A

Dysart Reply Affidavit – Attachment A

Arkansas Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
Avg. Resp. for OSS Pre-Order - Address Verification - DATAGATE	1-01	-	-	M	CO	B	2.7	4.7	0.00	Yes	2.4	4.7	0.00	Yes	2.5	4.7	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - Req. for Telephone Number - DATAGATE	1-02	-	-	M	CO	B	3.4	4.5	0.00	Yes	2.9	4.5	0.00	Yes	3.1	4.5	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - Req. for CSR (< 30 WTN) - DATAGATE	1-03	-	-	M	CO	B	2.1	6.6	0.00	Yes	2.3	6.6	0.00	Yes	2.9	6.6	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - Req. for CSR (> 30 WTN) - DATAGATE	1-04	-	-	M	CO	B	15.8		n/a	-	11.6		n/a	-	9.7		n/a	-	-
Avg. Resp. for OSS Pre-Order - Serv. Availability - DATAGATE	1-05	-	-	M	CO	B	1.1	6.6	0.00	Yes	0.9	6.6	0.00	Yes	0.7	6.6	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - Serv. Appointment Scheduling - DATAGATE	1-06	-	-	M	CO	B	0.3	1.0	0.00	Yes	0.3	1.0	0.00	Yes	0.3	1.0	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - Dispatch Required - DATAGATE	1-07	-	-	M	CO	B	6.9	12.6	0.00	Yes	7.4	12.6	0.00	Yes	7.6	12.6	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - PIC - DATAGATE	1-08	-	-	M	CO	B	7.3	19.1	0.00	Yes	6.8	19.1	0.00	Yes	7.4	19.1	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - Actual Loop Makeup-Actual Returned	1-09	-	-	-	CO	B	19.9	12.6	2.00	No	24.0	12.6	2.00	No	24.2	12.6	2.00	No	MISS
Avg. Resp. for OSS Pre-Order - Actual Loop Makeup-Design Returned	1-10	-	-	-	CO	B	13.2	23.0	0.00	Yes	12.2	23.0	0.00	Yes	11.0	23.0	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - Design Loop Makeup-Design Returned	1-11	-	-	-	CO	B	4.6	10.0	0.00	Yes	5.1	10.0	0.00	Yes	5.0	10.0	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - Protocol Translation - EDI Input	1-12	-	-	-	CO	B	85.3		n/a	-	16.8		n/a	-	23.3		n/a	-	-
Avg. Resp. for OSS Pre-Order - Protocol Translation - EDI Output	1-13	-	-	-	CO	B	21.3		n/a	-	8.9		n/a	-	12.1		n/a	-	-
Avg. Resp. for OSS Pre-Order - Protocol Translation - CORBA Input	1-14	-	-	-	CO	B	0.1		n/a	-	n/a		n/a	-	0.3		n/a	-	-
Avg. Resp. for OSS Pre-Order - Protocol Translation - CORBA Output	1-15	-	-	-	CO	B	0.2		n/a	-	n/a		n/a	-	0.1		n/a	-	-
Avg. Resp. for OSS Pre-Order - Address Verification -VERIGATE	1-16	-	-	M	CO	B	3.1	4.7	0.00	Yes	2.7	4.7	0.00	Yes	2.6	4.7	0.00	Yes	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	1.9	4.5	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - Req. for CSR (< 30 WTM) - VERIGATE	1-18	-	-	M	CO	B	3.4	6.6	0.00	Yes	2.7	6.6	0.00	Yes	10.3	6.6	2.00	No	HIT
Avg. Resp. for OSS Pre-Order - Req. for CSR (> 30 WTM) - VERIGATE	1-19	-	-	M	CO	B	6.2		n/a	-	5.7		n/a	-	n/a		n/a	-	-
Avg. Resp. for OSS Pre-Order - Serv. Availability - VERIGATE	1-20	-	-	M	CO	B	2.4	6.6	0.00	Yes	1.9	6.6	0.00	Yes	2.0	6.6	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - Serv. Appointment Scheduling - VERIGATE	1-21	-	-	M	CO	B	0.6	1.0	0.00	Yes	0.3	1.0	0.00	Yes	0.0	0.0	0.00	Base<10	HIT
Avg. Resp. for OSS Pre-Order - Dispatch Required - VERIGATE	1-22	-	-	M	CO	B	6.7	12.6	0.00	Yes	6.8	12.6	0.00	Yes	7.4	12.6	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - PIC - VERIGATE	1-23	-	-	M	CO	B	6.6	19.1	0.00	Yes	6.3	19.1	0.00	Yes	6.8	19.1	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - Act. Loop MakeUp - Act. Data Ret. - VERIGATE	1-24	-	-	-	CO	B	25.8	12.6	2.00	No	24.9	12.6	2.00	No	26.6	12.6	2.00	No	MISS
Avg. Resp. for OSS Pre-Order - Act. Loop MakeUp - Des. Data Ret. - VERIGATE	1-25	-	-	-	CO	B	22.5	23.0	0.00	Yes	21.2	23.0	0.00	Yes	24.3	23.0	2.00	No	HIT
Avg. Resp. for OSS Pre-Order - Des. Loop MakeUp - Des. Data Ret. - VERIGATE	1-26	-	-	-	CO	B	6.0	10.0	0.00	Yes	6.3	10.0	0.00	Yes	6.9	10.0	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - CSR Detail - VERIGATE (FCC Rqmt. Only)	1-27	-	-	M	CO	B	7.1		n/a	-	7.7		n/a	-	12.5		n/a	-	-
Avg. Response Time for Loop Make-Up Information	1.1-01	L	M	M	AR	B	0.1	0.5	(2.89)	Yes	0.2	0.5	(2.82)	Yes	0.2	0.4	(2.78)	Yes	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	98.0%	100.0%	5.72	No	HIT
Avg. Resp. Rec. within "x" sec. - Address Verification - DATAGATE	2-01	L	M	-	CO	B	98.7%	95.0%	0.00	Yes	99.5%	95.0%	0.00	Yes	99.3%	95.0%	0.00	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Req. for Telephone Number - DATAGATE	2-02	L	M	-	CO	B	98.5%	95.0%	0.00	Yes	99.3%	95.0%	0.00	Yes	99.0%	95.0%	0.00	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Req. for CSR - DATAGATE	2-03	L	M	-	CO	B	99.3%	95.0%	0.00	Yes	99.3%	95.0%	0.00	Yes	98.2%	95.0%	0.00	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Service Availability - DATAGATE	2-04	L	M	-	CO	B	99.7%	95.0%	0.00	Yes	99.8%	95.0%	0.00	Yes	99.8%	95.0%	0.00	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Serv. Appointment Scheduling - DATAGATE	2-05	L	M	-	CO	B	98.9%	95.0%	0.00	Yes	99.5%	95.0%	0.00	Yes	99.4%	95.0%	0.00	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Dispatch Required - DATAGATE	2-06	L	M	-	CO	B	99.6%	95.0%	0.00	Yes	99.3%	95.0%	0.00	Yes	99.0%	95.0%	0.00	Yes	HIT
Avg. Resp. Rec. within "x" sec. - PIC - DATAGATE	2-07	L	M	-	CO	B	99.4%	95.0%	0.00	Yes	99.8%	95.0%	0.00	Yes	99.9%	95.0%	0.00	Yes	HIT
Actual Loop Makeup - Actual Data Returned - DATAGATE	2-08	-	-	-	CO	B	81.9%	95.0%	2.00	No	71.0%	95.0%	2.00	No	72.5%	95.0%	2.00	No	MISS
Actual Loop Makeup - Design Data Returned - DATAGATE	2-09	-	-	-	CO	B	94.4%	95.0%	2.00	No	95.6%	95.0%	0.00	Yes	96.3%	95.0%	0.00	Yes	HIT
Design Loop Makeup - Design Data Returned - DATAGATE	2-10	-	-	-	CO	B	96.9%	95.0%	0.00	Yes	96.0%	95.0%	0.00	Yes	95.7%	95.0%	0.00	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Address Verification - VERIGATE	2-11	L	M	-	CO	B	94.8%	90.0%	0.00	Yes	95.9%	90.0%	0.00	Yes	95.7%	90.0%	0.00	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Req. for Telephone Number - VERIGATE	2-12	L	M	-	CO	B	97.7%	90.0%	0.00	Yes	98.1%	90.0%	0.00	Yes	97.7%	90.0%	0.00	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Req. for CSR - VERIGATE	2-13	L	M	-	CO	B	97.7%	90.0%	0.00	Yes	97.2%	90.0%	0.00	Yes	90.4%	90.0%	0.00	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Service Availability - VERIGATE	2-14	L	M	-	CO	B	97.7%	90.0%	0.00	Yes	98.9%	90.0%	0.00	Yes	99.1%	90.0%	0.00	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Service Appointment Scheduling - VERIGATE	2-15	L	M	-	CO	B	98.1%	90.0%	0.00	Yes	99.4%	90.0%	0.00	Yes	99.0%	90.0%	0.00	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Dispatch Required - VERIGATE	2-16	L	M	-	CO	B	99.2%	90.0%	0.00	Yes	99.2%	90.0%	0.00	Yes	98.7%	90.0%	0.00	Yes	HIT
Avg. Resp. Rec. within "x" sec. - PIC - VERIGATE	2-17	L	M	-	CO	B	98.5%	90.0%	0.00	Yes	99.3%	90.0%	0.00	Yes	99.7%	90.0%	0.00	Yes	HIT
Actual Loop Makeup - Actual Data Returned - VERIGATE	2-18	-	-	-	CO	B	61.9%	90.0%	2.00	No	61.1%	90.0%	2.00	No	57.7%	90.0%	2.00	No	MISS
Actual Loop Makeup - Design Data Returned - VERIGATE	2-19	-	-	-	CO	B	94.4%	90.0%	2.00	No	87.4%	90.0%	2.00	No	84.1%	90.0%	2.00	No	MISS
Design Loop Makeup - Design Data Returned - VERIGATE	2-20	-	-	-	CO	B	95.0%	90.0%	0.00	Yes	94.4%	90.0%	0.00	Yes	94.2%	90.0%	0.00	Yes	HIT
OSS Interface Availability - DATAGATE	4-01.1	-	H	M	CO	B	99.9%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
OSS Interface Availability - VERIGATE	4-01.2	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	99.7%	99.5%	0.00	Yes	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	HIT
OSS Interface Availability - TOOLBAR	4-01.4	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
OSS Interface Availability - LRAF	4-01.5	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	99.8%	99.5%	0.00	Yes	HIT
OSS Interface Availability - EDI - FTP	4-01.6	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	99.8%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
OSS Interface Availability - EDI - IA (SSL3)	4-01.7	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
OSS Interface Availability - EDI - NDM	4-01.8	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	99.8%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
OSS Interface Availability - EDI - VAN	4-01.9	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
OSS Interface Availability - EDI	4-01.10	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	99.7%	99.5%	0.00	Yes	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	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	HIT
OSS Interface Availability - Trouble Administration	4-01.13	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	99.9%	99.5%	0.00	Yes	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	HIT
OSS Interface Availability - BOP	4-01.15	-	H	M	CO	B	100.0%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	-
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	HIT

Arkansas Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
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	HIT
Pre-Order Backend System Database Query Availability - PREMIS	4.1-01	-	-	-	AR	-	99.1%		n/a	-	100.0%		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	-	99.9%		n/a	-	-
Pre-Order Backend System Database Query Availability - SORD	4.1-03	-	-	-	AR	-	100.0%		n/a	-	100.0%		n/a	-	99.9%		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	99.8%	95.0%	0.00	Yes	99.2%	95.0%	0.00	Yes	99.7%	95.0%	0.00	Yes	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	-
% 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	-	-
% 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	98.9%	95.0%	0.00	Yes	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	-	-
% 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	-	-
% FOCs Rec. Within 5 Hours - Sim 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	HIT
% FOCs Rec. Within 5 Hours - Sim Res/Bus LNP w loop (1-19)- LEX	5-08	L	M	M	AR	B	n/a	95.0%	n/a	-	100.0%	95.0%	0.00	Base<10	100.0%	95.0%	0.00	Yes	-
% 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	-	-
% 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	-	-
% 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	Yes	-
% 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	-	-
% 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	-	-
% FOCs Rec. Projects Negotiated - LEX	5-14	-	-	-	AR	B	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	98.6%	95.0%	(3.59)	Yes	HIT
% FOCs Rec. Within 5 Hours - Residence and Simple Business - EDI	5-15	L	M	M	AR	B	99.9%	95.0%	0.00	Yes	99.1%	95.0%	0.00	Yes	98.9%	95.0%	0.00	Yes	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	-	-
% 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	-	-
% FOCs Rec. Within 5 Hours - UNE Loop (1-49) - EDI	5-18	L	M	M	AR	B	99.3%	95.0%	0.00	Yes	98.7%	95.0%	0.00	Yes	99.5%	95.0%	0.00	Yes	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	-	-
% 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	-	-
% FOCs Rec. Within 5 Hours - Sim Res/Bus LNP Only (1-19) - EDI	5-21	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	HIT
% FOCs Rec. Within 5 Hours - Sim Res/Bus LNP w loop (1-19)- EDI	5-22	L	M	M	AR	B	100.0%	95.0%	0.00	Yes	97.3%	95.0%	0.00	Yes	98.3%	95.0%	0.00	Yes	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	-	-
% 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	-	-
% 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	Base<10	100.0%	94.0%	0.00	Base<10	100.0%	94.0%	0.00	Base<10	-
% 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	-	-
% 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	-	-
% FOCs Rec. Projects Negotiated - EDI	5-28	-	-	-	AR	B	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Yes	-
% FOCs Rec. Within 24 Hours - Residence and Simple Business - Man.	5-29	L	M	M	AR	B	100.0%	94.0%	0.00	Yes	99.9%	94.0%	0.00	Yes	99.8%	94.0%	0.00	Yes	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	-	100.0%	94.0%	0.00	Base<10	100.0%	94.0%	0.00	Base<10	-
% 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	-	-
% FOCs Rec. Within 24 Hours - UNE Loop (1-49) - Man.	5-32	L	M	M	AR	B	n/a	94.0%	n/a	-	100.0%	94.0%	(6.00)	Base<10	100.0%	94.0%	(6.00)	Base<10	-
% FOCs Rec. Within 48 Hours - 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	-	-
% 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	-	-
% 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	-	-
% FOCs Rec. Within 24 Hours - Sim Res/Bus LNP w loop (1-19)- MAN	5-36	L	M	M	AR	B	n/a	94.0%	n/a	-	100.0%	94.0%	(6.00)	Base<10	n/a	94.0%	n/a	-	-
% FOCs Rec. Within 48 Hours - 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Yes	-
% 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	-	-
% FOCs Rec. Within 6 Hours - Line Sharing - LEX (1-49 Loops)	5.1-03	-	-	-	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	-
% 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	-	-
% 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	96.6%	95.0%	(1.55)	Yes	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	-	-
% 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	-
% 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	-	-
% 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	-	100.0%	95.0%	(5.00)	Base<10	n/a	95.0%	n/a	-	-
% 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	-	-
% FOCs Rec. Within 24 Hours - Line Sharing - Manual (1-49 Loops)	5.1-11	-	-	-	AR	B	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	n/a	95.0%	n/a	-	-
% 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	-	-
% FOCs Rec. Within "x" Days on ASR Requests - Interconnection Fac. & Trks	5.2-01	L	L	-	AR	B	87.5%	95.0%	7.5	Base<10	90.9%	95.0%	4.1	No	100.0%	95.0%	-5.0	Base<10	-
% 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	n/a	95.0%	n/a	-	100.0%	95.0%	-5.0	Base<10	-
% 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	-	100.0%	95.0%	-5.0	Base<10	-
% FOCs Rec. Within "x" Days on ASR Requests - Projects	5.2-04	-	-	-	AR	-	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	-	-	-	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	-	0.3		n/a	-	-

Arkansas Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
Average Time to Return FOC (Hours) - Mech Rec's With LSC Intervention - LEX	6-03	-	-	-	AR	-	2.1		n/a	-	2.3		n/a	-	2.3		n/a	-	-
Average Time to Return FOC (Hours) - Mech Rec's With LSC Intervention - EDI	6-04	-	-	-	AR	-	2.8		n/a	-	3.2		n/a	-	2.8		n/a	-	-
Average Time to Return FOC (Hours) - Manually Rec's and FOC's via FAX	6-05	-	-	-	AR	-	7.5		n/a	-	7.6		n/a	-	9.2		n/a	-	-
Average Time to Return DSL FOC (Hours) - Mech Rec'd No LSC Intervention - LEX	6.1-01	-	-	-	AR	-	n/a		n/a	-	n/a		n/a	-	0.0		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	-	0.9		n/a	-	-
Average Time to Return DSL FOC (Hours) - Mech Rec's With LSC Intervention - LEX	6.1-03	-	-	-	AR	-	n/a		n/a	-	n/a		n/a	-	1.0		n/a	-	-
Average Time to Return DSL FOC (Hours) - Mech Rec's With LSC Intervention - EDI	6.1-04	-	-	-	AR	-	2.3		n/a	-	2.2		n/a	-	2.4		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	-	11.1		n/a	-	n/a		n/a	-	-
% Mech. Completions Returned Within One Day - LEX	7.1-01	L	-	L	AR	B	99.7%	97.0%	0.00	Yes	99.7%	97.0%	0.00	Yes	99.4%	97.0%	0.00	Yes	HIT
% Mech. Completions Returned Within One Day - EDI	7.1-02	L	-	L	AR	B	99.6%	97.0%	0.00	Yes	99.8%	97.0%	0.00	Yes	99.4%	97.0%	0.00	Yes	HIT
Percent Rejects - LEX	9-01	-	-	-	AR	-	40.6%		n/a	-	36.7%		n/a	-	34.0%		n/a	-	-
Percent Rejects - EDI	9-02	-	-	-	AR	-	29.1%		n/a	-	33.9%		n/a	-	27.3%		n/a	-	-
% Mech. Rejects Retd within One Hour of Receipt in LASR - LEX	10-01	L	-	-	AR	B	100.0%	97.0%	(3.00)	Yes	100.0%	97.0%	(3.00)	Yes	100.0%	97.0%	(3.00)	Yes	HIT
% Mech. Rejects Retd within One Hour of Receipt in LASR - EDI	10-02	L	-	-	AR	B	98.8%	97.0%	(1.80)	Yes	99.8%	97.0%	(2.79)	Yes	98.8%	97.0%	(1.80)	Yes	HIT
% Manual Rejects Recd Electronically and Retd Within Five Hours	10.1-01	L	-	-	AR	B	99.9%	97.0%	0.00	Yes	98.8%	97.0%	0.00	Yes	99.8%	97.0%	0.00	Yes	HIT
% Orders That Recd SWBT Caused Jeopardy Notificaiton - Jeopardies Prev Called Re	10.2-01	-	-	-	AR	-	3.7%		n/a	-	1.6%		n/a	-	1.8%		n/a	-	-
% Orders That Recd SWBT Caused Jeopardy Notificaiton - Facilities Jeopardies	10.2-02	-	-	-	AR	-	0.6%		n/a	-	0.7%		n/a	-	1.0%		n/a	-	-
% Orders That Recd SWBT Caused Jeopardy Notificaiton - Other SWBT Caused Jeop	10.2-03	-	-	-	AR	-	0.0%		n/a	-	0.1%		n/a	-	0.0%		n/a	-	-
% Orders That Recd SWBT Caused Jeopardy Notificaiton - CLEC/EU Caused Jeopard	10.2-04	-	-	-	AR	-	2.6%		n/a	-	3.0%		n/a	-	4.0%		n/a	-	-
Mean Time to Return Mechanized Rejects (Hours) - LEX	11-01	-	-	-	AR	-	0.02		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	-	0.20		n/a	-	0.33		n/a	-	-
Mean Time to Return Manual Rejects Recd via LEX or EDI	11.1-01	-	-	-	AR	B	2.8	6.0	0.00	Yes	2.6	6.0	0.00	Yes	2.3	6.0	0.00	Yes	HIT
Ave SWB-caused Jeopardy Notification Interval - Jeopardies Prev Called Rejects	11.2-01	-	-	-	AR	-	0.3		n/a	-	2.3		n/a	-	1.1		n/a	-	-
Ave SWB-caused Jeopardy Notification Interval - Facilities Jeopardies	11.2-02	-	-	-	AR	-	0.0		n/a	-	0.4		n/a	-	0.1		n/a	-	-
Ave SWB-caused Jeopardy Notification Interval - Other SWBT Caused Jeopardies	11.2-03	-	-	-	AR	-	0.0		n/a	-	4.3		n/a	-	n/a		n/a	-	-
Ave SWB-caused Jeopardy Notification Interval - CLEC/EU Caused Jeopardies	11.2-04	-	-	-	AR	-	1.6		n/a	-	2.4		n/a	-	3.8		n/a	-	-
Mechanized Provisioning Accuracy	12-01	L	L	-	AR	P	97.9%	94.1%	(12.77)	Yes	98.6%	92.6%	(19.85)	Yes	98.4%	94.5%	(17.46)	Yes	HIT
% Provisioning Accuracy for non-flow through orders	12.1-01	H	-	-	AR	B	97.8%	95.0%	(2.79)	Yes	97.9%	95.0%	(2.92)	Yes	97.7%	95.0%	(2.66)	Yes	HIT
Order Process % Flow Through - EASE	13-01	L	H	H	AR	P	99.2%	90.1%	(25.16)	Yes	97.9%	89.5%	(22.88)	Yes	99.4%	90.4%	(26.87)	Yes	HIT
Order Process % Flow Through (Through SORD Distribution) - EASE - Resale POTS	13-01.1	-	-	-	AR	-	n/a		n/a	-	97.9%		n/a	-	99.4%		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	80.2%	90.1%	18.17	No	90.1%	89.5%	(1.57)	Yes	86.6%	90.4%	10.55	No	MISS
Order Process % Flow Through (Through SORD Distribution) - LEX - Resale POTS	13-02.1	-	-	-	AR	-	89.5%		n/a	-	87.8%		n/a	-	87.6%		n/a	-	-
Order Process % Flow Through (Through SORD Distribution) - LEX - UNE Combos	13-02.2	-	-	-	AR	-	65.9%		n/a	-	91.0%		n/a	-	86.0%		n/a	-	-
Order Process % Flow Through (Through SORD Distribution) - LEX - Specials	13-02.3	-	-	-	AR	-	0.0%		n/a	-	0.0%		n/a	-	n/a		n/a	-	-
Order Process % Flow Through (Through SORD Distribution) - LEX - UNE Loop	13-02.4	-	-	-	AR	-	89.5%		n/a	-	85.7%		n/a	-	91.3%		n/a	-	-
Order Process % Flow Through (Through SORD Distribution) - LEX - DSL Loop	13-02.5	-	-	-	AR	-	n/a		n/a	-	n/a		n/a	-	96.8%		n/a	-	-
Order Process % Flow Through (Through SORD Distribution) - LEX - Other	13-02.6	-	-	-	AR	-	83.3%		n/a	-	95.5%		n/a	-	66.7%		n/a	-	-
Order Process % Flow Through - EDI	13-03	L	H	H	AR	P	98.0%	90.1%	(13.88)	Yes	97.5%	89.5%	(10.96)	Yes	97.8%	90.4%	(9.76)	Yes	HIT
Order Process % Flow Through (Through SORD Distribution) - EDI - Resale POTS	13-03.1	-	-	-	AR	-	98.2%		n/a	-	97.3%		n/a	-	97.8%		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	-	0.0%		n/a	-	-
Order Process % Flow Through (Through SORD Distribution) - EDI - UNE Loop	13-03.4	-	-	-	AR	-	99.6%		n/a	-	100.0%		n/a	-	99.6%		n/a	-	-
Order Process % Flow Through (Through SORD Distribution) - EDI - DSL Loop	13-03.5	-	-	-	AR	-	86.1%		n/a	-	85.7%		n/a	-	88.6%		n/a	-	-
Order Process % Flow Through (Through SORD Distribution) - EDI - Other	13-03.6	-	-	-	AR	-	50.0%		n/a	-	n/a		n/a	-	n/a		n/a	-	-
Overall % LSR Process Flow Through - EASE	13.1-01	-	-	-	AR	-	96.1%		n/a	-	95.5%		n/a	-	97.4%		n/a	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EASE - Resale P	13.1-01.1	-	-	-	AR	-	n/a		n/a	-	95.5%		n/a	-	97.4%		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	-	41.8%		n/a	-	57.7%		n/a	-	59.4%		n/a	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - LEX - Resale PO	13.1-02.1	-	-	-	AR	-	47.2%		n/a	-	56.0%		n/a	-	57.2%		n/a	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - LEX - UNE Com	13.1-02.2	-	-	-	AR	-	32.6%		n/a	-	58.8%		n/a	-	62.2%		n/a	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - LEX - Specials	13.1-02.3	-	-	-	AR	-	14.3%		n/a	-	0.0%		n/a	-	0.0%		n/a	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - LEX - UNE Loop	13.1-02.4	-	-	-	AR	-	48.6%		n/a	-	71.3%		n/a	-	48.6%		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	-	47.1%		n/a	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - LEX - Other	13.1-02.6	-	-	-	AR	-	0.0%		n/a	-	16.7%		n/a	-	42.9%		n/a	-	-
Overall % LSR Process Flow Through - EDI	13.1-03	-	-	-	AR	-	68.1%		n/a	-	75.2%		n/a	-	77.6%		n/a	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EDI - Resale PO	13.1-03.1	-	-	-	AR	-	73.1%		n/a	-	82.1%		n/a	-	91.4%		n/a	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EDI - UNE Comb	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	-	0.0%		n/a	-	0.0%		n/a	-	n/a		n/a	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EDI - UNE Loop	13.1-03.4	-	-	-	AR	-	46.8%		n/a	-	52.3%		n/a	-	32.7%		n/a	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EDI - DSL Loop	13.1-03.5	-	-	-	AR	-	65.7%		n/a	-	73.5%		n/a	-	68.1%		n/a	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EDI - Other	13.1-03.6	-	-	-	AR	-	18.3%		n/a	-	40.0%		n/a	-	65.4%		n/a	-	-
Billing Accuracy - CRIS Usage Bill Audit	14-01	-	-	-	CO	P	0.00%	1.12%	(4.93)	Yes	0.00%	0.40%	(2.89)	Yes	0.00%	0.30%	(2.39)	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	HIT

Arkansas Performance Measures

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Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
% 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	HIT
% of Billing Records Transmitted Correctly	16-01	L	-	-	CO	B	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	HIT
Billing Completeness	17-01	L	M	-	CO	P	99.4%	99.2%	(17.31)	Yes	99.4%	99.0%	(28.44)	Yes	99.6%	99.1%	(38.20)	Yes	HIT
Service Order Posting - CABS	17.1-01	-	-	-	CO	-	99.1%		n/a	-	99.0%		n/a	-	99.4%		n/a	-	-
Service Order Posting - CRIS	17.1-02	-	-	-	CO	-	98.5%		n/a	-	98.2%		n/a	-	98.2%		n/a	-	-
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	HIT
Mechanized Electronic Billing Timeliness BDT (Wholesale Bill)	18-02	L	H	M	AR	B	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	HIT
Daily Usage Feed Timeliness	19-01	-	-	-	CO	B	97.8%	95.0%	0.00	Yes	98.8%	95.0%	0.00	Yes	99.2%	95.0%	0.00	Yes	HIT
LSC Grade of Service (GOS) - Dallas	22-01	-	H	-	CO	P	97.8%	63.9%	(78.70)	Yes	97.8%	79.9%	(47.00)	Yes	97.4%	80.7%	(48.78)	Yes	HIT
LSC Grade of Service (GOS) - Alliance	22-02	-	H	-	CO	P	97.8%	63.9%	(106.31)	Yes	97.9%	79.9%	(66.12)	Yes	98.1%	80.7%	(67.79)	Yes	HIT
LSC Grade of Service (GOS) - Gateway	22-03	-	H	-	CO	P	98.4%	63.9%	(82.78)	Yes	97.7%	79.9%	(51.82)	Yes	98.6%	80.7%	(51.17)	Yes	HIT
LSC Grade of Service (GOS) - Arbors	22-04	-	H	-	CO	P	97.0%	63.9%	(93.17)	Yes	96.5%	79.9%	(56.74)	Yes	97.4%	80.7%	(60.74)	Yes	HIT
% Busy in the LSC - Dallas	23-01	-	L	-	CO	P	0.0%	5.2%	(26.28)	Yes	0.0%	5.8%	(26.09)	Yes	0.0%	6.0%	(29.11)	Yes	HIT
% Busy in the LSC - Alliance	23-02	-	L	-	CO	P	0.0%	5.2%	(35.61)	Yes	0.0%	5.8%	(36.62)	Yes	0.0%	6.0%	(38.93)	Yes	HIT
% Busy in the LSC - Gateway	23-03	-	L	-	CO	P	0.0%	5.2%	(27.11)	Yes	0.0%	5.8%	(28.90)	Yes	0.0%	6.0%	(28.43)	Yes	HIT
% Busy in the LSC - Arbors	23-04	-	L	-	CO	P	0.0%	5.2%	(31.81)	Yes	0.0%	5.8%	(34.00)	Yes	0.0%	6.0%	(36.31)	Yes	HIT
LOC Grade of Service - Maintenance	25-01	-	H	-	CO	P	63.9%	69.7%	36.68	No	79.9%	76.7%	(21.00)	Yes	80.7%	78.4%	(16.10)	Yes	HIT
LOC Grade of Service - Provisioning-DSL	25-02	-	H	-	CO	B	90.9%	90.0%	(0.88)	Yes	94.3%	90.0%	(4.31)	Yes	91.1%	90.0%	(1.07)	Yes	HIT
LOC Grade of Service - Provisioning-Other	25-03	-	H	-	CO	B	48.5%	90.0%	41.52	No	92.6%	90.0%	(2.58)	Yes	91.9%	90.0%	(1.93)	Yes	HIT
% Busy in the LOC - Maintenance	26-01	-	L	-	CO	P	0.1%	1.6%	(35.77)	Yes	0.0%	0.6%	(21.20)	Yes	0.0%	0.1%	(10.26)	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	HIT
% Busy in the LOC - Provisioning-Other	26-03	-	L	-	CO	B	0.0%	1.0%	(1.00)	Yes	0.0%	1.0%	(1.00)	Yes	0.0%	1.0%	(0.98)	Yes	HIT
Mean Install. Interval-Field Work-Res.	27-01	H	H	H	AR	P	3.0	3.7	(4.67)	Yes	2.5	3.5	(6.66)	Yes	2.4	3.5	(7.65)	Yes	HIT
Mean Install. Interval-Field Work-Bus.	27-02	H	H	H	AR	P	3.0	4.4	(0.97)	Yes	2.8	3.9	(1.22)	Yes	4.0	3.9	0.18	Yes	HIT
Mean Install. Interval-No Field Work-Res.	27-03	H	H	H	AR	P	0.04	0.68	(31.42)	Yes	0.06	0.63	(30.53)	Yes	0.05	0.66	(31.47)	Yes	HIT
Mean Install. Interval-No Field Work-Bus.	27-04	H	H	H	AR	P	0.61	0.61	0.00	Yes	0.25	0.60	(0.77)	Yes	0.07	0.54	(1.40)	Yes	HIT
Mean Install. Interval-Field Work-UNEs	27-05	H	H	H	AR	P	2.7	3.9	(0.72)	Base<10	3.0	3.6	(1.06)	Yes	2.7	3.6	(3.25)	Yes	HIT
Mean Install. Interval-No Field Work- UNEs	27-06	H	H	H	AR	P	0.21	0.67	(7.52)	Yes	0.19	0.63	(12.62)	Yes	0.20	0.65	(12.63)	Yes	HIT
% Install. within Customer Requested Due Date-Field Work-Res.	28-01	-	-	-	AR	P	92.9%	89.9%	(2.60)	Yes	94.3%	89.3%	(3.93)	Yes	97.3%	90.2%	(6.12)	Yes	HIT
% Install. within Customer Requested Due Date-Field Work-Bus.	28-02	-	-	-	AR	P	100.0%	93.1%	(1.09)	Yes	96.0%	91.2%	(0.85)	Yes	88.9%	92.2%	0.64	Yes	HIT
% Install. within Customer Requested Due Date-No Field Work-Res.	28-03	-	-	-	AR	P	100.0%	100.0%	0.03	Yes	100.0%	99.7%	(3.95)	Yes	100.0%	99.7%	(3.78)	Yes	HIT
% Install. within Customer Requested Due Date-No Field Work-Bus.	28-04	-	-	-	AR	P	100.0%	99.9%	(0.68)	Yes	95.6%	99.9%	7.46	No	100.0%	99.8%	(0.45)	Yes	HIT
% Install. within Customer Requested Due Date-Field Work-UNEs	28-05	-	-	-	AR	P	100.0%	90.8%	(1.01)	Yes	95.2%	89.8%	(1.16)	Yes	95.7%	90.7%	(2.34)	Yes	HIT
% Install. within Customer Requested Due Date-No Field Work- UNEs	28-06	-	-	-	AR	P	100.0%	99.9%	(0.72)	Yes	100.0%	99.7%	(2.19)	Yes	99.9%	99.7%	(1.28)	Yes	HIT
% POTS/UNE-P Installs Confirmed by FOC within CRDD - Resale - Field Work	28-07	-	-	-	AR	-	14.9%		n/a	-	24.8%		n/a	-	14.6%		n/a	-	-
% POTS/UNE-P Installs Confirmed by FOC within CRDD - Resale - No Field Work	28-08	-	-	-	AR	-	3.3%		n/a	-	3.1%		n/a	-	4.3%		n/a	-	-
% POTS/UNE-P Installs Confirmed by FOC within CRDD - UNE Combo - Field Work	28-09	-	-	-	AR	-	50.0%		n/a	-	18.0%		n/a	-	22.3%		n/a	-	-
% POTS/UNE-P Installs Confirmed by FOC within CRDD - UNE Combo - No Field Wo	28-10	-	-	-	AR	-	3.1%		n/a	-	3.4%		n/a	-	2.8%		n/a	-	-
% SWBT Missed Due Dates - Field Work-Res.	29-01	H	H	H	AR	P	6.6%	9.2%	(2.44)	Yes	5.4%	9.7%	(3.72)	Yes	2.6%	9.0%	(5.96)	Yes	HIT
% SWBT Missed Due Dates - Field Work-Bus.	29-02	H	H	H	AR	P	0.0%	6.0%	(1.13)	Yes	3.7%	7.6%	(0.77)	Yes	9.7%	6.9%	0.61	Yes	HIT
% SWBT Missed Due Dates - No Field Work-Res.	29-03	H	H	H	AR	P	0.12%	0.29%	(2.82)	Yes	0.09%	0.34%	(3.80)	Yes	0.07%	0.27%	(3.49)	Yes	HIT
% SWBT Missed Due Dates - No Field Work-Bus.	29-04	H	H	H	AR	P	0.29%	0.13%	0.80	Yes	1.96%	0.17%	2.99	No	0.78%	0.18%	1.53	Yes	HIT
% SWBT Missed Due Dates - Field Work-UNEs	29-05	H	H	H	AR	P	0.0%	8.3%	(1.00)	Yes	2.1%	9.1%	(1.69)	Yes	4.8%	8.4%	(1.88)	Yes	HIT
% SWBT Missed Due Dates - No Field Work-UNEs	29-06	H	H	H	AR	P	0.00%	0.27%	(1.40)	Yes	0.06%	0.32%	(1.82)	Yes	0.07%	0.26%	(2.06)	Yes	HIT
% SWBT Missed Due Dates Due to LOF - Res.	30-01	-	-	-	AR	P	1.3%	4.6%	(4.28)	Yes	1.6%	5.2%	(4.26)	Yes	2.0%	5.5%	(4.04)	Yes	HIT
% SWBT Missed Due Dates Due to LOF - Bus.	30-02	-	-	-	AR	P	0.0%	5.1%	(1.03)	Yes	3.7%	6.2%	(0.54)	Yes	9.7%	5.4%	1.06	Yes	HIT
% SWBT Missed Due Dates Due to LOF - UNEs	30-03	-	-	-	AR	P	0.0%	4.8%	(0.74)	Yes	2.1%	5.5%	(1.04)	Yes	2.9%	5.5%	(1.65)	Yes	HIT
% SWBT Missed Due Dates Due to LOF - Res. > 30 Days	30-04	-	-	-	AR	P	0.0%	3.7%	(0.62)	Yes	0.0%	3.2%	(0.60)	Yes	0.0%	3.4%	(0.73)	Yes	HIT
% SWBT Missed Due Dates Due to LOF - Bus. > 30 Days	30-05	-	-	-	AR	P	n/a	22.7%	n/a	-	0.0%	9.6%	(0.33)	Base<10	0.0%	3.6%	(0.33)	Base<10	-
% SWBT Missed Due Dates Due to LOF - UNEs > 30 Days	30-06	-	-	-	AR	P	n/a	9.5%	n/a	-	0.0%	5.2%	(0.24)	Base<10	0.0%	3.5%	(0.46)	Base<10	-
% SWBT Missed Due Dates Due to LOF - Res. > 90 Days	30-07	-	-	-	AR	P	0.0%	0.3%	(0.18)	Yes	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Yes	HIT
% SWBT Missed Due Dates Due to LOF - Bus. > 90 Days	30-08	-	-	-	AR	P	n/a	1.4%	n/a	-	0.0%	0.0%	0.00	Base<10	0.0%	0.0%	0.00	Base<10	-
% SWBT Missed Due Dates Due to LOF - UNEs > 90 Days	30-09	-	-	-	AR	P	n/a	0.6%	n/a	-	0.0%	0.0%	0.00	Base<10	0.0%	0.0%	0.00	Base<10	-
Avg. Delay Days due to LOF - Res.	31-01	-	-	-	AR	P	9.8	11.9	(0.60)	Yes	9.3	10.4	(0.43)	Yes	7.6	10.8	(1.30)	Yes	HIT
Avg. Delay Days due to LOF - Bus.	31-02	-	-	-	AR	P	n/a	22.2	n/a	-	2.0	13.6	(0.84)	Base<10	16.7	10.9	1.17	Base<10	-
Avg. Delay Days due to LOF - UNEs	31-03	-	-	-	AR	P	n/a	15.1	n/a	-	2.0	11.4	(0.88)	Base<10	11.2	10.8	0.09	Base<10	-
Avg. Delay Days for SWBT Caused Missed Due Dates - Res.-Field Work	32-01	M	-	L	AR	P	5.6	5.2	0.53	Yes	6.1	6.3	(0.13)	Yes	4.0	5.9	(0.47)	Base<10	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - Bus.-Field Work	32-02	M	-	L	AR	P	n/a	7.5	n/a	-	n/a	5.4	n/a	-	n/a	3.4	n/a	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - Res.-No Field Work	32-03	M	-	L	AR	P	11.3	4.4	2.81	Base<10	8.7	5.2	0.72	Base<10	1.0	5.1	(0.49)	Base<10	-
Avg. Delay Days for SWBT Caused Missed Due Dates - Bus.-No Field Work	32-04	M	-	L	AR	P	3.0	7.0	(0.38)	Base<10	1.0	4.4	(0.77)	Base<10	4.0	3.9	0.01	Base<10	-
Avg. Delay Days for SWBT Caused Missed Due Dates - UNEs-Field Work	32-05	M	-	L	AR	P	n/a	5.4	n/a	-	n/a	6.2	n/a	-	5.3	5.5	(0.09)	Base<10	-
Avg. Delay Days for SWBT Caused Missed Due Dates - UNEs-No Field Work	32-06	M	-	L	AR	P	n/a	4.5	n/a	-	1.0	5.1	(0.51)	Base<10	10.0	5.0	0.87	Base<10	-
% Trouble Reports Within 10 Days of Install. - Res.-N&T Orders-Field Work	35-01	H	H	H	AR	P	4.1%	4.6%	(0.63)	Yes	3.2%	4.2%	(1.30)	Yes	4.5%	4.5%	(0.01)	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Bus.-N&T Orders -Field Work	35-02	H	H	H	AR	P	5.3%	3.0%	0.57	Yes	7.7%	2.4%	1.73	No	6.7%	3.4%	0.97	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Res.-N&T Orders -No Field Work	35-03	H	H	H	AR	P	3.2%	5.4%	(4.74)	Yes	3.1%	5.0%	(4.14)	Yes	2.7%	5.3%	(6.11)	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Bus.-N&T Orders -No Field Work	35-04	H	H	H	AR	P	0.0%	1.7%	(0.45)	Yes	0.0%	2.1%	(0.51)	Yes	0.0%	1.8%	(0.69)	Yes	HIT

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Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
% Trouble Reports Within 10 Days of Install. - Res.-C Orders-Field Work	35-05	H	H	H	AR	P	0.0%	5.4%	(0.34)	Base<10	16.7%	2.5%	2.17	Base<10	0.0%	4.4%	(0.48)	Base<10	-
% Trouble Reports Within 10 Days of Install. - Bus.-C Orders -Field Work	35-06	H	H	H	AR	P	0.0%	3.3%	(0.19)	Base<10	0.0%	5.0%	(0.23)	Base<10	0.0%	5.3%	(0.24)	Base<10	-
% Trouble Reports Within 10 Days of Install. - Res.-C Orders-No Field Work	35-07	H	H	H	AR	P	0.5%	1.4%	(5.27)	Yes	0.6%	1.3%	(4.65)	Yes	0.3%	1.2%	(5.93)	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Bus.-C Orders-No Field Work	35-08	H	H	H	AR	P	0.9%	1.7%	(1.14)	Yes	0.0%	1.5%	(0.76)	Yes	1.0%	1.4%	(0.35)	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	3.7%	n/a	-	n/a	4.2%	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	5.2%	n/a	-	n/a	4.8%	n/a	-	n/a	5.2%	n/a	-	-
% Trouble Reports Within 10 Days of Install. - UNE-C Orders-Field Work	35-11	H	H	H	AR	P	0.0%	4.6%	(0.73)	Yes	6.3%	3.5%	1.01	Yes	3.3%	4.8%	(0.93)	Yes	HIT
% Trouble Reports Within 10 Days of Install. - UNE-C Orders-No Field Work	35-12	H	H	H	AR	P	0.4%	1.4%	(2.20)	Yes	1.6%	1.3%	0.85	Yes	1.6%	1.2%	1.97	No	HIT
% UNE-P Trouble Reports On The Completion Date	35 1-01	-	-	-	AR	-	0.9%		n/a	-	0.9%		n/a	-	1.0%		n/a	-	-
% No Access - Field Work - Res.	36-01	-	-	-	AR	P	1.1%	2.0%	(1.76)	Yes	1.3%	2.2%	(1.58)	Yes	1.6%	1.5%	0.23	Yes	HIT
% No Access - Field Work - Bus.	36-02	-	-	-	AR	P	5.0%	2.1%	0.90	Yes	0.0%	2.7%	(0.87)	Yes	0.0%	2.1%	(0.81)	Yes	HIT
% No Access - Field Work - UNEs	36-03	-	-	-	AR	P	0.0%	2.0%	(0.47)	Yes	0.0%	2.3%	(1.07)	Yes	0.0%	1.7%	(1.89)	Yes	HIT
Trouble Report Rate - Res.	37-01	-	-	H	AR	P	2.1%	3.2%	(10.66)	Yes	2.2%	3.2%	(9.46)	Yes	2.0%	3.1%	(10.58)	Yes	HIT
Trouble Report Rate - Bus.	37-02	-	-	H	AR	P	0.8%	1.2%	(2.51)	Yes	1.2%	1.3%	(0.44)	Yes	1.4%	1.3%	0.82	Yes	HIT
Trouble Report Rate - UNE Loop and Port Combinations	37-03	-	-	H	AR	P	0.9%	2.6%	(7.87)	Yes	1.5%	2.6%	(5.57)	Yes	1.8%	2.5%	(4.30)	Yes	HIT
Trouble Report Rate Net of Install. & Repeat Rpts. - Res.	37.1-01	H	H	-	AR	P	1.5%	2.6%	(12.33)	Yes	1.6%	2.6%	(10.70)	Yes	1.4%	2.5%	(11.65)	Yes	HIT
Trouble Report Rate Net of Install. & Repeat Rpts. - Bus.	37.1-02	H	H	-	AR	P	0.6%	1.0%	(2.55)	Yes	1.1%	1.1%	0.04	Yes	1.1%	1.1%	0.18	Yes	HIT
Trouble Report Rate Net of Install. & Repeat Rpts. - UNE Loop and Port Comb	37.1-03	H	H	-	AR	P	0.8%	2.1%	(6.73)	Yes	1.1%	2.2%	(6.16)	Yes	1.0%	2.1%	(6.69)	Yes	HIT
% Missed Repair - Res.-Dispatch	38-01	H	H	H	AR	P	1.0%	5.0%	(5.10)	Yes	2.7%	5.3%	(3.29)	Yes	2.2%	5.3%	(3.54)	Yes	HIT
% Missed Repair - Bus.-Dispatch	38-02	H	H	H	AR	P	18.4%	12.2%	1.16	Yes	5.5%	11.0%	(1.31)	Yes	13.5%	12.5%	0.21	Yes	HIT
% Missed Repair - Res.-No Dispatch	38-03	H	H	H	AR	P	5.4%	0.4%	5.88	No	1.8%	0.3%	1.88	No	0.0%	0.4%	(0.38)	Yes	MISS
% Missed Repair - Bus.-No Dispatch	38-04	H	H	H	AR	P	0.0%	2.0%	(0.20)	Base<10	0.0%	0.8%	(0.13)	Base<10	0.0%	1.8%	(0.33)	Base<10	-
% Missed Repair - UNEs - Dispatch	38-05	H	H	H	AR	P	6.9%	6.1%	0.25	Yes	4.5%	6.2%	(0.72)	Yes	0.6%	6.4%	(3.02)	Yes	HIT
% Missed Repair - UNEs - No Dispatch	38-06	H	H	H	AR	P	0.0%	0.5%	(0.19)	Base<10	0.0%	0.4%	(0.22)	Yes	10.0%	0.5%	4.23	No	-
Receipt to Clear Duration - Res.-Affecting Service-Dispatch	39-01	H	H	H	AR	P	15.0	26.6	(3.65)	Yes	11.2	26.2	(2.16)	Yes	13.1	28.2	(4.43)	Yes	HIT
Receipt to Clear Duration - Bus.-Affecting Service-Dispatch	39-02	H	H	H	AR	P	24.2	11.0	2.01	Base<10	6.0	10.6	(0.72)	Yes	14.7	10.6	0.70	Yes	HIT
Receipt to Clear Duration - Res.-Affecting Service-No Dispatch	39-03	H	H	H	AR	P	3.4	5.4	(0.27)	Yes	5.7	5.4	0.02	Base<10	8.4	6.6	0.18	Base<10	-
Receipt to Clear Duration - Bus.-Affecting Service-No Dispatch	39-04	H	H	H	AR	P	n/a	4.2	n/a	-	n/a	2.8	n/a	-	0.0	3.7	(0.16)	Base<10	-
Receipt to Clear Duration - Res.-Out of Service-Dispatch	39-05	H	H	H	AR	P	12.0	16.5	(6.52)	Yes	11.1	17.2	(8.62)	Yes	11.1	16.8	(7.58)	Yes	HIT
Receipt to Clear Duration - Bus.-Out of Service-Dispatch	39-06	H	H	H	AR	P	5.1	8.7	(1.36)	Yes	9.6	7.9	0.78	Yes	5.9	8.4	(1.10)	Yes	HIT
Receipt to Clear Duration - Res.-Out of Service-No Dispatch	39-07	H	H	H	AR	P	5.6	3.1	2.03	No	9.2	3.7	3.25	No	2.6	3.6	(0.51)	Yes	MISS
Receipt to Clear Duration - Bus.-Out of Service-No Dispatch	39-08	H	H	H	AR	P	0.2	2.7	(0.39)	Base<10	0.4	1.6	(0.38)	Base<10	3.7	2.3	0.50	Base<10	-
Receipt to Clear Duration - UNEs-Affecting Service-Dispatch	39-09	H	H	H	AR	P	10.8	24.4	(1.89)	Yes	17.2	23.7	(0.54)	Yes	13.4	25.6	(2.17)	Yes	HIT
Receipt to Clear Duration - UNEs-Affecting Service-No Dispatch	39-10	H	H	H	AR	P	5.6	5.3	0.02	Base<10	14.4	5.2	0.75	Base<10	24.9	6.3	1.22	Base<10	-
Receipt to Clear Duration - UNEs-Out of Service-Dispatch	39-11	H	H	H	AR	P	8.4	15.3	(2.55)	Yes	13.4	15.7	(1.18)	Yes	10.6	15.4	(3.02)	Yes	HIT
Receipt to Clear Duration - UNEs-Out of Service-No Dispatch	39-12	H	H	H	AR	P	3.7	3.1	0.16	Base<10	0.5	3.5	(0.79)	Base<10	10.1	3.4	1.54	Base<10	-
% Out of Service Less than 24 Hours - Res.	40-01	M	-	-	AR	P	95.5%	89.1%	(5.25)	Yes	96.2%	89.1%	(5.97)	Yes	94.4%	88.7%	(4.17)	Yes	HIT
% Out of Service Less than 24 Hours - Bus.	40-02	M	-	-	AR	P	100.0%	97.2%	(0.88)	Yes	97.8%	97.7%	(0.05)	Yes	100.0%	97.5%	(1.04)	Yes	HIT
% Out of Service Less than 24 Hours - UNEs	40-03	M	-	-	AR	P	95.1%	90.3%	(1.04)	Yes	91.9%	90.4%	(0.46)	Yes	93.9%	90.2%	(1.35)	Yes	HIT
% Repeat Reports - Res.	41-01	H	H	H	AR	P	6.6%	10.4%	(3.07)	Yes	6.5%	9.8%	(2.78)	Yes	6.5%	10.4%	(2.98)	Yes	HIT
% Repeat Reports - Bus.	41-02	H	H	H	AR	P	3.6%	9.2%	(1.03)	Yes	7.0%	7.9%	(0.21)	Yes	16.3%	8.1%	1.93	No	HIT
% Repeat Reports - UNEs	41-03	H	H	H	AR	P	4.0%	10.2%	(1.45)	Yes	2.1%	9.5%	(2.49)	Yes	4.5%	10.1%	(2.11)	Yes	HIT
Avg. Install. Interval - VGPL	43-01	H	H	H	AR	P	n/a	16.1	n/a	-	0.0	7.2	(0.90)	Base<10	4.3	8.2	(2.54)	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	-	9.0	n/a	n/a	-	9.0	n/a	n/a	-	-
Avg. Install. Interval - DS1	43-04	H	H	H	AR	P	n/a	n/a	n/a	-	n/a	9.0	n/a	-	n/a	n/a	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	10.0	n/a	-	n/a	8.6	n/a	-	5.8	9.8	(0.82)	Base<10	-
Avg. Install. Interval - ISDN/PRI	43-07	H	H	H	AR	P	n/a	11.6	n/a	-	n/a	10.3	n/a	-	n/a	18.5	n/a	-	-
Avg. Install. Interval - ISDN/Combo	43-08	H	H	H	AR	P	n/a	10.0	n/a	-	n/a	8.6	n/a	-	n/a	9.8	n/a	-	-
% Installations Completed Within 20 Days - VGPL	44-01	-	-	-	AR	P	n/a	65.3%	n/a	-	100.0%	91.1%	(0.31)	Base<10	100.0%	88.1%	(0.97)	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	-	0.0%	n/a	n/a	-	100.0%	n/a	n/a	-	-
% Installations Completed Within 20 Days - DS1	44-04	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	100.0%	n/a	-	100.0%	n/a	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	81.3%	n/a	-	n/a	87.7%	n/a	-	75.0%	83.8%	0.46	Base<10	-
% Installations Completed Within 20 Days - ISDN/PRI	44-07	-	-	-	AR	P	n/a	98.5%	n/a	-	n/a	78.8%	n/a	-	n/a	88.9%	n/a	-	-
% Installations Completed Within 20 Days - ISDN/Combo	44-08	-	-	-	AR	P	n/a	81.3%	n/a	-	n/a	87.7%	n/a	-	n/a	83.8%	n/a	-	-
% SWBT Caused Missed Due Dates - VGPL	45-01	H	H	H	AR	P	n/a	1.7%	n/a	-	0.0%	0.1%	(0.04)	Base<10	0.0%	1.8%	(0.36)	Base<10	-
% SWBT Caused Missed Due Dates - DSL	45-02	H	H	H	AR	P	n/a	4.2%	n/a	-	n/a	0.5%	n/a	-	n/a	0.8%	n/a	-	-
% SWBT Caused Missed Due Dates - DDS	45-03	H	H	H	AR	P	n/a	0.0%	n/a	-	100.0%	n/a	n/a	-	0.0%	n/a	n/a	-	-
% SWBT Caused Missed Due Dates - DS1	45-04	H	H	H	AR	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	0.0%	n/a	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	0.0%	7.3%	(0.28)	Base<10	0.0%	10.1%	(0.33)	Base<10	33.3%	12.4%	1.07	Base<10	-
% SWBT Caused Missed Due Dates - ISDN/PRI	45-07	H	H	H	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 - ISDN/Combo	45-08	H	H	H	AR	P	n/a	7.3%	n/a	-	n/a	10.1%	n/a	-	n/a	12.4%	n/a	-	-

Arkansas Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
% Trouble Reports within 30 Days - VGPL	46-01	H	H	H	AR	P	n/a	0.7%	n/a	-	0.0%	0.6%	(0.08)	Base<10	0.0%	1.1%	(0.27)	Base<10	-
% Trouble Reports within 30 Days - DSL	46-02	H	H	H	AR	P	n/a	2.9%	n/a	-	n/a	1.1%	n/a	-	n/a	2.0%	n/a	-	-
% Trouble Reports within 30 Days - DDS	46-03	H	H	H	AR	P	n/a	0.0%	n/a	-	0.0%	n/a	n/a	-	100.0%	n/a	n/a	-	-
% Trouble Reports within 30 Days - DS1	46-04	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 - 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	0.0%	4.6%	(0.22)	Base<10	0.0%	5.0%	(0.23)	Base<10	0.0%	4.8%	(0.39)	Base<10	-
% Trouble Reports within 30 Days - ISDN/PRI	46-07	H	H	H	AR	P	n/a	0.0%	n/a	-	n/a	0.1%	n/a	-	n/a	0.0%	n/a	-	-
% Trouble Reports within 30 Days - ISDN/Combo	46-08	H	H	H	AR	P	n/a	4.6%	n/a	-	n/a	5.0%	n/a	-	n/a	4.8%	n/a	-	-
% Missed Due Dates Due to LOF - VGPL	47-01	-	-	-	AR	P	n/a	0.0%	n/a	-	0.0%	0.1%	(0.04)	Base<10	0.0%	0.2%	(0.10)	Base<10	-
% Missed Due Dates Due to LOF - DSL	47-02	-	-	-	AR	P	n/a	0.1%	n/a	-	n/a	0.1%	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF - DDS	47-03	-	-	-	AR	P	n/a	0.0%	n/a	-	0.0%	n/a	n/a	-	0.0%	n/a	n/a	-	-
% Missed Due Dates Due to LOF - DS1	47-04	-	-	-	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 - 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	0.0%	2.8%	(0.17)	Base<10	0.0%	0.8%	(0.09)	Base<10	33.3%	1.0%	4.10	Base<10	-
% Missed Due Dates Due to LOF - ISDN/PRI	47-07	-	-	-	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 - ISDN/Combo	47-08	-	-	-	AR	P	n/a	2.8%	n/a	-	n/a	0.8%	n/a	-	n/a	1.0%	n/a	-	-
% Missed Due Dates Due to LOF > 30 Days - VGPL	47-09	-	-	-	AR	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 > 30 Days - DSL	47-10	-	-	-	AR	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 - 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	-	0.0%	0.0%	0.00	Base<10	-
% 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	n/a	n/a	-	n/a	0.0%	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	n/a	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	-	0.0%	0.0%	0.00	Base<10	-
% 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	n/a	n/a	-	n/a	3.0	n/a	-	n/a	2.0	n/a	-	-
Avg. Delay Days Due to LOF - DSL	48-02	-	-	-	AR	P	n/a	1.0	n/a	-	n/a	6.0	n/a	-	n/a	n/a	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	11.7	n/a	-	n/a	1.0	n/a	-	4.0	10.0	(4.24)	Base<10	-
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	11.7	n/a	-	n/a	1.0	n/a	-	n/a	10.0	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	3.0	n/a	-	n/a	4.4	n/a	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - DSL	49-02	M	-	L	AR	P	n/a	2.5	n/a	-	n/a	3.2	n/a	-	n/a	2.8	n/a	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - DDS	49-03	M	-	L	AR	P	n/a	n/a	n/a	-	2.0	n/a	n/a	-	n/a	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	5.4	n/a	-	n/a	1.9	n/a	-	4.0	10.5	(0.25)	Base<10	-
Avg. Delay Days for SWBT Caused Missed Due Dates - ISDN/PRI	49-07	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 Caused Missed Due Dates - ISDN/Combo	49-08	M	-	L	AR	P	n/a	5.4	n/a	-	n/a	1.9	n/a	-	n/a	10.5	n/a	-	-
Mean Time to Restore - VGPL - Dispatch	52-01	H	H	H	AR	P	5.5	6.5	(0.11)	Base<10	n/a	5.2	n/a	-	3.7	6.1	(0.34)	Base<10	-
Mean Time to Restore - DSL - Dispatch	52-02	H	H	H	AR	P	n/a	9.2	n/a	-	n/a	12.2	n/a	-	n/a	14.3	n/a	-	-
Mean Time to Restore - DDS - Dispatch	52-03	H	H	H	AR	P	n/a	0.4	n/a	-	n/a	1.0	n/a	-	2.2	3.5	(1.15)	Base<10	-
Mean Time to Restore - DS1 - Dispatch	52-04	H	H	H	AR	P	n/a	1.9	n/a	-	n/a	2.2	n/a	-	n/a	1.2	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	1.0	5.1	(1.02)	Base<10	7.3	7.5	(0.01)	Base<10	n/a	8.6	n/a	-	-
Mean Time to Restore - ISDN/PRI - Dispatch	52-07	H	H	H	AR	P	n/a	1.8	n/a	-	n/a	9.9	n/a	-	n/a	5.3	n/a	-	-
Mean Time to Restore - ISDN/Combo - Dispatch	52-08	H	H	H	AR	P	n/a	5.1	n/a	-	n/a	7.5	n/a	-	n/a	8.6	n/a	-	-
Mean Time to Restore - VGPL - No Dispatch	52-09	H	H	H	AR	P	n/a	2.0	n/a	-	n/a	1.8	n/a	-	n/a	2.4	n/a	-	-
Mean Time to Restore - DSL - No Dispatch	52-10	H	H	H	AR	P	n/a	6.9	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Mean Time to Restore - DDS - No Dispatch	52-11	H	H	H	AR	P	n/a	2.8	n/a	-	n/a	1.1	n/a	-	n/a	1.0	n/a	-	-
Mean Time to Restore - DS1 - No Dispatch	52-12	H	H	H	AR	P	n/a	0.0	n/a	-	n/a	0.6	n/a	-	n/a	0.1	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	1.0	n/a	-	n/a	0.8	n/a	-	n/a	1.0	n/a	-	-
Mean Time to Restore - ISDN/PRI - No Dispatch	52-15	H	H	H	AR	P	n/a	2.6	n/a	-	n/a	0.8	n/a	-	n/a	0.3	n/a	-	-
Mean Time to Restore - ISDN/Combo - No Dispatch	52-16	H	H	H	AR	P	n/a	1.0	n/a	-	n/a	0.8	n/a	-	n/a	1.0	n/a	-	-
% Repeat Reports - VGPL	53-01	H	H	H	AR	P	50.0%	12.8%	1.55	Base<10	n/a	8.6%	n/a	-	0.0%	15.9%	(0.44)	Base<10	-
% Repeat Reports - DSL	53-02	H	H	H	AR	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	7.5%	n/a	-	-

Arkansas Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
% Repeat Reports - DDS	53-03	H	H	H	AR	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	0.0%	33.3%	(0.67)	Base<10	-
% Repeat Reports - DS1	53-04	H	H	H	AR	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	25.0%	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	50.0%	16.7%	1.23	Base<10	0.0%	18.5%	(0.48)	Base<10	n/a	12.3%	n/a	-	-
% 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	16.7%	n/a	-	n/a	18.5%	n/a	-	n/a	12.3%	n/a	-	-
Failure Frequency - VGPL	54-01	L	-	L	AR	P	1.4%	0.4%	1.93	No	0.0%	0.4%	(0.73)	Yes	0.7%	0.4%	0.71	Yes	HIT
Failure Frequency - DSL	54-02	L	-	L	AR	P	n/a	0.5%	n/a	-	n/a	0.3%	n/a	-	n/a	0.5%	n/a	-	-
Failure Frequency - DDS	54-03	L	-	L	AR	P	0.0%	1.1%	(0.15)	Base<10	0.0%	1.7%	(0.23)	Base<10	33.3%	1.8%	3.56	Base<10	-
Failure Frequency - DS1	54-04	L	-	L	AR	P	0.0%	3.1%	(0.25)	Base<10	0.0%	4.4%	(0.30)	Base<10	0.0%	17.6%	(0.59)	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	-	-
Failure Frequency - ISDN/BRI	54-06	L	-	L	AR	P	5.1%	4.7%	0.13	Yes	2.6%	3.6%	(0.33)	Yes	0.0%	5.5%	(1.47)	Yes	HIT
Failure Frequency - ISDN/PRI	54-07	L	-	L	AR	P	0.0%	0.0%	(0.14)	Yes	0.0%	0.0%	(0.14)	Yes	0.0%	0.0%	(0.12)	Yes	HIT
Failure Frequency - ISDN/Combo	54-08	L	-	L	AR	P	n/a	4.7%	n/a	-	n/a	3.6%	n/a	-	n/a	5.5%	n/a	-	-
Avg. Install. Interval - 8.0 dB Loop (1-10 Loops)	55-01.1	-	-	-	AR	B	2.7	3.0	(0.33)	Yes	2.7	3.0	(0.33)	Yes	2.4	3.0	(0.60)	Yes	HIT
Avg. Install. Interval - 8.0 dB Loop (11-20 Loops)	55-01.2	-	-	-	AR	B	n/a	7.0	n/a	-	2.3	7.0	(4.67)	Base<10	2.4	7.0	(4.60)	Base<10	-
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	-	-
Avg. Install. Interval - 5.0 dB Loop (1-10 Loops)	55-02.1	-	-	-	AR	B	3.0	3.0	0.00	Base<10	n/a	3.0	n/a	-	n/a	3.0	n/a	-	-
Avg. Install. Interval - 5.0 dB Loop (11-20 Loops)	55-02.2	-	-	-	AR	B	n/a	7.0	n/a	-	n/a	7.0	n/a	-	n/a	7.0	n/a	-	-
Avg. Install. Interval - 5.0 dB Loop (Over 20 Loops)	55-02.3	-	-	-	AR	B	n/a	10.0	n/a	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	-
Avg. Install. Interval - BRI Loop (1-10 Loops)	55-03.1	-	-	-	AR	B	3.3	3.0	0.33	Base<10	2.8	3.0	(0.20)	Base<10	2.8	3.0	(0.20)	Yes	-
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	-	-
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	-	-
Avg. Install. Interval - DS1 Loop (1-10 Loops)	55-04.1	-	-	-	AR	B	2.9	3.0	(0.13)	Yes	2.8	3.0	(0.19)	Yes	3.0	3.0	0.00	Yes	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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
Avg. Installation Interval - DSL - No Line Sharing - No Conditioning	55.1-01	H	H	H	AR	B	3.7	5.0	(1.33)	Base<10	4.7	5.0	(0.27)	Yes	4.3	5.0	(0.69)	Yes	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	-	9.0	10.0	(1.00)	Base<10	-
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	5.2	n/a	-	n/a	5.1	n/a	-	n/a	5.1	n/a	-	-
Avg. Installation Interval - Broadband DSL - Line Sharing - Conditioning Required	55.1-08	-	-	-	AR	-	n/a	19.0	n/a	-	n/a	32.0	n/a	-	n/a	n/a	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	3.4		n/a	-	3.6		n/a	-	3.6		n/a	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
% 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	99.5%	95.0%	(4.48)	Yes	99.5%	95.0%	(4.53)	Yes	98.6%	95.0%	(3.58)	Yes	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	-
% 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	-	-
% 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	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 7 Days - 5.0 dB Loop (11-20 Loops)	56-02.2	-	-	M	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 10 Days - 5.0 dB Loop (Over 20 Loops)	56-02.3	-	-	M	AR	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-

Arkansas Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
% 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)	Yes	-
% 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	-	-
% 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	-	-
% Installed Within 3 Days - DS1 Loop (1-10 Loops)	56-04.1	-	-	M	AR	B	98.8%	95.0%	(3.80)	Yes	97.7%	95.0%	(2.67)	Yes	95.3%	95.0%	(0.29)	Yes	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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	98.0%	95.0%	-3.0	Yes	HIT
% Installed Within 10 Days - DSL - No Line Sharing - Conditioned	56-12.02	-	-	M	AR	B	n/a	95.0%	n/a	-	100.0%	95.0%	-5.0	Base<10	100.0%	95.0%	-5.0	Base<10	-
% 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	-	-
% 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	-	-
% Installed Within CDDD - DSL - Line Sharing	56-14.01	-	-	M	AR	P	n/a	95.7%	n/a	-	n/a	99.5%	n/a	-	n/a	99.2%	n/a	-	-
% Installed Within CDDD - Broadband DSL - Line Sharing	56-15.01	-	-	M	AR	P	n/a	94.4%	n/a	-	n/a	97.0%	n/a	-	n/a	95.0%	n/a	-	-
% 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	-	-
% 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	-	-
% Installed Within CDDD for LNP with Loop - CHC/FDT (1-10 Loops)	56.1-01.1	H	H	M	AR	B	98.3%	95.0%	(3.33)	Yes	100.0%	95.0%	(5.00)	Yes	97.7%	95.0%	(2.69)	Yes	HIT
% Installed Within CDDD for LNP with Loop - CHC/FDT (11-20 Loops)	56.1-01.2	H	H	M	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 - 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	-	-
% Installed Within CDDD for LNP with Loop - CHC (1-10 Loops)	56.1-02.1	-	-	-	AR	B	98.3%	95.0%	n/a	-	100.0%	95.0%	n/a	-	97.7%	95.0%	n/a	-	-
% Installed Within CDDD for LNP with Loop - CHC (11-20 Loops)	56.1-02.2	-	-	-	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 - 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	-	n/a	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	1.2%	8.3%	(3.34)	Yes	1.5%	9.1%	(3.02)	Yes	2.4%	8.4%	(3.40)	Yes	HIT
% SWBT Missed Due Dates - 8.0 dB Loop No Field Work	58-02	H	H	H	AR	P	0.5%	0.3%	0.51	Yes	0.0%	0.3%	(0.87)	Yes	0.0%	0.3%	(0.91)	Yes	HIT
% SWBT Missed Due Dates - 5.0 dB Loop	58-03	H	H	H	AR	P	0.0%	1.7%	(0.23)	Base<10	n/a	0.1%	n/a	-	n/a	1.8%	n/a	-	-
% SWBT Missed Due Dates - BRI Loop	58-04	H	H	H	AR	P	0.0%	7.3%	(0.84)	Base<10	0.0%	10.1%	(0.94)	Base<10	0.0%	12.4%	(1.66)	Yes	-
% SWBT Missed Due Dates - ISDN BRI Port	58-05	H	H	H	AR	P	n/a	7.3%	n/a	-	n/a	10.1%	n/a	-	n/a	12.4%	n/a	-	-
% SWBT Missed Due Dates - DS1 Loop with Test Access	58-06	H	H	H	AR	P	1.2%	n/a	n/a	-	5.0%	0.0%	0.32	Yes	3.1%	n/a	n/a	-	-
% SWBT Missed Due Dates - DS1 Dedicated Transport	58-07	H	H	H	AR	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	n/a	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	1.9%	5.0%	0.00	Yes	HIT
% SWBT Missed Due Dates - DSL - Line Sharing	58-10	H	H	H	AR	P	n/a	4.2%	n/a	-	n/a	0.5%	n/a	-	n/a	0.8%	n/a	-	-
% SWBT Missed Due Dates - Analog Trunk Port	58-11	H	H	H	AR	P	n/a	1.7%	n/a	-	n/a	0.1%	n/a	-	n/a	1.8%	n/a	-	-
% SWBT Missed Due Dates - Subtending DD Combination Trunks	58-12	H	H	H	AR	P	n/a	1.7%	n/a	-	n/a	0.1%	n/a	-	n/a	1.8%	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	1.7%	n/a	-	n/a	0.1%	n/a	-	n/a	1.8%	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	5.5%	n/a	-	n/a	3.0%	n/a	-	n/a	4.9%	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	3.4%	3.8%	(0.54)	Yes	8.7%	3.5%	4.66	No	2.8%	3.7%	(1.26)	Yes	HIT
% Trouble Reports within 30 Days of Install. - 5.0 dB Loop	59-02	H	H	H	AR	P	0.0%	0.7%	(0.14)	Base<10	n/a	0.6%	n/a	-	n/a	1.1%	n/a	-	-
% Trouble Reports within 30 Days of Install. - BRI Loop	59-03	H	H	H	AR	P	33.3%	4.6%	3.30	Base<10	0.0%	5.0%	(0.65)	Base<10	10.0%	4.8%	0.93	Yes	-
% Trouble Reports within 30 Days of Install. - ISDN BRI Port	59-04	H	H	H	AR	P	n/a	4.6%	n/a	-	n/a	5.0%	n/a	-	n/a	4.8%	n/a	-	-
% Trouble Reports within 30 Days of Install. - DS1 Loop	59-05	H	H	H	AR	P	6.2%	n/a	n/a	-	10.0%	0.0%	0.47	Yes	20.0%	n/a	n/a	-	-
% Trouble Reports within 30 Days of Install. - DS1 Dedicated Transport	59-06	H	H	H	AR	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. - ISDN/PRI	59-07	H	H	H	AR	P	n/a	0.0%	n/a	-	n/a	0.1%	n/a	-	n/a	0.0%	n/a	-	-

Arkansas Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
% Trouble Reports within 30 Days of Install. - DSL - No Line Sharing	59-08	H	H	H	AR	B	5.0%	6.0%	0.00	Yes	3.4%	6.0%	0.00	Yes	0.0%	6.0%	0.00	Yes	HIT
% Trouble Reports within 30 Days of Install. - DSL - Line Sharing	59-09	H	H	H	AR	P	n/a	2.9%	n/a	-	n/a	1.1%	n/a	-	n/a	2.0%	n/a	-	-
% Trouble Reports within 30 Days of Install. - Analog Trunk Port	59-10	H	H	H	AR	P	n/a	0.7%	n/a	-	n/a	0.6%	n/a	-	n/a	1.1%	n/a	-	-
% Trouble Reports within 30 Days of Install. - Subtending DD Combination Trunks	59-11	H	H	H	AR	P	n/a	0.7%	n/a	-	n/a	0.6%	n/a	-	n/a	1.1%	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	0.7%	n/a	-	n/a	0.6%	n/a	-	n/a	1.1%	n/a	-	-
% Trouble Reports within 30 Days of Install. - INP	59-15	H	H	H	AR	P	n/a	3.2%	n/a	-	n/a	3.1%	n/a	-	n/a	3.0%	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	6.2%	n/a	-	n/a	7.1%	n/a	-	n/a	3.9%	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	0.5%	4.8%	(3.91)	Yes	0.3%	5.5%	(4.39)	Yes	0.5%	5.5%	(5.13)	Yes	HIT
% Missed Due Dates Due to LOF - 5.0 dB Loop	60-02	-	-	-	AR	P	0.0%	0.0%	0.00	Base<10	n/a	0.1%	n/a	-	n/a	0.2%	n/a	-	-
% Missed Due Dates Due to LOF - BRI Loop	60-03	-	-	-	AR	P	0.0%	2.8%	(0.50)	Base<10	0.0%	0.8%	(0.26)	Base<10	0.0%	1.0%	(0.44)	Yes	-
% Missed Due Dates Due to LOF - ISDN BRI Port	60-04	-	-	-	AR	P	n/a	2.8%	n/a	-	n/a	0.8%	n/a	-	n/a	1.0%	n/a	-	-
% Missed Due Dates Due to LOF - DS1 Loop	60-05	-	-	-	AR	P	0.0%	n/a	n/a	-	1.0%	0.0%	0.14	Yes	1.5%	n/a	n/a	-	-
% Missed Due Dates Due to LOF - DS1 Dedicated Transport	60-06	-	-	-	AR	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/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	-	1.9%	n/a	n/a	-	-
% Missed Due Dates Due to LOF - DSL - Line Sharing	60-09	-	-	-	AR	P	n/a	0.1%	n/a	-	n/a	0.1%	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF - Analog Trunk Port	60-10	-	-	-	AR	P	n/a	0.0%	n/a	-	n/a	0.1%	n/a	-	n/a	0.2%	n/a	-	-
% Missed Due Dates Due to LOF - Subtending DDC Trunks	60-11	-	-	-	AR	P	n/a	0.0%	n/a	-	n/a	0.1%	n/a	-	n/a	0.2%	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	0.0%	n/a	-	n/a	0.1%	n/a	-	n/a	0.2%	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	4.9%	n/a	-	n/a	2.6%	n/a	-	n/a	3.8%	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%	9.5%	(0.46)	Base<10	0.0%	5.2%	(0.24)	Base<10	0.0%	3.5%	(0.33)	Base<10	-
% Missed Due Dates Due to LOF - 5.0 dB Loop > 30 Days	60-19	-	-	-	AR	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 - 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	-	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	-	-	-	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	0.0%	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	n/a	n/a	-	-
% Missed Due Dates Due to LOF - Analog Trunk Port > 30 Days	60-27	-	-	-	AR	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 - Subtending DDC Trunks > 30 Days	60-28	-	-	-	AR	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 - 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	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF - Broadband 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	7.1%	n/a	-	n/a	0.0%	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	Base<10	n/a	n/a	0.00	Base<10	-
% 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	n/a	n/a	-	n/a	0.0%	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	-	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	-	-	-	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	0.0%	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	n/a	n/a	-	-
% Missed Due Dates Due to LOF - Analog Trunk Port > 90 Days	60-44	-	-	-	AR	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 - Subtending DDC Trunks > 90 Days	60-45	-	-	-	AR	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 - 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	n/a	n/a	-	n/a	0.0%	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	Base<10	n/a	n/a	0.00	Base<10	-
Avg. Delay Days Due to LOF - 8.0 dB Loop	61-01	-	-	-	AR	P	3.5	15.1	(0.99)	Base<10	6.0	11.4	(0.51)	Base<10	3.3	10.8	(1.43)	Base<10	-
Avg. Delay Days Due to LOF - 5.0 dB Loop	61-02	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	3.0	n/a	-	n/a	2.0	n/a	-	-
Avg. Delay Days Due to LOF - BRI Loop	61-03	-	-	-	AR	P	n/a	11.7	n/a	-	n/a	1.0	n/a	-	n/a	10.0	n/a	-	-
Avg. Delay Days Due to LOF - ISDN BRI Port	61-04	-	-	-	AR	P	n/a	11.7	n/a	-	n/a	1.0	n/a	-	3.0	10.0	n/a	-	-

Arkansas Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
Avg. Delay Days Due to LOF - DS1 Loop	61-05	-	-	-	AR	P	n/a	n/a	n/a	-	1.0	n/a	n/a	-	3.0	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	-	2.0	n/a	n/a	-	-
Avg. Delay Days Due to LOF - DSL - Line Sharing	61-09	-	-	-	AR	P	n/a	1.0	n/a	-	n/a	6.0	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days Due to LOF - Analog Trunk Port	61-10	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	3.0	n/a	-	n/a	2.0	n/a	-	-
Avg. Delay Days Due to LOF - Subtending DDC Trunks	61-11	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	3.0	n/a	-	n/a	2.0	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	n/a	n/a	-	n/a	3.0	n/a	-	n/a	2.0	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	6.7	n/a	-	n/a	9.4	n/a	-	n/a	5.3	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	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	-
Avg. Delay Days for SWBT Missed Due Dates - 8.0 dB Loop Field Work	62-01	M	-	L	AR	P	3.5	5.4	(0.59)	Base<10	6.0	6.2	(0.02)	Base<10	11.5	5.5	2.16	Base<10	-
Avg. Delay Days for SWBT Missed Due Dates - 8.0 dB Loop No Field Work	62-02	M	-	L	AR	P	n/a	4.5	n/a	-	n/a	5.1	n/a	-	n/a	5.0	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - 5.0 dB Loop	62-03	M	-	L	AR	P	n/a	11.6	n/a	-	n/a	3.0	n/a	-	n/a	4.4	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - BRI Loop	62-04	M	-	L	AR	P	n/a	5.4	n/a	-	n/a	1.9	n/a	-	n/a	10.5	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - ISDN BRI Port	62-05	M	-	L	AR	P	n/a	5.4	n/a	-	n/a	1.9	n/a	-	n/a	10.5	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - DS1 Loop	62-06	M	-	L	AR	P	4.0	n/a	n/a	-	1.4	n/a	n/a	-	2.0	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	-	2.0	6.5	0.00	Base<10	-
Avg. Delay Days for SWBT Missed Due Dates - DSL - Line Sharing	62-10	M	-	L	AR	P	n/a	2.5	n/a	-	n/a	3.2	n/a	-	n/a	2.8	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	3.0	n/a	-	n/a	4.4	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	3.0	n/a	-	n/a	4.4	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	3.0	n/a	-	n/a	4.4	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	-	-
Avg. Delay Days for SWBT Missed Due Dates - Broadband DSL - Line Sharing	62-17	M	-	L	AR	P	n/a	6.8	n/a	-	n/a	8.6	n/a	-	n/a	4.8	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	-	-
% SWBT Caused Missed Due Dates > 30 Days - 8.0 dB Loop Field Work	63-01	-	-	-	AR	P	0.0%	0.4%	(0.85)	Yes	0.0%	0.3%	(0.66)	Yes	0.4%	0.2%	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%	(0.07)	Yes	0.0%	0.0%	(0.05)	Yes	0.0%	0.0%	(0.11)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - 5.0 dB Loop	63-03	-	-	-	AR	P	0.0%	0.3%	(0.10)	Base<10	n/a	0.0%	n/a	-	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%	1.0%	(0.44)	Yes	-
% 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	1.0%	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - DS1 Loop	63-06	-	-	-	AR	P	0.0%	n/a	n/a	-	0.0%	0.0%	0.00	Yes	0.0%	n/a	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - DS1 Dedicated Transport	63-07	-	-	-	AR	P	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	n/a	n/a	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	0.3%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - Subtending DDC Trunks	63-12	-	-	-	AR	P	n/a	0.3%	n/a	-	n/a	0.0%	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	0.3%	n/a	-	n/a	0.0%	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	0.2%	n/a	-	n/a	0.0%	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	Base<10	n/a	n/a	0.00	Base<10	-
Trouble Report Rate - 8.0 dB Loop with Test Access	65-01	-	-	H	AR	P	0.8%	1.2%	(4.28)	Yes	0.9%	1.3%	(3.85)	Yes	0.9%	1.3%	(3.70)	Yes	HIT
Trouble Report Rate - 5.0 dB Loop with Test Access	65-02	-	-	H	AR	P	1.0%	0.4%	2.49	No	3.9%	0.4%	13.76	No	1.3%	0.4%	4.21	No	MISS
Trouble Report Rate - BRI Loop with Test Access	65-03	-	-	H	AR	P	2.6%	4.7%	(1.28)	Yes	1.0%	3.6%	(1.89)	Yes	2.4%	5.5%	(1.88)	Yes	HIT
Trouble Report Rate - ISDN BRI Port	65-04	-	-	H	AR	P	n/a	4.7%	n/a	-	n/a	3.6%	n/a	-	n/a	5.5%	n/a	-	-
Trouble Report Rate - DS1 Loop with Test Access	65-05	-	-	H	AR	P	2.1%	3.1%	(0.52)	Yes	3.6%	4.4%	(0.35)	Yes	4.7%	17.6%	(4.39)	Yes	HIT
Trouble Report Rate - DS1 Dedicated Transport	65-06	-	-	H	AR	P	6.0%	3.1%	0.78	Yes	7.1%	4.4%	0.69	Yes	3.8%	17.6%	(2.62)	Yes	HIT
Trouble Report Rate - ISDN/PRI	65-07	-	-	H	AR	P	0.0%	0.0%	(0.12)	Yes	3.2%	0.0%	18.91	No	1.1%	0.0%	8.22	No	MISS
Trouble Report Rate - DSL - No Line Sharing	65-08	-	-	H	AR	B	1.2%	3.0%	0.00	Yes	1.6%	3.0%	0.00	Yes	0.2%	3.0%	0.00	Yes	HIT
Trouble Report Rate - DSL - Line Sharing	65-09	-	-	H	AR	P	n/a	0.5%	n/a	-	n/a	0.5%	n/a	-	n/a	0.5%	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	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Base<10	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%	(0.27)	Yes	0.0%	0.4%	(0.27)	Yes	0.0%	0.4%	(0.26)	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	2.5%	n/a	-	n/a	2.2%	n/a	-	n/a	1.6%	n/a	-	-
Trouble Report Rate (Net of Install & Repeat Rpts) 8.0 dB loop	65.1-01	H	H	-	AR	P	0.7%	1.0%	(4.35)	Yes	0.7%	1.1%	(4.75)	Yes	0.8%	2.4%	(13.51)	Yes	HIT

Arkansas Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
Trouble Report Rate (Net of Install & Repeat Rpts) 5.0 dB loop	65.1-02	H	H	-	AR	P	1.0%	0.4%	2.49	No	3.8%	0.3%	14.08	No	1.2%	0.3%	4.31	No	MISS
Trouble Report Rate (Net of Install & Repeat Rpts) BRI loop	65.1-03	H	H	-	AR	P	0.5%	4.7%	(2.64)	Yes	1.0%	2.7%	(1.40)	Yes	1.0%	4.6%	(2.43)	Yes	HIT
Trouble Report Rate (Net of Install & Repeat Rpts) ISDN BRI Port	65.1-04	H	H	-	AR	P	n/a	4.7%	n/a	-	n/a	2.7%	n/a	-	n/a	4.6%	n/a	-	-
Trouble Report Rate (Net of Install & Repeat Rpts) DS1 loop	65.1-05	H	H	-	AR	P	1.4%	3.1%	(1.10)	Yes	2.0%	4.4%	(1.29)	Yes	2.8%	13.2%	(4.41)	Yes	HIT
Trouble Report Rate (Net of Install & Repeat Rpts) DS1 Dedicated Transport	65.1-06	H	H	-	AR	P	6.0%	3.1%	0.78	Yes	7.1%	4.4%	0.69	Yes	2.5%	13.2%	(2.37)	Yes	HIT
Trouble Report Rate (Net of Install & Repeat Rpts) ISDN - PRI	65.1-07	H	H	-	AR	P	0.0%	0.0%	(0.12)	Yes	2.1%	0.0%	13.58	No	0.0%	0.0%	(0.11)	Yes	HIT
Trouble Report Rate (Net of Install & Repeat Rpts) DSL - No Line Sharing	65.1-08	H	H	-	AR	P	0.9%	3.0%	0.00	Yes	1.3%	3.0%	0.00	Yes	0.2%	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	0.3%	n/a	-	n/a	0.0%	n/a	-	n/a	0.2%	n/a	-	-
Trouble Report Rate (Net of Install & Repeat Rpts) Analog Trunk Port	65.1-10	H	H	-	AR	P	n/a	0.4%	n/a	-	n/a	0.3%	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	0.4%	n/a	-	n/a	0.3%	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	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Base<10	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%	0.4%	(0.27)	Yes	0.0%	0.3%	(0.26)	Yes	0.0%	0.3%	(0.23)	Yes	HIT
% Missed Repair Commitment - 8 dB Loop	66-01	H	H	H	AR	P	3.8%	12.2%	(2.95)	Yes	0.0%	11.0%	(4.11)	Yes	0.0%	12.5%	(4.56)	Yes	HIT
% Missed Repair Commitment - DSL Line Sharing	66-02	H	H	H	AR	P	0.0%	5.2%	(0.33)	Base<10	n/a	6.1%	n/a	-	n/a	24.5%	n/a	-	-
Mean Time to Restore - 8.0 dB Loop with Test Access-Dispatch	67-01	H	H	H	AR	P	3.5	9.3	(4.23)	Yes	2.8	8.7	(4.31)	Yes	2.2	9.1	(5.13)	Yes	HIT
Mean Time to Restore - 5.0 dB Loop with Test Access-Dispatch	67-02	H	H	H	AR	P	1.8	6.5	(0.88)	Base<10	2.0	5.2	(1.52)	Yes	2.1	6.1	(1.70)	Base<10	-
Mean Time to Restore - BRI Loop with Test Access-Dispatch	67-03	H	H	H	AR	P	2.3	5.1	(1.10)	Base<10	1.7	7.5	(0.83)	Base<10	6.6	8.6	(0.31)	Base<10	-
Mean Time to Restore - ISDN BRI Port-Dispatch	67-04	H	H	H	AR	P	n/a	5.1	n/a	-	n/a	7.5	n/a	-	n/a	8.6	n/a	-	-
Mean Time to Restore - DS1 Loop with Test Access-Dispatch	67-05	H	H	H	AR	P	5.5	1.9	3.53	No	4.6	2.2	2.39	No	2.6	1.2	3.70	No	MISS
Mean Time to Restore - DS1 Dedicated Transport-Dispatch	67-06	H	H	H	AR	P	1.1	1.9	(0.70)	Base<10	1.9	2.2	(0.32)	Base<10	10.4	1.2	13.69	Base<10	-
Mean Time to Restore - ISDN/PRI -Dispatch	67-07	H	H	H	AR	P	n/a	1.8	n/a	-	1.4	9.9	(0.65)	Base<10	2.4	5.3	(1.76)	Base<10	-
Mean Time to Restore - DSL -Dispatch - No Line Sharing	67-08	H	H	H	AR	B	3.0	9.0	0.00	Yes	3.1	9.0	0.00	Yes	1.3	9.0	0.00	Base<10	HIT
Mean Time to Restore - DSL -Dispatch - Line Sharing	67-09	H	H	H	AR	P	13.5	9.2	0.87	Base<10	n/a	12.2	n/a	-	n/a	14.3	n/a	-	-
Mean Time to Restore - Analog Trunk Port-Dispatch	67-10	H	H	H	AR	P	n/a	6.5	n/a	-	n/a	5.2	n/a	-	n/a	6.1	n/a	-	-
Mean Time to Restore - Subtending DDC Trunks-Dispatch	67-11	H	H	H	AR	P	n/a	6.5	n/a	-	n/a	5.2	n/a	-	n/a	6.1	n/a	-	-
Mean Time to Restore - DS3 Dedicated Transport-Dispatch	67-12	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-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	6.5	n/a	-	n/a	5.2	n/a	-	n/a	6.1	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	6.0	n/a	-	n/a	7.3	n/a	-	n/a	10.2	n/a	-	-
Mean Time to Restore - 8.0 dB Loop with Test Access-No Dispatch	67-17	H	H	H	AR	P	0.0	3.7	(0.27)	Base<10	3.2	2.4	0.09	Base<10	n/a	3.1	n/a	-	-
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	-	6.5	1.8	8.27	No	n/a	2.4	n/a	-	-
Mean Time to Restore - BRI Loop with Test Access-No Dispatch	67-19	H	H	H	AR	P	n/a	1.0	n/a	-	n/a	0.8	n/a	-	n/a	1.0	n/a	-	-
Mean Time to Restore - ISDN BRI Port-No Dispatch	67-20	H	H	H	AR	P	n/a	1.0	n/a	-	n/a	0.8	n/a	-	n/a	1.0	n/a	-	-
Mean Time to Restore - DS1 Loop with Test Access-No Dispatch	67-21	H	H	H	AR	P	n/a	0.0	n/a	-	0.4	0.6	(0.25)	Base<10	1.4	0.1	20.11	Base<10	-
Mean Time to Restore - DS1 Dedicated Transport-No Dispatch	67-22	H	H	H	AR	P	n/a	0.0	n/a	-	n/a	0.6	n/a	-	n/a	0.1	n/a	-	-
Mean Time to Restore - ISDN/PRI - No Dispatch	67-23	H	H	H	AR	P	n/a	2.6	n/a	-	n/a	0.8	n/a	-	n/a	0.3	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	-	-
Mean Time to Restore - DSL -No Dispatch - Line Sharing	67-25	H	H	H	AR	P	n/a	6.9	n/a	-	n/a	n/a	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	1.8	n/a	-	n/a	2.4	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	1.8	n/a	-	n/a	2.4	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	1.8	n/a	-	n/a	2.4	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	0.6	n/a	-	n/a	1.4	n/a	-	n/a	0.5	n/a	-	-
% Repeat Reports - 8.0 dB Loop with Test Access	69-01	H	H	H	AR	P	6.0%	12.4%	(2.22)	Yes	6.1%	11.6%	(2.04)	Yes	5.4%	11.5%	(2.30)	Yes	HIT
% Repeat Reports - 5.0 dB Loop with Test Access	69-02	H	H	H	AR	P	0.0%	12.8%	(1.01)	Base<10	3.8%	8.6%	(0.84)	Yes	11.1%	15.9%	(0.39)	Base<10	-
% Repeat Reports - BRI Loop with Test Access	69-03	H	H	H	AR	P	20.0%	16.7%	0.19	Base<10	0.0%	18.5%	(0.67)	Base<10	20.0%	12.3%	0.51	Base<10	-
% Repeat Reports - ISDN BRI Port	69-04	H	H	H	AR	P	n/a	16.7%	n/a	-	n/a	18.5%	n/a	-	n/a	12.3%	n/a	-	-
% Repeat Reports - DS1 Loop with Test Access	69-05	H	H	H	AR	P	5.9%	0.0%	0.35	Yes	12.5%	0.0%	0.65	Yes	9.3%	25.0%	(1.44)	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	33.3%	25.0%	0.29	Base<10	-
% Repeat Reports - ISDN/PRI	69-07	H	H	H	AR	P	n/a	0.0%	n/a	-	0.0%	0.0%	0.0%	Base<10	100.0%	0.0%	100.0%	Base<10	-
% Repeat Reports - DSL - No Line Sharing	69-08	H	H	H	AR	B	10.0%	12.0%	0.0	Yes	14.3%	12.0%	2.0	No	0.0%	12.0%	0.0	Base<10	-
% Repeat Reports - DSL - Line Sharing	69-09	H	H	H	AR	P	0.0%	0.0%	0.00	Base<10	n/a	0.0%	n/a	-	n/a	7.5%	n/a	-	-
% Repeat Reports - Analog Trunk Port	69-10	H	H	H	AR	P	n/a	12.8%	n/a	-	n/a	8.6%	n/a	-	n/a	15.9%	n/a	-	-
% Repeat Reports - Subtending DDC Trunks	69-11	H	H	H	AR	P	n/a	12.8%	n/a	-	n/a	8.6%	n/a	-	n/a	15.9%	n/a	-	-
% Repeat Reports - DS3 Dedicated Transport	69-12	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 - 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	12.8%	n/a	-	n/a	8.6%	n/a	-	n/a	15.9%	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	8.6%	n/a	-	n/a	6.8%	n/a	-	n/a	6.5%	n/a	-	-
% Trunk Blockage - SWBT End Office to CLEC	70-01	H	H	M	AR	B	0.0%	1.0%	(0.99)	Yes	0.0%	1.0%	(0.98)	Yes	n/a	1.0%	n/a	-	HIT
% Trunk Blockage - SWBT Tandem to CLEC	70-02	H	H	M	AR	B	0.3%	1.0%	(0.69)	Yes	0.0%	1.0%	(0.99)	Yes	n/a	1.0%	n/a	-	HIT
Common Transport Block > 2%	71-01	-	H	M	AR	B	1.7%	3.0%	(1.31)	Yes	1.8%	3.0%	(1.18)	Yes	3.6%	3.0%	0.57	Yes	HIT

Arkansas Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
% Installations Comp. Within the Cust. Req. Due Date - Interconnection Trunks	73-01	H	H	-	AR	B	90.7%	95.0%	4.28	No	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	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	-	-
% 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	-	-
% Installations Comp. Within the Cust. Req. Due Date - E911	73-04	H	H	-	AR	B	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Yes	-
% Held Interconnection Trunks - Interconnection Trunks > 30 Days due to Lack of Fac	73.1-01	M	L	-	AR	P	0.0%	22.5%	-9.0	Yes	0.0%	14.3%	-11.7	Yes	0.0%	12.0%	-14.0	Yes	HIT
% Held Interconnection Trunks - SS7 > 30 Days due to Lack of Facilities	73.1-02	M	L	-	AR	P	n/a	22.7%	n/a	-	n/a	40.0%	n/a	-	n/a	100.0%	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	20.0%	n/a	-	0.0%	14.3%	-0.6	Base<10	0.0%	50.0%	-2.3	Yes	-
Avg. Delay Days for Missed Due Dates - Interconnection Trunks	74-01	L	-	-	AR	P	5.0	41.4	-6.7	Yes	n/a	42.9	n/a	-	n/a	31.0	n/a	-	-
Avg. Delay Days for Missed Due Dates - SS7	74-02	L	-	-	AR	P	n/a	166.8	n/a	-	n/a	34.3	n/a	-	n/a	338.5	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	81.7	n/a	-	n/a	26.6	n/a	-	n/a	38.0	n/a	-	-
Avg. Trunk Restoral Interval - Interconnection Trunks	76-01	L	-	-	AR	P	4.4	n/a	n/a	-	2.3	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Trunk Restoral Interval - SS7	76-02	L	-	-	AR	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	5.2	2.3	1.5	Base<10	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
DA Avg. Speed of Answer	80-01	-	L	-	AR	B	9.2	15.0	0.00	Yes	8.7	15.0	0.00	Yes	9.5	15.0	0.00	Yes	HIT
OS Avg. Speed of Answer	82-01	-	L	-	AR	B	7.0	10.0	0.00	Yes	6.3	10.0	0.00	Yes	6.8	10.0	0.00	Yes	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	90.9%	96.5%	5.59	No	HIT
% of Time the OSP Releases Prior to the Exp.of the T2 Timer	92-01	-	-	-	AR	B	100.0%	96.5%	(3.50)	Yes	100.0%	96.5%	(3.50)	Yes	100.0%	96.5%	(3.50)	Yes	HIT
% of Customer Accounts Restructured Prior to LNP Due Date	93-01	L	-	-	AR	B	100.0%	96.5%	(3.50)	Yes	100.0%	96.5%	(3.50)	Base<10	100.0%	96.5%	(3.50)	Yes	HIT
% 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	HIT
% of Time SWBT applies 10 digit trigger prior to the LNP Order Due Date - LNP Only	97-01	H	H	-	AR	B	99.4%	96.5%	(2.86)	Yes	100.0%	96.5%	(3.50)	Yes	94.1%	96.5%	2.36	No	HIT
% of Time SWBT applies 10 digit trigger prior to the LNP Order Due Date - LNP with Lo	97-02	H	H	-	AR	B	99.6%	96.5%	(3.08)	Yes	100.0%	96.5%	(3.50)	Yes	96.7%	96.5%	(0.18)	Yes	HIT
Percent LNP I-Reports in 10 Days	98-01	H	H	-	AR	P	0.0%	1.8%	(1.86)	Yes	0.0%	1.8%	(1.68)	Yes	0.0%	1.8%	(1.72)	Yes	HIT
Avg. Delay Days for SWBT Missed Due Dates - LNP	99-01	M	M	-	AR	P	1.0	4.5	(0.67)	Base<10	1.0	5.1	(0.72)	Base<10	3.0	5.0	(0.25)	Base<10	-
Avg. Time of Out of Service for LNP Conversions	100-01	-	-	-	AR	B	0.4	60.0	(59.55)	Yes	1.2	60.0	(58.82)	Yes	2.7	60.0	(57.28)	Yes	HIT
% Out of Service less than 60 Minutes	101-01	H	H	-	AR	B	100.0%	96.5%	(3.50)	Yes	99.5%	96.5%	(2.97)	Yes	100.0%	96.5%	(3.50)	Yes	HIT
Avg. Time to Clear Errors (Hours)	102-01	L	-	-	AR	P	0.02	14.60	-1.01	Base<10	n/a	14.60	n/a	-	n/a	19.6	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	(4.61)	Yes	0.1	3.0	(4.11)	Yes	0.1	2.9	(3.75)	Yes	HIT
Avg. Time Req. to Unlock 911 Record	104.1-01	-	-	-	AR	-	n/a		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	-	100.0%	90.0%	0.00	Base<10	100.0%	90.0%	0.00	Base<10	-
Average Days Required to Process a Request	106-01	-	-	-	AR	B	n/a	14.0	n/a	-	5.3	14.0	0.00	Base<10	14.0	14.0	0.00	Base<10	-
% 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	-	-
% Missed Collocation Due Dates - Caged - Augments	107-02	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	-	-
% 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	-	-
% Missed Collocation Due Dates - Cageless - Augments	107-04	H	H	M	AR	B	0.0%	5.0%	0.00	Base<10	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
% 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	-	-
% of Collocation Requests within Guidelines - Caged - Augments	109-02	L	-	-	AR	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	100.0%	90.0%	0.00	Base<10	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-

Arkansas Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
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	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	HIT
% of Database Accuracy for Manual Updates	112-01	L	-	-	AR	B	100.0%	97.0%	(3.00)	Yes	99.6%	97.0%	(2.62)	Yes	100.0%	97.0%	(3.00)	Yes	HIT
% of Electronic Updates That Flow Through The DSR Process Without Manual Interve	113-01	L	-	-	AR	B	47.4%	97.0%	49.6	No	43.8%	97.0%	53.3	No	48.4%	97.0%	48.6	No	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	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	n/a	2.0%	n/a	-	n/a	2.0%	n/a	-	-
CHC/FDT LNP with Loop Provisioning Interval - Coor. Hot Cuts (<10 Lines)	114.1-01	-	-	-	AR	B	100.0%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	-
CHC/FDT LNP with Loop Provisioning Interval - Coor. Hot Cuts (10-24 Lines)	114.1-02	-	-	-	AR	B	100.0%		n/a	-	n/a		n/a	-	100.0%		n/a	-	-
CHC/FDT LNP with Loop Provisioning Interval - Frame Due Time (<10 Lines)	114.1-03	-	-	-	AR	B	100.0%		n/a	-	n/a		n/a	-	n/a		n/a	-	-
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	-	-
% Provisioning Trouble Reports (PTR) - CHC	115-01	-	-	-	AR	-	2.0%		n/a	-	0.0%		n/a	-	0.0%		n/a	-	-
% Provisioning Trouble Reports (PTR) - FDT	115-02	-	-	-	AR	-	0.0%		n/a	-	n/a		n/a	-	n/a		n/a	-	-
Mean Time to Restore - PTR - CHC	115.1-01	-	-	-	AR	-	818.5		n/a	-	n/a		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	80.0%	100.0%	3.25	Base<10	30.8%	100.0%	2.43	No	91.3%	93.1%	0.28	Yes	-
Avg. Delay Days for NXX Loading and Testing	118-01	L	-	-	AR	P	8.0	n/a	n/a	-	5.0	n/a	n/a	-	22.0	9.6	3.36	Base<10	-
% 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	-	-
% 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	-	100.0%		n/a	-	100.0%		n/a	-	0.0%		n/a	-	-
Timely Resolution of significant Software Failures Related with Releases	124-01	H	H	-	CO	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-

Arkansas Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
Total # Submeasures									812				812				812		
# Counted (with z-score and sample size of 10 or more)									232				238				235		
# Not Counted (Base < 10 or n/a)									580				574				577		
Critical Z Value									1.68				1.68				1.68		
Number of Submeasures Met									215				217				216		215
Number of Submeasures Missed									17				21				19		13
Success Ratio - All Measures									**92.7%**				**91.2%**				**91.9%**		**94.3%**
Total # Tier 2 Submeasures									338				338				338		
# Counted (with z-score and sample size of 10 or more)									135				145				141		
# Not Counted (Base < 10 or n/a)									203				193				197		
Number of Submeasures Met									127				133				133		131
Number of Submeasures Missed									8				12				8		5
Success Ratio - Tier 2 Measures Only									**94.1%**				**91.7%**				**94.3%**		**96.3%**
Total # Tier 1 and/or Tier 2 Submeasures									422				422				422		
# Counted (with z-score and sample size of 10 or more)									157				165				161		
# Not Counted (Base < 10 or n/a)									265				257				261		
Number of Submeasures Met									147				152				152		151
Number of Submeasures Missed									10				13				9		6
Success Ratio - Tier 1 and/or Tier 2 Measures									**93.6%**				**92.1%**				**94.4%**		**96.2%**
Total # Tier 3 Submeasures (FCC 20)									368				368				368		
# Counted (with z-score and sample size of 10 or more)									114				122				115		
# Not Counted (Base < 10 or n/a)									254				246				253		
Number of Submeasures Met									108				112				107		109
Number of Submeasures Missed									6				10				8		6
Success Ratio - Tier 3 Measures (FCC 20)									**94.7%**				**91.8%**				**93.0%**		**94.8%**

Notes:

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

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

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

(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.

B

Dysart Reply Affidavit – Attachment B

Missouri Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
Avg. Resp. for OSS Pre-Order - Address Verification - DATAGATE	1-01	-	-	M	CO	B	2.7	4.7	0.00	Yes	2.4	4.7	0.00	Yes	2.5	4.7	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - Req. for Telephone Number - DATAGATE	1-02	-	-	M	CO	B	3.4	4.5	0.00	Yes	2.9	4.5	0.00	Yes	3.1	4.5	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - Req. for CSR (< 30 WTN) - DATAGATE	1-03	-	-	M	CO	B	2.1	6.6	0.00	Yes	2.3	6.6	0.00	Yes	2.9	6.6	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - Req. for CSR (> 30 WTN) - DATAGATE	1-04	-	-	M	CO	B	15.8		n/a	-	11.6		n/a	-	9.7		n/a	-	-
Avg. Resp. for OSS Pre-Order - Serv. Availability - DATAGATE	1-05	-	-	M	CO	B	1.1	6.6	0.00	Yes	0.9	6.6	0.00	Yes	0.7	6.6	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - Serv. Appointment Scheduling - DATAGATE	1-06	-	-	M	CO	B	0.3	1.0	0.00	Yes	0.3	1.0	0.00	Yes	0.3	1.0	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - Dispatch Required - DATAGATE	1-07	-	-	M	CO	B	6.9	12.6	0.00	Yes	7.4	12.6	0.00	Yes	7.6	12.6	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - PIC - DATAGATE	1-08	-	-	M	CO	B	7.3	19.1	0.00	Yes	6.8	19.1	0.00	Yes	7.4	19.1	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - Actual Loop Makeup-Actual Returned	1-09	-	-	-	CO	B	19.9	12.6	2.00	No	24.0	12.6	2.00	No	24.2	12.6	2.00	No	MISS
Avg. Resp. for OSS Pre-Order - Actual Loop Makeup-Design Returned	1-10	-	-	-	CO	B	13.2	23.0	0.00	Yes	12.2	23.0	0.00	Yes	11.0	23.0	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - Design Loop Makeup-Design Returned	1-11	-	-	-	CO	B	4.6	10.0	0.00	Yes	5.1	10.0	0.00	Yes	5.0	10.0	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - Protocol Translation - EDI Input	1-12	-	-	-	CO	B	85.3		n/a	-	16.8		n/a	-	23.3		n/a	-	-
Avg. Resp. for OSS Pre-Order - Protocol Translation - EDI Output	1-13	-	-	-	CO	B	21.3		n/a	-	8.9		n/a	-	12.1		n/a	-	-
Avg. Resp. for OSS Pre-Order - Protocol Translation - CORBA Input	1-14	-	-	-	CO	B	0.1		n/a	-	n/a		n/a	-	0.3		n/a	-	-
Avg. Resp. for OSS Pre-Order - Protocol Translation - CORBA Output	1-15	-	-	-	CO	B	0.2		n/a	-	n/a		n/a	-	0.1		n/a	-	-
Avg. Resp. for OSS Pre-Order - Address Verification -VERIGATE	1-16	-	-	M	CO	B	3.1	4.7	0.00	Yes	2.7	4.7	0.00	Yes	2.6	4.7	0.00	Yes	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	1.9	4.5	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - Req. for CSR (< 30 WTM) - VERIGATE	1-18	-	-	M	CO	B	3.4	6.6	0.00	Yes	2.7	6.6	0.00	Yes	10.3	6.6	2.00	No	HIT
Avg. Resp. for OSS Pre-Order - Req. for CSR (> 30 WTM) - VERIGATE	1-19	-	-	M	CO	B	6.2		n/a	-	5.7		n/a	-	n/a		n/a	-	-
Avg. Resp. for OSS Pre-Order - Serv. Availability - VERIGATE	1-20	-	-	M	CO	B	2.4	6.6	0.00	Yes	1.9	6.6	0.00	Yes	2.0	6.6	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - Serv. Appointment Scheduling - VERIGATE	1-21	-	-	M	CO	B	0.6	1.0	0.00	Yes	0.3	1.0	0.00	Yes	0.0	0.0	0.00	Base<10	HIT
Avg. Resp. for OSS Pre-Order - Dispatch Required - VERIGATE	1-22	-	-	M	CO	B	6.7	12.6	0.00	Yes	6.8	12.6	0.00	Yes	7.4	12.6	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - PIC - VERIGATE	1-23	-	-	M	CO	B	6.6	19.1	0.00	Yes	6.3	19.1	0.00	Yes	6.8	19.1	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - Act. Loop MakeUp - Act. Data Ret. - VERIGATE	1-24	-	-	-	CO	B	25.8	12.6	2.00	No	24.9	12.6	2.00	No	26.6	12.6	2.00	No	MISS
Avg. Resp. for OSS Pre-Order - Act. Loop MakeUp - Des. Data Ret. - VERIGATE	1-25	-	-	-	CO	B	22.5	23.0	0.00	Yes	21.2	23.0	0.00	Yes	24.3	23.0	2.00	No	HIT
Avg. Resp. for OSS Pre-Order - Des. Loop MakeUp - Des. Data Ret. - VERIGATE	1-26	-	-	-	CO	B	6.0	10.0	0.00	Yes	6.3	10.0	0.00	Yes	6.9	10.0	0.00	Yes	HIT
Avg. Resp. for OSS Pre-Order - CSR Detail - VERIGATE (FCC Rqmt. Only)	1-27	-	-	M	CO	B	7.1		n/a	-	7.7		n/a	-	12.5		n/a	-	-
Avg. Response Time for Loop Make-Up Information	1.1-01	L	M	M	MO	B	0.6	1.0	(2.39)	Yes	0.7	1.1	(2.32)	Yes	0.5	0.8	(2.48)	Yes	HIT
Accuracy of Actual Loop Makeup Information Provided for DSL Orders	1.2-01	L	M	-	MO	B	99.3%	100.0%	4.98	No	99.4%	100.0%	4.95	No	98.3%	100.0%	9.87	No	MISS
Avg. Resp. Rec. within "x" sec. - Address Verification - DATAGATE	2-01	L	M	-	CO	B	98.7%	95.0%	0.00	Yes	99.5%	95.0%	0.00	Yes	99.3%	95.0%	0.00	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Req. for Telephone Number - DATAGATE	2-02	L	M	-	CO	B	98.5%	95.0%	0.00	Yes	99.3%	95.0%	0.00	Yes	99.0%	95.0%	0.00	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Req. for CSR - DATAGATE	2-03	L	M	-	CO	B	99.3%	95.0%	0.00	Yes	99.3%	95.0%	0.00	Yes	98.2%	95.0%	0.00	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Service Availability - DATAGATE	2-04	L	M	-	CO	B	99.7%	95.0%	0.00	Yes	99.8%	95.0%	0.00	Yes	99.8%	95.0%	0.00	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Serv. Appointment Scheduling - DATAGATE	2-05	L	M	-	CO	B	98.9%	95.0%	0.00	Yes	99.5%	95.0%	0.00	Yes	99.4%	95.0%	0.00	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Dispatch Required - DATAGATE	2-06	L	M	-	CO	B	99.6%	95.0%	0.00	Yes	99.3%	95.0%	0.00	Yes	99.0%	95.0%	0.00	Yes	HIT
Avg. Resp. Rec. within "x" sec. - PIC - DATAGATE	2-07	L	M	-	CO	B	99.4%	95.0%	0.00	Yes	99.8%	95.0%	0.00	Yes	99.9%	95.0%	0.00	Yes	HIT
Actual Loop Makeup - Actual Data Returned - DATAGATE	2-08	-	-	-	CO	B	81.9%	95.0%	2.00	No	71.0%	95.0%	2.00	No	72.5%	95.0%	2.00	No	MISS
Actual Loop Makeup - Design Data Returned - DATAGATE	2-09	-	-	-	CO	B	94.4%	95.0%	2.00	No	95.6%	95.0%	0.00	Yes	96.3%	95.0%	0.00	Yes	HIT
Design Loop Makeup - Design Data Returned - DATAGATE	2-10	-	-	-	CO	B	96.9%	95.0%	0.00	Yes	96.0%	95.0%	0.00	Yes	95.7%	95.0%	0.00	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Address Verification - VERIGATE	2-11	L	M	-	CO	B	94.8%	90.0%	0.00	Yes	95.9%	90.0%	0.00	Yes	95.7%	90.0%	0.00	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Req. for Telephone Number - VERIGATE	2-12	L	M	-	CO	B	97.7%	90.0%	0.00	Yes	98.1%	90.0%	0.00	Yes	97.7%	90.0%	0.00	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Req. for CSR - VERIGATE	2-13	L	M	-	CO	B	97.7%	90.0%	0.00	Yes	97.2%	90.0%	0.00	Yes	90.4%	90.0%	0.00	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Service Availability - VERIGATE	2-14	L	M	-	CO	B	97.7%	90.0%	0.00	Yes	98.9%	90.0%	0.00	Yes	99.1%	90.0%	0.00	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Service Appointment Scheduling - VERIGATE	2-15	L	M	-	CO	B	98.1%	90.0%	0.00	Yes	99.4%	90.0%	0.00	Yes	99.0%	90.0%	0.00	Yes	HIT
Avg. Resp. Rec. within "x" sec. - Dispatch Required - VERIGATE	2-16	L	M	-	CO	B	99.2%	90.0%	0.00	Yes	99.2%	90.0%	0.00	Yes	98.7%	90.0%	0.00	Yes	HIT
Avg. Resp. Rec. within "x" sec. - PIC - VERIGATE	2-17	L	M	-	CO	B	98.5%	90.0%	0.00	Yes	99.3%	90.0%	0.00	Yes	99.7%	90.0%	0.00	Yes	HIT
Actual Loop Makeup - Actual Data Returned - VERIGATE	2-18	-	-	-	CO	B	61.9%	90.0%	2.00	No	61.1%	90.0%	2.00	No	57.7%	90.0%	2.00	No	MISS
Actual Loop Makeup - Design Data Returned - VERIGATE	2-19	-	-	-	CO	B	94.4%	90.0%	2.00	No	87.4%	90.0%	2.00	No	84.1%	90.0%	2.00	No	MISS
Design Loop Makeup - Design Data Returned - VERIGATE	2-20	-	-	-	CO	B	95.0%	90.0%	0.00	Yes	94.4%	90.0%	0.00	Yes	94.2%	90.0%	0.00	Yes	HIT
OSS Interface Availability - DATAGATE	4-01.1	-	H	M	CO	B	99.9%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
OSS Interface Availability - VERIGATE	4-01.2	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	99.7%	99.5%	0.00	Yes	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	HIT
OSS Interface Availability - TOOLBAR	4-01.4	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
OSS Interface Availability - LRAF	4-01.5	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	99.8%	99.5%	0.00	Yes	HIT
OSS Interface Availability - EDI - FTP	4-01.6	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	99.8%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
OSS Interface Availability - EDI - IA (SSL3)	4-01.7	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
OSS Interface Availability - EDI - NDM	4-01.8	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	99.8%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
OSS Interface Availability - EDI - VAN	4-01.9	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	HIT
OSS Interface Availability - EDI	4-01.10	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	99.7%	99.5%	0.00	Yes	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	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	HIT
OSS Interface Availability - Trouble Administration	4-01.13	-	H	M	CO	B	100.0%	99.5%	0.00	Yes	100.0%	99.5%	0.00	Yes	99.9%	99.5%	0.00	Yes	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	HIT
OSS Interface Availability - BOP	4-01.15	-	H	M	CO	B	100.0%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	-
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	HIT

Missouri Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
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	HIT
Pre-Order Backend System Database Query Availability - PREMIS	4.1-01	-	-	-	MO	-	99.1%		n/a	-	100.0%		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	-	99.7%		n/a	-	-
Pre-Order Backend System Database Query Availability - SORD	4.1-03	-	-	-	MO	-	100.0%		n/a	-	100.0%		n/a	-	99.9%		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	99.6%	95.0%	0.00	Yes	98.1%	95.0%	0.00	Yes	99.0%	95.0%	0.00	Yes	HIT
% FOCs Rec. Within 24 Hours - Complex Business (1-200 Lines) - LEX	5-02	L	M	M	MO	B	100.0%	94.0%	0.00	Yes	95.3%	94.0%	0.00	Yes	100.0%	94.0%	0.00	Yes	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	-	-
% FOCs Rec. Within 5 Hours - UNE Loop (1-49) - LEX	5-04	L	M	M	MO	B	100.0%	95.0%	0.00	Yes	99.6%	95.0%	0.00	Yes	100.0%	95.0%	0.00	Yes	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	-	-
% 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	-	-
% FOCs Rec. Within 5 Hours - Sim 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	HIT
% FOCs Rec. Within 5 Hours - Sim Res/Bus LNP w loop (1-19)- LEX	5-08	L	M	M	MO	B	100.0%	95.0%	0.00	Yes	99.2%	95.0%	0.00	Yes	99.4%	95.0%	0.00	Yes	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	-	-
% 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	-	-
% 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	HIT
% FOCs Rec. Within 48 Hours - INP Comp Bus (20-50 lines) - LEX	5-12	L	M	M	MO	B	100.0%	95.0%	0.00	Base<10	100.0%	95.0%	0.00	Base<10	100.0%	95.0%	0.00	Base<10	-
% 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	-
% FOCs Rec. Projects Negotiated - LEX	5-14	-	-	-	MO	B	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	97.1%	95.0%	(2.14)	Yes	HIT
% FOCs Rec. Within 5 Hours - Residence and Simple Business - EDI	5-15	L	M	M	MO	B	99.7%	95.0%	0.00	Yes	97.6%	95.0%	0.00	Yes	97.8%	95.0%	0.00	Yes	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	-	100.0%	94.0%	(6.00)	Base<10	100.0%	94.0%	(6.00)	Base<10	-
% FOCs Rec. Within 48 Hours - Complex Business (200+ Lines) - EDI	5-17	L	M	M	MO	B	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	-
% FOCs Rec. Within 5 Hours - UNE Loop (1-49) - EDI	5-18	L	M	M	MO	B	99.6%	95.0%	0.00	Yes	99.7%	95.0%	0.00	Yes	99.1%	95.0%	0.00	Yes	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	-	-
% 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	-	-
% FOCs Rec. Within 5 Hours - Sim Res/Bus LNP Only (1-19) - EDI	5-21	L	M	M	MO	B	99.5%	95.0%	0.00	Yes	99.7%	95.0%	0.00	Yes	98.9%	95.0%	0.00	Yes	HIT
% FOCs Rec. Within 5 Hours - Sim Res/Bus LNP w loop (1-19)- EDI	5-22	L	M	M	MO	B	98.8%	95.0%	0.00	Yes	98.7%	95.0%	0.00	Yes	97.6%	95.0%	0.00	Yes	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	-	-
% 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	-	-
% 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	HIT
% FOCs Rec. Within 48 Hours - LNP Comp Bus (20-50 lines) - EDI	5-26	L	M	M	MO	B	100.0%	95.0%	0.00	Base<10	100.0%	95.0%	0.00	Base<10	n/a	95.0%	n/a	-	-
% FOCs Rec. Negotiated - LNP Comp Bus (50+ lines) - EDI	5-27	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	-
% FOCs Rec. Projects Negotiated - EDI	5-28	-	-	-	MO	B	98.2%	95.0%	(3.25)	Yes	100.0%	95.0%	(5.00)	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	100.0%	94.0%	0.00	Yes	99.4%	94.0%	0.00	Yes	99.7%	94.0%	0.00	Yes	HIT
% FOCs Rec. Within 24 Hours - Complex Business (1-200 Lines) - Man	5-30	L	M	M	MO	B	98.8%	94.0%	0.00	Yes	89.5%	94.0%	2.00	No	100.0%	94.0%	0.00	Yes	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	-	-
% 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	n/a	94.0%	n/a	-	n/a	94.0%	n/a	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% FOCs Rec. Within 24 Hours - Sim Res/Bus LNP w loop (1-19)- MAN	5-36	L	M	M	MO	B	n/a	94.0%	n/a	-	100.0%	94.0%	(6.00)	Base<10	66.7%	94.0%	27.33	Base<10	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	100.0%	95.0%	(5.00)	Base<10	-
% 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	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	-	-
% FOCs Rec. Within 6 Hours - Line Sharing - LEX (1-49 Loops)	5.1-03	-	-	-	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 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	-	-
% FOCs Rec. Within 6 Hours - xDSL-capable Loops - EDI (1-20 Loops)	5.1-05	L	M	-	MO	B	99.7%	95.0%	(4.71)	Yes	99.7%	95.0%	(4.71)	Yes	100.0%	95.0%	(5.00)	Yes	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	-	-
% FOCs Rec. Within 6 Hours -Line Sharing - EDI (1-49 Loops)	5.1-07	-	-	-	MO	B	99.0%	95.0%	(3.98)	Yes	99.4%	95.0%	(4.42)	Yes	100.0%	95.0%	(5.00)	Yes	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	-	-
% 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)	Base<10	100.0%	95.0%	(5.00)	Base<10	-
% 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	-	-
% 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	n/a	95.0%	n/a	-	-
% 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	-	-
% FOCs Rec. Within "x" Days on ASR Requests - Interconnection Fac. & Trks	5.2-01	L	L	-	MO	B	100.0%	95.0%	-5.0	Yes	92.3%	95.0%	2.7	No	96.3%	95.0%	-1.3	Yes	HIT
% 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	-
% 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	Yes	-
% 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	-	0.0		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	-	-	-	MO	-	0.2		n/a	-	0.2		n/a	-	0.3		n/a	-	-

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Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
Average Time to Return FOC (Hours) - Mech Rec's With LSC Intervention - LEX	6-03	-	-	-	MO	-	2.6		n/a	-	2.8		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	-	2.7		n/a	-	3.0		n/a	-	-
Average Time to Return FOC (Hours) - Manually Rec's and FOC's via FAX	6-05	-	-	-	MO	-	7.6		n/a	-	8.7		n/a	-	7.6		n/a	-	-
Average Time to Return DSL FOC (Hours) - Mech Rec'd No LSC Intervention - LEX	6.1-01	-	-	-	MO	-	0.0		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	-	0.2		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	-	-	-	MO	-	4.3		n/a	-	1.9		n/a	-	1.7		n/a	-	-
Average Time to Return DSL FOC (Hours) - Mech Rec's With LSC Intervention - EDI	6.1-04	-	-	-	MO	-	5.6		n/a	-	4.6		n/a	-	2.2		n/a	-	-
Average Time to Return DSL FOC (Hours) - Manually Rec's and FOC's via FAX	6.1-05	-	-	-	MO	-	2.8		n/a	-	14.7		n/a	-	0.9		n/a	-	-
% Mech. Completions Returned Within One Day - LEX	7.1-01	L	-	L	MO	B	99.5%	97.0%	0.00	Yes	99.7%	97.0%	0.00	Yes	99.3%	97.0%	0.00	Yes	HIT
% Mech. Completions Returned Within One Day - EDI	7.1-02	L	-	L	MO	B	97.6%	97.0%	0.00	Yes	98.4%	97.0%	0.00	Yes	99.0%	97.0%	0.00	Yes	HIT
Percent Rejects - LEX	9-01	-	-	-	MO	-	45.9%		n/a	-	47.0%		n/a	-	46.0%		n/a	-	-
Percent Rejects - EDI	9-02	-	-	-	MO	-	26.1%		n/a	-	31.2%		n/a	-	29.2%		n/a	-	-
% Mech. Rejects Retd within One Hour of Receipt in LASR - LEX	10-01	L	-	-	MO	B	99.9%	97.0%	(2.92)	Yes	100.0%	97.0%	(3.00)	Yes	100.0%	97.0%	(3.00)	Yes	HIT
% Mech. Rejects Retd within One Hour of Receipt in LASR - EDI	10-02	L	-	-	MO	B	98.8%	97.0%	(1.80)	Yes	98.8%	97.0%	(1.75)	Yes	98.2%	97.0%	(1.16)	Yes	HIT
% Manual Rejects Recd Electronically and Retd Within Five Hours	10.1-01	L	-	-	MO	B	99.7%	97.0%	0.00	Yes	98.1%	97.0%	0.00	Yes	99.3%	97.0%	0.00	Yes	HIT
% Orders That Recd SWBT Caused Jeopardy Notificaiton - Jeopardies Prev Called Re	10.2-01	-	-	-	MO	-	1.4%		n/a	-	1.5%		n/a	-	1.5%		n/a	-	-
% Orders That Recd SWBT Caused Jeopardy Notificaiton - Facilities Jeopardies	10.2-02	-	-	-	MO	-	0.8%		n/a	-	1.3%		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	-	0.0%		n/a	-	0.0%		n/a	-	-
% Orders That Recd SWBT Caused Jeopardy Notificaiton - CLEC/EU Caused Jeopard	10.2-04	-	-	-	MO	-	1.9%		n/a	-	2.6%		n/a	-	2.4%		n/a	-	-
Mean Time to Return Mechanized Rejects (Hours) - LEX	11-01	-	-	-	MO	-	0.02		n/a	-	0.02		n/a	-	0.02		n/a	-	-
Mean Time to Return Mechanized Rejects (Hours) - EDI	11-02	-	-	-	MO	-	0.20		n/a	-	0.22		n/a	-	0.46		n/a	-	-
Mean Time to Return Manual Rejects Recd via LEX or EDI	11.1-01	-	-	-	MO	B	2.5	6.0	0.00	Yes	3.0	6.0	0.00	Yes	3.0	6.0	0.00	Yes	HIT
Ave SWB-caused Jeopardy Notification Interval - Jeopardies Prev Called Rejects	11.2-01	-	-	-	MO	-	0.4		n/a	-	0.2		n/a	-	3.9		n/a	-	-
Ave SWB-caused Jeopardy Notification Interval - Facilities Jeopardies	11.2-02	-	-	-	MO	-	1.7		n/a	-	0.7		n/a	-	0.3		n/a	-	-
Ave SWB-caused Jeopardy Notification Interval - Other SWBT Caused Jeopardies	11.2-03	-	-	-	MO	-	2.9		n/a	-	0.0		n/a	-	4.1		n/a	-	-
Ave SWB-caused Jeopardy Notification Interval - CLEC/EU Caused Jeopardies	11.2-04	-	-	-	MO	-	0.9		n/a	-	1.6		n/a	-	1.8		n/a	-	-
Mechanized Provisioning Accuracy	12-01	L	L	-	MO	P	98.0%	93.8%	(11.28)	Yes	98.1%	90.4%	(18.07)	Yes	98.9%	93.9%	(15.37)	Yes	HIT
% Provisioning Accuracy for non-flow through orders	12.1-01	H	-	-	MO	B	98.4%	95.0%	(3.39)	Yes	98.4%	95.0%	(3.45)	Yes	98.2%	95.0%	(3.21)	Yes	HIT
Order Process % Flow Through - EASE	13-01	L	H	H	MO	P	91.5%	90.4%	(4.06)	Yes	95.2%	90.4%	(17.14)	Yes	89.8%	91.2%	5.07	No	HIT
Order Process % Flow Through (Through SORD Distribution) - EASE - Resale POTS	13-01.1	-	-	-	MO	-	n/a		n/a	-	95.2%		n/a	-	89.8%		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	83.8%	90.4%	22.34	No	87.0%	90.4%	12.14	No	87.9%	91.2%	12.78	No	MISS
Order Process % Flow Through (Through SORD Distribution) - LEX - Resale POTS	13-02.1	-	-	-	MO	-	87.0%		n/a	-	92.2%		n/a	-	89.7%		n/a	-	-
Order Process % Flow Through (Through SORD Distribution) - LEX - UNE Combos	13-02.2	-	-	-	MO	-	83.2%		n/a	-	86.0%		n/a	-	87.7%		n/a	-	-
Order Process % Flow Through (Through SORD Distribution) - LEX - Specials	13-02.3	-	-	-	MO	-	22.7%		n/a	-	0.0%		n/a	-	37.5%		n/a	-	-
Order Process % Flow Through (Through SORD Distribution) - LEX - UNE Loop	13-02.4	-	-	-	MO	-	80.0%		n/a	-	78.4%		n/a	-	78.0%		n/a	-	-
Order Process % Flow Through (Through SORD Distribution) - LEX - DSL Loop	13-02.5	-	-	-	MO	-	87.4%		n/a	-	86.3%		n/a	-	90.6%		n/a	-	-
Order Process % Flow Through (Through SORD Distribution) - LEX - Other	13-02.6	-	-	-	MO	-	78.0%		n/a	-	75.9%		n/a	-	70.0%		n/a	-	-
Order Process % Flow Through - EDI	13-03	L	H	H	MO	P	88.4%	90.4%	2.27	No	87.8%	90.4%	3.78	No	91.3%	91.2%	(0.14)	Yes	MISS
Order Process % Flow Through (Through SORD Distribution) - EDI - Resale POTS	13-03.1	-	-	-	MO	-	96.0%		n/a	-	84.4%		n/a	-	75.8%		n/a	-	-
Order Process % Flow Through (Through SORD Distribution) - EDI - UNE Combos	13-03.2	-	-	-	MO	-	53.3%		n/a	-	92.9%		n/a	-	98.5%		n/a	-	-
Order Process % Flow Through (Through SORD Distribution) - EDI - Specials	13-03.3	-	-	-	MO	-	n/a		n/a	-	0.0%		n/a	-	n/a		n/a	-	-
Order Process % Flow Through (Through SORD Distribution) - EDI - UNE Loop	13-03.4	-	-	-	MO	-	77.9%		n/a	-	78.2%		n/a	-	71.2%		n/a	-	-
Order Process % Flow Through (Through SORD Distribution) - EDI - DSL Loop	13-03.5	-	-	-	MO	-	87.7%		n/a	-	84.4%		n/a	-	96.6%		n/a	-	-
Order Process % Flow Through (Through SORD Distribution) - EDI - Other	13-03.6	-	-	-	MO	-	95.4%		n/a	-	97.8%		n/a	-	96.5%		n/a	-	-
Overall % LSR Process Flow Through - EASE	13.1-01	-	-	-	MO	-	87.8%		n/a	-	90.7%		n/a	-	86.4%		n/a	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EASE - Resale P	13.1-01.1	-	-	-	MO	-	n/a		n/a	-	90.7%		n/a	-	86.4%		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	-	47.1%		n/a	-	50.1%		n/a	-	50.9%		n/a	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - LEX - Resale PO	13.1-02.1	-	-	-	MO	-	56.3%		n/a	-	55.9%		n/a	-	52.5%		n/a	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - LEX - UNE Com	13.1-02.2	-	-	-	MO	-	48.2%		n/a	-	48.6%		n/a	-	52.2%		n/a	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - LEX - Specials	13.1-02.3	-	-	-	MO	-	19.5%		n/a	-	5.6%		n/a	-	0.0%		n/a	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - LEX - UNE Loop	13.1-02.4	-	-	-	MO	-	18.6%		n/a	-	24.0%		n/a	-	28.5%		n/a	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - LEX - DSL Loop	13.1-02.5	-	-	-	MO	-	24.9%		n/a	-	51.3%		n/a	-	51.7%		n/a	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - LEX - Other	13.1-02.6	-	-	-	MO	-	32.8%		n/a	-	36.9%		n/a	-	34.2%		n/a	-	-
Overall % LSR Process Flow Through - EDI	13.1-03	-	-	-	MO	-	32.7%		n/a	-	43.3%		n/a	-	47.4%		n/a	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EDI - Resale PO	13.1-03.1	-	-	-	MO	-	68.9%		n/a	-	72.3%		n/a	-	67.1%		n/a	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EDI - UNE Comb	13.1-03.2	-	-	-	MO	-	32.0%		n/a	-	71.1%		n/a	-	52.9%		n/a	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EDI - Specials	13.1-03.3	-	-	-	MO	-	0.0%		n/a	-	15.4%		n/a	-	16.7%		n/a	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EDI - UNE Loop	13.1-03.4	-	-	-	MO	-	8.9%		n/a	-	21.2%		n/a	-	17.9%		n/a	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EDI - DSL Loop	13.1-03.5	-	-	-	MO	-	25.7%		n/a	-	39.4%		n/a	-	63.3%		n/a	-	-
Overall % LSR Process Flow Through (Through SORD Distribution) - EDI - Other	13.1-03.6	-	-	-	MO	-	46.0%		n/a	-	55.8%		n/a	-	54.7%		n/a	-	-
Billing Accuracy - CRIS Usage Bill Audit	14-01	-	-	-	CO	P	0.00%	1.12%	(4.93)	Yes	0.00%	0.40%	(2.89)	Yes	0.00%	0.30%	(2.39)	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	HIT

Missouri Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
% 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	HIT
% of Billing Records Transmitted Correctly	16-01	L	-	-	CO	B	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Yes	HIT
Billing Completeness	17-01	L	M	-	CO	P	99.4%	99.2%	(17.31)	Yes	99.4%	99.0%	(28.44)	Yes	99.6%	99.1%	(38.20)	Yes	HIT
Service Order Posting - CABS	17.1-01	-	-	-	CO	-	99.1%		n/a	-	99.0%		n/a	-	99.4%		n/a	-	-
Service Order Posting - CRIS	17.1-02	-	-	-	CO	-	98.5%		n/a	-	98.2%		n/a	-	98.2%		n/a	-	-
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	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	HIT
Daily Usage Feed Timeliness	19-01	-	-	-	CO	B	97.8%	95.0%	0.00	Yes	98.8%	95.0%	0.00	Yes	99.2%	95.0%	0.00	Yes	HIT
LSC Grade of Service (GOS) - Dallas	22-01	-	H	-	CO	P	97.8%	63.9%	(78.70)	Yes	97.8%	79.9%	(47.00)	Yes	97.4%	80.7%	(48.78)	Yes	HIT
LSC Grade of Service (GOS) - Alliance	22-02	-	H	-	CO	P	97.8%	63.9%	(106.31)	Yes	97.9%	79.9%	(66.12)	Yes	98.1%	80.7%	(67.79)	Yes	HIT
LSC Grade of Service (GOS) - Gateway	22-03	-	H	-	CO	P	98.4%	63.9%	(82.78)	Yes	97.7%	79.9%	(51.82)	Yes	98.6%	80.7%	(51.17)	Yes	HIT
LSC Grade of Service (GOS) - Arbors	22-04	-	H	-	CO	P	97.0%	63.9%	(93.17)	Yes	96.5%	79.9%	(56.74)	Yes	97.4%	80.7%	(60.74)	Yes	HIT
% Busy in the LSC - Dallas	23-01	-	L	-	CO	P	0.0%	5.2%	(26.28)	Yes	0.0%	5.8%	(26.09)	Yes	0.0%	6.0%	(29.11)	Yes	HIT
% Busy in the LSC - Alliance	23-02	-	L	-	CO	P	0.0%	5.2%	(35.61)	Yes	0.0%	5.8%	(36.62)	Yes	0.0%	6.0%	(38.93)	Yes	HIT
% Busy in the LSC - Gateway	23-03	-	L	-	CO	P	0.0%	5.2%	(27.11)	Yes	0.0%	5.8%	(28.90)	Yes	0.0%	6.0%	(28.43)	Yes	HIT
% Busy in the LSC - Arbors	23-04	-	L	-	CO	P	0.0%	5.2%	(31.81)	Yes	0.0%	5.8%	(34.00)	Yes	0.0%	6.0%	(36.31)	Yes	HIT
LOC Grade of Service - Maintenance	25-01	-	H	-	CO	P	63.9%	69.7%	36.68	No	79.9%	76.7%	(21.00)	Yes	80.7%	78.4%	(16.10)	Yes	HIT
LOC Grade of Service - Provisioning-DSL	25-02	-	H	-	CO	B	90.9%	90.0%	(0.88)	Yes	94.3%	90.0%	(4.31)	Yes	91.1%	90.0%	(1.07)	Yes	HIT
LOC Grade of Service - Provisioning-Other	25-03	-	H	-	CO	B	48.5%	90.0%	41.52	No	92.6%	90.0%	(2.58)	Yes	91.9%	90.0%	(1.93)	Yes	HIT
% Busy in the LOC - Maintenance	26-01	-	L	-	CO	P	0.1%	1.6%	(35.77)	Yes	0.0%	0.6%	(21.20)	Yes	0.0%	0.1%	(10.26)	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	HIT
% Busy in the LOC - Provisioning-Other	26-03	-	L	-	CO	B	0.0%	1.0%	(1.00)	Yes	0.0%	1.0%	(1.00)	Yes	0.0%	1.0%	(0.98)	Yes	HIT
Mean Install. Interval-Field Work-Res.	27-01	H	H	H	MO	P	2.5	3.2	(5.22)	Yes	2.6	3.2	(4.88)	Yes	3.0	3.4	(3.74)	Yes	HIT
Mean Install. Interval-Field Work-Bus.	27-02	H	H	H	MO	P	2.3	3.1	(2.81)	Yes	2.5	4.3	(3.02)	Yes	2.8	3.3	(2.75)	Yes	HIT
Mean Install. Interval-No Field Work-Res.	27-03	H	H	H	MO	P	0.07	0.69	(32.39)	Yes	0.07	0.63	(31.72)	Yes	0.09	0.65	(35.55)	Yes	HIT
Mean Install. Interval-No Field Work-Bus	27-04	H	H	H	MO	P	0.11	0.73	(4.58)	Yes	0.09	0.74	(7.99)	Yes	0.08	0.71	(7.57)	Yes	HIT
Mean Install. Interval-Field Work-UNEs	27-05	H	H	H	MO	P	3.2	3.2	(0.05)	Yes	2.8	3.5	(1.69)	Yes	3.3	3.4	(0.38)	Yes	HIT
Mean Install. Interval-No Field Work- UNEs	27-06	H	H	H	MO	P	0.18	0.69	(11.12)	Yes	0.15	0.64	(12.57)	Yes	0.22	0.66	(12.97)	Yes	HIT
% Install. within Customer Requested Due Date-Field Work-Res.	28-01	-	-	-	MO	P	94.9%	90.5%	(3.83)	Yes	94.5%	91.7%	(2.54)	Yes	90.2%	90.8%	0.53	Yes	HIT
% Install. within Customer Requested Due Date-Field Work-Bus	28-02	-	-	-	MO	P	97.6%	93.0%	(3.07)	Yes	97.1%	93.8%	(2.08)	Yes	93.3%	93.5%	0.21	Yes	HIT
% Install. within Customer Requested Due Date-No Field Work-Res	28-03	-	-	-	MO	P	100.0%	99.9%	(1.48)	Yes	99.9%	99.7%	(4.22)	Yes	100.0%	99.6%	(5.21)	Yes	HIT
% Install. within Customer Requested Due Date-No Field Work-Bus.	28-04	-	-	-	MO	P	100.0%	99.8%	(1.55)	Yes	99.9%	99.7%	(1.88)	Yes	99.9%	99.7%	(1.60)	Yes	HIT
% Install. within Customer Requested Due Date-Field Work-UNEs	28-05	-	-	-	MO	P	92.5%	91.2%	(0.65)	Yes	94.0%	92.3%	(0.79)	Yes	94.5%	91.5%	(1.61)	Yes	HIT
% Install. within Customer Requested Due Date-No Field Work- UNEs	28-06	-	-	-	MO	P	99.6%	99.9%	7.47	No	99.5%	99.7%	1.56	Yes	99.5%	99.6%	1.04	Yes	HIT
% POTS/UNE-P Installs Confirmed by FOC within CRDD - Resale - Field Work	28-07	-	-	-	MO	-	28.8%		n/a	-	35.9%		n/a	-	27.7%		n/a	-	-
% POTS/UNE-P Installs Confirmed by FOC within CRDD - Resale - No Field Work	28-08	-	-	-	MO	-	6.8%		n/a	-	6.5%		n/a	-	7.2%		n/a	-	-
% POTS/UNE-P Installs Confirmed by FOC within CRDD - UNE Combo - Field Work	28-09	-	-	-	MO	-	14.3%		n/a	-	17.6%		n/a	-	14.6%		n/a	-	-
% POTS/UNE-P Installs Confirmed by FOC within CRDD - UNE Combo - No Field Wo	28-10	-	-	-	MO	-	4.5%		n/a	-	2.9%		n/a	-	3.4%		n/a	-	-
% SWBT Missed Due Dates - Field Work-Res.	29-01	H	H	H	MO	P	4.1%	8.5%	(4.25)	Yes	4.8%	7.4%	(2.68)	Yes	8.5%	8.2%	0.30	Yes	HIT
% SWBT Missed Due Dates - Field Work-Bus.	29-02	H	H	H	MO	P	2.5%	6.0%	(2.63)	Yes	2.5%	5.4%	(2.17)	Yes	6.0%	5.6%	0.35	Yes	HIT
% SWBT Missed Due Dates - No Field Work-Res.	29-03	H	H	H	MO	P	0.05%	0.39%	(5.67)	Yes	0.07%	0.36%	(5.09)	Yes	0.11%	0.40%	(4.90)	Yes	HIT
% SWBT Missed Due Dates - No Field Work-Bus.	29-04	H	H	H	MO	P	0.45%	0.31%	0.89	Yes	0.29%	0.43%	(0.84)	Yes	0.28%	0.30%	(0.12)	Yes	HIT
% SWBT Missed Due Dates - Field Work-UNEs	29-05	H	H	H	MO	P	3.0%	7.7%	(2.68)	Yes	2.4%	6.8%	(2.28)	Yes	3.5%	7.5%	(2.40)	Yes	HIT
% SWBT Missed Due Dates - No Field Work-UNEs	29-06	H	H	H	MO	P	0.39%	0.38%	0.06	Yes	0.40%	0.37%	0.29	Yes	0.41%	0.39%	0.21	Yes	HIT
% SWBT Missed Due Dates Due to LOF - Res.	30-01	-	-	-	MO	P	1.9%	4.3%	(3.21)	Yes	1.9%	4.0%	(2.98)	Yes	5.5%	4.5%	1.60	Yes	HIT
% SWBT Missed Due Dates Due to LOF - Bus.	30-02	-	-	-	MO	P	1.6%	3.6%	(1.92)	Yes	1.4%	3.1%	(1.61)	Yes	2.5%	3.4%	(1.06)	Yes	HIT
% SWBT Missed Due Dates Due to LOF - UNEs	30-03	-	-	-	MO	P	0.9%	4.1%	(2.48)	Yes	0.0%	3.7%	(2.56)	Yes	2.0%	4.2%	(1.74)	Yes	HIT
% SWBT Missed Due Dates Due to LOF - Res. > 30 Days	30-04	-	-	-	MO	P	0.0%	3.9%	(0.78)	Yes	0.0%	4.8%	(0.87)	Yes	1.8%	5.1%	(1.13)	Yes	HIT
% SWBT Missed Due Dates Due to LOF - Bus. > 30 Days	30-05	-	-	-	MO	P	0.0%	11.7%	(0.81)	Base<10	0.0%	11.4%	(0.72)	Base<10	8.3%	7.7%	0.09	Yes	-
% SWBT Missed Due Dates Due to LOF - UNEs > 30 Days	30-06	-	-	-	MO	P	50.0%	5.9%	2.62	Base<10	n/a	6.4%	n/a	-	0.0%	5.6%	(0.55)	Base<10	-
% SWBT Missed Due Dates Due to LOF - Res. > 90 Days	30-07	-	-	-	MO	P	0.0%	0.1%	(0.15)	Yes	0.0%	0.0%	0.00	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%	0.8%	(0.20)	Base<10	0.0%	1.0%	(0.20)	Base<10	0.0%	0.4%	(0.23)	Yes	-
% SWBT Missed Due Dates Due to LOF - UNEs > 90 Days	30-09	-	-	-	MO	P	0.0%	0.3%	(0.08)	Base<10	n/a	0.2%	n/a	-	0.0%	0.1%	(0.07)	Base<10	-
Avg. Delay Days due to LOF - Res.	31-01	-	-	-	MO	P	3.9	9.7	(2.16)	Yes	4.1	10.3	(2.43)	Yes	7.4	10.1	(1.85)	Yes	HIT
Avg. Delay Days due to LOF - Bus.	31-02	-	-	-	MO	P	11.2	14.4	(0.50)	Base<10	9.3	12.4	(0.44)	Base<10	15.2	11.4	1.07	Yes	-
Avg. Delay Days due to LOF - UNEs	31-03	-	-	-	MO	P	20.0	10.9	1.09	Base<10	n/a	10.8	n/a	-	3.4	10.4	(1.41)	Base<10	-
Avg. Delay Days for SWBT Caused Missed Due Dates - Res.-Field Work	32-01	M	-	L	MO	P	6.5	5.9	0.34	Yes	8.5	6.5	1.06	Yes	5.7	6.1	(0.28)	Yes	HIT
Avg. Delay Days for SWBT Caused Missed Due Dates - Bus.-Field Work	32-02	M	-	L	MO	P	2.5	7.1	(0.75)	Base<10	13.0	6.9	0.67	Base<10	8.5	6.8	0.66	Yes	-
Avg. Delay Days for SWBT Caused Missed Due Dates - Res.-No Field Work	32-03	M	-	L	MO	P	4.8	5.9	(0.20)	Base<10	8.3	6.2	0.29	Base<10	7.9	4.8	1.22	Base<10	-
Avg. Delay Days for SWBT Caused Missed Due Dates - Bus.-No Field Work	32-04	M	-	L	MO	P	7.8	22.1	(0.49)	Base<10	1.5	9.5	(0.74)	Base<10	3.5	5.8	(0.49)	Base<10	-
Avg. Delay Days for SWBT Caused Missed Due Dates - UNEs-Field Work	32-05	M	-	L	MO	P	8.6	6.2	0.73	Base<10	1.8	6.6	(0.91)	Base<10	2.3	6.3	(0.82)	Base<10	-
Avg. Delay Days for SWBT Caused Missed Due Dates - UNEs-No Field Work	32-06	M	-	L	MO	P	7.4	7.0	0.07	Yes	3.2	6.5	(0.98)	Yes	2.8	4.8	(1.25)	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Res.-N&T Orders-Field Work	35-01	H	H	H	MO	P	3.8%	4.8%	(1.26)	Yes	3.3%	4.6%	(1.68)	Yes	3.6%	4.7%	(1.58)	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%	0.98	Yes	4.1%	2.8%	1.29	Yes	1.3%	2.9%	(2.08)	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Res.-N&T Orders -No Field Work	35-03	H	H	H	MO	P	5.3%	6.9%	(3.28)	Yes	5.4%	5.9%	(1.15)	Yes	4.5%	6.7%	(5.05)	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Bus.-N&T Orders -No Field Work	35-04	H	H	H	MO	P	0.5%	1.9%	(1.97)	Yes	0.2%	2.1%	(2.74)	Yes	1.4%	1.8%	(0.64)	Yes	HIT

Missouri Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
% Trouble Reports Within 10 Days of Install. - Res.-C Orders-Field Work	35-05	H	H	H	MO	P	20.0%	5.8%	1.34	Base<10	0.0%	6.3%	(0.58)	Base<10	0.0%	6.1%	(0.51)	Base<10	-
% Trouble Reports Within 10 Days of Install. - Bus.-C Orders -Field Work	35-06	H	H	H	MO	P	0.0%	3.5%	(0.97)	Yes	6.3%	3.4%	0.61	Yes	26.7%	3.8%	4.43	No	HIT
% Trouble Reports Within 10 Days of Install. - Res.-C Orders-No Field Work	35-07	H	H	H	MO	P	0.6%	1.7%	(7.89)	Yes	0.6%	1.7%	(7.67)	Yes	0.5%	1.4%	(6.89)	Yes	HIT
% Trouble Reports Within 10 Days of Install. - Bus.-C Orders-No Field Work	35-08	H	H	H	MO	P	2.9%	1.5%	3.44	No	1.6%	1.4%	0.48	Yes	1.4%	1.5%	(0.42)	Yes	HIT
% Trouble Reports Within 10 Days of Install. - UNE-N&T Orders-Field Work	35-09	H	H	H	MO	P	n/a	4.2%	n/a	-	n/a	4.1%	n/a	-	n/a	4.2%	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	6.4%	n/a	-	n/a	5.5%	n/a	-	n/a	6.4%	n/a	-	-
% Trouble Reports Within 10 Days of Install. - UNE-C Orders-Field Work	35-11	H	H	H	MO	P	3.4%	4.9%	(1.02)	Yes	4.7%	5.1%	(0.23)	Yes	6.3%	5.3%	0.66	Yes	HIT
% Trouble Reports Within 10 Days of Install. - UNE-C Orders-No Field Work	35-12	H	H	H	MO	P	2.6%	1.7%	4.05	No	1.5%	1.7%	(1.01)	Yes	2.1%	1.4%	3.61	No	MISS
% UNE-P Trouble Reports On The Completion Date	35.1-01	-	-	-	MO	-	1.5%		n/a	-	1.0%		n/a	-	1.5%		n/a	-	-
% No Access - Field Work - Res.	36-01	-	-	-	MO	P	3.1%	2.5%	1.14	Yes	2.0%	2.0%	0.17	Yes	2.5%	2.6%	(0.16)	Yes	HIT
% No Access - Field Work - Bus.	36-02	-	-	-	MO	P	1.9%	2.1%	(0.29)	Yes	2.8%	1.7%	1.38	Yes	0.6%	1.6%	(1.76)	Yes	HIT
% No Access - Field Work - UNEs	36-03	-	-	-	MO	P	1.3%	2.3%	(1.06)	Yes	2.4%	1.9%	0.46	Yes	2.8%	2.3%	0.44	Yes	HIT
Trouble Report Rate - Res.	37-01	-	-	H	MO	P	2.6%	3.2%	(7.61)	Yes	2.5%	3.2%	(8.30)	Yes	2.0%	2.9%	(12.47)	Yes	HIT
Trouble Report Rate - Bus.	37-02	-	-	H	MO	P	0.9%	1.3%	(8.82)	Yes	1.0%	1.2%	(6.09)	Yes	1.1%	1.2%	(2.74)	Yes	HIT
Trouble Report Rate - UNE Loop and Port Combinations	37-03	-	-	H	MO	P	1.5%	2.8%	(18.05)	Yes	1.5%	2.8%	(19.18)	Yes	1.4%	2.5%	(17.14)	Yes	HIT
Trouble Report Rate Net of Install. & Repeat Rpts. - Res.	37.1-01	H	H	-	MO	P	1.8%	2.6%	(9.67)	Yes	1.8%	2.7%	(10.65)	Yes	1.3%	2.3%	(14.07)	Yes	HIT
Trouble Report Rate Net of Install. & Repeat Rpts. - Bus.	37.1-02	H	H	-	MO	P	0.7%	1.1%	(8.23)	Yes	0.8%	1.0%	(5.05)	Yes	0.9%	1.0%	(2.78)	Yes	HIT
Trouble Report Rate Net of Install. & Repeat Rpts. - UNE Loop and Port Comb.	37.1-03	H	H	-	MO	P	1.2%	2.3%	(16.51)	Yes	1.2%	2.3%	(16.99)	Yes	1.1%	2.0%	(15.16)	Yes	HIT
% Missed Repair - Res.-Dispatch	38-01	H	H	H	MO	P	1.9%	5.3%	(5.59)	Yes	2.2%	5.2%	(4.75)	Yes	2.4%	4.9%	(3.94)	Yes	HIT
% Missed Repair - Bus.-Dispatch	38-02	H	H	H	MO	P	7.4%	12.5%	(4.00)	Yes	7.1%	12.6%	(4.43)	Yes	8.6%	12.4%	(2.93)	Yes	HIT
% Missed Repair - Res.-No Dispatch	38-03	H	H	H	MO	P	1.4%	0.5%	1.03	Yes	0.0%	0.5%	(0.47)	Yes	5.9%	0.4%	4.68	No	HIT
% Missed Repair - Bus.-No Dispatch	38-04	H	H	H	MO	P	4.5%	2.2%	0.76	Yes	6.7%	1.5%	2.20	No	0.0%	0.4%	(0.25)	Yes	HIT
% Missed Repair - UNEs - Dispatch	38-05	H	H	H	MO	P	3.4%	6.1%	(3.76)	Yes	4.8%	6.1%	(1.71)	Yes	4.2%	5.8%	(2.19)	Yes	HIT
% Missed Repair - UNEs - No Dispatch	38-06	H	H	H	MO	P	0.0%	0.6%	(0.61)	Yes	1.7%	0.5%	1.25	Yes	0.0%	0.4%	(0.43)	Yes	HIT
Receipt to Clear Duration - Res.-Affecting Service-Dispatch	39-01	H	H	H	MO	P	16.4	35.8	(7.36)	Yes	16.6	36.5	(5.51)	Yes	13.7	31.9	(5.73)	Yes	HIT
Receipt to Clear Duration - Bus.-Affecting Service-Dispatch	39-02	H	H	H	MO	P	12.6	13.1	(0.25)	Yes	12.0	14.9	(1.38)	Yes	9.6	14.7	(1.88)	Yes	HIT
Receipt to Clear Duration - Res.-Affecting Service-No Dispatch	39-03	H	H	H	MO	P	3.8	6.9	(0.66)	Yes	2.3	5.7	(0.37)	Yes	10.9	6.5	0.62	Yes	HIT
Receipt to Clear Duration - Bus.-Affecting Service-No Dispatch	39-04	H	H	H	MO	P	2.7	5.0	(0.24)	Base<10	11.7	8.6	0.08	Yes	3.4	6.0	(0.19)	Base<10	-
Receipt to Clear Duration - Res.-Out of Service-Dispatch	39-05	H	H	H	MO	P	13.9	18.9	(8.30)	Yes	12.3	17.9	(9.35)	Yes	11.6	15.5	(5.67)	Yes	HIT
Receipt to Clear Duration - Bus.-Out of Service-Dispatch	39-06	H	H	H	MO	P	9.4	9.9	(0.69)	Yes	9.4	10.9	(1.02)	Yes	8.9	10.6	(0.72)	Yes	HIT
Receipt to Clear Duration - Res.-Out of Service-No Dispatch	39-07	H	H	H	MO	P	9.3	6.3	1.71	No	3.0	4.9	(1.16)	Yes	2.7	4.6	(0.27)	Yes	HIT
Receipt to Clear Duration - Bus.-Out of Service-No Dispatch	39-08	H	H	H	MO	P	5.3	4.2	0.26	Yes	6.0	3.4	1.34	Yes	8.1	1.9	3.32	Base<10	HIT
Receipt to Clear Duration - UNEs-Affecting Service-Dispatch	39-09	H	H	H	MO	P	13.6	33.3	(9.63)	Yes	13.9	34.3	(7.79)	Yes	13.3	30.1	(7.39)	Yes	HIT
Receipt to Clear Duration - UNEs-Affecting Service-No Dispatch	39-10	H	H	H	MO	P	5.8	6.8	(0.15)	Yes	2.8	5.8	(0.24)	Yes	6.9	6.5	0.05	Yes	HIT
Receipt to Clear Duration - UNEs-Out of Service-Dispatch	39-11	H	H	H	MO	P	14.4	17.7	(4.60)	Yes	14.5	17.0	(3.07)	Yes	11.0	14.8	(3.62)	Yes	HIT
Receipt to Clear Duration - UNEs-Out of Service-No Dispatch	39-12	H	H	H	MO	P	7.2	6.2	0.61	Yes	7.3	4.8	1.78	No	5.1	4.4	0.14	Yes	HIT
% Out of Service Less than 24 Hours - Res.	40-01	M	-	-	MO	P	92.8%	83.9%	(7.71)	Yes	95.8%	88.2%	(7.57)	Yes	95.8%	92.4%	(3.90)	Yes	HIT
% Out of Service Less than 24 Hours - Bus	40-02	M	-	-	MO	P	96.7%	94.6%	(2.17)	Yes	97.0%	95.4%	(1.78)	Yes	97.6%	96.0%	(1.76)	Yes	HIT
% Out of Service Less than 24 Hours - UNEs	40-03	M	-	-	MO	P	92.6%	85.2%	(5.53)	Yes	91.0%	89.0%	(1.71)	Yes	95.4%	92.8%	(2.61)	Yes	HIT
% Repeat Reports - Res.	41-01	H	H	H	MO	P	5.8%	10.5%	(4.83)	Yes	5.2%	10.6%	(5.35)	Yes	5.0%	11.2%	(5.90)	Yes	HIT
% Repeat Reports - Bus.	41-02	H	H	H	MO	P	9.2%	9.2%	(0.02)	Yes	8.2%	8.7%	(0.35)	Yes	11.9%	10.1%	1.39	Yes	HIT
% Repeat Reports - UNEs	41-03	H	H	H	MO	P	9.8%	10.3%	(0.52)	Yes	9.9%	10.4%	(0.54)	Yes	8.3%	11.0%	(2.48)	Yes	HIT
Avg. Install. Interval - VGPL	43-01	H	H	H	MO	P	6.6	8.4	(3.54)	Yes	5.1	10.0	(2.63)	Yes	5.7	7.6	(5.18)	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	18.0	n/a	-	n/a	4.3	n/a	-	n/a	10.3	n/a	-	-
Avg. Install. Interval - DS1	43-04	H	H	H	MO	P	n/a	6.8	n/a	-	n/a	7.9	n/a	-	2.0	5.5	(1.33)	Base<10	-
Avg. Install. Interval - DS3	43-05	H	H	H	MO	P	n/a	n/a	n/a	-	n/a	1.0	n/a	-	n/a	n/a	n/a	-	-
Avg. Install. Interval - ISDN/BRI	43-06	H	H	H	MO	P	4.3	7.4	(2.09)	Yes	4.5	5.5	(1.39)	Yes	4.8	9.4	(1.98)	Yes	HIT
Avg. Install. Interval - ISDN/PRI	43-07	H	H	H	MO	P	18.0	19.6	(0.63)	Yes	10.7	19.5	(5.14)	Yes	n/a	47.5	n/a	-	HIT
Avg. Install. Interval - ISDN/Combo	43-08	H	H	H	MO	P	n/a	7.4	n/a	-	n/a	5.5	n/a	-	n/a	9.4	n/a	-	-
% Installations Completed Within 20 Days - VGPL	44-01	-	-	-	MO	P	94.6%	75.8%	(7.08)	Yes	96.5%	96.3%	(0.09)	Yes	99.7%	95.2%	(4.12)	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	0.0%	n/a	-	n/a	100.0%	n/a	-	n/a	66.7%	n/a	-	-
% Installations Completed Within 20 Days - DS1	44-04	-	-	-	MO	P	n/a	75.0%	n/a	-	n/a	100.0%	n/a	-	100.0%	95.2%	(0.22)	Base<10	-
% Installations Completed Within 20 Days - DS3	44-05	-	-	-	MO	P	n/a	n/a	n/a	-	n/a	100.0%	n/a	-	n/a	100.0%	n/a	-	-
% Installations Completed Within 20 Days - ISDN/BRI	44-06	-	-	-	MO	P	87.8%	85.1%	(0.50)	Yes	93.4%	96.1%	0.98	Yes	94.7%	94.0%	(0.12)	Yes	HIT
% Installations Completed Within 20 Days - ISDN/PRI	44-07	-	-	-	MO	P	51.0%	96.2%	15.74	No	100.0%	83.5%	(4.30)	Yes	n/a	99.3%	n/a	-	-
% Installations Completed Within 20 Days - ISDN/Combo	44-08	-	-	-	MO	P	n/a	85.1%	n/a	-	n/a	96.1%	n/a	-	n/a	94.0%	n/a	-	-
% SWBT Caused Missed Due Dates - VGPL	45-01	H	H	H	MO	P	0.0%	0.6%	(1.37)	Yes	2.8%	1.4%	1.58	Yes	0.3%	3.8%	(3.51)	Yes	HIT
% SWBT Caused Missed Due Dates - DSL	45-02	H	H	H	MO	P	n/a	4.6%	n/a	-	n/a	0.9%	n/a	-	n/a	0.4%	n/a	-	-
% SWBT Caused Missed Due Dates - DDS	45-03	H	H	H	MO	P	n/a	0.0%	n/a	-	n/a	20.0%	n/a	-	n/a	0.0%	n/a	-	-
% SWBT Caused Missed Due Dates - DS1	45-04	H	H	H	MO	P	n/a	9.1%	n/a	-	n/a	0.0%	n/a	-	0.0%	0.0%	0.00	Base<10	-
% SWBT Caused Missed Due Dates - DS3	45-05	H	H	H	MO	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-
% SWBT Caused Missed Due Dates - ISDN/BRI	45-06	H	H	H	MO	P	11.3%	23.3%	(2.03)	Yes	7.2%	11.8%	(1.13)	Yes	0.0%	16.3%	(2.11)	Yes	HIT
% SWBT Caused Missed Due Dates - ISDN/PRI	45-07	H	H	H	MO	P	0.0%	0.9%	(0.92)	Yes	0.0%	0.0%	(0.15)	Yes	n/a	0.0%	n/a	-	HIT
% SWBT Caused Missed Due Dates - ISDN/Combo	45-08	H	H	H	MO	P	n/a	23.3%	n/a	-	n/a	11.8%	n/a	-	n/a	16.3%	n/a	-	-

Missouri Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
% Trouble Reports within 30 Days - VGPL	46-01	H	H	H	MO	P	0.0%	1.0%	(1.70)	Yes	0.0%	1.0%	(1.47)	Yes	0.8%	1.1%	(0.43)	Yes	HIT
% Trouble Reports within 30 Days - DSL	46-02	H	H	H	MO	P	n/a	2.1%	n/a	-	n/a	1.8%	n/a	-	n/a	3.0%	n/a	-	-
% Trouble Reports within 30 Days - DDS	46-03	H	H	H	MO	P	n/a	50.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% Trouble Reports within 30 Days - DS1	46-04	H	H	H	MO	P	n/a	0.0%	n/a	-	n/a	5.9%	n/a	-	0.0%	10.0%	(0.33)	Base<10	-
% Trouble Reports within 30 Days - DS3	46-05	H	H	H	MO	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-
% Trouble Reports within 30 Days - ISDN/BRI	46-06	H	H	H	MO	P	0.0%	5.1%	(1.68)	Yes	2.9%	6.1%	(1.08)	Yes	8.7%	4.1%	1.09	Yes	HIT
% Trouble Reports within 30 Days - ISDN/PRI	46-07	H	H	H	MO	P	0.0%	0.1%	(0.26)	Yes	2.1%	0.1%	3.09	No	n/a	0.1%	n/a	-	-
% Trouble Reports within 30 Days - ISDN/Combo	46-08	H	H	H	MO	P	n/a	5.1%	n/a	-	n/a	6.1%	n/a	-	n/a	4.1%	n/a	-	-
% Missed Due Dates Due to LOF - VGPL	47-01	-	-	-	MO	P	0.0%	0.4%	(1.14)	Yes	0.0%	0.0%	0.00	Yes	0.0%	0.1%	(0.54)	Yes	HIT
% Missed Due Dates Due to LOF - DSL	47-02	-	-	-	MO	P	n/a	0.0%	n/a	-	n/a	0.2%	n/a	-	n/a	0.1%	n/a	-	-
% Missed Due Dates Due to LOF - DDS	47-03	-	-	-	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	47-04	-	-	-	MO	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	0.0%	0.0%	0.00	Base<10	-
% Missed Due Dates Due to LOF - DS3	47-05	-	-	-	MO	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-
% Missed Due Dates Due to LOF - ISDN/BRI	47-06	-	-	-	MO	P	0.0%	0.8%	(0.67)	Yes	0.0%	0.5%	(0.58)	Yes	0.0%	0.7%	(0.39)	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	n/a	0.0%	n/a	-	HIT
% Missed Due Dates Due to LOF - ISDN/Combo	47-08	-	-	-	MO	P	n/a	0.8%	n/a	-	n/a	0.5%	n/a	-	n/a	0.7%	n/a	-	-
% Missed Due Dates Due to LOF > 30 Days - VGPL	47-09	-	-	-	MO	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	-	-	-	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	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	-	-	-	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	n/a	n/a	-	n/a	0.0%	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	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	-	-	-	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	7.6	n/a	-	n/a	n/a	n/a	-	n/a	6.0	n/a	-	-
Avg. Delay Days Due to LOF - DSL	48-02	-	-	-	MO	P	n/a	1.0	n/a	-	n/a	4.3	n/a	-	n/a	4.8	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	n/a	4.3	n/a	-	n/a	4.5	n/a	-	n/a	5.2	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	4.3	n/a	-	n/a	4.5	n/a	-	n/a	5.2	n/a	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - VGPL	49-01	M	-	L	MO	P	n/a	7.7	n/a	-	3.0	3.8	(0.22)	Base<10	4.0	5.7	(0.42)	Base<10	-
Avg. Delay Days for SWBT Caused Missed Due Dates - DSL	49-02	M	-	L	MO	P	n/a	2.1	n/a	-	n/a	4.1	n/a	-	n/a	3.4	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	28.0	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - DS1	49-04	M	-	L	MO	P	n/a	17.0	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	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	1.5	10.3	(1.77)	Base<10	11.4	12.8	(0.07)	Base<10	n/a	9.0	n/a	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - ISDN/PRI	49-07	M	-	L	MO	P	n/a	4.0	n/a	-	n/a	1.0	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days for SWBT Caused Missed Due Dates - ISDN/Combo	49-08	M	-	L	MO	P	n/a	10.3	n/a	-	n/a	12.8	n/a	-	n/a	9.0	n/a	-	-
Mean Time to Restore - VGPL - Dispatch	52-01	H	H	H	MO	P	4.2	7.8	(1.54)	Yes	12.6	8.6	1.18	Base<10	3.1	6.9	(2.25)	Yes	HIT
Mean Time to Restore - DSL - Dispatch	52-02	H	H	H	MO	P	n/a	12.9	n/a	-	n/a	16.1	n/a	-	n/a	16.8	n/a	-	-
Mean Time to Restore - DDS - Dispatch	52-03	H	H	H	MO	P	n/a	2.0	n/a	-	n/a	3.2	n/a	-	n/a	9.8	n/a	-	-
Mean Time to Restore - DS1 - Dispatch	52-04	H	H	H	MO	P	n/a	2.3	n/a	-	n/a	3.5	n/a	-	n/a	2.6	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	6.4	8.4	(0.33)	Yes	3.1	7.5	(1.88)	Yes	4.6	7.4	(0.58)	Yes	HIT
Mean Time to Restore - ISDN/PRI - Dispatch	52-07	H	H	H	MO	P	n/a	3.4	n/a	-	0.5	2.6	(0.98)	Base<10	0.3	2.5	(1.54)	Base<10	-
Mean Time to Restore - ISDN/Combo - Dispatch	52-08	H	H	H	MO	P	n/a	8.4	n/a	-	n/a	7.5	n/a	-	n/a	7.4	n/a	-	-
Mean Time to Restore - VGPL - No Dispatch	52-09	H	H	H	MO	P	n/a	1.4	n/a	-	n/a	2.6	n/a	-	n/a	1.6	n/a	-	-
Mean Time to Restore - DSL - No Dispatch	52-10	H	H	H	MO	P	n/a	1.9	n/a	-	n/a	3.4	n/a	-	n/a	2.5	n/a	-	-
Mean Time to Restore - DDS - No Dispatch	52-11	H	H	H	MO	P	n/a	0.2	n/a	-	n/a	0.2	n/a	-	n/a	0.3	n/a	-	-
Mean Time to Restore - DS1 - No Dispatch	52-12	H	H	H	MO	P	n/a	0.4	n/a	-	n/a	0.2	n/a	-	n/a	0.4	n/a	-	-
Mean Time to Restore - DS3 - No Dispatch	52-13	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 - No Dispatch	52-14	H	H	H	MO	P	0.1	1.2	(0.58)	Base<10	n/a	1.1	n/a	-	0.2	1.2	(0.59)	Base<10	-
Mean Time to Restore - ISDN/PRI - No Dispatch	52-15	H	H	H	MO	P	n/a	0.1	n/a	-	n/a	1.1	n/a	-	n/a	1.2	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	1.1	n/a	-	n/a	1.2	n/a	-	-
% Repeat Reports - VGPL	53-01	H	H	H	MO	P	6.7%	13.3%	(0.75)	Yes	22.2%	10.6%	1.12	Base<10	4.8%	12.8%	(1.10)	Yes	HIT
% Repeat Reports - DSL	53-02	H	H	H	MO	P	n/a	0.6%	n/a	-	n/a	1.3%	n/a	-	n/a	5.1%	n/a	-	-

Missouri Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
% Repeat Reports - DDS	53-03	H	H	H	MO	P	n/a	0.0%	n/a	-	n/a	33.3%	n/a	-	n/a	16.7%	n/a	-	-
% Repeat Reports - DS1	53-04	H	H	H	MO	P	n/a	15.8%	n/a	-	n/a	14.3%	n/a	-	n/a	9.5%	n/a	-	-
% Repeat Reports - DS3	53-05	H	H	H	MO	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	MO	P	0.0%	14.0%	(1.56)	Yes	11.1%	12.7%	(0.21)	Yes	15.4%	16.0%	(0.06)	Yes	HIT
% Repeat Reports - ISDN/PRI	53-07	H	H	H	MO	P	n/a	5.7%	n/a	-	0.0%	7.5%	(0.40)	Base<10	0.0%	9.7%	(0.46)	Base<10	-
% Repeat Reports - ISDN/Combo	53-08	H	H	H	MO	P	n/a	14.0%	n/a	-	n/a	12.7%	n/a	-	n/a	16.0%	n/a	-	-
Failure Frequency - VGPL	54-01	L	-	L	MO	P	0.2%	0.4%	(1.95)	Yes	0.2%	0.4%	(2.60)	Yes	0.4%	0.5%	(1.29)	Yes	HIT
Failure Frequency - DSL	54-02	L	-	L	MO	P	n/a	0.4%	n/a	-	n/a	0.4%	n/a	-	n/a	0.5%	n/a	-	-
Failure Frequency - DDS	54-03	L	-	L	MO	P	0.0%	1.3%	(0.19)	Base<10	0.0%	1.3%	(0.20)	Base<10	0.0%	1.3%	(0.19)	Base<10	-
Failure Frequency - DS1	54-04	L	-	L	MO	P	0.0%	4.8%	(0.73)	Yes	0.0%	3.5%	(0.46)	Base<10	0.0%	5.5%	(0.62)	Base<10	-
Failure Frequency - DS3	54-05	L	-	L	MO	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
Failure Frequency - ISDN/BRI	54-06	L	-	L	MO	P	2.0%	2.8%	(1.29)	Yes	3.7%	3.2%	0.60	Yes	2.8%	3.4%	(0.79)	Yes	HIT
Failure Frequency - ISDN/PRI	54-07	L	-	L	MO	P	0.0%	0.0%	(1.03)	Yes	0.1%	0.0%	1.55	Yes	0.1%	0.1%	0.88	Yes	HIT
Failure Frequency - ISDN/Combo	54-08	L	-	L	MO	P	n/a	2.8%	n/a	-	n/a	3.2%	n/a	-	n/a	3.4%	n/a	-	-
Avg. Install. Interval - 8.0 dB Loop (1-10 Loops)	55-01.1	-	-	-	MO	B	3.0	3.0	0.01	Yes	2.8	3.0	(0.23)	Yes	3.0	3.0	0.02	Yes	HIT
Avg. Install. Interval - 8.0 dB Loop (11-20 Loops)	55-01.2	-	-	-	MO	B	5.0	7.0	(2.00)	Base<10	2.0	7.0	(5.00)	Base<10	7.0	7.0	0.00	Base<10	-
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	-	-
Avg. Install. Interval - 5.0 dB Loop (1-10 Loops)	55-02.1	-	-	-	MO	B	n/a	3.0	n/a	-	n/a	3.0	n/a	-	n/a	3.0	n/a	-	-
Avg. Install. Interval - 5.0 dB Loop (11-20 Loops)	55-02.2	-	-	-	MO	B	n/a	7.0	n/a	-	n/a	7.0	n/a	-	n/a	7.0	n/a	-	-
Avg. Install. Interval - 5.0 dB Loop (Over 20 Loops)	55-02.3	-	-	-	MO	B	n/a	10.0	n/a	-	n/a	10.0	n/a	-	n/a	10.0	n/a	-	-
Avg. Install. Interval - BRI Loop (1-10 Loops)	55-03.1	-	-	-	MO	B	3.1	3.0	0.11	Base<10	3.1	3.0	0.09	Yes	3.3	3.0	0.33	Base<10	-
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	-	-
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	-	-
Avg. Install. Interval - DS1 Loop (1-10 Loops)	55-04.1	-	-	-	MO	B	2.9	3.0	(0.06)	Yes	3.2	3.0	0.20	Yes	3.9	3.0	0.94	Yes	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	-	-
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	-	-
Avg. Install. Interval - Analog Line Port (All Orders)	55-05.1	-	-	-	MO	B	3.0	3.0	0.00	Base<10	1.0	3.0	(2.00)	Base<10	3.0	3.0	0.00	Base<10	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
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	-	-
Avg. Installation Interval - DSL - No Line Sharing - No Conditioning	55.1-01	H	H	H	MO	B	4.8	5.0	(0.21)	Yes	4.6	5.0	(0.39)	Yes	4.1	5.0	(0.92)	Yes	HIT
Avg. Installation Interval - DSL - No Line Sharing - Conditioning Required	55.1-02	H	H	H	MO	B	8.4	10.0	(1.57)	Yes	8.3	10.0	(1.67)	Base<10	7.7	10.0	(2.31)	Yes	HIT
Avg. Installation Interval - DSL - Line Sharing - No Conditioning	55.1-03	H	H	H	MO	P	3.7	4.9	-14.5	Yes	3.3	4.9	(20.91)	Yes	3.5	4.9	(23.80)	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	5.1	n/a	-	n/a	5.0	n/a	-	n/a	5.1	n/a	-	-
Avg. Installation Interval - Broadband DSL - Line Sharing - Conditioning Required	55.1-08	-	-	-	MO	-	n/a	n/a	n/a	-	n/a	26.0	n/a	-	n/a	n/a	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	3.6		n/a	-	5.1		n/a	-	3.4		n/a	-	-
Avg. Installation Interval for Loop with LNP - CHC (11-20 Loops)	55.2-01.2	-	-	-	MO	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
Avg. Installation Interval for Loop with LNP - CHC (Over 20 Loops)	55.2-01.3	-	-	-	MO	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-
Avg. Installation Interval for Loop with LNP - FDT (1-10 Loops)	55.2-02.1	-	-	-	MO	B	3.7		n/a	-	3.5		n/a	-	3.7		n/a	-	-
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	-	-
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	-	-
% xDSL-Cap Loop Ord Req Rem Of Load Coils a/o Rptrs (Between 12000-17500 ft)	55.3-01	-	-	-	MO	-	3.3%		n/a	-	3.1%		n/a	-	9.2%		n/a	-	-
% xDSL-Cap Loop Ord Req Rem Of Load Coils a/o Rptrs (Over 17500 ft)	55.3-02	-	-	-	MO	-	20.0%		n/a	-	17.4%		n/a	-	42.9%		n/a	-	-
% Installed Within 3 Days - 8.0 dB Loop (1-10 Loops)	56-01.1	-	-	M	MO	B	99.3%	95.0%	(4.27)	Yes	100.0%	95.0%	(5.00)	Yes	98.3%	95.0%	(3.33)	Yes	HIT
% Installed Within 7 Days - 8.0 dB Loop (11-20 Loops)	56-01.2	-	-	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	-
% 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	-	-
% Installed Within 3 Days - 5.0 dB Loop (1-10 Loops)	56-02.1	-	-	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	-
% Installed Within 7 Days - 5.0 dB Loop (11-20 Loops)	56-02.2	-	-	M	MO	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installed Within 10 Days - 5.0 dB Loop (Over 20 Loops)	56-02.3	-	-	M	MO	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-

Missouri Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
% Installed Within 3 Days - BRI Loop (1-10 Loops)	56-03.1	-	-	M	MO	B	96.3%	95.0%	(1.30)	Yes	98.9%	95.0%	(3.86)	Yes	97.5%	95.0%	(2.48)	Yes	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	-	-
% 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	-	-
% Installed Within 3 Days - DS1 Loop (1-10 Loops)	56-04.1	-	-	M	MO	B	91.8%	95.0%	3.16	No	95.4%	95.0%	(0.41)	Yes	89.5%	95.0%	5.48	No	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	-	-
% 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	-	-
% Installed Within 2 Days - Analog Line Port (All Orders)	56-05.1	-	-	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	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% 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	-	-
% Installed Within 5 Days - DSL - No Line Sharing - Non Conditioned	56-12.01	-	-	M	MO	B	99.5%	95.0%	-4.5	Yes	99.4%	95.0%	-4.4	Yes	99.5%	95.0%	-4.5	Yes	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	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	-	-
% 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	-	-
% Installed Within CDDD - DSL - Line Sharing	56-14.01	-	-	M	MO	P	90.5%	95.3%	1.69	No	96.4%	99.0%	1.55	Yes	97.8%	99.6%	1.08	Yes	HIT
% Installed Within CDDD - Broadband DSL - Line Sharing	56-15.01	-	-	M	MO	P	n/a	94.0%	n/a	-	n/a	96.0%	n/a	-	n/a	96.4%	n/a	-	-
% 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	-	-
% 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	-	-
% Installed Within CDDD for LNP with Loop - CHC/FDT (1-10 Loops)	56.1-01.1	H	H	M	MO	B	98.5%	95.0%	(3.48)	Yes	98.4%	95.0%	(3.40)	Yes	99.0%	95.0%	(3.97)	Yes	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	-
% 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	-	-
% Installed Within CDDD for LNP with Loop - CHC (1-10 Loops)	56.1-02.1	-	-	-	MO	B	99.0%	95.0%	n/a	-	99.1%	95.0%	n/a	-	99.3%	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	98.3%	95.0%	n/a	-	98.0%	95.0%	n/a	-	98.8%	95.0%	n/a	-	-
% Installed Within CDDD for LNP with Loop - FDT (11-20 Loops)	56.1-03.2	-	-	-	MO	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 - 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	2.2%	7.7%	(1.95)	Yes	1.6%	6.8%	(1.66)	Yes	0.9%	7.5%	(2.67)	Yes	HIT
% SWBT Missed Due Dates - 8.0 dB Loop No Field Work	58-02	H	H	H	MO	P	0.4%	0.4%	0.17	Yes	0.3%	0.4%	(0.25)	Yes	0.2%	0.4%	(0.63)	Yes	HIT
% SWBT Missed Due Dates - 5.0 dB Loop	58-03	H	H	H	MO	P	0.0%	0.6%	(0.40)	Yes	0.0%	1.4%	(0.26)	Base<10	0.0%	3.8%	(1.00)	Yes	HIT
% SWBT Missed Due Dates - BRI Loop	58-04	H	H	H	MO	P	1.1%	23.3%	(4.88)	Yes	2.2%	11.8%	(2.79)	Yes	2.1%	16.3%	(3.66)	Yes	HIT
% SWBT Missed Due Dates - ISDN BRI Port	58-05	H	H	H	MO	P	n/a	23.3%	n/a	-	n/a	11.8%	n/a	-	n/a	16.3%	n/a	-	-
% SWBT Missed Due Dates - DS1 Loop with Test Access	58-06	H	H	H	MO	P	8.6%	9.1%	(0.05)	Yes	4.7%	0.0%	0.91	Yes	12.5%	0.0%	1.68	Yes	HIT
% SWBT Missed Due Dates - DS1 Dedicated Transport	58-07	H	H	H	MO	P	n/a	9.1%	n/a	-	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	-
% SWBT Missed Due Dates - ISDN/PRI	58-08	H	H	H	MO	P	n/a	0.9%	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	MO	B	0.6%	5.0%	0.00	Yes	0.6%	5.0%	0.00	Yes	0.3%	5.0%	0.00	Yes	HIT
% SWBT Missed Due Dates - DSL - Line Sharing	58-10	H	H	H	MO	P	9.1%	4.6%	1.97	No	3.6%	0.9%	3.51	No	2.1%	0.4%	2.94	No	MISS
% SWBT Missed Due Dates - Analog Trunk Port	58-11	H	H	H	MO	P	n/a	0.6%	n/a	-	n/a	1.4%	n/a	-	n/a	3.8%	n/a	-	-
% SWBT Missed Due Dates - Subtending DD Combination Trunks	58-12	H	H	H	MO	P	n/a	0.6%	n/a	-	n/a	1.4%	n/a	-	n/a	3.8%	n/a	-	-
% SWBT Missed Due Dates - DS3 Dedicated Transport	58-13	H	H	H	MO	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-
% SWBT Missed Due Dates - Dark Fiber	58-14	H	H	H	MO	P	n/a	0.0%	n/a	-	n/a	n/a	n/a	-	n/a	0.0%	n/a	-	-
% SWBT Missed Due Dates - Analog Line Port	58-15	H	H	H	MO	P	50.0%	0.6%	8.48	Base<10	0.0%	1.4%	(0.12)	Base<10	0.0%	3.8%	(0.20)	Base<10	-
% SWBT Missed Due Dates - INP	58-16	H	H	H	MO	P	n/a	0.4%	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	5.8%	n/a	-	n/a	3.9%	n/a	-	n/a	3.5%	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	3.0%	3.6%	(1.00)	Yes	5.4%	3.4%	2.93	No	1.9%	3.3%	(2.59)	Yes	HIT
% Trouble Reports within 30 Days of Install. - 5.0 dB Loop	59-02	H	H	H	MO	P	0.0%	1.0%	(0.50)	Yes	0.0%	1.0%	(0.22)	Base<10	0.0%	1.1%	(0.52)	Yes	HIT
% Trouble Reports within 30 Days of Install. - BRI Loop	59-03	H	H	H	MO	P	3.4%	5.1%	(0.69)	Yes	4.7%	6.1%	(0.53)	Yes	6.4%	4.1%	1.05	Yes	HIT
% Trouble Reports within 30 Days of Install. - ISDN BRI Port	59-04	H	H	H	MO	P	n/a	5.1%	n/a	-	n/a	6.1%	n/a	-	n/a	4.1%	n/a	-	-
% Trouble Reports within 30 Days of Install. - DS1 Loop	59-05	H	H	H	MO	P	10.9%	0.0%	1.16	Yes	9.3%	5.9%	0.47	Yes	7.3%	10.0%	(0.44)	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	5.9%	n/a	-	n/a	10.0%	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	-	-

Missouri Aggregated Performance Measures

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Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
% Trouble Reports within 30 Days of Install. - DSL - No Line Sharing	59-08	H	H	H	MO	B	2.2%	6.0%	0.00	Yes	5.1%	6.0%	0.00	Yes	4.0%	6.0%	0.00	Yes	HIT
% Trouble Reports within 30 Days of Install. - DSL - Line Sharing	59-09	H	H	H	MO	P	4.5%	2.1%	1.59	Yes	2.6%	1.8%	0.78	Yes	5.5%	3.0%	1.70	No	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	1.1%	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	1.1%	n/a	-	-
% Trouble Reports within 30 Days of Install. - DS3 Dedicated Transport	59-12	H	H	H	MO	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. - Dark Fiber	59-13	H	H	H	MO	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. - Analog Line Port	59-14	H	H	H	MO	P	0.0%	1.0%	(0.14)	Base<10	0.0%	1.0%	(0.10)	Base<10	0.0%	1.1%	(0.10)	Base<10	-
% Trouble Reports within 30 Days of Install. - INP	59-15	H	H	H	MO	P	n/a	3.7%	n/a	-	n/a	3.8%	n/a	-	n/a	3.3%	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	5.9%	n/a	-	n/a	5.9%	n/a	-	n/a	6.2%	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	0.2%	4.1%	(4.65)	Yes	0.0%	3.7%	(4.01)	Yes	0.3%	4.2%	(4.62)	Yes	HIT
% Missed Due Dates Due to LOF - 5.0 dB Loop	60-02	-	-	-	MO	P	0.0%	0.4%	(0.33)	Yes	0.0%	0.0%	0.00	Base<10	0.0%	0.1%	(0.14)	Yes	HIT
% Missed Due Dates Due to LOF - BRI Loop	60-03	-	-	-	MO	P	1.1%	0.8%	0.27	Yes	2.2%	0.5%	1.92	No	2.1%	0.7%	1.52	Yes	HIT
% Missed Due Dates Due to LOF - ISDN BRI Port	60-04	-	-	-	MO	P	n/a	0.8%	n/a	-	n/a	0.5%	n/a	-	n/a	0.7%	n/a	-	-
% Missed Due Dates Due to LOF - DS1 Loop	60-05	-	-	-	MO	P	5.3%	0.0%	0.78	Yes	2.9%	0.0%	0.71	Yes	6.8%	0.0%	1.20	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	-	0.3%	n/a	n/a	-	0.6%	n/a	n/a	-	0.3%	n/a	n/a	-	-
% Missed Due Dates Due to LOF - DSL - Line Sharing	60-09	-	-	-	MO	P	1.1%	0.0%	4.21	No	1.0%	0.2%	2.43	No	0.7%	0.1%	2.02	No	MISS
% Missed Due Dates Due to LOF - Analog Trunk Port	60-10	-	-	-	MO	P	n/a	0.4%	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	-	-	-	MO	P	n/a	0.4%	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	-	-	-	MO	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 - Dark Fiber	60-13	-	-	-	MO	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 - Analog Line Port	60-14	-	-	-	MO	P	0.0%	0.4%	(0.09)	Base<10	0.0%	0.0%	0.00	Base<10	0.0%	0.1%	(0.03)	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	3.8%	n/a	-	n/a	2.1%	n/a	-	n/a	2.4%	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	0.0%	5.9%	(0.25)	Base<10	n/a	6.4%	n/a	-	50.0%	5.6%	2.70	Base<10	-
% Missed Due Dates Due to LOF - 5.0 dB Loop > 30 Days	60-19	-	-	-	MO	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	-	-	-	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	n/a	n/a	-	n/a	0.0%	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	n/a	n/a	-	n/a	0.0%	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	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	-	-	-	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	1.9%	n/a	-	n/a	2.9%	n/a	-	n/a	2.1%	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	Base<10	n/a	n/a	0.00	Base<10	-
% Missed Due Dates Due to LOF - 8.0 dB Loop > 90 Days	60-35	-	-	-	MO	P	0.0%	n/a	n/a	-	n/a	n/a	n/a	-	0.0%	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	n/a	n/a	-	n/a	0.0%	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	n/a	n/a	-	n/a	0.0%	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	n/a	n/a	-	n/a	0.0%	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	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	-	-	-	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	Base<10	n/a	n/a	0.00	Base<10	-
Avg. Delay Days Due to LOF - 8.0 dB Loop	61-01	-	-	-	MO	P	8.0	10.9	(0.25)	Base<10	n/a	10.8	n/a	-	19.0	10.4	1.10	Base<10	-
Avg. Delay Days Due to LOF - 5.0 dB Loop	61-02	-	-	-	MO	P	n/a	7.6	n/a	-	n/a	n/a	n/a	-	n/a	6.0	n/a	-	-
Avg. Delay Days Due to LOF - BRI Loop	61-03	-	-	-	MO	P	7.0	4.3	0.73	Base<10	7.0	4.5	3.33	Base<10	n/a	5.2	(1.03)	Base<10	-
Avg. Delay Days Due to LOF - ISDN BRI Port	61-04	-	-	-	MO	P	n/a	4.3	n/a	-	n/a	4.5	n/a	-	5.4	5.2	n/a	-	-

Missouri Aggregated Performance Measures

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Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
Avg. Delay Days Due to LOF - DS1 Loop	61-05	-	-	-	MO	P	4.4	n/a	n/a	-	8.4	n/a	n/a	-	5.4	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	-	1.5	n/a	n/a	-	3.0	n/a	n/a	-	1.0	n/a	n/a	-	-
Avg. Delay Days Due to LOF - DSL - Line Sharing	61-09	-	-	-	MO	P	1.0	1.0	0.00	Base<10	1.5	4.3	(1.28)	Base<10	2.0	4.8	(0.81)	Base<10	-
Avg. Delay Days Due to LOF - Analog Trunk Port	61-10	-	-	-	MO	P	n/a	7.6	n/a	-	n/a	n/a	n/a	-	n/a	6.0	n/a	-	-
Avg. Delay Days Due to LOF - Subtending DDC Trunks	61-11	-	-	-	MO	P	n/a	7.6	n/a	-	n/a	n/a	n/a	-	n/a	6.0	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	7.6	n/a	-	n/a	n/a	n/a	-	n/a	6.0	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	5.5	n/a	-	n/a	5.5	n/a	-	n/a	8.2	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	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	-
Avg. Delay Days for SWBT Missed Due Dates - 8.0 dB Loop Field Work	62-01	M	-	L	MO	P	6.0	6.2	(0.03)	Base<10	n/a	6.6	n/a	-	1.0	6.3	(0.63)	Base<10	-
Avg. Delay Days for SWBT Missed Due Dates - 8.0 dB Loop No Field Work	62-02	M	-	L	MO	P	7.5	7.0	0.04	Base<10	n/a	6.5	n/a	-	37.0	4.8	4.53	Base<10	-
Avg. Delay Days for SWBT Missed Due Dates - 5.0 dB Loop	62-03	M	-	L	MO	P	n/a	7.7	n/a	-	n/a	3.8	n/a	-	n/a	5.7	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - BRI Loop	62-04	M	-	L	MO	P	7.0	10.3	(0.27)	Base<10	7.0	12.8	(0.20)	Base<10	2.5	9.0	(0.42)	Base<10	-
Avg. Delay Days for SWBT Missed Due Dates - ISDN BRI Port	62-05	M	-	L	MO	P	n/a	10.3	n/a	-	n/a	12.8	n/a	-	n/a	9.0	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - DS1 Loop	62-06	M	-	L	MO	P	4.3	17.0	(12.43)	Yes	8.5	n/a	n/a	-	5.1	n/a	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - DS1 Dedicated Transport	62-07	M	-	L	MO	P	n/a	17.0	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	MO	P	n/a	4.0	n/a	-	n/a	1.0	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - DSL - No Line Sharing	62-09	M	-	L	MO	B	1.3	6.5	0.00	Base<10	3.0	6.5	0.00	Base<10	1.0	6.5	0.00	Base<10	-
Avg. Delay Days for SWBT Missed Due Dates - DSL - Line Sharing	62-10	M	-	L	MO	P	2.8	2.1	1.19	Base<10	2.6	4.1	(0.42)	Base<10	9.7	3.4	3.34	Base<10	-
Avg. Delay Days for SWBT Missed Due Dates - Analog Trunk Port	62-11	M	-	L	MO	P	n/a	7.7	n/a	-	n/a	3.8	n/a	-	n/a	5.7	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - Subtending DDC Trunks	62-12	M	-	L	MO	P	n/a	7.7	n/a	-	n/a	3.8	n/a	-	n/a	5.7	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - DS3 Dedicated Transport	62-13	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 Missed Due Dates - Dark Fiber	62-14	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 Missed Due Dates - Analog Line Port	62-15	M	-	L	MO	P	2.0	7.7	(0.58)	Base<10	n/a	3.8	n/a	-	n/a	5.7	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - Broadband DSL - No Line Sharing	62-16	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 Missed Due Dates - Broadband DSL - Line Sharing	62-17	M	-	L	MO	P	n/a	4.7	n/a	-	n/a	5.9	n/a	-	n/a	6.6	n/a	-	-
Avg. Delay Days for SWBT Missed Due Dates - Voice Over Data - No Line Sharing	62-18	M	-	L	MO	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 - 8.0 dB Loop Field Work	63-01	-	-	-	MO	P	0.0%	0.3%	(0.52)	Yes	0.0%	0.3%	(0.43)	Yes	0.0%	0.3%	(0.58)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - 8.0 dB Loop No Field Work	63-02	-	-	-	MO	P	0.0%	0.0%	(0.21)	Yes	0.0%	0.0%	(0.23)	Yes	0.2%	0.0%	5.25	No	HIT
% SWBT Caused Missed Due Dates > 30 Days - 5.0 dB Loop	63-03	-	-	-	MO	P	0.0%	0.0%	0.00	Yes	0.0%	0.1%	(0.07)	Base<10	0.0%	0.0%	0.00	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - BRI Loop	63-04	-	-	-	MO	P	0.0%	0.6%	(0.75)	Yes	0.0%	1.0%	(0.94)	Yes	0.0%	0.8%	(0.85)	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - ISDN BRI Port	63-05	-	-	-	MO	P	n/a	0.6%	n/a	-	n/a	1.0%	n/a	-	n/a	0.8%	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - DS1 Loop	63-06	-	-	-	MO	P	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Yes	0.0%	0.0%	0.00	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - DS1 Dedicated Transport	63-07	-	-	-	MO	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 - ISDN/PRI	63-08	-	-	-	MO	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	-	-	-	MO	-	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	-	-	-	MO	P	0.0%	0.0%	0.00	Yes	0.0%	0.0%	(0.23)	Yes	0.0%	0.0%	0.00	Yes	HIT
% SWBT Caused Missed Due Dates > 30 Days - Analog Trunk Port	63-11	-	-	-	MO	P	n/a	0.0%	n/a	-	n/a	0.1%	n/a	-	n/a	0.0%	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - Subtending DDC Trunks	63-12	-	-	-	MO	P	n/a	0.0%	n/a	-	n/a	0.1%	n/a	-	n/a	0.0%	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - DS3 Dedicated Transport	63-13	-	-	-	MO	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 - Dark Fiber	63-14	-	-	-	MO	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 - Analog Line Port	63-15	-	-	-	MO	P	0.0%	0.0%	0.00	Base<10	0.0%	0.1%	(0.03)	Base<10	0.0%	0.0%	0.00	Base<10	-
% SWBT Caused Missed Due Dates > 30 Days - Broadband DSL - No Line Sharing	63-16	-	-	-	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	-
% SWBT Caused Missed Due Dates > 30 Days - Broadband DSL - Line Sharing	63-17	-	-	-	MO	P	n/a	0.1%	n/a	-	n/a	0.1%	n/a	-	n/a	0.0%	n/a	-	-
% SWBT Caused Missed Due Dates > 30 Days - Voice Over Data - No Line Sharing	63-18	-	-	-	MO	P	n/a	n/a	0.00	Yes	n/a	n/a	0.00	Base<10	n/a	n/a	0.00	Base<10	-
Trouble Report Rate - 8.0 dB Loop with Test Access	65-01	-	-	H	MO	P	1.3%	1.3%	0.24	Yes	1.5%	1.2%	2.02	No	0.8%	1.2%	(3.82)	Yes	HIT
Trouble Report Rate - 5.0 dB Loop with Test Access	65-02	-	-	H	MO	P	0.3%	0.4%	(0.60)	Yes	3.2%	0.4%	12.16	No	1.6%	0.5%	4.24	No	MISS
Trouble Report Rate - BRI Loop with Test Access	65-03	-	-	H	MO	P	1.9%	2.8%	(1.94)	Yes	1.6%	3.2%	(3.11)	Yes	2.6%	3.4%	(1.60)	Yes	HIT
Trouble Report Rate - ISDN BRI Port	65-04	-	-	H	MO	P	0.0%	2.8%	(0.17)	Base<10	0.0%	3.2%	(0.18)	Base<10	0.0%	3.4%	(0.19)	Base<10	-
Trouble Report Rate - DS1 Loop with Test Access	65-05	-	-	H	MO	P	4.4%	4.8%	(0.35)	Yes	4.2%	3.5%	0.57	Yes	2.7%	5.5%	(2.91)	Yes	HIT
Trouble Report Rate - DS1 Dedicated Transport	65-06	-	-	H	MO	P	1.0%	4.8%	(2.81)	Yes	2.7%	3.5%	(0.59)	Yes	1.6%	5.5%	(2.61)	Yes	HIT
Trouble Report Rate - ISDN/PRI	65-07	-	-	H	MO	P	n/a	0.0%	n/a	-	n/a	0.0%	n/a	-	n/a	0.1%	n/a	-	-
Trouble Report Rate - DSL - No Line Sharing	65-08	-	-	H	MO	B	1.7%	3.0%	0.00	Yes	1.4%	3.0%	0.00	Yes	1.3%	3.0%	0.00	Yes	HIT
Trouble Report Rate - DSL - Line Sharing	65-09	-	-	H	MO	P	1.5%	0.4%	4.08	No	1.1%	0.4%	3.18	No	1.2%	0.5%	2.54	No	MISS
Trouble Report Rate - Analog Trunk Port	65-10	-	-	H	MO	P	0.0%	0.4%	(0.65)	Yes	0.9%	0.4%	0.99	Yes	3.0%	0.5%	3.68	No	HIT
Trouble Report Rate - Subtending DDC Trunks	65-11	-	-	H	MO	P	0.0%	0.4%	(0.11)	Base<10	0.0%	0.4%	(0.10)	Base<10	0.0%	0.5%	(0.12)	Base<10	-
Trouble Report Rate - DS3 Dedicated Transport	65-12	-	-	H	MO	P	0.0%	0.0%	0.00	Yes	0.8%	0.0%	1.03	Yes	0.0%	0.0%	0.00	Yes	HIT
Trouble Report Rate - Dark Fiber	65-13	-	-	H	MO	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	MO	P	0.0%	0.4%	(0.82)	Yes	0.0%	0.4%	(0.79)	Yes	0.0%	0.5%	(0.91)	Yes	HIT
Trouble Report Rate - Broadband DSL - No Line Sharing	65-15	-	-	-	MO	-	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	-	-	-	MO	-	n/a	3.0%	n/a	-	n/a	2.3%	n/a	-	n/a	2.6%	n/a	-	-
Trouble Report Rate (Net of Install & Repeat Rpts) 8.0 dB loop	65.1-01	H	H	-	MO	P	0.9%	1.1%	(1.73)	Yes	1.0%	1.0%	(0.78)	Yes	0.6%	1.3%	(6.27)	Yes	HIT

Missouri Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
Trouble Report Rate (Net of Install & Repeat Rpts) 5.0 dB loop	65.1-02	H	H	-	MO	P	0.3%	0.4%	(0.60)	Yes	2.3%	0.3%	9.40	No	1.3%	0.4%	3.81	No	MISS
Trouble Report Rate (Net of Install & Repeat Rpts) BRI loop	65.1-03	H	H	-	MO	P	1.3%	2.8%	(3.27)	Yes	1.0%	2.5%	(3.31)	Yes	2.0%	2.7%	(1.41)	Yes	HIT
Trouble Report Rate (Net of Install & Repeat Rpts) ISDN BRI Port	65.1-04	H	H	-	MO	P	0.0%	2.8%	(0.17)	Base<10	0.0%	2.5%	(0.16)	Base<10	0.0%	2.7%	(0.16)	Base<10	-
Trouble Report Rate (Net of Install & Repeat Rpts) DS1 loop	65.1-05	H	H	-	MO	P	2.4%	4.8%	(2.60)	Yes	3.0%	2.8%	0.20	Yes	1.8%	4.4%	(3.19)	Yes	HIT
Trouble Report Rate (Net of Install & Repeat Rpts) DS1 Dedicated Transport	65.1-06	H	H	-	MO	P	0.7%	4.8%	(3.13)	Yes	2.0%	2.8%	(0.61)	Yes	1.6%	4.4%	(2.07)	Yes	HIT
Trouble Report Rate (Net of Install & Repeat Rpts) ISDN - PRI	65.1-07	H	H	-	MO	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) DSL - No Line Sharing	65.1-08	H	H	-	MO	P	1.0%	3.0%	0.00	Yes	0.7%	3.0%	0.00	Yes	0.7%	3.0%	0.00	Yes	HIT
Trouble Report Rate (Net of Install & Repeat Rpts) DSL - Line Sharing	65.1-09	H	H	-	MO	B	0.8%	0.2%	2.80	No	0.4%	0.0%	1.25	Yes	0.2%	0.2%	0.03	Yes	HIT
Trouble Report Rate (Net of Install & Repeat Rpts) Analog Trunk Port	65.1-10	H	H	-	MO	P	0.0%	0.4%	(0.65)	Yes	0.9%	0.3%	1.16	Yes	3.0%	0.4%	4.18	No	HIT
Trouble Report Rate (Net of Install & Repeat Rpts) Subtend Dig Dir Comb Trks	65.1-11	H	H	-	MO	P	0.0%	0.4%	(0.11)	Base<10	0.0%	0.3%	(0.10)	Base<10	0.0%	0.4%	(0.11)	Base<10	-
Trouble Report Rate (Net of Install & Repeat Rpts) DS3 Dedicated Transport	65.1-12	H	H	-	MO	P	0.0%	0.0%	0.00	Yes	0.8%	0.0%	1.03	Yes	0.0%	0.0%	0.00	Yes	HIT
Trouble Report Rate (Net of Install & Repeat Rpts) Dark Fiber	65.1-13	H	H	-	MO	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	-	MO	P	0.0%	0.4%	(0.82)	Yes	0.0%	0.3%	(0.73)	Yes	0.0%	0.4%	(0.83)	Yes	HIT
% Missed Repair Commitment - 8 dB Loop	66-01	H	H	H	MO	P	1.4%	12.5%	(2.79)	Yes	0.0%	12.6%	(3.07)	Yes	0.0%	12.4%	(2.73)	Yes	HIT
% Missed Repair Commitment - DSL Line Sharing	66-02	H	H	H	MO	P	11.1%	11.3%	(0.02)	Base<10	25.0%	12.1%	1.07	Base<10	10.0%	22.4%	(0.93)	Yes	-
Mean Time to Restore - 8.0 dB Loop with Test Access-Dispatch	67-01	H	H	H	MO	P	3.6	10.7	(4.79)	Yes	2.3	11.9	(3.56)	Yes	2.4	11.7	(1.92)	Yes	HIT
Mean Time to Restore - 5.0 dB Loop with Test Access-Dispatch	67-02	H	H	H	MO	P	1.0	7.8	(1.07)	Base<10	3.2	8.6	(2.47)	Yes	2.0	6.9	(2.15)	Yes	HIT
Mean Time to Restore - BRI Loop with Test Access-Dispatch	67-03	H	H	H	MO	P	3.6	8.4	(1.02)	Yes	3.0	7.5	(2.03)	Yes	2.7	7.4	(1.68)	Yes	HIT
Mean Time to Restore - ISDN BRI Port-Dispatch	67-04	H	H	H	MO	P	n/a	8.4	n/a	-	n/a	7.5	n/a	-	n/a	7.4	(1.13)	Base<10	-
Mean Time to Restore - DS1 Loop with Test Access-Dispatch	67-05	H	H	H	MO	P	3.5	2.3	2.18	No	3.7	3.5	0.29	Yes	3.0	2.6	1.00	Yes	HIT
Mean Time to Restore - DS1 Dedicated Transport-Dispatch	67-06	H	H	H	MO	P	6.4	2.3	3.56	Base<10	7.4	3.5	3.49	Base<10	2.5	2.6	(0.21)	Base<10	-
Mean Time to Restore - ISDN/PRI -Dispatch	67-07	H	H	H	MO	P	n/a	3.4	n/a	-	n/a	2.6	n/a	-	n/a	2.5	n/a	-	-
Mean Time to Restore - DSL -Dispatch - No Line Sharing	67-08	H	H	H	MO	B	3.4	9.0	0.00	Yes	2.9	9.0	0.00	Yes	3.1	9.0	0.00	Yes	HIT
Mean Time to Restore - DSL -Dispatch - Line Sharing	67-09	H	H	H	MO	P	14.1	12.9	0.26	Base<10	30.6	16.1	1.95	Base<10	10.0	16.8	(1.26)	Yes	-
Mean Time to Restore - Analog Trunk Port-Dispatch	67-10	H	H	H	MO	P	n/a	7.8	n/a	-	14.9	8.6	0.63	Base<10	0.0	6.9	(1.57)	Base<10	-
Mean Time to Restore - Subtending DDC Trunks-Dispatch	67-11	H	H	H	MO	P	n/a	7.8	n/a	-	n/a	8.6	n/a	-	n/a	6.9	n/a	-	-
Mean Time to Restore - DS3 Dedicated Transport-Dispatch	67-12	H	H	H	MO	P	n/a	n/a	n/a	-	0.6	n/a	n/a	-	n/a	n/a	n/a	-	-
Mean Time to Restore - Dark Fiber-Dispatch	67-13	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 - Analog Line Port-Dispatch	67-14	H	H	H	MO	P	n/a	7.8	n/a	-	n/a	8.6	n/a	-	n/a	6.9	n/a	-	-
Mean Time to Restore - Broadband DSL - Dispatch - No Line Sharing	67-15	-	-	-	MO	-	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	-	-	-	MO	-	n/a	6.9	n/a	-	n/a	12.3	n/a	-	n/a	16.2	n/a	-	-
Mean Time to Restore - 8.0 dB Loop with Test Access-No Dispatch	67-17	H	H	H	MO	P	n/a	4.7	n/a	-	n/a	6.9	n/a	-	n/a	4.8	n/a	-	-
Mean Time to Restore - 5.0 dB Loop with Test Access-No Dispatch	67-18	H	H	H	MO	P	n/a	1.4	n/a	-	n/a	2.6	n/a	-	n/a	1.6	n/a	-	-
Mean Time to Restore - BRI Loop with Test Access-No Dispatch	67-19	H	H	H	MO	P	1.0	1.2	(0.09)	Base<10	n/a	1.1	n/a	-	n/a	1.2	n/a	-	-
Mean Time to Restore - ISDN BRI Port-No Dispatch	67-20	H	H	H	MO	P	n/a	1.2	n/a	-	n/a	1.1	n/a	-	n/a	1.2	n/a	-	-
Mean Time to Restore - DS1 Loop with Test Access-No Dispatch	67-21	H	H	H	MO	P	28.1	0.4	82.71	Base<10	n/a	0.2	n/a	-	0.5	0.4	0.05	Base<10	-
Mean Time to Restore - DS1 Dedicated Transport-No Dispatch	67-22	H	H	H	MO	P	n/a	0.4	n/a	-	n/a	0.2	n/a	-	n/a	0.4	n/a	-	-
Mean Time to Restore - ISDN/PRI - No Dispatch	67-23	H	H	H	MO	P	n/a	0.1	n/a	-	n/a	1.1	n/a	-	n/a	1.2	n/a	-	-
Mean Time to Restore - DSL -No Dispatch - No Line Sharing	67-24	H	H	H	MO	B	0.0	9.0	0.00	Base<10	n/a	9.0	n/a	-	n/a	9.0	n/a	-	-
Mean Time to Restore - DSL -No Dispatch - Line Sharing	67-25	H	H	H	MO	P	n/a	1.9	n/a	-	n/a	3.4	n/a	-	n/a	2.5	n/a	-	-
Mean Time to Restore - Analog Trunk Port-No Dispatch	67-26	H	H	H	MO	P	n/a	1.4	n/a	-	n/a	2.6	n/a	-	n/a	1.6	n/a	-	-
Mean Time to Restore - Subtending DDC Trunks-No Dispatch	67-27	H	H	H	MO	P	n/a	1.4	n/a	-	n/a	2.6	n/a	-	n/a	1.6	n/a	-	-
Mean Time to Restore - DS3 Dedicated Transport-No Dispatch	67-28	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 - Dark Fiber-No Dispatch	67-29	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 - Analog Line Port-No Dispatch	67-30	H	H	H	MO	P	n/a	1.4	n/a	-	n/a	2.6	n/a	-	n/a	1.6	n/a	-	-
Mean Time to Restore - Broadband DSL -No Dispatch - No Line Sharing	67-31	-	-	-	MO	-	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	-	-	-	MO	-	n/a	2.7	n/a	-	n/a	6.0	n/a	-	n/a	2.9	n/a	-	-
% Repeat Reports - 8.0 dB Loop with Test Access	69-01	H	H	H	MO	P	6.0%	12.7%	(2.30)	Yes	7.3%	12.4%	(1.88)	Yes	6.5%	14.5%	(2.17)	Yes	HIT
% Repeat Reports - 5.0 dB Loop with Test Access	69-02	H	H	H	MO	P	0.0%	13.3%	(0.55)	Base<10	27.3%	10.6%	2.41	No	18.2%	12.8%	0.52	Yes	-
% Repeat Reports - BRI Loop with Test Access	69-03	H	H	H	MO	P	20.8%	14.0%	0.93	Yes	19.0%	12.7%	0.84	Yes	5.7%	16.0%	(1.63)	Yes	HIT
% Repeat Reports - ISDN BRI Port	69-04	H	H	H	MO	P	n/a	14.0%	n/a	-	n/a	12.7%	n/a	-	n/a	16.0%	n/a	-	-
% Repeat Reports - DS1 Loop with Test Access	69-05	H	H	H	MO	P	11.6%	15.8%	(0.50)	Yes	10.3%	14.3%	(0.44)	Yes	8.3%	9.5%	(0.17)	Yes	HIT
% Repeat Reports - DS1 Dedicated Transport	69-06	H	H	H	MO	P	33.3%	15.8%	0.73	Base<10	12.5%	14.3%	(0.12)	Base<10	0.0%	9.5%	(0.72)	Base<10	-
% Repeat Reports - ISDN/PRI	69-07	H	H	H	MO	P	n/a	5.7%	n/a	-	n/a	7.5%	n/a	-	n/a	9.7%	n/a	-	-
% Repeat Reports - DSL - No Line Sharing	69-08	H	H	H	MO	B	1.4%	12.0%	0.0	Yes	3.5%	12.0%	0.0	Yes	9.6%	12.0%	0.0	Yes	HIT
% Repeat Reports - DSL - Line Sharing	69-09	H	H	H	MO	P	0.0%	0.6%	(0.23)	Base<10	0.0%	1.3%	(0.32)	Base<10	0.0%	5.1%	(0.73)	Yes	-
% Repeat Reports - Analog Trunk Port	69-10	H	H	H	MO	P	n/a	13.3%	n/a	-	0.0%	10.6%	(0.34)	Base<10	0.0%	12.8%	(0.66)	Base<10	-
% Repeat Reports - Subtending DDC Trunks	69-11	H	H	H	MO	P	n/a	13.3%	n/a	-	n/a	10.6%	n/a	-	n/a	12.8%	n/a	-	-
% Repeat Reports - DS3 Dedicated Transport	69-12	H	H	H	MO	P	n/a	n/a	n/a	-	0.0%	n/a	n/a	-	n/a	n/a	n/a	-	-
% Repeat Reports - Dark Fiber	69-13	H	H	H	MO	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	MO	P	n/a	13.3%	n/a	-	n/a	10.6%	n/a	-	n/a	12.8%	n/a	-	-
% Repeat Reports - Broadband DSL - No Line Sharing	69-15	-	-	-	MO	-	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	-	-	-	MO	-	n/a	4.9%	n/a	-	n/a	7.7%	n/a	-	n/a	9.3%	n/a	-	-
% Trunk Blockage - SWBT End Office to CLEC	70-01	H	H	M	MO	B	0.0%	1.0%	(0.98)	Yes	0.1%	1.0%	(0.93)	Yes	n/a	1.0%	n/a	-	HIT
% Trunk Blockage - SWBT Tandem to CLEC	70-02	H	H	M	MO	B	0.0%	1.0%	(0.99)	Yes	0.0%	1.0%	(0.97)	Yes	n/a	1.0%	n/a	-	HIT
Common Transport Block > 2%	71-01	-	H	M	MO	B	0.7%	3.0%	(2.31)	Yes	0.0%	3.0%	(3.00)	Yes	0.0%	3.0%	(3.00)	Yes	HIT

Missouri Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
% Installations Comp. Within the Cust. Req. Due Date - Interconnection Trunks	73-01	H	H	-	MO	B	97.2%	95.0%	(2.15)	Yes	96.3%	95.0%	(1.31)	Yes	95.1%	95.0%	(0.13)	Yes	HIT
% Installations Comp. Within the Cust. Req. Due Date - SS7	73-02	H	H	-	MO	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	-
% Installations Comp. Within the Cust. Req. Due Date - OD/DA	73-03	H	H	-	MO	B	n/a	95.0%	n/a	-	n/a	95.0%	n/a	-	100.0%	95.0%	(5.00)	Base<10	-
% Installations Comp. Within the Cust. Req. Due Date - E911	73-04	H	H	-	MO	B	100.0%	95.0%	(5.00)	Base<10	100.0%	95.0%	(5.00)	Yes	100.0%	95.0%	(5.00)	Base<10	-
% Held Interconnection Trunks - Interconnection Trunks > 30 Days due to Lack of Fac	73.1-01	M	L	-	MO	P	0.0%	5.0%	-17.4	Yes	2.2%	28.0%	-28.9	Yes	0.0%	21.1%	-28.5	Yes	HIT
% Held Interconnection Trunks - SS7 > 30 Days due to Lack of Facilities	73.1-02	M	L	-	MO	P	n/a	35.3%	n/a	-	n/a	50.0%	n/a	-	n/a	9.1%	n/a	-	-
% Held Interconnection Trunks - OS/DA > 30 Days due to Lack of Facilities	73.1-03	M	L	-	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	0.0%	n/a	n/a	-	-
% Held Interconnection Trunks - E911 > 30 Days due to Lack of Facilities	73.1-04	M	L	-	MO	P	0.0%	n/a	n/a	-	0.0%	n/a	n/a	-	0.0%	n/a	n/a	-	-
Avg. Delay Days for Missed Due Dates - Interconnection Trunks	74-01	L	-	-	MO	P	12.0	12.9	-0.3	Yes	42.6	44.0	-0.2	Yes	5.0	45.9	-5.8	Yes	HIT
Avg. Delay Days for Missed Due Dates - SS7	74-02	L	-	-	MO	P	n/a	169.0	n/a	-	n/a	672.0	n/a	-	n/a	101.0	n/a	-	-
Avg. Delay Days for Missed Due Dates - OS/DA	74-03	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 Missed Due Dates - E911	74-04	L	-	-	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Trunk Restoral Interval - Interconnection Trunks	76-01	L	-	-	MO	P	0.6	n/a	n/a	-	4.1	n/a	n/a	-	1.7	n/a	n/a	-	-
Avg. Trunk Restoral Interval - SS7	76-02	L	-	-	MO	P	n/a	53.4	n/a	-	n/a	2.5	n/a	-	n/a	1.0	n/a	-	-
Avg. Trunk Restoral Interval - OS/DA	76-03	L	-	-	MO	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	-	-	MO	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	0.0	n/a	n/a	-	-
Avg. Trunk Rest. Intvl. for Svc. Affect. Trk. Groups - Tdm. Trk. Grps. - Interconn.Trks	77-01	H	H	M	MO	B	n/a	1.0	n/a	-	n/a	1.0	n/a	-	n/a	1.0	n/a	-	-
Avg. Trunk Rest. Intvl. for Svc. Affect. Trk. Groups - Tdm. Trk. Grps. - SS7	77-02	H	H	M	MO	B	n/a	1.0	n/a	-	n/a	1.0	n/a	-	n/a	1.0	n/a	-	-
Avg. Trunk Rest. Intvl. for Svc. Affect. Trk. Groups - Tdm. Trk. Grps. - OS/DA	77-03	H	H	M	MO	B	n/a	1.0	n/a	-	n/a	1.0	n/a	-	n/a	1.0	n/a	-	-
Avg. Trunk Rest. Intvl. for Svc. Affect. Trk. Groups - Tdm. Trk. Grps. - E911	77-04	H	H	M	MO	B	n/a	1.0	n/a	-	n/a	1.0	n/a	-	n/a	1.0	n/a	-	-
Avg. Trunk Rest. Intvl. for Svc. Affect. Trk. Groups - Non Tdm. Trk. Grps. - Interconn. T	77-05	H	H	M	MO	B	n/a	2.0	n/a	-	n/a	2.0	n/a	-	n/a	2.0	n/a	-	-
Avg. Trunk Rest. Intvl. for Svc. Affect. Trk. Groups - Non Tdm. Trk. Grps. - SS7	77-06	H	H	M	MO	B	n/a	2.0	n/a	-	n/a	2.0	n/a	-	n/a	2.0	n/a	-	-
Avg. Trunk Rest. Intvl. for Svc. Affect. Trk. Groups - Non Tdm. Trk. Grps. - OS/DA	77-07	H	H	M	MO	B	n/a	2.0	n/a	-	n/a	2.0	n/a	-	n/a	2.0	n/a	-	-
Avg. Trunk Rest. Intvl. for Svc. Affect. Trk. Groups - Non Tdm. Trk. Grps. - E911	77-08	H	H	M	MO	B	n/a	2.0	n/a	-	n/a	2.0	n/a	-	n/a	2.0	n/a	-	-
DA Avg. Speed of Answer	80-01	-	L	-	MO	B	5.6	6.0	0.00	Yes	5.5	6.0	0.00	Yes	5.9	6.0	0.00	Yes	HIT
OS Avg. Speed of Answer	82-01	-	L	-	MO	B	5.0	6.0	0.00	Yes	5.4	6.0	0.00	Yes	5.9	6.0	0.00	Yes	HIT
% of LNP Only Due Dates within Industry Guidelines	91-01	-	-	-	MO	B	97.2%	96.5%	(0.74)	Yes	100.0%	96.5%	(3.50)	Yes	100.0%	96.5%	(3.50)	Yes	HIT
% of Time the OSP Releases Prior to the Exp.of the T2 Timer	92-01	-	-	-	MO	B	99.9%	96.5%	(3.40)	Yes	100.0%	96.5%	(3.48)	Yes	99.9%	96.5%	(3.38)	Yes	HIT
% of Customer Accounts Restructured Prior to LNP Due Date	93-01	L	-	-	MO	B	100.0%	96.5%	(3.50)	Yes	85.7%	96.5%	10.79	No	86.7%	96.5%	9.83	No	MISS
% Premature Disconnects for Stand Alone LNP Orders	96-01	H	H	-	MO	B	0.0%	2.0%	(2.00)	Yes	0.0%	2.0%	(1.95)	Yes	0.0%	2.0%	(1.98)	Yes	HIT
% of Time SWBT applies 10 digit trigger prior to the LNP Order Due Date - LNP Only	97-01	H	H	-	MO	B	98.7%	96.5%	(2.22)	Yes	98.1%	96.5%	(1.59)	Yes	99.2%	96.5%	(2.71)	Yes	HIT
% of Time SWBT applies 10 digit trigger prior to the LNP Order Due Date - LNP with Lo	97-02	H	H	-	MO	B	93.9%	96.5%	2.57	No	99.6%	96.5%	(3.10)	Yes	97.9%	96.5%	(1.36)	Yes	HIT
Percent LNP I-Reports in 10 Days	98-01	H	H	-	MO	P	0.0%	2.3%	(4.97)	Yes	0.0%	2.2%	(4.84)	Yes	0.0%	2.2%	(4.71)	Yes	HIT
Avg. Delay Days for SWBT Missed Due Dates - LNP	99-01	M	M	-	MO	P	3.4	7.0	(0.43)	Base<10	9.6	6.5	0.52	Base<10	8.2	4.8	1.42	Base<10	-
Avg. Time of Out of Service for LNP Conversions	100-01	-	-	-	MO	B	1.6	60.0	(58.44)	Yes	1.0	60.0	(59.03)	Yes	0.3	60.0	(59.71)	Yes	HIT
% Out of Service less than 60 Minutes	101-01	H	H	-	MO	B	99.9%	96.5%	(3.44)	Yes	99.9%	96.5%	(3.38)	Yes	100.0%	96.5%	(3.50)	Yes	HIT
Avg. Time to Clear Errors (Hours)	102-01	L	-	-	MO	P	9.18	18.23	-9.01	Yes	16.21	18.23	-3.43	Yes	10.9	12.6	(4.52)	Yes	HIT
% Errors for E-911 Database Updates	103-01	L	-	-	MO	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	-	-	MO	P	0.1	5.2	(6.38)	Yes	0.1	6.1	(6.71)	Yes	0.1	5.6	(6.08)	Yes	HIT
Avg. Time Req. to Unlock 911 Record	104.1-01	-	-	-	MO	-	0.6		n/a	-	0.3		n/a	-	1.6		n/a	-	-
% of Request Processed within 35 Days	105-01	L	-	-	MO	B	100.0%	90.0%	0.00	Base<10	100.0%	90.0%	0.00	Base<10	100.0%	90.0%	0.00	Base<10	-
Average Days Required to Process a Request	106-01	-	-	-	MO	B	8.3	14.0	0.00	Base<10	11.4	14.0	0.00	Base<10	10.0	14.0	0.00	Base<10	-
% Missed Collocation Due Dates - Caged - Initial	107-01	H	H	M	MO	B	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	-
% Missed Collocation Due Dates - Caged - Augments	107-02	H	H	M	MO	B	0.0%	5.0%	0.00	Base<10	n/a	5.0%	n/a	-	0.0%	5.0%	0.00	Base<10	-
% Missed Collocation Due Dates - Cageless - Initial	107-03	H	H	M	MO	B	0.0%	5.0%	0.00	Base<10	0.0%	5.0%	0.00	Base<10	0.0%	5.0%	0.00	Base<10	-
% Missed Collocation Due Dates - Cageless - Augments	107-04	H	H	M	MO	B	n/a	5.0%	n/a	-	0.0%	5.0%	0.00	Base<10	0.0%	5.0%	0.00	Base<10	-
% Missed Collocation Due Dates - Shared Caged - Initial	107-05	H	H	M	MO	B	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	-
% Missed Collocation Due Dates - Shared Caged - Augments	107-06	H	H	M	MO	B	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	-
% Missed Collocation Due Dates - Virtual - Initial	107-07	H	H	M	MO	B	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	-
% Missed Collocation Due Dates - Virtual - Augments	107-08	H	H	M	MO	B	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	n/a	5.0%	n/a	-	-
Avg. Delay Days - Caged - Initial	108-01	L	-	-	MO	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days - Caged - Augments	108-02	L	-	-	MO	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days - Cageless - Initial	108-03	L	-	-	MO	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days - Cageless - Augments	108-04	L	-	-	MO	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days - Shared Caged - Initial	108-05	L	-	-	MO	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days - Shared Caged - Augments	108-06	L	-	-	MO	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days - Virtual - Initial	108-07	L	-	-	MO	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Avg. Delay Days - Virtual - Augments	108-08	L	-	-	MO	B	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
% of Collocation Requests within Guidelines - Caged - Initial	109-01	L	-	-	MO	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	-
% of Collocation Requests within Guidelines - Caged - Augments	109-02	L	-	-	MO	B	100.0%	90.0%	0.00	Base<10	100.0%	90.0%	0.00	Base<10	100.0%	90.0%	0.00	Base<10	-
% of Collocation Requests within Guidelines - Cageless - Initial	109-03	L	-	-	MO	B	100.0%	90.0%	0.00	Base<10	100.0%	90.0%	0.00	Base<10	n/a	90.0%	n/a	-	-
% of Collocation Requests within Guidelines - Cageless - Augments	109-04	L	-	-	MO	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	-
% of Collocation Requests within Guidelines - Shared Caged - Initial	109-05	L	-	-	MO	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	-
% of Collocation Requests within Guidelines - Shared Caged - Augments	109-06	L	-	-	MO	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	-
% of Collocation Requests within Guidelines - Virtual - Initial	109-07	L	-	-	MO	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	-
% of Collocation Requests within Guidelines - Virtual - Augments	109-08	L	-	-	MO	B	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	n/a	90.0%	n/a	-	-

Missouri Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
Percent of Updates into DA Database within 72 Hours	110-01	L	-	-	MO	B	100.00%	95.0%	(5.00)	Yes	100.00%	95.0%	(5.00)	Yes	100.00%	95.0%	(5.00)	Yes	HIT
Average Update Interval for DA Database	111-01	L	-	-	MO	B	24.0	36.0	(12.00)	Yes	24.0	36.0	(12.00)	Yes	24.0	36.0	(12.00)	Yes	HIT
% of Database Accuracy for Manual Updates	112-01	L	-	-	MO	B	100.0%	97.0%	(3.00)	Yes	100.0%	97.0%	(3.00)	Yes	100.0%	97.0%	(3.00)	Yes	HIT
% of Electronic Updates That Flow Through The DSR Process Without Manual Interve	113-01	L	-	-	MO	B	70.1%	97.0%	26.9	No	77.7%	97.0%	19.3	No	85.4%	97.0%	11.6	No	MISS
% of Premature Disconnects - CHC/FDT - LNP With Loop Lines - CHC	114-01	H	H	-	MO	B	0.0%	2.0%	0.00	Yes	0.0%	2.0%	0.00	Yes	0.0%	2.0%	0.00	Yes	HIT
% of Premature Disconnects - CHC/FDT - LNP With Loop Lines - FDT	114-02	H	H	-	MO	B	0.0%	2.0%	0.00	Yes	0.9%	2.0%	0.00	Yes	0.6%	2.0%	0.00	Yes	HIT
CHC/FDT LNP with Loop Provisioning Interval - Coor. Hot Cuts (<10 Lines)	114.1-01	-	-	-	MO	B	100.0%		n/a	-	100.0%		n/a	-	99.6%		n/a	-	-
CHC/FDT LNP with Loop Provisioning Interval - Coor. Hot Cuts (10-24 Lines)	114.1-02	-	-	-	MO	B	100.0%		n/a	-	100.0%		n/a	-	100.0%		n/a	-	-
CHC/FDT LNP with Loop Provisioning Interval - Frame Due Time (<10 Lines)	114.1-03	-	-	-	MO	B	99.1%		n/a	-	97.4%		n/a	-	99.4%		n/a	-	-
CHC/FDT LNP with Loop Provisioning Interval - Frame Due Time (10-24 Lines)	114.1-04	-	-	-	MO	B	100.0%		n/a	-	100.0%		n/a	-	90.0%		n/a	-	-
% Provisioning Trouble Reports (PTR) - CHC	115-01	-	-	-	MO	-	0.0%		n/a	-	1.3%		n/a	-	0.0%		n/a	-	-
% Provisioning Trouble Reports (PTR) - FDT	115-02	-	-	-	MO	-	0.0%		n/a	-	1.6%		n/a	-	0.2%		n/a	-	-
Mean Time to Restore - PTR - CHC	115.1-01	-	-	-	MO	-	n/a		n/a	-	142.0		n/a	-	n/a		n/a	-	-
Mean Time to Restore - PTR - FDT	115.1-02	-	-	-	MO	-	n/a		n/a	-	170.7		n/a	-	344.0		n/a	-	-
% NXXs Loaded/Tested Prior to LERG	117-01	H	H	-	MO	P	25.0%	100.0%	1.98	Base<10	67.3%	66.7%	(0.02)	Yes	94.7%	100.0%	0.47	Yes	HIT
Avg. Delay Days for NXX Loading and Testing	118-01	L	-	-	MO	P	8.7	n/a	n/a	-	6.2	19.0	(12.44)	Yes	18.0	n/a	n/a	-	-
% of Requests Processed within 30 Business Days	120-01	-	-	-	MO	B	100.0%	90.0%	0.00	Base<10	n/a	90.0%	n/a	-	50.0%	90.0%	2.00	Base<10	-
% of Quotes Provided for Authorized BFRs Within 10 Business Days	121-01	H	H	-	MO	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	-	MO	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	-	MO	B	100.0%	90.0%	0.00	Base<10	n/a	90.0%	n/a	-	100.0%	90.0%	0.00	Base<10	-
% of Timely and Compliant Change Management Notices	123-01	-	-	-	CO	-	100.0%		n/a	-	100.0%		n/a	-	0.0%		n/a	-	-
Timely Resolution of significant Software Failures Related with Releases	124-01	H	H	-	CO	B	n/a		n/a	-	n/a		n/a	-	n/a		n/a	-	-

Missouri Aggregated Performance Measures

Version 1.7

Description	PM	Tier 1	Tier 2	Tier3	Area	P/B	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	Aug-01 CLEC	Aug-01 SWBT/ Benchmark	Aug-01 % Yes - Z-Value	Aug-01 92% Result	Overall Result 94%
Total # Submeasures									812				812				812		
# Counted (with z-score and sample size of 10 or more)									301				294				296		
# Not Counted (Base < 10 or n/a)									511				518				516		
Critical Z Value									1.68				1.68				1.68		
Number of Submeasures Met									276				270				271		277
Number of Submeasures Missed									25				24				25		17
Success Ratio - All Measures									**91.7%**				**91.8%**				**91.6%**		**94.2%**
Total # Tier 2 Submeasures									338				338				338		
# Counted (with z-score and sample size of 10 or more)									179				178				179		
# Not Counted (Base < 10 or n/a)									159				160				159		
Number of Submeasures Met									167				166				169		173
Number of Submeasures Missed									12				12				10		6
Success Ratio - Tier 2 Measures Only									**93.3%**				**93.3%**				**94.4%**		**96.6%**
Total # Tier 1 and/or Tier 2 Submeasures									422				422				422		
# Counted (with z-score and sample size of 10 or more)									205				203				204		
# Not Counted (Base < 10 or n/a)									217				219				218		
Number of Submeasures Met									192				189				192		195
Number of Submeasures Missed									13				14				12		8
Success Ratio - Tier 1 and/or Tier 2 Measures									**93.7%**				**93.1%**				**94.1%**		**96.1%**
Total # Tier 3 Submeasures (FCC 20)									368				368				368		
# Counted (with z-score and sample size of 10 or more)									160				156				157		
# Not Counted (Base < 10 or n/a)									208				212				211		
Number of Submeasures Met									150				144				145		151
Number of Submeasures Missed									10				12				12		7
Success Ratio - Tier 3 Measures (FCC 20)									**93.8%**				**92.3%**				**92.4%**		**95.6%**

Notes:

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

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

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

(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.