APPENDIX A

Commenters in WC Docket No. 02-307

Comments	Abbreviation
Alliance for Public Technology	APT
AT&T Corp.	AT&T
Community Action Partnership	CAP
Covad Communications Company	covad
Florida Public Service Commission	Florida Commission
KMC Telecom III LLC	KMC
Mpower Communications Corp.	Mpower
National Urban League	The League
Network Telephone Corporation	Network Telephone
Sprint Corporation	splint
Supra Telecommunications and Information Systems, Inc.	supra
Tennessee Regulatory Authority	Tennessee Authority
WorldCom, Inc.	WorldCom

Reply Commenters

Replies	Abbreviation
AT&T Corp.	AT&T
BellSouth Corp.	Bellsouth
KMC Telecom III LLC	KMC
Peggy Arvanitas	Arvanitas

Appendix B

Florida Performance Metrics

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

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

PERFORMANCE METRIC CATEGORIES

Metric	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	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.2.25	P-10	Total Service Order Cycle Time - Partially Mechanized
B.2.34	P-11	Service Order Accuracy
Maintenance and Repair		
B.3.1	M&R-1	Missed Repair Appointments
B.3.2	M&R-2	Customer Trouble Report Rate
B.3.3	M&R-3	Maintenance Average Duration
B.3.4	M&R-4	% Repeat Troubles within 30 Days
B.3.5	M&R-5	Out of Service > 24 hours
Billing		
B.4.1	B-1	Invoice Accuracy
B.4.2	B-2	Mean Time to Deliver Invoices - CRIS
LOCAL INTERCONNECTION TRUNKS		
Ordering		
C.1.1	O-7	% Rejected Service Requests
C.1.2	O-8	Reject Interval
C.1.3	O-9	FOC Timeliness
C.1.4	O-11	FOC & Reject Response Completeness
Provisioning		
C.2.1	P-4	Order Completion Interval
C.2.2	P-1	Held Orders
C.2.3	P-2	% Jeopardies
C.2.5	P-3	% Missed Installation Appointments
C.2.6	P-9	% Provisioning Troubles within 30 Days
C.2.7	P-5	Average Completion Notice Interval
C.2.8	P-10	Total Service Order Cycle Time
C.2.10	P-6	% Completions w/o Notice or < 24 hours
C.2.11	P-11	Service Order Accuracy
Maintenance and Repair		
C.3.1	M&R-1	Missed Repair Appointments
C.3.2	M&R-2	Customer Trouble Report Rate
C.3.3	M&R-3	Maintenance Average Duration
C.3.4	M&R-4	% Repeat Troubles within 30 Days
C.3.5	M&R-5	Out of Service > 24 hours
Billing		
C.4.1	B-1	Invoice Accuracy
C.4.2	B-2	Mean Time to Deliver Invoices - CABS
Trunk Blocking		
C.5.1	TGP-1	Trunk Group Performance - Aggregate
OPERATIONS SUPPORT SYSTEMS		
Pre-Ordering		
D.1.1	OSS-2	% Interface Availability - CLEC
D.1.2	OSS-2	% Interface Availability - BST & CLEC
D.1.3	OSS-1	Average Response Interval - CLEC (LENS)
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	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.10.3	CM-3A	% Change Management Documentation Sent On Time
F.10.6	CM-5	% CLEC Interface Outages Sent within 15 Minutes

Metric	SQM No.	Metric Name
F.10.5	CM-4	Average Documentation Release Delay Days
F.10.6	CM-5	% CLEC Interface Outages Sent within 15 Minutes
F.10.7	CM-6	% Software Errors Corrected within 10 Business Days
F.10.8	CM-6	% Software Errors Corrected within 30 Business Days
F.10.10	CM-7	% Change Requests Accepted or Rejected within 10 Business Days
F.10.11	CM-8	% Change Requests Rejected Within The Reporting Period
F.10.13	CM-9	Number of Severity 2 Defects (Type 6 CR) in a Production
F.10.14	CM-9	Number of Severity 3 Defects (Type 6 CR) in a Production Release Implemented
F.10.15	CM-10	% Test Deck Weight Failure in Production Release
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
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

Florida Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	May BST	May CLEC	June BST	June CLEC	July BST	July CLEC	August BST	August CLEC	September BST	September CLEC	Notes
Resale - Ordering												
	% Rejected Service Requests - Mechanized											
A.1.1.1	Residence/FL (%)		17.80%		16.69%		17.66%		14.71%		11.11%	
A.1.1.2	Business/FL (%)		28.78%		26.39%		28.04%		24.50%		25.63%	
	% Rejected Service Requests - Partially Mechanized											
A.1.2.1	Residence/FL (%)		25.15%		29.05%		26.41%		29.82%		27.85%	
A.1.2.2	Business/FL (%)		38.64%		43.74%		40.40%		49.29%		46.12%	
A.1.2.4	PBX/FL (%)		50.00%		0.00%							1,2
A.1.2.6	ISDN/FL (%)				0.00%							2
	% Rejected Service Requests - Non-Mechanized											
A.1.3.1	Residence/FL (%)		41.42%		46.23%		46.46%		46.08%		47.86%	
A.1.3.2	Business/FL (%)		50.30%		49.31%		52.74%		54.42%		54.76%	
A.1.3.3	Design (Specials)/FL (%)		27.18%		31.18%		36.42%		34.71%		41.53%	
A.1.3.4	PBX/FL (%)		42.86%		45.45%		56.25%		55.56%		26.67%	
A.1.3.5	Centrex/FL (%)		40.91%		55.56%		58.33%		57.14%		61.54%	4
A.1.3.6	ISDN/FL (%)		16.67%		35.00%		20.00%		45.45%		41.03%	
	Reject Interval - Mechanized											
A.1.4.1	Residence/FL (%)		96.79%		97.60%		96.58%		95.82%		98.66%	
A.1.4.2	Business/FL (%)		96.83%		97.03%		96.74%		96.87%		98.61%	
	Reject Interval - Partially Mechanized - 10 hours											
A.1.7.1	Residence/FL (%)		84.55%		92.66%		96.12%		91.87%		97.56%	
A.1.7.2	Business/FL (%)		93.55%		98.01%		98.03%		96.83%		97.74%	
A.1.7.4	PBX/FL (%)		100.00%									1
	Reject Interval - Non-Mechanized											
A.1.8.1	Residence/FL (%)		98.62%		99.07%		95.96%		98.84%		95.58%	
A.1.8.2	Business/FL (%)		99.43%		97.61%		97.95%		98.57%		99.04%	
A.1.8.3	Design (Specials)/FL (%)		100.00%		96.88%		92.73%		93.02%		96.15%	
A.1.8.4	PBX/FL (%)		92.31%		100.00%		100.00%		80.00%		50.00%	2,3,5
A.1.8.5	Centrex/FL (%)		96.55%		90.00%		100.00%		83.33%		100.00%	4,5
A.1.8.6	ISDN/FL (%)		66.67%		100.00%		100.00%		83.33%		88.24%	1,2,3,4
	FOC Timeliness - Mechanized											
A.1.9.1	Residence/FL (%)		99.55%		98.18%		98.89%		98.45%		98.65%	
A.1.9.2	Business/FL (%)		99.79%		98.93%		99.36%		99.15%		99.28%	
	FOC Timeliness - Partially Mechanized - 10 hours											

Florida Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	May BST	May CLEC	June BST	June CLEC	July BST	July CLEC	August BST	August CLEC	September BST	September CLEC	Notes
A.1.12.1	Residence/FL (%)		84.84%		86.84%		93.85%		87.32%		91.78%	
A.1.12.2	Business/FL (%)		86.58%		87.85%		93.01%		89.90%		91.61%	
A.1.12.4	PBX/FL (%)		50.00%		0.00%							1,2
A.1.12.6	ISDN/FL (%)				0.00%							2
	FOC Timeliness - Non-Mechanized											
A.1.13.1	Residence/FL (%)		97.88%		95.87%		96.81%		95.25%		91.82%	
A.1.13.2	Business/FL (%)		97.66%		98.32%		97.20%		98.96%		96.30%	
A.1.13.3	Design (Specials)/FL (%)		96.92%		96.49%		100.00%		93.75%		94.44%	
A.1.13.4	PBX/FL (%)		85.71%		85.71%		100.00%		87.50%		100.00%	2,3,4,5
A.1.13.5	Centrex/FL (%)		97.37%		88.89%		100.00%		100.00%		100.00%	2,3,4,5
A.1.13.6	ISDN/FL (%)		90.91%		92.31%		100.00%		100.00%		100.00%	3,4
	FOC & Reject Response Completeness - Mechanized											
A.1.14.1.1	Residence/EDI/FL (%)		95.04%		100.00%		100.00%		98.21%		100.00%	
A.1.14.1.2	Residence/TAG/FL (%)		97.80%		99.95%		99.91%		99.88%		99.87%	
A.1.14.2.1	Business/EDI/FL (%)		100.00%		100.00%		100.00%		100.00%		100.00%	
A.1.14.2.2	Business/TAG/FL (%)		96.56%		99.10%		99.16%		99.80%		99.82%	
	FOC & Reject Response Completeness - Partially Mechanized											
A.1.15.1.1	Residence/EDI/FL (%)		96.43%		96.43%		100.00%		100.00%		100.00%	
A.1.15.1.2	Residence/TAG/FL (%)		99.86%		99.73%		99.89%		99.87%		99.86%	
A.1.15.2.1	Business/EDI/FL (%)		88.24%		100.00%		100.00%		100.00%		100.00%	5
A.1.15.2.2	Business/TAG/FL (%)		99.74%		99.66%		99.48%		99.73%		99.55%	
A.1.15.4.2	PBX/TAG/FL (%)		100.00%		100.00%							1,2
A.1.15.6.2	ISDN/TAG/FL (%)				100.00%							2
	FOC & Reject Response Completeness - Non-Mechanized											
A.1.16.1	Residence/FL (%)		94.82%		94.43%		95.51%		95.71%		92.74%	
A.1.16.2	Business/FL (%)		94.88%		94.92%		94.11%		96.26%		96.59%	
A.1.16.3	Design (Specials)/FL (%)		86.41%		95.70%		95.36%		85.95%		96.61%	
A.1.16.4	PBX/FL (%)		85.71%		90.91%		100.00%		100.00%		86.67%	
A.1.16.5	Centrex/FL (%)		93.94%		100.00%		91.67%		100.00%		92.31%	4
A.1.16.6	ISDN/FL (%)		100.00%		100.00%		90.00%		90.91%		97.44%	
Resale - Provisioning												
	Order Completion Interval											
A.2.1.1.1.1	Residence/<10 circuits/Dispatch/FL (days)	4.44	3.73	4.36	3.86	4.91	4.60	4.39	4.13	4.67	4.15	

Florida Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	May BST	May CLEC	June BST	June CLEC	July BST	July CLEC	August BST	August CLEC	September BST	September CLEC	Notes
A.2.1.1.1.2	Residence/<10 circuits/Non-Dispatch/FL (days)	0.86	0.70	0.84	0.88	0.83	0.83	0.81	0.77	1.00	0.73	
A.2.1.1.2.1	Residence/>=10 circuits/Dispatch/FL (days)	4.64	4.00	4.68	4.33	4.86	5.00	4.64	4.00	4.25	4.00	1,2,3,4,5
A.2.1.2.1.1	Business/<10 circuits/Dispatch/FL (days)	3.54	3.25	6.02	4.10	6.40	4.08	4.92	4.49	5.88	5.56	
A.2.1.2.1.2	Business/<10 circuits/Non-Dispatch/FL (days)	1.29	0.94	1.22	1.08	1.23	0.96	1.25	0.84	1.28	0.92	
A.2.1.2.2.1	Business/>=10 circuits/Dispatch/FL (days)	10.28	8.57	11.50	5.25	12.35	9.50	14.71	3.33	13.70	6.60	1,2,3,4,5
A.2.1.2.2.2	Business/>=10 circuits/Non-Dispatch/FL (days)	4.07	7.00	13.72	5.50	0.52		1.00	7.00	0.83		1,2,4
A.2.1.3.1.1	Design (Specials)/<10 circuits/Dispatch/FL (days)	21.96	10.11	23.01	6.62	23.84	12.49	26.81	10.74	23.69	2.50	1
A.2.1.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	10.98	4.13	8.45	4.50	8.97	3.58	7.29	4.56	8.04	2.61	1,2,4
A.2.1.4.1.1	PBX/<10 circuits/Dispatch/FL (days)	12.69	4.67	12.49	6.00	12.94		12.73	0.67	8.10	0.33	1,2,4,5
A.2.1.4.1.2	PBX/<10 circuits/Non-Dispatch/FL (days)	5.49	4.79	6.50	2.87	4.52	1.17	1.90	1.05	3.30	1.17	2,4,5
A.2.1.4.2.1	PBX/>=10 circuits/Dispatch/FL (days)	70.50		68.60		4.00		12.42		15.93		
A.2.1.4.2.2	PBX/>=10 circuits/Non-Dispatch/FL (days)	3.51	5.50	8.97		1.28	9.00	5.89	4.50	6.68	1.56	1,3,4,5
A.2.1.5.1.1	Centrex/<10 circuits/Dispatch/FL (days)	6.56	1.00	7.24		8.15		6.51		6.03		1
A.2.1.5.1.2	Centrex/<10 circuits/Non-Dispatch/FL (days)	1.43	3.04	2.18	1.55	4.18	0.89	5.83	2.00	3.72	5.00	1,3,4,5
A.2.1.5.2.1	Centrex/>=10 circuits/Dispatch/FL (days)	9.70		14.78		13.32		11.32		10.54		
A.2.1.5.2.2	Centrex/>=10 circuits/Non-Dispatch/FL (days)	3.94	1.17	4.08	0.94	2.71		2.30		3.57	1.42	1,5
A.2.1.6.1.1	ISDN/<10 circuits/Dispatch/FL (days)	22.03	11.80	17.78	8.33	21.29	10.00	5.68		11.51	12.00	1,2,3,5

Florida Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	May BST	May CLEC	June BST	June CLEC	July BST	July CLEC	August EST	August CLEC	September BST	September CLEC	Notes
A.2.1.6.1.2	ISDN/<10 circuits/Non-Dispatch/FL (days)	2.20	1.20	2.52	1.44	3.23	5.78	2 86		2 61	2.10	2,3,5
A.2.1.6.2.1	ISDN/>=10 circuits/Dispatch/FL (days)	11.50		13.33		23.75		2702	3600	2643	8.67	4,5
A.2.1.6.2.2	ISDN/>=10 circuits/Non-Dispatch/FL (days)	3.20		9.55		4.61	13.00	23.91		10.58	3.00	3,5
	% Jeopardies - Mechanized											
A.2.4.1	Residence/FL (%)	0.53%	0.24%	0.53%	0.29%	0.53%	0.22%	0.60%	0.31%	0.47%	0.27%	
A.2.4.2	Business/FL (%)	1.52%	0.68%	1.52%	0.38%	1.31%	0.83%	1.53%	1.32%	1.47%	1.39%	
A.2.4.3	Design (Specials)/FL (%)	15.49%	0.00%	15.35%		14.16%		17.51%	0.00%	13.95%	0.00%	1,4,5
A.2.4.4	PBX/FL (%)	5.63%	0.00%	4.95%	0.00%	6.57%	0.00%	4.94%	0.00%	4.49%	0.00%	1,2,3,4,5
A.2.4.5	Centrex/FL (%)	4.68%	0.00%	5.00%	0.00%	5.65%	0.00%	4.61%		3.48%	0.00%	1,2,3,5
A.2.4.6	ISDN/FL (%)	5.81%	0.00%	9.30%	0.00%	8.13%	0.00%	5.33%		6.44%		1,2,3
	% Jeopardies - Non-Mechanized											
A.2.5.1	Residence/FL (%)		0.41%		0.70%		1.00%		0.77%		0.57%	
A.2.5.2	Business/FL (%)		0.51%		0.22%		0.97%		1.27%		1.32%	
A.2.5.3	Design (Specials)/FL (%)		16.13%		12.90%		2.63%		9.09%		3.66%	
A.2.5.4	PBX/FL (%)		0.00%		0.00%		0.00%		0.00%		0.00%	2,3,4,5
A.2.5.5	Centrex/FL (%)		0.00%		0.00%		0.00%		0.00%		0.00%	4,5
A.2.5.6	ISDN/FL (%)		3.70%		9.09%		0.00%		0.00%		5.26%	
	Average Jeopardy Notice Interval - Mechanized											
A.2.7.1	Residence/FL (hours)		112.19		117.24		120.11		118.77		124.51	
A.2.7.2	Business/FL (hours)		128.07		167.60		107.22		117.12		199.57	2
	Average Jeopardy Notice Interval - Non-Mechanized											
A.2.8.1	Residence/FL (hours)		111.34		99.52		128.74		102.05		124.30	1,2,3,4,5
A.2.8.2	Business/FL (hours)		116.28		157.12		67.00		115.34		186.70	1,2,3,4,5
A.2.8.3	Design (Specials)/FL (hours)		349.37		267.71		215.08		270.86		215.76	1,2,3,4,5
A.2.8.6	ISDN/FL (hours)		510.07		175.00						346.60	1,2,5
	% Jeopardy Notice >= 48 hours - Mechanized											
A.2.9.1	Residence/FL (%)		95.12%		96.00%		93.10%		94.20%		97.30%	
A.2.9.2	Business/FL (%)		100.00%		100.00%		92.31%		95.24%		100.00%	2
	% Jeopardy Notice >= 48 hours - Non-Mechanized											
A.2.10.1	Residence/FL (%)		100.00%		100.00%		100.00%		80.00%		100.00%	1,2,3,4,5
A.2.10.2	Business/FL (%)		100.00%		100.00%		33.33%		100.00%		100.00%	1,2,3,4,5

Florida Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	May BST	May CLEC	June BST	June CLEC	July BST	July CLEC	August BST	August CLEC	September BST	September CLEC	Notes
A.2.10.3	Design (Specials)/FL (%)		100.00%		100.00%		100.00%		100.00%		100.00%	1,2,3,4,5
A.2.10.6	ISDN/FL (%)		100.00%		100.00%						100.00%	1,2,5
	% Missed Installation Appointments											
A.2.11.1.1.1	Residence/<10 circuits/Dispatch/FL (%)	4.59%	2.99%	5.82%	4.67%	7.02%	5.32%	6.33%	3.79%	5.81%	4.14%	
A.2.11.1.1.2	Residence/<10 circuits/Non-Dispatch/FL (%)	0.10%	0.51%	0.02%	0.33%	0.02%	0.24%	0.02%	0.09%	0.15%	0.23%	
A.2.11.1.2.1	Residence/>=10 circuits/Dispatch/FL (%)	1.15%	0.00%	5.81%	0.00%	6.42%	0.00%	4.92%	0.00%	2.11%	14.29%	1,2,3,4,5
A.2.11.2.1.1	Business/<10 circuits/Dispatch/FL (%)	1.84%	1.74%	4.03%	3.85%	4.37%	4.84%	3.27%	3.08%	3.98%	4.14%	
A.2.11.2.1.2	Business/<10 circuits/Non-Dispatch/FL (%)	0.06%	0.69%	0.05%	0.82%	0.05%	0.22%	0.03%	0.39%	0.04%	0.24%	
A.2.11.2.2.1	Business/>=10 circuits/Dispatch/FL (%)	4.73%	11.11%	4.27%	20.00%	5.97%	20.00%	3.50%	0.00%	5.44%	0.00%	1,4,5
A.2.11.2.2.2	Business/>=10 circuits/Non-Dispatch/FL (%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		1,2,3,4
A.2.11.3.1.1	Design (Specials)/<10 circuits/Dispatch/FL (%)	2.74%	0.00%	2.39%	0.00%	3.05%	3.70%	2.54%	6.25%	3.07%	3.33%	
A.2.11.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)	0.56%	0.00%	0.81%	0.00%	0.17%	0.00%	0.35%	0.00%	0.74%	0.00%	
A.2.11.3.2.2	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)	0.00%		0.00%		0.00%		0.00%		0.00%		
A.2.11.4.1.1	PBX/<10 circuits/Dispatch/FL (%)	2.78%	0.00%	4.41%	0.00%	5.77%		6.76%	0.00%	10.53%	0.00%	1,2,4,5
A.2.11.4.1.2	PBX/<10 circuits/Non-Dispatch/FL (%)	0.82%	0.00%	1.10%	0.00%	0.53%	0.00%	0.00%	0.00%	0.46%	0.00%	2,4,5
(A.2.11.4.2.1	PBX/>=10 circuits/Dispatch/FL (%)	0.00%		0.00%		0.00%		0.00%	0.00%	5.26%		4
A.2.11.4.2.2	PBX/>=10 circuits/Non-Dispatch/FL (%)	0.00%	0.00%	0.00%		0.00%	0.00%	0.00%	0.00%	3.13%	0.00%	1,3,4,5
A.2.11.5.1.1	Centrex/<10 circuits/Dispatch/FL (%)	3.55%	0.00%	8.49%		4.86%		3.02%		4.89%		1
A.2.11.5.1.2	Centrex/<10 circuits/Non-Dispatch/FL (%)	0.00%	0.00%	0.09%	0.00%	0.00%	0.00%	0.07%	0.00%	0.17%	0.00%	4,5

Florida Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	May BST	May CLEC	June BST	June CLEC	July BST	July CLEC	August BST	August CLEC	September BST	September CLEC	Notes
A.2.11.5.2.1	Centrex/>=10 circuits/Dispatch/FL (%)	1.89%		31.34%		6.45%		0.00%		15.63%		
A.2.11.5.2.2	Centrex/>=10 circuits/Non-Dispatch/FL (%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1,3,4,5
A.2.11.6.1.1	ISDN/<10 circuits/Dispatch/FL (%)	1.57%	16.67%	3.11%	0.00%	2.77%	0.00%	0.96%	100.00%	1.52%	0.00%	1,2,3,4,5
A.2.11.6.1.2	ISDN/<10 circuits/Non-Dispatch/FL (%)	0.74%	0.00%	1.14%	0.00%	0.38%	0.00%	0.34%	0.00%	0.29%	0.00%	2,4
A.2.11.6.2.1	ISDN/>=10 circuits/Dispatch/FL (%)	0.00%		0.00%		0.00%		0.63%	0.00%	0.83%	0.00%	4,5
A.2.11.6.2.2	ISDN/>=10 circuits/Non-Dispatch/FL (%)	0.00%		0.00%		0.00%	0.00%	0.00%	0.00%	1.23%	0.00%	3,4,5
	% Provisioning Troubles within 30 Days											
A.2.12.1.1.1	Residence/<10 circuits/Dispatch/FL (%)	9.84%	6.33%	10.74%	8.24%	10.73%	8.79%	10.16%	9.33%	9.11%	8.77%	
A.2.12.1.1.2	Residence/<10 circuits/Non-Dispatch/FL (%)	3.18%	3.73%	3.19%	3.54%	3.71%	4.10%	3.95%	4.08%	3.80%	4.17%	
A.2.12.1.2.1	Residence/>=10 circuits/Dispatch/FL (%)	11.22%	20.00%	11.49%	0.00%	17.44%	0.00%	11.01%	0.00%	18.85%	25.00%	1,2,3,4,5
A.2.12.2.1.1	Business/<10 circuits/Dispatch/FL (%)	11.02%	12.35%	12.82%	10.45%	12.77%	14.56%	12.03%	12.35%	10.11%	8.15%	
A.2.12.2.1.2	Business/<10 circuits/Non-Dispatch/FL (%)	6.66%	5.70%	8.10%	4.79%	9.49%	6.87%	8.83%	5.44%	9.30%	6.58%	
A.2.12.2.2.1	Business/>=10 circuits/Dispatch/FL (%)	25.86%	23.08%	24.32%	0.00%	21.71%	20.00%	20.90%	10.00%	21.40%	33.33%	2,5
A.2.12.2.2.2	Business/>=10 circuits/Non-Dispatch/FL (%)	5.56%	50.00%	8.33%	0.00%	4.76%	50.00%	12.50%	0.00%	4.35%	0.00%	1,2,3,4,5
A.2.12.3.1.1	Design (Specials)/<10 circuits/Dispatch/FL (%)	6.60%	0.00%	5.30%	0.00%	5.77%	6.25%	7.61%	7.41%	6.08%	3.13%	
A.2.12.3.1.2	Design (Specials)/<10 circuitsh'on-Dispatch/FL (%)	5.46%	1.21%	5.19%	13.33%	3.63%	0.00%	2.82%	1.96%	3.13%	4.76%	
A.2.12.3.2.2	Design (Specials)/>=10 circuitsh'on--Dispatch/FL (%)	0.00%		0.00%		0.00%		0.00%		0.00%		
A.2.12.4.1.1	PBX/<10 circuits/Dispatch/FL (%)	7.14%	0.00%	4.17%	0.00%	1.47%	100.00%	1.92%		4.05%	0.00%	1,2,3,5

Florida Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	May BST	May CLEC	June BST	June CLEC	July BST	July CLEC	August BST	August CLEC	September BST	September CLEC	Notes
A.2.12.4.1.2	PBX/<10 circuits/Non-Dispatch/FL (%)	2.03%	0.00%	3.29%	0.00%	3.31%	11.11%	1.60%	0.00%	5.20%	0.00%	3,5
A.2.12.4.2.1	PBX/>=10 circuits/Dispatch/FL (%)	0.00%		0.00%		0.00%		0.00%		0.00%	0.00%	5
A.2.12.4.2.2	PBX/>=10 circuits/Non-Dispatch/FL (%)	4.26%	0.00%	2.33%	0.00%	7.69%		0.00%	0.00%	1.59%	0.00%	1,2,4,5
A.2.12.5.1.1	Centrex/<10 circuits/Dispatch/FL (%)	11.06%	0.00%	8.49%	0.00%	10.57%		9.57%		10.71%		1,2
A.2.12.5.1.2	Centrex/<10 circuits/Non-Dispatch/FL (%)	8.18%	3.70%	8.04%	14.29%	9.38%	8.33%	8.72%	14.29%	7.15%	14.29%	5
A.2.12.5.2.1	Centrex/>=10 circuits/Dispatch/FL (%)	21.13%		20.75%		22.39%		6.45%		9.52%		
A.2.12.5.2.2	Centrex/>=10 circuits/Non-Dispatch/FL (%)	10.00%	0.00%	18.24%	33.33%	14.86%	9.09%	10.95%	0.00%	10.76%	50.00%	1,2,4,5
A.2.12.6.1.1	ISDN/<10 circuits/Dispatch/FL (%)	7.28%	0.00%	6.50%	33.33%	6.57%	0.00%	6.99%	33.33%	1.59%	0.00%	1,2,3,4,5
A.2.12.6.1.2	ISDN/<10 circuits/Non-Dispatch/FL	0.62%	0.00%	0.74%	5.56%	0.91%	0.00%	0.66%	0.00%	0.86%	0.00%	3,5
A.2.12.6.2.1	ISDN/>=10 circuits/Dispatch/FL (%)	0.00%		0.00%		0.00%		0.00%		0.63%	0.00%	5
A.2.12.6.2.2	ISDN/>=10 circuits/Non-Dispatch/FL (%)	0.00%	0.00%	1.69%		0.00%		0.00%	0.00%	0.00%	0.00%	1,4,5
	Average Completion Notice Interval - Mechanized											
A.2.14.1.1.1	Residence/<10 circuits/Dispatch/FL (hours)	4.11	0.51	3.97	1.26	6.97	0.48	6.23	0.29	5.25	0.04	
A.2.14.1.1.2	Residence/<10 circuits/Non-Dispatch/FL (hours)	0.94	0.79	1.10	0.86	1.27	0.78	1.02	0.72	0.92	0.73	
A.2.14.1.2.1	Residence/>=10 circuits/Dispatch/FL (hours)	3.51	0.27	2.57	2.03	4.42	1.75	4.10	0.14	1.74	0.02	1,2,3,4,5
A.2.14.2.1.1	Business/<10 circuits/Dispatch/FL (hours)	3.00	1.07	5.32	0.76	5.18	0.43	3.97	0.40	3.92	0.03	
A.2.14.2.1.2	Business/<10 circuits/Non-Dispatch/FL (hours)	3.35	0.78	2.54	0.91	1.67	0.83	1.37	0.79	1.27	0.78	
A.2.14.2.2.1	Business/>=10 circuits/Dispatch/FL (hours)	10.13	0.40	16.62	4.07	7.39	0.43	4.31	0.03	4.27	0.02	1,2,3,4,5

Florida Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	May BST	May CLEC	June BST	June CLEC	July BST	July CLEC	August BST	August CLEC	September BST	September CLEC	Notes
A.2.14.3.1.1	Design (Specials)/<10 circuits/Dispatch/FL (hours)	143.17		182.56		215.29		274.28		225.52		
A.2.14.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/FL (hours)	13.26	0.48	11.98		12.58		17.15	0.02	10.07	0.02	1,4,5
A.2.14.4.1.1	PBX/<10 circuits/Dispatch/FL (hours)	96.36	41.55	65.89		133.02		110.48		34.85		1
A.2.14.4.1.2	PBX/<10 circuits/Non-Dispatch/FL (hours)	7.57	0.08	11.67	0.35	23.61	1.02	6.21	4.24	4.67	0.19	1,2,3,4,5
A.2.14.4.2.1	PBX/>=10 circuits/Dispatch/FL (hours)	1.03		2.81		0.03		166.22	0.02	193.91		4
A.2.14.4.2.2	PBX/>=10 circuits/Non-Dispatch/FL (hours)	3.60		0.76		4.58		43.72		34.44	81.59	5
A.2.14.5.1.1	Centrex/<10 circuits/Dispatch/FL (hours)	10.97		7.27		9.72		6.77		11.28		
A.2.14.5.1.2	Centrex/<10 circuits/Non-Dispatch/FL (hours)	3.55	0.51	4.71		2.45	0.02	3.04		2.13	0.77	1,3,5
A.2.14.6.1.2	ISDN/<10 circuits/Non-Dispatch/FL (hours)	4.93	0.02	8.83	0.55	5.80	0.52	4.72		6.47		1,2,3
A.2.14.6.2.2	ISDN/>=10 circuits/Non-Dispatch/FL (hours)	2.03		0.70		1.60		99.44		74.67		
	Average Completion Notice Interval - Non-Mechanized											
A.2.15.1.1.1	Residence/<10 circuits/Dispatch/FL (hours)		14.20		14.63		10.63		16.15		15.24	
A.2.15.1.1.2	Residence/<10 circuits/Non-Dispatch/FL (hours)		10.30		5.79		7.82		8.22		3.41	
A.2.15.1.2.1	Residence/>=10 circuits/Dispatch/FL (hours)								19.25		9.13	4,5
A.2.15.2.1.1	Business/<10 circuits/Dispatch/FL (hours)		19.66		20.04		22.07		19.02		20.05	
A.2.15.2.1.2	Business/<10 circuits/Non-Dispatch/FL (hours)		15.06		14.02		12.53		14.24		12.42	
A.2.15.2.2.1	Business/>=10 circuits/Dispatch/FL (hours)		10.68		8.29		36.93		28.21		13.48	1,2,3,4,5
A.2.15.2.2.2	Business/>=10 circuits/Non-Dispatch/FL (hours)		18.94		14.00		0.03		17.83			1,2,3,4

Florida Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	May BST	May CLEC	June BST	June CLEC	July BST	July CLEC	August BST	August CLEC	September BST	September CLEC	Notes
A.2.15.3.1.1	Design (Specials)/<10 circuits/Dispatch/FL (hours)		51.18		96.20		192.70		49.93		36.38	
A.2.15.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/FL (hours)		36.03		33.68		37.43		31.94		39.01	
A.2.15.4.1.1	PBX/<10 circuits/Dispatch/FL (hours)		62.00						34.13		18.70	1,4,5
A.2.15.4.1.2	PBX/<10 circuits/Non-Dispatch/FL (hours)		36.18		34.43		33.58		23.06		0.72	2,3,4,5
A.2.15.4.2.2	PBX/>=10 circuits/Non-Dispatch/FL (hours)		14.00				14.00		30.04		6.90	1,3,4,5
A.2.15.5.1.1	Centrex/<10 circuits/Dispatch/FL (hours)		14.57									1
A.2.15.5.1.2	Centrex/<10 circuits/Non-Dispatch/FL (hours)		34.04		37.09		25.36		29.25		3.91	1,4,5
A.2.15.5.2.2	Centrex/>=10 circuits/Non-Dispatch/FL (hours)		9.34		14.00		12.89		19.33		49.09	1,3,4,5
A.2.15.6.1.1	ISDN/<10 circuits/Dispatch/FL (hours)		102.47		225.95		68.19		97.98		44.47	1,2,3,4,5
A.2.15.6.1.2	ISDN/<10 circuits/Non-Dispatch/FL (hours)		46.39		14.07		22.25		20.65		46.50	2,3,4
A.2.15.6.2.1	ISDN/>=10 circuits/Dispatch/FL (hours)								0.02		60.07	4,5
A.2.15.6.2.2	ISDN/>=10 circuits/Non-Dispatch/FL (hours)						14.00		23.25		14.00	3,4,5
	Service Order Accuracy											
A.2.25.1.1.1	Residence/<10 circuits/Dispatch/FL (%)		90.77%		98.86%		99.09%		98.80%		98.86%	
A.2.25.1.1.2	Residence/<10 circuits/Non-Dispatch/FL (%)		98.82%		98.56%		97.67%		99.00%		98.56%	
A.2.25.1.2.1	Residence/>=10 circuits/Dispatch/FL (%)		100.00%		100.00%		100.00%		93.33%		88.89%	2,5
A.2.25.2.1.1	Business/<10 circuits/Dispatch/FL (%)		88.82%		94.44%		93.33%		96.47%		94.12%	
A.2.25.2.1.2	Business/<10 circuits/Non-Dispatch/FL (%)		96.11%		97.22%		96.47%		96.11%		95.56%	

Florida Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	May BST	May CLEC	June BST	June CLEC	July BST	July CLEC	August BST	August CLEC	September BST	September CLEC	Notes
A.2.25.2.2.1	Business/>=10 circuits/Dispatch/FL (%)		77.78%		76.92%		100.00%		81.25%		87.50%	
A.2.25.2.2.2	Business/>=10 circuits/Non-Dispatch/FL (%)		92.59%		91.89%		63.64%		85.71%		64.00%	
A.2.25.3.1.1	Design (Specials)/<10 circuits/Dispatch/FL (%)		80.49%		96.47%		91.67%		92.16%		86.11%	
A.2.25.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)		91.43%		91.36%		96.61%		90.41%		97.44%	
A.2.25.3.2.1	Design (Specials)/>=10 circuits/Dispatch/FL (%)		100.00%		100.00%		100.00%				80.00%	1,2,3,5
A.2.25.3.2.2	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)		92.31%		88.89%		50.00%		100.00%		100.00%	2,3,4
Resale - Maintenance and Repair												
	Missed Repair Appointments											
A.3.1.1.1	Residence/Dispatch/FL (%)	6.85%	4.68%	10.47%	5.85%	12.06%	5.54%	10.47%	5.50%	9.66%	5.55%	
A.3.1.1.2	Residence/Non-Dispatch/FL (%)	0.92%	1.14%	0.91%	1.04%	0.82%	1.14%	0.77%	1.22%	1.04%	1.87%	
A.3.1.2.1	Business/Dispatch/FL (%)	7.73%	8.48%	10.38%	10.16%	10.30%	12.18%	10.98%	11.17%	10.36%	11.39%	
A.3.1.2.2	Business/Non-Dispatch/FL (%)	4.92%	1.16%	2.24%	2.23%	1.82%	2.36%	2.11%	5.37%	1.93%	0.74%	
A.3.1.3.1	Design (Specials)/Dispatch/FL (%)	1.77%	0.00%	1.19%	6.67%	1.76%	0.00%	2.16%	0.00%	1.81%	0.00%	
A.3.1.3.2	Design (Specials)/Non-Dispatch/FL (%)	0.37%	0.00%	0.33%	0.00%	0.59%	0.00%	0.58%	0.00%	0.21%	0.00%	
A.3.1.4.1	PBX/Dispatch/FL (%)	13.37%	9.09%	17.43%	2.50%	18.78%	7.69%	11.86%	0.00%	12.25%	25.00%	4,5
A.3.1.4.2	PBX/Non-Dispatch/FL (%)	1.46%	0.00%	0.96%	0.00%	1.17%	0.00%	3.64%	0.00%	1.57%	0.00%	3,4,5
A.3.1.5.1	Centrex/Dispatch/FL (%)	12.04%	0.00%	12.86%	75.00%	14.89%	36.36%	15.28%	0.00%	19.59%	0.00%	2,4,5
A.3.1.5.2	Centrex/Non-Dispatch/FL (%)	4.66%	0.00%	4.01%	0.00%	3.73%	0.00%	4.92%	0.00%	4.55%	0.00%	1,2,3,4,5
A.3.1.6.1	ISDN/Dispatch/FL (%)	5.28%	0.00%	4.48%	0.00%	3.58%	0.00%	4.45%	0.00%	2.16%	0.00%	1,2,3,4,5
A.3.1.6.2	ISDN/Non-Dispatch/FL (%)	0.72%	0.00%	0.00%	0.00%	1.72%	0.00%	0.86%	0.00%	0.00%	0.00%	1,2,3,4,5
	Customer Trouble Report Rate											
A.3.2.1.1	Residence/Dispatch/FL (%)	1.81%	2.06%	2.18%	3.13%	2.60%	2.66%	2.41%	2.66%	2.00%	2.03%	
A.3.2.1.2	Residence/Non-Dispatch/FL (%)	1.00%	0.90%	1.08%	1.02%	1.22%	0.86%	1.14%	0.78%	0.95%	0.52%	
A.3.2.2.1	Business/Dispatch/FL (%)	1.31%	1.59%	1.43%	1.70%	1.70%	2.01%	1.62%	2.34%	1.36%	1.58%	
A.3.2.2.2	Business/Non-Dispatch/FL (%)	1.00%	0.99%	0.81%	0.76%	0.95%	0.94%	0.86%	0.58%	0.83%	0.60%	

Florida Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	May		June		July		August		September		
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	Notes
A.3.2.3.1	Design (Specials)/Dispatch/FL (%)	1.42%	1.18%	1.54%	1.03%	1.90%	1.52%	1.94%	1.39%	0.42%	0.97%	
A.3.2.3.2	Design (Specials)/Non-Dispatch/FL (%)	1.92%	1.29%	1.49%	1.13%	1.68%	1.23%	1.70%	0.67%	0.45%	0.62%	
A.3.2.4.1	PBX/Dispatch/FL (%)	0.22%	0.24%	0.24%	1.00%	0.22%	0.33%	0.20%	0.24%	0.20%	0.09%	
A.3.2.4.2	PBX/Non-Dispatch/FL (%)	0.18%	0.60%	0.17%	0.48%	0.19%	0.05%	0.14%	0.03%	0.15%	0.04%	
A.3.2.5.1	Centrex/Dispatch/FL (%)	0.50%	1.16%	0.59%	0.41%	0.71%	1.66%	0.73%	0.55%	0.66%	0.16%	
A.3.2.5.2	Centrex/Non-Dispatch/FL (%)	0.51%	0.46%	0.39%	0.41%	0.38%	0.60%	0.45%	0.18%	0.38%	0.08%	
A.3.2.6.1	ISDN/Dispatch/FL (%)	0.08%	0.08%	0.07%	0.12%	0.08%	0.09%	0.10%	0.12%	0.10%	0.06%	
A.3.2.6.2	ISDN/Non-Dispatch/FL (%)	0.10%	0.22%	0.09%	0.06%	0.12%	0.19%	0.12%	0.22%	0.13%	0.09%	
	Maintenance Average Duration											
A.3.3.1.1	Residence/Dispatch/FL (hours)	16.13	14.45	22.93	19.11	28.66	22.53	23.51	19.48	23.18	17.79	
A.3.3.1.2	Residence/Non-Dispatch/FL (hours)	5.17	4.37	7.81	5.22	9.78	6.45	7.69	4.48	8.06	4.67	
A.3.3.2.1	Business/Dispatch/FL (hours)	12.32	10.50	15.97	15.23	19.27	15.61	15.93	13.13	16.06	13.18	
A.3.3.2.2	Business/Non-Dispatch/FL (hours)	5.37	2.54	4.65	5.11	5.12	4.46	5.38	10.35	4.52	3.07	
A.3.3.3.1	Design (Specials)/Dispatch/FL (hours)	5.82	3.60	5.61	6.01	5.52	5.34	6.67	3.85	5.04	5.64	
A.3.3.3.2	Design (Specials)/Non-Dispatch/FL (hours)	2.48	1.84	2.91	3.42	2.32	2.35	12.21	3.39	2.05	2.19	
A.3.3.4.1	PBX/Dispatch/FL (hours)	13.17	5.63	13.92	19.00	18.43	11.04	13.28	10.69	13.05	8.73	4,5
A.3.3.4.2	PBX/Non-Dispatch/FL (hours)	2.52	1.26	3.07	2.01	3.61	10.66	31.67	1.18	3.22	5.17	3,4,5
A.3.3.5.1	Centrex/Dispatch/FL (hours)	14.63	13.90	17.53	23.25	21.05	6.09	19.00	17.33	19.71	2.50	2,4,5
A.3.3.5.2	Centrex/Non-Dispatch/FL (hours)	4.93	4.75	5.02	1.75	4.65	17.50	4.50	1.00	5.01	5.00	1,2,3,4,5
A.3.3.6.1	ISDN/Dispatch/FL (hours)	6.77	2.18	6.52	2.85	7.26	3.27	6.44	3.53	5.72	5.68	1,2,3,4,5
A.3.3.6.2	ISDN/Non-Dispatch/FL (hours)	2.68	2.19	2.30	5.43	4.77	1.84	2.50	2.98	1.77	1.70	1,2,3,4,5
	% Repeat Troubles within 30 Days											
A.3.4.1.1	Residence/Dispatch/FL (%)	15.67%	11.00%	16.17%	10.73%	17.47%	9.82%	17.33%	11.15%	17.39%	11.73%	
A.3.4.1.2	Residence/Non-Dispatch/FL (%)	13.72%	11.60%	14.68%	10.26%	15.57%	8.64%	15.57%	11.42%	15.38%	12.13%	
A.3.4.2.1	Business/Dispatch/FL (%)	13.47%	9.57%	13.71%	11.75%	14.65%	9.41%	14.23%	26.00%	14.35%	8.61%	
A.3.4.2.2	Business/Non-Dispatch/FL (%)	12.44%	13.08%	13.86%	8.48%	14.36%	16.14%	13.21%	16.11%	13.30%	9.56%	
A.3.4.3.1	Design (Specials)/Dispatch/FL (%)	18.36%	17.14%	21.47%	20.00%	23.70%	19.05%	24.20%	14.29%	20.94%	16.00%	

Florida Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	May BST	May CLEC	June BST	June CLEC	July BST	July CLEC	August BST	August CLEC	September BST	September CLEC	Notes
A.3.4.3.2	Design (Specials)/Non-Dispatch/FL (%)	18.32%	15.79%	19.39%	24.24%	21.25%	35.29%	20.40%	11.76%	15.63%	12.50%	
A.3.4.4.1	PBX/Dispatch/FL (%)	12.38%	0.00%	11.47%	0.00%	15.23%	0.00%	14.12%	22.22%	15.10%	0.00%	4,5
A.3.4.4.2	PBX/Non-Dispatch/FL (%)	8.77%	10.71%	7.37%	0.00%	8.45%	0.00%	6.88%	0.00%	9.80%	0.00%	3,4,5
A.3.4.5.1	Centrex/Dispatch/FL (%)	11.79%	0.00%	12.86%	25.00%	12.86%	9.09%	17.32%	0.00%	13.06%	0.00%	2,4,5
A.3.4.5.2	Centrex/Non-Dispatch/FL (%)	13.88%	0.00%	12.47%	25.00%	13.33%	0.00%	15.52%	0.00%	11.02%	0.00%	1,2,3,4,5
A.3.4.6.1	ISDN/Dispatch/FL (%)	11.88%	0.00%	12.76%	25.00%	16.12%	0.00%	15.75%	0.00%	17.27%	0.00%	1,2,3,4,5
A.3.4.6.2	ISDN/Non-Dispatch/FL (%)	8.87%	25.00%	11.11%	0.00%	8.17%	0.00%	11.71%	28.57%	9.48%	0.00%	1,2,3,4,5
	Out of Service > 24 hours											
A.3.5.1.1	Residence/Dispatch/FL (%)	11.57%	8.70%	24.21%	19.20%	34.02%	27.36%	24.36%	19.83%	22.35%	17.04%	
A.3.5.1.2	Residence/Non-Dispatch/FL (%)	3.09%	1.87%	10.67%	4.75%	14.99%	6.95%	9.32%	3.61%	10.92%	3.96%	
A.3.5.2.1	Business/Dispatch/FL (%)	7.48%	6.27%	14.99%	13.08%	21.44%	12.82%	14.07%	8.02%	14.43%	15.21%	
A.3.5.2.2	Business/Non-Dispatch/FL (%)	5.65%	0.00%	3.19%	3.13%	4.88%	5.44%	4.09%	1.19%	3.48%	1.30%	
A.3.5.3.1	Design (Specials)/Dispatch/FL (%)	1.77%	0.00%	1.19%	6.67%	1.76%	0.00%	2.16%	0.00%	1.81%	0.00%	
A.3.5.3.2	Design (Specials)/Non-Dispatch/FL (%)	0.37%	0.00%	0.33%	0.00%	0.59%	0.00%	0.58%	0.00%	0.21%	0.00%	
A.3.5.4.1	PBX/Dispatch/FL (%)	15.69%	9.09%	11.36%	21.43%	18.52%	8.33%	9.76%	14.29%	10.04%	33.33%	4,5
A.3.5.4.2	PBX/Non-Dispatch/FL (%)	1.14%	0.00%	0.88%	0.00%	5.32%	0.00%	3.96%	0.00%	1.44%	0.00%	3,4,5
A.3.5.5.1	Centrex/Dispatch/FL (%)	15.63%	0.00%	17.26%	50.00%	21.35%	0.00%	19.27%	0.00%	20.83%	0.00%	1,2,3,5
A.3.5.5.2	Centrex/Non-Dispatch/FL (%)	3.28%	0.00%	2.13%	0.00%	2.38%	0.00%	3.09%	0.00%	5.32%	0.00%	1,2,3,5
A.3.5.6.1	ISDN/Dispatch/FL (%)	5.61%	0.00%	4.48%	0.00%	3.92%	0.00%	4.45%	0.00%	2.16%	0.00%	1,2,3,4,5
A.3.5.6.2	ISDN/Non-Dispatch/FL (%)	0.72%	0.00%	0.00%	0.00%	1.72%	0.00%	0.86%	0.00%	0.00%	0.00%	1,2,3,4,5
Resale - Billing												
	Invoice Accuracy											
A.4.1	FL (%)	97.66%	99.97%	98.27%	98.90%	97.59%	99.69%	94.48%	99.64%	98.02%	98.59%	
	Mean Time to Deliver Invoices - CRIS											
A.4.2	Region (business days)	3.47	3.16	3.82	3.37	4.42	3.34	3.24	2.98	4.05	3.81	
Unbundled Network Elements - Ordering												
	% Rejected Service Requests - Mechanized											
B.1.1.3	Loop + Port Combinations/FL (%)		17.65%		15.14%		11.93%		16.23%		16.80%	
B.1.1.4	Combo Other/FL (%)				21.82%		100.00%		38.46%		42.11%	3
B.1.1.5	xDSL (ADSL, HDSL and UCL)/FL (%)		15.72%		14.51%		20.63%		25.42%		23.22%	

Florida Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	May BST	May CLEC	June BST	June CLEC	July BST	July CLEC	August BST	August CLEC	September BST	September CLEC	Notes
B.1.1.6	ISDN Loop (UDN, UDC)/FL (%)		13.33%		9.86%		9.74%		5.94%		5.87%	
B.1.1.7	Line Sharing/FL (%)		34.69%		22.76%		23.66%		30.23%		26.23%	
B.1.1.8	2W Analog Loop Design/FL (%)		22.90%		22.65%		15.67%		19.67%		12.77%	
B.1.1.9	2W Analog Loop Non-Design/FL (%)		17.82%		16.07%		10.15%		14.19%		8.85%	
B.1.1.12	2W Analog Loop w/LNP Design/FL (%)		55.96%		44.19%		69.57%		62.86%		26.32%	
B.1.1.13	2W Analog Loop w/LNP Non-Design/FL (%)		59.14%		97.09%		98.97%		71.94%		81.58%	
B.1.1.14	Other Design/FL (%)		22.39%		16.39%		27.52%		26.59%		26.19%	
B.1.1.15	Other Non-Design/FL (%)		48.24%		48.16%		42.77%		29.55%		30.96%	
B.1.1.17	LNP Standalone/FL (%)		8.75%		9.14%		9.55%		9.84%		7.01%	
	% Rejected Service Requests - Partially Mechanized											
B.1.2.3	Loop + Port Combinations/FL (%)		28.09%		21.52%		28.06%		31.03%		43.30%	
B.1.2.4	Combo Other/FL (%)				33.33%		5.00%		16.95%		21.49%	2
B.1.2.5	xDSL (ADSL, HDSL and UCL)/FL (%)		6.98%		10.34%		3.92%		13.33%		20.45%	
B.1.2.6	ISDN Loop (UDN, UDC)/FL (%)		11.94%		26.67%		2.56%		0.00%		16.67%	
B.1.2.7	Line Sharing/FL (%)		37.07%		40.00%		30.30%		44.00%		45.90%	
B.1.2.8	2W Analog Loop Design/FL (%)		28.28%		22.63%		23.05%		24.79%		23.96%	
B.1.2.9	2W Analog Loop Non-Design/FL (%)		16.28%		16.80%		13.02%		11.10%		11.16%	
B.1.2.12	2W Analog Loop w/LNP Design/FL (%)		37.52%		32.98%		35.28%		31.03%		50.79%	
B.1.2.13	2W Analog Loop w/LNP Non-Design/FL (%)		24.97%		23.26%		22.45%		21.44%		24.50%	
B.1.2.14	Other Design/FL (%)		25.71%		16.78%		24.60%		25.94%		24.46%	
B.1.2.15	Other Non-Design/FL (%)		29.32%		41.21%		37.28%		37.51%		35.41%	
B.1.2.17	LNP Standalone/FL (%)		31.30%		29.47%		30.95%		34.77%		36.90%	
	% Rejected Service Requests - Non-Mechanized											
B.1.3.1	Switch Ports/FL (%)		50.00%		0.00%							1,2
B.1.3.2	Local Interoffice Transport/FL (%)		46.67%		11.11%		57.58%		61.54%		53.85%	2
B.1.3.3	Loop + Port Combinations/FL (%)		43.23%		41.32%		38.57%		38.75%		44.73%	
B.1.3.4	Combo Other/FL (%)		62.79%		51.20%		47.27%		45.03%		51.79%	

Metric Number	Metric Name [SQM Number] and Disaggregation	May		June		July		August		September		
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	Notes
B.1.3.5	xDSL (ADSL, HDSL and UCL)/FL (%)		26.86%		25.91%		20.00%		25.00%		32.29%	
B.1.3.6	ISDN Loop (UDN, UDC)/FL (%)		16.21%		19.19%		20.96%		21.28%		16.49%	
B.1.3.7	Line Sharing/FL (%)		35.09%		35.85%		25.00%		50.00%		43.14%	
B.1.3.8	2W Analog Loop Design/FL (%)		33.84%		27.38%		37.82%		42.53%		44.00%	
B.1.3.9	2W Analog Loop Non-Design/FL (%)		25.83%		25.93%		39.12%		37.50%		36.46%	
B.1.3.10	2W Analog Loop w/INP Design/FL (%)		33.33%				69.23%		0.00%			1,4
B.1.3.11	2W Analog Loop w/INP Non-Design/FL (%)		20.00%		44.44%		25.00%		0.00%		33.33%	1,2,4,5
B.1.3.12	2W Analog Loop w/LNP Design/FL (%)		61.32%		62.16%		52.94%		64.10%		64.52%	
B.1.3.13	2W Analog Loop w/LNP Non-Design/FL (%)		51.76%		43.18%		49.09%		46.94%		43.75%	
B.1.3.14	Other Design/FL (%)		29.30%		35.35%		38.81%		45.64%		42.67%	
B.1.3.15	Other Non-Design/FL (%)		38.26%		31.56%		28.52%		30.34%		33.83%	
B.1.3.16	INP Standalone/FL (%)		40.91%		35.62%		26.67%		36.36%		30.77%	
B.1.3.17	LNP Standalone/FL (%)		35.78%		40.32%		30.32%		33.48%		29.04%	
	Reject Interval - Mechanized											
B.1.4.3	Loop + Port Combinations/FL (%)		93.80%		95.49%		93.13%		96.39%		94.76%	
B.1.4.4	Combo Other/FL (%)				83.33%		100.00%		80.00%		100.00%	3,4,5
B.1.4.5	xDSL (ADSL, HDSL and UCL)/FL (%)		98.94%		98.63%		98.78%		97.78%		97.67%	
B.1.4.6	ISDN Loop (UDN, UDC)/FL (%)		80.00%		55.56%		85.71%		76.92%		95.65%	2
B.1.4.7	Line Sharing/FL (%)		83.91%		69.35%		79.25%		56.96%		75.94%	
B.1.4.8	2W Analog Loop Design/FL (%)		79.26%		77.60%		72.55%		74.88%		81.25%	
8.1.4.9	2W Analog Loop Non-Design/FL (%)		61.27%		64.29%		52.03%		64.14%		61.80%	
B.1.4.12	2W Analog Loop w/LNP Design/FL (%)		98.36%		94.74%		81.25%		90.91%		100.00%	5
B.1.4.13	2W Analog Loop w/LNP Non-Design/FL (%)		92.11%		96.00%		86.14%		98.00%		98.92%	
B.1.4.14	Other Design/FL (%)		58.97%		61.22%		55.56%		54.17%		78.48%	

Florida Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	May BST	May CLEC	June BST	June CLEC	July BST	July CLEC	August BST	August CLEC	September BST	September CLEC	Notes
B.1.4.15	Other Non-Design/FL (%)		77.92%		73.90%		66.61%		56.80%		50.20%	
B.1.4.17	LNP Standalone/FL (%)		96.40%		96.06%		98.42%		98.32%		98.80%	
	Reject Interval - Partially Mechanized - 10 hours											
B.1.7.3	Loop + Port Combinations/FL (%)		86.71%		96.49%		96.93%		96.64%		97.63%	
B.1.7.5	xDSL (ADSL, HDSL and UCL)/FL (%)		83.33%		100.00%		100.00%		50.00%		100.00%	1,2,3,4
B.1.7.6	ISDN Loop (UDN, UDC)/FL (%)		60.00%		46.67%		100.00%			o	66.67%	3,5
B.1.7.7	Line Sharing/FL (%)		75.28%		84.85%		95.00%		88.89%		92.86%	
B.1.7.8	2W Analog Loop Design/FL (%)		84.52%		87.96%		90.24%		88.89%		94.20%	
B.1.7.9	2W Analog Loop Non-Design/FL (%)		64.71%		78.24%		76.18%		78.61%		79.08%	
B.1.7.12	2W Analog Loop w/LNP Design/FL (%)		74.23%		75.18%		72.80%		92.31%		94.95%	
B.1.7.13	2W Analog Loop w/LNP Non-Design/FL (%)		84.13%		85.30%		72.66%		88.14%		86.53%	
B.1.7.14	Other Design/FL (%)		86.36%		88.00%		89.25%		88.66%		86.75%	
B.1.7.15	Other Non-Design/FL (%)		97.46%		98.67%		99.04%		98.84%		97.24%	
B.1.7.17	LNP Standalone/FL (%)		91.00%		91.38%		89.06%		96.62%		93.75%	
	Reject Interval - Non-Mechanized											
B.1.8.1	Switch Ports/FL (%)		100.00%									1
B.1.8.2	Local Interoffice Transport/FL (%)		100.00%		100.00%		94.74%		100.00%		100.00%	2
B.1.8.3	Loop + Port Combinations/FL (%)		98.38%		98.50%		98.22%		97.57%		96.03%	
B.1.8.4	Combo Other/FL (%)		100.00%		98.48%		100.00%		95.40%		100.00%	
B.1.8.5	xDSL (ADSL, HDSL and UCL)/FL (%)		97.37%		100.00%		100.00%		100.00%		96.88%	
B.1.8.6	ISDN Loop (UDN, UDC)/FL (%)		100.00%		100.00%		100 00%		100 00%		100 00%	
B. 1.8.7	Line Sharing/FL (%)		100.00%		100.00%		100 00%		100 00%		100 00%	
B.1.8.8	2W Analog Loop Design/FL (%)		98.90%		100.00%		100 00%		[illegible]		98.72%	
B.1.8.9	2W Analog Loop Non-Design/FL (%)		100.00%		100.00%		100.00%		100.00%		100.00%	
B.1.8.10	2W Analog Loop w/INP Design/FL (%)		100.00%				100.00%					1,3
B.1.8.1 1	2W Analog Loop w/INP Non-Design/FL (%)		100.00%		100.00%		100.00%				100.00%	1,2,3,5

Florida Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	May BST	May CLEC	June BST	June CLEC	July BST	July CLEC	August BST	August CLEC	September BST	September CLEC	Notes
B.1.8.12	2W Analog Loop w/LNP Design/FL (%)		97.14%		95.83%		90.00%		100.00%		100.00%	
B.1.8.13	2W Analog Loop w/LNP Non-Design/FL (%)		97.83%		100.00%		100.00%		100.00%		100.00%	
B.1.8.14	Other Design/FL (%)		99.43%		99.30%		98.59%		97.87%		97.06%	
B.1.8.15	Other Non-Design/FL (%)		98.91%		98.94%		99.17%		98.42%		99.32%	
B.1.8.16	INP Standalone/FL (%)		100.00%		96.15%		100.00%		100.00%		100.00%	5
B.1.8.17	LNP Standalone/FL (%)		98.82%		98.44%		99.60%		99.03%		99.31%	
	FOC Timeliness - Mechanized											
B.1.9.3	Loop + Port Combinations/FL (%)		98.97%		98.62%		98.70%		98.67%		97.81%	
B.1.9.4	Combo Other/FL (%)				60.00%				66.67%			4
B.1.9.5	xDSL (ADSL, HDSL and UCL)/FL (%)		97.67%		92.54%		98.96%		98.14%		98.95%	
B.1.9.6	ISDN Loop (UDN, UDC)/FL (%)		97.92%		96.88%		76.28%		76.56%		95.42%	
B.1.9.7	Line Sharing/FL (%)		99.34%		97.74%		97.75%		97.98%		98.47%	
B.1.9.8	2W Analog Loop Design/FL (%)		97.88%		94.23%		94.60%		93.38%		95.63%	
B.1.9.9	2W Analog Loop Non-Design/FL (%)		99.21%		99.00%		98.42%		99.03%		99.32%	
B.1.9.12	2W Analog Loop w/LNP Design/FL (%)		100.00%		91.30%		80.00%		66.67%		66.67%	3,4,5
B.1.9.13	2W Analog Loop w/LNP Non-Design/FL (%)		100.00%		0.00%				96.55%			2
B.1.9.14	Other Design/FL (%)		96.05%		83.61%		83.24%		97.27%		97.62%	
B.1.9.15	Other Non-Design/FL (%)		93.88%		94.85%		96.30%		96.37%		98.92%	
B.1.9.17	LNP Standalone/FL (%)		95.95%		96.73%		98.27%		99.38%		99.34%	
	FOC Timeliness - Partially Mechanized - 10 hours											
B.1.12.3	Loop + Port Combinations/FL (%)		80.73%		92.68%		94.67%		91.83%		91.20%	
B.1.12.4	Combo Other/FL (%)				0.00%		58.82%		71.43%		82.72%	2
B.1.12.5	xDSL (ADSL, HDSL and UCL)/FL (%)		95.24%		88.89%		89.19%		81.82%		89.06%	
B.1.12.6	ISDN Loop (UDN, UDC)/FL (%)		94.01%		82.05%		70.83%		80.95%		83.33%	
B.1.12.7	Line Sharing/FL (%)		87.50%		88.89%		100.00%		96.36%		94.44%	
B.1.12.8	2W Analog Loop Design/FL (%)		83.64%		91.67%		91.70%		91.33%		94.87%	

Florida Performance Metric Data

Metric Number	Metric Name [SQM Number] land Disaggregation	May		June		July		August		September		Notes
					CLEC	BST	CLEC	BST	CLEC	BST	CI EC	
B.1.12.9	2W Analog Loop Non-Design/FL (%)		93.01%		91.53%		94.11%		95.09%		94.52%	
B.1.12.12	2W Analog Loop w/LNP Design/FL (%)		77.96%		65.57%		74.04%		69.80%		72.22%	
B.1.12.13	2W Analog Loop w/LNP Non-Design/FL (%)		92.92%		80.58%		65.43%		84.03%		81.88%	
B.1.12.14	Other Design/FL (%)		84.34%		84.84%		83.78%		91.07%		90.46%	
B.1.12.15	Other Non-Design/FL (%)		95.70%		96.82%		97.44%		96.47%		96.79%	
B.1.12.17	LNP Standalone/FL (%)		93.08%		94.08%		92.63%		95.23%		95.13%	
	FOC Timeliness - Non-Mechanized											
B.1.13.1	Switch Ports/FL (%)		100.00%		100.00%							1,2
B.1.13.2	Local Interoffice Transport/FL (%)		96.67%		100.00%		100.00%		88.24%		100.00%	2
B.1.13.3	Loop + Port Combinations/FL (%)		98.14%		98.23%		98.11%		97.41%		95.31%	
B.1.13.4	Combo Other/FL (%)		94.12%		100.00%		100.00%		99.06%		98.25%	
B.1.13.5	xDSL (ADSL, HDSL and UCL)/FL (%)		99.49%		99.50%		96.47%		96.92%		95.24%	
B.1.13.6	ISDN Loop (UDN, UDC)/FL (%)		99.48%		97.89%		100.00%		98.67%		98.91%	
B.1.13.7	Line Sharing/FL (%)		98.73%		100.00%		100.00%		100.00%		100 00%	
B.1.13.8	2W Analog Loop Design/FL (%)		100.00%		98.41%		96.97%		96.84%		97 16%	
B.1.13.9	2W Analog Loop Non-Design/FL (%)		99.04%		99.21%		98.58%		98.98%		98.88%	
B.1.13.10	2W Analog Loop w/INP Design/FL (%)		100.00%						100.00%			1,4
B.1.13.11	2W Analog Loop w/INP Non-Design/FL (%)		100.00%		100.00%		100.00%		100.00%		100.00%	1,2,3,4,5
B.1.13.12	2W Analog Loop w/LNP Design/FL (%)		100.00%		100.00%		100.00%		100.00%		100.00%	3
B.1.13.13	2W Analog Loop w/LNP Non-Design/FL (%)		97.30%		100.00%		100.00%		100.00%		100.00%	
B.1.13.14	Other Design/FL (%)		99.52%		98.81%		99.53%		100.00%		96.88%	
B.1.13.15	Other Non-Design/FL (%)		99.31%		98.94%		98.99%		99.80%		99.49%	
B.1.13.16	INP Standalone/FL (%)		100.00%		100.00%		100.00%		100.00%		100.00%	
B.1.13.17	LNP Standalone/FL (%)		99.61%		99.81%		99.48%		99.67%		98.85%	
	FOC & Reject Response Completeness - Mechanized											

Florida Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	May BST	May CLEC	June BST	June CLEC	July BST	July CLEC	August BST	August CLEC	September BST	September CLEC	Notes
B.1.14.3.1	Loop + Port Combinations/EDI/FL (%)		96.35%		99.53%		99.88%		99.42%		100.00%	
B.1.14.3.2	Loop + Port Combinations/TAG/FL (%)		96.45%		99.97%		99.97%		99.86%		99.84%	
B.1.14.4.1	Combo Other/EDI/FL (%)				62.50%		100.00%		50.00%		35.29%	2,3
B.1.14.5.1	xDSL (ADSL, HDSL and UCL)/EDI/FL (%)		97.00%		98.09%		99.07%		98.90%		96.94%	
B.1.14.5.2	xDSL (ADSL. HDSL and UCL)/TAG/FL (%)		86.15%		64.04%		85.75%		88.41%		93.30%	
B.1.14.6.1	ISDN Loop (UDN, UDC)/EDI/FL (%)		60.00%		100.00%		90.91%		90.91%		98.00%	I
B.1.14.6.2	ISDN Loop (UDN, UDC)/TAG/FL (%)		77.14%		100.00%		51.68%		62.02%		95.32%	
B.1.14.7.1	Line Sharing/EDI/FL (%)		95.21%		100.00%		100.00%		99.06%		100.00%	
B.1.14.7.2	Line Sharing/TAG/FL (%)		87.18%		100.00%		100.00%		97.83%		100.00%	
B.1.14.8.1	2W Analog Loop Design/EDI/FL		91.77%		97.35%		93.36%		92.66%		95.53%	
B.1.14.8.2	2W Analog Loop Design/TAG/FL (%)		98.50%		98.78%		99.46%		99.63%		99.47%	
B.1.14.9.1	2W Analog Loop Non-Design/EDI/FL (%)						100.00%		100.00%		100.00%	3,4
B.1.14.9.2	2W Analog Loop Non-Design/TAG/FL (%)		96.61%		99.47%		99.36%		95.62%		98.96%	
B.1.14.12.1	2W Analog Loop w/LNP Design/EDI/FL (%)		86.46%		96.97%		95.24%		87.50%		70.00%	
B.1.14.12.2	2W Analog Loop w/LNP Design/TAG/FL (%)		92.31%		100.00%		100.00%		66.67%		44.44%	3,4,5
B.1.14.13.2	2W Analog Loop w/LNP Non-Design/TAG/FL (%)		88.72%		100.00%		98.97%		92.48%		81.82%	
B.1.14.14.1	Other Design/EDI/FL (%)		89.86%		93.10%		89.80%		90.98%		94.29%	
B.1.14.14.2	Other Design/TAG/FL (%)		98.48%		98.91%		99.38%		99.11%		98.41%	
B.1.14.15.1	Other Non-Design/EDI/FL (%)		97.02%		98.19%		98.01%		99.24%		99.96%	
B.1.14.15.2	Other Non-Design/TAG/FL (%)		87.13%		89.29%		90.71%		93.81%		99.47%	
B.1.14.17.1	LNP Standalone/EDI/FL (%)		99.31%		99.65%		99.46%		99.17%		99.85%	
B.1.14.17.2	LNP Standalone/TAG/FL (%)		97.10%		97.62%		99.46%		96.58%		98.05%	

Florida Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	May BST	May CLEC	June BST	June CLEC	July BST	July CLEC	August BST	August CLEC	September BST	September CLEC	Notes
	FOC & Reject Response Completeness - Partially Mechanized											
B.1.15.3.1	Loop + Port Combinations/EDI/FL (%)		95.98%		99.44%		99.94%		99.75%		99.97%	
B.1.15.3.2	Loop + Port Combinations/TAG/FL (%)		99.83%		99.74%		99.77%		99.82%		99.96%	
B.1.15.4.1	Combo Other/EDI/FL (%)				100.00%		57.89%		83.78%		96.34%	2
B.1.15.5.1	xDSL (ADSL, HDSL and UCL)/EDI/FL (%)		73.58%		75.00%		100.00%		93.33%		86.67%	
B.1.15.5.2	xDSL (ADSL, HDSL and UCL)/TAG/FL (%)		78.79%		64.71%		46.15%		60.00%		77.59%	
B.1.15.6.1	ISDN Loop (UDN, UDC)/EDI/FL (%)		100.00%		50.00%				100.00%		100.00%	2,4,5
B.1.15.6.2	ISDN Loop (UDN, UDC)/TAG/FL (%)		99.60%		100.00%		66.67%		81.82%		100.00%	
B.1.15.7.1	Line Sharing/EDI/FL (%)		97.58%		100.00%		100.00%		100.00%		100.00%	
B.1.15.7.2	Line Sharing/TAG/FL (%)		98.15%		95.65%		100.00%		100.00%		100.00%	
B.1.15.8.1	2W Analog Loop Design/EDI/FL (%)		95.41%		99.72%		99.54%		99.32%		100.00%	
B.1.15.8.2	2W Analog Loop Design/TAG/FL (%)		100.00%		98.72%		100.00%		98.89%		98.77%	
B.1.15.9.2	2W Analog Loop Non-Design/TAG/FL (%)		99.91%		99.71%		99.74%		99.70%		99.76%	
B.1.15.12.1	2W Analog Loop w/LNP Design/EDI/FL (%)		100.00%		99.65%		99.58%		100.00%		100.00%	
B.1.15.12.2	2W Analog Loop w/LNP Design/TAG/FL (%)		100.00%		100.00%		100.00%		100.00%		100.00%	
B.1.15.13.1	2W Analog Loop w/LNP Non-Design/EDI/FL (%)						100.00%		100.00%		100.00%	3
B.1.15.13.2	2W Analog Loop w/LNP Non-Design/TAG/FL (%)		100.00%		100.00%		99.91%		99.91%		100.00%	
B.1.15.14.1	Other Design/EDI/FL (%)		93.08%		99.12%		99.28%		99.61%		99.61%	
B.1.15.14.2	Other Design/TAG/FL (%)		100.00%		98.31%		100.00%		98.92%		100.00%	
B.1.15.15.1	Other Non-Design/EDI/FL (%)		94.81%		99.87%		99.83%		99.82%		99.86%	
B.1.15.15.2	Other Non-Design/TAG/FL (%)		96.37%		96.10%		95.99%		98.21%		99.81%	

Florida Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	May BST	May CLEC	June BST	June CLEC	July BST	July CLEC	August BST	August CLEC	September BST	September CLEC	Notes
B.1.15.17.1	LNP Standalone/EDI/FL (%)		99.87%		99.52%		100.00%		99.84%		100.00%	
B.1.15.17.2	LNP Standalone/TAG/FL (%)		99.49%		100.00%		100.00%		99.54%		100.00%	
	FOC & Reject Response Completeness - Non-Mechanized											
B.1.16.1	Switch Ports/FL (%)		100.00%		100.00%							1,2
B.1.16.2	Local Interoffice Transport/FL (%)		100.00%		100.00%		96.97%		97.44%		100.00%	2
B.1.16.3	Loop + Port Combinations/FL (%)		91.41%		92.61%		92.69%		93.28%		96.49%	
B.1.16.4	Combo Other/FL (%)		95.35%		96.80%		94.55%		95.29%		97.32%	
B.1.16.5	xDSL (ADSL, HDSL and UCL)/FL (%)		94.70%		97.08%		96.00%		95.45%		94.79%	
B.1.16.6	ISDN Loop (UDN, UDC)/FL (%)		93.47%		97.67%		96.81%		93.58%		95.88%	
B.1.16.7	Line Sharing/FL (%)		99.12%		100.00%		97.92%		100.00%		98.04%	
B.1.16.8	2W Analog Loop Design/FL (%)		95.06%		98.21%		95.51%		95.40%		96.00%	
B.1.16.9	2W Analog Loop Non-Design/FL (%)		91.72%		97.02%		96.18%		95.13%		97.11%	
B.1.16.10	2W Analog Loop w/INP Design/FL (%)		66.67%				69.23%		50.00%			1,4
B.1.16.11	2W Analog Loop w/INP Non-Design/FL (%)		80.00%		77.78%		75.00%		100.00%		100.00%	1,2,4,5
B.1.16.12	2W Analog Loop w/LNP Design/FL (%)		95.28%		89.19%		94.12%		97.44%		93.55%	
B.1.16.13	2W Analog Loop w/LNP Non-Design/FL (%)		90.59%		95.45%		94.55%		97.96%		96.88%	
B.1.16.14	Other Design/FL (%)		95.40%		98.23%		96.32%		97.76%		95.26%	
B.1.16.15	Other Non-Design/FL (%)		96.71%		98.29%		98.21%		98.04%		98.73%	
B.1.16.16	INP Standalone/FL (%)		86.36%		86.30%		83.33%		90.91%		84.62%	
B.1.16.17	LNP Standalone/FL (%)		88.91%		97.20%		98.29%		96.50%		98.36%	
Unbundled Network Elements - Provisioning												
	Order Completion Interval											
B.2.1.2.1.1	Local Interoffice Transport/<10 circuits/Dispatch/FL (days)	16.35	15.73	15.61	16.15	14.80	14.50	15.33	21.00	16.96	14.71	3,4
B.2.1.3.1.1	Loop + Port Combinations/<10 circuits/Dispatch/FL (days)	4.03	3.35	4.82	3.62	5.33	4.16	4.50	3.97	5.00	4.18	
B.2.1.3.1.2	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (days)	0.89	0.65	0.89	0.69	0.88	0.74	0.87	0.79	1.04	0.98	