yes	HIT
OSS Interface Availability - EDI - NDM	4-01.8	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
OSS Interface Availability - EDI - VAN	4-01.9	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
Consumer EASE Availability	4-02	-	H	M	TX	B	99.4%	99.5%	2.00	No	99.9%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
Business EASE Availability	4-03	-	H	M	TX	B	99.5%	99.5%	2.00	No	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
OSS Interface Availability - EDI	4-01.10	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
% FOCs Rec Within 5 Hours - Residence and Simple Business - LEX	5-01	L	M	M	TX	B	92.3%	95.0%	2.73	No	98.0%	95.0%	(3.02)	Yes	98.6%	95.0%	(3.58)	Yes	HIT
% FOCs Rec Within 24 Hours - Complex Business (1-200 Lines) - LEX	5-02	L	M	M	TX	B	91.6%	94.0%	2.45	No	96.5%	94.0%	(2.50)	Yes	99.9%	94.0%	(5.85)	Yes	HIT
% 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	-	-
% FOCs Rec Within 5 Hours - UNE Loop (1-49) - LEX	5-04	L	M	M	TX	B	98.8%	95.0%	(3.75)	Yes	98.8%	95.0%	(3.81)	Yes	99.2%	95.0%	(4.24)	Yes	HIT
% 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	-	-
% FOCs Rec Within 5 Hours - Switch Ports - LEX	5-06	L	M	M	TX	B	90.0%	95.0%	5.00	No	97.8%	95.0%	(2.83)	Yes	96.6%	95.0%	(1.63)	Yes	HIT
% FOCs Rec Within 5 Hours - Residence and Simple Business - EDI	5-07	L	M	M	TX	B	92.1%	95.0%	2.88	No	99.3%	95.0%	(4.33)	Yes	98.8%	95.0%	(3.85)	Yes	HIT
% FOCs Rec Within 24 Hours - Complex Business (1-200 Lines) - EDI	5-08	L	M	M	TX	B	n/a	94.0%	n/a	-	100.0%	94.0%	(6.00)	Base<10	n/a	94.0%	n/a	-	-
% 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	-	-
% FOCs Rec Within 5 Hours - UNE Loop (1-49) - EDI	5-10	L	M	M	TX	B	96.9%	95.0%	(1.95)	Yes	99.1%	95.0%	(4.10)	Yes	98.4%	95.0%	(3.39)	Yes	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	-	-
% 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	-	-
% FOCs Rec Within 24 Hours - Residence and Simple Business - Man	5-13	L	M	M	TX	B	98.2%	95.0%	(3.22)	Yes	98.7%	95.0%	(3.69)	Yes	98.6%	95.0%	(3.62)	Yes	HIT
% FOCs Rec Within 24 Hours - Complex Business (1-200 Lines) - Man	5-14	L	M	M	TX	B	98.3%	94.0%	(4.31)	Yes	98.6%	94.0%	(4.58)	Yes	98.8%	94.0%	(4.80)	Yes	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	-	
% FOCs Rec Within 24 Hours - UNE Loop (1-49) - Man	5-16	L	M	M	TX	B	90.4%	95.0%	4.62	No	97.4%	95.0%	(2.44)	Yes	98.5%	95.0%	(3.53)	Yes	HIT
% 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	-	-
% FOCs Rec Within 24 Hours - Switch Ports - Man	5-18	L	M	M	TX	B	100.0%	94.0%	(6.00)	Yes	100.0%	94.0%	(6.00)	Base<10	100.0%	94.0%	(6.00)	Yes	HIT
% FOCs Rec Within 6 Hours - xDSL-capable Loops - LEX (1-20 Loops)	5.1-01	L	M	-	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	96.0%	95.0%	2.00	No	
% FOCs Rec Within 14 Hours - xDSL-capable Loops - LEX (Over 20 Loops)	5.1-02	L	M	-	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	
% FOCs Rec Within 6 Hours - Line Sharing - LEX (1-49 Loops)	5.1-03	L	M	-	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	91.5%	95.0%	3.51	No	
% FOCs Rec Within 14 Hours - Line Sharing - LEX (Over 49 Loops)	5.1-04	L	M	-	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	
% FOCs Rec Within 6 Hours - xDSL-capable Loops - EDI (1-20 Loops)	5.1-05	L	M	-	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	96.0%	95.0%	2.00	No	

Texas Aggregated Performance Measures

Version 1.6

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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 87% Result	Nov-00 CLEC	Nov-00 SWBT/ Benchmark	Nov-00 % Yes - Z-Value	Nov-00 88% Result	Overall Result 91%
% FOCs Rec Within 14 Hours - xDSL-capable Loops - EDI (Over 20 Loops)	5 1-06	L	M	-	TX	B	n/a	95 0%	n/a	-	n/a	95 0%	n/a	-	n/a	95 0%	n/a	-	-
% FOCs Rec Within 6 Hours -Line Sharing - EDI (1-49 Loops)	5 1-07	L	M	-	TX	B	n/a	95 0%	n/a		n/a	95 0%	n/a	-	96 7%	95 0%	2 00	No	
% FOCs Rec Within 14 Hours - Line Sharing - EDI (Over 49 Loops)	5 1-08	L	M	-	TX	B	n/a	95 0%	n/a	-	n/a	95 0%	n/a	-	n/a	95 0%	n/a	-	-
% FOCs Rec Within 24 Hours - xDSL-capable Loops - Manual (1-49 Loops)	5 1-09	L	M	-	TX	B	n/a	95 0%	n/a	-	n/a	95 0%	n/a	-	99 5%	95 0%	(4 52)	Yes	-
% FOCs Rec Within 48 Hours - xDSL-capable Loops - Manual (Over 49 Loops)	5 1-10	L	M	-	TX	B	n/a	95 0%	n/a	-	n/a	95 0%	n/a	-	n/a	95 0%	n/a	-	-
% FOCs Rec Within 24 Hours - Line Sharing - Manual (1-49 Loops)	5 1-11	L	M	-	TX	B	n/a	95 0%	n/a	-	n/a	95 0%	n/a	-	100 0%	95 0%	(5 00)	Base<10	-
% FOCs Rec Within 48 Hours - Line Sharing - Manual (Over 49 Loops)	5 1-12	L	M		TX	B	n/a	95 0%	n/a	-	n/a	95 0%	n/a	-	n/a	95 0%	n/a	-	-
Average Time to Return FOC (Hours) - Residence and Simple Business - LEX	6-01	-	-	-	TX	-	2 7		n/a	-	1 2		n/a	-	0 9		n/a	-	-
Average Time to Return FOC (Hours) - Complex Business (1-200 Lines) - LEX	6-02	-	-	-	TX	-	13 0		n/a	-	5 0		n/a	-	2 9		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 0		n/a	-	0 9		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	-	3 8		n/a	-	3 3		n/a	-	3 1		n/a	-	-
Average Time to Return FOC (Hours) - Residence and Simple Business - EDI	6-07	-	-	-	TX	-	2 4		n/a	-	0 9		n/a	-	1 0		n/a	-	-
Average Time to Return FOC (Hours) - Complex Business (1 - 200 Lines) - EDI	6-08	-	-	-	TX	-	n/a		n/a	-	2 9		n/a	-	n/a		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 1		n/a	-	1 4		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	-	12 2		n/a	-	10 4		n/a	-	10 0		n/a	-	-
Average Time to Return FOC (Hours) - Complex Business (1-200 Lines) - Man	6-14	-	-	-	TX	-	12 4		n/a	-	13 9		n/a	-	12 1		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	-	28 7		n/a	-	17 2		n/a	-	14 1		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	-	11 8		n/a	-	9 8		n/a	-	19 4		n/a	-	
% Mech Completions Returned Within One Hour - LEX	7-01	L	-	-	TX	B	99 5%	97 0%	(2 50)	Yes	97 9%	97 0%	(0 88)	Yes	99 0%	97 0%	(2 00)	Yes	HIT
% Mech Completions Returned Within One Hour - EDI	7-02	L	-	-	TX	B	93 7%	97 0%	3 27	No	99 9%	97 0%	(2 92)	Yes	99 6%	97 0%	(2 62)	Yes	HIT
% Mech Completions Returned Within One Day - LEX	7 1-01	-	-	L	TX	B	97 1%	97 0%	(0 09)	Yes	97 5%	97 0%	(0 45)	Yes	97 3%	97 0%	(0 27)	Yes	HIT
% Mech Completions Returned Within One Day - EDI	7 1-02	-	-	L	TX	B	98 1%	97 0%	(1 05)	Yes	99 0%	97 0%	(2 02)	Yes	98 8%	97 0%	(1 76)	Yes	HIT
Average Time to Return Mechanized Completions (Hours) - LEX	8-01	L	-	-	TX	-	0 03		n/a	-	0 14		n/a	-	0 05		n/a	-	
Average Time to Return Mechanized Completions (Hours) - EDI	8-02	L	-	-	TX	-	0 45		n/a	-	0 15		n/a	-	0 14		n/a	-	-
Percent Rejects - LEX	9-01	-	-	-	TX	-	33 5%		n/a	-	36 9%		n/a	-	35 1%		n/a	-	-
Percent Rejects - EDI	9-02	-	-	-	TX	-	19 2%		n/a	-	18 1%		n/a	-	19 4%		n/a	-	-
% Mech Rejects Retd within One Hour of Receipt in LASR - LEX	10-01	L	-	-	TX	B	100 0%	97 0%	(2 99)	Yes	98 6%	97 0%	(1 61)	Yes	100 0%	97 0%	(2 96)	Yes	HIT
% Mech Rejects Retd within One Hour of Receipt in LASR - EDI	10-02	L	-	-	TX	B	99 6%	97 0%	(2 63)	Yes	99 9%	97 0%	(2 95)	Yes	100 0%	97 0%	(2 99)	Yes	HIT
% Manual Rejects Recd Electronically and Retd Within Five Hours	10 1-01	L	-	-	TX	B	76 3%	97 0%	20 75	No	96 4%	97 0%	0 63	Yes	97 0%	97 0%	0 02	Yes	HIT
Mean Time to Return Mechanized Rejects (Hours) - LEX	11-01	-	-	-	TX	-	0 03		n/a	-	0 41		n/a	-	0 13		n/a	-	-
Mean Time to Return Mechanized Rejects (Hours) - EDI	11-02	-	-	-	TX	-	0 44		n/a	-	0 31		n/a	-	0 45		n/a	-	-
Mean Time to Return Manual Rejects Recd via LEX or EDI	11 1-01	-	-	-	TX	B	9 2	5 0	4 22	No	2 9	5 0	(2 06)	Yes	2 6	5 0	(2 37)	Yes	HIT
Mechanized Provisioning Accuracy	12-01	L	L	-	TX	P	99 2%	94 6%	(92 88)	Yes	98 9%	93 0%	(110 88)	Yes	98 6%	94 8%	(74 00)	Yes	HIT
Order Process % Flow Through - EASE	13-01	L	H	H	TX	P	98 2%	88 3%	(78 95)	Yes	97 3%	87 4%	(78 96)	Yes	98 6%	87 3%	(85 78)	Yes	HIT
Order Process % Flow Through - LEX	13-02	L	H	H	TX	P	86 3%	88 3%	16 63	No	83 0%	87 4%	35 03	No	84 6%	87 3%	20 02	No	MISS
Order Process % Flow Through - EDI	13-03	L	H	H	TX	P	93 1%	88 3%	(75 22)	Yes	91 8%	87 4%	(64 75)	Yes	89 7%	87 3%	(32 24)	Yes	HIT
Billing Accuracy - CRIS Usage Bill Audit	14-01	-	-	-	CO	P	0 00%	0 05%	(0 96)	Yes	0 00%	0 04%	(0 86)	Yes	0 00%	0 08%	(1 15)	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 98)	Yes	100 0%	99 0%	(0 99)	Yes	100 0%	99 0%	(0 99)	Yes	HIT
% of Billing Records Transmitted Correctly	16-01	L	-	-	CO	B	100 0%	95 0%	(5 00)	Yes	100 0%	95 0%	(5 00)	Yes	100 0%	95 0%	(5 00)	Yes	HIT
Billing Completeness	17-01	L	M	-	CO	P	95 8%	98 6%	134 78	No	96 7%	98 4%	82 42	No	96 8%	98 6%	85 95	No	MISS
Billing Timeliness	18-01	L	H	M	TX	B	99 7%	95 0%	(4 72)	Yes	100 0%	95 0%	(5 00)	Yes	100 0%	95 0%	(5 00)	Yes	HIT
Daily Usage Feed Timeliness	19-01	-	-	-	CO	B	99 0%	95 0%	(4 04)	Yes	99 9%	95 0%	(4 92)	Yes	95 2%	95 0%	(0 20)	Yes	HIT
Percent Unbillable Usage - CRIS (AMA/ECS)	20-01	-	-	-	CO	-	0 20%		n/a	-	0 17%		n/a	-	0 24%		n/a	-	-
Percent Unbillable Usage - CABS	20-02	-	-	-	CO	-	0 08%		n/a	-	0 07%		n/a	-	0 06%		n/a	-	-
LSC Average Speed of Answer (SOA) - Seconds - Dallas	21-01	-	-	-	CO	P	4 0	7 5	(3 47)	Yes	4 0	5 3	(1 32)	Yes	5 0	9 4	(4 36)	Yes	HIT
LSC Average Speed of Answer (SOA) - Seconds - Alliance	21-02	-	-	-	CO	P	7 0	7 5	(0 47)	Yes	7 0	0 0	7 00	No	6 0	9 4	(3 36)	Yes	HIT
LSC Average Speed of Answer (SOA) - Seconds - Gateway	21-03	-	-	-	CO	P	0 0	7 5	(7 47)	Base<10	0 0	5 3	(5 32)	Base<10	6 0	9 4	(3 36)	Yes	-
LSC Grade of Service (GOS) - Dallas	22-01	-	H	-	CO	P	94 7%	92 8%	(10 15)	Yes	97 7%	94 3%	(21 11)	Yes	97 9%	90 2%	(33 20)	Yes	HIT
LSC Grade of Service (GOS) - Alliance	22-02	-	H	-	CO	P	94 7%	92 8%	(19 34)	Yes	96 7%	94 3%	(29 16)	Yes	97 1%	90 2%	(40 76)	Yes	HIT
LSC Grade of Service (GOS) - Gateway	22-03	-	H	-	CO	P	n/a	92 8%	n/a	-	n/a	94 3%	n/a	-	98 0%	90 2%	(54 70)	Yes	-
% Busy in the LSC - Dallas	23-01	-	L	-	CO	P	0 0%	1 3%	(16 32)	Yes	0 0%	2 6%	(23 88)	Yes	0 0%	2 5%	(20 52)	Yes	HIT
% Busy in the LSC - Alliance	23-02	-	L	-	CO	P	0.2%	1 3%	(27 15)	Yes	0 0%	2 6%	(47 29)	Yes	0 0%	2 5%	(28 18)	Yes	HIT
% Busy in the LSC - Gateway	23-03	-	L	-	CO	P	n/a	1 3%	n/a	-	n/a	2 6%	n/a	-	0 0%	2 5%	(33 36)	Yes	-
LOC Average Speed of Answer (SOA) - Seconds	24-01	-	-	-	CO	P	19 5	13 9	5 60	No	11 8	18 9	(7 10)	Yes	19 7	21 4	(1 70)	Yes	HIT
LOC Grade of Service	25-01	-	H	-	CO	P	79 7%	80 0%	2 09	No	85 9%	69 7%	(110 04)	Yes	74 9%	61 6%	(82 16)	Yes	HIT
% Busy in the LOC	26-01	-	L	-	CO	P	0 0%	0 3%	(15 95)	Yes	0 0%	0 5%	(22 14)	Yes	0 0%	0 6%	(25 56)	Yes	HIT
Mean Install Interval-Field Work-Res	27-01	H	H	H	TX	P	4 2	4 6	(6 24)	Yes	3 8	4 2	(6 63)	Yes	3 8	4 1	(3 60)	Yes	HIT

Texas Aggregated Performance Measures

Version 1.6

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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 87% Result	Nov-00 CLEC	Nov-00 SWBT/ Benchmark	Nov-00 % Yes - Z-Value	Nov-00 88% Result	Overall Result 91%
Mean Install. Interval-Field Work-Bus	27-02	H	H	H	TX	P	4.2	4.4	(0.86)	Yes	3.8	4.5	(3.10)	Yes	4.3	4.4	(0.32)	Yes	HIT
Mean Install. Interval-No Field Work-Res	27-03	H	H	H	TX	P	0.05	0.63	(77.22)	Yes	0.04	0.59	(86.98)	Yes	0.04	0.62	(88.08)	Yes	HIT
Mean Install. Interval-No Field Work-Bus	27-04	H	H	H	TX	P	0.14	0.97	(18.59)	Yes	0.09	1.46	(19.83)	Yes	0.06	1.77	(24.24)	Yes	HIT
Mean Install. Interval-Field Work-UNEs	27-05	H	H	H	TX	P	3.8	4.5	(10.62)	Yes	3.9	4.3	(5.39)	Yes	4.0	4.2	(2.42)	Yes	HIT
Mean Install. Interval-No Field Work- UNEs	27-06	H	H	H	TX	P	0.50	0.69	(15.09)	Yes	0.41	0.73	(24.33)	Yes	0.35	0.79	(29.00)	Yes	HIT
% Install. within 5 days-Field Work-Res	28-01	-	-	-	TX	P	85.5%	85.7%	0.38	Yes	89.0%	87.5%	(3.16)	Yes	87.7%	88.0%	0.62	Yes	HIT
% Install. within 5 days-Field Work-Bus	28-02	-	-	-	TX	P	87.9%	84.9%	(2.60)	Yes	90.8%	86.0%	(4.46)	Yes	87.2%	86.3%	(0.73)	Yes	HIT
% Install. within 3 days-No Field Work-Res	28-03	-	-	-	TX	P	100.0%	96.5%	(41.82)	Yes	100.0%	97.6%	(37.66)	Yes	100.0%	97.6%	(35.28)	Yes	HIT
% Install. within 3 days-No Field Work-Bus	28-04	-	-	-	TX	P	100.0%	94.9%	(13.87)	Yes	100.0%	90.9%	(18.59)	Yes	100.0%	90.4%	(22.61)	Yes	HIT
% Install. within 5 days-Field Work-UNEs	28-05	-	-	-	TX	P	95.9%	85.5%	(21.97)	Yes	94.1%	87.0%	(16.17)	Yes	92.3%	87.5%	(11.33)	Yes	HIT
% Install. within 3 days-No Field Work- UNEs	28-06	-	-	-	TX	P	100.0%	96.2%	(30.05)	Yes	100.0%	96.5%	(30.34)	Yes	100.0%	96.5%	(29.13)	Yes	HIT
% SWBT Missed Due Dates - Field Work-Res	29-01	H	H	H	TX	P	7.1%	14.2%	(14.75)	Yes	9.3%	13.9%	(9.95)	Yes	9.9%	13.6%	(7.21)	Yes	HIT
% SWBT Missed Due Dates - Field Work-Bus	29-02	H	H	H	TX	P	10.5%	10.5%	(0.08)	Yes	8.7%	10.8%	(2.58)	Yes	12.3%	10.4%	1.81	No	HIT
% SWBT Missed Due Dates - No Field Work-Res	29-03	H	H	H	TX	P	0.09%	0.34%	(11.30)	Yes	0.17%	0.29%	(6.34)	Yes	0.22%	0.35%	(5.66)	Yes	HIT
% SWBT Missed Due Dates - No Field Work-Bus	29-04	H	H	H	TX	P	0.22%	0.29%	(1.18)	Yes	0.21%	0.43%	(3.44)	Yes	0.22%	0.58%	(4.47)	Yes	HIT
% SWBT Missed Due Dates - Field Work-UNEs	29-05	H	H	H	TX	P	3.5%	13.1%	(26.18)	Yes	3.8%	12.9%	(28.67)	Yes	5.8%	12.6%	(21.63)	Yes	HIT
% SWBT Missed Due Dates - No Field Work-UNEs	29-06	H	H	H	TX	P	0.08%	0.33%	(14.34)	Yes	0.13%	0.32%	(11.61)	Yes	0.31%	0.39%	(3.81)	Yes	HIT
% SWBT Missed Due Dates Due to LOF - Res	30-01	L	-	-	TX	P	5.2%	9.0%	(9.68)	Yes	5.2%	9.4%	(10.71)	Yes	5.7%	9.1%	(8.02)	Yes	HIT
% SWBT Missed Due Dates Due to LOF - Bus	30-02	L	-	-	TX	P	8.1%	8.1%	0.07	Yes	6.7%	8.6%	(2.55)	Yes	7.8%	8.3%	(0.49)	Yes	HIT
% SWBT Missed Due Dates Due to LOF - UNEs	30-03	L	-	-	TX	P	2.7%	8.7%	(19.84)	Yes	2.6%	9.1%	(23.96)	Yes	3.3%	8.9%	(20.75)	Yes	HIT
% SWBT Missed Due Dates Due to LOF - Res > 30 Days	30-04	L	-	-	TX	P	2.8%	7.6%	(3.04)	Yes	1.6%	7.1%	(3.73)	Yes	3.8%	7.9%	(2.43)	Yes	HIT
% SWBT Missed Due Dates Due to LOF - Bus > 30 Days	30-05	L	-	-	TX	P	12.6%	11.0%	0.54	Yes	8.2%	15.5%	(1.99)	Yes	15.2%	14.2%	0.22	Yes	HIT
% SWBT Missed Due Dates Due to LOF - UNEs > 30 Days	30-06	L	-	-	TX	P	3.4%	8.5%	(2.81)	Yes	4.0%	9.5%	(3.26)	Yes	2.0%	9.8%	(5.12)	Yes	HIT
% SWBT Missed Due Dates Due to LOF - Res > 90 Days	30-07	L	-	-	TX	P	0.3%	0.2%	0.34	Yes	1.0%	0.2%	2.80	No	0.4%	0.4%	0.05	Yes	HIT
% SWBT Missed Due Dates Due to LOF - Bus > 90 Days	30-08	L	-	-	TX	P	0.0%	0.3%	(0.55)	Yes	2.0%	0.6%	1.66	Yes	0.0%	0.9%	(0.80)	Yes	HIT
% SWBT Missed Due Dates Due to LOF - UNEs > 90 Days	30-09	L	-	-	TX	P	0.0%	0.3%	(0.78)	Yes	0.0%	0.3%	(0.99)	Yes	0.3%	0.5%	(0.75)	Yes	HIT
Avg. Delay Days due to LOF - Res	31-01	-	-	-	TX	P	6.9	10.7	(5.06)	Yes	7.0	10.2	(4.44)	Yes	7.7	10.8	(3.87)	Yes	HIT
Avg. Delay Days due to LOF - Bus	31-02	-	-	-	TX	P	12.8	13.5	(0.49)	Yes	13.0	15.5	(1.42)	Yes	15.3	15.2	0.06	Yes	HIT
Avg. Delay Days due to LOF - UNEs	31-03	-	-	-	TX	P	6.9	11.5	(5.33)	Yes	6.7	11.8	(6.07)	Yes	6.7	12.1	(7.17)	Yes	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - Res -Field Work	32-01	M	-	L	TX	P	8.5	8.2	0.24	Yes	6.6	8.1	(2.01)	Yes	7.8	7.7	0.07	Yes	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - Bus -Field Work	32-02	M	-	L	TX	P	22.0	11.8	3.55	No	11.1	12.7	(0.35)	Yes	12.2	12.4	(0.03)	Yes	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - Res -No Field Work	32-03	M	-	L	TX	P	6.8	7.1	(0.19)	Yes	3.5	6.8	(2.92)	Yes	4.3	6.5	(2.51)	Yes	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - Bus -No Field Work	32-04	M	-	L	TX	P	15.3	9.1	1.93	No	24.4	9.7	3.59	No	4.4	17.1	(2.45)	Yes	MISS
Avg. Delay Days for SWBT Caused Missed Due Dates - UNEs-Field Work	32-05	M	-	L	TX	P	16.0	8.8	5.72	No	11.9	8.9	2.44	No	8.9	8.5	0.38	Yes	MISS
Avg. Delay Days for SWBT Caused Missed Due Dates - UNEs-No Field Work	32-06	M	-	L	TX	P	21.3	7.4	10.62	No	15.6	7.4	7.46	No	9.5	9.0	0.71	Yes	MISS
% SWBT Caused Missed Due Dates > 30 Days - Res -Field Work	33-01	L	-	-	TX	P	0.20%	0.76%	(4.76)	Yes	0.17%	0.78%	(5.33)	Yes	0.24%	0.81%	(4.31)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - Bus -Field Work	33-02	L	-	-	TX	P	1.97%	1.08%	3.09	No	0.75%	1.48%	(2.27)	Yes	1.54%	1.26%	0.71	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - Res -No Field Work	33-03	L	-	-	TX	P	0.01%	0.01%	(1.38)	Yes	0.00%	0.01%	(2.69)	Yes	0.00%	0.01%	(2.19)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - Bus -No Field Work	33-04	L	-	-	TX	P	0.02%	0.02%	0.34	Yes	0.05%	0.03%	0.80	Yes	0.00%	0.11%	(3.16)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - UNEs-Field Work	33-05	L	-	-	TX	P	0.22%	0.86%	(6.49)	Yes	0.16%	1.00%	(8.94)	Yes	0.15%	0.95%	(8.88)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - UNEs-No Field Work	33-06	L	-	-	TX	P	0.01%	0.01%	0.21	Yes	0.01%	0.01%	0.55	Yes	0.02%	0.02%	0.09	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Res -N&T Orders-Field Work	35-01	H	H	H	TX	P	3.7%	5.3%	(4.99)	Yes	4.0%	5.1%	(3.86)	Yes	4.5%	5.4%	(2.69)	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Bus -N&T Orders -Field Work	35-02	H	H	H	TX	P	3.3%	3.3%	(0.08)	Yes	2.4%	3.6%	(2.38)	Yes	3.1%	3.5%	(0.52)	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Res -N&T Orders -No Field Work	35-03	H	H	H	TX	P	5.5%	6.2%	(3.63)	Yes	5.8%	6.5%	(3.70)	Yes	6.5%	7.2%	(3.08)	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Bus -N&T Orders -No Field Work	35-04	H	H	H	TX	P	0.5%	1.5%	(4.79)	Yes	0.4%	1.1%	(3.78)	Yes	0.8%	0.9%	(0.67)	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Res -C Orders-Field Work	35-05	H	H	H	TX	P	21.4%	5.0%	3.95	No	44.4%	4.4%	9.91	No	50.0%	5.1%	8.54	No	MISS
% Trouble Reports Within 10 Days of Install. - Bus -C Orders -Field Work	35-06	H	H	H	TX	P	4.9%	5.5%	(0.24)	Yes	4.8%	5.5%	(0.22)	Yes	21.3%	4.5%	5.38	No	HIT
% Trouble Reports Within 10 Days of Install. - Res -C Orders-No Field Work	35-07	H	H	H	TX	P	0.9%	1.6%	(12.52)	Yes	0.8%	1.6%	(16.21)	Yes	0.9%	1.9%	(15.70)	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Bus -C Orders-No Field Work	35-08	H	H	H	TX	P	1.6%	1.6%	(0.14)	Yes	1.1%	1.8%	(4.28)	Yes	1.4%	1.8%	(2.61)	Yes	HIT
% Trouble Reports Within 10 Days of Install. - UNE-N&T Orders-Field Work	35-09	H	H	H	TX	P	n/a	4.7%	n/a	-	n/a	4.7%	n/a	-	n/a	4.8%	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	5.5%	n/a	-	n/a	5.5%	n/a	-	n/a	5.9%	n/a	-	-
% Trouble Reports Within 10 Days of Install. - UNE-C Orders-Field Work	35-11	H	H	H	TX	P	3.7%	5.2%	(5.11)	Yes	4.0%	4.8%	(3.20)	Yes	3.7%	4.9%	(4.40)	Yes	HIT
% Trouble Reports Within 10 Days of Install. - UNE-C Orders-No Field Work	35-12	H	H	H	TX	P	1.0%	1.6%	(15.05)	Yes	1.1%	1.6%	(15.39)	Yes	1.4%	1.9%	(12.76)	Yes	HIT
% No Access - Field Work - Res.	36-01	-	-	-	TX	P	3.5%	4.0%	(1.61)	Yes	3.4%	3.9%	(1.94)	Yes	3.3%	3.6%	(1.06)	Yes	HIT
% No Access - Field Work - Bus	36-02	-	-	-	TX	P	2.9%	2.9%	(0.08)	Yes	2.4%	2.7%	(0.69)	Yes	3.6%	2.9%	1.14	Yes	HIT
% No Access - Field Work - UNEs	36-03	-	-	-	TX	P	0.5%	3.6%	(15.92)	Yes	0.7%	3.5%	(16.08)	Yes	0.8%	3.4%	(15.50)	Yes	HIT
Trouble Report Rate - Res	37-01	H	H	H	TX	P	2.8%	3.0%	(5.77)	Yes	3.3%	3.5%	(3.40)	Yes	3.4%	3.9%	(10.12)	Yes	HIT
Trouble Report Rate - Bus.	37-02	H	H	H	TX	P	0.9%	1.4%	(17.24)	Yes	1.2%	1.6%	(16.39)	Yes	1.2%	1.6%	(15.30)	Yes	HIT
Trouble Report Rate - UNE Loop and Port Combinations	37-03	H	H	H	TX	P	2.0%	2.5%	(26.11)	Yes	2.2%	2.9%	(33.92)	Yes	2.3%	3.2%	(44.13)	Yes	HIT
% Missed Repair - Res -Dispatch	38-01	H	H	H	TX	P	7.9%	7.9%	(0.19)	Yes	6.6%	7.9%	(4.17)	Yes	8.6%	11.9%	(8.96)	Yes	HIT
% Missed Repair - Bus -Dispatch	38-02	H	H	H	TX	P	10.4%	12.0%	(2.15)	Yes	7.2%	9.9%	(4.62)	Yes	11.2%	11.9%	(1.10)	Yes	HIT
% Missed Repair - Res -No Dispatch	38-03	H	H	H	TX	P	6.0%	2.2%	5.55	No	2.9%	1.5%	2.69	No	2.6%	1.6%	1.79	No	MISS
% Missed Repair - Bus -No Dispatch	38-04	H	H	H	TX	P	5.4%	3.9%	0.78	Yes	8.8%	3.3%	3.76	No	1.8%	2.8%	(0.80)	Yes	HIT
% Missed Repair - UNEs - Dispatch	38-05	H	H	H	TX	P	9.4%	8.6%	3.05	No	6.5%	8.3%	(9.07)	Yes	8.8%	11.9%	(13.96)	Yes	HIT
% Missed Repair - UNEs - No Dispatch	38-06	H	H	H	TX	P	4.2%	2.3%	4.84	No	2.2%	1.7%	1.63	Yes	2.3%	1.7%	1.95	No	MISS
Receipt to Clear Duration - Res -Affecting Service-Dispatch	39-01	H	H	H	TX	P	23.1	53.6	(13.87)	Yes	24.4	56.9	(15.29)	Yes	38.8	94.3	(19.83)	Yes	HIT

Texas Aggregated Performance Measures

Version 1.6

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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 87% Result	Nov-00 CLEC	Nov-00 SWBT/ Benchmark	Nov-00 % Yes - Z-Value	Nov-00 88% Result	Overall Result 91%
Receipt to Clear Duration - Bus -Affecting Service-Dispatch	39-02	H	H	H	TX	P	20.3	27.4	(3.41)	Yes	20.4	27.6	(3.91)	Yes	34.9	45.3	(3.19)	Yes	HIT
Receipt to Clear Duration - Res -Affecting Service-No Dispatch	39-03	H	H	H	TX	P	8.5	12.2	(1.05)	Yes	9.1	11.4	(0.93)	Yes	11.9	19.4	(1.54)	Yes	HIT
Receipt to Clear Duration - Bus -Affecting Service-No Dispatch	39-04	H	H	H	TX	P	7.4	9.2	(0.18)	Yes	41.2	8.7	4.51	No	12.3	11.6	0.12	Yes	HIT
Receipt to Clear Duration - Res -Out of Service-Dispatch	39-05	H	H	H	TX	P	18.1	23.2	(10.41)	Yes	19.5	28.1	(22.29)	Yes	38.3	49.2	(17.20)	Yes	HIT
Receipt to Clear Duration - Bus -Out of Service-Dispatch	39-06	H	H	H	TX	P	14.5	16.3	(2.64)	Yes	16.6	19.2	(3.37)	Yes	29.2	31.9	(2.67)	Yes	HIT
Receipt to Clear Duration - Res -Out of Service-No Dispatch	39-07	H	H	H	TX	P	8.7	10.8	(1.63)	Yes	11.6	14.9	(1.87)	Yes	22.0	26.1	(2.23)	Yes	HIT
Receipt to Clear Duration - Bus -Out of Service-No Dispatch	39-08	H	H	H	TX	P	7.9	9.8	(0.52)	Yes	17.4	12.5	1.09	Yes	14.6	18.9	(0.95)	Yes	HIT
Receipt to Clear Duration - UNEs-Affecting Service-Dispatch	39-09	H	H	H	TX	P	22.1	49.6	(27.20)	Yes	23.4	52.3	(30.40)	Yes	40.2	87.1	(39.05)	Yes	HIT
Receipt to Clear Duration - UNEs-Affecting Service-No Dispatch	39-10	H	H	H	TX	P	12.3	11.9	0.26	Yes	11.5	11.1	0.31	Yes	19.8	18.7	0.63	Yes	HIT
Receipt to Clear Duration - UNEs-Out of Service-Dispatch	39-11	H	H	H	TX	P	18.2	21.8	(11.01)	Yes	20.5	26.4	(22.27)	Yes	35.7	46.2	(26.09)	Yes	HIT
Receipt to Clear Duration - UNEs-Out of Service-No Dispatch	39-12	H	H	H	TX	P	9.7	10.7	(1.32)	Yes	13.3	14.7	(1.27)	Yes	25.3	25.4	(0.06)	Yes	HIT
% Out of Service Less than 24 Hours - Res	40-01	M	-	-	TX	P	88.1%	82.4%	(10.93)	Yes	83.0%	72.6%	(18.82)	Yes	59.1%	53.4%	(9.26)	Yes	HIT
% Out of Service Less than 24 Hours - Bus	40-02	M	-	-	TX	P	89.8%	87.3%	(3.03)	Yes	85.8%	81.9%	(4.59)	Yes	68.1%	66.8%	(1.22)	Yes	HIT
% Out of Service Less than 24 Hours - UNEs	40-03	M	-	-	TX	P	89.8%	83.3%	(18.45)	Yes	83.3%	74.3%	(24.99)	Yes	62.7%	55.7%	(18.06)	Yes	HIT
% Repeat Reports - Res	41-01	H	H	H	TX	P	6.4%	9.8%	(8.33)	Yes	7.2%	9.4%	(6.13)	Yes	6.6%	10.1%	(9.05)	Yes	HIT
% Repeat Reports - Bus	41-02	H	H	H	TX	P	8.6%	8.7%	(0.10)	Yes	9.9%	8.9%	1.66	Yes	9.1%	9.2%	(0.09)	Yes	HIT
% Repeat Reports - UNEs	41-03	H	H	H	TX	P	8.5%	9.6%	(3.93)	Yes	8.6%	9.3%	(3.12)	Yes	8.8%	10.0%	(5.07)	Yes	HIT
% of Trouble Reports with No Access Status - Res	42-01	-	-	-	TX	P	8.9%	11.8%	(6.42)	Yes	7.9%	10.9%	(7.83)	Yes	8.1%	11.5%	(8.83)	Yes	HIT
% of Trouble Reports with No Access Status - Bus	42-02	-	-	-	TX	P	5.9%	5.9%	(0.02)	Yes	5.5%	5.3%	0.32	Yes	6.4%	7.8%	(2.38)	Yes	HIT
% of Trouble Reports with No Access Status - UNEs	42-03	-	-	-	TX	P	7.5%	10.7%	(11.11)	Yes	6.6%	9.9%	(13.90)	Yes	7.2%	10.9%	(16.06)	Yes	HIT
Avg Install Interval - VGPL	43-01	H	H	H	TX	P	4.9	10.9	(9.75)	Yes	5.0	9.6	(12.61)	Yes	5.7	10.0	(7.49)	Yes	HIT
Avg Install Interval - DSL	43-02	H	H	H	TX	P	4.0	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg Install Interval - DDS	43-03	H	H	H	TX	P	n/a	7.2	n/a	-	7.0	6.2	0.21	Base<10	n/a	7.8	n/a	-	-
Avg Install Interval - DS1	43-04	H	H	H	TX	P	n/a	15.1	n/a	-	6.0	18.4	(0.64)	Base<10	n/a	16.1	n/a		-
Avg Install Interval - DS3	43-05	H	H	H	TX	P	n/a	15.5	n/a	-	n/a	12.0	n/a	-	n/a	16.0	n/a		-
Avg Install Interval - ISDN/BRI	43-06	H	H	H	TX	P	8.8	10.7	(2.64)	Yes	6.4	10.2	(4.75)	Yes	6.9	9.4	(3.75)	Yes	HIT
Avg Install Interval - ISDN/PRI	43-07	H	H	H	TX	P	9.8	13.2	(5.49)	Yes	7.8	11.1	(6.11)	Yes	5.2	28.5	(16.23)	Yes	HIT
Avg Install Interval - ISDN/Combo	43-08	H	H	H	TX	P	n/a	10.7	n/a	-	n/a	10.2	n/a	-	n/a	9.4	n/a	-	-
% Installations Completed Within 20 Days - VGPL	44-01	-	-	-	TX	P	99.8%	87.6%	(11.07)	Yes	100.0%	87.4%	(11.93)	Yes	99.9%	86.9%	(10.03)	Yes	HIT
% Installations Completed Within 20 Days - DSL	44-02	-	-	-	TX	P	100.0%	n/a	n/a	-	n/a	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	-	100.0%	100.0%	0.00	Base<10	n/a	100.0%	n/a	-	-
% Installations Completed Within 20 Days - DS1	44-04	-	-	-	TX	P	n/a	80.7%	n/a	-	100.0%	81.6%	(0.67)	Base<10	n/a	82.0%	n/a	-	-
% Installations Completed Within 20 Days - DS3	44-05	-	-	-	TX	P	n/a	66.7%	n/a	-	n/a	100.0%	n/a	-	n/a	75.0%	n/a	-	-
% Installations Completed Within 20 Days - ISDN/BRI	44-06	-	-	-	TX	P	93.2%	88.5%	(2.40)	Yes	97.4%	90.6%	(4.03)	Yes	96.8%	92.9%	(2.47)	Yes	HIT
% Installations Completed Within 20 Days - ISDN/PRI	44-07	-	-	-	TX	P	100.0%	86.5%	(7.67)	Yes	99.5%	92.5%	(5.59)	Yes	100.0%	64.3%	(15.23)	Yes	HIT
% Installations Completed Within 20 Days - ISDN/Combo	44-08	-	-	-	TX	P	n/a	88.5%	n/a	-	n/a	90.6%	n/a	-	n/a	92.9%	n/a	-	-
% SWBT Caused Missed Due Dates - VGPL	45-01	H	H	H	TX	P	2.5%	10.3%	(7.79)	Yes	0.8%	4.2%	(6.88)	Yes	10.5%	6.2%	4.90	No	HIT
% SWBT Caused Missed Due Dates - DSL	45-02	H	H	H	TX	P	50.0%	1.7%	5.24	Base<10	n/a	1.5%	n/a	-	n/a	1.9%	n/a	-	-
% SWBT Caused Missed Due Dates - DDS	45-03	H	H	H	TX	P	n/a	10.5%	n/a	-	0.0%	12.5%	(0.53)	Base<10	0.0%	0.0%	0.00	Base<10	-
% SWBT Caused Missed Due Dates - DS1	45-04	H	H	H	TX	P	n/a	17.5%	n/a	-	0.0%	12.9%	(0.38)	Base<10	16.7%	22.4%	(0.33)	Base<10	-
% SWBT Caused Missed Due Dates - DS3	45-05	H	H	H	TX	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% SWBT Caused Missed Due Dates - ISDN/BRI	45-06	H	H	H	TX	P	16.6%	24.8%	(3.97)	Yes	12.8%	27.0%	(6.68)	Yes	9.3%	21.5%	(6.14)	Yes	HIT
% SWBT Caused Missed Due Dates - ISDN/PRI	45-07	H	H	H	TX	P	4.6%	9.4%	(5.09)	Yes	4.0%	4.2%	(0.48)	Yes	2.6%	1.9%	1.49	Yes	HIT
% SWBT Caused Missed Due Dates - ISDN/Combo	45-08	H	H	H	TX	P	0.0%	24.8%	(1.41)	Base<10	0.0%	27.0%	(1.36)	Base<10	62.5%	21.5%	2.82	Base<10	-
% Trouble Reports within 30 Days - VGPL	46-01	H	H	H	TX	P	0.2%	2.5%	(4.63)	Yes	0.6%	2.5%	(4.94)	Yes	0.8%	3.2%	(4.11)	Yes	HIT
% Trouble Reports within 30 Days - DSL	46-02	H	H	H	TX	P	0.0%	6.5%	(0.37)	Base<10	n/a	7.9%	n/a	-	n/a	1.2%	n/a	-	-
% Trouble Reports within 30 Days - DDS	46-03	H	H	H	TX	P	n/a	5.3%	n/a	-	0.0%	20.8%	(0.72)	Base<10	0.0%	13.3%	(0.39)	Base<10	-
% Trouble Reports within 30 Days - DS1	46-04	H	H	H	TX	P	n/a	11.9%	n/a	-	0.0%	7.0%	(0.27)	Base<10	0.0%	8.5%	(0.75)	Base<10	-
% Trouble Reports within 30 Days - DS3	46-05	H	H	H	TX	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% Trouble Reports within 30 Days - ISDN/BRI	46-06	H	H	H	TX	P	3.0%	4.5%	(1.51)	Yes	1.8%	4.1%	(2.50)	Yes	1.3%	4.0%	(2.88)	Yes	HIT
% Trouble Reports within 30 Days - ISDN/PRI	46-07	H	H	H	TX	P	0.2%	0.1%	1.39	Yes	0.1%	0.1%	(0.26)	Yes	0.2%	0.1%	0.82	Yes	HIT
% Trouble Reports within 30 Days - ISDN/Combo	46-08	H	H	H	TX	P	16.7%	4.5%	1.43	Base<10	40.0%	4.1%	4.01	Base<10	12.5%	4.0%	1.21	Base<10	-
% Missed Due Dates Due to LOF - VGPL	47-01	L	-	-	TX	P	0.0%	1.3%	(3.54)	Yes	0.0%	0.7%	(3.55)	Yes	1.2%	0.5%	2.52	No	HIT
% Missed Due Dates Due to LOF - DSL	47-02	L	-	-	TX	P	0.0%	0.2%	(0.06)	Base<10	n/a	0.6%	n/a	-	n/a	0.6%	n/a	-	-
% Missed Due Dates Due to LOF - DDS	47-03	L	-	-	TX	P	n/a	0.0%	n/a	-	0.0%	4.2%	(0.29)	Base<10	0.0%	0.0%	0.00	Base<10	
% Missed Due Dates Due to LOF - DS1	47-04	L	-	-	TX	P	n/a	5.9%	n/a	-	0.0%	5.9%	(0.25)	Base<10	0.0%	5.3%	(0.58)	Base<10	
% Missed Due Dates Due to LOF - DS3	47-05	L	-	-	TX	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	
% Missed Due Dates Due to LOF - ISDN/BRI	47-06	L	-	-	TX	P	2.2%	2.7%	(0.65)	Yes	1.8%	2.8%	(1.26)	Yes	3.6%	1.8%	2.65	No	HIT
% Missed Due Dates Due to LOF - ISDN/PRI	47-07	L	-	-	TX	P	0.0%	0.0%	(0.21)	Yes	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Yes	HIT
% Missed Due Dates Due to LOF - ISDN/Combo	47-08	L	-	-	TX	P	0.0%	2.7%	(0.41)	Base<10	0.0%	2.8%	(0.38)	Base<10	0.0%	1.8%	(0.38)	Base<10	
% Missed Due Dates Due to LOF > 30 Days - VGPL	47-09	L	-	-	TX	P	n/a	4.5%	n/a	-	n/a	45.5%	n/a	-	0.0%	0.0%	0.00	Yes	
% Missed Due Dates Due to LOF > 30 Days - DSL	47-10	L	-	-	TX	P	n/a	13.8%	n/a	-	n/a	10.2%	n/a	-	n/a	12.4%	n/a		
% Missed Due Dates Due to LOF > 30 Days - DDS	47-11	L	-	-	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 - DS1	47-12	L	-	-	TX	P	n/a	31.3%	n/a	-	n/a	23.5%	n/a	-	n/a	0.0%	n/a	-	
% Missed Due Dates Due to LOF > 30 Days - DS3	47-13	L	-	-	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	L	-	-	TX	P	10.0%	24.2%	(1.03)	Yes	0.0%	17.5%	(1.30)	Base<10	6.3%	11.8%	(0.66)	Yes	HIT

Texas Aggregated Performance Measures

Version 1.6

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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 87% Result	Nov-00 CLEC	Nov-00 SWBT/ Benchmark	Nov-00 % Yes - Z-Value	Nov-00 88% Result	Overall Result 91%
% Missed Due Dates Due to LOF > 30 Days - ISDN/PRI	47-15	L	-	-	TX	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF > 30 Days - ISDN/Combo	47-16	L	-	-	TX	P	n/a	24.2%	n/a	-	n/a	17.5%	n/a	-	n/a	11.8%	n/a	-	-
% Missed Due Dates Due to LOF > 90 Days - VGPL	47-17	L	-	-	TX	P	n/a	0.0%	n/a	-	n/a	18.2%	n/a	-	0.0%	0.0%	0.00	Yes	-
% Missed Due Dates Due to LOF > 90 Days - DSL	47-18	L	-	-	TX	P	n/a	0.0%	n/a	-	n/a	2.0%	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF > 90 Days - DDS	47-19	L	-	-	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 - DS1	47-20	L	-	-	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	L	-	-	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	L	-	-	TX	P	10.0%	1.3%	1.95	No	0.0%	1.7%	(0.37)	Base<10	0.0%	1.0%	(0.40)	Yes	-
% Missed Due Dates Due to LOF > 90 Days - ISDN/PRI	47-23	L	-	-	TX	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF > 90 Days - ISDN/Combo	47-24	L	-	-	TX	P	n/a	1.3%	n/a	-	n/a	1.7%	n/a	-	n/a	1.0%	n/a	-	-
Avg. Delay Days Due to LOF - VGPL	48-01	-	-	-	TX	P	n/a	9.8	n/a	-	n/a	36.8	n/a	-	1.0	12.5	(4.06)	Yes	-
Avg. Delay Days Due to LOF - DSL	48-02	-	-	-	TX	P	n/a	10.0	n/a	-	n/a	12.9	n/a	-	n/a	12.3	n/a	-	-
Avg. Delay Days Due to LOF - DDS	48-03	-	-	-	TX	P	n/a	n/a	n/a	-	n/a	6.0	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days Due to LOF - DS1	48-04	-	-	-	TX	P	n/a	23.3	n/a	-	n/a	18.6	n/a	-	n/a	10.6	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	19.5	21.5	(0.31)	Yes	15.5	18.8	(0.44)	Base<10	14.0	16.6	(0.49)	Yes	HIT
Avg. Delay Days due to LOF - ISDN/PRI	48-07	-	-	-	TX	P	n/a	13.0	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days due to LOF - ISDN/Combo	48-08	-	-	-	TX	P	n/a	21.5	n/a	-	n/a	18.8	n/a	-	n/a	16.6	n/a	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - VGPL	49-01	M	-	L	TX	P	9.6	9.1	0.18	Yes	1.9	16.4	(1.81)	Yes	10.0	43.4	(5.35)	Yes	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - DSL	49-02	M	-	L	TX	P	8.0	35.4	(0.66)	Base<10	n/a	17.0	n/a	-	n/a	17.3	n/a	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - DDS	49-03	M	-	L	TX	P	n/a	6.5	n/a	-	n/a	48.3	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - DS1	49-04	M	-	L	TX	P	n/a	29.1	n/a	-	n/a	16.6	n/a	-	5.0	11.9	(0.45)	Base<10	-
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	26.3	11.7	5.30	No	14.6	13.1	0.52	Yes	9.1	9.5	(0.16)	Yes	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - ISDN/PRI	49-07	M	-	L	TX	P	146.9	24.2	21.97	No	6.4	9.3	(2.26)	Yes	7.7	21.6	(4.23)	Yes	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - ISDN/Combo	49-08	M	-	L	TX	P	n/a	11.7	n/a	-	n/a	13.1	n/a	-	6.4	9.5	(0.40)	Base<10	-
% SWBT Caused Missed Due Dates > 30 Days - VGPL	50-01	L	-	-	TX	P	0.1%	0.5%	(1.71)	Yes	0.0%	0.5%	(2.97)	Yes	2.7%	2.5%	0.39	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - DSL	50-02	L	-	-	TX	P	0.0%	0.7%	(0.12)	Base<10	n/a	0.3%	n/a	-	n/a	0.3%	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - DDS	50-03	L	-	-	TX	P	n/a	0.0%	n/a	-	0.0%	4.2%	(0.29)	Base<10	0.0%	0.0%	0.00	Base<10	-
% SWBT Caused Missed Due Dates > 30 Days - DS1	50-04	L	-	-	TX	P	n/a	4.8%	n/a	-	0.0%	2.4%	(0.16)	Base<10	0.0%	1.6%	(0.31)	Base<10	-
% SWBT Caused Missed Due Dates > 30 Days - DS3	50-05	L	-	-	TX	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - ISDN/BRI	50-06	L	-	-	TX	P	3.7%	2.2%	2.03	No	1.1%	3.6%	(2.80)	Yes	0.2%	1.4%	(2.09)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - ISDN/PRI	50-07	L	-	-	TX	P	2.3%	3.1%	(1.50)	Yes	0.0%	0.1%	(0.55)	Yes	0.1%	0.3%	(1.17)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - ISDN/Combo	50-08	L	-	-	TX	P	0.0%	2.2%	(0.37)	Base<10	0.0%	3.6%	(0.43)	Base<10	0.0%	1.4%	(0.33)	Base<10	-
Mean Time to Restore - VGPL - Dispatch	52-01	H	H	H	TX	P	2.7	10.2	(2.58)	Yes	5.9	8.8	(1.80)	Yes	3.9	9.3	(2.77)	Yes	HIT
Mean Time to Restore - DSL - Dispatch	52-02	H	H	H	TX	P	n/a	30.8	n/a	-	n/a	44.8	n/a	-	n/a	81.3	n/a	-	-
Mean Time to Restore - DDS - Dispatch	52-03	H	H	H	TX	P	n/a	4.0	n/a	-	n/a	3.5	n/a	-	n/a	5.0	n/a	-	-
Mean Time to Restore - DS1 - Dispatch	52-04	H	H	H	TX	P	n/a	3.4	n/a	-	3.7	3.6	0.02	Base<10	n/a	4.4	n/a	-	-
Mean Time to Restore - DS3 - Dispatch	52-05	H	H	H	TX	P	n/a	0.8	n/a	-	n/a	2.4	n/a	-	n/a	2.2	n/a	-	-
Mean Time to Restore - ISDN/BRI - Dispatch	52-06	H	H	H	TX	P	5.6	11.0	(1.60)	Yes	3.1	9.3	(2.88)	Yes	4.7	9.3	(2.37)	Yes	HIT
Mean Time to Restore - ISDN/PRI - Dispatch	52-07	H	H	H	TX	P	0.5	5.6	(1.22)	Base<10	0.2	5.3	(1.00)	Base<10	6.5	5.0	0.46	Base<10	-
Mean Time to Restore - ISDN/Combo - Dispatch	52-08	H	H	H	TX	P	2.5	11.0	(0.34)	Base<10	3.0	9.3	(0.59)	Base<10	1.8	9.3	(1.02)	Base<10	-
Mean Time to Restore - VGPL - No Dispatch	52-09	H	H	H	TX	P	1.1	1.2	(0.14)	Base<10	n/a	1.3	n/a	-	1.6	1.6	0.00	Base<10	-
Mean Time to Restore - DSL - No Dispatch	52-10	H	H	H	TX	P	n/a	31.2	n/a	-	n/a	43.0	n/a	-	n/a	81.2	n/a	-	-
Mean Time to Restore - DDS - No Dispatch	52-11	H	H	H	TX	P	n/a	0.4	n/a	-	n/a	1.3	n/a	-	n/a	1.0	n/a	-	-
Mean Time to Restore - DS1 - No Dispatch	52-12	H	H	H	TX	P	n/a	0.8	n/a	-	n/a	0.4	n/a	-	n/a	0.6	n/a	-	-
Mean Time to Restore - DS3 - No Dispatch	52-13	H	H	H	TX	P	n/a	1.0	n/a	-	n/a	0.0	n/a	-	n/a	n/a	n/a	-	-
Mean Time to Restore - ISDN/BRI - No Dispatch	52-14	H	H	H	TX	P	0.9	0.8	0.06	Base<10	1.5	0.9	0.21	Base<10	0.9	1.0	(0.10)	Base<10	-
Mean Time to Restore - ISDN/PRI - No Dispatch	52-15	H	H	H	TX	P	n/a	1.0	n/a	-	0.2	0.6	(0.38)	Base<10	n/a	1.1	n/a	-	-
Mean Time to Restore - ISDN/Combo - No Dispatch	52-16	H	H	H	TX	P	n/a	0.8	n/a	-	n/a	0.9	n/a	-	13.3	1.0	6.38	Base<10	-
% Repeat Reports - VGPL	53-01	H	H	H	TX	P	6.3%	12.0%	(1.21)	Yes	5.1%	13.0%	(2.06)	Yes	1.2%	12.3%	(3.06)	Yes	HIT
% Repeat Reports - DSL	53-02	H	H	H	TX	P	n/a	15.6%	n/a	-	n/a	35.1%	n/a	-	n/a	37.1%	n/a	-	-
% Repeat Reports - DDS	53-03	H	H	H	TX	P	n/a	13.5%	n/a	-	n/a	17.3%	n/a	-	n/a	33.3%	n/a	-	-
% Repeat Reports - DS1	53-04	H	H	H	TX	P	n/a	17.8%	n/a	-	20.0%	20.2%	(0.01)	Base<10	n/a	19.6%	n/a	-	-
% Repeat Reports - DS3	53-05	H	H	H	TX	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	33.3%	n/a	-	-
% Repeat Reports - ISDN/BRI	53-06	H	H	H	TX	P	5.2%	15.9%	(2.23)	Yes	12.7%	17.0%	(0.83)	Yes	10.6%	19.9%	(1.87)	Yes	HIT
% Repeat Reports - ISDN/PRI	53-07	H	H	H	TX	P	25.0%	4.3%	1.92	Base<10	0.0%	10.4%	(0.59)	Base<10	0.0%	5.6%	(0.49)	Base<10	
% Repeat Reports - ISDN/Combo	53-08	H	H	H	TX	P	0.0%	15.9%	(0.44)	Base<10	0.0%	17.0%	(0.64)	Base<10	0.0%	19.9%	(1.11)	Base<10	
Failure Frequency - VGPL	54-01	L	-	L	TX	P	0.3%	0.7%	(5.21)	Yes	0.5%	0.7%	(3.55)	Yes	0.5%	0.7%	(2.91)	Yes	HIT
Failure Frequency - DSL	54-02	L	-	L	TX	P	0.0%	20.5%	(0.78)	Base<10	0.0%	8.0%	(0.49)	Base<10	0.0%	6.0%	(0.42)	Base<10	
Failure Frequency - DDS	54-03	L	-	L	TX	P	0.0%	2.0%	(0.43)	Base<10	0.0%	2.8%	(0.56)	Yes	0.0%	2.0%	(0.46)	Yes	HIT
Failure Frequency - DS1	54-04	L	-	L	TX	P	0.0%	6.5%	(1.67)	Yes	11.9%	6.6%	1.34	Yes	0.0%	6.4%	(1.70)	Yes	HIT
Failure Frequency - DS3	54-05	L	-	L	TX	P	n/a	2.5%	n/a	-	n/a	1.6%	n/a	-	n/a	4.6%	n/a	-	-
Failure Frequency - ISDN/BRI	54-06	L	-	L	TX	P	1.4%	2.6%	(4.92)	Yes	1.3%	3.0%	(6.67)	Yes	1.5%	2.8%	(5.30)	Yes	HIT
Failure Frequency - ISDN/PRI	54-07	L	-	L	TX	P	0.0%	0.0%	0.15	Yes	0.0%	0.0%	(1.05)	Yes	0.0%	0.0%	(0.90)	Yes	HIT
Failure Frequency - ISDN/Combo	54-08	L	-	L	TX	P	1.8%	2.6%	(0.41)	Yes	3.2%	3.0%	0.06	Yes	7.6%	2.8%	2.31	No	HIT
Avg. Install. Interval - 8.0 dB Loop (1-10 Loops)	55-01.1	-	-	-	TX	B	2.8	3.0	(0.21)	Yes	3.0	3.0	(0.02)	Yes	2.8	3.0	(0.16)	Yes	HIT

Texas Aggregated Performance Measures

Version 1.6

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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 87% Result	Nov-00 CLEC	Nov-00 SWBT/ Benchmark	Nov-00 % Yes - Z-Value	Nov-00 88% Result	Overall Result 91%
Avg. Install Interval - 8.0 dB Loop (11-20 Loops)	55-01 2	-	-	-	TX	B	3.8	7.0	(3.25)	Yes	3.8	7.0	(3.25)	Yes	3.0	7.0	(4.00)	Base<10	HIT
Avg. Install Interval - 8.0 dB Loop (Over 20 Loops)	55-01 3	-	-	-	TX	B	4.3	10.0	(5.71)	Yes	5.2	10.0	(4.84)	Yes	n/a	10.0	n/a	-	HIT
Avg. Install Interval - 5.0 dB Loop (1-10 Loops)	55-02 1	-	-	-	TX	B	2.8	3.0	(0.25)	Yes	2.9	3.0	(0.11)	Yes	3.2	3.0	0.17	Yes	HIT
Avg. Install Interval - 5.0 dB Loop (11-20 Loops)	55-02 2	-	-	-	TX	B	3.0	7.0	(4.00)	Base<10	4.0	7.0	(3.00)	Base<10	2.0	7.0	(5.00)	Base<10	-
Avg. Install Interval - 5.0 dB Loop (Over 20 Loops)	55-02 3	-	-		TX	B	7.6	10.0	(2.44)	Base<10	4.7	10.0	(5.29)	Yes	n/a	10.0	n/a	-	-
Avg. Install Interval - BRI Loop (1-10 Loops)	55-03 1				TX	B	6.5	3.0	3.48	No	4.8	3.0	1.84	No	4.6	3.0	1.57	Yes	MISS
Avg. Install Interval - BRI Loop (11-20 Loops)	55-03 2	-	-	-	TX	B	3.0	7.0	(4.00)	Base<10	7.5	7.0	0.50	Base<10	n/a	7.0	n/a	-	-
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	-	-
Avg. Install Interval - DS1 Loop (1-10 Loops)	55-04 1				TX	B	5.3	3.0	2.34	No	6.5	3.0	3.48	No	5.9	3.0	2.91	No	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	-	-
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	-	-
Avg. Install Interval - Analog Line Port (All Orders)	55-05 1	-	-	-	TX	B	1.5	2.0	(0.50)	Base<10	1.1	2.0	(0.90)	Yes	0.9	2.0	(1.06)	Yes	HIT
Avg. Install Interval - Analog Trunk Port (All Orders)	55-06 1	-	-	-	TX	B	n/a	3.0	n/a	-	2.0	3.0	(1.00)	Base<10	n/a	3.0	n/a	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
Avg. Install Interval - ISDN-PRI (1-10 Loops)	55-09 1	-	-	-	TX	B	n/a	3.0	n/a	-	0.0	3.0	(3.00)	Base<10	n/a	3.0	n/a	-	-
Avg. Install Interval - ISDN-PRI (11-20 Loops)	55-09 2	-	-		TX	B	n/a	7.0	n/a	-	2.5	7.0	(4.50)	Base<10	n/a	7.0	n/a	-	-
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	-	-
Avg. Install Interval - Dark Fiber (1-10 Loops)	55-10 1	-	-	-	TX	B	n/a	3.0	n/a	-	n/a	3.0	n/a	-	n/a	3.0	n/a	-	-
Avg. Install Interval - Dark Fiber (11-20 Loops)	55-10 2	-	-	-	TX	B	n/a	5.0	n/a	-	n/a	5.0	n/a	-	n/a	5.0	n/a	-	-
Avg. Install Interval - Dark Fiber (Over 20 Loops)	55-10 3	-	-	-	TX	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
Avg. Installation Interval - DS1 - No Conditioning	55-1 [illegible]	H	H	H	TX	B	6.2	4.9	7.03	No	5.4	6.2	(1.89)	Yes	4.9	3.5	8.75	No	MISS
Avg. Installation Interval - DS1 - Conditioning	55-1 [illegible]	H	H	H	TX	B	10.3	11.1	(6.03)	Yes	10.7	9.3	3.25	No	12.5	9.9	3.86	No	MISS
Avg. Installation Interval for Loop with LNP - CHC (1-10 Loops)	55 2-01 1	-	-	-	TX	B	n/a		n/a	-	4.0		n/a	-	4.2		n/a	-	-
Avg. Installation Interval for Loop with LNP - CHC (11-20 Loops)	55 2-01 2	-	-	-	TX	B	n/a		n/a	-	n/a		n/a	-	7.5		n/a	-	-
Avg. Installation Interval for Loop with LNP - CHC (Over 20 Loops)	55 2-01 3	-	-	-	TX	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
Avg. Installation Interval for Loop with LNP - FDT (1-10 Loops)	55 2-02 1	-	-	-	TX	B	n/a		n/a	-	3.7		n/a	-	3.5		n/a	-	-
Avg. Installation Interval for Loop with LNP - FDT (11-20 Loops)	55 2-02 2	-	-	-	TX	B	n/a		n/a	-	6.8		n/a	-	6.0		n/a	-	-
Avg. Installation Interval for Loop with LNP - FDT (Over 20 Loops)	55 2-02 3	-			TX	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
% Installed Within 3 Days - 8.0 dB Loop (1-10 Loops)	56-01 1	H	H	M	TX	B	98.5%	95.0%	(3.51)	Yes	98.4%	95.0%	(3.36)	Yes	99.0%	95.0%	(3.98)	Yes	HIT
% Installed Within 7 Days - 8.0 dB Loop (11-20 Loops)	56-01 2	H	H	M	TX	B	100.0%	95.0%	(5.00)	Yes	98.6%	95.0%	(3.55)	Yes	100.0%	95.0%	(5.00)	Base<10	HIT
% Installed Within 10 Days - 8.0 dB Loop (Over 20 Loops)	56-01 3	H	H	M	TX	B	98.9%	95.0%	(3.94)	Yes	98.0%	95.0%	(2.96)	Yes	n/a	95.0%	n/a	-	HIT
% Installed Within 3 Days - 5.0 dB Loop (1-10 Loops)	56-02 1	H	H	M	TX	B	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	91.3%	95.0%	3.70	No	HIT
% Installed Within 7 Days - 5.0 dB Loop (11-20 Loops)	56-02 2	H	H	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	-
% Installed Within 10 Days - 5.0 dB Loop (Over 20 Loops)	56-02 3	H	H	M	TX	B	88.9%	95.0%	6.11	Base<10	100.0%	95.0%	(5.00)	Yes	n/a	95.0%	n/a	-	-
% Installed Within 3 Days - BRI Loop (1-10 Loops)	56-03 1	H	H	M	TX	B	70.9%	95.0%	24.08	No	79.7%	95.0%	15.35	No	85.1%	95.0%	9.95	No	MISS
% Installed Within 7 Days - BRI Loop (11-20 Loops)	56-03 2	H	H	M	TX	B	100.0%	95.0%	(5.00)	Base<10	50.0%	95.0%	45.00	Base<10	n/a	95.0%	n/a	-	-
% Installed Within 10 Days - BRI Loop (Over 20 Loops)	56-03 3	H	H	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 3 Days - DS1 Loop (1-10 Loops)	56-04 1	H	H	M	TX	B	70.5%	95.0%	24.55	No	70.3%	95.0%	24.66	No	66.0%	95.0%	29.01	No	MISS
% Installed Within 7 Days - DS1 Loop (11-20 Loops)	56-04 2	H	H	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 10 Days - DS1 Loop (Over 20 Loops)	56-04 3	H	H	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 2 Days - Analog Line Port (All Orders)	56-05 1	H	H	M	TX	B	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	HIT
% Installed Within 2 Days - Analog Trunk Port (All Orders)	56-06 1	H	H	M	TX	B	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	n/a	95.0%	n/a	-	-
% Installed Within 3 Days - DS1 Dedicated Circuit (1-10 Circuits)	56-07 1	H	H	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 5 Days - DS1 Dedicated Circuit (11-20 Circuits)	56-07 2	H	H	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed On Time - DS1 Dedicated Circuit (Over 20 Circuits)	56-07 3	H	H	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 3 Days - DS3 Dedicated Circuit (1-10 Circuits)	56-08 1	H	H	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 5 Days - DS3 Dedicated Circuit (11-20 Circuits)	56-08 2	H	H	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed On Time - DS3 Dedicated Circuit (Over 20 Circuits)	56-08 3	H	H	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 3 Days - ISDN-PRI (1-10 Loops)	56-09 1	H	H	M	TX	B	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	n/a	95.0%	n/a	-	-
% Installed Within 7 Days - ISDN-PRI (11-20 Loops)	56-09 2	H	H	M	TX	B	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	n/a	95.0%	n/a	-	-
% Installed Within 10 Days - ISDN-PRI (Over 20 Loops)	56-09 3	H	H	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 3 Days - Dark Fiber (1-10 Circuits)	56-10 1	H	H	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 5 Days - Dark Fiber (11-20 Circuits)	56-10 2	H	H	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed On Time - Dark Fiber (Over 20 Circuits)	56-10 3	H	H	M	TX	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
% Installed Within Cust Req Due Date - LNP with Loop - CHC/FDT (1-10 Loops)	56 1-01 1	H	H	-	TX	B	100.0%	95.0%	(5.00)	Yes	97.2%	95.0%	(2.21)	Yes	98.8%	95.0%	(3.80)	Yes	HIT
% Installed Within Cust Req Due Date - LNP with Loop - CHC/FDT (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	-
% Installed Within Cust Req Due Date - LNP with Loop - CHC/FDT (Over 20 Loops)	56 1-01 3	H	H	-	TX	B	100.0%	95.0%	(5.00)	Base<10	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within Cust Req Due Date - LNP with Loop - CHC (1-10 Loops)	56 1-02 1	H	H	-	TX	B	n/a	95.0%	n/a	-	96.6%	95.0%	0.00	Yes	99.3%	95.0%	0.00	Yes	HIT
% Installed Within Cust Req Due Date - LNP with Loop - CHC(11-20 Loops)	56 1-02 2	H	H	-	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	0.00	Base<10	100.0%	95.0%	0.00	Base<10	-
% Installed Within Cust Req Due Date - LNP with Loop - CHC (Over 20 Loops)	56 1-02 3	H	H	-	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	0.00	Base<10	n/a	95.0%	0.00	Base<10	-
% Installed Within Cust Req Due Date - LNP with Loop - FDT (1-10 Loops)	56 1-03 1	H	H	-	TX	B	n/a	95.0%	n/a	-	97.4%	95.0%	0.00	Yes	98.6%	95.0%	0.00	Yes	HIT

Texas Aggregated Performance Measures

Version 1.6

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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 87% Result	Nov-00 CLEC	Nov-00 SWBT/ Benchmark	Nov-00 % Yes - Z Value	Nov-00 88% Result	Overall Result 91%
% Installed Within Cust Req Due Date - LNP with Loop - FDT (11-20 Loops)	56 1-03 2	H	H	-	TX	B	n/a	95 0%	n/a	-	100 0%	95 0%	0 00	Base<10	100 0%	0 0%	0 00	Base<10	-
% Installed Within Cust Req Due Date - LNP with Loop - FDT (Over 20 Loops)	56 1-03 3	H	H	-	TX	B	n/a	95 0%	n/a	-	n/a	95 0%	0 00	Base<10	n/a	0 0%	0.00	Base<10	-
Avg Response Time for Loop Make-Up Information	57-01	L	M	M	TX	P	1 6	1 9	(5 51)	Yes	2 0	2 2	(3 17)	Yes	1 4	2 0	(9 61)	Yes	HIT
% SWBT Missed Dates Due - 8 0 dB Loop Field Work	58-01	H	H	H	TX	P	5 1%	13 1%	(7 15)	Yes	2 9%	12.9%	(9 20)	Yes	1 9%	12 6%	(8 74)	Yes	HIT
% SWBT Missed Dates Due - 8 0 dB Loop No Field Work	58-02	H	H	H	TX	P	0 0%	0.3%	(2 75)	Yes	0 9%	0.3%	5 20	No	0.5%	0 4%	0 51	Yes	HIT
% SWBT Missed Dates Due - 5 0 dB Loop	58-03	H	H	H	TX	P	6 1%	10 3%	(1 99)	Yes	9.0%	4 2%	3 35	No	5 9%	6 2%	(0 16)	Yes	HIT
% SWBT Missed Dates Due - BRI Loop	58-04	H	H	H	TX	P	17 8%	24 8%	(5 81)	Yes	17 1%	27 0%	(8 49)	Yes	17 3%	21 5%	(3 22)	Yes	HIT
% SWBT Missed Dates Due - ISDN BRI Port	58-05	H	H	H	TX	P	n/a	24 8%	n/a	-	n/a	27.0%	n/a	-	n/a	21 5%	n/a	-	-
% SWBT Missed Dates Due - DS1 Loop with Test Access	58-06	H	H	H	TX	P	26 8%	17 5%	2 57	No	19 7%	12.9%	2 21	No	24.1%	22 4%	0 51	Yes	MISS
% SWBT Missed Dates Due - DS1 Dedicated Transport	58-07	H	H	H	TX	P	1 1%	17.5%	(3 95)	Yes	9 8%	12.9%	(0.77)	Yes	4.1%	22.4%	(3.55)	Yes	HIT
% SWBT Missed Dates Due - ISDN/PRI	58-08	H	H	H	TX	P	0 8%	9 4%	(3 28)	Yes	17 0%	4 2%	12 39	No	49 0%	1 9%	23 15	No	MISS
% SWBT Missed Dates Due - DSL	58-09	H	H	H	TX	P	7 5%	1 7%	19 10	No	8 4%	1 5%	23 79	No	8 9%	1 9%	21.72	No	MISS
% SWBT Missed Dates Due - Analog Trunk Port	58-10	H	H	H	TX	P	n/a	10 3%	n/a	-	n/a	4 2%	n/a	-	0 0%	6 2%	(0 85)	Yes	-
% SWBT Missed Dates Due - Subtending DD Combination Trunks	58-11	H	H	H	TX	P	0 0%	10 3%	(1 66)	Yes	0.0%	4.2%	(0 21)	Base<10	0.0%	6.2%	(1 26)	Yes	HIT
% SWBT Missed Dates Due - DS3 Dedicated Transport	58-12	H	H	H	TX	P	11 5%	n/a	n/a	-	13 8%	0 0%	0 88	Yes	5 9%	0.0%	0 74	Yes	HIT
% SWBT Missed Dates Due - Dark Fiber	58-13	H	H	H	TX	P	n/a	n/a	n/a	-	92 9%	0 0%	4.68	No	37 5%	0.0%	2 24	No	MISS
% SWBT Missed Dates Due - Analog Line Port	58-14	H	H	H	TX	P	10 0%	10.3%	(0 04)	Yes	38 5%	4.2%	10.39	No	6 8%	6 2%	0 19	Yes	HIT
% Trouble Reports within 30 Days - 8 0 dB Loop	59-01	H	H	H	TX	P	4 7%	3.9%	2 34	No	6 9%	4 0%	9.26	No	6 2%	4 4%	4.92	No	MISS
% Trouble Reports within 30 Days - 5 0 dB Loop	59-02	H	H	H	TX	P	6 1%	2 5%	3.14	No	4 2%	2 5%	1 63	Yes	8 3%	3 2%	3.64	No	MISS
% Trouble Reports within 30 Days - BRI Loop	59-03	H	H	H	TX	P	10 4%	4 5%	8.73	No	12 1%	4 1%	11.61	No	16 5%	4 0%	16 18	No	MISS
% Trouble Reports within 30 Days - ISDN BRI Port	59-04	H	H	H	TX	P	n/a	4 5%	n/a	-	n/a	4 1%	n/a	-	n/a	4 0%	n/a	-	-
% Trouble Reports within 30 Days - DS1 Loop	59-05	H	H	H	TX	P	7 1%	11 9%	(1 87)	Yes	12 0%	7 0%	2 04	No	5.7%	8 5%	(1 36)	Yes	HIT
% Trouble Reports within 30 Days - DS1 Dedicated Transport	59-06	H	H	H	TX	P	4.4%	11 9%	(2 04)	Yes	8 5%	7 0%	0 48	Yes	0 0%	8 5%	(2 58)	Yes	HIT
% Trouble Reports within 30 Days - ISDN/PRI	59-07	H	H	H	TX	P	0 0%	0 1%	(0 30)	Yes	0 0%	0.1%	(0 79)	Yes	0.0%	0 1%	(0 24)	Yes	HIT
% Trouble Reports within 30 Days - DSL	59-08	H	H	H	TX	P	5 4%	6 5%	(2 51)	Yes	6.5%	7 9%	(3 12)	Yes	6 2%	1 2%	19 10	No	HIT
% Trouble Reports within 30 Days - Analog Trunk Port	59-09	H	H	H	TX	P	n/a	2 5%	n/a	-	n/a	2 5%	n/a	-	72 7%	3 2%	12 86	No	-
% Trouble Reports within 30 Days - Subtending DD Combination Trunks	59-10	H	H	H	TX	P	0 0%	2 5%	(0 79)	Yes	0 0%	2 5%	(0 16)	Base<10	0 0%	3 2%	(0 89)	Yes	HIT
% Trouble Reports within 30 Days - DS3 Dedicated Transport	59-11	H	H	H	TX	P	0.0%	n/a	n/a	-	0 0%	0 0%	0 00	Yes	5 9%	0 0%	0 74	Yes	HIT
% Trouble Reports within 30 Days - Dark Fiber	59 12	H	H	H	TX	P	n/a	n/a	n/a	-	0 0%	0 0%	0 00	Yes	0 0%	0 0%	0 00	Yes	HIT
% Trouble Reports within 30 Days - Analog Line Port	59-13	H	H	H	TX	P	10.0%	2 5%	2 11	No	2 6%	2 5%	0 04	Yes	2 7%	3 2%	(0 24)	Yes	HIT
% Missed Due Dates Due to LOF - 8 0 dB Loop	60-01	L	-	-	TX	P	0 5%	8 7%	(16 47)	Yes	0 4%	9 1%	(17 90)	Yes	0 2%	8 9%	(17 18)	Yes	HIT
% Missed Due Dates Due to LOF - 5 0 dB Loop	60-02	L	-	-	TX	P	5 1%	1 3%	4 75	No	0 0%	0 7%	(1 23)	Yes	4 7%	0 5%	6 65	No	MISS
% Missed Due Dates Due to LOF - BRI Loop	60-03	L	-	-	TX	P	11 6%	2 7%	14 94	No	11 7%	2 8%	15 78	No	14 0%	1 8%	19 88	No	MISS
% Missed Due Dates Due to LOF - ISDN BRI Port	60-04	L	-	-	TX	P	n/a	2.7%	n/a	-	n/a	2 8%	n/a	-	n/a	1 8%	n/a	-	-
% Missed Due Dates Due to LOF - DS1 Loop	60-05	L	-	-	TX	P	13.0%	5 9%	2 76	No	9.2%	5 9%	1 46	Yes	8.2%	5 3%	1 39	Yes	HIT
% Missed Due Dates Due to LOF - DS1 Dedicated Transport	60-06	L	-	-	TX	P	0 0%	5.9%	(2 37)	Yes	0 0%	5.9%	(2 26)	Yes	1.4%	5 3%	(1 43)	Yes	HIT
% Missed Due Dates Due to LOF - ISDN/PRI	60-07	L	-	-	TX	P	0.0%	0 0%	(0.07)	Yes	0 0%	0.0%	0.00	Yes	0 0%	0 0%	0 00	Yes	HIT
% Missed Due Dates Due to LOF - DSL	60-08	L	-	-	TX	P	4.0%	0 2%	21.33	No	4.7%	0 6%	20.01	No	5 5%	0.6%	22 51	No	MISS
% Missed Due Dates Due to LOF - Analog Trunk Port	60-09	L	-	-	TX	P	n/a	1 3%	n/a	-	n/a	0 7%	n/a	-	0 0%	0.5%	(0 24)	Yes	-
% Missed Due Dates Due to LOF - Subtending DDC Trunks	60-10	L	-	-	TX	P	0.0%	1 3%	(0 55)	Yes	0.0%	0 7%	(0.08)	Base<10	0 0%	0 5%	(0.36)	Yes	HIT
% Missed Due Dates Due to LOF - DS3 Dedicated Transport	60-11	L	-	-	TX	P	0 0%	n/a	n/a	-	3.4%	0 0%	0 42	Yes	0 0%	0 0%	0.00	Yes	HIT
% Missed Due Dates Due to LOF - Dark Fiber	60-12	L	-	-	TX	P	n/a	n/a	n/a	-	78 6%	0 0%	3 43	No	0 0%	0 0%	0 00	Yes	-
% Missed Due Dates Due to LOF - Analog Line Port	60-13	L	-	-	TX	P	0 0%	1 3%	(0 50)	Yes	0 0%	0 7%	(0 53)	Yes	0 0%	0 5%	(0 63)	Yes	HIT
% Missed Due Dates Due to LOF - 8 0 dB Loop > 30 Days	60-14	L	-	-	TX	P	0 0%	8 5%	(1 22)	Yes	46 7%	9 5%	4 89	No	16.7%	9 8%	0 57	Base<10	-
% Missed Due Dates Due to LOF - 5 0 dB Loop > 30 Days	60-15	L	-	-	TX	P	54 5%	4 5%	4 82	No	n/a	45.5%	n/a	-	0 0%	0 0%	0 00	Base<10	-
% Missed Due Dates Due to LOF - BRI Loop > 30 Days	60-16	L	-	-	TX	P	15 4%	24 2%	(2.01)	Yes	12 6%	17 5%	(1 36)	Yes	9 6%	11 8%	(0 55)	Yes	HIT
% Missed Due Dates Due to LOF - ISDN BRI Port > 30 Days	60-17	L	-	-	TX	P	n/a	24 2%	n/a	-	n/a	17 5%	n/a	-	n/a	11 8%	n/a	-	-
% Missed Due Dates Due to LOF - DS1 Loop > 30 Days	60-18	L	-	-	TX	P	3 0%	31 3%	(2 83)	Yes	19 2%	23 5%	(0 34)	Yes	3 4%	0 0%	0 68	Yes	HIT
% Missed Due Dates Due to LOF - DS1 Dedicated Transport > 30 Days	60-19	L	-	-	TX	P	n/a	31 3%	n/a	-	n/a	23 5%	n/a	-	0 0%	0 0%	0 00	Base<10	-
% Missed Due Dates Due to LOF - ISDN/PRI > 30 Days	60-20	L	-	-	TX	P	n/a	0 0%	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF - DSL > 30 Days	60-21	L	-	-	TX	P	6.1%	13 8%	(1.47)	Yes	6.0%	10 2%	(1 29)	Yes	6 4%	12 4%	(1 77)	Yes	HIT
% Missed Due Dates Due to LOF - Analog Trunk Port > 30 Days	60-22	L	-	-	TX	P	n/a	4 5%	n/a	-	n/a	45 5%	n/a	-	n/a	0 0%	n/a	-	-
% Missed Due Dates Due to LOF - Subtending DDC Trunks > 30 Days	60-23	L	-	-	TX	P	n/a	4 5%	n/a	-	n/a	45 5%	n/a	-	n/a	0 0%	n/a	-	-
% Missed Due Dates Due to LOF - DS3 Dedicated Transport > 30 Days	60-24	L	-	-	TX	P	n/a	n/a	n/a	-	100 0%	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF - Dark Fiber > 30 Days	60-25	L	-	-	TX	P	n/a	n/a	n/a	-	90 9%	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF - Analog Line Port > 30 Days	60-26	L	-	-	TX	P	n/a	4 5%	n/a	-	n/a	45 5%	n/a	-	n/a	0 0%	n/a	-	-
% Missed Due Dates Due to LOF - 8 0 dB Loop > 90 Days	60-27	L	-	-	TX	P	0 0%	0 3%	(0 20)	Yes	0 0%	0 3%	(0 22)	Yes	0 0%	0 5%	(0 18)	Base<10	HIT
% Missed Due Dates Due to LOF - 5 0 dB Loop > 90 Days	60-28	L	-	-	TX	P	0 0%	0 0%	0 00	Yes	n/a	18.2%	n/a	-	0 0%	0 0%	0 00	Base<10	
% Missed Due Dates Due to LOF - BRI Loop > 90 Days	60-29	L	-	-	TX	P	0 5%	1.3%	(0.76)	Yes	0 5%	1 7%	(1 17)	Yes	0 0%	1 0%	(1 28)	Yes	HIT
% Missed Due Dates Due to LOF - ISDN BRI Port > 90 Days	60-30	L	-	-	TX	P	n/a	1 3%	n/a	-	n/a	1 7%	n/a	-	n/a	1 0%	n/a	-	-
% Missed Due Dates Due to LOF - DS1 Loop > 90 Days	60-31	L	-	-	TX	P	0 0%	0 0%	0 00	Yes	3.8%	0 0%	0 82	Yes	0 0%	0 0%	0 00	Yes	HIT
% Missed Due Dates Due to LOF - DS1 Dedicated Transport > 90 Days	60-32	L	-	-	TX	P	n/a	0 0%	n/a	-	n/a	0 0%	n/a	-	0 0%	0 0%	0 00	Base<10	-
% Missed Due Dates Due to LOF - ISDN/PRI > 90 Days	60-33	L	-	-	TX	P	n/a	0 0%	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF - DSL > 90 Days	60-34	L	-	-	TX	P	0 0%	0 0%	0 00	Yes	0 0%	2 0%	(2 02)	Yes	0 0%	0 0%	0 00	Yes	HIT
% Missed Due Dates Due to LOF - Analog Trunk Port > 90 Days	60-35	L	-	-	TX	P	n/a	0 0%	n/a	-	n/a	18 2%	n/a	-	n/a	0 0%	n/a		
% Missed Due Dates Due to LOF - Subtending DDC Trunks > 90 Days	60-36	L	-	-	TX	P	n/a	0 0%	n/a	-	n/a	18 2%	n/a	-	n/a	0 0%	n/a	-	

Texas Aggregated Performance Measures

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Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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 87% Result	Nov-00 CLEC	Nov-00 SWBT/ Benchmark	Nov-00 % Yes - Z-Value	Nov-00 88% Result	Overall Result 91%
% Missed Due Dates Due to LOF - DS3 Dedicated Transport > 90 Days	60-37	L	-	-	TX	P	n/a	n/a	n/a	-	0.0%	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF - Dark Fiber > 90 Days	60-38	L	-	-	TX	P	n/a	n/a	n/a	-	68.2%	n/a	n/a	-	n/a	n/a	n/a	-	-
% Missed Due Dates Due to LOF - Analog Line Port > 90 Days	60-39	L	-	-	TX	P	n/a	0.0%	n/a	-	n/a	18.2%	n/a	-	n/a	0.0%	n/a	-	-
Avg. Delay Days Due to LOF - 8.0 dB Loop	61-01	-	-	-	TX	P	8.8	11.5	(0.81)	Yes	13.1	11.8	0.37	Yes	22.0	12.1	1.67	Base<10	HIT
Avg. Delay Days Due to LOF - 5.0 dB Loop	61-02	-	-	-	TX	P	27.5	9.8	5.10	No	n/a	36.8	n/a	-	4.8	12.5	(2.34)	Base<10	-
Avg. Delay Days Due to LOF - BRI Loop	61-03	-	-	-	TX	P	15.7	21.5	(2.66)	Yes	15.5	18.8	(1.54)	Yes	13.2	16.6	(1.37)	Yes	HIT
Avg. Delay Days Due to LOF - ISDN BRI Port	61-04	-	-	-	TX	P	n/a	21.5	n/a	-	n/a	18.8	n/a	-	n/a	16.6	n/a	-	-
Avg. Delay Days Due to LOF - DS1 Loop	61-05	-	-	-	TX	P	14.5	23.3	(1.11)	Yes	14.2	18.6	(0.77)	Yes	9.3	10.6	(0.65)	Yes	HIT
Avg. Delay Days Due to LOF - DS1 Dedicated Transport	61-06	-	-	-	TX	P	n/a	23.3	n/a	-	n/a	18.6	n/a	-	9.0	10.6	(0.25)	Base<10	-
Avg. Delay Days Due to LOF - ISDN/PRI	61-07	-	-	-	TX	P	n/a	13.0	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days Due to LOF - DSL	61-08	-	-	-	TX	P	9.6	10.0	(0.15)	Yes	10.8	12.9	(0.89)	Yes	11.0	12.3	(0.81)	Yes	HIT
Avg. Delay Days Due to LOF - Analog Trunk Port	61-09	-	-	-	TX	P	n/a	9.8	n/a	-	n/a	36.8	n/a	-	n/a	12.5	n/a	-	-
Avg. Delay Days Due to LOF - Subtending DDC Trunks	61-10	-	-	-	TX	P	n/a	9.8	n/a	-	n/a	36.8	n/a	-	n/a	12.5	n/a	-	-
Avg. Delay Days Due to LOF - DS3 Dedicated Transport	61-11	-	-	-	TX	P	n/a	n/a	n/a	-	39.0	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days Due to LOF - Dark Fiber	61-12	-	-	-	TX	P	n/a	n/a	n/a	-	86.0	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days Due to LOF - Analog Line Port	61-13	-	-	-	TX	P	n/a	9.8	n/a	-	n/a	36.8	n/a	-	n/a	12.5	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - 8.0 dB Loop Field Work	62-01	M	-	L	TX	P	8.9	8.8	0.06	Yes	7.5	8.9	(0.51)	Yes	13.1	8.5	1.17	Yes	HIT
Avg. Delay Days for SWBT Missed Due Dates - 8.0 dB Loop No Field Work	62-02	M	-	L	TX	P	n/a	7.4	n/a	-	12.4	7.4	1.66	Yes	5.3	9.0	(0.81)	Yes	HIT
Avg. Delay Days for SWBT Missed Due Dates - 5.0 dB Loop	62-03	M	-	L	TX	P	29.9	9.1	5.59	No	1.1	16.4	(2.21)	Yes	4.0	43.4	(2.20)	Yes	HIT
Avg. Delay Days for SWBT Missed Due Dates - BRI Loop	62-04	M	-	L	TX	P	15.8	11.7	2.67	No	13.4	13.1	0.22	Yes	14.0	9.5	3.42	No	MISS
Avg. Delay Days for SWBT Missed Due Dates - ISDN BRI Port	62-05	M	-	L	TX	P	n/a	11.7	n/a	-	n/a	13.1	n/a	-	n/a	9.5	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - DS1 Loop	62-06	M	-	L	TX	P	10.8	29.1	(2.19)	Yes	12.0	16.6	(1.00)	Yes	6.7	11.9	(1.97)	Yes	HIT
Avg. Delay Days for SWBT Missed Due Dates - DS1 Dedicated Transport	62-07	M	-	L	TX	P	1.0	29.1	(0.63)	Base<10	6.6	16.6	(1.18)	Base<10	5.0	11.9	(0.76)	Base<10	-
Avg. Delay Days for SWBT Missed Due Dates - ISDN/PRI	62-08	M	-	L	TX	P	14.0	24.2	(0.27)	Base<10	36.2	9.3	18.84	No	7.0	21.6	(4.35)	Yes	-
Avg. Delay Days for SWBT Missed Due Dates - DSL	62-09	M	-	L	TX	P	8.2	35.4	(7.73)	Yes	9.7	17.0	(4.23)	Yes	10.4	17.3	(3.66)	Yes	HIT
Avg. Delay Days for SWBT Missed Due Dates - Analog Trunk Port	62-10	M	-	L	TX	P	n/a	9.1	n/a	-	n/a	16.4	n/a	-	n/a	43.4	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - Subtending DDC Trunks	62-11	M	-	L	TX	P	n/a	9.1	n/a	-	n/a	16.4	n/a	-	n/a	43.4	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - DS3 Dedicated Transport	62-12	M	-	L	TX	P	27.7	n/a	n/a	-	16.3	n/a	n/a	-	4.0	n/a	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - Dark Fiber	62-13	M	-	L	TX	P	n/a	n/a	n/a	-	86.4	n/a	n/a	-	8.5	n/a	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - Analog Line Port	62-14	M	-	L	TX	P	1.5	9.1	(0.81)	Base<10	4.5	16.4	(1.53)	Yes	9.8	43.4	(1.33)	Base<10	-
% SWBT Caused Missed Due Dates > 30 Days - 8.0 dB Loop Field Work	63-01	L	-	-	TX	P	0.1%	0.9%	(2.46)	Yes	0.0%	1.0%	(3.08)	Yes	0.1%	1.0%	(2.28)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - 8.0 dB Loop No Field Work	63-02	L	-	-	TX	P	0.0%	0.0%	(0.54)	Yes	0.1%	0.0%	2.89	No	0.0%	0.0%	(0.75)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - 5.0 dB Loop	63-03	L	-	-	TX	P	3.3%	0.5%	5.21	No	0.0%	0.5%	(1.03)	Yes	0.0%	2.5%	(2.07)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - BRI Loop	63-04	L	-	-	TX	P	2.7%	2.2%	1.28	Yes	1.8%	3.6%	(3.72)	Yes	2.0%	1.4%	1.68	No	HIT
% SWBT Caused Missed Due Dates > 30 Days - ISDN BRI Port	63-05	L	-	-	TX	P	n/a	2.2%	n/a	-	n/a	3.6%	n/a	-	n/a	1.4%	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - DS1 Loop	63-06	L	-	-	TX	P	1.2%	4.8%	(2.42)	Yes	2.8%	2.4%	0.28	Yes	0.6%	1.6%	(1.28)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - DS1 Dedicated Transport	63-07	L	-	-	TX	P	0.0%	4.8%	(2.12)	Yes	1.2%	2.4%	(0.67)	Yes	0.0%	1.6%	(1.10)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - ISDN/PRI	63-08	L	-	-	TX	P	0.0%	3.1%	(2.00)	Yes	10.6%	0.1%	35.34	No	0.0%	0.3%	(0.40)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - DSL	63-09	L	-	-	TX	P	0.3%	0.7%	(3.09)	Yes	0.4%	0.3%	1.59	Yes	0.5%	0.3%	1.47	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - Analog Trunk Port	63-10	L	-	-	TX	P	n/a	0.5%	n/a	-	n/a	0.5%	n/a	-	0.0%	2.5%	(0.53)	Yes	-
% SWBT Caused Missed Due Dates > 30 Days - Subtending DDC Trunks	63-11	L	-	-	TX	P	0.0%	0.5%	(0.34)	Yes	0.0%	0.5%	(0.07)	Base<10	0.0%	2.5%	(0.78)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - DS3 Dedicated Transport	63-12	L	-	-	TX	P	7.7%	n/a	n/a	-	3.4%	0.0%	0.42	Yes	0.0%	0.0%	0.00	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - Dark Fiber	63-13	L	-	-	TX	P	n/a	n/a	n/a	-	82.1%	0.0%	3.68	No	3.1%	0.0%	0.54	Yes	-
% SWBT Caused Missed Due Dates > 30 Days - Analog Line Port	63-14	L	-	-	TX	P	0.0%	0.5%	(0.31)	Yes	0.0%	0.5%	(0.44)	Yes	1.4%	2.5%	(0.62)	Yes	HIT
Trouble Report Rate - 8.0 dB Loop with Test Access	65-01	H	H	H	TX	P	1.3%	2.5%	(13.93)	Yes	1.8%	2.9%	(11.43)	Yes	1.5%	3.2%	(16.91)	Yes	HIT
Trouble Report Rate - 5.0 dB Loop with Test Access	65-02	H	H	H	TX	P	1.1%	0.7%	3.25	No	1.1%	0.7%	2.44	No	1.0%	0.7%	2.23	No	MISS
Trouble Report Rate - BRI Loop with Test Access	65-03	H	H	H	TX	P	3.8%	2.6%	5.69	No	3.8%	3.0%	3.80	No	3.7%	2.8%	4.38	No	MISS
Trouble Report Rate - ISDN BRI Port	65-04	H	H	H	TX	P	0.0%	2.6%	(0.69)	Yes	0.0%	3.0%	(0.74)	Yes	0.0%	2.8%	(0.71)	Yes	HIT
Trouble Report Rate - DS1 Loop with Test Access	65-05	H	H	H	TX	P	2.6%	6.5%	(7.79)	Yes	4.3%	6.6%	(4.09)	Yes	2.4%	6.4%	(8.91)	Yes	HIT
Trouble Report Rate - DS1 Dedicated Transport	65-06	H	H	H	TX	P	1.1%	6.5%	(5.30)	Yes	2.4%	6.6%	(4.24)	Yes	0.9%	6.4%	(5.86)	Yes	HIT
Trouble Report Rate - ISDN/PRI	65-07	H	H	H	TX	P	0.0%	0.0%	(0.47)	Yes	0.1%	0.0%	0.29	Yes	0.0%	0.0%	(0.88)	Yes	HIT
Trouble Report Rate - DSL	65-08	H	H	H	TX	P	2.8%	20.5%	(47.16)	Yes	3.2%	8.0%	(21.91)	Yes	2.8%	6.0%	(18.06)	Yes	HIT
Trouble Report Rate - Analog Trunk Port	65-09	H	H	H	TX	P	0.0%	0.7%	(0.77)	Yes	0.0%	0.7%	(0.81)	Yes	4.4%	0.7%	6.72	No	HIT
Trouble Report Rate - Subtending DDC Trunks	65-10	H	H	H	TX	P	0.0%	0.7%	(1.22)	Yes	0.5%	0.7%	(0.49)	Yes	0.0%	0.7%	(1.31)	Yes	HIT
Trouble Report Rate - DS3 Dedicated Transport	65-11	H	H	H	TX	P	0.2%	2.5%	(2.76)	Yes	0.2%	1.6%	(2.08)	Yes	0.4%	4.6%	(3.88)	Yes	HIT
Trouble Report Rate - Dark Fiber	65-12	H	H	H	TX	P	0.1%	2.5%	(4.15)	Yes	3.4%	1.6%	1.04	Yes	1.1%	4.6%	(2.97)	Yes	HIT
Trouble Report Rate - Analog Line Port	65-13	H	H	H	TX	P	0.5%	0.7%	(0.60)	Yes	0.3%	0.7%	(1.29)	Yes	0.3%	0.7%	(1.34)	Yes	HIT
% Missed Repair Commitment - 8 dB Loop	66-01	H	H	H	TX	P	0.5%	8.6%	(5.78)	Yes	0.5%	8.3%	(6.89)	Yes	0.0%	11.9%	(8.14)	Yes	HIT
Mean Time to Restore - 8.0 dB Loop with Test Access-Dispatch	67-01	H	H	H	TX	P	2.2	29.4	(12.64)	Yes	2.5	33.3	(17.44)	Yes	2.4	56.6	(19.00)	Yes	HIT
Mean Time to Restore - 5.0 dB Loop with Test Access-Dispatch	67-02	H	H	H	TX	P	2.2	10.2	(2.51)	Yes	2.1	8.8	(2.93)	Yes	2.9	9.3	(2.15)	Yes	HIT
Mean Time to Restore - BRI Loop with Test Access-Dispatch	67-03	H	H	H	TX	P	2.7	11.0	(4.98)	Yes	3.0	9.3	(6.67)	Yes	4.1	9.3	(5.67)	Yes	HIT
Mean Time to Restore - ISDN BRI Port-Dispatch	67-04	H	H	H	TX	P	n/a	11.0	n/a	-	n/a	9.3	n/a	-	n/a	9.3	n/a	-	
Mean Time to Restore - DS1 Loop with Test Access-Dispatch	67-05	H	H	H	TX	P	2.5	3.4	(1.89)	Yes	3.7	3.6	0.16	Yes	3.9	4.4	(0.68)	Yes	HIT
Mean Time to Restore - DS1 Dedicated Transport-Dispatch	67-06	H	H	H	TX	P	2.1	3.4	(0.84)	Base<10	2.5	3.6	(0.79)	Yes	3.1	4.4	(0.47)	Base<10	
Mean Time to Restore - ISDN/PRI -Dispatch	67-07	H	H	H	TX	P	3.1	5.6	(0.30)	Base<10	3.5	5.3	(0.34)	Base<10	1.0	5.0	(0.64)	Base<10	
Mean Time to Restore - DSL -Dispatch	67-08	H	H	H	TX	P	7.2	30.8	(11.34)	Yes	4.5	44.8	(8.35)	Yes	6.4	81.3	(12.57)	Yes	HIT

Texas Aggregated Performance Measures

Version 1.6

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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 87% Result	Nov-00 CLEC	Nov-00 SWBT/ Benchmark	Nov-00 % Yes - Z-Value	Nov-00 88% Result	Overall Result 91%
Mean Time to Restore - Analog Trunk Port-Dispatch	67-09	H	H	H	TX	P	n/a	10.2	n/a	-	n/a	8.8	n/a	-	18.3	9.3	1.68	Yes	-
Mean Time to Restore - Subtending DDC Trunks-Dispatch	67-10	H	H	H	TX	P	n/a	10.2	n/a	-	1.8	8.8	(0.50)	Base<10	n/a	9.3	n/a	-	-
Mean Time to Restore - DS3 Dedicated Transport-Dispatch	67-11	H	H	H	TX	P	2.7	0.8	1.30	Base<10	0.1	2.4	(1.65)	Base<10	0.0	2.2	(1.16)	Base<10	-
Mean Time to Restore - Dark Fiber-Dispatch	67-12	H	H	H	TX	P	2.7	0.8	1.36	Base<10	19.9	2.4	15.16	Base<10	25.4	2.2	24.59	Base<10	-
Mean Time to Restore - Analog Line Port-Dispatch	67-13	H	H	H	TX	P	0.1	10.2	(0.92)	Base<10	2.0	8.8	(0.69)	Base<10	0.8	9.3	(0.71)	Base<10	-
Mean Time to Restore - 8.0 dB Loop with Test Access-No Dispatch	67-14	H	H	H	TX	P	1.1	11.4	(0.42)	Base<10	2.8	12.6	(0.66)	Base<10	1.4	21.8	(0.81)	Base<10	-
Mean Time to Restore - 5.0 dB Loop with Test Access-No Dispatch	67-15	H	H	H	TX	P	n/a	1.2	n/a	-	n/a	1.3	n/a	-	n/a	1.6	n/a	-	-
Mean Time to Restore - BRI Loop with Test Access-No Dispatch	67-16	H	H	H	TX	P	0.1	0.8	(0.27)	Base<10	n/a	0.9	n/a	-	1.8	1.0	1.08	Base<10	-
Mean Time to Restore - ISDN BRI Port-No Dispatch	67-17	H	H	H	TX	P	n/a	0.8	n/a	-	n/a	0.9	n/a	-	n/a	1.0	n/a	-	-
Mean Time to Restore - DS1 Loop with Test Access-No Dispatch	67-18	H	H	H	TX	P	3.5	0.8	2.15	Base<10	0.4	0.4	0.10	Base<10	1.6	0.6	1.28	Base<10	-
Mean Time to Restore - DS1 Dedicated Transport-No Dispatch	67-19	H	H	H	TX	P	0.3	0.8	(0.24)	Base<10	0.5	0.4	0.39	Base<10	5.1	0.6	2.55	Base<10	-
Mean Time to Restore - ISDN/PRI - No Dispatch	67-20	H	H	H	TX	P	n/a	1.0	n/a	-	n/a	0.6	n/a	-	n/a	1.1	n/a	-	-
Mean Time to Restore - DSL -No Dispatch	67-21	H	H	H	TX	P	36.9	31.2	0.10	Base<10	35.7	43.0	(1.47)	Yes	82.0	81.2	0.11	Yes	HIT
Mean Time to Restore - Analog Trunk Port-No Dispatch	67-22	H	H	H	TX	P	n/a	1.2	n/a	-	n/a	1.3	n/a	-	n/a	1.6	n/a	-	-
Mean Time to Restore - Subtending DDC Trunks-No Dispatch	67-23	H	H	H	TX	P	n/a	1.2	n/a	-	n/a	1.3	n/a	-	n/a	1.6	n/a	-	-
Mean Time to Restore - DS3 Dedicated Transport-No Dispatch	67-24	H	H	H	TX	P	n/a	1.0	n/a	-	n/a	0.0	n/a	-	0.5	n/a	n/a	-	-
Mean Time to Restore - Dark Fiber-No Dispatch	67-25	H	H	H	TX	P	n/a	1.0	n/a	-	2.0	0.0	1.99	No	0.8	n/a	n/a	-	-
Mean Time to Restore - Analog Line Port-No Dispatch	67-26	H	H	H	TX	P	n/a	1.2	n/a	-	n/a	1.3	n/a	-	n/a	1.6	n/a	-	-
% Out of Service < 24 Hours - 8.0 dB Loop	68-01	M	-	-	TX	P	99.5%	83.3%	(8.67)	Yes	99.5%	74.3%	(14.08)	Yes	100.0%	55.7%	(19.76)	Yes	HIT
% Repeat Reports - 8.0 dB Loop with Test Access	69-01	H	H	H	TX	P	9.8%	13.0%	(1.91)	Yes	10.7%	12.8%	(1.55)	Yes	10.0%	14.3%	(2.71)	Yes	HIT
% Repeat Reports - 5.0 dB Loop with Test Access	69-02	H	H	H	TX	P	27.8%	12.0%	2.88	No	8.1%	13.0%	(0.88)	Yes	6.1%	12.3%	(1.08)	Yes	HIT
% Repeat Reports - BRI Loop with Test Access	69-03	H	H	H	TX	P	11.5%	15.9%	(1.91)	Yes	13.5%	17.0%	(1.53)	Yes	11.1%	19.9%	(3.70)	Yes	HIT
% Repeat Reports - ISDN BRI Port	69-04	H	H	H	TX	P	n/a	15.9%	n/a	-	n/a	17.0%	n/a	-	n/a	19.9%	n/a	-	-
% Repeat Reports - DS1 Loop with Test Access	69-05	H	H	H	TX	P	12.7%	17.8%	(1.13)	Yes	12.9%	20.2%	(1.75)	Yes	14.5%	19.6%	(1.12)	Yes	HIT
% Repeat Reports - DS1 Dedicated Transport	69-06	H	H	H	TX	P	0.0%	17.8%	(1.23)	Base<10	0.0%	20.2%	(2.07)	Yes	28.6%	19.6%	0.59	Base<10	-
% Repeat Reports - ISDN/PRI	69-07	H	H	H	TX	P	0.0%	4.3%	(0.21)	Base<10	0.0%	10.4%	(0.48)	Base<10	0.0%	5.6%	(0.24)	Base<10	-
% Repeat Reports - DSL	69-08	H	H	H	TX	P	9.9%	15.6%	(3.27)	Yes	13.6%	35.1%	(10.81)	Yes	15.9%	37.1%	(10.36)	Yes	HIT
% Repeat Reports - Analog Trunk Port	69-09	H	H	H	TX	P	n/a	12.0%	n/a	-	n/a	13.0%	n/a	-	0.0%	12.3%	(1.18)	Yes	-
% Repeat Reports - Subtending DDC Trunks	69-10	H	H	H	TX	P	n/a	12.0%	n/a	-	0.0%	13.0%	(0.39)	Base<10	n/a	12.3%	n/a	-	-
% Repeat Reports - DS3 Dedicated Transport	69-11	H	H	H	TX	P	0.0%	0.0%	0.00	Base<10	0.0%	0.0%	0.00	Base<10	0.0%	33.3%	(0.94)	Base<10	-
% Repeat Reports - Dark Fiber	69-12	H	H	H	TX	P	0.0%	0.0%	0.00	Base<10	0.0%	0.0%	0.00	Yes	9.1%	33.3%	(1.25)	Yes	HIT
% Repeat Reports - Analog Line Port	69-13	H	H	H	TX	P	0.0%	12.0%	(0.64)	Base<10	0.0%	13.0%	(0.55)	Base<10	0.0%	12.3%	(0.53)	Base<10	-
% Trunk Blockage - SWBT End Office to CLEC	70-01	H	H	M	TX	B	0.0%	1.0%	(1.00)	Yes	0.1%	1.0%	(0.92)	Yes	0.0%	1.0%	(0.98)	Yes	HIT
% Trunk Blockage - SWBT Tandem to CLEC	70-02	H	H	M	TX	B	0.1%	1.0%	(0.90)	Yes	0.0%	1.0%	(0.96)	Yes	0.0%	1.0%	(0.98)	Yes	HIT
Common Transport Block > 2%	71-01	-	H	M	TX	B	0.6%	3.0%	(2.44)	Yes	1.1%	3.0%	(1.93)	Yes	0.9%	3.0%	(2.09)	Yes	HIT
% Missed Due Dates - Interconnection Trunks	73-01	M	-	-	TX	P	7.2%	28.8%	(63.65)	Yes	8.7%	41.3%	(89.29)	Yes	7.0%	22.7%	(48.37)	Yes	HIT
% Held Interconnection Trunks > 30 Days due to Lack of Facilities	73.1-01	H	-	-	TX	B	0.0%	n/a	n/a	-	0.0%	n/a	n/a	-	1.0%	n/a	n/a	-	-
% Held Interconnection Trunks > 60 Days due to Lack of Facilities	73.1-02	H	-	-	TX	B	0.0%	n/a	n/a	-	0.0%	n/a	n/a	-	0.0%	n/a	n/a	-	-
% Held Interconnection Trunks > 90 Days due to Lack of Facilities	73.1-03	H	-	-	TX	B	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Yes	HIT
Avg. Delay Days for Missed Due Dates	74-01	L	-	-	TX	P	28.9	51.1	(15.25)	Yes	15.8	16.8	(1.44)	Yes	19.5	42.6	(15.48)	Yes	HIT
% SWBT Missed Due Dates > 30 Days	75-01	L	-	-	TX	B	2.6%	2.0%	0.65	Yes	1.3%	2.0%	(0.68)	Yes	2.1%	2.0%	0.10	Yes	HIT
Avg. Trunk Restoral Interval	76-01	L	-	-	TX	P	2.9	471.3	(1.30)	Yes	6.7	61.7	(2.21)	Yes	6.5	1337.9	(2.79)	Yes	HIT
Avg. Restoration Interval - Tandem Trunk Groups	77-01	H	H	M	TX	B	n/a	1.0	n/a	-	n/a	1.0	n/a	-	n/a	1.0	n/a	-	-
Avg. Restoration Interval - Non-Tandem Trunk Groups	77-02	H	H	M	TX	B	n/a	2.0	n/a	-	n/a	2.0	n/a	-	n/a	2.0	n/a	-	-
Avg. Interconnection Trunk Install Interval - Interconnection Trunks	78-01	H	H		TX	B	19.6	20.0	(0.44)	Base<10	29.1	20.0	9.06	No	28.1	20.0	8.06	No	MISS
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	-	-
Avg. Interconnection Trunk Install Interval - OS/DA	78-03	H	H	-	TX	B	n/a	20.0	n/a	-	64.0	20.0	44.00	Base<10	123.3	20.0	103.33	Base<10	-
Avg. Interconnection Trunk Install Interval - E-911	78-04	H	H	-	TX	B	7.0	20.0	(13.00)	Base<10	49.7	20.0	29.69	No	64.7	20.0	44.71	Base<10	-
DA Avg. Speed of Answer	80-01	-	L	-	TX	B	4.8	-1.1	n/a	-	5.3	-0.6	n/a	-	4.6	-1.3	n/a	-	-
OS Avg. Speed of Answer	82-01	-	L	-	TX	B	3.0	-0.3	n/a	-	4.9	1.6	n/a	-	3.1	-0.2	n/a	-	-
% Install. Completed - < 10 Numbers per Order. Within 3 Bus. Days	87-01.1	-	-	-	TX	B	0.0%	90.0%	90.00	Base<10	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	-
% Install. Completed - 11-20 Numbers per Order. Within 7 Bus. Days	87-01.2	-	-	-	TX	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% Install. Completed - > 20 Numbers per Order. Within 10 Bus. Days	87-01.3	-	-	-	TX	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. INP Install. Interval < 10 Numbers per Order	88-01.1	L	-	-	TX	B	39.0	3.0	n/a	-	n/a	3.0	n/a	-	n/a	3.0	n/a	-	-
Avg. INP Install. Interval - 11-20 Numbers per Order	88-01.2	L	-	-	TX	B	n/a	7.0	n/a	-	n/a	7.0	n/a	-	n/a	7.0	n/a	-	-
Avg. INP Install. Interval > 20 numbers per Order	88-01.3	L	-	-	TX	B	n/a	10.0	n/a	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	-
% Trouble Reports Received Within 30 Days of Install	89-01	M	-	-	TX	P	0.0%	3.5%	(0.19)	Base<10	n/a	3.7%	n/a	-	n/a	4.1%	n/a	-	-
% SWBT Caused Missed Due Dates	90-01	M	-	-	TX	P	0.0%	0.3%	(0.06)	Base<10	n/a	0.3%	n/a	-	n/a	0.4%	n/a	-	-
% of LNP Only Due Dates within Industry Guidelines	91-01	-	-	-	TX	B	95.7%	96.5%	0.79	Yes	93.8%	96.5%	2.65	No	94.7%	96.5%	1.84	No	MISS
% of Time the OSP Releases Prior to the Exp of the T2 Timer	92-01	-	-	-	TX	B	95.4%	96.5%	1.06	Yes	91.1%	96.5%	5.37	No	97.2%	96.5%	(0.68)	Yes	HIT
# of Customer Accounts Restructured Prior to LNP Due Date	93-01	L	-	-	TX	B	82.1%	96.5%	14.45	No	88.1%	96.5%	8.36	No	73.3%	96.5%	23.17	No	MISS
LNP % FOCs Rec. Within 5 Hours - Res/Bus LNP Only (1-19) - LEX	94-01	L	M	M	TX	B	97.0%	95.0%	(2.01)	Yes	97.8%	95.0%	(2.82)	Yes	98.8%	95.0%	(3.75)	Yes	HIT
LNP % FOCs Rec. Within 5 Hours - Res/Bus Loop (1-19) - LEX	94-02	L	M	M	TX	B	95.6%	95.0%	(0.58)	Yes	95.7%	95.0%	(0.71)	Yes	94.8%	95.0%	0.19	Yes	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		
LNP % FOCs Rec. Within 48 Hours - LNP with Loop (20+) - LEX	94-04	L	M	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	-
LNP % FOCs Rec. Within 24 Hours - LNP Comp Bus. (1-19) - LEX	94-05	L	M	M	TX	B	97.9%	95.0%	(2.87)	Yes	98.7%	95.0%	(3.70)	Yes	100.0%	95.0%	(5.00)	Yes	HIT

Texas Aggregated Performance Measures

Version 1.6

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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 87% Result	Nov-00 CLEC	Nov-00 SWBT/ Benchmark	Nov-00 % Yes - Z-Value	Nov-00 88% Result	Overall Result 91%
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)	Yes	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	HIT
LNP % FOCs Rec On Time - LNP Comp Bus (51+) - LEX	94-07	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	HIT
LNP % FOCs Rec Within 5 Hours - Res/Bus LNP Only (1-19) - EDI	94-08	L	M	M	TX	B	96.4%	95.0%	(1.36)	Yes	99.4%	95.0%	(4.39)	Yes	99.2%	95.0%	(4.17)	Yes	HIT
LNP % FOCs Rec Within 5 Hours - Res/Bus Loop (1-19) - EDI	94-09	L	M	M	TX	B	98.4%	95.0%	(3.39)	Yes	96.8%	95.0%	(1.80)	Yes	95.0%	95.0%	0.02	Yes	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	-	-
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	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
LNP % FOCs Rec Within 24 Hours - LNP Comp Bus (1-19) - EDI	94-12	L	M	M	TX	B	100.0%	95.0%	(5.00)	Yes	97.2%	95.0%	(2.22)	Yes	100.0%	95.0%	(5.00)	Yes	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	-
LNP % FOCs Rec On Time - LNP Comp Bus (51+) - EDI	94-14	L	M	M	TX	B	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Base<10	HIT
LNP % FOCs Rec Within 24 Hours - Res/Bus LNP Only (1-19) - Manual	94-15	L	M	M	TX	B	90.3%	95.0%	4.68	No	97.0%	95.0%	(2.00)	Yes	99.0%	95.0%	(4.02)	Yes	HIT
LNP % FOCs Rec Within 24 Hours - Res/Bus Loop (1-19) - Manual	94-16	L	M	M	TX	B	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	77.8%	95.0%	17.22	Base<10	-
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	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	-
LNP % FOCs Rec Within 48 Hours - LNP with Loop (20+) - Manual	94-18	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	-	-
LNP % FOCs Rec Within 24 Hours - LNP Comp Bus (1-19) - Manual	94-19	L	M	M	TX	B	95.0%	95.0%	0.00	Yes	75.0%	95.0%	20.00	No	95.5%	95.0%	(0.45)	Yes	HIT
LNP % FOCs Rec Within 48 Hours - LNP Comp Bus (20-50) - Manual	94-20	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	-
LNP % FOCs Rec On Time - LNP Comp Bus (51+) - Manual	94-21	L	M	M	TX	B	90.9%	95.0%	4.09	No	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	-
% Premature Disconnects for Stand Alone LNP Orders	96-01	H	H	-	TX	B	0.1%	2.0%	(1.91)	Yes	2.0%	2.0%	(0.04)	Yes	0.9%	2.0%	(1.15)	Yes	HIT
% of Time SWBT applies 10 digit trigger prior to LNP Order Due Date - LNP Only	97-01	H	H	-	TX	B	99.2%	96.5%	(2.67)	Yes	99.8%	96.5%	(3.26)	Yes	97.1%	96.5%	(0.58)	Yes	HIT
% of Time SWBT applies 10 digit trigger prior to LNP Order Due Date - LNP with Loc	97-02	H	H	-	TX	B	98.4%	96.5%	(1.94)	Yes	97.1%	96.5%	(0.62)	Yes	97.5%	96.5%	(1.00)	Yes	HIT
Percent LNP i-Reports in 10 Days	98-01	H	H	-	TX	P	0.1%	2.1%	(11.38)	Yes	0.0%	2.2%	(11.88)	Yes	0.0%	2.5%	(11.11)	Yes	HIT
Avg Delay Days for SWBT Missed Due Dates - LNP	99-01	M	M	-	TX	P	3.5	7.4	(4.23)	Yes	6.7	7.4	(0.47)	Yes	5.3	9.0	(2.85)	Yes	HIT
Avg Time of Out of Service for LNP Conversions	100-01	H	H	-	TX	B	4.5	60.0	(55.51)	Yes	4.2	60.0	(55.76)	Yes	4.3	60.0	(55.67)	Yes	HIT
% Out of Service less than 60 Minutes	101-01	M	M		TX	B	100.0%	96.5%	(3.50)	Yes	99.6%	96.5%	(3.08)	Yes	99.9%	96.5%	(3.35)	Yes	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	0.2	9.2	(10.46)	Yes	0.1	9.4	(13.13)	Yes	0.1	8.3	(11.94)	Yes	HIT
% of Request Processed within 35 Days	105-01	L	-	-	TX	B	100.0%	90.0%	(10.00)	Yes	100.0%	90.0%	(10.00)	Yes	96.8%	90.0%	(6.77)	Yes	HIT
Average Days Required to Process a Request	106-01	-	-	-	TX	B	21.0		n/a	-	20.8		n/a	-	19.1		n/a	-	-
% Missed Collocation Due Dates - Caged - Initial	107-01	H	H	M	TX	B	14.3%	5.0%	9.29	Base<10	0.0%	5.0%	(5.00)	Base<10	0.0%	5.0%	(5.00)	Base<10	-
% Missed Collocation Due Dates - Caged - Augments	107-02	H	H	M	TX	B	0.0%	5.0%	(5.00)	Yes	0.0%	5.0%	(5.00)	Yes	0.0%	5.0%	(5.00)	Yes	HIT
% Missed Collocation Due Dates - Cageless - Initial	107-03	H	H	M	TX	B	14.3%	5.0%	9.29	No	0.0%	5.0%	(5.00)	Base<10	0.0%	5.0%	(5.00)	Base<10	-
% Missed Collocation Due Dates - Cageless - Augments	107-04	H	H	M	TX	B	0.0%	5.0%	(5.00)	Yes	0.0%	5.0%	(5.00)	Yes	0.0%	5.0%	(5.00)	Yes	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	-	-
% 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	-	-
% Missed Collocation Due Dates - Virtual - Initial	107-07	H	H	M	TX	B	0.0%	5.0%	(5.00)	Base<10	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	-
% Missed Collocation Due Dates - Virtual - Augments	107-08	H	H	M	TX	B	0.0%	5.0%	(5.00)	Yes	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	-
Avg Delay Days - Caged - Initial	108-01	L	-	-	TX	B	59.0	9.0	50.00	Base<10	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg Delay Days - Caged - Augments	108-02	L	-	-	TX	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg Delay Days - Cageless - Initial	108-03	L	-	-	TX	B	70.5	7.0	63.55	Base<10	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
% of Collocation Requests within Guidelines - Caged - Initial	109-01	L	-	-	TX	B	75.7%	90.0%	14.32	No	100.0%	90.0%	(10.00)	Base<10	100.0%	90.0%	(10.00)	Yes	-
% of Collocation Requests within Guidelines - Caged - Augments	109-02	L	-	-	TX	B	94.4%	90.0%	(4.44)	Yes	100.0%	90.0%	(10.00)	Yes	100.0%	90.0%	(10.00)	Yes	HIT
% of Collocation Requests within Guidelines - Cageless - Initial	109-03	L	-	-	TX	B	100.0%	90.0%	(10.00)	Yes	100.0%	90.0%	(10.00)	Yes	100.0%	90.0%	(10.00)	Yes	HIT
% of Collocation Requests within Guidelines - Cageless - Augments	109-04	L	-	-	TX	B	95.0%	90.0%	(5.00)	Yes	100.0%	90.0%	(10.00)	Base<10	100.0%	90.0%	(10.00)	Yes	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	-	-
% 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	-	-
% 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	-	-
% of Collocation Requests within Guidelines - Virtual - Augments	109-08	L	-	-	TX	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	-
Percent of Updates into DA Database within 72 Hours	110-01	L	-	-	TX	B	100.00%	95.0%	(5.00)	Yes	100.00%	95.0%	(5.00)	Yes	100.00%	95.0%	(5.00)	Yes	HIT
Average Update Interval for DA Database	111-01	L	-	-	TX	B	66.6	48.0	18.57	No	43.3	48.0	(4.70)	Yes	31.7	48.0	(16.28)	Yes	HIT
% 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	HIT
% of Elect Updates That Flow Through The DSR Process W/O Man Intervention	113-01	L	-	-	TX	B	n/a	97.0%	n/a	-	n/a	97.0%	n/a	-	2.0%	97.0%	95.03	No	
% of Premature Disconnects - CHC/FDT - LNP with Loop Lines - CHC	114-01	H	H	-	TX	B	0.0%	2.0%	(2.00)	Yes	1.8%	2.0%	(0.25)	Yes	0.7%	2.0%	0.00	Yes	HIT
% of Premature Disconnects - CHC/FDT - LNP with Loop Lines - FDT	114-02	H	H	-	TX	B	0.0%	2.0%	(2.00)	Yes	0.0%	2.0%	(2.00)	Yes	0.9%	2.0%	0.00	Yes	HIT
CHC/FDT LNP with Loop Provisioning Interval - CHC (< 10 lines)	114.1-01	-	-	-	TX	-	98.8%		n/a	-	95.0%		n/a	-	96.2%		n/a	-	-
CHC/FDT LNP with Loop Provisioning Interval - CHC (10-24 lines)	114.1-02	-	-	-	TX	-	99.0%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	-
CHC/FDT LNP with Loop Provisioning Interval - FDT (< 10 lines)	114.1-03	-	-	-	TX	-	95.2%		n/a	-	94.6%		n/a	-	94.5%		n/a	-	-
CHC/FDT LNP with Loop Provisioning Interval - FDT (10-24 lines)	114.1-04	-	-	-	TX	-	100.0%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	-
% Missed Mech INP Conversions	116-01	M	-	-	TX	B	n/a	1.0%	n/a	-	n/a	1.0%	n/a	-	n/a	1.0%	n/a		
% NXXs Loaded/Tested Prior to LERG	117-01	H	H	-	TX	P	59.1%	9.3%	(5.80)	Yes	97.7%	38.0%	(9.13)	Yes	86.0%	27.3%	(3.97)	Yes	HIT
Avg Delay Days for NXX Loading and Testing	118-01	L	-	-	TX	P	19.6	22.2	(3.68)	Yes	24.3	10.6	5.96	Base<10	18.8	9.9	7.17	Base<10	
Mean Time to Restore (Hours)	119-01	H	H	-	TX	P	n/a	21.0	n/a	-	n/a	16.4	n/a	-	22.6	24.2	0.0	Yes	-
% of Requests Processed within 30 Business Days	120-01	-	-	-	TX	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	n/a	90.0%	n/a		

Texas Aggregated Performance Measures

Version 1.6

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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 87% Result	Nov-00 CLEC	Nov-00 SWBT/ Benchmark	Nov-00 % Yes - Z-Value	Nov-00 88% Result	Overall Result
																			91%
% 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	-	-
% 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	-	-
% of Quotes Provided for Authorized BFRs Within 90 Business Days	121-03	H	H	-	TX	B	100.0%	90.0%	(10.00)	Base<10	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	-

Version 1.6

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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 87% Result	Nov-00 CLEC	Nov-00 SWBT/ Benchmark	Nov-00 % Yes - Z-Value	Nov-00 88% Result	Overall Result 91%
Total # Submeasures									664				664				664		
# Counted (with z-score and sample size of 10 or more)									342				350				365		
# Not Counted (Base < 10 or n/a)									322				314				299		
Critical Z Value									1.68				1.68				1.68		
Number of Submeasures Met									284				304				322		316
Number of Submeasures Missed									58				46				43		32
Success Ratio - All Measures									**83.0%**				**86.9%**				**88.2%**		**90.8%**
Total # Tier 2 Submeasures									353				353				353		
# Counted (with z-score and sample size of 10 or more)									201				211				218		
# Not Counted (Base < 10 or n/a)									152				142				135		
Number of Submeasures Met									170				183				187		188
Number of Submeasures Missed									31				28				31		21
Success Ratio - Tier 2 Measures Only									**84.6%**				**86.7%**				**85.8%**		**90.0%**
Total # Tier 1 and/or Tier 2 Submeasures									539				539				539		
# Counted (with z-score and sample size of 10 or more)									299				308				323		
# Not Counted (Base < 10 or n/a)									240				231				216		
Number of Submeasures Met									246				267				282		276
Number of Submeasures Missed									53				41				41		29
Success Ratio - Tier 1 and/or Tier 2 Measures									**82.3%**				**86.7%**				**87.3%**		**90.5%**
Total # Tier 3 Submeasures (FCC 20)									323				323				323		
# Counted (with z-score and sample size of 10 or more)									188				198				197		
# Not Counted (Base < 10 or n/a)									135				125				126		
Number of Submeasures Met									152				170				171		173
Number of Submeasures Missed									36				28				26		22
Success Ratio - Tier 3 Measures (FCC 20)									**80.9%**				**85.9%**				**86.8%**		**88.7%**

Notes

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

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

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Texas Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 84% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 85% Result	Nov-00 CLEC	Nov-00 SWBT/ Benchmark	Nov-00 % Yes - Z-Value	Nov-00 86% Result	Z	Overall Result 89%
Avg Resp for OSS Pre-Order - Address Verification - DATAGATE	1-01	-	-	M	CO	B	2.3	4.7	0.00	Yes	2.1	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	3.2	4.5	0.00	Yes	3.1	4.5	0.00	Yes	3.0	4.5	0.00	Yes	N	HIT
Avg Resp for OSS Pre-Order - Req for CSR (< 30 WTN) - DATAGATE	1-03	-	-	M	CO	B	4.1	6.6	0.00	Yes	2.3	6.6	0.00	Yes	3.0	6.6	0.00	Yes	N	HIT
Avg Resp for OSS Pre-Order - Req for CSR (> 30 WTN) - DATAGATE	1-04	-	-	M	CO	B	14.8		n/a	-	12.7		n/a	-	14.1		n/a	-	N	-
Avg Resp for OSS Pre-Order - Serv Availability - DATAGATE	1-05	-	-	M	CO	B	1.9	6.6	0.00	Yes	1.7	6.6	0.00	Yes	2.1	6.6	0.00	Yes	N	HIT
Avg Resp for OSS Pre-Order - Serv Appointment Scheduling - DATAGATE	1-06	-	-	M	CO	B	0.9	1.0	0.00	Yes	1.8	1.0	2.00	No	0.4	1.0	0.00	Yes	N	HIT
Avg Resp for OSS Pre-Order - Dispatch Required - DATAGATE	1-07	-	-	M	CO	B	9.2	12.6	0.00	Yes	7.6	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	5.9	19.1	0.00	Yes	4.4	19.1	0.00	Yes	11.1	19.1	0.00	Yes	N	HIT
Avg Resp for OSS Pre-Order - Actual Loop Makeup-Actual Returned	1-09			M	CO	B	24.4	12.6	2.00	No	27.1	12.6	2.00	No	22.2	12.6	2.00	No	N	MISS
Avg Resp for OSS Pre-Order - Actual Loop Makeup-Design Returned	1-10	-	-	M	CO	B	n/a	23.0	n/a	-	n/a	23.0	n/a	-	n/a	23.0	n/a	-	N	-
Avg Resp for OSS Pre-Order - Design Loop Makeup-Design Returned	1-11	-	-	M	CO	B	9.0	10.0	0.00	Yes	8.5	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	111.9		n/a	-	47.5		n/a	-	23.6		n/a	-	N	-
Avg Resp for OSS Pre-Order - Protocol Translation - EDI Output	1-13	-	-	M	CO	B	14.7		n/a	-	15.9		n/a	-	9.5		n/a	-	N	-
Avg Resp for OSS Pre-Order - Protocol Translation - CORBA Input	1-14	-	-	M	CO	B	0.3		n/a	-	0.2		n/a	-	0.1		n/a	-	N	-
Avg Resp for OSS Pre-Order - Protocol Translation - CORBA Output	1-15	-	-	M	CO	B	0.2		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	3.1	4.7	0.00	Yes	2.9	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	2.2	4.5	0.00	Yes	2.1	4.5	0.00	Yes	2.0	4.5	0.00	Yes	N	HIT
Avg Resp for OSS Pre-Order - Req for CSR (< 30 WTM) - VERIGATE	1-18	-	-	M	CO	B	3.4	6.6	0.00	Yes	2.3	6.6	0.00	Yes	4.0	6.6	0.00	Yes	N	HIT
Avg Resp for OSS Pre-Order - Req for CSR (> 30 WTM) - VERIGATE	1-19	-	-	M	CO	B	7.0		n/a	-	5.1		n/a	-	8.5		n/a	-	N	-
Avg Resp for OSS Pre-Order - Serv Availability - VERIGATE	1-20	-	-	M	CO	B	3.7	6.6	0.00	Yes	2.0	6.6	0.00	Yes	2.7	6.6	0.00	Yes	N	HIT
Avg Resp for OSS Pre-Order - Serv Appointment Scheduling - VERIGATE	1-21	-	-	M	CO	B	1.6	1.0	2.00	No	2.4	1.0	2.00	No	0.4	1.0	0.00	Yes	N	MISS
Avg Resp for OSS Pre-Order - Dispatch Required - VERIGATE	1-22	-	-	M	CO	B	9.3	12.6	0.00	Yes	8.4	12.6	0.00	Yes	7.9	12.6	0.00	Yes	N	HIT
Avg Resp for OSS Pre-Order - PIC - VERIGATE	1-23	-	-	M	CO	B	20.2	19.1	2.00	No	18.4	19.1	0.00	Yes	18.7	19.1	0.00	Yes	N	HIT
Avg Response Time for Loop Make-Up Information	1.1-01	L	L	M	TX	B	1.7	1.9	(1.32)	Yes	2.0	2.2	(1.00)	Yes	1.4	2.0	(1.57)	Yes	Y	HIT
Avg Resp Rec within "x" sec - Address Verification - DATAGATE	2-01	L	L	-	CO	B	99.6%	95.0%	0.00	Yes	99.8%	95.0%	0.00	Yes	99.6%	95.0%	0.00	Yes	N	HIT
Avg Resp Rec within "x" sec - Req for Telephone Number - DATAGATE	2-02	L	L	-	CO	B	99.1%	95.0%	0.00	Yes	99.3%	95.0%	0.00	Yes	99.1%	95.0%	0.00	Yes	N	HIT
Avg Resp Rec within "x" sec - Req for CSR - DATAGATE	2-03	L	L	-	CO	B	98.7%	95.0%	0.00	Yes	99.6%	95.0%	0.00	Yes	98.5%	95.0%	0.00	Yes	N	HIT
Avg Resp Rec within "x" sec - Service Availability - DATAGATE	2-04	L	L	-	CO	B	99.6%	95.0%	0.00	Yes	99.5%	95.0%	0.00	Yes	99.2%	95.0%	0.00	Yes	N	HIT
Avg Resp Rec within "x" sec - Serv Appointment Scheduling - DATAGATE	2-05	L	L	-	CO	B	97.5%	95.0%	0.00	Yes	96.5%	95.0%	0.00	Yes	98.5%	95.0%	0.00	Yes	N	HIT
Avg Resp Rec within "x" sec - Dispatch Required - DATAGATE	2-06	L	L	-	CO	B	99.5%	95.0%	0.00	Yes	99.2%	95.0%	0.00	Yes	99.1%	95.0%	0.00	Yes	N	HIT
Avg Resp Rec within "x" sec - PIC - DATAGATE	2-07	L	L	-	CO	B	97.2%	95.0%	0.00	Yes	100.0%	95.0%	0.00	Yes	88.6%	95.0%	2.00	No	N	HIT
Actual Loop Makeup - Actual Data Returned	2-08	L	L	-	CO	B	69.6%	95.0%	2.00	No	68.2%	95.0%	2.00	No	77.5%	95.0%	2.00	No	N	MISS
Actual Loop Makeup - Design Data Returned	2-09	L	L	-	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	L	-	CO	B	83.4%	95.0%	2.00	No	81.8%	95.0%	2.00	No	82.8%	95.0%	2.00	No	N	MISS
Avg Resp Rec within "x" sec - Address Verification - VERIGATE	2-11	L	L	-	CO	B	94.3%	90.0%	0.00	Yes	94.9%	90.0%	0.00	Yes	95.1%	90.0%	0.00	Yes	N	HIT
Avg Resp Rec within "x" sec - Req for Telephone Number - VERIGATE	2-12	L	L	-	CO	B	97.3%	90.0%	0.00	Yes	97.8%	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	L	-	CO	B	96.3%	90.0%	0.00	Yes	98.0%	90.0%	0.00	Yes	96.5%	90.0%	0.00	Yes	N	HIT
Avg Resp Rec within "x" sec - Service Availability - VERIGATE	2-14	L	L	-	CO	B	96.4%	90.0%	0.00	Yes	99.1%	90.0%	0.00	Yes	98.0%	90.0%	0.00	Yes	N	HIT
Avg Resp Rec within "x" sec - Service Appointment Scheduling - VERIGATE	2-15	L	L	-	CO	B	97.4%	90.0%	0.00	Yes	97.3%	90.0%	0.00	Yes	98.7%	90.0%	0.00	Yes	N	HIT
Avg Resp Rec within "x" sec - Dispatch Required - VERIGATE	2-16	L	L	-	CO	B	85.7%	90.0%	2.00	No	86.7%	90.0%	2.00	No	90.8%	90.0%	0.00	Yes	N	MISS
Avg Resp Rec within "x" sec - PIC - VERIGATE	2-17	L	L	-	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	-	-	M	CO	B	99.4%	99.5%	2.00	No	99.7%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - VERIGATE	4-01.2	-	-	M	CO	B	99.8%	99.5%	0.00	Yes	99.8%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - LEX	4-01.3	-	-	M	CO	B	99.6%	99.5%	0.00	Yes	98.6%	99.5%	2.00	No	99.2%	99.5%	2.00	No	N	MISS
OSS Interface Availability - TOOLBAR	4-01.4	-	-	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	-	-	M	CO	B	99.9%	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 - FTP	4-01.6	-	-	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	-	-	M	CO	B	100.0%	99.5%	0.00	Yes	98.3%	99.5%	2.00	No	100.0%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - EDI - NDM	4-01.8	-	-	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	-	-	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	-	-	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	-	-	M	CO	B	100.0%	99.5%	0.00	Yes	98.3%	99.5%	2.00	No	100.0%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - Order Status	4-01.12	-	-	M	CO	B	100.0%	99.5%	0.00	Yes	99.7%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - Trouble Administration	4-01.13	-	-	M	CO	B	100.0%	99.5%	0.00	Yes	99.6%	99.5%	0.00	Yes	99.9%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - Provisioning Order Status	4-01.14	-	-	M	CO	B	100.0%	99.5%	0.00	Yes	99.8%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT
Consumer EASE Availability	4-02	-	-	M	TX	B	99.9%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT
Business EASE Availability	4-03	-	-	M	TX	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT
Pre-Order Backend System Database Query Availability - PREMIS	4.1-01	-	-	-	TX	-	100.0%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	-	-
Pre-Order Backend System Database Query Availability - CRIS	4.1-02	-	-	-	TX	-	100.0%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	-	-
Pre-Order Backend System Database Query Availability - SORD	4.1-03	-	-	-	TX	-	100.0%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	-	-
Pre-Order Backend System Database Query Availability - LFACS	4.1-04	-	-	-	TX	-	99.9%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	-	-
Pre-Order Backend System Database Query Availability - LOOPQUAL	4.1-05	-	-	-	TX	-	99.4%		n/a	-	99.5%		n/a	-	100.0%		n/a	-	-	-
Pre-Order Backend System Database Query Availability - BOP	4.1-06	-	-	-	TX	-	n/a		n/a	-	100.0%		n/a	-	100.0%		n/a	-	-	-
% FOCs Rec Within 5 Hours - Residence and Simple Business - LEX	5-01	L	L	M	TX	B	97.0%	95.0%	(1.97)	Yes	99.4%	95.0%	(4.38)	Yes	99.6%	95.0%	0.00	Yes	Y	HIT
% FOCs Rec Within 24 Hours - Complex Business (1-200 Lines) - LEX	5-02	L	L	M	TX	B	94.4%	94.0%	(0.44)	Yes	100.0%	94.0%	(6.00)	Yes	100.0%	94.0%	0.00	Yes	Y	HIT
% FOCs Rec Within 48 Hours - Complex Business (200+ Lines) - LEX	5-03	L	L	M	TX	B	n/a	95.0%	n/a	-	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	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 84% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 85% Result	Nov-00 CLEC	Nov-00 SWBT/ Benchmark	Nov-00 % Yes - Z-Value	Nov-00 86% Result	Z	Overall Result 89%
% FOCs Rec Within 5 Hours - UNE Loop (1-49) - LEX	5-04	L	L	M	TX	B	97.4%	95.0%	(2.40)	Yes	99.1%	95.0%	(4.12)	Yes	98.4%	95.0%	2.00	No	Y	HIT
% FOCs Rec Within 48 Hours - UNE Loop (50+) - LEX	5-05	L	L	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 5 Hours - Switch Ports - LEX	5-06	L	L	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 5 Hours - Sim Res/Bus LNP Only (1-19) - LEX	5-07	L	L	M	TX	B	90.9%	95.0%	4.09	No	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	0.00	Yes	Y	HIT
% FOCs Rec Within 5 Hours - Sim Res/Bus LNP w loop (1-19)- LEX	5-08	L	L	M	TX	B	100.0%	95.0%	(5.00)	Base<10	93.8%	95.0%	1.25	Yes	75.0%	95.0%	2.00	No	Y	-
% FOCs Rec Within 48 Hours - LNP Only (20+ loops) - LEX	5-09	L	L	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 48 Hours - LNP with loop (20+ loops) - LEX	5-10	L	L	M	TX	B	100.0%	95.0%	(5.00)	Base<10	n/a	95.0%	n/a	-	0.0%	95.0%	95.00	Base<10	Y	-
% FOCs Rec Within 24 Hours - LNP Comp Bus (1-19 lines) - LEX	5-11	L	L	M	TX	B	100.0%	94.0%	(6.00)	Base<10	100.0%	94.0%	(6.00)	Base<10	100.0%	94.0%	0.00	Yes	Y	-
% FOCs Rec Within 48 Hours - INP Comp Bus (20-50 lines) - LEX	5-12	L	L	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% FOCs Rec Negotiated - LNP Comp Bus (50+ lines) - LEX	5-13	L	L	M	TX	B	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	0.00	Base<10	Y	-
% FOCs Rec Projects Negotiated - LEX	5-14	L	L	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Yes	Y	-
% FOCs Rec Within 5 Hours - Residence and Simple Business - EDI	5-15	L	L	M	TX	B	99.4%	95.0%	(4.44)	Yes	99.5%	95.0%	(4.51)	Yes	99.7%	95.0%	0.00	Yes	Y	HIT
% FOCs Rec Within 24 Hours - Complex Business (1-200 Lines) - EDI	5-16	L	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 48 Hours - Complex Business (200+ Lines) - EDI	5-17	L	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 5 Hours - UNE Loop (1-49) - EDI	5-18	L	L	M	TX	B	95.4%	95.0%	(0.37)	Yes	98.0%	95.0%	(3.05)	Yes	98.9%	95.0%	0.00	Yes	Y	HIT
% FOCs Rec Within 48 Hours - UNE Loop (50+) - EDI	5-19	L	L	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 5 Hours - Switch Ports - EDI	5-20	L	L	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 5 Hours - Sim Res/Bus LNP Only (1-19) - EDI	5-21	L	L	M	TX	B	88.1%	95.0%	6.86	No	95.9%	95.0%	(0.89)	Yes	100.0%	95.0%	0.00	Yes	Y	HIT
% FOCs Rec Within 5 Hours - Sim Res/Bus LNP w loop (1-19) - EDI	5-22	L	L	M	TX	B	89.8%	95.0%	5.19	No	93.7%	95.0%	1.29	Yes	95.5%	95.0%	2.00	No	Y	MISS
% FOCs Rec Within 48 Hours - LNP Only (20+ loops) - EDI	5-23	L	L	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 48 Hours - LNP with loop (20+ loops) - EDI	5-24	L	L	M	TX	B	100.0%	95.0%	(5.00)	Base<10	66.7%	95.0%	28.33	Base<10	100.0%	95.0%	(5.00)	Base<10	Y	-
% FOCs Rec Within 24 Hours - LNP Comp Bus (1-19 lines) - EDI	5-25	L	L	M	TX	B	100.0%	94.0%	(6.00)	Yes	100.0%	94.0%	(6.00)	Yes	100.0%	94.0%	0.00	Base<10	Y	HIT
% FOCs Rec Within 48 Hours - LNP Comp Bus (20-50 lines) - EDI	5-26	L	L	M	TX	B	100.0%	95.0%	(5.00)	Base<10	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% FOCs Rec Negotiated - LNP Comp Bus (50+ lines) - EDI	5-27	L	L	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% FOCs Rec Projects Negotiated - EDI	5-28	L	L	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	Y	-
% FOCs Rec Within 24 Hours - Residence and Simple Business - Man	5-29	L	L	M	TX	B	97.5%	94.0%	(3.48)	Yes	99.4%	94.0%	(5.36)	Yes	99.2%	94.0%	0.00	Yes	Y	HIT
% FOCs Rec Within 24 Hours - Complex Business (1-200 Lines) - Man	5-30	L	L	M	TX	B	100.0%	94.0%	(6.00)	Base<10	100.0%	94.0%	(6.00)	Yes	100.0%	94.0%	0.00	Base<10	Y	-
% FOCs Rec Within 48 Hours - Complex Business (200+ Lines) - Man	5-31	L	L	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 - UNE Loop (1-49) - Man	5-32	L	L	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 48 Hours - UNE Loop (50+) - Man	5-33	L	L	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 - Switch Ports - Man	5-34	L	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 5 Hours - Sim Res/Bus LNP Only (1-19) - MAN	5-35	L	L	M	TX	B	n/a	94.0%	n/a	-	50.0%	94.0%	44.00	Base<10	66.7%	94.0%	27.33	Base<10	Y	-
% FOCs Rec Within 5 Hours - Sim Res/Bus LNP w loop (1-19)- MAN	5-36	L	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 48 Hours - LNP Only (20+ loops) - MAN	5-37	L	L	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 48 Hours - LNP with loop (20+ loops) - MAN	5-38	L	L	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 - LNP Comp Bus (1-19 lines) - MAN	5-39	L	L	M	TX	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	0.0%	94.0%	94.00	Base<10	Y	-
% FOCs Rec Within 48 Hours - LNP Comp Bus (20-50 lines) - MAN	5-40	L	L	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% FOCs Rec Negotiated - LNP Comp Bus (50+ lines) - MAN	5-41	L	L	M	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% FOCs Rec Projects Negotiated - MAN	5-42	L	L	M	TX	B	0.0%	95.0%	n/a	-	0.0%	95.0%	n/a	-	0.0%	95.0%	n/a	-	Y	-
% FOCs Rec Within 6 Hours - xDSL-capable Loops - LEX (1-20 Loops)	5.1-01	L	L	-	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	94.7%	95.0%	2.00	No	Y	-
% FOCs Rec Within 14 Hours - xDSL-capable Loops - LEX (Over 20 Loops)	5.1-02	L	L	-	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% FOCs Rec Within 6 Hours - Line Sharing - LEX (1-49 Loops)	5.1-03	L	L	-	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% FOCs Rec Within 14 Hours - Line Sharing - LEX (Over 49 Loops)	5.1-04	L	L	-	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% FOCs Rec Within 6 Hours - xDSL-capable Loops - EDI (1-20 Loops)	5.1-05	L	L	-	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	96.6%	95.0%	2.00	No	Y	-
% FOCs Rec Within 14 Hours - xDSL-capable Loops - EDI (Over 20 Loops)	5.1-06	L	L	-	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% FOCs Rec Within 6 Hours -Line Sharing - EDI (1-49 Loops)	5.1-07	L	L	-	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% FOCs Rec Within 14 Hours - Line Sharing - EDI (Over 49 Loops)	5.1-08	L	L	-	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 - xDSL-capable Loops - Manual (1-49 Loops)	5.1-09	L	L	-	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	Y	-
% FOCs Rec Within 48 Hours - xDSL-capable Loops - Manual (Over 49 Loops)	5.1-10	L	L	-	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 - Line Sharing - Manual (1-49 Loops)	5.1-11	L	L	-	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% FOCs Rec Within 48 Hours - Line Sharing - Manual (Over 49 Loops)	5.1-12	L	L	-	TX	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	
Average Time to Return FOC (Hours) - Mech Rec'd No LSC Intervention - LEX	6-01	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	0.1		n/a	-		-
Average Time to Return FOC (Hours) - Mech Rec'd No LSC Intervention - EDI	6-02	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	0.3		n/a	-		-
Average Time to Return FOC (Hours) - Mech Rec's With LSC Intervention - LEX	6-03	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	2.4		n/a	-		-
Average Time to Return FOC (Hours) - Mech Rec's With LSC Intervention - EDI	6-04	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	4.2		n/a	-		-
Average Time to Return FOC (Hours) - Manually Rec's and FOC's via FAX	6-05	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	10.9		n/a	-		-
Average Time to Return DSL FOC (Hours) - Mech Rec'd No LSC Intervention - LEX	6.1-01	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	0.5		n/a	-		-
Average Time to Return DSL FOC (Hours) - Mech Rec'd No LSC Intervention - EDI	6.1-02	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	1.0		n/a	-		-
Average Time to Return DSL FOC (Hours) - Mech Rec's With LSC Intervention - LEX	6.1-03	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	8.2		n/a	-		-
Average Time to Return DSL FOC (Hours) - Mech Rec's With LSC Intervention - EDI	6.1-04	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	9.6		n/a	-		-
Average Time to Return DSL FOC (Hours) - Manually Rec's and FOC's via FAX	6.1-05	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	11.4		n/a	-		-
% Mech Completions Returned Within One Day - LEX	7.1-01	L	L	L	TX	B	98.2%	97.0%	0.00	Yes	99.1%	97.0%	0.00	Yes	96.0%	97.0%	2.00	No	N	HIT
% Mech Completions Returned Within One Day - EDI	7.1-02	L	L	L	TX	B	97.0%	97.0%	2.00	No	97.7%	97.0%	0.00	Yes	98.0%	97.0%	0.00	Yes	N	HIT
Percent Rejects - LEX	9-01	-	-	-	TX	-	36.6%		n/a	-	41.3%		n/a	-	41.7%		n/a	-		-
Percent Rejects - EDI	9-02	-	-	-	TX	-	36.9%		n/a	-	36.4%		n/a	-	47.0%		n/a	-		-
% Mech Rejects Retd within One Hour of Receipt in LASR - LEX	10-01	L	L	-	TX	B	100.0%	97.0%	(3.00)	Yes	99.1%	97.0%	(2.07)	Yes	99.2%	97.0%	(2.20)	Yes	Y	HIT

Texas Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 84% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 85% Result	Nov-00 CLEC	Nov-00 SWBT/ Benchmark	Nov-00 % Yes - Z-Value	Nov-00 86% Result	Z	Overall Result 89%
% Mech Rejects Retd within One Hour of Receipt in LASR - EDI	10-02	L	L	-	TX	B	98.7%	97.0%	(1.74)	Yes	98.4%	97.0%	(1.43)	Yes	99.7%	97.0%	(2.73)	Yes	Y	HIT
% Manual Rejects Recd Electronically and Retd Within Five Hours	10.1-01	L	L		TX	B	87.0%	97.0%	2.00	No	98.1%	97.0%	0.00	Yes	98.9%	97.0%	0.00	Yes	N	HIT
% Orders That Recd SWBT Caused Jeopardy Notificaiton - Jeopardies Prev Called	10.2-01	-	-	-	TX	-	n/a		n/a	-	2.8%		n/a	-	3.9%		n/a	-	-	-
% Orders That Recd SWBT Caused Jeopardy Notificaiton - Facilities Jeopardies	10.2-02	-	-	-	TX	-	n/a		n/a	-	2.1%		n/a	-	2.1%		n/a	-	-	-
% Orders That Recd SWBT Caused Jeopardy Notificaiton - Other SWBT Caused Je	10.2-03	-	-	-	TX	-	n/a		n/a	-	0.0%		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	-	1.7%		n/a	-	2.2%		n/a	-	-	-
Mean Time to Return Mechanized Rejects (Hours) - LEX	11-01	-	-	-	TX	-	0.02		n/a	-	0.06		n/a	-	0.06		n/a	-	-	-
Mean Time to Return Mechanized Rejects (Hours) - EDI	11-02	-	-	-	TX	-	0.25		n/a	-	0.69		n/a	-	0.21		n/a	-	-	-
Mean Time to Return Manual Rejects Recd via LEX or EDI	11.1-01	-	-	-	TX	B	5.4	6.0	0.00	Yes	3.2	6.0	0.00	Yes	2.3	6.0	0.00	Yes	N	HIT
Ave SWB-caused Jeopardy Notification Interval - Jeopardies Prev Called Rejects	11.2-01	-	-	-	TX	-	n/a		n/a	-	0.7		n/a	-	1.0		n/a	-	-	-
Ave SWB-caused Jeopardy Notification Interval - Facilities Jeopardies	11.2-02	-	-	-	TX	-	n/a		n/a	-	0.6		n/a	-	0.7		n/a	-	-	-
Ave SWB-caused Jeopardy Notification Interval - Other SWBT Caused Jeopardies	11.2-03	-	-	-	TX	-	n/a		n/a	-	0.0		n/a	-	n/a		n/a	-	-	-
Ave SWB-caused Jeopardy Notification Interval - CLEC/EU Caused Jeopardies	11.2-04	-	-	-	TX	-	n/a		n/a	-	1.3		n/a	-	0.9		n/a	-	-	-
Mechanized Provisioning Accuracy	12-01	L	L	-	TX	P	99.3%	93.5%	(24.69)	Yes	98.7%	92.4%	(21.50)	Yes	98.2%	93.5%	(15.37)	Yes	-	HIT
Order Process % Flow Through - EASE	13-01	L	L	H	TX	P	99.2%	90.8%	(21.43)	Yes	99.1%	89.8%	(22.30)	Yes	99.4%	88.7%	(24.25)	Yes	-	HIT
Order Process % Flow Through - LEX	13-02	L	L	H	TX	P	96.1%	90.8%	(18.45)	Yes	90.0%	89.8%	(0.50)	Yes	90.9%	88.7%	(3.43)	Yes	-	HIT
Order Process % Flow Through (Through SORD Distribution) - LEX - Resale POTS	13-02.1	-	-	-	TX	-	57.8%		n/a	-	77.8%		n/a	-	88.8%		n/a	-	-	-
Order Process % Flow Through (Through SORD Distribution) - LEX - UNE With and	13-02.2	-	-	-	TX	-	78.7%		n/a	-	81.6%		n/a	-	74.6%		n/a	-	-	-
Order Process % Flow Through (Through SORD Distribution) - LEX - UNE Combos	13-02.3	-	-	-	TX	-	96.8%		n/a	-	90.7%		n/a	-	92.0%		n/a	-	-	-
Order Process % Flow Through - EDI	13-03	L	L	H	TX	P	95.0%	90.8%	(6.65)	Yes	92.0%	89.8%	(3.10)	Yes	95.0%	88.7%	(5.70)	Yes	-	HIT
Order Process % Flow Through (Through SORD Distribution) - EDI - Resale POTS	13-03.1	-	-	-	TX	-	98.1%		n/a	-	98.3%		n/a	-	98.7%		n/a	-	-	-
Order Process % Flow Through (Through SORD Distribution) - EDI - UNE With and	13-03.2	-	-	-	TX	-	92.2%		n/a	-	86.8%		n/a	-	88.2%		n/a	-	-	-
Order Process % Flow Through (Through SORD Distribution) - EDI - UNE Combos	13-03.3	-	-	-	TX	-	0.0%		n/a	-	0.0%		n/a	-	0.0%		n/a	-	-	-
Overall % LSR Process Flow Through - EASE	13.1-01	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	97.3%		n/a	-	-	-
Overall % LSR Process Flow Through - LEX	13.1-02	-	-		TX	-	n/a		n/a	-	n/a		n/a	-	36.1%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - LEX - Resale P	13.1-02.1	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	53.3%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - LEX - UNE Wit	13.1-02.2	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	38.0%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - LEX - UNE Co	13.1-02.3	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	35.2%		n/a	-	-	-
Overall % LSR Process Flow Through - EDI	13.1-03	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	28.2%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EDI - Resale P	13.1-03.1	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	53.5%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EDI - UNE Wit	13.1-03.2	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	2.3%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EDI - UNE Co	13.1-03.3	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	100.0%		n/a	-	-	-
Billing Accuracy - CRIS Usage Bill Audit	14-01	-	-	-	CO	P	0.00%	0.05%	(0.96)	Yes	0.00%	0.04%	(0.86)	Yes	0.00%	0.08%	(1.15)	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	L	-	TX	B	100.0%	99.0%	(1.00)	Yes	100.0%	99.0%	(1.00)	Yes	100.0%	99.0%	(1.00)	Yes	Y	HIT
% of Billing Records Transmitted Correctly	16-01	L	L	-	CO	B	0.05%	0.10%	(0.70)	Yes	0.00%	0.05%	(0.96)	Yes	0.00%	0.04%	(0.86)	Yes	Y	HIT
Billing Completeness	17-01	L	L	-	CO	P	99.04%	0.00%	0.00	Yes	99.92%	0.00%	0.00	Yes	95.20%	0.00%	0.00	Yes	-	HIT
Billing Timeliness	18-01	L	L	M	TX	B	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	Y	HIT
Daily Usage Feed Timeliness	19-01	-	-	-	CO	B	0.00%	0.00%	0.00	Base<10	0.00%	0.00%	0.00	Base<10	0.00%	0.00%	0.00	Base<10	N	-
LSC Grade of Service (GOS) - Dallas	22-01	-	-	-	CO	P	94.7%	92.8%	(10.15)	Yes	97.7%	94.3%	(21.11)	Yes	97.9%	90.2%	(33.20)	Yes	-	HIT
LSC Grade of Service (GOS) - Alliance	22-02	-	-	-	CO	P	94.7%	92.8%	(19.34)	Yes	96.7%	94.3%	(29.16)	Yes	97.1%	90.2%	(40.76)	Yes	-	HIT
LSC Grade of Service (GOS) - Gateway	22-03	-	-	-	CO	P	n/a	1.3%	n/a	-	n/a	2.6%	n/a	-	0.0%	2.5%	(33.36)	Yes	-	-
% Busy in the LSC - Dallas	23-01	-	-	-	CO	P	0.0%	1.3%	(16.32)	Yes	0.0%	2.6%	(23.88)	Yes	0.0%	2.5%	(20.52)	Yes	-	HIT
% Busy in the LSC - Alliance	23-02	-	-	-	CO	P	0.2%	1.3%	(27.15)	Yes	0.0%	2.6%	(47.29)	Yes	0.0%	2.5%	(28.18)	Yes	-	HIT
% Busy in the LSC - Gateway	23-03	-	-	-	CO	P	n/a	92.8%	n/a	-	n/a	94.3%	n/a	-	98.0%	90.2%	(54.70)	Yes	-	-
LOC Grade of Service - Maintenance	25-01	-	-	-	CO	P	79.7%	80.0%	2.09	No	85.9%	69.7%	(110.04)	Yes	74.9%	61.6%	(82.16)	Yes	-	HIT
LOC Grade of Service - Provisioning-DSL	25-02	-	-	-	CO	B	94.9%	90.0%	(4.85)	Yes	97.2%	90.0%	(7.22)	Yes	99.4%	90.0%	(9.39)	Yes	Y	HIT
LOC Grade of Service - Provisioning-Other	25-03	-	-	-	CO	B	98.8%	90.0%	(8.76)	Yes	98.9%	90.0%	(8.92)	Yes	97.2%	90.0%	(7.24)	Yes	Y	HIT
% Busy in the LOC - Maintenance	26-01	-	-	-	CO	P	0.0%	0.3%	(15.95)	Yes	0.0%	0.5%	(22.14)	Yes	0.0%	0.6%	(25.56)	Yes	-	HIT
% Busy in the LOC - Provisioning-DSL	26-02	-	-	-	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	-	-	-	CO	B	0.0%	1.0%	(1.00)	Yes	0.0%	1.0%	(1.00)	Yes	0.0%	1.0%	(0.97)	Yes	Y	HIT
Mean Install. Interval-Field Work-Res.	27-01	H	H	H	TX	P	4.2	4.6	(6.24)	Yes	3.8	4.2	(6.63)	Yes	3.8	4.1	(3.60)	Yes	-	HIT
Mean Install. Interval-Field Work-Bus.	27-02	H	H	H	TX	P	4.2	4.4	(0.86)	Yes	3.8	4.5	(3.10)	Yes	4.3	4.4	(0.32)	Yes	-	HIT
Mean Install. Interval-No Field Work-Res	27-03	H	H	H	TX	P	0.05	0.63	(77.22)	Yes	0.04	0.59	(86.98)	Yes	0.04	0.62	(88.08)	Yes	-	HIT
Mean Install. Interval-No Field Work-Bus.	27-04	H	H	H	TX	P	0.14	0.97	(18.59)	Yes	0.09	1.46	(19.83)	Yes	0.06	1.77	(24.24)	Yes	-	HIT
Mean Install. Interval-Field Work-UNEs	27-05	H	H	H	TX	P	3.8	4.5	(10.62)	Yes	3.9	4.3	(5.39)	Yes	4.0	4.2	(2.42)	Yes	-	HIT
Mean Install. Interval-No Field Work- UNEs	27-06	H	H	H	TX	P	0.50	0.69	(15.09)	Yes	0.41	0.73	(24.33)	Yes	0.35	0.79	(29.00)	Yes	-	HIT
% Install. within Customer Requested Due Date-Field Work-Res.	28-01	-	-	-	TX	P	91.7%	84.0%	(14.12)	Yes	89.3%	84.4%	(9.47)	Yes	88.8%	84.7%	(7.08)	Yes	-	HIT
% Install. within Customer Requested Due Date-Field Work-Bus	28-02	-	-	-	TX	P	87.2%	87.5%	0.31	Yes	89.7%	87.3%	(2.49)	Yes	85.5%	87.5%	1.62	Yes	-	HIT
% Install. within Customer Requested Due Date-No Field Work-Res	28-03	-	-	-	TX	P	100.0%	99.6%	(13.20)	Yes	100.0%	99.7%	(13.52)	Yes	100.0%	99.6%	(13.51)	Yes	-	HIT
% Install. within Customer Requested Due Date-No Field Work-Bus.	28-04	-	-	-	TX	P	100.0%	99.6%	(3.63)	Yes	100.0%	99.3%	(4.77)	Yes	100.0%	99.4%	(6.69)	Yes	-	HIT
% Install. within Customer Requested Due Date-Field Work-UNEs	28-05	-	-	-	TX	P	95.4%	85.1%	(25.53)	Yes	95.6%	85.3%	(29.43)	Yes	93.4%	85.5%	(22.79)	Yes	-	HIT
% Install. within Customer Requested Due Date-No Field Work- UNEs	28-06	-	-	-	TX	P	100.0%	99.6%	(9.14)	Yes	100.0%	99.6%	(9.53)	Yes	100.0%	99.6%	(21.59)	Yes	-	HIT
% POTS/UNE-P Installs Confirmed by FOC within CRDD - Resale - Field Work	28-07	-	-	-	TX	-	11.9%		n/a	-	12.5%		n/a	-	12.6%		n/a	-	-	-
% POTS/UNE-P Installs Confirmed by FOC within CRDD - Resale - No Field Work	28-08	-	-	-	TX	-	2.5%		n/a	-	2.3%		n/a	-	1.2%		n/a	-	-	-

Texas Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 84% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 85% Result	Nov-00 CLEC	Nov-00 SWBT/ Benchmark	Nov-00 % Yes - Z-Value	Nov-00 86% Result	Z	Overall Result 89%
% POTS/UNE-P Installs Confirmed by FOC within CRDD - UNE Combo - Field Work	28-09	-	-	-	TX	-	8.7%		n/a	-	3.9%		n/a	-	10.4%		n/a	-	-	-
% POTS/UNE-P Installs Confirmed by FOC within CRDD - UNE Combo - No Field W	28-10	-	-	-	TX	-	7.8%		n/a	-	2.0%		n/a	-	2.7%		n/a	-	-	-
% SWBT Missed Due Dates - Field Work-Res	29-01	H	H	H	TX	P	7.3%	14.2%	(14.26)	Yes	9.5%	13.9%	(9.53)	Yes	10.1%	13.6%	(6.73)	Yes	-	HIT
% SWBT Missed Due Dates - Field Work-Bus	29-02	H	H	H	TX	P	11.0%	10.5%	0.51	Yes	9.2%	10.8%	(1.98)	Yes	12.4%	10.4%	1.90	No	-	HIT
% SWBT Missed Due Dates - No Field Work-Res	29-03	H	H	H	TX	P	0.30%	0.34%	(1.77)	Yes	0.40%	0.29%	5.01	No	0.44%	0.35%	3.64	No	-	MISS
% SWBT Missed Due Dates - No Field Work-Bus	29-04	H	H	H	TX	P	0.51%	0.30%	3.41	No	0.30%	0.44%	(2.13)	Yes	0.34%	0.61%	(3.21)	Yes	-	HIT
% SWBT Missed Due Dates - Field Work-UNEs	29-05	H	H	H	TX	P	3.9%	13.1%	(25.32)	Yes	4.2%	12.9%	(27.44)	Yes	6.0%	12.6%	(20.96)	Yes	-	HIT
% SWBT Missed Due Dates - No Field Work-UNEs	29-06	H	H	H	TX	P	0.26%	0.33%	(3.78)	Yes	0.37%	0.32%	3.40	No	0.73%	0.39%	16.87	No	-	MISS
% SWBT Missed Due Dates Due to LOF - Res	30-01	-	-	-	TX	P	5.2%	9.0%	(9.68)	Yes	5.2%	9.4%	(10.71)	Yes	5.7%	9.1%	(8.02)	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - Bus	30-02	-	-	-	TX	P	8.1%	8.1%	0.07	Yes	6.7%	8.6%	(2.55)	Yes	7.8%	8.3%	(0.49)	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - UNEs	30-03	-	-	-	TX	P	2.7%	8.7%	(19.84)	Yes	2.6%	9.1%	(23.96)	Yes	3.3%	8.9%	(20.75)	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - Res > 30 Days	30-04	-	-	-	TX	P	2.8%	7.6%	(3.04)	Yes	1.6%	7.1%	(3.73)	Yes	3.8%	7.9%	(2.43)	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - Bus > 30 Days	30-05	-	-	-	TX	P	12.6%	11.0%	0.54	Yes	8.2%	15.5%	(1.99)	Yes	15.2%	14.2%	0.22	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - UNEs > 30 Days	30-06	-	-	-	TX	P	3.4%	8.5%	(2.81)	Yes	4.0%	9.5%	(3.26)	Yes	2.0%	9.8%	(5.12)	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - Res > 90 Days	30-07	-	-	-	TX	P	0.3%	0.2%	0.34	Yes	1.0%	0.2%	2.80	No	0.4%	0.4%	0.05	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - Bus > 90 Days	30-08	-	-	-	TX	P	0.0%	0.3%	(0.55)	Yes	2.0%	0.6%	1.66	Yes	0.0%	0.9%	(0.80)	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - UNEs > 90 Days	30-09	-	-	-	TX	P	0.0%	0.3%	(0.78)	Yes	0.0%	0.3%	(0.99)	Yes	0.3%	0.5%	(0.75)	Yes	-	HIT
Avg. Delay Days due to LOF - Res	31-01	-	-	-	TX	P	6.9	10.7	(5.06)	Yes	7.0	10.2	(4.44)	Yes	7.7	10.8	(3.87)	Yes	-	HIT
Avg. Delay Days due to LOF - Bus	31-02	-	-	-	TX	P	12.8	13.5	(0.49)	Yes	13.0	15.5	(1.42)	Yes	15.3	15.2	0.06	Yes	-	HIT
Avg. Delay Days due to LOF - UNEs	31-03	-	-	-	TX	P	6.9	11.5	(5.33)	Yes	6.7	11.8	(6.07)	Yes	6.7	12.1	(7.17)	Yes	-	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - Res -Field Work	32-01	M	M	L	TX	P	8.5	8.2	0.24	Yes	6.6	8.1	(2.01)	Yes	7.8	7.7	0.07	Yes	-	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - Bus -Field Work	32-02	M	M	L	TX	P	22.0	11.8	3.55	No	11.1	12.7	(0.35)	Yes	12.2	12.4	(0.03)	Yes	-	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - Res -No Field Work	32-03	M	M	L	TX	P	6.8	7.1	(0.19)	Yes	3.5	6.8	(2.92)	Yes	4.3	6.5	(2.51)	Yes	-	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - Bus -No Field Work	32-04	M	M	L	TX	P	15.3	9.1	1.93	No	24.4	9.7	3.59	No	4.4	17.1	(2.45)	Yes	-	MISS
Avg. Delay Days for SWBT Caused Missed Due Dates - UNEs -Field Work	32-05	M	M	L	TX	P	16.0	8.8	5.72	No	11.9	8.9	2.44	No	8.9	8.5	0.38	Yes	-	MISS
Avg. Delay Days for SWBT Caused Missed Due Dates - UNEs -No Field Work	32-06	M	M	L	TX	P	21.3	7.4	10.62	No	15.6	7.4	7.46	No	9.5	9.0	0.71	Yes	-	MISS
% UNE-P Trouble Reports On The Completion Date	35-1-01	-	-	-	TX	-	n/a		n/a	-	n/a		n/a	-	0.8%		n/a	-	-	-
% Trouble Reports Within 10 Days of Install - Res -N&T Orders-Field Work	35-01	H	H	H	TX	P	3.7%	5.3%	(4.99)	Yes	4.0%	5.1%	(3.86)	Yes	4.5%	5.4%	(2.69)	Yes	-	HIT
% Trouble Reports Within 10 Days of Install - Bus -N&T Orders -Field Work	35-02	H	H	H	TX	P	3.3%	3.3%	(0.08)	Yes	2.4%	3.6%	(2.38)	Yes	3.1%	3.5%	(0.52)	Yes	-	HIT
% Trouble Reports Within 10 Days of Install - Res -N&T Orders -No Field Work	35-03	H	H	H	TX	P	5.5%	6.2%	(3.63)	Yes	5.8%	6.5%	(3.70)	Yes	6.5%	7.2%	(3.08)	Yes	-	HIT
% Trouble Reports Within 10 Days of Install - Bus -N&T Orders -No Field Work	35-04	H	H	H	TX	P	0.5%	1.5%	(4.79)	Yes	0.4%	1.1%	(3.78)	Yes	0.8%	0.9%	(0.67)	Yes	-	HIT
% Trouble Reports Within 10 Days of Install - Res -C Orders-Field Work	35-05	H	H	H	TX	P	21.4%	5.0%	3.95	No	44.4%	4.4%	9.91	No	50.0%	5.1%	8.54	No	-	MISS
% Trouble Reports Within 10 Days of Install - Bus -C Orders -Field Work	35-06	H	H	H	TX	P	4.9%	5.5%	(0.24)	Yes	4.8%	5.5%	(0.22)	Yes	21.3%	4.5%	5.38	No	-	HIT
% Trouble Reports Within 10 Days of Install - Res -C Orders-No Field Work	35-07	H	H	H	TX	P	0.9%	1.6%	(12.52)	Yes	0.8%	1.6%	(16.21)	Yes	0.9%	1.9%	(15.70)	Yes	-	HIT
% Trouble Reports Within 10 Days of Install - Bus -C Orders-No Field Work	35-08	H	H	H	TX	P	1.6%	1.6%	(0.14)	Yes	1.1%	1.8%	(4.28)	Yes	1.4%	1.8%	(2.61)	Yes	-	HIT
% Trouble Reports Within 10 Days of Install - UNE-N&T Orders-Field Work	35-09	H	H	H	TX	P	n/a	4.7%	n/a	-	n/a	4.7%	n/a	-	n/a	4.8%	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	5.5%	n/a	-	n/a	5.5%	n/a	-	n/a	5.9%	n/a	-	-	-
% Trouble Reports Within 10 Days of Install - UNE-C Orders-Field Work	35-11	H	H	H	TX	P	3.7%	5.2%	(5.11)	Yes	4.0%	4.8%	(3.20)	Yes	3.7%	4.9%	(4.40)	Yes	-	HIT
% Trouble Reports Within 10 Days of Install - UNE-C Orders-No Field Work	35-12	H	H	H	TX	P	1.0%	1.6%	(15.05)	Yes	1.1%	1.6%	(15.39)	Yes	1.4%	1.9%	(12.76)	Yes	-	HIT
% No Access - Field Work - Res	36-01	-	-	-	TX	P	3.5%	4.0%	(1.61)	Yes	3.4%	3.9%	(1.94)	Yes	3.3%	3.6%	(1.06)	Yes	-	HIT
% No Access - Field Work - Bus	36-02	-	-	-	TX	P	2.9%	2.9%	(0.08)	Yes	2.4%	2.7%	(0.69)	Yes	3.6%	2.9%	1.14	Yes	-	HIT
% No Access - Field Work - UNEs	36-03	-	-	-	TX	P	0.5%	3.6%	(15.92)	Yes	0.7%	3.5%	(16.08)	Yes	0.8%	3.4%	(15.50)	Yes	-	HIT
Trouble Report Rate - Res	37-01	-	-	H	TX	P	2.8%	3.0%	(5.77)	Yes	3.3%	3.5%	(3.40)	Yes	3.4%	3.9%	(10.12)	Yes	-	HIT
Trouble Report Rate - Bus	37-02	-	-	H	TX	P	0.9%	1.4%	(17.24)	Yes	1.2%	1.6%	(16.39)	Yes	1.2%	1.6%	(15.30)	Yes	-	HIT
Trouble Report Rate - UNE Loop and Port Combinations	37-03	-	-	H	TX	P	2.0%	2.5%	(26.11)	Yes	2.2%	2.9%	(33.92)	Yes	2.3%	3.2%	(44.13)	Yes	-	HIT
Trouble Report Rate Net of Install & Repeat Rpts - Res	37-1-01	H	H	-	TX	P	1.7%	2.3%	(17.75)	Yes	2.1%	2.7%	(14.45)	Yes	2.3%	2.9%	(17.50)	Yes	-	HIT
Trouble Report Rate Net of Install & Repeat Rpts - Bus	37-1-02	H	H	-	TX	P	0.7%	1.1%	(15.12)	Yes	0.9%	1.3%	(13.41)	Yes	1.0%	1.3%	(12.99)	Yes	-	HIT
Trouble Report Rate Net of Install & Repeat Rpts - UNE Loop and Port Comb	37-1-03	H	H	-	TX	P	1.5%	1.9%	(21.92)	Yes	1.7%	2.2%	(29.30)	Yes	1.8%	2.4%	(37.79)	Yes	-	HIT
% Missed Repair - Res -Dispatch	38-01	H	H	H	TX	P	7.9%	7.9%	(0.19)	Yes	6.6%	7.9%	(4.17)	Yes	8.6%	11.9%	(8.96)	Yes	-	HIT
% Missed Repair - Bus -Dispatch	38-02	H	H	H	TX	P	10.4%	12.0%	(2.15)	Yes	7.2%	9.9%	(4.62)	Yes	11.2%	11.9%	(1.10)	Yes	-	HIT
% Missed Repair - Res -No Dispatch	38-03	H	H	H	TX	P	6.0%	2.2%	5.55	No	2.9%	1.5%	2.69	No	2.6%	1.6%	1.79	No	-	MISS
% Missed Repair - Bus -No Dispatch	38-04	H	H	H	TX	P	5.4%	3.9%	0.78	Yes	8.8%	3.3%	3.76	No	1.8%	2.8%	(0.80)	Yes	-	HIT
% Missed Repair - UNEs - Dispatch	38-05	H	H	H	TX	P	9.4%	8.6%	3.05	No	6.5%	8.3%	(9.07)	Yes	8.8%	11.9%	(13.96)	Yes	-	HIT
% Missed Repair - UNEs - No Dispatch	38-06	H	H	H	TX	P	4.2%	2.3%	4.84	No	2.2%	1.7%	1.63	Yes	2.3%	1.7%	1.95	No	-	MISS
Receipt to Clear Duration - Res -Affecting Service-Dispatch	39-01	H	H	H	TX	P	23.1	53.6	(13.87)	Yes	24.4	56.9	(15.29)	Yes	38.8	94.3	(19.83)	Yes	-	HIT
Receipt to Clear Duration - Bus -Affecting Service-Dispatch	39-02	H	H	H	TX	P	20.3	27.4	(3.41)	Yes	20.4	27.6	(3.91)	Yes	34.9	45.3	(3.19)	Yes	-	HIT
Receipt to Clear Duration - Res -Affecting Service-No Dispatch	39-03	H	H	H	TX	P	8.5	12.2	(1.05)	Yes	9.1	11.4	(0.93)	Yes	11.9	19.4	(1.54)	Yes	-	HIT
Receipt to Clear Duration - Bus -Affecting Service-No Dispatch	39-04	H	H	H	TX	P	7.4	9.2	(0.18)	Yes	41.2	8.7	4.51	No	12.3	11.6	0.12	Yes	-	HIT
Receipt to Clear Duration - Res -Out of Service-Dispatch	39-05	H	H	H	TX	P	18.1	23.2	(10.41)	Yes	19.5	28.1	(22.29)	Yes	38.3	49.2	(17.20)	Yes	-	HIT
Receipt to Clear Duration - Bus -Out of Service-Dispatch	39-06	H	H	H	TX	P	14.5	16.3	(2.64)	Yes	16.6	19.2	(3.37)	Yes	29.2	31.9	(2.67)	Yes	-	HIT
Receipt to Clear Duration - Res -Out of Service-No Dispatch	39-07	H	H	H	TX	P	8.7	10.8	(1.63)	Yes	11.6	14.9	(1.87)	Yes	22.0	26.1	(2.23)	Yes	-	HIT
Receipt to Clear Duration - Bus -Out of Service-No Dispatch	39-08	H	H	H	TX	P	7.9	9.8	(0.52)	Yes	17.4	12.5	1.09	Yes	14.6	18.9	(0.95)	Yes	-	HIT
Receipt to Clear Duration - UNEs-Affecting Service-Dispatch	39-09	H	H	H	TX	P	22.1	49.6	(27.20)	Yes	23.4	52.3	(30.40)	Yes	40.2	87.1	(39.05)	Yes	-	HIT
Receipt to Clear Duration - UNEs-Affecting Service-No Dispatch	39-10	H	H	H	TX	P	12.3	11.9	0.26	Yes	11.5	11.1	0.31	Yes	19.8	18.7	0.63	Yes	-	HIT
Receipt to Clear Duration - UNEs-Out of Service-Dispatch	39-11	H	H	H	TX	P	18.2	21.8	(11.01)	Yes	20.5	26.4	(22.27)	Yes	35.7	46.2	(26.09)	Yes	-	HIT
Receipt to Clear Duration - UNEs-Out of Service-No Dispatch	39-12	H	H	H	TX	P	9.7	10.7	(1.32)	Yes	13.3	14.7	(1.27)	Yes	25.3	25.4	(0.06)	Yes	-	HIT

Texas Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 84% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 85% Result	Nov-00 CLEC	Nov-00 SWBT/ Benchmark	Nov-00 % Yes - Z-Value	Nov-00 86% Result	Z	Overall Result 89%
% Out of Service Less than 24 Hours - Res	40-01	M	M	-	TX	P	88.1%	82.4%	(10.93)	Yes	83.0%	72.6%	(18.82)	Yes	59.1%	53.4%	(9.26)	Yes	-	HIT
% Out of Service Less than 24 Hours - Bus	40-02	M	M	-	TX	P	89.8%	87.3%	(3.03)	Yes	85.8%	81.9%	(4.59)	Yes	68.1%	66.8%	(1.22)	Yes	-	HIT
% Out of Service Less than 24 Hours - UNEs	40-03	M	M	-	TX	P	89.8%	83.3%	(18.45)	Yes	83.3%	74.3%	(24.99)	Yes	62.7%	55.7%	(18.06)	Yes	-	HIT
% Repeat Reports - Res	41-01	H	H	H	TX	P	6.4%	9.8%	(8.33)	Yes	7.2%	9.4%	(6.13)	Yes	6.6%	10.1%	(9.05)	Yes	-	HIT
% Repeat Reports - Bus	41-02	H	H	H	TX	P	8.6%	8.7%	(0.10)	Yes	9.9%	8.9%	1.66	Yes	9.1%	9.2%	(0.09)	Yes	-	HIT
% Repeat Reports - UNEs	41-03	H	H	H	TX	P	8.5%	9.6%	(3.93)	Yes	8.6%	9.3%	(3.12)	Yes	8.8%	10.0%	(5.07)	Yes	-	HIT
Avg. Install. Interval - VGPL	43-01	H	H	H	TX	P	4.9	10.9	(9.75)	Yes	5.0	9.6	(12.61)	Yes	5.7	10.0	(7.49)	Yes	-	HIT
Avg. Install. Interval - DSL	43-02	H	H	H	TX	P	4.0	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Install. Interval - DDS	43-03	H	H	H	TX	P	n/a	7.2	n/a	-	7.0	6.2	0.21	Base<10	n/a	7.8	n/a	-	-	-
Avg. Install. Interval - DS1	43-04	H	H	H	TX	P	n/a	15.1	n/a	-	6.0	18.4	(0.64)	Base<10	n/a	16.1	n/a	-	-	-
Avg. Install. Interval - DS3	43-05	H	H	H	TX	P	n/a	15.5	n/a	-	n/a	12.0	n/a	-	n/a	16.0	n/a	-	-	-
Avg. Install. Interval - ISDN/BRI	43-06	H	H	H	TX	P	8.8	10.7	(2.64)	Yes	6.4	10.2	(4.75)	Yes	6.9	9.4	(3.75)	Yes	-	HIT
Avg. Install. Interval - ISDN/PRI	43-07	H	H	H	TX	P	9.8	13.2	(5.49)	Yes	7.8	11.1	(6.11)	Yes	5.2	28.5	(16.23)	Yes	-	HIT
Avg. Install. Interval - ISDN/Combo	43-08	H	H	H	TX	P	n/a	10.7	n/a	-	n/a	10.2	n/a	-	n/a	9.4	n/a	-	-	-
% Installations Completed Within 20 Days - VGPL	44-01	-	-	-	TX	P	97.5%	55.2%	(22.95)	Yes	95.0%	72.8%	(14.75)	Yes	94.7%	63.5%	(15.80)	Yes	-	HIT
% Installations Completed Within 20 Days - DSL	44-02	-	-	-	TX	P	50.0%	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Installations Completed Within 20 Days - DDS	44-03	-	-	-	TX	P	n/a	81.8%	n/a	-	100.0%	61.5%	(0.77)	Base<10	n/a	66.7%	n/a	-	-	-
% Installations Completed Within 20 Days - DS1	44-04	-	-	-	TX	P	n/a	47.9%	n/a	-	100.0%	61.0%	(1.13)	Base<10	n/a	55.4%	n/a	-	-	-
% Installations Completed Within 20 Days - DS3	44-05	-	-	-	TX	P	n/a	27.3%	n/a	-	n/a	75.0%	n/a	-	n/a	75.0%	n/a	-	-	-
% Installations Completed Within 20 Days - ISDN/BRI	44-06	-	-	-	TX	P	74.4%	52.2%	(6.94)	Yes	82.7%	56.7%	(8.54)	Yes	80.4%	62.4%	(5.75)	Yes	-	HIT
% Installations Completed Within 20 Days - ISDN/PRI	44-07	-	-	-	TX	P	93.7%	60.8%	(12.85)	Yes	88.4%	57.6%	(12.49)	Yes	94.5%	42.7%	(21.23)	Yes	-	HIT
% Installations Completed Within 20 Days - ISDN/Combo	44-08	-	-	-	TX	P	n/a	52.2%	n/a	-	n/a	56.7%	n/a	-	n/a	62.4%	n/a	-	-	-
% SWBT Caused Missed Due Dates - VGPL	45-01	H	H	H	TX	P	2.5%	10.3%	(7.79)	Yes	0.8%	4.2%	(6.88)	Yes	10.5%	6.2%	4.90	No	-	HIT
% SWBT Caused Missed Due Dates - DSL	45-02	H	H	H	TX	P	50.0%	1.7%	5.24	Base<10	n/a	1.5%	n/a	-	n/a	1.9%	n/a	-	-	-
% SWBT Caused Missed Due Dates - DDS	45-03	H	H	H	TX	P	n/a	10.5%	n/a	-	0.0%	12.5%	(0.53)	Base<10	0.0%	0.0%	0.00	Base<10	-	-
% SWBT Caused Missed Due Dates - DS1	45-04	H	H	H	TX	P	n/a	17.5%	n/a	-	0.0%	12.9%	(0.38)	Base<10	16.7%	22.4%	(0.33)	Base<10	-	-
% SWBT Caused Missed Due Dates - DS3	45-05	H	H	H	TX	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
% SWBT Caused Missed Due Dates - ISDN/BRI	45-06	H	H	H	TX	P	16.6%	24.8%	(3.97)	Yes	12.8%	27.0%	(6.68)	Yes	9.3%	21.5%	(6.14)	Yes	-	HIT
% SWBT Caused Missed Due Dates - ISDN/PRI	45-07	H	H	H	TX	P	4.6%	9.4%	(5.09)	Yes	4.0%	4.2%	(0.48)	Yes	2.6%	1.9%	1.49	Yes	-	HIT
% SWBT Caused Missed Due Dates - ISDN/Combo	45-08	H	H	H	TX	P	0.0%	24.8%	(1.41)	Base<10	0.0%	27.0%	(1.36)	Base<10	62.5%	21.5%	2.82	Base<10	-	-
% Trouble Reports within 30 Days - VGPL	46-01	H	H	H	TX	P	0.2%	2.5%	(4.63)	Yes	0.6%	2.5%	(4.94)	Yes	0.8%	3.2%	(4.11)	Yes	-	HIT
% Trouble Reports within 30 Days - DSL	46-02	H	H	H	TX	P	0.0%	6.5%	(0.37)	Base<10	n/a	7.9%	n/a	-	n/a	1.2%	n/a	-	-	-
% Trouble Reports within 30 Days - DDS	46-03	H	H	H	TX	P	n/a	5.3%	n/a	-	0.0%	20.8%	(0.72)	Base<10	0.0%	13.3%	(0.39)	Base<10	-	-
% Trouble Reports within 30 Days - DS1	46-04	H	H	H	TX	P	n/a	11.9%	n/a	-	0.0%	7.0%	(0.27)	Base<10	0.0%	8.5%	(0.75)	Base<10	-	-
% Trouble Reports within 30 Days - DS3	46-05	H	H	H	TX	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
% Trouble Reports within 30 Days - ISDN/BRI	46-06	H	H	H	TX	P	3.0%	4.5%	(1.51)	Yes	1.8%	4.1%	(2.50)	Yes	1.3%	4.0%	(2.88)	Yes	-	HIT
% Trouble Reports within 30 Days - ISDN/PRI	46-07	H	H	H	TX	P	0.2%	0.1%	1.39	Yes	0.1%	0.1%	(0.26)	Yes	0.2%	0.1%	0.82	Yes	-	HIT
% Trouble Reports within 30 Days - ISDN/Combo	46-08	H	H	H	TX	P	16.7%	4.5%	1.43	Base<10	40.0%	4.1%	4.01	Base<10	12.5%	4.0%	1.21	Base<10	-	-
% Missed Due Dates Due to LOF - VGPL	47-01	-	-	-	TX	P	0.0%	1.3%	(3.54)	Yes	0.0%	0.7%	(3.55)	Yes	1.2%	0.5%	2.52	No	-	HIT
% Missed Due Dates Due to LOF - DSL	47-02	-	-	-	TX	P	0.0%	0.2%	(0.06)	Base<10	n/a	0.6%	n/a	-	n/a	0.6%	n/a	-	-	-
% Missed Due Dates Due to LOF - DDS	47-03	-	-	-	TX	P	n/a	0.0%	n/a	-	0.0%	4.2%	(0.29)	Base<10	0.0%	0.0%	0.00	Base<10	-	-
% Missed Due Dates Due to LOF - DS1	47-04	-	-	-	TX	P	n/a	5.9%	n/a	-	0.0%	5.9%	(0.25)	Base<10	0.0%	5.3%	(0.58)	Base<10	-	-
% Missed Due Dates Due to LOF - DS3	47-05	-	-	-	TX	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - ISDN/BRI	47-06	-	-	-	TX	P	2.2%	2.7%	(0.65)	Yes	1.8%	2.8%	(1.26)	Yes	3.6%	1.8%	2.65	No	-	HIT
% Missed Due Dates Due to LOF - ISDN/PRI	47-07	-	-	-	TX	P	0.0%	0.0%	(0.21)	Yes	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Yes	-	HIT
% Missed Due Dates Due to LOF - ISDN/Combo	47-08	-	-	-	TX	P	0.0%	2.7%	(0.41)	Base<10	0.0%	2.8%	(0.38)	Base<10	0.0%	1.8%	(0.38)	Base<10	-	-
% Missed Due Dates Due to LOF > 30 Days - VGPL	47-09	-	-	-	TX	P	n/a	4.5%	n/a	-	n/a	45.5%	n/a	-	0.0%	0.0%	0.00	Yes	-	-
% Missed Due Dates Due to LOF > 30 Days - DSL	47-10	-	-	-	TX	P	n/a	13.8%	n/a	-	n/a	10.2%	n/a	-	n/a	12.4%	n/a	-	-	-
% Missed Due Dates Due to LOF > 30 Days - DDS	47-11	-	-	-	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 - DS1	47-12	-	-	-	TX	P	n/a	31.3%	n/a	-	n/a	23.5%	n/a	-	n/a	0.0%	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	10.0%	24.2%	(1.03)	Yes	0.0%	17.5%	(1.30)	Base<10	6.3%	11.8%	(0.66)	Yes	-	HIT
% Missed Due Dates Due to LOF > 30 Days - ISDN/PRI	47-15	-	-	-	TX	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF > 30 Days - ISDN/Combo	47-16	-	-	-	TX	P	n/a	24.2%	n/a	-	n/a	17.5%	n/a	-	n/a	11.8%	n/a		-	-
% Missed Due Dates Due to LOF > 90 Days - VGPL	47-17	-	-	-	TX	P	n/a	0.0%	n/a	-	n/a	18.2%	n/a	-	0.0%	0.0%	0.00	Yes	-	-
% Missed Due Dates Due to LOF > 90 Days - DSL	47-18	-	-	-	TX	P	n/a	0.0%	n/a	-	n/a	2.0%	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF > 90 Days - DDS	47-19	-	-	-	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 - 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	10.0%	1.3%	1.95	No	0.0%	1.7%	(0.37)	Base<10	0.0%	1.0%	(0.40)	Yes	-	-
% Missed Due Dates Due to LOF > 90 Days - ISDN/PRI	47-23	-	-	-	TX	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF > 90 Days - ISDN/Combo	47-24	-	-	-	TX	P	n/a	1.3%	n/a	-	n/a	1.7%	n/a	-	n/a	1.0%	n/a	-	-	-
Avg. Delay Days Due to LOF - VGPL	48-01	-	-	-	TX	P	n/a	9.8	n/a	-	n/a	36.8	n/a	-	1.0	12.5	(4.06)	Yes	-	-
Avg. Delay Days Due to LOF - DSL	48-02	-	-	-	TX	P	n/a	10.0	n/a	-	n/a	12.9	n/a	-	n/a	12.3	n/a	-	-	-
Avg. Delay Days Due to LOF - DDS	48-03	-	-	-	TX	P	n/a	n/a	n/a	-	n/a	6.0	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - DS1	48-04	-	-	-	TX	P	n/a	23.3	n/a	-	n/a	18.6	n/a	-	n/a	10.6	n/a	-	-	-

Texas Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 84% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 85% Result	Nov-00 CLEC	Nov-00 SWBT/ Benchmark	Nov-00 % Yes - Z-Value	Nov-00 86% Result	Z	Overall Result 89%
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	19.5	21.5	(0.31)	Yes	15.5	18.8	(0.44)	Base<10	14.0	16.6	(0.49)	Yes	-	HIT
Avg. Delay Days due to LOF - ISDN/PRI	48-07	-	-	-	TX	P	n/a	13.0	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days due to LOF - ISDN/Combo	48-08	-	-	-	TX	P	n/a	21.5	n/a	-	n/a	18.8	n/a	-	n/a	16.6	n/a	-	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - VGPL	49-01	M	M	L	TX	P	9.6	9.1	0.18	Yes	1.9	16.4	(1.81)	Yes	10.0	43.4	(5.35)	Yes	-	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - DSL	49-02	M	M	L	TX	P	8.0	35.4	(0.66)	Base<10	n/a	17.0	n/a	-	n/a	17.3	n/a	-	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - DDS	49-03	M	M	L	TX	P	n/a	6.5	n/a	-	n/a	48.3	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - DS1	49-04	M	M	L	TX	P	n/a	29.1	n/a	-	n/a	16.6	n/a	-	5.0	11.9	(0.45)	Base<10	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - DS3	49-05	M	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	M	L	TX	P	26.3	11.7	5.30	No	14.6	13.1	0.52	Yes	9.1	9.5	(0.16)	Yes	-	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - ISDN/PRI	49-07	M	M	L	TX	P	146.9	24.2	21.97	No	6.4	9.3	(2.26)	Yes	7.7	21.6	(4.23)	Yes	-	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - ISDN/Combo	49-08	M	M	L	TX	P	n/a	11.7	n/a	-	n/a	13.1	n/a	-	6.4	9.5	(0.40)	Base<10	-	-
Mean Time to Restore - VGPL - Dispatch	52-01	H	H	H	TX	P	2.7	10.2	(2.58)	Yes	5.9	8.8	(1.80)	Yes	3.9	9.3	(2.77)	Yes	-	HIT
Mean Time to Restore - DSL - Dispatch	52-02	H	H	H	TX	P	n/a	30.8	n/a	-	n/a	44.8	n/a	-	n/a	81.3	n/a	-	-	-
Mean Time to Restore - DDS - Dispatch	52-03	H	H	H	TX	P	n/a	4.0	n/a	-	n/a	3.5	n/a	-	n/a	5.0	n/a	-	-	-
Mean Time to Restore - DS1 - Dispatch	52-04	H	H	H	TX	P	n/a	3.4	n/a	-	3.7	3.6	0.02	Base<10	n/a	4.4	n/a	-	-	-
Mean Time to Restore - DS3 - Dispatch	52-05	H	H	H	TX	P	n/a	0.8	n/a	-	n/a	2.4	n/a	-	n/a	2.2	n/a	-	-	-
Mean Time to Restore - ISDN/BRI - Dispatch	52-06	H	H	H	TX	P	5.6	11.0	(1.60)	Yes	3.1	9.3	(2.88)	Yes	4.7	9.3	(2.37)	Yes	-	HIT
Mean Time to Restore - ISDN/PRI - Dispatch	52-07	H	H	H	TX	P	0.5	5.6	(1.22)	Base<10	0.2	5.3	(1.00)	Base<10	6.5	5.0	0.46	Base<10	-	-
Mean Time to Restore - ISDN/Combo - Dispatch	52-08	H	H	H	TX	P	2.5	11.0	(0.34)	Base<10	3.0	9.3	(0.59)	Base<10	1.8	9.3	(1.02)	Base<10	-	-
Mean Time to Restore - VGPL - No Dispatch	52-09	H	H	H	TX	P	1.1	1.2	(0.14)	Base<10	n/a	1.3	n/a	-	1.6	1.6	0.00	Base<10	-	-
Mean Time to Restore - DSL - No Dispatch	52-10	H	H	H	TX	P	n/a	31.2	n/a	-	n/a	43.0	n/a	-	n/a	81.2	n/a	-	-	-
Mean Time to Restore - DDS - No Dispatch	52-11	H	H	H	TX	P	n/a	0.4	n/a	-	n/a	1.3	n/a	-	n/a	1.0	n/a	-	-	-
Mean Time to Restore - DS1 - No Dispatch	52-12	H	H	H	TX	P	n/a	0.8	n/a	-	n/a	0.4	n/a	-	n/a	0.6	n/a	-	-	-
Mean Time to Restore - DS3 - No Dispatch	52-13	H	H	H	TX	P	n/a	1.0	n/a	-	n/a	0.0	n/a	-	n/a	n/a	n/a	-	-	-
Mean Time to Restore - ISDN/BRI - No Dispatch	52-14	H	H	H	TX	P	0.9	0.8	0.06	Base<10	1.5	0.9	0.21	Base<10	0.9	1.0	(0.10)	Base<10	-	-
Mean Time to Restore - ISDN/PRI - No Dispatch	52-15	H	H	H	TX	P	n/a	1.0	n/a	-	0.2	0.6	(0.38)	Base<10	n/a	1.1	n/a	-	-	-
Mean Time to Restore - ISDN/Combo - No Dispatch	52-16	H	H	H	TX	P	n/a	0.8	n/a	-	n/a	0.9	n/a	-	13.3	1.0	6.38	Base<10	-	-
% Repeat Reports - VGPL	53-01	H	H	H	TX	P	6.3%	12.0%	(1.21)	Yes	5.1%	13.0%	(2.06)	Yes	1.2%	12.3%	(3.06)	Yes	-	HIT
% Repeat Reports - DSL	53-02	H	H	H	TX	P	n/a	15.6%	n/a	-	n/a	35.1%	n/a	-	n/a	37.1%	n/a	-	-	-
% Repeat Reports - DDS	53-03	H	H	H	TX	P	n/a	13.5%	n/a	-	n/a	17.3%	n/a	-	n/a	33.3%	n/a	-	-	-
% Repeat Reports - DS1	53-04	H	H	H	TX	P	n/a	17.8%	n/a	-	20.0%	20.2%	(0.01)	Base<10	n/a	19.6%	n/a	-	-	-
% Repeat Reports - DS3	53-05	H	H	H	TX	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	33.3%	n/a	-	-	-
% Repeat Reports - ISDN/BRI	53-06	H	H	H	TX	P	5.2%	15.9%	(2.23)	Yes	12.7%	17.0%	(0.83)	Yes	10.6%	19.9%	(1.87)	Yes	-	HIT
% Repeat Reports - ISDN/PRI	53-07	H	H	H	TX	P	25.0%	4.3%	1.92	Base<10	0.0%	10.4%	(0.59)	Base<10	0.0%	5.6%	(0.49)	Base<10	-	-
% Repeat Reports - ISDN/Combo	53-08	H	H	H	TX	P	0.0%	15.9%	(0.44)	Base<10	0.0%	17.0%	(0.64)	Base<10	0.0%	19.9%	(1.11)	Base<10	-	-
Failure Frequency - VGPL	54-01	L	L	L	TX	P	0.3%	0.7%	(5.21)	Yes	0.5%	0.7%	(3.55)	Yes	0.5%	0.7%	(2.91)	Yes	-	HIT
Failure Frequency - DSL	54-02	L	L	L	TX	P	0.0%	20.5%	(0.78)	Base<10	0.0%	8.0%	(0.49)	Base<10	0.0%	6.0%	(0.42)	Base<10	-	-
Failure Frequency - DDS	54-03	L	L	L	TX	P	0.0%	2.0%	(0.43)	Base<10	0.0%	2.8%	(0.56)	Yes	0.0%	2.0%	(0.46)	Yes	-	HIT
Failure Frequency - DS1	54-04	L	L	L	TX	P	0.0%	6.5%	(1.67)	Yes	11.9%	6.6%	1.34	Yes	0.0%	6.4%	(1.70)	Yes	-	HIT
Failure Frequency - DS3	54-05	L	L	L	TX	P	n/a	2.5%	n/a	-	n/a	1.6%	n/a	-	n/a	4.6%	n/a	-	-	-
Failure Frequency - ISDN/BRI	54-06	L	L	L	TX	P	1.4%	2.6%	(4.92)	Yes	1.3%	3.0%	(6.67)	Yes	1.5%	2.8%	(5.30)	Yes	-	HIT
Failure Frequency - ISDN/PRI	54-07	L	L	L	TX	P	0.0%	0.0%	0.15	Yes	0.0%	0.0%	(1.05)	Yes	0.0%	0.0%	(0.90)	Yes	-	HIT
Failure Frequency - ISDN/Combo	54-08	L	L	L	TX	P	1.8%	2.6%	(0.41)	Yes	3.2%	3.0%	0.06	Yes	7.6%	2.8%	2.31	No	-	HIT
Avg. Install. Interval - 8.0 dB Loop (1-10 Loops)	55-01.1	-	-	-	TX	B	2.8	3.0	(0.21)	Yes	3.0	3.0	(0.02)	Yes	2.8	3.0	(0.16)	Yes	Y	HIT
Avg. Install. Interval - 8.0 dB Loop (11-20 Loops)	55-01.2	-	-	-	TX	B	3.8	7.0	(3.25)	Yes	3.8	7.0	(3.25)	Yes	3.0	7.0	(4.00)	Base<10	Y	HIT
Avg. Install. Interval - 8.0 dB Loop (Over 20 Loops)	55-01.3	-	-	-	TX	B	4.3	10.0	(5.71)	Yes	5.2	10.0	(4.84)	Yes	n/a	10.0	n/a	-	Y	HIT
Avg. Install. Interval - 5.0 dB Loop (1-10 Loops)	55-02.1	-	-	-	TX	B	2.8	3.0	(0.25)	Yes	2.9	3.0	(0.11)	Yes	3.2	3.0	0.17	Yes	Y	HIT
Avg. Install. Interval - 5.0 dB Loop (11-20 Loops)	55-02.2	-	-	-	TX	B	3.0	7.0	(4.00)	Base<10	4.0	7.0	(3.00)	Base<10	2.0	7.0	(5.00)	Base<10	Y	-
Avg. Install. Interval - 5.0 dB Loop (Over 20 Loops)	55-02.3	-	-	-	TX	B	7.6	10.0	(2.44)	Base<10	4.7	10.0	(5.29)	Yes	n/a	10.0	n/a	-	Y	-
Avg. Install. Interval - BRI Loop (1-10 Loops)	55-03.1	-	-	-	TX	B	6.5	3.0	3.48	No	4.8	3.0	1.84	No	4.6	3.0	1.57	Yes	Y	MISS
Avg. Install. Interval - BRI Loop (11-20 Loops)	55-03.2	-	-	-	TX	B	3.0	7.0	(4.00)	Base<10	7.5	7.0	0.50	Base<10	n/a	7.0	n/a	-	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	5.3	3.0	2.34	No	6.5	3.0	3.48	No	5.9	3.0	2.91	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	1.5	2.0	(0.50)	Base<10	1.1	2.0	(0.90)	Yes	0.9	2.0	(1.06)	Yes	Y	HIT
Avg. Install. Interval - Analog Trunk Port (All Orders)	55-06.1	-	-	-	TX	B	n/a	3.0	n/a	-	2.0	3.0	(1.00)	Base<10	n/a	3.0	n/a	-	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	-	0.0	3.0	(3.00)	Base<10	n/a	3.0	n/a	-	Y	-
Avg. Install. Interval - ISDN-PRI (11-20 Loops)	55-09.2	-	-	-	TX	B	n/a	7.0	n/a	-	2.5	7.0	(4.50)	Base<10	n/a	7.0	n/a	-	Y	-

Texas Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 84% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 85% Result	Nov-00 CLEC	Nov-00 SWBT/ Benchmark	Nov-00 % Yes - Z-Value	Nov-00 86% Result	Z	Overall Result 89%
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	n/a	3.0	n/a	-	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	39.0	3.0	36.00	Base<10	n/a	3.0	n/a	-	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	6.5	5.0	1.53	Yes	5.9	5.0	0.94	Yes	5.4	5.0	0.38	Yes	Y	HIT
Avg Installation Interval - DSL - No Line Sharing - Conditioning Required	55 1-02	H	H	H	TX	B	10.4	10.0	0.37	Yes	10.7	10.0	0.72	Yes	12.6	10.0	2.57	No	Y	HIT
Avg Installation Interval - DSL - Line Sharing - No Conditioning	55 1-03	H	H	H	TX	P	3.4	4.7	-3.8	Yes	3.5	4.7	(4.98)	Yes	3.6	3.7	(0.31)	Yes	-	HIT
Avg Installation Interval - DSL - Line Sharing - Conditioning Required	55 1-04	H	H	H	TX	P	8.8	11.1	-6.8	Yes	9.8	9.6	0.17	Yes	12.1	9.9	1.40	Yes	-	HIT
Avg Installation Interval for Loop with LNP -CHC (1-10 Loops)	55 2-01 1	-	-	-	TX	B	n/a		n/a	-	4.0		n/a	-	4.2		n/a	-	Y	-
Avg Installation Interval for Loop with LNP - CHC (11-20 Loops)	55 2-01 2	-	-	-	TX	B	n/a		n/a	-	n/a		n/a	-	7.5		n/a	-	Y	-
Avg Installation Interval for Loop with LNP - CHC (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 - FDT (1-10 Loops)	55 2-02 1	-	-	-	TX	B	n/a		n/a	-	3.7		n/a	-	3.5		n/a	-	Y	-
Avg Installation Interval for Loop with LNP - FDT (11-20 Loops)	55 2-02 2	-	-	-	TX	B	n/a		n/a	-	6.8		n/a	-	6.0		n/a	-	Y	-
Avg Installation Interval for Loop with LNP - FDT (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	98.5%	95.0%	(3.51)	Yes	98.4%	95.0%	(3.36)	Yes	99.0%	95.0%	(3.98)	Yes	Y	HIT
% Installed Within 7 Days - 8.0 dB Loop (11-20 Loops)	56-01 2	-	-	M	TX	B	100.0%	95.0%	(5.00)	Yes	98.6%	95.0%	(3.55)	Yes	100.0%	95.0%	(5.00)	Base<10	Y	HIT
% Installed Within 10 Days - 8.0 dB Loop (Over 20 Loops)	56-01 3	-	-	M	TX	B	98.9%	95.0%	(3.94)	Yes	98.0%	95.0%	(2.96)	Yes	n/a	95.0%	n/a	-	Y	HIT
% Installed Within 3 Days - 5.0 dB Loop (1-10 Loops)	56-02 1	-	-	M	TX	B	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	91.3%	95.0%	3.70	No	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	88.9%	95.0%	6.11	Base<10	100.0%	95.0%	(5.00)	Yes	n/a	95.0%	n/a	-	Y	-
% Installed Within 3 Days - BRI Loop (1-10 Loops)	56-03 1		-	M	TX	B	70.9%	95.0%	24.08	No	79.7%	95.0%	15.35	No	85.1%	95.0%	9.95	No	Y	MISS
% Installed Within 7 Days - BRI Loop (11-20 Loops)	56-03 2	-	-	M	TX	B	100.0%	95.0%	(5.00)	Base<10	50.0%	95.0%	45.00	Base<10	n/a	95.0%	n/a	-	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	70.5%	95.0%	24.55	No	70.3%	95.0%	24.66	No	66.0%	95.0%	29.01	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)	Yes	100.0%	95.0%	(5.00)	Yes	Y	HIT
% Installed Within 2 Days - Analog Trunk Port (All Orders)	56-06 1	-	-	M	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 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	-	100.0%	95.0%	(5.00)	Base<10	n/a	95.0%	n/a	-	Y	-
% Installed Within 7 Days - ISDN-PRI (11-20 Loops)	56-09 2	-	-	M	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 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	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% 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	0.0%	95.0%	95.00	Base<10	n/a	95.0%	n/a	-	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	100.0%	95.0%	(5.00)	Yes	97.2%	95.0%	(2.21)	Yes	98.8%	95.0%	(3.80)	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	100.0%	95.0%	(5.00)	Base<10	n/a	95.0%	n/a	-	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	-	96.6%	95.0%	n/a	-	99.3%	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	-	100.0%	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	-	97.4%	95.0%	n/a	-	98.6%	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	-	100.0%	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	5.1%	13.1%	(7.15)	Yes	2.9%	12.9%	(9.20)	Yes	1.9%	12.6%	(8.74)	Yes	-	HIT
% SWBT Missed Due Dates - 8.0 dB Loop No Field Work	58-02	H	H	H	TX	P	0.0%	0.3%	(2.38)	Yes	0.9%	0.3%	5.20	No	0.5%	0.4%	0.51	Yes	-	HIT
% SWBT Missed Due Dates - 5.0 dB Loop	58-03	H	H	H	TX	P	6.1%	10.3%	(1.99)	Yes	10.2%	4.2%	4.25	No	5.9%	6.2%	(0.16)	Yes	-	HIT
% SWBT Missed Due Dates - BRI Loop	58-04	H	H	H	TX	P	17.8%	24.8%	(5.81)	Yes	17.3%	27.0%	(8.37)	Yes	17.4%	21.5%	(3.17)	Yes		HIT
% SWBT Missed Due Dates - ISDN BRI Port	58-05	H	H	H	TX	P	n/a	24.8%	n/a	-	n/a	27.0%	n/a	-	n/a	21.5%	n/a	-	-	-
% SWBT Missed Due Dates - DS1 Loop with Test Access	58-06	H	H	H	TX	P	26.8%	17.5%	2.57	No	19.7%	12.9%	2.21	No	24.4%	22.4%	0.57	Yes	-	MISS
% SWBT Missed Due Dates - DS1 Dedicated Transport	58-07	H	H	H	TX	P	1.1%	17.5%	(3.95)	Yes	9.8%	12.9%	(0.77)	Yes	4.1%	22.4%	(3.55)	Yes	-	HIT
% SWBT Missed Due Dates - ISDN/PRI	58-08	H	H	H	TX	P	0.8%	9.4%	(3.28)	Yes	17.0%	4.2%	12.39	No	49.0%	1.9%	23.15	No		MISS
% SWBT Missed Due Dates - DSL - No Line Sharing	58-09	H	H	H	TX	B	8.1%	5.0%	2.00	No	9.6%	5.0%	2.00	No	9.9%	5.0%	2.00	No	N	MISS
% SWBT Missed Due Dates - DSL - Line Sharing	58-10	H	H	H	TX	P	2.1%	1.0%	2.20	No	1.8%	1.4%	0.71	Yes	5.3%	1.9%	5.28	No	-	MISS
% SWBT Missed Due Dates - Analog Trunk Port	58-11	H	H	H	TX	P	n/a	10.3%	n/a	-	n/a	4.2%	n/a	-	0.0%	6.2%	(0.85)	Yes		-

Texas Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 84% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 85% Result	Nov-00 CLEC	Nov-00 SWBT/ Benchmark	Nov-00 % Yes - Z-Value	Nov-00 86% Result	Z	Overall Result 89%
% SWBT Missed Due Dates - Subtending DD Combination Trunks	58-12	H	H	H	TX	P	0.0%	10.3%	(1.66)	Yes	0.0%	4.2%	(0.21)	Base<10	0.0%	6.2%	(1.26)	Yes	-	HIT
% SWBT Missed Due Dates - DS3 Dedicated Transport	58-13	H	H	H	TX	P	11.5%	n/a	n/a	-	13.8%	0.0%	0.88	Yes	5.9%	0.0%	0.74	Yes	-	HIT
% SWBT Missed Due Dates - Dark Fiber	58-14	H	H	H	TX	P	n/a	n/a	n/a	-	92.9%	0.0%	4.68	No	37.5%	0.0%	2.24	No	-	MISS
% SWBT Missed Due Dates - Analog Line Port	58-15	H	H	H	TX	P	10.0%	10.3%	(0.04)	Yes	38.5%	4.2%	10.39	No	6.8%	6.2%	0.19	Yes	-	HIT
% SWBT Missed Due Dates - INP	58-16	H	H	H	TX	P	0.0%	0.3%	(0.06)	Base<10	n/a	0.3%	n/a	-	n/a	0.4%	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - 8.0 dB Loop	59-01	H	H	H	TX	P	4.7%	3.9%	2.34	No	6.9%	6.6%	0.80	Yes	6.2%	6.2%	(0.10)	Yes	-	HIT
% Trouble Reports within 30 Days of Install. - 5.0 dB Loop	59-02	H	H	H	TX	P	6.1%	2.5%	3.14	No	4.2%	2.5%	1.63	Yes	8.3%	3.2%	3.64	No	-	MISS
% Trouble Reports within 30 Days of Install. - BRI Loop	59-03	H	H	H	TX	P	10.4%	4.5%	8.73	No	12.1%	4.1%	11.61	No	16.5%	4.0%	16.18	No	-	MISS
% Trouble Reports within 30 Days of Install. - ISDN BRI Port	59-04	H	H	H	TX	P	n/a	4.5%	n/a	-	n/a	4.1%	n/a	-	n/a	4.0%	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - DS1 Loop	59-05	H	H	H	TX	P	7.1%	11.9%	(1.87)	Yes	12.0%	7.0%	2.04	No	5.7%	8.5%	(1.36)	Yes	-	HIT
% Trouble Reports within 30 Days of Install. - DS1 Dedicated Transport	59-06	H	H	H	TX	P	4.4%	11.9%	(2.04)	Yes	8.5%	7.0%	0.48	Yes	0.0%	8.5%	(2.58)	Yes	-	HIT
% Trouble Reports within 30 Days of Install. - ISDN/PRI	59-07	H	H	H	TX	P	0.0%	0.1%	(0.30)	Yes	0.0%	0.1%	(0.79)	Yes	0.0%	0.1%	(0.24)	Yes	-	HIT
% Trouble Reports within 30 Days of Install. - DSL - No Line Sharing	59-08	H	H	H	TX	B	5.7%	6.0%	0.00	Yes	6.8%	6.0%	2.00	No	6.8%	6.0%	2.00	No	N	MISS
% Trouble Reports within 30 Days of Install. - DSL - Line Sharing	59-09	H	H	H	TX	P	2.6%	6.8%	(3.26)	Yes	4.4%	8.0%	(3.24)	Yes	2.8%	1.2%	3.16	No	-	HIT
% Trouble Reports within 30 Days of Install. - Analog Trunk Port	59-10	H	H	H	TX	P	n/a	2.5%	n/a	-	n/a	2.5%	n/a	-	72.7%	3.2%	12.86	No	-	-
% Trouble Reports within 30 Days of Install. - Subtending DD Combination Trunks	59-11	H	H	H	TX	P	0.0%	2.5%	(0.79)	Yes	0.0%	2.5%	(0.16)	Base<10	0.0%	3.2%	(0.89)	Yes	-	HIT
% Trouble Reports within 30 Days of Install. - DS3 Dedicated Transport	59-12	H	H	H	TX	P	0.0%	n/a	n/a	-	0.0%	0.0%	0.00	Yes	5.9%	0.0%	0.74	Yes	-	HIT
% Trouble Reports within 30 Days of Install. - Dark Fiber	59-13	H	H	H	TX	P	n/a	n/a	n/a	-	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Yes	-	HIT
% Trouble Reports within 30 Days of Install. - Analog Line Port	59-14	H	H	H	TX	P	10.0%	2.5%	2.11	No	2.6%	2.5%	0.04	Yes	2.7%	3.2%	(0.24)	Yes	-	HIT
% Trouble Reports within 30 Days of Install. - INP	59-15	H	H	H	TX	P	0.0%	3.5%	(0.19)	Base<10	n/a	3.7%	n/a	-	n/a	4.1%	n/a	-	-	-
% Missed Due Dates Due to LOF - 8.0 dB Loop	60-01	-	-	-	TX	P	0.5%	8.7%	(16.47)	Yes	0.4%	9.1%	(17.90)	Yes	0.2%	8.9%	(17.18)	Yes	-	HIT
% Missed Due Dates Due to LOF - 5.0 dB Loop	60-02	-	-	-	TX	P	5.1%	1.3%	4.75	No	0.0%	0.7%	(1.23)	Yes	4.7%	0.5%	6.65	No	-	MISS
% Missed Due Dates Due to LOF - BRI Loop	60-03	-	-	-	TX	P	11.6%	2.7%	14.94	No	11.7%	2.8%	15.78	No	14.0%	1.8%	19.88	No	-	MISS
% Missed Due Dates Due to LOF - ISDN BRI Port	60-04	-	-	-	TX	P	n/a	2.7%	n/a	-	n/a	2.8%	n/a	-	n/a	1.8%	n/a	-	-	-
% Missed Due Dates Due to LOF - DS1 Loop	60-05	-	-	-	TX	P	13.0%	5.9%	2.76	No	9.2%	5.9%	1.46	Yes	8.2%	5.3%	1.39	Yes	-	HIT
% Missed Due Dates Due to LOF - DS1 Dedicated Transport	60-06	-	-	-	TX	P	0.0%	5.9%	(2.37)	Yes	0.0%	5.9%	(2.26)	Yes	1.4%	5.3%	(1.43)	Yes	-	HIT
% Missed Due Dates Due to LOF - ISDN/PRI	60-07	-	-	-	TX	P	0.0%	0.0%	(0.07)	Yes	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Yes	-	HIT
% Missed Due Dates Due to LOF - DSL - No Line Sharing	60-08	-	-	-	TX	-	4.4%	n/a	n/a	-	5.5%	n/a	n/a	-	6.3%	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - DSL - Line Sharing	60-09	-	-	-	TX	P	0.3%	0.2%	0.23	Yes	0.3%	0.6%	(0.88)	Yes	1.3%	0.6%	1.86	No	-	HIT
% Missed Due Dates Due to LOF - Analog Trunk Port	60-10	-	-	-	TX	P	n/a	1.3%	n/a	-	n/a	0.7%	n/a	-	0.0%	0.5%	(0.24)	Yes	-	-
% Missed Due Dates Due to LOF - Subtending DDC Trunks	60-11	-	-	-	TX	P	0.0%	1.3%	(0.55)	Yes	0.0%	0.7%	(0.08)	Base<10	0.0%	0.5%	(0.36)	Yes	-	HIT
% Missed Due Dates Due to LOF - DS3 Dedicated Transport	60-12	-	-	-	TX	P	0.0%	n/a	n/a	-	3.4%	0.0%	0.42	Yes	0.0%	0.0%	0.00	Yes	-	HIT
% Missed Due Dates Due to LOF - Dark Fiber	60-13	-	-	-	TX	P	n/a	n/a	n/a	-	78.6%	0.0%	3.43	No	0.0%	0.0%	0.00	Yes	-	-
% Missed Due Dates Due to LOF - Analog Line Port	60-14	-	-	-	TX	P	0.0%	1.3%	(0.50)	Yes	0.0%	0.7%	(0.53)	Yes	0.0%	0.5%	(0.63)	Yes	-	HIT
% Missed Due Dates Due to LOF - 8.0 dB Loop > 30 Days	60-15	-	-	-	TX	P	0.0%	8.5%	(1.22)	Yes	46.7%	9.5%	4.89	No	16.7%	9.8%	0.57	Base<10	-	-
% Missed Due Dates Due to LOF - 5.0 dB Loop > 30 Days	60-16	-	-	-	TX	P	54.5%	4.5%	4.82	No	n/a	45.5%	n/a	-	0.0%	0.0%	0.00	Base<10	-	-
% Missed Due Dates Due to LOF - BRI Loop > 30 Days	60-17	-	-	-	TX	P	15.4%	24.2%	(2.01)	Yes	12.6%	17.5%	(1.36)	Yes	9.6%	11.8%	(0.55)	Yes	-	HIT
% Missed Due Dates Due to LOF - ISDN BRI Port > 30 Days	60-18	-	-	-	TX	P	n/a	24.2%	n/a	-	n/a	17.5%	n/a	-	n/a	11.8%	n/a	-	-	-
% Missed Due Dates Due to LOF - DS1 Loop > 30 Days	60-19	-	-	-	TX	P	3.0%	31.3%	(2.83)	Yes	19.2%	23.5%	(0.34)	Yes	3.4%	0.0%	0.68	Yes	-	HIT
% Missed Due Dates Due to LOF - DS1 Dedicated Transport > 30 Days	60-20	-	-	-	TX	P	n/a	31.3%	n/a	-	n/a	23.5%	n/a	-	0.0%	0.0%	0.00	Base<10	-	-
% Missed Due Dates Due to LOF - ISDN/PRI > 30 Days	60-21	-	-	-	TX	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - DSL - No Line Sharing > 30 Days	60-22	-	-	-	TX	-	6.1%	n/a	n/a	-	6.1%	n/a	n/a	-	6.0%	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - DSL - Line Sharing > 30 Days	60-23	-	-	-	TX	P	0.0%	13.8%	(0.40)	Base<10	0.0%	10.2%	(0.48)	Base<10	16.7%	12.4%	0.31	Base<10	-	-
% Missed Due Dates Due to LOF - Analog Trunk Port > 30 Days	60-24	-	-	-	TX	P	n/a	4.5%	n/a	-	n/a	45.5%	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - Subtending DDC Trunks > 30 Days	60-25	-	-	-	TX	P	n/a	4.5%	n/a	-	n/a	45.5%	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - DS3 Dedicated Transport > 30 Days	60-26	-	-	-	TX	P	n/a	n/a	n/a	-	100.0%	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - Dark Fiber > 30 Days	60-27	-	-	-	TX	P	n/a	n/a	n/a	-	90.9%	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - Analog Line Port > 30 Days	60-28	-	-	-	TX	P	n/a	4.5%	n/a	-	n/a	45.5%	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - 8.0 dB Loop > 90 Days	60-29	-	-	-	TX	P	0.0%	0.3%	(0.20)	Yes	0.0%	0.3%	(0.22)	Yes	0.0%	0.5%	(0.18)	Base<10	-	HIT
% Missed Due Dates Due to LOF - 5.0 dB Loop > 90 Days	60-30	-	-	-	TX	P	0.0%	0.0%	0.00	Yes	n/a	18.2%	n/a	-	0.0%	0.0%	0.00	Base<10	-	-
% Missed Due Dates Due to LOF - BRI Loop > 90 Days	60-31	-	-	-	TX	P	0.5%	1.3%	(0.76)	Yes	0.5%	1.7%	(1.17)	Yes	0.0%	1.0%	(1.28)	Yes	-	HIT
% Missed Due Dates Due to LOF - ISDN BRI Port > 90 Days	60-32	-	-	-	TX	P	n/a	1.3%	n/a	-	n/a	1.7%	n/a	-	n/a	1.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - DS1 Loop > 90 Days	60-33	-	-	-	TX	P	0.0%	0.0%	0.00	Yes	3.8%	0.0%	0.82	Yes	0.0%	0.0%	0.00	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	-	0.0%	0.0%	0.00	Base<10	-	-
% Missed Due Dates Due to LOF - ISDN/PRI > 90 Days	60-35	-	-	-	TX	P	n/a	0.0%	n/a	-	n/a	n/a	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	0.0%	0.0%	0.00	Base<10	0.0%	2.0%	(0.20)	Base<10	0.0%	0.0%	0.00	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	18.2%	n/a	-	n/a	0.0%	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	18.2%	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - DS3 Dedicated Transport > 90 Days	60-40	-	-	-	TX	P	n/a	n/a	n/a	-	0.0%	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - Dark Fiber > 90 Days	60-41	-	-	-	TX	P	n/a	n/a	n/a	-	68.2%	n/a	n/a	-	n/a	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	18.2%	n/a	-	n/a	0.0%	n/a	-	-	-
Avg. Delay Days Due to LOF - 8.0 dB Loop	61-01	-	-	-	TX	P	8.8	11.5	(0.81)	Yes	13.1	11.8	0.37	Yes	22.0	12.1	1.67	Base<10	-	HIT
Avg. Delay Days Due to LOF - 5.0 dB Loop	61-02	-	-	-	TX	P	27.5	9.8	5.10	No	n/a	36.8	n/a	-	4.8	12.5	(2.34)	Base<10	-	-
Avg. Delay Days Due to LOF - BRI Loop	61-03	-	-	-	TX	P	15.7	21.5	(2.66)	Yes	15.5	18.8	(1.54)	Yes	n/a	16.6	(1.37)	Yes	-	HIT
Avg. Delay Days Due to LOF - ISDN BRI Port	61-04	-	-	-	TX	P	n/a	21.5	n/a	-	n/a	18.8	n/a	-	9.3	16.6	n/a	-	-	-

Texas Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 84% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 85% Result	Nov-00 CLEC	Nov-00 SWBT/ Benchmark	Nov-00 % Yes - Z-Value	Nov-00 86% Result	Z	Overall Result 89%
Avg. Delay Days Due to LOF - DS1 Loop	61-05	-	-	-	TX	P	14.5	23.3	(1.11)	Yes	14.2	18.6	(0.77)	Yes	9.3	10.6	(0.65)	Yes	-	HIT
Avg. Delay Days Due to LOF - DS1 Dedicated Transport	61-06	-	-	-	TX	P	n/a	23.3	n/a	-	n/a	18.6	n/a	-	9.0	10.6	(0.25)	Base<10	-	-
Avg. Delay Days Due to LOF - ISDN/PRI	61-07	-	-	-	TX	P	n/a	13.0	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - DSL - No Line Sharing	61-08	-	-	-	TX	-	9.6	n/a	n/a	-	10.8	n/a	n/a	-	10.8	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - DSL - Line Sharing	61-09	-	-	-	TX	P	7.0	10.0	(0.20)	Base<10	9.0	12.9	(0.28)	Base<10	16.0	12.3	0.65	Base<10	-	-
Avg. Delay Days Due to LOF - Analog Trunk Port	61-10	-	-	-	TX	P	n/a	9.8	n/a	-	n/a	36.8	n/a	-	n/a	12.5	n/a	-	-	-
Avg. Delay Days Due to LOF - Subtending DDC Trunks	61-11	-	-	-	TX	P	n/a	9.8	n/a	-	n/a	36.8	n/a	-	n/a	12.5	n/a	-	-	-
Avg. Delay Days Due to LOF - DS3 Dedicated Transport	61-12	-	-	-	TX	P	n/a	n/a	n/a	-	39.0	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - Dark Fiber	61-13	-	-	-	TX	P	n/a	n/a	n/a	-	86.0	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - Analog Line Port	61-14	-	-	-	TX	P	n/a	9.8	n/a	-	n/a	36.8	n/a	-	n/a	12.5	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - 8.0 dB Loop Field Work	62-01	M	M	L	TX	P	8.9	8.8	0.06	Yes	7.5	8.9	(0.51)	Yes	13.1	8.5	1.17	Yes	-	HIT
Avg. Delay Days for SWBT Missed Due Dates - 8.0 dB Loop No Field Work	62-02	M	M	L	TX	P	n/a	7.4	n/a	-	12.4	7.4	1.66	Yes	5.3	9.0	(0.81)	Yes	-	HIT
Avg. Delay Days for SWBT Missed Due Dates - 5.0 dB Loop	62-03	M	M	L	TX	P	29.9	9.1	5.59	No	1.1	16.4	(2.21)	Yes	4.0	43.4	(2.20)	Yes	-	HIT
Avg. Delay Days for SWBT Missed Due Dates - BRI Loop	62-04	M	M	L	TX	P	15.8	11.7	2.67	No	13.4	13.1	0.22	Yes	14.0	9.5	3.42	No	-	MISS
Avg. Delay Days for SWBT Missed Due Dates - ISDN BRI Port	62-05	M	M	L	TX	P	n/a	11.7	n/a	-	n/a	13.1	n/a	-	n/a	9.5	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - DS1 Loop	62-06	M	M	L	TX	P	10.8	29.1	(2.19)	Yes	12.0	16.6	(1.00)	Yes	6.7	11.9	(1.97)	Yes	-	HIT
Avg. Delay Days for SWBT Missed Due Dates - DS1 Dedicated Transport	62-07	M	M	L	TX	P	1.0	29.1	(0.63)	Base<10	6.6	16.6	(1.18)	Base<10	5.0	11.9	(0.76)	Base<10	-	-
Avg. Delay Days for SWBT Missed Due Dates - ISDN/PRI	62-08	M	M	L	TX	P	14.0	24.2	(0.27)	Base<10	36.2	9.3	18.84	No	7.0	21.6	(4.35)	Yes	-	-
Avg. Delay Days for SWBT Missed Due Dates - DSL - No Line Sharing	62-09	M	M	L	TX	B	8.2	6.5	2.00	No	9.6	6.5	2.00	No	10.4	6.5	2.00	No	N	MISS
Avg. Delay Days for SWBT Missed Due Dates - DSL - Line Sharing	62-10	M	M	L	TX	P	7.3	25.5	(2.05)	Base<10	12.1	17.3	(0.81)	Yes	10.4	17.4	(1.41)	Yes	-	HIT
Avg. Delay Days for SWBT Missed Due Dates - Analog Trunk Port	62-11	M	M	L	TX	P	n/a	9.1	n/a	-	n/a	16.4	n/a	-	n/a	43.4	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - Subtending DDC Trunks	62-12	M	M	L	TX	P	n/a	9.1	n/a	-	n/a	16.4	n/a	-	n/a	43.4	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - DS3 Dedicated Transport	62-13	M	M	L	TX	P	27.7	n/a	n/a	-	16.3	n/a	n/a	-	4.0	n/a	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - Dark Fiber	62-14	M	M	L	TX	P	n/a	n/a	n/a	-	86.4	n/a	n/a	-	8.5	n/a	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - Analog Line Port	62-15	M	M	L	TX	P	1.5	9.1	(0.81)	Base<10	4.5	16.4	(1.53)	Yes	9.8	43.4	(1.33)	Base<10	-	-
% SWBT Caused Missed Due Dates > 30 Days - 8.0 dB Loop Field Work	63-01	-	-	-	TX	P	0.1%	0.9%	(2.46)	Yes	0.0%	1.0%	(3.08)	Yes	0.1%	1.0%	(2.28)	Yes	-	HIT
% SWBT Caused Missed Due Dates > 30 Days - 8.0 dB Loop No Field Work	63-02	-	-	-	TX	P	0.0%	0.0%	(0.54)	Yes	0.1%	0.0%	2.89	No	0.0%	0.0%	(0.75)	Yes	-	HIT
% SWBT Caused Missed Due Dates > 30 Days - 5.0 dB Loop	63-03	-	-	-	TX	P	3.3%	0.5%	5.21	No	0.0%	0.5%	(1.03)	Yes	0.0%	2.5%	(2.07)	Yes	-	HIT
% SWBT Caused Missed Due Dates > 30 Days - BRI Loop	63-04	-	-	-	TX	P	2.7%	2.2%	1.28	Yes	1.8%	3.6%	(3.72)	Yes	2.0%	1.4%	1.68	No	-	HIT
% SWBT Caused Missed Due Dates > 30 Days - ISDN BRI Port	63-05	-	-	-	TX	P	n/a	2.2%	n/a	-	n/a	3.6%	n/a	-	n/a	1.4%	n/a	-	-	-
% SWBT Caused Missed Due Dates > 30 Days - DS1 Loop	63-06	-	-	-	TX	P	1.2%	4.8%	(2.42)	Yes	2.8%	2.4%	0.28	Yes	0.6%	1.6%	(1.28)	Yes	-	HIT
% SWBT Caused Missed Due Dates > 30 Days - DS1 Dedicated Transport	63-07	-	-	-	TX	P	0.0%	4.8%	(2.12)	Yes	1.2%	2.4%	(0.67)	Yes	0.0%	1.6%	(1.10)	Yes	-	HIT
% SWBT Caused Missed Due Dates > 30 Days - ISDN/PRI	63-08	-	-	-	TX	P	0.0%	3.1%	(2.00)	Yes	10.6%	0.1%	35.34	No	0.0%	0.3%	(0.40)	Yes	-	HIT
% SWBT Caused Missed Due Dates > 30 Days - DSL - No Line Sharing	63-09	-	-	-	TX	-	0.3%	n/a	n/a	-	0.4%	n/a	n/a	-	0.6%	n/a	n/a	-	-	-
% SWBT Caused Missed Due Dates > 30 Days - DSL - Line Sharing	63-10	-	-	-	TX	P	0.0%	0.3%	(1.16)	Yes	0.2%	0.3%	(0.44)	Yes	0.2%	0.3%	(0.47)	Yes	-	HIT
% SWBT Caused Missed Due Dates > 30 Days - Analog Trunk Port	63-11	-	-	-	TX	P	n/a	0.5%	n/a	-	n/a	0.5%	n/a	-	0.0%	2.5%	(0.53)	Yes	-	-
% SWBT Caused Missed Due Dates > 30 Days - Subtending DDC Trunks	63-12	-	-	-	TX	P	0.0%	0.5%	(0.34)	Yes	0.0%	0.5%	(0.07)	Base<10	0.0%	2.5%	(0.78)	Yes	-	HIT
% SWBT Caused Missed Due Dates > 30 Days - DS3 Dedicated Transport	63-13	-	-	-	TX	P	7.7%	n/a	n/a	-	3.4%	0.0%	0.42	Yes	0.0%	0.0%	0.00	Yes	-	HIT
% SWBT Caused Missed Due Dates > 30 Days - Dark Fiber	63-14	-	-	-	TX	P	n/a	n/a	n/a	-	82.1%	0.0%	3.68	No	3.1%	0.0%	0.54	Yes	-	-
% SWBT Caused Missed Due Dates > 30 Days - Analog Line Port	63-15	-	-	-	TX	P	0.0%	0.5%	(0.31)	Yes	0.0%	0.5%	(0.44)	Yes	1.4%	2.5%	(0.62)	Yes	-	HIT
Trouble Report Rate - 8.0 dB Loop with Test Access	65-01	-	-	H	TX	P	1.3%	2.5%	(13.93)	Yes	1.8%	1.6%	2.71	No	1.5%	1.6%	(1.83)	Yes	-	HIT
Trouble Report Rate - 5.0 dB Loop with Test Access	65-02	-	-	H	TX	P	1.1%	0.7%	3.25	No	1.1%	0.7%	2.44	No	1.0%	0.7%	2.23	No	-	MISS
Trouble Report Rate - BRI Loop with Test Access	65-03	-	-	H	TX	P	3.8%	2.6%	5.69	No	3.8%	3.0%	3.80	No	3.7%	2.8%	4.38	No	-	MISS
Trouble Report Rate - ISDN BRI Port	65-04	-	-	H	TX	P	0.0%	2.6%	(0.69)	Yes	0.0%	3.0%	(0.74)	Yes	0.0%	2.8%	(0.71)	Yes	-	HIT
Trouble Report Rate - DS1 Loop with Test Access	65-05	-	-	H	TX	P	2.6%	6.5%	(7.79)	Yes	4.3%	6.6%	(4.09)	Yes	2.4%	6.4%	(8.91)	Yes	-	HIT
Trouble Report Rate - DS1 Dedicated Transport	65-06	-	-	H	TX	P	1.1%	6.5%	(5.30)	Yes	2.4%	6.6%	(4.24)	Yes	0.9%	6.4%	(5.86)	Yes	-	HIT
Trouble Report Rate - ISDN/PRI	65-07	-	-	H	TX	P	0.0%	0.0%	(0.47)	Yes	0.1%	0.0%	0.29	Yes	0.0%	0.0%	(0.88)	Yes	-	HIT
Trouble Report Rate - DSL - No Line Sharing	65-08	-	-	H	TX	B	2.4%	3.0%	0.00	Yes	2.8%	3.0%	0.00	Yes	0.0%	3.0%	0.00	Yes	N	HIT
Trouble Report Rate - DSL - Line Sharing	65-09	-	-	H	TX	P	18.4%	22.2%	(1.55)	Yes	11.0%	0.6%	3.30	No	10.4%	6.0%	6.74	No	-	MISS
Trouble Report Rate - Analog Trunk Port	65-10	H	H	H	TX	P	0.0%	0.7%	(0.77)	Yes	0.0%	0.7%	(0.81)	Yes	4.4%	0.7%	6.72	No	-	HIT
Trouble Report Rate - Subtending DDC Trunks	65-11	H	H	H	TX	P	0.0%	0.7%	(1.22)	Yes	0.5%	0.7%	(0.49)	Yes	0.0%	0.7%	(1.31)	Yes	-	HIT
Trouble Report Rate - DS3 Dedicated Transport	65-12	H	H	H	TX	P	0.2%	2.5%	(2.76)	Yes	0.2%	1.6%	(2.08)	Yes	0.4%	4.6%	(3.88)	Yes	-	HIT
Trouble Report Rate - Dark Fiber	65-13	H	H	H	TX	P	0.1%	2.5%	(4.15)	Yes	3.4%	1.6%	1.04	Yes	1.1%	4.6%	(2.97)	Yes	-	HIT
Trouble Report Rate - Analog Line Port	65-14	H	H	H		P	0.5%	0.7%	(0.60)	Yes	0.3%	0.7%	(1.29)	Yes	0.3%	0.7%	(1.34)	Yes	-	HIT
% Missed Repair Commitment - 8 dB Loop	66-01	H	H	H	TX	P	0.5%	8.6%	(5.78)	Yes	0.5%	8.3%	(6.89)	Yes	0.0%	11.9%	(8.14)	Yes	-	HIT
Mean Time to Restore - 8.0 dB Loop with Test Access-Dispatch	67-01	H	H	H	TX	P	2.2	29.4	(12.64)	Yes	2.5	21.1	(12.75)	Yes	2.4	34.9	(14.13)	Yes	-	HIT
Mean Time to Restore - 5.0 dB Loop with Test Access-Dispatch	67-02	H	H	H	TX	P	2.2	10.2	(2.51)	Yes	2.1	8.8	(2.93)	Yes	2.9	9.3	(2.15)	Yes	-	HIT
Mean Time to Restore - BRI Loop with Test Access-Dispatch	67-03	H	H	H	TX	P	2.7	11.0	(4.98)	Yes	3.0	9.3	(6.67)	Yes	4.1	9.3	(5.67)	Yes	-	HIT
Mean Time to Restore - ISDN BRI Port-Dispatch	67-04	H	H	H	TX	P	n/a	11.0	n/a	-	n/a	9.3	n/a	-	n/a	9.3	(0.68)	Base<10	-	-
Mean Time to Restore - DS1 Loop with Test Access-Dispatch	67-05	H	H	H	TX	P	2.5	3.4	(1.89)	Yes	3.7	3.6	0.16	Yes	3.9	4.4	(0.68)	Yes	-	HIT
Mean Time to Restore - DS1 Dedicated Transport-Dispatch	67-06	H	H	H	TX	P	2.1	3.4	(0.84)	Base<10	2.5	3.6	(0.79)	Yes	3.1	4.4	(0.47)	Base<10	-	
Mean Time to Restore - ISDN/PRI -Dispatch	67-07	H	H	H	TX	P	3.1	5.6	(0.30)	Base<10	3.5	5.3	(0.34)	Base<10	1.0	5.0	(0.64)	Base<10	-	
Mean Time to Restore - DSL -Dispatch - No Line Sharing	67-08	H	H	H	TX	B	3.1	9.0	0.00	Yes	3.7	9.0	0.00	Yes	5.2	9.0	0.00	Yes	N	HIT
Mean Time to Restore - DSL -Dispatch - Line Sharing	67-09	H	H	H	TX	P	29.8	30.9	(0.21)	Yes	55.5	45.9	0.45	Base<10	71.1	81.9	(0.39)	Base<10	-	-
Mean Time to Restore - Analog Trunk Port-Dispatch	67-10	H	H	H	TX	P	n/a	10.2	n/a	-	n/a	8.8	n/a	-	18.3	9.3	1.68	Yes	-	-
Mean Time to Restore - Subtending DDC Trunks-Dispatch	67-11	H	H	H	TX	P	n/a	10.2	n/a	-	1.8	8.8	(0.50)	Base<10	n/a	9.3	n/a	-	-	-

Texas Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z Value	Sep-00 84% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z Value	Oct-00 85% Result	Nov-00 CLEC	Nov-00 SWBT/ Benchmark	Nov-00 % Yes - Z Value	Nov-00 86% Result	Z	Overall Result 89%
Mean Time to Restore - DS3 Dedicated Transport-Dispatch	67-12	H	H	H	TX	P	2.7	0.8	1.30	Base<10	0.1	2.4	(1.65)	Base<10	0.0	2.2	(1.16)	Base<10	-	-
Mean Time to Restore - Dark Fiber-Dispatch	67-13	H	H	H	TX	P	2.7	0.8	1.36	Base<10	19.9	2.4	15.16	Base<10	25.4	2.2	24.59	Base<10	-	-
Mean Time to Restore - Analog Line Port-Dispatch	67-14	H	H	H	TX	P	0.1	10.2	(0.92)	Base<10	2.0	8.8	(0.69)	Base<10	0.8	9.3	(0.71)	Base<10	-	-
Mean Time to Restore - 8.0 dB Loop with Test Access-No Dispatch	67-15	H	H	H	TX	P	1.1	11.4	(0.42)	Base<10	2.8	10.3	(0.36)	Base<10	1.4	15.1	(0.57)	Base<10	-	-
Mean Time to Restore - 5.0 dB Loop with Test Access-No Dispatch	67-16	H	H	H	TX	P	n/a	1.2	n/a	-	n/a	1.3	n/a	-	n/a	1.6	n/a	-	-	-
Mean Time to Restore - BRI Loop with Test Access-No Dispatch	67-17	H	H	H	TX	P	0.1	0.8	(0.27)	Base<10	n/a	0.9	n/a	-	1.8	1.0	1.08	Base<10	-	-
Mean Time to Restore - ISDN BRI Port-No Dispatch	67-18	H	H	H	TX	P	n/a	0.8	n/a	-	n/a	0.9	n/a	-	n/a	1.0	n/a	-	-	-
Mean Time to Restore - DS1 Loop with Test Access-No Dispatch	67-19	H	H	H	TX	P	3.5	0.8	2.15	Base<10	0.4	0.4	0.10	Base<10	1.6	0.6	1.28	Base<10	-	-
Mean Time to Restore - DS1 Dedicated Transport-No Dispatch	67-20	H	H	H	TX	P	0.3	0.8	(0.24)	Base<10	0.5	0.4	0.39	Base<10	5.1	0.6	2.55	Base<10	-	-
Mean Time to Restore - ISDN/PRI - No Dispatch	67-21	H	H	H	TX	P	n/a	1.0	n/a	-	n/a	0.6	n/a	-	n/a	1.1	n/a	-	-	-
Mean Time to Restore - DSL -No Dispatch - No Line Sharing	67-22	H	H	H	TX	B	42.1	9.0	2.00	Base<10	14.2	9.0	2.00	No	3.2	9.0	0.00	Base<10	N	-
Mean Time to Restore - DSL -No Dispatch - Line Sharing	67-23	H	H	H	TX	P	0.1	31.2	(0.20)	Base<10	37.9	43.0	(0.98)	Yes	82.6	81.2	0.18	Yes	-	HIT
Mean Time to Restore - Analog Trunk Port-No Dispatch	67-24	H	H	H	TX	P	n/a	1.2	n/a	-	n/a	1.3	n/a	-	n/a	1.6	n/a	-	-	-
Mean Time to Restore - Subtending DDC Trunks-No Dispatch	67-25	H	H	H	TX	P	n/a	1.2	n/a	-	n/a	1.3	n/a	-	n/a	1.6	n/a	-	-	-
Mean Time to Restore - DS3 Dedicated Transport-No Dispatch	67-26	H	H	H	TX	P	n/a	1.0	n/a	-	n/a	0.0	n/a	-	0.5	n/a	n/a	-	-	-
Mean Time to Restore - Dark Fiber-No Dispatch	67-27	H	H	H	TX	P	n/a	1.0	n/a	-	2.0	0.0	1.99	No	0.8	n/a	n/a	-	-	-
Mean Time to Restore - Analog Line Port-No Dispatch	67-28	H	H	H	TX	P	n/a	1.2	n/a	-	n/a	1.3	n/a	-	n/a	1.6	n/a	-	-	-
% Repeat Reports - 8.0 dB Loop with Test Access	69-01	H	H	H	TX	P	9.8%	13.0%	(1.91)	Yes	10.7%	12.3%	(1.17)	Yes	10.0%	13.3%	(2.18)	Yes	-	HIT
% Repeat Reports - 5.0 dB Loop with Test Access	69-02	H	H	H	TX	P	27.8%	12.0%	2.88	No	8.1%	13.0%	(0.88)	Yes	6.1%	12.3%	(1.08)	Yes	-	HIT
% Repeat Reports - BRI Loop with Test Access	69-03	H	H	H	TX	P	11.5%	15.9%	(1.91)	Yes	13.5%	17.0%	(3.70)	Yes	11.1%	19.9%	(3.70)	Yes	-	HIT
% Repeat Reports - ISDN BRI Port	69-04	H	H	H	TX	P	n/a	15.9%	n/a	-	n/a	17.0%	n/a	-	n/a	19.9%	n/a	-	-	-
% Repeat Reports - DS1 Loop with Test Access	69-05	H	H	H	TX	P	12.7%	17.8%	(1.13)	Yes	12.9%	20.2%	(1.75)	Yes	14.5%	19.6%	(1.12)	Yes	-	HIT
% Repeat Reports - DS1 Dedicated Transport	69-06	H	H	H	TX	P	0.0%	17.8%	n/a	-	0.0%	20.2%	n/a	-	28.6%	19.6%	(1.18)	Base<10	-	-
% Repeat Reports - ISDN/PRI	69-07	H	H	H	TX	P	0.0%	4.3%	0.0%	Base<10	0.0%	10.4%	0.0%	Base<10	0.0%	5.6%	0.0%	Base<10	-	-
% Repeat Reports - DSL - No Line Sharing	69-08	H	H	H	TX	B	8.1%	12.0%	8.1%	Yes	8.4%	12.0%	8.4%	Yes	9.5%	12.0%	9.5%	Yes	N	HIT
% Repeat Reports - DSL - Line Sharing	69-09	H	H	H	TX	P	19.7%	15.6%	n/a	-	38.9%	35.2%	n/a	-	0.0%	37.1%	(1.18)	Yes	-	-
% Repeat Reports - Analog Trunk Port	69-10	H	H	H	TX	P	n/a	12.0%	n/a	-	n/a	13.0%	n/a	-	0.0%	12.3%	(1.18)	Yes	-	-
% Repeat Reports - Subtending DDC Trunks	69-11	H	H	H	TX	P	n/a	12.0%	n/a	-	0.0%	13.0%	(0.39)	Base<10	n/a	12.3%	n/a	-	-	-
% 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%	33.3%	(0.94)	Base<10	-	-
% Repeat Reports - Dark Fiber	69-13	H	H	H	TX	P	0.0%	0.0%	0.00	Base<10	0.0%	0.0%	0.00	Yes	9.1%	33.3%	(1.25)	Yes	-	HIT
% Repeat Reports - Analog Line Port	69-14	H	H	H	TX	P	0.0%	12.0%	(0.64)	Base<10	0.0%	13.0%	(0.55)	Base<10	0.0%	12.3%	(0.53)	Base<10	-	-
% Trunk Blockage - SWBT End Office to CLEC	70-01	H	H	M	TX	B	0.0%	1.0%	(1.00)	Yes	0.1%	1.0%	(0.92)	Yes	0.0%	1.0%	(0.98)	Yes	Y	HIT
% Trunk Blockage - SWBT Tandem to CLEC	70-02	H	H	M	TX	B	0.1%	1.0%	(0.90)	Yes	0.0%	1.0%	(0.96)	Yes	0.0%	1.0%	(0.98)	Yes	Y	HIT
Common Transport Block > 2%	71-01	-	-	M	TX	B	0.6%	3.0%	(2.44)	Yes	1.1%	3.0%	(1.93)	Yes	0.9%	3.0%	(2.09)	Yes	Y	HIT
% Missed Due Dates - Interconnection Trunks	73-01	M	M	-	TX	P	7.2%	28.8%	(63.65)	Yes	8.7%	41.3%	(89.29)	Yes	7.0%	22.7%	(48.37)	Yes	-	HIT
% Held Interconnection Trunks > 30 Days due to Lack of Facilities	73-1-01	H	H	-	TX	B	0.0%	n/a	n/a	-	0.0%	n/a	n/a	-	1.0%	n/a	n/a	-	Y	-
% Held Interconnection Trunks > 60 Days due to Lack of Facilities	73-1-02	H	H	-	TX	B	0.0%	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	H	-	TX	B	0.0%	0.0%	0.00	Yes	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	L	-	TX	P	28.9	51.1	(15.25)	Yes	15.8	16.8	(1.44)	Yes	19.5	42.6	(15.48)	Yes	-	HIT
% SWBT Missed Due Dates > 30 Days	75-01	L	L	-	TX	B	2.6%	2.0%	0.65	Yes	1.3%	2.0%	(0.68)	Yes	2.1%	2.0%	0.10	Yes	Y	HIT
Avg. Trunk Restoral Interval	76-01	L	L	-	TX	P	2.9	471.3	(1.30)	Yes	6.7	61.7	(2.21)	Yes	6.5	1337.9	(2.79)	Yes	-	HIT
Avg. Restoration Interval - Tandem Trunk Groups	77-01	H	H	M	TX	B	42.1	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	n/a	2.0	n/a	-	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	19.6	20.0	(0.44)	Base<10	29.1	20.0	9.06	No	28.1	20.0	8.06	No	Y	MISS
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	-	64.0	20.0	44.00	Base<10	123.3	20.0	103.33	Base<10	Y	-
Avg. Interconnection Trunk Install Interval - E-911	78-04	H	H	-	TX	B	7.0	20.0	(13.00)	Base<10	49.7	20.0	29.69	No	64.7	20.0	44.71	Base<10	Y	-
DA Avg. Speed of Answer	80-01	-	-	-	TX	B	10.3	15.0	0.00	Yes	9.6	15.0	0.00	Yes	8.6	15.0	0.00	Yes	N	HIT
OS Avg. Speed of Answer	82-01	-	-	-	TX	B	12.4	10.0	2.00	No	9.7	10.0	0.00	Yes	9.0	10.0	0.00	Yes	N	HIT
% of LNP Only Due Dates within Industry Guidelines	91-01	-	-	-	TX	B	88.4%	96.5%	8.09	No	98.7%	96.5%	(2.22)	Yes	98.4%	96.5%	(1.86)	Yes	Y	HIT
% of Time the OSP Releases Prior to the Exp of the T2 Timer	92-01	-	-	-	TX	B	98.8%	96.5%	(2.31)	Yes	99.0%	96.5%	(2.47)	Yes	99.9%	96.5%	(3.38)	Yes	Y	HIT
% of Customer Accounts Restructured Prior to LNP Due Date	93-01	L	L	-	TX	B	100.0%	96.5%	(3.50)	Base<10	66.7%	96.5%	29.83	Base<10	100.0%	96.5%	(3.50)	Base<10	Y	-
% Premature Disconnects for Stand Alone LNP Orders	96-01	H	H	-	TX	B	0.2%	2.0%	(1.77)	Yes	1.3%	2.0%	(0.74)	Yes	0.0%	2.0%	(2.00)	Yes	Y	HIT
% of Time SWBT applies 10 digit trigger prior to the LNP Order Due Date - LNP Onl	97-01	H	H	-	TX	B	100.0%	96.5%	(3.50)	Yes	100.0%	96.5%	(3.50)	Yes	100.0%	96.5%	(3.50)	Yes	Y	HIT
% of Time SWBT applies 10 digit trigger prior to the LNP Order Due Date - LNP with	97-02	H	H	-	TX	B	99.8%	96.5%	(3.26)	Yes	99.0%	96.5%	(2.47)	Yes	100.0%	96.5%	(3.50)	Yes	Y	HIT
Percent LNP I-Reports in 10 Days	98-01	H	H	M	TX	P	0.0%	1.9%	(1.69)	Yes	0.0%	1.6%	(1.47)	Yes	0.0%	1.9%	(1.67)	Yes	-	HIT
Avg. Delay Days for SWBT Missed Due Dates - LNP	99-01	M	M	-	TX	P	1.0	6.5	(1.45)	Base<10	1.7	6.8	(1.51)	Yes	13.8	3.7	2.43	Base<10	-	-
Avg. Time of Out of Service for LNP Conversions	100-01	H	H	-	TX	B	3.4	60.0	(56.59)	Yes	2.0	60.0	(57.95)	Yes	2.3	60.0	(57.65)	Yes	Y	HIT
% Out of Service less than 60 Minutes	101-01	M	M	-	TX	B	100.0%	96.5%	(3.50)	Yes	99.9%	96.5%	(3.41)	Yes	100.0%	96.5%	(3.50)	Yes	Y	HIT
% Errors for E-911 Database Updates	103-01	L	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	L	-	TX	P	0.2	9.2	(10.46)	Yes	0.1	9.4	(13.13)	Yes	0.1	8.3	(11.94)	Yes	-	HIT
% of Request Processed within 35 Days	105-01	L	L	-	TX	B	100.0%	90.0%	0.00	Yes	100.0%	90.0%	0.00	Yes	96.8%	90.0%	0.00	Yes	N	HIT
Average Days Required to Process a Request	106-01	-	-	-	TX	B	21.0	14.0	2.00	No	20.8	14.0	2.00	No	19.1	14.0	2.00	No	N	MISS
% Missed Collocation Due Dates - Caged - Initial	107-01	H	H	M	TX	B	14.3%	5.0%	2.00	Base<10	0.0%	5.0%	0.00	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	0.0%	5.0%	0.00	Yes	N	HIT
% Missed Collocation Due Dates - Cageless - Initial	107-03	H	H	M	TX	B	14.3%	5.0%	2.00	No	0.0%	5.0%	0.00	Base<10	0.0%	5.0%	0.00	Base<10	N	-

Texas Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 84% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 85% Result	Nov-00 CLEC	Nov-00 SWBT/ Benchmark	Nov-00 % Yes - Z-Value	Nov-00 86% Result	Z	Overall Result 89%
% 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	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	N	-
% Missed Collocation Due Dates - Virtual - Augments	107-08	H	H	M	TX	B	0.0%	5.0%	0.00	Yes	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	N	-
Avg. Delay Days - Caged - Initial	108-01	L	L	-	TX	B	59.0	9.0	2.00	Base<10	n/a	n/a	n/a	-	n/a	n/a	n/a	-	N	-
Avg. Delay Days - Caged - Augments	108-02	L	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 - Cageless - Initial	108-03	L	L	-	TX	B	70.5	7.0	2.00	Base<10	n/a	n/a	n/a	-	n/a	n/a	n/a	-	N	-
Avg. Delay Days - Cageless - Augments	108-04	L	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	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	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	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	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	L	-	TX	B	75.7%	90.0%	2.00	No	100.0%	90.0%	0.00	Base<10	100.0%	90.0%	0.00	Yes	N	-
% of Collocation Requests within Guidelines - Caged - Augments	109-02	L	L	-	TX	B	94.4%	90.0%	0.00	Yes	100.0%	90.0%	0.00	Yes	100.0%	90.0%	0.00	Yes	N	HIT
% of Collocation Requests within Guidelines - Cageless - Initial	109-03	L	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
% of Collocation Requests within Guidelines - Cageless - Augments	109-04	L	L	-	TX	B	95.0%	90.0%	0.00	Yes	100.0%	90.0%	0.00	Base<10	100.0%	90.0%	0.00	Yes	N	HIT
% of Collocation Requests within Guidelines - Shared Caged - Initial	109-05	L	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	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 - Initial	109-07	L	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	L	-	TX	B	n/a	90.0%	n/a	-	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	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	L	-	TX	B	66.6	48.0	18.57	No	43.3	48.0	(4.70)	Yes	31.7	48.0	(16.28)	Yes	Y	HIT
% of Database Accuracy for Manual Updates	112-01	L	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 Electronic Updates That Flow Through The DSR Process Without Manual Interv	113-01	L	L	-	TX	B	n/a	97.0%	n/a	-	n/a	97.0%	n/a	-	2.0%	97.0%	9503.4%	No	Y	-
% of Premature Disconnects - CHC/FDT - LNP With Loop Lines - CHC	114-01	H	H	-	TX	B	0.0%	2.0%	(2.00)	Yes	1.8%	2.0%	(0.25)	Yes	0.7%	2.0%	0.00	Yes	N	HIT
% of Premature Disconnects - CHC/FDT - LNP With Loop Lines - FDT	114-02	H	H	-	TX	B	0.0%	2.0%	(2.00)	Yes	0.0%	2.0%	(2.00)	Yes	0.9%	2.0%	0.00	Yes	N	HIT
CHC/FDT LNP with Loop Provisioning Interval - Coor. Hot Cuts (<10 Lines)	114.1-01	-	-	M	TX	B	98.8%		n/a	-	95.0%		n/a	-	96.2%		n/a	-	Y	-
CHC/FDT LNP with Loop Provisioning Interval - Coor. Hot Cuts (10-24 Lines)	114.1-02	-	-	M	TX	B	99.0%		n/a	-	100.0%		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	95.2%		n/a	-	94.6%		n/a	-	94.5%		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	-
% Provisioning Trouble Reports (PTR) - CHC	115-01	-	-	-	TX	-	n/a		n/a	-	0.1%		n/a	-	0.0%		n/a	-	-	-
% Provisioning Trouble Reports (PTR) - FDT	115-02	-	-	-	TX	-	n/a		n/a	-	0.7%		n/a	-	0.0%		n/a	-	-	-
Meant Time to Restore - PTR - CHC	115.1-01	-	-	-	TX	-	n/a		n/a	-	12300.0%		n/a	-	n/a		n/a	-	-	-
Meant Time to Restore - PTR - FDT	115.1-02	-	-	-	TX	-	n/a		n/a	-	3277.8%		n/a	-	n/a		n/a	-	-	-
% NXXs Loaded/Tested Prior to LERG	117-01	H	H	-	TX	P	59.1%	9.3%	(5.80)	Yes	97.7%	38.0%	(9.13)	Yes	86.0%	27.3%	(3.97)	Yes	-	HIT
Avg. Delay Days for NXX Loading and Testing	118-01	L	L	-	TX	P	19.6	22.2	(3.68)	Yes	24.3	10.6	5.96	Base<10	18.8	9.9	7.17	Base<10	-	-
% of Requests Processed within 30 Business Days	120-01	-	-	-	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 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	100.0%	90.0%	0.00	Base<10	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	N	-
% of Timely and Compliant Change Management Notices	123-01	-	-	-	CO	-	69.2%		n/a	-	50.0%		n/a	-	100.0%		n/a	-	-	-
Timely Resolution of significant Software Failures Related with Releases	124-01	H	H	-	CO	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	Y	-

Texas Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	Sep-00 CLEC	Sep-00 SWBT/ Benchmark	Sep-00 % Yes - Z-Value	Sep-00 84% Result	Oct-00 CLEC	Oct-00 SWBT/ Benchmark	Oct-00 % Yes - Z-Value	Oct-00 85% Result	Nov-00 CLEC	Nov-00 SWBT/ Benchmark	Nov-00 % Yes - Z-Value	Nov-00 86% Result	Z	Overall Result 89%
Success Ratio - All Measures																				
Total # Submeasures									702				702				702			
# Counted (with z-score and sample size of 10 or more)									331				343				351			
# Not Counted (Base < 10 or n/a)									371				359				351			
Critical Z Value									1.68				1.68				1.68			
Number of Submeasures Met									277				293				302			299
Number of Submeasures Missed									54				50				49			36
									83.7%				85.4%				86.0%			89.3%
Success Ratio - Tier 2 Measures Only																				
Total # Tier 2 Submeasures									374				374				374			
# Counted (with z-score and sample size of 10 or more)									194				206				211			
# Not Counted (Base < 10 or n/a)									180				168				163			
Number of Submeasures Met									161				178				178			176
Number of Submeasures Missed									33				28				33			23
									83.0%				86.4%				84.4%			88.4%
Success Ratio - Tier 1 and/or Tier 2 Measures																				
Total # Tier 1 and/or Tier 2 Submeasures									374				374				374			
# Counted (with z-score and sample size of 10 or more)									194				206				211			
# Not Counted (Base < 10 or n/a)									180				168				163			
Number of Submeasures Met									161				178				178			176
Number of Submeasures Missed									33				28				33			23
									83.0%				86.4%				84.4%			88.4%
Success Ratio - Tier 3 Measures (FCC 20)																				
Total # Tier 3 Submeasures (FCC 20)									360				360				360			
# Counted (with z-score and sample size of 10 or more)									192				206				205			
# Not Counted (Base < 10 or n/a)									168				154				155			
Number of Submeasures Met									157				171				171			172
Number of Submeasures Missed									35				35				34			27
									81.8%				83.0%				83.4%			86.4%

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

(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.