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.2.6.15	Other Non-Design/GA(%)		1.85%						0.00%			4
B.2.6.16	INP (Standalone)/GA(%)		0.00%						0.00%			1,4
B.2.6.17	LNP (Standalone)/GA(%)		0.00%		0.00%		0.00%		0.00%		0.00%	2
B.2.6.18	Digital Loop < DS1/GA(%)		8.80%		5.29%		12.78%		5.71%		11.17%	
B.2.6.19	Digital Loop >= DS1/GA(%)		14.95%		32.14%		38.96%		33.90%		35.19%	
	Average Jeopardy Notice Interval - Mechanized [P-2]											
B.2.8.3	Loop + Port Combinations/GA(hours)		174.15		236.57		459.33		172.80		172.95	
B.2.8.4	Combo Other/GA(hours)		252.00				378.00		252.00		329.28	1,3,4
B.2.8.5	xDSL (ADSL, HDSL and UCL)/GA(hours)		432.00						168.00		170.08	1,4,5
B.2.8.6	UNE ISDN/GA(hours)		348.00				384.00				339.70	1,3
B.2.8.8	2W Analog Loop Design/GA(hours)				176.00		186.00		168.00		155.38	2,3,4,5
B.2.8.9	2W Analog Loop Non-Design/GA(hours)		216.00		148.80		171.00		174.86		170.50	1,3,4,5
B.2.8.12	2W Analog Loop w/LNP Design/GA(hours)				144.00		180.00		408.00		262.33	2,3,4,5
B.2.8.13	2W Analog Loop w/LNP Non-Design/GA(hours)		28.35		246.26		180.00		161.14		192.38	1,5
B.2.8.14	Other Design/GA(hours)		248.73				180.00					3
B.2.8.15	Other Non-Design/GA(hours)		195.00									1
B.2.8.18	Digital Loop < DS1/GA(hours)		348.00				384.00		168.00		324.28	1,3,4
B.2.8.19	Digital Loop >= DS1/GA(hours)		187.71		220.17		193.66		206.00		204.89	
	Average Jeopardy Notice Interval - Non-Mechanized [P-2]											
B.2.9.3	Loop + Port Combinations/GA(hours)		228.00		172.80		364.00		172.36		305.97	1,2,3,5
B.2.9.4	Combo Other/GA(hours)		240.00		292.70		305.08		300.75		299.29	
B.2.9.5	xDSL (ADSL, HDSL and UCL)/GA(hours)		120.00		321.60		264.00		312.00		319.10	1,2,3,4
B.2.9.6	UNE ISDN/GA(hours)		262.67		283.20		288.89		343.38		332.62	
B.2.9.8	2W Analog Loop Design/GA(hours)		408.00				144.00		124.80			1,3,4
B.2.9.9	2W Analog Loop Non-Design/GA(hours)				132.00		156.00				154.00	2,3,5
B.2.9.12	2W Analog Loop w/LNP Design/GA(hours)		78.17						216.00		106.00	1,4,5
B.2.9.13	2W Analog Loop w/LNP Non-Design/GA(hours)		108.26		216.00		216.00		206.40			2,3
B.2.9.15	Other Non-Design/GA(hours)		360.00									1
B.2.9.18	Digital Loop < DS1/GA(hours)		257.68		285.82		292.97		329.14		287.96	
B.2.9.19	Digital Loop >= DS1/GA(hours)		171.00		173.33		187.20		195.00		173.51	
	% Jeopardy Notice >= 48 hours - 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.2.10.3	Loop + Port Combinations/GA(%)		100.0%		100.0%		100.0%		100.0%		97.73%	
B.2.10.4	Combo Other/GA(%)		100.0%				100.0%		100.0%		100.0%	1,3,4
B.2.10.5	xDSL (ADSL, HDSL and UCL)/GA(%)		100.0%						100.0%		100.0%	1,4,5
B.2.10.6	UNE ISDN/GA(%)		100.0%				100.0%				100.0%	1,3
B.2.10.8	2W Analog Loop Design/GA(%)				100.0%		100.0%		100.0%		100.0%	2,3,4,5
B.2.10.9	2W Analog Loop Non-Design/GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	1,3,4,5
B.2.10.12	2W Analog Loop w/LNP Design/GA(%)				100.0%		100.0%		100.0%		100.0%	2,3,4,5
B.2.10.13	2W Analog Loop w/LNP Non-Design/GA(%)		0.00%		100.0%		100.0%		100.0%		100.0%	1,5
B.2.10.14	Other Design/GA(%)		100.0%				100.0%					3
B.2.10.15	Other Non-Design/GA(%)		100.0%									1
B.2.10.18	Digital Loop < DS1/GA(%)		100.0%				100.0%		100.0%		100.0%	1,3,4
B.2.10.19	Digital Loop >= DS1/GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	
	% Jeopardy Notice >= 48 hours - Non-Mechanized [P-2]											
B.2.11.3	Loop + Port Combinations/GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	1,2,3,5
B.2.11.4	Combo Other/GA(%)		100.0%		100.0%		100.0%		100.0%		98.84%	
B.2.11.5	xDSL (ADSL, HDSL and UCL)/GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	1,2,3,4
B.2.11.6	UNE ISDN/GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	
B.2.11.8	2W Analog Loop Design/GA(%)		100.0%				100.0%		100.0%			1,3,4
B.2.11.9	2W Analog Loop Non-Design/GA(%)				100.0%		100.0%				100.0%	2,3,5
B.2.11.12	2W Analog Loop w/LNP Design/GA(%)		100.0%						100.0%		100.0%	1,4,5
B.2.11.13	2W Analog Loop w/LNP Non-Design/GA(%)		63.64%		100.0%		100.0%		100.0%			2,3
B.2.11.15	Other Non-Design/GA(%)		100.0%									1
B.2.11.18	Digital Loop < DS1/GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	
B.2.11.19	Digital Loop >= DS1/GA(%)		100.0%		100.0%		100.0%		100.0%		94.44%	
	Coordinated Customers Conversions [P-7]											
B.2.12.1	Loops with INP/GA(%)		100.0%		100.0%		100.0%				100.0%	1,2,3,5
B.2.12.2	Loops with LNP/GA(%)		99.72%		99.74%		99.90%		100.0%		100.0%	
	% Hot Cuts > 15 minutes Early [P-7A]											
B.2.13.1	Time-Specific SL1/GA(%)		0.00%		0.18%		0.00%		0.00%		0.00%	
B.2.13.2	Time-Specific SL2/GA(%)		0.00%		0.00%		0.00%		0.00%		0.00%	
B.2.13.3	Non-Time Specific SL1/GA(%)		0.00%		0.00%		0.00%		0.00%		0.00%	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.2.13.4	Non-Time Specific SL2/GA(%)		0.00%		0.00%		0.00%		0.00%		0.00%	
	Hot Cut Timeliness [P-7A]											
B.2.14.1	Time-Specific SL1/GA(%)		99.49%		99.46%		100.0%		99.83%		100.0%	
B.2.14.2	Time-Specific SL2/GA(%)		100.0%		97.14%		95.12%		100.0%		92.31%	
B.2.14.3	Non-Time Specific SL1/GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	5
B.2.14.4	Non-Time Specific SL2/GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	
	% Hot Cuts > 15 minutes Late [P-7A]											
B.2.15.1	Time-Specific SL1/GA(%)		0.51%		0.36%		0.00%		0.17%		0.00%	
B.2.15.2	Time-Specific SL2/GA(%)		0.00%		2.86%		4.88%		0.00%		7.69%	
B.2.15.3	Non-Time Specific SL1/GA(%)		0.00%		0.00%		0.00%		0.00%		0.00%	5
B.2.15.4	Non-Time Specific SL2/GA(%)		0.00%		0.00%		0.00%		0.00%		0.00%	
	Average Recovery Time - CCC [P-7B]											
B.2.16.2	Loops with LNP/GA(minutes)		1470.26		173.16		504.68		1465.25		866.24	1,2,3,4,5
	% Provisioning Troubles within 7 Days - Hot Cuts [P-7C]											
B.2.17.1.1	UNE Loop Design/Dispatch/GA(%)		2.81%		1.08%		1.20%		2.60%		2.27%	
B.2.17.1.2	UNE Loop Design/Non-Dispatch/GA(%)		0.00%									1
B.2.17.2.1	UNE Loop Non-Design/Dispatch/GA(%)		1.53%		1.23%		2.04%		1.10%		1.66%	
B.2.17.2.2	UNE Loop Non-Design/Non-Dispatch/GA(%)		1.13%		1.04%		0.92%		0.15%		0.94%	
	% Missed Installation Appointments [P-3]											
B.2.18.1.1.2	Switch Ports/<10 circuits/Non-Dispatch/GA(%)	0.03%		0.04%	0.00%	0.05%		0.03%		0.02%		2
B.2.18.2.1.1	Local Interoffice Transport/<10 circuits/Dispatch/GA(%)	2.70%	100.0%	1.32%	0.00%	1.64%	0.00%	1.12%	0.00%	0.75%	0.00%	1,2,3,4,5
B.2.18.3.1.1	Loop + Port Combinations/<10 circuits/Dispatch/GA(%)	3.75%	3.02%	3.74%	3.41%	3.59%	2.95%	4.11%	5.17%	3.45%	3.39%	
B.2.18.3.1.2	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(%)	0.03%	0.06%	0.04%	0.09%	0.05%	0.06%	0.03%	0.03%	0.02%	0.06%	
B.2.18.3.1.3	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.03%	
B.2.18.3.1.4	Loop + Port Combinations/<10 circuits/Dispatch In/GA(%)	0.06%	0.08%	0.09%	0.12%	0.10%	0.08%	0.08%	0.03%	0.04%	0.07%	
B.2.18.3.2.1	Loop + Port Combinations/>=10 circuits/Dispatch/GA(%)	6.13%	12.50%	5.91%	0.00%	11.11%	5.88%	8.37%	23.53%	5.07%	0.00%	1

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.2.18.3.2.2	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(%)	0.00%	0.00%	0.00%	0.00%	0.39%	0.00%	0.00%	0.00%	0.00%	0.00%	1,2,3,4
B.2.18.3.2.3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(%)	0.00%		0.00%		0.00%		0.00%	0.00%	0.00%		4
B.2.18.3.2.4	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(%)	0.00%	0.00%	0.00%	0.00%	0.43%	0.00%	0.00%	0.00%	0.00%	0.00%	1,2,3,4
B.2.18.4.1.1	Combo Other/<10 circuits/Dispatch/GA(%)	3.80%	3.08%	3.85%	4.02%	3.62%	2.82%	4.10%	2.66%	3.44%	0.74%	
B.2.18.5.1.1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(%)	8.41%	0.00%	10.18%	0.74%	8.07%	0.68%	6.30%	0.88%	3.10%	1.18%	
B.2.18.6.1.1	UNE ISDN/<10 circuits/Dispatch/GA(%)	5.76%	2.59%	4.59%	0.00%	5.97%	1.28%	4.74%	1.10%	4.15%	0.58%	
B.2.18.6.2.1	UNE ISDN/>=10 circuits/Dispatch/GA(%)			0.00%			0.00%			0.00%		3
B.2.18.7.1.1	Line Sharing/<10 circuits/Dispatch/GA(%)	8.41%		10.18%		8.07%	5.26%	6.30%	0.00%	3.10%	0.00%	4,5
B.2.18.7.1.2	Line Sharing/<10 circuits/Non-Dispatch/GA(%)	0.00%	0.00%	0.13%	0.00%	0.13%	0.00%	0.00%	0.00%	0.03%	0.00%	1,2
B.2.18.8.1.1	2W Analog Loop Design/<10 circuits/Dispatch/GA(%)	3.75%	2.04%	3.74%	2.73%	3.59%	0.00%	4.11%	0.00%	3.45%	0.00%	
B.2.18.8.2.1	2W Analog Loop Design/>=10 circuits/Dispatch/GA(%)	6.13%	0.00%	5.91%		11.11%		8.37%		5.07%	0.00%	1,5
B.2.18.9.1.1	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(%)	3.76%	1.64%	3.74%	1.88%	3.60%	0.00%	4.11%	0.45%	3.45%	0.00%	
B.2.18.9.2.1	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(%)	5.64%	0.00%	5.38%	20.00%	8.76%	0.00%	7.98%	0.00%	4.00%	0.00%	1,2,3,5
B.2.18.10.1.1	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(%)	3.75%		3.74%		3.59%		4.11%	0.00%	3.45%	0.00%	4,5
B.2.18.11.1.1	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(%)	3.76%		3.74%	0.00%	3.60%	0.00%	4.11%	0.00%	3.45%		2,3,4
B.2.18.11.1.4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(%)	0.06%		0.09%		0.10%		0.07%		0.04%	0.00%	5
B.2.18.11.2.1	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(%)	5.64%		5.38%		8.76%		7.98%	0.00%	4.00%		4
B.2.18.12.1.1	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(%)	3.75%	0.00%	3.74%	1.06%	3.59%	0.76%	4.11%	0.00%	3.45%	1.41%	
B.2.18.12.2.1	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(%)	6.13%	0.00%	5.91%	0.00%	11.11%	0.00%	8.37%	0.00%	5.07%	0.00%	1,2,3,4,5
B.2.18.13.1.1	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(%)	3.76%	1.15%	3.74%	0.30%	3.60%	0.31%	4.11%	1.21%	3.45%	0.00%	

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.2.18.13.1.4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(%)	0.06%		0.09%		0.10%	0.00%	0.07%	0.00%	0.04%	0.00%	
B.2.18.13.2.1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(%)	5.64%	0.00%	5.38%	0.00%	8.76%	0.00%	7.98%	0.00%	4.00%	0.00%	2,3,5
B.2.18.13.2.4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(%)	0.00%		0.00%		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3,4,5
B.2.18.14.1.1	Other Design/<10 circuits/Dispatch/GA(%)	5.18%	0.00%	7.03%	0.00%	4.57%	0.00%	3.97%	0.00%	3.01%	0.00%	4,5
B.2.18.14.2.1	Other Design/>=10 circuits/Dispatch/GA(%)	0.00%	0.00%	1.52%		7.07%	0.00%	2.75%		0.00%		1,3
B.2.18.15.1.1	Other Non-Design/<10 circuits/Dispatch/GA(%)	3.75%	2.05%	3.74%	0.00%	3.59%	0.00%	4.11%	0.00%	3.45%	0.00%	3,4,5
B.2.18.15.1.2	Other Non-Design/<10 circuits/Non-Dispatch/GA(%)	0.03%	0.00%	0.04%	0.00%	0.05%	0.00%	0.03%	0.00%	0.02%	0.00%	1,2,3,4,5
B.2.18.15.2.1	Other Non-Design/>=10 circuits/Dispatch/GA(%)	6.13%	0.00%	5.91%		11.11%	0.00%	8.37%	0.00%	5.07%		1,3,4
B.2.18.15.2.2	Other Non-Design/>=10 circuits/Non-Dispatch/GA(%)	0.00%	0.00%	0.00%		0.39%		0.00%		0.00%		1
B.2.18.16.1.2	INP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	0.03%	0.00%	0.04%		0.05%		0.03%	0.00%	0.02%		1,4
B.2.18.17.1.1	LNP (Standalone)/<10 circuits/Dispatch/GA(%)	3.76%	0.00%	3.74%	50.00%	3.60%	0.00%	4.11%	0.00%	3.45%	0.00%	1,2,3,5
B.2.18.17.1.2	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	0.03%	0.03%	0.04%	0.00%	0.05%	0.00%	0.03%	0.03%	0.02%	0.04%	
B.2.18.17.2.2	LNP (Standalone)/>=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%	
B.2.18.18.1.1	Digital Loop < DS1/<10 circuits/Dispatch/GA(%)	8.29%	1.51%	10.13%	0.00%	8.10%	1.05%	6.29%	1.03%	3.18%	0.62%	
B.2.18.18.2.1	Digital Loop < DS1/>=10 circuits/Dispatch/GA(%)	6.25%		6.67%		5.26%	0.00%	0.00%		0.00%		3
B.2.18.19.1.1	Digital Loop >= DS1/<10 circuits/Dispatch/GA(%)	3.07%	3.55%	5.26%	8.42%	4.53%	4.80%	3.86%	2.26%	3.02%	1.38%	
	% Provisioning Troubles within 30 Days [P-9]											
B.2.19.2.1.1	Local Interoffice Transport/<10 circuits/Dispatch/GA(%)	7.19%		6.49%	0.00%	4.16%	25.00%	3.42%	0.00%	3.29%	20.00%	2,3,4,5
B.2.19.3.1.1	Loop + Port Combinations/<10 circuits/Dispatch/GA(%)	7.20%	4.89%	6.32%	4.58%	6.25%	8.58%	5.30%	6.44%	6.00%	7.53%	
B.2.19.3.1.2	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(%)	4.40%	1.90%	3.73%	1.78%	3.87%	2.30%	3.51%	2.27%	3.64%	2.44%	

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.2.19.3.1.3	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(%)	4.59%	2.12%	3.93%	2.16%	4.05%	2.78%	3.70%	2.54%	3.87%	2.82%	
B.2.19.3.1.4	Loop + Port Combinations/<10 circuits/Dispatch In/GA(%)	4.17%	1.84%	3.50%	1.64%	3.65%	2.13%	3.28%	2.17%	3.37%	2.30%	
B.2.19.3.2.1	Loop + Port Combinations/>=10 circuits/Dispatch/GA(%)	8.26%	15.38%	5.75%	25.00%	8.44%	30.77%	8.19%	5.88%	7.05%	17.65%	2
B.2.19.3.2.2	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(%)	4.23%	0.00%	2.82%	100.0%	1.32%	0.00%	1.56%	0.00%	2.54%	0.00%	1,2,3,4,5
B.2.19.3.2.3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(%)	6.52%		2.33%		0.00%		0.00%		3.57%	0.00%	5
B.2.19.3.2.4	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(%)	3.13%	0.00%	2.99%	100.0%	1.64%	0.00%	1.72%	0.00%	1.61%	0.00%	1,2,3,4,5
B.2.19.4.1.1	Combo Other/<10 circuits/Dispatch/GA(%)	7.09%		6.28%	6.17%	6.15%	6.25%	5.26%	6.10%	5.88%	7.98%	
B.2.19.4.1.4	Combo Other/<10 circuits/Dispatch In/GA(%)	7.09%		6.28%		6.15%		5.26%		5.88%	7.98%	
B.2.19.5.1.1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(%)	11.18%	7.69%	11.30%	1.22%	10.64%	6.67%	11.43%	6.80%	11.29%	3.07%	
B.2.19.6.1.1	UNE ISDN/<10 circuits/Dispatch/GA(%)	2.20%	4.48%	1.44%	5.70%	9.90%	5.59%	7.16%	3.85%	8.58%	4.95%	
B.2.19.6.2.1	UNE ISDN/>=10 circuits/Dispatch/GA(%)					0.00%			0.00%			4
B.2.19.7.1.1	Line Sharing/<10 circuits/Dispatch/GA(%)	11.18%	33.33%	11.30%		10.64%		11.43%	0.00%	11.29%	33.33%	1,5
B.2.19.7.1.2	Line Sharing/<10 circuits/Non-Dispatch/GA(%)	10.48%	30.77%	9.09%	0.00%	10.67%	0.00%	9.83%	4.23%	11.25%	26.67%	2,3
B.2.19.8.1.1	2W Analog Loop Design/<10 circuits/Dispatch/GA(%)	7.20%	7.63%	6.40%	14.29%	6.25%	5.45%	5.30%	8.97%	6.00%	12.00%	
B.2.19.8.2.1	2W Analog Loop Design/>=10 circuits/Dispatch/GA(%)	8.26%	0.00%	5.75%	0.00%	8.44%		8.19%		7.05%		1,2
B.2.19.9.1.1	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(%)	7.35%	0.00%	6.44%	1.64%	6.31%	7.04%	5.33%	5.58%	6.04%	7.14%	
B.2.19.9.1.4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(%)	4.18%	0.00%	3.50%		3.66%		3.28%		3.38%		1
B.2.19.9.2.1	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(%)	10.11%	0.00%	6.15%	50.00%	8.06%	20.00%	8.76%	0.00%	7.98%	16.67%	1,2,3,4
B.2.19.10.1.1	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(%)	7.20%		6.40%		6.25%		5.30%		6.00%	0.00%	5
B.2.19.11.1.1	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(%)	7.35%	0.00%	6.44%		6.31%	0.00%	5.33%	50.00%	6.04%	0.00%	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.2.19.11.2.1	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(%)	10.11%		6.15%		8.06%		8.76%		7.98%	0.00%	5
B.2.19.12.1.1	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(%)	7.20%	2.87%	6.40%	6.86%	6.25%	7.45%	5.30%	7.63%	6.00%	10.89%	
B.2.19.12.2.1	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(%)	8.26%		5.75%		8.44%	0.00%	8.19%	0.00%	7.05%	0.00%	3,4,5
B.2.19.13.1.1	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(%)	7.35%	0.00%	6.44%	6.90%	6.31%	4.55%	5.33%	5.21%	6.04%	7.88%	
B.2.19.13.1.4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(%)	4.18%		3.50%		3.66%		3.28%	3.09%	3.38%	5.03%	
B.2.19.13.2.1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(%)	10.11%	0.00%	6.15%	15.38%	8.06%	11.11%	8.76%	37.50%	7.98%	30.00%	3,4
B.2.19.13.2.4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(%)	16.67%		0.00%		0.00%		0.00%	0.00%	0.00%	0.00%	4,5
B.2.19.14.1.1	Other Design/<10 circuits/Dispatch/GA(%)	3.66%	8.09%	2.86%	5.67%	3.14%	0.00%	3.97%	10.71%	2.81%	11.11%	5
B.2.19.14.2.1	Other Design/>=10 circuits/Dispatch/GA(%)	0.00%	0.00%	1.16%	0.00%	0.00%		1.01%	0.00%	0.00%		1,2,4
B.2.19.15.1.1	Other Non-Design/<10 circuits/Dispatch/GA(%)	7.20%	0.00%	6.32%	3.28%	6.25%	0.00%	5.30%	0.00%	6.00%	0.00%	4,5
B.2.19.15.1.2	Other Non-Design/<10 circuits/Non-Dispatch/GA(%)	4.40%	0.00%	3.73%	0.00%	3.87%	0.00%	3.51%	0.00%	3.64%	0.00%	1,2,3,4,5
B.2.19.15.2.1	Other Non-Design/>=10 circuits/Dispatch/GA(%)	8.26%	0.00%	5.75%	11.11%	8.44%		8.19%	0.00%	7.05%	0.00%	1,2,4,5
B.2.19.15.2.2	Other Non-Design/>=10 circuits/Non-Dispatch/GA(%)	4.23%	0.00%	2.82%	0.00%	1.32%		1.56%		2.54%		1,2
B.2.19.16.1.2	INP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	4.41%	0.00%	3.74%	0.00%	3.88%		3.51%		3.65%	0.00%	1,2,5
B.2.19.17.1.1	LNP (Standalone)/<10 circuits/Dispatch/GA(%)	7.35%		6.44%		6.31%		5.33%	0.00%	6.04%	0.00%	4
B.2.19.17.1.2	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	4.41%		3.74%		3.88%		3.51%	0.00%	3.65%	0.00%	
B.2.19.17.2.2	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	15.79%		6.67%		0.00%		0.00%	0.00%	0.00%	0.00%	
B.2.19.18.1.1	Digital Loop < DS1/<10 circuits/Dispatch/GA(%)	10.23%	5.48%	10.36%	3.61%	10.39%	6.46%	11.08%	5.24%	10.86%	4.11%	
B.2.19.18.2.1	Digital Loop < DS1/>=10 circuits/Dispatch/GA(%)	5.56%		6.25%		6.67%		5.26%	0.00%	20.00%		4
B.2.19.19.1.1	Digital Loop >= DS1/<10	2.38%	10.34%	1.65%	6.51%	1.86%	8.42%	1.29%	5.60%	1.61%	7.91%	

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(%)											
	Average Completion Notice Interval - Mechanized [P-5]											
B.2.21.1.1.2	Switch Ports/<10 circuits/Non-Dispatch/GA(hours)	1.51		1.51	1.10	1.49		1.33		1.37		2
B.2.21.3.1.1	Loop + Port Combinations/<10 circuits/Dispatch/GA(hours)	6.01	0.30	6.21	0.63	4.11	0.47	2.87	0.14	3.83	0.29	
B.2.21.3.1.2	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(hours)	1.52	1.00	1.51	0.93	1.49	0.95	1.33	0.84	1.38	1.09	
B.2.21.3.1.3	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(hours)	2.15	0.79	2.06	0.75	1.96	0.82	1.74	0.74	1.77	1.31	
B.2.21.3.1.4	Loop + Port Combinations/<10 circuits/Dispatch In/GA(hours)	0.88	1.07	0.90	0.99	0.94	1.00	0.83	0.88	0.90	1.04	
B.2.21.3.2.1	Loop + Port Combinations/>=10 circuits/Dispatch/GA(hours)	13.16	0.02	9.33	1.86	8.78	0.05	4.56	0.02	5.13	1.48	1,4,5
B.2.21.3.2.2	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(hours)	7.09		7.71		3.16		6.27	0.60	3.22	0.67	4,5
B.2.21.3.2.3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(hours)	16.40		3.69		20.10		6.72	0.02	5.16		4
B.2.21.3.2.4	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(hours)	3.09		8.77		1.46		5.80	1.18	2.64	0.67	4,5
B.2.21.4.1.1	Combo Other/<10 circuits/Dispatch/GA(hours)	15.41		15.60	114.39	7.43		10.08	71.57	8.21		2,4
B.2.21.5.1.1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(hours)	18.97	12.94	19.18		11.04		10.35		15.97		
B.2.21.6.1.1	UNE ISDN/<10 circuits/Dispatch/GA(hours)	17.96	0.02	39.48		12.81	14.30	16.38	8.29	17.73	10.78	1,3,4,5
B.2.21.7.1.1	Line Sharing/<10 circuits/Dispatch/GA(hours)	18.97		19.18		11.04	22.93	10.35	0.60	15.97		4
B.2.21.7.1.2	Line Sharing/<10 circuits/Non-Dispatch/GA(hours)	0.94		0.85		1.08	0.84	0.94	0.53	1.16	0.47	5
B.2.21.8.1.1	2W Analog Loop Design/<10 circuits/Dispatch/GA(hours)	6.01	17.24	6.21	26.72	4.11	25.14	2.87	28.36	3.83	26.35	
B.2.21.8.2.1	2W Analog Loop Design/>=10 circuits/Dispatch/GA(hours)	13.16	62.30	9.33		8.78		4.56		5.13	8.62	1,5
B.2.21.9.1.1	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(hours)	5.81	0.05	6.16	0.24	4.03	0.31	2.81	0.28	3.69	0.55	
B.2.21.9.2.1	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(hours)	15.42	0.02	9.76	0.02	6.44	0.02	4.06	0.02	2.30	0.02	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.2.21.12.1.1	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(hours)	6.01	14.22	6.21	10.24	4.11	17.94	2.87	10.44	3.83	8.81	
B.2.21.12.2.1	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(hours)	13.16		9.33	1.20	8.78	5.74	4.56	0.02	5.13		2,3,4
B.2.21.13.1.1	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(hours)	5.81	3.85	6.16	0.10	4.03	0.14	2.81	0.07	3.69	0.07	
B.2.21.13.1.4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(hours)	0.87		0.89		0.93		0.83	0.04	0.86	0.07	
B.2.21.13.2.1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(hours)	15.42	5.57	9.76	0.12	6.44	0.05	4.06	0.04	2.30	0.02	1,3,4,5
B.2.21.13.2.4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(hours)	0.61		0.84		0.78		0.60	0.06	0.49	0.02	4,5
B.2.21.14.1.1	Other Design/<10 circuits/Dispatch/GA(hours)	235.30	19.88	235.64	23.27	142.06	69.20	244.83		148.15		2,3
B.2.21.15.1.1	Other Non-Design/<10 circuits/Dispatch/GA(hours)	6.01	0.03	6.21		4.11	0.02	2.87	0.02	3.83		3,4
B.2.21.15.1.2	Other Non-Design/<10 circuits/Non-Dispatch/GA(hours)	1.52		1.51	1.10	1.49		1.33		1.38		2
B.2.21.15.2.1	Other Non-Design/>=10 circuits/Dispatch/GA(hours)	13.16	0.02	9.33		8.78		4.56		5.13		1
B.2.21.17.1.1	LNP (Standalone)/<10 circuits/Dispatch/GA(hours)	5.81	27.48	6.16		4.03	0.02	2.81		3.69	0.02	3,5
B.2.21.17.1.2	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)	1.51	90.54	1.51	0.80	1.49	0.91	1.33	0.75	1.37	1.12	
B.2.21.17.2.2	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)	41.81	494.95	0.72	0.91	0.75	0.62	0.53	0.70	0.67	0.67	1,2,3,4,5
B.2.21.18.1.1	Digital Loop < DS1/<10 circuits/Dispatch/GA(hours)	29.95	0.02	22.84		12.82	14.30	12.47	8.29	17.54	10.78	1,3,4,5
B.2.21.19.1.1	Digital Loop >= DS1/<10 circuits/Dispatch/GA(hours)	561.95	66.56	200.29	47.38	183.74	27.58	164.77	46.81	204.13	31.99	
	Average Completion Notice Interval - Non-Mechanized [P-5]											
B.2.22.2.1.1	Local Interoffice Transport/<10 circuits/Dispatch/GA(hours)		64.88		31.62		5.43		93.07		6.69	1,3,4,5
B.2.22.3.1.1	Loop + Port Combinations/<10 circuits/Dispatch/GA(hours)		19.64		45.73		11.95		27.53		20.30	
B.2.22.3.1.2	Loop + Port Combinations/<10 circuits/Non-		15.29		30.00		11.28		15.36		14.64	

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
	Dispatch/GA(hours)											
B.2.22.3.1.3	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(hours)		13.81		22.74		11.41		15.08		13.35	
B.2.22.3.1.4	Loop + Port Combinations/<10 circuits/Dispatch In/GA(hours)		16.04		33.16		11.19		16.20		17.34	
B.2.22.3.2.1	Loop + Port Combinations/>=10 circuits/Dispatch/GA(hours)				15.08		15.98		15.15		23.62	2,3,4,5
B.2.22.3.2.2	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(hours)		14.00		16.80		1.03		15.04		10.85	1,2,3,4
B.2.22.3.2.3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(hours)								17.13			4
B.2.22.3.2.4	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(hours)		14.00		16.80		1.03		13.99		10.85	1,2,3,4
B.2.22.4.1.1	Combo Other/<10 circuits/Dispatch/GA(hours)		75.32		61.90		25.73		37.92		70.22	
B.2.22.5.1.1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(hours)		32.54		42.70		25.17		42.79		44.76	
B.2.22.5.1.2	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(hours)		17.53									1
B.2.22.6.1.1	UNE ISDN/<10 circuits/Dispatch/GA(hours)		39.14		57.58		29.48		38.73		57.68	
B.2.22.6.2.1	UNE ISDN/>=10 circuits/Dispatch/GA(hours)						0.02					3
B.2.22.7.1.1	Line Sharing/<10 circuits/Dispatch/GA(hours)						33.65		14.73		22.36	3,4,5
B.2.22.7.1.2	Line Sharing/<10 circuits/Non-Dispatch/GA(hours)		14.00		14.00		5.31		26.00		13.33	1,2,4
B.2.22.8.1.1	2W Analog Loop Design/<10 circuits/Dispatch/GA(hours)		22.32		33.45		24.38		23.04		34.64	1,5
B.2.22.9.1.1	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(hours)		17.61		21.06		4.64		17.99		22.13	4,5
B.2.22.9.2.1	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(hours)		17.40				0.02		13.96			1,3,4
B.2.22.10.1.1	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(hours)								12.97		19.42	4,5
B.2.22.11.1.1	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(hours)				17.62		8.25		22.29			2,3,4
B.2.22.11.1.4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(hours)										21.65	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.2.22.11.2.1	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(hours)								13.49			4
B.2.22.12.1.1	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(hours)		33.75		23.19		21.07		75.18		20.24	4,5
B.2.22.12.2.1	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(hours)						764.52				23.40	3,5
B.2.22.13.1.1	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(hours)		15.90		18.55		11.53		25.33		16.48	
B.2.22.13.1.4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(hours)								22.45		18.94	5
B.2.22.13.2.1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(hours)		15.39		19.35		0.02		13.73			1,2,3,4
B.2.22.14.1.1	Other Design/<10 circuits/Dispatch/GA(hours)		32.03		40.97		14.27		21.12		24.05	2,3,4,5
B.2.22.15.1.1	Other Non-Design/<10 circuits/Dispatch/GA(hours)		18.37						18.07		33.56	4,5
B.2.22.15.1.2	Other Non-Design/<10 circuits/Non-Dispatch/GA(hours)		16.67						15.93		10.77	1,4,5
B.2.22.16.1.2	INP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)		14.00						13.94			1,4
B.2.22.17.1.1	LNP (Standalone)/<10 circuits/Dispatch/GA(hours)		13.19		18.20		21.64		11.35		23.72	2,3,5
B.2.22.17.1.2	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)		21.74		20.80		1.74		2.11		3.01	
B.2.22.17.2.2	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)		10.38		14.00		5.44		3.74		1.52	1,2
B.2.22.18.1.1	Digital Loop < DS1/<10 circuits/Dispatch/GA(hours)		37.28		54.69		28.55		41.25		51.50	
B.2.22.18.2.1	Digital Loop < DS1/>=10 circuits/Dispatch/GA(hours)						0.02					3
B.2.22.19.1.1	Digital Loop >= DS1/<10 circuits/Dispatch/GA(hours)		62.49		55.01		61.44		38.18		47.25	
	Service Order Accuracy [P-11]											
B.2.34.1.1.1	Design (Specials)/<10 circuits/Dispatch/GA(%)		98.11%		98.50%		97.78%		100.0%		98.00%	
B.2.34.1.1.2	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)		100.0%		100.0%		100.0%		100.0%		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	
B.2.34.1.2.1	Design (Specials)/>=10 circuits/Dispatch/GA(%)				100.0%		100.0%		100.0%		93.10%	
B.2.34.2.1.1	Loops Non-Design/<10 circuits/Dispatch/GA(%)		96.36%		97.14%		98.67%		97.33%		99.09%	
B.2.34.2.1.2	Loops Non-Design/<10 circuits/Non-Dispatch/GA(%)		90.48%		94.67%		97.00%		98.67%		98.33%	
B.2.34.2.2.1	Loops Non-Design/>=10 circuits/Dispatch/GA(%)		40.00%		100.0%		95.71%		98.26%		97.50%	1
B.2.34.2.2.2	Loops Non-Design/>=10 circuits/Non-Dispatch/GA(%)		50.00%		84.48%		100.0%		99.12%		100.0%	1
UNBUNDLED NETWORK ELEMENTS - MAINTENANCE AND REPAIR												
	Missed Repair Appointments [M&R-1]											
B.3.1.2.1	Local Interoffice Transport/Dispatch/GA(%)	0.60%	0.00%	0.43%	0.00%	1.00%	0.00%	0.57%	0.00%	0.51%	0.00%	1,4,5
B.3.1.2.2	Local Interoffice Transport/Non-Dispatch/GA(%)	0.24%	0.00%	0.25%	0.00%	0.61%	0.00%	0.14%	0.00%	0.15%	0.00%	1
B.3.1.3.1	Loop + Port Combinations/Dispatch/GA(%)	10.37%	6.48%	8.77%	5.67%	11.38%	4.96%	8.19%	3.16%	7.34%	4.30%	
B.3.1.3.2	Loop + Port Combinations/Non-Dispatch/GA(%)	2.30%	1.10%	2.00%	1.52%	1.98%	2.13%	1.21%	0.96%	1.21%	1.44%	
B.3.1.4.1	Combo Other/Dispatch/GA(%)	10.22%	1.20%	8.62%	0.77%	11.23%	0.94%	8.08%	0.00%	7.30%	0.87%	
B.3.1.4.2	Combo Other/Non-Dispatch/GA(%)	10.22%	0.00%	8.62%	0.00%	11.23%	0.00%	8.08%	0.00%	7.30%	0.00%	
B.3.1.5.1	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	60.88%	0.00%	55.24%	0.00%	62.58%	0.00%	54.86%	3.70%	46.94%	0.00%	
B.3.1.5.2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	5.47%	0.00%	5.58%	0.00%	6.43%	0.00%	5.12%	0.00%	3.83%	0.00%	
B.3.1.6.1	UNE ISDN/Dispatch/GA(%)	18.12%	2.47%	16.43%	0.00%	15.22%	1.43%	14.93%	0.00%	15.58%	1.35%	
B.3.1.6.2	UNE ISDN/Non-Dispatch/GA(%)	3.08%	0.00%	2.58%	2.17%	3.61%	2.44%	0.00%	3.85%	2.35%	0.00%	
B.3.1.7.1	Line Sharing/Dispatch/GA(%)	60.88%	100.0%	55.24%	100.0%	62.58%	75.00%	54.86%	33.33%	46.94%	37.50%	1,2,3,4,5
B.3.1.7.2	Line Sharing/Non-Dispatch/GA(%)	5.47%	8.33%	5.58%	20.00%	6.43%	12.20%	5.12%	10.20%	3.83%	9.52%	2
B.3.1.8.1	2W Analog Loop Design/Dispatch/GA(%)	10.37%	2.01%	8.77%	2.86%	11.38%	5.28%	8.19%	1.47%	7.34%	1.82%	
B.3.1.8.2	2W Analog Loop Design/Non-Dispatch/GA(%)	10.37%	0.00%	8.77%	0.00%	11.38%	1.60%	8.19%	0.00%	7.34%	0.70%	
B.3.1.9.1	2W Analog Loop Non-Design/Dispatch/GA(%)	10.28%	6.40%	8.68%	6.62%	11.28%	11.61%	8.10%	3.45%	7.27%	2.78%	
B.3.1.9.2	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	1.75%	9.52%	2.03%	15.38%	1.78%	10.00%	1.06%	0.00%	0.98%	0.00%	
B.3.1.10.1	Other Design/Dispatch/GA(%)	3.90%	0.00%	1.18%	0.00%	2.06%	0.00%	2.55%	18.18%	3.83%	0.00%	1,2,3
B.3.1.10.2	Other Design/Non-Dispatch/GA(%)	0.76%	0.00%	0.45%	0.00%	0.40%	0.00%	0.21%	0.00%	1.44%	0.00%	1,2,3,4,5
B.3.1.11.1	Other Non-Design/Dispatch/GA(%)	10.37%	9.90%	8.77%	5.06%	11.38%	12.50%	8.19%	5.10%	7.34%	8.82%	
B.3.1.11.2	Other Non-Design/Non-Dispatch/GA(%)	2.30%	1.43%	2.00%	2.56%	1.98%	1.06%	1.21%	2.94%	1.21%	3.81%	

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
	Customer Trouble Report Rate [M&R-2]											
B.3.2.2.1	Local Interoffice Transport/Dispatch/GA(%)	2.32%	0.36%	2.12%	0.00%	1.85%	0.00%	2.08%	0.33%	1.86%	0.33%	
B.3.2.2.2	Local Interoffice Transport/Non-Dispatch/GA(%)	1.96%	2.17%	1.83%	5.90%	1.52%	3.32%	1.76%	3.61%	1.57%	6.02%	
B.3.2.3.1	Loop + Port Combinations/Dispatch/GA(%)	2.00%	0.92%	1.68%	0.85%	1.64%	0.94%	1.78%	1.06%	1.51%	0.99%	
B.3.2.3.2	Loop + Port Combinations/Non-Dispatch/GA(%)	1.20%	0.42%	1.00%	0.40%	0.97%	0.39%	1.13%	0.49%	0.99%	0.45%	
B.3.2.4.1	Combo Other/Dispatch/GA(%)	1.76%	3.66%	1.51%	5.26%	1.47%	4.26%	1.60%	4.64%	1.35%	4.14%	
B.3.2.4.2	Combo Other/Non-Dispatch/GA(%)	1.76%	2.07%	1.51%	2.47%	1.47%	1.85%	1.60%	2.82%	1.35%	2.23%	
B.3.2.5.1	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	0.63%	0.89%	0.57%	0.71%	0.73%	1.00%	1.17%	0.74%	1.01%	0.77%	
B.3.2.5.2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	2.08%	0.55%	1.52%	0.26%	1.14%	0.71%	1.81%	0.58%	1.41%	0.53%	
B.3.2.6.1	UNE ISDN/Dispatch/GA(%)	7.19%	1.33%	5.41%	1.39%	3.79%	1.20%	4.46%	1.19%	3.40%	1.36%	
B.3.2.6.2	UNE ISDN/Non-Dispatch/GA(%)	8.55%	0.98%	5.44%	0.77%	5.02%	0.71%	6.84%	0.92%	5.09%	0.92%	
B.3.2.7.1	Line Sharing/Dispatch/GA(%)	0.63%	0.13%	0.57%	0.27%	0.73%	0.47%	1.17%	0.63%	1.01%	0.56%	
B.3.2.7.2	Line Sharing/Non-Dispatch/GA(%)	2.08%	1.60%	1.52%	0.67%	1.14%	4.84%	1.81%	5.14%	1.41%	2.92%	
B.3.2.8.1	2W Analog Loop Design/Dispatch/GA(%)	2.00%	1.16%	1.68%	0.82%	1.64%	0.90%	1.78%	1.02%	1.51%	0.84%	
B.3.2.8.2	2W Analog Loop Design/Non-Dispatch/GA(%)	2.00%	0.56%	1.68%	0.39%	1.64%	0.56%	1.78%	0.52%	1.51%	0.43%	
B.3.2.9.1	2W Analog Loop Non-Design/Dispatch/GA(%)	2.19%	1.70%	1.84%	1.52%	1.79%	1.34%	1.94%	1.47%	1.65%	1.32%	
B.3.2.9.2	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	0.99%	0.06%	0.86%	0.03%	0.86%	0.05%	0.99%	0.07%	0.84%	0.03%	
B.3.2.10.1	Other Design/Dispatch/GA(%)	0.36%	0.80%	0.26%	0.32%	0.24%	0.22%	0.26%	1.18%	0.23%	1.04%	
B.3.2.10.2	Other Design/Non-Dispatch/GA(%)	0.59%	0.60%	0.45%	0.43%	0.41%	0.22%	0.54%	0.75%	0.40%	0.52%	
B.3.2.11.1	Other Non-Design/Dispatch/GA(%)	2.00%	6.70%	1.68%	5.49%	1.64%	6.69%	1.78%	6.87%	1.51%	7.16%	
B.3.2.11.2	Other Non-Design/Non-Dispatch/GA(%)	1.20%	4.64%	1.00%	5.42%	0.97%	6.55%	1.13%	9.53%	0.99%	7.37%	
	Maintenance Average Duration [M&R-3]											
B.3.3.2.1	Local Interoffice Transport/Dispatch/GA(hours)	3.97	3.03	4.08	0.00	4.35	0.00	3.67	4.72	3.66	1.28	1,4,5
B.3.3.2.2	Local Interoffice Transport/Non-Dispatch/GA(hours)	2.25	4.92	1.96	1.68	2.48	3.46	1.65	1.95	1.85	1.58	1
B.3.3.3.1	Loop + Port Combinations/Dispatch/GA(hours)	19.72	11.47	20.33	11.95	24.19	13.10	22.48	12.13	19.39	11.89	
B.3.3.3.2	Loop + Port Combinations/Non-Dispatch/GA(hours)	6.14	4.14	6.30	4.13	7.08	4.72	5.86	3.21	5.28	2.95	
B.3.3.4.1	Combo Other/Dispatch/GA(hours)	19.50	4.82	20.14	4.83	23.89	4.49	22.44	4.71	20.29	4.66	
B.3.3.4.2	Combo Other/Non-Dispatch/GA(hours)	19.50	2.00	20.14	2.18	23.89	2.41	22.44	1.75	20.29	2.77	

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.3.3.5.1	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(hours)	121.29	3.55	126.22	5.29	86.49	4.12	71.98	4.70	72.06	3.31	
B.3.3.5.2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(hours)	9.08	3.40	9.57	1.58	8.25	2.56	6.30	1.49	5.93	2.97	
B.3.3.6.1	UNE ISDN/Dispatch/GA(hours)	16.51	5.57	17.19	4.16	17.68	4.72	17.40	4.47	16.66	4.35	
B.3.3.6.2	UNE ISDN/Non-Dispatch/GA(hours)	4.76	3.44	4.59	4.42	4.29	3.43	2.59	5.46	4.04	4.03	
B.3.3.7.1	Line Sharing/Dispatch/GA(hours)	121.29	46.25	126.22	31.85	86.49	41.75	71.98	23.11	72.06	30.21	1,2,3,4,5
B.3.3.7.2	Line Sharing/Non-Dispatch/GA(hours)	9.08	6.76	9.57	10.61	8.25	12.92	6.30	6.64	5.93	8.91	2
B.3.3.8.1	2W Analog Loop Design/Dispatch/GA(hours)	19.72	5.36	20.33	5.92	24.19	6.89	22.48	5.11	19.39	4.76	
B.3.3.8.2	2W Analog Loop Design/Non-Dispatch/GA(hours)	19.72	3.14	20.33	2.80	24.19	3.46	22.48	2.09	19.39	2.62	
B.3.3.9.1	2W Analog Loop Non-Design/Dispatch/GA(hours)	19.89	10.59	20.53	10.93	24.42	14.23	22.81	13.16	19.62	9.41	
B.3.3.9.2	2W Analog Loop Non-Design/Non-Dispatch/GA(hours)	6.07	10.86	6.77	15.60	7.55	14.54	6.30	4.25	5.61	6.41	
B.3.3.10.1	Other Design/Dispatch/GA(hours)	7.95	9.80	6.86	3.27	5.45	4.53	21.80	12.74	52.00	7.90	1,2,3
B.3.3.10.2	Other Design/Non-Dispatch/GA(hours)	2.58	3.18	2.13	2.88	4.03	1.08	2.02	1.67	28.93	6.22	1,2,3,4,5
B.3.3.11.1	Other Non-Design/Dispatch/GA(hours)	19.72	20.21	20.33	12.97	24.19	19.80	22.48	18.53	19.39	19.55	
B.3.3.11.2	Other Non-Design/Non-Dispatch/GA(hours)	6.14	4.49	6.30	3.58	7.08	5.43	5.86	3.89	5.28	5.18	
	% Repeat Troubles within 30 Days [M&R-4]											
B.3.4.2.1	Local Interoffice Transport/Dispatch/GA(%)	37.12%	0.00%	34.64%	0.00%	39.00%	0.00%	22.92%	0.00%	19.62%	0.00%	1,4,5
B.3.4.2.2	Local Interoffice Transport/Non-Dispatch/GA(%)	33.14%	33.33%	30.69%	47.06%	32.37%	70.00%	17.59%	0.00%	17.50%	33.33%	1
B.3.4.3.1	Loop + Port Combinations/Dispatch/GA(%)	21.02%	15.38%	20.65%	14.09%	18.93%	13.63%	18.31%	12.51%	17.78%	14.51%	
B.3.4.3.2	Loop + Port Combinations/Non-Dispatch/GA(%)	17.84%	17.85%	17.43%	13.98%	15.16%	13.10%	14.68%	12.42%	14.62%	13.36%	
B.3.4.4.1	Combo Other/Dispatch/GA(%)	21.23%	32.53%	20.91%	44.62%	19.16%	43.40%	18.34%	24.79%	17.83%	25.22%	
B.3.4.4.2	Combo Other/Non-Dispatch/GA(%)	21.23%	27.66%	20.91%	24.59%	19.16%	34.78%	18.34%	23.94%	17.83%	14.52%	
B.3.4.5.1	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	46.91%	14.71%	41.75%	18.52%	41.77%	13.16%	17.31%	11.11%	18.16%	6.90%	
B.3.4.5.2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	43.96%	4.76%	42.26%	10.00%	40.50%	0.00%	15.98%	0.00%	16.14%	0.00%	
B.3.4.6.1	UNE ISDN/Dispatch/GA(%)	31.19%	23.46%	31.99%	25.30%	21.30%	18.57%	24.25%	14.93%	21.61%	17.57%	
B.3.4.6.2	UNE ISDN/Non-Dispatch/GA(%)	26.78%	23.33%	26.07%	23.91%	25.25%	26.83%	22.87%	13.46%	16.44%	22.00%	
B.3.4.7.1	Line Sharing/Dispatch/GA(%)	46.91%	100.0%	41.75%	50.00%	41.77%	0.00%	17.31%	0.00%	18.16%	50.00%	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.3.4.7.2	Line Sharing/Non-Dispatch/GA(%)	43.96%	41.67%	42.26%	40.00%	40.50%	51.22%	15.98%	28.57%	16.14%	23.81%	2
B.3.4.8.1	2W Analog Loop Design/Dispatch/GA(%)	21.02%	20.35%	20.65%	12.50%	18.93%	15.84%	18.31%	12.90%	17.78%	12.41%	
B.3.4.8.2	2W Analog Loop Design/Non-Dispatch/GA(%)	21.02%	17.71%	20.65%	8.96%	18.93%	11.23%	18.31%	7.43%	17.78%	6.34%	
B.3.4.9.1	2W Analog Loop Non-Design/Dispatch/GA(%)	21.06%	15.60%	20.62%	17.07%	19.03%	12.38%	18.44%	9.83%	17.76%	12.10%	
B.3.4.9.2	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	17.17%	28.57%	16.80%	38.46%	14.60%	30.00%	14.61%	3.85%	14.11%	20.00%	
B.3.4.10.1	Other Design/Dispatch/GA(%)	35.42%	0.00%	38.50%	0.00%	36.00%	0.00%	23.15%	0.00%	24.07%	0.00%	1,2,3
B.3.4.10.2	Other Design/Non-Dispatch/GA(%)	33.10%	66.67%	35.89%	0.00%	34.14%	0.00%	20.30%	0.00%	22.56%	0.00%	1,2,3,4,5
B.3.4.11.1	Other Non-Design/Dispatch/GA(%)	21.02%	19.80%	20.65%	16.46%	18.93%	18.75%	18.31%	15.31%	17.78%	20.59%	
B.3.4.11.2	Other Non-Design/Non-Dispatch/GA(%)	17.84%	21.43%	17.43%	24.36%	15.16%	17.02%	14.68%	16.18%	14.62%	9.52%	
	Out of Service > 24 hours [M&R-5]											
B.3.5.2.1	Local Interoffice Transport/Dispatch/GA(%)	0.60%	0.00%	0.43%	0.00%	1.00%	0.00%	0.57%	0.00%	0.51%	0.00%	1,4,5
B.3.5.2.2	Local Interoffice Transport/Non-Dispatch/GA(%)	0.24%	0.00%	0.25%	0.00%	0.61%	0.00%	0.14%	0.00%	0.15%	0.00%	1
B.3.5.3.1	Loop + Port Combinations/Dispatch/GA(%)	17.29%	7.75%	18.50%	9.96%	28.29%	12.05%	21.48%	9.84%	18.95%	7.30%	
B.3.5.3.2	Loop + Port Combinations/Non-Dispatch/GA(%)	5.72%	1.51%	8.14%	2.31%	10.14%	3.64%	7.42%	1.81%	6.38%	1.40%	
B.3.5.4.1	Combo Other/Dispatch/GA(%)	16.90%	1.20%	18.06%	0.77%	27.67%	0.94%	21.05%	0.00%	18.61%	0.87%	
B.3.5.4.2	Combo Other/Non-Dispatch/GA(%)	16.90%	0.00%	18.06%	0.00%	27.67%	0.00%	21.05%	0.00%	18.61%	0.00%	
B.3.5.5.1	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	60.88%	0.00%	55.24%	0.00%	62.58%	0.00%	54.86%	3.70%	46.94%	0.00%	
B.3.5.5.2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	5.47%	0.00%	5.58%	0.00%	6.43%	0.00%	5.12%	0.00%	3.83%	0.00%	
B.3.5.6.1	UNE ISDN/Dispatch/GA(%)	18.26%	2.47%	20.72%	0.00%	15.87%	1.43%	18.22%	0.00%	16.95%	1.35%	
B.3.5.6.2	UNE ISDN/Non-Dispatch/GA(%)	1.40%	0.00%	1.91%	2.17%	2.61%	2.44%	0.28%	3.85%	1.19%	0.00%	
B.3.5.7.2	Line Sharing/Non-Dispatch/GA(%)	5.47%	0.00%	5.58%	100.0%	6.43%	0.00%	5.12%	0.00%	3.83%	0.00%	2,3,4
B.3.5.8.1	2W Analog Loop Design/Dispatch/GA(%)	17.29%	2.01%	18.50%	2.86%	28.29%	5.28%	21.48%	1.47%	18.95%	1.82%	
B.3.5.8.2	2W Analog Loop Design/Non-Dispatch/GA(%)	17.29%	0.00%	18.50%	0.00%	28.29%	1.60%	21.48%	0.00%	18.95%	0.70%	
B.3.5.9.1	2W Analog Loop Non-Design/Dispatch/GA(%)	17.46%	7.37%	18.63%	14.89%	28.67%	15.79%	21.84%	6.25%	19.26%	8.33%	
B.3.5.9.2	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	5.96%	0.00%	8.41%	0.00%	10.51%	0.00%	7.60%	0.00%	6.47%	0.00%	1,3,4,5
B.3.5.10.1	Other Design/Dispatch/GA(%)	3.55%	0.00%	1.18%	0.00%	2.06%	0.00%	2.55%	18.18%	3.83%	0.00%	1,2,3
B.3.5.10.2	Other Design/Non-Dispatch/GA(%)	0.55%	0.00%	0.45%	0.00%	0.40%	0.00%	0.21%	0.00%	1.44%	0.00%	1,2,3,4,5
B.3.5.11.1	Other Non-Design/Dispatch/GA(%)	17.29%	14.75%	18.50%	7.41%	28.29%	23.73%	21.48%	12.90%	18.95%	22.54%	
B.3.5.11.2	Other Non-Design/Non-Dispatch/GA(%)	5.72%	8.33%	8.14%	2.86%	10.14%	9.38%	7.42%	4.08%	6.38%	9.09%	

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
UNBUNDLED NETWORK ELEMENTS - BILLING												
	Invoice Accuracy [B-1]											
B.4.1	GA(%)	98.50%	97.28%	97.58%	98.52%	97.81%	97.01%	98.15%	99.83%	94.73%	99.98%	
	Mean Time to Deliver Invoices - CRIS [B-2]											
B.4.2	Region(business days)	3.91	3.38	4.13	3.49	3.67	3.65	4.87	4.14	3.64	6.13	
LOCAL INTERCONNECTION TRUNKS - ORDERING												
	% Rejected Service Requests [O-7]											
C.1.1	Local Interconnection Trunks/GA(%)		56.15%		47.46%		36.91%		47.62%		59.03%	
	Reject Interval [O-8]											
C.1.2	Local Interconnection Trunks/GA(%)		80.29%		84.52%		85.45%		98.89%		97.65%	
	FOC Timeliness [O-9]											
C.1.3	Local Interconnection Trunks/GA(%)		96.00%		95.12%		96.46%		95.76%		100.0%	
	FOC & Reject Response Completeness [O-11]											
C.1.4	Local Interconnection Trunks/GA(%)		89.10%		98.19%		99.29%		96.34%		100.0%	
LOCAL INTERCONNECTION TRUNKS - PROVISIONING												
	Order Completion Interval [P-4]											
C.2.1	Local Interconnection Trunks/GA(days)	13.88	25.28	27.43	24.35	13.48	24.20	20.62	30.17	19.91	21.82	
	% Jeopardies [P-2]											
C.2.3	Local Interconnection Trunks/GA(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
	% Missed Installation Appointments [P-3]											
C.2.5	Local Interconnection Trunks/GA(%)	4.65%	0.00%	2.27%	0.00%	0.00%	0.00%	2.70%	0.00%	0.00%	0.00%	
	% Provisioning Troubles within 30 Days [P-9]											
C.2.6	Local Interconnection Trunks/GA(%)	0.72%	0.00%	0.00%	0.08%	0.00%	0.00%	0.00%	0.18%	0.00%	0.10%	
	Average Completion Notice Interval [P-5]											
C.2.7	Local Interconnection Trunks/GA(hours)	150.43	66.17	151.91	2.30	18.21	14.42	107.14	15.67	37.57	9.28	
	Total Service Order Cycle Time [P-10]											
C.2.8	Local Interconnection Trunks/GA(days)		UD		UD		UD		36.33		24.82	
	% Completions w/o Notice or < 24 hours [P-6]											
C.2.10.1	Local Interconnection Trunks/Dispatch/GA(%)		100.0%		100.0%		100.0%		100.0%		0.00%	
	Service Order Accuracy [P-11]											
C.2.11.1.1	Local Interconnection Trunks/<10		100.0%		100.0%		100.0%		100.0%		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	
	circuits/Dispatch/GA(%)											
C.2.11.1.2	Local Interconnection Trunks/<10 circuits/Non-Dispatch/GA(%)		100.0%		92.31%		100.0%		100.0%		100.0%	
C.2.11.2.1	Local Interconnection Trunks/>=10 circuits/Dispatch/GA(%)		100.0%		100.0%		100.0%		100.0%			1,2,3,4
C.2.11.2.2	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	1,2,3,5
LOCAL INTERCONNECTION TRUNKS - MAINTENANCE AND REPAIR												
	Missed Repair Appointments [M&R-1]											
C.3.1.1	Local Interconnection Trunks/Dispatch/GA(%)	0.00%	0.00%	40.00%	0.00%	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	2,4
C.3.1.2	Local Interconnection Trunks/Non-Dispatch/GA(%)	0.27%	0.00%	0.31%	0.00%	0.00%	2.78%	0.00%	0.00%	0.00%	0.00%	
	Customer Trouble Report Rate [M&R-2]											
C.3.2.1	Local Interconnection Trunks/Dispatch/GA(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
C.3.2.2	Local Interconnection Trunks/Non-Dispatch/GA(%)	0.12%	0.20%	0.20%	0.02%	0.03%	0.03%	0.11%	0.03%	0.15%	0.11%	
	Maintenance Average Duration [M&R-3]											
C.3.3.1	Local Interconnection Trunks/Dispatch/GA(hours)	6.01	0.00	47.39	6.03	435.72	0.00	1.50	3.00	1.76	0.00	2,4
C.3.3.2	Local Interconnection Trunks/Non-Dispatch/GA(hours)	7.16	0.12	0.65	3.24	1.14	2.12	0.70	1.66	0.39	0.05	
	% Repeat Troubles within 30 Days [M&R-4]											
C.3.4.1	Local Interconnection Trunks/Dispatch/GA(%)	66.67%	0.00%	60.00%	0.00%	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	2,4
C.3.4.2	Local Interconnection Trunks/Non-Dispatch/GA(%)	32.33%	2.39%	18.10%	13.04%	9.52%	8.33%	9.21%	18.92%	13.90%	0.00%	
	Out of Service > 24 hours [M&R-5]											
C.3.5.1	Local Interconnection Trunks/Dispatch/GA(%)	0.00%	0.00%	40.00%	0.00%	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	2,4
C.3.5.2	Local Interconnection Trunks/Non-Dispatch/GA(%)	0.27%	0.00%	0.31%	0.00%	0.00%	2.78%	0.00%	0.00%	0.00%	0.00%	
LOCAL INTERCONNECTION TRUNKS - BILLING												
	Invoice Accuracy [B-1]											
C.4.1	GA(%)	98.50%	99.58%	97.58%	94.93%	97.81%	98.93%	98.15%	99.38%	94.73%	95.41%	
	Mean Time to Deliver Invoices - CABS [B-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	
C.4.2	Region(calendar days)	4.67	4.56	5.06	4.61	4.85	4.97	5.34	4.85	4.73	4.13	
LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING												
	Trunk Group Performance - Aggregate											
C.5.1	GA		0		0		0		0		0	
OPERATIONS SUPPORT SYSTEMS - PRE-ORDERING												
	% Interface Availability - CLEC [OSS-2]											
D.1.1.1	EDI/Region(%)		100.0%		100.0%		100.0%		100.0%		100.0%	
D.1.1.2	HAL/Region(%)		100.0%		100.0%		100.0%		100.0%		100.0%	
D.1.1.3	LENS/Region(%)		99.88%		99.92%		99.92%		99.97%		99.92%	
D.1.1.4	LEO MAINFRAME/Region(%)		99.95%		100.0%		100.0%		99.85%		99.82%	
D.1.1.6	LESOG/Region(%)		99.98%		100.0%		99.97%		100.0%		100.0%	
D.1.1.7	TAG/Region(%)		99.97%		99.98%		99.99%		99.98%		99.97%	
D.1.1.8	PSIMS/Region(%)		100.0%		100.0%		100.0%		100.0%		100.0%	
	% Interface Availability - BST & CLEC [OSS-2]											
D.1.2.1	ATLAS/COFFI/Region(%)		99.98%		99.99%		99.98%		99.99%		99.94%	
D.1.2.2	BOCRIS/Region(%)		99.98%		99.99%		99.98%		99.99%		99.91%	
D.1.2.3	DSAP/Region(%)		99.98%		99.98%		99.97%		99.98%		100.0%	
D.1.2.4	RSAG/Region(%)		99.99%		99.99%		99.98%		99.99%		99.93%	
D.1.2.5	SOCS/Region(%)		99.98%		99.99%		99.98%		99.99%		99.93%	
D.1.2.6	SONGS/Region(%)		99.98%		99.99%		99.98%		99.99%		99.94%	
D.1.2.7	DOE/Region(%)		100.0%		100.0%		100.0%		100.0%		100.0%	
D.1.2.8	LNP Gateway/Region(%)		100.0%		100.0%		100.0%		100.0%		100.0%	
D.1.2.9	COG/Region(%)		100.0%		100.0%		100.0%		100.0%		100.0%	
D.1.2.10	DOM/Region(%)		100.0%		99.99%		100.0%		100.0%		100.0%	
D.1.2.11	SOG/Region(%)		100.0%		100.0%		100.0%		100.0%		100.0%	
	Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds) [OSS-1]											
D.1.3.1.1	RSAG, by TN/Region(seconds)	3.07	1.48	3.06	1.41	2.94	1.38	2.95	1.19	2.88	2.47	
D.1.3.1.2	RSAG, by TN/Region(seconds)	3.14	1.48	3.31	1.41	3.27	1.38	3.25	1.19	3.06	2.47	
D.1.3.2.1	RSAG, by ADDR/Region(seconds)	3.21	1.37	3.18	1.26	3.02	1.33	3.16	1.21	461.26	1.91	
D.1.3.2.2	RSAG, by ADDR/Region(seconds)	4.96	1.37	4.86	1.26	5.07	1.33	5.16	1.21	5.12	1.91	
D.1.3.3.1	ATLAS/Region(seconds)	3.30	1.05	3.16	1.13	3.16	1.10	3.20	1.05	2.95	1.20	

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
D.1.3.3.2	ATLAS/Region(seconds)	2.70	1.05	2.74	1.13	2.74	1.10	2.77	1.05	2.66	1.20	
D.1.3.4.1	DSAP/Region(seconds)	2.92	0.69	2.79	0.59	2.81	0.65	2.84	0.69	2.65	2.25	
D.1.3.4.2	DSAP/Region(seconds)	2.62	0.69	2.68	0.59	2.75	0.65	2.72	0.69	2.62	2.25	
D.1.3.5.1	HAL/CRIS/Region(seconds)	3.68	1.48	10.10	1.42	10.43	1.21	10.07	2.28	199.21	3.77	
D.1.3.5.2	HAL/CRIS/Region(seconds)	3.25	1.48	3.29	1.42	3.30	1.21	3.39	2.28	3.11	3.77	
D.1.3.6.1	COFFI/Region(seconds)	4.89	0.93	4.74	6.33	4.71	0.81	4.66	0.77	105.81	3.58	
D.1.3.6.2	COFFI/Region(seconds)	4.43	0.93	5.53	6.33	5.74	0.81	4.93	0.77	4.57	3.58	
D.1.3.7.1	PSIMS/ORB/Region(seconds)	4.89	0.04	4.74	0.10	4.71	0.05	4.66	0.04	105.81	2.34	
D.1.3.7.2	PSIMS/ORB/Region(seconds)	4.43	0.04	5.53	0.10	5.74	0.05	4.93	0.04	4.57	2.34	
	Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds) [OSS-1]											
D.1.4.1.1	RSAG, by TN/Region(seconds)	3.07	1.65	3.06	1.68	2.94	1.54	2.95	1.35	2.88	1.10	
D.1.4.1.2	RSAG, by TN/Region(seconds)	3.14	1.65	3.31	1.68	3.27	1.54	3.25	1.35	3.06	1.10	
D.1.4.2.1	RSAG, by ADDR/Region(seconds)	3.21	1.81	3.18	1.72	3.02	1.81	3.16	1.99	461.26	1.59	
D.1.4.2.2	RSAG, by ADDR/Region(seconds)	4.96	1.81	4.86	1.72	5.07	1.81	5.16	1.99	5.12	1.59	
D.1.4.4.1	ATLAS - DID/Region(seconds)		0.99				1.38		1.83		0.92	1,3,4
D.1.4.4.2	ATLAS - DID/Region(seconds)		0.99				1.38		1.83		0.92	1,3,4
D.1.4.5.1	ATLAS - TN/Region(seconds)	3.30	1.95	3.16	1.96	3.16	1.87	3.20	1.99	2.95	1.10	
D.1.4.5.2	ATLAS - TN/Region(seconds)	2.70	1.95	2.74	1.96	2.74	1.87	2.77	1.99	2.66	1.10	
D.1.4.6.1	DSAP/Region(seconds)	2.92	2.05	2.79	2.65	2.81	1.94	2.84	1.94	2.65	1.82	
D.1.4.6.2	DSAP/Region(seconds)	2.62	2.05	2.68	2.65	2.75	1.94	2.72	1.94	2.62	1.82	
D.1.4.7.1	HAL/CRIS/Region(seconds)	3.68	2.46	10.10	2.16	10.43	2.24	10.07	2.35	199.21	2.19	
D.1.4.7.2	HAL/CRIS/Region(seconds)	3.25	2.46	3.29	2.16	3.30	2.24	3.39	2.35	3.11	2.19	
OPERATIONS SUPPORT SYSTEMS - MAINTENANCE AND REPAIR												
	% Interface Availability - CLEC [OSS-3]											
D.2.2.1	CLEC TAFI/Region(%)		100.0%		100.0%		100.0%		100.0%		99.98%	
D.2.2.2	ECTA/Region(%)		99.52%		99.98%		99.59%		100.0%		99.89%	
	% Interface Availability - BST & CLEC [OSS-3]											
D.2.3.1	CRIS/Region(%)		99.98%		99.99%		99.98%		99.99%		99.91%	
D.2.3.2	LMOS HOST/Region(%)		99.97%		100.0%		99.99%		100.0%		99.85%	
D.2.3.3	LNP/Region(%)		100.0%		100.0%		100.0%		99.96%		100.0%	
D.2.3.4	MARCH/Region(%)		99.96%		100.0%		100.0%		99.99%		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	
D.2.3.5	OSPCM/Region(%)		100.0%		100.0%		100.0%		100.0%		100.0%	
D.2.3.6	Predictor/Region(%)		100.0%		100.0%		100.0%		99.97%		100.0%	
D.2.3.7	SOCS/Region(%)		99.98%		99.99%		99.98%		99.99%		99.93%	
	Average Response Interval <= 4 Seconds [OSS-4]											
D.2.4.1	CRIS/Region(%)	95.01%	94.31%	95.48%	94.86%	97.92%	97.19%	93.93%	92.84%	94.23%	93.47%	
D.2.4.2	DLETH/Region(%)	8.98%	9.84%	9.96%	9.48%	63.25%	64.81%	2.95%	4.88%	3.66%	4.42%	
D.2.4.3	DLR/Region(%)	5.48%	17.14%	5.98%	14.51%	60.08%	60.30%	4.05%	2.61%	5.07%	2.69%	
D.2.4.4	LMOS/Region(%)	99.61%	98.08%	99.68%	97.90%	99.88%	98.97%	99.57%	99.62%	99.53%	99.52%	
D.2.4.5	LMOSupd/Region(%)	98.15%	94.12%	98.42%	93.57%	99.27%	96.78%	95.99%	91.73%	94.32%	91.58%	
D.2.4.6	LNP/Region(%)	99.67%	99.52%	99.77%	98.88%	99.84%	99.54%	99.61%	99.18%	99.75%	99.73%	
D.2.4.7	MARCH/Region(%)	29.62%	28.03%	29.95%	24.78%	71.00%	67.08%	31.31%	34.90%	28.40%	28.74%	
D.2.4.8	OSPCM/Region(%)	43.13%	35.00%	51.15%	49.33%	76.69%	63.38%	26.31%	13.92%	25.12%	23.71%	
D.2.4.9	Predictor/Region(%)	18.54%	23.02%	20.18%	31.36%	66.24%	66.89%	17.20%	24.07%	15.60%	23.29%	
D.2.4.10	SOCS/Region(%)	99.73%	99.74%	99.82%	99.88%	99.75%	98.70%	99.76%	99.72%	99.84%	99.91%	
D.2.4.11	NIW/Region(%)	72.73%	71.22%	68.95%	67.62%	82.30%	85.39%	87.02%	85.67%	84.11%	83.83%	
	Average Response Interval <= 10 Seconds [OSS-4]											
D.2.5.1	CRIS/Region(%)	98.75%	99.14%	98.87%	99.23%	99.51%	99.56%	98.82%	99.24%	98.82%	99.24%	
D.2.5.2	DLETH/Region(%)	80.11%	85.70%	79.74%	85.71%	92.11%	94.69%	77.65%	84.99%	78.20%	87.67%	
D.2.5.3	DLR/Region(%)	84.21%	92.52%	84.33%	92.41%	93.63%	96.55%	80.31%	91.17%	79.55%	91.43%	
D.2.5.4	LMOS/Region(%)	99.79%	99.45%	99.81%	99.38%	99.93%	99.69%	99.77%	99.82%	99.78%	99.79%	
D.2.5.5	LMOSupd/Region(%)	99.82%	96.69%	99.86%	96.17%	99.93%	98.08%	98.59%	95.17%	97.72%	94.94%	
D.2.5.6	LNP/Region(%)	99.84%	99.90%	99.91%	99.75%	99.90%	99.85%	99.88%	99.83%	99.93%	99.96%	
D.2.5.7	MARCH/Region(%)	29.62%	28.03%	29.95%	24.78%	71.24%	67.08%	31.31%	34.90%	28.40%	28.74%	
D.2.5.8	OSPCM/Region(%)	95.90%	94.00%	96.53%	100.0%	98.29%	92.96%	96.71%	94.94%	96.06%	96.91%	
D.2.5.9	Predictor/Region(%)	18.54%	23.02%	20.18%	31.36%	66.24%	66.89%	17.20%	24.07%	15.60%	23.29%	
D.2.5.10	SOCS/Region(%)	99.97%	99.97%	99.98%	99.99%	99.91%	98.87%	99.98%	99.98%	99.99%	99.99%	
D.2.5.11	NIW/Region(%)	99.43%	99.64%	99.32%	99.16%	94.04%	98.42%	99.52%	99.60%	99.30%	99.16%	
	Average Response Interval > 10 Seconds [OSS-4]											
D.2.6.1	CRIS/Region(%)	1.25%	0.86%	1.13%	0.77%	0.49%	0.44%	1.18%	0.76%	1.18%	0.76%	
D.2.6.2	DLETH/Region(%)	19.89%	14.30%	20.26%	14.29%	7.89%	5.31%	22.35%	15.01%	21.80%	12.33%	
D.2.6.3	DLR/Region(%)	15.79%	7.48%	15.67%	7.59%	6.37%	3.45%	19.69%	8.83%	20.45%	8.57%	

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
D.2.6.4	LMOS/Region(%)	0.21%	0.55%	0.19%	0.62%	0.07%	0.31%	0.23%	0.18%	0.22%	0.21%	
D.2.6.5	LMOSupd/Region(%)	0.18%	3.31%	0.14%	3.83%	0.07%	1.92%	1.41%	4.83%	2.28%	5.06%	
D.2.6.6	LNP/Region(%)	0.16%	0.10%	0.09%	0.25%	0.10%	0.15%	0.12%	0.17%	0.07%	0.04%	
D.2.6.7	MARCH/Region(%)	70.38%	71.97%	70.05%	75.22%	28.76%	32.92%	68.69%	65.10%	71.60%	71.26%	
D.2.6.8	OSPCM/Region(%)	4.10%	6.00%	3.47%	0.00%	1.71%	7.04%	3.29%	5.06%	3.94%	3.09%	
D.2.6.9	Predictor/Region(%)	81.46%	76.98%	79.82%	68.64%	33.76%	33.11%	82.80%	75.93%	84.40%	76.71%	
D.2.6.10	SOCS/Region(%)	0.03%	0.03%	0.02%	0.01%	0.09%	1.13%	0.02%	0.02%	0.01%	0.01%	
D.2.6.11	NIW/Region(%)	0.57%	0.36%	0.68%	0.84%	5.96%	1.58%	0.48%	0.40%	0.70%	0.84%	
COLLOCATION - COLLOCATION												
	Average Response Time [C-1]											
E.1.1.1	Virtual/GA (calendar days)		6		3		5				6	1,2,3,5
E.1.1.2	Physical Caged/GA (calendar days)		NA		14		12		12		15	3
E.1.1.2.X	Physical/GA (calendar days)		7		NA		NA		NA		NA	
E.1.1.3	Physical Cageless/GA (calendar days)		NA		16		11		13		15	2,4
	Average Arrangement Time [C-2]											
E.1.2.1	Virtual-Ordinary/GA (calendar days)		37		48		41		49		34	1,2,3,4,5
E.1.2.3	Physical Caged/GA (calendar days)		53		69		82		44		54	2,3,5
E.1.2.4	Physical Cageless/GA (calendar days)		50		48		44		16		52	1,3,4
	% Due Dates Missed [C-3]											
E.1.3.1	Virtual/GA (%)		0.00%		0.00%		0.00%		0.00%		0.00%	1,2,3,4,5
E.1.3.2	Physical/GA (%)		0.00%		0.00%		0.00%		0.00%		0.00%	
GENERAL - FLOW THROUGH												
	% Flow Through Service Requests [O-3]											
F.1.1.1	Summary/Region(%)		85.49%		86.31%		87.00%		87.26%		86.18%	
F.1.1.2	Aggregate/Region(%)		85.49%		86.31%		87.00%		87.26%		86.18%	
F.1.1.3	Residence/Region(%)		89.40%		89.40%		89.50%		88.56%		87.17%	
F.1.1.4	Business/Region(%)		70.17%		75.18%		74.07%		74.56%		75.20%	
F.1.1.5	UNE/Region(%)		76.74%		79.66%		82.67%		85.50%		84.86%	
	% Flow Through Service Requests - Achieved [O-3]											
F.1.2.1	Summary/Region(%)		75.89%		76.67%		76.29%		78.28%		76.55%	
F.1.2.2	Aggregate/Region(%)		75.89%		76.67%		76.29%		78.28%		76.55%	

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
F.1.2.3	Residence/Region(%)		82.01%		82.07%		81.62%		80.82%		79.69%	
F.1.2.4	Business/Region(%)		48.45%		53.26%		52.52%		54.31%		55.14%	
F.1.2.5	UNE/Region(%)		64.46%		66.84%		68.10%		75.30%		72.11%	
	% Flow Through Service Requests - LNP [O-3]											
F.1.3.1	Summary/Region(%)		89.09%		91.24%		87.62%		92.81%		94.12%	
F.1.3.2	Aggregate/Region(%)		89.09%		91.24%		87.62%		92.81%		94.12%	
GENERAL - PRE-ORDERING												
	Loop Makeup Inquiry (Manual) [PO-1]											
F.2.1	Loops/GA(%)		75.00%		100.0%		100.0%				100.0%	1,2,3,5
	Loop Makeup Inquiry (Electronic) [PO-2]											
F.2.2	Loops/GA(%)		98.56%		95.75%		86.01%		96.96%		97.73%	
GENERAL - ORDERING												
	Average Speed of Answer [O-12]											
F.4.1	Region(seconds)	148.68	20.48	174.38	27.24	218.82	33.87	221.26	24.06	197.28	31.52	
GENERAL - MAINTENANCE CENTER												
	Average Answer Time [M&R-6]											
F.5.1	Region(seconds)	42.30	26.98	37.42	24.23	55.31	25.67	33.50	25.43	18.39	29.67	
GENERAL - OPERATOR SERVICES (TOLL)												
	Average Speed to Answer [OS-1]											
F.6.1	GA(seconds)		2.41		2.30		2.48		2.30		2.24	
	% Answered in 10 seconds [OS-2]											
F.6.2	GA(%)		92.60%		93.00%		92.10%		93.20%		93.70%	
GENERAL - DIRECTORY ASSISTANCE												
	Average Speed to Answer [DA-1]											
F.7.1	GA(seconds)		5.90		5.65		5.63		6.27		5.77	
	% Answered in 10 seconds [DA-2]											
F.7.2	GA(%)		83.90%		84.70%		85.20%		82.10%		84.20%	
GENERAL - BILLING												
	Usage Data Delivery Accuracy [B-3]											
F.9.1	Region(%)	99.81%	100.0%	99.41%	100.0%	99.95%	100.0%	99.96%	100.0%	99.85%	99.62%	
	Usage Data Delivery Timeliness [B-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	
F.9.2	Region(%)	98.72%	99.33%	98.89%	98.37%	99.24%	98.90%	96.95%	98.30%	97.37%	97.37%	
	Usage Data Delivery Completeness [B-4]											
F.9.3	Region(%)	99.62%	99.80%	99.85%	99.54%	99.80%	99.70%	98.75%	99.67%	99.14%	99.79%	
	Mean Time to Deliver Usage [B-6]											
F.9.4	Region(days)	3.44	2.64	3.38	2.74	3.42	2.78	3.78	2.76	3.63	2.62	
	Recurring Charge Completeness [B-7]											
F.9.5.1	Resale/GA(%)	75.19%	96.28%	79.74%	95.64%	77.57%	94.98%	83.01%	97.46%	81.79%	97.14%	
F.9.5.2	UNE/GA(%)		98.81%		98.68%		99.03%		98.82%		98.31%	
F.9.5.3	Interconnection/GA(%)		94.72%		98.49%		85.69%		83.91%		94.16%	
	Non-Recurring Charge Completeness [B-8]											
F.9.6.1	Resale/GA(%)	84.75%	98.72%	82.92%	95.99%	76.92%	98.74%	89.28%	69.09%	86.00%	98.18%	
F.9.6.2	UNE/GA(%)		96.71%		94.48%		90.44%		68.34%		94.58%	
F.9.6.3	Interconnection/GA(%)		78.44%		74.18%		82.12%		75.76%		77.58%	
GENERAL - CHANGE MANAGEMENT												
	% Software Release Notices Sent On Time [CM-1]											
F.10.1	GA(%)		50.00%		100.0%				50.00%		100.0%	1,2,4,5
	Average Software Release Notice Delay Days [CM-2]											
F.10.2	GA(average)		-6						26			1,4
	% Change Management Documentation Sent On Time [CM-3A]											
F.10.3	GA(%)		100.0%		0.00%		50.00%		100.0%		0.00%	1,2,3,4,5
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time [CM-3B]											
F.10.4	GA(%)										100.0%	5
	Average Documentation Release Delay Days [CM-4]											
F.10.5	GA(average)				-16		16				24	2,3,5
	% CLEC Interface Outages Sent within 15 Minutes [CM-5]											
F.10.6	GA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	
GENERAL - NEW BUSINESS REQUESTS												
	% New Business Requests Processed within 30 Business Days [BFR-1]											
F.11.1	Region(%)		100.0%									1
GENERAL - ORDERING												
	Acknowledgement Message Timeliness [O-1]											

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
F.12.1.1	EDI/Region(%)		99.93%		100.0%		100.0%		100.0%		99.94%	
F.12.1.2	TAG/Region(%)		100.0%		99.99%		100.0%		100.0%		100.0%	
	Acknowledgement Message Completeness [O-2]											
F.12.2.1	EDI/Region(%)		99.98%		100.0%		100.0%		100.0%		100.0%	
F.12.2.2	TAG/Region(%)		100.0%		100.0%		100.0%		100.0%		100.0%	
GENERAL - NETWORK OUTAGE NOTIFICATION												
	Mean Time to Notify CLEC of Major Network Outages [M&R-7]											
F.14.1	Region(minutes)	189	168	0	0	0	0	195	180	0	0	1,4

Abbreviations:
UD = Under Development
blank cell = no data available
NA = Not Available / Not Applicable

Notes:
1 = Sample Size under 10 in October
2 = Sample Size under 10 in November
3 = Sample Size under 10 in December
4 = Sample Size under 10 in January
5 = Sample Size under 10 in February