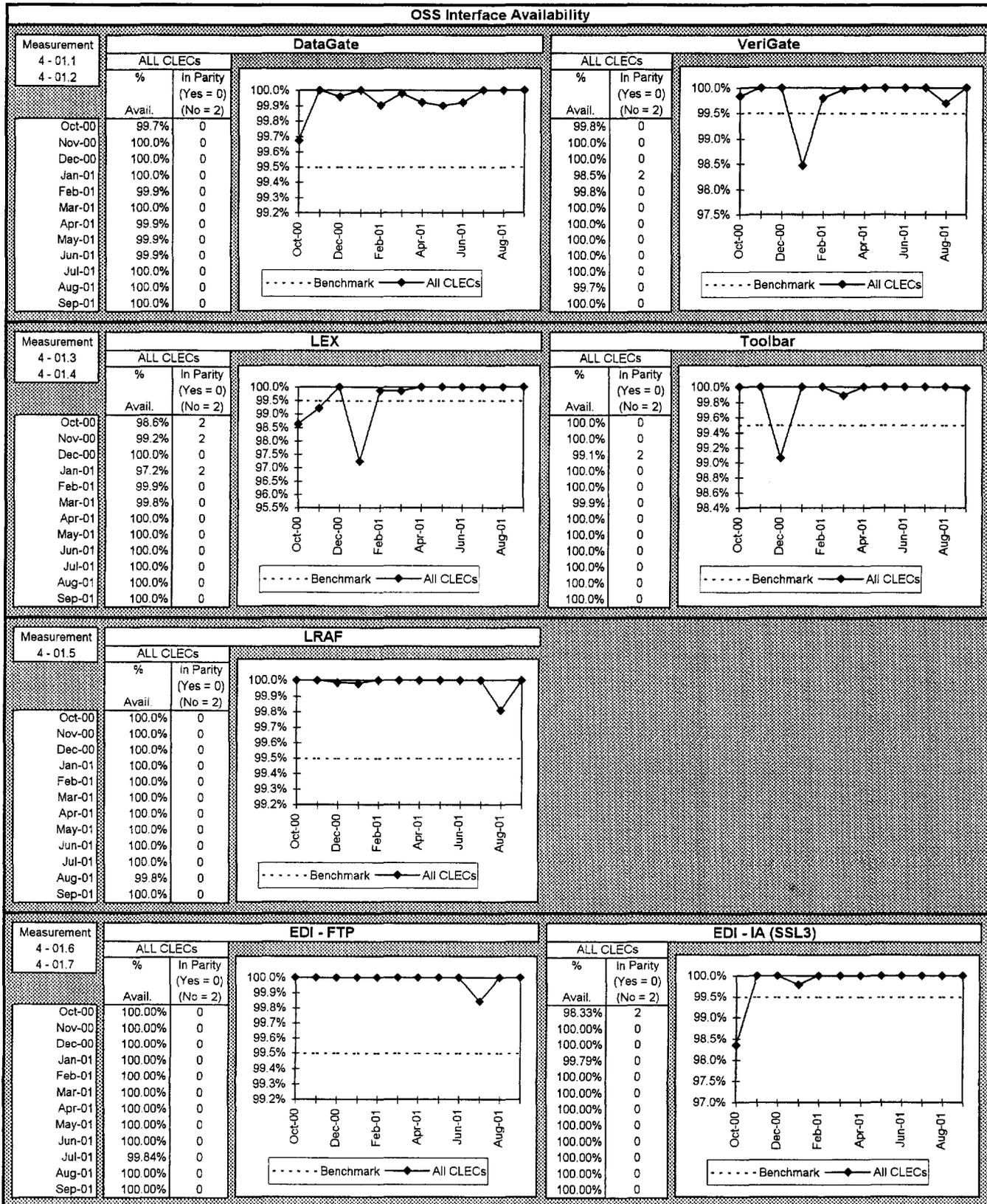
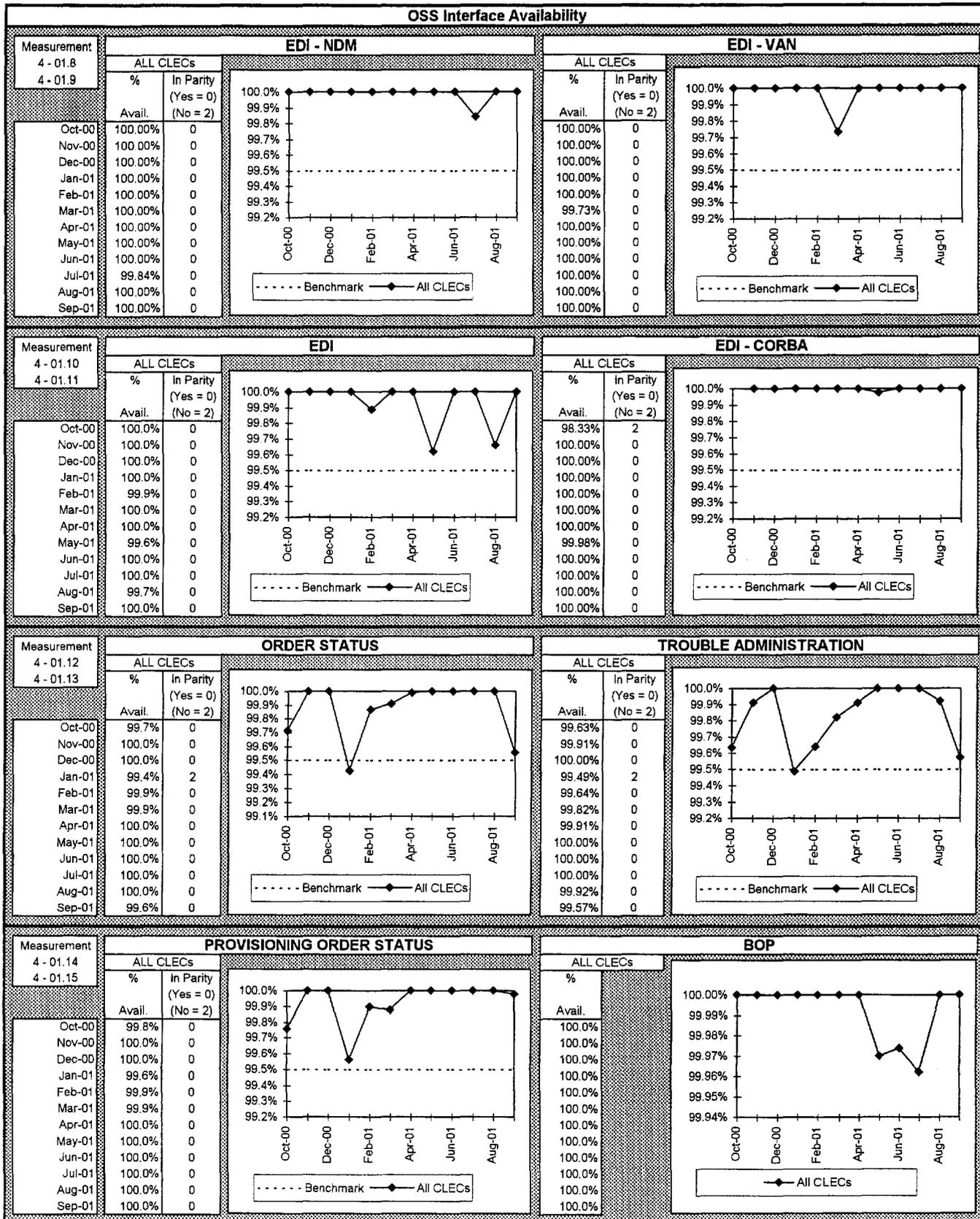


General System Availability



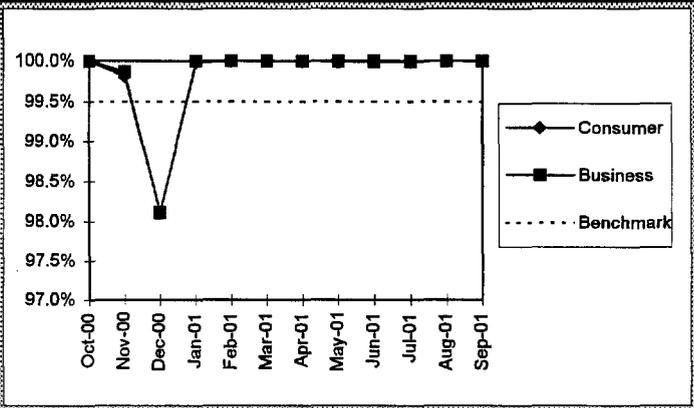
General System Availability



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	99.8%	0	99.9%	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	100.0%	0	100.0%	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





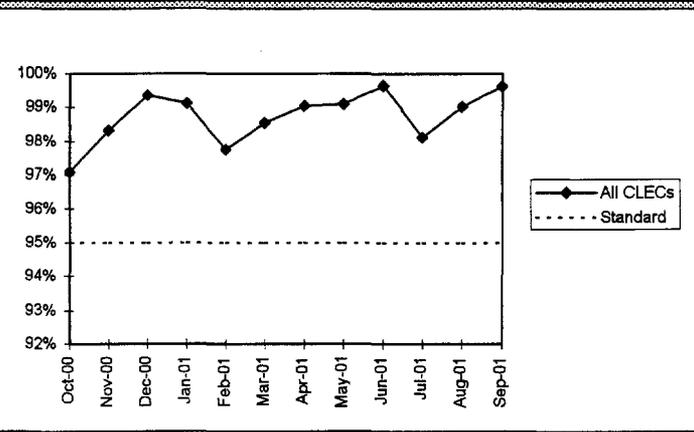
Pre-Ordering/Ordering

Missouri

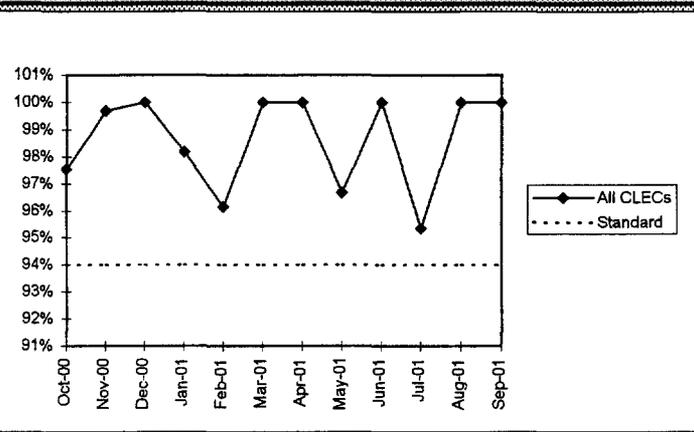
Percent Firm Order Confirmations (FOCs) received within "x" hours - Mechanized - LEX

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.

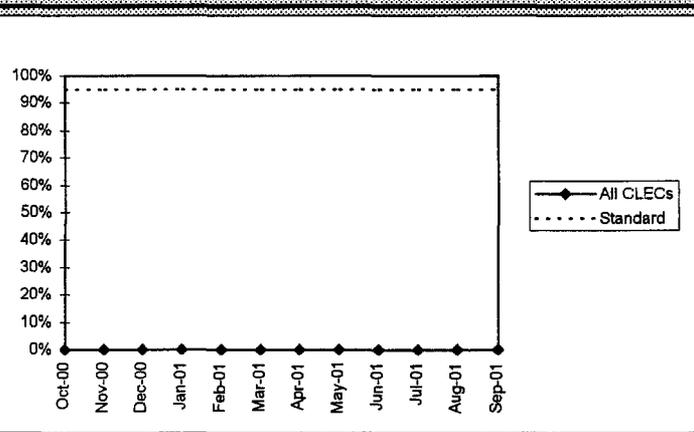
Measurement 5 - 01	Residence and Simple Business				
	All CLECs				
	No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Highest 5/6%	Z-Value
Oct-00	4,128	4,008	97.1%		-2.09
Nov-00	3,644	3,583	98.3%	5.89	0
Dec-00	4,548	4,519	99.4%	5.27	0
Jan-01	5,803	5,752	99.1%	4.98	0
Feb-01	5,438	5,316	97.8%	5.63	0
Mar-01	5,758	5,674	98.5%	5.41	0
Apr-01	6,480	6,418	99.0%	4.98	0
May-01	5,779	5,727	99.1%	5.05	0
Jun-01	5,884	5,863	99.6%	4.77	0
Jul-01	6,250	6,133	98.1%	5.29	0
Aug-01	6,989	6,921	99.0%	5.24	0
Sep-01	6,118	6,096	99.6%	4.64	0
<b>12 Mo. Total</b>	<b>66,819</b>	<b>66,010</b>	<b>98.8%</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	853	832	97.5%		-3.54
Nov-00	903	900	99.7%	21.07	0
Dec-00	40	40	100.0%	18.65	0
Jan-01	55	54	98.2%	39.23	0
Feb-01	52	50	96.2%	34.84	0
Mar-01	32	32	100.0%	21.50	0
Apr-01	65	65	100.0%	20.15	0
May-01	30	29	96.7%	29.06	0
Jun-01	77	77	100.0%	19.36	0
Jul-01	43	41	95.3%	30.68	0
Aug-01	56	56	100.0%	19.51	0
Sep-01	26	26	100.0%	20.67	0
<b>12 Mo. Total</b>	<b>2,232</b>	<b>2,202</b>	<b>98.7%</b>		



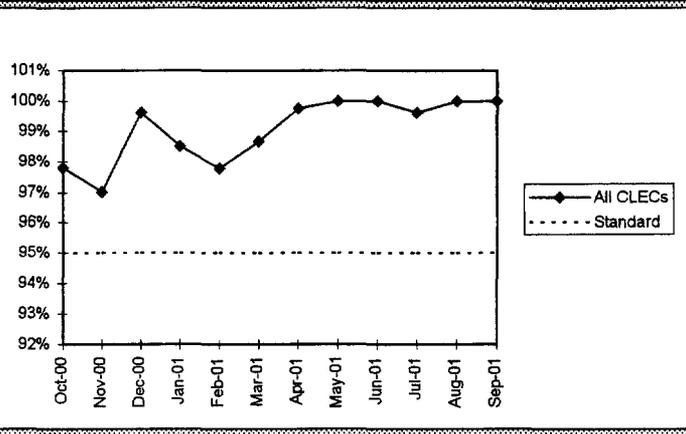
Measurement 5 - 03	Complex Business (200+ Lines)				
	All CLECs				
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a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



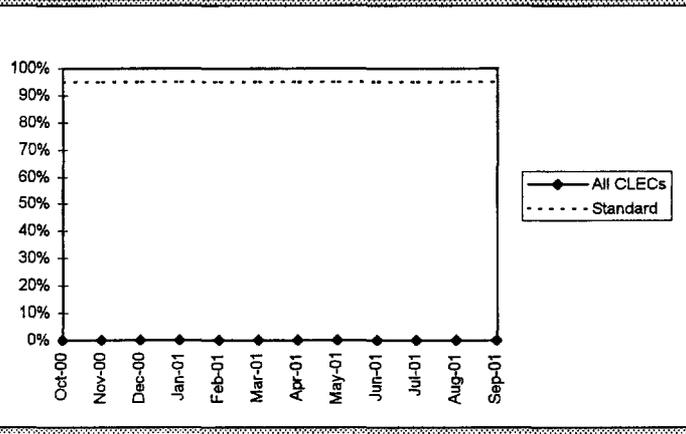
**Percent Firm Order Confirmations (FOCs) received within "x" hours - Mechanized - LEX**

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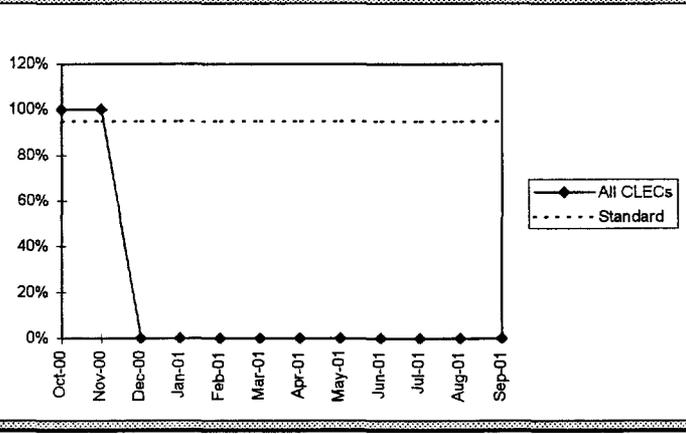
Measurement 5 - 04	UNE Loop (1 - 49)				
	All CLECs				
	No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Highest 5/6%	Z-Value
Oct-00	362	354	97.8%		-2.79
Nov-00	302	293	97.0%	7.26	0
Dec-00	256	255	99.6%	4.83	0
Jan-01	334	329	98.5%	5.38	0
Feb-01	315	308	97.8%	5.15	0
Mar-01	376	371	98.7%	5.13	0
Apr-01	406	405	99.8%	4.76	0
May-01	481	481	100.0%	4.29	0
Jun-01	364	364	100.0%	4.12	0
Jul-01	280	259	99.6%	4.54	0
Aug-01	315	315	100.0%	4.56	0
Sep-01	296	296	100.0%	4.37	0
<b>12 Mo. Total</b>	<b>4,047</b>	<b>4,010</b>	<b>99.1%</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>		



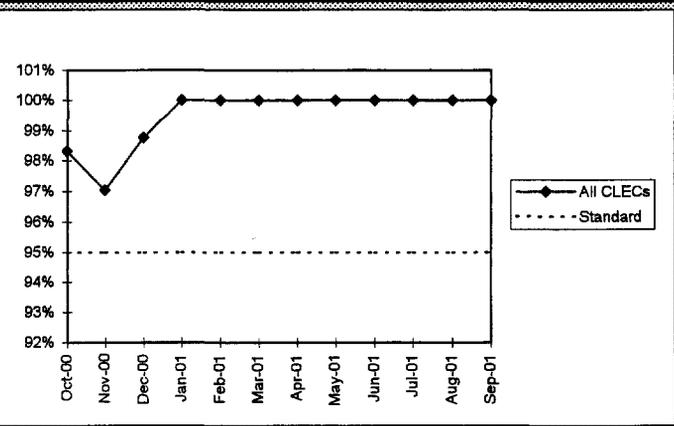
Measurement 5 - 06	Switch Ports				
	All CLECs				
	No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Highest 5/6%	Z-Value
Oct-00	12	12	100.0%		-5
Nov-00	3	3	100.0%		-5
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	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>15</b>	<b>15</b>	<b>100.0%</b>		



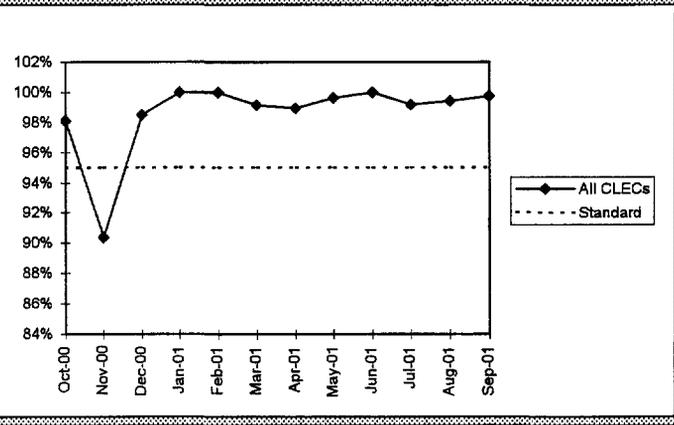
**Percent Firm Order Confirmations (FOCs) received within "x" hours - LEX**

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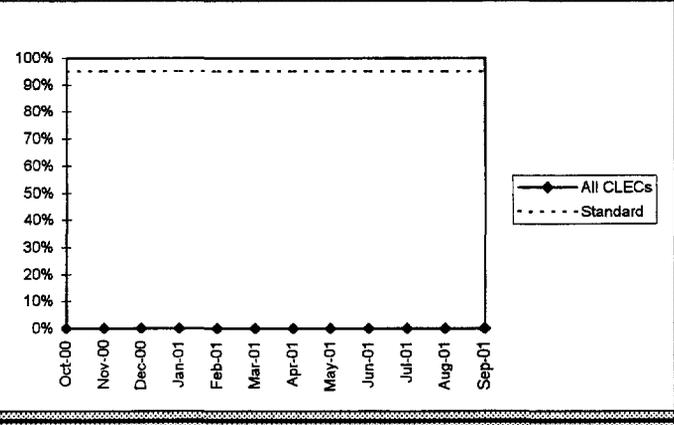
Measurement 5 - 07	Residence and Simple Business LNP Only (1-19)				
	No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Highest 5/6%	Z-Value
Oct-00	178	175	98.3%		-3.31
Nov-00	169	164	97.0%	9.02	0
Dec-00	82	81	98.8%	4.81	0
Jan-01	74	74	100.0%	4.69	0
Feb-01	108	108	100.0%	4.77	0
Mar-01	99	99	100.0%	4.27	0
Apr-01	134	134	100.0%	4.82	0
May-01	138	138	100.0%	4.74	0
Jun-01	92	92	100.0%	4.67	0
Jul-01	118	118	100.0%	4.40	0
Aug-01	82	82	100.0%	4.70	0
Sep-01	102	102	100.0%	4.80	0
<b>12 Mo. Total</b>	<b>1,376</b>	<b>1,367</b>	<b>99.3%</b>		



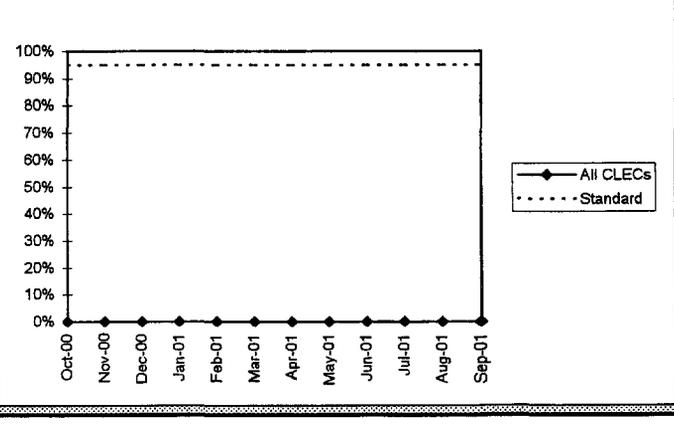
Measurement 5 - 08	Residence and Simple Business With Loop (1 - 19)				
	No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Highest 5/6%	Z-Value
Oct-00	107	105	98.1%		-3.13
Nov-00	52	47	90.4%		2
Dec-00	66	65	98.5%	5.03	0
Jan-01	88	88	100.0%	4.67	0
Feb-01	176	176	100.0%	4.71	0
Mar-01	227	225	99.1%	4.87	0
Apr-01	286	283	99.0%	5.42	0
May-01	270	269	99.6%	5.20	0
Jun-01	105	105	100.0%	4.66	0
Jul-01	123	122	99.2%	4.89	0
Aug-01	178	177	99.4%	4.82	0
Sep-01	415	414	99.8%	4.70	0
<b>12 Mo. Total</b>	<b>2,093</b>	<b>2,076</b>	<b>99.2%</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>		



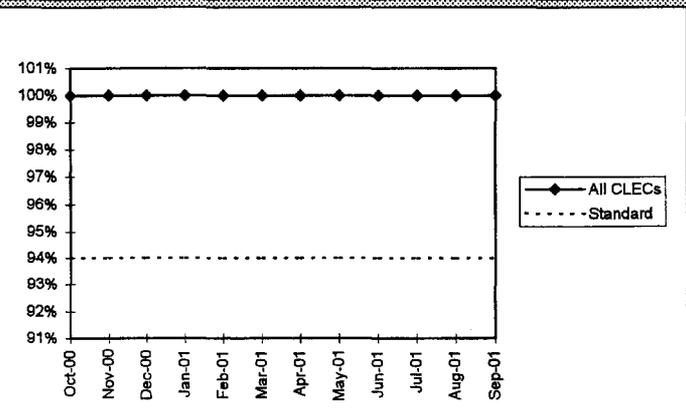
Measurement 5 - 10	LNP with Loop (20 +)				
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
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>		



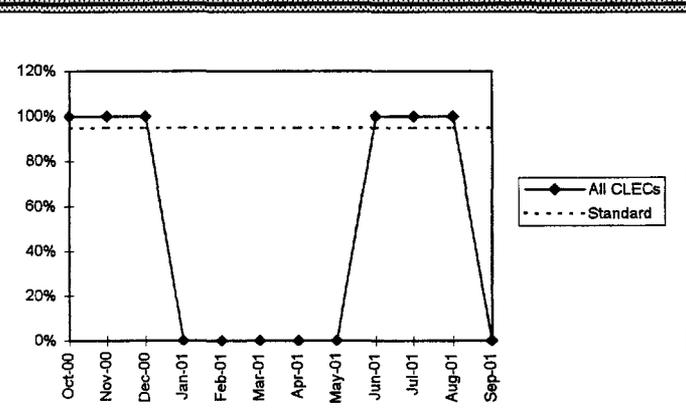
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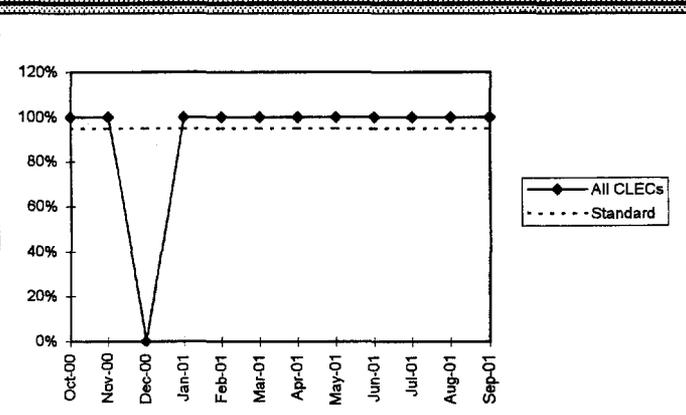
Measurement 5 - 11	LNP Complex Business (1 - 19 Lines)				
	All CLECs				
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Highest 5/6%	Z-Value
Oct-00	36	36	100.0%		-6
Nov-00	29	29	100.0%	11.32	0
Dec-00	16	16	100.0%	18.42	0
Jan-01	14	14	100.0%	17.72	0
Feb-01	26	26	100.0%	18.71	0
Mar-01	26	26	100.0%	17.79	0
Apr-01	22	22	100.0%	18.78	0
May-01	28	28	100.0%	19.51	0
Jun-01	29	29	100.0%	19.04	0
Jul-01	34	34	100.0%	19.22	0
Aug-01	32	32	100.0%	19.19	0
Sep-01	30	30	100.0%	19.64	0
<b>12 Mo. Total</b>	<b>322</b>	<b>322</b>	<b>100.0%</b>		



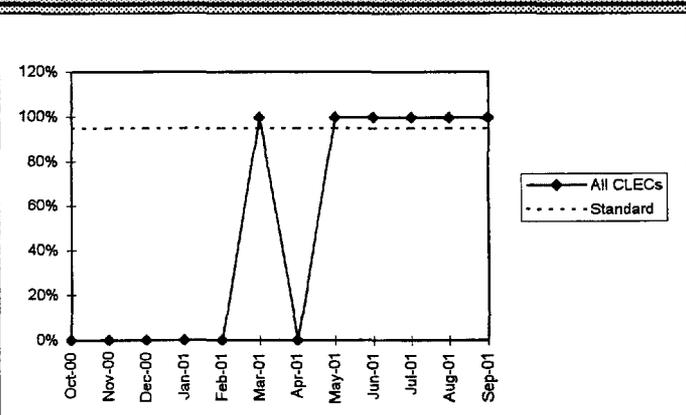
Measurement 5 - 12	LNP Complex Business (20 - 50 Lines)				
	All CLECs				
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Highest 5/6%	Z-Value
Oct-00	3	3	100.0%		-5
Nov-00	4	4	100.0%		0
Dec-00	2	2	100.0%		0
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	2	2	100.0%		0
Jul-01	4	4	100.0%		0
Aug-01	2	2	100.0%		0
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>17</b>	<b>17</b>	<b>100.0%</b>		



Measurement 5 - 13	LNP Complex Business (50 + Lines)				
	All CLECs				
	No. of Orders	# Received On Time	% Received On Time		Z-Value
Oct-00	2	2	100.0%		-5
Nov-00	2	2	100.0%		0
Dec-00	0	0	n/a		n/a
Jan-01	4	4	100.0%		0
Feb-01	5	5	100.0%		0
Mar-01	2	2	100.0%		0
Apr-01	4	4	100.0%		0
May-01	5	5	100.0%		0
Jun-01	9	9	100.0%		0
Jul-01	3	3	100.0%		0
Aug-01	5	5	100.0%		0
Sep-01	2	2	100.0%		0
<b>12 Mo. Total</b>	<b>43</b>	<b>43</b>	<b>100.0%</b>		



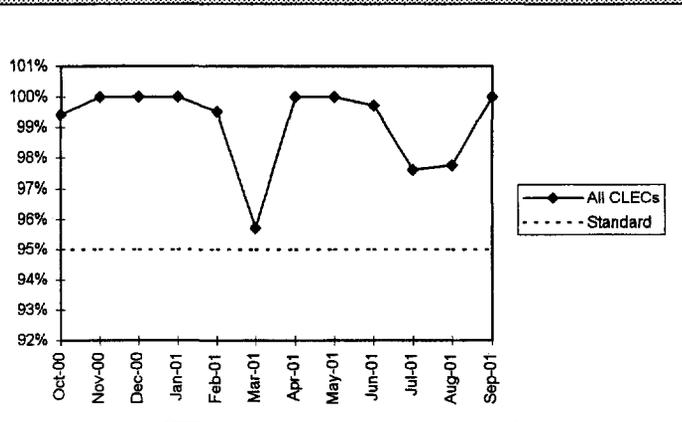
Measurement 5 - 14	MBOS Related Services				
	All CLECs				
	No. of Orders	# Received On Time	% Received On Time		Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	2	2	100.0%		-5
Apr-01	0	0	n/a		n/a
May-01	5	5	100.0%		-5
Jun-01	8	8	100.0%		-5
Jul-01	3	3	100.0%		-5
Aug-01	3	3	100.0%		-5
Sep-01	5	5	100.0%		-5
<b>12 Mo. Total</b>	<b>26</b>	<b>26</b>	<b>100.0%</b>		



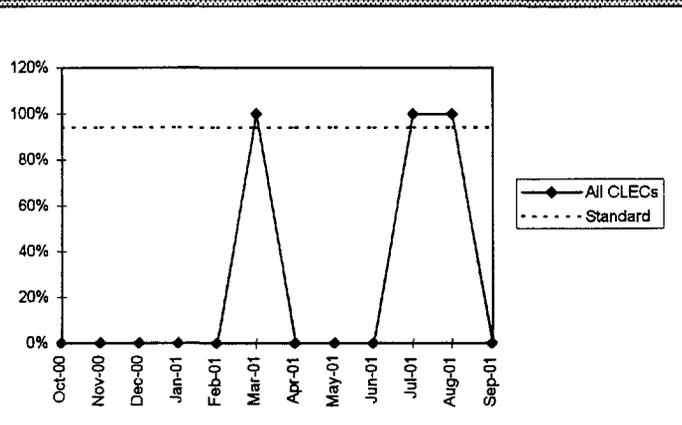
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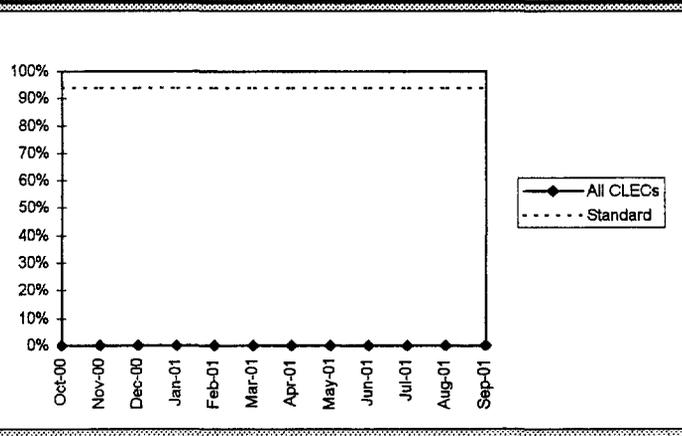
Measurement 5 - 15	Residence and Simple Business				
	All CLECs				
	No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Highest 5/6%	Z-Value
Oct-00	342	340	99.4%		-4.42
Nov-00	157	157	100.0%	2.94	0
Dec-00	145	145	100.0%	3.79	0
Jan-01	1,993	1,993	100.0%	1.67	0
Feb-01	403	401	99.5%	2.96	0
Mar-01	422	404	95.7%	7.15	0
Apr-01	306	306	100.0%	4.18	0
May-01	298	298	100.0%	3.54	0
Jun-01	347	346	99.7%	4.71	0
Jul-01	504	492	97.6%	5.22	0
Aug-01	358	350	97.8%	7.04	0
Sep-01	395	395	100.0%	4.23	0
<b>12 Mo. Total</b>	<b>5,670</b>	<b>5,627</b>	<b>99.2%</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	1	1	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	1	1	100.0%		-6
Aug-01	1	1	100.0%		-6
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>3</b>	<b>3</b>	<b>100.0%</b>		



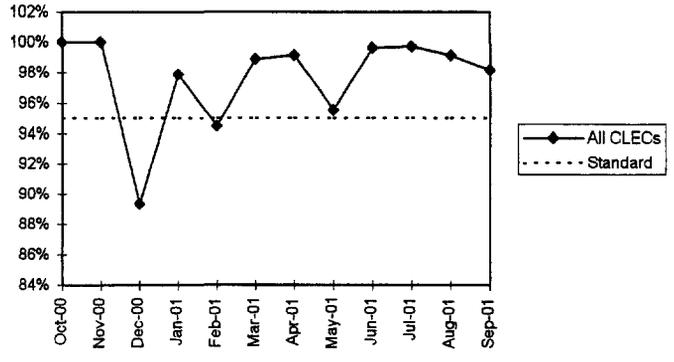
Measurement 5 - 17	Complex Business (200+ Lines)				
	All CLECs				
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a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



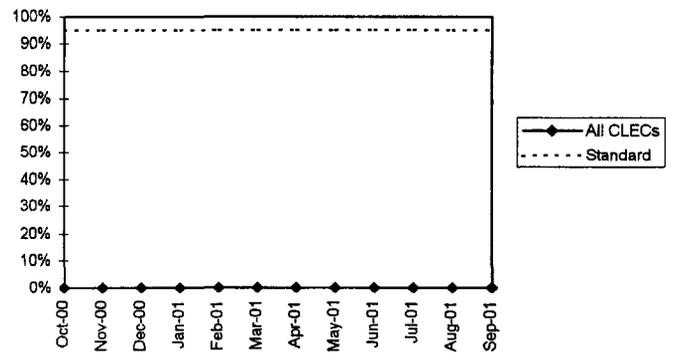
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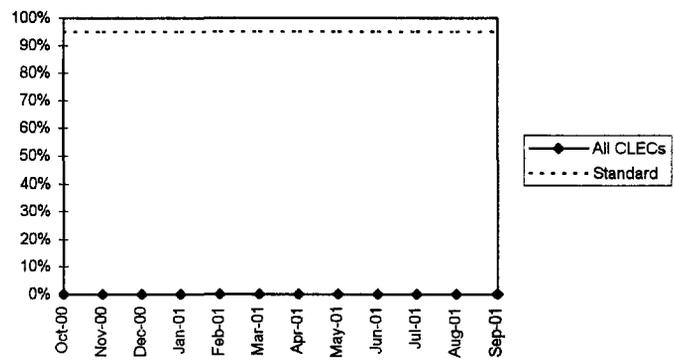
Measurement 5 - 18	UNE Loop (1 - 49)				
	All CLECs				
	No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Highest 5/6%	Z-Value
Oct-00	75	75	100.0%		-5
Nov-00	106	106	100.0%	4.88	0
Dec-00	122	109	89.3%		2
Jan-01	140	137	97.9%	5.19	0
Feb-01	163	154	94.5%		2
Mar-01	266	263	98.9%	4.89	0
Apr-01	233	231	99.1%	8.29	0
May-01	290	277	95.5%	8.13	0
Jun-01	273	272	99.6%	4.94	0
Jul-01	350	349	99.7%	4.40	0
Aug-01	341	338	99.1%	4.96	0
Sep-01	272	267	98.2%	4.92	0
<b>12 Mo. Total</b>	<b>2,631</b>	<b>2,578</b>	<b>98.0%</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>		



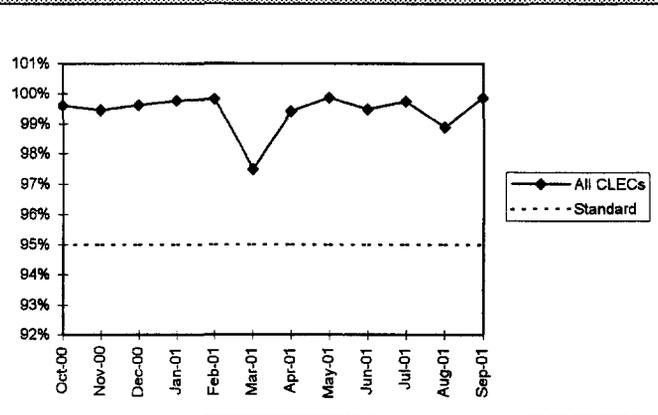
Measurement 5 - 20	Switch Ports				
	All CLECs				
	No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a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



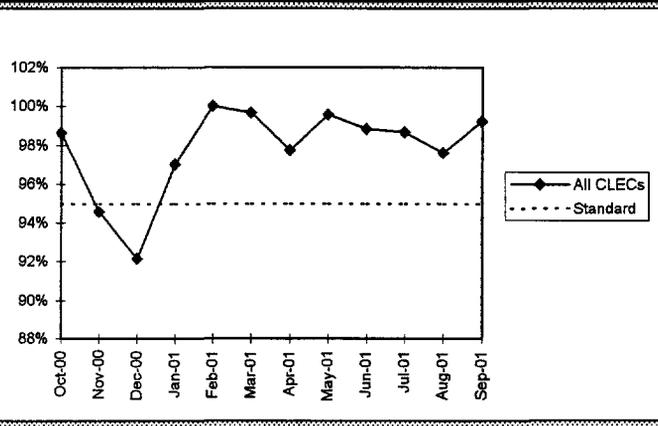
**Percent Firm Order Confirmations (FOCs) received within "x" hours - EDI**

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.

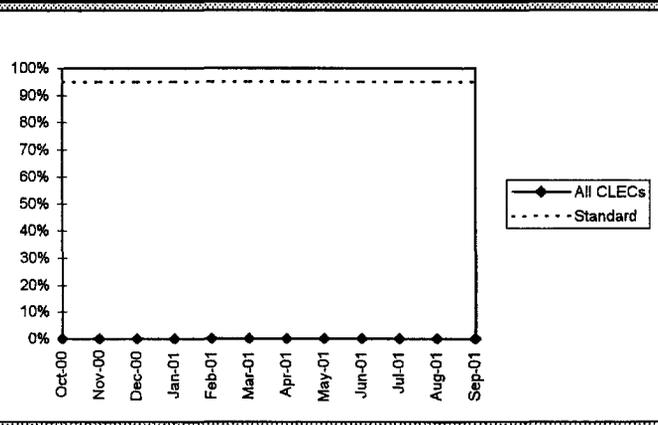
Measurement 5 - 21	Residence and Simple Business LNP Only (1-19)				
	All CLECs				
	No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Highest 5/6%	Z-Value
Oct-00	2,722	2,711	99.6%		-4.6
Nov-00	2,934	2,918	99.5%	4.46	0
Dec-00	2,847	2,836	99.6%	4.31	0
Jan-01	2,914	2,907	99.8%	4.54	0
Feb-01	1,136	1,134	99.8%	4.58	0
Mar-01	716	698	97.5%	25.02	0
Apr-01	686	682	99.4%	4.58	0
May-01	764	763	99.9%	4.62	0
Jun-01	766	762	99.5%	5.30	0
Jul-01	764	762	99.7%	4.56	0
Aug-01	1,002	991	98.9%	5.07	0
Sep-01	786	785	99.9%	4.39	0
<b>12 Mo. Total</b>	<b>18,037</b>	<b>17,949</b>	<b>99.5%</b>		



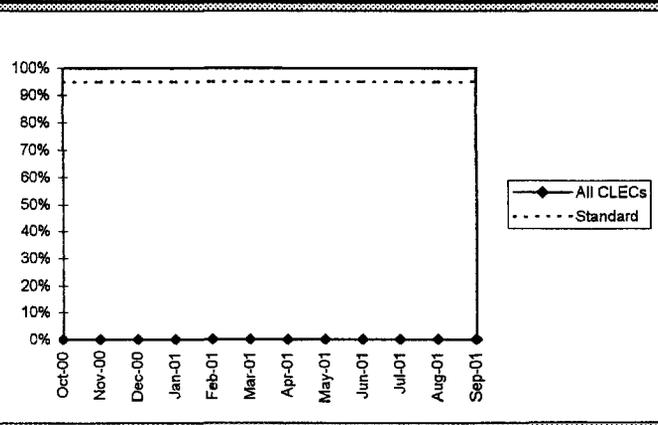
Measurement 5 - 22	Residence and Simple Business With Loop (1 - 19)				
	All CLECs				
	No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Highest 5/6%	Z-Value
Oct-00	73	72	98.6%		-3.63
Nov-00	92	87	94.6%		2
Dec-00	89	82	92.1%		2
Jan-01	133	129	97.0%	5.05	0
Feb-01	221	221	100.0%	4.71	0
Mar-01	289	288	99.7%	5.25	0
Apr-01	176	172	97.7%	4.93	0
May-01	235	234	99.6%	4.85	0
Jun-01	344	340	98.8%	5.08	0
Jul-01	225	222	98.7%	5.27	0
Aug-01	293	286	97.6%	6.20	0
Sep-01	127	126	99.2%	4.88	0
<b>12 Mo. Total</b>	<b>2,297</b>	<b>2,259</b>	<b>98.3%</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>		



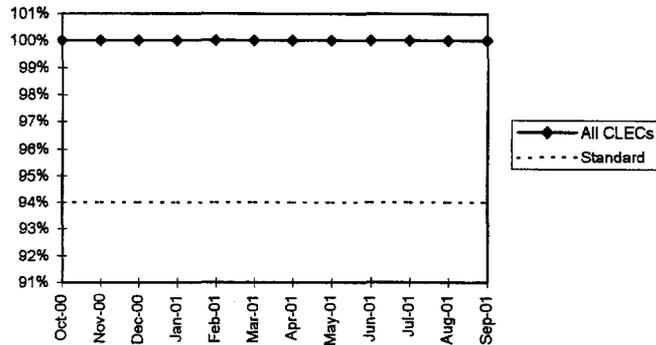
Measurement 5 - 24	LNP with Loop (20 +)				
	All CLECs				
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	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>		



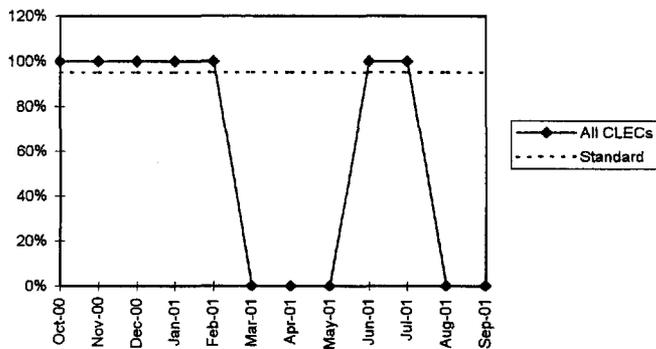
**Percent Firm Order Confirmations (FOCs) received within "x" hours - EDI**

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.

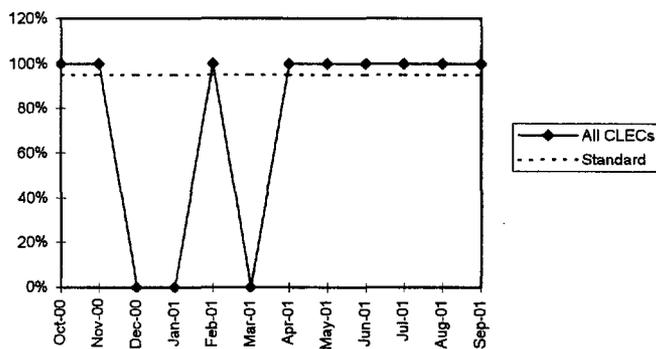
Measurement 5 - 25	LNP Complex Business (1 - 19 Lines)				
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Highest 5/6%	Z-Value
Oct-00	27	27	100.0%		-6
Nov-00	26	26	100.0%	18.81	0
Dec-00	8	8	100.0%		0
Jan-01	29	29	100.0%	18.81	0
Feb-01	44	44	100.0%	18.68	0
Mar-01	37	37	100.0%	19.33	0
Apr-01	48	48	100.0%	18.11	0
May-01	56	56	100.0%	18.89	0
Jun-01	85	85	100.0%	18.68	0
Jul-01	53	53	100.0%	19.33	0
Aug-01	90	90	100.0%	19.07	0
Sep-01	70	70	100.0%	19.00	0
<b>12 Mo. Total</b>	<b>573</b>	<b>573</b>	<b>100.0%</b>		



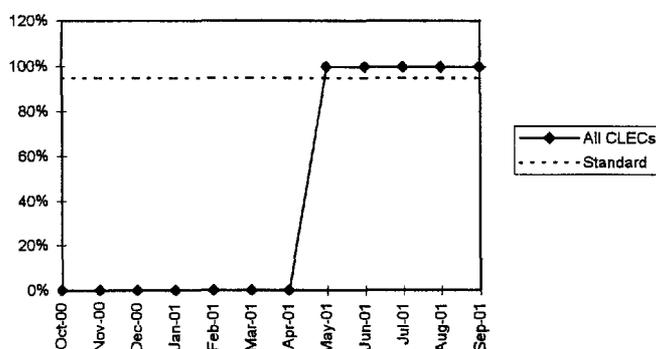
Measurement 5 - 26	LNP Complex Business (20 - 50 Lines)				
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Highest 5/6%	Z-Value
Oct-00	1	1	100.0%		-5
Nov-00	1	1	100.0%		0
Dec-00	4	4	100.0%		0
Jan-01	4	4	100.0%		0
Feb-01	1	1	100.0%		0
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	3	3	100.0%		0
Jul-01	3	3	100.0%		0
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>17</b>	<b>17</b>	<b>100.0%</b>		



Measurement 5 - 27	LNP Complex Business (50 + Lines)				
	No. of Orders	# Received On Time	% Received On Time	Highest 5/6%	Z-Value
Oct-00	4	4	100.0%		-5
Nov-00	1	1	100.0%		0
Dec-00	1	0	0.0%		2
Jan-01	0	0	n/a		n/a
Feb-01	3	3	100.0%		0
Mar-01	0	0	n/a		n/a
Apr-01	1	1	100.0%		0
May-01	10	10	100.0%		0
Jun-01	5	5	100.0%		0
Jul-01	3	3	100.0%		0
Aug-01	2	2	100.0%		0
Sep-01	3	3	100.0%		0
<b>12 Mo. Total</b>	<b>33</b>	<b>32</b>	<b>97.0%</b>		



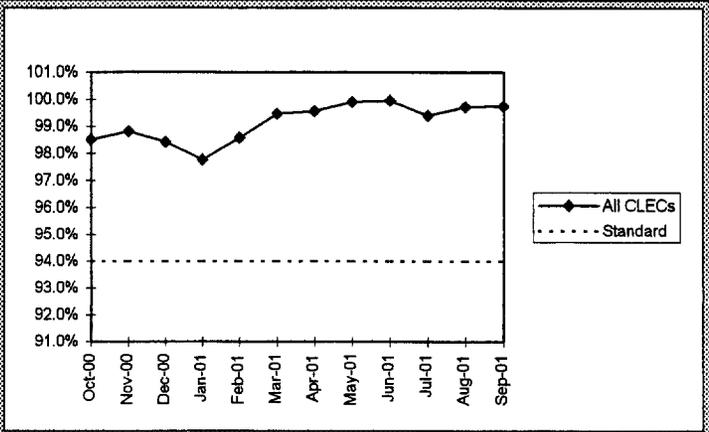
Measurement 5 - 28	MBOS Related Services				
	No. of Orders	# Received On Time	% Received On Time	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	3	3	100.0%		-5
Jun-01	2	2	100.0%		-5
Jul-01	2	2	100.0%		-5
Aug-01	5	5	100.0%		-5
Sep-01	2	2	100.0%		-5
<b>12 Mo. Total</b>	<b>14</b>	<b>14</b>	<b>100.0%</b>		



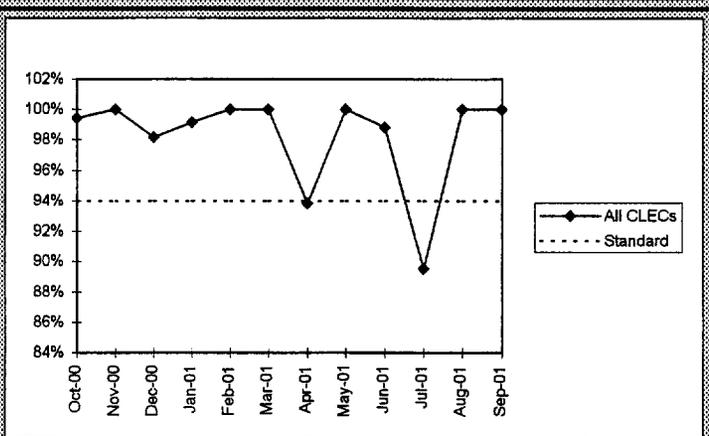
**Percent Firm Order Confirmations (FOCs) received within "x" hours - Manual**

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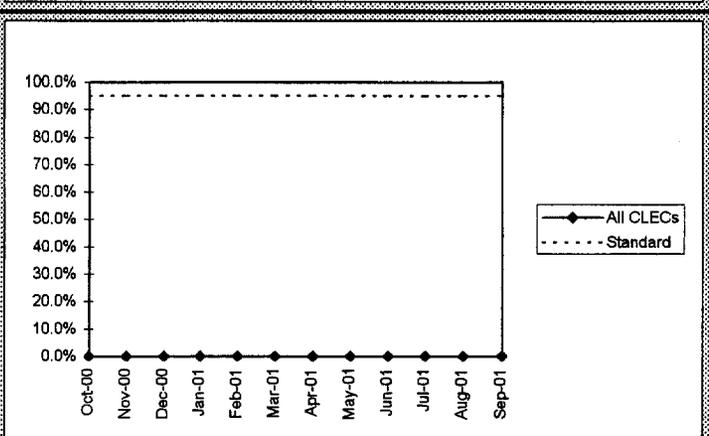
Measurement 5 - 29	Residence and Simple Business				
	All CLECs				
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Highest 5/6%	Z-Value
Oct-00	7,897	7,779	98.5%		-4.51
Nov-00	7,725	7,634	98.8%	25.68	0
Dec-00	9,259	9,112	98.4%	27.31	0
Jan-01	3,014	2,947	97.8%	28.15	0
Feb-01	3,387	3,339	98.6%	27.33	0
Mar-01	2,956	2,940	99.5%	23.26	0
Apr-01	3,582	3,566	99.6%	23.65	0
May-01	4,650	4,646	99.9%	23.21	0
Jun-01	4,076	4,074	100.0%	22.01	0
Jul-01	3,597	3,575	99.4%	22.74	0
Aug-01	3,631	3,621	99.7%	22.50	0
Sep-01	3,108	3,100	99.7%	22.56	0
<b>12 Mo. Total</b>	<b>56,882</b>	<b>56,333</b>	<b>99.0%</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	184	183	99.5%		-5.46
Nov-00	195	195	100.0%	23.47	0
Dec-00	275	270	98.2%	93.53	0
Jan-01	121	120	99.2%	55.49	0
Feb-01	138	138	100.0%	22.10	0
Mar-01	150	150	100.0%	23.20	0
Apr-01	130	122	93.8%		2
May-01	94	94	100.0%	22.09	0
Jun-01	85	84	98.8%	47.04	0
Jul-01	86	77	89.5%		2
Aug-01	119	119	100.0%	22.50	0
Sep-01	93	93	100.0%	23.44	0
<b>12 Mo. Total</b>	<b>1,670</b>	<b>1,645</b>	<b>98.5%</b>		



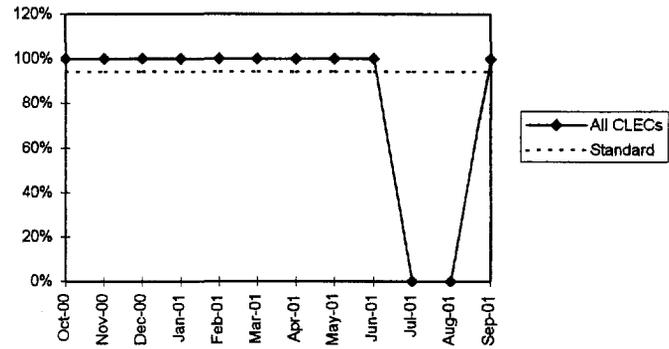
Measurement 5 - 31	Complex Business (200+ Lines)				
	All CLECs				
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a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



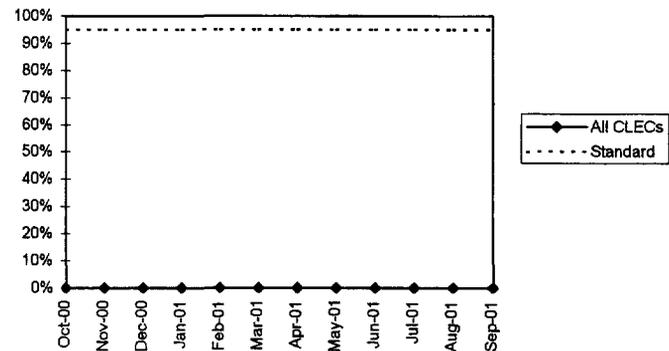
Percent Firm Order Confirmations (FOCs) received within "x" hours - Manual

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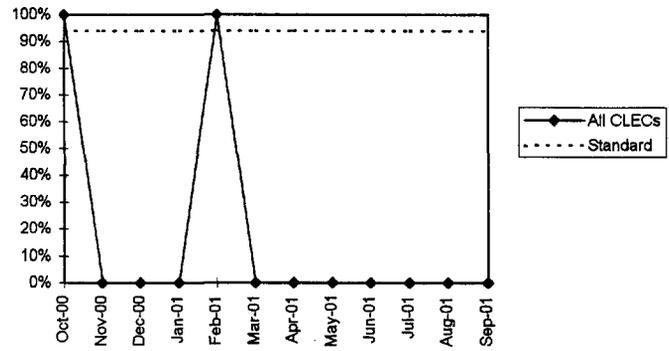
Measurement 5 - 32	UNE Loop (1 - 49)				
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Highest 5/6%	Z-Value
Oct-00	25	25	100.0%		-6
Nov-00	15	15	100.0%	23.68	-6
Dec-00	19	19	100.0%	20.67	-6
Jan-01	6	6	100.0%		-6
Feb-01	3	3	100.0%		-6
Mar-01	3	3	100.0%		-6
Apr-01	1	1	100.0%		-6
May-01	3	3	100.0%		-6
Jun-01	1	1	100.0%		-6
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	2	2	100.0%		-6
12 Mo. Total	78	78	100.0%		



Measurement 5 - 33	UNE Loop (50 +)				
	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
12 Mo. Total	0	0	n/a		



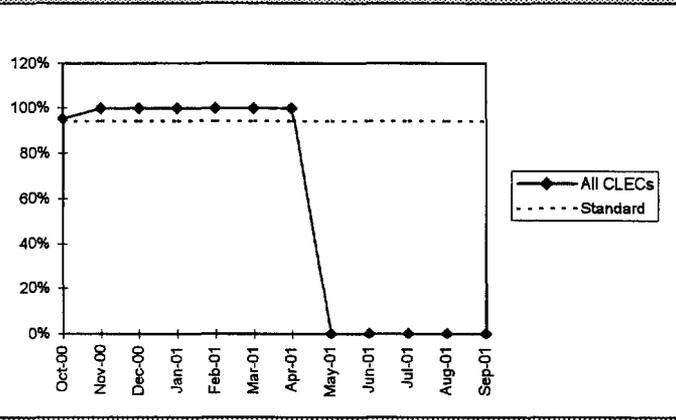
Measurement 5 - 34	Switch Ports				
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Highest 5/6%	Z-Value
Oct-00	1	1	100.0%		-6
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	1	1	100.0%		-6
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	0	0	n/a		n/a
Aug-01	0	0	n/a		n/a
Sep-01	0	0	n/a		n/a
12 Mo. Total	2	2	100.0%		



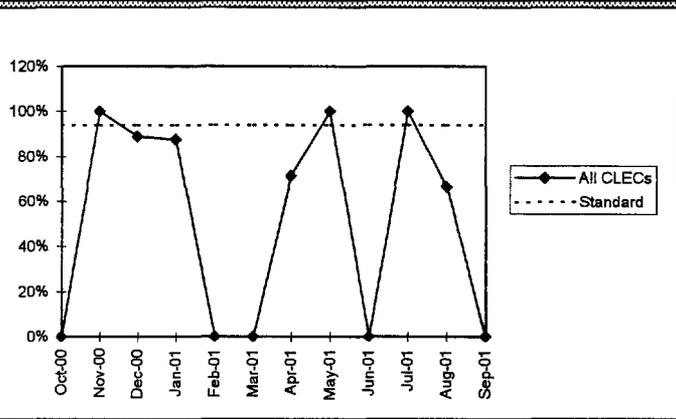
**Percent Firm Order Confirmations (FOCs) received within "x" hours - Manual**

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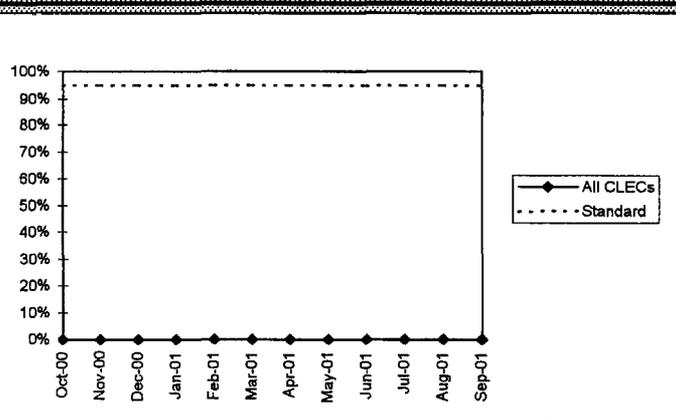
Measurement 5 - 35	Residence and Simple Business LNP Only (1-19)				
	All CLECs				
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Highest 5/6%	Z-Value
Oct-00	21	20	95.2%		-1.24
Nov-00	21	21	100.0%	20.10	-6
Dec-00	10	10	100.0%	19.63	-6
Jan-01	11	11	100.0%	21.58	-6
Feb-01	12	12	100.0%	23.88	-6
Mar-01	2	2	100.0%		-6
Apr-01	2	2	100.0%		-6
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>79</b>	<b>78</b>	<b>98.7%</b>		



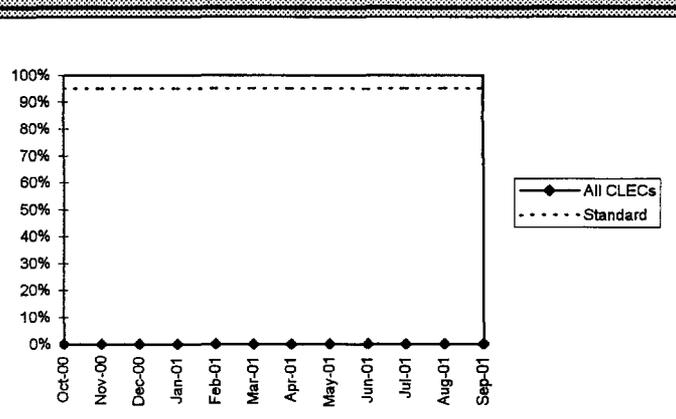
Measurement 5 - 36	Residence and Simple Business With Loop (1 - 19)				
	All CLECs				
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	9	9	100.0%		-6
Dec-00	9	8	88.9%	5.11	5.11
Jan-01	8	7	87.5%	6.5	6.5
Feb-01	1	0	0.0%	94	94
Mar-01	0	0	n/a		n/a
Apr-01	7	5	71.4%	22.57	22.57
May-01	1	1	100.0%	-6	-6
Jun-01	0	0	n/a		n/a
Jul-01	2	2	100.0%	-6	-6
Aug-01	3	2	66.7%	27.33	27.33
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>40</b>	<b>34</b>	<b>85.0%</b>		



Measurement 5 - 37	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>		



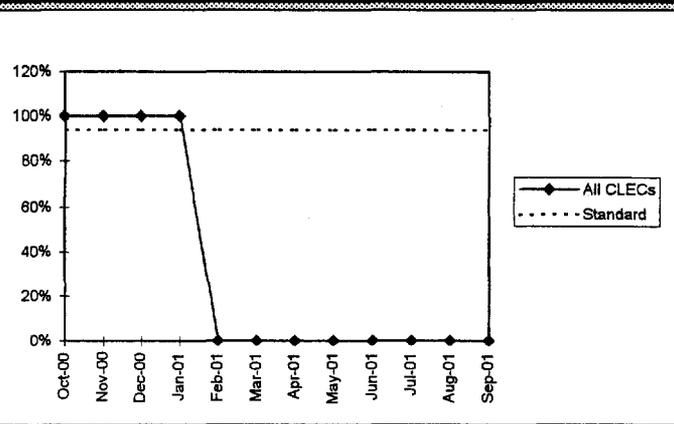
Measurement 5 - 38	LNP with Loop (20 +)				
	All CLECs				
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	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>		



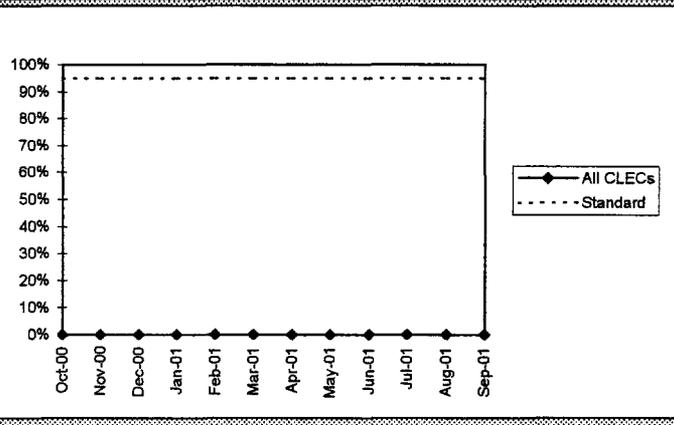
Percent Firm Order Confirmations (FOCs) received within "x" hours - Manual

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.

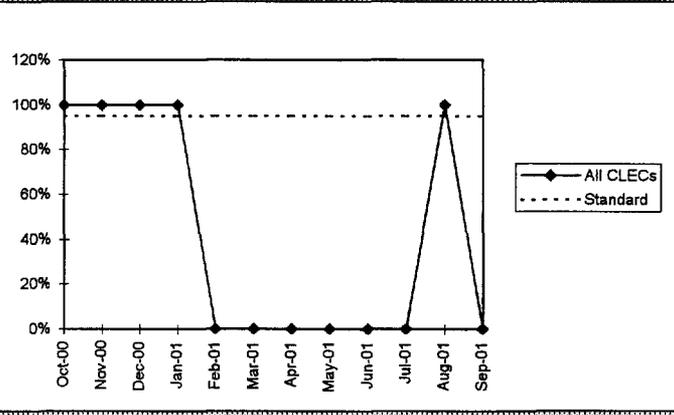
Measurement 5 - 39	LNP Complex Business (1 - 19 Lines)				
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Highest 5/6%	Z-Value
Oct-00	1	1	100.0%		-8
Nov-00	4	4	100.0%		-6
Dec-00	1	1	100.0%		-6
Jan-01	1	1	100.0%		-6
Feb-01	1	0	0.0%		94
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		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>8</b>	<b>7</b>	<b>87.5%</b>		



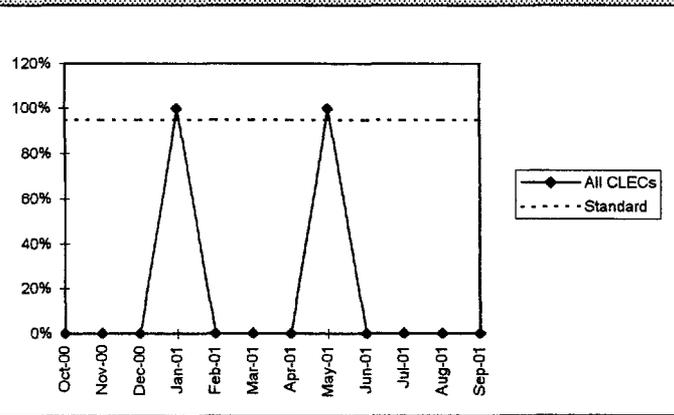
Measurement 5 - 40	LNP Complex Business (20 - 50 Lines)				
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	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)				
	No. of Orders	# Received On Time	% Received On Time	Highest 5/6%	Z-Value
Oct-00	2	2	100.0%		-5
Nov-00	1	1	100.0%		-5
Dec-00	1	1	100.0%		-5
Jan-01	1	1	100.0%		-5
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
Sep-01	0	0	n/a		n/a
<b>12 Mo. Total</b>	<b>6</b>	<b>6</b>	<b>100.0%</b>		

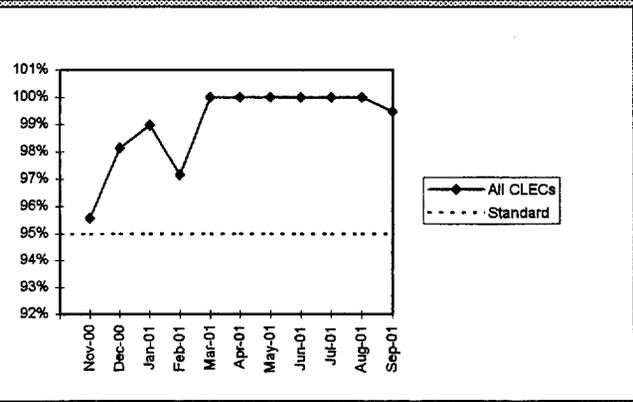


Measurement 5 - 42	MBOS Related Services				
	No. of Orders	# Received On Time	% Received On Time	Highest 5/6%	Z-Value
Oct-00	0	0	n/a		n/a
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	6	6	100.0%		-5
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	1	1	100.0%		-5
Jun-01	0	0	n/a		n/a
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>7</b>	<b>100.0%</b>		

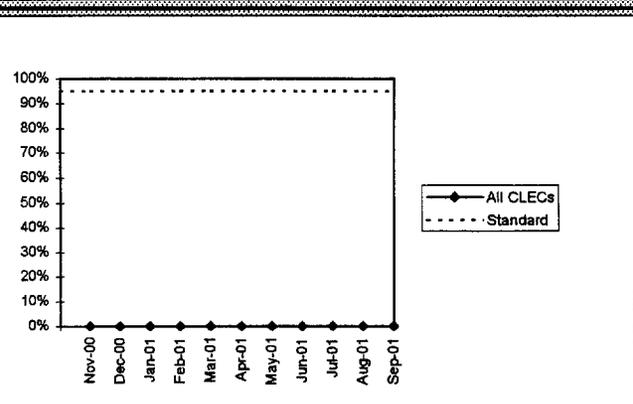


**Percent Firm Order Confirmations (FOCs) for xDSL-capable Loops and Line Sharing Returned within "x" Hours**  
 If parity is met, the average of highest 5%/6% is posted and compared to 120% of the Benchmark to further test parity.

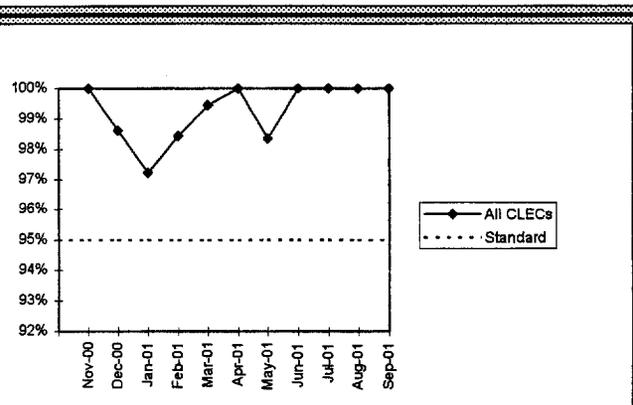
Measurement 5.1 - 01	xDSL Capable (1-20 Loops) - LEX				
	All CLECs				
	No. of FOCs	# Returned < 6 Hours	% Returned < 6 Hours	Highest 5/6%	Z-Value
Nov-00	339	324	95.6%	9.35	-0.58
Dec-00	215	211	98.1%	29.90	-3.14
Jan-01	291	288	99.0%	6.16	-3.97
Feb-01	317	308	97.2%	6.57	-2.16
Mar-01	442	442	100.0%	4.77	-5
Apr-01	215	215	100.0%	4.60	-5
May-01	195	195	100.0%	4.07	-5
Jun-01	376	376	100.0%	4.43	-5
Jul-01	393	393	100.0%	3.63	-5
Aug-01	244	244	100.0%	3.29	-5
Sep-01	192	191	99.5%	3.51	-4.48
<b>12 Mo. Total</b>	<b>3,219</b>	<b>3,187</b>	<b>99.0%</b>		



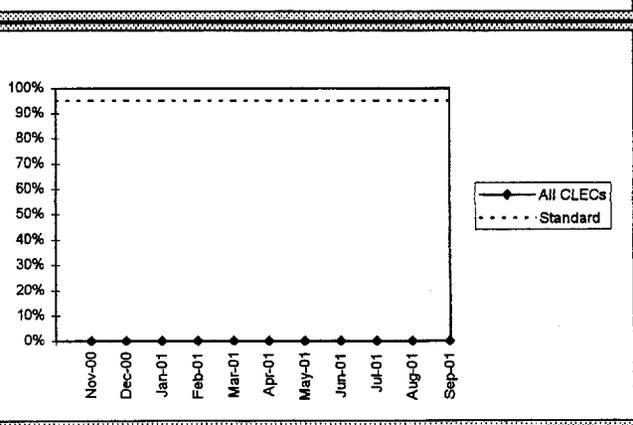
Measurement 5.1 - 02	xDSL Capable (>20 Loops) - LEX				
	All CLECs				
	No. of FOCs	# Returned < 14 Hours	% Returned < 14 Hours	Highest 5/6%	Z-Value
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		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	34	34	100.0%	5.77	-5
Dec-00	72	71	98.6%	6.10	-3.61
Jan-01	36	35	97.2%	9.34	-2.22
Feb-01	190	187	98.4%	6.65	-3.42
Mar-01	184	183	99.5%	5.18	-4.46
Apr-01	119	119	100.0%	4.56	-5
May-01	60	59	98.3%	5.36	-3.33
Jun-01	52	52	100.0%	4.24	-5
Jul-01	81	81	100.0%	4.11	-5
Aug-01	71	71	100.0%	4.34	-5
Sep-01	42	42	100.0%	3.63	-5
<b>12 Mo. Total</b>	<b>941</b>	<b>934</b>	<b>99.3%</b>		

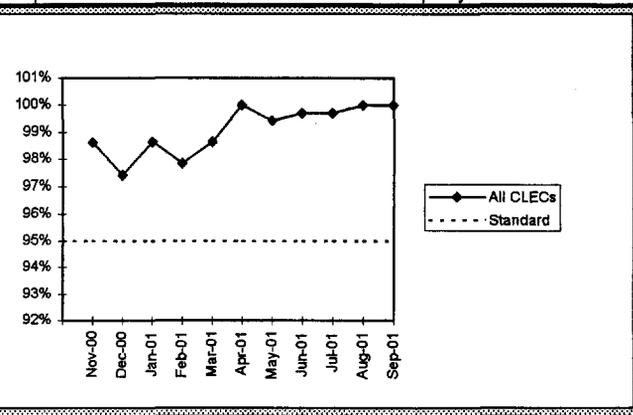


Measurement 5.1 - 04	Line Sharing (>49 Loops) - LEX				
	All CLECs				
	No. of FOCs	# Returned < 14 Hours	% Returned < 14 Hours	Highest 5/6%	Z-Value
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a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

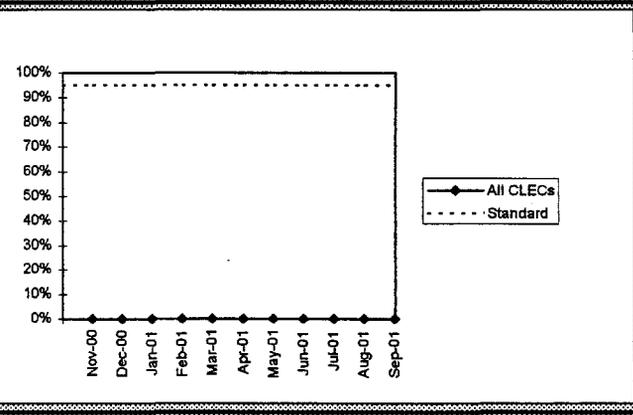


**Percent Firm Order Confirmations (FOCs) for XDSL-capable Loops and Line Sharing Returned within "x" Hours**  
 If parity is met, the average of highest 5%/6% is posted and compared to 120% of the Benchmark to further test parity.

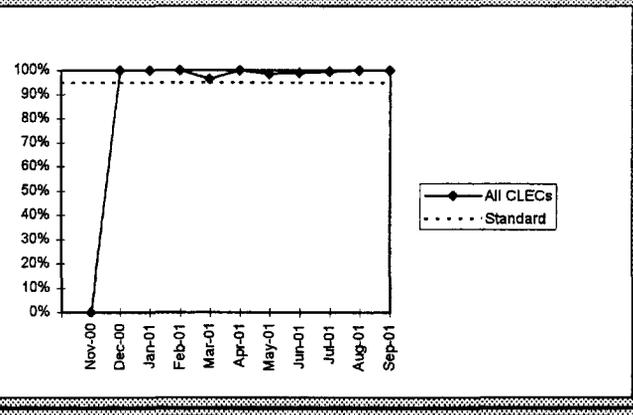
Measurement 5.1 - 05	xDSL Capable (1-20 Loops) - EDI				
	No. of FOCs	# Returned < 6 Hours	% Returned < 6 Hours	Highest 5/6%	Z-Value
Nov-00	220	217	98.6%	7.56	-3.64
Dec-00	231	225	97.4%	39.43	-2.4
Jan-01	296	292	98.6%	7.47	-3.65
Feb-01	231	226	97.8%	6.90	-2.84
Mar-01	296	292	98.6%	14.69	-3.65
Apr-01	382	382	100.0%	4.72	-5
May-01	360	358	99.4%	4.74	-4.44
Jun-01	348	347	99.7%	4.80	-4.71
Jul-01	339	338	99.7%	4.00	-4.71
Aug-01	364	364	100.0%	3.46	-5
Sep-01	204	204	100.0%	3.12	-5
<b>12 Mo. Total</b>	<b>3,271</b>	<b>3,245</b>	<b>99.2%</b>		



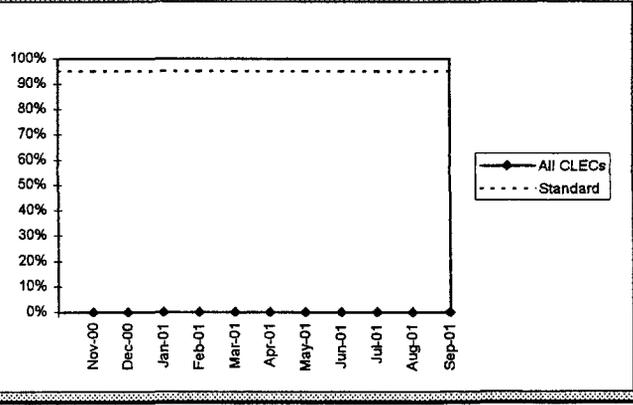
Measurement 5.1 - 06	xDSL Capable (>20 Loops) - EDI				
	No. of FOCs	# Returned < 14 Hours	% Returned < 14 Hours	Highest 5/6%	Z-Value
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01	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				
	No. of FOCs	# Returned < 6 Hours	% Returned < 6 Hours	Highest 5/6%	Z-Value
Nov-00	0	0	n/a		n/a
Dec-00	12	12	100.0%	4.95	-5
Jan-01	6	6	100.0%		-5
Feb-01	19	19	100.0%	5.08	-5
Mar-01	57	55	96.5%	7.82	-1.49
Apr-01	59	59	100.0%	4.35	-5
May-01	70	69	98.6%	6.12	-3.57
Jun-01	98	97	99.0%	4.08	-3.98
Jul-01	173	172	99.4%	7.05	-4.42
Aug-01	156	156	100.0%	3.59	-5
Sep-01	142	142	100.0%	3.16	-5
<b>12 Mo. Total</b>	<b>792</b>	<b>787</b>	<b>99.4%</b>		

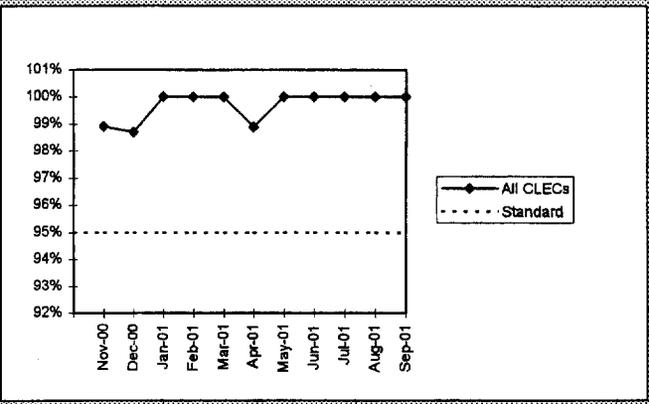


Measurement 5.1 - 08	Line Sharing (>49 Loops) - EDI				
	No. of FOCs	# Returned < 14 Hours	% Returned < 14 Hours	Highest 5/6%	Z-Value
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	0	n/a		n/a
Jul-01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

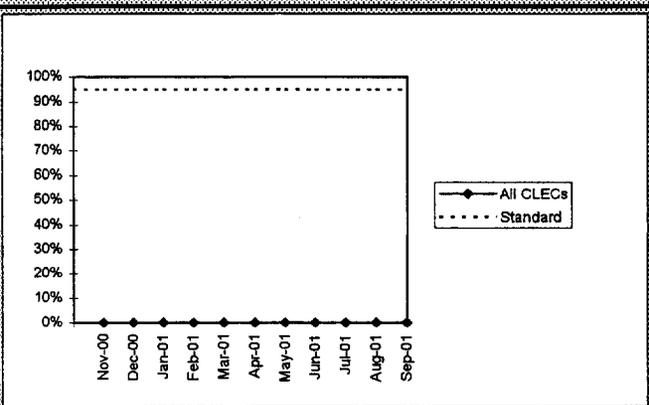


**Percent Firm Order Confirmations (FOCs) for XDSL-capable Loops and Line Sharing Returned within "x" Hours**  
 If parity is met, the average of highest 5%/6% is posted and compared to 120% of the Benchmark to further test parity.

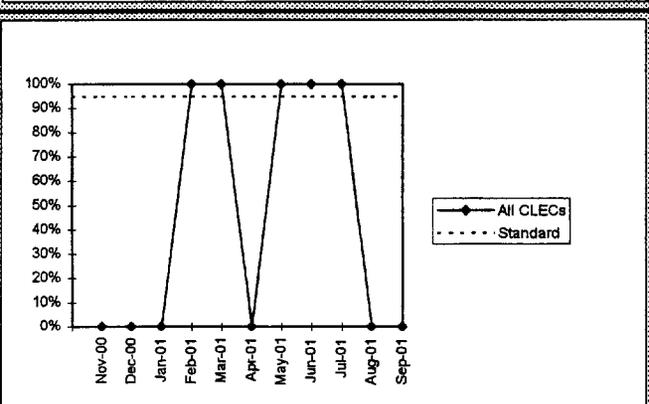
Measurement 5.1 - 09	xDSL Capable (1-49 Loops) - Manual				
	All CLECs				
	No. of FOCs	# Returned < 24 Hours	% Returned < 24 Hours	Highest 5/6%	Z-Value
Nov-00	91	90	98.9%	122.28	-3.9
Dec-00	77	76	98.7%	41.20	-3.7
Jan-01	128	128	100.0%	20.14	-5
Feb-01	101	101	100.0%	21.32	-5
Mar-01	76	76	100.0%	23.05	-5
Apr-01	178	176	98.9%	26.59	-3.88
May-01	73	73	100.0%	19.67	-5
Jun-01	15	15	100.0%	16.52	-5
Jul-01	1	1	100.0%		-5
Aug-01	1	1	100.0%		-5
Sep-01	7	7	100.0%		-5
<b>12 Mo. Total</b>	<b>748</b>	<b>744</b>	<b>99.5%</b>		



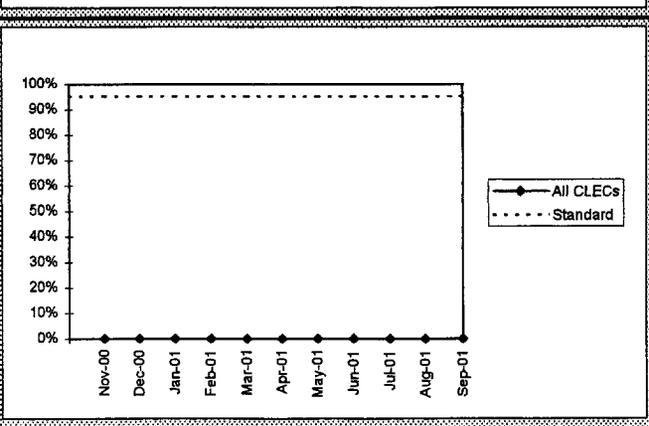
Measurement 5.1 - 10	xDSL Capable (>49 Loops) - Manual				
	All CLECs				
	No. of FOCs	# Returned < 48 Hours	% Returned < 48 Hours	Highest 5/6%	Z-Value
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0	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	1	1	100.0%		-5
Mar-01	2	2	100.0%		-5
Apr-01	0	0	n/a		n/a
May-01	5	5	100.0%		-5
Jun-01	4	4	100.0%		-5
Jul-01	2	2	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>14</b>	<b>14</b>	<b>100.0%</b>		

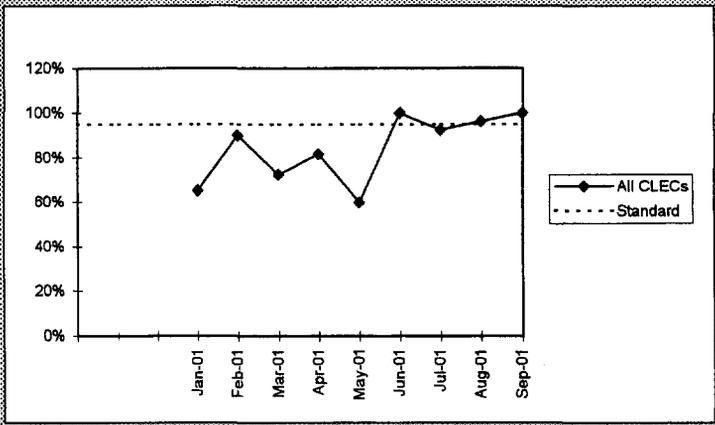


Measurement 5.1 - 12	Line Sharing (>49 Loops) - Manual				
	All CLECs				
	No. of FOCs	# Returned < 48 Hours	% Returned < 48 Hours	Highest 5/6%	Z-Value
Nov-00	0	0	n/a		n/a
Dec-00	0	0	n/a		n/a
Jan-01	0	0	n/a		n/a
Feb-01	0	0	n/a		n/a
Mar-01	0	0	n/a		n/a
Apr-01	0	0	n/a		n/a
May-01	0	0	n/a		n/a
Jun-01	0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

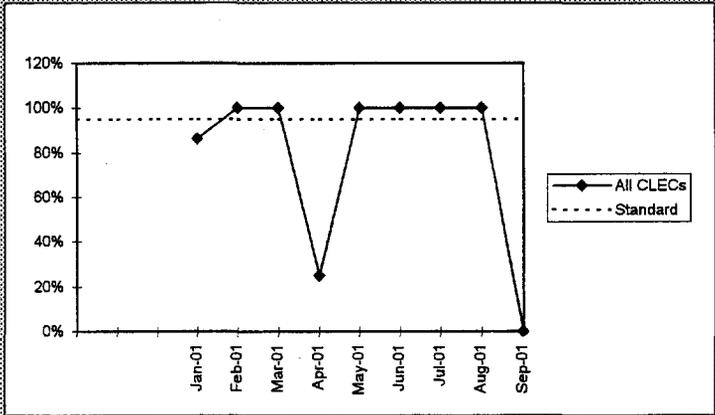


**Percent Firm Order Confirmations (FOCs) Returned within "x" Days on ASR Requests**  
 NOTE: Jan-01 data is 5 states combined; Beginning with Feb-01, the data is specific by state

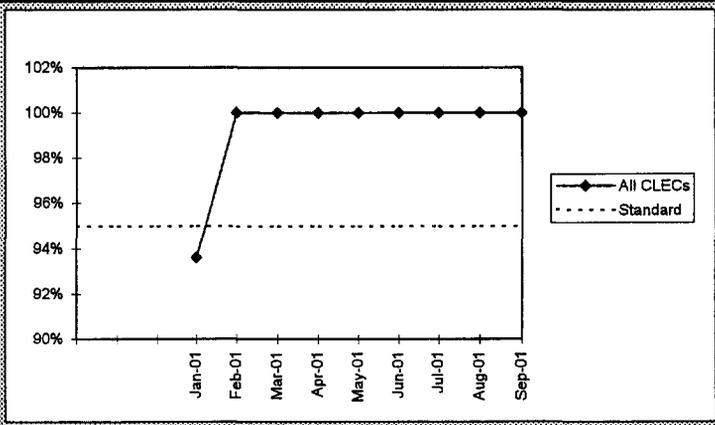
Measurement 5.2 - 01	Interconnection Facilities And Trunks			
	All CLECs			
	No. of ASRs	# Returned On Time	% Returned On Time	Z-Value
Jan-01	290	189	65.2%	29.83
Feb-01	20	18	90.0%	5.00
Mar-01	29	21	72.4%	22.59
Apr-01	27	22	81.5%	13.52
May-01	35	21	60.0%	35.00
Jun-01	15	15	100.0%	-5.00
Jul-01	13	12	92.3%	2.69
Aug-01	27	26	96.3%	-1.30
Sep-01	26	26	100.0%	-5.00
<b>12 Mo. Total</b>	<b>482</b>	<b>350</b>	<b>72.6%</b>	



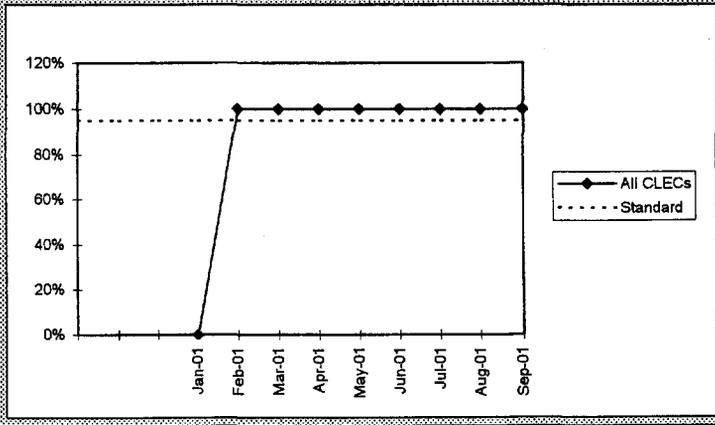
Measurement 5.2 - 02	Unbundled Dedicated Transport - DS1			
	All CLECs			
	No. of ASRs	# Returned On Time	% Returned On Time	Z-Value
Jan-01	44	38	86.4%	8.64
Feb-01	5	5	100.0%	-5.00
Mar-01	17	17	100.0%	-5.00
Apr-01	8	2	25.0%	70.00
May-01	3	3	100.0%	-5.00
Jun-01	2	2	100.0%	-5.00
Jul-01	6	6	100.0%	-5.00
Aug-01	2	2	100.0%	-5.00
Sep-01	0	0	n/a	n/a
<b>12 Mo. Total</b>	<b>87</b>	<b>75</b>	<b>86.2%</b>	

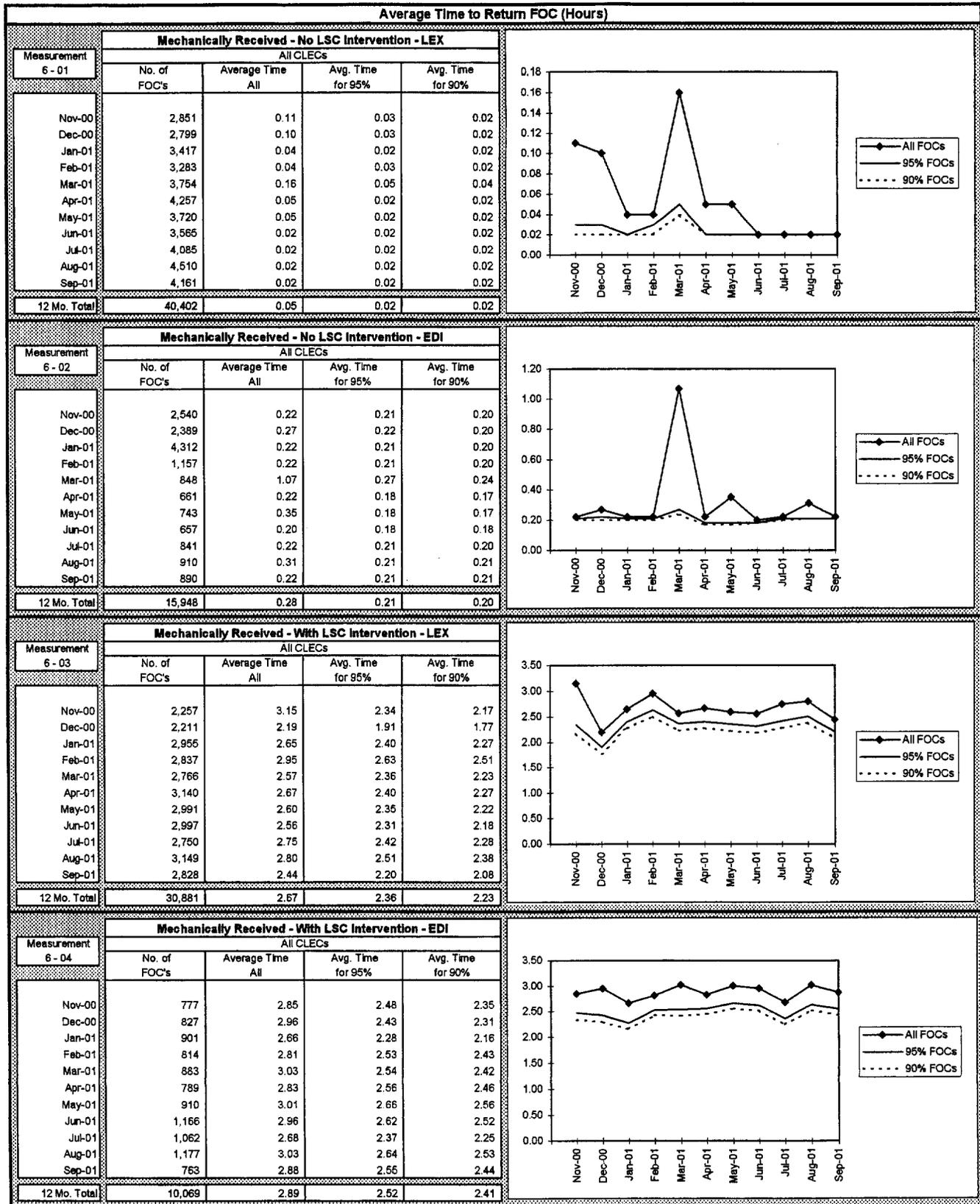


Measurement 5.2 - 03	Unbundled Dedicated Transport - DS3			
	All CLECs			
	No. of ASRs	# Returned On Time	% Returned On Time	Z-Value
Jan-01	47	44	93.6%	1.38
Feb-01	2	2	100.0%	-5.00
Mar-01	6	6	100.0%	-5.00
Apr-01	2	2	100.0%	-5.00
May-01	1	1	100.0%	-5.00
Jun-01	4	4	100.0%	-5.00
Jul-01	2	2	100.0%	-5.00
Aug-01	11	11	100.0%	-5.00
Sep-01	5	5	100.0%	-5.00
<b>12 Mo. Total</b>	<b>80</b>	<b>77</b>	<b>96.3%</b>	

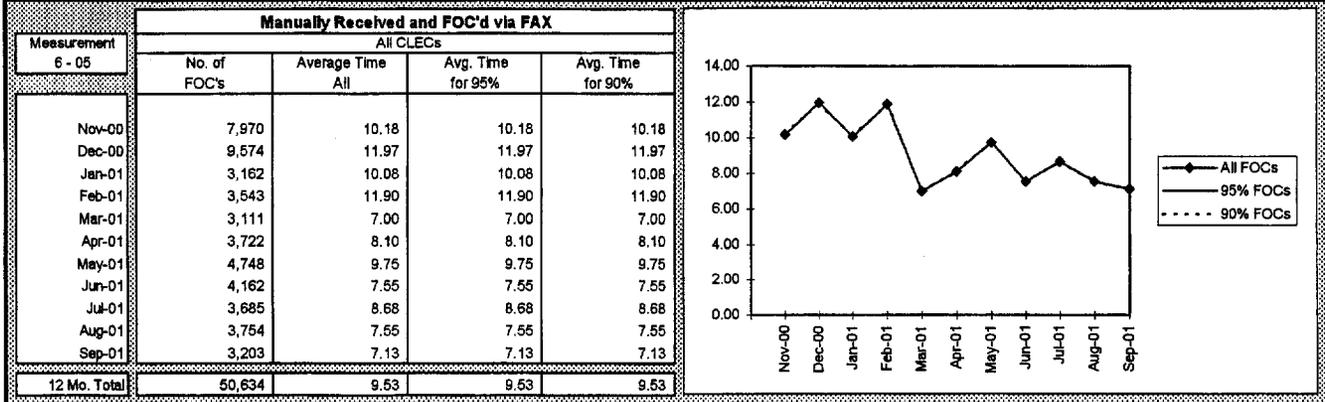


Measurement 5.2 - 04	Projects			
	All CLECs			
	No. of ASRs	# Returned On Time	% Returned On Time	Z-Value
Jan-01	0	0	n/a	n/a
Feb-01	6	6	100.0%	-5.00
Mar-01	17	17	100.0%	-5.00
Apr-01	44	44	100.0%	-5.00
May-01	54	54	100.0%	-5.00
Jun-01	92	92	100.0%	-5.00
Jul-01	70	70	100.0%	-5.00
Aug-01	78	78	100.0%	-5.00
Sep-01	24	24	100.0%	-5.00
<b>12 Mo. Total</b>	<b>385</b>	<b>385</b>	<b>100.0%</b>	





Average Time to Return FOC (Hours)

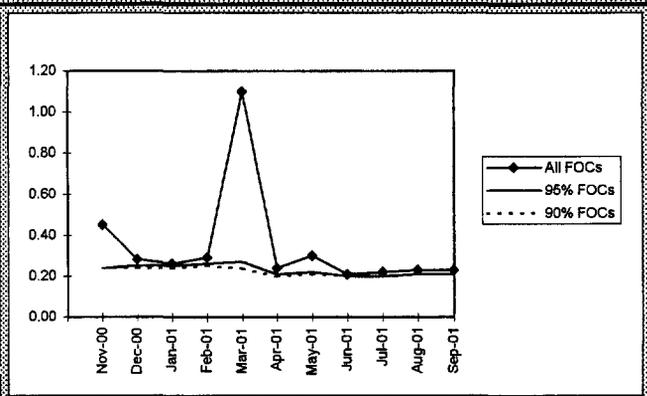


Average Time to Return DSL FOC (Hours)

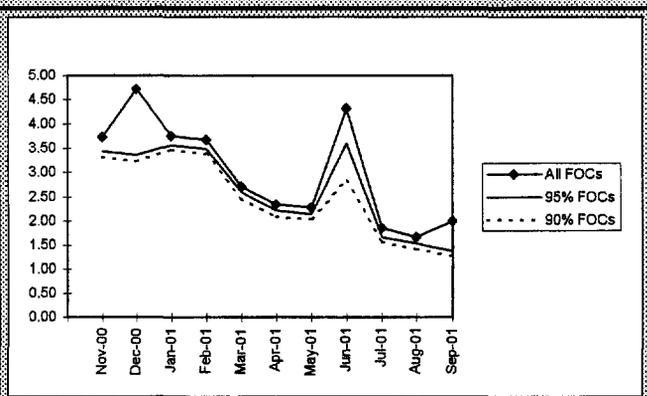
Measurement 6.1-01	Mechanically Received - No LSC Intervention - LEX			
	All CLECs			
	No. of FOC's	Average Time All	Avg. Time for 95%	Avg. Time for 90%
Nov-00	30	0.47	0.45	0.42
Dec-00	71	0.59	0.56	0.55
Jan-01	113	0.54	0.52	0.49
Feb-01	173	0.08	0.05	0.04
Mar-01	355	0.14	0.07	0.04
Apr-01	185	0.05	0.02	0.02
May-01	127	0.10	0.04	0.02
Jun-01	182	0.04	0.02	0.02
Jul-01	249	0.02	0.02	0.02
Aug-01	188	0.04	0.02	0.02
Sep-01	137	0.04	0.02	0.02
12 Mo. Total	1,810	0.13	0.09	0.08



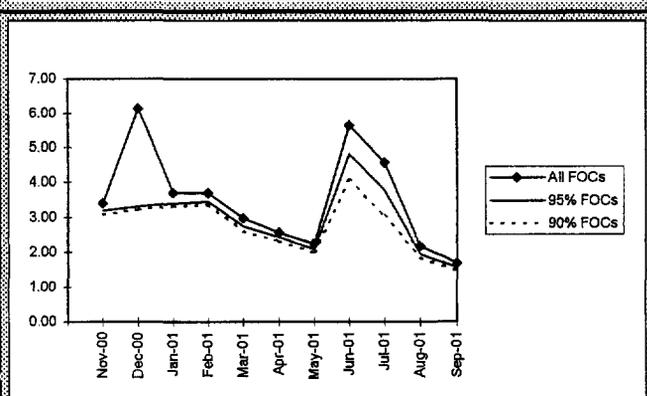
Measurement 6.1-02	Mechanically Received - No LSC Intervention - EDI			
	All CLECs			
	No. of FOC's	Average Time All	Avg. Time for 95%	Avg. Time for 90%
Nov-00	78	0.45	0.24	0.24
Dec-00	92	0.28	0.25	0.24
Jan-01	136	0.26	0.25	0.24
Feb-01	126	0.29	0.26	0.25
Mar-01	187	1.10	0.27	0.24
Apr-01	230	0.24	0.21	0.20
May-01	153	0.30	0.22	0.21
Jun-01	190	0.21	0.20	0.20
Jul-01	306	0.22	0.20	0.20
Aug-01	388	0.23	0.21	0.21
Sep-01	274	0.23	0.21	0.21
12 Mo. Total	2,160	0.32	0.22	0.22



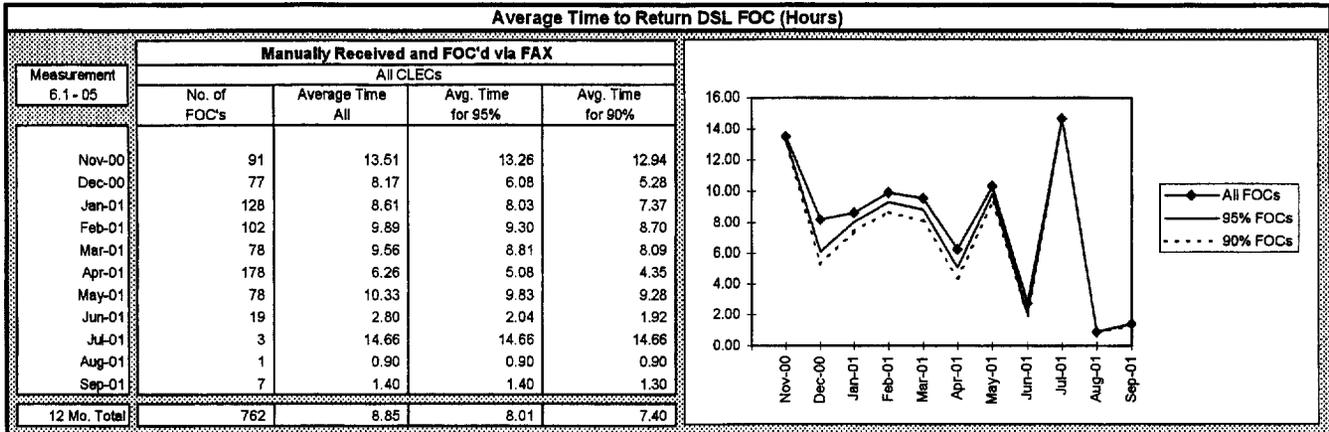
Measurement 6.1-03	Mechanically Received - With LSC Intervention - LEX			
	All CLECs			
	No. of FOC's	Average Time All	Avg. Time for 95%	Avg. Time for 90%
Nov-00	343	3.74	3.44	3.32
Dec-00	216	4.72	3.36	3.24
Jan-01	214	3.76	3.57	3.48
Feb-01	334	3.68	3.49	3.39
Mar-01	271	2.71	2.59	2.47
Apr-01	149	2.34	2.21	2.08
May-01	128	2.27	2.14	2.03
Jun-01	366	4.32	3.61	2.83
Jul-01	234	1.86	1.66	1.57
Aug-01	129	1.66	1.54	1.42
Sep-01	99	2.00	1.37	1.28
12 Mo. Total	2,483	3.28	2.89	2.69



Measurement 6.1-04	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	142	3.41	3.19	3.09
Dec-00	151	6.14	3.31	3.22
Jan-01	166	3.71	3.41	3.31
Feb-01	124	3.71	3.46	3.36
Mar-01	166	2.97	2.74	2.61
Apr-01	211	2.57	2.44	2.33
May-01	277	2.25	2.09	1.99
Jun-01	643	5.64	4.83	4.08
Jul-01	295	4.57	3.78	3.04
Aug-01	133	2.17	1.95	1.86
Sep-01	72	1.70	1.56	1.48
12 Mo. Total	2,380	4.00	3.40	3.04

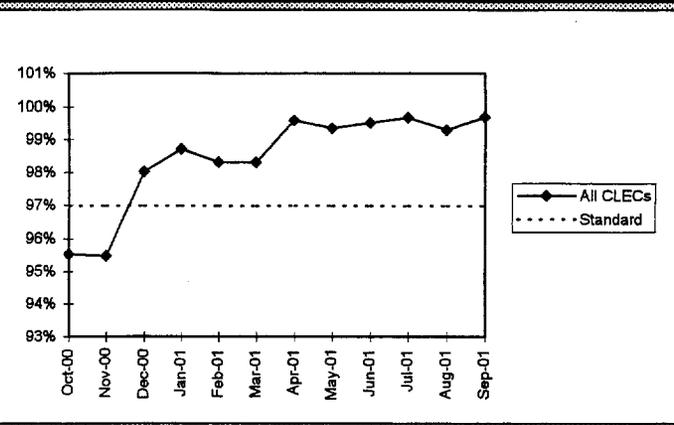


Average Time to Return DSL FOC (Hours)

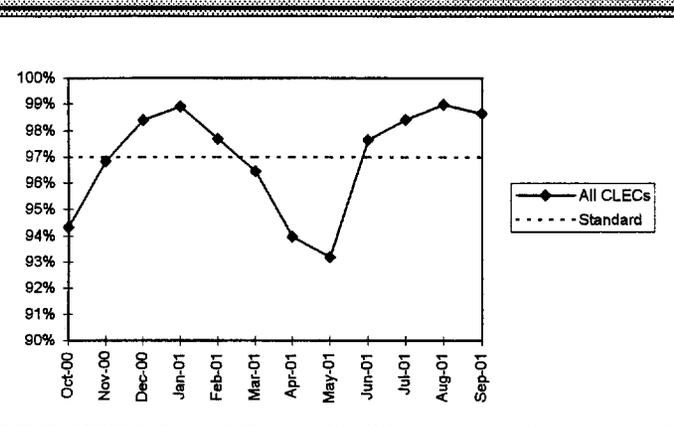


**Percent Mechanized Completions Returned Within 1 Day of Work Completion**

Measurement 7.1 - 01	LEX			
	All CLECs			In Parity (Yes=0, No=2)
	No. of Completions	# Returned in One Day	% Returned in One Day	
Oct-00	5,481	5,236	95.5%	2
Nov-00	5,086	4,837	95.5%	2
Dec-00	4,864	4,787	98.0%	0
Jan-01	6,012	5,934	98.7%	0
Feb-01	5,858	5,759	98.3%	0
Mar-01	6,286	6,180	98.3%	0
Apr-01	6,843	6,814	99.6%	0
May-01	6,096	6,055	99.3%	0
Jun-01	6,185	6,155	99.5%	0
Jul-01	6,372	6,351	99.7%	0
Aug-01	7,121	7,069	99.3%	0
Sep-01	6,126	6,107	99.7%	0
<b>12 Mo. Total</b>	<b>72,310</b>	<b>71,264</b>	<b>98.6%</b>	

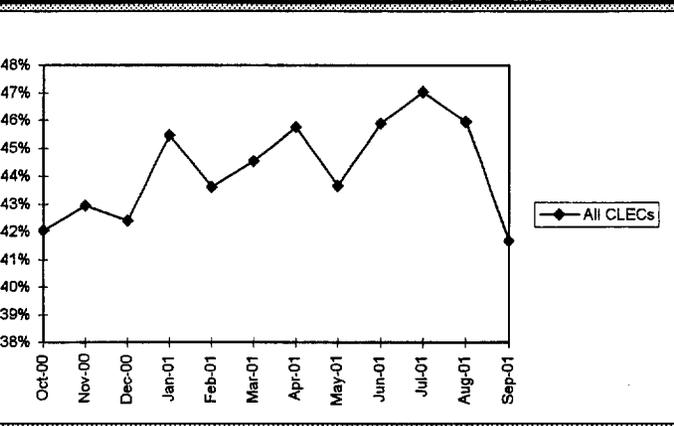


Measurement 7.1 - 02	EDI			
	All CLECs			In Parity (Yes=0, No=2)
	No. of Completions	# Returned in One Day	% Returned in One Day	
Oct-00	2,293	2,163	94.3%	2
Nov-00	2,488	2,409	96.8%	2
Dec-00	2,756	2,712	98.4%	0
Jan-01	4,828	4,775	98.9%	0
Feb-01	2,036	1,989	97.7%	0
Mar-01	1,660	1,601	96.4%	2
Apr-01	1,409	1,324	94.0%	2
May-01	1,513	1,410	93.2%	2
Jun-01	2,119	2,089	97.6%	0
Jul-01	1,964	1,933	98.4%	0
Aug-01	2,068	2,047	99.0%	0
Sep-01	1,559	1,538	98.7%	0
<b>12 Mo. Total</b>	<b>26,693</b>	<b>25,970</b>	<b>97.3%</b>	

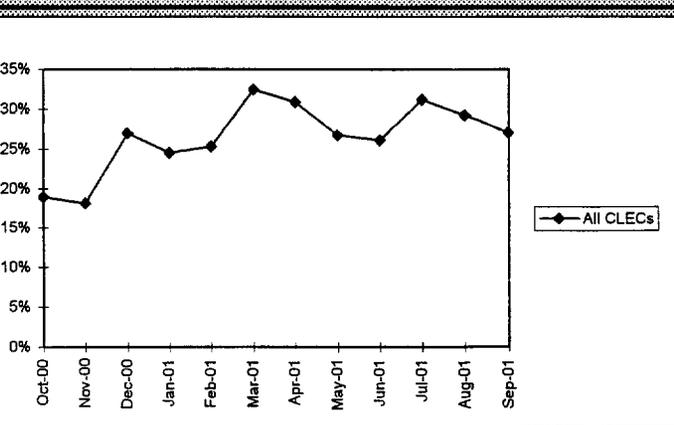


**Percent Rejects (For the Electronic Interfaces EDI and LEX)**

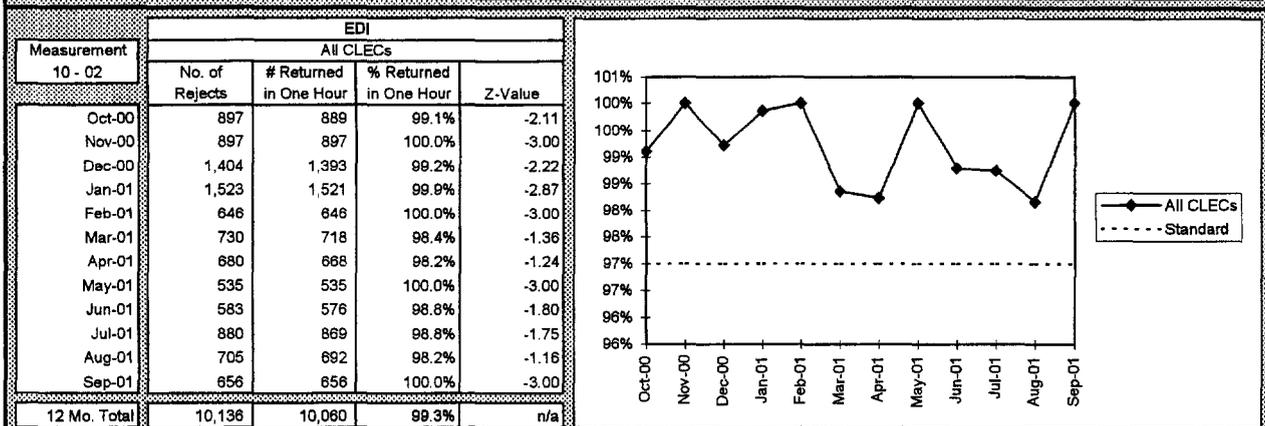
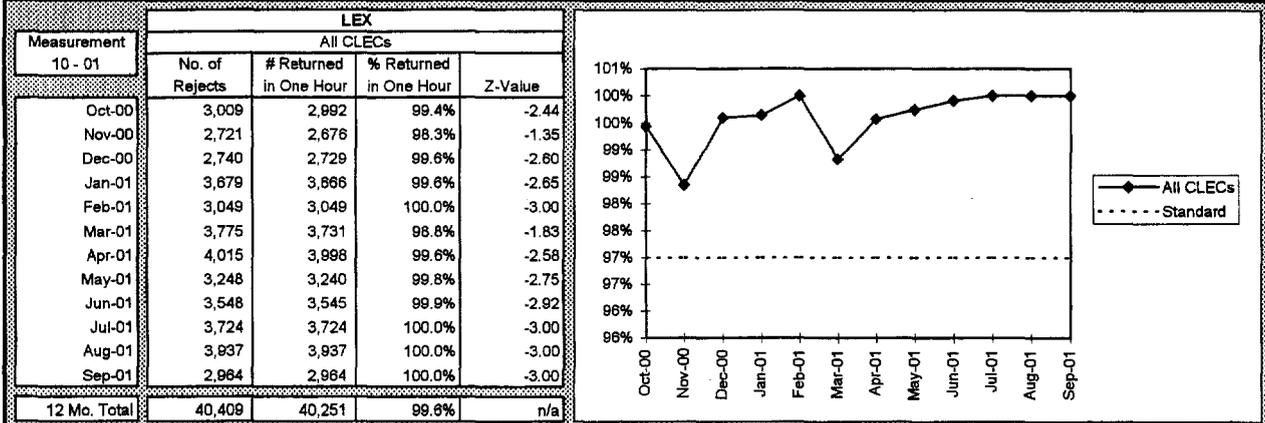
Measurement 9 - 01	LEX		
	All CLECs		
	No. of Orders	No. of Rejects	Percent Rejects
Oct-00	12,011	5,050	42.0%
Nov-00	10,556	4,532	42.9%
Dec-00	10,121	4,293	42.4%
Jan-01	13,919	6,329	45.5%
Feb-01	13,046	5,689	43.6%
Mar-01	14,384	6,404	44.5%
Apr-01	15,860	7,257	45.8%
May-01	14,047	6,132	43.7%
Jun-01	14,556	6,680	45.9%
Jul-01	14,517	6,828	47.0%
Aug-01	15,989	7,351	46.0%
Sep-01	13,144	5,476	41.7%
<b>12 Mo. Total</b>	<b>162,150</b>	<b>72,021</b>	<b>44.4%</b>



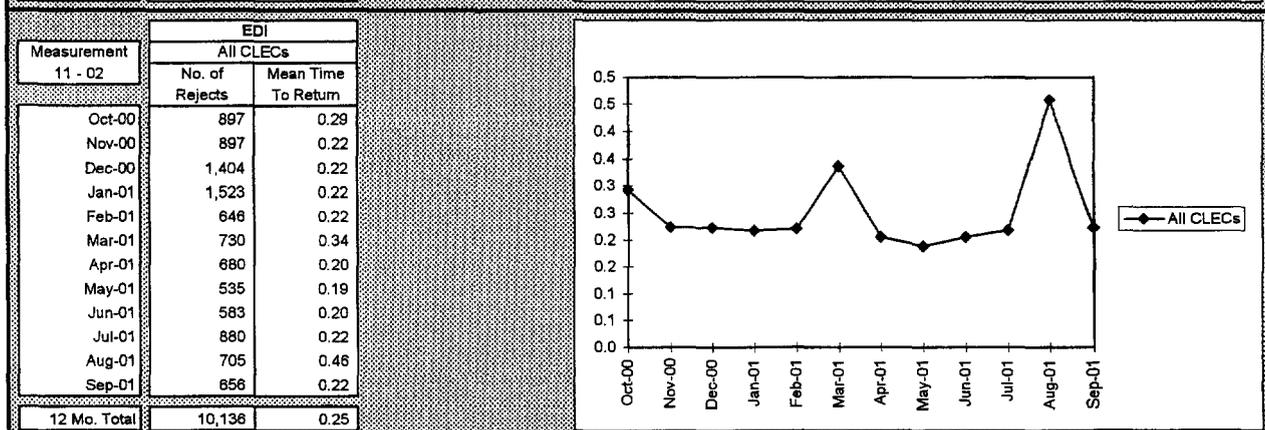
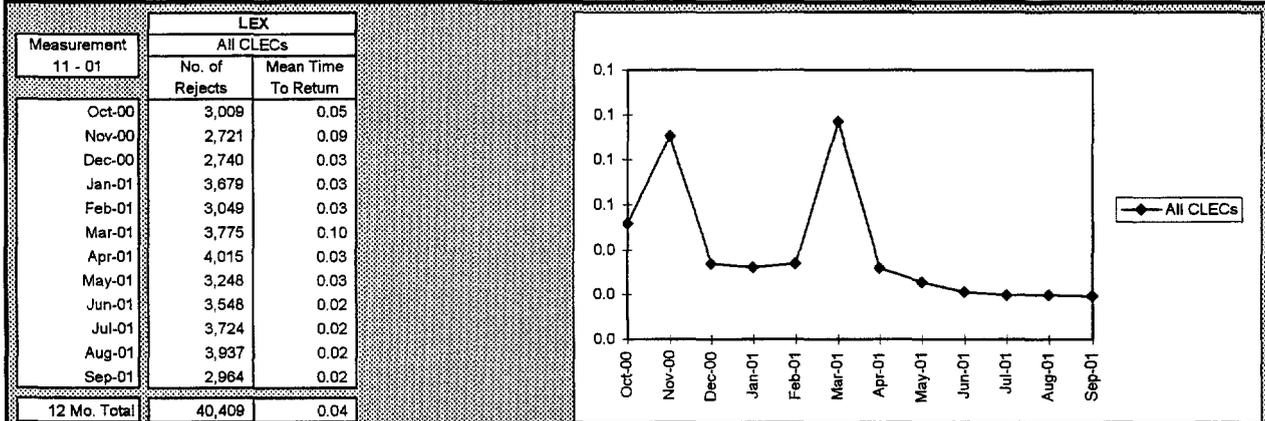
Measurement 9 - 02	EDI		
	All CLECs		
	No. of Orders	No. of Rejects	Percent Rejects
Oct-00	7,305	1,382	18.9%
Nov-00	7,231	1,314	18.2%
Dec-00	7,034	1,892	26.9%
Jan-01	8,572	2,102	24.5%
Feb-01	4,415	1,117	25.3%
Mar-01	4,515	1,465	32.4%
Apr-01	4,311	1,329	30.8%
May-01	4,020	1,072	26.7%
Jun-01	4,755	1,239	26.1%
Jul-01	4,921	1,533	31.2%
Aug-01	4,934	1,441	29.2%
Sep-01	3,793	1,025	27.0%
<b>12 Mo. Total</b>	<b>65,806</b>	<b>16,911</b>	<b>25.7%</b>



**Percent Mechanized Rejects Returned within One Hour of receipt of LSR (New Business Rule eff. August 2000)**

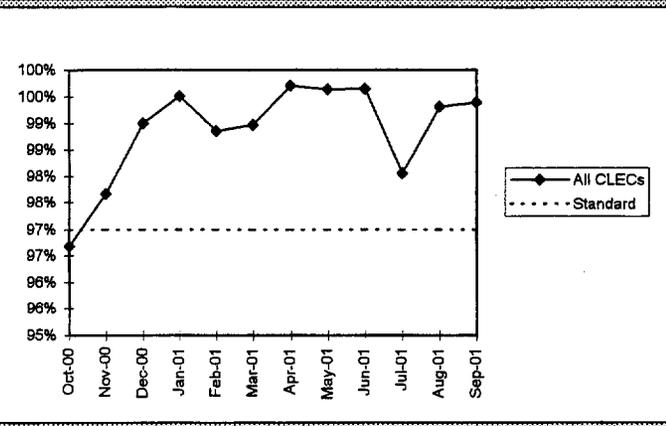


**Mean Time to Return Mechanized Rejects (Hours)**

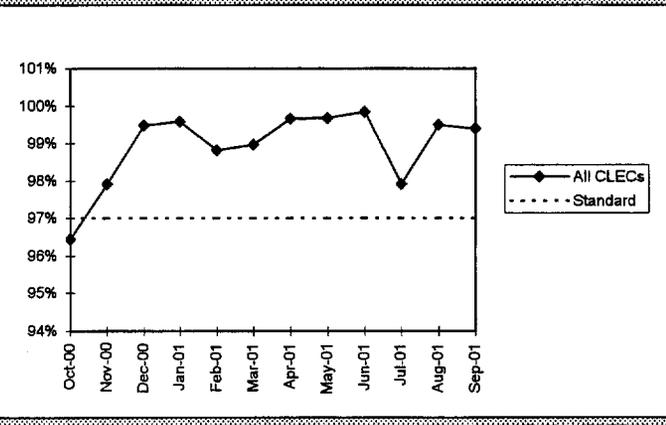


Percent Manual Rejects Received Electronically and Returned in "X" Hours

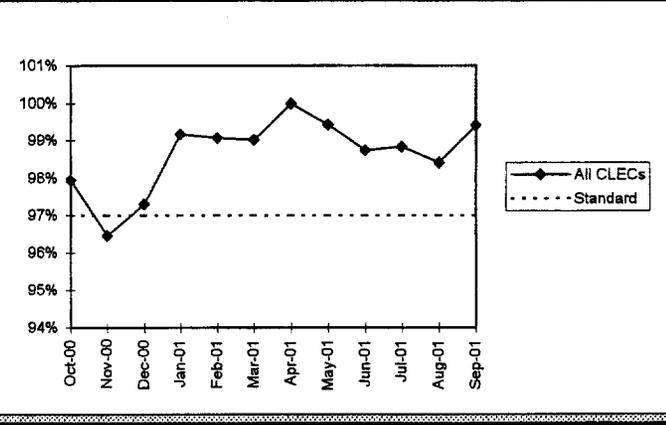
Measurement	LEX/EDI Combined			
	All CLECs			In Parity (Yes=0, No=2)
	No. of Rejects	# Returned in "X" Hrs.	% Returned in "X" Hrs.	
Oct-00	2,415	2,335	96.7%	2
Nov-00	2,190	2,139	97.7%	0
Dec-00	1,989	1,969	99.0%	0
Jan-01	3,128	3,113	99.5%	0
Feb-01	3,075	3,040	98.9%	0
Mar-01	3,338	3,304	99.0%	0
Apr-01	3,834	3,823	99.7%	0
May-01	3,389	3,357	99.6%	0
Jun-01	3,755	3,742	99.7%	0
Jul-01	3,707	3,635	98.1%	0
Aug-01	4,101	4,073	99.3%	0
Sep-01	2,853	2,838	99.4%	0
12 Mo. Total	37,754	37,366	99.0%	



Measurement	LEX		
	All CLECs		
	No. of Rejects	# Returned in "X" Hrs.	% Returned in "X" Hrs.
Oct-00	2,024	1,952	96.4%
Nov-00	1,822	1,784	97.9%
Dec-00	1,544	1,536	99.5%
Jan-01	2,645	2,634	99.6%
Feb-01	2,643	2,612	98.8%
Mar-01	2,624	2,597	99.0%
Apr-01	3,193	3,182	99.7%
May-01	2,846	2,837	99.7%
Jun-01	3,118	3,113	99.8%
Jul-01	3,104	3,039	97.9%
Aug-01	3,413	3,396	99.5%
Sep-01	2,513	2,498	99.4%
12 Mo. Total			

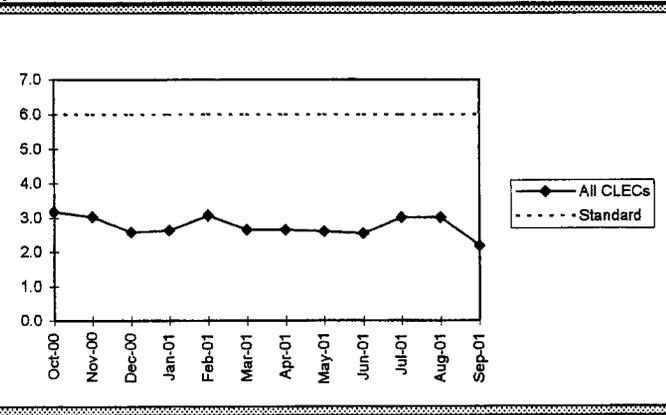


Measurement	EDI		
	All CLECs		
	No. of Rejects	# Returned in "X" Hrs.	% Returned in "X" Hrs.
Oct-00	391	383	98.0%
Nov-00	368	355	96.5%
Dec-00	445	433	97.3%
Jan-01	483	479	99.2%
Feb-01	432	428	99.1%
Mar-01	714	707	99.0%
Apr-01	641	641	100.0%
May-01	523	520	99.4%
Jun-01	637	629	98.7%
Jul-01	603	596	98.8%
Aug-01	688	677	98.4%
Sep-01	340	338	99.4%
12 Mo. Total			



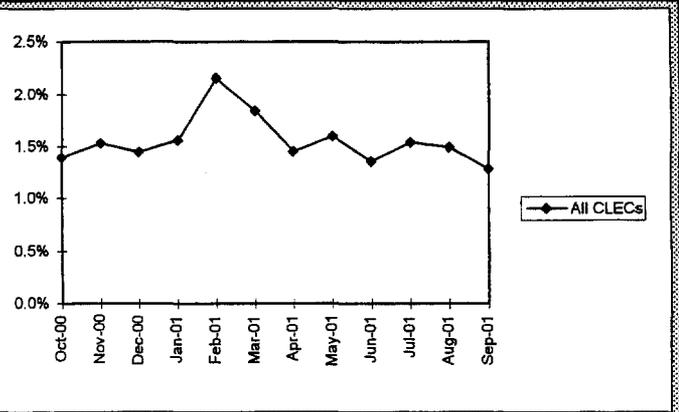
Mean Time to Return Manual Rejects Received Electronically Via LEX/EDI

Measurement	All CLECs		In Parity (Yes=0, No=2)
	No. of Rejects	Mean Time To Return	
	Oct-00	2,415	
Nov-00	2,190	3.04	
Dec-00	1,989	2.58	
Jan-01	3,128	2.64	
Feb-01	3,075	3.06	
Mar-01	3,338	2.66	
Apr-01	3,834	2.65	
May-01	3,389	2.59	
Jun-01	3,755	2.55	
Jul-01	3,707	3.00	
Aug-01	4,101	3.01	
Sep-01	2,853	2.18	
12 Mo. Total	37,754	2.76	

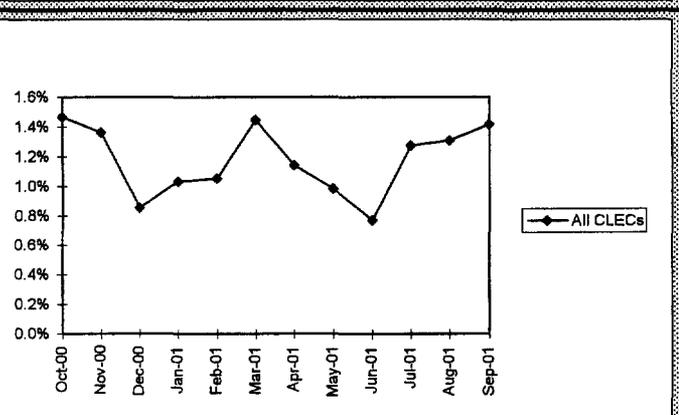


**Percentage of Orders that Receive SWBT-Caused Jeopardy Notifications**

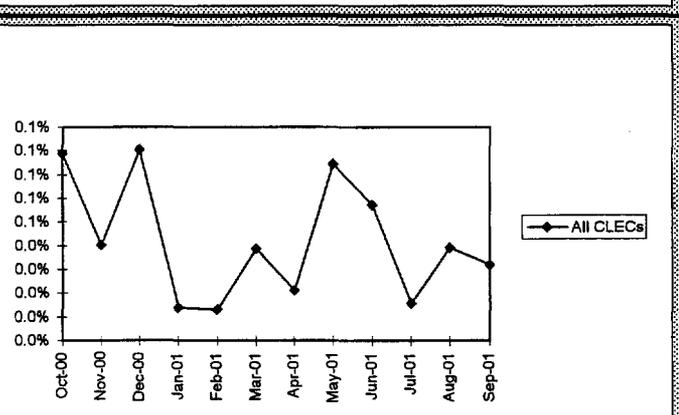
Measurement 10.2 - 01	Jeopardies Previously Called Rejects		
	All CLECs		
	No. Orders Confirmed	No. Orders Jeopardized	Percent Jeopardized
Oct-00	24,151	336	1.39%
Nov-00	22,337	341	1.53%
Dec-00	23,854	342	1.45%
Jan-01	28,668	447	1.56%
Feb-01	23,171	499	2.15%
Mar-01	25,821	476	1.84%
Apr-01	28,498	414	1.45%
May-01	25,555	409	1.60%
Jun-01	28,001	380	1.36%
Jul-01	25,851	395	1.54%
Aug-01	28,204	420	1.49%
Sep-01	25,061	321	1.28%
<b>12 Mo. Total</b>	<b>308,770</b>	<b>4,780</b>	<b>1.55%</b>



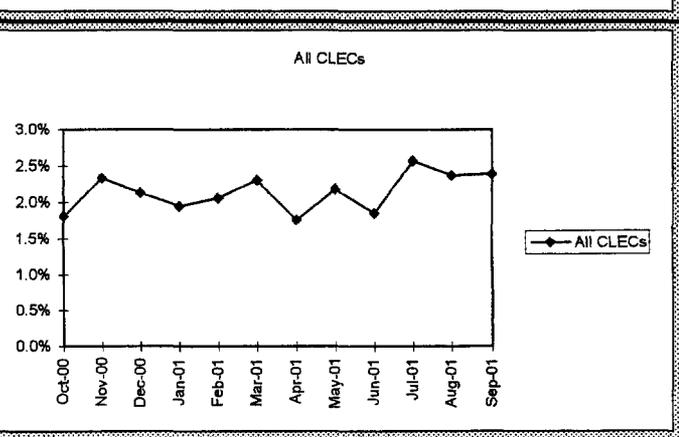
Measurement 10.2 - 02	Facilities Jeopardies		
	All CLECs		
	No. Orders Confirmed	No. Orders Jeopardized	Percent Jeopardized
Oct-00	24,151	354	1.47%
Nov-00	22,337	304	1.36%
Dec-00	23,854	202	0.85%
Jan-01	28,668	296	1.03%
Feb-01	23,171	244	1.05%
Mar-01	25,821	373	1.44%
Apr-01	28,498	325	1.14%
May-01	25,555	251	0.98%
Jun-01	28,001	215	0.77%
Jul-01	25,851	327	1.27%
Aug-01	28,204	389	1.31%
Sep-01	25,061	355	1.42%
<b>12 Mo. Total</b>	<b>308,770</b>	<b>3,615</b>	<b>1.17%</b>



Measurement 10.2 - 03	Other SWBT Caused Jeopardies		
	All CLECs		
	No. Orders Confirmed	No. Orders Jeopardized	Percent Jeopardized
Oct-00	24,151	19	0.08%
Nov-00	22,337	9	0.04%
Dec-00	23,854	19	0.08%
Jan-01	28,668	4	0.01%
Feb-01	23,171	3	0.01%
Mar-01	25,821	10	0.04%
Apr-01	28,498	6	0.02%
May-01	25,555	19	0.07%
Jun-01	28,001	18	0.06%
Jul-01	25,851	4	0.02%
Aug-01	28,204	11	0.04%
Sep-01	25,061	8	0.03%
<b>12 Mo. Total</b>	<b>308,770</b>	<b>128</b>	<b>0.04%</b>

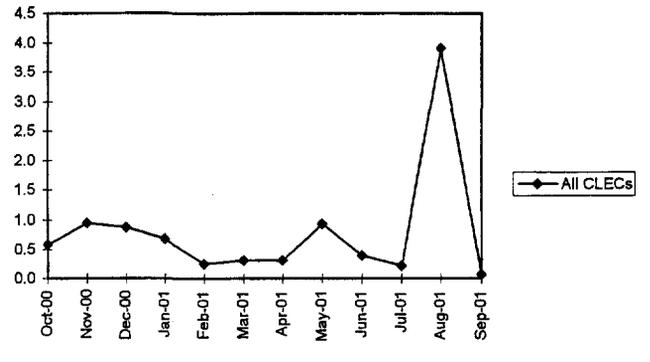


Measurement 10.2 - 04	CLEC/EU Caused Jeopardies		
	All CLECs		
	No. Orders Confirmed	No. Orders Jeopardized	Percent Jeopardized
Oct-00	24,151	439	1.82%
Nov-00	22,337	521	2.33%
Dec-00	23,854	505	2.13%
Jan-01	28,668	559	1.95%
Feb-01	23,171	479	2.07%
Mar-01	25,821	594	2.30%
Apr-01	28,498	503	1.77%
May-01	25,555	557	2.18%
Jun-01	28,001	520	1.86%
Jul-01	25,851	660	2.57%
Aug-01	28,204	668	2.37%
Sep-01	25,061	598	2.39%
<b>12 Mo. Total</b>	<b>308,770</b>	<b>6,603</b>	<b>2.14%</b>

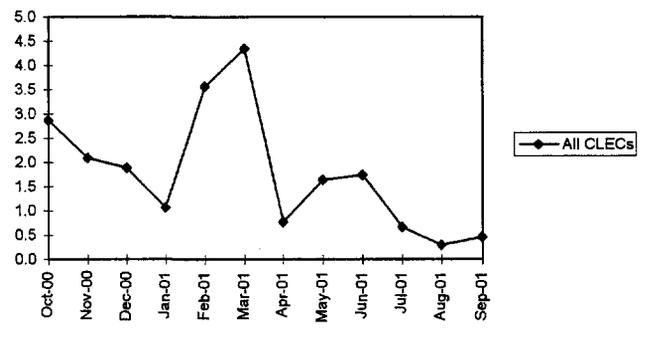


**Average SWB-Casued Jeopardy Notification Interval**

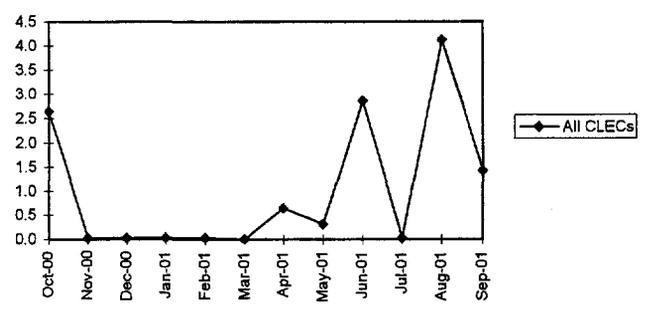
Measurement 11.2 - 01	Jeopardies Previously Called Rejects		Average Interval (Hours)
	All CLECs		
	No. of Jeopardy Orders		
Oct-00	336		0.56
Nov-00	341		0.94
Dec-00	342		0.87
Jan-01	447		0.88
Feb-01	499		0.24
Mar-01	476		0.31
Apr-01	414		0.31
May-01	409		0.93
Jun-01	380		0.39
Jul-01	395		0.22
Aug-01	420		3.90
Sep-01	321		0.06
<b>12 Mo. Total</b>	<b>4,780</b>		<b>0.79</b>



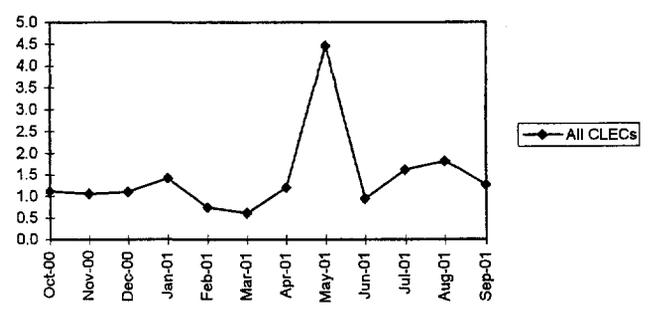
Measurement 11.2 - 02	Facilities Jeopardies		Average Interval (Hours)
	All CLECs		
	No. of Jeopardy Orders		
Oct-00	354		2.87
Nov-00	304		2.09
Dec-00	202		1.88
Jan-01	286		1.07
Feb-01	244		3.56
Mar-01	373		4.35
Apr-01	325		0.78
May-01	251		1.64
Jun-01	215		1.75
Jul-01	327		0.66
Aug-01	369		0.29
Sep-01	355		0.46
<b>12 Mo. Total</b>	<b>3,615</b>		<b>1.76</b>



Measurement 11.2 - 03	Other SWBT Caused Jeopardies		Average Interval (Hours)
	All CLECs		
	No. of Jeopardy Orders		
Oct-00	19		2.65
Nov-00	9		0.02
Dec-00	19		0.02
Jan-01	4		0.02
Feb-01	3		0.02
Mar-01	10		0.01
Apr-01	6		0.64
May-01	19		0.30
Jun-01	16		2.66
Jul-01	4		0.02
Aug-01	11		4.12
Sep-01	8		1.42
<b>12 Mo. Total</b>	<b>128</b>		<b>1.28</b>



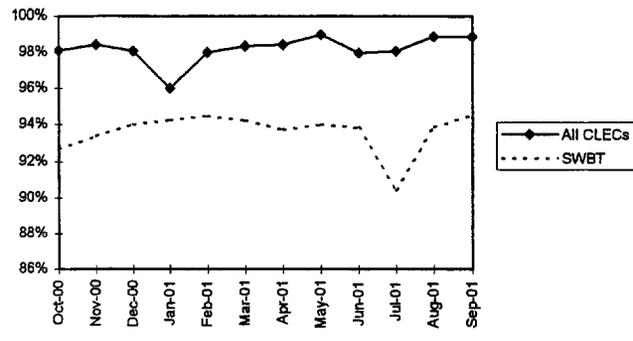
Measurement 11.2 - 04	CLEC/EU Caused Jeopardies		Average Interval (Hours)
	All CLECs		
	No. of Jeopardy Orders		
Oct-00	439		1.11
Nov-00	521		1.05
Dec-00	505		1.10
Jan-01	559		1.41
Feb-01	479		0.75
Mar-01	594		0.61
Apr-01	503		1.19
May-01	557		4.47
Jun-01	520		0.94
Jul-01	660		1.60
Aug-01	666		1.81
Sep-01	598		1.25
<b>12 Mo. Total</b>	<b>6,603</b>		<b>1.47</b>



**Mechanized USOC Provisioning Accuracy**

XXXXX --- NOTE: All data through August 2000 is a 5 state total; all data after August 2000 is state specific. --- XXXXX

Measurement 12 - 01	All CLECs			SWBT Percent Accuracy	Z - Value
	No. of Orders	No. Prov. Accurately	Percent Accuracy		
Oct-00	4,197	4,117	98.1%	92.7%	-13.42
Nov-00	4,395	4,326	98.4%	93.4%	-13.36
Dec-00	3,665	3,595	98.1%	94.0%	-10.34
Jan-01	4,153	3,988	96.0%	94.3%	-4.85
Feb-01	2,764	2,709	98.0%	94.5%	-8.08
Mar-01	3,396	3,340	98.4%	94.2%	-10.23
Apr-01	3,450	3,396	98.4%	93.7%	-11.26
May-01	3,566	3,529	99.0%	94.0%	-12.42
Jun-01	4,362	4,273	98.0%	93.8%	-11.28
Jul-01	4,867	4,774	98.1%	90.4%	-18.07
Aug-01	5,522	5,459	98.9%	93.9%	-15.37
Sep-01	3,191	3,155	98.9%	94.5%	-10.72
<b>12 Mo. Total</b>	<b>47,528</b>	<b>46,660</b>	<b>98.2%</b>	<b>93.6%</b>	



**Percent Provisioning Accuracy for Non-Flow Through Orders**

Measurement 12.1 - 01	All CLECs			Z - Value
	No. of Orders	No. Prov. Accurately	Percent Accuracy	
Jan-01	1,377	1,252	90.9%	4.08
Feb-01	1,251	1,175	93.9%	1.08
Mar-01	1,486	1,421	95.6%	-0.63
Apr-01	1,486	1,433	96.4%	-1.43
May-01	1,379	1,325	96.1%	-1.08
Jun-01	2,235	2,199	98.4%	-3.39
Jul-01	1,610	1,585	98.4%	-3.46
Aug-01	1,789	1,757	98.2%	-3.21
Sep-01	1,487	1,440	96.8%	-1.84
<b>12 Mo. Total</b>	<b>14,100</b>	<b>13,587</b>	<b>96.4%</b>	

