Appendix A
Commenters in CC Docket No. 02-35

Comments	Abbrevation
Allegiance Telecom of Georgia, Inc.	Allegiance
Alliance for Public Technology	APT
Association of Communications Enterprises	ASCENT
AT&T Corp.	AT&T
Birch Telecomm of the South, Inc.	Birch Telecom
BTI Telecom Corporation	BTI
Competitive Telecommunications Association	CompTel
Covad Communications, Inc.	Covad
DirecTV Broadband, Inc.	DirecTV Broadband
Georgia Public Service Commission	Georgia PSC
KMC Telecom, Inc.	KMC
Louisiana Public Service Commission	Louisiana PSC
Mpower Communications	Mpower
Network Telephone Corporation	Network Telephone
New South Communications	New South
Nextel Communications, Inc.	Nextel
Sprint Corporation	Sprint
Triton PCS License Company, LLC	Triton PCS
US LEC Corp. & XO Georgia, Inc.	
Worldcom	
Xspedius Corporation	Xspedius

Reply Commenters

Replies

Association for Local Telecommunications Services	ALTS
AT&T Corp.	AT&T
BellSouth Corporation	BellSouth
Birch Telecom of the South, Inc.	Birch Telecom
Georgia Public Service Commission	Georgia PSC
Louisiana Public Service Commission	Louisiana PSC
Mpower Communications Corp.	Mpower
Nextel Communications, Inc.	Nextel
WorldCom, Inc.	WorldCom
Xspedius Corporation	Xspedius

Appendix B

Georgia Performance Metrics

All data included here is taken from the Georgia Monthly State Summary (MSS) Reports provided by BellSouth, calculated according to the Georgia Service Quality Measurement (SQM) business rules. This table is provided as a reference tool for the convenience of the reader. No conclusions are to be drawn from the raw data contained in this table. Our analysis is based on the totality of the circumstances, such that we may use non-metric evidence, and may rely more heavily on some metrics more than others, in making our determination. The inclusion of these particular metrics in this table does not necessarily mean that we relied on all of these metrics, or that other metrics may not also be important in our analysis. Some metrics that we have relied on in the past and may rely on for a future application were not included here because there was no data provided for them (usually either because there was no activity, or because the metrics are still under development). Metrics with no retail analog provided are usually compared with a benchmark. Note that for some metrics during the period provided there may be changes in the metric definition, or changes in the retail analog applied, making it difficult to compare data over time.

LIST OF AGGREGATE PERFORMANCE METRICS

Metric No.	SQM No.	Metric Name
RESALE		
Ordering		
A.1.1	O-7	% Rejected Service Requests – Mechanized
A.1.2	O-7	% Rejected Service Requests - Partially Mechanized
A.1.3	O-7	% Rejected Service Requests - Non-Mechanized
A.1.4	O-8	Reject Interval – Mechanized
A.1.7	O-8	Reject Interval - Partially Mechanized – 10 hours
A.1.8	O-8	Reject Interval - Non-Mechanized
A.1.9	O-9	FOC Timeliness – Mechanized
A.1.12	O-9	FOC Timeliness - Partially Mechanized - 10 hours
A.1.13	O-9	FOC Timeliness - Non-Mechanized
A.1.14	O-11	FOC & Reject Response Completeness - Mechanized
A.1.15	O-11	FOC & Reject Response Completeness - Partially Mechanized
A.1.16	O-11	FOC & Reject Response Completeness - Non-Mechanized
Provisioning		
A.2.1	P-4	Order Completion Interval
A.2.2	P-1	Held Orders
A.2.4	P-2	% Jeopardies - Mechanized
A.2.5	P-2	% Jeopardies - Non-Mechanized
A.2.7	P-2	Average Jeopardy Notice Interval - Mechanized
A.2.8	P-2	Average Jeopardy Notice Interval - Non-Mechanized
A.2.9	P-2	% Jeopardy Notice >= 48 hours - Mechanized
A.2.10	P-2	% Jeopardy Notice >= 48 hours - Non-Mechanized
A.2.11	P-3	% Missed Installation Appointments
A.2.12	P-9	% Provisioning Troubles within 30 Days
A.2.14	P-5	Average Completion Notice Interval - Mechanized
A.2.15	P-5	Average Completion Notice Interval - Non-Mechanized
A.2.25	P-11	Service Order Accuracy
Maintenance and Repair		
A.3.1	M&R-1	Missed Repair Appointments
A.3.2	M&R-2	Customer Trouble Report Rate
A.3.3	M&R-3	Maintenance Average Duration
A.3.4	M&R-4	% Repeat Troubles within 30 Days
A.3.5	M&R-5	Out of Service > 24 hours
Billing		
A.4.1	B-1	Invoice Accuracy
A.4.2	B-2	Mean Time to Deliver Invoices – CRIS
UNBUNDLED NETWORK ELEMENTS		
Ordering		
B.1.1	O-7/O-13	% Rejected Service Requests – Mechanized
B.1.2	O-7/O-13	% Rejected Service Requests - Partially Mechanized
B.1.3	O-7/O-13	% Rejected Service Requests - Non-Mechanized
B.1.4	O-8/O-14	Reject Interval – Mechanized
B.1.7	O-8/O-14	Reject Interval - Partially Mechanized - 10 hours
B.1.8	O-8/O-14	Reject Interval - Non-Mechanized
B.1.9	O-9/O-15	FOC Timeliness – Mechanized
B.1.12	O-9/O-15	FOC Timeliness - Partially Mechanized - 10 hours
B.1.13	O-9/O-15	FOC Timeliness - Non-Mechanized
B.1.14	O-11	FOC & Reject Response Completeness – Mechanized
B.1.15	O-11	FOC & Reject Response Completeness – Partially Mechanized
B.1.16	O-11	FOC & Reject Response Completeness - Non-Mechanized
Provisioning		
B.2.1	P-4	Order Completion Interval
B.2.2	P-4	Order Completion Interval within X days - xDSL
B.2.3	P-1	Held Orders
B.2.5	P-2	% Jeopardies – Mechanized
B.2.6	P-2	% Jeopardies - Non-Mechanized
B.2.8	P-2	Average Jeopardy Notice Interval - Mechanized
B.2.9	P-2	Average Jeopardy Notice Interval - Non-Mechanized
B.2.10	P-2	% Jeopardy Notice >= 48 hours - Mechanized
B.2.11	P-2	% Jeopardy Notice >= 48 hours - Non-Mechanized
B.2.12	P-7	Coordinated Customers Conversions

Metric No.	SQM No.	Metric Name
B.2.13	P-7A	% Hot Cuts > 15 minutes Early
B.2.14	P-7A	Hot Cut Timeliness
B.2.15	P-7A	% Hot Cuts > 15 minutes Late
B.2.16	P-7B	Average Recovery Time – CCC
B.2.17	P-7C	% Provisioning Troubles within 7 Days - Hot Cuts
B.2.18	P-3/P-12	% Missed Installation Appointments
B.2.19	P-9	% Provisioning Troubles within 30 Days
B.2.21	P-5	Average Completion Notice Interval - Mechanized
B.2.22	P-5	Average Completion Notice Interval - Non-Mechanized
B.2.34	P-11	Service Order Accuracy
Maintenance and Repair		
B.3.1	M&R-1	Missed Repair Appointments
B.3.2	M&R-2	Customer Trouble Report Rate
B.3.3	M&R-3	Maintenance Average Duration
B.3.4	M&R-4	% Repeat Troubles within 30 Days
B.3.5	M&R-5	Out of Service > 24 hours
Billing		
B.4.1	B-1	Invoice Accuracy
B.4.2	B-2	Mean Time to Deliver Invoices - CRIS
LOCAL INTERCONNECTION TRUNKS		
Ordering		
C.1.1	O-7	% Rejected Service Requests
C.1.2	O-8	Reject Interval
C.1.3	O-9	FOC Timeliness
C.1.4	O-11	FOC & Reject Response Completeness
Provisioning		
C.2.1	P-4	Order Completion Interval
C.2.2	P-1	Held Orders
C.2.3	P-2	% Jeopardies
C.2.5	P-3	% Missed Installation Appointments
C.2.6	P-9	% Provisioning Troubles within 30 Days
C.2.7	P-5	Average Completion Notice Interval
C.2.8	P-10	Total Service Order Cycle Time
C.2.10	P-6	% Completions w/o Notice or < 24 hours
C.2.11	P-11	Service Order Accuracy

Metric No.	SQM No.	Metric Name
Maintenance and Repair		
C.3.1	M&R-1	Missed Repair Appointments
C.3.2	M&R-2	Customer Trouble Report Rate
C.3.3	M&R-3	Maintenance Average Duration
C.3.4	M&R-4	% Repeat Troubles within 30 Days
C.3.5	M&R-5	Out of Service > 24 hours
Billing		
C.4.1	B-1	Invoice Accuracy
C.4.2	B-2	Mean Time to Deliver Invoices - CABS
Trunk Blocking		
C.5.1	TGP-1	Trunk Group Performance - Aggregate
OPERATIONS SUPPORT SYSTEMS		
Pre-Ordering		
D.1.1	OSS-2	% Interface Availability - CLEC
D.1.2	OSS-2	% Interface Availability - BST & CLEC
D.1.3	OSS-1	Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)
D.1.4	OSS-1	Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)
Maintenance and Repair		
D.2.1	OSS-3	% Interface Availability - BST
D.2.2	OSS-3	% Interface Availability - CLEC
D.2.3	OSS-3	% Interface Availability - BST & CLEC
D.2.4	OSS-4	Average Response Interval <= 4 Seconds
D.2.5	OSS-4	Average Response Interval <= 10 Seconds
D.2.6	OSS-4	Average Response Interval > 10 Seconds
COLLOCATION		
Collocation		
E.1.1	C-1	Average Response Time
E.1.2	C-2	Average Arrangement Time
E.1.3	C-3	% Due Dates Missed
GENERAL		
Flow Through		
F.1.1	O-3	% Flow Through Service Requests
F.1.2	O-3	% Flow Through Service Requests - Achieved

Metric No.	SQM No.	Metric Name
F.1.3	O-3	% Flow Through Service Requests - LNP
Pre-Ordering		
F.2.1	PO-1	Loop Makeup Inquiry (Manual)
F.2.2	PO-2	Loop Makeup Inquiry (Electronic)
Ordering		
F.4.1	O-12	Average Speed of Answer
Maintenance Center		
F.5.1	M&R-6	Average Answer Time
Operator Services (Toll)		
F.6.1	OS-1	Average Speed to Answer
F.6.2	OS-2	% Answered in 10 seconds
Directory Assistance		
F.7.1	DA-1	Average Speed to Answer
F.7.2	DA-2	% Answered in 10 seconds
Billing		
F.9.1	B-3	Usage Data Delivery Accuracy
F.9.2	B-5	Usage Data Delivery Timeliness
F.9.3	B-4	Usage Data Delivery Completeness
F.9.4	B-6	Mean Time to Deliver Usage
F.9.5	B-7	Recurring Charge Completeness
F.9.6	B-8	Non-Recurring Charge Completeness
Change Management		
F.10.1	CM-1	% Software Release Notices Sent On Time
F.10.2	CM-2	Average Software Release Notice Delay Days
F.10.3	CM-3A	% Change Management Documentation Sent On Time
F.10.4	CM-3B	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time
F.10.5	CM-4	Average Documentation Release Delay Days
F.10.6	CM-5	% CLEC Interface Outages Sent within 15 Minutes
New Business Requests		
F.11.1	BFR-1	% New Business Requests Processed within 30 Business Days
F.11.2	BFR-2A	% Quotes Provided within X Business Days
Ordering		
F.12.1	O-1	Acknowledgement Message Timeliness

Metric No.	SQM No.	Metric Name
F.12.2	O-2	Acknowledgement Message Completeness
Network Outage Notification		
F.14.1	M&R-7	Mean Time to Notify CLEC of Major Network Outages

DISAGGREGATED PERFORMANCE METRIC DATA

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
RESALE - ORDERING												
	% Rejected Service Requests - Mechanized [O-7]											
A.1.1.1	Residence/GA(%)		13.13%		12.90%		11.55%		10.73%		9.96%	
A.1.1.2	Business/GA(%)		18.08%		24.82%		15.97%		21.84%		19.60%	
A.1.1.3	Design (Specials)/GA(%)		37.50%		75.00%				0.00%			1,2,4
A.1.1.4	PBX/GA(%)				0.00%						0.00%	2,5
A.1.1.6	ISDN/GA(%)						0.00%		50.00%			3,4
	% Rejected Service Requests - Partially Mechanized [O-7]											
A.1.2.1	Residence/GA(%)		29.92%		26.13%		24.58%		24.56%		25.40%	
A.1.2.2	Business/GA(%)		44.13%		53.01%		55.41%		50.11%		54.35%	
A.1.2.3	Design (Specials)/GA(%)		100.0%		100.0%		100.0%		100.0%			1,2,3,4
A.1.2.4	PBX/GA(%)		50.00%		0.00%		0.00%		100.0%		100.0%	1,2,3,4,5
A.1.2.6	ISDN/GA(%)						33.33%		25.00%		0.00%	3,4,5
	% Rejected Service Requests - Non-Mechanized [O-7]											
A.1.3.1	Residence/GA(%)		45.68%		41.11%		48.16%		39.89%		41.58%	
A.1.3.2	Business/GA(%)		43.24%		51.06%		52.66%		55.38%		60.49%	
A.1.3.3	Design (Specials)/GA(%)		26.33%		17.21%		28.83%		23.86%		41.58%	
A.1.3.4	PBX/GA(%)		52.63%		37.25%		48.28%		48.84%		55.26%	
A.1.3.5	Centrex/GA(%)		51.85%		52.94%		76.19%		53.33%		75.00%	5
A.1.3.6	ISDN/GA(%)		35.71%		38.46%		40.63%		41.18%		42.37%	
	Reject Interval - Mechanized [O-8]											
A.1.4.1	Residence/GA(%)		95.52%		95.90%		94.59%		96.84%		95.31%	
A.1.4.2	Business/GA(%)		95.17%		95.35%		96.77%		92.41%		94.50%	
A.1.4.3	Design (Specials)/GA(%)		66.67%		0.00%							1,2
A.1.4.6	ISDN/GA(%)								0.00%			4
	Reject Interval - Partially Mechanized - 10 hours [O-8]											
A.1.7.1	Residence/GA(%)		92.75%		94.75%		87.32%		92.30%		89.20%	
A.1.7.2	Business/GA(%)		93.27%		96.45%		94.07%		94.17%		92.18%	
A.1.7.3	Design (Specials)/GA(%)		60.00%		33.33%		100.0%		100.0%			1,2,3,4

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.1.7.4	PBX/GA(%)		0.00%						100.0%		0.00%	1,4,5
A.1.7.6	ISDN/GA(%)						100.0%		0.00%			3,4
	Reject Interval - Non-Mechanized [O-8]											
A.1.8.1	Residence/GA(%)		97.35%		99.15%		100.0%		98.65%		100.0%	
A.1.8.2	Business/GA(%)		99.38%		99.59%		99.47%		99.52%		99.56%	
A.1.8.3	Design (Specials)/GA(%)		96.72%		98.41%		97.81%		98.41%		97.73%	
A.1.8.4	PBX/GA(%)		100.0%		84.21%		100.0%		100.0%		95.65%	
A.1.8.5	Centrex/GA(%)		92.86%		100.0%		100.0%		100.0%		100.0%	2,4,5
A.1.8.6	ISDN/GA(%)		86.67%		100.0%		100.0%		100.0%		100.0%	
	FOC Timeliness - Mechanized [O-9]											
A.1.9.1	Residence/GA(%)		99.84%		99.74%		98.73%		99.92%		99.91%	
A.1.9.2	Business/GA(%)		99.21%		99.01%		98.91%		100.0%		99.77%	
A.1.9.3	Design (Specials)/GA(%)		66.67%						100.0%			1,4
A.1.9.4	PBX/GA(%)				100.0%						100.0%	2,5
A.1.9.6	ISDN/GA(%)								100.0%			4
	FOC Timeliness - Partially Mechanized - 10 hours [O-9]											
A.1.12.1	Residence/GA(%)		90.15%		91.70%		86.15%		89.82%		85.77%	
A.1.12.2	Business/GA(%)		96.83%		98.53%		92.37%		95.82%		94.86%	
A.1.12.4	PBX/GA(%)				50.00%		0.00%					2,3
A.1.12.6	ISDN/GA(%)						0.00%		0.00%		100.0%	3,4,5
	FOC Timeliness - Non-Mechanized [O-9]											
A.1.13.1	Residence/GA(%)		96.75%		96.77%		99.21%		100.0%		96.61%	
A.1.13.2	Business/GA(%)		98.48%		98.85%		99.33%		99.30%		100.0%	
A.1.13.3	Design (Specials)/GA(%)		100.0%		99.27%		99.38%		100.0%		100.0%	
A.1.13.4	PBX/GA(%)		100.0%		90.48%		100.0%		100.0%		100.0%	1
A.1.13.5	Centrex/GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	2,3,4,5
A.1.13.6	ISDN/GA(%)		96.15%		95.00%		95.45%		94.12%		100.0%	
	FOC & Reject Response Completeness - Mechanized [O-11]											
A.1.14.1.1	Residence/EDI/GA(%)		99.96%		99.98%		99.94%		99.97%		100.0%	
A.1.14.1.2	Residence/TAG/GA(%)		99.44%		99.29%		99.32%		99.99%		99.98%	
A.1.14.2.1	Business/EDI/GA(%)		95.74%		100.0%		95.45%		97.50%		100.0%	

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.1.14.2.2	Business/TAG/GA(%)		96.95%		97.59%		95.49%		100.0%		100.0%	
A.1.14.3.1	Design (Specials)/EDI/GA(%)		100.0%		0.00%							1,2
A.1.14.3.2	Design (Specials)/TAG/GA(%)		50.00%		100.0%				100.0%			1,2,4
A.1.14.4.1	PBX/EDI/GA(%)				100.0%							2
A.1.14.4.2	PBX/TAG/GA(%)				100.0%						100.0%	2,5
A.1.14.6.2	ISDN/TAG/GA(%)						0.00%		100.0%			3,4
	FOC & Reject Response Completeness - Partially Mechanized [O-11]											
A.1.15.1.1	Residence/EDI/GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	
A.1.15.1.2	Residence/TAG/GA(%)		99.73%		99.56%		99.88%		99.87%		99.95%	
A.1.15.2.1	Business/EDI/GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	
A.1.15.2.2	Business/TAG/GA(%)		99.58%		99.84%		99.09%		100.0%		100.0%	
A.1.15.3.1	Design (Specials)/EDI/GA(%)		100.0%		100.0%		100.0%					1,2,3
A.1.15.3.2	Design (Specials)/TAG/GA(%)		100.0%		100.0%				100.0%			1,2,4
A.1.15.4.2	PBX/TAG/GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	1,2,3,4,5
A.1.15.6.2	ISDN/TAG/GA(%)						100.0%		100.0%		100.0%	3,4,5
	FOC & Reject Response Completeness - Non-Mechanized [O-11]											
A.1.16.1	Residence/GA(%)		94.24%		82.93%		95.92%		94.54%		97.89%	
A.1.16.2	Business/GA(%)		95.14%		89.57%		92.31%		92.74%		96.19%	
A.1.16.3	Design (Specials)/GA(%)		95.41%		91.08%		92.34%		92.42%		91.58%	
A.1.16.4	PBX/GA(%)		100.0%		79.17%		89.66%		88.37%		86.84%	
A.1.16.5	Centrex/GA(%)		92.59%		76.47%		90.48%		66.67%		100.0%	5
A.1.16.6	ISDN/GA(%)		95.24%		82.05%		96.88%		88.24%		89.83%	
RESALE - PROVISIONING												
	Order Completion Interval [P-4]											
A.2.1.1.1.1	Residence/<10 circuits/Dispatch/GA(days)	5.75	5.45	5.43	5.14	5.50	4.96	5.35	4.72	5.33	4.99	
A.2.1.1.1.2	Residence/<10 circuits/Non-Dispatch/GA(days)	0.90	0.66	0.90	0.59	0.90	0.56	0.80	0.53	0.84	0.59	
A.2.1.1.2.1	Residence/>=10 circuits/Dispatch/GA(days)	5.49	6.00	5.06		5.29	6.00	6.83	5.00	5.84	4.33	1,3,4,5
A.2.1.2.1.1	Business/<10 circuits/Dispatch/GA(days)	2.87	2.59	2.57	3.46	1.99	3.35	2.39	3.09	2.30	3.54	
A.2.1.2.1.2	Business/<10 circuits/Non-Dispatch/GA(days)	1.23	0.77	1.34	0.80	1.38	1.01	1.24	0.64	1.15	0.84	
A.2.1.2.2.1	Business/>=10 circuits/Dispatch/GA(days)	11.65	4.00	12.08		11.15	16.50	11.71		7.86		1,3
A.2.1.3.1.1	Design (Specials)/<10	27.54		29.47	6.00	21.93	11.00	31.20		27.26		2,3

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
	circuits/Dispatch/GA(days)											
A.2.1.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	26.74	2.87	36.89		39.64	4.00	19.83	28.00	24.67	3.50	1,3,4,5
A.2.1.4.1.1	PBX/<10 circuits/Dispatch/GA(days)	25.25	3.42	20.71	6.00	24.01	4.00	19.67	10.00	10.65	7.00	1,2,3,4,5
A.2.1.4.1.2	PBX/<10 circuits/Non-Dispatch/GA(days)	4.00	2.55	4.76	3.87	3.38	2.44	16.80	2.22	6.47	3.44	1,2,4,5
A.2.1.4.2.1	PBX/>=10 circuits/Dispatch/GA(days)	40.00		20.83		6.00		80.00	25.00	7.00		4
A.2.1.4.2.2	PBX/>=10 circuits/Non-Dispatch/GA(days)	2.57	4.00	2.16	2.00	1.79	2.50	4.10	1.00	4.75	3.17	1,2,3,4,5
A.2.1.5.1.1	Centrex/<10 circuits/Dispatch/GA(days)	5.22	4.33	5.71	2.00	6.95	2.50	5.48	4.33	5.26	1.17	1,2,3,4,5
A.2.1.5.1.2	Centrex/<10 circuits/Non-Dispatch/GA(days)	1.58	3.07	2.76	1.67	1.66	1.17	1.96	3.22	1.10	1.64	3
A.2.1.5.2.2	Centrex/>=10 circuits/Non-Dispatch/GA(days)	1.72	3.50	4.54	2.00	3.55		1.99	1.22	2.62		1,2,4
A.2.1.6.1.1	ISDN/<10 circuits/Dispatch/GA(days)	25.97	8.50	21.09	5.27	22.11	3.00	19.37		19.43	8.39	1,2,3,5
A.2.1.6.1.2	ISDN/<10 circuits/Non-Dispatch/GA(days)	5.35	1.73	4.11	3.50	5.23	1.87	5.56	3.41	4.30	2.03	2,3,4
A.2.1.6.2.1	ISDN/>=10 circuits/Dispatch/GA(days)	3.50		8.67		35.73		49.40		37.80	11.00	5
A.2.1.6.2.2	ISDN/>=10 circuits/Non-Dispatch/GA(days)	4.46	3.00	4.60	2.17	3.86	3.00	11.72	1.00	4.88	2.00	1,2,3,4,5
	Held Orders [P-1]											
A.2.2.1.1.1	Residence/<10 circuits/Facility/GA(days)	8.49	10.00	8.51	17.00	9.32	8.00	6.87	2.00	6.50	3.29	1,2,3,4,5
	% Jeopardies - Mechanized [P-2]											
A.2.4.1	Residence/GA(%)	0.43%	0.31%	0.48%	0.33%	0.53%	0.34%	0.37%	0.31%	0.52%	0.48%	
A.2.4.2	Business/GA(%)	1.11%	0.98%	0.89%	0.28%	0.78%	0.48%	0.78%	0.34%	1.40%	0.88%	
A.2.4.3	Design (Specials)/GA(%)	5.90%	0.00%	5.42%	0.00%	8.21%	0.00%	3.97%		4.12%	0.00%	1,2,3
A.2.4.4	PBX/GA(%)	4.52%	0.00%	4.91%	0.00%	1.16%	0.00%	6.75%	0.00%	4.55%	0.00%	1,2,4,5
A.2.4.5	Centrex/GA(%)	2.79%	0.00%	2.57%	0.00%	1.83%	0.00%	1.65%	0.00%	0.66%	0.00%	2,3,4
A.2.4.6	ISDN/GA(%)	5.55%	0.00%	4.77%	0.00%	5.54%	0.00%	3.82%	0.00%	4.65%	0.00%	2,3,4,5
	% Jeopardies - Non-Mechanized [P-2]											
A.2.5.1	Residence/GA(%)		2.30%		2.25%		2.34%		0.00%		0.00%	
A.2.5.2	Business/GA(%)		0.00%		0.00%		1.06%		2.48%		0.00%	
A.2.5.3	Design (Specials)/GA(%)		0.00%		0.00%		25.00%		0.00%		0.00%	1,2,3,4,5
A.2.5.4	PBX/GA(%)		0.00%		10.00%		0.00%		5.26%		16.67%	1,5
A.2.5.5	Centrex/GA(%)		6.67%		0.00%		0.00%		0.00%		0.00%	3
A.2.5.6	ISDN/GA(%)		9.09%		0.00%		0.00%		0.00%		0.00%	
	Average Jeopardy Notice Interval - Mechanized [P-2]											

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.2.7.1	Residence/GA(hours)		153.00		146.67		155.56		146.14		144.27	
A.2.7.2	Business/GA(hours)		176.00		216.00		108.00		132.00		106.48	1,2,3,4,5
	Average Jeopardy Notice Interval - Non-Mechanized [P-2]											
A.2.8.1	Residence/GA(hours)		144.00		120.00		176.00					1,2,3
A.2.8.2	Business/GA(hours)						144.00		120.00			3,4
A.2.8.3	Design (Specials)/GA(hours)						72.00					3
A.2.8.4	PBX/GA(hours)				336.00				144.00		154.00	2,4,5
A.2.8.5	Centrex/GA(hours)		624.00									1
A.2.8.6	ISDN/GA(hours)		168.00									1
	% Jeopardy Notice >= 48 hours - Mechanized [P-2]											
A.2.9.1	Residence/GA(%)		100.0%		100.0%		100.0%		100.0%		98.78%	
A.2.9.2	Business/GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	1,2,3,4,5
	% Jeopardy Notice >= 48 hours - Non-Mechanized [P-2]											
A.2.10.1	Residence/GA(%)		100.0%		100.0%		100.0%					1,2,3
A.2.10.2	Business/GA(%)						100.0%		100.0%			3,4
A.2.10.3	Design (Specials)/GA(%)						100.0%					3
A.2.10.4	PBX/GA(%)				100.0%				100.0%		100.0%	2,4,5
A.2.10.5	Centrex/GA(%)		100.0%									1
A.2.10.6	ISDN/GA(%)		100.0%									1
	% Missed Installation Appointments [P-3]											
A.2.11.1.1.1	Residence/<10 circuits/Dispatch/GA(%)	4.99%	3.92%	5.47%	4.66%	6.04%	4.56%	6.34%	4.25%	5.07%	2.94%	
A.2.11.1.1.2	Residence/<10 circuits/Non-Dispatch/GA(%)	0.03%	0.05%	0.04%	0.04%	0.05%	0.07%	0.03%	0.07%	0.02%	0.15%	
A.2.11.1.2.1	Residence/>=10 circuits/Dispatch/GA(%)	0.00%	0.00%	3.17%		0.00%	0.00%	8.51%	0.00%	7.02%	0.00%	1,3,4,5
A.2.11.2.1.1	Business/<10 circuits/Dispatch/GA(%)	1.96%	3.76%	1.58%	1.48%	1.20%	3.09%	1.57%	1.91%	1.52%	4.58%	
A.2.11.2.1.2	Business/<10 circuits/Non-Dispatch/GA(%)	0.06%	0.25%	0.03%	0.19%	0.03%	0.18%	0.04%	0.13%	0.01%	0.41%	
A.2.11.2.2.1	Business/>=10 circuits/Dispatch/GA(%)	7.48%	0.00%	6.50%	0.00%	12.90%	0.00%	7.80%	0.00%	2.15%		1,2,3,4
A.2.11.3.1.1	Design (Specials)/<10 circuits/Dispatch/GA(%)	5.22%	0.00%	6.40%	33.33%	4.21%	0.00%	3.72%	0.00%	2.88%	0.00%	1,2,3,4
A.2.11.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	15.69%	0.00%	11.11%		17.65%	0.00%	20.69%	50.00%	10.53%	0.00%	1,3,4,5
A.2.11.4.1.1	PBX/<10 circuits/Dispatch/GA(%)	5.88%	0.00%	15.25%	0.00%	17.86%	25.00%	11.36%	25.00%	11.76%	0.00%	1,2,3,4,5
A.2.11.4.1.2	PBX/<10 circuits/Non-Dispatch/GA(%)	1.97%	0.00%	3.85%	0.00%	0.65%	0.00%	5.04%	0.00%	2.87%	0.00%	2,5

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.2.11.4.2.1	PBX/>=10 circuits/Dispatch/GA(%)	0.00%	0.00%	25.00%		0.00%		0.00%	0.00%	0.00%		1,4
A.2.11.4.2.2	PBX/>=10 circuits/Non-Dispatch/GA(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	33.33%	1,2,3,4,5
A.2.11.5.1.1	Centrex/<10 circuits/Dispatch/GA(%)	3.40%	0.00%	4.71%	0.00%	2.69%	0.00%	4.36%	0.00%	3.93%	0.00%	1,2,3,4,5
A.2.11.5.1.2	Centrex/<10 circuits/Non-Dispatch/GA(%)	0.00%	0.00%	0.12%	0.00%	0.14%	0.00%	0.09%	0.00%	0.01%	0.00%	3
A.2.11.5.2.2	Centrex/>=10 circuits/Non-Dispatch/GA(%)	0.00%	0.00%	0.00%	0.00%	0.47%	0.00%	0.00%	0.00%	0.00%		1,2,3,4
A.2.11.6.1.1	ISDN/<10 circuits/Dispatch/GA(%)	4.33%	0.00%	4.70%	0.00%	5.09%	0.00%	4.12%	100.0%	2.86%	0.00%	1,2,3,4,5
A.2.11.6.1.2	ISDN/<10 circuits/Non-Dispatch/GA(%)	0.99%	0.00%	1.49%	0.00%	0.57%	0.00%	1.43%	0.00%	0.83%	0.00%	
A.2.11.6.2.1	ISDN/>=10 circuits/Dispatch/GA(%)	0.00%	0.00%	0.00%		0.00%		6.67%		0.00%	0.00%	1,5
A.2.11.6.2.2	ISDN/>=10 circuits/Non-Dispatch/GA(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1,2,3,4,5
	% Provisioning Troubles within 30 Days [P-9]											
A.2.12.1.1.1	Residence/<10 circuits/Dispatch/GA(%)	10.14%	10.70%	8.98%	10.91%	9.42%	8.66%	9.20%	8.80%	9.14%	8.86%	
A.2.12.1.1.2	Residence/<10 circuits/Non-Dispatch/GA(%)	4.35%	4.81%	3.69%	4.53%	3.84%	4.71%	3.47%	3.87%	3.60%	4.68%	
A.2.12.1.2.1	Residence/>=10 circuits/Dispatch/GA(%)	6.78%	0.00%	8.33%	0.00%	12.70%		4.55%	0.00%	12.77%	0.00%	1,2,4,5
A.2.12.1.2.2	Residence/>=10 circuits/Non-Dispatch/GA(%)	0.00%	100.0%	0.00%		0.00%						1
A.2.12.2.1.1	Business/<10 circuits/Dispatch/GA(%)	3.03%	3.57%	2.75%	7.53%	2.42%	3.70%	1.54%	6.79%	2.53%	9.55%	
A.2.12.2.1.2	Business/<10 circuits/Non-Dispatch/GA(%)	5.39%	4.46%	4.74%	4.91%	4.62%	5.79%	4.43%	6.55%	4.63%	4.12%	
A.2.12.2.2.1	Business/>=10 circuits/Dispatch/GA(%)	11.76%	25.00%	5.44%	0.00%	5.69%	0.00%	10.75%	0.00%	6.38%	100.0%	1,2,3,4,5
A.2.12.2.2.2	Business/>=10 circuits/Non-Dispatch/GA(%)	16.67%	0.00%	7.14%		0.00%		0.00%		0.00%		1
A.2.12.3.1.1	Design (Specials)/<10 circuits/Dispatch/GA(%)	3.69%	1.72%	3.26%	0.00%	3.47%	0.00%	4.54%	0.00%	2.92%	0.00%	2,3,4,5
A.2.12.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	7.87%		11.76%	0.00%	5.56%		5.88%	0.00%	6.90%	0.00%	2,4,5
A.2.12.4.1.1	PBX/<10 circuits/Dispatch/GA(%)	0.00%	0.00%	3.92%	0.00%	1.69%	0.00%	0.00%	25.00%	0.00%	25.00%	1,2,3,4,5
A.2.12.4.1.2	PBX/<10 circuits/Non-Dispatch/GA(%)	5.29%	0.00%	0.99%	18.18%	0.64%	0.00%	2.58%	5.26%	2.88%	0.00%	3
A.2.12.4.2.1	PBX/>=10 circuits/Dispatch/GA(%)	0.00%		0.00%	0.00%	0.00%		0.00%		0.00%	0.00%	2,5
A.2.12.4.2.2	PBX/>=10 circuits/Non-Dispatch/GA(%)	3.85%	0.00%	5.00%	0.00%	0.00%	0.00%	2.86%	0.00%	4.00%	0.00%	1,2,3,4,5
A.2.12.5.1.1	Centrex/<10 circuits/Dispatch/GA(%)	1.53%	0.00%	1.87%	0.00%	1.02%	0.00%	1.92%	0.00%	1.85%	25.00%	1,2,3,4,5
A.2.12.5.1.2	Centrex/<10 circuits/Non-Dispatch/GA(%)	2.29%	0.00%	1.96%	10.53%	2.31%	15.38%	2.00%	0.00%	1.80%	6.06%	4
A.2.12.5.2.2	Centrex/>=10 circuits/Non-Dispatch/GA(%)	2.04%	0.00%	1.63%	0.00%	1.87%	25.00%	1.40%	0.00%	2.44%	0.00%	2,3,4,5
A.2.12.6.1.1	ISDN/<10 circuits/Dispatch/GA(%)	2.31%	0.00%	7.22%	0.00%	6.61%	16.67%	4.43%	0.00%	6.11%	0.00%	1,2,3,4,5
A.2.12.6.1.2	ISDN/<10 circuits/Non-Dispatch/GA(%)	0.56%	0.00%	2.48%	23.08%	1.62%	0.00%	1.29%	0.00%	0.98%	0.00%	
A.2.12.6.2.1	ISDN/>=10 circuits/Dispatch/GA(%)	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%		0.00%		1,2

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.2.12.6.2.2	ISDN/>=10 circuits/Non-Dispatch/GA(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1,2,3,4,5
	Average Completion Notice Interval - Mechanized [P-5]											
A.2.14.1.1.1	Residence/<10 circuits/Dispatch/GA(hours)	5.35	0.20	6.19	0.48	6.51	0.37	3.90	0.14	3.80	0.17	
A.2.14.1.1.2	Residence/<10 circuits/Non-Dispatch/GA(hours)	1.50	0.73	1.49	0.69	1.47	0.71	1.31	0.67	1.35	1.35	
A.2.14.1.2.1	Residence/>=10 circuits/Dispatch/GA(hours)	6.37	0.02	5.92		2.23	0.02	2.13		0.98	0.02	1,3,5
A.2.14.2.1.1	Business/<10 circuits/Dispatch/GA(hours)	7.86	1.27	6.03	0.99	1.71	0.07	1.63	0.11	3.56	0.29	
A.2.14.2.1.2	Business/<10 circuits/Non-Dispatch/GA(hours)	1.83	0.69	1.84	0.74	1.97	0.71	1.70	0.62	1.70	1.26	
A.2.14.2.2.1	Business/>=10 circuits/Dispatch/GA(hours)	18.96	0.09	12.12	0.02	8.71		4.78		3.17		1,2
A.2.14.3.1.1	Design (Specials)/<10 circuits/Dispatch/GA(hours)	191.95		238.79		138.21	0.05	256.25		139.21		3
A.2.14.4.1.2	PBX/<10 circuits/Non-Dispatch/GA(hours)	19.67		67.94		14.60		31.33	0.02	20.16		4
A.2.14.4.2.1	PBX/>=10 circuits/Dispatch/GA(hours)		0.02	63.59		7.12				408.93		1
A.2.14.4.2.2	PBX/>=10 circuits/Non-Dispatch/GA(hours)	0.71		0.61	0.43	0.70		1.41		20.70		2
A.2.14.6.1.2	ISDN/<10 circuits/Non-Dispatch/GA(hours)	21.74	0.70	17.14		25.94		54.28		25.35	0.53	1,5
	Average Completion Notice Interval - Non-Mechanized [P-5]											
A.2.15.1.1.1	Residence/<10 circuits/Dispatch/GA(hours)		21.73		26.38		13.06		9.08		6.82	
A.2.15.1.1.2	Residence/<10 circuits/Non-Dispatch/GA(hours)		15.84		21.35		13.92		12.88		12.51	
A.2.15.1.2.1	Residence/>=10 circuits/Dispatch/GA(hours)										0.02	5
A.2.15.2.1.1	Business/<10 circuits/Dispatch/GA(hours)		22.43		32.03		11.24		15.60		27.64	1
A.2.15.2.1.2	Business/<10 circuits/Non-Dispatch/GA(hours)		15.45		20.44		11.22		7.73		12.48	
A.2.15.2.2.1	Business/>=10 circuits/Dispatch/GA(hours)						10.20		13.73			3,4
A.2.15.3.1.1	Design (Specials)/<10 circuits/Dispatch/GA(hours)				129.83		287.76		208.33			2,3,4
A.2.15.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/GA(hours)		74.85				102.34		266.63		9.22	1,3,4,5
A.2.15.4.1.1	PBX/<10 circuits/Dispatch/GA(hours)		21.34		0.02		13.07		36.92		7.15	1,2,3,4,5
A.2.15.4.1.2	PBX/<10 circuits/Non-Dispatch/GA(hours)		8.82		36.38		17.55		15.03		11.88	1,2,5
A.2.15.4.2.1	PBX/>=10 circuits/Dispatch/GA(hours)								31.20			4
A.2.15.4.2.2	PBX/>=10 circuits/Non-Dispatch/GA(hours)		14.00		7.26		7.30		0.75		11.72	1,2,3,4,5
A.2.15.5.1.1	Centrex/<10 circuits/Dispatch/GA(hours)		14.38		20.19		20.96		26.33		28.70	1,2,3,4,5
A.2.15.5.1.2	Centrex/<10 circuits/Non-Dispatch/GA(hours)		12.60		17.35		7.28		15.55		26.37	3
A.2.15.5.2.2	Centrex/>=10 circuits/Non-Dispatch/GA(hours)		14.00		33.20		0.50		10.63			1,2,3,4

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.2.15.6.1.1	ISDN/<10 circuits/Dispatch/GA(hours)		11.92		91.64		114.08		0.02		35.86	1,3,4,5
A.2.15.6.1.2	ISDN/<10 circuits/Non-Dispatch/GA(hours)		13.58		17.52		13.41		14.38		19.00	1,3
A.2.15.6.2.1	ISDN/>=10 circuits/Dispatch/GA(hours)		35.28								136.82	1,5
A.2.15.6.2.2	ISDN/>=10 circuits/Non-Dispatch/GA(hours)		15.68		14.00		20.48		14.00		14.08	1,2,3,4,5
	Service Order Accuracy [P-11]											
A.2.25.1.1.1	Residence/<10 circuits/Dispatch/GA(%)				96.92%		100.0%		90.54%		95.33%	
A.2.25.1.1.2	Residence/<10 circuits/Non-Dispatch/GA(%)		100.0%		96.43%		100.0%		97.33%		98.67%	
A.2.25.1.2.1	Residence/>=10 circuits/Dispatch/GA(%)				100.0%		100.0%		90.91%		100.0%	3,5
A.2.25.1.2.2	Residence/>=10 circuits/Non-Dispatch/GA(%)		0.00%									1
A.2.25.2.1.1	Business/<10 circuits/Dispatch/GA(%)		100.0%		98.57%		95.00%		87.20%		94.19%	1
A.2.25.2.1.2	Business/<10 circuits/Non-Dispatch/GA(%)		96.49%		99.26%		100.0%		93.24%		96.00%	
A.2.25.2.2.1	Business/>=10 circuits/Dispatch/GA(%)				91.30%		82.35%		91.67%		100.0%	
A.2.25.2.2.2	Business/>=10 circuits/Non-Dispatch/GA(%)		100.0%		93.55%		78.57%		85.00%		93.75%	1
A.2.25.3.1.1	Design (Specials)/<10 circuits/Dispatch/GA(%)		100.0%		90.00%		88.89%		97.96%		90.00%	1
A.2.25.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)				94.55%		100.0%		96.05%		96.75%	
A.2.25.3.2.1	Design (Specials)/>=10 circuits/Dispatch/GA(%)				100.0%		100.0%				100.0%	2,3,5
A.2.25.3.2.2	Design (Specials)/>=10 circuits/Non-Dispatch/GA(%)				96.00%		100.0%		70.00%		82.35%	3
RESALE - MAINTENANCE AND REPAIR												
	Missed Repair Appointments [M&R-1]											
A.3.1.1.1	Residence/Dispatch/GA(%)	10.74%	3.08%	8.90%	2.15%	11.69%	3.92%	8.44%	2.79%	7.46%	1.43%	
A.3.1.1.2	Residence/Non-Dispatch/GA(%)	2.08%	0.55%	1.80%	0.98%	1.75%	1.02%	1.02%	1.03%	0.97%	0.80%	
A.3.1.2.1	Business/Dispatch/GA(%)	7.48%	3.77%	7.47%	6.63%	8.57%	7.93%	6.25%	3.83%	6.21%	3.95%	
A.3.1.2.2	Business/Non-Dispatch/GA(%)	3.01%	2.70%	2.68%	0.00%	2.82%	3.20%	1.93%	0.94%	1.77%	2.33%	
A.3.1.3.1	Design (Specials)/Dispatch/GA(%)	1.37%	0.00%	1.30%	1.52%	3.03%	0.00%	3.17%	4.35%	6.23%	1.41%	
A.3.1.3.2	Design (Specials)/Non-Dispatch/GA(%)	0.42%	0.00%	0.33%	0.00%	0.33%	0.00%	0.10%	0.00%	1.31%	0.00%	
A.3.1.4.1	PBX/Dispatch/GA(%)	13.88%	5.00%	10.74%	25.00%	20.51%	0.00%	10.49%	12.50%	10.32%	20.00%	2,3,4,5
A.3.1.4.2	PBX/Non-Dispatch/GA(%)	0.86%	50.00%	2.63%	0.00%	7.44%	0.00%	3.59%	60.00%	5.26%	0.00%	1,2,4
A.3.1.5.1	Centrex/Dispatch/GA(%)	11.24%	3.85%	9.17%	5.56%	12.61%	0.00%	8.62%	0.00%	7.62%	9.43%	
A.3.1.5.2	Centrex/Non-Dispatch/GA(%)	5.32%	0.00%	4.53%	4.17%	4.51%	0.00%	4.25%	0.00%	4.93%	0.00%	3
A.3.1.6.1	ISDN/Dispatch/GA(%)	15.13%	7.69%	13.41%	0.00%	11.82%	0.00%	12.16%	0.00%	12.40%	0.00%	2,3,4,5

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.3.1.6.2	ISDN/Non-Dispatch/GA(%)	2.32%	20.00%	2.25%	0.00%	2.26%	0.00%	0.00%	0.00%	1.45%	0.00%	2,3,4,5
	Customer Trouble Report Rate [M&R-2]											
A.3.2.1.1	Residence/Dispatch/GA(%)	2.43%	2.40%	2.03%	2.04%	1.99%	1.90%	2.13%	2.13%	1.80%	2.48%	
A.3.2.1.2	Residence/Non-Dispatch/GA(%)	1.42%	0.74%	1.19%	0.70%	1.19%	0.69%	1.36%	0.85%	1.18%	0.71%	
A.3.2.2.1	Business/Dispatch/GA(%)	1.35%	1.58%	1.15%	1.11%	1.07%	1.01%	1.29%	1.50%	1.07%	1.10%	
A.3.2.2.2	Business/Non-Dispatch/GA(%)	0.90%	0.88%	0.70%	0.95%	0.60%	0.77%	0.79%	0.68%	0.70%	0.62%	
A.3.2.3.1	Design (Specials)/Dispatch/GA(%)	0.35%	1.29%	0.54%	1.12%	0.44%	1.04%	0.60%	1.88%	0.59%	1.45%	
A.3.2.3.2	Design (Specials)/Non-Dispatch/GA(%)	0.68%	1.48%	1.06%	0.95%	0.81%	0.68%	1.42%	1.08%	1.15%	0.96%	
A.3.2.4.1	PBX/Dispatch/GA(%)	0.17%	0.52%	0.09%	0.11%	0.13%	0.19%	0.10%	0.18%	0.10%	0.12%	
A.3.2.4.2	PBX/Non-Dispatch/GA(%)	0.08%	0.05%	0.08%	0.16%	0.10%	0.00%	0.10%	0.11%	0.06%	0.00%	
A.3.2.5.1	Centrex/Dispatch/GA(%)	0.53%	0.59%	0.45%	0.41%	0.41%	0.45%	0.55%	0.46%	0.44%	1.34%	
A.3.2.5.2	Centrex/Non-Dispatch/GA(%)	0.36%	0.30%	0.29%	0.55%	0.24%	0.14%	0.25%	0.36%	0.30%	0.58%	
A.3.2.6.1	ISDN/Dispatch/GA(%)	0.20%	0.53%	0.16%	0.32%	0.11%	0.18%	0.12%	0.37%	0.09%	0.24%	
A.3.2.6.2	ISDN/Non-Dispatch/GA(%)	0.28%	0.40%	0.18%	0.24%	0.19%	0.09%	0.24%	0.10%	0.17%	0.24%	
	Maintenance Average Duration [M&R-3]											
A.3.3.1.1	Residence/Dispatch/GA(hours)	21.17	11.50	21.83	13.18	26.02	15.19	24.61	12.59	21.00	10.27	
A.3.3.1.2	Residence/Non-Dispatch/GA(hours)	6.62	2.55	6.72	3.22	7.44	3.86	6.26	2.93	5.59	2.71	
A.3.3.2.1	Business/Dispatch/GA(hours)	11.55	12.95	11.99	9.94	13.47	14.05	11.61	9.30	10.82	9.40	
A.3.3.2.2	Business/Non-Dispatch/GA(hours)	3.84	2.63	4.20	2.01	4.78	3.68	3.69	3.16	3.47	2.33	
A.3.3.3.1	Design (Specials)/Dispatch/GA(hours)	7.95	4.39	9.25	4.59	6.17	4.04	23.20	4.97	84.94	4.18	
A.3.3.3.2	Design (Specials)/Non-Dispatch/GA(hours)	2.58	2.38	1.89	2.34	4.29	1.70	1.62	1.65	19.77	2.40	
A.3.3.4.1	PBX/Dispatch/GA(hours)	18.98	16.53	13.90	12.64	17.82	15.31	11.12	7.70	12.92	18.89	2,3,4,5
A.3.3.4.2	PBX/Non-Dispatch/GA(hours)	2.89	5.17	5.24	1.30	7.29	0.00	5.68	28.00	8.06	0.00	1,2,4
A.3.3.5.1	Centrex/Dispatch/GA(hours)	11.96	16.27	12.86	15.35	14.23	21.29	11.91	17.00	11.68	10.08	
A.3.3.5.2	Centrex/Non-Dispatch/GA(hours)	3.83	2.48	3.79	4.50	5.46	0.96	3.86	1.27	4.19	3.21	3
A.3.3.6.1	ISDN/Dispatch/GA(hours)	14.59	17.71	15.00	3.59	14.80	8.19	14.92	6.65	14.04	2.48	2,3,4,5
A.3.3.6.2	ISDN/Non-Dispatch/GA(hours)	3.81	12.25	3.85	4.31	3.26	2.48	2.03	1.67	2.83	5.84	2,3,4,5
	% Repeat Troubles within 30 Days [M&R-4]											
A.3.4.1.1	Residence/Dispatch/GA(%)	21.66%	15.72%	21.39%	15.64%	19.57%	13.03%	19.18%	11.09%	18.22%	11.46%	
A.3.4.1.2	Residence/Non-Dispatch/GA(%)	17.96%	17.09%	17.65%	17.77%	15.21%	15.34%	14.82%	12.31%	14.98%	14.43%	
A.3.4.2.1	Business/Dispatch/GA(%)	17.68%	12.08%	16.07%	18.23%	15.37%	15.85%	14.01%	14.47%	15.15%	16.45%	

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.3.4.2.2	Business/Non-Dispatch/GA(%)	17.33%	24.32%	15.78%	10.32%	13.99%	8.00%	13.52%	20.75%	12.64%	8.14%	
A.3.4.3.1	Design (Specials)/Dispatch/GA(%)	36.16%	40.54%	40.76%	37.88%	35.32%	49.30%	22.30%	21.74%	23.35%	23.94%	
A.3.4.3.2	Design (Specials)/Non-Dispatch/GA(%)	35.32%	45.88%	35.27%	46.43%	35.24%	45.65%	20.51%	20.75%	23.40%	12.77%	
A.3.4.4.1	PBX/Dispatch/GA(%)	25.31%	15.00%	19.83%	0.00%	17.31%	0.00%	14.20%	12.50%	31.61%	20.00%	2,3,4,5
A.3.4.4.2	PBX/Non-Dispatch/GA(%)	20.69%	0.00%	14.91%	16.67%	28.93%	0.00%	14.37%	20.00%	11.58%	0.00%	1,2,4
A.3.4.5.1	Centrex/Dispatch/GA(%)	15.68%	7.69%	17.44%	22.22%	13.81%	10.53%	12.74%	21.05%	15.31%	11.32%	
A.3.4.5.2	Centrex/Non-Dispatch/GA(%)	16.89%	23.08%	17.04%	16.67%	16.73%	0.00%	14.12%	40.00%	12.86%	21.74%	3
A.3.4.6.1	ISDN/Dispatch/GA(%)	32.57%	61.54%	33.65%	37.50%	27.03%	25.00%	22.80%	0.00%	21.71%	0.00%	2,3,4,5
A.3.4.6.2	ISDN/Non-Dispatch/GA(%)	25.96%	60.00%	26.38%	33.33%	26.49%	0.00%	18.83%	50.00%	14.73%	0.00%	2,3,4,5
	Out of Service > 24 hours [M&R-5]											
A.3.5.1.1	Residence/Dispatch/GA(%)	18.80%	6.61%	19.98%	10.07%	31.04%	14.34%	23.63%	9.86%	21.04%	4.95%	
A.3.5.1.2	Residence/Non-Dispatch/GA(%)	6.71%	1.75%	9.31%	2.19%	11.64%	4.64%	8.51%	2.94%	7.44%	1.79%	
A.3.5.2.1	Business/Dispatch/GA(%)	8.32%	4.12%	9.46%	2.78%	11.92%	10.17%	10.32%	4.49%	7.69%	9.71%	
A.3.5.2.2	Business/Non-Dispatch/GA(%)	2.92%	0.00%	4.33%	0.00%	3.57%	1.20%	2.91%	0.00%	2.14%	0.00%	
A.3.5.3.1	Design (Specials)/Dispatch/GA(%)	1.37%	0.00%	1.30%	1.52%	3.03%	0.00%	3.17%	4.35%	6.23%	1.41%	
A.3.5.3.2	Design (Specials)/Non-Dispatch/GA(%)	0.42%	0.00%	0.33%	0.00%	0.33%	0.00%	0.10%	0.00%	1.31%	0.00%	
A.3.5.4.1	PBX/Dispatch/GA(%)	16.29%	12.50%	13.41%	0.00%	26.67%	0.00%	10.74%	20.00%	10.34%	0.00%	1,2,3,4,5
A.3.5.4.2	PBX/Non-Dispatch/GA(%)	1.25%	0.00%	2.60%	0.00%	5.43%	0.00%	13.49%	60.00%	5.56%	0.00%	1,2,4
A.3.5.5.1	Centrex/Dispatch/GA(%)	9.30%	15.79%	11.82%	0.00%	14.10%	37.50%	9.80%	18.18%	8.70%	2.27%	
A.3.5.5.2	Centrex/Non-Dispatch/GA(%)	1.72%	0.00%	4.27%	0.00%	2.42%	0.00%	2.96%	0.00%	5.68%	0.00%	3,4
A.3.5.6.1	ISDN/Dispatch/GA(%)	14.79%	10.00%	16.49%	0.00%	12.04%	0.00%	14.34%	0.00%	13.14%	0.00%	2,3,4,5
A.3.5.6.2	ISDN/Non-Dispatch/GA(%)	1.09%	22.22%	1.74%	0.00%	1.56%	0.00%	0.17%	0.00%	0.69%	0.00%	1,2,3,4,5
RESALE - BILLING												
	Invoice Accuracy [B-1]											
A.4.1	GA(%)	98.50%	99.86%	97.58%	99.77%	97.81%	99.60%	98.15%	99.86%	94.73%	99.78%	
	Mean Time to Deliver Invoices - CRIS [B-2]											
A.4.2	Region(business days)	3.91	3.36	4.13	3.46	3.67	3.84	4.87	3.96	3.64	3.43	
UNBUNDLED NETWORK ELEMENTS - ORDERING												
	% Rejected Service Requests - Mechanized [O-7]											
B.1.1.3	Loop + Port Combinations/GA(%)		17.78%		18.34%		14.33%		14.04%		12.75%	
B.1.1.5	xDSL (ADSL, HDSL and UCL)/GA(%)		17.47%		14.14%		10.00%		50.56%		55.64%	

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.1.1.6	ISDN Loop (UDN, UDC)/GA(%)		6.25%		12.50%		0.00%		0.00%		50.00%	2,3
B.1.1.7	Line Sharing/GA(%)		40.91%		21.21%		29.59%		27.31%		15.43%	
B.1.1.8	2W Analog Loop Design/GA(%)		33.87%		36.26%		41.61%		28.76%		28.87%	
B.1.1.9	2W Analog Loop Non-Design/GA(%)		20.10%		11.17%		9.93%		3.77%		5.76%	
B.1.1.12	2W Analog Loop w/LNP Design/GA(%)		31.03%		20.00%		18.75%		8.57%		33.33%	5
B.1.1.13	2W Analog Loop w/LNP Non-Design/GA(%)		47.22%		15.79%		78.57%		100.0%		100.0%	5
B.1.1.14	Other Design/GA(%)		33.00%		27.27%		11.59%		35.54%		36.47%	
B.1.1.15	Other Non-Design/GA(%)		21.36%		20.27%		31.80%		35.08%		24.44%	
B.1.1.17	LNP Standalone/GA(%)		9.52%		8.03%		9.59%		7.01%		9.81%	
	% Rejected Service Requests - Partially Mechanized [O-7]											
B.1.2.3	Loop + Port Combinations/GA(%)		31.34%		29.86%		30.37%		32.66%		32.87%	
B.1.2.5	xDSL (ADSL, HDSL and UCL)/GA(%)		14.29%		0.00%		0.00%		0.00%		0.00%	
B.1.2.6	ISDN Loop (UDN, UDC)/GA(%)		50.00%		0.00%				0.00%		47.62%	1,2,4
B.1.2.7	Line Sharing/GA(%)		38.89%		46.67%		48.78%		24.32%		37.34%	
B.1.2.8	2W Analog Loop Design/GA(%)		25.31%		24.68%		22.00%		34.30%		26.67%	
B.1.2.9	2W Analog Loop Non-Design/GA(%)		29.41%		39.84%		36.75%		30.53%		21.43%	
B.1.2.12	2W Analog Loop w/LNP Design/GA(%)		40.66%		37.01%		38.78%		37.14%		42.66%	
B.1.2.13	2W Analog Loop w/LNP Non-Design/GA(%)		12.73%		22.26%		15.25%		19.47%		22.50%	
B.1.2.14	Other Design/GA(%)		42.11%		53.19%		27.03%		34.21%		31.13%	
B.1.2.15	Other Non-Design/GA(%)		41.64%		41.86%		38.84%		35.48%		27.73%	
B.1.2.17	LNP Standalone/GA(%)		31.67%		33.95%		29.41%		24.60%		29.35%	
	% Rejected Service Requests - Non-Mechanized [O-7]											
B.1.3.2	Local Interoffice Transport/GA(%)		57.69%		33.33%		0.00%		85.71%		62.07%	2,3,4
B.1.3.3	Loop + Port Combinations/GA(%)		49.70%		48.06%		38.33%		36.47%		48.66%	
B.1.3.5	xDSL (ADSL, HDSL and UCL)/GA(%)		27.80%		26.07%		24.89%		25.21%		29.87%	
B.1.3.6	ISDN Loop (UDN, UDC)/GA(%)		13.94%		15.56%		10.97%		14.48%		21.89%	
B.1.3.7	Line Sharing/GA(%)		16.00%		19.70%		17.24%		25.45%		33.05%	
B.1.3.8	2W Analog Loop Design/GA(%)		46.37%		53.18%		45.39%		47.55%		40.71%	
B.1.3.9	2W Analog Loop Non-Design/GA(%)		37.27%		29.59%		24.06%		18.10%		24.66%	
B.1.3.10	2W Analog Loop w/INP Design/GA(%)		0.00%		57.14%		0.00%		25.00%		0.00%	1,2,3,4,5
B.1.3.11	2W Analog Loop w/INP Non-Design/GA(%)		0.00%				33.33%		28.57%		25.00%	1,3,4,5

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.1.3.12	2W Analog Loop w/LNP Design/GA(%)		58.33%		47.37%		66.67%		78.79%		73.08%	
B.1.3.13	2W Analog Loop w/LNP Non-Design/GA(%)		26.98%		40.00%		36.03%		40.98%		55.56%	
B.1.3.14	Other Design/GA(%)		34.82%		33.55%		32.47%		35.71%		31.88%	
B.1.3.15	Other Non-Design/GA(%)		33.26%		37.96%		36.09%		33.11%		31.48%	
B.1.3.16	INP Standalone/GA(%)		46.15%		34.67%		45.33%		33.33%		37.50%	
B.1.3.17	LNP Standalone/GA(%)		24.61%		24.90%		28.70%		25.20%		36.78%	
	Reject Interval - Mechanized [O-8]											
B.1.4.3	Loop + Port Combinations/GA(%)		86.03%		87.43%		91.36%		94.56%		91.14%	
B.1.4.5	xDSL (ADSL, HDSL and UCL)/GA(%)		93.10%		100.0%		100.0%		97.79%		99.64%	3
B.1.4.6	ISDN Loop (UDN, UDC)/GA(%)		100.0%		100.0%						46.15%	1,2
B.1.4.7	Line Sharing/GA(%)		72.22%		42.86%		56.67%		52.24%		41.56%	2
B.1.4.8	2W Analog Loop Design/GA(%)		73.58%		75.73%		88.60%		82.56%		91.67%	
B.1.4.9	2W Analog Loop Non-Design/GA(%)		80.49%		78.26%		64.29%		75.00%		75.00%	4,5
B.1.4.12	2W Analog Loop w/LNP Design/GA(%)		88.89%		100.0%		100.0%		100.0%		100.0%	1,2,3,4,5
B.1.4.13	2W Analog Loop w/LNP Non-Design/GA(%)		82.35%		83.33%		90.91%		100.0%		83.33%	2,5
B.1.4.14	Other Design/GA(%)		87.88%		77.78%		87.50%		88.37%		70.97%	3
B.1.4.15	Other Non-Design/GA(%)		64.77%		53.57%		76.06%		73.68%		54.10%	
B.1.4.17	LNP Standalone/GA(%)		93.36%		90.05%		96.13%		97.79%		99.33%	
	Reject Interval - Partially Mechanized - 10 hours [O-8]											
B.1.7.3	Loop + Port Combinations/GA(%)		94.86%		97.51%		87.85%		96.10%		94.52%	
B.1.7.5	xDSL (ADSL, HDSL and UCL)/GA(%)		100.0%									1
B.1.7.6	ISDN Loop (UDN, UDC)/GA(%)		100.0%								70.97%	1
B.1.7.7	Line Sharing/GA(%)		100.0%		100.0%		80.00%		67.74%		86.67%	1,2
B.1.7.8	2W Analog Loop Design/GA(%)		88.76%		76.92%		97.14%		92.77%		85.11%	
B.1.7.9	2W Analog Loop Non-Design/GA(%)		80.00%		92.31%		86.05%		92.50%		96.67%	
B.1.7.12	2W Analog Loop w/LNP Design/GA(%)		80.81%		76.60%		69.23%		89.23%		84.48%	
B.1.7.13	2W Analog Loop w/LNP Non-Design/GA(%)		96.30%		62.59%		94.93%		92.86%		89.80%	
B.1.7.14	Other Design/GA(%)		91.67%		88.00%		100.0%		100.0%		85.71%	
B.1.7.15	Other Non-Design/GA(%)		94.37%		96.18%		98.82%		97.34%		92.81%	
B.1.7.17	LNP Standalone/GA(%)		90.63%		84.28%		91.92%		96.10%		97.35%	
	Reject Interval - Non-Mechanized [O-8]											

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.1.8.2	Local Interoffice Transport/GA(%)		93.33%		60.00%				83.33%		100.0%	2,4
B.1.8.3	Loop + Port Combinations/GA(%)		98.32%		99.24%		97.37%		98.31%		99.15%	
B.1.8.5	xDSL (ADSL, HDSL and UCL)/GA(%)		100.0%		100.0%		100.0%		98.36%		98.59%	
B.1.8.6	ISDN Loop (UDN, UDC)/GA(%)		98.46%		96.88%		95.74%		100.0%		99.06%	
B.1.8.7	Line Sharing/GA(%)		100.0%		100.0%		100.0%		96.43%		100.0%	1
B.1.8.8	2W Analog Loop Design/GA(%)		100.0%		100.0%		98.53%		98.55%		100.0%	
B.1.8.9	2W Analog Loop Non-Design/GA(%)		99.58%		100.0%		100.0%		99.47%		100.0%	
B.1.8.10	2W Analog Loop w/INP Design/GA(%)				100.0%				100.0%			2,4
B.1.8.11	2W Analog Loop w/INP Non-Design/GA(%)						100.0%		100.0%		100.0%	3,4,5
B.1.8.12	2W Analog Loop w/LNP Design/GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	2
B.1.8.13	2W Analog Loop w/LNP Non-Design/GA(%)		100.0%		97.44%		95.92%		100.0%		100.0%	
B.1.8.14	Other Design/GA(%)		98.32%		98.74%		100.0%		99.53%		100.0%	
B.1.8.15	Other Non-Design/GA(%)		99.48%		99.10%		99.27%		99.54%		99.52%	
B.1.8.16	INP Standalone/GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	
B.1.8.17	LNP Standalone/GA(%)		99.70%		99.22%		99.69%		99.65%		100.0%	
	FOC Timeliness - Mechanized [O-9]											
B.1.9.3	Loop + Port Combinations/GA(%)		99.01%		98.52%		99.17%		99.09%		99.16%	
B.1.9.5	xDSL (ADSL, HDSL and UCL)/GA(%)		95.70%		98.77%		100.0%		98.51%		99.11%	
B.1.9.6	ISDN Loop (UDN, UDC)/GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	2,3,5
B.1.9.7	Line Sharing/GA(%)		100.0%		100.0%		100.0%		98.98%		98.82%	
B.1.9.8	2W Analog Loop Design/GA(%)		100.0%		99.43%		100.0%		99.53%		100.0%	
B.1.9.9	2W Analog Loop Non-Design/GA(%)		99.38%		100.0%		98.41%		100.0%		100.0%	
B.1.9.12	2W Analog Loop w/LNP Design/GA(%)		95.00%		100.0%		100.0%		100.0%		100.0%	5
B.1.9.13	2W Analog Loop w/LNP Non-Design/GA(%)		100.0%		96.55%		100.0%		100.0%			3
B.1.9.14	Other Design/GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	
B.1.9.15	Other Non-Design/GA(%)		99.37%		98.47%		99.71%		99.97%		99.57%	
B.1.9.17	LNP Standalone/GA(%)		96.35%		92.31%		97.94%		95.48%		97.17%	
	FOC Timeliness - Partially Mechanized - 10 hours [O-9]											
B.1.12.3	Loop + Port Combinations/GA(%)		96.71%		97.06%		91.93%		96.54%		92.78%	
B.1.12.5	xDSL (ADSL, HDSL and UCL)/GA(%)		66.67%		100.0%		80.00%		100.0%		100.0%	1
B.1.12.6	ISDN Loop (UDN, UDC)/GA(%)		100.0%		100.0%				100.0%		96.15%	1,2,4

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.1.12.7	Line Sharing/GA(%)		100.0%		81.82%		100.0%		96.34%		99.02%	1
B.1.12.8	2W Analog Loop Design/GA(%)		88.24%		91.80%		88.43%		96.00%		95.24%	
B.1.12.9	2W Analog Loop Non-Design/GA(%)		85.71%		82.95%		82.42%		90.10%		89.81%	
B.1.12.12	2W Analog Loop w/LNP Design/GA(%)		85.26%		83.72%		77.93%		91.67%		88.31%	
B.1.12.13	2W Analog Loop w/LNP Non-Design/GA(%)		98.12%		92.99%		96.91%		98.32%		97.92%	
B.1.12.14	Other Design/GA(%)		94.44%		80.77%		92.59%		98.00%		95.10%	
B.1.12.15	Other Non-Design/GA(%)		95.76%		93.97%		96.75%		97.28%		95.75%	
B.1.12.17	LNP Standalone/GA(%)		96.39%		96.27%		95.33%		97.96%		98.64%	
	FOC Timeliness - Non-Mechanized [O-9]											
B.1.13.2	Local Interoffice Transport/GA(%)		100.0%		100.0%		100.0%		66.67%		100.0%	2,3,4
B.1.13.3	Loop + Port Combinations/GA(%)		97.59%		98.86%		98.40%		98.36%		98.06%	
B.1.13.5	xDSL (ADSL, HDSL and UCL)/GA(%)		99.39%		100.0%		100.0%		98.85%		99.38%	
B.1.13.6	ISDN Loop (UDN, UDC)/GA(%)		100.0%		99.39%		99.71%		100.0%		100.0%	
B.1.13.7	Line Sharing/GA(%)		100.0%		100.0%		97.87%		100.0%		100.0%	
B.1.13.8	2W Analog Loop Design/GA(%)		98.95%		100.0%		100.0%		98.46%		98.46%	
B.1.13.9	2W Analog Loop Non-Design/GA(%)		99.33%		99.16%		99.85%		100.0%		99.91%	
B.1.13.10	2W Analog Loop w/INP Design/GA(%)		100.0%		100.0%		100.0%		100.0%			1,2,3,4
B.1.13.11	2W Analog Loop w/INP Non-Design/GA(%)		100.0%				100.0%		100.0%		100.0%	1,3,4,5
B.1.13.12	2W Analog Loop w/LNP Design/GA(%)		100.0%		100.0%		100.0%		90.00%		100.0%	3,5
B.1.13.13	2W Analog Loop w/LNP Non-Design/GA(%)		97.22%		100.0%		98.06%		100.0%		95.00%	
B.1.13.14	Other Design/GA(%)		100.0%		100.0%		100.0%		100.0%		99.69%	
B.1.13.15	Other Non-Design/GA(%)		99.63%		99.55%		98.87%		99.54%		100.0%	
B.1.13.16	INP Standalone/GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	
B.1.13.17	LNP Standalone/GA(%)		99.60%		99.73%		99.87%		100.0%		99.80%	
	FOC & Reject Response Completeness - Mechanized [O-11]											
B.1.14.3.1	Loop + Port Combinations/EDI/GA(%)		99.95%		99.91%		99.31%		99.97%		99.94%	
B.1.14.3.2	Loop + Port Combinations/TAG/GA(%)		98.52%		97.96%		98.49%		100.0%		99.98%	
B.1.14.5.1	xDSL (ADSL, HDSL and UCL)/EDI/GA(%)		81.82%		80.00%		100.0%		100.0%		100.0%	2,3
B.1.14.5.2	xDSL (ADSL, HDSL and UCL)/TAG/GA(%)		72.90%		96.81%		100.0%		100.0%		100.0%	
B.1.14.6.1	ISDN Loop (UDN, UDC)/EDI/GA(%)		100.0%		100.0%				100.0%		100.0%	1,2,4,5
B.1.14.6.2	ISDN Loop (UDN, UDC)/TAG/GA(%)		100.0%		100.0%		80.00%		88.89%		95.00%	2,3,4

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.1.14.7.1	Line Sharing/EDI/GA(%)				100.0%		100.0%		100.0%		100.0%	2
B.1.14.7.2	Line Sharing/TAG/GA(%)		95.45%		90.63%		100.0%		100.0%		100.0%	
B.1.14.8.1	2W Analog Loop Design/EDI/GA(%)		99.59%		93.27%		96.19%		97.97%		98.50%	
B.1.14.8.2	2W Analog Loop Design/TAG/GA(%)		100.0%		100.0%		97.37%		100.0%		100.0%	
B.1.14.9.1	2W Analog Loop Non-Design/EDI/GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	1,2,3,4,5
B.1.14.9.2	2W Analog Loop Non-Design/TAG/GA(%)		98.48%		98.50%		96.04%		100.0%		99.28%	
B.1.14.12.1	2W Analog Loop w/LNP Design/EDI/GA(%)		100.0%		84.21%		100.0%		100.0%		100.0%	5
B.1.14.12.2	2W Analog Loop w/LNP Design/TAG/GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	1,2,3,4,5
B.1.14.13.1	2W Analog Loop w/LNP Non-Design/EDI/GA(%)		100.0%		81.82%		100.0%		100.0%			1,3,4
B.1.14.13.2	2W Analog Loop w/LNP Non-Design/TAG/GA(%)		100.0%		96.30%		90.00%		100.0%		100.0%	5
B.1.14.14.1	Other Design/EDI/GA(%)		100.0%		95.56%		96.61%		97.53%		100.0%	
B.1.14.14.2	Other Design/TAG/GA(%)		98.82%		95.24%		100.0%		100.0%		100.0%	
B.1.14.15.1	Other Non-Design/EDI/GA(%)		99.80%		99.95%		99.51%		100.0%		100.0%	
B.1.14.15.2	Other Non-Design/TAG/GA(%)		98.53%		97.11%		98.65%		99.66%		99.90%	
B.1.14.17.1	LNP Standalone/EDI/GA(%)		99.89%		98.98%		99.92%		100.0%		100.0%	
B.1.14.17.2	LNP Standalone/TAG/GA(%)		99.41%		99.67%		100.0%		99.67%		99.17%	
	FOC & Reject Response Completeness - Partially Mechanized [O-11]											
B.1.15.3.1	Loop + Port Combinations/EDI/GA(%)		99.97%		99.98%		99.97%		100.0%		99.98%	
B.1.15.3.2	Loop + Port Combinations/TAG/GA(%)		99.80%		99.70%		99.83%		99.96%		99.96%	
B.1.15.5.1	xDSL (ADSL, HDSL and UCL)/EDI/GA(%)				0.00%		100.0%		100.0%		100.0%	2,3,4,5
B.1.15.5.2	xDSL (ADSL, HDSL and UCL)/TAG/GA(%)		57.14%		47.62%		100.0%		100.0%		100.0%	3,5
B.1.15.6.1	ISDN Loop (UDN, UDC)/EDI/GA(%)				100.0%				100.0%		100.0%	2,4
B.1.15.6.2	ISDN Loop (UDN, UDC)/TAG/GA(%)		100.0%		100.0%				100.0%		100.0%	1,2,4
B.1.15.7.1	Line Sharing/EDI/GA(%)						100.0%		85.19%		94.94%	
B.1.15.7.2	Line Sharing/TAG/GA(%)		94.44%		100.0%		100.0%		94.74%		100.0%	
B.1.15.8.1	2W Analog Loop Design/EDI/GA(%)		100.0%		100.0%		99.65%		100.0%		100.0%	
B.1.15.8.2	2W Analog Loop Design/TAG/GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	
B.1.15.9.1	2W Analog Loop Non-Design/EDI/GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	1,3,4,5
B.1.15.9.2	2W Analog Loop Non-Design/TAG/GA(%)		100.0%		100.0%		99.13%		99.23%		99.25%	
B.1.15.12.1	2W Analog Loop w/LNP Design/EDI/GA(%)		99.11%		99.07%		99.21%		99.40%		90.98%	

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.1.15.12.2	2W Analog Loop w/LNP Design/TAG/GA(%)		94.12%		100.0%		100.0%		100.0%		100.0%	4
B.1.15.13.1	2W Analog Loop w/LNP Non-Design/EDI/GA(%)		100.0%		99.73%		100.0%		100.0%			
B.1.15.13.2	2W Analog Loop w/LNP Non-Design/TAG/GA(%)		99.56%		100.0%		100.0%		100.0%		100.0%	
B.1.15.14.1	Other Design/EDI/GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	
B.1.15.14.2	Other Design/TAG/GA(%)		100.0%		96.30%		100.0%		100.0%		100.0%	3
B.1.15.15.1	Other Non-Design/EDI/GA(%)		100.0%		100.0%		99.47%		99.93%		99.70%	
B.1.15.15.2	Other Non-Design/TAG/GA(%)		99.81%		99.79%		99.80%		100.0%		99.77%	
B.1.15.17.1	LNP Standalone/EDI/GA(%)		98.65%		99.75%		99.76%		99.90%		99.60%	
B.1.15.17.2	LNP Standalone/TAG/GA(%)		100.0%		100.0%		100.0%		100.0%		99.43%	
	FOC & Reject Response Completeness - Non-Mechanized [O-11]											
B.1.16.2	Local Interoffice Transport/GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	2,3,4
B.1.16.3	Loop + Port Combinations/GA(%)		91.78%		90.14%		93.97%		93.52%		96.05%	
B.1.16.5	xDSL (ADSL, HDSL and UCL)/GA(%)		98.21%		97.16%		98.31%		100.0%		97.84%	
B.1.16.6	ISDN Loop (UDN, UDC)/GA(%)		97.60%		91.85%		96.68%		90.95%		98.95%	
B.1.16.7	Line Sharing/GA(%)		94.00%		95.38%		93.10%		94.55%		99.15%	
B.1.16.8	2W Analog Loop Design/GA(%)		96.09%		92.49%		88.65%		91.61%		99.12%	
B.1.16.9	2W Analog Loop Non-Design/GA(%)		94.22%		92.40%		95.25%		97.36%		99.78%	
B.1.16.10	2W Analog Loop w/INP Design/GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	1,2,3,4,5
B.1.16.11	2W Analog Loop w/INP Non-Design/GA(%)		100.0%				100.0%		100.0%		100.0%	1,3,4,5
B.1.16.12	2W Analog Loop w/LNP Design/GA(%)		91.67%		94.74%		100.0%		100.0%		96.15%	
B.1.16.13	2W Analog Loop w/LNP Non-Design/GA(%)		97.67%		95.79%		100.0%		100.0%		97.78%	
B.1.16.14	Other Design/GA(%)		96.43%		93.59%		94.48%		94.22%		99.56%	
B.1.16.15	Other Non-Design/GA(%)		96.90%		92.77%		95.15%		98.03%		98.83%	
B.1.16.16	INP Standalone/GA(%)		99.04%		93.33%		98.67%		98.67%		93.75%	
B.1.16.17	LNP Standalone/GA(%)		98.20%		96.68%		98.25%		98.93%		97.52%	
UNBUNDLED NETWORK ELEMENTS - PROVISIONING												
	Order Completion Interval [P-4]											
B.2.1.1.1.1	Switch Ports/<10 circuits/Dispatch/GA(days)	4.45		4.03	5.12	3.56		3.86		3.82		2
B.2.1.2.1.1	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	17.30	14.00	18.77	29.83	19.20	24.67	23.65	14.50	26.93	10.00	1,2,3,4,5

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.2.1.3.1.1	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	4.53	5.01	4.12	4.60	3.67	4.13	3.95	4.51	3.92	4.20	
B.2.1.3.1.2	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	0.92	0.77	0.93	0.66	0.92	0.67	0.82	0.64	0.87	0.67	
B.2.1.3.1.3	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(days)	0.33	0.33	0.33	0.33	0.33	0.34	0.33	0.33	0.33	0.33	
B.2.1.3.1.4	Loop + Port Combinations/<10 circuits/Dispatch In/GA(days)	1.68	1.74	1.71	1.42	1.68	1.35	1.46	1.34	1.55	1.15	
B.2.1.3.2.1	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	11.80	4.14	10.67	4.67	11.18	2.76	10.63	7.67	9.35	4.17	1,2,5
B.2.1.3.2.2	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	1.99	3.00	3.77	5.50	3.27		2.48	1.55	2.43	12.00	1,2,4,5
B.2.1.3.2.3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(days)	0.33		0.33		0.33		0.33	0.33	0.33		4
B.2.1.3.2.4	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(days)	2.53	3.00	4.64	5.50	3.57		4.60	4.00	3.03	12.00	1,2,4,5
B.2.1.4.1.1	Combo Other/<10 circuits/Dispatch/GA(days)	5.46	11.79	4.96	12.61	4.36	12.74	4.95	12.47	4.84	11.82	
B.2.1.5.3.1	xDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/GA(days)	4.03	4.74	4.35	5.12	4.14	4.88		NA		NA	
B.2.1.5.3.2	xDSL (ADSL, HDSL and UCL)/<6 circuits/Non-Dispatch/GA(days)	3.30		3.77		3.60			NA		NA	
B.2.1.5.4.1	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/GA(days)	3.50		9.40		3.96			NA		NA	
B.2.1.5.4.2	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/GA(days)	10.00				6.00			NA		NA	
B.2.1.5.5.1	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/GA(days)	4.00		13.00					NA		NA	
B.2.1.5.5.2	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/GA(days)								NA		NA	
B.2.1.6.3.1	UNE ISDN/<6 circuits/Dispatch/GA(days)	12.90	11.31	15.19	11.84	15.32	11.68	13.72	10.32	13.79	11.52	
B.2.1.6.4.1	UNE ISDN/6-13 circuits/Dispatch/GA(days)			8.00			9.00	2.00		25.00		3
B.2.1.7.3.1	Line Sharing/<6 circuits/Dispatch/GA(days)	4.03		4.35		4.14	4.69	4.17	3.80	3.96	4.00	4,5
B.2.1.7.3.2	Line Sharing/<6 circuits/Non-Dispatch/GA(days)	3.30	2.17	3.77	2.75	3.60	4.15	3.69	3.38	3.64	3.35	1,2,4
B.2.1.8.1.1	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	4.53	5.45	4.12	5.06	3.67	4.67	3.95	4.75	3.92	4.84	

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.2.1.8.2.1	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	11.80		10.67		11.18		10.63		9.35	7.00	5
B.2.1.9.1.1	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	4.45	4.53	4.03	4.13	3.56	4.06	3.86	3.52	3.82	3.74	
B.2.1.9.2.1	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	10.30	6.00	9.93	6.00	9.32		10.49	6.00	7.04	8.00	1,2,4,5
B.2.1.11.1.1	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	4.45		4.03	5.00	3.56	7.00	3.86		3.82		2,3
B.2.1.11.1.4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(days)	1.67		1.71		1.67		1.46		1.58	5.00	5
B.2.1.12.1.1	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	4.53	5.28	4.12	5.76	3.67	4.98	3.95	4.95	3.92	6.04	
B.2.1.12.2.1	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	11.80		10.67	7.00	11.18	7.00	10.63	8.00	9.35	7.00	2,3,4,5
B.2.1.13.1.1	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	4.45	5.49	4.03	5.48	3.56	5.38	3.86	5.73	3.82	4.64	
B.2.1.13.1.4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(days)	1.67		1.71		1.67		1.46	5.32	1.58	4.92	
B.2.1.13.2.1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	10.30	6.67	9.93	7.00	9.32	10.00	10.49	7.80	7.04	5.00	1,2,3,4,5
B.2.1.13.2.4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(days)	6.33		2.50		1.80		3.14	6.75	2.38	7.00	4,5
B.2.1.14.1.1	Other Design/<10 circuits/Dispatch/GA(days)	29.74	4.85	29.10	5.67	22.88	5.95	30.31	12.50	26.89	3.44	4,5
B.2.1.14.2.1	Other Design/>=10 circuits/Dispatch/GA(days)	33.24	5.00	37.96		27.32	7.00	35.62		28.57		1,3
B.2.1.15.1.1	Other Non-Design/<10 circuits/Dispatch/GA(days)	4.53	3.31	4.12	0.99	3.67	3.93	3.95	4.00	3.92	1.83	3,4,5
B.2.1.15.1.2	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	0.92	1.81	0.93	2.00	0.92	0.33	0.82	0.33	0.87	13.67	1,2,3,4,5
B.2.1.15.2.1	Other Non-Design/>=10 circuits/Dispatch/GA(days)	11.80	6.00	10.67		11.18		10.63		9.35		1
B.2.1.15.2.2	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	1.99	1.17	3.77		3.27		2.48		2.43		1
B.2.1.16.1.2	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	0.92	1.53	0.92		0.92		0.82	0.33	0.86		1,4
B.2.1.17.1.1	LNP (Standalone)/<10	4.45	3.17	4.03	0.83	3.56	0.33	3.86	0.40	3.82	0.33	1,2,3,5

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
	circuits/Dispatch/GA(days)											
B.2.1.17.1.2	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	0.92	0.70	0.92	0.67	0.92	0.70	0.82	0.74	0.86	0.70	
B.2.1.17.2.2	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	2.90	0.63	0.95	3.58	1.38	0.48	2.79	0.57	1.50	0.64	2,4
B.2.1.18.1.1	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	9.08	8.96	5.94	8.95	5.31	9.07	5.77	7.22	5.23	8.54	
B.2.1.18.2.1	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	3.60		5.70		3.49	9.00	3.78		6.30		3
B.2.1.19.1.1	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	44.46	6.28	31.83	7.50	28.84	7.13	28.81	6.62	26.66	6.53	
	Order Completion Interval within X days [P-4]											
B.2.2.1	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/GA(days)		12.00		13.00		12.00				17.00	1,2,3,5
B.2.2.2	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/GA(days)		4.66		5.00		4.80		3.61		4.88	
	Held Orders [P-1]											
B.2.3.3.1.1	Loop + Port Combinations/<10 circuits/Facility/GA(days)	10.14	14.00	9.94	5.75	11.65	5.33	10.82	0.00	7.94	5.50	1,2,3,5
B.2.3.3.1.2	Loop + Port Combinations/<10 circuits/Equipment/GA(days)	8.33	0.00	1.00	0.00	3.00	1.00	1.00	0.00	2.50	0.00	3
B.2.3.3.1.3	Loop + Port Combinations/<10 circuits/Other/GA(days)	8.54	0.00	8.00	1.00	16.15	0.00	10.57	0.00	6.83	0.00	2
B.2.3.4.1.1	Combo Other/<10 circuits/Facility/GA(days)	10.14	0.00	9.95	0.00	11.65	4.00	10.82	0.00	7.93	0.00	3
B.2.3.5.1.1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/GA(days)	24.42	0.00	9.34	23.00	12.00	0.00	16.00	0.00	12.69	0.00	2
B.2.3.13.1.1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/GA(days)	10.28	15.00	10.02	0.00	11.65	0.00	8.79	0.00	7.02	22.00	1,5
B.2.3.15.1.1	Other Non-Design/<10 circuits/Facility/GA(days)	10.14	7.00	9.94	0.00	11.65	0.00	10.82	0.00	7.94	0.00	1
B.2.3.18.1.1	Digital Loop < DS1/<10 circuits/Facility/GA(days)	23.71	0.00	9.28	23.00	12.33	0.00	15.59	0.00	12.75	0.00	2
B.2.3.19.1.1	Digital Loop >= DS1/<10 circuits/Facility/GA(days)	0.00	15.00	11.00	12.00	0.00	0.00	0.00	0.00	4.00	0.00	1,2
	% Jeopardies - Mechanized [P-2]											

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.2.5.1	Switch Ports/GA(%)	0.49%		0.52%	0.00%	0.56%		0.40%		0.61%		2
B.2.5.3	Loop + Port Combinations/GA(%)	0.52%	0.12%	0.53%	0.07%	0.57%	0.12%	0.42%	0.09%	0.62%	0.15%	
B.2.5.4	Combo Other/GA(%)	4.30%	11.11%	4.29%	0.00%	4.31%	44.44%	3.73%	33.33%	5.27%	55.81%	3,4
B.2.5.5	xDSL (ADSL, HDSL and UCL)/GA(%)	16.02%	2.13%	15.66%	0.00%	15.01%	0.00%	14.12%	2.60%	13.74%	0.60%	
B.2.5.6	UNE ISDN/GA(%)	6.96%	4.35%	5.46%	0.00%	9.90%	33.33%	7.30%	0.00%	7.00%	13.16%	2,3,4
B.2.5.7	Line Sharing/GA(%)	16.02%	0.00%	15.66%	0.00%	15.01%	0.00%	14.12%	0.00%	13.74%	0.00%	1,2,4
B.2.5.8	2W Analog Loop Design/GA(%)	0.52%	0.00%	0.53%	6.25%	0.57%	7.41%	0.42%	5.80%	0.62%	6.19%	
B.2.5.9	2W Analog Loop Non-Design/GA(%)	0.95%	10.34%	1.00%	7.14%	1.05%	5.06%	0.79%	4.73%	1.19%	3.70%	
B.2.5.10	2W Analog Loop w/INP Design/GA(%)	0.52%		0.53%		0.57%		0.42%		0.62%	0.00%	5
B.2.5.12	2W Analog Loop w/LNP Design/GA(%)	0.52%	0.00%	0.53%	2.20%	0.57%	1.59%	0.42%	1.47%	0.62%	1.61%	
B.2.5.13	2W Analog Loop w/LNP Non-Design/GA(%)	0.95%	0.07%	1.00%	7.49%	1.05%	3.68%	0.79%	4.40%	1.19%	4.11%	
B.2.5.14	Other Design/GA(%)	5.75%	10.00%	5.41%	0.00%	6.48%	6.06%	3.53%	0.00%	4.11%	0.00%	4,5
B.2.5.15	Other Non-Design/GA(%)	0.52%	4.30%	0.53%	0.00%	0.57%	0.00%	0.42%	0.00%	0.62%	0.00%	4,5
B.2.5.16	INP (Standalone)/GA(%)	0.49%	0.00%	0.52%		0.56%	0.00%	0.40%	0.00%	0.61%	0.00%	1,3,4,5
B.2.5.17	LNP (Standalone)/GA(%)	0.49%	0.00%	0.52%	0.00%	0.56%	0.00%	0.40%	0.00%	0.61%	0.00%	
B.2.5.18	Digital Loop < DS1/GA(%)	15.12%	1.57%	15.06%	0.00%	14.78%	1.54%	13.67%	2.53%	13.04%	4.72%	
B.2.5.19	Digital Loop >= DS1/GA(%)	5.71%	40.58%	5.57%	51.11%	4.17%	65.91%	3.37%	42.86%	3.74%	55.74%	
	% Jeopardies - Non-Mechanized [P-2]											
B.2.6.2	Local Interoffice Transport/GA(%)		0.00%		0.00%		0.00%		0.00%		0.00%	1,2,3,4,5
B.2.6.3	Loop + Port Combinations/GA(%)		0.87%		1.79%		2.75%		2.36%		0.88%	
B.2.6.4	Combo Other/GA(%)		19.14%		21.20%		48.15%		33.86%		37.29%	
B.2.6.5	xDSL (ADSL, HDSL and UCL)/GA(%)		5.13%		6.41%		6.17%		2.97%		17.46%	
B.2.6.6	UNE ISDN/GA(%)		11.69%		6.71%		16.56%		8.33%		11.54%	
B.2.6.7	Line Sharing/GA(%)		0.00%						0.00%		0.00%	1,4,5
B.2.6.8	2W Analog Loop Design/GA(%)		16.67%		0.00%		5.56%		13.89%		0.00%	1,5
B.2.6.9	2W Analog Loop Non-Design/GA(%)		0.00%		8.70%		12.90%		0.00%		20.00%	5
B.2.6.10	2W Analog Loop w/INP Design/GA(%)										0.00%	5
B.2.6.11	2W Analog Loop w/INP Non-Design/GA(%)				0.00%		0.00%		0.00%		0.00%	2,3,4,5
B.2.6.12	2W Analog Loop w/LNP Design/GA(%)		4.17%		0.00%		0.00%		2.78%		10.00%	
B.2.6.13	2W Analog Loop w/LNP Non-Design/GA(%)		3.24%		2.94%		1.49%		2.84%		0.00%	
B.2.6.14	Other Design/GA(%)		0.00%						0.00%			4