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
D.1.4.6.2	DSAP/Region (seconds)	2.57	1.74	2.57	1.83	2.58	0.93	2.55	0.89	2.53	1.06	
D.1.4.7.1	TAG/Region (seconds)	3.21	2.51	3.24	2.85	3.20	2.78	3.07	2.49	3.01	2.22	
D.1.4.7.2	TAG/Region (seconds)	2.87	2.51	2.95	2.85	2.94	2.78	2.85	2.49	2.60	2.22	
Operations Support Systems - Maintenance and Repair												
	% Interface Availability - CLEC											
D.2.2.1	CLEC TAFI/Region (%)		100.00%		100.00%		100.00%		100.00%		100.00%	
D.2.2.2	ECTA/Region (%)		100.00%		99.86%		99.64%		99.94%		99.93%	
	% Interface Availability - BST & CLEC											
D.2.3.1	CRIS/Region (%)		99.96%		99.99%		99.98%		99.99%		99.99%	
D.2.3.2	LMOS HOST/Region (%)		99.91%		100.00%		100.00%		99.75%		99.90%	
D.2.3.3	LNP/Region (%)		100.00%		99.91%		100.00%		99.90%		100.00%	
D.2.3.4	MARCH/Region (%)		100.00%		100.00%		99.96%		99.93%		100.00%	
D.2.3.5	OSPCM/Region (%)		100.00%		100.00%		100.00%		100.00%		100.00%	
D.2.3.6	Predictor/Region (%)		100.00%		99.92%		100.00%		99.97%		99.82%	
D.2.3.7	SOCS/Region (%)		100.00%		99.99%		99.98%		100.00%		99.99%	
	Average Response Interval <= 4 Seconds											
D.2.4.1	CRIS/Region (%)	95.12%	94.99%	94.95%	94.66%	95.57%	95.28%	96.26%	96.07%	95.37%	95.85%	
D.2.4.2	DLETH/Region (%)	3.16%	4.59%	2.58%	3.67%	1.95%	3.03%	2.49%	3.63%	2.00%	2.76%	
D.2.4.3	DLR/Region (%)	4.03%	3.36%	4.47%	7.51%	3.77%	7.42%	4.30%	8.61%	4.64%	7.41%	
D.2.4.4	LMOS/Region (%)	99.60%	99.60%	99.61%	99.58%	99.67%	99.60%	99.70%	99.66%	99.34%	99.63%	
D.2.4.5	LMOSupd/Region (%)	78.49%	66.19%	79.21%	66.24%	97.34%	97.09%	97.64%	97.39%	97.47%	97.21%	
D.2.4.6	LNP/Region (%)	99.68%	99.19%	99.65%	98.81%	99.79%	99.10%	99.26%	99.17%	98.69%	98.52%	
D.2.4.7	MARCH/Region (%)	28.04%	31.69%	28.10%	29.64%	28.94%	30.74%	27.91%	35.96%	29.49%	31.01%	
D.2.4.8	OSPCM/Region (%)	31.23%	24.50%	33.15%	21.43%	35.97%	26.46%	37.13%	22.75%	34.87%	26.82%	
D.2.4.9	Predictor/Region (%)	13.82%	19.61%	12.71%	21.73%	14.52%	24.35%	14.11%	22.26%	17.01%	24.44%	
D.2.4.10	SOCS/Region (%)	99.85%	99.88%	99.81%	99.86%	99.77%	99.85%	99.89%	99.94%	99.58%	99.90%	
D.2.4.11	NIW/Region (%)	84.01%	83.00%	82.83%	81.89%	84.21%	83.76%	86.40%	85.56%	82.12%	83.79%	
	Average Response Interval <= 10 Seconds											
D.2.5.1	CRIS/Region (%)	99.05%	99.46%	99.02%	99.39%	99.05%	99.40%	99.15%	99.46%	98.98%	99.38%	
D.2.5.2	DLETH/Region (%)	79.20%	85.30%	77.66%	82.58%	76.79%	83.31%	76.03%	83.37%	75.40%	84.74%	
D.2.5.3	DLR/Region (%)	76.65%	88.18%	71.08%	41.67%	66.69%	40.80%	65.56%	43.46%	67.49%	40.45%	
D.2.5.4	LMOS/Region (%)	99.79%	99.84%	99.80%	99.85%	99.82%	99.82%	99.83%	99.83%	99.65%	99.85%	
D.2.5.5	LMOSupd/Region (%)	90.04%	80.25%	90.59%	80.53%	99.77%	99.56%	99.82%	99.63%	99.80%	99.56%	
D.2.5.6	LNP/Region (%)	99.81%	99.63%	99.83%	99.52%	99.92%	99.77%	99.35%	99.44%	98.87%	98.79%	

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
D.2.5.7	MARCH/Region (%)	28.04%	31.69%	28.10%	29.64%	28.94%	30.74%	27.91%	35.96%	29.49%	31.01%	
D.2.5.8	OSPCM/Region (%)	97.81%	97.35%	98.41%	95.83%	98.65%	98.94%	99.29%	99.40%	99.40%	98.88%	
D.2.5.9	Predictor/Region (%)	13.82%	19.61%	12.71%	21.73%	14.52%	24.35%	14.11%	22.26%	17.01%	24.44%	
D.2.5.10	SOCS/Region (%)	99.98%	100.00%	99.98%	100.00%	99.98%	99.98%	99.99%	100.00%	99.82%	99.99%	
D.2.5.11	NIW/Region (%)	99.39%	99.21%	99.42%	99.25%	99.65%	99.51%	99.70%	99.58%	99.56%	99.45%	
	Average Response Interval > 10 Seconds											
D.2.6.1	CRIS/Region (%)	0.95%	0.54%	0.98%	0.61%	0.95%	0.60%	0.85%	0.54%	1.02%	0.62%	
D.2.6.2	DLETH/Region (%)	20.80%	14.70%	22.34%	17.42%	23.21%	16.69%	23.97%	16.63%	24.60%	15.26%	
D.2.6.3	DLR/Region (%)	23.35%	11.82%	28.92%	58.33%	33.31%	59.20%	34.44%	56.54%	32.51%	59.55%	
D.2.6.4	LMOS/Region (%)	0.21%	0.16%	0.20%	0.15%	0.18%	0.18%	0.17%	0.17%	0.35%	0.15%	
D.2.6.5	LMOSupd/Region (%)	9.96%	19.75%	9.41%	19.47%	0.23%	0.44%	0.18%	0.37%	0.20%	0.44%	
D.2.6.6	LNP/Region (%)	0.19%	0.37%	0.17%	0.48%	0.08%	0.23%	0.65%	0.56%	1.13%	1.21%	
D.2.6.7	MARCH/Region (%)	71.96%	68.31%	71.90%	70.36%	71.06%	69.26%	72.09%	64.04%	70.51%	68.99%	
D.2.6.8	OSPCM/Region (%)	2.19%	2.65%	1.59%	4.17%	1.35%	1.06%	0.71%	0.60%	0.60%	1.12%	
D.2.6.9	Predictor/Region (%)	86.18%	80.39%	87.29%	78.27%	85.48%	75.65%	85.89%	77.74%	82.99%	75.56%	
D.2.6.10	SOCS/Region (%)	0.02%	0.00%	0.02%	0.00%	0.02%	0.02%	0.01%	0.00%	0.18%	0.01%	
D.2.6.11	NIW/Region (%)	0.61%	0.79%	0.58%	0.75%	0.35%	0.49%	0.30%	0.42%	0.44%	0.55%	
Collocation - Collocation												
	Average Response Time											
E.1.1.1	Virtual/FL (calendar days)		5				5		5		6	1,3,4,5
E.1.1.2	Physical Caged/FL (calendar days)		5		3		7		5		6	1,5
E.1.1.3	Physical Cageless/FL (calendar days)		4		3		5		6		12	2
	Average Arrangement Time											
E.1.2.3	Virtual-Augments - Additional Space Required/FL (calendar days)		60									1
E.1.2.4	Physical Caged-Ordinary/FL (calendar days)		16				14					1,3
	% Due Dates Missed											
E.1.3.1	Virtual/FL (%)		0.00%		0.00%		0.00%		0.00%			1,2,3,4
E.1.3.2	Physical/FL (%)		0.00%		0.00%		0.00%		0.00%		0.00%	
General - Flow Through												
	% Flow Through Service Requests											
F.1.1.1	Summary/Region (%)		84.50%		85.96%		88.26%		88.47%		89.83%	

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
F.1.1.2	Aggregate/Region (%)		84.50%		85.96%		88.26%		88.47%		89.83%	
F.1.1.3	Residence/Region (%)		86.74%		88.58%		87.70%		89.52%		90.20%	
F.1.1.4	Business/Region (%)		69.54%		73.74%		73.23%		76.17%		77.80%	
F.1.1.5	UNE/Region (%)		82.57%		83.84%		89.13%		87.94%		89.81%	
	% Flow Through Service Requests - Achieved											
F.1.2.1	Summary/Region (%)		76.58%		78.96%		80.59%		81.19%		83.37%	
F.1.2.2	Aggregate/Region (%)		76.58%		78.96%		80.59%		81.19%		83.37%	
F.1.2.3	Residence/Region (%)		79.88%		81.68%		80.99%		82.63%		85.39%	
F.1.2.4	Business/Region (%)		51.58%		53.42%		45.85%		54.74%		57.73%	
F.1.2.5	UNE/Region (%)		74.12%		77.27%		81.53%		80.79%		82.60%	
	% Flow Through Service Requests - LNP											
F.1.3.1	Summary/Region (%)		89.75%		83.63%		88.50%		88.09%		88.81%	
F.1.3.2	Aggregate/Region (%)		89.75%		83.63%		88.50%		88.09%		88.81%	
General - Pre-Ordering												
	Loop Makeup Inquiry (Manual)											
F.2.1	Loops/FL (%)		71.43%		75.00%		62.50%		50.00%		20.00%	3,4,5
	Loop Makeup Inquiry (Electronic)											
F.2.2	Loops/FL (%)		92.80%		80.96%		99.09%		99.07%		98.90%	
General - Ordering												
	Average Speed of Answer											
F.4.1	Region (seconds)	194.86	35.16	259.48	58.19	269.17	29.60	282.45	40.05	315.73	22.08	
General - Maintenance Center												
	Average Answer Time											
F.5.1	Region (seconds)	64.68	25.99	52.80	28.04	84.66	27.23	53.70	24.35	66.71	26.57	
General - Operator Services (Toll)												
	Average Speed to Answer											
F.6.1	FL (seconds)		3.29		3.50		4.19		3.82		4.78	
	% Answered in 30 seconds											
F.6.2	FL (%)		98.70%		98.50%		97.60%		97.90%		96.90%	
General - Directory Assistance												
	Average Speed to Answer											
F.7.1	FL (seconds)		6.26		6.53		5.85		5.03		5.79	
	% Answered in 20 seconds											
F.7.2	FL (%)		93.00%		92.20%		93.90%		95.60%		94.10%	

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
General - Billing												
	Usage Data Delivery Accuracy											
F.9.1	Region (%)	95.22%	100.00%	100.00%	100.00%	100.00%	100.00%	99.70%	99.34%	99.92%	100.00%	
	Usage Data Delivery Timeliness											
F.9.2	Region (%)	94.93%	97.64%	99.33%	99.38%	97.81%	99.56%	99.00%	97.94%	99.83%	99.64%	
	Usage Data Delivery Completeness											
F.9.3	Region (%)	97.21%	99.95%	99.92%	99.91%	99.10%	99.91%	99.65%	99.98%	99.92%	99.95%	
	Mean Time to Deliver Usage											
F.9.4	Region (days)	4.34	2.52	3.24	2.43	3.60	2.31	3.34	2.21	3.41	2.29	
	Recurring Charge Completeness											
F.9.5.1	Resale/FL (%)	85.73%	98.98%	84.97%	98.65%	83.76%	97.60%	84.93%	99.17%	83.39%	98.79%	
F.9.5.2	UNE/FL (%)		99.34%		95.67%		99.19%		95.17%		99.07%	
F.9.5.3	Interconnection/FL (%)		98.35%		97.59%		94.96%		77.21%		99.44%	
	Non-Recurring Charge Completeness											
F.9.6.1	Resale/FL (%)	93.06%	97.36%	93.44%	97.93%	91.22%	99.06%	89.56%	97.90%	92.93%	98.38%	
F.9.6.2	UNE/FL (%)		97.90%		96.77%		99.12%		98.71%		98.81%	
F.9.6.3	Interconnection/FL (%)		98.43%		98.55%		95.09%		93.09%		93.42%	
General - Change Management												
	% Software Release Notices Sent On Time											
F.10.1	FL (%)		100.00%				100.00%		100.00%			1,3,4
	% Change Management Documentation Sent On Time											
F.10.3	FL (%)				100.00%		100.00%					2,3
	Average Documentation Release Delay Days											
	% CLEC Interface Outages Sent within 15 Minutes											
F.10.6	FL (%)		100.00%		100.00%		100.00%		100.00%		100.00%	
	% Software Errors Corrected within 10 Business Days											
F.10.7	Region (%)								100.00%		100.00%	4,5

Florida Performance Metric Data

Metric	Metric Name [SQM Number]	May		June		July		August		September		
Number	and Disaggregation	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	Notes
	% Software Errors Corrected within 30 Business Days											
F.10.8	Region (%)										100.00%	5
	% Change Requests Accepted or Rejected within 10 Business Days											
F.10.10	Region (%)								100.00%		100.00%	4,5
	% Change Requests Rejected Within The Reporting Period											
F.10.11	Region (%)								71.43%		40.00%	4,5
	Number of Severity 2 Defects (Type 6 CR) in a Production Release Implemented											
F.10.13	Region (number)								300.00%			
	Number of Severity 3 Defects (Type 6 CR) in a Production Release Implemented											
F.10.14	Region (number)								400.00%			
	% Test Deck Weight Failure in Production Release											
F.10.15	Region (%)								0.00%			
General - New Business Requests												
	% New Business Requests Processed within 30 Business Days											
F.11.1	Region (%)		100.00%		100.00%				100.00%		100.00%	1,2,4,5
	% Quotes Provided within X Business Days											
F.11.2.1	Region (%)		100.00%									1
F.11.2.3	Region (%)		100.00%		100.00%							1,2
General - Ordering												
	Acknowledgement Message Timeliness											
F.12.1.1	EDI/Region (%)		100.00%		100.00%		100.00%		99.95%		100.00%	
F.12.1.2	TAG/Region (%)		100.00%		100.00%		100.00%		100.00%		100.00%	

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
	Acknowledgement Message Completeness											
F.12.2.1	EDI/Region (%)		100.00%		99.62%		99.97%		99.94%		100.00%	
F.12.2.2	TAG/Region (%)		99.99%		100.00%		100.00%		100.00%		100.00%	
General - Database Updates												
	Average Database Update Interval											
F.13.1.1	LIDB/FL (hours)	0.96	0.96	0.96	0.96	1.82	1.82	1.56	1.55	1.91	1.91	
F.13.1.2	Directory Listings/FL (hours)	0.10	0.10	0.11	0.11	0.09	0.09	0.08	0.08	0.07	0.07	
F.13.1.3	Directory Assistance/FL (hours)	4.08	4.05	5.90	5.90	3.69	3.66	4.59	4.59	3.60	3.59	
	% Update Accuracy											
F.13.2.1	LIDB/FL (%)		100.00%		93.48%		99.36%		99.48%		99.93%	
F.13.2.2	Directory Listings/FL (%)		99.79%		99.35%		99.18%		99.66%		99.76%	
F.13.2.3	Directory Assistance/FL (%)		97.87%		99.19%		98.10%		98.56%		99.38%	
	% NXXs / LRNs Loaded by LERG Effective Date											
F.13.3	Region (%)		100.00%		98.41%		100.00%		100.00%		100.00%	
General - Network Outage Notification												
	Mean Time to Notify CLEC of Major Network Outages											
F.14.1	Region (minutes)	154	123	791	602	47	40	379	289	127	120	1,2,3,4,5

Abbreviations:
blank cell = no data available

Notes:
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 C

Tennessee Performance Metrics

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

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

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
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	IDA-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
F.10.1	CM-I	% Software Release Notices Sent On Time
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

Metric	SQM No.	Metric Name
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
		Release Implemented
F.10.14	CM-9	Number of Severity 3 Defects (Type 6 CR) in a Production
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

Tennessee 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/TN (%)		6.49%		8.18%		6.51%		7.52%		8.78%	
A.1.1.2	Business/TN (%)		18.25%		25.79%		12.76%		22.77%		23.72%	
A.1.1.4	PBX/TN (%)						100.00%				0.00%	3,5
	% Rejected Service Requests - Partially Mechanized											
A.1.2.1	Residence/TN (%)		23.13%		33.80%		24.39%		23.31%		27.30%	
A.1.2.2	Business/TN (%)		50.00%		47.17%		53.68%		49.62%		37.62%	
A.1.2.4	PBX/TN (%)				0.00%		100.00%		75.00%		50.00%	2,3,4,5
A.1.2.6	ISDN/TN (%)		0.00%									1
	% Rejected Service Requests - Non-Mechanized											
A.1.3.1	Residence/TN (%)		45.34%		58.93%		48.89%		40.20%		43.21%	
A.1.3.2	Business/TN (%)		52.46%		43.16%		44.71%		53.21%		43.48%	
A.1.3.3	Design (Specials)/TN (%)		30.95%		37.50%		34.78%		33.90%		52.38%	
A.1.3.4	PBX/TN (%)		53.33%		75.00%		57.14%		45.45%		36.36%	3
A.1.3.5	Centrex/TN (%)		44.44%		50.00%		100.00%		66.67%		87.50%	1,2,3,4,5
A.1.3.6	ISDN/TN (%)		25.49%		40.00%		50.00%		46.88%		29.41%	
	Reject Interval - Mechanized											
A.1.4.1	Residence/TN (%)		96.46%		97.37%		96.37%		97.04%		98.08%	
A.1.4.2	Business/TN (%)		95.74%		96.49%		100.00%		93.48%		96.72%	
A.1.4.4	PBX/TN (%)						0.00%					3
	Reject Interval - Partially Mechanized - 10 hours											
A.1.7.1	Residence/TN (%)		84.08%		95.95%		93.58%		89.77%		97.69%	
A.1.7.2	Business/TN (%)		98.65%		98.68%		97.26%		95.52%		100.00%	
A.1.7.4	PBX/TN (%)						0.00%		33.33%		100.00%	3,4,5
	Reject Interval - Non-Mechanized											
A.1.8.1	Residence/TN (%)		98.67%		100.00%		100.00%		97.73%		100.00%	
A.1.8.2	Business/TN (%)		100.00%		100.00%		95.00%		100.00%		100.00%	
A.1.8.3	Design (Specials)/TN (%)		100.00%		90.00%		100.00%		95.45%		100.00%	3
A.1.8.4	PBX/TN (%)		100.00%		100.00%		100.00%		100.00%		100.00%	1,2,3,4,5
A.1.8.5	Centrex/TN (%)		100.00%		100.00%		100.00%		100.00%		100.00%	1,2,3,4,5
A.1.8.6	ISDN/TN (%)		100.00%		100.00%		100.00%		94.12%		100.00%	5
	FOC Timeliness - Mechanized											
A.1.9.1	Residence/TN (%)		99.11%		99.08%		99.67%		99.38%		99.14%	

Tennessee 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.1.9.2	Business/TN (%)		98.97%		97.56%		99.42%		99.37%		99.49%	
A.1.9.4	PBX/TN (%)										50.00%	5
	FOC Timeliness - Partially Mechanized - 10 hours											
A.1.12.1	Residence/TN (%)		86.47%		84.58%		94.22%		89.53%		94.64%	
A.1.12.2	Business/TN (%)		92.94%		95.10%		90.28%		90.22%		97.14%	
A.1.12.4	PBX/TN (%)								100.00%		0.00%	4,5
A.1.12.6	ISDN/TN (%)		33.33%									1
	FOC Timeliness - Non-Mechanized											
A.1.13.1	Residence/TN (%)		100.00%		97.87%		98.51%		100.00%		100.00%	
A.1.13.2	Business/TN (%)		98.68%		100.00%		100.00%		100.00%		95.83%	
A.1.13.3	Design (Specials)/TN (%)		100.00%		100.00%		90.00%		95.00%		100.00%	5
A.1.13.4	PBX/TN (%)		87.50%		100.00%		100.00%		100.00%		87.50%	1,2,3,4,5
A.1.13.5	Centrex/TN (%)		66.67%				100.00%		100.00%		100.00%	1,3,4,5
A.1.13.6	ISDN/TN (%)		93.94%		95.24%		100.00%		88.24%		100.00%	
	FOC & Reject Response Completeness - Mechanized											
A.1.14.1.1	Residence/EDI/TN (%)		96.28%		100.00%		100.00%		100.00%		100.00%	
A.1.14.1.2	Residence/TAG/TN (%)		99.47%		99.84%		99.95%		99.83%		99.72%	
A.1.14.2.1	Business/EDI/TN (%)		100.00%		100.00%		100.00%		100.00%		100.00%	1,4,5
A.1.14.2.2	Business/TAG/TN (%)		95.08%		100.00%		100.00%		100.00%		100.00%	
A.1.14.4.2	PBX/TAG/TN (%)						100.00%				100.00%	3,5
	FOC & Reject Response Completeness - Partially Mechanized											
A.1.15.1.1	Residence/EDI/TN (%)		95.83%		100.00%		100.00%		100.00%		100.00%	
A.1.15.1.2	Residence/TAG/TN (%)		100.00%		99.71%		99.80%		99.93%		99.86%	
A.1.15.2.1	Business/EDI/TN (%)		100.00%		100.00%		100.00%		100.00%		100.00%	3,4,5
A.1.15.2.2	Business/TAG/TN (%)		99.19%		99.32%		99.24%		100.00%		98.95%	
A.1.15.4.2	PBX/TAG/TN (%)				0.00%		100.00%		100.00%		100.00%	2,3,4,5
A.1.15.6.2	ISDN/TAG/TN (%)		75.00%									1
	FOC & Reject Response Completeness - Non-Mechanized											
A.1.16.1	Residence/TN (%)		93.79%		95.54%		97.78%		96.08%		91.36%	
A.1.16.2	Business/TN (%)		93.99%		95.79%		94.12%		100.00%		97.83%	
A.1.16.3	Design (Specials)/TN (%)		83.33%		91.67%		95.65%		94.92%		95.24%	
A.1.16.4	PBX/TN (%)		100.00%		91.67%		85.71%		90.91%		90.91%	3
A.1.16.5	Centrex/TN (%)		77.78%		50.00%		100.00%		100.00%		100.00%	1,2,3,4,5
A.1.16.6	ISDN/TN (%)		86.27%		96.67%		94.74%		96.88%		100.00%	

Tennessee 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 - Provisioning												
	Order Completion Interval											
A.2.1.1.1.1	Residence/<10 circuits/Dispatch/TN (days)	5.39	4.71	5.58	4.59	5.93	5.12	5.85	5.10	6.05	5.13	
A.2.1.1.1.2	Residence/<10 circuits/Non-Dispatch/TN (days)	0.86	0.63	0.87	0.59	0.89	0.61	0.86	0.64	1.07	0.66	
A.2.1.1.2.1	Residence/>=10 circuits/Dispatch/TN (days)	7.62		6.50	5.00	5.77		5.92		6.20		2
A.2.1.2.1.1	Business/<10 circuits/Dispatch/TN (days)	3.58	3.47	5.13	5.56	4.90	4.14	6.43	2.85	5.47	4.74	
A.2.1.2.1.2	Business/<10 circuits/Non-Dispatch/TN (days)	1.53	0.98	1.15	1.03	1.18	0.62	1.57	0.70	1.27	0.57	
A.2.1.2.2.1	Business/>=10 circuits/Dispatch/TN (days)	12.42		22.92		11.47	8.00	13.76		11.99		3
A.2.1.2.2.2	Business/>=10 circuits/Non-Dispatch/TN (days)	0.73				0.33		1.42		0.33		
A.2.1.3.1.1	Design (Specials)/<10 circuits/Dispatch/TN (days)	22.19	7.25	23.09		23.30		26.36	8.44	30.07	7.00	1,4,5
A.2.1.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	5.42	1.50	6.44	2.67	12.57	3.00	14.70	7.33	15.08	3.60	1,2,3,4,5
A.2.1.4.1.1	PBX/<10 circuits/Dispatch/TN (days)	25.59		13.50		10.72	6.00	8.15	0.33	13.14		3,4
A.2.1.4.1.2	PBX/<10 circuits/Non-Dispatch/TN (days)	2.17	2.58	3.14	2.50	3.15	4.00	2.36	2.50	3.68	9.75	1,2,3,4,5
A.2.1.4.2.1	PBX/>=10 circuits/Dispatch/TN (days)							16.60		27.83		
A.2.1.4.2.2	PBX/>=10 circuits/Non-Dispatch/TN	1.67	0.33	1.00		1.96	0.33	2.03	1.00	2.87		1,3,4
A.2.1.5.1.1	Centrex/<10 circuits/Dispatch/TN (days)	8.39	0.33	13.89		9.55		6.95		8.18		1
A.2.1.5.1.2	Centrex/<10 circuits/Non-Dispatch/TN (days)	3.40	4.00	2.43	0.33	1.39		2.25		3.07	10.00	1,2,5
A.2.1.5.2.1	Centrex/>=10 circuits/Dispatch/TN (days)	19.18		23.35		19.89		29.89		22.57		
A.2.1.5.2.2	Centrex/>=10 circuits/Non-	4.33		8.77		9.56		6.21		12.48	10.00	5

Tennessee 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.2.1.6.1.1	ISDN/<10 circuits/Dispatch/TN (days)	15.19	10.14	15.50	7.00	17.28	10.00	10.91	8.50	15.47	10.00	1,2,3,4,5
A.2.1.6.1.2	ISDN/<10 circuits/Non-Dispatch/TN (days)	2.09	3.49	1.74	2.12	2.79	2.76	2.33	3.00	3.73	3.75	3,4,5
A.2.1.6.2.1	ISDN/>=10 circuits/Dispatch/TN (days)					28.50		32.19		21.65		
A.2.1.6.2.2	ISDN/>=10 circuits/Non-Dispatch/TN (days)	7.71		6.00		4.81		10.99		8.30		
	% Jeopardies - Mechanized											
A.2.4.1	Residence/TN (%)	0.34%	0.25%	0.34%	0.19%	0.31%	0.24%	0.42%	0.27%	0.32%	0.18%	
A.2.4.2	Business/TN (%)	1.52%	0.81%	1.35%	0.42%	1.42%	1.42%	1.34%	0.45%	1.47%	0.00%	
A.2.4.3	Design (Specials)/TN (%)	22.09%		31.56%		22.56%		24.83%		22.99%		
A.2.4.4	PBX/TN (%)	3.10%	0.00%	5.93%	0.00%	0.79%	0.00%	5.93%		4.76%	0.00%	1,2,3,5
A.2.4.5	Centrex/TN (%)	2.18%		8.09%	0.00%	0.94%		2.15%		3.22%	0.00%	2,5
A.2.4.6	ISDN/TN (%)	8.22%	0.00%	6.64%	0.00%	7.34%		6.37%		8.89%		1,2
	% Jeopardies - Non-Mechanized											
A.2.5.1	Residence/TN (%)		1.23%		1.22%		0.62%		0.00%		0.00%	
A.2.5.2	Business/TN (%)		0.00%		0.88%		0.00%		0.00%		0.00%	
A.2.5.3	Design (Specials)/TN (%)		15.38%		11.11%		12.50%		12.50%		15.00%	2,3
A.2.5.4	PBX/TN (%)		0.00%		0.00%		50.00%		0.00%		0.00%	1,2,3,4,5
A.2.5.5	Centrex/TN (%)		0.00%				0.00%				0.00%	1,5
A.2.5.6	ISDN/TN (%)		8.33%		0.00%		0.00%		7.14%		11.11%	3,5
	Average Jeopardy Notice Interval - Mechanized											
A.2.7.1	Residence/TN (hours)		150.24		151.48		171.76		156.13		176.20	
A.2.7.2	Business/TN (hours)		195.35		122.58		131.54		122.43			1,2,3,4
	Average Jeopardy Notice Interval - Non-Mechanized											
A.2.8.1	Residence/TN (hours)		55.07		58.02							1,2
A.2.8.2	Business/TN (hours)				132.27							2
A.2.8.3	Design (Specials)/TN (hours)		338.33		181.13		347.90		369.52		275.88	1,2,3,4,5
A.2.8.4	PBX/TN (hours)						131.28					3
A.2.8.6	ISDN/TN (hours)		263.08						99.28		347.75	1,4,5
	% Jeopardy Notice >= 48 hours - Mechanized											
A.2.9.1	Residence/TN (%)		100.00%		100.00%		100.00%		100.00%		100.00%	
A.2.9.2	Business/TN (%)		100.00%		100.00%		100.00%		100.00%			1,2,3,4

Federal Communications Commission

Tennessee Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	May		June		July		August		September		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
	% Jeopardy Notice >= 48 hours - Non-Mechanized											
A.2.10.2	Business/TN (%)		100.00%		100.00%		100.00%		100.00%		100.00%	1,2,3,4,5
A.2.10.3	Design (Specials)/TN (%)						100.00%					3
A.2.10.4	PBX/TN (%)		100.00%						100.00%		100.00%	1,4,5
A.2.10.6	ISDN/TN (%)											
	% Missed Installation Appointments											
A.2.11.1.1.1	Residence/<10 circuits/Dispatch/TN (%)	7.73%	3.24%	7.44%	3.05%	9.39%	5.06%	6.93%	3.79%	7.53%	4.17%	
A.2.11.1.1.2	Residence/<10 circuits/Non-Dispatch/TN (%)	0.03%	0.08%	0.02%	0.11%	0.04%	0.04%	0.04%	0.07%	0.08%	0.02%	
A.2.11.1.2.1	Residence/>=10 circuits/Dispatch/TN (%)	14.29%		6.67%	0.00%	7.14%		8.70%		6.25%		2
A.2.11.2.1.1	Business/<10 circuits/Dispatch/TN (%)	2.56%	1.02%	4.64%	0.00%	5.58%	5.32%	3.72%	1.23%	3.82%	1.54%	
A.2.11.2.1.2	Business/<10 circuits/Non-Dispatch/TN (%)	0.02%	0.00%	0.01%	0.00%	0.02%	0.46%	0.03%	0.43%	0.04%	0.00%	
A.2.11.2.2.1	Business/>=10 circuits/Dispatch/TN (%)	7.46%		1.82%		13.33%	0.00%	7.58%		6.35%		3
A.2.11.2.2.2	Business/>=10 circuits/Non-Dispatch/TN (%)	0.00%				0.00%		0.00%		0.00%		
A.2.11.3.1.1	Design (Specials)/<10 circuits/Dispatch/TN (%)	3.52%	0.00%	4.43%	0.00%	4.36%	0.00%	4.46%	0.00%	2.38%	0.00%	1,2,3,5
A.2.11.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	0.00%	0.00%	0.30%	0.00%	0.00%	0.00%	1.64%	0.00%	0.00%	0.00%	1,2,3,4
A.2.11.3.2.2	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	0.00%						0.00%	0.00%	0.00%		4
A.2.11.4.1.1	PBX/<10 circuits/Dispatch/TN (%)	0.00%	0.00%	4.65%		6.06%	0.00%	0.00%	0.00%	7.50%		1,3,4
A.2.11.4.1.2	PBX/<10 circuits/Non-Dispatch/TN (%)	0.00%	0.00%	0.00%	0.00%	1.10%	0.00%	2.82%	0.00%	0.00%	25.00%	1,2,3,4,5
A.2.11.4.2.1	PBX/>=10 circuits/Dispatch/TN (%)							20.00%		0.00%		
A.2.11.4.2.2	PBX/>=10 circuits/Non-Dispatch/TN (%)	0.00%	0.00%	0.00%		0.00%	0.00%	0.00%	0.00%	0.00%		1,3,4

Tennessee 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.2.11.5.1.1	Centrex/<10 circuits/Dispatch/TN (%)	2.59%	0.00%	1.93%	0.00%	4.86%	0.00%	2.32%		3.66%		1,2,3
A.2.11.5.1.2	Centrex/<10 circuits/Non-Dispatch/TN (%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%	0.00%	1,2,3,5
A.2.11.5.2.1	Centrex/>=10 circuits/Dispatch/TN (%)	0.00%		6.82%		0.00%		5.56%		0.00%		
A.2.11.5.2.2	Centrex/>=10 circuits/Non-Dispatch/TN (%)	0.00%		0.00%		0.00%	0.00%	0.00%		0.00%	0.00%	3,5
A.2.11.6.1.1	ISDN/<10 circuits/Dispatch/TN (%)	5.91%	0.00%	4.74%	0.00%	5.01%	0.00%	3.34%	0.00%	5.28%	0.00%	1,2,3,4,5
A.2.11.6.1.2	ISDN/<10 circuits/Non-Dispatch/TN (%)	0.82%	5.88%	1.17%	0.00%	1.03%	0.00%	0.16%	0.00%	0.86%	0.00%	3,4,5
A.2.11.6.2.1	ISDN/>=10 circuits/Dispatch/TN (%)					0.00%		4.44%		2.50%		
A.2.11.6.2.2	ISDN/>=10 circuits/Non-Dispatch/TN (%)	0.00%		0.00%		0.00%		0.00%		0.00%		
	% Provisioning Troubles within 30 Days											
A.2.12.1.1.1	Residence/<10 circuits/Dispatch/TN (%)	10.74%	9.65%	11.31%	10.32%	11.83%	10.98%	11.09%	9.55%	10.15%	10.79%	
A.2.12.1.1.2	Residence/<10 circuits/Non-Dispatch/TN (%)	3.14%	3.98%	3.04%	3.27%	3.23%	3.72%	3.38%	4.17%	3.29%	4.07%	
A.2.12.1.2.1	Residence/>=10 circuits/Dispatch/TN (%)	5.56%		8.57%		6.67%	0.00%	10.71%		0.00%		3
A.2.12.2.1.1	Business/<10 circuits/Dispatch/TN (%)	11.03%	5.22%	11.53%	4.08%	12.35%	4.39%	12.33%	11.70%	11.07%	7.41%	
A.2.12.2.1.2	Business/<10 circuits/Non-Dispatch/TN (%)	6.23%	7.86%	6.33%	5.47%	7.90%	2.54%	8.58%	6.39%	8.22%	7.33%	
A.2.12.2.2.1	Business/>=10 circuits/Dispatch/TN (%)	19.67%		26.87%		20.00%		13.33%	0.00%	21.21%		4
A.2.12.2.2.2	Business/>=10 circuits/Non-Dispatch/TN (%)		0.00%	0.00%				0.00%		0.00%		1
A.2.12.3.1.1	Design (Specials)/<10 circuits/Dispatch/TN (%)	6.87%	0.00%	5.28%	25.00%	5.90%	16.67%	4.61%	0.00%	5.48%	11.76%	1,2,3,4
A.2.12.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	5.22%	8.89%	5.37%	0.00%	4.26%	0.00%	0.66%	33.33%	3.28%	0.00%	2,3,4,5

Tennessee Performance Metric Data

Metric Number	Metric Name [SQM Number] and Disaggregation	May		June		July		August		September		Notes
		BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	BST	CLEC	
A.2.12.3.2.2	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)			0.00%						0.00%	100.00%	5
A.2.12.4.1.1	PBX/<10 circuits/Dispatch/TN (%)	12.00%	100.00%	0.00%	0.00%	4.65%		0.00%	0.00%	0.00%	0.00%	1,2,4,5
A.2.12.4.1.2	PBX/<10 circuits/Non-Dispatch/TN (%)	3.85%	25.00%	0.00%	0.00%	4.69%	0.00%	0.00%	0.00%	0.00%	0.00%	1,2,3,4,5
A.2.12.4.2.1	PBX/>=10 circuits/Dispatch/TN (%)	0.00%								0.00%		
A.2.12.4.2.2	PBX/>=10 circuits/Non-Dispatch/TN (%)	0.00%		0.00%	0.00%	0.00%		0.00%	0.00%	0.00%	0.00%	2,4,5
A.2.12.5.1.1	Centrex/<10 circuits/Dispatch/TN (%)	7.88%	0.00%	17.24%	0.00%	14.29%	0.00%	11.81%	0.00%	7.34%		1,2,3,4
A.2.12.5.1.2	Centrex/<10 circuits/Non-Dispatch/TN (%)	4.55%	0.00%	3.65%	0.00%	6.71%	0.00%	5.74%	0.00%	6.13%		1,2,3,4
A.2.12.5.2.1	Centrex/>=10 circuits/Dispatch/TN (%)	24.14%		36.36%		22.73%		33.33%		44.44%		
A.2.12.5.2.2	Centrex/>=10 circuits/Non-Dispatch/TN (%)	28.00%		13.51%		10.00%		19.05%	0.00%	24.14%		4
A.2.12.6.1.1	ISDN/<10 circuits/Dispatch/TN (%)	6.88%	0.00%	8.13%	12.50%	5.69%	0.00%	6.38%	0.00%	5.69%	14.29%	1,2,3,4,5
A.2.12.6.1.2	ISDN/<10 circuits/Non-Dispatch/TN (%)	0.87%	5.26%	0.65%	11.76%	0.73%	0.00%	0.64%	0.00%	0.49%	0.00%	4,5
A.2.12.6.2.1	ISDN/>=10 circuits/Dispatch/TN (%)	0.00%						0.00%		0.00%		
A.2.12.6.2.2	ISDN/>=10 circuits/Non-Dispatch/TN (%)	0.00%		0.00%		0.00%		6.67%		0.00%		
	Average Completion Notice Interval - Mechanized											
A.2.14.1.1.1	Residence/<10 circuits/Dispatch/TN (hours)	0.82	0.09	1.07	0.02	2.75	0.25	2.40	0.10	2.51	0.04	
A.2.14.1.1.2	Residence/<10 circuits/Non-Dispatch/TN (hours)	0.83	0.79	0.88	0.81	1.16	0.86	1.17	0.85	0.93	0.78	
A.2.14.1.2.1	Residence/>=10 circuits/Dispatch/TN (hours)	0.48		0.02	0.02	3.39		5.06		0.02		2
A.2.14.2.1.1	Business/<10 circuits/Dispatch/TN (hours)	1.44	0.20	1.72	0.02	2.48	0.51	1.59	0.24	1.72	0.06	

Tennessee 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.2.14.2.1.2	Business/<10 circuits/Non-Dispatch/TN (hours)	2.84	0.64	2.23	0.69	1.58	0.73	1.62	1.10	1.29	0.47	
A.2.14.2.2.1	Business/>=10 circuits/Dispatch/TN (hours)	2.54		0.45		3.57	0.02	1.29		5.25		3
A.2.14.3.1.1	Design (Specials)/<10 circuits/Dispatch/TN (hours)	156.94		177.09		206.82		246.50		316.87		
A.2.14.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/TN (hours)	19.34		6.35		9.42		16.61		11.72		
A.2.14.4.1.1	PBX/<10 circuits/Dispatch/TN (hours)			32.48		70.09		53.15		54.94		1
A.2.14.4.1.2	PBX/<10 circuits/Non-Dispatch/TN (hours)	2.77	0.02	9.22	0.18	5.22		17.97		11.11	3.46	1,2,5
A.2.14.4.2.1	PBX/>=10 circuits/Dispatch/TN (hours)							68.77		124.51		
A.2.14.4.2.2	PBX/>=10 circuits/Non-Dispatch/TN (hours)	0.70		0.81		0.64	0.60	0.49		11.22		3
A.2.14.5.1.1	Centrex/<10 circuits/Dispatch/TN (hours)	5.33		17.39		4.25		7.22		8.64		
A.2.14.5.1.2	Centrex/<10 circuits/Non-Dispatch/TN (hours)	1.28		3.85	0.02	1.45		3.16		3.29	0.80	2,5
A.2.14.6.1.2	ISDN/<10 circuits/Non-Dispatch/TN (hours)	4.93	4.33	4.31	0.99	7.85		2.58		2.55		1,2
A.2.14.6.2.2	ISDN/>=10 circuits/Non-Dispatch/TN (hours)	0.71		74.17		0.72		11.50		13.03		
A.2.15.1.1.1	Residence/<10 circuits/Dispatch/TN (hours)		12.01		11.43		20.37		11.39		18.98	
A.2.15.1.1.2	Residence/<10 circuits/Non-Dispatch/TN (hours)		8.27		6.08		7.37		6.19		2.40	
A.2.15.2.1.1	Business/<10 circuits/Dispatch/TN (hours)		29.86		30.68		29.90		24.96		29.60	
	Business/<10 circuits/Non-		11.88		10.61		9.03		10.57		9.96	
A.2.15.3.1.1	Design (Specials)/<10 circuits/Dispatch/TN (hours)		199.06		320.15		641.39		70.04		40.46	1,2,3,5

Tennessee 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.2.15.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/TN (hours)		23.98		20.33		323.97		50.13		128.47	1,2,3,4
A.2.15.3.2.2	Design (Specials)/>=10 circuits/Non-Dispatch/TN (hours)								0.02			4
A.2.15.4.1.1	PBX/<10 circuits/Dispatch/TN (hours)						23.23		18.78			3,4
A.2.15.4.1.2	PBX/<10 circuits/Non-Dispatch/TN (hours)		24.08		52.72		47.53		19.25		103.95	1,2,3,4,5
A.2.15.4.2.2	PBX/>=10 circuits/Non-Dispatch/TN (hours)		14.00						14.00			1,4
A.2.15.5.1.1	Centrex/<10 circuits/Dispatch/TN (hours)		16.40		20.40		61.45					1,2,3
A.2.15.5.1.2	Centrex/<10 circuits/Non-Dispatch/TN (hours)		16.99				26.57				18.80	1,3,5
A.2.15.5.2.2	Centrex/>=10 circuits/Non-Dispatch/TN (hours)						14.00				14.00	3,5
A.2.15.6.1.1	ISDN/<10 circuits/Dispatch/TN (hours)		33.94		61.35		38.83		41.78		78.35	1,2,3,4,5
A.2.15.6.1.2	ISDN/<10 circuits/Non-Dispatch/TN (hours)		27.68		19.67		31.85		27.41		10.40	3,4,5
A.2.15.6.2.2	ISDN/>=10 circuits/Non-Dispatch/TN (hours)		0.02									1
	Service Order Accuracy											
A.2.25.1.1.1	Residence/<10 circuits/Dispatch/TN (%)		90.77%		98.86%		99.09%		98.80%		98.86%	
A.2.25.1.1.2	Residence/<10 circuits/Non-Dispatch/TN (%)		98.82%		98.56%		97.67%		99.00%		98.56%	
A.2.25.1.2.1	Residence/>=10 circuits/Dispatch/TN (%)		100.00%		100.00%		100.00%		93.33%		88.89%	2,5
A.2.25.2.1.1	Business/<10 circuits/Dispatch/TN (%)		88.82%		94.44%		93.33%		96.47%		94.12%	
A.2.25.2.1.2	Business/<10 circuits/Non-Dispatch/TN (%)		96.11%		97.22%		96.47%		96.11%		95.56%	
A.2.25.2.2.1	Business/>=10 circuits/Dispatch/TN (%)		77.78%		76.92%		100.00%		81.25%		87.50%	
A.2.25.2.2.2	Business/>=10 circuits/Non-Dispatch/TN (%)		92.59%		91.89%		63.64%		85.71%		64.00%	

Tennessee 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.2.25.3.1.1	Design (Specials)/<10 circuits/Dispatch/TN (%)		80.49%		96.47%		91.67%		92.16%		86.11%	
A.2.25.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)		91.43%		91.36%		96.61%		90.41%		97.44%	
A.2.25.3.2.1	Design (Specials)/>=10 circuits/Dispatch/TN (%)		100.00%		100.00%		100.00%				80.00%	1,2,3,5
A.2.25.3.2.2	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)		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/TN (%)	5.61%	2.14%	5.76%	1.88%	8.07%	3.42%	6.49%	2.35%	9.17%	4.59%	
A.3.1.1.2	Residence/Non-Dispatch/TN (%)	0.94%	0.00%	0.69%	0.00%	1.00%	0.51%	0.84%	0.59%	1.39%	2.17%	
A.3.1.2.1	Business/Dispatch/TN (%)	7.72%	10.23%	6.90%	8.75%	8.45%	4.85%	8.15%	10.39%	11.12%	14.06%	
A.3.1.2.2	Business/Non-Dispatch/TN (%)	2.31%	3.13%	2.28%	0.00%	3.19%	4.55%	2.78%	0.00%	1.53%	0.00%	
A.3.1.3.1	Design (Specials)/Dispatch/TN (%)	1.30%	8.33%	0.72%	0.00%	1.77%	0.00%	2.83%	0.00%	2.03%	0.00%	
A.3.1.3.2	Design (Specials)/Non-Dispatch/TN (%)	0.62%	0.00%	0.22%	0.00%	0.36%	0.00%	0.87%	0.00%	0.66%	0.00%	1,2
A.3.1.4.1	PBX/Dispatch/TN (%)	2.22%	0.00%	2.60%	0.00%	4.65%	0.00%	6.80%	0.00%	13.04%	0.00%	1,3,4,5
A.3.1.4.2	PBX/Non-Dispatch/TN (%)	2.90%	0.00%	0.00%	0.00%	1.12%	0.00%	7.06%	0.00%	5.71%	0.00%	2,3,5
A.3.1.5.1	Centrex/Dispatch/TN (%)	6.38%	0.00%	7.34%	0.00%	10.44%	0.00%	10.17%	0.00%	9.92%	0.00%	5
A.3.1.5.2	Centrex/Non-Dispatch/TN (%)	2.93%	0.00%	3.61%	0.00%	4.55%	0.00%	5.46%	0.00%	3.14%	0.00%	1,3
A.3.1.6.1	ISDN/Dispatch/TN (%)	14.15%	0.00%	9.14%	0.00%	20.44%	0.00%	12.07%	0.00%	21.05%	0.00%	1,2,3,4,5
A.3.1.6.2	ISDN/Non-Dispatch/TN (%)	1.92%	0.00%	1.83%	0.00%	2.99%	0.00%	3.54%	0.00%	4.24%	0.00%	1,2,3,4,5
	Customer Trouble Report Rate											
A.3.2.1.1	Residence/Dispatch/TN (%)	2.14%	2.24%	2.08%	2.23%	2.64%	2.92%	2.51%	3.01%	2.31%	2.52%	
A.3.2.1.2	Residence/Non-Dispatch/TN (%)	1.09%	0.56%	0.98%	0.50%	1.26%	0.66%	1.10%	0.57%	1.06%	0.48%	
A.3.2.2.1	Business/Dispatch/TN (%)	1.23%	1.45%	1.20%	1.39%	1.47%	1.94%	1.33%	1.60%	1.32%	1.52%	
A.3.2.2.2	Business/Non-Dispatch/TN (%)	0.55%	0.53%	0.48%	0.38%	0.61%	0.41%	0.64%	0.23%	0.63%	0.50%	
A.3.2.3.1	Design (Specials)/Dispatch/TN (%)	1.59%	0.13%	1.93%	0.15%	2.28%	0.19%	2.19%	0.21%	0.53%	0.17%	
A.3.2.3.2	Design (Specials)/Non-Dispatch/TN	1.68%	0.08%	1.57%	0.08%	1.93%	0.22%	2.07%	0.16%	0.39%	0.14%	
A.3.2.4.1	PBX/Dispatch/TN (%)	0.12%	0.28%	0.10%	0.00%	0.18%	0.50%	0.14%	0.17%	0.16%	0.12%	
A.3.2.4.2	PBX/Non-Dispatch/TN (%)	0.09%	0.00%	0.10%	0.31%	0.12%	0.66%	0.12%	0.00%	0.10%	0.12%	

Tennessee 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.3.2.5.1	Centrex/Dispatch/TN (%)	0.52%	0.00%	0.43%	0.00%	0.55%	0.00%	0.59%	0.00%	0.45%	0.30%	
A.3.2.5.2	Centrex/Non-Dispatch/TN (%)	0.38%	1.54%	0.30%	0.00%	0.38%	0.76%	0.43%	0.00%	0.35%	0.00%	
A.3.2.6.1	ISDN/Dispatch/TN (%)	0.23%	0.29%	0.21%	0.14%	0.24%	0.30%	0.30%	0.15%	0.24%	0.69%	
A.3.2.6.2	ISDN/Non-Dispatch/TN (%)	0.19%	0.29%	0.20%	0.36%	0.18%	0.07%	0.21%	0.23%	0.16%	0.15%	
	Maintenance Average Duration											
A.3.3.1.1	Residence/Dispatch/TN (hours)	31.71	28.98	27.50	23.07	36.50	30.09	30.51	28.37	33.12	28.89	
A.3.3.1.2	Residence/Non-Dispatch/TN (hours)	12.61	7.39	10.18	6.49	14.45	9.00	11.79	5.94	16.08	8.88	
A.3.3.2.1	Business/Dispatch/TN (hours)	11.41	7.50	10.88	10.79	11.80	9.83	10.44	8.82	11.48	12.22	
A.3.3.2.2	Business/Non-Dispatch/TN (hours)	4.34	4.34	4.13	4.36	4.41	2.18	3.28	1.36	3.07	2.67	
A.3.3.3.1	Design (Specials)/Dispatch/TN (hours)	4.78	4.92	4.80	6.50	5.49	4.24	5.90	8.99	5.80	5.52	
A.3.3.3.2	Design (Specials)/Non-Dispatch/TN (hours)	2.12	5.82	2.20	2.49	2.23	0.86	2.48	2.55	2.28	3.40	1,2
A.3.3.4.1	PBX/Dispatch/TN (hours)	6.52	1.88	6.75	0.00	7.29	5.69	9.18	14.95	11.84	4.73	1,3,4,5
A.3.3.4.2	PBX/Non-Dispatch/TN (hours)	3.93	0.00	2.96	4.33	3.47	2.61	4.39	0.00	5.32	5.95	2,3,5
A.3.3.5.1	Centrex/Dispatch/TN (hours)	11.46	0.00	12.00	0.00	11.17	0.00	12.11	0.00	12.44	2.00	5
A.3.3.5.2	Centrex/Non-Dispatch/TN (hours)	5.41	1.50	4.01	0.00	3.36	2.00	5.72	0.00	2.38	0.00	1,3
A.3.3.6.1	ISDN/Dispatch/TN (hours)	13.52	3.59	11.16	4.95	15.26	[illegible]	12.36	1.65	16.25	6.41	1,2,3,4,5
A.3.3.6.2	ISDN/Non-Dispatch/TN (hours)	2.66	2.62	3.46	5.98	[illegible]	0.30	4.06	3.21	4.11	3.35	1,2,3,4,5
	% Repeat Troubles within 30 Days											
A.3.4.1.1	Residence/Dispatch/TN (%)	18.57%	12.55%	17.81%	10.85%	19.56%	14.69%	19.19%	14.00%	18.40%	11.27%	
A.3.4.1.2	Residence/Non-Dispatch/TN (%)	15.42%	12.50%	14.26%	7.10%	15.05%	10.66%	15.41%	10.06%	14.30%	13.04%	
A.3.4.2.1	Business/Dispatch/TN (%)	14.29%	17.05%	12.78%	12.50%	13.41%	11.65%	13.47%	14.29%	13.86%	10.94%	
A.3.4.2.2	Business/Non-Dispatch/TN (%)	11.57%	6.25%	10.97%	40.91%	11.65%	9.09%	10.80%	27.27%	10.25%	0.00%	
A.3.4.3.1	Design (Specials)/Dispatch/TN (%)	19.24%	8.33%	22.72%	14.29%	25.64%	37.50%	28.15%	6.25%	24.59%	7.69%	
A.3.4.3.2	Design (Specials)/Non-Dispatch/TN (%)	18.60%	0.00%	16.48%	0.00%	20.53%	21.05%	17.05%	16.67%	17.40%	27.27%	1,2
A.3.4.4.1	PBX/Dispatch/TN (%)	7.78%	50.00%	3.90%	0.00%	5.43%	33.33%	16.50%	0.00%	8.70%	0.00%	1,3,4,5
A.3.4.4.2	PBX/Non-Dispatch/TN (%)	5.80%	0.00%	1.41%	0.00%	3.37%	0.00%	8.24%	0.00%	5.71%	100.00%	2,3,5
A.3.4.5.1	Centrex/Dispatch/TN (%)	14.89%	0.00%	14.97%	0.00%	14.44%	0.00%	16.80%	0.00%	12.12%	0.00%	5
A.3.4.5.2	Centrex/Non-Dispatch/TN (%)	12.70%	50.00%	10.04%	0.00%	7.79%	0.00%	8.91%	0.00%	12.54%	0.00%	1,3

Tennessee 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.3.4.6.1	ISDN/Dispatch/TN (%)	17.87%	0.00%	25.13%	0.00%	25.05%	25.00%	20.27%	0.00%	22.22%	11.11%	1,2,3,4,5
A.3.4.6.2	ISDN/Non-Dispatch/TN (%)	18.90%	25.00%	16.49%	0.00%	19.46%	0.00%	18.65%	0.00%	14.41%	0.00%	1,2,3,4,5
	Out of Service > 24 hours											
A.3.5.1.1	Residence/Dispatch/TN (%)	42.57%	40.49%	34.46%	32.49%	48.79%	47.12%	41.04%	42.98%	44.59%	42.07%	
A.3.5.1.2	Residence/Non-Dispatch/TN (%)	21.96%	12.22%	16.27%	9.46%	28.16%	14.81%	21.79%	8.25%	34.41%	20.55%	
A.3.5.2.1	Business/Dispatch/TN (%)	7.17%	3.85%	7.15%	5.56%	9.25%	2.82%	7.39%	12.24%	10.72%	10.87%	
A.3.5.2.2	Business/Non-Dispatch/TN (%)	1.41%	0.00%	2.70%	0.00%	4.78%	0.00%	1.45%	0.00%	1.28%	0.00%	3,4
A.3.5.3.1	Design (Specials)/Dispatch/TN (%)	1.30%	8.33%	0.72%	0.00%	1.77%	0.00%	2.83%	0.00%	2.03%	0.00%	
A.3.5.3.2	Design (Specials)/Non-Dispatch/TN (%)	0.62%	0.00%	0.22%	0.00%	0.36%	0.00%	0.87%	0.00%	0.66%	0.00%	1,2
A.3.5.4.1	PBX/Dispatch/TN (%)	2.35%	0.00%	2.74%	0.00%	3.36%	0.00%	6.86%	0.00%	13.33%	0.00%	1,3,4,5
A.3.5.4.2	PBX/Non-Dispatch/TN (%)	3.45%	0.00%	0.00%	0.00%	1.45%	0.00%	5.26%	0.00%	1.61%	0.00%	2,3,5
A.3.5.5.1	Centrex/Dispatch/TN (%)	9.49%	0.00%	8.64%	0.00%	8.37%	0.00%	10.47%	0.00%	10.37%	0.00%	5
A.3.5.5.2	Centrex/Non-Dispatch/TN (%)	2.03%	0.00%	2.19%	0.00%	1.69%	0.00%	2.42%	0.00%	0.68%	0.00%	3
A.3.5.6.1	ISDN/Dispatch/TN (%)	13.72%	0.00%	9.14%	0.00%	20.44%	0.00%	11.85%	0.00%	21.11%	0.00%	1,2,3,4,5
A.3.5.6.2	ISDN/Non-Dispatch/TN (%)	1.92%	0.00%	1.84%	0.00%	3.00%	0.00%	3.54%	0.00%	4.24%	0.00%	1,2,3,4,5
Resale - Billing												
	Invoice Accuracy											
A.4.1	TN (%)	98.50%	99.55%	98.14%	99.41%	97.89%	99.94%	91.42%	99.02%	97.04%	94.67%	
	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/TN (%)		29.84%		17.45%		14.48%		14.62%		15.07%	
B.1.1.4	Combo Other/TN (%)				3.23%							
B.1.1.5	xDSL (ADSL, HDSL and UCL)/TN (%)		26.18%		14.53%		21.43%		23.08%		18.46%	
B.1.1.6	ISDN Loop (UDN, UDC)/TN (%)		9.76%		10.17%		8.70%		15.09%		3.61%	
B.1.1.7	Line Sharing/TN (%)		17.07%		22.37%		27.66%		17.65%		19.42%	
B.1.1.8	2W Analog Loop Design/TN (%)		18.64%		15.64%		13.00%		22.15%		20.21%	
B.1.1.9	2W Analog Loop Non-Design/TN (%)		2.27%		10.42%		6.12%		13.21%		3.33%	

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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.1.1.12	2W Analog Loop w/LNP Design/TN (%)		35.00%		64.71%		36.36%		45.45%		11.11%	5
B.1.1.14	Other Design/TN (%)		12.00%		8.49%		10.18%		13.64%		19.02%	
B.1.1.15	Other Non-Design/TN (%)		26.91%		22.67%		22.26%		13.07%		9.88%	
B.1.1.17	LNP Standalone/TN (%)		12.04%		7.87%		14.14%		8.43%		4.04%	
	% Rejected Service Requests - Partially Mechanized											
B.1.2.3	Loop + Port Combinations/TN (%)		40.87%		36.28%		32.73%		32.30%		34.83%	
B.1.2.4	Combo Other/TN (%)				33.33%		0.00%				50.00%	2,3,5
B.1.2.5	xDSL (ADSL, HDSL and UCL)/TN (%)		3.57%		28.57%		8.00%		13.33%		16.00%	2
B.1.2.6	ISDN Loop (UDN, UDC)/TN (%)		4.88%		0.00%		0.00%		10.00%		0.00%	2,3,5
B.1.2.7	Line Sharing/TN (%)		61.54%		36.84%		34.48%		45.00%		41.94%	
B.1.2.8	2W Analog Loop Design/TN (%)		25.62%		17.33%		17.65%		25.58%		11.29%	
B.1.2.9	2W Analog Loop Non-Design/TN (%)		0.00%		33.33%		26.32%		29.63%		33.33%	1
B.1.2.12	2W Analog Loop w/LNP Design/TN (%)		18.06%		20.83%		13.43%		13.49%		30.28%	
B.1.2.14	Other Design/TN (%)		28.77%		13.51%		22.89%		19.32%		21.74%	
B.1.2.15	Other Non-Design/TN (%)		36.43%		35.14%		28.00%		35.16%		39.01%	
B.1.2.17	LNP Standalone/TN (%)		32.52%		11.18%		17.33%		21.88%		37.17%	
	% Rejected Service Requests - Non-Mechanized											
B.1.3.1	Switch Ports/TN (%)				0.00%							2
B.1.3.2	Local Interoffice Transport/TN (%)		57.69%						100.00%			4
B.1.3.3	Loop + Port Combinations/TN (%)		47.74%		47.57%		50.30%		55.99%		48.79%	
B.1.3.4	Combo Other/TN (%)		57.14%		42.50%		28.07%		28.85%		41.03%	
B.1.3.5	xDSL (ADSL, HDSL and UCL)/TN (%)		29.55%		14.29%		33.33%		12.50%		18.18%	4
B.1.3.6	ISDN Loop (UDN, UDC)/TN (%)		24.00%		21.74%		29.41%		0.00%		0.00%	4
B.1.3.7	Line Sharing/TN (%)		30.00%		28.57%		60.00%		100.00%		0.00%	2,3,4,5
B.1.3.8	2W Analog Loop Design/TN (%)		31.37%		31.91%		43.64%		45.83%		29.63%	
B.1.3.9	2W Analog Loop Non-Design/TN (%)		47.14%		64.10%		56.52%		48.98%		55.00%	
B.1.3.10	2W Analog Loop w/LNP Design/TN (%)								50.00%		0.00%	4,5
B.1.3.11	2W [illegible] (%)				100.00%				33.33%			2,4

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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.1.3.12	2W Analog Loop w/LNP Design/TN		28.57%		36.36%		43.75%		40.91%		41.94%	
B.1.3.13	2W Analog Loop w/LNP Non-Design/TN (%)						71.43%		66.67%			3,4
B.1.3.14	Other Design/TN (%)		30.11%		38.06%		28.57%		36.96%		38.36%	
B.1.3.15	Other Non-Design/TN (%)		31.96%		25.04%		34.89%		32.81%		35.69%	
B.1.3.16	INP Standalone/TN (%)		26.67%		33.33%		16.67%		16.22%		33.33%	
B.1.3.17	LNP Standalone/TN (%)		26.67%		20.60%		22.33%		22.69%		13.89%	
	Reject Interval - Mechanized											
B.1.4.3	Loop + Port Combinations/TN (%)		95.75%		93.78%		93.54%		95.90%		96.08%	
B.1.4.4	Combo Other/TN (%)				0.00%							2
B.1.4.5	xDSL (ADSL, HDSL and UCL)/TN (%)		100.00%		97.67%		93.94%		97.44%		100.00%	
B.1.4.6	ISDN Loop (UDN, UDC)/TN (%)		0.00%		85.71%		100.00%		87.50%		66.67%	1,2,3,4,5
B.1.4.7	Line Sharing/TN (%)		71.43%		58.82%		84.62%		58.33%		76.19%	
B.1.4.8	2W Analog Loop Design/TN (%)		78.91%		65.93%		75.00%		73.53%		81.01%	
B.1.4.9	2W Analog Loop Non-Design/TN (%)		50.00%		16.67%		75.00%		71.43%		100.00%	1,2,3,4,5
B.1.4.12	2W Analog Loop w/LNP Design/TN (%)		71.43%		100.00%		25.00%		60.00%		100.00%	1,3,4,5
B.1.4.14	Other Design/TN (%)		71.43%		50.00%		66.67%		77.78%		72.50%	
B.1.4.15	Other Non-Design/TN (%)		79.55%		75.00%		85.33%		68.18%		72.09%	
B.1.4.17	LNP Standalone/TN (%)		100.00%		100.00%		82.76%		100.00%		100.00%	5
	Reject Interval - Partially Mechanized - 10 hours											
B.1.7.3	Loop + Port Combinations/TN (%)		76.27%		97.57%		96.70%		96.30%		96.19%	
B.1.7.5	xDSL (ADSL, HDSL and UCL)/TN		100.00%		50.00%		100.00%		100.00%		50.00%	1,2,3,4,5
B.1.7.6	ISDN Loop (UDN, UDC)/TN (%)		100.00%						100.00%			1,4
B.1.7.7	Line Sharing/TN (%)		75.00%		75.00%		90.00%		91.67%		100.00%	1,2
B.1.7.8	2W Analog Loop Design/TN (%)		100.00%		84.62%		77.78%		73.91%		100.00%	3,5
B.1.7.9	2W Analog Loop Non-Design/TN (%)				60.00%		100.00%		87.50%		100.00%	2,3,4,5
B.1.7.12	2W Analog Loop w/LNP Design/TN (%)		96.15%		92.00%		100.00%		100.00%		93.94%	
B.1.7.14	Other Design/TN (%)		76.19%		100.00%		95.00%		85.00%		92.31%	
B.1.7.15	Other Non-Design/TN (%)		94.12%		100.00%		97.14%		97.83%		94.59%	
B.1.7.17	LNP Standalone/TN (%)		94.34%		74.07%		85.71%		90.91%		92.86%	
	Reject Interval - Non-Mechanized											