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August 23, 2001

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Ex Parte Submission

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
Room TW-B-204
445 12th Street, S.W.
Washington, D.C. 20554

Re: Joint Application by SBC Communications Inc., et al. for Provision of In-Region, InterLATA Services in Arkansas and Missouri, CC Docket No. 01-194

Dear Ms. Salas:

On August 21, 2001, pursuant to request, SBC Communications Inc. provided Scott Bergmann with the enclosed summary performance reports, summarizing data that were posted to the Internet on August 20, 2001. I am enclosing three copies of this letter and its attachments. Please date-stamp one copy and return it to the individual delivering this package. If you have any questions, please contact me at (202) 326-7968. Thank you for your assistance in this matter.

Yours truly,

Colin S. Stretch

Encl.

cc: Scott Bergmann (w/o encl.)
Gary Remondino
Layla Serafi
Dana Joyce
Dave Slaton
ITS

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List ABCDE

Arkansas Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	May-01 CLEC	May-01 SWBT/ Benchmark	May-01 % Yes - Z-Value	May-01 92% Result	Jun-01 CLEC	Jun-01 SWBT/ Benchmark	Jun-01 % Yes - Z-Value	Jun-01 93% Result	Jul-01 CLEC	Jul-01 SWBT/ Benchmark	Jul-01 % Yes - Z-Value	Jul-01 91% Result	Z	Overall Result 94%
Avg. Resp. for OSS Pre-Order - Address Verification - DATAGATE	1-01	-	-	M	CO	B	2.1	4.7	0.00	Yes	2.7	4.7	0.00	Yes	2.4	4.7	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Req. for Telephone Number - DATAGATE	1-02	-	-	M	CO	B	2.9	4.5	0.00	Yes	3.4	4.5	0.00	Yes	2.9	4.5	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Req. for CSR (< 30 WTN) - DATAGATE	1-03	-	-	M	CO	B	2.6	6.6	0.00	Yes	2.1	6.6	0.00	Yes	2.3	6.6	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Req. for CSR (> 30 WTN) - DATAGATE	1-04	-	-	M	CO	B	16.4		n/a	-	15.8		n/a	-	11.6		n/a	-	N	-
Avg. Resp. for OSS Pre-Order - Serv. Availability - DATAGATE	1-05	-	-	M	CO	B	1.0	6.6	0.00	Yes	1.1	6.6	0.00	Yes	0.9	6.6	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Serv. Appointment Scheduling - DATAGATE	1-06	-	-	M	CO	B	0.8	1.0	0.00	Yes	0.3	1.0	0.00	Yes	0.3	1.0	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Dispatch Required - DATAGATE	1-07	-	-	M	CO	B	6.8	12.6	0.00	Yes	6.9	12.6	0.00	Yes	7.4	12.6	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - PIC - DATAGATE	1-08	-	-	M	CO	B	5.5	19.1	0.00	Yes	7.3	19.1	0.00	Yes	6.8	19.1	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Actual Loop Makeup-Actual Returned	1-09	-	-	-	CO	B	22.2	12.6	2.00	No	19.9	12.6	2.00	No	24.0	12.6	2.00	No	N	**MISS**
Avg. Resp. for OSS Pre-Order - Actual Loop Makeup-Design Returned	1-10	-	-	-	CO	B	12.9	23.0	0.00	Yes	13.2	23.0	0.00	Yes	12.2	23.0	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Design Loop Makeup-Design Returned	1-11	-	-	-	CO	B	6.5	10.0	0.00	Yes	4.6	10.0	0.00	Yes	5.1	10.0	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Protocol Translation - EDI Input	1-12	-	-	-	CO	B	7.8		n/a	-	85.3		n/a	-	16.8		n/a	-	N	-
Avg. Resp. for OSS Pre-Order - Protocol Translation - EDI Output	1-13	-	-	-	CO	B	9.7		n/a	-	21.3		n/a	-	8.9		n/a	-	N	-
Avg. Resp. for OSS Pre-Order - Protocol Translation - CORBA Input	1-14	-	-	-	CO	B	0.1		n/a	-	0.1		n/a	-	n/a		n/a	-	N	-
Avg. Resp. for OSS Pre-Order - Protocol Translation - CORBA Output	1-15	-	-	-	CO	B	0.2		n/a	-	0.2		n/a	-	n/a		n/a	-	N	-
Avg. Resp. for OSS Pre-Order - Address Verification -VERIGATE	1-16	-	-	M	CO	B	2.8	4.7	0.00	Yes	3.1	4.7	0.00	Yes	2.7	4.7	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Req. for Telephone Number - VERIGATE	1-17	-	-	M	CO	B	1.8	4.5	0.00	Yes	1.8	4.5	0.00	Yes	1.8	4.5	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Req. for CSR (< 30 WTM) - VERIGATE	1-18	-	-	M	CO	B	4.0	6.6	0.00	Yes	3.4	6.6	0.00	Yes	2.7	6.6	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Req. for CSR (> 30 WTM) - VERIGATE	1-19	-	-	M	CO	B	7.2		n/a	-	6.2		n/a	-	5.7		n/a	-	N	-
Avg. Resp. for OSS Pre-Order - Serv. Availability - VERIGATE	1-20	-	-	M	CO	B	2.8	6.6	0.00	Yes	2.4	6.6	0.00	Yes	1.9	6.6	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Serv. Appointment Scheduling - VERIGATE	1-21	-	-	M	CO	B	1.0	1.0	2.00	No	0.6	1.0	0.00	Yes	0.0	0.0	0.00	Base<10	N	-
Avg. Resp. for OSS Pre-Order - Dispatch Required - VERIGATE	1-22	-	-	M	CO	B	6.8	12.6	0.00	Yes	6.7	12.6	0.00	Yes	6.8	12.6	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - PIC - VERIGATE	1-23	-	-	M	CO	B	7.0	19.1	0.00	Yes	6.6	19.1	0.00	Yes	6.3	19.1	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Act. Loop MakeUp - Act. Data Ret. - VERIGATE	1-24	-	-	-	CO	B	29.4	12.6	2.00	No	25.8	12.6	2.00	No	24.9	12.6	2.00	No	N	**MISS**
Avg. Resp. for OSS Pre-Order - Act. Loop MakeUp - Des. Data Ret. - VERIGATE	1-25	-	-	-	CO	B	26.4	23.0	2.00	No	22.5	23.0	0.00	Yes	21.2	23.0	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Des. Loop MakeUp - Des. Data Ret. - VERIGATE	1-26	-	-	-	CO	B	10.0	10.0	2.00	No	6.0	10.0	0.00	Yes	6.3	10.0	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - CSR Detail - VERIGATE (FCC Rqmt. Only)	1-27	-	-	M	CO	B	9.3		n/a	-	7.1		n/a	-	7.7		n/a	-	N	-
Avg. Response Time for Loop Make-Up Information	1.1-01	L	M	M	AR	B	0.1	0.4	(2.91)	Yes	0.1	0.5	(2.89)	Yes	0.2	0.5	(2.82)	Yes	Y	HIT
Accuracy of Actual Loop Makeup Information Provided for DSL Orders	1.2-01	L	M	-	AR	B	100.0%	100.0%	0.00	Yes	100.0%	100.0%	0.00	Yes	100.0%	100.0%	0.00	Yes	Y	HIT
Avg. Resp. Rec. within "x" sec. - Address Verification - DATAGATE	2-01	L	M	-	CO	B	99.6%	95.0%	0.00	Yes	98.7%	95.0%	0.00	Yes	99.5%	95.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Req. for Telephone Number - DATAGATE	2-02	L	M	-	CO	B	99.3%	95.0%	0.00	Yes	98.5%	95.0%	0.00	Yes	99.3%	95.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Req. for CSR - DATAGATE	2-03	L	M	-	CO	B	98.5%	95.0%	0.00	Yes	99.3%	95.0%	0.00	Yes	99.3%	95.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Service Availability - DATAGATE	2-04	L	M	-	CO	B	99.8%	95.0%	0.00	Yes	99.7%	95.0%	0.00	Yes	99.8%	95.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Serv. Appointment Scheduling - DATAGATE	2-05	L	M	-	CO	B	98.2%	95.0%	0.00	Yes	98.9%	95.0%	0.00	Yes	99.5%	95.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Dispatch Required - DATAGATE	2-06	L	M	-	CO	B	99.7%	95.0%	0.00	Yes	99.6%	95.0%	0.00	Yes	99.3%	95.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - PIC - DATAGATE	2-07	L	M	-	CO	B	99.9%	95.0%	0.00	Yes	99.4%	95.0%	0.00	Yes	99.8%	95.0%	0.00	Yes	N	HIT
Actual Loop Makeup - Actual Data Returned - DATAGATE	2-08	-	-	-	CO	B	77.3%	95.0%	2.00	No	81.9%	95.0%	2.00	No	71.0%	95.0%	2.00	No	N	**MISS**
Actual Loop Makeup - Design Data Returned - DATAGATE	2-09	-	-	-	CO	B	93.9%	95.0%	2.00	No	94.4%	95.0%	2.00	No	95.6%	95.0%	0.00	Yes	N	**MISS**
Design Loop Makeup - Design Data Returned - DATAGATE	2-10	-	-	-	CO	B	93.6%	95.0%	2.00	No	96.9%	95.0%	0.00	Yes	96.0%	95.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Address Verification - VERIGATE	2-11	L	M	-	CO	B	95.5%	90.0%	0.00	Yes	94.8%	90.0%	0.00	Yes	95.9%	90.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Req. for Telephone Number - VERIGATE	2-12	L	M	-	CO	B	97.8%	90.0%	0.00	Yes	97.7%	90.0%	0.00	Yes	98.1%	90.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Req. for CSR - VERIGATE	2-13	L	M	-	CO	B	95.1%	90.0%	0.00	Yes	97.7%	90.0%	0.00	Yes	97.2%	90.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Service Availability - VERIGATE	2-14	L	M	-	CO	B	97.5%	90.0%	0.00	Yes	97.7%	90.0%	0.00	Yes	98.9%	90.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Service Appointment Scheduling - VERIGATE	2-15	L	M	-	CO	B	98.7%	90.0%	0.00	Yes	98.1%	90.0%	0.00	Yes	99.4%	90.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Dispatch Required - VERIGATE	2-16	L	M	-	CO	B	99.4%	90.0%	0.00	Yes	99.2%	90.0%	0.00	Yes	99.2%	90.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - PIC - VERIGATE	2-17	L	M	-	CO	B	97.8%	90.0%	0.00	Yes	98.5%	90.0%	0.00	Yes	99.3%	90.0%	0.00	Yes	N	HIT
Actual Loop Makeup - Actual Data Returned - VERIGATE	2-18	-	-	-	CO	B	59.1%	90.0%	2.00	No	61.9%	90.0%	2.00	No	61.1%	90.0%	2.00	No	N	**MISS**
Actual Loop Makeup - Design Data Returned - VERIGATE	2-19	-	-	-	CO	B	93.9%	90.0%	2.00	No	84.6%	90.0%	2.00	No	87.4%	90.0%	2.00	No	N	**MISS**
Design Loop Makeup - Design Data Returned - VERIGATE	2-20	-	-	-	CO	B	89.4%	90.0%	2.00	No	95.0%	90.0%	0.00	Yes	94.4%	90.0%	0.00	Yes	N	HIT
OSS Interface Availability - DATAGATE	4-01.1	-	H	M	CO	B	99.9%	99.5%	0.00	Yes	99.9%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - VERIGATE	4-01.2	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - LEX	4-01.3	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - TOOLBAR	4-01.4	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - LRAF	4-01.5	-	H	M	CO	B	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 - FTP	4-01.6	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	99.8%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - EDI - IA (SSL3)	4-01.7	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - EDI - NDM	4-01.8	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	99.8%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - EDI - VAN	4-01.9	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - EDI	4-01.10	-	H	M	CO	B	99.6%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - EDI - CORBA	4-01.11	-	H	M	CO	B	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 - Order Status	4-01.12	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - Trouble Administration	4-01.13	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - Provisioning Order Status	4-01.14	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - BOP	4-01.15	-	H	M	CO	B	100.0%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	N	-
Consumer EASE Availability	4-02	-	H	M	AR	B	100.0%	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	-	H	M	AR	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT

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Arkansas Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	May-01 CLEC	May-01 SWBT/ Benchmark	May-01 % Yes - Z-Value	May-01 92% Result	Jun-01 CLEC	Jun-01 SWBT/ Benchmark	Jun-01 % Yes - Z-Value	Jun-01 93% Result	Jul-01 CLEC	Jul-01 SWBT/ Benchmark	Jul-01 % Yes - Z-Value	Jul-01 91% Result	Z	Overall Result 94%
Pre-Order Backend System Database Query Availability - PREMIS	4.1-01	-	-	-	AR	-	100.0%		n/a	-	99.1%		n/a	-	100.0%		n/a	-	-	-
Pre-Order Backend System Database Query Availability - CRIS	4.1-02	-	-	-	AR	-	100.0%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	-	-
Pre-Order Backend System Database Query Availability - SORD	4.1-03	-	-	-	AR	-	100.0%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	-	-
Pre-Order Backend System Database Query Availability - LFACS	4.1-04	-	-	-	AR	-	100.0%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	-	-
Pre-Order Backend System Database Query Availability - LOOPQUAL	4.1-05	-	-	-	AR	-	100.0%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	-	-
% FOCs Rec. Within 5 Hours - Residence and Simple Business - LEX	5-01	L	M	M	AR	B	99.7%	95.0%	0.00	Yes	99.8%	95.0%	0.00	Yes	99.2%	95.0%	0.00	Yes	N	HIT
% FOCs Rec. Within 24 Hours - Complex Business (1-200 Lines) - LEX	5-02	L	M	M	AR	B	100.0%	94.0%	0.00	Base<10	100.0%	94.0%	0.00	Base<10	100.0%	94.0%	0.00	Base<10	N	-
% FOCs Rec. Within 48 Hours - Complex Business (200+ Lines) - LEX	5-03	L	M	M	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	N	-
% FOCs Rec. Within 5 Hours - UNE Loop (1-49) - LEX	5-04	L	M	M	AR	B	100.0%	95.0%	0.00	Yes	100.0%	95.0%	0.00	Yes	100.0%	95.0%	0.00	Yes	N	HIT
% FOCs Rec. Within 48 Hours - UNE Loop (50+) - LEX	5-05	L	M	M	AR	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	M	M	AR	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 - Siim Res/Bus LNP Only (1-19) - LEX	5-07	L	M	M	AR	B	100.0%	95.0%	0.00	Yes	100.0%	95.0%	0.00	Yes	100.0%	95.0%	0.00	Yes	N	HIT
% FOCs Rec. Within 5 Hours - Sim Res/Bus LNP w loop (1-19)- LEX	5-08	L	M	M	AR	B	100.0%	95.0%	0.00	Base<10	n/a	95.0%	n/a	-	100.0%	95.0%	0.00	Base<10	N	-
% FOCs Rec. Within 48 Hours - LNP Only (20+ loops) - LEX	5-09	L	M	M	AR	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	M	M	AR	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) - LEX	5-11	L	M	M	AR	B	100.0%	94.0%	0.00	Base<10	100.0%	94.0%	0.00	Base<10	100.0%	94.0%	0.00	Base<10	N	-
% FOCs Rec. Within 48 Hours - INP Comp Bus (20-50 lines) - LEX	5-12	L	M	M	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	N	-
% FOCs Rec. Negotiated - LNP Comp Bus (50+ lines) - LEX	5-13	L	M	M	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	N	-
% FOCs Rec. Projects Negotiated - LEX	5-14	-	-	-	AR	B	91.7%	95.0%	3.33	No	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	-	HIT
% FOCs Rec. Within 5 Hours - Residence and Simple Business - EDI	5-15	L	M	M	AR	B	99.8%	95.0%	0.00	Yes	99.9%	95.0%	0.00	Yes	99.1%	95.0%	0.00	Yes	N	HIT
% FOCs Rec. Within 24 Hours - Complex Business (1-200 Lines) - EDI	5-16	L	M	M	AR	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	M	M	AR	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	M	M	AR	B	100.0%	95.0%	0.00	Yes	99.3%	95.0%	0.00	Yes	98.7%	95.0%	0.00	Yes	N	HIT
% FOCs Rec. Within 48 Hours - UNE Loop (50+) - EDI	5-19	L	M	M	AR	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	M	M	AR	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	M	M	AR	B	97.7%	95.0%	0.00	Yes	100.0%	95.0%	0.00	Yes	100.0%	95.0%	0.00	Yes	N	HIT
% FOCs Rec. Within 5 Hours - Sim Res/Bus LNP w loop (1-19)- EDI	5-22	L	M	M	AR	B	97.5%	95.0%	0.00	Yes	100.0%	95.0%	0.00	Yes	97.3%	95.0%	0.00	Yes	N	HIT
% FOCs Rec. Within 48 Hours - LNP Only (20+ loops) - EDI	5-23	L	M	M	AR	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	M	M	AR	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) - EDI	5-25	L	M	M	AR	B	100.0%	94.0%	0.00	Yes	100.0%	94.0%	0.00	Base<10	100.0%	94.0%	0.00	Base<10	N	-
% FOCs Rec. Within 48 Hours - LNP Comp Bus (20-50 lines) - EDI	5-26	L	M	M	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	N	-
% FOCs Rec. Negotiated - LNP Comp Bus (50+ lines) - EDI	5-27	L	M	M	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	N	-
% FOCs Rec. Projects Negotiated - EDI	5-28	-	-	-	AR	B	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	-	-
% FOCs Rec. Within 24 Hours - Residence and Simple Business - Man.	5-29	L	M	M	AR	B	99.8%	94.0%	0.00	Yes	100.0%	94.0%	0.00	Yes	99.9%	94.0%	0.00	Yes	N	HIT
% FOCs Rec. Within 24 Hours - Complex Business (1-200 Lines) - Man.	5-30	L	M	M	AR	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	100.0%	94.0%	0.00	Base<10	N	-
% FOCs Rec. Within 48 Hours - Complex Business (200+ Lines) - Man.	5-31	L	M	M	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	N	-
% FOCs Rec. Within 24 Hours - UNE Loop (1-49) - Man.	5-32	L	M	M	AR	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	100.0%	94.0%	(6.00)	Base<10	Y	-
% FOCs Rec. Within 48 Hours - UNE Loop (50+) - Man.	5-33	L	M	M	AR	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	M	M	AR	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	Y	-
% FOCs Rec. Within 24 Hours - Sim Res/Bus LNP Only (1-19) - MAN	5-35	L	M	M	AR	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	Y	-
% FOCs Rec. Within 24 Hours - Sim Res/Bus LNP w loop (1-19)- MAN	5-36	L	M	M	AR	B	100.0%	94.0%	(6.00)	Base<10	n/a	94.0%	n/a	-	100.0%	94.0%	(6.00)	Base<10	Y	-
% FOCs Rec. Within 48 Hours - LNP Only (20+ loops) - MAN	5-37	L	M	M	AR	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	M	M	AR	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	M	M	AR	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 Comp Bus (20-50 lines) - MAN	5-40	L	M	M	AR	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	M	M	AR	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	-	-	-	AR	B	0.0%	95.0%	n/a	-	0.0%	95.0%	n/a	-	0.0%	95.0%	n/a	-	-	-
% FOCs Rec. Within 6 Hours - xDSL-capable Loops - LEX (1-20 Loops)	5.1-01	L	M	-	AR	B	100.0%	95.0%	(5.00)	Base<10	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% FOCs Rec. Within 14 Hours - xDSL-capable Loops - LEX (Over 20 Loops)	5.1-02	L	M	-	AR	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	-	-	-	AR	B	100.0%	95.0%	(5.00)	Base<10	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	-	-	-	AR	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	M	-	AR	B	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	Y	HIT
% FOCs Rec. Within 14 Hours - xDSL-capable Loops - EDI (Over 20 Loops)	5.1-06	L	M	-	AR	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	-	-	-	AR	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	-
% FOCs Rec. Within 14 Hours - Line Sharing - EDI (Over 49 Loops)	5.1-08	-	-	-	AR	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	M	-	AR	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	M	-	AR	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	-	-	-	AR	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 - Line Sharing - Manual (Over 49 Loops)	5.1-12	-	-	-	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% FOCs Rec. Within "x" Days on ASR Requests - Interconnection Fac. & Trks	5.2-01	L	L	-	AR	B	100.0%	95.0%	-5.0	Yes	87.5%	95.0%	7.5	Base<10	90.9%	95.0%	4.1	No	Y	-
% FOCs Rec. Within "x" Days on ASR Requests - Unbundled Ded. Trans. - DS1	5.2-02	L	L	-	AR	B	100.0%	95.0%	-5.0	Base<10	100.0%	95.0%	-5.0	Base<10	n/a	95.0%	n/a	-	Y	-
% FOCs Rec. Within "x" Days on ASR Requests - Unbundled Ded. Trans. - DS3	5.2-03	L	L	-	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% FOCs Rec. Within "x" Days on ASR Requests - Projects	5.2-04	-	-	-	AR	-	100.0%	95.0%	-5.0	Base<10	100.0%	95.0%	-5.0	Yes	100.0%	95.0%	-5.0	Yes	-	HIT
Average Time to Return FOC (Hours) - Mech Rec'd No LSC Intervention - LEX	6-01	-	-	-	AR	-	0.0		n/a	-	0.0		n/a	-	0.0		n/a	-	-	-
Average Time to Return FOC (Hours) - Mech Rec'd No LSC Intervention - EDI	6-02	-	-	-	AR	-	0.2		n/a	-	0.2		n/a	-	0.2		n/a	-	-	-
Average Time to Return FOC (Hours) - Mech Rec's With LSC Intervention - LEX	6-03	-	-	-	AR	-	2.0		n/a	-	2.1		n/a	-	2.3		n/a	-	-	-
Average Time to Return FOC (Hours) - Mech Rec's With LSC Intervention - EDI	6-04	-	-	-	AR	-	2.9		n/a	-	2.8		n/a	-	3.2		n/a	-	-	-
Average Time to Return FOC (Hours) - Manually Rec's and FOC's via FAX	6-05	-	-	-	AR	-	13.2		n/a	-	7.5		n/a	-	7.6		n/a	-	-	-

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Arkansas Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	May-01 CLEC	May-01 SWBT/ Benchmark	May-01 % Yes - Z-Value	May-01 92% Result	Jun-01 CLEC	Jun-01 SWBT/ Benchmark	Jun-01 % Yes - Z-Value	Jun-01 93% Result	Jul-01 CLEC	Jul-01 SWBT/ Benchmark	Jul-01 % Yes - Z-Value	Jul-01 91% Result	Z	Overall Result 94%
Average Time to Return DSL FOC (Hours) - Mech Rec'd No LSC Intervention - LEX	6.1-01	-	-	-	AR	-	0.0		n/a	-	n/a		n/a	-	n/a		n/a	-	-	-
Average Time to Return DSL FOC (Hours) - Mech Rec'd No LSC Intervention - EDI	6.1-02	-	-	-	AR	-	0.2		n/a	-	0.2		n/a	-	0.2		n/a	-	-	-
Average Time to Return DSL FOC (Hours) - Mech Rec's With LSC Intervention - LEX	6.1-03	-	-	-	AR	-	3.4		n/a	-	n/a		n/a	-	n/a		n/a	-	-	-
Average Time to Return DSL FOC (Hours) - Mech Rec's With LSC Intervention - EDI	6.1-04	-	-	-	AR	-	1.9		n/a	-	2.3		n/a	-	2.2		n/a	-	-	-
Average Time to Return DSL FOC (Hours) - Manually Rec's and FOC's via FAX	6.1-05	-	-	-	AR	-	n/a		n/a	-	n/a		n/a	-	11.1		n/a	-	-	-
% Mech. Completions Returned Within One Day - LEX	7.1-01	L	-	L	AR	B	99.3%	97.0%	0.00	Yes	99.7%	97.0%	0.00	Yes	99.7%	97.0%	0.00	Yes	N	HIT
% Mech. Completions Returned Within One Day - EDI	7.1-02	L	-	L	AR	B	99.4%	97.0%	0.00	Yes	99.6%	97.0%	0.00	Yes	99.8%	97.0%	0.00	Yes	N	HIT
Percent Rejects - LEX	9-01	-	-	-	AR	-	39.9%		n/a	-	40.6%		n/a	-	36.7%		n/a	-	-	-
Percent Rejects - EDI	9-02	-	-	-	AR	-	32.6%		n/a	-	29.1%		n/a	-	33.9%		n/a	-	-	-
% Mech. Rejects Retd within One Hour of Receipt in LASR - LEX	10-01	L	-	-	AR	B	99.5%	97.0%	(2.54)	Yes	100.0%	97.0%	(3.00)	Yes	100.0%	97.0%	(3.00)	Yes	Y	HIT
% Mech. Rejects Retd within One Hour of Receipt in LASR - EDI	10-02	L	-	-	AR	B	99.8%	97.0%	(2.77)	Yes	98.8%	97.0%	(1.80)	Yes	99.8%	97.0%	(2.79)	Yes	Y	HIT
% Manual Rejects Recd Electronically and Retd Within Five Hours	10.1-01	L	-	-	AR	B	99.8%	97.0%	0.00	Yes	99.9%	97.0%	0.00	Yes	98.8%	97.0%	0.00	Yes	N	HIT
% Orders That Recd SWBT Caused Jeopardy Notificaiton - Jeopardies Prev Called R	10.2-01	-	-	-	AR	-	2.5%		n/a	-	3.7%		n/a	-	1.6%		n/a	-	-	-
% Orders That Recd SWBT Caused Jeopardy Notificaiton - Facilities Jeopardies	10.2-02	-	-	-	AR	-	1.0%		n/a	-	0.6%		n/a	-	0.7%		n/a	-	-	-
% Orders That Recd SWBT Caused Jeopardy Notificaiton - Other SWBT Caused Jeop	10.2-03	-	-	-	AR	-	0.0%		n/a	-	0.0%		n/a	-	0.1%		n/a	-	-	-
% Orders That Recd SWBT Caused Jeopardy Notificaiton - CLEC/EU Caused Jeopar	10.2-04	-	-	-	AR	-	1.7%		n/a	-	2.6%		n/a	-	3.0%		n/a	-	-	-
Mean Time to Return Mechanized Rejects (Hours) - LEX	11-01	-	-	-	AR	-	0.03		n/a	-	0.02		n/a	-	0.02		n/a	-	-	-
Mean Time to Return Mechanized Rejects (Hours) - EDI	11-02	-	-	-	AR	-	0.19		n/a	-	0.19		n/a	-	0.20		n/a	-	-	-
Mean Time to Return Manual Rejects Recd via LEX or EDI	11.1-01	-	-	-	AR	B	2.2	6.0	0.00	Yes	2.8	6.0	0.00	Yes	2.6	6.0	0.00	Yes	N	HIT
Ave SWB-caused Jeopardy Notification Interval - Jeopardies Prev Called Rejects	11.2-01	-	-	-	AR	-	0.1		n/a	-	0.3		n/a	-	2.3		n/a	-	-	-
Ave SWB-caused Jeopardy Notification Interval - Facilities Jeopardies	11.2-02	-	-	-	AR	-	2.2		n/a	-	0.0		n/a	-	0.4		n/a	-	-	-
Ave SWB-caused Jeopardy Notification Interval - Other SWBT Caused Jeopardies	11.2-03	-	-	-	AR	-	0.0		n/a	-	0.0		n/a	-	4.3		n/a	-	-	-
Ave SWB-caused Jeopardy Notification Interval - CLEC/EU Caused Jeopardies	11.2-04	-	-	-	AR	-	8.6		n/a	-	1.6		n/a	-	2.4		n/a	-	-	-
Mechanized Provisioning Accuracy	12-01	L	L	-	AR	P	97.6%	94.1%	(11.65)	Yes	97.9%	94.1%	(12.77)	Yes	98.6%	92.6%	(19.85)	Yes	-	HIT
% Provisioning Accuracy for non-flow through orders	12.1-01	H	-	-	AR	B	94.4%	95.0%	0.58	Yes	97.8%	95.0%	(2.79)	Yes	97.9%	95.0%	(2.92)	Yes	-	HIT
Order Process % Flow Through - EASE	13-01	L	H	H	AR	P	99.5%	89.1%	(28.50)	Yes	99.2%	90.1%	(25.16)	Yes	97.9%	89.5%	(22.88)	Yes	-	HIT
Order Process % Flow Through (Through SORD Distribution) - EASE - Resale POTS	13-01.1	-	-	-	AR	-	n/a		n/a	-	n/a		n/a	-	97.9%		n/a	-	-	-
Order Process % Flow Through (Through SORD Distribution) - EASE - Specials	13-01.2	-	-	-	AR	-	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-	-
Order Process % Flow Through - LEX	13-02	L	H	H	AR	P	76.5%	89.1%	19.82	No	80.2%	90.1%	18.17	No	90.1%	89.5%	(1.57)	Yes	-	MISS
Order Process % Flow Through (Through SORD Distribution) - LEX - Resale POTS	13-02.1	-	-	-	AR	-	n/a		n/a	-	89.5%		n/a	-	87.8%		n/a	-	-	-
Order Process % Flow Through (Through SORD Distribution) - LEX - UNE Combos	13-02.2	-	-	-	AR	-	n/a		n/a	-	65.9%		n/a	-	91.0%		n/a	-	-	-
Order Process % Flow Through (Through SORD Distribution) - LEX - Specials	13-02.3	-	-	-	AR	-	n/a		n/a	-	0.0%		n/a	-	0.0%		n/a	-	-	-
Order Process % Flow Through (Through SORD Distribution) - LEX - UNE Loop	13-02.4	-	-	-	AR	-	n/a		n/a	-	89.5%		n/a	-	85.7%		n/a	-	-	-
Order Process % Flow Through (Through SORD Distribution) - LEX - DSL Loop	13-02.5	-	-	-	AR	-	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-	-
Order Process % Flow Through (Through SORD Distribution) - LEX - Other	13-02.6	-	-	-	AR	-	n/a		n/a	-	83.3%		n/a	-	95.5%		n/a	-	-	-
Order Process % Flow Through - EDI	13-03	L	H	H	AR	P	98.4%	89.1%	(12.85)	Yes	98.0%	90.1%	(13.88)	Yes	97.5%	89.5%	(10.96)	Yes	-	HIT
Order Process % Flow Through (Through SORD Distribution) - EDI - Resale POTS	13-03.1	-	-	-	AR	-	n/a		n/a	-	98.2%		n/a	-	97.3%		n/a	-	-	-
Order Process % Flow Through (Through SORD Distribution) - EDI - UNE Combos	13-03.2	-	-	-	AR	-	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-	-
Order Process % Flow Through (Through SORD Distribution) - EDI - Specials	13-03.3	-	-	-	AR	-	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-	-
Order Process % Flow Through (Through SORD Distribution) - EDI - UNE Loop	13-03.4	-	-	-	AR	-	n/a		n/a	-	99.6%		n/a	-	100.0%		n/a	-	-	-
Order Process % Flow Through (Through SORD Distribution) - EDI - DSL Loop	13-03.5	-	-	-	AR	-	n/a		n/a	-	86.1%		n/a	-	85.7%		n/a	-	-	-
Order Process % Flow Through (Through SORD Distribution) - EDI - Other	13-03.6	-	-	-	AR	-	n/a		n/a	-	50.0%		n/a	-	n/a		n/a	-	-	-
Overall % LSR Process Flow Through - EASE	13.1-01	-	-	-	AR	-	96.9%		n/a	-	96.1%		n/a	-	95.5%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EASE - Resale P	13.1-01.1	-	-	-	AR	-	n/a		n/a	-	n/a		n/a	-	95.5%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EASE - Specials	13.1-01.2	-	-	-	AR	-	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-	-
Overall % LSR Process Flow Through - LEX	13.1-02	-	-	-	AR	-	44.0%		n/a	-	41.8%		n/a	-	57.7%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - LEX - Resale P	13.1-02.1	-	-	-	AR	-	n/a		n/a	-	47.2%		n/a	-	56.0%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - LEX - UNE Com	13.1-02.2	-	-	-	AR	-	n/a		n/a	-	32.6%		n/a	-	58.8%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - LEX - Specials	13.1-02.3	-	-	-	AR	-	n/a		n/a	-	14.3%		n/a	-	0.0%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - LEX - UNE Loop	13.1-02.4	-	-	-	AR	-	n/a		n/a	-	48.6%		n/a	-	71.3%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - LEX - DSL Loop	13.1-02.5	-	-	-	AR	-	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - LEX - Other	13.1-02.6	-	-	-	AR	-	n/a		n/a	-	0.0%		n/a	-	16.7%		n/a	-	-	-
Overall % LSR Process Flow Through - EDI	13.1-03	-	-	-	AR	-	62.7%		n/a	-	68.1%		n/a	-	75.2%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EDI - Resale PO	13.1-03.1	-	-	-	AR	-	n/a		n/a	-	73.1%		n/a	-	82.1%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EDI - UNE Com	13.1-03.2	-	-	-	AR	-	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EDI - Specials	13.1-03.3	-	-	-	AR	-	n/a		n/a	-	0.0%		n/a	-	0.0%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EDI - UNE Loop	13.1-03.4	-	-	-	AR	-	n/a		n/a	-	46.8%		n/a	-	52.3%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EDI - DSL Loop	13.1-03.5	-	-	-	AR	-	n/a		n/a	-	65.7%		n/a	-	73.5%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EDI - Other	13.1-03.6	-	-	-	AR	-	n/a		n/a	-	18.3%		n/a	-	40.0%		n/a	-	-	-
Billing Accuracy - CRIS Usage Bill Audit	14-01	-	-	-	CO	P	0.00%	1.19%	(4.91)	Yes	0.00%	1.12%	(4.93)	Yes	0.00%	0.40%	(2.89)	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 Via EDI	15-01	L	H	-	AR	B	100.0%	99.0%	0.00	Yes	100.0%	99.0%	0.00	Yes	100.0%	99.0%	0.00	Yes	N	HIT
% of Accurate and Complete Formatted Mech. Bills Via BDT	15-02	L	H	-	AR	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	-	-	CO	B	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	Y	HIT
Billing Completeness	17-01	L	M	-	CO	P	99.3%	99.0%	(17.61)	Yes	99.4%	99.2%	(17.31)	Yes	99.4%	99.0%	(28.44)	Yes	-	HIT
Service Order Posting - CABS	17.1-01	-	-	-	CO	-	98.6%		n/a	-	99.1%		n/a	-	99.0%		n/a	-	-	-
Service Order Posting - CRIS	17.1-02	-	-	-	CO	-	98.1%		n/a	-	98.5%		n/a	-	98.2%		n/a	-	-	-

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Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	May-01 CLEC	May-01 SWBT/ Benchmark	May-01 % Yes - Z-Value	May-01 92% Result	Jun-01 CLEC	Jun-01 SWBT/ Benchmark	Jun-01 % Yes - Z-Value	Jun-01 93% Result	Jul-01 CLEC	Jul-01 SWBT/ Benchmark	Jul-01 % Yes - Z-Value	Jul-01 91% Result	Z	Overall Result 94%
Mechanized Electronic Billing Timeliness EDI (Wholesale Bill)	18-01	L	H	M	AR	B	100.0%	95.0%	0.00	Yes	100.0%	95.0%	0.00	Yes	100.0%	95.0%	0.00	Yes	N	HIT
Mechanized Electronic Billing Timeliness BDT (Wholesale Bill)	18-02	L	H	M	AR	B	92.0%	95.0%	3.02	No	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	Y	HIT
Daily Usage Feed Timeliness	19-01	-	-	-	CO	B	99.0%	95.0%	0.00	Yes	97.8%	95.0%	0.00	Yes	98.8%	95.0%	0.00	Yes	N	HIT
LSC Grade of Service (GOS) - Dallas	22-01	-	H	-	CO	P	98.3%	89.9%	(33.65)	Yes	97.8%	63.9%	(78.70)	Yes	97.8%	79.9%	(47.00)	Yes	-	HIT
LSC Grade of Service (GOS) - Alliance	22-02	-	H	-	CO	P	98.0%	89.9%	(42.06)	Yes	97.8%	63.9%	(106.31)	Yes	97.9%	79.9%	(66.12)	Yes	-	HIT
LSC Grade of Service (GOS) - Gateway	22-03	-	H	-	CO	P	98.7%	89.9%	(38.76)	Yes	98.4%	63.9%	(82.78)	Yes	97.7%	79.9%	(51.82)	Yes	-	HIT
LSC Grade of Service (GOS) - Arbors	22-04	-	H	-	CO	P	97.1%	89.9%	(32.97)	Yes	97.0%	63.9%	(93.17)	Yes	96.5%	79.9%	(56.74)	Yes	-	HIT
% Busy in the LSC - Dallas	23-01	-	L	-	CO	P	0.0%	4.6%	(26.48)	Yes	0.0%	5.2%	(26.28)	Yes	0.0%	5.8%	(26.09)	Yes	-	HIT
% Busy in the LSC - Alliance	23-02	-	L	-	CO	P	0.0%	4.6%	(34.49)	Yes	0.0%	5.2%	(35.61)	Yes	0.0%	5.8%	(36.62)	Yes	-	HIT
% Busy in the LSC - Gateway	23-03	-	L	-	CO	P	0.0%	4.6%	(29.16)	Yes	0.0%	5.2%	(27.11)	Yes	0.0%	5.8%	(28.90)	Yes	-	HIT
% Busy in the LSC - Arbors	23-04	-	L	-	CO	P	0.0%	4.6%	(30.39)	Yes	0.0%	5.2%	(31.81)	Yes	0.0%	5.8%	(34.00)	Yes	-	HIT
LOC Grade of Service - Maintenance	25-01	-	H	-	CO	P	89.9%	86.7%	(26.77)	Yes	63.9%	69.7%	36.68	No	79.9%	76.7%	(21.00)	Yes	-	HIT
LOC Grade of Service - Provisioning-DSL	25-02	-	H	-	CO	B	97.6%	90.0%	(7.63)	Yes	90.9%	90.0%	(0.88)	Yes	94.3%	90.0%	(4.31)	Yes	Y	HIT
LOC Grade of Service - Provisioning-Other	25-03	-	H	-	CO	B	98.9%	90.0%	(8.87)	Yes	48.5%	90.0%	41.52	No	92.6%	90.0%	(2.58)	Yes	Y	HIT
% Busy in the LOC - Maintenance	26-01	-	L	-	CO	P	0.1%	0.9%	(25.86)	Yes	0.1%	1.6%	(35.77)	Yes	0.0%	0.6%	(21.20)	Yes	-	HIT
% Busy in the LOC - Provisioning-DSL	26-02	-	L	-	CO	B	0.0%	1.0%	(1.00)	Yes	0.0%	1.0%	(1.00)	Yes	0.0%	1.0%	(1.00)	Yes	Y	HIT
% Busy in the LOC - Provisioning-Other	26-03	-	L	-	CO	B	0.1%	1.0%	(0.94)	Yes	0.0%	1.0%	(1.00)	Yes	0.0%	1.0%	(1.00)	Yes	Y	HIT
Mean Install. Interval-Field Work-Res.	27-01	H	H	H	AR	P	2.2	3.3	(6.88)	Yes	3.0	3.7	(4.67)	Yes	2.5	3.5	(6.66)	Yes	-	HIT
Mean Install. Interval-Field Work-Bus.	27-02	H	H	H	AR	P	4.6	4.0	0.44	Yes	3.0	4.4	(0.97)	Yes	2.8	3.9	(1.22)	Yes	-	HIT
Mean Install. Interval-No Field Work-Res.	27-03	H	H	H	AR	P	0.05	0.67	(25.19)	Yes	0.04	0.68	(31.42)	Yes	0.06	0.63	(30.53)	Yes	-	HIT
Mean Install. Interval-No Field Work-Bus.	27-04	H	H	H	AR	P	0.37	0.65	(0.77)	Yes	0.61	0.61	0.00	Yes	0.25	0.60	(0.77)	Yes	-	HIT
Mean Install. Interval-Field Work-UNEs	27-05	H	H	H	AR	P	2.8	3.5	(0.38)	Base<10	2.7	3.9	(0.72)	Base<10	3.0	3.6	(1.06)	Yes	-	-
Mean Install. Interval-No Field Work- UNEs	27-06	H	H	H	AR	P	0.18	0.67	(6.44)	Yes	0.21	0.67	(7.52)	Yes	0.19	0.63	(12.62)	Yes	-	HIT
% Install. within Customer Requested Due Date-Field Work-Res.	28-01	-	-	-	AR	P	96.5%	92.1%	(4.20)	Yes	92.9%	89.9%	(2.60)	Yes	94.3%	89.3%	(3.93)	Yes	-	HIT
% Install. within Customer Requested Due Date-Field Work-Bus.	28-02	-	-	-	AR	P	90.9%	91.9%	0.17	Yes	100.0%	93.1%	(1.09)	Yes	96.0%	91.2%	(0.85)	Yes	-	HIT
% Install. within Customer Requested Due Date-No Field Work-Res.	28-03	-	-	-	AR	P	100.0%	99.9%	(0.95)	Yes	100.0%	100.0%	0.03	Yes	100.0%	99.7%	(3.95)	Yes	-	HIT
% Install. within Customer Requested Due Date-No Field Work-Bus.	28-04	-	-	-	AR	P	100.0%	99.7%	(0.58)	Yes	100.0%	99.9%	(0.68)	Yes	95.6%	99.9%	7.46	No	-	HIT
% Install. within Customer Requested Due Date-Field Work-UNEs	28-05	-	-	-	AR	P	83.3%	92.0%	0.79	Base<10	100.0%	90.8%	(1.01)	Yes	95.2%	89.8%	(1.16)	Yes	-	HIT
% Install. within Customer Requested Due Date-No Field Work- UNEs	28-06	-	-	-	AR	P	99.9%	99.9%	0.26	Yes	100.0%	99.9%	(0.72)	Yes	100.0%	99.7%	(2.19)	Yes	-	HIT
% POTS/UNE-P Installs Confirmed by FOC within CRDD - Resale - Field Work	28-07	-	-	-	AR	-	17.6%		n/a	-	14.9%		n/a	-	24.8%		n/a	-	-	-
% POTS/UNE-P Installs Confirmed by FOC within CRDD - Resale - No Field Work	28-08	-	-	-	AR	-	3.3%		n/a	-	3.3%		n/a	-	3.1%		n/a	-	-	-
% POTS/UNE-P Installs Confirmed by FOC within CRDD - UNE Combo - Field Work	28-09	-	-	-	AR	-	33.3%		n/a	-	50.0%		n/a	-	18.0%		n/a	-	-	-
% POTS/UNE-P Installs Confirmed by FOC within CRDD - UNE Combo - No Field Wo	28-10	-	-	-	AR	-	2.7%		n/a	-	3.1%		n/a	-	3.4%		n/a	-	-	-
% SWBT Missed Due Dates - Field Work-Res.	29-01	H	H	H	AR	P	3.4%	7.2%	(4.00)	Yes	6.6%	9.2%	(2.44)	Yes	5.4%	9.7%	(3.72)	Yes	-	HIT
% SWBT Missed Due Dates - Field Work-Bus.	29-02	H	H	H	AR	P	9.1%	7.0%	0.37	Yes	0.0%	6.0%	(1.13)	Yes	3.7%	7.6%	(0.77)	Yes	-	HIT
% SWBT Missed Due Dates - No Field Work-Res.	29-03	H	H	H	AR	P	0.28%	0.30%	(0.36)	Yes	0.12%	0.29%	(2.82)	Yes	0.09%	0.34%	(3.80)	Yes	-	HIT
% SWBT Missed Due Dates - No Field Work-Bus.	29-04	H	H	H	AR	P	8.13%	0.37%	12.17	No	0.29%	0.13%	0.80	Yes	1.96%	0.17%	2.99	No	-	**MISS**
% SWBT Missed Due Dates - Field Work-UNEs	29-05	H	H	H	AR	P	0.0%	7.2%	(0.83)	Base<10	0.0%	8.3%	(1.00)	Yes	2.1%	9.1%	(1.69)	Yes	-	HIT
% SWBT Missed Due Dates - No Field Work-UNEs	29-06	H	H	H	AR	P	0.00%	0.30%	(1.54)	Yes	0.00%	0.27%	(1.40)	Yes	0.06%	0.32%	(1.82)	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - Res.	30-01	-	-	-	AR	P	1.8%	4.5%	(3.47)	Yes	1.3%	4.6%	(4.28)	Yes	1.6%	5.2%	(4.26)	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - Bus.	30-02	-	-	-	AR	P	4.5%	5.9%	(0.27)	Yes	0.0%	5.1%	(1.03)	Yes	3.7%	6.2%	(0.54)	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - UNEs	30-03	-	-	-	AR	P	0.0%	4.9%	(0.68)	Base<10	0.0%	4.8%	(0.74)	Yes	2.1%	5.5%	(1.04)	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - Res. > 30 Days	30-04	-	-	-	AR	P	0.0%	5.5%	(0.90)	Yes	0.0%	3.7%	(0.62)	Yes	0.0%	3.2%	(0.60)	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - Bus. > 30 Days	30-05	-	-	-	AR	P	0.0%	13.1%	(0.39)	Base<10	n/a	22.7%	n/a	-	0.0%	9.6%	(0.33)	Base<10	-	-
% SWBT Missed Due Dates Due to LOF - UNEs > 30 Days	30-06	-	-	-	AR	P	n/a	8.3%	n/a	-	n/a	9.5%	n/a	-	0.0%	5.2%	(0.24)	Base<10	-	-
% SWBT Missed Due Dates Due to LOF - Res. > 90 Days	30-07	-	-	-	AR	P	0.0%	1.0%	(0.37)	Yes	0.0%	0.3%	(0.18)	Yes	0.0%	0.0%	0.00	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - Bus. > 90 Days	30-08	-	-	-	AR	P	0.0%	0.6%	(0.08)	Base<10	n/a	1.4%	n/a	-	0.0%	0.0%	0.00	Base<10	-	-
% SWBT Missed Due Dates Due to LOF - UNEs > 90 Days	30-09	-	-	-	AR	P	n/a	0.8%	n/a	-	n/a	0.6%	n/a	-	0.0%	0.0%	0.00	Base<10	-	-
Avg. Delay Days due to LOF - Res.	31-01	-	-	-	AR	P	9.5	12.7	(0.84)	Yes	9.8	11.9	(0.60)	Yes	9.3	10.4	(0.43)	Yes	-	HIT
Avg. Delay Days due to LOF - Bus.	31-02	-	-	-	AR	P	28.0	13.4	0.90	Base<10	n/a	22.2	n/a	-	2.0	13.6	(0.84)	Base<10	-	-
Avg. Delay Days due to LOF - UNEs	31-03	-	-	-	AR	P	n/a	13.0	n/a	-	n/a	15.1	n/a	-	2.0	11.4	(0.88)	Base<10	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - Res.-Field Work	32-01	M	-	L	AR	P	2.5	5.6	(1.49)	Yes	5.6	5.2	0.53	Yes	6.1	6.3	(0.13)	Yes	-	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - Bus.-Field Work	32-02	M	-	L	AR	P	4.0	6.8	(0.28)	Base<10	n/a	7.5	n/a	-	n/a	5.4	n/a	-	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - Res.-No Field Work	32-03	M	-	L	AR	P	6.6	4.4	0.87	Base<10	11.3	4.4	2.81	Base<10	8.7	5.2	0.72	Base<10	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - Bus.-No Field Work	32-04	M	-	L	AR	P	n/a	13.8	n/a	-	3.0	7.0	(0.38)	Base<10	1.0	4.4	(0.77)	Base<10	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - UNEs-Field Work	32-05	M	-	L	AR	P	n/a	5.7	n/a	-	n/a	5.4	n/a	-	n/a	6.2	n/a	-	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - UNEs-No Field Work	32-06	M	-	L	AR	P	n/a	5.2	n/a	-	n/a	4.5	n/a	-	1.0	5.1	(0.51)	Base<10	-	-
% Trouble Reports Within 10 Days of Install. - Res.-N&T Orders-Field Work	35-01	H	H	H	AR	P	2.8%	4.8%	(2.53)	Yes	4.1%	4.6%	(0.63)	Yes	3.0%	4.2%	(1.49)	Yes	-	HIT
% Trouble Reports Within 10 Days of Install. - Bus.-N&T Orders -Field Work	35-02	H	H	H	AR	P	0.0%	2.7%	(0.76)	Yes	5.3%	3.0%	0.57	Yes	7.7%	2.4%	1.73	No	-	HIT
% Trouble Reports Within 10 Days of Install. - Res.-N&T Orders -No Field Work	35-03	H	H	H	AR	P	2.5%	4.6%	(4.93)	Yes	3.2%	5.4%	(4.74)	Yes	3.0%	5.0%	(4.23)	Yes	-	HIT
% Trouble Reports Within 10 Days of Install. - Bus.-N&T Orders -No Field Work	35-04	H	H	H	AR	P	6.7%	2.3%	1.07	Yes	0.0%	1.7%	(0.45)	Yes	0.0%	2.1%	(0.51)	Yes	-	HIT
% Trouble Reports Within 10 Days of Install. - Res.-C Orders-Field Work	35-05	H	H	H	AR	P	50.0%	5.4%	2.73	Base<10	0.0%	5.4%	(0.34)	Base<10	16.7%	2.5%	2.17	Base<10	-	-
% Trouble Reports Within 10 Days of Install. - Bus.-C Orders -Field Work	35-06	H	H	H	AR	P	0.0%	4.5%	(0.22)	Base<10	0.0%	3.3%	(0.19)	Base<10	0.0%	5.0%	(0.23)	Base<10	-	-
% Trouble Reports Within 10 Days of Install. - Res.-C Orders-No Field Work	35-07	H	H	H	AR	P	0.3%	1.1%	(5.76)	Yes	0.5%	1.4%	(5.27)	Yes	0.6%	1.3%	(4.65)	Yes	-	HIT
% Trouble Reports Within 10 Days of Install. - Bus.-C Orders-No Field Work	35-08	H	H	H	AR	P	0.0%	1.6%	(1.28)	Yes	0.9%	1.7%	(1.14)	Yes	0.0%	1.5%	(0.76)	Yes	-	HIT
% Trouble Reports Within 10 Days of Install. - UNE-N&T Orders-Field Work	35-09	H	H	H	AR	P	n/a	4.2%	n/a	-	n/a	4.2%	n/a	-	n/a	3.7%	n/a	-	-	-
% Trouble Reports Within 10 Days of Install. - UNE-N&T Orders -No Field Work	35-10	H	H	H	AR	P	n/a	4.5%	n/a	-	n/a	5.2%	n/a	-	n/a	4.8%	n/a	-	-	-
% Trouble Reports Within 10 Days of Install. - UNE-C Orders-Field Work	35-11	H	H	H	AR	P	0.0%	5.0%	(0.69)	Base<10	0.0%	4.6%	(0.73)	Yes	6.3%	3.5%	1.01	Yes	-	HIT

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Arkansas Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	May-01 CLEC	May-01 SWBT/ Benchmark	May-01 % Yes - Z-Value	May-01 92% Result	Jun-01 CLEC	Jun-01 SWBT/ Benchmark	Jun-01 % Yes - Z-Value	Jun-01 93% Result	Jul-01 CLEC	Jul-01 SWBT/ Benchmark	Jul-01 % Yes - Z-Value	Jul-01 91% Result	Z	Overall Result 94%
% Trouble Reports Within 10 Days of Install. - UNE-C Orders-No Field Work	35-12	H	H	H	AR	P	0.4%	1.2%	(2.03)	Yes	0.4%	1.4%	(2.20)	Yes	1.6%	1.3%	0.85	Yes	-	HIT
% UNE-P Trouble Reports On The Completion Date	35.1-01	-	-	-	AR	-	0.0%		n/a	-	0.9%		n/a	-	0.9%		n/a	-	-	-
% No Access - Field Work - Res.	36-01	-	-	-	AR	P	0.9%	2.0%	(2.13)	Yes	1.1%	2.0%	(1.76)	Yes	1.3%	2.2%	(1.58)	Yes	-	HIT
% No Access - Field Work - Bus.	36-02	-	-	-	AR	P	0.0%	2.2%	(0.71)	Yes	5.0%	2.1%	0.90	Yes	0.0%	2.7%	(0.87)	Yes	-	HIT
% No Access - Field Work - UNEs	36-03	-	-	-	AR	P	0.0%	2.1%	(0.44)	Base<10	0.0%	2.0%	(0.47)	Yes	0.0%	2.3%	(1.07)	Yes	-	HIT
Trouble Report Rate - Res.	37-01	-	-	H	AR	P	1.9%	3.0%	(11.28)	Yes	2.1%	3.2%	(10.66)	Yes	2.2%	3.2%	(9.46)	Yes	-	HIT
Trouble Report Rate - Bus.	37-02	-	-	H	AR	P	0.6%	1.2%	(3.10)	Yes	0.8%	1.2%	(2.51)	Yes	1.2%	1.3%	(0.44)	Yes	-	HIT
Trouble Report Rate - UNE Loop and Port Combinations	37-03	-	-	H	AR	P	1.0%	2.5%	(7.12)	Yes	0.9%	2.6%	(7.87)	Yes	1.5%	2.6%	(5.57)	Yes	-	HIT
Trouble Report Rate Net of Install. & Repeat Rpts. - Res.	37.1-01	H	H	-	AR	P	1.5%	2.5%	(11.35)	Yes	1.5%	2.6%	(12.33)	Yes	1.6%	2.6%	(10.66)	Yes	-	HIT
Trouble Report Rate Net of Install. & Repeat Rpts. - Bus.	37.1-02	H	H	-	AR	P	0.6%	1.0%	(2.71)	Yes	0.6%	1.0%	(2.55)	Yes	1.1%	1.1%	(0.26)	Yes	-	HIT
Trouble Report Rate Net of Install. & Repeat Rpts. - UNE Loop and Port Comb.	37.1-03	H	H	-	AR	P	0.9%	2.0%	(6.04)	Yes	0.8%	2.1%	(6.73)	Yes	1.1%	2.2%	(6.16)	Yes	-	HIT
% Missed Repair - Res.-Dispatch	38-01	H	H	H	AR	P	3.9%	4.1%	(0.24)	Yes	1.0%	5.0%	(5.10)	Yes	2.7%	5.3%	(3.30)	Yes	-	HIT
% Missed Repair - Bus.-Dispatch	38-02	H	H	H	AR	P	9.7%	9.9%	(0.04)	Yes	18.4%	12.2%	1.16	Yes	5.7%	11.0%	(1.24)	Yes	-	HIT
% Missed Repair - Res.-No Dispatch	38-03	H	H	H	AR	P	0.0%	0.5%	(0.46)	Yes	5.4%	0.4%	5.88	No	1.9%	0.3%	1.96	No	-	MISS
% Missed Repair - Bus.-No Dispatch	38-04	H	H	H	AR	P	0.0%	1.4%	(0.17)	Base<10	0.0%	2.0%	(0.20)	Base<10	0.0%	0.8%	(0.18)	Base<10	-	-
% Missed Repair - UNEs - Dispatch	38-05	H	H	H	AR	P	3.3%	5.0%	(0.60)	Yes	6.9%	6.1%	0.25	Yes	4.5%	6.2%	(0.72)	Yes	-	HIT
% Missed Repair - UNEs - No Dispatch	38-06	H	H	H	AR	P	0.0%	0.6%	(0.18)	Base<10	0.0%	0.5%	(0.19)	Base<10	0.0%	0.4%	(0.22)	Yes	-	-
Receipt to Clear Duration - Res.-Affecting Service-Dispatch	39-01	H	H	H	AR	P	12.2	22.8	(3.07)	Yes	15.0	26.6	(3.65)	Yes	11.2	26.2	(2.16)	Yes	-	HIT
Receipt to Clear Duration - Bus.-Affecting Service-Dispatch	39-02	H	H	H	AR	P	6.2	11.0	(0.50)	Base<10	24.2	11.0	2.01	Base<10	6.0	10.6	(0.72)	Yes	-	-
Receipt to Clear Duration - Res.-Affecting Service-No Dispatch	39-03	H	H	H	AR	P	0.1	5.6	(0.68)	Base<10	3.4	5.4	(0.27)	Yes	5.7	5.4	0.02	Base<10	-	-
Receipt to Clear Duration - Bus.-Affecting Service-No Dispatch	39-04	H	H	H	AR	P	n/a	5.0	n/a	-	n/a	4.2	n/a	-	n/a	2.8	n/a	-	-	-
Receipt to Clear Duration - Res.-Out of Service-Dispatch	39-05	H	H	H	AR	P	11.3	14.7	(5.04)	Yes	12.0	16.5	(6.52)	Yes	11.1	17.2	(8.63)	Yes	-	HIT
Receipt to Clear Duration - Bus.-Out of Service-Dispatch	39-06	H	H	H	AR	P	5.9	7.4	(0.61)	Yes	5.1	8.7	(1.36)	Yes	9.7	7.9	0.81	Yes	-	HIT
Receipt to Clear Duration - Res.-Out of Service-No Dispatch	39-07	H	H	H	AR	P	1.4	3.4	(0.94)	Yes	5.6	3.1	2.03	No	9.1	3.7	3.12	No	-	MISS
Receipt to Clear Duration - Bus.-Out of Service-No Dispatch	39-08	H	H	H	AR	P	5.6	1.8	1.55	Base<10	0.2	2.7	(0.39)	Base<10	0.4	1.6	(0.38)	Base<10	-	-
Receipt to Clear Duration - UNEs-Affecting Service-Dispatch	39-09	H	H	H	AR	P	6.7	21.1	(2.39)	Yes	10.8	24.4	(1.89)	Yes	17.2	23.7	(0.54)	Yes	-	HIT
Receipt to Clear Duration - UNEs-Affecting Service-No Dispatch	39-10	H	H	H	AR	P	8.3	5.6	0.16	Base<10	5.6	5.3	0.02	Base<10	14.4	5.2	0.75	Base<10	-	-
Receipt to Clear Duration - UNEs-Out of Service-Dispatch	39-11	H	H	H	AR	P	12.8	13.5	(0.29)	Yes	8.4	15.3	(2.55)	Yes	13.4	15.7	(1.18)	Yes	-	HIT
Receipt to Clear Duration - UNEs-Out of Service-No Dispatch	39-12	H	H	H	AR	P	0.9	3.3	(0.40)	Base<10	3.7	3.1	0.16	Base<10	0.5	3.5	(0.79)	Base<10	-	-
% Out of Service Less than 24 Hours - Res.	40-01	M	-	-	AR	P	95.0%	92.2%	(2.58)	Yes	95.5%	89.1%	(5.25)	Yes	96.4%	89.1%	(6.08)	Yes	-	HIT
% Out of Service Less than 24 Hours - Bus.	40-02	M	-	-	AR	P	100.0%	97.6%	(0.78)	Yes	100.0%	97.2%	(0.88)	Yes	97.8%	97.7%	(0.05)	Yes	-	HIT
% Out of Service Less than 24 Hours - UNEs	40-03	M	-	-	AR	P	89.5%	93.0%	0.85	Yes	95.1%	90.3%	(1.04)	Yes	91.9%	90.4%	(0.46)	Yes	-	HIT
% Repeat Reports - Res.	41-01	H	H	H	AR	P	5.0%	9.8%	(3.89)	Yes	6.6%	10.4%	(3.07)	Yes	6.2%	9.8%	(3.03)	Yes	-	HIT
% Repeat Reports - Bus.	41-02	H	H	H	AR	P	4.5%	7.6%	(0.54)	Yes	3.6%	9.2%	(1.03)	Yes	11.6%	7.9%	0.91	Yes	-	HIT
% Repeat Reports - UNEs	41-03	H	H	H	AR	P	3.5%	9.5%	(1.54)	Yes	4.0%	10.2%	(1.45)	Yes	2.1%	9.5%	(2.49)	Yes	-	HIT
Avg. Install. Interval - VGPL	43-01	H	H	H	AR	P	3.0	7.9	(0.45)	Base<10	n/a	16.1	n/a	-	0.0	7.2	(0.90)	Base<10	-	-
Avg. Install. Interval - DSL	43-02	H	H	H	AR	P	n/a	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	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	9.0	n/a	n/a	-	-	-
Avg. Install. Interval - DS1	43-04	H	H	H	AR	P	n/a	1.0	n/a	-	n/a	n/a	n/a	-	n/a	9.0	n/a	-	-	-
Avg. Install. Interval - DS3	43-05	H	H	H	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Install. Interval - ISDN/BRI	43-06	H	H	H	AR	P	n/a	8.4	n/a	-	n/a	10.0	n/a	-	n/a	8.6	n/a	-	-	-
Avg. Install. Interval - ISDN/PRI	43-07	H	H	H	AR	P	81.0	6.0	119.31	Base<10	n/a	11.6	n/a	-	n/a	10.3	n/a	-	-	-
Avg. Install. Interval - ISDN/Combo	43-08	H	H	H	AR	P	n/a	8.4	n/a	-	n/a	10.0	n/a	-	n/a	8.6	n/a	-	-	-
% Installations Completed Within 20 Days - VGPL	44-01	-	-	-	AR	P	0.0%	68.1%	1.45	Base<10	n/a	65.3%	n/a	-	100.0%	91.1%	(0.31)	Base<10	-	-
% Installations Completed Within 20 Days - DSL	44-02	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Installations Completed Within 20 Days - DDS	44-03	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	0.0%	n/a	n/a	-	-	-
% Installations Completed Within 20 Days - DS1	44-04	-	-	-	AR	P	n/a	100.0%	n/a	-	n/a	n/a	n/a	-	n/a	100.0%	n/a	-	-	-
% Installations Completed Within 20 Days - DS3	44-05	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Installations Completed Within 20 Days - ISDN/BRI	44-06	-	-	-	AR	P	n/a	78.1%	n/a	-	n/a	81.3%	n/a	-	n/a	87.7%	n/a	-	-	-
% Installations Completed Within 20 Days - ISDN/PRI	44-07	-	-	-	AR	P	0.0%	100.0%	45.45	Base<10	n/a	98.5%	n/a	-	n/a	78.8%	n/a	-	-	-
% Installations Completed Within 20 Days - ISDN/Combo	44-08	-	-	-	AR	P	n/a	78.1%	n/a	-	n/a	81.3%	n/a	-	n/a	87.7%	n/a	-	-	-
% SWBT Caused Missed Due Dates - VGPL	45-01	H	H	H	AR	P	0.0%	10.0%	(0.33)	Base<10	n/a	1.7%	n/a	-	0.0%	0.1%	(0.04)	Base<10	-	-
% SWBT Caused Missed Due Dates - DSL	45-02	H	H	H	AR	P	n/a	7.5%	n/a	-	n/a	4.2%	n/a	-	n/a	0.5%	n/a	-	-	-
% SWBT Caused Missed Due Dates - DDS	45-03	H	H	H	AR	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	100.0%	n/a	n/a	-	-	-
% SWBT Caused Missed Due Dates - DS1	45-04	H	H	H	AR	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-	-
% SWBT Caused Missed Due Dates - DS3	45-05	H	H	H	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% SWBT Caused Missed Due Dates - ISDN/BRI	45-06	H	H	H	AR	P	n/a	9.3%	n/a	-	0.0%	7.3%	(0.28)	Base<10	0.0%	10.1%	(0.33)	Base<10	-	-
% SWBT Caused Missed Due Dates - ISDN/PRI	45-07	H	H	H	AR	P	100.0%	0.0%	28.23	No	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
% SWBT Caused Missed Due Dates - ISDN/Combo	45-08	H	H	H	AR	P	n/a	9.3%	n/a	-	n/a	7.3%	n/a	-	n/a	10.1%	n/a	-	-	-
% Trouble Reports within 30 Days - VGPL	46-01	H	H	H	AR	P	0.0%	1.7%	(0.13)	Base<10	n/a	0.7%	n/a	-	0.0%	0.6%	(0.08)	Base<10	-	-
% Trouble Reports within 30 Days - DSL	46-02	H	H	H	AR	P	n/a	2.8%	n/a	-	n/a	2.9%	n/a	-	n/a	1.1%	n/a	-	-	-
% Trouble Reports within 30 Days - DDS	46-03	H	H	H	AR	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	0.0%	n/a	n/a	-	-	-
% Trouble Reports within 30 Days - DS1	46-04	H	H	H	AR	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-	-
% Trouble Reports within 30 Days - DS3	46-05	H	H	H	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Trouble Reports within 30 Days - ISDN/BRI	46-06	H	H	H	AR	P	n/a	2.1%	n/a	-	0.0%	4.6%	(0.22)	Base<10	0.0%	5.0%	(0.23)	Base<10	-	-
% Trouble Reports within 30 Days - ISDN/PRI	46-07	H	H	H	AR	P	0.0%	0.0%	0.00	Yes	n/a	0.0%	n/a	-	n/a	0.1%	n/a	-	-	-
% Trouble Reports within 30 Days - ISDN/Combo	46-08	H	H	H	AR	P	n/a	2.1%	n/a	-	n/a	4.6%	n/a	-	n/a	5.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - VGPL	47-01	-	-	-	AR	P	0.0%	0.2%	(0.05)	Base<10	n/a	0.0%	n/a	-	0.0%	0.1%	(0.04)	Base<10	-	-

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Arkansas Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	May-01 CLEC	May-01 SWBT/ Benchmark	May-01 % Yes - Z-Value	May-01 92% Result	Jun-01 CLEC	Jun-01 SWBT/ Benchmark	Jun-01 % Yes - Z-Value	Jun-01 93% Result	Jul-01 CLEC	Jul-01 SWBT/ Benchmark	Jul-01 % Yes - Z-Value	Jul-01 91% Result	Z	Overall Result 94%
% Missed Due Dates Due to LOF - DSL	47-02	-	-	-	AR	P	n/a	0.4%	n/a	-	n/a	0.1%	n/a	-	n/a	0.1%	n/a	-	-	-
% Missed Due Dates Due to LOF - DDS	47-03	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	0.0%	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - DS1	47-04	-	-	-	AR	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - DS3	47-05	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - ISDN/BRI	47-06	-	-	-	AR	P	n/a	3.1%	n/a	-	0.0%	2.8%	(0.17)	Base<10	0.0%	0.8%	(0.09)	Base<10	-	-
% Missed Due Dates Due to LOF - ISDN/PRI	47-07	-	-	-	AR	P	0.0%	0.0%	0.00	Yes	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - ISDN/Combo	47-08	-	-	-	AR	P	n/a	3.1%	n/a	-	n/a	2.8%	n/a	-	n/a	0.8%	n/a	-	-	-
% Missed Due Dates Due to LOF > 30 Days - VGPL	47-09	-	-	-	AR	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF > 30 Days - DSL	47-10	-	-	-	AR	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 > 30 Days - DDS	47-11	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF > 30 Days - DS1	47-12	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF > 30 Days - DS3	47-13	-	-	-	AR	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	-	-	-	AR	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 > 30 Days - ISDN/PRI	47-15	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF > 30 Days - ISDN/Combo	47-16	-	-	-	AR	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF > 90 Days - VGPL	47-17	-	-	-	AR	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF > 90 Days - DSL	47-18	-	-	-	AR	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 - DDS	47-19	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF > 90 Days - DS1	47-20	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF > 90 Days - DS3	47-21	-	-	-	AR	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	-	-	-	AR	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 - ISDN/PRI	47-23	-	-	-	AR	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/Combo	47-24	-	-	-	AR	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
Avg. Delay Days Due to LOF - VGPL	48-01	-	-	-	AR	P	n/a	11.0	n/a	-	n/a	n/a	n/a	-	n/a	3.0	n/a	-	-	-
Avg. Delay Days Due to LOF - DSL	48-02	-	-	-	AR	P	n/a	6.8	n/a	-	n/a	1.0	n/a	-	n/a	6.0	n/a	-	-	-
Avg. Delay Days Due to LOF - DDS	48-03	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - DS1	48-04	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - DS3	48-05	-	-	-	AR	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	-	-	-	AR	P	n/a	6.0	n/a	-	n/a	11.7	n/a	-	n/a	1.0	n/a	-	-	-
Avg. Delay Days due to LOF - ISDN/PRI	48-07	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days due to LOF - ISDN/Combo	48-08	-	-	-	AR	P	n/a	6.0	n/a	-	n/a	11.7	n/a	-	n/a	1.0	n/a	-	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - VGPL	49-01	M	-	L	AR	P	n/a	11.6	n/a	-	n/a	11.6	n/a	-	n/a	3.0	n/a	-	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - DSL	49-02	M	-	L	AR	P	n/a	1.7	n/a	-	n/a	2.5	n/a	-	n/a	3.2	n/a	-	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - DDS	49-03	M	-	L	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	2.0	n/a	n/a	-	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - DS1	49-04	M	-	L	AR	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 - DS3	49-05	M	-	L	AR	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	AR	P	n/a	3.6	n/a	-	n/a	5.4	n/a	-	n/a	1.9	n/a	-	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - ISDN/PRI	49-07	M	-	L	AR	P	14.8	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/Combo	49-08	M	-	L	AR	P	n/a	3.6	n/a	-	n/a	5.4	n/a	-	n/a	1.9	n/a	-	-	-
Mean Time to Restore - VGPL - Dispatch	52-01	H	H	H	AR	P	8.9	7.0	0.19	Base<10	5.5	6.5	(0.11)	Base<10	n/a	5.2	n/a	-	-	-
Mean Time to Restore - DSL - Dispatch	52-02	H	H	H	AR	P	n/a	15.1	n/a	-	n/a	9.2	n/a	-	n/a	12.2	n/a	-	-	-
Mean Time to Restore - DDS - Dispatch	52-03	H	H	H	AR	P	n/a	1.8	n/a	-	n/a	0.4	n/a	-	n/a	1.0	n/a	-	-	-
Mean Time to Restore - DS1 - Dispatch	52-04	H	H	H	AR	P	n/a	n/a	n/a	-	n/a	1.9	n/a	-	n/a	2.2	n/a	-	-	-
Mean Time to Restore - DS3 - Dispatch	52-05	H	H	H	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Mean Time to Restore - ISDN/BRI - Dispatch	52-06	H	H	H	AR	P	4.7	9.4	(0.38)	Base<10	1.0	5.1	(1.02)	Base<10	7.3	7.5	(0.01)	Base<10	-	-
Mean Time to Restore - ISDN/PRI - Dispatch	52-07	H	H	H	AR	P	n/a	3.9	n/a	-	n/a	1.8	n/a	-	n/a	9.9	n/a	-	-	-
Mean Time to Restore - ISDN/Combo - Dispatch	52-08	H	H	H	AR	P	n/a	9.4	n/a	-	n/a	5.1	n/a	-	n/a	7.5	n/a	-	-	-
Mean Time to Restore - VGPL - No Dispatch	52-09	H	H	H	AR	P	n/a	2.0	n/a	-	n/a	2.0	n/a	-	n/a	1.8	n/a	-	-	-
Mean Time to Restore - DSL - No Dispatch	52-10	H	H	H	AR	P	n/a	4.1	n/a	-	n/a	6.9	n/a	-	n/a	n/a	n/a	-	-	-
Mean Time to Restore - DDS - No Dispatch	52-11	H	H	H	AR	P	n/a	n/a	n/a	-	n/a	2.8	n/a	-	n/a	1.1	n/a	-	-	-
Mean Time to Restore - DS1 - No Dispatch	52-12	H	H	H	AR	P	n/a	0.6	n/a	-	n/a	0.0	n/a	-	n/a	0.6	n/a	-	-	-
Mean Time to Restore - DS3 - No Dispatch	52-13	H	H	H	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Mean Time to Restore - ISDN/BRI - No Dispatch	52-14	H	H	H	AR	P	n/a	1.4	n/a	-	n/a	1.0	n/a	-	n/a	0.8	n/a	-	-	-
Mean Time to Restore - ISDN/PRI - No Dispatch	52-15	H	H	H	AR	P	n/a	1.1	n/a	-	n/a	2.6	n/a	-	n/a	0.8	n/a	-	-	-
Mean Time to Restore - ISDN/Combo - No Dispatch	52-16	H	H	H	AR	P	n/a	1.4	n/a	-	n/a	1.0	n/a	-	n/a	0.8	n/a	-	-	-
% Repeat Reports - VGPL	53-01	H	H	H	AR	P	0.0%	12.6%	(0.38)	Base<10	50.0%	12.8%	1.55	Base<10	n/a	8.6%	n/a	-	-	-
% Repeat Reports - DSL	53-02	H	H	H	AR	P	n/a	8.2%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
% Repeat Reports - DDS	53-03	H	H	H	AR	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
% Repeat Reports - DS1	53-04	H	H	H	AR	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
% Repeat Reports - DS3	53-05	H	H	H	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Repeat Reports - ISDN/BRI	53-06	H	H	H	AR	P	0.0%	21.6%	(0.74)	Base<10	50.0%	16.7%	1.23	Base<10	0.0%	18.5%	(0.48)	Base<10	-	-
% Repeat Reports - ISDN/PRI	53-07	H	H	H	AR	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
% Repeat Reports - ISDN/Combo	53-08	H	H	H	AR	P	n/a	21.6%	n/a	-	n/a	16.7%	n/a	-	n/a	18.5%	n/a	-	-	-
Failure Frequency - VGPL	54-01	L	-	L	AR	P	0.7%	0.4%	0.71	Yes	1.4%	0.4%	1.93	No	0.0%	0.4%	(0.73)	Yes	-	HIT
Failure Frequency - DSL	54-02	L	-	L	AR	P	n/a	0.7%	n/a	-	n/a	0.5%	n/a	-	n/a	0.3%	n/a	-	-	-
Failure Frequency - DDS	54-03	L	-	L	AR	P	0.0%	1.2%	(0.15)	Base<10	0.0%	1.1%	(0.15)	Base<10	0.0%	1.7%	(0.23)	Base<10	-	-
Failure Frequency - DS1	54-04	L	-	L	AR	P	0.0%	1.5%	(0.17)	Base<10	0.0%	3.1%	(0.25)	Base<10	0.0%	4.4%	(0.30)	Base<10	-	-
Failure Frequency - DS3	54-05	L	-	L	AR	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-

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Arkansas Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	May-01 CLEC	May-01 SWBT/ Benchmark	May-01 % Yes - Z-Value	May-01 92% Result	Jun-01 CLEC	Jun-01 SWBT/ Benchmark	Jun-01 % Yes - Z-Value	Jun-01 93% Result	Jul-01 CLEC	Jul-01 SWBT/ Benchmark	Jul-01 % Yes - Z-Value	Jul-01 91% Result	Z	Overall Result 94%
Failure Frequency - ISDN/BRI	54-06	L	-	L	AR	P	5.3%	3.4%	0.60	Yes	5.1%	4.7%	0.13	Yes	2.6%	3.6%	(0.33)	Yes	-	HIT
Failure Frequency - ISDN/PRI	54-07	L	-	L	AR	P	0.0%	0.0%	(0.21)	Yes	0.0%	0.0%	(0.14)	Yes	0.0%	0.0%	(0.14)	Yes	-	HIT
Failure Frequency - ISDN/Combo	54-08	L	-	L	AR	P	n/a	3.4%	n/a	-	n/a	4.7%	n/a	-	n/a	3.6%	n/a	-	-	-
Avg. Install. Interval - 8.0 dB Loop (1-10 Loops)	55-01.1	-	-	-	AR	B	2.2	3.0	(0.85)	Yes	2.7	3.0	(0.33)	Yes	2.7	3.0	(0.33)	Yes	Y	HIT
Avg. Install. Interval - 8.0 dB Loop (11-20 Loops)	55-01.2	-	-	-	AR	B	1.0	7.0	(6.00)	Base<10	n/a	7.0	n/a	-	2.3	7.0	(4.67)	Base<10	Y	-
Avg. Install. Interval - 8.0 dB Loop (Over 20 Loops)	55-01.3	-	-	-	AR	B	n/a	10.0	n/a	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	Y	-
Avg. Install. Interval - 5.0 dB Loop (1-10 Loops)	55-02.1	-	-	-	AR	B	n/a	3.0	n/a	-	3.0	3.0	0.00	Base<10	n/a	3.0	n/a	-	Y	-
Avg. Install. Interval - 5.0 dB Loop (11-20 Loops)	55-02.2	-	-	-	AR	B	n/a	7.0	n/a	-	n/a	7.0	n/a	-	n/a	7.0	n/a	-	Y	-
Avg. Install. Interval - 5.0 dB Loop (Over 20 Loops)	55-02.3	-	-	-	AR	B	n/a	10.0	n/a	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	Y	-
Avg. Install. Interval - BRI Loop (1-10 Loops)	55-03.1	-	-	-	AR	B	3.4	3.0	0.40	Base<10	3.3	3.0	0.33	Base<10	2.8	3.0	(0.20)	Base<10	Y	-
Avg. Install. Interval - BRI Loop (11-20 Loops)	55-03.2	-	-	-	AR	B	n/a	7.0	n/a	-	n/a	7.0	n/a	-	n/a	7.0	n/a	-	Y	-
Avg. Install. Interval - BRI Loop (Over 20 Loops)	55-03.3	-	-	-	AR	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	-	-	-	AR	B	3.0	3.0	0.00	Yes	2.9	3.0	(0.13)	Yes	2.8	3.0	(0.19)	Yes	Y	HIT
Avg. Install. Interval - DS1 Loop (11-20 Loops)	55-04.2	-	-	-	AR	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	-	-	-	AR	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	-	-	-	AR	B	n/a	3.0	n/a	-	n/a	3.0	n/a	-	n/a	3.0	n/a	-	Y	-
Avg. Install. Interval - Analog Trunk Port (All Orders)	55-06.1	-	-	-	AR	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 (1-10 Circuits)	55-07.1	-	-	-	AR	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	-	-	-	AR	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	-	-	-	AR	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	-	-	-	AR	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	-	-	-	AR	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	-	-	-	AR	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	Y	-
Avg. Install. Interval - ISDN-PRI (1-20 Loops)	55-09.1	-	-	-	AR	B	n/a	5.0	n/a	-	n/a	5.0	n/a	-	n/a	5.0	n/a	-	Y	-
Avg. Install. Interval - ISDN-PRI (Over 20 Loops)	55-09.2	-	-	-	AR	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	-	-	-	AR	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 (11-20 Loops)	55-10.2	-	-	-	AR	B	n/a	7.0	n/a	-	n/a	7.0	n/a	-	n/a	7.0	n/a	-	Y	-
Avg. Install. Interval - Dark Fiber (Over 20 Loops)	55-10.3	-	-	-	AR	B	n/a	10.0	n/a	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	Y	-
Avg. INP Install. Interval (1-10 Numbers per Order)	55-11.1	-	-	-	AR	B	n/a	3.0	n/a	-	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	-	-	-	AR	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	-	-	-	AR	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	AR	B	4.6	5.0	(0.40)	Yes	3.7	5.0	(1.33)	Base<10	4.7	5.0	(0.27)	Yes	Y	HIT
Avg. Installation Interval - DSL - No Line Sharing - Conditioning Required	55.1-02	H	H	H	AR	B	n/a	10.0	n/a	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	Y	-
Avg. Installation Interval - DSL - Line Sharing - No Conditioning	55.1-03	H	H	H	AR	P	n/a	4.9	n/a	-	n/a	4.9	n/a	-	n/a	4.9	n/a	-	-	-
Avg. Installation Interval - DSL - Line Sharing - Conditioning Required	55.1-04	H	H	H	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Installation Interval - Broadband DSL - No Line Sharing - No Conditioning	55.1-05	-	-	-	AR	-	n/a	5.0	n/a	-	n/a	5.0	n/a	-	n/a	5.0	n/a	-	-	-
Avg. Installation Interval - Broadband DSL - No Line Sharing - Conditioning Required	55.1-06	-	-	-	AR	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	-	-
Avg. Installation Interval - Broadband DSL - Line Sharing - No Conditioning	55.1-07	-	-	-	AR	-	n/a	5.3	n/a	-	n/a	5.2	n/a	-	n/a	5.1	n/a	-	-	-
Avg. Installation Interval - Broadband DSL - Line Sharing - Conditioning Required	55.1-08	-	-	-	AR	-	n/a	18.0	n/a	-	n/a	19.0	n/a	-	n/a	32.0	n/a	-	-	-
Avg. Installation Interval - Voice Over Data - No Line Sharing - No Conditioning	55.1-09	-	-	-	AR	-	n/a	5.0	n/a	-	n/a	5.0	n/a	-	n/a	5.0	n/a	-	-	-
Avg. Installation Interval - Voice Over Data - No Line Sharing - Conditioning Required	55.1-10	-	-	-	AR	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	-	-
Avg. Installation Interval for Loop with LNP -CHC (1-10 Loops)	55.2-01.1	-	-	-	AR	B	3.6		n/a	-	3.4		n/a	-	3.6		n/a	-	Y	-
Avg. Installation Interval for Loop with LNP - CHC (11-20 Loops)	55.2-01.2	-	-	-	AR	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	Y	-
Avg. Installation Interval for Loop with LNP - CHC (Over 20 Loops)	55.2-01.3	-	-	-	AR	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	-	-	-	AR	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	Y	-
Avg. Installation Interval for Loop with LNP - FDT (11-20 Loops)	55.2-02.2	-	-	-	AR	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	Y	-
Avg. Installation Interval for Loop with LNP - FDT (Over 20 Loops)	55.2-02.3	-	-	-	AR	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	Y	-
% xDSL-Cap Loop Ord Req Rem Of Load Coils a/o Rptrs (Between 12000-17500 ft)	55.3-01	-	-	-	AR	-	0.0%		n/a	-	0.0%		n/a	-	0.0%		n/a	-	-	-
% xDSL-Cap Loop Ord Req Rem Of Load Coils a/o Rptrs (Over 17500 ft)	55.3-02	-	-	-	AR	-	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	-	-	M	AR	B	98.2%	95.0%	(3.23)	Yes	99.5%	95.0%	(4.48)	Yes	99.5%	95.0%	(4.53)	Yes	Y	HIT
% Installed Within 7 Days - 8.0 dB Loop (11-20 Loops)	56-01.2	-	-	M	AR	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 - 8.0 dB Loop (Over 20 Loops)	56-01.3	-	-	M	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 3 Days - 5.0 dB Loop (1-10 Loops)	56-02.1	-	-	M	AR	B	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	n/a	95.0%	n/a	-	Y	-
% Installed Within 7 Days - 5.0 dB Loop (11-20 Loops)	56-02.2	-	-	M	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 10 Days - 5.0 dB Loop (Over 20 Loops)	56-02.3	-	-	M	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 3 Days - BRI Loop (1-10 Loops)	56-03.1	-	-	M	AR	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 7 Days - BRI Loop (11-20 Loops)	56-03.2	-	-	M	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 10 Days - BRI Loop (Over 20 Loops)	56-03.3	-	-	M	AR	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	AR	B	100.0%	95.0%	(5.00)	Yes	98.8%	95.0%	(3.80)	Yes	97.7%	95.0%	(2.67)	Yes	Y	HIT
% Installed Within 7 Days - DS1 Loop (11-20 Loops)	56-04.2	-	-	M	AR	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	AR	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	AR	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 Trunk Port (All Orders)	56-06.1	-	-	M	AR	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 Dedicated Circuit (1-10 Circuits)	56-07.1	-	-	M	AR	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	AR	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	AR	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	AR	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	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-

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Arkansas Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	May-01 CLEC	May-01 SWBT/ Benchmark	May-01 % Yes - Z-Value	May-01 92% Result	Jun-01 CLEC	Jun-01 SWBT/ Benchmark	Jun-01 % Yes - Z-Value	Jun-01 93% Result	Jul-01 CLEC	Jul-01 SWBT/ Benchmark	Jul-01 % Yes - Z-Value	Jul-01 91% Result	Z	Overall Result 94%
% Installed On Time - DS3 Dedicated Circuit (Over 20 Circuits)	56-08.3	-	-	M	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 5 Days - ISDN-PRI (1-20 Loops)	56-09.1	-	-	M	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 10 Days - ISDN-PRI (Over 20 Loops)	56-09.2	-	-	M	AR	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 (1-10 Circuits)	56-10.1	-	-	M	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 7 Days - Dark Fiber (11-20 Circuits)	56-10.2	-	-	M	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 10 Days - Dark Fiber (Over 20 Circuits)	56-10.3	-	-	M	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 3 Days - INP (1-10 Numbers)	56-11.1	-	-	M	AR	B	n/a	95.0%	n/a	-	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	AR	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	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 5 Days - DSL - No Line Sharing - Non Conditioned	56-12.01	-	-	M	AR	B	100.0%	95.0%	-5.0	Yes	100.0%	95.0%	-5.0	Yes	100.0%	95.0%	-5.0	Yes	Y	HIT
% Installed Within 10 Days - DSL - No Line Sharing - Conditioned	56-12.02	-	-	M	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	100.0%	95.0%	-5.0	Base<10	Y	-
% Installed Within 5 Days - Broadband DSL - No Line Sharing - Non Conditioned	56-13.01	-	-	M	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 10 Days - Broadband DSL - No Line Sharing - Conditioned	56-13.02	-	-	M	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within CDDD - DSL - Line Sharing	56-14.01	-	-	M	AR	P	n/a	92.3%	n/a	-	n/a	95.7%	n/a	-	n/a	99.5%	n/a	-	Y	-
% Installed Within CDDD - Broadband DSL - Line Sharing	56-15.01	-	-	M	AR	P	n/a	92.6%	n/a	-	n/a	94.4%	n/a	-	n/a	97.0%	n/a	-	Y	-
% Installed Within 5 Days - Voice Over Data - No Line Sharing - Non Conditioned	56-16.01	-	-	M	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 10 Days - Voice Over Data - No Line Sharing - Conditioned	56-16.02	-	-	M	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within CDDD for LNP with Loop - CHC/FDT (1-10 Loops)	56.1-01.1	H	H	M	AR	B	97.7%	95.0%	(2.69)	Yes	98.3%	95.0%	(3.33)	Yes	100.0%	95.0%	(5.00)	Yes	Y	HIT
% Installed Within CDDD for LNP with Loop - CHC/FDT (11-20 Loops)	56.1-01.2	H	H	M	AR	B	100.0%	95.0%	(5.00)	Base<10	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within CDDD for LNP with Loop - CHC/FDT (Over 20 Loops)	56.1-01.3	H	H	M	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within CDDD for LNP with Loop - CHC (1-10 Loops)	56.1-02.1	-	-	-	AR	B	97.7%	95.0%	n/a	-	98.3%	95.0%	n/a	-	100.0%	95.0%	n/a	-	-	-
% Installed Within CDDD for LNP with Loop - CHC (11-20 Loops)	56.1-02.2	-	-	-	AR	B	100.0%	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-	-
% Installed Within CDDD for LNP with Loop - CHC (Over 20 Loops)	56.1-02.3	-	-	-	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-	-
% Installed Within CDDD for LNP with Loop - FDT (1-10 Loops)	56.1-03.1	-	-	-	AR	B	100.0%	95.0%	n/a	-	100.0%	95.0%	n/a	-	n/a	95.0%	n/a	-	-	-
% Installed Within CDDD for LNP with Loop - FDT (11-20 Loops)	56.1-03.2	-	-	-	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-	-
% Installed Within CDDD for LNP with Loop - FDT (Over 20 Loops)	56.1-03.3	-	-	-	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-	-
% SWBT Missed Due Dates - 8.0 dB Loop Field Work	58-01	H	H	H	AR	P	5.5%	7.2%	(0.77)	Yes	1.2%	8.3%	(3.34)	Yes	1.5%	9.1%	(3.02)	Yes	-	HIT
% SWBT Missed Due Dates - 8.0 dB Loop No Field Work	58-02	H	H	H	AR	P	1.5%	0.3%	4.05	No	0.5%	0.3%	0.51	Yes	0.0%	0.3%	(0.87)	Yes	-	HIT
% SWBT Missed Due Dates - 5.0 dB Loop	58-03	H	H	H	AR	P	8.3%	10.0%	(0.19)	Yes	0.0%	1.7%	(0.23)	Base<10	n/a	0.1%	n/a	-	-	-
% SWBT Missed Due Dates - BRI Loop	58-04	H	H	H	AR	P	0.0%	9.3%	(0.84)	Base<10	0.0%	7.3%	(0.84)	Base<10	0.0%	10.1%	(0.94)	Base<10	-	-
% SWBT Missed Due Dates - ISDN BRI Port	58-05	H	H	H	AR	P	n/a	9.3%	n/a	-	n/a	7.3%	n/a	-	n/a	10.1%	n/a	-	-	-
% SWBT Missed Due Dates - DS1 Loop with Test Access	58-06	H	H	H	AR	P	0.0%	0.0%	0.00	Yes	1.2%	n/a	n/a	-	5.0%	0.0%	0.32	Yes	-	HIT
% SWBT Missed Due Dates - DS1 Dedicated Transport	58-07	H	H	H	AR	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-	-
% SWBT Missed Due Dates - ISDN/PRI	58-08	H	H	H	AR	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
% SWBT Missed Due Dates - DSL - No Line Sharing	58-09	H	H	H	AR	B	0.0%	5.0%	0.00	Yes	0.0%	5.0%	0.00	Yes	0.0%	5.0%	0.00	Yes	N	HIT
% SWBT Missed Due Dates - DSL - Line Sharing	58-10	H	H	H	AR	P	n/a	7.5%	n/a	-	n/a	4.2%	n/a	-	n/a	0.5%	n/a	-	-	-
% SWBT Missed Due Dates - Analog Trunk Port	58-11	H	H	H	AR	P	n/a	10.0%	n/a	-	n/a	1.7%	n/a	-	n/a	0.1%	n/a	-	-	-
% SWBT Missed Due Dates - Subtending DD Combination Trunks	58-12	H	H	H	AR	P	n/a	10.0%	n/a	-	n/a	1.7%	n/a	-	n/a	0.1%	n/a	-	-	-
% SWBT Missed Due Dates - DS3 Dedicated Transport	58-13	H	H	H	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% SWBT Missed Due Dates - Dark Fiber	58-14	H	H	H	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% SWBT Missed Due Dates - Analog Line Port	58-15	H	H	H	AR	P	n/a	10.0%	n/a	-	n/a	1.7%	n/a	-	n/a	0.1%	n/a	-	-	-
% SWBT Missed Due Dates - INP	58-16	H	H	H	AR	P	n/a	0.3%	n/a	-	n/a	0.3%	n/a	-	n/a	0.3%	n/a	-	-	-
% SWBT Missed Due Dates - Broadband DSL - No Line Sharing	58-17	-	-	-	AR	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% SWBT Missed Due Dates - Broadband DSL - Line Sharing	58-18	-	-	-	AR	-	n/a	7.2%	n/a	-	n/a	5.5%	n/a	-	n/a	3.0%	n/a	-	-	-
% SWBT Missed Due Dates - Voice Over Data - No Line Sharing	58-19	-	-	-	AR	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - 8.0 dB Loop	59-01	H	H	H	AR	P	2.9%	3.8%	(1.00)	Yes	3.4%	3.8%	(0.54)	Yes	8.7%	3.5%	4.66	No	-	HIT
% Trouble Reports within 30 Days of Install. - 5.0 dB Loop	59-02	H	H	H	AR	P	0.0%	1.7%	(0.46)	Yes	0.0%	0.7%	(0.14)	Base<10	n/a	0.6%	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - BRI Loop	59-03	H	H	H	AR	P	0.0%	2.1%	(0.38)	Base<10	33.3%	4.6%	3.30	Base<10	0.0%	5.0%	(0.65)	Base<10	-	-
% Trouble Reports within 30 Days of Install. - ISDN BRI Port	59-04	H	H	H	AR	P	n/a	2.1%	n/a	-	n/a	4.6%	n/a	-	n/a	5.0%	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - DS1 Loop	59-05	H	H	H	AR	P	3.8%	0.0%	0.20	Yes	6.2%	n/a	n/a	-	10.0%	0.0%	0.47	Yes	-	HIT
% Trouble Reports within 30 Days of Install. - DS1 Dedicated Transport	59-06	H	H	H	AR	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - ISDN/PRI	59-07	H	H	H	AR	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.1%	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - DSL - No Line Sharing	59-08	H	H	H	AR	B	0.0%	6.0%	0.00	Yes	5.0%	6.0%	0.00	Yes	3.4%	6.0%	0.00	Yes	N	HIT
% Trouble Reports within 30 Days of Install. - DSL - Line Sharing	59-09	H	H	H	AR	P	n/a	2.8%	n/a	-	n/a	2.9%	n/a	-	n/a	1.1%	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - Analog Trunk Port	59-10	H	H	H	AR	P	n/a	1.7%	n/a	-	n/a	0.7%	n/a	-	n/a	0.6%	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - Subtending DD Combination Trunks	59-11	H	H	H	AR	P	n/a	1.7%	n/a	-	n/a	0.7%	n/a	-	n/a	0.6%	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - DS3 Dedicated Transport	59-12	H	H	H	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - Dark Fiber	59-13	H	H	H	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - Analog Line Port	59-14	H	H	H	AR	P	n/a	1.7%	n/a	-	n/a	0.7%	n/a	-	n/a	0.6%	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - INP	59-15	H	H	H	AR	P	n/a	2.7%	n/a	-	n/a	3.2%	n/a	-	n/a	3.1%	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - Broadband DSL - No Line Sharing	59-16	-	-	-	AR	-	n/a	6.0%	n/a	-	n/a	6.0%	n/a	-	n/a	6.0%	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - Broadband DSL - Line Sharing	59-17	-	-	-	AR	-	n/a	12.7%	n/a	-	n/a	6.2%	n/a	-	n/a	7.1%	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - Voice Over Data - No Line Sharing	59-18	-	-	-	AR	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - 8.0 dB Loop	60-01	-	-	-	AR	P	0.6%	4.9%	(4.26)	Yes	0.5%	4.8%	(3.91)	Yes	0.3%	5.5%	(4.39)	Yes	-	HIT
% Missed Due Dates Due to LOF - 5.0 dB Loop	60-02	-	-	-	AR	P	0.0%	0.2%	(0.17)	Yes	0.0%	0.0%	0.00	Base<10	n/a	0.1%	n/a	-	-	-
% Missed Due Dates Due to LOF - BRI Loop	60-03	-	-	-	AR	P	0.0%	3.1%	(0.47)	Base<10	0.0%	2.8%	(0.50)	Base<10	0.0%	0.8%	(0.26)	Base<10	-	-
% Missed Due Dates Due to LOF - ISDN BRI Port	60-04	-	-	-	AR	P	n/a	3.1%	n/a	-	n/a	2.8%	n/a	-	n/a	0.8%	n/a	-	-	-

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Arkansas Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	May-01 CLEC	May-01 SWBT/ Benchmark	May-01 % Yes - Z-Value	May-01 92% Result	Jun-01 CLEC	Jun-01 SWBT/ Benchmark	Jun-01 % Yes - Z-Value	Jun-01 93% Result	Jul-01 CLEC	Jul-01 SWBT/ Benchmark	Jul-01 % Yes - Z-Value	Jul-01 91% Result	Z	Overall Result 94%
% Missed Due Dates Due to LOF - DS1 Loop	60-05	-	-	-	AR	P	0.0%	0.0%	0.00	Yes	0.0%	n/a	n/a	-	1.0%	0.0%	0.14	Yes	-	HIT
% Missed Due Dates Due to LOF - DS1 Dedicated Transport	60-06	-	-	-	AR	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - ISDN/PRI	60-07	-	-	-	AR	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - DSL - No Line Sharing	60-08	-	-	-	AR	-	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	60-09	-	-	-	AR	P	n/a	0.4%	n/a	-	n/a	0.1%	n/a	-	n/a	0.1%	n/a	-	-	-
% Missed Due Dates Due to LOF - Analog Trunk Port	60-10	-	-	-	AR	P	n/a	0.2%	n/a	-	n/a	0.0%	n/a	-	n/a	0.1%	n/a	-	-	-
% Missed Due Dates Due to LOF - Subtending DDC Trunks	60-11	-	-	-	AR	P	n/a	0.2%	n/a	-	n/a	0.0%	n/a	-	n/a	0.1%	n/a	-	-	-
% Missed Due Dates Due to LOF - DS3 Dedicated Transport	60-12	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - Dark Fiber	60-13	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - Analog Line Port	60-14	-	-	-	AR	P	n/a	0.2%	n/a	-	n/a	0.0%	n/a	-	n/a	0.1%	n/a	-	-	-
% Missed Due Dates Due to LOF - Broadband DSL - No Line Sharing	60-15	-	-	-	AR	P	n/a	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	-	-
% Missed Due Dates Due to LOF - Broadband DSL - Line Sharing	60-16	-	-	-	AR	P	n/a	6.6%	n/a	-	n/a	4.9%	n/a	-	n/a	2.6%	n/a	-	-	-
% Missed Due Dates Due to LOF - Voice Over Data - No Line Sharing	60-17	-	-	-	AR	P	n/a	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - 8.0 dB Loop > 30 Days	60-18	-	-	-	AR	P	0.0%	8.3%	(0.52)	Base<10	0.0%	9.5%	(0.46)	Base<10	0.0%	5.2%	(0.24)	Base<10	-	-
% Missed Due Dates Due to LOF - 5.0 dB Loop > 30 Days	60-19	-	-	-	AR	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - BRI Loop > 30 Days	60-20	-	-	-	AR	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - ISDN BRI Port > 30 Days	60-21	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - DS1 Loop > 30 Days	60-22	-	-	-	AR	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	0.0%	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - DS1 Dedicated Transport > 30 Days	60-23	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - ISDN/PRI > 30 Days	60-24	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - DSL - No Line Sharing > 30 Days	60-25	-	-	-	AR	P	n/a	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	-	-
% Missed Due Dates Due to LOF - DSL - Line Sharing > 30 Days	60-26	-	-	-	AR	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 - Analog Trunk Port > 30 Days	60-27	-	-	-	AR	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - Subtending DDC Trunks > 30 Days	60-28	-	-	-	AR	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - DS3 Dedicated Transport > 30 Days	60-29	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - Dark Fiber > 30 Days	60-30	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - Analog Line Port > 30 Days	60-31	-	-	-	AR	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - Boadband DSL - No Line Sharing > 30 Days	60-32	-	-	-	AR	P	n/a	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	-	-
% Missed Due Dates Due to LOF - Broadband DSL - Line Sharing > 30 Days	60-33	-	-	-	AR	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	7.1%	n/a	-	-	-
% Missed Due Dates Due to LOF - Voice Over Data - No Line Sharing > 30 Days	60-34	-	-	-	AR	P	n/a	n/a	0.00	Yes	n/a	n/a	0.00	Yes	n/a	n/a	0.00	Base<10	-	HIT
% Missed Due Dates Due to LOF - 8.0 dB Loop > 90 Days	60-35	-	-	-	AR	P	0.0%	n/a	n/a	-	0.0%	n/a	n/a	-	0.0%	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - 5.0 dB Loop > 90 Days	60-36	-	-	-	AR	-	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - BRI Loop > 90 Days	60-37	-	-	-	AR	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - ISDN BRI Port > 90 Days	60-38	-	-	-	AR	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - DS1 Loop > 90 Days	60-39	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	0.0%	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - DS1 Dedicated Transport > 90 Days	60-40	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - ISDN/PRI > 90 Days	60-41	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - DSL - No Line Sharing > 90 Days	60-42	-	-	-	AR	P	n/a	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	-	-
% Missed Due Dates Due to LOF - DSL - Line Sharing > 90 Days	60-43	-	-	-	AR	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 - Analog Trunk Port > 90 Days	60-44	-	-	-	AR	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - Subtending DDC Trunks > 90 Days	60-45	-	-	-	AR	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - DS3 Dedicated Transport > 90 Days	60-46	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - Dark Fiber > 90 Days	60-47	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - Analog Line Port > 90 Days	60-48	-	-	-	AR	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - Broadband DSL - No Line Sharing > 90 Days	60-49	-	-	-	AR	P	n/a	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	-	-
% Missed Due Dates Due to LOF - Braodband DSL - Line Sharing > 90 Days	60-50	-	-	-	AR	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 - Voice Over Data - No Line Sharing > 90 Days	60-51	-	-	-	AR	P	n/a	n/a	0.00	Yes	n/a	n/a	0.00	Yes	n/a	n/a	0.00	Base<10	-	HIT
Avg. Delay Days Due to LOF - 8.0 dB Loop	61-01	-	-	-	AR	P	1.0	13.0	(1.39)	Base<10	3.5	15.1	(0.99)	Base<10	6.0	11.4	(0.51)	Base<10	-	-
Avg. Delay Days Due to LOF - 5.0 dB Loop	61-02	-	-	-	AR	P	n/a	11.0	n/a	-	n/a	n/a	n/a	-	n/a	3.0	n/a	-	-	-
Avg. Delay Days Due to LOF - BRI Loop	61-03	-	-	-	AR	P	n/a	6.0	n/a	-	n/a	11.7	n/a	-	n/a	1.0	n/a	-	-	-
Avg. Delay Days Due to LOF - ISDN BRI Port	61-04	-	-	-	AR	P	n/a	6.0	n/a	-	n/a	11.7	n/a	-	1.0	1.0	n/a	-	-	-
Avg. Delay Days Due to LOF - DS1 Loop	61-05	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	1.0	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - DS1 Dedicated Transport	61-06	-	-	-	AR	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/PRI	61-07	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - DSL - No Line Sharing	61-08	-	-	-	AR	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - DSL - Line Sharing	61-09	-	-	-	AR	P	n/a	6.8	n/a	-	n/a	1.0	n/a	-	n/a	6.0	n/a	-	-	-
Avg. Delay Days Due to LOF - Analog Trunk Port	61-10	-	-	-	AR	P	n/a	11.0	n/a	-	n/a	n/a	n/a	-	n/a	3.0	n/a	-	-	-
Avg. Delay Days Due to LOF - Subtending DDC Trunks	61-11	-	-	-	AR	P	n/a	11.0	n/a	-	n/a	n/a	n/a	-	n/a	3.0	n/a	-	-	-
Avg. Delay Days Due to LOF - DS3 Dedicated Transport	61-12	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - Dark Fiber	61-13	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - Analog Line Port	61-14	-	-	-	AR	P	n/a	11.0	n/a	-	n/a	n/a	n/a	-	n/a	3.0	n/a	-	-	-
Avg. Delay Days Due to LOF - Broadband DSL - No Line Sharing	61-15	-	-	-	AR	P	n/a	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	-	-
Avg. Delay Days Due to LOF - Broadband DSL - Line Sharing	61-16	-	-	-	AR	P	n/a	9.9	n/a	-	n/a	6.7	n/a	-	n/a	9.4	n/a	-	-	-
Avg. Delay Days Due to LOF - Voice Over Data - No Line Sharing	61-17	-	-	-	AR	P	n/a		0.00	Yes	n/a		0.00	Yes	n/a	n/a	0.00	Base<10	-	HIT
Avg. Delay Days for SWBT Missed Due Dates - 8.0 dB Loop Field Work	62-01	M	-	L	AR	P	2.0	5.7	(1.50)	Base<10	3.5	5.4	(0.59)	Base<10	6.0	6.2	(0.02)	Base<10	-	-
Avg. Delay Days for SWBT Missed Due Dates - 8.0 dB Loop No Field Work	62-02	M	-	L	AR	P	3.0	5.2	(0.17)	Base<10	n/a	4.5	n/a	-	n/a	5.1	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - 5.0 dB Loop	62-03	M	-	L	AR	P	3.0	11.6	(0.25)	Base<10	n/a	11.6	n/a	-	n/a	3.0	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - BRI Loop	62-04	M	-	L	AR	P	n/a	3.6	n/a	-	n/a	5.4	n/a	-	n/a	1.9	n/a	-	-	-

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Arkansas Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	May-01 CLEC	May-01 SWBT/ Benchmark	May-01 % Yes - Z-Value	May-01 92% Result	Jun-01 CLEC	Jun-01 SWBT/ Benchmark	Jun-01 % Yes - Z-Value	Jun-01 93% Result	Jul-01 CLEC	Jul-01 SWBT/ Benchmark	Jul-01 % Yes - Z-Value	Jul-01 91% Result	Z	Overall Result 94%
Avg. Delay Days for SWBT Missed Due Dates - ISDN BRI Port	62-05	M	-	L	AR	P	n/a	3.6	n/a	-	n/a	5.4	n/a	-	n/a	1.9	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - DS1 Loop	62-06	M	-	L	AR	P	n/a	n/a	n/a	-	4.0	n/a	n/a	-	1.4	n/a	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - DS1 Dedicated Transport	62-07	M	-	L	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - ISDN/PRI	62-08	M	-	L	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - DSL - No Line Sharing	62-09	M	-	L	AR	B	n/a	6.5	n/a	-	n/a	6.5	n/a	-	n/a	6.5	n/a	-	N	-
Avg. Delay Days for SWBT Missed Due Dates - DSL - Line Sharing	62-10	M	-	L	AR	P	n/a	1.7	n/a	-	n/a	2.5	n/a	-	n/a	3.2	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - Analog Trunk Port	62-11	M	-	L	AR	P	n/a	11.6	n/a	-	n/a	11.6	n/a	-	n/a	3.0	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - Subtending DDC Trunks	62-12	M	-	L	AR	P	n/a	11.6	n/a	-	n/a	11.6	n/a	-	n/a	3.0	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - DS3 Dedicated Transport	62-13	M	-	L	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - Dark Fiber	62-14	M	-	L	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - Analog Line Port	62-15	M	-	L	AR	P	n/a	11.6	n/a	-	n/a	11.6	n/a	-	n/a	3.0	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - Broadband DSL - No Line Sharing	62-16	M	-	L	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	N	-
Avg. Delay Days for SWBT Missed Due Dates - Broadband DSL - Line Sharing	62-17	M	-	L	AR	P	n/a	9.7	n/a	-	n/a	6.8	n/a	-	n/a	8.6	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - Voice Over Data - No Line Sharing	62-18	M	-	L	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	N	-
% SWBT Caused Missed Due Dates > 30 Days - 8.0 dB Loop Field Work	63-01	-	-	-	AR	P	0.0%	0.4%	(0.75)	Yes	0.0%	0.4%	(0.85)	Yes	0.0%	0.3%	(0.66)	Yes	-	HIT
% SWBT Caused Missed Due Dates > 30 Days - 8.0 dB Loop No Field Work	63-02	-	-	-	AR	P	0.0%	0.0%	(0.14)	Yes	0.0%	0.0%	(0.07)	Yes	0.0%	0.0%	(0.05)	Yes	-	HIT
% SWBT Caused Missed Due Dates > 30 Days - 5.0 dB Loop	63-03	-	-	-	AR	P	0.0%	0.2%	(0.17)	Yes	0.0%	0.3%	(0.10)	Base<10	n/a	0.0%	n/a	-	-	-
% SWBT Caused Missed Due Dates > 30 Days - BRI Loop	63-04	-	-	-	AR	P	0.0%	0.0%	0.00	Base<10	0.0%	0.0%	0.00	Base<10	0.0%	0.0%	0.00	Base<10	-	-
% SWBT Caused Missed Due Dates > 30 Days - ISDN BRI Port	63-05	-	-	-	AR	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
% SWBT Caused Missed Due Dates > 30 Days - DS1 Loop	63-06	-	-	-	AR	P	0.0%	0.0%	0.00	Yes	0.0%	n/a	n/a	-	0.0%	0.0%	0.00	Yes	-	HIT
% SWBT Caused Missed Due Dates > 30 Days - DS1 Dedicated Transport	63-07	-	-	-	AR	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-	-
% SWBT Caused Missed Due Dates > 30 Days - ISDN/PRI	63-08	-	-	-	AR	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
% SWBT Caused Missed Due Dates > 30 Days - DSL - No Line Sharing	63-09	-	-	-	AR	-	0.0%	n/a	n/a	-	0.0%	n/a	n/a	-	0.0%	n/a	n/a	-	-	-
% SWBT Caused Missed Due Dates > 30 Days - DSL - Line Sharing	63-10	-	-	-	AR	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
% SWBT Caused Missed Due Dates > 30 Days - Analog Trunk Port	63-11	-	-	-	AR	P	n/a	0.2%	n/a	-	n/a	0.3%	n/a	-	n/a	0.0%	n/a	-	-	-
% SWBT Caused Missed Due Dates > 30 Days - Subtending DDC Trunks	63-12	-	-	-	AR	P	n/a	0.2%	n/a	-	n/a	0.3%	n/a	-	n/a	0.0%	n/a	-	-	-
% SWBT Caused Missed Due Dates > 30 Days - DS3 Dedicated Transport	63-13	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% SWBT Caused Missed Due Dates > 30 Days - Dark Fiber	63-14	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% SWBT Caused Missed Due Dates > 30 Days - Analog Line Port	63-15	-	-	-	AR	P	n/a	0.2%	n/a	-	n/a	0.3%	n/a	-	n/a	0.0%	n/a	-	-	-
% SWBT Caused Missed Due Dates > 30 Days - Broadband DSL - No Line Sharing	63-16	-	-	-	AR	P	n/a	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	-	-
% SWBT Caused Missed Due Dates > 30 Days - Broadband DSL - Line Sharing	63-17	-	-	-	AR	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.2%	n/a	-	-	-
% SWBT Caused Missed Due Dates > 30 Days - Voice Over Data - No Line Sharing	63-18	-	-	-	AR	P	n/a	n/a	0.00	Yes	n/a	n/a	0.00	Yes	n/a	n/a	0.00	Base<10	-	HIT
Trouble Report Rate - 8.0 dB Loop with Test Access	65-01	-	-	H	AR	P	0.9%	1.2%	(2.89)	Yes	0.8%	1.2%	(4.28)	Yes	0.9%	1.3%	(3.85)	Yes	-	HIT
Trouble Report Rate - 5.0 dB Loop with Test Access	65-02	-	-	H	AR	P	0.7%	0.4%	1.35	Yes	1.0%	0.4%	2.49	No	3.9%	0.4%	13.76	No	-	MISS
Trouble Report Rate - BRI Loop with Test Access	65-03	-	-	H	AR	P	0.0%	3.4%	(2.50)	Yes	2.6%	4.7%	(1.28)	Yes	1.0%	3.6%	(1.89)	Yes	-	HIT
Trouble Report Rate - ISDN BRI Port	65-04	-	-	H	AR	P	n/a	3.4%	n/a	-	n/a	4.7%	n/a	-	n/a	3.6%	n/a	-	-	-
Trouble Report Rate - DS1 Loop with Test Access	65-05	-	-	H	AR	P	3.1%	1.5%	0.72	Yes	2.1%	3.1%	(0.52)	Yes	3.6%	4.4%	(0.35)	Yes	-	HIT
Trouble Report Rate - DS1 Dedicated Transport	65-06	-	-	H	AR	P	2.2%	1.5%	0.31	Yes	6.0%	3.1%	0.78	Yes	7.1%	4.4%	0.69	Yes	-	HIT
Trouble Report Rate - ISDN/PRI	65-07	-	-	H	AR	P	0.0%	0.0%	(0.13)	Yes	0.0%	0.0%	(0.12)	Yes	3.2%	0.0%	18.91	No	-	HIT
Trouble Report Rate - DSL - No Line Sharing	65-08	-	-	H	AR	B	0.7%	3.0%	0.00	Yes	1.2%	3.0%	0.00	Yes	1.6%	3.0%	0.00	Yes	N	HIT
Trouble Report Rate - DSL - Line Sharing	65-09	-	-	H	AR	P	n/a	0.7%	n/a	-	n/a	0.3%	n/a	-	n/a	0.3%	n/a	-	-	-
Trouble Report Rate - Analog Trunk Port	65-10	-	-	H	AR	P	n/a	0.4%	n/a	-	n/a	0.4%	n/a	-	n/a	0.4%	n/a	-	-	-
Trouble Report Rate - Subtending DDC Trunks	65-11	-	-	H	AR	P	n/a	0.4%	n/a	-	n/a	0.4%	n/a	-	n/a	0.4%	n/a	-	-	-
Trouble Report Rate - DS3 Dedicated Transport	65-12	-	-	H	AR	P	7.1%	0.0%	0.27	Yes	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Yes	-	HIT
Trouble Report Rate - Dark Fiber	65-13	-	-	H	AR	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
Trouble Report Rate - Analog Line Port	65-14	-	-	H	AR	P	0.0%	0.4%	(0.26)	Yes	0.0%	0.4%	(0.27)	Yes	0.0%	0.4%	(0.27)	Yes	-	HIT
Trouble Report Rate - Broadband DSL - No Line Sharing	65-15	-	-	-	AR	-	n/a	3.0%	n/a	-	n/a	3.0%	n/a	-	n/a	3.0%	n/a	-	-	-
Trouble Report Rate - Broadband DSL - Line Sharing	65-16	-	-	-	AR	-	n/a	4.8%	n/a	-	n/a	2.5%	n/a	-	n/a	2.2%	n/a	-	-	-
Trouble Report Rate (Net of Install & Repeat Rpts) 8.0 dB loop	65.1-01	H	H	-	AR	P	0.8%	1.0%	(2.96)	Yes	0.7%	1.0%	(4.35)	Yes	0.7%	1.1%	(4.75)	Yes	-	HIT
Trouble Report Rate (Net of Install & Repeat Rpts) 5.0 dB loop	65.1-02	H	H	-	AR	P	0.5%	0.3%	1.12	Yes	1.0%	0.4%	2.49	No	3.8%	0.3%	14.08	No	-	MISS
Trouble Report Rate (Net of Install & Repeat Rpts) BRI loop	65.1-03	H	H	-	AR	P	0.0%	2.6%	(2.18)	Yes	0.5%	4.7%	(2.64)	Yes	1.0%	2.7%	(1.40)	Yes	-	HIT
Trouble Report Rate (Net of Install & Repeat Rpts) ISDN BRI Port	65.1-04	H	H	-	AR	P	n/a	2.6%	n/a	-	n/a	4.7%	n/a	-	n/a	2.7%	n/a	-	-	-
Trouble Report Rate (Net of Install & Repeat Rpts) DS1 loop	65.1-05	H	H	-	AR	P	2.2%	1.5%	0.35	Yes	1.4%	3.1%	(1.10)	Yes	2.0%	4.4%	(1.29)	Yes	-	HIT
Trouble Report Rate (Net of Install & Repeat Rpts) DS1 Dedicated Transport	65.1-06	H	H	-	AR	P	2.2%	1.5%	0.31	Yes	6.0%	3.1%	0.78	Yes	7.1%	4.4%	0.69	Yes	-	HIT
Trouble Report Rate (Net of Install & Repeat Rpts) ISDN - PRI	65.1-07	H	H	-	AR	P	0.0%	0.0%	(0.13)	Yes	0.0%	0.0%	(0.12)	Yes	2.1%	0.0%	13.58	No	-	HIT
Trouble Report Rate (Net of Install & Repeat Rpts) DSL - No Line Sharing	65.1-08	H	H	-	AR	P	0.7%	3.0%	0.00	Yes	0.9%	3.0%	0.00	Yes	1.3%	3.0%	0.00	Yes	-	HIT
Trouble Report Rate (Net of Install & Repeat Rpts) DSL - Line Sharing	65.1-09	H	H	-	AR	B	n/a	0.4%	n/a	-	n/a	0.0%	n/a	-	n/a	0.2%	n/a	-	N	-
Trouble Report Rate (Net of Install & Repeat Rpts) Analog Trunk Port	65.1-10	H	H	-	AR	P	n/a	0.3%	n/a	-	n/a	0.4%	n/a	-	n/a	0.3%	n/a	-	-	-
Trouble Report Rate (Net of Install & Repeat Rpts) Subtend Dig Dir Comb Trks	65.1-11	H	H	-	AR	P	n/a	0.3%	n/a	-	n/a	0.4%	n/a	-	n/a	0.3%	n/a	-	-	-
Trouble Report Rate (Net of Install & Repeat Rpts) DS3 Dedicated Transport	65.1-12	H	H	-	AR	P	7.1%	0.0%	0.27	Yes	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Yes	-	HIT
Trouble Report Rate (Net of Install & Repeat Rpts) Dark Fiber	65.1-13	H	H	-	AR	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
Trouble Report Rate (Net of Install & Repeat Rpts) Analog Line Port	65.1-14	H	H	-	AR	P	0.0%	0.3%	(0.24)	Yes	0.0%	0.4%	(0.27)	Yes	0.0%	0.3%	(0.26)	Yes	-	HIT
% Missed Repair Commitment - 8 dB Loop	66-01	H	H	H	AR	P	0.7%	9.9%	(3.77)	Yes	3.8%	12.2%	(2.95)	Yes	0.0%	11.0%	(4.11)	Yes	-	HIT
% Missed Repair Commitment - DSL Line Sharing	66-02	H	H	H	AR	P	n/a	17.8%	n/a	-	0.0%	5.2%	(0.33)	Base<10	n/a	6.1%	n/a	-	-	-
Mean Time to Restore - 8.0 dB Loop with Test Access-Dispatch	67-01	H	H	H	AR	P	2.5	8.4	(4.26)	Yes	3.5	9.3	(4.23)	Yes	2.8	8.7	(4.31)	Yes	-	HIT
Mean Time to Restore - 5.0 dB Loop with Test Access-Dispatch	67-02	H	H	H	AR	P	2.4	7.0	(1.03)	Base<10	1.8	6.5	(0.88)	Base<10	2.0	5.2	(1.52)	Yes	-	-
Mean Time to Restore - BRI Loop with Test Access-Dispatch	67-03	H	H	H	AR	P	n/a	9.4	n/a	-	2.3	5.1	(1.10)	Base<10	1.7	7.5	(0.83)	Base<10	-	-
Mean Time to Restore - ISDN BRI Port-Dispatch	67-04	H	H	H	AR	P	n/a	9.4	n/a	-	n/a	5.1	n/a	-	n/a	7.5	(6.35)	Base<10	-	-

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Arkansas Performance Measures

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Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	May-01 CLEC	May-01 SWBT/ Benchmark	May-01 % Yes - Z-Value	May-01 92% Result	Jun-01 CLEC	Jun-01 SWBT/ Benchmark	Jun-01 % Yes - Z-Value	Jun-01 93% Result	Jul-01 CLEC	Jul-01 SWBT/ Benchmark	Jul-01 % Yes - Z-Value	Jul-01 91% Result	Z	Overall Result 94%
Mean Time to Restore - DS1 Loop with Test Access-Dispatch	67-05	H	H	H	AR	P	3.1	n/a	n/a	-	5.5	1.9	3.53	No	4.6	2.2	2.39	No	-	MISS
Mean Time to Restore - DS1 Dedicated Transport-Dispatch	67-06	H	H	H	AR	P	4.1	n/a	n/a	-	1.1	1.9	(0.70)	Base<10	1.9	2.2	(0.32)	Base<10	-	-
Mean Time to Restore - ISDN/PRI -Dispatch	67-07	H	H	H	AR	P	n/a	3.9	n/a	-	n/a	1.8	n/a	-	1.4	9.9	(0.65)	Base<10	-	-
Mean Time to Restore - DSL -Dispatch - No Line Sharing	67-08	H	H	H	AR	B	4.0	9.0	0.00	Base<10	3.0	9.0	0.00	Yes	3.1	9.0	0.00	Yes	N	HIT
Mean Time to Restore - DSL -Dispatch - Line Sharing	67-09	H	H	H	AR	P	n/a	15.1	n/a	-	13.5	9.2	0.87	Base<10	n/a	12.2	n/a	-	-	-
Mean Time to Restore - Analog Trunk Port-Dispatch	67-10	H	H	H	AR	P	n/a	7.0	n/a	-	n/a	6.5	n/a	-	n/a	5.2	n/a	-	-	-
Mean Time to Restore - Subtending DDC Trunks-Dispatch	67-11	H	H	H	AR	P	n/a	7.0	n/a	-	n/a	6.5	n/a	-	n/a	5.2	n/a	-	-	-
Mean Time to Restore - DS3 Dedicated Transport-Dispatch	67-12	H	H	H	AR	P	0.2	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Mean Time to Restore - Dark Fiber-Dispatch	67-13	H	H	H	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Mean Time to Restore - Analog Line Port-Dispatch	67-14	H	H	H	AR	P	n/a	7.0	n/a	-	n/a	6.5	n/a	-	n/a	5.2	n/a	-	-	-
Mean Time to Restore - Broadband DSL - Dispatch - No Line Sharing	67-15	-	-	-	AR	-	n/a	9.0	n/a	-	n/a	9.0	n/a	-	n/a	9.0	n/a	-	-	-
Mean Time to Restore - Broadband DSL - Dispatch - Line Sharing	67-16	-	-	-	AR	-	n/a	16.8	n/a	-	n/a	6.0	n/a	-	n/a	7.3	n/a	-	-	-
Mean Time to Restore - 8.0 dB Loop with Test Access-No Dispatch	67-17	H	H	H	AR	P	6.6	3.6	0.29	Base<10	0.0	3.7	(0.27)	Base<10	3.2	2.4	0.09	Base<10	-	-
Mean Time to Restore - 5.0 dB Loop with Test Access-No Dispatch	67-18	H	H	H	AR	P	n/a	2.0	n/a	-	n/a	2.0	n/a	-	6.5	1.8	8.27	No	-	-
Mean Time to Restore - BRI Loop with Test Access-No Dispatch	67-19	H	H	H	AR	P	n/a	1.4	n/a	-	n/a	1.0	n/a	-	n/a	0.8	n/a	-	-	-
Mean Time to Restore - ISDN BRI Port-No Dispatch	67-20	H	H	H	AR	P	n/a	1.4	n/a	-	n/a	1.0	n/a	-	n/a	0.8	n/a	-	-	-
Mean Time to Restore - DS1 Loop with Test Access-No Dispatch	67-21	H	H	H	AR	P	n/a	0.6	n/a	-	n/a	0.0	n/a	-	0.4	0.6	(0.25)	Base<10	-	-
Mean Time to Restore - DS1 Dedicated Transport-No Dispatch	67-22	H	H	H	AR	P	n/a	0.6	n/a	-	n/a	0.0	n/a	-	n/a	0.6	n/a	-	-	-
Mean Time to Restore - ISDN/PRI - No Dispatch	67-23	H	H	H	AR	P	n/a	1.1	n/a	-	n/a	2.6	n/a	-	n/a	0.8	n/a	-	-	-
Mean Time to Restore - DSL -No Dispatch - No Line Sharing	67-24	H	H	H	AR	B	n/a	9.0	n/a	-	n/a	9.0	n/a	-	n/a	9.0	n/a	-	N	-
Mean Time to Restore - DSL -No Dispatch - Line Sharing	67-25	H	H	H	AR	P	n/a	4.1	n/a	-	n/a	6.9	n/a	-	n/a	n/a	n/a	-	-	-
Mean Time to Restore - Analog Trunk Port-No Dispatch	67-26	H	H	H	AR	P	n/a	2.0	n/a	-	n/a	2.0	n/a	-	n/a	1.8	n/a	-	-	-
Mean Time to Restore - Subtending DDC Trunks-No Dispatch	67-27	H	H	H	AR	P	n/a	2.0	n/a	-	n/a	2.0	n/a	-	n/a	1.8	n/a	-	-	-
Mean Time to Restore - DS3 Dedicated Transport-No Dispatch	67-28	H	H	H	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Mean Time to Restore - Dark Fiber-No Dispatch	67-29	H	H	H	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Mean Time to Restore - Analog Line Port-No Dispatch	67-30	H	H	H	AR	P	n/a	2.0	n/a	-	n/a	2.0	n/a	-	n/a	1.8	n/a	-	-	-
Mean Time to Restore - Broadband DSL -No Dispatch - No Line Sharing	67-31	-	-	-	AR	-	n/a	9.0	n/a	-	n/a	9.0	n/a	-	n/a	9.0	n/a	-	-	-
Mean Time to Restore - Broadband DSL -No Dispatch - Line Sharing	67-32	-	-	-	AR	-	n/a	11.9	n/a	-	n/a	0.6	n/a	-	n/a	1.4	n/a	-	-	-
% Repeat Reports - 8.0 dB Loop with Test Access	69-01	H	H	H	AR	P	6.2%	10.8%	(1.79)	Yes	6.0%	12.4%	(2.22)	Yes	6.1%	11.6%	(2.04)	Yes	-	HIT
% Repeat Reports - 5.0 dB Loop with Test Access	69-02	H	H	H	AR	P	20.0%	12.6%	0.49	Base<10	0.0%	12.8%	(1.01)	Base<10	3.8%	8.6%	(0.84)	Yes	-	-
% Repeat Reports - BRI Loop with Test Access	69-03	H	H	H	AR	P	n/a	21.6%	n/a	-	20.0%	16.7%	0.19	Base<10	0.0%	18.5%	(0.67)	Base<10	-	-
% Repeat Reports - ISDN BRI Port	69-04	H	H	H	AR	P	n/a	21.6%	n/a	-	n/a	16.7%	n/a	-	n/a	18.5%	n/a	-	-	-
% Repeat Reports - DS1 Loop with Test Access	69-05	H	H	H	AR	P	17.4%	0.0%	0.46	Yes	5.9%	0.0%	0.35	Yes	12.5%	0.0%	0.65	Yes	-	HIT
% Repeat Reports - DS1 Dedicated Transport	69-06	H	H	H	AR	P	0.0%	0.0%	0.00	Base<10	0.0%	0.0%	0.00	Base<10	0.0%	0.0%	0.00	Base<10	-	-
% Repeat Reports - ISDN/PRI	69-07	H	H	H	AR	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	0.0%	0.0%	0.0%	Base<10	-	-
% Repeat Reports - DSL - No Line Sharing	69-08	H	H	H	AR	B	0.0%	12.0%	0.0	Base<10	10.0%	12.0%	0.0	Yes	14.3%	12.0%	2.0	No	N	-
% Repeat Reports - DSL - Line Sharing	69-09	H	H	H	AR	P	n/a	8.2%	n/a	-	0.0%	0.0%	0.00	Base<10	n/a	0.0%	n/a	-	-	-
% Repeat Reports - Analog Trunk Port	69-10	H	H	H	AR	P	n/a	12.6%	n/a	-	n/a	12.8%	n/a	-	n/a	8.6%	n/a	-	-	-
% Repeat Reports - Subtending DDC Trunks	69-11	H	H	H	AR	P	n/a	12.6%	n/a	-	n/a	12.8%	n/a	-	n/a	8.6%	n/a	-	-	-
% Repeat Reports - DS3 Dedicated Transport	69-12	H	H	H	AR	P	0.0%	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Repeat Reports - Dark Fiber	69-13	H	H	H	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Repeat Reports - Analog Line Port	69-14	H	H	H	AR	P	n/a	12.6%	n/a	-	n/a	12.8%	n/a	-	n/a	8.6%	n/a	-	-	-
% Repeat Reports - Broadband DSL - No Line Sharing	69-15	-	-	-	AR	-	n/a	12.0%	n/a	-	n/a	12.0%	n/a	-	n/a	12.0%	n/a	-	-	-
% Repeat Reports - Broadband DSL - Line Sharing	69-16	-	-	-	AR	-	n/a	5.5%	n/a	-	n/a	8.6%	n/a	-	n/a	6.8%	n/a	-	-	-
% Trunk Blockage - SWBT End Office to CLEC	70-01	H	H	M	AR	B	0.0%	1.0%	(1.00)	Yes	0.0%	1.0%	(0.99)	Yes	n/a	1.0%	n/a	-	Y	HIT
% Trunk Blockage - SWBT Tandem to CLEC	70-02	H	H	M	AR	B	0.1%	1.0%	(0.91)	Yes	0.3%	1.0%	(0.69)	Yes	n/a	1.0%	n/a	-	Y	HIT
Common Transport Block > 2%	71-01	-	H	M	AR	B	3.4%	3.0%	0.39	Yes	1.7%	3.0%	(1.31)	Yes	1.8%	3.0%	(1.18)	Yes	Y	HIT
% Installations Comp. Within the Cust. Req. Due Date - Interconnection Trunks	73-01	H	H	-	AR	B	100.0%	95.0%	(5.00)	Yes	90.7%	95.0%	4.28	No	100.0%	95.0%	(5.00)	Yes	Y	HIT
% Installations Comp. Within the Cust. Req. Due Date - SS7	73-02	H	H	-	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installations Comp. Within the Cust. Req. Due Date - OD/DA	73-03	H	H	-	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installations Comp. Within the Cust. Req. Due Date - E911	73-04	H	H	-	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	Y	-
% Held Interconnection Trunks - Interconnection Trunks > 30 Days due to Lack of Fac	73.1-01	M	L	-	AR	P	0.0%	16.8%	-6.2	Yes	0.0%	22.5%	-9.0	Yes	0.0%	14.3%	-11.7	Yes	-	HIT
% Held Interconnection Trunks - SS7 > 30 Days due to Lack of Facilities	73.1-02	M	L	-	AR	P	n/a	0.0%	n/a	-	n/a	22.7%	n/a	-	n/a	40.0%	n/a	-	-	-
% Held Interconnection Trunks - OS/DA > 30 Days due to Lack of Facilities	73.1-03	M	L	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Held Interconnection Trunks - E911 > 30 Days due to Lack of Facilities	73.1-04	M	L	-	AR	P	n/a	0.0%	n/a	-	n/a	20.0%	n/a	-	0.0%	14.3%	-0.6	Base<10	-	-
Avg. Delay Days for Missed Due Dates - Interconnection Trunks	74-01	L	-	-	AR	P	n/a	30.0	n/a	-	5.0	41.4	-6.7	Yes	n/a	42.9	n/a	-	-	-
Avg. Delay Days for Missed Due Dates - SS7	74-02	L	-	-	AR	P	n/a	n/a	n/a	-	n/a	166.8	n/a	-	n/a	34.3	n/a	-	-	-
Avg. Delay Days for Missed Due Dates - OS/DA	74-03	L	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days for Missed Due Dates - E911	74-04	L	-	-	AR	P	n/a	n/a	n/a	-	n/a	81.7	n/a	-	n/a	26.6	n/a	-	-	-
Avg. Trunk Restoral Interval - Interconnection Trunks	76-01	L	-	-	AR	P	n/a	n/a	n/a	-	4.4	n/a	n/a	-	2.3	n/a	n/a	-	-	-
Avg. Trunk Restoral Interval - SS7	76-02	L	-	-	AR	P	n/a	7.0	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Trunk Restoral Interval - OS/DA	76-03	L	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Trunk Restoral Interval - E911	76-04	L	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Trunk Rest. Intvl. for Svc. Affect. Trk. Groups - Tdm. Trk. Grps. - Interconn.Trks	77-01	H	H	M	AR	B	n/a	1.0	n/a	-	n/a	1.0	n/a	-	n/a	1.0	n/a	-	Y	-
Avg. Trunk Rest. Intvl. for Svc. Affect. Trk. Groups - Tdm. Trk. Grps. - SS7	77-02	H	H	M	AR	B	n/a	1.0	n/a	-	n/a	1.0	n/a	-	n/a	1.0	n/a	-	Y	-
Avg. Trunk Rest. Intvl. for Svc. Affect. Trk. Groups - Tdm. Trk. Grps. - OS/DA	77-03	H	H	M	AR	B	n/a	1.0	n/a	-	n/a	1.0	n/a	-	n/a	1.0	n/a	-	Y	-
Avg. Trunk Rest. Intvl. for Svc. Affect. Trk. Groups - Tdm. Trk. Grps. - E911	77-04	H	H	M	AR	B	n/a	1.0	n/a	-	n/a	1.0	n/a	-	n/a	1.0	n/a	-	Y	-

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Arkansas Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	May-01 CLEC	May-01 SWBT/ Benchmark	May-01 % Yes - Z-Value	May-01 92% Result	Jun-01 CLEC	Jun-01 SWBT/ Benchmark	Jun-01 % Yes - Z-Value	Jun-01 93% Result	Jul-01 CLEC	Jul-01 SWBT/ Benchmark	Jul-01 % Yes - Z-Value	Jul-01 91% Result	Z	Overall Result 94%
Avg. Trunk Rest. Intvl. for Svc. Affect. Trk. Groups - Non Tdm. Trk. Grps. - Interconn. T	77-05	H	H	M	AR	B	n/a	2.0	n/a	-	n/a	2.0	n/a	-	n/a	2.0	n/a	-	Y	-
Avg. Trunk Rest. Intvl. for Svc. Affect. Trk. Groups - Non Tdm. Trk. Grps. - SS7	77-06	H	H	M	AR	B	n/a	2.0	n/a	-	n/a	2.0	n/a	-	n/a	2.0	n/a	-	Y	-
Avg. Trunk Rest. Intvl. for Svc. Affect. Trk. Groups - Non Tdm. Trk. Grps. - OS/DA	77-07	H	H	M	AR	B	n/a	2.0	n/a	-	n/a	2.0	n/a	-	n/a	2.0	n/a	-	Y	-
Avg. Trunk Rest. Intvl. for Svc. Affect. Trk. Groups - Non Tdm. Trk. Grps. - E911	77-08	H	H	M	AR	B	n/a	2.0	n/a	-	n/a	2.0	n/a	-	n/a	2.0	n/a	-	Y	-
DA Avg. Speed of Answer	80-01	-	L	-	AR	B	7.4	15.0	0.00	Yes	9.2	15.0	0.00	Yes	8.7	15.0	0.00	Yes	N	HIT
OS Avg. Speed of Answer	82-01	-	L	-	AR	B	5.8	10.0	0.00	Yes	7.0	10.0	0.00	Yes	6.3	10.0	0.00	Yes	N	HIT
% of LNP Only Due Dates within Industry Guidelines	91-01	-	-	-	AR	B	100.0%	96.5%	(3.50)	Yes	100.0%	96.5%	(3.50)	Yes	100.0%	96.5%	(3.50)	Yes	N	HIT
% of Time the OSP Releases Prior to the Exp.of the T2 Timer	92-01	-	-	-	AR	B	99.8%	96.5%	(3.29)	Yes	100.0%	96.5%	(3.50)	Yes	100.0%	96.5%	(3.50)	Yes	N	HIT
% of Customer Accounts Restructured Prior to LNP Due Date	93-01	L	-	-	AR	B	88.9%	96.5%	7.61	Base<10	100.0%	96.5%	(3.50)	Yes	100.0%	96.5%	(3.50)	Base<10	Y	-
% Premature Disconnects for Stand Alone LNP Orders	96-01	H	H	-	AR	B	0.0%	2.0%	(2.00)	Yes	0.0%	2.0%	(2.00)	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 Only	97-01	H	H	-	AR	B	100.0%	96.5%	(3.50)	Yes	99.4%	96.5%	(2.86)	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 L	97-02	H	H	-	AR	B	100.0%	96.5%	(3.50)	Yes	99.6%	96.5%	(3.08)	Yes	100.0%	96.5%	(3.50)	Yes	Y	HIT
Percent LNP I-Reports in 10 Days	98-01	H	H	-	AR	P	0.0%	1.5%	(1.67)	Yes	0.0%	1.8%	(1.86)	Yes	0.0%	1.8%	(1.68)	Yes	-	HIT
Avg. Delay Days for SWBT Missed Due Dates - LNP	99-01	M	M	-	AR	P	5.0	5.2	(0.02)	Base<10	1.0	4.5	(0.67)	Base<10	1.0	5.1	(0.72)	Base<10	-	-
Avg. Time of Out of Service for LNP Conversions	100-01	-	-	-	AR	B	0.5	60.0	(59.52)	Yes	0.4	60.0	(59.55)	Yes	1.2	60.0	(58.82)	Yes	N	HIT
% Out of Service less than 60 Minutes	101-01	H	H	-	AR	B	100.0%	96.5%	(3.50)	Yes	100.0%	96.5%	(3.50)	Yes	99.5%	96.5%	(2.97)	Yes	N	HIT
Avg. Time to Clear Errors (Hours)	102-01	L	-	-	AR	P	n/a	n/a	n/a	-	0.02	8.60	-1.01	Base<10	n/a	14.6	n/a	-	-	-
% Errors for E-911 Database Updates	103-01	L	-	-	AR	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	-	-	AR	P	0.1	2.8	(6.53)	Yes	0.1	2.8	(4.61)	Yes	0.1	3.0	(4.11)	Yes	-	HIT
Avg. Time Req. to Unlock 911 Record	104.1-01	-	-	-	AR	-	1.7		n/a	-	n/a		n/a	-	n/a		n/a	-	-	-
% of Request Processed within 35 Days	105-01	L	-	-	AR	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	100.0%	90.0%	0.00	Base<10	N	-
Average Days Required to Process a Request	106-01	-	-	-	AR	B	n/a	14.0	n/a	-	n/a	14.0	n/a	-	5.3	14.0	0.00	Base<10	N	-
% Missed Collocation Due Dates - Caged - Initial	107-01	H	H	M	AR	B	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	N	-
% Missed Collocation Due Dates - Caged - Augments	107-02	H	H	M	AR	B	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	0.0%	5.0%	0.00	Base<10	N	-
% Missed Collocation Due Dates - Cageless - Initial	107-03	H	H	M	AR	B	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	N	-
% Missed Collocation Due Dates - Cageless - Augments	107-04	H	H	M	AR	B	n/a	5.0%	n/a	-	0.0%	5.0%	0.00	Base<10	n/a	5.0%	n/a	-	N	-
% Missed Collocation Due Dates - Shared Caged - Initial	107-05	H	H	M	AR	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	AR	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	AR	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 - Augments	107-08	H	H	M	AR	B	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	N	-
Avg. Delay Days - Caged - Initial	108-01	L	-	-	AR	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	N	-
Avg. Delay Days - Caged - Augments	108-02	L	-	-	AR	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	-	-	AR	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	N	-
Avg. Delay Days - Cageless - Augments	108-04	L	-	-	AR	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	-	-	AR	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	-	-	AR	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	-	-	AR	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	-	-	AR	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	-	-	AR	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 - Caged - Augments	109-02	L	-	-	AR	B	100.0%	90.0%	0.00	Base<10	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	N	-
% of Collocation Requests within Guidelines - Cageless - Initial	109-03	L	-	-	AR	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 - Cageless - Augments	109-04	L	-	-	AR	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 - Initial	109-05	L	-	-	AR	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	-	-	AR	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	-	-	AR	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	-	-	AR	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	-	-	AR	B	100.00%	95.0%	(5.00)	Yes	100.00%	95.0%	(5.00)	Yes	100.00%	95.0%	(5.00)	Yes	N	HIT
Average Update Interval for DA Database	111-01	L	-	-	AR	B	24.0	36.0	(12.00)	Yes	24.0	36.0	(12.00)	Yes	24.0	36.0	(12.00)	Yes	N	HIT
% of Database Accuracy for Manual Updates	112-01	L	-	-	AR	B	100.0%	97.0%	(3.00)	Yes	100.0%	97.0%	(3.00)	Yes	99.6%	97.0%	(2.62)	Yes	N	HIT
% of Electronic Updates That Flow Through The DSR Process Without Manual Interve	113-01	L	-	-	AR	B	60.9%	97.0%	36.1	No	0.5	97.0%	49.6	No	43.8%	97.0%	53.3	No	Y	MISS
% of Premature Disconnects - CHC/FDT - LNP With Loop Lines - CHC	114-01	H	H	-	AR	B	0.0%	2.0%	0.00	Yes	0.0%	2.0%	0.00	Yes	0.0%	2.0%	0.00	Yes	N	HIT
% of Premature Disconnects - CHC/FDT - LNP With Loop Lines - FDT	114-02	H	H	-	AR	B	0.0%	2.0%	0.00	Base<10	0.0%	2.0%	0.00	Base<10	n/a	2.0%	n/a	-	N	-
CHC/FDT LNP with Loop Provisioning Interval - Coor. Hot Cuts (<10 Lines)	114.1-01	-	-	-	AR	B	96.2%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	Y	-
CHC/FDT LNP with Loop Provisioning Interval - Coor. Hot Cuts (10-24 Lines)	114.1-02	-	-	-	AR	B	100.0%		n/a	-	100.0%		n/a	-	n/a		n/a	-	Y	-
CHC/FDT LNP with Loop Provisioning Interval - Frame Due Time (<10 Lines)	114.1-03	-	-	-	AR	B	100.0%		n/a	-	100.0%		n/a	-	n/a		n/a	-	Y	-
CHC/FDT LNP with Loop Provisioning Interval - Frame Due Time (10-24 Lines)	114.1-04	-	-	-	AR	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	Y	-
% Provisioning Trouble Reports (PTR) - CHC	115-01	-	-	-	AR	-	2.8%		n/a	-	2.0%		n/a	-	0.0%		n/a	-	-	-
% Provisioning Trouble Reports (PTR) - FDT	115-02	-	-	-	AR	-	0.0%		n/a	-	0.0%		n/a	-	n/a		n/a	-	-	-
Mean Time to Restore - PTR - CHC	115.1-01	-	-	-	AR	-	125.5		n/a	-	818.5		n/a	-	n/a		n/a	-	-	-
Mean Time to Restore - PTR - FDT	115.1-02	-	-	-	AR	-	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-	-
% NXXs Loaded/Tested Prior to LERG	117-01	H	H	-	AR	P	100.0%	n/a	n/a	-	80.0%	100.0%	3.25	Base<10	30.8%	100.0%	2.43	No	-	-
Avg. Delay Days for NXX Loading and Testing	118-01	L	-	-	AR	P	n/a	n/a	n/a	-	8.0	n/a	n/a	-	5.0	n/a	n/a	-	-	-
% of Requests Processed within 30 Business Days	120-01	-	-	-	AR	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	-	AR	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	-	AR	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	-	AR	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	-	-
% of Timely and Compliant Change Management Notices	123-01	-	-	-	CO	-	80.0%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	-	-

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							May-01				Jun-01				Jul-01					Overall Result
								SWBT/	% Yes -	92%		SWBT/	% Yes -	93%		SWBT/	% Yes -	91%		
Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	CLEC	Benchmark	Z-Value	Result	CLEC	Benchmark	Z-Value	Result	CLEC	Benchmark	Z-Value	Result	Z	94%
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	-

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Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	May-01 CLEC	May-01 SWBT/ Benchmark	May-01 % Yes - Z-Value	May-01 92% Result	Jun-01 CLEC	Jun-01 SWBT/ Benchmark	Jun-01 % Yes - Z-Value	Jun-01 93% Result	Jul-01 CLEC	Jul-01 SWBT/ Benchmark	Jul-01 % Yes - Z-Value	Jul-01 91% Result	Z	Overall Result 94%
Total # Submeasures									812				812				812			
# Counted (with z-score and sample size of 10 or more)									235				232				235			
# Not Counted (Base < 10 or n/a)									577				580				577			
Critical Z Value									1.68				1.68				1.68			
Number of Submeasures Met									217				215				214			218
Number of Submeasures Missed									18				17				21			14
Success Ratio - All Measures									92.3%				92.7%				91.1%			94.0%
Total # Tier 2 Submeasures									338				338				338			
# Counted (with z-score and sample size of 10 or more)									138				135				143			
# Not Counted (Base < 10 or n/a)									200				203				195			
Number of Submeasures Met									133				127				131			130
Number of Submeasures Missed									5				8				12			6
Success Ratio - Tier 2 Measures Only									96.4%				94.1%				91.6%			95.6%
Total # Tier 1 and/or Tier 2 Submeasures									422				422				422			
# Counted (with z-score and sample size of 10 or more)									158				157				163			
# Not Counted (Base < 10 or n/a)									264				265				259			
Number of Submeasures Met									152				147				150			149
Number of Submeasures Missed									6				10				13			7
Success Ratio - Tier 1 and/or Tier 2 Measures									96.2%				93.6%				92.0%			95.5%
Total # Tier 3 Submeasures (FCC 20)									368				368				368			
# Counted (with z-score and sample size of 10 or more)									116				114				119			
# Not Counted (Base < 10 or n/a)									252				254				249			
Number of Submeasures Met									110				108				109			108
Number of Submeasures Missed									6				6				10			6
Success Ratio - Tier 3 Measures (FCC 20)									94.8%				94.7%				91.6%			94.7%

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.
(3) Beginning with August 2000 data, T2A Version 1.7 rules, some measures no longer use the critical Z allowance to determine compliance. The column headed "Z" shows "Y" if the critical Z is allowed and "N" if it is not allowed.
Measures marked "N" for "citical Z not allowed" will have a z-score of either 0 or 2. (0=Hit, 2=Miss) All measures involved have benchmarks rather than parity comparisons.
(4) PM 5, 56, 56.1, 65 and 67 which are FCC 20 measures 1, 6c, 6c.1, 12c and 13c are reported to the FCC for version 1.6 only. However, on the HOMR we show version 1.7 for these measures. So the disaggregations reported to the FCC may differ slightly.

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Missouri Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	May-01 CLEC	May-01 SWBT/ Benchmark	May-01 % Yes - Z-Value	May-01 89% Result	Jun-01 CLEC	Jun-01 SWBT/ Benchmark	Jun-01 % Yes - Z-Value	Jun-01 92% Result	Jul-01 CLEC	Jul-01 SWBT/ Benchmark	Jul-01 % Yes - Z-Value	Jul-01 92% Result	Z	Overall Result 93%
Avg. Resp. for OSS Pre-Order - Address Verification - DATAGATE	1-01	-	-	M	CO	B	2.1	4.7	0.00	Yes	2.7	4.7	0.00	Yes	2.4	4.7	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Req. for Telephone Number - DATAGATE	1-02	-	-	M	CO	B	2.9	4.5	0.00	Yes	3.4	4.5	0.00	Yes	2.9	4.5	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Req. for CSR (< 30 WTN) - DATAGATE	1-03	-	-	M	CO	B	2.6	6.6	0.00	Yes	2.1	6.6	0.00	Yes	2.3	6.6	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Req. for CSR (> 30 WTN) - DATAGATE	1-04	-	-	M	CO	B	16.4		n/a	-	15.8		n/a	-	11.6		n/a	-	N	-
Avg. Resp. for OSS Pre-Order - Serv. Availability - DATAGATE	1-05	-	-	M	CO	B	1.0	6.6	0.00	Yes	1.1	6.6	0.00	Yes	0.9	6.6	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Serv. Appointment Scheduling - DATAGATE	1-06	-	-	M	CO	B	0.8	1.0	0.00	Yes	0.3	1.0	0.00	Yes	0.3	1.0	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Dispatch Required - DATAGATE	1-07	-	-	M	CO	B	6.8	12.6	0.00	Yes	6.9	12.6	0.00	Yes	7.4	12.6	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - PIC - DATAGATE	1-08	-	-	M	CO	B	5.5	19.1	0.00	Yes	7.3	19.1	0.00	Yes	6.8	19.1	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Actual Loop Makeup-Actual Returned	1-09	-	-	-	CO	B	22.2	12.6	2.00	No	19.9	12.6	2.00	No	24.0	12.6	2.00	No	N	MISS
Avg. Resp. for OSS Pre-Order - Actual Loop Makeup-Design Returned	1-10	-	-	-	CO	B	12.9	23.0	0.00	Yes	13.2	23.0	0.00	Yes	12.2	23.0	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Design Loop Makeup-Design Returned	1-11	-	-	-	CO	B	6.5	10.0	0.00	Yes	4.6	10.0	0.00	Yes	5.1	10.0	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Protocol Translation - EDI Input	1-12	-	-	-	CO	B	7.8		n/a	-	85.3		n/a	-	16.8		n/a	-	N	-
Avg. Resp. for OSS Pre-Order - Protocol Translation - EDI Output	1-13	-	-	-	CO	B	9.7		n/a	-	21.3		n/a	-	8.9		n/a	-	N	-
Avg. Resp. for OSS Pre-Order - Protocol Translation - CORBA Input	1-14	-	-	-	CO	B	0.1		n/a	-	0.1		n/a	-	n/a		n/a	-	N	-
Avg. Resp. for OSS Pre-Order - Protocol Translation - CORBA Output	1-15	-	-	-	CO	B	0.2		n/a	-	0.2		n/a	-	n/a		n/a	-	N	-
Avg. Resp. for OSS Pre-Order - Address Verification -VERIGATE	1-16	-	-	M	CO	B	2.8	4.7	0.00	Yes	3.1	4.7	0.00	Yes	2.7	4.7	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Req. for Telephone Number - VERIGATE	1-17	-	-	M	CO	B	1.8	4.5	0.00	Yes	1.8	4.5	0.00	Yes	1.8	4.5	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Req. for CSR (< 30 WTM) - VERIGATE	1-18	-	-	M	CO	B	4.0	6.6	0.00	Yes	3.4	6.6	0.00	Yes	2.7	6.6	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Req. for CSR (> 30 WTM) - VERIGATE	1-19	-	-	M	CO	B	7.2		n/a	-	6.2		n/a	-	5.7		n/a	-	N	-
Avg. Resp. for OSS Pre-Order - Serv. Availability - VERIGATE	1-20	-	-	M	CO	B	2.8	6.6	0.00	Yes	2.4	6.6	0.00	Yes	1.9	6.6	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Serv. Appointment Scheduling - VERIGATE	1-21	-	-	M	CO	B	1.0	1.0	2.00	No	0.6	1.0	0.00	Yes	0.0	0.0	0.00	Base<10	N	-
Avg. Resp. for OSS Pre-Order - Dispatch Required - VERIGATE	1-22	-	-	M	CO	B	6.8	12.6	0.00	Yes	6.7	12.6	0.00	Yes	6.8	12.6	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - PIC - VERIGATE	1-23	-	-	M	CO	B	7.0	19.1	0.00	Yes	6.6	19.1	0.00	Yes	6.3	19.1	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Act. Loop MakeUp - Act. Data Ret. - VERIGATE	1-24	-	-	-	CO	B	29.4	12.6	2.00	No	25.8	12.6	2.00	No	24.9	12.6	2.00	No	N	MISS
Avg. Resp. for OSS Pre-Order - Act. Loop MakeUp - Des. Data Ret. - VERIGATE	1-25	-	-	-	CO	B	26.4	23.0	2.00	No	22.5	23.0	0.00	Yes	21.2	23.0	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - Des. Loop MakeUp - Des. Data Ret. - VERIGATE	1-26	-	-	-	CO	B	10.0	10.0	2.00	No	6.0	10.0	0.00	Yes	6.3	10.0	0.00	Yes	N	HIT
Avg. Resp. for OSS Pre-Order - CSR Detail - VERIGATE (FCC Rqmt. Only)	1-27	-	-	M	CO	B	9.3		n/a	-	7.1		n/a	-	7.7		n/a	-	N	-
Avg. Response Time for Loop Make-Up Information	1.1-01	L	M	M	MO	B	0.9	0.9	(2.14)	Yes	0.6	1.0	(2.39)	Yes	0.7	1.1	(2.32)	Yes	Y	HIT
Accuracy of Actual Loop Makeup Information Provided for DSL Orders	1.2-01	L	M	-	MO	B	98.7%	100.0%	7.97	No	99.3%	100.0%	4.98	No	99.4%	100.0%	4.95	No	Y	MISS
Avg. Resp. Rec. within "x" sec. - Address Verification - DATAGATE	2-01	L	M	-	CO	B	99.6%	95.0%	0.00	Yes	98.7%	95.0%	0.00	Yes	99.5%	95.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Req. for Telephone Number - DATAGATE	2-02	L	M	-	CO	B	99.3%	95.0%	0.00	Yes	98.5%	95.0%	0.00	Yes	99.3%	95.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Req. for CSR - DATAGATE	2-03	L	M	-	CO	B	98.5%	95.0%	0.00	Yes	99.3%	95.0%	0.00	Yes	99.3%	95.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Service Availability - DATAGATE	2-04	L	M	-	CO	B	99.8%	95.0%	0.00	Yes	99.7%	95.0%	0.00	Yes	99.8%	95.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Serv. Appointment Scheduling - DATAGATE	2-05	L	M	-	CO	B	98.2%	95.0%	0.00	Yes	98.9%	95.0%	0.00	Yes	99.5%	95.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Dispatch Required - DATAGATE	2-06	L	M	-	CO	B	99.7%	95.0%	0.00	Yes	99.6%	95.0%	0.00	Yes	99.3%	95.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - PIC - DATAGATE	2-07	L	M	-	CO	B	99.9%	95.0%	0.00	Yes	99.4%	95.0%	0.00	Yes	99.8%	95.0%	0.00	Yes	N	HIT
Actual Loop Makeup - Actual Data Returned - DATAGATE	2-08	-	-	-	CO	B	77.3%	95.0%	2.00	No	81.9%	95.0%	2.00	No	71.0%	95.0%	2.00	No	N	MISS
Actual Loop Makeup - Design Data Returned - DATAGATE	2-09	-	-	-	CO	B	93.9%	95.0%	2.00	No	94.4%	95.0%	2.00	No	95.6%	95.0%	0.00	Yes	N	MISS
Design Loop Makeup - Design Data Returned - DATAGATE	2-10	-	-	-	CO	B	93.6%	95.0%	2.00	No	96.9%	95.0%	0.00	Yes	96.0%	95.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Address Verification - VERIGATE	2-11	L	M	-	CO	B	95.5%	90.0%	0.00	Yes	94.8%	90.0%	0.00	Yes	95.9%	90.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Req. for Telephone Number - VERIGATE	2-12	L	M	-	CO	B	97.8%	90.0%	0.00	Yes	97.7%	90.0%	0.00	Yes	98.1%	90.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Req. for CSR - VERIGATE	2-13	L	M	-	CO	B	95.1%	90.0%	0.00	Yes	97.7%	90.0%	0.00	Yes	97.2%	90.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Service Availability - VERIGATE	2-14	L	M	-	CO	B	97.5%	90.0%	0.00	Yes	97.7%	90.0%	0.00	Yes	98.9%	90.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Service Appointment Scheduling - VERIGATE	2-15	L	M	-	CO	B	98.7%	90.0%	0.00	Yes	98.1%	90.0%	0.00	Yes	99.4%	90.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - Dispatch Required - VERIGATE	2-16	L	M	-	CO	B	99.4%	90.0%	0.00	Yes	99.2%	90.0%	0.00	Yes	99.2%	90.0%	0.00	Yes	N	HIT
Avg. Resp. Rec. within "x" sec. - PIC - VERIGATE	2-17	L	M	-	CO	B	97.8%	90.0%	0.00	Yes	98.5%	90.0%	0.00	Yes	99.3%	90.0%	0.00	Yes	N	HIT
Actual Loop Makeup - Actual Data Returned - VERIGATE	2-18	-	-	-	CO	B	59.1%	90.0%	2.00	No	61.9%	90.0%	2.00	No	61.1%	90.0%	2.00	No	N	MISS
Actual Loop Makeup - Design Data Returned - VERIGATE	2-19	-	-	-	CO	B	93.9%	90.0%	2.00	No	84.6%	90.0%	2.00	No	87.4%	90.0%	2.00	No	N	MISS
Design Loop Makeup - Design Data Returned - VERIGATE	2-20	-	-	-	CO	B	89.4%	90.0%	2.00	No	95.0%	90.0%	0.00	Yes	94.4%	90.0%	0.00	Yes	N	HIT
OSS Interface Availability - DATAGATE	4-01.1	-	H	M	CO	B	99.9%	99.5%	0.00	Yes	99.9%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - VERIGATE	4-01.2	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - LEX	4-01.3	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - TOOLBAR	4-01.4	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - LRAF	4-01.5	-	H	M	CO	B	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 - FTP	4-01.6	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	99.8%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - EDI - IA (SSL3)	4-01.7	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - EDI - NDM	4-01.8	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	99.8%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - EDI - VAN	4-01.9	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - EDI	4-01.10	-	H	M	CO	B	99.6%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - EDI - CORBA	4-01.11	-	H	M	CO	B	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 - Order Status	4-01.12	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - Trouble Administration	4-01.13	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - Provisioning Order Status	4-01.14	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT
OSS Interface Availability - BOP	4-01.15	-	H	M	CO	B	100.0%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	N	-
Consumer EASE Availability	4-02	-	H	M	MO	B	100.0%	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	-	H	M	MO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	N	HIT

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Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	May-01 CLEC	May-01 SWBT/ Benchmark	May-01 % Yes - Z-Value	May-01 89% Result	Jun-01 CLEC	Jun-01 SWBT/ Benchmark	Jun-01 % Yes - Z-Value	Jun-01 92% Result	Jul-01 CLEC	Jul-01 SWBT/ Benchmark	Jul-01 % Yes - Z-Value	Jul-01 92% Result	Z	Overall Result 93%
Pre-Order Backend System Database Query Availability - PREMIS	4.1-01	-	-	-	MO	-	100.0%		n/a	-	99.1%		n/a	-	100.0%		n/a	-	-	-
Pre-Order Backend System Database Query Availability - CRIS	4.1-02	-	-	-	MO	-	100.0%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	-	-
Pre-Order Backend System Database Query Availability - SORD	4.1-03	-	-	-	MO	-	100.0%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	-	-
Pre-Order Backend System Database Query Availability - LFACS	4.1-04	-	-	-	MO	-	100.0%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	-	-
Pre-Order Backend System Database Query Availability - LOOPQUAL	4.1-05	-	-	-	MO	-	100.0%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	-	-
% FOCs Rec. Within 5 Hours - Residence and Simple Business - LEX	5-01	L	M	M	MO	B	99.1%	95.0%	0.00	Yes	99.6%	95.0%	0.00	Yes	98.1%	95.0%	0.00	Yes	N	HIT
% FOCs Rec. Within 24 Hours - Complex Business (1-200 Lines) - LEX	5-02	L	M	M	MO	B	96.7%	94.0%	0.00	Yes	100.0%	94.0%	0.00	Yes	95.3%	94.0%	0.00	Yes	N	HIT
% FOCs Rec. Within 48 Hours - Complex Business (200+ Lines) - LEX	5-03	L	M	M	MO	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	N	-
% FOCs Rec. Within 5 Hours - UNE Loop (1-49) - LEX	5-04	L	M	M	MO	B	100.0%	95.0%	0.00	Yes	100.0%	95.0%	0.00	Yes	99.6%	95.0%	0.00	Yes	N	HIT
% FOCs Rec. Within 48 Hours - UNE Loop (50+) - LEX	5-05	L	M	M	MO	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	M	M	MO	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 - Slim Res/Bus LNP Only (1-19) - LEX	5-07	L	M	M	MO	B	100.0%	95.0%	0.00	Yes	100.0%	95.0%	0.00	Yes	100.0%	95.0%	0.00	Yes	N	HIT
% FOCs Rec. Within 5 Hours - Sim Res/Bus LNP w loop (1-19)- LEX	5-08	L	M	M	MO	B	99.6%	95.0%	0.00	Yes	100.0%	95.0%	0.00	Yes	99.2%	95.0%	0.00	Yes	N	HIT
% FOCs Rec. Within 48 Hours - LNP Only (20+ loops) - LEX	5-09	L	M	M	MO	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	M	M	MO	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) - LEX	5-11	L	M	M	MO	B	100.0%	94.0%	0.00	Yes	100.0%	94.0%	0.00	Yes	100.0%	94.0%	0.00	Yes	N	HIT
% FOCs Rec. Within 48 Hours - INP Comp Bus (20-50 lines) - LEX	5-12	L	M	M	MO	B	n/a	95.0%	n/a	-	100.0%	95.0%	0.00	Base<10	100.0%	95.0%	0.00	Base<10	N	-
% FOCs Rec. Negotiated - LNP Comp Bus (50+ lines) - LEX	5-13	L	M	M	MO	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	N	-
% FOCs Rec. Projects Negotiated - LEX	5-14	-	-	-	MO	B	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	-	HIT
% FOCs Rec. Within 5 Hours - Residence and Simple Business - EDI	5-15	L	M	M	MO	B	100.0%	95.0%	0.00	Yes	99.7%	95.0%	0.00	Yes	97.6%	95.0%	0.00	Yes	N	HIT
% FOCs Rec. Within 24 Hours - Complex Business (1-200 Lines) - EDI	5-16	L	M	M	MO	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	100.0%	94.0%	(6.00)	Base<10	Y	-
% FOCs Rec. Within 48 Hours - Complex Business (200+ Lines) - EDI	5-17	L	M	M	MO	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	M	M	MO	B	95.5%	95.0%	0.00	Yes	99.6%	95.0%	0.00	Yes	99.7%	95.0%	0.00	Yes	N	HIT
% FOCs Rec. Within 48 Hours - UNE Loop (50+) - EDI	5-19	L	M	M	MO	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	M	M	MO	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	M	M	MO	B	99.9%	95.0%	0.00	Yes	99.5%	95.0%	0.00	Yes	99.7%	95.0%	0.00	Yes	N	HIT
% FOCs Rec. Within 5 Hours - Sim Res/Bus LNP w loop (1-19)- EDI	5-22	L	M	M	MO	B	99.6%	95.0%	0.00	Yes	98.8%	95.0%	0.00	Yes	98.7%	95.0%	0.00	Yes	N	HIT
% FOCs Rec. Within 48 Hours - LNP Only (20+ loops) - EDI	5-23	L	M	M	MO	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	M	M	MO	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) - EDI	5-25	L	M	M	MO	B	100.0%	94.0%	0.00	Yes	100.0%	94.0%	0.00	Yes	100.0%	94.0%	0.00	Yes	N	HIT
% FOCs Rec. Within 48 Hours - LNP Comp Bus (20-50 lines) - EDI	5-26	L	M	M	MO	B	n/a	95.0%	n/a	-	100.0%	95.0%	0.00	Base<10	100.0%	95.0%	0.00	Base<10	N	-
% FOCs Rec. Negotiated - LNP Comp Bus (50+ lines) - EDI	5-27	L	M	M	MO	B	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	N	-
% FOCs Rec. Projects Negotiated - EDI	5-28	-	-	-	MO	B	98.9%	95.0%	(3.95)	Yes	98.2%	95.0%	(3.25)	Yes	100.0%	95.0%	(5.00)	Yes	-	HIT
% FOCs Rec. Within 24 Hours - Residence and Simple Business - Man.	5-29	L	M	M	MO	B	99.9%	94.0%	0.00	Yes	100.0%	94.0%	0.00	Yes	99.4%	94.0%	0.00	Yes	N	HIT
% FOCs Rec. Within 24 Hours - Complex Business (1-200 Lines) - Man.	5-30	L	M	M	MO	B	100.0%	94.0%	0.00	Yes	98.8%	94.0%	0.00	Yes	89.5%	94.0%	2.00	No	N	HIT
% FOCs Rec. Within 48 Hours - Complex Business (200+ Lines) - Man.	5-31	L	M	M	MO	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	N	-
% FOCs Rec. Within 24 Hours - UNE Loop (1-49) - Man.	5-32	L	M	M	MO	B	100.0%	94.0%	(6.00)	Base<10	100.0%	94.0%	(6.00)	Base<10	n/a	94.0%	n/a	-	Y	-
% FOCs Rec. Within 48 Hours - UNE Loop (50+) - Man.	5-33	L	M	M	MO	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	M	M	MO	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	Y	-
% FOCs Rec. Within 24 Hours - Sim Res/Bus LNP Only (1-19) - MAN	5-35	L	M	M	MO	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	Y	-
% FOCs Rec. Within 24 Hours - Sim Res/Bus LNP w loop (1-19)- MAN	5-36	L	M	M	MO	B	100.0%	94.0%	(6.00)	Base<10	n/a	94.0%	n/a	-	100.0%	94.0%	(6.00)	Base<10	Y	-
% FOCs Rec. Within 48 Hours - LNP Only (20+ loops) - MAN	5-37	L	M	M	MO	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	M	M	MO	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	M	M	MO	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 Comp Bus (20-50 lines) - MAN	5-40	L	M	M	MO	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	M	M	MO	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	-	-	-	MO	B	0.0%	95.0%	n/a	-	0.0%	95.0%	n/a	-	0.0%	95.0%	n/a	-	-	-
% FOCs Rec. Within 6 Hours - xDSL-capable Loops - LEX (1-20 Loops)	5.1-01	L	M	-	MO	B	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	Y	HIT
% FOCs Rec. Within 14 Hours - xDSL-capable Loops - LEX (Over 20 Loops)	5.1-02	L	M	-	MO	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	-	-	-	MO	B	98.3%	95.0%	(3.33)	Yes	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	Y	HIT
% FOCs Rec. Within 14 Hours - Line Sharing - LEX (Over 49 Loops)	5.1-04	-	-	-	MO	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	M	-	MO	B	99.4%	95.0%	(4.44)	Yes	99.7%	95.0%	(4.71)	Yes	99.7%	95.0%	(4.71)	Yes	Y	HIT
% FOCs Rec. Within 14 Hours - xDSL-capable Loops - EDI (Over 20 Loops)	5.1-06	L	M	-	MO	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	-	-	-	MO	B	98.6%	95.0%	(3.57)	Yes	99.0%	95.0%	(3.98)	Yes	99.4%	95.0%	(4.42)	Yes	Y	HIT
% FOCs Rec. Within 14 Hours - Line Sharing - EDI (Over 49 Loops)	5.1-08	-	-	-	MO	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	M	-	MO	B	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Base<10	Y	HIT
% FOCs Rec. Within 48 Hours - xDSL-capable Loops - Manual (Over 49 Loops)	5.1-10	L	M	-	MO	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	-	-	-	MO	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	-
% FOCs Rec. Within 48 Hours - Line Sharing - Manual (Over 49 Loops)	5.1-12	-	-	-	MO	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% FOCs Rec. Within "x" Days on ASR Requests - Interconnection Fac. & Trks	5.2-01	L	L	-	MO	B	60.0%	95.0%	35.0	No	100.0%	95.0%	-5.0	Yes	92.3%	95.0%	2.7	No	Y	**MISS**
% FOCs Rec. Within "x" Days on ASR Requests - Unbundled Ded. Trans. - DS1	5.2-02	L	L	-	MO	B	100.0%	95.0%	-5.0	Base<10	100.0%	95.0%	-5.0	Base<10	100.0%	95.0%	-5.0	Base<10	Y	-
% FOCs Rec. Within "x" Days on ASR Requests - Unbundled Ded. Trans. - DS3	5.2-03	L	L	-	MO	B	100.0%	95.0%	-5.0	Base<10	100.0%	95.0%	-5.0	Base<10	100.0%	95.0%	-5.0	Base<10	Y	-
% FOCs Rec. Within "x" Days on ASR Requests - Projects	5.2-04	-	-	-	MO	-	100.0%	95.0%	-5.0	Yes	100.0%	95.0%	-5.0	Yes	100.0%	95.0%	-5.0	Yes	-	HIT
Average Time to Return FOC (Hours) - Mech Rec'd No LSC Intervention - LEX	6-01	-	-	-	MO	-	0.1		n/a	-	0.0		n/a	-	0.0		n/a	-	-	-
Average Time to Return FOC (Hours) - Mech Rec'd No LSC Intervention - EDI	6-02	-	-	-	MO	-	0.4		n/a	-	0.2		n/a	-	0.2		n/a	-	-	-
Average Time to Return FOC (Hours) - Mech Rec's With LSC Intervention - LEX	6-03	-	-	-	MO	-	2.6		n/a	-	2.6		n/a	-	2.8		n/a	-	-	-
Average Time to Return FOC (Hours) - Mech Rec's With LSC Intervention - EDI	6-04	-	-	-	MO	-	3.0		n/a	-	3.0		n/a	-	2.7		n/a	-	-	-
Average Time to Return FOC (Hours) - Manually Rec's and FOC's via FAX	6-05	-	-	-	MO	-	9.8		n/a	-	7.6		n/a	-	8.7		n/a	-	-	-

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Missouri Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	May-01 CLEC	May-01 SWBT/ Benchmark	May-01 % Yes - Z-Value	May-01 89% Result	Jun-01 CLEC	Jun-01 SWBT/ Benchmark	Jun-01 % Yes - Z-Value	Jun-01 92% Result	Jul-01 CLEC	Jul-01 SWBT/ Benchmark	Jul-01 % Yes - Z-Value	Jul-01 92% Result	Z	Overall Result 93%
Average Time to Return DSL FOC (Hours) - Mech Rec'd No LSC Intervention - LEX	6.1-01	-	-	-	MO	-	0.1		n/a	-	0.0		n/a	-	0.0		n/a	-	-	-
Average Time to Return DSL FOC (Hours) - Mech Rec'd No LSC Intervention - EDI	6.1-02	-	-	-	MO	-	0.3		n/a	-	0.2		n/a	-	0.2		n/a	-	-	-
Average Time to Return DSL FOC (Hours) - Mech Rec's With LSC Intervention - LEX	6.1-03	-	-	-	MO	-	2.3		n/a	-	4.3		n/a	-	1.9		n/a	-	-	-
Average Time to Return DSL FOC (Hours) - Mech Rec's With LSC Intervention - EDI	6.1-04	-	-	-	MO	-	2.3		n/a	-	5.6		n/a	-	4.6		n/a	-	-	-
Average Time to Return DSL FOC (Hours) - Manually Rec's and FOC's via FAX	6.1-05	-	-	-	MO	-	10.3		n/a	-	2.8		n/a	-	14.7		n/a	-	-	-
% Mech. Completions Returned Within One Day - LEX	7.1-01	L	-	L	MO	B	99.3%	97.0%	0.00	Yes	99.5%	97.0%	0.00	Yes	99.7%	97.0%	0.00	Yes	N	HIT
% Mech. Completions Returned Within One Day - EDI	7.1-02	L	-	L	MO	B	93.2%	97.0%	2.00	No	97.6%	97.0%	0.00	Yes	98.4%	97.0%	0.00	Yes	N	HIT
Percent Rejects - LEX	9-01	-	-	-	MO	-	43.7%		n/a	-	45.9%		n/a	-	47.0%		n/a	-	-	-
Percent Rejects - EDI	9-02	-	-	-	MO	-	26.7%		n/a	-	26.1%		n/a	-	31.2%		n/a	-	-	-
% Mech. Rejects Retd within One Hour of Receipt in LASR - LEX	10-01	L	-	-	MO	B	99.8%	97.0%	(2.75)	Yes	99.9%	97.0%	(2.92)	Yes	100.0%	97.0%	(3.00)	Yes	Y	HIT
% Mech. Rejects Retd within One Hour of Receipt in LASR - EDI	10-02	L	-	-	MO	B	100.0%	97.0%	(3.00)	Yes	98.8%	97.0%	(1.80)	Yes	98.8%	97.0%	(1.75)	Yes	Y	HIT
% Manual Rejects Recd Electronically and Retd Within Five Hours	10.1-01	L	-	-	MO	B	99.6%	97.0%	0.00	Yes	99.7%	97.0%	0.00	Yes	98.1%	97.0%	0.00	Yes	N	HIT
% Orders That Recd SWBT Caused Jeopardy Notificaiton - Jeopardies Prev Called R	10.2-01	-	-	-	MO	-	1.6%		n/a	-	1.4%		n/a	-	1.5%		n/a	-	-	-
% Orders That Recd SWBT Caused Jeopardy Notificaiton - Facilities Jeopardies	10.2-02	-	-	-	MO	-	1.0%		n/a	-	0.8%		n/a	-	1.3%		n/a	-	-	-
% Orders That Recd SWBT Caused Jeopardy Notificaiton - Other SWBT Caused Jeop	10.2-03	-	-	-	MO	-	0.1%		n/a	-	0.1%		n/a	-	0.0%		n/a	-	-	-
% Orders That Recd SWBT Caused Jeopardy Notificaiton - CLEC/EU Caused Jeopar	10.2-04	-	-	-	MO	-	2.2%		n/a	-	1.9%		n/a	-	2.6%		n/a	-	-	-
Mean Time to Return Mechanized Rejects (Hours) - LEX	11-01	-	-	-	MO	-	0.03		n/a	-	0.02		n/a	-	0.02		n/a	-	-	-
Mean Time to Return Mechanized Rejects (Hours) - EDI	11-02	-	-	-	MO	-	0.19		n/a	-	0.20		n/a	-	0.22		n/a	-	-	-
Mean Time to Return Manual Rejects Recd via LEX or EDI	11.1-01	-	-	-	MO	B	2.6	6.0	0.00	Yes	2.5	6.0	0.00	Yes	3.0	6.0	0.00	Yes	N	HIT
Ave SWB-caused Jeopardy Notification Interval - Jeopardies Prev Called Rejects	11.2-01	-	-	-	MO	-	0.9		n/a	-	0.4		n/a	-	0.2		n/a	-	-	-
Ave SWB-caused Jeopardy Notification Interval - Facilities Jeopardies	11.2-02	-	-	-	MO	-	1.6		n/a	-	1.7		n/a	-	0.7		n/a	-	-	-
Ave SWB-caused Jeopardy Notification Interval - Other SWBT Caused Jeopardies	11.2-03	-	-	-	MO	-	0.3		n/a	-	2.9		n/a	-	0.0		n/a	-	-	-
Ave SWB-caused Jeopardy Notification Interval - CLEC/EU Caused Jeopardies	11.2-04	-	-	-	MO	-	4.5		n/a	-	0.9		n/a	-	1.6		n/a	-	-	-
Mechanized Provisioning Accuracy	12-01	L	L	-	MO	P	99.0%	94.0%	(12.42)	Yes	98.0%	93.8%	(11.28)	Yes	98.1%	90.4%	(18.07)	Yes	-	HIT
% Provisioning Accuracy for non-flow through orders	12.1-01	H	-	-	MO	B	96.1%	95.0%	(1.08)	Yes	98.4%	95.0%	(3.39)	Yes	98.4%	95.0%	(3.45)	Yes	-	HIT
Order Process % Flow Through - EASE	13-01	L	H	H	MO	P	91.4%	89.1%	(7.79)	Yes	91.5%	90.4%	(4.06)	Yes	95.2%	90.4%	(17.15)	Yes	-	HIT
Order Process % Flow Through (Through SORD Distribution) - EASE - Resale POTS	13-01.1	-	-	-	MO	-	n/a		n/a	-	n/a		n/a	-	95.2%		n/a	-	-	-
Order Process % Flow Through (Through SORD Distribution) - EASE - Specials	13-01.2	-	-	-	MO	-	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-	-
Order Process % Flow Through - LEX	13-02	L	H	H	MO	P	86.3%	89.1%	9.32	No	83.8%	90.4%	22.34	No	87.0%	90.4%	12.14	No	-	MISS
Order Process % Flow Through (Through SORD Distribution) - LEX - Resale POTS	13-02.1	-	-	-	MO	-	n/a		n/a	-	87.0%		n/a	-	92.2%		n/a	-	-	-
Order Process % Flow Through (Through SORD Distribution) - LEX - UNE Combos	13-02.2	-	-	-	MO	-	n/a		n/a	-	83.2%		n/a	-	86.0%		n/a	-	-	-
Order Process % Flow Through (Through SORD Distribution) - LEX - Specials	13-02.3	-	-	-	MO	-	n/a		n/a	-	22.7%		n/a	-	0.0%		n/a	-	-	-
Order Process % Flow Through (Through SORD Distribution) - LEX - UNE Loop	13-02.4	-	-	-	MO	-	n/a		n/a	-	80.0%		n/a	-	78.4%		n/a	-	-	-
Order Process % Flow Through (Through SORD Distribution) - LEX - DSL Loop	13-02.5	-	-	-	MO	-	n/a		n/a	-	87.4%		n/a	-	86.3%		n/a	-	-	-
Order Process % Flow Through (Through SORD Distribution) - LEX - Other	13-02.6	-	-	-	MO	-	n/a		n/a	-	78.0%		n/a	-	75.9%		n/a	-	-	-
Order Process % Flow Through - EDI	13-03	L	H	H	MO	P	89.9%	89.1%	(0.91)	Yes	88.4%	90.4%	2.27	No	87.8%	90.4%	3.78	No	-	MISS
Order Process % Flow Through (Through SORD Distribution) - EDI - Resale POTS	13-03.1	-	-	-	MO	-	n/a		n/a	-	96.0%		n/a	-	84.4%		n/a	-	-	-
Order Process % Flow Through (Through SORD Distribution) - EDI - UNE Combos	13-03.2	-	-	-	MO	-	n/a		n/a	-	53.3%		n/a	-	92.9%		n/a	-	-	-
Order Process % Flow Through (Through SORD Distribution) - EDI - Specials	13-03.3	-	-	-	MO	-	n/a		n/a	-	n/a		n/a	-	0.0%		n/a	-	-	-
Order Process % Flow Through (Through SORD Distribution) - EDI - UNE Loop	13-03.4	-	-	-	MO	-	n/a		n/a	-	77.9%		n/a	-	78.2%		n/a	-	-	-
Order Process % Flow Through (Through SORD Distribution) - EDI - DSL Loop	13-03.5	-	-	-	MO	-	n/a		n/a	-	87.7%		n/a	-	84.4%		n/a	-	-	-
Order Process % Flow Through (Through SORD Distribution) - EDI - Other	13-03.6	-	-	-	MO	-	n/a		n/a	-	95.4%		n/a	-	97.8%		n/a	-	-	-
Overall % LSR Process Flow Through - EASE	13.1-01	-	-	-	MO	-	88.2%		n/a	-	87.8%		n/a	-	90.7%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EASE - Resale P	13.1-01.1	-	-	-	MO	-	n/a		n/a	-	n/a		n/a	-	90.7%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EASE - Specials	13.1-01.2	-	-	-	MO	-	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-	-
Overall % LSR Process Flow Through - LEX	13.1-02	-	-	-	MO	-	50.6%		n/a	-	47.1%		n/a	-	50.1%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - LEX - Resale PO	13.1-02.1	-	-	-	MO	-	n/a		n/a	-	56.3%		n/a	-	55.9%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - LEX - UNE Com	13.1-02.2	-	-	-	MO	-	n/a		n/a	-	48.2%		n/a	-	48.6%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - LEX - Specials	13.1-02.3	-	-	-	MO	-	n/a		n/a	-	19.5%		n/a	-	5.6%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - LEX - UNE Loop	13.1-02.4	-	-	-	MO	-	n/a		n/a	-	18.6%		n/a	-	24.0%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - LEX - DSL Loop	13.1-02.5	-	-	-	MO	-	n/a		n/a	-	24.9%		n/a	-	51.3%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - LEX - Other	13.1-02.6	-	-	-	MO	-	n/a		n/a	-	32.8%		n/a	-	36.9%		n/a	-	-	-
Overall % LSR Process Flow Through - EDI	13.1-03	-	-	-	MO	-	44.9%		n/a	-	32.7%		n/a	-	43.3%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EDI - Resale PO	13.1-03.1	-	-	-	MO	-	n/a		n/a	-	68.9%		n/a	-	72.3%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EDI - UNE Com	13.1-03.2	-	-	-	MO	-	n/a		n/a	-	32.0%		n/a	-	71.1%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EDI - Specials	13.1-03.3	-	-	-	MO	-	n/a		n/a	-	0.0%		n/a	-	15.4%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EDI - UNE Loop	13.1-03.4	-	-	-	MO	-	n/a		n/a	-	8.9%		n/a	-	21.2%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EDI - DSL Loop	13.1-03.5	-	-	-	MO	-	n/a		n/a	-	25.7%		n/a	-	39.4%		n/a	-	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EDI - Other	13.1-03.6	-	-	-	MO	-	n/a		n/a	-	46.0%		n/a	-	55.8%		n/a	-	-	-
Billing Accuracy - CRIS Usage Bill Audit	14-01	-	-	-	CO	P	0.00%	1.19%	(4.91)	Yes	0.00%	1.12%	(4.93)	Yes	0.00%	0.40%	(2.89)	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 Via EDI	15-01	L	H	-	MO	B	100.0%	99.0%	0.00	Yes	100.0%	99.0%	0.00	Yes	100.0%	99.0%	0.00	Yes	N	HIT
% of Accurate and Complete Formatted Mech. Bills Via BDT	15-02	L	H	-	MO	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	-	-	CO	B	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	Y	HIT
Billing Completeness	17-01	L	M	-	CO	P	99.3%	99.0%	(17.61)	Yes	99.4%	99.2%	(17.31)	Yes	99.4%	99.0%	(28.44)	Yes	-	HIT
Service Order Posting - CABS	17.1-01	-	-	-	CO	-	98.6%		n/a	-	99.1%		n/a	-	99.0%		n/a	-	-	-
Service Order Posting - CRIS	17.1-02	-	-	-	CO	-	98.1%		n/a	-	98.5%		n/a	-	98.2%		n/a	-	-	-

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Missouri Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	May-01 CLEC	May-01 SWBT/ Benchmark	May-01 % Yes - Z-Value	May-01 89% Result	Jun-01 CLEC	Jun-01 SWBT/ Benchmark	Jun-01 % Yes - Z-Value	Jun-01 92% Result	Jul-01 CLEC	Jul-01 SWBT/ Benchmark	Jul-01 % Yes - Z-Value	Jul-01 92% Result	Z	Overall Result 93%
Mechanized Electronic Billing Timeliness EDI (Wholesale Bill)	18-01	L	H	M	MO	B	100.0%	95.0%	0.00	Yes	100.0%	95.0%	0.00	Yes	100.0%	95.0%	0.00	Yes	N	HIT
Mechanized Electronic Billing Timeliness BDT (Wholesale Bill)	18-02	L	H	M	MO	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	99.0%	95.0%	0.00	Yes	97.8%	95.0%	0.00	Yes	98.8%	95.0%	0.00	Yes	N	HIT
LSC Grade of Service (GOS) - Dallas	22-01	-	H	-	CO	P	98.3%	89.9%	(33.65)	Yes	97.8%	63.9%	(78.70)	Yes	97.8%	79.9%	(47.00)	Yes	-	HIT
LSC Grade of Service (GOS) - Alliance	22-02	-	H	-	CO	P	98.0%	89.9%	(42.06)	Yes	97.8%	63.9%	(106.31)	Yes	97.9%	79.9%	(66.12)	Yes	-	HIT
LSC Grade of Service (GOS) - Gateway	22-03	-	H	-	CO	P	98.7%	89.9%	(38.76)	Yes	98.4%	63.9%	(82.78)	Yes	97.7%	79.9%	(51.82)	Yes	-	HIT
LSC Grade of Service (GOS) - Arbors	22-04	-	H	-	CO	P	97.1%	89.9%	(32.97)	Yes	97.0%	63.9%	(93.17)	Yes	96.5%	79.9%	(56.74)	Yes	-	HIT
% Busy in the LSC - Dallas	23-01	-	L	-	CO	P	0.0%	4.6%	(26.48)	Yes	0.0%	5.2%	(26.28)	Yes	0.0%	5.8%	(26.09)	Yes	-	HIT
% Busy in the LSC - Alliance	23-02	-	L	-	CO	P	0.0%	4.6%	(34.49)	Yes	0.0%	5.2%	(35.61)	Yes	0.0%	5.8%	(36.62)	Yes	-	HIT
% Busy in the LSC - Gateway	23-03	-	L	-	CO	P	0.0%	4.6%	(29.16)	Yes	0.0%	5.2%	(27.11)	Yes	0.0%	5.8%	(28.90)	Yes	-	HIT
% Busy in the LSC - Arbors	23-04	-	L	-	CO	P	0.0%	4.6%	(30.39)	Yes	0.0%	5.2%	(31.81)	Yes	0.0%	5.8%	(34.00)	Yes	-	HIT
LOC Grade of Service - Maintenance	25-01	-	H	-	CO	P	89.9%	86.7%	(26.77)	Yes	63.9%	69.7%	36.68	No	79.9%	76.7%	(21.00)	Yes	-	HIT
LOC Grade of Service - Provisioning-DSL	25-02	-	H	-	CO	B	97.6%	90.0%	(7.63)	Yes	90.9%	90.0%	(0.88)	Yes	94.3%	90.0%	(4.31)	Yes	Y	HIT
LOC Grade of Service - Provisioning-Other	25-03	-	H	-	CO	B	98.9%	90.0%	(8.87)	Yes	48.5%	90.0%	41.52	No	92.6%	90.0%	(2.58)	Yes	Y	HIT
% Busy in the LOC - Maintenance	26-01	-	L	-	CO	P	0.1%	0.9%	(25.86)	Yes	0.1%	1.6%	(35.77)	Yes	0.0%	0.6%	(21.20)	Yes	-	HIT
% Busy in the LOC - Provisioning-DSL	26-02	-	L	-	CO	B	0.0%	1.0%	(1.00)	Yes	0.0%	1.0%	(1.00)	Yes	0.0%	1.0%	(1.00)	Yes	Y	HIT
% Busy in the LOC - Provisioning-Other	26-03	-	L	-	CO	B	0.1%	1.0%	(0.94)	Yes	0.0%	1.0%	(1.00)	Yes	0.0%	1.0%	(1.00)	Yes	Y	HIT
Mean Install. Interval-Field Work-Res.	27-01	H	H	H	MO	P	2.1	2.8	(5.37)	Yes	2.5	3.2	(5.22)	Yes	2.6	3.2	(4.88)	Yes	-	HIT
Mean Install. Interval-Field Work-Bus.	27-02	H	H	H	MO	P	2.3	3.2	(2.53)	Yes	2.3	3.1	(2.81)	Yes	2.5	4.3	(3.02)	Yes	-	HIT
Mean Install. Interval-No Field Work-Res.	27-03	H	H	H	MO	P	0.07	0.73	(28.94)	Yes	0.07	0.69	(32.39)	Yes	0.07	0.63	(31.72)	Yes	-	HIT
Mean Install. Interval-No Field Work-Bus.	27-04	H	H	H	MO	P	0.10	0.80	(5.98)	Yes	0.11	0.73	(4.58)	Yes	0.09	0.74	(7.99)	Yes	-	HIT
Mean Install. Interval-Field Work-UNEs	27-05	H	H	H	MO	P	3.3	2.9	1.32	Yes	3.2	3.2	(0.05)	Yes	2.8	3.5	(1.69)	Yes	-	HIT
Mean Install. Interval-No Field Work- UNEs	27-06	H	H	H	MO	P	0.19	0.74	(10.29)	Yes	0.18	0.69	(11.12)	Yes	0.15	0.64	(12.57)	Yes	-	HIT
% Install. within Customer Requested Due Date-Field Work-Res.	28-01	-	-	-	MO	P	94.4%	92.5%	(1.89)	Yes	94.9%	90.5%	(3.83)	Yes	94.5%	91.7%	(2.54)	Yes	-	HIT
% Install. within Customer Requested Due Date-Field Work-Bus.	28-02	-	-	-	MO	P	98.5%	93.6%	(3.30)	Yes	97.6%	93.0%	(3.07)	Yes	97.1%	93.8%	(2.08)	Yes	-	HIT
% Install. within Customer Requested Due Date-No Field Work-Res.	28-03	-	-	-	MO	P	100.0%	99.9%	(1.38)	Yes	100.0%	99.9%	(1.48)	Yes	99.9%	99.7%	(4.22)	Yes	-	HIT
% Install. within Customer Requested Due Date-No Field Work-Bus.	28-04	-	-	-	MO	P	99.9%	99.9%	0.03	Yes	100.0%	99.8%	(1.55)	Yes	99.9%	99.7%	(1.88)	Yes	-	HIT
% Install. within Customer Requested Due Date-Field Work-UNEs	28-05	-	-	-	MO	P	93.7%	92.8%	(0.49)	Yes	92.5%	91.2%	(0.65)	Yes	94.0%	92.3%	(0.79)	Yes	-	HIT
% Install. within Customer Requested Due Date-No Field Work- UNEs	28-06	-	-	-	MO	P	99.7%	99.9%	4.20	No	99.6%	99.9%	7.47	No	99.5%	99.7%	1.56	Yes	-	MISS
% POTS/UNE-P Installs Confirmed by FOC within CRDD - Resale - Field Work	28-07	-	-	-	MO	-	24.4%		n/a	-	28.8%		n/a	-	35.9%		n/a	-	-	-
% POTS/UNE-P Installs Confirmed by FOC within CRDD - Resale - No Field Work	28-08	-	-	-	MO	-	5.8%		n/a	-	6.8%		n/a	-	6.5%		n/a	-	-	-
% POTS/UNE-P Installs Confirmed by FOC within CRDD - UNE Combo - Field Work	28-09	-	-	-	MO	-	7.1%		n/a	-	14.3%		n/a	-	17.6%		n/a	-	-	-
% POTS/UNE-P Installs Confirmed by FOC within CRDD - UNE Combo - No Field Wo	28-10	-	-	-	MO	-	3.1%		n/a	-	4.5%		n/a	-	2.9%		n/a	-	-	-
% SWBT Missed Due Dates - Field Work-Res.	29-01	H	H	H	MO	P	5.4%	6.8%	(1.56)	Yes	4.1%	8.5%	(4.25)	Yes	4.8%	7.4%	(2.68)	Yes	-	HIT
% SWBT Missed Due Dates - Field Work-Bus.	29-02	H	H	H	MO	P	1.3%	5.6%	(3.27)	Yes	2.5%	6.0%	(2.63)	Yes	2.5%	5.4%	(2.17)	Yes	-	HIT
% SWBT Missed Due Dates - No Field Work-Res.	29-03	H	H	H	MO	P	0.08%	0.29%	(4.19)	Yes	0.05%	0.39%	(5.67)	Yes	0.07%	0.36%	(5.09)	Yes	-	HIT
% SWBT Missed Due Dates - No Field Work-Bus.	29-04	H	H	H	MO	P	0.56%	0.27%	2.03	No	0.45%	0.31%	0.89	Yes	0.29%	0.43%	(0.84)	Yes	-	HIT
% SWBT Missed Due Dates - Field Work-UNEs	29-05	H	H	H	MO	P	2.4%	6.4%	(2.61)	Yes	3.0%	7.7%	(2.68)	Yes	2.4%	6.8%	(2.28)	Yes	-	HIT
% SWBT Missed Due Dates - No Field Work-UNEs	29-06	H	H	H	MO	P	0.30%	0.29%	0.10	Yes	0.39%	0.38%	0.06	Yes	0.40%	0.37%	0.29	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - Res.	30-01	-	-	-	MO	P	0.9%	3.2%	(3.66)	Yes	1.9%	4.3%	(3.21)	Yes	1.9%	4.0%	(2.98)	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - Bus.	30-02	-	-	-	MO	P	0.6%	3.5%	(2.70)	Yes	1.6%	3.6%	(1.92)	Yes	1.4%	3.1%	(1.61)	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - UNEs	30-03	-	-	-	MO	P	0.4%	3.3%	(2.58)	Yes	0.9%	4.1%	(2.48)	Yes	0.0%	3.7%	(2.56)	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - Res. > 30 Days	30-04	-	-	-	MO	P	0.0%	4.8%	(0.59)	Base<10	0.0%	3.9%	(0.78)	Yes	0.0%	4.8%	(0.87)	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - Bus. > 30 Days	30-05	-	-	-	MO	P	0.0%	10.2%	(0.48)	Base<10	0.0%	11.7%	(0.81)	Base<10	0.0%	11.4%	(0.72)	Base<10	-	-
% SWBT Missed Due Dates Due to LOF - UNEs > 30 Days	30-06	-	-	-	MO	P	100.0%	6.5%	3.75	Base<10	50.0%	5.9%	2.62	Base<10	n/a	6.4%	n/a	-	-	-
% SWBT Missed Due Dates Due to LOF - Res. > 90 Days	30-07	-	-	-	MO	P	0.0%	1.0%	(0.26)	Base<10	0.0%	0.1%	(0.15)	Yes	0.0%	0.0%	0.00	Yes	-	HIT
% SWBT Missed Due Dates Due to LOF - Bus. > 90 Days	30-08	-	-	-	MO	P	0.0%	2.0%	(0.20)	Base<10	0.0%	0.8%	(0.20)	Base<10	0.0%	1.0%	(0.20)	Base<10	-	-
% SWBT Missed Due Dates Due to LOF - UNEs > 90 Days	30-09	-	-	-	MO	P	0.0%	1.3%	(0.12)	Base<10	0.0%	0.3%	(0.08)	Base<10	n/a	0.2%	n/a	-	-	-
Avg. Delay Days due to LOF - Res.	31-01	-	-	-	MO	P	2.9	10.9	(1.05)	Base<10	3.9	9.7	(2.16)	Yes	4.1	10.3	(2.43)	Yes	-	HIT
Avg. Delay Days due to LOF - Bus.	31-02	-	-	-	MO	P	7.5	14.0	(0.46)	Base<10	11.2	14.4	(0.50)	Base<10	9.3	12.4	(0.44)	Base<10	-	-
Avg. Delay Days due to LOF - UNEs	31-03	-	-	-	MO	P	35.0	11.9	1.15	Base<10	20.0	10.9	1.09	Base<10	n/a	10.8	n/a	-	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - Res.-Field Work	32-01	M	-	L	MO	P	4.8	5.5	(0.44)	Yes	6.5	5.9	0.34	Yes	8.5	6.5	1.06	Yes	-	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - Bus.-Field Work	32-02	M	-	L	MO	P	5.5	7.0	(0.14)	Base<10	2.5	7.1	(0.75)	Base<10	13.0	6.9	0.67	Base<10	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - Res.-No Field Work	32-03	M	-	L	MO	P	2.5	8.0	(0.59)	Base<10	4.8	5.9	(0.20)	Base<10	8.3	6.2	0.29	Base<10	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - Bus.-No Field Work	32-04	M	-	L	MO	P	2.3	27.9	(1.22)	Base<10	7.8	22.1	(0.49)	Base<10	1.5	9.5	(0.74)	Base<10	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - UNEs-Field Work	32-05	M	-	L	MO	P	42.2	5.8	8.30	Base<10	8.6	6.2	0.73	Base<10	1.8	6.6	(0.91)	Base<10	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - UNEs-No Field Work	32-06	M	-	L	MO	P	9.7	9.5	0.04	Yes	7.4	7.0	0.07	Yes	3.2	6.5	(0.98)	Yes	-	HIT
% Trouble Reports Within 10 Days of Install. - Res.-N&T Orders-Field Work	35-01	H	H	H	MO	P	3.4%	4.2%	(1.10)	Yes	3.8%	4.8%	(1.26)	Yes	3.1%	4.6%	(2.01)	Yes	-	HIT
% Trouble Reports Within 10 Days of Install. - Bus.-N&T Orders -Field Work	35-02	H	H	H	MO	P	3.7%	2.8%	0.81	Yes	3.7%	2.8%	0.98	Yes	4.1%	2.8%	1.29	Yes	-	HIT
% Trouble Reports Within 10 Days of Install. - Res.-N&T Orders -No Field Work	35-03	H	H	H	MO	P	5.4%	5.4%	(0.02)	Yes	5.3%	6.9%	(3.28)	Yes	5.4%	5.9%	(1.15)	Yes	-	HIT
% Trouble Reports Within 10 Days of Install. - Bus.-N&T Orders -No Field Work	35-04	H	H	H	MO	P	0.9%	1.4%	(0.85)	Yes	0.5%	1.9%	(1.97)	Yes	0.2%	2.1%	(2.74)	Yes	-	HIT
% Trouble Reports Within 10 Days of Install. - Res.-C Orders-Field Work	35-05	H	H	H	MO	P	0.0%	3.9%	(0.45)	Base<10	20.0%	5.8%	1.34	Base<10	0.0%	6.3%	(0.58)	Base<10	-	-
% Trouble Reports Within 10 Days of Install. - Bus.-C Orders -Field Work	35-06	H	H	H	MO	P	11.4%	3.1%	2.71	No	0.0%	3.5%	(0.97)	Yes	6.3%	3.4%	0.61	Yes	-	HIT
% Trouble Reports Within 10 Days of Install. - Res.-C Orders-No Field Work	35-07	H	H	H	MO	P	0.6%	1.2%	(5.28)	Yes	0.6%	1.7%	(7.89)	Yes	0.6%	1.7%	(7.67)	Yes	-	HIT
% Trouble Reports Within 10 Days of Install. - Bus.-C Orders-No Field Work	35-08	H	H	H	MO	P	2.6%	1.5%	2.76	No	2.9%	1.5%	3.44	No	1.6%	1.4%	0.48	Yes	-	MISS
% Trouble Reports Within 10 Days of Install. - UNE-N&T Orders-Field Work	35-09	H	H	H	MO	P	n/a	3.8%	n/a	-	n/a	4.2%	n/a	-	n/a	4.1%	n/a	-	-	-
% Trouble Reports Within 10 Days of Install. - UNE-N&T Orders -No Field Work	35-10	H	H	H	MO	P	n/a	4.9%	n/a	-	n/a	6.4%	n/a	-	n/a	5.5%	n/a	-	-	-
% Trouble Reports Within 10 Days of Install. - UNE-C Orders-Field Work	35-11	H	H	H	MO	P	6.7%	3.6%	2.48	No	3.4%	4.9%	(1.02)	Yes	4.7%	5.1%	(0.23)	Yes	-	HIT

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Missouri Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	May-01 CLEC	May-01 SWBT/ Benchmark	May-01 % Yes - Z-Value	May-01 89% Result	Jun-01 CLEC	Jun-01 SWBT/ Benchmark	Jun-01 % Yes - Z-Value	Jun-01 92% Result	Jul-01 CLEC	Jul-01 SWBT/ Benchmark	Jul-01 % Yes - Z-Value	Jul-01 92% Result	Z	Overall Result 93%
% Trouble Reports Within 10 Days of Install. - UNE-C Orders-No Field Work	35-12	H	H	H	MO	P	1.3%	1.3%	0.43	Yes	2.6%	1.7%	4.05	No	1.5%	1.7%	(1.01)	Yes	-	HIT
% UNE-P Trouble Reports On The Completion Date	35.1-01	-	-	-	MO	-	0.8%		n/a	-	1.5%		n/a	-	0.9%		n/a	-	-	-
% No Access - Field Work - Res.	36-01	-	-	-	MO	P	3.1%	2.6%	0.88	Yes	3.1%	2.5%	1.14	Yes	2.0%	2.0%	0.17	Yes	-	HIT
% No Access - Field Work - Bus.	36-02	-	-	-	MO	P	1.3%	2.0%	(0.91)	Yes	1.9%	2.1%	(0.29)	Yes	2.8%	1.7%	1.38	Yes	-	HIT
% No Access - Field Work - UNEs	36-03	-	-	-	MO	P	0.4%	2.4%	(2.08)	Yes	1.3%	2.3%	(1.06)	Yes	2.4%	1.9%	0.46	Yes	-	HIT
Trouble Report Rate - Res.	37-01	-	-	H	MO	P	2.2%	2.5%	(4.32)	Yes	2.6%	3.2%	(7.61)	Yes	2.5%	3.2%	(8.35)	Yes	-	HIT
Trouble Report Rate - Bus.	37-02	-	-	H	MO	P	0.8%	1.1%	(6.50)	Yes	0.9%	1.3%	(8.82)	Yes	1.0%	1.2%	(6.09)	Yes	-	HIT
Trouble Report Rate - UNE Loop and Port Combinations	37-03	-	-	H	MO	P	1.3%	2.2%	(14.59)	Yes	1.5%	2.8%	(18.05)	Yes	1.5%	2.8%	(19.13)	Yes	-	HIT
Trouble Report Rate Net of Install. & Repeat Rpts. - Res.	37.1-01	H	H	-	MO	P	1.5%	2.1%	(7.78)	Yes	1.8%	2.6%	(9.67)	Yes	1.8%	2.7%	(10.58)	Yes	-	HIT
Trouble Report Rate Net of Install. & Repeat Rpts. - Bus.	37.1-02	H	H	-	MO	P	0.7%	0.9%	(6.33)	Yes	0.7%	1.1%	(8.23)	Yes	0.8%	1.0%	(5.05)	Yes	-	HIT
Trouble Report Rate Net of Install. & Repeat Rpts. - UNE Loop and Port Comb.	37.1-03	H	H	-	MO	P	1.0%	1.8%	(13.05)	Yes	1.2%	2.3%	(16.51)	Yes	1.2%	2.3%	(17.10)	Yes	-	HIT
% Missed Repair - Res.-Dispatch	38-01	H	H	H	MO	P	2.9%	3.7%	(1.55)	Yes	1.9%	5.3%	(5.59)	Yes	2.2%	5.2%	(4.71)	Yes	-	HIT
% Missed Repair - Bus.-Dispatch	38-02	H	H	H	MO	P	8.8%	9.0%	(0.21)	Yes	7.4%	12.5%	(4.00)	Yes	7.1%	12.6%	(4.43)	Yes	-	HIT
% Missed Repair - Res.-No Dispatch	38-03	H	H	H	MO	P	4.5%	0.7%	3.08	No	1.4%	0.5%	1.03	Yes	0.0%	0.5%	(0.48)	Yes	-	HIT
% Missed Repair - Bus.-No Dispatch	38-04	H	H	H	MO	P	0.0%	1.3%	(0.61)	Yes	4.5%	2.2%	0.76	Yes	6.7%	1.5%	2.20	No	-	HIT
% Missed Repair - UNEs - Dispatch	38-05	H	H	H	MO	P	6.7%	4.4%	3.27	No	3.4%	6.1%	(3.76)	Yes	4.8%	6.1%	(1.75)	Yes	-	HIT
% Missed Repair - UNEs - No Dispatch	38-06	H	H	H	MO	P	2.0%	0.7%	1.04	Yes	0.0%	0.6%	(0.61)	Yes	1.8%	0.5%	1.29	Yes	-	HIT
Receipt to Clear Duration - Res.-Affecting Service-Dispatch	39-01	H	H	H	MO	P	16.5	25.1	(2.78)	Yes	16.4	35.8	(7.36)	Yes	16.5	36.5	(5.55)	Yes	-	HIT
Receipt to Clear Duration - Bus.-Affecting Service-Dispatch	39-02	H	H	H	MO	P	11.7	10.6	0.70	Yes	12.6	13.1	(0.25)	Yes	12.0	14.9	(1.38)	Yes	-	HIT
Receipt to Clear Duration - Res.-Affecting Service-No Dispatch	39-03	H	H	H	MO	P	5.5	7.2	(0.11)	Yes	3.8	6.9	(0.66)	Yes	2.4	5.7	(0.34)	Base<10	-	HIT
Receipt to Clear Duration - Bus.-Affecting Service-No Dispatch	39-04	H	H	H	MO	P	8.6	5.4	0.49	Yes	2.7	5.0	(0.24)	Base<10	11.7	8.6	0.08	Yes	-	HIT
Receipt to Clear Duration - Res.-Out of Service-Dispatch	39-05	H	H	H	MO	P	10.0	13.9	(7.44)	Yes	13.9	18.9	(8.30)	Yes	12.3	17.9	(9.19)	Yes	-	HIT
Receipt to Clear Duration - Bus.-Out of Service-Dispatch	39-06	H	H	H	MO	P	8.4	8.8	(0.46)	Yes	9.4	9.9	(0.69)	Yes	9.4	10.9	(1.02)	Yes	-	HIT
Receipt to Clear Duration - Res.-Out of Service-No Dispatch	39-07	H	H	H	MO	P	3.9	4.1	(0.17)	Yes	9.3	6.3	1.71	No	3.6	4.9	(0.83)	Yes	-	HIT
Receipt to Clear Duration - Bus.-Out of Service-No Dispatch	39-08	H	H	H	MO	P	3.0	3.1	(0.04)	Base<10	5.3	4.2	0.26	Yes	6.0	3.4	1.34	Yes	-	HIT
Receipt to Clear Duration - UNEs-Affecting Service-Dispatch	39-09	H	H	H	MO	P	13.9	23.5	(3.79)	Yes	13.6	33.3	(9.63)	Yes	13.9	34.3	(7.76)	Yes	-	HIT
Receipt to Clear Duration - UNEs-Affecting Service-No Dispatch	39-10	H	H	H	MO	P	2.0	7.1	(0.38)	Yes	5.8	6.8	(0.15)	Yes	2.8	5.8	(0.24)	Yes	-	HIT
Receipt to Clear Duration - UNEs-Out of Service-Dispatch	39-11	H	H	H	MO	P	11.5	13.2	(2.38)	Yes	14.4	17.7	(4.60)	Yes	14.4	17.0	(3.26)	Yes	-	HIT
Receipt to Clear Duration - UNEs-Out of Service-No Dispatch	39-12	H	H	H	MO	P	2.3	4.1	(1.17)	Yes	7.2	6.2	0.61	Yes	7.0	4.8	1.51	Yes	-	HIT
% Out of Service Less than 24 Hours - Res.	40-01	M	-	-	MO	P	97.3%	94.4%	(3.73)	Yes	92.8%	83.9%	(7.71)	Yes	95.8%	88.2%	(7.52)	Yes	-	HIT
% Out of Service Less than 24 Hours - Bus.	40-02	M	-	-	MO	P	98.1%	96.7%	(1.67)	Yes	96.7%	94.6%	(2.17)	Yes	97.0%	95.4%	(1.78)	Yes	-	HIT
% Out of Service Less than 24 Hours - UNEs	40-03	M	-	-	MO	P	94.8%	94.7%	(0.10)	Yes	92.6%	85.2%	(5.53)	Yes	91.1%	89.0%	(1.78)	Yes	-	HIT
% Repeat Reports - Res.	41-01	H	H	H	MO	P	5.8%	9.7%	(3.94)	Yes	5.8%	10.5%	(4.83)	Yes	4.8%	10.6%	(5.73)	Yes	-	HIT
% Repeat Reports - Bus.	41-02	H	H	H	MO	P	8.8%	7.2%	1.39	Yes	9.2%	9.2%	(0.02)	Yes	8.2%	8.7%	(0.35)	Yes	-	HIT
% Repeat Reports - UNEs	41-03	H	H	H	MO	P	8.4%	9.4%	(0.90)	Yes	9.8%	10.3%	(0.52)	Yes	10.3%	10.4%	(0.13)	Yes	-	HIT
Avg. Install. Interval - VGPL	43-01	H	H	H	MO	P	6.9	10.9	(3.04)	Yes	6.6	8.4	(3.54)	Yes	5.1	10.0	(2.63)	Yes	-	HIT
Avg. Install. Interval - DSL	43-02	H	H	H	MO	P	n/a	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	MO	P	n/a	n/a	n/a	-	n/a	18.0	n/a	-	n/a	4.3	n/a	-	-	-
Avg. Install. Interval - DS1	43-04	H	H	H	MO	P	n/a	6.3	n/a	-	n/a	6.8	n/a	-	n/a	7.9	n/a	-	-	-
Avg. Install. Interval - DS3	43-05	H	H	H	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	1.0	n/a	-	-	-
Avg. Install. Interval - ISDN/BRI	43-06	H	H	H	MO	P	5.7	9.0	(1.83)	Yes	4.3	7.4	(2.09)	Yes	4.5	5.5	(1.39)	Yes	-	HIT
Avg. Install. Interval - ISDN/PRI	43-07	H	H	H	MO	P	7.5	112.7	(1.60)	Base<10	18.0	19.6	(0.63)	Yes	10.7	19.5	(5.14)	Yes	-	HIT
Avg. Install. Interval - ISDN/Combo	43-08	H	H	H	MO	P	n/a	9.0	n/a	-	n/a	7.4	n/a	-	n/a	5.5	n/a	-	-	-
% Installations Completed Within 20 Days - VGPL	44-01	-	-	-	MO	P	87.6%	66.3%	(5.88)	Yes	94.6%	75.8%	(7.08)	Yes	96.5%	96.3%	(0.09)	Yes	-	HIT
% Installations Completed Within 20 Days - DSL	44-02	-	-	-	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Installations Completed Within 20 Days - DDS	44-03	-	-	-	MO	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	100.0%	n/a	-	-	-
% Installations Completed Within 20 Days - DS1	44-04	-	-	-	MO	P	n/a	91.7%	n/a	-	n/a	75.0%	n/a	-	n/a	100.0%	n/a	-	-	-
% Installations Completed Within 20 Days - DS3	44-05	-	-	-	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	100.0%	n/a	-	-	-
% Installations Completed Within 20 Days - ISDN/BRI	44-06	-	-	-	MO	P	89.4%	82.9%	(1.13)	Yes	87.8%	85.1%	(0.50)	Yes	93.4%	96.1%	0.98	Yes	-	HIT
% Installations Completed Within 20 Days - ISDN/PRI	44-07	-	-	-	MO	P	99.0%	53.8%	(8.84)	Yes	51.0%	96.2%	15.74	No	100.0%	83.5%	(4.30)	Yes	-	HIT
% Installations Completed Within 20 Days - ISDN/Combo	44-08	-	-	-	MO	P	n/a	82.9%	n/a	-	n/a	85.1%	n/a	-	n/a	96.1%	n/a	-	-	-
% SWBT Caused Missed Due Dates - VGPL	45-01	H	H	H	MO	P	0.5%	4.7%	(2.63)	Yes	0.0%	0.6%	(1.37)	Yes	2.8%	1.4%	1.58	Yes	-	HIT
% SWBT Caused Missed Due Dates - DSL	45-02	H	H	H	MO	P	n/a	3.5%	n/a	-	n/a	4.6%	n/a	-	n/a	0.9%	n/a	-	-	-
% SWBT Caused Missed Due Dates - DDS	45-03	H	H	H	MO	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	20.0%	n/a	-	-	-
% SWBT Caused Missed Due Dates - DS1	45-04	H	H	H	MO	P	n/a	0.0%	n/a	-	n/a	9.1%	n/a	-	n/a	0.0%	n/a	-	-	-
% SWBT Caused Missed Due Dates - DS3	45-05	H	H	H	MO	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	-	-
% SWBT Caused Missed Due Dates - ISDN/BRI	45-06	H	H	H	MO	P	3.6%	22.7%	(3.36)	Yes	11.3%	23.3%	(2.03)	Yes	7.2%	11.8%	(1.13)	Yes	-	HIT
% SWBT Caused Missed Due Dates - ISDN/PRI	45-07	H	H	H	MO	P	0.7%	0.4%	0.57	Yes	0.0%	0.9%	(0.92)	Yes	0.0%	0.0%	(0.15)	Yes	-	HIT
% SWBT Caused Missed Due Dates - ISDN/Combo	45-08	H	H	H	MO	P	n/a	22.7%	n/a	-	n/a	23.3%	n/a	-	n/a	11.8%	n/a	-	-	-
% Trouble Reports within 30 Days - VGPL	46-01	H	H	H	MO	P	0.0%	1.0%	(1.33)	Yes	0.0%	1.0%	(1.70)	Yes	0.0%	1.0%	(1.47)	Yes	-	HIT
% Trouble Reports within 30 Days - DSL	46-02	H	H	H	MO	P	n/a	1.3%	n/a	-	n/a	2.1%	n/a	-	n/a	1.8%	n/a	-	-	-
% Trouble Reports within 30 Days - DDS	46-03	H	H	H	MO	P	n/a	n/a	n/a	-	n/a	50.0%	n/a	-	n/a	0.0%	n/a	-	-	-
% Trouble Reports within 30 Days - DS1	46-04	H	H	H	MO	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	5.9%	n/a	-	-	-
% Trouble Reports within 30 Days - DS3	46-05	H	H	H	MO	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	-	-
% Trouble Reports within 30 Days - ISDN/BRI	46-06	H	H	H	MO	P	3.6%	6.4%	(0.84)	Yes	0.0%	5.1%	(1.68)	Yes	2.9%	6.1%	(1.08)	Yes	-	HIT
% Trouble Reports within 30 Days - ISDN/PRI	46-07	H	H	H	MO	P	0.0%	0.1%	(0.27)	Yes	0.0%	0.1%	(0.26)	Yes	2.1%	0.1%	3.09	No	-	HIT
% Trouble Reports within 30 Days - ISDN/Combo	46-08	H	H	H	MO	P	n/a	6.4%	n/a	-	n/a	5.1%	n/a	-	n/a	6.1%	n/a	-	-	-
% Missed Due Dates Due to LOF - VGPL	47-01	-	-	-	MO	P	0.0%	1.0%	(1.33)	Yes	0.0%	0.4%	(1.14)	Yes	0.0%	0.0%	0.00	Yes	-	HIT

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Missouri Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	May-01 CLEC	May-01 SWBT/ Benchmark	May-01 % Yes - Z-Value	May-01 89% Result	Jun-01 CLEC	Jun-01 SWBT/ Benchmark	Jun-01 % Yes - Z-Value	Jun-01 92% Result	Jul-01 CLEC	Jul-01 SWBT/ Benchmark	Jul-01 % Yes - Z-Value	Jul-01 92% Result	Z	Overall Result 93%
% Missed Due Dates Due to LOF - DSL	47-02	-	-	-	MO	P	n/a	0.1%	n/a	-	n/a	0.0%	n/a	-	n/a	0.2%	n/a	-	-	-
% Missed Due Dates Due to LOF - DDS	47-03	-	-	-	MO	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 - DS1	47-04	-	-	-	MO	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 - DS3	47-05	-	-	-	MO	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 - ISDN/BRI	47-06	-	-	-	MO	P	1.8%	2.4%	(0.29)	Yes	0.0%	0.8%	(0.67)	Yes	0.0%	0.5%	(0.58)	Yes	-	HIT
% Missed Due Dates Due to LOF - ISDN/PRI	47-07	-	-	-	MO	P	0.0%	0.0%	0.00	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	-	-	-	MO	P	n/a	2.4%	n/a	-	n/a	0.8%	n/a	-	n/a	0.5%	n/a	-	-	-
% Missed Due Dates Due to LOF > 30 Days - VGPL	47-09	-	-	-	MO	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF > 30 Days - DSL	47-10	-	-	-	MO	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 > 30 Days - DDS	47-11	-	-	-	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF > 30 Days - DS1	47-12	-	-	-	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF > 30 Days - DS3	47-13	-	-	-	MO	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	-	-	-	MO	P	0.0%	0.0%	0.00	Base<10	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF > 30 Days - ISDN/PRI	47-15	-	-	-	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF > 30 Days - ISDN/Combo	47-16	-	-	-	MO	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF > 90 Days - VGPL	47-17	-	-	-	MO	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF > 90 Days - DSL	47-18	-	-	-	MO	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 - DDS	47-19	-	-	-	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF > 90 Days - DS1	47-20	-	-	-	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF > 90 Days - DS3	47-21	-	-	-	MO	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	-	-	-	MO	P	0.0%	0.0%	0.00	Base<10	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF > 90 Days - ISDN/PRI	47-23	-	-	-	MO	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/Combo	47-24	-	-	-	MO	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
Avg. Delay Days Due to LOF - VGPL	48-01	-	-	-	MO	P	n/a	6.1	n/a	-	n/a	7.6	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - DSL	48-02	-	-	-	MO	P	n/a	8.2	n/a	-	n/a	1.0	n/a	-	n/a	4.3	n/a	-	-	-
Avg. Delay Days Due to LOF - DDS	48-03	-	-	-	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - DS1	48-04	-	-	-	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - DS3	48-05	-	-	-	MO	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	-	-	-	MO	P	9.0	5.9	0.85	Base<10	n/a	4.3	n/a	-	n/a	4.5	n/a	-	-	-
Avg. Delay Days due to LOF - ISDN/PRI	48-07	-	-	-	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days due to LOF - ISDN/Combo	48-08	-	-	-	MO	P	n/a	5.9	n/a	-	n/a	4.3	n/a	-	n/a	4.5	n/a	-	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - VGPL	49-01	M	-	L	MO	P	5.0	3.3	0.47	Base<10	n/a	7.7	n/a	-	3.0	3.8	(0.22)	Base<10	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - DSL	49-02	M	-	L	MO	P	n/a	3.1	n/a	-	n/a	2.1	n/a	-	n/a	4.1	n/a	-	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - DDS	49-03	M	-	L	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	28.0	n/a	-	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - DS1	49-04	M	-	L	MO	P	n/a	n/a	n/a	-	n/a	17.0	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - DS3	49-05	M	-	L	MO	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	MO	P	5.0	10.0	(0.28)	Base<10	1.5	10.3	(1.77)	Base<10	11.4	12.8	(0.07)	Base<10	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - ISDN/PRI	49-07	M	-	L	MO	P	3.0	1.0	1.96	Base<10	n/a	4.0	n/a	-	n/a	1.0	n/a	-	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - ISDN/Combo	49-08	M	-	L	MO	P	n/a	10.0	n/a	-	n/a	10.3	n/a	-	n/a	12.8	n/a	-	-	-
Mean Time to Restore - VGPL - Dispatch	52-01	H	H	H	MO	P	4.8	7.9	(1.06)	Yes	4.2	7.8	(1.54)	Yes	12.6	8.6	1.18	Base<10	-	HIT
Mean Time to Restore - DSL - Dispatch	52-02	H	H	H	MO	P	n/a	24.3	n/a	-	n/a	12.9	n/a	-	n/a	16.1	n/a	-	-	-
Mean Time to Restore - DDS - Dispatch	52-03	H	H	H	MO	P	n/a	6.2	n/a	-	n/a	2.0	n/a	-	n/a	3.2	n/a	-	-	-
Mean Time to Restore - DS1 - Dispatch	52-04	H	H	H	MO	P	0.3	2.8	(0.89)	Base<10	n/a	2.3	n/a	-	n/a	3.5	n/a	-	-	-
Mean Time to Restore - DS3 - Dispatch	52-05	H	H	H	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Mean Time to Restore - ISDN/BRI - Dispatch	52-06	H	H	H	MO	P	3.0	5.3	(1.83)	Yes	6.4	8.4	(0.33)	Yes	3.1	7.5	(1.88)	Yes	-	HIT
Mean Time to Restore - ISDN/PRI - Dispatch	52-07	H	H	H	MO	P	n/a	2.9	n/a	-	n/a	3.4	n/a	-	0.5	2.6	(0.98)	Base<10	-	-
Mean Time to Restore - ISDN/Combo - Dispatch	52-08	H	H	H	MO	P	n/a	5.3	n/a	-	n/a	8.4	n/a	-	n/a	7.5	n/a	-	-	-
Mean Time to Restore - VGPL - No Dispatch	52-09	H	H	H	MO	P	n/a	1.9	n/a	-	n/a	1.4	n/a	-	n/a	2.6	n/a	-	-	-
Mean Time to Restore - DSL - No Dispatch	52-10	H	H	H	MO	P	n/a	104.6	n/a	-	n/a	1.9	n/a	-	n/a	3.4	n/a	-	-	-
Mean Time to Restore - DDS - No Dispatch	52-11	H	H	H	MO	P	n/a	0.1	n/a	-	n/a	0.2	n/a	-	n/a	0.2	n/a	-	-	-
Mean Time to Restore - DS1 - No Dispatch	52-12	H	H	H	MO	P	n/a	0.2	n/a	-	n/a	0.4	n/a	-	n/a	0.2	n/a	-	-	-
Mean Time to Restore - DS3 - No Dispatch	52-13	H	H	H	MO	P	n/a	1.6	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Mean Time to Restore - ISDN/BRI - No Dispatch	52-14	H	H	H	MO	P	n/a	1.2	n/a	-	0.1	1.2	(0.58)	Base<10	n/a	1.1	n/a	-	-	-
Mean Time to Restore - ISDN/PRI - No Dispatch	52-15	H	H	H	MO	P	n/a	0.9	n/a	-	n/a	0.1	n/a	-	n/a	1.1	n/a	-	-	-
Mean Time to Restore - ISDN/Combo - No Dispatch	52-16	H	H	H	MO	P	n/a	1.2	n/a	-	n/a	1.2	n/a	-	n/a	1.1	n/a	-	-	-
% Repeat Reports - VGPL	53-01	H	H	H	MO	P	0.0%	11.8%	(1.16)	Yes	6.7%	13.3%	(0.75)	Yes	22.2%	10.6%	1.12	Base<10	-	HIT
% Repeat Reports - DSL	53-02	H	H	H	MO	P	n/a	12.5%	n/a	-	n/a	0.6%	n/a	-	n/a	1.3%	n/a	-	-	-
% Repeat Reports - DDS	53-03	H	H	H	MO	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	33.3%	n/a	-	-	-
% Repeat Reports - DS1	53-04	H	H	H	MO	P	0.0%	9.1%	(0.32)	Base<10	n/a	15.8%	n/a	-	n/a	14.3%	n/a	-	-	-
% Repeat Reports - DS3	53-05	H	H	H	MO	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Repeat Reports - ISDN/BRI	53-06	H	H	H	MO	P	14.3%	15.7%	(0.17)	Yes	0.0%	14.0%	(1.56)	Yes	11.1%	12.7%	(0.21)	Yes	-	HIT
% Repeat Reports - ISDN/PRI	53-07	H	H	H	MO	P	n/a	3.4%	n/a	-	n/a	5.7%	n/a	-	0.0%	7.5%	(0.40)	Base<10	-	-
% Repeat Reports - ISDN/Combo	53-08	H	H	H	MO	P	n/a	15.7%	n/a	-	n/a	14.0%	n/a	-	n/a	12.7%	n/a	-	-	-
Failure Frequency - VGPL	54-01	L	-	L	MO	P	0.2%	0.4%	(3.01)	Yes	0.2%	0.4%	(1.95)	Yes	0.2%	0.4%	(2.60)	Yes	-	HIT
Failure Frequency - DSL	54-02	L	-	L	MO	P	n/a	0.5%	n/a	-	n/a	0.4%	n/a	-	n/a	0.4%	n/a	-	-	-
Failure Frequency - DDS	54-03	L	-	L	MO	P	0.0%	1.1%	(0.18)	Base<10	0.0%	1.3%	(0.19)	Base<10	0.0%	1.3%	(0.20)	Base<10	-	-
Failure Frequency - DS1	54-04	L	-	L	MO	P	9.1%	5.6%	0.48	Yes	0.0%	4.8%	(0.73)	Yes	0.0%	3.5%	(0.46)	Base<10	-	HIT
Failure Frequency - DS3	54-05	L	-	L	MO	P	n/a	1.4%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-

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Missouri Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	May-01 CLEC	May-01 SWBT/ Benchmark	May-01 % Yes - Z-Value	May-01 89% Result	Jun-01 CLEC	Jun-01 SWBT/ Benchmark	Jun-01 % Yes - Z-Value	Jun-01 92% Result	Jul-01 CLEC	Jul-01 SWBT/ Benchmark	Jul-01 % Yes - Z-Value	Jul-01 92% Result	Z	Overall Result 93%
Failure Frequency - ISDN/BRI	54-06	L	-	L	MO	P	2.2%	2.8%	(1.08)	Yes	2.0%	2.8%	(1.29)	Yes	3.7%	3.2%	0.60	Yes	-	HIT
Failure Frequency - ISDN/PRI	54-07	L	-	L	MO	P	0.0%	0.0%	(0.94)	Yes	0.0%	0.0%	(1.03)	Yes	0.1%	0.0%	1.55	Yes	-	HIT
Failure Frequency - ISDN/Combo	54-08	L	-	L	MO	P	n/a	2.8%	n/a	-	n/a	2.8%	n/a	-	n/a	3.2%	n/a	-	-	-
Avg. Install. Interval - 8.0 dB Loop (1-10 Loops)	55-01.1	-	-	-	MO	B	2.3	3.0	(0.70)	Yes	3.0	3.0	0.01	Yes	2.8	3.0	(0.23)	Yes	Y	HIT
Avg. Install. Interval - 8.0 dB Loop (11-20 Loops)	55-01.2	-	-	-	MO	B	n/a	7.0	n/a	-	5.0	7.0	(2.00)	Base<10	2.0	7.0	(5.00)	Base<10	Y	-
Avg. Install. Interval - 8.0 dB Loop (Over 20 Loops)	55-01.3	-	-	-	MO	B	n/a	10.0	n/a	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	Y	-
Avg. Install. Interval - 5.0 dB Loop (1-10 Loops)	55-02.1	-	-	-	MO	B	3.0	3.0	0.00	Base<10	n/a	3.0	n/a	-	n/a	3.0	n/a	-	Y	-
Avg. Install. Interval - 5.0 dB Loop (11-20 Loops)	55-02.2	-	-	-	MO	B	n/a	7.0	n/a	-	n/a	7.0	n/a	-	n/a	7.0	n/a	-	Y	-
Avg. Install. Interval - 5.0 dB Loop (Over 20 Loops)	55-02.3	-	-	-	MO	B	n/a	10.0	n/a	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	Y	-
Avg. Install. Interval - BRI Loop (1-10 Loops)	55-03.1	-	-	-	MO	B	3.3	3.0	0.25	Base<10	3.1	3.0	0.11	Base<10	3.1	3.0	0.09	Yes	Y	-
Avg. Install. Interval - BRI Loop (11-20 Loops)	55-03.2	-	-	-	MO	B	n/a	7.0	n/a	-	n/a	7.0	n/a	-	n/a	7.0	n/a	-	Y	-
Avg. Install. Interval - BRI Loop (Over 20 Loops)	55-03.3	-	-	-	MO	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	-	-	-	MO	B	4.2	3.0	1.21	Yes	2.9	3.0	(0.06)	Yes	3.2	3.0	0.20	Yes	Y	HIT
Avg. Install. Interval - DS1 Loop (11-20 Loops)	55-04.2	-	-	-	MO	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	-	-	-	MO	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	-	-	-	MO	B	n/a	3.0	n/a	-	3.0	3.0	0.00	Base<10	1.0	3.0	(2.00)	Base<10	Y	-
Avg. Install. Interval - Analog Trunk Port (All Orders)	55-06.1	-	-	-	MO	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 (1-10 Circuits)	55-07.1	-	-	-	MO	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	-	-	-	MO	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	-	-	-	MO	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	-	-	-	MO	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	-	-	-	MO	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	-	-	-	MO	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	Y	-
Avg. Install. Interval - ISDN-PRI (1-20 Loops)	55-09.1	-	-	-	MO	B	n/a	5.0	n/a	-	n/a	5.0	n/a	-	n/a	5.0	n/a	-	Y	-
Avg. Install. Interval - ISDN-PRI (Over 20 Loops)	55-09.2	-	-	-	MO	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	-	-	-	MO	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 (11-20 Loops)	55-10.2	-	-	-	MO	B	n/a	7.0	n/a	-	n/a	7.0	n/a	-	n/a	7.0	n/a	-	Y	-
Avg. Install. Interval - Dark Fiber (Over 20 Loops)	55-10.3	-	-	-	MO	B	n/a	10.0	n/a	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	Y	-
Avg. INP Install. Interval (1-10 Numbers per Order)	55-11.1	-	-	-	MO	B	n/a	3.0	n/a	-	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	-	-	-	MO	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	-	-	-	MO	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	MO	B	4.7	5.0	(0.28)	Yes	4.8	5.0	(0.21)	Yes	4.6	5.0	(0.39)	Yes	Y	HIT
Avg. Installation Interval - DSL - No Line Sharing - Conditioning Required	55.1-02	H	H	H	MO	B	8.3	10.0	(1.67)	Yes	8.4	10.0	(1.57)	Yes	8.3	10.0	(1.67)	Base<10	Y	HIT
Avg. Installation Interval - DSL - Line Sharing - No Conditioning	55.1-03	H	H	H	MO	P	5.1	4.9	1.8	No	3.7	4.9	(14.49)	Yes	3.3	4.9	(20.91)	Yes	-	HIT
Avg. Installation Interval - DSL - Line Sharing - Conditioning Required	55.1-04	H	H	H	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Installation Interval - Broadband DSL - No Line Sharing - No Conditioning	55.1-05	-	-	-	MO	-	n/a	5.0	n/a	-	n/a	5.0	n/a	-	n/a	5.0	n/a	-	-	-
Avg. Installation Interval - Broadband DSL - No Line Sharing - Conditioning Required	55.1-06	-	-	-	MO	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	-	-
Avg. Installation Interval - Broadband DSL - Line Sharing - No Conditioning	55.1-07	-	-	-	MO	-	n/a	5.2	n/a	-	n/a	5.1	n/a	-	n/a	5.0	n/a	-	-	-
Avg. Installation Interval - Broadband DSL - Line Sharing - Conditioning Required	55.1-08	-	-	-	MO	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	26.0	n/a	-	-	-
Avg. Installation Interval - Voice Over Data - No Line Sharing - No Conditioning	55.1-09	-	-	-	MO	-	n/a	5.0	n/a	-	n/a	5.0	n/a	-	n/a	5.0	n/a	-	-	-
Avg. Installation Interval - Voice Over Data - No Line Sharing - Conditioning Required	55.1-10	-	-	-	MO	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	-	-
Avg. Installation Interval for Loop with LNP -CHC (1-10 Loops)	55.2-01.1	-	-	-	MO	B	3.5		n/a	-	3.6		n/a	-	5.1		n/a	-	Y	-
Avg. Installation Interval for Loop with LNP - CHC (11-20 Loops)	55.2-01.2	-	-	-	MO	B	8.0		n/a	-	n/a		n/a	-	n/a		n/a	-	Y	-
Avg. Installation Interval for Loop with LNP - CHC (Over 20 Loops)	55.2-01.3	-	-	-	MO	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	-	-	-	MO	B	3.4		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	-	-	-	MO	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	Y	-
Avg. Installation Interval for Loop with LNP - FDT (Over 20 Loops)	55.2-02.3	-	-	-	MO	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	Y	-
% xDSL-Cap Loop Ord Req Rem Of Load Coils a/o Rptrs (Between 12000-17500 ft)	55.3-01	-	-	-	MO	-	8.9%		n/a	-	3.3%		n/a	-	3.1%		n/a	-	-	-
% xDSL-Cap Loop Ord Req Rem Of Load Coils a/o Rptrs (Over 17500 ft)	55.3-02	-	-	-	MO	-	8.3%		n/a	-	20.0%		n/a	-	17.4%		n/a	-	-	-
% Installed Within 3 Days - 8.0 dB Loop (1-10 Loops)	56-01.1	-	-	M	MO	B	100.0%	95.0%	(5.00)	Yes	99.3%	95.0%	(4.27)	Yes	100.0%	95.0%	(5.00)	Yes	Y	HIT
% Installed Within 7 Days - 8.0 dB Loop (11-20 Loops)	56-01.2	-	-	M	MO	B	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	Y	-
% Installed Within 10 Days - 8.0 dB Loop (Over 20 Loops)	56-01.3	-	-	M	MO	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 3 Days - 5.0 dB Loop (1-10 Loops)	56-02.1	-	-	M	MO	B	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	Y	-
% Installed Within 7 Days - 5.0 dB Loop (11-20 Loops)	56-02.2	-	-	M	MO	B	100.0%	95.0%	(5.00)	Base<10	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 10 Days - 5.0 dB Loop (Over 20 Loops)	56-02.3	-	-	M	MO	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 3 Days - BRI Loop (1-10 Loops)	56-03.1	-	-	M	MO	B	96.1%	95.0%	(1.08)	Yes	96.3%	95.0%	(1.30)	Yes	98.9%	95.0%	(3.86)	Yes	Y	HIT
% Installed Within 7 Days - BRI Loop (11-20 Loops)	56-03.2	-	-	M	MO	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 10 Days - BRI Loop (Over 20 Loops)	56-03.3	-	-	M	MO	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	MO	B	90.0%	95.0%	5.00	No	91.8%	95.0%	3.16	No	95.4%	95.0%	(0.41)	Yes	Y	MISS
% Installed Within 7 Days - DS1 Loop (11-20 Loops)	56-04.2	-	-	M	MO	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	MO	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	MO	B	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	Y	-
% Installed Within 2 Days - Analog Trunk Port (All Orders)	56-06.1	-	-	M	MO	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 Dedicated Circuit (1-10 Circuits)	56-07.1	-	-	M	MO	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	MO	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	MO	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	MO	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	MO	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-

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Missouri Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	May-01 CLEC	May-01 SWBT/ Benchmark	May-01 % Yes - Z-Value	May-01 89% Result	Jun-01 CLEC	Jun-01 SWBT/ Benchmark	Jun-01 % Yes - Z-Value	Jun-01 92% Result	Jul-01 CLEC	Jul-01 SWBT/ Benchmark	Jul-01 % Yes - Z-Value	Jul-01 92% Result	Z	Overall Result 93%
% Installed On Time - DS3 Dedicated Circuit (Over 20 Circuits)	56-08.3	-	-	M	MO	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 5 Days - ISDN-PRI (1-20 Loops)	56-09.1	-	-	M	MO	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 10 Days - ISDN-PRI (Over 20 Loops)	56-09.2	-	-	M	MO	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 (1-10 Circuits)	56-10.1	-	-	M	MO	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 7 Days - Dark Fiber (11-20 Circuits)	56-10.2	-	-	M	MO	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 10 Days - Dark Fiber (Over 20 Circuits)	56-10.3	-	-	M	MO	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 3 Days - INP (1-10 Numbers)	56-11.1	-	-	M	MO	B	n/a	95.0%	n/a	-	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	MO	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	MO	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 5 Days - DSL - No Line Sharing - Non Conditioned	56-12.01	-	-	M	MO	B	98.6%	95.0%	-3.6	Yes	99.5%	95.0%	-4.5	Yes	99.4%	95.0%	-4.4	Yes	Y	HIT
% Installed Within 10 Days - DSL - No Line Sharing - Conditioned	56-12.02	-	-	M	MO	B	100.0%	95.0%	-5.0	Yes	100.0%	95.0%	-5.0	Yes	100.0%	95.0%	-5.0	Yes	Y	HIT
% Installed Within 5 Days - Broadband DSL - No Line Sharing - Non Conditioned	56-13.01	-	-	M	MO	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 10 Days - Broadband DSL - No Line Sharing - Conditioned	56-13.02	-	-	M	MO	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within CDDD - DSL - Line Sharing	56-14.01	-	-	M	MO	P	91.7%	96.4%	1.91	No	90.5%	95.3%	1.69	No	96.4%	99.0%	1.55	Yes	Y	MISS
% Installed Within CDDD - Broadband DSL - Line Sharing	56-15.01	-	-	M	MO	P	n/a	93.6%	n/a	-	n/a	94.0%	n/a	-	n/a	96.0%	n/a	-	Y	-
% Installed Within 5 Days - Voice Over Data - No Line Sharing - Non Conditioned	56-16.01	-	-	M	MO	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within 10 Days - Voice Over Data - No Line Sharing - Conditioned	56-16.02	-	-	M	MO	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within CDDD for LNP with Loop - CHC/FDT (1-10 Loops)	56.1-01.1	H	H	M	MO	B	99.8%	95.0%	(4.77)	Yes	98.5%	95.0%	(3.48)	Yes	98.4%	95.0%	(3.40)	Yes	Y	HIT
% Installed Within CDDD for LNP with Loop - CHC/FDT (11-20 Loops)	56.1-01.2	H	H	M	MO	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 CDDD for LNP with Loop - CHC/FDT (Over 20 Loops)	56.1-01.3	H	H	M	MO	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	Y	-
% Installed Within CDDD for LNP with Loop - CHC (1-10 Loops)	56.1-02.1	-	-	-	MO	B	99.5%	95.0%	n/a	-	99.0%	95.0%	n/a	-	99.1%	95.0%	n/a	-	-	-
% Installed Within CDDD for LNP with Loop - CHC (11-20 Loops)	56.1-02.2	-	-	-	MO	B	100.0%	95.0%	n/a	-	100.0%	95.0%	n/a	-	100.0%	95.0%	n/a	-	-	-
% Installed Within CDDD for LNP with Loop - CHC (Over 20 Loops)	56.1-02.3	-	-	-	MO	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-	-
% Installed Within CDDD for LNP with Loop - FDT (1-10 Loops)	56.1-03.1	-	-	-	MO	B	100.0%	95.0%	n/a	-	98.3%	95.0%	n/a	-	98.0%	95.0%	n/a	-	-	-
% Installed Within CDDD for LNP with Loop - FDT (11-20 Loops)	56.1-03.2	-	-	-	MO	B	n/a	95.0%	n/a	-	100.0%	95.0%	n/a	-	n/a	95.0%	n/a	-	-	-
% Installed Within CDDD for LNP with Loop - FDT (Over 20 Loops)	56.1-03.3	-	-	-	MO	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-	-
% SWBT Missed Due Dates - 8.0 dB Loop Field Work	58-01	H	H	H	MO	P	0.0%	6.4%	(2.49)	Yes	2.2%	7.7%	(1.95)	Yes	1.6%	6.8%	(1.66)	Yes	-	HIT
% SWBT Missed Due Dates - 8.0 dB Loop No Field Work	58-02	H	H	H	MO	P	0.7%	0.3%	1.64	Yes	0.4%	0.4%	0.17	Yes	0.3%	0.4%	(0.25)	Yes	-	HIT
% SWBT Missed Due Dates - 5.0 dB Loop	58-03	H	H	H	MO	P	0.0%	4.7%	(2.38)	Yes	0.0%	0.6%	(0.40)	Yes	0.0%	1.4%	(0.26)	Base<10	-	HIT
% SWBT Missed Due Dates - BRI Loop	58-04	H	H	H	MO	P	4.8%	22.7%	(4.60)	Yes	1.1%	23.3%	(4.88)	Yes	2.2%	11.8%	(2.79)	Yes	-	HIT
% SWBT Missed Due Dates - ISDN BRI Port	58-05	H	H	H	MO	P	n/a	22.7%	n/a	-	n/a	23.3%	n/a	-	n/a	11.8%	n/a	-	-	-
% SWBT Missed Due Dates - DS1 Loop with Test Access	58-06	H	H	H	MO	P	9.4%	0.0%	1.11	Yes	8.6%	9.1%	(0.05)	Yes	4.7%	0.0%	0.91	Yes	-	HIT
% SWBT Missed Due Dates - DS1 Dedicated Transport	58-07	H	H	H	MO	P	n/a	0.0%	n/a	-	n/a	9.1%	n/a	-	n/a	0.0%	n/a	-	-	-
% SWBT Missed Due Dates - ISDN/PRI	58-08	H	H	H	MO	P	n/a	0.4%	n/a	-	n/a	0.9%	n/a	-	n/a	0.0%	n/a	-	-	-
% SWBT Missed Due Dates - DSL - No Line Sharing	58-09	H	H	H	MO	B	1.2%	5.0%	0.00	Yes	0.6%	5.0%	0.00	Yes	0.6%	5.0%	0.00	Yes	N	HIT
% SWBT Missed Due Dates - DSL - Line Sharing	58-10	H	H	H	MO	P	8.1%	3.5%	2.45	No	9.1%	4.6%	1.97	No	3.6%	0.9%	3.51	No	-	MISS
% SWBT Missed Due Dates - Analog Trunk Port	58-11	H	H	H	MO	P	n/a	4.7%	n/a	-	n/a	0.6%	n/a	-	n/a	1.4%	n/a	-	-	-
% SWBT Missed Due Dates - Subtending DD Combination Trunks	58-12	H	H	H	MO	P	n/a	4.7%	n/a	-	n/a	0.6%	n/a	-	n/a	1.4%	n/a	-	-	-
% SWBT Missed Due Dates - DS3 Dedicated Transport	58-13	H	H	H	MO	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	-	-
% SWBT Missed Due Dates - Dark Fiber	58-14	H	H	H	MO	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	-	-
% SWBT Missed Due Dates - Analog Line Port	58-15	H	H	H	MO	P	n/a	4.7%	n/a	-	50.0%	0.6%	8.48	Base<10	0.0%	1.4%	(0.12)	Base<10	-	-
% SWBT Missed Due Dates - INP	58-16	H	H	H	MO	P	n/a	0.3%	n/a	-	n/a	0.4%	n/a	-	n/a	0.4%	n/a	-	-	-
% SWBT Missed Due Dates - Broadband DSL - No Line Sharing	58-17	-	-	-	MO	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% SWBT Missed Due Dates - Broadband DSL - Line Sharing	58-18	-	-	-	MO	-	n/a	6.1%	n/a	-	n/a	5.8%	n/a	-	n/a	3.9%	n/a	-	-	-
% SWBT Missed Due Dates - Voice Over Data - No Line Sharing	58-19	-	-	-	MO	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - 8.0 dB Loop	59-01	H	H	H	MO	P	2.7%	3.3%	(1.02)	Yes	3.0%	3.6%	(1.00)	Yes	5.4%	3.4%	2.93	No	-	HIT
% Trouble Reports within 30 Days of Install. - 5.0 dB Loop	59-02	H	H	H	MO	P	3.5%	1.0%	2.50	No	0.0%	1.0%	(0.50)	Yes	0.0%	1.0%	(0.22)	Base<10	-	-
% Trouble Reports within 30 Days of Install. - BRI Loop	59-03	H	H	H	MO	P	9.2%	6.4%	1.10	Yes	3.4%	5.1%	(0.69)	Yes	4.7%	6.1%	(0.53)	Yes	-	HIT
% Trouble Reports within 30 Days of Install. - ISDN BRI Port	59-04	H	H	H	MO	P	n/a	6.4%	n/a	-	n/a	5.1%	n/a	-	n/a	6.1%	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - DS1 Loop	59-05	H	H	H	MO	P	8.1%	0.0%	1.02	Yes	10.9%	0.0%	1.16	Yes	9.3%	5.9%	0.47	Yes	-	HIT
% Trouble Reports within 30 Days of Install. - DS1 Dedicated Transport	59-06	H	H	H	MO	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	5.9%	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - ISDN/PRI	59-07	H	H	H	MO	P	n/a	0.1%	n/a	-	n/a	0.1%	n/a	-	n/a	0.1%	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - DSL - No Line Sharing	59-08	H	H	H	MO	B	5.5%	6.0%	0.00	Yes	2.2%	6.0%	0.00	Yes	5.1%	6.0%	0.00	Yes	N	HIT
% Trouble Reports within 30 Days of Install. - DSL - Line Sharing	59-09	H	H	H	MO	P	3.0%	1.3%	1.46	Yes	4.5%	2.1%	1.59	Yes	2.6%	1.8%	0.78	Yes	-	HIT
% Trouble Reports within 30 Days of Install. - Analog Trunk Port	59-10	H	H	H	MO	P	n/a	1.0%	n/a	-	n/a	1.0%	n/a	-	n/a	1.0%	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - Subtending DD Combination Trunks	59-11	H	H	H	MO	P	n/a	1.0%	n/a	-	n/a	1.0%	n/a	-	n/a	1.0%	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - DS3 Dedicated Transport	59-12	H	H	H	MO	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - Dark Fiber	59-13	H	H	H	MO	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - Analog Line Port	59-14	H	H	H	MO	P	n/a	1.0%	n/a	-	0.0%	1.0%	(0.14)	Base<10	0.0%	1.0%	(0.10)	Base<10	-	-
% Trouble Reports within 30 Days of Install. - INP	59-15	H	H	H	MO	P	n/a	2.9%	n/a	-	n/a	3.7%	n/a	-	n/a	3.8%	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - Broadband DSL - No Line Sharing	59-16	-	-	-	MO	-	n/a	6.0%	n/a	-	n/a	6.0%	n/a	-	n/a	6.0%	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - Broadband DSL - Line Sharing	59-17	-	-	-	MO	-	n/a	8.6%	n/a	-	n/a	5.9%	n/a	-	n/a	5.9%	n/a	-	-	-
% Trouble Reports within 30 Days of Install. - Voice Over Data - No Line Sharing	59-18	-	-	-	MO	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - 8.0 dB Loop	60-01	-	-	-	MO	P	0.0%	3.3%	(4.15)	Yes	0.2%	4.1%	(4.65)	Yes	0.0%	3.7%	(4.01)	Yes	-	HIT
% Missed Due Dates Due to LOF - 5.0 dB Loop	60-02	-	-	-	MO	P	0.0%	1.0%	(1.06)	Yes	0.0%	0.4%	(0.33)	Yes	0.0%	0.0%	0.00	Base<10	-	HIT
% Missed Due Dates Due to LOF - BRI Loop	60-03	-	-	-	MO	P	3.2%	2.4%	0.52	Yes	1.1%	0.8%	0.27	Yes	2.2%	0.5%	1.92	No	-	HIT
% Missed Due Dates Due to LOF - ISDN BRI Port	60-04	-	-	-	MO	P	n/a	2.4%	n/a	-	n/a	0.8%	n/a	-	n/a	0.5%	n/a	-	-	-

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Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	May-01 CLEC	May-01 SWBT/ Benchmark	May-01 % Yes - Z-Value	May-01 89% Result	Jun-01 CLEC	Jun-01 SWBT/ Benchmark	Jun-01 % Yes - Z-Value	Jun-01 92% Result	Jul-01 CLEC	Jul-01 SWBT/ Benchmark	Jul-01 % Yes - Z-Value	Jul-01 92% Result	Z	Overall Result 93%
% Missed Due Dates Due to LOF - DS1 Loop	60-05	-	-	-	MO	P	4.9%	0.0%	0.79	Yes	5.3%	0.0%	0.78	Yes	2.9%	0.0%	0.71	Yes	-	HIT
% Missed Due Dates Due to LOF - DS1 Dedicated Transport	60-06	-	-	-	MO	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - ISDN/PRI	60-07	-	-	-	MO	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - DSL - No Line Sharing	60-08	-	-	-	MO	-	1.2%	n/a	n/a	-	0.3%	n/a	n/a	-	0.6%	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - DSL - Line Sharing	60-09	-	-	-	MO	P	1.0%	0.1%	2.18	No	1.1%	0.0%	4.21	No	1.0%	0.2%	2.43	No	-	MISS
% Missed Due Dates Due to LOF - Analog Trunk Port	60-10	-	-	-	MO	P	n/a	1.0%	n/a	-	n/a	0.4%	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - Subtending DDC Trunks	60-11	-	-	-	MO	P	n/a	1.0%	n/a	-	n/a	0.4%	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - DS3 Dedicated Transport	60-12	-	-	-	MO	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 - Dark Fiber	60-13	-	-	-	MO	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 - Analog Line Port	60-14	-	-	-	MO	P	n/a	1.0%	n/a	-	0.0%	0.4%	(0.09)	Base<10	0.0%	0.0%	0.00	Base<10	-	-
% Missed Due Dates Due to LOF - Broadband DSL - No Line Sharing	60-15	-	-	-	MO	P	n/a	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	-	-
% Missed Due Dates Due to LOF - Broadband DSL - Line Sharing	60-16	-	-	-	MO	P	n/a	4.6%	n/a	-	n/a	3.8%	n/a	-	n/a	2.1%	n/a	-	-	-
% Missed Due Dates Due to LOF - Voice Over Data - No Line Sharing	60-17	-	-	-	MO	P	n/a	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - 8.0 dB Loop > 30 Days	60-18	-	-	-	MO	P	n/a	6.5%	n/a	-	0.0%	5.9%	(0.25)	Base<10	n/a	6.4%	n/a	-	-	-
% Missed Due Dates Due to LOF - 5.0 dB Loop > 30 Days	60-19	-	-	-	MO	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - BRI Loop > 30 Days	60-20	-	-	-	MO	P	0.0%	0.0%	0.00	Base<10	0.0%	0.0%	0.00	Base<10	0.0%	0.0%	0.00	Base<10	-	-
% Missed Due Dates Due to LOF - ISDN BRI Port > 30 Days	60-21	-	-	-	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - DS1 Loop > 30 Days	60-22	-	-	-	MO	-	0.0%	n/a	n/a	-	0.0%	n/a	n/a	-	0.0%	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - DS1 Dedicated Transport > 30 Days	60-23	-	-	-	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - ISDN/PRI > 30 Days	60-24	-	-	-	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - DSL - No Line Sharing > 30 Days	60-25	-	-	-	MO	P	0.0%	n/a	0.00	Base<10	0.0%	n/a	0.00	Base<10	0.0%	n/a	0.00	Base<10	-	-
% Missed Due Dates Due to LOF - DSL - Line Sharing > 30 Days	60-26	-	-	-	MO	P	0.0%	0.0%	0.00	Base<10	0.0%	0.0%	0.00	Base<10	0.0%	0.0%	0.00	Base<10	-	-
% Missed Due Dates Due to LOF - Analog Trunk Port > 30 Days	60-27	-	-	-	MO	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - Subtending DDC Trunks > 30 Days	60-28	-	-	-	MO	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - DS3 Dedicated Transport > 30 Days	60-29	-	-	-	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - Dark Fiber > 30 Days	60-30	-	-	-	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - Analog Line Port > 30 Days	60-31	-	-	-	MO	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - Boadband DSL - No Line Sharing > 30 Days	60-32	-	-	-	MO	P	n/a	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	-	-
% Missed Due Dates Due to LOF - Broadband DSL - Line Sharing > 30 Days	60-33	-	-	-	MO	P	n/a	3.6%	n/a	-	n/a	1.9%	n/a	-	n/a	2.9%	n/a	-	-	-
% Missed Due Dates Due to LOF - Voice Over Data - No Line Sharing > 30 Days	60-34	-	-	-	MO	P	n/a	n/a	0.00	Yes	n/a	n/a	0.00	Yes	n/a	n/a	0.00	Base<10	-	HIT
% Missed Due Dates Due to LOF - 8.0 dB Loop > 90 Days	60-35	-	-	-	MO	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 - 5.0 dB Loop > 90 Days	60-36	-	-	-	MO	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - BRI Loop > 90 Days	60-37	-	-	-	MO	P	0.0%	0.0%	0.00	Base<10	0.0%	0.0%	0.00	Base<10	0.0%	0.0%	0.00	Base<10	-	-
% Missed Due Dates Due to LOF - ISDN BRI Port > 90 Days	60-38	-	-	-	MO	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-	-
% Missed Due Dates Due to LOF - DS1 Loop > 90 Days	60-39	-	-	-	MO	P	0.0%	n/a	n/a	-	0.0%	n/a	n/a	-	0.0%	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - DS1 Dedicated Transport > 90 Days	60-40	-	-	-	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - ISDN/PRI > 90 Days	60-41	-	-	-	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - DSL - No Line Sharing > 90 Days	60-42	-	-	-	MO	P	0.0%	n/a	0.00	Base<10	0.0%	n/a	0.00	Base<10	0.0%	n/a	0.00	Base<10	-	-
% Missed Due Dates Due to LOF - DSL - Line Sharing > 90 Days	60-43	-	-	-	MO	P	0.0%	0.0%	0.00	Base<10	0.0%	0.0%	0.00	Base<10	0.0%	0.0%	0.00	Base<10	-	-
% Missed Due Dates Due to LOF - Analog Trunk Port > 90 Days	60-44	-	-	-	MO	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - Subtending DDC Trunks > 90 Days	60-45	-	-	-	MO	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - DS3 Dedicated Transport > 90 Days	60-46	-	-	-	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - Dark Fiber > 90 Days	60-47	-	-	-	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - Analog Line Port > 90 Days	60-48	-	-	-	MO	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	-	-
% Missed Due Dates Due to LOF - Broadband DSL - No Line Sharing > 90 Days	60-49	-	-	-	MO	P	n/a	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	-	-
% Missed Due Dates Due to LOF - Braodband DSL - Line Sharing > 90 Days	60-50	-	-	-	MO	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 - Voice Over Data - No Line Sharing > 90 Days	60-51	-	-	-	MO	P	n/a	n/a	0.00	Yes	n/a	n/a	0.00	Yes	n/a	n/a	0.00	Base<10	-	HIT
Avg. Delay Days Due to LOF - 8.0 dB Loop	61-01	-	-	-	MO	P	n/a	11.9	n/a	-	8.0	10.9	(0.25)	Base<10	n/a	10.8	n/a	-	-	-
Avg. Delay Days Due to LOF - 5.0 dB Loop	61-02	-	-	-	MO	P	n/a	6.1	n/a	-	n/a	7.6	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - BRI Loop	61-03	-	-	-	MO	P	2.8	5.9	(1.62)	Base<10	7.0	4.3	0.73	Base<10	n/a	4.5	3.33	Base<10	-	-
Avg. Delay Days Due to LOF - ISDN BRI Port	61-04	-	-	-	MO	P	n/a	5.9	n/a	-	n/a	4.3	n/a	-	8.4	4.5	n/a	-	-	-
Avg. Delay Days Due to LOF - DS1 Loop	61-05	-	-	-	MO	P	10.7	n/a	n/a	-	4.4	n/a	n/a	-	8.4	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - DS1 Dedicated Transport	61-06	-	-	-	MO	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/PRI	61-07	-	-	-	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - DSL - No Line Sharing	61-08	-	-	-	MO	-	3.5	n/a	n/a	-	1.5	n/a	n/a	-	3.0	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - DSL - Line Sharing	61-09	-	-	-	MO	P	1.0	8.2	(1.11)	Base<10	1.0	1.0	0.00	Base<10	1.5	4.3	(1.28)	Base<10	-	-
Avg. Delay Days Due to LOF - Analog Trunk Port	61-10	-	-	-	MO	P	n/a	6.1	n/a	-	n/a	7.6	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - Subtending DDC Trunks	61-11	-	-	-	MO	P	n/a	6.1	n/a	-	n/a	7.6	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - DS3 Dedicated Transport	61-12	-	-	-	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - Dark Fiber	61-13	-	-	-	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - Analog Line Port	61-14	-	-	-	MO	P	n/a	6.1	n/a	-	n/a	7.6	n/a	-	n/a	n/a	n/a	-	-	-
Avg. Delay Days Due to LOF - Broadband DSL - No Line Sharing	61-15	-	-	-	MO	P	n/a	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	-	-
Avg. Delay Days Due to LOF - Broadband DSL - Line Sharing	61-16	-	-	-	MO	P	n/a	5.7	n/a	-	n/a	5.5	n/a	-	n/a	5.5	n/a	-	-	-
Avg. Delay Days Due to LOF - Voice Over Data - No Line Sharing	61-17	-	-	-	MO	P	n/a		0.00	Yes	n/a		0.00	Yes	n/a	n/a	0.00	Base<10	-	HIT
Avg. Delay Days for SWBT Missed Due Dates - 8.0 dB Loop Field Work	62-01	M	-	L	MO	P	n/a	5.8	n/a	-	6.0	6.2	(0.03)	Base<10	n/a	6.6	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - 8.0 dB Loop No Field Work	62-02	M	-	L	MO	P	n/a	9.5	n/a	-	7.5	7.0	0.04	Base<10	n/a	6.5	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - 5.0 dB Loop	62-03	M	-	L	MO	P	n/a	3.3	n/a	-	n/a	7.7	n/a	-	n/a	3.8	n/a	-	-	-
Avg. Delay Days for SWBT Missed Due Dates - BRI Loop	62-04	M	-	L	MO	P	2.2	10.0	(0.75)	Base<10	7.0	10.3	(0.27)	Base<10	7.0	12.8	(0.20)	Base<10	-	-

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