Appendix D

Mississippi Performance Metrics

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

Metrics with no retail analog provided are usually compared with a benchmark. Note that for some metrics during the period provided there may be changes in the metric definition, or changes in the retail analog applied, making it difficult to compare data

Note: All data was calculated using BellSouth's data platform PMAP 4.0. The March data in this appendix were not taken from the MSS reports, which for that month were calculated using PMAP 2.6, but instead were calculated using PMAP 4.0 by BellSouth. This data also conforms to the Georgia Service Quality Measurement business rules that govern the regular MSS reports.

PERFORMANCE METRIC CATEGORIES

Metric No.	SQM No.	Metric Name
RESALE		
Ordering		
A.1.1	O-7	% Rejected Service Requests – Mech.
A.1.2	O-7	% Rejected Service Requests - Partially Mech.
A.1.3	O-7	% Rejected Service Requests - Non-Mech.
A.1.4	O-8	Reject Interval – Mech.
A.1.7	O-8	Reject Interval - Partially Mech. – 10 hours
A.1.8	O-8	Reject Interval - Non-Mech.
A.1.9	O-9	FOC Timeliness – Mech.
A.1.12	O-9	FOC Timeliness - Partially Mech. - 10 hours
A.1.13	O-9	FOC Timeliness - Non-Mech.
A.1.14	O-11	FOC & Reject Response Completeness - Mech.
A.1.15	O-11	FOC & Reject Response Completeness - Partially Mech.
A.1.16	O-11	FOC & Reject Response Completeness - Non-Mech.
Provisioning		
A.2.1	P-4	Order Completion Interval
A.2.4	P-2	% Jeopardies - Mech.
A.2.5	P-2	% Jeopardies - Non-Mech.
A.2.7	P-2	Average Jeopardy Notice Interval - Mech.
A.2.8	P-2	Average Jeopardy Notice Interval - Non-Mech.
A.2.9	P-2	% Jeopardy Notice >= 48 hours - Mech.
A.2.10	P-2	% Jeopardy Notice >= 48 hours - Non-Mech.
A.2.11	P-3	% Missed Installation Appointments
A.2.12	P-9	% Provisioning Troubles within 30 Days
A.2.14	P-5	Average Completion Notice Interval - Mech.
A.2.15	P-5	Average Completion Notice Interval - Non-Mech.
A.2.25	P-11	Service Order Accuracy
Maintenance and Repair		
A.3.1	M&R-1	Missed Repair Appointments
A.3.2	M&R-2	Customer Trouble Report Rate
A.3.3	M&R-3	Maintenance Average Duration
A.3.4	M&R-4	% Repeat Troubles within 30 Days
A.3.5	M&R-5	Out of Service > 24 hours
Billing		
A.4.1	B-1	Invoice Accuracy
A.4.2	B-2	Mean Time to Deliver Invoices – CRIS
UNBUNDLED NETWORK ELEMENTS		
Ordering		
B.1.1	O-7/O-13	% Rejected Service Requests – Mech.
B.1.2	O-7/O-13	% Rejected Service Requests - Partially Mech.
B.1.3	O-7/O-13	% Rejected Service Requests - Non-Mech.
B.1.4	O-8/O-14	Reject Interval – Mech.
B.1.7	O-8/O-14	Reject Interval - Partially Mech. - 10 hours
B.1.8	O-8/O-14	Reject Interval - Non-Mech.
B.1.9	O-9/O-15	FOC Timeliness – Mech.
B.1.12	O-9/O-15	FOC Timeliness - Partially Mech. - 10 hours
B.1.13	O-9/O-15	FOC Timeliness - Non-Mech.
B.1.14	O-11	FOC & Reject Response Completeness – Mech.
B.1.15	O-11	FOC & Reject Response Completeness – Partially Mech.
B.1.16	O-11	FOC & Reject Response Completeness - Non-Mech.
Provisioning		
B.2.1	P-4	Order Completion Interval
B.2.2	P-4	Order Completion Interval within X days - xDSL
B.2.5	P-2	% Jeopardies – Mech.
B.2.6	P-2	% Jeopardies - Non-Mech.
B.2.8	P-2	Average Jeopardy Notice Interval - Mech.
B.2.9	P-2	Average Jeopardy Notice Interval - Non-Mech.
B.2.10	P-2	% Jeopardy Notice >= 48 hours - Mech.
B.2.11	P-2	% Jeopardy Notice >= 48 hours - Non-Mech.
B.2.12	P-7	Coordinated Customers Conversions
B.2.13	P-7A	% Hot Cuts > 15 minutes Early
B.2.14	P-7A	Hot Cut Timeliness
B.2.15	P-7A	% Hot Cuts > 15 minutes Late
B.2.16	P-7B	Average Recovery Time - CCC

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

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

Metric No.	SQM No.	Metric Name
Ordering		
F.4.1	O-12	Average Speed of Answer
Maintenance Center		
F.5.1	M&R-6	Average Answer Time
Operator Services (Toll)		
F.6.1	OS-1	Average Speed to Answer
F.6.2	OS-2	% Answered in 10 seconds
Directory Assistance		
F.7.1	DA-1	Average Speed to Answer
F.7.2	DA-2	% Answered in 10 seconds
Billing		
F.9.1	B-3	Usage Data Delivery Accuracy
F.9.2	B-5	Usage Data Delivery Timeliness
F.9.3	B-4	Usage Data Delivery Completeness
F.9.4	B-6	Mean Time to Deliver Usage
F.9.5	B-7	Recurring Charge Completeness
F.9.6	B-8	Non-Recurring Charge Completeness
Change Management		
F.10.1	CM-1	% Software Release Notices Sent On Time
F.10.2	CM-2	Average Software Release Notice Delay Days
F.10.3	CM-3A	% Change Management Documentation Sent On Time
F.10.4	CM-3B	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time
F.10.5	CM-4	Average Documentation Release Delay Days
F.10.6	CM-5	% CLEC Interface Outages Sent within 15 Minutes
New Business Requests		
F.11.1	BFR-1	% New Business Requests Processed in 30 Bus. Days
F.11.2	BFR-2A	% Quotes Provided within X Business Days
Ordering		
F.12.1	O-1	Acknowledgement Message Timeliness
F.12.2	O-2	Acknowledgement Message Completeness

Metric No.	SQM No.	Metric Name
Database Updates		
F.13.1	D-1	Average Database Update Interval
F.13.2	D-2	% Update Accuracy
F.13.3	D-3	% NXXs / LRNs Loaded by LERG Effective Date
Network Outage Notification		
F.14.1	M&R-7	Mean Time to Notify CLEC of Major Network Outages

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March BST	March CLEC	April BST	April CLEC	May BST	May CLEC	June BST	June CLEC	Notes
RESALE - ORDERING										
	% Rejected Service Requests - Mechanized [O-7]									
A.1.1.1	Residence/MS(%)		8.43%		8.90%		7.35%		8.77%	
A.1.1.2	Business/MS(%)		20.15%		22.94%		25.32%		25.98%	
	% Rejected Service Requests - Partially Mechanized [O-7]									
A.1.2.1	Residence/MS(%)		21.76%		18.55%		30.08%		33.01%	
A.1.2.2	Business/MS(%)		26.80%		37.93%		36.59%		30.00%	
A.1.2.4	PBX/MS(%)		0.00%		33.33%		0.00%		66.67%	1,2,3,4
	% Rejected Service Requests - Non-Mechanized [O-7]									
A.1.3.1	Residence/MS(%)		40.00%		42.25%		57.61%		53.49%	
A.1.3.2	Business/MS(%)		40.00%		36.44%		57.28%		50.62%	
A.1.3.3	Design (Specials)/MS(%)		35.71%		11.85%		10.74%		38.41%	
A.1.3.4	PBX/MS(%)		63.64%		35.71%		25.00%		40.00%	3
A.1.3.5	Centrex/MS(%)						47.06%		34.04%	
A.1.3.6	ISDN/MS(%)		50.00%		40.00%		33.33%		33.33%	1,4
	Reject Interval - Mechanized [O-8]									
A.1.4.1	Residence/MS(%)		89.96%		96.98%		95.58%		97.68%	
A.1.4.2	Business/MS(%)		96.30%		92.45%		98.31%		96.97%	
	Reject Interval - Partially Mechanized - 10 hours [O-8]									
A.1.7.1	Residence/MS(%)		94.08%		91.89%		94.07%		96.63%	
A.1.7.2	Business/MS(%)		91.04%		97.73%		97.40%		98.33%	
A.1.7.4	PBX/MS(%)				0.00%				75.00%	2,4
	Reject Interval - Non-Mechanized [O-8]									
A.1.8.1	Residence/MS(%)		100.00%		100.00%		98.15%		97.92%	
A.1.8.2	Business/MS(%)		100.00%		97.67%		100.00%		100.00%	
A.1.8.3	Design (Specials)/MS(%)		100.00%		92.00%		100.00%		98.28%	
A.1.8.4	PBX/MS(%)		85.71%		60.00%		100.00%		100.00%	2,3,4
A.1.8.5	Centrex/MS(%)						100.00%		94.44%	3
A.1.8.6	ISDN/MS(%)		100.00%		83.33%		75.00%		100.00%	1,2,3,4
	FOC Timeliness - Mechanized [O-9]									
A.1.9.1	Residence/MS(%)		99.60%		99.45%		99.09%		99.69%	
A.1.9.2	Business/MS(%)		99.52%		100.00%		100.00%		100.00%	
	FOC Timeliness - Partially Mechanized - 10 hours [O-9]									

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.1.12.1	Residence/MS(%)		92.93%		93.14%		88.96%		90.73%	
A.1.12.2	Business/MS(%)		93.68%		97.92%		96.75%		96.10%	
A.1.12.4	PBX/MS(%)		50.00%		50.00%		50.00%		25.00%	1,2,3,4
	FOC Timeliness - Non-Mechanized [O-9]									
A.1.13.1	Residence/MS(%)		100.00%		97.67%		100.00%		100.00%	
A.1.13.2	Business/MS(%)		100.00%		98.08%		100.00%		96.97%	
A.1.13.3	Design (Specials)/MS(%)		100.00%		99.39%		97.66%		97.47%	
A.1.13.4	PBX/MS(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
A.1.13.5	Centrex/MS(%)						100.00%		100.00%	3
A.1.13.6	ISDN/MS(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
	FOC & Reject Response Completeness - Mechanized [O-11]									
A.1.14.1.1	Residence/EDI/MS(%)		99.51%		99.36%		98.50%		100.00%	
A.1.14.1.2	Residence/TAG/MS(%)		99.36%		99.46%		99.15%		99.98%	
A.1.14.2.1	Business/EDI/MS(%)		100.00%		100.00%		82.35%		100.00%	
A.1.14.2.2	Business/TAG/MS(%)		98.00%		91.36%		93.52%		100.00%	
	FOC & Reject Response Completeness - Partially Mechanized [O-11]									
A.1.15.1.1	Residence/EDI/MS(%)		100.00%		91.43%		88.89%		100.00%	3
A.1.15.1.2	Residence/TAG/MS(%)		99.84%		99.78%		99.94%		100.00%	
A.1.15.2.1	Business/EDI/MS(%)		100.00%		100.00%		100.00%		100.00%	3
A.1.15.2.2	Business/TAG/MS(%)		100.00%		100.00%		100.00%		100.00%	
A.1.15.4.2	PBX/TAG/MS(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
	FOC & Reject Response Completeness - Non-Mechanized [O-11]									
A.1.16.1	Residence/MS(%)		95.38%		100.00%		98.91%		98.84%	
A.1.16.2	Business/MS(%)		97.00%		96.61%		98.06%		91.36%	
A.1.16.3	Design (Specials)/MS(%)		90.00%		89.10%		93.96%		90.73%	
A.1.16.4	PBX/MS(%)		95.45%		100.00%		100.00%		100.00%	3
A.1.16.5	Centrex/MS(%)						88.24%		93.62%	
A.1.16.6	ISDN/MS(%)		100.00%		100.00%		100.00%		100.00%	1,4
RESALE - PROVISIONING										
	Order Completion Interval [P-4]									
A.2.1.1.1	Residence/<10 circuits/Dispatch/MS(days)	6.29	5.61	6.26	5.42	5.64	4.91	5.31	4.68	
A.2.1.1.2	Residence/<10 circuits/Non-Dispatch/MS(days)	0.74	0.63	0.79	0.55	0.77	0.54	0.76	0.56	
A.2.1.1.2.1	Residence/<10 circuits/Dispatch/MS(days)	5.80		5.38	5.00	4.58	4.00	7.45		2,3

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.2.1.2.1.1	Business/<10 circuits/Dispatch/MS(days)	2.59	2.68	3.10	2.65	3.67	2.64	4.54	2.81	
A.2.1.2.1.2	Business/<10 circuits/Non-Dispatch/MS(days)	1.12	0.68	1.35	0.77	1.32	0.95	1.08	0.64	
A.2.1.2.2.1	Business/>=10 circuits/Dispatch/MS(days)	9.33	1.00	14.48	9.00	11.00		6.21		1,2
A.2.1.3.1.1	Design (Specials)/<10 circuits/Dispatch/MS(days)	24.58	9.00	19.56	1.92	22.40	8.00	21.15	8.75	1,3,4
A.2.1.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/MS(days)	6.11	2.76	10.26	3.19	4.90	2.87	7.58	3.48	1,2,3,4
A.2.1.4.1.2	PBX/<10 circuits/Non-Dispatch/MS(days)	4.96	3.54	1.66	2.00	4.50	2.63	1.83	1.48	1,2,3,4
A.2.1.4.2.2	Design (Specials)/<10 circuits/Dispatch/KY(days)	0.53	2.00	1.76	0.33	1.98	6.00	3.44		1,2,3
A.2.1.5.1.1	Centrex/<10 circuits/Dispatch/MS(days)	4.29	3.00	5.42		5.76		4.87		1
A.2.1.5.1.2	Centrex/<10 circuits/Non-Dispatch/MS(days)	1.32	0.33	1.45	2.50	1.38	2.00	1.05	2.37	1,2,3
A.2.1.5.2.2	Centrex/>=10 circuits/Non-Dispatch/MS(days)	1.21		3.61		1.89		0.67		
A.2.1.6.1.1	ISDN/<10 circuits/Dispatch/MS(days)	19.41		22.17		22.77	12.00	13.61	12.00	3,4
A.2.1.6.1.2	ISDN/<10 circuits/Non-Dispatch/MS(days)	3.93	10.00	13.16	1.67	10.26		3.86	2.40	1,2,4
A.2.1.6.2.2	ISDN/>=10 circuits/Non-Dispatch/MS(days)	4.63		7.48		7.25		11.37	3.00	4
	% Jeopardies - Mechanized [P-2]									
A.2.4.1	Residence/MS(%)	0.68%	1.22%	0.71%	1.11%	0.63%	0.77%	0.55%	0.74%	
A.2.4.2	Business/MS(%)	1.59%	1.18%	2.26%	0.89%	2.44%	1.19%	1.91%	0.40%	
A.2.4.3	Design (Specials)/MS(%)	13.41%		20.06%	0.00%	12.94%		13.05%	0.00%	4
A.2.4.4	PBX/MS(%)	3.31%	0.00%	4.08%	0.00%	3.33%	0.00%	2.17%	0.00%	1,2,3,4
A.2.4.5	Centrex/MS(%)	2.66%		1.44%	0.00%	2.02%		1.18%	0.00%	2,4
A.2.4.6	ISDN/MS(%)	6.85%		8.60%	0.00%	9.87%		3.78%		2
	% Jeopardies - Non-Mechanized [P-2]									
A.2.5.1	Residence/MS(%)		0.00%		1.77%		0.00%		2.61%	
A.2.5.2	Business/MS(%)		2.13%		1.23%		0.00%		0.00%	
A.2.5.3	Design (Specials)/MS(%)		20.83%		19.23%		38.38%		33.33%	
A.2.5.4	PBX/MS(%)		0.00%		0.00%		0.00%		0.00%	4
A.2.5.5	Centrex/MS(%)		0.00%		0.00%		0.00%		0.00%	2,3
A.2.5.6	ISDN/MS(%)		0.00%		0.00%		25.00%		0.00%	2,3,4
	Average Jeopardy Notice Interval - Mechanized [P-2]									
A.2.7.1	Residence/MS(hours)		170.14		151.68		134.80		138.60	
A.2.7.2	Business/MS(hours)		103.89		156.53		162.19			1,2,3
	Average Jeopardy Notice Interval - Non-Mechanized [P-2]									
A.2.8.1	Residence/MS(hours)				93.17				132.55	2,4

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.2.8.2	Business/MS(hours)		51.63		63.95					1,2
A.2.8.3	Design (Specials)/MS(hours)		427.19		409.26		765.60		683.37	1,2
A.2.8.6	ISDN/MS(hours)						39.63			3
	% Jeopardy Notice >= 48 hours - Mechanized [P-2]									
A.2.9.1	Residence/MS(%)		98.81%		98.82%		100.00%		100.00%	
A.2.9.2	Business/MS(%)		75.00%		100.00%		100.00%			1,2,3
	% Jeopardy Notice >= 48 hours - Non-Mechanized [P-2]									
A.2.10.1	Residence/MS(%)				100.00%				33.33%	2,4
A.2.10.2	Business/MS(%)		100.00%		100.00%					1,2
A.2.10.3	Design (Specials)/MS(%)		100.00%		100.00%		100.00%		100.00%	1,2
A.2.10.6	ISDN/MS(%)						0.00%			3
	% Missed Installation Appointments [P-3]									
A.2.11.1.1.1	Residence/<10 circuits/Dispatch/MS(%)	6.01%	2.08%	8.53%	2.90%	8.21%	3.85%	7.77%	3.85%	
A.2.11.1.1.2	Residence/<10 circuits/Non-Dispatch/MS(%)	0.02%	0.01%	0.10%	0.14%	0.01%	0.16%	0.01%	0.10%	
A.2.11.1.2.1	Residence/>=10 circuits/Dispatch/MS(%)	0.00%		12.50%	0.00%	6.67%	0.00%	16.67%		2,3
A.2.11.2.1.1	Business/<10 circuits/Dispatch/MS(%)	1.98%	4.71%	2.25%	1.89%	2.83%	5.17%	4.89%	0.00%	
A.2.11.2.1.2	Business/<10 circuits/Non-Dispatch/MS(%)	0.01%	0.00%	0.01%	0.39%	0.04%	0.39%	0.08%	0.00%	
A.2.11.2.2.1	Business/>=10 circuits/Dispatch/MS(%)	12.00%	0.00%	3.23%	0.00%	7.41%	0.00%	5.56%		1,2,3
A.2.11.3.1.1	Design (Specials)/<10 circuits/Dispatch/MS(%)	2.91%	0.00%	2.97%	0.00%	2.02%	0.00%	2.88%	0.00%	
A.2.11.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/MS(%)	1.23%	0.00%	0.00%	0.00%	0.32%	0.00%	1.98%	0.00%	
A.2.11.4.1.2	PBX/<10 circuits/Non-Dispatch/MS(%)	3.26%	0.00%	0.00%	0.00%	0.00%	0.00%	1.82%	0.00%	
A.2.11.4.2.2	PBX/>=10 circuits/Non-Dispatch/MS(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		1,2,3
A.2.11.5.1.1	Design (Specials)/<10 circuits/Non-Dispatch/KY(%)	3.10%	0.00%	3.28%		2.44%		6.34%		1
A.2.11.5.1.2	Centrex/<10 circuits/Non-Dispatch/MS(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1,2,3
A.2.11.5.2.2	Centrex/>=10 circuits/Non-Dispatch/MS(%)	0.00%	0.00%	0.00%		0.00%		0.00%		
A.2.11.6.1.1	ISDN/<10 circuits/Dispatch/MS(%)	1.32%		2.80%		5.30%	0.00%	1.10%	0.00%	3,4
A.2.11.6.1.2	ISDN/<10 circuits/Non-Dispatch/MS(%)	0.56%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2,3,4
A.2.11.6.2.2	ISDN/>=10 circuits/Non-Dispatch/MS(%)	0.00%		0.00%		0.00%		0.00%	0.00%	4
	% Provisioning Troubles within 30 Days [P-9]									
A.2.12.1.1.1	Residence/<10 circuits/Dispatch/MS(%)	10.62%	6.34%	10.91%	7.39%	10.69%	6.56%	11.51%	7.48%	
A.2.12.1.1.2	Residence/<10 circuits/Non-Dispatch/MS(%)	3.06%	4.98%	3.28%	3.98%	2.72%	3.12%	2.68%	2.75%	

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.2.12.1.2.1	Residence/>=10 circuits/Dispatch/MS(%)	0.00%	0.00%	0.00%		8.33%	0.00%	6.67%	0.00%	1,3,4
A.2.12.2.1.1	Business/<10 circuits/Dispatch/MS(%)	9.40%	11.48%	10.14%	7.41%	9.97%	5.66%	11.39%	12.07%	
A.2.12.2.1.2	Business/<10 circuits/Non-Dispatch/MS(%)	5.13%	3.54%	4.97%	4.49%	5.45%	3.53%	5.69%	6.56%	
A.2.12.2.2.1	Business/>=10 circuits/Dispatch/MS(%)	11.76%	0.00%	12.00%	0.00%	6.45%	0.00%	14.81%	0.00%	1,2,3,4
A.2.12.3.1.1	Design (Specials)/<10 circuits/Dispatch/MS(%)	8.04%	4.84%	6.78%	33.33%	9.65%	6.45%	9.57%	8.70%	
A.2.12.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/MS(%)	2.60%	12.50%	3.70%	28.57%	2.87%	0.00%	2.60%	4.17%	2
A.2.12.4.1.2	PBX/<10 circuits/Non-Dispatch/MS(%)	2.78%	0.00%	3.26%	12.50%	0.00%	8.33%	0.00%	10.00%	1,2
A.2.12.4.2.2	PBX/>=10 circuits/Non-Dispatch/MS(%)	0.00%	0.00%	8.33%		0.00%	0.00%	5.26%	0.00%	1,3,4
A.2.12.5.1.2	Centrex/<10 circuits/Non-Dispatch/MS(%)	1.62%	100.00%	6.04%	33.33%	3.62%	0.00%	4.76%	33.33%	1,2,3,4
A.2.12.5.2.2	Centrex/>=10 circuits/Non-Dispatch/MS(%)	13.33%	50.00%	22.22%		24.24%		17.07%		1
A.2.12.6.1.1	Design (Specials)/<10 circuits/Non-Dispatch/KY(%)	1.90%	0.00%	4.61%		4.20%		5.30%	33.33%	1,4
A.2.12.6.1.2	ISDN/<10 circuits/Non-Dispatch/MS(%)	1.52%	8.33%	1.12%	0.00%	0.60%	0.00%	0.51%	0.00%	3,4
	Average Completion Notice Interval - Mechanized [P-5]									
A.2.14.1.1.1	Residence/<10 circuits/Dispatch/MS(hours)	1.38	0.17	1.51	0.09	1.14	0.19	1.21	0.19	
A.2.14.1.1.2	Residence/<10 circuits/Non-Dispatch/MS(hours)	0.66	0.35	0.40	0.36	0.41	0.39	0.46	0.41	
A.2.14.1.2.1	Residence/>=10 circuits/Dispatch/MS(hours)	0.02		1.29	0.02	1.01	0.02	0.02		2,3
A.2.14.2.1.1	Business/<10 circuits/Dispatch/MS(hours)	1.62	1.42	2.38	0.02	2.39	0.89	1.93	0.29	
A.2.14.2.1.2	Business/<10 circuits/Non-Dispatch/MS(hours)	1.43	0.28	2.26	0.38	1.97	0.33	2.82	0.39	
A.2.14.2.2.1	Business/>=10 circuits/Dispatch/MS(hours)	1.53	0.02	3.15	0.02	6.05	0.02	0.04		1,2,3
A.2.14.3.1.1	Design (Specials)/<10 circuits/Dispatch/MS(hours)	215.77		163.78	0.48	119.06		115.09		
A.2.14.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/MS(hours)	22.95	275.05	23.65	0.02	3.75		41.22		1,2
A.2.14.4.1.2	PBX/<10 circuits/Non-Dispatch/MS(hours)	49.81	0.16	11.49	0.02	7.80	0.11	2.30	0.14	1,2,3,4
A.2.14.5.1.2	Centrex/<10 circuits/Non-Dispatch/MS(hours)	0.57		1.77	0.45	1.53		0.81	0.27	2,4
A.2.14.6.1.2	ISDN/<10 circuits/Non-Dispatch/MS(hours)	5.32		207.78	0.02	89.13		14.44		2
	Average Completion Notice Interval - Non-Mechanized [P-5]									
A.2.15.1.1.1	Residence/<10 circuits/Dispatch/MS(hours)		18.55		11.01		20.13		18.57	
A.2.15.1.1.2	Residence/<10 circuits/Non-Dispatch/MS(hours)		6.84		7.35		2.86		7.15	
A.2.15.2.1.1	Business/<10 circuits/Dispatch/MS(hours)		26.39		13.32		24.85		23.92	1
A.2.15.2.1.2	Business/<10 circuits/Non-Dispatch/MS(hours)		10.87		7.94		9.51		9.17	

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.2.15.3.1.1	Design (Specials)/<10 circuits/Dispatch/MS(hours)		68.34		81.91		131.25		161.25	
A.2.15.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/MS(hours)		45.19		30.75		42.55		40.06	
A.2.15.4.1.2	PBX/<10 circuits/Non-Dispatch/MS(hours)		26.96		24.27		23.36		9.05	1,3,4
A.2.15.4.2.2	PBX/>=10 circuits/Non-Dispatch/MS(hours)		38.00		0.38		4.74			1,2,3
A.2.15.5.1.1	Centrex/<10 circuits/Dispatch/MS(hours)		16.75							1
A.2.15.5.1.2	Centrex/<10 circuits/Non-Dispatch/MS(hours)		22.00		0.47		9.42		10.45	1,2,3
A.2.15.5.2.2	Centrex/>=10 circuits/Non-Dispatch/MS(hours)		37.38							
A.2.15.6.1.1	ISDN/<10 circuits/Dispatch/MS(hours)						37.17		64.92	3,4
A.2.15.6.1.2	Design (Specials)/<10 circuits/Dispatch/KY(hours)		29.26		33.62		42.82		18.50	2,3,4
A.2.15.6.2.2	ISDN/>=10 circuits/Non-Dispatch/MS(hours)								14.00	4
	Service Order Accuracy [P-11]									
A.2.25.1.1.1	Residence/<10 circuits/Dispatch/MS(%)		92.14%		96.55%		90.77%		98.86%	
A.2.25.1.1.2	Residence/<10 circuits/Non-Dispatch/MS(%)		95.38%		94.29%		98.82%		98.56%	
A.2.25.1.2.1	Residence/>=10 circuits/Dispatch/MS(%)		100.00%		88.24%		100.00%		100.00%	4
A.2.25.2.1.1	Business/<10 circuits/Dispatch/MS(%)		91.33%		95.76%		88.82%		94.44%	
A.2.25.2.1.2	Business/<10 circuits/Non-Dispatch/MS(%)		93.85%		97.93%		96.11%		97.22%	
A.2.25.2.2.1	Business/>=10 circuits/Dispatch/MS(%)		100.00%		77.78%		77.78%		76.92%	2
A.2.25.2.2.2	Business/>=10 circuits/Non-Dispatch/MS(%)		84.62%		97.56%		92.59%		91.89%	
A.2.25.3.1.1	Design (Specials)/<10 circuits/Dispatch/MS(%)		81.08%		91.43%		80.49%		96.47%	
A.2.25.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/MS(%)		91.84%		94.78%		91.43%		91.36%	
A.2.25.3.2.1	Design (Specials)/>=10 circuits/Dispatch/MS(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
A.2.25.3.2.2	Design (Specials)/>=10 circuits/Non-Dispatch/MS(%)		100.00%		90.00%		92.31%		88.89%	1,4
RESALE - MAINTENANCE AND REPAIR										
	Missed Repair Appointments [M&R-1]									
A.3.1.1.1	Residence/Dispatch/MS(%)	4.45%	0.96%	4.51%	1.07%	5.27%	1.29%	5.46%	2.41%	
A.3.1.1.2	Residence/Non-Dispatch/MS(%)	0.80%	0.00%	1.00%	1.40%	0.93%	0.64%	0.85%	0.00%	
A.3.1.2.1	Business/Dispatch/MS(%)	4.13%	1.07%	5.26%	4.63%	6.46%	1.47%	5.06%	2.78%	
A.3.1.2.2	Business/Non-Dispatch/MS(%)	1.38%	0.00%	1.03%	1.00%	1.14%	0.00%	1.58%	0.00%	

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.3.1.3.1	Design (Specials)/<10 circuits/Non-Dispatch/KY(%)	0.58%	0.00%	0.78%	0.00%	0.18%	0.00%	1.16%	0.00%	
A.3.1.3.2	Design (Specials)/Non-Dispatch/MS(%)	0.19%	0.00%	0.19%	0.00%	0.00%	3.57%	0.18%	0.00%	
A.3.1.4.1	PBX/Dispatch/MS(%)	0.00%	0.00%	2.56%	0.00%	3.39%	11.11%	0.00%	0.00%	1,3,4
A.3.1.4.2	PBX/Non-Dispatch/MS(%)	10.71%	0.00%	2.33%	0.00%	7.69%	0.00%	0.00%	0.00%	1,2,3
A.3.1.5.1	Centrex/Dispatch/MS(%)	5.18%	0.00%	4.15%	0.00%	7.04%	0.00%	5.59%	0.00%	1,2,3,4
A.3.1.5.2	Centrex/Non-Dispatch/MS(%)	0.98%	0.00%	0.40%	0.00%	1.00%	0.00%	1.92%	0.00%	2,4
A.3.1.6.1	ISDN/Dispatch/MS(%)	0.00%	0.00%	2.33%	0.00%	2.78%	0.00%	2.56%	0.00%	1,2,3,4
A.3.1.6.2	ISDN/Non-Dispatch/MS(%)	5.56%	0.00%	0.00%	0.00%	0.00%	0.00%	1.59%	0.00%	1,2,3,4
	Customer Trouble Report Rate [M&R-2]									
A.3.2.1.1	Residence/Dispatch/MS(%)	2.39%	2.09%	2.63%	2.14%	2.71%	2.35%	2.76%	2.44%	
A.3.2.1.2	Residence/Non-Dispatch/MS(%)	1.20%	0.43%	1.21%	0.36%	1.24%	0.47%	1.27%	0.50%	
A.3.2.2.1	Business/Dispatch/MS(%)	1.25%	1.27%	1.38%	1.15%	1.45%	1.47%	1.38%	1.21%	
A.3.2.2.2	Business/Non-Dispatch/MS(%)	0.65%	0.35%	0.75%	0.30%	0.71%	0.38%	0.66%	0.33%	
A.3.2.3.1	Design (Specials)/Dispatch/MS(%)	1.45%	2.70%	1.47%	2.87%	1.64%	3.53%	1.75%	3.42%	
A.3.2.3.2	Design (Specials)/Non-Dispatch/MS(%)	1.51%	1.40%	1.51%	1.21%	1.68%	1.32%	1.60%	1.66%	
A.3.2.4.1	PBX/Dispatch/MS(%)	0.12%	0.48%	0.09%	1.56%	0.14%	1.37%	0.08%	0.31%	
A.3.2.4.2	PBX/Non-Dispatch/MS(%)	0.13%	0.63%	0.10%	0.78%	0.10%	0.31%	0.06%	0.00%	
A.3.2.5.1	Centrex/Dispatch/MS(%)	0.51%	0.12%	0.54%	0.24%	0.47%	0.50%	0.45%	1.07%	
A.3.2.5.2	Centrex/Non-Dispatch/MS(%)	0.28%	0.00%	0.35%	0.49%	0.42%	0.00%	0.36%	0.84%	
A.3.2.6.1	ISDN/Dispatch/MS(%)	0.03%	0.05%	0.05%	0.13%	0.04%	0.18%	0.04%	0.04%	
A.3.2.6.2	ISDN/Non-Dispatch/MS(%)	0.06%	0.14%	0.09%	0.04%	0.05%	0.04%	0.07%	0.18%	
	Maintenance Average Duration [M&R-3]									
A.3.3.1.1	Residence/Dispatch/MS(hours)	21.00	16.16	21.95	18.39	23.97	19.90	25.53	22.86	
A.3.3.1.2	Residence/Non-Dispatch/MS(hours)	8.26	3.52	9.23	5.09	10.44	4.38	11.03	8.04	
A.3.3.2.1	Business/Dispatch/MS(hours)	8.76	7.89	8.99	9.88	10.68	9.52	9.71	9.46	
A.3.3.2.2	Business/Non-Dispatch/MS(hours)	3.78	3.04	3.26	3.21	3.20	1.20	3.59	3.28	
A.3.3.3.1	Design (Specials)/Dispatch/MS(hours)	4.77	4.49	5.05	4.94	5.17	4.77	5.45	4.48	
A.3.3.3.2	Design (Specials)/Non-Dispatch/MS(hours)	2.37	2.17	1.97	2.54	1.95	4.42	2.10	2.08	
A.3.3.4.1	PBX/Dispatch/MS(hours)	6.53	13.52	6.60	5.12	6.03	11.69	7.11	11.91	1,3,4
A.3.3.4.2	PBX/Non-Dispatch/MS(hours)	13.16	0.00	6.59	3.62	6.00	1.93	3.45	0.00	1,2,3
A.3.3.5.1	Centrex/Dispatch/MS(hours)	10.35	21.10	9.72	12.50	8.69	7.50	9.62	5.78	1,2,3,4
A.3.3.5.2	Centrex/Non-Dispatch/MS(hours)	1.89	0.00	3.87	0.25	2.94	0.00	2.47	1.29	2,4
A.3.3.6.1	ISDN/Dispatch/MS(hours)	4.97	4.20	6.69	3.58	5.76	4.96	6.49	3.02	1,2,3,4

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.3.3.6.2	ISDN/Non-Dispatch/MS(hours)	5.79	0.56	1.67	0.93	2.66	1.28	6.25	0.65	1,2,3,4
	% Repeat Troubles within 30 Days [M&R-4]									
A.3.4.1.1	Residence/Dispatch/MS(%)	17.53%	9.80%	19.99%	11.10%	18.29%	11.73%	20.00%	12.42%	
A.3.4.1.2	Residence/Non-Dispatch/MS(%)	14.91%	12.07%	16.52%	16.08%	15.71%	16.67%	17.43%	11.11%	
A.3.4.2.1	Business/Dispatch/MS(%)	12.02%	19.17%	12.93%	14.81%	13.33%	8.82%	15.17%	12.04%	
A.3.4.2.2	Business/Non-Dispatch/MS(%)	13.08%	15.15%	12.00%	7.14%	14.24%	11.43%	15.27%	17.24%	
A.3.4.3.1	Design (Specials)/Dispatch/MS(%)	18.99%	39.29%	19.96%	35.59%	19.82%	17.33%	27.32%	24.32%	
A.3.4.3.2	Design (Specials)/Non-Dispatch/MS(%)	19.74%	31.03%	20.57%	20.00%	17.29%	32.14%	18.66%	22.22%	
A.3.4.4.1	PBX/Dispatch/MS(%)	7.69%	0.00%	12.82%	30.00%	16.95%	55.56%	3.13%	0.00%	1,3,4
A.3.4.4.2	PBX/Non-Dispatch/MS(%)	5.36%	0.00%	13.95%	0.00%	2.56%	50.00%	0.00%	0.00%	1,2,3
A.3.4.5.1	Centrex/Dispatch/MS(%)	12.26%	0.00%	11.92%	50.00%	11.73%	0.00%	13.35%	22.22%	1,2,3,4
A.3.4.5.2	Centrex/Non-Dispatch/MS(%)	8.82%	0.00%	11.55%	0.00%	12.33%	0.00%	13.41%	42.86%	2,4
A.3.4.6.1	ISDN/Dispatch/MS(%)	0.00%	0.00%	9.30%	0.00%	19.44%	25.00%	25.64%	0.00%	1,2,3,4
A.3.4.6.2	ISDN/Non-Dispatch/MS(%)	9.26%	33.33%	12.00%	0.00%	13.33%	0.00%	12.70%	25.00%	1,2,3,4
	Out of Service > 24 hours [M&R-5]									
A.3.5.1.1	Residence/Dispatch/MS(%)	29.13%	22.68%	29.98%	25.44%	32.73%	31.62%	35.67%	38.14%	
A.3.5.1.2	Residence/Non-Dispatch/MS(%)	14.96%	3.85%	15.60%	2.74%	20.04%	8.75%	22.57%	10.23%	
A.3.5.2.1	Business/Dispatch/MS(%)	4.56%	0.00%	4.15%	4.05%	5.75%	9.38%	5.39%	4.55%	
A.3.5.2.2	Business/Non-Dispatch/MS(%)	1.51%	0.00%	1.48%	0.00%	1.92%	0.00%	1.90%	0.00%	
A.3.5.3.1	Design (Specials)/Dispatch/MS(%)	0.58%	0.00%	0.78%	0.00%	0.18%	0.00%	1.16%	0.00%	
A.3.5.3.2	Design (Specials)/Non-Dispatch/MS(%)	0.19%	0.00%	0.19%	0.00%	0.00%	3.57%	0.18%	0.00%	
A.3.5.4.1	PBX/Dispatch/MS(%)	0.00%	0.00%	0.00%	0.00%	0.00%	11.11%	0.00%	0.00%	1,2,3,4
A.3.5.4.2	PBX/Non-Dispatch/MS(%)	11.32%	0.00%	2.44%	0.00%	6.45%	0.00%	0.00%	0.00%	2,3
A.3.5.5.1	Centrex/Dispatch/MS(%)	5.77%	0.00%	4.78%	0.00%	5.53%	0.00%	6.88%	0.00%	2,3,4
A.3.5.5.2	Centrex/Non-Dispatch/MS(%)	1.33%	0.00%	0.83%	0.00%	1.21%	0.00%	0.00%	0.00%	2,4
A.3.5.6.1	ISDN/Dispatch/MS(%)	0.00%	0.00%	4.76%	0.00%	2.78%	0.00%	2.56%	0.00%	1,2,3,4
A.3.5.6.2	ISDN/Non-Dispatch/MS(%)	5.56%	0.00%	0.00%	0.00%	0.00%	0.00%	1.64%	0.00%	1,2,3,4
RESALE - BILLING										
	Invoice Accuracy [B-1]									
A.4.1	MS(%)	98.86%	99.34%	99.03%	98.29%	98.60%	99.61%	98.67%	99.78%	
	Mean Time to Deliver Invoices - CRIS [B-2]									
A.4.2	Region(business days)	3.68	3.56	3.86	3.27	3.47	3.16	3.82	3.37	
UNBUNDLED NETWORK ELEMENTS - ORDERING										

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
	% Rejected Service Requests - Mechanized [O-7]									
B.1.1.3	Loop + Port Combinations/MS(%)		11.27%		10.47%		10.90%		13.35%	
B.1.1.5	xDSL (ADSL, HDSL and UCL)/MS(%)		13.33%		25.40%		24.53%		15.52%	
B.1.1.6	ISDN Loop (UDN, UDC)/MS(%)		66.67%		50.00%		40.00%		16.00%	1,2,3
B.1.1.8	2W Analog Loop Design/MS(%)		35.71%		69.23%		25.00%		50.00%	
B.1.1.9	2W Analog Loop Non-Design/MS(%)		0.00%		20.00%		40.00%		0.00%	2
B.1.1.12	2W Analog Loop w/LNP Design/MS(%)				100.00%					2
B.1.1.14	Other Design/MS(%)		9.00%		16.67%		12.07%		21.88%	
B.1.1.15	Other Non-Design/MS(%)		20.00%		11.67%		12.70%		15.87%	
B.1.1.17	LNP Standalone/MS(%)		7.69%		6.82%		12.26%		18.06%	
	% Rejected Service Requests - Partially Mechanized [O-7]									
B.1.2.3	Loop + Port Combinations/MS(%)		33.16%		29.54%		33.05%		28.96%	
B.1.2.5	xDSL (ADSL, HDSL and UCL)/MS(%)		0.00%		0.00%		0.00%			1,2,3
B.1.2.6	ISDN Loop (UDN, UDC)/MS(%)		33.33%		28.57%		5.26%		25.00%	4
B.1.2.8	2W Analog Loop Design/MS(%)		21.43%		0.00%		25.00%		75.00%	2,3,4
B.1.2.9	2W Analog Loop Non-Design/MS(%)		0.00%		9.09%		16.67%		40.00%	1
B.1.2.12	2W Analog Loop w/LNP Design/MS(%)		0.00%		100.00%		100.00%		80.00%	1,2,3,4
B.1.2.14	Other Design/MS(%)		35.71%		50.00%		35.71%		37.50%	2,4
B.1.2.15	Other Non-Design/MS(%)		24.44%		32.35%		36.67%		38.71%	
B.1.2.17	LNP Standalone/MS(%)		12.00%		13.79%		21.51%		8.18%	
	% Rejected Service Requests - Non-Mechanized [O-7]									
B.1.3.2	Local Interoffice Transport/MS(%)		0.00%		55.56%		14.29%		16.67%	1,2,3,4
B.1.3.3	Loop + Port Combinations/MS(%)		43.88%		41.57%		44.63%		51.71%	
B.1.3.5	xDSL (ADSL, HDSL and UCL)/MS(%)		10.00%		19.05%		23.81%		0.00%	4
B.1.3.6	ISDN Loop (UDN, UDC)/MS(%)		60.00%		50.00%		0.00%		71.43%	2,3,4
B.1.3.8	2W Analog Loop Design/MS(%)		30.77%		38.89%		60.00%		37.93%	3
B.1.3.9	2W Analog Loop Non-Design/MS(%)		0.00%		51.85%		52.38%		33.33%	1
B.1.3.11	2W Analog Loop w/INP Non-Design/MS(%)				0.00%		71.43%		100.00%	2,3,4
B.1.3.12	2W Analog Loop w/LNP Design/MS(%)		75.00%		0.00%		64.29%		0.00%	2,4
B.1.3.13	2W Analog Loop w/LNP Non-Design/MS(%)		44.19%		34.69%		39.62%		31.03%	
B.1.3.14	Other Design/MS(%)		37.84%		50.00%		37.78%		48.39%	
B.1.3.15	Other Non-Design/MS(%)		42.70%		27.55%		22.03%		20.75%	
B.1.3.16	INP Standalone/MS(%)		33.33%		60.00%		57.14%		42.86%	1,2,3,4

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.1.3.17	LNP Standalone/MS(%)		31.17%		26.60%		26.98%		32.29%	
	Reject Interval - Mechanized [O-8]									
B.1.4.3	Loop + Port Combinations/MS(%)		90.44%		93.00%		91.70%		95.17%	
B.1.4.5	xDSL (ADSL, HDSL and UCL)/MS(%)		100.00%		100.00%		100.00%		100.00%	1,4
B.1.4.6	ISDN Loop (UDN, UDC)/MS(%)		0.00%		33.33%		0.00%		100.00%	1,2,3,4
B.1.4.8	2W Analog Loop Design/MS(%)		100.00%		94.44%		100.00%		100.00%	1,3
B.1.4.9	2W Analog Loop Non-Design/MS(%)				0.00%		100.00%			2,3
B.1.4.12	2W Analog Loop w/LNP Design/MS(%)				100.00%					2
B.1.4.14	Other Design/MS(%)		77.78%		92.86%		100.00%		85.71%	1,3,4
B.1.4.15	Other Non-Design/MS(%)		70.59%		100.00%		62.50%		60.00%	2,3
B.1.4.17	LNP Standalone/MS(%)		100.00%		100.00%		100.00%		100.00%	1,2
	Reject Interval - Partially Mechanized - 10 hours [O-8]									
B.1.7.3	Loop + Port Combinations/MS(%)		97.01%		97.40%		85.69%		96.73%	
B.1.7.6	ISDN Loop (UDN, UDC)/MS(%)		77.78%		100.00%		50.00%		80.00%	3,4
B.1.7.8	2W Analog Loop Design/MS(%)		100.00%				100.00%		83.33%	1,3,4
B.1.7.9	2W Analog Loop Non-Design/MS(%)				100.00%		100.00%		66.67%	2,3,4
B.1.7.12	2W Analog Loop w/LNP Design/MS(%)				0.00%		100.00%		75.00%	2,3,4
B.1.7.14	Other Design/MS(%)		100.00%		100.00%		80.00%		66.67%	2,3,4
B.1.7.15	Other Non-Design/MS(%)		90.91%		90.91%		90.91%		91.67%	
B.1.7.17	LNP Standalone/MS(%)		25.00%		66.67%		95.00%		66.67%	1
	Reject Interval - Non-Mechanized [O-8]									
B.1.8.2	Local Interoffice Transport/MS(%)				100.00%		100.00%		100.00%	2,3,4
B.1.8.3	Loop + Port Combinations/MS(%)		100.00%		94.59%		100.00%		96.52%	
B.1.8.5	xDSL (ADSL, HDSL and UCL)/MS(%)		100.00%		100.00%		100.00%			1,2,3
B.1.8.6	ISDN Loop (UDN, UDC)/MS(%)		88.89%		100.00%				100.00%	1,2,4
B.1.8.8	2W Analog Loop Design/MS(%)		100.00%		100.00%		100.00%		100.00%	1,2,3
B.1.8.9	2W Analog Loop Non-Design/MS(%)				100.00%		100.00%		100.00%	4
B.1.8.11	2W Analog Loop w/INP Non-Design/MS(%)						100.00%		100.00%	3,4
B.1.8.12	2W Analog Loop w/LNP Design/MS(%)		100.00%				100.00%			1,3
B.1.8.13	2W Analog Loop w/LNP Non-Design/MS(%)		100.00%		100.00%		100.00%		100.00%	4
B.1.8.14	Other Design/MS(%)		100.00%		100.00%		94.74%		100.00%	
B.1.8.15	Other Non-Design/MS(%)		97.44%		96.30%		100.00%		95.45%	
B.1.8.16	INP Standalone/MS(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.1.8.17	LNP Standalone/MS(%)		100.00%		96.00%		100.00%		96.88%	
	FOC Timeliness - Mechanized [O-9]									
B.1.9.3	Loop + Port Combinations/MS(%)		99.41%		97.79%		96.52%		99.19%	
B.1.9.5	xDSL (ADSL, HDSL and UCL)/MS(%)		100.00%		97.87%		97.37%		95.74%	
B.1.9.6	ISDN Loop (UDN, UDC)/MS(%)		100.00%		100.00%				100.00%	1,2
B.1.9.8	2W Analog Loop Design/MS(%)		100.00%		100.00%		100.00%		90.00%	1,2,3
B.1.9.9	2W Analog Loop Non-Design/MS(%)		100.00%		100.00%		100.00%		100.00%	2,3
B.1.9.14	Other Design/MS(%)		100.00%		100.00%		97.92%		100.00%	
B.1.9.15	Other Non-Design/MS(%)		52.11%		58.00%		46.94%		51.85%	
B.1.9.17	LNP Standalone/MS(%)		100.00%		100.00%		100.00%		100.00%	
	FOC Timeliness - Partially Mechanized - 10 hours [O-9]									
B.1.12.3	Loop + Port Combinations/MS(%)		94.65%		94.65%		88.27%		94.13%	
B.1.12.5	xDSL (ADSL, HDSL and UCL)/MS(%)		57.14%		100.00%		100.00%			1,2,3
B.1.12.6	ISDN Loop (UDN, UDC)/MS(%)		89.58%		100.00%		83.78%		100.00%	4
B.1.12.8	2W Analog Loop Design/MS(%)		90.91%		100.00%		100.00%		100.00%	2,3,4
B.1.12.9	2W Analog Loop Non-Design/MS(%)		100.00%		100.00%		86.67%		100.00%	1
B.1.12.12	2W Analog Loop w/LNP Design/MS(%)		100.00%						100.00%	1,4
B.1.12.14	Other Design/MS(%)		100.00%		85.71%		88.89%		100.00%	2,3,4
B.1.12.15	Other Non-Design/MS(%)		25.00%		26.92%		52.63%		61.11%	
B.1.12.17	LNP Standalone/MS(%)		95.45%		92.11%		90.91%		94.23%	
	FOC Timeliness - Non-Mechanized [O-9]									
B.1.13.2	Local Interoffice Transport/MS(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
B.1.13.3	Loop + Port Combinations/MS(%)		100.00%		93.48%		100.00%		97.89%	
B.1.13.5	xDSL (ADSL, HDSL and UCL)/MS(%)		100.00%		100.00%		100.00%		100.00%	4
B.1.13.6	ISDN Loop (UDN, UDC)/MS(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
B.1.13.8	2W Analog Loop Design/MS(%)		100.00%		100.00%		100.00%		100.00%	3
B.1.13.9	2W Analog Loop Non-Design/MS(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
B.1.13.11	2W Analog Loop w/LNP Non-Design/MS(%)				100.00%		100.00%			2,3
B.1.13.12	2W Analog Loop w/LNP Design/MS(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
B.1.13.13	2W Analog Loop w/LNP Non-Design/MS(%)		100.00%		100.00%		100.00%		100.00%	
B.1.13.14	Other Design/MS(%)		100.00%		100.00%		100.00%		100.00%	
B.1.13.15	Other Non-Design/MS(%)		100.00%		100.00%		100.00%		100.00%	
B.1.13.16	LNP Standalone/MS(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.1.13.17	LNP Standalone/MS(%)		100.00%		98.46%		100.00%		100.00%	
	FOC & Reject Response Completeness - Mechanized [O-11]									
B.1.14.3.1	Loop + Port Combinations/EDI/MS(%)		100.00%		99.89%		97.27%		100.00%	
B.1.14.3.2	Loop + Port Combinations/TAG/MS(%)		99.62%		98.99%		99.39%		99.96%	
B.1.14.5.1	xDSL (ADSL, HDSL and UCL)/EDI/MS(%)		97.78%		98.41%		96.08%		96.00%	
B.1.14.5.2	xDSL (ADSL, HDSL and UCL)/TAG/MS(%)						100.00%		75.00%	3,4
B.1.14.6.1	ISDN Loop (UDN, UDC)/EDI/MS(%)		100.00%		100.00%		40.00%		100.00%	1,2,3
B.1.14.6.2	ISDN Loop (UDN, UDC)/TAG/MS(%)				100.00%					2
B.1.14.8.1	2W Analog Loop Design/EDI/MS(%)									
B.1.14.8.2	2W Analog Loop Design/TAG/MS(%)		100.00%		100.00%		100.00%		100.00%	
B.1.14.9.2	2W Analog Loop Non-Design/TAG/MS(%)		100.00%		100.00%		100.00%		100.00%	2
B.1.14.12.2	2W Analog Loop w/LNP Design/TAG/MS(%)				100.00%					2
B.1.14.14.1	Other Design/EDI/MS(%)		98.95%		100.00%		96.23%		100.00%	
B.1.14.14.2	Other Design/TAG/MS(%)		100.00%		91.67%		80.00%		100.00%	1,3,4
B.1.14.15.1	Other Non-Design/EDI/MS(%)				100.00%		87.50%		100.00%	2,3
B.1.14.15.2	Other Non-Design/TAG/MS(%)		90.59%		84.75%		89.09%		91.11%	
B.1.14.17.1	LNP Standalone/EDI/MS(%)		100.00%		100.00%		97.14%		100.00%	
B.1.14.17.2	LNP Standalone/TAG/MS(%)		66.67%		100.00%		100.00%			1,3
	FOC & Reject Response Completeness - Partially Mechanized [O-11]									
B.1.15.3.1	Loop + Port Combinations/EDI/MS(%)		100.00%		99.77%		96.18%		99.81%	
B.1.15.3.2	Loop + Port Combinations/TAG/MS(%)		99.40%		99.27%		99.85%		99.85%	
B.1.15.5.1	xDSL (ADSL, HDSL and UCL)/EDI/MS(%)		87.50%		100.00%		100.00%			1,2,3
B.1.15.5.2	xDSL (ADSL, HDSL and UCL)/TAG/MS(%)									
B.1.15.6.1	ISDN Loop (UDN, UDC)/EDI/MS(%)		100.00%		100.00%		97.37%		100.00%	4
B.1.15.6.2	ISDN Loop (UDN, UDC)/TAG/MS(%)		95.65%						100.00%	4
B.1.15.8.1	2W Analog Loop Design/EDI/MS(%)									
B.1.15.8.2	2W Analog Loop Design/TAG/MS(%)		100.00%		100.00%		100.00%		100.00%	2,3,4
B.1.15.9.2	2W Analog Loop Non-Design/TAG/MS(%)		100.00%		100.00%		100.00%		100.00%	1
B.1.15.12.1	2W Analog Loop w/LNP Design/EDI/MS(%)						100.00%			3
B.1.15.12.2	2W Analog Loop w/LNP Design/TAG/MS(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
B.1.15.14.1	Other Design/EDI/MS(%)		100.00%		100.00%		100.00%		100.00%	2,4
B.1.15.14.2	Other Design/TAG/MS(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
B.1.15.15.1	Other Non-Design/EDI/MS(%)						100.00%		100.00%	3,4
B.1.15.15.2	Other Non-Design/TAG/MS(%)		86.67%		88.24%		93.10%		96.30%	

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.1.15.17.1	LNP Standalone/EDI/MS(%)		100.00%		100.00%		100.00%		100.00%	
B.1.15.17.2	LNP Standalone/TAG/MS(%)		100.00%				100.00%			1,3
	FOC & Reject Response Completeness - Non-Mechanized [O-11]									
B.1.16.2	Local Interoffice Transport/MS(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
B.1.16.3	Loop + Port Combinations/MS(%)		96.94%		95.51%		89.26%		94.15%	
B.1.16.5	xDSL (ADSL, HDSL and UCL)/MS(%)		100.00%		100.00%		100.00%		100.00%	4
B.1.16.6	ISDN Loop (UDN, UDC)/MS(%)		100.00%		100.00%		100.00%		100.00%	2,3,4
B.1.16.8	2W Analog Loop Design/MS(%)		96.15%		100.00%		100.00%		100.00%	3
B.1.16.9	2W Analog Loop Non-Design/MS(%)		100.00%		100.00%		80.95%		100.00%	1
B.1.16.11	2W Analog Loop w/INP Non-Design/MS(%)				66.67%		100.00%		100.00%	2,3,4
B.1.16.12	2W Analog Loop w/LNP Design/MS(%)		100.00%		100.00%		100.00%		66.67%	2,4
B.1.16.13	2W Analog Loop w/LNP Non-Design/MS(%)		100.00%		100.00%		100.00%		100.00%	
B.1.16.14	Other Design/MS(%)		100.00%		100.00%		97.78%		100.00%	
B.1.16.15	Other Non-Design/MS(%)		97.19%		100.00%		94.92%		98.11%	
B.1.16.16	INP Standalone/MS(%)		100.00%		100.00%		71.43%		100.00%	1,2,3,4
B.1.16.17	LNP Standalone/MS(%)		100.00%		98.94%		96.83%		97.92%	
UNBUNDLED NETWORK ELEMENTS - PROVISIONING										
	Order Completion Interval [P-4]									
B.2.1.2.1.1	Local Interoffice Transport/<10 circuits/Dispatch/MS(days)	12.07		14.43	30.00	18.33	20.00	17.15	20.00	2,3,4
B.2.1.3.1.1	Loop + Port Combinations/<10 circuits/Dispatch/MS(days)	4.85	5.00	5.10	3.97	5.01	3.92	5.12	3.85	
B.2.1.3.1.2	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(days)	0.77	0.55	0.82	0.53	0.80	0.51	0.78	0.51	
B.2.1.3.1.3	Loop + Port Combinations/<10 circuits/Switch Based Orders/MS(days)	0.33	0.33	0.33	0.33	0.33	0.33	0.33	0.33	
B.2.1.3.1.4	Loop + Port Combinations/<10 circuits/Dispatch In/MS(days)	1.54	1.24	1.56	1.25	1.49	1.33	1.43	1.25	
B.2.1.3.2.1	Loop + Port Combinations/>=10 circuits/Dispatch/MS(days)	8.81	1.17	11.51	1.00	9.48		8.62		1,2
B.2.1.3.2.2	Loop + Port Combinations/>=10 circuits/Non-Dispatch/MS(days)	2.07		3.89	1.11	2.18	2.00	3.39		2,3
B.2.1.3.2.3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/MS(days)	0.33		0.33	0.33	0.33		0.33		2

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.2.1.3.2.4	Loop + Port Combinations/>=10 circuits/Dispatch In/MS(days)	3.80		5.58	1.50	3.46	2.00	6.20		2,3
B.2.1.4.1.1	Combo Other/<10 circuits/Dispatch/MS(days)	5.69		5.75	11.20	5.79	10.83	5.65	10.00	2,3,4
B.2.1.6.3.1	UNE ISDN/<6 circuits/Dispatch/MS(days)	13.74	10.69	10.58	10.31	14.66	10.73	15.60	11.13	
B.2.1.8.1.1	2W Analog Loop Design/<10 circuits/Dispatch/MS(days)	4.85	5.56	5.10	4.80	5.01	4.00	5.12	6.25	1,2,3,4
B.2.1.9.1.1	2W Analog Loop Non-Design/<10 circuits/Dispatch/MS(days)	4.85	3.80	5.11	5.25	4.99	4.14	5.14	6.00	1,2,3,4
B.2.1.10.1.1	2W Analog Loop w/INP Design/<10 circuits/Dispatch/MS(days)	4.85		5.10		5.01		5.12	3.00	4
B.2.1.11.1.1	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/MS(days)	4.85		5.11	6.00	4.99		5.14		2
B.2.1.12.1.1	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/MS(days)	4.85	6.00	5.10	5.00	5.01	7.00	5.12	5.50	1,2,3,4
B.2.1.13.1.1	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/MS(days)	4.85	4.86	5.11	6.14	4.99	4.51	5.14	5.00	2,4
B.2.1.13.2.1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/MS(days)	8.29	3.00	10.58		8.86		6.76		1
B.2.1.15.1.1	Other Non-Design/<10 circuits/Dispatch/MS(days)	4.85	5.74	5.10	5.78	5.01	5.46	5.12	5.55	
B.2.1.15.1.2	Other Non-Design/<10 circuits/Non-Dispatch/MS(days)	0.77		0.82	9.00	0.80		0.78		2
B.2.1.16.1.2	INP (Standalone)/<10 circuits/Non-Dispatch/MS(days)	0.76		0.81		0.79	0.83	0.77		3
B.2.1.17.1.2	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(days)	0.76	0.45	0.81	0.47	0.79	0.59	0.77	0.61	
B.2.1.17.2.2	LNP (Standalone)/>=10 circuits/Non-Dispatch/MS(days)	1.53		0.33		0.56	0.33	0.83		3
B.2.1.18.1.1	Digital Loop < DS1/<10 circuits/Dispatch/MS(days)	9.17	7.44	7.16	6.74	7.61	7.17	5.60	6.72	
B.2.1.19.1.1	Digital Loop >= DS1/<10 circuits/Dispatch/MS(days)	23.39	5.69	24.99	5.75	24.94	5.95	12.94	5.69	
	Order Completion Interval within X days [P-4]									

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.2.2.1	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/MS(days)								7.00	4
B.2.2.2	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/MS(days)		4.43		4.54		5.19		4.37	
	% Jeopardies - Mechanized [P-2]									
B.2.5.3	Loop + Port Combinations/MS(%)	0.75%	0.64%	0.81%	0.53%	0.76%	0.49%	0.65%	0.29%	
B.2.5.5	xDSL (ADSL, HDSL and UCL)/MS(%)	14.97%		8.71%		2.61%		10.17%	0.00%	
B.2.5.6	UNE ISDN/MS(%)	8.11%	43.48%	6.86%	36.84%	12.75%	42.86%	7.00%	47.37%	
B.2.5.8	2W Analog Loop Design/MS(%)	0.75%	0.00%	0.81%	0.00%	0.76%	0.00%	0.65%	50.00%	1,2,3,4
B.2.5.9	2W Analog Loop Non-Design/MS(%)	1.71%	16.67%	1.78%	20.00%	1.62%	26.67%	1.41%	36.36%	
B.2.5.12	2W Analog Loop w/LNP Design/MS(%)	0.75%	0.00%	0.81%	0.00%	0.76%		0.65%	0.00%	1,2,4
B.2.5.14	Other Design/MS(%)	14.09%		20.57%		14.58%		12.36%		
B.2.5.15	Other Non-Design/MS(%)	0.75%		0.81%		0.76%		0.65%		
B.2.5.16	INP (Standalone)/MS(%)	0.75%		0.81%		0.75%		0.65%		
B.2.5.17	LNP (Standalone)/MS(%)	0.75%	0.00%	0.81%	0.00%	0.75%	0.00%	0.65%	0.00%	
B.2.5.18	Digital Loop < DS1/MS(%)	14.57%	43.48%	10.46%	36.84%	5.18%	42.86%	9.71%	21.43%	
B.2.5.19	Digital Loop >= DS1/MS(%)	11.37%	91.03%	12.32%	86.96%	12.96%	93.22%	6.90%	86.96%	
	% Jeopardies - Non-Mechanized [P-2]									
B.2.6.2	Local Interoffice Transport/MS(%)				0.00%		0.00%		0.00%	2,3,4
B.2.6.3	Loop + Port Combinations/MS(%)		1.45%		2.89%		1.76%		0.91%	
B.2.6.4	Combo Other/MS(%)				40.00%		42.86%		50.00%	2,3,4
B.2.6.5	xDSL (ADSL, HDSL and UCL)/MS(%)		4.17%		2.50%		7.89%		20.00%	
B.2.6.6	UNE ISDN/MS(%)		20.00%							1
B.2.6.8	2W Analog Loop Design/MS(%)		14.29%		0.00%		0.00%		0.00%	1,2,3,4
B.2.6.9	2W Analog Loop Non-Design/MS(%)		0.00%		0.00%		25.00%		0.00%	1,2,3,4
B.2.6.10	2W Analog Loop w/INP Design/MS(%)								0.00%	4
B.2.6.11	2W Analog Loop w/INP Non-Design/MS(%)		0.00%		0.00%				0.00%	1,2,4
B.2.6.12	2W Analog Loop w/LNP Design/MS(%)		0.00%				100.00%		60.00%	1,3,4
B.2.6.13	2W Analog Loop w/LNP Non-Design/MS(%)		4.55%		5.56%		0.00%		10.00%	
B.2.6.15	Other Non-Design/MS(%)		9.09%		18.92%		11.11%		12.00%	
B.2.6.16	INP (Standalone)/MS(%)						0.00%			3
B.2.6.17	LNP (Standalone)/MS(%)		0.00%		0.00%		0.00%		0.00%	
B.2.6.18	Digital Loop < DS1/MS(%)		5.66%		2.50%		7.89%		20.00%	
B.2.6.19	Digital Loop >= DS1/MS(%)		90.00%		41.67%		15.38%		30.00%	

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
	Average Jeopardy Notice Interval - Mechanized [P-2]									
B.2.8.3	Loop + Port Combinations/MS(hours)		183.35		155.33		137.28		132.68	
B.2.8.5	xDSL (ADSL, HDSL and UCL)/MS(hours)									
B.2.8.6	UNE ISDN/MS(hours)		334.05		320.36		357.13		343.01	2,3,4
B.2.8.8	2W Analog Loop Design/MS(hours)								436.07	4
B.2.8.9	2W Analog Loop Non-Design/MS(hours)		31.00		108.74		134.47		93.05	1,2,3,4
B.2.8.18	Digital Loop < DS1/MS(hours)		334.05		320.36		357.13		343.01	2,3,4
B.2.8.19	Digital Loop >= DS1/MS(hours)		178.34		203.30		184.67		170.05	
	Average Jeopardy Notice Interval - Non-Mechanized [P-2]									
B.2.9.3	Loop + Port Combinations/MS(hours)		280.97		145.64		56.10		97.88	1,2,3,4
B.2.9.4	Combo Other/MS(hours)				299.53		341.14		339.71	2,3,4
B.2.9.5	xDSL (ADSL, HDSL and UCL)/MS(hours)		135.85		111.77		215.84		143.51	1,2,3,4
B.2.9.6	UNE ISDN/MS(hours)		326.52							1
B.2.9.8	2W Analog Loop Design/MS(hours)		206.20							1
B.2.9.9	2W Analog Loop Non-Design/MS(hours)						39.45			3
B.2.9.12	2W Analog Loop w/LNP Design/MS(hours)						25.03		164.20	3,4
B.2.9.13	2W Analog Loop w/LNP Non-Design/MS(hours)		111.72		136.15				63.68	1,2,4
B.2.9.15	Other Non-Design/MS(hours)		99.76		126.47		156.76		87.70	1,2,3,4
B.2.9.18	Digital Loop < DS1/MS(hours)		231.18		111.77		215.84		143.51	1,2,3,4
B.2.9.19	Digital Loop >= DS1/MS(hours)		170.58		212.12		171.76		179.97	1,2,3,4
	% Jeopardy Notice >= 48 hours - Mechanized [P-2]									
B.2.10.3	Loop + Port Combinations/MS(%)		100.00%		100.00%		100.00%		96.00%	
B.2.10.5	xDSL (ADSL, HDSL and UCL)/MS(%)									
B.2.10.6	UNE ISDN/MS(%)		100.00%		100.00%		100.00%		100.00%	2,3,4
B.2.10.8	2W Analog Loop Design/MS(%)								100.00%	4
B.2.10.9	2W Analog Loop Non-Design/MS(%)		0.00%		100.00%		100.00%		100.00%	1,2,3,4
B.2.10.18	Digital Loop < DS1/MS(%)		100.00%		100.00%		100.00%		100.00%	2,3,4
B.2.10.19	Digital Loop >= DS1/MS(%)		100.00%		100.00%		100.00%		100.00%	
	% Jeopardy Notice >= 48 hours - Non-Mechanized [P-2]									
B.2.11.3	Loop + Port Combinations/MS(%)		100.00%		75.00%		50.00%		66.67%	1,2,3,4
B.2.11.4	Combo Other/MS(%)				100.00%		100.00%		100.00%	2,3,4
B.2.11.5	xDSL (ADSL, HDSL and UCL)/MS(%)		100.00%		100.00%		100.00%		50.00%	1,2,3,4
B.2.11.6	UNE ISDN/MS(%)		100.00%							1

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.2.11.8	2W Analog Loop Design/MS(%)		100.00%							1
B.2.11.9	2W Analog Loop Non-Design/MS(%)						0.00%			3
B.2.11.12	2W Analog Loop w/LNP Design/MS(%)						0.00%		100.00%	3,4
B.2.11.13	2W Analog Loop w/LNP Non-Design/MS(%)		100.00%		100.00%				100.00%	1,2,4
B.2.11.15	Other Non-Design/MS(%)		50.00%		100.00%		100.00%		40.00%	1,2,3,4
B.2.11.18	Digital Loop < DS1/MS(%)		100.00%		100.00%		100.00%		50.00%	1,2,3,4
B.2.11.19	Digital Loop >= DS1/MS(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
	Coordinated Customers Conversions [P-7]									
B.2.12.2	Loops with LNP/MS(%)		100.00%		100.00%		50.00%		100.00%	2,3
	% Hot Cuts > 15 minutes Early [P-7A]									
B.2.13.2	Time-Specific SL2/MS(%)						0.00%		0.00%	3,4
B.2.13.4	Non-Time Specific SL2/MS(%)		0.00%		0.00%		0.00%		0.00%	1,2,3,4
	Hot Cut Timeliness [P-7A]									
B.2.14.2	Time-Specific SL2/MS(%)						100.00%		100.00%	3,4
B.2.14.4	Non-Time Specific SL2/MS(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
	% Hot Cuts > 15 minutes Late [P-7A]									
B.2.15.2	Time-Specific SL2/MS(%)						0.00%		0.00%	3,4
B.2.15.4	Non-Time Specific SL2/MS(%)		0.00%		0.00%		0.00%		0.00%	1,2,3,4
	% Provisioning Troubles within 7 Days - Hot Cuts [P-7C]									
B.2.17.1.1	UNE Loop Design/Dispatch/MS(%)		0.00%		0.00%		0.00%		0.00%	3,4
	% Missed Installation Appointments [P-3]									
B.2.18.2.1.1	Local Interoffice Transport/<10 circuits/Dispatch/MS(%)	1.22%		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2,3,4
B.2.18.3.1.1	Loop + Port Combinations/<10 circuits/Dispatch/MS(%)	4.50%	1.72%	6.28%	2.28%	6.47%	3.02%	7.09%	4.35%	
B.2.18.3.1.2	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(%)	0.02%	0.03%	0.09%	0.21%	0.01%	0.04%	0.02%	0.04%	
B.2.18.3.1.3	Loop + Port Combinations/<10 circuits/Switch Based Orders/MS(%)	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/MS(%)	0.05%	0.09%	0.22%	0.59%	0.03%	0.11%	0.04%	0.11%	
B.2.18.3.2.1	Loop + Port Combinations/>=10 circuits/Dispatch/MS(%)	0.30%	0.00%	0.15%	0.00%	7.84%		10.26%		1,2

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.2.18.3.2.2	Loop + Port Combinations/>=10 circuits/Non-Dispatch/MS(%)	0.00%		0.00%	0.00%	0.00%	0.00%	0.00%		2,3
B.2.18.3.2.3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/MS(%)	0.00%		0.00%	0.00%	0.00%		0.00%		2
B.2.18.3.2.4	Loop + Port Combinations/>=10 circuits/Dispatch In/MS(%)	0.00%		0.00%	0.00%	0.00%	0.00%	0.00%		2,3
B.2.18.4.1.1	Combo Other/<10 circuits/Dispatch/MS(%)	4.43%		6.16%	0.00%	6.34%	0.00%	6.94%	0.00%	2,3,4
B.2.18.5.1.1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/MS(%)	3.06%	0.00%	4.91%	0.00%	3.97%	0.00%	5.91%	0.00%	
B.2.18.6.1.1	UNE ISDN/<10 circuits/Dispatch/MS(%)	3.92%	3.45%	2.27%	0.00%	5.56%	0.00%	3.45%	11.11%	
B.2.18.8.1.1	2W Analog Loop Design/<10 circuits/Dispatch/MS(%)	4.50%	0.00%	6.28%	0.00%	6.47%	0.00%	7.09%	0.00%	2,3,4
B.2.18.9.1.1	2W Analog Loop Non-Design/<10 circuits/Dispatch/MS(%)	4.52%	0.00%	6.34%	0.00%	6.52%	0.00%	7.13%	13.33%	
B.2.18.10.1.1	2W Analog Loop w/INP Design/<10 circuits/Dispatch/MS(%)	4.50%		6.28%		6.47%		7.09%	0.00%	4
B.2.18.11.1.1	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/MS(%)	4.52%	0.00%	6.34%	0.00%	6.52%		7.13%	0.00%	1,2,4
B.2.18.12.1.1	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/MS(%)	4.50%	0.00%	6.28%	0.00%	6.47%	0.00%	7.09%	0.00%	1,2,3,4
B.2.18.13.1.1	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/MS(%)	4.52%	0.00%	6.34%	0.00%	6.52%	0.00%	7.13%	0.00%	
B.2.18.13.2.1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/MS(%)	8.57%	0.00%	7.27%		7.14%		10.00%		1
B.2.18.15.1.1	Other Non-Design/<10 circuits/Dispatch/MS(%)	4.50%	0.00%	6.28%	0.00%	6.47%	0.00%	7.09%	0.00%	
B.2.18.15.1.2	Other Non-Design/<10 circuits/Non-Dispatch/MS(%)	0.02%		0.09%	0.00%	0.01%		0.02%		2
B.2.18.16.1.2	INP (Standalone)/<10 circuits/Non-Dispatch/MS(%)	0.02%		0.09%		0.01%	0.00%	0.02%		3
B.2.18.17.1.2	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(%)	0.02%	0.00%	0.09%	0.49%	0.01%	0.00%	0.02%	0.00%	
B.2.18.17.2.2	LNP (Standalone)/>=10 circuits/Non-Dispatch/MS(%)	0.00%		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2,3,4
B.2.18.18.1.1	Digital Loop - DS1 - <10 circuits/Dispatch/MS(%)	3.39%	1.28%	4.12%	0.00%	3.98%	0.00%	5.80%	3.92%	

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.2.18.19.1.1	Digital Loop >= DS1/<10 circuits/Dispatch/MS(%)	3.94%	1.05%	4.07%	0.00%	5.36%	2.78%	2.47%	0.00%	
	% Provisioning Troubles within 30 Days [P-9]									
B.2.19.2.1.1	Local Interoffice Transport/<10 circuits/Dispatch/MS(%)	8.06%	0.00%	12.80%		11.79%	0.00%	7.00%	0.00%	1,3,4
B.2.19.3.1.1	Loop + Port Combinations/<10 circuits/Dispatch/MS(%)	10.04%	8.04%	10.62%	9.65%	10.40%	10.26%	11.48%	10.16%	
B.2.19.3.1.2	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(%)	3.11%	2.65%	3.36%	2.66%	2.83%	2.10%	2.82%	1.97%	
B.2.19.3.1.3	Loop + Port Combinations/<10 circuits/Switch Based Orders/MS(%)	3.44%	2.05%	3.63%	1.79%	3.27%	1.39%	3.10%	1.55%	
B.2.19.3.1.4	Loop + Port Combinations/<10 circuits/Dispatch In/MS(%)	2.61%	3.61%	2.93%	4.76%	2.21%	3.38%	2.43%	2.57%	
B.2.19.3.2.1	Loop + Port Combinations/>=10 circuits/Dispatch/MS(%)	11.76%	50.00%	11.63%	25.00%	9.23%	0.00%	15.69%		1,2,3
B.2.19.3.2.2	Loop + Port Combinations/>=10 circuits/Non-Dispatch/MS(%)	7.55%		11.48%		15.79%	0.00%	11.43%	0.00%	3,4
B.2.19.3.2.3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/MS(%)	10.53%		10.00%		0.00%	0.00%	11.11%		3
B.2.19.3.2.4	Loop + Port Combinations/>=10 circuits/Dispatch In/MS(%)	5.88%		12.90%		23.08%	0.00%	11.63%	0.00%	3,4
B.2.19.4.1.1	Combo Other/<10 circuits/Dispatch/MS(%)	9.89%		10.43%		10.32%	20.00%	11.36%	14.29%	3,4
B.2.19.5.1.1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/MS(%)	3.18%	3.13%	2.12%	10.20%	3.03%	5.13%	4.96%	8.11%	
B.2.19.6.1.1	UNE ISDN/<10 circuits/Dispatch/MS(%)	1.96%	0.00%	3.92%	6.90%	6.82%	4.76%	2.78%	0.00%	
B.2.19.8.1.1	2W Analog Loop Design/<10 circuits/Dispatch/MS(%)	10.04%	0.00%	10.62%	13.33%	10.40%	11.11%	11.48%	0.00%	3,4
B.2.19.9.1.1	2W Analog Loop Non-Design/<10 circuits/Dispatch/MS(%)	10.19%	0.00%	10.62%	0.00%	10.44%	0.00%	11.47%	0.00%	
B.2.19.11.1.1	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/MS(%)	10.19%		10.62%	0.00%	10.44%	0.00%	11.47%		2,3
B.2.19.12.1.1	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/MS(%)	10.04%	0.00%	10.62%	14.29%	10.40%	0.00%	11.48%	0.00%	1,2,3,4
B.2.19.13.1.1	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/MS(%)	10.19%	6.67%	10.62%	0.00%	10.44%	0.00%	11.47%	0.00%	

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.2.19.13.2.1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/MS(%)	10.53%		8.57%	0.00%	7.27%		11.90%		2
B.2.19.14.1.1	Other Design/<10 circuits/Dispatch/MS(%)	6.64%	100.00%	6.21%		8.45%		8.52%		1
B.2.19.15.1.1	Other Non-Design/<10 circuits/Dispatch/MS(%)	10.04%	0.00%	10.62%	9.09%	10.40%	8.33%	11.48%	11.11%	
B.2.19.15.1.2	Other Non-Design/<10 circuits/Non-Dispatch/MS(%)	3.11%		3.36%		2.83%	0.00%	2.82%		3
B.2.19.16.1.2	INP (Standalone)/<10 circuits/Non-Dispatch/MS(%)	3.15%	0.00%	3.36%		2.83%		2.81%	0.00%	1,4
B.2.19.17.1.2	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(%)	3.15%	0.00%	3.36%	0.00%	2.83%	0.00%	2.81%	0.00%	
B.2.19.17.2.2	LNP (Standalone)/>=10 circuits/Non-Dispatch/MS(%)	0.00%	0.00%	0.00%		0.00%	0.00%	0.00%	0.00%	1,3,4
B.2.19.18.1.1	Digital Loop < DS1/<10 circuits/Dispatch/MS(%)	3.99%	2.17%	3.29%	8.97%	4.08%	5.00%	5.01%	5.77%	
B.2.19.19.1.1	Digital Loop >= DS1/<10 circuits/Dispatch/MS(%)	4.69%	13.95%	6.30%	17.89%	6.50%	17.07%	6.25%	15.28%	
B.2.19.19.1.2	Digital Loop >= DS1/<10 circuits/Non-Dispatch/MS(%)	1.98%		1.73%		0.85%		0.65%		
	Average Completion Notice Interval - Mechanized [P-5]									
B.2.21.3.1.1	Loop + Port Combinations/<10 circuits/Dispatch/MS(hours)	1.49	0.45	1.83	0.33	1.59	0.36	1.41	0.29	
B.2.21.3.1.2	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(hours)	0.69	0.35	0.48	0.34	0.49	0.33	0.60	0.36	
B.2.21.3.1.3	Loop + Port Combinations/<10 circuits/Switch Based Orders/MS(hours)	0.48	0.34	0.54	0.32	0.56	0.34	0.61	0.37	
B.2.21.3.1.4	Loop + Port Combinations/<10 circuits/Dispatch In/MS(hours)	1.04	0.37	0.41	0.37	0.39	0.32	0.59	0.34	
B.2.21.3.2.1	Loop + Port Combinations/>=10 circuits/Dispatch/MS(hours)	3.44	0.02	3.40		3.92		0.03		1
B.2.21.3.2.2	Loop + Port Combinations/>=10 circuits/Non-Dispatch/MS(hours)	0.29		1.27	0.31	0.38		2.07		2
B.2.21.3.2.3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/MS(hours)	0.28		0.27	0.27	0.35		1.19		2
B.2.21.3.2.4	Loop + Port Combinations/>=10 circuits/Dispatch In/MS(hours)	0.30		1.74	0.32	0.39		2.84		2

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.2.21.5.1.1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/MS(hours)	6.29		5.00		3.78		1.63	5.82	
B.2.21.6.1.1	UNE ISDN/<10 circuits/Dispatch/MS(hours)	55.61	29.74	60.05	1.87	26.91	9.42	38.53	3.77	
B.2.21.8.1.1	2W Analog Loop Design/<10 circuits/Dispatch/MS(hours)	1.49	26.62	1.83	0.12	1.59	0.29	1.41	27.55	1,2,3,4
B.2.21.9.1.1	2W Analog Loop Non-Design/<10 circuits/Dispatch/MS(hours)	1.47	0.02	1.82	0.74	1.53	0.02	1.37	0.02	
B.2.21.12.1.1	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/MS(hours)	1.49	14.88	1.83	60.14	1.59		1.41	0.02	1,2,4
B.2.21.17.1.2	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(hours)	0.69	0.32	0.47	0.28	0.48	0.29	0.60	0.37	
B.2.21.18.1.1	Digital Loop < DS1/<10 circuits/Dispatch/MS(hours)	42.32	29.74	29.36	1.87	16.32	9.42	11.73	4.92	
B.2.21.19.1.1	Digital Loop >= DS1/<10 circuits/Dispatch/MS(hours)	218.93	20.00	390.28	13.61	200.76	18.28	121.39	50.31	
	Average Completion Notice Interval - Non-Mechanized [P-5]									
B.2.22.2.1.1	Local Interoffice Transport/<10 circuits/Dispatch/MS(hours)				21.07		36.80		19.34	2,3,4
B.2.22.3.1.1	Loop + Port Combinations/<10 circuits/Dispatch/MS(hours)		12.71		9.13		19.89		15.23	
B.2.22.3.1.2	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(hours)		6.27		4.52		3.54		8.20	
B.2.22.3.1.3	Loop + Port Combinations/<10 circuits/Switch Based Orders/MS(hours)		2.87		2.30		1.15		8.18	
B.2.22.3.1.4	Loop + Port Combinations/<10 circuits/Dispatch In/MS(hours)		12.60		12.88		12.26		8.37	
B.2.22.3.2.1	Loop + Port Combinations/>=10 circuits/Dispatch/MS(hours)		0.02		22.58					1,2
B.2.22.3.2.2	Loop + Port Combinations/>=10 circuits/Non-Dispatch/MS(hours)						20.75			3
B.2.22.3.2.4	Loop + Port Combinations/>=10 circuits/Dispatch In/MS(hours)						20.75			3
B.2.22.4.1.1	Combo Other/<10 circuits/Dispatch/MS(hours)				24.37		44.48		49.22	2,3,4

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.2.22.5.1.1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/MS(hours)		19.87		9.53		15.99		12.59	
B.2.22.6.1.1	UNE ISDN/<10 circuits/Dispatch/MS(hours)		27.17		229.17					1,2
B.2.22.8.1.1	2W Analog Loop Design/<10 circuits/Dispatch/MS(hours)		55.33		41.07		390.11		17.69	1,2,3,4
B.2.22.9.1.1	2W Analog Loop Non-Design/<10 circuits/Dispatch/MS(hours)		36.18		10.32		29.68		22.83	1,2,3,4
B.2.22.10.1.1	2W Analog Loop w/INP Design/<10 circuits/Dispatch/MS(hours)								38.77	4
B.2.22.11.1.1	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/MS(hours)		15.42		44.87				20.73	1,2,4
B.2.22.12.1.1	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/MS(hours)		52.87				19.98		45.51	1,3,4
B.2.22.13.1.1	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/MS(hours)		23.64		18.23		23.61		20.19	
B.2.22.13.2.1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/MS(hours)		37.32							1
B.2.22.15.1.1	Other Non-Design/<10 circuits/Dispatch/MS(hours)		24.04		18.39		17.94		19.74	
B.2.22.15.1.2	Other Non-Design/<10 circuits/Non-Dispatch/MS(hours)				0.53					2
B.2.22.16.1.2	INP (Standalone)/<10 circuits/Non-Dispatch/MS(hours)						18.92			3
B.2.22.17.1.2	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(hours)		3.83		4.03		7.00		4.45	
B.2.22.17.2.2	LNP (Standalone)/>=10 circuits/Non-Dispatch/MS(hours)				0.40		0.29		0.27	2,3,4
B.2.22.18.1.1	Digital Loop < DS1/<10 circuits/Dispatch/MS(hours)		20.55		15.47		15.99		12.59	
B.2.22.19.1.1	Digital Loop >= DS1/<10 circuits/Dispatch/MS(hours)		39.73		33.50		45.78		35.40	4
	Service Order Accuracy [P-11]									
B.2.34.1.1.1	Design (Specials)/<10 circuits/Dispatch/MS(%)		100.00%		100.00%		100.00%		100.00%	

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.2.34.1.1.2	Design (Specials)/<10 circuits/Non-Dispatch/MS(%)				100.00%		67.07%		69.33%	
B.2.34.1.2.1	Design (Specials)/>=10 circuits/Dispatch/MS(%)		100.00%		100.00%		100.00%		100.00%	
B.2.34.1.2.2	Design (Specials)/>=10 circuits/Non-Dispatch/MS(%)						100.00%		90.91%	3
B.2.34.2.1.1	Loops Non-Design/<10 circuits/Dispatch/MS(%)		98.18%		95.65%		96.00%		96.33%	
B.2.34.2.1.2	Loops Non-Design/<10 circuits/Non-Dispatch/MS(%)		99.09%		98.18%		100.00%		98.02%	
B.2.34.2.2.1	Loops Non-Design/>=10 circuits/Dispatch/MS(%)		97.75%		89.81%		97.90%		97.73%	
B.2.34.2.2.2	Loops Non-Design/>=10 circuits/Non-Dispatch/MS(%)		97.20%		97.98%		98.73%		97.53%	
UNBUNDLED NETWORK ELEMENTS - MAINTENANCE AND REPAIR										
	Missed Repair Appointments [M&R-1]									
B.3.1.2.1	Local Interoffice Transport/Dispatch/MS(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
B.3.1.2.2	Local Interoffice Transport/Non-Dispatch/MS(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	4
B.3.1.3.1	Loop + Port Combinations/Dispatch/MS(%)	4.42%	1.77%	4.60%	1.83%	5.44%	1.71%	5.41%	1.79%	
B.3.1.3.2	Loop + Port Combinations/Non-Dispatch/MS(%)	0.91%	0.97%	0.99%	0.40%	0.97%	0.00%	0.95%	0.36%	
B.3.1.4.1	Combo Other/Dispatch/MS(%)	4.33%	0.00%	4.52%	0.00%	5.32%	0.00%	5.32%	0.00%	2,3,4
B.3.1.4.2	Combo Other/Non-Dispatch/MS(%)	4.33%	0.00%	4.52%	0.00%	5.32%	0.00%	5.32%	0.00%	2,4
B.3.1.5.1	xDSL (ADSL, HDSL and UCL)/Dispatch/MS(%)	44.44%	0.00%	42.98%	0.00%	40.22%	0.00%	44.34%	0.00%	2,3,4
B.3.1.5.2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/MS(%)	2.23%	0.00%	5.62%	0.00%	2.17%	0.00%	2.73%	0.00%	1,2,3,4
B.3.1.6.1	UNE ISDN/Dispatch/MS(%)	0.00%	0.00%	0.00%	0.00%	5.26%	0.00%	5.56%	0.00%	1,2
B.3.1.6.2	UNE ISDN/Non-Dispatch/MS(%)	5.56%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1,2,3,4
B.3.1.8.1	2W Analog Loop Design/Dispatch/MS(%)	4.42%	0.00%	4.60%	0.00%	5.44%	0.00%	5.41%	3.03%	
B.3.1.8.2	2W Analog Loop Design/Non-Dispatch/MS(%)	4.42%	0.00%	4.60%	0.00%	5.44%	0.00%	5.41%	0.00%	1,2,3,4
B.3.1.9.1	2W Analog Loop Non-Design/Dispatch/MS(%)	4.36%	0.00%	4.55%	0.00%	5.40%	0.00%	5.37%	0.00%	2,4
B.3.1.9.2	2W Analog Loop Non-Design/Non-Dispatch/MS(%)	0.76%	0.00%	0.90%	0.00%	0.94%	0.00%	0.89%	0.00%	
B.3.1.10.1	Other Design/Dispatch/MS(%)	0.52%	0.00%	0.68%	0.00%	0.31%	0.00%	1.21%	0.00%	
B.3.1.10.2	Other Design/Non-Dispatch/MS(%)	0.78%	0.00%	0.31%	0.00%	0.30%	0.00%	0.32%	0.00%	
B.3.1.11.1	Other Non-Design/Dispatch/MS(%)	4.42%	25.00%	4.60%	0.00%	5.44%	0.00%	5.41%	50.00%	1,2,3,4
B.3.1.11.2	Other Non-Design/Non-Dispatch/MS(%)	0.91%	0.00%	0.99%	0.00%	0.97%	0.00%	0.95%	0.00%	1
	Customer Trouble Report Rate [M&R-2]									

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.3.2.2.1	Local Interoffice Transport/Dispatch/MS(%)	2.53%	0.00%	2.35%	0.00%	3.05%	0.00%	2.70%	0.00%	
B.3.2.2.2	Local Interoffice Transport/Non-Dispatch/MS(%)	1.35%	0.00%	1.55%	0.00%	1.48%	0.00%	1.25%	2.94%	
B.3.2.3.1	Loop + Port Combinations/Dispatch/MS(%)	2.02%	1.37%	2.23%	1.46%	2.30%	1.46%	2.32%	1.55%	
B.3.2.3.2	Loop + Port Combinations/Non-Dispatch/MS(%)	1.02%	0.38%	1.05%	0.45%	1.07%	0.36%	1.08%	0.48%	
B.3.2.4.1	Combo Other/Dispatch/MS(%)	1.77%	0.00%	1.95%	10.00%	2.01%	9.09%	2.03%	2.56%	
B.3.2.4.2	Combo Other/Non-Dispatch/MS(%)	1.77%	0.00%	1.95%	3.33%	2.01%	0.00%	2.03%	5.13%	
B.3.2.5.1	xDSL (ADSL, HDSL and UCL)/Dispatch/MS(%)	1.07%	1.36%	1.32%	1.00%	1.37%	0.64%	1.53%	0.34%	
B.3.2.5.2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/MS(%)	1.33%	0.11%	2.32%	0.22%	2.33%	0.32%	2.41%	0.57%	
B.3.2.6.1	UNE ISDN/Dispatch/MS(%)	0.50%	1.18%	0.70%	0.50%	0.64%	1.80%	0.61%	1.83%	
B.3.2.6.2	UNE ISDN/Non-Dispatch/MS(%)	1.19%	0.17%	1.17%	0.17%	0.84%	0.66%	1.12%	1.00%	
B.3.2.8.1	2W Analog Loop Design/Dispatch/MS(%)	2.02%	0.66%	2.23%	0.76%	2.30%	0.58%	2.32%	1.01%	
B.3.2.8.2	2W Analog Loop Design/Non-Dispatch/MS(%)	2.02%	0.27%	2.23%	0.06%	2.30%	0.09%	2.32%	0.06%	
B.3.2.9.1	2W Analog Loop Non-Design/Dispatch/MS(%)	2.15%	0.00%	2.38%	0.48%	2.46%	0.00%	2.48%	0.33%	
B.3.2.9.2	2W Analog Loop Non-Design/Non-Dispatch/MS(%)	0.98%	0.00%	1.03%	0.00%	1.06%	0.00%	1.07%	0.00%	
B.3.2.10.1	Other Design/Dispatch/MS(%)	0.28%	0.00%	0.29%	0.00%	0.32%	0.00%	0.33%	0.00%	1,2,3,4
B.3.2.10.2	Other Design/Non-Dispatch/MS(%)	0.32%	0.00%	0.32%	0.00%	0.32%	0.00%	0.31%	0.00%	1,2,3,4
B.3.2.11.1	Other Non-Design/Dispatch/MS(%)	2.02%	3.74%	2.23%	7.69%	2.30%	3.41%	2.32%	4.35%	
B.3.2.11.2	Other Non-Design/Non-Dispatch/MS(%)	1.02%	0.93%	1.05%	0.00%	1.07%	0.00%	1.08%	0.00%	
	Maintenance Average Duration [M&R-3]									
B.3.3.2.1	Local Interoffice Transport/Dispatch/MS(hours)	3.72	0.00	4.07	0.00	4.06	0.00	4.01	0.00	
B.3.3.2.2	Local Interoffice Transport/Non-Dispatch/MS(hours)	2.00	0.00	2.80	0.00	1.74	0.00	1.97	2.85	4
B.3.3.3.1	Loop + Port Combinations/Dispatch/MS(hours)	19.44	14.32	20.31	13.00	22.24	12.75	23.62	15.19	
B.3.3.3.2	Loop + Port Combinations/Non-Dispatch/MS(hours)	7.66	3.96	8.35	3.53	9.38	4.72	10.02	5.07	
B.3.3.4.1	Combo Other/Dispatch/MS(hours)	19.10	0.00	19.98	5.17	21.85	4.15	23.19	6.35	2,3,4
B.3.3.4.2	Combo Other/Non-Dispatch/MS(hours)	19.10	0.00	19.98	1.23	21.85	0.00	23.19	5.23	2,4
B.3.3.5.1	xDSL (ADSL, HDSL and UCL)/Dispatch/MS(hours)	50.88	5.49	35.89	4.61	32.65	4.20	32.38	4.45	2,3,4
B.3.3.5.2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/MS(hours)	3.73	3.35	5.40	4.66	2.93	1.16	1.72	4.47	1,2,3,4
B.3.3.6.1	UNE ISDN/Dispatch/MS(hours)	5.98	6.26	5.40	5.95	6.69	5.27	7.35	6.27	1,2

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.3.3.6.2	UNE ISDN/Non-Dispatch/MS(hours)	6.11	1.47	1.82	1.33	3.03	1.55	5.17	6.61	1,2,3,4
B.3.3.8.1	2W Analog Loop Design/Dispatch/MS(hours)	19.44	4.87	20.31	3.52	22.24	5.44	23.62	6.99	
B.3.3.8.2	2W Analog Loop Design/Non-Dispatch/MS(hours)	19.44	2.36	20.31	3.23	22.24	1.42	23.62	5.71	1,2,3,4
B.3.3.9.1	2W Analog Loop Non-Design/Dispatch/MS(hours)	19.57	0.00	20.46	2.00	22.42	0.00	23.79	4.00	2,4
B.3.3.9.2	2W Analog Loop Non-Design/Non-Dispatch/MS(hours)	8.19	0.00	8.79	0.00	10.03	0.00	10.70	0.00	
B.3.3.10.1	Other Design/Dispatch/MS(hours)	4.84	0.00	5.09	0.00	5.21	0.00	5.50	0.00	
B.3.3.10.2	Other Design/Non-Dispatch/MS(hours)	2.95	0.00	2.25	0.00	2.20	0.00	2.50	0.00	
B.3.3.11.1	Other Non-Design/Dispatch/MS(hours)	19.44	7.78	20.31	13.71	22.24	11.00	23.62	24.75	1,2,3,4
B.3.3.11.2	Other Non-Design/Non-Dispatch/MS(hours)	7.66	2.73	8.35	0.00	9.38	0.00	10.02	0.00	1
	% Repeat Troubles within 30 Days [M&R-4]									
B.3.4.2.1	Local Interoffice Transport/Dispatch/MS(%)	28.17%	0.00%	22.73%	0.00%	28.32%	0.00%	25.48%	0.00%	
B.3.4.2.2	Local Interoffice Transport/Non-Dispatch/MS(%)	27.63%	0.00%	18.39%	0.00%	14.29%	0.00%	15.07%	0.00%	4
B.3.4.3.1	Loop + Port Combinations/Dispatch/MS(%)	16.81%	12.11%	19.07%	13.81%	17.64%	10.85%	19.39%	14.53%	
B.3.4.3.2	Loop + Port Combinations/Non-Dispatch/MS(%)	14.59%	16.02%	15.84%	13.20%	15.44%	11.88%	17.09%	12.36%	
B.3.4.4.1	Combo Other/Dispatch/MS(%)	16.83%	0.00%	19.07%	33.33%	17.68%	0.00%	19.56%	0.00%	2,3,4
B.3.4.4.2	Combo Other/Non-Dispatch/MS(%)	16.83%	0.00%	19.07%	0.00%	17.68%	0.00%	19.56%	50.00%	2,4
B.3.4.5.1	xDSL (ADSL, HDSL and UCL)/Dispatch/MS(%)	11.67%	0.00%	20.66%	11.11%	24.72%	0.00%	26.91%	0.00%	2,3,4
B.3.4.5.2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/MS(%)	16.52%	0.00%	23.89%	0.00%	23.04%	0.00%	29.63%	0.00%	1,2,3,4
B.3.4.6.1	UNE ISDN/Dispatch/MS(%)	0.00%	0.00%	14.29%	0.00%	10.53%	27.27%	27.78%	27.27%	1,2
B.3.4.6.2	UNE ISDN/Non-Dispatch/MS(%)	13.89%	0.00%	17.14%	0.00%	8.00%	25.00%	6.06%	33.33%	1,2,3,4
B.3.4.8.1	2W Analog Loop Design/Dispatch/MS(%)	16.81%	13.64%	19.07%	4.00%	17.64%	5.26%	19.39%	6.06%	
B.3.4.8.2	2W Analog Loop Design/Non-Dispatch/MS(%)	16.81%	0.00%	19.07%	0.00%	17.64%	33.33%	19.39%	0.00%	1,2,3,4
B.3.4.9.1	2W Analog Loop Non-Design/Dispatch/MS(%)	16.88%	0.00%	19.16%	0.00%	17.70%	0.00%	19.44%	0.00%	2,4
B.3.4.9.2	2W Analog Loop Non-Design/Non-Dispatch/MS(%)	14.51%	0.00%	16.11%	0.00%	15.58%	0.00%	17.35%	0.00%	
B.3.4.10.1	Other Design/Dispatch/MS(%)	17.71%	0.00%	18.85%	0.00%	19.45%	0.00%	26.55%	0.00%	
B.3.4.10.2	Other Design/Non-Dispatch/MS(%)	17.70%	0.00%	19.16%	0.00%	16.57%	0.00%	17.70%	0.00%	
B.3.4.11.1	Other Non-Design/Dispatch/MS(%)	16.81%	25.00%	19.07%	14.29%	17.64%	0.00%	19.39%	0.00%	1,2,3,4
B.3.4.11.2	Other Non-Design/Non-Dispatch/MS(%)	14.59%	0.00%	15.84%	0.00%	15.44%	0.00%	17.09%	0.00%	1
	Out of Service > 24 hours [M&R-5]									

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.3.5.2.1	Local Interoffice Transport/Dispatch/MS(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
B.3.5.2.2	Local Interoffice Transport/Non-Dispatch/MS(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	4
B.3.5.3.1	Loop + Port Combinations/Dispatch/MS(%)	26.22%	18.44%	26.92%	12.12%	29.58%	13.65%	32.31%	19.16%	
B.3.5.3.2	Loop + Port Combinations/Non-Dispatch/MS(%)	13.13%	3.06%	13.16%	2.24%	17.00%	6.73%	19.19%	4.57%	
B.3.5.4.1	Combo Other/Dispatch/MS(%)	25.30%	0.00%	26.06%	0.00%	28.56%	0.00%	31.21%	0.00%	2,3,4
B.3.5.4.2	Combo Other/Non-Dispatch/MS(%)	25.30%	0.00%	26.06%	0.00%	28.56%	0.00%	31.21%	0.00%	2,4
B.3.5.5.1	xDSL (ADSL, HDSL and UCL)/Dispatch/MS(%)	44.44%	0.00%	42.98%	0.00%	40.22%	0.00%	44.34%	0.00%	2,3,4
B.3.5.5.2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/MS(%)	2.23%	0.00%	5.62%	0.00%	2.17%	0.00%	2.73%	0.00%	1,2,3,4
B.3.5.6.1	UNE ISDN/Dispatch/MS(%)	0.00%	0.00%	0.00%	0.00%	5.26%	0.00%	5.56%	0.00%	1,2
B.3.5.6.2	UNE ISDN/Non-Dispatch/MS(%)	5.56%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1,2,3,4
B.3.5.8.1	2W Analog Loop Design/Dispatch/MS(%)	26.22%	0.00%	26.92%	0.00%	29.58%	0.00%	32.31%	3.03%	
B.3.5.8.2	2W Analog Loop Design/Non-Dispatch/MS(%)	26.22%	0.00%	26.92%	0.00%	29.58%	0.00%	32.31%	0.00%	1,2,3,4
B.3.5.9.1	2W Analog Loop Non-Design/Dispatch/MS(%)	26.51%	0.00%	27.20%	0.00%	29.84%	0.00%	32.59%	0.00%	2,4
B.3.5.9.2	2W Analog Loop Non-Design/Non-Dispatch/MS(%)	13.25%	0.00%	13.48%	0.00%	17.58%	0.00%	19.90%	0.00%	
B.3.5.10.1	Other Design/Dispatch/MS(%)	0.52%	0.00%	0.68%	0.00%	0.31%	0.00%	1.21%	0.00%	
B.3.5.10.2	Other Design/Non-Dispatch/MS(%)	0.78%	0.00%	0.31%	0.00%	0.30%	0.00%	0.32%	0.00%	
B.3.5.11.1	Other Non-Design/Dispatch/MS(%)	26.22%	0.00%	26.92%	0.00%	29.58%	0.00%	32.31%	25.00%	1,2,3,4
B.3.5.11.2	Other Non-Design/Non-Dispatch/MS(%)	13.13%	0.00%	13.16%	0.00%	17.00%	0.00%	19.19%	0.00%	1
UNBUNDLED NETWORK ELEMENTS - BILLING										
	Invoice Accuracy [B-1]									
B.4.1	MS(%)	98.86%	96.50%	99.03%	95.07%	98.60%	99.85%	98.67%	100.00%	
	Mean Time to Deliver Invoices - CRIS [B-2]									
B.4.2	Region(business days)	3.68	7.29	3.86	4.97	3.47	3.78	3.82	3.46	
LOCAL INTERCONNECTION TRUNKS - ORDERING										
	% Rejected Service Requests [O-7]									
C.1.1	Local Interconnection Trunks/MS(%)		40.00%		50.00%		72.73%		75.00%	
	Reject Interval [O-8]									
C.1.2	Local Interconnection Trunks/MS(%)		100.00%		100.00%		100.00%			1,2,3
	FOC Timeliness [O-9]									
C.1.3	Local Interconnection Trunks/MS(%)		100.00%		100.00%		100.00%		100.00%	3,4
	FOC & Reject Response Completeness [O-11]									

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
C.1.4	Local Interconnection Trunks/MS(%)		100.00%		100.00%		100.00%		100.00%	2,3,4
LOCAL INTERCONNECTION TRUNKS - PROVISIONING										
	Order Completion Interval [P-4]									
C.2.1	Local Interconnection Trunks/MS(days)	23.12	6.00	28.63	23.00	25.31	6.00	32.87	12.50	1,2,3,4
	Held Orders [P-1]									
C.2.2	Local Interconnection Trunks/MS(days)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% Jeopardies [P-2]									
C.2.3	Local Interconnection Trunks/MS(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1,2,3,4
	% Missed Installation Appointments [P-3]									
C.2.5	Local Interconnection Trunks/MS(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1,2,3,4
	% Provisioning Troubles within 30 Days [P-9]									
C.2.6	Local Interconnection Trunks/MS(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
	Average Completion Notice Interval [P-5]									
C.2.7	Local Interconnection Trunks/MS(hours)	24.64	18.24	133.06	2.34	109.90	0.02	36.77	8.57	1,2,3,4
	Total Service Order Cycle Time [P-10]									
C.2.8	Local Interconnection Trunks/MS(days)		8.47		24.13		7.30		14.02	1,2,3,4
	% Completions w/o Notice or < 24 hours [P-6]									
C.2.10.1	Local Interconnection Trunks/Dispatch/MS(%)		0.00%		0.00%		0.00%		0.00%	1,2,3,4
	Service Order Accuracy [P-11]									
C.2.11.1.1	Local Interconnection Trunks/<10 circuits/Dispatch/MS(%)		100.00%		100.00%		100.00%		100.00%	
C.2.11.1.2	Local Interconnection Trunks/<10 circuits/Non-Dispatch/MS(%)		100.00%		100.00%		100.00%		100.00%	
C.2.11.2.1	Local Interconnection Trunks/>=10 circuits/Dispatch/MS(%)		100.00%		100.00%		100.00%		100.00%	1,2,4
C.2.11.2.2	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/MS(%)		100.00%		100.00%		100.00%		100.00%	2
LOCAL INTERCONNECTION TRUNKS - MAINTENANCE AND REPAIR										
	Missed Repair Appointments [M&R-1]									
C.3.1.1	Local Interconnection Trunks/Dispatch/MS(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
C.3.1.2	Local Interconnection Trunks/Non-Dispatch/MS(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
	Customer Trouble Report Rate [M&R-2]									

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
C.3.2.1	Local Interconnection Trunks/Dispatch/MS(%)	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/MS(%)	0.03%	0.00%	0.04%	0.00%	0.00%	0.00%	0.00%	0.00%	
	Maintenance Average Duration [M&R-3]									
C.3.3.1	Local Interconnection Trunks/Dispatch/MS(hours)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
C.3.3.2	Local Interconnection Trunks/Non-Dispatch/MS(hours)	0.46	0.00	0.22	0.00	3.52	0.00	2.03	0.00	
	% Repeat Troubles within 30 Days [M&R-4]									
C.3.4.1	Local Interconnection Trunks/Dispatch/MS(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
C.3.4.2	Local Interconnection Trunks/Non-Dispatch/MS(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
	Out of Service > 24 hours [M&R-5]									
C.3.5.1	Local Interconnection Trunks/Dispatch/MS(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
C.3.5.2	Local Interconnection Trunks/Non-Dispatch/MS(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
LOCAL INTERCONNECTION TRUNKS - BILLING										
	Invoice Accuracy [B-1]									
C.4.1	MS(%)	98.86%	98.47%	99.03%	99.48%	98.60%	99.82%	98.67%	99.87%	
	Mean Time to Deliver Invoices - CABS [B-2]									
C.4.2	Region(calendar days)	4.84	4.54	3.94	3.89	4.96	4.92	4.54	4.29	
LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING										
	Trunk Group Performance - Aggregate [TGP-1]									
C.5.1	MS		0		0		0		0	
OPERATIONS SUPPORT SYSTEMS - PRE-ORDERING										
	% Interface Availability - CLEC [OSS-2]									
D.1.1.1	EDI/Region(%)		99.71%		100.00%		99.64%		100.00%	
D.1.1.2	HAL/Region(%)		100.00%		100.00%					
D.1.1.3	LENS/Region(%)		99.99%		99.98%		99.85%		99.76%	
D.1.1.4	LEO MAINFRAME/Region(%)		100.00%		100.00%		100.00%		100.00%	
D.1.1.6	LESOG/Region(%)		100.00%		100.00%		100.00%		100.00%	
D.1.1.7	TAG/Region(%)		100.00%		99.95%		99.99%		99.86%	
D.1.1.8	PSIMS/Region(%)		100.00%		100.00%		100.00%		100.00%	

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
	% Interface Availability - BST & CLEC [OSS-2]									
D.1.2.1	ATLAS/COFFI/Region(%)		100.00%		100.00%					
D.1.2.2	BOCRIS/Region(%)		100.00%		100.00%		99.96%		99.99%	
D.1.2.3	DSAP/Region(%)		100.00%		100.00%		100.00%		99.98%	
D.1.2.4	RSAG/Region(%)		100.00%		100.00%		100.00%		99.99%	
D.1.2.5	SOCS/Region(%)		100.00%		100.00%		100.00%		99.99%	
D.1.2.6	SONGS/Region(%)		100.00%		100.00%		100.00%		99.86%	
D.1.2.7	DOE/Region(%)		99.99%		99.99%		99.99%		99.26%	
D.1.2.8	LNP Gateway/Region(%)		100.00%		99.99%		100.00%		99.49%	
D.1.2.9	COG/Region(%)		100.00%		100.00%		100.00%		99.48%	
D.1.2.10	DOM/Region(%)		100.00%		100.00%		100.00%		99.99%	
D.1.2.11	SOG/Region(%)		100.00%		100.00%		100.00%		100.00%	
D.1.2.1-new	ATLAS/Region (%)						100.00%		99.99%	
D.1.2.2-new	COFFI/Region (%)						100.00%		99.99%	
	Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds) [OSS-1]									
D.1.3.1.1	RSAG, by TN/Region(seconds)	1440.12	0.91	1782.46	1.11	2.87	1.20	2.88	1.02	
D.1.3.1.2	RSAG, by TN/Region(seconds)	2.96	0.91	2.95	1.11	2.94	1.20	2.91	1.02	
D.1.3.2.1	RSAG, by ADDR/Region(seconds)	712.69	0.91	1204.18	1.02	2.99	1.10	3.03	0.93	
D.1.3.2.2	RSAG, by ADDR/Region(seconds)	4.82	0.91	4.86	1.02	4.77	1.10	4.76	0.93	
D.1.3.3.1	ATLAS/Region(seconds)	1330.23	0.88	2.95	0.88	2.95	0.88	3.01	0.80	
D.1.3.3.2	ATLAS/Region(seconds)	2.61	0.88	2.61	0.88	2.60	0.88	2.61	0.80	
D.1.3.4.1	DSAP/Region(seconds)	2.68	0.53	2.70	0.57	2.71	0.53	2.71	0.52	
D.1.3.4.2	DSAP/Region(seconds)	2.58	0.53	2.58	0.57	2.57	0.53	2.57	0.52	
D.1.3.5.1	CRSECSRL/Region(seconds)	3.20	1.08	212.02	1.25	3.21	2.12	3.24	1.14	
D.1.3.5.2	CRSECSRL/Region(seconds)	2.95	1.08	2.91	1.25	2.87	2.12	2.95	1.14	
D.1.3.6.1	COFFI/Region(seconds)	4.46	0.63	4.40	0.67	4.60	0.63	4.35	0.64	
D.1.3.6.2	COFFI/Region(seconds)	3.81	0.63	3.92	0.67	7.28	0.63	3.73	0.64	
D.1.3.7.1	PSIMS/ORB/Region(seconds)	4.46	0.03	4.40	0.04	4.60	0.04	4.35	0.04	
D.1.3.7.2	PSIMS/ORB/Region(seconds)	3.81	0.03	3.92	0.04	7.28	0.04	3.73	0.04	
	Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds) [OSS-1]									
D.1.4.1.1	RSAG, by TN/Region(seconds)	1440.12	1.10	1782.46	1.31	2.87	1.60	2.88	1.52	
D.1.4.1.2	RSAG, by TN/Region(seconds)	2.96	1.10	2.95	1.31	2.94	1.60	2.91	1.52	
D.1.4.2.1	RSAG, by ADDR/Region(seconds)	712.69	1.62	1204.18	1.85	2.99	3.05	3.03	2.34	

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
D.1.4.2.2	RSAG, by ADDR/Region(seconds)	4.82	1.62	4.86	1.85	4.77	3.05	4.76	2.34	
D.1.4.4.1	ATLAS - DID/Region(seconds)		1.48		2.18		1.76		1.37	
D.1.4.4.2	ATLAS - DID/Region(seconds)		1.48		2.18		1.76		1.37	
D.1.4.5.1	ATLAS - TN/Region(seconds)	1330.23	1.35	2.95	1.56	2.95	1.86	3.01	1.89	
D.1.4.5.2	ATLAS - TN/Region(seconds)	2.61	1.35	2.61	1.56	2.60	1.86	2.61	1.89	
D.1.4.6.1	DSAP/Region(seconds)	2.68	1.58	2.70	1.71	2.71	1.74	2.71	1.83	
D.1.4.6.2	DSAP/Region(seconds)	2.58	1.58	2.58	1.71	2.57	1.74	2.57	1.83	
D.1.4.7.1	TAG/Region(seconds)	3.20	1.75	212.02	2.15	3.21	2.51	3.24	2.85	
D.1.4.7.2	TAG/Region(seconds)	2.95	1.75	2.91	2.15	2.87	2.51	2.95	2.85	
OPERATIONS SUPPORT SYSTEMS - MAINTENANCE AND REPAIR										
	% Interface Availability - CLEC [OSS-3]									
D.2.2.1	CLEC TAFI/Region(%)		100.00%		100.00%		100.00%		100.00%	
D.2.2.2	ECTA/Region(%)		100.00%		99.95%		100.00%		99.86%	
	% Interface Availability - BST & CLEC [OSS-3]									
D.2.3.1	CRIS/Region(%)		100.00%		100.00%		99.96%		99.99%	
D.2.3.2	LMOS HOST/Region(%)		100.00%		100.00%		99.91%		100.00%	
D.2.3.3	LNP/Region(%)		100.00%		100.00%		100.00%		99.91%	
D.2.3.4	MARCH/Region(%)		100.00%		99.99%		100.00%		100.00%	
D.2.3.5	OSPCM/Region(%)		100.00%		100.00%		100.00%		100.00%	
D.2.3.6	Predictor/Region(%)		100.00%		100.00%		100.00%		99.92%	
D.2.3.7	SOCS/Region(%)		100.00%		100.00%		100.00%		99.99%	
	Average Response Interval <= 4 Seconds [OSS-4]									
D.2.4.1	CRIS/Region(%)	94.91%	94.17%	94.75%	94.83%	95.12%	94.99%	94.95%	94.66%	
D.2.4.2	DLETH/Region(%)	3.07%	3.22%	3.14%	4.03%	3.16%	4.59%	2.58%	3.67%	
D.2.4.3	DLR/Region(%)	4.30%	2.41%	4.07%	2.41%	4.03%	3.36%	4.47%	7.51%	
D.2.4.4	LMOS/Region(%)	99.67%	99.69%	99.63%	99.59%	99.60%	99.60%	99.61%	99.58%	
D.2.4.5	LMOSupd/Region(%)	78.95%	70.39%	76.71%	65.38%	78.49%	66.19%	79.21%	66.24%	
D.2.4.6	LNP/Region(%)	99.78%	99.37%	99.31%	99.09%	99.68%	99.19%	99.65%	98.81%	
D.2.4.7	MARCH/Region(%)	28.35%	33.16%	28.32%	26.44%	28.04%	31.69%	28.10%	29.64%	
D.2.4.8	OSPCM/Region(%)	23.94%	13.59%	27.25%	20.73%	31.23%	24.50%	33.15%	21.43%	
D.2.4.9	Predictor/Region(%)	15.78%	19.48%	15.03%	20.43%	13.82%	19.61%	12.71%	21.73%	
D.2.4.10	SOCS/Region(%)	99.84%	99.91%	99.83%	99.90%	99.85%	99.88%	99.81%	99.86%	
D.2.4.11	NIW/Region(%)	82.97%	81.81%	84.38%	83.15%	84.01%	83.00%	82.83%	81.89%	

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
	Average Response Interval <= 10 Seconds [OSS-4]									
D.2.5.1	CRIS/Region(%)	98.99%	99.34%	98.97%	99.34%	99.05%	99.46%	99.02%	99.39%	
D.2.5.2	DLETH/Region(%)	78.81%	86.16%	78.96%	87.92%	79.20%	85.30%	77.66%	82.58%	
D.2.5.3	DLR/Region(%)	77.94%	92.02%	77.45%	91.98%	76.65%	88.18%	71.08%	41.67%	
D.2.5.4	LMOS/Region(%)	99.81%	99.86%	99.79%	99.82%	99.79%	99.84%	99.80%	99.85%	
D.2.5.5	LMOSupd/Region(%)	90.95%	83.33%	89.31%	80.59%	90.04%	80.25%	90.59%	80.53%	
D.2.5.6	LNP/Region(%)	99.93%	99.87%	99.54%	99.72%	99.81%	99.63%	99.83%	99.52%	
D.2.5.7	MARCH/Region(%)	28.35%	33.16%	28.32%	26.44%	28.04%	31.69%	28.10%	29.64%	
D.2.5.8	OSPCM/Region(%)	96.89%	96.12%	97.38%	95.12%	97.81%	97.35%	98.41%	95.83%	
D.2.5.9	Predictor/Region(%)	15.78%	19.48%	15.03%	20.43%	13.82%	19.61%	12.71%	21.73%	
D.2.5.10	SOCS/Region(%)	99.99%	99.99%	99.99%	99.98%	99.98%	100.00%	99.98%	100.00%	
D.2.5.11	NIW/Region(%)	99.17%	98.96%	99.49%	99.33%	99.39%	99.21%	99.42%	99.25%	
	Average Response Interval > 10 Seconds [OSS-4]									
D.2.6.1	CRIS/Region(%)	1.01%	0.66%	1.03%	0.66%	0.95%	0.54%	0.98%	0.61%	
D.2.6.2	DLETH/Region(%)	21.19%	13.84%	21.04%	12.08%	20.80%	14.70%	22.34%	17.42%	
D.2.6.3	DLR/Region(%)	22.06%	7.98%	22.55%	8.02%	23.35%	11.82%	28.92%	58.33%	
D.2.6.4	LMOS/Region(%)	0.19%	0.14%	0.21%	0.18%	0.21%	0.16%	0.20%	0.15%	
D.2.6.5	LMOSupd/Region(%)	9.05%	16.67%	10.69%	19.41%	9.96%	19.75%	9.41%	19.47%	
D.2.6.6	LNP/Region(%)	0.07%	0.13%	0.46%	0.28%	0.19%	0.37%	0.17%	0.48%	
D.2.6.7	MARCH/Region(%)	71.65%	66.84%	71.68%	73.56%	71.96%	68.31%	71.90%	70.36%	
D.2.6.8	OSPCM/Region(%)	3.11%	3.88%	2.62%	4.88%	2.19%	2.65%	1.59%	4.17%	
D.2.6.9	Predictor/Region(%)	84.22%	80.52%	84.97%	79.57%	86.18%	80.39%	87.29%	78.27%	
D.2.6.10	SOCS/Region(%)	0.01%	0.01%	0.01%	0.02%	0.02%	0.00%	0.02%	0.00%	
D.2.6.11	NIW/Region(%)	0.83%	1.04%	0.51%	0.67%	0.61%	0.79%	0.58%	0.75%	
COLLOCATION - COLLOCATION										
	Average Response Time [C-1]									
E.1.1.3	Physical Cageless/MS(calendar days)		4		3					1,2
	Average Arrangement Time [C-2]									
E.1.2.1	Virtual-Ordinary/MS(calendar days)									
E.1.2.3	Physical Caged/MS(calendar days)				82					2
E.1.2.4	Physical Cageless/MS(calendar days)		50		55		58		58	1,2,3,4
	% Due Dates Missed [C-3]									
E.1.3.1	Virtual/MS(%)									

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
E.1.3.2	Physical/MS(%)		0.00%		0.00%		0.00%		0.00%	1,2,3,4
GENERAL - FLOW THROUGH										
	% Flow Through Service Requests [O-3]									
F.1.1.1	Summary/Region(%)		85.28%		86.05%		84.50%		85.96%	
F.1.1.2	Aggregate/Region(%)		85.28%		86.05%		84.50%		85.96%	
F.1.1.3	Residence/Region(%)		86.49%		87.39%		86.74%		88.58%	
F.1.1.4	Business/Region(%)		73.55%		71.89%		69.54%		73.74%	
F.1.1.5	UNE/Region(%)		83.88%		84.78%		82.57%		83.84%	
	% Flow Through Service Requests - Achieved [O-3]									
F.1.2.1	Summary/Region(%)		75.79%		77.51%		76.58%		78.96%	
F.1.2.2	Aggregate/Region(%)		75.79%		77.51%		76.58%		78.96%	
F.1.2.3	Residence/Region(%)		79.16%		80.53%		79.88%		81.68%	
F.1.2.4	Business/Region(%)		50.63%		51.15%		51.58%		53.42%	
F.1.2.5	UNE/Region(%)		72.17%		74.87%		74.12%		77.27%	
	% Flow Through Service Requests - LNP [O-3]									
F.1.3.1	Summary/Region(%)		92.25%		92.59%		89.75%		83.63%	
F.1.3.2	Aggregate/Region(%)		92.25%		92.59%		89.75%		83.63%	
GENERAL - PRE-ORDERING										
	Loop Makeup Inquiry (Manual) [PO-1]									
F.2.1	Loops/MS(%)								10.00%	
	Loop Makeup Inquiry (Electronic) [PO-2]									
F.2.2	Loops/MS(%)		99.23%		99.50%		99.90%		79.62%	
GENERAL - ORDERING										
	Average Speed of Answer [O-12]									
F.4.1	Region(seconds)	141.64	30.33	137.90	28.63	194.86	35.16	259.48	58.19	
GENERAL - MAINTENANCE CENTER										
	Average Answer Time [M&R-6]									
F.5.1	Region(seconds)	43.10	26.35	41.00	23.60	64.68	25.99	52.80	28.04	
GENERAL - OPERATOR SERVICES (TOLL)										
	Average Speed to Answer [OS-1]									
F.6.1	MS(seconds)		6.08		5.86		6.00		5.53	
	% Answered in 10 seconds [OS-2]									
F.6.2	MS(%)		76.40%		77.20%		76.80%		78.80%	

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
GENERAL - DIRECTORY ASSISTANCE										
	Average Speed to Answer [DA-1]									
F.7.1	MS(seconds)		4.26		4.80		5.06		4.54	
	% Answered in 12 seconds [DA-2]									
F.7.2	MS(%)		90.90%		88.80%		87.90%		90.10%	
GENERAL - BILLING										
	Usage Data Delivery Accuracy [B-3]									
F.9.1	Region(%)	100.00%	100.00%	97.75%	100.00%	95.22%	100.00%	100.00%	100.00%	
	Usage Data Delivery Timeliness [B-5]									
F.9.2	Region(%)	98.37%	93.14%	75.41%	94.80%	94.93%	97.64%	99.33%	99.38%	
	Usage Data Delivery Completeness [B-4]									
F.9.3	Region(%)	99.38%	99.89%	99.77%	99.54%	97.21%	99.95%	99.92%	99.91%	
	Mean Time to Deliver Usage [B-6]									
F.9.4	Region(days)	3.49	3.05	6.85	3.29	4.34	2.52	3.24	2.43	
	Recurring Charge Completeness [B-7]									
F.9.5.1	Resale/MS(%)	81.34%	98.45%	83.16%	47.87%	86.18%	94.89%	89.04%	99.47%	
F.9.5.2	UNE/MS(%)		99.43%		97.88%		98.66%		97.45%	
F.9.5.3	Interconnection/MS(%)		93.57%		100.00%		99.96%		88.52%	
	Non-Recurring Charge Completeness [B-8]									
F.9.6.1	Resale/MS(%)	93.31%	95.16%	73.62%	88.16%	86.41%	98.04%	86.28%	98.65%	
F.9.6.2	UNE/MS(%)		98.99%		98.45%		96.68%		97.94%	
F.9.6.3	Interconnection/MS(%)		70.18%		98.16%		96.24%		96.49%	
GENERAL - CHANGE MANAGEMENT										
	% Software Release Notices Sent On Time [CM-1]									
F.10.1	MS(%)				100.00%		100.00%			2,3
	% Change Management Documentation Sent On Time [CM-3A]									
F.10.3	MS(%)		100.00%						100.00%	1,4
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time [CM-3B]									
F.10.4	MS(%)				77.78%					2
	Average Documentation Release Delay Days [CM-4]									
F.10.5	MS(average)									
	% CLEC Interface Outages Sent within 15 Minutes [CM-5]									
F.10.6	MS(%)		100.00%		100.00%		100.00%		100.00%	

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
GENERAL - NEW BUSINESS REQUESTS										
	% New Business Requests Processed within 30 Business Days [BFR-1]									
F.11.1	Region(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
	% Quotes Provided within X Business Days [BFR-2A]									
F.11.2.1	Region(%)		100.00%				100.00%			1,3
F.11.2.3	Region(%)				100.00%		100.00%		100.00%	2,3,4
GENERAL - ORDERING										
	Acknowledgement Message Timeliness [O-1]									
F.12.1.1	EDI/Region(%)		99.97%		99.99%		100.00%		100.00%	
F.12.1.2	TAG/Region(%)		100.00%		100.00%		100.00%		100.00%	
	Acknowledgement Message Completeness [O-2]									
F.12.2.1	EDI/Region(%)		100.00%		100.00%		100.00%		99.62%	
F.12.2.2	TAG/Region(%)		100.00%		100.00%		99.99%		100.00%	
GENERAL - DATABASE UPDATES										
	Average Database Update Interval [D-1]									
F.13.1.1	LIDB/MS(hours)	1.12	1.12	0.44	0.44	0.35	0.35	1.10	1.10	
F.13.1.2	Directory Listings/MS(hours)	0.10	0.10	0.09	0.09	0.10	0.10	0.11	0.11	
F.13.1.3	Directory Assistance/MS(hours)	3.47	3.46	3.92	3.92	3.59	3.58	5.48	5.38	
	% Update Accuracy [D-2]									
F.13.2.1	LIDB/MS(%)		100.00%		100.00%		100.00%		93.48%	
F.13.2.2	Directory Listings/MS(%)		99.38%		99.03%		99.79%		99.35%	
F.13.2.3	Directory Assistance/MS(%)		100.00%		100.00%		97.87%		99.19%	
	% NXXs / LRNs Loaded by LERG Effective Date [D-3]									
F.13.3	Region(%)		96.77%		100.00%		100.00%		98.41%	
GENERAL - NETWORK OUTAGE NOTIFICATION										
	Mean Time to Notify CLEC of Major Network Outages [M&R-7]									
F.14.1	Region(minutes)	739	218	0	0	154	123	791	602	1,3,4

Abbreviations:
blank cell = no data available

Notes:

Mississippi Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	

1 = Sample Size under 10 in March
2 = Sample Size under 10 in April
2 = Sample Size under 10 in May
4 = Sample Size under 10 in June

Appendix E

North Carolina Performance Metrics

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

Metrics with no retail analog provided are usually compared with a benchmark. Note that for some metrics during the period provided there may be changes in the metric definition, or changes in the retail analog applied, making it difficult to compare data

Note: All data was calculated using BellSouth's data platform PMAP 4.0. The March data in this appendix were not taken from the MSS reports, which for that month were calculated using PMAP 2.6, but instead were calculated using PMAP 4.0 by BellSouth. This data also conforms to the Georgia Service Quality Measurement business rules that govern the regular MSS reports

PERFORMANCE METRIC CATEGORIES

Metric No.	SQM No.	Metric Name
RESALE		
Ordering		
A.1.1	O-7	% Rejected Service Requests – Mech.
A.1.2	O-7	% Rejected Service Requests - Partially Mech.
A.1.3	O-7	% Rejected Service Requests - Non-Mech.
A.1.4	O-8	Reject Interval – Mech.
A.1.7	O-8	Reject Interval - Partially Mech. – 10 hours
A.1.8	O-8	Reject Interval - Non-Mech.
A.1.9	O-9	FOC Timeliness – Mech.
A.1.12	O-9	FOC Timeliness - Partially Mech. - 10 hours
A.1.13	O-9	FOC Timeliness - Non-Mech.
A.1.14	O-11	FOC & Reject Response Completeness - Mech.
A.1.15	O-11	FOC & Reject Response Completeness - Partially Mech.
A.1.16	O-11	FOC & Reject Response Completeness - Non-Mech.
Provisioning		
A.2.1	P-4	Order Completion Interval
A.2.4	P-2	% Jeopardies - Mech.
A.2.5	P-2	% Jeopardies - Non-Mech.
A.2.7	P-2	Average Jeopardy Notice Interval - Mech.
A.2.8	P-2	Average Jeopardy Notice Interval - Non-Mech.
A.2.9	P-2	% Jeopardy Notice >= 48 hours - Mech.
A.2.10	P-2	% Jeopardy Notice >= 48 hours - Non-Mech.
A.2.11	P-3	% Missed Installation Appointments
A.2.12	P-9	% Provisioning Troubles within 30 Days
A.2.14	P-5	Average Completion Notice Interval - Mech.
A.2.15	P-5	Average Completion Notice Interval - Non-Mech.
A.2.25	P-11	Service Order Accuracy
Maintenance and Repair		
A.3.1	M&R-1	Missed Repair Appointments
A.3.2	M&R-2	Customer Trouble Report Rate
A.3.3	M&R-3	Maintenance Average Duration
A.3.4	M&R-4	% Repeat Troubles within 30 Days
A.3.5	M&R-5	Out of Service > 24 hours
Billing		
A.4.1	B-1	Invoice Accuracy
A.4.2	B-2	Mean Time to Deliver Invoices – CRIS
UNBUNDLED NETWORK ELEMENTS		
Ordering		
B.1.1	O-7/O-13	% Rejected Service Requests – Mech.
B.1.2	O-7/O-13	% Rejected Service Requests - Partially Mech.
B.1.3	O-7/O-13	% Rejected Service Requests - Non-Mech.
B.1.4	O-8/O-14	Reject Interval – Mech.
B.1.7	O-8/O-14	Reject Interval - Partially Mech. - 10 hours
B.1.8	O-8/O-14	Reject Interval - Non-Mech.
B.1.9	O-9/O-15	FOC Timeliness – Mech.
B.1.12	O-9/O-15	FOC Timeliness - Partially Mech. - 10 hours
B.1.13	O-9/O-15	FOC Timeliness - Non-Mech.
B.1.14	O-11	FOC & Reject Response Completeness – Mech.
B.1.15	O-11	FOC & Reject Response Completeness – Partially Mech.
B.1.16	O-11	FOC & Reject Response Completeness – Non-Mech.
Provisioning		
B.2.1	P-4	Order Completion Interval
B.2.2	P-4	Order Completion Interval within X days - xDSL
B.2.5	P-2	% Jeopardies – Mech.
B.2.6	P-2	% Jeopardies - Non-Mech.
B.2.8	P-2	Average Jeopardy Notice Interval - Mech.
B.2.9	P-2	Average Jeopardy Notice Interval - Non-Mech.
B.2.10	P-2	% Jeopardy Notice >= 48 hours - Mech.
B.2.11	P-2	% Jeopardy Notice >= 48 hours - Non-Mech.
B.2.12	P-7	Coordinated Customers Conversions
B.2.13	P-7A	% Hot Cuts > 15 minutes Early
B.2.14	P-7A	Hot Cut Timeliness
B.2.15	P-7A	% Hot Cuts > 15 minutes Late
B.2.16	P-7B	Average Recovery Time – CCC

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

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

Metric No.	SQM No.	Metric Name
Ordering		
F.4.1	O-12	Average Speed of Answer
Maintenance Center		
F.5.1	M&R-6	Average Answer Time
Operator Services (Toll)		
F.6.1	OS-1	Average Speed to Answer
F.6.2	OS-2	% Answered in 10 seconds
Directory Assistance		
F.7.1	DA-1	Average Speed to Answer
F.7.2	DA-2	% Answered in 10 seconds
Billing		
F.9.1	B-3	Usage Data Delivery Accuracy
F.9.2	B-5	Usage Data Delivery Timeliness
F.9.3	B-4	Usage Data Delivery Completeness
F.9.4	B-6	Mean Time to Deliver Usage
F.9.5	B-7	Recurring Charge Completeness
F.9.6	B-8	Non-Recurring Charge Completeness
Change Management		
F.10.1	CM-1	% Software Release Notices Sent On Time
F.10.2	CM-2	Average Software Release Notice Delay Days
F.10.3	CM-3A	% Change Management Documentation Sent On Time
F.10.4	CM-3B	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time
F.10.5	CM-4	Average Documentation Release Delay Days
F.10.6	CM-5	% CLEC Interface Outages Sent within 15 Minutes
New Business Requests		
F.11.1	BFR-1	% New Business Requests Processed in 30 Bus. Days
F.11.2	BFR-2A	% Quotes Provided within X Business Days
Ordering		
F.12.1	O-1	Acknowledgement Message Timeliness
F.12.2	O-2	Acknowledgement Message Completeness

Metric No.	SQM No.	Metric Name
Database Updates		
F.13.1	D-1	Average Database Update Interval
F.13.2	D-2	% Update Accuracy
F.13.3	D-3	% NXXs / LRNs Loaded by LERG Effective Date
Network Outage Notification		
F.14.1	M&R-7	Mean Time to Notify CLEC of Major Network Outages

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March BST	March CLEC	April BST	April CLEC	May BST	May CLEC	June BST	June CLEC	Notes
RESALE - ORDERING										
	% Rejected Service Requests - Mechanized [O-7]									
A.1.1.1	Residence/NC(%)		8.64%		7.68%		7.32%		7.86%	
A.1.1.2	Business/NC(%)		24.61%		23.81%		21.85%		24.35%	
A.1.1.4	PBX/NC(%)		0.00%						100.00%	1,4
	% Rejected Service Requests - Partially Mechanized [O-7]									
A.1.2.1	Residence/NC(%)		18.67%		15.55%		22.57%		26.86%	
A.1.2.2	Business/NC(%)		41.78%		54.72%		39.86%		50.26%	
A.1.2.4	PBX/NC(%)		50.00%		0.00%				62.50%	1,2,4
	% Rejected Service Requests - Non-Mechanized [O-7]									
A.1.3.1	Residence/NC(%)		50.50%		51.35%		47.57%		46.84%	
A.1.3.2	Business/NC(%)		50.65%		52.09%		54.71%		55.85%	
A.1.3.3	Design (Specials)/NC(%)		22.22%		25.00%		27.45%		40.00%	
A.1.3.4	PBX/NC(%)		23.53%		52.63%		37.50%		60.00%	3
A.1.3.5	Centrex/NC(%)		100.00%		62.50%		53.57%		60.71%	1,2
A.1.3.6	ISDN/NC(%)		26.09%		18.18%		12.50%		41.18%	3
	Reject Interval - Mechanized [O-8]									
A.1.4.1	Residence/NC(%)		92.67%		93.74%		93.96%		95.07%	
A.1.4.2	Business/NC(%)		89.47%		90.63%		85.07%		89.55%	
A.1.4.4	PBX/NC(%)								0.00%	4
	Reject Interval - Partially Mechanized - 10 hours [O-8]									
A.1.7.1	Residence/NC(%)		88.58%		93.33%		88.79%		93.90%	
A.1.7.2	Business/NC(%)		97.78%		98.28%		81.97%		95.00%	
A.1.7.4	PBX/NC(%)		0.00%						60.00%	1,4
	Reject Interval - Non-Mechanized [O-8]									
A.1.8.1	Residence/NC(%)		98.08%		100.00%		100.00%		100.00%	
A.1.8.2	Business/NC(%)		100.00%		98.21%		98.95%		99.09%	
A.1.8.3	Design (Specials)/NC(%)		100.00%		100.00%		86.67%		100.00%	
A.1.8.4	PBX/NC(%)		100.00%		100.00%		100.00%		100.00%	1,3
A.1.8.5	Centrex/NC(%)		100.00%		100.00%		100.00%		88.24%	1,2
A.1.8.6	ISDN/NC(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
	FOC Timeliness - Mechanized [O-9]									
A.1.9.1	Residence/NC(%)		99.84%		99.71%		99.70%		99.95%	

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.1.9.2	Business/NC(%)		100.00%		99.67%		100.00%		99.04%	
	FOC Timeliness - Partially Mechanized - 10 hours [O-9]									
A.1.12.1	Residence/NC(%)		90.32%		90.98%		86.07%		89.82%	
A.1.12.2	Business/NC(%)		93.33%		94.16%		92.38%		95.69%	
A.1.12.4	PBX/NC(%)		0.00%		0.00%				33.33%	1,2,4
	FOC Timeliness - Non-Mechanized [O-9]									
A.1.13.1	Residence/NC(%)		98.25%		94.29%		100.00%		95.24%	
A.1.13.2	Business/NC(%)		100.00%		97.09%		98.44%		98.73%	
A.1.13.3	Design (Specials)/NC(%)		95.83%		100.00%		97.06%		100.00%	
A.1.13.4	PBX/NC(%)		100.00%		100.00%		100.00%		87.50%	1,2,3,4
A.1.13.5	Centrex/NC(%)				100.00%		100.00%		100.00%	2
A.1.13.6	ISDN/NC(%)		100.00%		100.00%		100.00%		100.00%	3
	FOC & Reject Response Completeness - Mechanized [O-11]									
A.1.14.1.1	Residence/EDI/NC(%)		99.33%		99.12%		95.63%		100.00%	
A.1.14.1.2	Residence/TAG/NC(%)		99.63%		99.72%		99.37%		100.00%	
A.1.14.2.1	Business/EDI/NC(%)		100.00%		100.00%		84.62%		100.00%	1,4
A.1.14.2.2	Business/TAG/NC(%)		95.53%		97.68%		96.54%		100.00%	
A.1.14.4.2	PBX/TAG/NC(%)		0.00%						100.00%	1,4
	FOC & Reject Response Completeness - Partially Mechanized [O-11]									
A.1.15.1.1	Residence/EDI/NC(%)		99.08%		98.62%		93.85%		100.00%	
A.1.15.1.2	Residence/TAG/NC(%)		99.62%		99.58%		99.94%		99.85%	
A.1.15.2.1	Business/EDI/NC(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
A.1.15.2.2	Business/TAG/NC(%)		100.00%		100.00%		100.00%		100.00%	
A.1.15.4.2	PBX/TAG/NC(%)		100.00%		100.00%				100.00%	1,2,4
	FOC & Reject Response Completeness - Non-Mechanized [O-11]									
A.1.16.1	Residence/NC(%)		98.02%		94.59%		96.76%		97.47%	
A.1.16.2	Business/NC(%)		95.45%		97.21%		92.94%		94.68%	
A.1.16.3	Design (Specials)/NC(%)		91.11%		97.22%		92.16%		97.14%	
A.1.16.4	PBX/NC(%)		82.35%		100.00%		87.50%		95.00%	3
A.1.16.5	Centrex/NC(%)		100.00%		100.00%		96.43%		100.00%	1,2
A.1.16.6	ISDN/NC(%)		73.91%		100.00%		100.00%		100.00%	3
RESALE - PROVISIONING										
	Order Completion Interval [P-4]									

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.2.1.1.1.1	Residence/<10 circuits/Dispatch/NC(days)	5.22	4.74	5.29	4.64	5.36	4.72	5.45	4.93	
A.2.1.1.1.2	Residence/<10 circuits/Non-Dispatch/NC(days)	0.85	0.63	0.85	0.58	0.86	0.60	0.87	0.56	
A.2.1.1.2.1	Residence/>=10 circuits/Dispatch/NC(days)	5.74	4.00	4.88	5.00	5.13		5.09		1,2
A.2.1.2.1.1	Business/<10 circuits/Dispatch/NC(days)	2.58	4.70	3.28	5.01	3.82	7.54	5.49	4.45	
A.2.1.2.1.2	Business/<10 circuits/Non-Dispatch/NC(days)	1.18	1.51	1.28	0.77	1.29	0.72	1.04	0.84	
A.2.1.2.2.1	Business/>=10 circuits/Dispatch/NC(days)	14.93	12.00	12.46	2.50	9.48		15.90		1,2
A.2.1.2.2.2	Design (Specials)/<10 circuits/Dispatch/KY(days)	1.88		2.67		0.75	1.00	1.23		3
A.2.1.3.1.1	Design (Specials)/<10 circuits/Dispatch/NC(days)	20.30	10.27	22.59	12.33	20.08	12.00	18.58	7.46	4
A.2.1.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/NC(days)	17.19	9.00	16.63	3.00	10.37	4.00	11.76	12.00	2,3,4
A.2.1.4.1.1	PBX/<10 circuits/Dispatch/NC(days)	14.85	6.00	16.14		17.68	2.00	23.76	2.00	1,3,4
A.2.1.4.1.2	PBX/<10 circuits/Non-Dispatch/NC(days)	3.17	1.44	3.03	2.95	4.85	0.33	5.16	0.93	1,2,3,4
A.2.1.4.2.2	PBX/>=10 circuits/Non-Dispatch/NC(days)	2.33		2.43		3.71		1.38		
A.2.1.5.1.1	Centrex/<10 circuits/Dispatch/NC(days)	9.47		2.33	2.00	8.02	1.67	5.67		2,3
A.2.1.5.1.2	Centrex/<10 circuits/Non-Dispatch/NC(days)	2.58	2.33	2.84	0.67	3.69	2.50	1.33	1.58	1,2,3,4
A.2.1.6.1.1	ISDN/<10 circuits/Dispatch/NC(days)	29.21		20.76	10.50	22.05	12.00	18.11		2,3
A.2.1.6.1.2	ISDN/<10 circuits/Non-Dispatch/NC(days)	1.83	2.50	9.64	3.71	2.92		2.90	1.89	1,2,4
	% Jeopardies - Mechanized [P-2]									
A.2.4.1	Residence/NC(%)	0.38%	0.55%	0.33%	0.32%	0.31%	0.18%	0.30%	0.15%	
A.2.4.2	Business/NC(%)	1.44%	1.24%	1.82%	0.49%	1.99%	0.60%	1.45%	0.00%	
A.2.4.3	Design (Specials)/NC(%)	9.36%		12.38%		11.98%		10.26%	0.00%	4
A.2.4.4	PBX/NC(%)	3.33%	0.00%	8.70%	0.00%	8.50%	0.00%	5.34%	0.00%	1,2,3
A.2.4.5	Centrex/NC(%)	2.41%	0.00%	1.45%	0.00%	2.51%		3.49%		1,2
A.2.4.6	ISDN/NC(%)	3.87%		13.29%	0.00%	11.26%	0.00%	7.66%	0.00%	2,3,4
	% Jeopardies - Non-Mechanized [P-2]									
A.2.5.1	Residence/NC(%)		0.94%		0.00%		1.32%		0.72%	
A.2.5.2	Business/NC(%)		0.00%		0.72%		0.00%		0.00%	
A.2.5.3	Design (Specials)/NC(%)		15.69%		14.29%		15.63%		20.00%	4
A.2.5.4	PBX/NC(%)		0.00%		0.00%		0.00%		0.00%	1,2,3,4
A.2.5.5	Centrex/NC(%)		0.00%		0.00%		9.09%		0.00%	1,2,4
A.2.5.6	ISDN/NC(%)		0.00%		11.11%		20.00%		0.00%	1,2,3,4
	Average Jeopardy Notice Interval - Mechanized [P-2]									
A.2.7.1	Residence/NC(hours)		131.83		138.85		139.17		142.37	

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.2.7.2	Business/NC(hours)		168.37		151.82		148.60			1,2,3
	Average Jeopardy Notice Interval - Non-Mechanized [P-2]									
A.2.8.1	Residence/NC(hours)		151.22				32.08		131.33	1,3,4
A.2.8.3	Design (Specials)/NC(hours)		306.33		301.05		207.89		588.08	1,2,3,4
A.2.8.5	Centrex/NC(hours)						83.85			3
A.2.8.6	ISDN/NC(hours)				420.23		322.28			2,3
	% Jeopardy Notice >= 48 hours - Mechanized [P-2]									
A.2.9.1	Residence/NC(%)		100.00%		100.00%		100.00%		100.00%	
A.2.9.2	Business/NC(%)		100.00%		100.00%		100.00%			1,2,3
	% Jeopardy Notice >= 48 hours - Non-Mechanized [P-2]									
A.2.10.1	Residence/NC(%)		100.00%				0.00%		100.00%	1,3,4
A.2.10.3	Design (Specials)/NC(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
A.2.10.5	Centrex/NC(%)						100.00%			3
A.2.10.6	ISDN/NC(%)				100.00%		100.00%			2,3
	% Missed Installation Appointments [P-3]									
A.2.11.1.1.1	Residence/<10 circuits/Dispatch/NC(%)	3.70%	0.15%	3.34%	0.21%	3.26%	0.62%	3.66%	1.40%	
A.2.11.1.1.2	Residence/<10 circuits/Non-Dispatch/NC(%)	0.15%	0.21%	0.03%	0.09%	0.02%	0.16%	0.02%	0.07%	
A.2.11.1.2.1	Residence/>=10 circuits/Dispatch/NC(%)	4.65%	0.00%	11.11%	0.00%	5.41%		6.45%	0.00%	1,2,4
A.2.11.2.1.1	Business/<10 circuits/Dispatch/NC(%)	1.14%	0.00%	1.24%	3.91%	1.93%	0.00%	3.37%	0.81%	
A.2.11.2.1.2	Business/<10 circuits/Non-Dispatch/NC(%)	0.00%	0.00%	0.12%	0.00%	0.06%	0.37%	0.05%	0.31%	
A.2.11.2.2.1	Business/>=10 circuits/Dispatch/NC(%)	1.69%	0.00%	1.37%	0.00%	4.48%		4.17%		1,2
A.2.11.2.2.2	Business/>=10 circuits/Non-Dispatch/NC(%)	0.00%	0.00%	0.00%		0.00%	0.00%	0.00%		1,3
A.2.11.3.1.1	Design (Specials)/<10 circuits/Non-Dispatch/KY(%)	5.95%	0.00%	5.06%	0.00%	5.48%	25.00%	4.68%	0.00%	
A.2.11.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/NC(%)	0.23%	0.00%	0.00%	0.00%	0.00%	0.00%	0.47%	33.33%	2,3,4
A.2.11.4.1.1	PBX/<10 circuits/Dispatch/NC(%)	3.64%	0.00%	2.44%		3.45%	0.00%	0.00%	0.00%	1,3,4
A.2.11.4.1.2	PBX/<10 circuits/Non-Dispatch/NC(%)	1.22%	0.00%	0.00%	0.00%	0.00%	0.00%	2.50%	0.00%	1,3
A.2.11.4.2.2	PBX/>=10 circuits/Non-Dispatch/NC(%)	0.00%	0.00%	0.00%		0.00%	0.00%	0.00%	0.00%	1,3,4
A.2.11.5.1.1	Centrex/<10 circuits/Dispatch/NC(%)	1.39%		0.53%	0.00%	1.37%	0.00%	1.62%		2,3
A.2.11.5.1.2	Centrex/<10 circuits/Non-Dispatch/NC(%)	0.35%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1,2,3,4
A.2.11.5.2.2	Centrex/>=10 circuits/Non-Dispatch/NC(%)	0.00%		0.00%	0.00%	0.66%	0.00%	0.00%		2,3
A.2.11.6.1.1	ISDN/<10 circuits/Dispatch/NC(%)	0.82%	0.00%	0.75%	0.00%	0.00%	0.00%	1.52%	0.00%	1,2,3,4

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.2.11.6.1.2	ISDN/<10 circuits/Non-Dispatch/NC(%)	0.75%	0.00%	0.51%	0.00%	0.47%	0.00%	1.23%	0.00%	1,2,3,4
A.2.11.6.2.2	ISDN/>=10 circuits/Non-Dispatch/NC(%)	0.00%		0.00%	0.00%	0.00%	0.00%	0.00%		2,3
	% Provisioning Troubles within 30 Days [P-9]									
A.2.12.1.1.1	Residence/<10 circuits/Dispatch/NC(%)	9.52%	7.09%	9.89%	6.24%	9.75%	5.31%	10.81%	9.48%	
A.2.12.1.1.2	Residence/<10 circuits/Non-Dispatch/NC(%)	2.37%	5.57%	2.50%	4.10%	2.25%	3.23%	2.40%	3.42%	
A.2.12.1.2.1	Residence/>=10 circuits/Dispatch/NC(%)	3.23%	0.00%	0.00%	33.33%	19.44%	0.00%	2.70%		1,2,3
A.2.12.2.1.1	Business/<10 circuits/Dispatch/NC(%)	9.84%	6.78%	9.51%	7.91%	9.64%	8.59%	10.44%	8.33%	
A.2.12.2.1.2	Business/<10 circuits/Non-Dispatch/NC(%)	5.55%	3.57%	6.21%	4.51%	5.39%	3.56%	6.71%	5.17%	
A.2.12.2.2.1	Business/>=10 circuits/Dispatch/NC(%)	21.43%	0.00%	15.25%	0.00%	24.66%	0.00%	19.40%		1,2,3
A.2.12.2.2.2	Business/>=10 circuits/Non-Dispatch/NC(%)	0.00%	0.00%	0.00%	0.00%	0.00%		10.00%	100.00%	1,2,4
A.2.12.3.1.1	Design (Specials)/<10 circuits/Non-Dispatch/KY(%)	5.98%	14.29%	6.75%	5.00%	5.88%	14.81%	7.59%	0.00%	1
A.2.12.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/NC(%)	3.21%	16.67%	5.73%	0.00%	5.38%	0.00%	5.52%	0.00%	1,3,4
A.2.12.4.1.1	PBX/<10 circuits/Dispatch/NC(%)	15.38%	0.00%	0.00%	0.00%	4.88%		3.45%	0.00%	1,2,4
A.2.12.4.1.2	PBX/<10 circuits/Non-Dispatch/NC(%)	5.48%	0.00%	2.44%	0.00%	5.38%	0.00%	4.04%	0.00%	1,2,4
A.2.12.4.2.2	PBX/>=10 circuits/Non-Dispatch/NC(%)	11.76%	100.00%	0.00%	0.00%	0.00%		0.00%	0.00%	1,2,4
A.2.12.5.1.1	Centrex/<10 circuits/Dispatch/NC(%)	5.85%		3.24%		2.35%	0.00%	5.47%	25.00%	3,4
A.2.12.5.1.2	Centrex/<10 circuits/Non-Dispatch/NC(%)	3.78%	0.00%	8.60%	11.11%	5.70%	0.00%	6.29%	0.00%	1,2,3,4
A.2.12.5.2.2	Centrex/>=10 circuits/Non-Dispatch/NC(%)	7.84%	0.00%	6.67%		10.26%	0.00%	3.97%	0.00%	1,3,4
A.2.12.6.1.1	ISDN/<10 circuits/Dispatch/NC(%)	6.96%		5.33%	0.00%	4.89%	33.33%	1.79%	0.00%	2,3,4
A.2.12.6.1.2	ISDN/<10 circuits/Non-Dispatch/NC(%)	0.79%	0.00%	0.45%	0.00%	0.00%	0.00%	1.42%	0.00%	1,2,3,4
A.2.12.6.2.2	ISDN/>=10 circuits/Non-Dispatch/NC(%)	0.00%		0.00%		0.00%	0.00%	0.00%	0.00%	3,4
	Average Completion Notice Interval - Mechanized [P-5]									
A.2.14.1.1.1	Residence/<10 circuits/Dispatch/NC(hours)	1.79	0.11	1.29	0.45	1.60	0.07	1.24	0.05	
A.2.14.1.1.2	Residence/<10 circuits/Non-Dispatch/NC(hours)	0.73	0.78	0.69	0.80	0.69	0.83	0.73	0.84	
A.2.14.1.2.1	Residence/>=10 circuits/Dispatch/NC(hours)	3.22	0.02	6.50	0.02	2.03		0.02	0.02	1,2,4
A.2.14.2.1.1	Business/<10 circuits/Dispatch/NC(hours)	1.09	0.63	2.16	0.04	1.73	0.14	2.50	0.30	
A.2.14.2.1.2	Business/<10 circuits/Non-Dispatch/NC(hours)	2.07	0.55	3.55	0.60	2.13	0.70	1.74	0.70	
A.2.14.2.2.1	Business/>=10 circuits/Dispatch/NC(hours)	2.26	0.02	4.76	0.02	0.40		0.57		1,2
A.2.14.2.2.2	Business/>=10 circuits/Non-Dispatch/NC(hours)	0.82		7.26		0.71		0.53		
A.2.14.3.1.1	Design (Specials)/<10 circuits/Dispatch/NC(hours)	266.02		300.86		258.22		253.35	0.02	4
A.2.14.4.1.1	PBX/<10 circuits/Dispatch/NC(hours)	215.77		127.09		99.62	0.02	199.85	2.43	3,4

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.2.14.4.1.2	PBX/<10 circuits/Non-Dispatch/NC(hours)	25.52	0.43	19.63	0.39	35.97	0.02	27.58	0.14	1,2,3,4
A.2.14.4.2.2	PBX/>=10 circuits/Non-Dispatch/NC(hours)	0.79		10.90		3.40	0.47	6.92	0.93	3,4
A.2.14.5.1.2	Centrex/<10 circuits/Non Dispatch/NC(hours)	5.07	0.47	3.86	0.02	3.70		3.90		1,2
A.2.14.6.1.1	ISDN/<10 circuits/Dispatch/NC(hours)	552.33		220.62		250.61		164.11	0.02	4
A.2.14.6.1.2	ISDN/<10 circuits/Non-Dispatch/NC(hours)	2.45		118.35	0.02	8.49		2.31	0.02	2,4
A.2.14.6.2.2	ISDN/>=10 circuits/Non-Dispatch/NC(hours)	0.61		0.63		0.69	0.02	0.78		3
	Design (Specials)/<10 circuits/Dispatch/KY(hours)									
A.2.15.1.1.1	Residence/<10 circuits/Dispatch/NC(hours)		14.06		10.99		10.11		16.69	
A.2.15.1.1.2	Residence/<10 circuits/Non-Dispatch/NC(hours)		4.05		6.86		4.84		4.93	
A.2.15.2.1.1	Business/<10 circuits/Dispatch/NC(hours)		34.65		25.62		24.65		22.64	
A.2.15.2.1.2	Business/<10 circuits/Non-Dispatch/NC(hours)		10.99		14.28		14.17		11.96	
A.2.15.2.2.2	Business/>=10 circuits/Non-Dispatch/NC(hours)		0.38				14.00			1,3
A.2.15.3.1.1	Design (Specials)/<10 circuits/Dispatch/NC(hours)		115.36		206.30		214.22		329.96	4
A.2.15.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/NC(hours)		141.40		34.03		27.32		300.85	2,3,4
A.2.15.4.1.1	PBX/<10 circuits/Dispatch/NC(hours)		32.23				21.07			1,3
A.2.15.4.1.2	PBX/<10 circuits/Non-Dispatch/NC(hours)		10.19		23.62		3.75		13.11	1,2,3,4
A.2.15.4.2.2	PBX/>=10 circuits/Non-Dispatch/NC(hours)		0.40				0.58			1,3
A.2.15.5.1.1	Centrex/<10 circuits/Dispatch/NC(hours)				21.65		23.60			2,3
A.2.15.5.1.2	Centrex/<10 circuits/Non-Dispatch/NC(hours)		14.32		14.05		14.00		22.97	1,2,3,4
A.2.15.5.2.2	Centrex/>=10 circuits/Non-Dispatch/NC(hours)				0.67		14.00			2,3
A.2.15.6.1.1	ISDN/<10 circuits/Dispatch/NC(hours)		155.38		126.06		174.73			1,2,3
A.2.15.6.1.2	ISDN/<10 circuits/Non-Dispatch/NC(hours)		20.38		42.91		20.78		101.56	1,2,3,4
A.2.15.6.2.2	ISDN/>=10 circuits/Non-Dispatch/NC(hours)				0.02		20.83			2,3
	Service Order Accuracy [P-11]									
A.2.25.1.1.1	Residence/<10 circuits/Dispatch/NC(%)		92.14%		96.55%		90.77%		98.86%	
A.2.25.1.1.2	Residence/<10 circuits/Non-Dispatch/NC(%)		95.38%		94.29%		98.82%		98.56%	
A.2.25.1.2.1	Design (Specials)/<10 circuits/Non-Dispatch/KY(%)		100.00%		88.24%		100.00%		100.00%	4
A.2.25.2.1.1	Business/<10 circuits/Dispatch/NC(%)		91.33%		95.76%		88.82%		94.44%	
A.2.25.2.1.2	Business/<10 circuits/Non-Dispatch/NC(%)		93.85%		97.93%		96.11%		97.22%	
A.2.25.2.2.1	Business/>=10 circuits/Dispatch/NC(%)		100.00%		77.78%		77.78%		76.92%	2
A.2.25.2.2.2	Business/>=10 circuits/Non-Dispatch/NC(%)		84.62%		97.56%		92.59%		91.89%	

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March BST	March CLEC	April BST	April CLEC	May BST	May CLEC	June BST	June CLEC	Notes
A.2.25.3.1.1	Design (Specials)/<10 circuits/Dispatch/NC(%)		81.08%		91.43%		80.49%		96.47%	
A.2.25.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/NC(%)		91.84%		94.78%		91.43%		91.36%	
A.2.25.3.2.1	Design (Specials)/>=10 circuits/Dispatch/NC(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
A.2.25.3.2.2	Design (Specials)/>=10 circuits/Non-Dispatch/NC(%)		100.00%		90.00%		92.31%		88.89%	1,4
RESALE - MAINTENANCE AND REPAIR										
	Missed Repair Appointments [M&R-1]									
A.3.1.1.1	Residence/Dispatch/NC(%)	3.97%	0.74%	3.99%	0.51%	3.60%	0.50%	3.74%	0.48%	
A.3.1.1.2	Residence/Non-Dispatch/NC(%)	0.61%	0.00%	0.77%	0.00%	0.51%	0.00%	1.21%	0.00%	
A.3.1.2.1	Business/Dispatch/NC(%)	4.14%	1.25%	5.69%	0.59%	5.27%	1.28%	5.73%	13.53%	
A.3.1.2.2	Business/Non-Dispatch/NC(%)	0.97%	0.00%	2.15%	2.56%	1.71%	1.52%	1.27%	0.00%	
A.3.1.3.1	Design (Specials)/Dispatch/NC(%)	0.00%	0.00%	0.63%	4.00%	0.29%	2.78%	1.43%	0.00%	
A.3.1.3.2	Design (Specials)/Non-Dispatch/NC(%)	0.49%	0.00%	0.28%	0.00%	0.32%	0.00%	0.26%	0.00%	
A.3.1.4.1	PBX/Dispatch/NC(%)	6.94%	0.00%	4.32%	0.00%	4.40%	0.00%	6.67%	0.00%	1,2,3
A.3.1.4.2	PBX/Non-Dispatch/NC(%)	6.21%	0.00%	0.00%	0.00%	6.63%	0.00%	1.18%	0.00%	2,3,4
A.3.1.5.1	Centrex/Dispatch/NC(%)	8.14%	0.00%	10.47%	0.00%	9.07%	0.00%	9.68%	0.00%	3,4
A.3.1.5.2	Centrex/Non-Dispatch/NC(%)	2.70%	0.00%	2.10%	0.00%	1.00%	0.00%	1.33%	0.00%	2,3
A.3.1.6.1	ISDN/Dispatch/NC(%)	0.00%	0.00%	0.85%	0.00%	0.00%	0.00%	2.02%	0.00%	1,2,3,4
A.3.1.6.2	ISDN/Non-Dispatch/NC(%)	0.00%	0.00%	0.53%	0.00%	0.00%	0.00%	0.00%	0.00%	1,2,3,4
	Customer Trouble Report Rate [M&R-2]									
A.3.2.1.1	Residence/Dispatch/NC(%)	1.73%	1.61%	1.95%	1.43%	2.05%	1.83%	2.17%	1.91%	
A.3.2.1.2	Residence/Non-Dispatch/NC(%)	0.87%	0.40%	0.87%	0.32%	0.89%	0.38%	0.94%	0.44%	
A.3.2.2.1	Business/Dispatch/NC(%)	1.02%	0.95%	1.22%	1.06%	1.22%	1.07%	1.25%	1.29%	
A.3.2.2.2	Business/Non-Dispatch/NC(%)	0.60%	0.33%	0.59%	0.24%	0.66%	0.45%	0.66%	0.45%	
A.3.2.3.1	Design (Specials)/Dispatch/NC(%)	0.70%	0.99%	0.82%	1.73%	0.90%	2.48%	0.99%	0.98%	
A.3.2.3.2	Design (Specials)/Non-Dispatch/NC(%)	1.29%	0.85%	1.37%	1.93%	1.59%	1.17%	1.49%	1.26%	
A.3.2.4.1	PBX/Dispatch/NC(%)	0.18%	1.08%	0.20%	0.46%	0.20%	0.46%	0.21%	6.32%	
A.3.2.4.2	PBX/Non-Dispatch/NC(%)	0.20%	0.00%	0.18%	0.31%	0.21%	0.31%	0.22%	0.16%	
A.3.2.5.1	Centrex/Dispatch/NC(%)	0.44%	0.98%	0.47%	0.00%	0.49%	0.65%	0.35%	0.74%	
A.3.2.5.2	Centrex/Non-Dispatch/NC(%)	0.36%	0.00%	0.34%	0.31%	0.31%	0.65%	0.27%	0.00%	
A.3.2.6.1	ISDN/Dispatch/NC(%)	0.05%	0.51%	0.07%	0.35%	0.05%	0.21%	0.06%	0.11%	
A.3.2.6.2	ISDN/Non-Dispatch/NC(%)	0.11%	0.51%	0.11%	0.23%	0.10%	0.11%	0.12%	0.11%	

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
	Maintenance Average Duration [M&R-3]									
A.3.3.1.1	Residence/Dispatch/NC(hours)	15.66	10.06	17.15	11.69	17.46	11.11	19.31	11.93	
A.3.3.1.2	Residence/Non-Dispatch/NC(hours)	5.05	3.01	5.81	2.80	6.25	2.78	7.26	2.44	
A.3.3.2.1	Business/Dispatch/NC(hours)	11.37	10.71	11.76	8.87	11.36	8.76	11.89	9.51	
A.3.3.2.2	Business/Non-Dispatch/NC(hours)	3.05	3.97	4.09	3.21	3.34	1.67	3.01	2.53	
A.3.3.3.1	Design (Specials)/Dispatch/NC(hours)	4.25	3.21	5.13	5.52	4.37	4.33	5.17	3.78	
A.3.3.3.2	Design (Specials)/Non-Dispatch/NC(hours)	2.24	2.16	2.30	2.00	2.12	3.00	2.27	2.48	
A.3.3.4.1	PBX/Dispatch/NC(hours)	13.28	11.12	9.88	2.88	10.82	4.50	8.52	6.23	1,2,3
A.3.3.4.2	PBX/Non-Dispatch/NC(hours)	4.63	0.00	2.69	2.28	4.85	2.93	2.63	1.00	2,3,4
A.3.3.5.1	Centrex/Dispatch/NC(hours)	12.36	3.97	14.48	0.00	13.08	12.33	14.48	38.83	3,4
A.3.3.5.2	Centrex/Non-Dispatch/NC(hours)	3.03	0.00	3.54	2.67	3.52	2.00	3.13	0.00	2,3
A.3.3.6.1	ISDN/Dispatch/NC(hours)	3.76	3.22	4.94	2.35	4.19	2.80	5.99	4.88	1,2,3,4
A.3.3.6.2	ISDN/Non-Dispatch/NC(hours)	1.77	2.00	2.15	2.48	1.42	0.35	1.96	0.32	1,2,3,4
	% Repeat Troubles within 30 Days [M&R-4]									
A.3.4.1.1	Residence/Dispatch/NC(%)	14.77%	7.58%	16.67%	7.97%	15.50%	9.53%	15.65%	11.74%	
A.3.4.1.2	Residence/Non-Dispatch/NC(%)	13.19%	14.29%	14.33%	16.54%	13.68%	12.80%	14.58%	14.79%	
A.3.4.2.1	Business/Dispatch/NC(%)	11.25%	6.25%	12.63%	5.33%	13.52%	14.74%	14.11%	11.76%	
A.3.4.2.2	Business/Non-Dispatch/NC(%)	10.77%	3.64%	12.68%	7.69%	11.56%	15.15%	14.10%	6.78%	
A.3.4.3.1	Design (Specials)/Dispatch/NC(%)	16.49%	21.43%	21.00%	20.00%	20.71%	33.33%	24.48%	14.29%	
A.3.4.3.2	Design (Specials)/Non-Dispatch/NC(%)	15.67%	0.00%	17.88%	7.14%	16.81%	29.41%	16.90%	11.11%	
A.3.4.4.1	PBX/Dispatch/NC(%)	9.03%	28.57%	13.58%	33.33%	15.72%	0.00%	16.36%	47.50%	1,2,3
A.3.4.4.2	PBX/Non-Dispatch/NC(%)	8.70%	0.00%	10.07%	50.00%	7.23%	0.00%	15.38%	0.00%	2,3,4
A.3.4.5.1	Centrex/Dispatch/NC(%)	12.67%	0.00%	13.41%	0.00%	10.43%	0.00%	13.44%	16.67%	3,4
A.3.4.5.2	Centrex/Non-Dispatch/NC(%)	11.91%	0.00%	14.67%	0.00%	10.15%	16.67%	15.40%	0.00%	2,3
A.3.4.6.1	ISDN/Dispatch/NC(%)	8.79%	33.33%	14.53%	0.00%	17.24%	0.00%	15.15%	0.00%	1,2,3,4
A.3.4.6.2	ISDN/Non-Dispatch/NC(%)	11.24%	33.33%	9.09%	0.00%	13.22%	0.00%	17.09%	0.00%	1,2,3,4
	Out of Service > 24 hours [M&R-5]									
A.3.5.1.1	Residence/Dispatch/NC(%)	5.30%	2.53%	6.91%	2.00%	7.03%	2.97%	9.84%	3.49%	
A.3.5.1.2	Residence/Non-Dispatch/NC(%)	2.04%	0.00%	2.01%	0.00%	2.70%	0.00%	4.53%	4.11%	
A.3.5.2.1	Business/Dispatch/NC(%)	4.50%	1.77%	5.91%	0.83%	5.33%	3.48%	5.24%	3.17%	
A.3.5.2.2	Business/Non-Dispatch/NC(%)	1.66%	0.00%	2.97%	0.00%	1.67%	0.00%	1.66%	0.00%	
A.3.5.3.1	Design (Specials)/Dispatch/NC(%)	0.00%	0.00%	0.63%	4.00%	0.29%	2.78%	1.43%	0.00%	
A.3.5.3.2	Design (Specials)/Non-Dispatch/NC(%)	0.49%	0.00%	0.28%	0.00%	0.32%	0.00%	0.26%	0.00%	

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.3.5.4.1	PBX/Dispatch/NC(%)	9.52%	0.00%	4.69%	0.00%	2.42%	0.00%	3.20%	0.00%	1,2,3
A.3.5.4.2	PBX/Non-Dispatch/NC(%)	7.46%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2,3
A.3.5.5.1	Centrex/Dispatch/NC(%)	8.40%	0.00%	9.12%	0.00%	11.36%	0.00%	12.03%	50.00%	1,3,4
A.3.5.5.2	Centrex/Non-Dispatch/NC(%)	1.55%	0.00%	1.68%	0.00%	0.74%	0.00%	1.61%	0.00%	2,3
A.3.5.6.1	ISDN/Dispatch/NC(%)	0.00%	0.00%	0.85%	0.00%	0.00%	0.00%	2.04%	0.00%	1,2,3,4
A.3.5.6.2	ISDN/Non-Dispatch/NC(%)	0.00%	0.00%	0.54%	0.00%	0.00%	0.00%	0.00%	0.00%	1,2,3,4
RESALE - BILLING										
	Invoice Accuracy [B-1]									
A.4.1	NC(%)	98.45%	99.56%	98.22%	99.91%	98.73%	99.47%	98.73%	99.91%	
	Mean Time to Deliver Invoices - CRIS [B-2]									
A.4.2	Region(business days)	3.68	3.56	3.86	3.27	3.47	3.16	3.82	3.37	
UNBUNDLED NETWORK ELEMENTS - ORDERING										
	% Rejected Service Requests - Mechanized [O-7]									
B.1.1.3	Loop + Port Combinations/NC(%)		19.81%		15.17%		14.21%		13.37%	
B.1.1.4	Combo Other/NC(%)								20.00%	
B.1.1.5	xDSL (ADSL, HDSL and UCL)/NC(%)		42.66%		28.26%		17.83%		18.90%	
B.1.1.6	ISDN Loop (UDN, UDC)/NC(%)		41.67%		30.00%		7.69%		32.14%	
B.1.1.7	Line Sharing/NC(%)		20.59%		33.33%		37.04%		44.83%	
B.1.1.8	2W Analog Loop Design/NC(%)		25.35%		22.89%		25.57%		15.92%	
B.1.1.9	2W Analog Loop Non-Design/NC(%)		2.78%		6.15%		0.00%		0.00%	3
B.1.1.12	2W Analog Loop w/LNP Design/NC(%)		23.53%		51.85%		19.61%		55.56%	
B.1.1.14	Other Design/NC(%)		7.48%		11.79%		8.97%		14.13%	
B.1.1.15	Other Non-Design/NC(%)		21.05%		6.91%		9.81%		10.78%	
B.1.1.16	INP Standalone/NC(%)		0.00%		0.00%					1,2
B.1.1.17	LNP Standalone/NC(%)		12.69%		11.97%		9.40%		12.32%	
	% Rejected Service Requests - Partially Mechanized [O-7]									
B.1.2.3	Loop + Port Combinations/NC(%)		25.43%		22.20%		29.36%		34.05%	
B.1.2.4	Combo Other/NC(%)								0.00%	4
B.1.2.5	xDSL (ADSL, HDSL and UCL)/NC(%)		0.00%		5.56%		6.67%		0.00%	4
B.1.2.6	ISDN Loop (UDN, UDC)/NC(%)		5.26%		8.40%		10.11%		7.14%	
B.1.2.7	Line Sharing/NC(%)		53.06%		40.43%		41.30%		25.00%	
B.1.2.8	2W Analog Loop Design/NC(%)		26.18%		24.53%		25.37%		15.29%	
B.1.2.9	2W Analog Loop Non-Design/NC(%)		50.00%		33.33%		0.00%		0.00%	1,2,3,4

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.1.2.12	2W Analog Loop w/LNP Design/NC(%)		24.50%		26.24%		29.15%		28.20%	
B.1.2.13	2W Analog Loop w/LNP Non-Design/NC(%)								33.33%	4
B.1.2.14	Other Design/NC(%)		19.85%		17.69%		25.66%		13.76%	
B.1.2.15	Other Non-Design/NC(%)		25.93%		38.54%		27.48%		48.10%	
B.1.2.16	INP Standalone/NC(%)		100.00%							1
B.1.2.17	LNP Standalone/NC(%)		36.26%		27.80%		36.45%		34.90%	
	% Rejected Service Requests - Non-Mechanized [O-7]									
B.1.3.1	Switch Ports/NC(%)						0.00%			3
B.1.3.2	Local Interoffice Transport/NC(%)		61.11%		26.67%		16.67%			3
B.1.3.3	Loop + Port Combinations/NC(%)		61.25%		38.67%		52.45%		45.95%	
B.1.3.4	Combo Other/NC(%)						0.00%		35.71%	3
B.1.3.5	xDSL (ADSL, HDSL and UCL)/NC(%)		33.85%		25.64%		28.13%		11.11%	
B.1.3.6	ISDN Loop (UDN, UDC)/NC(%)		22.88%		25.61%		19.51%		19.57%	
B.1.3.7	Line Sharing/NC(%)		23.81%		27.27%		36.36%		44.44%	4
B.1.3.8	2W Analog Loop Design/NC(%)		23.64%		26.52%		30.58%		26.85%	
B.1.3.9	2W Analog Loop Non-Design/NC(%)		25.00%		47.93%		41.09%		44.78%	1
B.1.3.10	2W Analog Loop w/INP Design/NC(%)		26.67%		33.33%		0.00%		18.18%	3
B.1.3.11	2W Analog Loop w/INP Non-Design/NC(%)				0.00%		100.00%			2,3
B.1.3.12	2W Analog Loop w/LNP Design/NC(%)		34.34%		27.10%		32.35%		41.29%	
B.1.3.13	2W Analog Loop w/LNP Non-Design/NC(%)						33.33%		100.00%	3,4
B.1.3.14	Other Design/NC(%)		33.67%		30.97%		35.82%		32.26%	
B.1.3.15	Other Non-Design/NC(%)		27.08%		29.81%		34.33%		34.61%	
B.1.3.16	INP Standalone/NC(%)		50.00%		55.56%		39.13%		38.10%	
B.1.3.17	LNP Standalone/NC(%)		35.45%		32.25%		34.92%		30.28%	
	Reject Interval - Mechanized [O-8]									
B.1.4.3	Loop + Port Combinations/NC(%)		95.85%		97.81%		92.56%		93.73%	
B.1.4.4	Combo Other/NC(%)								50.00%	4
B.1.4.5	xDSL (ADSL, HDSL and UCL)/NC(%)		98.92%		100.00%		97.62%		97.92%	
B.1.4.6	ISDN Loop (UDN, UDC)/NC(%)		66.67%		66.67%		100.00%		90.00%	2,3
B.1.4.7	Line Sharing/NC(%)		42.86%		80.00%		80.00%		61.54%	1
B.1.4.8	2W Analog Loop Design/NC(%)		90.00%		82.76%		86.18%		77.66%	
B.1.4.9	2W Analog Loop Non-Design/NC(%)		100.00%		100.00%					1,2
B.1.4.12	2W Analog Loop w/LNP Design/NC(%)		100.00%		100.00%		80.00%		100.00%	
B.1.4.14	Other Design/NC(%)		81.25%		69.23%		47.62%		71.43%	

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.1.4.15	Other Non-Design/NC(%)		93.75%		78.95%		67.74%		75.61%	
B.1.4.17	LNP Standalone/NC(%)		100.00%		100.00%		100.00%		94.44%	
	Reject Interval - Partially Mechanized - 10 hours [O-8]									
B.1.7.3	Loop + Port Combinations/NC(%)		94.95%		97.59%		95.96%		96.36%	
B.1.7.5	xDSL (ADSL, HDSL and UCL)/NC(%)				0.00%		100.00%			2,3
B.1.7.6	ISDN Loop (UDN, UDC)/NC(%)		100.00%		70.00%		81.82%		100.00%	1,4
B.1.7.7	Line Sharing/NC(%)		88.46%		90.00%		78.95%		100.00%	4
B.1.7.8	2W Analog Loop Design/NC(%)		79.22%		82.05%		88.24%		63.33%	
B.1.7.9	2W Analog Loop Non-Design/NC(%)		100.00%		0.00%				100.00%	1,2,4
B.1.7.12	2W Analog Loop w/LNP Design/NC(%)		98.75%		94.83%		87.88%		85.71%	
B.1.7.13	2W Analog Loop w/LNP Non-Design/NC(%)		0.00%						100.00%	1,4
B.1.7.14	Other Design/NC(%)		100.00%		86.96%		89.66%		93.33%	
B.1.7.15	Other Non-Design/NC(%)		95.45%		100.00%		78.95%		80.85%	
B.1.7.16	INP Standalone/NC(%)		66.67%							1
B.1.7.17	LNP Standalone/NC(%)		73.44%		84.13%		77.63%		85.92%	
	Reject Interval - Non-Mechanized [O-8]									
B.1.8.2	Local Interoffice Transport/NC(%)		100.00%		100.00%		100.00%			2,3
B.1.8.3	Loop + Port Combinations/NC(%)		98.83%		98.31%		99.12%		97.67%	
B.1.8.4	Combo Other/NC(%)								100.00%	4
B.1.8.5	xDSL (ADSL, HDSL and UCL)/NC(%)		100.00%		100.00%		100.00%		100.00%	3,4
B.1.8.6	ISDN Loop (UDN, UDC)/NC(%)		100.00%		100.00%		100.00%		100.00%	
B.1.8.7	Line Sharing/NC(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
B.1.8.8	2W Analog Loop Design/NC(%)		96.43%		100.00%		100.00%		100.00%	
B.1.8.9	2W Analog Loop Non-Design/NC(%)		100.00%		98.31%		100.00%		100.00%	1
B.1.8.10	2W Analog Loop w/INP Design/NC(%)		75.00%		100.00%				100.00%	1,2,4
B.1.8.11	2W Analog Loop w/INP Non-Design/NC(%)						60.00%			3
B.1.8.12	2W Analog Loop w/LNP Design/NC(%)		100.00%		97.62%		98.21%		100.00%	
B.1.8.13	2W Analog Loop w/LNP Non-Design/NC(%)						100.00%		100.00%	3,4
B.1.8.14	Other Design/NC(%)		100.00%		100.00%		100.00%		100.00%	
B.1.8.15	Other Non-Design/NC(%)		100.00%		99.48%		99.23%		100.00%	
B.1.8.16	INP Standalone/NC(%)		83.33%		100.00%		100.00%		100.00%	4
B.1.8.17	LNP Standalone/NC(%)		98.52%		97.50%		98.18%		98.98%	
	FOC Timeliness - Mechanized [O-9]									

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.1.9.3	Loop + Port Combinations/NC(%)		99.33%		96.70%		97.49%		98.02%	
B.1.9.4	Combo Other/NC(%)								83.33%	4
B.1.9.5	xDSL (ADSL, HDSL and UCL)/NC(%)		98.00%		97.24%		96.70%		100.00%	
B.1.9.6	ISDN Loop (UDN, UDC)/NC(%)		95.24%		100.00%		100.00%		100.00%	3
B.1.9.7	Line Sharing/NC(%)		100.00%		100.00%		100.00%		94.12%	
B.1.9.8	2W Analog Loop Design/NC(%)		100.00%		99.67%		98.59%		97.99%	
B.1.9.9	2W Analog Loop Non-Design/NC(%)		100.00%		100.00%		100.00%		100.00%	3
B.1.9.12	2W Analog Loop w/LNP Design/NC(%)		94.87%		100.00%		97.22%		100.00%	
B.1.9.14	Other Design/NC(%)		100.00%		100.00%		98.04%		98.11%	
B.1.9.15	Other Non-Design/NC(%)		69.89%		50.46%		47.86%		41.18%	
B.1.9.16	INP Standalone/NC(%)		100.00%		100.00%					1,2
B.1.9.17	LNP Standalone/NC(%)		100.00%		99.03%		100.00%		96.64%	
	FOC Timeliness - Partially Mechanized - 10 hours [O-9]									
B.1.12.3	Loop + Port Combinations/NC(%)		93.11%		91.56%		87.96%		91.93%	
B.1.12.4	Combo Other/NC(%)								100.00%	4
B.1.12.5	xDSL (ADSL, HDSL and UCL)/NC(%)		88.89%		91.67%		84.62%		100.00%	1,4
B.1.12.6	ISDN Loop (UDN, UDC)/NC(%)		94.51%		94.23%		91.86%		94.44%	
B.1.12.7	Line Sharing/NC(%)		83.33%		100.00%		100.00%		80.95%	
B.1.12.8	2W Analog Loop Design/NC(%)		91.28%		95.31%		93.46%		95.71%	
B.1.12.9	2W Analog Loop Non-Design/NC(%)		50.00%		100.00%		100.00%		100.00%	1,2,3,4
B.1.12.12	2W Analog Loop w/LNP Design/NC(%)		96.14%		94.77%		91.70%		91.75%	
B.1.12.13	2W Analog Loop w/LNP Non-Design/NC(%)								0.00%	4
B.1.12.14	Other Design/NC(%)		87.72%		91.96%		90.43%		91.00%	
B.1.12.15	Other Non-Design/NC(%)		68.75%		63.41%		81.93%		66.00%	
B.1.12.16	INP Standalone/NC(%)									
B.1.12.17	LNP Standalone/NC(%)		86.11%		87.82%		88.15%		83.74%	
	FOC Timeliness - Non-Mechanized [O-9]									
B.1.13.1	Switch Ports/NC(%)						100.00%			3
B.1.13.2	Local Interoffice Transport/NC(%)		100.00%		100.00%		100.00%			1,2,3
B.1.13.3	Loop + Port Combinations/NC(%)		98.85%		100.00%		98.81%		100.00%	
B.1.13.4	Combo Other/NC(%)						100.00%		100.00%	3,4
B.1.13.5	xDSL (ADSL, HDSL and UCL)/NC(%)		100.00%		100.00%		100.00%		91.67%	
B.1.13.6	ISDN Loop (UDN, UDC)/NC(%)		100.00%		100.00%		100.00%		96.40%	
B.1.13.7	Line Sharing/NC(%)		100.00%		100.00%		100.00%		100.00%	2,3,4

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.1.13.8	2W Analog Loop Design/NC(%)		100.00%		99.44%		99.40%		100.00%	
B.1.13.9	2W Analog Loop Non-Design/NC(%)		100.00%		98.36%		100.00%		100.00%	1
B.1.13.10	2W Analog Loop w/INP Design/NC(%)		100.00%		100.00%		100.00%		100.00%	2,3
B.1.13.12	2W Analog Loop w/LNP Design/NC(%)		97.35%		98.78%		100.00%		98.94%	
B.1.13.13	2W Analog Loop w/LNP Non-Design/NC(%)						100.00%		100.00%	3,4
B.1.13.14	Other Design/NC(%)		99.23%		100.00%		100.00%		99.24%	
B.1.13.15	Other Non-Design/NC(%)		99.39%		99.26%		99.37%		98.47%	
B.1.13.16	INP Standalone/NC(%)		100.00%		100.00%		100.00%		100.00%	2
B.1.13.17	LNP Standalone/NC(%)		100.00%		98.94%		100.00%		99.53%	
	FOC & Reject Response Completeness - Mechanized [O-11]									
B.1.14.3.1	Loop + Port Combinations/EDI/NC(%)		98.64%		100.00%		91.28%		93.49%	
B.1.14.3.2	Loop + Port Combinations/TAG/NC(%)		99.23%		98.56%		98.43%		99.91%	
B.1.14.4.2	Combo Other/TAG/NC(%)								80.00%	
B.1.14.5.1	xDSL (ADSL, HDSL and UCL)/EDI/NC(%)		97.56%		96.61%		98.05%		95.28%	
B.1.14.5.2	xDSL (ADSL, HDSL and UCL)/TAG/NC(%)		73.68%		90.00%		84.00%		80.31%	
B.1.14.6.1	ISDN Loop (UDN, UDC)/EDI/NC(%)		100.00%				0.00%		90.91%	1,3
B.1.14.6.2	ISDN Loop (UDN, UDC)/TAG/NC(%)		97.14%		90.00%		58.33%		100.00%	
B.1.14.7.1	Line Sharing/EDI/NC(%)		100.00%		100.00%		100.00%		100.00%	
B.1.14.7.2	Line Sharing/TAG/NC(%)		90.91%		80.00%		87.50%		100.00%	3
B.1.14.8.1	2W Analog Loop Design/EDI/NC(%)		98.83%		99.37%		96.92%		98.12%	
B.1.14.8.2	2W Analog Loop Design/TAG/NC(%)		100.00%		96.77%		94.51%		100.00%	
B.1.14.9.1	2W Analog Loop Non-Design/EDI/NC(%)		100.00%		96.55%		100.00%		100.00%	3,4
B.1.14.9.2	2W Analog Loop Non-Design/TAG/NC(%)		91.67%		100.00%		75.00%		100.00%	2,3
B.1.14.12.1	2W Analog Loop w/LNP Design/EDI/NC(%)		100.00%		96.30%		88.00%		92.59%	
B.1.14.12.2	2W Analog Loop w/LNP Design/TAG/NC(%)		100.00%				100.00%			1,3
B.1.14.14.1	Other Design/EDI/NC(%)		99.35%		100.00%		93.12%		98.53%	
B.1.14.14.2	Other Design/TAG/NC(%)		98.33%		97.67%		100.00%		100.00%	
B.1.14.15.1	Other Non-Design/EDI/NC(%)		100.00%		100.00%		87.50%		100.00%	
B.1.14.15.2	Other Non-Design/TAG/NC(%)		77.66%		80.89%		77.90%		80.51%	
B.1.14.16.1	INP Standalone/EDI/NC(%)		100.00%		100.00%					1,2
B.1.14.17.1	LNP Standalone/EDI/NC(%)		98.35%		100.00%		96.30%		97.64%	
B.1.14.17.2	LNP Standalone/TAG/NC(%)		100.00%		100.00%		100.00%		100.00%	2,3
	FOC & Reject Response Completeness - Partially Mechanized [O-11]									
B.1.15.3.1	Loop + Port Combinations/EDI/NC(%)		100.00%		100.00%		100.00%		97.96%	

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.1.15.3.2	Loop + Port Combinations/TAG/NC(%)		99.06%		98.79%		99.20%		100.00%	
B.1.15.4.2	Combo Other/TAG/NC(%)								50.00%	4
B.1.15.5.1	xDSL (ADSL, HDSL and UCL)/EDI/NC(%)		54.55%		60.00%		70.00%			
B.1.15.5.2	xDSL (ADSL, HDSL and UCL)/TAG/NC(%)		28.57%		100.00%		100.00%		50.00%	2,3,4
B.1.15.6.1	ISDN Loop (UDN, UDC)/EDI/NC(%)		100.00%		100.00%		90.48%		100.00%	4
B.1.15.6.2	ISDN Loop (UDN, UDC)/TAG/NC(%)		100.00%		100.00%		100.00%		100.00%	4
B.1.15.7.1	Line Sharing/EDI/NC(%)		100.00%		100.00%		92.86%		100.00%	
B.1.15.7.2	Line Sharing/TAG/NC(%)		100.00%		100.00%		100.00%		100.00%	
B.1.15.8.1	2W Analog Loop Design/EDI/NC(%)		100.00%		100.00%		92.77%		100.00%	
B.1.15.8.2	2W Analog Loop Design/TAG/NC(%)		97.26%		100.00%		100.00%		100.00%	
B.1.15.9.1	2W Analog Loop Non-Design/EDI/NC(%)		100.00%		100.00%		100.00%			1,2,3
B.1.15.9.2	2W Analog Loop Non-Design/TAG/NC(%)		100.00%		100.00%				100.00%	1,2,4
B.1.15.12.1	2W Analog Loop w/LNP Design/EDI/NC(%)		99.64%		99.51%		100.00%		99.60%	
B.1.15.12.2	2W Analog Loop w/LNP Design/TAG/NC(%)		100.00%		100.00%		100.00%		100.00%	
B.1.15.13.1	2W Analog Loop w/LNP Non-Design/EDI/NC(%)									
B.1.15.13.2	2W Analog Loop w/LNP Non-Design/TAG/NC(%)								100.00%	4
B.1.15.14.1	Other Design/EDI/NC(%)		100.00%		100.00%		89.71%		100.00%	
B.1.15.14.2	Other Design/TAG/NC(%)		100.00%		97.73%		100.00%		100.00%	
B.1.15.15.1	Other Non-Design/EDI/NC(%)		100.00%		100.00%		92.50%		100.00%	
B.1.15.15.2	Other Non-Design/TAG/NC(%)		94.44%		93.06%		83.52%		94.92%	
B.1.15.16.1	INP Standalone/EDI/NC(%)		100.00%							1
B.1.15.17.1	LNP Standalone/EDI/NC(%)		100.00%		100.00%		100.00%		100.00%	
B.1.15.17.2	LNP Standalone/TAG/NC(%)		100.00%		100.00%		100.00%		100.00%	
	FOC & Reject Response Completeness - Non-Mechanized [O-11]									
B.1.16.1	Switch Ports/NC(%)						100.00%			3
B.1.16.2	Local Interoffice Transport/NC(%)		100.00%		93.33%		100.00%			3
B.1.16.3	Loop + Port Combinations/NC(%)		92.25%		97.33%		94.61%		94.05%	
B.1.16.4	Combo Other/NC(%)						100.00%		92.86%	3
B.1.16.5	xDSL (ADSL, HDSL and UCL)/NC(%)		99.23%		97.44%		96.88%		100.00%	
B.1.16.6	ISDN Loop (UDN, UDC)/NC(%)		99.26%		98.78%		97.56%		97.83%	
B.1.16.7	Line Sharing/NC(%)		100.00%		100.00%		100.00%		100.00%	4
B.1.16.8	2W Analog Loop Design/NC(%)		94.55%		97.73%		96.28%		100.00%	
B.1.16.9	2W Analog Loop Non-Design/NC(%)		87.50%		99.17%		89.92%		97.76%	1
B.1.16.10	2W Analog Loop w/INP Design/NC(%)		100.00%		91.67%		40.00%		100.00%	3

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.1.16.11	2W Analog Loop w/INP Non-Design/NC(%)				0.00%		100.00%			2,3
B.1.16.12	2W Analog Loop w/LNP Design/NC(%)		94.44%		98.71%		96.47%		97.42%	
B.1.16.13	2W Analog Loop w/LNP Non-Design/NC(%)						66.67%		100.00%	3,4
B.1.16.14	Other Design/NC(%)		98.99%		96.77%		98.51%		99.46%	
B.1.16.15	Other Non-Design/NC(%)		97.77%		96.06%		96.47%		99.23%	
B.1.16.16	INP Standalone/NC(%)		87.50%		100.00%		82.61%		85.71%	
B.1.16.17	LNP Standalone/NC(%)		97.09%		96.48%		94.58%		96.21%	
UNBUNDLED NETWORK ELEMENTS - PROVISIONING										
	Order Completion Interval [P-4]									
B.2.1.2.1.1	Local Interoffice Transport/<10 circuits/Dispatch/NC(days)	14.91	11.00	19.32	16.00	15.98	14.25	16.70		1,2,3
B.2.1.3.1.1	Loop + Port Combinations/<10 circuits/Dispatch/NC(days)	3.95	2.78	4.00	3.06	4.82	3.05	5.47	3.11	
B.2.1.3.1.2	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(days)	0.88	0.60	0.88	0.55	0.89	0.57	0.89	0.64	
B.2.1.3.1.3	Loop + Port Combinations/<10 circuits/Switch Based Orders/NC(days)	0.33	0.33	0.33	0.33	0.33	0.33	0.33	0.33	
B.2.1.3.1.4	Loop + Port Combinations/<10 circuits/Dispatch In/NC(days)	1.49	1.09	1.47	1.10	1.49	1.15	1.47	1.22	
B.2.1.3.2.1	Loop + Port Combinations/>=10 circuits/Dispatch/NC(days)	13.99	2.00	10.42	4.00	9.00		10.33	2.00	1,2,4
B.2.1.3.2.2	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC(days)	3.21		3.89		7.17		1.87	0.33	4
B.2.1.3.2.3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/NC(days)	0.33		0.33		0.33		0.33	0.33	4
B.2.1.4.1.1	Combo Other/<10 circuits/Dispatch/NC(days)	5.02	12.07	4.97	10.67	5.79	10.70	6.51	11.31	
B.2.1.6.3.1	UNE ISDN/<6 circuits/Dispatch/NC(days)	14.50	10.40	15.30	9.99	14.31	10.38	19.27	11.06	
B.2.1.7.3.1	Line Sharing/<6 circuits/Dispatch/NC(days)	4.06	4.75	4.19	4.60	3.90	5.00	2.53	3.00	1,2,3,4
B.2.1.7.3.2	Line Sharing/<6 circuits/Non-Dispatch/NC(days)	3.56	3.47	3.81	3.75	3.54	3.71	2.39	3.63	
B.2.1.8.1.1	2W Analog Loop Design/<10 circuits/Dispatch/NC(days)	3.95	4.66	4.00	4.63	4.82	4.84	5.47	4.69	
B.2.1.8.2.1	2W Analog Loop Design/>=10 circuits/Dispatch/NC(days)	13.99	3.00	10.42		9.00		10.33	13.00	1,4

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.2.1.9.1.1	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(days)	3.82	4.00	4.25	3.00	4.67	5.00	5.46	3.50	1,2,3,4
B.2.1.10.1.1	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(days)	3.95	7.00	4.00	5.00	4.82	5.00	5.47	6.33	1,2,3,4
B.2.1.12.1.1	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(days)	3.95	5.63	4.00	5.36	4.82	5.54	5.47	5.25	
B.2.1.12.2.1	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(days)	13.99	7.00	10.42	6.00	9.00	7.00	10.33	5.50	1,2,3,4
B.2.1.13.1.1	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC(days)	3.82		4.25		4.67		5.46		
B.2.1.14.1.1	Other Design/<10 circuits/Dispatch/NC(days)	21.99		21.77	27.00	20.48		18.65		2
B.2.1.15.1.1	Other Non-Design/<10 circuits/Dispatch/NC(days)	3.95	5.70	4.00	5.09	4.82	5.88	5.47	5.86	4
B.2.1.15.1.2	Other Non-Design/<10 circuits/Non-Dispatch/NC(days)	0.88		0.88		0.89		0.89		
B.2.1.16.1.2	INP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	0.87		0.87	0.33	0.88		0.88		2
B.2.1.17.1.1	LNP (Standalone)/<10 circuits/Dispatch/NC(days)	3.82	0.33	4.25	0.33	4.67	0.33	5.46	0.33	1,2,3,4
B.2.1.17.1.2	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	0.87	0.49	0.87	0.66	0.88	0.57	0.88	0.53	
B.2.1.17.2.1	LNP (Standalone)/>=10 circuits/Dispatch/NC(days)	11.29		10.23	2.00	8.28		11.81		2
B.2.1.17.2.2	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(days)	1.78	0.33	2.67	0.42	0.70	0.67	1.23	0.33	1,2,3,4
B.2.1.18.1.1	Digital Loop < DS1/<10 circuits/Dispatch/NC(days)	5.51	8.72	5.45	8.83	5.21	9.42	3.74	9.69	
B.2.1.19.1.1	Digital Loop >= DS1/<10 circuits/Dispatch/NC(days)	39.96	6.09	27.98	5.83	27.92	5.64	18.81	5.90	
B.2.1.19.2.1	Digital Loop >= DS1/>=10 circuits/Dispatch/NC(days)	207.53				4.00			5.00	4
	Order Completion Interval within X days [P-4]									
B.2.2.1	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/NC(days)									
B.2.2.2	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/NC(days)		4.72		4.36		4.67		4.74	

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
	% Jeopardies - Mechanized [P-2]									
B.2.5.3	Loop + Port Combinations/NC(%)	0.48%	0.22%	0.45%	0.34%	0.43%	0.12%	0.40%	0.12%	
B.2.5.4	Combo Other/NC(%)	6.13%	100.00%	6.14%		6.91%	100.00%	7.28%	25.00%	1,3,4
B.2.5.5	xDSL (ADSL, HDSL and UCL)/NC(%)	13.86%		8.69%		7.48%		7.20%	5.26%	
B.2.5.6	UNE ISDN/NC(%)	7.41%	38.64%	16.28%	24.14%	13.48%	18.18%	7.42%	25.00%	
B.2.5.7	Line Sharing/NC(%)	13.86%		8.69%	0.00%	7.48%		7.20%	0.00%	2,4
B.2.5.8	2W Analog Loop Design/NC(%)	0.48%	14.84%	0.45%	6.20%	0.43%	12.95%	0.40%	7.69%	
B.2.5.9	2W Analog Loop Non-Design/NC(%)	0.87%	0.00%	0.81%	0.00%	0.77%	0.00%	0.71%	0.00%	1,2,3,4
B.2.5.12	2W Analog Loop w/LNP Design/NC(%)	0.48%	6.58%	0.45%	0.98%	0.43%	6.10%	0.40%	5.37%	
B.2.5.13	2W Analog Loop w/LNP Non-Design/NC(%)	0.87%		0.81%		0.77%		0.71%		
B.2.5.14	Other Design/NC(%)	10.68%		14.91%		13.70%		11.60%		
B.2.5.15	Other Non-Design/NC(%)	0.48%		0.45%		0.43%		0.40%		
B.2.5.16	INP (Standalone)/NC(%)	0.47%		0.44%		0.42%		0.38%		
B.2.5.17	LNP (Standalone)/NC(%)	0.47%	0.00%	0.44%	0.00%	0.42%	0.00%	0.38%	0.00%	
B.2.5.18	Digital Loop < DS1/NC(%)	13.14%	38.64%	9.22%	24.14%	8.43%	18.18%	7.53%	18.00%	
B.2.5.19	Digital Loop >= DS1/NC(%)	3.93%	68.66%	13.91%	64.38%	12.92%	79.55%	14.38%	66.67%	
	% Jeopardies - Non-Mechanized [P-2]									
B.2.6.2	Local Interoffice Transport/NC(%)		0.00%		0.00%		12.50%		0.00%	1,2,3,4
B.2.6.3	Loop + Port Combinations/NC(%)		0.70%		1.61%		2.16%		2.08%	
B.2.6.4	Combo Other/NC(%)		52.63%		20.00%		45.45%		41.18%	
B.2.6.5	xDSL (ADSL, HDSL and UCL)/NC(%)		1.94%		6.25%		5.00%		11.11%	
B.2.6.6	UNE ISDN/NC(%)		20.20%		24.62%		10.91%		9.38%	
B.2.6.7	Line Sharing/NC(%)		0.00%		0.00%		0.00%		0.00%	
B.2.6.8	2W Analog Loop Design/NC(%)		2.27%		4.71%		6.00%		3.95%	
B.2.6.10	2W Analog Loop w/INP Design/NC(%)		0.00%		0.00%		0.00%		0.00%	1,2,3,4
B.2.6.12	2W Analog Loop w/LNP Design/NC(%)		2.33%		5.32%		3.33%		1.47%	
B.2.6.13	2W Analog Loop w/LNP Non-Design/NC(%)									
B.2.6.14	Other Design/NC(%)				0.00%				0.00%	2,4
B.2.6.15	Other Non-Design/NC(%)		0.00%		0.00%		0.00%		8.33%	
B.2.6.16	INP (Standalone)/NC(%)				0.00%					2
B.2.6.17	LNP (Standalone)/NC(%)		0.00%		0.00%		0.00%		0.00%	
B.2.6.18	Digital Loop < DS1/NC(%)		11.11%		16.81%		7.53%		9.88%	
B.2.6.19	Digital Loop >= DS1/NC(%)		28.17%		32.50%		25.71%		30.30%	

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
	Average Jeopardy Notice Interval - Mechanized [P-2]									
B.2.8.3	Loop + Port Combinations/NC(hours)		114.82		220.96		100.65		153.36	1,3,4
B.2.8.4	Combo Other/NC(hours)		339.10				145.90		343.07	1,3,4
B.2.8.5	xDSL (ADSL, HDSL and UCL)/NC(hours)								103.57	4
B.2.8.6	UNE ISDN/NC(hours)		347.84		304.91		294.31		318.57	2,3,4
B.2.8.8	2W Analog Loop Design/NC(hours)		198.13		200.36		172.06		265.38	2,4
B.2.8.9	2W Analog Loop Non-Design/NC(hours)									
B.2.8.12	2W Analog Loop w/LNP Design/NC(hours)		183.81		173.43		167.55		149.55	2,3,4
B.2.8.13	2W Analog Loop w/LNP Non-Design/NC(hours)									
B.2.8.14	Other Design/NC(hours)									
B.2.8.18	Digital Loop < DS1/NC(hours)		347.84		304.91		294.31		294.68	2,3,4
B.2.8.19	Digital Loop >= DS1/NC(hours)		197.61		227.84		211.06		247.14	
	Average Jeopardy Notice Interval - Non-Mechanized [P-2]									
B.2.9.2	Local Interoffice Transport/NC(hours)						562.57			3
B.2.9.3	Loop + Port Combinations/NC(hours)		178.97		207.80		71.35		93.61	1,2,3,4
B.2.9.4	Combo Other/NC(hours)		308.61		295.28		313.49		530.82	2,3,4
B.2.9.5	xDSL (ADSL, HDSL and UCL)/NC(hours)		165.00		200.79		174.74		140.94	1,2,3,4
B.2.9.6	UNE ISDN/NC(hours)		332.95		303.55		321.50		331.66	3,4
B.2.9.8	2W Analog Loop Design/NC(hours)		131.97		124.89		138.37		121.85	1,2,3,4
B.2.9.12	2W Analog Loop w/LNP Design/NC(hours)		179.27		269.68		114.99		180.38	1,2,3,4
B.2.9.15	Other Non-Design/NC(hours)								104.67	4
B.2.9.18	Digital Loop < DS1/NC(hours)		315.27		285.42		297.05		283.98	3,4
B.2.9.19	Digital Loop >= DS1/NC(hours)		192.66		181.88		182.42		177.55	3
	% Jeopardy Notice >= 48 hours - Mechanized [P-2]									
B.2.10.3	Loop + Port Combinations/NC(%)		100.00%		100.00%		100.00%		100.00%	1,3,4
B.2.10.4	Combo Other/NC(%)		100.00%				100.00%		100.00%	1,3,4
B.2.10.5	xDSL (ADSL, HDSL and UCL)/NC(%)								100.00%	4
B.2.10.6	UNE ISDN/NC(%)		100.00%		100.00%		100.00%		100.00%	2,3,4
B.2.10.8	2W Analog Loop Design/NC(%)		100.00%		100.00%		100.00%		100.00%	2,4
B.2.10.9	2W Analog Loop Non-Design/NC(%)									
B.2.10.12	2W Analog Loop w/LNP Design/NC(%)		100.00%		100.00%		100.00%		100.00%	2,3,4
B.2.10.13	2W Analog Loop w/LNP Non-Design/NC(%)									
B.2.10.14	Other Design/NC(%)									

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.2.10.18	Digital Loop < DS1/NC(%)		100.00%		100.00%		100.00%		100.00%	2,3,4
B.2.10.19	Digital Loop >= DS1/NC(%)		100.00%		100.00%		100.00%		100.00%	
	% Jeopardy Notice >= 48 hours - Non-Mechanized [P-2]									
B.2.11.2	Local Interoffice Transport/NC(%)						100.00%			3
B.2.11.3	Loop + Port Combinations/NC(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
B.2.11.4	Combo Other/NC(%)		100.00%		100.00%		100.00%		100.00%	2,3,4
B.2.11.5	xDSL (ADSL, HDSL and UCL)/NC(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
B.2.11.6	UNE ISDN/NC(%)		100.00%		100.00%		100.00%		100.00%	3,4
B.2.11.8	2W Analog Loop Design/NC(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
B.2.11.12	2W Analog Loop w/LNP Design/NC(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
B.2.11.15	Other Non-Design/NC(%)								100.00%	4
B.2.11.18	Digital Loop < DS1/NC(%)		100.00%		100.00%		100.00%		100.00%	3,4
B.2.11.19	Digital Loop >= DS1/NC(%)		100.00%		100.00%		100.00%		100.00%	3
	Coordinated Customers Conversions [P-7]									
B.2.12.2	Loops with LNP/NC(%)		100.00%		98.91%		99.72%		99.17%	
	% Hot Cuts > 15 minutes Early [P-7A]									
B.2.13.1	Time-Specific SL1/NC(%)									
B.2.13.2	Time-Specific SL2/NC(%)		0.00%		1.14%		0.00%		1.43%	
B.2.13.3	Non-Time Specific SL1/NC(%)									
B.2.13.4	Non-Time Specific SL2/NC(%)		0.00%		0.00%		0.00%		0.00%	
	Hot Cut Timeliness [P-7A]									
B.2.14.1	Time-Specific SL1/NC(%)									
B.2.14.2	Time-Specific SL2/NC(%)		99.18%		96.59%		100.00%		98.57%	
B.2.14.3	Non-Time Specific SL1/NC(%)									
B.2.14.4	Non-Time Specific SL2/NC(%)		100.00%		100.00%		100.00%		100.00%	
	% Hot Cuts > 15 minutes Late [P-7A]									
B.2.15.1	Time-Specific SL1/NC(%)									
B.2.15.2	Time-Specific SL2/NC(%)		0.82%		2.27%		0.00%		0.00%	
B.2.15.3	Non-Time Specific SL1/NC(%)									
B.2.15.4	Non-Time Specific SL2/NC(%)		0.00%		0.00%		0.00%		0.00%	
	Average Recovery Time - CCC [P-7B]									
B.2.16.2	Loops with LNP/NC(minutes)		116.57		113.46		52.00		362.30	1,2,3,4
	% Provisioning Troubles within 7 Days - Hot Cuts [P-7C]									

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.2.17.1.1	UNE Loop Design/Dispatch/NC(%)		0.95%		0.52%		2.25%		1.80%	
B.2.17.1.2	UNE Loop Design/Non-Dispatch/NC(%)								0.00%	4
B.2.17.2.1	UNE Loop Non-Design/Dispatch/NC(%)		0.00%							
B.2.17.2.2	UNE Loop Non-Design/Non-Dispatch/NC(%)		0.00%							
	% Missed Installation Appointments [P-3]									
B.2.18.2.1.1	Local Interoffice Transport/<10 circuits/Dispatch/NC(%)	0.26%	0.00%	0.77%	0.00%	0.00%	0.00%	0.12%	0.00%	1,2,3,4
B.2.18.3.1.1	Loop + Port Combinations/<10 circuits/Dispatch/NC(%)	2.45%	1.34%	2.13%	0.99%	2.69%	1.29%	3.48%	3.02%	
B.2.18.3.1.2	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(%)	0.14%	0.45%	0.03%	0.18%	0.02%	0.47%	0.03%	0.06%	
B.2.18.3.1.3	Loop + Port Combinations/<10 circuits/Switch Based Orders/NC(%)	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/NC(%)	0.29%	0.97%	0.07%	0.43%	0.04%	1.08%	0.05%	0.11%	
B.2.18.3.2.1	Loop + Port Combinations/>=10 circuits/Dispatch/NC(%)	4.88%	0.00%	3.55%	0.00%	4.41%	0.00%	3.15%	0.00%	1,2,3,4
B.2.18.3.2.2	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC(%)	0.00%	0.00%	0.00%		0.53%	0.00%	0.00%	0.00%	1,3,4
B.2.18.3.2.3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/NC(%)	0.00%		0.00%		0.00%		0.00%	0.00%	4
B.2.18.3.2.4	Loop + Port Combinations/>=10 circuits/Dispatch In/NC(%)	0.00%	0.00%	0.00%		0.66%	0.00%	0.00%	0.00%	1,3,4
B.2.18.4.1.1	Combo Other/<10 circuits/Dispatch/NC(%)	2.57%	0.00%	2.25%	0.00%	2.78%	0.00%	3.52%	0.00%	
B.2.18.5.1.1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC(%)	3.77%	0.00%	5.23%	0.00%	2.54%	0.00%	3.16%	0.00%	
B.2.18.6.1.1	UNE ISDN/<10 circuits/Dispatch/NC(%)	1.57%	0.00%	1.25%	0.00%	0.00%	0.00%	1.89%	0.00%	
B.2.18.7.1.1	Line Sharing/<10 circuits/Dispatch/NC(%)	3.77%	20.00%	5.23%	0.00%	2.54%	0.00%	3.16%	0.00%	1,2,3,4
B.2.18.7.1.2	Line Sharing/<10 circuits/Non-Dispatch/NC(%)	0.00%	0.00%	0.00%	0.00%	0.14%	0.00%	0.00%	0.00%	
B.2.18.8.1.1	2W Analog Loop Design/<10 circuits/Dispatch/NC(%)	2.45%	0.00%	2.13%	0.00%	2.69%	0.00%	3.48%	0.60%	
B.2.18.8.2.1	2W Analog Loop Design/>=10 circuits/Dispatch/NC(%)	4.88%	0.00%	3.55%	0.00%	4.41%	0.00%	3.15%	0.00%	1,2,3,4

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.2.18.9.1.1	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(%)	2.49%	0.00%	2.36%	0.00%	2.74%	0.00%	3.59%	0.00%	1,2,3,4
B.2.18.9.1.4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/NC(%)	0.28%	0.00%	0.07%		0.04%		0.05%		1
B.2.18.10.1.1	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(%)	2.45%	0.00%	2.13%	0.00%	2.69%	0.00%	3.48%	0.00%	1,2,3,4
B.2.18.12.1.1	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(%)	2.45%	0.00%	2.13%	0.00%	2.69%	0.00%	3.48%	0.00%	
B.2.18.12.2.1	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(%)	4.88%	0.00%	3.55%	0.00%	4.41%	0.00%	3.15%	0.00%	1,2,3,4
B.2.18.13.1.1	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC(%)	2.49%		2.36%		2.74%		3.59%		
B.2.18.13.1.4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/NC(%)	0.28%		0.07%		0.04%		0.05%		
B.2.18.13.2.1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC(%)	2.94%		4.59%		4.81%		5.06%		
B.2.18.13.2.4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/NC(%)	0.00%		0.00%		0.00%		0.00%		
B.2.18.14.1.1	Other Design/<10 circuits/Dispatch/NC(%)	4.73%		4.56%	0.00%	4.42%		4.02%	0.00%	2,4
B.2.18.15.1.1	Other Non-Design/<10 circuits/Dispatch/NC(%)	2.45%	0.00%	2.13%	0.00%	2.69%	0.00%	3.48%	0.00%	
B.2.18.15.1.2	Other Non-Design/<10 circuits/Non-Dispatch/NC(%)	0.14%		0.03%		0.02%		0.03%		
B.2.18.16.1.2	INP (Standalone)/<10 circuits/Non-Dispatch/NC(%)	0.14%		0.03%	0.00%	0.02%		0.02%		2
B.2.18.17.1.1	LNP (Standalone)/<10 circuits/Dispatch/NC(%)	2.49%	0.00%	2.36%	0.00%	2.74%	0.00%	3.59%	0.00%	1,2,3,4
B.2.18.17.1.2	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(%)	0.14%	0.00%	0.03%	0.00%	0.02%	0.84%	0.02%	0.00%	
B.2.18.17.2.1	LNP (Standalone)/>=10 circuits/Dispatch/NC(%)	2.94%		4.59%	0.00%	4.81%		5.06%		2
B.2.18.17.2.2	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1,3,4
B.2.18.18.1.1	Digital Loop <= DS1/<10 circuits/Dispatch/NC(%)	3.96%	0.00%	5.04%	0.00%	2.48%	0.00%	3.16%	0.00%	
B.2.18.19.1.1	Digital Loop <= DS1/<10 circuits/Dispatch/NC(%)	0.69%	0.00%	0.00%	0.00%	0.00%	0.85%	0.82%	0.00%	
B.2.18.19.2.1	Digital Loop <= DS1/>=10 circuits/Dispatch/NC(%)	0.00%				0.00%			0.00%	4

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
	% Provisioning Troubles within 30 Days [P-9]									
B.2.19.2.1.1	Local Interoffice Transport/<10 circuits/Dispatch/NC(%)	8.80%		9.46%	0.00%	8.08%	0.00%	8.21%	0.00%	2,3,4
B.2.19.3.1.1	Loop + Port Combinations/<10 circuits/Dispatch/NC(%)	9.49%	15.49%	9.52%	13.84%	8.87%	17.33%	10.47%	11.21%	
B.2.19.3.1.2	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(%)	2.52%	3.86%	2.67%	3.69%	2.39%	3.65%	2.60%	4.32%	
B.2.19.3.1.3	Loop + Port Combinations/<10 circuits/Switch Based Orders/NC(%)	2.43%	3.42%	2.52%	3.28%	2.29%	3.19%	2.33%	3.68%	
B.2.19.3.1.4	Loop + Port Combinations/<10 circuits/Dispatch In/NC(%)	2.62%	4.42%	2.83%	4.15%	2.49%	4.28%	2.86%	5.17%	
B.2.19.3.2.1	Loop + Port Combinations/>=10 circuits/Dispatch/NC(%)	14.85%	50.00%	12.20%	33.33%	21.99%	20.00%	13.97%	0.00%	1,2,3,4
B.2.19.3.2.2	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC(%)	6.64%		3.42%	0.00%	5.19%		3.72%	0.00%	2,4
B.2.19.3.2.4	Loop + Port Combinations/>=10 circuits/Dispatch In/NC(%)	6.15%		4.30%	0.00%	6.56%		1.32%	0.00%	2,4
B.2.19.4.1.1	Combo Other/<10 circuits/Dispatch/NC(%)	9.34%	0.00%	9.32%	22.73%	8.70%	0.00%	10.24%	0.00%	
B.2.19.5.1.1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC(%)	3.13%	6.98%	1.81%	10.68%	3.38%	8.33%	4.23%	2.56%	
B.2.19.6.1.1	UNE ISDN/<10 circuits/Dispatch/NC(%)	8.13%	5.94%	5.51%	10.14%	5.63%	11.00%	2.91%	4.95%	
B.2.19.7.1.1	Line Sharing/<10 circuits/Dispatch/NC(%)	3.13%	75.00%	1.81%	40.00%	3.38%	16.67%	4.23%	0.00%	1,2,3,4
B.2.19.7.1.2	Line Sharing/<10 circuits/Non-Dispatch/NC(%)	2.11%	25.00%	1.24%	17.39%	2.28%	11.11%	4.01%	31.58%	
B.2.19.8.1.1	2W Analog Loop Design/<10 circuits/Dispatch/NC(%)	9.49%	6.10%	9.52%	9.13%	8.87%	10.23%	10.47%	6.61%	
B.2.19.8.2.1	2W Analog Loop Design/>=10 circuits/Dispatch/NC(%)	14.85%	50.00%	12.20%	0.00%	21.99%	0.00%	13.97%	100.00%	1,2,3,4
B.2.19.9.1.1	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(%)	9.66%	0.00%	9.71%	0.00%	9.70%	0.00%	10.67%	0.00%	1,2,3,4
B.2.19.9.1.4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/NC(%)	2.61%		2.81%	0.00%	2.48%		2.85%		2
B.2.19.9.2.1	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC(%)	13.70%		9.82%		22.94%		13.46%		

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.2.19.10.1.1	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(%)	9.49%	0.00%	9.52%	0.00%	8.87%	0.00%	10.47%	0.00%	1,2,3,4
B.2.19.12.1.1	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(%)	9.49%	4.23%	9.52%	3.60%	8.87%	7.58%	10.47%	5.86%	
B.2.19.12.2.1	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(%)	14.85%	33.33%	12.20%	0.00%	21.99%	40.00%	13.97%	25.00%	1,2,3,4
B.2.19.13.1.1	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC(%)	9.66%	5.88%	9.71%		9.70%		10.67%		
B.2.19.13.1.4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/NC(%)	2.61%	0.00%	2.81%		2.48%		2.85%		
B.2.19.13.2.1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC(%)	13.70%	0.00%	8.82%		22.94%		13.46%		1
B.2.19.13.2.4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/NC(%)	0.00%	0.00%	0.00%		0.00%		0.00%		1
B.2.19.14.1.1	Other Design/<10 circuits/Dispatch/NC(%)	6.50%		5.73%		5.57%	0.00%	6.34%		3
B.2.19.15.1.1	Other Non-Design/<10 circuits/Dispatch/NC(%)	9.49%	15.00%	9.52%	12.50%	8.87%	14.29%	10.47%	16.67%	
B.2.19.16.1.2	INP (Standalone)/<10 circuits/Non-Dispatch/NC(%)	2.52%		2.66%		2.38%	0.00%	2.59%		3
B.2.19.17.1.1	LNP (Standalone)/<10 circuits/Dispatch/NC(%)	9.66%	0.00%	9.71%	0.00%	9.70%	0.00%	10.67%	0.00%	1,2,3,4
B.2.19.17.1.2	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(%)	2.52%	0.00%	2.66%	0.00%	2.38%	0.00%	2.59%	0.00%	
B.2.19.17.2.1	LNP (Standalone)/>=10 circuits/Dispatch/NC(%)	13.70%		8.82%		22.94%	0.00%	13.46%		3
B.2.19.17.2.2	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(%)	2.56%	0.00%	0.00%	0.00%	0.00%	0.00%	9.09%	0.00%	2,4
B.2.19.18.1.1	Digital Loop < DS1/<10 circuits/Dispatch/NC(%)	3.58%	6.25%	2.21%	10.12%	3.52%	10.14%	4.32%	3.62%	
B.2.19.19.1.1	Digital Loop >= DS1/<10 circuits/Dispatch/NC(%)	3.30%	13.43%	7.59%	11.03%	6.25%	8.33%	2.21%	18.80%	
	Average Completion Notice Interval - Mechanized [P-5]									
B.2.21.3.1.1	Loop + Port Combinations/<10 circuits/Dispatch/NC(hours)	1.76	0.13	2.79	0.04	1.67	0.05	1.67	0.06	
B.2.21.3.1.2	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(hours)	0.79	0.82	0.82	0.90	0.76	0.85	0.80	1.03	
B.2.21.3.1.3	Loop + Port Combinations/<10 circuits/Switch Based Orders/NC(hours)	0.79	0.80	0.82	0.90	0.82	0.62	[illegible]	0.93	

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.2.21.3.1.4	Loop + Port Combinations/<10 circuits/Dispatch In/NC(hours)	0.79	0.84	0.83	0.90	0.71	0.89	0.79	1.11	
B.2.21.3.2.1	Loop + Port Combinations/>=10 circuits/Dispatch/NC(hours)	2.26	0.02	4.47	0.02	1.94	0.02	1.94	0.02	1,2,3,4
B.2.21.3.2.2	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC(hours)	0.69		4.70		1.62		4.07	0.42	4
B.2.21.3.2.4	Loop + Port Combinations/>=10 circuits/Dispatch In/NC(hours)	0.71		4.70		0.67		2.95	0.42	4
B.2.21.4.1.1	Combo Other/<10 circuits/Dispatch/NC(hours)	17.29	67.82	15.69		15.25	0.02	18.08	38.84	1,3,4
B.2.21.5.1.1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC(hours)	20.63		26.21		28.48		12.55	12.25	
B.2.21.6.1.1	UNE ISDN/<10 circuits/Dispatch/NC(hours)	121.15	21.69	105.35	9.38	134.72	6.22	165.10	26.47	
B.2.21.7.1.2	Line Sharing/<10 circuits/Non-Dispatch/NC(hours)	0.92		1.71	0.55	1.18		1.76	0.67	2,4
B.2.21.8.1.1	2W Analog Loop Design/<10 circuits/Dispatch/NC(hours)	1.76	23.70	2.79	10.84	1.67	9.45	1.67	18.46	
B.2.21.8.2.1	2W Analog Loop Design/>=10 circuits/Dispatch/NC(hours)	2.26	0.02	4.47	3.57	1.94	0.02	1.94	19.73	1,2,3,4
B.2.21.9.1.1	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(hours)	1.46	0.02	1.70	0.02	1.65	0.02	1.55	0.02	1,2,3,4
B.2.21.9.1.4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/NC(hours)	0.78	0.02	0.82		0.71		0.78		1
B.2.21.12.1.1	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(hours)	1.76	16.42	2.79	15.24	1.67	12.87	1.67	13.35	
B.2.21.12.2.1	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(hours)	2.26		4.47	10.92	1.94	0.03	1.94	0.02	2,3,4
B.2.21.13.1.1	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC(hours)	1.46		1.70		1.65		1.55		
B.2.21.13.1.4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/NC(hours)	0.78		0.82		0.71		0.78		
B.2.21.13.2.1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC(hours)	2.67		5.34		0.00		0.35		
B.2.21.13.2.4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/NC(hours)	0.85		2.61		0.77		0.55		

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.2.21.17.1.1	LNP (Standalone)/<10 circuits/Dispatch/NC(hours)	1.46		1.70	0.05	1.65	0.02	1.55		2,3
B.2.21.17.1.2	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(hours)	0.79	0.59	0.82	1.12	0.75	0.63	0.79	0.67	
B.2.21.17.2.1	LNP (Standalone)/>=10 circuits/Dispatch/NC(hours)	2.67		5.34	0.02	0.99		0.35		2
B.2.21.17.2.2	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(hours)	0.83	0.40	7.26	0.52	0.73	0.63	0.53		1,2,3
B.2.21.18.1.1	Digital Loop < DS1/<10 circuits/Dispatch/NC(hours)	29.67	21.69	35.47	9.38	36.38	6.22	26.67	21.19	
B.2.21.19.1.1	Digital Loop >= DS1/<10 circuits/Dispatch/NC(hours)	839.29	34.10	368.83	66.27	331.99	52.15	183.42	54.56	
	Average Completion Notice Interval - Non-Mechanized [P-5]									
B.2.22.2.1.1	Local Interoffice Transport/<10 circuits/Dispatch/NC(hours)		18.22		50.38		16.88		41.81	1,2,3,4
B.2.22.3.1.1	Loop + Port Combinations/<10 circuits/Dispatch/NC(hours)		19.06		17.97		13.22		14.13	
B.2.22.3.1.2	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(hours)		4.53		15.00		4.35		6.48	
B.2.22.3.1.3	Loop + Port Combinations/<10 circuits/Switch Based Orders/NC(hours)		3.45		12.49		3.36		6.89	
B.2.22.3.1.4	Loop + Port Combinations/<10 circuits/Dispatch In/NC(hours)		6.57		20.07		7.91		5.09	
B.2.22.3.2.1	Loop + Port Combinations/>=10 circuits/Dispatch/NC(hours)		0.02		0.02				14.40	1,2,4
B.2.22.3.2.2	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC(hours)		14.00				38.00		15.07	1,3,4
B.2.22.3.2.3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/NC(hours)								14.00	4
B.2.22.3.2.4	Loop + Port Combinations/>=10 circuits/Dispatch In/NC(hours)		14.00				38.00		15.60	1,3,4
B.2.22.4.1.1	Combo Other/<10 circuits/Dispatch/NC(hours)		89.06		58.23		95.29		90.00	
B.2.22.5.1.1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC(hours)		34.40		35.91		13.48		17.00	

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.2.22.6.1.1	UNE ISDN/<10 circuits/Dispatch/NC(hours)		52.60		55.80		56.71		30.47	
B.2.22.7.1.1	Line Sharing/<10 circuits/Dispatch/NC(hours)		3.36		0.02		0.02		0.03	1,2,3,4
B.2.22.7.1.2	Line Sharing/<10 circuits/Non-Dispatch/NC(hours)		1.26		0.57		0.48		0.63	
B.2.22.8.1.1	2W Analog Loop Design/<10 circuits/Dispatch/NC(hours)		46.78		45.09		29.36		42.62	
B.2.22.8.2.1	2W Analog Loop Design/>=10 circuits/Dispatch/NC(hours)		80.93							1
B.2.22.10.1.1	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(hours)		35.10		30.77		24.16		36.06	1,2,3,4
B.2.22.12.1.1	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(hours)		56.47		32.50		25.69		40.10	
B.2.22.12.2.1	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(hours)		80.97		48.72		22.83		18.57	1,2,3,4
B.2.22.13.1.1	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC(hours)									
B.2.22.14.1.1	Other Design/<10 circuits/Dispatch/NC(hours)				21.47				15.87	2,4
B.2.22.15.1.1	Other Non-Design/<10 circuits/Dispatch/NC(hours)		31.13		25.33		19.91		31.72	
B.2.22.15.1.2	Other Non-Design/<10 circuits/Non-Dispatch/NC(hours)									
B.2.22.16.1.2	INP (Standalone)/<10 circuits/Non-Dispatch/NC(hours)				18.27					2
B.2.22.17.1.1	LNP (Standalone)/<10 circuits/Dispatch/NC(hours)		9.66				0.02		0.02	1,3,4
B.2.22.17.1.2	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(hours)		3.29		2.49		5.42		2.66	
B.2.22.17.2.2	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(hours)		0.62		0.61		0.59		0.51	1,2,3,4
B.2.22.18.1.1	Digital Loop >=DS1/<10 circuits/Dispatch/NC(hours)		43.43		47.60		39.04		27.69	
B.2.22.19.1.1	Digital Loop >=DS1/<10 circuits/Dispatch/NC(hours)		85.79		52.79		54.70		56.39	

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.2.22.19.2.1	Digital Loop >= DS1/>=10 circuits/Dispatch/NC(hours)								35.72	4
	Service Order Accuracy [P-11]									
B.2.34.1.1.1	Design (Specials)/<10 circuits/Dispatch/NC(%)		100.00%		100.00%		100.00%		100.00%	
B.2.34.1.1.2	Design (Specials)/<10 circuits/Non-Dispatch/NC(%)				100.00%		67.07%		69.33%	
B.2.34.1.2.1	Design (Specials)/>=10 circuits/Dispatch/NC(%)		100.00%		100.00%		100.00%		100.00%	
B.2.34.1.2.2	Design (Specials)/>=10 circuits/Non-Dispatch/NC(%)						100.00%		90.91%	3
B.2.34.2.1.1	Loops Non-Design/<10 circuits/Dispatch/NC(%)		98.18%		95.65%		96.00%		96.33%	
B.2.34.2.1.2	Loops Non-Design/<10 circuits/Non-Dispatch/NC(%)		99.09%		98.18%		100.00%		98.02%	
B.2.34.2.2.1	Loops Non-Design/>=10 circuits/Dispatch/NC(%)		97.75%		89.81%		97.90%		97.73%	
B.2.34.2.2.2	Loops Non-Design/>=10 circuits/Non-Dispatch/NC(%)		97.20%		97.98%		98.73%		97.53%	
UNBUNDLED NETWORK ELEMENTS - MAINTENANCE AND REPAIR										
	Missed Repair Appointments [M&R-1]									
B.3.1.2.1	Local Interoffice Transport/Dispatch/NC(%)	0.24%	0.00%	0.00%	0.00%	0.39%	0.00%	0.00%	0.00%	4
B.3.1.2.2	Local Interoffice Transport/Non-Dispatch/NC(%)	0.00%	0.00%	0.24%	0.00%	0.00%	0.00%	0.18%	0.00%	1,2,4
B.3.1.3.1	Loop + Port Combinations/Dispatch/NC(%)	4.10%	0.00%	4.39%	0.45%	3.96%	0.71%	4.12%	0.61%	
B.3.1.3.2	Loop + Port Combinations/Non-Dispatch/NC(%)	0.80%	0.00%	1.03%	1.08%	0.78%	0.00%	1.23%	1.07%	
B.3.1.4.1	Combo Other/Dispatch/NC(%)	4.03%	0.00%	4.31%	0.00%	3.89%	0.00%	4.06%	0.00%	1,3,4
B.3.1.4.2	Combo Other/Non-Dispatch/NC(%)	4.03%	0.00%	4.31%	0.00%	3.89%	0.00%	4.06%	0.00%	1,2,3,4
B.3.1.5.1	xDSL (ADSL, HDSL and UCL)/Dispatch/NC(%)	48.06%	0.00%	51.94%	0.00%	53.33%	0.00%	48.72%	7.14%	
B.3.1.5.2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC(%)	3.35%	0.00%	2.60%	0.00%	3.70%	0.00%	1.32%	0.00%	2,3,4
B.3.1.6.1	UNE ISDN/Dispatch/NC(%)	0.00%	3.13%	1.27%	0.00%	0.00%	2.70%	2.50%	0.00%	
B.3.1.6.2	UNE ISDN/Non-Dispatch/NC(%)	0.00%	0.00%	0.87%	0.00%	0.00%	0.00%	0.00%	0.00%	
B.3.1.7.1	Line Sharing/Dispatch/NC(%)	48.06%	0.00%	51.94%	0.00%	53.33%	0.00%	48.72%	100.00%	1,2,3,4
B.3.1.7.2	Line Sharing/Non-Dispatch/NC(%)	3.35%	0.00%	2.60%	0.00%	3.70%	0.00%	1.32%	0.00%	1,2,3,4
B.3.1.8.1	2W Analog Loop Design/Dispatch/NC(%)	4.10%	0.58%	4.39%	0.42%	3.96%	0.00%	4.12%	0.00%	
B.3.1.8.2	2W Analog Loop Design/Non-Dispatch/NC(%)	4.10%	0.00%	4.39%	0.00%	3.96%	0.00%	4.12%	0.00%	
B.3.1.9.1	2W Analog Loop Non-Design/Dispatch/NC(%)	3.96%	0.00%	4.20%	0.00%	3.80%	0.00%	4.00%	0.00%	4

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.3.1.9.2	2W Analog Loop Non-Design/Non-Dispatch/NC(%)	0.48%	0.00%	0.83%	0.00%	0.65%	0.00%	1.11%	0.00%	1,2
B.3.1.10.1	Other Design/Dispatch/NC(%)	0.83%	0.00%	0.73%	0.00%	0.24%	0.00%	1.41%	0.00%	1
B.3.1.10.2	Other Design/Non-Dispatch/NC(%)	0.38%	0.00%	0.29%	0.00%	0.26%	0.00%	0.21%	0.00%	
B.3.1.11.1	Other Non-Design/Dispatch/NC(%)	4.10%	0.00%	4.39%	0.00%	3.96%	0.00%	4.12%	0.00%	1,2,3,4
B.3.1.11.2	Other Non-Design/Non-Dispatch/NC(%)	0.80%	0.00%	1.03%	0.00%	0.78%	0.00%	1.23%	0.00%	1,2,3,4
	Customer Trouble Report Rate [M&R-2]									
B.3.2.2.1	Local Interoffice Transport/Dispatch/NC(%)	1.32%	0.00%	1.70%	0.00%	1.61%	0.00%	1.90%	0.65%	
B.3.2.2.2	Local Interoffice Transport/Non-Dispatch/NC(%)	1.53%	2.03%	1.34%	0.66%	1.86%	0.00%	1.78%	1.31%	
B.3.2.3.1	Loop + Port Combinations/Dispatch/NC(%)	1.46%	1.05%	1.65%	1.20%	1.73%	1.51%	1.81%	1.34%	
B.3.2.3.2	Loop + Port Combinations/Non-Dispatch/NC(%)	0.76%	0.39%	0.76%	0.34%	0.78%	0.40%	0.82%	0.46%	
B.3.2.4.1	Combo Other/Dispatch/NC(%)	1.25%	2.77%	1.42%	5.19%	1.48%	1.52%	1.55%	2.46%	
B.3.2.4.2	Combo Other/Non-Dispatch/NC(%)	1.25%	2.08%	1.42%	1.95%	1.48%	1.82%	1.55%	0.27%	
B.3.2.5.1	xDSL (ADSL, HDSL and UCL)/Dispatch/NC(%)	0.64%	0.58%	0.79%	0.77%	0.83%	0.75%	0.97%	0.88%	
B.3.2.5.2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC(%)	1.33%	0.53%	1.70%	0.22%	1.67%	0.40%	2.24%	0.19%	
B.3.2.6.1	UNE ISDN/Dispatch/NC(%)	0.60%	0.89%	0.70%	1.60%	0.56%	1.04%	0.71%	1.19%	
B.3.2.6.2	UNE ISDN/Non-Dispatch/NC(%)	1.12%	0.73%	1.01%	0.70%	1.04%	0.76%	1.14%	0.56%	
B.3.2.7.1	Line Sharing/Dispatch/NC(%)	0.64%	0.22%	0.79%	0.22%	0.83%	0.22%	0.97%	0.21%	
B.3.2.7.2	Line Sharing/Non-Dispatch/NC(%)	1.33%	1.56%	1.70%	1.51%	1.67%	1.52%	2.24%	0.85%	
B.3.2.8.1	2W Analog Loop Design/Dispatch/NC(%)	1.46%	0.83%	1.65%	1.15%	1.73%	0.84%	1.81%	0.83%	
B.3.2.8.2	2W Analog Loop Design/Non-Dispatch/NC(%)	1.46%	0.24%	1.65%	0.27%	1.73%	0.30%	1.81%	0.29%	
B.3.2.9.1	2W Analog Loop Non-Design/Dispatch/NC(%)	1.58%	1.29%	1.79%	0.00%	1.87%	0.00%	1.98%	1.64%	
B.3.2.9.2	2W Analog Loop Non-Design/Non-Dispatch/NC(%)	0.69%	0.13%	0.71%	0.46%	0.74%	0.00%	0.79%	0.00%	
B.3.2.10.1	Other Design/Dispatch/NC(%)	0.16%	14.29%	0.19%	0.00%	0.19%	0.00%	0.21%	0.00%	1,2,3,4
B.3.2.10.2	Other Design/Non-Dispatch/NC(%)	0.30%	0.00%	0.31%	0.00%	0.34%	0.00%	0.32%	0.00%	1,2,3,4
B.3.2.11.1	Other Non-Design/Dispatch/NC(%)	1.46%	0.39%	1.65%	0.41%	1.73%	1.62%	1.81%	0.32%	
B.3.2.11.2	Other Non-Design/Non-Dispatch/NC(%)	0.76%	0.19%	0.76%	0.20%	0.78%	1.30%	0.82%	0.65%	
	Maintenance Average Duration [M&R-3]									
B.3.3.2.1	Local Interoffice Transport/Dispatch/NC(hours)	3.43	0.00	3.63	0.00	3.81	0.00	4.11	4.55	3
B.3.3.2.2	Local Interoffice Transport/Non-Dispatch/NC(hours)	2.09	1.20	1.92	8.38	1.48	0.00	1.77	1.50	1,2,4
B.3.3.3.1	Loop + Port Combinations/Dispatch/NC(hours)	15.02	10.44	16.33	10.80	16.54	9.47	18.25	10.29	

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.3.3.3.2	Loop + Port Combinations/Non-Dispatch/NC(hours)	4.68	2.90	5.47	4.13	5.70	2.64	6.48	3.25	
B.3.3.4.1	Combo Other/Dispatch/NC(hours)	14.80	4.72	16.09	4.31	16.28	2.60	17.96	4.87	1,3,4
B.3.3.4.2	Combo Other/Non-Dispatch/NC(hours)	14.80	0.71	16.09	1.48	16.28	0.73	17.96	0.33	1,2,3,4
B.3.3.5.1	xDSL (ADSL, HDSL and UCL)/Dispatch/NC(hours)	63.82	5.87	45.57	4.72	51.23	4.16	48.99	5.29	
B.3.3.5.2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC(hours)	3.48	2.61	2.77	2.58	4.25	1.20	1.81	6.15	2,3,4
B.3.3.6.1	UNE ISDN/Dispatch/NC(hours)	4.11	4.38	5.29	4.03	4.35	4.40	6.56	3.76	
B.3.3.6.2	UNE ISDN/Non-Dispatch/NC(hours)	1.76	2.56	2.10	1.89	1.20	2.81	1.87	4.01	
B.3.3.7.1	Line Sharing/Dispatch/NC(hours)	63.82	4.37	45.57	51.00	51.23	21.00	48.99	72.00	1,2,3,4
B.3.3.7.2	Line Sharing/Non-Dispatch/NC(hours)	3.48	2.54	2.77	1.71	4.25	7.86	1.81	7.50	1,2,3,4
B.3.3.8.1	2W Analog Loop Design/Dispatch/NC(hours)	15.02	4.31	16.33	4.27	16.54	3.74	18.25	3.79	
B.3.3.8.2	2W Analog Loop Design/Non-Dispatch/NC(hours)	15.02	1.84	16.33	1.94	16.54	2.64	18.25	2.78	
B.3.3.9.1	2W Analog Loop Non-Design/Dispatch/NC(hours)	15.06	3.30	16.37	0.00	16.63	0.00	18.33	8.33	4
B.3.3.9.2	2W Analog Loop Non-Design/Non-Dispatch/NC(hours)	5.03	0.55	5.84	20.00	6.22	0.00	6.96	0.00	1,2
B.3.3.10.1	Other Design/Dispatch/NC(hours)	4.38	2.28	5.08	0.00	4.30	0.00	5.17	0.00	1
B.3.3.10.2	Other Design/Non-Dispatch/NC(hours)	2.27	0.00	2.30	0.00	2.17	0.00	2.29	0.00	
B.3.3.11.1	Other Non-Design/Dispatch/NC(hours)	15.02	19.04	16.33	4.50	16.54	17.00	18.25	28.00	1,2,3,4
B.3.3.11.2	Other Non-Design/Non-Dispatch/NC(hours)	4.68	2.67	5.47	2.00	5.70	1.75	6.48	11.00	1,2,3,4
	% Repeat Troubles within 30 Days [M&R-4]									
B.3.4.2.1	Local Interoffice Transport/Dispatch/NC(%)	21.58%	0.00%	22.45%	0.00%	20.51%	0.00%	24.46%	0.00%	4
B.3.4.2.2	Local Interoffice Transport/Non-Dispatch/NC(%)	13.07%	0.00%	16.78%	0.00%	17.43%	0.00%	21.20%	0.00%	1,2,4
B.3.4.3.1	Loop + Port Combinations/Dispatch/NC(%)	14.24%	10.93%	16.02%	12.42%	15.12%	11.52%	15.43%	13.19%	
B.3.4.3.2	Loop + Port Combinations/Non-Dispatch/NC(%)	12.72%	10.84%	14.13%	21.08%	13.23%	11.66%	14.55%	18.15%	
B.3.4.4.1	Combo Other/Dispatch/NC(%)	14.25%	12.50%	16.10%	12.50%	15.22%	0.00%	15.59%	0.00%	1,3,4
B.3.4.4.2	Combo Other/Non-Dispatch/NC(%)	14.25%	0.00%	16.10%	0.00%	15.22%	0.00%	15.59%	0.00%	1,2,3,4
B.3.4.5.1	xDSL (ADSL, HDSL and UCL)/Dispatch/NC(%)	16.67%	0.00%	18.53%	7.14%	23.73%	15.38%	25.88%	21.43%	
B.3.4.5.2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC(%)	17.14%	20.00%	23.50%	0.00%	19.77%	14.29%	25.62%	0.00%	2,3,4
B.3.4.6.1	UNE ISDN/Dispatch/NC(%)	10.14%	9.38%	16.46%	8.77%	17.46%	21.62%	12.50%	11.90%	

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.3.4.6.2	UNE ISDN/Non-Dispatch/NC(%)	12.40%	3.85%	9.57%	28.00%	16.24%	7.41%	22.05%	10.00%	
B.3.4.7.1	Line Sharing/Dispatch/NC(%)	16.67%	0.00%	18.53%	0.00%	23.73%	0.00%	25.88%	0.00%	1,2,3,4
B.3.4.7.2	Line Sharing/Non-Dispatch/NC(%)	17.14%	0.00%	23.50%	57.14%	19.77%	28.57%	25.62%	75.00%	1,2,3,4
B.3.4.8.1	2W Analog Loop Design/Dispatch/NC(%)	14.24%	10.50%	16.02%	6.68%	15.12%	5.41%	15.43%	12.03%	
B.3.4.8.2	2W Analog Loop Design/Non-Dispatch/NC(%)	14.24%	8.00%	16.02%	7.89%	15.12%	8.87%	15.43%	8.13%	
B.3.4.9.1	2W Analog Loop Non-Design/Dispatch/NC(%)	14.26%	20.00%	16.08%	0.00%	15.22%	0.00%	15.44%	0.00%	4
B.3.4.9.2	2W Analog Loop Non-Design/Non-Dispatch/NC(%)	12.82%	0.00%	14.15%	0.00%	13.52%	0.00%	14.25%	0.00%	1,2
B.3.4.10.1	Other Design/Dispatch/NC(%)	14.72%	0.00%	19.46%	0.00%	19.95%	0.00%	22.63%	0.00%	1
B.3.4.10.2	Other Design/Non-Dispatch/NC(%)	15.13%	0.00%	15.69%	0.00%	15.48%	0.00%	16.69%	0.00%	
B.3.4.11.1	Other Non-Design/Dispatch/NC(%)	14.24%	50.00%	16.02%	0.00%	15.12%	40.00%	15.43%	0.00%	1,2,3,4
B.3.4.11.2	Other Non-Design/Non-Dispatch/NC(%)	12.72%	0.00%	14.13%	0.00%	13.23%	50.00%	14.55%	100.00%	1,2,3,4
	Out of Service > 24 hours [M&R-5]									
B.3.5.2.1	Local Interoffice Transport/Dispatch/NC(%)	0.24%	0.00%	0.00%	0.00%	0.39%	0.00%	0.00%	0.00%	4
B.3.5.2.2	Local Interoffice Transport/Non-Dispatch/NC(%)	0.00%	0.00%	0.24%	0.00%	0.00%	0.00%	0.18%	0.00%	1,2,4
B.3.5.3.1	Loop + Port Combinations/Dispatch/NC(%)	5.29%	1.65%	6.84%	1.77%	6.91%	2.12%	9.33%	2.57%	
B.3.5.3.2	Loop + Port Combinations/Non-Dispatch/NC(%)	2.12%	1.02%	2.16%	1.11%	2.42%	0.00%	3.91%	0.71%	
B.3.5.4.1	Combo Other/Dispatch/NC(%)	5.15%	0.00%	6.65%	0.00%	6.71%	0.00%	9.08%	0.00%	1,3,4
B.3.5.4.2	Combo Other/Non-Dispatch/NC(%)	5.15%	0.00%	6.65%	0.00%	6.71%	0.00%	9.08%	0.00%	1,2,3,4
B.3.5.5.1	xDSL (ADSL, HDSL and UCL)/Dispatch/NC(%)	48.06%	0.00%	51.94%	0.00%	53.33%	0.00%	48.72%	7.14%	
B.3.5.5.2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC(%)	3.35%	0.00%	2.60%	0.00%	3.70%	0.00%	1.32%	0.00%	2,3,4
B.3.5.6.1	UNE ISDN/Dispatch/NC(%)	0.00%	3.13%	1.27%	0.00%	0.00%	2.70%	2.53%	0.00%	
B.3.5.6.2	UNE ISDN/Non-Dispatch/NC(%)	0.00%	0.00%	0.88%	0.00%	0.00%	0.00%	0.00%	0.00%	
B.3.5.7.1	Line Sharing/Dispatch/NC(%)	48.06%	0.00%	51.94%	0.00%	53.33%	0.00%	48.72%	0.00%	
B.3.5.7.2	Line Sharing/Non-Dispatch/NC(%)	3.35%	0.00%	2.60%	0.00%	3.70%	0.00%	1.32%	0.00%	
B.3.5.8.1	2W Analog Loop Design/Dispatch/NC(%)	5.29%	0.58%	6.84%	0.42%	6.91%	0.00%	9.33%	0.00%	
B.3.5.8.2	2W Analog Loop Design/Non-Dispatch/NC(%)	5.29%	0.00%	6.84%	0.00%	6.91%	0.00%	9.33%	0.00%	
B.3.5.9.1	2W Analog Loop Non-Design/Dispatch/NC(%)	5.20%	0.00%	6.78%	0.00%	6.82%	0.00%	9.30%	0.00%	4
B.3.5.9.2	2W Analog Loop Non-Design/Non-Dispatch/NC(%)	1.95%	0.00%	2.19%	0.00%	2.51%	0.00%	4.05%	0.00%	
B.3.5.10.1	Other Design/Dispatch/NC(%)	0.83%	0.00%	0.73%	0.00%	0.24%	0.00%	1.41%	0.00%	1
B.3.5.10.2	Other Design/Non-Dispatch/NC(%)	0.38%	0.00%	0.29%	0.00%	0.26%	0.00%	0.21%	0.00%	
B.3.5.11.1	Other Non-Design/Dispatch/NC(%)	5.29%	0.00%	6.84%	0.00%	6.91%	20.00%	9.33%	100.00%	1,2,3,4

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.3.5.11.2	Other Non-Design/Non-Dispatch/NC(%)	2.12%	0.00%	2.16%	0.00%	2.42%	0.00%	3.91%	0.00%	1,2,3,4
UNBUNDLED NETWORK ELEMENTS - BILLING										
	Invoice Accuracy [B-1]									
B.4.1	NC(%)	98.45%	99.38%	98.22%	99.97%	98.73%	99.88%	98.73%	99.99%	
	Mean Time to Deliver Invoices - CRIS [B-2]									
B.4.2	Region(business days)	3.68	7.29	3.86	4.97	3.47	3.78	3.82	3.46	
LOCAL INTERCONNECTION TRUNKS - ORDERING										
	% Rejected Service Requests [O-7]									
C.1.1	Local Interconnection Trunks/NC(%)		50.88%		51.02%		75.86%		41.27%	
	Reject Interval [O-8]									
C.1.2	Local Interconnection Trunks/NC(%)		96.55%		100.00%		86.36%		100.00%	
	FOC Timeliness [O-9]									
C.1.3	Local Interconnection Trunks/NC(%)		100.00%		100.00%		100.00%		100.00%	
	FOC & Reject Response Completeness [O-11]									
C.1.4	Local Interconnection Trunks/NC(%)				97.56%		100.00%		100.00%	
LOCAL INTERCONNECTION TRUNKS - PROVISIONING										
	Order Completion Interval [P-4]									
C.2.1	Local Interconnection Trunks/NC(days)	27.38	17.35	40.32	15.83	25.54	18.09	17.92	13.33	4
	Held Orders [P-1]									
C.2.2	Local Interconnection Trunks/NC(days)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% Jeopardies [P-2]									
C.2.3	Local Interconnection Trunks/NC(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	4
	% Missed Installation Appointments [P-3]									
C.2.5	Local Interconnection Trunks/NC(%)	1.52%	0.00%	0.00%	0.00%	2.22%	0.00%	2.82%	0.00%	
	% Provisioning Troubles within 30 Days [P-9]									
C.2.6	Local Interconnection Trunks/NC(%)	0.00%	0.00%	0.87%	0.00%	0.66%	0.00%	0.00%	0.00%	
	Average Completion Notice Interval [P-5]									
C.2.7	Local Interconnection Trunks/NC(hours)	268.75	38.43	775.79	31.34	317.25	18.31	264.34	32.96	4
	Total Service Order Cycle Time [P-10]									
C.2.8	Local Interconnection Trunks/NC(days)		23.35		18.83		18.90		14.54	4
	% Completions w/o Notice or < 24 hours [P-6]									
C.2.10.1	Local Interconnection Trunks/Dispatch/NC(%)		0.00%		0.00%		0.00%		0.00%	4
	Service Order Accuracy [P-11]									

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
C.2.11.1.1	Local Interconnection Trunks/<10 circuits/Dispatch/NC(%)		100.00%		100.00%		100.00%		100.00%	
C.2.11.1.2	Local Interconnection Trunks/<10 circuits/Non-Dispatch/NC(%)		100.00%		100.00%		100.00%		100.00%	
C.2.11.2.1	Local Interconnection Trunks/>=10 circuits/Dispatch/NC(%)		100.00%		100.00%		100.00%		100.00%	1,2,4
C.2.11.2.2	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/NC(%)		100.00%		100.00%		100.00%		100.00%	2
LOCAL INTERCONNECTION TRUNKS - MAINTENANCE AND REPAIR										
	Missed Repair Appointments [M&R-1]									
C.3.1.1	Local Interconnection Trunks/Dispatch/NC(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
C.3.1.2	Local Interconnection Trunks/Non-Dispatch/NC(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3,4
	Customer Trouble Report Rate [M&R-2]									
C.3.2.1	Local Interconnection Trunks/Dispatch/NC(%)	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/NC(%)	0.01%	0.00%	0.07%	0.00%	0.03%	0.00%	0.03%	0.00%	
	Maintenance Average Duration [M&R-3]									
C.3.3.1	Local Interconnection Trunks/Dispatch/NC(hours)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
C.3.3.2	Local Interconnection Trunks/Non-Dispatch/NC(hours)	0.14	0.00	0.08	0.00	0.71	1.80	0.16	2.83	3,4
	% Repeat Troubles within 30 Days [M&R-4]									
C.3.4.1	Local Interconnection Trunks/Dispatch/NC(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
C.3.4.2	Local Interconnection Trunks/Non-Dispatch/NC(%)	0.00%	0.00%	0.00%	0.00%	1.85%	0.00%	1.49%	0.00%	3,4
	Out of Service > 24 hours [M&R-5]									
C.3.5.1	Local Interconnection Trunks/Dispatch/NC(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
C.3.5.2	Local Interconnection Trunks/Non-Dispatch/NC(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3,4
LOCAL INTERCONNECTION TRUNKS - BILLING										
	Invoice Accuracy [B-1]									
C.4.1	NC(%)	98.45%	98.78%	98.22%	99.70%	98.73%	99.06%	98.73%	98.25%	
	Mean Time to Deliver Invoices - CABS [B-2]									

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
C.4.2	Region(calendar days)	4.84	4.54	3.94	3.89	4.96	4.92	4.54	4.29	
LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING										
	Trunk Group Performance - Aggregate [TGP-1]									
C.5.1	NC		0		0		0		0	
OPERATIONS SUPPORT SYSTEMS - PRE-ORDERING										
	% Interface Availability - CLEC [OSS-2]									
D.1.1.1	EDI/Region(%)		99.71%		100.00%		99.64%		100.00%	
D.1.1.2	HAL/Region(%)		100.00%		100.00%					
D.1.1.3	LENS/Region(%)		99.99%		99.98%		99.85%		99.76%	
D.1.1.4	LEO MAINFRAME/Region(%)		100.00%		100.00%		100.00%		100.00%	
D.1.1.6	LESOG/Region(%)		100.00%		100.00%		100.00%		100.00%	
D.1.1.7	TAG/Region(%)		100.00%		99.95%		99.99%		99.86%	
D.1.1.8	PSIMS/Region(%)		100.00%		100.00%		100.00%		100.00%	
	% Interface Availability - BST & CLEC [OSS-2]									
D.1.2.1	ATLAS/COFFI/Region(%)		100.00%		100.00%					
D.1.2.2	BOCRIS/Region(%)		100.00%		100.00%		99.96%		99.99%	
D.1.2.3	DSAP/Region(%)		100.00%		100.00%		100.00%		99.98%	
D.1.2.4	RSAG/Region(%)		100.00%		100.00%		100.00%		99.99%	
D.1.2.5	SOCS/Region(%)		100.00%		100.00%		100.00%		99.99%	
D.1.2.6	SONGS/Region(%)		100.00%		100.00%		100.00%		99.86%	
D.1.2.7	DOE/Region(%)		99.99%		99.99%		99.99%		99.26%	
D.1.2.8	LNP Gateway/Region(%)		100.00%		99.99%		100.00%		99.49%	
D.1.2.9	COG/Region(%)		100.00%		100.00%		100.00%		99.48%	
D.1.2.10	DOM/Region(%)		100.00%		100.00%		100.00%		99.99%	
D.1.2.11	SOG/Region(%)		100.00%		100.00%		100.00%		100.00%	
D.1.2.1-new	ATLAS/Region (%)						100.00%		99.99%	
D.1.2.2-new	COFFI/Region (%)						100.00%		99.99%	
	Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds) [OSS-1]									
D.1.3.1.1	RSAG, by TN/Region(seconds)	1440.12	0.91	1782.46	1.11	2.87	1.20	2.88	1.02	
D.1.3.1.2	RSAG, by TN/Region(seconds)	2.96	0.91	2.95	1.11	2.94	1.20	2.91	1.02	
D.1.3.2.1	RSAG, by ADDR/Region(seconds)	712.69	0.93	1204.18	1.02	2.99	1.10	3.03	0.93	
D.1.3.2.2	RSAG, by ADDR/Region(seconds)	4.82	0.91	4.86	1.02	4.77	1.10	4.76	0.93	
D.1.3.3.1	ATLAS/Region(seconds)	1330.23	0.88	2.95	0.88	2.95	0.88	3.01	0.80	

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
D.1.3.3.2	ATLAS/Region(seconds)	2.61	0.88	2.61	0.88	2.60	0.88	2.61	0.80	
D.1.3.4.1	DSAP/Region(seconds)	2.68	0.53	2.70	0.57	2.71	0.53	2.71	0.52	
D.1.3.4.2	DSAP/Region(seconds)	2.58	0.53	2.58	0.57	2.57	0.53	2.57	0.52	
D.1.3.5.1	CRSECSRL/Region(seconds)	3.20	1.08	212.02	1.25	3.21	2.12	3.24	1.14	
D.1.3.5.2	CRSECSRL/Region(seconds)	2.95	1.08	2.91	1.25	2.87	2.12	2.95	1.14	
D.1.3.6.1	COFFI/Region(seconds)	4.46	0.63	4.40	0.67	4.60	0.63	4.35	0.64	
D.1.3.6.2	COFFI/Region(seconds)	3.81	0.63	3.92	0.67	7.28	0.63	3.73	0.64	
D.1.3.7.1	PSIMS/ORB/Region(seconds)	4.46	0.03	4.40	0.04	4.60	0.04	4.35	0.04	
D.1.3.7.2	PSIMS/ORB/Region(seconds)	3.81	0.03	3.92	0.04	7.28	0.04	3.73	0.04	
	Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds) [OSS-1]									
D.1.4.1.1	RSAG, by TN/Region(seconds)	1440.12	1.10	1782.46	1.31	2.87	1.60	2.88	1.52	
D.1.4.1.2	RSAG, by TN/Region(seconds)	2.96	1.10	2.95	1.31	2.94	1.60	2.91	1.52	
D.1.4.2.1	RSAG, by ADDR/Region(seconds)	712.69	1.62	1204.18	1.85	2.99	3.05	3.03	2.34	
D.1.4.2.2	RSAG, by ADDR/Region(seconds)	4.82	1.62	4.86	1.85	4.77	3.05	4.76	2.34	
D.1.4.4.1	ATLAS - DID/Region(seconds)		1.48		2.18		1.76		1.37	
D.1.4.4.2	ATLAS - DID/Region(seconds)		1.48		2.18		1.76		1.37	
D.1.4.5.1	ATLAS - TN/Region(seconds)	1330.23	1.35	2.95	1.56	2.95	1.86	3.01	1.89	
D.1.4.5.2	ATLAS - TN/Region(seconds)	2.61	1.35	2.61	1.56	2.60	1.86	2.61	1.89	
D.1.4.6.1	DSAP/Region(seconds)	2.68	1.58	2.70	1.71	2.71	1.74	2.71	1.83	
D.1.4.6.2	DSAP/Region(seconds)	2.58	1.58	2.58	1.71	2.57	1.74	2.57	1.83	
D.1.4.7.1	TAG/Region(seconds)	3.20	1.75	212.02	2.15	3.21	2.51	3.24	2.85	
D.1.4.7.2	TAG/Region(seconds)	2.95	1.75	2.91	2.15	2.87	2.51	2.95	2.85	
OPERATIONS SUPPORT SYSTEMS - MAINTENANCE AND REPAIR										
	% Interface Availability - CLEC [OSS-3]									
D.2.2.1	CLEC TAFI/Region(%)		100.00%		100.00%		100.00%		100.00%	
D.2.2.2	ECTA/Region(%)		100.00%		99.95%		100.00%		99.86%	
	% Interface Availability - BST & CLEC [OSS-3]									
D.2.3.1	CRIS/Region(%)		100.00%		100.00%		99.96%		99.99%	
D.2.3.2	LMOS HOST/Region(%)		100.00%		100.00%		99.91%		100.00%	
D.2.3.3	LNP/Region(%)		100.00%		100.00%		100.00%		99.91%	
D.2.3.4	MARCH/Region(%)		100.00%		99.99%		100.00%		100.00%	
D.2.3.5	OSPCM/Region(%)		100.00%		100.00%		100.00%		100.00%	
D.2.3.6	Predictor/Region(%)		100.00%		100.00%		100.00%		99.92%	

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
D.2.3.7	SOCS/Region(%)		100.00%		100.00%		100.00%		99.99%	
	Average Response Interval <= 4 Seconds [OSS-4]									
D.2.4.1	CRIS/Region(%)	94.91%	94.17%	94.75%	94.83%	95.12%	94.99%	94.95%	94.66%	
D.2.4.2	DLETH/Region(%)	3.07%	3.22%	3.14%	4.03%	3.16%	4.59%	2.58%	3.67%	
D.2.4.3	DLR/Region(%)	4.30%	2.41%	4.07%	2.41%	4.03%	3.36%	4.47%	7.51%	
D.2.4.4	LMOS/Region(%)	99.67%	99.69%	99.63%	99.59%	99.60%	99.60%	99.61%	99.58%	
D.2.4.5	LMOSupd/Region(%)	78.95%	70.39%	76.71%	65.38%	78.49%	66.19%	79.21%	66.24%	
D.2.4.6	LNP/Region(%)	99.78%	99.37%	99.31%	99.09%	99.68%	99.19%	99.65%	98.81%	
D.2.4.7	MARCH/Region(%)	28.35%	33.16%	28.32%	26.44%	28.04%	31.69%	28.10%	29.64%	
D.2.4.8	OSPCM/Region(%)	23.94%	13.59%	27.25%	20.73%	31.23%	24.50%	33.15%	21.43%	
D.2.4.9	Predictor/Region(%)	15.78%	19.48%	15.03%	20.43%	13.82%	19.61%	12.71%	21.73%	
D.2.4.10	SOCS/Region(%)	99.84%	99.91%	99.83%	99.90%	99.85%	99.88%	99.81%	99.86%	
D.2.4.11	NIW/Region(%)	82.97%	81.81%	84.38%	83.15%	84.01%	83.00%	82.83%	81.89%	
	Average Response Interval <= 10 Seconds [OSS-4]									
D.2.5.1	CRIS/Region(%)	98.99%	99.34%	98.97%	99.34%	99.05%	99.46%	99.02%	99.39%	
D.2.5.2	DLETH/Region(%)	78.81%	86.16%	78.96%	87.92%	79.20%	85.30%	77.66%	82.58%	
D.2.5.3	DLR/Region(%)	77.94%	92.02%	77.45%	91.98%	76.65%	88.18%	71.08%	41.67%	
D.2.5.4	LMOS/Region(%)	99.81%	99.86%	99.79%	99.82%	99.79%	99.84%	99.80%	99.85%	
D.2.5.5	LMOSupd/Region(%)	90.95%	83.33%	89.31%	80.59%	90.04%	80.25%	90.59%	80.53%	
D.2.5.6	LNP/Region(%)	99.93%	99.87%	99.54%	99.72%	99.81%	99.63%	99.83%	99.52%	
D.2.5.7	MARCH/Region(%)	28.35%	33.16%	28.32%	26.44%	28.04%	31.69%	28.10%	29.64%	
D.2.5.8	OSPCM/Region(%)	96.89%	96.12%	97.38%	95.12%	97.81%	97.35%	98.41%	95.83%	
D.2.5.9	Predictor/Region(%)	15.78%	19.48%	15.03%	20.43%	13.82%	19.61%	12.71%	21.73%	
D.2.5.10	SOCS/Region(%)	99.99%	99.99%	99.99%	99.98%	99.98%	100.00%	99.98%	100.00%	
D.2.5.11	NIW/Region(%)	99.17%	98.96%	99.49%	99.33%	99.39%	99.21%	99.42%	99.25%	
	Average Response Interval > 10 Seconds [OSS-4]									
D.2.6.1	CRIS/Region(%)	1.01%	0.66%	1.03%	0.66%	0.95%	0.54%	0.98%	0.61%	
D.2.6.2	DLETH/Region(%)	21.19%	13.84%	21.04%	12.08%	20.80%	14.70%	22.34%	17.42%	
D.2.6.3	DLR/Region(%)	22.06%	7.98%	22.55%	8.02%	23.35%	11.82%	28.92%	58.33%	
D.2.6.4	LMOS/Region(%)	0.19%	0.14%	0.21%	0.18%	0.21%	0.16%	0.20%	0.15%	
D.2.6.5	LMOSupd/Region(%)	9.05%	16.67%	10.69%	19.41%	9.96%	19.75%	9.41%	19.47%	
D.2.6.6	LNP/Region(%)	0.07%	0.13%	0.46%	0.28%	0.19%	0.37%	0.17%	0.48%	
D.2.6.7	MARCH/Region(%)	71.65%	66.84%	71.68%	73.56%	71.96%	68.31%	71.90%	70.36%	

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March BST	March CLEC	April BST	April CLEC	May BST	May CLEC	June BST	June CLEC	Notes
D.2.6.8	OSPCM/Region(%)	3.11%	3.88%	2.62%	4.88%	2.19%	2.65%	1.59%	4.17%	
D.2.6.9	Predictor/Region(%)	84.22%	80.52%	84.97%	79.57%	86.18%	80.39%	87.29%	78.27%	
D.2.6.10	SOCS/Region(%)	0.01%	0.01%	0.01%	0.02%	0.02%	0.00%	0.02%	0.00%	
D.2.6.11	NIW/Region(%)	0.83%	1.04%	0.51%	0.67%	0.61%	0.79%	0.58%	0.75%	
COLLOCATION - COLLOCATION										
	Average Response Time [C-1]									
E.1.1.1	Virtual/NC(calendar days)		6		4				0	1,2,4
E.1.1.3	Physical Caged/NC(business days)		5		4		3		8	1,3,4
E.1.1.4	Physical Cageless/NC(business days)		3		3		7		3	1,2,3
	Average Arrangement Time [C-2]									
E.1.2.1	Virtual-Ordinary/NC(calendar days)						48		34	3,4
E.1.2.4	Physical Caged-Ordinary/NC(business days)		27		40		51		34	1,4
E.1.2.6	Physical Cageless-Ordinary/NC(business days)		32		65		58		16	1
	% Due Dates Missed [C-3]									
E.1.3.1	Virtual/NC(%)						0.00%		0.00%	3,4
E.1.3.2	Physical/NC(%)		0.00%		0.00%		0.00%		0.00%	
GENERAL - FLOW THROUGH										
	% Flow Through Service Requests [O-3]									
F.1.1.1	Summary/Region(%)		85.28%		86.05%		84.50%		85.96%	
F.1.1.2	Aggregate/Region(%)		85.28%		86.05%		84.50%		85.96%	
F.1.1.3	Residence/Region(%)		86.49%		87.39%		86.74%		88.58%	
F.1.1.4	Business/Region(%)		73.55%		71.89%		69.54%		73.74%	
F.1.1.5	UNE/Region(%)		83.88%		84.78%		82.57%		83.84%	
	% Flow Through Service Requests - Achieved [O-3]									
F.1.2.1	Summary/Region(%)		75.79%		77.51%		76.58%		78.96%	
F.1.2.2	Aggregate/Region(%)		75.79%		77.51%		76.58%		78.96%	
F.1.2.3	Residence/Region(%)		79.16%		80.53%		79.88%		81.68%	
F.1.2.4	Business/Region(%)		50.63%		51.15%		51.58%		53.42%	
F.1.2.5	UNE/Region(%)		72.17%		74.87%		74.12%		77.27%	
	% Flow Through Service Requests - LNP [O-3]									
F.1.3.1	Summary/Region(%)		92.25%		92.59%		89.75%		83.63%	
F.1.3.2	Aggregate/Region(%)		92.25%		92.59%		89.75%		83.63%	
GENERAL - PRE-ORDERING										

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
	Loop Makeup Inquiry (Manual) [PO-1]									
F.2.1	Loops/NC(%)		73.33%		33.33%		33.33%		54.55%	2,3
	Loop Makeup inquiry (Electronic) [PO-2]									
F.2.2	Loops/NC(%)		98.41%		96.32%		99.48%		77.44%	
GENERAL - ORDERING										
	Average Speed of Answer [O-12]									
F.4.1	Region(seconds)	141.64	30.33	137.90	28.63	194.86	35.16	259.48	58.19	
GENERAL - MAINTENANCE CENTER										
	Average Answer Time [M&R-6]									
F.5.1	Region(seconds)	43.10	26.35	41.00	23.60	64.68	25.99	52.80	28.04	
GENERAL - OPERATOR SERVICES (TOLL)										
	Average Speed to Answer [OS-1]									
F.6.1	NC(seconds)		2.50		2.31		2.24		2.44	
	% Answered in 10 seconds [OS-2]									
F.6.2	NC(%)		92.30%		93.20%		93.70%		92.80%	
GENERAL - DIRECTORY ASSISTANCE										
	Average Speed to Answer [DA-1]									
F.7.1	NC(seconds)		3.32		3.57		3.12		2.97	
	% Answered in 10 seconds [DA-2]									
F.7.2	NC(%)		91.80%		90.30%		92.70%		93.70%	
GENERAL - BILLING										
	Usage Data Delivery Accuracy [B-3]									
F.9.1	Region(%)	100.00%	100.00%	97.75%	100.00%	95.22%	100.00%	100.00%	100.00%	
	Usage Data Delivery Timeliness [B-5]									
F.9.2	Region(%)	98.37%	93.14%	75.41%	94.80%	94.93%	97.64%	99.33%	99.38%	
	Usage Data Delivery Completeness [B-4]									
F.9.3	Region(%)	99.38%	99.89%	99.77%	99.54%	97.21%	99.95%	99.92%	99.91%	
	Mean Time to Deliver Usage [B-6]									
F.9.4	Region(days)	3.49	3.05	6.85	3.29	4.34	2.52	3.24	2.43	
	Recurring Charge Completeness [B-7]									
F.9.5.1	Resale/NC(%)	73.98%	99.28%	86.47%	78.71%	72.01%	95.98%	82.09%	99.04%	
F.9.5.2	UNE/NC(%)		96.85%		97.39%		98.66%		98.88%	
F.9.5.3	Interconnection/NC(%)		94.49%		95.62%		99.96%		98.68%	

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
	Non-Recurring Charge Completeness [B-8]									
F.9.6.1	Resale/NC(%)	90.24%	88.34%	83.78%	98.19%	85.83%	97.29%	84.41%	98.92%	
F.9.6.2	UNE/NC(%)		97.26%		98.82%		99.01%		98.64%	
F.9.6.3	Interconnection/NC(%)		84.30%		87.76%		98.63%		97.97%	
GENERAL - CHANGE MANAGEMENT										
	% Software Release Notices Sent On Time [CM-1]									
F.10.1	NC(%)				100.00%		100.00%			2,3
	% Change Management Documentation Sent On Time [CM-3A]									
F.10.3	NC(%)		100.00%						100.00%	1,4
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time [CM-3B]									
F.10.4	NC(%)				77.78%					2
	Average Documentation Release Delay Days [CM-4]									
F.10.5	NC(average)									
	% CLEC Interface Outages Sent within 15 Minutes [CM-5]									
F.10.6	NC(%)		100.00%		100.00%		100.00%		100.00%	
GENERAL - NEW BUSINESS REQUESTS										
	% New Business Requests Processed within 30 Business Days [BFR-1]									
F.11.1	Region(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
	% Quotes Provided within X Business Days [BFR-2A]									
F.11.2.1	Region(%)		100.00%				100.00%			1,3
F.11.2.3	Region(%)				100.00%		100.00%		100.00%	2,3,4
GENERAL - ORDERING										
	Acknowledgement Message Timeliness [O-1]									
F.12.1.1	EDI/Region(%)		99.97%		99.99%		100.00%		100.00%	
F.12.1.2	TAG/Region(%)		100.00%		100.00%		100.00%		100.00%	
	Acknowledgement Message Completeness [O-2]									
F.12.2.1	EDI/Region(%)		100.00%		100.00%		100.00%		99.62%	
F.12.2.2	TAG/Region(%)		100.00%		100.00%		99.99%		100.00%	
GENERAL - DATABASE UPDATES										
	Average Database Update Interval [D-1]									
F.13.1.1	LIDB/NC(hours)	0.55	0.55	1.49	1.49	0.53	0.51	0.52	0.52	
F.13.1.2	Directory Listings/NC(hours)	0.10	0.10	0.09	0.09	0.10	0.10	0.11	0.11	
F.13.1.3	Directory Assistance/NC(hours)	4.49	4.48	4.80	4.80	4.60	4.60	6.48	6.48	

North Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
	% Update Accuracy [D-2]									
F.13.2.1	LIDB/NC(%)		100.00%		100.00%		100.00%		93.48%	
F.13.2.2	Directory Listings/NC(%)		99.38%		99.03%		99.79%		99.35%	
F.13.2.3	Directory Assistance/NC(%)		100.00%		100.00%		97.87%		99.19%	
	% NXXs / LRNs Loaded by LERG Effective Date [D-3]									
F.13.3	Region(%)		96.77%		100.00%		100.00%		98.41%	
GENERAL - NETWORK OUTAGE NOTIFICATION										
	Mean Time to Notify CLEC of Major Network Outages [M&R-7]									
F.14.1	Region(minutes)	739	218	0	0	154	123	791	602	1,3,4

Abbreviations:
blank cell = no data available

Notes:
1 = Sample Size under 10 in March
2 = Sample Size under 10 in April
3 = Sample Size under 10 in May
4 = Sample Size under 10 in June

Appendix F

South Carolina Performance Metrics

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

Metrics with no retail analog provided are usually compared with a benchmark. Note that for some metrics during the period provided there may be changes in the metric definition, or changes in the retail analog applied, making it difficult to compare data

Note: All data was calculated using BellSouth's data platform PMAP 4.0. The March data in this appendix were not taken from the MSS reports, which for that month were calculated using PMAP 2.6, but instead were calculated using PMAP 4.0 by BellSouth. This data also conforms to the Georgia Service Quality Measurement business rules that govern the regular MSS reports

PERFORMANCE METRIC CATEGORIES

Metric No.	SQM No.	Metric Name
RESALE		
Ordering		
A.1.1	O-7	% Rejected Service Requests – Mech.
A.1.2	O-7	% Rejected Service Requests - Partially Mech.
A.1.3	O-7	% Rejected Service Requests - Non-Mech.
A.1.4	O-8	Reject Interval – Mech.
A.1.7	O-8	Reject Interval - Partially Mech. – 10 hours
A.1.8	O-8	Reject Interval - Non-Mech.
A.1.9	O-9	FOC Timeliness – Mech.
A.1.12	O-9	FOC Timeliness - Partially Mech. - 10 hours
A.1.13	O-9	FOC Timeliness - Non-Mech.
A.1.14	O-11	FOC & Reject Response Completeness - Mech.
A.1.15	O-11	FOC & Reject Response Completeness - Partially Mech.
A.1.16	O-11	FOC & Reject Response Completeness - Non-Mech.
Provisioning		
A.2.1	P-4	Order Completion Interval
A.2.4	P-2	% Jeopardies - Mech.
A.2.5	P-2	% Jeopardies - Non-Mech.
A.2.7	P-2	Average Jeopardy Notice Interval - Mech.
A.2.8	P-2	Average Jeopardy Notice Interval - Non-Mech.
A.2.9	P-2	% Jeopardy Notice >= 48 hours - Mech.
A.2.10	P-2	% Jeopardy Notice >= 48 hours - Non-Mech.
A.2.11	P-3	% Missed Installation Appointments
A.2.12	P-9	% Provisioning Troubles within 30 Days
A.2.14	P-5	Average Completion Notice Interval - Mech.
A.2.15	P-5	Average Completion Notice Interval - Non-Mech.
A.2.25	P-11	Service Order Accuracy
Maintenance and Repair		
A.3.1	M&R-1	Missed Repair Appointments
A.3.2	M&R-2	Customer Trouble Report Rate
A.3.3	M&R-3	Maintenance Average Duration
A.3.4	M&R-4	% Repeat Troubles within 30 Days
A.3.5	M&R-5	Out of Service > 24 hours
Billing		
A.4.1	B-1	Invoice Accuracy
A.4.2	B-2	Mean Time to Deliver Invoices – CRIS
UNBUNDLED NETWORK ELEMENTS		
Ordering		
B.1.1	O-7/O-13	% Rejected Service Requests – Mech.
B.1.2	O-7/O-13	% Rejected Service Requests - Partially Mech.
B.1.3	O-7/O-13	% Rejected Service Requests - Non-Mech.
B.1.4	O-8/O-14	Reject Interval – Mech.
B.1.7	O-8/O-14	Reject Interval - Partially Mech. - 10 hours
B.1.8	O-8/O-14	Reject Interval - Non-Mech.
B.1.9	O-9/O-15	FOC Timeliness – Mech.
B.1.12	O-9/O-15	FOC Timeliness - Partially Mech. - 10 hours
B.1.13	O-9/O-15	FOC Timeliness - Non-Mech.
B.1.14	O-11	FOC & Reject Response Completeness – Mech.
B.1.15	O-11	FOC & Reject Response Completeness – Partially Mech.
B.1.16	O-11	FOC & Reject Response Completeness – Non-Mech.
Provisioning		
B.2.1	P-4	Order Completion Interval
B.2.2	P-4	Order Completion Interval within X days - xDSL
B.2.5	P-2	% Jeopardies – Mech.
B.2.6	P-2	% Jeopardies - Non-Mech.
B.2.8	P-2	Average Jeopardy Notice Interval - Mech.
B.2.9	P-2	Average Jeopardy Notice Interval - Non-Mech.
B.2.10	P-2	% Jeopardy Notice >= 48 hours - Mech.
B.2.11	P-2	% Jeopardy Notice >= 48 hours - Non-Mech.
B.2.12	P-7	Coordinated Customers Conversions
B.2.13	P-7A	% Hot Cuts >= 15 minutes Early
B.2.14	P-7A	Hot Cut Timeliness
B.2.15	P-7A	% Hot Cuts >= 15 minutes Late
B.2.16	P-7B	Average Recovery Time – CLC

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

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

Metric No.	SQM No.	Metric Name
Ordering		
F.4.1	O-12	Average Speed of Answer
Maintenance Center		
F.5.1	M&R-6	Average Answer Time
Operator Services (Toll)		
F.6.1	OS-1	Average Speed to Answer
F.6.2	OS-2	% Answered in 10 seconds
Directory Assistance		
F.7.1	DA-1	Average Speed to Answer
F.7.2	DA-2	% Answered in 10 seconds
Billing		
F.9.1	B-3	Usage Data Delivery Accuracy
F.9.2	B-5	Usage Data Delivery Timeliness
F.9.3	B-4	Usage Data Delivery Completeness
F.9.4	B-6	Mean Time to Deliver Usage
F.9.5	B-7	Recurring Charge Completeness
F.9.6	B-8	Non-Recurring Charge Completeness
Change Management		
F.10.1	CM-1	% Software Release Notices Sent On Time
F.10.2	CM-2	Average Software Release Notice Delay Days
F.10.3	CM-3A	% Change Management Documentation Sent On Time
F.10.4	CM-3B	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time
F.10.5	CM-4	Average Documentation Release Delay Days
F.10.6	CM-5	% CLEC Interface Outages Sent within 15 Minutes
New Business Requests		
F.11.1	BFR-1	% New Business Requests Processed in 30 Bus. Days
F.11.2	BFR-2A	% Quotes Provided within X Business Days
Ordering		
F.12.1	O-1	Acknowledgement Message Timeliness
F.12.2	O-2	Acknowledgement Message Completeness

Metric No.	SQM No.	Metric Name
Database Updates		
F.13.1	D-1	Average Database Update Interval
F.13.2	D-2	% Update Accuracy
F.13.3	D-3	% NXXs / LRNs Loaded by LERG Effective Date
Network Outage Notification		
F.14.1	M&R-7	Mean Time to Notify CLEC of Major Network Outages

South Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March BST	March CLEC	April BST	April CLEC	May BST	May CLEC	June BST	June CLEC	Notes
RESALE - ORDERING										
	% Rejected Service Requests - Mechanized [O-7]									
A.1.1.1	Residence/SC(%)		8.77%		7.25%		8.31%		7.40%	
A.1.1.2	Business/SC(%)		22.28%		22.22%		16.44%		27.47%	
	% Rejected Service Requests - Partially Mechanized [O-7]									
A.1.2.1	Residence/SC(%)		13.84%		16.77%		20.04%		27.06%	
A.1.2.2	Business/SC(%)		35.76%		49.40%		37.36%		46.46%	
A.1.2.4	PBX/SC(%)				50.00%		100.00%		100.00%	2,3,4
A.1.2.6	ISDN/SC(%)		100.00%							1
	% Rejected Service Requests - Non-Mechanized [O-7]									
A.1.3.1	Residence/SC(%)		41.12%		41.53%		40.00%		44.92%	
A.1.3.2	Business/SC(%)		57.29%		43.59%		42.11%		49.12%	
A.1.3.3	Design (Specials)/SC(%)		42.50%		47.06%		25.00%		36.84%	
A.1.3.4	PBX/SC(%)		28.57%		42.86%		38.46%		33.33%	1,2,4
A.1.3.5	Centrex/SC(%)		62.50%		80.00%		50.00%		40.00%	1,2,4
A.1.3.6	ISDN/SC(%)		28.57%		27.78%		0.00%		62.50%	1,3,4
	Reject Interval - Mechanized [O-8]									
A.1.4.1	Residence/SC(%)		96.14%		96.24%		95.99%		97.02%	
A.1.4.2	Business/SC(%)		86.67%		97.83%		91.89%		92.19%	
	Reject Interval - Partially Mechanized - 10 hours [O-8]									
A.1.7.1	Residence/SC(%)		92.58%		90.77%		85.53%		93.35%	
A.1.7.2	Business/SC(%)		89.83%		90.36%		86.76%		93.75%	
A.1.7.4	PBX/SC(%)				100.00%		0.00%		100.00%	2,3,4
A.1.7.6	ISDN/SC(%)		0.00%							1
	Reject Interval - Non-Mechanized [O-8]									
A.1.8.1	Residence/SC(%)		100.00%		100.00%		96.83%		100.00%	
A.1.8.2	Business/SC(%)		98.18%		96.08%		96.15%		100.00%	
A.1.8.3	Design (Specials)/SC(%)		94.74%		100.00%		100.00%		100.00%	3,4
A.1.8.4	PBX/SC(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
A.1.8.5	Centrex/SC(%)		80.00%		100.00%		85.71%		100.00%	1,2,3,4
A.1.8.6	ISDN/SC(%)		100.00%		100.00%				100.00%	1,2,4
	FOC Timeliness - Mechanized [O-9]									
A.1.9.1	Residence/SC(%)		99.45%		99.52%		98.73%		99.31%	

South Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.1.9.2	Business/SC(%)		100.00%		99.34%		99.38%		99.43%	
	FOC Timeliness - Partially Mechanized - 10 hours [O-9]									
A.1.12.1	Residence/SC(%)		89.91%		88.30%		82.91%		85.81%	
A.1.12.2	Business/SC(%)		96.58%		91.95%		92.37%		94.33%	
A.1.12.4	PBX/SC(%)				0.00%		0.00%			2,3
A.1.12.6	ISDN/SC(%)				0.00%					2
	FOC Timeliness - Non-Mechanized [O-9]									
A.1.13.1	Residence/SC(%)		100.00%		98.39%		100.00%		97.01%	
A.1.13.2	Business/SC(%)		100.00%		98.28%		100.00%		100.00%	
A.1.13.3	Design (Specials)/SC(%)		87.50%		100.00%		76.92%		100.00%	4
A.1.13.4	PBX/SC(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
A.1.13.5	Centrex/SC(%)		100.00%		100.00%		83.33%		100.00%	1,2,3,4
A.1.13.6	ISDN/SC(%)		100.00%		85.71%		100.00%		100.00%	1,3,4
	FOC & Reject Response Completeness - Mechanized [O-11]									
A.1.14.1.1	Residence/EDI/SC(%)		99.46%		99.00%		96.09%		99.59%	
A.1.14.1.2	Residence/TAG/SC(%)		99.65%		99.72%		99.25%		99.91%	
A.1.14.2.1	Business/EDI/SC(%)		100.00%		100.00%		100.00%		100.00%	2,3,4
A.1.14.2.2	Business/TAG/SC(%)		95.19%		94.97%		88.79%		100.00%	
	FOC & Reject Response Completeness - Partially Mechanized [O-11]									
A.1.15.1.1	Residence/EDI/SC(%)		97.87%		96.40%		95.37%		100.00%	
A.1.15.1.2	Residence/TAG/SC(%)		99.71%		99.33%		99.95%		99.91%	
A.1.15.2.1	Business/EDI/SC(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
A.1.15.2.2	Business/TAG/SC(%)		100.00%		100.00%		99.43%		100.00%	
A.1.15.4.2	PBX/TAG/SC(%)				100.00%		100.00%		100.00%	2,3,4
A.1.15.6.2	ISDN/TAG/SC(%)		100.00%							1
	FOC & Reject Response Completeness - Non-Mechanized [O-11]									
A.1.16.1	Residence/SC(%)		96.26%		94.07%		95.33%		95.76%	
A.1.16.2	Business/SC(%)		94.79%		97.44%		92.98%		91.23%	
A.1.16.3	Design (Specials)/SC(%)		87.50%		94.12%		80.00%		100.00%	
A.1.16.4	PBX/SC(%)		100.00%		100.00%		92.31%		100.00%	1,2,4
A.1.16.5	Centrex/SC(%)		87.50%		100.00%		100.00%		100.00%	1,2,4
A.1.16.6	ISDN/SC(%)		71.43%		100.00%		83.33%		100.00%	1,3,4

RESALE - PROVISIONING

South Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
	Order Completion Interval [P-4]									
A.2.1.1.1.1	Residence/<10 circuits/Dispatch/SC(days)	5.06	5.24	5.13	5.27	5.17	5.12	5.36	5.30	
A.2.1.1.1.2	Residence/<10 circuits/Non-Dispatch/SC(days)	0.86	0.61	0.88	0.55	0.87	0.56	0.87	0.58	
A.2.1.1.2.1	Residence/>=10 circuits/Dispatch/SC(days)	4.94		5.64	7.00	5.33		4.57		2
A.2.1.2.1.1	Business/<10 circuits/Dispatch/SC(days)	2.59	3.70	3.16	6.50	3.67	3.79	5.82	5.20	
A.2.1.2.1.2	Business/<10 circuits/Non-Dispatch/SC(days)	1.05	0.70	1.21	1.16	1.20	0.93	1.07	1.25	
A.2.1.2.2.1	Design (Specials)/<10 circuits/Dispatch/KY(days)	8.07		16.07	21.00	12.31		18.92		2
A.2.1.3.1.1	Design (Specials)/<10 circuits/Dispatch/SC(days)	19.70	10.33	22.86	8.67	19.63	10.14	20.00		1,2,3
A.2.1.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/SC(days)	12.68	12.00	9.64	4.00	10.07	6.00	10.42	4.00	1,2,3,4
A.2.1.4.1.1	PBX/<10 circuits/Dispatch/SC(days)	12.61		28.52		6.23		13.47		
A.2.1.4.1.2	PBX/<10 circuits/Non-Dispatch/SC(days)	3.26	1.50	3.65	0.67	3.14	3.78	4.13	1.78	1,2,3,4
A.2.1.4.2.2	PBX/>=10 circuits/Non-Dispatch/SC(days)	0.83	2.00	1.13		1.14		6.06		1
A.2.1.5.1.1	Centrex/<10 circuits/Dispatch/SC(days)	4.52	2.00	7.26		9.16	3.00	7.87		1,3
A.2.1.5.1.2	Centrex/<10 circuits/Non-Dispatch/SC(days)	2.29		1.64	3.00	1.72	2.17	1.35	2.00	2,3,4
A.2.1.5.2.2	Centrex/>=10 circuits/Non-Dispatch/SC(days)	1.73		3.47		3.00	1.00	0.88		3
A.2.1.6.1.1	ISDN/<10 circuits/Dispatch/SC(days)	67.98		19.20	12.00	16.26		18.72	0.33	2,4
A.2.1.6.1.2	ISDN/<10 circuits/Non-Dispatch/SC(days)	3.67	1.50	1.45	1.75	11.16	0.33	3.98	0.33	1,2,3,4
A.2.1.6.2.2	ISDN/>=10 circuits/Non-Dispatch/SC(days)	2.29		2.65	3.00	2.20		4.67		2
	% Jeopardies - Mechanized [P-2]									
A.2.4.1	Residence/SC(%)	0.42%	0.34%	0.42%	0.24%	0.34%	0.25%	0.33%	0.07%	
A.2.4.2	Business/SC(%)	1.55%	0.00%	1.67%	0.49%	1.86%	1.22%	1.47%	0.74%	
A.2.4.4	PBX/SC(%)	2.50%	0.00%	6.56%	0.00%	7.53%		0.00%	0.00%	1,2,4
A.2.4.5	Centrex/SC(%)	0.76%		2.39%		2.43%	0.00%	3.34%		3
A.2.4.6	ISDN/SC(%)	9.35%	0.00%	7.82%	0.00%	11.81%	0.00%	10.98%	0.00%	1,2,3,4
	% Jeopardies - Non-Mechanized [P-2]									
A.2.5.1	Residence/SC(%)		0.00%		0.66%		0.62%		0.47%	
A.2.5.2	Business/SC(%)		1.28%		0.89%		0.00%		0.00%	
A.2.5.3	Design (Specials)/SC(%)		36.84%		23.08%		0.00%		0.00%	4
A.2.5.4	PBX/SC(%)		0.00%		0.00%		0.00%		0.00%	1,2,3,4
A.2.5.5	Centrex/SC(%)		0.00%		0.00%		0.00%		0.00%	1,2,4
A.2.5.6	ISDN/SC(%)		0.00%		10.00%		0.00%		0.00%	1,3,4
	Average Jeopardy Notice Interval - Mechanized [P-2]									

South Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.2.7.1	Residence/SC(hours)		137.03		142.70		143.68		166.30	4
A.2.7.2	Business/SC(hours)				142.45		146.69		149.68	2,3,4
	Average Jeopardy Notice Interval - Non-Mechanized [P-2]									
A.2.8.1	Residence/SC(hours)				126.92		61.85		168.48	2,3,4
A.2.8.2	Business/SC(hours)		132.45		367.53					1,2
A.2.8.3	Design (Specials)/SC(hours)		466.35		345.48					1,2
A.2.8.6	ISDN/SC(hours)				324.12					2
	% Jeopardy Notice >= 48 hours - Mechanized [P-2]									
A.2.9.1	Residence/SC(%)		96.88%		100.00%		100.00%		100.00%	4
A.2.9.2	Business/SC(%)				100.00%		100.00%		100.00%	2,3,4
	% Jeopardy Notice >= 48 hours - Non-Mechanized [P-2]									
A.2.10.1	Residence/SC(%)				100.00%		100.00%		100.00%	2,3,4
A.2.10.2	Business/SC(%)		100.00%		100.00%					1,2
A.2.10.3	Design (Specials)/SC(%)		100.00%		100.00%					1,2
A.2.10.6	ISDN/SC(%)				100.00%					2
	% Missed Installation Appointments [P-3]									
A.2.11.1.1.1	Residence/<10 circuits/Dispatch/SC(%)	6.16%	0.47%	6.45%	0.60%	7.66%	0.23%	8.66%	1.64%	
A.2.11.1.1.2	Residence/<10 circuits/Non-Dispatch/SC(%)	0.11%	0.18%	0.01%	0.06%	0.01%	0.12%	0.01%	0.05%	
A.2.11.1.2.1	Residence/>=10 circuits/Dispatch/SC(%)	5.00%		23.08%	0.00%	0.00%		0.00%		2
A.2.11.2.1.1	Business/<10 circuits/Dispatch/SC(%)	2.12%	1.75%	2.22%	2.70%	3.38%	0.81%	4.74%	1.87%	
A.2.11.2.1.2	Business/<10 circuits/Non-Dispatch/SC(%)	0.01%	0.47%	0.10%	0.41%	0.05%	0.42%	0.04%	0.00%	
A.2.11.2.2.1	Business/>=10 circuits/Dispatch/SC(%)	2.56%		5.26%	0.00%	11.11%		3.57%		2
A.2.11.3.1.1	Design (Specials)/<10 circuits/Non-Dispatch/KY(%)	4.86%	0.00%	4.68%	20.00%	4.95%	0.00%	6.20%		3
A.2.11.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/SC(%)	3.09%	25.00%	0.75%	0.00%	0.88%	0.00%	1.83%	0.00%	1,2,3,4
A.2.11.4.1.1	PBX/<10 circuits/Dispatch/SC(%)	8.11%		3.45%	0.00%	7.69%	0.00%	10.00%		2,3
A.2.11.4.1.2	PBX/<10 circuits/Non-Dispatch/SC(%)	0.00%	0.00%	3.45%	0.00%	0.00%	0.00%	0.00%	0.00%	1,2,3,4
A.2.11.4.2.2	PBX/>=10 circuits/Non-Dispatch/SC(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		1,2,3
A.2.11.5.1.1	Centrex/<10 circuits/Dispatch/SC(%)	7.62%	0.00%	4.41%		1.34%	0.00%	3.23%		1,3
A.2.11.5.1.2	Centrex/<10 circuits/Non-Dispatch/SC(%)	2.78%		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2,3,4
A.2.11.5.2.2	Centrex/>=10 circuits/Non-Dispatch/SC(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		1,2,3
A.2.11.6.1.1	ISDN/<10 circuits/Dispatch/SC(%)	1.23%		2.76%	0.00%	5.11%		1.40%	0.00%	2,4

South Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.2.11.6.1.2	ISDN/<10 circuits/Non-Dispatch/SC(%)	0.00%	0.00%	0.00%	0.00%	13.70%	0.00%	0.00%	0.00%	1,2,3,4
A.2.11.6.2.2	ISDN/>=10 circuits/Non-Dispatch/SC(%)	0.00%		0.00%	0.00%	0.00%		0.00%		2
	% Provisioning Troubles within 30 Days [P-9]									
A.2.12.1.1.1	Residence/<10 circuits/Dispatch/SC(%)	10.43%	7.68%	10.11%	8.12%	11.60%	8.43%	11.45%	5.99%	
A.2.12.1.1.2	Residence/<10 circuits/Non-Dispatch/SC(%)	2.80%	4.08%	2.66%	2.86%	2.74%	2.59%	2.67%	2.69%	
A.2.12.1.2.1	Residence/>=10 circuits/Dispatch/SC(%)	18.18%	0.00%	15.00%		7.69%	0.00%	44.44%		1,3
A.2.12.2.1.1	Business/<10 circuits/Dispatch/SC(%)	8.37%	7.02%	9.34%	6.14%	10.83%	5.41%	11.68%	4.07%	
A.2.12.2.1.2	Business/<10 circuits/Non-Dispatch/SC(%)	4.74%	5.26%	5.32%	5.21%	5.58%	9.05%	5.99%	4.64%	
A.2.12.2.2.1	Business/>=10 circuits/Dispatch/SC(%)	37.50%		12.82%		26.32%	50.00%	33.33%		3
A.2.12.3.1.1	Design (Specials)/<10 circuits/Dispatch/SC(%)	3.64%	12.50%	5.38%	6.67%	7.36%	0.00%	5.72%	0.00%	1,4
A.2.12.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/KY(%)	4.27%	0.00%	6.19%	0.00%	4.48%	0.00%	6.19%	0.00%	1,2,3,4
A.2.12.4.1.1	PBX/<10 circuits/Dispatch/SC(%)	12.50%	0.00%	2.70%		0.00%	0.00%	0.00%	0.00%	1,3,4
A.2.12.4.1.2	PBX/<10 circuits/Non-Dispatch/SC(%)	1.85%	0.00%	0.00%	0.00%	0.00%	0.00%	2.08%	0.00%	1,2,3,4
A.2.12.4.2.2	PBX/>=10 circuits/Non-Dispatch/SC(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	42.86%	0.00%	1,2,3,4
A.2.12.5.1.1	Centrex/<10 circuits/Dispatch/SC(%)	9.59%		5.24%	0.00%	11.89%		12.05%	0.00%	2,4
A.2.12.5.1.2	Centrex/<10 circuits/Non-Dispatch/SC(%)	6.66%	0.00%	3.25%		7.21%	33.33%	4.76%	11.11%	1,3,4
A.2.12.5.2.2	Centrex/>=10 circuits/Non-Dispatch/SC(%)	8.33%	0.00%	17.07%	0.00%	18.31%	0.00%	10.53%	0.00%	1,2,3,4
A.2.12.6.1.1	ISDN/<10 circuits/Dispatch/SC(%)	4.82%	0.00%	6.13%		5.52%	0.00%	7.30%		1,3
A.2.12.6.1.2	ISDN/<10 circuits/Non-Dispatch/SC(%)	0.38%	0.00%	1.38%	0.00%	0.00%	0.00%	3.42%	0.00%	1,2,3,4
A.2.12.6.2.2	ISDN/>=10 circuits/Non-Dispatch/SC(%)	2.56%		0.00%		0.00%	0.00%	2.27%		3
	Average Completion Notice Interval - Mechanized [P-5]									
A.2.14.1.1.1	Residence/<10 circuits/Dispatch/SC(hours)	1.01	0.08	1.10	0.10	0.73	0.13	1.19	0.17	
A.2.14.1.1.2	Residence/<10 circuits/Non-Dispatch/SC(hours)	0.50	0.52	0.51	0.57	0.57	0.57	0.51	0.55	
A.2.14.1.2.1	Residence/>=10 circuits/Dispatch/SC(hours)	0.30		0.06	0.02	0.03		0.09		2
A.2.14.2.1.1	Business/<10 circuits/Dispatch/SC(hours)	1.33	0.45	2.14	0.03	2.63	0.55	2.56	0.53	
A.2.14.2.1.2	Business/<10 circuits/Non-Dispatch/SC(hours)	2.19	0.42	3.64	0.44	3.02	0.45	1.58	0.53	
A.2.14.4.1.2	PBX/<10 circuits/Non-Dispatch/SC(hours)	22.82	0.02	20.34	0.14	1.56		5.47	0.02	1,2,4
A.2.14.5.1.2	Centrex/<10 circuits/Non-Dispatch/SC(hours)	3.06		2.81		1.94	0.35	2.35		3
A.2.14.6.1.1	ISDN/<10 circuits/Dispatch/SC(hours)	1555.78		219.63		126.22		185.26	0.02	4
A.2.14.6.1.2	ISDN/<10 circuits/Non-Dispatch/SC(hours)	27.20	0.25	5.68	0.02	38.21	0.02	16.48		1,2,3
	Average Completion Notice Interval - Non-Mechanized [P-5]									
A.2.15.1.1.1	Residence/<10 circuits/Dispatch/SC(hours)		15.56		15.19		19.39		17.56	

South Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.2.15.1.1.2	Residence/<10 circuits/Non-Dispatch/SC(hours)		7.28		11.85		9.08		7.68	
A.2.15.2.1.1	Business/<10 circuits/Dispatch/SC(hours)		26.30		26.20		31.27		29.22	
A.2.15.2.1.2	Business/<10 circuits/Non-Dispatch/SC(hours)		10.93		15.75		10.41		7.89	
A.2.15.2.2.1	Business/>=10 circuits/Dispatch/SC(hours)				28.82					2
A.2.15.3.1.1	Design (Specials)/<10 circuits/Dispatch/SC(hours)		85.47		155.32		60.96			3
A.2.15.3.1.2	Design (Specials)/<10 circuits/Dispatch/KY(hours)		118.85		58.22		15.71		135.97	1,2,3,4
A.2.15.4.1.1	PBX/<10 circuits/Dispatch/SC(hours)				103.27		20.52			2,3
A.2.15.4.1.2	PBX/<10 circuits/Non-Dispatch/SC(hours)		14.00				22.68		14.66	1,3,4
A.2.15.4.2.2	PBX/>=10 circuits/Non-Dispatch/SC(hours)		14.00		72.93		14.00			1,2,3
A.2.15.5.1.1	Centrex/<10 circuits/Dispatch/SC(hours)		15.90				41.23			1,3
A.2.15.5.1.2	Centrex/<10 circuits/Non-Dispatch/SC(hours)				9.34		19.20		9.52	2,3,4
A.2.15.5.2.2	Centrex/>=10 circuits/Non-Dispatch/SC(hours)		7.12		7.01		14.00			1,2,3
A.2.15.6.1.1	ISDN/<10 circuits/Dispatch/SC(hours)				106.65					2
A.2.15.6.1.2	ISDN/<10 circuits/Non-Dispatch/SC(hours)		16.00		23.20		13.42		0.02	1,2,3,4
A.2.15.6.2.2	ISDN/>=10 circuits/Non-Dispatch/SC(hours)				7.92					2
	Service Order Accuracy [P-11]									
A.2.25.1.1.1	Residence/<10 circuits/Dispatch/SC(%)		92.14%		96.55%		90.77%		98.86%	
A.2.25.1.1.2	Residence/<10 circuits/Non-Dispatch/SC(%)		95.38%		94.29%		98.82%		98.56%	
A.2.25.1.2.1	Residence/>=10 circuits/Dispatch/SC(%)		100.00%		88.24%		100.00%		100.00%	4
A.2.25.2.1.1	Business/<10 circuits/Dispatch/SC(%)		91.33%		95.76%		88.82%		94.44%	
A.2.25.2.1.2	Business/<10 circuits/Non-Dispatch/SC(%)		93.85%		97.93%		96.11%		97.22%	
A.2.25.2.2.1	Business/>=10 circuits/Dispatch/SC(%)		100.00%		77.78%		77.78%		76.92%	2
A.2.25.2.2.2	Business/>=10 circuits/Non-Dispatch/SC(%)		84.62%		97.56%		92.59%		91.89%	
A.2.25.3.1.1	Design (Specials)/<10 circuits/Dispatch/SC(%)		81.08%		91.43%		80.49%		96.47%	
A.2.25.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/SC(%)		91.84%		94.78%		91.43%		91.36%	
A.2.25.3.2.1	Design (Specials)/<10 circuits/Non-Dispatch/KY(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
A.2.25.3.2.2	Design (Specials)/>=10 circuits/Non-Dispatch/SC(%)		100.00%		90.90%		92.31%		88.89%	1,4
RESALE - MAINTENANCE AND REPAIR										
	Missed Repair Appointments [M&R-1]									

South Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.3.1.1.1	Residence/Dispatch/SC(%)	4.49%	0.57%	4.48%	0.00%	5.95%	0.00%	6.40%	0.45%	
A.3.1.1.2	Residence/Non-Dispatch/SC(%)	0.62%	0.00%	1.00%	0.91%	0.67%	0.00%	1.23%	0.62%	
A.3.1.2.1	Business/Dispatch/SC(%)	6.51%	1.45%	7.99%	0.00%	8.79%	2.70%	10.06%	0.00%	
A.3.1.2.2	Business/Non-Dispatch/SC(%)	1.79%	3.03%	1.68%	0.00%	1.50%	0.00%	1.43%	0.00%	
A.3.1.3.1	Design (Specials)/Dispatch/SC(%)	1.09%	0.00%	0.49%	16.67%	0.77%	0.00%	1.40%	0.00%	1,2
A.3.1.3.2	Design (Specials)/Non-Dispatch/SC(%)	0.00%	0.00%	0.40%	0.00%	0.65%	0.00%	0.00%	0.00%	1,2,3,4
A.3.1.4.1	PBX/Dispatch/SC(%)	6.25%	0.00%	4.88%	0.00%	6.31%	0.00%	5.33%	0.00%	1,3,4
A.3.1.4.2	PBX/Non-Dispatch/SC(%)	6.49%	0.00%	0.00%	0.00%	0.00%	0.00%	1.20%	0.00%	1,3
A.3.1.5.1	Centrex/Dispatch/SC(%)	8.65%	0.00%	12.50%	0.00%	11.51%	0.00%	11.55%	0.00%	2,4
A.3.1.5.2	Centrex/Non-Dispatch/SC(%)	1.34%	0.00%	1.40%	0.00%	1.90%	0.00%	1.36%	0.00%	2,4
A.3.1.6.1	ISDN/Dispatch/SC(%)	2.22%	0.00%	4.41%	0.00%	0.00%	0.00%	1.64%	0.00%	1,3,4
A.3.1.6.2	ISDN/Non-Dispatch/SC(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.92%	0.00%	3,4
	Customer Trouble Report Rate [M&R-2]									
A.3.2.1.1	Residence/Dispatch/SC(%)	1.72%	1.42%	1.97%	1.37%	2.12%	1.75%	2.08%	1.76%	
A.3.2.1.2	Residence/Non-Dispatch/SC(%)	0.92%	0.36%	0.88%	0.23%	1.02%	0.36%	0.99%	0.42%	
A.3.2.2.1	Business/Dispatch/SC(%)	1.14%	1.02%	1.22%	1.18%	1.37%	1.22%	1.30%	1.74%	
A.3.2.2.2	Business/Non-Dispatch/SC(%)	0.54%	0.49%	0.55%	0.38%	0.60%	0.30%	0.63%	0.47%	
A.3.2.3.1	Design (Specials)/Dispatch/SC(%)	1.30%	0.98%	1.45%	0.86%	1.88%	2.08%	1.56%	1.81%	
A.3.2.3.2	Design (Specials)/Non-Dispatch/SC(%)	1.84%	1.12%	1.78%	0.71%	2.22%	0.89%	2.19%	1.36%	
A.3.2.4.1	PBX/Dispatch/SC(%)	0.11%	0.92%	0.19%	1.74%	0.26%	0.36%	0.18%	0.36%	
A.3.2.4.2	PBX/Non-Dispatch/SC(%)	0.18%	0.39%	0.15%	0.00%	0.23%	0.18%	0.19%	0.00%	
A.3.2.5.1	Centrex/Dispatch/SC(%)	0.45%	5.85%	0.53%	0.27%	0.57%	1.15%	0.49%	0.66%	
A.3.2.5.2	Centrex/Non-Dispatch/SC(%)	0.46%	1.78%	0.52%	0.53%	0.45%	0.00%	0.45%	0.11%	
A.3.2.6.1	ISDN/Dispatch/SC(%)	0.04%	0.24%	0.06%	0.00%	0.06%	0.23%	0.06%	0.35%	
A.3.2.6.2	ISDN/Non-Dispatch/SC(%)	0.09%	0.00%	0.10%	0.00%	0.11%	0.23%	0.11%	0.12%	
	Maintenance Average Duration [M&R-3]									
A.3.3.1.1	Residence/Dispatch/SC(hours)	18.59	14.52	20.08	14.54	23.10	17.17	24.09	16.43	
A.3.3.1.2	Residence/Non-Dispatch/SC(hours)	6.35	3.97	6.56	4.56	8.14	3.17	8.29	6.48	
A.3.3.2.1	Business/Dispatch/SC(hours)	11.90	9.19	12.75	10.48	13.43	10.58	14.87	14.39	
A.3.3.2.2	Business/Non-Dispatch/SC(hours)	3.40	4.13	3.56	1.64	3.65	6.22	3.76	10.41	
A.3.3.3.1	Design (Specials)/Dispatch/SC(hours)	4.90	3.64	5.04	7.26	5.06	2.65	5.40	3.44	1,2
A.3.3.3.2	Design (Specials)/Non-Dispatch/SC(hours)	1.96	1.76	2.39	1.54	2.24	2.27	1.84	2.59	1,2,3,4
A.3.3.4.1	PBX/Dispatch/SC(hours)	9.57	10.53	7.21	18.36	10.50	16.00	14.87	8.83	1,3,4
A.3.3.4.2	PBX/Non-Dispatch/SC(hours)	4.96	2.39	2.45	0.00	2.20	5.88	3.11	0.00	1,3

South Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.3.3.5.1	Centrex/Dispatch/SC(hours)	12.26	8.75	16.75	4.33	15.08	15.64	17.97	18.50	2,4
A.3.3.5.2	Centrex/Non-Dispatch/SC(hours)	2.32	5.16	2.55	2.00	3.08	0.00	2.62	1.00	2,4
A.3.3.6.1	ISDN/Dispatch/SC(hours)	5.20	5.71	6.53	0.00	5.03	2.43	6.19	3.58	1,3,4
A.3.3.6.2	ISDN/Non-Dispatch/SC(hours)	1.92	0.00	1.74	0.00	2.09	1.70	1.61	16.55	3,4
	% Repeat Troubles within 30 Days [M&R-4]									
A.3.4.1.1	Residence/Dispatch/SC(%)	16.27%	10.57%	15.79%	7.80%	16.60%	8.97%	16.41%	11.14%	
A.3.4.1.2	Residence/Non-Dispatch/SC(%)	14.57%	12.85%	14.39%	6.36%	14.70%	9.93%	14.65%	8.02%	
A.3.4.2.1	Business/Dispatch/SC(%)	13.19%	2.90%	12.85%	7.79%	13.77%	9.46%	14.90%	17.00%	
A.3.4.2.2	Business/Non-Dispatch/SC(%)	11.21%	21.21%	12.23%	12.00%	12.74%	5.56%	13.08%	25.93%	
A.3.4.3.1	Design (Specials)/Dispatch/SC(%)	17.49%	0.00%	20.25%	16.67%	18.08%	7.14%	21.63%	25.00%	1,2
A.3.4.3.2	Design (Specials)/Non-Dispatch/SC(%)	17.53%	0.00%	14.23%	0.00%	17.37%	16.67%	20.03%	22.22%	1,2,3,4
A.3.4.4.1	PBX/Dispatch/SC(%)	4.17%	28.57%	4.88%	9.09%	18.92%	0.00%	13.33%	0.00%	1,3,4
A.3.4.4.2	PBX/Non-Dispatch/SC(%)	9.09%	0.00%	9.38%	0.00%	20.79%	0.00%	8.43%	0.00%	1,3
A.3.4.5.1	Centrex/Dispatch/SC(%)	12.16%	33.33%	14.12%	0.00%	18.55%	9.09%	13.51%	0.00%	2,4
A.3.4.5.2	Centrex/Non-Dispatch/SC(%)	11.76%	4.76%	14.88%	83.33%	12.20%	0.00%	7.05%	0.00%	2,4
A.3.4.6.1	ISDN/Dispatch/SC(%)	13.33%	0.00%	25.00%	0.00%	17.74%	50.00%	18.03%	0.00%	1,3,4
A.3.4.6.2	ISDN/Non-Dispatch/SC(%)	16.84%	0.00%	14.68%	0.00%	14.29%	0.00%	11.93%	0.00%	3,4
	Out of Service > 24 hours [M&R-5]									
A.3.5.1.1	Residence/Dispatch/SC(%)	16.62%	7.88%	16.96%	8.68%	22.51%	12.07%	23.40%	12.52%	
A.3.5.1.2	Residence/Non-Dispatch/SC(%)	6.97%	3.66%	7.47%	6.38%	8.94%	1.61%	10.61%	5.26%	
A.3.5.2.1	Business/Dispatch/SC(%)	7.16%	0.00%	7.93%	2.08%	7.42%	7.14%	10.08%	5.00%	
A.3.5.2.2	Business/Non-Dispatch/SC(%)	2.08%	0.00%	3.09%	0.00%	2.75%	0.00%	2.93%	0.00%	1,3,4
A.3.5.3.1	Design (Specials)/Dispatch/SC(%)	1.09%	0.00%	0.49%	16.67%	0.77%	0.00%	1.40%	0.00%	1,2
A.3.5.3.2	Design (Specials)/Non-Dispatch/SC(%)	0.00%	0.00%	0.40%	0.00%	0.65%	0.00%	0.00%	0.00%	1,2,3,4
A.3.5.4.1	PBX/Dispatch/SC(%)	0.00%	0.00%	1.54%	0.00%	9.09%	0.00%	10.00%	0.00%	1,2,3,4
A.3.5.4.2	PBX/Non-Dispatch/SC(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.72%	0.00%	1,3
A.3.5.5.1	Centrex/Dispatch/SC(%)	5.12%	2.08%	15.90%	0.00%	11.78%	0.00%	14.80%	0.00%	2,3,4
A.3.5.5.2	Centrex/Non-Dispatch/SC(%)	0.74%	0.00%	2.35%	0.00%	1.80%	0.00%	0.65%	0.00%	2,4
A.3.5.6.1	ISDN/Dispatch/SC(%)	2.22%	0.00%	4.41%	0.00%	0.00%	0.00%	1.64%	0.00%	1,3,4
A.3.5.6.2	ISDN/Non-Dispatch/SC(%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.97%	0.00%	3,4
RESALE - BILLING										
	Invoice Accuracy [B-1]									
A.4.1	SC(%)	98.49%	99.46%	98.65%	99.83%	98.76%	99.85%	98.73%	98.18%	

South Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
	Mean Time to Deliver Invoices - CRIS [B-2]									
A.4.2	Region(business days)	3.68	3.56	3.86	3.27	3.47	3.16	3.82	3.37	
UNBUNDLED NETWORK ELEMENTS - ORDERING										
	% Rejected Service Requests - Mechanized [O-7]									
B.1.1.3	Loop + Port Combinations/SC(%)		20.13%		15.28%		18.12%		12.92%	
B.1.1.5	xDSL (ADSL, HDSL and UCL)/SC(%)		36.36%		0.00%		0.00%		0.00%	2,3,4
B.1.1.6	ISDN Loop (UDN, UDC)/SC(%)								0.00%	4
B.1.1.8	2W Analog Loop Design/SC(%)		88.64%		90.00%		100.00%		89.66%	
B.1.1.9	2W Analog Loop Non-Design/SC(%)		0.00%		0.00%					1,2
B.1.1.12	2W Analog Loop w/LNP Design/SC(%)		75.00%		83.33%		57.14%		50.00%	1,3,4
B.1.1.14	Other Design/SC(%)		85.71%		84.38%		79.41%		80.00%	
B.1.1.15	Other Non-Design/SC(%)		25.16%		30.10%		30.71%		26.79%	
B.1.1.17	LNP Standalone/SC(%)		4.74%		4.15%		6.91%		7.82%	
	% Rejected Service Requests - Partially Mechanized [O-7]									
B.1.2.3	Loop + Port Combinations/SC(%)		32.86%		40.06%		35.14%		31.06%	
B.1.2.5	xDSL (ADSL, HDSL and UCL)/SC(%)		0.00%							1
B.1.2.6	ISDN Loop (UDN, UDC)/SC(%)						100.00%			3
B.1.2.8	2W Analog Loop Design/SC(%)		71.43%		100.00%		100.00%		95.00%	1,2,3
B.1.2.9	2W Analog Loop Non-Design/SC(%)						66.67%			3
B.1.2.12	2W Analog Loop w/LNP Design/SC(%)		36.00%		28.57%		39.58%		51.43%	
B.1.2.14	Other Design/SC(%)		100.00%		100.00%		100.00%		100.00%	3,4
B.1.2.15	Other Non-Design/SC(%)		26.57%		15.20%		26.80%		23.03%	
B.1.2.17	LNP Standalone/SC(%)		25.90%		26.45%		26.97%		22.22%	
	% Rejected Service Requests - Non-Mechanized [O-7]									
B.1.3.1	Switch Ports/SC(%)									
B.1.3.3	Loop + Port Combinations/SC(%)		56.49%		48.67%		53.15%		51.49%	
B.1.3.4	Combo Other/SC(%)						27.27%		27.78%	
B.1.3.5	xDSL (ADSL, HDSL and UCL)/SC(%)		23.08%		42.86%		25.00%		100.00%	3,4
B.1.3.6	ISDN Loop (UDN, UDC)/SC(%)		29.63%		30.30%		11.36%		19.44%	
B.1.3.8	2W Analog Loop Design/SC(%)		20.59%		20.59%		30.36%		24.42%	
B.1.3.9	2W Analog Loop Non-Design/SC(%)		0.00%		24.00%		31.25%		39.29%	1
B.1.3.10	2W Analog Loop w/LNP Design/SC(%)								100.00%	4
B.1.3.12	2W Analog Loop w/LNP Design/SC(%)		0.00%		100.00%				100.00%	1,2,4

South Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.1.3.14	Other Design/SC(%)		23.15%		24.03%		20.90%		18.03%	
B.1.3.15	Other Non-Design/SC(%)		28.85%		34.90%		33.92%		32.14%	
B.1.3.16	INP Standalone/SC(%)		25.00%		20.00%		33.33%		15.38%	3
B.1.3.17	LNP Standalone/SC(%)		22.61%		28.21%		27.01%		22.75%	
	Reject Interval - Mechanized [O-8]									
B.1.4.3	Loop + Port Combinations/SC(%)		93.87%		91.71%		94.61%		91.62%	
B.1.4.5	xDSL (ADSL, HDSL and UCL)/SC(%)		100.00%							1
B.1.4.8	2W Analog Loop Design/SC(%)		94.87%		100.00%		100.00%		92.31%	
B.1.4.12	2W Analog Loop w/LNP Design/SC(%)		100.00%		100.00%		100.00%		100.00%	1,3,4
B.1.4.14	Other Design/SC(%)		100.00%		96.30%		81.48%		75.00%	4
B.1.4.15	Other Non-Design/SC(%)		73.42%		80.46%		67.83%		68.27%	
B.1.4.17	LNP Standalone/SC(%)		100.00%		100.00%		100.00%		95.65%	
	Reject Interval - Partially Mechanized - 10 hours [O-8]									
B.1.7.3	Loop + Port Combinations/SC(%)		96.54%		97.42%		83.57%		96.30%	
B.1.7.6	ISDN Loop (UDN, UDC)/SC(%)						100.00%			3
B.1.7.8	2W Analog Loop Design/SC(%)		100.00%		100.00%		100.00%		89.47%	1,2,3
B.1.7.9	2W Analog Loop Non-Design/SC(%)						100.00%			3
B.1.7.12	2W Analog Loop w/LNP Design/SC(%)		100.00%		100.00%		94.74%		77.78%	
B.1.7.14	Other Design/SC(%)		94.12%		100.00%		100.00%		100.00%	3,4
B.1.7.15	Other Non-Design/SC(%)		84.21%		100.00%		80.77%		97.14%	
B.1.7.17	LNP Standalone/SC(%)		83.78%		87.80%		82.69%		82.22%	
	Reject Interval - Non-Mechanized [O-8]									
B.1.8.3	Loop + Port Combinations/SC(%)		100.00%		98.18%		98.33%		97.22%	
B.1.8.4	Combo Other/SC(%)						100.00%		100.00%	3
B.1.8.5	xDSL (ADSL, HDSL and UCL)/SC(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
B.1.8.6	ISDN Loop (UDN, UDC)/SC(%)		100.00%		100.00%		100.00%		100.00%	3,4
B.1.8.8	2W Analog Loop Design/SC(%)		100.00%		100.00%		100.00%		100.00%	1,2
B.1.8.9	2W Analog Loop Non-Design/SC(%)				100.00%		100.00%		100.00%	
B.1.8.10	2W Analog Loop w/INP Design/SC(%)								100.00%	4
B.1.8.12	2W Analog Loop w/LNP Design/SC(%)				100.00%				100.00%	2,4
B.1.8.14	Other Design/SC(%)		100.00%		100.00%		100.00%		95.65%	
B.1.8.15	Other Non-Design/SC(%)		100.00%		98.41%		99.39%		99.45%	
B.1.8.16	INP Standalone/SC(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4

South Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.1.8.17	LNP Standalone/SC(%)		100.00%		97.47%		93.55%		100.00%	
	FOC Timeliness - Mechanized [O-9]									
B.1.9.3	Loop + Port Combinations/SC(%)		99.16%		98.53%		98.39%		97.27%	
B.1.9.5	xDSL (ADSL, HDSL and UCL)/SC(%)		100.00%		100.00%		100.00%			1,2,3
B.1.9.6	ISDN Loop (UDN, UDC)/SC(%)								100.00%	4
B.1.9.8	2W Analog Loop Design/SC(%)		100.00%		100.00%				100.00%	1,2,4
B.1.9.9	2W Analog Loop Non-Design/SC(%)		100.00%		100.00%					1,2
B.1.9.12	2W Analog Loop w/LNP Design/SC(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
B.1.9.14	Other Design/SC(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
B.1.9.15	Other Non-Design/SC(%)		84.98%		88.59%		91.83%		87.46%	
B.1.9.17	LNP Standalone/SC(%)		99.55%		97.23%		94.83%		87.50%	
	FOC Timeliness - Partially Mechanized - 10 hours [O-9]									
B.1.12.3	Loop + Port Combinations/SC(%)		92.33%		92.77%		84.72%		89.35%	
B.1.12.5	xDSL (ADSL, HDSL and UCL)/SC(%)		100.00%							1
B.1.12.6	ISDN Loop (UDN, UDC)/SC(%)									
B.1.12.8	2W Analog Loop Design/SC(%)		100.00%							1
B.1.12.9	2W Analog Loop Non-Design/SC(%)						100.00%			3
B.1.12.12	2W Analog Loop w/LNP Design/SC(%)		100.00%		100.00%		96.55%		94.74%	
B.1.12.15	Other Non-Design/SC(%)		73.27%		93.50%		77.02%		90.91%	
B.1.12.17	LNP Standalone/SC(%)		91.26%		94.74%		89.31%		87.25%	
	FOC Timeliness - Non-Mechanized [O-9]									
B.1.13.1	Switch Ports/SC(%)									
B.1.13.3	Loop + Port Combinations/SC(%)		100.00%		100.00%		95.16%		98.39%	
B.1.13.4	Combo Other/SC(%)						100.00%		100.00%	
B.1.13.5	xDSL (ADSL, HDSL and UCL)/SC(%)		100.00%		100.00%		100.00%			2,3
B.1.13.6	ISDN Loop (UDN, UDC)/SC(%)		100.00%		100.00%		100.00%		100.00%	
B.1.13.8	2W Analog Loop Design/SC(%)		100.00%		100.00%		100.00%		100.00%	
B.1.13.9	2W Analog Loop Non-Design/SC(%)		100.00%		100.00%		100.00%		100.00%	1
B.1.13.12	2W Analog Loop w/LNP Design/SC(%)		100.00%		100.00%					1,2
B.1.13.14	Other Design/SC(%)		100.00%		98.88%		98.56%		100.00%	
B.1.13.15	Other Non-Design/SC(%)		100.00%		100.00%		99.30%		99.46%	
B.1.13.16	LNP Standalone/SC(%)		100.00%		100.00%		100.00%		100.00%	1,3
B.1.12.17	LNP Standalone/SC(%)		98.91%		100.00%		100.00%		100.00%	

South Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
	FOC & Reject Response Completeness - Mechanized [O-11]									
B.1.14.3.1	Loop + Port Combinations/EDI/SC(%)		99.35%		100.00%		95.46%		100.00%	
B.1.14.3.2	Loop + Port Combinations/TAG/SC(%)		99.29%		98.53%		98.90%		99.89%	
B.1.14.5.1	xDSL (ADSL, HDSL and UCL)/EDI/SC(%)		63.64%		100.00%		100.00%		0.00%	2,3,4
B.1.14.6.1	ISDN Loop (UDN, UDC)/EDI/SC(%)								100.00%	4
B.1.14.8.1	2W Analog Loop Design/EDI/SC(%)		100.00%		100.00%		100.00%		100.00%	
B.1.14.8.2	2W Analog Loop Design/TAG/SC(%)		100.00%		100.00%				100.00%	1,2,4
B.1.14.9.1	2W Analog Loop Non-Design/EDI/SC(%)		100.00%		100.00%					1,2
B.1.14.12.1	2W Analog Loop w/LNP Design/EDI/SC(%)		100.00%		100.00%		100.00%		83.33%	1,3,4
B.1.14.12.2	2W Analog Loop w/LNP Design/TAG/SC(%)									
B.1.14.14.1	Other Design/EDI/SC(%)		100.00%		100.00%		100.00%		100.00%	4
B.1.14.14.2	Other Design/TAG/SC(%)		100.00%		77.78%		100.00%		100.00%	1,2,4
B.1.14.15.1	Other Non-Design/EDI/SC(%)		100.00%		100.00%		86.36%		100.00%	1
B.1.14.15.2	Other Non-Design/TAG/SC(%)		97.37%		97.04%		96.82%		98.85%	
B.1.14.17.1	LNP Standalone/EDI/SC(%)		100.00%		96.39%		98.55%		100.00%	
B.1.14.17.2	LNP Standalone/TAG/SC(%)		100.00%		100.00%		100.00%		100.00%	
	FOC & Reject Response Completeness - Partially Mechanized [O-11]									
B.1.15.3.1	Loop + Port Combinations/EDI/SC(%)		100.00%		100.00%		97.81%		98.74%	
B.1.15.3.2	Loop + Port Combinations/TAG/SC(%)		99.90%		99.07%		99.74%		92.63%	
B.1.15.5.1	xDSL (ADSL, HDSL and UCL)/EDI/SC(%)		100.00%							1
B.1.15.6.1	ISDN Loop (UDN, UDC)/EDI/SC(%)						100.00%			3
B.1.15.8.1	2W Analog Loop Design/EDI/SC(%)		100.00%		100.00%		100.00%		100.00%	1,2,3
B.1.15.8.2	2W Analog Loop Design/TAG/SC(%)				100.00%		100.00%			2,3
B.1.15.9.1	2W Analog Loop Non-Design/EDI/SC(%)						100.00%			3
B.1.15.12.1	2W Analog Loop w/LNP Design/EDI/SC(%)		100.00%		100.00%		100.00%		100.00%	
B.1.15.12.2	2W Analog Loop w/LNP Design/TAG/SC(%)		100.00%		100.00%					1,2
B.1.15.14.1	Other Design/EDI/SC(%)		100.00%		100.00%		100.00%		100.00%	2,3,4
B.1.15.14.2	Other Design/TAG/SC(%)		100.00%		100.00%		100.00%		100.00%	1,3,4
B.1.15.15.1	Other Non-Design/EDI/SC(%)		90.91%		100.00%		93.33%		100.00%	2
B.1.15.15.2	Other Non-Design/TAG/SC(%)		96.97%		98.15%		98.32%		97.16%	
B.1.15.17.1	LNP Standalone/EDI/SC(%)		100.00%		100.00%		99.24%		100.00%	
B.1.15.17.2	LNP Standalone/TAG/SC(%)		100.00%		100.00%		100.00%		100.00%	
	FOC & Reject Response Completeness - Non-Mechanized [O-11]									

South Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.1.16.1	Switch Ports/SC(%)									
B.1.16.3	Loop + Port Combinations/SC(%)		93.13%		98.23%		99.10%		95.52%	
B.1.16.4	Combo Other/SC(%)						95.45%		100.00%	
B.1.16.5	xDSL (ADSL, HDSL and UCL)/SC(%)		100.00%		100.00%		100.00%		100.00%	3,4
B.1.16.6	ISDN Loop (UDN, UDC)/SC(%)		100.00%		96.97%		95.45%		100.00%	
B.1.16.8	2W Analog Loop Design/SC(%)		100.00%		100.00%		80.36%		98.84%	
B.1.16.9	2W Analog Loop Non-Design/SC(%)		100.00%		100.00%		80.00%		98.21%	1
B.1.16.10	2W Analog Loop w/INP Design/SC(%)								100.00%	4
B.1.16.12	2W Analog Loop w/LNP Design/SC(%)		100.00%		100.00%				100.00%	1,2,4
B.1.16.14	Other Design/SC(%)		97.22%		97.67%		96.61%		99.18%	
B.1.16.15	Other Non-Design/SC(%)		97.31%		95.84%		93.00%		99.43%	
B.1.16.16	INP Standalone/SC(%)		100.00%		100.00%		88.89%		100.00%	3
B.1.16.17	LNP Standalone/SC(%)		98.85%		98.21%		94.31%		99.47%	
UNBUNDLED NETWORK ELEMENTS - PROVISIONING										
	Order Completion Interval [P-4]									
B.2.1.3.1.1	Loop + Port Combinations/<10 circuits/Dispatch/SC(days)	3.94	3.20	4.38	4.01	4.69	3.11	5.54	3.70	
B.2.1.3.1.2	Loop + Port Combinations/<10 circuits/Non-Dispatch/SC(days)	0.89	0.58	0.90	0.56	0.89	0.60	0.89	0.58	
B.2.1.3.1.3	Loop + Port Combinations/<10 circuits/Switch Based Orders/SC(days)	0.33	0.33	0.33	0.33	0.33	0.33	0.33	0.33	
B.2.1.3.1.4	Loop + Port Combinations/<10 circuits/Dispatch In/SC(days)	1.46	1.17	1.45	1.15	1.43	1.08	1.41	1.12	
B.2.1.3.2.1	Loop + Port Combinations/>=10 circuits/Dispatch/SC(days)	7.88		11.53		12.51	7.00	17.32		3
B.2.1.3.2.2	Loop + Port Combinations/>=10 circuits/Non-Dispatch/SC(days)	1.83		3.18		2.44	2.00	1.97		3
B.2.1.3.2.4	Loop + Port Combinations/>=10 circuits/Dispatch In/SC(days)	3.83		5.16		2.84	2.00	4.08		3
B.2.1.4.1.1	Combo Other/<10 circuits/Dispatch/SC(days)	5.58	12.00	5.49	11.65	5.70	11.91	6.80	12.24	
B.2.1.6.3.1	UNE ISDN/<6 circuits/Dispatch/SC(days)	15.82	9.95	16.70	10.58	15.37	9.63	16.83	10.03	
B.2.1.8.1.1	2W Analog Loop Design/<10 circuits/Dispatch/SC(days)	3.94	5.00	4.38	5.05	4.69	5.25	5.54	5.16	

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Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.2.1.12.1.1	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/SC(days)	3.94	5.19	4.38	5.89	4.69	5.74	5.54	5.08	
B.2.1.14.1.1	Other Design/<10 circuits/Dispatch/SC(days)	28.47		23.03	30.00	19.11	19.00	19.76		2,3
B.2.1.15.1.2	Other Non-Design/<10 circuits/Non-Dispatch/SC(days)	0.89		0.90		0.89		0.89		
B.2.1.16.1.2	INP (Standalone)/<10 circuits/Non-Dispatch/SC(days)	0.87		0.90		0.88		0.89		
B.2.1.17.1.1	LNP (Standalone)/<10 circuits/Dispatch/SC(days)	3.94	0.33	4.32	1.17	4.61	0.89	5.49	0.33	1,2,3,4
B.2.1.17.1.2	LNP (Standalone)/<10 circuits/Non-Dispatch/SC(days)	0.87	0.52	0.90	0.57	0.88	0.56	0.89	0.59	
B.2.1.17.2.1	LNP (Standalone)/>=10 circuits/Dispatch/SC(days)	7.07		12.24		10.41		15.68		
B.2.1.17.2.2	LNP (Standalone)/>=10 circuits/Non-Dispatch/SC(days)	2.92	0.56	2.92	0.33	0.33	0.33	0.33	0.33	1,2,3,4
B.2.1.18.1.1	Digital Loop < DS1/<10 circuits/Dispatch/SC(days)	8.57	9.60	8.62	10.33	8.66	9.27	6.61	10.03	
B.2.1.19.1.1	Digital Loop >= DS1/<10 circuits/Dispatch/SC(days)	88.57	6.48	26.15	6.52	21.05	6.79	20.59	6.06	
	Order Completion Interval within X days [P-4]									
B.2.2.1	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/SC(days)						5.00			3
B.2.2.2	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/SC(days)		5.00		4.00		5.00			1,2,3
	% Jeopardies - Mechanized [P-2]									
B.2.5.3	Loop + Port Combinations/SC(%)	0.51%	0.31%	0.52%	0.70%	0.46%	0.22%	0.44%	0.12%	
B.2.5.4	Combo Other/SC(%)	6.96%		7.57%		7.40%		7.80%		
B.2.5.5	xDSL (ADSL, HDSL and UCL)/SC(%)	9.91%		11.81%		8.19%		15.14%		
B.2.5.6	UNE ISDN/SC(%)	12.66%	0.00%	7.32%	0.00%	16.05%		7.75%	100.00%	1,2,4
B.2.5.8	2W Analog Loop Design/SC(%)	0.51%	21.43%	0.52%	12.90%	0.46%	17.14%	0.44%	13.73%	
B.2.5.12	2W Analog Loop w/LNP Design/SC(%)	0.51%	30.77%	0.52%	22.22%	0.46%	11.63%	0.44%	9.68%	
B.2.5.15	Other Non-Design/SC(%)	0.51%		0.52%		0.46%		0.44%		
B.2.5.16	INP (Standalone)/SC(%)	0.51%		0.51%		0.44%		0.43%		
B.2.5.17	LNP (Standalone)/SC(%)	0.51%	0.00%	0.51%	0.00%	0.44%	0.00%	0.43%	0.00%	
B.2.5.18	Digital Loop > DS1/SC(%)	11.84%	0.00%	12.37%	0.00%	10.36%		15.83%	100.00%	1,2,4

South Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.2.5.19	Digital Loop >= DS1/SC(%)	12.57%	79.67%	16.77%	79.78%	12.17%	73.45%	17.48%	67.24%	
	% Jeopardies - Non-Mechanized [P-2]									
B.2.6.3	Loop + Port Combinations/SC(%)		0.76%		1.44%		0.77%		1.60%	
B.2.6.4	Combo Other/SC(%)		78.26%		68.75%		66.67%		60.47%	
B.2.6.5	xDSL (ADSL, HDSL and UCL)/SC(%)		16.67%		0.00%		16.67%			1,2,3
B.2.6.6	UNE ISDN/SC(%)		34.78%		33.33%		23.08%		12.50%	
B.2.6.8	2W Analog Loop Design/SC(%)		18.18%		18.18%		50.00%		5.88%	3
B.2.6.12	2W Analog Loop w/LNP Design/SC(%)		0.00%		0.00%		0.00%			1,2,3
B.2.6.14	Other Design/SC(%)				0.00%		0.00%			2,3
B.2.6.17	LNP (Standalone)/SC(%)		0.00%		0.00%		0.00%		0.00%	
B.2.6.18	Digital Loop < DS1/SC(%)		32.69%		31.25%		21.88%		12.50%	
B.2.6.19	Digital Loop >= DS1/SC(%)		47.83%		53.33%		43.33%		38.46%	
	Average Jeopardy Notice Interval - Mechanized [P-2]									
B.2.8.3	Loop + Port Combinations/SC(hours)		131.39		294.43		128.95		201.43	1,3,4
B.2.8.6	UNE ISDN/SC(hours)								362.28	4
B.2.8.8	2W Analog Loop Design/SC(hours)		155.01		166.37		246.50		185.75	1,2,3,4
B.2.8.12	2W Analog Loop w/LNP Design/SC(hours)		187.31		231.88		181.83		241.63	2,3,4
B.2.8.18	Digital Loop < DS1/SC(hours)								362.28	4
B.2.8.19	Digital Loop >= DS1/SC(hours)		192.27		229.75		210.87		198.18	
	Average Jeopardy Notice Interval - Non-Mechanized [P-2]									
B.2.9.3	Loop + Port Combinations/SC(hours)		0.70		431.23				522.77	1,2,4
B.2.9.4	Combo Other/SC(hours)		328.28		341.45		329.92		348.29	
B.2.9.5	xDSL (ADSL, HDSL and UCL)/SC(hours)		255.68				418.60			1,3
B.2.9.6	UNE ISDN/SC(hours)		324.51		303.78		277.06		323.08	3,4
B.2.9.8	2W Analog Loop Design/SC(hours)		166.56		143.33		591.63		274.88	1,2,3,4
B.2.9.18	Digital Loop < DS1/SC(hours)		319.22		303.78		297.28		323.08	3,4
B.2.9.19	Digital Loop >= DS1/SC(hours)		203.77		170.96		200.89		256.24	2
	% Jeopardy Notice >= 48 hours - Mechanized [P-2]									
B.2.10.3	Loop + Port Combinations/SC(%)		100.00%		100.00%		100.00%		100.00%	1,3,4
B.2.10.6	UNE ISDN/SC(%)								100.00%	4
B.2.10.8	2W Analog Loop Design/SC(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
B.2.10.12	2W Analog Loop w/LNP Design/SC(%)		100.00%		100.00%		100.00%		100.00%	2,3,4
B.2.10.18	Digital Loop < DS1/SC(%)								100.00%	4

South Carolina Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	March		April		May		June		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
B.2.10.19	Digital Loop >= DS1/SC(%)		100.00%		100.00%		100.00%		100.00%	
	% Jeopardy Notice >= 48 hours - Non-Mechanized [P-2]									
B.2.11.3	Loop + Port Combinations/SC(%)		0.00%		100.00%				100.00%	1,2,4
B.2.11.4	Combo Other/SC(%)		100.00%		100.00%		100.00%		100.00%	
B.2.11.5	xDSL (ADSL, HDSL and UCL)/SC(%)		100.00%				100.00%			1,3
B.2.11.6	UNE ISDN/SC(%)		100.00%		100.00%		100.00%		100.00%	3,4
B.2.11.8	2W Analog Loop Design/SC(%)		100.00%		100.00%		100.00%		100.00%	1,2,3,4
B.2.11.18	Digital Loop < DS1/SC(%)		100.00%		100.00%		100.00%		100.00%	3,4
B.2.11.19	Digital Loop >= DS1/SC(%)		90.91%		100.00%		100.00%		100.00%	2
	Coordinated Customers Conversions [P-7]									
B.2.12.2	Loops with LNP/SC(%)		100.00%		100.00%		95.45%		100.00%	
	% Hot Cuts > 15 minutes Early [P-7A]									
B.2.13.2	Time-Specific SL2/SC(%)		0.00%							1
B.2.13.4	Non-Time Specific SL2/SC(%)		0.00%		0.00%		0.00%		0.00%	
	Hot Cut Timeliness [P-7A]									
B.2.14.2	Time-Specific SL2/SC(%)		100.00%							1
B.2.14.4	Non-Time Specific SL2/SC(%)		100.00%		100.00%		100.00%		100.00%	
	% Hot Cuts > 15 minutes Late [P-7A]									
B.2.15.2	Time-Specific SL2/SC(%)		0.00%							1
B.2.15.4	Non-Time Specific SL2/SC(%)		0.00%		0.00%		0.00%		0.00%	
	Average Recovery Time - CCC [P-7B]									
B.2.16.2	Loops with LNP/SC(minutes)				145.88		175.00		43.00	2,3,4
	% Provisioning Troubles within 7 Days - Hot Cuts [P-7C]									
B.2.17.1.1	UNE Loop Design/Dispatch/SC(%)		1.54%		2.74%		3.60%		6.82%	
	% Missed Installation Appointments [P-3]									
B.2.18.3.1.1	Loop + Port Combinations/<10 circuits/Dispatch/SC(%)	4.54%	0.52%	4.86%	0.58%	6.13%	1.17%	7.62%	1.97%	
B.2.18.3.1.2	Loop + Port Combinations/<10 circuits/Non-Dispatch/SC(%)	0.14%	0.16%	0.02%	0.04%	0.01%	0.06%	0.01%	0.02%	
B.2.18.3.1.3	Loop + Port Combinations/<10 circuits/Switch Based Orders/SC(%)	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/SC(%)	0.27%	0.37%	0.03%	0.09%	0.02%	0.11%	0.02%	0.05%	