Appendix C

New Mexico Performance Metrics

The data in this appendix are taken from a letter from C. Jeffrey Tibbels, Attorney, Qwest, to Ms. Marlene H. Dortch, Secretary, Federal Communications Commission, WC Docket No. 03-11 (filed February 28, 2003) (Qwest February 28A Ex Parte Letter) Attach. 1 (Statewide Average Performance Summary, CO, NM, OR, SD, Aug 02-Jan 03). 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 nor 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 the data over time.

NEW MEXICO PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
PO-5B-2(c)	Elec/Manual LSRs Rec'd Via EDI, LNP, %		100%		100%		100%		100%		100%		a c d
PO-5C-(a)	Manual, Resale Aggregate, %		100%		97.67%		100%		100%		100%		
PO-5C-(b)	Manual, UBL Aggregate, %		100%		100%		100%		100%		100%		a b d e
PO-5C-(c)	Manual, LNP, %		100%		95.00%		100%		100%		100%		
PO-5D	LIS Trunk, %		100%		100%		100%		100%		100%		c e
PO-6	**Work Completion Notification Timeliness**												
PO-6A	GUI, All, Hrs:Min		0:31		0:20		0:10		0:14		0:15		
PO-6B	EDI, All, Hrs:Min		0:21		0:08		0:21		0:17		0:19		
PO-7	**Billing Completion Notification Timeliness**												
PO-7A-C	GUI, All, %		99.47%	98.48%	99.85%	99.50%	99.38%	99.34%	100%	99.31%	99.19%	99.26%	
PO-7B-C	EDI, All, %			98.48%		99.50%		99.34%		99.31%		99.26%	a b c d e
PO-8	**Jeopardy Notice Interval**												
PO-8A	Non-Designed Services, Avg Days		6	7.63		6.46	2.67	5.07	4.5	5.97	6	6.3	a b c d e
PO-8B	UBLs and LNP, Avg Days		4.6	7.63	4.41	6.46	4.63	5.07	5.5	5.97	2.89	6.3	c e
PO-8C	LIS Trunk, Avg Days			0		20							a b c d e
PO-8D	UNE-P, POTS, Avg Days			7.63	3.33	6.46		5.07		5.97		6.3	a b c d e
PO-9	**Timely Jeopardy Notices**												
PO-9A	Non-Designed Services, %		0%	27.32%	0%	24.01%	33.33%	32.89%	100%	31.21%		27.66%	a b c d e
PO-9B	UBLs and LNP, %		75.00%	27.32%	40.00%	24.01%		32.89%	0%	31.21%	71.43%	27.66%	a b c e
PO-9C	LIS Trunk, %			0%		100%		0%		0%		0%	a b c d e
PO-9D	UNE-P, POTS, %			27.32%	66.67%	24.01%	0%	32.89%	0%	31.21%		27.66%	a b c d e
PO-10	**LSR Accountability**												
PO-10	Product Aggregate, %		100%		99.99%		100%		100%		100%		
PO-15	**Number of Due Date Changes per Order**												
PO-15	All, Avg Days		0.12	0.03	0.12	0.03	0.1	0.03	0.07	0.03	0.08	0.02	
PO-16	**Timely Release Notifications**												
PO-16	All, %		100%		100%				100%		100%		a b c d e
PO-19	**Stand-Alone Test Environment (SATE) Accuracy**												
PO-19	All, %		98.89%		99.11%		97.61%		98.28%		100%		
PO-19A	Rel. 10.0, %		98.45%		99.48%		97.42%		98.46%		100%		
PO-19A	Rel. 11.0, %				100%		98.17%		97.25%		100%		a
PO-19A	Rel. 8.0, %		98.94%										b c d e
PO-19A	Rel. 9.0, %		98.94%		100%		95.77%						d e
PO-19A	Rel. VICKI, %		100%		92.31%		100%		100%		100%		

PERFORMANCE METRIC CATEGORIES

Metric Number	Metric Name
Billing	
BI-1	Time to Provide Recorded Usage Records
BI-2	Invoices Delivered within 10 Days
BI-3	Billing Accuracy - Adjustments for Errors
BI-4	Billing Completeness
BI-5	Billing Accuracy & Claims Processing
Collocation	
CP-1	Collocation Completion Interval
CP-2	Collocations Completed within Scheduled Intervals
CP-3	Collocation Feasibility Study Interval
CP-4	Collocation Feasibility Study Commitments Met
Directory Assistance	
DA-1	Speed of Answer - Directory Assistance
Database Updates	
DB-1	Time to Update Databases
DB-2	Accurate Database Updates
Electronic Gateway Availability	
GA-1	Gateway Availability - IMA-GUI
GA-2	Gateway Availability - IMA-EDI
GA-3	Gateway Availability - EB-TA
GA-4	System Availability - EXACT
GA-6	Gateway Availability - GUI - Repair
GA-7	Timely Outage Resolution Following Software Releases
Maintenance and Repair	
MR-2	Calls Answered within 20 Seconds - Interconnect Repair Ctr
MR-3	Out of Service Cleared within 24 Hours
MR-4	All Troubles Cleared within 48 Hours
MR-5	All Troubles Cleared within 4 Hours
MR-6	Mean Time to Restore
MR-7	Repair Repeat Report Rate
MR-8	Trouble Rate
MR-9	Repair Appointments Met
MR-10	Customer and Non-Qwest Related Trouble Reports
MR-11	LNP Trouble Reports Cleared within 24 Hours

Metric Number	Metric Name
Network Performance	
NI-1	Trunk Blocking
NP-1	NXX Code Activation
Order Accuracy	
OA-1	Order Accuracy, Default %
Ordering and Provisioning	
OP-2	Calls Answered within 20 Seconds - Interconnect Provisioning Center
OP-3	Installation Commitments Met
OP-4	Installation Interval
OP-5	New Service Installation Quality
OP-6A	Delayed Days for Non-Facility Reasons
OP-6B	Delayed Days for Facility Reasons
OP-7	Coordinated "Hot Cut" Interval - Unbundled Loop
OP-8	Number Portability Timeliness
OP-13	Coordinated Cuts - Unbundled Loop
OP-15A	Interval for Pending Orders Delayed
OP-15B	Number of Pending Orders Delayed for Facility Reasons
OP-17	Timeliness of Disconnects Associated with LNP Orders
Operator Services	
OS-1	Speed of Answer - Operator Services
Pre-Order/Order	
PO-1	Pre-Order/Order Response Times
PO-2	Electronic Flow-through
PO-3	LSR Rejection Notice Interval
PO-4	LSRs Rejected
PO-5	Firm Order Confirmations (FOCs) On Time
PO-6	Work Completion Notification Timeliness
PO-7	Billing Completion Notification Timeliness
PO-8	Jeopardy Notice Interval
PO-9	Timely Jeopardy Notices
PO-10	LSR Accountability
PO-15	Number of Due Date Changes per Order
PO-16	Timely Release Notifications
PO-19	Stand-Alone Test Environment (SATE) Accuracy
PO-20	Manual Service Order Accuracy

NEW MEXICO PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
PO-1A-8(a)	Resale of Qwest DSL Qual, GUI Req, Avg Sec		0.91		0.92		0.72		0.8		0.47		
PO-1A-8(b)	Resale of Qwest DSL Qual, GUI Resp, Avg Sec		5.63		6.14		8.14		6.94		7.4		
PO-1A-8Total	Resale of Qwest DSL Qual, GUI Aggregate, Avg Sec		6.54		7.06		8.86		7.74		7.87		
PO-1A-9(a)	Connecting Facility Assign, GUI Req, Avg Sec		0.44		0.54		0.36		0.27		0.27		
PO-1A-9(b)	Connecting Facility Assign, GUI Resp, Avg Sec		8.25		8.13		8.89		8.79		8.45		
PO-1A-9Total	Connecting Facility Assign, GUI Aggregate, Avg Sec		8.69		8.67		9.25		9.06		8.73		
PO-1A-10(a)	Meet Point Inquiry, GUI Req, Avg Sec		0.47		0.43		0.36		0.29		0.31		
PO-1A-10(b)	Meet Point Inquiry, GUI Resp, Avg Sec		4.87		5.19		4.96		4.91		4.81		
PO-1A-10Total	Meet Point Inquiry, GUI Aggregate, Avg Sec		5.34		5.62		5.32		5.2		5.12		
PO-1B-1	Appt. Sched, EDI Req/Resp, Avg Sec		3.55		3.54		3.34		3.36		3.39		
PO-1B-10	Meet Point Inquiry, EDI Req/Resp, Avg Sec		5.41		5.45		5.54		5.28		5.06		
PO-1B-2	Service Avail, EDI Req/Resp, Avg Sec		6.61		7.07		7.2		6.9		7.09		
PO-1B-3	Facility Check, EDI Req/Resp, Avg Sec		7.33		6.96		6.65		6.37		6.5		
PO-1B-4	Address Validation, EDI Req/Resp, Avg Sec		2.88		2.69		2.57		2.54		2.56		
PO-1B-5	Get CSR, EDI Req/Resp, Avg Sec		2.66		3.1		3.05		3.14		3.25		
PO-1B-6	TN Reserv, EDI Req/Resp, Avg Sec		5.18		5.21		5.41		5.46		5.24		
PO-1B-7	Loop Qual Tools, EDI Req/Resp, Avg Sec		7.24		7.28		7.09		6.84		7.12		
PO-1B-8	Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		5.74		6.88		6.51		5.79		6.96		
PO-1B-9	Connecting Facility Assign, EDI Req/Resp, Avg Sec		8.03		8.48		8.51		8.4		8.1		
PO-1C-1	Timeout, GUI Total, %		0.04%		0.34%		0.48%		0.26%		0.28%		
PO-1C-2	Timeout, EDI Total, %		0.24%		0.14%		0.05%		0.01%		0.07%		
PO-1D-1	Rejected Query, GUI Total, Avg Sec		1.34		1.36		1.33		1.32		1.31		
PO-1D-2	Rejected Query, EDI Total, Avg Sec		1.84		1.94		1.88		1.87		1.78		
PO-2	**Electronic Flow-through**												
PO-2A-1	GUI, LNP, %		0%		7.14%		3.70%		17.65%		25.00%		a
PO-2A-1	GUI, Resale Aggregate W/O UNE-P-POTS, %		83.67%		81.13%		77.63%		75.63%		77.85%		
PO-2A-1	GUI, UBL Aggregate, %		42.62%		20.00%		57.50%		51.38%		39.71%		
PO-2A-1	GUI, UNE-P, POTS, %		76.79%		86.96%		58.00%		58.62%		73.08%		
PO-2A-2	EDI, LNP, %		33.33%		0%		0%		0%		5.88%		a c d
PO-2A-2	EDI, Resale Aggregate W/O UNE-P-POTS, %		0%		0%		4.76%		7.69%		26.67%		a
PO-2A-2	EDI, UBL Aggregate, %		47.71%		54.18%		54.84%		48.73%		64.88%		
PO-2A-2	EDI, UNE-P, POTS, %		60.47%		57.58%		54.90%		57.79%		63.60%		

NEW MEXICO PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
DB-1A	E911, Hrs:Min		1:00		2:32		0:55		1:20		1:19		
DB-1B	LIDB, Avg Sec		1.27		1.75		1.46		1.47		1.42		
DB-1C-1	Directory Listing, Avg Sec		0.11		0.16		0.15		0.16		0.19		
DB-2	**Accurate Database Updates**												
DB-2C-1	Directory Listing, %		95.89%		98.84%		98.93%		99.20%		99.26%		
ELECTRONIC GATEWAY AVAILABILITY													
GA-1	**Gateway Availability - IMA-GUI**												
GA-1A	All, %		100%		99.33%		99.44%		99.67%		96.69%		
GA-1B	Fetch-n-Stuff, %		100%		100%		100%		100%				e
GA-1C	Data Arbiter, %		100%		100%		100%		100%				e
GA-1D	SIA, %		99.95%		100%		100%		100%		100%		
GA-2	**Gateway Availability - IMA-EDI**												
GA-2	All, %		99.80%		99.56%		99.39%		99.69%		96.69%		
GA-3	**Gateway Availability - EB-TA**												
GA-3	All, %		99.94%		100%		100%		100%		99.86%		
GA-4	**System Availability - EXACT**												
GA-4	All, %		100%		100%		100%		100%		100%		
GA-6	**Gateway Availability - GUI - Repair**												
GA-6	All, %		100%		100%		100%		100%		97.82%		
GA-7	**Timely Outage Resolution Following Software Releases**												
GA-7	All, %												a b c d e
MAINTENANCE AND REPAIR													
MR-2	**Calls Answered within Twenty Seconds - Interconnect Repair Center**												
MR-2	All, %		85.75%	86.24%	92.98%	92.32%	92.43%	90.44%	89.25%	87.11%	88.46%	83.51%	
MR-3	**Out of Service Cleared within 24 Hours**												
MR-3	Basic Rate ISDN, %	ND		100%		100%		100%		100%		100%	a b c d e
MR-3	Basic Rate ISDN, %	D		100%		100%		100%		100%		100%	a b c d e
MR-3	Business, %	ND		87.58%		93.30%		98.51%		95.73%		95.24%	a b c d e
MR-3	Business, %	D	100%	73.69%	100%	83.76%		86.33%		84.32%		90.18%	a b c d e
MR-3	Centrex 21, %	ND		94.87%		93.75%		96.30%		100%		96.77%	a b c d e
MR-3	Centrex 21, %	D		77.39%		89.87%		84.62%		82.07%		88.55%	a b c d e
MR-3	Centrex, %	ND		100%		100%		66.67%		100%		100%	a b c d e
MR-3	Centrex, %	D		83.33%		92.31%		91.67%		85.71%		96.00%	a b c d e

NEW MEXICO PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-15A	UBL - DS1 Capable, Avg Days		0	68.81		61.08		65.53	16	77.39	38	103.95	a b c d e
OP-15A	UBL - DS3 Capable, Avg Days			36.83		44.5		50.57		41.6		41.5	a b c d e
OP-15A	UBL - Analog, Avg Days			125.31		136.08	0	153.93	19	157.06		175.2	a b c d e
OP-15A	UBL - ISDN Capable, Avg Days		10	142.14	9	172.23	10	104.95	5.5	83.94	13.67	117.93	a b c d e
OP-15A	UDIT Above DS1 Level, Avg Days			36.83		44.5		50.57		41.6		41.5	a b c d e
OP-15A	UDIT DS1, Avg Days			68.81		61.08		65.53		77.39		103.95	a b c d e
OP-15A	UNE-P, POTS, Avg Days		25	149.79	0.33	123.51	2	147.5		150.98	12	172.01	a b c d e
OP-15A	UNE-P, Centrex, Avg Days			31.22		130.5		96.67		162		120.67	a b c d e
OP-15A	UNE-P, Centrex 21, Avg Days			179.33		140.4		104.78		111.8		106.1	a b c d e
OP-15B	**Pending Orders Delayed for Facilities Reasons**												
OP-15B	Basic Rate ISDN			9		6		8		3		3	a b c d e
OP-15B	Business			103		98		87		101		88	a b c d e
OP-15B	Centrex			1		2		3		2		1	a b c d e
OP-15B	Centrex 21			6		6		6		6		5	a b c d e
OP-15B	DS0			1		1		0		0		0	a b c d e
OP-15B	DS1			24		32		28		17		13	a b c d e
OP-15B	DS3			4		3		5		2		1	a b c d e
OP-15B	Frame Relay			5		6		8		2		2	a b c d e
OP-15B	ISDN Primary			14		7		1		0		3	a b c d e
OP-15B	Line Sharing		6		1				1				a b c d e
OP-15B	LIS Trunk												a b c d e
OP-15B	PBX			1		1		1		2		1	a b c d e
OP-15B	Residence		1	744	1	720	1	688	1	720	0	666	a b c d e
OP-15B	UBL - 2-wire		1	9	3	6	1	8	2	3		3	a b c d e
OP-15B	UBL - 4-wire			24		32		28		17		13	a b c d e
OP-15B	UBL - DS1 Capable		1	24		32		28	1	17	0	13	a b c d e
OP-15B	UBL - DS3 Capable			4		3		5		2		1	a b c d e
OP-15B	UBL - Analog			477		454	10	427	1	447		411	a b c d e
OP-15B	UBL - ISDN Capable		2	9	2	6	1	8	2	3	3	3	a b c d e
OP-15B	UDIT Above DS1 Level			4		3		5		2		1	a b c d e
OP-15B	UDIT DS1			24		32		28		17		13	a b c d e
OP-15B	UNE-P, POTS		0	847	1	818	0	775		821	0	754	a b c d e

NEW MEXICO PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
MR-4	Residence, %	D	100%	90.19%	100%	94.04%	100%	97.19%	100%	96.15%	100%	98.27%	e
MR-4	UBL - 2-wire, %		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	b c d
MR-4	UBL - ADSL Qualified, %			93.65%		94.83%		98.00%		96.30%		98.15%	a b c d e
MR-4	UBL - Analog, %		100%	91.54%	100%	95.03%	100%	97.50%	100%	96.62%	100%	98.46%	
MR-4	UBL - ISDN Capable, %		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	a c d e
MR-4	UNE-P, POTS, %	ND	100%	96.99%	100%	98.93%	100%	99.54%	100%	98.90%	100%	99.37%	
MR-4	UNE-P, POTS, %	D	100%	90.44%	93.94%	94.15%	94.74%	97.11%	90.63%	96.20%	96.15%	98.27%	
MR-4	UNE-P, Centrex, %	ND		100%		100%		100%		100%		100%	a b c d e
MR-4	UNE-P, Centrex, %	D		92.86%		96.55%		92.31%		95.65%		100%	a b c d e
MR-4	UNE-P, Centrex 21, %	ND		100%		98.77%		98.21%		100%		100%	a b c d e
MR-4	UNE-P, Centrex 21, %	D		93.03%		97.60%		97.97%		94.51%		98.78%	a b c d e
MR-5	**All Troubles Cleared within 4 Hours**												
MR-5	DS0, %			85.90%	100%	91.90%		94.81%		82.11%		89.66%	a b c d e
MR-5	DS1, %		50.00%	76.38%	100%	87.03%	80.00%	82.28%	100%	82.96%	100%	91.14%	a b c d e
MR-5	DS3, %			100%		100%		88.89%		100%		100%	a b c d e
MR-5	E911, %			100%								100%	a b c d e
MR-5	Frame Relay, %			84.04%		87.06%		80.70%		90.16%		88.24%	a b c d e
MR-5	ISDN Primary, %			94.74%		91.67%		100%		100%		100%	a b c d e
MR-5	LIS Trunk, %		100%	100%	100%	85.71%	100%	100%	100%	100%	100%	100%	a b c d e
MR-5	UBL - 4-wire, %			76.38%		87.03%		82.28%		82.96%		91.14%	a b c d e
MR-5	UBL - DS1 Capable, %			76.38%	33.33%	87.03%	100%	82.28%	100%	82.96%	0%	91.14%	a b c d e
MR-5	UBL - DS3 Capable, %			100%		100%		88.89%		100%		100%	a b c d e
MR-5	UDIT Above DS1 Level, %		100%	100%	100%	100%		88.89%		100%		100%	a b c d e
MR-5	UDIT DS1, %			76.38%	100%	87.03%		82.28%	100%	82.96%		91.14%	a b c d e
MR-6	**Mean Time to Restore**												
MR-6	Basic Rate ISDN, Hrs:Min	ND		0:59		0:50		0:22		0:52		0:29	a b c d e
MR-6	Basic Rate ISDN, Hrs:Min	D		2:48		3:46		3:18		2:59		2:50	a b c d e
MR-6	Business, Hrs:Min	ND	2:44	7:46	1:06	4:28	0:01	3:59		4:05	0:03	4:47	a b c d e
MR-6	Business, Hrs:Min	D	8:00	19:34	12:35	15:45	3:18	17:01		15:24		12:25	a b c d e
MR-6	Centrex 21, Hrs:Min	ND		5:32		7:14		6:43		4:20		3:45	a b c d e
MR-6	Centrex 21, Hrs:Min	D		18:37		13:28		15:16		16:50		11:42	a b c d e
MR-6	Centrex, Hrs:Min	ND		4:28		1:51		8:46		5:36		3:04	a b c d e

NEW MEXICO PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-6B	**Delayed Days for Facility Reasons**												
OP-6B	Basic Rate ISDN, Avg Days	ND											a b c d e
OP-6B	Basic Rate ISDN, Avg Days	D											a b c d e
OP-6B	Basic Rate ISDN, Avg Days			382		18		25		15.15		11.67	a b c d e
OP-6B	Business, Avg Days	ND		9		1				4		35	a b c d e
OP-6B	Business, Avg Days	D		9.16		10.07		9.75		7.77		11.65	a b c d e
OP-6B	Centrex 21, Avg Days	D		2		4.6		5		7.5		38	a b c d e
OP-6B	Centrex, Avg Days	D						1		11.67		26	a b c d e
OP-6B	DS0, Avg Days	D											a b c d e
OP-6B	DS0, Avg Days												a b c d e
OP-6B	DS1, Avg Days			37.8		16		24.78		13.42		20.73	a b c d e
OP-6B	DS3, Avg Days					15				20		72	a b c d e
OP-6B	Frame Relay, Avg Days			16		23		39		16.57		22.6	a b c d e
OP-6B	ISDN Primary, Avg Days					41.14		33		13.13		9.07	a b c d e
OP-6B	Line Sharing, Avg Days	ND	10.5	353.75		58.39	8.5	13.17		12.11		8.82	a b c d e
OP-6B	Line Sharing, Avg Days	D		17.65		15.47		12.3		11.67		12.68	a b c d e
OP-6B	LIS Trunk, Avg Days												a b c d e
OP-6B	PBX, Avg Days	D											a b c d e
OP-6B	PBX, Avg Days											9	a b c d e
OP-6B	Qwest DSL, Avg Days	ND											a b c d e
OP-6B	Qwest DSL, Avg Days	D											a b c d e
OP-6B	Residence, Avg Days	ND		362.59		61.76		13.17		14.43		7.19	a b c d e
OP-6B	Residence, Avg Days	D		18.88		16.56	4	12.89	4	12.32	1	12.93	a b c d e
OP-6B	UBL - 2-wire, Avg Days			382	2	18		25		15.15	1	11.67	a b c d e
OP-6B	UBL - 4-wire, Avg Days			37.8		16		24.78		13.42		20.73	a b c d e
OP-6B	UBL - ADSL Qualified, Avg Days												a b c d e
OP-6B	UBL - DS1 Capable, Avg Days			37.8	6	16		24.78		13.42	1	20.73	a b c d e
OP-6B	UBL - DS3 Capable, Avg Days					15				20		72	a b c d e
OP-6B	UBL - Analog, Avg Days	D											a b c d e
OP-6B	UBL - Analog, Avg Days			17.65	9	15.47		12.3		11.67		12.68	a b c d e
OP-6B	UBL - ISDN Capable, Avg Days		12	382	6.67	18	2	25		15.15		11.67	a b c d e
OP-6B	UDIT Above DS1 Level, Avg Days					15				20		72	a b c d e

NEW MEXICO PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
MR-7	Basic Rate ISDN, %	D		31.58%		16.00%		23.81%		6.45%		8.33%	a b c d e
MR-7	Business, %	ND	0%	12.88%	0%	14.18%	100%	10.51%		11.81%	0%	10.65%	a b c d e
MR-7	Business, %	D	0%	14.22%	0%	13.54%	0%	13.25%		14.20%		11.81%	a b c d e
MR-7	Centrex 21, %	ND		15.94%		8.64%		17.86%		13.73%		18.18%	a b c d e
MR-7	Centrex 21, %	D		11.34%		17.06%		13.16%		11.18%		10.65%	a b c d e
MR-7	Centrex, %	ND		12.50%		0%		0%		0%		0%	a b c d e
MR-7	Centrex, %	D		11.90%		6.90%		14.81%		29.17%		3.33%	a b c d e
MR-7	DS0, %			24.23%	33.33%	24.76%		23.38%		13.82%		14.66%	a b c d e
MR-7	DS1, %		0%	31.90%	33.33%	28.24%	60.00%	16.03%	50.00%	16.30%	0%	12.24%	a b c d e
MR-7	DS3, %			22.22%		12.50%		0%		25.00%		0%	a b c d e
MR-7	E911, %			0%								0%	a b c d e
MR-7	Frame Relay, %			24.47%		25.88%		15.79%		14.75%		10.29%	a b c d e
MR-7	ISDN Primary, %			36.84%		12.50%		0%		14.29%		7.69%	a b c d e
MR-7	Line Sharing, %	ND	20.00%	30.00%	36.36%	43.24%	42.86%	26.47%	48.00%	18.18%	14.29%	9.76%	a c e
MR-7	Line Sharing, %	D	0%	39.13%	46.15%	38.10%	0%	18.75%	33.33%	20.00%	25.00%	0%	a c d e
MR-7	LIS Trunk, %		14.29%	20.00%	50.00%	0%	0%	0%	0%	0%	0%	0%	a b c d e
MR-7	PBX, %	ND	0%	9.72%	100%	15.00%	0%	5.26%	100%	5.88%		14.71%	a b c d e
MR-7	PBX, %	D	0%	12.50%		13.64%	0%	23.33%		16.13%	0%	17.24%	a b c d e
MR-7	Qwest DSL, %			33.33%		41.38%		24.00%		18.52%		7.41%	a b c d e
MR-7	Residence, %	ND	0%	14.00%	0%	10.50%	0%	12.96%	0%	12.12%		9.73%	a b c d e
MR-7	Residence, %	D	16.00%	16.62%	20.00%	14.24%	11.76%	14.24%	0%	13.92%	0%	11.87%	e
MR-7	UBL - 2-wire, %		20.00%	24.00%	16.67%	16.44%	0%	20.83%	0%	13.11%	0%	8.93%	b c d
MR-7	UBL - 4-wire, %			31.90%		28.24%		16.03%		16.30%		12.24%	a b c d e
MR-7	UBL - ADSL Qualified, %			33.33%		41.38%		24.00%		18.52%		7.41%	a b c d e
MR-7	UBL - DS1 Capable, %			31.90%	66.67%	28.24%	0%	16.03%	0%	16.30%	0%	12.24%	a b c d e
MR-7	UBL - DS3 Capable, %			22.22%		12.50%		0%		25.00%		0%	a b c d e
MR-7	UBL - Analog, %		0%	15.93%	4.00%	13.59%	4.00%	13.90%	4.17%	13.67%	8.33%	11.53%	
MR-7	UBL - ISDN Capable, %		0%	24.00%	30.00%	16.44%	12.50%	20.83%	25.00%	13.11%	0%	8.93%	a c d e
MR-7	UDIT Above DS1 Level, %		0%	22.22%	0%	12.50%		0%		25.00%		0%	a b c d e
MR-7	UDIT DS1, %			31.90%	33.33%	28.24%		16.03%	20.00%	16.30%		12.24%	a b c d e
MR-7	UNE-P, POTS, %	ND	10.00%	13.87%	12.90%	11.04%	18.42%	12.60%	22.22%	12.08%	4.76%	9.90%	
MR-7	UNE-P, POTS, %	D	13.04%	16.33%	20.00%	14.16%	12.50%	14.14%	20.59%	13.95%	14.29%	11.86%	

NEW MEXICO PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-5*	E911, %							100%		100%			a b c d e
OP-5*	Frame Relay, %			95.92%		99.10%		98.48%		96.36%			a b c d e
OP-5*	ISDN Primary, %			99.17%		96.84%		97.20%		96.97%			a b c d e
OP-5*	Line Sharing, %		96.46%	87.62%	99.22%	92.10%	99.22%	91.58%	94.17%	91.04%			e
OP-5*	LIS Trunk, %		88.89%	100%	100%	91.67%	100%	96.55%	100%	89.47%			b e
OP-5*	PBX, %			95.65%	100%	100%	100%	95.83%		94.44%			a b c d e
OP-5*	Qwest DSL, %		100%	100%	100%	100%		100%		100%			a b c d e
OP-5*	Residence, %		91.22%	87.71%	94.55%	91.96%	94.00%	91.46%	92.80%	91.05%			e
OP-5*	UBL - 2-wire, %		93.10%	89.29%	100%	98.98%	100%	97.44%	97.44%	97.30%			e
OP-5*	UBL - 4-wire, %			94.44%		93.46%		94.06%		94.36%			a b c d e
OP-5*	UBL - ADSL Qualified, %			100%		100%		100%		100%			a b c d e
OP-5*	UBL - DS1 Capable, %		100%	94.44%	100%	93.46%	100%	94.06%	100%	94.36%			a b c d e
OP-5*	UBL - DS3 Capable, %			100%		97.44%		95.00%		94.74%			a b c d e
OP-5*	UBL - Analog, %		99.60%	67.25%	99.25%	80.53%	99.21%	79.11%	99.39%	77.49%			e
OP-5*	UBL - ISDN Capable, %		91.67%	89.29%	95.24%	98.98%	95.00%	97.44%	100%	97.30%			e
OP-5*	UDIT Above DS1 Level, %		100%	100%	100%	97.44%		95.00%		94.74%			a b c d e
OP-5*	UDIT DS1, %		100%	94.44%	100%	93.46%	100%	94.06%	100%	94.36%			a b c d e
OP-5*	UNE-P, POTS, %		88.06%	87.62%	89.60%	92.10%	93.09%	91.58%	93.98%	91.04%			e
OP-5*	UNE-P, Centrex, %			70.00%		91.67%		75.00%		75.00%			a b c d e
OP-5*	UNE-P, Centrex 21, %			75.42%		93.89%		93.28%		84.69%			a b c d e
OP-6A	**Delayed Days for Non-Facility Reasons**												
OP-6A	Basic Rate ISDN, Avg Days	ND											a b c d e
OP-6A	Basic Rate ISDN, Avg Days	D											a b c d e
OP-6A	Basic Rate ISDN, Avg Days			9.73		21		9		2.75		6.75	a b c d e
OP-6A	Business, Avg Days	ND		2.33		12.25		6.5		16		6.75	a b c d e
OP-6A	Business, Avg Days	D		9.09		4.9		3		3.14		4.18	a b c d e
OP-6A	Centrex 21, Avg Days	ND				10							a b c d e
OP-6A	Centrex 21, Avg Days	D		1		1.67		8.5		6		1.6	a b c d e
OP-6A	Centrex, Avg Days	D				1		1					a b c d e
OP-6A	DS0, Avg Days	D											a b c d e
OP-6A	DS0, Avg Days			3.33		21.5				6		6.5	a b c d e
OP-6A	DS1, Avg Days			37.25		18.08		20.7		22.84		18.44	a b c d e

NEW MEXICO PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
MR-7*	UBL - ISDN Capable, %		0%	31.82%	26.32%	10.26%	14.29%	22.22%	33.33%	3.23%			a c d e
MR-7*	UDIT Above DS1 Level, %		0%	0%	0%	14.29%		0%		0%			a b c d e
MR-7*	UDIT DS1, %			34.15%	33.33%	29.84%		16.37%	25.00%	18.66%			a b c d e
MR-7*	UNE-P, POTS, %	ND	9.09%	15.38%	12.50%	12.30%	5.26%	12.71%	17.65%	14.37%			e
MR-7*	UNE-P, POTS, %	D	13.64%	16.08%	18.52%	13.76%	15.63%	13.84%	17.24%	13.98%			e
MR-7*	UNE-P, Centrex, %	ND		0%		0%		0%		0%			a b c d e
MR-7*	UNE-P, Centrex, %	D		8.57%		8.33%		13.64%		28.57%			a b c d e
MR-7*	UNE-P, Centrex 21, %	ND		14.71%		10.64%		25.93%		20.00%			a b c d e
MR-7*	UNE-P, Centrex 21, %	D		11.62%		17.22%		13.33%		11.19%			a b c d e
MR-8	**Trouble Rate**												
MR-8	Basic Rate ISDN, %		0%	1.31%	0%	1.26%	0%	1.24%	0%	1.04%	0%	0.96%	a b c d e
MR-8	Business, %		0.88%	1.30%	0.82%	1.16%	0.57%	0.82%	0%	0.87%	0.29%	0.81%	
MR-8	Centrex 21, %		0%	0.90%	0%	0.95%	0%	0.60%	0%	0.63%	0%	0.68%	
MR-8	Centrex, %			0.68%		0.51%		0.39%		0.36%		0.48%	a b c d e
MR-8	DS0, %		0%	0.71%	1.08%	0.66%	0%	0.48%	0%	0.39%	0%	0.36%	
MR-8	DS1, %		4.55%	2.41%	6.38%	2.54%	10.64%	1.72%	4.17%	1.95%	2.17%	1.71%	
MR-8	DS3, %			1.15%		1.01%		1.14%		0.50%		1.25%	a b c d e
MR-8	E911, %		0%	0.30%	0%	0%	0%	0%	0%	0%	0%	0.30%	
MR-8	Frame Relay, %			2.72%		2.46%		1.65%		1.76%		1.98%	a b c d e
MR-8	ISDN Primary, %		0%	0.04%	0%	0.06%	0%	0.03%	0%	0.03%	0%	0.03%	
MR-8	Line Sharing, %		0.98%	2.20%	1.83%	1.96%	0.72%	1.51%	2.11%	1.47%	0.71%	1.29%	
MR-8	LIS Trunk, %		0.03%	0.01%	0.01%	0.02%	0.01%	0.01%	0%	0.02%	0.02%	0.01%	
MR-8	PBX, %		0.44%	0.43%	0.20%	0.31%	0.40%	0.18%	0.19%	0.24%	0.20%	0.23%	
MR-8	Qwest DSL, %			2.07%		1.96%		1.74%		0.96%		1.98%	a b c d e
MR-8	Residence, %		2.90%	2.43%	1.70%	2.16%	1.68%	1.68%	1.65%	1.62%	0.95%	1.41%	
MR-8	UBL - 2-wire, %		1.59%	1.31%	0.38%	1.26%	0.45%	1.24%	0.64%	1.04%	0.76%	0.96%	
MR-8	UBL - 4-wire, %			2.41%		2.54%		1.72%		1.95%		1.71%	a b c d e
MR-8	UBL - ADSL Qualified, %			2.07%		1.96%		1.74%		0.96%		1.98%	a b c d e
MR-8	UBL - DS1 Capable, %		0%	2.41%	6.98%	2.54%	2.27%	1.72%	5.77%	1.95%	1.69%	1.71%	
MR-8	UBL - DS3 Capable, %			1.15%		1.01%		1.14%		0.50%		1.25%	a b c d e
MR-8	UBL - Analog, %		0.73%	2.20%	0.62%	1.96%	0.59%	1.51%	0.53%	1.47%	0.76%	1.29%	
MR-8	UBL - ISDN Capable, %		1.12%	1.31%	3.74%	1.26%	1.50%	1.24%	0.74%	1.04%	0.92%	0.96%	

NEW MEXICO PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-4	Line Sharing, Avg Days	ND	3	4.82	3	3.77	3.11	3.59	3	3.65	3.04	3.5	
OP-4	Line Sharing, Avg Days	D		6.52		5.97		5.79		5.88		5.79	a b c d e
OP-4	LIS Trunk, Avg Days		13.38	16.5	15.2	30.58	16.78	25.91	15.42	18.8	14.5	13	a b e
OP-4	PBX, Avg Days	ND		2		3				0		5	a b c d e
OP-4	PBX, Avg Days	D		3.6		9.4		3.86		4.5		3.75	a b c d e
OP-4	PBX, Avg Days			12.26	3	10.6		9.9		15.3		10.22	a b c d e
OP-4	Qwest DSL, Avg Days	ND	5	4.93		4.89		4.89		4.88		4.89	a b c d e
OP-4	Qwest DSL, Avg Days	D		6.18		6.01		5.63		5.5		5.86	a b c d e
OP-4	Qwest DSL, Avg Days			13		5.33		8		2		2.5	a b c d e
OP-4	Residence, Avg Days	ND	3	4.85	3.01	3.79	3	3.6	2.98	3.64	2.96	3.51	
OP-4	Residence, Avg Days	D	4.8	6.47	4.17	5.92	3.53	5.43	4.18	5.85	4.28	5.67	
OP-4	UBL - 2-wire, Avg Days		3.88	13.1	4.02	10.31	3.74	8.45	4.63	11.04	3.76	8.06	
OP-4	UBL - 4-wire, Avg Days			16.51		17.05		19.78		17.49	4	15.56	a b c d e
OP-4	UBL - ADSL Qualified, Avg Days			6.18		6.03		5.63		5.5		5.86	a b c d e
OP-4	UBL - DS1 Capable, Avg Days		18	16.51	10.67	17.05	7	19.78	6.75	17.49	7.43	15.56	a b c d e
OP-4	UBL - DS3 Capable, Avg Days			16.59		18.92		10.38		19.91		30.88	a b c d e
OP-4	UBL - Analog, Avg Days	ND											a b c d e
OP-4	UBL - Analog, Avg Days	D											a b c d e
OP-4	UBL - Analog, Avg Days		5.62	6.52	5.64	5.97	5.05	5.79	5.37	5.88	4.95	5.79	
OP-4	UBL - Conditioned, Avg Days		7.08		8.67		10		3.5		9.5		c d e
OP-4	UBL - ISDN Capable, Avg Days		5.05	13.1	4.53	10.31	4.07	8.45	4.24	11.04	4.24	8.06	
OP-4	UDIT Above DS1 Level, Avg Days		11	16.59		18.92		10.38		19.91		30.88	a b c d e
OP-4	UDIT DS1, Avg Days		5	16.51		17.05	6	19.78		17.49	3	15.56	a b c d e
OP-4	UNE-P, POTS, Avg Days	ND	3.5	4.82	2.92	3.77	3.31	3.59	3.31	3.65	3.22	3.5	
OP-4	UNE-P, POTS, Avg Days	D	7.2	6.52	4.69	5.97	4.25	5.79	3.93	5.88	5.06	5.79	
OP-4	UNE-P, Centrex, Avg Days	ND		0									a b c d e
OP-4	UNE-P, Centrex, Avg Days	D		3		6.3		3.2		11.9		9	a b c d e
OP-4	UNE-P, Centrex 21, Avg Days	ND		3.81		3.06		2.69		3.45		2.6	a b c d e
OP-4	UNE-P, Centrex 21, Avg Days	D		6.64		6.5		4.9		8.35		6.67	a b c d e
OP-5	**New Service Installation Quality**												
OP-5	Basic Rate ISDN, %			88.10%		94.90%		94.87%		97.30%		90.48%	a b c d e
OP-5	Business, %		95.24%	83.10%	100%	92.82%	100%	90.28%	100%	88.53%	100%	88.29%	c d e

NEW MEXICO PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
MR-9	**Repair Appointments Met**												
MR-9	Basic Rate ISDN, %	ND						100%				100%	a b c d e
MR-9	Basic Rate ISDN, %	D											a b c d e
MR-9	Business, %	ND	100%	96.32%	100%	96.91%	100%	98.05%		97.47%	100%	95.53%	a b c d e
MR-9	Business, %	D	100%	85.28%	100%	87.13%	100%	87.78%		88.64%		90.29%	a b c d e
MR-9	Centrex 21, %	ND		98.55%		90.12%		89.29%		98.04%		98.48%	a b c d e
MR-9	Centrex 21, %	D		78.54%		80.56%		80.92%		81.18%		87.57%	a b c d e
MR-9	Centrex, %	ND		93.75%		100%		100%		66.67%		100%	a b c d e
MR-9	Centrex, %	D		70.73%		70.37%		73.08%		56.52%		90.00%	a b c d e
MR-9	PBX, %	ND		100%		100%		33.33%		100%		100%	a b c d e
MR-9	PBX, %	D		71.43%		66.67%	0%	66.67%		76.19%	100%	77.27%	a b c d e
MR-9	Residence, %	ND	100%	97.64%	100%	97.99%	100%	99.06%	100%	98.28%		98.44%	a b c d e
MR-9	Residence, %	D	100%	92.91%	100%	93.16%	100%	93.34%	100%	92.95%	100%	95.08%	e
MR-9	UNE-P, POTS, %	D	89.13%	92.01%	80.00%	92.48%	87.50%	92.77%	91.18%	92.46%	89.29%	94.53%	
MR-9	UNE-P, POTS, %	ND	95.00%	97.48%	100%	97.83%	97.37%	98.91%	96.30%	98.16%	100%	97.91%	
MR-10	**Customer and Non-Qwest Related Trouble Reports**												
MR-10	Basic Rate ISDN, %			33.63%		43.41%		40.00%		33.70%		43.43%	a b c d e
MR-10	Business, %		25.00%	29.09%	25.00%	29.75%	33.33%	30.59%	100%	28.37%	66.67%	32.68%	a b c d e
MR-10	Centrex 21, %			34.17%		30.04%	100%	35.60%		33.03%		27.24%	a b c d e
MR-10	Centrex, %			15.94%		28.33%		10.81%		23.08%		25.00%	a b c d e
MR-10	DS0, %			31.00%	0%	29.77%		43.17%		30.90%		27.95%	a b c d e
MR-10	DS1, %		0%	23.11%	25.00%	26.48%	0%	33.24%	33.33%	23.51%	66.67%	28.61%	a b c d e
MR-10	DS3, %			30.77%		11.11%		40.00%		42.86%		33.33%	a b c d e
MR-10	E911, %			0%						100%		0%	a b c d e
MR-10	Frame Relay, %			24.80%		30.89%		25.00%		22.78%		22.73%	a b c d e
MR-10	ISDN Primary, %			24.00%		38.46%		31.82%		17.65%		43.48%	a b c d e
MR-10	LIS Trunk, %		0%	37.50%	50.00%	30.00%	0%	33.33%	75.00%	18.18%	14.29%	33.33%	a b c d e
MR-10	PBX, %		0%	23.08%	0%	34.38%	33.33%	33.78%	0%	32.99%	0%	32.26%	a b c d e
MR-10	Qwest DSL, %			41.12%		47.75%		50.98%		67.86%		65.38%	a b c d e
MR-10	Residence, %		22.22%	30.24%	26.09%	31.28%	35.71%	30.19%	25.00%	31.69%	33.33%	29.60%	
MR-10	UBL - 2-wire, %		19.35%	33.63%	40.00%	43.41%	0%	40.00%	0%	33.70%	25.00%	43.43%	b c d
MR-10	UBL - 4-wire, %			23.11%		26.48%		33.24%		23.51%		28.61%	a b c d e

NEW MEXICO PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-3	Business, %	D		93.07%	100%	92.49%	100%	91.24%	100%	92.38%		92.92%	a b c d e
OP-3	Centrex 21, %	ND		100%		97.37%		100%		100%		100%	a b c d e
OP-3	Centrex 21, %	D		92.77%		93.94%		95.12%		93.15%		94.57%	a b c d e
OP-3	Centrex, %	ND		100%									a b c d e
OP-3	Centrex, %	D		100%		90.00%		60.00%		70.00%		83.33%	a b c d e
OP-3	DS0, %	ND											a b c d e
OP-3	DS0, %	D						100%					a b c d e
OP-3	DS0, %			82.35%		92.31%		100%		85.71%		71.43%	a b c d e
OP-3	DS1, %			87.07%		84.95%		81.76%		76.38%		78.41%	a b c d e
OP-3	DS3, %			90.91%		90.00%		90.00%		90.00%		64.29%	a b c d e
OP-3	E911, %												a b c d e
OP-3	Frame Relay, %			87.86%		74.29%		83.02%		69.81%		61.90%	a b c d e
OP-3	ISDN Primary, %	ND				100%		100%					a b c d e
OP-3	ISDN Primary, %	D						0%					a b c d e
OP-3	ISDN Primary, %			60.00%		24.14%		53.85%		59.65%		38.37%	a b c d e
OP-3	Line Sharing, %	ND	98.91%	99.15%	99.17%	99.19%	99.12%	99.37%	100%	99.12%	99.41%	99.11%	
OP-3	Line Sharing, %	D		92.53%		92.46%		92.18%		92.73%		93.54%	a b c d e
OP-3	LIS Trunk, %		100%	90.00%	100%	77.78%	100%	100%	100%	95.83%	100%		a b e
OP-3	PBX, %	ND		100%		100%				100%		0%	a b c d e
OP-3	PBX, %	D		100%		100%		100%		66.67%		100%	a b c d e
OP-3	PBX, %			86.96%	100%	70.00%		70.00%		44.44%		55.56%	a b c d e
OP-3	Qwest DSL, %	ND	100%	98.98%		99.76%		99.47%		99.38%		99.27%	a b c d e
OP-3	Qwest DSL, %	D		91.75%		91.30%		96.51%		90.14%		95.00%	a b c d e
OP-3	Qwest DSL, %			50.00%		66.67%		100%		0%		100%	a b c d e
OP-3	Residence, %	ND	100%	99.19%	100%	99.25%	100%	99.37%	100%	99.21%	100%	99.14%	
OP-3	Residence, %	D	98.36%	92.40%	98.46%	92.45%	93.02%	92.38%	92.11%	92.80%	97.87%	93.68%	
OP-3	UBL - 2-wire, %		98.46%	85.57%	96.49%	86.32%	100%	89.29%	97.14%	80.90%	98.15%	90.91%	
OP-3	UBL - 4-wire, %			87.07%		84.95%		81.76%		76.38%	100%	78.41%	a b c d e
OP-3	UBL - ADSL Qualified, %			91.75%		90.43%		96.51%		90.14%		95.00%	a b c d e
OP-3	UBL - DS1 Capable, %		0%	87.07%	50.00%	84.95%	100%	81.76%	100%	76.38%	87.50%	78.41%	a b c d e
OP-3	UBL - DS3 Capable, %			90.91%		90.00%		90.00%		90.00%		64.29%	a b c d e
OP-3	UBL - Analog, %	ND											a b c d e