

Appendix C

Missouri Performance Metrics

All data included here is taken from the Missouri Hit or Miss Report (HOMR). 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 than others, in making our determination. The inclusion of the 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.

AGGREGATE METRICS

Metric No.	Metric Name
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*Resale POTS, Resale Specials, and UNES**Pre-Ordering/Ordering*

1	Average Response Time for OSS Pre-Order Interfaces
1.1	Average Response Time for Manual Loop Makeup Info.
1.2	Accuracy of Actual Loop Makeup Information for DSL
2	Percent Responses Received within "X" seconds
4	OSS Interface Availability
5	Percent FOC returned on time for LSR requests
7.1	Percent Mechanized Completion Notifications Available within one Day of Work Completion
9	Percent Rejects
10	Percent Mechanized Rejects Returned within one hour of receipt of LSR
10.2	Percentage of Orders that receive SWBT-caused Jeopardy Notifications
11	Mean Time to Return Mechanized Rejects
11.2	Average SWBT-caused Jeopardy Notification Interval
13	Order Process Percent Flow-Through

Billing

14	Billing Accuracy
15	Percent of Accurate and Complete Formatted Mechanized Electronic Bills via EDI or BDT
16	Percent of Accurate Usage Records transmitted via the "Extract Return File" procedure
17	Billing Completeness
17.1	Service Order Posting
18	Mechanized Electronic Billing Timeliness EDI and BDT
19	DUF Timeliness

*Resale POTS and UNE-P**Provisioning*

27	Mean Installation Interval
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Metric No.	Metric Name
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28	Percent POTS/UNE-P Installations Completed Within Customer Requested Due Date
29	Percent SWBT Caused Missed Due Dates
32	Average Delay Days for SWBT Caused Missed Due Dates
35	Percent POTS/UNE-P Trouble Reported within 10 Days of Installation
35.1	Percent UNE-P Trouble Reports on Completion Date

Maintenance

37	Trouble Report Rate
37.1	Trouble Report Rate net of Installation and Repeat Reports
38	Percent Missed Repair Commitments
39	Mean Time to Restore
40	Percent Out of Service < 24 Hours
41	Percent Repeat Reports

*Resale Specials and UNE-P**Provisioning*

43	Average Installation Interval
45	Percent SWBT Caused Missed Due Dates
46	Percent Trouble Reports within 30 Days of Installation

Maintenance

52	Mean Time to Restore
53	Percent Repeat Reports
54	Trouble Report Rate

*UNE Loops**Provisioning*

55	Average Installation Interval
55.1	Average Installation Interval – DSL
55.2	Average Installation Interval for Loop with LNP
56	Percent Installations Completed Within Customer Requested Due Date

Metric No.	Metric Name
58	Percent SWBT Caused Missed Due Dates
59	Percent Trouble Reports Within 30 Days of Installation
60	Percent Missed Due Dates Due to Lack of Facilities
61	Average Delay Days for Missed Due Dates Due to Lack of Facilities
62	Average Delay Days for SWBT Caused Missed Due Dates
63	Percent SWBT Caused Missed Due Dates
65	Trouble Report Rate
65.1	Trouble Report Rate Net of Installation and Repeat Reports

Maintenance

66	Percent Missed Repair Commitments
67	Mean Time to Restore
69	Percent Repeat Reports

Interconnection Trunks

70	Percent of Trunk Blockage
71	Common Transport Trunk Blockage
73	Percentage of Installations Completed Within the Customer Requested Due Date
73.1	Percentage Held Interconnection Trunks
74	Average Delay Days for Missed Due Dates
76	Average Trunk Restoration Interval
77	Average Trunk Restoration Interval for Service Affecting Trunk Groups

Number Portability

91	% of LNP Only Due Dates within Industry Guidelines
92	% of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9 Hour Timer
93	% of Customer Account Restructured Prior to LNP Due Date
96	% Pre-mature Disconnects for Stand alone LNP Orders
97	% of Time SWBT Applies the 10-digit Trigger Prior to the LNP Order Due Date

Metric No.	Metric Name
98	% Stand Alone LNP I-Reports in 10 Days
99	Average Delay Days for SWBT Missed Due Dates for Stand Alone LNP Orders
100	Average Time of Out of Service for LNP Conversions
101	Percent Out of Service < 60 Minutes

911

103	Percent Accuracy for 911 Database Updates
104	Average Time Required to Update 911 Database
104.1	Average Time it takes to unlock the 911 Record

Collocation

107	Percent Missed Collocation Due Dates
108	Average Delay Days
109	Percent of Collocation Requests within Guidelines

Directory Assistance and Operator Services

80	Directory Assistance Average Speed of Answer
82	Operator Services Speed of Answer
112	Percent of Database Accuracy for Manual Updates
113	Percent of Electronic Updates that Flow Through the DSR Process without Manual Intervention

Coordinated Conversions

114	Percent of Premature Disconnects
114.1	CHC/FDT LNP with Loop Provisioning Interval
115	Percent Provisioning Trouble Reports
115.1	Mean Time to Restore
117	% Nxxs Loaded/Tested Prior to LERG

Change Management

123	Percent of Timely and Compliant Change Management Notices
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Metric No.	Metric Name
124	Timely Resolution of Significant Software Failures Related to Releases

DISAGGREGATED METRICS

Metric Number	Description	Apr-01		May-01		Jun-01		Jul-01		Aug-01		Notes
		CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	
Resale POTS, Resale Specials and UNEs												
Pre-Ordering/Ordering												
	Average Response Time for OSS Pre-Order											
1-01	Address Verification – DATAGATE	2.00	4.70	2.11	4.70	2.73	4.70	2.38	4.70	2.46	4.70	
1-02	Req. for Telephone Number - DATAGATE	2.70	4.50	2.90	4.50	3.40	4.50	2.90	4.50	3.10	4.50	
1-03	Req. for CSR (< 30 WTN) - DATAGATE	2.34	6.60	2.59	6.60	2.10	6.60	2.32	6.60	2.91	6.60	
1-04	Req. for CSR (> 30 WTN) - DATAGATE	11.35		16.35		15.78		11.61		9.75		
1-05	Serv. Availability - DATAGATE	1.40	6.60	1.00	6.60	1.10	6.60	0.90	6.60	0.70	6.60	
1-06	Serv. Appointment Scheduling - DATAGATE	0.50	1.00	0.80	1.00	0.30	1.00	0.30	1.00	0.30	1.00	
1-07	Dispatch Required - DATAGATE	6.90	12.60	6.80	12.60	6.90	12.60	7.40	12.60	7.60	12.60	
1-08	PIC - DATAGATE	5.70	19.10	5.50	19.10	7.30	19.10	6.80	19.10	7.40	19.10	
1-09	Actual Loop Makeup-Actual Returned	18.00	12.60	22.19	12.60	19.93	12.60	24.00	12.60	24.20	12.60	
1-10	Actual Loop Makeup-Design Returned	9.60	23.00	12.90	23.00	13.21	23.00	12.20	23.00	11.00	23.00	
1-11	Design Loop Makeup-Design Returned	4.53	10.00	6.53	10.00	4.58	10.00	5.05	10.00	5.02	10.00	
1-12	Protocol Translation - EDI Input	8.66		7.78		85.27		16.83		23.26		
1-13	Protocol Translation - EDI Output	8.53		9.69		21.34		8.87		12.08		
1-14	Protocol Translation - CORBA Input	0.11		0.10		0.10		n/a		0.27		
1-15	Protocol Translation - CORBA Output	0.20		0.20		0.20		n/a		0.09		
1-16	Address Verification - VERIGATE	2.57	4.70	2.79	4.70	3.13	4.70	2.67	4.70	2.64	4.70	
1-17	Req. for Tel. Number - VERIGATE	1.79	4.50	1.82	4.50	1.82	4.50	1.80	4.50	1.87	4.50	
1-18	Req. for CSR (< 30 WTM) VERIGATE	2.69	6.60	4.01	6.60	3.39	6.60	2.75	6.60	10.29	6.60	
1-19	Req. for CSR (> 30 WTM) VERIGATE	5.66		7.23		6.16		5.71		n/a		
1-20	Serv. Availability – VERIGATE	21.01	6.60	2.84	6.60	2.39	6.60	1.85	6.60	1.97	6.60	
1-21	Serv. Appt. Scheduling – VERIGATE	0.42	1.00	1.03	1.00	0.65	1.00	0.35	1.00	0.00	0.00	5
1-22	Dispatch Required - VERIGATE	6.75	12.60	6.80	12.60	6.65	12.60	6.79	12.60	7.42	12.60	
1-23	PIC – VERIGATE	19.86	19.10	7.04	19.10	6.57	19.10	6.32	19.10	6.81	19.10	

Metric Number	Description	Apr-01		May-01		Jun-01		Jul-01		Aug-01		Notes
		CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	
1-24	Act. Loop MakeUp - Act. Data Ret. – VERIGATE	24.63	12.60	29.42	12.60	25.77	12.60	24.87	12.60	26.62	12.60	
1-25	Act. Loop MakeUp - Des. Data Ret. – VERIGATE	22.67	23.00	26.36	23.00	22.52	23.00	21.21	23.00	24.35	23.00	
1-26	Des. Loop MakeUp - Des. Data Ret. – VERIGATE	5.90	10.00	10.03	10.00	6.03	10.00	6.27	10.00	6.85	10.00	
1-27	CSR Detail - VERIGATE (FCC Rqmt. Only)	9.19		9.26		7.15		7.74		12.45		
1.1-01	Avg. Response Time for Loop Make-Up Information	0.61	0.99	0.86	0.85	0.61	0.97	0.68	1.05	0.52	0.78	
1.2-01	Accuracy of Actual Loop Makeup Information Provided for DSL Orders	98.00%	100.00%	99.00%	100.00%	99.00%	100.00%	99.00%	100.0%	98.00%	100.00%	
	Percent Responses Received within "X" seconds											
2-01	Address Verification - DATAGATE	99.85%	95.00%	99.63%	95.00%	98.66%	95.00%	99.48%	95.00%	99.34%	95.00%	
2-02	Req. for Telephone Number – DATAGATE	99.53%	95.00%	99.28%	95.00%	98.49%	95.00%	99.29%	95.00%	99.03%	95.00%	
2-03	Req. for CSR - DATAGATE	99.51%	95.00%	98.51%	95.00%	99.27%	95.00%	99.29%	95.00%	98.20%	95.00%	
2-04	Service Availability - DATAGATE	99.24%	95.00%	99.79%	95.00%	99.66%	95.00%	99.79%	95.00%	99.83%	95.00%	
2-05	Serv. Appointment Scheduling - DATAGATE	98.91%	95.00%	98.15%	95.00%	98.85%	95.00%	99.46%	95.00%	99.39%	95.00%	
2-06	Dispatch Required - DATAGATE	99.80%	95.00%	99.72%	95.00%	99.57%	95.00%	99.31%	95.00%	98.99%	95.00%	
2-07	PIC - DATAGATE	99.96%	95.00%	99.88%	95.00%	99.40%	95.00%	99.81%	95.00%	99.90%	95.00%	
2-08	Actual Data Returned - DATAGATE	86.15%	95.00%	77.31%	95.00%	81.92%	95.00%	71.03%	95.00%	72.50%	95.00%	
2-09	Actual Loop Makeup - Design Data Ret- DATAGATE	97.25%	95.00%	93.94%	95.00%	94.36%	95.00%	95.56%	95.00%	96.32%	95.00%	
2-10	Design Loop Makeup - Design Data Returned - DATAGATE	97.41%	95.00%	93.58%	95.00%	96.86%	95.00%	95.99%	95.00%	95.75%	95.00%	
2-11	Address Verification - VERIGATE	95.95%	90.00%	95.53%	90.00%	94.82%	90.00%	95.94%	90.00%	95.70%	90.00%	
2-12	Req. for Telephone Number - VERIGATE	97.98%	90.00%	97.81%	90.00%	97.74%	90.00%	98.06%	90.00%	97.74%	90.00%	
2-13	Req. for CSR - VERIGATE	97.92%	90.00%	95.09%	90.00%	97.74%	90.00%	97.18%	90.00%	90.39%	90.00%	
2-14	Service Availability - VERIGATE	82.78%	90.00%	97.47%	90.00%	97.67%	90.00%	98.93%	90.00%	99.08%	90.00%	
2-15	Service Appointment Scheduling - VERIGATE	99.41%	90.00%	98.70%	90.00%	98.08%	90.00%	99.38%	90.00%	99.01%	90.00%	
2-16	Dispatch Required - VERIGATE	99.38%	90.00%	99.35%	90.00%	99.25%	90.00%	99.22%	90.00%	98.67%	90.00%	
2-17	PIC - VERIGATE	86.85%	90.00%	97.79%	90.00%	98.55%	90.00%	99.31%	90.00%	99.68%	90.00%	

Metric Number	Description	Apr-01		May-01		Jun-01		Jul-01		Aug-01		Notes
		CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	
2-18	Actual Loop Makeup - Actual Data Returned - VERIGATE	64.63%	90.00%	59.08%	90.00%	61.90%	90.00%	61.09%	90.00%	57.68%	90.00%	
2-19	Actual Loop Makeup - Design Data Returned - VERIGATE	97.25%	90.00%	93.94%	90.00%	94.36%	90.00%	87.40%	90.00%	84.13%	90.00%	
2-20	Design Loop Makeup - Design Data Returned - VERIGATE	94.92%	90.00%	89.36%	90.00%	94.96%	90.00%	94.39%	90.00%	94.22%	90.00%	
	OSS Interface Availability											
4-01.1	DATAGATE	99.92%	99.50%	99.90%	99.50%	99.92%	99.50%	100.00%	99.50%	100.00%	99.50%	
4-01.2	VERIGATE	100.00%	99.50%	100.00%	99.50%	100.00%	99.50%	100.00%	99.50%	99.70%	99.50%	
4-01.3	LEX	100.00%	99.50%	100.00%	99.50%	100.00%	99.50%	99.99%	99.50%	100.00%	99.50%	
4-01.4	TOOLBAR	100.00%	99.50%	100.00%	99.50%	100.00%	99.50%	100.00%	99.50%	100.00%	99.50%	
4-01.5	LRAF	100.00%	99.50%	100.00%	99.50%	100.00%	99.50%	100.00%	99.50%	99.81%	99.50%	
4-01.6	EDI - FTP	100.00%	99.50%	100.00%	99.50%	100.00%	99.50%	99.84%	99.50%	100.00%	99.50%	
4-01.7	EDI - IA (SSL3)	100.00%	99.50%	100.00%	99.50%	100.00%	99.50%	100.00%	99.50%	100.00%	99.50%	
4-01.8	EDI - NDM	100.00%	99.50%	100.00%	99.50%	100.00%	99.50%	99.84%	99.50%	100.00%	99.50%	
4-01.9	EDI - VAN	100.00%	99.50%	100.00%	99.50%	100.00%	99.50%	100.00%	99.50%	100.00%	99.50%	
4-01.10	EDI	100.00%	99.50%	99.62%	99.50%	100.00%	99.50%	100.00%	99.50%	99.66%	99.50%	
4-01.11	EDI - CORBA	100.00%	99.50%	99.98%	99.50%	100.00%	99.50%	100.00%	99.50%	100.00%	99.50%	
4-01.12	Order Status	99.99%	99.50%	100.00%	99.50%	100.00%	99.50%	100.00%	99.50%	100.00%	99.50%	
4-01.13	Trouble Administration	99.91%	99.50%	100.00%	99.50%	100.00%	99.50%	100.00%	99.50%	99.92%	99.50%	
4-01.14	Provisioning Order Status	100.00%	99.50%	100.00%	99.50%	100.00%	99.50%	100.00%	99.50%	100.00%	99.50%	
4-02	Consumer EASE Availability	100.00%	99.50%	99.99%	99.50%	99.99%	99.50%	99.99%	99.50%	100.00%	99.50%	
4-03	Business EASE Availability	100.00%	99.50%	99.99%	99.50%	99.99%	99.50%	99.99%	99.50%	100.00%	99.50%	
	Percent FOCs Returned on Time for LSR requests											
5-01	Within 5 Hours - Residence and Simple Business - LEX	99.04%	95.00%	99.10%	95.00%	99.64%	95.00%	98.13%	95.00%	99.03%	95.00%	
5-02	Within 24 Hours - Complex Business (1-200 Lines) - LEX	100.00%	94.00%	96.67%	94.00%	100.00%	94.00%	95.35%	94.00%	100.00%	94.00%	
5-03	Within 48 Hours - Complex Business (200+ Lines) - LEX	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
5-04	Within 5 Hours - UNE Loop (1-49) - LEX	99.75%	95.00%	100.00%	95.00%	100.00%	95.00%	99.62%	95.00%	100.00%	95.00%	
5-05	Within 48 Hours - UNE Loop (50+) - LEX	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
5-06	Within 5 Hours - Switch Ports - LEX	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	

Metric Number	Description	Apr-01		May-01		Jun-01		Jul-01		Aug-01		Notes
		CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	
5-07	Within 5 Hours - Sim Res/Bus LNP Only (1-19) - LEX	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	
5-08	Within 5 Hours - Sim Res/Bus LNP w loop (1-19)- LEX	98.95%	95.00%	99.63%	95.00%	100.00%	95.00%	99.19%	95.00%	99.44%	95.00%	
5-09	Within 48 Hours - LNP Only (20+ loops) - LEX	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
5-10	Within 48 Hours - LNP with loop (20+ loops) - LEX	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
5-11	Within 24 Hours - LNP Comp Bus (1-19 lines) - LEX	100.00%	94.00%	100.00%	94.00%	100.00%	94.00%	100.00%	94.00%	100.00%	94.00%	
5-12	Within 48 Hours - LNP Comp Bus (20-50 lines) - LEX	n/a	95.00%	n/a	95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	3,4,5
5-15	Within 5 Hours - Residence and Simple Business - EDI	100.00%	95.00%	100.00%	95.00%	99.71%	95.00%	97.62%	95.00%	97.77%	95.00%	
5-16	Within 24 Hours - Complex Business (1-200 Lines) - EDI	n/a	94.00%	n/a	94.00%	n/a	94.00%	100.00%	94.00%	100.00%	94.00%	4,5
5-17	Within 48 Hours - Complex Business (200+ Lines) - EDI	n/a	94.00%	n/a	94.00%	n/a	94.00%	n/a	94.00%	n/a	94.00%	
5-18	Within 5 Hours - UNE Loop (1-49) - EDI	99.14%	95.00%	95.52%	95.00%	99.63%	95.00%	99.71%	95.00%	99.12%	95.00%	
5-19	Within 48 Hours - UNE Loop (50+) - EDI	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
5-20	Within 5 Hours - Switch Ports - EDI	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
5-21	Within 5 Hours - Sim Res/Bus LNP Only (1-19) - EDI	99.42%	95.00%	99.87%	95.00%	99.48%	95.00%	99.74%	95.00%	98.90%	95.00%	
5-22	Within 5 Hours - Sim Res/Bus LNP w loop (1-19)- EDI	97.73%	95.00%	99.57%	95.00%	98.84%	95.00%	98.67%	95.00%	97.61%	95.00%	
5-23	Within 48 Hours - LNP Only (20+ loops) - EDI	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
5-24	Within 48 Hours - LNP with loop (20+ loops) - EDI	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
5-25	Within 24 Hours - LNP Comp Bus (1-19 lines) - EDI	100.00%	94.00%	100.00%	94.00%	100.00%	94.00%	100.00%	94.00%	100.00%	94.00%	
5-26	Within 48 Hours - LNP Comp Bus (20-50 lines) - EDI	n/a	95.00%	n/a	95.00%	100.00%	95.00%	100.00%	95.00%	n/a	95.00%	3,4
5-29	Within 24 Hours - Residence and Simple Business - Man.	99.55%	94.00%	99.91%	94.00%	99.95%	94.00%	99.39%	94.00%	99.72%	94.00%	

Metric Number	Description	Apr-01		May-01		Jun-01		Jul-01		Aug-01		Notes
		CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	
5-30	Within 24 Hours - Complex Business (1-200 Lines) - Man.	93.85%	94.00%	100.00%	94.00%	98.82%	94.00%	89.53%	94.00%	100.00%	94.00%	
5-31	Within 48 Hours - Complex Business (200+ Lines) - Man.	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
5-32	Within 24 Hours - UNE Loop (1-49) - Man.	100.00%	94.00%	100.00%	94.00%	100.00%	94.00%	n/a	94.00%	n/a	94.00%	1,2,3
5-33	Within 48 Hours - UNE Loop (50+) - Man.	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
5-34	Within 24 Hours - Switch Ports - Man.	n/a	94.00%	n/a	94.00%	n/a	94.00%	n/a	94.00%	n/a	94.00%	
5-35	Within 24 Hours - Sim Res/Bus LNP Only (1-19) - MAN	100.00%	94.00%	n/a	94.00%	n/a	94.00%	n/a	94.00%	n/a	94.00%	1
5-36	Within 24 Hours - Sim Res/Bus LNP w loop (1-19)- MAN	71.43%	94.00%	100.00%	94.00%	n/a	94.00%	100.00%	94.00%	66.67%	94.00%	1,2,4,5
	Percent Mechanical Completion Notifications Returned											
7.1-01	Within One Day - LEX	99.58%	97.00%	99.33%	97.00%	99.51%	97.00%	99.67%	97.00%	99.27%	97.00%	
7.1-02	Within One Day - EDI	93.97%	97.00%	93.19%	97.00%	97.64%	97.00%	98.42%	97.00%	98.98%	97.00%	
	Reject Rates											
9-01	Percent Rejects - LEX	45.76%		43.65%		45.89%		47.03%		45.98%		
9-02	Percent Rejects - EDI	30.83%		26.67%		26.06%		31.15%		29.21%		
10-01	% Mech. Rejects Retd within One Hour of Receipt in LASR - LEX	99.58%	97.00%	99.75%	97.00%	99.92%	97.00%	100.00%	97.00%	100.00%	97.00%	
10-02	% Mech. Rejects Retd within One Hour of Receipt in LASR - EDI	98.24%	97.00%	100.00%	97.00%	98.80%	97.00%	98.75%	97.00%	98.16%	97.00%	
10.2-01	% Orders That Recd SWBT Caused Jeopardy Notification - Jeopardies Prev Called Rejects	1.45%		1.60%		1.36%		1.54%		1.49%		
10.2-02	% Orders That Recd SWBT Caused Jeopardy Notification - Facilities Jeopardies	1.14%		0.98%		0.77%		1.27%		1.31%		
10.2-03	% Orders That Recd SWBT Caused Jeopardy Notification - Other SWBT Caused Jeopardies	0.02%		0.07%		0.06%		0.02%		0.04%		
10.2-04	% Orders That Recd SWBT Caused Jeopardy Notification - CLEC/EU Caused Jeopardies	1.77%		2.18%		1.86%		2.57%		2.37%		
11-01	Mean Time to Return Mechanized Rejects (Hours) – LEX	0.03		0.03		0.02		0.02		0.02		
11-02	Mean Time to Return Mechanized Rejects (Hours) – EDI	0.20		0.19		0.20		0.22		0.46		

Metric Number	Description	Apr-01		May-01		Jun-01		Jul-01		Aug-01		Notes
		CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	
11.2-01	Ave SWB-caused Jeopardy Notification Interval – Jeopardies Prev Called Rejects	0.31		0.93		0.39		0.22		3.90		
11.2-02	Ave SWB-caused Jeopardy Notification Interval – Facilities Jeopardies	0.78		1.64		1.75		0.66		0.29		
11.2-03	Ave SWB-caused Jeopardy Notification Interval - Other SWBT Caused Jeopardies	0.64		0.30		2.86		0.02		4.12		
11.2-04	Ave SWB-caused Jeopardy Notification Interval - CLEC/EU Caused Jeopardies	1.19		4.47		0.94		1.60		1.81		
	Order Process Percent Flow-Through											
13-01	EASE	90.42%	90.06%	91.37%	89.09%	91.53%	90.36%	95.18%	90.43%	89.84%	91.24%	
13-02	LEX	91.52%	90.06%	86.29%	89.09%	83.79%	90.36%	87.02%	90.43%	87.93%	91.24%	
13-02.1	(Through SORD Distribution) - LEX - Resale POTS	n/a		n/a		87%		92%		90%		
13-02.2	(Through SORD Distribution) - LEX - UNE Combos	n/a		n/a		83%		86%		88%		
13-02.3	(Through SORD Distribution) - LEX – Specials	n/a		n/a		23%		0%		38%		
13-03	EDI	92.51%	90.06%	89.92%	89.09%	88.42%	90.36%	87.77%	90.43%	91.34%	91.24%	
13-03.1	(Through SORD Distribution) - EDI - Resale POTS	n/a		n/a		96%		84%		76%		
13-03.2	(Through SORD Distribution) - EDI - UNE Combos	n/a		n/a		53%		93%		98%		
13-03.3	(Through SORD Distribution) - EDI - Specials	n/a		n/a		n/a		0%		n/a		
	Billing											
14-01	Billing Accuracy - CRIS Usage Bill Audit	0.00%	1.37%	0.00%	1.19%	0.00%	1.12%	0.00%	0.40%	0.00%	0.30%	
14-02	Billing Accuracy - CABS Usage Bill Audit	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
14-03	Billing Accuracy - CRIS Bill Audit	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
15-01	% of Accurate and Complete Formatted Mech. Bills Via EDI	100.00%	99.00%	100.00%	99.00%	100.00%	99.00%	100.00%	99.00%	100.00%	99.00%	
15-02	% of Accurate and Complete Formatted Mech. Bills Via BDT	100.00%	99.00%	100.00%	99.00%	100.00%	99.00%	100.00%	99.00%	100.00%	99.00%	
16-01	% of Billing Records Transmitted Correctly	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	
17-01	Billing Completeness	99.45%	99.08%	99.28%	99.02%	99.44%	99.23%	99.40%	98.99%	99.58%	99.09%	

Metric Number	Description	Apr-01		May-01		Jun-01		Jul-01		Aug-01		Notes
		CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	
17.1-01	Service Order Posting - CABS	98.83%		98.58%		99.14%		99.00%		99.36%		
17.1-02	Service Order Posting - CRIS	98.31%		98.13%		98.52%		98.23%		98.15%		
18-01	Mechanized Electronic Billing Timeliness EDI (Wholesale Bill)	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	
18-02	Mechanized Electronic Billing Timeliness BDT (Wholesale Bill)	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	
19-01	DUF Timeliness	99.02%	95.00%	99.04%	95.00%	97.84%	95.00%	98.78%	95.00%	99.15%	95.00%	
Resale POTS and UNE-P												
Provisioning												
Mean Installation Interval												
27-01	Field Work-Residential	2.50	3.13	2.14	2.83	2.52	3.23	2.56	3.22	2.96	3.41	
27-02	Field Work-Business	1.99	3.52	2.26	3.17	2.29	3.14	2.54	4.26	2.76	3.32	
27-03	No Field Work-Residential	0.06	0.75	0.07	0.73	0.07	0.69	0.07	0.63	0.09	0.65	
27-04	No Field Work-Business	0.05	0.71	0.10	0.80	0.11	0.73	0.09	0.74	0.08	0.71	
27-05	Interval-Field Work-UNEs	4.01	3.24	3.30	2.93	3.19	3.20	2.77	3.52	3.29	3.39	
27-06	No Field Work- UNEs	0.25	0.74	0.19	0.74	0.18	0.69	0.15	0.64	0.22	0.66	
Percent Installed within Customer Requested Due Date												
28-01	Field Work-Residential	96.84%	93.28%	94.39%	92.47%	94.93%	90.54%	94.47%	91.72%	90.23%	90.76%	
28-02	Field Work-Business	96.58%	94.61%	98.53%	93.63%	97.60%	92.96%	97.07%	93.78%	93.29%	93.54%	
28-03	No Field Work-Residential	99.99%	99.89%	99.97%	99.93%	99.98%	99.93%	99.94%	99.67%	99.97%	99.62%	
28-04	No Field Work-Business	99.87%	99.90%	99.87%	99.87%	100.00%	99.82%	99.94%	99.65%	99.90%	99.71%	
28-05	Field Work-UNEs	93.73%	93.67%	93.67%	92.81%	92.54%	91.24%	94.04%	92.33%	94.55%	91.50%	
28-06	No Field Work- UNEs	99.42%	99.89%	99.72%	99.92%	99.56%	99.92%	99.53%	99.67%	99.53%	99.63%	
% Missed Due Dates												
29-01	Residential	3.02%	6.06%	5.36%	6.79%	4.15%	8.46%	4.84%	7.38%	8.49%	8.23%	
29-02	Business	3.24%	4.55%	1.30%	5.61%	2.48%	5.99%	2.46%	5.39%	5.98%	5.60%	
29-03	Residential	0.08%	0.30%	0.08%	0.29%	0.05%	0.39%	0.07%	0.36%	0.11%	0.40%	
29-04	Business	0.23%	0.23%	0.56%	0.27%	0.45%	0.31%	0.29%	0.43%	0.28%	0.30%	
29-05	UNEs	5.34%	5.61%	2.38%	6.43%	3.02%	7.72%	2.37%	6.79%	3.54%	7.53%	
29-06	No Field Work-UNEs	0.69%	0.30%	0.30%	0.29%	0.39%	0.38%	0.40%	0.37%	0.41%	0.39%	
Average Delay Days												
32-01	for SWBT Caused Missed Due Dates - Res.- Field Work	3.79	6.14	4.84	5.50	6.53	5.93	8.50	6.52	5.71	6.14	

Metric Number	Description	Apr-01		May-01		Jun-01		Jul-01		Aug-01		Notes
		CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	
32-02	for SWBT Caused Missed Due Dates - Bus.-Field Work	1.33	5.78	5.50	6.95	2.50	7.14	13.00	6.90	8.53	6.81	1,2,3,4
32-03	for SWBT Caused Missed Due Dates - Res.-No Field Work	2.00	6.81	2.50	8.00	4.75	5.91	8.33	6.16	7.88	4.79	1,2,3,4,5
32-04	for SWBT Caused Missed Due Dates - Bus.-No Field Work	17.00	10.03	2.33	27.90	7.75	22.08	1.50	9.50	3.50	5.78	1,2,3,4,5
32-05	for SWBT Caused Missed Due Dates - UNES-Field Work	46.88	6.05	42.20	5.79	8.60	6.17	1.75	6.61	2.33	6.26	1,2,3,4,5
32-06	for SWBT Caused Missed Due Dates - UNES-No Field Work	6.41	7.01	9.73	9.47	7.36	6.98	3.20	6.55	2.79	4.85	
	Percent Trouble Reports											
35-01	Within 10 Days of Install. - Res.-N&T Orders-Field Work	3.30%	4.23%	3.36%	4.16%	3.78%	4.77%	3.34%	4.63%	3.60%	4.66%	
35-02	Within 10 Days of Install. - Bus.-N&T Orders -Field Work	5.88%	1.98%	3.66%	2.82%	3.72%	2.76%	4.09%	2.75%	1.28%	2.92%	
35-03	Within 10 Days of Install. - Res.-N&T Orders -No Field Work	5.64%	6.40%	5.37%	5.39%	5.33%	6.95%	5.37%	5.89%	4.54%	6.71%	
35-04	Within 10 Days of Install. - Bus.-N&T Orders -No Field Work	1.75%	1.50%	0.88%	1.36%	0.52%	1.94%	0.22%	2.06%	1.45%	1.85%	
35-05	Within 10 Days of Install. - Res.-C Orders-Field Work	0.00%	4.67%	0.00%	3.94%	20.00%	5.84%	0.00%	6.34%	0.00%	6.09%	1,2,3,4,5
35-06	Within 10 Days of Install. - Bus.-C Orders -Field Work	2.94%	4.04%	11.43%	3.09%	0.00%	3.53%	6.25%	3.44%	26.67%	3.81%	
35-07	Within 10 Days of Install. - Res.-C Orders-No Field Work	0.81%	1.45%	0.62%	1.24%	0.55%	1.68%	0.57%	1.71%	0.49%	1.42%	
35-08	Within 10 Days of Install. - Bus.-C Orders-No Field Work	1.36%	1.31%	2.60%	1.47%	2.93%	1.50%	1.58%	1.41%	1.41%	1.54%	
35-09	Within 10 Days of Install. - UNE-N&T Orders-Field Work	n/a	3.56%	n/a	3.77%	n/a	4.19%	n/a	4.10%	n/a	4.20%	
35-10	Within 10 Days of Install. - UNE-N&T Orders -No Field Work	n/a	5.96%	n/a	4.94%	n/a	6.44%	n/a	5.51%	n/a	6.36%	
35-11	Within 10 Days of Install. - UNE-C Orders-Field Work	2.86%	4.46%	6.75%	3.62%	3.45%	4.94%	4.73%	5.14%	6.32%	5.35%	
35-12	Within 10 Days of Install. - UNE-C Orders-No Field Work	0.86%	1.43%	1.34%	1.26%	2.61%	1.67%	1.46%	1.68%	2.07%	1.43%	

Metric Number	Description	Apr-01		May-01		Jun-01		Jul-01		Aug-01		Notes
		CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	
35.1-01	% UNE-P Trouble Reports On The Completion Date	0.48%		0.82%		1.47%		0.98%		1.52%		
Maintenance												
	Trouble Report Rate											
37-01	Residence	2.30%	2.67%	2.18%	2.52%	2.56%	3.25%	2.48%	3.24%	1.95%	2.93%	
37-02	Business	0.82%	1.05%	0.80%	1.06%	0.89%	1.28%	0.95%	1.23%	1.09%	1.23%	
37-03	UNE Loop and Port Combinations	0.88%	2.27%	1.26%	2.16%	1.52%	2.77%	1.45%	2.75%	1.43%	2.52%	
37.1-01	Net of Install. & Repeat Rpts. - Res.	1.60%	2.17%	1.50%	2.06%	1.85%	2.64%	1.76%	2.65%	1.33%	2.31%	
37.1-02	Net of Install. & Repeat Rpts. - Bus.	0.71%	0.90%	0.67%	0.91%	0.74%	1.09%	0.83%	1.04%	0.89%	1.02%	
37.1-03	Net of Install. & Repeat Rpts. - UNE Loop and Port Comb.	0.71%	1.86%	1.04%	1.78%	1.23%	2.26%	1.22%	2.26%	1.14%	2.00%	
	Percent Missed Repair Commitments											
38-01	Res.-Dispatch	2.87%	4.09%	2.87%	3.74%	1.86%	5.28%	2.23%	5.22%	2.45%	4.89%	
38-02	Bus.-Dispatch	7.58%	9.70%	8.79%	9.04%	7.43%	12.46%	7.13%	12.64%	8.56%	12.35%	
38-03	Res.-No Dispatch	1.64%	0.61%	4.55%	0.68%	1.41%	0.52%	0.00%	0.47%	5.88%	0.45%	
38-04	Bus.-No Dispatch	0.00%	1.84%	0.00%	1.31%	4.55%	2.15%	6.67%	1.52%	0.00%	0.40%	
38-05	UNEs - Dispatch	7.79%	4.77%	6.75%	4.41%	3.36%	6.14%	4.83%	6.07%	4.24%	5.81%	
38-06	UNEs - No Dispatch	0.00%	0.69%	1.96%	0.72%	0.00%	0.61%	1.72%	0.53%	0.00%	0.44%	
	Mean Time to Restore											
39-01	Receipt to Clear Duration - Res.-Affecting Service-Dispatch	16.08	26.15	16.51	25.07	16.44	35.80	16.59	36.54	13.73	31.93	
39-02	Receipt to Clear Duration - Bus.-Affecting Service-Dispatch	8.16	11.44	11.73	10.63	12.57	13.05	12.00	14.87	9.62	14.69	
39-03	Receipt to Clear Duration - Res.-Affecting Service-No Dispatch	2.10	6.55	5.46	7.17	3.81	6.92	2.26	5.66	10.92	6.49	
39-04	Receipt to Clear Duration - Bus.-Affecting Service-No Dispatch	5.72	4.69	8.62	5.39	2.72	4.98	11.71	8.58	3.45	5.99	3,5
39-05	Receipt to Clear Duration - Res.-Out of Service-Dispatch	11.68	15.92	10.01	13.95	13.92	18.93	12.26	17.87	11.62	15.48	
39-06	Receipt to Clear Duration - Bus.-Out of Service-Dispatch	9.35	8.42	8.37	8.81	9.43	9.88	9.37	10.93	8.91	10.59	
39-07	Receipt to Clear Duration - Res.-Out of Service-No Dispatch	1.94	5.38	3.91	4.15	9.25	6.27	3.02	4.87	2.72	4.57	

Metric Number	Description	Apr-01		May-01		Jun-01		Jul-01		Aug-01		Notes
		CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	
39-08	Receipt to Clear Duration - Bus.-Out of Service-No Dispatch	7.57	3.01	3.00	3.14	5.31	4.25	6.03	3.44	8.05	1.93	2,5
39-09	Receipt to Clear Duration - UNEs-Affecting Service-Dispatch	14.55	24.68	13.91	23.54	13.60	33.34	13.86	34.35	13.32	30.11	
39-10	Receipt to Clear Duration - UNEs-Affecting Service-No Dispatch	1.36	6.44	2.00	7.06	5.83	6.81	2.76	5.84	6.89	6.45	1
39-11	Receipt to Clear Duration - UNEs-Out of Service-Dispatch	11.34	14.89	11.53	13.22	14.36	17.74	14.49	16.99	11.04	14.80	
39-12	Receipt to Clear Duration - UNEs-Out of Service-No Dispatch	8.07	5.22	2.34	4.08	7.24	6.17	7.34	4.79	5.11	4.39	1
	Percent Out of Service											
40-01	Less than 24 Hours - Res.	96.57%	91.35%	97.29%	94.39%	92.79%	83.89%	95.82%	88.15%	95.75%	92.35%	
40-02	Less than 24 Hours - Bus.	96.58%	97.31%	98.09%	96.66%	96.72%	94.56%	97.02%	95.41%	97.57%	95.97%	
40-03	Less than 24 Hours - UNEs	95.65%	92.13%	94.79%	94.69%	92.63%	85.21%	90.98%	89.02%	95.40%	92.83%	
	Percent Repeat Reports											
41-01	Residential	6.80%	10.18%	5.75%	9.74%	5.78%	10.46%	5.23%	10.65%	4.96%	11.16%	
41-02	Business	6.64%	8.04%	8.82%	7.18%	9.20%	9.23%	8.25%	8.67%	11.94%	10.06%	
41-03	UNEs	9.85%	9.94%	8.41%	9.43%	9.78%	10.32%	9.86%	10.43%	8.34%	11.02%	
Resale Specials and UNE-P												
Provisioning												
43-01	Avg. Install. Interval - VGPL	11.19	12.03	6.89	10.94	6.62	8.45	5.06	10.04	5.67	7.65	
43-02	Avg. Install. Interval - DSL	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
43-03	Avg. Install. Interval - DDS	n/a	7.00	n/a	n/a	n/a	18.00	n/a	4.25	n/a	10.33	
43-04	Avg. Install. Interval - DS1	n/a	7.40	n/a	6.33	n/a	6.75	n/a	7.87	2.00	5.50	5
43-05	Avg. Install. Interval - DS3	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1.00	n/a	n/a	
43-06	Avg. Install. Interval - ISDN/BRI	5.32	13.97	5.74	9.03	4.33	7.42	4.48	5.49	4.79	9.36	
43-07	Avg. Install. Interval - ISDN/PRI	13.00	60.61	7.50	112.67	17.96	19.59	10.69	19.52	n/a	47.47	2
43-08	Avg. Install. Interval - ISDN/Combo	n/a	13.97	n/a	9.03	n/a	7.42	n/a	5.49	n/a	9.36	
45-01	% SWBT Caused Missed Due Dates - VGPL	11.21%	1.52%	0.55%	4.71%	0.00%	0.63%	2.75%	1.37%	0.27%	3.82%	
45-02	% SWBT Caused Missed Due Dates - DSL	n/a	1.66%	n/a	3.45%	n/a	4.59%	n/a	0.94%	n/a	0.40%	
45-03	% SWBT Caused Missed Due Dates - DDS	n/a	0.00%	n/a	n/a	n/a	0.00%	n/a	20.00%	n/a	0.00%	
45-04	% SWBT Caused Missed Due Dates - DS1	n/a	8.33%	n/a	0.00%	n/a	9.09%	n/a	0.00%	0.00%	0.00%	5
45-05	% SWBT Caused Missed Due Dates - DS3	n/a	n/a	n/a	n/a	n/a	0.00%	n/a	n/a	n/a	0.00%	

Metric Number	Description	Apr-01		May-01		Jun-01		Jul-01		Aug-01		Notes
		CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	
45-06	% SWBT Caused Missed Due Dates - ISDN/BRI	9.86%	25.28%	3.57%	22.72%	11.32%	23.31%	7.25%	11.76%	0.00%	16.28%	
45-07	% SWBT Caused Missed Due Dates - ISDN/PRI	0.00%	0.00%	0.69%	0.39%	0.00%	0.91%	0.00%	0.05%	n/a	0.00%	
45-08	% SWBT Caused Missed Due Dates - ISDN/Combo	n/a	25.28%	n/a	22.72%	n/a	23.31%	n/a	11.76%	n/a	16.28%	
	Trouble Report Rate											
46-01	within 30 Days - VGPL	1.56%	1.25%	0.00%	0.96%	0.00%	0.97%	0.00%	0.99%	0.82%	1.06%	
46-02	within 30 Days - DSL	n/a	2.12%	n/a	1.31%	n/a	2.07%	n/a	1.80%	n/a	3.02%	
46-03	within 30 Days - DDS	n/a	0.00%	n/a	n/a	n/a	50.00%	n/a	0.00%	n/a	0.00%	
46-04	within 30 Days - DS1	n/a	8.33%	n/a	0.00%	n/a	0.00%	n/a	5.88%	0.00%	10.00%	5
46-05	within 30 Days - DS3	n/a	n/a	n/a	n/a	n/a	0.00%	n/a	n/a	n/a	0.00%	
46-06	within 30 Days - ISDN/BRI	4.23%	4.61%	3.57%	6.40%	0.00%	5.08%	2.90%	6.06%	8.70%	4.07%	
46-07	within 30 Days - ISDN/PRI	2.78%	0.10%	0.00%	0.05%	0.00%	0.08%	2.08%	0.14%	n/a	0.08%	
46-08	within 30 Days - ISDN/Combo	n/a	4.61%	n/a	6.40%	n/a	5.08%	n/a	6.06%	n/a	4.07%	
Maintenance												
52-08	ISDN/Combo - Dispatch	n/a	5.73	n/a	5.25	n/a	8.36	n/a	7.50	n/a	7.38	
52-09	VGPL - No Dispatch	1.55	1.92	n/a	1.85	n/a	1.45	n/a	2.63	n/a	1.59	1
52-16	ISDN/Combo - No Dispatch	n/a	0.79	n/a	1.18	n/a	1.21	n/a	1.07	n/a	1.19	
53-08	% Repeat Reports - ISDN/Combo	n/a	10.73%	n/a	15.67%	n/a	14.00%	n/a	12.75%	n/a	15.96%	
54-08	Failure Frequency - ISDN/Combo	n/a	2.63%	n/a	2.80%	n/a	2.82%	n/a	3.19%	n/a	3.44%	
Unbundled Network Elements (UNE Loops)												
Provisioning												
	Average Installation Interval											
55-01.1	8.0 dB Loop (1-10 Loops)	2.47	3.00	2.30	3.00	3.01	3.00	2.77	3.00	3.02	3.00	
55-01.2	8.0 dB Loop (11-20 Loops)	2.00	7.00	n/a	7.00	5.00	7.00	2.00	7.00	7.00	7.00	1,3,4,5
55-01.3	8.0 dB Loop (Over 20 Loops)	n/a	10.00	n/a	10.00	n/a	10.00	n/a	10.00	n/a	10.00	
55-02.1	5.0 dB Loop (1-10 Loops)	2.88	3.00	3.00	3.00	n/a	3.00	n/a	3.00	n/a	3.00	2
55-03.1	BRI Loop (1-10 Loops)	2.88	3.00	3.25	3.00	3.11	3.00	3.09	3.00	3.33	3.00	2,3,5
55-04.1	DS1 Loop (1-10 Loops)	3.94	3.00	4.21	3.00	2.94	3.00	3.20	3.00	3.94	3.00	
55-05.1	Analog Line Port (All Orders)	n/a	3.00	n/a	3.00	3.00	3.00	1.00	3.00	3.00	3.00	3,4,5
55-06.1	Analog Trunk Port (All Orders)	n/a	3.00	n/a	3.00	n/a	3.00	n/a	3.00	n/a	3.00	
55-07.1	DS1 Dedicated Circuit (1-10 Circuits)	n/a	3.00	n/a	3.00	n/a	3.00	n/a	3.00	n/a	3.00	

Metric Number	Description	Apr-01		May-01		Jun-01		Jul-01		Aug-01		Notes
		CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	
55-07.2	DS1 Dedicated Circuit (11-20 Circuits)	n/a	5.00	n/a	5.00	n/a	5.00	n/a	5.00	n/a	5.00	
55-07.3	DS1 Dedicated Circuit (Over 20 Circuits)	n/a		n/a		n/a		n/a		n/a		
55-08.1	DS3 Dedicated Circuit (1-10 Circuits)	n/a	3.00	n/a	3.00	n/a	3.00	n/a	3.00	n/a	3.00	
55-08.2	DS3 Dedicated Circuit (11-20 Circuits)	n/a	5.00	n/a	5.00	n/a	5.00	n/a	5.00	n/a	5.00	
55-08.3	DS3 Dedicated Circuit (Over 20 Circuits)	n/a		n/a		n/a		n/a		n/a		
55-10.1	Dark Fiber (1-10 Loops)	n/a	5.00	n/a	5.00	n/a	5.00	n/a	5.00	n/a	5.00	
55-10.2	Dark Fiber (11-20 Loops)	n/a	7.00	n/a	7.00	n/a	7.00	n/a	7.00	n/a	7.00	
55-10.3	Dark Fiber (Over 20 Loops)	n/a	10.00	n/a	10.00	n/a	10.00	n/a	10.00	n/a	10.00	
55-11.1	INP - (1-10 Numbers per Order)	n/a	3.00	n/a	3.00	n/a	3.00	n/a	3.00	n/a	3.00	
55-11.2	INP - (11-20 Numbers per Order)	n/a	7.00	n/a	7.00	n/a	7.00	n/a	7.00	n/a	7.00	
55-11.3	INP - (Over 20 numbers per Order)	n/a	10.00	n/a	10.00	n/a	10.00	n/a	10.00	n/a	10.00	
55.1-01	DSL - No Line Sharing - No Conditioning	4.72	5.00	4.72	5.00	4.79	5.00	4.61	5.00	4.08	5.00	
55.1-02	DSL - No Line Sharing - Conditioning Required	9.42	10.00	8.33	10.00	8.43	10.00	8.33	10.00	7.69	10.00	4
55.1-03	DSL - Line Sharing - No Conditioning	4.33	4.90	5.05	4.88	3.66	4.90	3.34	4.85	3.53	4.88	
55.1-04	DSL - Line Sharing - Conditioning Required	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
55.2-01.1	Loop with LNP -CHC (1-10 Loops)	4.13		3.55		3.58		5.11		3.38		
55.2-01.2	Loop with LNP - CHC (11-20 Loops)	n/a		8.00		n/a		n/a		n/a		
55.2-01.3	Loop with LNP - CHC (Over 20 Loops)	n/a		n/a		n/a		n/a		n/a		
55.2-02.1	Loop with LNP - FDT (1-10 Loops)	3.56		3.38		3.70		3.54		3.71		
55.2-02.2	Loop with LNP - FDT (11-20 Loops)	n/a		n/a		n/a		n/a		n/a		
55.2-02.3	Loop with LNP - FDT (Over 20 Loops)	n/a		n/a		n/a		n/a		n/a		
	Percent Installed within "x" days											
56-01.1	Within 3 Days - 8.0 dB Loop (1-10 Loops)	100.00%	95.00%	100.00%	95.00%	99.27%	95.00%	100.00%	95.00%	98.33%	95.00%	
56-01.2	Within 7 Days - 8.0 dB Loop (11-20 Loops)	100.00%	95.00%	n/a	95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	1,3,4,5
56-01.3	Within 10 Days - 8.0 dB Loop (Over 20 Loops)	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
56-02.1	Within 3 Days - 5.0 dB Loop (1-10 Loops)	93.75%	95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	3,4,5

Metric Number	Description	Apr-01		May-01		Jun-01		Jul-01		Aug-01		Notes
		CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	
56-02.2	Within 7 Days - 5.0 dB Loop (11-20 Loops)	n/a	95.00%	100.00%	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	2
56-02.3	Within 10 Days - 5.0 dB Loop (Over 20 Loops)	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
56-03.1	Within 3 Days - BRI Loop (1-10 Loops)	94.12%	95.00%	96.08%	95.00%	96.30%	95.00%	98.86%	95.00%	97.48%	95.00%	
56-03.2	Within 7 Days - BRI Loop (11-20 Loops)	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
56-03.3	Within 10 Days - BRI Loop (Over 20 Loops)	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
56-04.1	Within 3 Days - DS1 Loop (1-10 Loops)	83.33%	95.00%	90.00%	95.00%	91.84%	95.00%	95.41%	95.00%	89.52%	95.00%	
56-04.2	Within 7 Days - DS1 Loop (11-20 Loops)	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
56-05.1	Within 2 Days - Analog Line Port (All Orders)	n/a	95.00%	n/a	95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	3,4,5
56-06.1	Within 2 Days - Analog Trunk Port (All Orders)	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
56-07.1	Within 3 Days - DS1 Dedicated Circuit (1-10 Circuits)	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
56-07.2	Within 5 Days - DS1 Dedicated Circuit (11-20 Circuits)	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
56-07.3	On Time - DS1 Dedicated Circuit (Over 20 Circuits)	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
56-08.1	Within 3 Days - DS3 Dedicated Circuit (1-10 Circuits)	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
56-08.2	Within 5 Days - DS3 Dedicated Circuit (11-20 Circuits)	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
56-08.3	On Time - DS3 Dedicated Circuit (Over 20 Circuits)	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
56-10.1	Within 5 Days - Dark Fiber (1-10 Circuits)	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
56-10.2	Within 7 Days - Dark Fiber (11-20 Circuits)	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
56-10.3	Within 10 Days - Dark Fiber (Over 20 Circuits)	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
56-11.1	Within 3 Days - INP (1-10 Numbers)	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
56-11.2	Within 7 Days - INP (11-20 Numbers)	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
56-11.3	Within 10 Days - INP (Over 20 Numbers)	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
	Percent SWBT Caused Missed Due Dates											
58-01	8.0 dB Loop Field Work	1.72%	5.61%	0.00%	6.39%	2.22%	7.72%	1.56%	6.79%	0.88%	7.53%	
58-02	8.0 dB Loop No Field Work	0.28%	0.29%	0.73%	0.29%	0.43%	0.38%	0.29%	0.37%	0.21%	0.39%	

Metric Number	Description	Apr-01		May-01		Jun-01		Jul-01		Aug-01		Notes
		CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	
58-03	5.0 dB Loop	9.26%	1.52%	0.00%	4.71%	0.00%	0.63%	0.00%	1.37%	0.00%	3.82%	4
58-04	BRI Loop	3.61%	25.28%	4.80%	22.72%	1.12%	23.31%	2.20%	11.76%	2.13%	16.28%	
58-05	ISDN BRI Port	n/a	25.28%	n/a	22.72%	n/a	23.31%	n/a	11.76%	n/a	16.28%	
58-06	DS1 Loop with Test Access	14.29%	8.33%	9.42%	0.00%	8.65%	9.09%	4.65%	0.00%	12.50%	0.00%	
58-07	DS1 Dedicated Transport	n/a	8.33%	n/a	0.00%	n/a	9.09%	n/a	0.00%	n/a	0.00%	
58-08	ISDN/PRI	n/a	0.00%	n/a	0.39%	n/a	0.91%	n/a	0.05%	n/a	0.00%	
58-09	DSL - No Line Sharing	1.12%	5.00%	1.15%	5.00%	0.56%	5.00%	0.57%	5.00%	0.25%	5.00%	
58-10	DSL - Line Sharing	2.99%	1.66%	8.08%	3.45%	9.09%	4.59%	3.59%	0.94%	2.07%	0.40%	
58-11	Analog Trunk Port	n/a	1.52%	n/a	4.71%	n/a	0.63%	n/a	1.37%	n/a	3.82%	
58-12	Subtending DD Combination Trunks	n/a	1.52%	n/a	4.71%	n/a	0.63%	n/a	1.37%	n/a	3.82%	
58-13	DS3 Dedicated Transport	n/a	n/a	n/a	n/a	n/a	0.00%	n/a	n/a	n/a	0.00%	
58-14	Dark Fiber	n/a	n/a	n/a	n/a	n/a	0.00%	n/a	n/a	n/a	0.00%	
58-15	Analog Line Port	n/a	1.52%	n/a	4.71%	50.00%	0.63%	0.00%	1.37%	0.00%	3.82%	3,4,5
58-16	INP	n/a	0.29%	n/a	0.29%	n/a	0.38%	n/a	0.37%	n/a	0.39%	
	Percent Trouble Reports Within 30 Days of Installation											
59-01	8.0 dB Loop	3.85%	3.06%	2.74%	3.31%	3.00%	3.56%	5.36%	3.38%	1.87%	3.31%	
59-02	5.0 dB Loop	18.52%	1.25%	3.48%	0.96%	0.00%	0.97%	0.00%	0.99%	0.00%	1.06%	4
59-03	BRI Loop	5.88%	4.61%	9.17%	6.40%	3.41%	5.08%	4.65%	6.06%	6.38%	4.07%	
59-04	ISDN BRI Port	n/a	4.61%	n/a	6.40%	n/a	5.08%	n/a	6.06%	n/a	4.07%	
59-05	DS1 Loop	11.69%	8.33%	8.07%	0.00%	10.90%	0.00%	9.30%	5.88%	7.29%	10.00%	
59-06	DS1 Dedicated Transport	n/a	8.33%	n/a	0.00%	n/a	0.00%	n/a	5.88%	n/a	10.00%	
59-08	DSL - No Line Sharing	6.53%	6.00%	5.48%	6.00%	2.23%	6.00%	5.13%	6.00%	4.04%	6.00%	
59-09	DSL - Line Sharing	2.99%	2.12%	3.03%	1.31%	4.55%	2.07%	2.56%	1.80%	5.52%	3.02%	
59-10	Analog Trunk Port	n/a	1.25%	n/a	0.96%	n/a	0.97%	n/a	0.99%	n/a	1.06%	
59-11	Subtending DD Combination Trunks	n/a	1.25%	n/a	0.96%	n/a	0.97%	n/a	0.99%	n/a	1.06%	
59-12	DS3 Dedicated Transport	n/a	n/a	n/a	n/a	n/a	0.00%	n/a	n/a	n/a	0.00%	
59-13	Dark Fiber	n/a	n/a	n/a	n/a	n/a	0.00%	n/a	n/a	n/a	0.00%	
59-14	Analog Line Port	n/a	1.25%	n/a	0.96%	0.00%	0.97%	0.00%	0.99%	0.00%	1.06%	3,4,5
59-15	INP	n/a	3.37%	n/a	2.89%	n/a	3.74%	n/a	3.77%	n/a	3.35%	
	Percent Missed Due Dates Due to Lack of Facilities											
60-01	8.0 dB Loop	0.00%	3.44%	0.00%	3.31%	0.18%	4.09%	0.00%	3.74%	0.34%	4.16%	
60-02	5.0 dB Loop	1.85%	0.94%	0.00%	0.96%	0.00%	0.44%	0.00%	0.00%	0.00%	0.08%	4
60-03	BRI Loop	3.61%	2.09%	3.20%	2.40%	1.12%	0.85%	2.20%	0.48%	2.13%	0.66%	
60-04	ISDN BRI Port	n/a	2.09%	n/a	2.40%	n/a	0.85%	n/a	0.48%	n/a	0.66%	

Metric Number	Description	Apr-01		May-01		Jun-01		Jul-01		Aug-01		Notes
		CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	
60-05	DS1 Loop	8.44%	8.33%	4.93%	0.00%	5.26%	0.00%	2.91%	0.00%	6.77%	0.00%	
60-06	DS1 Dedicated Transport	n/a	8.33%	n/a	0.00%	n/a	0.00%	n/a	0.00%	n/a	0.00%	
60-08	DSL - No Line Sharing	0.93%	n/a	1.15%	n/a	0.32%	n/a	0.57%	n/a	0.25%	n/a	
60-09	DSL - Line Sharing	0.00%	0.15%	1.01%	0.13%	1.14%	0.03%	1.03%	0.18%	0.69%	0.10%	
60-10	Analog Trunk Port	n/a	0.94%	n/a	0.96%	n/a	0.44%	n/a	0.00%	n/a	0.08%	
60-11	Subtending DDC Trunks	n/a	0.94%	n/a	0.96%	n/a	0.44%	n/a	0.00%	n/a	0.08%	
60-12	DS3 Dedicated Transport	n/a	n/a	n/a	n/a	n/a	0.00%	n/a	n/a	n/a	0.00%	
60-13	Dark Fiber	n/a	n/a	n/a	n/a	n/a	0.00%	n/a	n/a	n/a	0.00%	
60-14	Analog Line Port	n/a	0.94%	n/a	0.96%	0.00%	0.44%	0.00%	0.00%	0.00%	0.08%	3,4,5
60-20	DS1 Dedicated Transport > 30 Days	n/a	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2,3,4,5
60-24	Analog Trunk Port > 30 Days	n/a	0.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
60-25	Subtending DDC Trunks > 30 Days	n/a	0.00%	0.00%	n/a	0.00%	n/a	0.00%	n/a	0.00%	n/a	2,3,4,5
60-26	DS3 Dedicated Transport > 30 Days	n/a	n/a	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2,3,4,5
60-27	Dark Fiber > 30 Days	n/a	n/a	n/a	0.00%	n/a	0.00%	n/a	n/a	n/a	0.00%	
60-28	Analog Line Port > 30 Days	n/a	0.00%	n/a	0.00%	n/a	0.00%	n/a	n/a	n/a	0.00%	
60-38	Analog Trunk Port > 90 Days	n/a	0.00%	n/a	0.00%	n/a	0.00%	n/a	0.00%	n/a	0.00%	
60-42	Analog Line Port > 90 Days	n/a	0.00%	0.00%	n/a	0.00%	n/a	0.00%	n/a	0.00%	n/a	2,3,4,5
	Average Delay Days Due to Lack of Facilities											
61-01	8.0 dB Loop	n/a	12.32	n/a	11.86	8.00	10.94	n/a	10.85	19.00	10.41	3,5
61-02	5.0 dB Loop	7.00	7.62	n/a	6.06	n/a	7.56	n/a	n/a	n/a	6.00	1
61-03	BRI Loop	3.14	5.93	2.75	5.93	7.00	4.25	7.00	4.50	n/a	5.17	1,2,3,4,5
61-04	ISDN BRI Port	n/a	5.93	n/a	5.93	n/a	4.25	n/a	4.50	5.38	5.17	
61-05	DS1 Loop	14.23	5.00	10.73	n/a	4.36	n/a	8.40	n/a	5.38	n/a	
61-06	DS1 Dedicated Transport	n/a	5.00	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
61-08	DSL - No Line Sharing	1.20	n/a	3.50	n/a	1.50	n/a	3.00	n/a	1.00	n/a	
61-09	DSL - Line Sharing	n/a	5.71	1.00	8.20	1.00	1.00	1.50	4.29	2.00	4.75	2,3,4,5
61-10	Analog Trunk Port	n/a	7.62	n/a	6.06	n/a	7.56	n/a	n/a	n/a	6.00	
61-11	Subtending DDC Trunks	n/a	7.62	n/a	6.06	n/a	7.56	n/a	n/a	n/a	6.00	
61-12	DS3 Dedicated Transport	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
61-13	Dark Fiber	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
61-14	Analog Line Port	n/a	7.62	n/a	6.06	n/a	7.56	n/a	n/a	n/a	6.00	
	Average Delay Days for SWBT Caused Missed Due Dates											
62-01	8.0 dB Loop Field Work	n/a	6.05	n/a	5.79	6.00	6.17	n/a	6.61	1.00	6.26	3,5
62-02	8.0 dB Loop No Field Work	1.00	7.01	n/a	9.47	7.50	6.98	n/a	6.55	37.00	4.85	1,3,5

Metric Number	Description	Apr-01		May-01		Jun-01		Jul-01		Aug-01		Notes
		CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	
62-03	5.0 dB Loop	3.80	5.68	n/a	3.33	n/a	7.69	n/a	3.84	n/a	5.71	1
62-04	BRI Loop	3.14	40.13	2.17	10.00	7.00	10.25	7.00	12.80	2.50	8.97	1,2,3,4,5
62-05	ISDN BRI Port	n/a	40.13	n/a	10.00	n/a	10.25	n/a	12.80	n/a	8.97	
62-06	DS1 Loop	10.05	5.00	8.95	n/a	4.30	17.00	8.50	n/a	5.08	n/a	
62-07	DS1 Dedicated Transport	n/a	5.00	n/a	n/a	n/a	17.00	n/a	n/a	n/a	n/a	
62-09	DSL - No Line Sharing	2.50	6.50	3.50	6.50	1.29	6.50	3.00	6.50	1.00	6.50	1,2,3,4,5
62-10	DSL - Line Sharing	31.00	7.16	25.38	3.12	2.75	2.13	2.57	4.11	9.67	3.38	1,2,3,4,5
62-11	Analog Trunk Port	n/a	5.68	n/a	3.33	n/a	7.69	n/a	3.84	n/a	5.71	
62-12	Subtending DDC Trunks	n/a	5.68	n/a	3.33	n/a	7.69	n/a	3.84	n/a	5.71	
62-13	DS3 Dedicated Transport	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
62-14	Dark Fiber	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
62-15	Analog Line Port	n/a	5.68	n/a	3.33	2.00	7.69	n/a	3.84	n/a	5.71	3
63-07	% SWBT Caused Missed Due Dates > 30 Days - DS1 Dedicated Transport	n/a	0.00%	n/a	0.00%	n/a	0.00%	n/a	0.00%	n/a	0.00%	
63-09	% SWBT Caused Missed Due Dates > 30 Days - DSL - No Line Sharing	0.00%	n/a	0.00%	n/a	0.00%	n/a	0.00%	n/a	0.00%	n/a	
63-10	% SWBT Caused Missed Due Dates > 30 Days - DSL - Line Sharing	0.75%	0.07%	2.02%	0.03%	0.00%	0.00%	0.00%	0.03%	0.00%	0.00%	
63-11	% SWBT Caused Missed Due Dates > 30 Days - Analog Trunk Port	n/a	0.00%	n/a	0.00%	n/a	0.00%	n/a	0.11%	n/a	0.00%	
63-12	% SWBT Caused Missed Due Dates > 30 Days - Subtending DDC Trunks	n/a	0.00%	n/a	0.00%	n/a	0.00%	n/a	0.11%	n/a	0.00%	
63-13	% SWBT Caused Missed Due Dates > 30 Days - DS3 Dedicated Transport	n/a	n/a	n/a	n/a	n/a	0.00%	n/a	n/a	n/a	0.00%	
63-14	% SWBT Caused Missed Due Dates > 30 Days - Dark Fiber	n/a	n/a	n/a	n/a	n/a	0.00%	n/a	n/a	n/a	0.00%	
63-15	% SWBT Caused Missed Due Dates > 30 Days - Analog Line Port	n/a	0.00%	n/a	0.00%	0.00%	0.00%	0.00%	0.11%	0.00%	0.00%	3,4,5
	Trouble Report Rate											
65-01	8.0 dB Loop with Test Access	0.97%	1.05%	1.07%	1.06%	1.31%	1.28%	1.46%	1.23%	0.83%	1.23%	
65-02	5.0 dB Loop with Test Access	2.61%	0.43%	2.14%	0.40%	0.26%	0.39%	3.23%	0.36%	1.60%	0.47%	
65-03	BRI Loop with Test Access	2.28%	2.63%	2.47%	2.80%	1.88%	2.82%	1.62%	3.19%	2.60%	3.44%	
65-04	ISDN BRI Port	0.00%	2.63%	0.00%	2.80%	0.00%	2.82%	0.00%	3.19%	0.00%	3.44%	1,2,3,4,5
65-05	DS1 Loop with Test Access	4.25%	4.38%	3.65%	5.57%	4.39%	4.80%	4.15%	3.53%	2.65%	5.45%	

Metric Number	Description	Apr-01		May-01		Jun-01		Jul-01		Aug-01		Notes
		CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	
65-06	DS1 Dedicated Transport	2.00%	4.38%	2.00%	5.57%	0.99%	4.80%	2.71%	3.53%	1.61%	5.45%	
65-07	ISDN/PRI	n/a	0.04%	n/a	0.02%	n/a	0.03%	n/a	0.03%	n/a	0.05%	
65-08	DSL - No Line Sharing	1.40%	3.00%	1.32%	3.00%	1.75%	3.00%	1.42%	3.00%	1.25%	3.00%	
65-09	DSL - Line Sharing	1.47%	0.60%	0.74%	0.47%	1.50%	0.41%	1.08%	0.41%	1.18%	0.53%	
65-10	Analog Trunk Port	4.12%	0.43%	0.00%	0.40%	0.00%	0.39%	0.93%	0.36%	3.03%	0.47%	
65-11	Subtending DDC Trunks	0.00%	0.43%	0.00%	0.40%	0.00%	0.39%	0.00%	0.36%	0.00%	0.47%	1,2,3,4,5
65-12	DS3 Dedicated Transport	0.67%	0.00%	0.00%	1.45%	0.00%	0.00%	0.76%	0.00%	0.00%	0.00%	
65-13	Dark Fiber	n/a	0.00%	n/a	1.45%	n/a	0.00%	n/a	0.00%	n/a	0.00%	
65-14	Analog Line Port	0.00%	0.43%	0.00%	0.40%	0.00%	0.39%	0.00%	0.36%	0.00%	0.47%	
65.1-01	Net of Install & Repeat Rpts- 8.0 dB loop	0.52%	0.90%	0.71%	0.91%	0.91%	1.09%	0.96%	1.04%	0.59%	1.26%	
65.1-02	Net of Install & Repeat Rpts- 5.0 dB loop	0.78%	0.36%	1.07%	0.33%	0.26%	0.39%	2.35%	0.31%	1.31%	0.39%	
65.1-03	Net of Install & Repeat Rpts- BRI loop	1.05%	2.14%	1.31%	2.10%	1.25%	2.82%	1.00%	2.47%	2.01%	2.66%	
65.1-04	Net of Install & Repeat Rpts- ISDN BRI Port	0.00%	2.14%	0.00%	2.10%	0.00%	2.82%	0.00%	2.47%	0.00%	2.66%	1,2,3,4,5
65.1-05	Net of Install & Repeat Rpts- DS1 loop	2.68%	3.87%	1.97%	5.06%	2.40%	4.80%	2.96%	2.77%	1.81%	4.42%	
65.1-06	Net of Install & Repeat Rpts- DS1 Dedicated Transport	2.00%	3.87%	1.33%	5.06%	0.66%	4.80%	2.03%	2.77%	1.61%	4.42%	
65.1-08	Net of Install & Repeat Rpts- DSL - No Line Sharing	0.60%	3.00%	0.80%	3.00%	1.02%	3.00%	0.70%	3.00%	0.75%	3.00%	
65.1-09	Net of Install & Repeat Rpts- DSL - Line Sharing	0.63%	0.32%	0.19%	0.30%	0.83%	0.25%	0.40%	0.00%	0.24%	0.23%	
65.1-10	Net of Install & Repeat Rpts- Analog Trunk Port	1.03%	0.36%	0.00%	0.33%	0.00%	0.39%	0.93%	0.31%	3.03%	0.39%	
65.1-11	Net of Install & Repeat Rpts- Subtend Dig Dir Comb Trks	0.00%	0.36%	0.00%	0.33%	0.00%	0.39%	0.00%	0.31%	0.00%	0.39%	1,2,3,4,5
65.1-12	Net of Install & Repeat Rpts- DS3 Dedicated Transport	0.67%	0.00%	0.00%	1.45%	0.00%	0.00%	0.76%	0.00%	0.00%	0.00%	
65.1-13	Net of Install & Repeat Rpts- Dark Fiber	n/a	0.00%	n/a	1.45%	n/a	0.00%	n/a	0.00%	n/a	0.00%	
65.1-14	Net of Install & Repeat Rpts- Analog Line Port	0.00%	0.36%	0.00%	0.33%	0.00%	0.39%	0.00%	0.31%	0.00%	0.39%	
Maintenance												
66-01	% Missed Repair Commitment - 8 dB Loop	0.00%	9.70%	0.00%	9.04%	1.43%	12.46%	0.00%	12.64%	0.00%	12.35%	
66-02	% Missed Repair Commitment - DSL Line Sharing	28.57%	36.08%	0.00%	30.00%	11.11%	11.30%	25.00%	12.10%	10.00%	22.36%	1,2,3,4
	Mean Time to Restore											

Metric Number	Description	Apr-01		May-01		Jun-01		Jul-01		Aug-01		Notes
		CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	
67-01	8.0 dB Loop with Test Access-Dispatch	2.64	9.23	2.25	9.31	3.61	10.73	2.30	11.94	2.40	11.70	
67-02	5.0 dB Loop with Test Access-Dispatch	2.50	7.44	2.09	7.86	1.02	7.79	3.19	8.59	1.96	6.94	3
67-03	BRI Loop with Test Access-Dispatch	4.95	5.73	6.36	5.25	3.57	8.36	3.05	7.50	2.67	7.38	
67-04	ISDN BRI Port-Dispatch	n/a	5.73	n/a	5.25	n/a	8.36	n/a	7.50	n/a	7.38	5
67-05	DS1 Loop with Test Access-Dispatch	2.88	2.15	4.05	2.84	3.51	2.25	3.74	3.51	3.03	2.62	
67-06	DS1 Dedicated Transport-Dispatch	3.92	2.15	4.48	2.84	6.42	2.25	7.38	3.51	2.47	2.62	1,2,3,4,5
67-07	ISDN/PRI -Dispatch	n/a	3.42	n/a	2.85	n/a	3.42	n/a	2.56	n/a	2.48	
67-08	DSL -Dispatch - No Line Sharing	2.41	9.00	3.56	9.00	3.45	9.00	2.94	9.00	3.14	9.00	
67-09	DSL -Dispatch - Line Sharing	31.56	26.44	9.95	24.25	14.09	12.88	30.60	16.09	9.96	16.82	1,2,3,4
67-11	Subtending DDC Trunks-Dispatch	n/a	7.44	n/a	7.86	n/a	7.79	n/a	8.59	n/a	6.94	
67-12	DS3 Dedicated Transport-Dispatch	1.78	n/a	n/a	n/a	n/a	n/a	0.63	n/a	n/a	n/a	
67-13	Dark Fiber-Dispatch	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
67-17	8.0 dB Loop with Test Access-No Dispatch	n/a	4.08	n/a	4.61	n/a	4.72	n/a	6.88	n/a	4.76	
67-18	5.0 dB Loop with Test Access-No Dispatch	n/a	1.92	n/a	1.85	n/a	1.45	n/a	2.63	n/a	1.59	
67-19	BRI Loop with Test Access-No Dispatch	n/a	0.79	n/a	1.18	1.03	1.21	n/a	1.07	n/a	1.19	3
67-20	ISDN BRI Port-No Dispatch	n/a	0.79	n/a	1.18	n/a	1.21	n/a	1.07	n/a	1.19	
67-21	DS1 Loop with Test Access-No Dispatch	1.37	0.26	16.65	0.24	28.08	0.40	n/a	0.20	0.47	0.44	1,2,3,5
67-22	DS1 Dedicated Transport-No Dispatch	n/a	0.26	n/a	0.24	n/a	0.40	n/a	0.20	n/a	0.44	
67-24	DSL -No Dispatch - No Line Sharing	3.78	9.00	n/a	9.00	0.03	9.00	n/a	9.00	n/a	9.00	1,3
67-25	DSL -No Dispatch - Line Sharing	2.77	117.91	n/a	104.56	n/a	1.88	n/a	3.38	n/a	2.54	1
67-27	Subtending DDC Trunks-No Dispatch	n/a	1.92	n/a	1.85	n/a	1.45	n/a	2.63	n/a	1.59	
67-28	DS3 Dedicated Transport-No Dispatch	n/a	n/a	n/a	1.63	n/a	n/a	n/a	n/a	n/a	n/a	
67-29	Dark Fiber-No Dispatch	n/a	n/a	n/a	1.63	n/a	n/a	n/a	n/a	n/a	n/a	
	Percent Repeat Reports											
69-01	8.0 dB Loop with Test Access	5.68%	11.07%	5.83%	10.42%	6.02%	12.68%	7.28%	12.36%	6.52%	14.52%	
69-02	5.0 dB Loop with Test Access	20.00%	11.97%	27.78%	11.81%	0.00%	13.32%	27.27%	10.56%	18.18%	12.84%	3
69-03	BRI Loop with Test Access	11.54%	10.73%	10.00%	15.67%	20.83%	14.00%	19.05%	12.75%	5.71%	15.96%	
69-04	ISDN BRI Port	n/a	10.73%	n/a	15.67%	n/a	14.00%	n/a	12.75%	n/a	15.96%	
69-05	DS1 Loop with Test Access	9.23%	5.88%	17.46%	9.09%	11.63%	15.79%	10.34%	14.29%	8.33%	9.52%	
69-06	DS1 Dedicated Transport	0.00%	5.88%	33.33%	9.09%	33.33%	15.79%	12.50%	14.29%	0.00%	9.52%	1,2,3,4,5
69-07	ISDN/PRI	n/a	2.22%	n/a	3.45%	n/a	5.71%	n/a	7.50%	n/a	9.68%	
69-08	DSL - No Line Sharing	1.59%	12.00%	8.20%	12.00%	1.43%	12.00%	3.51%	12.00%	9.62%	12.00%	
69-09	DSL - Line Sharing	0.00%	9.80%	0.00%	12.50%	0.00%	0.56%	0.00%	1.27%	0.00%	5.06%	1,2,3,4
69-10	Analog Trunk Port	0.00%	11.97%	n/a	11.81%	n/a	13.32%	0.00%	10.56%	0.00%	12.84%	1,4,5

Metric Number	Description	Apr-01		May-01		Jun-01		Jul-01		Aug-01		Notes
		CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	
69-11	Subtending DDC Trunks	n/a	11.97%	n/a	11.81%	n/a	13.32%	n/a	10.56%	n/a	12.84%	
69-12	DS3 Dedicated Transport	0.00%	n/a	n/a	0.00%	n/a	n/a	0.00%	n/a	n/a	n/a	
69-13	Dark Fiber	n/a	n/a	n/a	0.00%	n/a	n/a	n/a	n/a	n/a	n/a	
69-14	Analog Line Port	n/a	11.97%	n/a	11.81%	n/a	13.32%	n/a	10.56%	n/a	12.84%	
<i>Interconnection Trunks</i>												
70-01	% Trunk Blockage - SWBT End Office to CLEC	0.19%	1.00%	0.00%	1.00%	0.02%	1.00%	0.07%	1.00%	n/a	1.00%	
70-02	% Trunk Blockage - SWBT Tandem to CLEC	0.15%	1.00%	0.02%	1.00%	0.01%	1.00%	0.03%	1.00%	n/a	1.00%	
71-01	Common Transport Block > 2%	3.47%	3.00%	2.10%	3.00%	0.69%	3.00%	0.00%	3.00%	0.00%	3.00%	
73-01	% Installations Comp. Within the Cust. Req. Due Date - Interconnection Trunks	94.78%	95.00%	84.70%	95.00%	97.15%	95.00%	96.31%	95.00%	95.13%	95.00%	
73-02	% Installations Comp. Within the Cust. Req. Due Date - SS7	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	
73-03	% Installations Comp. Within the Cust. Req. Due Date - OD/DA	n/a	95.00%	n/a	95.00%	n/a	95.00%	n/a	95.00%	100.00%	95.00%	5
73-04	% Installations Comp. Within the Cust. Req. Due Date - E911	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	1,2,3,5
73.1-01	% Held Interconnection Trunks - Interconnection Trunks > 30 Days due to Lack of Facilities	1.04%	34.21%	0.00%	27.94%	0.00%	4.96%	2.22%	27.96%	0.00%	21.14%	
73.1-02	% Held Interconnection Trunks - SS7 > 30 Days due to Lack of Facilities	n/a	42.86%	n/a	92.86%	n/a	35.29%	n/a	50.00%	n/a	9.09%	
73.1-03	% Held Interconnection Trunks - OS/DA > 30 Days due to Lack of Facilities	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.00%	n/a	
73.1-04	% Held Interconnection Trunks - E911 > 30 Days due to Lack of Facilities	0.00%	n/a	0.00%	n/a	0.00%	n/a	0.00%	n/a	0.00%	n/a	
74-01	Avg. Delay Days for Missed Due Dates - Interconnection Trunks	38.80	54.97	15.48	88.14	12.00	12.94	42.62	44.00	5.00	45.91	
74-02	Avg. Delay Days for Missed Due Dates - SS7	n/a	311.58	n/a	288.07	n/a	169.00	n/a	672.00	n/a	101.00	
74-03	Avg. Delay Days for Missed Due Dates - OS/DA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
74-04	Avg. Delay Days for Missed Due Dates - E911	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	

Metric Number	Description	Apr-01		May-01		Jun-01		Jul-01		Aug-01		Notes
		CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	
76-01	Avg. Trunk Rest. Interval - Interconnection Trunks	2.45	n/a	2.97	n/a	0.62	n/a	4.10	n/a	1.66	n/a	
76-02	Avg. Trunk Rest. Interval - SS7	n/a	n/a	n/a	1.97	n/a	53.35	n/a	2.52	n/a	0.95	
76-03	Avg. Trunk Rest. Interval - OS/DA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
76-04	Avg. Trunk Rest. Interval - E911	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.02	n/a	
77-01	Avg. Trunk Rest. Intvl. For Svc. Affect. Trk. Groups - Tdm. Trk. Grps. - Interconn.Trks	n/a	1.00	n/a	1.00	n/a	1.00	n/a	1.00	n/a	1.00	
77-02	Avg. Trunk Rest. Intvl. For Svc. Affect. Trk. Groups - Tdm. Trk. Grps. - SS7	n/a	1.00	n/a	1.00	n/a	1.00	n/a	1.00	n/a	1.00	
77-03	Avg. Trunk Rest. Intvl. For Svc. Affect. Trk. Groups - Tdm. Trk. Grps. - OS/DA	n/a	1.00	n/a	1.00	n/a	1.00	n/a	1.00	n/a	1.00	
77-04	Avg. Trunk Rest. Intvl. For Svc. Affect. Trk. Groups - Tdm. Trk. Grps. - E911	n/a	1.00	n/a	1.00	n/a	1.00	n/a	1.00	n/a	1.00	
77-05	Avg. Trunk Rest. Intvl. For Svc. Affect. Trk. Groups - Non Tdm. Trk. Grps. - Interconn. Trks	n/a	2.00	n/a	2.00	n/a	2.00	n/a	2.00	n/a	2.00	
77-06	Avg. Trunk Rest. Intvl. For Svc. Affect. Trk. Groups - Non Tdm. Trk. Grps. - SS7	n/a	2.00	n/a	2.00	n/a	2.00	n/a	2.00	n/a	2.00	
77-07	Avg. Trunk Rest. Intvl. For Svc. Affect. Trk. Groups - Non Tdm. Trk. Grps. - OS/DA	n/a	2.00	n/a	2.00	n/a	2.00	n/a	2.00	n/a	2.00	
77-08	Avg. Trunk Rest. Intvl. For Svc. Affect. Trk. Groups - Non Tdm. Trk. Grps. - E911	n/a	2.00	n/a	2.00	n/a	2.00	n/a	2.00	n/a	2.00	
Number Portability												
91-01	% of LNP Only Due Dates within Industry Guidelines	91.53%	96.50%	97.20%	96.50%	97.24%	96.50%	100.00%	96.50%	100.00%	96.50%	
92-01	% of Time the OSP Releases Prior to the Exp. of the T2 Timer	99.93%	96.50%	99.96%	96.50%	99.90%	96.50%	99.98%	96.50%	99.88%	96.50%	
93-01	% of Customer Accounts Restructured Prior to LNP Due Date	100.00%	96.50%	100.00%	96.50%	100.00%	96.50%	85.71%	96.50%	86.67%	96.50%	
96-01	% Premature Disconnects for Stand Alone LNP Orders	0.04%	2.00%	0.01%	2.00%	0.00%	2.00%	0.05%	2.00%	0.02%	2.00%	
97-01	% of Time SWBT applies 10 digit trigger prior to the LNP Order Due Date - LNP Only	99.09%	96.50%	100.00%	96.50%	98.72%	96.50%	98.09%	96.50%	99.21%	96.50%	

Metric Number	Description	Apr-01		May-01		Jun-01		Jul-01		Aug-01		Notes
		CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	
97-02	% of Time SWBT applies 10 digit trigger prior to the LNP Order Due Date – LNP with Loop	98.63%	96.50%	99.81%	96.50%	93.93%	96.50%	99.60%	96.50%	97.86%	96.50%	
98-01	Percent LNP I-Reports in 10 Days	0.10%	2.00%	0.00%	1.70%	0.00%	2.30%	0.00%	2.22%	0.00%	2.15%	
99-01	LNP	7.63	7.01	5.25	9.47	3.40	6.98	9.60	6.55	8.22	4.85	2,3,4,5
100-01	Avg. Time of Out of Service for LNP Conversions	1.15	60.00	1.14	60.00	1.56	60.00	0.97	60.00	0.29	60.00	
101-01	% Out of Service less than 60 Minutes	99.85%	96.50%	99.93%	96.50%	99.94%	96.50%	99.88%	96.50%	100.00%	96.50%	
911												
103-01	% Errors for E-911 Database Updates	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
104-01	Avg. Time Req. to Update 911 Database	0.15	5.42	0.17	5.95	0.13	5.19	0.08	6.12	0.08	5.56	
104.1-01	Avg. Time Req. to Unlock 911 Record	0.99		0.62		0.64		0.34		1.60		
Collocation												
107-01	% Missed Coll. Due Dates – Caged – Initial	0.00%	5.00%	0.00%	5.00%	n/a	5.00%	n/a	5.00%	n/a	5.00%	2
107-02	% Missed Collocation Due Dates – Caged – Augments	0.00%	5.00%	0.00%	5.00%	0.00%	5.00%	n/a	5.00%	0.00%	5.00%	1,3,5
107-03	% Missed Coll. Due Dates – Cageless – Initial	n/a	5.00%	n/a	5.00%	0.00%	5.00%	0.00%	5.00%	0.00%	5.00%	3,4,5
107-04	% Missed Coll. Due Dates – Cageless – Augments	0.00%	5.00%	0.00%	5.00%	n/a	5.00%	0.00%	5.00%	0.00%	5.00%	1,2,4,5
107-05	% Missed Collocation Due Dates – Shared Caged – Initial	n/a	5.00%	n/a	5.00%	n/a	5.00%	n/a	5.00%	n/a	5.00%	
107-06	% Missed Collocation Due Dates – Shared Caged – Augments	n/a	5.00%	n/a	5.00%	n/a	5.00%	n/a	5.00%	n/a	5.00%	
107-07	% Missed Collocation Due Dates – Virtual – Initial	n/a	5.00%	n/a	5.00%	n/a	5.00%	n/a	5.00%	n/a	5.00%	
107-08	% Missed Collocation Due Dates – Virtual – Augments	n/a	5.00%	n/a	5.00%	n/a	5.00%	n/a	5.00%	n/a	5.00%	
108-01	Avg. Delay Days – Caged - Initial	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
108-02	Avg. Delay Days – Caged - Augments	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
108-03	Avg. Delay Days – Cageless - Initial	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
108-04	Avg. Delay Days – Cageless - Augments	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
108-05	Avg. Delay Days – Shared Caged – Initial	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	

Metric Number	Description	Apr-01		May-01		Jun-01		Jul-01		Aug-01		Notes
		CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	
108-06	Avg. Delay Days – Shared Caged – Augments	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
108-07	Avg. Delay Days – Virtual - Initial	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
108-08	Avg. Delay Days – Virtual - Augments	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
109-01	% of Collocation Requests within Guidelines - Caged – Initial	n/a	90.00%	n/a	90.00%	n/a	90.00%	n/a	90.00%	n/a	90.00%	
109-02	% of Collocation Requests within Guidelines - Caged – Augments	100.00%	90.00%	100.00%	90.00%	100.00%	90.00%	100.00%	90.00%	100.00%	90.00%	1,2,3,4,5
109-03	% of Collocation Requests within Guidelines - Cageless – Initial	100.00%	90.00%	100.00%	90.00%	100.00%	90.00%	100.00%	90.00%	n/a	90.00%	1,2,3,4
109-04	% of Collocation Requests within Guidelines - Cageless – Augments	100.00%	90.00%	100.00%	90.00%	n/a	90.00%	n/a	90.00%	n/a	90.00%	
109-05	% of Collocation Requests within Guidelines - Shared Caged – Initial	n/a	90.00%	n/a	90.00%	n/a	90.00%	n/a	90.00%	n/a	90.00%	
109-06	% of Collocation Requests within Guidelines - Shared Caged – Augments	n/a	90.00%	n/a	90.00%	n/a	90.00%	n/a	90.00%	n/a	90.00%	
109-07	% of Collocation Requests within Guidelines - Virtual – Initial	n/a	90.00%	n/a	90.00%	n/a	90.00%	n/a	90.00%	n/a	90.00%	
109-08	% of Collocation Requests within Guidelines - Virtual – Augments	n/a	90.00%	n/a	90.00%	n/a	90.00%	n/a	90.00%	n/a	90.00%	
<i>Directory Assistance and Operator Services</i>												
80-01	DA Avg. Speed of Answer	6.60	6.00	5.40	6.00	5.60	6.00	5.50	6.00	5.90	6.00	
82-01	OS Avg. Speed of Answer	5.30	6.00	4.70	6.00	5.00	6.00	5.40	6.00	5.90	6.00	
110-01	Percent of Updates into DA Database within 72 Hours	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	
111-01	Average Update Interval for DA Database	24.00	36.00	24.00	36.00	24.00	36.00	24.00	36.00	24.00	36.00	
112-01	% of Database Accuracy for Manual Updates	100.00%	97.00%	100.00%	97.00%	100.00%	97.00%	100.00%	97.00%	100.00%	97.00%	
113-01	% of Electronic Updates That Flow Through The DSR Process Without Manual Intervention	80.39%	97.00%	71.71%	97.00%	70.06%	97.00%	77.69%	97.00%	85.39%	97.00%	
<i>Coordinated Conversions</i>												
114-01	% of Premature Disconnects – CHC/FDT - LNP With Loop Lines – CHC	0.00%	2.00%	0.00%	2.00%	0.00%	2.00%	0.00%	2.00%	0.00%	2.00%	

Metric Number	Description	Apr-01		May-01		Jun-01		Jul-01		Aug-01		Notes
		CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	CLEC	SWBT	
114-02	% of Premature Disconnects – CHC/FDT - LNP With Loop Lines – FDT	0.00%	2.00%	0.00%	2.00%	0.00%	2.00%	0.91%	2.00%	0.58%	2.00%	
114.1-01	CHC/FDT LNP with Loop Provisioning Interval - Coor. Hot Cuts (<10 Lines)	99.08%		99.39%		100.00%		100.00%		99.64%		
114.1-02	CHC/FDT LNP with Loop Provisioning Interval - Coor. Hot Cuts (10-24 Lines)	100.00%		100.00%		100.00%		100.00%		100.00%		
114.1-03	CHC/FDT LNP with Loop Provisioning Interval - Frame Due Time (<10 Lines)	98.07%		99.35%		99.13%		97.41%		99.40%		
114.1-04	CHC/FDT LNP with Loop Provisioning Interval - Frame Due Time (10-24 Lines)	100.00%		100.00%		100.00%		100.00%		90.00%		
115-01	% Provisioning Trouble Reports (PTR) – CHC	1.02%		0.66%		0.00%		1.27%		0.00%		
115-02	% Provisioning Trouble Reports (PTR) – FDT	0.26%		0.41%		0.00%		1.60%		0.19%		
115.1-01	Mean Time to Restore - CHC	117.00		62.33		n/a		142.00		n/a		
115.1-02	Mean Time to Restore – FDT	811.00		148.50		n/a		170.71		344.00		
117-01	% NXXs Loaded/Tested Prior to LERG	66.67%	100.00%	71.43%	100.00%	25.00%	100.00%	67.27%	66.67%	94.74%	100.00%	1,2,3
Change Management												
123-01	% of Timely and Compliant Change Management Notices	100.00%		80.00%		100.00%		100.00%		0.00%		
124-01	Timely Resolution of significant Software Failures Related with Releases	n/a		n/a		n/a		n/a		n/a		

Abbreviations:

n/a = Not Available.

blank cell = No data provided.

SWBT = SWBT retail analog or benchmark.

Notes:

1 = Sample Size under 10 for April.

2 = Sample Size under 10 for May.

3 = Sample Size under 10 for June.

4 = Sample Size under 10 for July.

5 = Sample Size under 10 for August.