ORIGINAL

Timolyn Henry

From:	Slaughter, Brenda [Brenda.Slaughter@BELLSOUTH.COM]
Sent:	Friday, October 29, 2004 2:55 PM
To:	Filings@psc.state.fl.us
Cc:	Culpepper, Robert; Linda Hobbs; Bixler, Micheale; Slaughter, Brenda ; Fatool, Vicki; Nancy Sims; Holland, Robyn P
Subject:	Florida Docket No. 000121A-TP

Importance: High

A.   Debbie Smith / Brenda Slaughter
       Legal Secretary for Robert A. Culpepper
       BellSouth Telecommunications, Inc.
       c/o Nancy Sims
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B.   Docket No. 000121A-TP: In Re: Investigation into the Establishment of Operations Support Systems
       Permanent Performance Measures for Incumbent Local Exchange Telecommunications Companies
       (BellSouth Track).

C.   BellSouth Telecommunications, Inc.
       on behalf of Robert A. Culpepper

D.   22 pages total in PDF format

E.   BellSouth Telecommunications, Inc.'s additional information associated with Action Item No. 4 (Responses to Action

       Items raised during the SEEM workshop held on September 28 and 29 were filed on October 20, 2004).

CMP

COM _____

CTR _____

Debbie Smith (sent on behalf of Robert A. Culpepper)   ECR _____
BellSouth Telecommunications, Inc.
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675 W. Peachtree Street   OPC _____
Atlanta, GA 30375-0001
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RCA _____

<<000121A-TP BellSouth Response to Action Items.pdf>> <<Meas volumes.pdf>>   SCR _____

SEC I

OTH _____

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10/29/2004

Robert A. Culpepper
General Attorney

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(404) 335-0841

October 29, 2004

Mrs. Blanca S. Bayó
Director, Division of the Commission Clerk and
   Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

     Re: **Docket No. 000121A-TP**
               In Re: Investigation into the establishment of operations support systems permanent incumbent local exchange Telecommunications companies

Dear Ms. Bayó:

On October 20, 2004, BellSouth filed responses to Action Items raised during the SEEM workshop held on September 28 and 29. In connection with BellSouth's Response to Action Item No. 4 (provide empirical substantiation of the disaggregation recommended by BellSouth), BellSouth inadvertently failed to include all information associated with its Response. Accordingly, please find enclosed for filing additional information associated with Action Item No. 4. A copy of the same is being served on all parties of record.

                          Sincerely,

                          Robert A. Culpepper

Enclosures

cc: All parties of record
     Marshall M. Criser, III
     Nancy B. White
     R. Douglas Lackey

CERTIFICATE OF SERVICE
Docket No. 000121A-TP

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via

Electronic Mail and U.S. Mail this 29th day of October, 2004 to the following:

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Robert A. Culpepper

(+) Signed Protective
Agreement

#502166

1. The data is for the measurements that capture the activities of individual CLECs. It is not precisely Tier 1 data (meaning that it did not come from PARIS) but it is very representative of the level of activity in the Tier 1 measurements in PARIS. This data is for all CLECs, in aggregate. Nearly all of the data is Florida. Some, such as Flow Through or Acknowledgements, is regional.

2. You had asked that we take the sheet from August through October and add November and December. You'll recall that we converted to SRS reporting late last year. As a result, the data for August through December, while available, was more readily accessible starting in September forward. So, we provided the data for September through February – not the exact months you requested, but one more month of data.

3. The definition of the numbers for each submetric is listed in the second column. These are generally the denominator of the measurement but, in several instances, they're the numerator. As an example, the Customer Trouble Report Rate is reported troubles – the numerator. The denominator for that measurement is lines in service. Arguably, the in-service base, a relatively static number, may not provide a good indicator of 'activity' in that measurement.

4. Some headlines. In a typical month:
   a. 40% of the submetrics have no activity – for the entire state.
   b. Less than 25% have activity of 100 or more for all of the approximately 200 CLECs in the state.

See the bottom of the Excel sheet for this data.

Sub-metric Descrpt	Data represents:	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04
B-1 Invoice Accuracy (Measured in Dollars)-Interconnection	Total Billed Rev	5084607	5152938	5502127	5228772	5093658
B-1 Invoice Accuracy (Measured in Dollars)-Resale	Total Billed Rev	3719512	3593562	3359344	3203593	3174449
B-1 Invoice Accuracy (Measured in Dollars)-UNE	Total Billed Rev	20185404	19836543	20023494	24152020	20476134
B-10 Percent Billing Errors Corrected in X Days	Disputes	6360	4805	3584	4406	2273
B-2 Mean Time to Deliver Invoices-CRIS/CABS - CABS	Invoices	3759	3728	3684	3744	3685
B-2 Mean Time to Deliver Invoices-CRIS/CABS - CRIS	Invoices	1384	1415	1388	1376	1330
B-3 Usage Data Delivery Accuracy (data packs) - Parity with Retail	Packs	40567	37568	38965	35267	40740
C-3 Collocation Percent Due Dates Missed - Physical	Collo Due Dates	48	33	31	20	25
C-3 Collocation Percent Due Dates Missed - Virtual	Collo Due Dates					1
MR-1 Missed Repair Appointments - 2W Analog Loop Design Dispatch	Repair Appts (Trouble reports)	510	509	449	490	386
MR-1 Missed Repair Appointments - 2W Analog Loop Design Non-Dispatch	Repair Appts (Trouble reports)	109	100	63	83	86
MR-1 Missed Repair Appointments - 2W Analog Loop Non-Design Dispatch	Repair Appts (Trouble reports)	1079	1085	1129	1125	1201
MR-1 Missed Repair Appointments - 2W Analog Loop Non-Design Non-Dispatch	Repair Appts (Trouble reports)	21	15	21	39	53
MR-1 Missed Repair Appointments - Local Interconnection Trunks Dispatch	Repair Appts (Trouble reports)					
MR-1 Missed Repair Appointments - Local Interconnection Trunks Non-Dispatch	Repair Appts (Trouble reports)	10	15		10	5
MR-1 Missed Repair Appointments - Local Transport (Unbundled Interoffice Transport) Dispatch	Repair Appts (Trouble reports)		3	1	1	3
MR-1 Missed Repair Appointments - Local Transport (Unbundled Interoffice Transport) Non-Dispatch	Repair Appts (Trouble reports)	6	10	2	13	11
MR-1 Missed Repair Appointments - Resale Business Dispatch	Repair Appts (Trouble reports)	276	306	256	257	250
MR-1 Missed Repair Appointments - Resale Business Non-Dispatch	Repair Appts (Trouble reports)	82	91	55	53	68
MR-1 Missed Repair Appointments - Resale Centrex Dispatch	Repair Appts (Trouble reports)	1	4	1	2	4
MR-1 Missed Repair Appointments - Resale Centrex Non-Dispatch	Repair Appts (Trouble reports)	2				
MR-1 Missed Repair Appointments - Resale Design Dispatch	Repair Appts (Trouble reports)	58	38	34	36	33
MR-1 Missed Repair Appointments - Resale Design Non-Dispatch	Repair Appts (Trouble reports)	20	30	16	24	37
MR-1 Missed Repair Appointments - Resale ISDN Dispatch	Repair Appts (Trouble reports)	5	4	4	4	1
MR-1 Missed Repair Appointments - Resale ISDN Non-Dispatch	Repair Appts (Trouble reports)	2	2			3
MR-1 Missed Repair Appointments - Resale PBX Dispatch	Repair Appts (Trouble reports)	20	13	18	9	9
MR-1 Missed Repair Appointments - Resale PBX Non-Dispatch	Repair Appts (Trouble reports)	1	2	1	3	7
MR-1 Missed Repair Appointments - Resale Residence Dispatch	Repair Appts (Trouble reports)	1161	1291	1074	984	926
MR-1 Missed Repair Appointments - Resale Residence Non-Dispatch	Repair Appts (Trouble reports)	286	296	225	223	247
MR-1 Missed Repair Appointments - UNE Combos - Other Dispatch	Repair Appts (Trouble reports)	140	137	103	103	80
MR-1 Missed Repair Appointments - UNE Combos - Other Non-Dispatch	Repair Appts (Trouble reports)	41	48	34	42	28
MR-1 Missed Repair Appointments - UNE Digital Loop < DS1 Dispatch	Repair Appts (Trouble reports)	153	176	133	117	111
MR-1 Missed Repair Appointments - UNE Digital Loop < DS1 Non-Dispatch	Repair Appts (Trouble reports)	65	59	41	32	38
MR-1 Missed Repair Appointments - UNE Digital Loop >= DS1 Dispatch	Repair Appts (Trouble reports)	262	207	190	174	137
MR-1 Missed Repair Appointments - UNE Digital Loop >= DS1 Non-Dispatch	Repair Appts (Trouble reports)	74	57	49	60	66
MR-1 Missed Repair Appointments - UNE ISDN Dispatch	Repair Appts (Trouble reports)	105	124	99	87	81
MR-1 Missed Repair Appointments - UNE ISDN Non-Dispatch	Repair Appts (Trouble reports)	55	49	35	27	30
MR-1 Missed Repair Appointments - UNE Line Sharing Dispatch	Repair Appts (Trouble reports)	52	60	55	49	61
MR-1 Missed Repair Appointments - UNE Line Sharing Non-Dispatch	Repair Appts (Trouble reports)	11	21	11	21	21
MR-1 Missed Repair Appointments - UNE Loop + Port Combinations Dispatch	Repair Appts (Trouble reports)	9973	9534	8183	7303	7591
MR-1 Missed Repair Appointments - UNE Loop + Port Combinations Non-Dispatch	Repair Appts (Trouble reports)	2635	2517	1819	1905	2145
MR-1 Missed Repair Appointments - UNE Other Design Dispatch	Repair Appts (Trouble reports)			1		1
MR-1 Missed Repair Appointments - UNE Other Design Non-Dispatch	Repair Appts (Trouble reports)					
MR-1 Missed Repair Appointments - UNE Other Non-Design Dispatch	Repair Appts (Trouble reports)		4			
MR-1 Missed Repair Appointments - UNE Other Non-Design Non-Dispatch	Repair Appts (Trouble reports)					
MR-1 Missed Repair Appointments - UNE Switch Ports Dispatch	Repair Appts (Trouble reports)	10	14	13	13	9
MR-1 Missed Repair Appointments - UNE Switch Ports Non-Dispatch	Repair Appts (Trouble reports)	2		1	5	6
MR-1 Missed Repair Appointments - UNE xDSL (HDSL, ADSL, and UCL) Dispatch	Repair Appts (Trouble reports)	70	69	52	43	41
MR-1 Missed Repair Appointments - UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch	Repair Appts (Trouble reports)	14	12	7	7	13

Sub-metric Descrpt	Data represents:	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04
MR-2 Customer Trouble Report Rate - 2W Analog Loop Design	Trouble reports	619	609	512	573	472
MR-2 Customer Trouble Report Rate - 2W Analog Loop Non-Design	Trouble reports	1100	1100	1150	1164	1254
MR-2 Customer Trouble Report Rate - Local Interconnection Trunks	Trouble reports	10	15	0	10	5
MR-2 Customer Trouble Report Rate - Local Transport (Unbundled Interoffice Transport)	Trouble reports	6	13	3	14	14
MR-2 Customer Trouble Report Rate - Resale Business	Trouble reports	358	397	311	310	318
MR-2 Customer Trouble Report Rate - Resale Centrex	Trouble reports	3	4	1	2	4
MR-2 Customer Trouble Report Rate - Resale Design	Trouble reports	78	68	50	60	70
MR-2 Customer Trouble Report Rate - Resale ISDN	Trouble reports	7	6	4	4	4
MR-2 Customer Trouble Report Rate - Resale PBX	Trouble reports	21	15	19	12	16
MR-2 Customer Trouble Report Rate - Resale Residence	Trouble reports	1447	1587	1299	1207	1173
MR-2 Customer Trouble Report Rate - UNE Combos - Other	Trouble reports	181	185	137	145	108
MR-2 Customer Trouble Report Rate - UNE Digital Loop >= DS1	Trouble reports	336	264	239	234	203
MR-2 Customer Trouble Report Rate UNE Digital Loop < DS1	Trouble reports	218	235	174	149	49
MR-2 Customer Trouble Report Rate - UNE ISDN	Trouble reports	160	173	134	114	111
MR-2 Customer Trouble Report Rate - UNE Line Sharing	Trouble reports	63	81	66	70	82
MR-2 Customer Trouble Report Rate - UNE Loop + Port Combinations	Trouble reports	12608	12051	10002	9208	9736
MR-2 Customer Trouble Report Rate - UNE Other Design	Trouble reports	0	0	1	0	1
MR-2 Customer Trouble Report Rate - UNE Other Non-Design	Trouble reports	0	4	0	0	0
MR-2 Customer Trouble Report Rate - UNE Switch Ports	Trouble reports	12	14	14	18	15
MR-2 Customer Trouble Report Rate - UNE xDSL (HDSL, ADSL, and UCL)	Trouble reports	84	81	59	50	54
MR-3 Maintenance Average Duration - 2W Analog Loop Design Dispatch	Trouble reports	510	509	449	490	386
MR-3 Maintenance Average Duration - 2W Analog Loop Design Non-Dispatch	Trouble reports	109	100	63	83	86
MR-3 Maintenance Average Duration - 2W Analog Loop Non-Design Dispatch	Trouble reports	1079	1085	1129	1125	1201
MR-3 Maintenance Average Duration - 2W Analog Loop Non-Design Non-Dispatch	Trouble reports	21	15	21	39	53
MR-3 Maintenance Average Duration - Local Interconnection Trunks Dispatch	Trouble reports					
MR-3 Maintenance Average Duration - Local Interconnection Trunks Non-Dispatch	Trouble reports	10	15		10	5
MR-3 Maintenance Average Duration - Local Transport (Unbundled Interoffice Transport) Dispatch	Trouble reports		3	1	1	3
MR-3 Maintenance Average Duration - Local Transport (Unbundled Interoffice Transport) Non-Dispatch	Trouble reports	6	10	2	13	11
MR-3 Maintenance Average Duration - Resale Business Dispatch	Trouble reports	276	306	256	257	250
MR-3 Maintenance Average Duration - Resale Business Non-Dispatch	Trouble reports	82	91	55	53	68
MR-3 Maintenance Average Duration - Resale Centrex Dispatch	Trouble reports	1	4	1	2	4
MR-3 Maintenance Average Duration - Resale Centrex Non-Dispatch	Trouble reports	2				
MR-3 Maintenance Average Duration - Resale Design Dispatch	Trouble reports	58	38	34	36	33
MR-3 Maintenance Average Duration - Resale Design Non-Dispatch	Trouble reports	20	30	16	24	37
MR-3 Maintenance Average Duration - Resale ISDN Dispatch	Trouble reports	5	4	4	4	1
MR-3 Maintenance Average Duration - Resale ISDN Non-Dispatch	Trouble reports	2	2			3
MR-3 Maintenance Average Duration - Resale PBX Dispatch	Trouble reports	20	13	18	9	9
MR-3 Maintenance Average Duration - Resale PBX Non-Dispatch	Trouble reports	1	2	1	3	7
MR-3 Maintenance Average Duration - Resale Residence Dispatch	Trouble reports	1161	1291	1074	984	926
MR-3 Maintenance Average Duration - Resale Residence Non-Dispatch	Trouble reports	286	296	225	223	247
MR-3 Maintenance Average Duration - UNE Combos - Other Dispatch	Trouble reports	140	137	103	103	80
MR-3 Maintenance Average Duration - UNE Combos - Other Non-Dispatch	Trouble reports	41	48	34	42	28
MR-3 Maintenance Average Duration - UNE Digital Loop < DS1 Dispatch	Trouble reports	153	176	133	117	111
MR-3 Maintenance Average Duration - UNE Digital Loop < DS1 Non-Dispatch	Trouble reports	65	59	41	32	38
MR-3 Maintenance Average Duration - UNE Digital Loop >= DS1 Dispatch	Trouble reports	262	207	190	174	137
MR-3 Maintenance Average Duration - UNE Digital Loop >= DS1 Non-Dispatch	Trouble reports	74	57	49	60	66
MR-3 Maintenance Average Duration - UNE ISDN Dispatch	Trouble reports	105	124	99	87	81
MR-3 Maintenance Average Duration - UNE ISDN Non-Dispatch	Trouble reports	55	49	35	27	30
MR-3 Maintenance Average Duration - UNE Line Sharing Dispatch	Trouble reports	52	60	55	49	61
MR-3 Maintenance Average Duration - UNE Line Sharing Non-Dispatch	Trouble reports	11	21	11	21	21
MR-3 Maintenance Average Duration - UNE Loop + Port Combinations Dispatch	Trouble reports	9973	9534	8183	7303	7591

Sub-metric Descrpt	Data represents:	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04
MR-3 Maintenance Average Duration - UNE Loop + Port Combinations Non-Dispatch	Trouble reports	2635	2517	1819	1905	2145
MR-3 Maintenance Average Duration - UNE Other Design Dispatch	Trouble reports			1		1
MR-3 Maintenance Average Duration - UNE Other Design Non-Dispatch	Trouble reports					
MR-3 Maintenance Average Duration - UNE Other Non-Design Dispatch	Trouble reports		4			
MR-3 Maintenance Average Duration - UNE Other Non-Design Non-Dispatch	Trouble reports					
MR-3 Maintenance Average Duration - UNE Switch Ports Dispatch	Trouble reports	10	14	13	13	9
MR-3 Maintenance Average Duration - UNE Switch Ports Non-Dispatch	Trouble reports	2		1	5	6
MR-3 Maintenance Average Duration - UNE xDSL (HDSL, ADSL, and UCL) Dispatch	Trouble reports	70	69	52	43	41
MR-3 Maintenance Average Duration - UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch	Trouble reports	14	12	7	7	13
MR-4 % Repeat Troubles w/in 30 Days - 2W Analog Loop Design Dispatch	Repeat Trouble reports	36	50	41	50	30
MR-4 % Repeat Troubles w/in 30 Days - 2W Analog Loop Design Non-Dispatch	Repeat Trouble reports	11	3	3	7	5
MR-4 % Repeat Troubles w/in 30 Days - 2W Analog Loop Non-Design Dispatch	Repeat Trouble reports	111	125	146	124	90
MR-4 % Repeat Troubles w/in 30 Days - 2W Analog Loop Non-Design Non-Dispatch	Repeat Trouble reports	3	1	2	5	3
MR-4 % Repeat Troubles w/in 30 Days - Local Interconnection Trunks Dispatch	Repeat Trouble reports					
MR-4 % Repeat Troubles w/in 30 Days - Local Interconnection Trunks Non-Dispatch	Repeat Trouble reports	1	1		0	0
MR-4 % Repeat Troubles w/in 30 Days - Local Transport (Unbundled Interoffice Transport) Dispatch	Repeat Trouble reports		1	0	0	0
MR-4 % Repeat Troubles w/in 30 Days - Local Transport (Unbundled Interoffice Transport) Non-Dispatch	Repeat Trouble reports	1	0	0	0	0
MR-4 % Repeat Troubles w/in 30 Days - Resale Business Dispatch	Repeat Trouble reports	21	35	32	20	22
MR-4 % Repeat Troubles w/in 30 Days - Resale Business Non-Dispatch	Repeat Trouble reports	6	15	15	6	6
MR-4 % Repeat Troubles w/in 30 Days - Resale Centrex Dispatch	Repeat Trouble reports	0	0	0	1	0
MR-4 % Repeat Troubles w/in 30 Days - Resale Centrex Non-Dispatch	Repeat Trouble reports	1				
MR-4 % Repeat Troubles w/in 30 Days - Resale Design Dispatch	Repeat Trouble reports	18	6	8	9	7
MR-4 % Repeat Troubles w/in 30 Days - Resale Design Non-Dispatch	Repeat Trouble reports	2	7	3	4	5
MR-4 % Repeat Troubles w/in 30 Days - Resale ISDN Dispatch	Repeat Trouble reports	1	0	1	2	0
MR-4 % Repeat Troubles w/in 30 Days - Resale ISDN Non-Dispatch	Repeat Trouble reports	1	0			1
MR-4 % Repeat Troubles w/in 30 Days - Resale PBX Dispatch	Repeat Trouble reports	7	0	4	2	3
MR-4 % Repeat Troubles w/in 30 Days - Resale PBX Non-Dispatch	Repeat Trouble reports	0	1	0	1	1
MR-4 % Repeat Troubles w/in 30 Days - Resale Residence Dispatch	Repeat Trouble reports	121	130	107	96	94
MR-4 % Repeat Troubles w/in 30 Days - Resale Residence Non-Dispatch	Repeat Trouble reports	45	41	31	21	30
MR-4 % Repeat Troubles w/in 30 Days - UNE Combos - Other Dispatch	Repeat Trouble reports	24	34	18	12	16
MR-4 % Repeat Troubles w/in 30 Days - UNE Combos - Other Non-Dispatch	Repeat Trouble reports	6	8	2	2	3
MR-4 % Repeat Troubles w/in 30 Days - UNE Digital Loop < DS1 Dispatch	Repeat Trouble reports	20	29	26	13	16
MR-4 % Repeat Troubles w/in 30 Days - UNE Digital Loop < DS1 Non-Dispatch	Repeat Trouble reports	11	12	3	4	4
MR-4 % Repeat Troubles w/in 30 Days - UNE Digital Loop >= DS1 Dispatch	Repeat Trouble reports	56	46	22	30	17
MR-4 % Repeat Troubles w/in 30 Days - UNE Digital Loop >= DS1 Non-Dispatch	Repeat Trouble reports	11	6	3	5	10
MR-4 % Repeat Troubles w/in 30 Days - UNE ISDN Dispatch	Repeat Trouble reports	18	20	23	10	14
MR-4 % Repeat Troubles w/in 30 Days - UNE ISDN Non-Dispatch	Repeat Trouble reports	11	10	3	3	3
MR-4 % Repeat Troubles w/in 30 Days - UNE Line Sharing Dispatch	Repeat Trouble reports	3	9	10	8	8
MR-4 % Repeat Troubles w/in 30 Days - UNE Line Sharing Non-Dispatch	Repeat Trouble reports	1	2	1	4	1
MR-4 % Repeat Troubles w/in 30 Days - UNE Loop + Port Combinations Dispatch	Repeat Trouble reports	1271	1097	913	726	697
MR-4 % Repeat Troubles w/in 30 Days - UNE Loop + Port Combinations Non-Dispatch	Repeat Trouble reports	329	325	200	212	202
MR-4 % Repeat Troubles w/in 30 Days - UNE Other Design Dispatch	Repeat Trouble reports			0		0
MR-4 % Repeat Troubles w/in 30 Days - UNE Other Design Non-Dispatch	Repeat Trouble reports					
MR-4 % Repeat Troubles w/in 30 Days - UNE Other Non-Design Dispatch	Repeat Trouble reports		1			
MR-4 % Repeat Troubles w/in 30 Days - UNE Other Non-Design Non-Dispatch	Repeat Trouble reports					
MR-4 % Repeat Troubles w/in 30 Days - UNE Switch Ports Dispatch	Repeat Trouble reports	2	3	3	2	1
MR-4 % Repeat Troubles w/in 30 Days - UNE Switch Ports Non-Dispatch	Repeat Trouble reports	0		1	1	0
MR-4 % Repeat Troubles w/in 30 Days - UNE xDSL (HDSL, ADSL, and UCL) Dispatch	Repeat Trouble reports	8	14	4	4	4
MR-4 % Repeat Troubles w/in 30 Days - UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch	Repeat Trouble reports	0	3	0	1	2
MR-5 Out of Service > 24 hours - 2W Analog Loop Design Dispatch	Trouble reports that are OutofSvc	510	509	449	490	386

Sub-metric Descrpt	Data represents:	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04
MR-5 Out of Service > 24 hours - 2W Analog Loop Design Non-Dispatch	Trouble reports that are OutofSvc	109	100	63	83	86
MR-5 Out of Service > 24 hours - 2W Analog Loop Non-Design Dispatch	Trouble reports that are OutofSvc	24	10	10	23	39
MR-5 Out of Service > 24 hours - 2W Analog Loop Non-Design Non-Dispatch	Trouble reports that are OutofSvc		1	3		7
MR-5 Out of Service > 24 hours - Local Interconnection Trunks Dispatch	Trouble reports that are OutofSvc					
MR-5 Out of Service > 24 hours - Local Interconnection Trunks Non-Dispatch	Trouble reports that are OutofSvc	10	15		10	5
MR-5 Out of Service > 24 hours - Local Transport (Unbundled Interoffice Transport) Dispatch	Trouble reports that are OutofSvc		3	1	1	3
MR-5 Out of Service > 24 hours - Local Transport (Unbundled Interoffice Transport) Non-Dispatch	Trouble reports that are OutofSvc	6	10	2	13	11
MR-5 Out of Service > 24 hours - Resale Business Dispatch	Trouble reports that are OutofSvc	205	211	165	161	174
MR-5 Out of Service > 24 hours - Resale Business Non-Dispatch	Trouble reports that are OutofSvc	33	50	20	24	39
MR-5 Out of Service > 24 hours - Resale Centrex Dispatch	Trouble reports that are OutofSvc	1	4	1		2
MR-5 Out of Service > 24 hours - Resale Centrex Non-Dispatch	Trouble reports that are OutofSvc					
MR-5 Out of Service > 24 hours - Resale Design Dispatch	Trouble reports that are OutofSvc	58	38	34	36	33
MR-5 Out of Service > 24 hours - Resale Design Non-Dispatch	Trouble reports that are OutofSvc	20	30	16	24	37
MR-5 Out of Service > 24 hours - Resale ISDN Dispatch	Trouble reports that are OutofSvc	5	4	4	4	1
MR-5 Out of Service > 24 hours - Resale ISDN Non-Dispatch	Trouble reports that are OutofSvc	2	2			3
MR-5 Out of Service > 24 hours - Resale PBX Dispatch	Trouble reports that are OutofSvc	20	11	17	8	9
MR-5 Out of Service > 24 hours - Resale PBX Non-Dispatch	Trouble reports that are OutofSvc	1	2	1	3	7
MR-5 Out of Service > 24 hours - Resale Residence Dispatch	Trouble reports that are OutofSvc	912	1009	862	810	756
MR-5 Out of Service > 24 hours - Resale Residence Non-Dispatch	Trouble reports that are OutofSvc	105	126	92	101	102
MR-5 Out of Service > 24 hours - UNE Combos - Other Dispatch	Trouble reports that are OutofSvc	140	137	103	103	80
MR-5 Out of Service > 24 hours - UNE Combos - Other Non-Dispatch	Trouble reports that are OutofSvc	41	48	34	42	28
MR-5 Out of Service > 24 hours - UNE Digital Loop < DS1 Dispatch	Trouble reports that are OutofSvc	153	176	133	117	111
MR-5 Out of Service > 24 hours - UNE Digital Loop < DS1 Non-Dispatch	Trouble reports that are OutofSvc	65	59	41	32	38
MR-5 Out of Service > 24 hours - UNE Digital Loop >= DS1 Dispatch	Trouble reports that are OutofSvc	262	207	190	174	137
MR-5 Out of Service > 24 hours - UNE Digital Loop >= DS1 Non-Dispatch	Trouble reports that are OutofSvc	74	57	49	60	66
MR-5 Out of Service > 24 hours - UNE ISDN Dispatch	Trouble reports that are OutofSvc	105	124	99	87	81
MR-5 Out of Service > 24 hours - UNE ISDN Non-Dispatch	Trouble reports that are OutofSvc	55	49	35	27	30
MR-5 Out of Service > 24 hours - UNE Line Sharing Dispatch	Trouble reports that are OutofSvc					
MR-5 Out of Service > 24 hours - UNE Line Sharing Non-Dispatch	Trouble reports that are OutofSvc					
MR-5 Out of Service > 24 hours - UNE Loop + Port Combinations Dispatch	Trouble reports that are OutofSvc	7327	6915	6190	5518	5653
MR-5 Out of Service > 24 hours - UNE Loop + Port Combinations Non-Dispatch	Trouble reports that are OutofSvc	1050	1027	822	811	861
MR-5 Out of Service > 24 hours - UNE Other Design Dispatch	Trouble reports that are OutofSvc			1		1
MR-5 Out of Service > 24 hours - UNE Other Design Non-Dispatch	Trouble reports that are OutofSvc					
MR-5 Out of Service > 24 hours - UNE Other Non-Design Dispatch	Trouble reports that are OutofSvc					
MR-5 Out of Service > 24 hours - UNE Other Non-Design Non-Dispatch	Trouble reports that are OutofSvc					
MR-5 Out of Service > 24 hours - UNE Switch Ports Dispatch	Trouble reports that are OutofSvc	6	9	7	10	7
MR-5 Out of Service > 24 hours - UNE Switch Ports Non-Dispatch	Trouble reports that are OutofSvc	1		1	1	2
MR-5 Out of Service > 24 hours - UNE xDSL (HDSL, ADSL, and UCL) Dispatch	Trouble reports that are OutofSvc	70	69	52	43	41
MR-5 Out of Service > 24 hours - UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch	Trouble reports that are OutofSvc	14	12	7	7	13
O-1 Acknowledgement Message Timeliness (Electronically) - EDI	Acks	332891	438974	332576	333583	364785
O-1 Acknowledgement Message Timeliness (Electronically) - TAG	Acks	413959	385808	277713	353515	374763
O-2 Acknowledgement Message Completeness - EDI Fully Mechanized	Acks	332892	438975	332579	333583	364785
O-2 Acknowledgement Message Completeness - TAG Fully Mechanized	Acks	413960	385808	277713	353515	374763
O-4 Percent Flow Through Service Requests - Business	LSRs	5406	5618	4799	5954	5591
O-4 Percent Flow Through Service Requests - Residence	LSRs	90319	99481	72904	80618	83662
O-4 Percent Flow Through Service Requests - LNP	LSRs	6902	8195	8337	12511	11953
O-4 Percent Flow Through Service Requests - UNE-L	LSRs	12391	15393	9518	12446	10639
O-4 Percent Flow Through Service Requests - UNE-P	LSRs	488650	543510	467052	492611	575900
O-8 Reject Interval - Mechanized - 2W Analog Loop Design	Rejects	51	35	29	144	58
O-8 Reject Interval - Mechanized - 2W Analog Loop Non-Desigr	Rejects	34	40	32	27	18

Sub-metric Descrpt	Data represents:	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04
O-8 Reject Interval - Mechanized - 2W Analog Loop w/INP - Design	Rejects					
O-8 Reject Interval - Mechanized - 2W Analog Loop w/INP - Non-Design	Rejects					
O-8 Reject Interval - Mechanized - 2W Analog Loop w/LNP - Design	Rejects	3	5	12	4	3
O-8 Reject Interval - Mechanized - 2W Analog Loop w/LNP - Non-Design	Rejects	88	164	403	487	408
O-8 Reject Interval - Mechanized - EELs	Rejects	16	20	12	19	16
O-8 Reject Interval - Mechanized - INP (Standalone)	Rejects	1				
O-8 Reject Interval - Mechanized - LNP (Standalone)	Rejects	77	57	103	172	191
O-8 Reject Interval - Mechanized - Local Interconnection Trunks	Rejects					
O-8 Reject Interval - Mechanized - Local Transport (Unbundled Interoffice Transport)	Rejects					
O-8 Reject Interval - Mechanized - Resale Business	Rejects	224	298	239	182	199
O-8 Reject Interval - Mechanized - Resale Centrex	Rejects					
O-8 Reject Interval - Mechanized - Resale Design	Rejects					
O-8 Reject Interval - Mechanized - Resale ISDN	Rejects					
O-8 Reject Interval - Mechanized - Resale PBX	Rejects					
O-8 Reject Interval - Mechanized - Resale Residence	Rejects	2282	2713	1629	1716	1476
O-8 Reject Interval - Mechanized - UNE Combos - Other	Rejects					
O-8 Reject Interval - Mechanized - UNE Digital Loop < DS1	Rejects	113	234	140	228	184
O-8 Reject Interval - Mechanized - UNE Digital Loop >= DS1	Rejects	60	86	33	61	67
O-8 Reject Interval - Mechanized - UNE ISDN	Rejects	34	104	65	61	45
O-8 Reject Interval - Mechanized - UNE Line Sharing	Rejects	27	38	32	141	155
O-8 Reject Interval - Mechanized - UNE Line Splitting	Rejects			41	73	54
O-8 Reject Interval - Mechanized - UNE Loop + Port Combinations	Rejects	17569	17908	13275	15785	16047
O-8 Reject Interval - Mechanized - UNE Other Design	Rejects		1			
O-8 Reject Interval - Mechanized - UNE Other Non-Design	Rejects	1391	2304	1706	1592	1614
O-8 Reject Interval - Mechanized - UNE Switch Ports	Rejects					
O-8 Reject Interval - Mechanized - UNE xDSL (HDSL, ADSL, and UCL)	Rejects	90	158	84	179	158
O-8 Reject Interval - Non-Mechanized - 2W Analog Loop Design	Rejects	51	57	32	38	36
O-8 Reject Interval - Non-Mechanized - 2W Analog Loop Non-Design	Rejects	131	132	149	145	182
O-8 Reject Interval - Non-Mechanized - 2W Analog Loop w/INP - Design	Rejects	1	1	1	2	1
O-8 Reject Interval - Non-Mechanized - 2W Analog Loop w/INP - Non-Design	Rejects			4	5	1
O-8 Reject Interval - Non-Mechanized - 2W Analog Loop w/LNP - Design	Rejects	13	17	12	16	17
O-8 Reject Interval - Non-Mechanized - 2W Analog Loop w/LNP - Non-Design	Rejects	16	11	16	9	16
O-8 Reject Interval - Non-Mechanized - EELs	Rejects	176	241	193	203	181
O-8 Reject Interval - Non-Mechanized - INP (Standalone)	Rejects	21	20	21	34	33
O-8 Reject Interval - Non-Mechanized - LNP (Standalone)	Rejects	250	247	172	278	233
O-8 Reject Interval - Non-Mechanized - Local Transport (Unbundled Interoffice Transport)	Rejects	2	50	14	3	32
O-8 Reject Interval - Non-Mechanized - Resale Business	Rejects	136	109	123	183	167
O-8 Reject Interval - Non-Mechanized - Resale Centrex	Rejects	4			3	7
O-8 Reject Interval - Non-Mechanized - Resale Design	Rejects	21	12	14	52	11
O-8 Reject Interval - Non-Mechanized - Resale ISDN	Rejects	10	3	2		1
O-8 Reject Interval - Non-Mechanized - Resale PBX	Rejects	11	7	11	20	22
O-8 Reject Interval - Non-Mechanized - Resale Residence	Rejects	138	92	54	63	61
O-8 Reject Interval - Non-Mechanized - UNE Combos - Other	Rejects	36	22	23	13	9
O-8 Reject Interval - Non-Mechanized - UNE Digital Loop < DS1	Rejects	39	53	34	72	38
O-8 Reject Interval - Non-Mechanized - UNE Digital Loop >= DS1	Rejects	91	113	146	135	63
O-8 Reject Interval - Non-Mechanized - UNE ISDN	Rejects	16	34	13	40	17
O-8 Reject Interval - Non-Mechanized - UNE Line Sharing	Rejects	15	15	10	14	24
O-8 Reject Interval - Non-Mechanized - UNE Line Splitting	Rejects	39	48	61	45	27
O-8 Reject Interval - Non-Mechanized - UNE Loop + Port Combinations	Rejects	1407	1462	1342	1406	1418
O-8 Reject Interval - Non-Mechanized - UNE Other Design	Rejects					
O-8 Reject Interval - Non-Mechanized - UNE Other Non-Design	Rejects	609	662	425	444	510

Sub-metric Descrpt	Data represents:	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04
O-8 Reject Interval - Non-Mechanized - UNE Switch Ports	Rejects		1	1	4	2
O-8 Reject Interval - Non-Mechanized - UNE xDSL (HDSL, ADSL, and UCL)	Rejects	24	25	22	43	23
O-8 Reject Interval - Partial Mechanized - 2W Analog Loop Design	Rejects	39	28	35	90	38
O-8 Reject Interval - Partial Mechanized - 2W Analog Loop Non-Design	Rejects	179	177	114	131	147
O-8 Reject Interval - Partial Mechanized - 2W Analog Loop w/INP - Design	Rejects					
O-8 Reject Interval - Partial Mechanized - 2W Analog Loop w/INP - Non-Design	Rejects					
O-8 Reject Interval - Partial Mechanized - 2W Analog Loop w/LNP - Design	Rejects	32	27	17	35	38
O-8 Reject Interval - Partial Mechanized - 2W Analog Loop w/LNP - Non-Design	Rejects	246	303	537	885	614
O-8 Reject Interval - Partial Mechanized - EELs	Rejects	6	16	17	10	8
O-8 Reject Interval - Partial Mechanized - INP (Standalone)	Rejects					
O-8 Reject Interval - Partial Mechanized - LNP (Standalone)	Rejects	240	235	211	223	261
O-8 Reject Interval - Partial Mechanized - Local Transport (Unbundled Interoffice Transport)	Rejects					
O-8 Reject Interval - Partial Mechanized - Resale Business	Rejects	371	423	326	357	272
O-8 Reject Interval - Partial Mechanized - Resale Centrex	Rejects					
O-8 Reject Interval - Partial Mechanized - Resale Design	Rejects					
O-8 Reject Interval - Partial Mechanized - Resale ISDN	Rejects					
O-8 Reject Interval - Partial Mechanized - Resale PBX	Rejects					
O-8 Reject Interval - Partial Mechanized - Resale Residence	Rejects	1312	1162	965	1097	939
O-8 Reject Interval - Partial Mechanized - UNE Combos - Other	Rejects					
O-8 Reject Interval - Partial Mechanized - UNE Digital Loop < DS1	Rejects	25	31	16	25	39
O-8 Reject Interval - Partial Mechanized - UNE Digital Loop >= DS1	Rejects	63	73	46	101	78
O-8 Reject Interval - Partial Mechanized - UNE ISDN	Rejects	21	13	12	18	21
O-8 Reject Interval - Partial Mechanized - UNE Line Sharing	Rejects	56	103	104	209	414
O-8 Reject Interval - Partial Mechanized - UNE Line Splitting	Rejects			2	53	108
O-8 Reject Interval - Partial Mechanized - UNE Loop + Port Combinations	Rejects	11147	10511	10160	11003	12270
O-8 Reject Interval - Partial Mechanized - UNE Other Design	Rejects					
O-8 Reject Interval - Partial Mechanized - UNE Other Non-Design	Rejects	429	509	595	707	506
O-8 Reject Interval - Partial Mechanized - UNE Switch Ports	Rejects					
O-8 Reject Interval - Partial Mechanized - UNE xDSL (HDSL, ADSL, and UCL)	Rejects	6	23	6	13	20
O-9 Firm Order Confirmation Timeliness - Mechanized - 2W Analog Loop Design 95% <= 3 Hours	FOCs	489	567	342	821	488
O-9 Firm Order Confirmation Timeliness - Mechanized - 2W Analog Loop Non-Design 95% <= 3 Hours	FOCs	1360	1648	999	1595	1510
O-9 Firm Order Confirmation Timeliness - Mechanized - 2W Analog Loop w/INP - Design	FOCs					
O-9 Firm Order Confirmation Timeliness - Mechanized - 2W Analog Loop w/INP - Non-Design	FOCs					
O-9 Firm Order Confirmation Timeliness - Mechanized - 2W Analog Loop w/LNP - Design 95% <= 3 Hours	FOCs		2	2	12	2
O-9 Firm Order Confirmation Timeliness - Mechanized - 2W Analog Loop w/LNP - Non-Design 95% <= 3 Hours	FOCs		96	895	6071	3954
O-9 Firm Order Confirmation Timeliness - Mechanized - EELs 95% <= 3 Hours	FOCs	5	11	7	12	3
O-9 Firm Order Confirmation Timeliness - Mechanized - INP (Standalone)	FOCs					
O-9 Firm Order Confirmation Timeliness - Mechanized - LNP (Standalone) 95% <= 3 Hours	FOCs	492	498	475	505	522
O-9 Firm Order Confirmation Timeliness - Mechanized - Local Interconnection Trunks	FOCs					
O-9 Firm Order Confirmation Timeliness - Mechanized - Local Transport (Unbundled Interoffice Transport)	FOCs					
O-9 Firm Order Confirmation Timeliness - Mechanized - Resale Business 95% <= 3 Hours	FOCs	1213	1500	955	1081	1256
O-9 Firm Order Confirmation Timeliness - Mechanized - Resale Centrex	FOCs					
O-9 Firm Order Confirmation Timeliness - Mechanized - Resale Design	FOCs					
O-9 Firm Order Confirmation Timeliness - Mechanized - Resale ISDN	FOCs					
O-9 Firm Order Confirmation Timeliness - Mechanized - Resale PBX	FOCs					
O-9 Firm Order Confirmation Timeliness - Mechanized - Resale Residence 95% <= 3 Hours	FOCs	15416	17094	11299	13550	13864
O-9 Firm Order Confirmation Timeliness - Mechanized - UNE Combos - Other	FOCs					
O-9 Firm Order Confirmation Timeliness - Mechanized - UNE Digital Loop >= DS1 95% <= 3 Hours	FOCs	389	405	299	395	365
O-9 Firm Order Confirmation Timeliness - Mechanized - UNE ISDN 95% <= 3 Hours	FOCs	285	653	399	443	371
O-9 Firm Order Confirmation Timeliness - Mechanized - UNE Line Sharing 95% <= 3 Hour	FOCs	1137	1443	878	1228	968

Sub-metric Descrpt	Data represents:	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04
O-9 Firm Order Confirmation Timeliness - Mechanized - UNE Line Splitting 95% <= 3 Hours	FOCs			64	87	163
O-9 Firm Order Confirmation Timeliness - Mechanized - UNE Loop + Port Combinations 95% <= 3 Hours	FOCs	155508	142698	130847	147896	159974
O-9 Firm Order Confirmation Timeliness - Mechanized - UNE Other Design 95% <= 3 Hours	FOCs		1			
O-9 Firm Order Confirmation Timeliness - Mechanized - UNE Other Non-Design 95% <= 3 Hours	FOCs	4256	5020	4970	5339	4694
O-9 Firm Order Confirmation Timeliness - Mechanized - UNE Switch Ports	FOCs					
O-9 Firm Order Confirmation Timeliness - Mechanized - UNE xDSL (HDSL, ADSL, and UCL) 95% <= 3 Hours	FOCs	325	559	276	337	322
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - 2W Analog Loop Design 95% <= 24 Hours	FOCs	47	58	40	26	36
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - 2W Analog Loop Non-Design 95% <= 24 Hours	FOCs	166	186	235	196	182
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - 2W Analog Loop w/INP - Design 95% <= 24 Hours	FOCs					2
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - 2W Analog Loop w/INP - Non-Design 95% <= 24 Hours	FOCs					1
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - 2W Analog Loop w/LNP - Design 95% <= 24 Hours	FOCs	16	9	6	25	7
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - 2W Analog Loop w/LNP - Non-Design 95% <= 24 Hours	FOCs	13	11	11	10	9
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - EELs 95% <= 24 Hours	FOCs	351	405	339	361	414
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - INP (Standalone) 95% <= 24 Hours	FOCs	21	37	16	27	40
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - LNP (Standalone) 95% <= 24 Hours	FOCs	450	453	272	330	358
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - Local Interconnection Trunks 95% <= 48 Hours	FOCs					119
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - Local Transport (Unbundled Interoffice Transport) 95% <= 24 Hours	FOCs	10	24	14	4	17
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - Resale Business 95% <= 24 Hours	FOCs	112	97	109	108	130
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - Resale Centrex 95% <= 24 Hours	FOCs	2				
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - Resale Design 95% <= 24 Hours	FOCs	71	67	34	47	52
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - Resale ISDN 95% <= 24 Hours	FOCs	6	7	4		1
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - Resale PBX 95% <= 24 Hours	FOCs	9	10	17	9	15
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - Resale Residence 95% <= 24 Hours	FOCs	116	87	77	74	69
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - UNE Combos - Other 95% <= 24 Hours	FOCs	27	12	7	13	7
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - UNE Digital Loop < DS1 95% <= 24 Hours	FOCs	78	82	55	89	48
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - UNE Digital Loop >= DS1 95% <= 24 Hours	FOCs	136	147	250	165	124
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - UNE ISDN 95% <= 24 Hours	FOCs	34	55	20	53	15
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - UNE Line Sharing 95% <= 24 Hours	FOCs	25	17	16	17	21
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - UNE Line Splitting 95% <= 24 Hours	FOCs	241	154	116	132	103
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - UNE Loop + Port Combinations 95% <= 24 Hours	FOCs	1596	1585	1495	1362	1380
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - UNE Other Design	FOCs					
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - UNE Other Non-Design 95% <= 24 Hours	FOCs	2710	7208	1567	1399	1767
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - UNE Switch Ports 95% <= 24 Hours	FOCs	2	4	8	3	1
O-9 Firm Order Confirmation Timeliness - Non-Mechanized - UNE xDSL (HDSL, ADSL, and UCL) 95% <= 24 Hours	FOCs	45	34	38	40	35
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - 2W Analog Loop Design 95% <= 10 Hours	FOCs	36	45	45	142	46
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - 2W Analog Loop Non-Design 95% <= 10 Hours	FOCs	827	857	643	656	624
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - 2W Analog Loop w/INP - Design	FOCs					
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - 2W Analog Loop w/INP - Non-Design	FOCs					
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - 2W Analog Loop w/LNP - Design 95% <= 10 Hours	FOCs	96	95	73	68	106
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - 2W Analog Loop w/LNP - Non-Design 95% <= 10 Hours	FOCs	1287	1365	3225	2806	2262
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - EELs 95% <= 10 Hours	FOCs	63	82	66	55	57
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - INP (Standalone)	FOCs					
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - LNP (Standalone) 95% <= 10 Hours	FOCs	486	477	427	434	570
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - Local Transport (Unbundled Interoffice Transport)	FOCs					
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - Resale Business 95% <= 10 Hours	FOCs	369	423	348	318	299
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - Resale Centrex	FOCs					
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - Resale Design	FOCs					
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - Resale ISDN 95% <= 10 Hours	FOCs					
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - Resale PBX 95% <= 10 Hours	FOCs	1	1			
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - Resale Residence 95% <= 10 Hour	FOCs	2362	2091	1645	2017	1499

Sub-metric Descrpt	Data represents:	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - UNE Combos - Other	FOCs					
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - UNE Digital Loop < DS1 95% <= 10 Hours	FOCs	82	142	108	121	122
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - UNE Digital Loop >= DS1 95% <= 10 Hours	FOCs	194	201	142	222	168
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - UNE ISDN 95% <= 10 Hours	FOCs	49	61	70	67	51
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - UNE Line Sharing 95% <= 10 Hours	FOCs	185	335	244	329	515
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - UNE Line Splitting 95% <= 10 Hours	FOCs		2		67	64
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - UNE Loop + Port Combinations 95% <= 10 Hours	FOCs	12910	12965	12007	16283	15825
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - UNE Other Design	FOCs					
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - UNE Other Non-Design 95% <= 10 Hours	FOCs	435	401	431	643	519
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - UNE Switch Ports	FOCs					
O-9 Firm Order Confirmation Timeliness - Partial Mechanized - UNE xDSL (HDSL, ADSL, and UCL) 95% <= 10 Hours	FOCs	43	94	41	58	74
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - 2W Analog Loop Design	LSRs received	102	119	74	68	81
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - 2W Analog Loop Non-Design	LSRs received	309	317	374	339	391
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - 2W Analog Loop w/INP - Design	LSRs received	2	1	2	2	3
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - 2W Analog Loop w/INP - Non-Design	LSRs received			3	8	2
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - 2W Analog Loop w/LNP - Design	LSRs received	30	25	18	38	23
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - 2W Analog Loop w/LNP - Non-Design	LSRs received	33	21	26	18	25
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - EELs	LSRs received	541	673	513	569	617
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - INP (Standalone)	LSRs received	50	65	42	68	83
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - Line Sharing	LSRs received	39	31	26	31	44
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - LNP (Standalone)	LSRs received	724	714	445	620	610
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - Local Interoffice Transport	LSRs received	15	74	27	7	51
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - Resale Business	LSRs received	262	203	231	317	333
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - Resale Centrex	LSRs received	6			3	7
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - Resale Design (Special)	LSRs received	91	79	46	104	63
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - Resale ISDN	LSRs received	16	9	6		2
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - Resale PBX	LSRs received	23	15	28	33	41
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - Resale Residence	LSRs received	259	182	129	156	148
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - Switch Ports	LSRs received	2	5	10	13	3
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - UNE Combo - Other	LSRs received	62	35	30	29	16
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - UNE Digital Loop < DS1	LSRs received	126	133	91	160	92
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - UNE Digital Loop >= DS1	LSRs received	245	256	404	297	195
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - UNE ISDN Loop	LSRs received	58	87	34	92	35
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - UNE Line Splitting	LSRs received	277	202	178	175	131
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - UNE Loop + Port Combos	LSRs received	3056	3099	2808	3097	3135
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - UNE Other Design	LSRs received					
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - UNE Other Non-Design	LSRs received	3547	7625	1933	1886	2317
O-11 Firm Order Confirmation and Reject Response Completeness - Non-Mechanized - UNE xDSL (HDSL, ADSL, and UCL)	LSRs received	70	58	62	83	60
O-11 Firm Order Confirmation and Reject Response Completeness - Mechanized - 2W Analog Loop Design	LSRs received	541	603	374	965	548
O-11 Firm Order Confirmation and Reject Response Completeness - Mechanized - 2W Analog Loop Non-Design	LSRs received	1400	1702	1032	1623	1531
O-11 Firm Order Confirmation and Reject Response Completeness - Mechanized - 2W Analog Loop w/INP - Design	LSRs received					
O-11 Firm Order Confirmation and Reject Response Completeness - Mechanized - 2W Analog Loop w/INP - Non-Design	LSRs received					
O-11 Firm Order Confirmation and Reject Response Completeness - Mechanized - 2W Analog Loop w/LNP - Design	LSRs received	3	10	14	17	5
O-11 Firm Order Confirmation and Reject Response Completeness - Mechanized - 2W Analog Loop w/LNP - Non-Design	LSRs received	94	439	1312	6592	4369
O-11 Firm Order Confirmation and Reject Response Completeness - Mechanized - EELs	LSRs received	17	27	33	38	21
O-11 Firm Order Confirmation and Reject Response Completeness - Mechanized - INP (Standalone)	LSRs received	1				
O-11 Firm Order Confirmation and Reject Response Completeness - Mechanized - Line Sharing	LSRs received	1163	1476	910	1377	1118
O-11 Firm Order Confirmation and Reject Response Completeness - Mechanized - LNP (Standalone)	LSRs received	579	561	580	682	716
O-11 Firm Order Confirmation and Reject Response Completeness - Mechanized - Local Interconnection Trunks	LSRs received					
O-11 Firm Order Confirmation and Reject Response Completeness - Mechanized - Local Interoffice Transpor	LSRs received					

Sub-metric Descrpt	Data represents:	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04
O-11Firm Order Confirmation and Reject Response Completeness - Mechanized - Resale Business	LSRs received	1441	1797	1200	1266	1456
O-11Firm Order Confirmation and Reject Response Completeness - Mechanized - Resale Centrex	LSRs received					
O-11Firm Order Confirmation and Reject Response Completeness - Mechanized - Resale Design (Special)	LSRs received					
O-11Firm Order Confirmation and Reject Response Completeness - Mechanized - Resale ISDN	LSRs received					
O-11Firm Order Confirmation and Reject Response Completeness - Mechanized - Resale PBX	LSRs received					
O-11Firm Order Confirmation and Reject Response Completeness - Mechanized - Resale Residence	LSRs received	17715	19831	12955	15319	15385
O-11Firm Order Confirmation and Reject Response Completeness - Mechanized - Switch Ports	LSRs received					
O-11Firm Order Confirmation and Reject Response Completeness - Mechanized - UNE Combo - Other	LSRs received		-			
O-11Firm Order Confirmation and Reject Response Completeness - Mechanized - UNE Digital Loop < DS1	LSRs received	729	1544	861	1003	854
O-11Firm Order Confirmation and Reject Response Completeness - Mechanized - UNE Digital Loop >= DS1	LSRs received	459	510	343	465	431
O-11Firm Order Confirmation and Reject Response Completeness - Mechanized - UNE ISDN Loop	LSRs received	406	904	548	571	448
O-11Firm Order Confirmation and Reject Response Completeness - Mechanized - UNE Line Splitting	LSRs received			107	160	217
O-11Firm Order Confirmation and Reject Response Completeness - Mechanized - UNE Loop + Port Combos	LSRs received	173292	161149	144236	164245	176389
O-11Firm Order Confirmation and Reject Response Completeness - Mechanized - UNE Other Design	LSRs received		2			
O-11Firm Order Confirmation and Reject Response Completeness - Mechanized - UNE Other Non-Design	LSRs received	5652	7345	6746	7559	6832
O-11Firm Order Confirmation and Reject Response Completeness - Mechanized - UNE xDSL (HDSL, ADSL, and UCL)	LSRs received	446	833	434	551	493
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - 2W Analog Loop Design	LSRs received	66	65	65	190	72
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - 2W Analog Loop Non-Design	LSRs received	994	972	696	772	751
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - 2W Analog Loop w/INP - Design	LSRs received					
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - 2W Analog Loop w/INP - Non-Design	LSRs received					
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - 2W Analog Loop w/LNP - Design	LSRs received	97	125	78	99	133
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - 2W Analog Loop w/LNP - Non-Design	LSRs received	1226	1828	3289	3511	2536
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - EELs	LSRs received	78	120	99	78	82
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - INP (Standalone)	LSRs received					
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - Line Sharing	LSRs received	212	379	257	383	558
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - LNP (Standalone)	LSRs received	684	693	594	635	801
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - Local Interoffice Transport	LSRs received					
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - Resale Business	LSRs received	675	772	603	601	520
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - Resale Centrex	LSRs received					
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - Resale Design (Special)	LSRs received					
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - Resale ISDN	LSRs received					
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - Resale PBX	LSRs received	1	1			
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - Resale Residence	LSRs received	3473	3081	2968	2424	2263
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - Switch Ports	LSRs received					
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - UNE Combo - Other	LSRs received					
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - UNE Digital Loop < DS1	LSRs received	129	201	133	164	152
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - UNE Digital Loop >= DS1	LSRs received	240	252	171	298	212
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - UNE ISDN Loop	LSRs received	94	90	88	99	68
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - UNE Line Splitting	LSRs received			3	69	139
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - UNE Loop + Port Combos	LSRs received	22570	22310	23549	23375	26728
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - UNE Other Design	LSRs received					
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - UNE Other Non-Design	LSRs received	817	895	1071	1318	1105
O-11Firm Order Confirmation and Reject Response Completeness - Partial Mechanized - UNE xDSL (HDSL, ADSL, and UCL)	LSRs received	45	131	50	80	88
PO-2 Loop Makeup - Average Response Time - Manual	Loop MU requests	6	11	15	8	8
PO-2 Loop Makeup - Average Response Time - Electronic	Loop MU requests	5472	2599	3470	23009	3878
P-3 Percent Missed Installation Appointments - 2W Analog Loop Design Dispatch < 10 Circuits	Orders completed	78	97	89	67	84
P-3 Percent Missed Installation Appointments - 2W Analog Loop Design Dispatch >= 10 Circuits	Orders completed	4	7	7	1	3
P-3 Percent Missed Installation Appointments - 2W Analog Loop Design Non-Dispatch < 10 Circuits	Orders completed	42	55	26	31	36
P-3 Percent Missed Installation Appointments - 2W Analog Loop Design Non-Dispatch >= 10 Circuits	Orders completed		1	1	1	2
P-3 Percent Missed Installation Appointments - 2W Analog Loop Non-Design Dispatch < 10 Circuit	Orders completed	701	778	649	721	750

Sub-metric Descrpt	Data represents:	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04
P-3 Percent Missed Installation Appointments - 2W Analog Loop Non-Design Dispatch >= 10 Circuits	Orders completed	14	9	8	20	26
P-3 Percent Missed Installation Appointments - 2W Analog Loop Non-Design Non-Dispatch < 10 Circuits	Orders completed	206	225	201	205	219
P-3 Percent Missed Installation Appointments - 2W Analog Loop Non-Design Non-Dispatch >= 10 Circuits	Orders completed	1	5	1		1
P-3 Percent Missed Installation Appointments - 2W Analog Loop w/INP - Design Dispatch < 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - 2W Analog Loop w/INP - Design Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - 2W Analog Loop w/INP - Design Non-Dispatch < 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - 2W Analog Loop w/INP - Design Non-Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - 2W Analog Loop w/INP - Non-Design Dispatch < 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - 2W Analog Loop w/INP - Non-Design Dispatch >= 10 Circuits	Orders completed					1
P-3 Percent Missed Installation Appointments - 2W Analog Loop w/INP - Non-Design Non-Dispatch < 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - 2W Analog Loop w/INP - Non-Design Non-Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - 2W Analog Loop w/LNP - Design Dispatch < 10 Circuits	Orders completed	23	54	36	34	33
P-3 Percent Missed Installation Appointments - 2W Analog Loop w/LNP - Design Dispatch >= 10 Circuits	Orders completed	1	3	2		
P-3 Percent Missed Installation Appointments - 2W Analog Loop w/LNP - Design Non-Dispatch < 10 Circuits	Orders completed	29	40	18	48	31
P-3 Percent Missed Installation Appointments - 2W Analog Loop w/LNP - Design Non-Dispatch >= 10 Circuits	Orders completed		1			
P-3 Percent Missed Installation Appointments - 2W Analog Loop w/LNP - Non-Design Dispatch < 10 Circuits	Orders completed	114	228	951	1431	2194
P-3 Percent Missed Installation Appointments - 2W Analog Loop w/LNP - Non-Design Dispatch >= 10 Circuits	Orders completed	4	7	10	2	6
P-3 Percent Missed Installation Appointments - 2W Analog Loop w/LNP - Non-Design Non-Dispatch < 10 Circuits	Orders completed	739	910	1800	2437	3758
P-3 Percent Missed Installation Appointments - 2W Analog Loop w/LNP - Non-Design Non-Dispatch >= 10 Circuits	Orders completed	13	17	11	3	5
P-3 Percent Missed Installation Appointments - EELs Dispatch < 10 Circuits	Orders completed	219	253	203	224	203
P-3 Percent Missed Installation Appointments - EELs Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - EELs Non-Dispatch < 10 Circuits	Orders completed	9	7	7	11	4
P-3 Percent Missed Installation Appointments - EELs Non-Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - INP (Standalone) Dispatch < 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - INP (Standalone) Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - INP (Standalone) Non-Dispatch < 10 Circuits	Orders completed		5			
P-3 Percent Missed Installation Appointments - INP (Standalone) Non-Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - LNP (Standalone) Dispatch < 10 Circuits	Orders completed	1				
P-3 Percent Missed Installation Appointments - LNP (Standalone) Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - LNP (Standalone) Non-Dispatch < 10 Circuits	Orders completed	816	842	663	755	937
P-3 Percent Missed Installation Appointments - LNP (Standalone) Non-Dispatch >= 10 Circuits	Orders completed	6	9	5	4	5
P-3 Percent Missed Installation Appointments - Local Interconnection Trunks	Orders completed	66	55	78	43	76
P-3 Percent Missed Installation Appointments - Local Transport (Unbundled Interoffice Transport) Dispatch < 10 Circuits	Orders completed	1	4	10	3	
P-3 Percent Missed Installation Appointments - Local Transport (Unbundled Interoffice Transport) Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - Local Transport (Unbundled Interoffice Transport) Non-Dispatch < 10 Circuits	Orders completed	1	2	2	6	4
P-3 Percent Missed Installation Appointments - Local Transport (Unbundled Interoffice Transport) Non-Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - Resale Business Dispatch < 10 Circuits	Orders completed	669	607	421	485	447
P-3 Percent Missed Installation Appointments - Resale Business Dispatch >= 10 Circuits	Orders completed	3	2	3	4	4
P-3 Percent Missed Installation Appointments - Resale Business Non-Dispatch < 10 Circuits	Orders completed	949	1267	951	1002	1010
P-3 Percent Missed Installation Appointments - Resale Business Non-Dispatch >= 10 Circuits	Orders completed	2	2	3	1	2
P-3 Percent Missed Installation Appointments - Resale Centrex Dispatch < 10 Circuits	Orders completed				1	
P-3 Percent Missed Installation Appointments - Resale Centrex Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - Resale Centrex Non-Dispatch < 10 Circuits	Orders completed	1	1			
P-3 Percent Missed Installation Appointments - Resale Centrex Non-Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - Resale Design Dispatch < 10 Circuits	Orders completed	38	25	14	12	21
P-3 Percent Missed Installation Appointments - Resale Design Dispatch >= 10 Circuits	Orders completed	30	16	2		1
P-3 Percent Missed Installation Appointments - Resale Design Non-Dispatch < 10 Circuits	Orders completed	25	34	27	33	31
P-3 Percent Missed Installation Appointments - Resale Design Non-Dispatch >= 10 Circuits	Orders completed	2	1	12	4	3
P-3 Percent Missed Installation Appointments - Resale ISDN Dispatch < 10 Circuits	Orders completed	1	2			
P-3 Percent Missed Installation Appointments - Resale ISDN Dispatch >= 10 Circuit	Orders completed			-		

Sub-metric Descrpt	Data represents:	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04
P-3 Percent Missed Installation Appointments - Resale ISDN Non-Dispatch < 10 Circuits	Orders completed	3	4	1	5	2
P-3 Percent Missed Installation Appointments - Resale ISDN Non-Dispatch >= 10 Circuits	Orders completed	1	1			
P-3 Percent Missed Installation Appointments - Resale PBX Dispatch < 10 Circuits	Orders completed		1	2	1	3
P-3 Percent Missed Installation Appointments - Resale PBX Dispatch >= 10 Circuits	Orders completed			2		1
P-3 Percent Missed Installation Appointments - Resale PBX Non-Dispatch < 10 Circuits	Orders completed	2	7	3	10	5
P-3 Percent Missed Installation Appointments - Resale PBX Non-Dispatch >= 10 Circuits	Orders completed	1	2	15	5	5
P-3 Percent Missed Installation Appointments - Resale Residence Dispatch < 10 Circuits	Orders completed	785	801	658	713	654
P-3 Percent Missed Installation Appointments - Resale Residence Dispatch >= 10 Circuits	Orders completed	2	2	3	3	1
P-3 Percent Missed Installation Appointments - Resale Residence Non-Dispatch < 10 Circuits	Orders completed	13339	15664	10923	11505	12076
P-3 Percent Missed Installation Appointments - Resale Residence Non-Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE Combos - Other Dispatch < 10 Circuits	Orders completed	22	32	30	29	21
P-3 Percent Missed Installation Appointments - UNE Combos - Other Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE Combos - Other Non-Dispatch < 10 Circuits	Orders completed	1	1	1	1	1
P-3 Percent Missed Installation Appointments - UNE Combos - Other Non-Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE Digital Loop < DS1 Dispatch < 10 Circuits	Orders completed	223	275	206	210	193
P-3 Percent Missed Installation Appointments - UNE Digital Loop < DS1 Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE Digital Loop < DS1 Non-Dispatch < 10 Circuits	Orders completed	48	71	45	34	40
P-3 Percent Missed Installation Appointments - UNE Digital Loop < DS1 Non-Dispatch >= 10 Circuits	Orders completed	302	352	300	304	285
P-3 Percent Missed Installation Appointments - UNE Digital Loop >= DS1 Dispatch < 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE Digital Loop >= DS1 Dispatch >= 10 Circuits	Orders completed	28	35	34	41	23
P-3 Percent Missed Installation Appointments - UNE Digital Loop >= DS1 Non-Dispatch < 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE Digital Loop >= DS1 Non-Dispatch >= 10 Circuits	Orders completed	9	9	10	9	10
P-3 Percent Missed Installation Appointments - UNE ISDN Loop Excluding UDCDispatch < 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE ISDN Loop Excluding UDCDispatch >= 10 Circuits	Orders completed		4	1		1
P-3 Percent Missed Installation Appointments - UNE ISDN Loop Excluding UDCNon-Dispatch < 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE ISDN Loop Excluding UDCNon-Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE Line Sharing w Loop Conditioning Dispatch < 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE Line Sharing w Loop Conditioning Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE Line Sharing w Loop Conditioning Non-Dispatch < 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE Line Sharing w Loop Conditioning Non-Dispatch >= 10 Circuits	Orders completed	76	105	71	85	81
P-3 Percent Missed Installation Appointments - UNE Line Sharing w/o Loop Conditioning Dispatch < 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE Line Sharing w/o Loop Conditioning Dispatch >= 10 Circuits	Orders completed	890	1171	810	885	622
P-3 Percent Missed Installation Appointments - UNE Line Sharing w/o Loop Conditioning Non-Dispatch < 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE Line Sharing w/o Loop Conditioning Non-Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE Line Splitting w Loop Conditioning Dispatch < 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE Line Splitting w Loop Conditioning Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE Line Splitting w Loop Conditioning Non-Dispatch < 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE Line Splitting w Loop Conditioning Non-Dispatch >= 10 Circuits	Orders completed	2	1		2	1
P-3 Percent Missed Installation Appointments - UNE Line Splitting w/o Loop Conditioning Dispatch < 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE Line Splitting w/o Loop Conditioning Dispatch >= 10 Circuits	Orders completed	6	6	14	24	20
P-3 Percent Missed Installation Appointments - UNE Line Splitting w/o Loop Conditioning Non-Dispatch < 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE Line Splitting w/o Loop Conditioning Non-Dispatch >= 10 Circuits	Orders completed	5303	4741	4016	4271	4487
P-3 Percent Missed Installation Appointments - UNE Loop + Port Combinations Dispatch < 10 Circuits	Orders completed	24	41	20	30	29
P-3 Percent Missed Installation Appointments - UNE Loop + Port Combinations Dispatch >= 10 Circuits	Orders completed	138773	126535	128675	144037	153991
P-3 Percent Missed Installation Appointments - UNE Loop + Port Combinations Non-Dispatch < 10 Circuits	Orders completed	6	41	20	12	32
P-3 Percent Missed Installation Appointments - UNE Loop + Port Combinations Non-Dispatch >= 10 Circuits	Orders completed				1	
P-3 Percent Missed Installation Appointments - UNE Other Design Dispatch < 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE Other Design Dispatch >= 10 Circuits	Orders completed					1
P-3 Percent Missed Installation Appointments - UNE Other Design Non-Dispatch < 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE Other Design Non-Dispatch >= 10 Circuit	Orders completed					

Sub-metric Descrpt	Data represents:	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04
P-3 Percent Missed Installation Appointments - UNE Other Non-Design Dispatch < 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE Other Non-Design Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE Other Non-Design Non-Dispatch < 10 Circuits	Orders completed	1	1			
P-3 Percent Missed Installation Appointments - UNE Other Non-Design Non-Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE Switch Ports Dispatch < 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE Switch Ports Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE Switch Ports Non-Dispatch < 10 Circuits	Orders completed				2	1
P-3 Percent Missed Installation Appointments - UNE Switch Ports Non-Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE UDC/IDSL Dispatch < 10 Circuits	Orders completed	185	242	178	173	158
P-3 Percent Missed Installation Appointments - UNE UDC/IDSL Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE UDC/IDSL Non-Dispatch < 10 Circuits	Orders completed	46	65	44	34	37
P-3 Percent Missed Installation Appointments - UNE UDC/IDSL Non-Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE xDSL With Conditioning Dispatch < 10 Circuits	Orders completed	2	3	3	2	
P-3 Percent Missed Installation Appointments - UNE xDSL With Conditioning Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE xDSL With Conditioning Non-Dispatch < 10 Circuits	Orders completed					1
P-3 Percent Missed Installation Appointments - UNE xDSL With Conditioning Non-Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE xDSL Without Conditioning Dispatch < 10 Circuits	Orders completed	27	24	20	27	27
P-3 Percent Missed Installation Appointments - UNE xDSL Without Conditioning Dispatch >= 10 Circuits	Orders completed					
P-3 Percent Missed Installation Appointments - UNE xDSL Without Conditioning Non-Dispatch < 10 Circuits	Orders completed	3	3	2		2
P-3 Percent Missed Installation Appointments - UNE xDSL Without Conditioning Non-Dispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - 2W Analog Loop Design Dispatch < 10 Circuits	Orders completed	37	36	33	26	36
P-4 Order Completion Interval - 2W Analog Loop Design Dispatch >= 10 Circuits	Orders completed	2	3			1
P-4 Order Completion Interval - 2W Analog Loop Design Non-Dispatch < 10 Circuits	Orders completed	33	33	19	16	15
P-4 Order Completion Interval - 2W Analog Loop Design Non-Dispatch >= 10 Circuits	Orders completed		1	1	1	1
P-4 Order Completion Interval - 2W Analog Loop Non-Design Dispatch < 10 Circuits	Orders completed	444	506	400	442	453
P-4 Order Completion Interval - 2W Analog Loop Non-Design Dispatch >= 10 Circuits	Orders completed	4	4	2	10	13
P-4 Order Completion Interval - 2W Analog Loop Non-Design Non-Dispatch < 10 Circuits	Orders completed	143	172	147	135	126
P-4 Order Completion Interval - 2W Analog Loop Non-Design Non-Dispatch >= 10 Circuits	Orders completed		3			
P-4 Order Completion Interval - 2W Analog Loop w/INP - Design Dispatch < 10 Circuits	Orders completed					
P-4 Order Completion Interval - 2W Analog Loop w/INP - Design Dispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - 2W Analog Loop w/INP - Design Non-Dispatch < 10 Circuits	Orders completed					
P-4 Order Completion Interval - 2W Analog Loop w/INP - Design Non-Dispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - 2W Analog Loop w/INP - Non-Design Dispatch < 10 Circuits	Orders completed					
P-4 Order Completion Interval - 2W Analog Loop w/INP - Non-Design Dispatch >= 10 Circuits	Orders completed					1
P-4 Order Completion Interval - 2W Analog Loop w/INP - Non-Design Non-Dispatch < 10 Circuits	Orders completed					
P-4 Order Completion Interval - 2W Analog Loop w/INP - Non-Design Non-Dispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - 2W Analog Loop w/LNP - Design Dispatch < 10 Circuits	Orders completed	9	20	14	14	10
P-4 Order Completion Interval - 2W Analog Loop w/LNP - Design Dispatch >= 10 Circuits	Orders completed	1				
P-4 Order Completion Interval - 2W Analog Loop w/LNP - Design Non-Dispatch < 10 Circuits	Orders completed	17	21	9	28	12
P-4 Order Completion Interval - 2W Analog Loop w/LNP - Design Non-Dispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - 2W Analog Loop w/LNP - Non-Design Dispatch < 10 Circuits	Orders completed	55	117	85	65	43
P-4 Order Completion Interval - 2W Analog Loop w/LNP - Non-Design Dispatch >= 10 Circuits	Orders completed	1	4	4	1	
P-4 Order Completion Interval - 2W Analog Loop w/LNP - Non-Design Non-Dispatch < 10 Circuits	Orders completed	420	451	368	415	271
P-4 Order Completion Interval - 2W Analog Loop w/LNP - Non-Design Non-Dispatch >= 10 Circuits	Orders completed	6	11	8	1	3
P-4 Order Completion Interval - EELs Dispatch < 10 Circuits	Orders completed	132	159	119	128	99
P-4 Order Completion Interval - EELs Dispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - EELs Non-Dispatch < 10 Circuits	Orders completed	9	6	5	6	2
P-4 Order Completion Interval - EELs Non-Dispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - INP (Standalone) Dispatch < 10 Circuits	Orders completed					
P-4 Order Completion Interval - INP (Standalone) Dispatch >= 10 Circuits	Orders completed					

Sub-metric Descrpt	Data represents:	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04
P-4 Order Completion Interval - INP (Standalone)Non-Dispatch < 10 Circuits	Orders completed		5			
P-4 Order Completion Interval - INP (Standalone)Non-Dispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - LNP (Standalone)Dispatch < 10 Circuits	Orders completed	1				
P-4 Order Completion Interval - LNP (Standalone)Dispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - LNP (Standalone)Non-Dispatch < 10 Circuits	Orders completed	807	831	650	743	914
P-4 Order Completion Interval - LNP (Standalone)Non-Dispatch >= 10 Circuits	Orders completed	4	5	2	2	3
P-4 Order Completion Interval - Local Interconnection Trunks	Orders completed	54	33	54	31	53
P-4 Order Completion Interval - Local Transport (Unbundled Interoffice Transport)Dispatch < 10 Circuits	Orders completed	1	-	8	1	
P-4 Order Completion Interval - Local Transport (Unbundled Interoffice Transport)Dispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - Local Transport (Unbundled Interoffice Transport)Non-Dispatch < 10 Circuits	Orders completed		2	1	4	3
P-4 Order Completion Interval - Local Transport (Unbundled Interoffice Transport)Non-Dispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - Resale BusinessDispatch < 10 Circuits	Orders completed	446	392	281	302	279
P-4 Order Completion Interval - Resale BusinessDispatch >= 10 Circuits	Orders completed	2	1	2	2	1
P-4 Order Completion Interval - Resale BusinessNon-Dispatch < 10 Circuits	Orders completed	839	1164	821	898	915
P-4 Order Completion Interval - Resale BusinessNon-Dispatch >= 10 Circuits	Orders completed	2		3		2
P-4 Order Completion Interval - Resale CentrexDispatch < 10 Circuits	Orders completed					
P-4 Order Completion Interval - Resale CentrexDispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - Resale CentrexNon-Dispatch < 10 Circuits	Orders completed	1				
P-4 Order Completion Interval - Resale CentrexNon-Dispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - Resale DesignDispatch < 10 Circuits	Orders completed	6	2	4	2	10
P-4 Order Completion Interval - Resale DesignDispatch >= 10 Circuits	Orders completed	14				
P-4 Order Completion Interval - Resale DesignNon-Dispatch < 10 Circuits	Orders completed	11	18	12	9	14
P-4 Order Completion Interval - Resale DesignNon-Dispatch >= 10 Circuits	Orders completed	2		4	2	
P-4 Order Completion Interval - Resale ISDNDispatch < 10 Circuits	Orders completed	1	2			
P-4 Order Completion Interval - Resale ISDNDispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - Resale ISDNNon-Dispatch < 10 Circuits	Orders completed	1	4	1	3	2
P-4 Order Completion Interval - Resale ISDNNon-Dispatch >= 10 Circuits	Orders completed	1				
P-4 Order Completion Interval - Resale PBXDispatch < 10 Circuits	Orders completed				1	2
P-4 Order Completion Interval - Resale PBXDispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - Resale PBXNon-Dispatch < 10 Circuits	Orders completed	2	3	3	5	4
P-4 Order Completion Interval - Resale PBXNon-Dispatch >= 10 Circuits	Orders completed	1		7	2	2
P-4 Order Completion Interval - Resale ResidenceDispatch < 10 Circuits	Orders completed	604	573	495	533	492
P-4 Order Completion Interval - Resale ResidenceDispatch >= 10 Circuits	Orders completed	2	2	3	3	1
P-4 Order Completion Interval - Resale ResidenceNon-Dispatch < 10 Circuits	Orders completed	12194	14941	10330	10683	11169
P-4 Order Completion Interval - Resale ResidenceNon-Dispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Combos - OtherDispatch < 10 Circuits	Orders completed	17	21	24	15	11
P-4 Order Completion Interval - UNE Combos - OtherDispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Combos - OtherNon-Dispatch < 10 Circuits	Orders completed		1	1		1
P-4 Order Completion Interval - UNE Combos - OtherNon-Dispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Digital Loop < DS1Dispatch < 10 Circuits	Orders completed	115	146	105	92	80
P-4 Order Completion Interval - UNE Digital Loop < DS1Dispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Digital Loop < DS1Non-Dispatch < 10 Circuits	Orders completed	37	60	39	26	28
P-4 Order Completion Interval - UNE Digital Loop < DS1Non-Dispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Digital Loop >= DS1Dispatch < 10 Circuits	Orders completed	120	130	114	106	107
P-4 Order Completion Interval - UNE Digital Loop >= DS1Dispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Digital Loop >= DS1Non-Dispatch < 10 Circuits	Orders completed	15	19	17	18	6
P-4 Order Completion Interval - UNE Digital Loop >= DS1Non-Dispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE ISDN Loop Excluding UDCDispatch < 10 Circuits	Orders completed	3	2	4	2	6
P-4 Order Completion Interval - UNE ISDN Loop Excluding UDCDispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE ISDN Loop Excluding UDCNon-Dispatch < 10 Circuit	Orders completed		4	1		

Sub-metric Descrpt	Data represents:	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04
P-4 Order Completion Interval - UNE ISDN Loop Excluding UDCNon-Dispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Line Sharing w Loop ConditioningDispatch < 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Line Sharing w Loop ConditioningDispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Line Sharing w Loop ConditioningNon-Dispatch < 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Line Sharing w Loop ConditioningNon-Dispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Line Sharing w/o Loop ConditioningDispatch < 10 Circuits	Orders completed	32	48	24	48	42
P-4 Order Completion Interval - UNE Line Sharing w/o Loop ConditioningDispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Line Sharing w/o Loop ConditioningNon-Dispatch < 10 Circuits	Orders completed	555	759	428	561	413
P-4 Order Completion Interval - UNE Line Sharing w/o Loop ConditioningNon-Dispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Line Splitting w Loop ConditioningDispatch < 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Line Splitting w Loop ConditioningDispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Line Splitting w Loop ConditioningNon-Dispatch < 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Line Splitting w Loop ConditioningNon-Dispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Line Splitting w/o Loop ConditioningDispatch < 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Line Splitting w/o Loop ConditioningDispatch >= 10 Circuits	Orders completed	1		3	2	6
P-4 Order Completion Interval - UNE Line Splitting w/o Loop ConditioningNon-Dispatch < 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Line Splitting w/o Loop ConditioningNon-Dispatch >= 10 Circuits	Orders completed	2161	2440	2205	2417	2536
P-4 Order Completion Interval - UNE Loop + Port CombinationsDispatch < 10 Circuits	Orders completed	6	22	13	19	20
P-4 Order Completion Interval - UNE Loop + Port CombinationsDispatch >= 10 Circuits	Orders completed	111868	94430	96443	96598	101468
P-4 Order Completion Interval - UNE Loop + Port CombinationsNon-Dispatch < 10 Circuits	Orders completed	2	19	7	7	8
P-4 Order Completion Interval - UNE Loop + Port CombinationsNon-Dispatch >= 10 Circuits	Orders completed				1	
P-4 Order Completion Interval - UNE Other DesignDispatch < 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Other DesignDispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Other DesignNon-Dispatch < 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Other DesignNon-Dispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Other Non-DesignDispatch < 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Other Non-DesignDispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Other Non-DesignNon-Dispatch < 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Other Non-DesignNon-Dispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Switch PortsDispatch < 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Switch PortsDispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Switch PortsNon-Dispatch < 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE Switch PortsNon-Dispatch >= 10 Circuits	Orders completed	100	134	94	76	66
P-4 Order Completion Interval - UNE UDC/IDSLDispatch < 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE UDC/IDSLDispatch >= 10 Circuits	Orders completed	36	55	38	26	27
P-4 Order Completion Interval - UNE UDC/IDSLNon-Dispatch < 10 Circuits	Orders completed	1			1	
P-4 Order Completion Interval - UNE UDC/IDSLNon-Dispatch >= 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE xDSL With ConditioningDispatch < 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE xDSL With ConditioningDispatch >= 10 Circuits	Orders completed					1
P-4 Order Completion Interval - UNE xDSL With ConditioningNon-Dispatch < 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE xDSL With ConditioningNon-Dispatch >= 10 Circuits	Orders completed	11	12	9	13	9
P-4 Order Completion Interval - UNE xDSL Without ConditioningDispatch < 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE xDSL Without ConditioningDispatch >= 10 Circuits	Orders completed	2	2	2		1
P-4 Order Completion Interval - UNE xDSL Without ConditioningNon-Dispatch < 10 Circuits	Orders completed					
P-4 Order Completion Interval - UNE xDSL Without ConditioningNon-Dispatch >= 10 Circuits	Loops w/ Coord Conv					
P-7 Coordinated Customer Conversions Internal Unbundles Loops with INP	Loops w/ Coord Conv	1955	2418	1808	1476	1111
P-7 Coordinated Customer Conversions Internal Unbundles Loops with LNP	Coord Loop Orders	1	4	5	4	
P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL2 Time Specific	Coord Loop Orders	1	1	2		1
P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL1 Non Time Specific	Coord Loop Orders	1	1	1	1	1
P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL1 IDLC	Coord Loop Orders	1	1	1	1	1

Sub-metric Descrpt	Data represents:	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04
P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL1 Time Specific	Coord Loop Orders	362	289	281	394	523
P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL2 IDLC	Coord Loop Orders	1	1	1	1	1
P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL2 Time Non Specifi	Coord Loop Orders	39	17	22	17	40
P-7C Hot Cuts % Prov Trbl w/i 7 Days Design (SL2) Dispatch	Trouble reports within 7 days	3	1	3	1	0
P-7C Hot Cuts % Prov Trbl w/i 7 Days Design (SL2) Non-Dispatch	Trouble reports within 7 days	3	2	1	0	4
P-7C Hot Cuts % Prov Trbl w/i 7 Days Non-Design (SL1) Dispatch	Trouble reports within 7 days	2	8	3	5	3
P-7C Hot Cuts % Prov Trbl w/i 7 Days Non-Design (SL1) Non-Dispatch	Trouble reports within 7 days	8	11	24	10	5
P-8 Cooperative Acceptance Test for xDSL - ADSL	Test requests	100	103	72	87	91
P-8 Cooperative Acceptance Test for xDSL - HDSL	Test requests	25	15	26	40	28
P-8 Cooperative Acceptance Test for xDSL - UCL	Test requests	1	- 2	-		
P-8 Cooperative Acceptance Testing Percent of xDSL - HDSL	Test requests	25	15	- 26	40	28
P-9 % Provisioning Troubles within 30 Days - 2W Analog Loop Design < 10 Circuits Dispatch	Trouble reports within 30 days	5	10	5	8	7
P-9 % Provisioning Troubles within 30 Days - 2W Analog Loop Design < 10 Circuits Non-Dispatch	Trouble reports within 30 days	10	6	18	6	4
P-9 % Provisioning Troubles within 30 Days - 2W Analog Loop Design >= 10 Circuits Dispatch	Trouble reports within 30 days	0	1	2	1	
P-9 % Provisioning Troubles within 30 Days - 2W Analog Loop Design >= 10 Circuits Non-Dispatch	Trouble reports within 30 days			2	0	0
P-9 % Provisioning Troubles within 30 Days - 2W Analog Loop Non-Design < 10 Circuits Dispatch	Trouble reports within 30 days	57	61	73	63	80
P-9 % Provisioning Troubles within 30 Days - 2W Analog Loop Non-Design < 10 Circuits Non-Dispatch	Trouble reports within 30 days	76	88	82	74	50
P-9 % Provisioning Troubles within 30 Days - 2W Analog Loop Non-Design >= 10 Circuits Dispatch	Trouble reports within 30 days	3	2	3	0	3
P-9 % Provisioning Troubles within 30 Days - 2W Analog Loop Non-Design >= 10 Circuits Non-Dispatch	Trouble reports within 30 days		0	4		
P-9 % Provisioning Troubles within 30 Days - 2W Analog Loop w/INP - Design < 10 Circuits Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - 2W Analog Loop w/INP - Design < 10 Circuits Non-Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - 2W Analog Loop w/INP - Design >= 10 Circuits Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - 2W Analog Loop w/INP - Design >= 10 Circuits Non-Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - 2W Analog Loop w/INP - Non-Design < 10 Circuits Dispatch	Trouble reports within 30 days	0				
P-9 % Provisioning Troubles within 30 Days - 2W Analog Loop w/INP - Non-Design < 10 Circuits Non-Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - 2W Analog Loop w/INP - Non-Design >= 10 Circuits Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - 2W Analog Loop w/INP - Non-Design >= 10 Circuits Non-Dispatch	Trouble reports within 30 days	1	4	1	2	2
P-9 % Provisioning Troubles within 30 Days - 2W Analog Loop w/LNP - Design < 10 Circuits Dispatch	Trouble reports within 30 days	2	2	0	0	10
P-9 % Provisioning Troubles within 30 Days - 2W Analog Loop w/LNP - Design < 10 Circuits Non-Dispatch	Trouble reports within 30 days	1	0	1	0	
P-9 % Provisioning Troubles within 30 Days - 2W Analog Loop w/LNP - Design >= 10 Circuits Dispatch	Trouble reports within 30 days			0		
P-9 % Provisioning Troubles within 30 Days - 2W Analog Loop w/LNP - Design >= 10 Circuits Non-Dispatch	Trouble reports within 30 days	6	12	18	56	112
P-9 % Provisioning Troubles within 30 Days - 2W Analog Loop w/LNP - Non-Design < 10 Circuits Dispatch	Trouble reports within 30 days	18	64	52	80	100
P-9 % Provisioning Troubles within 30 Days - 2W Analog Loop w/LNP - Non-Design < 10 Circuits Non-Dispatch	Trouble reports within 30 days	0	1	0	1	0
P-9 % Provisioning Troubles within 30 Days - 2W Analog Loop w/LNP - Non-Design >= 10 Circuits Dispatch	Trouble reports within 30 days	0	4	4	2	0
P-9 % Provisioning Troubles within 30 Days - 2W Analog Loop w/LNP - Non-Design >= 10 Circuits Non-Dispatch	Trouble reports within 30 days	15	15	28	24	11
P-9 % Provisioning Troubles within 30 Days - EELs < 10 Circuits Dispatch	Trouble reports within 30 days	0	2	2	0	0
P-9 % Provisioning Troubles within 30 Days - EELs < 10 Circuits Non-Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - EELs >= 10 Circuits Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - EELs >= 10 Circuits Non-Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - INP (Standalone) < 10 Circuits Dispatch	Trouble reports within 30 days			0		
P-9 % Provisioning Troubles within 30 Days - INP (Standalone) < 10 Circuits Non-Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - INP (Standalone) >= 10 Circuits Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - INP (Standalone) >= 10 Circuits Non-Dispatch	Trouble reports within 30 days		0			
P-9 % Provisioning Troubles within 30 Days - LNP (Standalone) < 10 Circuits Dispatch	Trouble reports within 30 days	0	0	0	0	0
P-9 % Provisioning Troubles within 30 Days - LNP (Standalone) < 10 Circuits Non-Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - LNP (Standalone) >= 10 Circuits Dispatch	Trouble reports within 30 days	0	0	0	0	0
P-9 % Provisioning Troubles within 30 Days - LNP (Standalone) >= 10 Circuits Non-Dispatch	Trouble reports within 30 days	0	0	0	0	0
P-9 % Provisioning Troubles within 30 Days - Local Interconnection Trunks	Trouble reports within 30 days	0	0	0	0	0
P-9 % Provisioning Troubles within 30 Days - Local Transport (Unbundled Interoffice Transport) < 10 Circuits Dispatch	Trouble reports within 30 days	0	2	0	0	0
P-9 % Provisioning Troubles within 30 Days - Local Transport (Unbundled Interoffice Transport) < 10 Circuits Non-Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - Local Transport (Unbundled Interoffice Transport) >= 10 Circuits Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - Local Transport (Unbundled Interoffice Transport) >= 10 Circuits Non-Dispatch	Trouble reports within 30 days	14	32	31	23	25
P-9 % Provisioning Troubles within 30 Days - Resale Business < 10 Circuits Dispatch	Trouble reports within 30 days	108	122	140	104	82
P-9 % Provisioning Troubles within 30 Days - Resale Business < 10 Circuits Non-Dispatcl						

Sub-metric Descrpt	Data represents:	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04
P-9 % Provisioning Troubles within 30 Days - Resale Business >= 10 Circuits Dispatch	Trouble reports within 30 days	0	0	0	1	0
P-9 % Provisioning Troubles within 30 Days - Resale Business >= 10 Circuits Non-Dispatch	Trouble reports within 30 days		0	0	0	0
P-9 % Provisioning Troubles within 30 Days - Resale Centrex < 10 Circuits Dispatch	Trouble reports within 30 days					0
P-9 % Provisioning Troubles within 30 Days - Resale Centrex < 10 Circuits Non-Dispatch	Trouble reports within 30 days	0	2	0		
P-9 % Provisioning Troubles within 30 Days - Resale Centrex >= 10 Circuits Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - Resale Centrex >= 10 Circuits Non-Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - Resale Design < 10 Circuits Dispatch	Trouble reports within 30 days	1	5	0	1	0
P-9 % Provisioning Troubles within 30 Days - Resale Design < 10 Circuits Non-Dispatch	Trouble reports within 30 days	0	2	8	6	4
P-9 % Provisioning Troubles within 30 Days - Resale Design >= 10 Circuits Dispatch	Trouble reports within 30 days	4	1		0	
P-9 % Provisioning Troubles within 30 Days - Resale Design >= 10 Circuits Non-Dispatch	Trouble reports within 30 days	2	0	0	0	0
P-9 % Provisioning Troubles within 30 Days - Resale ISDN < 10 Circuits Dispatch	Trouble reports within 30 days		0	0		
P-9 % Provisioning Troubles within 30 Days - Resale ISDN < 10 Circuits Non-Dispatch	Trouble reports within 30 days	0	2	0	0	0
P-9 % Provisioning Troubles within 30 Days - Resale ISDN >= 10 Circuits Dispatch	Trouble reports within 30 days	0				
P-9 % Provisioning Troubles within 30 Days - Resale ISDN >= 10 Circuits Non-Dispatch	Trouble reports within 30 days		0	0		
P-9 % Provisioning Troubles within 30 Days - Resale PBX < 10 Circuits Dispatch	Trouble reports within 30 days				0	0
P-9 % Provisioning Troubles within 30 Days - Resale PBX < 10 Circuits Non-Dispatch	Trouble reports within 30 days	0	0	0	0	0
P-9 % Provisioning Troubles within 30 Days - Resale PBX >= 10 Circuits Dispatch	Trouble reports within 30 days				0	
P-9 % Provisioning Troubles within 30 Days - Resale PBX >= 10 Circuits Non-Dispatch	Trouble reports within 30 days		0	0	0	0
P-9 % Provisioning Troubles within 30 Days - Resale Residence < 10 Circuits Dispatch	Trouble reports within 30 days	42	59	51	32	58
P-9 % Provisioning Troubles within 30 Days - Resale Residence < 10 Circuits Non-Dispatch	Trouble reports within 30 days	1218	1314	1482	1088	1016
P-9 % Provisioning Troubles within 30 Days - Resale Residence >= 10 Circuits Dispatch	Trouble reports within 30 days	0	0	0	0	0
P-9 % Provisioning Troubles within 30 Days - Resale Residence >= 10 Circuits Non-Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - UNE Combos - Other < 10 Circuits Dispatch	Trouble reports within 30 days	2	2	2	0	2
P-9 % Provisioning Troubles within 30 Days - UNE Combos - Other < 10 Circuits Non-Dispatch	Trouble reports within 30 days	0	0	0	0	0
P-9 % Provisioning Troubles within 30 Days - UNE Combos - Other >= 10 Circuits Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - UNE Combos - Other >= 10 Circuits Non-Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - UNE Digital Loop < DS1 < 10 Circuits Dispatch	Trouble reports within 30 days	14	12	17	11	11
P-9 % Provisioning Troubles within 30 Days - UNE Digital Loop < DS1 < 10 Circuits Non-Dispatch	Trouble reports within 30 days	6	8	28	12	10
P-9 % Provisioning Troubles within 30 Days - UNE Digital Loop < DS1 >= 10 Circuits Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - UNE Digital Loop < DS1 >= 10 Circuits Non-Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - UNE Digital Loop >= DS1 < 10 Circuits Dispatch	Trouble reports within 30 days	23	31	25	18	19
P-9 % Provisioning Troubles within 30 Days - UNE Digital Loop >= DS1 < 10 Circuits Non-Dispatch	Trouble reports within 30 days	10	2	2	10	6
P-9 % Provisioning Troubles within 30 Days - UNE Digital Loop >= DS1 >= 10 Circuits Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - UNE Digital Loop >= DS1 >= 10 Circuits Non-Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - UNE ISDN < 10 Circuits Dispatch	Trouble reports within 30 days	12	12	16	9	11
P-9 % Provisioning Troubles within 30 Days - UNE ISDN < 10 Circuits Non-Dispatch	Trouble reports within 30 days	6	8	28	12	10
P-9 % Provisioning Troubles within 30 Days - UNE ISDN >= 10 Circuits Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - UNE ISDN >= 10 Circuits Non-Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - UNE Line Sharing < 10 Circuits Dispatch	Trouble reports within 30 days	6	4	6	2	4
P-9 % Provisioning Troubles within 30 Days - UNE Line Sharing < 10 Circuits Non-Dispatch	Trouble reports within 30 days	58	48	70	34	68
P-9 % Provisioning Troubles within 30 Days - UNE Line Sharing >= 10 Circuits Dispatch	Trouble reports within 30 days	0				
P-9 % Provisioning Troubles within 30 Days - UNE Line Sharing >= 10 Circuits Non-Dispatch	Trouble reports within 30 days					0
P-9 % Provisioning Troubles within 30 Days - UNE Line Splitting < 10 Circuits Dispatch	Trouble reports within 30 days		0			0
P-9 % Provisioning Troubles within 30 Days - UNE Line Splitting < 10 Circuits Non-Dispatch	Trouble reports within 30 days	0	0	0	0	0
P-9 % Provisioning Troubles within 30 Days - UNE Line Splitting >= 10 Circuits Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - UNE Line Splitting >= 10 Circuits Non-Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - UNE Loop + Port Combinations < 10 Circuits Dispatch	Trouble reports within 30 days	434	313	316	246	260
P-9 % Provisioning Troubles within 30 Days - UNE Loop + Port Combinations < 10 Circuits Non-Dispatch	Trouble reports within 30 days	8384	7984	6962	5754	6250
P-9 % Provisioning Troubles within 30 Days - UNE Loop + Port Combinations >= 10 Circuits Dispatch	Trouble reports within 30 days	5	5	7	5	2
P-9 % Provisioning Troubles within 30 Days - UNE Loop + Port Combinations >= 10 Circuits Non-Dispatc	Trouble reports within 30 days	0	0	2	0	0

Sub-metric Descrpt	Data represents:	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04
P-9 % Provisioning Troubles within 30 Days - UNE Other Design < 10 Circuits Dispatch	Trouble reports within 30 days	0				1
P-9 % Provisioning Troubles within 30 Days - UNE Other Design < 10 Circuits Non-Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - UNE Other Design >= 10 Circuits Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - UNE Other Design >= 10 Circuits Non-Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - UNE Other Non-Design < 10 Circuits Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - UNE Other Non-Design < 10 Circuits Non-Dispatch	Trouble reports within 30 days		0	0		
P-9 % Provisioning Troubles within 30 Days - UNE Other Non-Design >= 10 Circuits Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - UNE Other Non-Design >= 10 Circuits Non-Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - UNE Switch Ports < 10 Circuits Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - UNE Switch Ports < 10 Circuits Non-Dispatch	Trouble reports within 30 days					0
P-9 % Provisioning Troubles within 30 Days - UNE Switch Ports >= 10 Circuits Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - UNE Switch Ports >= 10 Circuits Non-Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - UNE xDSL (HDSL, ADSL, and UCL) < 10 Circuits Dispatch	Trouble reports within 30 days	3	0	1	3	0
P-9 % Provisioning Troubles within 30 Days - UNE xDSL (HDSL, ADSL, and UCL) < 10 Circuits Non-Dispatch	Trouble reports within 30 days	0	0	0	4	
P-9 % Provisioning Troubles within 30 Days - UNE xDSL (HDSL, ADSL, and UCL) >= 10 Circuits Dispatch	Trouble reports within 30 days					
P-9 % Provisioning Troubles within 30 Days - UNE xDSL (HDSL, ADSL, and UCL) >= 10 Circuits Non-Dispatch	Trouble reports within 30 days					
P-11A Service Order Accuracy - Resale	Partial Mech Orders completed		8821	11680	6686	5971
P-11A Service Order Accuracy - UNE	Partial Mech Orders completed		7754	8692	11156	7228
P-11A Service Order Accuracy - UNE-P	Partial Mech Orders completed		35522	37440	31513	31913
P-13B LNP - Percentage Out of Servcie < 60 Minutes - LNP	LNP activations	6988	6859	7316	7447	8591
P-13C: LNP - Percentage of Time BellSouth Applies the 10-digit Trigger Prior to the LNP Order Due Date - LNP - (Standalone)	TelNos where trigger order is applicable	4098	4786	4964	5174	4711
P-13D LNP - Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution (Non-Trigger)	# of disconnected numbers	154	332	181	177	126
	Total Tier 1 submetrics	827	827	827	827	827
	Activity level					
	None	334	325	335	343	327
		40%	39%	41%	41%	40%
	> 0	493	502	492	484	500
		60%	61%	59%	59%	60%
	> 10	347	363	357	355	353
		42%	44%	43%	43%	43%
	> 20	304	312	303	314	318
		37%	38%	37%	38%	38%
	> 30	276	292	276	288	286
		33%	35%	33%	35%	35%
	> 40	256	268	247	259	255
		31%	32%	30%	31%	31%
	> 50	241	251	230	242	243
		29%	30%	28%	29%	29%
	> 75	206	217	200	213	212
		25%	26%	24%	26%	26%
	> 100	185	196	185	192	185
		22%	24%	22%	23%	22%
	> 200	145	155	144	148	144
		18%	19%	17%	18%	17%