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.2.10.12	2W Analog Loop w/LNP Design/LA(%)								100.0%			4
B.2.10.14	Other Design/LA(%)		100.0%		100.0%		100.0%					1,2,3
B.2.10.18	Digital Loop < DS1/LA(%)		100.0%						100.0%		100.0%	1,4,5
B.2.10.19	Digital Loop >= DS1/LA(%)		100.0%		100.0%		100.0%		100.0%		99.05%	
	% Jeopardy Notice >= 48 hours - Non-Mechanized [P-2]											
B.2.11.3	Loop + Port Combinations/LA(%)		100.0%						100.0%			1,4
B.2.11.4	Combo Other/LA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	1,2,3,4,5
B.2.11.5	xDSL (ADSL, HDSL and UCL)/LA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	1,2,3,4,5
B.2.11.6	UNE ISDN/LA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	1,3,4,5
B.2.11.8	2W Analog Loop Design/LA(%)				100.0%		100.0%		100.0%			2,3,4
B.2.11.10	2W Analog Loop w/INP Design/LA(%)				100.0%							2
B.2.11.12	2W Analog Loop w/LNP Design/LA(%)		36.36%		100.0%							2
B.2.11.13	2W Analog Loop w/LNP Non-Design/LA(%)		0.00%									
B.2.11.15	Other Non-Design/LA(%)		100.0%									1
B.2.11.18	Digital Loop < DS1/LA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	1,3,4,5
B.2.11.19	Digital Loop >= DS1/LA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	
	Coordinated Customers Conversions [P-7]											
B.2.12.2	Loops with LNP/LA(%)		100.0%		100.0%		100.0%		98.28%		100.0%	
	% Hot Cuts > 15 minutes Early [P-7A]											
B.2.13.2	Time-Specific SL2/LA(%)		0.00%		0.00%		0.00%		0.00%		0.00%	
B.2.13.4	Non-Time Specific SL2/LA(%)		0.00%		0.00%		0.00%		0.00%		0.00%	
	Hot Cut Timeliness [P-7A]											
B.2.14.2	Time-Specific SL2/LA(%)		100.0%		100.0%		97.06%		100.0%		97.73%	
B.2.14.4	Non-Time Specific SL2/LA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	
	% Hot Cuts > 15 minutes Late [P-7A]											
B.2.15.2	Time-Specific SL2/LA(%)		0.00%		0.00%		2.94%		0.00%		2.27%	
B.2.15.4	Non-Time Specific SL2/LA(%)		0.00%		0.00%		0.00%		0.00%		0.00%	
	% Provisioning Troubles within 7 Days - Hot Cuts [P-7C]											
B.2.17.1.1	UNE Loop Design/Dispatch/LA(%)		0.00%		0.82%		2.07%		0.00%		0.00%	
	% Missed Installation Appointments [P-3]											
B.2.18.2.1.1	Local Interoffice Transport/<10 circuits/Dispatch/LA(%)	1.03%		1.77%		1.47%	0.00%	0.97%	0.00%	1.09%		3,4
B.2.18.3.1.1	Loop + Port Combinations/<10 circuits/Dispatch/LA(%)	4.20%	2.88%	4.06%	3.77%	4.56%	5.85%	4.07%	6.55%	3.83%	4.69%	

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.2.18.3.1.2	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(%)	0.02%	0.31%	0.02%	0.07%	0.04%	0.20%	0.14%	0.12%	0.11%	0.04%	
B.2.18.3.1.3	Loop + Port Combinations/<10 circuits/Switch Based Orders/LA(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
B.2.18.3.1.4	Loop + Port Combinations/<10 circuits/Dispatch In/LA(%)	0.04%	0.76%	0.05%	0.16%	0.10%	0.71%	0.35%	0.34%	0.27%	0.07%	
B.2.18.3.2.1	Loop + Port Combinations/>=10 circuits/Dispatch/LA(%)	4.12%	0.00%	8.26%	0.00%	8.13%	33.33%	12.77%	0.00%	8.28%	0.00%	1,2,3,4,5
B.2.18.3.2.2	Loop + Port Combinations/>=10 circuits/Non-Dispatch/LA(%)	0.97%	0.00%	1.96%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1,2,3,4,5
B.2.18.3.2.3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/LA(%)	0.00%	0.00%	0.00%		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1,3,4,5
B.2.18.3.2.4	Loop + Port Combinations/>=10 circuits/Dispatch In/LA(%)	1.15%	0.00%	3.13%	0.00%	0.00%		0.00%	0.00%	0.00%		1,2,4
B.2.18.4.1.1	Combo Other/<10 circuits/Dispatch/LA(%)	4.15%	0.00%	4.14%	17.65%	4.58%	0.00%	4.18%	6.25%	3.86%	5.88%	1
B.2.18.5.1.1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/LA(%)	13.32%	1.10%	10.55%	1.30%	11.68%	0.00%	9.57%	0.98%	9.27%	1.02%	
B.2.18.6.1.1	UNE ISDN/<10 circuits/Dispatch/LA(%)	8.33%	12.07%	6.96%	5.77%	10.00%	6.25%	13.49%	6.45%	8.85%	7.89%	
B.2.18.7.1.1	Line Sharing/<10 circuits/Dispatch/LA(%)	13.32%	0.00%	10.55%		11.68%		9.57%	0.00%	9.27%	100.0%	1,4,5
B.2.18.7.1.2	Line Sharing/<10 circuits/Non-Dispatch/LA(%)	0.79%	0.00%	1.18%	0.00%	3.28%	1.64%	2.75%	0.00%	4.62%	0.00%	1
B.2.18.8.1.1	2W Analog Loop Design/<10 circuits/Dispatch/LA(%)	4.20%	0.00%	4.06%	0.00%	4.56%	3.33%	4.07%	1.67%	3.83%	0.00%	
B.2.18.8.2.1	2W Analog Loop Design/>=10 circuits/Dispatch/LA(%)	4.12%	0.00%	8.26%	0.00%	8.13%	0.00%	12.77%	0.00%	8.28%		1,2,3,4
B.2.18.9.1.1	2W Analog Loop Non-Design/<10 circuits/Dispatch/LA(%)	4.26%		4.09%	0.00%	4.62%		3.98%	0.00%	3.83%		2,4
B.2.18.9.2.1	2W Analog Loop Non-Design/>=10 circuits/Dispatch/LA(%)	4.00%		9.62%		9.09%		12.14%	0.00%	9.42%		4
B.2.18.10.1.1	2W Analog Loop w/INP Design/<10 circuits/Dispatch/LA(%)	4.20%		4.06%	20.00%	4.56%		4.07%	0.00%	3.83%	0.00%	2,4,5
B.2.18.11.1.4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/LA(%)	0.04%		0.05%		0.09%		0.35%		0.27%	0.00%	5
B.2.18.12.1.1	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(%)	4.20%	0.88%	4.06%	5.53%	4.56%	0.95%	4.07%	0.00%	3.83%	0.00%	
B.2.18.12.2.1	2W Analog Loop w/LNP Design/>=10	4.12%	0.00%	8.26%	0.00%	8.13%	0.00%	12.77%	0.00%	8.28%		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	
	circuits/Dispatch/LA(%)											
B.2.18.13.1.1	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/LA(%)	4.26%		4.09%		4.62%		3.98%	0.00%	3.83%	0.00%	4,5
B.2.18.13.1.4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/LA(%)	0.04%		0.05%		0.09%		0.35%	0.00%	0.27%	0.00%	4,5
B.2.18.13.2.1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/LA(%)	4.00%	0.00%	9.62%		9.09%		12.14%		9.42%		1
B.2.18.14.1.1	Other Design/<10 circuits/Dispatch/LA(%)	3.17%	2.33%	5.76%	0.00%	4.94%	0.00%	6.94%		4.86%	0.00%	2,3,5
B.2.18.15.1.1	Other Non-Design/<10 circuits/Dispatch/LA(%)	4.20%	0.00%	4.06%		4.56%		4.07%	0.00%	3.83%	0.00%	1,4,5
B.2.18.15.1.2	Other Non-Design/<10 circuits/Non-Dispatch/LA(%)	0.02%		0.02%		0.04%	0.00%	0.14%	0.00%	0.11%		3,4
B.2.18.16.1.2	INP (Standalone)/<10 circuits/Non-Dispatch/LA(%)	0.02%		0.02%		0.04%		0.14%	0.00%	0.11%		4
B.2.18.17.1.1	LNP (Standalone)/<10 circuits/Dispatch/LA(%)	4.26%	0.00%	4.09%	0.00%	4.62%		3.98%		3.83%		1,2
B.2.18.17.1.2	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(%)	0.02%	0.42%	0.02%	0.23%	0.04%	0.00%	0.14%	0.00%	0.11%	0.27%	
B.2.18.17.2.2	LNP (Standalone)/>=10 circuits/Non-Dispatch/LA(%)	0.00%	0.00%	12.50%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1,2,3,4,5
B.2.18.18.1.1	Digital Loop < DS1/<10 circuits/Dispatch/LA(%)	12.99%	5.41%	9.63%	3.20%	11.57%	1.77%	10.51%	2.27%	9.11%	3.01%	
B.2.18.19.1.1	Digital Loop >= DS1/<10 circuits/Dispatch/LA(%)	3.80%	9.32%	2.52%	5.30%	0.00%	7.38%	2.16%	6.21%	2.75%	7.41%	
	% Provisioning Troubles within 30 Days [P-9]											
B.2.19.2.1.1	Local Interoffice Transport/<10 circuits/Dispatch/LA(%)	8.33%		4.63%		3.54%		3.24%	0.00%	3.49%	0.00%	4,5
B.2.19.3.1.1	Loop + Port Combinations/<10 circuits/Dispatch/LA(%)	6.45%	2.59%	6.40%	8.63%	6.11%	6.60%	5.54%	11.17%	5.36%	5.95%	
B.2.19.3.1.2	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(%)	3.65%	2.87%	3.25%	4.50%	3.49%	6.21%	3.17%	3.03%	3.25%	4.44%	
B.2.19.3.1.3	Loop + Port Combinations/<10 circuits/Switch Based Orders/LA(%)	3.49%	3.01%	3.40%	4.23%	3.79%	6.73%	3.40%	2.96%	3.49%	4.28%	
B.2.19.3.1.4	Loop + Port Combinations/<10 circuits/Dispatch In/LA(%)	3.80%	2.71%	3.04%	4.89%	3.09%	5.46%	2.86%	3.21%	2.89%	4.73%	
B.2.19.3.2.1	Loop + Port Combinations/>=10 circuits/Dispatch/LA(%)	10.07%	0.00%	3.61%	0.00%	7.44%	25.00%	8.75%	0.00%	5.32%	0.00%	1,2,3,4,5
B.2.19.3.2.2	Loop + Port Combinations/>=10 circuits/Non-	1.28%	0.00%	2.91%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	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	
	Dispatch/LA(%)											
B.2.19.3.2.3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/LA(%)	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%	0.00%	0.00%	0.00%	1,2,4,5
B.2.19.3.2.4	Loop + Port Combinations/>=10 circuits/Dispatch In/LA(%)	2.13%	0.00%	3.45%	0.00%	0.00%	0.00%	0.00%		0.00%	0.00%	1,2,3,5
B.2.19.4.1.1	Combo Other/<10 circuits/Dispatch/LA(%)	6.32%		6.20%	33.33%	5.92%	11.76%	5.46%	16.67%	5.22%	6.25%	2
B.2.19.4.1.4	Combo Other/<10 circuits/Dispatch In/LA(%)	6.32%		6.20%		5.92%		5.46%		5.22%	6.25%	
B.2.19.5.1.1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/LA(%)	10.21%	5.32%	9.43%	6.59%	10.23%	7.79%	10.14%	9.52%	9.15%	7.84%	
B.2.19.6.1.1	UNE ISDN/<10 circuits/Dispatch/LA(%)	7.14%	7.89%	5.00%	6.90%	3.48%	9.62%	3.33%	3.13%	2.33%	9.68%	
B.2.19.7.1.1	Line Sharing/<10 circuits/Dispatch/LA(%)	10.21%		9.43%	66.67%	10.23%		10.14%		9.15%	100.0%	2,5
B.2.19.7.1.2	Line Sharing/<10 circuits/Non-Dispatch/LA(%)	8.49%	10.71%	7.80%	11.11%	10.07%	30.00%	8.54%	9.84%	7.69%	44.00%	2
B.2.19.8.1.1	2W Analog Loop Design/<10 circuits/Dispatch/LA(%)	6.45%	4.55%	6.40%	21.43%	6.11%	7.02%	5.54%	6.67%	5.36%	3.33%	
B.2.19.8.2.1	2W Analog Loop Design/>=10 circuits/Dispatch/LA(%)	10.07%	0.00%	3.61%	0.00%	7.44%	0.00%	8.75%	0.00%	5.32%	0.00%	1,2,3,4,5
B.2.19.9.1.1	2W Analog Loop Non-Design/<10 circuits/Dispatch/LA(%)	6.51%	0.00%	6.56%		6.21%	0.00%	5.62%		5.55%	0.00%	1,3,5
B.2.19.9.2.1	2W Analog Loop Non-Design/>=10 circuits/Dispatch/LA(%)	10.26%		4.80%		7.69%		9.09%		8.09%	0.00%	5
B.2.19.10.1.1	2W Analog Loop w/INP Design/<10 circuits/Dispatch/LA(%)	6.45%	0.00%	6.40%		6.11%	0.00%	5.54%		5.36%	0.00%	1,3,5
B.2.19.12.1.1	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(%)	6.45%	0.80%	6.40%	4.20%	6.11%	3.40%	5.54%	0.95%	5.36%	0.00%	
B.2.19.12.2.1	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/LA(%)	10.07%		3.61%	20.00%	7.44%	100.0%	8.75%	0.00%	5.32%	0.00%	2,3,4,5
B.2.19.13.1.1	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/LA(%)	6.51%		6.56%		6.21%		5.62%		5.55%	0.00%	5
B.2.19.13.1.4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/LA(%)	3.81%		3.05%		3.10%		2.87%		2.90%	0.00%	5
B.2.19.13.2.1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/LA(%)	10.26%		4.80%	0.00%	7.69%		9.09%		8.09%		2
B.2.19.14.1.1	Other Design/<10 circuits/Dispatch/LA(%)	3.23%	0.00%	2.00%	0.00%	2.06%	20.00%	3.68%	16.67%	1.76%		1,3,4
B.2.19.15.1.1	Other Non-Design/<10 circuits/Dispatch/LA(%)	6.45%	0.00%	6.40%	16.67%	6.11%		5.54%		5.36%	0.00%	1,2,5
B.2.19.15.1.2	Other Non-Design/<10 circuits/Non-	3.65%		3.25%		3.49%		3.17%	0.00%	3.25%	0.00%	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	
	Dispatch/LA(%)											
B.2.19.16.1.2	INP (Standalone)/<10 circuits/Non-Dispatch/LA(%)	3.67%		3.26%		3.50%		3.18%		3.26%	0.00%	5
B.2.19.17.1.2	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(%)	3.67%		3.26%		3.50%		3.18%	0.00%	3.26%	0.00%	
B.2.19.17.2.2	LNP (Standalone)/>=10 circuits/Non-Dispatch/LA(%)	0.00%		0.00%		0.00%		0.00%	0.00%	0.00%	0.00%	4,5
B.2.19.18.1.1	Digital Loop < DS1/<10 circuits/Dispatch/LA(%)	9.38%	6.06%	8.02%	6.08%	8.36%	8.80%	9.17%	6.19%	7.98%	8.33%	
B.2.19.19.1.1	Digital Loop >= DS1/<10 circuits/Dispatch/LA(%)	1.61%	8.88%	1.52%	6.83%	0.72%	7.95%	0.80%	6.04%	0.54%	5.08%	
	Average Completion Notice Interval - Mechanized [P-5]											
B.2.21.3.1.1	Loop + Port Combinations/<10 circuits/Dispatch/LA(hours)	0.73	0.08	0.75	0.11	1.03	0.17	1.30	0.03	0.79	0.20	
B.2.21.3.1.2	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(hours)	1.10	0.76	1.08	0.79	1.01	0.89	1.01	0.74	0.94	0.77	
B.2.21.3.1.3	Loop + Port Combinations/<10 circuits/Switch Based Orders/LA(hours)	1.48	0.72	1.44	0.77	1.26	0.87	1.13	0.70	1.13	0.74	
B.2.21.3.1.4	Loop + Port Combinations/<10 circuits/Dispatch In/LA(hours)	0.68	0.82	0.63	0.81	0.66	0.95	0.83	0.80	0.66	0.79	
B.2.21.3.2.1	Loop + Port Combinations/>=10 circuits/Dispatch/LA(hours)	2.88	2.16	1.61	0.02	0.47	0.02	12.02	0.02	1.26	0.06	1,2,3,4,5
B.2.21.3.2.2	Loop + Port Combinations/>=10 circuits/Non-Dispatch/LA(hours)	0.72		1.48		4.70	0.02	2.35		1.06	0.58	3,5
B.2.21.3.2.3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/LA(hours)	0.69		0.68		11.79	0.02	0.56		0.58	0.58	3,5
B.2.21.4.1.1	Combo Other/<10 circuits/Dispatch/LA(hours)	16.26		38.39	73.27	5.71		6.19		2.78		2
B.2.21.6.1.1	UNE ISDN/<10 circuits/Dispatch/LA(hours)	40.04	7.01	55.21	7.95	51.33	4.49	112.65	41.61	36.57	10.64	1,2,3,4,5
B.2.21.7.1.1	Line Sharing/<10 circuits/Dispatch/LA(hours)	0.79		0.55		1.50		1.56	0.03	1.03		4
B.2.21.7.1.2	Line Sharing/<10 circuits/Non-Dispatch/LA(hours)	0.70	0.65	0.67	0.53	0.71	0.64	0.71	0.57	0.64		1
B.2.21.8.1.1	2W Analog Loop Design/<10 circuits/Dispatch/LA(hours)	0.73	0.07	0.75	11.47	1.03	14.63	1.30	15.09	0.79	26.18	1
B.2.21.8.2.1	2W Analog Loop Design/>=10 circuits/Dispatch/LA(hours)	2.88	346.70	1.61		0.47	0.17	12.02	3.12	1.26		1,3,4
B.2.21.9.1.1	2W Analog Loop Non-Design/<10	0.61		0.68	0.02	0.96		0.87	0.03	0.69		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	
	circuits/Dispatch/LA(hours)											
B.2.21.12.1.1	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(hours)	0.73	13.05	0.75	1.17	1.03	19.11	1.30	28.36	0.79	1.40	
B.2.21.12.2.1	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/LA(hours)	2.88	2.53	1.61		0.47	3.00	12.02		1.26		1,3
B.2.21.13.1.1	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/LA(hours)	0.61		0.68		0.96		0.87	0.02	0.69	0.02	4,5
B.2.21.13.1.4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/LA(hours)	0.66		0.63		0.65		0.83	0.02	0.65	0.02	4,5
B.2.21.14.1.1	Other Design/<10 circuits/Dispatch/LA(hours)	303.83	3.17	627.39		143.92		171.16		98.51		
B.2.21.17.1.2	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(hours)	1.07	117.25	1.08	0.66	1.00	0.72	1.01	0.58	0.93	0.55	
B.2.21.18.1.1	Digital Loop < DS1/<10 circuits/Dispatch/LA(hours)	16.10	7.01	5.73	7.95	8.72	4.49	15.79	41.61	10.08	10.64	1,2,3,4,5
B.2.21.19.1.1	Digital Loop >= DS1/<10 circuits/Dispatch/LA(hours)	1028.67	58.70	2486.95	43.20	305.23	57.62	190.29	47.32	44.87	34.20	
	Average Completion Notice Interval - Non-Mechanized [P-5]											
B.2.22.2.1.1	Local Interoffice Transport/<10 circuits/Dispatch/LA(hours)								36.50			4
B.2.22.3.1.1	Loop + Port Combinations/<10 circuits/Dispatch/LA(hours)		16.62		20.31		14.79		20.12		20.26	
B.2.22.3.1.2	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(hours)		13.39		16.20		5.75		13.85		14.83	
B.2.22.3.1.3	Loop + Port Combinations/<10 circuits/Switch Based Orders/LA(hours)		14.00		17.00		3.34		12.90		13.56	
B.2.22.3.1.4	Loop + Port Combinations/<10 circuits/Dispatch In/LA(hours)		12.56		15.64		9.04		16.52		18.75	1
B.2.22.3.2.1	Loop + Port Combinations/>=10 circuits/Dispatch/LA(hours)				9.05		37.40				40.07	2,3,5
B.2.22.3.2.2	Loop + Port Combinations/>=10 circuits/Non-Dispatch/LA(hours)		22.18		12.41				26.00		14.00	1,2,4,5
B.2.22.3.2.3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/LA(hours)								14.00		14.00	4,5
B.2.22.3.2.4	Loop + Port Combinations/>=10 circuits/Dispatch In/LA(hours)		22.18		12.41				38.00			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.2.22.4.1.1	Combo Other/<10 circuits/Dispatch/LA(hours)		61.06		62.53		44.22		27.04		41.45	1
B.2.22.5.1.1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/LA(hours)		38.05		44.37		35.76		31.42		36.12	
B.2.22.6.1.1	UNE ISDN/<10 circuits/Dispatch/LA(hours)		67.02		38.42		27.02		24.98		41.60	
B.2.22.7.1.1	Line Sharing/<10 circuits/Dispatch/LA(hours)		22.00						19.40		15.90	1,4,5
B.2.22.7.1.2	Line Sharing/<10 circuits/Non-Dispatch/LA(hours)		14.00		14.00		6.62		22.00		14.00	1,2,4
B.2.22.8.1.1	2W Analog Loop Design/<10 circuits/Dispatch/LA(hours)		39.44		38.10		27.95		30.22		27.06	1
B.2.22.8.2.1	2W Analog Loop Design/>=10 circuits/Dispatch/LA(hours)				36.47							2
B.2.22.9.2.1	2W Analog Loop Non-Design/>=10 circuits/Dispatch/LA(hours)								41.40			4
B.2.22.10.1.1	2W Analog Loop w/INP Design/<10 circuits/Dispatch/LA(hours)				0.02				18.56		9.54	2,4,5
B.2.22.12.1.1	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(hours)		25.43		27.14		22.50		29.56		23.51	
B.2.22.12.2.1	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/LA(hours)		21.02		17.50				10.63			1,2,4
B.2.22.14.1.1	Other Design/<10 circuits/Dispatch/LA(hours)		31.64		37.82		18.55				8.76	2,3,5
B.2.22.15.1.1	Other Non-Design/<10 circuits/Dispatch/LA(hours)		13.82								15.72	1,5
B.2.22.15.1.2	Other Non-Design/<10 circuits/Non-Dispatch/LA(hours)						0.02		14.00			3,4
B.2.22.16.1.2	INP (Standalone)/<10 circuits/Non-Dispatch/LA(hours)								14.00			4
B.2.22.17.1.1	LNP (Standalone)/<10 circuits/Dispatch/LA(hours)		19.50									1
B.2.22.17.1.2	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(hours)		15.62		15.14		2.03		3.68		3.63	
B.2.22.17.2.2	LNP (Standalone)/>=10 circuits/Non-Dispatch/LA(hours)						2.33		6.89		3.92	3,4,5
B.2.22.18.1.1	Digital Loop < DS1/<10 circuits/Dispatch/LA(hours)		53.65		41.29		33.25		30.17		37.81	
B.2.22.19.1.1	Digital Loop >= DS1/<10		38.78		94.50		28.68		38.08		76.54	

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/LA(hours)											
	Disconnect Timeliness [P-13]											
B.2.31	LNP/LA(%)		68.92%		71.32%		73.25%		68.76%		76.91%	
	Service Order Accuracy [P-11]											
B.2.34.1.1.1	Design (Specials)/<10 circuits/Dispatch/LA(%)		96.04%		98.50%		97.78%		100.0%		98.00%	
B.2.34.1.1.2	Design (Specials)/<10 circuits/Non-Dispatch/LA(%)		95.56%		100.0%		100.0%		100.0%		100.0%	
B.2.34.1.2.1	Design (Specials)/>=10 circuits/Dispatch/LA(%)				100.0%		100.0%		100.0%		93.10%	
B.2.34.1.2.2	Design (Specials)/>=10 circuits/Non-Dispatch/LA(%)		50.00%									1
B.2.34.2.1.1	Loops Non-Design/<10 circuits/Dispatch/LA(%)		86.02%		97.14%		98.67%		97.33%		99.09%	
B.2.34.2.1.2	Loops Non-Design/<10 circuits/Non-Dispatch/LA(%)		76.47%		94.67%		97.00%		98.67%		98.33%	
B.2.34.2.2.1	Loops Non-Design/>=10 circuits/Dispatch/LA(%)		57.14%		100.0%		95.71%		98.26%		97.50%	1
B.2.34.2.2.2	Loops Non-Design/>=10 circuits/Non-Dispatch/LA(%)		80.00%		84.48%		100.0%		99.12%		100.0%	
UNBUNDLED NETWORK ELEMENTS - MAINTENANCE AND REPAIR												
	Missed Repair Appointments [M&R-1]											
B.3.1.2.1	Local Interoffice Transport/Dispatch/LA(%)	0.00%	0.00%	0.41%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1,2
B.3.1.2.2	Local Interoffice Transport/Non-Dispatch/LA(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1,2,3
B.3.1.3.1	Loop + Port Combinations/Dispatch/LA(%)	5.82%	3.90%	5.61%	4.70%	7.51%	3.46%	7.26%	8.03%	6.84%	4.12%	
B.3.1.3.2	Loop + Port Combinations/Non-Dispatch/LA(%)	1.73%	1.25%	2.12%	0.72%	1.54%	0.27%	1.49%	3.17%	1.44%	1.69%	
B.3.1.4.1	Combo Other/Dispatch/LA(%)	5.69%	0.00%	5.49%	0.00%	7.40%	0.00%	7.14%	0.00%	6.69%	0.00%	1,2,4,5
B.3.1.4.2	Combo Other/Non-Dispatch/LA(%)	5.69%	0.00%	5.49%	0.00%	7.40%	0.00%	7.14%	0.00%	6.69%	0.00%	1,2,3,5
B.3.1.5.1	xDSL (ADSL, HDSL and UCL)/Dispatch/LA(%)	66.78%	0.00%	63.38%	0.00%	65.65%	0.00%	67.69%	0.00%	60.74%	0.00%	
B.3.1.5.2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/LA(%)	4.57%	0.00%	6.95%	0.00%	8.85%	0.00%	6.26%	0.00%	7.65%	0.00%	1,2,3,4,5
B.3.1.6.1	UNE ISDN/Dispatch/LA(%)	1.25%	0.00%	0.00%	0.00%	2.13%	0.00%	2.22%	6.67%	0.00%	0.00%	
B.3.1.6.2	UNE ISDN/Non-Dispatch/LA(%)	3.01%	0.00%	0.00%	0.00%	1.32%	0.00%	0.00%	0.00%	0.00%	0.00%	1,3
B.3.1.7.1	Line Sharing/Dispatch/LA(%)	66.78%	0.00%	63.38%	0.00%	65.65%	0.00%	67.69%	0.00%	60.74%	0.00%	4
B.3.1.7.2	Line Sharing/Non-Dispatch/LA(%)	4.57%	0.00%	6.95%	25.00%	8.85%	10.34%	6.26%	3.77%	7.65%	0.00%	
B.3.1.8.1	2W Analog Loop Design/Dispatch/LA(%)	5.82%	0.79%	5.61%	0.00%	7.51%	0.00%	7.26%	0.00%	6.84%	0.00%	
B.3.1.8.2	2W Analog Loop Design/Non-Dispatch/LA(%)	5.82%	0.00%	5.61%	0.00%	7.51%	0.00%	7.26%	0.00%	6.84%	0.00%	
B.3.1.9.1	2W Analog Loop Non-Design/Dispatch/LA(%)	5.74%	0.00%	5.48%	0.00%	7.46%	0.00%	7.15%	0.00%	6.68%	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.3.1.9.2	2W Analog Loop Non-Design/Non-Dispatch/LA(%)	1.44%	0.00%	1.87%	0.00%	1.27%	0.00%	1.33%	0.00%	1.33%	0.00%	1
B.3.1.10.1	Other Design/Dispatch/LA(%)	0.78%	0.00%	1.14%	0.00%	1.50%	0.00%	1.64%	0.00%	0.44%	0.00%	1,2,3,4,5
B.3.1.10.2	Other Design/Non-Dispatch/LA(%)	0.81%	0.00%	0.73%	0.00%	0.42%	0.00%	0.74%	0.00%	0.09%	0.00%	1,3,4
B.3.1.11.1	Other Non-Design/Dispatch/LA(%)	5.82%	0.00%	5.61%	11.11%	7.51%	0.00%	7.26%	0.00%	6.84%	0.00%	2,3,4,5
B.3.1.11.2	Other Non-Design/Non-Dispatch/LA(%)	1.73%	0.00%	2.12%	0.00%	1.54%	0.00%	1.49%	0.00%	1.44%	0.00%	1,2,3,4,5
	Customer Trouble Report Rate [M&R-2]											
B.3.2.2.1	Local Interoffice Transport/Dispatch/LA(%)	2.74%	2.38%	2.12%	2.41%	1.88%	0.00%	2.44%	0.00%	1.77%	0.00%	
B.3.2.2.2	Local Interoffice Transport/Non-Dispatch/LA(%)	2.15%	1.19%	1.59%	1.20%	1.69%	1.19%	1.79%	0.00%	1.26%	0.00%	
B.3.2.3.1	Loop + Port Combinations/Dispatch/LA(%)	2.06%	1.56%	1.47%	0.97%	1.88%	1.23%	1.78%	1.37%	1.44%	1.13%	
B.3.2.3.2	Loop + Port Combinations/Non-Dispatch/LA(%)	1.23%	1.12%	0.95%	1.16%	1.09%	1.10%	1.12%	0.91%	0.84%	0.64%	
B.3.2.4.1	Combo Other/Dispatch/LA(%)	1.85%	1.24%	1.35%	3.45%	1.72%	7.93%	1.64%	4.02%	1.32%	2.97%	
B.3.2.4.2	Combo Other/Non-Dispatch/LA(%)	1.85%	1.66%	1.35%	1.15%	1.72%	4.27%	1.64%	5.03%	1.32%	3.81%	
B.3.2.5.1	xDSL (ADSL, HDSL and UCL)/Dispatch/LA(%)	0.49%	0.77%	0.57%	0.69%	0.76%	0.38%	1.05%	0.68%	1.05%	0.88%	
B.3.2.5.2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/LA(%)	1.72%	0.32%	1.45%	0.17%	1.23%	0.24%	1.49%	0.24%	1.51%	0.24%	
B.3.2.6.1	UNE ISDN/Dispatch/LA(%)	0.80%	1.65%	0.71%	1.34%	0.47%	1.34%	0.45%	1.02%	0.46%	1.67%	
B.3.2.6.2	UNE ISDN/Non-Dispatch/LA(%)	1.33%	0.62%	1.18%	1.01%	0.76%	0.53%	1.14%	1.02%	0.73%	0.77%	
B.3.2.7.1	Line Sharing/Dispatch/LA(%)	0.49%	0.00%	0.57%	0.00%	0.76%	0.00%	1.05%	0.36%	1.05%	0.00%	
B.3.2.7.2	Line Sharing/Non-Dispatch/LA(%)	1.72%	3.25%	1.45%	4.75%	1.23%	5.58%	1.49%	9.60%	1.51%	2.11%	
B.3.2.8.1	2W Analog Loop Design/Dispatch/LA(%)	2.06%	1.15%	1.47%	0.78%	1.88%	1.10%	1.78%	0.95%	1.44%	0.45%	
B.3.2.8.2	2W Analog Loop Design/Non-Dispatch/LA(%)	2.06%	0.17%	1.47%	0.21%	1.88%	0.18%	1.78%	0.16%	1.44%	0.15%	
B.3.2.9.1	2W Analog Loop Non-Design/Dispatch/LA(%)	2.20%	3.03%	1.57%	0.00%	2.02%	0.00%	1.90%	0.00%	1.54%	0.00%	
B.3.2.9.2	2W Analog Loop Non-Design/Non-Dispatch/LA(%)	1.17%	1.01%	0.88%	0.00%	1.06%	0.00%	1.06%	0.00%	0.79%	0.00%	
B.3.2.10.1	Other Design/Dispatch/LA(%)	0.44%	3.33%	0.32%	1.23%	0.28%	2.09%	0.33%	1.60%	0.25%	0.56%	
B.3.2.10.2	Other Design/Non-Dispatch/LA(%)	0.42%	1.67%	0.38%	0.00%	0.39%	1.05%	0.48%	0.53%	0.32%	0.00%	
B.3.2.11.1	Other Non-Design/Dispatch/LA(%)	2.06%	1.85%	1.47%	1.57%	1.88%	0.72%	1.78%	1.08%	1.44%	0.98%	
B.3.2.11.2	Other Non-Design/Non-Dispatch/LA(%)	1.23%	0.85%	0.95%	1.05%	1.09%	0.54%	1.12%	1.26%	0.84%	1.18%	
	Maintenance Average Duration [M&R-3]											
B.3.3.2.1	Local Interoffice Transport/Dispatch/LA(hours)	3.51	2.20	3.96	2.28	3.75	0.00	3.56	0.00	3.68	0.00	1,2
B.3.3.2.2	Local Interoffice Transport/Non-Dispatch/LA(hours)	1.77	5.07	1.71	6.03	1.64	4.07	2.06	0.00	1.51	0.00	1,2,3
B.3.3.3.1	Loop + Port Combinations/Dispatch/LA(hours)	25.97	17.66	20.29	12.46	32.85	15.85	24.45	14.34	21.16	13.81	
B.3.3.3.2	Loop + Port Combinations/Non-	9.87	3.14	7.93	4.04	13.32	5.63	8.92	4.59	7.01	4.03	

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/LA(hours)											
B.3.3.4.1	Combo Other/Dispatch/LA(hours)	25.56	6.11	20.03	3.29	32.52	5.76	24.11	4.05	20.87	4.03	1,2,4,5
B.3.3.4.2	Combo Other/Non-Dispatch/LA(hours)	25.56	0.85	20.03	2.67	32.52	1.54	24.11	3.20	20.87	2.24	1,2,3,5
B.3.3.5.1	xDSL (ADSL, HDSL and UCL)/Dispatch/LA(hours)	106.23	4.84	116.64	2.91	71.65	4.02	69.56	3.64	77.20	3.05	
B.3.3.5.2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/LA(hours)	7.10	5.22	15.04	2.09	11.48	4.15	6.40	1.81	7.21	7.95	1,2,3,4,5
B.3.3.6.1	UNE ISDN/Dispatch/LA(hours)	5.85	5.94	5.73	4.68	6.04	3.76	5.82	5.69	4.72	5.03	
B.3.3.6.2	UNE ISDN/Non-Dispatch/LA(hours)	4.12	6.50	3.14	5.14	3.60	5.79	3.20	3.93	2.78	4.28	1,3
B.3.3.7.1	Line Sharing/Dispatch/LA(hours)	106.23	0.00	116.64	0.00	71.65	0.00	69.56	75.26	77.20	0.00	4
B.3.3.7.2	Line Sharing/Non-Dispatch/LA(hours)	7.10	11.21	15.04	13.03	11.48	12.71	6.40	9.01	7.21	8.78	
B.3.3.8.1	2W Analog Loop Design/Dispatch/LA(hours)	25.97	4.77	20.29	4.43	32.85	4.28	24.45	4.86	21.16	4.24	
B.3.3.8.2	2W Analog Loop Design/Non-Dispatch/LA(hours)	25.97	1.93	20.29	2.16	32.85	3.64	24.45	2.29	21.16	2.50	
B.3.3.9.1	2W Analog Loop Non-Design/Dispatch/LA(hours)	26.16	23.48	20.40	0.00	33.09	0.00	24.63	0.00	21.30	0.00	1
B.3.3.9.2	2W Analog Loop Non-Design/Non-Dispatch/LA(hours)	10.49	24.22	8.33	0.00	14.32	0.00	9.42	0.00	7.47	0.00	1
B.3.3.10.1	Other Design/Dispatch/LA(hours)	5.15	4.07	6.32	2.93	15.84	3.71	5.40	5.16	4.81	1.63	1,2,3,4,5
B.3.3.10.2	Other Design/Non-Dispatch/LA(hours)	2.80	4.91	6.20	0.00	9.47	2.90	2.58	17.42	2.10	0.00	1,3,4
B.3.3.11.1	Other Non-Design/Dispatch/LA(hours)	25.97	16.83	20.29	13.30	32.85	26.59	24.45	19.99	21.16	10.70	2,3,4,5
B.3.3.11.2	Other Non-Design/Non-Dispatch/LA(hours)	9.87	7.47	7.93	0.78	13.32	1.51	8.92	1.59	7.01	9.01	1,2,3,4,5
	% Repeat Troubles within 30 Days [M&R-4]											
B.3.4.2.1	Local Interoffice Transport/Dispatch/LA(%)	41.80%	0.00%	39.09%	50.00%	41.28%	0.00%	23.70%	0.00%	26.50%	0.00%	1,2
B.3.4.2.2	Local Interoffice Transport/Non-Dispatch/LA(%)	32.79%	0.00%	36.26%	0.00%	24.49%	0.00%	23.74%	0.00%	17.48%	0.00%	1,2,3
B.3.4.3.1	Loop + Port Combinations/Dispatch/LA(%)	20.83%	16.22%	19.38%	18.38%	18.67%	16.54%	17.72%	12.90%	17.45%	15.98%	
B.3.4.3.2	Loop + Port Combinations/Non-Dispatch/LA(%)	17.97%	21.25%	16.05%	12.19%	16.66%	16.76%	15.25%	14.29%	15.20%	23.31%	
B.3.4.4.1	Combo Other/Dispatch/LA(%)	21.13%	33.33%	19.62%	33.33%	18.80%	53.85%	17.74%	37.50%	17.47%	28.57%	1,2,4,5
B.3.4.4.2	Combo Other/Non-Dispatch/LA(%)	21.13%	25.00%	19.62%	33.33%	18.80%	14.29%	17.74%	40.00%	17.47%	22.22%	1,2,3,5
B.3.4.5.1	xDSL (ADSL, HDSL and UCL)/Dispatch/LA(%)	39.09%	9.09%	37.14%	20.00%	39.03%	27.27%	14.80%	15.00%	17.12%	11.54%	
B.3.4.5.2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/LA(%)	42.44%	11.11%	43.11%	0.00%	40.15%	28.57%	13.84%	14.29%	17.55%	0.00%	1,2,3,4,5
B.3.4.6.1	UNE ISDN/Dispatch/LA(%)	41.25%	20.83%	40.54%	15.00%	31.91%	10.00%	8.89%	33.33%	13.04%	12.50%	
B.3.4.6.2	UNE ISDN/Non-Dispatch/LA(%)	26.32%	33.33%	34.43%	20.00%	36.84%	25.00%	5.26%	20.00%	17.81%	9.09%	1,3
B.3.4.7.1	Line Sharing/Dispatch/LA(%)	39.09%	0.00%	37.14%	0.00%	39.03%	0.00%	14.80%	50.00%	17.12%	0.00%	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.3.4.7.2	Line Sharing/Non-Dispatch/LA(%)	42.44%	30.77%	43.11%	25.00%	40.15%	27.59%	13.84%	30.19%	17.55%	69.23%	
B.3.4.8.1	2W Analog Loop Design/Dispatch/LA(%)	20.83%	16.54%	19.38%	6.90%	18.67%	10.40%	17.72%	10.00%	17.45%	3.85%	
B.3.4.8.2	2W Analog Loop Design/Non-Dispatch/LA(%)	20.83%	26.32%	19.38%	26.09%	18.67%	5.00%	17.72%	5.26%	17.45%	5.88%	
B.3.4.9.1	2W Analog Loop Non-Design/Dispatch/LA(%)	20.90%	0.00%	19.47%	0.00%	18.74%	0.00%	17.84%	0.00%	17.51%	0.00%	1
B.3.4.9.2	2W Analog Loop Non-Design/Non-Dispatch/LA(%)	18.15%	0.00%	16.27%	0.00%	16.32%	0.00%	15.24%	0.00%	15.36%	0.00%	1
B.3.4.10.1	Other Design/Dispatch/LA(%)	36.08%	50.00%	37.40%	0.00%	33.13%	25.00%	23.01%	0.00%	23.53%	0.00%	1,2,3,4,5
B.3.4.10.2	Other Design/Non-Dispatch/LA(%)	35.95%	0.00%	33.77%	0.00%	32.35%	50.00%	20.80%	100.0%	21.85%	0.00%	1,3,4
B.3.4.11.1	Other Non-Design/Dispatch/LA(%)	20.83%	38.46%	19.38%	0.00%	18.67%	25.00%	17.72%	0.00%	17.45%	0.00%	2,3,4,5
B.3.4.11.2	Other Non-Design/Non-Dispatch/LA(%)	17.97%	33.33%	16.05%	16.67%	16.66%	0.00%	15.25%	28.57%	15.20%	16.67%	1,2,3,4,5
	Out of Service > 24 hours [M&R-5]											
B.3.5.2.1	Local Interoffice Transport/Dispatch/LA(%)	0.00%	0.00%	0.41%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1,2
B.3.5.2.2	Local Interoffice Transport/Non-Dispatch/LA(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1,2,3
B.3.5.3.1	Loop + Port Combinations/Dispatch/LA(%)	27.58%	17.48%	21.02%	7.24%	40.11%	18.18%	29.50%	18.47%	23.24%	15.51%	
B.3.5.3.2	Loop + Port Combinations/Non-Dispatch/LA(%)	17.47%	1.27%	12.86%	1.77%	25.84%	3.02%	14.46%	1.39%	9.95%	1.74%	
B.3.5.4.1	Combo Other/Dispatch/LA(%)	26.76%	0.00%	20.45%	0.00%	39.36%	0.00%	28.75%	0.00%	22.61%	0.00%	1,2,4,5
B.3.5.4.2	Combo Other/Non-Dispatch/LA(%)	26.76%	0.00%	20.45%	0.00%	39.36%	0.00%	28.75%	0.00%	22.61%	0.00%	1,2,3,5
B.3.5.5.1	xDSL (ADSL, HDSL and UCL)/Dispatch/LA(%)	66.78%	0.00%	63.38%	0.00%	65.65%	0.00%	67.69%	0.00%	60.74%	0.00%	
B.3.5.5.2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/LA(%)	4.57%	0.00%	6.95%	0.00%	8.85%	0.00%	6.26%	0.00%	7.65%	0.00%	1,2,3,4,5
B.3.5.6.1	UNE ISDN/Dispatch/LA(%)	1.25%	0.00%	0.00%	0.00%	2.13%	0.00%	2.22%	6.67%	0.00%	0.00%	
B.3.5.6.2	UNE ISDN/Non-Dispatch/LA(%)	3.01%	0.00%	0.00%	0.00%	1.32%	0.00%	0.00%	0.00%	0.00%	0.00%	1,3
B.3.5.7.2	Line Sharing/Non-Dispatch/LA(%)	4.57%	0.00%	6.95%	0.00%	8.85%	0.00%	6.26%	50.00%	7.65%	0.00%	3,4
B.3.5.8.1	2W Analog Loop Design/Dispatch/LA(%)	27.58%	0.79%	21.02%	0.00%	40.11%	0.00%	29.50%	0.00%	23.24%	0.00%	
B.3.5.8.2	2W Analog Loop Design/Non-Dispatch/LA(%)	27.58%	0.00%	21.02%	0.00%	40.11%	0.00%	29.50%	0.00%	23.24%	0.00%	
B.3.5.10.1	Other Design/Dispatch/LA(%)	0.78%	0.00%	1.14%	0.00%	1.50%	0.00%	1.64%	0.00%	0.44%	0.00%	1,2,3,4,5
B.3.5.10.2	Other Design/Non-Dispatch/LA(%)	0.81%	0.00%	0.73%	0.00%	0.42%	0.00%	0.74%	0.00%	0.09%	0.00%	1,3,4
B.3.5.11.1	Other Non-Design/Dispatch/LA(%)	27.58%	20.00%	21.02%	0.00%	40.11%	0.00%	29.50%	40.00%	23.24%	0.00%	1,2,3,4,5
B.3.5.11.2	Other Non-Design/Non-Dispatch/LA(%)	17.47%	25.00%	12.86%	0.00%	25.84%	0.00%	14.46%	0.00%	9.95%	33.33%	1,2,4,5
UNBUNDLED NETWORK ELEMENTS - BILLING												
	Invoice Accuracy [B-1]											
B.4.1	LA(%)	99.21%	85.92%	95.71%	99.22%	99.08%	91.52%	98.80%	99.92%	99.15%	99.99%	
	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												

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
	% Rejected Service Requests [O-7]											
C.1.1	Local Interconnection Trunks/LA(%)		41.67%		66.67%		76.92%		55.32%		40.00%	
	Reject Interval [O-8]											
C.1.2	Local Interconnection Trunks/LA(%)		100.0%		93.33%		100.0%		96.15%		100.0%	1,5
	FOC Timeliness [O-9]											
C.1.3	Local Interconnection Trunks/LA(%)		94.40%		97.73%		100.0%		97.50%		100.0%	
	FOC & Reject Response Completeness [O-11]											
C.1.4	Local Interconnection Trunks/LA(%)		100.0%		100.0%		84.61%		100.0%		100.0%	
LOCAL INTERCONNECTION TRUNKS - PROVISIONING												
	Order Completion Interval [P-4]											
C.2.1	Local Interconnection Trunks/LA(days)	24.07	7.00	30.39	38.40	29.45	18.00	24.78	17.33	21.57	22.50	1,2,3,4,5
	% Jeopardies [P-2]											
C.2.3	Local Interconnection Trunks/LA(%)	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
	% Missed Installation Appointments [P-3]											
C.2.5	Local Interconnection Trunks/LA(%)	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]											
C.2.6	Local Interconnection Trunks/LA(%)	0.00%	0.00%	0.00%	0.00%	1.72%	0.00%	0.47%	0.00%	0.30%	0.83%	
	Average Completion Notice Interval [P-5]											
C.2.7	Local Interconnection Trunks/LA(hours)	10.51	0.02	48.21	0.02	39.91	0.02	30.07	3.72	12.15	35.30	1,2,3,4,5
	Total Service Order Cycle Time [P-10]											
C.2.8	Local Interconnection Trunks/LA(days)	*UD*		*UD*		*UD*			18.00		16.67	4,5
	% Completions w/o Notice or < 24 hours [P]											
C.2.10.1	Local Interconnection Trunks/Dispatch/LA(%)	*NA*			100.0%		100.0%		100.0%		0.00%	2,3,4,5
	Service Order Accuracy [P-11]											
C.2.11.1.1	Local Interconnection Trunks/<10 circuits/Dispatch/LA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	
C.2.11.1.2	Local Interconnection Trunks/<10 circuits/Non-Dispatch/LA(%)		100.0%		92.31%		100.0%		100.0%		100.0%	
C.2.11.2.1	Local Interconnection Trunks/>=10 circuits/Dispatch/LA(%)		100.0%		100.0%		100.0%		100.0%			2,3,4
C.2.11.2.2	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/LA(%)		96.15%		100.0%		100.0%		100.0%		100.0%	2,3,5
LOCAL INTERCONNECTION TRUNKS - MAINTENANCE AND REPAIR												
	Missed Repair Appointments [M&R-1]											
C.3.1.1	Local Interconnection Trunks/Dispatch/LA(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1,3,4

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
C.3.1.2	Local Interconnection Trunks/Non-Dispatch/LA(%)	0.00%	0.00%	4.41%	0.00%	10.20%	0.00%	7.37%	0.00%	6.67%	0.00%	2,3,4,5
	Customer Trouble Report Rate [M&R-2]											
C.3.2.1	Local Interconnection Trunks/Dispatch/LA(%)	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	
C.3.2.2	Local Interconnection Trunks/Non-Dispatch/LA(%)	0.04%	0.00%	0.05%	0.00%	0.07%	0.03%	0.07%	0.02%	0.02%	0.01%	
	Maintenance Average Duration [M&R-3]											
C.3.3.1	Local Interconnection Trunks/Dispatch/LA(hours)	7.12	10.65	10.07	0.00	2.00	5.53	0.00	1.30	2.00	0.00	1,3,4
C.3.3.2	Local Interconnection Trunks/Non-Dispatch/LA(hours)	0.42	0.00	3.09	2.40	18.76	2.95	5.99	4.27	3.52	2.00	2,3,4,5
	% Repeat Troubles within 30 Days [M&R-4]											
C.3.4.1	Local Interconnection Trunks/Dispatch/LA(%)	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1,3,4
C.3.4.2	Local Interconnection Trunks/Non-Dispatch/LA(%)	3.77%	0.00%	5.88%	0.00%	14.29%	37.50%	12.63%	0.00%	10.00%	0.00%	2,3,4,5
	Out of Service > 24 hours [M&R-5]											
C.3.5.1	Local Interconnection Trunks/Dispatch/LA(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1,3,4
C.3.5.2	Local Interconnection Trunks/Non-Dispatch/LA(%)	0.00%	0.00%	4.41%	0.00%	10.20%	0.00%	7.37%	0.00%	6.67%	0.00%	2,3,4,5
LOCAL INTERCONNECTION TRUNKS - BILLING												
	Invoice Accuracy [B-1]											
C.4.1	LA(%)	99.21%	98.31%	95.71%	99.41%	99.08%	99.22%	98.80%	99.75%	99.15%	98.36%	
	Mean Time to Deliver Invoices - CABS [B-2]											
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 [TGP-1]											
C.5.1	LA		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%	

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.1.1.8	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	
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	CRSECSRL/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	CRSECSRL/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

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.1.4.4.2	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	TAG/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	TAG/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%	
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%	

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.2.5.3	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%	
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/LA (calendar days)		7		8						7	1,2,5
E.1.1.2	Physical Caged/LA (calendar days)		7						20		13	1
E.1.1.3	Physical Cageless/LA (calendar days)		7		8		7		9			1
	Average Arrangement Time [C-2]											
E.1.2.1	Virtual-Ordinary/LA (calendar days)								31			4
E.1.2.4	Physical Caged-Augments - No Additional Space Req./LA (calendar days)				39				15		6	2,4,5
E.1.2.5	Physical Cageless-Ordinary/LA (calendar days)		80						33		32	1,4,5
E.1.2.7	Physical Cageless-Augments - No Additional Space Req./LA (calendar days)				34		2		19		26	2,3
	% Due Dates Missed [C-3]											
E.1.3.1	Virtual/LA (%)								0.00%			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	
E.1.3.2	Physical Caged/LA (%)				0.00%		0.00%		0.00%		0.00%	2,3,4,5
E.1.3.3	Physical Cageless/LA (%)		0.00%						0.00%		0.00%	1
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%	
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/LA(%)		50.00%				100.0%		100.0%			1,3,4
	Loop Makeup Inquiry (Electronic) [PO-2]											
F.2.2	Loops/LA(%)		97.42%		100.0%		99.45%		99.51%		99.43%	
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	LA(seconds)		5.84		5.30		5.23		5.45		5.18	
	% Answered in 30 seconds [OS-2]											
F.6.2	LA(%)		95.80%		96.50%		96.60%		96.10%		96.60%	
GENERAL - DIRECTORY ASSISTANCE												

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
	Average Speed to Answer [DA-1]											
F.7.1	LA(seconds)		4.85		4.26		5.59		4.39		4.33	
	% Answered in 20 seconds [DA-2]											
F.7.2	LA(%)		96.30%		97.00%		94.40%		97.10%		97.30%	
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]											
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/LA(%)	88.63%	97.99%	86.92%	99.06%	87.56%	98.30%	88.16%	99.14%	86.53%	97.60%	
F.9.5.2	UNE/LA(%)		91.43%		98.40%		99.41%		99.51%		85.38%	
F.9.5.3	Interconnection/LA(%)		69.50%		87.32%		72.74%		97.24%		98.16%	
	Non-Recurring Charge Completeness [B-8]											
F.9.6.1	Resale/LA(%)	86.12%	98.84%	86.77%	97.60%	82.64%	95.99%	93.62%	83.24%	91.45%	99.01%	
F.9.6.2	UNE/LA(%)		98.41%		97.21%		98.77%		97.12%		98.65%	
F.9.6.3	Interconnection/LA(%)		91.12%		85.74%		86.53%		82.44%		89.17%	
GENERAL - CHANGE MANAGEMENT												
	% Software Release Notices Sent On Time [CM-1]											
F.10.1	LA(%)		50.00%		100.0%				50.00%		100.0%	1,2,4,5
	Average Software Release Notice Delay Days [CM-2]											
F.10.2	LA(average)		-6						26			1,4
	% Change Management Documentation Sent On Time [CM-3A]											
F.10.3	LA(%)		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	LA(%)										100.0%	5
	Average Documentation Release Delay Days [CM-4]											
F.10.5	LA(average)				-16		16				24	2,3,5
	% CLEC Interface Outages Sent within 15 Minutes [CM-5]											
F.10.6	LA(%)		100.0%		100.0%		100.0%		100.0%		100.0%	
GENERAL - NEW BUSINESS REQUESTS												

Metric Number	Metric Name [SQM Number] and Disaggregation	October		November		December		January		February		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
	% New Business Requests Processed within 30 Business Days [BFR-1]											
F.11.1	Region(%)		100.0%									1
GENERAL - ORDERING												
	Acknowledgement Message Timeliness [O-1]											
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