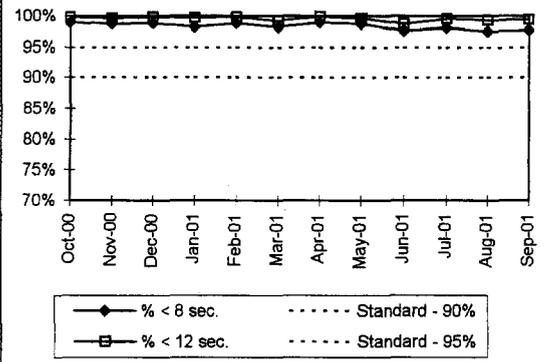


Pre-Ordering/Ordering

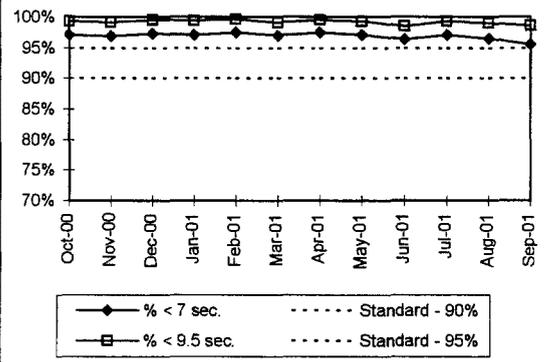
Average Response Time for OSS Pre-Order Interfaces - DATAGATE

The Critical Z-Value applies for all data below through Aug-00; after Aug-00, Critical Z does not apply - parity measured by (Yes = 0; No = 2)

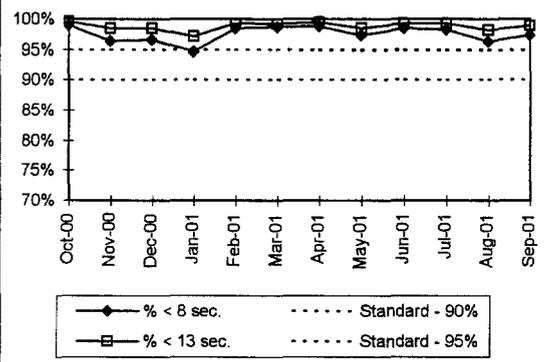
Measurement 2 - 01	Address Verification					
	No. of Transactions	Standard = 90%		Standard = 95%		Benchmark "Z - Value"
		% < 8 sec.	Z-value	% < 12 sec.	Z-value	
Oct-00	294,616	99%	0	100%	0	0
Nov-00	254,031	99%	0	100%	0	0
Dec-00	117,123	99%	0	100%	0	0
Jan-01	124,786	98%	0	100%	0	0
Feb-01	90,916	99%	0	100%	0	0
Mar-01	117,706	98%	0	99%	0	0
Apr-01	97,453	99%	0	100%	0	0
May-01	96,016	99%	0	100%	0	0
Jun-01	95,413	98%	0	99%	0	0
Jul-01	84,076	98%	0	99%	0	0
Aug-01	93,968	97%	0	99%	0	0
Sep-01	107,763	98%	0	99%	0	0



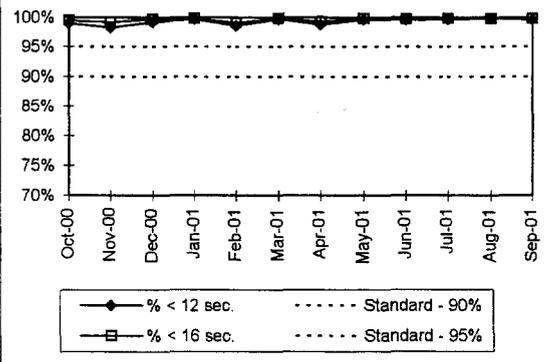
Measurement 2 - 02	Request for Telephone Number					
	No. of Transactions	Standard = 90%		Standard = 95%		Benchmark "Z - Value"
		% < 7 sec.	Z-value	% < 9.5 sec.	Z-value	
Oct-00	117,090	97%	0	99%	0	0
Nov-00	113,267	97%	0	99%	0	0
Dec-00	99,738	97%	0	100%	0	0
Jan-01	114,530	97%	0	99%	0	0
Feb-01	93,699	97%	0	100%	0	0
Mar-01	128,336	97%	0	99%	0	0
Apr-01	114,597	97%	0	100%	0	0
May-01	99,740	97%	0	99%	0	0
Jun-01	108,153	96%	0	98%	0	0
Jul-01	90,834	97%	0	99%	0	0
Aug-01	90,744	96%	0	99%	0	0
Sep-01	51,418	96%	0	99%	0	0



Measurement 2 - 03	Request for CSR					
	No. of Transactions	Standard = 90%		Standard = 95%		Benchmark "Z - Value"
		% < 8 sec.	Z-value	% < 13 sec.	Z-value	
Oct-00	361,825	99%	0	100%	0	0
Nov-00	432,465	96%	0	98%	0	0
Dec-00	301,877	97%	0	99%	0	0
Jan-01	318,272	95%	0	97%	0	0
Feb-01	367,603	98%	0	99%	0	0
Mar-01	399,756	99%	0	99%	0	0
Apr-01	601,028	99%	0	100%	0	0
May-01	278,564	97%	0	99%	0	0
Jun-01	401,486	98%	0	99%	0	0
Jul-01	359,192	98%	0	99%	0	0
Aug-01	451,641	96%	0	98%	0	0
Sep-01	317,663	97%	0	99%	0	0



Measurement 2 - 04	Service Availability					
	No. of Transactions	Standard = 90%		Standard = 95%		Benchmark "Z - Value"
		% < 12 sec.	Z-value	% < 16 sec.	Z-value	
Oct-00	336,494	99%	0	100%	0	0
Nov-00	337,490	98%	0	99%	0	0
Dec-00	304,262	99%	0	100%	0	0
Jan-01	358,161	100%	0	100%	0	0
Feb-01	258,489	99%	0	99%	0	0
Mar-01	336,206	100%	0	100%	0	0
Apr-01	303,397	99%	0	99%	0	0
May-01	294,391	100%	0	100%	0	0
Jun-01	317,852	100%	0	100%	0	0
Jul-01	241,351	100%	0	100%	0	0
Aug-01	219,001	100%	0	100%	0	0
Sep-01	128,209	100%	0	100%	0	0

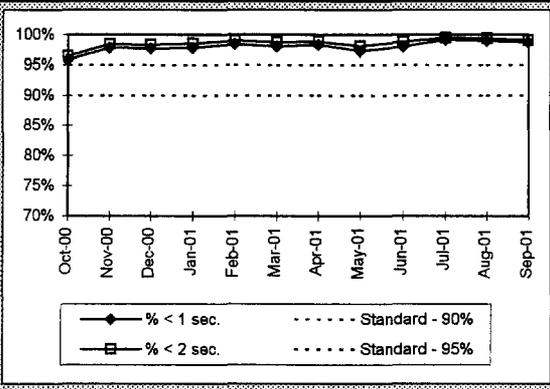


Pre-Ordering/Ordering

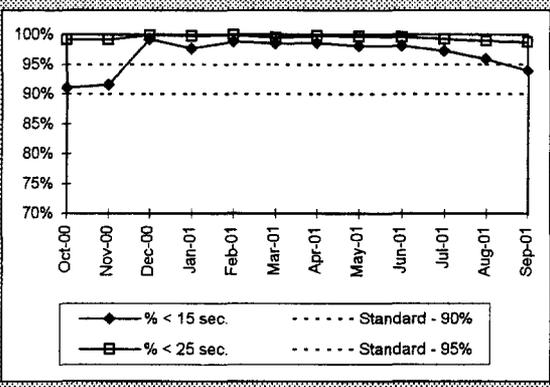
Average Response Time for OSS Pre-Order Interfaces - DATAGATE

The Critical Z-Value applies for all data below through Aug-00; after Aug-00, Critical Z does not apply - parity measured by (Yes = 0; No = 2)

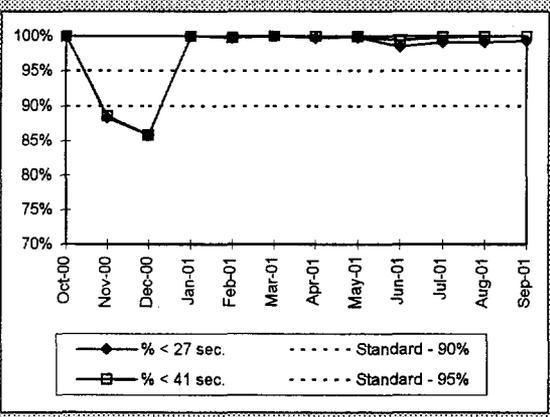
Measurement 2 - 05	Service Appointment Scheduling					Benchmark "Z - Value"
	No. of Transactions	Standard = 90%		Standard = 95%		
		% < 1 sec.	Z-value	% < 2 sec.	Z-value	
Oct-00	295,488	98%	0	98%	0	0
Nov-00	304,882	98%	0	98%	0	0
Dec-00	274,698	98%	0	98%	0	0
Jan-01	323,136	98%	0	99%	0	0
Feb-01	233,656	98%	0	99%	0	0
Mar-01	307,730	98%	0	99%	0	0
Apr-01	271,363	98%	0	99%	0	0
May-01	253,010	97%	0	98%	0	0
Jun-01	253,618	98%	0	99%	0	0
Jul-01	185,456	99%	0	99%	0	0
Aug-01	172,332	99%	0	99%	0	0
Sep-01	100,417	99%	0	99%	0	0



Measurement 2 - 06	Dispatch Required					Benchmark "Z - Value"
	No. of Transactions	Standard = 90%		Standard = 95%		
		% < 15 sec.	Z-value	% < 25 sec.	Z-value	
Oct-00	44,476	91%	0	99%	0	0
Nov-00	45,749	92%	0	99%	0	0
Dec-00	41,555	99%	0	100%	0	0
Jan-01	51,428	98%	0	100%	0	0
Feb-01	40,039	99%	0	100%	0	0
Mar-01	55,397	99%	0	100%	0	0
Apr-01	45,223	99%	0	100%	0	0
May-01	33,782	98%	0	100%	0	0
Jun-01	28,530	98%	0	100%	0	0
Jul-01	20,971	97%	0	99%	0	0
Aug-01	19,993	96%	0	99%	0	0
Sep-01	9,524	94%	0	99%	0	0

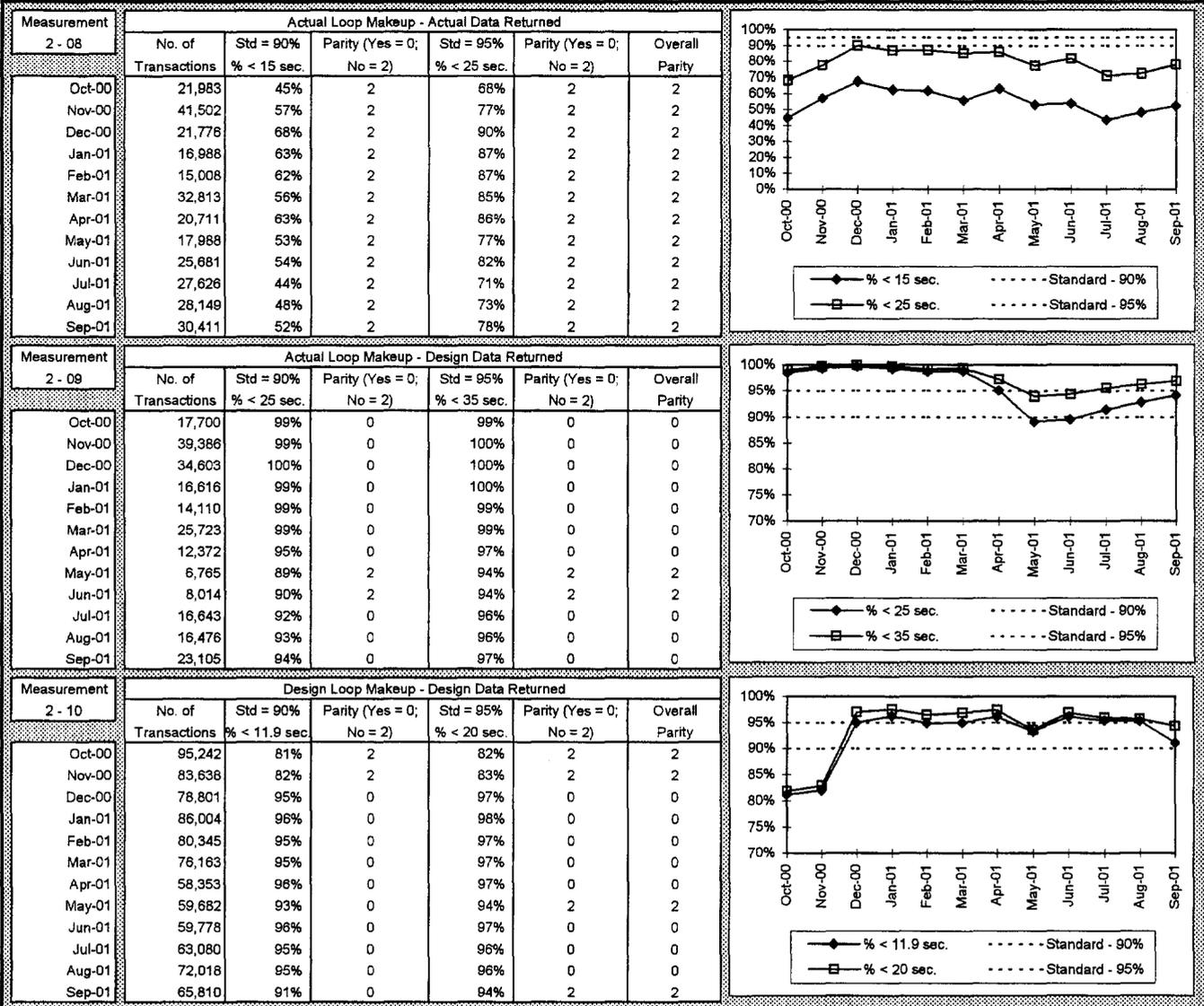


Measurement 2 - 07	PIC					Benchmark "Z - Value"
	Thru Aug-00, Benchmarks are 39 sec./60 sec; After Aug-00 as below					
	No. of Transactions	Standard = 90%		Standard = 95%		
% < 27 sec.		Z-value	% < 41 sec.	Z-value		
Oct-00	196,539	100%	0	100%	0	0
Nov-00	186,281	88%	2	89%	2	2
Dec-00	149,721	86%	2	86%	2	2
Jan-01	167,745	100%	0	100%	0	0
Feb-01	124,407	100%	0	100%	0	0
Mar-01	170,299	100%	0	100%	0	0
Apr-01	156,501	100%	0	100%	0	0
May-01	156,799	100%	0	100%	0	0
Jun-01	161,270	98%	0	99%	0	0
Jul-01	134,395	99%	0	100%	0	0
Aug-01	138,688	99%	0	100%	0	0
Sep-01	71,518	99%	0	100%	0	0



Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - DATAGATE

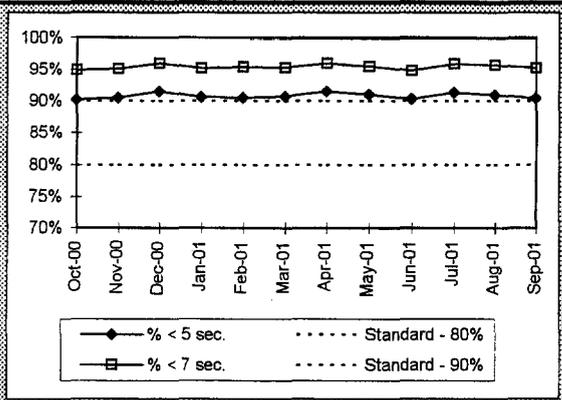


Pre-Ordering/Ordering

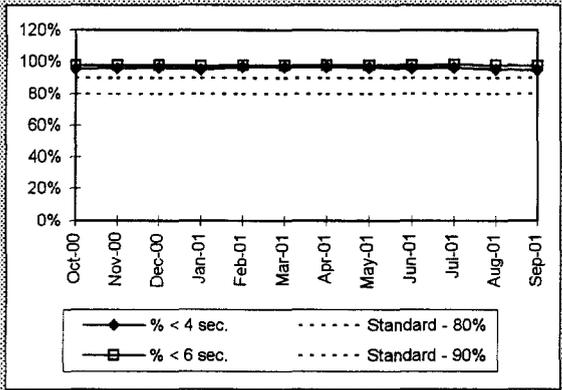
Average Response Time for OSS Pre-Order Interfaces - VERIGATE

The Critical Z-Value applies for all data below through Aug-00; after Aug-00, Critical Z does not apply - parity measured by (Yes = 0; No = 2)

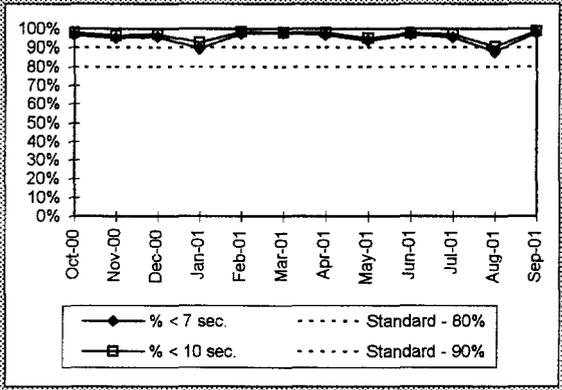
Measurement 2 - 11	Address Verification					
	No. of Transactions	Standard = 80%		Standard = 90%		Benchmark "Z - Value"
		% < 5 sec.	Z-value	% < 7 sec.	Z-value	
Oct-00	121,801	90%	0	95%	0	0
Nov-00	126,926	90%	0	95%	0	0
Dec-00	118,902	91%	0	96%	0	0
Jan-01	166,884	91%	0	95%	0	0
Feb-01	177,876	91%	0	95%	0	0
Mar-01	194,789	91%	0	95%	0	0
Apr-01	186,679	91%	0	96%	0	0
May-01	197,824	91%	0	96%	0	0
Jun-01	197,031	90%	0	95%	0	0
Jul-01	208,194	91%	0	96%	0	0
Aug-01	243,623	91%	0	96%	0	0
Sep-01	197,404	90%	0	95%	0	0



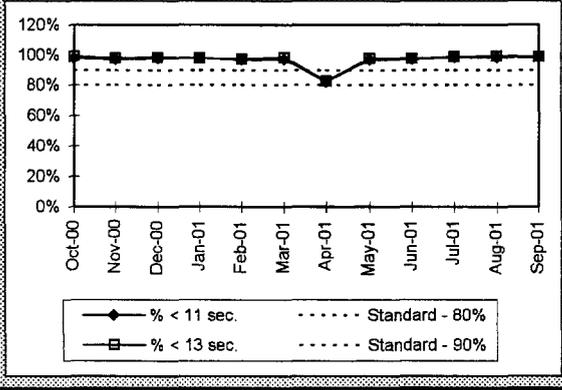
Measurement 2 - 12	Request for Telephone Number					
	No. of Transactions	Standard = 80%		Standard = 90%		Benchmark "Z - Value"
		% < 4 sec.	Z-value	% < 6 sec.	Z-value	
Oct-00	44,189	95%	0	98%	0	0
Nov-00	52,103	96%	0	98%	0	0
Dec-00	46,855	96%	0	98%	0	0
Jan-01	74,964	95%	0	98%	0	0
Feb-01	83,910	97%	0	98%	0	0
Mar-01	94,403	97%	0	98%	0	0
Apr-01	97,456	97%	0	98%	0	0
May-01	109,684	96%	0	98%	0	0
Jun-01	109,563	96%	0	98%	0	0
Jul-01	114,329	96%	0	98%	0	0
Aug-01	137,969	95%	0	98%	0	0
Sep-01	119,239	95%	0	97%	0	0



Measurement 2 - 13	Request for CSR					
	No. of Transactions	Standard = 80%		Standard = 90%		Benchmark "Z - Value"
		% < 7 sec.	Z-value	% < 10 sec.	Z-value	
Oct-00	257,020	97%	0	98%	0	0
Nov-00	295,837	95%	0	97%	0	0
Dec-00	284,186	96%	0	97%	0	0
Jan-01	371,385	90%	0	93%	0	0
Feb-01	421,849	97%	0	98%	0	0
Mar-01	345,528	98%	0	98%	0	0
Apr-01	329,434	97%	0	98%	0	0
May-01	326,350	94%	0	95%	0	0
Jun-01	315,186	97%	0	98%	0	0
Jul-01	316,110	95%	0	97%	0	0
Aug-01	350,450	88%	0	90%	0	0
Sep-01	350,817	98%	0	99%	0	0



Measurement 2 - 14	Service Availability					
	No. of Transactions	Standard = 80%		Standard = 90%		Benchmark "Z - Value"
		% < 11 sec.	Z-value	% < 13 sec.	Z-value	
Oct-00	1,009	98%	0	99%	0	0
Nov-00	1,127	97%	0	98%	0	0
Dec-00	1,471	98%	0	98%	0	0
Jan-01	1,457	98%	0	98%	0	0
Feb-01	1,350	97%	0	97%	0	0
Mar-01	1,412	97%	0	98%	0	0
Apr-01	1,701	82%	0	83%	2	2
May-01	1,582	97%	0	97%	0	0
Jun-01	1,677	97%	0	98%	0	0
Jul-01	1,769	99%	0	99%	0	0
Aug-01	1,623	98%	0	99%	0	0
Sep-01	1,401	98%	0	99%	0	0

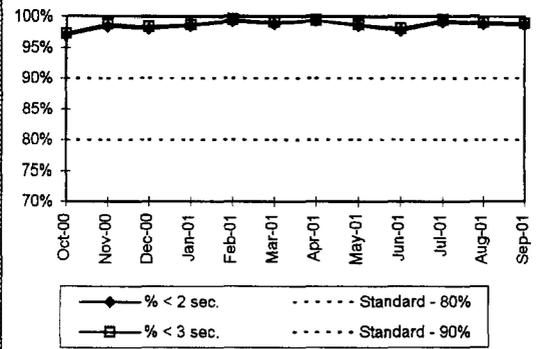


Pre-Ordering/Ordering

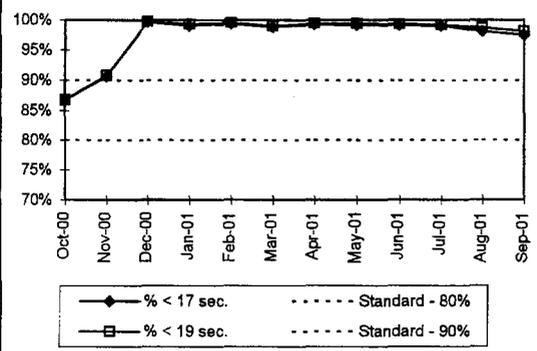
**Average Response Time for OSS Pre-Order Interfaces - VERIGATE**

The Critical Z-Value applies for all data below through Aug-00; after Aug-00, Critical Z does not apply - parity measured by (Yes = 0; No = 2)

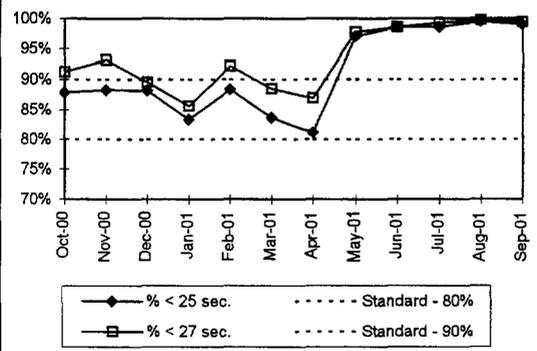
Measurement 2 - 15	Service Appointment Scheduling					
	No. of Transactions	Standard = 80%		Standard = 90%		Benchmark "Z - Value"
		% < 2 sec.	Z-value	% < 3 sec.	Z-value	
Oct-00	20,491	97%	0	97%	0	0
Nov-00	21,659	98%	0	99%	0	0
Dec-00	21,077	98%	0	98%	0	0
Jan-01	30,906	98%	0	99%	0	0
Feb-01	33,478	99%	0	99%	0	0
Mar-01	35,099	99%	0	99%	0	0
Apr-01	35,399	99%	0	99%	0	0
May-01	41,322	98%	0	99%	0	0
Jun-01	38,525	98%	0	98%	0	0
Jul-01	36,646	99%	0	99%	0	0
Aug-01	41,936	99%	0	99%	0	0
Sep-01	35,217	99%	0	99%	0	0



Measurement 2 - 16	Dispatch Required					
	No. of Transactions	Standard = 80%		Standard = 90%		Benchmark "Z - Value"
		% < 17 sec.	Z-value	% < 19 sec.	Z-value	
Oct-00	10,658	87%	0	87%	2	2
Nov-00	13,703	91%	0	91%	0	0
Dec-00	12,964	100%	0	100%	0	0
Jan-01	19,275	99%	0	99%	0	0
Feb-01	21,522	99%	0	99%	0	0
Mar-01	23,984	99%	0	99%	0	0
Apr-01	24,966	99%	0	99%	0	0
May-01	29,815	99%	0	99%	0	0
Jun-01	30,023	99%	0	99%	0	0
Jul-01	30,784	99%	0	99%	0	0
Aug-01	36,789	98%	0	99%	0	0
Sep-01	32,786	97%	0	98%	0	0



Measurement 2 - 17	PIC					
	No. of Transactions	Standard = 80%		Standard = 90%		Benchmark "Z - Value"
		% < 25 sec.	Z-value	% < 27 sec.	Z-value	
Oct-00	295	88%	0	91%	0	0
Nov-00	290	88%	0	93%	0	0
Dec-00	236	88%	0	89%	2	2
Jan-01	395	83%	0	86%	2	2
Feb-01	370	88%	0	92%	0	0
Mar-01	416	84%	0	88%	2	2
Apr-01	441	81%	0	87%	2	2
May-01	543	97%	0	98%	0	0
Jun-01	551	99%	0	99%	0	0
Jul-01	578	99%	0	99%	0	0
Aug-01	616	100%	0	100%	0	0
Sep-01	480	99%	0	99%	0	0



Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - VERIGATE

Measurement 2 - 18	Actual Loop Makeup - Actual Data Returned					
	No. of Transactions	Standard = 80%		Standard = 90%		Benchmark "Z - Value"
		% < 17 sec.	Z-value	% < 19 sec.	Z-value	
Oct-00	15,010	74%	2	77%	2	2
Nov-00	14,411	75%	2	78%	2	2
Dec-00	10,397	78%	2	83%	2	2
Jan-01	13,332	69%	2	74%	2	2
Feb-01	11,005	67%	2	72%	2	2
Mar-01	11,990	65%	2	71%	2	2
Apr-01	10,324	59%	2	65%	2	2
May-01	7,179	54%	2	59%	2	2
Jun-01	6,911	56%	2	62%	2	2
Jul-01	6,116	55%	2	61%	2	2
Aug-01	6,838	52%	2	58%	2	2
Sep-01	4,713	45%	2	51%	2	2

Measurement 2 - 19	Actual Loop Makeup - Design Data Returned					
	No. of Transactions	Standard = 80%		Standard = 90%		Benchmark "Z - Value"
		% < 27 sec.	Z-value	% < 29 sec.	Z-value	
Dec-00	3,826	96%	2	96%	2	2
Jan-01	8,569	92%	0	92%	0	0
Feb-01	7,789	92%	0	93%	0	0
Mar-01	7,322	94%	0	94%	0	0
Apr-01	5,826	85%	0	86%	2	2
May-01	3,863	78%	2	79%	2	2
Jun-01	4,093	84%	0	85%	2	2
Jul-01	3,231	86%	0	87%	2	2
Aug-01	3,686	83%	0	84%	2	2
Sep-01	2,796	81%	0	83%	2	2

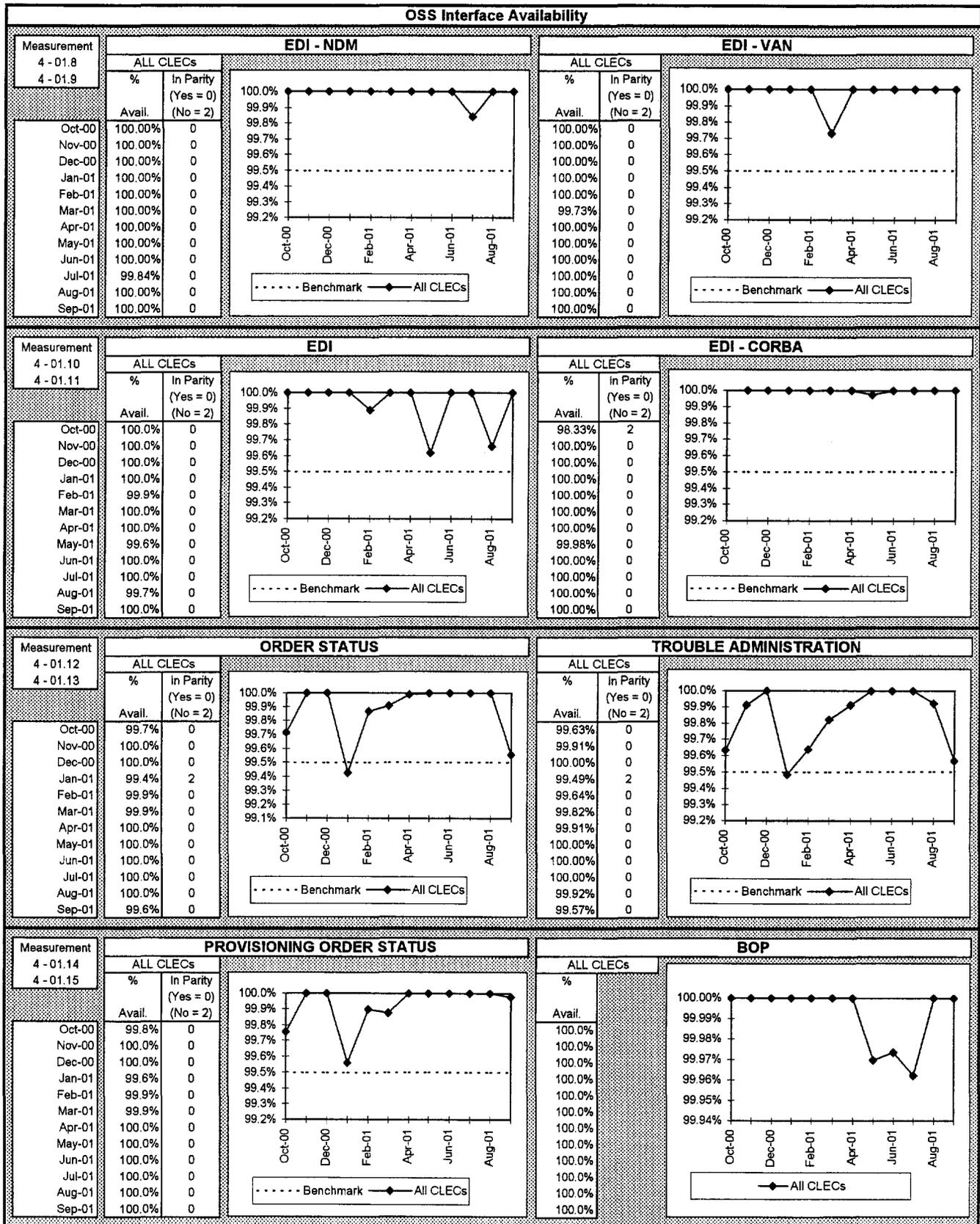
Measurement 2 - 20	Design Loop Makeup - Design Data Returned					
	No. of Transactions	Standard = 80%		Standard = 90%		Benchmark "Z - Value"
		% < 13.5 sec.	Z-value	% < 15 sec.	Z-value	
Oct-00	3,668	80%	2	80%	2	2
Nov-00	4,209	86%	0	86%	2	2
Dec-00	3,517	95%	0	96%	0	0
Jan-01	4,446	93%	0	93%	0	0
Feb-01	4,488	90%	0	91%	0	0
Mar-01	4,585	92%	0	93%	0	0
Apr-01	4,902	94%	0	95%	0	0
May-01	3,299	89%	0	89%	2	2
Jun-01	3,113	95%	0	95%	0	0
Jul-01	2,903	94%	0	94%	0	0
Aug-01	2,835	94%	0	94%	0	0
Sep-01	1,895	91%	0	92%	0	0

General System Availability

OSS Interface Availability

Measurement		ALL CLECs		DataGate		VeriGate	
4 - 01.1	4 - 01.2	%	In Parity (Yes = 0)				
		Avail.	(No = 2)				
Oct-00		99.7%	0				
Nov-00		100.0%	0				
Dec-00		100.0%	0				
Jan-01		100.0%	0				
Feb-01		99.9%	0				
Mar-01		100.0%	0				
Apr-01		99.9%	0				
May-01		99.9%	0				
Jun-01		99.9%	0				
Jul-01		100.0%	0				
Aug-01		100.0%	0				
Sep-01		100.0%	0				
Measurement		ALL CLECs		LEX		Toolbar	
4 - 01.3	4 - 01.4	%	In Parity (Yes = 0)				
		Avail.	(No = 2)				
Oct-00		98.6%	2				
Nov-00		99.2%	2				
Dec-00		100.0%	0				
Jan-01		97.2%	2				
Feb-01		99.9%	0				
Mar-01		99.8%	0				
Apr-01		100.0%	0				
May-01		100.0%	0				
Jun-01		100.0%	0				
Jul-01		100.0%	0				
Aug-01		100.0%	0				
Sep-01		100.0%	0				
Measurement		ALL CLECs		LRAF			
4 - 01.5		%	In Parity (Yes = 0)				
		Avail.	(No = 2)				
Oct-00		100.0%	0				
Nov-00		100.0%	0				
Dec-00		100.0%	0				
Jan-01		100.0%	0				
Feb-01		100.0%	0				
Mar-01		100.0%	0				
Apr-01		100.0%	0				
May-01		100.0%	0				
Jun-01		100.0%	0				
Jul-01		100.0%	0				
Aug-01		99.8%	0				
Sep-01		100.0%	0				
Measurement		ALL CLECs		EDI - FTP		EDI - IA (SSL3)	
4 - 01.6	4 - 01.7	%	In Parity (Yes = 0)				
		Avail.	(No = 2)				
Oct-00		100.00%	0				
Nov-00		100.00%	0				
Dec-00		100.00%	0				
Jan-01		100.00%	0				
Feb-01		100.00%	0				
Mar-01		100.00%	0				
Apr-01		100.00%	0				
May-01		100.00%	0				
Jun-01		100.00%	0				
Jul-01		99.84%	0				
Aug-01		100.00%	0				
Sep-01		100.00%	0				

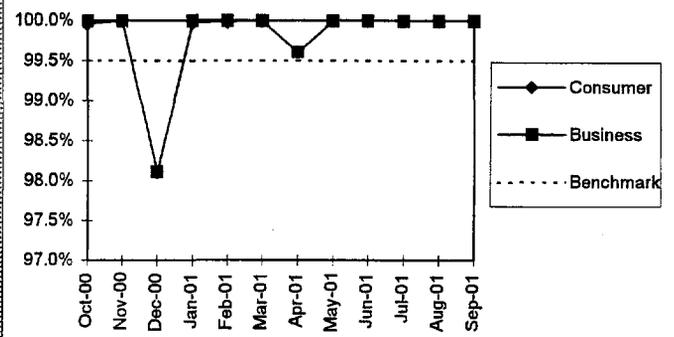
General System Availability

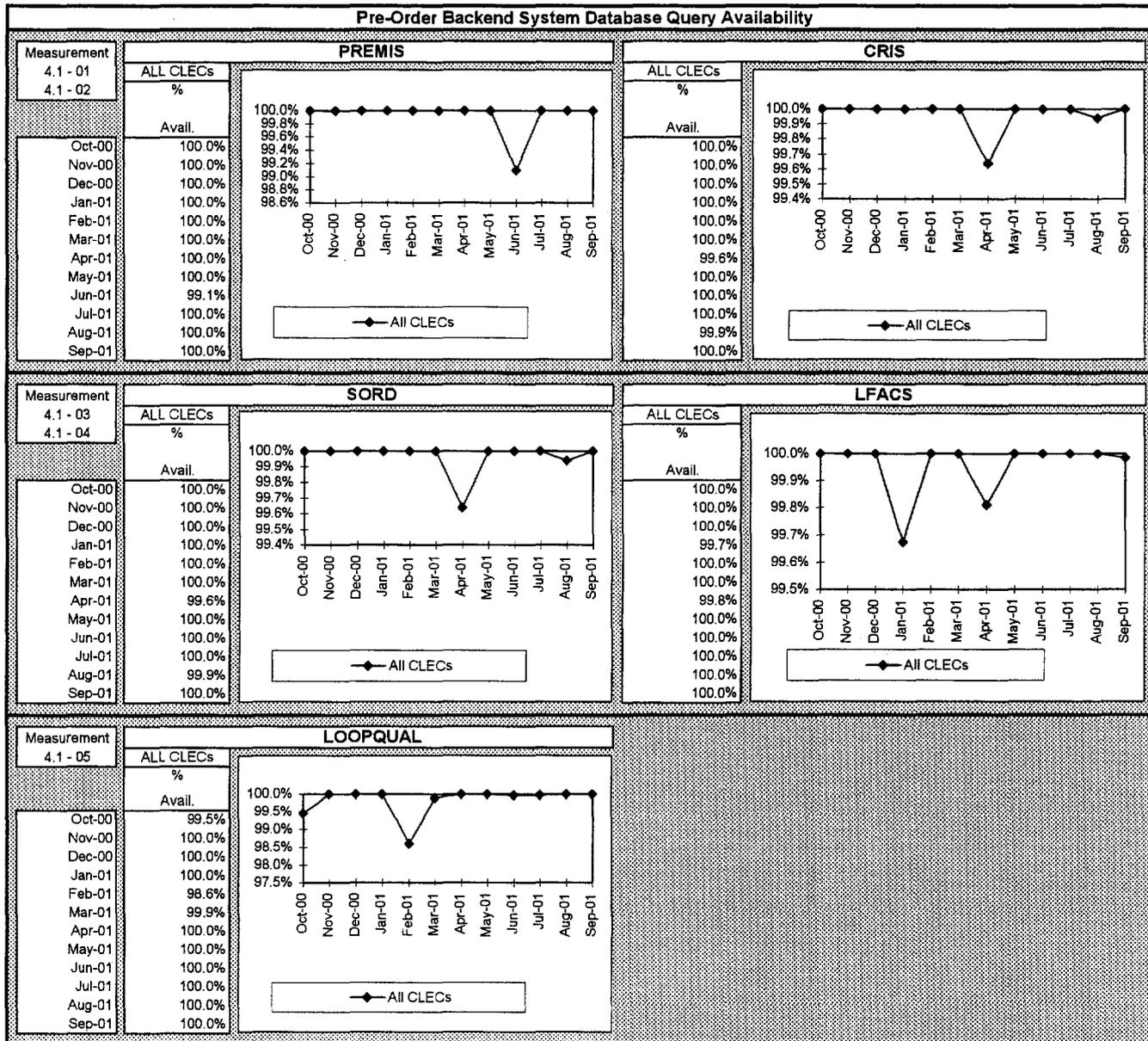


EASE Availability is reported in state specific reports

EASE Availability - By Division (CPU Platform)

Measurement 4 - 02 / 03	Consumer		Business	
	Percent Availability	In Parity (Yes = 0) (No = 2)	Percent Availability	In Parity (Yes = 0) (No = 2)
Oct-00	100.0%	0	100.0%	0
Nov-00	100.0%	0	100.0%	0
Dec-00	98.1%	2	98.1%	2
Jan-01	100.0%	0	100.0%	0
Feb-01	100.0%	0	100.0%	0
Mar-01	100.0%	0	100.0%	0
Apr-01	99.6%	0	99.6%	0
May-01	100.0%	0	100.0%	0
Jun-01	100.0%	0	100.0%	0
Jul-01	100.0%	0	100.0%	0
Aug-01	100.0%	0	100.0%	0
Sep-01	100.0%	0	100.0%	0

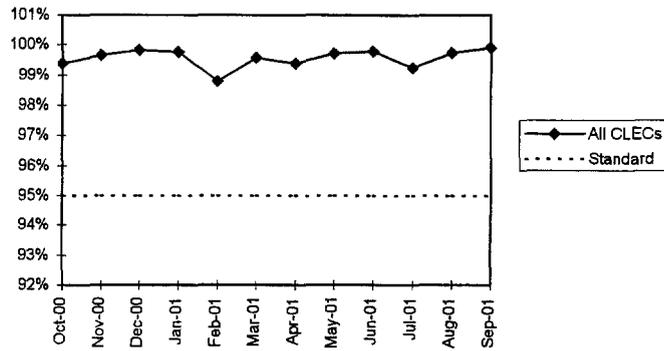




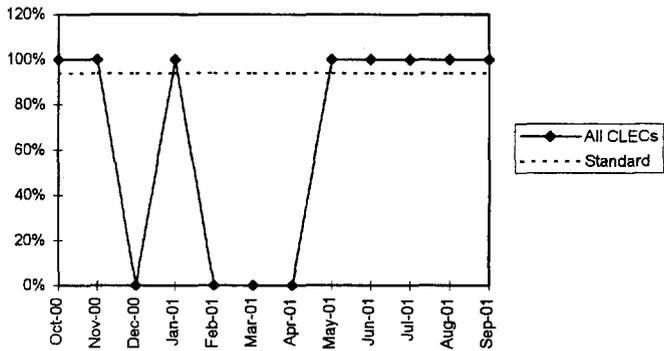
**Percent Firm Order Confirmations (FOCs) received within "x" hours - Mechanized - LEX**

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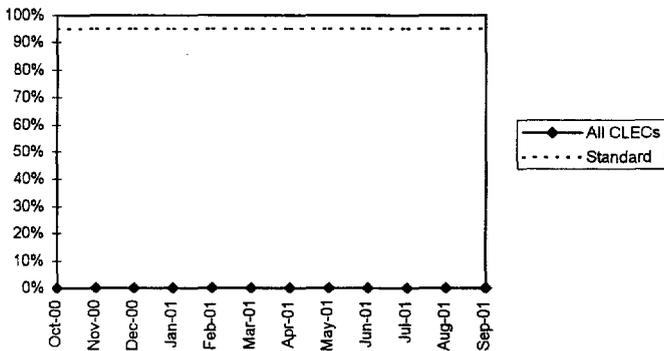
Measurement 5 - 01	Residence and Simple Business				
	All CLECs				
	No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Highest 5/6%	Z-Value
Oct-00	2,740	2,723	99.4%		-4.38
Nov-00	1,691	1,685	99.6%	4.48	0
Dec-00	1,177	1,175	99.8%	4.70	0
Jan-01	2,594	2,588	99.8%	4.38	0
Feb-01	2,063	2,038	98.8%	4.87	0
Mar-01	2,314	2,304	99.6%	4.52	0
Apr-01	2,144	2,131	99.4%	4.61	0
May-01	2,499	2,492	99.7%	4.21	0
Jun-01	3,166	3,159	99.8%	4.30	0
Jul-01	4,264	4,232	99.2%	4.50	0
Aug-01	4,937	4,924	99.7%	4.31	0
Sep-01	4,055	4,051	99.9%	4.07	0
<b>12 Mo. Total</b>	<b>33,644</b>	<b>33,502</b>	<b>99.6%</b>		



Measurement 5 - 02	Complex Business (1 - 200 Lines)				
	All CLECs				
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Highest 5/6%	Z-Value
Oct-00	88	88	100.0%		-6
Nov-00	57	57	100.0%	17.45	0
Dec-00	0	0	n/a		n/a
Jan-01	1	1	100.0%		0
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	3	3	100.0%		0
Jun-01	6	6	100.0%		0
Jul-01	6	6	100.0%		0
Aug-01	6	6	100.0%		0
Sep-01	9	9	100.0%		0
<b>12 Mo. Total</b>	<b>176</b>	<b>176</b>	<b>100.0%</b>		



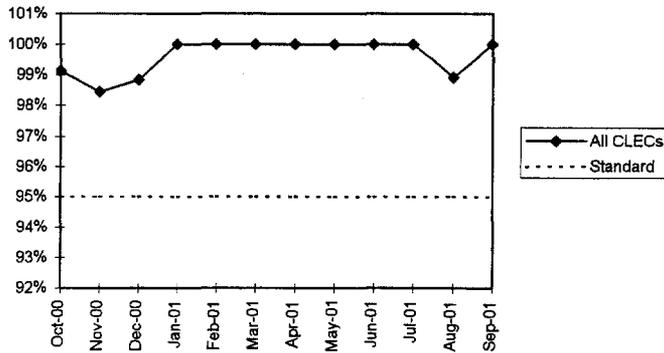
Measurement 5 - 03	Complex Business (200+ Lines)				
	All CLECs				
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>0</b>	<b>0</b>	<b>n/a</b>		



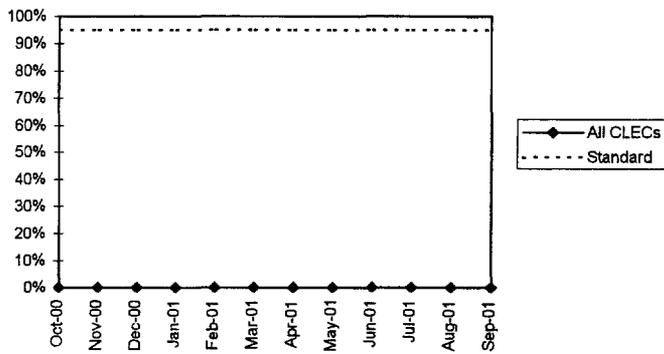
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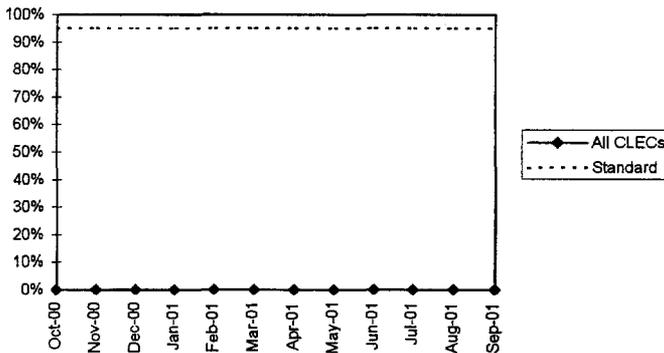
Measurement 5 - 04	UNE Loop (1 - 49)				
	All CLECs				
	No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Highest 5/6%	Z-Value
Oct-00	227	225	99.1%		-4.12
Nov-00	192	189	98.4%	11.56	0
Dec-00	171	169	98.8%	5.16	0
Jan-01	91	91	100.0%	4.15	0
Feb-01	57	57	100.0%	4.66	0
Mar-01	71	71	100.0%	4.04	0
Apr-01	53	53	100.0%	4.72	0
May-01	172	172	100.0%	4.09	0
Jun-01	90	90	100.0%	4.18	0
Jul-01	94	94	100.0%	4.37	0
Aug-01	276	273	98.9%	4.88	0
Sep-01	142	142	100.0%	4.46	0
<b>12 Mo. Total</b>	<b>1,636</b>	<b>1,626</b>	<b>99.4%</b>		



Measurement 5 - 05	UNE Loop (50 +)				
	All CLECs				
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>0</b>	<b>0</b>	<b>n/a</b>		



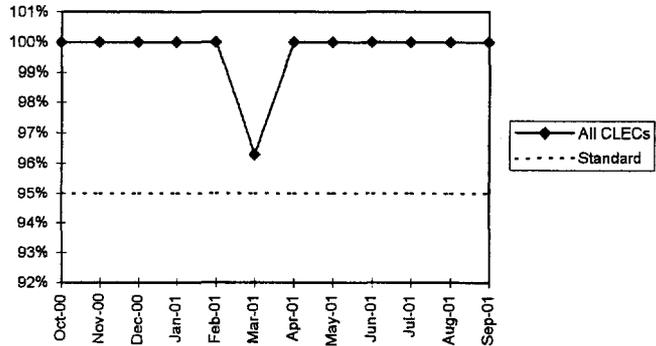
Measurement 5 - 06	Switch Ports				
	All CLECs				
	No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>0</b>	<b>0</b>	<b>n/a</b>		



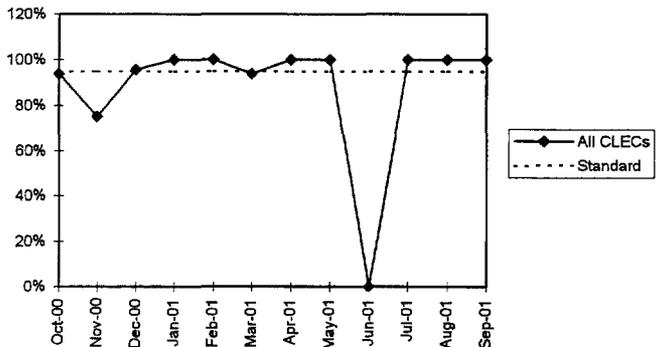
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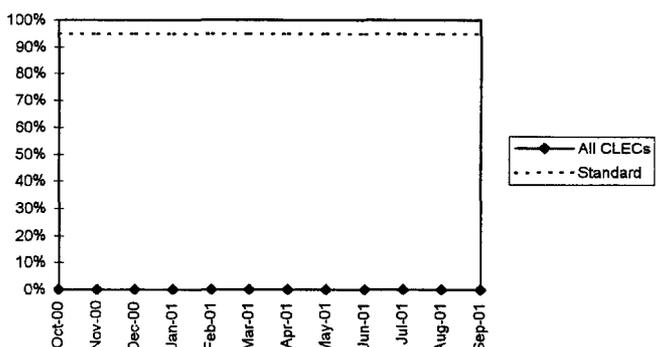
Measurement 5 - 07	Residence and Simple Business LNP Only (1-19)				
	No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Highest 5/6%	Z-Value
Oct-00	45	45	100.0%		-5
Nov-00	67	67	100.0%	4.65	0
Dec-00	151	151	100.0%	4.54	0
Jan-01	95	95	100.0%	3.65	0
Feb-01	36	36	100.0%	4.27	0
Mar-01	27	26	96.3%	5.70	0
Apr-01	28	28	100.0%	4.82	0
May-01	14	14	100.0%	3.93	0
Jun-01	20	20	100.0%	4.37	0
Jul-01	15	15	100.0%	4.58	0
Aug-01	23	23	100.0%	4.92	0
Sep-01	12	12	100.0%	4.08	0
<b>12 Mo. Total</b>	<b>533</b>	<b>532</b>	<b>99.8%</b>		



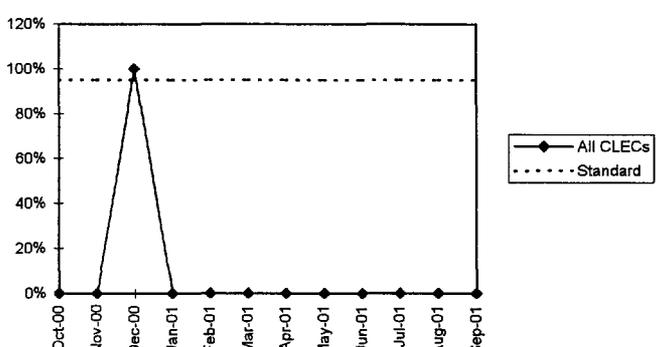
Measurement 5 - 08	Residence and Simple Business With Loop (1 - 19)				
	No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Highest 5/6%	Z-Value
Oct-00	32	30	93.8%		1.25
Nov-00	16	12	75.0%		2
Dec-00	23	22	95.7%	6.43	0
Jan-01	13	13	100.0%	4.97	0
Feb-01	6	6	100.0%		0
Mar-01	16	15	93.8%		2
Apr-01	7	7	100.0%		0
May-01	2	2	100.0%		0
Jun-01	0	0	n/a		n/a
Jul-01	5	5	100.0%		0
Aug-01	47	47	100.0%	4.51	0
Sep-01	29	29	100.0%	4.95	0
<b>12 Mo. Total</b>	<b>196</b>	<b>188</b>	<b>95.9%</b>		



Measurement 5 - 09	LNP Only (20+)				
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>0</b>	<b>0</b>	<b>n/a</b>		



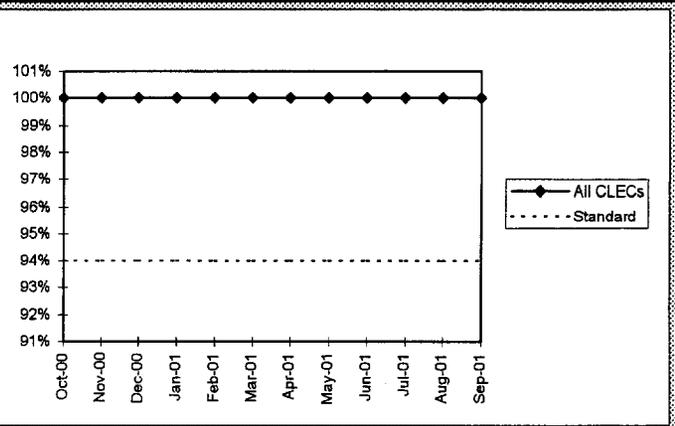
Measurement 5 - 10	LNP with Loop (20 +)				
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	1	0	0.0%		95
Dec-00	1	1	100.0%	0.00	-5
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>2</b>	<b>1</b>	<b>50.0%</b>		



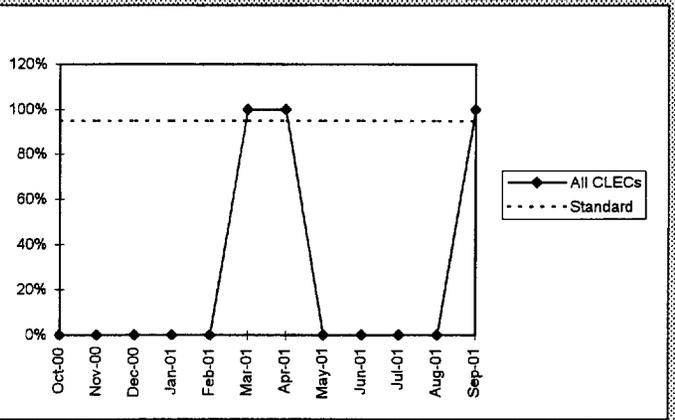
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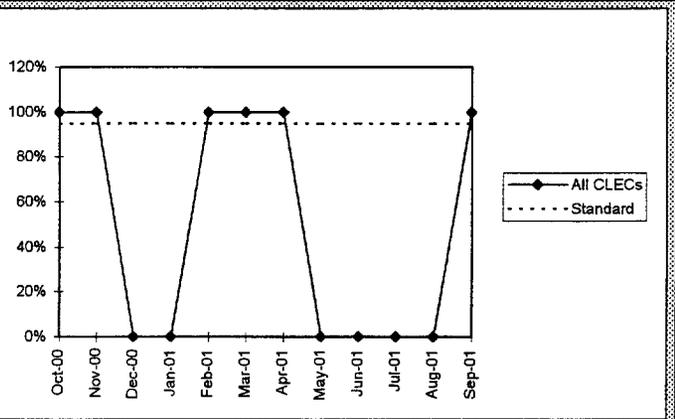
Measurement 5 - 11	LNP Complex Business (1 - 19 Lines)				
	All CLECs				
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Highest 5/6%	Z-Value
Oct-00	9	9	100.0%		-6
Nov-00	10	10	100.0%	23.05	0
Dec-00	3	3	100.0%		0
Jan-01	3	3	100.0%		0
Feb-01	18	18	100.0%	19.47	0
Mar-01	16	16	100.0%	17.68	0
Apr-01	9	9	100.0%		0
May-01	2	2	100.0%		0
Jun-01	4	4	100.0%		0
Jul-01	5	5	100.0%		0
Aug-01	15	15	100.0%	18.40	0
Sep-01	10	10	100.0%	18.08	0
<b>12 Mo. Total</b>	<b>104</b>	<b>104</b>	<b>100.0%</b>		



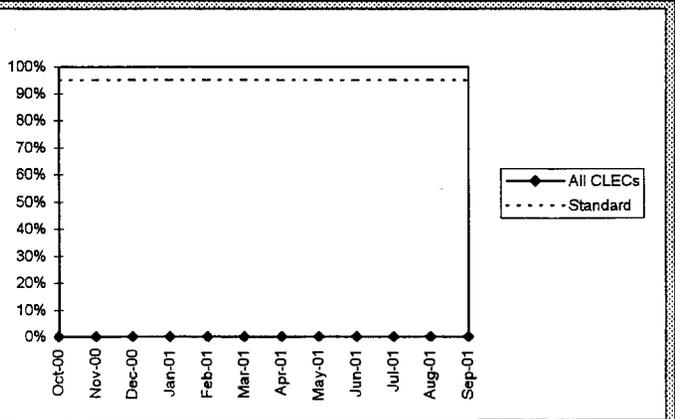
Measurement 5 - 12	LNP Complex Business (20 - 50 Lines)				
	All CLECs				
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	2	2	100.0%		0
Apr-01	2	2	100.0%		0
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	1	1	100.0%		0
<b>12 Mo. Total</b>	<b>5</b>	<b>5</b>	<b>100.0%</b>		



Measurement 5 - 13	LNP Complex Business (50 + Lines)				
	All CLECs				
	No. of Orders	# Received On Time	% Received On Time	Highest 5/6%	Z-Value
Oct-00	1	1	100.0%		-5
Nov-00	1	1	100.0%		0
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	4	4	100.0%		0
Mar-01	6	6	100.0%		0
Apr-01	6	6	100.0%		0
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	6	6	100.0%		0
<b>12 Mo. Total</b>	<b>24</b>	<b>24</b>	<b>100.0%</b>		



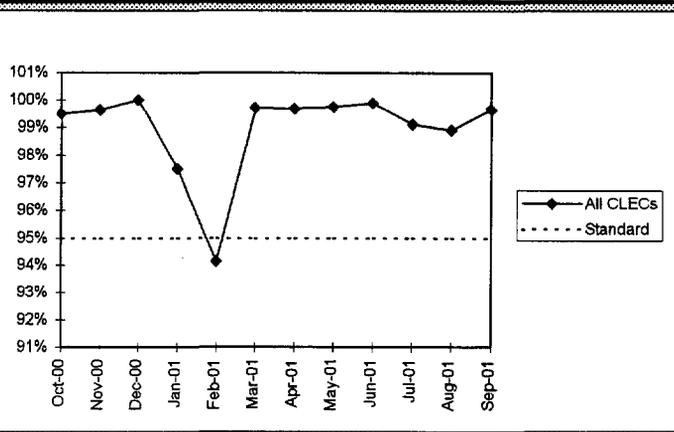
Measurement 5 - 14	MBOS Related Services				
	All CLECs				
	No. of Orders	# Received On Time	% Received On Time	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>0</b>	<b>0</b>	<b>n/a</b>		



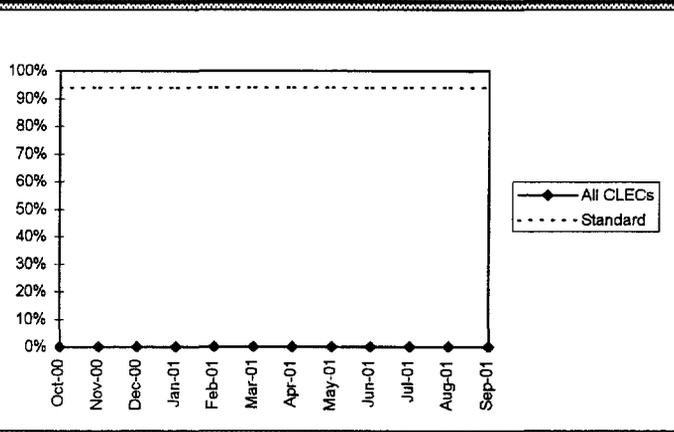
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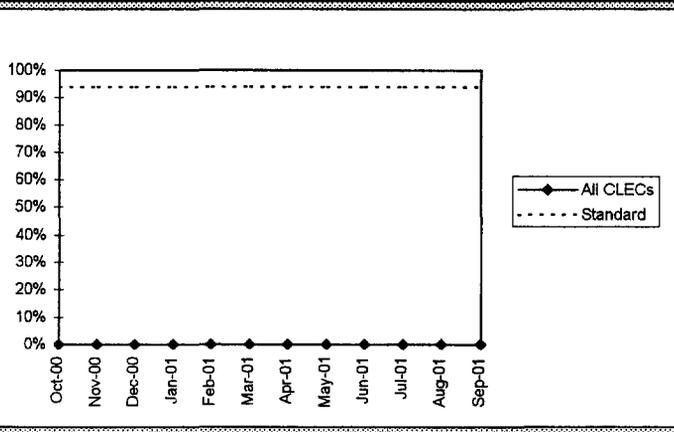
Measurement 5 - 15	Residence and Simple Business				
	All CLECs				
	No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Highest 5/6%	Z-Value
Oct-00	809	805	99.5%		-4.51
Nov-00	576	574	99.7%	3.80	0
Dec-00	540	540	100.0%	2.85	0
Jan-01	1,321	1,288	97.5%	5.45	0
Feb-01	1,351	1,272	94.2%		2
Mar-01	1,368	1,364	99.7%	3.96	0
Apr-01	1,268	1,264	99.7%	2.98	0
May-01	1,706	1,702	99.8%	2.87	0
Jun-01	2,518	2,515	99.9%	2.95	0
Jul-01	1,601	1,587	99.1%	4.17	0
Aug-01	1,213	1,200	98.9%	4.11	0
Sep-01	917	914	99.7%	3.99	0
<b>12 Mo. Total</b>	<b>15,188</b>	<b>15,025</b>	<b>98.9%</b>		



Measurement 5 - 16	Complex Business (1 - 200 Lines)				
	All CLECs				
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>0</b>	<b>0</b>	<b>n/a</b>		



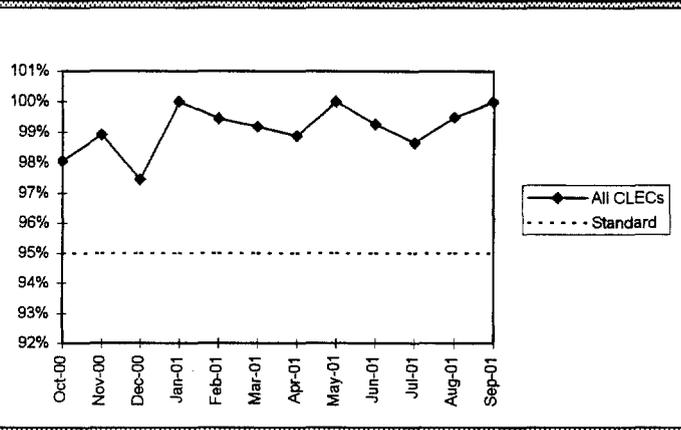
Measurement 5 - 17	Complex Business (200+ Lines)				
	All CLECs				
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>0</b>	<b>0</b>	<b>n/a</b>		



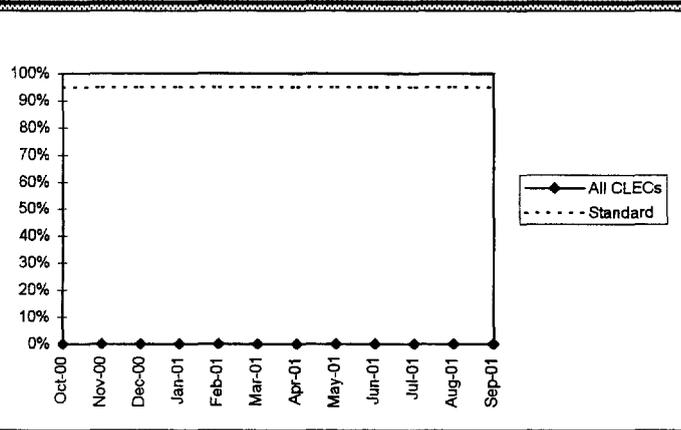
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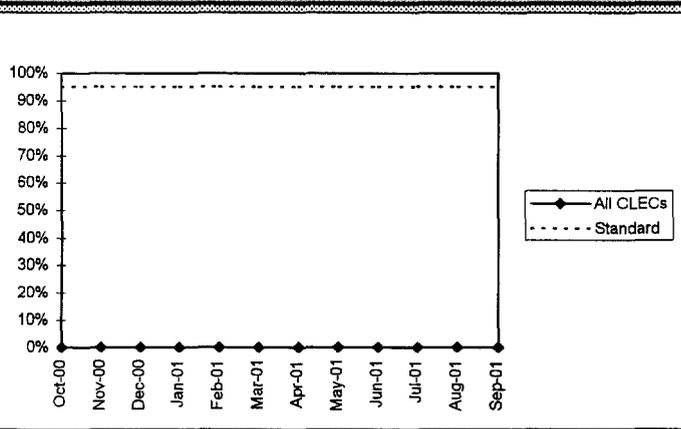
Measurement 5 - 18	UNE Loop (1 - 49)				
	All CLECs				
	No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Highest 5/6%	Z-Value
Oct-00	614	602	98.0%		-3.05
Nov-00	277	274	98.9%	5.71	0
Dec-00	195	190	97.4%	5.18	0
Jan-01	391	391	100.0%	4.18	0
Feb-01	367	365	99.5%	11.54	0
Mar-01	366	363	99.2%	5.27	0
Apr-01	355	351	98.9%	9.67	0
May-01	330	330	100.0%	4.35	0
Jun-01	405	402	99.3%	4.53	0
Jul-01	371	366	98.7%	9.59	0
Aug-01	389	387	99.5%	4.65	0
Sep-01	337	337	100.0%	4.32	0
<b>12 Mo. Total</b>	<b>4,397</b>	<b>4,358</b>	<b>99.1%</b>		



Measurement 5 - 19	UNE Loop (50 +)				
	All CLECs				
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>0</b>	<b>0</b>	<b>n/a</b>		



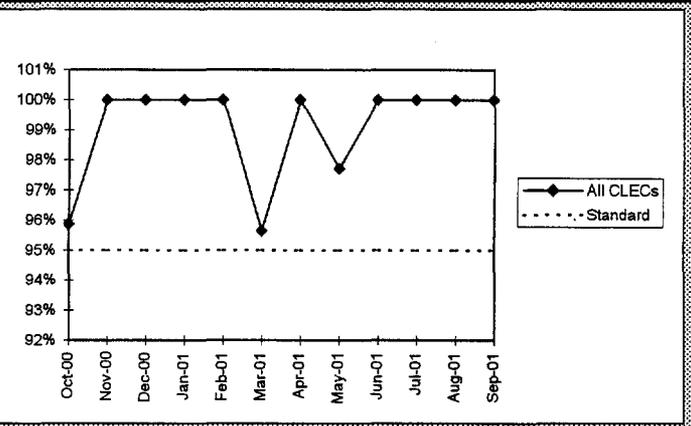
Measurement 5 - 20	Switch Ports				
	All CLECs				
	No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>0</b>	<b>0</b>	<b>n/a</b>		



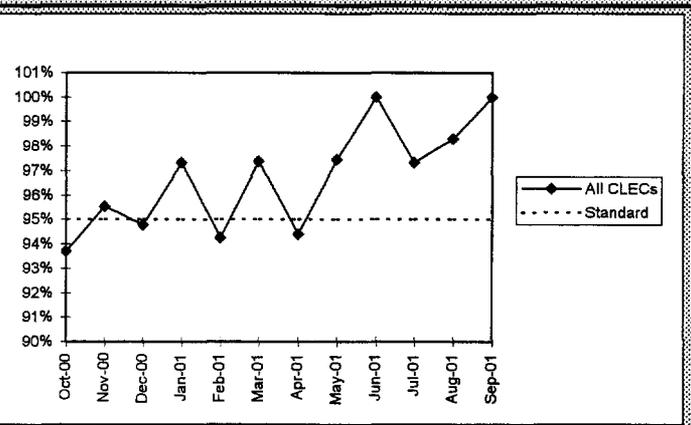
**Percent Firm Order Confirmations (FOCs) received within "x" hours - EDI**

Starting with Nov-00, if parity is met, the average of highest 5%/6% is posted and compared to 120% of the Benchmark to further test parity.

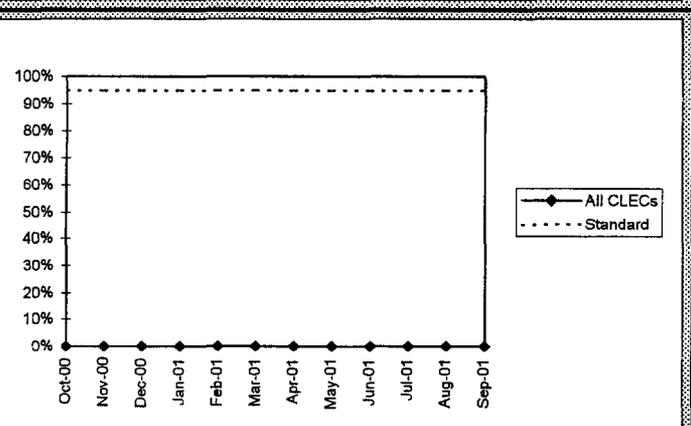
Measurement 5 - 21	Residence and Simple Business LNP Only (1-19)				
	All CLECs				
	No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Highest 5/6%	Z-Value
Oct-00	73	70	95.9%		-0.89
Nov-00	47	47	100.0%	4.97	0
Dec-00	27	27	100.0%	3.93	0
Jan-01	37	37	100.0%	4.05	0
Feb-01	33	33	100.0%	4.90	0
Mar-01	46	44	95.7%	5.36	0
Apr-01	61	61	100.0%	4.72	0
May-01	44	43	97.7%	5.08	0
Jun-01	72	72	100.0%	4.62	0
Jul-01	25	25	100.0%	4.87	0
Aug-01	35	35	100.0%	4.92	0
Sep-01	32	32	100.0%	4.89	0
<b>12 Mo. Total</b>	<b>532</b>	<b>526</b>	<b>98.9%</b>		



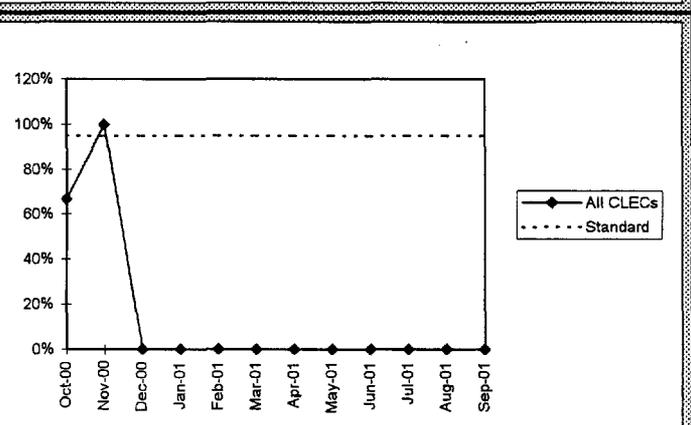
Measurement 5 - 22	Residence and Simple Business With Loop (1 - 19)				
	All CLECs				
	No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Highest 5/6%	Z-Value
Oct-00	477	447	93.7%		1.29
Nov-00	224	214	95.5%	75.96	0
Dec-00	115	109	94.8%		2
Jan-01	150	146	97.3%	5.68	0
Feb-01	139	131	94.2%		2
Mar-01	114	111	97.4%	11.62	0
Apr-01	107	101	94.4%		2
May-01	157	153	97.5%	4.98	0
Jun-01	83	83	100.0%	4.87	0
Jul-01	75	73	97.3%	4.89	0
Aug-01	59	58	98.3%	4.93	0
Sep-01	55	55	100.0%	4.91	0
<b>12 Mo. Total</b>	<b>1,755</b>	<b>1,681</b>	<b>95.8%</b>		



Measurement 5 - 23	LNP Only (20+)				
	All CLECs				
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>0</b>	<b>0</b>	<b>n/a</b>		



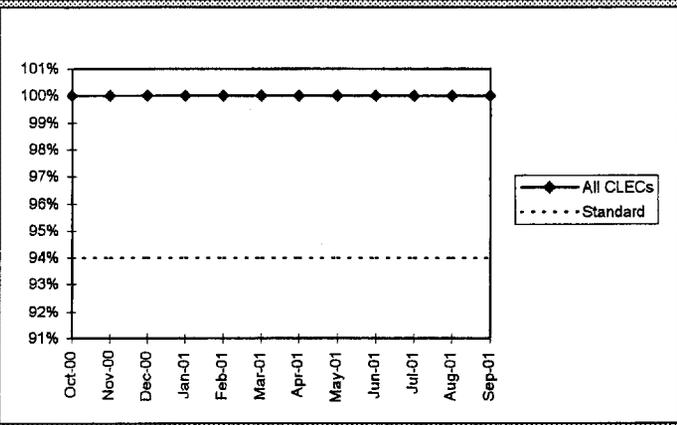
Measurement 5 - 24	LNP with Loop (20 +)				
	All CLECs				
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Highest 5/6%	Z-Value
Oct-00	6	4	66.7%		28.33
Nov-00	1	1	100.0%	0.00	-5
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>7</b>	<b>5</b>	<b>71.4%</b>		



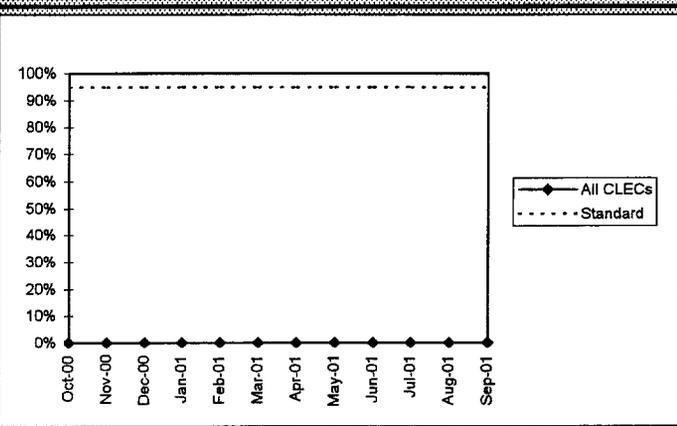
Percent Firm Order Confirmations (FOCs) received within "x" hours - EDI

Starting with Nov-00, if parity is met, the average of highest 5%/6% is posted and compared to 120% of the Benchmark to further test parity.

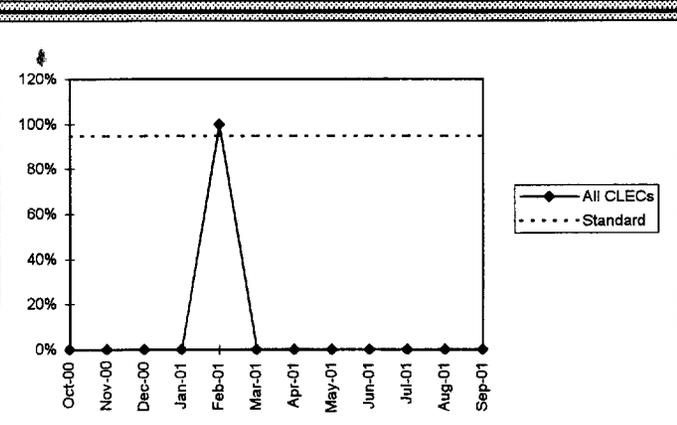
Measurement 5 - 25	LNP Complex Business (1 - 19 Lines)				Z-Value
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Highest 5/6%	
Oct-00	10	10	100.0%		-6
Nov-00	7	7	100.0%		0
Dec-00	2	2	100.0%		0
Jan-01	8	8	100.0%		0
Feb-01	3	3	100.0%		0
Mar-01	6	6	100.0%		0
Apr-01	3	3	100.0%		0
May-01	10	10	100.0%	18.77	0
Jun-01	6	6	100.0%		0
Jul-01	2	2	100.0%		0
Aug-01	2	2	100.0%		0
Sep-01	6	6	100.0%		0
<b>12 Mo. Total</b>	<b>65</b>	<b>65</b>	<b>100.0%</b>		



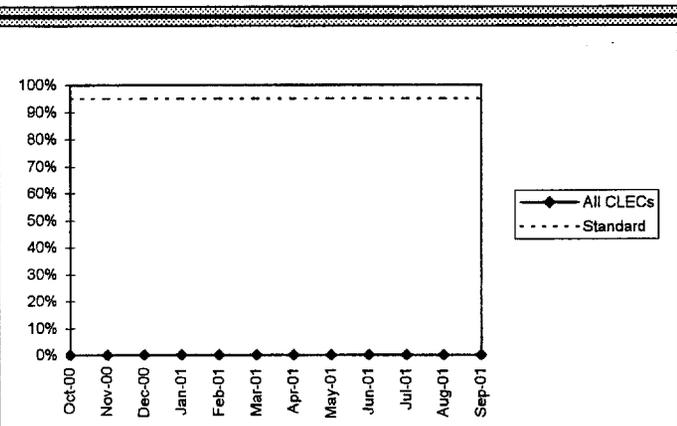
Measurement 5 - 26	LNP Complex Business (20 - 50 Lines)				Z-Value
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Highest 5/6%	
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>0</b>	<b>0</b>	<b>n/a</b>		



Measurement 5 - 27	LNP Complex Business (50 + Lines)				Z-Value
	No. of Orders	# Received On Time	% Received On Time	Highest 5/6%	
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	4	4	100.0%		0
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>4</b>	<b>4</b>	<b>100.0%</b>		



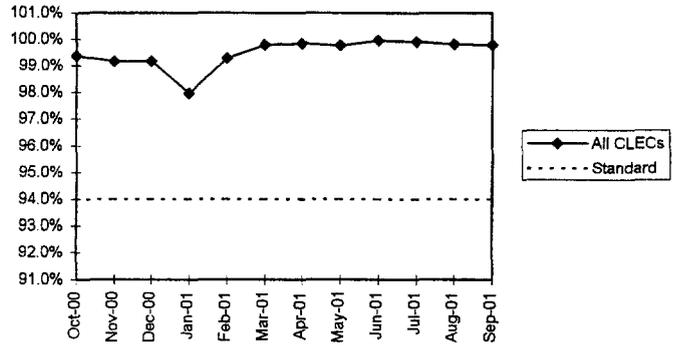
Measurement 5 - 28	MBOS Related Services				Z-Value
	No. of Orders	# Received On Time	% Received On Time	Highest 5/6%	
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>0</b>	<b>0</b>	<b>n/a</b>		



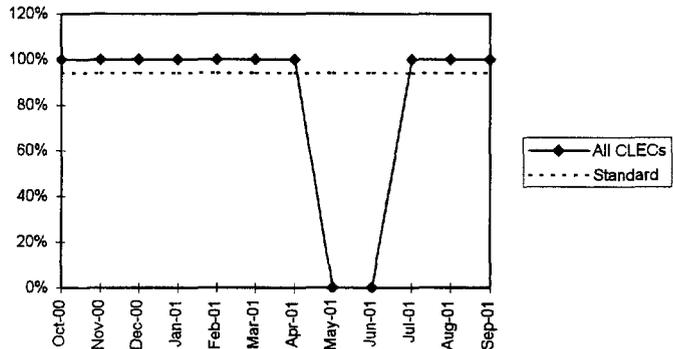
Percent Firm Order Confirmations (FOCs) received within "x" hours - Manual

Starting with Nov-00, if parity is met, the average of highest 5%/6% is posted and compared to 120% of the Benchmark to further test parity.

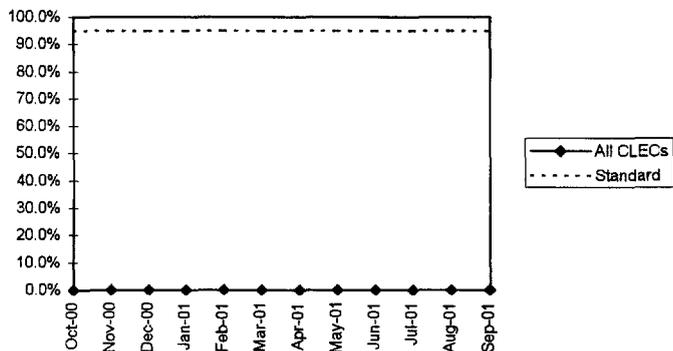
Measurement 5 - 29	Residence and Simple Business				
	All CLECs				
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Highest 5/6%	Z-Value
Oct-00	6,910	6,866	99.4%		-5.36
Nov-00	6,104	6,053	99.2%	25.62	0
Dec-00	5,436	5,390	99.2%	31.16	0
Jan-01	1,372	1,344	98.0%	26.82	0
Feb-01	2,205	2,189	99.3%	28.13	0
Mar-01	1,515	1,512	99.8%	22.61	0
Apr-01	1,823	1,820	99.8%	22.85	0
May-01	3,529	3,521	99.8%	25.12	0
Jun-01	2,540	2,539	100.0%	22.04	0
Jul-01	2,385	2,383	99.9%	22.12	0
Aug-01	2,222	2,218	99.8%	22.31	0
Sep-01	1,829	1,825	99.8%	22.23	0
<b>12 Mo. Total</b>	<b>37,870</b>	<b>37,660</b>	<b>99.4%</b>		



Measurement 5 - 30	Complex Business (1 - 200 Lines)				
	All CLECs				
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Highest 5/6%	Z-Value
Oct-00	11	11	100.0%		-6
Nov-00	7	7	100.0%		0
Dec-00	34	34	100.0%	20.90	0
Jan-01	11	11	100.0%	23.70	0
Feb-01	4	4	100.0%		0
Mar-01	5	5	100.0%		0
Apr-01	2	2	100.0%		0
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	7	7	100.0%		0
Aug-01	1	1	100.0%		0
Sep-01	4	4	100.0%		0
<b>12 Mo. Total</b>	<b>86</b>	<b>86</b>	<b>100.0%</b>		



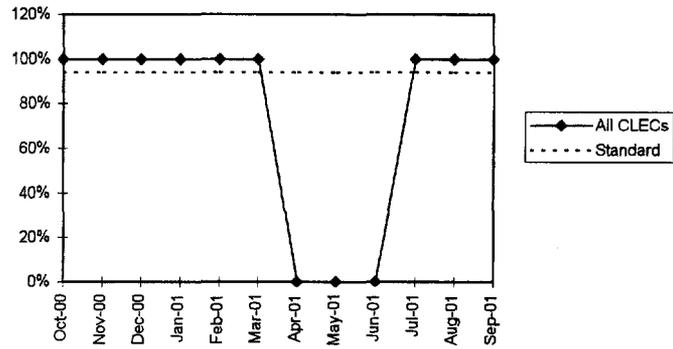
Measurement 5 - 31	Complex Business (200+ Lines)				
	All CLECs				
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>0</b>	<b>0</b>	<b>n/a</b>		



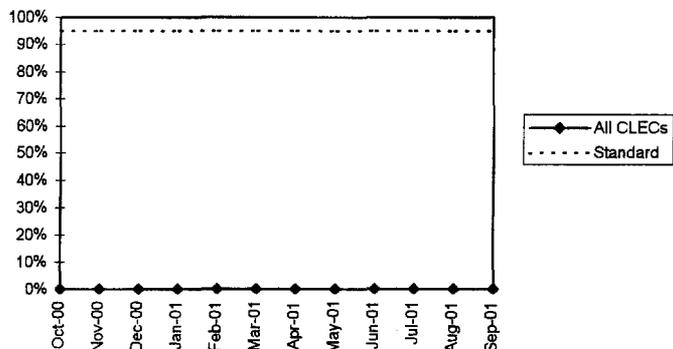
Percent Firm Order Confirmations (FOCs) received within "x" hours - Manual

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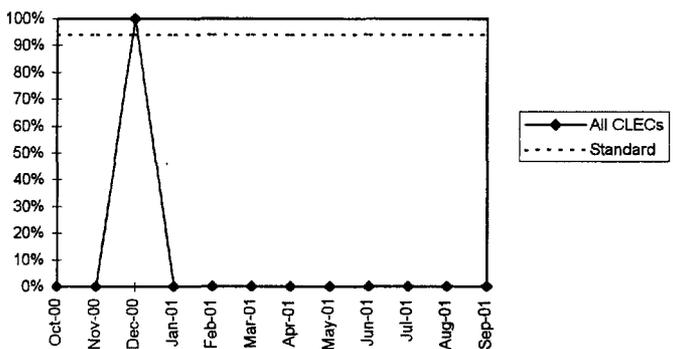
Measurement 5 - 32	UNE Loop (1 - 49)				
	All CLECs				
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Highest 5/6%	Z-Value
Oct-00	11	11	100.0%		-6
Nov-00	5	5	100.0%		-6
Dec-00	2	2	100.0%		-6
Jan-01	3	3	100.0%		-6
Feb-01	9	9	100.0%		-6
Mar-01	3	3	100.0%		-6
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	5	5	100.0%		-6
Aug-01	6	6	100.0%		-6
Sep-01	2	2	100.0%		-6
<b>12 Mo. Total</b>	<b>46</b>	<b>46</b>	<b>100.0%</b>		

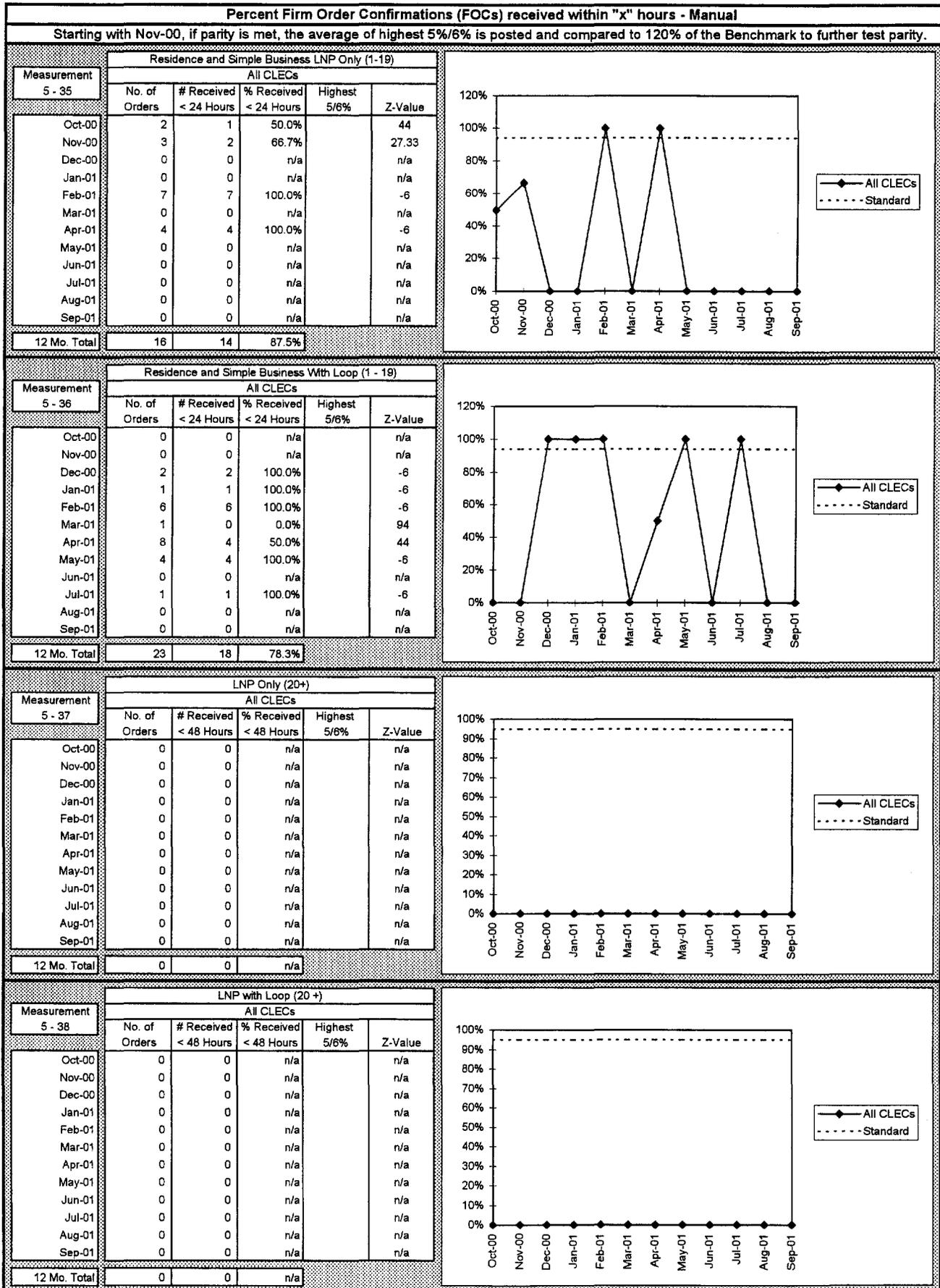


Measurement 5 - 33	UNE Loop (50 +)				
	All CLECs				
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>0</b>	<b>0</b>	<b>n/a</b>		



Measurement 5 - 34	Switch Ports				
	All CLECs				
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	1	1	100.0%		-6
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>1</b>	<b>1</b>	<b>100.0%</b>		

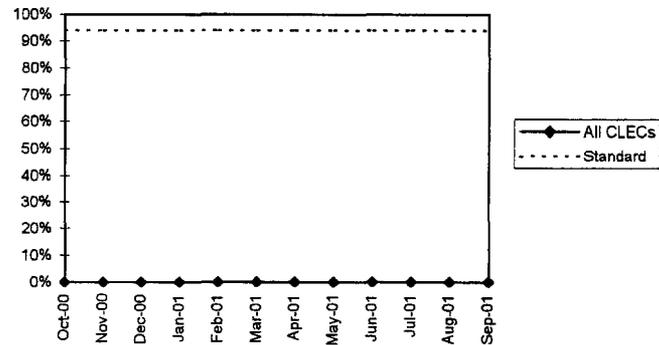




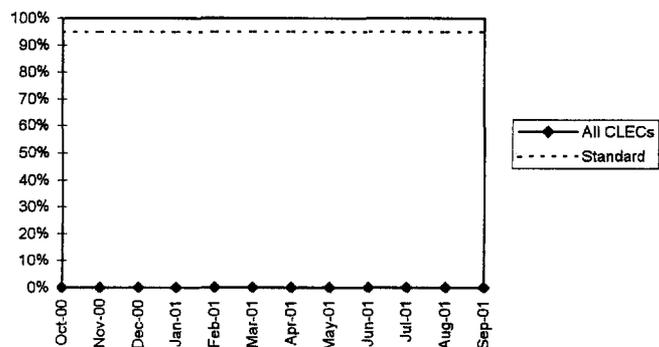
**Percent Firm Order Confirmations (FOCs) received within "x" hours - Manual**

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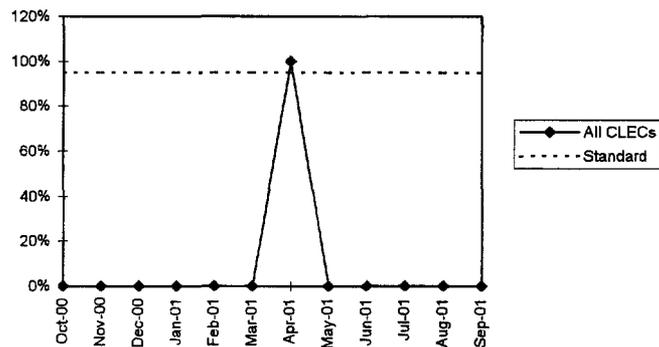
Measurement 5 - 39	LNP Complex Business (1 - 19 Lines)				
	All CLECs				
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	2	0	0.0%		94
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>2</b>	<b>0</b>	<b>0.0%</b>		



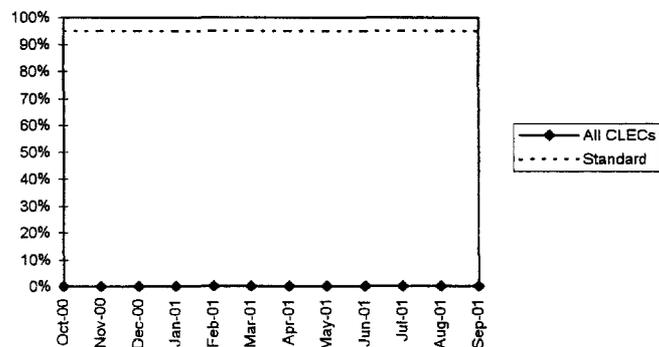
Measurement 5 - 40	LNP Complex Business (20 - 50 Lines)				
	All CLECs				
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>0</b>	<b>0</b>	<b>n/a</b>		



Measurement 5 - 41	LNP Complex Business (50 + Lines)				
	All CLECs				
	No. of Orders	# Received On Time	% Received On Time	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	1	1	100.0%		-5
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>1</b>	<b>1</b>	<b>100.0%</b>		

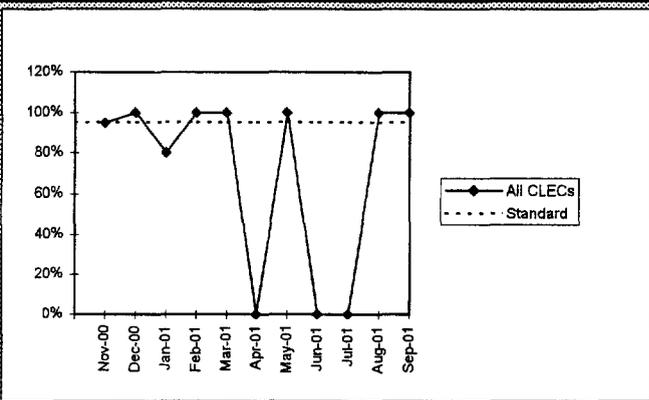


Measurement 5 - 42	MBOS Related Services				
	All CLECs				
	No. of Orders	# Received On Time	% Received On Time	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>0</b>	<b>0</b>	<b>n/a</b>		

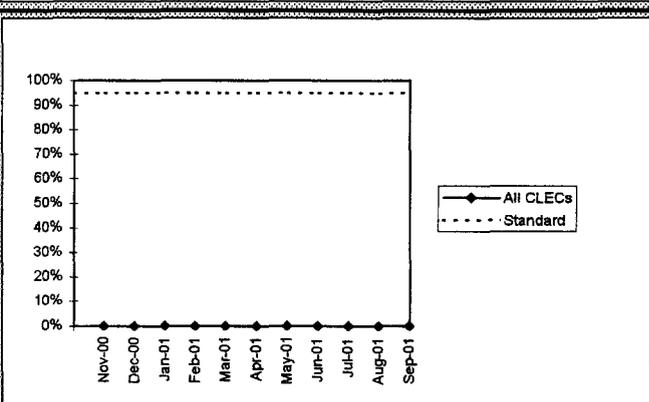


**Percent Firm Order Confirmations (FOCs) for XDSL-capable Loops and Line Sharing Returned within "x" Hours**  
 If parity is met, the average of highest 5%/6% is posted and compared to 120% of the Benchmark to further test parity.

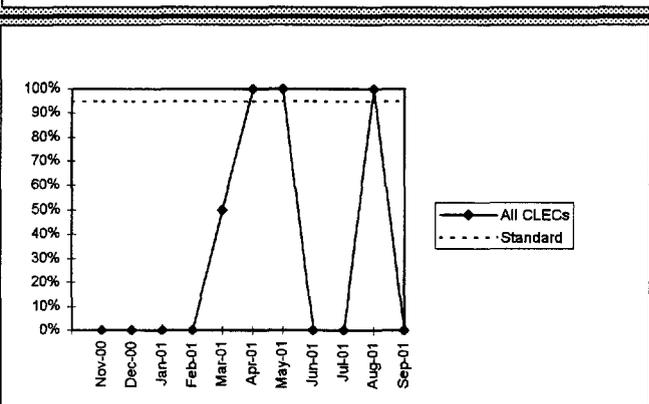
Measurement 5.1 - 01	xDSL Capable (1-20 Loops) - LEX				
	All CLECs				
	No. of FOCs	# Returned < 6 Hours	% Returned < 6 Hours	Highest 5/6%	Z-Value
Nov-00	19	18	94.7%	8.68	0.26
Dec-00	22	22	100.0%	4.77	-5
Jan-01	5	4	80.0%		15
Feb-01	1	1	100.0%		-5
Mar-01	1	1	100.0%		-5
Apr-01	0	0	n/a		n/a
May-01	7	7	100.0%		-5
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	94	94	100.0%	2.63	-5
Sep-01	20	20	100.0%	2.17	-5
<b>12 Mo. Total</b>	<b>169</b>	<b>167</b>	<b>98.8%</b>		



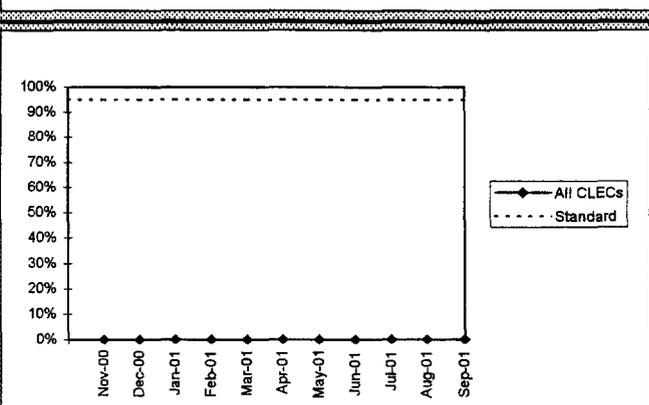
Measurement 5.1 - 02	xDSL Capable (>20 Loops) - LEX				
	All CLECs				
	No. of FOCs	# Returned < 14 Hours	% Returned < 14 Hours	Highest 5/6%	Z-Value
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>0</b>	<b>0</b>	<b>n/a</b>		



Measurement 5.1 - 03	Line Sharing (1-49 Loops) - LEX				
	All CLECs				
	No. of FOCs	# Returned < 6 Hours	% Returned < 6 Hours	Highest 5/6%	Z-Value
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	4	2	50.0%	45	45
Apr-01	1	1	100.0%		-5
May-01	1	1	100.0%		-5
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	4	4	100.0%		-5
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>10</b>	<b>8</b>	<b>80.0%</b>		

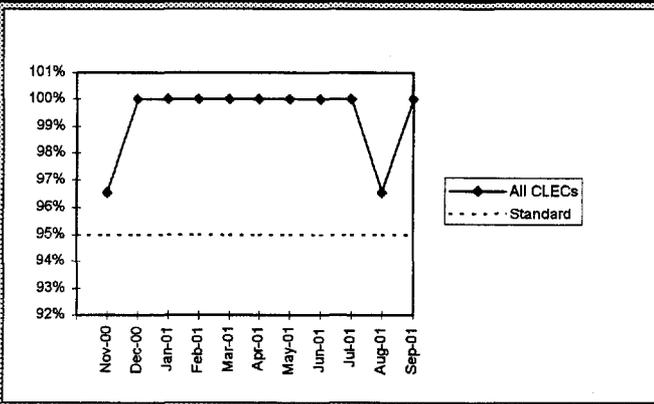


Measurement 5.1 - 04	Line Sharing (>49 Loops) - LEX				
	All CLECs				
	No. of FOCs	# Returned < 14 Hours	% Returned < 14 Hours	Highest 5/6%	Z-Value
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	2	0	0.0%	95	95
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>2</b>	<b>0</b>	<b>0.0%</b>		

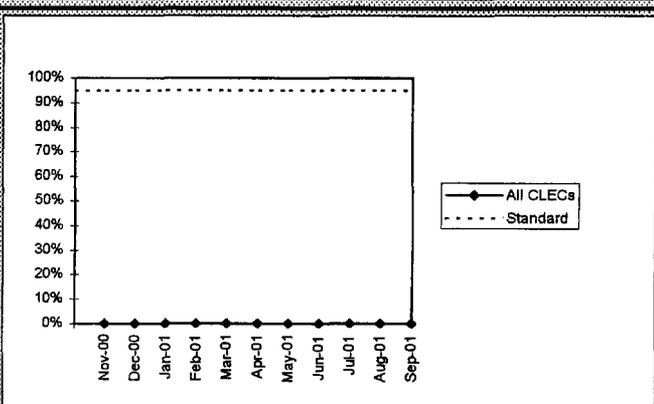


**Percent Firm Order Confirmations (FOCs) for XDSL-capable Loops and Line Sharing Returned within "x" Hours**  
 If parity is met, the average of highest 5%/6% is posted and compared to 120% of the Benchmark to further test parity.

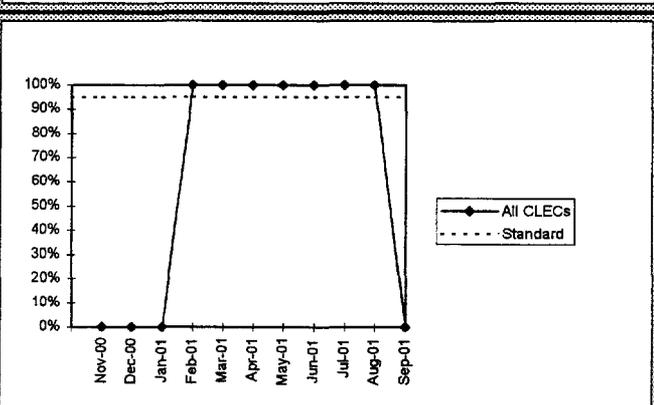
Measurement 5.1 - 05	xDSL Capable (1-20 Loops) - EDI				
	All CLECs				
	No. of FOCs	# Returned < 6 Hours	% Returned < 6 Hours	Highest 5/6%	Z-Value
Nov-00	116	112	96.6%	7.50	-1.55
Dec-00	57	57	100.0%	5.11	-5
Jan-01	90	90	100.0%	5.06	-5
Feb-01	42	42	100.0%	5.61	-5
Mar-01	38	38	100.0%	5.07	-5
Apr-01	29	29	100.0%	3.92	-5
May-01	22	22	100.0%	4.38	-5
Jun-01	50	50	100.0%	3.37	-5
Jul-01	52	52	100.0%	3.70	-5
Aug-01	58	56	96.6%	10.56	-1.55
Sep-01	75	75	100.0%	2.62	-5
<b>12 Mo. Total</b>	<b>629</b>	<b>623</b>	<b>99.0%</b>		



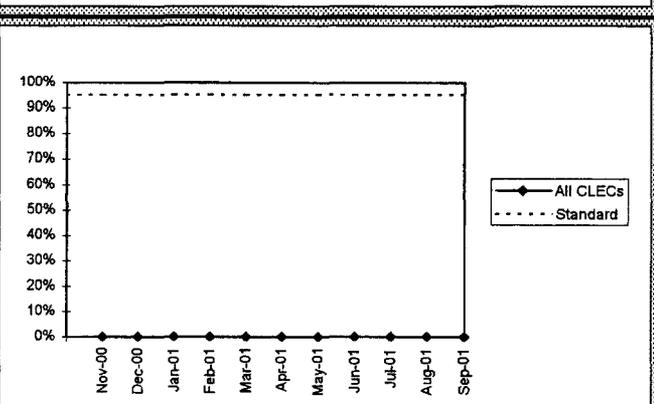
Measurement 5.1 - 06	xDSL Capable (>20 Loops) - EDI				
	All CLECs				
	No. of FOCs	# Returned < 14 Hours	% Returned < 14 Hours	Highest 5/6%	Z-Value
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>0</b>	<b>0</b>	<b>n/a</b>		



Measurement 5.1 - 07	Line Sharing (1-49 Loops) - EDI				
	All CLECs				
	No. of FOCs	# Returned < 6 Hours	% Returned < 6 Hours	Highest 5/6%	Z-Value
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	1	1	100.0%		-5
Mar-01	5	5	100.0%		-5
Apr-01	5	5	100.0%		-5
May-01	1	1	100.0%		-5
Jun-01	6	6	100.0%		-5
Jul-01	3	3	100.0%		-5
Aug-01	5	5	100.0%		-5
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>26</b>	<b>26</b>	<b>100.0%</b>		

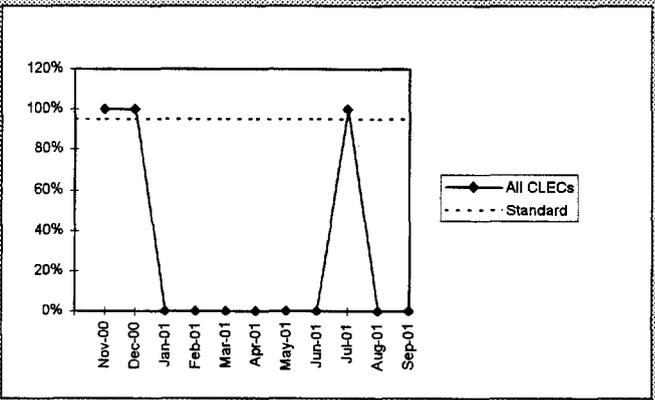


Measurement 5.1 - 08	Line Sharing (>49 Loops) - EDI				
	All CLECs				
	No. of FOCs	# Returned < 14 Hours	% Returned < 14 Hours	Highest 5/6%	Z-Value
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>0</b>	<b>0</b>	<b>n/a</b>		

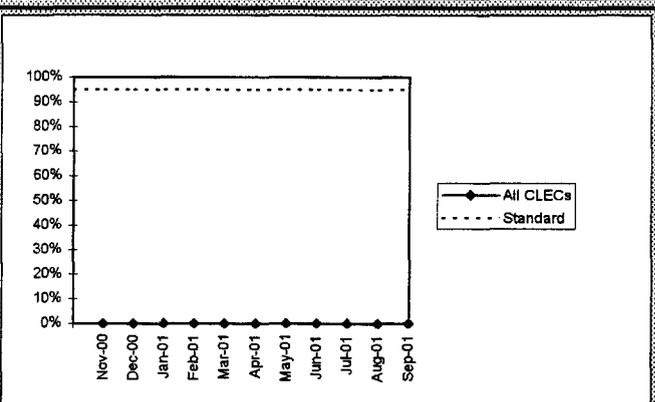


**Percent Firm Order Confirmations (FOCs) for XDSL-capable Loops and Line Sharing Returned within "x" Hours**  
 If parity is met, the average of highest 5%/6% is posted and compared to 120% of the Benchmark to further test parity.

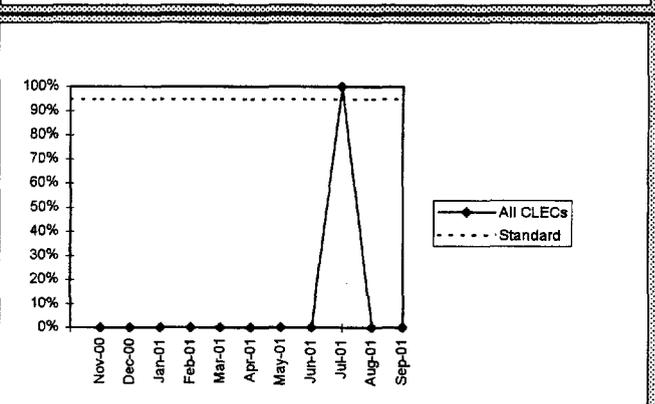
Measurement 5.1 - 09	xDSL Capable (1-49 Loops) - Manual				
	All CLECs				
	No. of FOCs	# Returned < 24 Hours	% Returned < 24 Hours	Highest 5/6%	Z-Value
Nov-00	2	2	100.0%		-5
Dec-00	3	3	100.0%		-5
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	1	1	100.0%		-5
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>6</b>	<b>6</b>	<b>100.0%</b>		



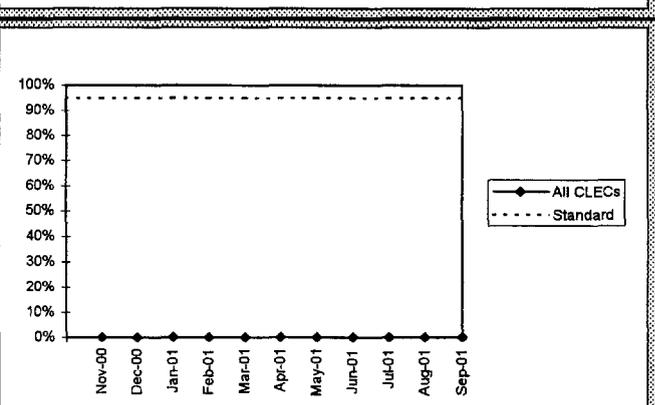
Measurement 5.1 - 10	xDSL Capable (>49 Loops) - Manual				
	All CLECs				
	No. of FOCs	# Returned < 48 Hours	% Returned < 48 Hours	Highest 5/6%	Z-Value
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>0</b>	<b>0</b>	<b>n/a</b>		



Measurement 5.1 - 11	Line Sharing (1-49 Loops) - Manual				
	All CLECs				
	No. of FOCs	# Returned < 24 Hours	% Returned < 24 Hours	Highest 5/6%	Z-Value
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	1	1	100.0%		-5
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>1</b>	<b>1</b>	<b>100.0%</b>		



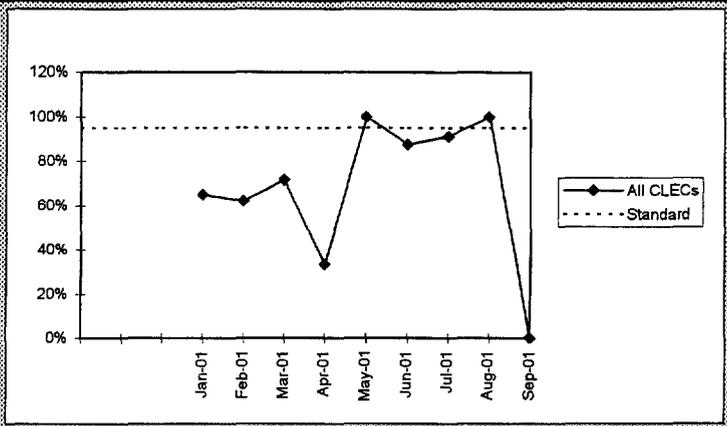
Measurement 5.1 - 12	Line Sharing (>49 Loops) - Manual				
	All CLECs				
	No. of FOCs	# Returned < 48 Hours	% Returned < 48 Hours	Highest 5/6%	Z-Value
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>0</b>	<b>0</b>	<b>n/a</b>		



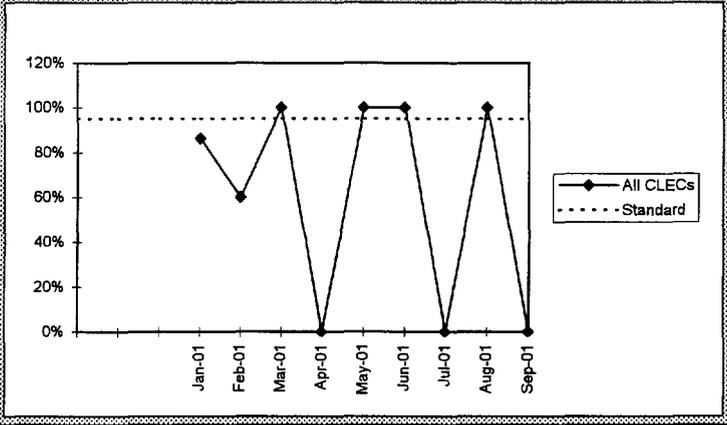
**Percent Firm Order Confirmations (FOCs) Returned within "x" Days on ASR Requests**

NOTE: Jan-01 data is 5 states combined; Beginning with Feb-01, the data is specific by state

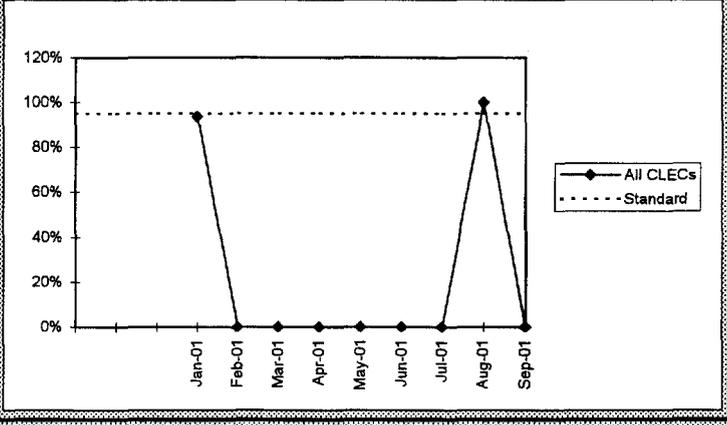
Measurement 5.2 - 01	Interconnection Facilities And Trunks			
	All CLECs			
	No. of ASRs	# Returned On Time	% Returned On Time	Z-Value
Jan-01	290	189	65.2%	29.83
Feb-01	8	5	62.5%	32.50
Mar-01	7	5	71.4%	23.57
Apr-01	3	1	33.3%	61.67
May-01	12	12	100.0%	-5.00
Jun-01	8	7	87.5%	7.50
Jul-01	11	10	90.9%	4.09
Aug-01	3	3	100.0%	-5.00
Sep-01	0	0	n/a	n/a
<b>12 Mo. Total</b>	<b>342</b>	<b>232</b>	<b>67.8%</b>	



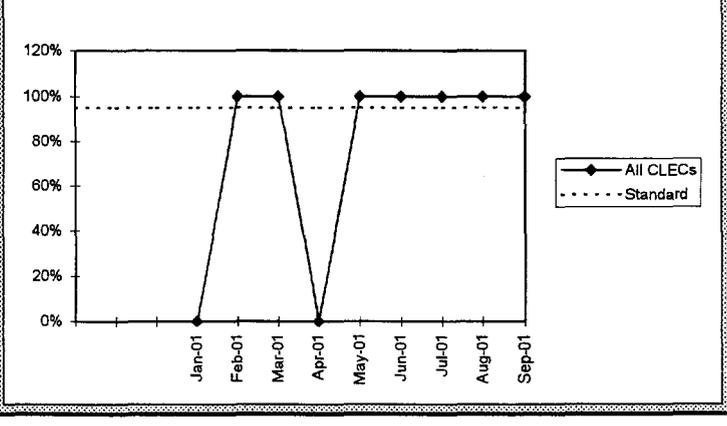
Measurement 5.2 - 02	Unbundled Dedicated Transport - DS1			
	All CLECs			
	No. of ASRs	# Returned On Time	% Returned On Time	Z-Value
Jan-01	44	38	86.4%	8.64
Feb-01	5	3	60.0%	35.00
Mar-01	6	6	100.0%	-5.00
Apr-01	0	0	n/a	n/a
May-01	1	1	100.0%	-5.00
Jun-01	1	1	100.0%	-5.00
Jul-01	0	0	n/a	n/a
Aug-01	2	2	100.0%	-5.00
Sep-01	0	0	n/a	n/a
<b>12 Mo. Total</b>	<b>59</b>	<b>51</b>	<b>86.4%</b>	



Measurement 5.2 - 03	Unbundled Dedicated Transport - DS3			
	All CLECs			
	No. of ASRs	# Returned On Time	% Returned On Time	Z-Value
Jan-01	47	44	93.6%	1.38
Feb-01	0	0	n/a	n/a
Mar-01	0	0	n/a	n/a
Apr-01	0	0	n/a	n/a
May-01	0	0	n/a	n/a
Jun-01	0	0	n/a	n/a
Jul-01	0	0	n/a	n/a
Aug-01	1	1	100.0%	-5.00
Sep-01	0	0	n/a	n/a
<b>12 Mo. Total</b>	<b>48</b>	<b>45</b>	<b>93.8%</b>	

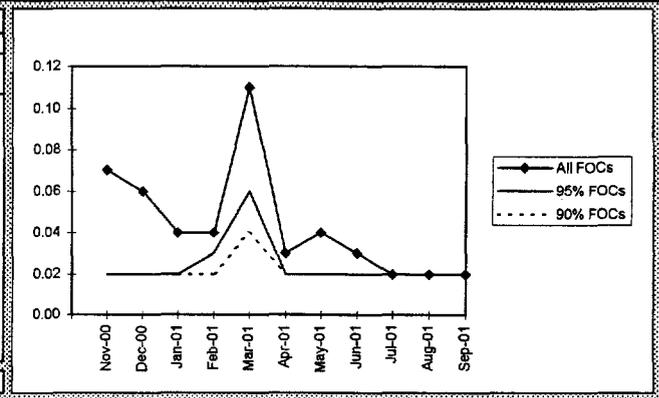


Measurement 5.2 - 04	Projects			
	All CLECs			
	No. of ASRs	# Returned On Time	% Returned On Time	Z-Value
Jan-01	0	0	n/a	n/a
Feb-01	19	19	100.0%	-5.00
Mar-01	5	5	100.0%	-5.00
Apr-01	0	0	n/a	n/a
May-01	4	4	100.0%	-5.00
Jun-01	11	11	100.0%	-5.00
Jul-01	28	28	100.0%	-5.00
Aug-01	14	14	100.0%	-5.00
Sep-01	1	1	100.0%	-5.00
<b>12 Mo. Total</b>	<b>82</b>	<b>82</b>	<b>100.0%</b>	

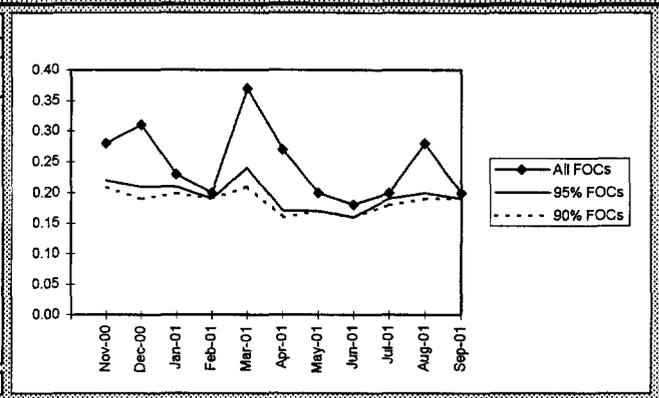


Average Time to Return FOC (Hours)

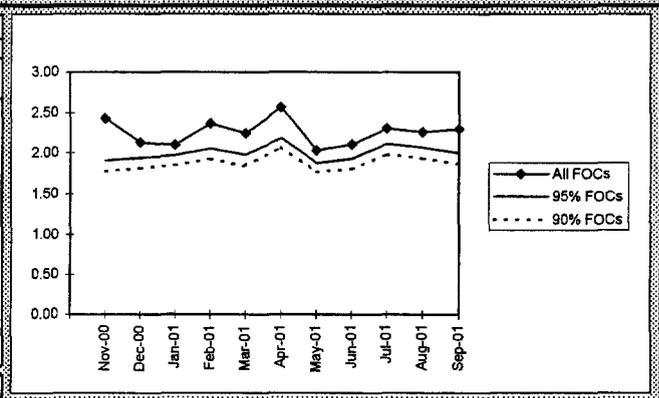
Measurement 6 - 01	Mechanically Received - No LSC Intervention - LEX			
	All CLECs			
	No. of FOC's	Average Time All	Avg. Time for 95%	Avg. Time for 90%
Nov-00	868	0.07	0.02	0.02
Dec-00	512	0.06	0.02	0.02
Jan-01	1,170	0.04	0.02	0.02
Feb-01	949	0.04	0.03	0.02
Mar-01	1,301	0.11	0.06	0.04
Apr-01	1,345	0.03	0.02	0.02
May-01	1,614	0.04	0.02	0.02
Jun-01	2,020	0.03	0.02	0.02
Jul-01	3,271	0.02	0.02	0.02
Aug-01	3,670	0.02	0.02	0.02
Sep-01	2,906	0.02	0.02	0.02
<b>12 Mo. Total</b>	<b>19,626</b>	<b>0.03</b>	<b>0.02</b>	<b>0.02</b>



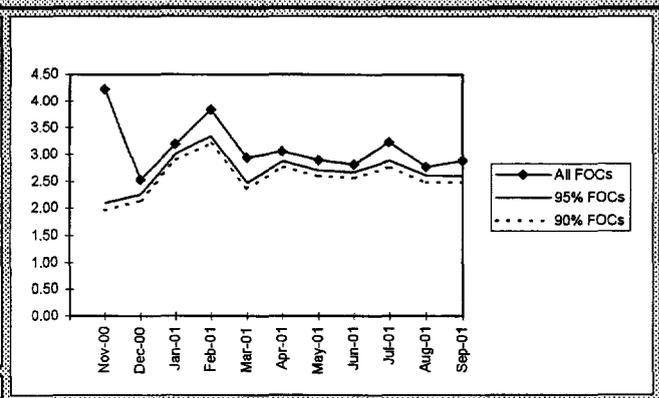
Measurement 6 - 02	Mechanically Received - No LSC Intervention - EDI			
	All CLECs			
	No. of FOC's	Average Time All	Avg. Time for 95%	Avg. Time for 90%
Nov-00	728	0.28	0.22	0.21
Dec-00	614	0.31	0.21	0.19
Jan-01	1,275	0.23	0.21	0.20
Feb-01	1,319	0.20	0.19	0.19
Mar-01	1,537	0.37	0.24	0.21
Apr-01	1,433	0.27	0.17	0.16
May-01	1,766	0.20	0.17	0.17
Jun-01	2,598	0.18	0.16	0.16
Jul-01	1,666	0.20	0.19	0.18
Aug-01	1,388	0.28	0.20	0.19
Sep-01	1,069	0.20	0.19	0.19
<b>12 Mo. Total</b>	<b>15,393</b>	<b>0.24</b>	<b>0.19</b>	<b>0.18</b>



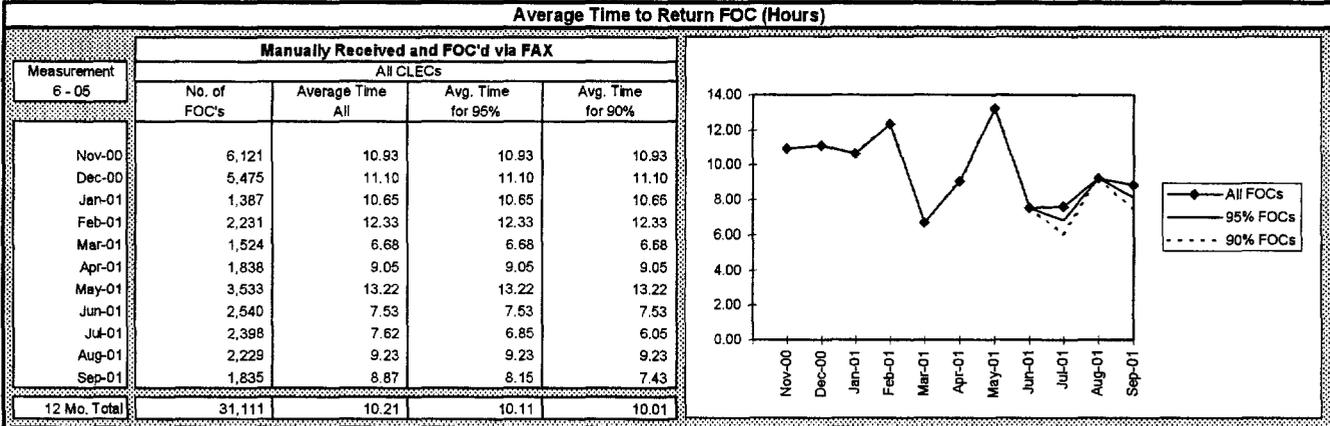
Measurement 6 - 03	Mechanically Received - With LSC Intervention - LEX			
	All CLECs			
	No. of FOC's	Average Time All	Avg. Time for 95%	Avg. Time for 90%
Nov-00	1,167	2.43	1.91	1.78
Dec-00	1,014	2.13	1.94	1.82
Jan-01	1,627	2.10	1.97	1.86
Feb-01	1,235	2.37	2.06	1.93
Mar-01	1,151	2.25	1.98	1.85
Apr-01	904	2.57	2.19	2.07
May-01	1,078	2.03	1.88	1.77
Jun-01	1,266	2.11	1.93	1.81
Jul-01	1,118	2.31	2.12	1.99
Aug-01	1,634	2.26	2.07	1.94
Sep-01	1,358	2.30	2.00	1.88
<b>12 Mo. Total</b>	<b>13,552</b>	<b>2.25</b>	<b>2.00</b>	<b>1.88</b>



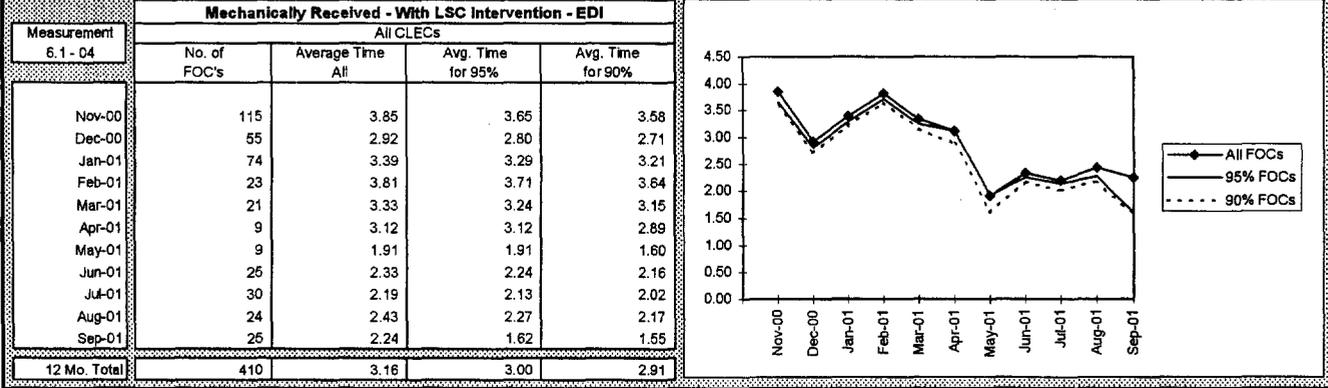
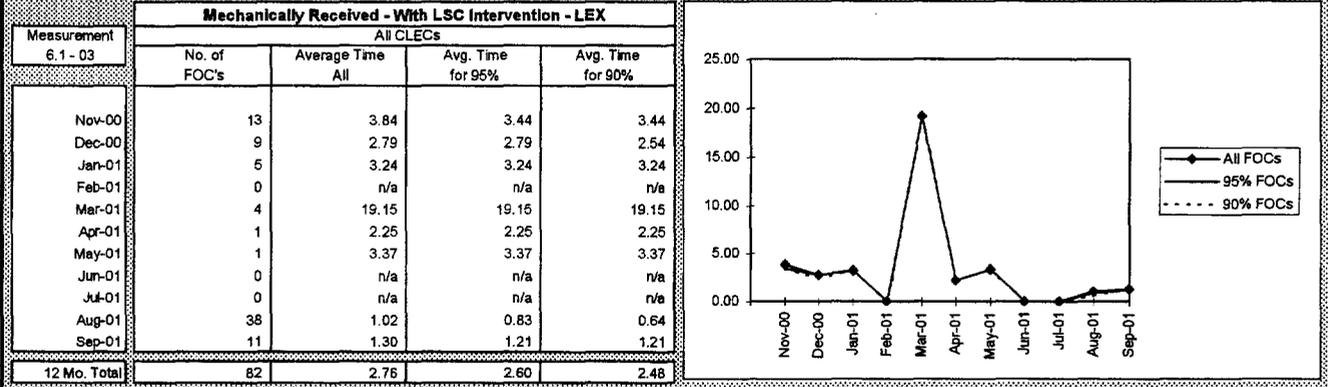
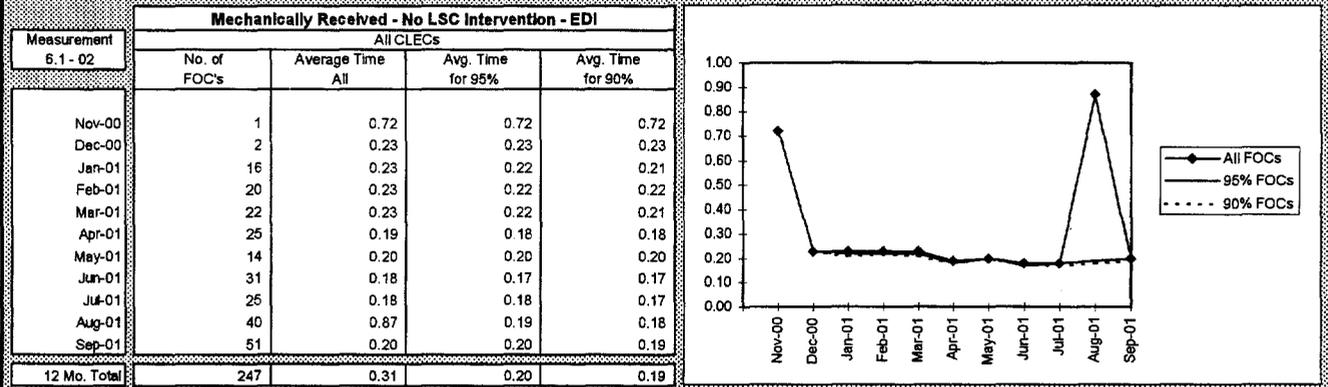
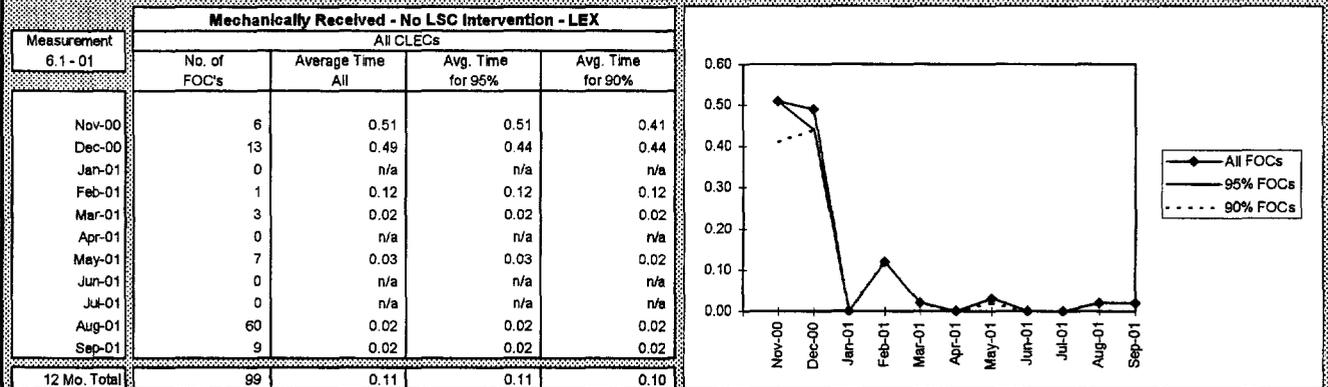
Measurement 6 - 04	Mechanically Received - With LSC Intervention - EDI			
	All CLECs			
	No. of FOC's	Average Time All	Avg. Time for 95%	Avg. Time for 90%
Nov-00	404	4.23	2.10	1.97
Dec-00	265	2.53	2.26	2.14
Jan-01	532	3.20	3.01	2.90
Feb-01	578	3.84	3.34	3.21
Mar-01	363	2.94	2.47	2.36
Apr-01	361	3.06	2.87	2.77
May-01	481	2.90	2.70	2.60
Jun-01	486	2.82	2.67	2.56
Jul-01	408	3.23	2.88	2.77
Aug-01	310	2.77	2.61	2.49
Sep-01	278	2.88	2.60	2.48
<b>12 Mo. Total</b>	<b>4,566</b>	<b>3.18</b>	<b>2.74</b>	<b>2.63</b>



Average Time to Return FOC (Hours)



Average Time to Return DSL FOC (Hours)



Average Time to Return DSL FOC (Hours)

